



Meredith E. Allen  
Senior Director  
Regulatory Relations

77 Beale Street, Room 2341  
San Francisco, CA 94105

Mailing Address:  
Pacific Gas and Electric Company  
P.O. Box 770000  
Mail Code B23A  
San Francisco, CA 94177

Tel.: 415-973-2868  
Meredith.Allen@pge.com

October 30, 2020

Leslie Palmer  
Director, Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Dear Mr. Palmer:

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on October 14, 2020 and fully restored for those who could receive power on October 17, 2020. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen  
Senior Director, Regulatory Relations

cc: Anthony Noll, SED  
ESRB\_ComplianceFilings@cpuc.ca.gov  
EnergyDivisionCentralFiles@cpuc.ca.gov

**Pacific Gas and Electric Company**  
**Public Safety Power Shutoff (PSPS) Report to the CPUC**  
**October 14-17, 2020 De-energization Event**

## **Contents**

Summary and Overview _____	3
Section 2 – Explanation of PG&E’s Decision to De-energize _____	13
Section 3 – Time, Place, and Duration _____	23
Section 4 – Affected Customers _____	24
Section 5 – Damage to Overhead Facilities _____	25
Section 6 – Customer Notifications _____	28
Section 7 – Local Community Representatives Contacted _____	45
Section 8 – Local and State Public Safety Partner Engagement _____	46
Section 9 – Complaints Received & Claims Filed _____	48
Section 10 – Power Restoration _____	49
Section 11 – Community Assistance Locations _____	51
Section 12 – Sectionalization _____	54
Section 13 – Mitigations to Reduce Impact _____	55
Section 14 – Lessons Learned from this Event _____	61
Section 15 – Proposed Updates to ESRB-8 _____	63
Section 16 – Other Relevant Information to Help the Commission Assessment of Reasonableness of Decision to De-Energize _____	64
APPENDIX _____	74

## **PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC October 14-17, 2020 De-energization Event**

### **Summary and Overview**

PG&E's most important responsibility is the safety of our customers and the communities we serve.

On October 14, 2020, PG&E initiated a Public Safety Power Shutoff (PSPS) in order to mitigate catastrophic wildfire risk presented by significant wind events combined with low humidity levels and critically dry fuels. As the time event planning began on October 11, its scope encompassed almost 50,000 customers spanning 24 counties and 12 Time-Places. However, due to the combination of changes in the weather and mitigation efforts, the PSPS event expanded in scope, then grew smaller, ultimately de-energizing 40,574 customers<sup>1</sup> in eleven different Time Places (TPs)<sup>2</sup> located in 19 counties<sup>3</sup> in Northern California<sup>4</sup>.

During this event, PG&E weather stations recorded wind gust speeds of up to 73 mph. Once the weather event had passed and it was safe to do so, PG&E crews patrolled and inspected equipment and identified 28 different incidents of damages and hazards resulting from these high winds – any of which could have sparked a wildfire.

We turn off the power for safety when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know that turning off the power creates significant hardships for our customers, and we do not take this decision lightly. We will only do so as a last resort when severe weather threatens the safety of our customers.

That is why PG&E has been working to make PSPS events smaller in size, shorter in length and smarter for our customers. Our smaller in size goal intends to have this year's PSPS events affect one-third fewer customers when compared to a similar weather event last year. The shorter in length goal aims to restore power within 12 daylight hours after severe fire weather passes. And the smarter for our customers goal commits to improving how we communicate about when the power will be shut off and expected restoration times, to help them prepare for these events.

Due to on-going efforts by PG&E on weather analysis, de-energization scoping and grid mitigation measures, this PSPS event affected over 82% fewer customers than would have been affected by the same weather conditions in 2019.

---

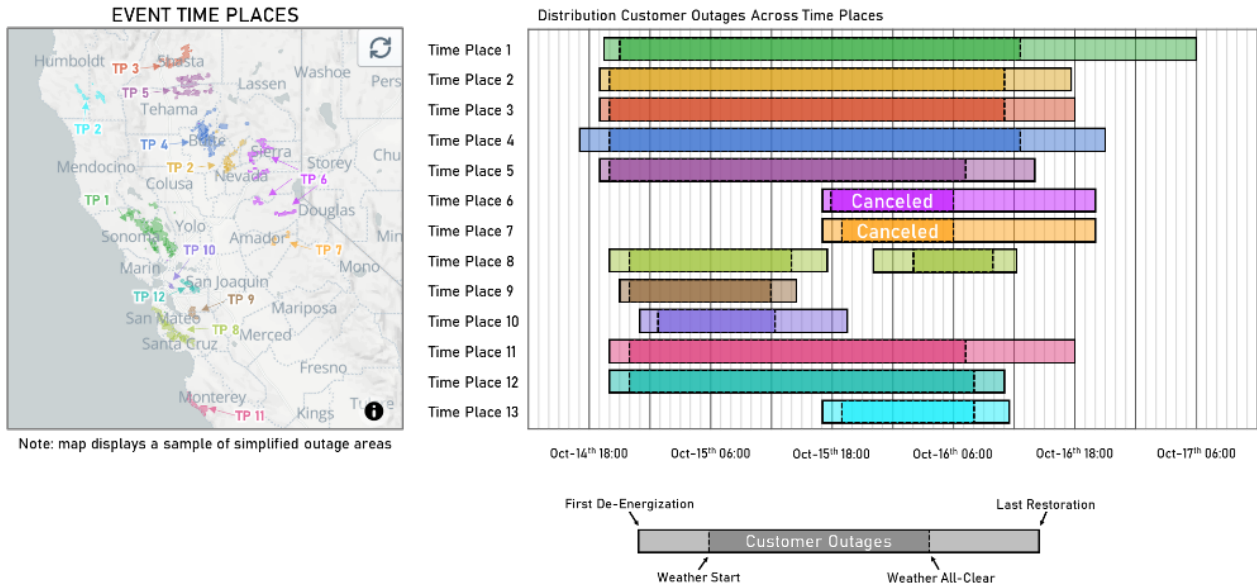
<sup>1</sup> Customers refers to active service points (meters).

<sup>2</sup> A Time-Place is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather All Clear and service restoration times may vary due to actual weather conditions within a TP.

<sup>3</sup> Customers in two additional counties experienced outages due to microgrid and switching in anticipation of the PSPS event, but did not experience prolonged outages.

<sup>4</sup> The information, times and figures referenced in this table are based on the best available information developed in real time during the event. The information, times and figures herein are subject to revision based on further analysis and validation.

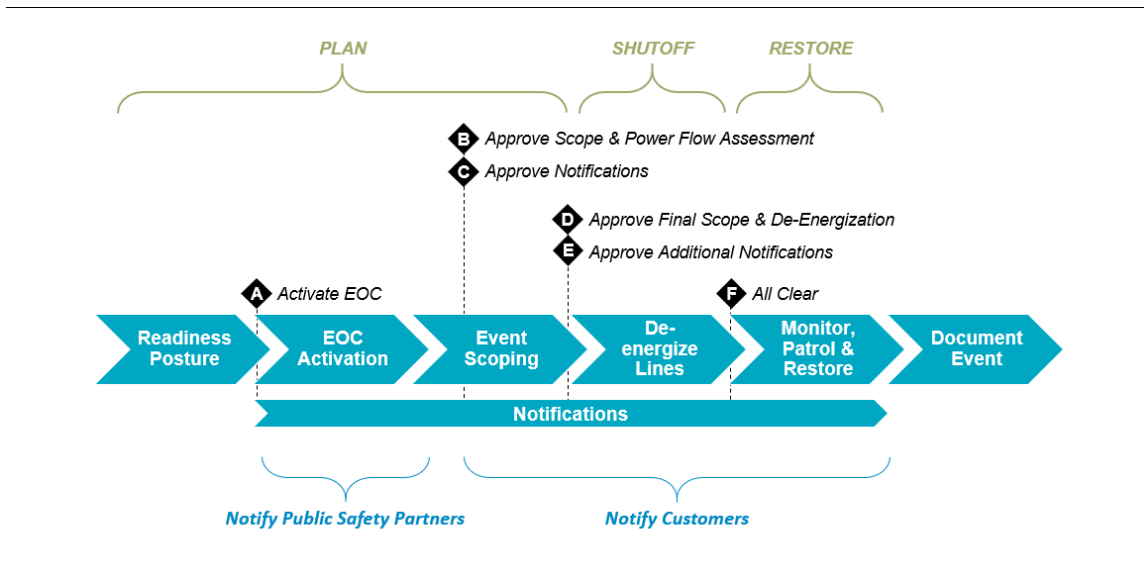
**Figure 1: Event Timelines**



PSPS Preparation and Scoping Process

This section explains the details and complexities of this process as implemented for the October 14-17, 2020 PSPS event. Figure 2 shows at a high level the process PG&E uses to prepare for and conduct a PSPS event.

**Figure 2: PG&E’s High-level PSPS Process Steps**



## Weather Forecasting and Event Scoping

PG&E considers implementing a PSPS event when the combination of strong, gusty winds and critically low humidity lies over areas with large, severely dry vegetative fuel loads, creating a high risk that vegetation blown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

The assessments described below began several days before the October 14, 2020 PSPS event. PG&E identifies the weather conditions that could create severe fire risk using high resolution internal weather forecasting models. The company also examines external forecasting services and sources, including the European Center for Medium-Range Weather Forecasts (ECMWF), Global Forecast System (GFS), Northern and Southern Operations Predictive Services and the National Weather Service (NWS). PG&E bases its thresholds and guidance to identify critical fire risk on sophisticated analysis of three decades of historical weather data in and around California, complemented by extensive academic research.

If weather forecasts indicate a high likelihood of severe fire weather, PG&E identifies the meteorological footprint of severe fire weather and then identifies the distribution and transmission lines and other assets within that footprint. For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact. For transmission lines, the PG&E team analyzes the wildfire risk of each transmission line within scope based on forecasted wind speeds and Utility Fire Potential Index (FPI) as well as structure type, historical outage performance, and recent enhanced inspection information. This informs an initial determination of which transmission lines are at risk and should be in scope for potential de-energization, subject to sectionalization potential. Then PG&E conducts a total impacts analysis resulting from the removal of the at-risk transmission lines including power flow analysis and system protection analysis, coordinated with the California Independent System Operator (CAISO), to determine system impacts.

Based on the above analyses, PG&E can determine how many customers may be subject to de-energization, and further investigate mitigation options such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation to support customers who could lose transmission power sources but are located in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company is able to anticipate when a PSPS event may be needed, activate its Emergency Operations Center (in this case, on October 11, 2020), and prepare several days ahead of any PSPS event whenever possible. The PG&E Meteorology team updates weather forecasts approximately four times a day to monitor for changes in the weather event timing, strength and potential locations impacted. Weather shifts can force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this enables the company to avoid de-energization in some areas if fire-critical conditions lessen, but can also cause some areas and customers to move into de-energization scope late in the process as TP boundaries and timing shift.

### October 14, 2020 PSPS Event

The maps and timelines in Figure 3, which span the planning period before the start of the event (beginning Monday, October 12 through the time when the decision was made to de-energize on Wednesday, October 14), show the changes to scope based on changing weather conditions. There were 13 TPs at the start of the event, but ultimately 11 were de-energized.

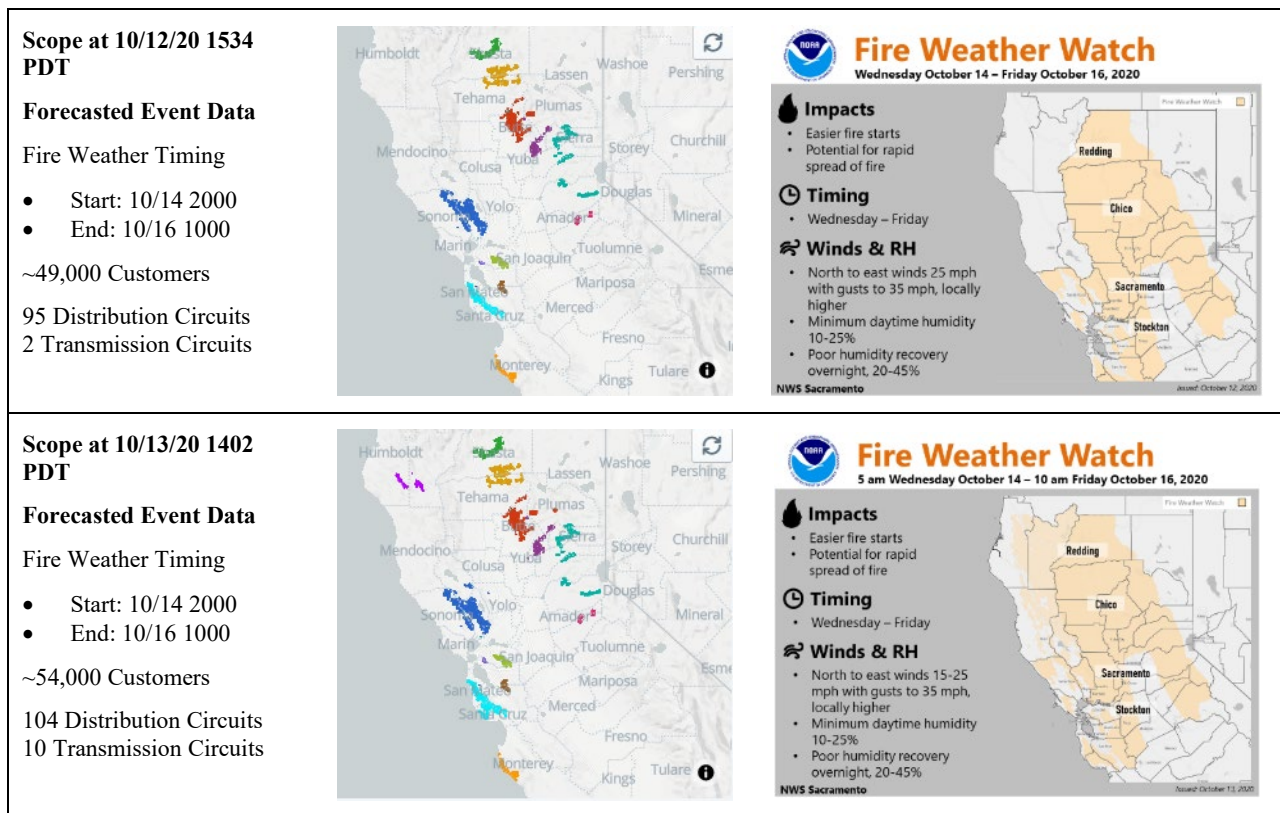
On October 11, results from PG&E's Operational Mesoscale Modeling System (POMMS) high-resolution model were corroborated with external forecasting information identifying the onset of extreme fire risk weather on October 14, affecting areas of Sierra Foothills and Northern California. On October 11, the weather forecasting models agreed that the start of extreme fire weather could begin on the

evening of October 14, encompassing the Northern Sierra Foothills and the higher elevations of the North Bay. As the expected start of severe fire weather neared, internal and external weather models converged and gave increasing confidence around the likely geographic scope and risk associated with the high fire risk.

PG&E’s expectations of severe fire danger were supported by National Weather Service (NWS) issuance on Monday, October 12 of a Fire Weather Watch (FWW) effective October 13 and Red Flag Warnings (RFWs) effective October 14, anticipating high winds, low relative humidity and easy fire starts from October 14 across much of PG&E’s service territory. The NWS issued successive RFWs (shown in Figure 3 below) showing slightly shifting footprints through October 16 for the areas within PG&E’s PSPS scope. These were accompanied by issuance of “High Risk” warnings for strong and dry offshore winds from the Northern California Geographic Area Coordination Center and “Critical Weather Conditions” from the NOAA Storm Prediction Center for the time periods of concern. Additionally, there were already numerous large, active fires across Northern and Central California (as discussed in Section 2).

**Figure 3: PSPS Scope Changes as Weather Forecasts Change**

Each color indicates the geographic location of a different Time-Place for this PSPS event



**Scope at 10/14/20 0953 PDT**


**Forecasted Event Data**

Fire Weather Timing

- Start: 10/14 2000
- End: 10/16 1000

~53,000 Customers

102 Distribution Circuits  
6 Transmission Circuits



**Red Flag Warning**  
Thru 11 AM, Friday, October 16<sup>th</sup>, 2020

**Impacts**

- Easier fire starts
- Potential for rapid spread of fire


**Timing**

- Thru AM Friday

**Winds & RH**

- North/east winds 15-25 mph with gusts to 40 mph, locally around 50 mph for favored ridgetops, gaps, and canyons
- Minimum daytime humidity 7-20%
- Poor humidity recovery overnight, 20-45%

NWS Sacramento



TPs 6 and 7 were monitored throughout the event, but were removed from de-energization scope on Thursday afternoon as forecasted and actual wind speeds and relative humidity levels in these areas continued to decline to the degree that de-energization was not necessary. This decision allowed us to avoid de-energizing approximately 2,200 customers in those two areas for the full duration of the PSPS event, and resulted in significantly shorter outages for approximately 1,400 additional customers who were switched to microgrids in anticipation of the weather event.

Event Scoping and Preparation

PG&E’s Emergency Operations Center teams used the meteorology and distribution scopes developed on October 12 to develop the initial transmission scoping review and power flow analysis. As the weather shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize was made on October 14.

PG&E crews conducted air and ground patrols of transmission assets throughout the planning period to confirm that they were in safe operating condition before the weather event began.

Starting October 11 and continuing through the event, PG&E teams conducted a variety of activities to prepare for the upcoming PSPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.
- Planning and conducting all required customer notifications and public awareness activities, including:
  - Sending over 1.25 million notifications via customer calls, texts and emails available in 13 written languages.
  - Confirming that affected Medical Baseline customers received notifications, including making in-person visits if confirmation of automated notification is not received.
  - Handling over 88,000 calls in PG&E’s call centers, including approximately 2,600 that were PSPS-related calls.
  - Sharing PSPS impact maps and information on PG&E’s website, so that customers could search their addresses, learn whether or not they were expected to be impacted and learn more about the PSPS event and available resources.
  - Planning the locations and preparations for CRCs to serve each county affected by the likely PSPS event.



- Conducting additional vegetation management to remove potentially hazardous trees near key transmission lines in an effort to mitigate their risk and safely keep those lines energized.
- Designing and implementing mitigation plans to reduce the number of areas and customers in scope:
  - Caribou hydroelectric powerhouses and nearby substations and sectionalization devices were used to isolate and safely energize approximately 9,400 customers who would otherwise have been de-energized.
  - Planning temporary generation support needs.
  - Developing and refining switching plans to mitigate customer impacts where possible.
  - Examining distribution and transmission scopes to determine where circuit sectionalization devices could be used to electrically and geographically narrow the areas de-energized to reduce the number of customers affected.

### PSPS De-energization Decision

At the time of the de-energization decision on Wednesday, October 14, all the weather sources and forecasts corroborated that there was severe fire weather risk ahead. The RFW issued by the NWS that morning covered 1.9 million PG&E customers, and the High Risk forecast footprint from the Geographic Area Coordination Centers covered over 3.6 million customers.

PG&E leaders reviewed the latest weather information and fire risk analyses and considered the alternatives to de-energization for the in-scope PSPS areas, including potential mitigations and customer notifications. The Officer in Charge and Incident Commander determined that de-energization was a necessary measure to protect public safety in these areas.<sup>5</sup>

The PG&E team studies weather forecasts and real-time observations continually throughout each PSPS event, to assure that any de-energizations needed track closely to actual weather conditions. Weather adjustments can include pulling a de-energization time earlier if the weather threat gets stronger earlier than forecasts indicated, delaying de-energization if the severe weather is advancing more slowly than expected, and shrinking or descopeing one or more Time-Places if changes in the weather lessen the fire threat.

In this event, due to changes in the level and spread of offshore winds, PG&E was able to descope and avoid de-energizing approximately 2,200 customers in two Time-Places between Tuesday evening and Wednesday afternoon. Additionally, approximately 1,400 customers experienced short outages due to switching for temporary generation in these descopeed Time-Places.

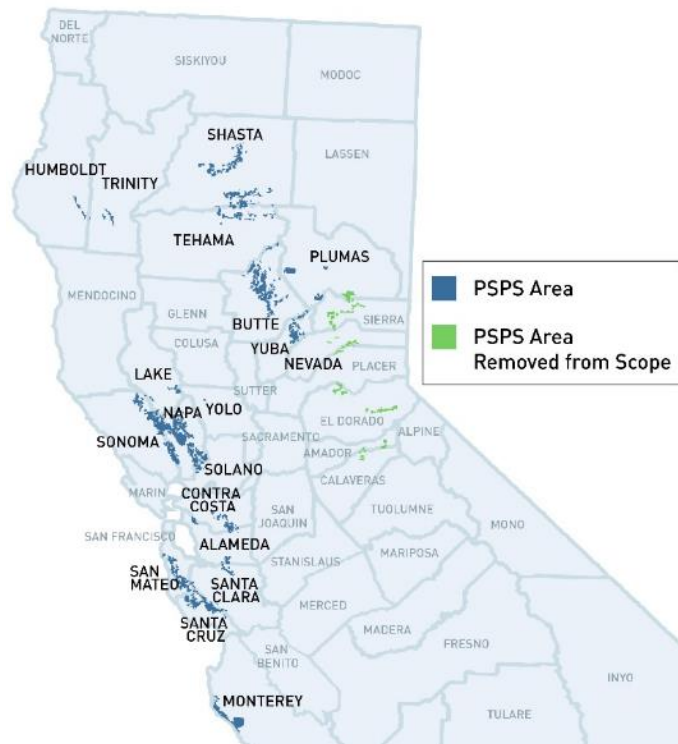
### During the PSPS Event, October 14 through 17, 2020

This PSPS event de-energized 40,574 customers in eleven TPs. The final de-energization footprint is shown in Figure 4.

---

<sup>5</sup> Detailed information on PG&E's decision to de-energize can be found in Section 2.

**Figure 4: Map of October 14, PSPS Event De-energization Footprint**

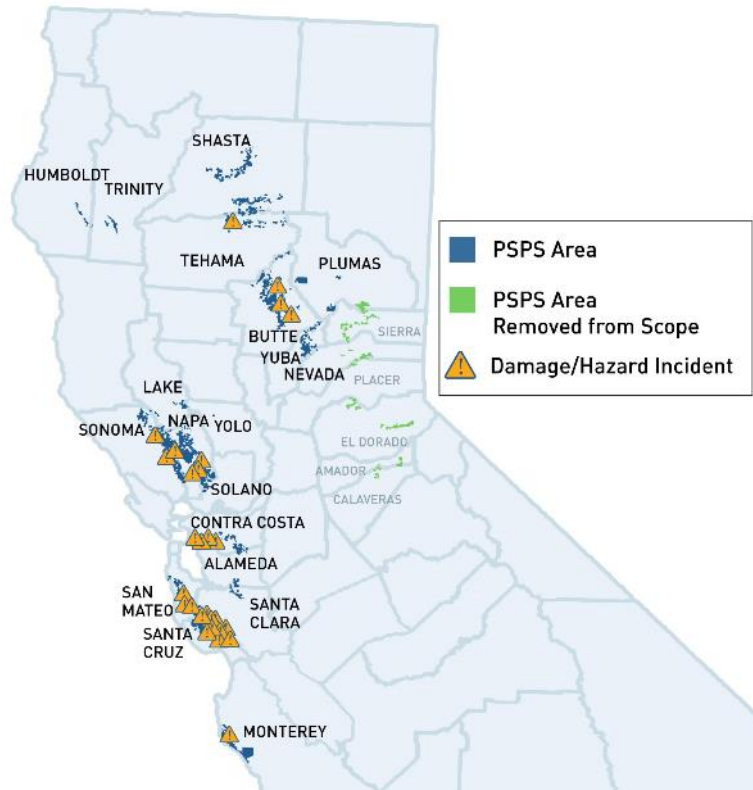


This event featured two waves of strong winds over several areas including TP8. These winds started late on the night of October 14, abated over the daylight hours of October 15, and strengthened to high fire risk levels again that evening. To address this, PG&E de-energized TP8 (as well as TPs 1, 2, 3, 4, 5, 9, 10, 11, and 12) on the evening of October 14. When the weather cleared in TP8 the next morning, PG&E took the opportunity to re-energize customers in TP8 and conducted appropriate patrols and re-energization efforts to that end, to provide the TP8 customers electricity access for as long as possible. PG&E closely monitored real time weather conditions and forecasts and prior to the strong winds strengthening again Thursday night, customers in TP8 were de-energized a second time and restored the next day.

### Wind Speeds and Equipment Damage Reported

Over the period of de-energization, PG&E's weather station network recorded wind gust speeds up to 73 mph in the counties impacted by PSPS. In the system patrols and inspections preceding re-energization, PG&E crews identified 28 different incidents of equipment damages and hazards resulting from high winds. (See Figure 5)

**Figure 5: Equipment Damages and Hazards from High Winds within the PSPS Footprint**

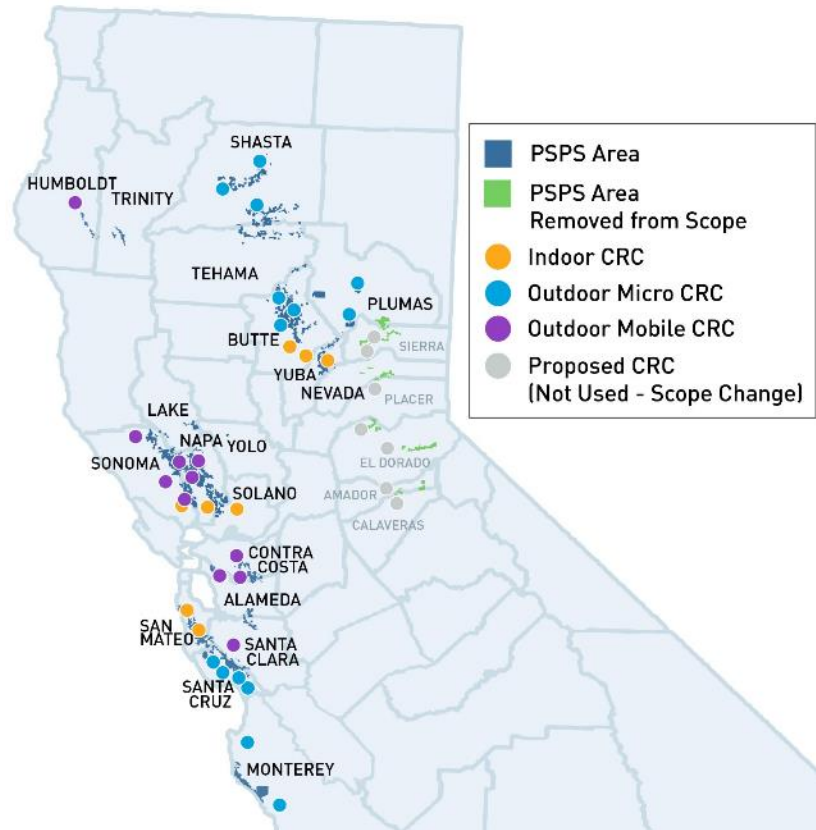


## Customer Resources

During the event, PG&E opened a total of 40 Community Resource Centers (CRCs) to support customers across and near the PSPS-affected areas.

Figure 6 shows these locations. The 13 indoor CRCs and 27 outdoor CRCs ultimately served approximately 5,500 visitors, providing information, grab-and-go bags of snacks, phone chargers, water, and other benefits for visiting customers.

**Figure 6: CRC Locations**



## Engagement with Community Based Organizations and Multicultural Media Organizations

PG&E partnered with 42 CBOs (“CBO resource partners”) that offered various services to customers identified to be potentially impacted by this event. These partners included 17 Meals on Wheels organizations, 11 Food Banks, 11 local Independent Living Centers (ILCs) and California Foundation for Independent Living Centers, two CBOs that provided translation support, and one grocery delivery organization. During the event, seven additional organizations that support PG&E’s Portable Battery Program prioritized battery delivery to eligible customers based on impacted counties. Through these partnerships, PG&E provided a cumulative total of over 1,200 portable batteries to date in 2020 leading up to and during this event to qualifying customers who need power during a PPSA event. Additionally, during the event, these resource partners provided over 4,600 boxes of food replacement, supported over 900 seniors with an additional meal and wellness check, arranged approximately 40 hotel stays to give customers in need an energized place to stay during the outage, provided approximately 25 food vouchers, delivered groceries to six customers and provided translated event updates and communication

to customers that speak languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Nahuatl).

PG&E also coordinated with 38 multicultural media organizations to supplement PG&E's translated communications to customers in over 12 languages and shared event update information with over 250 CBOs, including press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications.

### PSPS Service Restoration

Nearly all (~99.5%) customers impacted by this PSPS event were restored to service by Friday night, October 16. The approximately 180 remaining customers were restored Saturday morning, October 17 by 1100 PDT. This accomplishment met PG&E's goal of restoring 98% of customers within 12 daylight hours of the Weather All Clear.

PG&E meteorologists monitor real-time weather conditions from a network of over 900 field weather stations, over 230 high-definition cameras, weather satellites, and field observers to determine when weather conditions (mostly winds) have abated sufficiently to declare the Weather All Clear in each area and circuit. After the Weather All Clear, PG&E crews patrol the lines that were de-energized in the weather footprint to identify any damages or hazards on PG&E facilities. The patrol and inspection process used approximately 40 helicopters and approximately 1,000 on-the-ground personnel to begin patrols on the approximately 3,000 miles of distribution circuits and approximately 150 miles transmission circuits that had been de-energized.

Distribution and transmission operators begin restoring service to the portions of the system that have been found intact and safe to energize; any assets that were damaged need to be repaired before they can be safely restored, so the system may be sectionalized around those areas to restore as many customers as possible as quickly as it is safe to do so.

### PSPS Mitigations

PG&E has been working to reduce the disruptions caused by PSPS by making the events smaller, shorter and smarter. For this event, we were able to achieve that goal through several means:

- This event affected approximately 82% fewer customers than similar weather conditions would have caused in 2019, thanks to improvements in PG&E's weather modeling, system enhancements and improved electric system scoping tools.
- This event was shorter, with all customers whom we are able to serve restored to service within 12 daylight hours of their respective Weather All Clears thanks to the use of pre-positioned patrol crews and approximately 40 helicopters conducting aerial patrols to expedite inspection, repairs and restoration.
- Weather All Clears were declared on a geographically granular basis, allowing customers to be restored as the weather event passed through the impacted areas, by using PG&E's network of fire monitoring cameras, weather stations and field observers to determine local weather conditions for smaller sections of the grid.
- This event was smarter and more effective in our customer and partner communications, thanks to extensive improvements in our website, customer notifications, use of social media and outreach, Community Resource Centers and other efforts to support customers and communities.

## **Section 2 – Explanation of PG&E’s Decision to De-energize**

This first response of Section 2 addresses the tools and technical considerations PG&E uses to determine where and why de-energization is necessary to protect public safety. The next response addresses alternatives considered, and mitigations used to reduce the scope and impact of PSPS de-energization. The third response reviews the assessment of benefits versus the public safety risks of PSPS de-energization. Given the critical fire danger prevailing across Northern and Central California at this time, PG&E believes that the public safety benefits of de-energization far exceed the public safety risks of a well-planned, well-executed PSPS event. Section 16 contains additional detail on the sequence of meteorological analyses, alerts and actions over the course of this event.

### **All factors considered in the decision to de-energize, including wind speed, temperature, humidity and vegetation moisture in the vicinity of the de-energized circuits.**

#### **Response:**

The decision to de-energize for public safety is not based on a single factor. PG&E considers many factors, including internal and external tools and information.

#### **Internal PG&E Analyses and Tools**

PG&E uses a suite of sophisticated analytical tools and databases to support de-energization scoping and execution decisions:

- PG&E’s Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including temperature, relative humidity, sustained wind and wind gust speeds, across PG&E’s service territory at 2x2 km and 3x3 km granularity, to identify those areas facing significant, imminent wildfire risk.
- PG&E Fire Potential Index (FPI) R5 ratings indicate critical fire danger and high potential for large fire growth based on fuel moisture, humidity, wind speed, air temperature, land type with prevailing vegetation type, and historical fire occurrences.
- PG&E’s Large Fire Probability (LFP) model identifies areas on PG&E’s distribution and transmission systems with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.
- On the distribution system, the Distribution Large Fire Probability Model (LFP<sub>D</sub>) is a product of PG&E’s Outage Producing Wind (OPW) model and FPI models. The LFP<sub>D</sub> model provides hourly output at 2km model resolution and highlights locations with concurrence of a high probability for large fires and high probability of wind-related outages on PG&E’s distribution system.

Distribution scoping also relies upon a Black Swan filter containing the set of minimum weather and fuel conditions that collectively justify placing an area in scope. The Black Swan filter is a backstop method to identify critical fire conditions that may not be identified through the LFP<sub>D</sub> analysis.

- On the transmission system, the Transmission Large Fire Probability Model (LFP<sub>T</sub>) is the product of PG&E’s Transmission Operability Assessment (OA) model and FPI models. The LFP<sub>T</sub> model provides hourly forecast outputs for each transmission structure. The model highlights locations with both an increased probability for large fires and high probability of wind-related failures on PG&E’s transmission system. The Transmission Operability Assessment model uses extensive statistical information on individual transmission structures and their performance under various

conditions in combination with localized meteorology data, probability of failure using structure level asset data, consequence measures of the impact of a potential wildfire, vegetation risk based on spatial attributes from LiDAR (e.g., tree height, slope, aspect, outage history, proximity and placement relative to the line), pending high priority equipment repairs, and idle line status, to estimate the likelihood that each individual transmission structure can withstand varying high wind levels.

- As with distribution, PG&E reviews a set of Transmission Black Swan conditions to be sure that any areas facing high fire risk are not left out of de-energization scope that analyzes forecasted FPI, max wind gusts, dead fuel moisture values and relative humidity values.
- PG&E conducts a Power Flow Analysis on the in-scope transmission lines to analyze any potential downstream impacts of load shedding, coordinated this with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection.

#### External PSPS Decision Inputs

PG&E coordinates and compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between October 12 and 14, PG&E's analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- Model data from public weather models including pressure gradient forecasts between Redding and Sacramento and between San Francisco and Winnemucca. Both are known indicators of Offshore / Diablo winds and severe fire weather for Northern California.
- NWS issuance of Fire Weather Watches and Red Flag Warnings.
- Northern and Southern CA Predictive Services units of the Geographic Area Coordination Centers (GACC) forecasts of "High Risk" zones with Critical Burn Environment factors and Wind Ignition Triggers.
- The National Oceanic and Atmospheric Administration's (NOAA) Storm Prediction Center's Fire Weather Outlooks indicating Elevated and Critical fire-weather conditions across California.

Table 1 summarizes the federal-sourced hazardous weather conditions projected in PG&E’s service territory on October 14, 2020.

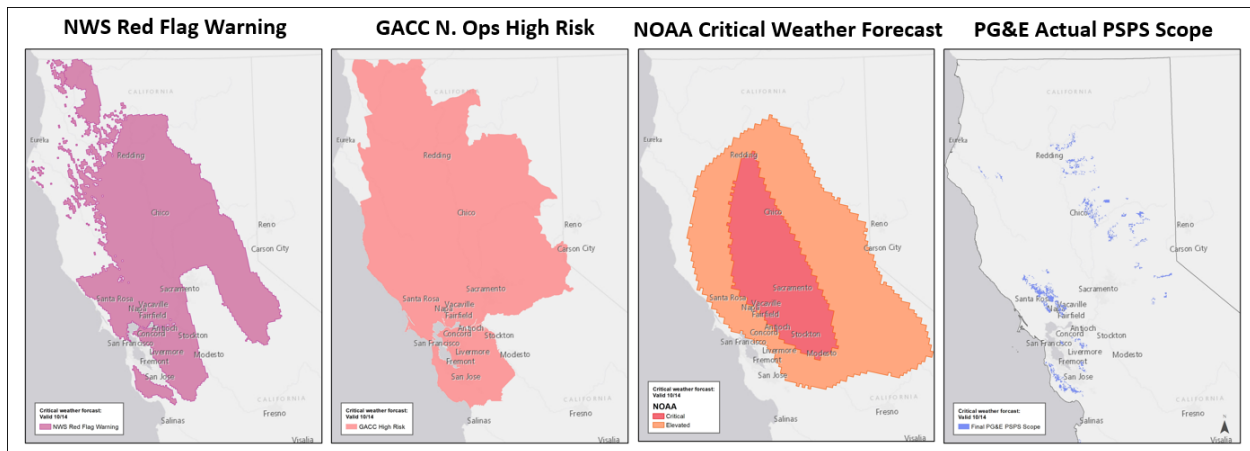
**Table 1: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on October 14, 2020**

**CA Hazards Summary**  
 Last Update Wed Oct 14 4:59pm (Refreshes every 5 minutes) (Help+)  
 This is an experimental display of our hazard products. This page may change without notice.

