

## **AMENDED PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC October 5-6, 2019 De-Energization Event**

### **Executive Summary**

In response to the rapidly changing environmental conditions in our state, beginning with the 2019 wildfire season, PG&E has expanded its PSPS Program to include all electric lines that pass through high fire-threat areas—both distribution and transmission. As part of the PSPS Program, we have reached out to more than 5.4 million electric customers who are served by our electric lines that run through these high fire-threat areas. We have communicated to customers through several formats (letter, e-mail, television and print ads, social media and news stories) that it might be necessary to temporarily turn off power to their neighborhood or community for safety. We have also conducted hundreds of meetings with local civic and community leaders, first responder agencies, and other public safety authorities to make them aware of PSPS as an additional safety precaution.

We are continuing conversations with our communities about ways we can better coordinate and partner with local agencies and organizations to share information and provide resources to local community members.<sup>1</sup>

PG&E is committed to working together with all stakeholders and communities to help strengthen the resiliency and safety of our state's infrastructure and communities and to further reduce the risk of wildfires. Our PSPS Program is just one way that PG&E is carrying out that commitment. Our Community Wildfire Safety Program (CWSP) also includes further enhancing vegetation management around power lines, conducting accelerated safety inspections of electric infrastructure in high fire-threat areas and hardening of our electric system.

The devastating wildfires of the past two years have made it overwhelmingly clear that more must be done, and with greater urgency, to adapt to and address the growing threat of wildfires and extreme weather facing our state. As gusty winds and dry conditions increase the risk of damage to the electric infrastructure and the potential for rapid fire spread, it will be necessary for us to turn off electricity in certain areas in the interest of public safety.

PG&E knows how much our customers rely on electric service, and the impacts that these shutoff events can have on them, their families, businesses and communities. PG&E considers temporarily turning off power, based on weather and fire-risk conditions, only in the interest of safety to reduce the risk of wildfire.

On October 5-6, 2019, PG&E executed a PSPS event in the north Sierra foothills area due to a period of elevated wildfire risk. The event impacted approximately ~~11,300~~ **11,609** customers across three counties, Butte, Yuba, and Plumas.

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<sup>1</sup> Additional information regarding PG&E's PSPS Program can be found at: [https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page).

As PG&E prepared to take these steps for public safety, it followed established protocols and communicated to customers directly, providing advanced notification when and where possible via automated calls, texts, e-mails and online notices. PG&E knocked on the doors of medical baseline customers who did not confirm receipt of these notifications and were not otherwise reached. They also received repeat automated calls and texts at hourly intervals until they confirmed receipt of notifications. PG&E representatives who visited medical baseline customers also left a door hanger with information.

Throughout the PSPS event, PG&E communicated continuously with state and local officials and proactively engaged the media via news briefings, news releases, interviews and social media updates. This included sharing information in the various required languages.

The decision to de-energize was made by a designated Officer-in-Charge (OIC) at PG&E's EOC, which was staffed by PG&E's electric operations, meteorology, customer care, public information and government liaison functions, as well as other functions.

On October 5, 2019, at approximately 2200, PG&E initiated de-energization. The next morning, October 6, 2019, the weather had cleared by approximately 0900 and safety patrols began in earnest. Restoration was completed by 1600 the same day, restoring all customers within 18 hours of being de-energized.

### **Section 1 – Explanation of PG&E's Decision to De-Energize**

The Emergency Operations Center (EOC) was activated on October 4, 2019 at 1200 in response to forecasts of a dry, offshore wind event developing on Saturday evening, October 5, into early Sunday morning, October 6, across northern California. Forecasts included:

- The Predictive Services unit of the Northern California Geographic Area Coordination Center (North Ops) issued their 7-day Significant Fire Potential Forecast and highlighted the event with high risk for wind in three Predictive Service Areas (PSA) in northern California;
- The Bay Area National Weather Service (NWS) office issued a Red Flag Warning (RFW) for Saturday evening through Sunday morning in the North Bay. The Sacramento NWS office issued a RFW from Saturday afternoon through Sunday afternoon in the Sacramento Valley and northern Coastal Range and adjacent foothills;
- PG&E's high-resolution weather model (POMMS) indicated heightened risk of outage-producing winds in the northern Sierras;
- Global high-resolution weather models from the Global Forecast System (GFS) and the European Centre for Medium-Range Weather Forecasts (ECMWF), and external high-resolution models (HRRR, HREF members, Nam-NEST, CANSAC) indicated an offshore (Diablo) wind event Saturday evening into Sunday; and

- On the daily interagency call hosted by North Ops, meteorologists agreed dry offshore winds were likely to develop and would lead to elevated fire weather concerns.

Using PG&E's granular weather forecast modeling, a localized area of higher fire risk in portions of Fire Index Areas (FIA) 280, 248, and 282 were identified as the footprint for the potential PSPS. The area included Butte, Yuba, and Plumas counties. Through circuit analysis of this footprint, PG&E determined it could sectionalize some circuits traversing the footprint, which reduced the number of customers impacted by approximately 6,500<sup>2</sup> customers if the full circuits were to be de-energized. As a result, the estimated customer impact of the footprint was approximately 12,000 customers. The OIC approved this footprint as the scope for the potential PSPS event and approved initial notifications to the approximately 12,000 customers potentially impacted.

PG&E Meteorology issued an update to the publicly available 7-Day PSPS Potential Forecast on [www.pge.com/weather](http://www.pge.com/weather). The updated forecast showed Zone 5 in a PSPS watch for Saturday into Sunday with Zones 3 and 4 in an elevated state.

On October 5, internal and external weather data throughout the day showed little to no change in the forecasted offshore wind event. As further scope optimization took place, an opportunity to further reduce impacted customers by approximately 1,700 customers was identified based on advanced switching procedures, further scope refinements, and additional sectionalizing.

At approximately 1430, the OIC was presented with the latest meteorological data and impact analysis, among other information described in Section 2 and throughout this report, for the decision to de-energize.

Based on the strong consistency of internal and external forecasts indicating high wildfire risk and outage producing winds (OPW) combined with RFWs and interagency agreement on high risk of significant fires in the area of the potential PSPS, the OIC determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, destructive wildfires should ignition occur. The OIC determined alternatives to de-energization were not adequate and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, the OIC was informed of all steps that had been taken or that were in progress to mitigate adverse impacts on customers. The OIC determined that a PSPS was necessary to protect public safety and approved the decision to de-energize. Details of factors considered in this decision are detailed in Section 2 of this report.

## **Section 2 – Factors Considered**

No single factor dictates the decision to de-energize. PG&E carefully reviews a combination of factors when determining if there is significant risk of wildfire and

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<sup>2</sup> This number includes service point identification (SPID) numbers established as part of the rebuild effort in the area of the PSPS event, and therefore, represent locations that currently do not yet have active customers/meters.

whether that risk outweighs the public impacts of de-energization. The factors described below were taken into account in reaching the decision to de-energize on October 5.

