



**Pacific Gas and  
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October 10, 2019

Elizaveta Malashenko  
Deputy Executive Director, Safety and Enforcement  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA, 94102

Dear Ms. Malashenko:

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 proactive de-energization event that was initiated on September 25, 2019 and fully restored on September 27, 2019. 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,

Meredith E. Allen  
Senior Director – Regulatory Relations

Enclosures

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## **PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC**

### **Section 1 –Explanation of Decision to De-energize**

On September 23, 2019 and September 25, 2019, Pacific Gas & Electric Company (PG&E) proactively de-energized portions of its service territory for public safety. This report describes PG&E’s decision-making process, including the conditions leading up to the PSPS event, as well as other data and information required by California Public Utilities Commission (CPUC) regulations.

This event included two consecutive time periods of wind and wildfire risk in the September 23 through September 25 timeframe, resulting in two consecutive Public Safety Power Shutoff (PSPS) de-energizations. The first time period occurred on the night of September 23 and affected approximately 26,000 customers. The second time period occurred in the early morning of September 25 affected approximately 49,000 customers. Both time periods took place in approximately the same geographic areas of the North Bay and Sierra foothills. These two time periods are referred to as “location Alpha” and “location Bravo.”

As PG&E prepared to take these steps for public safety, we communicated to customers directly and provided warning notification, when and where possible, via automated calls, texts and emails. We also knocked on the doors of medical baseline customers not otherwise reached. The decision to de-energize was made by a designated Officer-in-Charge (OIC) at PG&E’s Emergency Operations Center (EOC), which was staffed by PG&E’s electric operations, meteorology, customer, public information and government liaison functions, as well as other functions. Once weather conditions improved, PG&E crews visually inspected each mile of impacted power lines to check that they were free from damage and safe to return customers to service.

This event was the first time PG&E initiated back-to-back PSPS de-energizations in the same geographic areas on consecutive timelines. This required careful coordination and execution of overlapping PG&E protocols. Additionally, PG&E used high-resolution forecast and model data to reduce customer impact and focus the potential PSPS in the higher risk areas, resulting in different scopes at different points in time. Given these complexities, key milestones and decisions are summarized below, followed by a supporting chronology of meteorological conditions leading up to the event and at each decision point.

For both locations Alpha and Bravo, the Emergency Operations Center (EOC) was activated at 1800 on September 21 based on forecasts indicating the potential for offshore winds to develop in the Sierra foothills and North Bay areas in the September 23 through September 25 timeframe.

## **Location Alpha**

- Upon EOC activation, it was determined that portions of Butte, Nevada, El Dorado, Placer, and Yuba counties, referred to as the “Sierra foothills” or “Sierra”, were in scope for potential de-energization. Portions of Sonoma, Napa, and Lake county, referred to as the “North Bay,” were being actively monitored.
- On the morning of September 22, the North Bay area was added to the scope of the potential PSPS event based on forecasts of wildfire risk.
- Between the mornings of September 22 and September 23, the North Bay and Sierra scopes were refined based on incoming high-resolution weather data and additional circuit analysis conducted to ensure grid stability and reduce customer impacts.
- On September 23 at 1055, the decision was made to de-energize the Sierra area only, and to not de-energize the North Bay at this time, and instead monitor conditions as forecast models had trended weaker in this area.
- On September 23 at approximately 1706, de-energization was initiated impacting 26,121 customers.
- On September 24 at 0557, the “All Clear” decision was made and patrol and restoration activities began. Over 1,350 line miles were patrolled.
- All lines and all 26,121 customers were re-energized as of September 24 at 1840.

## **Location Bravo**

- PG&E Meteorology identified a second period of wildfire potential in the Sierra foothills and North Bay on the evening of September 24 into the morning of September 25.
- Between September 22 and September 24, incoming weather data and real-time observations informed the North Bay and Sierra scopes for location Bravo.
- On September 24, updated weather modeling identified a refined scope to limit customer impact and focus the potential PSPS on the higher risk areas.
- On September 24 at 1720, the decision was made to de-energize both the North Bay and Sierra scopes.
- On September 25 at 0242, de-energization of the Sierra scope was initiated, followed by the initiation of North Bay de-energization at approximately 0409. The de-energizations impacted a combined total of 49,264 customers.
- Later on September 25, the All Clear decision to begin patrols and restoration was made in three phases to reduce the duration of customer impact where possible. All Clear was issued for a portion of Sierra,

the remainder for Sierra, and the North Bay at 1057, 1306, and 1317, respectively. A total of approximately 2,400 line miles were patrolled.

- All lines and all 49,264 customers were re-energized as of September 26 at 1101.

## **Meteorological Background of Event**

**September 18:** PG&E meteorologists began evaluating the potential for a dry, offshore (“Diablo”) wind event. Global forecast models such as the Global Forecast System and the European Centre for Medium-Range Weather Forecasts (ECMWF) models indicated a period of offshore winds starting Monday, September 23. In the afternoon on September 18, PG&E meteorologists briefed the Senior (Sr.) Director of Emergency Preparedness and Response (EP&R) on the upcoming event.

**September 19:** The Sacramento National Weather Service (NWS) Fire Weather Planning Forecast began mentioning on daily calls an elevated wildfire potential for September 23 through September 24 due to dry northerly winds and lowering relative humidity levels. The Predictive Services unit of the Northern California Geographic Area Coordination Center (North Ops) issued a 7-day Significant Fire Potential Forecast at 0824 that highlighted that warmer and drier than normal conditions with stronger offshore winds were possible from September 23 through September 25 and mentioned that it may “end up being the next high-risk event”. PG&E Meteorology was also monitoring the forecast as global forecast models continued to indicate an offshore wind event for the same time period. PG&E’s 7 Day Utility Fire Potential Index forecasted R5 ratings in PG&E Geographic Zones 3 and 4 (Bay Area and North Bay) on September 23, and in zones 2, 3, 4 and 5 (Bay Area and northern Sierra) on September 24. Based on the alignment between global forecast model forecasts, federal forecasting agencies’ forecasts and additional analysis by PG&E’s meteorology team, PG&E meteorologists again briefed the Sr. Director of EP&R in the morning hours of September 19. Due to these factors, PG&E established an “EOC readiness posture” at 1000 on September 19 in order to monitor the forecast and prepare for a potential EOC opening and PSPS execution. After subsequent global model forecasts continued to suggest the potential for stronger winds and federal agencies continued to discuss heightened fire danger, PG&E Meteorology issued an update to the publicly available 7 Day PPS Potential forecast at 1600. This forecast was published to [www.pge.com/weather](http://www.pge.com/weather) in the afternoon of September 19. This update reflected that PG&E Geographic Zones 3, 4 and 5 had an ‘Elevated’ status on both September 23 and 24.

**September 20:** At 0506, the San Francisco Bay Area Fire Weather Planning Forecast indicated increased fire concerns due to offshore flow and poor relative humidity recovery starting Monday. The 0545 Sacramento NWS Fire Weather Planning Forecast continued to mention elevated wildfire concerns for September 23

through September 24. North Ops published their 7-day Significant Fire Potential Outlook at 0756, highlighting a “High Risk” in the Sacramento Valley foothills and portions of the Bay Area from the night of September 23 through the night of September 24. A “High Risk” forecast from North Ops indicates a “Critical Burn Environment that, given an ignition, significant fire growth will occur due to a combination of sufficiently dry fuels and critical weather conditions.” Additional information can be found at [https://www.predictiveservices.nifc.gov/outlooks/7-Day\\_Product\\_Description.pdf](https://www.predictiveservices.nifc.gov/outlooks/7-Day_Product_Description.pdf). The forecasts are available at <https://gacc.nifc.gov/>. PG&E continued to show an elevated potential for PSPS in Geographic Zones 3, 4, and 5 for September 23 and September 24, and added the elevated PSPS potential status to zones 2 and 4 for September 25. The ECMWF forecast ensemble (50 forecast members) indicated high uncertainty with the potential event due to the dispersion of forecast solutions; however, most forecast ensemble members indicated an increased offshore pressure gradient for the upcoming event coupled with dry conditions.

**September 21:** On Saturday morning, the San Francisco Bay Area and Sacramento NWS offices issued Area Forecast Discussions mentioning the potential for a Fire Weather Watch for September 23 through September 25 due to drying fuels and the potential for an offshore wind event. North Ops published their 7-day Significant Fire Potential Outlook at 0749, highlighting “High Risk” due to strong north-northeast winds and low relative humidity in the Sacramento Valley foothills and eastern portions of the Mid Coast to Mendocino area (which covers the North Bay mountains) on September 23. “High Risk” was also highlighted for September 24 and September 25 due to strong north-northeast winds and low relative humidity in the Sacramento Valley foothills, eastern portions of the Mid Coast to Mendocino area, and Diablo-Santa Cruz Mountains. PG&E Meteorology issued a PG&E 7 Day PSPS Potential forecast at 0731 highlighting an elevated risk of PSPS in PG&E Geographic Zones 3, 4, and 5 for September 23 and September 24, and zones 2 and 4 for September 25. During the day, both the Sacramento and San Francisco Bay Area NWS offices issued initial Fire Weather Watches for Monday afternoon into Tuesday morning. The Sacramento Fire Weather Watch highlighted “easier fire starts” and the “potential for rapid spread of fire” with north to northeast winds 10 – 20 mph with gust to 30 mph. The San Francisco Bay Area Fire Weather Watch highlighted elevated Bay Area terrain above 1000 feet, and north to northeast winds at 10-20 mph with gusts 30-35 mph, locally to 40 mph in North Bay Mountains. The Fire Weather Watch also indicated that “any fires that develop will likely spread rapidly”, “poor relative humidity recoveries”, and “greatest threat over the North Bay Mountains”. Throughout the day, PG&E Meteorology evaluated incoming model data and continued to observe forecasts indicating the potential for offshore winds to develop in the northern Sierra foothills and the North Bay on the evening of September 23 into the morning of September 24, and again on the evening of September 24 into the morning of September 25. Some of the forecast indicators tracked by PG&E Meteorology included an increase in the Redding – Sacramento pressure

gradient (indicative of northerly winds), an increase in the pressure gradient between San Francisco and Winnemucca, NV (indicative of east-northeasterly winds), as well as surface wind forecasts from multiple public and proprietary (e.g., ECMWF) forecast models. PG&E's 7 Day Utility Fire Potential Index (FPI), which combines weather (wind, temperature, relative humidity) and fuels (dead fuel moisture, live fuel moisture, and fuel type) indicated increasing fire danger from September 23 to September 25. PG&E's Outage Producing Wind (OPW) model also projected an elevated potential of wind-related outages in areas where FPI was elevated, and a Fire Weather Watch and "High Risk" forecast were in effect. Despite recent scattered precipitation between September 16 and September 18, the dead fuel moisture levels were forecast to fall rapidly with the offshore event and the live fuel moistures in shrubs and brush, according to North Ops, "ha[d] dropped to near or below the critical 100% value at many low and mid elevation sites". Based on these factors PG&E activated the EOC starting at 1800 on September 21. The PG&E 7 Day Public Safety Power Shutoff Potential forecast was updated from Elevated to "PSPS Watch" for Monday and Tuesday in Geographic Zone 5 as the EOC was activated.

**September 22:** At 1933, PG&E Meteorology issued the PG&E Public Safety Power Shutoff forecast with a PSPS Watch in Geographic Zone 5 for Monday and Tuesday, and an Elevated potential in Geographic Zones 3 and 4 on Monday and Tuesday and in Zones 2, 3, 4, and 5 on Wednesday. The North Ops 7-day Significant Fire Potential Outlook still indicated multiple Predictive Service Areas (PSA) with "High Risk", the highest designation, on Monday through Wednesday. At 0845, North Ops held an interagency coordination call with the NWS offices in their jurisdiction that PG&E meteorologists attended. North Ops, NWS forecast offices and PG&E Meteorology were aligned that a period of heightened fire potential was on the horizon for the Monday through Wednesday. At 1255, the NWS office in Sacramento upgraded their Fire Weather Forecast to a Red Flag Warning for portions of interior northern California from 2300 on September 23 through 1100 on September 24. The warning stated that "building high pressure will result in gusty north to east wind developing Monday and persisting into early Wednesday. Combined with warming temperatures and lowering humidity, this will result in critical fire weather conditions across portions of Interior Northern California". PG&E's high-resolution forecast models continued to indicate areas of heightened FPI and OPW in the Red Flag Warning area as well as in the "High Risk" PSAs. At 2100, an updated 7-day PSPS Potential Forecast was issued by PG&E Meteorology that upgraded Zones 3 and 4 from Elevated to PSPS Watch on Monday and Tuesday.

**September 23:** At 0332, the San Francisco Bay Area NWS office upgraded their Fire Weather Watch to a Red Flag Warning in effect for the North Bay Mountains, East Bay Hills, and Diablo range from 0900 on September 23 to 1700 on September 25. The warning highlighted that "building high pressure will result in

gusty offshore winds developing late this evening which would bring critical fire weather conditions over the North and East Bay Mountains/Hills through early Wednesday morning. Additionally, hot afternoon temperatures on Tuesday and Wednesday along with low humidity values in the teens will contribute to increased fire danger.” Also mentioned in the warning was that the highest threat was for the North Bay Mountains, particularly the peaks and ridges in Napa County. The Red Flag warning from the Sacramento NWS office for the Sierra foothills was re-confirmed for 2300 on September 23 through 1100 on September 24, with no change in the forecast discussion. The 7-day Significant Fire Potential Outlook issued by North Ops continued to indicate “High Risk” for multiple PSAs between September 23 and September 25. Additionally, the National Oceanic and Atmospheric Administration NWS Storm Prediction Center (SPC) indicated “Elevated” fire weather in and around the Sacramento Valley from 1000 on September 23 through 0500 on September 24. PG&E’s Meteorology team identified two time periods and geographic areas of wind/fire danger risk in the broader September 23 through September 25 timeframe.

The first period (location Alpha), was expected to unfold starting at approximately 2000 on September 23 and continue into the early morning of September 24 with the main focus of winds in the Sacramento Valley (mainly a Tier 1 area according to the CPUC high fire threat map) and Sierra foothills. The second period (Location Bravo) included the Sierra Nevada as well as the North Bay starting near 2000 on September 24 through the morning hours of September 25. PG&E’s Meteorology team forecasted potential gusts to 40 or 45 mph in some areas with this event, which was generally aligned with federal forecasts from North Ops and NWS. FPI was expected to increase and there was an increased potential of outage activity per OPW in areas where public forecasts were also indicating elevated fire danger risk.

At 1700 , no changes to public forecasts from the NWS, North Ops, or the SPC were noted. PG&E’s high-resolution forecast models continued to indicate areas of heightened FPI and OPW in the Red Flag Warning area as well as in “High Risk” PSAs. Based on this information, the OIC made the decision to de-energize distribution circuits and transmission lines for location Alpha, starting at approximately 1700 on September 23, and the decision not to de-energize the North Bay at this time and instead monitor conditions in North Bay as forecast models had trended weaker in this area. PG&E Meteorology monitored conditions such as weather station data through the entirety of the PSPS event. The public 7-day PSPS forecast was published in the evening of September 23 and showed an upgrade in Zone 5 from PSPS Watch to PSPS Warning.

**September 24:** Since approximately 0500, PG&E’s Meteorology team had observed wind speeds generally decrease in the location Alpha footprint. Based on observed wind conditions provided by weather stations and forecast model information, at 0557, the PG&E OIC made the decision to issue an all clear. In the 0700 hour, no

wind gusts were observed above 30 mph except for Jarbo Gap, which is a typically windy location that frequently experiences wind gusts above 40 mph. PG&E's Meteorology team forecasted that winds and the potential for outage activity would continue to decline through the day. At 0800,, official public forecasts from agencies were updated and still showed a Red Flag Warning in the same areas until 1100 on September 25, "High Risk" in PSAs through Wednesday, and "critical" fire weather from the SPC. The North Ops forecast issued at 0746 indicated: "High Risk today through Wed night due to strong N-NE-Offshore winds/low RH Sac Vly-Foothills, Mid Coast to Mendocino, Diablo-Santa Cruz Mtns, Bay Marine and lower W. slopes of N. Sierra PSAs". The PG&E 7 Day Public Safety Power Shutoff Potential indicated a PSPS Watch for September 24 and September 25 in Geographic Zones 3, 4 and 5, with Elevated potential for Zone 2 on September 25. At 0845 North Ops held an interagency coordination call with the NWS offices and PG&E, and there was consensus that another period of weather risk was likely during the morning hours on Wednesday. There was also consensus that this appeared to be a higher risk period than the location Alpha event as winds were forecast to be stronger and fuels would be drier. At 1700, no changes to public forecasts from the NWS, North Ops, or SPC were noted. PG&E meteorology, using high-resolution forecast model data and it's the FPI and OPW models, identified a refined scope for location Bravo to limit customer impact and focus the potential PSPS in the higher risk areas. Based on public and internal forecast and model data, the OIC made the decision to de-energize distribution circuits and transmission lines in location Bravo starting after midnight on September 25. Location Bravo included areas in the North Bay Area as well as the Sierra Nevada.

**September 25:** The location Bravo de-energization took effect at approximately 0240 on September 25 in the Sierra and at approximately 0420 in the North Bay regions. PG&E's Meteorology team observed that wind speeds generally peaked in the 0700 to 1000 timeframe and decreased in the Sierra Nevada. At approximately noon, high resolution forecast models indicated that the peak of the event had passed and that winds would decline moving forward. Observed pressure gradients had also peaked and were beginning to decline. Field observers placed strategically in the field to supplement weather station coverage in PSPS-impacted areas also indicated no significant wind risk and live feeds from alertwildfire.org cameras confirmed there was no concerning tree or conductor movement. Based on these factors, the OIC made the All-Clear decision in the Sierra portion of location Bravo and to begin the patrolling process to re-energize circuits and transmission lines. PG&E's Meteorology team continued to monitor the Napa county region of location Bravo as forecast models indicated the potential for wind gusts to remain near 30 mph into the early afternoon. In the 1300 hour, no wind gusts were observed above 30 mph except stations atop Mt St. Helena, which is above 4000 feet in the North Bay mountains. Weather stations at lower elevations had decreased from the peak of the event. High resolution forecast models indicated winds would decline moving forward, and observed pressure gradients



continued to decline. Field observers placed strategically in the field in PSPS-impacted areas and live feeds from alertwildfire.org cameras in the North Bay portion of location Bravo also indicated no significant risk or tree or conductor movement. Based on these factors, the OIC made the decision to issue an all clear in the North Bay portion of location Bravo and to begin the patrolling process to re-energize circuits and transmission lines.

As PG&E prepared for potential de-energizations in both location Alpha and Bravo, it followed established protocols and communicated to customers directly, providing warning notifications when and where possible via automated calls, texts, emails and online notices. PG&E made automated calls and texts at hourly intervals until medical baseline customers confirmed receipt of notifications. For those medical baseline customers who did not confirm receipt, PG&E representatives performed door knocks and left door hangers with information.

Throughout the PSPS event, PG&E communicated continuously with state and local officials and proactively engaged the media via news releases, interviews and social media updates. This included sharing information in the various required languages.

The complexity of executing two PSPS de-energizations on consecutive days in the same geographic areas proved a good test for PG&E's coordination and communication. Immediately after the final customers were restored, PG&E initiated an "After Action Review" to determine successes and areas for further improvement. We have already begun to integrate those lessons learned into our PSPS plans and protocols.

## **Background on PSPS**

In response to the rapidly changing environmental conditions in our state, beginning with the 2019 wildfire season, PG&E has expanded its PSPS program to include all electric lines that pass through high fire-threat areas – both distribution and transmission. As part of the PSPS program, we have reached out to more than 5.4 million electric customers who are served by our electric lines that run through extreme fire-threat areas. We have communicated to customers through several formats (letter, email, TV and print ads, social media and news stories) that it might be necessary to temporarily turn off power to their neighborhood or community for safety. We have also conducted hundreds of meetings with local civic and community leaders, first responder agencies, and other public safety authorities to make them aware of PSPS as an additional safety precaution.