California	Begins	Ends	Last Updated
Red Flag Warning (STO) +	Now	Fri Oct 16 11:00am	7hrs ago
Red Flag Warning (STO) +	Now	Fri Oct 16 11:00am	7hrs ago
Red Flag Warning (EKA) +	Wed Oct 14 11:00pm	Fri Oct 16 11:00am	4hrs ago
Red Flag Warning (EKA) +	Thu Oct 15 2:00pm	Fri Oct 16 11:00am	4hrs ago
Red Flag Warning (EKA) +	Now	Fri Oct 16 11:00am	4hrs ago
Red Flag Warning (MFR) +	Wed Oct 14 11:00pm	Fri Oct 16 6:00pm	2hrs 8mins ago
Red Flag Warning (MTR) +	Now	Fri Oct 16 11:00am	2hrs 32mins ago
Red Flag Warning (VEF) +	Thu Oct 15 8:00am	Thu Oct 15 7:00pm	2hrs 28mins ago
Wind Advisory (MTR) +		Thu Oct 15 11:00am	4hrs ago
Heat Advisory (MTR) +		Fri Oct 16 9:00pm	4hrs ago
Heat Advisory (MTR) +	Thu Oct 15 11:00am	Fri Oct 16 9:00pm	4hrs ago
Heat Advisory (SGX) +	Now	Fri Oct 16 5:00pm	4hrs ago
Heat Advisory (LOX) +	Now	Fri Oct 16 5:00pm	2hrs 14mins ago
Frost Advisory (MFR) +	Thu Oct 15 3:00am	Thu Oct 15 9:00am	2hrs 5mins ago
Fire Weather Watch (SGX) +	Fri Oct 16 3:00am	Fri Oct 16 6:00pm	4hrs ago
Fire Weather Watch (LOX) +	Fri Oct 16 3:00am	Fri Oct 16 6:00pm	3hrs ago
Air Quality Alert (HNX) +		Mon Oct 19 5:00pm	2hrs 55mins ago

Figure 7 shows Federal Agency forecast maps of geographic extent and timing of critical fire risk periods (e.g., Red Flag Warnings) for October 14, the date when PG&E made the decision to proceed with the first de-energization scope of approximately 53,000 customers. The National Weather Service’s Red Flag Warning covered 1.9 million PG&E customers; the National Oceanic & Atmospheric Administration’s Fire Weather Warning covered 2.3 million PG&E customers; and the Northern California Geographic Area Coordination Center’s High Fire Risk warning covered 3.6 million PG&E customers.

**Figure 7: Comparison of Federal Agency Severe Fire Weather Warning Footprints for October 14, 2020**





There were a number of large wildfires active within Northern and Central California on October 13, as shown in Figure 8, highlighting the fire threat and absorbing significant state and local fire-fighting resources.

**Figure 8: Active Wildfires on October 13, 2020**



**An explanation of the decision to de-energize, including an explanation of alternatives considered and mitigation measures used to decrease the risk of utility-caused wildfires in de-energized area.**

**Response:**

In light of the meteorological information indicating the potential for catastrophic wildfire and the customer impacts from mitigating that fire risk through de-energization, PG&E considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire to obviate the need for de-energization. PG&E determined that these measures alone did not reduce the risk of catastrophic wildfire in areas within the PSPS scope sufficiently to protect public safety.

- PG&E conducted hazard tree mitigation efforts on circuits potentially in PSPS scope in the days leading up to the event and continued up through the day of de-energization. Tree-trimming near a utility line can keep limbs and trunks from nearby trees from falling into a line, but it does not mitigate against broken limbs from distant trees outside the vegetation management perimeter that could blow into a line or break utility equipment.
- PG&E conducted pre-patrols of circuits and equipment in de-energization scope in the days leading up to the time of de-energization.
- PG&E disabled automatic reclosing in Tier 2/Tier 3 areas.
- PG&E deployed Safety and Infrastructure Protection Teams (SIPT) crews for real-time observations and fire mitigation.

Given the forecasted high windspeeds and wind gust speeds, which can break and blow vegetation and debris into power lines and blow sparks into dry vegetation, PG&E determined that these other measures were not adequate alternatives to mitigate the risk of catastrophic wildfire, and that shutting off the power in the areas within the PSPS scope was necessary to protect public safety.

The company considered the public safety impacts of de-energizing by looking at the total count of impacted customers and the impact of potential de-energization upon medical baseline customers, critical facilities, back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

- Given the broad geographic scope of this fire weather threat as reported by federal agency partners, by narrowing the actual PSPS event scope to only ~2.3% of the number of customers under National Weather Service RFW scope, we significantly reduced the public safety impacts of de-energization by de-energizing smaller segments of the grid within the close confines of the fire-critical weather footprint, rather than de-energizing millions of customers in large urban areas.
- PG&E used sectionalization and alternative switching solutions to narrow the scope and number of customers affected.
- We used islanding to keep more customers energized.
- We reduced the public safety impact of de-energizing some affected communities by using temporary and back-up generation to serve critical facilities and customers.
- We reduced the public safety impacts of the de-energization by providing Community Resource Centers to support customers in those affected communities.
- We provided extensive support to vulnerable customers through service provision arrangements with Community for Independent Living Center affiliates, Meals on Wheels, and local food bank services.

PG&E reviewed the efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely. These efforts included:

- More refined weather analysis tools covering geographically smaller areas, to facilitate identification of smaller de-energization scopes affecting relatively fewer customers.
- Extensive use of advanced notifications and outreach tools to notify impacted customers of the expected upcoming de-energization.
- Islanding, temporary generation, alternate grid solutions, and sectionalizing solutions to reduce and mitigate the number of customers de-energized.
- Community Resource Centers and other measures to assist vulnerable customers.
- Use of an extensive camera, weather station and satellite weather monitoring network and on-the-ground personnel to collect real-time observations to inform and speed the identification of Weather All Clear times in more precise, smaller areas, to get customers back in service faster.
- Readiness and increased resources for restoration efforts, including use of helicopters and fixed wing aircraft, to conduct line safety patrols after the Weather All Clear, and restore service to safe lines as quickly as possible subject to operational safety and ability to access equipment for patrol and any needed repairs.

**An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks.**

**Response:**

The principal benefit of de-energization is that PG&E avoids the possibility that its equipment causes a catastrophic wildfire that could harm Californians' lives and property. We know, sadly, that utility-caused wildfires are not hypothetical events – the CPUC has authorized California's utilities to conduct PSPS events specifically to prevent such ignitions and protect public safety in Resolution ESRB-8, which states, "De-energization of electric facilities could save lives, protect property, and prevent fires." The California Governor's Office on Planning and Research wrote, "California is moving into an era of more catastrophic wildfires, as climate change, population growth, land use patterns, and inadequate forest management practices converge to put more people and acres at risk. Electric utilities play a role in roughly ten percent of California's wildfires, but utility-started fires are often the most destructive because they happen in tandem with high winds and usually occur in populated areas."<sup>6</sup>

The suite of tools PG&E uses to identify scope for de-energization is not intended to identify and prevent every potential utility-caused wildfire within the areas with extreme fire risk. Rather, these tools and policies are intended to identify those areas within the high fire risk zones in which such a spark and ignition could cause a catastrophic wildfire, as distinguished from a smaller wildfire that might not threaten lives and property nor grow quickly into a much larger threat. This important distinction reduces the scope of de-energization and reduces the number of customers and communities affected by each event.

The public safety risks of a PSPS de-energization are that customers and communities must spend a day or more without electricity. These risks and costs include discomfort, potential health problems associated with COVID, potential food or medication loss, loss of energy to support medical devices, loss of access to air conditioning and air filtration under heavy smoke conditions, and inconvenience to name a few. These costs cannot be quantified. As summarized above and discussed in more detail in later sections of this report, we work to mitigate and lessen these costs for our customers using many PSPS scope reduction and mitigation methods, including advance notifications, CRCs, food replacement efforts and additional measures for vulnerable customers.

For this PSPS event, based on the factors described in this section, PG&E determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, catastrophic wildfires should ignitions occur. PG&E determined that the alternatives to de-energization (discussed above) were not adequate to reduce this risk and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, PG&E reviewed the steps that had been taken or that were in progress to mitigate adverse impacts on customers. As an electric system operator that must determine when it is and is not safe to operate its grid, PG&E determined that a PSPS was warranted and necessary to reduce the risk of catastrophic wildfire for public safety, and thus approved a series of decisions to de-energize portions of our grid to address that risk and protect the customers and communities we serve as authorized in CPUC Sections 451 and 399.2(a) and described in ESRB-8<sup>7</sup>.

---

<sup>6</sup> Letter from Office Director Kate Gordon in, "Final Report of the Commission on Catastrophic Wildfire Cost and Recovery," June 2019.

<sup>7</sup> California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shutoff electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds.

## Background on Wildfire Risk

Study of over 30 years of history has established the weather, fuel, environmental and other conditions that are associated with California wildfires:

- The existence of high winds that could cause faults or ignitions, as from broken or slapping equipment or from vegetation blown into utility equipment, causing sparks that could lead to an ignition and help a small fire spread quickly.
- The existence of very dry vegetative fuels that could spread fire from such ignition.
- Local conditions such as spatial topography and vegetation that could lead a small ignition to grow rapidly.

PG&E has committed extended research and effort in studying historical weather and environmental conditions that associated with the occurrence of catastrophic wildfires in Northern and Central California and has developed predictive tools and criteria for identifying when such conditions will occur today.

- Building on extensive academic and scientific research, historical data and back-testing, PG&E's Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including winds and wind gusts, across PG&E's service territory at 2x2 km and 3x3 km granularity, to identify those areas facing significant, imminent wildfire risk.
- PG&E uses detailed federal and other data sources on the types and density of vegetation across its territory, including collecting aerial images of vegetation near powerlines. We also use regular measurements of Relative Humidity in the air and Dry Fuel Moisture measurements of vegetation to assess the flammability and spread rate of vegetation across northern and central California. This information is compiled and analyzed in PG&E's Fire Potential Index (FPI) model to determine the susceptibility of each area to fire ignition and rapid spread.
- Since many utility-caused fires are associated with high winds, PG&E's Outage Producing Winds (OPW) model analyzes the likelihood that sustained winds or wind gusts might damage a piece of PG&E equipment and cause an equipment failure that could lead to sparking and ignition.
- PG&E has data and analyses of the vegetation in proximity to our electrical equipment and the likelihood that that despite enhanced vegetation management techniques, trees near and beyond our lines could grow into, fall into or blow into or lines under heavy winds, causing sparks or equipment failure that could lead to an ignition.

## Weather Corroboration of Fire Risk and De-energization Need

In the fall of 2020, many factors that increase the likelihood and severity of a wildfire indicate that fire danger is very high – particularly in October, historically a peak month for wildfires in PG&E's service territory. It is reasonable for PG&E to expect that any potential ignition in October could cause a fire because:

- California has experienced unprecedented high temperatures over the past months -- the last 6 months have been the hottest in 126 years on record for the state according to the National Climate Data Center, as illustrated in Figure 9. These temperatures have dried out vegetation, making it highly flammable and fueling wildfires across Northern and Central California.
- The U.S. Drought Monitor indicates that most of Northern California is in severe to extreme drought at this time. (See Figure 10)
- Live fuel moisture values are at critical levels in the lower and middle elevations and dead fuel moisture values are at critical levels and historically low in some areas. (See Figure 11)

- The latest National Interagency Fire Center wildland fire potential outlook warns of above-normal large wildland fire potential for most of Northern California for October, followed by normal large fire potential for November and December.
- The federal Northern California Geographic Area’s Fuels and Fire Behavior Advisory warns that extreme fire behavior and rapid to dangerous rates of fire spread will occur in October during periods of low humidity and breezy conditions.
- Actual fire experience statewide over the last two months, including the extensive set of lightning-caused fires in August and the long-burning fires across our service territory, indicate the dangerous reality resulting from the confluence of these critical fire weather conditions.

**Figure 9: California’s average temperatures from March to August 2020 the highest ever (NOAA)**



**Figure 10: Northern California in Extreme Drought (U.S. Drought Monitor)**

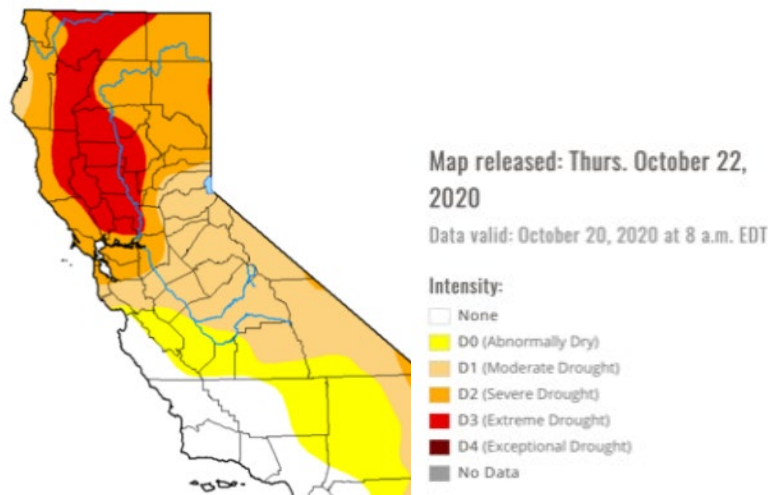
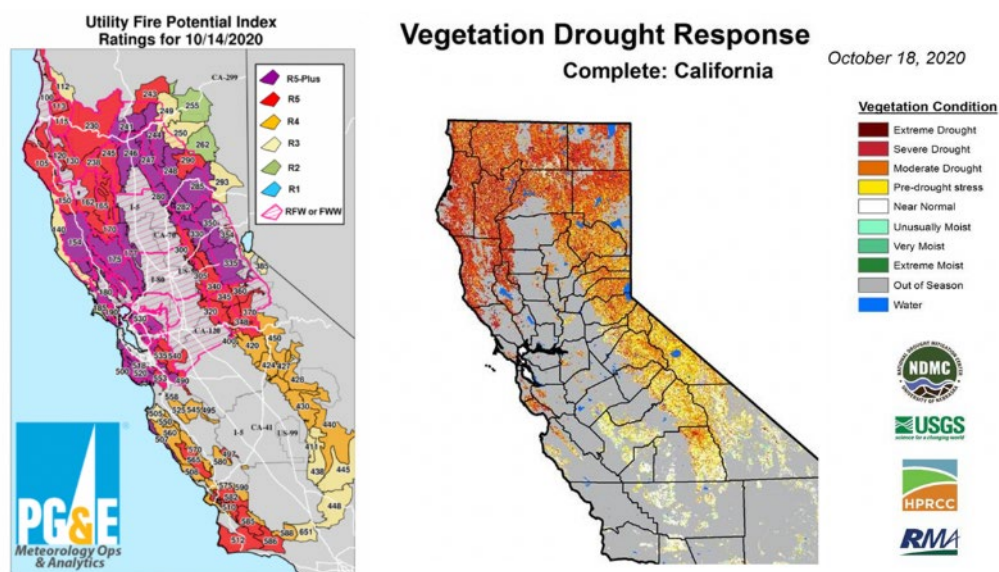


Figure 11 reinforces the magnitude of fire risk this fall and PG&E’s sense that de-energization this October is a necessity rather than an option. The map to the below shows the Fire Index Areas (FIAs) in PG&E’s service territory for October 14 (the date when PG&E made the decision to proceed with this PSPS de-energization). PG&E scopes its PSPS events within those FIAs that have fire risk rating R5-Plus from PG&E’s Fire Potential Index model. The right-hand map shows the areas where California vegetation is critically dry and flammable following a summer and fall of extreme heat and moderate to severe drought. As these two maps show, there is a strong correlation between the areas with vegetation in severe drought conditions and the FIAs that have the highest fire risk (R5 and R5-Plus). Unfortunately, this condition and correlation will continue through the remainder of the 2020 fall fire season unless significant precipitation interrupts the cycle.

**Figure 11: PG&E Fire Potential Index ratings for October 14, 2020 compared to National Drought Monitoring Center Vegetation Drought Response Index**



All meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The National Weather Service issues a Red Flag Warning to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly; Cal Fire says, “The types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above.” As noted previously, PG&E’s PSPS events consistently occur during periods and in areas that federal state and local authorities have identified as having extreme fire risk including the presence of strong winds.

Damage Corroboration of Wind Risk and De-energization Need

Strong, gusty winds can break trees that fall into power lines and break tree limbs that may blow into power lines. Any such contact with energized equipment can cause arcing (electrical sparks). After every PSPS event PG&E has executed to date, we have found significant numbers of wind-caused damages (where winds or wind-blown vegetation have broken some PG&E equipment) or hazards (where tree limbs have blown into lines and could have caused arcing). Some of the 28 damage and hazard occurrences that occurred during this PSPS event are illustrated in Section 5 below. Many of these damage or hazard instances could have caused an ignition and potential wildfire had the electric lines involved been energized at the time. Therefore, PG&E believes we have no choice but to de-energize

lines under critical fire weather conditions, to avoid creating potential ignitions that could become catastrophic wildfires.

### **Section 3 – Time, Place, and Duration**

**The time, place and duration of the event and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 per the definition in General Order 95, Rule 21.2-D.**

**Response:**

The PSPS event occurred over the timeframe of October 14<sup>8</sup> to 17, 2020 in 11 different Time-Places located across 19 counties in Northern California.

Appendix A lists circuits de-energized along with the following for each circuit:

- Communities served
- De-energization date / time
- Restoration date / time
- General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification.

---

<sup>8</sup> Customers on circuits served by microgrids and temporary generation may have experienced switching outages before October 14, to facilitate the switch-over from grid to local power in advance of the PSPS event.



## **Section 4 – Affected Customers**

**The number of affected customers, broken down by residential, medical baseline, commercial/industrial and other.**

**Response:**

A total of 40,574 customers were impacted during the PSPS event. Of the customers impacted, a total of 40,573 distribution customers were de-energized including 35,360<sup>9</sup> residential, 2,431 medical baseline, 4,375 commercial/industrial, and 838 customers in other<sup>10</sup> category. One transmission-level entity was impacted<sup>11</sup>.

Appendix A lists circuits de-energized along with the following information for each circuit:

- Total number of customers affected
- Residential customers affected
- Medical Baseline customers affected
- Commercial/industrial customers affected
- Other customers affected

---

<sup>9</sup> Medical Baseline Customers are included within the count of residential customers affected.

<sup>10</sup> ‘Other’ includes customers that do not fall under the residential or commercial / industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.

<sup>11</sup> The transmission-level entity is normally served from a line that remained energized by Caribou island, but PG&E asked the entity to set up their own island configuration to maintain stability and reliability of the Caribou island.

## Section 5 – Damage to Overhead Facilities

Describe any wind-related damage to overhead powerline facilities in the areas where power was shutoff.

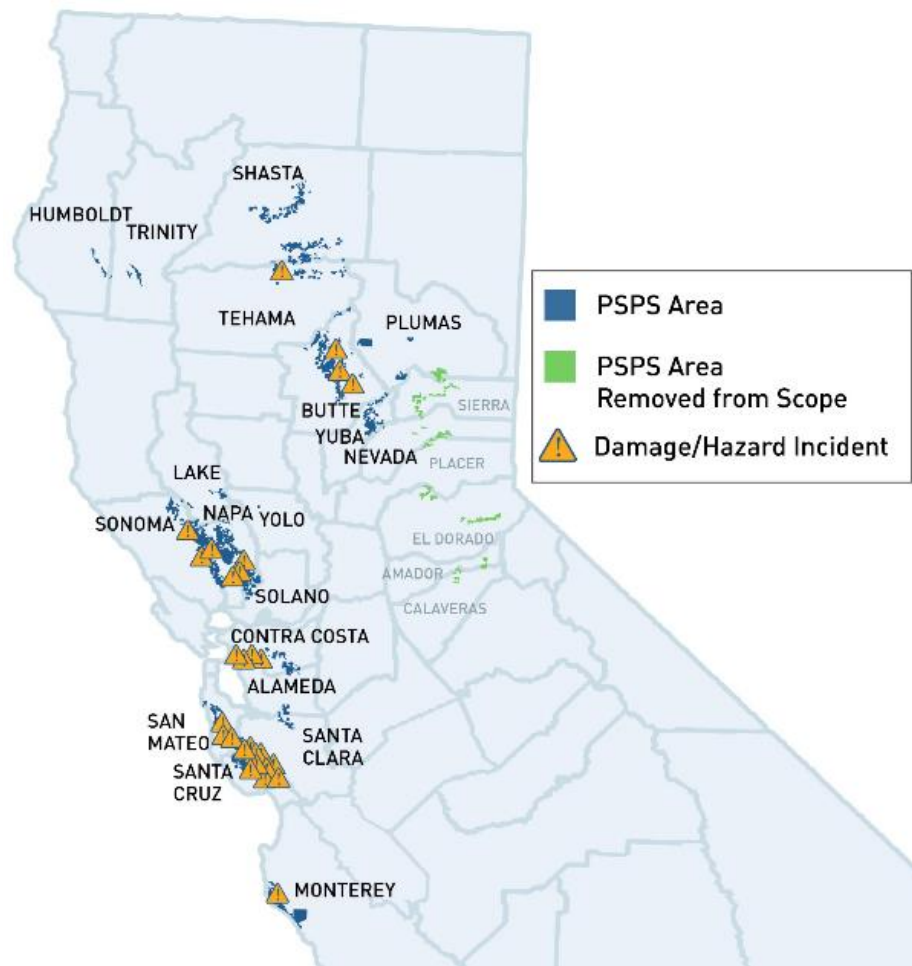
### Response:

During safety inspections and patrols of the de-energized circuits prior to restoring power, PG&E discovered a total of 28 incidents of wind-related damages or hazards. Damages are conditions that occurred during the PSPS event, likely wind-related, resulting in necessary repairs or replacement of PG&E's asset, such as a wire down or fallen pole. Hazards are conditions that might have caused damages or posed an electrical arcing risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. In each case of damage, PG&E repaired or replaced the damaged equipment prior to reenergizing. Hazards were cleared prior to reenergizing.

- 6 cases of damages
- 22 cases of hazards

These are mapped in Figure 12 and illustrated in subsequent Figures.

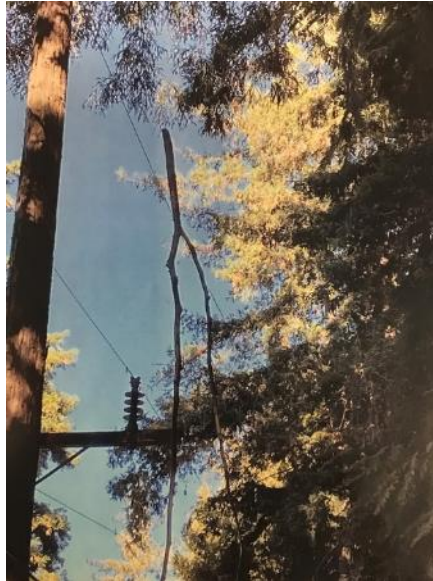
**Figure 12: Map of Damage/Hazard Incidents on PSPS Footprint During October 14-17 PSPS Event**



**Figure 13: Image of Vegetation Related Damage in Santa Clara County - Broken and Floating Primary Insulator**



**Figure 14: Image of Vegetation Hazard in Monterey County – Broken Tree Limb on primary conductor**



**Figure 15: Image of Vegetation Hazard in Santa Clara County - Branch on Conductor**



**Figure 16: Image of Vegetation Hazard in Butte County – Dead Pine Tree Fell on Conductor**



**Figure 17: Image of Vegetation Hazard in Alameda County - Tree Limb Fell onto Conductor**



**Figure 18: Image of Vegetation Hazard in Santa Clara County - Tree Branch Blown into Conductor**



**Figure 19: Image of Vegetation Hazard in Alameda County – Bark Found on Primary**



**Figure 20: Image of Vegetation Hazard in Santa Cruz County – branch across all 3 phases of 12kV primary circuit**



## **Section 6 – Customer Notifications**

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

### **Response:**

This section describes customer notices and explains failures to provide notifications according to the timelines set forth by the CPUC PSPS Guidelines (see D.19-05-042). It summarizes additional communication measures and channels. A table of all notifications including timing of notifications, counts of customers (including Medical Baseline) with attempted and successful notifications is provided in Appendix B. A copy of the notification messages is included in Appendix C.

### Notifications

Leading up to and during PSPS events, PG&E sends automated notifications via call, text and email to Public Safety Partners and impacted customers in accordance with timelines set forth by the CPUC PSPS Guidelines (D.19-05-042); these may vary with forecasted weather timing for different TPs.

Notifications sent before de-energization included the following information: potentially impacted addresses, estimated window until the de-energization time, estimated duration of the weather event, estimated time of restoration (ETOR),<sup>12</sup> and links to resources for customers (e.g., PSPS updates webpage with CRC information, resources for customers with access and functional needs). Notifications were provided to customers in English, with information on how to get event information in twelve non-English languages.<sup>13</sup> Customers with their language preference set received in-language (translated) notifications.

For each automated notification sent to non-Medical Baseline customers, PG&E sends two additional retries in 10-minute intervals. For Medical Baseline customers, including tenants of master metered accounts, PG&E continues issuing notifications every hour until the customer confirms receipt of the notification (up to 9 p.m. or when PG&E suspends). Customers that self-identify to receive an in-person visit prior to disconnection for non-payment, receive utility communications in a non-standard format or self-identify as having a person with a disability in the household are notified with the general customers impacted (unless enrolled in the Medical Baseline Program). It is important to note all notifications include reference to resources available to customers including a link to [www.pge.com/disabilityandaging](http://www.pge.com/disabilityandaging).

Below describes PG&E's notifications sent to customers for this event, including a table of the approximate times of notifications sent to customers prior to de-energization (See Table 2).

---

<sup>12</sup> The initial ETOR provided to customers prior to de-energization is based on the forecasted timing of the end of the weather event and PG&E's goal to restore power within 12 daylight hours of weather clearing.

<sup>13</sup> Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer and Hmong.

**Table 2: Customer Notification Timeline Summary Prior to De-Energization**

Minimum Timeline	Approximate Time	Approximate Notifications Sent <sup>14</sup>	Message	Notes
<b>72-48 hours</b>	10/12 1000 PDT	1,600 public safety partners customers	Advanced	PG&E sent advanced notifications to Public Safety Partners identified to be impacted at the time, which included 12 TPs in portions of 21 counties (Alameda, Amador, Butte, Calaveras, Contra Costa, El Dorado, Lake, Monterey, Napa, Nevada, Placer, Plumas, San Mateo, Santa Clara, Santa Cruz, Shasta, Sierra, Solano, Sonoma, Tehama, Yuba).
<b>48-24 hours</b>	10/12 1800 PDT	49,000 customers + 400 local community representatives	Watch	PG&E sent Two Day Watch early notification to transmission-level and distribution level populations identified in scope in the same 21 counties and 12 TPs. This wave of notification messages included transmission-level customer notifications and microgrid-related messaging for approximately 5,300 customers, indicating that they might only have a short duration outage.
<b>&lt; 24 hours</b>	10/13 1630 PDT	54,000 customers + 500 local community representatives	Watch	PG&E sent another round of Watch notification messages to approximately 54,000 customers in portions of 24 counties (adding new TP13 to the event scope that included three new counties: Humboldt, Trinity and Yolo). Relative to the previously notified population of approximately 49,000 customers, this population removed approximately 2,300 customers from scope and added approximately 7,700 customers based on changes to the forecasted weather conditions and outcomes of the indirect transmission-level impact analysis. This wave of notification messages included transmission-level customer notifications and microgrid-related messaging for approximately 5,400 customers, indicating they might only have a short outage.
	10/14 1300 PDT	3,800 customers	Cancellation	PG&E sent cancellations to approximately 3,800 customers that received any Watch notification, but were removed from scope based on changes to the forecasted weather conditions.

<sup>14</sup> Includes unreachable customers with no contact information; Counts of approximate customer notifications include public safety partner customers of record and all affected populations; Local community representatives contacted cover public safety partner notifications sent through PG&E’s agency notification system (more detail in Section 7 – Local Community Representatives Contacted); all values are approximate.

Minimum Timeline	Approximate Time	Approximate Notifications Sent <sup>14</sup>	Message	Notes
<b>Imminent</b>	10/14 1330 PDT	33,000 customers + 450 local community representative <sup>15</sup>	Warning	PG&E sent the first wave of Warning notification messages to approximately 33,000 customers who had a planned de-energization start time between approximately 1800 and 1900 that evening in TPs 1-5 (portions of 13 counties: Butte, Lake, Napa, Nevada, Plumas, Shasta, Solano, Sonoma, Tehama, Yolo, Yuba). This wave of notification messages included microgrid-related messaging for approximately 6,000 customers indicating they might only have a short outage.
	10/14 1530 PDT	19,000 customers + 100 local community representatives	Warning	PG&E sent the second wave of Warning notification messages to approximately 19,000 customers in TPs 6 and 8 – 12 (portions of 10 counties: Alameda, Contra Costa, El Dorado, Monterey, Nevada, Placer, San Mateo, Santa Clara, Santa Cruz, Sierra), who had later planned de-energization start times. In the late evening, PG&E identified delays in fire weather arrival for TP 6 (portions of El Dorado, Nevada, Placer and Sierra counties) and sent a follow-up notification to these 3,300 customers at approximately 2100 PDT indicating the weather and de-energization were delayed until the following day. PG&E sent a follow-up Warning notification to these customers and approximately 75 public safety partner agencies in TP 6 on 10/15 at approximately 0800 confirming their estimated time of planned de-energization.
	10/14 1730 PDT	700 customers + 50 local community representatives	Warning	PG&E sent the final wave of Warning notification messages to approximately 700 customers who had a planned de-energization start time on 10/15 between approximately 1600 and 1700 in TPs 7 and 13 (portions of Amador, Calaveras, Humboldt and Trinity counties). A second Warning notification was sent to these customers on 10/15 at approximately 1200 PDT confirming their estimated time of planned de-energization.
	10/15 1600 PDT	6,200 customers + 100 local community representatives	Outage Update Notification	PG&E sent an outage update notification to customers in TP 8 and 10 (portions of Alameda and Contra Costa counties) after determining the weather had shifted and customers might require a second de-energization overnight. The weather and second de-energization did materialize for TP 8.
	10/15 1930 PDT	3,600 customers	Cancellation	PG&E sent Cancellation notifications to approximately 3,600 customers in TPs 6 and 7 (portions of Amador, Calaveras, El Dorado, Nevada, Placer and Sierra counties) that were removed from scope due to changes in weather model forecasts.

<sup>15</sup> Includes representatives from TPs 6, 8 – 12.

#### De-Energization Initiated: Warning / Imminent Notification:

PG&E sent Imminent notifications (referred to as “Warning” notifications) to customers when forecasted conditions showed that a safety shutoff was confirmed, and that it would happen soon. Whenever possible, Warning notifications are sent approximately four to 12 hours in advance of the power being shut off, which serves as PG&E’s De-Energization Initiated notifications. In these notifications, customers see an estimated time when their power will be shut off and the estimated times power is expected to be restored.

#### Restoration in Progress: Weather All Clear Notification

PG&E sends automated notifications to customers after the weather event has passed and the area is declared all clear to safely begin patrols and restoration (called the Weather All Clear notifications).

The first Weather All Clear update notifications were sent on October 15, 2020 at approximately 1230 PDT and continued through October 16, 2020 until 1445 PDT. Customers can opt out of receiving event update notifications after de-energization has occurred.

#### Restoration in Progress: ETOR Notification

For this event, PG&E used its automated process to update ETORs for customers based on real-time field intelligence. After the Weather All Clear, PG&E sends event update notifications to customers if their ETORs change from the original ETOR provided based on two scenarios:

1. Once the weather event is over and PG&E begins patrolling: Customers receive an updated ETOR based on field conditions, which may be sooner or later than original ETOR provided during the PSPS Weather Event.
2. Weather event is over and damage found during patrols of equipment: Customers receive an updated ETOR accounting for repair time.

By providing individualized updates at the segment level on a circuit, PG&E gave customers more timely and accurate information to plan accordingly.

The first ETOR update notifications were sent on October 15, 2020 at approximately 0830 PDT and continued through October 16, 2020 until 1945 PDT.

Additionally, on October 16, 2020 between approximately 1130 PDT and 1300 PDT, PG&E sent notifications to approximately 6,600 customers served by microgrids to indicate that they might experience an outage for up to four hours as we re-configured their service from backup power to the electric grid.

#### Restoration Complete Notification

Restoration Complete notifications were automatically sent to customers when the customers were safely restored. This was done using an automated process that issued customer notifications every 15 minutes upon restoration of service.



### Explanation in Case of False-Negative Communications (No advanced notice prior to de-energization)

The CPUC does not provide a definition of false-negative communications. PG&E defines a false negative communication as a customer who was impacted and did not receive notification notice prior to de-energization start date/time.

For the first de-energization planned for October 14, less than 700 customers who were de-energized (5 of which were Medical Baseline) did not receive direct notifications prior to de-energization. This was primarily due to the following reasons:

- Abnormal circuit configurations not anticipated when modeling PSPS event;
- Different device operated in the field than planned to be used for de-energization;
- No valid contact information on file during the event<sup>16</sup>; and
- Advanced switching and load transfer procedures which unintentionally caused customers who would have been in the PSPS scope but were not due to planned switching procedures to experience a short duration outage (generally less than 20 minutes).

For the second de-energization that materialized overnight on October 15, approximately 400 customers had a false-negative notification primarily due to the following reason:

- Customers with only a mobile phone number on file in TP 8 did not receive an event update notification of the second de-energization due to an error in creating the notification file. See Lessons Learned section 14.

### Explanation in Case of False-Positive Communications

The CPUC does not define false-positive communications. PG&E defines a false-positive communication as a customer who was not de-energized, but was notified that de-energization may occur (e.g., received Warning notification), and did not receive a cancellation notice before the de-energization start date/time that they had been warned to expect.<sup>17</sup>

For the first de-energization planned for October 14, approximately 1,700 received a Warning notification without a cancellation prior to the planned de-energization start date and time. The majority of these false positive notifications occurred because the customers had already been de-energized due to active fires or other causes prior the start of switching for PSPS.

---

<sup>16</sup> During or after the event, PG&E sends postcards to these customers indicating they did not receive a notification directly from PG&E due to invalid or no contact information and encourages them to update their contact information for future notifications.

<sup>17</sup> PG&E excludes customers on temporary generation that were notified they were being served by a microgrid and did not experience a switching outage.

**For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.**

**Response:**

During PSPS events, Medical Baseline customers receive automated calls, text and emails at the same intervals as the general customer notifications. PG&E provides unique PPS Watch and PPS Warning notifications to Medical Baseline Program participants<sup>18</sup> and additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text or opening their email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer (referred to as the "door knock" process) while hourly notification retries continue.<sup>19</sup> If the customer does not answer, the representative leaves a door hanger at the home to indicate PG&E had visited. In each case, the notification is considered successful.<sup>20</sup> Additionally, for the first time during PPS events, in lieu of Live Agent phone calls, starting on October 15 at 1000 PDT, PG&E sent a separate notification with a custom message to Medical Baseline customers that were not confirming receipt of their notification, which indicated we will continue to call on an hourly basis until they confirm receipt, and encouraged them to respond to the next notification.

In this PPS event, 2,431 Medical Baseline customers were ultimately de-energized. Notifications to Medical Baseline customers began at the same intervals for all customers. Starting October 13, 2020 through October 15, 2020, PG&E conducted door knocks for those customers who had not confirmed receipt of their automated notifications. On October 15, 2020, PG&E also initiated the automated notifications with special messaging to the non-responsive Medical Baseline customers requesting they confirm receipt of their notifications, otherwise will we continue to call until they respond.

Twice daily, PG&E shared the lists of the Medical Baseline customers that had not confirmed receipt of their notifications with appropriate county and tribal emergency operations centers.

Table 3 and Table 4 include metrics associated with the notifications provided to impacted Medical Baseline customers:

---

<sup>18</sup> Including Medical Baseline Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>19</sup> Until late evening (approximately 9 pm) or PG&E suspends outreach for the night.

<sup>20</sup> For Medical Baseline customers, the in-person door knock visit where a door hanger is left, but no contact made with the customer is considered "successful contact," but not confirmed as "received." If the representative makes contact with the customer, this is considered "received."

