

Community Wildfire Safety Program

California In-House Supportive Services
Consumer Alliance

July 17, 2019



Together, Building
a Better California



Community Wildfire Safety Program



REAL-TIME MONITORING AND INTELLIGENCE

- Coordinating prevention and response efforts by monitoring wildfire risks in real time from our **Wildfire Safety Operations Center**
- **Expanding our network of PG&E weather stations** to enhance weather forecasting and modeling
- Supporting the **installation of new high-definition cameras** in high fire-threat areas



NEW AND ENHANCED SAFETY MEASURES

- Further enhancing vegetation management efforts to **increase focus on vegetation that poses a higher potential for wildfire risk**
- **Conducting accelerated safety inspections** of electric infrastructure in high fire-threat areas
- **Disabling automatic reclosing of circuit breakers and reclosers** in high fire-risk areas during wildfire season
- **Proactively turning off electric power for safety (Public Safety Power Shutoff)** when gusty winds and dry conditions combine with a heightened fire risk



SYSTEM HARDENING AND RESILIENCY

- Installing **stronger and more resilient poles and covered power lines**, along with **targeted undergrounding**
- **Upgrading and replacing electric equipment and infrastructure** to further reduce wildfire risks
- **Working with communities to develop new resilience zones** to provide electricity to central community resources during a Public Safety Power Shutoff event



Real-Time Monitoring and Intelligence

MONITORING wildfire risks in real time from our
24/7 Wildfire Safety Operations Center
and coordinating **prevention and response efforts**



INSTALLING
~1,300 new weather stations by **2022**

Data available at mesowest.utah.edu

SUPPORTING the installation of
~600 high-definition cameras by **2022**

Images available at alertwildfire.org





Public Safety Power Shutoff (PSPS)

We **monitor conditions** across our system and evaluate whether to proactively turn off electric lines for safety **when gusty winds and dry conditions combine with a heightened fire risk.**

While no single factor will drive a Public Safety Power Shutoff, 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

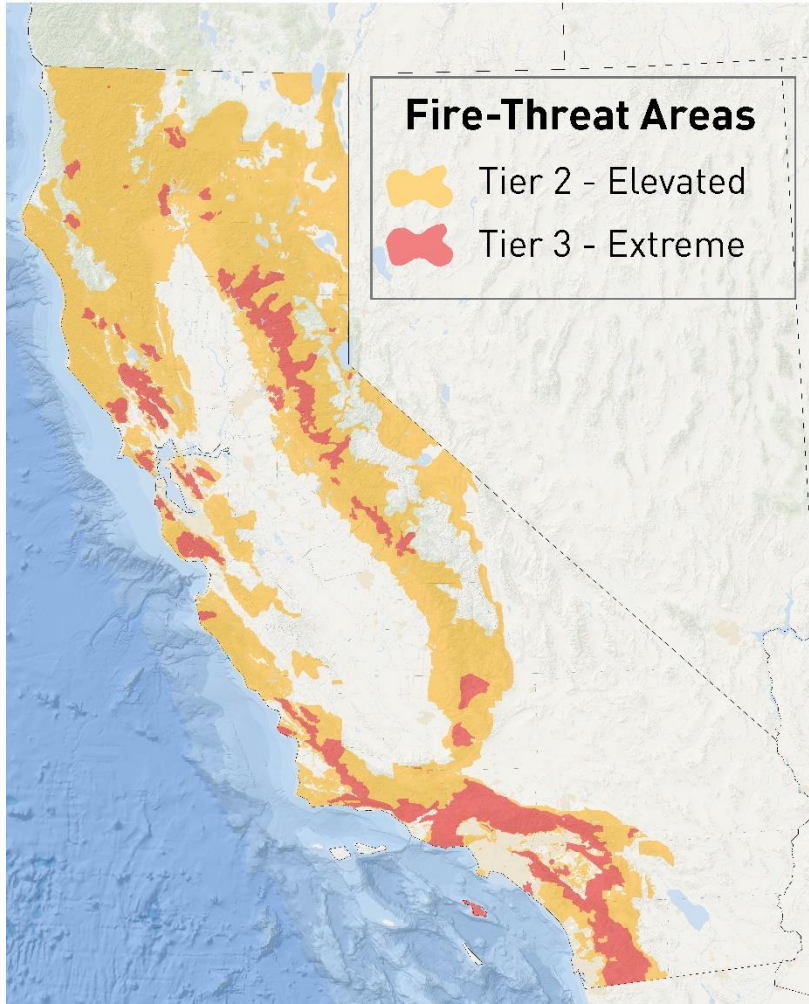
on the ground and live vegetation (moisture content)