- Wind: Forecasted wind gusts up to 25-30 miles per hour (mph) across the Sacramento Valley followed by northeast wind gusts up to 35 mph across portions of the northern Sierra and over elevated North Bay terrain.
- Humidity: Relative humidity levels forecasted to drop into the single digits in the Sierra Nevada Foothills and the low teens in the North Bay.
- Red Flag Warnings: RFWs issued by Bay Area NWS office and Sacramento NWS office in areas and timeframes aligned with the potential PSPS event.
- External Agency Forecasts: North Ops 7-day Significant Fire Potential Outlook indicating High Wind Watch in areas and timeframes aligned with the potential PSPS scope and timing. Daily interagency coordination call with North Ops and NWS, during which agencies aligned on a localized event with the confluence of dry conditions and breezy winds event.
- Utility Fire Potential Index (FPI) Ratings: Widespread R5 FPI ratings in the elevated terrain surrounding the Sacramento and northern San Joaquin Valley, North Bay hills and parts of elevated terrain near the southwestern San Joaquin Valley, indicating increased potential for a large fire due to high wind speeds, low relative humidity, and drying of fuels.
- Outage Producing Winds: Consistency in model outputs showing forecast OPW probability exceeding 40 percent in areas where RFWs were in place, indicating that in the past 10 years similar windspeeds have caused outage activity (potential utility ignition sources) 40 percent of the time.
- Field Data: Real-time data from PG&E's weather station network and PG&E's Wildfire Safety Operations Center (WSOC) reported hourly in the hours approaching de-energization. There were no exceptions on active fires or field observations reported by the WSOC impacting the decision to de-energize. Weather stations confirmed winds turning north-easterly around 2100 on October 5 in alignment with forecasts.
- Transmission Line Scope: Evaluation of wildfire risk of transmission lines, which includes historical outages, open maintenance tags, date of the last vegetation patrol, and vegetation Lidar data.
- Customer Impact: Number of customers impacted by the potential de-energization, known at the time of the decision as approximately 10,400<sup>3</sup> customers after impact reduction efforts (e.g., sectionalizing) resulted in a total reduction of approximately 8,200 potentially de-energized customers. Of the approximately 10,400 customers, 79 were critical customers and 684 were Medical Baseline. No Transmission-fed

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<sup>3</sup> Prior to de-energization, PG&E models the total number of customers impacted within the de-energization scope. During and after the event, PG&E confirms the outage information and reconciles the PSPS related outages to provide a final number of customers affected, reported in Section 4 of this report.

customers were impacted. This impact was considered in conjunction with mitigation efforts described below.

- Alternatives to De-energization: Inadequacy of alternatives to de-energization, including the below steps taken related to alternatives leading up to the potential PSPS event:
  - Additional vegetation management efforts resulting in the closure of all active open tags within the potential PSPS scope.
  - Pre-patrol of all Transmission lines within the potential PSPS scope using helicopters.
  - All automatic reclosing disabled in Tier 2/Tier 3.
  - Sectionalizing implementation resulting in an initial impact reduction of approximately 6,500 customers; additional analysis resulted in another impact reduction of approximately 1,700 customers identified for implementation resulting from advanced switching procedures, further scope refinements, and additional sectionalizing. This totals to a combined impact reduction of approximately 8,200 customers.
- Mitigations to the Impacts of De-energization: Updates on the below ongoing mitigation efforts to lessen the impact on public safety and customers.
  - Confirmation of advance notifications sent to approximately 12,000 customers over the course of scoping the event, including critical customers and deployment of PG&E employees to knock on the doors of Medical Baseline Customers not yet confirmed receipt of notification.
  - Confirmation of two Community Resource Centers (CRC) and one mobile Customer Support Unit (CSU) in the cities of Magalia, Oroville, and Brownsville.
  - Confirmation of restoration crew pre-staging planned for 0600 on October 6, with 12 helicopters pre-staged as of 1600 on October 5.
  - Confirmation of five PG&E Safety Infrastructure Protection Team (SIPT) crews available for the potential de-energization timeframe, and five additional crews available in the restoration timeframe.

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

Table 1 below shows each circuit involved in the PSPS event, along with the following for each circuit: whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order (GO) 95, Rule 21.2-D; the start time of the outage; communities served; and the restoration data and time for the last customer re-energized. Restoration of the circuits takes place in sections. The restoration time represents the date and time when the last section of the circuit and associated customers were restored.

The event began on October 5, 2019 at ~~2203~~ 2204 when the first circuit was de-energized. The event ended on October 6, 2019 at ~~1546~~ 1541 when the last circuit was restored. The total outage duration between the start and end time was approximately

18 hours. The de-energization occurred in the High Fire Threat District (HFTD) classifications and communities listed below.

**Table 1 – Time, Place, and Duration of PSPS Event by Circuit - Amended 1.27.2020**

Impacted Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
BIG BEND 1101	TIER 3, TIER 2	10/05/2019 22:08	OROVILLE	10/06/2019 11:37
BIG BEND 1102	TIER 3, PARTIALLY OUTSIDE HFTD	10/05/2019 22:08	BERRY CREEK, BRUSH CREEK	10/06/2019 13:16
BUCKS CREEK 1101	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:11	STORRIE	10/06/2019 12:54
BUTTE 1105*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:05	CHICO	10/06/2019 10:24
CLARK ROAD 1101	TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:18	OROVILLE	10/06/2019 10:43
CLARK ROAD 1102	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:18	OROVILLE, PARADISE	10/06/2019 13:30
KANAKA 1101	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:04	OROVILLE, FORBESTOWN, FEATHER FALLS	10/06/2019 15:41
NOTRE DAME 1104*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:06	FOREST RANCH, CHICO	10/06/2019 10:33
ORO FINO 1101	TIER 3	10/05/2019 22:11	MAGALIA	10/06/2019 12:56
ORO FINO 1102	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:11	FOREST RANCH, MAGALIA, BUTTE MEADOWS, STIRLING CITY	10/06/2019 14:27
PARADISE 1103	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:36	PARADISE	10/06/2019 12:41
PARADISE 1104	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:04	PARADISE	10/06/2019 12:29
PARADISE 1105	TIER 3, PARTIALLY OUTSIDE HFTD	10/05/2019 22:05	MAGALIA, PARADISE	10/06/2019 13:09
PARADISE 1106	TIER 3, PARTIALLY	10/05/2019 22:06	PARADISE	10/06/2019 10:31

Impacted Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
	OUTSIDE HFTD			
SYCAMORE CREEK 1111*	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:07	COHASSET, CHICO	10/06/2019 12:20
WYANDOTTE 1103*	TIER 3, TIER 2	10/05/2019 22:08	BERRY CREEK, OROVILLE	10/06/2019 14:20
WYANDOTTE 1105	TIER 3, TIER 2, PARTIALLY OUTSIDE HFTD	10/05/2019 22:09	OROVILLE	10/06/2019 10:22

\* Circuits that had only certain higher risk sections de-energized rather than the entire circuit (i.e., circuits that were sectionalized to limit the impact of de-energization) are marked with a single asterisk. Section 12, *Sectionalization*, refers to the asterisks in the table in Section 3.

## **Section 4 – Customers Impacted**

There were approximately ~~11,300~~ 11,600 customers whose power was turned off for public safety during the PSPS event. The table below shows each circuit involved, the total number of customers impacted on each circuit, and the number of customers impacted on each circuit by customer type.

***Table 2 – Customers by Circuit - Amended 1.27.2020***

Impacted Circuit	Total Number Out	Residential	Commercial/Industrial	Medical Baseline	Other
BIG BEND 1101	191	168	21	10	2
BIG BEND 1102	368	326	36	16	6
BUCKS CREEK 1101	4	0	3	0	1
BUTTE 1105	230	209	19	10	2
CLARK ROAD 1101	15	0	15	0	0
CLARK ROAD 1102 <sup>4</sup>	1,053	910	121	64	22
KANAKA 1101	609	552	50	33	7
NOTRE DAME 1104	303	264	36	11	3
ORO FINO 1101	2,277	2,204	71	223	2
ORO FINO 1102	1,948	1,813	123	102	12
PARADISE 1103	833	592	240	35	1
PARADISE 1104	791	653	138	53	0
PARADISE 1105	1,020	797	222	54	1
PARADISE 1106	289	229	60	9	0

<sup>4</sup> One Customer on Clark Road 1102 was incorrectly mapped to Loyola 1102 and is included in the Clark Road 1102 customer count.