We are continuing conversations with our communities about ways we can coordinate and partner with local agencies and organizations to share information and provide resources to local community members.

Additional information regarding PG&E's PSPS program can be found at <https://www.pge.com/weather>.

PG&E is committed to working together with all stakeholders and communities to help strengthen the resiliency and safety of our state's infrastructure and communities and to further reduce the risk of wildfires. Our PSPS program is just one way that PG&E is carrying out that commitment. Our Community Wildfire Safety Program also includes further enhancing vegetation management around power lines, conducting accelerated safety inspections of electric infrastructure in high fire-threat areas and hardening of our electric system.

## **Section 2 – Factors Considered in the Decision**

No single factor dictates the decision to de-energize. PG&E carefully reviews a combination of factors when determining if power should be turned off for public safety.

As described below, PG&E's decisions to de-energize were based on the imminent and significant risk to public safety caused by forecasted and observed weather and fuel conditions, the lack of adequate alternatives to de-energization and PG&E's efforts to mitigate the impact of the de-energization, which included notifications, community assistance locations, the advanced staging of restoration crews, several iterations of scope refinement to reduce the amount of customers impacted, and the implementation of sectionalization.<sup>1</sup>

Key factors PG&E considered in deciding to de-energize location Alpha on September 23 and the location Bravo on September 25 included:

- Red Flag Warnings issued by the NWS indicated building high pressure systems that could result in critical fire weather in the Sierra foothills and adjacent terrain and the North Bay due to the combination of gusty offshore winds, hot afternoon temperatures, and low relative humidity values;
- A “High Risk” forecast from North Ops for the Sacramento Valley-Foothills and Mid Coast to Mendocino area (which covers the North Bay Mountains), as well as the Diablo-Santa Cruz Mountains, for September 23, with the “High Risk” forecast expanding into the Diablo-Santa Cruz Mountains, Bay Marine and lower western slopes of the northern Sierra PSAs due to strong forecasted winds and low relative humidity, indicating a significantly higher than normal chance for a new large fire or for significant growth of existing fires;
- An “Elevated” fire weather forecast from the SPC for the Sacramento Valley and its vicinity;
- Forecasted pressure gradients by NWS weather stations that indicated a potential for a strong wind event;
- Forecasted long duration wind events of up to 10 hours which could increase the potential for fire ignition;

- PG&E’s FPI indicating an increased potential for a large fire due to high wind speeds, low relative humidity, and drying of fuels as indicated by dropping dead fuel moisture levels;
- PG&E’s OPW model predicting winds that could cause outage activity (potential utility ignition sources) in areas where Red Flag Warnings were in place;
- Low humidity levels in the single digits to teens in the Sierra Nevada Foothills and the low teens in the North Bay;
- Real-time data from PG&E’s weather station network;
- Observations from field observers placed strategically in the field;
- Observations from high resolution camera video feeds in the field;
- Information from ground and air patrols, including vegetation on PG&E equipment and damage observed on PG&E equipment;
- Information on existing wildfire incidents from the PG&E Wildfire Safety Operations Center;
- An evaluation of wildfire risk of transmission lines, which involved consideration of historical outages, open maintenance tags, the date of the last vegetation patrol, and vegetation lidar data;
- Transmission system analysis including the potential downstream impacts of load shedding, coordination with the CAISO, and confirmation of solution feasibility with the Transmission Protection System.
- The number of customers impacted including critical facilities and medical baseline customers;
- Advance notification to potentially impacted customers via social media, calls, texts and emails, and door knock and door hangers for medical baseline customers;
- The disabling of automatic reclosing;
- The inadequacy of alternatives to de-energization<sup>1</sup>, such as additional patrols and repairs or vegetation management work that could be completed before the predicted event time;
- Opportunities to narrow the areas in scope to create targeted polygons of areas of high risk in order to minimize impacts to customers, especially those outside of Tier 2 and Tier 3 High Fire Threat Districts (HFTD);
- Fire simulation modeling<sup>2</sup> that showed the potential for fires with a high rate of spread and potentially large consequences;

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<sup>1</sup> PG&E is also pursuing long-term mitigations through its Wildfire Mitigation Plan, such as system hardening, to reduce the frequency of PSPS.

<sup>2</sup> PG&E is implementing the Technosylva FireCast and FireSim models, which provide fire spread predictions to calculate the expected risk consequence from fires associated with PG&E infrastructure. The model is still an experimental prototype; PG&E has not completed validation of the application of the model. PG&E continues to assess the capabilities and accuracy of the model for ongoing support of daily operational risk assessment.

- The ability of PG&E to open Community Resource Centers (CRCs) and Resilience Zones (also known as Community Assistance Locations) in and around the impacted areas; and
- The ability of PG&E to pre-stage re-energization teams to restore power to customers as efficiently as possible.

### **Section 3 – Time, Place and Duration**

The table below shows each circuit involved in the PSPS event, along with the following for each circuit: 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; the start time of the outage; communities served; and the restoration date and time for the last customer energized. Restoration of the circuits takes place in sections. The restoration time represents the date and time when the last section of circuit and associated customers were restored.

**Table 1 - Location Alpha Distribution**

<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
BANGOR 1101	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:06	BANGOR BROWNS VALLEY BROWNSVILLE CHALLENGE DOBBINS MARYSVILLE OREGON HOUSE OROVILLE RACKERBY SACRAMENTO	09/24/2019 13:45:00
BIG BEND 1101	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:08	OROVILLE	09/24/2019 11:11:00
BIG BEND 1102	Tier 3, Partially Outside HFTD	09/23/2019 17:08	BERRY CREEK OROVILLE	09/24/2019 12:42:04
BROWNS VALLEY 1101	Tier 2, Partially Outside HFTD	09/23/2019 17:07	BROWNS VALLEY LOOMIS MARYSVILLE SMARTSVILLE YUBA CITY	09/24/2019 10:34:00
CHALLENGE 1102	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:11	BROWNSVILLE CHALLENGE DOBBINS FORBESTOWN	09/24/2019 14:08:00

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
			OROVILLE	
DOBBINS 1101	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:10	BROWNS VALLEY BROWNSVILLE CAMPTONVILLE DOBBINS DOWNIEVILLE GREENWOOD MARYSVILLE OREGON HOUSE WHEATLAND	09/24/2019 14:15:00
KANAKA 1101	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:11	BROWNSVILLE CHALLENGE FEATHER FALLS FORBESTOWN GOODYEARS BAR OROVILLE	09/24/2019 16:39:00
NARROWS 2101	Tier 2, Partially Outside HFTD	09/23/2019 17:19	BROWNS VALLEY MARYSVILLE SMARTSVILLE	09/24/2019 12:58:00
NARROWS 2102	Tier 2, Partially Outside HFTD	09/23/2019 17:19	GRASS VALLEY NEVADA CITY PENN VALLEY ROUGH AND READY  SMARTSVILLE	09/24/2019 14:10:00
NARROWS 2105	Tier 2, Partially Outside HFTD	09/23/2019 17:19	AUBURN GRASS VALLEY NEVADA CITY PENN VALLEY ROUGH AND READY SMARTSVILLE	09/24/2019 14:19:35
WYANDOTTE 1102	Tier 2	09/23/2019 17:14	OROVILLE	09/24/2019 08:28:00
WYANDOTTE 1103	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:07	BERRY CREEK CHICO OROVILLE	09/24/2019 14:10:00
WYANDOTTE 1105	Tier 2, Tier 3, Partially Outside HFTD	09/23/2019 17:08	OROVILLE	09/24/2019 11:18:00
WYANDOTTE 1106	Tier 2	09/23/2019 17:13	OROVILLE PALERMO	09/24/2019 15:27:00

<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
WYANDOTTE 1107	Tier 2, Partially Outside HFTD	09/23/2019 17:14	BANGOR FORBESTOWN	09/24/2019 13:11:54
WYANDOTTE 1109	Tier 2, Partially Outside HFTD	09/23/2019 17:16	OROVILLE PALERMO	09/24/2019 08:45:00
WYANDOTTE 1110	Tier 2	09/23/2019 17:10	OROVILLE	09/24/2019 12:31:22

**Table 2 - Location Alpha Transmission**

<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
COLGATE - PALERMO 60KV	Tier 2, Partially Outside HFTD	9/23/2019 17:06	TRANSMISSION LINE	9/24/2019 8:00
COLGATE - SMARTVILLE #1 60KV	Tier 2	9/23/2019 17:19	TRANSMISSION LINE	9/24/2019 8:56
COLGATE - SMARTVILLE #2 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/24/2019 9:39
PALERMO - OROVILLE #1 60KV	Tier 2, Partially Outside HFTD	9/23/2019 17:47	TRANSMISSION LINE	9/24/2019 8:37
PALERMO - OROVILLE #2 60KV	Tier 2, Partially Outside HFTD	9/23/2019 17:47	TRANSMISSION LINE	9/24/2019 8:57
NARROWS #2 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/23/2019 17:47
SMARTVILLE - CAMP FAR WEST 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/23/2019 17:59
SMARTVILLE - MARYSVILLE 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/23/2019 17:57
SMARTVILLE - NICOLAUS #1 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/23/2019 17:51
SMARTVILLE - NICOLAUS #2 60KV	Tier 2	9/23/2019 17:23	TRANSMISSION LINE	9/23/2019 17:47

*In limited instances, transmission lines passing through HFTDs were de-energized leading to PSPS impacts to distribution circuits and customers outside HFTD areas.*

Oroville substation was dropped due to de-energizing some of the lines feeding the substation as part of the initial PSPS event. The Oroville substation was subsequently re-energized with lines not involved in the PSPS event. As a result, the Narrows #2 60kV, Smartville – Camp Far West 60kV, Smartville – Marysville 60kV and Smartville – Nicolaus #1 and #2 60 kV lines were re-energized within 30 minutes of being de-energized.

**Table 3 - Location Bravo Distribution**

<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
BANGOR 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:13	BANGOR, MARYSVILLE, OROVILLE	09/25/2019 18:55:00
BIG BEND 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:06	BERRY CREEK, OROVILLE	09/25/2019 16:20:00
BIG BEND 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:06	BERRY CREEK, OROVILLE	09/25/2019 17:15:00
BROWNS VALLEY 1101	Tier 2, Partially Outside HFTD	09/25/2019 03:01	BROWNS VALLEY, LOOMIS, MARYSVILLE, SMARTSVILLE, YUBA CITY	09/25/2019 15:18:00
BRUNSWICK 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:49	GRASS VALLEY, NEVADA CITY	09/25/2019 15:35:00
BRUNSWICK 1105*	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:54	GRASS VALLEY, NEVADA CITY	09/25/2019 19:21:00
BRUNSWICK 1106	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:51	CEDAR RIDGE, CHICAGO PARK, DIAMOND SPRINGS, GRASS VALLEY, NEVADA CITY	09/25/2019 18:06:00
BUCKS CREEK 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:52	CHICAGO PARK, DIAMOND SPRINGS, GRASS VALLEY, NEVADA CITY, OROVILLE	09/25/2019 17:23:00
BUTTE 1105*	Tier 2, Tier 3	09/25/2019 02:56	DIAMOND SPRINGS, GRASS VALLEY, NEVADA CITY, OROVILLE, STORRIE	09/25/2019 16:45:00
CALISTOGA 1101*	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 04:11	CALISTOGA, NAPA, SANTA ROSA	09/25/2019 17:00:00
CHALLENGE 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:37	BROWNSVILLE, CHALLENGE, DOBBINS, FORBESTOWN, OROVILLE	09/25/2019 16:32:00
CLARK ROAD 1101	Tier 2, Partially Outside HFTD	09/25/2019 03:04	OROVILLE	09/25/2019 15:20:00



<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
CLARK ROAD 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:04	CHICO, OROVILLE, PALERMO, PARADISE	09/26/2019 09:52:00
DOBBINS 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:02	BROWNS VALLEY, BROWNSVILLE, CAMPTONVILLE, DOBBINS, DOWNIEVILLE, GREENWOOD, MARYSVILLE, OREGON HOUSE, WHEATLAND	09/25/2019 18:23:00
FORESTHILL 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:59	AUBURN, FOLSOM, FORESTHILL, OAKDALE	09/25/2019 14:23:52
FORESTHILL 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:59	PARADISE, DOBBINS, GREENWOOD, BROWNS VALLEY	09/25/2019 15:40:00
FULTON 1107*	Tier 3	09/25/2019 04:12	SANTA ROSA, WINDSOR	09/25/2019 14:39:00
KANAKA 1101	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 03:28	BROWNSVILLE, CHALLENGE, FEATHER FALLS, FORBESTOWN, GOODYEARS BAR, OROVILLE	09/25/2019 18:17:00
MONTICELLO 1101*	Tier 2	09/25/2019 04:10	BROWNS VALLEY, BROWNSVILLE, CAMPTONVILLE, DOBBINS	09/25/2019 15:35:00
NARROWS 2101	Tier 2, Partially Outside HFTD	09/25/2019 03:02	BROWNS VALLEY, MARYSVILLE, SMARTSVILLE	09/25/2019 17:45:00
NARROWS 2102	Tier 2, Partially Outside HFTD	09/25/2019 03:02	GRASS VALLEY, NEVADA CITY, PENN VALLEY, ROUGH AND READY, SMARTSVILLE	09/25/2019 19:25:00
NARROWS 2105	Tier 2, Partially Outside HFTD	09/25/2019 03:02	AUBURN, GRASS VALLEY, NEVADA CITY, PENN VALLEY, ROUGH AND READY, SMARTSVILLE	09/25/2019 18:17:00
NOTRE DAME 1104*	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:53	CHICO, FOREST RANCH	09/25/2019 16:47:00

<b>Circuit</b>	<b>HFTD Tier(s)</b>	<b>Start Date and Time</b>	<b>Key Communities</b>	<b>Restoration Date and Time</b>
ORO FINO 1101	Partially Outside HFTD	09/25/2019 02:54	MAGALIA, PARADISE	09/26/2019 11:01:00
ORO FINO 1102	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:54	CHICO, FOREST RANCH, MAGALIA, MILL VALLEY, PARADISE, STIRLING CITY	09/26/2019 10:38:32
OROVILLE 0402	Partially Outside HFTD	09/25/2019 03:09	OROVILLE	09/25/2019 16:42:00
OROVILLE 0403	Partially Outside HFTD	09/25/2019 03:09	OROVILLE	09/25/2019 16:37:00
OROVILLE 1101	Partially Outside HFTD	09/25/2019 03:09	OROVILLE	09/25/2019 15:39:00
OROVILLE 1102	Partially Outside HFTD	09/25/2019 03:09	OROVILLE	09/25/2019 15:47:00
OROVILLE 1103	Partially Outside HFTD	09/25/2019 03:09	OROVILLE	09/25/2019 15:56:00
OROVILLE 1104	Partially Outside HFTD	09/25/2019 03:09	OROVILLE, ROCKLIN	09/25/2019 16:02:00
PARADISE 1103	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:46	PARADISE	09/25/2019 17:09:00
PARADISE 1104	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:48	PARADISE	09/25/2019 19:01:00
PARADISE 1105	Tier 3, Partially Outside HFTD	09/25/2019 02:50	PARADISE, MAGALIA	09/25/2019 20:58:05
PARADISE 1106	Tier 3, Partially Outside HFTD	09/25/2019 02:51	CHICO, PARADISE, POTTER VALLEY	09/25/2019 15:41:00
RINCON 1103*	Tier 3	09/25/2019 04:09	SANTA ROSA	09/25/2019 15:16:00
SMARTVILLE 1101	Tier 2, Partially Outside HFTD	09/25/2019 02:51	MARYSVILLE, PENN VALLEY, SMARTSVILLE	09/25/2019 14:39:00
WYANDOTTE 1102*	Tier 2	09/25/2019 03:23	OROVILLE	09/25/2019 17:19:00
WYANDOTTE 1103*	Tier 2, Tier 3, Partially Outside HFTD	09/25/2019 02:58	BERRY CREEK, CHICO, OROVILLE	09/25/2019 21:04:00
WYANDOTTE 1105	Tier 2	09/25/2019 03:06	OROVILLE	09/25/2019 15:26:31
WYANDOTTE 1106*	Tier 2	09/25/2019 03:03	OROVILLE, PALERMO	09/25/2019 16:19:00
WYANDOTTE 1107*	Tier 2, Partially Outside HFTD	09/25/2019 03:15	BANGOR, FORBESTOWN, OROVILLE	09/25/2019 18:21:00

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
WYANDOTTE 1109*	Tier 2, Partially Outside HFTD	09/25/2019 02:54	OROVILLE, PALERMO	09/25/2019 16:27:25
WYANDOTTE 1110*	Tier 2	09/25/2019 02:51	OROVILLE	09/25/2019 16:54:00

\*Circuits marked with a single asterisk had only certain higher risk sections de-energized rather than the whole circuit.

**Table 4 - Location Bravo Transmission**

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
COLGATE - PALERMO 60KV	Tier 2, Partially Outside HFTD	9/25/2019 3:13	TRANSMISSION LINE	9/25/2019 16:07
COLGATE - SMARTVILLE #1 60KV	Tier 2	9/25/2019 3:02	TRANSMISSION LINE	9/25/2019 15:36
COLGATE - SMARTVILLE #2 60KV	Tier 2	9/25/2019 3:07	TRANSMISSION LINE	9/25/2019 15:44
PALERMO - OROVILLE #1 60KV	Tier 2, Partially Outside HFTD	9/25/2019 3:09	TRANSMISSION LINE	9/25/2019 15:40
PALERMO - OROVILLE #2 60KV	Tier 2, Partially Outside HFTD	9/25/2019 3:09	TRANSMISSION LINE	9/25/2019 16:24
WOODLEAF - PALERMO 115KV	Tier 2, Tier 3, Partially Outside HFTD	Was already de-energized pre-event for maintenance/repair	TRANSMISSION LINE	Still de-energized for maintenance/repair as of 9/26 1135
DESABLA - CENTERVILLE 60KV	Tier 3	9/25/2019 2:54	TRANSMISSION LINE	9/25/2019 15:54
FORKS OF THE BUTTE TAP 60KV	Tier 3	9/25/2019 2:54	TRANSMISSION LINE	9/25/2019 15:54
MIDDLE FORK #1 60KV	Tier 2, Tier 3	9/25/2019 2:51	TRANSMISSION LINE	9/25/2019 14:33
ORO FINO TAP #60KV	Tier 3	9/25/2019 2:54	TRANSMISSION LINE	9/25/2019 15:54
WEIMAR #1 60KV	Tier 3	9/25/2019 2:51	TRANSMISSION LINE	9/25/2019 13:47
CENTERVILLE - TABLE MOUNTAIN 60KV	Tier 2, Tier 3, Partially Outside HFTD	9/25/2019 2:59	TRANSMISSION LINE	9/25/2019 15:54

Circuit	HFTD Tier(s)	Start Date and Time	Key Communities	Restoration Date and Time
CENTERVILLE - TABLE MOUNTAIN - OROVILLE 60KV	Tier 2, Tier 3, Partially Outside HFTD	9/25/2019 3:04	TRANSMISSION LINE	9/25/2019 15:02

*In limited instances, transmission lines passing through HFTDs were de-energized leading to PSPS impacts to distribution circuits and customers outside HFTD areas.*

#### **Section 4 – Customers Impacted**

There were approximately 26,121 customers whose power was turned off for some period of time during the PSPS event at location Alpha and 49,264 customers whose power was turned off at location Bravo. The table below shows each circuit involved, the total number of customers impacted on each circuit, and the number of customers on each circuit by type.

