

2021 PSPS EXPERIENCE SURVEY - ONLINE
Questionnaire
Following 10112021 and 10142021 PSPS Events

Note: This survey is only being administered online (sent via email), however phone surveying could also be included in future post-event surveys (given sufficient time and funding).

Email Solicitation Script

SUBJECT: Survey From PG&E About the Recent Shutoff

Hello [%FirstName%],

Pacific Gas & Electric (PG&E) recently conducted a Public Safety Power Shutoff. Our records indicate that you may have been affected – receiving notifications about this shutoff and, in some cases, having your electricity shut off. We would like to hear directly from you and others so that we can learn how we can improve the process and reduce the hardship on our customers.

We would appreciate your candid and honest feedback, which will be shared (anonymously) at the highest levels of PG&E.

Please click here to take this brief survey—about 5 minutes or less.

[Click here to start](#)

If you are unable to click the link, please copy and paste the full URL below into your browser:

<https://www.pgecustomervoice.com/c/atr/69nE0w6HxLNCrjWclwFebt/5aHSvdQMCn5AvWLzD8E2IZ>

We appreciate your time and your feedback!

Thank you,
The PG&E Wildfire Safety Team

Landing Page (Web)

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company about Public Safety Power Shutoffs (PSPS). We recognize that prolonged power shutoffs are a hardship. They are only used as a last resort to prevent large, destructive wildfires that put lives and property at risk. We appreciate your feedback to help us improve how we implement Public Safety Power Shutoffs.

We estimate that the survey will take about **5 minutes or less**. Please be assured that all responses are strictly confidential and will only be analyzed in aggregate. We ask that you answer the questions honestly and accurately.

Please press or click the “>” button below to continue.

Screening

Thank you for your interest in the survey. We appreciate your help!

- S1. Please confirm, was your power shut off by PG&E **within the past week** as part of a Public Safety Power Shutoff (PSPS)?

		1	2	3
		Yes	No	Not sure/Not applicable
a	For my residence/home			
B	For my business (that I own or manage)			

- S2. Did you receive any notifications about the power shut off?

		1	2	3
		Yes	No	Not sure/Not applicable
a	For my residence/home			
b	For my business (that I own or manage)			

PROGRAMMING NOTES

CUSTOMER CLASSIFICATION	GO TO
RES DE-ENERGIZED ONLY (SMB NOT DE-ENERGIZED, NO NOTIFICATIONS) CLASSIFICATION_1 = RES ONLY DE-ENERGIZED IF: <ul style="list-style-type: none"> • S1a=1 YES AND S1b=2 OR 3 (NO OR NOT SURE) • S2b= 2 OR 3 (NO or NOT SURE) 	Q1-Q11, DEMOGRAPHICS
SMB DE-ENERGIZED ONLY (RES NOT DE-ENERGIZED, NO NOTIFICATIONS) CLASSIFICATION_2 = SMB ONLY DE-ENERGIZED IF: <ul style="list-style-type: none"> • S1a=2 OR 3 (NO OR NOT SURE) AND S1b=1 YES • S2a= 2 OR 3 (NO or NOT SURE) 	Q1-Q11, FIRMOGRAPHICS
RES NOTIFICATIONS ONLY (SMB NOT DE-ENERGIZED, NO NOTIFICATIONS) CLASSIFICATION_3 = RES NOTIFICATION ONLY IF: <ul style="list-style-type: none"> • S1a=2 OR 3 (NO OR NOT SURE) AND S1b=2 OR 3 (NO OR NOT SURE) • S2a=1 YES AND S2b=2 OR 3 (NO OR NOT SURE) 	A1-A4, DEMOGRAPHICS
SMB NOTIFICATIONS ONLY (RES NOT DE-ENERGIZED, NO NOTIFICATIONS) CLASSIFICATION_4 = SMB NOTIFICATION ONLY IF: <ul style="list-style-type: none"> • S1a=2 OR 3 (NO OR NOT SURE) AND S1b=2 OR 3 (NO OR NOT SURE) • S2a=2 OR 3 (NO OR NOT SURE) AND S2b=1 YES 	A1-A4, FIRMOGRAPHICS
RES DE-ENERGIZED AND/OR NOTIFICATION (AND) SMB DE-ENERGIZED AND/OR NOTIFICATION CLASSIFICATION_5 i) RES DE-ENERGIZED AND SMB RECEIVED NOTIFICATION ONLY IF: <ul style="list-style-type: none"> • S1a=1 YES AND S1b=2 OR 3 (NO OR NOT SURE) • S2b= 1 YES (OR) ii) BOTH RES AND SMB DE-ENERGIZED IF: <ul style="list-style-type: none"> • S1a=1 YES AND S1b=1 YES (OR) iii) RES NOTIFICATIONS ONLY AND SMB DE-ENERGIZED: <ul style="list-style-type: none"> • S1a=2 OR 2 (NO OR NOT SURE) AND S1b=1 YES • S2a= 1 YES 	Q1-Q11, DEMOGRAPHICS, FIRMOGRAPHICS
TERM IF NOT DE-ENERGIZED AND DID NOT RECEIVE NOTIFICATIONS NOT DE-ENERGIZED AND NO NOTIFICATIONS IF: <ul style="list-style-type: none"> • S1a=2 OR 3 (NO OR NOT SURE) AND S1b=2 OR 3 (NO OR NOT SURE) AND • S2a=2 OR 3 (NO OR NOT SURE) AND S2b=2 OR 3 (NO OR NOT SURE) 	TERM MESSAGE

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TERM MESSAGE

At this time we are looking for customers who have received notifications for a power shut off and/or experienced a power shut off within the past week. Thank you very much for your help with this survey.

