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December 21, 2020

Leslie Palmer
Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Dear Mr. Palmer:

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the Public Safety Power Shutoff (PSPS) protocols initiated for the December 7, 2020 weather event. PG&E did not de-energize customers for this weather event. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen
Senior Director, Regulatory Relations

cc: Anthony Noll, SED
ESRB_ComplianceFilings@cpuc.ca.gov
EnergyDivisionCentralFiles@cpuc.ca.gov

Pacific Gas and Electric Company
Public Safety Power Shutoff (PSPS) Report to the CPUC for the
December 7 Weather Event

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PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC December 7 Weather Event

Section 1 – Summary and Overview

This report covers the initiation of Public Safety Power Shutoff (PSPS) protocols that occurred in PG&E's service territory for the December 7 Weather Event. As discussed below, while PG&E initiated its PSPS protocols, PG&E did not de-energize customers for public safety in this Weather Event as the risk of catastrophic wildfire ultimately did not outweigh the public safety risk of de-energization.¹ Due to changes in weather, the event was canceled on December 7.

PG&E's most important responsibility is the safety of our customers and the communities we serve. We turn off the power for safety when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know turning off the power creates significant hardships for our customers, and we do not take this decision lightly. We only do so as a last resort when severe weather threatens the safety of our customers. For this Weather Event, we were able to avoid taking this action.

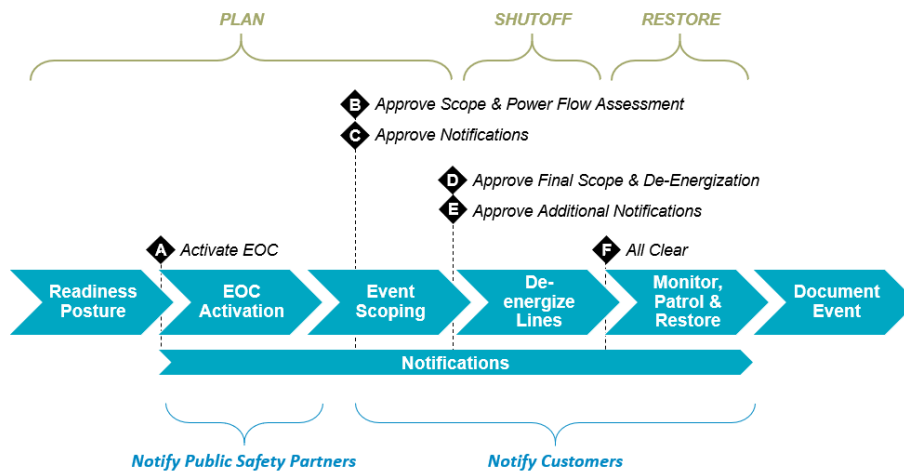
PG&E has been working to make PSPS events smaller in size, shorter in length and smarter for our customers. Our smaller in size goal intends to have this year's PSPS events affect one-third fewer customers when compared to a similar Weather Event last year. The shorter in length goal aims to restore power within 12 daylight hours after severe fire weather passes. And the smarter for our customers goal commits to improving how we communicate about when the power will be shut off and expected restoration times, to help them prepare for these events.

PSPS Preparation and Scoping Process

This section explains the details and complexities of this process as implemented for the December 7 Weather Event. Figure 1 shows at a high level the process PG&E uses to prepare for and conduct a PSPS event.

¹ The information, times and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times and figures herein are subject to revision based on further analysis and validation.

Figure 1: PG&E’s High-level PSPS Process Steps



Weather Forecasting and Event Scoping

PG&E considers implementing a PSPS event when the combination of strong, gusty winds and critically low humidity lies over areas with large, severely dry vegetative fuel loads, creating a high risk that vegetation blown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

The assessments described below began several days before the December 7 Weather Event. PG&E identifies the weather conditions that could create severe fire risk using high resolution internal weather forecasting models. The company also examines external forecasting services and sources, including the European Center for Medium-Range Weather Forecasts (ECMWF), Global Forecast System (GFS), Northern and Southern Operations Predictive Services and the National Weather Service (NWS). PG&E bases its thresholds and guidance to identify critical fire risk on sophisticated analysis of three decades of historical weather data in and around California, complemented by extensive academic research.

If weather forecasts indicate a high likelihood of severe fire weather, PG&E identifies the meteorological footprint of severe fire weather and then identifies the distribution and transmission lines and other assets within that footprint. For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact. For transmission lines, the PG&E team analyzes the wildfire risk of each transmission line within scope based on forecasted wind speeds and Utility Fire Potential Index (FPI) as well as structure type, historical outage performance, and recent enhanced inspection information. This informs an initial determination of which transmission lines are at risk and should be in scope for potential de-energization, subject to sectionalization potential. Then PG&E conducts a total impacts analysis resulting from the removal of the at-risk transmission lines including power flow analysis and system protection analysis, coordinated with the California Independent System Operator (CAISO), to determine system impacts.

Based on the above analyses, PG&E can determine how many customers may be subject to de-energization, and further investigate mitigation options such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation to support customers who could lose transmission power sources but are located in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company is able to anticipate when a PSPS event may be needed, activate its Emergency Operations Center (EOC), and prepare several days ahead of any PSPS event whenever possible. The PG&E Meteorology team updates weather

forecasts approximately four times a day to monitor for changes in the Weather Event timing, strength and potential locations impacted. Weather shifts can force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this enables the company to avoid de-energization in some areas if fire-critical conditions lessen, but can also cause some areas and customers to move into de-energization scope late in the process as Time-Place (TP)² boundaries and timing shift.

Event Scoping and Preparation

PG&E's EOC teams used the meteorology forecasts and distribution scopes to develop the initial transmission scoping review and power flow analysis for the December 7 Weather Event. As the weather shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision not to de-energize was made on December 7.

Starting December 4 and continuing through the event, PG&E teams conducted a variety of activities to prepare for the upcoming PSPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.
- Planning and conducting all required customer notifications and public awareness activities, including:
 - Sending approximately 1.2 million notifications via customer calls, texts and emails available in 16 written languages.
 - Handling approximately 45,000 calls in PG&E's call centers, including approximately 1,400 that were PSPS-related calls.
 - Sharing PSPS impact maps and information on PG&E's website, so that customers could search their addresses, learn whether or not they were planned to be impacted and learn more about the PSPS event and available resources.
 - Planning the locations and preparations for CRCs to serve each county affected by the likely PSPS event.

Customer Resources

During the event, PG&E assessed each scoping update to determine where Community Resource Centers (CRCs) were needed. PG&E prepared to open up to 43 CRCs across 18 counties to support customers across and near the PSPS-affected areas. Ultimately, the CRCs that were built were not opened and the CRCs pending completion were not deployed.

Engagement with Community Based Organizations and Multicultural Media Organizations

PG&E prepared to partner with California Foundation for Independent Living Centers (CFILC) and 23 additional CBO resource partners to offer various services to customers impacted by this event. These partners included 11 food banks, six Meals on Wheels organizations, five local Independent Living Centers (ILCs), and one grocery delivery organization. During the event, six additional organizations supported PG&E's Portable Battery Program with battery delivery to eligible customers in the PSPS-affected counties. Leading up to and during this event (since July 2020), PG&E has worked through CFILC and our Portable Battery Program to provide a cumulative total of approximately 5,110 portable batteries to qualifying customers who need power during a PSPS event. Additionally, the CFILC program

² A Time-Place is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather All Clear and service restoration times may vary due to actual weather conditions within a TP.

provided 10 hotel rooms to give 20 customers in need an energized place to stay during the outage and provided approximately 18 food vouchers and three gas cards.

PG&E continued coordination with 36 multicultural media organizations to supplement PG&E's translated communications to customers in over 15 languages and also shared event update information with over 250 CBOs, including press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications.

Section 2 – Explanation of PG&E’s Decision to De-energize

All factors considered in the decision to de-energize, including wind speed, temperature, humidity and vegetation moisture in the vicinity of the de-energized circuits.

Response:

The decision to de-energize for public safety is not based on a single factor. PG&E considered many factors, including internal and external tools and information when deciding whether de-energization is necessary to protect public safety.

Internal PG&E Analyses and Tools

PG&E uses a suite of sophisticated analytical tools and databases to support de-energization scoping and execution decisions:

- PG&E’s Operational Mesoscale Modeling System (POMMS) model predicts hourly weather conditions, including temperature, relative humidity, sustained wind and wind gust speeds, across PG&E’s service territory at 2x2 km and 3x3 km granularity, to identify those areas facing significant, imminent wildfire risk.
- PG&E Utility Fire Potential Index (FPI) R5 plus ratings indicate critical fire danger and high potential for large fire growth based on fuel moisture, humidity, wind speed, air temperature, land type with prevailing vegetation type, and historical fire occurrences.
- PG&E’s Large Fire Probability (LFP) model identifies areas on PG&E’s distribution and transmission systems with high wind-driven outage probability combined with high probability of a large fire if an ignition were to occur.
- On the distribution system, the Distribution Large Fire Probability Model (LFP_d) is a product of PG&E’s Outage Producing Wind (OPW) model and FPI models. The LFP_d model provides hourly output at 2km model resolution and highlights locations with concurrence of a high probability for large fires and high probability of wind-related outages on PG&E’s distribution system.
- Distribution scoping also relies upon a Black Swan filter containing the set of minimum weather and fuel conditions that collectively justify placing an area in scope. The Black Swan filter is a backstop method to identify critical fire conditions that may not be identified through the LFP_d analysis.
- On the transmission system, the Transmission Large Fire Probability Model (LFP_T) is the product of PG&E’s Transmission Operability Assessment (OA) model and FPI models. The LFP_T model provides hourly forecast outputs for each transmission structure. The model highlights locations with both an increased probability for large fires and high probability of wind-related failures on PG&E’s transmission system. The Transmission Operability Assessment model uses extensive statistical information on individual transmission structures and their performance under various conditions in combination with localized meteorology data, probability of failure using structure level asset data, consequence measures of the impact of a potential wildfire, vegetation risk based on spatial attributes from LiDAR (e.g., tree height, slope, aspect, outage history, proximity and placement relative to the line), pending high priority equipment repairs, and idle line status, to estimate the likelihood that each individual transmission structure can withstand varying high wind levels.
- As with distribution, PG&E reviews a set of Transmission Black Swan conditions to be sure that any areas facing high fire risk are not left out of de-energization scope that analyzes forecasted FPI, max wind gusts, dead fuel moisture values, and relative humidity values.
- PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinated this with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection.

External PSPS Decision Inputs

PG&E compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between December 4 and 7, PG&E reviewed the following information:

- Model data from public weather models including pressure gradient forecasts between Redding and Sacramento and between San Francisco and Winnemucca. Both are known indicators of Offshore / Diablo winds and severe fire weather for Northern California.
- NWS issuances of Fire Weather Watches and Red Flag Warnings.
- Northern and Southern CA Predictive Services units of the Geographic Area Coordination Centers (GACC) forecasts of “High Risk” zones with Critical Burn Environment factors and Dry Wind Triggers.
- The National Oceanic and Atmospheric Administration’s (NOAA) Storm Prediction Center’s Fire Weather Outlooks indicating Elevated, Critical and Extreme fire-weather conditions across California.

An explanation of the decision to de-energize, including an explanation of alternatives considered and mitigation measures used to decrease the risk of utility-caused wildfires in de-energized area.

Response:

After monitoring and considering weather conditions, de-energization for public safety was not implemented and the event was canceled on December 7. Leading up to the December 7 Weather event, PG&E readied de-energization mitigations, reviewed alternatives to de-energization and took the following steps:

- Disabled automatic reclosing in Tier 2/Tier 3 areas.
- Deployed Safety and Infrastructure Protection Teams (SIPT) crews for real-time observations.
- Readied sectionalization plans to narrow the scope and number of customers affected.
- PG&E was prepared to reduce the public safety impact of de-energizing some affected communities by using temporary and back-up generation to serve critical facilities and customers.
- PG&E was prepared to reduce the public safety impacts of the de-energization by providing local Community Resource Centers to support customers in those affected communities.
- Utilized more refined weather analysis tools covering geographically smaller areas, to facilitate identification of smaller de-energization scopes affecting relatively fewer customers.
- Extensively used advanced notifications and outreach tools to notify potentially impacted customers of the expected de-energization.
- Reviewed opportunities for islanding, alternate grid, and switching sectionalizing solutions to reduce and mitigate the number of customers de-energized.
- Readied resources for restoration efforts, including use of helicopters and fixed wing aircraft, to conduct line safety patrols after the Weather All Clear, and restore service to safe lines as quickly as possible subject to operational safety and ability to access equipment for patrol and any needed repairs.

An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks.

Response:

Based on the protocols and factors described in this section, PG&E determined there was a potential significant risk of strong winds impacting PG&E assets, and a risk of large, catastrophic wildfires should ignition occur. PG&E also recognized that the relative humidity values could be a mitigating factor in this potential PSPS event, and, if relative humidity remained elevated, that PSPS could be avoided. PG&E ultimately determined that a PSPS was not warranted, as the forecast models leading up to the event trended favorably in regard to wind speeds and relative humidity. Conditions during the event were monitored in real-time until confidence increased that PSPS guidance would not be exceeded, and the PSPS was ultimately canceled. As weather forecasts models are uncertain and constantly changing, PG&E was postured to execute a PSPS should those conditions materialize and had weather models trended stronger with wind speeds or drier with relative humidity (RH).

Section 3 – Time, Place, and Duration

The time, place and duration of the event and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 per the definition in General Order 95, Rule 21.2-D.

Response:

Not Applicable; PG&E did not initiate a Public Safety Power Shutoff.

Section 4 – Affected Customers

The number of affected customers, broken down by residential, medical baseline, commercial/industrial and other.

Response:

Not Applicable; PG&E did not de-energize any customers.

Section 5 – Damage to Overhead Facilities

Describe any wind-related damage to overhead powerline facilities in the areas where power was shutoff.

Response:

Not Applicable; PG&E did not initiate a Public Safety Power Shutoff.

Section 6 – Customer Notifications

In PG&E’s experience, the effectiveness of accurate customer notifications before and during a PSPS event depend principally upon when and how the patterns of critical fire weather change. Changes in the timing and location of critical fire weather can change the timing and magnitude of catastrophic fire risk, and can sometimes move a circuit into scope, delay the timing of de-energization by TP, or remove a TP from de-energization scope entirely. PG&E experienced many of these changes due to shifts in the weather forecast that occurred leading up to the December 7, 2020 Weather event.

For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.

Response:

This section describes customer notices and explains failures to provide notifications according to the timelines set forth by the CPUC PSPS Guidelines (see D.19-05-042). It summarizes additional communication measures and channels. A table of all notifications including timing of notifications, counts of customers (including Medical Baseline) with attempted and successful notifications is provided in Appendix B. A copy of the notification messages is included in Appendix C.

Notifications

Leading up to and during PSPS event, PG&E sends automated notifications via call, text and email to Public Safety Partners and impacted customers in accordance with timelines set forth by the CPUC PSPS Guidelines (D.19-05-042); these may vary with forecasted weather timing for different TPs.

Notifications sent before de-energization included the following information: potentially impacted addresses, estimated window of the de-energization time, estimated duration of the weather event, estimated time of restoration (ETOR),³ and links to resources for customers (e.g., PSPS updates webpage with CRC information, resources for customers with access and functional needs). Notifications were provided to customers in English, with information on how to get event information in 15 non-English languages.⁴ Customers with their language preference set received in-language (translated) notifications.

For each automated notification sent to non-Medical Baseline customers, PG&E sends two additional retries in 10-minute intervals. For Medical Baseline customers, including tenants of master metered accounts, PG&E continues issuing notifications every hour until the customer confirms receipt of the notification (up to 9 p.m. or when PG&E suspends). Customers that self-identify to receive an in-person visit prior to disconnection for non-payment, receive utility communications in a non-standard format, or self-identify as having a person with a disability in the household are notified with the general customers impacted (unless enrolled in the Medical Baseline Program). All notifications include reference to resources available to customers including a link to www.pge.com/disabilityandaging.

Table 1 describes PG&E’s notifications sent to customers for the December 7, 2020 event, including a table of the approximate times of notifications sent to customers prior to de-energization.

³ The initial ETOR provided to customers prior to de-energization is based on the forecasted timing of the end of the Weather Event and PG&E’s goal to restore power within 12 daylight hours of weather clearing.

⁴ Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

Table 1: Customer Notification Timeline Summary Prior to the Planned De-Energization for December 7, 2020 Weather Event

Minimum Timeline	Approximate Time	Approximate Notifications Sent⁵	Message	Description
72-48 hours	12/4 10:45 PST	2,500 public safety partner customers and local community representatives	Advanced	PG&E sent advanced notifications to Public Safety Partners identified to be impacted at the time, which included 5 TPs in portions of 14 counties ⁶ with the first planned de-energization start time of 12/7 at 02:00 PST.
	12/4 16:30 PST	131,000 customers	Watch	PG&E sent early Watch notifications to distribution-level customers identified in scope in the same 5 TPs in portions of 15 counties (adding Alpine county). PG&E also made a live call notification to the one potentially impacted Transmission-level entity. This wave of notifications included customers that had a service agreement pending activation (e.g. new construction), and microgrid-related messaging to customers indicating that they may experience a short duration outage if served by a microgrid.
48-24 hours	12/5 13:00 PST	1,000 customers + 50 local community representatives	Watch	PG&E sent the first Watch notifications to new Public Safety Partner, Critical Facilities and Medical Baseline customers that were added to the event scope when two additional TPs were added to the event based on changes to the weather forecasts. TP6 and TP7 were located in portions of four counties (Butte, Kern, Plumas and Yuba).
	12/5 17:45 PST	49,000 customers + 60 local community representatives	Closely Monitoring Potential Cancellation	PG&E sent notifications with unique messaging that indicated the weather had shifted and based on the current modeled conditions at the time, these customers were most likely to be cancelled but should remain prepared to be impacted due to the anticipation of dynamic weather.
	12/5 18:00 PST	92,000 customers + 290 local community representatives	Watch	PG&E sent another round of Watch notification to customers in TPs 1-4 and 6-7. This was the first notification for general population customers in TP 6 and

⁵ Includes unreachable customers with no contact information; Counts of approximate customer notifications include public safety partner customers of record and all affected populations; Local community representatives contacted cover public safety partner notifications sent through PG&E's agency notification system (more detail in Section 7 – Local Community Representatives Contacted); customer notification counts are by Service Point ID (SPID) (e.g., meter) and local community representative counts are by number of unique contacts (not SPID); all values are approximate.

