

**Pacific Gas and Electric Company (PG&E)  
2024 Public Safety Power Shutoff Pre-Season Report  
June 2024**

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## **Executive Summary**

Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. High winds can cause tree branches and debris to contact energized electric lines, damage electric equipment, and potentially cause wildfires. As a result, we may need to turn off power for public safety. This is called a Public Safety Power Shutoff (PSPS). For the safety of our customers and communities, PSPS events continue to be a necessary tool used as a last resort. We know that turning off the power disrupts lives, and we do not take the decision to initiate a PSPS lightly.

We are working year-round to make our systems safer, more resilient and improve the PSPS experience for our customers and communities. PG&E has significantly reduced PSPS impacts to customers through advanced technologies and improvements to the electric system infrastructure. This year, we are continuing to refine the PSPS program by:

- Improving existing artificial intelligence and machine-learning models to precisely target areas experiencing severe weather thereby reducing the size and scope of a PSPS.
- Expanding the use of microgrids that can power critical services, even during an outage, by providing energy resilience to health care centers and communities in wildfire-prone areas. We currently have 13 distribution microgrids total of which eight will be pre-staged with temporary generation for the upcoming wildfire season.
- Introducing six new remote grids, supporting our effort to power critical services.
- Enhancing safety patrols to check for damages, which supports shorter de-energization duration.
- Continuing to use sectionalizing devices to limit the number of customers de-energized during a PSPS.
- Reducing PSPS impacts with undergrounding and system hardening.

PSPS is just one part of PG&E's robust layers of wildfire protection. Our Community Wildfire Safety Program (CWSP) relies on enhanced situational awareness, resiliency work and operational mitigations to decrease the risk of wildfires from our equipment.

Pursuant to Decision D.21-06-034 and D.21-06-014, per the California Public Utilities Commission's (CPUC) Safety and Enforcement Division (SED), we have prepared this PSPS Pre-Season Report to describe "actions the investor-owned utilities (IOUs) have taken, or are taking, in preparation for potential PSPS events during the upcoming wildfire season."<sup>1</sup>

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<sup>1</sup> Phase 3 D.21-06-034.

## **Section I: Authorities**

- 1. All reporting plans concurrently required to be included in the (current year) Pre- Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
  - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
  - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de- energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
  - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.**

*(D 21-06-034; Appendix A at p. A14, Section K-1.)*

## **Section II: Community Resource Center (CRC) Plan**

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
  - a. CRC objectives (SED Additional Information.)**
  - b. CRC strategies, actions, and timing (SED Additional Information.)**
  - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
  - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)**
  - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)**
  - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
  - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
  - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
  - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
  - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
  - k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
  - l. Lessons learned protocol (SED Additional Information.)**

**Please include the lessons learned related to CRC in Table 14 of Section VII.**

### **Response:**

Information requested for this section can be found in [Appendix A: Community Resource Centers \(CRC\) Plan](#) and [Appendix C: Notification Plan](#).

2. **The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields:** *(ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)*

**Table 1 – List of Available Community Resource Centers (as of cut off date of current year)**

- a. **CRC Unique ID**
- b. **Location Name**
- c. **County or Tribe**
- d. **CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)**
- e. **Standard Operation Hours**
- f. **List of Planned Supplies\***
- g. **List of Planned Services\***
- h. **List of Planned AFN Services and Supplies\***
- i. **Contracted (Yes or No)**
- j. **Date of Contract**
- k. **Location Address**
- l. **Latitude (with at least five digits after decimal point)**
- m. **Longitude (with at least five digits after decimal point)**

**\* Sub-table(s) may be provided for the Lists.**

**Response:**

Information requested for this section can be found in Table 1 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)**

**Table 2 - Stakeholders' CRC Recommendations on AFN Needs**

- a. Recommendation Description**
- b. Recommended Date**
- c. Recommending Party Type** (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)
- d. Adopted? (Yes or No)**
- e. Reasoning for Adoption/Denial**
- f. Initiative(s) As a Result of Recommendation**
- g. (Estimated) Initiative Planning Start Date**
- h. (Estimated) Initiative Organization Completion Date**
- i. (Estimated) Initiative Equipment Completion Date**
- j. (Estimated) Initiative Training Completion Date**
- k. (Estimated) Initiative Exercise Completion Date**

**If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.**

**Response:**

Information requested for this section can be found in Table 2 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

**Table 3 – Prior Year PSPS CRC Usage Metrics**

- a. Event ID
- b. Event Name/Period
- c. County or Tribe
- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with operation hour requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

**Response:**

Information requested for this section can be found in Table 3 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.



- 5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**

**Table 4 - Prior Year CRC Customer Feedback**

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service)**
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement**
- c. Feedback Submission Count (for this feedback type)**
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.**
- e. Initiative Implementation Start Date**
- f. Initiative Estimated Completion Date**
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)**

**Response:**

Information requested for this section can be found in Table 4 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

6. **The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:**  
*(D.21-06-034, Appendix at p. A1, Sections A-6.)*

**Table 5 - Prior Year IOU CRC Challenges**

- a. Challenge Type**
- b. Description of Challenge**
- c. Initial Month and Year Challenge Discovered**
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.**
- e. Implementation Start Date**
- f. Estimated Completion Date**
- g. Implementation Status As of 5/1/2024 (Planning, Implementing, or Complete)**

**Response:**

Information requested for this section can be found in Table 5 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

### **Section III: Critical Facilities and Infrastructure (CFI) Plan**

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan.** (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
  - a. CFI objectives** (*SED Additional Information.*)
  - b. CFI strategies, actions, and timing** (*SED Additional Information.*)
  - c. CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
  - d. Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.*)
  - e. Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - f. Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21,D.19-05-042, Appendix p.A11-12.)*)
  - g. Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - h. Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - i. CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
  - j. Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
  - k. Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
  - l. Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
  - m. Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
  - n. Lessons learned protocol**

**Please include the lessons learned related to CRC in Table 14 of Section VII.**

#### **Response:**

Information requested for this section can be found in [Appendix B: Critical Facilities and Infrastructure \(CFI\) Plan](#) and [Appendix C: Notification Plan](#).

2. **The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

**Table 6 - Critical Facilities and Infrastructure List (as of last updated date)**

- a. **Facility/Infrastructure Name**
- b. **CFI Type**
- c. **CFI Address**
- d. **County/Tribe**
- e. **Date Identified as CFI**
- f. **Primary Point of Contact Name**
- g. **Primary Point of Contact Title**
- h. **Primary Contact Phone Number**
- i. **Primary Contact Email Address**
- j. **Secondary Point of Contact Name**
- k. **Secondary Point of Contact Title**
- l. **Secondary Contact Phone Number**
- m. **Secondary Contact Email Address**
- n. **Last Date of Update on Contact Information\***
- o. **Indicator if CFI has been contacted with backup power needs\***
- p. **Date of Contact\***
- q. **Indicator if CFI has been assessed with backup power needs (Yes or No)\***
- r. **Date of Assessment\***
- s. **Results of Assessment\***
- t. **Whether or not CFI provided any needed backup power generation (Yes or No)\***

**\*These fields are applicable to PG&E, SCE, and SDG&E only.**

**Response:**

PG&E, in alignment with SCE and SDG&E, collects critical facilities and infrastructure (CFI) information through multiple channels and updates the CFI list in our PSPS Portal monthly. This list includes CFIs in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month, we notify agencies that updated lists are available on the PSPS Portal and encourage them to review and confirm we have included all CFIs in their jurisdiction. The latest version of the list was posted on June 7, 2024.

Information requested for this section can be found in Table 6 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_CONFIDENTIAL.xlsx*. PG&E only has access to information provided by CFIs and agencies, and as a result, some information may not be captured.

3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)

**Table 7 – List of Requests to Be CFI Over Last Two Years**

- a. Facility/Infrastructure Type
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)
- c. Date of Request
- d. Accepted or Denied?
- e. Reason for Denial

**Response:**

Information requested for this section can be found in Table 7 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**Section IV: PSPS Exercise Reports**

1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the 2024 Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)

**Table 8 - PSPS Exercise Summary (January 1 through December 31 of 2024)**

- a. Starting Date of Exercise
- b. Ending Date of Exercise
- c. Total Hours of Exercise
- d. Type of Exercise (e.g., table-top, functional, full-scale)
- e. Region (if applicable)
- f. Counties
- g. Number of utility personnel participating in the exercise
- h. Number of Public Safety Partners actively participating as a player in the exercise
- i. Number of AFN community representatives participating as a player in the exercise
- j. Total Number of Participants

**Table 9 - List of Exercise Participated Entities**

- a. Name of Entity
- b. Exercise Date Range

**Response:**

Information requested for this section can be found in Table 8 and Table 9 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

2. For each exercise, please provide the items below. (SED Additional Information.)

- a. After-Action Report
- b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings?
- c. Please provide copies of the written materials and/or links to web-based information.
- d. Indicate if this information is also posted in your PSP Portal.

**Response:**

Information requested for this section can be found in *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Written\_Materials\_20240626\_PUBLIC.zip*.

## **Section V: Education and Outreach**

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

### **Table 10 – Survey Summary**

- a. Period Survey Conducted**
- b. Overall Objectives**
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)**
- d. Methods (e.g., online, text messages, letter, telephone, in-person)**
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)**
- f. Total Number of Surveys Sent**
- g. Total Number of Survey Responses Received**
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.**
- i. If so, please list the number of “prevalent” languages used during survey**
- j. If not, please provide an explanation**

### **Response:**

PG&E conducts a minimum of two PSPS Education and Outreach Surveys accessible to all customers each calendar year.

- Pre-Season Survey in August/September at the beginning of peak wildfire season.
- Post-Season Survey conducted in November/December after peak wildfire season.

Due to the timing of the 2024 Pre-Season Surveys, data collection will begin in mid-August and conclude in early September. Results will be available in October and included in the 2024 PSPS Post-Season Report. We have provided available information regarding the 2023 PSPS Post-Season Survey in Table 10 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

- 2. The IOUs must provide copies of all PSPS education and outreach surveys templates.**  
*(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

**Response:**

A draft of the 2024 PSPS Education and Outreach Pre-Season Survey template can be found in [Appendix D: 2024 Wildfire Safety PSPS Pre-Season Survey Template](#) (as of 05/01/2024).

Previous survey templates can be found in past [PSPS Pre-Season Reports](#) and corresponding results to these survey templates can be found in past [PSPS Post-Season Reports](#).



**3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.**

**Response:**

Both Pre-Season and Post-Season Surveys, available online and by telephone, are offered in 18 prevalent languages (see list of languages below). Based on PG&E’s assessment, this meets the prevalent language requirement as defined in D.20-03-004, further outlined in [PG&E Wildfire & PSPS Outreach Workplan and Budget Advice 4249-G/5827-E](#) (Pacific Gas and Electric Company ID U 39 M), filed with the CPUC on May 15, 2020. Following this filing, additional languages were added per the CPUC’s direction.

15% of 2023 Pre-Season Survey respondents and 7% of Post-Season Survey respondents elected to complete the survey in a language other than English. Of those, the majority were in Spanish or Chinese.

- |              |            |
|--------------|------------|
| • English    | • Arabic   |
| • Spanish    | • Farsi    |
| • Chinese    | • Punjabi  |
| • Armenian   | • Japanese |
| • Vietnamese | • Khmer    |
| • Korean     | • Hmong    |
| • Tagalog    | • Thai     |
| • Russian    | • Hindi    |
| • Portuguese | • Filipino |

4. **Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

**Response:**

In 2024, PG&E aligned with Joint IOUs to produce a draft survey that was circulated to the Joint IOU Statewide Access and Functional Needs (AFN) Advisory Council participants for comments and suggestions prior to the execution of the survey. Feedback was requested to determine if the questions measure the level of effectiveness and awareness across all customer groups.

We consider the survey to be fully developed and do not anticipate any further changes to the template. For 2023 customer feedback survey results, please see PG&E's [2023 PSPS Post-Season Report](#), Appendix A, pp. App 2-6.

**5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the 2024 Pre-Season Report and the 2023 Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1 and K- 1)**

**Response:**

We have provided information regarding the PSPS 2023 Post-Season Survey in Table 10 of *R.18-12-005\_PGE\_2024\_PSPPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*. Results from our Post-Season Survey, expected to be sent by November 15, 2024, will be included in the 2024 PSPPS Post-Season Report.

A draft of the 2024 PSPPS Education and Outreach Pre-Season Survey template can be found in [Appendix D: 2024 Wildfire Safety PSPPS Pre-Season Survey Template](#) (as of 05/01/24).

**6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)**

**Response:**

Please refer to our [2023 PSPS Post-Season Report](#), Appendix A, pp. App 2-6 for our most recent education and outreach survey results and evaluation. Key findings include:

- Wildfire Safety Outreach
  - Majority of customers recalled receiving PG&E's wildfire safety communications in 2023:
    - Pre-Season: 60%
    - Post-Season: 52%
- Wildfire Safety Preparedness
  - Majority of customers were satisfied with the information about wildfire safety preparedness on PG&E's website:
    - Pre-Season: 62%
    - Post-Season: 70%
  - Majority of customers agree PG&E is committed to wildfire safety:
    - Pre-Season: 50%
    - Post-Season: 48%
- PPS Outreach
  - PPS awareness remains high:
    - Pre-Season: 77%
    - Post-Season: 73%
  - Customers said they felt prepared for a PPS lasting 2-4 days:
    - Pre-Season: 72%
    - Post-Season: 72%

- 7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3\_Template\_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3. And K-1)**

**Response:**

Information requested for this section can be found in our [2023 PSPS Post-Season Report - Education and Outreach Costs](#).

