

**Pacific Gas and Electric Company**  
**2023 PSPS Post-Season Report**

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## **PG&E 2023 Post-Season Report – POSTSR 1 (Narrative) to the CPUC**

The Safety and Enforcement Division (SED) within the California Public Utility Commission (CPUC) established the Public Safety Power Shutoff (PSPS) Post-Season Report template for investor-owned utilities (IOUs) to report on additional information which may not have been included in their previously submitted PSPS Post-Event Reports<sup>1</sup>. This PSPS Post-Season Report follows the template provided by the CPUC in 2022 and includes supplemental information regarding PG&E's 2023 PSPS events, which includes August 30 – 31, 2023 and September 20 – 21, 2023. PG&E did not de-energize customers for the potential September 30, 2023 and December 15, 2023 PSPS events.

### **Section I – Background: Overarching Regulation**

**Section I.1 - Each electric investor-owned utility must file a comprehensive 2023 PSPS Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a 2023 PSPS Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments. [Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]**

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

**Section I.3 - To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the 2023 Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report. [Authority: D.21-06-034; Guidelines at p. A17, Section K-3]**

<sup>1</sup> The PSPS Post-Event Reports are a requirement per CPUC decisions, including Resolution ESRB-8, D.19-05-042 (Phase 1), D.20-05-051 (Phase 2), D.21-06-034 (Phase 3), and D. 21-06-014 (PSPS OII).

## **Section II – Amendments to Post-Event Reports**

### **A. Regulatory Requirements**

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

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

### **B. Direction**

**Section II.B.1 - Provide any information missing [including, but not limited to the specific topics listed below from any PSPS Post-Event Report for Public Safety Power Shutoffs (PSPS) in 2023 by:**

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

### **Response:**

#### Website Visitors

Table 14 and 10 provide updated information for Section 6.5 of PG&E’s August 30 – 31, 2023 and potential December 15, 2023 PSPS Post-Event Reports. This includes corrected website visits to PG&E’s PSPS home page.

**Table 14: Unique Visitors to the Translated Versions of PG&E’s Website for the August 30 – 31, 2023 PSPS**

<b>Language</b>	<b>Unique Visitors</b>	<b>Percent</b>
English	478,639	99.99%
Spanish	54	0%
Chinese	6	0%
Hindi	2	0%
Farsi	2	0%
Thai	1	0%
Japanese	1	0%
Portuguese	0	0%

Language	Unique Visitors	Percent
Russian	0	0%
Vietnamese	0	0%
Korean	0	0%
Panjabi	0	0%
Arabic	0	0%
Tagalog	0	0%
Hmong	0	0%
Khmer	0	0%
<b>Grand Total</b>	<b>478,705</b>	<b>100%</b>

**Table 10: Unique Visitors to the Translated Versions of PG&E’s Website for the Potential December 15, 2023 PSPS**

Language	Unique Visitors	Percent
English	482,629	99%
Spanish	698	0%
Chinese	100	0%
Thai	11	0%
Russian	16	0%
Japanese	14	0%
Arabic	15	0%
Portuguese	15	0%
Vietnamese	8	0%
Korean	15	0%
Tagalog	13	0%
Hmong	11	0%
Hindi	10	0%
Panjabi	10	0%
Farsi	9	0%
Khmer	7	0%
<b>Grand Total</b>	<b>483,581</b>	<b>100%</b>

Portable Batteries

Below includes updated counts for portable batteries delivered and batteries previously distributed for Section 6.5 of PG&E’s August 30 – 31, 2023, September 20 – 21, 2023, and potential December 15, 2023 PSPS Post-Event Reports.

- **August 30 – 31, 2023**
  - 1 backup portable batteries
  - 577 batteries that were previously distributed
- **September 20 – 21, 2023**
  - 1 backup portable batteries
  - 360 batteries that were previously distributed
- **December 15, 2023**
  - 7 backup portable batteries
  - 4 batteries that were previously distributed

### Re-Energization Notification Failures

In the September 20 – 21, 2023 PSPS Post-Event Report, Section 5.5, Table 9, PG&E reported one customer-owned line (COL) as not receiving notice prior to re-energization (All-Clear). Further review indicates this customer did receive an All-Clear notice. This update is reflected in the 2023 PSPS Post-Season Data Report.

### Foreign-Owned Line Impacts

In the August 30 – 31, 2023 PSPS Post-Event Report, Section 1.2, Table 1, PG&E did not include one transmission customer, on foreign-owned line, who voluntarily de-energized in the count of “Notified” customers. This transmission customer was included in the count of “De-energized” customers. This transmission customer is reflected as both notified and impacted in the 2023 PSPS Post-Season Data Report.

### Power-Off, All-Clear and Restoration Notification Failures

In the August 30 – 31, 2023 and September 20 – 21, 2023 PSPS Post-Event Reports, Section 5.5, PG&E reported Power-Off, All-Clear and Restoration notification failures due to unknown causes. Through further investigations, PG&E found seven<sup>2</sup> of these customers may have not received notifications after the outage start due to the customer’s service agreements<sup>3</sup> as one of PG&E’s data systems, identified these customers as active while the other did not.

Similarly, our investigation showed that in the August 30 – 31 2023 PSPS Post-Event Report, Section 5.5, three customers and one CFI customer did not receive Power-Off, All-Clear and Restoration notifications potentially due to the customer’s meter either being removed or disconnected. One of PG&E’s data platforms recognized these customers as de-energized while the other did not. In preparation for the upcoming wildfire season, we plan on aligning our systems to ensure consistent identification of active and de-energized customers for PSPS notifications.

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

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

### **Response:**

We provided all available information regarding Community Resource Centers (CRCs) for each PSPS in our 2023 [PSPS Post-Event Reports](#). Tables 1 – 3 include aggregate CRC data provided for each of the 2023 PSPS events.

<sup>2</sup> Refers to three Power-Off, All-Clear and Restoration failures reported in the August 30 -31, 2023 PSPS Post-Event Report and four Power-Off, All-Clear and Restoration failures reported in the September 20 -21, 2023 PSPS Post-Event Report.

<sup>3</sup> Customer were in the process of starting or stopping service during the PSPS Events.

