To help prevent wildfires and protect our customers, PG&E is continuing to enhance our safety efforts. We are adjusting the sensitivity on some equipment to automatically - and quickly - turn off power if the system detects a problem. We call this Enhanced Powerline Safety Settings (EPSS).

### **How It Works**

If an object strikes a line, safety equipment detects the change in current and shuts off power within one-tenth of a second.

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



Last year, we saw an 80% reduction\* in CPUC-reportable ignitions on EPSS-enabled powerlines, compared to the prior 3-year average.

\*In High Fire-Threat Districts as of December 31, 2021



### **Additional Wildfire Safety Efforts**

These adjusted settings are just one of the tools we use to prevent wildfires. We are also:

- Beginning to underground 10,000 miles of powerlines to improve the safety and reliability of your service.
- Exceeding state vegetation standards to prevent trees from falling into powerlines.
- Continuing to install stronger poles and powerlines to make the electric grid safer and more resilient.
- Reducing the impact of Public Safety Power Shutoffs (PSPS) with grid updates and weather forecasting improvements that allow us to surgically target shutoffs.

To learn more about our wildfire safety efforts, please visit <a href="mailto:pge.com/cwsp">pge.com/cwsp</a>.

## **Improving for Our Customers**

While these settings help to prevent wildfires, they can also result in outages. We know how difficult it is to be without power, which is why we are working hard to make reliability and operational improvements to minimize the impact.

#### **SAFETY SETTING IMPROVEMENTS IN 2022**

- Refining equipment sensitivity to limit the impact and duration of outages.
- Reducing the outage duration and the number of customers impacted by increasing communication between safety devices.
- Coordinating ground and aerial patrol crews for faster power restoration.
- Performing targeted vegetation clearing to prevent a tree from striking a powerline.

- Conducting targeted asset hardening and inspections.
- Installing equipment to protect powerlines from animal contact.
- Dedicating electric crews for outage readiness response and restoration.
- Sharing more accurate restoration times during outages.

# **Supporting You and Your Family**

Resources are available to help you prepare for a safety outage.

#### **BEFORE AN OUTAGE**

- Find support for backup power at pge.com/backuppower.
  - Generator rebates for customers who rely on well water
  - Portable batteries for Medical Baseline customers in high fire-risk areas
  - Backup power transfer meters for customers on EPSS-capable circuits
- Apply for the Medical Baseline Program for a reduced cost on your energy bill and extra alerts at pge.com/medicalbaseline.
- Self-identify for Vulnerable Customer Status if your life or health would be at risk should electric or gas service be disconnected at pge.com/vulnerable.

#### **DURING AN OUTAGE**

- View outage details or request updates at pge.com/outages.
- Access support and resources by calling or texting 211 or visiting 211.org.





**LEARN MORE:** For more information on these safety settings, visit **pge.com/epss**. For questions, email **wildfiresafety@pge.com** or call **1-800-PGE-5000**.



For translated support in more than 240 additional languages, contact PG&E at **1-866-743-6589**.