



Community Wildfire Safety Program

Public Safety Power Shutoffs

April 2020

If severe weather threatens a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a **Public Safety Power Shutoff (PSPS)**.

With more than half of the area where our customers live and work now at high risk for wildfires, PSPS is an important tool for keeping customers and communities safe. We continue to learn from past events and we are working to reduce the length of outages and number of people impacted, without compromising safety.

This year, PG&E is improving our PSPS program by making events:

SMALLER IN SIZE



Reducing the number of customers impacted by PSPS events by one-third compared to 2019.

- Adding **switches** and **sectionalizing devices** that limit the size of outages
- Developing **microgrids** that use temporary generators to keep the lights on
- Conducting **targeted undergrounding** as part of system hardening

SHORTER IN DURATION



Restoring power to customers twice as fast after severe weather has passed.

- Adding **more field crews** to speed inspection of lines
- Using **two airplanes with infrared cameras** capable of inspecting transmission lines at night
- Expanding **helicopter fleet** from 35 to 65 for aerial line inspections
- Utilizing **infrared equipment** to inspect at night

SMARTER FOR CUSTOMERS



Providing more accurate and timely communications, additional resources and assistance before, during and after a PSPS event.

- Enhancing **meteorology technology** to pinpoint severe weather
- Bolstering **website capacity**
- Improving **customer alerts** and notifications
- Upgrading **Community Resource Centers**
- Improving **coordination with local agencies** and critical service providers
- Working with **community-based organizations** to support vulnerable customers

What weather could lead to a PSPS?

PG&E monitors conditions across our system and evaluates whether to proactively turn off power for safety. Note that PSPS events are more likely to occur in the historically drier and windier months of late summer/early fall.

While no single factor will drive a PSPS, some factors include:



A Red Flag Warning declared by the National Weather Service



Low humidity levels generally 20% and below



Forecasted sustained winds generally above 25 mph and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate



Condition of dry fuel on the ground and live vegetation moisture content



On-the-ground, real-time observations from PG&E's Wildfire Safety Operations Center and field observations from PG&E crews

Advance PSPS alerts for customers

Our goal, dependent on weather, is to provide notifications about PSPS events **two days ahead, one day ahead and just prior to shutting off power through calls, texts and emails**. We will also use **pge.com** and **social media** channels, and we will inform **local news** and **radio** outlets to ensure that customers can stay updated.

Steps you can take to prepare

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things you may want to consider:

- ✓ **Updating your contact information** at pge.com/mywildfirealerts or by calling **1-866-743-6589**.
- ✓ **Planning for medical needs** like medications that require refrigeration or devices that need power.
- ✓ **Building or restocking your emergency kit** with flashlights, batteries, first aid supplies and cash.
- ✓ **Will you need extra help during a power shutoff?** If you or someone you know has a disability or additional special needs, the California Foundation for Independent Living Centers can help you during a PSPS. For more information, please visit disabilitydisasteraccess.org.

ONLINE CUSTOMER RESOURCES



Weather and PSPS Forecasting

Live weather information, including a 7-day PSPS potential lookahead.
pge.com/weather



Backup Power

Backup power options, safety tips, financing and retailer information.
pge.com/backuppowers



Safety Action Center

Information about wildfire risks and emergency preparedness.
safetyactioncenter.pge.com



ZIP Code Alerts

Sign up for notifications without a PG&E account.
pge.com/pspszipcodealerts

Learn More | For the latest on PG&E's wildfire safety efforts, please visit pge.com/wildfiresafety.