**Table 5 - Location Alpha**

##### **Transmission and Distribution Customers**

Circuit	Total Number Out	Residential	Commercial/ Industrial	Medical Baseline	Other
BANGOR-1101	2304	2032	233	154	39
BIG BEND-1101	185	163	20	11	2
BIG BEND-1102	370	328	36	20	6
BROWNS VALLEY-1101	571	496	67	36	8
CHALLENGE-1102	823	711	109	51	3
DOBBINS-1101	850	731	103	48	16
KANAKA-1101	611	554	50	36	7
NARROWS-2101	504	454	43	27	7
NARROWS-2102	3402	3250	138	166	14
NARROWS-2105	3897	3489	386	178	22
OROVILLE-0402	358	204	154	0	0
OROVILLE-0403	244	210	33	0	1
OROVILLE-1101	2461	2110	337	0	14
OROVILLE-1102	655	431	224	0	0
OROVILLE-1103	515	474	40	0	1
OROVILLE-1104	1261	1143	118	0	0
SMARTVILLE-1101	257	223	29	17	5
WYANDOTTE-1102	33	29	3	3	1
WYANDOTTE-1103	1603	1464	130	113	9
WYANDOTTE-1105	329	318	10	41	1
WYANDOTTE-1106	167	135	13	12	19

**Transmission and Distribution Customers**

<b>Circuit</b>	<b>Total Number Out</b>	<b>Residential</b>	<b>Commercial/ Industrial</b>	<b>Medical Baseline</b>	<b>Other</b>
WYANDOTTE-1107	1709	1595	90	135	24
WYANDOTTE-1109	1370	1193	159	145	18
WYANDOTTE-1110	1638	1582	53	181	3
SMARTVILLE-CAMP FAR WEST-60kV Conductor	1	0	1	0	0
SMARTVILLE-MARYSVILLE-60kV Conductor	1	0	1	0	0
PALERMO-OROVILLE #1-60kV Conductor	1	0	1	0	0
PALERMO-OROVILLE #2-60kV Conductor	1	0	1	0	0
<b>Grand Total</b>	<b>26121</b>	<b>23319</b>	<b>2582</b>	<b>1374</b>	<b>220</b>

**Table 6 - Location Bravo****Transmission and Distribution Customers**

<b>Circuit</b>	<b>Total Number Out</b>	<b>Residential</b>	<b>Commercial/ Industrial</b>	<b>Medical Baseline</b>	<b>Other</b>
BANGOR-1101	2304	479	45	154	38
BIG BEND-1101	185	106	12	11	2
BIG BEND-1102	370	300	18	20	6
BROWNS VALLEY-1101	571	9	1	36	7
BRUNSWICK-1102	1379	12	12	43	0
BRUNSWICK-1105	3400	30	5	160	6
BRUNSWICK-1106	4482	58	8	214	11
BUCKS CREEK-1101	3	0	3	0	0
BUTTE-1105	180	152	9	6	2
CALISTOGA-1101	1077	5	3	16	84
CHALLENGE-1102	820	569	77	51	3
CLARK ROAD-1101	14	0	4	0	0
CLARK ROAD-1102	1056	766	83	64	22
DOBBINS-1101	850	12	2	48	16
FORESTHILL-1101	2211	22	2	138	1
FORESTHILL-1102	420	11	0	13	0
FULTON-1107	169	4	2	7	5
KANAKA-1101	611	501	29	36	7
MONTICELLO-1101	18	1	0	0	3
NARROWS-2101	504	9	2	27	7
NARROWS-2102	3401	22	3	166	14
NARROWS-2105	3897	44	11	178	22
NOTRE DAME-1104	214	145	23	7	3
ORO FINO-1101	2284	2024	51	227	2
ORO FINO-1102	1951	1645	96	107	12
OROVILLE-0402	358	55	14	10	0
OROVILLE-0403	241	3	18	12	1
OROVILLE-1101	2462	1181	164	212	14
OROVILLE-1102	654	69	121	47	0
OROVILLE-1103	515	344	18	51	1
OROVILLE-1104	1264	355	46	101	0
PARADISE-1103	756	425	133	31	1
PARADISE-1104	686	397	57	45	0
PARADISE-1105	935	654	88	52	1
PARADISE-1106	264	130	15	6	0
RINCON-1103	148	1	1	4	3

Circuit	Total Number Out	Residential	Commercial/ Industrial	Medical Baseline	Other
SMARTVILLE-1101	257	6	2	17	5
WYANDOTTE-1102	33	23	2	3	1
WYANDOTTE-1103	1603	666	51	113	9
WYANDOTTE-1105	329	275	3	41	1
WYANDOTTE-1106	167			12	19
WYANDOTTE-1107	1917	523	18	150	28
WYANDOTTE-1109	2285	120	9	237	36
WYANDOTTE-1110	2016	29	10	204	3
PALERMO-OROVILLE #1 60KV			1		
PALERMO-OROVILLE #2 60KV			1		
SMARTVILLE- MARYSVILLE 60KV			1		
<b>Grand Total</b>	<b>49264</b>	<b>12182</b>	<b>1274</b>	<b>3077</b>	<b>396</b>

During the PSPS event, PG&E under-reported the number of customers de-energized in the Alpha event. The difference relates to the customers served from the Oroville substation. As noted in section 3 – the Oroville substation was dropped due to de-energizing some of the lines feeding the substation as part of the initial PSPS event. The Oroville substation was subsequently re-energized with lines not involved in the PSPS event. As a result, the Narrows #2 60kV, Smartville – Camp Far West 60kV, Smartville – Marysville 60kV and Smartville – Nicolaus #1 and #2 60 kV lines were re-energized within 30 minutes of being de-energized.

During the PSPS event, PG&E under-reported the number of customers de-energized in the Bravo event. The difference is attributed to the difference between the functional design of the PSPS tools that PG&E used during the PSPS event and PG&E’s Outage Management Tool (OMT) that produces the views for this report. The PSPS tools define customers as service points with active service agreements while the Outage Management Tool (OMT) also includes service points without active service agreements. As the Bravo event included the Paradise area, where a number of service points without active service agreements exist, the OMT customer count is larger than previously reported.

## **Section 5 – Damage To Overhead Facilities In Areas Where Power Was Shut Off**

PG&E personnel patrolled all sections of de-energized PSPS circuits for locations Alpha and Bravo for safety prior to re-energizing. Damage and hazards discovered during PSPS patrols was assessed to determine whether it was attributable to the wind event. Any instances where there was insufficient certainty that the damage occurred due to the wind event have been excluded from these figures. During those patrols, PG&E discovered four instances of wind-related issues across impacted regions that required remediation prior to re-energizing. These included three instances of vegetation found on PG&E equipment – overhead transformer and conductors – and one instance of damage to PG&E conductors. PG&E cleared the vegetation hazards and repaired the conductors prior to re-energizing. Figure 1 below was found during patrols conducted after location Alpha, and figures 2-4 were found during patrol conducted after location Bravo.

*Figure 1-In Oroville, Butte County, a tree limb on a PG&E overhead transformer.  
Challenger 1102 circuit. Address: corner of La Porte Rd./Mulock Rd., in Oroville.*





*Figure 2-In Nevada City, Nevada County, a tree branch on PG&E conductor.  
Brunswick 1105 circuit. Address: 10901 MILL SPRINGS DR, Nevada City*



*Figure 3-In Nevada City, Nevada County, a tree limb on PG&E conductor.  
Brunswick 1105 circuit. Address: 14396 GRACIE RD, Nevada City*



*Figure 4-In Berry Creek, Butte County, PG&E wires down next to a fallen tree limb.*

*Wyandotte 1103 Circuit. Address: 2605 Bald Rock Rd, Berry Creek*



## **Section 6 – Customer Notices**

On Saturday evening, September 21, at approximately 1800, PG&E activated its EOC and began public safety partner and customers notifications soon after. Through direct notifications, PG&E proactively reached out to potentially impacted customers via automated calls, text messaging, email, and personal phone calls, while also maintaining a strong media and online presence with customers. PG&E took additional steps to notify customers enrolled in PG&E’s medical baseline program to ensure they confirmed receipt of the notification to adequately prepare for an outage.<sup>3</sup> Customer notification details are further described below.

PG&E actively engaged with the news media, including issuing 11 press releases<sup>4</sup> to 613 news organizations, including 21 multi-cultural news outlets who, in turn, provided in-language updates to their viewers/listeners. PG&E also participated in radio and TV interviews to share event updates as they progressed. Over the course of six days prior, during and after the PSPS event, PG&E tracked media coverage in the seven counties that were affected and throughout the Bay Area and Sacramento media markets. A total of 118 unique stories were issued by the media in online or print outlets and 78 unique stories were broadcasted (many of the same broadcasted

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<sup>3</sup> Medical baseline customers received automated calls text and emails at the same intervals of the general customer notifications, but in addition, received repeat automated calls and texts at regular (hourly) intervals until the customer confirms receipt of the notifications. If confirmation is not received, a PG&E representative visits the customer home to check on the customer (referred to as the “door knock process”). If the customer does not answer, a door hanger is left at the home and the notification is considered successful.

<sup>4</sup> <https://www.pge.com/en/about/newsroom/newsreleases/index.page>

stories ran multiple times). Local weather channels shared PSPS outage plans during weather reports to help disseminate event information to the public. PG&E also pushed targeted digital and radio ads both in English and in-language, as well as a multi-lingual infographic for use on social media.

PG&E made ongoing social media updates on Twitter, Facebook, Next Door (in potentially impacted regions) and coordinated with local county OESs that also pushed local notifications to potentially impacted areas through Nixle.

PG&E also actively provided event updates on [www.pge.com](http://www.pge.com), which included a PSPS-related alert bar<sup>5</sup> on every page, an alert box on the home page, and secondary alerts on 18 related PSPS pages all driving traffic to the PSPS event updates page at [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates). See Appendix 1 for images of key PG&E websites made available during the PSPS event. There were approximately 250,000 unique visitors to the English version of the PSPS event updates page. A significant portion of the traffic to the PSPS updates page came from the PSPS alerts banner. Other key pages on PG&E's website included PSPS event maps for government officials and critical facilities, an address lookup tool to determine if a certain address was potentially impacted, and identification of community resource centers to support customers during the PSPS-related outages. After PSPS updates were made in English, PG&E translated PSPS-related updates on its website in six languages at [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates) in Spanish, Chinese, Vietnamese, Korean, Russian, and Tagalog, and provided in-language instructions for using the PSPS address lookup tool. Compared to the 250,000 unique visitors to the English updates site, the following number of unique visits were made to each of the translated sites for PSPS updates in the same time period: Spanish–527, Chinese–143, Tagalog–98, Russian–78, Vietnamese–77, Korean–65.

For potentially impacted customers, PSPS notifications were primarily delivered in English, or Spanish if language preference was available. The notification also had an option to listen or view the notification in Spanish if the language preference was unknown. Customers were also able to access event information translated in 240 languages by calling 1-800-743-5000 to access our Customer Service Representatives 24 hours a day during the event.

Additionally, through PG&E's collaboration with a local community based organization that supports Access and Functional Needs (AFN) populations in the PG&E territory, the California Foundation for Independent Living

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<sup>5</sup> The alert bar is a very visible message intended to drive traffic to the PSPS event page for updates.

(CFILC) coordinated with PG&E and called individuals served by FREED Independent Living Center in the Nevada and Yuba counties areas (approximately 600), in addition to PG&E's direct notifications, to help ensure they were adequately prepared for a PSPS event.

The information below further describes the customer notifications as the PSPS event unfolded between the two PSPS locations. Copies of notifications sent to customers at both locations are provided hereto as Appendix 1.

### **Location Alpha**

On Saturday, September 21, 2018, the advanced notifications for potentially impacted public safety partners in the Sierra Foothills region<sup>6</sup> were sent approximately 2.5 hours after activating the EOC. PG&E notified the potentially impacted CCAs, telecommunication providers and transmission customers via direct phone calls beginning at approximately 2100 and maintained ongoing engagement throughout the course of the event.

The first customer notifications in the Sierra Foothills region were made soon after public safety partner notifications at approximately 2030 to provide early notification for approximately 70,000 potentially impacted customers, prior to Telephone Consumer Protection Act (TCPA) curfew hours<sup>7</sup> which included critical facilities, medical baseline customers and all other potentially impacted customers, as well as alerts based on zip code that non-PG&E account holders proactively signed up to receive. To note, this was the first time PG&E utilized the new PSPS Zip Code Alerts that was developed and made available for use beginning early September 2019. Over the course of the event, more customers signed up to receive these alerts once the public was made aware of the PSPS event.

On the evening when customer notifications were initiated, PG&E continued the medical baseline hourly retry process until approximately 2215 for those medical baseline customers that did not confirm receipt of the notification.

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<sup>6</sup> Sierra Foothills region initially included portions of Butte, Nevada, El Dorado, Placer, and Yuba counties.

<sup>7</sup> Curfew hours are between 2100 and 0800, whereby TCPA (under the rules of the Federal Communications Commission (FCC)), requires no automated calls or texts be made to customers during this window for telemarketing and advertisements. While PG&E aims to follow these guidelines, it will consider notifications during curfew hours on a case by case basis if certain exceptions are met, such as an emergency (e.g., calls made to medical baseline customers during curfew hours).

On Sunday morning, September 22, at approximately 0800, PG&E commenced both the medical baseline door knock process in parallel with the automated notifications, including the hourly re-try process to approximately 1,400 medical baseline customers that had not confirmed receipt of the notification sent the night prior and to 38 master metered medical baseline customers that were not previously contacted. At 1100, 19 gas-specific medical baseline customers received a PSPS alert who were not previously included in the earlier notifications.<sup>8</sup>

With the weather conditions changing, PG&E subsequently added the North Bay area to the scope of the Alpha location considered for de-energization on the evening of Monday, 9/23/19, including parts of Sonoma, Napa and Lake counties. With parts of the Sierra Foothills region remaining in scope, and the additional potentially impacted public safety partners and customers from North Bay added, a total of approximately 123,000 customers were notified on Sunday evening, just prior to 2100. This was the second customer notification for those in the Sierra Foothills, and first customer notification for potentially impacted customers in the North Bay region.

PG&E recognizes that the customer notifications made in the North Bay region went out prior to notice to the Public Safety Partners that received via PG&E Emergency Operations Center notification system (SendWordNow). Due to added event scope based on the changing weather conditions, PG&E executed these customer notifications to ensure these notices went out prior to the TCPA curfew hours.

On Monday morning 9/23/19 at approximately 0800, PG&E initiated the door-knock process and automated notifications (including the hourly re-try process) to approximately 850 medical baseline customers, including master metered and gas-specific medical baseline customers, that had not previously confirmed receipt of a notification or been included in the notifications the night prior.

Late Monday morning, due to the changing weather conditions, PG&E confirmed the decision to reduce the overall PSPS scope from both Sierra Foothills and North Bay to Sierra Foothills only. However, approximately 5,600 new customers tied to the Oroville substation were added to the Sierra Foothills region after the Transmission impacts study was completed just prior to de-energization, given they were partially fed by Transmission lines that traversed the identified areas of the Alpha location scope. Of those new customers that

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<sup>8</sup> PPS events impact electricity-focused customers. In previous events, PG&E has applied the medical baseline escalated process for medical baseline customers tied to the electric commodity. However, some medical baseline customers have both gas and electric service with PG&E, but their medical device is only tied to the gas commodity. Beginning with this event, if a customer is both a gas and electric customer, PG&E is applying the medical baseline customer notification process to these customers enrolled in the gas-specific medical baseline program.

were added to the scope just prior to de-energization, approximately 100 were medical baseline customers. PG&E issued notifications to these customers at 1449 to attempt to notice them as soon as they were identified. At 1550 approximately 26,000 customers (including the approximate 5,600 new Oroville substation customers) in the Sierra Foothills region received their third notification that a shutoff would take place overnight. At 1700, the approximate 5,600 customers tied to the Oroville substation were notified as they were added to the event scope just prior to de-energization.<sup>9</sup> De-energization occurred for the Alpha location beginning at approximately 1700.

On Tuesday morning 9/24/19 at approximately 0800, the following day after customers were de-energized, all customers impacted by location Alpha, including medical baseline customers, received a custom notice that they may be impacted by another shutoff event later in the evening (the Bravo location).

### **Location Bravo**

The PSPS Bravo location was complex due to the changing weather conditions throughout the day. The scope of the Bravo location added more regions and impacted customers, including North Bay region (Napa and Sonoma counties) and additional counties in the Sierra Foothills region (Butte, Nevada, Placer, Plumas and Yuba). All of the customers notified in the Alpha location were also impacted by the Bravo location, except the approximate 5,600 customers tied to the Oroville substation.

As described above, on Tuesday morning, September 24 at approximately 0800, about 21,000 customers from the Alpha locations received a customer notice indicating their power may go back on again on Monday afternoon, but off again that evening for the Bravo location. At the same time, PG&E also commenced the automated calls for master metered medical baseline customers that did not confirm receipt of their prior notifications.

On Tuesday evening at approximately 1800, about 49,000 customers in the North Bay and Sierra Foothills regions received notice that their power would be turned off overnight. Prior to 2000, both master meter and gas-specific medical baseline customers received an automated call, as well.

On early Wednesday morning, September 25, de-energization of approximately 49,000 customers in the Bravo location, including both the Sierra Foothills and North Bay regions, was initiated at approximately 0240 and 0420, respectively. At 0800, PG&E commenced live agent calls to medical baseline customers that did not confirm receipt of their notice the night prior to attempt to make contact with these customers.

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<sup>9</sup> These customers received just one advanced notice prior to shutoff, although they only experienced a momentary outage as they were re-energized shortly thereafter via alternate transmission sources.

On Wednesday afternoon on September 25, customers in the North Bay region received the estimated time of restoration notification at 1641, and a restoration complete notification at 1843. Approximately 24,00 customers in the Sierra Foothills region received estimated time of restoration notifications at 1534, 1722 and 2048. On the morning of Thursday, September 26, at 0800, approximately 44,00 customers received a restoration complete notice. A355, the remaining customers were notified that restoration was complete.

PG&E acknowledges the risk balance between the potential for a catastrophic wildfire and the disruptive personal and economic impact a PSPS event has on our customers. It is with the utmost concern that we err on the side of caution (a PSPS event) to protect our customers knowing that some notified will not ultimately experience a shut-off.

**Section 7 – Local Communities’ Representatives Contacted Prior to De-Energization**

The table below shows the local communities' representatives contacted prior to de-energization, the initial date on which they 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 General Order 95, Rule 21.2-D.

Dates marked with a single asterisk are the date of initial contact with a representative who received multiple notifications during the event.

