



Your Guide to

# Public Safety Power Shutoffs

July 2022

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# 1 Introduction

Safety is Pacific Gas and Electric Company's (PG&E) most important responsibility. Because high winds may cause trees and debris to contact energized lines and start a wildfire, we may need to turn off power as a last resort during dry, windy weather. This is a Public Safety Power Shutoff (PSPS). The purpose of this guide is to provide you with detailed information about PSPS, what you can expect and steps that can help you prepare.

## Long-term, we are working to reduce the need for PSPS by:

- Beginning to underground 10,000 miles of powerlines in high fire-threat areas as part of a multiyear effort.
- Strengthening the electric grid with stronger poles and covered lines.
- Using Enhanced Powerline Safety Settings in and near high fire-threat areas to quickly and automatically turn off power if a threat is detected.
- Managing trees and other vegetation, above and beyond state standards.
- Installing microgrids that use generators to keep the electricity on during a PSPS.

We are making our system safer and more resilient to reduce the impact of PSPS on you. These efforts have resulted in:

**88%** reduction in customers impacted from 2020 to 2021

**43%** reduction in outage duration from 2019 to 2021

**Every day we are working hard to respond to our state's changing climate, reduce wildfire risk across every part of our service territory and make our system safer.**

# 2 Community Wildfire Safety Program Overview

California continues to experience an increase in wildfire risk. Nearly one-third of the electric lines that serve our customers are now in High Fire-Threat District (HFTD) areas.\* Our Community Wildfire Safety Program (CWSP) is focused on making the electric system safer and reducing wildfire risk.

## 2022 Wildfire Safety Goals

	Program to Date	2022 Plan
<b>Enhanced Powerline Safety Settings</b> Safety settings allowing powerlines to turn off power within one-tenth of a second	~44,300 Miles	~44,300 Miles
<b>Undergrounding</b> Placing powerlines underground to reduce wildfires caused by equipment	108 Miles	175 Miles
<b>System Hardening</b> Installing stronger poles and covered powerlines and conducting line removals	836 Miles	470 Miles
<b>Enhanced Vegetation Management</b> Addressing vegetation that poses a higher potential for wildfire risk	6,658 Miles	1,800 Miles
<b>Weather Stations</b> Better predicting and responding to severe weather threats	1,319 Stations	100 Stations
<b>High-Definition Cameras</b> Monitoring and responding to wildfires through increased visibility	525 Cameras	98 Cameras
<b>Sectionalizing Devices &amp; Transmission Switches</b> Separating the grid into smaller sections and narrowing the scope of Public Safety Power Shutoffs	1,214 Devices	115 Devices

Data as of July 2022

To learn more about our wildfire safety efforts, visit:



\*As designated by the California Public Utilities Commission (CPUC)

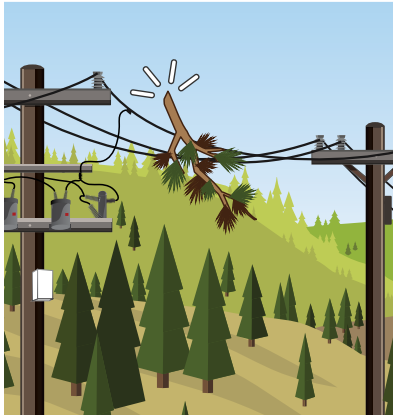
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

New

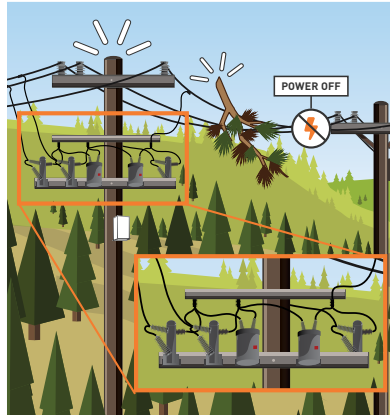
## Enhanced Powerline Safety Settings (EPSS)

To protect you, we are using enhanced safety settings that allow our powerlines to turn off power within one-tenth of a second when there is a wildfire hazard, like a tree branch striking a powerline. We call this EPSS.

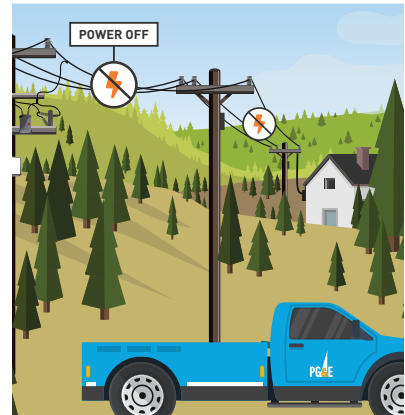
1 When an object strikes the line or a fault occurs...



2 ...protective devices shut off power within one-tenth of a second.



3 We check the lines for damage before safely restoring power.



**This measure is a proven wildfire prevention tool.**

Last year, we saw an

**80%** reduction in CPUC-reportable ignitions on EPSS-enabled powerlines.\*

\*Compared to the prior 3-year average in High Fire-Threat Districts as of 12/31/21.

In 2022 we are expanding the program from 45% of line miles in HFTD areas to **100%** of line miles in high fire-risk areas, as well as select adjacent areas.

### EPSS vs. PSPS

Because power turns off automatically for safety, you may experience unplanned safety outages. Outages that result from enhanced safety settings are not Public Safety Power Shutoffs (PSPS). PSPS are a last resort in the event of high winds and dry conditions. You will be notified before a PSPS. We are not able to notify you in advance of outages on EPSS-protected lines, because they occur quickly when a problem is detected on the line.

To learn more about EPSS, visit:

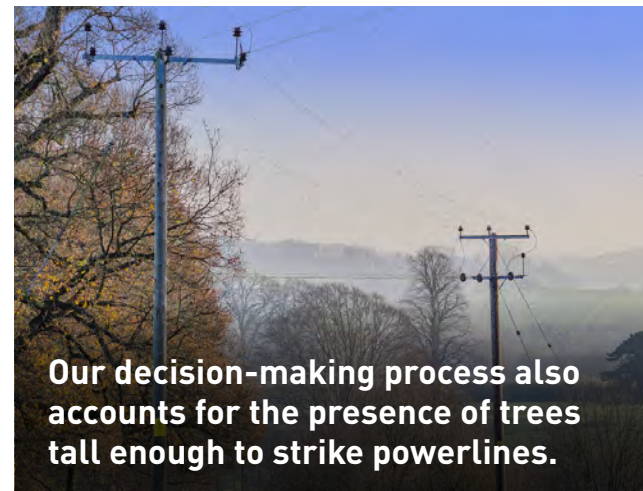
[pge.com/epss](https://pge.com/epss)

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

# 3 Public Safety Power Shutoff Criteria

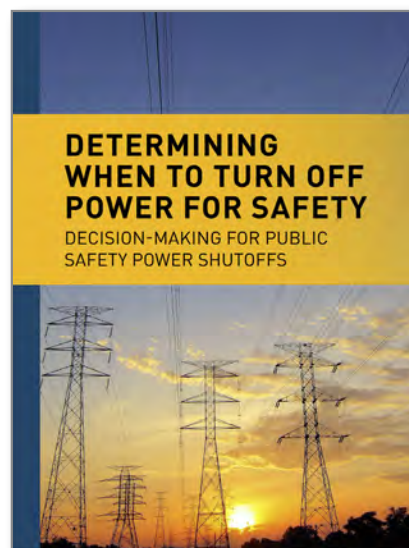
Public Safety Power Shutoffs (PSPS) continue to be a necessary, last resort tool to protect communities. We understand how disruptive it is to be without power and we are working hard to reduce the size and frequency of outages while keeping you safe. Before determining if a PSPS is necessary, we review a combination of factors:

- **Low humidity levels** (less than ~30%)
- **Forecasted high winds** above 19 miles per hour and gusts above 30-40 miles per hour
- **Condition and moisture content of dry material and vegetation** on the ground
- **Red Flag Warning** declared by the National Weather Service
- **Real-time ground observations**



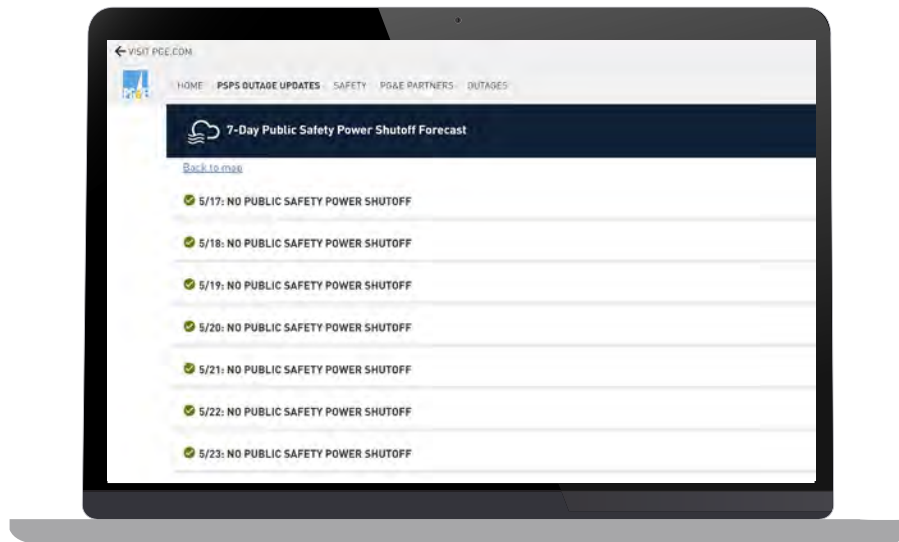
Check out our guide for more information about PSPS decision-making:

[Decision-Making Technical Guide](#)



## PSPS 7-Day Potential Forecast

To provide you with PSPS information and updates, we monitor the weather closely and update our 7-day forecast every day.



**Not Planned:** Conditions that generally warrant a PSPS are not forecast at this time.

**PSPS Risk Elevated:** Conditions are being monitored for an increased potential of a PSPS.

**PSPS Watch:** PSPS is likely due to a combination of adverse weather and dry fuel conditions.

**PSPS Warning:** PSPS is required given the latest forecast of weather and fuels and/or observed conditions.

For a 7-day PSPS  
forecast, visit:

[pge.com/weather](https://pge.com/weather)

To sign up for daily email alerts  
regarding potential PSPS, visit:

[cloud.em.pge.com/  
PSPS-7day-Signup](https://cloud.em.pge.com/PSPS-7day-Signup)

# 4 Temporary Power and Backup Generation

To safely keep areas energized during a Public Safety Power Shutoff (PSPS), we are implementing mitigation efforts throughout the electric grid. These include:

## Distribution Microgrids

Energizing “main street” corridors, central community resources and critical facilities

## Islanding Locations

Energizing substations using local, centralized power generation facilities

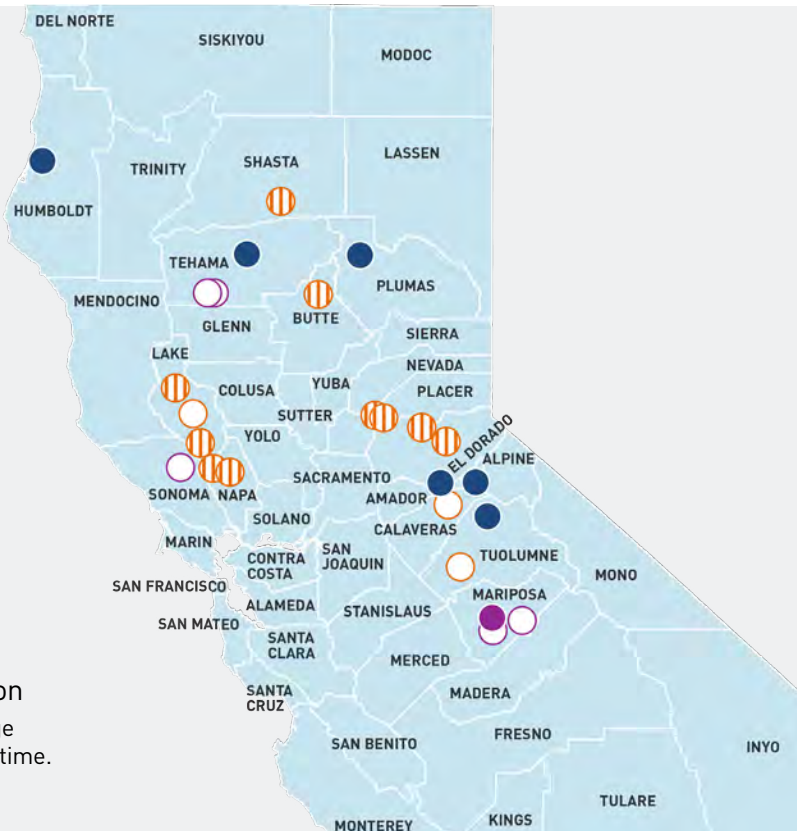
## Remote Grids

Energizing customers in remote locations year-round using standalone solar, battery and propane generation

## Where Is This Work Taking Place?



\*Additional remote grids also under consideration  
Data as of 5/4/2022. Local work plans are subject to change and data is based on the best available information at this time.





# 5 Power Restoration

Our goal is to restore power within **24 hours** after high winds have passed.

## Restoration Steps:

- 1 Weather “All-Clear”:** After high winds have passed and it is safe to do so, our crews begin patrols and inspections.
- 2 Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.
- 3 Isolate and Repair Damage:** Where equipment damage is found, our crews work to isolate the damaged area from the rest of the system. Other parts of the system can then be restored.
- 4 Restore Power:** Once the poles, towers and lines are safe to energize, PG&E’s Control Center completes the process and restores power to affected areas.
- 5 Notify Customers:** Customers are notified with the latest Estimated Time of Restore (ETOR) at “All-Clear,” if an update is made to the ETOR and again once power has been restored.

### Restoration resources may include:

- 3,200** On-the-ground personnel
- 65** Helicopters
- 2** Airplanes



# 6 Customer Notifications

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored.

## Direct-to-Customer Outreach

### Notification Timeline

- **Watch** | 48-24 hours before power is turned off
- **Warning** | 4-1 hours before power is turned off
- **When** power is turned off
- **After** weather has passed
- **If** Estimated Time of Restore (ETOR) changes
- **Once** power has been restored

### Can PG&E contact you in an emergency?

Update your contact information at [pge.com/myalerts](https://pge.com/myalerts) or call **1-866-743-6589**.