⁶ Amador, Calaveras, El Dorado, Fresno, Lake, Monterey, Napa, Nevada, Placer, Sierra, Sonoma, Tulare, Tuolumne, Yuba

Minimum Timeline	Approximate Time	Approximate Notifications Sent ⁵	Message	Description
				7, and was determined based on the latest weather modeling and the distribution and transmission-level impact analysis. This wave of notifications included customers that had a service agreement pending activation (e.g. new construction), and microgrid-related messaging to customers indicating that they may experience a short duration outage if served by a microgrid.
<24 hours	12/6 09:00 PST	6,000 customers + 40 local community representatives	Watch	PG&E sent another round of Watch notifications to approximately 6,000 new customers in portions of 5 counties: Fresno, Madera, Mariposa, Tulare, Tuolumne. This included the addition of a new Time Place, TP 8.
Imminent	12/6 15:00 PST	134,000 customers + 300 local community representatives	Cancellation	PG&E sent Cancellation notifications to approximately 134,000 customers across the territory in TP1, TP 3, TP5-7, and portions of TP 2, TP4, and TP8.
	12/6 17:00 PST	8,000 customers + 80 local community representatives	Warning	PG&E sent Warning notifications to customers in portions of five counties (Fresno, Madera, Mariposa, Tulare, Tuolumne) in three TPs: TP2, TP4 and TP8.
	12/7 08:00 PST	8,000 customers + 80 local community representatives	Cancellation	PG&E sent Cancellation notifications to all customers in the three remaining TPs that received a warning notification the evening prior.

Explanation in Case of False-Negative Communications (No Advanced Notice Prior to De-energization)

The CPUC does not provide a definition of false-negative communications. PG&E defines a false negative communication as a customer who was de-energized but did not receive notification before de-energization start date/time.

Not applicable; no customers were de-energized.

Explanation in Case of False-Positive Communications

The CPUC does not define false-positive communications. PG&E defines a false positive communication as a customer who was not de-energized, but was notified that de-energization would occur (e.g., received Warning notification), and did not receive a cancellation notice.^{7, 8}

There were zero false-positives for the December 7, 2020 Weather Event.

⁷ PG&E excludes customers on temporary generation that were notified they were being served by a microgrid and did not experience a switching outage.

⁸ In alignment with other California IOUs, PG&E is now reporting false positives based on Warning notifications sent to customers without any subsequent cancellation notice, irrespective of de-energization timing included in notifications.

For those customers where positive or affirmative notification was attempted, an accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved.

Response:

During PSPS event, Medical Baseline customers receive automated calls, text and emails at the same intervals as the general customer notifications. PG&E provides unique PPS Watch and PPS Warning notifications to Medical Baseline Program participants⁹ and additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text or opening the email. If confirmation is not received, a PG&E representative visits the customer's home to check on the customer (referred to as the "door knock" process) while hourly notification retries continue.¹⁰ If the customer does not answer, the representative leaves a door hanger at the home to indicate PG&E had visited. In each case, the notification is considered successful.¹¹ At times, PG&E may also make Live Agent phone calls in parallel to the automated notifications and door knocks, as an additional attempt to reach the customer prior to and/or after de-energization.

For the December 7 Weather event, zero Medical Baseline customers were ultimately de-energized. Notifications to Medical Baseline customers began at the same intervals as for all other customers on that circuit. Starting the morning of December 5, 2020 through the morning of December 7, 2020, PG&E conducted over 700 door knocks for those customers who had not confirmed receipt of their automated notifications prior to the planned de-energization.

Twice daily, using the PPS Portal, PG&E shared the lists of the Medical Baseline customers who had not confirmed receipt of their notifications with appropriate county and tribal emergency operations centers. PG&E proactively notified agencies that the data was available on the PPS Portal and encouraged them to inform these customers of the resources available to them.

Additional Information - Other Channels of Communication

To alert the public in advance of the PPS event, PG&E used both media and online efforts. PG&E's online content, stability, and navigation have improved since 2019 PPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs) and Critical Facilities.

Media Engagement

From the time PG&E publicly announced the potential PPS event until the event was canceled (between December 4 and December 7, 2020), PG&E engaged with customers and the public through the media. Some examples include:

- Issued four news releases¹² containing information and updated details about the PPS event. PG&E identified approximately 91 unique print, online and broadcast stories;

⁹ Including Medical Baseline Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

¹⁰ Until late evening (approximately 9 pm) or PG&E suspends outreach for the night.

¹¹ For Medical Baseline customers, the in-person door knock visit where a door hanger is left, but no contact made with the customer is considered "successful contact," but not confirmed as "received." If the representative makes contact with the customer, this is considered "received."

¹² www.pge.com/en/about/newsroom/newsreleases/index.page

- Provided regular, ongoing news releases and media advisories to more than 185 Public Information Officers (PIOs) representing city, county, state and tribal agencies and to over 6,200 news outlets via Business Wire’s national media list, which includes approximately 600 California news outlets.
- Coordinated directly with 36 multicultural media organizations with established contracts to issue event updates on their in-language platforms (e.g., radio, TV, social media), including languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Mixteco);
- Handled approximately 25 media inquiries, either from media outlets that contacted PG&E’s 24-hour media line or direct calls to field media reps, and participated in dozens of media interviews to provide situational updates and preparedness messages for the PSPS event;
- Maintained a regular and ongoing social media presence on Twitter, Facebook, Instagram and Nextdoor, issuing approximately 42 social media posts, with approximately 737,000 total impressions and 18,000 total engagements. Some social media posts also included situational event updates in American Sign Language (ASL), Spanish and Chinese;¹³
- Ran approximately 564 radio spot advertisements (in English and Spanish) in 8 counties, which received approximately 1,200,000 impressions. English spots also ran on online radio across 18 counties and received approximately 230,000 impressions. Advertisements provided event information and resources for customers in need, including sharing our PSPS Disability and Aging website and recommendation to call 211 for a full list of support services; and
- Augmented customer outreach with dedicated paid advertising messages before the event using digital banners in English and Spanish in 18 counties identified in the original scope of the event. Placed approximately 376,298 total digital banner impressions.

PG&E Website

During this PSPS event,¹⁴ PG&E placed banners on multiple pages on www.pge.com that drove traffic to PG&E’s PSPS event site, and implemented tools to drive traffic to and maintain stability of the PSPS emergency website / event updates page, www.pge.com/pspsupdates. In addition, anyone who entered pge.com was taken to a splash screen on the PSPS event site giving the user a choice of visiting pge.com or the PSPS updates web pages.

Before the first PSPS event of 2020, PG&E significantly improved our website, including pge.com, and established a new emergency website with better scalability and stability. PG&E’s main website, pge.com, currently has the capacity to serve 400 million hits¹⁵ per hour and PG&E’s emergency website, which maintains the PSPS event update information, can serve 240 million hits per hour. Both sites use a cloud-based provision solution. During this event, the pge.com hit rate peaked on December 4, 2020 at 14:00 PST with approximately 1.6 million hits per hour, and the emergency website with PSPS update information peaked on December 5, 2020 at 20:00 PST with approximately 278,000 hits per hour.

¹³ Sample Social Media Posts –

- PSPS Watch Update Video (including ASL interpreter): <https://twitter.com/PGE4Me/status/1335071970870771714>
- PSPS Advisory Translation Support: <https://twitter.com/PGE4Me/status/1335079013618954240>
- PSPS Decision Factors: <https://twitter.com/PGE4Me/status/1335278359270608899>
- PSPS Overview Video: <https://twitter.com/PGE4Me/status/1335554625815126017>
- Event Cancellation Update: <https://twitter.com/PGE4Me/status/1335966853659758592>

¹⁴ From December 4 to December 7, 2020.

¹⁵ Website hits measure requests for data sent to a server when a user accesses a webpage (e.g., images viewed, data downloaded). One page visit or page view can result in one or more hits.

The following content was available on PG&E's PSPS event updates pages or accessible via links on those pages:

- Straightforward, simplified event information available in 15 non-English languages with clear updates about the planned scope of the event, including location (e.g., list of impacted, cities, counties and tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall for the event;
- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization;
- PG&E partners could download PDF Maps of impacted areas, shapefiles and KMX files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries;
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor) and operating hours. CRC locations were also indicated on the PSPS impact map;
- Links to additional resources for customers, including links to PG&E's EV charging locator map, videos in ASL, locations of Independent Living Centers, resources for customers with accessibility, financial, language and aging needs, backup power safety tips, Medical Baseline program information, and more;
- Webpage that describes our language support services for customers during PSPS events available in 16 languages at www.pge.com/pspslanguagehelp;
- Survey to provide input about the website and event communications; and
- Address Alerts signup for notifications in 13 languages,¹⁶ as well as English (see pgealerts.alerts.pge.com/outages/psps-address-alert);

Since reporting the last PSPS event (December 2, 2020), PG&E added the following new content to our website that was available to customers and the community during this event:

- Launched a new scenario / event phase for the address lookup tool, "Closely Monitoring Potential Cancellation." As described above in Table 1, some customers were notified approximately 36 hours in advance of de-energization they are likely to be cancelled, but should remain prepared due to the dynamic weather. The address lookup tool on the website was updated to align with this scenario for these customers that were notified.

Over the course of the event, PG&E's website (pge.com), including all relevant domains for static content, as well as those that handle billing, usage and payments, had approximately 680,000 unique visitors, 895,000 visits, and 2.7 million total page views. PG&E's emergency website (pgealerts.alerts.pge.com), which includes PSPS event updates webpage,¹⁷ received approximately 310,000 visitors, 410,000 visits, and 773,000 total page views.¹⁸

¹⁶ 13 spoken languages - Spanish, Mandarin, Cantonese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong.

¹⁷ The PSPS Event Updates page is at the following link: pgealerts.alerts.pge.com/updates. PG&E also uses the following shortened URL for the same site: www.pge.com/pspsupdates

¹⁸ The emergency website metrics are a subset of the pge.com website traffic reported.

Of the unique visitors who visited our emergency website, approximately 3,600 used the Spanish page and 300 used the Chinese page. There were fewer than 100 unique visitors to each of the 13 other available translated pages (see Table 2 below for more detail).

Table 2: Unique Visitors to the Translated Versions of the PSPS Updates Webpage from December 4 to December 7, 2020

Language	Unique Visitors ¹⁹	Percent
English	306,251	98.5%
Spanish	3,638	1.2%
Chinese	303	0.1%
Russian	95	0.0%
Tagalog	91	0.0%
Vietnamese	72	0.0%
Korean	66	0.0%
Japanese	59	0.0%
Portuguese	53	0.0%
Farsi	46	0.0%
Punjabi	45	0.0%
Hmong	41	0.0%
Arabic	37	0.0%
Hindi	34	0.0%
Thai	32	0.0%
Khmer	23	0.0%

Other Community Engagement

- **Community Based Organizations (CBO) Engagement:** PG&E partnered with the California Foundation for Independent Living Centers and 24 additional CBO resource partners that would offer various services to customers potentially impacted by this event, including 11 food banks, 6 Meals on Wheels organizations, 5 local Independent Living Centers (ILCs) and one grocery delivery organization. During the event, six organizations that support PG&E’s Portable Battery Program delivered batteries to eligible customers within the PSPS-impacted counties. The outcomes of these partnerships for this event are described more fully below.

CBO resource partners were invited to once-daily cooperator calls for Public Safety Partners, which was hosted by members from PG&E’s EOC who provided a situational update about the latest scope of the event, and an overview of the services available to customers. Between December 4 and December 6, PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

PG&E engaged with over 250 “information-based” CBOs during the event, sharing courtesy notification updates, press releases, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 16 languages and American Sign Language (ASL) that the organizations could use.

¹⁹ There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

- Critical Facility Engagement: This PSPS event was ultimately canceled; therefore, no critical facilities were impacted. However, leading up to the planned de-energization, PG&E continued its standard engagement process, including sending automated notifications to potentially impacted critical facilities and asking them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers (CRMs) or Critical Infrastructure Lead (CIL) make direct calls to the critical facility contacts to ensure they are aware of an upcoming PSPS event, and provide localized support for other public safety partners such as water agencies and emergency hospitals.

Event Support for Customers with Access and Functional Needs (AFN)

PG&E planned to provide a variety of resources to customers with access and functional needs before and during this event.

- Disability Disaster Access and Resource Program: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC)²⁰ to implement the Disability Disaster Access and Resources (DDAR) Program during the potential event. Through this program, 5 local Independent Living Centers (ILCs)²¹ provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this potential event.²² Through CFILC, PG&E has supported AFN customers with delivery of approximately 940²³ backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. Leading up to the planned de-energization for this event, local ILCs arranged hotel stays for approximately 10 rooms or 20 customers (including all members within the household) to provide those in need of an energized place to stay during the outage, 18 food vouchers, and 3 gas cards. While PG&E did not ultimately de-energize customers for this event, PG&E was conservative in our planning to support our most vulnerable customers to ensure they had appropriate arrangements for their individual needs in case the weather shifted very rapidly.
- Portable Battery Program: Just before PG&E's first PSPS event on September 2, 2020, PG&E launched its Portable Battery Program (PBP). This program provides free portable battery systems for low-income customers who live in Tiers 2 and 3 High Fire-Threat Districts (HFTDs) and are enrolled in the Medical Baseline program. During this event, through partnerships with seven organizations, we delivered approximately 430 portable batteries to eligible customers, with a total of approximately 4,170 units delivered across the entire PG&E service territory to date.

²⁰ CFILC is a registered 501(c)(3) non-profit organization that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs) throughout California. ILCs are grassroots organizations run by, for, and about people with disabilities. CFILC's membership includes 23 of California's 28 ILCs and 56 of the state's 58 counties.

²¹ Disability Action Center (DAC), Disability Resources Agency for Independent Living (DRAIL), FREED Center for Independent Living, Independent Living Center of Kern County (ILCKC), Resources for Independent Living Central Valley (RICV)

²² Customers may participate regardless of their enrollment in PG&E's Medical Baseline Program, and their individual needs are assessed directly with CFILC.

²³ The total backup portable batteries include approximately 20 batteries delivered during this event, with the remainder delivered to customers from July until December 4, 2020.

- **Food Bank Partnerships:** PG&E engaged with 11 local food banks²⁴ that provide food replacement to families during the potential event and three days following service restoration. Given this event was ultimately cancelled, we did not fund food banks for food replacement for families in this event.
- **Meals on Wheels Partnerships:** PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. Meals on Wheels typically provides in-person visits / wellness checks and event information to the seniors they serve, including sharing CRC location details. For this event, we planned to partner with 6 Meals on Wheels organizations but ultimately did not fund them since the event was canceled.
- **Food Delivery Partnership:** PG&E coordinated with Sonoma County Food for Thought to potentially deliver groceries to individuals homebound due to medical conditions; however, we ultimately did not provide these resources to customers since the event was canceled.

Communications to Customers with Limited English Proficiency

PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs, and multicultural media partnerships. Notifications were provided to customers in English, with information on how to get event information in 15 non-English languages.²⁵ Customers with their language preference set received in-language (translated) notifications. For this event, PG&E sent approximately 1.17 million total notifications to customers via various channels and contacts (e.g., phone, text and email). The notifications were provided to customers in the following customer-set language preferences shown in Table 3.

Table 3: Customer Notifications Based on Language Preference

Language	Total Notifications	Percent
English	1,169,418	99.8%
Spanish	2,258	0.19%
Chinese (Mandarin)	131	0.01%
Chinese (Cantonese)	45	0.00%
Hmong	32	0.00%
Korean	17	0.00%
Russian	10	0.00%
Tagalog	8	0.00%
TOTAL	1,171,919	100.0%

PG&E’s website offers PSPS preparedness information in 15 non-English languages covering topics including the Medical Baseline program application and fact sheets on PSPS, CWSP program, Medical Baseline program, and more. As described above, PG&E’s emergency website with PSPS event update information was fully translated in the same 15 non-English languages.

Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. During this PSPS event, PG&E’s call center handled

²⁴ El Dorado Food Bank, Interfaith Council of Amador, Central California Food Bank, Community Action of Napa Valley Food Bank, Food Bank of Nevada County, Placer Food Bank, Community Action Agency of Butte County, Redwood Empire Food Bank, Central California Food Bank, Amador Tuolumne Community Action Agency (ATCAA) Food Bank, and Yuba Sutter Food Bank.

²⁵ Spanish, Chinese (Cantonese & Mandarin), Vietnamese, Tagalog, Korean, Russian, Japanese, Farsi, Punjabi, Arabic, Khmer, Hmong, Thai, Hindi and Portuguese.

approximately 45,000 calls, of which approximately 1,400 (3%) were PSPS-related calls. The average response time for the PSPS-related calls was 8 seconds. Approximately 4,100 of calls handled provided translation services to customers in one of 28 different languages.

PG&E continued support and engagement with 36 multi-cultural media organizations to maximize the reach of in-language communications to the public during the event. These organizations covered the 15 non-English languages above. Throughout the event, we shared information and updates on PSPS with these media outlets, including translated social media infographics in 16 languages and ASL for their use and distribution. PG&E also shared our PSPS Language Resources page (www.pge.com/pspslanguagehelp, available in 16 languages) with organizations to share with their constituents.

Highlights from our coordination with multicultural media organizations during this event include:

- KBIF, a community radio station based in Fresno, broadcasted the PSPS updates in Hmong.
- Crossings TV, a community TV station based in Sacramento serving various Asian-language populations, shared our news release on their website.²⁶
- La Voz, a community paper serving the Spanish-speaking communities in North Valley, shared our updates on their social media channels and their website.

²⁶ <https://www.crossingstv.com/potential-psps-update-due-to-improved-weather-conditions-scope-of-public-safety-power-shutoff-significantly-reduced-pge-may-still-proactively-turn-off-power-for-safety-in-targeted-portions-of-five/>

Section 7 – Local Community Representatives Contacted

The local communities' representatives the IOU contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D.