**8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06- 014, Ordering Paragraph 38.)**

**Response:**

We deploy a multi-channel outreach strategy to reach residents, AFN communities, businesses, local and tribal governments, and visitors, using paid and earned media, social media, PG&E's website, direct mail, email, in-person and virtual community events, and a network of community-based organizations (CBOs) to broaden awareness and preparedness education.

Paid advertising is placed in all eight of our media markets including ads on Spot TV, Cable TV, Over the Top (OTT) TV, radio (terrestrial and digital), digital banners and videos, social media sites, print newspapers and magazines, and Search Engine Marketing ads.

Earned media includes outreach to local media in all our markets, issuing news releases, submitting Letters to the Editor and direct conversations with reporters. Additionally, we invite local media to film on location. Social media efforts include active educational posts on channels such as Facebook, YouTube, Instagram, X, and NextDoor.

Our PSPS website ([www.pge.com/psps](http://www.pge.com/psps)) includes educational information and preparedness tools. This includes a [PSPS Guide](#) and [PSPS Fact Sheet](#) available for download and sharing. Our informative assets are shared with CBOs to distribute this information to their constituencies.

In advance of wildfire season, PG&E sends a direct mail letter and an email to customers with information about power outages and resources available to support them before, during and after a PSPS. In addition, PG&E sends an email to visitor bureaus with information about power outages, available resources and provides a digital rack card and information flyer for them to share and distribute.

Ahead of wildfire season, PG&E's Tribal Liaison Representatives, Local Government Affairs Representatives, and Public Safety Specialists (PSS) meet with Tribal and local governments regarding this multi-channel outreach strategy, which supplements the local public agencies outreach to communities regarding PSPS preparedness.

For more information on our proactive communication strategies, see PG&E's [2023-2025 WMP R3](#), Section 8.4, Emergency Preparedness, pp. 774-865.

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (*D.21-06-034, Appendix at p. A7, Sections E-2.*)

**Table 11 – AFN Outreach Recommendations**

- a. Recommendation Type
- b. Description of Recommendation
- c. Party Name
- d. Date of Recommendation
- e. Incorporated into PSPS Protocols? (Yes or No)
- f. Reason for Decision Made
- g. Description of PSPS Protocol Change

**Response:**

Information requested for this section can be found in Table 11 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)**

**Response:**

Our PSPS communication strategy remains consistent with our 2023 plan. For more information on our PSPS communication strategy for customers, see response to [Section V.8](#) above, as well as PG&E's [2023-2025 WMP R3](#), Section 8.5.2, Public Outreach and Education Awareness Program, pp. 884-892 and [Appendix C: Notification Plan](#). For more information on our communication strategy during a PSPS for Tribal and local governments, see PG&E's [2023-2025 WMP R3](#), Section 8.4.3.2, Communication Strategy with Public Safety Partners, pp. 840-843 and [Appendix C: Notification Plan](#).

In an effort to continuously improve our program, we discussed PSPS communication strategies, information sharing, identification of critical facilities, strategies for supporting AFN communities and contingency plans, CRC offerings, and managing concurrent emergencies at the Q1 2024 PSPS Regional Working Groups (RWGs). This outreach is required to be discussed during RWGs by the CPUC in D.20-05-051 and is conducted with Public Safety Partners and representatives of AFN and vulnerable customers across our service territory. RWG meetings are structured to solicit feedback and information sharing on aspects of PSPS execution and planning. We will continue these quarterly meetings throughout 2024.

Additionally, all IOUs host the Joint IOU Statewide AFN Advisory Council on a quarterly basis. These meetings are structured to solicit feedback and information sharing on aspects of PSPS execution and planning, including communication strategies, information sharing, and in particular strategies for supporting AFN communities. Communications strategies were discussed at the 2023 Q3 meeting hosted on August 16, 2023 in which no feedback was provided.



**11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. (D.21-06-014, Ordering Paragraph 47.)**

**Response:**

We regularly collaborate with Public Safety Partners to promote operational coordination utilizing direct engagement, providing PSPS policies and procedures and establishing a PSPS Portal to house PSPS planning and related information for Public Safety Partner use. Additionally, dedicated Local Government Affair Representatives, PSS and Tribal Liaisons, and Business Account Representatives are available to Public Safety Partners for daily coordination.

For more information on our Public Safety Partner engagement activities ahead of PSPS season, see PG&E's [2023-2025 WMP R3](#), Section 8.4.3.1, Emergency Planning, pp. 837-839 and Table 17 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*. This includes engagements conducted between June 1, 2023, and May 31, 2024.

We outline our PSPS policies and procedures for Public Safety Partner in PG&E's [2023-2025 WMP R3](#), Section 8.4.3.2, Communication Strategy with Public Safety Partners, pp. 840-843 and in our [2023 PSPS Policies and Procedures document for Emergency Managers](#), which is updated and distributed annually. We are currently finalizing the 2024 PSPS Policies and Procedures document.

To test our PSPS policies, procedures, and operations, we invited Public Safety Partners to observe or participate in PSPS exercises ahead of the fire season. On March 19, 2024, we held a Tabletop Exercise and conducted a Full-Scale Exercise on April 15, 2024 through April 19, 2024. See [Section IV: PSPS Exercise Reports](#) for more information.

## 12. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety

**Partners to improve responses to concurrent emergencies.** (D.21-06-014, Ordering Paragraph 51.)

### **Response:**

PG&E works collaboratively with Public Safety Partners to improve responses to concurrent emergencies (other emergencies occurring during a PSPS, including wildfires, capacity events, etc.) by coordinating with tribal, county and city emergency managers in advance of and during a PSPS to support affected customers and communities. See below for more information on how we work with Public Safety Partners to improve our response to concurrent emergencies:

- **Emergency Preparedness and Planning:** This includes PSPS Full-Scale Exercises, live action drills, earthquake and fire Tabletop Exercises, and various all-hazards preparedness seminars. Public Safety Partners were invited to observe and participate in both the Tabletop and Full-Scale Exercises in 2024. For a list of outreach efforts made regarding concurrent emergencies from May 1, 2023 through May 1, 2024, see Table 18 of *R.18-12-005\_PGE\_2024\_PSPS\_PreSeason\_Report\_Tables\_20240626\_PUBLIC.xlsx*.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using the same system as our Public Safety Partners helps us work more efficiently with our agency partners.
- **Notification and Communication Strategy:** PG&E's Liaison and Customer Teams manage most notifications to key stakeholders during concurrent emergencies. We have assigned dedicated representatives within our Federal Affairs, State Government Relations, Tribal Relations departments, Local Government Affairs, Regulatory Affairs, and PSS, who are responsible for communicating to federal, state, Tribal and local agencies during emergencies. Our outreach is frequent, tailored to the stakeholder's needs, and focuses on providing the latest event information.
- **Situational Awareness Sharing:** PG&E includes a number of situational awareness tools that are shared with our Public Safety Partners:
  - PG&E's PSPS Portals (<https://pgedataportals.pge.com/>) includes PSPS-specific maps, situation reports and impacted customer lists.
  - High-definition cameras.
  - [Pge.com/weather](https://pge.com/weather) which includes real-time data of:
    - Fire Detection Satellite Map;
    - Wind speeds;
    - Humidity;
    - Temperatures; and
    - Link to individual weather station data.

## **Section VI: Notification Plan**

- 1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)**
  - a. Notification objectives**
  - b. Notification strategies, actions, and timing**
  - c. Notification process planning and improvement**
  - d. Updated/Current Notification script and templates**
  - e. In-language translations**
  - f. Notification methods**
  - g. Meeting notification timeline requirements**
  - h. Notification accuracy and precision**
  - i. Entity responsible for notifications**
  - j. Consistency of PSPS notification information across all platforms**
  - k. Coordination with stakeholders**
  - l. Affirmative notifications to MBL populations and any self-identified vulnerable populations**
  - m. Notification strategies on AFN population subsets**
  - n. Public warning of PSPS events such as week-ahead forecasts**
  - o. Notification cancellation**
  - p. Transmission-level customers notification**
  - q. Impacted customer information available to Public Safety Partners from outset of PSPS:**
  - r. Secure portal for Public Safety Partners:**
  - s. Lessons learned protocol**

**Please include the lessons learned related to notification in Table 14 of Section VII**

### **Response:**

Information requested for this section can be found in [Appendix C: Notification Plan](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its 2024 Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (*D.21-06-034, Appendix at p. A11, Sections H-3.*)

**Table 12 – List of Joint Efforts on AFN Notification Plan**

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

**Table 13 – AFN Population Subset Notification Plan (as of cutoff date)**

- a. AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Initiative Planning Start Date
- d. Organization Completion Date
- e. (Estimated) Initiative Equipment Completion Date
- f. (Estimated) Initiative Training Completion Date
- g. (Estimated) Initiative Exercise Completion Date

**Response:**

Information requested for this section can be found in Table 12 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_CONFIDENTIAL.xlsx* and Table 13 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

3. **PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)**

**Response:**

In advance of wildfire season, we implement a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. This campaign includes language translations of communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). See PG&E’s [2023-2025 WMP R3](#), Section 8.5.2, Public Outreach and Education Awareness Program, Public Outreach and Education Awareness Program, pp. 884-892 and Section 8.4.3.2, Communication Strategies with Public Safety Partners, pp. 840-843 for more information.

In 2024, we will continue to host Wildfire Safety Webinars, Safety Town Halls and region-specific Town Halls for residential customers and unassigned small and medium business customers to provide additional information about wildfire safety, including PSPS purpose, process and resources available. See Table 17 of [R.18-12-005\\_PGE\\_2024\\_PSPS\\_PreSeason\\_Report\\_Tables\\_20240626\\_PUBLIC.xlsx](#) for a list of engagement efforts.

In addition, the following in-language webinars and multicultural media engagements have been planned for LEP customers in 2024:

- **In-language webinars:** We will co-host at least six in-language webinars this year, partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, process, impact and resources we offer to support them before, during, and after a PSPS. We will promote these events via our media partners, social media channels, direct email to targeted LEP customers and websites. See the schedule below:

Webinar Date	Language	Targeted Counties	Media Partner
6/26/2024	Spanish	All counties in Central Valley	Univision Fresno
6/26/2024	Hmong	All	Hmong TV Network
6/27/2024	Spanish	All counties in North Valley and Sierra	Univision Sacramento
7/9/2024	Spanish	All counties in the Bay Area	Univision Bay Area
7/17/2024	Russian	All	Ethno FM Radio
7/23/2024	Chinese	All	Skylink TV

- **Multicultural Media Engagement Campaign:** We partnered with over 35 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 24, 2024. Participating media partners were then required to attend an annual online training on May 22, 2024, to learn about the purpose, process, impact, and resources offered to support LEP customers before, during, and after a PSPS. These media partners will help support PG&E disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during, and after a PSPS. We are unable to track and report on the specifics of communications provided by our multicultural media partners as their systems and platforms are not in our purview. However, we require all the participating media partners to share their in-language coverage.

## **Section VII: PSPS Event Lessons Learned**

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

### **Table 14 – PSPS Event Lessons Learned Summary**

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution** (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
- f. Responsive actions (in detail)**
- g. Implementation Starting Date**
- h. Estimated Completion Date**
- i. Status of Action (e.g., Planning, Implementing, or Complete)**

**If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.**

#### **Response:**

PG&E collects feedback and lessons learned from past PSPS events and exercises across multiple channels. This includes “hotwash” meetings with our Emergency Operations personnel or surveys with impacted communities following a PSPS activation and additional surveys with community engagement events.

Lessons learned are incorporated into process improvements and addressed through specific Functional Areas (FA). The results of the “hotwash” meetings and surveys are summarized in an After-Action Report (AAR), and any actionable items that have not already been identified by an FA are routed through our Corrective Action Program (CAP), which identifies an issue owner, assesses the risk of the item, and tracks progress.

Our risk matrix uses event severity and frequency as key factors to assign a risk of either High, Medium, Low, or Level 5 to determine priority of the lessons learned. Most suggestions that do not have an impact on safety, reliability, compliance, quality, environment or finance, are ranked as “Level 5” risk. This means the issue does not meet the threshold for accruing risk to the business.

Information requested for this section can be found in Table 14 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

## **Section VIII: High Risk Circuits**

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.** (*D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information*)

### **Response:**

PG&E identifies frequently de-energized circuits using data from historic PSPS events and historic climatology. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any calendar year from 2018 to 2023. See PG&E's [2023-2025 WMP R3](#), Section 9.1.2, Identification of Frequently De-Energized Circuits, pp. 906-910 for more information.

We cannot forecast the locations of future PSPS events, as we use real-time weather forecasts, it is not possible to predict potential outages more than a week in advance. Weather varies year-to-year, which drives variability in the location and number of outages, their size, and duration of potential PSPS events.

PG&E de-energized twice in 2023 for a PSPS, therefore, the High Risk circuits remain unchanged from our [2023 PSPS Pre-Season Report](#).



2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit. (*D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.*)

**Table 15 – High Risk PSPS Circuits (as of date of last update)**

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional field)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

**Response:**

Information requested for this section can be found in Table 15 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**Section IX: Others**

**Section IX requirements are applicable to PG&E, SCE, and SDG&E only.**

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

**Table 16 – JUPSPSWG Meetings**

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

**Response:**

Information requested for this section can be found in Table 16 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21- 06-014, Ordering Paragraph 27.)**

**Response:**

Since October 2021, we have uploaded a new Public Safety Partner list to the PSPS Portal each month and will continue this monthly process based on feedback from internal and external stakeholders. The last upload of the list to the PSPS Portal occurred on June 7, 2024. For privacy reasons, Public Safety Partner lists are provided to agencies who have agreed to the PSPS Portal online agreement and only receive information for their jurisdiction. These lists are not posted to PG&E’s website for the public due to confidentiality and privacy reasons.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

**Response:**

It is our goal to ensure every Medical Baseline (MBL) customer and Self-Identified Vulnerable (SIV) customer is aware and prepared for potential outages during a PSPS. These customers require electricity for medical reasons.

