

Pacific Gas and Electric Company
2022 PSPS Post-Season Report

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PG&E 2022 Post-Season Report – POSTSR 1 (Narrative) to the CPUC

The Safety and Enforcement Division (SED) within the California Public Utility Commission (CPUC) established the Public Safety Power Shutoff (PSPS) Post-Season Report template for investor-owned utilities (IOUs) to report out on additional information which may not have been included in their previously submitted PSPS Post-Event Reports¹. This PSPS Post-Season Report follows the template provided by the CPUC on December 23, 2022, and includes supplemental information regarding PG&E's 2022 PSPS events, which only includes the October 22-24 Weather Event.

Section I – Background: Overarching Regulation

Section I.1 - Each electric investor-owned utility must file a comprehensive 2022 PSPS Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a 2022 PSPS Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments. [Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

Section I.2 - The [prior year] Post-Season Report must include, but will not be limited to: f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014. [Authority: D.21-06-034; Guidelines at p. A15, Section K-3.f]

Section I.3 - To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the 2022 Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report. [Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

¹ The post-event PSPS reports are a requirement per previous Commission decisions, including Resolution ESRB-8, D.19-05-042 (Phase 1), D.20-05-051 (Phase 2), D.21-06-034 (Phase 3), and D. 21-06-014 (PSPS OII).

Section II – Amendments to Post-Event Reports

A. Regulatory Requirements

Section II.A.1 - Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the PSPS Post-Event Report and must contact the Commission’s Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the PSPS Post-Event Reports. [Authority: D.21-06-014; OPs 65 and 66]

Section II.A.2 - Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the PSPS Post-Event Reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available. [Authority: D.21-06-014; OPs 65 and 66]

B. Direction

Section II.B.1 - Provide any information missing [including, but not limited to the specific topics listed below from any PSPS Post-Event Report for Public Safety Power Shutoffs (PSPS) in 2022 by:

- a. Identify the date name of the PSPS.**
- b. Identify the Section of the PSPS Post-Event Report template for which the missing information will be added.**
- c. Provide the missing information under that heading. [Authority: D.21-06-014; OPs 65 and 66]**

Response:

There is no additional information to provide regarding the October 22-24 Weather Event. Note PG&E did not activate its Emergency Operations Center (EOC) for any other potential PSPS for the remainder of 2022.

Section II.B.2 - Community Resource Centers: Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the PSPS Post-Event Report:

- a. Address and describe each Community Resource Center during a de-energization event.**
[Authority: D.21-06-014, OPs 65 and 66]

Response:

Information pertaining to the address and description of Community Resource Centers (CRC) utilized in the October 22-24 Weather Event is provided in Table 1 and in Appendix G, App. 88, of the [PSPS Post-Event Report](#). Note the October 22-24 PPS event was cancelled and no customers were de-energized due to improved weather conditions. PG&E did not activate its EOC for any other potential PPS for the remainder of 2022.

Table 1: PG&E CRCs for October 22-24 Weather Event

#	County	Site Name	Address	Operating Hours		Total Visitors	Site Type	Event Supported	Amenities Provided
				Day 1 Oct 22	Day 2 Oct 23				
1	Colusa	Indian Valley Elementary School	5180 Lodoga Stonyford Rd, Stonyford, CA 95979	0900 - 2200	0800 - 1415	26	Outdoor (Open Air Tents)	October 22-24 Weather Event CRC	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
2	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309, Elk Creek, CA 95939	0800 - 2200	0800 - 1330	45	Outdoor (Open Air Tents)	October 22-24 Weather Event CRC	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
3	Tehama	Rancho Tehama Association	17605 Park Terrace Road, Corning, CA 96021	0800 - 2200	N/A	392	Outdoor (Open Air Tents)	October 22-24 Weather Event CRC	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
4	Tehama	Flourmoy Elementary School	15850 Paskenta Rd, Flourmoy, CA 96029	0800 - 2200	N/A	25	Outdoor (Open Air Tents)	October 22-24 Weather Event CRC	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
5	Tehama	Lassen Mineral Lodge	18961 Husky Way, Mineral, CA 96063	0800 - 2200	0800 - 2200	87	Outdoor (Open Air Tents)	October 22-24 Weather Event CRC	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging

[Figure 1](#) provides a general overview of the types of CRCs and the resources that are available in the event of a PSPS. For further details about our CRC locations, please refer to Appendix A in PG&E’s [2022 PSPS Pre-Season Report](#), pp. 48-64.

Figure 1: CRC Types and Resources



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

Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures	X	X
ADA-Accessible Restroom	X	X
Heating and Cooling	X	
Device Charging*	X	X
Wi-Fi Service	X	X
Bottled Water	X	X
Non-Perishable Snacks	X	X
“Grab and go” resource offerings**	X	X
Tables and Chairs	X	X
Bagged Ice	X	
Blankets (quantities limited)	X	X
Security Personnel	X	X
Cellular Coverage	X	X
Customer Service Staff	X	X
Wind/Weather-Resistant	X	
Privacy Screens	X	

* Medical device charging will be prioritized in times of high demand
 ** Grab and go bag contains device charger, water, snacks and info card

Section II.B.3 - Notification: Provide aggregate data that may not have been available at the time the utility filed the PSPS Post-Event Report:

- a. Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22)**

Response:

In Appendix E, p. App-80, of the [PSPS Post-Event Report](#) submitted for the October 22-24, 2022 Weather Event, we provided information pertaining to whom we contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District (HFTD) Zone 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22). At the time, we listed “Glenn County Tribal” and “Colusa County Tribal” as being notified. Please note that “Glenn County Tribal” includes Grindstone Rancheria and “Colusa County Tribal” includes Cortina Rancheria.

After the 2023 season, it came to our attention that the notification platform used to send automated agency notifications was not enabled to send text messages during the 2021 and 2022 PSPS outages. Agencies did receive other methods of communication via automated calls, emails, website, PSPS Portal updates and social media in compliance with CPUC PSPS guidelines², along with ongoing Agency Representative coordination during the event. Following this discovery, we have begun coordinating with the notification platform to test and enable text message notifications.

- b. Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided; [Authority: D.21-06-014, OPs 65 and 66]**

Response:

There is no additional information to provide regarding the October 22-24 Weather Event; since PG&E did not de-energize any customers, Section II B.3.b is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

² The IOUs are afforded flexibility and discretion on the means and methods of communicating with and notifying customers and public safety partners with the objective of covering various media channels. Per PSPS guidelines “. . . warnings should be delivered in various formats via various media, both to increase reliability of warning delivery and to provide a sense of corroboration that will encourage recipients to take protective actions. The electric IOUs must develop notification strategies for all customer groups affected by de-energization, and the electric IOUs must partner with local and state public safety partners, whenever possible, to develop notification strategies. In order to be effective, notifications should be delivered in multiple formats across server media channels, both to increase the potential a message successfully reaches an impacted population and to provide a sense of corroboration that will encourage individuals to take protective actions. Customer notifications should include, but are not limited to, telephonic notifications, text message notifications, social media advisories, emails, and messages to agencies service disadvantaged communities . . .” D.19-05-042, pp. A18-A19.