Impacted Circuit	Total Number Out	Residential	Commercial/ Industrial	Medical Baseline	Other
SYCAMORE CREEK 1111	578	516	55	20	7
WYANDOTTE 1103	770	698	66	51	6
WYANDOTTE 1105	330	319	10	39	1
<b>Grand Total</b>	<b>11,609</b>	<b>10,250</b>	<b>1,286</b>	<b>730</b>	<b>73</b>

## **Section 5 – Damage to Overhead Facilities**

PG&E personnel patrolled all sections of de-energized PSPS circuits for safety prior to re-energizing. During those patrols, PG&E discovered two cases of wind-related hazards across the impacted divisions which required remediation prior to re-energizing. In the first case, the top branches of a fallen tree had made contact with one phase of an overhead conductor. In the second case, vegetation debris was found ensnared on an overhead conductor. In both instances, PG&E crews removed the vegetation from contact with the overhead conductors with no repairs needed to any PG&E equipment.

*Figure 1 – Tree Fall Near 10 Mayberry Rd, Oroville*



*Figure 2 – Vegetation Debris Near 98 Gamble Rd, Oroville*



## **Section 6 – Customer Notifications**

On Friday, October 4, 2019, at approximately 1930, PG&E sent the first event notifications<sup>5</sup> to approximately 12,000 potentially impacted public safety partners,

<sup>5</sup> For potentially impacted customers, PSPS notifications were primarily delivered in English, or Spanish if a language preference was specified on their PG&E account. The notification also had an option to listen or view the notification in Spanish if the language preference was



critical facilities, medical baseline and all other customers across portions of Butte, Plumas and Yuba counties. Approximately 800 of these customers were medical baseline customers who received hourly automated contact attempts via call, text and e-mail with the intent to verify they received the message to prepare for the outages.<sup>6</sup> Two medical baseline customers that were identified as tenants of a master meter were included in these notifications. All notifications sent prior to de-energization were also sent to customers that signed up for PG&E's PSPS Zip Code Alerts for the potentially impacted zip codes.

PG&E was not able to notify public safety partners prior to impacted customers, but instead sent them in parallel, due to the dynamic nature of the weather that prompted a PSPS event to be called with limited advanced warning. This ensured customers received a notification prior to the Telephone Consumer Protection Act (TCPA) curfew hours<sup>7</sup> and had additional time to prepare.

PG&E also initiated and continued direct communication with five telecommunication providers throughout the event. There were no potentially impacted transmission-level customers or Community Choice Aggregators (CCA) for this event. Localized support for other public safety partner critical facilities, such as water agencies and hospitals, were provided by a PG&E representative based in PG&E's local Operations Emergency Center (OEC) to provide up-to-date event information and answer specific, individual questions as they arose.

On the morning of October 5, hourly automatic notification retries were issued in parallel to door knocks for the 180 medical baseline customers that had not yet confirmed receipt of their notification.

Through further impact reduction efforts, such as advanced switching procedures and additional sectionalization, PG&E identified 1,700 customers that could be removed from the de-energization scope ~~were~~. Of the approximately 1,700 customers, over 100 were medical baseline. On October 5 at approximately 1636, PG&E sent

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unknown. Customers were also able to access event information translated in 240 languages by calling 1-800-743-5000 to access our Customer Service Representatives 24 hours a day during the event.

- <sup>6</sup> Medical baseline customers received automated calls text and emails at the same intervals of the general customer notifications, but in addition, received repeat automated calls and texts at regular (hourly) intervals until the customer confirms receipt of the notifications. If confirmation is not received, a PG&E representative visits the customer home to check on the customer (referred to as the "door knock process"). If the customer does not answer, a door hanger is left at the home.
- <sup>7</sup> Curfew hours are between 2100 and 0800, whereby TCPA (under the rules of the Federal Communications Commission (FCC)), requires no automated calls or texts be made to customers during this window for telemarketing and advertisements. While PSPS notices do not fall under this prohibition, PG&E aims to align with these guidelines. However, PG&E will consider notifications during curfew hours on a case by case basis (e.g., calls to medical baseline customers during curfew hours due to suddenly changing conditions).

cancellation notifications to these customers that were included in the initial notifications sent on October 4, but were now removed from scope.

Starting at 1817, the approximately 10,300 customers remaining in scope, including the two medical baseline tenants of a master meter, received their second advanced notification indicating their power would be shutoff overnight.

Within two hours of initiating de-energization, approximately 80 additional customers were identified for de-energization. These customers were tied to one distribution line that was determined to be within the boundaries of the weather event. Given that these customers had not received a previous alert, PG&E determined that notifications should be sent with urgency before de-energization despite being within the TCPA hours and proceeded with doing so.

The following day, October 6, at approximately 1219, PG&E sent an event update notification to the impacted customers, indicating that weather conditions had improved, and crews had begun their inspections. At 1317, PG&E notified over 400 customers tied to the Whitmore 1101 circuit that they would experience a momentary outage due to switching from generation back to grid power during PSPS restoration activities. At approximately 1446, approximately 8,400 customers received a restoration complete notice. The remaining customers were notified that restoration was complete at approximately 1643.

In addition to customer notifications, PG&E engaged with media outlets to keep customers informed. issued four press releases<sup>8</sup> to 613 news organizations, including 21 multi-cultural news outlets who, in turn, provided appropriately translated communication updates to their viewers and listeners. PG&E made ongoing social media updates in potentially impacted regions using a multi-lingual infographic. Social media platforms used were expanded to include NextDoor<sup>9</sup> during this event. To help spread the word, many individuals and organizations, including the California Foundation for Independent Living Centers (CFILC), a community-based organization that supports Access and Functional Needs (AFN) populations in the PG&E territory, shared PG&E's social media posts. PG&E also pushed targeted digital and radio ads both in English and in-language. Event updates were also available on [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates). There were 36,000 unique visitors to the English version of the [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates) site. Translated versions of the website were available in the following languages: Spanish (103 unique hits), Chinese (36 unique hits), Tagalog (18 unique hits), Russian (19 unique hits), Vietnamese (19 unique hits), Korean (11 unique hits).

Through post de-energization reconciliation, PG&E has found approximately ~~1,000~~ 1,400 customers de-energized but not **directly** notified primarily due to one of the following reasons: customer did not have contact information on file, or customer's service point identification (SPID) number was not mapped to the local transformer.

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<sup>8</sup> <https://www.pge.com/en/about/newsroom/newsreleases/index.page>.

<sup>9</sup> NextDoor is a social networking platform for local communities and neighborhoods.

PG&E is taking action to ensure customers update their contact information and to resolve SPIDs not mapped to transformers.

Copies of notifications sent to customers are provided hereto as Appendix A.

### **Section 7 – Local Community Representatives Contacted Prior to De-energization**

This PSPS event affected 18 communities and three counties. Appendix B shows the local government and tribal representatives contacted prior to de energization, the initial date on which they were contacted, and whether the areas affected by de-energization are classified as Zone 1, Tier 2 or Tier 3 as per the definition in GO 95, Rule 21.2-D. Dates marked with an asterisk are the date of initial contact with a representative who received multiple notifications during the event.

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

To date in 2019, PG&E has held 663 meetings with cities, counties, and public safety partners regarding PSPS. PG&E has also reached out either via e-mail or phone to every city manager and county administrator within our service area (287 total) with information regarding PSPS and has secured a 24-hour contact number for every jurisdiction within PG&E's service area.

Upon EOC activation, PG&E notified the California Office of Emergency Services (Cal OES) and the CPUC via e-mail and phone. PG&E submitted and continued to provide updates to Cal OES via the PSPS State Notification Form and improved internal processes for sending the form.

Public-Safety Answering Points (PSAP), County OES and tribal emergency responders were notified of potentially impacted communities through live phone calls.

PG&E contacted all potentially impacted cities, counties, agencies and critical service providers within 48-24 hours in advance of shutting off power.

Additional outreach took place in the form of automated e-mails, phone calls and text messages to the contacts identified in Section 7 at regular intervals. During the period in which the EOC was active, conference calls for both state (twice a day) and local agencies (three times a day) were held to provide real-time information on the event. PG&E resolved action items from the calls or was able to provide an update on the action items during the following call.