Our MBL and SIV customers are sent annual communication either by email or postcard between May and July, to reinforce the importance of having up to date contact information on file and encourage them to provide an alternative means of contact for PSPS notifications.

MBL and SIV customer information is updated automatically and in real-time when a customer updates their PG&E account information or when it is provided to a PG&E representative. Requests to change contact information can be submitted via multiple channels, therefore, there is not a dedicated staffing member or department that implements changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly.

To ensure quality control of MBL and SIV customer contact information, we conduct a weekly review to identify customers with either missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., California Alternate Rates for Energy Program (CARE)<sup>2</sup>/ Family Electric Rate Assistance Program (FERA)<sup>3</sup> and rebates) to run a daily sync between our Salesforce Application (used to process these program applications) and MBL database within CC&B. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

The following collateral materials are samples sent to MBL and AFN customers for the preparedness outreach activities listed above:

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<sup>2</sup> A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

<sup>3</sup> A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.

*Direct Mail: Contact Information*

## ACTION REQUIRED

### Your information is outdated or missing

Ensure your contact information is up to date so you can:

- ✓ **Stay informed** of potential power outages.
- ✓ **Receive important alerts** to keep you and your family safe.




Visit [pge.com/alerts](https://pge.com/alerts) or call **1-866-743-6589**.



### You can quickly review and update your contact information:

- 1 Visit [pge.com/alerts](https://pge.com/alerts) or call **1-866-743-6589**.
- 2 Provide or update your phone number(s), email address(es) and/or an alternate contact. For text alerts, add a cell number.
- 3 Select your preferred language for alerts.

 For translation support in 240+ languages, call PG&E at **1-866-743-6589**. To receive communications in large print or braille, call **1-800-743-5000**.



We take reasonable and appropriate measures designed to ensure the integrity of our systems and protect your personal information. Visit our Privacy Policy at [pge.com/privacy](https://pge.com/privacy) to learn more. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. CDC-0323-6098-03/07/2023



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## Important Message:

Prepare for Public Safety Power Shutoffs with support from PG&E.


We know how important power is for your health and safety. That is why we want you to know about the support available to you if the power goes out.

To keep you and your community safe, we may need to turn off power during severely dry and windy conditions to help prevent a wildfire. This is called a Public Safety Power Shutoff (PSPS).

### Because you are enrolled in PG&E's Medical Baseline Program:

- You may receive additional alerts ahead of a PSPS. Watch for alerts from [976-33](tel:976-33), [PGECustomerService@notifications.pge.com](mailto:PGECustomerService@notifications.pge.com) and/or [1-800-743-5002](tel:1-800-743-5002).  
 Please answer the phone and say "Hello" or reply "1" to our texts. We will make hourly attempts to contact you until we reach you.
- You have access to even more local resources. Learn about accessible car rides, hotel stays, food replacement and more. Visit [disabilitydisasteraccess.org](http://disabilitydisasteraccess.org).
- You may be entitled to free or reduced cost backup power to help keep your devices powered during an outage. Learn more at [pge.com/backuppower](http://pge.com/backuppower).

Call **211**, text 'PSPS' to **211-211** or visit **211.org** to get help planning for an outage and finding local support during one.

 We are working hard to reduce the impact of PSPS on you and your family. For more information on our efforts, visit [pge.com/cwsp](http://pge.com/cwsp).

Sincerely,  
PG&E Community Wildfire Safety Team



For translation support in 240+ languages, or to request print communications in large print or Braille, call **1-800-743-5000**.

Some of the measures included in this document are contemplated as additional precautionary measures.





### Important Message:

PG&E has resources available to support you and your family in the event of a wildfire safety power outage.

## Every day, we are making our system safer

Our safety efforts are preventing wildfires, improving reliability and reducing costs for customers in the long term.

We know how important reliable electricity is to you. However, if the risk for wildfire is very high, we may have to turn off the power to prevent wildfires. The following resources are available to help you if your power goes out.

### Backup Power

See if you qualify for a generator or battery rebate at [pge.com/backuppower](https://pge.com/backuppower).

### Medical Baseline Program

If you rely on power for qualifying medical equipment or a medical condition, you may be eligible for energy savings and may receive additional Public Safety Power Shutoff notification attempts until we reach you. Apply at [pge.com/medicalbaseline](https://pge.com/medicalbaseline).

### 211 Partnership

Find local services, supplies and assistance when you need it most. Available to all both day and night, 211 is a free service. Call **211**, text "PSPS" to **211-211** or visit [211.org](https://211.org).

### Stay Safe Before and During an Outage

Create an emergency plan today with an interactive checklist at [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com).

See reverse for more information on how we are making our electric system safer



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## How we are making our system safer for you

**Our layers of protection** have reduced wildfire risk from PG&E's equipment by more than **90%**.

These efforts are focused in high fire-risk areas. This is more than half of our service territory.



### Inspecting and Preventing Hazards

Conducting inspections to fix potential problems and trimming trees to keep them away from lines



### Hardening and Undergrounding

Installing stronger lines and poles and moving powerlines underground



### Innovative Tools

Using the latest technology to predict and respond to wildfire risk



### Safety Settings

Using enhanced settings that automatically shut off power if a hazard is detected



### Safety Outages

Turning off power proactively to prevent wildfires during severe weather

**Explore all our resources in one place.** Learn how we're reducing outages at [pge.com/cwsp](http://pge.com/cwsp) or call 1-877-660-6789.




For translation support in 240+ languages, call PG&E at 1-866-743-6589. To receive communications in large print or braille, call 1-800-743-5000.




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




Direct Mail and Email: Outage Preparedness (Continued)

**2024 Outage Preparedness Residential Email**  
Subject line: Stay Prepared: PG&E's Wildfire Outage Support  
Preheader: Get outage preparedness resources from PG&E

 PG&E has resources to help you prepare for a potential power outage [Get prepared »](#)

 **Backup Power**  **Medical Baseline**  **Outage Support**


Keeping you safe includes helping you prepare for a potential wildfire safety power outage. We encourage you to explore the following resources to support you and your family.

 **Support for You**

- [Explore programs that offer backup power](#) options for free or at a reduced cost.
- [Enroll in the Medical Baseline Program](#) if you have medical needs and get extra support from PG&E.
- Call **211**, text 'PSPS' to **211-211** or visit [211.org](#) to get help finding local hotel stays, ADA-accessible car rides and meal replacements during an outage.
- Stay informed about potential power outages by updating your contact information.

[Learn about support available to help you prepare and stay safe during an outage »](#)

Providing you with safe and reliable power is our priority.

 **New for 2024**


Our interactive Progress Map shows safety efforts underway in your area. This includes work such as:

- Undergrounding powerlines in areas at high risk of wildfire.
- Installing stronger poles and covered powerlines to withstand extreme weather.

[View safety work in your area on our Progress Map »](#)


To learn more, visit [pge.com/cwsp](https://pge.com/cwsp).


For translation support in 240+ languages, or to request print communications in large print or Braille, call 1-800-743-5000.





Email: Resources Reminder

 **Free resources to help you prepare and stay safe this wildfire season** [ACCESS RESOURCES »](#)



Locally gusty, dry winds are forecasted this week. For your safety, we may turn off power when risk is high to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). Earlier today, you should have received a separate notification that a PSPS may be necessary in your area.

We understand how important electricity is to you, your family and community. Making the decision to turn off power in the interest of safety is a last resort and not something PG&E takes lightly.



There are resources available to help you prepare for an outage. We encourage all customers to review support options and have an emergency plan.

**View our outage preparedness guides:**

[Residential »](#)

[Business »](#)

**During a PSPS**

-  Connect 24/7 to local resources like food replacement, car rides and hotel stays. Call [211](tel:211), text "PSPS" to [211-211](tel:211-211) or visit [211.org](http://211.org).
-  Access basic supplies, Wi-Fi, charging stations and ADA-accessible restrooms. Find your closest Community Resource Center at [pge.com/crc](http://pge.com/crc).

Find more local resources and information at [pge.com/wildfiresafety](http://pge.com/wildfiresafety) or call [1-877-660-6789](tel:1-877-660-6789).

For translation support in 240+ languages, or to receive communications in Braille or large print, call [1-800-743-5000](tel:1-800-743-5000).



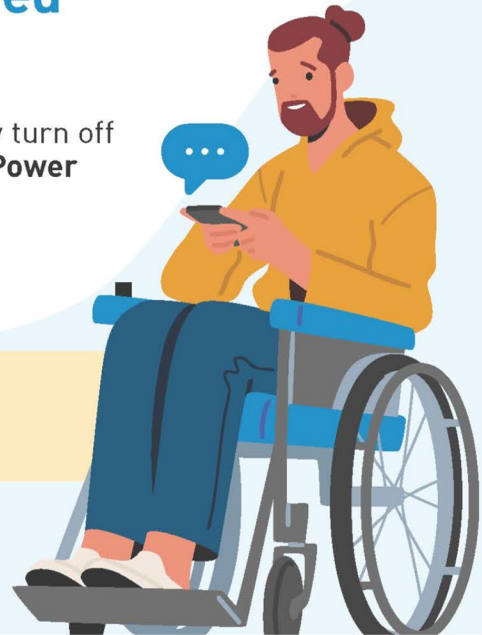
## Confirm you have received alerts from PG&E

To help prevent wildfires, we might have to temporarily turn off power during high winds. We call this a **Public Safety Power Shutoff (PSPS)**.

Before a PSPS happens, we will let you know by call, text and/or email so you can prepare.

**It is important to confirm you have received a PSPS alert. If you do not respond, we will keep calling and may try to notify you in person.**

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### Steps you can take to prepare before a PSPS:

- ✓ Update your contact information
- ✓ Create a plan for your medical needs
- ✓ Explore backup power options

Visit [pge.com/pspsresources](https://pge.com/pspsresources) or call us at **1-877-660-6789** for these resources and more.

For local support during a PSPS, call **211**, text "PSPS" to **211-211** or visit **211.org**.




For translation support in 240+ languages, or to receive communications in Braille or large print, call **1-800-743-5000**.

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




Pacific Gas and Electric Company  
P.O. Box 997320  
Sacramento, CA 95899

Email: Outage Preparedness Guide



We can help you prepare for potential wildfire safety outages

GET OUR GUIDE »




Download our guide for resources to help you prepare and stay safe in case you lose power. You can:

- Make a plan for your family
- Build an emergency kit
- Get backup power ready

Get our preparedness guide »

To learn more about our work to keep you safe, visit [pge.com/cwsp](https://pge.com/cwsp).



**Helping you prepare**

Temporary power outages may occur to prevent wildfires.

Visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety) to take these steps to prepare and stay safe:

- Update your contact information for notifications
- Create an emergency plan
- Find backup power options
- Sign up for Address Alerts to get Public Safety Power Shutoff alerts for any address you care about



Pacific Gas and Electric Company  
P.O. Box 997320  
Sacramento, CA 95899

**Prepare Now For Safety Outages**

For translation support in 26+ languages, call PG&E at 1-866-743-5889. To receive communications in large print or braille, call 1-866-743-5889. Additional brochures are available for download in Spanish, Chinese, Vietnamese, Thai, Hindi and Portuguese at [pge.com/pags](http://pge.com/pags).

Some PG&E services are not available in certain areas. For more information, visit [pge.com/pags](http://pge.com/pags). © 2022 PG&E. All rights reserved. PG&E is a registered trademark of PG&E. PG&E is a registered trademark of PG&E. PG&E is a registered trademark of PG&E.



See inside for information to keep you and your community safe

**We are making the system safer and stronger:**

- Undergrounding 10,000 miles of powerlines in highest fire-risk areas
- Keeping trees and branches away from powerlines
- Installing stronger powerlines and poles
- Using the latest technologies and equipment
- Ensuring safety with enhanced protection and temporary outages
- Partnering with top innovators on new safety tools through XPRIZE.org



Use our interactive map to prepare for safety outages and learn about local improvement work at [pge.com/progressmap](http://pge.com/progressmap)

**We are responding to the growing wildfire threat in California.** To help keep you safe, you could experience two types of safety power outages.

**Public Safety Power Shutoffs (PSPS)**

Turning off power proactively to help prevent wildfires during severe weather.

**How will you be notified?**  
Our goal is to first notify you two days before a PSPS. We will provide updates via text, phone call and/or email until power returns.

**When are outages more likely?**  
During high winds, low humidity and when vegetation is dry. This is most likely from September through November.



**Enhanced Powerline Safety Settings (EPSS)**

Power shuts off within one-tenth of a second if a problem is detected on the line.

**How will you be notified?**  
Because power turns off automatically from an unplanned safety threat, we cannot notify you in advance. We will share outage updates through your preferred contact method.

**When are outages more likely?**  
During hot and dry summer conditions. This is most likely from May through November.

**A proven wildfire prevention tool**

**↓68%** fewer ignitions in 2022\* on EPSS-enabled powerlines in High Fire-Threat Districts

\*This measure reports ignitions in the California Public Utilities Commission (CPUC) on EPSS-enabled powerlines compared to the statewide non-EPSS average.