**Table 3: Outcomes of Notifications to Impacted Medical Baseline Customers**

Count	Type of Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
2,431	<b>Total Impacted Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E's Medical Baseline Program <sup>21</sup>
2,397	<b>Total Notifications Attempted / Sent</b>	The total sum of automated notifications <b>attempted</b> via call, text and email, in-person door knock visit attempts and/or Live Agent phone calls.
34	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification<sup>22</sup></i>
2,397	<b>Total Notifications Delivered</b>	The total sum of automated notifications sent via phone, text and email, in-person door knock visit attempts and/or Live Agent phone calls <b>that were executed</b> (i.e., active phone number, deliverable email address, and/or accessible to deliver in-person door knock).
34	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
2,368	<b>Total Notifications Received</b>	Customers who <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email or greeted an in-person door knock (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
63	<i>Total Notifications Not Received</i>	<i>Total Medical Baseline customers who did not confirm receipt / acknowledge their automated notifications, Live Agent phone calls or in-person door knock. Customers who did not answer a door knock were left a door hanger.</i>

**Table 4: Count and Type of Additional Notifications to Impacted Medical Baseline Customers**

Count	Type of Additional Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
917	Total In-Person Visits / Door Knocks	Door knock attempts to impacted Medical Baseline customers where PG&E made contact with the customer or left a door hanger <sup>23</sup>
91	Automated Notification Wellness Check Calls	Automated wellness calls with special messaging to non-confirmed Medical Baseline customers asking them to confirm receipt, otherwise will we continue to call until they respond.
9	Live Agent Phone Calls	Calls made by Live Agent representatives to Medical Baseline customers that were added to scope prior to de-energization, or impacted based on different switch used than originally planned

<sup>21</sup> Excludes counts of Medical Baseline customers that are tenants of a master metered account

<sup>22</sup> See page 32 regarding PG&E's explanation of false-negative communications resulting in no direct notifications.

<sup>23</sup> Customers may have confirmed receipt of their notifications in multiple channels (e.g. automated notification and/or door knock); therefore, the counts of total attempted and successful notifications are not mutually exclusive

### Additional Information - Other Channels of Communication

To alert the public in advance of the PSPS event, PG&E used both media and online efforts. PG&E's online content, stability and navigation have improved since 2019 PSPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs), Critical Facilities, and Google.

### Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored (between October 12 and October 17, 2020), PG&E engaged with customers and the public through the media as described below.

- Issued five news releases containing information and updated details about the PSPS event and issued three advisories which provided timing, list of speakers and a link to watch the Public Briefing. PG&E Media Monitoring Team captured. PG&E's Media Monitoring Team captured 104 unique print or broadcast stories;<sup>24</sup>
- Provided regular, ongoing news releases and media advisories to more than 100 Public Information Officers (PIOs) representing city, county, state and tribal agencies and approximately 5,700 news outlets via Business Wire's national media list, which includes approximately 600 California news outlets. This included 51 multi-cultural news outlets throughout Northern California and Bay Area regions. These organizations provided in-language (translated) event updates to their viewers/readers in over 20 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco).
- Coordinated directly with 38 multicultural media organizations with established contracts to issue event updates on their in-language platforms (e.g., radio, TV, social media);
- Conducted three live-streamed PG&E PSPS Public Briefings, with interpretation by an American Sign Language (ASL) interpreter. These briefings were promoted on social media and in media advisories and streamed on PG&E's YouTube Channels.<sup>25</sup> Portions of PG&E's public briefings were streamed on local TV news channels. Presenters included PG&E's Incident Commander, a meteorologist and a Customer Care representative. Audiences included customers, stakeholders and reporters and event included live Q&A from select reporters;
- Handled approximately 100 media inquiries, including 40 media outlets that contacted PG&E's 24-hour media line and participating in media interviews to provide situational updates and preparedness messages for the PSPS event;
- Aired a 30-minute PSPS television program, "Preparing for Public Safety Power Shutoffs," on October 14 with two Bay Area TV stations: KOFY (Channel 20) at 0800 PDT and KRON4 at 1230 PDT. The program provided details about PG&E's Community Wildfire Safety Program and shared ways customers and communities could plan and prepare for PSPS events;

---

<sup>24</sup> [www.pge.com/en/about/newsroom/newsreleases/index.page](http://www.pge.com/en/about/newsroom/newsreleases/index.page)

<sup>25</sup> PG&E YouTube Channel: [www.youtube.com/user/pgevideo/videos](https://www.youtube.com/user/pgevideo/videos)  
October 13 Briefing: [www.youtube.com/watch?v=yo5vlk6nfO4&feature=youtu.be](https://www.youtube.com/watch?v=yo5vlk6nfO4&feature=youtu.be)  
October 14 Briefing: [www.youtube.com/watch?v=wV7Ry9SuJ74&feature=youtu.be](https://www.youtube.com/watch?v=wV7Ry9SuJ74&feature=youtu.be)  
October 15 Briefing: [www.youtube.com/watch?v=rcpOAB9OYbg&feature=youtu.be](https://www.youtube.com/watch?v=rcpOAB9OYbg&feature=youtu.be)

- Maintained a regular and ongoing social media presence on Twitter, Facebook, Instagram and Nextdoor, issuing 63 social media posts, with approximately 876,000 total impressions and over 37,000 total engagements. Some social media posts also included ASL translators with event updates;<sup>26</sup>
- Ran approximately 350 radio spot advertisements in three counties (Butte, Napa and Sierra), which received approximately 350,000 impressions. Advertisements provided event information and resources for customers in need, including sharing our PSPS Disability and Aging website and recommending calling 211 for a full list of support services; and
- Augmented customer outreach with dedicated paid advertising messages before and during the event using digital banners in English and Spanish in 24 counties identified in the original scope of the event. Placed approximately 840,000 total digital banner impressions.<sup>27</sup>

### PG&E Website

During this PSPS event,<sup>28</sup> PG&E placed banners on multiple pages on [www.pge.com](http://www.pge.com) that drove traffic to PG&E’s PSPS event site, and implemented tools to drive traffic to and maintain stability of the PSPS emergency website / event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates). In addition, anyone who entered pge.com was taken to a splash screen on the PSPS event site giving the user a choice of visiting pge.com or the PSPS updates web pages.

Before the first PSPS event of 2020, PG&E significantly improved our website, including pge.com, and establishing a new emergency website with better scalability and stability. As of mid-September 2020, PG&E’s main website, pge.com, now has the capacity to serve 400 million hits<sup>29</sup> per hour using a cloud-based solution, which is an upgrade from the internally hosted capacity of 12 million hits per hour. PG&E’s emergency website, which maintains the PSPS event update information, can serve 240 million hits per hour. During this event, the pge.com hit rate peaked on October 14, 2020 at 1700 PDT with approximately 1.2 million hits per hour, and the emergency website with PSPS update information peaked on October 14 at 1900 PDT with almost one million hits per hour.

The following content was available on PG&E’s PSPS event updates pages:

- Straightforward, simplified event information available in 12 non-English languages with clear updates about the planned scope of the event, including location (e.g., list of impacted, cities,

---

<sup>26</sup> Sample Social Media Posts –

- Tips to Prepare for PSPS Event: <https://twitter.com/PGE4Me/status/1316438319736123392>
- Translation Support Promotion: <https://twitter.com/PGE4Me/status/1316650104196157441/photo/1>
- CRC Awareness: <https://twitter.com/PGE4Me/status/1317080421843206144>
- Media Briefing Promotion: [https://nextdoor.com/news\\_feed/?post=164392110](https://nextdoor.com/news_feed/?post=164392110)
- Media Briefing Recap: <https://twitter.com/PGE4Me/status/1316935158780579841>
- PSPS Warning in American Sign Language: <https://twitter.com/PGE4Me/status/1316462437839769601>
- Backup Power Safety Tips: <https://twitter.com/PGE4Me/status/1316228518343331841>
- Event re-cap: <https://twitter.com/PGE4Me/status/1317295105506639876?s=20>

<sup>27</sup> English advertisements had almost 790,000 impressions and 0.08% Click Through Rate (CTR). Spanish advertisements had over 50,000 impressions and 0.22% CTR.

<sup>28</sup> From October 12 to October 16, 2020.

<sup>29</sup> Website hits measure requests for data sent to a server when a user accesses a webpage (e.g., images viewed, data downloaded). One page visit or page view can result in one or more hits.

counties and tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall for the event;

- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization;
- Address lookup tool that a customer and the public could use to identify specific PSPS impacts;
- PG&E partners could download pdfs of impacted areas, shape and kmz files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), which included locations listed by county, resources available at each center, type of CRC offered (e.g., indoor, outdoor) and operating hours. CRC locations were also available on the PSPS impact map as another view to see CRC locations and available resources based on the impacted areas;
- Links to additional resources for customers, including links to PG&E's EV charging locator map, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, medical baseline program information, and more; and
- Survey to provide input about the website and event communications.

PG&E made the following improvements to our website prior to this event:

- Launched redesigned PSPS webpages on pge.com in English, and 10 non-English languages. Web page content focuses around key themes that were identified in customer needs research, including: learn about a PSPS, prepare for a PSPS, support during a PSPS, why PSPS events occur, and preventing wildfires and minimizing PSPS outages.
- Added links to improved videos in ASL on the PSPS Updates page.
- Launched new webpage that describes our language support services for customers during PSPS events at [www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp). This page includes how to set language preference, select options for obtaining translated notifications, and receive other translated resources on PSPS, such as PSPS fact sheets. This page was available during the event in 10 non-English languages.<sup>30</sup> We shared this information in a press release and with approximately 300 multicultural media partners and CBOs for their awareness to circulate with their constituents.

---

<sup>30</sup> Languages written in right to left (Farsi and Arabic) were not live on this page during this event due to additional time needed to set up the website to handle right-to-left languages and to complete quality checks on these pages. PG&E did not want to delay the availability of the other pages, and pushed the Arabic and Farsi pages live just after the event on October 20, 2020.

Over the course of the event, PG&E’s website (pge.com), including all relevant domains for static content as well as those that handle billing, usage and payments, had almost 1.3 million unique visitors, over 1.8 million visits, and almost 5.2 million total page views.<sup>31</sup> PG&E’s emergency website (pgealerts.alerts.pge.com), which includes PSPS event updates webpage,<sup>32</sup> received over 900,000 unique visitors, approximately 1.3 million visits, and over 2.5 million total page views.<sup>33</sup>

Of the unique visitors who visited our emergency website, over 4,000 used the Spanish page and almost 700 used the Chinese page. There were fewer than 200 unique visitors (<0.02 %) to each of the ten other available translated pages (see Table 5 below for more detail).

**Table 5: Unique Visitors to the Translated Versions of the PSPS Emergency Website from October 12 to October 16, 2020**

Language	Unique Visitors <sup>34</sup>	Percent
English	909,965	99.35%
Spanish	4,259	0.46%
Chinese	680	0.07%
Vietnamese	157	0.02%
Korean	143	0.02%
Russian	133	0.01%
Tagalog	131	0.01%
Japanese	103	0.01%
Farsi	95	0.01%
Punjabi	88	0.01%
Arabic	79	0.01%
Hmong	63	0.01%
Khmer	59	0.01%

---

<sup>31</sup> Note, in the previous event reports (September 7, 2020 and September 27, 2020) PG&E reported only web traffic in front of login on our static content servers. This new metric includes all website domains, including self-service transactions behind login or on the mobile domain (m.pge.com).

<sup>32</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](http://pgealerts.alerts.pge.com/updates). PG&E also uses the following shorten URL for the same site: <http://www.pge.com/pspsupdates>

<sup>33</sup> The emergency website metrics are a subset of the pge.com website traffic reported.

<sup>34</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages

## Other Community Engagement

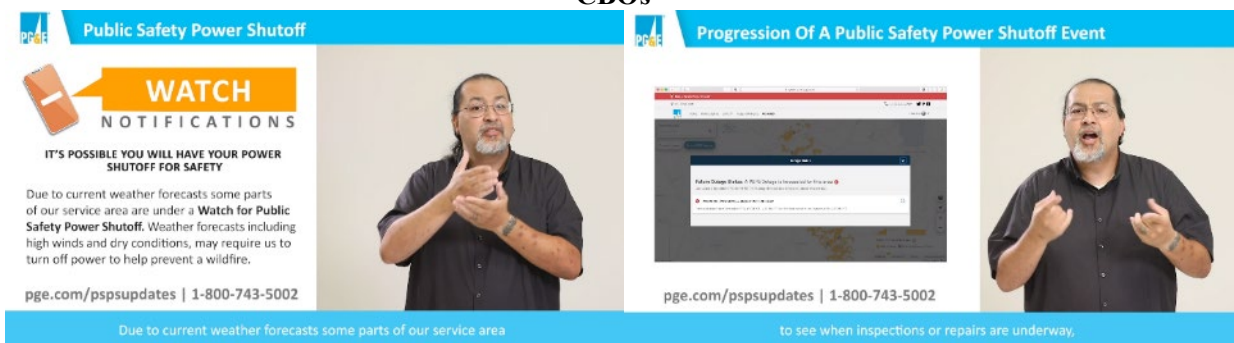
- **Community Based Organizations (CBO) Engagement:** PG&E partnered with 42 CBOs (“CBO resource partners”) that offered various services to customers identified to be potentially impacted by this event. These partners included 17 Meals on Wheels organizations, 11 Food Banks, 11 local Independent Living Centers (ILCs) and California Foundation for Independent Living Centers, two CBOs that provided translation support, and one grocery delivery organization. During the event, seven additional organizations that support PG&E’s Portable Battery Program prioritized battery delivery to eligible customers based on impacted counties. The outcomes of these partnerships for this event are described more fully below on page 42.

PG&E continued to on-board new CBOs and, through PG&E’s CBO liaison, maintained ongoing communications with these organizations throughout the event. On October 14, PG&E provided training to on-board new CBO resource partners including, Second Harvest Food Bank of Santa Cruz County, Second Harvest Food Bank of Silicon Valley and Alameda County Food Bank.

CBO resource partners were invited to once-daily cooperator calls hosted by members from PG&E’s EOC who provided a situational update about the latest scope of the event and an overview of the services available to customers. Acting on feedback from CBOs in previous events, starting on October 12, 2020, PG&E hosted daily coordination calls with the CBO resource partners supporting the event to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

PG&E also engaged with over 250 “information-based” CBOs during the event, sharing courtesy notification updates, press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications. Starting for the first time in this event, we provided infographic videos with relevant PSPS updates in ASL that could also be used by organizations (see Figure 21).

**Figure 21: Sample Infographics in American Sign Language Shared with Multicultural Media and CBOs**



CFILC and partner organizations shared event information with their constituents, including re-posting PG&E’s social media posts in ASL, pushing detailed emails to their consumers and partners with links to our website, including CFILC DDAR program, disability and aging, weather forecast, and generator safety-focused web pages.



- Critical Facility Engagement: This PSPS event affected approximately 900 critical facilities. PG&E sent automated notifications to those critical facilities and asked them to confirm receipt of the notifications. If these customers did not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers (CRMs) or Critical Infrastructure Lead (CIL) made direct calls to the PSPS contacts to ensure they were aware of the potential event, and provided localized support for other public safety partners such as water agencies and emergency hospitals.

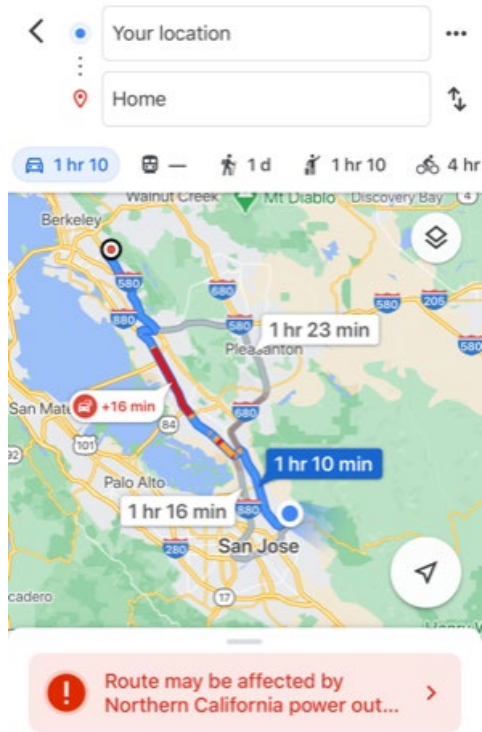
Given the unique challenges posed by the potential confluence of a PSPS event and COVID-19, PG&E has been using backup power generation to support select COVID-19 hospitals<sup>35</sup> that are more likely to experience a PSPS event and did not have an existing mitigation in place or feasible given location. This was done to minimize the impact to treatment of COVID-19 and other patients during the pandemic.

- Outreach to Impacted Customers with Missing or Invalid Contact Information: During the event, PG&E determined which customers impacted had missing or incomplete contact information. On October 14, 2020 PG&E sent postcards to those customers that we were unable to notify due to missing or invalid contact information. We indicated we were unable to reach them and encourage them to update contact information for future potential events.
- Google SOS Alerts: PG&E provided PSPS event information to Google, which issued Google SOS alerts to the public. PSPS outage information was provided on Google products, including alert banners in Search and Maps with references to the PG&E website and available resources. Google also sent push notifications to Android users in the impacted and surrounding areas. The notification included the name of the incident "Northern California Power Outages," leading the customer to links with more comprehensive outage information. See Figure 22 and Figure 23.

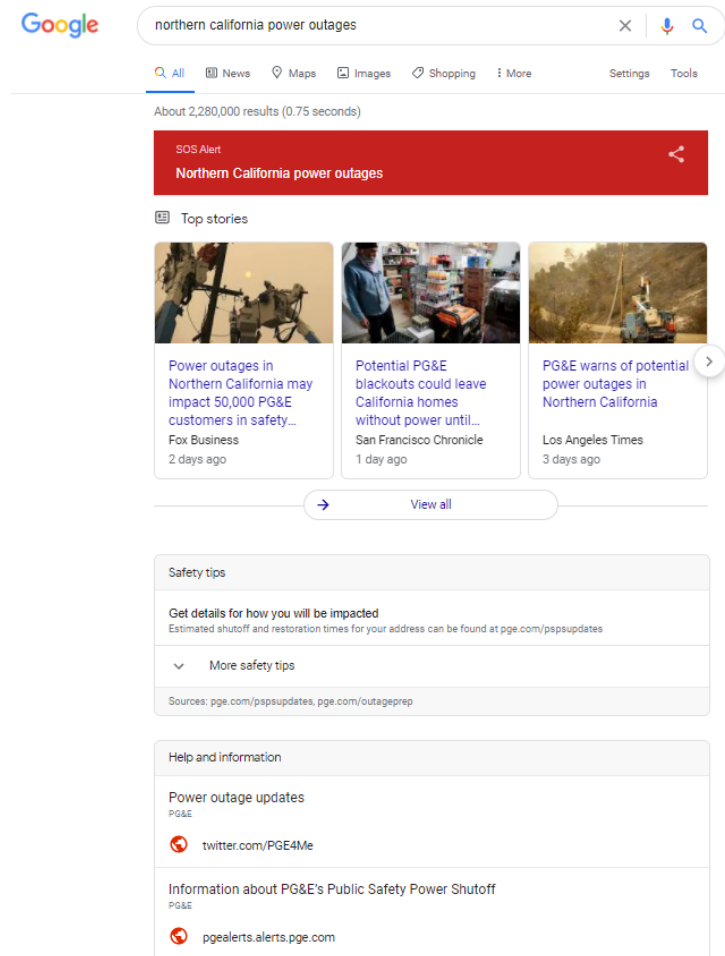
---

<sup>35</sup> These hospitals were identified in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California.

**Figure 22: Sample Google SOS Alert in Google Maps App**



**Figure 23: Sample Google SOS Alert Banner from October 14 PSPS Event**



## Event Support for Customers with Access and Functional Needs (AFN)

PG&E provided a variety of resources to customers with access and functional needs before and during this event.

- **Disability Disaster Access and Resource Program:** PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC)<sup>36</sup> to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, local Independent Living Centers (ILCs) provided aid to seniors and/or people with disabilities who rely on power for medical or independent living needs.<sup>37</sup> Through CFILC, PG&E aid to AFN customers included delivery of a total of 640<sup>38</sup> backup portable batteries to date to qualifying customers who need power during a PSPS. For this event, local ILCs arranged 38 hotel stays to give customers in need an energized place to stay during the outage and provided 26 food vouchers. Some of these resources provided through CFILC were an outcome of Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their constituents about the available resources. During this event, CFILC engaged directly with a total of approximately 3,700 PG&E customers relating to the PSPS event.
- **Portable Battery Program:** Just before PG&E's first PSPS event in 2020 (September 7), PG&E launched its Portable Battery Program (PBP). This program provides fully subsidized portable battery systems for low-income customers who live in Tiers 2 and 3 high fire-threat districts (HFTDs) and are enrolled in the Medical Baseline program. During this event, through partnerships with seven organizations, we delivered approximately 300 portable batteries to eligible customers, with a total of 600 units delivered across the entire PG&E service territory to date.
- **Food Bank Partnerships:** PG&E continued to fund local food banks to provide food replacement to families during the event and three days following service restoration. For this event, we partnered with 11 local food banks<sup>39</sup> that serve 17 of the 21 impacted counties to provide approximately 4,600 boxes of food replacement for families. We provided fact sheets with details about food bank partnerships at PSPS Community Resource Centers and shared them with CBOs to pass on to clients.

---

<sup>36</sup> CFILC is a registered 501(c)(3) non-profit organization that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs) throughout California. ILCs are grassroots organizations run by, for, and about people with disabilities. CFILC's membership includes 23 of California's 28 ILCs and 56 of the state's 58 counties.

<sup>37</sup> Customer may participate regardless of their enrollment in PG&E's Medical Baseline Program, and their individual needs are assessed directly with CFILC.

<sup>38</sup> The total backup portable batteries include 36 batteries delivered during this event and 604 delivered to customers leading up to this event in 2020.

<sup>39</sup> Alameda County Food Bank, Community Action Agency of Butte County, Food Bank of Contra Costa and Solano, El Dorado Food Bank, Community Action Agency of Napa Valley, Second Harvest Food Bank of Silicon Valley, Second Harvest Food Bank of Santa Cruz County, Redwood Empire Food Bank, Dignity Health Connected Living, Yolo Food Bank, Yuba Sutter Food Bank

- **Meals on Wheels Partnerships:** PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this PSPS event, we partnered with 17 Meals on Wheels organizations<sup>40</sup> that served 12 counties: Alameda, Butte, Calaveras, Contra Costa, Monterey, Napa, Nevada, San Mateo, Santa Cruz, Shasta, Solano and Sonoma Counties. In total, we supported 930 seniors with one or two additional meals daily for the duration of the event. Meals on Wheels also completed in-person visits / wellness checks and provided event information to the seniors they serve, including sharing CRC location details.
- **Food Delivery Partnership:** PG&E funded Sonoma County Food for Thought to deliver groceries to individuals homebound due to medical conditions. For this PSPS event, six customers impacted by the event received grocery deliveries from Food for Thought.

Communications to Customers with Limited English Proficiency

PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs and multicultural media partnerships. This information and communications were offered in 12<sup>41</sup> non-English languages, and customers who had set their language preference received in-language (translated) notifications. The approximately 1.25 million total notifications sent to customers via various channels and contacts (e.g., phone, text and email) were provided to customers in the following customer-set language preferences:

**Table 6: Customer Notifications Based on Language Preference**

Language	Total Notifications	Percent
English	1,246,471	99.65%
Spanish	3,925	0.31%
Chinese (Mandarin)	229	0.02%
Chinese (Cantonese)	135	0.01%
Korean	78	0.01%
Tagalog	27	0.00%
<b>TOTAL</b>	<b>1,250,865</b>	<b>100.0%</b>

PG&E’s website offers PSPS preparedness toolkits in 12<sup>33</sup> non-English languages covering topics including the Medical Baseline program application and fact sheets on PSPS, CWSP program, Medical Baseline program, and more. As described above, PG&E’s emergency website with PSPS event update information was fully translated in the same 12 languages.

Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. During this PSPS event, PG&E’s call center handled over 88,000 total calls. Of the total calls, approximately 2,600 (3%) were PSPS-related calls. Additionally, of

---

<sup>40</sup> Life ElderCare, Service Opportunity for Seniors, Spectrum Community Services, Chico Meals on Wheels, Common Ground Senior Services, Meals on Wheels Diablo Region, Meals on Wheels Monterey Peninsula, Community Action of Napa Valley, Gold Country Community Services, Peninsula Volunteers, Senior Coastsiders, Community Bridges, Dignity Health Connected Living, Meals on Wheels Solano County, Ceres Community Project, Coastal Seniors, and Petaluma People Services.

<sup>41</sup> Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Tagalog, Korean, Russian, Japanese, Farsi, Punjabi, Arabic, Khmer, and Hmong.

the total calls handled, approximately 8,300 (9%) of calls handled provided translation services to customers in one of 31 different languages.

PG&E continued support and engagement with multi-cultural media organizations and in-language CBOs to maximize the reach of in-language communications to the public during the event. Leading up to the PSPS event, we engaged with 38 multicultural media organizations and two CBOs providing in-language outreach. These organizations covered the 12 languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Chitano, Nahuatl). Throughout the event, we provided regular communications with these media outlets to share information and updates on PSPS, including providing translated social media infographics in 12 non-English languages, as well as ASL, for their use and distribution. PG&E also shared our new PSPS Language Resources page ([www.pge.com/pspslanguagehelp](http://www.pge.com/pspslanguagehelp)) with organizations to share with their constituents, which was available in 11 languages at the time of the event.

Highlights from our coordination with multicultural media organizations and CBOs during this event include:

- Redirect Nuevo Camino & Ocelotecame, organizations based on Placer county, provided in-language outreach to customers in Nahuatl, including providing social media postings and texts to Nahuatl-speaking contacts; and
- PAMA Media, a Portuguese radio based in Merced, shared our PSPS messaging in Portuguese on social media (See Figure 24).

**Figure 24: Sample Social Media Posts in Portuguese by PAMA Media on Twitter and Instagram**



## **Section 7 – Local Community Representatives Contacted**

**The local communities' representatives the IOU contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D.**

### **Response:**

Appendix D lists local governments, tribal representatives and community choice aggregators contacted prior to de-energization, the initial date on which these stakeholders were contacted, and whether the areas affected by de-energization are classified as Zone 1, Tier 2 or Tier 3 as per the definition in GO 95, Rule 21.2-D. Dates marked with an asterisk are representatives who received multiple notifications during the event.

## **Section 8 – Local and State Public Safety Partner Engagement**

### **A description and evaluation of engagement with local and state public safety partners in providing advanced outreach/notification during the PSPS event**

#### **Response:**

On October 11, PG&E’s Meteorology Team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. Local PG&E representatives notified cities, counties and tribes via live phone calls that PG&E was monitoring for an increased potential of a PSPS event.

Later that evening, PG&E activated its Emergency Operations Center (EOC) for a potential PSPS event and began notifying state and local Public Safety Partners via email and/or phone calls of a potential PSPS event anticipated to start on October 14. PG&E’s advanced notification to these partners started at approximately 2000 PDT on October 11.

#### **Local and State Agency and First Responder Engagement:**

While PG&E’s EOC was active, PG&E coordinated with local and state agencies and first responders (cities, counties, and tribes) in the following ways:

- Submitted the PSPS State Notification Form to Cal OES and sent emails to the CPUC at key event milestones.
- Sent automated text, email and phone calls to cities, counties, tribes and Community Choice Aggregators. These notifications included the estimated shutoff and restoration times, as well as links to maps and other information.
- Hosted twice-daily State Executive Briefings with state agencies to provide the latest event information and answer questions.
- Hosted the daily Systemwide Cooperators Call, which all Public Safety Partners in the service territory were invited to join.
- Hosted twice-daily Tribal Cooperators Calls with potentially impacted tribes to provide the latest event information and answer questions.
- Conducted ongoing coordination with local County OES and tribal contacts through dedicated Agency Representatives. This included providing the latest event information, coordinating on Community Resource Center locations and resolving local issues in real-time.
- Due to COVID-19 precautions, PG&E is offering embedded virtual Agency Representative support to counties/tribes and in local EOCs. Santa Clara County’s request for an embedded Agency Representative was fulfilled remotely. A PG&E Agency Representative was embedded in-person in the Cal OES State Operations Center.
- Offered remote support from GIS Technical Specialists to help navigate the PG&E GIS tools and maps. No counties or tribes requested GIS Technical Specialist support for this event.
- Provided maps, situation reports, critical facility lists and medical baseline customer lists via the PSPS Portal at the time of the initial notification and throughout the event.

Starting on October 12, Cal OES Emergency Services Coordinator for San Francisco County, was remotely embedded in PG&E's virtual EOC and attended PG&E's EOC Command & General, Operations and Planning meetings. A representative at the California Public Utilities Commission, joined the same meetings virtually starting on October 12.

#### Community Choice Aggregator (CCA) Engagement:

Six CCAs were in scope for this PSPS event: Sonoma Clean Power, Pioneer Community Energy, MCE, Peninsula Clean Energy, Silicon Valley Clean Energy and Monterey Bay Clean Power. Starting on October 12, 2020, CCA Relations Managers directly contacted the affected CCAs to warn of the possibility of the impending PSPS event. Throughout the event, PG&E's CCA Relations Managers gave these CCAs dedicated individual support, fielded questions, shared situational updates, and handled miscellaneous requests.

PG&E gave the CCAs advanced notifications through PG&E's public safety partner agency notification system, invited them to PG&E's daily cooperator calls for situational updates, and provided access to the PSPS Portal with event information (e.g., maps, customer impact lists, situation reports). CCAs could contact the PSPS Portal Administration team if they had questions about the Portal and received CCA-specific training in August on the PSPS Portal and communication and coordination expectations during a PSPS event.

#### Communications and Water Provider Engagement:

PG&E sent advanced notifications to impacted communications and water providers through PG&E's automated customer notification system. They were invited to PG&E's daily cooperator calls for situational updates. They also had access to PG&E's PSPS Portal with event information (e.g., maps, impacted site lists, situation reports). Communications providers received support from PG&E's Critical Infrastructure Lead (CIL), and water providers received escalated support through PG&E's local Operations Emergency Centers (OECs).

After East Bay Municipal Utilities District (EBMUD) requested further engagement as an EOC observer, PG&E invited them to attend PG&E's daily Operations briefing and EOC floor briefing starting on October 15, 2020, in addition to the daily cooperator calls.

#### Transmission-level Entity Engagement:

PG&E's Critical Infrastructure Lead (CIL) notified impacted transmission-level entities, including publicly owned utilities (POUs), of the event. Transmission-level entities received automated notifications through PG&E's customer notification system after transmission-level impacts were determined. PG&E's Grid Control Center (GCC) operators made live calls to these transmission-level entities before both de-energization and re-energization. POUs were invited to PG&E's daily cooperator calls to receive situational updates and had access to PSPS Portal with event information (e.g., maps, impact lists, situation reports).

As described in Section 4 Customer Impacts and Section 13 Mitigations to Reduce Impact, the Transmission-level entities, including POUs, were mitigated in this event. They were either configured to PG&E's Caribou island or set up in their own island configuration to maintain grid stability.

Following the submission of this PSPS De-Energization Report, PG&E will provide the report to Public Safety Partners for review and feedback.



## **Section 9 – Complaints Received & Claims Filed**

**The IOU shall summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed against the IOU because of de-energization.**

### **Response:**

#### Complaints

From October 8, 2020 through October 26, 2020, PG&E received one written complaint related to PSPS from the CPUC. This complaint relates to:

- Concern with restoration timeframe

Complaints received are reconciled on a monthly basis and subject to change.

#### Claims

As of October 26, 2020, PG&E received six claims for the October 14 - 17 PSPS event. The claims received are broken down into the following categories:

**Table 7: Count and Type of Claims Received**

<b>Number of Claims</b>	<b>Description of Claims</b>
4	Property Damage
1	Food Loss
1	Business Interruption / Economic Impact

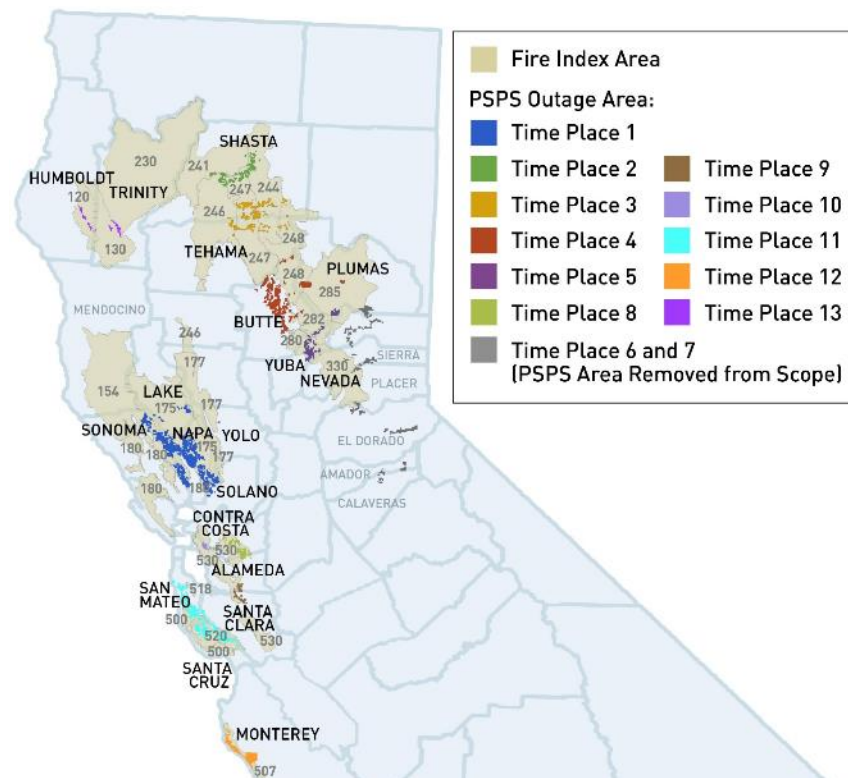
## Section 10 – Power Restoration

The timeline for power restoration (re-energization) in addition to the steps taken to restore power as required in Resolution ESRB-8;

### Response:

PG&E pre-positions patrol crews and prepares helicopters in anticipation of the Weather All Clear to begin patrols. The PG&E Incident Commander and meteorology team monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations. Using this incoming information, Weather All Clears are generally issued by fire index area (FIA) in a phased approach to restore customers as soon as possible. (See Figure 25). In some cases, Weather All Clears are issued for portions of FIAs to further increase granularity and allow for earlier customer restoration.

Figure 25: Map of 21 Fire Index Areas and 13 Time-Places for October 14, 2020 PSPS Event



As Weather All Clears are issued, PG&E patrols electrical facilities to identify and repair or clear any damage or hazards before reenergizing. Using the Incident Command System (ICS) as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allowed PG&E to patrol and perform step restoration in alignment with the centralized control centers.

Over the course of restoration PG&E issued 11 separate Weather All Clears and used approximately 1,300 personnel and approximately 40 helicopters to identify equipment condition and damages and make necessary repairs prior to restoration. Power was restored to customers as patrol completion verified the safe condition of each line.

PG&E issued Weather All Clears for Fire Index Areas at the times noted in Table 8, and restored all but 183 customers by October 16, 2020. The remaining customers were restored on October 17, 2020.

**Table 8: Weather All Clear Times**

Impacted FIAs	Weather All Clear Date and Time
Full FIAs: 507	10/15/2020 0751 PDT
Identified Areas in FIA 520 in TP 11	10/15/2020 1047 PDT
Identified Areas in FIA 530 in TP 9	10/15/2020 1158 PDT
Identified Areas in FIA 530 in TP 8 and 10	10/15/2020 1349 PDT
Full FIAs: 285, 500, 241, 330, Remainder of FIA 520	10/16/2020 0515 PDT
Full FIAs: 518, 282	10/16/2020 0717 PDT
Full FIAs: 120, 130, 230	10/16/2020 0800 PDT
Full FIAs: 246, 247, 180 Identified Areas in FIA 248, 280 Remainder of FIA 530 in TP 8	10/16/2020 0949 PDT
Full FIAs: 244	10/16/2020 1058 PDT
Full FIAs: 177	10/16/2020 1114 PDT
Full FIAs: 154, 175 Remainder of FIA 248 and 280	10/16/2020 1233 PDT

**For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe in its post event report.**

**Response:**

PG&E was unable to restore these circuits within 24 hours of the Weather All Clear because they were inaccessible for differing reasons as described in Table 9:

**Table 9: Primary Reasons PG&E was Unable to Restore the Circuit within 24 Hours**

Circuit Name	Primary Reason PG&E was Unable to Restore the Circuit within 24 Hours
Otter 1101	PG&E personnel who were performing patrol and restoration activities on 10/15/2020 were threatened by a customer. The PG&E personnel immediately left the scene. On 10/17/2020 PG&E personnel were able to complete the patrol and restoration activities with an escort from the Monterey County Sheriff. This affected three customers.
Los Gatos 1107	Portions of this circuit were inaccessible to helicopters due to forest canopy, and patrol could not be completed on the night of 10/15/2020. PG&E personnel were able complete restoration activities on the morning of 10/16/2020. This affected 49 customers.