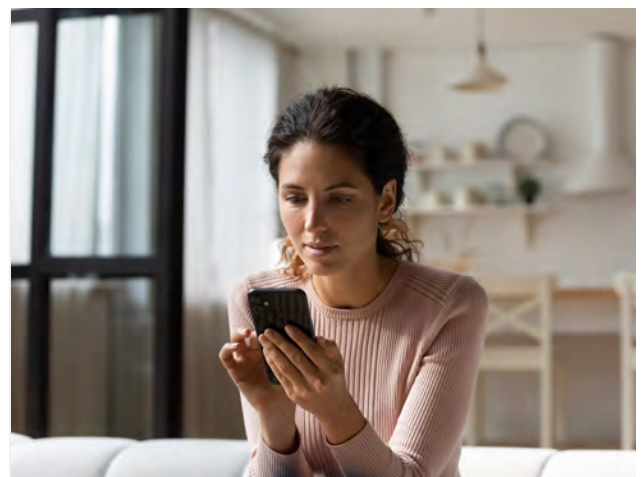
Account holders will automatically receive PSPS alerts for their address.

### Address Alerts

You can receive Public Safety Power Shutoff (PSPS) notifications for any addresses that are important to you via text or phone call in 16 languages.

Sign up for Address Alerts at:

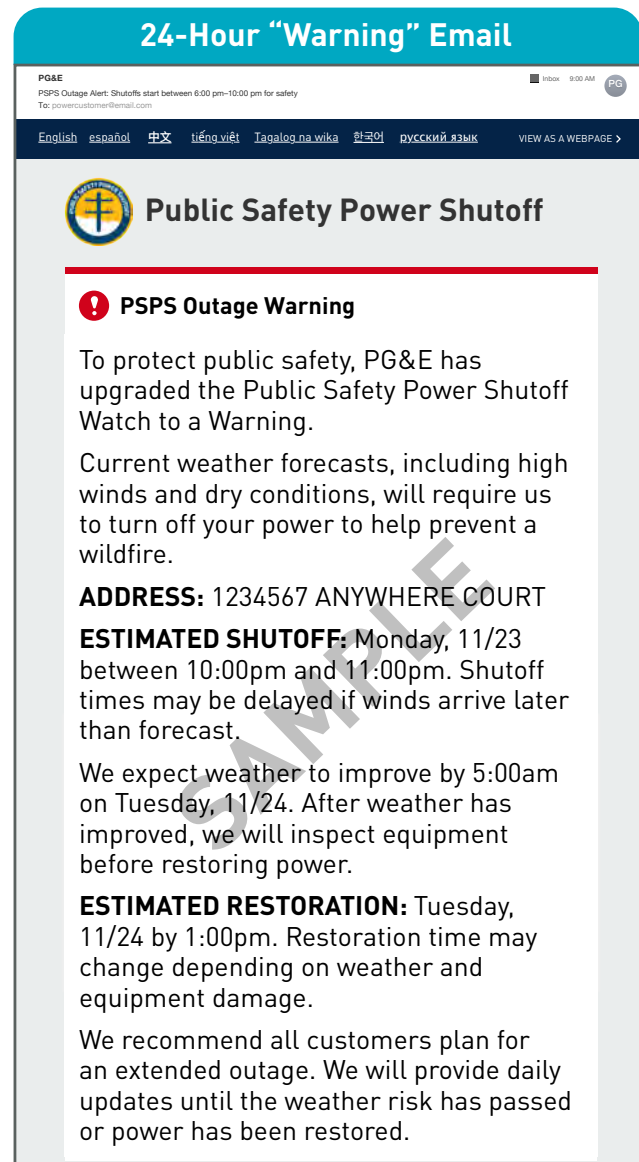
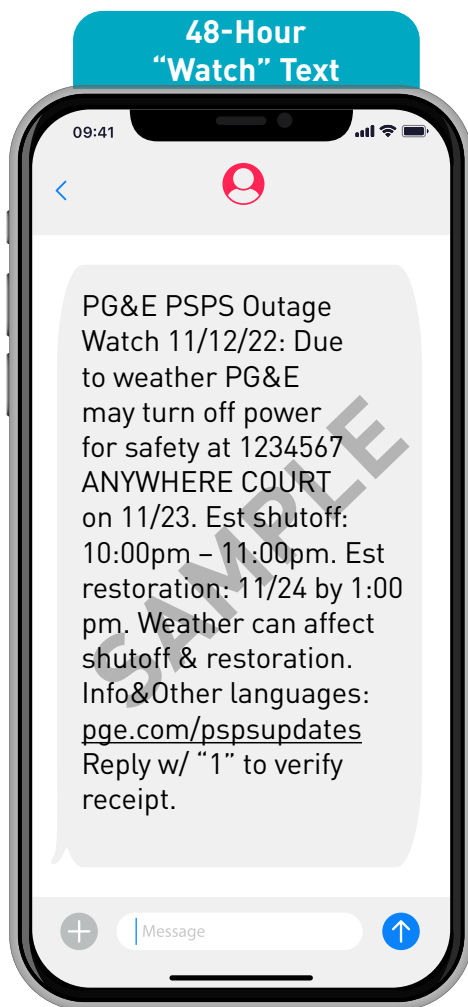
[pge.com/addressalerts](https://pge.com/addressalerts)



## Sample Customer Notifications

Notifications include information related to the location and length of a PSPS. This includes the estimated shutoff time and when your power may be restored.

You can choose to receive alerts in one of 16 languages\* at [pge.com/myalerts](https://pge.com/myalerts). We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.



\*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

## Medical Baseline Program

As a Medical Baseline customer, you will receive notifications by call, text and email before a PSPS. You must confirm receipt of these notifications. If you do not respond, we will make additional notification attempts hourly, or contact you in person, until we reach you.

For more information  
or to apply, visit:

[pge.com/medicalbaseline](https://pge.com/medicalbaseline)



Large print, Braille, audio and other alternative applications are available. Email [CIACMC@pge.com](mailto:CIACMC@pge.com) or call **1-800-743-5000**. Deaf/hard of hearing customers may call California Relay Service at **711**.

## Vulnerable Customer Status

If you are not eligible for the Medical Baseline Program, you can self-certify for Vulnerable Customer Status if you or a household member have a serious illness or condition that could become life threatening if electric service is disconnected. Like Medical Baseline customers, you may receive additional PSPS alerts, including doorbell rings, if previous alerts are not acknowledged. Vulnerable Customer Status remains on your account for 90 days unless an application to extend for one year is completed and submitted.

Learn more and apply at:

[pge.com/vcstatus](https://pge.com/vcstatus)

## Self-Identified Electricity Dependent

If you are at an increased risk of harm to your health, safety or independence during a PSPS and depend on electricity for durable medical equipment or assistive technology, you can self-identify as Electricity Dependent. Like Medical Baseline and Vulnerable Customers, if you do not respond to our notifications, we will continue to call each hour or contact you in person until we reach you.