Main Questionnaire – NOT DE-ENERGIZED CUSTOMER

A1. Overall, how would you rate PG&E's handling of the recent Public Safety Power Shutoff?

Very negative	Somewhat negative	Neither positive nor negative	Somewhat positive	Very positive
1	2	3	4	5

A2 Please describe how you were personally impacted by the Public Safety Power Shutoff? Please be specific.
[Open-end]

A3. How would you rate PG&E's performance during the **most recent** Public Safety Power Shutoff on each of the following?

	RANDOMIZE	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied
e	Clarity of communications	1	2	3	4	5
f	Timeliness of notifications and updates	1	2	3	4	5
g	Usefulness of the PG&E website	1	2	3	4	5
h	Accuracy of notifications and updates	1	2	3	4	5

A4. Which of the following emotions best describes how you feel after this **most recent** Public Safety Power Shutoff?

		Describes the way I feel...				
	RANDOMIZE	Not at all				Extremely
a	Angry	1	2	3	4	5
b	Frustrated	1	2	3	4	5
c	Relieved	1	2	3	4	5

d	Stressed	1	2	3	4	5
e	Resigned	1	2	3	4	5
f	Prepared	1	2	3	4	5
g	Protected	1	2	3	4	5
h	Safe	1	2	3	4	5

IF CLASSIFICATION 3, GO TO DEMOGRAPHICS, THEN CLOSING MESSAGE

IF CLASSIFICATION 4, GO TO FIRMOGRAPHICS, THEN CLOSING MESSAGE

IF CLASSIFICATION 5, GO TO DEMOGRAPHICS AND FIRMOGRAPHICS, THEN CLOSING MESSAGE

Main Questionnaire – DE-ENERGIZED CUSTOMER

Q1. Roughly how many hours were you without power during the **most recent** Public Safety Power Shutoff?

- 1 Less than 24 hours
- 2 24 hours but less than 48 hours (1-2 days)
- 3 48 hours but less than 72 hours (2-3 days)
- 4 72 hours but less than 96 hours (3-4 days)
- 5 96 hours or more (4 or more days)

Q2. Overall, how would you rate PG&E's handling of the recent Public Safety Power Shutoff you experienced?

Very negative	Somewhat negative	Neither positive nor negative	Somewhat positive	Very positive
1	2	3	4	5

Q3. Please describe how you were personally impacted by the Public Safety Power Shutoff? Please be specific.
[Open-end]

Q4. How would you rate PG&E's performance during the **most recent** Public Safety Power Shutoff on each of the following?

RANDOMIZE	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Not sure

a	Providing an accurate estimate of when your power would be shut off	1	2	3	4	5	9
b	Providing an accurate estimate of when your power would be restored	1	2	3	4	5	9
c	Restoring power in a reasonable amount of time	1	2	3	4	5	9
d	Providing resources to those with disabilities, medical, or other critical needs	1	2	3	4	5	9
e	Clarity of communications	1	2	3	4	5	9
f	Timeliness of notifications and updates	1	2	3	4	5	9
g	Usefulness of the PG&E website	1	2	3	4	5	9

[Q5 DELETED – AGREEMENT STATEMENTS]

Q6. Which of the following emotions best describes how you feel after this **most recent** Public Safety Power Shutoff?

		Describes the way I feel...				
	RANDOMIZE	Not at all				Extremely
a	Angry	1	2	3	4	5
b	Frustrated	1	2	3	4	5
c	Relieved	1	2	3	4	5
d	Stressed	1	2	3	4	5
e	Resigned	1	2	3	4	5
f	Prepared	1	2	3	4	5
g	Protected	1	2	3	4	5
h	Safe	1	2	3	4	5

Q7. Have you experienced a Public Safety Power Shutoff (PSPS) prior to this most recent occurrence?

- 1 Yes
- 2 No
- 9 Not sure

[ASK IF 'YES' IN Q7; ELSE SKIP TO Q9]

Q8. Compared to previous shutoffs, would you say that PG&E's handling of the **most recent** Public Safety Power Shutoff was...?

Much worse	Somewhat worse	About the same	Somewhat improved	Much improved	Not sure
1	2	3	4	5	9

- Q9. PG&E supports a number of resources that are available to our customers during Public Safety Power Shutoffs. Please indicate whether you were aware or have used each item below in relation to the **most recent** shutoff.