To learn more about wildfire safety outages, visit [pge.com/cwsp](http://pge.com/cwsp)

**Support for you and your family**

**Before an outage**

Visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety) to:

- **Explore backup power options**  
Learn about portable batteries, backup power transfer meters and generator rebates
- **Apply for the Medical Baseline Program**  
See if you're eligible to receive additional PSPS notification attempts and support
- **Access more services and support**  
Get extra help planning if you're an older adult or have a disability through the Disability Disaster Access and Resources Program



**During an outage**

- **Stay Informed**  
View current outages and restoration times at [pge.com/outages](http://pge.com/outages)
- **Find local support and services**  
Call 211, text "PSPS" to 211-211 or visit 211.org

**Additional resources during a Public Safety Power Shutoff:**

- Locate Community Resource Centers for basic supplies and charging stations
- Access meal replacements from local food banks
- Find accessible transportation and hotel options



Call 1-800-743-5002 or visit [pge.com/pagsresources](http://pge.com/pagsresources) to learn more

## **Section X: Tree Overstrike**

- 1. Pacific Gas and Electric Company (PG&E) must submit public safety power shutoff (PSPS) pre-season reports in compliance with the California Public Utilities Commission's PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.**

### **Response:**

Information requested for this section can be found in PG&E's [2023 PSPS Post-Season Report](#), Section III.F.1, pp. 21-23 and in PG&E's [2023-2025 WMP R3](#), Section 9.2.1, Risk Threshold and Decision-Making Process That Determine the Need for a PSPS, pp. 921-933. For more information on our PSPS decision-making process involving tree overstrike, please refer to PG&E's [2023 Wildfire Safety Power Events Decision-Making Guide](#), p. 10.

## APPENDIX

**Appendix A**  
**CRC Plan (Version 3)**  
**June 2024**



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## **Section II.1.a – CRC Objectives**

To mitigate PSPS impacts, PG&E opens CRCs during a PSPS outage to provide community members with a safe place to access basic resources including:

- Electricity to charge medical equipment and electronic devices;
- Up-to-date information about the PSPS; and
- Water, snacks, blankets, Americans with Disabilities Act (ADA) accessible restrooms and other items.

## **Section II.1.b – CRC Strategies, Actions, and Timing**

When a PSPS is imminent, we evaluate the scope of the outage and propose pre-identified and approved CRC sites to activate based on estimated customer impacts. The proposed CRC site list is sent to impacted Tribal governments and the impacted counties' Offices of Emergency Management for their review and feedback. If they suggest alternative sites, we will accommodate their request, if feasible.

Once a list of sites is approved, we conduct outreach to landowners to confirm site availability. In some cases, we may procure additional CRC locations during a PSPS when unable to open a pre-identified site (e.g., unable to contact property owners) or a CRC is requested in a community where one does not already exist. In these instances, we seek feedback from counties and Tribal governments to identify potential new sites and will engage in ad hoc agreements with landowners.

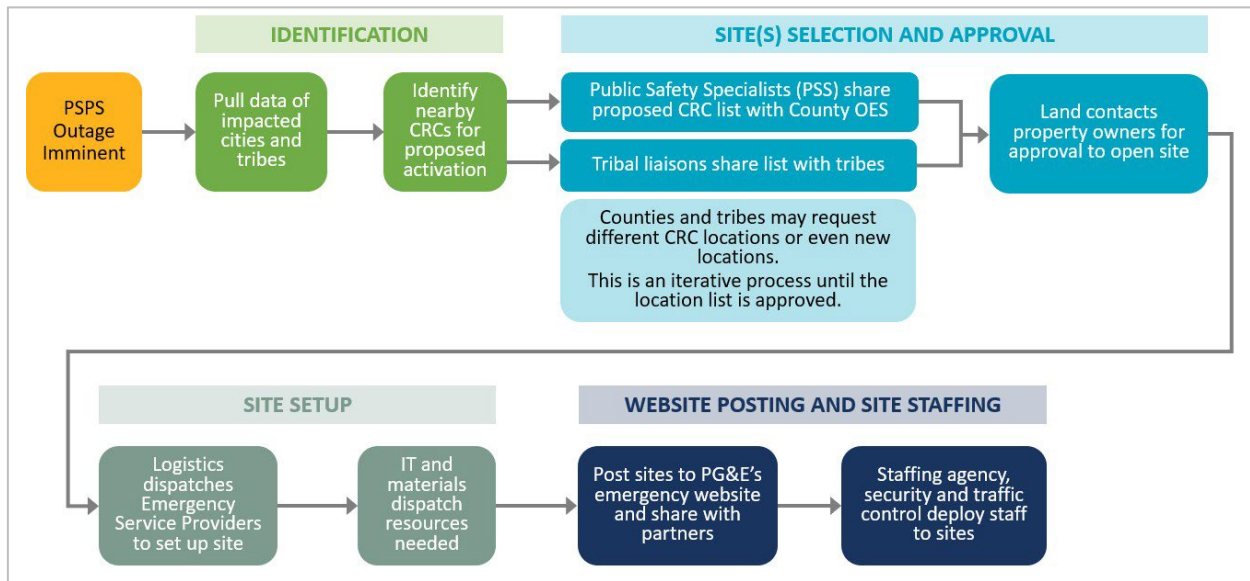
Once sites are confirmed by county contacts and the landowners, we notify internal and external stakeholders by publishing the sites on PG&E's [emergency website](#). As this is happening, internal and external partners begin to set up and staff the sites.

CRC sites are set up by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted throughout the PSPS season to be ready to set up CRCs as needed.

Our website lists CRCs by county and provides details on the resources available at each CRC. CRC locations are also included on the PSPS map, so users can identify which CRC is closest to their address. For access to electricity during the hours a CRC is closed, PG&E's website provides visitors an outage map to identify areas that are not planned to be de-energized and allows customers to visit locations that provide necessary services to patrons at their own discretion.

CRC site information is communicated via press releases, social media posts, and local government outreach. Customer text and email notifications include a hyperlink to PG&E's [PSPS webpage](#) where customers can find all relevant CRC information. The activation process is illustrated in Figure 1.

**Figure 1: High-Level CRC Activation Process**



Site Safety

Before a CRC is open to the public, on-site personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources, such as first aid kits, identifying two or more egress routes, and reviewing how to contact emergency services, if needed. All personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.).

Our Emergency Service Providers set up cone bars (see Figure 2) or other barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues, and define a perimeter that can be patrolled by the on-site security personnel.

CRCs are equipped with basic medical resources such as first-aid kits, fire extinguishers and information on how to contact emergency services as needed. Signs with safety and emergency protocols are posted around the CRC in visible locations.

**Figure 2: Cone Bar Example**



CRC Rules and Code of Conduct

Our contracted personnel are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. Materials are translated into commonly spoken languages in our electric service territory and can be printed, as needed. Additionally, staff offer to read signage for blind or low vision customers.

Figure 3: Examples of CRC Signage



CRC Hours

Once the Emergency Operations Center (EOC) is activated for a PSPS, CRC opening times align with de-energization in impacted communities. Standard operating hours are from 8:00 AM-10:00 PM. CRC sites are also actively monitored by PG&E’s Hazard Awareness and Warning Center (HAWC) and local PSS teams for any wildfire evacuation warnings, air quality concerns such as elevated Air Quality Index (AQI), or other safety alerts. Any of these may cause a CRC to close early or open late.

We may decide not to open a CRC due to Tribal, local government, or agency requests, anticipated restoration timing, safety concerns or other unforeseen circumstances.

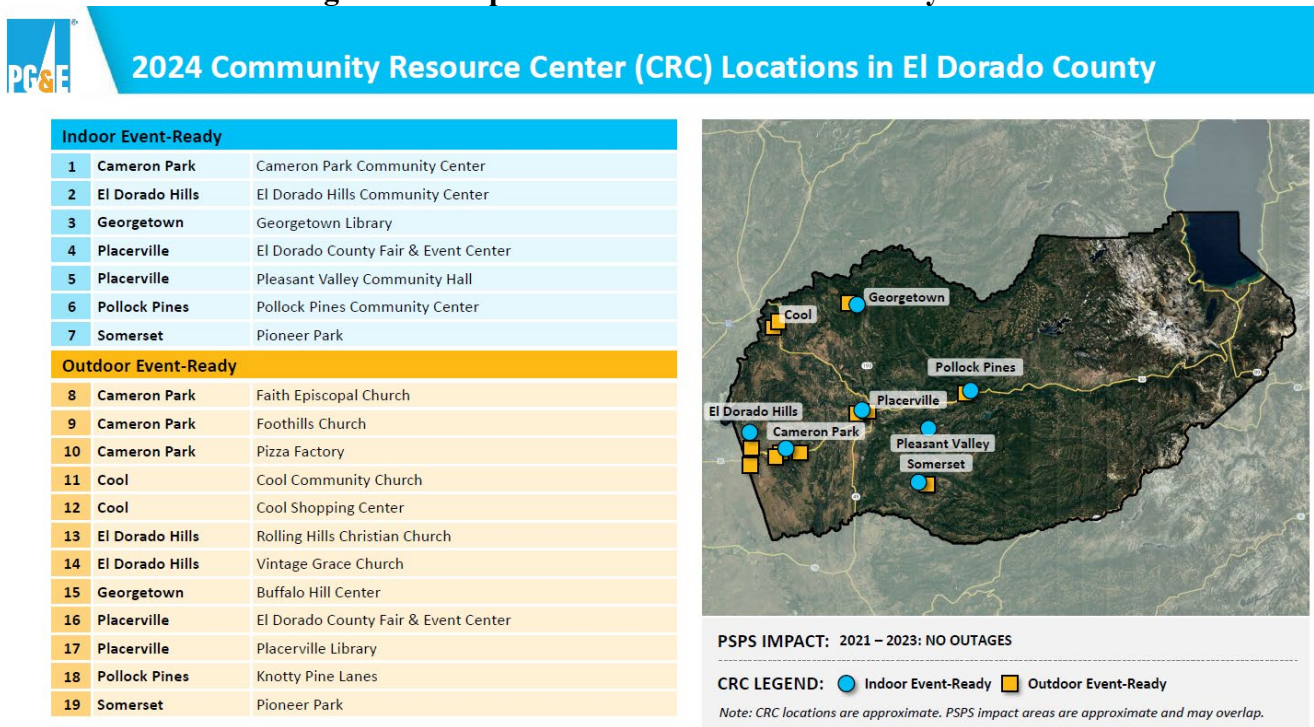
Once a county has reached, or is near 100% restoration, we will contact the county Offices of Emergency Management for their approval to close CRCs in their county. Once that approval is granted, we will demobilize CRCs in that county and remove the site listings from PG&E’s public website.

**Section II.1.c – CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)**

Throughout the year, PG&E maintains a robust portfolio of contracted, pre-approved CRC locations identified in close coordination with Tribes and local governments where PSPS impacts are most likely.

In February 2024, PG&E’s dedicated PSS team provided counties a map depicting where a PSPS had impacted their respective communities in 2021 and 2023 (no PSPS occurred in 2022) and locations of event-ready and in-progress CRC locations. See Figure 4 for an example from El Dorado County. Similarly, PG&E’s Tribal Liaisons met with Tribal governments in PG&E’s service territory to review event-ready CRC locations on or near Tribal lands to make sure their needs were met. Most counties did not have additional CRC location requests. Any requests for additional indoor and outdoor CRC locations are handled by PG&E’s CRC team.

**Figure 4: Sample outreach slide from February 2024<sup>4</sup>**



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

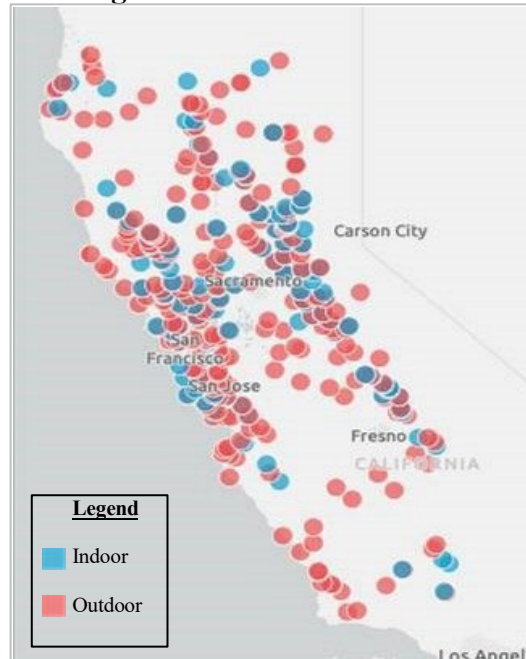
9

Our current CRC portfolio includes 117 event-ready indoor sites and 288 event-ready outdoor sites as of May 1, 2024. Figure 5 shows the locations of these sites, and a full list is provided in Table 1 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*. Sites are generally concentrated where PSPS events have occurred in the past or may occur.

<sup>4</sup> Information included in figure contains data from December 2023. Data should not be considered accurate as of the report’s publication date.



**Figure 5: Potential CRC Locations**



Once a site has been identified, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outside site is interested and meets the criteria, we engage in site utilization negotiations directly.

#### Accessibility

If a landowner for an indoor site is interested, we dispatch an ADA inspector to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. PG&E ADA experts assess the sites to ensure they meet federal accessibility standards required at polling places and other temporary use facilities. This assessment evaluates many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, and measuring the ADA parking area. When the required remediation is deemed reasonable, an accredited ADA contractor will be engaged to make the necessary upgrades.

#### Generation

We also deploy an electrical contractor to provide an estimate to upgrade the electric system to ensure it is ready to receive a temporary backup generator if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, we will engage in the necessary site improvements. PG&E provides temporary generation to power CRC locations.

- *Indoor CRCs:* While some contracted indoor locations already have their own back-up generation unit, we can install an automatic transfer switch (ATS) at indoor sites and provide a temporary, mobile back-up generation unit to sites that do not have generation on-site for the duration of the PSPS season. Pre-staging generators allow PG&E to ensure that indoor CRC sites are accessible when needed without relying on electrical contractor crews to deploy and set up a generator amid an event. Generators are continuously monitored during the PSPS season for non-PSPS events and refueled as necessary to ensure readiness.
- *Outdoor CRCs:* During a PSPS, our third-party contractors bring mobile back-up generation

to power the site at the time of CRC set up. Outdoor CRCs are powered by small generators brought in with the other CRC equipment. All outdoor sites have sufficient amperage to charge personal electronics, small medical devices, and provide adequate lighting to the facility.