## Doorbell Rings

If you are a Medical Baseline, self-certified Vulnerable or self-identified Electricity Dependent customer reliant on durable medical equipment or assistive technology, and do not acknowledge receipt of our notifications, we will conduct doorbell rings in advance of a PSPS. We do this to ensure you know it is time to activate your emergency plan.

If we are conducting doorbell rings and you are experiencing a life-threatening emergency, we will help you call 911. If you are not home, we will leave a doorhanger to let you know we visited.



## Priority Notifications

Whenever possible, we issue priority PSPS notifications to public safety partners, critical facilities and infrastructure as well as transmission-level customers. These alerts are sent 48-72 hours in advance of a potential PSPS.

## Critical Facilities

Critical facilities that are essential to public safety have special power needs. We provide these facilities with priority notifications and prioritized restoration when possible. We also offer extra resources before and during outages.

### Critical facilities include:

- **Chemical Sector**

Facilities associated with the provision, manufacturing, maintaining or distribution of hazardous materials and chemicals.

- **Communications Sector**

Carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

- **Emergency Services Sector**

Emergency dispatch centers, police stations, fire stations, emergency operations centers, emergency medical services providers and tribal government emergency services providers.

- **Energy Sector**

Public and private utility facilities vital to maintaining or restoring normal service, including community choice aggregators and interconnected publicly-owned utilities and electrical cooperatives.

- **Food and Agriculture Sector**

Food banks and emergency feeding organizations.

- **Government Facilities Sector**

Schools, government agencies essential to national defense, voting centers and vote tabulation facilities, homeless centers, community centers, senior centers, independent living centers and jails and prisons.

- **Health Care and Public Health Sector**

Public health departments, cooling (or warming) centers, temporary facilities established for public health emergencies and medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospital facilities excluding doctor offices and other non-essential facilities.

- **Transportation Sector**

Traffic management systems; facilities associated with automobile, rail and aviation; major public transportation and maritime transportation for civilian and military purposes.

- **Water and Wastewater Systems Sector**

Facilities associated with the provision of drinking water or processing of wastewater, including facilities used to pump, store, treat and deliver water or wastewater.

## **Coordination With Transmission-Level Customers**

We support customers who take service directly from network transmission facilities under control of the California Independent System Operator (CAISO) and publicly-owned utilities and electric cooperatives. Transmission-level customers receive priority notifications to help mitigate the potential public safety risks of PSPS.



## Coordination With Telecommunications

During a PSPS, telecommunication providers will receive:

- A dedicated PG&E contact to help address real-time issues
- Access to the PSPS Portal for the latest outage maps and information
- Priority notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to PG&E's Emergency Operations Center (EOC)\*, as requested

## Coordination With Water Agencies

During a PSPS, water service providers will receive:

- Support from PG&E's local Operations Emergency Centers and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Priority notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

## Coordination With Hospitals

We are pursuing service continuity solutions for hospitals at a higher likelihood for PSPS or a safety outage on lines protected by Enhanced Powerline Safety Settings.

Some hospitals will be kept energized through existing solutions like sectionalizing or transmission line switches. Other hospitals will use single facility generation.



\*Due to COVID-19, in-person EOC activation will be dependent on health and safety considerations and county health guidance



# 7 Customer Tools and Resources

We provide information and expanded resources before, during and after a Public Safety Power Shutoff (PSPS). This includes many programs and partnerships to help support you.

## 211

PG&E partners with the California Network of 211s to provide help when it is needed the most. 211 is a free, confidential service that provides 24/7 connections to local resources. 211 also assists with emergency planning to reduce disruptions that PSPS may cause. If you are an older adult, an individual with disabilities or have medical needs, 211 will also provide proactive outreach to help you prepare.

### Among other services, resource coordination may include:

- Creating an emergency plan
- Transportation and hotel accommodations
- Portable backup power
- Food resources

211 will utilize PG&E's existing resources while identifying and developing its own resource partnerships.



To learn more about 211, call 211, text 'PSPS' to 211-211 or visit:

[211.org](https://www.211.org)



Watch a video on PG&E's partnership with 211:

[211 video](#)

## Community-Based Organizations (CBOs)

We partner with more than 250 CBOs to conduct outreach and provide resources during a PSPS. These CBOs serve a variety of populations, including low-income and hard-to-reach communities. We continue to work with a diverse group of organizations to identify resources and communication capabilities.

Find community resources near you:

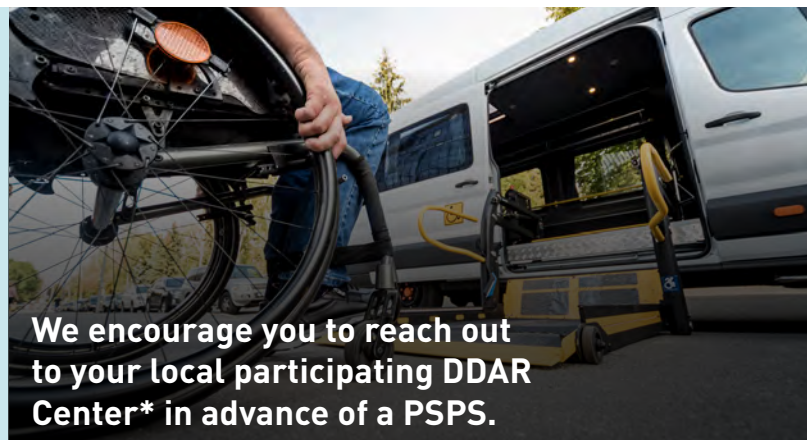
[pge.com/countresources](https://pge.com/countresources)

## Disability Disaster Access and Resources (DDAR) Program

The DDAR Program supports people living with disabilities, electricity dependent individuals and the aging population. DDAR is a collaboration between PG&E and the California Foundation for Independent Living Centers. The program helps qualifying customers whose life or health would be at risk during a power outage. If you have disabilities and/or chronic medical conditions and rely on electricity to live independently, you may be eligible.

### Outage support can include:

- Accessible transportation
- Hotel stays
- Food stipends
- Emergency planning
- Portable batteries
- Generator fuel stipends
- Refrigeration for medication



**We encourage you to reach out to your local participating DDAR Center\* in advance of a PSPS.**

Learn more at:

[disabilitydisasteraccess.org](https://disabilitydisasteraccess.org)

**\*See p. 28 for a list of participating Independent Living Centers**

## Food Replacement

### Food Banks\*

We partner with local food banks to provide food replacement during a PSPS and until three days after power is restored. Perishable and non-perishable foods may be available. Some food banks may have income restrictions.

### Meals on Wheels

During a PSPS, we partner with Meals on Wheels to deliver an additional meal (or two) per day for affected home-bound seniors in our service area who are enrolled in the Meals on Wheels service.



**Expanded for 2022**

## Backup Power Programs

### Portable Battery Program

Our Portable Battery Program provides no-cost backup portable batteries and refrigeration for medication to eligible customers. If you are a Medical Baseline customer who lives in a High Fire-Threat District (HFTD) or have experienced two or more PSPS since 2020, you may qualify.

If you are pre-qualified, our program partners will reach out to you to conduct a phone or email assessment. You may then be matched with the best fully subsidized battery available for your needs. If your power needs exceed portable battery capabilities, you will be referred to the DDAR Program.