**Table 7 – Contacted Local Community Representatives**

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Auburn	Auburn PD	Dispatch	Tier 2/3	Sep 21 2019 08:30:00 PM*
Auburn	California Department of Forestry and Fire Protection (CAL FIRE)	Local Cal Fire	Tier 2/3	Sep 21 2019 11:00:16 PM*
Auburn	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:04:47 PM*
Auburn	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:02:05 PM*
Auburn	City Administration	Fire Chief	Tier 2/3	Sep 21 2019 11:04:47 PM*
Auburn	Police Department	Police Chief	Tier 2/3	Sep 21 2019 11:00:58 PM*
Butte County	Berry Creek Rancheria	Chairman	Tier 2/3	Sept 22 2019 11:15:00 AM*
Butte County	Berry Creek Rancheria	Chairman	Tier 2/3	Sep 21 2019 11:04:36 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Butte County	Butte Tribal Council	General	Tier 2/3	Sep 21 2019 11:03:00 PM*
Butte County	CAL FIRE	General CAL FIRE (24-hour)	Tier 2/3	Sep 21 2019 08:35:00 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:04:12 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:04:31 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:04:02 PM*
Butte County	County Administration	Chair of the Board	Tier 2/3	Sep 21 2019 11:04:49 PM*
Butte County	County Administration	District Attorney	Tier 2/3	Sep 21 2019 11:05:20 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:05:15 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:04:43 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:04:52 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:00:07 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:03:53 PM*
Butte County	County Administration	Chief Administrative Officer; Designated POC	Tier 2/3	Sep 21 2019 11:00:03 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:05:25 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:03:55 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:03:36 PM*
Butte County	County Administration	General	Tier 2/3	Sep 21 2019 11:03:31 PM*
Butte County	DESS	General	Tier 2/3	Sep 21 2019 11:02:00 PM*
Butte County	EMS	General	Tier 2/3	Sep 21 2019 11:01:15 PM*
Butte County	Enterprise Rancheria of Maidu Indians	Tribal Administration	Tier 2/3	Sept 22 2019 01:00:00 PM*
Butte County	Enterprise Rancheria of Maidu Indians	Tribal Administration	Tier 2/3	Sep 21 2019 11:05:23 PM*
Butte County	Mechoopda Indian Tribe	Chairman	Tier 2/3	Sept 22 2019 02:10:00 PM*
Butte County	Mechoopda Indian Tribe	Vice Chairwoman	Tier 2/3	Sep 21 2019 10:59:33 PM*



Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Butte County	Mechoopda Indian Tribe	Councilmember	Tier 2/3	Sept 22 2019 09:00:00 AM*
Butte County	Mechoopda Indian Tribe	Councilmember	Tier 2/3	Sep 21 2019 11:00:51 PM*
Butte County	Mechoopda Indian Tribe	Chairman	Tier 2/3	Sep 21 2019 11:00:51 PM*
Butte County	Mechoopda Indian Tribe	Vice Chairwoman	Tier 2/3	Sept 22 2019 02:10:00 PM*
Butte County	Mooretown Rancheria	Chairman	Tier 2/3	Sept 22 2019 02:00:00 PM*
Butte County	Mooretown Rancheria	Chairman	Tier 2/3	Sep 21 2019 11:01:32 PM*
Butte County	Mooretown Rancheria	Fire Chief	Tier 2/3	Sep 21 2019 10:59:35 PM*
Butte County	OES	General	Tier 2/3	Sep 21 2019 11:05:30 PM*
Butte County	Office of Emergency Services	OES Director	Tier 2/3	Sep 21 2019 07:40:00 PM*
Butte County	Police Department	Dispatch	Tier 2/3	Sep 21 2019 07:50:00 PM*
Butte County	Sheriff's Department	Sheriff	Tier 2/3	Sep 21 2019 11:04:50 PM*
Butte County	Sheriff's Department	General	Tier 2/3	Sep 21 2019 11:02:18 PM*
Calistoga	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:23:51 PM*
Calistoga	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:30 PM*
Calistoga	Police Department	General (24-hour)	Tier 2/3	Sep 22 2019 09:23:50 PM*
Chico	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:04:31 PM*
Chico	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:04:17 PM*
Chico	Fire Department	General	Tier 2/3	Sep 21 2019 11:04:00 PM*
Chico	Fire Department	Fire Chief	Tier 2/3	Sep 21 2019 11:04:37 PM*
Chico	Police Department	Dispatch	Tier 2/3	Sep 21 2019 08:00:00 PM*
Chico	Police Department	Dispatch	Tier 2/3	Sep 21 2019 08:10:00 PM*
Chico	Police Department	General	Tier 2/3	Sep 21 2019 11:01:55 PM*
Chico	Police Department	Police Chief	Tier 2/3	Sep 21 2019 11:00:10 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Chico	Police Department	General	Tier 2/3	Sep 21 2019 11:04:48 PM*
Clearlake	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:22:25 PM*
Clearlake	City Administration	City Manager; Designated POC	Tier 2/3	Sep 22 2019 09:23:27 PM*
Clearlake	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:23:36 PM*
Clearlake	Police Department	Non-Emergency (24-hour)	Tier 2/3	Sep 22 2019 09:25:21 PM*
Cloverdale	City Administration	Assistant City Manager (24- hour)	Tier 2/3	Sep 22 2019 09:51:29 PM*
Cloverdale	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:24:03 PM*
Cloverdale	City Administration	City Manager (24-hour)	Tier 2/3	Sep 22 2019 09:24:32 PM*
Cloverdale	City Administration	Director of Public Works (24-hour)	Tier 2/3	Sep 22 2019 09:24:29 PM*
Cloverdale	Fire Department	Fire Chief (24-hour)	Tier 2/3	Sep 22 2019 09:23:51 PM*
Cloverdale	Police Department	Police Chief (24-hour)	Tier 2/3	Sep 22 2019 09:24:01 PM*
Cloverdale	Police Department	Lieutenant (24-hour)	Tier 2/3	Sep 22 2019 09:24:36 PM*
El Dorado County	CAL FIRE	Fire Captain	Tier 2/3	Sep 21 2019 08:05:00 PM*
El Dorado County	CAL FIRE	Local Cal Fire	Tier 2/3	Sep 21 2019 11:01:22 PM*
El Dorado County	County Administration	Chief Administrative Officer	Tier 2/3	Sep 21 2019 11:02:05 PM*
El Dorado County	County Administration	Chair of the Board	Tier 2/3	Sep 21 2019 11:01:31 PM*
El Dorado County	County Administration	Health and Human Services	Tier 2/3	Sep 21 2019 11:01:00 PM*
El Dorado County	El Dorado County SO	Supervisor	Tier 2/3	Sep 21 2019 07:45:00 PM*
El Dorado County	Federated Indians of Graton Rancheria	Vice Chairperson	Tier 2/3	Sep 22 2019 9:24:46 PM*
El Dorado County	Fire Department	Dispatch	Tier 2/3	Sep 21 2019 08:18:00 PM*
El Dorado County	Fire Department	Fire Chief	Tier 2/3	Sep 21 2019 11:01:14 PM*
El Dorado County	Office of Emergency Services	OES Director; Designated POC	Tier 2/3	Sep 21 2019 07:49:00 PM*
El Dorado County	Sheriff's Department	Sheriff	Tier 2/3	Sep 21 2019 11:01:30 PM*

<b>Organization/ Jurisdiction</b>	<b>Agency</b>	<b>Title</b>	<b>Classification (Tier 2/3, Zone 1)</b>	<b>Date/Time</b>
El Dorado County	Shingle Springs Rancheria	Assistant Police Chief	Tier 2/3	Sep 21 2019 11:04:36 PM*
El Dorado County	Shingle Springs Rancheria	Housing Director	Tier 2/3	Sept 22 2019 01:30:00 PM*
El Dorado County	Shingle Springs Rancheria	Chairwoman	Tier 2/3	Sept 22 2019 01:30:00 PM*
El Dorado County	Shingle Springs Rancheria	Chairwoman	Tier 2/3	Sep 21 2019 11:01:55 PM*
El Dorado County	Shingle Springs Rancheria	Housing Director	Tier 2/3	Sep 21 2019 11:02:08 PM*
El Dorado County	Shingle Springs Rancheria	Assistant Police Chief	Tier 2/3	Sept 22 2019 01:30:00 PM*
El Dorado County	Shingle Springs Rancheria	Police Chief	Tier 2/3	Sep 21 2019 11:04:23 PM*
El Dorado County	Shingle Springs Rancheria	Police Chief	Tier 2/3	Sept 22 2019 01:30:00 PM*
Grass Valley	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:01:56 PM*
Grass Valley	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:01:36 PM*
Grass Valley	Police Department	Police Chief	Tier 2/3	Sep 21 2019 11:01:56 PM*
Healdsburg	City Administration	Community Outreach	Tier 2/3	Sep 22 2019 09:22:59 PM*
Healdsburg	City Administration	Public Works Superintendent	Tier 2/3	Sep 22 2019 09:23:32 PM*
Healdsburg	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:24:06 PM*
Healdsburg	City Administration	Finance Director	Tier 2/3	Sep 22 2019 09:24:26 PM*
Healdsburg	City Administration	Asst. City Manager	Tier 2/3	Sep 22 2019 09:24:25 PM*
Healdsburg	City Administration	Recreation Manager	Tier 2/3	Sep 22 2019 09:24:27 PM*
Healdsburg	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:20 PM*
Healdsburg	City Administration	Water/Wastewater Superintendent	Tier 2/3	Sep 22 2019 09:24:12 PM*
Healdsburg	City Administration	Community Services	Tier 2/3	Sep 22 2019 09:24:31 PM*
Healdsburg	City Administration	Electric Superintendent (24-hour)	Tier 2/3	Sep 22 2019 09:24:23 PM*
Healdsburg	City Administration	Public Works Director	Tier 2/3	Sep 22 2019 09:24:25 PM*
Healdsburg	City Utility Department	Utility Director (24-hour)	Tier 2/3	Sep 22 2019 09:24:20 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Healdsburg	Dispatch Healdsburg	Dispatch (24-hour)	Tier 2/3	Sep 22 2019 09:23:33 PM*
Healdsburg	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:24:33 PM*
Healdsburg	Fire Department	Fire Marshall	Tier 2/3	Sep 22 2019 09:24:18 PM*
Healdsburg	OES	Emergency Coordinator	Tier 2/3	Sep 22 2019 09:23:26 PM*
Healdsburg	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:22:57 PM*
Healdsburg	Police Department	Police Sergeant	Tier 2/3	Sep 22 2019 09:23:23 PM*
Healdsburg	Police Department	Police Lieutenant	Tier 2/3	Sep 22 2019 09:24:24 PM*
Lake County	Big Valley Band of Pomo Indians	Executive Assistant (24-hour)	Tier 2/3	Sep 22 2019 9:23:41 PM*
Lake County	Big Valley Band of Pomo Indians	Tribal Chairman (24-hour)	Tier 2/3	Sep 22 2019 9:24:11 PM
Lake County	Big Valley Band of Pomo Indians	Tribal Chairman (24-hour)		Sep 22 2019 9:24:11 PM*
Lake County	Big Valley Band of Pomo Indians	Tribal Administrator (24-hour)	Tier 2/3	Sep 22 2019 9:24:43 PM*
Lake County	Big Valley Band of Pomo Indians	Deputy Tribal Administrator (24-hour)	Tier 2/3	Sep 22 2019 9:23:13 PM*
Lake County	Clearlake	Clearlake PD	Tier 2/3	Sept 22 2019 8:50:00 PM
Lake County	County Administration	Administrator	Tier 2/3	Sep 22 2019 09:24:14 PM*
Lake County	County Administration	County Administrative Officer	Tier 2/3	Sep 22 2019 09:23:58 PM*
Lake County	County Administration	Chair of the Board	Tier 2/3	Sep 22 2019 09:25:22 PM*
Lake County	Elem Indian Colony	TA	Tier 2/3	Sep 22 2019 9:23:18 PM*
Lake County	Elem Indian Colony	Chairman	Tier 2/3	Sep 22 2019 9:23:59 PM*
Lake County	Elem Indian Colony	Cultural Resources	Tier 2/3	Sep 22 2019 9:23:18PM*
Lake County	Fire Department	CAL FIRE (24-hour)	Tier 2/3	Sep 22 2019 09:24:01 PM*
Lake County	Kashia Band of Pomo Indians of the Stewarts Point Rancheria	General	Tier 2/3	Sep 22 2019 9:22:48 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Lake County	Middletown Rancheria	Chairman	Tier 2/3	Sept 22 2019 02:05:00 PM*
Lake County	Middletown Rancheria	Vice Chairwoman	Tier 2/3	Sept 22 2019 02:05:00 PM*
Lake County	Middletown Rancheria	Chairman	Tier 2/3	Sep 22 2019 9:24:02 PM*
Lake County	OES	OES Emergency Director; Designated POC (24-hour)	Tier 2/3	Sep 22 2019 09:24:26 PM*
Lake County	Potter Valley Tribe	Tribal Treasurer	Tier 2/3	Sep 22 2019 9:23:22 PM*
Lake County	Potter Valley Tribe	Tribal Chairman	Tier 2/3	Sep 22 2019 9:23:27 PM*
Lake County	Robinson Rancheria	Vice Chairperson	Tier 2/3	Sep 22 2019 9:22:57 PM*
Lake County	Robinson Rancheria	Chairperson	Tier 2/3	Sep 22 2019 9:24:09 PM*
Lake County	Round Valley Reservation	Tribal President	Tier 2/3	Sep 24 2019 8:03:59 PM
Lake County	Scotts Valley Band of Pomo Indians	Finance Officer	Tier 2/3	Sept 22 2019 01:09:00 PM*
Lake County	Scotts Valley Band of Pomo Indians	PIO	Tier 2/3	Sept 22 2019 01:09:00 PM*
Lake County	Scotts Valley Band of Pomo Indians	EMS Administrator	Tier 2/3	Sept 22 2019 01:09:00 PM*
Lake County	Sheriff's Department	Under Sheriff	Tier 2/3	Sep 22 2019 09:22:26 PM*
Lake County	Sheriff's Department	Sheriff	Tier 2/3	Sep 22 2019 09:22:24 PM*
Lake County	Sheriff's Department	Lieutenant	Tier 2/3	Sep 22 2019 09:22:22 PM*
Lake County	Sheriff's Office	Dispatch (24-hour)	Tier 2/3	Sep 22 2019 09:23:12 PM*
Lake County	Sherwood Valley Band of Pomo Indians	Tribal Administrator (24-hour)	Tier 2/3	Sep 24 2019 8:03:12 PM*
Lake County	Wailaki Tribe	Chairperson	Tier 2/3	Sep 22 2019 9:24:40 PM*
Lake County	Wilton Rancheria	Chairman	Tier 2/3	Sep 24 2019 8:03:06 PM*
Lincoln	City Administration	Interim City manager; Designated POC	Zone 1	Sep 21 2019 11:04:17 PM*
Lincoln	Lincoln PD	Dispatch	Zone 1	Sep 21 2019 07:51:00 PM*
Lincoln	Police Department	Emergency (24-hour)	Zone 1	Sep 21 2019 11:01:00 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Loomis	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:01:55 PM*
Loomis	City Administration	Town Manager; Designated POC	Tier 2/3	Sep 21 2019 11:04:51 PM*
Loomis	City Administration	Fire Chief	Tier 2/3	Sep 21 2019 11:06:00 PM*
Loomis	Sheriff's Office	Substation (24-hour)	Tier 2/3	Sep 21 2019 11:02:08 PM*
Napa City	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:24 PM*
Napa City	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:24:30 PM*
Napa City	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:24:28 PM*
Napa City	Police Department	Non-Emergency (24-hour)	Tier 2/3	Sep 22 2019 09:26:03 PM*
Napa City	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:24:53 PM*
Napa County	CAL FIRE	Local Cal Fire	Tier 2/3	Sep 22 2019 09:24:22 PM*
Napa County	County Administration	Chief Operating Officer	Tier 2/3	Sep 22 2019 9:24:04 PM*
Napa County	County Administration	Director of Public Affairs	Tier 2/3	Sep 22 2019 9:24:33 PM*
Napa County	County Administration	County Executive Officer	Tier 2/3	Sep 22 2019 09:24:39 PM*
Napa County	County Administration	Chair of the Board	Tier 2/3	Sep 22 2019 09:24:13 PM*
Napa County	County Administration	CEO	Tier 2/3	Sep 22 2019 9:24:12 PM*
Napa County	County Administration	Risk and Emergency Services Manager	Tier 2/3	Sep 22 2019 09:23:52 PM*
Napa County	Fire Department	Non-Emergency (24-hour)	Tier 2/3	Sep 22 2019 09:24:32 PM*
Napa County	Information Technology	Info Systems Specialist	Tier 2/3	Sep 22 2019 09:22:51 PM*
Napa County	Napa	Napa Central Dispatch	Tier 2/3	Sept 22 2019 8:50:00 PM
Napa County	Office of Emergency Services	OES Coordinator	Tier 2/3	Sep 22 2019 09:23:34 PM*
Napa County	Sheriff's Department	Sheriff	Tier 2/3	Sep 22 2019 09:23:55 PM*
Nevada City	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:00:27 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Nevada City	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:00:08 PM*
Nevada City	Fire Department	Fire Chief (24-hour)	Tier 2/3	Sep 21 2019 11:02:55 PM*
Nevada City	Office of Emergency Services	OES Director	Tier 2/3	Sep 21 2019 11:01:58 PM*
Nevada County	Fire Department	Division Chief (24-hour)	Tier 2/3	Sep 21 2019 11:00:10 PM*
Nevada County	Fire Department	General	Tier 2/3	Sep 21 2019 11:04:33 PM*
Nevada County	Nevada County SO	Dispatch	Tier 2/3	Sep 21 2019 07:40:00 PM*
Nevada County	OES	OES Director; Designated POC	Tier 2/3	Sep 21 2019 07:30:00 PM*
Nevada County	OES	General	Tier 2/3	Sep 21 2019 07:35:00 PM*
Nevada County	Sheriff's Office	General (24-hour)	Tier 2/3	Sep 21 2019 10:59:48 PM*
Oroville	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 10:59:29 PM*
Oroville	City Administration	City Administrator	Tier 2/3	Sep 21 2019 10:59:30 PM*
Oroville	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:04:28 PM*
Oroville	Fire Department	General (24-hour)	Tier 2/3	Sep 21 2019 11:00:32 PM*
Oroville	Police and Fire Department	Dispatch	Tier 2/3	Sep 21 2019 08:20:00 PM*
Paradise	CAL FIRE	General CAL FIRE (24-hour)	Tier 2/3	Sep 21 2019 10:59:48 PM*
Paradise	City Administration	Town Manager; Designated POC	Tier 2/3	Sep 21 2019 11:04:41 PM*
Paradise	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:00:48 PM*
Paradise	City Administration	General	Tier 2/3	Sep 21 2019 11:02:57 PM*
Paradise	City Administration	General	Tier 2/3	Sep 21 2019 11:03:11 PM*
Paradise	Police Department	General	Tier 2/3	Sep 21 2019 11:00:51 PM*
Paradise	Police Department	Dispatch	Tier 2/3	Sep 21 2019 07:50:00 PM*
Placer County	CAL FIRE	Chief	Tier 2/3	Sep 21 2019 11:03:16 PM*
Placer County	CAL FIRE	Emergency Command Center (24-hour)	Tier 2/3	Sep 21 2019 07:44:00 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Placer County	CAL FIRE	Deputy Chief	Tier 2/3	Sep 21 2019 11:04:19 PM*
Placer County	CALFIRE/ECC	Battalion Chief	Tier 2/3	Sep 21 2019 11:03:13 PM*
Placer County	CALFIRE/PCF	Battalion Chief	Tier 2/3	Sep 21 2019 11:01:55 PM*
Placer County	CALFIRE/PCF	Battalion Chief	Tier 2/3	Sep 21 2019 11:00:49 PM*
Placer County	CALFIRE/PCF	Assistant Chief	Tier 2/3	Sep 21 2019 11:04:51 PM*
Placer County	CALFIRE/PCF	Battalion Chief	Tier 2/3	Sep 21 2019 11:02:05 PM*
Placer County	CALFIRE/PCF	Battalion Chief	Tier 2/3	Sep 21 2019 11:01:31 PM*
Placer County	CALFIRE/PCF	Battalion Chief	Tier 2/3	Sep 21 2019 11:03:53 PM*
Placer County	County Administration	County Executive Officer	Tier 2/3	Sep 21 2019 11:02:00 PM*
Placer County	County Administration	Marketing and Government Affairs Manager	Zone 1	Sep 21 2019 11:01:35 PM*
Placer County	DPW	Envir. Utilities Manager	Tier 2/3	Sep 21 2019 11:03:47 PM*
Placer County	DPW	Deputy Director	Tier 2/3	Sep 21 2019 11:04:47 PM*
Placer County	DPW	Assistant Director	Tier 2/3	Sep 21 2019 11:04:11 PM*
Placer County	DPW	Roads Manager	Tier 2/3	Sep 21 2019 11:04:27 PM*
Placer County	FAC	Deputy Director	Tier 2/3	Sep 21 2019 11:04:37 PM*
Placer County	FAC	Building Maintenance Superintendent	Tier 2/3	Sep 21 2019 11:04:56 PM*
Placer County	FAC	Placer Facilities Mgt Emergency Line	Tier 2/3	Sep 21 2019 10:59:42 PM*
Placer County	IT	IT Supervisor	Tier 2/3	Sep 21 2019 11:01:01 PM*
Placer County	IT	IT Manager	Tier 2/3	Sep 21 2019 11:04:04 PM*
Placer County	IT	IT Supervisor	Tier 2/3	Sep 21 2019 11:00:15 PM*
Placer County	IT	Main Telecom Number	Tier 2/3	Sep 21 2019 11:00:04 PM*
Placer County	IT	CIO	Tier 2/3	Sep 21 2019 11:04:33 PM*



Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Placer County	IT	IT Manager	Tier 2/3	Sep 21 2019 11:04:31 PM*
Placer County	OES	Placer County	Tier 2/3	Sep 21 2019 11:04:26 PM*
Placer County	OES	General	Tier 2/3	Sep 21 2019 11:01:49 PM*
Placer County	OES	OES Asst Director; Designated POC (24-hour)	Tier 2/3	Sep 21 2019 07:45:00 PM*
Placer County	OES	Em Services Specialist	Tier 2/3	Sep 21 2019 11:03:16 PM*
Placer County	OES	Em Services Coord	Tier 2/3	Sep 21 2019 11:00:40 PM*
Placer County	PH	Health Officer	Tier 2/3	Sep 21 2019 11:03:05 PM*
Placer County	PH	Program Manager	Tier 2/3	Sep 21 2019 11:01:03 PM*
Placer County	PIO	Deputy Director	Tier 2/3	Sep 21 2019 11:04:51 PM*
Placer County	PIO	Director	Tier 2/3	Sep 21 2019 11:04:56 PM*
Placer County	Sheriff	Lieutenant – PCSO	Tier 2/3	Sep 21 2019 11:04:03 PM*
Placer County	Sheriff	Sergeant – PCSO	Tier 2/3	Sep 21 2019 11:04:00 PM*
Placer County	Sheriff	Sergeant – PCSO	Tier 2/3	Sep 21 2019 11:04:05 PM*
Placer County	Sheriff	Lieutenant – PCSO	Tier 2/3	Sep 21 2019 11:02:07 PM*
Placer County	Sheriff	Sergeant – PCSO	Tier 2/3	Sep 21 2019 11:04:50 PM*
Placer County	Sheriff	Sergeant – PCSO	Tier 2/3	Sep 21 2019 11:04:34 PM*
Placer County	Sheriff	Lieutenant – PCSO	Tier 2/3	Sep 21 2019 11:00:05 PM*
Placer County	Sheriff	Lieutenant – PCSO	Tier 2/3	Sep 21 2019 11:03:14 PM*
Placer County	Sheriff	Sheriff Dispatch (24-hour)	Tier 2/3	Sep 21 2019 08:15:00 PM*
Placer County	Sheriff	Lieutenant – PCSO	Tier 2/3	Sep 21 2019 11:04:59 PM*
Placer County	United Auburn Indian Community	Councilmember	Tier 2/3	Sep 21 2019 11:01:32 PM*
Placer County	United Auburn Indian Community	Councilmember	Tier 2/3	Sept 22 2019 09:00:00 AM*
Placer County	United Auburn Indian Community	Tribal representative	Tier 2/3	Sept 22 2019 09:00:00 AM*

<b>Organization/ Jurisdiction</b>	<b>Agency</b>	<b>Title</b>	<b>Classification (Tier 2/3, Zone 1)</b>	<b>Date/Time</b>
Placerville	Police Department	Dispatch	Tier 2/3	Sep 21 2019 08:15:00 PM*
Plumas County	Greenville Rancheria	Vice Chairperson	Tier 2/3	Sept 22 2019 02:45:00 PM*
Plumas County	Greenville Rancheria	Chairman	Tier 2/3	Sept 22 2019 02:45:00 PM*
Plumas County	Plumas Public Health	General	Tier 2/3	Sep 25 2019 03:13:59 PM*
Rocklin	City Administration	City Manager; Designated POC	Zone 1	Sep 21 2019 11:04:15 PM*
Rocklin	Rocklin PD	Dispatch	Zone 1	Sep 21 2019 08:04:00 PM*
Roseville	City Administration	City Manager; Designated POC (24-hour)	Zone 1	Sep 21 2019 11:04:35 PM*
Roseville	Fire Department	General (24-hour)	Zone 1	Sep 21 2019 10:59:45 PM*
Roseville	Police Department	Emergency (24-hour)	Zone 1	Sep 21 2019 11:01:27 PM*
Roseville	Roseville Police Department	Dispatch	Zone 1	Sep 21 2019 08:53:00 PM*
Santa Rosa	City Administration	Emergency Preparedness Coordinator (24-hour)	Tier 2/3	Sep 22 2019 09:23:55 PM*
Santa Rosa	City Administration	Lieutenant	Tier 2/3	Sep 22 2019 09:24:18 PM*
Santa Rosa	City Administration	Planning and Economic Development Director	Tier 2/3	Sep 22 2019 09:22:46 PM*
Santa Rosa	City Administration	Lieutenant	Tier 2/3	Sep 22 2019 09:24:14 PM*
Santa Rosa	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:03 PM*
Santa Rosa	City Administration	Public Information Officer	Tier 2/3	Sep 22 2019 09:24:30 PM*
Santa Rosa	City Administration	Battalion Chief	Tier 2/3	Sep 22 2019 09:24:21 PM*
Santa Rosa	City Administration	Admin Sergeant	Tier 2/3	Sep 22 2019 09:23:53 PM*
Santa Rosa	City Administration	Deputy Fire Chief	Tier 2/3	Sep 22 2019 09:24:26 PM*
Santa Rosa	Fire Department	Fire	Tier 2/3	Sep 22 2019 09:24:43 PM*
Santa Rosa	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:23:15 PM*
Santa Rosa	Fire Department	Assistant Fire Marshal	Tier 2/3	Sep 22 2019 09:24:03 PM*
Santa Rosa	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:24:33 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Santa Rosa	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:24:22 PM*
Sonoma City	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:00 PM*
Sonoma City	City Administration	Assistant City Manager	Tier 2/3	Sep 22 2019 09:23:11 PM*
Sonoma City	City Administration	Public Works Director/City Engineer	Tier 2/3	Sep 22 2019 09:23:59 PM*
Sonoma City	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:23:56 PM*
Sonoma City	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:23:45 PM*
Sonoma City	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:23:05 PM*
Sonoma County	CAL FIRE	Local Cal Fire	Tier 2/3	Sep 22 2019 09:24:01 PM*
Sonoma County	Cloverdale	Cloverdale PD	Tier 2/3	Sept 22 2019 9:16:00 PM
Sonoma County	Cloverdale Rancheria of Pomo Indians	Tribal Secretary	Tier 2/3	Sep 22 2019 9:24:50 PM*
Sonoma County	Cloverdale Rancheria of Pomo Indians	Vice Chairperson	Tier 2/3	Sept 22 2019 09:00:00 AM*
Sonoma County	Cloverdale Rancheria of Pomo Indians	General	Tier 2/3	Sept 22 2019 09:00:00 AM*
Sonoma County	County Administration	County Executive Officer	Tier 2/3	Sep 22 2019 09:24:20 PM*
Sonoma County	County Administration	Chair of the Board	Tier 2/3	Sep 22 2019 09:24:04 PM*
Sonoma County	County Administration	Communications & Engagement Coordinator	Tier 2/3	Sep 22 2019 09:24:18 PM*
Sonoma County	County Administration	Community & Government Affairs Manager	Tier 2/3	Sep 22 2019 09:24:39 PM*
Sonoma County	County Administration	Account Executive	Tier 2/3	Sep 22 2019 9:24:14 PM*
Sonoma County	County Administration	Communications & Engagement Coordinator (24-hour)	Tier 2/3	Sep 22 2019 09:23:53 PM*
Sonoma County	County Administration	Chair of the Board	Tier 2/3	Sep 22 2019 09:22:35 PM*
Sonoma County	County Administration	CEO	Tier 2/3	Sep 22 2019 9:24:02 PM*
Sonoma County	County Administration	Director of Customer Care	Tier 2/3	Sep 22 2019 9:24:37 PM*
Sonoma County	Department of Emergency Management	Deputy Director (24-hour)	Tier 2/3	Sep 22 2019 09:23:52 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Sonoma County	Department of Health Services	Public Health Officer (24-hour)	Tier 2/3	Sep 22 2019 09:24:33 PM*
Sonoma County	Department of Health Services	Costal Valleys EMS (24-hour)	Tier 2/3	Sep 22 2019 09:24:15 PM*
Sonoma County	Dry Creek Rancheria Band of Pomo Indians	Chairman of the Board	Tier 2/3	Sept 22 2019 11:00:00 AM*
Sonoma County	Dry Creek Rancheria Band of Pomo Indians	CEO	Tier 2/3	Sept 22 2019 11:00:00 AM*
Sonoma County	Dry Creek Rancheria Band of Pomo Indians	Security Director	Tier 2/3	Sept 22 2019 11:00:00 AM*
Sonoma County	Dry Creek Rancheria Band of Pomo Indians	Fire Chief	Tier 2/3	Sept 22 2019 11:00:00 AM*
Sonoma County	Fire Department	Fire Marshall	Tier 2/3	Sep 22 2019 09:24:44 PM*
Sonoma County	Healdsburg	Healdsburg	Tier 2/3	Sept 22 2019 8:57:00 PM
Sonoma County	Kashia Band of Pomo Indians of the Stewarts Point Rancheria	General	Tier 2/3	Sep 22 2019 9:27:58 PM*
Sonoma County	Lower Lake Rancheria	Chairman	Tier 2/3	Sep 22 2019 9:24:00 PM*
Sonoma County	Lytton Rancheria	Chairwoman	Tier 2/3	Sept 23 2019 10:24:00 AM*
Sonoma County	Mishewal-Wappo of Alexander Valley	Chairperson	Tier 2/3	Sep 22 2019 9:24:06 PM*
Sonoma County	Office of Emergency Services	Emergency Coordinator	Tier 2/3	Sep 22 2019 09:22:52 PM*
Sonoma County	Office of Emergency Services	Emergency Manager (24-hour)	Tier 2/3	Sep 22 2019 09:24:31 PM*
Sonoma County	Office of Emergency Services	Emergency Manager (24-hour)	Tier 2/3	Sep 22 2019 09:51:29 PM*
Sonoma County	Office of Emergency Services	Main Office	Tier 2/3	Sep 22 2019 09:25:15 PM*
Sonoma County	Office of Emergency Services	Emergency Coordinator (24-hour)	Tier 2/3	Sep 22 2019 09:22:42 PM*
Sonoma County	REDCOM	EMS Dispatch (24-hour)	Tier 2/3	Sep 22 2019 09:24:07 PM*
Sonoma County	Santa Rosa	Santa Rosa City Police	Tier 2/3	Sept 22 2019 9:07:00 PM
Sonoma County	Santa Rosa	Santa Rosa Jr College PD	Tier 2/3	Sept 22 2019 9:15:00 PM

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Sonoma County	Sheriff's Department	Sheriff	Tier 2/3	Sep 22 2019 09:23:26 PM*
Sonoma County	Sheriff's Dept	Sheriff's Liaison (24-hour)	Tier 2/3	Sep 22 2019 09:22:38 PM*
Sonoma County	Sheriff's Office	Sheriff Dispatch (24-hour)	Tier 2/3	Sep 22 2019 09:23:50 PM*
Sonoma County	Sonoma County	AMR/Redcom	Tier 2/3	Sept 22 2019 8:50:00 PM
Sonoma County	Sonoma Water	General (24-hour)	Tier 2/3	Sep 22 2019 09:24:36 PM*
Sonoma County	Sonoma Water	General (24-hour)	Tier 2/3	Sep 22 2019 09:24:11 PM*
Sonoma County	Stewarts Point Rancheria (Kashaya Pomo)	Housing Director	Tier 2/3	Sep 22 2019 9:26:21 PM*
Sonoma County	Stewarts Point Rancheria (Kashaya Pomo)	Tribal Administrator	Tier 2/3	Sep 22 2019 9:23:14PM*
St. Helena	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:24:30 PM*
St. Helena	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:21 PM*
St. Helena	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:23:09 PM*
St. Helena	Police Department	Police Chief (24-hour)	Tier 2/3	Sep 22 2019 09:24:04 PM*
Sutter County	County Administration	Interim County Administrator; Designated POC	Zone 1	Sep 21 2019 10:59:28 PM*
Sutter County	Fire Department	Fire Chief	Zone 1	Sep 21 2019 11:01:39 PM*
Sutter County	OES	OES Director	Zone 1	Sep 21 2019 08:50:00 PM*
Sutter County	Sheriff's Office	Undersheriff	Zone 1	Sep 21 2019 11:03:53 PM*
Sutter County	Sutter County SO	Dispatch	Zone 1	Sep 21 2019 08:55:00 PM*
Windsor	City Administration	Mayor	Tier 2/3	Sep 22 2019 09:24:31 PM*
Windsor	City Administration	City Manager	Tier 2/3	Sep 22 2019 09:24:26 PM*
Windsor	City Administration	Analyst Manager	Tier 2/3	Sep 22 2019 09:24:32 PM*
Windsor	Fire Department	Fire Prevention	Tier 2/3	Sep 22 2019 09:24:25 PM*

Organization/ Jurisdiction	Agency	Title	Classification (Tier 2/3, Zone 1)	Date/Time
Windsor	Fire Department	Deputy Fire Chief	Tier 2/3	Sep 22 2019 09:23:53 PM*
Windsor	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:23:07 PM*
Windsor	Fire Department	Fire Chief	Tier 2/3	Sep 22 2019 09:24:04 PM*
Windsor	Fire Department	Battalion Chief	Tier 2/3	Sep 22 2019 09:25:15 PM*
Windsor	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:23:59 PM*
Windsor	Police Department	Police Chief	Tier 2/3	Sep 22 2019 09:24:44 PM*
Windsor	Public Works Department	Director & Town Engineer	Tier 2/3	Sep 22 2019 09:24:18 PM*
Windsor	Public Works Department	Deputy Director of Operations	Tier 2/3	Sep 22 2019 09:51:29 PM*
Yountville	CAL FIRE	Local Cal Fire	Zone 1	Sep 22 2019 09:22:49 PM*
Yountville	CAL FIRE	Yountville Battalion Chief	Zone 1	Sep 22 2019 09:24:21 PM*
Yountville	City Administration	Mayor	Zone 1	Sep 22 2019 09:23:22 PM*
Yountville	City Administration	Public Works Director (24- hour)	Zone 1	Sep 22 2019 09:23:40 PM*
Yountville	City Administration	Town Manager	Zone 1	Sep 22 2019 09:23:23 PM*
Yountville	Fire Department	Non-Emergency	Zone 1	Sep 22 2019 09:23:46 PM*
Yuba County	CAL FIRE	Chief	Tier 2/3	Sep 21 2019 11:03:16 PM*
Yuba County	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:01:31 PM*
Yuba County	City Administration	City Manager; Designated POC	Tier 2/3	Sep 21 2019 11:05:46 PM*
Yuba County	City Administration	Mayor	Tier 2/3	Sep 21 2019 11:04:26 PM*
Yuba County	Combined Fire-Police	Dispatch	Tier 2/3	Sep 21 2019 08:03:00 PM*
Yuba County	County Administration	County Executive Officer	Tier 2/3	Sep 21 2019 11:03:28 PM*
Yuba County	County Administration	Health Administrator	Tier 2/3	Sep 21 2019 11:04:51 PM*
Yuba County	County Administration	Chair of the Board	Tier 2/3	Sep 21 2019 11:04:51 PM*
Yuba County	County Administration	Director	Tier 2/3	Sep 21 2019 11:04:29 PM*

<b>Organization/ Jurisdiction</b>	<b>Agency</b>	<b>Title</b>	<b>Classification (Tier 2/3, Zone 1)</b>	<b>Date/Time</b>
Yuba County	Fire Department	General (24-hour)	Tier 2/3	Sep 21 2019 11:01:11 PM*
Yuba County	Fire Department	Fire Chief	Tier 2/3	Sep 21 2019 11:05:35 PM*
Yuba County	National Forest	Asst. Center Manager	Tier 2/3	Sep 21 2019 08:55:00 PM*
Yuba County	OES	General	Tier 2/3	Sep 21 2019 08:26:00 PM*
Yuba County	Office of Emergency Services	Emergency Manager (24- hour); Designated POC	Tier 2/3	Sep 21 2019 07:34:00 PM*
Yuba County	Police Department	Senior Airman	Tier 2/3	Sep 21 2019 07:53:00 PM*
Yuba County	Police Department	Dispatch	Tier 2/3	Sep 21 2019 08:01:00 PM*
Yuba County	Police Department	Dispatch (24-hour)	Tier 2/3	Sep 21 2019 10:59:35 PM*
Yuba County	Strawberry Valley Rancheria	Chairperson	Tier 2/3	Sep 21 2019 11:02:06 PM*

## **Section 8 – Local and State Public Safety Partner Engagement**

Since 2018, PG&E has been meeting with cities, counties, local and state public safety partners to provide information about potential PSPS events. This outreach expanded in 2019 to reflect the increased scope of the program and ensure local communities are informed. In 2019, PG&E has held approximately 640 meetings with cities, counties, and public safety partners regarding PSPS. In addition, PG&E has reached out either via email or phone to every city manager and county administrator within our service area (287 total) with information regarding PSPS and has secured a 24-hour contact number for every jurisdiction within PG&E's service area.

On Thursday, September 19 (four days in advance of the de-energization event), PG&E placed live courtesy calls to state and local agencies within geographic zones identified as having an Elevated PSPS potential. Later that day, the Elevated PSPS potential status was posted on the public-facing PG&E website ([www.pge.com/weather](http://www.pge.com/weather)).

Once PG&E's EOC was activated on September 21, PG&E notified state agencies (California Office of Emergency Services (Cal-OES), CPUC and Governor's Office) via email and phone calls. PG&E submitted and continued to provide updates to Cal-OES via the PSPS State Notification Form.

Public-Safety Answering Points, County OES and tribal emergency responders were notified of potentially impacted communities through live phone calls. County OES also received a follow-up email with the dial-in information for twice-daily operational briefings.

Additional outreach took place in the form of automated emails, phone calls and text messages to the contacts listed in Section 7 at regular intervals. During the period in which the EOC was active, conference calls for both state and local agencies were held twice a day to provide real-time information. Based upon feedback from local agencies, PG&E added a third operational briefing during the final days of the event.

Although PG&E successfully contacted all potentially impacted cities, counties, agencies and critical service providers in advance of shutting off power, PG&E identified opportunities for improved engagement with its public safety partners:

First, because of the changing nature of the weather, one impacted county received less than 24 hours of advanced notice. Although PG&E recognizes (and advises cities and counties) that it will not always be able to provide advanced notification within the 24 to 48 hour window, PG&E's goal is to be able to provide notification sooner than was provided for this event.



Second, PG&E received feedback that some cities and counties would prefer more detailed information during the twice daily operational briefing calls. PG&E plans to work with these cities and counties to better understand the information that would be most helpful in advance of and during an PSPS event.

### **Section 9 – Number And Nature of Complaints Received As The Result of PSPS Event**

At this time, there are 3 CPUC complaints, two phone and one written. Complaints were related to lack of customer notification, support for medical baseline customers, and questioning of decision to shut off power (i.e. winds not being strong enough to warrant shutoff conditions).

### **Section 10 – Claims Filed**

As of October 7, 2019, PG&E has received a total of 22 claims relating to the PSPS event.

The claims are broken down as follows:

- 14 food loss claims
- 2 business interruption/economic loss claims
- 6 property damage/loss claims

### **Section 11 – Detailed Description of Steps Taken To Restore Power**

Location Alpha:

An “all clear” was issued by the OIC at 0557 on September 24 after winds decreased below outage-producing thresholds and were not forecasted to increase. Before the all clear, PG&E had mobilized resources to support the execution of the patrol and re-energization strategy. In support of safe restoration, PG&E patrolled all facilities starting at approximately 0600 on September 24 to identify any damage before re-energizing. PG&E completed its patrols at approximately 1600 on September 24. To reduce the outage impact to customers, PG&E utilized helicopter patrols in areas where visibility was not limited by vegetation. Using the Incident Command System (ICS) as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allowed PG&E to patrol and perform step restoration in alignment with the impacted centralized control centers. Over 1,350 circuit miles were visually patrolled for safety. PG&E utilized over 189 field personnel and 16 helicopters to identify any safety concerns and make necessary repairs prior to restoration. PG&E completed re-energization of all customers by approximately 1900 on September 24, with some lines being re-energized as early as 0800 on September 24.