## **Section 11 – Community Assistance Locations**

**The IOU shall identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), describe the assistance available at each location, and give the days and hours that it was open.**

### **Response:**

During this event, PG&E established 40 Community Resource Centers (CRCs) in 19 counties. When a PSPS event occurs, PG&E opens CRCs to provide affected customers and residents a space that is safe, energized and air-conditioned or heated (as applicable) with the standard operating hours of 0800 to 2200 PDT. Visitors were provided with PSPS event information by dedicated staff, ADA-compliant restrooms and/or hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs (including charging for cell phones, laptops and small medical devices), and Wi-Fi and cellular service access. The following supplies were available at each location: water, non-perishable snacks, bagged ice, batteries and blankets. The CRCs are designed to meet the following criteria: Americans with Disabilities Act (ADA) and environmentally compliant, site owner approval, Wi-Fi and cellular service access, 1-2 acres of flat and (preferably) paved areas for outdoor locations, backup generation availability, and open typically between 0800 PDT to 2200 PDT from the time power is shut off until the time electric service is restored. CRC locations were published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through our CFILC and media partners.

### **COVID-19 Considerations**

PG&E adapted its approach to CRCs to reflect appropriate COVID-19 health considerations and state and county guidelines, including requiring facial coverings, physical distancing and limits on the number of visitors at any time based on capacity limits of the location. At outdoor CRCs, supplies were handed out so customers could “grab and go,” and seating was only available for customers needing medical equipment charging. At indoor CRCs, temperature checks were required for entry, tables and chairs had physically distant spacing, and “grab and go” supplies were handed out.

### **Local Government Coordination on Site Selection and Closure**

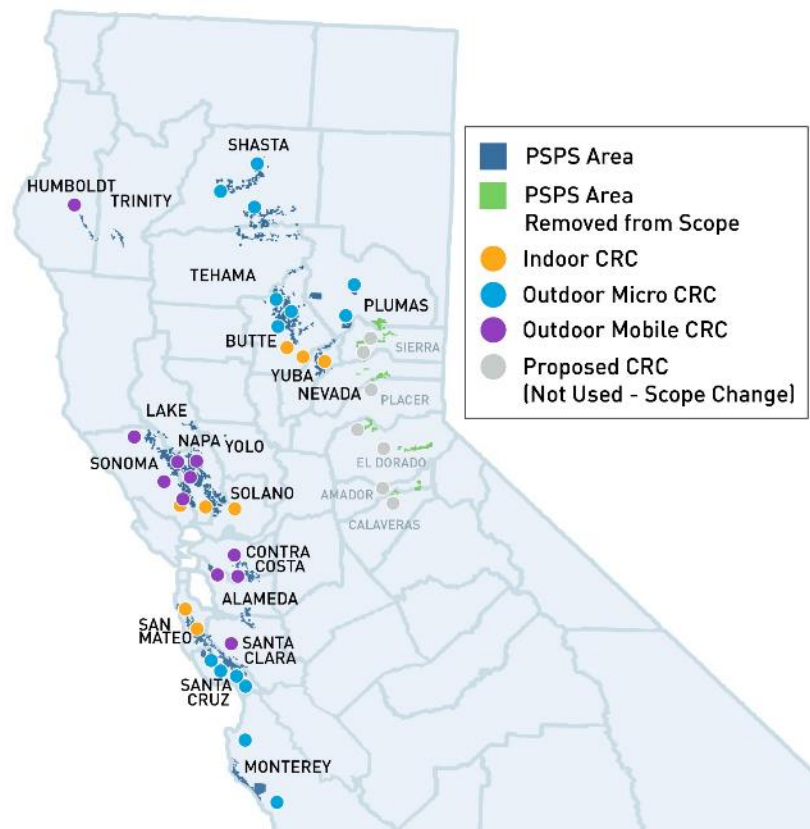
During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and tribes to review the proposed scope of the event and receive agreement on the selected locations for the CRCs based on the anticipated areas of de-energization. Between Monday, October 12 and Friday, October 16, PG&E coordinated with the potentially impacted jurisdictions identified, sharing lists of CRC locations, implementing selected locations, and arranging replacement locations for areas within fire evacuation areas within each county or tribe. Thirty-six CRC locations were pre-identified, with the county/tribe having provided input in advance of the 2020 wildfire season. PG&E confirmed operating hours with local governments, tribes and site owners and adjusted operational changes to the standard operation hours (0800 PDT – 2200 PDT) as needed for public health or safety reasons (e.g., local curfew, inability to access, safety issues).

Six counties either declined the offer of CRCs for various reasons, such as relatively small scope of impact in their jurisdiction and/or anticipated evacuations.<sup>42</sup> PG&E coordinated with local governments on the timing of CRC closures.

Location, Type and Timeline of CRCs

PG&E provided 40 CRCs in 19 counties over the course of three days throughout the impacted areas in the territory, as shown in Figure 26. Thirteen were indoor (hardened) sites, and the remaining were outdoor in temporary locations, including 13 microsites (open air tents) and 14 mobile sites (e.g., Sprinter van). The outdoor CRCs were located in open spaces such as parking lots at a shopping center, school, park, fire departments, places of worship, community or recreation center, and fairgrounds. All sites were ADA-compliant.

**Figure 26: Location of Community Resource Centers Available During 10/14 Event**



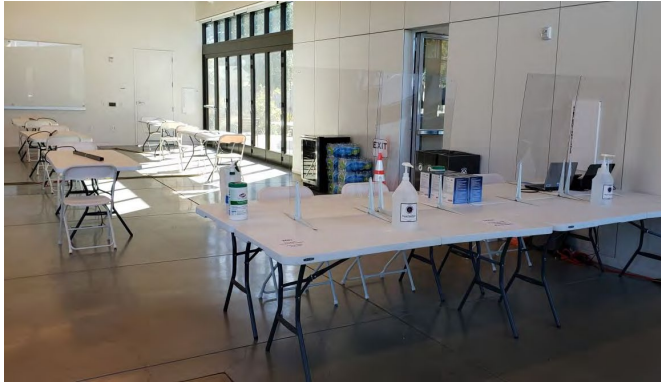
PG&E provided updates to the public and local partners on CRC locations, hours of operations and resources available through state agency calls, press releases, website, and social media outlets (Facebook, Instagram, Twitter, Nextdoor), and in local divisions by customer account representatives.

<sup>42</sup> Nevada, Tehama, and Trinity counties chose not to have a CRC in their jurisdiction due to limited customer impact.

## Customer Visitation

Overall, approximately 5,500 people visited one of PG&E's 40 CRC sites over the course of this PSPS event. Some customers returned to the CRCs across multiple days. Customer attendance was highest in Napa county with 4 CRC sites. Several of PG&E's indoor, micro, and mobile CRCs for this event are illustrated in Figure 27 through Figure 29.

**Figure 27: PG&E Indoor CRC in Half Moon Bay Library at Half Moon Bay (San Mateo County)**



**Figure 28: PG&E Micro CRC in La Porte Lodge at La Porte (Plumas County)**



**Figure 29: PG&E Mobile CRC in Cloverdale Citrus Fairgrounds at Cloverdale (Sonoma County)**



See Appendix F for further details on the CRCs mobilized during the PSPS event, including specific locations, dates and times available, and total attendance for each location.

## **Section 12 – Sectionalization**

**Describe how sectionalization was considered/ implemented and the extent to which it impacted the size and scope of the de-energization event**

**Response:**

PG&E was able to implement sectionalization during this PSPS event to reduce customer impacts. PG&E used new and existing sectionalization devices to de-energized portions of 72 circuits (rather than entire circuits), which enabled 142,752 customers to stay energized.

## **Section 13 – Mitigations to Reduce Impact**

This event was approximately 82% smaller than the estimated impact of the same weather footprint had it occurred in 2019 with the tools and measures available to PG&E at that time. While every weather event is different, if PG&E had used its 2019 models and process, this set of final weather conditions would have created a scope affecting over 189,000 customers; but with new models and processes, the PSPS scope impacts under these weather conditions affected over 148,000 fewer customers than would have been de-energized by the same weather event occurring last year.

### **Meteorological Guidance**

This year PG&E Meteorology has improved the granularity of both its Fire Potential Index (FPI) and the Outage Producing Wind (OPW) PSPS guidance tools. These improvements enable the models to predict severe fire weather risks on more focused (smaller) areas and identify those areas which exceed distribution risk guidance with better geographic precision. PG&E's meteorological scoping methods reduced the number of customers for this PSPS event by approximately 130,000 customers and 76% relative to the PSPS event that would have been designed under the same weather conditions using our 2019 tools and guidance.

### **Transmission Line Scoping**

Transmission line scoping for 2020 utilizes the same updated FPI model as the distribution scoping process; however, the process uses transmission-specific thresholds for asset health and outage likelihood. In addition, the transmission asset analysis is more granular than 2019 with assets analyzed against guidance at the structure level.

### **Transmission Line Segmentation**

Transmission lines are segmented using Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during the PSPS events. PG&E has installed 36 transmission line SCADA-enabled switches in 2020 but none were utilized during this event due to the events small size and locations relative to those switches.

### **Distribution Switching**

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area, but are served by lines that pass through the fire risk area. Depending on event scope, we may be able to use back-tie switching to bypass the distribution lines that pass through the de-energization area to keep customers energized from a different set of lines. Distribution switching was used to keep approximately 6,500 customers out of de-energization scope.

### **Sectionalization**

New automated distribution switches have been installed near the borders of the high-risk fire areas to reduce customer impacts when in-scope for PSPS. PG&E installed over 600 of these switches in 2020. Thirty-one 2020-installed distribution switches were used to keep about 320 customers out of de-energization scope.



## Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded and energized by generation located within the island. During this event, PG&E used generation from the Caribou powerhouses with associated transmission to keep approximately 9,400 customers from being deenergized. All transmission-level customer entities were mitigated to maintain PG&E's grid stability and reliability in one of three ways: (1) the entity connected to PG&E's Caribou island, (2) the entity islanded with their own load and generation at the request of PG&E, or (3) the entity opted to island with their own load and generation.

## Temporary Generation

During this event, PG&E used its rented fleet of temporary generators to mitigate the impacts of PSPS on its customers. Temporary generators were used to energize four temporary microgrids that kept the lights on for shared services supporting community normalcy, two stand-alone facilities serving public safety, and six of the indoor community resource centers (CRCs).

- Substation Temporary Generation: PG&E has prepared 62 locations ready to interconnect and use temporary generation<sup>43</sup> to energize certain substations whose transmission sources have to be shut off for safety (because those lines pass through high fire risk areas), but which could otherwise safely deliver power to customers. But the weather pattern and fire risk scope of this event were such that all of the transmission lines serving these substations remained safe to energize, so temporary generation was not needed in these locations. PG&E is prepared to support customers in future PSPS events with 116 MW of temporary generation units staged and ready to energize at 19 substations adjacent to many of our highest fire risk areas, and another 234 MW of temporary generation staged at additional substations and in vendor yards for delivery as needed.
- Temporary Microgrids: PG&E used generators from its rented fleet to energize portions of four de-energized communities where we pre-installed equipment to safely island and energize temporary microgrids. Temporary microgrids enable some community resources to continue serving the surrounding population during PSPS events where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.
  - The temporary microgrid in Angwin (Napa County) energized 48 customers, including a fire station, medical/dental facility, gas station, post office, bank, and student housing.
  - The temporary microgrid in Calistoga (Napa County) energized 1,554 customers, including a medical facility, fire and police station, fairgrounds, post office, banks, schools, markets, hotels, restaurants, and other businesses.
  - The temporary microgrid in Pope Valley (Napa County) energized 681 customers, including a market, community center, fire department, post office, and other businesses.
  - The temporary microgrid in Shingletown (Shasta County) energized 78 customers including medical facilities, fitness gym, community center, local water and wastewater systems, markets, fuel, and post office.

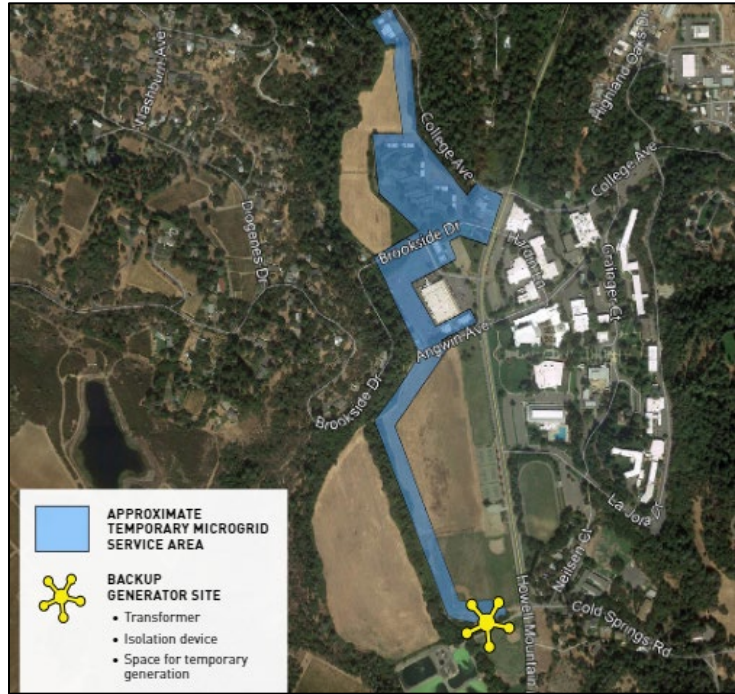
The temporary microgrids listed above energized customers for over forty hours during which they otherwise would have been de-energized for public safety. PG&E operated the generators at

---

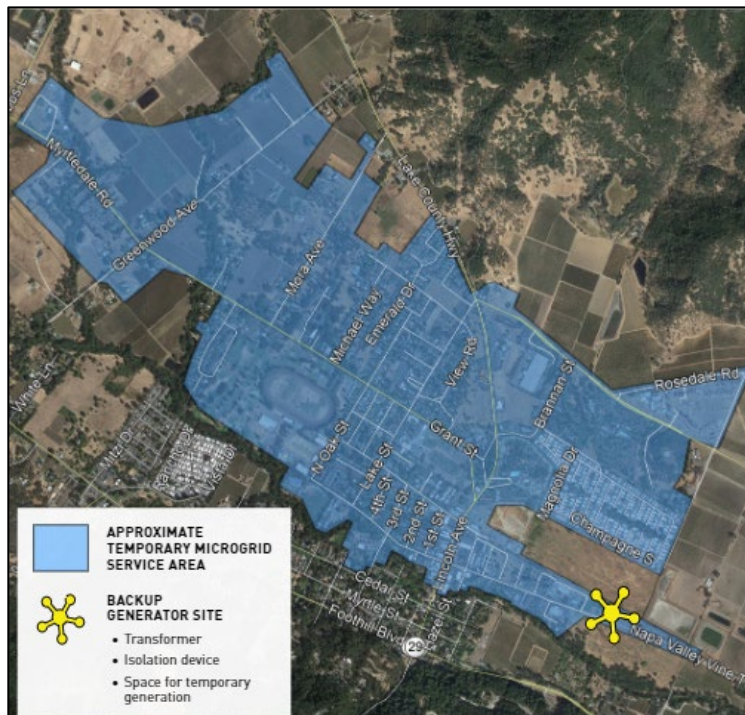
<sup>43</sup> Ready in this context is defined as operational within 48 hours.

Calistoga, Angwin, and Pope Valley before and after the PSPS, energizing a larger footprint than during the PSPS, in order to restore power to customers affected by the Glass Fire.

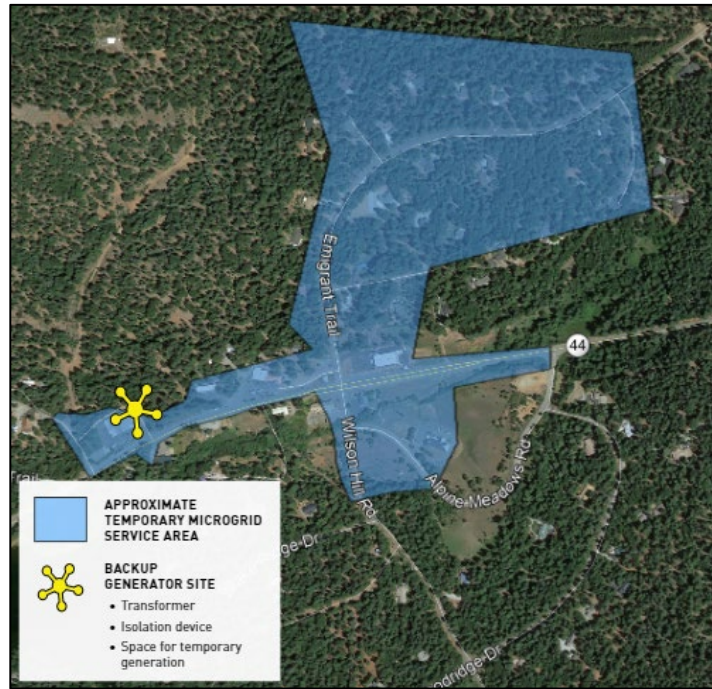
**Figure 30: Approximate energization area of Angwin Temporary Microgrid**



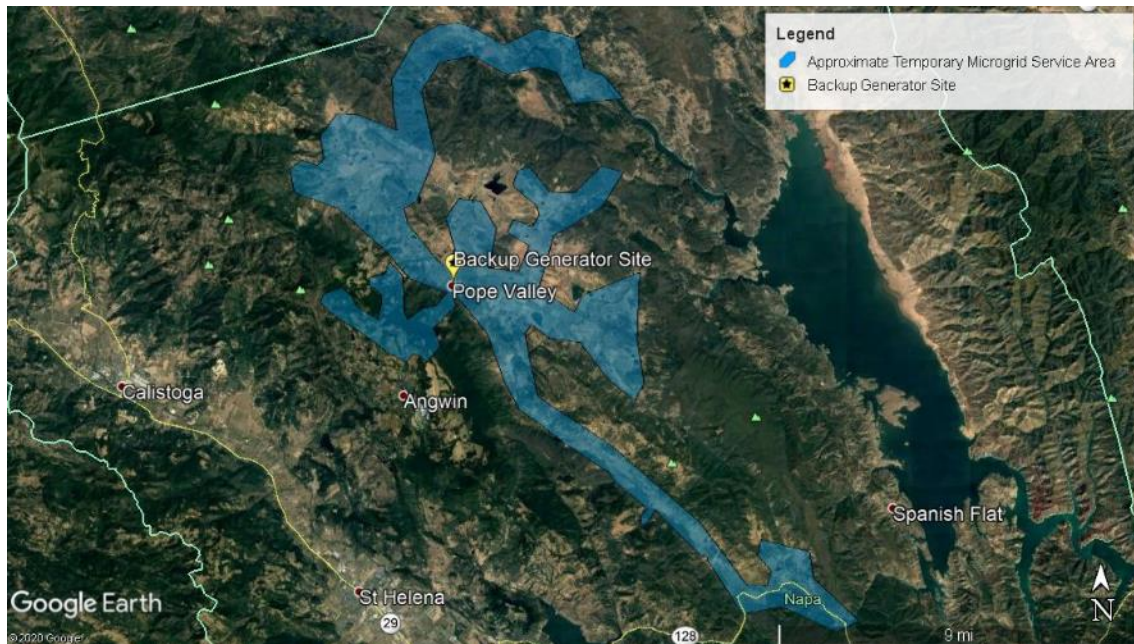
**Figure 31: Approximate energization area of Calistoga Temporary Microgrid**



**Figure 32: Approximate energization area of Shingletown Temporary Microgrid**



**Figure 33: Approximate energization area of Pope Valley Temporary Microgrid**



- **Backup Power Support:** PG&E used temporary generation to support two stand-alone customers including a hospital and a fairground serving wildfire first responders. These facilities did not have sufficient functioning backup generation to maintain critical operations during the event and reached out to PG&E requesting assistance. While as a general policy PG&E does not offer temporary generation backup power support to individual facilities, we may make exceptions

when feasible to respond to circumstances impacting public safety. PG&E responded to these requests in accordance with this policy.

**Table 10: Temporary Microgrids**

Temporary microgrid	Generation deployed	Customers energized
Angwin	3 MW	48
Calistoga	10.1 MW	1,554
Pope Valley	4.5 MW	681
Shingletown	1 MW	78
<b>Total</b>	<b>18.6 MW</b>	<b>2,361</b>

**Table 11: Backup Power Support**

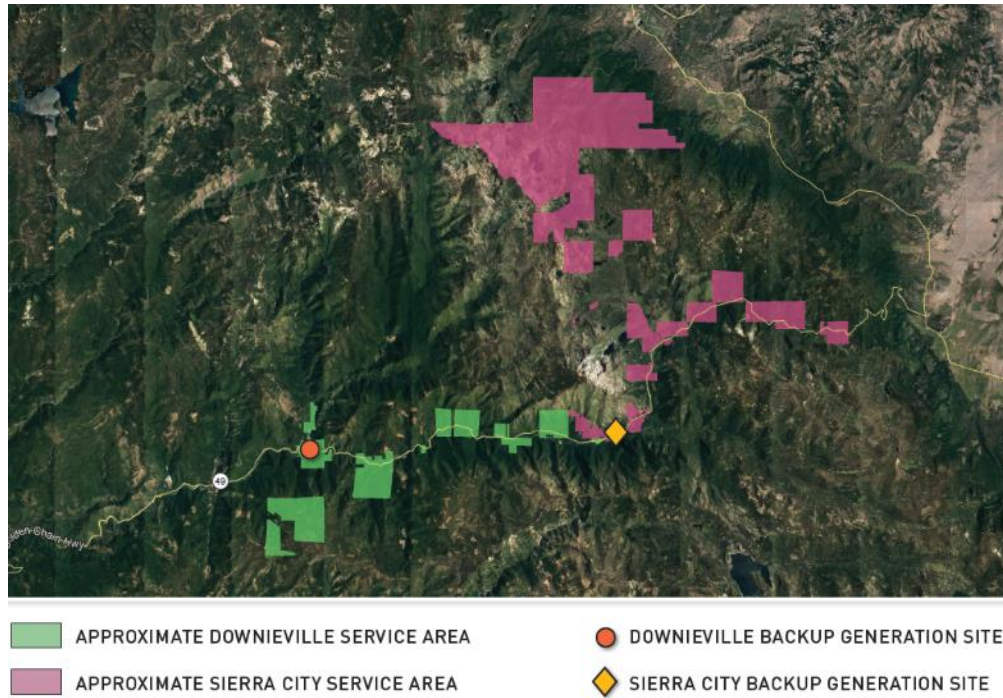
County	Site Type	Generation deployed	Reason Deployed
Napa	Hospital (incl. site with water pump)	3.4 MW	COVID-19 Pandemic Response (pre-identified by CHA and HC)
Plumas	Fairgrounds (hosting firefighting command base)	1 MW	Mitigate risk to emergency response
<b>Total Backup Power Deployed</b>		<b>4.4 MW</b>	

- Permanently Installed Emergency Generation:** PG&E has three permanently installed emergency generators on the Alleghany circuit to support customers during unplanned outages and planned clearances. Because these units are in remote locations that can be snowed-in for days, each unit has enough diesel fuel storage on-site to allow operations for 3-4 days before refueling is needed. During this PSPS event, PG&E used two of the units to energize a total of 964 customers located on portions of the Alleghany circuit that fell outside of the PSPS weather footprint. These customers reside in Time Places 6 and 7, which were monitored during the event and ultimately canceled as favorable weather conditions prevailed. However, these customers experienced short outages as a result of being switched from grid to microgrid in anticipation of PSPS event and again when their power was switched back to the grid. These customers include:

  - 420 customers energized in Downieville (Sierra County), including a vote tabulation center, water treatment and pumping facility.
  - 544 customers energized in Sierra City (Sierra County), including a fire station, local water and waste company, market, hotels and post office.

Customers served by these microgrids experienced short outages as a result of being switched from grid to microgrid in anticipation of PSPS event and again when the event was over and their power was switched back to the grid.

**Figure 34: Approximate area served by PG&E’s permanently installed emergency generators**



**Table 12: Permanently Installed Emergency Generators**

Temporary microgrid	Generation deployed	Customers energized	Approximate time energized
Downieville	1.5 MW	420	Energized 10/14 as a precautionary measure. De-energization of Alleghany 1101 was canceled 10/15. Customers were restored to grid source 10/16.
Sierra City	1 MW	544	

## **Section 14 – Lessons Learned from this Event**

PG&E collects lessons learned input from staff during and after every PSPS event. We regularly poll team members on both best practices and biggest opportunities for improvement. These insights come in from individual EOC members, from EOC sections, and prioritized from the EOC team as a whole.

Although we collect team member input daily, we seek section and full EOC team input after the end of each EOC and PSPS event. In this case, we were unable to collect and process all of the section and team-wide learnings following the October 14 event because it finished on October 17, and teams were already monitoring and preparing for the October 21 PSPS event. Thus, we have not been able to conduct the usual formal section and team After Action Review (AAR) and analyses for this PSPS event; we will hold those debriefs after the EOC team finishes handling the October 21 and 25 PSPS events, and share those findings in a later De-energization Report.

### **Missed Customer Notification to Mobile Numbers in Custom Overnight Script**

As described in Section 6, customers in TP8 with mobile phone numbers did not receive the event update notifications for the second de-energization event. A root cause analysis of the notification failure determined this was a training-related process error based on the steps required to manually build a notification campaign using PG&E's custom notification tool, Broadnet. This tool is different from PG&E's large-scale automated customers notification tool that is used for the standard notifications sent to customers, called Message Broadcast. The person creating the notification campaign in Broadnet must actively select to include mobile numbers. That selection was not made in this case, with the result that customers with mobile numbers were not notified. To mitigate against recurrence, on October 15 and October 16, 2020, we completed a training with all staff responsible for creating a notification campaign for customers to ensure mobile phone numbers are included in notifications. Additionally, PG&E continues to limit the use of the custom customer notification tool (Broadnet).

### **Non-PSPS-Related Outage Customer Notification Confusion**

PSPS events can often occur at the same time as non-PSPS-related outages (such as at the request of CAL FIRE during active fires, responding to a CAISO call for rotating outages during peak demand events, or a local vehicle accident or vegetation-caused outage). If an unplanned outage occurs during a PSPS event, many customers assume that the outage is due to the PSPS event, even if it has a different cause.

The customer outage notification experience varies by type of outage for numerous operational and procedural reasons. Customers can experience non-PSPS-related outages where they may not get a notification from PG&E *in advance* of their outage; consequently, they may perceive this as part of the on-going PSPS event and view it as a PSPS notification failure. When there is an unplanned outage, residential customers often receive an automated notification after it is determined their power is out, regardless of whether they have set a preference for outage alerts. To continue receiving updates after the initial notification, customers must opt in. There are, however, a few additional operational designs that may exclude customers from receiving outage related notifications during a PSPS event, such as non-residential customers not having outage notification preferences set, outages occurring overnight, or customers in a PSPS-impacted zip code, but not impacted by the PSPS event. Other non-PSPS related outage notifications are suppressed to minimize customer confusion. PG&E is evaluating these notification issues and is on track to develop and implement improvements ahead of the 2021 wildfire season.

### Improve Efficiency of Information Distribution Within the EOC

PG&E has been working to improve the effectiveness of information distribution among EOC members during PSPS events, to reduce team inefficiencies and reduce potential communication errors and information inconsistencies. In this event we adjusted the content and cadence of the Situational Awareness Snapshot distributed to team members, adding more information and interpretation and changing its cadence to better serve briefing requirements for executives and media. While the idea and early implementation have been successful and welcomed by EOC team members and stakeholders, we need to establish effective processes to replace early ad hoc efforts at expanding information collection and explanation.

Since EOC duty is demanding, and it is difficult to follow multiple information sources in a timely fashion while focused on executing time-sensitive tasks, EOC team members use multiple communications platforms to share time-sensitive information and reach out to colleagues on pressing issues. One example is issuance of a new PSPS playbook or decision – whereas that was previously shared directly with leaders who cascaded it to their section members as needed, we now broadly share information about availability directly to all team members using multiple sources of communication.

### Virtual EOC Operations

This was PG&E's fourth virtual EOC operation. We continue to learn how to use virtual meeting and file dissemination platforms effectively.

### **Section 15 – Proposed Updates to ESRB-8**

PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there may be continued opportunity to refine certain aspects of the guidelines. PG&E will continue to engage with stakeholders and the open proceedings at the Commission and has no further suggestions at this time.



## **Section 16 – Other Relevant Information to Help the Commission Assessment of Reasonableness of Decision to De-Energize**

### Additional Information - Detailed Meteorological Timeline

Sunday, October 11: External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following:

- During the 0845 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) noted that they are gaining confidence in a high-risk period mid-week due to potential for strong offshore winds
- NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in multiple Predictive Service Areas (PSAs) from Wed – Fri (Oct 14 – 16) for the threat of wind combined with low relative humidity. Their forecast discussion stated, “High Risk for NE/offshore winds portion of region Wednesday thru midday Friday.”
- Although the National Weather Service did not issue any Fire Weather Watches or Red Flag Warnings for the upcoming offshore winds, their respective forecast discussions called out that critical fire weather may develop through the Wednesday through Friday timeframe.
  - The Cal OES weather threat briefing, provided by the NWS Western Region Regional Operation Center (WRROC), noted that from Wednesday through Friday that, “Stronger offshore winds may potentially develop bringing the threat of critical fire weather conditions, including the East and North Bay Wednesday night and Thursday”. Their forecast highlighted moderate impacts from Wednesday and Friday due to Fire Weather.
- At 1500 PDT, PG&E updated the 7 Day PSPS potential forecast (which is available to the public), indicating: “The PG&E Emergency Operations Center will be activating this evening to begin preparations for a potential Diablo wind event lasting from Wednesday through Thursday or potentially Friday morning. The forecast now shows Elevated PSPS potential in Zones 2, 3, 4, 5 and 8 for the upcoming event. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered will be provided as the event gets closer. This is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. At this time, the highest probability areas for observing a PSPS are the Northern Sierra Nevada foothills, the mid and higher elevations in the Sierra generally north of Yosemite (northern portion of Zone 8), the North Bay mountains and potentially portions of the Santa Cruz mountains. At this time, the weather event is expected to begin Wednesday afternoon/evening and continue through Thursday morning. A second period of winds may develop Thursday evening through Friday morning in the Northern Sierra and North Bay mountains and Zones 2 and 5 are in elevated on Friday to highlight that potential. The start of the event is more than 3 days away so event details will likely change as forecast models evolve. We will have more clarity on potential cities and counties impacted in the next 48 hours. Please stay tuned to future updates.”

Indications of a potential offshore wind event became clearer in the global weather models. The ECMWF operational model and its associated ensembles were indicating a change in the weather pattern to an offshore regime, with a potentially significant positive pressure gradient between Redding Airport (KRDD) and Sacramento Airport (KSAC), as well as a significant negative pressure gradient between San Francisco Airport (KSFO) and Winnemucca Airport (KWMC) starting Wednesday and persisting through Friday Morning. At 1200 PDT PG&E meteorology briefed the Officer in Charge (OIC) for the event and the decision was made to activate the EOC at 1800 PDT on October 11.

After reviewing the 00z Global and Mesoscale Weather Models, including the PG&E POMMS models, Meteorology delivered a distribution scope and transmission scope, to the Plans section at 2330 PDT, Monday, October 12: External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 0845 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) noted that they are gaining confidence in a high-risk period mid-week due to potential for strong offshore winds. Other agency offices like the National Weather Service in Monterey and San Francisco were in agreement and announced that fire weather watches were going to be issued after the call. All agencies, including PG&E, were in agreement about this event.
- NOPS issued their 7-day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in multiple Predictive Service Areas (PSAs) from Wednesday – Friday (Oct 14 – 16) for the threat of wind combined with low relative humidity. They noted high risk wind triggers for winds on Wednesday, Thursday and Friday for zones NC02, NC03B, NC05, and NC08. High risk wind trigger was noted for zones NC03A, and NC04 for Thursday and Friday only.
- The Cal OES weather threat briefing provided by the NWS Western Region Regional Operation Center (WRROC) noted that a possibility for moderate impacts from Wednesday through Friday due to critical fire weather conditions. This forecast is aligned with all other parties.
- The Eureka, Monterey, and Sacramento offices issued fire weather watches around 0930 PDT due to, “gusty northerly and easterly winds, low relative humidity, poor overnight recoveries.” Sacramento advised of winds 15-25 mph, gusts up to 30 mph, with locally stronger winds over ridges. Monterey advised of winds 15-30 mph, gusts 30-40 mph, higher peaks seeing gusts 45-50 mph, and relative humidity values of 10-20%.

At 0930 PDT, PG&E updated the 7 Day PSPS potential forecast to state:

- “The PG&E Emergency Operations Center has been activated to prepare for a potential Diablo wind event lasting from Wednesday through Thursday aside from the Northern Sierra that may experience Diablo winds through Friday morning. The current forecast shows PSPS Watch in Zones 2, 3, 4, 5, 6 and 8 for the upcoming event. Please note that PSPS is not executed across entire Zones and much more detailed maps where PSPS is being considered will be provided on PG&E’s website this evening. This forecast is only intended to provide a high-level overview. PSPS decisions are made at more granular levels based on high resolution data; thus, only a portion of a zone may experience a PSPS event. At this time, the highest probability areas for executing PSPS are the Northern Sierra Nevada foothills, the mid and higher elevations in the Sierra generally north of Yosemite (northern portion of Zone 8), the North Bay mountains near Mt. St. Helena, small pockets in the East Bay near Mt. Diablo, the Oakland Hills east of Piedmont (generally between highway 24 and Upper San Leandro Reservoir), the elevated terrain east of Milpitas around Calaveras Reservoir, as well as portions of the Santa Cruz and Big Sur mountains. This is not expected to be a widespread event in the Bay Area at this time. The weather event is expected to begin Wednesday evening and continue through Thursday morning. A second period of winds may develop Thursday evening through Friday morning in the Northern Sierra and Zones 2 and 5 are extended into Friday. The start of the event is more than 2 days away so event details will likely change as forecast models evolve. We will have more clarity on potential cities and counties impacted in the next 24 hours. Please stay tuned to future updates.”

The global weather models continued to be in good agreement for a potential offshore wind event (which is a known precursor for Diablo winds in Northern and Central California). The ECMWF operational model and its associated ensembles continued to indicate a change in the weather pattern to an offshore regime, with a potentially significant positive pressure gradient between Redding Airport (KRDD) and Sacramento Airport (KSAC), as well as a significant negative pressure gradient between San Francisco Airport (KSFO) and Winnemucca Airport (KWMC) starting Wednesday and persisting through Friday Morning. The 12Z GFS strengthened on the gradients (roughly just under 1 mb delta). 12Z POMMS 2 km came in slightly weaker, with no major changes noted on the 3 km model. Late morning, the NOAA Storm Prediction Center fire weather outlook indicated elevated risk in the extreme southwest portion of the territory, along the coast in the Los Padres division. Neither POMMS 2 km or 3 km models have any pixels meeting guidance, but meteorologists noted the breezy offshore conditions and low relative humidity indicated by models and agreed to closely monitor the next few model runs for this area. At 1500 PDT, PG&E Meteorology briefed the OIC and emphasized the amount of agreement within models, which incredibly boosts forecast confidence on the event. OIC approved the proposed scope (Version 1, 12 TPs) based on forecasted conditions. 18z models came in and again increased strength of the event (now roughly 7 mb RDD-SAC). Several pixels near in the Humboldt region neared PSPS thresholds in the latest run. Also appears this strength might continue straight through the event (Friday morning), primarily north of I-80 corridor. Another area to monitor is the west side of Sacramento Valley, east of Clear Lake, where winds were looking impressive and the 00z POMMS model run might show increasing weather risk. Kern was still not showing any pixels, but those could emerge in the 00z runs.

Meteorology reviewed the 00z Global and Mesoscale Weather Models, including the PG&E POMMS models, and delivered a new distribution scope and transmission scope to the Plans section at 2330 PDT.

Tuesday, October 13: At 0800 PDT, PG&E updated the 7 Day PSPS potential forecast, which is available to the public, including this statement:

- The PG&E Emergency Operations Center has been activated to prepare for a Diablo wind event lasting from Wednesday through Friday morning. Forecast models are in generally good agreement and there is now high confidence in a Diablo wind event occurring. Federal forecast agencies are aligned this will be a high risk event. The National Weather Service has issued multiple Fire Weather Watches, that will likely be upgraded to Red Flag Warnings later today, from Wednesday through Friday. The Federal Northern Operations Predictive Services is also forecasting high risk of significant fire potential for most of Northern CA Wednesday through Friday as well. The NOAA Storm Prediction Center (SPC) is also showing critical fire weather in Northern CA starting tomorrow. The current forecast below shows PSPS Watch in Zones 1, 2, 3, 4, 5, 6 and 8 for the upcoming event. At this time, the highest probability areas for executing PSPS are the Northern Sierra Nevada foothills, the mid and higher elevations in the Sierra generally north of Yosemite (northern portion of Zone 8), pockets of elevated terrain along the west side of the Sacramento Valley, the North Bay mountains near Mt. St. Helena and Morgan Valley, small pockets in the East Bay near Mt. Diablo, the Oakland Hills east of Piedmont (generally between highway 24 and Upper San Leandro Reservoir), the elevated terrain east of Milpitas around Calaveras Reservoir, as well as portions of the Santa Cruz and Big Sur mountains. Portions of Humboldt County are also being considered generally between the communities of Bridgeville and Blocksburg. This is not expected to be a widespread event in the Bay Area at this time. The weather event is expected to consist of two periods of winds: The first period of wind starts Wednesday during the day and will strengthen after sunset and continue into Thursday morning. After a brief lull mid-day Thursday to afternoon, a second period of wind develops Thursday evening through Friday morning across Northern CA. Forecast models have been trending a bit stronger Thursday and Friday. Winds are expected to relax by mid-day Friday. The start of the event is more than a day away so event details may change as forecast models

evolve. Please stay tuned to future updates. The latest National Interagency Fire Center [wildland fire potential outlook](#) continues to favor above normal large wildland fire potential for most of Northern CA for October followed by normal large fire potential for November and December.