## **Section 9 – Number and Nature of Complaints Received as a Result of PSPS Event**

PG&E received a number of complaints between October 9 and October 22 and will report on these complaints in the October 9 and the October 23 de-energization reports.

## **Section 10 – Claims Filed Because of PSPS Event**

As of October 15, PG&E has received one claim for property damage.

## **Section 11 – Description of Steps Taken to Restore Power**

At 0600 on October 6, before the “all clear,” PG&E mobilized resources from impacted divisions to support the execution of patrols and re-energization. An “all clear” was issued by the OIC at 0842 on October 6 after the weather had returned to safe conditions and was forecasted to remain safe. In support of safe restoration, PG&E patrolled all facilities starting at approximately 0842 on October 6 to identify any damage before re-energizing. PG&E completed its patrols at approximately ~~1546~~ 1541 on October 6. To reduce the outage duration to customers, PG&E utilized helicopter patrols in areas where visibility was not limited by vegetation. Using the Incident Command System (ICS) as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, inspectors and inspection crews. This structure allowed PG&E to patrol and perform step restoration in alignment with the impacted centralized control centers.

All 77 miles of transmission circuits and 882 miles of distribution circuits in the scope of this event were visually patrolled for safety. For this patrol process, PG&E utilized approximately 200 field personnel and 12 helicopters to identify safety concerns or lines needing additional assessment and to make necessary repairs prior to restoration. PG&E completed re-energization of all circuits and customers at approximately 1546 on October 6.

## **Section 12 – Sectionalization**

When scoping the initial event footprint, PG&E determined it could sectionalize four of the in scope circuits in order to reduce customer impacts. Those four circuits are marked with a single asterisk in Table 1 in Section 3. This sectionalization reduced the number of customers impacted by approximately 6,500 customers. This number includes SPIDs established as part of the Camp Fire rebuild effort in the area of the PSPS event, and therefore represent locations that currently do not yet have active customers/meters.

PG&E was able to remove another 1,700 customers from de-energization scope during the event through additional sectionalizing, advanced switching procedures and scope refinement to further reduce the customer impact.

## **Section 13 – Community Assistance Locations**

When a PSPS event occurs, PG&E establishes CRCs to provide impacted customers and residents a space that is safe, energized and air-conditioned (as applicable) during daylight hours. Visitors are provided with up-to-date PSPS event information, water and restrooms, tables and chairs, power strips to meet basic charging needs including small medical devices, and Wi-Fi access where possible. PG&E’s CRCs are capable of accommodating up to approximately 100 customers at a time and are typically open from 8 a.m. to 6 p.m.<sup>10</sup>

On the morning of Sunday, October 6, PG&E opened two CRCs and one mobile CSU in the cities of Magalia, Oroville, and Brownsville. The two CRCs and the CSU were demobilized on the evening of October 6, 2019, following restoration. None of PG&E’s Resilience Zones were within the scope of this event, therefore, no Resilience Zones were activated.

Overall, a total of 67 customers visited the CRCs to use the services provided by PG&E. PG&E did not receive any visitors from the media. Customer attendance was highest in Magalia with a total of 60 attendees visiting this site.

The table below shows the CRCs available during the PSPS event, including the specific locations, dates and times open, and a description of the assistance available. Pictures of each location are also provided below.

PG&E is unaware of any community assistance locations arranged by other entities for this event.

***Table 3 – PG&E Community Resource Centers***

<b>Location</b>	<b>Address</b>	<b>Location Provider</b>	<b>Date and Times Available</b>	<b>Total # Customer Attendees</b>	<b>Description of Assistance Available</b>
Strip Mall Parking Lot	14144 Lakeridge Court Magalia, CA 95954	PG&E	• Sun. 10/06/19 8 a.m. – 6 p.m.	60	Answer customer questions, provide water, air conditioning, restrooms, sitting areas for up to 100 people, power strips for charging electronics or small medical devices
Bird Street School Parking Lot	1421 Bird Street Oroville, CA 95965	PG&E	• Sun. 10/06/19 8 a.m. – 6 p.m.	1	
Mobile CSU Outside Ponderosa Community Center	17103 Ponderosa Way Brownsville, CA 95919	PG&E	• Sun. 10/06/19 8 a.m. – 6 p.m.	6	Mobile van to answer customer questions, provide water, charging stations for electronic devices

<sup>10</sup> CRCs may close early if outage is fully restored in the area or if any safety concerns are identified.

**Figure 3 – Magalia – Strip Mall Parking Lot**



**Figure 4 – Oroville – Bird Street School Parking Lot**



**Figure 5 – Brownsville – Ponderosa Community Center Parking Lot**



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

PG&E understands that shutting off power is an extreme measure that disrupts the lives of customers. PG&E takes the decision to de-energize for public safety extremely seriously and understands the hardship it causes for our customers. There are lessons to be learned from this event, and PG&E is committed to integrating those lessons to improve future execution.

Efforts to Reduce Customer Impact: PG&E utilized granular weather forecast model data, sectionalizing, and advanced switching procedures to reduce the number of customers impacted by this event. These will remain an important tools to continue utilizing and building on to minimize PSPS impacts.

Notification Time: Due to the fast-moving nature of the weather event, PG&E had just over 33 hours from the time the EOC was activated to the time de-energization was initiated, which was suboptimal from a customer notification standpoint. PG&E commits to refining its ability to act swiftly by safely and accurately scaling processes based on the event’s unique timing and size, including improving notification tool, outreach campaigns and contact information for customers.

Process Workflows: Improvements within EOC processes and workflows are identified as each unique event is executed. PG&E will continue to implement process improvements through ongoing process documentation and training, including certifying applicable personnel in Standardized Emergency Management System (SEMS) by participating in potential Cal OES SEMS training sessions for IOUs or through implementing PG&E’s internal plan for SEMS certifications starting in the first quarter of 2020.

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

Due to PG&E’s recent experience with back-to-back PSPS events, PG&E suggests that the 10-day reporting requirements of Commission Resolution ESRB-8 and Decision 19-05-042 be modified. PG&E suggests that extensions of the 10 business-day reporting requirement be allowed in the instance of back-to-back PSPS events, and that the reports for multiple events be filed concurrent with the conclusion of the latest PSPS event.

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

The table below shows the maximum wind and gust speeds recorded by weather stations in the general timeframe and vicinity of the PSPS location.

***Table 4 – Wind Speeds Recorded by Weather Stations***

Station Name	Station ID	Elevation (ft.)	FIA	Max Windspeed (mph)	Max Wind Gust (mph)
Jarbo Gap	JBGC1	2535	280	33.00	51.00
Rim Rd.	PGE-1468	2943	248	22.98	44.79
Concow Rd.	PGE-1328	2785	248	25.18	43.69
Flea Mountain	PGE-1326	4294	248	23.89	39.16
Red Eye Rd.	PGE-1463	1296	280	14.97	32.81
Colby Mountain	CBXC1	6004	248	18.00	31.00
Pike County Lookout	PKCC1	3701	282	19.00	30.00
Wayland Rd.	PGE-1452	1343	280	12.85	28.21
Upper Skyway Rd.	PGE-1333	2233	280	16.44	27.69
Clark Rd. South	PGE-1427	710	280	15.64	27.25
Paradise Highway 191	PGE-1347	1459	280	14.97	27.11
Stirling Rd.	PGE-1131	3750	248	8.60	24.55
Altina Drive	PGE-1337	1808	280	8.44	24.33

