

**PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response**

PG&E Data Request No.:	SPD_009-Q007		
PG&E File Name:	WMP-Discovery2023_DR_SPD_009-Q007		
Request Date:	June 2, 2023	Requester DR No.:	SPD_PG&E_2023_009
Date Sent:	June 7, 2023	Requesting Party:	Safety Policy Division
DRU Index #:		Requester:	Kevin Miller

**SUBJECT: UNDERGROUNDING, EMERGENCY PLANNING, AND COMMUNITY
OUTREACH/ENGAGEMENT**

QUESTION 007

PG&E states that if an AFN customer does not answer the door, the notification is considered successful if a door hanger is left. What industry policy/practice is PG&E following that classifies a door hanger as a successful notification?

ANSWER 007

During a PSPS event, medical baseline customers receive automated calls, text and e-mails at the same intervals as the general customer notifications. In addition, these customers receive repeat automated calls and texts at hourly intervals until the customer confirms receipt of the notifications by either answering the phone, responding to the text or opening the email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer in parallel to the continuation of hourly notification retries, referred to as the "doorbell ring process." If the customer does not answer, a door hanger is left at the home, when possible. PG&E's "doorbell ring" and "door hanger" process is above and beyond the guidelines set forth in CPUC's decisions under R. 18-12-005. While PG&E has not specifically benchmarked as an industry practice, the three joint California IOUs have aligned on this process. The door hanger is considered Successful Notification Delivery but is not confirmed as Notification Received. After a door hanger is left, these customers will continue to receive hourly retries until they confirm receipt.