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following.

- During the 0845 PDT interagency conference call, North Ops Predictive Service office in Redding (NOPS) noted high risk for several areas Wednesday through Friday, with Thursday morning being peak wind for the event. Looking at single digit relative humidity during that time with no recovery. Setting up to be a standard offshore wind event and compares to the one that occurred in late September. Other agency offices like the National Weather Service in Monterey and San Francisco were in agreement and announced that Fire Weather Watches were going to be upgraded to Red Flag Warnings after the call. All agencies, including PG&E, were in agreement about this event. We also noted that there was model strengthening on the second peak of the event, which could lead to northern areas impacted by winds to be an event from Wednesday evening through Friday morning.
- NOPS issued their 7 Day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in multiple Predictive Service Areas (PSAs) from Wednesday – Friday (Oct 14 – 16) for the threat of wind combined with low relative humidity. They noted high risk wind triggers for winds on Wednesday, Thursday, Friday for zones NC02, NC03B, NC05, and NC07. High risk wind trigger is noted for zones NC03A, and NC04 for Thursday and Friday only.
- The Cal OES weather threat briefing, provided by the NWS Western Region Regional Operation Center (WRROC), noted elevated fire weather conditions for much of the state through the weekend due to locally gusty winds and continued low relative humidity. Critical fire weather conditions across northern CA Wednesday morning through Friday morning due to gusty north to northeast winds and very low relative humidity may lead to rapid spread of fires. This forecast is aligned with all other parties.
- The Sacramento NWS office issued a Red Flag Warning around 0930 PDT due to “gusty wind and low humidity. Gusty north to northeast winds developed early Wednesday and continues into Friday morning and with low humidity will likely result in critical fire weather conditions.”
- At 10am, Monterey NWS issues a Red Flag Warning for critical fire weather conditions early Wednesday morning through Friday morning. They note, “significantly strong and gusty winds will develop and become widespread in the hills Wednesday evening and peak overnight into Thursday morning, then diminish during the day Thursday. Winds will pick up again on Thursday night, but winds are not expected to be as strong as those Wednesday night. Afternoon relative humidity values will drop into the teens on Wednesday, with some single digit relative humidity values possible. Little to no overnight recoveries are anticipated. Winds will subside over all areas Friday afternoon. Wind: 15-30 mph with gusts to 35-45 mph. Higher peaks and ridges can expect gusts of 45-55 mph. Relative humidity values between 8-18%. Highest threat will be mountains of Napa and northeastern Sonoma counties.
- At 2pm, the National Weather Service in Eureka issued a Red Flag Warning for Wednesday afternoon through Friday morning for offshore winds and dry airmass. Emphasis is called out for Trinity, Eastern, Mendocino, and Lake counties where wind gusts of 20-40 mph are expected in the overnight hours.

- The Storm Prediction Center issued a day 2 fire weather outlook that included much of the North in elevated or critical fire weather areas. Far southern coastal Los Padres was also in an elevated area.

The global weather models again continued to be in good agreement for the offshore wind event. Confidence is strong in a likely event. Models continued to indicate a switch to offshore flow by late Wednesday afternoon. The first peak of the event is expected overnight Wednesday into Thursday morning with the Redding Airport (KRDD) and Sacramento Airport (KSAC) gradients peaking around 6.5 mb. There was still a significant negative pressure gradient between San Francisco Airport (KSFO) and Winnemucca Airport (KWMC) starting Wednesday and persisting through Friday morning. The 12Z GFS slightly weakened the gradients (down to just over 6 mb from almost 7 mb this time yesterday). 12Z POMMS 2 km came in with no major changes noted on the 2 km model, but slightly weaker on the 3 km resolution model. At 1500 PDT, PG&E Meteorology briefed the OIC, sharing guidance for our hi-res as well as global models and recent forecast changes. The Meteorologist in Command (MIC) communicated that our event scoping was done at LFP > 4 and near our Black Swan criteria to account for some potential increased strength in future model runs. He also noted concern with the difference between the ECM and GFS model suites for the second peak of the event coming Thursday into Friday. PG&E's OIC approved the proposed scope based on forecasted conditions. 18z model runs came in with slight changes with the EC still going stronger on the second wave of the event and the GFS catching on. POMMS 2 km was still on the weaker side of the guidance envelope with the second wave, which makes PG&E meteorologists hesitant to descope or make any major changes off of that.

Wednesday, October 14: At 0800 PDT, PG&E updated the 7 Day PSPS potential forecast (available to the public) to indicate:

- The PG&E Emergency Operations Center has been activated to prepare for a Diablo wind event lasting from this evening through Friday morning. There is high confidence in a Diablo wind event occurring and Federal forecast agencies are aligned; this will be a high risk event. The National Weather Service has issued multiple Red Flag Warnings today through Friday due to a combination of gusty offshore winds and critically dry conditions. The Federal Northern Operations Predictive Services is also forecasting high risk of significant fire potential for most of Northern CA today through Friday as well. The NOAA Storm Prediction Center (SPC) is also showing critical fire weather in Northern CA starting today. The current forecast below shows PSPS Watch in Zones 1, 2, 3, 4, 5, 6 and 8 for the upcoming event. At this time, the highest probability areas for executing PSPS are the Northern Sierra Nevada foothills, the mid and higher elevations in the Sierra generally north of Yosemite (northern portion of Zone 8), pockets of elevated terrain adjacent to the west side of the Sacramento Valley, the North Bay mountains near Mt. St. Helena and Morgan Valley, small pockets in the East Bay near Mt. Diablo, a pocket of the Oakland Hills east of Piedmont (generally between highway 24 and Upper San Leandro Reservoir), the elevated terrain east of Milpitas around Calaveras Reservoir, as well as portions of the Santa Cruz and Big Sur mountains. Portions of Humboldt County are also being considered generally between the communities of Bridgeville and Blocksburg. This is not expected to be a widespread event in the Bay Area at this time. The weather event is expected to consist of two periods of winds. The first period of wind starts later this afternoon and will strengthen after sunset and continue into tomorrow morning. After a brief lull mid-day tomorrow to afternoon, a second period of wind develops tomorrow evening through Friday morning across Northern CA. Forecast models have trended a bit stronger for the second period of winds tomorrow and Friday. Winds are expected to relax by mid-day Friday. The start of the event is less than 12 hours away. Please stay tuned to future updates. The latest National Interagency Fire Center [wildland fire potential outlook](#) continues to favor above normal large wildland fire potential for most of Northern CA for October followed by normal large fire potential for November and December.

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted:

- During the 0845 PDT inter-agency conference call, North Ops Predictive Service office in Redding (NOPS) noted that the dry offshore wind event is currently underway. High risk today through Friday. Red Flag Warnings posted through around 1100 PDT Friday, with a Fire Weather Watch active from the Medford NWS. Monterey NWS confirmed their RFW was “out the door,” valid through 1100 PDT Friday. Already seeing gusty winds in the north bay, which will become more widespread as the day progresses. Relative Humidity will drop by this afternoon and evening. Local WRF has single digits, 7-8%. Doesn’t look to be a major event, but has potential to have downward momentum to mix winds down to the valley. They are keeping an eye on a possible event next week as shown by the EC. The Sacramento NWS confirmed that their RFW is posted and northern Sierra and Cascades will likely be added. They also noted that this is more of a run-of-the-mill moderate event, but concern is the impacts due to dry fuels and winds. Eureka NWS noted their RFW is very limited due to recent rains in their area. Medford NWS also noted recent rains, but moderate fire danger will be across Klamath National Forest, so will carry a FWW for that area Thursday into Friday, and will likely upgrade later to a RFW. Western Region Regional Operation Center had nothing to add. PG&E agreed with everything stated, and it appears all forecasts are in alignment.
- NOPS issued their 7 Day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in multiple Predictive Service Areas (PSAs) from Wednesday – Friday (Oct 14 – 16) for the threat of wind combined with low relative humidity. They noted high risk wind triggers for winds on Wednesday, Thursday, Friday for zones NC02, NC03B, NC05, and NC07. High risk wind trigger is noted for zones NC03A, and NC04 for Thursday and Friday only. They also noted, “Widespread N-NE/Offshore gusts 25-40 mph tonight and Thurs, and 25-40 mph Thurs night through midday Fri, then winds will gradually drop off. Isolated wind-prone mountain and foothill spots could see gusts 60-80 mph late today through midday Thursday and again Friday a.m.”
- The Cal OES weather threat briefing, provided by the NWS Western Region Regional Operation Center (WRROC), noted elevated fire weather conditions for much of the state through Friday due to strong north to east winds gusting 35-50 mph and very low humidity, leading to the rapid spread of new or existing fires. Two periods of strongest winds expected this evening through mid-morning Thursday, then again Thursday evening through Friday morning. This forecast is aligned with all other parties.
- The Storm Prediction Center issued a day 2 fire weather outlook that included much of the North in elevated or critical/elevated fire weather areas. Far southern coastal Los Padres was also in an elevated area.

The global weather models again continued to be in decent agreement for the offshore wind event, continuing good confidence of an imminent offshore wind event. The peak of the event was expected to occur overnight Wednesday with the Redding Airport (KRDD) and Sacramento Airport (KSAC) gradients peaking around 6.0 mb. There was also a significant negative pressure gradient between San Francisco Airport (KSFO) and Winnemucca Airport (KWMC) starting Wednesday night and persisting through Friday morning. There were no major changes to the GFS 12Z and 18Z. 12Z POMMS 2 km came in weaker on the 12Z vs. the 06Z before strengthening almost a full 1 mb on the 18Z. Forecasters were concerned over TP12 Monterey since none of the PSPS criteria were reaching de-energization thresholds for long. At a minimum that TP’s scope could be made smaller and very much shorter. Oncoming night shift forecasters were briefed to examine other times and any possible areas that may pop

up and need to be scoped with the 00z runs. The 18z runs were hinting at a few near-guidance pixels up near Redding.

Thursday, October 15: At 0900 PDT, PG&E updated the 7 Day PSPS potential forecast for the public:

- Summary: The PG&E Emergency Operations Center has been activated for an unfolding Diablo wind event that started last evening and will continue through tomorrow morning. Last evening, we observed several weather stations report wind gusts in excess of 50 mph with peak gusts near 65 mph. Confidence remains high that this Diablo event will continue with a second wave of gusty winds this evening into tomorrow morning, and Federal forecast agencies are aligned this second period of winds will be a high risk event. The National Weather Service has several Red Flag Warnings in effect through Friday due to a combination of gusty offshore winds and critically dry conditions. The Federal Northern Operations Predictive Services is also forecasting high risk of significant fire potential for most of Northern CA today through tomorrow as well. The NOAA Storm Prediction Center (SPC) is also showing critical fire weather in Northern CA through tomorrow. Conditions across Zone 6 improved sooner than anticipated, and it has been removed from PSPS Warning. The current forecast below now shows PSPS Warning in Zones 1, 2, 3, 4, 5, and 8 for the continuing event.

Today, we are closely monitoring the latest forecast and weather station observations to support the Weather All Clear declarations and restoration of power in areas where it is safe to do so and where strong winds do not rematerialize overnight. At this time, the highest probability areas for continuing or executing additional PSPS are in portions of Humboldt (generally between the communities of Bridgeville and Blocksburg), and the Northern Sierra Nevada foothills, the mid and higher elevations in the Sierra generally north of Yosemite (northern portion of Zone 8). Currently under PSPS are pockets of elevated terrain adjacent to the west side of the Sacramento Valley, the North Bay mountains near Mt. St. Helena and Morgan Valley, small pockets in the East Bay near Mt. Diablo, a pocket of the Oakland Hills east of Piedmont (generally between highway 24 and Upper San Leandro Reservoir), the elevated terrain east of Milpitas around Calaveras Reservoir, as well as portions of the Santa Cruz mountains. The weather event is expected to consist of two periods of winds, with the first period of winds lasting past overnight and expected to continue through this morning. After a brief lull mid-day today, a second period of winds develops this evening through tomorrow morning across Northern CA. Forecast models indicate this second period of winds should be generally weaker, especially for areas south of the I-80 corridor. Winds will begin to diminish tomorrow morning, and all areas will return to seasonable conditions with cooler temperatures through the weekend. PG&E meteorology will continue to monitor conditions as the event continues to unfold. Please stay tuned for future updates. The latest National Interagency Fire Center [wildland fire potential outlook](#) continues to favor above normal large wildland fire potential for most of Northern CA for October followed by normal large fire potential for November and December.

External agency forecasts and interagency conference calls monitored by the PG&E Meteorology team noted the following:

- NOPS issued their 7 Day Significant Fire Potential Forecast, highlighting high risk – significant fire potential in multiple Predictive Service Areas (PSAs) from Thu – Fri (Oct 15 – 16) for the threat of wind combined with low relative humidity. They noted, “Gusty N-NE/Offshore winds today-Fri will produce High Risk conditions in NC02, NC03A&B, NC04, NC05, and western NC07.” They also noted, “Widespread N-NE/Offshore winds gusting 30-45 mph from the western Cascade-Sierra to the coast today through Friday morning, then winds will gradually diminish Friday afternoon through Saturday morning. Isolated wind prone mountain and foothill spots could see gusts as high as 60-70 mph through Friday morning.”

- The Cal OES weather threat briefing, provided by the NWS Western Region Regional Operation Center (WRROC) noted critical fire weather conditions for much of the state through Friday due to strong north to east winds gusting 35-50 mph and very low humidity, leading to the rapid spread of new or existing fires.
- The Storm Prediction Center issued a Day 2 fire weather outlook that included much of the North in elevated or critical/elevated fire weather areas. Far southern coastal Los Padres was also in an elevated area. Conditions improved for the second day, with only elevated across Nor Cal and a section of critical inside elevated from Santa Barbara south to the Mexico border.

All models pretty much over-estimated the RDD-SAC forecast, which materialized at 5.5 mb at peak. For the second peak Thursday evening there was a spread between models. The European and Canadian models forecast 4.5 – 6 mb; GFS around 4 mb; NAM around 5 mb; HRRR 4-5 mb; and POMMS 3-4 mb. MFR-RDD peaked Thursday, above most forecasts, and likely caused the windy conditions across the northern Sac Valley as KRDD reached wind gusts in the mid 40 knots. The pressure gradient turned easterly for Thursday evening's push and the SFO-WMC reached its minimum around -15 mb at 1630 PDT. The forecast models bounced around a bit Thursday and in general weakened for Bay and East Bay areas.



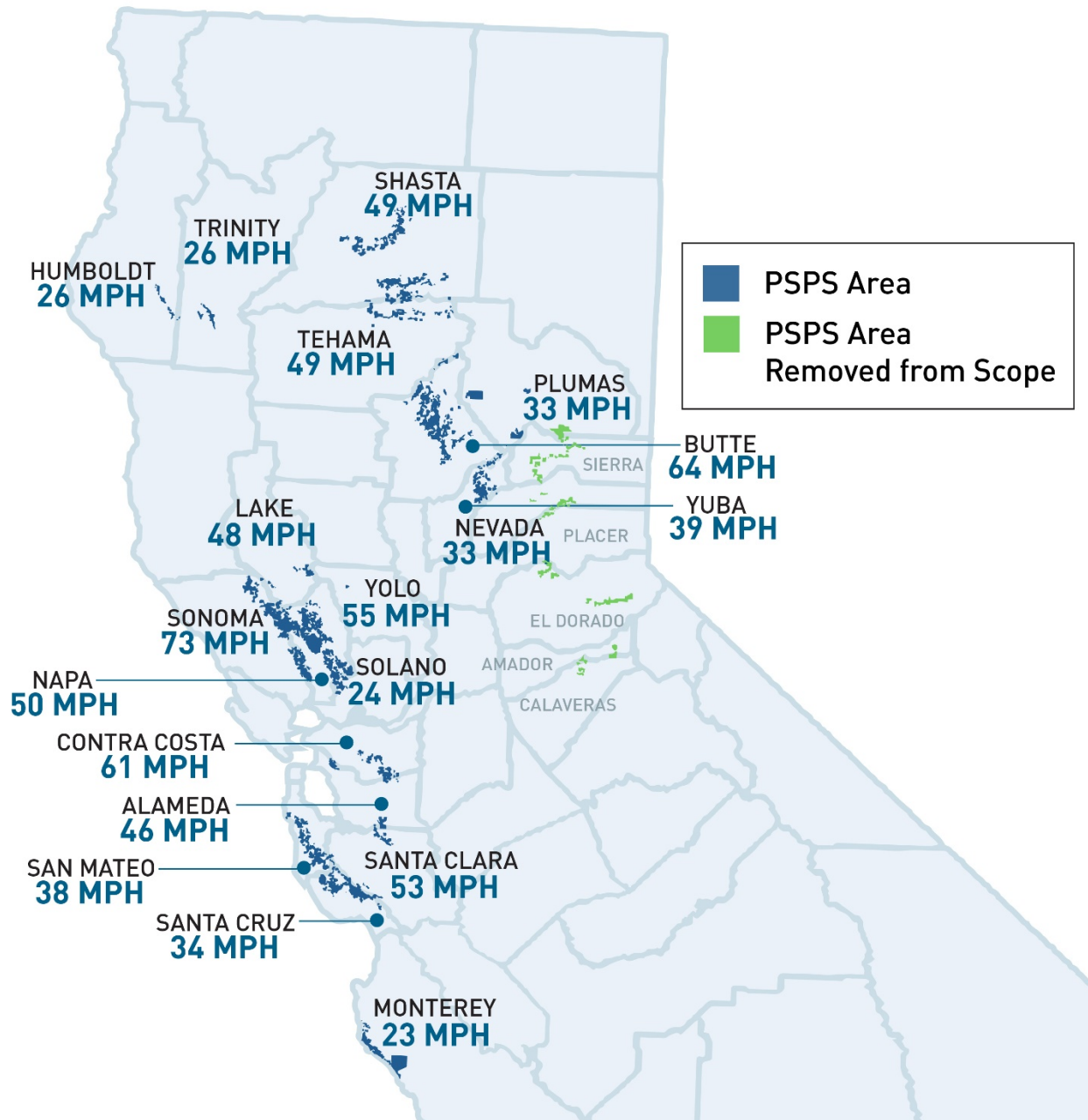
## Maximum Wind Gusts

Table 13 shows the maximum wind gust recorded by weather stations in each county in PSPS scope.

**Table 13: Maximum wind gusts recorded October 14-16, 2020**

County	Maximum Wind Gust (mph)	Station ID	Station Name
Alameda	46	PG674	Mt. Alison
Butte	64	JBGC1	Jarbo Gap
Contra Costa	61	SJS02	Mt. Diablo
Humboldt	26	PG338	Bridgeville Farmhouse
Lake	48	KNXC1	Knoxville Creek
Monterey	23	PG622	Old Coast Tower
Napa	50	PG358	Knoxville
Nevada	33	PG630	Troost Trail
Plumas	33	TT075	Lexington Hill
San Mateo	38	PG605	Sears Ranch
Santa Clara	53	PG608	Mt. Umunhum
Santa Cruz	34	PG370	Ormsey Cutoff Trail
Shasta	49	PG070	Round Mountain
Solano	24	PG510	House Green Valley Road
Sonoma	73	PG303	Healdsburg Hills North
Tehama	49	PG193	Ponderosa Sky
Trinity	26	PG580	Lower Mad River Overlook
Yolo	55	PG490	Bald Mountain Tower
Yuba	39	PG904	Lake Francis Road

Figure 35: Maximum Wind Gusts in PSPS Area



**APPENDIX**

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX A

SECTION 3 & 4 – TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

## Appendix A: TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). These circuits or portions of circuits are impacted for one of two reasons: (1) indirect impacts from transmission lines being de-energized or (2) the non-HFTD portion of the circuit are conductive to the HFTD at some point in the path to service.

Circuits with an asterisk (\*) were sectionalized during the event to further reduce customer impact.

**Table A-1. Distribution Circuits De-Energized During the October 14-17 PSPS Event**

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
ALLEGHANY 1101	10/14/2020 10:30	10/16/2020 11:07	DOWNIEVILLE, GOODYEARS BAR, SIERRA CITY	Partially Outside HFTD, Tier 3, Tier 2	957	810	145	25	2
BANGOR 1101*	10/14/2020 19:14	10/16/2020 9:32	DOBBINS, OREGON HOUSE	Tier 2	110	106	4	8	0
BIG BASIN 1101*	10/14/2020 20:00	10/15/2020 12:27	BOULDER CREEK	Tier 3	48	45	3	1	0
BIG BASIN 1102*	10/14/2020 20:00	10/15/2020 17:54	BOULDER CREEK, LOS GATOS	Tier 3, Tier 2	193	177	15	11	1
BIG BEND 1101	10/14/2020 18:20	10/16/2020 16:18	OROVILLE	Tier 3, Tier 2	237	211	24	16	2
BIG BEND 1102	10/14/2020 18:20	10/16/2020 16:18	BERRY CREEK	Tier 3	80	70	8	5	2
BRIDGEVILLE 1102*	10/15/2020 18:06	10/16/2020 10:21	BLOCKSBURG, BRIDGEVILLE	Tier 3, Tier 2	39	35	2	0	2
BUCKS CREEK 1101	10/14/2020 18:11	10/16/2020 15:44	OROVILLE, STORRIE	Tier 3, Tier 2	4	0	3	0	1
BUTTE 1105*	10/14/2020 18:13	10/16/2020 13:11	CHICO	Tier 3, Tier 2	244	226	16	18	2
CALISTOGA 1101*	10/14/2020 18:11	10/17/2020 6:20	CALISTOGA	Partially Outside HFTD, Tier 3, Tier 2	1224	931	201	38	92
CALISTOGA 1102*	10/14/2020 18:11	10/17/2020 6:20	CALISTOGA	Partially Outside HFTD, Tier 3, Tier 2	608	505	85	20	18
CAMP EVERS 2105*	10/14/2020 20:03	10/15/2020 15:11	FELTON, LOS GATOS	Tier 3	118	113	5	5	0
CAMP EVERS 2106*	10/14/2020 20:01	10/15/2020 17:55	LOS GATOS, REDWOOD ESTATES, SANTA CRUZ, SCOTTS VALLEY	Tier 3	1140	1058	76	70	6
CAYETANO 2109*	10/14/2020 20:43	10/16/2020 11:36	LIVERMORE	Partially Outside HFTD, Tier 3, Tier 2	174	121	42	11	11
CEDAR CREEK 1101	10/14/2020 19:17	10/16/2020 17:42	BELLA VISTA, BIG BEND, MONTGOMERY CREEK, OAK RUN, ROUND MOUNTAIN	Tier 3, Tier 2	731	651	74	48	6
CHALLENGE 1101	10/14/2020 19:08	10/16/2020 14:00	CHALLENGE, CLIPPER MILLS, LA PORTE, STRAWBERRY VALLEY	Tier 3, Tier 2	669	575	94	41	0
CHALLENGE 1102	10/14/2020 19:08	10/16/2020 14:00	BROWNSVILLE, CHALLENGE, DOBBINS, FORBESTOWN	Tier 3, Tier 2	404	362	40	35	2

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
CLARK ROAD 1102*	10/14/2020 17:00	10/16/2020 16:36	OROVILLE, PARADISE	Partially Outside HFTD, Tier 3, Tier 2	839	745	79	77	15
CLAYTON 2212*	10/14/2020 20:10	10/16/2020 12:14	CLAYTON	Tier 3	205	194	11	19	0
CLAYTON 2215*	10/14/2020 20:10	10/16/2020 11:58	WALNUT CREEK	Partially Outside HFTD, Tier 3, Tier 2	427	387	38	23	2
CLOVERDALE 1102*	10/14/2020 18:25	10/16/2020 15:07	GEYSERVILLE	Tier 3	39	23	7	1	9
COLUMBIA HILL 1101*	10/14/2020 19:21	10/16/2020 8:05	NORTH SAN JUAN	Tier 3	18	17	0	1	1
DESCHUTES 1101*	10/14/2020 19:10	10/16/2020 15:05	OAK RUN, SHINGLETOWN	Partially Outside HFTD, Tier 3, Tier 2	295	284	8	30	3
DOBBINS 1101*	10/14/2020 19:11	10/16/2020 11:16	CAMPTONVILLE, DOBBINS, OREGON HOUSE	Partially Outside HFTD, Tier 3, Tier 2	668	582	72	56	14
DUNBAR 1101*	10/14/2020 18:20	10/16/2020 14:49	GLEN ELLEN, KENWOOD, SANTA ROSA	Partially Outside HFTD, Tier 3, Tier 2	201	144	43	6	14
DUNBAR 1103*	10/14/2020 18:12	10/16/2020 18:03	GLEN ELLEN, SONOMA	Partially Outside HFTD, Tier 3, Tier 2	308	231	54	9	23
EL DORADO PH 2101*	10/13/2020 17:26	10/13/2020 17:27	TWIN BRIDGES	Partially Outside HFTD	438	401	35	11	2
FORT SEWARD 1122*	10/15/2020 17:07	10/16/2020 10:51	BLOCKSBURG	Tier 2	47	38	8	1	1
GEYSERVILLE 1102*	10/14/2020 18:11	10/16/2020 17:04	CLOVERDALE, GEYSERVILLE	Partially Outside HFTD, Tier 3, Tier 2	57	28	10	1	19
HALF MOON BAY 1101*	10/14/2020 20:02	10/16/2020 13:42	EL GRANADA, HALF MOON BAY, SAN MATEO, WOODSIDE	Partially Outside HFTD, Tier 3, Tier 2	401	296	78	14	27
HALF MOON BAY 1102*	10/14/2020 20:03	10/16/2020 9:55	HALF MOON BAY, MONTARA, MOSS BEACH	Tier 3, Tier 2	18	10	7	0	1
HALF MOON BAY 1103*	10/14/2020 20:25	10/16/2020 14:40	HALF MOON BAY, LA HONDA, SAN GREGORIO, WOODSIDE	Tier 3, Tier 2	730	615	101	18	14
HIGHLANDS 1103*	10/14/2020 18:14	10/16/2020 14:02	LOWER LAKE	Partially Outside HFTD, Tier 2	52	37	11	4	4
JAMESON 1102*	10/14/2020 18:14	10/16/2020 13:02	FAIRFIELD, SUISUN CITY	Partially Outside HFTD, Tier 2	640	584	52	54	4
JAMESON 1103*	10/14/2020 18:54	10/16/2020 11:32	VALLEJO	Partially Outside HFTD, Tier 2	27	23	3	3	1
JAMESON 1105*	10/14/2020 18:27	10/16/2020 11:32	FAIRFIELD, SUISUN CITY	Partially Outside HFTD, Tier 2	152	129	18	7	5

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
KANAKA 1101	10/14/2020 19:08	10/16/2020 14:00	FORBESTOWN, OROVILLE	Tier 3	354	324	26	21	4
LOS GATOS 1106*	10/14/2020 20:01	10/15/2020 18:44	LOS GATOS	Tier 3	696	650	45	37	1
LOS GATOS 1107*	10/14/2020 20:08	10/16/2020 10:50	LOS GATOS	Tier 3	1095	971	118	55	6
LOW GAP 1101*	10/15/2020 17:17	10/16/2020 11:35	BRIDGEVILLE, MAD RIVER, RUTH	Tier 2	225	195	30	8	0
MADISON 2101*	10/14/2020 18:04	10/16/2020 12:23	CAPAY, ESPARTO	Tier 2	10	0	10	0	0
MENLO 1102*	10/14/2020 20:05	10/16/2020 16:26	LA HONDA, REDWOOD CITY, WOODSIDE	Tier 2	110	94	15	5	1
MENLO 1103*	10/14/2020 20:01	10/16/2020 18:08	LA HONDA, LOMAMAR, LOS GATOS, PESCADERO	Tier 2	425	321	101	14	3
MIDDLETOWN 1101*	10/14/2020 18:11	10/17/2020 6:20	CALISTOGA, MIDDLETOWN	Tier 3	54	36	17	2	1
MILPITAS 1109*	10/14/2020 21:00	10/15/2020 14:31	MILPITAS, SAN JOSE, SUNOL	Partially Outside HFTD, Tier 2	311	236	66	12	9
MONTICELLO 1101*	10/14/2020 18:07	10/16/2020 19:40	NAPA, SUISUN CITY	Partially Outside HFTD, Tier 2	444	370	45	29	29
MORAGA 1105*	10/14/2020 23:05	10/15/2020 17:03	CANYON, ORINDA	Tier 3	9	7	2	0	0
NAPA 1112*	10/14/2020 18:08	10/16/2020 13:02	NAPA	Partially Outside HFTD, Tier 2	303	252	32	18	19
NORTH DUBLIN 2103*	10/14/2020 20:00	10/16/2020 11:37	LIVERMORE, PLEASANTON	Tier 2	75	60	10	3	5
NOTRE DAME 1104*	10/14/2020 18:05	10/16/2020 12:36	CHICO, FOREST RANCH	Tier 3, Tier 2	218	190	25	12	3
OAKLAND K 1102*	10/14/2020 23:09	10/15/2020 16:16	OAKLAND, ORINDA	Tier 3	1392	1338	54	58	0
OAKLAND K 1104*	10/14/2020 23:02	10/15/2020 19:23	OAKLAND	Tier 3, Tier 2	2134	1876	258	80	0
OAKLAND X 1104*	10/14/2020 23:08	10/15/2020 16:16	OAKLAND	Tier 3	1395	1357	38	59	0
OAKLAND X 1106*	10/14/2020 23:05	10/15/2020 16:30	OAKLAND	Tier 3, Tier 2	146	125	21	4	0
OREGON TRAIL 1103*	10/14/2020 19:19	10/16/2020 12:06	BELLA VISTA	Tier 2	236	224	10	24	2
ORO FINO 1101	10/14/2020 18:11	10/16/2020 20:49	MAGALIA	Tier 3	2290	2214	70	274	6
ORO FINO 1102	10/14/2020 18:11	10/16/2020 20:49	BUTTE MEADOWS, FOREST RANCH, MAGALIA, STIRLING CITY	Tier 3, Tier 2	1975	1840	123	165	12
OTTER 1101*	10/14/2020 20:00	10/17/2020 10:57	CARMEL, MONTEREY	Tier 3	137	128	9	6	0
OTTER 1102*	10/14/2020 20:06	10/15/2020 14:58	BIG SUR	Partially Outside HFTD, Tier 3, Tier 2	497	342	142	3	13
PANORAMA 1102*	10/14/2020 19:17	10/16/2020 15:33	ANDERSON	Partially Outside HFTD, Tier 2	72	55	11	10	6
PARADISE 1103*	10/14/2020 18:06	10/16/2020 15:09	PARADISE	Partially Outside HFTD, Tier 3	249	236	13	25	0
PARADISE 1104	10/14/2020 18:06	10/16/2020 15:09	PARADISE	Partially Outside HFTD, Tier 3, Tier 2	1900	1698	200	137	2
PARADISE 1105	10/14/2020 18:06	10/16/2020 12:09	MAGALIA, PARADISE	Partially Outside HFTD, Tier 3	1396	1163	232	100	1

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
PARADISE 1106	10/14/2020 18:07	10/16/2020 11:50	PARADISE	Partially Outside HFTD, Tier 3	423	366	57	23	0
PIT NO 7 1101	10/14/2020 19:41	10/16/2020 14:54	MONTGOMERY CREEK, ROUND MOUNTAIN	Tier 2	2	1	1	0	0
PUEBLO 1104*	10/14/2020 18:11	10/16/2020 17:54	NAPA	Partially Outside HFTD, Tier 2	265	190	54	14	21
PUEBLO 1105*	10/14/2020 18:13	10/16/2020 17:22	NAPA	Partially Outside HFTD, Tier 2	434	293	82	27	59
PUEBLO 2102*	10/14/2020 19:22	10/16/2020 16:48	NAPA	Tier 3	72	54	16	2	2
PUEBLO 2103*	10/14/2020 18:07	10/16/2020 18:20	NAPA	Tier 3	35	20	10	1	5
RINCON 1103*	10/14/2020 18:21	10/16/2020 10:40	SANTA ROSA	Tier 3	20	18	2	1	0
ROB ROY 2104*	10/14/2020 20:21	10/15/2020 15:07	WATSONVILLE	Tier 3	89	78	10	6	1
SILVERADO 2102	10/14/2020 18:45	10/16/2020 18:17	NAPA, OAKVILLE, RUTHERFORD, SAINT HELENA, YOUNTVILLE	Partially Outside HFTD, Tier 3, Tier 2	690	322	226	8	142
SILVERADO 2104*	10/14/2020 18:06	10/16/2020 22:13	ANGWIN, CALISTOGA, POPE VALLEY, SAINT HELENA	Partially Outside HFTD, Tier 3, Tier 2	1010	871	83	44	56
SILVERADO 2105*	10/14/2020 18:29	10/16/2020 14:16	CALISTOGA, SAINT HELENA	Partially Outside HFTD, Tier 3, Tier 2	179	119	39	7	21
SONOMA 1102*	10/14/2020 18:29	10/16/2020 13:05	SONOMA	Partially Outside HFTD, Tier 3	153	139	7	6	7
SONOMA 1103*	10/14/2020 18:13	10/16/2020 12:00	SONOMA	Partially Outside HFTD, Tier 3	311	282	17	14	12
SONOMA 1105*	10/14/2020 18:15	10/16/2020 13:02	SONOMA	Partially Outside HFTD, Tier 3, Tier 2	379	320	28	22	31
SONOMA 1106*	10/14/2020 18:09	10/16/2020 12:28	SONOMA	Partially Outside HFTD, Tier 3	95	59	35	1	1
STELLING 1110*	10/14/2020 20:21	10/15/2020 19:28	LOS GATOS	Tier 3	200	181	18	3	1
STILLWATER 1101*	10/14/2020 19:17	10/16/2020 13:01	REDDING	Partially Outside HFTD, Tier 2	36	5	31	0	0
STILLWATER 1102*	10/14/2020 19:09	10/16/2020 14:43	REDDING	Partially Outside HFTD, Tier 2	724	691	33	58	0
SYCAMORE CREEK 1111*	10/14/2020 18:07	10/16/2020 16:32	CHICO, COHASSET	Partially Outside HFTD, Tier 3, Tier 2	508	460	44	32	4
TASSAJARA 2103*	10/14/2020 20:15	10/15/2020 16:43	DANVILLE, DIABLO	Partially Outside HFTD, Tier 3, Tier 2	192	189	3	10	0



Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
TASSAJARA 2104*	10/14/2020 20:06	10/16/2020 12:03	PLEASANTON	Partially Outside HFTD, Tier 3, Tier 2	106	91	15	7	0
TASSAJARA 2112*	10/14/2020 20:07	10/16/2020 11:36	WALNUT CREEK	Tier 3	25	13	12	1	0
TULUCAY 1101*	10/14/2020 18:09	10/16/2020 12:02	AMERICAN CANYON	Tier 2	1	1	0	0	0
VOLTA 1101	10/14/2020 19:11	10/16/2020 17:55	MANTON, MILL CREEK, MINERAL, PAYNES CREEK, RED BLUFF, SHINGLETOWN	Partially Outside HFTD, Tier 3, Tier 2	1287	1078	175	62	34
VOLTA 1102	10/14/2020 19:09	10/16/2020 16:17	SHINGLETOWN	Partially Outside HFTD, Tier 3, Tier 2	2572	2388	173	228	11
WOODSIDE 1101*	10/14/2020 20:00	10/16/2020 14:08	WOODSIDE	Tier 3, Tier 2	74	64	9	5	1
WYANDOTTE 1105	10/14/2020 18:20	10/16/2020 16:18	OROVILLE	Partially Outside HFTD	1	1	0	1	0
<b>Total</b>					<b>40,573</b>	<b>35,360</b>	<b>4,375</b>	<b>2,431</b>	<b>838</b>

**Table A-2. Transmission Circuits and Customers De-Energized During the October 14-17 PSPS Event**

Circuit Name	De-Energization Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	Other Customers
BRIDGEVILLE-GARBERVILLE	10/15/20 17:18	10/16/20 12:26	Transmission Line	Partially Outside HFTD, Tier 2, Tier 3					
BUTT VALLEY-CARIBOU 115KV LINE	10/14/20 13:12	10/16/20 16:02	Transmission Line	Partially Outside HFTD, Tier 2					
CARIBOU-TABLE MTN	10/14/20 18:14	10/16/20 14:33	Transmission Line	Partially Outside HFTD, Tier 2, Tier 3					
CARIBOU-WESTWOOD	N/A	N/A	Transmission Line	Partially Outside HFTD, Tier 2	1				1
KILARC-CEDAR CREEK	10/14/20 19:54	10/16/20 12:53	Transmission Line	Tier 3					
MONTA VISTA-BURNS 60KV LINE	10/14/20 20:08	10/15/20 15:20	Transmission Line	Partially Outside HFTD, Tier 2, Tier 3					
PERMANENTE #2 TAP	10/14/20 20:08	10/15/20 15:20	Transmission Line	Partially Outside HFTD, Tier 2					1
<b>Total</b>					<b>1<sup>1</sup></b>				<b>1</b>

<sup>1</sup> Three additional transmission customers were offered the opportunity to be served by PG&E's Caribou Island and were either served by the Caribou island, or opted to island with their own load and generation.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX B  
SECTION 6 – CUSTOMER NOTIFICATIONS SENT

## Appendix B: CUSTOMER NOTIFICATIONS SENT

The following details the automated notifications sent to Public Safety Partners, Critical Facilities, Medical Baseline Customers and all other populations during the PSPS event. Notifications sent to customers of record are based on unique Service Point IDs (SPIDs) for each notification campaign. Notification counts provided for local community representatives (also referred to as Public Safety Partner agency notifications) are based on total contacts that received these notifications.