In rare instances, we have modified agreements with an indoor CRC site whereby PG&E will only use the site if it has not been de-energized. In these cases, the facility is particularly well-placed to serve communities impacted by a PSPS, even though the building itself may not be impacted. We do not provide generation, nor electrical upgrades, such as an ATS, for these facilities.

**Section II.1.d – Engagement with local populations on AFN needs** (*D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.*)

PG&E has taken steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders and implement improvements for CRC accessibility.

We receive CRC feedback on AFN needs via the AFN Core Planning Team and the Joint IOU Statewide AFN Advisory Council, as reported in PG&E's [2023 AFN Plan](#), Appendix A: Core Planning Team Participants, pp. A-1 to A-3.

The Core Planning Team discussed CRCs at meetings on:

- March 22, 2023
- September 8, 2023
- November 13, 2023

The Advisory Council discussed CRCs at meetings on:

- March 22, 2023
- August 16, 2023
- December 4, 2023

Additionally, PG&E's Tribal Liaison, Local Public Affairs (LPA), and PSS teams work directly with Tribal and local governments to ensure CRCs meet local needs, factoring in local demographics.

Please refer to Table 2 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*, for compiled feedback from these meetings.

*Disability, Aging, AFN Communities, and MBL Visitor Considerations Before and During a PSPS*

Prior to a PSPS, PG&E engages in advanced preparations to ensure a CRC remains accessible. These efforts include:

- ADA evaluation for all sites and remediation investment at indoor sites (please see [Section II.1.c](#) for additional information).
- Evaluation of accessibility to public transit at all indoor and outdoor sites.
- Ensuring accessible parking at both indoor and outdoor locations.
- Disability etiquette training for customer service staff.

During a PSPS, additional activities are undertaken to ensure a CRC is accessible. These include:

- Indoor site-specific compliance checklists for onsite personnel for any non-construction, ADA considerations (e.g., relocating a trash can to ensure an accessible path of travel).
- In-event creation of accessible parking through signage and/or cones as needed for outdoor locations. Note that ADA parking at indoor sites is included as described in [Section II.1.f](#).
- ADA-accessible, portable restrooms brought to all CRC sites.
- Information cards and other digital resources for visitors are available in braille and 16 languages which can be printed on demand.
- Staff with skills in languages, other than English are strategically assigned to CRCs based on local demographics and feedback from community partners. If additional in-language support is needed, customer staff can access translation services, provided in over 200 languages, including American Sign Language (ASL) through [LanguageLine](#), an online service available on laptop computers at every CRC that provides interpreting remotely for visitors who may be Deaf or hard of hearing.
- CRCs using posted signage that complies with accessibility standards (i.e., font color, size, and placement).
- Prioritizing AFN individuals who require charging for medical equipment at all CRC sites.
- Illuminated traffic signage directs visitors to the location and is placed on the roadway for better visibility.
- Privacy screens at indoor sites for visitors who prefer additional privacy (e.g., breastfeeding mothers).
- A list of food bank and transportation partnerships by county are provided on information sheets in both English and braille.

We recognize that some impacted individuals may require assistance traveling to a CRC. To support those individuals, we have partnered with:

- 211, a 24/7 service that connects callers to local transportation resources.
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating Independent Living Centers (ILCs).
- Four transportation service providers in the highest impact areas.

After AFN community members provided feedback on the lack of awareness around transportation options, we added available transportation options and links to Google Maps navigation for driving and public transit to CRC locations on our [emergency website](#).

**Section II.1.e – Stakeholder recommendations on AFN needs of services and supplies** (D.21-06-034, Appendix at p.A1, Section A-3.)

We created this CRC plan, including addressing recommendations on AFN customer services and supplies, in consultation with Tribal representatives, regional and local governments, Advisory Boards, Public Safety Partners, representatives of the disability, aging, AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

Additionally, CRCs are reviewed with other stakeholders in many of the other forums where we engage with external stakeholders. This includes, but is not limited to:

- Presentations to County Boards of Supervisors, Mayors, and City Councils;
- Wildfire Safety Working Sessions;
- Regional Working Group Sessions;
- County wildfire town halls; and
- Direct outreach to representatives of the disability, aging, AFN communities and CBOs.

Note that senior citizen groups, business owners, public health, and healthcare providers are invited to participate in PG&E's regular working groups.

See Table 2 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx* for a list of suggested improvements from AFN stakeholder engagement.

**Section II.1.f – Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**

**Background**

PG&E relies on input from local officials, such as Tribal governments and Offices of Emergency Management, to locate CRCs that will best serve their communities. In 2020, we expanded our CRC portfolio through the utilization of historical, actual, and potential frequency of PSPS events, populations in HFTDs, and actual and potential numbers of customers impacted by PSPS. Using these criteria, we set targets for both indoor and outdoor pre-identified CRC locations by county. By the end of 2020, we had a portfolio of 98 indoor and 265 outdoor CRC locations that were pre-approved and ready to support a PSPS.

With this robust portfolio in place, in 2021, 2022, and 2023, PG&E did not set incremental additional CRC targets by county. Instead, we conducted outreach to all PSPS-impacted Tribal governments and counties in the service territory and provided a map showing where their counties had been impacted by PSPS in 2021 and 2023 (no PSPS events in 2022) against all existing or in progress CRC locations (see Figure 5). These were used to start conversations with Offices of Emergency Management and Tribal governments and collaboratively identify what, if any, additional CRC locations were necessary. PG&E's CRC team is actively pursuing additional CRC sites identified through this approach in 2024, which can be an iterative process as not all identified sites meet CRC criteria.

CRCs are set up in locations well known to the public and with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots that are well known to the public. When identifying and reviewing potential CRC locations, PG&E uses the criteria outlined below.

**Indoor CRC Site Criteria**

Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).



- ADA accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generation.
- Able to accommodate a reasonable number of people.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.
- Equipped with a level loading area to accommodate loading and unloading of materials.

Outdoor CRC Site Criteria

- Approximately half acre or more in size.
- ADA-accessible lot.
- Accommodates portable and ADA-compliant restrooms.

**Section II.1.g – Services and supplies available at each CRC to customers and AFN populations**

While primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites. PG&E has taken numerous steps to make CRCs accessible to all visitors including those with AFN<sup>5</sup>. See PG&E’s [2024 AFN Plan](#), Section 2.8.2.4 pp. 46-47, for more information.

The combination of indoor and outdoor options has proved popular amongst local counties, Tribal governments and communities. This provides us with the ability to establish CRCs to help reach a larger percentage of impacted customers across the county. A description of the two types of CRCs and the resources available can be found in Figure 7. Figure 6 is an example of an outdoor site. We determine whether to open indoor or outdoor CRCs by considering certain factors in current and expected outdoor conditions, like nearby fires, AQI level, forecasted weather conditions and how they may impact vulnerable populations. While we use indoor sites where available, the primary focus is on locating the CRC as close to the impacted population as possible.


**Figure 6: Outdoor CRC site from August 2021 PSPS**



<sup>5</sup> AFN is defined by the CPUC as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

**Figure 7: Resources by CRC Type**

Standard operating hours at all CRCs:  
**8 a.m. - 10 p.m.**



Details/Resources	Indoor	Outdoor
CRC Overview	Community Center, Church, Library, School, etc.	Open air tents at outdoor site
Health and Safety Measures*	✓	✓
ADA-Accessible Restroom and Hand-Washing Station	✓	✓
Heating and Cooling	✓	
Device Charging**	✓	✓
Wi-Fi Service	✓	✓
Bottled Water	✓	✓
Non-Perishable Snacks	✓	✓
Grab-and-Go Resource Offerings***	✓	✓
Tables and Chairs	✓	✓
Bagged Ice	✓	
Blankets (quantities limited)	✓	✓
Security Personnel	✓	✓
Cellular Coverage	✓	✓
Customer Service Staff	✓	✓
Wind/Weather-Resistant	✓	
American Sign Language (ASL) Video Relay Interpreting (VRI)	✓	✓
Privacy Screens	✓	

\*As of April 3, 2023, masking is no longer required at any CRC site.  
 \*\*Medical device charging will be prioritized in times of high demand.  
 \*\*\*Grab-and-Go bag contains device charger, water, snacks and info card.

We also worked with primary cellular providers in the service territory to evaluate all pre-existing CRC sites for LTE cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

Staffing

Our CRCs are staffed by specially trained third-party contractors that include Customer Service Leads and Customer Service Staff who are trained on how to serve individuals with AFN needs, such as accommodating visitors in wheelchairs or speaking a primary language other than English. Staff are trained to provide additional AFN resource information via the updated AFN Fact Sheets to our AFN customers. Staff can also help visitors navigate PG&E’s webpage to find information on the PSPS, such as estimated restoration time, and other available resources before, during and after a PSPS. These staff members have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E’s MBL program.

### Onsite CRC Staff

- Customer Service Lead
- Customer Service Support (1-2 people)
- Emergency Services Provider
- Security
- Traffic Control (1-2 people)

During a PSPS, representatives from PG&E's Safety Team as well as PG&E's ADA Specialists may visit sites to conduct audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Throughout a PSPS, CRCs are also supported by PG&E's EOC staff. The internal PG&E groups that support CRCs from the EOC include, but are not limited to:

### Offsite CRC Support

- EOC CRC Lead and Staff (2 people)
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer (PIO)
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

## **Section II.1.h – CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event**

Crucial to the success of a CRC and serving impacted communities, is ensuring awareness about the CRC among community members. Through pre-season marketing and in-event publicity, we have seen significant improvements in awareness about the availability of CRCs.

To further increase CRC awareness, we include information about CRCs in our pre-season PSPS outreach that educates residents on resources available during a PSPS. This year, we will continue to include CRC information in PSPS preparedness brochures mailed to customers in geographic areas that are most likely to be impacted.

PG&E sends customers numerous notifications including Interactive Voice Recordings (IVRs),

texts, and emails leading up to and during a PSPS. These notifications direct customers to PG&E’s website where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in PG&E’s Notification Plan located in [Appendix C: Notification Plan](#).

Additionally, CRC locations are communicated through press releases, social media posts, local government outreach and sites are shared in public, agency, and media briefings. We also rely on our network of CBO partners to share CRC information.

### **Section II.1.i – COVID 19 Considerations**

We follow the California Department of Health and Human Resources guidelines for cooling centers for COVID-19 considerations, and any other federal, state, or local mandates.

As of May 1, 2024, PG&E’s CRC health and safety guidelines are as follows:

- Facial coverings are not required but encouraged.
- Supplies are provided so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Medical device charging is prioritized.
- Surfaces are regularly sanitized.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.

### **Section II.1.j – Prior year CRC usage metrics** *(D.21-06-034, Appendix at p. A1, Sections A- 6.)*

We include data on CRC location, type, resources available, hours operated, and visitor counts in each [PSPS Post-Event Report](#) and in the [2023 PSPS Post-Season Data Report](#). In 2023, we activated CRCs during three EOC activations in response to PSPS. Please refer to Table 3 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*, for additional usage data.

### **Section II.1.k – CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU’s related challenges** *(D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

PG&E continues to utilize surveys to gather feedback from CRC visitors on their overall satisfaction and experience. In 2023, PG&E received a total of eight responses. Please refer to Table 4 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx* for the completed survey response.

Efforts to increase survey engagement this year include providing survey cards at check-in with a QR code to access the survey, providing information card in each grab-and-go bag, and adding additional signage at the CRC sites on how to access the survey.

Please refer to Table 5 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*, for details on CRC-related challenges.

### **Section II.1.1 – Lessons learned protocol**

Following each PSPS, our CRC team reviews feedback and lessons learned to identify and address issues based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Historically, items have been focused on incremental process improvements.

Lessons learned from the previous PSPS season are included in the PG&E's [2023-2025 WMP R3](#), Section 10 Lessons Learned, pp. 944-953; [2023 AFN Plan](#), Section 2.9 Recovery, pp. 47-48; and Table 14 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**Appendix B**  
**CFI Plan (Version 3)**  
**June 2024**

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### **Section III.1.a – CFI Objectives**

PG&E’s CFI plan touches on the three main objectives pursuant in D.21-06-034. These include:

- *Informing CFIs during a PSPS:* We provide critical facilities, including transmission level customers, with advanced notifications and prioritized restoration as outlined in PG&E’s [2023-2025 WMP R3](#), Section 8.5.2, Public Outreach and Education Awareness Program, pp. 884-892 and additional communications and other resources before and during a PSPS.
- *Reviewing and assessing CFIs backup power support:* In alignment with other IOUs, we provide CFIs with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFIs when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility’s backup generation and emergency plan fails.
- *Ongoing collaboration to ensure CFIs are identified and prepared for PSPS:* In order to maintain accurate contact information and backup generation needs, we rely heavily on collaboration. Engagement with local government and Public Safety Partners by Account Representatives and PSS related to CFI identification, validation of contact information, and resiliency planning efforts associated with backup generation is conducted annually. This is in addition to the outreach noted in PG&E’s [2023-2025 WMP R3](#), Section 8.5.2, Public Outreach and Education Awareness Program, pp. 884-892.

These three main components are expanded upon further in the paragraphs below.

### **Section III.1.b – CFI strategies, actions and timing**

We recognize the importance of ensuring that agencies and critical facilities have the necessary information during emergency events to prepare their own resources, communication channels, and respond to community needs. During a PSPS, we follow ICS and NIMS structure and protocols to ensure that Public Safety Partners receive timely and appropriate information. For more information, see PG&E’s [Company Emergency Response Plan](#), Section 7.1.6 Customer Strategy Officer, pp. 7-5, on how key information is provided to critical facilities during PSPS.