**Table 1: PG&E CRCs for August 30-31, 2023 PSPS**

#	County	Site Name	Address	August 30	August 31	Total Visitors	Site Type
1	Butte	Concow Elementary School	11679 Nelson Bar Rd, Concow, CA 95965	0800 - 2200	N/A	24	Outdoor
2	Colusa	Stonyford Community Hall	229 Market St., Stonyford, CA 95979	0800 - 1130	0800 - 1130	86	Indoor
3	Glenn	Elk Creek Junior Senior High School	3430 Co Rd. 309, Elk Creek, CA 95939	0800 - 2200	N/A	73	Outdoor
4	Shasta	Happy Valley Community Center	5400 Happy Valley Rd., Anderson, CA 96007	0800 - 2200	N/A	36	Indoor
5	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, CA 96084	0800 - 2200	N/A	187	Outdoor
6	Tehama	Flournoy Elementary School	15850 Paskenta Rd., Flournoy, CA 96029	0800 - 2200	N/A	63	Outdoor
7	Tehama	Noland Park	19001 Bowman Rd., Cottonwood, CA 96022	0800 - 1400	N/A	2	Outdoor
8	Tehama	Rancho Tehama Association	17605 Park Terrace Rd., Corning, CA 96021	0800 - 2200	N/A	337	Outdoor

**Table 2: PG&E CRCs for September 20-21, 2023 PSPS**

#	County	Site Name	Address	September 20	September 21	Total Visitors	Site Type
1	Butte	Concow Elementary School	11679 Nelson Bar Rd., Concow, CA 95965	N/A	0800 - 1300	0	Outdoor
2	Colusa	Stonyford Community Hall	229 Market St., Stonyford, CA 95979	1700 - 2200	0800 - 1300	58	Indoor

#	County	Site Name	Address	September 20	September 21	Total Visitors	Site Type
3	Glenn	Elk Creek Junior Senior High School	3430 Co Rd. 309, Elk Creek, CA 95939	1700 - 2200	0800 - 1300	43	Outdoor
4	Lake	Live Oaks Senior Center	12502 Foothill Blvd., Clearlake Oaks, CA 95423	1700 - 2200	0800 - 1300	81	Outdoor
5	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, CA 96084	1700 - 2200	0800 - 1300	82	Outdoor
6	Tehama	Flournoy Elementary School	15850 Paskenta Rd., Flournoy, CA 96029	1700 - 2200	0800 - 1730	61	Outdoor
7	Tehama	Lassen Mineral Lodge	18961 Husky Way, Mineral, CA 96063	1700 - 2200	0800 - 1300	351	Outdoor
8	Tehama	Rancho Tehama Association	17605 Park Terrace Rd., Corning, CA 96021	1700 - 2200	0800 - 1730	70	Outdoor




**Table 3: PG&E CRCs for the Potential December 15, 2023 PSPS**

#	County	Site Name	Address	December 15	December 16	Total Visitors	Site Type
1	Kern	Lebec Post Office	2132 Lebec Rd., Lebec, CA 93243	0800 - 2200	0800 - 1030	170	Outdoor



Figure 1 is an overview of the resources available at the two different CRC types PG&E made available for the 2023 PSPS events. For more information on our CRC plan, see Appendix A in PG&E’s [2023 PSPS Pre-Season Report](#), pp. 34-43.

**Figure 1: CRC Types and Resource**

 <b>Standard operating hours at all CRCs: 8 a.m. - 10 p.m.</b>			
<b>Details/Resources</b>		<b>Indoor</b>	<b>Outdoor</b>
<b>CRC Overview</b>		Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures		×	×
ADA-Accessible Restroom		×	×
Heating and Cooling		×	
Device Charging*		×	×
Wi-Fi Service		×	×
Bottled Water		×	×
Non-Perishable Snacks		×	×
“Grab and go” resource offerings**		×	×
Tables and Chairs		×	×
Bagged Ice		×	
Blankets		×	×
Security Personnel		×	×
Cellular Coverage		×	×
Customer Service Staff		×	×
Wind/Weather-Resistant		×	
Privacy Screens		×	

\* Medical device charging will be prioritized in times of high demand.

\*\* Grab and go bags contain device chargers, water, snacks and PSPS information.

### **Section II.B.3 - Notification:**

**Provide aggregate data that may not have been available at the time the utility filed the PSPS Post-Event Report:**

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

#### **Response:**

We provided all available information regarding whom we contacted in the community prior to de-energization and whether the affected areas are classified as High Fire-Threat District (HFTD) Zone 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22) in each of our 2023 [PSPS Post-Event Reports](#).

As stated in our [2023 Wildfire Safety Power Events Decision Making Guide](#), we use a High Fire Risk Area (HFRA) classification in addition to HFTD to determine PSPS scope. In the appendices of our 2023 [PSPS Post-Event Reports](#), we begin by identifying HFTD areas assigned to Public Safety Partners. Any area outside of HFTD was reviewed to determine if it is included in HFRA. PG&E's circuits can run miles long and span across multiple jurisdictions. Some Public Safety Partners outside of HFRA and HFTD were also de-energized in order to de-energize areas within HFRA and HFTD for safety.

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

#### **Response:**

Pursuant to CPUC Phase 1 Guidelines,<sup>4</sup> PG&E is required to send notifications to Public Safety Partners, Tribal/Local Governments, CBOs and impacted customers 48 – 72, 24 – 48 and 1 – 4 hours prior to de-energization. The IOUs are not required to send notifications two hours prior to de-energization under the requirements set forth in [ESRB-8, Phase\(s\) 1, 2, 3 of the PSPS OIR](#).

We provide notification timing and explanations of notification failures in PG&E's 2023 [PSPS Post-Event Reports](#), Section 5, based on the minimum timeline requirements set by the CPUC.

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

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

#### **Response:**

We provided all required and available information regarding steps to restore power in each of our 2023 [PSPS Post-Event Reports](#). Note, PG&E was able to restore all circuits within 24 hours of weather "All-Clear" for the August 30 – 31, 2023 and September 20 – 21, 2023 PSPS events. Table 4 shows the number of weather "All-Clears" issued, number of personnel and helicopters used to patrol, and miles of distribution circuits patrolled for our 2023 PSPS events. PG&E did

<sup>4</sup> D.19-05-042.

not initiate PSPS for the potential September 30, 2023 and December 15, 2023 PSPS events. Therefore, there is no additional information or aggregate data to provide for these potential de-energizations.

For more information on our PSPS restoration process, see PG&E’s [2023-2025 Wildfire Mitigation Plan \(WMP\) R3](#), Section 8.4.5, pp. 854-859 and [2023 Public Safety Power Shutoff Policies and Procedures](#), Section 8, p. 36.

**Table 4: Number of personnel, helicopters, and patrolled miles of distribution circuits de-energized**

Event	Sets of Weather “All-clears” Issued	Number of Personnel	Helicopters	Patrolled miles of Distribution Circuits De-energized
8/30/23	3	156	22	557 miles
9/20/23	2	186	19	147 miles

Tables 5 and 6 lists weather “All-Clear” times issued for our August 30 – 31, 2023 and September 20 – 21, 2023 PSPS events. PG&E utilizes the All-clear Zone methodology, based on predefined, geographic areas and mapping of each weather station in each zone to that area.