Response:

Appendix D lists local governments, tribal representatives and community choice aggregators contacted , the initial date on which these stakeholders were contacted, and whether the areas affected by de-energization are classified as Zone 1, Tier 2 or Tier 3 as per the definition in GO 95, Rule 21.2-D. Dates marked with an asterisk are representatives who received multiple notifications during the event.

Section 8 – Local and State Public Safety Partner Engagement

A description and evaluation of engagement with local and state public safety partners in providing advanced outreach/notification during the PSPS event

Response:

While PG&E’s Emergency Operations Center (EOC) was activated for the December 2 PSPS event, PG&E’s Meteorology Team noted an additional weather event anticipated for December 7. On December 4, PG&E updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. Local PG&E representatives also began notifying cities, counties and tribes via live phone calls that PG&E was monitoring for an increased potential of PSPS events.

Below is a list of activities PG&E conducted with local and state agencies and first responders (cities, counties, and tribes) regarding the December 7 Weather Event. It is important to note that due to changes in weather forecasts, PG&E did not execute this PSPS event.

- Submitted the PSPS State Notification Form to Cal OES and sent emails to the CPUC at key event milestones.
- Sent automated text, email and phone calls to cities, counties, tribes and Community Choice Aggregators. These notifications included information such as the estimated shutoff and restoration times, as well as links to maps and other information.
- Hosted twice-daily State Executive Briefings with state agencies to provide the latest event information and answer questions.
- Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service territory were invited to join.
- Hosted twice-daily Tribal Cooperators Calls with potentially impacted tribes to provide the latest event information and answer questions.
- Conducted ongoing coordination with local County OES and tribal contacts through dedicated Agency Representatives. This included, but is not limited to, providing the latest event information, coordinating on Community Resource Center locations and resolving local issues in real-time.
- Offered PG&E Agency Representative to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E will only offer embedded virtual Agency Representative support to counties/tribes. In addition, a PG&E Agency Representative was embedded in the Cal OES State Operations Center.
- Offered remote support from GIS Technical Specialists to help navigate the PG&E GIS tools and maps. Note that no counties or tribes requested GIS Technical Specialist support for this event.
- Provided maps, situation reports, critical facility lists and medical baseline customer lists via the PSPS Portal at the time of the initial notification and throughout the event.

Community Choice Aggregator (CCA) Engagement

Four CCAs were in the first scope for this weather event: Marin Clean Energy, Sonoma Clean Power, Pioneer Community Energy, and Central Coast Community Energy. Since the December 7 Weather Event was canceled, none of these entities were impacted.

CCA Relations Managers directly contacted the potentially affected CCAs to warn of the possibility of the impending PSPS event. PG&E’s CCA Relations Managers give these CCAs dedicated individual support, field questions, share situational updates, and handle miscellaneous requests throughout an event.

PG&E gives the CCAs advanced notifications through PG&E's public safety partner agency notification system, invites them to PG&E's daily cooperator calls for situational updates, and provides access to the PSPS Portal with event information (e.g., maps, customer impact lists, situation reports). CCAs can contact the PSPS Portal Administration team if they have questions about the Portal and received CCA-specific training in August on the PSPS Portal and communication and coordination expectations during a PSPS event.

Communications and Water Provider Engagement

Typically, PG&E sends advanced notifications to impacted communications and water providers through PG&E's automated customer notification system. They are typically invited to PG&E's daily cooperator calls for situational updates. They also have access to PG&E's PSPS Portal with event information (e.g., maps, impacted site lists, situation reports). Communications providers receive support from PG&E's Critical Infrastructure Lead (CIL), and water providers receive escalated support through PG&E's local Operations Emergency Centers (OECs).

Since the December 7 Weather Event was canceled, none of these entities were impacted.

Transmission-level Entity Engagement

Typically, PG&E's Critical Infrastructure Lead (CIL) notifies impacted transmission-level entities, including publicly owned utilities (POUs), of an event. Transmission-level entities receive automated notifications through PG&E's customer notification system after transmission-level impacts are determined. PG&E's Grid Control Center (GCC) operators make live calls to these transmission-level entities before both de-energization and re-energization. POUs are invited to PG&E's daily cooperator calls to receive situational updates and have access to PSPS Portal with event information (e.g., maps, impact lists, situation reports).

Since the December 7 Weather Event was canceled, none of these entities were impacted.

Following the submission of this PSPS De-Energization Report, PG&E will provide the report to Public Safety Partners for review and feedback.

Section 9 – Complaints Received & Claims Filed

The IOU shall summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed against the IOU because of de-energization.

Response:

Complaints

From December 11, 2020 through December 18, 2020, PG&E did not receive any written, phone or email complaints related to PSPS from the CPUC. Complaints received are reconciled on a monthly basis and subject to change.

Claims

Not Applicable; For the December 7 Weather Event, PG&E did not initiate a Public Safety Power shutoff.

Section 10 – Power Restoration

The timeline for power restoration (re-energization) in addition to the steps taken to restore power as required in Resolution ESRB-8;

Response:

For the December 7 Weather Event, PG&E did not initiate a Public Safety Power Shutoff. PG&E planned to utilize 282 personnel and 8 helicopters for patrol and restoration, but ultimately did not de-energize.

For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe in its post event report.

Response:

Not Applicable; For the December 7 Weather Event, PG&E did not initiate de-energization.

Section 11 – Community Resource Centers

The IOU shall identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), describe the assistance available at each location, and give the days and hours that it was open.

Response:

No Community Resource Centers (CRCs) were ultimately deployed for the December 7 Weather Event, as no customers were de-energized. However, PG&E did plan to establish up to 43 CRCs in 18 counties in preparation for the December 7, 2020 Weather Event. PG&E typically opens CRCs during a PSPS event to provide affected customers and residents a space that is safe, energized and air-conditioned or heated (as applicable). Visitors are typically provided with PSPS event information by dedicated staff, ADA-compliant restrooms and/or hand-washing stations, physically distanced tables and chairs, power strips to meet basic charging needs (including charging for cell phones, laptops and small medical devices), and Wi-Fi and cellular service access. Typical supplies at each location include: water, non-perishable snacks, bagged ice, batteries and blankets. CRC locations typically are published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through our CFILC and media partners.

Section 12 – Sectionalization

Describe how sectionalization was considered/ implemented and the extent to which it impacted the size and scope of the de-energization event

Response:

For the December 7 Weather Event, PG&E did not initiate a Public Safety Power Shutoff.

PG&E planned to use new and existing sectionalization devices to de-energize selected portions of six circuits (rather than the entire circuits), which would have enabled over 10,000 customers to stay energized.

Section 13 – Mitigations to Reduce Impact

For the December 7 Weather Event, PG&E did not initiate a Public Safety Power Shutoff. PG&E considered and, in some cases, readied plans for the following mitigations to reduce the de-energization impacts.

Meteorological Guidance

This year PG&E Meteorology has improved the granularity of both its Utility Fire Potential Index (FPI) and the Outage Producing Wind (OPW) PSPS guidance tools. These improvements enable the models to predict severe fire weather risks on more focused (smaller) areas and identify those areas which exceed distribution risk guidance with better geographic precision.

Transmission Line Scoping

Transmission line scoping for 2020 utilizes the same updated FPI model as the distribution scoping process; however, the process uses transmission-specific thresholds for asset health and outage likelihood. In addition, the transmission asset analysis is more granular than 2019 with assets analyzed against guidance at the structure level

Transmission Line Segmentation

Transmission lines are segmented using Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during the PSPS events.

Distribution Switching

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area, but are served by lines that pass through the fire risk area.

Sectionalization

PG&E has installed new sectionalization devices near the borders of the CPUC-designated Tier 2 and 3 High Fire Threat Districts to reduce the number of customers affected by PSPS events. We installed over 600 of these devices in 2020.

Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded apart from the rest of PG&E's transmission system and energized by generation located within the island.

Temporary Generation

During this event, PG&E readied its rented fleet of temporary generators to mitigate the impacts of PSPS on its customers and support CRC locations.

Section 14 – Lessons Learned from this Event

PG&E collects lessons learned input from staff during and after every PSPS event. We regularly poll team members to identify best practices and biggest opportunities for improvement. The insights below have been contributed by individual EOC members and sections and cover the December 7, 2020 PSPS event.

Customer Messaging for Closely Monitoring Likely Cancellation Due to Changing Weather Conditions

During this event, improved weather conditions led to a decreased possibility of de-energization. However, we recognized that the notification scripts used in our standard processes did not convey the nuances in weather conditions as effectively as they could have. To remedy this, PG&E authored and deployed a custom notification script that conveyed not only the possibility of event cancellation, but also the need to remain prepared in case the weather conditions changed. See *Appendix C–Customer Notification Scripts (pg. App-67)*, which includes the custom script used for this notification referenced, called “Closely Monitoring Potential Cancellation.” PG&E will continue to assess and potentially refine our customer communications, so they have the most relevant and timely information, but also are prepared to act accordingly regardless of how weather conditions evolve.

Section 15 – Proposed Updates to ESRB-8

PG&E continues to work through the implementation of the de-energization guidelines and appreciates that there may be continued opportunity to refine certain aspects of the guidelines. PG&E will continue to engage with stakeholders and the open proceedings at the Commission and has no new suggestions at this time.

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

Environmental Factors

Historically warm Spring and Summer temperatures and consecutive years of below-normal seasonal rainfall has exacerbated fire potential across California in 2020. Statewide Average Temperature Rankings issued by NOAA indicate the period from April-September this year is the warmest on record in its 126-year temperature record. Additionally, the U.S. Drought Monitor also shows a vast portion of Northern California in the category of Severe to Extreme drought (D2-D3), including the region where the August Complex Fire has burned over 1 million acres. Over the entire month of August, there was no rainfall anywhere in Northern California. These factors have led to near-record dry dead fuel moisture values across much of the state, which has likely played substantial role in the over 4 million acres burned by wildfires so far this year.

Additional Information - Detailed Meteorological Timeline

Thursday December 3: While actively working on the conclusion of a PSPS event in southern Kern County and the Tehachapis, PG&E Meteorology began monitoring the potential for another offshore wind event across the northern and central portions of the territory around 72 hours in the future. The global models showed that an upper level weather system would separate from the jet stream, form what is known as a ‘closed low’, and retrograde southwest through CA, producing offshore winds. The track of this pattern was very unclear as forecast models were not in alignment.

Friday December 4: The PG&E EOC remained activated overnight to monitor the situation as early indications of a northeasterly wind event continued in surface pressure gradient forecasts. The ECMWF operational model and other models showed RDD-SAC pressure differences between 4-6 mb and SFO-WMC differences between -10 and -13 mb. POMMS 2km resolution model showed wind gusts in excess of 40-50 mph across the mid-slopes of the central and southern Sierra as well as North Bay peaks with wind gusts in the higher terrain of the Sierra near 70 mph.

- During the early morning hours, an initial scope was developed to plan for the potential geographic extent and timing of a worst-case scenario due to the uncertain nature of the forecast. PG&E leveraged its LFPd guidance and evaluated locations that were within 33% of the guidance value or exceeding guidance.
- At 07:15, North Ops Predictive Services issued their 7-day Significant Fire Potential Forecast, highlighting moderate of risk for significant fire potential for NC03A, NC03B and NC05 for Monday Dec 7 due to dry offshore winds. Their forecast discussion stated “Moderately strong N-NE winds favoring the Sacramento Valley & Foothills, Greater Bay Area and west slopes of Cascade-Sierra Ranges are possible Sun afternoon through Mon following the passage of a dry cold front. Current model runs show wind gusts generally in the 25 to 40 mph range during this time period with stronger winds possible along exposed peaks & ridges and through channeled terrain along the west slopes of the Cascade/Sierra Mtns. Min RHs in windy locations will fall into the 15-25% range”
- There was no interagency phone call scheduled, so personal outreach to North Ops, NWS Monterey and NWS Sacramento was conducted to gain alignment and evaluate the upcoming fire weather conditions. While NWS representatives mentioned Red Flag Warning Criteria would likely be reached for a brief period, it would not last for the required 8 hours and thus indicated that no Fire Weather Watches or warnings were planned to be issued for the upcoming event. North Ops also

indicated that they were not planning to staff their office over the weekend and that it was not looking like a high risk event at this time.

- At 10:41, PG&E updated the 7 Day PSPS potential forecast to PPS Watch for Zones 3-6 and 8 for Thursday and Friday, which is available to the public that described the following: “Summary: The PG&E Emergency Operations Center remains activated is currently monitoring an offshore wind event expected to develop Monday into Tuesday. At this time, the winds are expected to be strongest across the Central Sierra as well as the North Bay, and Zones 3, 4, 5, 6 and 8 are now in PPS Watch. Although CA has received some precipitation earlier in the season, shrub and brush fuel moisture remains very low and dead fuels are exceedingly dry for this time of year. Thus far, most locations have received less than a third to half the normal amount of precipitation to date. There is considerable uncertainty at this time regarding some potential for very light precipitation before the event and relative humidity values in the Bay Area appear marginal at this time. The forecast will need to be monitored closely and some changes are expected in the scope due to the uncertainty in the event. Please note that the start of the event is more than 2 days out, so please stay closely tuned to future updates. Details: Fair and dry weather is expected across the territory today as high pressure temporarily builds across the region. A weak weather system will bring rain to Humboldt and the far North on Saturday, with chances for light rain across elevated terrain as far south as the North Bay and central Sierra. However, as the system tracks southward through the territory Sunday and Monday, gusty northeast winds likely develop in the Sierra foothills and higher Bay Area elevations and are being monitored closely for escalation. Although November precipitation improved fuel and soil moisture values in some areas, the recent long spell of dry and mild weather has begun to reverse these gains resulting in heightened fire danger concerns, especially across lower elevations. The US Drought Monitor still indicates that most of Northern CA is in severe to extreme drought at this time”.
- Overnight, PG&E Meteorology analyzed the latest forecast model data to make any adjustments to the existing scope. While some reduction was made in the North Bay and Sierra, additional areas in Butte, Plumas and Kern county were brought into scope due to updated model intelligence. The overnight runs of weather modeling continued to show a large amount of uncertainty regarding the event. Most of the models included some shift of the highest winds towards the south half of the territory, however, the intensity of the event based on pressure gradients continued to show wide variability between all the models. In particular, the 00z 2km POMMS showed a significant decrease to below 3 mb in the RDD-SAC gradient while other models continued to maintain values closer to 6 mb. Then at 06z, POMMS increased the strength of the system again. Ensemble gradients both from the global and POMMS model showed significant spread and uncertainty in the strength of the event.

Saturday December 5: Global forecast models continued to agree on a northeast wind event during the period of December 6-8.

- There was no North Ops interagency phone call hosted and no updated North Ops forecast as their office was not staffed. Personal outreach to NWS Monterey and NWS Sacramento was conducted to inquire about any changes to the forecast, but a consensus remained that Red Flag Warning criteria would not be reached during the event as strongest winds did not align with lowest relative humidity.
- At 0918, PG&E updated the 7 Day PPS potential forecast to PPS Watch for Zones 3-5, 8 and 9 for Monday and Tuesday, which is available to the public that described the following: “Summary: The PG&E Emergency Operations Center remains activated is currently monitoring an offshore wind event expected to develop early Monday and continue into early Tuesday. At this time, the winds are expected to be strongest across the Central Sierra and North Bay and zones 3, 4, 5, 8, and 9 are in

PSPS Watch. Although CA has received some precipitation earlier in the season, shrub and brush fuel moisture remains very low and dead fuels are exceedingly dry for this time of year. Thus far, most locations have received less than a third to half the normal amount of precipitation to date. There is still some uncertainty at this time regarding relative humidity values at times of peak winds, and the forecast will need to be monitored closely and some changes are expected in the scope due to the uncertainty in the event. Please note that the start of the event is still 2 days out, so please stay tuned to future updates.

Details: A weak weather system will bring rain to Humboldt and the far North on this afternoon and evening, with dry and mild conditions expected elsewhere. After this system moves through the region tonight, it will stall and track southward back through the territory Sunday and Monday. This will result in increasing north to northeast winds Sunday night across Northern California, that will then increase and spread south along the Sierra and into the Bay and Delta regions through the day Monday. Winds will then decrease across the Bay Monday afternoon and evening, while winds continue to spread south along the Sierra and Southern Coastal Range. Winds will then decrease across the south during the first half of Tuesday, while the remainder of the state stays dry and continues to see mild temperatures. Although November precipitation improved fuel and soil moisture values in some areas, the recent long spell of dry and mild weather has begun to reverse these gains resulting in heightened fire danger concerns, especially across lower elevations. The US Drought Monitor still indicates that most of Northern CA is in severe to extreme drought at this time.”

- The latest model runs were evaluated overnight to adjust scope based on the latest forecast models. Growing confidence in the event was beginning to form, as models began to display greater run-to-run consistency, with less variability between the ensemble solutions. A key feature tracked by the meteorology team was the timing of the strongest winds and the arrival of dry air. Most of the modeling was beginning to agree that the two factors were not lined up, with the strongest push of winds occurring Sunday night into early Monday morning, while relative humidity was generally high and remaining above 30%. The period of highest fire risk was occurring during the daytime on Monday as relative humidity values dropped, but also as the winds were declining. Forecast models had also trended more southerly with the track of the upper level weather system, which increased the risk wind/RH alignment across the south. This led to a decrease in the area where guidance suggested a utility related outage would be able to lead to a large wildfire. As a result of overnight data analysis, large areas of the territory were removed from the scope of the event as they were now not approaching or exceeding PG&E PSPS guidance, while some portions of the central to southern Sierra foothills were added to scope (as models continued to trend southward with the area of highest risk). Another factor analyzed by PG&E meteorologists was existing snow cover data available from NOAA, to ensure that snow pack did not coincide with the PSPS scope in the higher elevations where a brief period of winter weather in November brought high elevation snowfall.

Sunday December 6: PG&E meteorology continued to monitor a number of factors surrounding the upcoming wind event that led to an overall reduction in scope which was now focused solely on the central and southern Sierra. The primary factor responsible for scope reduction was an earlier period of peak wind risk on Monday that would correspond with higher relative humidity values. The larger scale weather system driving the strong winds also continued to favor a more southeasterly track resulting in an overall shift in wind risk away from the northern portions of California and into the central and southern portions.