Station Name	Station ID	Elevation (ft.)	FIA	Max Windspeed (mph)	Max Wind Gust (mph)
Bloomer Hill	PGE-1264	2982	282	9.91	23.82
Sunview Drive	PGE-1295	1130	280	7.03	22.87
Clark Rd.	PGE-1300	2112	280	9.79	22.36
Hwy 36	PGE-1344	4922	248	7.82	21.92
Stage Coach Lane	PGE-1246	1733	280	8.04	21.04
Lake De Sabla	PGE-1145	2760	280	8.19	20.60
Carpenter Ridge	CDEC1	4816	248	7.00	20.00
Panther Springs	PSWC1	3344	248	3.00	19.00
Louise Lane	PGE-1475	1701	280	12.03	18.71
Skyway Rd.	PGE-1487	2018	280	9.00	17.17
Robinson Mills	PGE-1080	2709	282	8.74	17.02
Paradise Humboldt Rd.	PGE-1339	955	280	11.80	16.73
Deer Meadow Rd.	PGE-1275	1969	282	7.49	16.73
La Rocca	PGE-1486	2311	280	6.47	16.44
Deer Creek Highway	PGE-1506	1964	280	7.64	16.44
Center Gap Rd.	PGE-1382	646	280	6.34	16.37
Lower Skyway Rd.	PGE-1470	801	280	7.93	14.98
Kelly Ridge Rd.	PGE-1288	1081	280	7.79	14.83
Grand Oak Rd.	PGE-1297	1585	280	6.63	14.17
Lumpkin Rd.	PGE-1317	2157	282	4.13	13.52
Forest Ranch	PGE-1134	2937	280	6.08	12.86
Mission Olive Rd.	PGE-1312	816	280	5.51	9.72
Openshaw	CICC1	268	280	5.00	9.00
Webb Creek Circle	PGE-1290	802	280	6.17	8.26
Richardson Springs Rd.	PGE-1286	622	280	2.75	8.11
Cohasset	CSTC1	1733	280	5.00	8.00
De Sabla	PGE-1075	2790	280	3.41	7.96
Vierra Rd.	PGE-1298	1174	280	4.44	7.59
Bangor	BNGC1	803	280	2.00	5.00
Berry Creek	PGE-1099	1775	280	1.37	2.42



**PACIFIC GAS AND ELECTRIC COMPANY**  
**APPENDIX A**  
**SECTION 6 – CUSTOMER NOTIFICATIONS**

The following details the Customer notification timelines and scripts provided in the PSPS event.

**Table 1-1. Summary of Customer Notifications<sup>1</sup>**

Starting Date	Starting Time	Type of Notification	Total # Notifications Sent (at the service point level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
10/04/19	19:31	First Advanced Notification to Public Safety Partner and All Customers	11,956	794	Critical Facility & General Customers - 1 Medical Baseline - 11	10,142
10/04/19	19:59	First Advanced Notification to Master Meter Medical Baseline Customers	2	2	6	2
10/05/19	07:46	Medical Baseline Customer Door Knocks Initiated	180	180	1	140
10/05/19	16:36	Cancellation Notification to Customers Removed from Scope	1,683	117	1	1,374
10/05/19	18:17	Second Advanced Notification to Public Safety Partner and All Customers	10,273	677	Critical Facilities & General Customers - 3 Medical Baseline - 7	9,737
10/05/19	18:46	Second Advanced Notification to Master Meter Medical Baseline Customers	2	2	18	2
10/05/19	21:50	First Advanced Notification to New Customers Added to Scope	78	5	Critical Facilities & General Customers - 1 Medical Baseline - 1	75
10/06/19	12:19	Post-Deenergization Event Update Notification	10,351	681	Critical Facilities & General Customers - 3 Medical Baseline - 3	9,532

<sup>1</sup> This summary includes an aggregation of all notifications sent, including notifications to a service point that had multiple notification contact points and channels (IVR, text, e-mail).

**Table 1-1. Summary of Customer Notifications  
(Continued)**

Starting Date	Starting Time	Type of Notification	Total # Notifications Sent (at the service point level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
10/06/19	13:17	Momentary Outage Notification to Customers on Whitmore Circuit	435	40	3	317
10/06/19	14:46	Post-Deenergization Restoration Complete Notification	8,398	588	Critical Facilities & General Customers - 3 Medical Baseline - 1	7,973
10/06/19	16:43	Post-Deenergization Restoration Complete Notification	2,195	107	Critical Facilities & General Customers - 1 Medical Baseline - 1	1,819

**Table 1-2. Customer Notification Scripts**

Date and Starting Time of Notification	First Advanced Notification to All Customers – Public Safety Partners and Critical Facilities
10/04/19 19:31	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: pgepsps.com/&lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Maps of impacted areas are also available for download at pge.com/pspsseventmaps.</p> <p>Please have your emergency plan ready. For more information visit pge.com or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative.</p> <p>Thank you. To repeat this message, please press pound.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to All Customers – Public Safety Partners and Critical Facilities</b>
<p>10/04/19 19:31 (Continued)</p>	<p><u>VOICE MESSAGE</u>            “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>.</p> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u>            SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pgepsps.com">pgepsps.com</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power for safety</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a></li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,            Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt;            NOTE: To protect against spam, some email providers may delay delivery</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to All Customers – General Customers</b>
10/04/19 19:31	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: pgepsps.com/&lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days. If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days. If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;) Dear Valued Customer, Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit pgepsps.com.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready in case we need to turn off power for public safety</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If there is an outage we will work to restore service as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> </ul>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to All Customers – General Customers</b>
<p>10/04/19 19:31 (Continued)</p>	<ul style="list-style-type: none"> <li>If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to All Customers – Medical Baseline Customers</b>
<p>10/04/19 19:31</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. More info: <a href="http://pgepsps.com/&lt;&lt;CODE&gt;&gt;">pgepsps.com/&lt;&lt;CODE&gt;&gt;</a>. Reply w/ “1” to verify receipt.</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.Para español oprima nueve.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to All Customers – Medical Baseline Customers</b>
10/04/19 19:31 (Continued)	If these conditions persist, PG&E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message. Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.
<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to Master Meter Medical Baseline Customers</b>
10/04/19 19:59	<p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p>
<b>Date and Starting Time of Notification</b>	<b>Medical Baseline Customer Door Knocks Initiated</b>
10/05/19 08:00	N/A – In person visits made by PG&E
<b>Date and Starting Time of Notification</b>	<b>Cancellation Notification to Customers Removed from Scope</b>
10/05/19 16:36	<p><u>VOICE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Forecasted weather conditions have improved in certain locations and we are not planning to turn off power for public safety. To view a list of your specific locations where outages are no longer needed visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. We are continuing to monitor conditions and will contact you with any further updates.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Cancellation Notification to Customers Removed from Scope</b>
<p>10/05/19 16:36 (Continued)</p>	<p>Forecasted weather conditions have improved in certain locations and we are not planning to turn off power for public safety. To view a list of your specific locations where outages are no longer needed visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. We are continuing to monitor conditions and will contact you with any further updates.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL:</u> SUBJECT: PG&amp;E Safety Alert: We are not planning to turn off power on &lt;&lt;START DATE&gt;&gt;</p> <p>Dear Valued Customer, Forecasted weather conditions have improved in certain locations and we are not planning to turn off power for public safety. To view a list of your specific locations where outages are no longer anticipated visit <a href="http://pgepsps.com">pgepsps.com</a>. We are continuing to monitor conditions and will contact you with any further updates.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – Public Safety Partners and Critical Facilities</b>
<p>10/05/19 18:17</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pgepsps.com/&lt;&lt;CODE&gt;&gt;">pgepsps.com/&lt;&lt;CODE&gt;&gt;</a></p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>. We will continue to keep you updated.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative.</p> <p>Thank you. To repeat this message, please press pound.</p>