**Table B-1. Summary of Customer Notifications**

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>2*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Advanced 72-48 Hour Watch	County OES Live Calls	10/11/20 20:20	15	0	34
Advanced 72-48 Hour Watch	Public Safety Answering Point (PSAP) Live Calls	10/11/20 20:30	100	0	154
Advanced 72-48 Hour Watch	Tribal Live Calls	10/12/20 9:33	36	0	38
Advanced 72-48 Hour Watch	PSPS_10142020_Advance_Safety_Partner_All_TP1-12_20201012-0255	10/12/20 9:50	1,039	0	441
Advanced 72-48 Hour Watch	SWN_01 T-72_Advance_20201012_1113	10/12/20 11:13	403	0	403
48-24 Hour Watch	PSPS_10142020_C01 - Transmission	10/12/20 17:45	8	0	8
48-24 Hour Watch	SWN_02 T-48_Watch_20201012_1756	10/12/20 17:56	415	0	415
48-24 Hour Watch	PSPS_10142020_C01_Watch_MBL_CC_TP9_TP8_TP10_TP1_TP2_TP12_TP5_TP11_TP3_TP7_TP4_TP6_20201012-1548	10/12/20 18:09	3,295	2,805	3,037
48-24 Hour Watch	PSPS_10142020_C01_Watch_Gen_TP9_TP8_TP10_TP1_TP2_TP12_TP5_TP11_TP3_TP7_TP4_TP6_20201012-1549	10/12/20 18:13	45,455	0	37,172
Medical Baseline Customer Door Knock		10/13/20 6:26	917	917	693
< 24 Hour Watch	SWN_03 T-48_Watch_20201013_1529	10/13/20 15:29	36	0	36
< 24 Hour Watch	SWN_04 T-24_Watch_20201013_1553	10/13/20 15:53	464	0	464
< 24 Hour Watch	PSPS_10142020_C03 - Transmission	10/13/20 16:20	6	0	6
< 24 Hour Watch	PSPS_10142020_C03_Watch_MBL_CC_TP8_TP9_TP10_TP2_TP12_TP11_TP5_TP1_TP3_TP13_TP7_TP4_TP6_20201013-1228	10/13/20 16:31	3,640	3,122	3,265
< 24 Hour Watch	PSPS_10142020_C03_Watch_Gen_TP8_TP9_TP10_TP2_TP12_TP11_TP5_TP1_TP3_TP13_TP7_TP4_TP6_20201013-1228	10/13/20 16:35	49,096	0	42,368
Imminent / Warning	SWN_05 T-4_Warning_20201014_1200	10/14/20 12:00	449	0	449
Cancellation	PSPS_10142020_D01_Cancel_All_TP8_TP9_TP10_TP2_TP12_TP5_TP11_TP3_TP1_TP13_TP7_TP4_TP6_20201014-1030	10/14/20 12:42	3,808	185	3,643
Imminent / Warning	PSPS_10142020_D01_Warning_MBL_CC_TP2_TP5_TP3_TP1_TP4_20201014-0830	10/14/20 13:39	2,404	2,148	2,356
Imminent / Warning	PSPS_10142020_D01_Warning_Gen_TP2_TP5_TP3_TP1_TP4_20201014-0830	10/14/20 13:44	30,441	0	27,674
Imminent / Warning	PSPS_10142020_D01rev2_Warning_MBL_CC_TP9,TP8,TP10,TP2,TP12,TP11,TP5,TP1,TP3,TP13,TP7,TP4,TP6_20201014-1302	10/14/20 14:30	2	2	2

<sup>2</sup> \* Local Community Representatives / Public Safety Partner Agency Notification counts unique contacts (not SPIDs)

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>2*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Imminent / Warning	PSPS_10142020_D01rev2_Warning_Gen_TP9_TP8_TP10_TP2_TP12_TP11_TP5_TP1_TP3_TP13_TP7_TP4_TP6_20201014-1303	10/14/20 14:33	42	0	42
One Day Watch	SWN_06 T-24 Watch_20201014_1515	10/14/20 15:15	54	0	54
Imminent / Warning	PSPS_10142020_D01_Warning_MBL_CC_TP8_TP9_TP10_TP12_TP11_TP6_20201014-0851	10/14/20 15:31	1,172	921	1,144
Imminent / Warning	PSPS_10142020_D01_Warning_Gen_TP8_TP9_TP10_TP12_TP11_TP6_20201014-0853	10/14/20 15:34	17,966	0	16,941
Custom Imminent / Warning	PSPS_10142020_Warning_Adhoc	10/14/20 17:21	124	6	119
Custom Imminent / Warning	PSPS_10142020_Warning_Adhoc_List2	10/14/20 17:29	48	2	43
Imminent / Warning	PSPS_10142020_D01_Warning_MBL_CC_TP13_TP7_20201014-0909	10/14/20 17:30	37	28	37
Imminent / Warning	PSPS_10142020_D01_Warning_Gen_TP13_TP7_20201014-0910	10/14/20 17:31	642	0	572
Live Agent Calls	N/A	10/14/20 18:54	3	3	3
Outage Delayed	PSPS_TP6_Delay_101420	10/14/20 21:21	3,278	116	3,087
All Clear	SWN_10 TX_All Clear_20201015_1415	10/15/20 2:15	78	0	78
Outage Delayed	SWN_07 T-X_Update_20201015_0759	10/15/20 7:59	77	0	77
Imminent / Warning	PSPS_10142020_D01rev3_Warning_MBL_CC_TP6_20201014-2306	10/15/20 8:08	202	116	191
Imminent / Warning	PSPS_10142020_D01rev3_Warning_Gen_TP6_20201014-2306	10/15/20 8:11	3,083	0	2,775
Live Agent Calls	N/A	10/15/20 8:19	6	0	4
PSPS ETOR Update	ETOR Multiple Files	10/15/20 8:32	30,737	1,745	27,562
Restoration Complete	RESTORE Multiple Files	10/15/20 8:40	28,360	1,791	25,605
Weather All Clear	SWN_08 TX_All Clear_20201015_0946	10/15/20 9:46	32	0	32
Medical Baseline Customer Wellness Calls	adhoc-10142020-01	10/15/20 9:48	91	91	67
Imminent / Warning	SWN_09 T-4_Warning_20201015_1128	10/15/20 11:28	125	0	125
Imminent / Warning	PSPS_10142020_D01rev2_Warning_MBL_CC_TP13_TP7_20201015-0957	10/15/20 11:53	37	28	37
Imminent / Warning	PSPS_10142020_D01rev2_Warning_Gen_TP13_TP7_20201015-0958	10/15/20 11:54	643	0	559
Weather All Clear	INSPECT Multiple Files	10/15/20 12:28	38,408	2,333	33,901
Outage Update	PSPS_10152020_d01_TP8_10_special	10/15/20 15:51	3,514	177	2,590
Cancellation	SWN_11 TX_Cancellation_20201015_1732	10/15/20 5:35 PM	88	0	88
Cancellation	PSPS_10142020_Cancel_All_TP6_20201014-1451	10/15/20 19:31	3,285	117	2,989
Cancellation	PSPS_10142020_Cancel_All_TP7_20201014-1451	10/15/20 19:32	317	17	297
All Clear	SWN_12 TX_All Clear_20201016_1033	10/16/20 10:33	123	0	123
Microgrid Update	adhoc-10162020-01_SierraCity	10/16/20 11:33	543	11	446

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) <sup>2*</sup>	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Microgrid Update	adhoc-10162020-01_Calistoga	10/16/20 11:33	1,552	47	1,406
Microgrid Update	adhoc-10162020-01_Downieville	10/16/20 11:33	417	13	342
Microgrid Update	adhoc-10162020-01_Shingletown	10/16/20 11:33	78	3	64
Weather All Clear	SWN_13 TX_All Clear_20201016_1206	10/16/20 12:06	46	0	46
Microgrid Update	adhoc-10162020-01_Angwin	10/16/20 12:50	48	1	47
Microgrid Update	adhoc-10162020-01_PopeValley	10/16/20 12:51	678	25	571
Weather All Clear	SWN_14 TX_All Clear_20201016_1323	10/16/20 13:23	171	0	171

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX C  
SECTION 6 – CUSTOMER NOTIFICATION SCRIPTS

**October 14-16, 2020**  
**Public Safety Power Shutoff**  
**Event Notifications**





# TABLE OF CONTENTS

PAGE

## City, County, Tribal and Community Choice Aggregator Notifications APP-15

1. Advanced Notification
2. PSPS Watch
3. PSPS Warning
4. PSPS Update
5. Cancellation Notification
6. Weather All Clear
7. Power Restoration

## General Customer, Critical Facility and Medical Baseline Notifications APP-23

1. Advanced Notification\*
2. PSPS Watch\*\*
3. PSPS Warning\*\*
4. Cancellation Notification
5. PSPS Update
6. Weather All Clear
7. Power Restoration
8. Microgrid Update Notification\*\*\*
9. Custom Warning Notification\*\*\*
10. Medical Baseline Customer Wellness Calls\*\*\*
11. Outage Delayed Notification\*\*\*
12. Outage Update Notification\*\*\*

## Transmission and Wholesale Customer Notifications APP-70

1. PSPS Watch 2-Days (Automated Notification Approx. Two Days Before Event)
2. PSPS Watch 1-Day (Automated Notification Approx. One Day Before Event)
3. PSPS Warning (Live Call - No Script)
4. Fault Duty Event (Live Call - As Needed)
5. Power Restoration (Live Call)

\* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

\*\* Medical Baseline Program Participants receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

\*\*\* As-needed only.

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

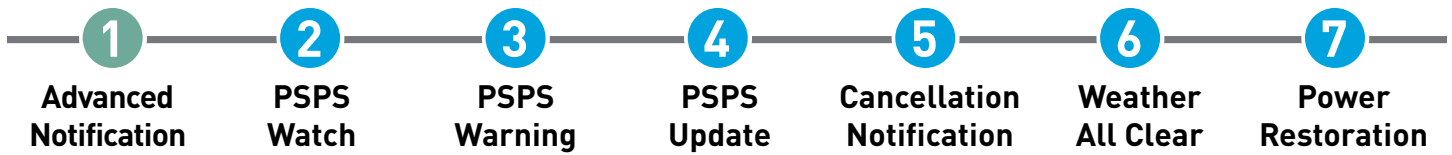
- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PPS event.

The following outlines the various notifications PG&E will send prior to, during and after a PPS event:



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a P S P S. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Power shutoffs may be required for safety in your area

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions.

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

## TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area  
Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

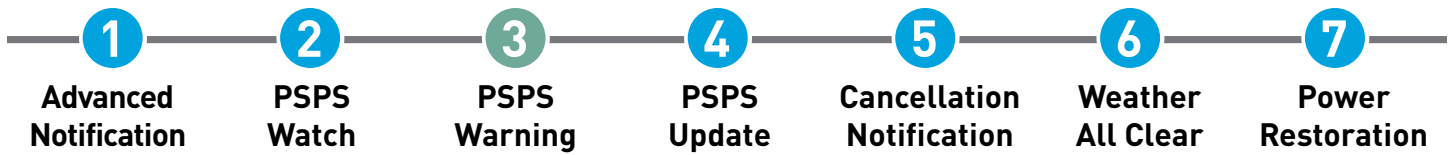
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Due to current weather forecasts, your area is under a Warning for a Public Safety Power Shutoff and we will be required to turn off power to prevent a wildfire. Shut offs for this event will begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert. We will turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Shutoffs in your area will start soon for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds, will require us to turn off power to help prevent a wildfire. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area. Changes in weather conditions have delayed the timing of Public Safety Power Shutoff (PSPS) de-energization in your area. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

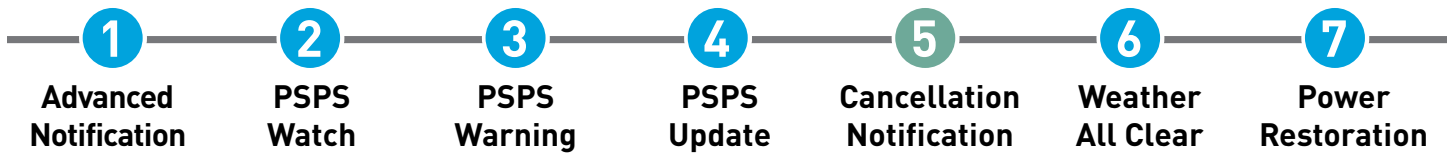
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved and we are not planning to turn off power for public safety in your area. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved and we are not turning off power for public safety in your area. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power shutoff in your area is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety in your area.

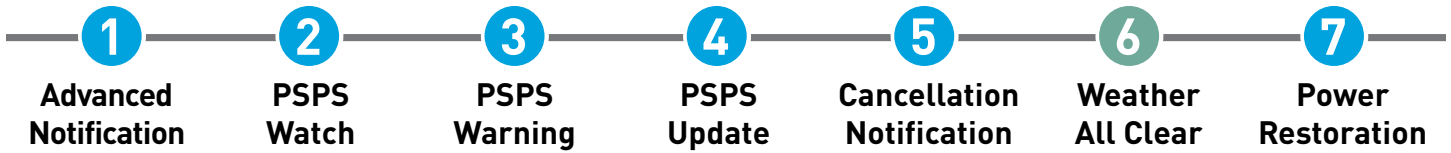
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration information by agency is available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## TEXT

PSPS Outage Alert: Weather conditions have improved, crews are inspecting equipment and restoring power. Restoration for the entire PSPS event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage.

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com backslash outages](http://pge.com/backslash/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience.

## TEXT

PG&E PSPS Alert: Crews have successfully restored power within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

## EMAIL

**SUBJECT:** PG&E PSPS Notification: Power restored

Crews have successfully restored power to all customers within your jurisdiction. We apologize for the disruption and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. Restoration info by agency available at [URL] and [URL].

Thank you,

PG&E Liaison Officer

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

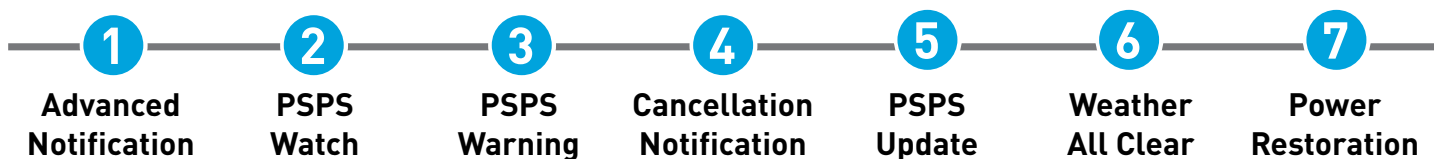
# General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on [pge.com](http://pge.com) and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.





Public Safety Partner Customers that have a facility identified as potentially affected will receive an advanced notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

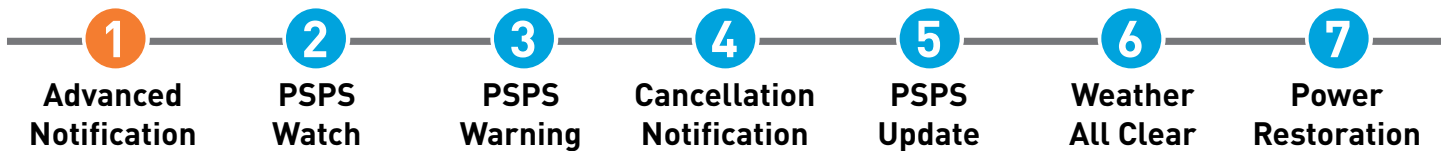
The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:



## KEY:

 Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities	 General Customers
 Medical Baseline Program Participants	 All Customers

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



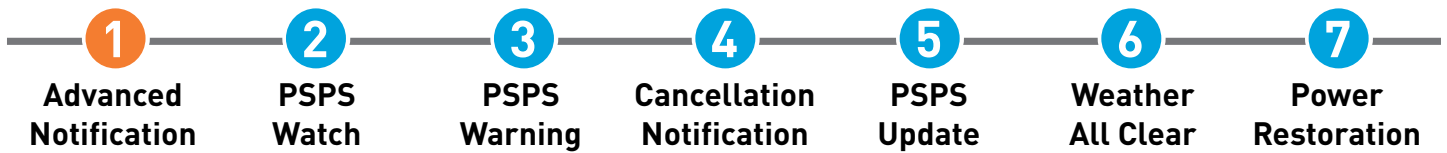
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] 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 SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** 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 notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\*.** 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 notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners at [URL] or log in at [URL].

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

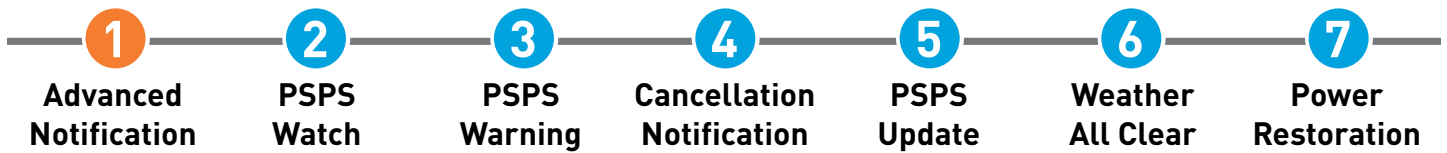
Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers 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 notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,

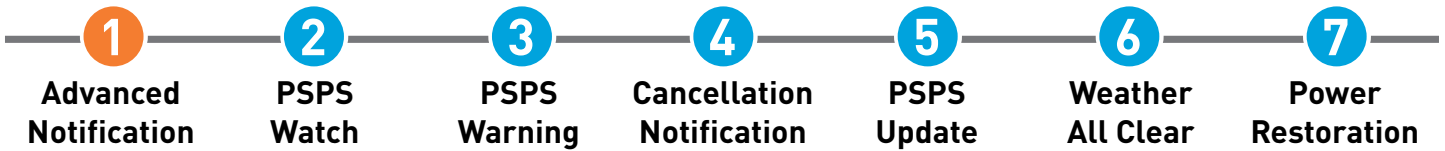
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

**NUMBER OF METERS AFFECTED:** [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]  Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]  Restoration time may change depending on weather and equipment damage.</p>

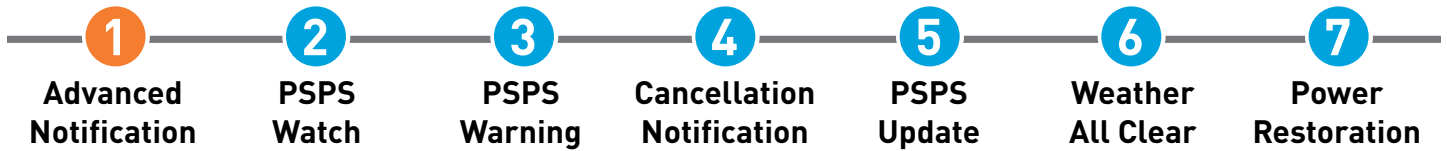
(Repeat for first **50** premises that would be affected)

We recommend all customers 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 notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM) CONT. RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

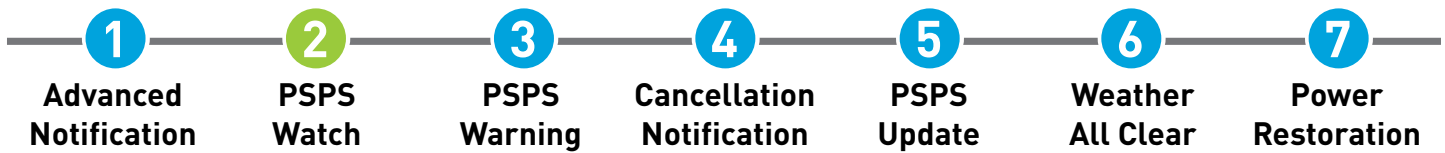
PG&E Customer Service

Message sent at [\[DATE, TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants



## IVR LIVE (SINGLE PREM)

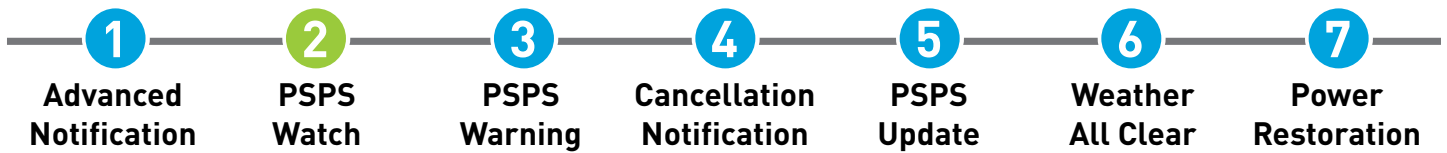
This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. 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 notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], 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, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [ETOR TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. 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 notification if we have determined it is necessary to turn off your power. 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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.



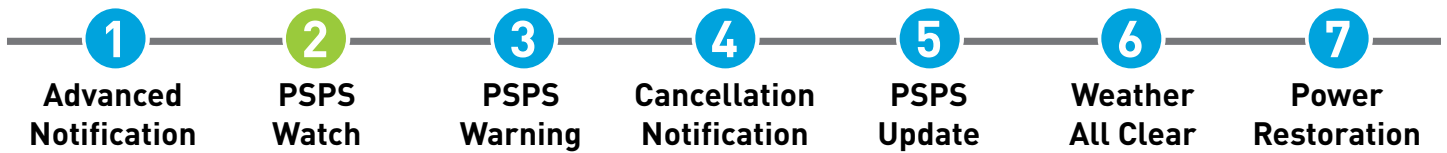
# Medical Baseline Program Participants



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts [ADDRESS] 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 SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [ETOR DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. 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](http://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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], call 1-800-743-5000. Thank you. Goodbye.

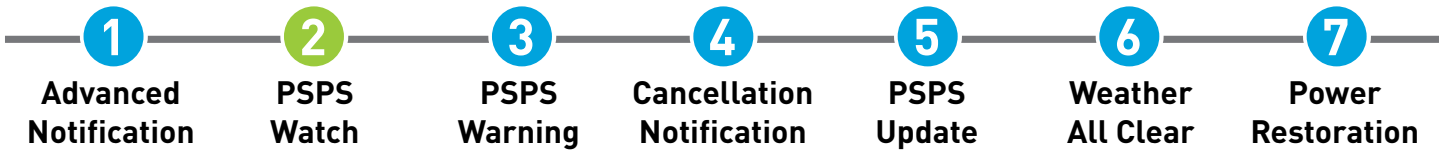
# Medical Baseline Program Participants



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, call 1-800-743-5000. Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

We recommend all customers 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 notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

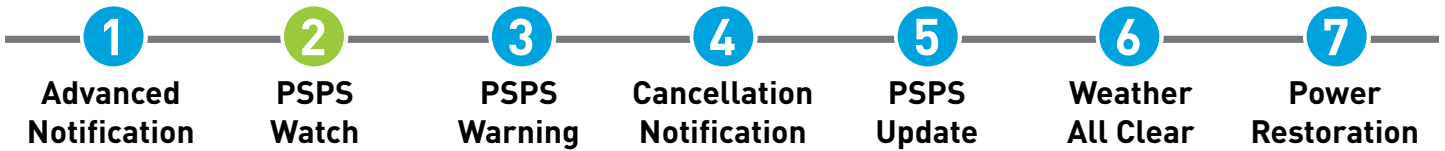
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 ىبرع ىسراف Hmoob ຊຸມໃນ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

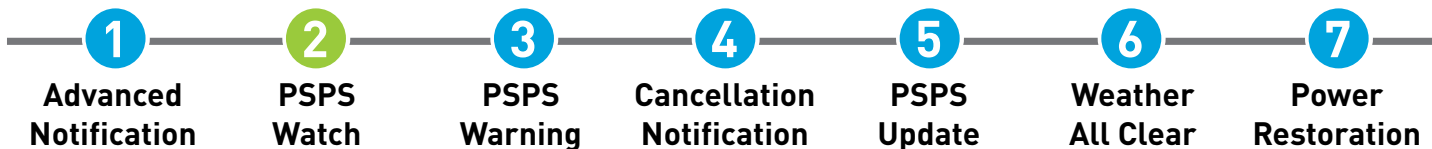
We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# General Customers



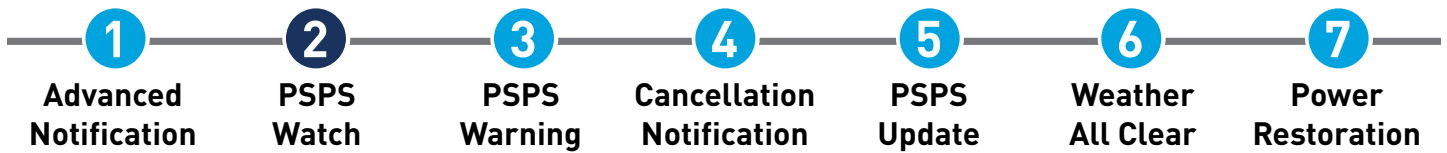
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], 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 [ADDRESS] 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 SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. 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 notification if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], 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, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [ESTIMATED SHUTOFF END TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. 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 notification if we have determined it is necessary to turn off your power. 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/disabilityandaging](http://pge.com/disabilityandaging). If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345](http://pge.bz/12345). Info&Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   །ྲྀ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers 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 notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

## CONTINUED ON NEXT PAGE



# General Customers



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [START DATE] power shutoffs may be required for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 فارسی عربی Hmoob ໂຊ ຈາວ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

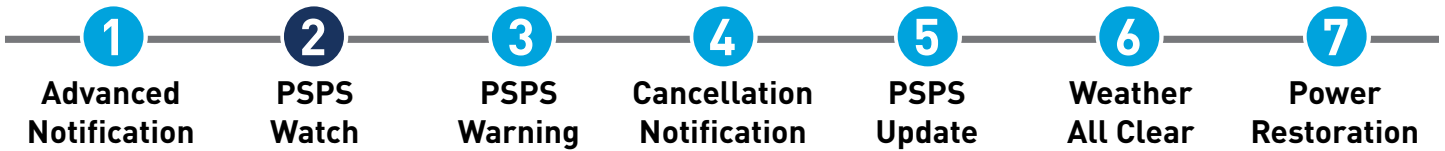
(Repeat for first 50 premises that would be affected)

We recommend all customers 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 notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTI PREM) CONT.

For more information visit [[pge.com/pspsupdates](https://pge.com/pspsupdates)] or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

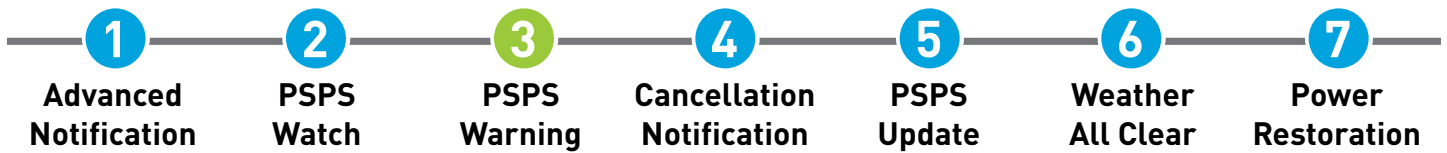
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# Medical Baseline Program Participants



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [PREMISE ADDRESS #1] is [ESTIMATED SHUTOFF START DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# Medical Baseline Program Participants



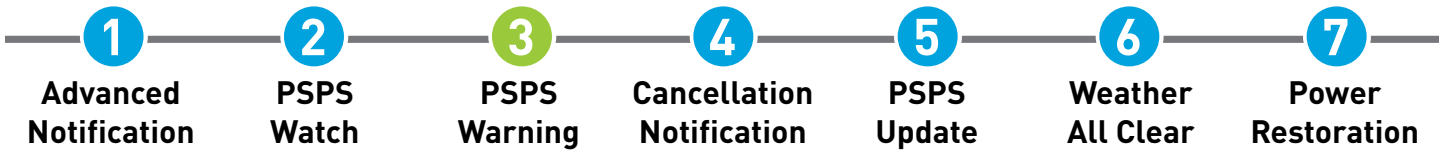
## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline Customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME]-[TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME] This restoration time may change depending on weather conditions and equipment damage. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER OF SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER OF SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Thank you. Goodbye.

# Medical Baseline Program Participants



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME] Est restoration: [DATE] by [TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info&Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ལྷོ ལྷོ 日本語 ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

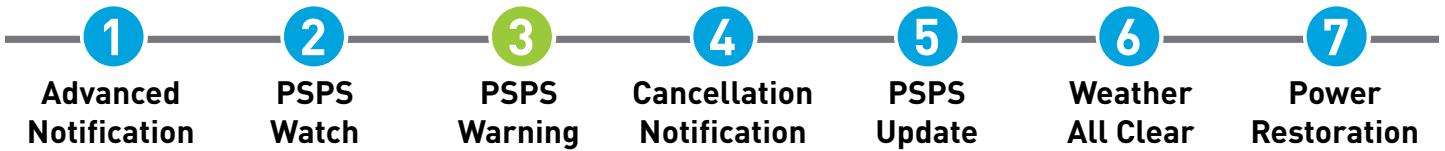
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык  
 عىبرع    ىسراف    Hmoob    ຊຸ້ນໍ້    日本語    ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

## CONTINUED ON NEXT PAGE



# Medical Baseline Program Participants



## EMAIL (MULTI PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

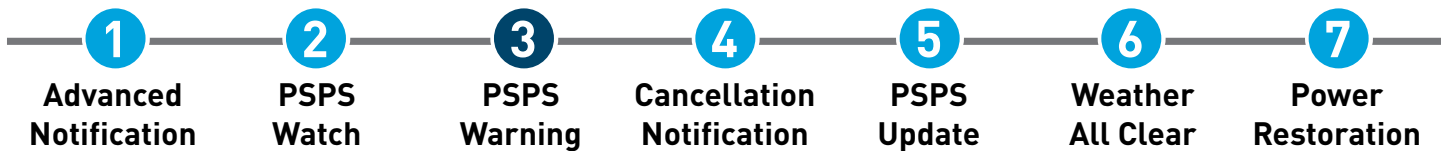
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

# General Customer



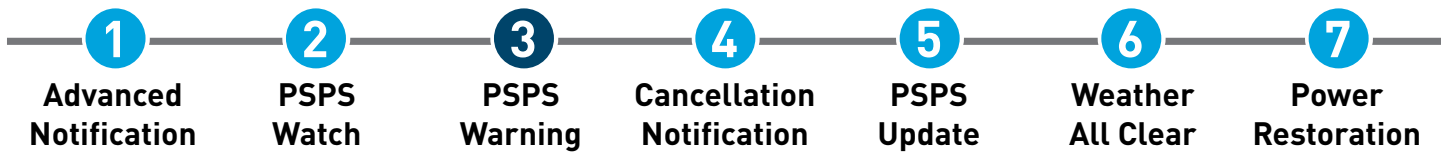
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. 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. For planning resources or more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# General Customer



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345) Info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربى   Hmoob   ལྷོ་ཡི་སྐད་   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

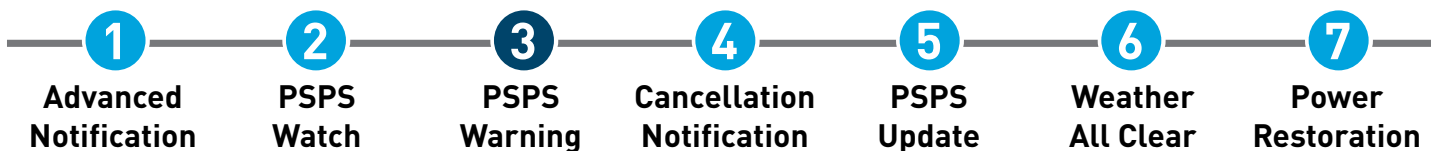
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык  
 فارسی    عربى    Hmoob    ໂຊງ    日本語    ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

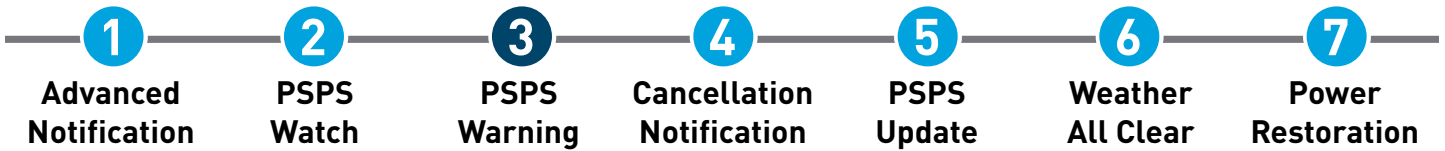
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

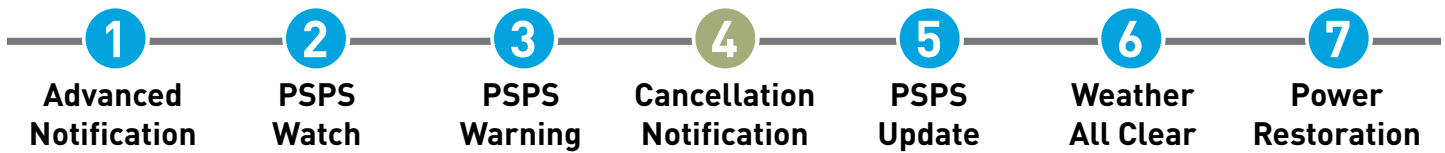
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off. Please get ready to write down the following information. To view details for all [NUMBER OF SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Forecasted weather conditions have improved & we are not turning off safety at [ADDRESS] on [DATE]. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] on [DAY], [DATE]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

**NOTE:** To protect against spam, some email providers may delay delivery

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

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

**NUMBER OF METERS CANCELED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

## CONTINUED ON NEXT PAGE



# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

[Repeat for first 50 premises that would be affected]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

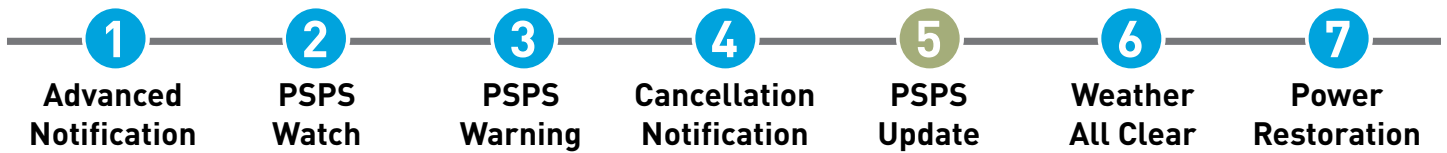
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



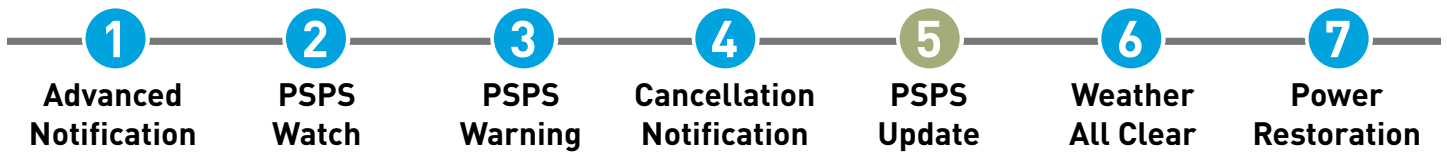
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. 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 your power has been restored. For more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
فارسی عربی Hmoob ໂຊງ ຈາປາຍ ປੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

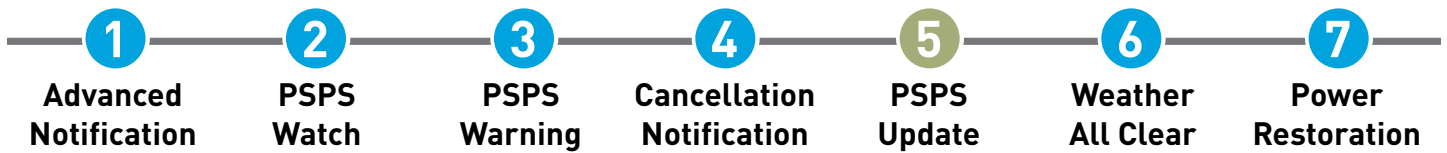
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- 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/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

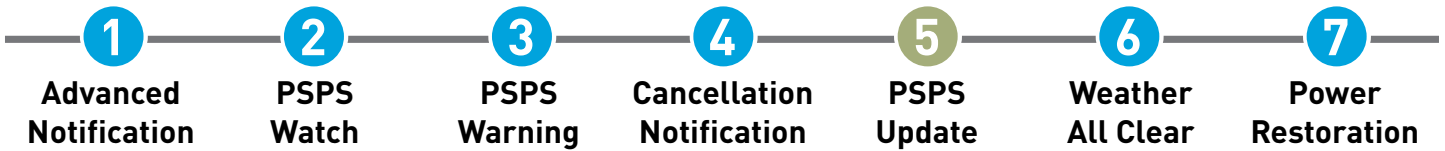
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY],[DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

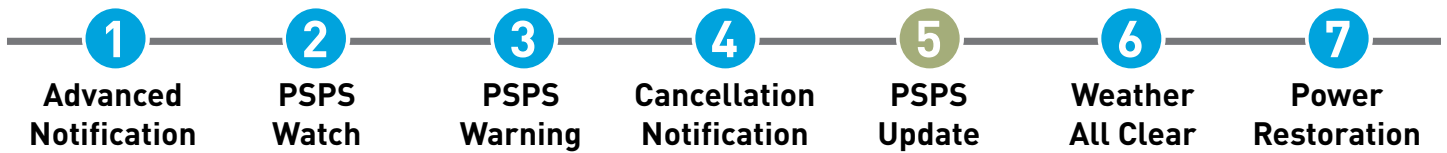
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- 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/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

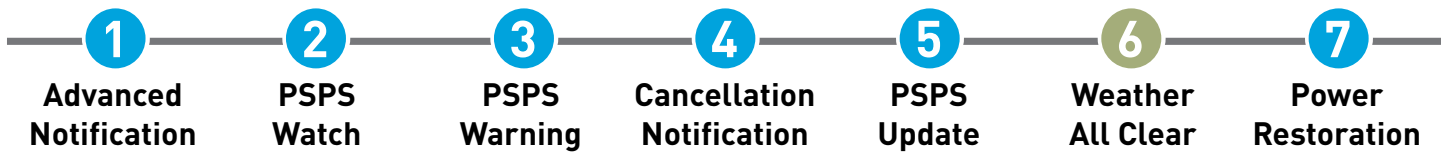
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



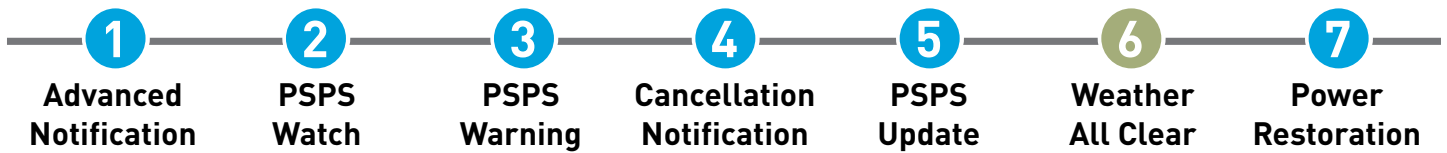
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](http://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/disabilityandaging](http://pge.com/disabilityandaging). We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply STOP to STOP text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to STOP text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

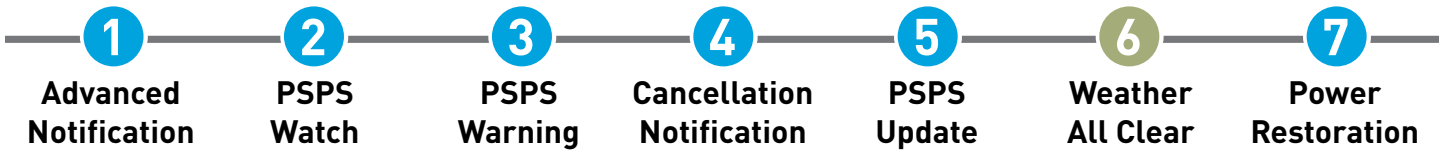
### ADDITIONAL RESOURCES

- 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/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).