- Multiple weather hazard warnings or advisories were issued for the late Sunday through Tuesday time frame including a Red Flag Warning in the Bay Area, a High Wind Advisory in the Central

Sierra and Fire Weather Watches for the Southern Sierra, Tehachapis, and portions of Santa Barbara and San Luis Obispo Counties.

- At 09:25, PG&E updated the 7 Day PSPS potential forecast to indicate PSPS Watch for Zone 8 on Monday and Tuesday. The publicly available forecast described the following: “Summary: The PG&E Emergency Operations Center remains activated and is currently monitoring an offshore wind event expected to develop early tomorrow and continue into early Tuesday. One mitigating factor we are monitoring closely are the relative humidity values during the event as they are not expected to be as critical as events earlier this year. At this time, the highest risk of strong winds, dry fuels and lower relative humidity alignment during the wind event has shifted farther south and the highest fire threat is now expected across the Central and Southern Sierra and Zone 8 is in PSPS Watch. Although CA has received some precipitation earlier in the season, shrub and brush fuel moisture remains very low and dead fuels are exceedingly dry for this time of year. Thus far, most locations have received less than a third to half the normal amount of precipitation to date. Details: Meteorology continues to monitor a weather system that is forecast to drop north to south through the PG&E territory into Southern California tomorrow. This weather system will produce moderate to locally strong offshore winds that will begin to develop tonight, peak overnight and slowly taper through Tuesday morning. The NWS has High Wind Warnings and Fire Weather Watches active for this upcoming event across parts of the Central and Southern Sierra for the high winds expected. Although some of the strongest winds will occur this evening and overnight, the relative humidity values are forecast to remain generally above 30 - 40% and help mitigate how quickly the fine, flashy fuels dry out during the start of the event. This is quite a complicated event as relative humidity values are not expected to reach critical values but will decline to near 15 – 25% as some locally gusty winds are still present across the south tomorrow morning. The changes in the models and wind/rh/dry fuels alignment has led to some considerable changes in the area of concern for this event, with the main focus now across the Central and Southern Sierra. Compared to the Northern Sierra, the Southern Sierra also observed less rainfall in mid-November and has a higher density of tree mortality due to effects of long-term drought and bark beetle damage (<https://egis.fire.ca.gov/TreeMortalityViewer/>). The US Drought Monitor still indicates that most of Northern CA is in severe to extreme drought at this time”.
- Personal outreach to local NWS offices was conducted to gain alignment on the evolving forecast and to get any updates on potential upgrades or changes to existing warnings/advisories. NWS Monterey stated that while the event was not meeting their RFW criteria, a warning was warranted upon further review of record fuel dryness. NWS Hanford relayed that the Fire Weather Watch currently in effect for the Southern Sierra Nevada and Tehachapis would be upgraded to Red Flag Warning with the most critical fire weather period expected Monday afternoon.
- During the evening hours on the 6th, the RDD-SAC and SFO-WMC gradients both began trending offshore as an upper level low closed off and began to retrograde westward toward CA, indicating the beginning of the offshore wind event. Relative humidity values during the evening hours briefly dropped at the onset of breezy offshore flow across the Sierra during the evening hours, before cooling temperatures brought on the nighttime relative humidity recovery process. PG&E meteorology closely monitored the latest model forecasts, which had trended favorably and now indicated that no areas would exceed PSPS guidance. Overnight, meteorologists closely monitored the Weather Event as it arrived and focused on the relative humidity and wind speeds to help support, confirm, or abort decisions relating to the PSPS event.

- By midnight, most of the foothill locations had relative humidity values in the 35 – 50% range, with some valley locations showing values slightly lower in the 20 – 35% range. Wind gusts at the time were generally in the 15 – 30 mph range, with some isolated peaks in the foothills reaching into the 40 – 50 mph range. Stations in the Sierra Crest (east of the PG&E service territory) were gusting higher. As the overnight hours evolved, breezy winds continued, with the highest gusts in the foothills generally in the 20 – 35 mph range, with some isolated stations gusting in the 45 – 55 mph range. Relative humidity values however failed to drop significantly, with minimum relative humidity values overnight in the 30 – 40% range in a vast majority of the stations in the PG&E PSPS considered areas. PG&E meteorologists continued to monitor new model runs as they arrived, including the PG&E POMMS models. Both the 00z and 06z runs of the PG&E 2km POMMS model no longer showed any locations in the PG&E PSPS considered areas reaching PSPS guidance, and with relative humidity values remaining elevated above 30% and some decrease in peak winds, the recommendation was made in the early morning hours to cancel the PSPS event.

Monday December 7: With the PSPS Event being terminated in the early morning hours of Monday, the PG&E 7 Day PSPS Forecast was updated, and Zone 8 was removed from Warning status. The publicly available forecast stated, “Summary: The PG&E Emergency Operations Center remains activated to monitor an offshore wind event currently underway across California. The current event was cancelled as relative humidity values remained elevated through the event and the latest PG&E high resolution PSPS guidance was not reached or exceeded. The winds speeds in the Sierra are generally past peak and are expected to retreat into higher elevations of the Sierra today where RH values remain high and a marginal snow pack is present. Some breezy conditions are also expected in the North Bay and Central Coast today as well. PG&E meteorology is also closely tracking another period of northerly/offshore winds expected to arrive late Wednesday through Thursday. No PSPS events are planned at this time, but the forecast will need to be monitored closely. We will be coordinating with local national weather service offices and other federal agencies to gain insight on the risk profile of this event.

Details: Moderate to locally strong offshore winds will continue in the central and southern portions of the territory today before tapering off tomorrow morning. The NWS has High Wind Warnings and Fire Weather Warnings active for this event across parts of the Central and Southern Sierra valid through tomorrow. However, the peak winds during this event did not coincide with low relative humidity values which this helped to mitigate this from being a PSPS event. However, gusty winds with marginal relative humidity values are still expected across the Southern Sierra late tonight and into tomorrow, and we will continue to monitor the situation. An additional weather system will then move through Northern California Wednesday into Thursday, and light precipitation will be possible along the Humboldt Coast Wednesday morning, followed by breezy northerly winds down the Sacramento Valley toward the Bay and Delta Wednesday night into the day Thursday. This system does not currently pose a PSPS risk to the region, but we will continue to monitor the situation for any escalations, as the US Drought Monitor still indicates that most of Northern CA is in severe to extreme drought at this time”.

APPENDIX

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX A
SECTION 3 & 4 – TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

Appendix A: TIME, PLACE, DURATION AND AFFECTED CUSTOMERS

Not Applicable; PG&E did not initiate a Public Safety Power Shutoff, and did not de-energize any customers.

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX B
SECTION 6 – CUSTOMER NOTIFICATIONS SENT

Appendix B: CUSTOMER NOTIFICATIONS SENT

The following details the automated notifications sent to Public Safety Partners, Critical Facilities, Medical Baseline Customers and all other populations during the PSPS event. Notifications sent to customers of record are based on unique Service Point IDs (SPIDs) for each notification campaign. Notification counts provided for local community representatives (also referred to as Public Safety Partner agency notifications) are based on total contacts that received these notifications.

Table B-1. Summary of Customer Notifications

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) ^{1*}	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID)*
Advanced 72-48 Hour Watch	Agency Notifications_PSPS_120420_1036_Advanced Notification	12/4/20 10:36	32	N/A	32
Advanced 72-48 Hour Watch	Customer Notifications_PSPS_12072020_A01R01_Advance_Safety_Partner All TP4 TP5 TP1 TP2 TP3 20201204-0655	12/4/20 10:45	2,144	N/A	2,088
Advanced 72-48 Hour Watch	Agency Notifications_PSPS_120420_1130_Advanced Notification	12/4/20 11:30	275	N/A	275
Advanced 72-48 Hour Watch	Agency Notifications_PSPS_120420_1540_Advanced Notification	12/4/20 15:40	17	N/A	17
72-48 Hour Watch	Live Call to Transmission Customer	12/4/20 16:10	1	N/A	1
72-48 Hour Watch	Customer Notifications_PSPS_12072020_C01_Watch_MBL_CC_TP4_TP5_TP1 TP2 TP3 20201204-1323	12/4/20 16:29	8,964	8,081	8,882
72-48 Hour Watch	Customer Notifications_PSPS_12072020_C01_Watch_Gen_TP4_TP5_TP1 TP2 TP3 20201204-1330	12/4/20 16:42	121,538	N/A	116,306
Custom 72-48 Hour Watch	Customer Notifications_Playbook C-01_SA Pending Start_12_04	12/4/20 17:40	16	16	16
In-person Door Knock	Medical Baseline Door knock	12/5/20 6:00	1,490	1,490	737
48-24 Hour Watch	Agency Notifications_PSPS_120520_1233_Advanced Notification	12/5/20 12:33	52	N/A	52
48-24 Hour Watch	Customer Notifications_PSPS_12072020_C02Rev1_Watch_MBL_CC_TP4_TP1_TP3_TP7 TP6 TP2 20201205-1059	12/5/20 13:00	1,036	964	1,023
48-24 Hour Watch	Agency Notifications_PSPS_120520_1615_24 Hour Watch	12/5/20 16:15	287	N/A	287
Cancellation	Agency Notifications_PSPS_120520_1643_Cancellation	12/5/20 16:43	61	N/A	61
Closely Monitoring Potential Cancellation	Customer Notifications_C02_Rev2_Closely Monitoring Potential Cancellation_12_05	12/5/20 17:42	48,858	3,206	46,690
48-24 Hour Watch	Customer Notifications_PSPS_12072020_C02Rev2_Watch_Gen_TP4_TP1_TP3_TP2_TP6 TP7 20201205-1435	12/5/20 18:03	85,655	N/A	82,149
Custom 48-24 Hour Watch	Customer Notifications_C02_Rev2_SA Pending Start_12_05	12/5/20 18:25	24	N/A	23
48-24 Hour Watch	Customer Notifications_PSPS_12072020_C02Rev2_Watch_MBL_CC_TP4_TP1_TP3_TP2 TP6 TP7 20201205-1434	12/5/20 19:28	6,458	5,838	6,401
< 24 Hour Watch	Agency Notifications_PSPS_120620_0903_24 Hour Watch	12/6/20 9:03	41	N/A	41

¹ * Local Community Representatives / Public Safety Partner Agency Notification counts unique contacts (not SPIDs)

Notification Type	Notification Campaign Name	Notification Launch Date and Time	Total Customer Notifications Attempted (by SPID) ^{1*}	Medical Baseline Customer Notifications Attempted (by SPID)	Total Customers Successfully Notified (by SPID) [*]
< 24 Hour Watch	Customer Notifications_PSPS_12072020_D01_Watch_MBL_CC_TP2_TP4_TP8_20201206-0237	12/6/20 9:31	375	351	373
< 24 Hour Watch	Customer Notifications_PSPS_12072020_D01_Watch_Gen_TP2_TP4_TP8_20201206-0242	12/6/20 9:32	5,664	N/A	5,394
Cancellation	Customer Notifications_PSPS_12072020_D03_Cancel_All_TP1_TP2_TP3_TP4_TP5_TP6_TP7_TP8_20201206-1307	12/6/20 14:57	134,388	8,734	129,015
Cancellation	Customer Notifications_Playbook_C01_C02_Rev2_SA Pending Start	12/6/20 15:10	36	1	35
Imminent / Warning	Agency Notifications_PSPS_120620_1622_Warning	12/6/20 16:22	69	N/A	69
Imminent / Warning	Agency Notifications_PSPS_120620_1624_Warning	12/6/20 16:24	15	N/A	15
Cancellation	Agency Notifications_PSPS_120620_1626_Cancellation	12/6/20 16:26	308	N/A	308
Imminent / Warning	Customer Notifications_PSPS_12072020_D03Rev1_Warning_MBL_CC_TP8_TP2_TP4_20201206-1518	12/6/20 16:54	381	349	377
Imminent / Warning	Customer Notifications_PSPS_12072020_D03Rev1_Warning_Gen_TP8_TP2_TP4_20201206-1518	12/6/20 16:54	8,011	N/A	7,588
Cancellation	Agency Notifications_PSPS_120720_0625_Cancellation	12/7/20 6:25	78	N/A	78
Cancellation	Customer Notifications_PSPS_12072020_Cancel_All_TP4_20201206-1633	12/7/20 8:00	579	15	537
Cancellation	Customer Notifications_PSPS_12072020_Cancel_All_TP8_20201206-1634	12/7/20 8:01	1,560	34	1,481
Cancellation	Customer Notifications_PSPS_12072020_Cancel_All_TP2_20201206-1633	12/7/20 8:03	6,253	300	5,946

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX C
SECTION 6 – CUSTOMER NOTIFICATION SCRIPTS

December 7, 2020

Public Safety Power Shutoff

Event Notifications



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3. PSPS Warning
4. PSPS Update
5. Cancellation Notification
6. Weather All Clear
7. Power Restoration

General Customer, Critical Facility and Medical Baseline Notifications APP-17

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4. Cancellation Notification
5. PSPS Update
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5. Power Restoration (Live Call)

* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

** Medical Baseline Program Participants receive unique PSPS Watch and PSPS Warning notifications, but all other notifications align with all other customers.

*** As-needed only.

App-8

City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, tribes, CCAs, first responders and other agencies in advance of notifying customers through:

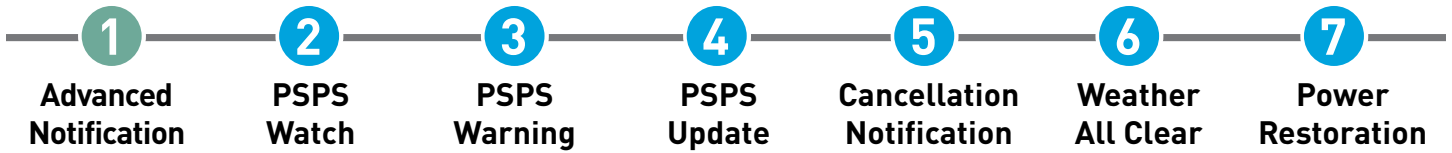
- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PPS event.

The following outlines the various notifications PG&E will send prior to, during and after a PPS event:



City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a P S P S. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

EMAIL

SUBJECT: PG&E PSPS Outage Alert: Power shutoffs may be required for safety in your area

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions.

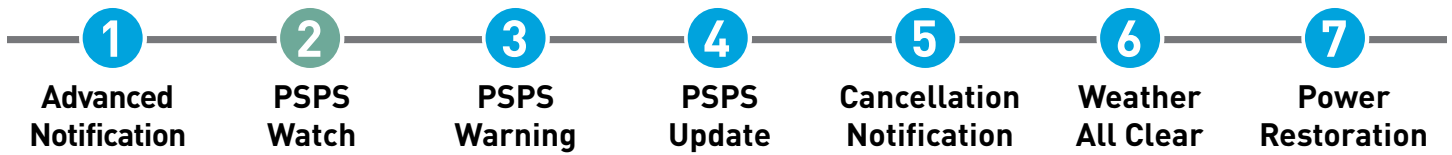
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of your jurisdiction for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Shut off for this event is estimated to begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Actual shutoff and restoration times may change depending on weather or equipment conditions. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available. We will continue to provide updates, this will include a Warning alert if we have determined it is necessary to turn off power.

TEXT

PSPS Outage Alert. We may turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

EMAIL

SUBJECT: PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area
Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS). Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Due to current weather forecasts, your area is under a Warning for a Public Safety Power Shutoff and we will be required to turn off power to prevent a wildfire. Shut offs for this event will begin between [TIME] on [DATE] and [TIME] on [DATE]. Restoration is estimated to be complete on [DATE] by [TIME]. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

TEXT

PSPS Outage Alert. We will turn off power for safety between [TIME] [DATE] and [TIME] [DATE] and complete restoration by [TIME] [DATE]. Weather can affect these times. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

EMAIL

SUBJECT: PG&E PSPS Outage Alert: Shutoffs in your area will start soon for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds, will require us to turn off power to help prevent a wildfire. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



EMAIL

SUBJECT: PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in your area. Changes in weather conditions have delayed the timing of Public Safety Power Shutoff (PSPS) de-energization in your area. Below is the estimated shutoff and restoration for this event:

- **ESTIMATED EVENT SHUTOFF:** Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED EVENT RESTORATION:** [DATE] by [TIME].

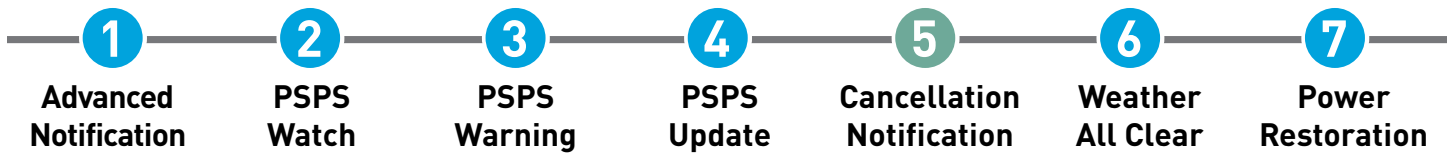
Actual shutoff and restoration times may change depending on weather and equipment conditions. Maps and event information by agency can be found at pge.com/pspsportal and pge.com/pspsprioritynotice. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved and we are not planning to turn off power for public safety in your area. Maps and event information by agency are available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved and we are not turning off power for public safety in your area. Event info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

EMAIL

SUBJECT: PG&E PSPS Notification: Power shutoff in your area is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety in your area.

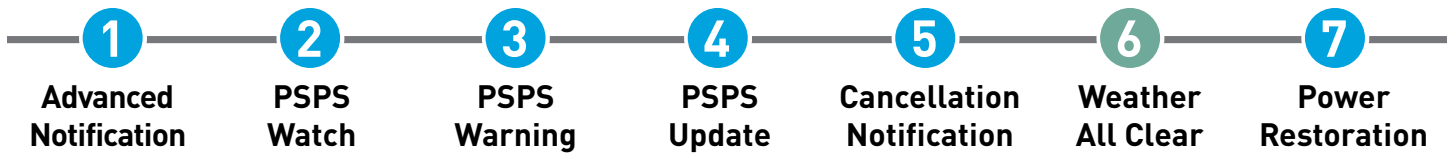
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration information by agency is available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

TEXT

PSPS Outage Alert: Weather conditions have improved, crews are inspecting equipment and restoring power. Restoration for the entire PSPS event is estimated to be complete on [DATE] by [TIME], depending on equipment damage. Restoration info by agency available at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

EMAIL

SUBJECT: PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

Restoration for the entire P S P S event is estimated to be complete on [DATE] by [TIME], depending on equipment damage.