Learn more at:

[pge.com/pspsresources](https://pge.com/pspsresources)

**\*See p. 30 for a list of participating food banks**

## Generator and Battery Rebate Program

The Generator and Battery Rebate Program was recently expanded to include all customers who either live in a HFTD or are served by powerlines protected by Enhanced Powerline Safety Settings (EPSS). If the customer is located outside of an HFTD, but served by EPSS-capable circuits, they must have experienced two or more PSPS to qualify for a rebate. To receive a rebate, the generator must be on our Qualified Product List and comply with the California Air Resources Board (CARB).

The rebate will be \$300 per qualified customer. If you participate in PG&E's California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs, you can receive an additional \$200. Rebate amounts cannot exceed the purchase price of the product and do not include taxes or shipping costs. You must submit the rebate application within 12 months from the sale date, or by December 31, 2022, whichever is sooner.

Learn more about eligibility requirements at:

[pge.com/backupper](https://pge.com/backupper)

## Backup Power Transfer Meter

If you live in a HFTD or on an EPSS protected circuit, you can receive a free Backup Power Transfer Meter. If your power goes out, the Backup Power Transfer Meter will switch to generator power and automatically switch back to utility power when it becomes available. With the Backup Power Transfer Meter, you can use your electrical panel to choose which appliances or rooms to power, making it easier and safer to connect to generator power during a power outage. To participate, you must have a compatible generator and allow us access to the site for installation. We will inspect the panel to verify it meets operational requirements.

Learn more about eligibility requirements and request a free Backup Power Transfer Meter at:

[pge.com/transfermeter](https://pge.com/transfermeter)

## Self-Generation Incentive Program

Through the Self-Generation Incentive Program, extra financial rebates are available if you have qualifying home charging rate schedules. Limited funds may be available to offset full battery costs if you're an eligible Medical Baseline customer.

Learn more about eligibility requirements and apply at:

[pge.com/batteryincentive](https://pge.com/batteryincentive)

## Community Resource Centers (CRCs)

CRCs offer a safe place to charge medical and other electronic devices, find basic supplies and get outage information during a PSPS.

### Available resources:

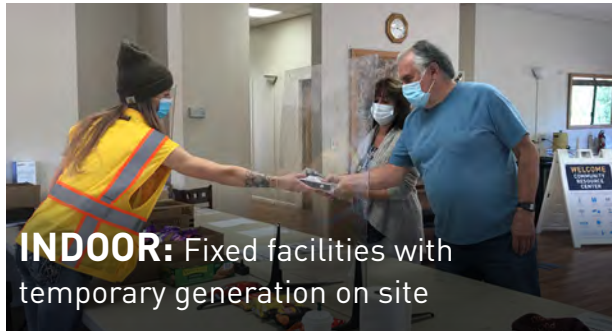
- Device charging
- Wi-Fi
- Bottled water
- Snacks
- Tables and chairs
- Bagged ice (indoor only)
- Cellular signal
- Blankets
- Air conditioning or heating (indoor only)
- ADA-accessible restrooms



Location information will be shared via social media, local news and at:

[pge.com/crc](https://pge.com/crc)

## Center Types



## Center Location Selection

We have contracts in place with nearly 400 indoor and outdoor locations to serve as CRCs when needed. CRC locations are selected based on historic and forecasted PSPS impacts and in coordination with counties and tribes.

We work closely with local communities to refine the locations, availability and services provided by CRCs. The number and type of center sites to be activated will depend on these ongoing discussions, as well as the scale of an individual PSPS.

## COVID-19 Considerations

To keep you safe, all CRCs will follow appropriate COVID-19 health considerations. This includes federal, state and county guidelines.

# 8 Customer Outreach and Engagement

To help you and your community prepare for possible outages, we have informative resources like videos, brochures, events and online tools available.

As a PG&E customer, you'll receive communications through:

- Letters
- Emails
- Postcards
- Emergency preparedness resources
- Tenant education kits
- Radio ads
- Television ads
- Social media posts



## Wildfire Safety Webinars

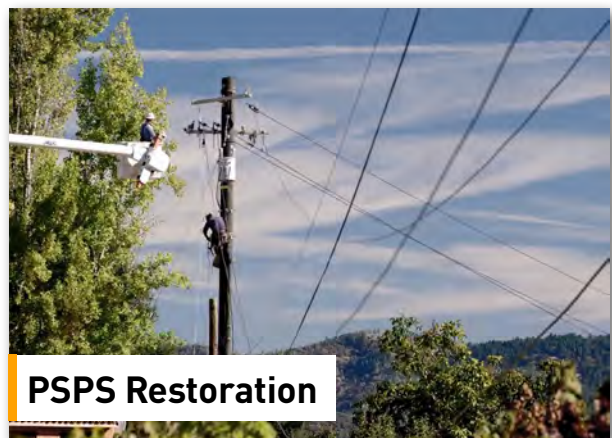
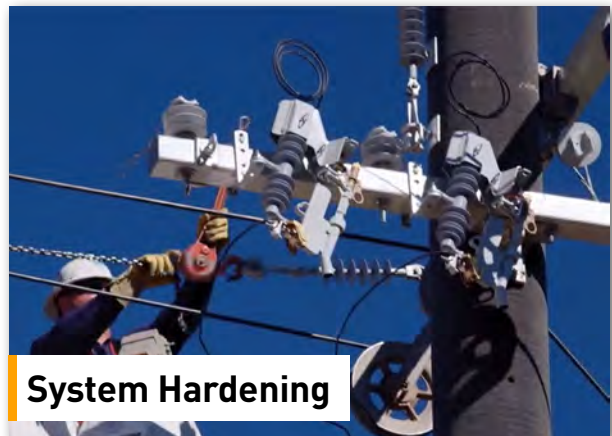
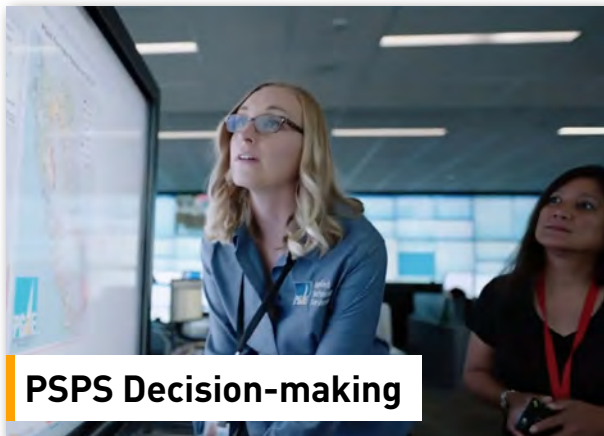
We host a series of online webinars for anyone interested in learning more about wildfire safety and emergency preparedness. These virtual gatherings allow community members to meet with our representatives, ask questions and share feedback.

To view upcoming webinars and video recordings of past webinars, visit:

[pge.com/firesafetywebinars](https://pge.com/firesafetywebinars)

## Videos

We have informational videos for you to learn more about available resources and system improvements.