Section II.B.4 - Restoration: Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the PSPS Post-Event Report:

- a. Provide a detailed description of the steps the utility used to restore power. [Authority: D.21-06-014, OPs 65 and 66]**

Response:

There is no additional information to provide regarding the October 22-24 Weather Event; since PG&E did not de-energize any customers, Section II B.4 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

For more information on our PSPS restoration process, please refer to Section 8.2.4 in PG&E's [Revised 2022 Wildfire Mitigation Plan \(WMP\)](#) pp.1044-1048.

Section III – Decision Specified

A. Education and Outreach *[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]*

Section III.A.1 - Include the results of the most recent education and outreach surveys not previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1.1. – E.1.4. for specific requirements on the surveys.

Response:

Please refer to [Appendix A](#) for results of our most recent education and outreach surveys.

B. Medical Baseline and Access and Functional Needs [Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

Section III.B.1 - Describe in detail all programs and/or types of assistance, including:

Response:

We describe Medical Baseline (MBL) and Access and Functional Needs programs and/or types of assistance in our [2022 Access and Functional Needs \(AFN\) Plan](#) and [Revised 2022 WMP](#); citations are provided below. Since the filing of these plans, some programs and/or types of assistance were modified, and are noted in Section III.B.1.a.ii, Section III.B.1.a.iii, Section III.B.1.b, Section III.B.1.c, Section III.B.1.f.v, Section III.B.1.f.vii, Section III.B.1.f.ix and Section III.B.1.f.x. PG&E continues to explore additional power-related program offerings to support backup power needs for potentially impacted customers.

a. Free and/or subsidized backup batteries

i. Disability Disaster Access and Resources (DDAR) Program

We describe the free and/or subsidized backup batteries provided as part of the DDAR Program in PG&E's [2022 AFN Plan](#), Section 1.4.1, p. 7.

ii. Portable Battery Program (PBP)

We describe the free and/or subsidized backup batteries provided as part of the PBP in PG&E's [2022 AFN Plan](#), Section 1.4.3, p. 11. In 2022, the PBP eligibility was expanded to non-income-qualified Medical Baseline customers located in High Fire Threat Districts (HFTDs) or that were impacted by two or more PSPS outages since 2020.

iii. Generator and Battery Rebate Program

We describe the free and/or subsidized backup batteries provided as part of the Generator and Battery Rebate Program in PG&E's [Revised 2022 WMP](#), Section 8.2.2, p. 1018.

In August 2022, we adjusted the Generator and Battery Rebate Program criteria to remove requirements, such as customer dependent on well-pump access, Medical Baseline (MBL) customer and customers defined as a small micro business. We also updated the location eligibility to support more customers impacted by outages. To qualify for the 2022 version of the Generator and Battery Rebate program, customers needed to meet each of the following criteria: 1) Located in a Tier 2/3 HFTD or impacted by Enhanced Powerline Safety Settings (EPSS); 2) Purchased a qualified portable generator or portable battery from the [Qualified Products List](#). We also removed the expanded rebate structure and are offering a flat rate of \$300 to eligible customers, with an additional \$200 rebate (or \$500 total) for residential customers on PG&E's California Alternate Rates for Energy Program (CARE) and Family Electric Rate Assistance Program (FERA).

b. Self-Generation Incentive Program Equity Resiliency Budget

We describe the Self-Generation Incentive Program (SGIP) in PG&E's [2022 AFN Plan](#), Section 1.4.2, p. 7.

Since the submission of this plan, the funding in the Equity Resiliency Budget has been exhausted. Therefore, we can no longer offer the SGIP financial assistance. The General Market budget is still available to customers. This includes 50% of remaining funds reserved for customers living in Tier 2 or 3 HFTDs or those who have been impacted by two or more PSPS outages ever but were unable to apply to the Equity

Resiliency Budget. Latest budget availability for this program is located on the [SGIP website](#).

c. Microgrid Incentive Program (MIP)

We describe this program in the [Microgrid Incentive Program Implementation Plan](#), submitted jointly by the IOUs to the CPUC on December 3, 2021. Currently, the Implementation Plan is pending CPUC approval.

d. Hotel vouchers

i. Disability Disaster Access and Resources (DDAR) Program

We describe hotel stays as part of the DDAR Program in PG&E's [2022 AFN Plan](#), Section 1.4.1, p. 7.

ii. 211 Referral Services

PG&E's agreement with the California Network of 211s connects individuals with AFN to critical resources, including hotel accommodations. More information on hotel stays during a PSPS can be found in the "Assistance During PSPS" tab of [PSPS Resources for AFN Customers](#) page.

e. Transportation to CRCs

i. Disability Disaster Access and Resources (DDAR) Program

DDAR provides accessible transportation resources to CRCs for qualifying customers. PG&E describes in detail the DDAR Program in PG&E's [Revised 2022 WMP](#), Section 8.2.2.2, p. 1015.

iii. 211 Referral Services

PG&E's agreement with the California Network of 211s connects individuals with AFN to critical resources, including transportation to CRCs. More information on PG&E's partnership with 211 is provided in [Section III.B.1.f.x](#).

PG&E has established agreements with accessible transportation partners that allow customers to coordinate transportation needs, including but not limited to resources for transportation to CRCs, with providers directly. Expanded accessible transportation are available in Amador, Calaveras, Fresno, El Dorado, Marin, San Francisco, San Joaquin, Shasta, Solano, Sonoma, Stanislaus, and Tuolumne counties. PG&E continues to explore opportunities to expand these agreements to other providers.

f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

i. Medical Baseline (MBL) Program

We describe the MBL Allowance program in PG&E's [2022 AFN Plan](#), Section 1.5.2, p. 15.

ii. Energy Savings Assistance (ESA) Program

We describe the ESA program in PG&E's [2022 AFN Plan](#), Section 1.5.3, p. 3.

iii. California Alternative Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA)

We describe the CARE and FERA programs in PG&E's [2022 AFN Plan](#), Section 1.5.4, p. 3.

iv. Community Resource Centers (CRCs)

We describe our CRC plan in PG&E's [Revised 2022 WMP](#), Section 8.2.2.1, pp. 1011-1014.

v. Community Microgrid Enablement Program (CMEP)

Following CPUC's approval, and with modifications included in [Resolution E-5127](#) issued on March 4, 2021, PG&E launched CMEP in April 2021.

