

**PACIFIC GAS AND ELECTRIC COMPANY  
Wildfire Mitigation Plans Discovery 2023  
Data Response**

PG&E Data Request No.:	SPD_009-Q004		
PG&E File Name:	WMP-Discovery2023_DR_SPD_009-Q004		
Request Date:	June 2, 2023	Requester DR No.:	SPD_PG&E_2023_009
Date Sent:	June 7, 2023	Requesting Party:	Safety Policy Division
DRU Index #:		Requester:	Kevin Miller

**SUBJECT: UNDERGROUNDING, EMERGENCY PLANNING, AND COMMUNITY  
OUTREACH/ENGAGEMENT**

**QUESTION 004**

PG&E provides means to verify message receipt in **Table 8-49: PG&E's Protocols for Emergency Communication to Stakeholder Groups**. How accurate is this receipt information with regard to verifying messages are reaching intended recipient/resident to aid in intended safety outcomes (e.g., including, but not limited to, messages not being sent to a new number or persons no longer in the household)?

**ANSWER 004**

PG&E is able to verify that a message was delivered to the phone number and/or email address on file for the customer of record associated with the premise identified as impacted by a potential PSPS, EPSS outage, and/or outage due to a wildfire. Phone number and/or email address are requested at the time an account is established and are verified when a customer logs into My Account at pge.com on an annual basis and/or if a customer speaks with a Contact Center Customer Service Representative (CSR) and has not verified contact information in the past 60 days via CSR.

To ensure we have the most updated contact information for customers of record, wildfire safety-related outreach material includes a standard call to action to update contact information. In addition, Business Energy Solutions Account Reps engage with critical facilities and infrastructure, telecommunications and water providers and transmission level entities in high fire risk areas and likely to be impacted by PSPS and/or EPSS annually to confirm contact information for the purposes of outage notification. Contact information for CBOs and Paratransit agencies is maintained via regular engagement by the AFN Affinity Outreach Principal. For customers that are MBL and/or SIV, in addition to specific campaigns via mail and email to encourage contact information updates, we conduct a weekly review to identify customers with either missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., CARE/FERA and rebates) to run a daily sync between our Salesforce Application (used to process these program applications) and MBL database within the CC&B system. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

Local and state agencies and first responders are engaged by Local Government Affairs and Public Safety Specialists annually to confirm contact information/identify new contacts for the purposes of outage notification.