During a PSPS, we send automated notifications and have online information tools available for critical facilities, while also working directly with them to answer questions in real-time. Please refer to PG&E’s [2023-2025 WMP R3](#), Section 8.4.4 Public Emergency Communication Strategy, pp. 846-847 and Section 8.4.4.1 Protocols for Emergency Communications, pp. 848-850 for more information on how PG&E structures the EOC to provide critical facilities with key information during a PSPS.

### **Section III.1.c – CFI definition and IOU CFI contact on PSPS website**

The CFI definition and PG&E CFI contact are made available on the PSPS Website: [Large Business and Critical Infrastructure](#) and in the [Critical Facility Fact Sheet](#).



### **Section III.1.d – Identification method of CFI**

CFIs are identified using the definition as specified in D.19-05-042, expanded in D.20-05-051 and further expanded in D.21-06-034.

### **Section III.1.e – Changes in CFI since prior annual report**

There are no major changes since the issuance of our 2023 CFI Plan, included in our [2023 PSPS Pre-Season Report](#), Appendix B, pp. 65-69.

### **Section III.1.f – Maintenance and update process of CFI list**

Additions or updates to CFIs are collected during annual reviews. Requests for updates are also received directly from CFIs to their assigned Account Representatives, PSPS or the Critical Facilities Infrastructure Lead (CIL) and noted on the PSPS Portal.

Requests to add/edit/remove CFIs are reviewed by a governance committee of leaders within the Customer organization for adherence to the definition of CFI as specified in D.19-05-042, expanded in D.20-05-051 and further expanded in D.21-06-034. Upon approval, accounts are coded accordingly in PG&E's data systems, Salesforce and CC&B.

Requests for changes entered into Salesforce are integrated during a nightly upload to CC&B. CFI lists are loaded onto the PSPS portal monthly for planning purposes. During a PSPS, lists are refreshed to reflect the most current data.

### **Section III.1.g – Collaboration with transmission-level customers**

Ahead of PSPS season, transmission-level entities receive direct outreach from assigned Account Representatives and are invited to webinars to discuss wildfire prevention efforts, support resources before, during and after a PSPS and improved wildfire safety technology and tools.

During a PSPS, transmission-level customers, including Publicly Owned Utilities (POU), are notified via:

- PG&E's CIL by live calls, as soon as possible.
- Automated notifications via email, text and phone call which ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS.
- PG&E's Grid Control Center (GCC) operators by live calls to transmission-level entities before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E's daily Systemwide Cooperator Call to receive situational updates and have access to the PSPS Portal that contains maps and other event information. Per CPUC requirements, Telecommunication Providers also have access to PG&E's EOC, as requested.

### **Section III.1.h – Comparison of current year CFI request total with last year**

In 2023, we added CFI designations to 110 customers. As of June 14th, 2024, we received ten CFI designation change requests. Compared to this year, there were 100 more requests for CFI designation changes last year.

### **Section III.1.i – CFI backup power assessment efforts/actions, backup power provisions and terms**

CFIs are able to request a Backup Power assessment on the [Large Business and Critical Infrastructure website](#). We will continue to support Public Safety Partners and CFIs with backup power support in exceptional circumstances, utilizing our policy to determine eligibility and prioritization.

### **Section III.1.j – Engagement with local government and Public Safety Partners on CFI identification and back-up generation need**

We will continue direct engagement with CFIs in coordination with counties to provide consultative support for readiness and resiliency of potential power loss as a result of a PSPS.

In addition to an annual letter reminding CFIs that PG&E does not provide backup power, annual engagement with local government and Public Safety Partners by Account Representatives and local PSS related to CFI identification is conducted. This is in addition to the outreach noted in PG&E's [2023-2025 WMP R3](#), Section 8.5.2, Public Outreach and Education Awareness Program, pp. 884-892.

### **Section III.1.k – Maintenance and accessibility of CFI list**

See [Section III.1.f](#) above for information on how our CFI list is updated and maintained.

### **Section III.1.l – Consultation with local and tribal governments**

PG&E consults with Tribal and local governments, County OES, advisory councils and Public Safety Partners to ensure they are informed about PG&E's emergency planning and preparedness resources. This includes hosting CWSP webinars, Town Halls and quarterly Regional Working Groups. Furthermore, PG&E's Local Representatives conduct regular outreach to local governments to ensure they are informed of PG&E's emergency planning and preparedness resources. Please see Table 17 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx* for a list of engagement activities.

We consult with Tribal and local governments regularly to review and confirm we have incorporated all key contacts in their jurisdiction. This year, we also invited Tribes to participate in an informational briefing on May 22, 2024. Topics discussed include:

- An overview of PSPS and Tribal specific engagement around these events.
- Process for accessing the PSPS Portal and other resources available to Tribes.
- A detailed overview of the contact update process for Tribes to ensure effective communications.

In addition, we conducted outreach via email on February 5, 2024, February 21, 2024, March 3, 2024 and March 12, 2024 to all Federally Recognized Tribes in our electric service territory to request their review and updates on their contact information.

### **Section III.1.m – Coordination with CFI to maintain energization during PSPS events of varying lengths**

PG&E does not offer backup generation to individual facilities. However, our policy allows exceptions for CFIs when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS, we send automated notifications to potentially impacted CFIs and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local OEC, Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS. This team also provides localized support for other Public Safety Partners such as water agencies and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

### **Section III.1.n – Lessons learned protocol**

Following each PSPS, our Business Energy Solutions (BES) Account Reps collect feedback and lessons learned from internal and external stakeholders as well as directly from CFIs. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CFI notifications and engagement are added to the Customer Care master After Action Review list and assigned to an appropriate owner.

Lessons learned from the previous PSPS season are included in the PG&E's [2023-2025 WMP R3](#), Section 10 Lessons Learned, pp. 944-953; [2023 AFN Plan](#), Section 2.9 Recovery, pp. 47-50; and Table 14 of [R.18-12-005\\_PGE\\_2024\\_PSPS\\_Pre-Season\\_Report\\_Tables\\_20240626\\_PUBLIC.xlsx](#).

**Appendix C**  
**Notification Plan (Version 3)**  
**June 2024**

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## **Section VI.1.a – Notification Objectives**

Our primary notification objective is to inform key stakeholders and customers of a PSPS as soon as possible to ensure they have enough time to prepare and safely respond to a PSPS. Notifications are sent in accordance with the minimum timelines set forth per D.19-05-042, weather and other factors permitting.

## **Section VI.1.b – Notification strategies, actions, and timing**

We conduct extensive outreach to a variety of stakeholders following an EOC activation. Key stakeholders include:

- State Agencies, Counties, Tribal Governments, Cities and Community Choice Aggregators (CCA);
- First Responders;
- MBL Program Customers and SIV Customers;
- Customers with low English proficiency (LEP) and Other Needs;
- CBOs;
- Critical Facilities and Infrastructure;
- Telecommunications and Water Providers;
- Transmission-level Entities;
- Third Party Commodity Suppliers;
- Paratransit Agencies;
- Electric Vehicle Charger Service Providers;
- General Customers; and
- General Public/Media.

### *Notification Strategies and Actions*

For each stakeholder group noted above, PG&E sends automated notifications via calls, texts, and emails at key milestones throughout the event, in accordance with D.19-05-042, typically once a day. See the notification timing section below for more information on cadence. Additionally, when PG&E's EOC activates for a potential PSPS, PG&E notifies the CPUC throughout the event to provide in-event notifications in accordance with D.19-05-042. See PG&E's [PSPS Policies and Procedures for Emergency Managers](#) guide, PSPS Timeline and Checklist, pp. 38-47.

In addition to automated notifications, PG&E conducts additional outreach to each stakeholder group. The outreach is frequent and focused on providing the latest PSPS information, tailored to the stakeholder's needs. For information regarding additional outreach and engagement by customer type, please see PG&E's [2023-2025 WMP R3](#), Section 8.5.2 Public Outreach and Education Awareness Program, pp. 884-892.

Detailed descriptions of the information included in each notification can be found in *PGE\_2024\_PSPS\_Notification\_Scripts\_20240626.pdf*. PG&E's [2023-2025 WMP R3](#), Section 8.4.3.2 Communication Strategy with Public Safety Partners, pp. 840-843 and in PG&E [Policies and Procedures for Emergency Managers](#), Section 3 Customer Notifications, pp. 5-12 and Section 5 Agency Notifications, pp.19-22.

Notifications Timing

Our automated notifications are in accordance with D.19-05-042. We prioritize sharing the latest information about the weather, customer impacts, and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact timing requirements. For example, changes in scope due to weather changes may add, delay, or remove areas from de-energization. See Figure 8 below for an overview of notification timing. For more information on notification types, see PG&E’s [PSPS Post-Event Reports](#) and PG&E’s 2023 [PSPS Policies and Procedures for Emergency Managers](#), Section 3 Customer Notifications, pp. 5-12 and Section 5 Agency Notifications, pp.19-22.

**Figure 8: Notification Timing<sup>6</sup>**

	Severe weather forecasted			PSPS Outage			
	72 hours PRIORITY/ ADVANCED	48-24 hours WATCH	12-0 hours WARNING	De- Energization POWER IS OFF	Weather All Clear AUTOMATED	ETOR*	Power Restored
Agency/Critical Customer/CBO** Resource Partner Notifications	✓	✓	✓	✓	✓	✓	✓
Customer Notifications Includes Address Alerts		✓	✓	✓	✓	✓	✓
Media Outreach News releases, public briefings, social media		✓	✓	✓	✓	✓	✓

\*Estimated Time of Restore    \*\*Community-Based Organization

**Section VI.1.c – Notification process planning and improvement**

Planning

PG&E’s annual PSPS notification planning strategy is based on feedback collected via Public Safety Partner and customer surveys, stakeholder engagement, and regularly scheduled meetings (e.g. Regional Working Groups, PSPS Advisory Committee, Joint IOU Statewide AFN Council, etc.), or PSPS After-Action Reports (AARs). Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance, and available data.

<sup>6</sup> While not a CPUC requirement, PG&E provides an additional 24-4 hour notification to Tribal/Local Governments, Public Safety Partners and Customers.

### Improvements

Below are the improvements we have prioritized ahead of the 2024 PSPS season:

- *Timeliness of Agency Notifications:* As noted in the [2023 Post-Season Report](#), p. 29, we continue making improvements to help ensure we are providing timely notifications to agencies with the latest information through notification automation. Furthermore, we continue to inform agencies that depending on the timing of PSPS, overnight notifications may be required, in compliance with CPUC guidance.
- *Trainings and Processes:* As noted in the [2023 Post-Season Report](#), we continue making improvements related to trainings and process documentation, notification monitoring tools following de-energization, and expanding the use of automated notifications, where possible.
- *ASL Notifications:* PG&E will provide general notifications messaging in American Sign Language to serve those who are Deaf or hard of hearing.

We met with external stakeholders for the Q1 Regional Working Groups to solicit feedback on our PSPS notification plan and new customer messages scheduled to deploy in 2024. During these sessions, we received positive feedback and satisfaction with PSPS notifications as well as PG&E website performance. Participants also provided feedback requesting additional statistics on how customers were served during a PSPS event and improving phone calls. External stakeholder groups invited to these sessions include:

- Publicly Owned Electric Utilities;
- Telecommunications Providers;
- Water Agencies;
- Community Choice Aggregators;
- Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities;
- AFN Representatives;
- County Offices of Emergency Services;
- Tribal Governments;
- City/ County Staff;
- CBOs;
- First Responders;
- Health and Human Service Representatives;
- Paratransit Partners; and
- Durable Medical Equipment Providers.

### **Section VI.1.d – Updated/Current Notification script and templates**

See [PGE\\_2024\\_PSPS\\_Notification\\_Scripts\\_20240626.pdf](#) for our updated PSPS notification scripts.



## Section VI.1.e – In-language translations

Customers who have selected their language preference in their PG&E accounts, will receive in-language (translated) notifications. We currently offer notifications in 16 languages:

- English (including ASL)<sup>7</sup>
- Spanish
- Chinese (Mandarin & Cantonese)
- Vietnamese
- Korean
- Tagalog
- Russian
- Portuguese
- Arabic
- Farsi
- Punjabi
- Japanese
- Khmer
- Hmong
- Thai
- Hindi

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and IVR call) for customers and non-customers that have provided a language preference. This is in addition to the online maps and PSPS web pages that are also available in-language. For customers without a designated language preference, we provide notifications to customers in English including ASL, with information on how to get event information in 15 non-English languages. Additional details about how this list of languages was determined based on their prevalence can be found in [Advice Letter 4249-G/5827-E](#).

**Figure 9: PG&E Alerts In-Language Sample**

The screenshot shows the PG&E Outage Center website. At the top, a pink notification banner reads: "Public Safety Power Shutoffs (PSPS) announced. [Latest updates](#) →". Below the banner is the website header with the PG&E logo, "Outage Center", and navigation links: Home, Outage Tools, Ways We Can Help, Latest PSPS Updates, and PG&E Partners. On the right side of the header, there are links for "Visit pge.com", "1-800-743-5002", and a language selection dropdown menu. The dropdown menu is open, showing a list of languages: English, Español, 中文, Tagalog, Tiếng Việt, 한국어, Русский Язык, and Hmoob. The main content area features the heading "Get outage status" and a search section with radio buttons for "Address" (selected) and "City/County", and a "Report an Issue" link. Below the search section are three links: "Report an outage →", "View outage map →", and "Get PSPS alerts →".

<sup>7</sup> American Sign Language (ASL) is recognized as a first language for individuals who are Deaf or Hard of Hearing.

### **Section VI.1.f – Notification methods**

PG&E utilizes several channels to notify customers, Public Safety Partners, and the public before and during a PSPS.