PG&E's CMEP helps communities plan and implement a resilience solution to power critical resources when the utility grid is shut down due to extreme weather or PSPS events. The program consists of four elements:

1. **Enhanced Utility Technical Support** – PG&E helps facilitate the development of a multi-customer microgrid from initial concept exploration, through solution assessment, to solution execution.
2. **Enhanced Self-Service Information and Project Tools** – PG&E's [Community Resilience Guide](#) provides updated financial, technical, and interconnection resources.
3. **Community Microgrid Enablement Tariff** – PG&E submitted a pro forma tariff as part of our [CMEP Advice Letter 5918-E](#) to govern the eligibility, engineering studies, development, and island and transitional operation of community microgrids.
4. **Cost Offsets** – PG&E will offset the cost of that equipment necessary to enable the safe islanding of a community microgrid, up to \$3 million per project.

vi. Backup Power Education at Energy Action Guide and Safety Action Center

PG&E's [Energy Action Guide](#) currently has Portable Batteries and Portable Generator categories to provide customers with retail purchase options. Additionally, we provide tools for comparing backup power options and a [Resource Guide](#) website to locate vendors. Through our online [Safety Action Center](#), we offer customers tools and tips to learn more about backup power safety.

vii. Electric Vehicle (EV) Charging Network Support and Resiliency

We describe EV Charging Network Support and Resiliency in PG&E's [Revised 2022 WMP](#), Section 8.2.2, pp. 1019-1020.

During PSPS events, customers seeking information on EV charging stations are redirected to mapping resources found on our [EV Charger Locator](#) website, which allows customers to find charging locations near them. Since the submission of the 2022 WMP, we have developed an interactive Charger Locator Map to display real-time information on PG&E's [EV Charging Station page](#) to ensure the public has clear information of where supported EV chargers are located, including locations that may be affected by PSPS. Since the launch of the site, PG&E has continued to make further technical enhancements to ensure accurate EV charger availability information is provided to customers.

viii. Food Replacement Resources

We describe Food Replacement Resources in PG&E's [2022 AFN Plan](#), Section 1.5.1, p. 13.

ix. Haven of Hope on Wheels

We have a partnership with Haven of Hope on Wheels in Butte County. Haven of Hope on Wheels provides portable showers and laundry service for MBL and AFN customers. They were deployed during PG&E's October 22-24, 2022 Weather Event until Butte County was removed from the potential scope.

x. 211 Referral Services

Through PG&E's charitable grant program, we continue to provide grants to 211 services so that providers can refer individuals to social services available in their community. In addition, 211 Service provides AFN customers with PSPS education, outreach, and emergency planning in advance of PSPS and connecting those with AFN to critical resources like transportation, food, batteries, and other social services during PSPS.

Section III.B.2 - Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety partners events on persons with access and functional needs and vulnerable populations.

Response:

Table 2: Costs & Funding Sources for Partnerships

Partnerships/Programs /Services	Costs (\$)	Funding Sources(s)	Note(s)
Disability Disaster Access and Resources (DDAR) Program	\$4,584,432	Wildfire Mitigation Plan Memorandum Account (WMPMA)	Portable backup batteries, hotel stays, food stipends, accessible transportation, and fuel gift cards are all funded through the DDAR program, including the administration and promotion of the program.
Portable Battery Program (PBP)	\$19,702,792	WMPMA	Described in Section III.B.1 above.
Generator and Battery Rebate Program	\$819,538	WMPMA	Described in Section III.B.1 above.
Community Resource Centers (CRCs)	\$9,232,110	Wildfire Mitigation Balancing Account (WMBA)	Hardening sites, back-end staffing costs (retainers, program management fees, training), logistics retainers, IT costs, project management costs, and contractor costs.
Food Replacement Resources	\$0	N/A	This program is offered based on customers de-energized. PG&E did not incur any costs from this program, as we did not de-energize customers for the October 22-24, 2022 Weather Event.
Haven of Hope on Wheels	\$0	N/A	This program is offered based on customers de-energized. PG&E did not incur any costs from this program, as we did not de-energize customers for the October 22-24, 2022 Weather Event.
211 Referral Services	\$1,102,117	WMPMA	Provided AFN customers with a connection to resources before, during, and after PSPS.
Multicultural Media Partnerships & In-Language CBOs	\$400,000	WMBA	Multi-Cultural Media, in-language CBOs (1 - not billed for any outreach in 2022).
Fresno Economic Opportunities Commission/Accessible Transportation	\$3,500	WMBA	Due to our scope of work and anticipation of deploying these services, PG&E has a minimum payment agreement with transportation providers. As

			PG&E cancelled the potential October 22-24, 2022 event, we incurred a cancellation fee, based on contract terms.
Paid Media and Advertising	\$ 2,918,236	WMBA	PG&E runs proactive PSPS preparation as well as emergency messages to reach our customers before and during PSPS events via paid media channels. These ads are provided in English, Spanish and Chinese languages.

Section III.B.3 - Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Response:

See [Table 2](#) for funding sources for partnerships.

Section III.B.4 - Identify any communities or areas not served by utility partnerships with CBOs that aid persons with access and functional needs or vulnerable populations in preparation for or during a public safety power shutoff event.

Response:

PG&E provides support for AFN and vulnerable populations throughout our entire service area through our agreements with the California Foundation for Independent Living Centers (CFILC) and the California Network of 211s. In addition, Portable Battery Program Providers Community Action Agency of Butte County, Community Resource Project, Central Coast Energy Services, North Coast Energy Services, Redwood Community Action Agency and Richard Heath & Associates serve all counties in our service area apart from Sacramento County, where PG&E does not provide electric service.

C. Mitigation [*Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.*]

Section III.C.1 - For each proactive de-energization event that occurred during the prior calendar year:

- a. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.**

Response:

There is no additional information to provide regarding the October 22-24, 2022 Weather Event; since PG&E did not de-energize any customers, Section III C.1.a is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022. Mitigation efforts implemented during the event are outlined in our [2022 PSPS Post-Event Report](#).

D. Public Safety Partners *[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]*

Section III.D.1 - Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

Response:

There were no selective re-energization requests made by public safety partners during our 2022 PSPS events; since PG&E did not de-energize any customers, Section III D.1. is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

E. Transmission *[Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]*

Section III.E.1 - Description of the impact of de-energization on transmission.

Response:

PG&E did not de-energize any customers for PSPS during the October 22-24 Weather Event, therefore, Section II E.1 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

Section III.E.2 - Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.