## Location Bravo:

An all clear was issued by the OIC on September 25 for a portion of the Sierra foothills at 1057, the remainder of the Sierra foothills at 1306, and the North Bay area at 1317 after winds decreased below outage-producing thresholds and were not forecasted to increase. Before the all clear, PG&E had mobilized resources from non-impacted divisions to support the execution of the patrol and re-energization strategy. In support of safe restoration, PG&E patrolled all facilities starting at approximately 1100 on September 25 to identify any damage before re-energizing. PG&E completed its patrols at approximately 1039 on September 26. To reduce the outage impact to customers, PG&E utilized helicopter patrols in areas where visibility was not limited by vegetation. Using the ICS as a base response framework, each circuit was assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allowed PG&E to patrol and perform step restoration in alignment with the impacted centralized control centers. Over 2,400 circuit miles were visually patrolled for safety. PG&E utilized over 291 field personnel and 24 helicopters on September 25 and September 26 to identify any safety concerns and make necessary repairs prior to restoration. PG&E completed re-energization of all customers by approximately 1100 on September 26.

### **Section 12 – Sectionalization**

During this event, PG&E determined that it could implement PSPS for thirteen of the in-scope Alpha and Bravo circuits by sectionalizing and de-energizing only portions of each circuit (as opposed to the full circuit). Those thirteen circuits are marked with a single asterisk in Table 5 and Table 6 in Section 4. This reduced the number of customers impacted by this PSPS event by approximately 21,984 customers.

### **Section 13 – Community Assistance Locations**

#### Overview:

When a PSPS event occurs, CRCs provide impacted customers and residents a space that is safe, energized and air-conditioned (as applicable) during daylight hours. Visitors are provided with up-to-date PSPS event information by dedicated PG&E staff, water and restrooms, tables and chairs, as well as power strips to meet basic charging needs, including charging for cell phones and laptops, small medical devices and Wi-Fi access (where possible). The CRCs are designed to be Americans with Disabilities Act compliant, capable of accommodating up to approximately 100 customers at a time and are typically open from 8 am to 6 pm<sup>10</sup>.

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<sup>10</sup> CRCs may close early if outage is fully restored in the area or if any safety concerns are identified.

A Resilience Zone (RZ) is a designated area where PG&E can safely provide electricity to community resources by rapidly isolating it from the wider grid and re-energizing it using temporary mobile generation at a pre-installed interconnection hub (PIH) during an outage. Though each RZ will vary in scale and scope, the following equipment will enable each site:

- Isolation devices used to connect the circuit from the wider grid during a public safety outage; and
- A PIH that enables PG&E to rapidly connect temporary primary generation and energize the isolated circuit (thereby forming an energized “island”).

While PG&E’s objective is to provide power continuity in RZs to support community normalcy, PG&E is not in a position to guarantee service on behalf of any customer energized within a RZ.

PG&E considers both CRCs and RZs to be community assistance locations.

### **13a: Community Resource Centers**

Over the course of this PSPS event, PG&E provided a total of eight CRCs and one mobile Customer Support Unit throughout the impacted areas in both the North Bay and Sierra Foothills. Seven of the eight CRCs were temporary tented locations in an open space, such as a parking lot or grassy area, and one center was PG&E’s first indoor CRC, located at a community center in Oregon House.

Five CRCs were opened in the Sierra Foothills beginning Tuesday, September 24, including: Oroville, Grass Valley, Magalia, Oregon House, and Auburn. Another CRC was made available to customers in Loomis on Wednesday, September 25, only. The Auburn CRC was demobilized on Wednesday, September 25, but PG&E made the decision to keep the four other CRCs open until power was restored in the surrounding area. The remaining four centers were demobilized by noon on Thursday, September 26, after the restoration of all remaining customers in the Sierra Foothills.

Two CRCs and one mobile Customer Support Unit were opened in the North Bay on Wednesday, September 25, including: Calistoga, Santa Rosa and the Lake Berryessa Area. Customers in the North Bay region experienced a PSPS-related outage only on Wednesday, September 25. Therefore, these two CRCs and one mobile Customer Support Unit were opened and demobilized on the same day following restoration of power to the area.

Overall, a total of 485 customers visited one of the eight CRCs and one mobile Customer Support Unit to use the services provided by PG&E. Additionally, PG&E received a total of 25 visitors from the media across these locations. Customer attendance was highest in Magalia and Oroville, with a total of 160 and 140 customer visitors, respectively. The CRC in Oregon House received a total of 98 visitors, and Grass Valley had a total of 61 visitors.

Common questions received at the CRCs related to timing of restoration, CRC operating hours, and general information about PG&E.

During this PSPS event, PG&E had representatives from the CFILC, a non-profit organization that services people with disabilities, conduct on-site visits at two centers: Grass Valley and Oroville. These visits were to provide PG&E with feedback on the physical accessibility of the facilities, which PG&E is working to address, where feasible.

Table 8 below shows the CRCs available during the PSPS event, including community assistance locations arranged by other entities and not sponsored by PG&E<sup>11</sup> and the specific locations, dates and times available, and a description of the assistance available. Pictures of each location are also provided below.

**Table 8 - PG&E Community Resource Centers for September 24-26 PPS Event**

Location	Address	Location Provider	Date and Times Available	Total # Customer Attendees	Description of Assistance Available
Alcouffe Community Center (Indoor)	9185 Marysville Road Oregon House, CA 95962	PG&E	<ul style="list-style-type: none"> <li>Tues. &amp; Wed. 9/24/19 – 9/25/19 8am – 6pm</li> <li>Thurs. 9/26/19 8am – 10am</li> </ul>	98	Indoor amenities included showers in addition to services described below at other CRCs
Harrison Stadium Parking Lot	Third and Mitchell Ave Oroville, CA 95965	PG&E	<ul style="list-style-type: none"> <li>Tues. &amp; Wed. 9/24/19 – 9/25/19 8am – 6pm</li> <li>Thurs. 9/26/19 8am – 11:30 am</li> </ul>	140	Answer customer questions, provide water, A/C, restrooms, sitting areas for up to 100 people, power strips for charging electronics or small medical devices
Sierra College Grass Valley Campus Parking Lot	250 Sierra College Drive Grass Valley, CA 95945	PG&E	<ul style="list-style-type: none"> <li>Tues. &amp; Wed. 9/24/19 – 9/25/19 8am – 6pm</li> <li>Thurs. 9/26/19 8am – 11:30 am</li> </ul>	61	
Strip Mall Parking Lot	14144 Lakeridge Court Magalia, CA 95954	PG&E	<ul style="list-style-type: none"> <li>Tues. &amp; Wed. 9/24/19 – 9/25/19 8am – 6pm</li> <li>Thurs. 9/26/19 8am – 11:30 am</li> </ul>	160	

<sup>11</sup> PG&E is aware of one additional community assistance location that was stood up by the City of Santa Rosa.

Location	Address	Location Provider	Date and Times Available	Total # Customer Attendees	Description of Assistance Available
Gold Country Fairgrounds Parking Lot	209 Fairgate Road Auburn, CA 95603	PG&E	• Tues. & Wed. 9/24/19 – 9/25/19 8am – 6pm	5	
Loomis City Local Parking Lot	3600 Taylor Road Loomis, CA 95650	PG&E	• Wed. 9/25/19 • 8am – 6pm	7	
Calistoga/ Napa Fairgrounds Parking Lot	1435 N. Oak Street Calistoga, CA 94515	PG&E	• Wed. 9/25/19 8am – 6pm	8	
Santa Rosa Veterans Memorial Building Parking Lot	1351 Maple Avenue Santa Rosa, CA 95404	PG&E	• Wed. 9/25/19 8am – 6pm	6	
Mobile Customer Support Unit in Lake Berryessa Area	4454 Knoxville Road Napa, CA 94558	PG&E	• Wed. 9/25/19 8am – 6pm	0	Mobile van to answer customer questions, provide water, charging stations for electronic devices
Finley Community Center <sup>12</sup>	2060 West College Avenue Santa Rosa, CA 95401	City of Santa Rosa	• Tues. & Wed. 9/24/19 – 9/25/19 11am – 7pm	Unknown	Provide cooling center and charging stations

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<sup>12</sup> Not PG&E sponsored.

Figure 1. Oroville: Harrison Stadium Parking Lot



Figure 2. Grass Valley: Sierra College Grass Valley Campus Parking Lot



Figure 3. Magalia: Strip Mall Parking Lot



Figure 4. Oregon House: Alcouffe Community Center



Figure 5. Auburn: Gold Country Fairgrounds



Figure 6. Loomis: Local Parking Lot



Figure 7. Calistoga/Napa: Calistoga/Napa Fairgrounds Parking Lot





Figure 8. Santa Rosa: Santa Rosa Veterans Memorial Building Parking Lot



Figure 9. Lake Berryessa Area: Mobile Resource Station



### **13b: Resilience Zones**

In addition to providing CRCs at the aforementioned locations, PG&E readied, but ultimately did not need to execute, plans to further mitigate the impacts of potential de-energization on customers in Angwin and Calistoga using temporary generation.

Angwin is home to PG&E's first pilot Resilience Zone, which includes a PIH that enables PG&E to rapidly connect mobile generators and safely energize eight community resources (including a local fire department and gas station) in a sectionalized area of town while the wider grid is de-energized. The Angwin Resilience Zone was prepared for operation; mobile generators were staged at the PIH and PG&E's operations personnel were ready to isolate and energize the RZ if needed.

PG&E has an in-flight project with the City of Calistoga to deploy a PIH that is currently in the design phase. Although Calistoga does not yet have a PIH in place, PG&E is prepared to use temporary primary generators already stationed at the local substation for other work to keep a portion of Calistoga energized if needed.

Ultimately, weather patterns permitted PG&E to scope these portions of Angwin and Calistoga out of the de-energization event, and PG&E did not need to execute these plans.

Figure 10: Map representing approximate area served by PG&E Resilience Zone in Angwin



Figure 11: Mobile generation staged at Angwin's PIH on 9/23/2019



## **Section 14 – Lessons Learned From Event**

Throughout the course of the PSPS event, PG&E utilized real-time granular weather forecast model data as it became available. This allowed PG&E to narrow the scope of the PSPS event on multiple occasions to include only the areas of higher risk and enabled a significant reduction in customer impact. In addition, PG&E dedicated a significant number of resources and planning to the patrol and restoration process for each de-energized location, which resulted in an expedited re-energization process.

PG&E received positive feedback on the PSPS Potential Forecast section of the PG&E Weather Awareness Website ([www.pge.com/weather](http://www.pge.com/weather)), which launched this September. The website publishes a 7-day PSPS Potential Forecast to the public. In the case of this event, PG&E was able to broadly notify the public approximately four days before de-energization of the first location that there was an elevated potential for a PSPS. This allowed PG&E, public safety partners, and customers to begin preparing for a possible de-energization event much further in advance.

PG&E also received positive feedback regarding its public-facing PSPS potential-outage maps. Prior to the event, the website allowed customers to view and download maps highlighting areas identified for potential de-energization, as well as enter their address to see whether their residence or business may be impacted. During the event, customers were able to view maps showing the live status of outages in their area, as well as estimated times of restoration for the outages once the weather event ended.

During the PSPS event, PG&E hosted the CPUC Deputy Executive Director of Safety and Enforcement, a Cal-OES Senior Emergency Services Coordinator and Deputy Council from the Office of Sonoma County in the EOC. These external parties observed one of the decision-making meetings regarding the decision to de-energize. PG&E found this direct communication to be beneficial and plans to host additional visitors in the EOC during future events.

PG&E identifies areas for improvement through a process of gathering input from various sources, including but not limited to observations recorded during the event, feedback from state and local officials and customers, and overall and area-specific “hot-wash” action item debriefs conducted internally and with external partners immediately following the event.

Based on input gathered through these channels, PG&E has identified three areas for improvement; (1) the scope refinement process, (2) the accuracy and timeliness of submitting the Cal-OES PSPS State Notification Form, and (3) the external notification and communication process. In an effort to minimize impacts to customers, the scope of a PSPS event is under constant review based on weather conditions. This refinement process, while ultimately beneficial to customers, can create challenges in the notification process and other customer outreach efforts. Two areas particularly impacted were PG&E's ability to accurately and timely submit the Cal-OES's PSPS State Notification Form, and the sequence and timing of external communications and notifications to local officials and the public. PG&E acknowledges the balance between the potential for catastrophic wildfire and the disruptive personal and economic impact a PSPS event has on our customers. It is with the utmost concern that we err on the side of caution (i.e. a PSPS event) to protect our customers knowing that some notified will not ultimately experience a shut-off. We will continue to improve our scoping process to enable better external notification as well as timely and accurate submittal of the Cal-OES State Notification Form.

### **Section 15 – Proposed Updates to ESRB-8 Requirements**

PG&E continues to work through the implementation of the de-energization guidelines adopted by Decision (D.) 19-05-042 and appreciates that there is opportunity to refine certain aspects of the guidelines, such as the notification process and requirements regarding public safety partners, critical facilities, and customers. PG&E is actively addressing these issues with the CPUC, Cal-OES, CAL FIRE, and other stakeholders. Phase II of the CPUC's de-energization proceeding will continue to refine aspects of the de-energization guidelines adopted by D.19-05-042 and Resolution ESRB-8, including the development of a formal post de-energization reporting template. PG&E will continue to be actively engaged in that proceeding.

**Section 16 – Other Relevant Information To Help The Commission’s Assessment of Reasonableness of**

**Decision to De-energize**

The tables below show the maximum wind and gust speeds recorded by weather stations in the general timeframe and vicinity of the two PSPS locations

**Table 9 - Location Alpha (9/23/2019 12:00 PDT -- 9/24/2019 08:00 PDT)**

Station Name	Station ID	Elevation (ft)	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Jarbo Gap	JBGC1	2535	280	33	45
Clark Rd. South	PGE-1427	710	280	18	32
Red Eye Rd.	PGE-1463	1296	280	16	31
Chico Municipal Airport	KCIC	236	280	23	29
Paradise Humboldt Rd.	PGE-1339	955	280	17	28
Openshaw	CICC1	268	280	17	28
Upper Skyway Rd.	PGE-1333	2233	280	18	27
Lower Skyway Rd.	PGE-1470	801	280	15	27
Cohasset	CSTC1	1733	280	16	27
Louise Lane	PGE-1475	1701	280	15	26
Oroville Municipal Airport	KOVE	180	280	18	26
Altina Drive	PGE-1337	1808	280	10	25
Clark Rd.	PGE-1300	2112	280	10	24
Mission Olive Rd.	PGE-1312	816	280	13	24
Forest Ranch	PGE-1134	2937	280	11	23
Richardson Springs Rd.	PGE-1286	622	280	10	23
Sunview Drive	PGE-1295	1130	280	10	23
Paradise Highway 191	PGE-1347	1459	280	12	23
Wayland Rd.	PGE-1452	1343	280	11	23
Webb Creek Circle	PGE-1290	802	280	13	22
Lake De Sabla	PGE-1145	2760	280	10	21
Kelly Ridge Rd.	PGE-1288	1081	280	9	21
Grand Oak Rd.	PGE-1297	1585	280	9	20
Skyway Rd.	PGE-1487	2018	280	9	19
Deer Creek Highway	PGE-1506	1964	280	10	19
Bangor	BNGC1	803	280	7	19
Vierra Rd.	PGE-1298	1174	280	8	18
Center Gap Rd.	PGE-1382	646	280	8	18
Stage Coach Lane	PGE-1246	1733	280	8	17
La Rocca	PGE-1486	2311	280	9	17
De Sabla	PGE-1075	2790	280	6	13

Station Name	Station ID	Elevation (ft)	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Berry Creek	PGE-1099	1775	280	3	10
Loma Rica Rd.	PGE-1561	784	300	13	25
Morning Dove Lane	PGE-1381	1658	300	12	24
Marysville, Beale AFB	KBAB	112	300	20	24
Lincoln	LICC1	210	300	9	23
John Born Rd.	PGE-1448	1417	300	13	22
Perimeter Rd.	PGE-1367	1207	300	14	21
Cramer Rd.	PGE-1349	1301	300	12	20
Bar Ranch Rd.	PGE-1348	1959	300	11	19
Spencerville Rd.	PGE-1429	1425	300	9	19
Garden Bar Rd.	PGE-1332	1169	300	10	18
Auburn Municipal Airport	KAUN	1486	300	11	18

**Table 10 - Location Bravo (9/24/2019 12:00 PDT – 9/25/2019 16:00 PDT)**

Station Name	Station ID	Elevation	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Mt. St. Helena West	PGE-1132	4340	175	48	58
Pine Flat Rd.	PGE-1305	3308	175	33	47
Mt. St. Helena East	PGE-1126	4220	175	33	46
Knoxville Creek	KNXC1	2200	175	24	43
Knoxville	PGE-1358	1998	175	26	40
Walker Ridge	PGE-1383	2727	175	16	36
Cobb Ridge West	PGE-1125	3225	175	15	31
Old Highway 53	PGE-1128	1415	175	20	31
Spring Valley Rd.	PGE-1115	1248	175	13	29
Summit Lake	PGE-1199	2103	175	19	28
Emerford Rd.	PGE-1096	3025	175	16	28
Middletown NW	PGE-1079	1164	175	16	28
East Side Rd.	PGE-1480	1038	175	15	27
Pope Canyon Road	PGE-1231	615	175	13	27
Butts Canyon Road South	PGE-1228	1011	175	15	27
North Lake Berryessa	PGE-1577	501	175	11	27
Chiles Pope Valley Rd.	PGE-1045	867	175	9	26
Trouble Lane	PGE-1097	1384	175	13	26
Lower Atlas Peak Rd.	PGE-1185	1453	175	13	26

Station Name	Station ID	Elevation	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Soda Canyon Rd. Upper	PGE-1019	1515	175	12	25
Hennessy Rd. South	PGE-1255	1482	175	11	24
Atlas Peak Rd.	PGE-1044	1987	175	12	24
Oak St.	PGE-1114	3180	175	11	24
Konocti	KELC1	2163	175	7	23
Keyes Ave.	PGE-1018	1722	175	11	22
Stone Ridge Dr.	PGE-1503	1607	175	8	22
Noble Ranch	PGE-1110	1832	175	8	22
Lake County RAWS1	LKRC1	4724	175	8	22
Hopland UC	HPDC1	2682	175	15	22
Butts Canyon Rd. North	PGE-1085	1091	175	13	22
Shady Grove Rd.	PGE-1525	1225	175	9	21
Potter Valley	PGE-1036	1705	175	9	21
Cow Mountain	PGE-1606	3096	175	13	20
Seigler Springs	PGE-1060	2579	175	9	19
Soda Canyon Rd.	PGE-1053	96	175	8	19
Mustang Court	PGE-1051	630	175	9	18
Ida Clayton Road	PGE-1244	2252	175	5	16
Oasis	PGE-1595	1965	175	11	16
Steele Canyon Rd.	PGE-1127	820	175	8	16
Berryessa Knoxville Road	PGE-1048	603	175	8	15
Big Valley Rd.	PGE-1183	1356	175	8	14
Napa County Airport	KAPC	33	180	14	N/A
Mt. Hood	PGE-1162	1939	180	23	36
Sonoma Hilltop Towers	PGE-1593	2530	180	12	31
Sonoma Mountain Rd.	PGE-1177	2390	180	18	30
Spolini Mountain	PGE-1548	825	180	19	26
Pickett Road	PGE-1607	386	180	10	24
Wild View Way	PGE-1558	1242	180	9	23
Wolf Back Ridge	PGE-1521	1110	180	15	23
Diamond Mountain Road	PGE-1229	1806	180	6	22
Healdsburg Hill	PGE-1553	755	180	8	22
Hog Ranch Road	PGE-1230	536	180	12	22
Wall Rd.	PGE-1251	1525	180	9	21
Franz Valley Rd.	PGE-1005	1060	180	9	21