**Table 5: August 30 –31, 2023 PSPS Event Weather All-Clear Times**

Weather All-Clears Date and Time	All-Clear Zones
08/30/2023 13:45 PDT	245C, 241A
08/30/2023 14:51 PDT	248A, 280H, 280G, 280C, 246C, 246F, 244A, 244B, 247A, 247B, 175F, 177B, 170B, 177A, 246A, 245A
08/30/2023 15:20 PDT	170A, 245B, 246B

**Table 6: September 20 – 21, 2023 PSPS Event Weather All-Clear Times**

Weather All-Clears Date and Time	All-Clear Zones
09/21/23 11:43	175F, 175H
09/21/23 13:03	245B, 246B

### **Section III – Decision Specified**

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

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

**Response:**

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

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

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

**Response:**

We describe Medical Baseline (MBL) and Access and Functional Needs (AFN) programs and/or types of assistance in our 2023 AFN Plan and 2023-2025 WMP R3. Citations are provided below.

**a. Free and/or subsidized backup batteries**

**i. Disability Disaster Access and Resources (DDAR) Program**

We describe the free and/or subsidized backup batteries provided as part of the DDAR Program in PG&E's [2023 AFN Plan](#), Section 2.4, p. 20.

**ii. Portable Battery Program (PBP)**

We describe the free and/or subsidized backup batteries provided as part of PBP in PG&E's [2023 AFN Plan](#), Section 2.4.3, pp. 22-23. In 2023, the PBP eligibility was expanded to MBL and Self-Identified Vulnerable (SIV) customers who have experienced at least one PSPS in 2021, or at least five events on Enhanced Powerline Safety Settings (EPSS) - protected circuits in 2022.

**iii. Generator and Battery Rebate Program**

We describe the free and/or subsidized backup batteries provided as part of the Generator and Battery Rebate Program in PG&E's [2023-2025 WMP R3](#), Section 8.5.3, p. 896 and PG&E's [2023 AFN Plan](#) Section 2.4.4, pp. 23-24.

**b. Self-Generation Incentive Program Equity Resiliency Budget (SGIP)**

We describe SGIP in PG&E's [2023-2025 WMP R3](#), Section 8.5.3, p. 896 and PG&E's [2023 AFN Plan](#), Section 2.4.2, pp. 21-22.

While Equity Resiliency Budget (ERB) funding is limited, the General Market budget reserves some funding for customers living in Tier 2 or 3 HFTDs or those who have been impacted by two or more PSPS events but were unable to apply to the ERB. Latest budget availability for this program is located on the [SGIP website](#).

**c. Community Microgrid Incentive Program (MIP)**

We describe the MIP in the [Microgrid Incentive Program Handbook](#).

**d. Hotel vouchers**

**i. Disability Disaster Access and Resources (DDAR) Program**

We describe hotel stays as part of the DDAR Program in PG&E's [2023 AFN Plan](#), Section 2.4, p. 20.

**ii. 211 Referral Services**

PG&E's agreement with the California Network of 211s connects individuals with

AFN to critical resources, including hotel accommodations. More information on hotel stays during a PSPS can be found in the “Hotel accommodations and discounts” tab of [PSPS Resources for AFN Customers](#) page.

**e. Transportation to CRCs**

PG&E provides accessible transportation for our customers to CRC or hotels through our DDAR Program and 211.

**i. Disability Disaster Access and Resources (DDAR) Program**

PG&E describes transportation to CRCs as part of the DDAR Program in PG&E’s [2023-2025 WMP R3](#), Section 8.5.3, p. 897.

**iii. 211 Referral Services**

PG&E’s agreement with the California Network of 211s connects individuals with AFN to critical resources, including transportation to CRCs. For more information on transportation to CRCs as part of 211, see PG&E’s [2023 AFN Plan](#), Section 2.5.1.7, p. 26.

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

**i. Medical Baseline (MBL) Program**

We describe the MBL Allowance program in PG&E’s [2023 AFN Plan](#), Section 2.5.2, pp. 26-28.

**ii. Energy Savings Assistance (ESA) Program**

We describe the ESA program in PG&E’s [2023 AFN Plan](#), Section 2.5.3, pp. 28-29.

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

We describe the CARE and FERA programs in PG&E’s [2023 AFN Plan](#), Section 2.5.4, p. 29.

**iv. Community Resource Centers (CRCs)**

We describe our CRC plan in PG&E’s [2023-2025 WMP R3](#), Section 8.4.6, p. 868.

**v. Community Microgrid Enablement Program (CMEP)**

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

1. **Web-Based Tools and Information** – PG&E’s [Community Resilience Guide](#) provides financial, technical, and interconnection resources for community resilience projects.
2. **Enhanced Utility Technical Support** – PG&E provides incremental support through a three-stage process to facilitate development of multi-

customer microgrids from initial concept exploration, through assessment, and execution.

3. **Community Microgrid Enablement Tariff** – PG&E submitted a pro forma tariff in [CMEP Advice Letter 5918-E](#) to govern the eligibility, development, and island and transitional operation of community microgrids.
4. **Cost Offsets** – PG&E will offset the cost of equipment needed to enable the safe islanding of a community microgrid of up to \$3 million per project.

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

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

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

During PSPS events, customers seeking information on EV charging stations are directed to mapping resources found on our [EV Charger Locator](#) website, which allows customers to find charging locations near them. The interactive Charger Locator Map displays real-time information on PG&E’s [EV Charging Station page](#) to ensure the public has clear information of where supported EV chargers are located, including locations that may be affected by PSPS.

**viii. Food Replacement Resources**

We describe Food Replacement Resources in PG&E’s [2023 AFN Plan](#), Section 2.5.1, p. 24.

**ix. Haven of Hope on Wheels**

We have a partnership with Haven of Hope on Wheels in Butte County. Haven of Hope on Wheels provides portable showers and laundry service for MBL and AFN customers. Haven of Hope of Wheels was not deployed during PG&E’s 2023 PSPS events due to limited scope in Butte County.

**x. 211 Referral Services**

Through PG&E’s charitable grant program, we continue to provide grants to 211 services so that providers can refer individuals to social services available in their community. In addition, 211 provides customers with AFN, a single source of information and connection to available resources in their communities. 211 will provide those with AFN access to free PSPS education, outreach, and emergency planning in advance of PSPS, as well as directly offering critical resources like transportation, food, batteries, and other social services during PSPS.

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

**Response:**

Table 7 shows costs and funding sources associated with PG&E partnerships to mitigate impacts of AFN populations. In the 2023 General Rate Case (GRC) CPUC decision, the following programs were approved to be recovered in the Wildfire Mitigation Balancing Account (WMBA) rather than the Wildfire Mitigation Plan Memorandum Account (WMPMA) starting in 2023:

- DDAR Program
- Portable Battery Program (PBP)
- Generator and Battery Rebate Program

**Table 7: Costs & Funding Sources for Partnerships**

<b>Partnerships/Programs /Services</b>	<b>Costs (\$)</b>	<b>Funding Sources(s)</b>	<b>Note(s)</b>
211 Referral Services	\$1,508,054	WMPMA and WMBA	Provided AFN customers with a connection to resources before, during, and after a PSPS.
CRCs	\$6,830,370	WMBA	Hardening sites, back-end staffing costs (retainers, program management fees, training), logistics retainers, IT costs, project management costs, and contractor costs.
DDAR Program	\$4,022,134	WMBA	Portable backup batteries, hotel stays, food stipends, accessible transportation, and fuel gift cards are all funded through the DDAR program, including the administration and promotion of the program.
Food Replacement Resources	\$7,740	N/A	Various contracted CBOs that provide food to the community during a PSPS. In 2023, these costs came directly through Dignity Health Connected Living.
Generator and Battery Rebate Program	\$223,736	WMBA	Described in Section III.B.1 above.