For examples of our notification methods, please see PG&E's [2023-2025 WMP R3](#), Section 8.4.3.2 Communication Strategy with Public Safety Partners, pp. 840-843, Section 9.3 Communication Strategy for PSPS, p. 941, and PG&E's [2023 PSPS Policies and Procedures for Emergency Managers](#), Section 3 Customer Notifications, pp. 5-12 and Section 5 Agency Notifications, pp.19-22.

### **Section VI.1.g – Meeting notification timeline requirements**

PG&E follows the in-event notifications guidelines provided by the CPUC in accordance with Rulemaking 18-12-005 D.19-05-042. See Figure 8 above.

### **Section VI.1.h – Notification accuracy and precision**

PG&E is constantly evaluating our internal process to determine how we can ensure information provided in notifications is accurate and that notifications are sent in accordance with the minimum timelines set forth by D.19-05-042.

We have multiple controls and quality checks embedded in the process to ensure accuracy of our information, keeping in mind that weather conditions and damages to equipment can change the scope and timing of the information being shared.

As noted in our [2023 PSPS Post-Season Data Report](#), we notified over 99.7%<sup>8</sup> of affected customers prior to de-energization, despite weather shifts that changed the PSPS footprint during each PSPS.

### **Section VI.1.i – Entity responsible for notifications**

PG&E's Liaison and Customer Teams manage the majority of notifications to key stakeholders during a PSPS. These teams utilize several vendors to assist with the delivery of notifications during a PSPS, including:

- *Message Broadcast*: Sends automated calls, text and email notifications to Public Safety Partners, customers and to those that sign up for Address Alerts.
- *Broadnet*: May be used for Ad-hoc requests or if main vendor, Message Broadcast is down.

PG&E provides PSPS-specific notification information in our [PSPS Post-Event Reports](#). PG&E encourages our external partners to amplify PSPS notifications and communications on their platforms to increase awareness and ensure consistent messaging to the public. PG&E is unable to track and report on notifications made by Public Safety partners, CBOs, and other external stakeholders as their notification systems and/or platforms are out of PG&E's purview.

CBOs (In-Language Support) also support PSPS notifications to the public through in-person, social

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<sup>8</sup> [2023 PSPS Post-Season Data Report](#): Table 8, Number of Accounts Notified: 13,800, Number of Accounts for which De-Energization was Cancelled: 8,714, Number of Accounts De-Energized: 5,099. Formula: (Number of Account Notified – Number of Accounts for which De-Energization was Cancelled) / Number of Account De-Energized. Calculation (13,800-8,714)/5,099 = 99.7%.

media and local radio. Please see PG&E’s [2023-2025 WMP R3](#), Section 8.4.4.1, Protocols for Emergency Communications, pp. 848-850 and Section 8.4.4.2, Messaging, pp. 851-852, for information on platforms utilized to communicate through the various stages of PSPS (including PG&E’s website and contact center, media outlets, and alternative customer notification methods).

### **Section VI.1.j – Consistency of PSPS notification information across all platforms**

PG&E streamlines and controls how information is disseminated across our platforms ensuring the same source data is used to update all external channels and that customers receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social & broadcast media, and Contact Center IVRs or Customer Service Reps).

During a PSPS, cross-functional teams coordinate to sequence staging and execution of notifications to ensure:

- Stakeholders are notified in a timely manner.
- Information-sharing platforms are synchronized.
- Alignment with regulatory requirements.

### **Section VI.1.k – Coordination with stakeholders**

We engage external stakeholders throughout the year regarding PSPS, including PSPS notifications. For a list of meetings and Public Safety Partner engagement activities, please see Table 17 of *R.18-12-005\_PGE\_2024 PSPS Pre-Season Report Tables\_20240626\_PUBLIC.xlsx*.

During the Q1 2024 Regional Working Group meetings and the AFN Leadership Council, we discussed the 2024 PSPS notification plan and provided an opportunity for participants to provide feedback. Below is a list of topics discussed in the meeting:

- Managing concurrent emergencies.
- AFN community assistance and support resources including back up batteries.
- Self-Generative Incentive Program PSPS qualifications.
- PSPS notifications for Tribal radio stations.
- Opportunities for local FSEs with emergency managers.
- Customer outreach efforts.
- Collaboration between PG&E and local governments on customer information for emergency notifications.
- CRC offerings for customers.

### **Section VI.1.l – Affirmative notifications to MBL populations and any self-identified vulnerable populations**

PG&E provides unique PSPS Watch and PSPS Warning Notifications to MBL program customers<sup>9</sup> and SIV customers. Our MBL program customers and SIV customers receive automated calls, texts,

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<sup>9</sup> Including MBL program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

and emails at the same intervals as general customer notifications.

These customer groups also receive 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 the email. If confirmation is not received, a PG&E representative will visit the customer's home to check on the customer (referred to as the "doorbell ring" process) while hourly notification retries continues. If the customer does not provide confirmation to PG&E following the check-in, the PG&E representative will leave a door hanger providing additional PSPS notification and information to indicate PG&E visited their home.

PG&E shares the lists of the MBL program customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency managers twice daily via the PSPS Portal. SIV customer lists are provided, but their notification status is not tracked like MBL customers. PG&E proactively notifies agencies that the data is available on the PSPS Portal and encourages them to inform these customers of the resources available to them. PG&E is unable to track and report on notifications made by Public Safety Partners, as notification systems and/or platforms used by Public Safety Partners are out of PG&E's purview; PG&E encourages Public Safety Partners to include PSPS messages on all of their platforms.

#### **Section VI.1.m – Notification strategies on AFN population subsets**

For information on how MBL program customers and SIV customers are notified during a PSPS, please see PG&E's [2023-2025 WMP R3](#), Section 8.5.3, Engagement with AFN Populations, p. 892 and PG&E's [2023 AFN Plan](#), Section 2.7.4, Accessibility of Communications, pp. 34-36, Section 2.7.5, Translations of Communications, pp. 36-37 and Section 2.8.1, In-Event Customer Communications, pp. 38-42.

#### **Section VI.1.n – Public warning of PSPS events such as week-ahead forecasts**

PG&E maintains a [public-facing website](#) to provide key stakeholders with a seven-day PSPS forecast.

In addition to our seven-day PSPS forecast, customers have access to PG&E's interactive weather and fire-detection satellite maps. These maps allow customers to review the weather by area to be better prepared.

#### **Section VI.1.o – Notification cancellation**

Cancellation notifications are sent when Public Safety Partners or customers previously received a PSPS notification but are then removed from scope due to rapidly changing forecasted or observed weather conditions and PG&E no longer anticipates the need to turn off power. PG&E makes every attempt to provide cancellation notifications within two hours of the decision to remove Public Safety Partners or customers from scope, per D.21-06-034.

### **Section VI.1.p – Transmission-level customers notification**

During a PSPS, PG&E coordinates with Transmission-level customers via the following methods:

- Automated notifications via email, text and phone call once transmission-level impacts are officially determined.
- Grid Control Center (GCC) operators make live calls before de-energization and re-energization.
- POU's are invited to our Systemwide Cooperator Call, which occurs at noon every day the EOC is activated, to receive situational updates.
- Access to the PSPS Portal, which contains maps and other PSPS-specific information.

### **Section VI.1.q – Impacted customer information available to Public Safety Partners from outset of PPS**

Information pertaining to impacted customers is available for Public Safety Partners and limited CBO Resource Partners on the PPS Portal as soon as PG&E's EOC is activated for a PPS. This includes PPS maps and customer reports, as follows:

#### *PPS Maps*

The PPS Portal includes an interactive mapping feature, as well as downloadable file formats so agencies can integrate the information easily into their own systems. File types include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based maps that will be available on the PPS page:

- *PPS Restored Areas*: Shows where PPS impact areas have been restored.
- *Forecasted Circuits Impacted*: Shows PG&E's distribution electrical circuits within the current PPS scope; maps also include circuit name, estimated shut off and restoration times and the approximate number of customers impacted.
- *All PG&E Outage Locations*: Shows all PG&E electrical PPS events, including non-PPS related outage areas.
- *Forecasted Outages Areas*: Shows areas anticipated to be shut off during the current PPS; maps also include estimated number of total customers, MBL program customers and critical facilities impacted.
- *PG&E CRC Locations*: Shows active CRC locations supporting the current PPS or other emergency events.
- *Active PPS Outage Location*: Shows the locations of PPS outages once de-energization begins during the current PPS.
- *Active PPS Outage Areas Polygon*: Shows the areas experiencing an actual PPS once de-energization begins during the current PPS.
- *Systemwide Outage Area Map*: Shows areas anticipated to be shut off during the current PPS as a PDF map.
- *Time Place GIS Layer*: Shows shutoff and restoration time places on color-coded map; also includes the estimated number of customers and the MBL program customers impacted.

### Event Reports

There are various reports regarding impacted customers, including:

- *All Affected Site Lists:* Available to critical facility providers; this list includes their sites that are in scope for a PSPS.
- *All Impacted Customers List:* Provides information by jurisdiction for customers anticipated to be impacted by the PSPS, including circuit name, time place, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.<sup>10</sup>
- *Critical Facility Customer Lists:* Provides information by jurisdiction for sites anticipated to be impacted by the PSPS, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Impact Summary Report:* Available to all PSPS Portal users; outlines the total number of customers, including MBL program customers and critical facilities, anticipated to be impacted by the PSPS.
- *MBL Customer Lists:* Provides information by jurisdiction for customers anticipated to be impacted by the PSPS, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if PG&E was able to contact the customer. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Situation Report:* Provides an overview of the PSPS, such as scope, event timing, restoration status, customer support and mitigation efforts. All PSPS Portal users will have access to this report.

### **Section VI.1.r – Secure portal for Public Safety Partners**

PG&E established the [PSPS Portal](#) to help Public Safety Partners prepare for and stay informed during a PSPS. The PSPS Portal is a secure site to share planning and event-specific maps and reports (see list of maps and reports above). The CPUC defines a Public Safety Partner as first/emergency responders at the federal, state, Tribal, and local level; water, wastewater and communication service providers; transportation authorities; community choice aggregators and POU's/electric cooperatives. PG&E has the discretion to designate additional Public Safety Partners per D.19-05-042.

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online confidentiality agreement. By accepting the confidentiality agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure. If confidential customer information is not needed, users will still be able to view

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<sup>10</sup> By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

aggregated summary-level information and will not be required to accept the online agreement. See Figure 10 for an overview of access.

**Figure 10: PSPS Portal Access Levels**

Below is an overview of the information provided for the two levels of access:

**1 Detailed Customer and Critical Facility Information**

- Affected customer details, including names and addresses
- Medical Baseline customer details, including names and addresses
- Critical Facility customer details, including names and addresses

**2 Customer and Critical Facility Summary Totals**

- Aggregated customer counts by jurisdiction and customer type

**Note:** Critical facility customers and community choice aggregators will be provided a list of their site locations and aggregate summary-level information.

**Section VI.1.s – Lessons learned protocol**

Following each PSPS, we conduct customer panels and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and it is determined which items are feasible based on regulatory compliance, operational feasibility, and available resources. These lessons learned are noted in our [PSPS Post-Event Reports](#). We also utilize ongoing engagements, such as the quarterly Regional Working Group meetings, to obtain feedback from external stakeholders.

Overall lessons learned from the previous PSPS season are included in Table 14 of *R.18-12-005\_PGE\_2024\_PSPS\_Pre-Season\_Report\_Tables\_20240626\_PUBLIC.xlsx*.

**Appendix D**  
**2024 Wildfire Safety**  
**PSPS Pre-Season Survey Template**



**2024 WILDFIRE SAFETY - PSPS OUTREACH EFFECTIVENESS SURVEY (Pre-Season)**

**Questionnaire**

May 1, 2024

**Landing Page (Web)**

**SHOW LANGUAGE SELECTION DROPDOWN**

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public’s awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the “>” button below to continue.

**Introduction (Phone)**

Hello, my name is \_\_\_\_\_ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public’s awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

[IF ASKED]: The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

**This call may be monitored for quality control purposes.**

**IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER’S LANGUAGE.**

**IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?**

**Screening**

S0. DMA/Geo [FROM SAMPLE]

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No **TERMINATE**
- 8 Refused / Don’t know **TERMINATE**

- S2. What is your gender identification?
- 11 Female
  - 12 Male
  - 99 Prefer to self-describe (please specify): \_\_\_\_\_
  - 98 Prefer not to answer
- S3. And, just for classification purposes, into which of the following categories does your age fall?
- 11 Under 18 **TERMINATE**
  - 12 18 to 24
  - 13 25 to 34
  - 14 35 to 44
  - 15 45 to 54
  - 16 55 to 64
  - 17 65 to 74
  - 18 75 or older
  - 98 Prefer not to say

**Communication Recall**

- Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?
- 1 Yes
  - 2 No
  - 7 Unsure
- Q2. [Q1=1] In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? [WEB: Select all that apply.]
- 11 English
  - 12 Spanish
  - 13 Chinese Cantonese
  - 14 Chinese Mandarin
  - 15 South Korean
  - 16 Vietnamese
  - 17 Tagalog
  - 18 Russian
  - 19 Other—not sure which
  - 99 Other (please specify): \_\_\_\_\_
- Q3. [ASK ALL] What is your preferred language for receiving public safety information like this from PG&E?
- 11 English
  - 12 Spanish
  - 13 Chinese Cantonese

- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): \_\_\_\_\_

Q4. [Q3≠11] How do you feel about receiving wildfire communications from PG&E in English only?  
[PHONE: READ LIST]

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): \_\_\_\_\_

**[IF NO / UNSURE IN Q1 SKIP TO Q10]**

Q6. [Q1=1 AND Q3=11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?  
Multiple response. [WEB: Select all that apply.]  
[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]  
RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): \_\_\_\_\_
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): \_\_\_\_\_
- 97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

**[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor

- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

[PHONE: Confirm if specific social media site mentioned; probe for others]

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q7. [ASK IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

		Information from this source was available in ...	
<b>RANDOMIZE</b>		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA, ESA, etc.	1	2
O	<b>(RECALL Q6B=99)</b>	1	2

Q8. [IF Q6 OR Q6B=15] How satisfied were you with the information provided on the PG&E website about preparing for wildfires [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q9a. [IF Q3=11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications that you saw or heard from PG&E via...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q6] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA, ESA, etc.	1	2	3	4	5
O	(RECALL Q6=99)	1	2	3	4	5

Q9b1. [Q3≠11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8

G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q10. [ASK ALL] [IF Q3=11] Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

**Multiple response.** [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above [SKIP TO Q13]
- 97 Don’t recall

Q10A. [ASK ALL] [IF Q3≠11] Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in [RECALL Q3 MENTION]? **Multiple response.** [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above [SKIP TO Q13]
- 97 Don’t recall

Q11. [IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [WEB: Select all that apply.]