Click on [this link](#) for a description of the resources.

	[RANDOMIZE]	Not aware	Aware but did not use	Used
a	Multiple Address Alerts During a Public Safety Power Shutoff	1	2	3
b	Community Resource Centers (CRCs)	1	2	3
c	Disability Disaster Access & Resources (DDAR) program	1	2	3
d	County Food Bank Program	1	2	3
e	Language Preferences for alerts and communications	1	2	3
f	PG&E's Portable Battery Program	1	2	3
g	Hotel Accommodations for People with Disabilities	1	2	3
h	Accessible Transportation for People with Disabilities	1	2	3
i	Call 2-1-1 for shutoff information	1	2	3
j	PG&E's Generator Rebate Program	1	2	3
k	PG&E's Medical Baseline Program	1	2	3

- Q10. **[Feed from Q9 resources 'Used']** Please rate your satisfaction with the resource(s) you used during this most recent shutoff.

	[RANDOMIZE]	1 Extremely Dissatisfied	2 Dissatisfied	3 Neither satisfied nor dissatisfied	4 Satisfied	5 Extremely Satisfied
a	Multiple Address Alerts During a Public Safety Power Shutoff	1	2	3	4	5
b	Community Resource Centers (CRCs)	1	2	3	4	5
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	4	5
d	County Food Bank Program	1	2	3	4	5
e	Language Preferences for alerts and communications	1	2	3	4	5
f	PG&E's Portable Battery Program	1	2	3	4	5
g	Hotel Accommodations for People with Disabilities	1	2	3	4	5
h	Accessible Transportation for People with Disabilities	1	2	3	4	5
i	Call 2-1-1 for shutoff information	1	2	3	4	5
j	PG&E's Generator Rebate Program	1	2	3	4	5
k	PG&E's Medical Baseline Program	1	2	3	4	5

- Q10A. In your opinion, how could PG&E improve the way they inform you about all of the resources available during a Public Safety Power Shutoff?

[Open-end; do not force response]

Q11. Other than not having the power shut off in the first place, what could PG&E do to improve your experience in the future? **[Open-end; do not force response]**

IF CLASSIFICATION 1, GO TO DEMOGRAPHICS, THEN CLOSING MESSAGE

IF CLASSIFICATION 2, GO TO FIRMOGRAPHICS, THEN CLOSING MESSAGE

Demographics (RESIDENTIAL)

Now, we have just a few final questions for classification purposes.

[D1 DELETED – GENDER]

D2. Into which of the following age categories do you fall?

- 1 Under 18
- 2 18 to 34
- 3 35 to 49
- 4 50 to 64
- 5 65 or older
- 9 Prefer not to answer

[D3 DELETED – HOME OWNERSHIP]

D4. Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 9 Prefer not to say

D5. Are you...?

- 1 Caucasian or White
- 2 African American or Black
- 3 Asian
- 4 American Indian, Eskimo or Alaska native
- 5 Hawaiian or Pacific Islander
- 7 Other (please specify)
- 9 Prefer not to say

[D6 & D7 DELETED – EDUCATION & HHI]

D8 Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment?

- 1 Yes
- 2 No
- 9 Prefer not to say

Firmographics (SMB)

Please think about the business you own or manage as you answer these last few questions.

F1_SMB.

Do you own or rent your facility that was impacted by the recent PSPS event?

- 1 Own
- 2 Rent/lease
- 3 Prefer not to answer

F2_SMB.

How many employees work at this facility? Your best guess is fine.

- 1 1 to 5
- 2 6 to 10
- 3 11 to 25
- 4 26 to 50
- 5 50 to 100
- 6 100 to 249
- 7 250 to 500
- 8 More than 500
- 9 Prefer not to say

F3_SMB.

Which of the following best describes your organization's type of business?

- 1 Agriculture
- 2 Education
- 3 Financial services
- 4 Healthcare
- 5 Government
- 6 Life science
- 7 Manufacturing

- 8 Media & entertainment
- 9 Non-profit
- 10 Retail
- 11 Telecommunications
- 12 Transportation
- 13 Other (specify): _____
- 14 Prefer not to answer

Closing

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: www.safetyactioncenter.pge.com

RESOURCE DESCRIPTIONS

Accessible Transportation for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Call 2-1-1

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

Community Resource Centers (CRCs)

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide restrooms, bottled water, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

County Food Bank Program:

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

Disability Disaster Access & Resources (DDAR)

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

Generator Rebate Program

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

Hotel Accommodations for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Language Preference on Alerts and Notifications:

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

Medical Baseline Program

An assistance program for residential customers who have special energy needs due to qualifying medical conditions. Eligibility is based on medical conditions or needs of a person, not on income.

Multiple Address Alerts During a Public Safety Power Shutoff:

Address Alerts can notify you about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

Portable Battery Program:

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in high fire threat districts or who have experienced 2 or more PSPS events in the past.