Partnerships/Programs /Services	Costs (\$)	Funding Sources(s)	Note(s)
Multicultural Media Partnerships & In-Language CBOs	\$400,000	WMBA	Not billed for any outreach in 2023.
Paid Media and Advertising	\$3,090,052	WMBA	PG&E runs proactive and educational PSPS preparation as well as emergency messages to reach our customers before and during PSPS events via paid media channels. These ads are provided in English, Spanish and Chinese languages.
Portable Battery Program	\$10,610,024	WMBA	Described in Section III.B.1 above.
Statewide Joint IOU PSPS Website	\$247,500	WMBA	This is a statewide co-funded Joint IOU website dedicated to educating California communities and other CBOs about PSPS.

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

**Response:**

See Table 7 in Section III.B.2 for funding sources for partnerships.

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

**Response:**

PG&E provides support for AFN and vulnerable populations throughout our entire service area. CBO partnerships may vary by county, however, there are utility partnerships with CBOs throughout our entire service territory.

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

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

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

**Response:**

Table 8 lists critical facility and infrastructure customers that received backup generation during the August 30 – 31, 2023 PSPS. PG&E did not deploy backup generation for the September 20 – 21, 2023 PSPS.

PG&E did not utilize temporary microgrids or community microgrids to mitigate de-energization for 2023.

**Table 8: Critical Facility and Infrastructure Customers Energized with Backup Generation**

Event Start Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
8/30/2023	CORNING 1102	Tehama	Results Radio LLC	0.200 MW	46	Public safety
8/30/2023	ELK CREEK 1101	Glenn	Elk Creek Community Service	0.300 MW	47	High risk to environment

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

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

**Response:**

There were no selective re-energization requests made by Public Safety Partners during our 2023 PSPS events.

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

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

**Response:**

During the August 30 – 31, 2023 PSPS, two transmission circuits were de-energized. The transmission lines did not serve transmission-level entities or customers; therefore, de-energization of these lines had no incremental impact on customers.

PG&E did not de-energize transmission circuits during the September 20 – 21, 2023 PSPS.

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

**Response:**

As discussed in Section III.E.1 above, de-energization of the transmission lines did not impact transmission-level entities or customers. Therefore, no additional mitigation was necessary.

PG&E's overall wildfire mitigation plan related to transmission-level circuits are outlined in the [2023-2025 WMP R3](#), Section 7.2.1, pp. 270-284.

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

**Response:**

As discussed in Section III.E.2 above, de-energization of the transmission lines did not impact transmission-level entities or customers. Therefore, no additional mitigation was necessary, and no analysis and evaluation were conducted.

PG&E's analysis and evaluation to its overall wildfire mitigation plan related to transmission-level circuits are outlined [2023-2025 WMP R3](#), Section 9.2.1, pp. 928-930.

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

**Response:**

PG&E provides proactive, ongoing outreach to publicly owned utilities (POUs) in advance of wildfire season to inform them of PSPS scoping model adjustments and historical data of actual and estimated PSPS events. Additionally, PG&E invited POU and cooperative transmission entities to a series of Wildfire Safety Regional Webinars for individual counties throughout 2023 to provide information on PSPS and Community Wildfire Safety Program (CWSP) activities.

PG&E did not de-energize any POU or cooperative transmission entities during the 2023 PSPS events.

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

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

**Response:**

PG&E incorporated tree overstrike risk directly into the Ignition Probability Weather Model (IPW), rather than a standalone protocol. As a result, we are unable to separate data to show how the inclusion of tree overstrike, distinct from other factors in its PSPS modeling, impacted PG&E’s PSPS decision-making.

Tree overstrike is one of many features in the IPW model. The IPW is combined with the Fire Potential Index (FPI) model to form PG&E’s Catastrophic Fire Probability Distribution (CFP<sub>D</sub>). Therefore, we are not able to quantify the effect that tree overstrike has on the changed frequency, duration, scope, and scale of PSPS events. See Figure 2 below explaining IPW modeling and Figure 3 below explaining PG&E’s IPW combined with FPI to form PG&E’s PSPS protocol, Catastrophic Fire Probability Distribution.