**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – Public Safety Partners and Critical Facilities</b>
<p>10/05/19 18:17 (Continued)</p>	<p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at <a href="http://pge.com/pspsentmaps">pge.com/pspsentmaps</a>. We will continue to keep you updated.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit <a href="http://pgepsps.com">pgepsps.com</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to keep you updated</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and call 911 immediately</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsentmaps">pge.com/pspsentmaps</a></li> </ul> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – General Customers</b>
10/05/19 18:17	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: pgepsps.com/&lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pgepsps.com">pgepsps.com</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – General Customers</b>
10/05/19 18:17 (Continued)	<p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – Medical Baseline Customers</b>
10/05/19 18:17	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. More info: <a href="http://pgepsps.com/">&lt;&lt;CODE&gt;&gt;</a>. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions about this outage and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.”</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification – Medical Baseline Customers</b>
<p>10/05/19 18:17 (Continued)</p>	<p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pgepsps.com">pgepsps.com</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Second Advanced Notification to Master Meter Medical Baseline Customers</b>
<p>10/06/19 18:46</p>	<p>This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – Public Safety Partners and Critical Facilities</b>
<p>10/05/19 21:50</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: pgepsps.com/&lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at pge.com/pspsseventmaps. We will continue to keep you updated.</p> <p>For more information visit pge.com or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative.</p> <p>Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at pge.com/pspsseventmaps. We will continue to keep you updated.</p> <p>For more information visit pge.com or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pgepsps.com.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – Public Safety Partners and Critical Facilities</b>
<p>10/05/19 21:50 (Continued)</p>	<p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to keep you updated</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and call 911 immediately</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a></li> </ul> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – General Customers</b>
<p>10/05/19 21:50</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pgepsps.com/&lt;&lt;CODE&gt;&gt;">pgepsps.com/&lt;&lt;CODE&gt;&gt;</a></p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – General Customers</b>
<p>10/05/19 21:50 (Continued)</p>	<p>Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit pgepsps.com.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – Medical Baseline Customers</b>
<p>10/05/19 21:50</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;START DATE&gt;&gt;. More info: pgepsps.com/&lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u> This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. To view a list of your impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

Date and Starting Time of Notification	First Advanced Notification to New Customers Added to Scope – Medical Baseline Customers
<p>10/05/19 21:50 (Continued)</p>	<p>Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions about this outage and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pgepsps.com">pgepsps.com</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found <a href="#">here</a></li> <li>• Power will remain off until weather conditions improve and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul>



**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>First Advanced Notification to New Customers Added to Scope – Medical Baseline Customers</b>
<p>10/05/19 21:50 (Continued)</p>	<p>For more information, including regular updates, visit pge.com or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;</p> <p>NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Post-Deenergization Event Update Notification – All Customers</b>
<p>10/06/19 12:19</p>	<p><u>TEXT:</u> PG&amp;E Safety Update: Weather has improved. Crews are working to safely restore power. More info: pge.com or call 800-743-5002. Reply STOP to STOP text alerts for this outage.</p> <p><u>VOICE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt; regarding the Public Safety Power Shutoff in your area. Para español oprima nueve.</p> <p>Weather conditions have now improved and crews are inspecting equipment to determine how quickly we can safely restore service.</p> <p>We expect service to be fully restored to the majority of customers on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt; depending on if any repairs are needed, but your location may be restored sooner. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you. To opt out of call notifications for the remainder of this outage, press 2. To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt; regarding the Public Safety Power Shutoff in your area. Para español oprima nueve.</p> <p>Weather conditions have now improved and crews are inspecting equipment to determine how quickly we can safely restore service. We expect service to be fully restored to the majority of customers on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt; depending on if any repairs are needed, but your location may be restored sooner.</p> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.</p> <p>If you no longer wish to receive updates by phone to this number, please call 1-800-808-1743 from this number to unsubscribe from all future notifications for this outage.</p> <p><u>EMAIL:</u> SUBJECT: PG&amp;E Safety Alert: PG&amp;E Public Safety Power Shutoff Alert (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Post-Deenergization Event Update Notification – All Customers</b>
10/06/19 12:19 <i>(Continued)</i>	<p>Dear Valued Customer,</p> <p>Weather conditions have now improved and crews are inspecting equipment to determine how quickly we can safely restore service to your neighborhood.</p> <p>We expect service to be fully restored to the majority of customers on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt; depending on if any repairs are needed, but your location may be restored sooner. We appreciate your ongoing patience during this Public Safety Power Shutoff.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Momentary Outage Notification to Customers on Whitmore Circuit</b>
10/06/19 13:17	<p>Hello. This is Pacific Gas and Electric Company. We are calling to inform you of an outage affecting your service in Whitmore for a short duration. If you have any questions, please contact PG&amp;E by calling 1-800-743-5002. Once again this is Pacific Gas and Electric Company calling to inform you of short duration outage.</p>
<b>Date and Starting Time of Notification</b>	<b>Post-Deenergization Restoration Complete Notification</b>
10/06/19 14:46 10/06/19 16:43	<p><u>TEXT:</u> PG&amp;E Safety Update: Power has been restored in your area. If your power is still out, please call us at 800-743-5002. Thank you for your patience.</p> <p><u>VOICE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002. For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.</p> <p>To repeat this message, please press pound.</p> <p><u>VOICE MESSAGE:</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002. For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.</p>

**Table 1-2. Customer Notification Scripts  
(Continued)**

<b>Date and Starting Time of Notification</b>	<b>Post-Deenergization Restoration Complete Notification</b>
10/06/19 14:46 10/06/19 16:43 (Continued)	<p><u>EMAIL:</u>            SUBJECT: PG&amp;E Safety Alert: Your power has been restored (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pgepsps.com">pgepsps.com</a>. If your power is still out in this location, please call us at 1-800-743-5002. For customers with multiple locations please note restoration times may vary. For more information visit <a href="http://pge.com">pge.com</a>.</p> <p>Thank you for your patience during this time.            Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt;            NOTE: To protect against spam, some email providers may delay</p>

**PACIFIC GAS AND ELECTRIC COMPANY**

**APPENDIX B**

**SECTION 7 – LOCAL COMMUNITY REPRESENTATIVES**

**CONTACTED PRIOR TO DE-ENERGIZATION**

**Table 1-1. Table of the Local Government and Tribal Representatives Contacted**

City/ County	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Biggs	City Administration	City Manager; Designated POC	N/A	Oct. 5, 2019 3:37:16 PM*
Biggs	Police Department	Dispatch (24-hour)	N/A	Oct. 5, 2019 3:38:08 PM*
Biggs	CAL FIRE	General CAL FIRE (24-hour)	N/A	Oct. 5, 2019 3:37:20 PM*
Butte County	County Administration	Chair of the Board	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	Berry Creek Rancheria	Chairman	Tier 2/3	Oct. 4, 2019 07:26:00 AM*
Butte County	Mechoopda Indian Tribe	Chairman	Tier 2/3	Oct. 4, 2019 09:00:00 AM*
Butte County	Middletown Rancheria	Chairman	Tier 2/3	Oct. 5, 2019 10:49:44 PM*
Butte County	Mooretown Rancheria	Chairman	Tier 2/3	Oct. 4, 2019 07:45:00 AM*
Butte County	North Fork Rancheria	Chairman	Tier 2/3	Oct. 5, 2019 10:49:44 PM*
Butte County	Coastal Band of the Chumash Nation	Chairperson	Tier 2/3	Oct. 5, 2019 10:49:43 PM*
Butte County	County Administration	Chief Administrative Officer; Designated POC	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	Chico PD	Communications Supervisor	Tier 2/3	Oct. 4, 2019 05:06:00 PM
Butte County	Mechoopda Indian Tribe	Councilmember	Tier 2/3	Oct. 4, 2019 09:00:00 AM*
Butte County	Oroville	Dispatch	Tier 2/3	Oct. 4, 2019 04:53:00 PM
Butte County	Paradise	Dispatch	Tier 2/3	Oct. 4, 2019 04:50:00 PM
Butte County	Chico State University	Dispatcher	Tier 2/3	Oct. 4, 2019 05:14:00 PM
Butte County	CAL FIRE Butte	Dispatcher #110	Tier 2/3	Oct. 5, 2019 04:50:00 PM
Butte County	County Administration	District Attorney	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Butte County	Mooretown Rancheria	Fire Chief	Tier 2/3	Oct. 5, 2019 10:51:39 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:45 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:48 PM*