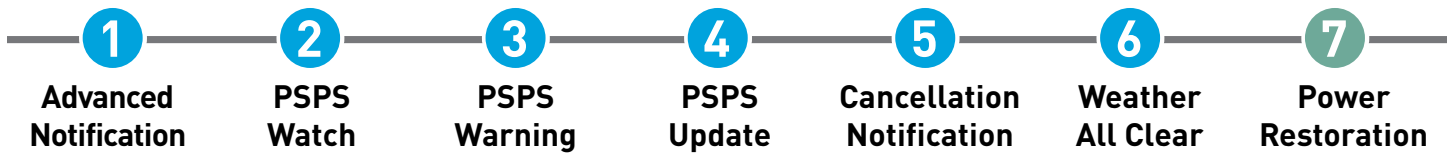
Maps and event information by agency can be found at [URL] and [URL]. These links are for public safety partner use only. Please do not share event information before it is publicly available.

Thank you,

PG&E Liaison Officer

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

City, County, Tribal and CCA



PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com backslash outages](http://pge.com/backslash/outages) or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience.

TEXT

PG&E PSPS Alert: Crews have successfully restored power within your jurisdiction. If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002.

EMAIL

SUBJECT: PG&E PSPS Notification: Power restored

Crews have successfully restored power to all customers within your jurisdiction. We apologize for the disruption and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit pge.com/outages or call 1-800-743-5002. Restoration info by agency available at [URL] and [URL].

Thank you,

PG&E Liaison Officer

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

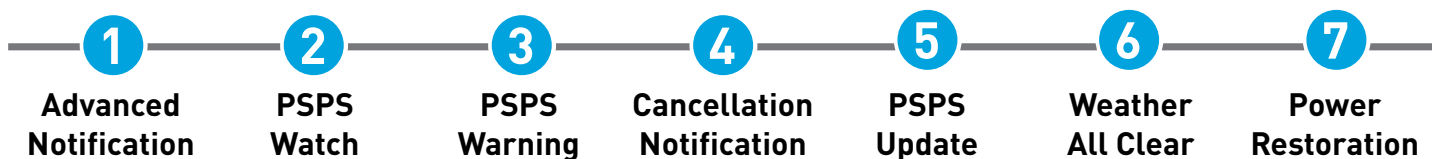
General Customer, Critical Facility and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on pge.com and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.





Public Safety Partner Customers that have a facility identified as potentially affected will receive an advanced notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program Participants will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

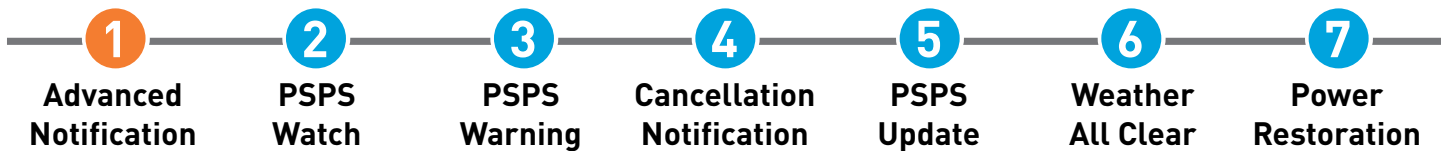
The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:



KEY:

 Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities	 General Customers
 Medical Baseline Program Participants	 All Customers

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



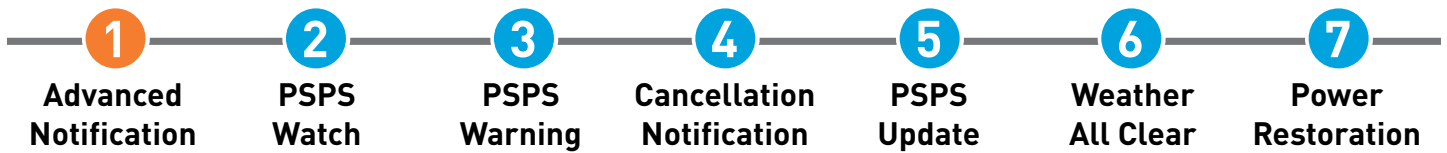
PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS**.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at pge.com/myaddresses. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press *. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS**.** We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect these times. Maps for public safety partners at [URL] or log in at [URL].

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Safety partner maps: [URL] or log in at [URL].

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

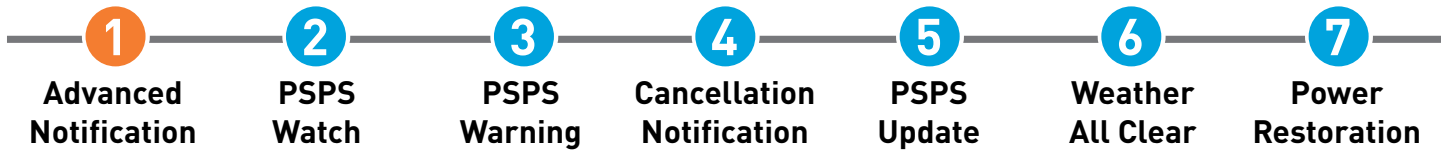
Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [URL]. These are for public safety partner use only. **PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,

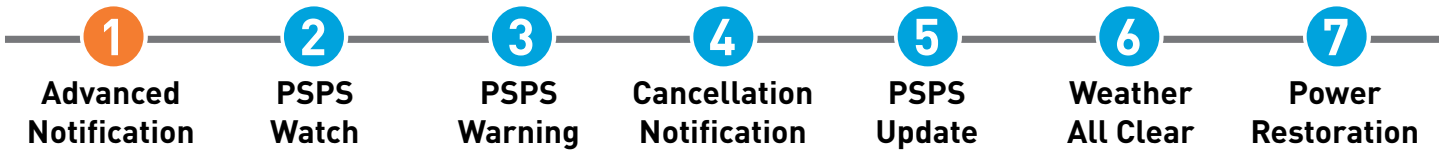
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. **PLEASE DO NOT SHARE THESE LINKS****

NUMBER OF METERS AFFECTED: [NUMBER of SPID_s FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.</p>

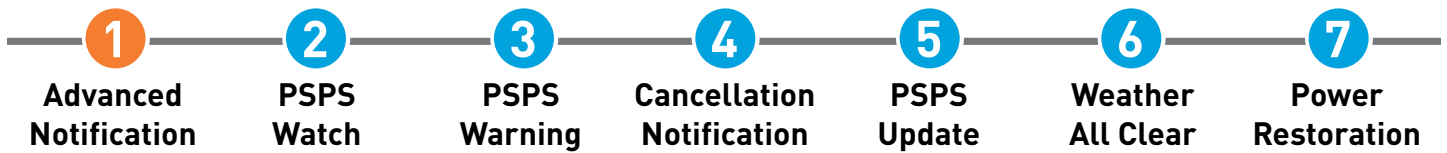
(Repeat for first **50** premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

CONTINUED ON NEXT PAGE

Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



EMAIL (MULTI PREM) CONT. RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

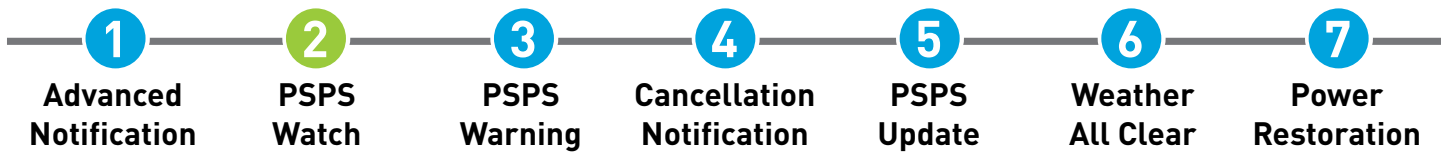
PG&E Customer Service

Message sent at [\[DATE, TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

Medical Baseline Program Participants



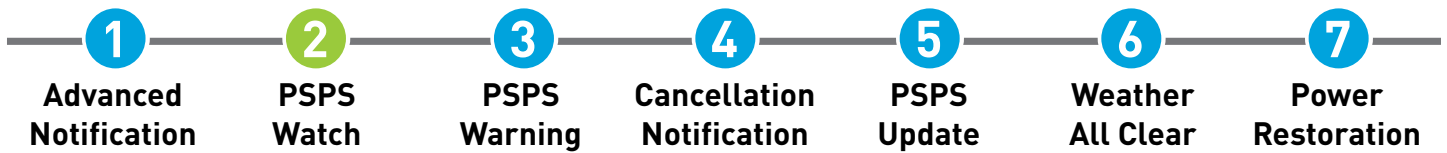
IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [ETOR TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [ETOR DAY], [ETOR DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at pge.com/myaddresses. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

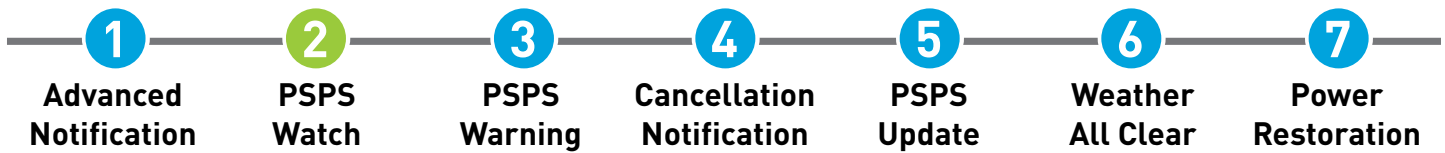
Medical Baseline Program Participants



IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [ETOR DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for [ADDRESS], call 1-800-743-5000. Thank you. Goodbye.

Medical Baseline Program Participants



IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. On [DATE], your power may be shut off for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at pge.com/myaddresses. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Because you are enrolled in our Medical Baseline program, your response is required. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for the addresses provided, call 1-800-743-5000. Thank you. Goodbye.

Medical Baseline Program Participants



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Info&Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [pge.bz/12345] Info&Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربى Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

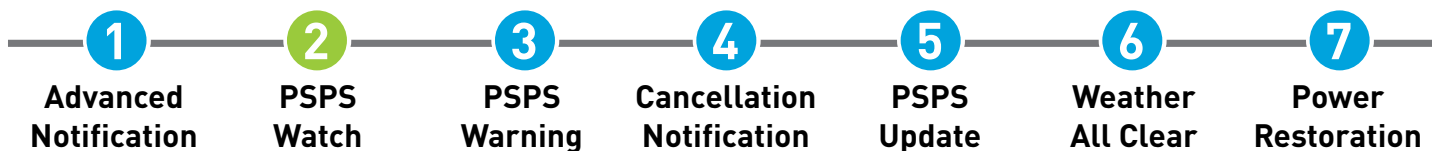
We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants



EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

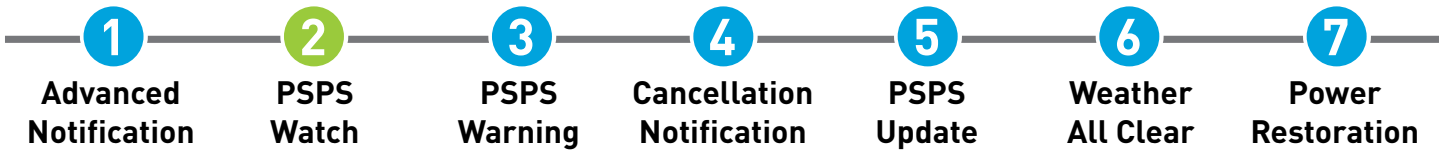
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

Medical Baseline Program Participants



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
 ىبرع ىسراف Hmoob ຊຸມໃນ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants



EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pssmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/pssp.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/psspweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

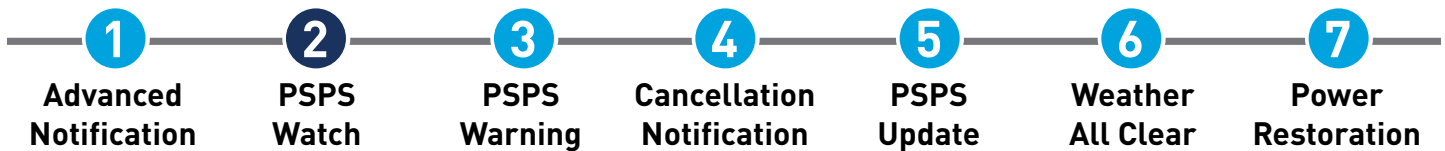
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

General Customers



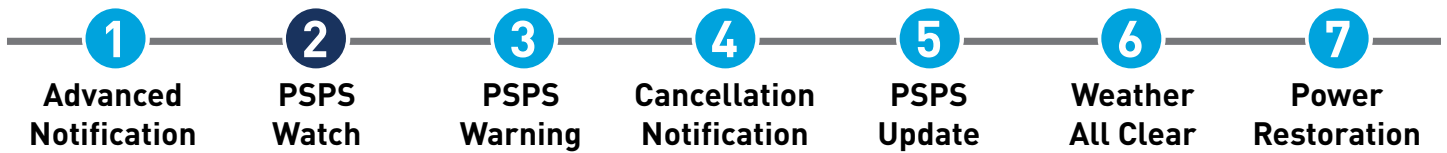
PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts [ADDRESS] is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. On [DATE], your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [ESTIMATED SHUTOFF END TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at pge.com/myaddresses. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

General Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]-[TIME]. Estimated restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. Info&Other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: pge.bz/12345. Info&Other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: On [DATE] power shutoffs may be required for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ལྷོ་ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

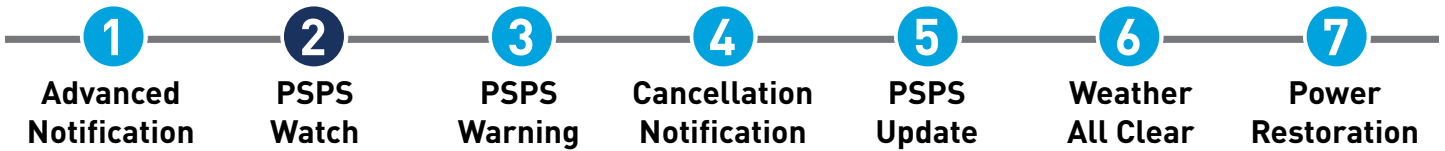
ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

CONTINUED ON NEXT PAGE

General Customers



EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-800-743-5000.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

General Customers



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: On [START DATE] power shutoffs may be required for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
 فارسی عربى Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning notification if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for the addresses provided, please call 1-800-743-5000.

CONTINUED ON NEXT PAGE

General Customers



EMAIL (MULTI PREM) CONT.

For more information visit [pge.com/pspsupdates] or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

Medical Baseline Program Participants



IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Press # to repeat this message. Thank you. Goodbye.

IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [PREMISE ADDRESS #1] is [ESTIMATED SHUTOFF START DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses]. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

Medical Baseline Program Participants



IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline Customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME]-[TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME] This restoration time may change depending on weather conditions and equipment damage. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Thank you. Goodbye.

IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert for Medical Baseline customers. Shutoffs start between [TIME] and [TIME] for safety. Your response is required. To hear this message in another language call [1-800-XXX-XXXX]. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off the power for [NUMBER OF SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] is [DAY] [DATE] between [TIME] and [TIME]. The estimated restoration time is [DAY], [DATE] by [TIME]. Changes in weather can affect shutoff times. Restoration times may change depending on weather conditions and equipment damage. Details for all [NUMBER OF SPIDs FOR MULTI PREM] of your affected meters can be found online at pge.com/myaddresses. On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZZ]. Please call [XXX-XXX-XXXX] to confirm you have received this message. We will continue to attempt to reach you and may visit your home if you do not respond. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Thank you. Goodbye.

Medical Baseline Program Participants



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [DATE]: PG&E will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME] Est restoration: [DATE] by [TIME] depending on weather & damage. More info & other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info&Languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ལྷོ ལྷོ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

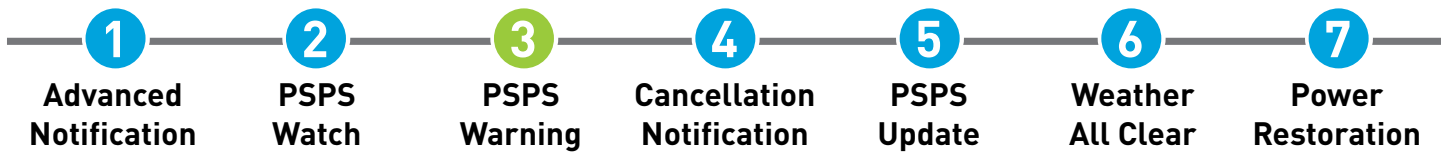
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants



EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

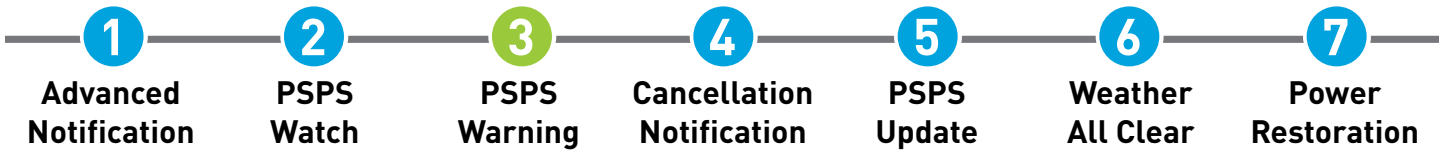
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

Medical Baseline Program Participants



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
 عىبرع ىسراف Hmoob ຊຸ້ນໍ້ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

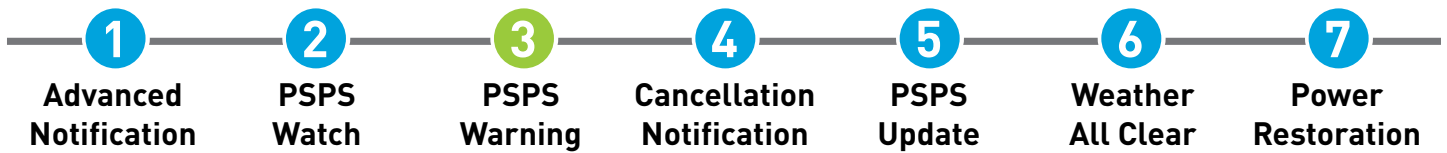
1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

CONTINUED ON NEXT PAGE

Medical Baseline Program Participants



EMAIL (MULTI PREM) CONT.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
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- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery.