Watch the videos at:

[pge.com/psps](https://pge.com/psps)

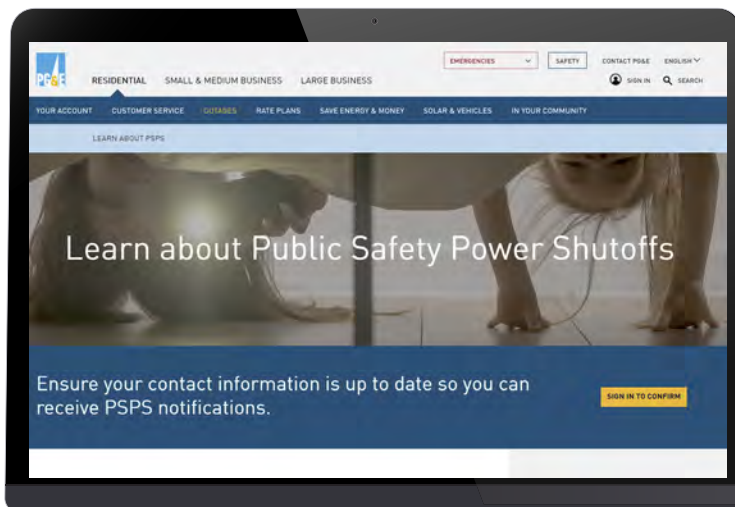


## Public Safety Power Shutoff (PSPS) Webpage

Visit [pge.com/psps](https://pge.com/psps) to get help preparing for a PSPS and learn more about available local resources.

### Resources include:

- Real-time updates and outage maps
- Estimated restoration times
- Community Resource Center locations
- Meal replacements
- Tools to update contact information
- Emergency preparedness tips, including information for Medical Baseline customers
- Wildfire safety webinars and recordings
- A 7-day PSPS forecast
- Backup power options
- Access to live data collected by our weather stations
- Materials translated in 16 languages, including English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese



Learn more about PSPS at:

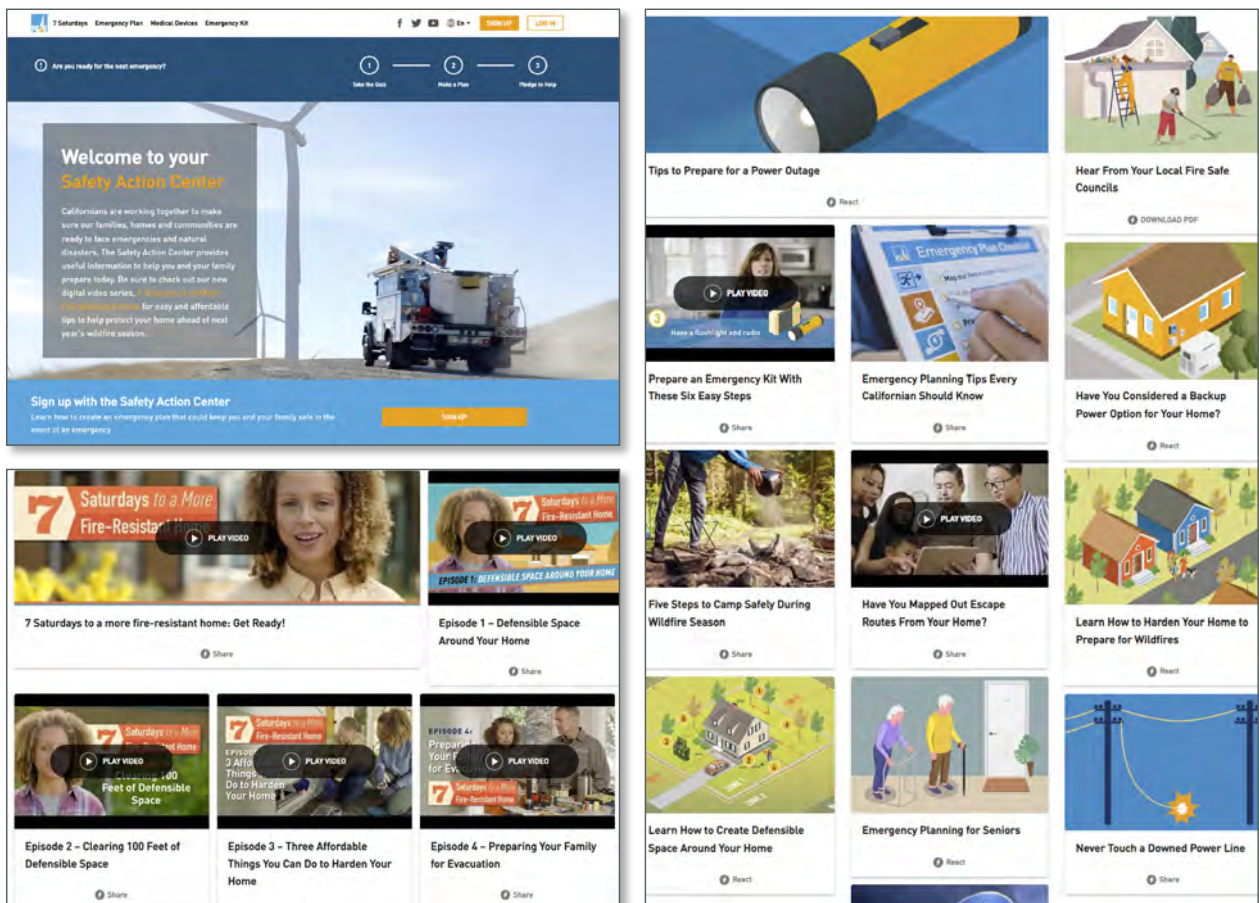
[pge.com/psps](https://pge.com/psps)

# Safety Action Center

The Safety Action Center is a dedicated safety webpage. It features helpful information about wildfire risk and what you can do to help prepare your home, family, business or community for a PSPS.

## Support includes social media-friendly content, including:

- Tips on how to create an emergency plan
- Emergency preparedness guides and videos
- Emergency kit resources and interactive quizzes



Learn more at:

[safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)

## Language Support

Information on PSPS outages will be offered in 16 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. You can also call 1-866-743-6589 for translated support in more than 240 languages.

## Traditional and Social Media Outreach

We will keep you updated through social media, community-based organizations and local news.

### Sample Social Media Posts

Community Resource Centers are open to help you



To find a location near you, visit [pge.com/crc](http://pge.com/crc).

ADVISORY  
Public Safety Power Shutoff



To learn more, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

### Sample Public Briefing

OCTOBER 25-27 PSPS  
**Weather Forecast**

A Red Flag Warning has been issued by the National Weather Service for Sunday morning through Tuesday morning.

WIND SPEEDS: **20-35 MPH**

WIND GUSTS: **40-65 MPH**

HUMIDITY LEVEL: **5-15%**

For updates, visit [pge.com/weather](http://pge.com/weather)

OCTOBER 25-27 PSPS  
**Conditions Leading to a PSPS**

Low humidity <30% and below

High winds >19 mph, sustained gusts >30-40 mph

Red Flag Warning issued

Dry ground material and low moisture

On-the-ground, real-time observations

We carefully review a combination of these factors when deciding if power must be turned off for safety

For updates, visit [pge.com/psps](http://pge.com/psps)

### Sample Public Announcement

**PREPARING FOR A PUBLIC SAFETY POWER SHUTOFF**

During severe weather, high winds could cause tree branches or debris to contact electric lines and start fires. That's why PG&E may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). While turning off the power helps prevent wildfires, we know it can be disruptive. We are working year-round to improve PSPS events for our customers and communities.