Response:

PG&E did not de-energize any customers for PSPS during the October 22-24 Weather Event, therefore, Section II E.2 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

For more information on PG&E's transmission-level mitigations, please refer to the [Revised 2022 WMP](#) Section 8.1.4, pp. 999-1001.

Section III.E.3 - Identify and describe all studies that are part of such analysis and evaluation.

Response:

Please refer to the [Revised 2022 WMP](#), Section 8.1.4, pp. 1000-1001 to review our evaluations and analysis.

Section III.E.4 - Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

Response:

PG&E did not de-energize any customers, including Public Owned Utilities (POUs) or cooperative transmission entities, therefore, Section III.E.4 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

For more information on our coordination with POUs and cooperatives to evaluate the impacts of de-energization on transmission, please refer to PG&E's [Revised 2022 WMP](#) Section 8.2.5, p. 1057.

F. Tree Overstrike *[Resolution M-4856, Guidelines at pp. 14-15,]*

Section III.F.1 - In addition, within its ongoing PSPS post-season reporting framework, PG&E must include data showing its best estimate of how the inclusion of tree overstrike, distinct from other factors in its PSPS modeling, impacted PG&E's PSPS decision-making. PG&E's report should estimate the changed frequency, duration, scope, and scale of PSPS events, including the additional number of customers, customer hours, and circuits that were de-energized as a result of the inclusion of tree overstrike criteria. The report should address the wildfire season overall, and each PSPS event to the extent possible.

Response:

PG&E did not de-energize any customers for PSPS during the October 22-24 Weather Event, therefore, Section III.F.1 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

For more information on our PSPS decision making process involving tree overstrike, please refer to PG&E's [2022 Safety Outage Decision-Making Guide](#), pp. 6-14.

Section III.F.2 - Pacific Gas and Electric Company (PG&E) must include within its ongoing public safety power shutoff (PSPS) post-season reporting framework, information describing any material adjustments to, or canceled use of, PG&E's reliance on tree overstrike criteria in its PSPS decision-making.

Response:

PG&E has not made any adjustments to, or cancelled use of, reliance on tree overstrike criteria in its PSPS decision making. For more information on our PSPS decision making process involving tree overstrike, please refer to PG&E's October 22-24, [PSPS Post-Event Report](#), pp. 6-22.

Section III.F.3 - Pacific Gas and Electric Company (PG&E) must include within its ongoing public safety power shutoff (PSPS) post-season reporting framework, its best estimate of PG&E's tracking and reporting of incremental costs it incurs related to:

- a. Incorporation of tree overstrike criteria into PG&E's PSPS decision-making (for example, gathering information, modeling using tree overstrike, and time associated therewith); and,**
- b. Implementation of tree overstrike criteria into PG&E's PSPS related de-energization activities (for example, any incremental notices, community resource centers, batteries and other costs associated with implementing PSPS).**

Response:

- a. PG&E incorporates tree overstrike risk directly into our Ignition Probability Weather model, instead of tree overstrike being factored as a standalone criterion in our PSPS decision making process, therefore, we are unable to separate out incremental costs incurred related to the incorporation of tree overstrike criteria into our PSPS decision making.
- b. PG&E did not de-energize any customers for PSPS during the for the October 22-24 Weather Event, therefore, Section III.F.3.b is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

Section IV – Safety and Enforcement Division Specified

Section IV.1 - Discuss how your meteorology and fire science predictive models performed over the year. What changes will you make to improve performance?

Response:

PG&E did not de-energize any customers for PSPS during the for the October 22-24 Weather Event, therefore, Section IV.1 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

While there were no PSPS events, we worked to improve the performance of our IPW and FPI models throughout the year by:

- Increasing the historical climatology of hourly weather data from 30 to 31 years.
- Increasing the climatology of DFM and LFM from multiple plant species from 30 to 31 years.
- Increasing PG&E's Operational Mesoscale Modeling System (POMMS) from 105 hours to 129 hours to provide additional lead time for PSPS event forecasting. POMMS is a version of the Weather Research and Forecast (WRF) that provides weather forecasts (e.g., wind, temperature, RH).

Section IV.2 - What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

Response:

PG&E did not de-energize any customers for PSPS during the October 22-24 Weather Event, therefore, Section IV.2 is not applicable. Note PG&E did not activate its EOC for any other potential PSPS for the remainder of 2022.

For more information about quantifying risks and benefits, please refer to PG&E's October 22-24 [PSPS Post-Event Report](#), pp. 17-21.

Section IV.3 - Explain your communication to customers about the cost/benefit analysis you perform to determine whether to utilize protective equipment and device settings or PSPS during a weather event.

Response:

No PG&E customers were de-energized from PSPS in 2022.

However, PG&E interprets “protective equipment and device settings” to be synonymous with our EPSS program. Although both PSPS and EPSS programs are implemented to prevent wildfires, they operate independently and have separate implementation criteria, which do not factor into each other’s cost/benefit analysis.

EPSS focuses on engineering and enabling safety settings on certain line devices/equipment in the event conditions indicate an increased potential for wildfires. These safety settings allow powerlines to automatically turn off power when hazards arise. Power outages on safety setting-enabled lines are considered a reactive power shut off, in which power will only be disrupted if there is damage (or another disruption) creating a fault condition on the line. These safety settings provide an enhanced opportunity to quickly de-energize a circuit segment when a fault occurs that could cause a potential wildfire ignition. These are faults that occur due to vegetation falling on a line, animals contacting the conductor, equipment failures, or from third-party contact. This differs from PSPS, which is a proactive power shut off to mitigate catastrophic wildfires due to extreme weather conditions.

For more information on the differences between PSPS and EPSS criteria decision making, see PG&E 2022 [Safety Outage Decision Making Guide](#), pp. 5-6, which is publicly available on our website for our customers and stakeholders.

Section IV.4 - Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Response:

As part of PG&E's PSPS exercise planning, we invited public safety partners to gather feedback and recommendations on exercise execution. This is to ensure our PSPS exercises were effective in testing coordination with partners during events.

We hosted 5 PSPS exercise planning meetings on the following dates/times:

- Concept & Objectives Meeting: December 16, 2021; 1000-1200
- Initial Planning Meeting: February 8, 2022; 1000-1200
- Mid-term Planning Meeting: March 28, 2022; 1000-1230
- Final Planning Meeting: June 2, 2022; 0900-1130
- Controller/Evaluator/Simulator/Observer Meetings: June 6-9, 2022; multiple-2 hours each iteration

Public safety partners were invited to each of the planning meetings listed above via email and outlook invites. Invites were sent to our external partners, 51 personnel in total, and their level of participation was at the partner's discretion. Below is a list of the partners that participated in one or more planning meetings:

- 211 of California
- Northern California Power Agency (NCPA)
- Comcast
- AT&T
- CPUC
- Alameda County
- Yolo County
- California Governor's Office of Emergency Services (Cal OES)
- California Department of Forestry and Fire Protection (CAL FIRE)
- Yuba County
- Tuolumne County
- California Department of Water Resources (DWR)
- Southern California Edison (SCE)

In addition, PSPS exercise planning partners could be fully integrated in the exercise or participate by observation only.