Station Name	Station ID	Elevation	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Bolinas Ridge Rd.	PGE-1489	1623	180	11	21
Wild Horse	PGE-1197	1399	180	13	21
Sir Francis Drake Blvd.	PGE-1041	402	180	14	20
Green Valley Rd.	PGE-1594	676	180	17	20
Wooden Valley	PGE-1083	617	180	9	20
Santa Rosa	RSAC1	599	180	14	20
Red Hill Rd.	PGE-1176	650	180	15	20
Morelli Vista Alt	PGE-1562	1095	180	7	20
Wilson Hill Rd.	PGE-1164	464	180	10	20
House Green Valley Rd.	PGE-1510	1287	180	10	20
Mt. Veeder South	PGE-1021	694	180	9	19
Highway 128 Sonoma	PGE-1038	684	180	6	19
Mill Creek Vineyard	PGE-1549	1543	180	12	19
Sweetwater Springs Rd.	PGE-1590	556	180	11	19
Five Brooks	PGE-1419	486	180	12	18
Woodacre	WDAC1	1400	180	11	18
White Sulpher Springs	PGE-1091	1059	180	9	17
Nelligan Rd.	PGE-1564	371	180	8	17
San Geronimo Ridge Road	PGE-1550	1322	180	9	17
Marshall Petaluma Rd.	PGE-1501	375	180	10	14
Jarbo Gap	JBGC1	2535	280	39	54
Upper Skyway Rd.	PGE-1333	2233	280	20	38
Lower Skyway Rd.	PGE-1470	801	280	14	31
Chico Municipal Airport	KCIC	236	280	22	28
Lake De Sabla	PGE-1145	2760	280	9	27
Oroville Municipal Airport	KOVE	180	280	17	25
Openshaw	CICC1	268	280	17	25
Clark Road South	PGE-1427	710	280	13	24
Stage Coach Lane	PGE-1246	1733	280	9	24
Paradise Humboldt Rd.	PGE-1339	955	280	16	24
Paradise Highway 191	PGE-1347	1459	280	11	24
Red Eye Rd.	PGE-1463	1296	280	11	23

Station Name	Station ID	Elevation	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
Clark Rd.	PGE-1300	2112	280	8	22
Mission Olive Rd.	PGE-1312	816	280	14	22
Richardson Springs Rd.	PGE-1286	622	280	10	22
Webb Creek Circle	PGE-1290	802	280	12	22
Cohasset	CSTC1	1733	280	12	21
Grand Oak Rd.	PGE-1297	1585	280	11	21
Sunview Dr.	PGE-1295	1130	280	9	21
La Rocca	PGE-1486	2311	280	6	21
Louise Lane	PGE-1475	1701	280	12	21
Wayland Rd.	PGE-1452	1343	280	9	20
Altina Drive	PGE-1337	1808	280	8	20
Forest Ranch	PGE-1134	2937	280	7	19
Kelly Ridge Rd.	PGE-1288	1081	280	9	18
Skyway Rd.	PGE-1487	2018	280	8	18
Bangor	BNGC1	803	280	6	16
Center Gap Road	PGE-1382	646	280	7	16
Deer Creek Highway	PGE-1506	1964	280	7	15
Vierra Rd.	PGE-1298	1174	280	6	15
De Sabla	PGE-1075	2790	280	5	12
Berry Creek	PGE-1099	1775	280	4	11
Pike County Lookout	PKCC1	3701	282	19	35
Bloomer Hill	PGE-1264	2982	282	11	29
Lumpkin Rd.	PGE-1317	2157	282	7	20
Deer Meadow Rd.	PGE-1275	1969	282	6	14
Robinson Mills	PGE-1080	2709	282	4	14
Marysville, Beale AFB	KBAB	112	300	18	23
Perimeter Rd.	PGE-1367	1207	300	11	21
Loma Rica Rd.	PGE-1561	784	300	11	21
Bar Ranch Road	PGE-1348	1959	300	9	20
Morning Dove Lane	PGE-1381	1658	300	10	19
Auburn Municipal Airport	KAUN	1486	300	10	16
Garden Bar Rd.	PGE-1332	1169	300	8	16
Lincoln	LICC1	210	300	6	16
Cramer Road	PGE-1349	1301	300	9	16
John Born Rd.	PGE-1448	1417	300	10	16
Spencerville Rd.	PGE-1429	1425	300	6	14
Clark Ranch Way	PGE-1424	2061	330	14	31

Station Name	Station ID	Elevation	FIA	Maximum Wind Speed (mph)	Maximum Gust (mph)
French Town Rd.	PGE-1555	1474	330	7	21
Banner Rd.	PGE-1025	3580	330	6	20
Alta-Bonnynook Rd.	PGE-1028	3566	330	5	18
Nevada County Air Park	KGOO	3154	330	10	17
Dog Ranch Rd.	PGE-1377	2138	330	10	16
Brownsville	PGE-1309	2059	330	9	16
Reader Ranch	RRRC1	1968	330	7	13
Sills Lane	PGE-1572	2438	330	3	13
You-Bet Rd.	PGE-1059	2864	330	6	13
Oak Tree Rd.	PGE-1363	2271	330	5	12
Grass Valley NE	PGE-1026	3410	330	4	12
Foresthill Rd. West	PGE-1032	2860	330	5	11
Maryland Road	PGE-1351	2631	330	5	10
Secret Town	SETC1	2757	330	3	10
Foresthill Rd. East	PGE-1023	3685	330	3	8
Nevada City	PGE-1030	3050	330	3	7

## Appendix 1 – Customer Communication Details

**Table 1-1. Summary of Alpha Location Customer Notifications<sup>1</sup>**

Starting Date	Type of Notification	Starting Time	Total # Notifications Sent (at the service point level)	Total # of Medical Baseline Notifications	# of Notification Attempts Made	# of Customers with Successful Notification Attempt
09/21/19	First Advanced Public Safety Partner Notification to Sierra Foothills	20:08	167	0	1	151
09/21/19	First All Customer Notification to Sierra Foothills	20:27	66,217	3,853	Critical Facility & General Customer: 3 Medical Baseline: 9	56,915
09/21/19	First Transmission Customer Notifications (live calls)	20:41	3	0	1	3
09/21/19	First All Customer Notification to Additional Customers in Sierra Foothills	20:45	4,257	186	Critical Facility & General Customer: 3 Medical Baseline: 9	3,775
09/21/19	First Direct Notice to Impacted CCA Providers	20:45	1 <sup>2</sup>	0	1	1
09/21/19	First Direct Notice to Telecommunications Providers	21:12	5	0	1	1
09/22/19	Medical Baseline Door Knocks Initiated in Parallel with Automated Contacts	08:05	1,396	1,396	1	880
09/22/19	First Master Meter Medical Baseline Notification	08:05	38	38	3	31
09/22/19	Subset - Gas-Only Medical Baseline Notification Re-Tries Relunched	11:08	19	19	3	16
09/22/19	Follow-up Transmission Customer Notification (North Bay added)	19:28	5	0	1	5
09/22/19	Second Public Safety Partner Notification (First Notice for North Bay)	20:52	508	0	3	493

<sup>1</sup> This summary includes an aggregation of all notifications sent, including notifications to a service point that had multiple notification contact points and channels (IVR, text, email).

<sup>2</sup> Telecommunications and Community Choice Aggregator (CCA) providers have multiple service points and the number represents the number of assigned representatives for the provider.

09/22/19	Second All Customer Notification (North Bay added)	20:52	122,919	5,916	Critical Facility & General Customer: 3 Medical Baseline: 7	103,425
09/23/19	First Notification for New Master Meter Medical Baseline Customers Added	08:05	125	125	3	111
09/23/19	Subset - Gas-Only Medical Baseline Notification Re-Tries Relunched	08:43	41	41	3	34
09/23/19	First Customer Notification for New Customers Added to Scope	08:56	419	28	Critical Facility & General Customer: 5 Medical Baseline: 6	360
09/23/19	Automated Calls for Medical Baseline Customer with no Previously Confirmed Contact	14:42	105	105	3	66
09/23/19	Live Calls for Master Meter Medical Baseline Customers	15:30	8	8	4	5
09/23/19	All Customer Shutoff Notice	15:50	21,625	1,642	Critical Facility & General Customer: 5 Medical Baseline: 6	20,001
09/23/19	New Transmission Customer Notification	16:41	1	0	1	1
09/23/19	All Customer Shutoff Notification - Oroville Substation Customers Added After Transmission Impact Study	17:00	5,638	438	3	5,363
09/24/19	Transmission Customer Updates	09:54	4	0	1	4
09/24/19	Estimated Time of Restoration Follow-up to Telecommunications Providers	11:00	5	0	1	5
09/24/19	Follow-up update to Telecommunications Providers	16:25	5	0	1	5

**Table 1-2. Summary of Bravo Location Customer Notifications**

<b>Starting Date</b>	<b>Type of Notification</b>	<b>Starting Time</b>	<b>Total # Notifications Sent (at the service point level)</b>	<b>Total # of Medical Baseline Customers</b>	<b># of Attempts Made</b>	<b># of Customers with Successful Notification Attempts</b>
09/24/19	Follow-up Notice for Alpha Customers that will be Restored then May be Shutoff Again for Bravo	08:01	21,319	1,477	3	13,519
09/24/19	All Customer Overnight Notification for Sierras and North Bay Region (Includes New customers in Bravo & previous customers from Alpha)	17:57	47,785	3,009	3	45,056
09/24/19	Follow-up to CCA Providers	17:57	3	0	1	3
09/24/19	Subset - Master Meter & Gas-Only Medical Baseline Notifications	19:44	46	46	3	37
09/24/19	Transmission Customer Update Notification	20:12	3	0	1	3
09/25/19	Telecommunications Providers Shutoff Notification	02:41	5	0	1	5
09/25/19	Post de-energization Medical Baseline Live Calls	08:00	527	527	1	102
09/25/19	Post Weather Event Notice in Southern Sierra Foothills	15:34	11,123	564	Critical Facility & General Customer: 3 Medical Baseline: 5	9,593
09/25/19	Post Weather Event Notice in North Bay Region	16:41	1,092	16	Critical Facility & General Customer: 3 Medical Baseline: 5	1,009
09/25/19	Post Weather Event Notice in Northern Sierra Foothills	17:22	12,732	707	Critical Facility & General Customer: 3 Medical Baseline: 2	11,035
09/25/19	Restoration Complete Notice in North Bay Region	18:43	1,401	27	Critical Facility & General Customer: 3 Medical Baseline: 3	1,298
09/25/19	Post Weather Event Notice in Northern Sierra Foothills	20:48	2,262	209	Critical Facility & General Customer: 3 Medical Baseline: 1	1,932
09/26/19	Telecommunications Providers Restoration Notification	06:40	5	0	1	5
09/26/19	Restoration Complete Notice in Sierra Foothills Region	08:00	43,828	2,705	Critical Facility & General Customer: 3 Medical Baseline: 3	38,604
09/26/19	Restoration Complete Notice in All Remaining Areas	13:55	3,339	309	Critical Facility & General Customer: 3 Medical Baseline: 7	2,934

**Table 1-3. Customer Notification Scripts for Alpha Location**

Date and Starting Time of Notification	First Advanced Public Safety Partner Notification to Sierra Foothills – Potentially Impacted Public Safety Partners
09/21/19 (20:08)	<p><b><u>TEXT</u></b>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. More info: pge.com/p1 and enter &lt;&lt;CODE&gt;&gt;</p> <p><b><u>VOICE</u></b>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 48 to 72 hours and may impact electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted. If these conditions persist, PG&amp;E may need to turn off power for safety. Maps of impacted areas are also available for download at [weblink hidden]. Please do not share this link, it is only for public safety partners.</p> <p>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.</p> <p>For more information visit pge.com or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p> <p><b><u>VOICE MESSAGE</u></b>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 48 to 72 hours and may impact electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted. If these conditions persist, PG&amp;E may need to turn off power for safety. Maps of impacted areas are also available for download at [weblink hidden]. Please do not share this link, it is only for public safety partners.</p> <p>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.</p> <p>For more information visit pge.com or call 1-800-743-5002.</p> <p><b><u>EMAIL</u></b>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 48 to 72 hours and may impact electric service. To view a list of your potentially impacted locations click pge.com/myaddresses.</p>

	<p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power to local customers for safety on &lt;&lt;DAY, DATE&gt;&gt;</li> <li>• Maps of impacted areas are also available [weblink hidden]. Please do not share this link, it is only for public safety partners.</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>First All Customer Notifications to Sierra Foothills – Critical Facility Customers</b></p>
<p>09/21/19 (20:27)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>Maps of impacted areas are also available for download at <a href="http://pge.com/pspsventmaps">pge.com/pspsventmaps</a>.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p>



	<p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a>.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power for safety</li> <li>• If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a></li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,  Pacific Gas and Electric Company</p> <p>Message sent on &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>First All Customer Notifications to Sierra Foothills – General Customers</b></p>
<p>09/21/19 (20:27)</p>	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p>

Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.

If these conditions persist, PG&E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.

For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

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For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

EMAIL

SUBJECT: PG&E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Valued Customer,

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Please have your emergency plan ready in case we need to turn off power for public safety
- We will continue to monitor conditions and will contact you with further updates
- If there is an outage, we will work to restore service as soon as it is safe to do so
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911

For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002.

Thank you,  
Pacific Gas and Electric Company

	<p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First All Customer Notifications to Sierra Foothills – Medical Baseline</b>
09/21/19 (20:27)	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. More info: pge.com/p1 and enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt.</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative.</p> <p>Thank you.”</p> <p><u>VOICE MESSAGE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002.”</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses.  Here is what you need to know:</p>

	<ul style="list-style-type: none"> <li>• Please have your emergency plan ready in case we need to turn off power for public safety</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If there is an outage, we will work to restore service as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Transmission Customer Notifications</b>
09/21/19 (20:41)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>First All Customer Notification to Additional Customers in Sierra Foothills – Critical Facility Customers</b>
09/21/19 (20:45)	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>Maps of impacted areas are also available for download at <a href="http://pge.com/pspsentmaps">pge.com/pspsentmaps</a>.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p>

	<p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Please have your emergency plan ready. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power for safety</li> <li>• If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>.</li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,  Pacific Gas and Electric Company</p> <p>Message sent on &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First All Customer Notification to Additional Customers in Sierra Foothills – General Customers</b>
09/21/19 (20:45)	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions,</p>

combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.

If these conditions persist, PG&E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.

For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

#### VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

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For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

#### EMAIL

SUBJECT: PG&E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Valued Customer,

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Please have your emergency plan ready in case we need to turn off power for public safety
- We will continue to monitor conditions and will contact you with further updates
- If there is an outage, we will work to restore service as soon as it is safe to do so
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911

	<p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>First All Customer Notification to Additional Customers in Sierra Foothills – Medical Baseline</b></p>
<p>09/21/19 (20:45)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.”</p>

	<p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready in case we need to turn off power for public safety</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If there is an outage, we will work to restore service as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Direct Notice to Impacted CCA Providers</b>
09/21/19 (20:45)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Direct Notice to Telecommunications Providers</b>
09/21/19 (21:12)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Medical Baseline Door Knocks Initiated in Parallel with Automated Contacts</b>
09/22/19 (08:05)	In-person contact initiated by PG&E representatives
<b>Date and Starting Time of Notification</b>	<b>First Master Meter Medical Baseline Notification</b>
09/22/19 (08:05)	<p><u>VOICE &amp; VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.”</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspupdates">www.pge.com/pspupdates</a>.</p>



	<p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p>
<b>Date and Starting Time of Notification</b>	<b>Subset - Gas-Only Medical Baseline Notification Re-Tries Relunched</b>
09/22/19 (11:08)	<p><u>VOICE &amp; VOICE MESSAGE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.”</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 36 to 48 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p>
<b>Date and Starting Time of Notification</b>	<b>Follow-up Transmission Customer Notification (North Bay Added)</b>
09/22/19 (19:28)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Second Public Safety Partner Notification (First Notice for North Bay) – Potentially Impacted Public Safety Partners</b>
09/22/19 (20:52)	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p>

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.

Maps of impacted areas are also available for download at [pge.com/pspseventmaps](http://pge.com/pspseventmaps).

Please have your emergency plan ready.  
For more information visit [pge.com](http://pge.com) or call 1-800-743-5002.

If you have questions and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. Thank you.”

VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. This notice is for critical service providers.

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

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.

Maps of impacted areas are also available for download at [pge.com/pspseventmaps](http://pge.com/pspseventmaps).

Please have your emergency plan ready. For more information visit [pge.com](http://pge.com) or call 1-800-743-5002.

EMAIL

SUBJECT: PG&E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Critical Service Provider,

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- If these conditions persist, PG&E may need to turn off power for safety
- We will continue to monitor conditions and will contact you with further updates
- If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- Maps of impacted areas are also available for download at [pge.com/pspseventmaps](http://pge.com/pspseventmaps)

	<p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Second All Customer Notification (North Bay added) – Critical Facility Customers</b></p>
<p>09/22/19 (20:52)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;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. Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a>.</p> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;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. Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a>.</p> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p>

	<p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power for safety</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsventmaps">pge.com/pspsventmaps</a></li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Second All Customer Notification (North Bay added) – General Customers</b></p>
<p>09/22/19 (20:52)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit at <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p>

VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.

If these conditions persist, PG&E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.

For more information, including regular updates, visit at [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

EMAIL

SUBJECT: PG&E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Valued Customer,

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Please have your emergency plan ready in case we need to turn off power for public safety
- If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found [here](#)
- We will continue to monitor conditions and will contact you with further updates
- If there is an outage, we will work to restore service as soon as it is safe to do so
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911

For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002.

Thank you,  
Pacific Gas and Electric Company

Message sent at <<DATE, TIME>>

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

Date and Starting Time of Notification	Second All Customer Notification (North Bay added) – Medical Baseline
09/22/19 (20:52)	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. More info: pge.com/p1 and enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. For more information, including regular updates, visit pge.com or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 24 to 36 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses.</p> <p>Here is what you need to know:</p>

	<ul style="list-style-type: none"> <li>• Please have your emergency plan ready in case we need to turn off power for public safety</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If there is an outage, we will work to restore service as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>First Notification for New Master Meter Medical Baseline Customers Added</b>
09/23/19 (8:05)	<p><u>VOICE AND VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.”</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p>
<b>Date and Starting Time of Notification</b>	<b>Subset - Gas-Only Medical Baseline Customer Notification Re-Tries Relunched</b>
09/23/19 (08:05)	<p><u>VOICE AND VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.”</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p>

	<p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>First Customer Notification for New Customers Added to Scope – Critical Facility Customers</b></p>
<p>09/23/19 (8:56)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;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. Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a>.</p> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>If these conditions persist, PG&amp;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. Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a>.</p> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p>



	<p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• If these conditions persist, PG&amp;E may need to turn off power for safety</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a></li> </ul> <p>Please have your emergency plan ready. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,  Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>First Customer Notification for New Customers Added to Scope – General Customers</b></p>
<p>09/23/19 (8:56)</p>	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. Prepare a plan. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit at <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p>

VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.

If these conditions persist, PG&E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.

For more information, including regular updates, visit at [pge.com](http://pge.com) or call 1-800-743-5002. Thank you.”

EMAIL

SUBJECT: PG&E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Valued Customer,

Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Please have your emergency plan ready in case we need to turn off power for public safety
- If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found [here](#)
- We will continue to monitor conditions and will contact you with further updates
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- Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911

For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002.