**[INSERT ALL RESPONSES FROM Q10A]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2



D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	<b>(RECALL Q10A=99)</b>	1	2

Q12a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE] [PHONE: 1=Not at all useful to 5=Extremely useful]

	[INSERT ALL RESPONSES FROM Q10] RANDOMIZE	Not at all useful				Extremely useful
A	City or county government	1	2	3	4	5
B	State government	1	2	3	4	5
C	CalFire	1	2	3	4	5
D	Local fire department	1	2	3	4	5
E	Community-based organization (CBO)	1	2	3	4	5
F	Non-profit organizations	1	2	3	4	5
G	Healthcare providers or medical device suppliers	1	2	3	4	5
H	Local news reports	1	2	3	4	5
I	<b>(RECALL Q10=99)</b>	1	2	3	4	5

Q12b1. [IF Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	<b>(RECALL Q10A=99)</b>	1	2	3	4	5	8

Q12b2. [IF Q3≠11] And, how useful was the wildfire information in [PREFERRED LANGUAGE; Q3 MENTION] from...?

	[INSERT ALL RESPONSES WHERE Q11=2] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. [Q1=1] In what ways could PG&E improve their communications about wildfire preparedness? [Open-end] [PHONE: PROBE: “Anything else?”]

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Q14. [ASK ALL] Please indicate how much you agree or disagree with the following statements about PG&E [PHONE: using a scale where 1 is completely disagree and 5 is completely agree].

	<b>RANDOMIZE</b>	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7
H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO Q20]**

Q17. [IF Q16=1] Where have you heard about Public Safety Power Shutoffs?  
 [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.  
 PROBE: “Anything else?”]

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off [DO NOT ASK IN Q18]
- 99 Other (please specify): \_\_\_\_\_

97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**  
**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**  
**[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E’s Safety Action Center	1	2

	(safetyactioncenter.pge.com)		
W	<b>(RECALL Q17=99)</b>	1	2

Q18b. [Q17=15] How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5

Q19b1.[Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q19b2.[Q3≠11] And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?  
**[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]**

	[INSERT ALL RESPONSES WHERE Q18=2] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	A letter in the mail from PG&E	1	2	3	4	5	8

B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q20. **[ASK ALL]** A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **[PHONE: READ LIST]**

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024—whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**  
**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E’s social media (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E

- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on Twitter
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): \_\_\_\_\_
- 88 Have not taken any actions [EXCLUSIVE]

Q21A. [IF Q21=13] Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?

[PHONE: Confirm if specific social media site mentioned; probe for others]

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

**ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18**

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7



\*\*\*\*\*NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)\*\*\*\*\*

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

- E16. Before today, had you ever heard of Enhanced Powerline Safety Settings or “EPSS”?
- 1 Yes
  - 2 No
  - 7 Unsure

[IF NO / UNSURE SKIP TO E21]

- E17. [IF E16=1] Where have you heard about **Enhanced Powerline Safety Settings (EPSS)**?  
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.  
PROBE: “Anything else?”]

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 [HIDE] Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 [HIDE] Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off [DO NOT ASK IN E18]
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about **Enhanced Powerline Safety Settings (EPSS)** in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM E17, EXCEPT “MY POWER WAS SHUT OFF”]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	<b>[HIDE]</b> Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	<b>[HIDE]</b> Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2

V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	<b>(RECALL E17=99)</b>	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the Enhanced Powerline Safety Settings (EPSS) information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL E17=99)</b>	1	2	3	4	5

E19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about **Enhanced Powerline Safety Settings (EPSS)**? in English from...?

	[INSERT ALL RESPONSES WHERE E18=1] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL E17=99)</b>	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about **Enhanced Powerline Safety Settings (EPSS)**? in **[PREFERRED LANGUAGE; Q3 MENTION]** from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the **[PREFERRED LANGUAGE]** version]

	[INSERT ALL RESPONSES WHERE E18=2] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8

D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

**EPSS MESSAGE RECALL**

**[ASK IF RECALLED MESSAGING FROM ANY SOURCE]**

E20. Which, if any, of the following messages about **Enhanced Powerline Safety Settings (EPSS)** do you recall from any source in the past few months? **[PHONE: READ LIST]**

	<b>RANDOMIZE</b>	<b>YES</b>	<b>NO</b>	<b>NOT SURE</b>
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2024**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a Public Safety Power Shutoff where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E’s use of **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2024), have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

**Questions that will be added in the post-survey only**

**[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]**

**Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.**

PQ1. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ7]**

PQ2. **[PQ1=1]** How many alerts and/or notifications did you receive?

RECORD # ALERTS: \_\_\_\_\_  
 97 Unsure

PQ3. **[PQ1=1 AND PQ2>0]** In what language(s) was/were the Public Safety Power Shutoff notification(s)?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean

- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Japanese
- 25 Khmer
- 26 Punjabi
- 99 Other (please specify): \_\_\_\_\_

PQ4. [PQ1=1] How were you notified about the Public Safety Power Shutoff?  
 [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]  
**RANDOMIZE**

- 11 Text message from PG&E
- 12 Recorded phone message from PG&E
- 13 Email from PG&E
- 14 PG&E representative or employee
- 15 PG&E website
- 16 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 17 Local news
- 18 Friends/neighbors
- 19 Community-based organization (CBO)
- 20 Call or Text from 2-1-1
- 99 Other (please specify): \_\_\_\_\_
- 97 I don't remember

PQ5. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2

F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	Community-based organization (CBO)	1	2
K	Call or Text from 2-1-1	1	2
J	<b>(RECALL PQ4=99)</b>	1	2

PQ6a. [Q3=11] How useful was the information you received from PG&E **before** the Public Safety Power Shutoff via...[EACH PQ4 RESPONSE]?

	[INSERT ALL RESPONSES FROM PQ4] RANDOMIZE	Not at all useful					Extremely useful
A	Text message from PG&E	1	2	3	4	5	
B	Recorded phone message from PG&E	1	2	3	4	5	
C	Email from PG&E	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	PG&E website	1	2	3	4	5	
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
G	Local news	1	2	3	4	5	
H	Friends/neighbors	1	2	3	4	5	
I	Community-based organization (CBO)	1	2	3	4	5	
K	Call or Text from 2-1-1	1	2	3	4	5	
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	

PQ6b1. [Q3≠11] How useful was the information in English that you received from PG&E **before** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8



J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8
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PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E before the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8

PQ7. [ASK ALL] Did you personally have your power shut off at your residence by PG&E as part of a Public Safety Power Shutoff (PSPS) in **2024**—that is, was your power proactively shutoff by PG&E due to a high risk of wildfire between January 1, 2024 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO OR UNSURE SKIP TO PQ13]

PQ8. [PQ7=1] How many times was your power shut off due to PSPS?

NUMERIC INPUT \_\_\_\_\_ [RANGE 1-10]

97 Don't know/Unsure

PQ9. [PQ7=1] When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

[WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES]

**RANDOMIZE**

- 11 Checked PG&E.com
- 12 Called the PG&E phone center

- 13 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 Community-based organization (CBO)
- 17 Call or Text from 2-1-1
- 99 Other (please specify) \_\_\_\_\_
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

[INSERT ALL RESPONSES FROM PQ9]

		Information from this source was available in	
		...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	Community-based organization (CBO)	1	2
H	Call or Text from 2-1-1	1	2
G	<b>(RECALL PQ9=99)</b>	1	2

PQ11. [Q3=11] How useful was the information you received from PG&E **during** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES FROM PQ9]	Not at all useful				Extremely useful
	<b>RANDOMIZE</b>					
A	Checked PG&E.com	1	2	3	4	5
B	Called the PG&E phone center	1	2	3	4	5
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	Local news station	1	2	3	4	5
F	Community-based organization (CBO)	1	2	3	4	5
H	Call or Text from 2-1-1	1	2	3	4	5
G	<b>(RECALL PQ9=99)</b>	1	2	3	4	5

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in [Preferred Language; Q3 MENTION] from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ12. [PQ9=11] How satisfied were you with the information provided by the website **during** the Public Safety Power Shutoff? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

**[ASK ALL]**

PQ13. Do you recall receiving a notification when your power was fully restored **after** the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ17]**

PQ14. **[PQ13=1]** How useful was the information you received from PG&E **after** the Public Safety Power Shutoff ended and your power was restored?

**[PHONE:** Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. **[Q13=1]** How satisfied were you with the information provided by the PG&E website **after** the Public Safety Power Shutoff?

**[PHONE:** Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. **[PQ13=1 AND Q3≠11]** Was the information that you received **after** the Public Safety Power Shutoff available in English? Was it available in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

	Information from this source was available in ...	
	English	My preferred language: <b>RECALL Q3 MENTION</b>
Information <b>after</b> the PSPS	1	2

PQ17. **[ASK ALL]** How satisfied are you **OVERALL** with **all** of the Public Safety Power Shutoff communications that you received from PG&E? **[PHONE:** Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

PQ18. [ASK ALL] How would you rate PG&E’s Public Safety Power Shutoff (PSPS) program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	<b>RANDOMIZE</b>	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

**ASK Q22 HERE FOR POST WAVE**

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

N1. [ASK ALL] PG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” [READ IF REQUESTED]

	<b>RANDOMIZE</b>	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8

k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: "I can read you a description of the resource if you like" [READ IF REQUESTED]

	RANDOMIZE	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

[SHOW IN N3 IF "YES" IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like [READ IF REQUESTED]

	RANDOMIZE	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8

k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

**[SHOW EACH ITEM USED IN N3]**

N4. Please rate how useful you found each item in the **most recent** Public Safety Power Shutoff?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** I can read you a description of the resource if you like **[READ IF REQUESTED]**

	<b>RANDOMIZE</b>	<b>Very Useful</b>	<b>Somewhat Useful</b>	<b>Not Useful</b>	<b>Not Sure</b>
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. **[ASK ALL]** In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. **[Open-end]**

**Demographics**

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree

- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4 Are you...? (**MULTIPLE MENTION**) [WEB: Select all that apply.]

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

- 1 Yes
- 2 No
- 8 Prefer not to say

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes
- 2 No
- 8 Prefer not to say



D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say

**[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:**

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	<b>RANDOMIZE</b>	<b>Yes</b>	<b>No</b>	<b>Prefer Not to Say</b>
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8
e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

**[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

**[POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

D10. For any Public Safety Power Shutoff that you experienced [**blue font: [PRE]: in 2023 / [POST]: in 2024**], were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? (**INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2023 (PRE)/2024 (POST) ONLY, NOT FOR PRIOR YEARS.**)

**NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY**

**AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)**

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

**ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]**

D11. Why were you **not** able to use the necessary equipment during a Public Safety Power Shutoff [**blue font: [in 2023/ \[POST\]: in 2024](#)**]? (**MULTIPLE MENTION**) [**WEB: Select all that apply.**]

**RANDOMIZE**

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation
- 15 I can’t afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don’t have a battery to charge my equipment
- 21 I can’t afford a battery or a generator
- 99 **[DNR]** Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

- 1 Yes
- 2 No
- 8 Prefer not to say

**Closing (Web)**

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: [www.safetyactioncenter.pge.com](http://www.safetyactioncenter.pge.com)

**Closing (Phone)**

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

## RESOURCE DESCRIPTIONS

### **Accessible Transportation for People with Disabilities**

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

### **Address Level Alerts for Non-Account Holders**

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

### **Call 2-1-1**

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

### **Community Resource Centers (CRCs)**

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

### **County Food Bank Program**

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

### **Disability Disaster Access & Resources (DDAR)**

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

### **Food Delivery Services, e.g. Meals on Wheels**

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

### **Generator Rebate Program**

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

### **Hotel Accommodations for People with Disabilities**

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

**Identify as Electricity Dependent**

Customers who do not qualify for PG&E's Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

**Language Preference on Alerts and Notifications**

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

**Medical Baseline Program**

An assistance program for residential customers who depend on power for certain medical needs. To qualify, a full-time resident in the home must have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions. Eligibility is not based on income.

**Portable Battery Program**

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in HFTDs or who have experienced 2 or more PSPS events in the past.

**Appendix E**  
**Core Planning Team Names**

## AFN Core Planning Team

First Name	Last Name	Organization	Title
Ana	Acton	Department of Rehabilitation (DOR)	Deputy Director Independent Living and Community Access Division
Brian	Weisel	State Council on Developmental Disabilities (SCDD)	Legal Counsel
Chris	Garbarini	California Department of Developmental Services (DDS)	Senior Emergency Services Coordinator
James	Collins	CA Council of the Blind	Community Educator
June	Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Kate	Marrone	Liberty	Key Account Manager
Kay	Chiodo	Deaf Link	CEO
Larry	Grable	Service Center for Independent Life	Executive Director
Ron	Lee	Redwood Coast Regional Center	Emergency Management Coordinator
Tamara	Rodriguez	California Department of Development Services (DDS)	Officer, Emergency Preparedness & Response