To continue improving exercises in 2023, we utilized the Q4 CWSP Advisory Committee to collect feedback on PSPS exercises, including prompts regarding awareness and interest in exercise planning. While no feedback was received, we will continue to encourage public safety partners to leverage this forum for input and questions regarding exercise planning.

Section IV.5 - Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

Response:

During the 2022 season, we held two de-energization exercises: the Full-Scale (FSE) and Tabletop (TTX) exercises. The resulting actions, their implementation and observed consequences are provided in the After-Action Reports. For FSE, see pp. 10-A21 and for TTX, see pp. 6-10 in the [PSPS Exercise Written Materials](#).

Section IV.6 - Discuss how you fully implemented the whole community approach into your de-energization exercises.

Response:

Our PSPS exercises were conducted enterprise-wide, within specific functional areas, and in selected regions to meet preparedness goals and address gaps in response capabilities. We invited external partners from multiple groups throughout our community such as state and local agencies, telecommunication companies, utility partners, CBOs and tribal partners. They were encouraged to not only participate but to attend the planning phases for each exercise. During each of these exercises, we held presentations, workshops, seminars, and discussion-based exercises. External participants were encouraged to submit feedback after each exercise.

In addition, we designed the exercises with the community and our service areas in mind. As part of our objectives, we provided scenarios around our communication efforts that included the development of strategic messages to key audiences like PG&E personnel, the public, response partners, and customers, minimizing impacts to the community specifically to AFN and MBL customers, and protecting cultural and natural resources. We included injects and exercise play engaging a transmission level customer impacted by the PSPS scenario and mutual assistance for transmission level activity.

PSPS Exercise Series External Participation

Several state, local, and community partners observed the PSPS Exercise Series. Table 3 identifies the external players and their respective exercise participation. Table 4 identifies the external observers and their respective exercise participation. A “✓” symbol indicates entity participated; an “I” indicates entity was invited (participation not confirmed).

Table 3: External Organizations Participated in the PSPS Exercise Series as Players

External Players	TTX	FSE
State Agency Partners		
CAL FIRE		✓
Cal OES		✓
CPUC		✓
DWR		✓
Local Agency Partners		
Alameda County		✓
Tuolumne County		✓
Yuba County		✓
Yolo County		✓
Telecommunication Companies		
AT&T		✓
Comcast		✓
Utility Partners		
Northern California Power Agency		✓
SCE		✓
Community Based Organizations		
211 of California	✓	
CFILC		✓
Tribal Partners		
Cloverdale Rancheria		✓

Table 4: External Organizations Participated in the PSPS Exercise Series as Observers

External Observer	TTX	FSE
State Agency Partners		
Cal OES	✓	
CAL FIRE	I	
California Department of Developmental Services		I
CPUC	✓	
DWR	✓	
California Highway Patrol – Santa Barbara	I	
U.S. Forest Service (USFS)	I	I
Local Agency Partners		
California Highway Patrol (CHP) Santa Barbara		I
City of Albany	I	I
City of Fremont	I	
City of Lompoc	I	I
City of Morgan Hill	I	I
City of Oakland		I
City of Paradise	✓	I
City of Santa Rosa Department of Emergency Management	I	I
City of Sonoma OES	I	
City of Ukiah	✓	I
Livermore Pleasanton Fire Department	I	
Alameda County	I	
Butte County	I	I
Contra Costa County	I	I
Fresno County OES	I	I
Kern County OES	✓	
Kings County OES	✓	I
Kings County Public Health	✓	
Lake County Sheriff’s OES	✓	
Livermore Pleasanton FD		I
Marin County Sheriff’s Office/OES	✓	I
Madera County OES	I	I
Mariposa County	✓	I
Mendocino County	I	I
Merced County OES	I	I
Napa County	I	I
Nevada County	✓	✓
Orange County Sheriff	I	
Plumas County Sheriff	I	I
Santa Barbara County		I

San Luis Obispo County		I
San Mateo County	I	I
Santa Maria City Fire Department	I	
San Luis Obispo County	✓	I
Santa Barbara County	✓	
Sierra County OES	I	I
Solano County	I	
Sonoma County OES	I	I
Sonoma County Office of Education	I	
Stanislaus County OES	✓	I
Town of Danville	✓	
Tuolumne County	I	
Yolo County	✓	
Yuba County	✓	
Telecommunication Companies		
AT&T	I	
Cal Water	✓	
Charter Communication	I	I
Comcast	✓	
Redwood Coast Regional Center (RC)	I	
Sierra Telephone	✓	I
Solano Irrigation District	✓	
Suddenlink	I	I
Utility Partners		
Bay Area Rapid Transit (BART)	I	I
Bear Valley Electric Service		I
NCPA	✓	
Liberty Utilities		I
Southern California Edison (SCE)	I	
SoCal Gas	I	I
Solano Irrigation District		I
XCEL Energy		I
Community-Based Organizations		
CFILC	✓	
Connecting Point		I
Contra Costa Crisis Center	✓	
Central Valley Regional Center (CVRC)	I	
Disability Disaster Access & Resource Center (DDARC)		I
Department of Developmental Services (DDS) of California	I	
Family Resource and Referral Center-San Joaquin		I
211/ICFS	I	

Redwood Coast Regional Center		I
United Way of Northern California		I
Tribal Partners		
Coverdale Rancheria of Pomo Indians	✓	✓
Hoopa	I	I
Hopland Tribe	I	I
Pinoleville Rancheria	I	I
Wilton Rancheria	I	

In addition, representatives from many of the simulated impacted counties were invited and/or participated in an exercise in which their jurisdictions were included. Table 5 identifies the counties and their respective exercise participation. A “✓” symbol indicates the entity participated; an “I” indicates entity was invited (participation not confirmed).

Table 5: Representatives from Impacted Counties Observed the PSPS Exercise Series

External Participant	TTX	FSE
Counties		
Alameda County	I	✓
Butte County	I	I
Contra Costa County	I	I
Fresno County	I	I
Madera County	I	I
Marin County	✓	I
Mariposa County	✓	I
Mendocino County	I	I
Napa County	I	I
Plumas County	I	I
San Luis Obispo County		I
San Mateo County	I	I
Sierra County	I	I
Sonoma County	I	I
Tuolumne County	I	✓
Yolo County	✓	✓
Yuba County	✓	✓

Section IV.7 - Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Response:

For PG&E's October 22-24, 2022 Weather Event, we received 45 complaints³, of which 12 complaints from public safety partners, 30 from customers and three from social media.