Thank you,  
Pacific Gas and Electric Company

Message sent at <<DATE, TIME>>

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

Date and Starting Time of Notification	First Customer Notification for New Customers Added to Scope – Medical Baseline Customers
09/23/19 (8:56)	<p><u>TEXT</u>  PG&amp;E Safety Alert: Due to weather forecast PG&amp;E may turn off power on &lt;&lt;DATE&gt;&gt;. More info: pge.com/p1 and enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. Make sure any backup generators are ready to safely operate, and you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit pge.com or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Weather conditions may require a Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit pge.com/myaddresses.</p> <p>Here is what you need to know:</p>

	<ul style="list-style-type: none"> <li>• Please have your emergency plan ready in case we need to turn off power for public safety</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• If there is an outage, we will work to restore service as soon as it is safe to do so</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit at <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Automated Calls for Medical Baseline Customer with No Confirmed Contact</b>
09/23/19 (14:19)	<p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;.”</p> <p>Gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 hours and may impact your electric service. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>.</p> <p>Please have your emergency plan ready in case we need to turn off power for public safety. If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days.</p> <p>If these conditions persist, PG&amp;E may need to turn off power for safety. Outages could last for multiple days. We will continue to monitor conditions and will contact you with further updates.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you”</p>
<b>Date and Starting Time of Notification</b>	<b>Live Calls for Master Meter Medical Baseline Customers</b>
09/23/19 (15:30)	Direct contact by PG&E representative

Date and Starting Time of Notification	All Customer Shutoff Notification – Critical Facility Customers
09/23/19 (15:50)	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt; DATE&gt;&gt;. More info: pge.com/p1 and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at pge.com/pspeventmaps. We will continue to keep you updated.</p> <p>For more information visit pge.com or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press “zero” to be connected to a customer service representative. Thank you.</p> <p><u>VOICE MESSAGE</u> This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at pge.com/pspeventmaps. We will continue to keep you updated.</p> <p>For more information visit pge.com or call 1-800-743-5002.</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit pge.com/myaddresses.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to keep you updated</li> </ul>

	<ul style="list-style-type: none"> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and call 911 immediately</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a></li> </ul> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>All Customer Shutoff Notification – General Customers</b></p>
<p>09/23/19 (15:50)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt;DATE&gt;&gt;. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p>

	<p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found <a href="#">here</a></li> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>All Customer Shutoff Notification – Medical Baseline</b></p>
<p>09/23/19 (15:50)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt;DATE&gt;&gt;. Info: <a href="http://pge.com/p1">pge.com/p1</a> &amp; enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>If you have questions about this outage and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company.</p>

	<p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>New Transmission Customer Notification</b>
09/23/19 (16:41)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>All Customer Shutoff Notification – Oroville Substation Customers Added after Transmission Impact Study – Critical Facility Customers</b>
09/23/19 (17:00)	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt; DATE&gt;&gt;. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u></p>



This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Para español oprima nueve. This notice is for critical service providers.

To protect public safety, PG&E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at [pge.com/pspeventmaps](http://pge.com/pspeventmaps). We will continue to keep you updated.

For more information visit [pge.com](http://pge.com) or call 1-800-743-5002. If you have questions and want to speak to someone at PG&E, please press 0 “zero” to be connected to a customer service representative. Thank you.

VOICE MESSAGE

This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. This notice is for critical service providers.

To protect public safety, PG&E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at [pge.com/pspeventmaps](http://pge.com/pspeventmaps). We will continue to keep you updated.

For more information visit [pge.com](http://pge.com) or call 1-800-743-5002.

EMAIL

SUBJECT: PG&E Safety Alert: Planned Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Critical Service Provider,

To protect public safety, PG&E has turned off or will soon turn off power. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Power will remain off until weather conditions improve, and it is safe to restore service
- We will continue to keep you updated
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages
- If you see a downed power line, assume it is energized and extremely dangerous and call 911 immediately

	<ul style="list-style-type: none"> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspseventmaps">pge.com/pspseventmaps</a></li> </ul> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>All Customer Shutoff Notification – Oroville Substation Customers Added after Transmission Impact Study – General Customers</b>
09/23/19 (17:00)	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt;DATE&gt;&gt;. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. Thank you.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found <a href="#">here</a></li> </ul>

	<ul style="list-style-type: none"> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>All Customer Shutoff Notification – Oroville Substation Customers Added after Transmission Impact Study – Medical Baseline</b></p>
<p>09/23/19 (17:00)</p>	<p><u>TEXT</u> PG&amp;E Safety Alert: To protect public safety, PG&amp;E has turned off power on &lt;&lt;DATE&gt;&gt;. Info: <a href="http://pge.com/p1">pge.com/p1</a> &amp; enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations, visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions about this outage and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company.</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message.</p>

	<p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.”</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E has turned off or will soon turn off your power. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found <a href="#">here</a></li> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911</li> </ul> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,  Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Transmission Customer Updates</b>
09/24/19 (9:54)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Estimated Time of Restoration Follow-up to Telecommunications Providers</b>
09/24/19 (11:00)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Follow-up Update to Telecommunication Providers</b>
09/24/19 (16:25)	Direct contact made by PG&E representative

**Table 1-4. Customer Notification Scripts for Bravo Location**

09/24/19 (8:01)	<p><b><u>VOICE AND VOICE MESSAGE</u></b>          "This is an important safety alert from Pacific Gas and Electric Company for the morning of September 24th. Para español oprima nueve. We have begun the process to safely restore power to your community. However, gusty winds and dry conditions, combined with a heightened fire risk, are forecasted in the next 12 to 24 hours. This may impact electric service again. If you regain power today, please take this time to charge all critical devices and prepare for a potential second outage.</p> <p>We will continue to monitor conditions and will contact you with further updates. For more information, including regular updates, visit <a href="http://pge.com/pspsupdates">pge.com/pspsupdates</a> or call 1-800-743-5002. Thank you. To repeat this message, please press pound."</p>
<b>Date and Starting Time of Notification</b>	<b>All Customer Overnight Notification for Sierras and North Bay Region (Includes New customers in Bravo &amp; previous customers from Alpha) – Critical Facility Customers</b>
09/24/19 (17:57)	<p><b><u>TEXT</u></b>          PG&amp;E Safety Alert: To protect public safety, PG&amp;E may turn off power overnight. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><b><u>VOICE</u></b>          "This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E may turn off power overnight. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>. We will continue to keep you updated.</p> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press 0 “zero” to be connected to a customer service representative. Thank you.”</p> <p><b><u>VOICE MESSAGE</u></b>          "This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. This notice is for critical service providers.</p> <p>To protect public safety, PG&amp;E may turn off power overnight. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Power will remain off until weather conditions improve, and it is safe to restore service. Please have your emergency plan ready. Outages could last for multiple days. Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a>. We will</p>

	<p>continue to keep you updated. For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Critical Service Provider,</p> <p>To protect public safety, PG&amp;E may turn off your power overnight. Power will remain off until weather conditions improve, and it is safe to restore service. We have been reaching out to customers asking that they prepare emergency plans and supplies. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to keep you updated</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• However, depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> <li>• If you see a downed power line, assume it is energized and extremely dangerous and call 911 immediately</li> <li>• Maps of impacted areas are also available for download at <a href="http://pge.com/pspsseventmaps">pge.com/pspsseventmaps</a></li> </ul> <p>For more information visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,  Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;  NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>All Customer Overnight Notification for Sierras and North Bay Region (Includes New customers in Bravo &amp; previous customers from Alpha) –</b></p>
<p>09/24/19 (17:57)</p>	<p><u>TEXT</u>  PG&amp;E Safety Alert: To protect public safety, PG&amp;E may turn off power overnight. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>To protect public safety, PG&amp;E may turn off your power overnight. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.”</p>

	<p><u>VOICE MESSAGE</u>          “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;.</p> <p>To protect public safety, PG&amp;E may turn off your power overnight. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. To view a list of your potentially impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>Please be ready with your emergency plan. Outages could last for multiple days. Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.”</p> <p><u>EMAIL</u>          SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>To protect public safety, PG&amp;E may turn off your power overnight. Power will remain off until weather conditions improve, and it is safe to restore service. To view a list of your impacted locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>.</p> <p>Here is what you need to know:</p> <ul style="list-style-type: none"> <li>• Please have your emergency plan ready</li> <li>• If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here</li> <li>• Power will remain off until weather conditions improve, and it is safe to restore service</li> <li>• We will continue to monitor conditions and will contact you with further updates</li> <li>• In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed</li> <li>• Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours</li> <li>• For planning purposes, we suggest preparing for multiple-day outages</li> </ul> <p>If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911.</p> <p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you,          Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt;          NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>All Customer Overnight Notification for Sierras and North Bay Region (Includes New customers in Bravo &amp; previous customers from Alpha) –</b></p>
<p>09/24/19 (17:57)</p>	<p><u>TEXT</u>          PG&amp;E Safety Alert: To protect public safety, PG&amp;E may turn off power overnight. More info: <a href="http://pge.com/p1">pge.com/p1</a> and enter &lt;&lt;CODE&gt;&gt;. Reply w/ “1” to verify receipt</p>

VOICE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>. Para español oprima nueve.

To protect public safety, PG&E may turn off your power overnight. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. Thank you for your patience. For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002.

If you have questions and want to speak to someone at PG&E, please press o “zero” to be connected to a customer service representative. Thank you.”

VOICE MESSAGE

“This is an important safety alert from Pacific Gas and Electric Company, calling on <<DAY, DATE>>.

To protect public safety, PG&E may turn off your power overnight. To view a list of your potentially impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter code <<CODE>> when prompted.

Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated. Please answer our call so we can be sure you have received the message. Thank you for your patience. For more information, including regular updates, visit [pge.com](http://pge.com) or call 1-800-743-5002.”

EMAIL

SUBJECT: PG&E Safety Alert: Planned Public Safety Power Shutoff (Message sent on <<DATE>>)

Dear Valued Customer,

To protect public safety, PG&E may turn off your power overnight. Power will remain off until weather conditions improve, and it is safe to restore service. To view a list of your impacted locations visit [pge.com/myaddresses](http://pge.com/myaddresses).

Here is what you need to know:

- Please have your emergency plan ready
- If you have a backup generator, please do a safety check and make sure you have enough fuel to last a few days. Generator safety tips can be found here
- Power will remain off until weather conditions improve, and it is safe to restore service
- We will continue to monitor conditions and will contact you with further updates
- In most cases, we would expect to be able to restore power within 24 to 48 hours after weather has passed
- Depending on weather conditions or if any repairs are needed, outages (weather event plus restoration time) could last longer than 48 hours
- For planning purposes, we suggest preparing for multiple-day outages

If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911.



	<p>For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002.</p> <p>Thank you, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<b>Date and Starting Time of Notification</b>	<b>Follow-up to CCA Providers</b>
09/24/19 (17:57)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Subset- Master Meter &amp; Gas-Only Medical Baseline Notifications</b>
09/24/19 (19:44)	<p><u>VOICE AND VOICE MESSAGE</u></p> <p>“This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve. To protect public safety, PG&amp;E may turn off your power overnight. To view a list of your potentially impacted locations visit <a href="http://www.pge.com/pspsupdates">www.pge.com/pspsupdates</a>. Please be ready with your emergency plan. Outages could last for multiple days. Power will remain off until weather conditions improve, and it is safe to restore service. We will continue to keep you updated.</p> <p>Thank you for your patience. For more information, including regular updates, visit <a href="http://pge.com">pge.com</a> or call 1-800-743-5002. If you have questions and want to speak to someone at PG&amp;E, please press o “zero” to be connected to a customer service representative. Thank you.”</p>
<b>Date and Starting Time of Notification</b>	<b>Transmission Customer Notification Update</b>
09/24/19 (20:12)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Telecommunications Providers Shutoff Notification</b>
09/25/19 (2:41)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Post De-energization Live calls for Medical Baseline Customers</b>
09/25/19 (8:00)	<p><u>VOICE</u></p> <p>“Hello, this is [First Name] with Pacific Gas and Electric Company. I am calling to make sure you’re aware that gusty winds and dry conditions, combined with a heightened fire risk, made it necessary for us to temporarily turn off your electricity overnight last night for safety. We understand how important electric service is to you.</p> <p>We are calling to make sure you are okay without power. We will restore power as soon as it is safe to do so. Keep emergency numbers on hand for hospitals, fire departments, police, friends and relatives.</p> <p>If at any time in the future you have a change to your contact information, you can update your contact information by calling us at 1-866-743-6589. If at any time you experience a medical emergency, please call 911 immediately. More information can be found at <a href="http://www.pge.com/wildfiresafety">www.pge.com/wildfiresafety</a>. Thank you”</p>

	<p><u>VOICE MESSAGE</u>  “Hello, this is &lt;&lt;NAME&gt;&gt; calling from Pacific Gas &amp; Electric Company with an urgent safety message about your electric service. I am calling to make sure you’re aware that gusty winds and dry conditions, combined with a heightened fire risk, made it necessary for us to temporarily turn off your electricity overnight last night for safety. We understand how important electric service is to you. We will restore power as soon as it is safe to do so. If at any time you experience a medical emergency, please call 911 immediately. ”</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Post Weather Event Notice in Southern Sierra Foothills – Critical Facility, Medical Baseline and General Customers</b></p>
<p>09/25/19 (15:34)</p>	<p><u>TEXT</u>  PG&amp;E Safety update: Crews working to safely restore power by &lt;&lt;ETOR TIME, DATE&gt;&gt;. More info:pgepsps.com/&lt;&lt;CODE&gt;&gt;. Reply STOP to STOP text alerts for this outage.</p> <p><u>VOICE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. To opt out of call notifications for the remainder of this outage, press 2. To repeat this message, please press pound."</p> <p><u>VOICE MESSAGE</u>  “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. Thank you.</p> <p>If you no longer wish to receive updates by phone to this number, please call x-xxx-xxxx from this number to unsubscribe from all future notifications for this outage.”</p> <p><u>EMAIL</u>  SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>This is an important safety alert from PG&amp;E.</p> <p>Crews are working to safety restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit</p>

	<p>pge.com/myaddresses. For customers with multiple locations, please note restoration times may vary.</p> <p>Thank you for your patience, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Post Weather Event Notice in North Bay Region – Critical Facility, Medical Baseline and General Customers</b></p>
<p>09/25/19 (16:41)</p>	<p><u>TEXT</u> PG&amp;E Safety update: Crews working to safely restore power by &lt;&lt;ETOR TIME, DATE&gt;&gt;. More info:pgepsps.com/&lt;&lt;CODE&gt;&gt;. Reply STOP to STOP text alerts for this outage.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. To opt out of call notifications for the remainder of this outage, press 2. To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. Thank you.</p> <p>If you no longer wish to receive updates by phone to this number, please call x-xxx-xxxx from this number to unsubscribe from all future notifications for this outage.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>This is an important safety alert from PG&amp;E.</p> <p>Crews are working to safety restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit</p>

	<p>pge.com/myaddresses. For customers with multiple locations, please note restoration times may vary.</p> <p>Thank you for your patience, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Post Weather Event Notice in Northern Sierra Foothills – Critical Facility, Medical Baseline and General Customers</b></p>
<p>09/25/19 (17:22)</p>	<p><u>TEXT</u> PG&amp;E Safety update: Crews working to safely restore power by &lt;&lt;ETOR TIME, DATE&gt;&gt;. More info:pgepsps.com/&lt;&lt;CODE&gt;&gt;. Reply STOP to STOP text alerts for this outage.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. To opt out of call notifications for the remainder of this outage, press 2. To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. Thank you.</p> <p>If you no longer wish to receive updates by phone to this number, please call x-xxx-xxxx from this number to unsubscribe from all future notifications for this outage.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>This is an important safety alert from PG&amp;E.</p> <p>Crews are working to safety restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit</p>

	<p>pge.com/myaddresses. For customers with multiple locations, please note restoration times may vary.</p> <p>Thank you for your patience, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>
<p><b>Date and Starting Time of Notification</b></p>	<p><b>Restoration Complete Notice in North Bay Region – Critical Facility Customers, Medical Baseline Customer and General Customers</b></p>
<p>09/25/19 (18:43)</p>	<p><u>TEXT</u> PG&amp;E Safety Update: Power has been restored in your area. If your power is still out, please call us at 800-743-5002. Thank you for your patience.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time. To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Your power has been restored (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit pge.com/myaddresses. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. For more information visit pge.com.</p> <p>Thank you for your patience during this time.</p> <p>Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>

Date and Starting Time of Notification	Post Weather Event Notice in Northern Sierra Foothills – Critical Facility Customers, Medical Baseline Customer and General Customers
09/25/19 (20:48)	<p><u>TEXT</u> PG&amp;E Safety update: Crews working to safely restore power by &lt;&lt;ETOR TIME, DATE&gt;&gt;. More info:pgepsps.com/&lt;&lt;CODE&gt;&gt;. Reply STOP to STOP text alerts for this outage.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. To opt out of call notifications for the remainder of this outage, press 2. To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses and enter code &lt;&lt;CODE&gt;&gt; when prompted.</p> <p>For customers with multiple locations, please note restoration times may vary. For more information, including regular updates, visit pge.com or call 1-800-743-5002. Thank you for your patience. Thank you.</p> <p>If you no longer wish to receive updates by phone to this number, please call x-xxx-xxxx from this number to unsubscribe from all future notifications for this outage.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Planned Public Safety Power Shutoff (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>This is an important safety alert from PG&amp;E.</p> <p>Crews are working to safely restore power as soon as possible. We expect service to be fully restored on &lt;&lt;ETOR DATE&gt;&gt; by &lt;&lt;ETOR TIME&gt;&gt;. Based on our restoration process, you may be restored sooner. To view a list of these specific locations visit pge.com/myaddresses. For customers with multiple locations, please note restoration times may vary.</p> <p>Thank you for your patience, Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>

<b>Date and Starting Time of Notification</b>	<b>Direct Notice to Telecommunications Providers</b>
09/26/19 (06:40)	Direct contact made by PG&E representative
<b>Date and Starting Time of Notification</b>	<b>Restoration Complete Notice in Sierra Foothills Region – Critical Facility Customers, Medical Baseline Customers and General Customers</b>
09/26/19 (8:00)	<p><u>TEXT</u> PG&amp;E Safety Update: Power has been restored in your area. If your power is still out, please call us at 800-743-5002. Thank you for your patience.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time. To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Your power has been restored (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. For more information visit <a href="http://pge.com">pge.com</a>.</p> <p>Thank you for your patience during this time.</p> <p>Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>

Date and Starting Time of Notification	Restoration Complete Notice in Remaining Sierra Foothills Region – Critical Facility Customers, Medical Baseline Customers and General Customers
09/26/19 (13:55)	<p><u>TEXT</u> PG&amp;E Safety Update: Power has been restored in your area. If your power is still out, please call us at 800-743-5002. Thank you for your patience.</p> <p><u>VOICE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;. Para español oprima nueve.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.</p> <p>To repeat this message, please press pound.”</p> <p><u>VOICE MESSAGE</u> “This is an important safety alert from Pacific Gas and Electric Company, calling on &lt;&lt;SYSTEM DAY, DATE&gt;&gt;.</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a> and enter code &lt;&lt;CODE&gt;&gt; when prompted. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. Thank you for your patience during this time.”</p> <p><u>EMAIL</u> SUBJECT: PG&amp;E Safety Alert: Your power has been restored (Message sent on &lt;&lt;SYSTEM DATE&gt;&gt;)</p> <p>Dear Valued Customer,</p> <p>Our crews have successfully restored power in your area. To view a list of these specific locations visit <a href="http://pge.com/myaddresses">pge.com/myaddresses</a>. If your power is still out in this location, please call us at 1-800-743-5002.</p> <p>For customers with multiple locations please note restoration times may vary. For more information visit <a href="http://pge.com">pge.com</a>.</p> <p>Thank you for your patience during this time.</p> <p>Pacific Gas and Electric Company</p> <p>Message sent at &lt;&lt;SYSTEM DATE, TIME&gt;&gt; NOTE: To protect against spam, some email providers may delay delivery</p>



**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" and I am informed and believe the matter stated therein are true.

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

Executed at San Francisco, California this 10th day of October, 2019.



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**MICHAEL LEWIS**

Senior Vice President, Electric Operations  
PACIFIC GAS AND ELECTRIC COMPANY