**Figure 2: Incorporating Tree Strike Potential into PSPS Modeling**

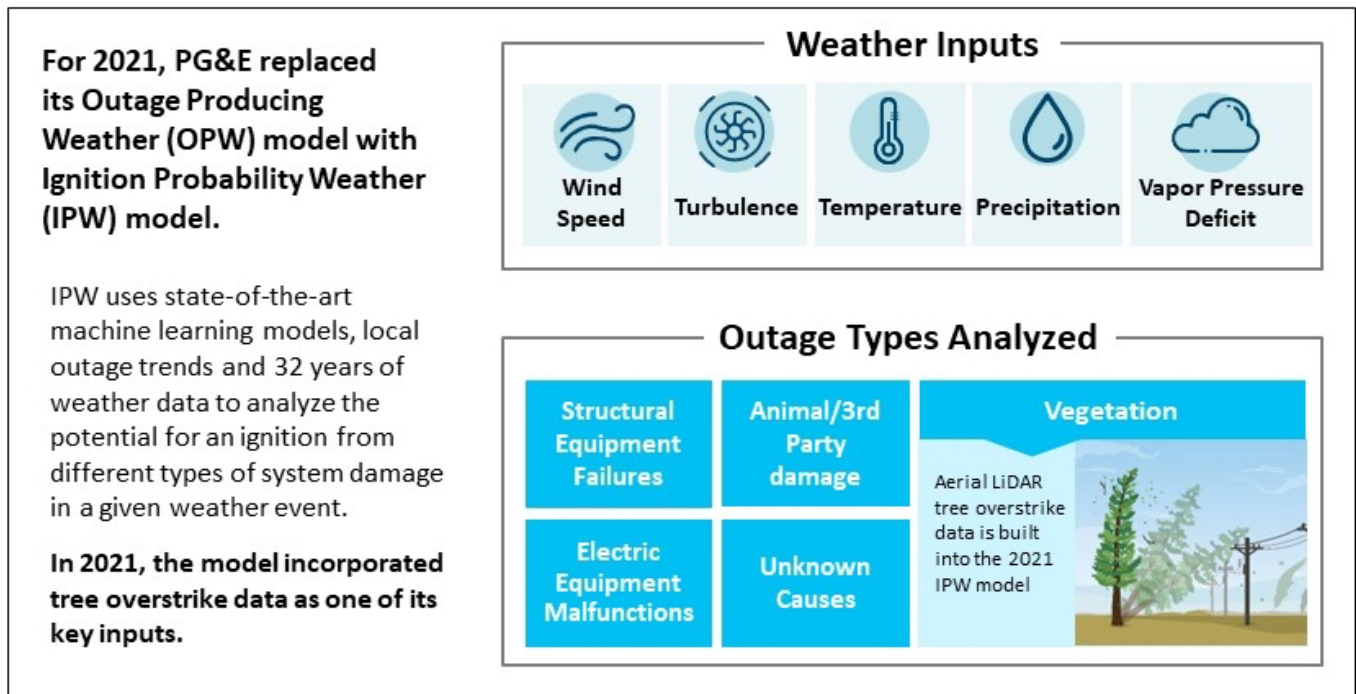
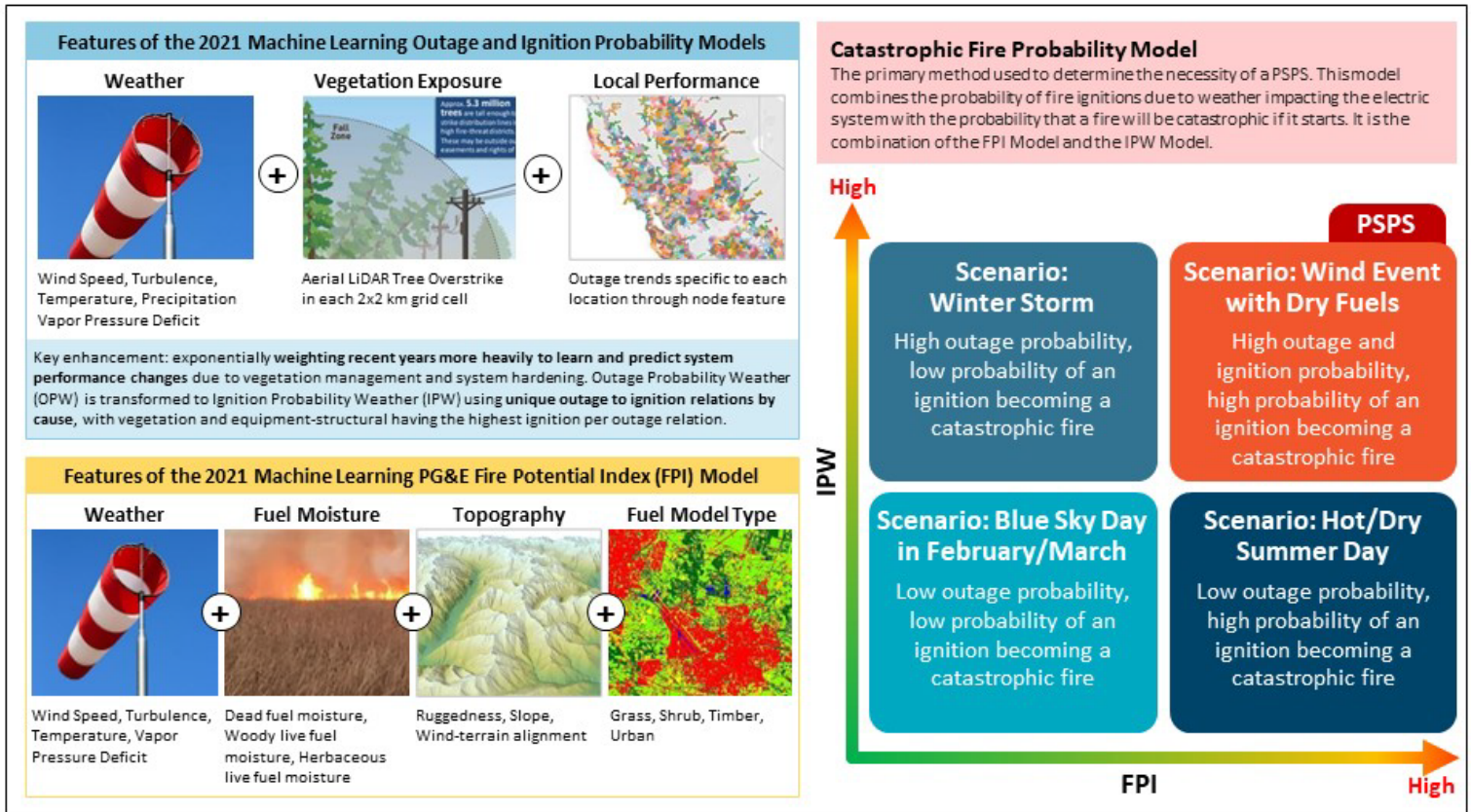


Figure 3: PG&E IPW Model and CFP<sub>D</sub> Framework



For more information on our PSPS decision making process involving tree overstrike, please refer to PG&E’s [2023 Wildfire Safety Power Events Decision-Making Guide](#), p. 10.

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

**Response:**

As mentioned above in Section III.F.1, tree overstrike data is incorporated directly into our IPW machine learning and overall CFP<sub>D</sub>. No changes to this methodology have been made since the Revised 2021 WMP submission.

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

- a. **Incorporation of tree overstrike criteria into PG&E’s PSPS decision-making (for example, gathering information, modeling using tree overstrike, and time associated therewith); and,**

- b. Implementation of tree overstrike criteria into PG&E's PSPS related de-energization activities (for example, any incremental notices, community resource centers, batteries and other costs associated with implementing PSPS).**

**Response:**

As mentioned above in Section III.F.1, PG&E incorporated tree overstrike risk directly into our IPW model. As a result, we are unable to separate data to show how the inclusion of tree overstrike, distinct from other factors in its PSPS modeling, impacted PG&E's PSPS decision-making.



## **Section IV – Safety and Enforcement Division Specified**

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

#### **Response:**

We used our machine learning models to predict the probability of events, ignitions and catastrophic fires for all 2023 PSPS de-energizations. 24-hour fire simulations conducted by Technosylva from damage locations found during 2023 PSPS events indicated that we may have avoided 28,250 acres burned. The simulations show that more than 240 buildings and a population of 111 residents could have been impacted by these fires.

PG&E continues to improve the performance of our IPW and FPI models throughout the year by:

- Extending the 30 + year hourly weather climatology by one year to include 2022 data.
- Extending the 30 + year climatology of DFM and LFM for multiple plant species by a year to include 2022 data.
- Retraining PG&E's OPW model using data from 2022.

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

#### **Response:**

Over the past year PG&E did not experience any notable challenges when quantifying the risks and benefits of determining scope of 2023 PSPS events. The assumptions used in the risk and benefits models are continuously undergoing careful consideration, research, and review.

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

#### **Response:**

PG&E will not take any chances with customer safety and the purpose of de-energization is to avoid catastrophic wildfires. PG&E's PSPS decision-making is based on wildfire risks, rather than a cost/benefit analysis. For more information on PG&E's risk/benefits analysis, see PG&E's 2023 [PSPS Post-Event Reports](#), Section 2.