## CONTINUED ON NEXT PAGE



# All Customers



## EMAIL (SINGLE PREM) CONT.

- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

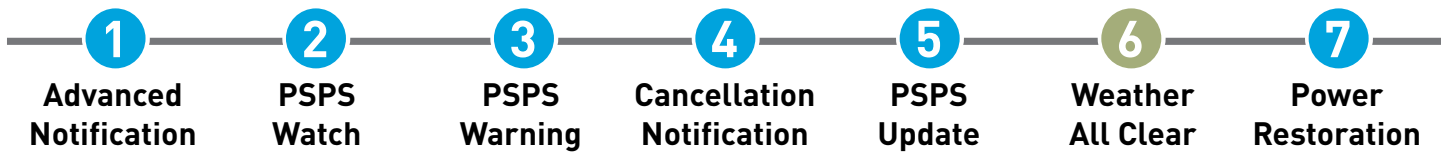
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربي   Hmoob   ພາສາລາວ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

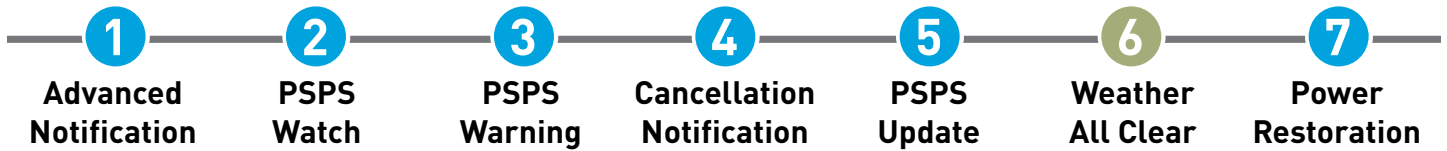
For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### ADDITIONAL RESOURCES

- 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/disabilityandaging](https://pge.com/disabilityandaging).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

- To view city/county level information, including Community Resource Centers where you can charge devices visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

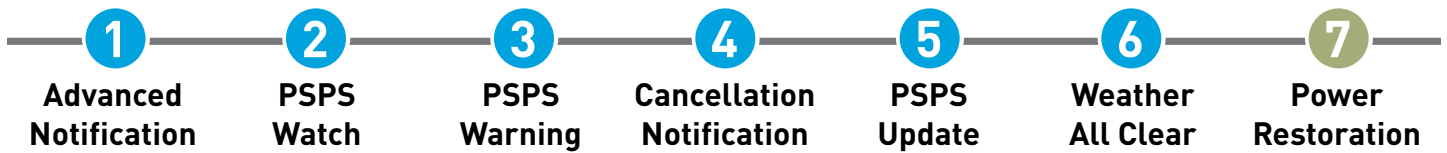
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. If your power is still out at any of these locations, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

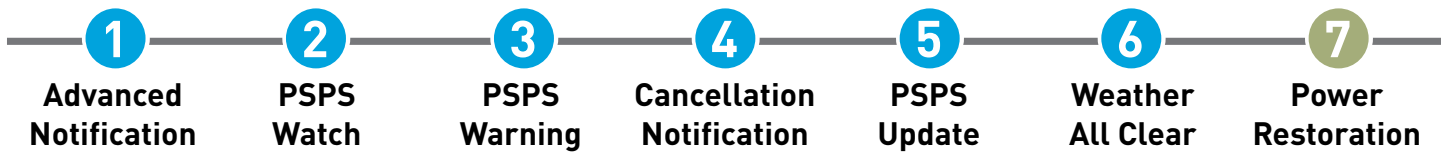
## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [[pge.bz/12345](http://pge.bz/12345)]. For other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык  
فارسی   عربی   Hmoob   ໂຊງ   日本語   ਪੰਜਾਬੀ

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at the following locations:

NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

## All Customers: Microgrid Update Notification\*\*\*

### PHONE/VOICE

This is PG&E calling with a PSPS outage alert. For information in another language call 1-800-743-5002. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power to the electric grid. As we work to transition you from backup power to the electric grid, you will experience a power outage of up to four hours. For updates and information in more languages, visit [pge.com/backuprestoration](https://pge.com/backuprestoration) or call 1-800-743-5002. Thank you. Goodbye.

## All Customers: Custom Warning Notification\*\*\*

### PHONE/VOICE

This is PG&E calling with information about a Public Safety Power Shutoff outage that will be starting this [TIME] around [TIME]. Due to a technological issue, we have learned that we were not able to provide you notifications previously. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. Weather forecasts including high winds and dry conditions will require us to turn off power in your area to help prevent a wildfire. We expect weather to improve by [DATE]. After weather has improved, we will inspect equipment before restoring power. Restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. For more information visit [pge.com/pspsupdates](https://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/disabilityandaging](https://pge.com/disabilityandaging). Thank you. Goodbye.

## All Customers: Medical Baseline Customer Wellness Calls\*\*\*

### PHONE/VOICE

Hello, this is Pacific Gas and Electric Company calling with an update to the status of your power outage. We will continue to send automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls. Additionally, we will notify you when your power has been restored. We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so. If you have questions please call us at 1-800-743-5002. Thank you.

\*\*\* As-needed only.

## All Customers: Outage Delayed Notification\*\*\*

### PHONE/VOICE

This is PG&E calling with a PSPS outage alert update. Earlier this [TIME] you were notified of a potential PSPS Shutoff starting at [TIME] for safety. We continue to monitor weather and at this time expect a delay in your potential power shutoff [TIME] if weather conditions continue to pose a significant fire risk. 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. For planning resources or more information visit [pge.com/pspsupdates](https://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/disabilityandaging](https://pge.com/disabilityandaging). Thank you. Goodbye.

## All Customers: Outage Update Notification\*\*\*

### PHONE/VOICE

This is Pacific Gas and Electric Company calling with updated information on a Public Safety Power Shutoff outage. Due to the evolving weather forecast, PG&E crews may be able to inspect the power lines and restore power to your home or business at some point this [TIME]. However, there is a possibility that the dynamic weather could once again require us to turn off your power [TIME] for public safety. If that occurs, we expect your power would be restored by [DATE]. We realize that these PSPS events are a hardship on our customers, and we only do them as a last resort for safety. You may have gotten automated messages from PG&E providing different information about when inspections and restoration might take place. This phone call is providing you with the latest information. Thank you.

\*\*\* As-needed only.



# Transmission and Wholesale Customer Notifications

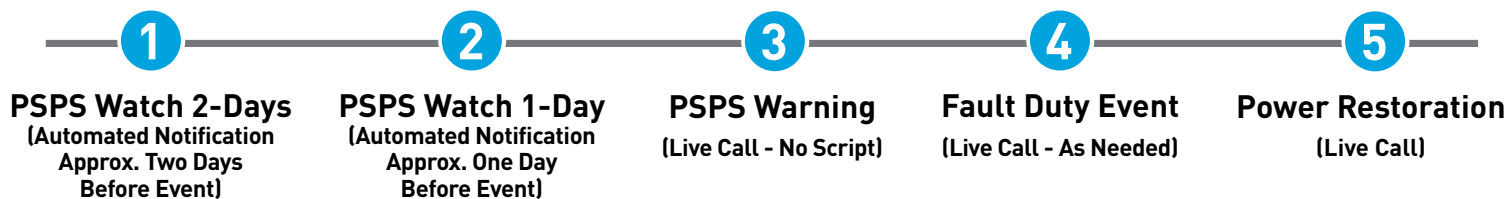
PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

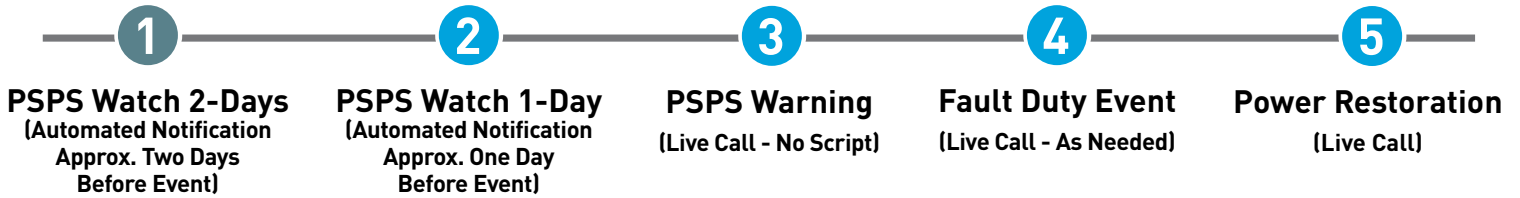
PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

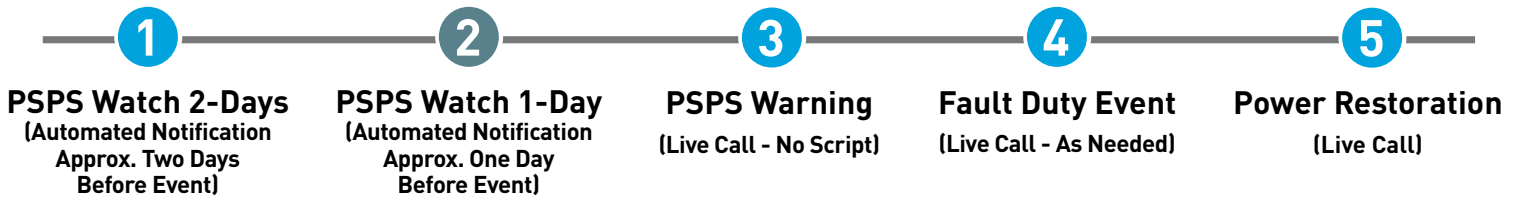


# Transmission and Wholesale Customers



## PHONE (RECORDING)

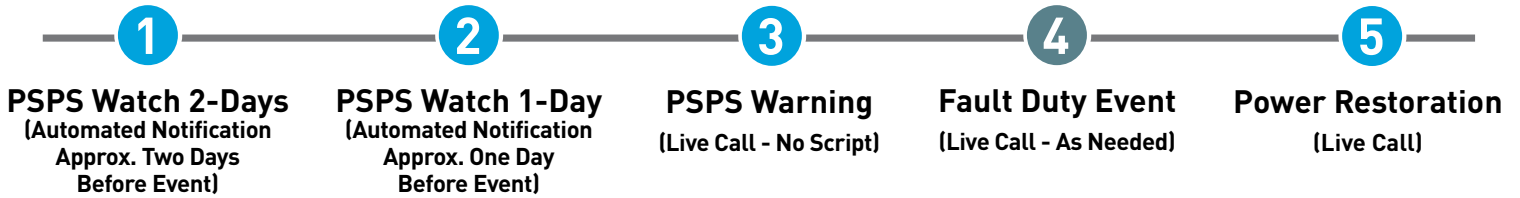
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit [pge.com/psps](http://pge.com/psps). Thank you.



## PHONE (RECORDING)

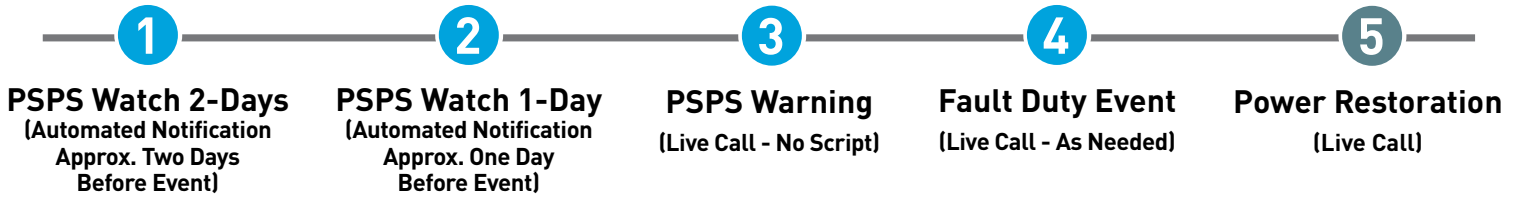
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit [pge.com/psps](http://pge.com/psps). Thank you.

# Transmission and Wholesale Customers



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions expected to commence [TIME, DATE] due to Public Safety Power Shutoff events. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated in order for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.



## PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions. PG&E has restored all services back to normal operations for this Public Safety Shutoff event. If you have made any changes to your fault duty settings for this event, do reset it to normal operations. Should you have any questions, please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] for support.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX D  
SECTION 7 – LOCAL COMMUNITY REPRESENTATIVES CONTACTED

**Table D-1. Local Community Representatives Contacted**

*Dates marked with an asterisk (\*) are representatives who received multiple notifications during the event.*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Alameda County	Emergency Preparedness Manager	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	EMS Disaster and WMD Coordinator	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Fire Coordinator (24-hour); Designated POC	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Fire Division Chief	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	General - City Administration	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	General - EMS	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Lieutenant (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Local CAL FIRE	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Main Line	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Mayor	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	OES Coordinator	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	OES EOC Lead	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	President of the Board	Tier 2/3 and Zone 1	10/12/2020*
Alameda County	Sheriff	Tier 2/3 and Zone 1	10/12/2020*
Alameda County - CCA	Customer Care Manager	Tier 2/3 and Zone 1	10/12/2020*
Alameda County - CCA	Staff	Tier 2/3 and Zone 1	10/12/2020*
Alpine County	Fire-Police Dispatcher	Tier 2/3 and Zone 1	10/11/2020
Alpine County	OES Director (24-hour)	Tier 2/3 and Zone 1	10/11/2020
Amador County	Chair of the Board	Tier 2/3	10/12/2020*
Amador County	County Administrative Officer	Tier 2/3	10/12/2020*
Amador County	Fire Chief	Tier 2/3	10/12/2020*
Amador County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Amador County	Health Officer	Tier 2/3	10/12/2020*
Amador County	Local CAL FIRE	Tier 2/3	10/12/2020*
Amador County	MHOAC	Tier 2/3	10/12/2020*
Amador County	OES Coordinator (24-hour), Designated POC	Tier 2/3	10/12/2020*
Amador County	OES Director	Tier 2/3	10/12/2020*
Amador County	OES Director	Tier 2/3	10/11/2020*
Amador County	Police Dispatcher	Tier 2/3	10/11/2020
Amador County	Sheriff (24-hour)	Tier 2/3	10/12/2020*
Amador County	Unit Chief	Tier 2/3	10/12/2020*
Amah Mutsun Tribal Band	Chairman	Tier 2/3	10/12/2020*
Atherton	Police Dispatcher	N/A	10/11/2020
Belmont	Police Dispatcher	Tier 2/3	10/11/2020
Benicia	Fire-Police Dispatcher	N/A	10/11/2020
Berry Creek Rancheria	Berry Creek Rancheria	Tier 2/3	10/12/2020
Big Valley Band of Pomo Indians	Big Valley Band of Pomo Indians	Tier 2/3	10/12/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Big Valley Band of Pomo Indians	Big Valley Band of Pomo Indians	Tier 2/3	10/12/2020
Brisbane	Police Dispatcher	N/A	10/11/2020
Buena Vista Rancheria of Me-Wuk Indians	Buena Vista Rancheria of Me-Wuk Indians	Tier 2/3	10/12/2020
Burlingame	Police Dispatcher	N/A	10/11/2020
Butte County	Assistant Chief	Tier 2/3	10/12/2020*
Butte County	Assistant Director	Tier 2/3	10/12/2020*
Butte County	Chief Administrative Officer; Designated POC	Tier 2/3	10/12/2020*
Butte County	Director	Tier 2/3	10/12/2020*
Butte County	Emergency Services Officer	Tier 2/3	10/12/2020*
Butte County	Emergency Services Officer	Tier 2/3	10/11/2020*
Butte County	Fire Department Dispatcher	Tier 2/3	10/11/2020*
Butte County	General - CAL FIRE (24-hour)	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Administration	Tier 2/3	10/12/2020*
Butte County	General - County Dev. Services	Tier 2/3	10/12/2020*
Butte County	General - DESS	Tier 2/3	10/12/2020*
Butte County	General - DESS	Tier 2/3	10/12/2020*
Butte County	General - Public Health	Tier 2/3	10/12/2020*
Butte County	General - Public Health	Tier 2/3	10/12/2020*
Butte County	General - Public Works	Tier 2/3	10/12/2020*
Butte County	General - RDMHS	Tier 2/3	10/12/2020*
Butte County	General - Sheriff's Department	Tier 2/3	10/12/2020*
Butte County	General Services Director	Tier 2/3	10/12/2020*
Butte County	Police Department Dispatcher	Tier 2/3	10/11/2020
Butte County	Probation Officer	Tier 2/3	10/12/2020*
Butte County	Public Health Director	Tier 2/3	10/12/2020*
Butte County	Sheriff	Tier 2/3	10/12/2020*
Butte Tribal Council	General - Butte Tribal Council	Tier 2/3	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Cal OES	Regional Coordinator	N/A	10/12/2020*
Calaveras County	Chair of the Board	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	County Executive Officer	Tier 2/3 and Zone 1	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Calaveras County	Fire Chief	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	Fire Department Dispatcher	Tier 2/3 and Zone 1	10/11/2020*
Calaveras County	Fire-Police Dispatcher	Tier 2/3 and Zone 1	10/11/2020
Calaveras County	Health Officer	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	Local CAL FIRE (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	Non-Emergency (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	OES	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	OES	Tier 2/3 and Zone 1	10/11/2020*
Calaveras County	OES Director (24-hour), Designated POC	Tier 2/3 and Zone 1	10/12/2020*
Calaveras County	Police Department Dispatcher	Tier 2/3 and Zone 1	10/11/2020*
Calistoga	City Manager; Designated POC	Tier 2/3 and Zone 1	10/12/2020*
Calistoga	General (24-hour) - Fire Department	Tier 2/3 and Zone 1	10/12/2020*
Calistoga	General (24-hour) - Police Department	Tier 2/3 and Zone 1	10/12/2020*
Calistoga	Mayor	Tier 2/3 and Zone 1	10/12/2020*
Calistoga	Police Department Dispatcher	Tier 2/3 and Zone 1	10/11/2020*
Chico	Captain	Tier 2/3	10/13/2020*
Chico	City Manager; Designated POC	Tier 2/3	10/13/2020*
Chico	Fire Chief	Tier 2/3	10/13/2020*
Chico	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Chico	General - Fire Department	Tier 2/3	10/13/2020*
Chico	General - Police Department	Tier 2/3	10/13/2020*
Chico	General - Police Department	Tier 2/3	10/13/2020*
Chico	Mayor	Tier 2/3	10/13/2020*
Chico	Police Chief	Tier 2/3	10/13/2020*
Clearlake	Police Department Dispatcher	Tier 2/3	10/11/2020
Cloverdale Rancheria	Cloverdale Rancheria	Tier 2/3	10/12/2020
Coastanoan Oholone Rumsen-Mutsen Tribe	General - Coastanoan Oholone Rumsen-Mutsen Tribe	Tier 2/3	10/12/2020*
Colma	Police Department Dispatcher	N/A	10/11/2020
Contra Costa County	Battalion Chief	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Chair of the Board (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Chief of Staff	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	County Administrator (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Emergency Planning Coordinator	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Emergency Planning Coordinator	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Emergency Services Manager; Designated POC (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Fire Chief	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Local CAL FIRE	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	MHOAC	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	OES Director	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	OES Director	Tier 2/3 and Zone 1	10/12/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Contra Costa County	OES Duty Officer (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County	Sheriff	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County - CCA	CEO	Tier 2/3 and Zone 1	10/12/2020*
Contra Costa County - CCA	Director of Public Affairs	Tier 2/3 and Zone 1	10/12/2020*
Coyote Valley Band of Pomo Indians	Coyote Valley Band of Pomo Indians	Tier 2/3	10/12/2020
Danville	City Manager	Tier 2/3	10/12/2020*
Danville	Emergency Manager	Tier 2/3	10/12/2020*
Danville	Fire Chief	Tier 2/3	10/12/2020*
Danville	Mayor	Tier 2/3	10/12/2020*
Danville	Police Chief	Tier 2/3	10/12/2020*
Danville	Vice Mayor	Tier 2/3	10/12/2020*
Davis	Fire-Police Dispatcher	N/A	10/11/2020
Davis	Police Department Dispatcher	N/A	10/11/2020
Dixon	Fire-Police Dispatcher	N/A	10/11/2020
Dry Creek Rancheria Band of Pomo Indians	Dry Creek Rancheria Band of Pomo Indians	Tier 2/3	10/12/2020
El Dorado County	Chair of the Board	Tier 2/3	10/12/2020*
El Dorado County	Chief Administrative Officer	Tier 2/3	10/12/2020*
El Dorado County	Fire Chief	Tier 2/3	10/12/2020*
El Dorado County	Fire Department Dispatcher	Tier 2/3	10/11/2020
El Dorado County	General (24-hour) - OES	Tier 2/3	10/12/2020*
El Dorado County	General (24-hour) - OES	Tier 2/3	10/12/2020*
El Dorado County	Health and Human Services	Tier 2/3	10/12/2020*
El Dorado County	MHOAC	Tier 2/3	10/12/2020*
El Dorado County	OES Director; Designated POC	Tier 2/3	10/12/2020*
El Dorado County	OES Director; Designated POC	Tier 2/3	10/11/2020*
El Dorado County	Police Department Dispatcher	Tier 2/3	10/11/2020
El Dorado County	Sheriff	Tier 2/3	10/12/2020*
Elem Indian Colony	Elem Indian Colony	Tier 2/3	10/12/2020
Enterprise Rancheria of Maidu Indians	Casino Director of Security (24-hour)	Tier 2/3	10/12/2020*
Enterprise Rancheria of Maidu Indians	Chairwoman	Tier 2/3	10/12/2020*
Enterprise Rancheria of Maidu Indians	Enterprise Rancheria of Maidu Indians	Tier 2/3	10/12/2020*
Enterprise Rancheria of Maidu Indians	Tribal Administration (24-hour)	Tier 2/3	10/12/2020*
Fairfax	Police Department Dispatcher	Tier 2/3	10/11/2020
Fairfield	City Manager	Tier 2/3	10/13/2020*
Fairfield	Emergency (24-hour)	Tier 2/3	10/13/2020*
Fairfield	Fire Chief; Designated POC	Tier 2/3	10/13/2020*
Fairfield	Fire-Police Dispatcher	Tier 2/3	10/11/2020*
Fairfield	General - Fire Department	Tier 2/3	10/13/2020*
Fairfield	Mayor	Tier 2/3	10/13/2020*
Fairfield	Police Chief	Tier 2/3	10/13/2020*



Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Federated Indians of Graton Rancheria	Federated Indians of Graton Rancheria	Tier 2/3	10/12/2020
Fort Bragg	Police Department Dispatcher	Tier 2/3	10/11/2020
Foster City	Police Department Dispatcher	N/A	10/11/2020
Glenn County	Deputy Director OES	Zone 1	10/11/2020
Greenville Rancheria	Greenville Rancheria	Tier 2/3	10/12/2020
Guidiville Rancheria	Guidiville Rancheria	Tier 2/3	10/12/2020
Half Moon Bay	City Manager	Tier 2/3	10/13/2020*
Half Moon Bay	Fire Chief	Tier 2/3	10/13/2020*
Half Moon Bay	Management Analyst; Designated POC	Tier 2/3	10/13/2020*
Half Moon Bay	Mayor	Tier 2/3	10/13/2020*
Half Moon Bay	Non-Emergency (24-hour)	Tier 2/3	10/13/2020*
Hillsborough	Police Department Dispatcher	Tier 2/3	10/11/2020
Hopland Reservation	Hopland Reservation	Tier 2/3	10/12/2020
Humboldt County	Chair of the Board	Tier 2/3	10/13/2020*
Humboldt County	Community Development Service; Designated POC	Tier 2/3	10/13/2020*
Humboldt County	Corrections Lieutenant (24-hour)	Tier 2/3	10/13/2020*
Humboldt County	County Administrative Officer	Tier 2/3	10/13/2020*
Humboldt County	County Health and human Services	Tier 2/3	10/13/2020*
Humboldt County	Environmental Health	Tier 2/3	10/13/2020*
Humboldt County	Fire Chief (24-hour)	Tier 2/3	10/13/2020*
Humboldt County	Fire Safe Council	Tier 2/3	10/13/2020*
Humboldt County	General - DHHS	Tier 2/3	10/13/2020*
Humboldt County	General - DHHS	Tier 2/3	10/13/2020*
Humboldt County	General - Public Health	Tier 2/3	10/13/2020*
Humboldt County	Local CAL FIRE	Tier 2/3	10/13/2020*
Humboldt County	MHOAC	Tier 2/3	10/13/2020*
Humboldt County	MHOAC	Tier 2/3	10/13/2020*
Humboldt County	OES Manager (24-hour)	Tier 2/3	10/13/2020*
Humboldt County	Operations Lieutenant (24-hour)	Tier 2/3	10/13/2020*
Humboldt County	Sheriff (24-hour)	Tier 2/3	10/13/2020*
Humboldt County	State Assembly member	Tier 2/3	10/13/2020*
Humboldt County	State Senator	Tier 2/3	10/16/2020
Humboldt County	Telegraph Ridge Fire Protection	Tier 2/3	10/13/2020*
Humboldt County - CCA	Account Services Manager	Tier 2/3	10/13/2020*
Humboldt County - CCA	Director of Power Resources	Tier 2/3	10/13/2020*
Humboldt County - CCA	General - County Administration	Tier 2/3	10/13/2020*
Ione Band of Miwok Indians	Ione Band of Miwok Indians	Tier 2/3	10/12/2020
Jackson Rancheria	Jackson Rancheria	Tier 2/3	10/12/2020
Karuk Tribe	Karuk Tribe	Tier 2/3	10/12/2020
Lake County	Administrator	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Lake County	CAL FIRE (24-hour)	Tier 2/3	10/12/2020*
Lake County	Chair of the Board	Tier 2/3	10/12/2020*
Lake County	County Administrative Officer	Tier 2/3	10/12/2020*
Lake County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Lake County	Lieutenant	Tier 2/3	10/12/2020*
Lake County	Lieutenant	Tier 2/3	10/11/2020*
Lake County	MHOAC	Tier 2/3	10/12/2020*
Lake County	MHOAC	Tier 2/3	10/12/2020*
Lake County	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Lake County	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	10/11/2020*
Lake County	Police Department Dispatcher	Tier 2/3	10/11/2020*
Lake County	Sheriff	Tier 2/3	10/12/2020*
Lake County	Sheriff's Office Dispatch; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Lake County	Under Sheriff	Tier 2/3	10/12/2020*
Lassen County	General (24-hour) - County OES	Tier 2/3	10/11/2020
Lassen County	Police Department Dispatcher	Tier 2/3	10/11/2020
Laytonville Rancheria	Laytonville Rancheria	Tier 2/3	10/12/2020
Los Altos	Police Department Dispatcher	N/A	10/11/2020
Los Gatos	Police Department Dispatcher	Tier 2/3	10/11/2020
Lower Lake Rancheria	Lower Lake Rancheria	Tier 2/3	10/12/2020
Lytton Rancheria	Lytton Rancheria	Tier 2/3	10/12/2020
Manchester-Point Arena Rancheria	Manchester-Point Arena Rancheria	Tier 2/3	10/12/2020
Marin County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Marin County	Fire-Police-EMS Dispatcher	Tier 2/3	10/11/2020
Marin County	OES Duty Officer (24-hour)	Tier 2/3	10/11/2020
Mechoopda Indian Tribe	Mechoopda Indian Tribe	Tier 2/3	10/12/2020
Mendocino County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Mendocino County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Mendocino County	OES Manager	Tier 2/3	10/11/2020
Mendocino County	Police Department Dispatcher	Tier 2/3	10/11/2020
Menlo Park	Police Department Dispatcher	N/A	10/11/2020
Middletown Rancheria	Middletown Rancheria	Tier 2/3	10/12/2020
Milpitas	City Manager	Tier 2/3	10/12/2020*
Milpitas	Emergency (24-hour)	Tier 2/3	10/12/2020*
Milpitas	Emergency (24-hour)	Tier 2/3	10/12/2020*
Milpitas	Non-Emergency (24-hour)	Tier 2/3	10/12/2020*
Milpitas	Public Works Director; Designated POC	Tier 2/3	10/12/2020*
Mishewal-Wappo of Alexander Valley	Chairperson	Tier 2/3	10/12/2020*
Monterey County	Assistant Bureau Chief, Health	Tier 2/3	10/12/2020*
Monterey County	Bureau Chief, Health	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Monterey County	Chronic Disease Prevention Coordinator, Health	Tier 2/3	10/12/2020*
Monterey County	County Administrative Officer (24-hour)	Tier 2/3	10/12/2020*
Monterey County	County Administrative Officer (24-hour)	Tier 2/3	10/12/2020*
Monterey County	Emergency Services Coordinator	Tier 2/3	10/12/2020*
Monterey County	Emergency Services Planner	Tier 2/3	10/12/2020*
Monterey County	Emergency Services Planner	Tier 2/3	10/12/2020*
Monterey County	Emergency Services Planner	Tier 2/3	10/12/2020*
Monterey County	Emergency Services Planner	Tier 2/3	10/12/2020*
Monterey County	Fire Chief	Tier 2/3	10/12/2020*
Monterey County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Monterey County	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Monterey County	Fire-Police-EMS Dispatcher	Tier 2/3	10/11/2020
Monterey County	Health Program Coordinator, Health	Tier 2/3	10/12/2020*
Monterey County	MHOAC	Tier 2/3	10/12/2020*
Monterey County	Military POM Dispatcher	Tier 2/3	10/11/2020
Monterey County	OES Director; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Monterey County	OES Duty Officer (24-hour)	Tier 2/3	10/12/2020*
Monterey County	Public Health Program Manager, Health	Tier 2/3	10/12/2020*
Monterey County	Sheriff (24-hour)	Tier 2/3	10/12/2020*
Monterey County	Superior Court of California	Tier 2/3	10/12/2020*
Monterey County	Supervisor - District 1	Tier 2/3	10/12/2020*
Monterey County	Supervisor - District 2	Tier 2/3	10/12/2020*
Monterey County	Supervisor - District 4	Tier 2/3	10/12/2020*
Monterey County	Supervisor - District 5	Tier 2/3	10/12/2020*
Monterey County - CCA	Account Services Manager	Tier 2/3	10/12/2020*
Monterey County - CCA	Director of Communications and Energy Programs	Tier 2/3	10/12/2020*
Monterey County - CCA	Financial Analyst I	Tier 2/3	10/12/2020*
Mooretown Rancheria	Casino Operations	Tier 2/3	10/12/2020
Mooretown Rancheria	Chairman	Tier 2/3	10/12/2020*
Mooretown Rancheria	Mooretown Rancheria	Tier 2/3	10/12/2020*
Morgan Hill	Police Department Dispatcher	Tier 2/3	10/11/2020
Muwekma Ohlone Indian Tribe	Vice Chairwoman	Tier 2/3	10/12/2020*
Napa (City of)	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Napa (City of)	Police-Fire Dispatcher	Tier 2/3	10/11/2020
Napa County	Chair of the Board	Tier 2/3	10/12/2020*
Napa County	County Executive Officer	Tier 2/3	10/12/2020*
Napa County	Emergency Services Manager	Tier 2/3	10/12/2020*
Napa County	General - County OES	Tier 2/3	10/11/2020*
Napa County	General - County OES	Tier 2/3	10/11/2020*
Napa County	General - OES	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Napa County	General - OES	Tier 2/3	10/12/2020*
Napa County	Info Systems Specialist	Tier 2/3	10/12/2020*
Napa County	Local CAL FIRE	Tier 2/3	10/12/2020*
Napa County	MHOAC	Tier 2/3	10/12/2020*
Napa County	MHOAC	Tier 2/3	10/12/2020*
Napa County	Non-Emergency (24-hour)	Tier 2/3	10/12/2020*
Napa County	OES Coordinator	Tier 2/3	10/12/2020*
Napa County	Risk and Emergency Services Manager	Tier 2/3	10/12/2020*
Napa County	Risk and Emergency Services Manager	Tier 2/3	10/11/2020*
Napa County	Sheriff	Tier 2/3	10/12/2020*
Napa County - CCA	Chief Operating Officer	Tier 2/3	10/12/2020*
Nevada County	Division Chief (24-hour)	Tier 2/3	10/12/2020*
Nevada County	General - Fire Department	Tier 2/3	10/12/2020*
Nevada County	General - OES	Tier 2/3	10/12/2020*
Nevada County	General (24-hour) - Sheriff's Office	Tier 2/3	10/12/2020*
Nevada County	Health Officer	Tier 2/3	10/12/2020*
Nevada County	OES Director	Tier 2/3	10/12/2020*
Nevada County	OES Manager; Designated POC	Tier 2/3	10/12/2020*
Nevada County	OES Manager; Designated POC	Tier 2/3	10/11/2020*
Novato	Police Department Dispatcher	Tier 2/3	10/11/2020
Oakland	Assistant City Administrator; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Oakland	City Administrator	Tier 2/3	10/12/2020*
Oakland	City Clerk (24-hour)	Tier 2/3	10/12/2020*
Oakland	Division Chief/Fire Marshal	Tier 2/3	10/12/2020*
Oakland	Emergency Services Manager (24-Hour); Designated POC	Tier 2/3	10/12/2020*
Oakland	Fire Chief	Tier 2/3	10/12/2020*
Oakland	Mayor	Tier 2/3	10/12/2020*
Oakland	Police Chief	Tier 2/3	10/12/2020*
Ohlone Indian Tribe	General - Ohlone Indian Tribe	Tier 2/3	10/12/2020*
Orinda	City Manager	Tier 2/3	10/13/2020*
Orinda	Fire Chief	Tier 2/3	10/13/2020*
Orinda	General Manager (24-hour)	Tier 2/3	10/13/2020*
Orinda	OES Director	Tier 2/3	10/13/2020*
Orinda	Police Chief	Tier 2/3	10/13/2020*
Oroville	City Administrator	Tier 2/3	10/12/2020*
Oroville	City Manager; Designated POC	Tier 2/3	10/12/2020*
Oroville	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Oroville	General (24-hour) - Fire Department	Tier 2/3	10/12/2020*
Oroville	Mayor	Tier 2/3	10/12/2020*
Pacifica	Police Department Dispatcher	Tier 2/3	10/11/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Palo Alto	Fire-Police Dispatcher	Tier 2/3	10/11/2020*
Paradise	General - City Administration	Tier 2/3 and Zone 1	10/12/2020*
Paradise	General - City Administration	Tier 2/3 and Zone 1	10/12/2020*
Paradise	General - Police Department	Tier 2/3 and Zone 1	10/12/2020*
Paradise	General CAL FIRE (24-hour)	Tier 2/3 and Zone 1	10/12/2020*
Paradise	Mayor	Tier 2/3 and Zone 1	10/12/2020*
Paradise	Police Department Dispatcher	Tier 2/3 and Zone 1	10/11/2020
Paradise	Town Manager; Designated POC	Tier 2/3 and Zone 1	10/12/2020*
Pinoleville Pomo Nation	Tribal Contact	Tier 2/3	10/12/2020
Pit River Tribes	Chairperson	Tier 2/3	10/16/2020*
Pit River Tribes	Chairperson	Tier 2/3	10/16/2020*
Pit River Tribes	General - Pit River Tribes	Tier 2/3	10/16/2020*
Pit River Tribes	Pit River Tribes	Tier 2/3	10/12/2020*
Pit River Tribes	Pit River Tribes	Tier 2/3	10/12/2020*
Pit River Tribes	Tribal Housing Authority	Tier 2/3	10/16/2020*
Placer County	Assistant Chief	Tier 2/3	10/12/2020*
Placer County	Assistant Director	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Battalion Chief	Tier 2/3	10/12/2020*
Placer County	Building Maintenance Superintendent	Tier 2/3	10/12/2020*
Placer County	Chief	Tier 2/3	10/12/2020*
Placer County	CIO	Tier 2/3	10/12/2020*
Placer County	County Executive Officer	Tier 2/3	10/12/2020*
Placer County	Deputy Chief	Tier 2/3	10/12/2020*
Placer County	Deputy Director	Tier 2/3	10/12/2020*
Placer County	Deputy Director	Tier 2/3	10/12/2020*
Placer County	Deputy Director	Tier 2/3	10/12/2020*
Placer County	Director	Tier 2/3	10/12/2020*
Placer County	Em Services Coord	Tier 2/3	10/12/2020*
Placer County	Em Services Specialist	Tier 2/3	10/12/2020*
Placer County	Emergency Command Center (24-hour)	Tier 2/3	10/12/2020*
Placer County	Emergency Services Specialist	Tier 2/3	10/11/2020
Placer County	Envir. Utilities Manager	Tier 2/3	10/12/2020*
Placer County	General - OES	Tier 2/3	10/12/2020*
Placer County	Health Officer	Tier 2/3	10/12/2020*
Placer County	IT Manager	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Placer County	IT Manager	Tier 2/3	10/12/2020*
Placer County	IT Supervisor	Tier 2/3	10/12/2020*
Placer County	IT Supervisor	Tier 2/3	10/12/2020*
Placer County	Lieutenant - PCSO	Tier 2/3	10/12/2020*
Placer County	Lieutenant - PCSO	Tier 2/3	10/12/2020*
Placer County	Lieutenant - PCSO	Tier 2/3	10/12/2020*
Placer County	Lieutenant - PCSO	Tier 2/3	10/12/2020*
Placer County	Lieutenant - PCSO	Tier 2/3	10/12/2020*
Placer County	Main Telecom Number	Tier 2/3	10/12/2020*
Placer County	OES Asst Director; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Placer County	OES Duty Officer	Tier 2/3	10/12/2020*
Placer County	Placer Facilities Mgt Emergency Line	Tier 2/3	10/12/2020*
Placer County	Program Manager	Tier 2/3	10/12/2020*
Placer County	Roads Manager	Tier 2/3	10/12/2020*
Placer County	Sergeant - PCSO	Tier 2/3	10/12/2020*
Placer County	Sergeant - PCSO	Tier 2/3	10/12/2020*
Placer County	Sergeant - PCSO	Tier 2/3	10/12/2020*
Placer County	Sergeant - PCSO	Tier 2/3	10/12/2020*
Placer County	Sheriff Dispatch (24-hour)	Tier 2/3	10/12/2020*
Placer County - CCA	Marketing and Government Affairs Manager	Tier 2/3	10/12/2020*
Placerville	Police Department Dispatcher	Tier 2/3 and Zone 1	10/11/2020
Plumas County	CAL FIRE (24-hour)	Tier 2/3	10/12/2020*
Plumas County	CAO; Designated POC	Tier 2/3	10/12/2020*
Plumas County	Director (24-hour)	Tier 2/3	10/12/2020*
Plumas County	Fire Department Dispatcher	Tier 2/3	10/11/2020*
Plumas County	Fire-Police Dispatcher	Tier 2/3	10/11/2020*
Plumas County	General - Plumas Public Health	Tier 2/3	10/12/2020*
Plumas County	Main Office	Tier 2/3	10/12/2020*
Plumas County	MHOAC	Tier 2/3	10/12/2020*
Plumas County	MHOAC (24-hour)	Tier 2/3	10/12/2020*
Plumas County	OES Director (24-hour)	Tier 2/3	10/12/2020*
Plumas County	OES Director (24-hour)	Tier 2/3	10/11/2020*
Plumas County	Public Works Director	Tier 2/3	10/12/2020*
Plumas County	Sheriff's Office Dispatch	Tier 2/3	10/12/2020*
Potter Valley Tribe	Potter Valley Tribe	Tier 2/3	10/12/2020
Redding Rancheria	Redding Rancheria	Tier 2/3	10/12/2020
Redwood City	Acting Fire Chief; Designated POC (24-hour)	Tier 2/3	10/13/2020*
Redwood City	City Manager	Tier 2/3	10/13/2020*
Redwood City	Deputy Fire Chief (24-hour)	Tier 2/3	10/13/2020*
Redwood City	Mayor	Tier 2/3	10/13/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Redwood City	Non-Emergency (24-hour)	Tier 2/3	10/13/2020*
Redwood City	Police Chief (24-hour)	Tier 2/3	10/13/2020*
Redwood City	Police Department Dispatcher	Tier 2/3	10/11/2020
Redwood Valley Rancheria	Redwood Valley Rancheria	Tier 2/3	10/12/2020
Robinson Rancheria	Robinson Rancheria	Tier 2/3	10/12/2020
Round Valley Reservation	Round Valley Reservation	Tier 2/3	10/12/2020
Sacramento County	Emergency Manager	N/A	10/11/2020
Saint Helena	City Manager; Designated POC	Tier 2/3	10/12/2020*
Saint Helena	Fire Chief	Tier 2/3	10/12/2020*
Saint Helena	Mayor	Tier 2/3	10/12/2020*
Saint Helena	Police Chief (24-hour)	Tier 2/3	10/12/2020*
Saint Helena	Police Department Dispatcher	Tier 2/3	10/11/2020*
Salinan Tribe of Monterey, San Luis Obispo and San Benito Counties	Chairperson	Tier 2/3	10/12/2020*
San Bruno	Police Department Dispatcher	Tier 2/3	10/11/2020
San Jose	Assistant Director PRNS	Tier 2/3	10/13/2020*
San Jose	City Manager (24-hour)	Tier 2/3	10/13/2020*
San Jose	Deputy Chief (24-hour)	Tier 2/3	10/13/2020*
San Jose	Director PRNS	Tier 2/3	10/13/2020*
San Jose	Emergency Services Coordinator	Tier 2/3	10/13/2020*
San Jose	Fire Chief (24-hour)	Tier 2/3	10/13/2020*
San Jose	Fire Department Dispatcher	Tier 2/3	10/11/2020
San Jose	OEM Deputy Director; Designated POC (24-hour)	Tier 2/3	10/13/2020*
San Jose	OES Chief (24-hour)	Tier 2/3	10/13/2020*
San Jose	Police Department Dispatcher	Tier 2/3	10/11/2020
San Mateo County	Captain	Tier 2/3	10/12/2020*
San Mateo County	District Coordinator	Tier 2/3	10/12/2020*
San Mateo County	District Coordinator	Tier 2/3	10/12/2020*
San Mateo County	District Coordinator	Tier 2/3	10/12/2020*
San Mateo County	Emergency Coordinator	Tier 2/3	10/12/2020*
San Mateo County	Fire Department Dispatcher	Tier 2/3	10/11/2020
San Mateo County	Local CAL FIRE	Tier 2/3	10/12/2020*
San Mateo County	Local CAL FIRE	Tier 2/3	10/12/2020*
San Mateo County	OES Supervisor (24-hour); Designated POC	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Paramedic	Tier 2/3	10/12/2020*
San Mateo County	Police Department Dispatcher	Tier 2/3	10/11/2020
San Mateo County	President of the Board	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
San Mateo County	Sheriff	Tier 2/3	10/12/2020*
San Mateo County	Train Ops (24-hour)	Tier 2/3	10/12/2020*
San Mateo County - CCA	Director of Customer Care	Tier 2/3	10/12/2020*
San Mateo County - CCA	Key Accounts Executive	Tier 2/3	10/12/2020*
San Rafael	Police Department Dispatcher	Tier 2/3	10/11/2020
Santa Clara County	Chief of Staff (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Chief Operating Officer	Tier 2/3	10/12/2020*
Santa Clara County	City Manager	Tier 2/3	10/12/2020*
Santa Clara County	Communications Officer (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	County Executive Officer	Tier 2/3	10/12/2020*
Santa Clara County	Deputy CEO; Designated POC	Tier 2/3	10/12/2020*
Santa Clara County	Deputy City Manager (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Deputy City Manager (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Director	Tier 2/3	10/12/2020*
Santa Clara County	Director Clean Energy (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Emergency Preparedness Manager (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	EMS Director	Tier 2/3	10/12/2020*
Santa Clara County	EMS Program Manager	Tier 2/3	10/12/2020*
Santa Clara County	Fire Chief	Tier 2/3	10/12/2020*
Santa Clara County	Fire Chief (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Santa Clara County	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Santa Clara County	Local CAL FIRE	Tier 2/3	10/12/2020*
Santa Clara County	Main Line	Tier 2/3	10/12/2020*
Santa Clara County	Manager (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Mayor	Tier 2/3	10/12/2020*
Santa Clara County	Non-Emergency (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	OEM	Tier 2/3	10/12/2020*
Santa Clara County	OEM	Tier 2/3	10/11/2020*
Santa Clara County	OEM Director	Tier 2/3	10/12/2020*
Santa Clara County	OEM Director	Tier 2/3	10/11/2020*
Santa Clara County	OES Director; Designated POC	Tier 2/3	10/12/2020*
Santa Clara County	OES Duty Officer (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Police Chief	Tier 2/3	10/12/2020*
Santa Clara County	Public Health Officer	Tier 2/3	10/12/2020*
Santa Clara County	Public Works Deputy Director (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Public Works Director (24-hour)	Tier 2/3	10/12/2020*
Santa Clara County	Watch Commander (24-hour)	Tier 2/3	10/12/2020*
Santa Cruz (City of)	Police Department Dispatcher	Tier 2/3	10/11/2020
Santa Cruz County	Assistant County Executive Officer	Tier 2/3	10/12/2020*



Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Santa Cruz County	Chair of the Board	Tier 2/3	10/12/2020*
Santa Cruz County	City Hall	Tier 2/3	10/12/2020*
Santa Cruz County	City Manager; Designated POC	Tier 2/3	10/12/2020*
Santa Cruz County	Councilmember	Tier 2/3	10/12/2020*
Santa Cruz County	County Communications Manager	Tier 2/3	10/12/2020*
Santa Cruz County	County Executive Officer	Tier 2/3	10/12/2020*
Santa Cruz County	Fire Chief	Tier 2/3	10/12/2020*
Santa Cruz County	Fire Department Dispatcher	Tier 2/3	10/11/2020
Santa Cruz County	Fire Prevention (24-hour)	Tier 2/3	10/12/2020*
Santa Cruz County	Mayor	Tier 2/3	10/12/2020*
Santa Cruz County	Mayor Pro Tem	Tier 2/3	10/12/2020*
Santa Cruz County	MHOAC	Tier 2/3	10/12/2020*
Santa Cruz County	MHOAC	Tier 2/3	10/12/2020*
Santa Cruz County	Non-Emergency	Tier 2/3	10/12/2020*
Santa Cruz County	Non-Emergency (24-hour)	Tier 2/3	10/12/2020*
Santa Cruz County	Non-Emergency (24-hour)	Tier 2/3	10/12/2020*
Santa Cruz County	OES Administrator	Tier 2/3	10/12/2020*
Santa Cruz County	OES Duty Officer	Tier 2/3	10/12/2020*
Santa Cruz County	OES Duty Officer E-mail (24-hour)	Tier 2/3	10/12/2020*
Santa Cruz County	OES Manager	Tier 2/3	10/12/2020*
Santa Cruz County	OES Manager	Tier 2/3	10/11/2020*
Santa Cruz County	Police Captain	Tier 2/3	10/12/2020*
Santa Cruz County	Police Chief	Tier 2/3	10/12/2020*
Santa Cruz County	Police Department Dispatcher	Tier 2/3	10/11/2020
Santa Cruz County	Sheriff	Tier 2/3	10/12/2020*
Santa Cruz County	Undersheriff	Tier 2/3	10/12/2020*
Scotts Valley	Police Department Dispatcher	Tier 2/3	10/11/2020
Scotts Valley Band of Pomo Indians	Scotts Valley Band of Pomo Indians	Tier 2/3	10/12/2020
Shasta County	CAL FIRE ECC	Tier 2/3	10/12/2020*
Shasta County	Captain	Tier 2/3	10/12/2020*
Shasta County	CEO; Designated POC	Tier 2/3	10/12/2020*
Shasta County	Chair of the Board	Tier 2/3	10/12/2020*
Shasta County	District Director	Tier 2/3	10/12/2020*
Shasta County	Fire Chief	Tier 2/3	10/12/2020*
Shasta County	General - American Medical Response	Tier 2/3	10/12/2020*
Shasta County	General - PHI Air Medical	Tier 2/3	10/12/2020*
Shasta County	General - SHASCOM	Tier 2/3	10/12/2020*
Shasta County	General - Shasta Co. HHSA	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County HHS	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Shasta County	General - Shasta County Public Health	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County Public Health	Tier 2/3	10/12/2020*
Shasta County	General - Shasta County Public Works	Tier 2/3	10/12/2020*
Shasta County	Local CAL FIRE	Tier 2/3	10/12/2020*
Shasta County	MHOAC	Tier 2/3	10/12/2020*
Shasta County	OES	Tier 2/3	10/12/2020*
Shasta County	OES Director	Tier 2/3	10/12/2020*
Shasta County	OES Director	Tier 2/3	10/11/2020*
Shasta County	PIO	Tier 2/3	10/12/2020*
Shasta County	Sergeant	Tier 2/3	10/12/2020*
Shasta County	Supervisor	Tier 2/3	10/12/2020*
Shasta County	Supervisor	Tier 2/3	10/12/2020*
Shasta County	Undersheriff	Tier 2/3	10/12/2020*
Sherwood Valley Band of Pomo Indians	Sherwood Valley Band of Pomo Indians	Tier 2/3	10/12/2020
Shingle Springs Rancheria	Shingle Springs Rancheria	Tier 2/3	10/12/2020
Sierra County	Chair of the Board	Tier 2/3	10/12/2020*
Sierra County	Fire Chief (24-hour)	Tier 2/3	10/12/2020*
Sierra County	Fire Chief (24-hour)	Tier 2/3	10/12/2020*
Sierra County	Health Officer	Tier 2/3	10/12/2020*
Sierra County	OES Coordinator; Designated POC	Tier 2/3	10/12/2020*
Sierra County	OES Coordinator; Designated POC	Tier 2/3	10/11/2020*
Sierra County	OES Director (24-hour)	Tier 2/3	10/12/2020*
Sierra County	Sheriff (24-hour)	Tier 2/3	10/12/2020*
Sierra County	Sheriff's Office Dispatch Supervisor (24-hour)	Tier 2/3	10/12/2020*
Sierra County	Superintendent	Tier 2/3	10/12/2020*
Sierra County	Supervisor	Tier 2/3	10/12/2020*
Sierra County	Supervisor	Tier 2/3	10/12/2020*
Solano County	Chair of the Board	Tier 2/3	10/12/2020*
Solano County	County Administrator	Tier 2/3	10/12/2020*
Solano County	Emergency	Tier 2/3	10/12/2020*
Solano County	Emergency (24-hour)	Tier 2/3	10/12/2020*
Solano County	Emergency (24-hour)	Tier 2/3	10/12/2020*
Solano County	Fire Chief	Tier 2/3	10/12/2020*
Solano County	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Solano County	MHOAC	Tier 2/3	10/12/2020*
Solano County	MHOAC	Tier 2/3	10/12/2020*
Solano County	OES Dispatch (24-hour)	Tier 2/3	10/12/2020*
Solano County	OES Manager	Tier 2/3	10/12/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Solano County	OES Manager	Tier 2/3	10/11/2020*
Solano County	Sheriff	Tier 2/3	10/12/2020*
Sonoma (City of)	Assistant City Manager	Tier 2/3	10/12/2020*
Sonoma (City of)	City Manager	Tier 2/3	10/12/2020*
Sonoma (City of)	Fire Chief; Designated POC	Tier 2/3	10/12/2020*
Sonoma (City of)	Mayor	Tier 2/3	10/12/2020*
Sonoma (City of)	Police Chief	Tier 2/3	10/12/2020*
Sonoma (City of)	Public Works Director/City Engineer	Tier 2/3	10/12/2020*
Sonoma County	Chair of the Board	Tier 2/3	10/12/2020*
Sonoma County	Chair of the Board	Tier 2/3	10/12/2020*
Sonoma County	City Manager; Designated POC (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Communications & Engagement Coordinator	Tier 2/3	10/12/2020*
Sonoma County	Communications & Engagement Coordinator (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Community & Government Affairs Manager	Tier 2/3	10/12/2020*
Sonoma County	Community Alert & Warning Manager (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Costal Valleys EMS (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	County Administrator	Tier 2/3	10/12/2020*
Sonoma County	Deputy Director (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	District Director	Tier 2/3	10/12/2020*
Sonoma County	Emergency Coordinator (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Emergency Manager (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	EMS Dispatch (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Fire Marshall	Tier 2/3	10/12/2020*
Sonoma County	General (24-hour) - Sonoma Water	Tier 2/3	10/12/2020*
Sonoma County	Main Office	Tier 2/3	10/12/2020*
Sonoma County	Mayor (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	MHOAC	Tier 2/3	10/12/2020*
Sonoma County	OES Director	Tier 2/3	10/12/2020*
Sonoma County	OES Duty Officer (24-hour)	Tier 2/3	10/11/2020*
Sonoma County	Public Health Officer (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Sheriff	Tier 2/3	10/12/2020*
Sonoma County	Sheriff Dispatch (24-hour)	Tier 2/3	10/12/2020*
Sonoma County	Sheriff's Liaison (24-hour)	Tier 2/3	10/12/2020*
Sonoma County - CCA	Account Executive	Tier 2/3	10/12/2020*
Sonoma County - CCA	CEO	Tier 2/3	10/12/2020*
Sonoma County - CCA	Director of Customer Care	Tier 2/3	10/12/2020*
South Lake Tahoe	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Strawberry Valley Rancheria	Chairperson	Tier 2/3	10/12/2020*
Suisun	Fire-Police Dispatcher	N/A	10/11/2020
Susanville Indian Rancheria	Susanville Indian Rancheria	Tier 2/3	10/12/2020

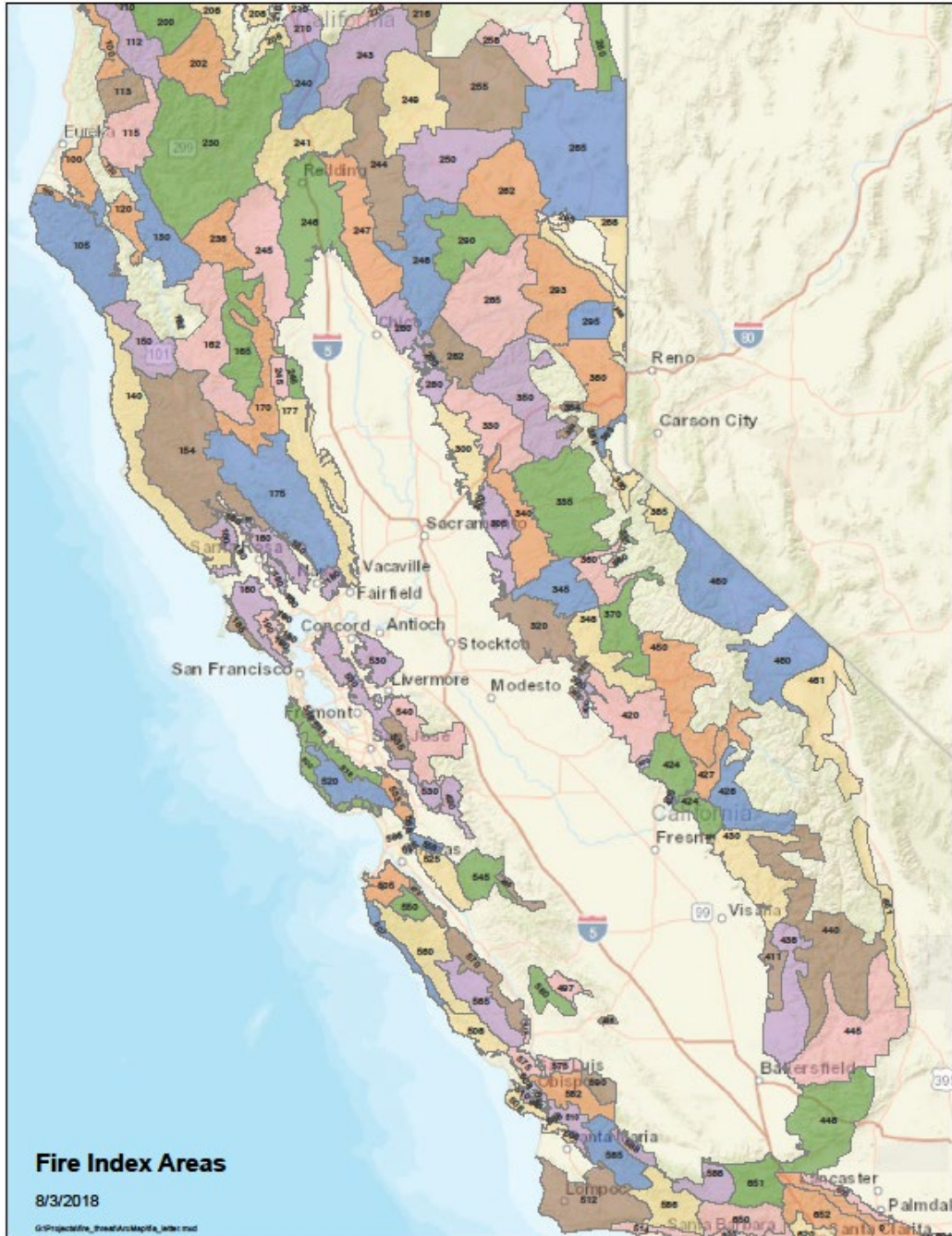
Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Sutter County	OES Director	N/A	10/11/2020
Tehama County	Administrative Analyst (24-hour)	Tier 2/3	10/12/2020*
Tehama County	CAL FIRE (24-hour)	Tier 2/3	10/12/2020*
Tehama County	CAO; Designated POC	Tier 2/3	10/12/2020*
Tehama County	Communications Supervisor	Tier 2/3	10/12/2020*
Tehama County	Health Officer	Tier 2/3	10/12/2020*
Tehama County	OES Deputy Director (24-hour)	Tier 2/3	10/12/2020*
Tehama County	OES Deputy Director (24-hour)	Tier 2/3	10/11/2020*
Tehama County	OES Director (24-hour)	Tier 2/3	10/12/2020*
Trina Marine Ruano Family	Representative	Tier 2/3	10/12/2020*
Trinity County	CAO; Designated POC	Tier 2/3	10/13/2020*
Trinity County	District Ranger, TRMU	Tier 2/3	10/13/2020*
Trinity County	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Trinity County	Health Officer	Tier 2/3	10/13/2020*
Trinity County	Local CAL FIRE	Tier 2/3	10/13/2020*
Trinity County	OES Manager (24-hour)	Tier 2/3	10/13/2020*
Trinity County	OES Manager (24-hour)	Tier 2/3	10/11/2020*
Trinity County	Program Manager	Tier 2/3	10/13/2020*
Tsungwe Council	Chairman	Tier 2/3	10/12/2020*
Tuolumne County	County OES Coordinator; Designated POC	Tier 2/3	10/11/2020
Tuolumne County	Fire Department Dispatcher	Tier 2/3	10/11/2020*
Tuolumne County	Police Department Dispatcher	Tier 2/3	10/11/2020
United Auburn Indian Community	United Auburn Indian Community	Tier 2/3	10/12/2020
Vacaville	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Vallejo	Fire-Police Dispatcher	N/A	10/11/2020
Wailaki Tribe	Chairperson	Tier 2/3	10/12/2020*
Walnut Creek	City Manager	Tier 2/3	10/12/2020*
Walnut Creek	City Manager	Tier 2/3	10/12/2020*
Walnut Creek	Communications Manager (24-hour)	Tier 2/3	10/12/2020*
Walnut Creek	Deputy City Manager	Tier 2/3	10/12/2020*
Walnut Creek	Mayor	Tier 2/3	10/12/2020*
Walnut Creek	Mayor	Tier 2/3	10/12/2020*
Walnut Creek	Police Chief (24-hour)	Tier 2/3	10/12/2020*
Washoe Tribe	Washoe Tribe	Tier 2/3	10/12/2020
Willits	Fire-Police Dispatcher	Tier 2/3	10/11/2020
Winnemem Wintu Tribe	Spiritual Leader	Tier 2/3	10/12/2020*
Wintu Tribe of Northern California	Chairman	Tier 2/3	10/12/2020*
Woodside	Fire Chief (24-hour)	Tier 2/3	10/13/2020*
Woodside	Fire Marshal (24-hour)	Tier 2/3	10/13/2020*
Woodside	Police Chief	Tier 2/3	10/13/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Woodside	Town Manager; Designated POC	Tier 2/3	10/13/2020*
Yocha Dehe Wintun Nation	Yocha Dehe Wintun Nation	Tier 2/3	10/12/2020
Yolo County	MHOAC	Tier 2/3	10/13/2020*
Yolo County	Non-Emergency (24-hour)	Tier 2/3	10/13/2020*
Yolo County	Non-Emergency (24-hour)	Tier 2/3	10/13/2020*
Yolo County	OES Coordinator (24-hour)	Tier 2/3	10/13/2020*
Yolo County	OES Director (24-hour)	Tier 2/3	10/13/2020*
Yolo County	OES Director (24-hour)	Tier 2/3	10/11/2020*
Yolo County	OES Dispatch (24-hour)	Tier 2/3	10/13/2020*
Yolo County - CCA	Director Customer Care and Marketing	Tier 2/3	10/13/2020*
Yuba County	Board Supervisor	Tier 2/3	10/12/2020*
Yuba County	County Executive Officer	Tier 2/3	10/12/2020*
Yuba County	Director	Tier 2/3	10/12/2020*
Yuba County	Emergency Manager (24-hour); Designated POC	Tier 2/3	10/12/2020*
Yuba County	General - County OES	Tier 2/3	10/11/2020*
Yuba County	General - OES	Tier 2/3	10/12/2020*
Yuba County	General - OES	Tier 2/3	10/12/2020*
Yuba County	Health Administrator	Tier 2/3	10/12/2020*
Yuba County	Health Officer	Tier 2/3	10/12/2020*
Yuba County	Local CAL FIRE	Tier 2/3	10/12/2020*

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 10 – FIRE INDEX AREAS MAP

# Appendix E: Fire Index Areas Map

Figure E-1. Fire Index Areas Map



PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX F  
SECTION 11 – COMMUNITY ASSISTANCE CENTER LOCATIONS



## Appendix F: List of PG&E Community Resource Centers

The table below provided details of the 40 CRCs that PG&E mobilized during the October 14-17, 2020 PSPS event, including specific locations, dates and times opened and closed, and total attendance for each location, and amenities provided.

**Table F-1. Community Resource Centers Provided by PG&E**

#	County	Site Name	Address			10/14 Operating Hours	10/15 Operating Hours	10/16 Operating Hours	Total Attendance (5,545)	Site Type (Indoor, Micro, Mobile)	Amenities Provided
1	Alameda	Merritt College	12500 Campus Dr	Oakland	94619	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 3:00PM	64	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
2	Amador	Mace Meadows - The Mountain Grille	26510 Fairway Dr	Pioneer	95666	N/A - 10/15 Shutoff	2:00PM - 7:00PM	Restored	3	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
3	Butte	Bangor Community Center	7500 Oro Bangor Highway	Bangor	95914	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	5	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
4	Butte	American Veterans Store	15474 Forest Ranch Way	Forest Ranch	95942	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	231	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
5	Butte	Magalia Pines Baptist Church	14098 Skyway Rd	Magalia	95954	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	392	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
6	Butte	Southside Oroville Community Center	2959 Lower Wyandotte Rd	Oroville	95966	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	15	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
7	Butte	Craig Memorial Congregationa l Church	5665 Scottwood Rd	Paradise	95969	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	114	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
8	Calaveras	Veterans of Foreign Wars Post 3322	202 Spink Rd	West Point	95255	N/A - 10/15 Shutoff	2:00PM - 7:00PM	Restored	10	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
9	Contra Costa	Costco Wholesale	3150 Fostoria Way	Danville	94526	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 3:00PM	738	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
10	Contra Costa	Arbolado Park	Arbolado Drive	Walnut Creek	94596	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 3:00PM	85	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
11	El Dorado	Buffalo Hill Center	6023 Front Street	Georgetown	95634	5:00PM - 10:00PM	8:00AM - 7:00PM	Restored	137	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
12	El Dorado	Pollock Pines Community Center	2675 Sanders Dr	Pollock Pines	95726	5:00PM - 10:00PM	8:00AM - 7:00PM	Restored	56	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
13	Humboldt	Bridgeville Community Center	38717 Kneeland Rd	Bridgeville	95526	N/A - 10/15 Shutoff	2:00PM - 10:00PM	8:00AM - 2:00PM	20	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
14	Monterey	Point Sur Naval Facility	Big Sur	Big Sur	93920	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	20	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
15	Monterey	Carmel Parking Lot	9550 Carmel Valley Rd	Carmel-By- The-Sea	93923	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	106	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks

#	County	Site Name	Address			10/14 Operating Hours	10/15 Operating Hours	10/16 Operating Hours	Total Attendance (5,545)	Site Type (Indoor, Micro, Mobile)	Amenities Provided
16	Napa	Pacific Union College	35 La Jota Dr	Angwin	94508	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 10:00PM	439	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
17	Napa	Highlands Christian Fellowship	970 Petrified Forest Rd	Calistoga	94515	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 10:00PM	568	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
18	Napa	Crosswalk Community Church	2590 1st St	Napa	94558	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	13	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
19	Napa	Saint Helena Catholic School	1255 Oak Ave	St Helena	94574	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 10:00PM	82	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
20	Placer	Alta Fire Protection District Community Hall	33950 Alta Bonnybrook Rd	Alta	95701	5:00PM - 10:00PM	8:00AM - 7:00PM	Restored	32	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
21	Plumas	La Porte Lodge	2140 Main St	La Porte	95981	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 5:00PM	22	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
22	Plumas	Plumas County Parole Office	1446 E Main St	Quincy	95971	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 5:00PM	206	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
23	San Mateo	Half Moon Bay Library	620 Correas Street	Half Moon Bay	94019	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	27	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
24	San Mateo	La Honda Fire Brigade	8945 La Honda Rd	La Honda	94062	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	365	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
25	Santa Clara	Faith Lutheran Church	16548 Ferris Ave	Los Gatos	95032	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:00PM	26	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
26	Santa Cruz	Unitarian Universalist Fellowship	6401 Freedom Blvd	Aptos	95003	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	71	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
27	Santa Cruz	St. Michaels Church	13005 Pine St	Boulder Creek	95006	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	13	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
28	Santa Cruz	Highlands County Park	8500 CA-9	Ben Lomond	95005	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	17	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
29	Santa Cruz	Enterprise Technology Center	100 Enterprise Way	Scotts Valley	95066	5:00PM - 10:00PM	8:00AM - 10:00PM	Restored	45	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
30	Shasta	Shasta College	11555 Old Oregon Trail	Redding	96003	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:30PM	21	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
31	Shasta	Hill Country Health and Wellness Center	29632 CA-299	Round Mountain	96084	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:30PM	516	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
32	Shasta	Lassen Landing	7355 Black Butte Rd	Shingletown	96008	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 6:30PM	509	Micro	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
33	Sierra	Downieville Community Hall	322 Main St	Downieville	95936	5:00PM - 10:00PM	8:00AM - 7:00PM	Restored	8	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice

#	County	Site Name	Address			10/14 Operating Hours	10/15 Operating Hours	10/16 Operating Hours	Total Attendance (5,545)	Site Type (Indoor, Micro, Mobile)	Amenities Provided
34	Sierra	Lower Alleghany Volunteer Fire Department	514 Miners St	Alleghany	95910	5:00PM - 10:00PM	8:00AM - 7:00PM	Restored	45	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
35	Solano	Joseph Nelson Community Center	611 Village Dr	Suisun City	94585	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 5:30PM	37	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
36	Sonoma	Hanna Boys Center (Large Conference Space)	17000 Arnold Dr	Sonoma	95476	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	11	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice
37	Sonoma	First Congregational Church of Sonoma	252 W Spain St	Sonoma	95476	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	41	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
38	Sonoma	Santa Rosa Veterans Memorial Building	1351 Maple Ave	Santa Rosa	95404	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	79	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
39	Sonoma	Cloverdale Citrus Fairgrounds	1 Citrus Fair Dr	Cloverdale	95425	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 7:00PM	177	Mobile	Wifi, Restrooms, Bottled Water, Device Charging, Snacks
40	Yuba	Alcouffe Center	9185 Marysville Rd	Oregon House	95962	5:00PM - 10:00PM	8:00AM - 10:00PM	8:00AM - 4:00PM	179	Indoor	Wifi, Restrooms, Bottled Water, Device Charging, Snacks, Cooling/Heating, Seating, Ice

**VERIFICATION**

I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing “PG&E Public Safety Power Shutoff Report to the CPUC” for the events of October 14-17, 2020, and I am informed and believe the matters stated therein are true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Francisco, California this 29<sup>th</sup> day of October, 2020.

A handwritten signature in black ink that reads "Michael Lewis". The signature is written in a cursive, flowing style.

MICHAEL LEWIS  
Interim President  
PACIFIC GAS AND ELECTRIC COMPANY