ON-THE-GROUND, REAL-TIME OBSERVATIONS

from PG&E's Wildfire Safety Operations Center and field observations from PG&E crews

Public Safety Power Shutoff (PSPS)



Source: California Public Utilities Commission

- Beginning with the 2019 wildfire season, we are expanding our Public Safety Power Shutoff program to include **all electric lines that pass through high fire-threat areas – both distribution and transmission.**
- The most likely electric lines to be considered for shutting off for safety will be those that pass through **areas that have been designated by the CPUC as at elevated (Tier 2) or extreme (Tier 3) risk for wildfire.**
- Because the energy system **relies on power lines working together** to provide electricity, **any of PG&E's more than 5 million electric customers could have their power shut off.**



PSPS Event Notifications

Extreme weather threats can change quickly. **Our goal, dependent on weather, is to provide customers with advance notice prior to turning off power.** We will also provide updates until power is restored.

Timing of Notifications (when possible)

- **~48 HOURS** before electricity is turned off
- **~24 HOURS** before electricity is turned off
- **JUST BEFORE** electricity is turned off
- **DURING THE PUBLIC SAFETY OUTAGE**
- **ONCE POWER HAS BEEN RESTORED**

City/County/Agency Notifications



We will make every attempt to provide notice in advance of notifying customers through:

- **Phone calls/emails** to primary contacts
- **Automated notifications** to send alerts through multiple channels
- **Provide customer alerts** to share via channels, such as city or county website, Nixle, Nextdoor and Reverse 911

Customer Notifications

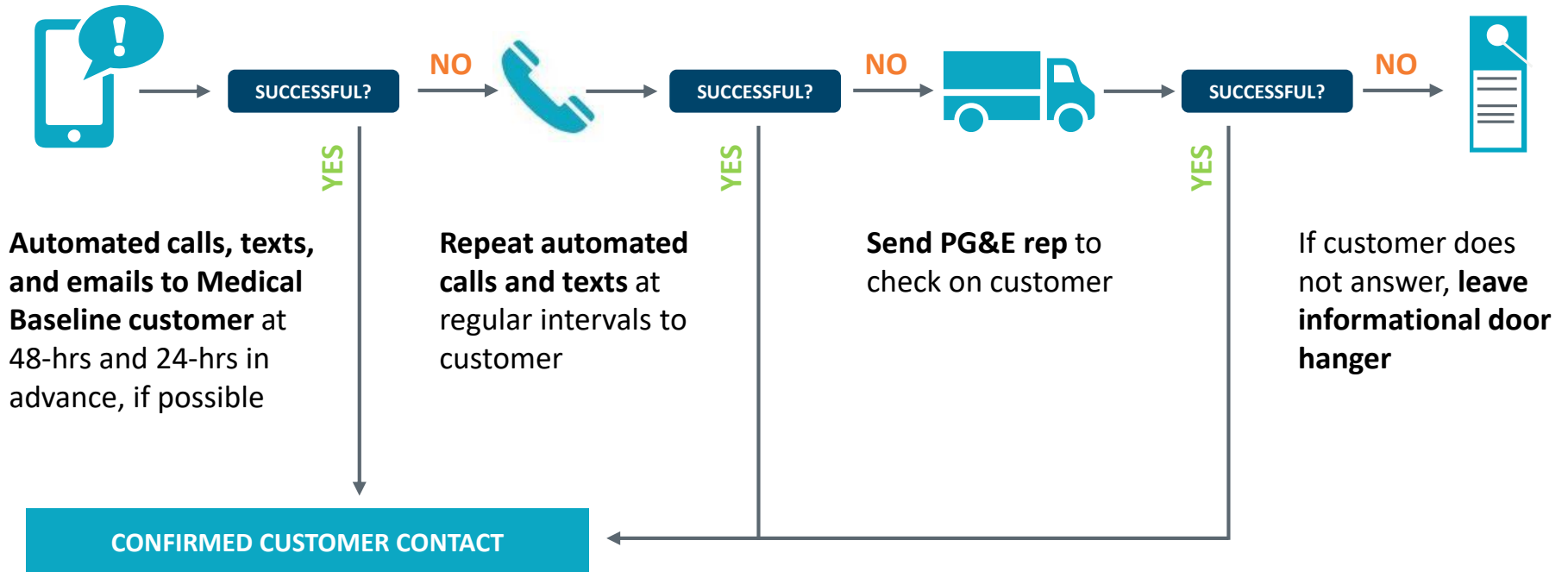
We will attempt to reach customers through **calls, texts and emails**. We will also use **social media** and keep **local news** and **radio outlets** informed and updated.