We know how much customers rely on electric service. In an effort to minimize customer impacts, PG&E implements multiple measures, including community microgrids, transmission line segmentation, distribution switching, sectionalization, islanding, temporary microgrids, backup generation, and covered conductors, where possible, to safely keep areas energized during a PSPS. If a temporary outage is necessary when transferring a circuit to a temporary generation source, PG&E sends customer notifications via email, text and phone call to inform them of the process.



More information on PG&E's mitigation efforts and tactics are discussed in PG&E's 2023 [PSPS Post-Event Reports](#), Section 10, PG&E's [2023-2025 WMP R3](#), Section 7.2.1, and PG&E's [2023 Public Safety Power Shutoff Policies and Procedures](#), Section 7. These documents are publicly available on our website for our customers and stakeholders.

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

**Response:**

As part of PG&E's PSPS exercise planning, we invited Public Safety Partners to gather feedback and recommendations on exercise execution. This is to ensure our PSPS exercises were effective in testing coordination with partners during PSPS events. Public Safety Partners were invited to each of PG&E's exercise planning meetings (listed below) via email. We hosted 16 PSPS exercise planning meetings on the following dates:

- FE Concept & Objectives Meeting (C&O): November 16, 2022
- Initial Planning Meeting (IPM): December 15, 2022
- FE Midterm Planning Meeting (MPM): January 25, 2023
- Master Scenario Events List (MSEL) Coordination/Sync Meeting: February 14, 2023
- FE Final Planning Meeting (FPM)/Tabletop Exercise IPM: March 8, 2023
- MSEL Final Sync Meeting: April 19, 2023
- PSPS Seminar #1: April 13, 2023
- Tabletop Exercise Midterm Planning Meeting: April 25, 2023
- FE C/E/S Training (2); Virtual Player Briefings (2): May 1-5, 2023
- FE Conduct: May 8-11, 2023
- Tabletop Exercise Final Planning Meeting: May 24, 2023
- Tabletop Exercise: June 8, 2023
- PSPS Seminar #2: October 11, 2023

Invites to each of the meetings were sent to 36 Public Safety Partners. Level of participation in the exercises is at the partner's discretion. Below is a list of the partners that participated in one or more planning meetings:

- Alameda County
- California Department of Forestry and Fire Protection (CAL FIRE)
- California Foundation for Independent Living Centers
- Cal OES
- Calaveras County
- City of Fresno
- City of Los Altos Hills
- City of San Jose
- City of Shasta
- CPUC
- Colusa County
- Comcast
- Kern County
- Kings County

- Madera County
- Mariposa County
- Napa County
- Placer County
- Santa Clara County
- Silicon Valley Independent Living Center
- Southern California Edison
- Verizon Wireless

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

**Response:**

During the 2023 season, we held two de-energization exercises: the Functional (FE) and Tabletop (TTX) exercises. The resulting actions, their implementation, and observed consequences are provided in After-Action Reports of the [2023 PSPS Exercise Written Materials](#).

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

**Response:**

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

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

**PSPS Exercise Series External Participation**

Several state, local, and community partners observed and participated as players in the PSPS Exercise Series. Table 9 identifies the external players and their respective exercise participation. Table 10 identifies the external observers and their respective exercise participation. “Invited” indicates entity was invited but participation was not confirmed.

**Table 9: External Organizations Invited/Participated in the PSPS Exercise Series as Players**

<b>External Players</b>	<b>TTX</b>	<b>FE</b>
<b>State Agency Partners</b>		
CAL FIRE	Participated	Participated
Cal OES	Invited	Participated
CPUC	Participated	Participated
<b>Local Agency Partners</b>		
Alameda County	Participated	Participated
Butte County	Invited	
Calaveras County	Invited	Participated
Colusa County	Invited	
City of Gilroy	Participated	
City of Morgan Hill	Invited	
City of San Jose	Invited	
Fresno County	Invited	
Glenn County	Invited	
Kern County	Invited	
Kings County	Participated	
Mariposa County	Participated	Participated
Madera County		Participated
Plumas County	Invited	
Napa County	Invited	
Placer County	Invited	
Santa Clara County	Participated	
San Luis Obispo County	Invited	
San Jose Mineta International Airport	Invited	
<b>Telecommunication Companies</b>		
AT&T	Invited	
Comcast	Invited	Participated
Verizon	Participated	
<b>Utility Partners</b>		
Southwest Strategies for CRC's		Participated
<b>Community Based Organizations</b>		
CADRE	Participated	
CFILC	Invited	
Disability Action Center	Invited	
Disability Resources Agency for Independent Living	Invited	
Independent Living Center of Kern County	Invited	
Resource for Independence Central Valley	Invited	
Silicon Valley Independent Living Center	Participated	Participated
Tri County Independent Living	Invited	Participated

**Table 10: External Organizations Invited/Participated in the PSPS Exercise Series as Observers**

<b>External Observer</b>	<b>TTX</b>	<b>FE</b>
<b>State Agency Partners</b>		
Cal OES		Observed
California Public Utility Commission (CPUC)		Observed
<b>Local Agency Partners</b>		
Butte County		Observed
City of San Jose		Observed
City of Gilroy	Observed	Invited
City of Morgan Hill		Invited
Colusa County		Observed
Fresno County		Observed
Glenn County		Observed
Kern County		Invited
Kings County		Observed
Madera County	Observed	Observed
Mariposa County		Observed
Napa County		Observed
Placer County		Observed
Plumas County		Observed
San Jose Mineta International Airport		Observed
Santa Clara County		Observed
San Luis Obispo County		Observed
<b>Telecommunication Companies</b>		
AT&T		Observed
Charter Communications		Invited
Comcast		Observed
Verizon		Observed
<b>Utility Partners</b>		
Bear Valley Electric Service		Invited
San Diego Gas & Electric	Observed	Observed
Southern California Edison (SCE)		Observed
<b>Community-Based Organizations</b>		
CFILC		Observed
Disability Action Center		Observed
Disability Resources Agency for Independent Living		Observed
FREED		Observed
Independent Living Center of Kern County		Observed
Red Cross	Observed	Invited
Resource for Independence Central Valley		Observed
Silicon Valley Independent Living Center		Observed
Tri County Independent Living Center		Observed

In addition, representatives from many of the simulated impacted counties were invited and/or participated in an exercise in which their jurisdictions were included. Table 11 identifies the counties and their respective exercise participation. “Invited” indicates entity was invited but participation was not confirmed.