**Table 1-1. Table of the Local Government and Tribal Representatives Contacted  
(Continued)**

City/ County	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:45 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:44 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	County Administration	General	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Butte County	DESS	General	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Butte County	EMS	General	Tier 2/3	Oct. 4, 2019 5:07:45 PM*
Butte County	OES	General	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Butte County	Sheriff's Department	General	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Butte County	Butte Tribal Council	General	Tier 2/3	Oct. 5, 2019 10:53:28 PM*
Butte County	CAL FIRE	General CAL FIRE (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Butte County	Butte County Sheriff's Office	Lt. E. Collins	Tier 2/3	Oct. 4, 2019 04:50:00 PM
Butte County	Gridley PD	NA	Tier 2/3	Oct. 4, 2019 04:52:00 PM
Butte County	Office of Emergency Services	OES Director	Tier 2/3	Oct. 4, 2019 5:07:47 PM*
Butte County	Sheriff's Department	Sheriff	Tier 2/3	Oct. 4, 2019 5:07:47 PM*
Butte County	Enterprise Rancheria of Maidu Indians	Tribal Administration	Tier 2/3	Oct. 4, 2019 07:29:00 AM*
Butte County	Mechoopda Indian Tribe	Vice Chairwoman	Tier 2/3	Oct. 4, 2019 09:00:00 AM*
Chico	City Administration	City Manager; Designated POC	Tier 2/3	Oct. 4, 2019 5:12:49 PM*
Chico	Fire Department	Fire Chief	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Chico	Fire Department	General	Tier 2/3	Oct. 4, 2019 5:07:44 PM*
Chico	Police Department	General	Tier 2/3	Oct. 4, 2019 5:12:58 PM*
Chico	City Administration	Mayor	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Chico	Police Department	Police Chief	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Gridley	City Administration	City Manager; Designated POC	N/A	Oct. 5, 2019 3:37:25 PM*
Gridley	Police Department	General (24-hour)	N/A	Oct. 5, 2019 3:38:30 PM*
Gridley	CAL FIRE	General CAL FIRE (24-hour)	N/A	Oct. 5, 2019 3:37:20 PM*
Marysville	City Administration	City Manager; Designated POC	N/A	Oct. 5, 2019 3:38:07 PM*

**Table 1-1. Table of the Local Government and Tribal Representatives Contacted  
(Continued)**

City/ County	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Marysville	Fire Department	Fire Chief	N/A	Oct. 5, 2019 3:38:02 PM*
Marysville	City Administration	Mayor	N/A	Oct. 5, 2019 3:37:09 PM*
Oroville	City Administration	City Administrator	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Oroville	City Administration	City Manager; Designated POC	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Oroville	Fire Department	General (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Oroville	City Administration	Mayor	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Paradise	City Administration	General	Tier 2/3	Oct. 4, 2019 5:12:44 PM*
Paradise	City Administration	General	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Paradise	Police Department	General	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Paradise	CAL FIRE	General CAL FIRE (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Paradise	City Administration	Mayor	Tier 2/3	Oct. 4, 2019 5:07:51 PM*
Paradise	City Administration	Public Works Manager	Tier 2/3	Oct. 5, 2019 10:49:48 PM*
Paradise	City Administration	Town Manager; Designated POC	Tier 2/3	Oct. 4, 2019 5:07:51 PM*
Plumas County	County Administration	CAO; Designated POC	Tier 2/3	Oct. 4, 2019 5:07:44 PM*
Plumas County	Greenville Rancheria	Chairman	Tier 2/3	Oct. 4, 2019 08:00:00 AM*
Plumas County	Grindstone Rancheria	Chairman	Tier 2/3	Oct. 5, 2019 10:49:43 PM*
Plumas County	OES Director	Deputy Director (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:47 PM*
Plumas County	Social Services	Director (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:47 PM*
Plumas County	Sheriff's Office	Dispatch	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Plumas County	Plumas County S.O	Dispatcher	Tier 2/3	Oct. 5, 2019 05:05:00 PM
Plumas County	Plumas Public Health	General	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Plumas County	OES	Main Office	Tier 2/3	Oct. 4, 2019 5:07:48 PM*
Plumas County	Public Health	MHOAC (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Plumas County	Sheriff	OES Director (24- hour)	Tier 2/3	Oct. 4, 2019 5:07:49 PM*
Plumas County	County Administration	Public Works Director	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Plumas County	OES	Special Ops Sgt. (24- hour)	Tier 2/3	Oct. 4, 2019 5:07:45 PM*
Plumas County	Fire Department	USFS PNF Dispatch (24-hour)	Tier 2/3	Oct. 4, 2019 5:07:47 PM*

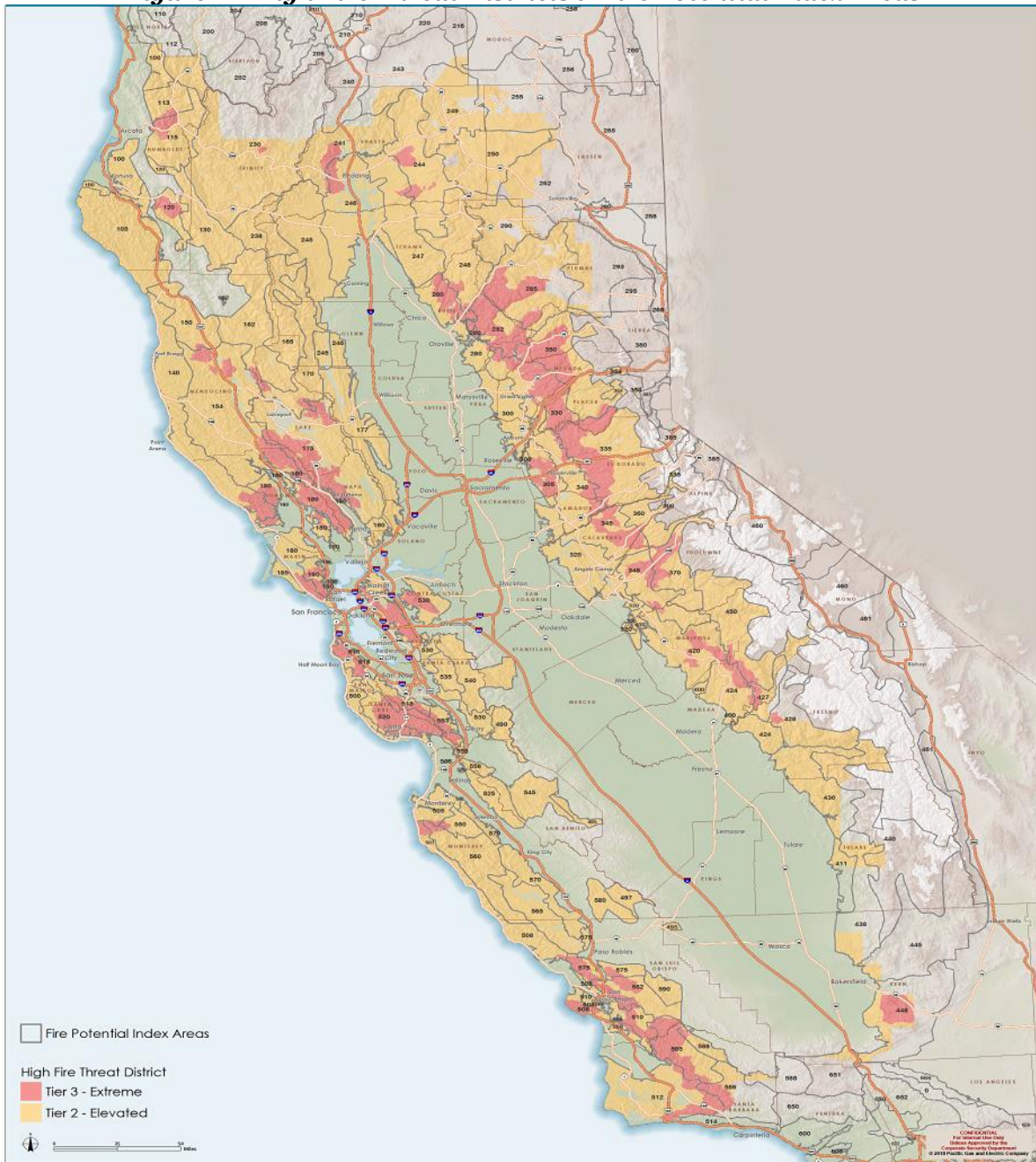
**Table 1-1. Table of the Local Government and Tribal Representatives Contacted  
(Continued)**