HERE ARE 5 WAYS TO PREPARE FOR A PSPS:

- 1** **PSPS Updates**  
Make sure PG&E can reach you before a PSPS by updating your contact information at [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts).
- 2** **Pack or restock your family's emergency kit**  
Including food, water, batteries, tools and a first aid kit.
- 3** **Make preparations for anyone in your family who depends on electricity for medical needs.**
- 4** **Practice manually opening your garage door.**
- 5** **Ensure any backup power sources are ready and safe to operate.**

For translated support in over 200 languages, please contact PG&E at 866-743-6589.

To learn more ways to prepare for a PSPS and any emergency, visit [safetycenter.pge.com](http://safetycenter.pge.com)

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



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## Participating Independent Living Centers (ILC)

Participating ILC	Counties Served	Address, Website and Phone Number
<b>California Foundation for Independent Living Centers (CFILC)</b>	Supporting FREED with: Placer, El Dorado	1000 G St. Suite 100 Sacramento, CA 95814 <a href="http://cfilc.org">cfilc.org</a> Phone: 916-325-1690
<b>Center for Independence of Individuals with Disabilities (CID)</b>	San Mateo, San Francisco	2001 Winward Way Suite 103 San Mateo, CA 94403 <a href="http://cidsanmateo.org">cidsanmateo.org</a> Phone: 650-645-1780
<b>FREED Center for Independent Living</b>	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 <a href="http://freed.org">freed.org</a> Phone: 530-477-3333
<b>Community Resources for Independent Living (CRIL)</b>	Alameda	439 A St. Hayward, CA 94541 <a href="http://crilhayward.org">crilhayward.org</a> Phone: 510-881-5743
<b>Disability Action Center (DAC)</b>	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama	1161 East Ave. Chico, CA 95926 <a href="http://actionctr.org">actionctr.org</a> Phone: 530-893-8527
<b>Disability Resources Agency for Independent Living (DRAIL)</b>	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Suite C-105 Modesto, CA 95350 <a href="http://drail.org">drail.org</a> Phone: 209-521-7260
<b>Disability Services &amp; Legal Center (DSLCL)</b>	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. #5241 Santa Rosa, CA 95401 <a href="http://mydslc.org">mydslc.org</a> Phone: 707-528-2745
<b>Independent Living Center of Kern County (ILCKC)</b>	Kern	5251 Office Park Dr. #200 Bakersfield, CA 93309 <a href="http://ilcofkerncounty.org">ilcofkerncounty.org</a> Phone: 661-325-1063

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Participating ILC	Counties Served	Address, Website and Phone Number
<b>Independent Living Resource Center (ILRC)</b>	San Luis Obispo, Santa Barbara, Ventura	423 W. Victoria St. Santa Barbara, CA 93101 <a href="http://ilrc-trico.org">ilrc-trico.org</a> Phone: 805-963-0595
<b>Independent Living Resources of Solano &amp; Contra Costa Counties (ILRSCC)</b>	Contra Costa, Solano	18590 Gateway Blvd. Suite 120 Concord, CA 94520 <a href="http://ilrsc.org">ilrsc.org</a> Phone: 925-363-7293
<b>Marin Center for Independent Living (MCIL)</b>	Marin	710 Fourth St. San Rafael, CA 94901 <a href="http://marincil.org">marincil.org</a> Phone: 415-459-6245
<b>Resources for Independent Living (RIL)</b>	Yolo, Sacramento	420 I St. Sacramento, CA 95814 <a href="http://ril-sacramento.org">ril-sacramento.org</a> Phone: 916-446-3074
<b>Resources for Independence Central Valley (RICV)</b>	Fresno, Kings, Madera, Merced, Tulare	3636 N. First St. Suite 101 Fresno, CA 93726 <a href="http://ricv.org">ricv.org</a> Phone: 559-221-2330
<b>Silicon Valley Independent Living Center (SVILC)</b>	Santa Clara, Santa Cruz, San Benito, Monterey	25 14th St. Suite 1000 San Jose, CA 95112 <a href="http://svilc.org">svilc.org</a> Phone: 408-894-9041
<b>The Center for Independent Living (CIL)</b>	Alameda	3075 Adeline St. Suite 100 Berkeley, CA 94703 <a href="http://thecil.org">thecil.org</a> Phone: 510-841-4776
<b>Tri-County Independent Living (TCIL)</b>	Del Norte, Humboldt, Trinity	139 Fifth St. Eureka, CA 95501 <a href="http://tilinet.org">tilinet.org</a> Phone: 707-445-8404

## Participating Food Banks

Food Bank	Counties Served	Website	Contact Number
<b>Alameda County Community Food Bank</b>	Alameda	<a href="http://accfb.org">accfb.org</a>	510-635-3663
<b>Amador Tuolumne Community Action Agency (ATCAA) Food Bank</b>	Tuolumne	<a href="http://atcaa.org/food-assistance">atcaa.org/food-assistance</a>	209-984-3960
<b>Central California Food Bank</b>	Fresno, Kings, Madera, Tulare	<a href="http://ccfoodbank.org">ccfoodbank.org</a>	559-237-3663
<b>Community Action of Butte County-North State Food Bank</b>	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama	<a href="http://buttecaa.com">buttecaa.com</a>	530-712-2600
<b>Community Action of Napa Valley Food Bank</b>	Napa	<a href="http://canv.org/canv-food-bank">canv.org/canv-food-bank</a>	707-253-6100
<b>Dignity Health Connected Living</b>	Shasta	<a href="http://dignityhealth.org/north-state/locations/connected-living/services/food-bank">dignityhealth.org/north-state/locations/connected-living/services/food-bank</a>	530-226-3071
<b>Food Bank of Contra Costa and Solano</b>	Contra Costa, Solano	<a href="http://foodbankccs.org">foodbankccs.org</a>	855-309-3663
<b>Food Bank of El Dorado County</b>	Alpine, El Dorado	<a href="http://foodbankedc.org">foodbankedc.org</a>	530-621-9950
<b>Food for People</b>	Humboldt	<a href="http://foodforpeople.org">foodforpeople.org</a>	707-445-3166
<b>Interfaith Council of Amador</b>	Amador	<a href="http://feedamador.org">feedamador.org</a>	209-267-9006
<b>Kings Community Action Organization</b>	Kings	<a href="http://kcao.org">kcao.org</a>	559-582-4386
<b>Merced County Food Bank</b>	Mariposa, Merced	<a href="http://mmcfb.org">mmcfb.org</a>	209-726-3663