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

General Customer



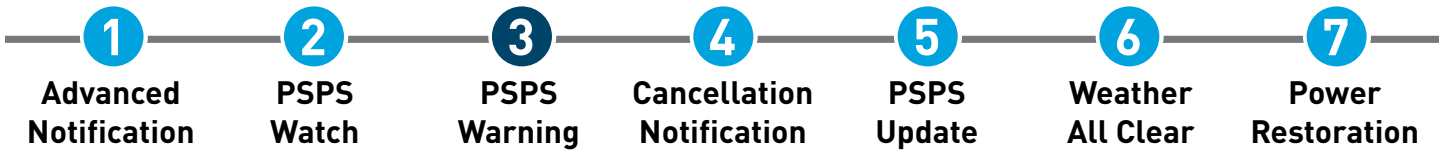
PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. Shutoffs start between [TIME] and [TIME] for safety. To continue in English press 1. To replay this message at any time, press #. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Weather forecasts including high winds and dry conditions, will require us to turn off your power at [ADDRESS] to help prevent a wildfire. SHUTOFF TIME: [DAY] [DATE] between [TIME] and [TIME]. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

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General Customer



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: pge.com/pspsupdates Reply w/ "1" to verify receipt.

TEXT (MULTI PREM)

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EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ལྷོ་ཡི་སྐད་ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

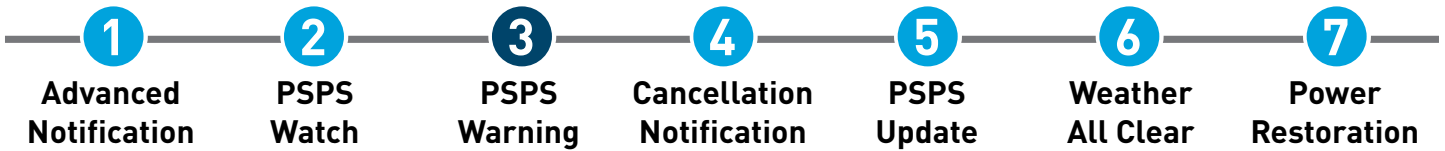
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

General Customer



EMAIL (SINGLE PREM) CONT.

RESOURCES TO HELP YOU PREPARE

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- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

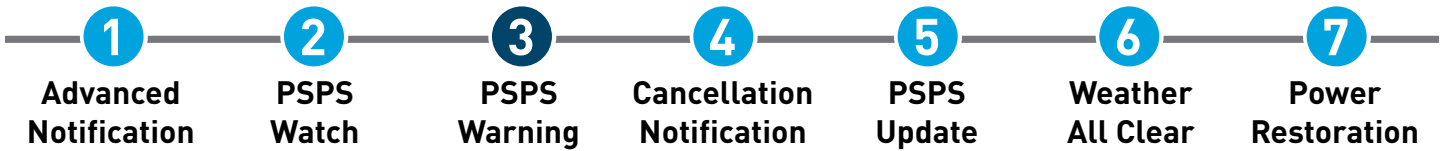
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

General Customer



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Shutoffs start between [TIME]-[TIME] for safety

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
 فارسی عربى Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

General Customer



EMAIL (MULTI PREM) CONT.

RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices, visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips, visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast, visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off. Please get ready to write down the following information. To view details for all [NUMBER OF SPIDs FOR MULTI PREM] of your canceled meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. For more information visit pge.com/pspsupdates or call 1-800-743-5002. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Forecasted weather conditions have improved & we are not turning off safety at [ADDRESS] on [DATE]. More info & other languages: pge.com/pspsupdates

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for safety to [NUMBER OF SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. More info & other languages: pge.com/pspsupdates

All Customers

1

Advanced
Notification

2

PSPS
Watch

3

PSPS
Warning

4

Cancellation
Notification

5

PSPS
Update

6

Weather
All Clear

7

Power
Restoration

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ໂຊ ຈີປັນຍາ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] on [DAY], [DATE]

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Your power shutoff is canceled

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ໂຊ ຈີປັນຍາ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Cancellation

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

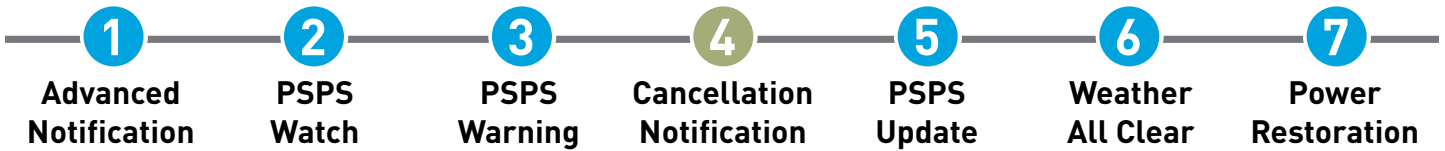
NUMBER OF METERS CANCELED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

CONTINUED ON NEXT PAGE

All Customers



EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

Thank you,

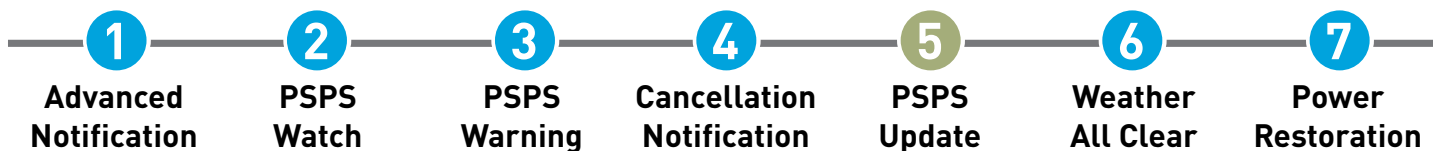
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

All Customers



TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. More info & other languages: pge.com/pspsupdates. Reply STOP to STOP text alerts for this outage.

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: pge.bz/12345. More info & other languages: pge.com/pspsupdates. Reply STOP to STOP text alerts for this outage.

EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Estimated restoration time

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

ADDRESS: [ADDRESS, CITY, STATE, COUNTY]

ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

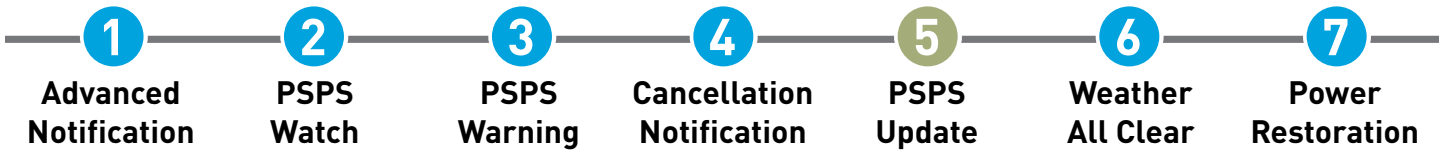
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices visit pge.com/pspsupdates.

CONTINUED ON NEXT PAGE

All Customers



EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



EMAIL (MULTI PREM)

SUBJECT: PPS Outage Alert: Estimated restoration time

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربى Hmoob ໂຊ ມາ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PPS Outage Update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

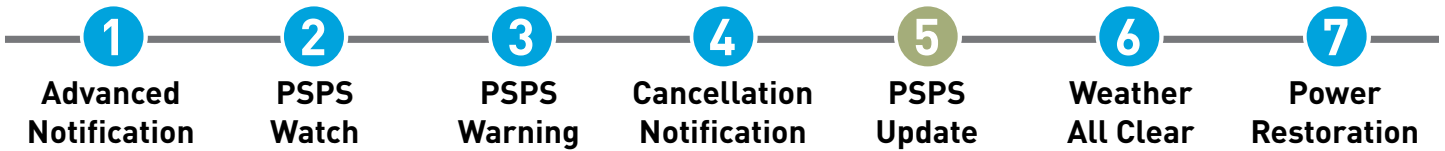
(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

For more information visit pge.com/pspsupdates or call 1-800-743-5002.

CONTINUED ON NEXT PAGE

All Customers



EMAIL (MULTI PREM) CONT.

ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. Thank you. Goodbye.

PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit pge.com/pspsupdates or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. We apologize for the disruption and we appreciate your patience. To opt out of call notifications to this number for the remainder of this outage, press 2. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

All Customers



TEXT (SINGLE PREM)

PG&E PPS Outage Alert [DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [ADDRESS]. Estimated restoration: [Date] by [TIME] depending on equipment damage. More info & other languages: pge.com/pspsupdates Reply STOP to STOP text alerts for this outage.

TEXT (MULTI PREM)

PG&E PPS Outage Alert [DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [DATE] by [TIME] depending on equipment damage. Meter list: pge.bz/12345. Info & Languages: pge.com/pspsupdates. Reply STOP to STOP text alerts for this outage.

EMAIL (SINGLE PREM)

SUBJECT: PPS Outage Alert: Crews are inspecting equipment

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربی Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

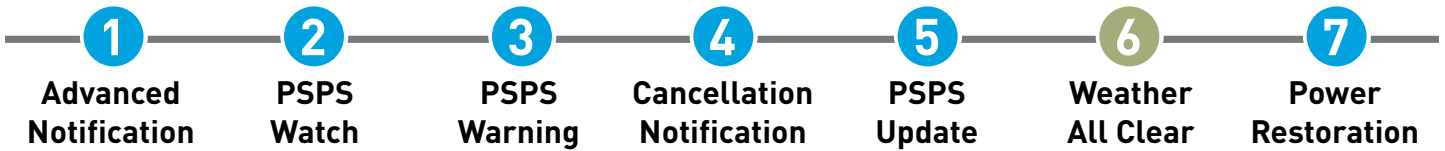
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.
- To view city/county level information, including Community Resource Centers where you can charge devices visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.

CONTINUED ON NEXT PAGE

All Customers



EMAIL (SINGLE PREM) CONT.

- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

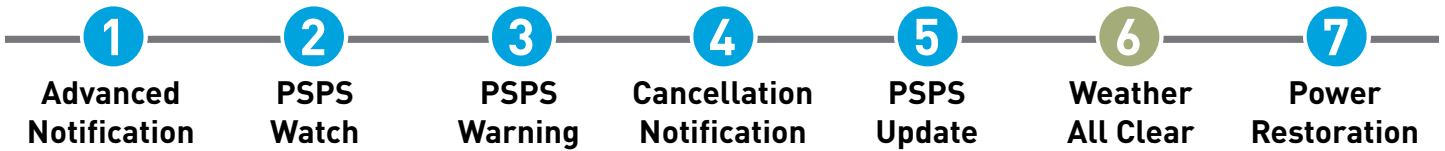
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Crews are inspecting equipment

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربي Hmoob ພາສາລາວ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

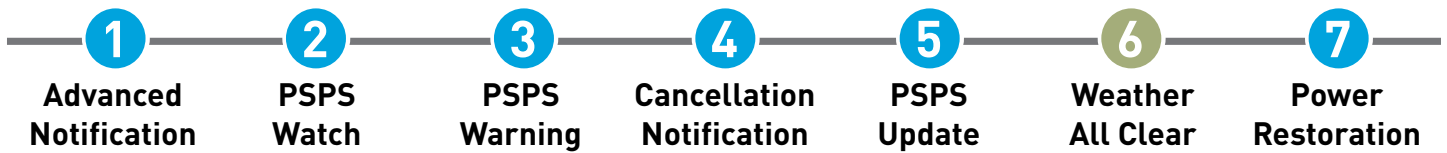
For more information visit pge.com/pspsupdates or call 1-800-743-5002.

ADDITIONAL RESOURCES

- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging.

CONTINUED ON NEXT PAGE

All Customers



EMAIL (MULTI PREM) CONT.

- To view city/county level information, including Community Resource Centers where you can charge devices visit pge.com/pspsupdates.
- To look up additional addresses that may be affected, visit pge.com/addresslookup.
- To view a general area map of the potential outage area, visit pge.com/pspsmaps.
- Get outage tips and a sample emergency plan at pge.com/outageprep.
- For generator safety tips visit pge.com/generatorsafety.
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit pge.com/psps.
- For a 7-day Public Safety Power Shutoff forecast visit pge.com/pspsweather.
- If you see a downed power line, assume it is energized and extremely dangerous. Report immediately by calling 911.

Thank you,

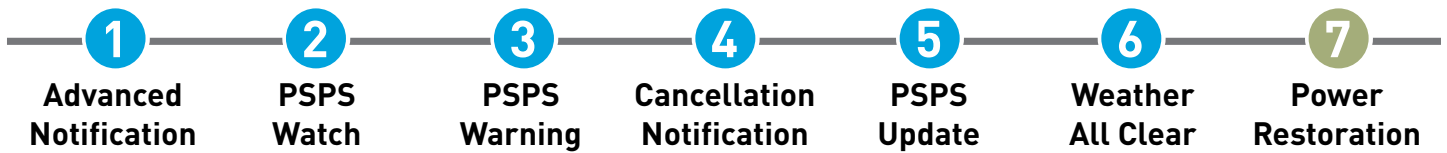
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers



PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

PHONE (MULTI PREM)

This is PG&E calling on [DAY, DATE] at [TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit pge.com/myaddresses and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press *. If your power is still out at any of these locations, please visit pge.com/outages or call 1-800-743-5002. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press *. Thank you. Goodbye.

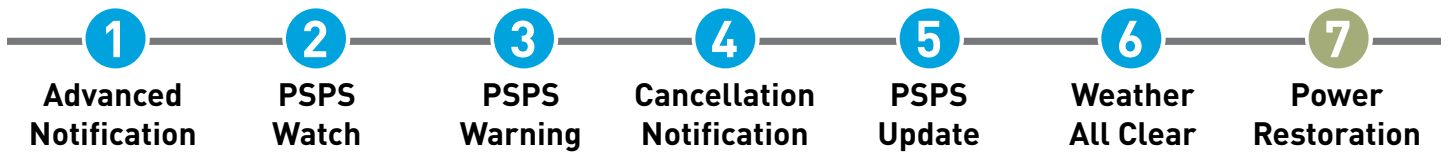
TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002. For other languages: pge.com/pspsupdates

TEXT (MULTI PREM)

PG&E PSPS Outage Alert [DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: pge.com/pspsupdates

All Customers



EMAIL (SINGLE PREM)

SUBJECT: PSPS Outage Alert: Power restored

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربى Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit pge.com/outages or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

EMAIL (MULTI PREM)

SUBJECT: PSPS Outage Alert: Power restored

HEADER LINKS:

español 中文 tiếng việt Tagalog 한국어 русский язык
فارسی عربى Hmoob ໂຊງ 日本語 ਪੰਜਾਬੀ

HEADLINE: Public Safety Power Shutoff

SUBHEAD: Power Restored

Crews have successfully restored power at the following locations:

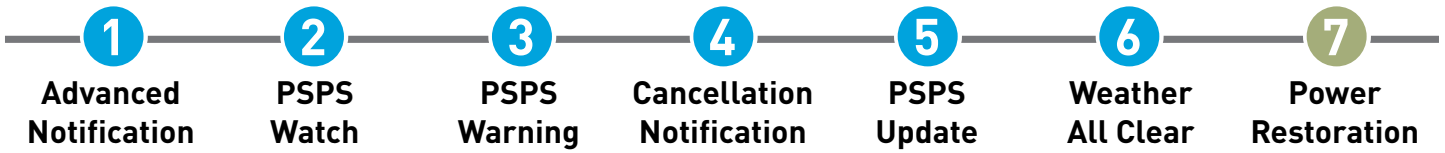
NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

****Due to email size limits a maximum of 50 meter locations is shown****

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

CONTINUED ON NEXT PAGE

All Customers



EMAIL (MULTI PREM) CONT.

1.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit pge.com/outages or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

All Customers: Custom Watch Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Due to current weather forecasts, your location is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions may require us to turn off your power to help prevent a wildfire. Estimated shutoff time may begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit pge.com/pspsupdates. For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 now to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

All Customers: Custom Watch Notification (Spanish)***

PHONE/VOICE

Hola, Somos Pacific Gas and Electric llamando hoy, [DATE] con una alerta de interrupción de PSPS. Debido a las previsiones meteorológicas actuales, su ubicación se encuentra actualmente bajo vigilancia por un corte de energía por motivos de seguridad pública. Los pronósticos del tiempo, incluidos los vientos fuertes y las condiciones secas, pueden requerir que apaguemos su energía para ayudar a prevenir un incendio forestal. El tiempo de cierre estimado puede comenzar [TIME] del [DATE] o [TIME] del [DATE].

Para obtener información general sobre este corte de energía de seguridad pública, visite pge.com/pspsupdates. Para obtener detalles sobre cómo afecta este corte de energía por motivos de seguridad pública, llame al 800-743-5002, o presione 1 ahora para hablar con un agente.

Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que haya pasado el riesgo meteorológico o se haya restablecido la energía. Esto incluirá una alerta de advertencia si hemos determinado que es necesario apagar la energía. Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite pge.com/disabilityandaging. Para hablar con un agente, presione 1 o llame al 800-743-5002. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias. Adiós

*** As-needed only.

All Customers: Custom Warning 1 Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

Weather forecasts including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire. Estimated shutoff time will begin the [TIME] of [DATE] or [TIME] [DATE].

For general information on this Public Safety Power Shutoff visit pge.com/pspsupdates. For details on how this Public Safety Power Shutoff impacts you call 800-743-5002, or press 1 to speak with an agent.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

All Customers: Custom Warning 2 Notification***

PHONE/VOICE

This is PG&E calling with a PSPS outage alert. For information in another language call 1-800-743-5002. Rapidly changing weather conditions in your area, such as high winds and dry conditions require PG&E to de energize power for safety. The shutoff is scheduled to start at [DAY] [DATE] [TIME]. After weather has improved, we will patrol nearby lines to ensure they can be safely re-energized before restoring power. We recommend all customers have a plan for an extended outage. For planning resources or more information visit pge.com/pspsupdates or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Press # to repeat this message. Thank you. Goodbye.