Public safety partner feedback was gathered through post-event surveys and provided directly to Agency Representatives. Most of the complaints (as documented in POSTSR4) conveyed feedback regarding timing of event notifications and information updates, concerns regarding Community Resource Center coordination and confusion over the PSPS criteria. We are making improvements including, but not limited to:

- Identifying and incorporating improvements to the resources provided to public safety partners, such as event-specific information shared during the Systemwide Cooperators Calls and State Executive Briefings.
- Communicating the latest information regarding de-energization and restoration timing, including changes to initially projected dates and times. This is to ensure our public safety partners and customers are well informed and prepared for a potential PSPS, as weather conditions can change, impacting de-energization and restoration times throughout a PSPS event.
- Tailoring our coordination with public safety partners, to meet the needs of each partner throughout a PSPS event. Our Agency Representatives are in constant coordination with our external partners during PSPS events through twice-daily operational calls and ad hoc communication. Our tailored approach may include adjusting the time of the twice-daily operational calls conducted by their assigned PG&E Agency Representative.

While some public safety partners indicated dissatisfaction with receiving overnight notifications, PG&E will continue this notification process, in order to be in compliance with CPUC guidance.

Customer complaints (as documented in POSTSR4) indicated general concern regarding timely notifications, the duration and frequency of PSPS outages, and readily available information about how to access resources and assistance programs.

Additional information can be found in POSTSR4. We aim to lower complaint rates year over year by mitigating PSPS impacts in general, collaborating more effectively with agencies and having additional dialogue with communities.

³ Includes any "expression of grief, pain, or dissatisfaction."

Section IV.8 - How did your PSPS notifications, to both customers and public safety partners/local governments, performed over the year. What changes will you make to improve performance?

Response:

PG&E's PSPS customer and public safety partner notifications were largely successful during the October 22-24, 2022 Weather Event. We notified the majority of affected customers and public safety partners prior to potential de-energization, despite weather shifts that caused the cancellation of the event. Based on our 2022 performance, we are evaluating opportunities for improvements related to the timely delivery of two-hour cancellation notifications and improving automation of public safety partner notifications.

During the October 22-24, 2022 Weather Event, PG&E made every effort to notify customers and public safety partners removed from scope, however, 4,195 customers received cancellation notifications shortly after the two-hour window. This was due to a variety of factors, which are detailed in Tables 6, 6A, 6B and 6C in our [PSPS Post-Event Report](#). We plan to examine areas of improvement from a technology and a process perspective to further strive "to notify descoped entities and customers within two hours of the decision to remove them from scope" as prescribed in the PPS Phase 3 Guidelines⁴.

Regarding public safety partner notifications, we successfully sent 99% of our automated notifications to local and tribal governments within the required timeframes during the October 22-24, 2022 Weather Event. For 2023, we are continuing to refine the notification process based on agency feedback and improve notification timing. This includes having Agency Representatives continue to conduct live calls and communications to inform agencies of minimal customer impacts (i.e., counties with 50 or less customer impacts) in lieu of automated notifications. Additionally, we are working to further automate our notification process to ensure agencies with more than 50 customer impacts receive notifications more quickly.

After the 2023 season, it came to our attention that the notification platform used to send automated agency notifications was not enabled to send text messages during the 2021 and 2022 PPS outages. Agencies did receive other methods of communication via automated calls, emails, website, PPS Portal updates and social media in compliance with CPUC PPS guidelines², along with ongoing Agency Representative coordination during the event. We have not received any agency complaints about not receiving a text message during a PPS activation but want to be sure this is mitigated for 2023. We have worked swiftly to implement a solution and will conduct a second test to ensure positive confirmation from the new notifications platform.

⁴ D.21-06-034.

Section IV.9 - How did your Public Safety Specialists and Public Affairs Representatives deconflict and synchronize operational direction given to local governments' Office of Emergency Services? What lessons did they learn in 2022 and what corrective actions are planned?

Response:

During PSPS EOC activations, PG&E Agency Representatives, typically a Public Safety Specialist or Tribal Liaison, serve as the county/tribe's single point-of-contact. We also provide the county/tribe with the on-call Liaison Branch Director's contact information for urgent matters. Local Government Affairs Representatives act as the Agency Representatives for city staff. By designating and identifying the single points-of-contact, it minimizes the potential duplications of communications to agencies while ensuring our partners have the latest information.

Our Liaison Branch Director hosts twice-daily briefings with all Agency Representatives to discuss the latest event-specific information and updates. These meetings include reviewing event scope, weather updates, customer and external partner resources, notifications, and news releases. Agency Representatives also have an opportunity to raise agency questions or concerns including efforts to deconflict and synchronize operational direction. Throughout the event, Group Supervisors are in constant contact with all Agency Representatives to ensure agencies with minimal impacts (i.e., counties with 50 or less customer impacts) are receiving the appropriate updates.

In 2022, the Liaison EOC team developed Lessons Learned from public safety partners feedback including evaluation of CPUC compliance guidance requiring PG&E to send overnight notifications to all public safety partners, CRC location communication and developing an updated feedback form.

- The Agency Representative Group Supervisors determined that the Agency Representative role should include a rotating night shift. By being on-call during night shift, Agency Representatives will remain the direct line of communication for overnight notifications, ensuring that public safety partners will only receive requested notifications.
- Following the October 22-24, 2022 Weather Event, the Agency Representative team sought to improve the CRC location communication process both internally and with public safety partners. Language for Agency Representatives to provide CRC location information was added to the initial notification call script. The team also has closer coordination for determining CRC event site locations and improve their internal communication.
- To provide external partners a more consistent platform to share in-event feedback, PG&E is finalizing a new feedback form on the PSPS Portal. This form will allow public safety partners to share their feedback up to seven days post-event. An alternative intake form will be available for external partners without portal access, and the link will be shared via email at the start of an event on an as-requested basis.

Section IV.10 - What process did your Public Safety Specialists follow to provide situational awareness and ground truth to your EOC? How did the EOC incorporate their input?

Response:

During a PSPS EOC activation, Agency Representatives report to a Group Supervisor who is overseen by the Liaison Branch Director. To ensure situational awareness, Agency Representatives are encouraged to escalate issues that are not able to be solved locally to the Group Supervisor. If appropriate, Group Supervisors inform the Liaison Branch Director of issues to be raised to the Liaison Officer and broader EOC Team. Further, Agency Representatives also join twice-daily calls hosted by the Liaison Branch Director and are provided the opportunity to flag local updates or issues.