Medical Baseline Outreach



In the event that we need to turn off power for safety, **we will take additional steps to reach customers who are enrolled in our Medical Baseline program.**

During an Event:



PG&E rep will notify customer of Public Safety Power Shutoff and encourage them to spend time with a friend or family member, if needed. If customer is experiencing a medical emergency, PG&E rep will offer to dial 911 and wait with the customer until emergency services arrive.



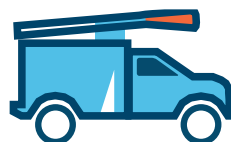
Working to Restore Power

We will only restore power when we are certain it is safe to do so. We expect to be able to visually inspect the system for damage and restore power to most of our customers within 24 to 48 hours after extreme weather has passed.



WEATHER ALL CLEAR

After the extreme weather has passed and it's safe to do so, our crews begin patrols and inspections.



PATROL & INSPECT

Crews visually inspect our electric system to look for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air during daylight hours.



ISOLATE & REPAIR DAMAGE

Where damage is found, **crews work to isolate the area** so other parts of the system can be restored. Crews work **safely and as quickly as possible** to make repairs.



RESTORE POWER

Once it is safe to energize, **a call is made to the PG&E Control Center** to complete the energization process. **Power is then restored to customers.**



NOTIFY CUSTOMERS

Customers are **notified that power has been restored.**

Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last longer than 48 hours.



Working With Our Customers to Prepare



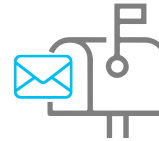
Reaching out to **approximately 5 million customers** and asking them to update their contact info at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts)



Holding **answer centers and open houses** (as needed) in advance of and during wildfire season



Mailing **postcards to customers that do not have contact information on file**



Providing **tenant education kits** to Master Meter customers



Conducting **additional outreach to customers in high fire-threat areas** through direct mail, preparedness checklist and email campaign



Placing calls and doing **additional outreach to Medical Baseline and Medical Baseline-eligible customers** in high fire-threat areas



Launching **broad public safety advertising campaign**



Continuing to share information through [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety)



Partnering with **community leaders, first responders and public safety authorities** around PSPS preparedness and coordination



Engaging with **organizations for our customers who have specific needs** to explore ways we can partner



Learn More

We welcome your feedback and input

For questions regarding PG&E's Community Wildfire Safety Program, please direct customers with questions to:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **pge.com/wildfiresafety**