*** As-needed only.

All Customers: Custom Cancellation Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Forecasted weather conditions have improved and we are not planning to turn off your power for public safety. For general information visit pge.com/pspsupdates. To speak with an agent, press 1 or call 800-743-5002. Please stay on the line to hear this message again. Thank you. Goodbye.

All Customers: Custom All Clear Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore your power. For general information visit pge.com/pspsupdates. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. To speak with an agent please press 1, or call 800-743-5002. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Goodbye.

All Customers: Custom All Clear Notification (Spanish)***

PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando el [DATE] con una alerta de interrupción de PSPS. Las condiciones climáticas han mejorado y las cuadrillas están inspeccionando el equipo para determinar qué tan rápido podemos restaurar su energía de manera segura. Para obtener información general, visite pge.com/pspsupdates. Recomendamos a todos los clientes que tengan un plan para una interrupción prolongada. Proporcionaremos actualizaciones diarias hasta que se restablezca la energía.

Si depende de la energía para operar dispositivos médicos de soporte vital o tiene necesidades funcionales y de acceso, es posible que haya apoyo adicional disponible. Para obtener más información, visite pge.com/disabilityandaging. Para hablar con un agente, marque 1 o llame al 800-743-5002.

Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Adiós.

*** As-needed only.

All Customers: Custom Restoration Complete Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling on [DATE] with a PSPS outage alert. Crews have successfully restored your power. If your power is still out, please press 1 or call 800-743-5002 to speak with an agent. We apologize for the disruption and we appreciate your patience. Please stay on the line to hear this message again. Thank you. Goodbye.

All Customers: Custom Restoration Complete Notification (Spanish)***

PHONE/VOICE

Hola, somos Pacific Gas and Electric llamando [DATE] con una alerta de interrupción de PSPS. Las tripulaciones han restaurado con éxito su energía. Si todavía no tiene energía, presione 1 o llame al 800-743-5002 para hablar con un agente. Nos disculpamos por la interrupción y agradecemos su paciencia. Permanezca en la línea para escuchar este mensaje nuevamente. Gracias adios.

All Customers: Microgrid Update Notification***

PHONE/VOICE

This is PG&E calling with a PSPS outage alert. For information in another language call 1-800-743-5002. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power to the electric grid. As we work to transition you from backup power to the electric grid, you will experience a power outage of up to four hours. For updates and information in more languages, visit pge.com/backuprestoration or call 1-800-743-5002. Thank you. Goodbye.

*** As-needed only.

All Customers: Live Agent Life Support Customer Call Script (Pre-De-energization)***

LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling to make sure you're aware that we are tracking severe weather that may threaten a portion of the electric system with substantially increased wildfire risk. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END].
- We are estimating that your power would be restored by [ETOR]. We understand how important electric service is to you. Please know, if we need to turn off power for safety, we will turn it back on as soon as it is safe to do so. However, depending on weather conditions, outages could last longer than estimated.
- Once power is shut off, PG&E will open Community Resource Centers where you can access resources during PSPS events. These centers are a safe, energized location to meet your most basic power needs, such as charging cell phones, laptops and basic medical equipment. Water, snacks and other essential items are also available to reduce hardships
- We encourage all customers to have a plan for medical needs like medications that require refrigeration or devices that need power.
- Also, keep emergency numbers handy and consider a backup location you could go to, if necessary. If possible, consider staying with a friend or relative during an outage, and check with local authorities regarding available resources.
- We also recommend building or restocking your emergency kit with flashlights, batteries, first aid supplies and cash.
- If at any time in the future you have a change to your contact information, please update your contact information by calling us at 1-866-743-6589.
- As a reminder, during PSPS events, we will try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply to text messages from 976-33 to confirm you have received the automated message and stop additional calls.
- If at any time you experience a medical emergency, please call 911 immediately.
- More information can be found at pge.com/pspsupdates. Thank you.

VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an urgent safety message about your electric service. I am calling to make sure you're aware that we are forecasting severe weather that may threaten a portion of the electric system. If the forecasted weather does materialize it may be necessary for PG&E to turn off electricity for safety with an estimated start time between [SHUTOFF WINDOW START] and [SHUTOFF WINDOW END]. We are estimating your power would be restored by [ETOR]. Depending on weather conditions or if any repairs are needed, outages could last longer. We will continue to try to reach you with automated calls and text messages. Please answer any calls from 1-800-743-5002 and reply "1" to text messages from 976-33 to confirm you have received the message and to stop repeat calls. Thank you.

*** As-needed only.

All Customers: Live Agent Life Support Customer Wellness Call Script (Post-De-energization)***

LIVE ANSWER

- Hello, this is [FIRST NAME] with Pacific Gas and Electric Company
- I am calling with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer.
- We will send automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls.
- Additionally, we will notify you when your power has been restored.
- We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so.
- Are there any questions you have or is there anything further I can do to assist you?

VOICEMAIL

Hello, this is [FIRST NAME] calling from Pacific Gas and Electric Company with an update to the status of your power outage. We are currently estimating that your power will be restored by [ETOR]. However, depending on weather conditions or if any repairs are needed, outages could last longer. We will send you automated updates with a new estimated time of restoral as we receive real time information from our crews in the field. We strongly encourage you to answer those calls or texts and assure you they are not spam calls. Additionally, we will notify you when your power has been restored. We understand how important electric service is to you. We are calling to make sure you are okay and safe without power. We will restore power as soon as it is safe to do so. If you have questions, please call us at 1-800-743-5002. Thank you.

All Customers: Closely Monitoring Potential Cancellation Notification***

PHONE/VOICE

Hello, this is Pacific Gas and Electric calling with a PSPS outage alert. Due to improving weather in your area, we may not have to turn off power on Monday, December 7. However, weather conditions remain dynamic, and we are closely monitoring the situation to determine if power shutoffs become necessary. Additional updates will be provided on a daily basis. For general information of this Public Safety Power Shutoff, visit pge.com/pspsupdates. For additional details please call us at 1-800-743-5002, or press 1 now to speak with an agent.

We recommend all customers have a plan for an extended outage. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit pge.com/disabilityandaging. Please stay on the line to hear this message again. Thank you. Goodbye.

*** As-needed only.

Transmission and Wholesale Customer Notifications

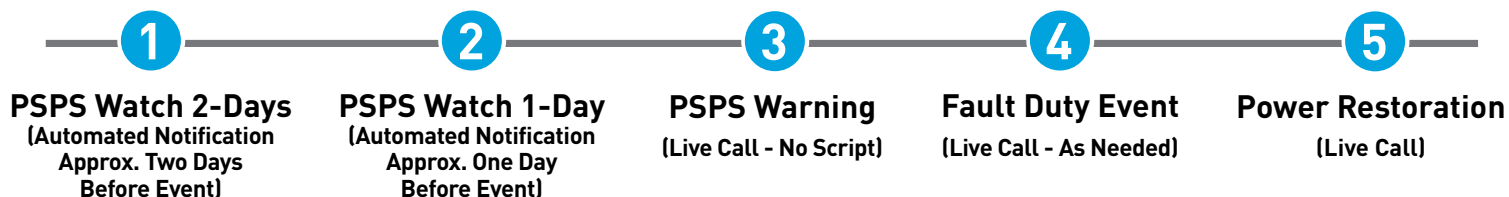
PG&E will make every effort to provide notifications to Transmission-level and Wholesale Customers through:

- Automated/Live Calls
- Text Messages
- Emails

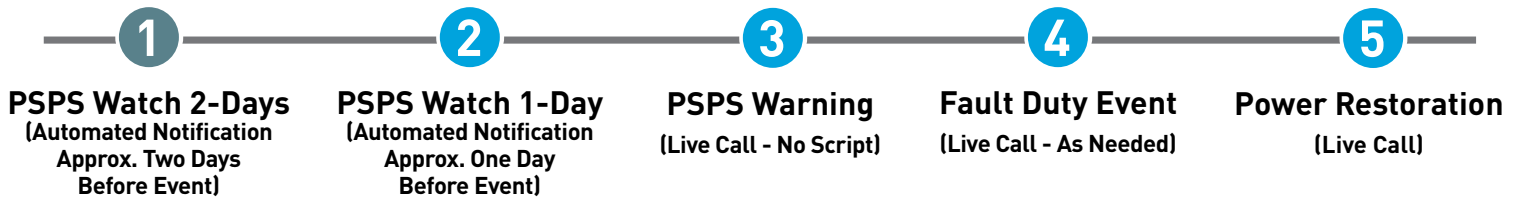
PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS event:

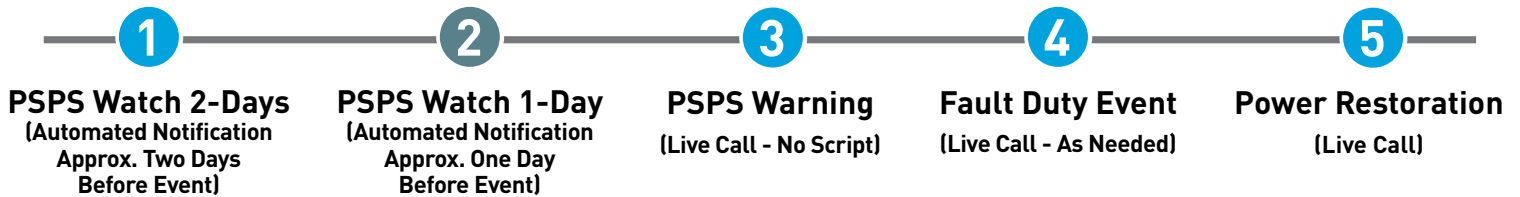


Transmission and Wholesale Customers



PHONE (RECORDING)

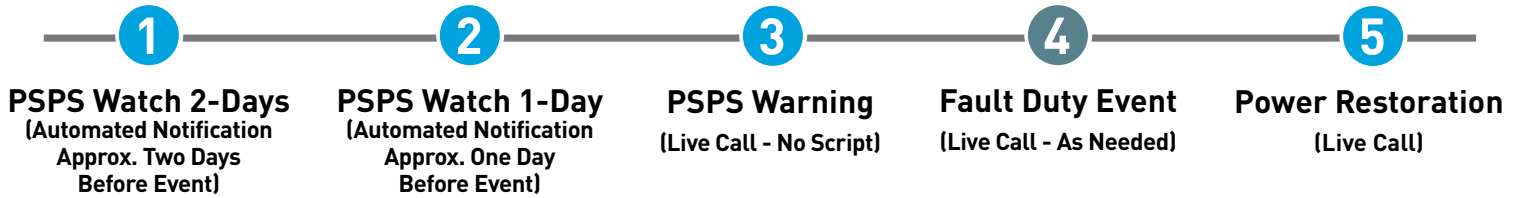
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit pge.com/psps. Thank you.



PHONE (RECORDING)

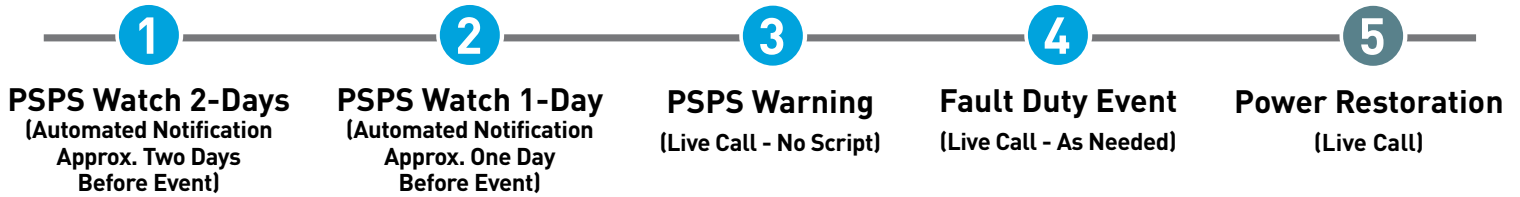
This is an important safety alert from Pacific Gas and Electric Company, calling on [DATE]. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next [NUMBER OF HOURS] hours and may impact transmission-level electric service. If these conditions persist, PG&E may need to turn off power for safety. Please have your emergency plan ready in case we need to turn off power for public safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. If you have any specific questions or concerns, please contact the PG&E Transmission Grid Control Center at [PHONE NUMBER]. For more information, including regular updates, please visit pge.com/psps. Thank you.

Transmission and Wholesale Customers



PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions expected to commence [TIME, DATE] due to Public Safety Power Shutoff events. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated in order for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.



PHONE (LIVE CALL)

This is [NAME] at PG&E calling regarding grid conditions. PG&E has restored all services back to normal operations for this Public Safety Shutoff event. If you have made any changes to your fault duty settings for this event, do reset it to normal operations. Should you have any questions, please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at [PHONE NUMBER] for support.

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX D
SECTION 7 – LOCAL COMMUNITY REPRESENTATIVES CONTACTED

Table D-1. Local Community Representatives Contacted for December 7, 2020 Weather Event