In order to incorporate local input, feedback is often raised by Agency Representatives to the EOC Team for utilization. For example, feedback from agencies on potential Community Resource Center locations are provided to the EOC to adjust and implement center locations. In addition, local feedback on reports or draft news releases are raised to the EOC Team to update in real-time.

APPENDIX

Appendix A – PG&E 2022 Wildfire Preparedness and PSPS Outreach Evaluation Results

PG&E conducts public surveys to evaluate the effectiveness of communications for customer awareness/preparedness for PSPS and wildfire seasons. In 2022, PG&E conducted two waves of these surveys: a “Pre-Season” survey in August/September at the beginning of peak fire season and a “Post-Season” survey in November/December, conducted immediately following peak wildfire season.

For the Pre-Season survey, a total of 2,751 interviews were conducted with residential customers between August 30 and September 25, 2022. For the Post-Season survey, a total of 2,753 interviews were conducted between November 15 and December 11, 2022. The final sample was weighted by age, gender, and geography to be representative of PG&E’s residential customer base.

The survey questions were developed jointly with the electric IOUs in 2020. Modifications to the questionnaire were made in 2021 to accommodate new requirements regarding AFN populations. Further modifications were made in 2022 to address EPSS customer outreach.

Key Findings:

- PSPS awareness remains high for customers:
 - Pre-Season - 79%
 - Post-Season - 77%
 - Awareness of PSPS is significantly higher in High Fire Threat Districts (HFTD) Tiers 2 and 3, where the majority of education and outreach is directed:
 - Pre-Season - 96%
 - Post-Season - 90%
- A majority of customers recalled receiving PG&E’s wildfire safety communications in 2022:
 - Pre-Season - 68%
 - Post-Season - 58%
 - Communication recall was significantly higher in each survey wave in HFTD Tiers 2 and 3:
 - Pre-Season - 88%
 - Post-Season - 69%
- The most recalled PG&E communication channels overall were:
 - Email from PG&E
 - Pre-Season - 65%
 - Post-Season - 59%
 - Text Message from PG&E
 - Pre-Season - 37%
 - Post-Season - 24%
 - Advertising on TV, Radio, or Online
 - Pre-Season - 33%
 - Post-Season - 32%
 - Direct Mail from PG&E
 - Pre-Season - 29%
 - Post-Season - 34%
- All communications channels were rated as useful information sources for wildfire safety preparation. The channels rated “Extremely Useful” in the Post-Season wave were:
 - Text messages - 34%
 - Telephone call from PG&E - 27%
 - Informational videos on TV - 25%

- Advertising on TV/Radio/Online - 23%
- Email from PG&E - 23%
- Direct mail from PG&E - 23%
- The PG&E website - 21%
- Social media - 18%
- Similar to previous waves, customers felt prepared for a PSPS lasting 2-4 days.
 - Pre-Season - 65%
 - Post-Season - 75%
 - 71% of customers who recalled Pre-Season communications and 77% in the Post-season wave felt prepared for PSPS compared to 52% (Pre-Season) and 62% (Post-Season) customers who did not recall communications.
 - Similarly, 84% (Pre-Season) and 85% (Post-Season) of customers in High Fire Threat District Tiers 2 and 3 felt prepared compared to 63% (Pre-Season) and 67% (Post-Season) in Tier 1.
- Majority of customers were satisfied with information about wildfire safety preparedness on PG&E's website.
 - Pre-Season - 71%
 - Post-Season - 78%
- Customers expressed the most interest in the following programs:
 - The Generator Rebate Program - 31%
 - Call 211 - 30%
 - PG&E's Portable Battery Program - 26%
 - Community Resource Centers - 21%
 - Address Level Alerts for Non-Account Holders - 20%
- PG&E scored lowest on the following:
 - Is proactive in taking steps to address wildfire risks.
 - Pre-Season - 46%
 - Post-Season - 49%
 - Shows care and concern for customers.
 - Pre-Season - 46%
 - Post-Season - 47%
 - Takes proactive measures to protect the electric grid from wildfires.
 - Pre-Season - 44%
 - Post-Season - 46%
 - Is helping me prepare for wildfire season.
 - Pre-Season - 44%
 - Post-Season - 44%
 - Is a company I trust to act in the best interests of its customers.
 - Pre-Season - 38%
 - Post-Season - 40%

In the tables below, green shading indicates percentages significantly higher than reported in the previous wave at 95% level of confidence. Red shading indicates significantly lower than reported in the previous wave at 95% level of confidence.

2022 WILDFIRE SAFETY-PSPS OUTREACH SURVEYS GENERAL POPULATION PAST 3 WAVE COMPARISON	2021 Post- Season	2022 Pre- Season	2022 Post- Season
Recall of communications from PG&E in past few months about the threat of wildfires and how to prepare for them	55%	68%	58%
Where saw/heard PG&E communications about wildfire season safety and Preparedness (Aided)			
• Email from PG&E	57%	65%	59%
• Letter in the mail from PG&E	40%	29%	34%
• Advertising on TV, radio or online	36%	33%	32%
• Text message from PG&E	27%	37%	24%
• PG&E website	27%	22%	27%
• Social media post	14%	14%	18%
• Informational videos on TV	10%	12%	12%
• Telephone call from PG&E	10%	6%	9%
Most useful channels (Top-2-Box Percent)			
• Telephone call from PG&E (n=107)	75%	71%	67%
• PG&E website (n=273)	63%	71%	58%
• Text message from PG&E (n=290)	65%	68%	58%
• Informational videos on TV (n=154)	60%	70%	58%
• Email from PG&E (n=733)	56%	55%	56%
• Social media post (n=176)	49%	57%	55%
• Advertising on TV, radio or online (n=413)	61%	54%	54%
• Letter in the mail from PG&E (n=528)	56%	55%	49%
Satisfaction with information about wildfire safety preparedness on PG&E's website (Top-2-Box %)	72%	71%	78%
Agreement with Statements (Top-2-Box %) - Recalled Communications			
• Is committed to restoring power to customers affected by wildfires	61%	59%	60%
• Makes an effort to communicate with all customers about wildfires	53%	58%	57%
• Is committed to wildfire safety	50%	51%	51%
• Is working to keep my community safe	49%	50%	53%
• Is proactive in taking steps to address wildfire risks	45%	46%	49%
• Shows care and concern for customers	46%	46%	47%
• Takes proactive measures to protect the electric grid from wildfires	45%	42%	46%
• Is helping me prepare for wildfire season	39%	44%	44%
• Is a company I trust to act in the best interests of its customers	38%	38%	40%
Satisfaction with PG&E's overall wildfire safety and preparedness efforts (Top-2-Box %) - Total Respondents	45%	46%	47%
Awareness of PSPS (Top-2-Box %)	80%	79%	77%
Prepared for a PSPS event lasting 24-48 hours (Top-2-Box %)	64%	65%	71%
Overall opinion of PG&E's PSPS program	48%	43%	47%