<b>City/ County</b>	<b>Agency</b>	<b>Title</b>	<b>Classification (Tier 2/3, Zone 1)</b>	<b>Date/Time</b>
Plumas County	Greenville Rancheria	Vice Chairperson	Tier 2/3	Oct. 4, 2019 08:00:00 AM*
Wheatland	City Administration	City Manager; Designated POC	N/A	Oct. 5, 2019 3:38:05 PM*
Wheatland	Police Department	Dispatch (24-hour)	N/A	Oct. 5, 2019 3:37:21 PM*
Wheatland	Fire Department	General (24-hour)	N/A	Oct. 5, 2019 3:37:37 PM*
Yuba City	Fire Department	General (24-hour)	N/A	Oct 6 2019 10:29:07 AM*
Yuba City	City Administration	Interim City Manager; Designated POC	N/A	Oct 6 2019 10:28:00 AM*
Yuba City	Police Department	Non-Emergency (24-hour)	N/A	Oct 6 2019 10:27:39 AM*
Yuba County	County Administration	Chair of the Board	Tier 2/3	Oct. 4, 2019 5:07:51 PM*
Yuba County	Strawberry Valley Rancheria	Chairperson	Tier 2/3	Oct. 5, 2019 10:49:44 PM*
Yuba County	County Administration	County Executive Officer	Tier 2/3	Oct. 4, 2019 5:07:52 PM*
Yuba County	County Administration	Director	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Yuba County	Yuba County SO	Dispatcher #705	Tier 2/3	Oct. 5, 2019 05:20:00 PM
Yuba County	Office of Emergency Services	Emergency Manager (24-hour); Designated POC	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Yuba County	OES	General	Tier 2/3	Oct. 4, 2019 5:07:50 PM*
Yuba County	County Administration	Health Administrator	Tier 2/3	Oct. 4, 2019 5:07:51 PM*
Yuba County	CAL FIRE	Local Cal Fire	Tier 2/3	Oct. 4, 2019 5:07:46 PM*
Yuba County	Trina Marine Ruano Family	Representative	Tier 2/3	Oct. 5, 2019 10:49:48 PM*

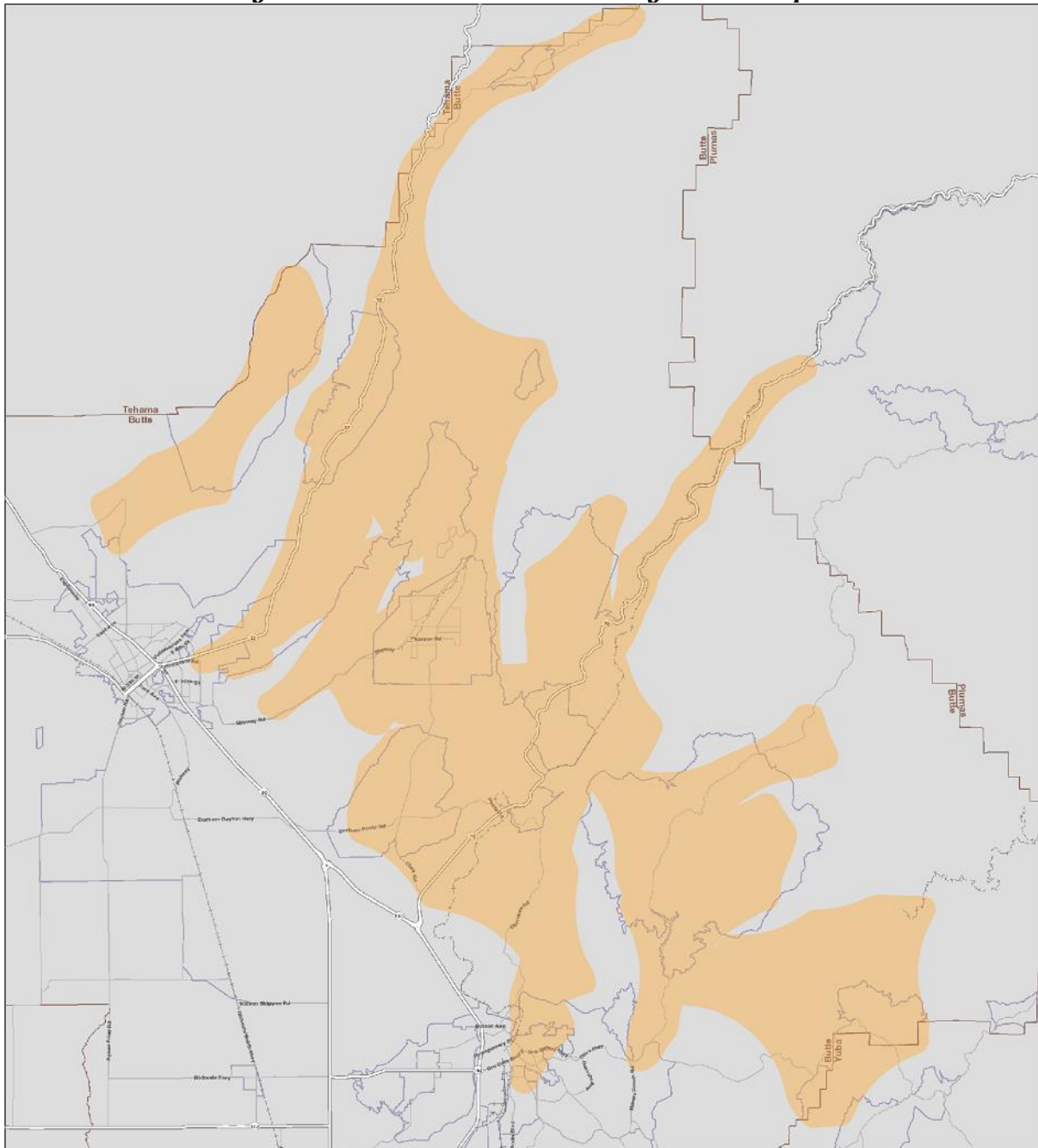


**PACIFIC GAS AND ELECTRIC COMPANY**  
**APPENDIX C**  
**SUPPORTING INFORMATION – FIRE INDEX AREA MAP**  
**AND EVENT LOCATION MAP**

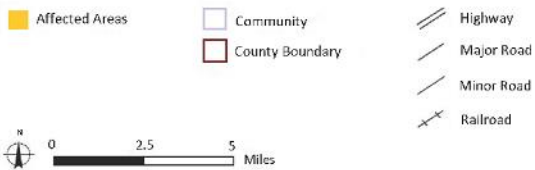
**Figure 1 – High Fire Threat Districts & Fire Potential Index Areas**



**Figure 2 – Sierra Foothills De-Energization Scope**



**PSPS\_10-5-2019\_Wave\_1\_D-02\_T\_24hrs\_PUBLIC**



**Last Updated  
October 05, 2019  
09:48 AM**



**The information in this map is intended only to provide customers with a general estimate regarding potential locations that may be impacted by a PSPS event should one become necessary. Conditions affecting a possible PSPS event can change quickly and the actual impact of a future PSPS event is uncertain.**