Dates marked with an asterisk () are representatives who received multiple notifications during the event.*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Alpine County	General (24-hour) - OES	Tier 2 and Zone 1	12/4/2020*
Alpine County	General (24-hour) - Fire Department	Tier 2 and Zone 1	12/4/2020*
Alpine County	Emergency	Tier 2 and Zone 1	12/4/2020*
Alpine County	Dispatch (24-hour)	Tier 2 and Zone 1	12/4/2020*
Alpine County	Undersheriff (24-hour)	Tier 2 and Zone 1	12/4/2020*
Alpine County	Health Officer	Tier 2 and Zone 1	12/4/2020*
Alpine County	OES Director (24-hour)	Tier 2 and Zone 1	12/4/2020*
Alpine County	City Hall, Designated POC	Tier 2 and Zone 1	12/4/2020*
Alpine County Tribal	Chairperson	Tier 2 and Zone 1	12/4/2020*
Amador County	Sheriff (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Tribal Council Administrative Assistant	Tier 2/3 and Zone 1	12/4/2020*
Amador County	County Administrative Officer	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Health Officer	Tier 2/3 and Zone 1	12/4/2020*
Amador County	OES Director	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Amador County	OES Coordinator (24-hour), Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Amador County	Unit Chief	Tier 2/3 and Zone 1	12/4/2020*
Amador County Tribal	EOS Director (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Amador County Tribal	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Amador County Tribal	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Amador County Tribal	Vice Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Auburn	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Auburn	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
Auburn	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020
Auburn	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Auburn	Police Chief	Tier 2/3 and Zone 1	12/4/2020*
Berry Creek Rancheria	Chairman	Tier 2/3 and Zone 1	12/5/2020
Big Sandy Rancheria	Chairperson	Tier 2/3 and Zone 1	12/4/2020
Buena Vista Rancheria of Me-Wuk Indians	Natural Resource Director	Tier 2	12/4/2020
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Probation Officer	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General CAL FIRE (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Emergency Services Officer	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Dispatcher	Tier 2/3 and Zone 1	12/5/2020
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Sheriff	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General Services Director	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Assistant Director	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Director	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Assistant Chief	Tier 2/3 and Zone 1	12/5/2020*
Butte County	Public Health Director	Tier 2/3 and Zone 1	12/5/2020*
Butte County Tribal	Vice Chairwoman	Tier 2/3 and Zone 1	12/5/2020*
Butte County Tribal	Councilmember	Tier 2/3 and Zone 1	12/5/2020*
Butte County Tribal	Chairman	Tier 2/3 and Zone 1	12/5/2020*
Butte County Tribal	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Cal OES	Regional Coordinator	Tier 2/3	12/4/2020*
Calaveras County	County Executive Officer	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	OES	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Calaveras County	Local Cal Fire (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Non-Emergency (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Health Officer	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	OES Director (24-hour), Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Calaveras County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Calistoga	General (24-hour) - Fire Department	Tier 2/3 and Zone 1	12/4/2020*
Calistoga	General (24-hour) - CAO	Tier 2/3 and Zone 1	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Calistoga	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Calistoga	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020
Chicken Ranch Rancheria	Tribal Administrator	Tier 2/3 and Zone 1	12/4/2020
Cold Springs Rancheria of Mono Indians	Chairwoman	Tier 2/3 and Zone 1	12/4/2020
Colfax	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Colfax	Substation (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Colfax	City Manager; Designated POC (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Colfax	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Dry Creek Rancheria Tribe	Vice Chairperson	Tier 2	12/4/2020*
Dry Creek Rancheria Tribe	Fire Chief (24-hour)	Tier 2	12/4/2020*
Dry Creek Rancheria Tribe	CEO (24-hour)	Tier 2	12/4/2020*
Dry Creek Rancheria Tribe	Security Director (24-hour)	Tier 2	12/4/2020*
Dry Creek Rancheria Tribe	Chairman (24-hour)	Tier 2	12/4/2020*
El Dorado County	Chief Administrative Officer	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	OES Director; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	General (24-hour) - OES	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	General (24-hour) - Sheriff's Office	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	Health and Human Services	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
El Dorado County	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Enterprise Rancheria of Maidu Indians	Chairwoman	Tier 2	12/5/2020
Enterprise Rancheria Tribe	Tribal Administration (24-hour)	Tier 2	12/5/2020*
Enterprise Rancheria Tribe	Chairwoman	Tier 2	12/5/2020*
Enterprise Rancheria Tribe	Casino Director of Security (24-hour)	Tier 2	12/5/2020*
Fresno County	Emergency Manager	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Fresno County	OES Lieutenant (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Fresno County	Tribal Secretary	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	President	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	County Executive Officer	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Fresno County	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Patrol Captain (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Alternate OES Lieutenant (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Fresno County	Charman	Tier 2/3 and Zone 1	12/4/2020*
Grass Valley	Police Chief	Tier 2/3 and Zone 1	12/4/2020*
Grass Valley	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Grass Valley	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Greenville Rancheria	Chairman	Tier 2/3 and Zone 1	12/5/2020
Ione Band of Miwok Indians	Chairperson	Tier 2/3 and Zone 1	12/4/2020
Jackson	Fire Chief (24-hour), Designated POC	Tier 2/3 and Zone 1	12/4/2020
Jackson	Police Chief	Tier 2/3 and Zone 1	12/4/2020*
Jackson	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Jackson	Public Works Foreman	Tier 2/3 and Zone 1	12/4/2020*
Jackson	City Manager	Tier 2/3 and Zone 1	12/4/2020*
Jackson Rancheria	Tribal Council Assistant	Tier 2/3 and Zone 1	12/4/2020
Kern County	CAO; Designated POC	Tier 2/3 and Zone 1	12/6/2020
Kern County	Manager; Designated POC	Tier 2/3 and Zone 1	12/6/2020*
Kern County	Dispatcher	Tier 2/3 and Zone 1	12/5/2020
Kern County	MHOAC	Tier 2/3 and Zone 1	12/6/2020*
Kern County	Emergency Supervisor (24-hour)	Tier 2/3 and Zone 1	12/6/2020
Kern County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/6/2020
Kern County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/6/2020
Kern County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Kern County	General (24-hour) - Sheriff's Office	Tier 2/3 and Zone 1	12/6/2020*
Lake County	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	12/4/2020*
Lake County	Dispatcher	Tier 2/3	12/4/2020
Lake County	Vice Chairperson	Tier 2/3	12/4/2020*
Lake County	Tribal Administrator	Tier 2/3	12/4/2020*
Lake County	Administrator	Tier 2/3	12/4/2020*
Lake County	County Administrative Officer	Tier 2/3	12/4/2020*
Lake County	CAL FIRE (24-hour)	Tier 2/3	12/4/2020*
Lake County	Sheriff	Tier 2/3	12/4/2020*
Lake County	MHOAC	Tier 2/3	12/4/2020*
Lake County	MHOAC	Tier 2/3	12/4/2020*
Lake County	Chair of the Board	Tier 2/3	12/4/2020*
Lake County	Lieutenant	Tier 2/3	12/4/2020*
Lake County	Dispatcher	Tier 2/3	12/4/2020
Lake County	Dispatch; Designated POC (24-hour)	Tier 2/3	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Lake County	Chairman	Tier 2/3	12/4/2020*
Lake County Tribal	Chairman	Tier 2/3	12/4/2020*
Lake County Tribal	Chairperson	Tier 2/3	12/4/2020*
Lake County Tribal	Tribal Treasurer	Tier 2/3	12/4/2020*
Lake County Tribal	Tribal Chairman	Tier 2/3	12/4/2020*
Lake County Tribal	Env Director	Tier 2/3	12/4/2020*
Madera County	Emergency (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Madera County	OES Staff	Tier 2/3 and Zone 1	12/6/2020*
Madera County	OES Director	Tier 2/3 and Zone 1	12/6/2020*
Madera County	MHOAC	Tier 2/3 and Zone 1	12/6/2020*
Madera County	Fire Chief	Tier 2/3 and Zone 1	12/6/2020*
Madera County	County Executive Officer	Tier 2/3 and Zone 1	12/6/2020*
Madera County	Duty Chief, Designated POC (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Madera County	Chair of the Board	Tier 2/3 and Zone 1	12/6/2020*
Madera County	OES Coordinator	Tier 2/3 and Zone 1	12/6/2020*
Madera County	Dispatcher	Tier 2/3 and Zone 1	12/6/2020
Madera County Tribal	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/6/2020*
Madera County Tribal	Director	Tier 2/3 and Zone 1	12/6/2020*
Madera County Tribal	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	OES Director	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Emergency Services (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	MHOAC	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Director	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	County Administrative Officer (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Chair of the Board	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Chief (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Emergency Command Center (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Public Health Officer (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Emergency Dispatch (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Public Information Officer (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Battalion Chief (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	GIS Tech (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	OESCoordinator (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Duty Chief, Designated POC (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Special Operations (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Division Chief (24-hour)	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County Tribal	Tribal Chair	Tier 2/3 and Zone 1	12/6/2020*
Mariposa County	Dispatcher	Tier 2/3 and Zone 1	12/6/2020
Mechoopda Indian Tribe	Chairman	Tier 2/3 and Zone 1	12/4/2020
Middletown Rancheria Tribe	Vice Chairwoman	Tier 2/3	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Middletown Rancheria Tribe	Chairman	Tier 2/3	12/4/2020*
Monterey County	Supervisor - District 5	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Supervisor - District 1	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Emergency Services Coordinator	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Supervisor - District 4	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	County Administrative Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Sheriff (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Emergency Services Planner	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Superior Court of California	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Public Health Program Manager, Health	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Chronic Disease Prevention Coordinator, Health	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	OES Director; Designated POC (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Monterey County	County Administrative Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Assistant Bureau Chief, Health	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Emergency Services Planner	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Emergency Services Planner	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Bureau Chief, Health	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Duty Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Supervisor - District 2	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Emergency Services Planner	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Health Program Coordinator, Health	Tier 2/3 and Zone 1	12/4/2020*
Monterey County	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Monterey County - CCA	Financial Analyst I	Tier 2/3 and Zone 1	12/4/2020*
Monterey County - CCA	Director of Communications and Energy Programs	Tier 2/3 and Zone 1	12/4/2020*
Monterey County - CCA	Account Services Manager	Tier 2/3 and Zone 1	12/4/2020*
Monterey County Tribal	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Mooretown Rancheria	Casino Operations	Tier 2/3 and Zone 1	12/5/2020
Mooretown Rancheria Tribe	Chairman	Tier 2/3	12/5/2020*
Mooretown Rancheria Tribe	Casino Operations	Tier 2/3	12/5/2020*
Napa County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Napa County	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Info Systems Specialist	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Non-Emergency (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Napa County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
Napa County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Napa County	County Executive Officer	Tier 2/3 and Zone 1	12/4/2020*
Napa County	OES Coordinator	Tier 2/3 and Zone 1	12/4/2020*
Napa County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Risk and Emergency Services Manager	Tier 2/3 and Zone 1	12/4/2020*
Napa County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Napa County	Emergency Services Manager	Tier 2/3 and Zone 1	12/4/2020*
Napa County - CCA	Chief Operating Officer	Tier 2/3 and Zone 1	12/4/2020*
Napa County - CCA	Director of Public Affairs	Tier 2/3 and Zone 1	12/4/2020*
Napa County - CCA	CEO	Tier 2/3 and Zone 1	12/4/2020*
Nevada City	Fire Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Nevada City	Police Chief	Tier 2/3 and Zone 1	12/4/2020*
Nevada City	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Nevada City	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Nevada City	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	OES Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Nevada County	Health Officer	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	Chief	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	Division Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	OES Director	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	General (24-hour) - OES	Tier 2/3 and Zone 1	12/4/2020*
Nevada County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
North Fork Rancheria	Tribal Council	Tier 2/3 and Zone 1	12/6/2020
Paradise	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Paradise	Town Manager; Designated POC	Tier 2/3 and Zone 1	12/5/2020*
Paradise	Mayor	Tier 2/3 and Zone 1	12/5/2020*
Paradise	General CAL FIRE (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Paradise	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Paradise	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Picayune	Chairperson	Tier 2/3 and Zone 1	12/6/2020
Placer County	Envir. Utilities Manager	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Lieutenant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Deputy Director	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Deputy Director	Tier 2/3 and Zone 1	12/4/2020*
Placer County	IT Supervisor	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Sergeant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Duty Officer	Tier 2/3 and Zone 1	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Deputy Director	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Sergeant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Assistant Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Building Maintenance Superintendent	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Assistant Director	Tier 2/3 and Zone 1	12/4/2020*
Placer County	County Executive Officer	Tier 2/3 and Zone 1	12/4/2020*
Placer County	IT Manager	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Lieutenant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Placer Facilities Mgt Emergency Line	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Health Officer	Tier 2/3 and Zone 1	12/4/2020*
Placer County	IT Supervisor	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Emergency Command Center (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Placer County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Main Telecom Number	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Sergeant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Sergeant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	OES Asst Director; Designated POC (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Placer County	Em Services Specialist	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Em Services Coord	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Program Manager	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Lieutenant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Lieutenant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Sheriff Dispatch (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Roads Manager	Tier 2/3 and Zone 1	12/4/2020*
Placer County	CIO	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Director	Tier 2/3 and Zone 1	12/4/2020*
Placer County	IT Manager	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Battalion Chief	Tier 2/3 and Zone 1	12/4/2020*
Placer County	Lieutenant - PCSO	Tier 2/3 and Zone 1	12/4/2020*
Placer County - CCA	Marketing and Government Affairs Manager	Tier 2/3 and Zone 1	12/4/2020*
Placerville	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Placerville	OES Director	Tier 2/3 and Zone 1	12/4/2020*
Placerville	Police Chief	Tier 2/3 and Zone 1	12/4/2020*
Placerville	Station 19 (24-hour)	Tier 2/3 and Zone 1	12/6/2020
Placerville	Mayor	Tier 2/3 and Zone 1	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Plumas County	General - Office of Emergency Services	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	Director (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	CAO; Designated POC	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	Public Works Director	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	USFS PNF Dispatch (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	Main Office	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	MHOAC (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	Dispatch	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	OES Director (24-hour)	Tier 2/3 and Zone 1	12/5/2020*
Plumas County	Dispatcher	Tier 2/3 and Zone 1	12/5/2020
Saint Helena	Mayor	Tier 2/3 and Zone 1	12/4/2020*
Saint Helena	Police Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Saint Helena	City Manager; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Saint Helena	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Shingle Springs Rancheria Tribe	Chairwoman	Tier 2/3	12/4/2020
Shingle Springs Rancheria Tribe	Assistant Police Chief	Tier 2/3	12/4/2020*
Shingle Springs Rancheria Tribe	Chairwoman	Tier 2/3	12/4/2020*
Shingle Springs Rancheria Tribe	Housing Director	Tier 2/3	12/4/2020*
Shingle Springs Rancheria Tribe	Police Chief	Tier 2/3	12/4/2020*
Sierra County	Supervisor	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	OES Director (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Superintendent	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	OES Coordinator; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Sierra County	Fire Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Sheriff (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Fire Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Supervisor	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Dispatch Supervisor (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sierra County	Health Officer	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	County Administrator	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	General (24-hour) - Sonoma Water	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Deputy Director (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Dispatcher	Tier 2/3 and Zone 1	12/4/2020
Sonoma County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Mayor (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	District Director	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	OES Director	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*

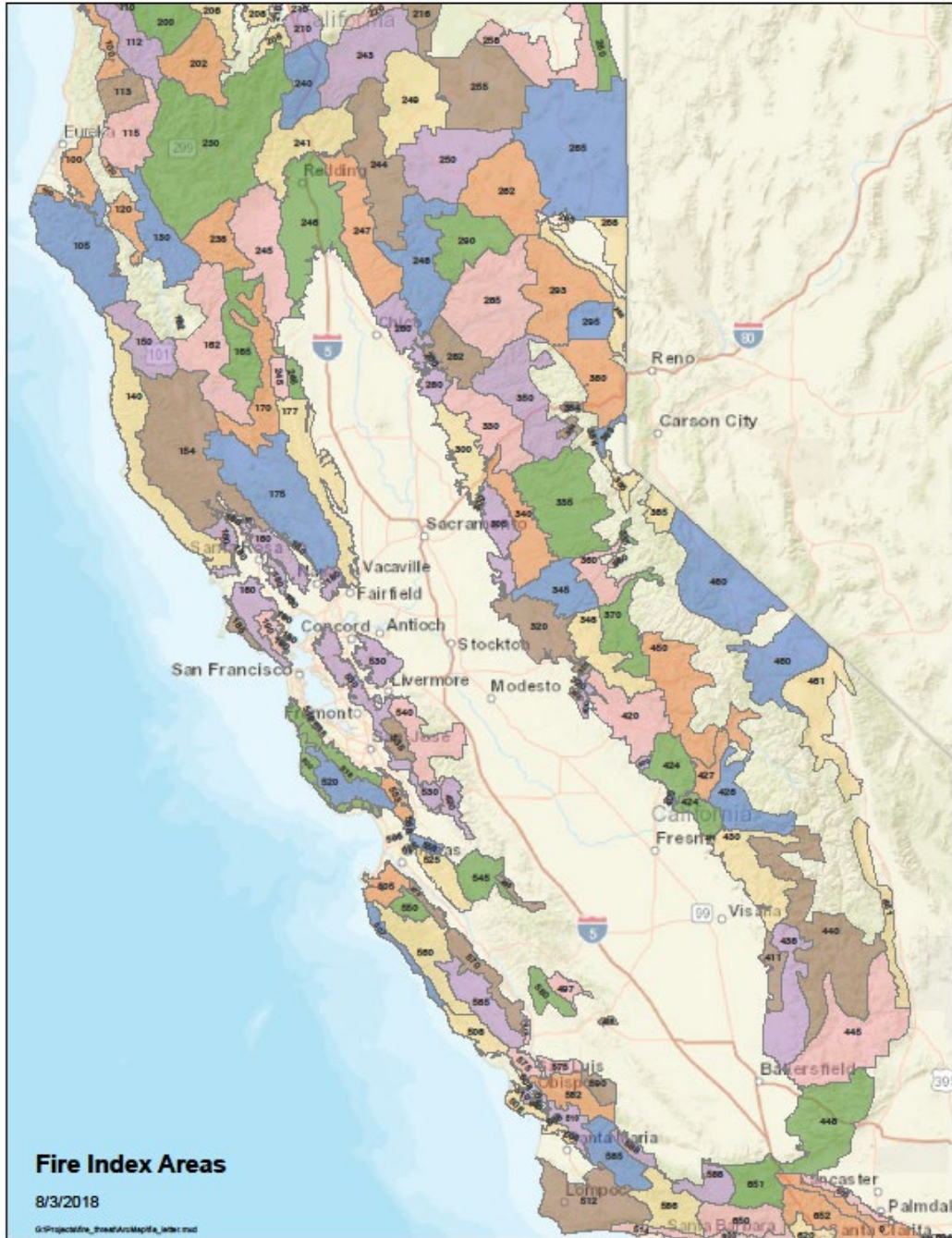
Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Sonoma County	Chair of the Board	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Emergency Manager (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Community & Government Affairs Manager	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Communications & Engagement Coordinator (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	City Manager; Designated POC (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Main Office	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Sheriff's Liaison (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Public Health Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Community Alert & Warning Manager (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Costal Valleys EMS (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	EMS Dispatch (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Sheriff Dispatch (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Communications & Engagement Coordinator	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Emergency Coordinator (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County	Fire Marshall	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County - CCA	Account Executive	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County - CCA	CEO	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County - CCA	Director of Customer Care	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	TANF Director (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Grants Administrator (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Tribal Preservation Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	OES Director	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Chairwoman	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Tribal Administrator	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Vice Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Sonoma County Tribal	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Susanville Indian Rancheria	Administrator	Tier 2 and Zone 1	12/4/2020
Table Mountain Rancheria	Tribal Administrator	Tier 2	12/4/2020
Trinity County Tribal	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Manager (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Fire Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	County Administrator	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Duty Chief (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Duty Officer (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Tulare County	Dispatch Center (24-hour)	Tier 2/3 and Zone 1	12/4/2020*

Organization/Jurisdiction	Title	Classification (Tier 2/3, Zone 1)	Date
Tulare County Tribal	Chairperson	Tier 2/3 and Zone 1	12/4/2020*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Tulare County Tribal	Executive Assistant	Tier 2/3 and Zone 1	12/4/2020*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Tulare County Tribal	Chairman	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	County OES Coordinator; Designated POC	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	MHOAC	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	OES	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	Local Cal Fire	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	County Administrator	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	Emergency Command Center (24-hour)	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	Main Office	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	Sheriff	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne County	Fire Chief	Tier 2/3 and Zone 1	12/4/2020*
Tuolumne Rancheria Tribe	OES Director (24-hour)	Tier 2/3	12/4/2020*
Tuolumne Rancheria Tribe	Chairperson	Tier 2/3	12/4/2020*
Tuolumne Rancheria Tribe	Tribal Security Chief (24-hour)	Tier 2/3	12/4/2020*
Tuolumne Rancheria Tribe	Tribal Fire Chief	Tier 2/3	12/4/2020*
Tuolumne Rancheria Tribe	Chief Administrative Officer	Tier 2/3	12/4/2020*
United Auburn Indian Community	Councilmember	Tier 2	12/6/2020
United Auburn Indian Community	Chairman	Tier 2	12/4/2020
Washoe Tribe	Councilmember	Tier 2 and Zone 1	12/4/2020*
Yuba County	County Executive Officer	Tier 2/3	12/4/2020*
Yuba County	Emergency Manager (24-hour); Designated POC	Tier 2/3	12/4/2020*
Yuba County	Local Cal Fire	Tier 2/3	12/4/2020*
Yuba County	Dispatcher	Tier 2/3	12/4/2020*
Yuba County	Health Officer	Tier 2/3	12/4/2020*
Yuba County	Health Administrator	Tier 2/3	12/4/2020*
Yuba County	General - Office of Emergency Services	Tier 2/3	12/4/2020*
Yuba County	Board Supervisor	Tier 2/3	12/4/2020*
Yuba County	Director	Tier 2/3	12/4/2020*
Yuba County Tribal	Chairperson	Tier 2/3	12/4/2020*

PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX E
SECTION 10 – FIRE INDEX AREAS MAP

Appendix E: Fire Index Areas Map

Figure E-1. Fire Index Areas Map



PACIFIC GAS AND ELECTRIC COMPANY
APPENDIX F
SECTION 11 – COMMUNITY ASSISTANCE CENTER LOCATIONS

Appendix F: List of PG&E Community Resource Centers

Table F-1. Community Resource Centers Provided by PG&E

Not Applicable; No Community Resource Centers (CRCs) were ultimately deployed, as PG&E did not initiate a Public Safety Power Shutoff.

VERIFICATION

I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing “PG&E Public Safety Power Shutoff Report to the CPUC” for the event of December 7, 2020, and I am informed and believe the matters stated therein are true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Francisco, California this 21st day of December, 2020.

A handwritten signature in black ink that reads "Aaron J. Johnson". The signature is written in a cursive style with a long horizontal flourish at the end.

AARON JOHNSON
Vice President, Wildfire Safety and Public
Engagement
PACIFIC GAS & ELECTRIC COMPANY