Awareness/Use/Interest in Resources (Added to 2021 Pre-Season Wave)	2021 Post- Season	2022 Pre- Season	2022 Post- Season
Awareness (Base = Total Population)			
• Language Preference on Alerts and Notifications	42%	43%	43%
• County Food Bank Program	38%	41%	41%
• Food Delivery Services e.g., Meals on Wheels	N/A	38%	41%
• Community Resource Centers	32%	38%	39%
• PG&E's Medical Baseline Program	34%	36%	37%
• Call 211	31%	30%	32%
• Generator Rebate Program	17%	19%	23%
• Identify as Electricity Dependent Status	N/A	20%	18%
• PG&E's Portable Battery Program	13%	14%	17%
• Accessible Transportation for People with Disabilities	15%	17%	16%
• Address Level Alerts for Non-Account Holders	N/A	15%	16%
• Hotel Accommodations for People with Disabilities	14%	15%	16%
• Disability Disaster Access & Resources (DDAR) program	12%	16%	13%
Interest in Resources (Base = Total Population)			
• Generator Rebate Program	41%	34%	31%
• Call 211	41%	33%	30%
• PG&E's Portable Battery Program	39%	32%	26%
• Community Resource Centers	33%	25%	21%
• Address Level Alerts for Non-Account Holders	N/A	22%	20%
• Language Preference on Alerts and Notifications	26%	22%	19%
• Food Delivery Services e.g., Meals on Wheels	N/A	21%	19%
• County Food Bank Program	27%	20%	18%
• PG&E's Medical Baseline Program	33%	20%	18%
• Hotel Accommodations for People with Disabilities	29%	20%	18%
• Identify as Electricity Dependent Status	N/A	20%	17%
• Accessible Transportation for People with Disabilities	26%	19%	16%
• Disability Disaster Access & Resources (DDAR) program	28%	19%	15%
Used Resources (Base = Aware of Resource in Post-season)			
• Address Level Alerts for Non-Account Holders (n=443)	N/A	21%	34%
• Language Preference on Alerts and Notifications (n=1,186)	32%	32%	31%
• Call 211 (n=893)	32%	25%	30%
• PG&E's Portable Battery Program (n=470)	19%	11%	26%
• PG&E's Medical Baseline Program (n=1,017)	27%	25%	22%
• County Food Bank Program (n=1,135)	20%	14%	17%
• Community Resource Centers (n=1,067)	15%	13%	17%
• Identify as Electricity Dependent Status (n=487)	N/A	13%	16%
• Generator Rebate Program (n=643)	13%	14%	15%
• Accessible Transportation for People with Disabilities (n=441)	17%	10%	14%

• Food Delivery Services e.g., Meals on Wheels (n=1,142)	N/A	10%	11%
• Disability Disaster Access & Resources program (n=371)	14%	7%	10%
• Hotel Accommodations for People with Disabilities (n=472)	13%	4%	10%
Usefulness of Resources ⁵ – Percent “Very Useful” (Base = Used Resource in Most Recent PSPS Event) Note: Base Sizes Vary. Minimum Base Size = 100			
• PG&E’s Medical Baseline Program	N/A	52%	63%
• Language Preference on Alerts and Notifications	N/A	62%	62%
• County Food Bank Program	N/A	59%	62%
• Food Delivery Services e.g., Meals on Wheels	N/A	57%	61%
• Call 211	N/A	48%	53%
• Community Resource Centers	N/A	53%	46%
• Address Level Alerts for Non-Account Holders	N/A	---	44%
• PG&E’s Portable Battery Program	N/A	---	42%
• Generator Rebate Program	N/A	---	---
• Identify as Electricity Dependent Status	N/A	---	---
• Accessible Transportation for People with Disabilities	N/A	---	---
• Hotel Accommodations for People with Disabilities	N/A	---	---
• Disability Disaster Access & Resources (DDAR) program	N/A	---	---

2022 WILDFIRE SAFETY-PSPS OUTREACH SURVEY OUTREACH RECALL COMPARISON in HIGH FIRE THREAT DISTRICTS (HFTD) 2 & 3 2020-2022 (Pre-Season Waves)	2020 Pre- Season	2021 Pre- Season	2022 Pre- Season
<i>Base Size</i>	<i>(n=353)</i>	<i>(n=342)</i>	<i>(n=605)</i>
Recall of communications from PG&E in past few months about the threat of wildfires and how to prepare for them	78%	82%	88%

Languages:

Survey interviews were conducted both online and by telephone. The online survey was offered in 17 languages (see full description below). The phone survey also accommodates these languages when the language could be identified.

Key Findings:

- 6% of Pre-Season respondents and 6% of Post-Season respondents indicated they preferred a language other than English.
- Despite being offered in 16 non-English languages, only 9% in the Pre-Season respondents and 9% of Post-Season respondents, elected to complete the survey in a language other than English. Of those, nearly half were in Spanish:


Languages in which the survey was completed				
	2022 Pre-Season		2022 Post-Season	
	Count	Percent	Count	Percent
English	2,492	91%	2,494	91%
Spanish	118	4%	112	4%
Chinese	56	2%	52	2%

⁵ This question was added to the survey in 2022. Therefore, PG&E does not have data for the 2021 Post-Season Survey.

Vietnamese	41	1%	35	1%
Japanese	6	<1%	20	1%
Arabic	14	1%	16	1%
Korean	23	1%	15	1%
Russian	0	0%	4	<1%
Khmer	0	0%	2	<1%
Armenian	0	0%	1	<1%
Farsi	0	0%	0	0%
Hindi	0	0%	0	0%
Hmong	0	0%	0	0%
Portuguese	0	0%	0	0%
Punjabi	0	0%	0	0%
Tagalog	0	0%	0	0%
Thai	0	0%	0	0%
Total	2,750	100%	2,751	100%

- Among those who said they prefer to receive public safety information in a language other than English 36% (Pre-Season) and 59% (Post-Season) respondents said they needed it in their preferred language. This translates to about 3% of the total population.

How do you feel about receiving wildfire communications from PG&E in English only?	2022 Pre-Season	2022 Post-Season
I need it in my preferred language – I do not understand English	36%	59%
I'd rather have it in my preferred language, but I can also understand English	37%	28%
I'm fine with that – I can understand English well	27%	13%
Base: English is not preferred language	177	145

Total Population
 3% (Post)