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<b>Food Bank</b>	<b>Counties Served</b>	<b>Website</b>	<b>Contact Number</b>
<b>Nevada County Food Bank</b>	Nevada	<a href="http://foodbankofnc.org"><u>foodbankofnc.org</u></a>	530-272-3796
<b>Placer Food Bank</b>	El Dorado, Nevada, Placer	<a href="http://placerfoodbank.org"><u>placerfoodbank.org</u></a>	916-783-0481
<b>Redwood Empire Food Bank</b>	Del Norte, Humboldt, Lake, Mendocino, Sonoma	<a href="http://refb.org"><u>refb.org</u></a>	707-523-7900
<b>San Francisco Marin Food Bank</b>	Marin, San Francisco	<a href="http://sfmfoodbank.org/find-food"><u>sfmfoodbank.org/find-food</u></a>	628-272-8430
<b>Second Harvest Food Bank of San Joaquin and Stanislaus</b>	San Joaquin, Stanislaus	<a href="http://localfoodbank.org"><u>localfoodbank.org</u></a>	209-239-2091
<b>Second Harvest Food Bank Santa Cruz County</b>	Santa Cruz	<a href="http://thefoodbank.org"><u>thefoodbank.org</u></a>	831-662-0991
<b>Second Harvest of Silicon Valley</b>	Santa Clara, San Mateo	<a href="http://shfb.org"><u>shfb.org</u></a>	800-984-3663
<b>The Resource Connection</b>	Calaveras	<a href="http://trcac.org"><u>trcac.org</u></a>	209-754-1257
<b>Yolo Food Bank</b>	Yolo	<a href="http://yolofoodbank.org"><u>yolofoodbank.org</u></a>	530-668-0690
<b>Yuba-Sutter Food Bank</b>	Sutter, Yuba	<a href="http://feedingys.org"><u>feedingys.org</u></a>	530-673-3834



## Glossary of Terms

Term	Definition
<b>211</b>	A free, confidential calling and texting service that provides 24/7 connections to local resources and assists with emergency preparedness planning to minimize hardships that may be caused by wildfire safety outages.
<b>Access and Functional Needs (AFN)</b>	Customers with medical and independent living needs who are dependent on electricity for life-sustaining devices, including those enrolled in PG&E's Medical Baseline Program.
<b>Address Alerts</b>	A tool that can notify customers about a potential Public Safety Power Shutoff (PSPS) at any address that's important to them.
<b>Agency Representative</b>	Acts as single point of contact for impacted counties and tribes during a PSPS.
<b>Backup Power Transfer Meter</b>	A free offer available to PG&E customers who are located in a Tier 2 or 3 High Fire-Threat District and/or are served by a circuit protected by Enhanced Powerline Safety Settings (EPSS).
<b>California Air Resources Board (CARB)</b>	Oversees all air pollution control efforts in California to attain and maintain health-based air quality standards.
<b>California Alternative Rates for Energy (CARE)</b>	A statewide program providing enrollees with a discount on their electric or gas bill.
<b>California Foundation for Independent Living Centers (CFILC)</b>	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs).
<b>California Public Utilities Commission (CPUC)</b>	State agency that regulates utilities in California.
<b>California State Association of Counties (CSAC)</b>	Organization that provides advocacy, educational and financial services to California's 58 counties.

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Term	Definition
<b>Community Resource Center (CRC)</b>	Tented, mobile or indoor locations where community members can go during a PSPS and access resources, including a safe location to meet their basic power needs, up-to-date information about PSPS timing and restoration, water, snacks and other essential items.
<b>Community Wildfire Safety Program (CWSP)</b>	A PG&E program aimed at further reducing wildfire risks and keeping customers and communities safe.
<b>Community-Based Organizations (CBOs)</b>	A public or private nonprofit organization that is representative of a community or a significant segment of a community and works to meet community needs.
<b>Critical Facilities</b>	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
<b>Disability Disaster Access and Resources Program (DDAR)</b>	A program that provides critical assistance and resources to customers with disabilities and those with AFN to prepare and safely get through a disaster or emergency, including a PSPS.
<b>Doorbell Rings</b>	PG&E site visits to Self-Certified Vulnerable customers, Self-Identified Electricity Dependent customers or Medical Baseline customers to confirm awareness of an upcoming PSPS.
<b>Emergency Operations Center (EOC)</b>	A location that is activated during an emergency. All non-locational emergency management efforts are conducted at this location.
<b>Enhanced Powerline Safety Settings (EPSS)</b>	Enhanced safety settings that allow powerlines to turn off power within one-tenth of a second.
<b>Enhanced Vegetation Management (EVM)</b>	PG&E's efforts to address vegetation that poses a higher potential for wildfire risk in high fire-threat areas.
<b>Family Electric Rate Assistance (FERA)</b>	A statewide program providing electric bill discounts to eligible customers of PG&E, Southern California Edison or San Diego Gas and Electric Company.

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Term	Definition
<b>Generator and Battery Rebate Program</b>	A program offering eligible PG&E customers a rebate on the purchase of a qualifying generator or battery to prepare for outages.
<b>High Fire-Threat District (HFTD)</b>	Language adopted by the CPUC referring to areas of California that are at an elevated or extreme risk of wildfires.
<b>Independent Living Centers (ILCs)</b>	Consumer-controlled, community-based, cross-disability, non-residential private nonprofit agency that is designed and operated within a local community by individuals with disabilities, providing an array of independent living services.
<b>Master Meter</b>	A unit that has control of the utilities of a complex or multi-tenant or multi-unit residential property.
<b>Medical Baseline Program</b>	PG&E program that provides an additional allotment of energy at the lowest price on a customer’s current rate if they have a medical condition and/or require use of a medical device to treat ongoing medical conditions. These customers will be notified of a PSPS until confirmation is received.
<b>Office of Emergency Services (OES)</b>	County offices that handle preparation and execution of emergency management.
<b>Portable Battery Program</b>	Provides backup batteries to lessen the impact of a PSPS on PG&E customers who rely on medical devices.
<b>Public Safety Partner</b>	First/emergency responders at the local, state, tribal and federal level; water, wastewater and communication service providers; affected community choice aggregators; publicly-owned utilities/electrical cooperatives; the CPUC; the California Governor’s Office of Emergency Services and the California Department of Forestry and Fire Protection.
<b>Public Safety Power Shutoff (PSPS)</b>	PG&E program under the CWSP that may turn off electricity during high winds and dry conditions in the interest of public safety.

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Term	Definition
<b>PSPS Warning</b>	Indicates execution of a PSPS is probable given the latest forecast of weather and fuels and/or observed or expected conditions.
<b>PSPS Watch</b>	Occurs when there is a reasonable chance of executing PSPS for public safety due to a combination of adverse weather and dry fuel conditions.
<b>Red Flag Warning</b>	A warning that is issued by the National Weather Service indicating current or expected red flag conditions, generally within the next 12 to 24 hours. Red flag events are defined by critical weather and fire danger conditions that could lead to extensive wildfires and/or control problems on existing wildfires or prescribed burns.
<b>Restoration</b>	After a PSPS, PG&E inspects the electric system for wind and debris-caused damage to make sure it is safe to turn the power back on.
<b>Safety Action Center</b>	A PG&E webpage containing information about what customers can do to keep their family, home and business safe during a PSPS.
<b>Self-Generation Incentive Program</b>	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
<b>Self-Identified Vulnerable (SIV)</b>	A program for those who have a serious illness or condition that could become life threatening if their electric service is disconnected. SIV participants receive extra PSPS notifications, including doorbell rings if notifications are not acknowledged.
<b>System Hardening</b>	How PG&E describes the installation of equipment designed and built to be more resistant to severe weather and wildfire risk.
<b>Telecommunications Providers</b>	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
<b>Undergrounding</b>	Refers to PG&E's multiyear infrastructure safety program to underground approximately 10,000 miles of powerlines in and near high fire-threat areas.