**Table 11: Representatives from Impacted Counties Invited/Participated in the PSPS Exercise Series**

External Participant	TTX	FE
<b>Counties</b>		
Alameda County	Participated	Participated
Butte County	Participated	Participated
Colusa County	Participated	Participated
Glenn County	Invited	Participated
Humboldt County		Participated
Kern County	Invited	Invited
Mariposa County	Participated	Participated
Napa County	Invited	Participated
Plumas County		Participated
Santa Clara County		Participated

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

**Response:**

For PG&E’s 2023 PSPS events, we received 111 complaints,<sup>5</sup> of which 13 were complaints from Public Safety Partners, 98 from customers, including 10 from social media. Additional information can be found in POSTSR4. Customer feedback was gathered through contact centers, Customer Care and Billing department, and social media platforms. Public Safety Partner feedback was gathered through post-PSPS surveys, a feedback form posted on the PSPS Portal and provided directly to Agency Representatives.

Most customer and Public Safety Partner complaints (as documented in POSTSR4) conveyed feedback regarding information parity and excessive and/or inaccurate notifications before and during a PSPS. Additionally, customer complaints included general safety and health concerns during a PSPS due to cold temperatures.

We are planning to make improvements to mitigate this feedback, including, but not limited to:

- Revisiting the structure of PG&E’s communications sequence to ensure that all information updates across platforms and to our Public Safety Partners are timed properly, and the latest information is conveyed.
- Further informing agencies that depending on the timing of a PSPS, overnight notifications may be required due to CPUC direction. While some Public Safety Partners indicated dissatisfaction with receiving overnight notifications, PG&E will continue this notification process to be in compliance with CPUC guidance.

<sup>5</sup> Includes any “expression of grief, pain, or dissatisfaction.”

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

**Response:**

PG&E's PSPS customer and Public Safety Partner notifications were largely successful during 2023 PPS events. We notified the majority of affected customers and all Public Safety Partners prior to potential de-energization, despite weather changes. See PG&E's 2023 [PSPS Post-Event Reports](#) for more information on notification sent.

Based on our 2023 performance, we are making improvements related to trainings and process documentation, notification monitoring tools following de-energization, and expanding the use of notification automation, where possible. Additionally, while PG&E successfully notified local governments and other Public Safety Partners within the required regulatory timeframes, we will continue to make adjustments based on feedback received from our partners. Please see Section IV.7 for more information on those planned adjustments.

**Section IV.9 - How did your Public Safety Specialists and Public Affairs Representatives deconflict and synchronize operational direction given to local governments' Office of Emergency Services? What lessons did they learn in 2023 and what corrective actions are planned?**

**Response:**

During PPS EOC activations, PG&E Agency Representatives, typically a Tribal Liaison or Public Safety Specialist, serve as the tribe/county's Officer of Emergency Services single point-of-contact. Local Government Affairs Representatives act as the Agency Representatives for city and county elected and staff. By designating and identifying the single points-of-contact, PG&E minimizes potential duplications of communications to agencies and ensures our partners know who to go to for questions. We also provide the tribe/county with the on-call Liaison Branch Director's contact information for urgent matters.

At EOC activation, Agency Representatives communicate with agencies to outline how the agency would like to coordinate with PG&E throughout the PPS. This includes but is not limited to standing, reoccurring meetings, ad hoc phone calls, texts and emails. This communication method is then used to provide real-time PPS updates or to assist with a localized issue.

Agency Representatives receive PPS-specific status updates through twice-daily briefings hosted by our Branch Director, who is closely tied to the Liaison Officer and the rest of the PPS EOC. These meetings include reviewing PPS scope, weather updates, customer and external partner resources, notifications and news releases. Agency Representatives also have an opportunity to raise agency questions or concerns including efforts to deconflict and synchronize operational direction.

Throughout the PPS, Agency Representative Group Leads are also in constant contact with Agency Representatives via phone calls, emails, and Teams chats to ensure agencies receive the appropriate PPS information. They also help gather answers within PG&E's EOC on specific, localized issues.

In 2023, we did not receive feedback pertaining to PG&E Agency Representative synchronization of operational direction and do not have corrective actions planned.

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

**Response:**

To provide local situational awareness and on-the-ground observations to PG&E's EOC, Agency Representatives join twice-daily calls hosted by the Branch Director. These calls are used as an opportunity to flag local updates or provide input. If appropriate, the Branch Director informs the Liaison Officer and broader EOC. An example of feedback from agencies could include recommended CRC locations, or updates to reports or draft news releases.

## APPENDIX



## **Appendix A – PG&E 2023 Wildfire Preparedness and PSPS Outreach Evaluation Results**

PG&E conducts public surveys to evaluate the effectiveness of communications for customer awareness/preparedness for PSPS and wildfire seasons. In 2023, PG&E conducted two waves of surveys: a “Pre-Season” survey in August/September at the beginning of peak fire season and a “Post-Season” survey in November/December, conducted immediately following peak wildfire season.

For the Pre-Season survey, a total of 2,435 interviews were conducted with residential customers between August 14 and September 10, 2023. For the Post-Season survey, a total of 2,635 interviews were conducted between November 15 and December 19, 2023. The final sample was weighted by age, gender, and geography to be representative of PG&E’s residential customer base. See key findings below:

### **Key Findings:**

- Wildfire Safety Outreach
  - The majority of customers recalled receiving PG&E’s wildfire safety communications in 2023:
    - Pre-Season - 60%
    - Post-Season - 52%
- Wildfire Safety Preparedness
  - The majority of customers were satisfied with the information about wildfire safety preparedness on PG&E’s website:
    - Pre-Season - 62%
    - Post-Season - 70%
  - Majority of customers agree PG&E is committed to wildfire safety:
    - Pre-Season - 50%
    - Post-Season - 51%
- PSPS Outreach
  - PSPS awareness remains high:
    - Pre-Season - 77%
    - Post-Season - 73%
  - Customers said they felt prepared for a PSPS lasting 2-4 days:
    - Pre-Season - 72%
    - Post-Season - 71%

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

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

<b>2023 WILDFIRE SAFETY-PSPS OUTREACH SURVEYS GENERAL POPULATION PAST WAVE COMPARISON</b>	<b>2023 Pre- Season</b>	<b>2023 Post- Season</b>
Recall of communications from PG&E in past few months about the threat of wildfires and how to prepare for them	60%	52%
Where saw/heard PG&E communications about wildfire season safety and Preparedness (Aided)		
• Email from PG&E	52%	56%
• Letter in the mail from PG&E	36%	26%
• Advertising on TV, radio or online	32%	39%
• Text message from PG&E	19%	20%
• PG&E website	21%	20%
• Social media post	14%	15%
• Informational videos on TV	14%	13%
• Telephone call from PG&E	7%	5%
<b>Most useful channels (Top-2-Box Percent)</b>		
• Advertising on TV, radio or online	60%	45%
• Letter in the mail from PG&E	58%	52%
• Text message from PG&E	57%	66%
• Informational videos on TV	57%	52%
• PG&E website	54%	63%
• Email from PG&E	52%	51%
• Social media post	48%	50%
Satisfaction with information about wildfire safety preparedness on PG&E's website (Top-2-Box %)		
Agreement with Statements (Top-2-Box %) - Recalled Communications Total Population		
• Is committed to restoring power to customers affected by wildfires	57%	56%
• Makes an effort to communicate with all customers about wildfires	52%	53%
• Is committed to wildfire safety	50%	48%
• Is working to keep my community safe	50%	48%
• Is proactive in taking steps to address wildfire risks	47%	46%
• Shows care and concern for customers	44%	42%
• Takes proactive measures to protect the electric grid from wildfires	44%	45%
• Is helping me prepare for wildfire season	40%	39%
• Is a company I trust to act in the best interests of its customers	36%	35%
Satisfaction with PG&E's overall wildfire safety and preparedness efforts (Top-2-Box %) - Total Respondents	47%	45%
Awareness of PSPS (Top-2-Box %)	77%	73%
Prepared for a PSPS Event lasting 24-48 hours (Top-2-Box %)	72%	72%
Overall opinion of PG&E's PSPS program	51%	48%

<b>Awareness/Use/Interest in Resources Total Respondents - General Population</b>	<b>2023 Pre- Season</b>	<b>2023 Post- Season</b>
Awareness (Base = Total Population)		
• Language Preference on Alerts and Notifications	46%	40%
• PG&E’s Medical Baseline Program	44%	38%
• County Food Bank Program	38%	33%
• Community Resource Centers	38%	32%
• Food Delivery Services e.g., Meals on Wheels	36%	30%
• Call 211	34%	29%
• Generator Rebate Program	25%	22%
• PG&E’s Portable Battery Program	21%	20%
• Identify as Electricity Dependent Status	21%	15%
• Address Level Alerts for Non-Account Holders	19%	11%
• Accessible Transportation for People with Disabilities	18%	13%
• Disability Disaster Access & Resources (DDAR) program	17%	13%
• Hotel Accommodations for People with Disabilities	17%	12%
Interest in Resources: Percent “Very Interested” (Base = Total Population)		
• Generator Rebate Program	39%	31%
• PG&E’s Portable Battery Program	36%	28%
• Call 211	35%	29%
• Community Resource Centers	27%	23%
• Language Preference on Alerts and Notifications	27%	19%
• Address Level Alerts for Non-Account Holders	26%	18%
• PG&E’s Medical Baseline Program	26%	21%
• County Food Bank Program	25%	18%
• Food Delivery Services e.g., Meals on Wheels	24%	18%
• Identify as Electricity Dependent Status	24%	18%
• Hotel Accommodations for People with Disabilities	24%	17%
• Disability Disaster Access & Resources (DDAR) program	23%	19%
• Accessible Transportation for People with Disabilities	21%	16%
Used Resources (Base = Aware of Resource in Post-season)		
• Language Preference on Alerts and Notifications (n=1,065)	37%	32%
• Call 211 (n=754)	34%	32%
• PG&E’s Medical Baseline Program (n=998)	31%	29%
• PG&E’s Portable Battery Program (n=527)	27%	26%
• Address Level Alerts for Non-Account Holders (n=288)	42%	26%
• Community Resource Centers (n=834)	27%	21%

• County Food Bank Program (n=866)	24%	21%
• Generator Rebate Program (n=587)	27%	19%
• Accessible Transportation for People with Disabilities (n=340)	23%	18%
• Identify as Electricity Dependent Status (n=398)	27%	17%
• Hotel Accommodations for People with Disabilities (n=319)	17%	16%
• Food Delivery Services e.g., Meals on Wheels (n=791)	19%	14%
• Disability Disaster Access & Resources program (n=344)	22%	10%
Usefulness of Resources – Percent “Very Useful” (Base = Used Resource in Most Recent PSPS Event) Note: Base Sizes Vary. Minimum Base Size = 100		
• Language Preference on Alerts and Notifications	60%	64%
• County Food Bank Program	59%	57%
• PG&E’s Portable Battery Program	58%	48%
• PG&E’s Medical Baseline Program	57%	60%
• Generator Rebate Program	54%	41%
• Call 211	51%	47%
• Food Delivery Services e.g., Meals on Wheels	50%	59%
• Community Resource Centers	44%	50%

<b>2023 WILDFIRE SAFETY-PSPS OUTREACH SURVEY OUTREACH RECALL COMPARISON in HIGH FIRE THREAT DISTRICTS (HFTD) 2 &amp; 3 2020-2023 (Pre-Season Waves)</b>	<b>2020 Pre-Season</b>	<b>2021 Pre-Season</b>	<b>2022 Pre-Season</b>	<b>2022 Pre-Season</b>
<i>Base Size</i>	<i>(n=353)</i>	<i>(n=342)</i>	<i>(n=605)</i>	<i>(n=791)</i>
Recall of communications from PG&E in past few months about the threat of wildfires and how to prepare for them	78%	82%	88%	69%

Awareness of communication recall in High Fire Threat Districts (HFTDs) Tiers 2 and 3 significantly declined Year-over-Year (YOY) from the 2022 Pre-Season wave’s high of 88% to 69% in the 2023 Pre-Season wave. The primary reason for the decline was the lack of any PSPS events in 2022 where customers were de-energized. Although there was a PSPS in late August, only about 6,000 customers were notified and about 3,000 de-energized (0.6% of all customers). Despite the decline, awareness of the recall was still robust at 69%.

### Languages

Survey interviews were conducted both online and by telephone. The online survey was offered in 18 languages (see full description below). The phone survey also accommodates these languages when the language could be identified.

Key Findings:

- The following respondents indicated they preferred a language other than English for receiving public safety information from PG&E:
  - Pre-Season - 15%
  - Post-Season - 7%
- The following customers elected to complete the survey in a language other than English:
  - Pre-Season - 15%
  - Post-Season - 15%

Languages in which the survey was completed				
	2023 Pre-Season		2023 Post-Season	
	Count	Percent	Count	Percent
English	2,073	85%	2,253	85%
Spanish	117	5%	108	4%
Chinese	139	6%	97	4%
Vietnamese	58	2%	75	3%
Japanese	1	<1%	42	2%
Korean	24	1%	22	1%
Arabic	22	1%	32	1%
Russian	1	<1%	5	<1%
Hmong	0	0%	1	<1%
Khmer	0	0%	0	0%
Armenian	0	0%	0	0%
Punjabi	0	0%	0	0%
Farsi	0	0%	0	0%
Hindi	0	0%	0	0%
Portuguese	0	0%	0	0%
Tagalog	0	0%	0	0%
Thai	0	0%	0	0%
Filipino	0	0%	0	0%
<b>Total</b>	<b>2,435</b>	<b>100%</b>	<b>2,635</b>	<b>100%</b>

How do you feel about receiving wildfire communications from PG&E in English only?	2023 Pre-Season	2023 Post-Season
I need it in my preferred language – I do not understand English	45%	19%
I'd rather have it in my preferred language, but I can also understand English	30%	32%
I'm fine with that – I can understand English well	25%	49%
Base: English is not preferred language	369	190

⇒ **Total Population**  
3%  
(Pre + Post)