



Your Guide to

Public Safety Power Shutoffs

August 2023

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1 Introduction

Every day we are working to keep you safe and respond to increased wildfire risk in California. As part of our efforts, we're reducing the risk of wildfires from our equipment.

A Public Safety Power Shutoff, or PSPS, is one of our prevention tools. This safety outage is a last-resort measure to help prevent wildfires during dry, windy weather. Before we determine that one is necessary, we review various factors. These include humidity levels, forecast winds, dry vegetation, Red Flag Warnings and other real-time observations.

Our response to PSPS

Before a PSPS, we'll share what we know as soon as we can, and alert you via call, text and/or email. If you rely on power for your or a family member's health and safety, we may make additional attempts to reach you.

During a PSPS, we work to safely keep power on in vulnerable areas. Across our service area, our goal is to restore power within 24 hours after dry, windy conditions have passed.



Supporting our customers

We're here to support you before, during and after a PSPS. We offer many programs of our own, and partner with community-based organizations. Some of this support includes backup power, food and accessible transportation.

As a PG&E customer, you have access to resources to help you prepare for possible outages. You can find information in the following guide, as well as on our website and social media channels.

2 What Is a Public Safety Power Shutoff?

Safety is our most important responsibility. Because high winds may cause trees and debris to contact lines and start a wildfire, at times we may need to turn off power. This safety outage is called a PSPS. The purpose of this guide is to provide you with detailed information about PSPS, what you can expect and the steps you can take to help prepare.

We are working to reduce the need for PSPS by:

- Undergrounding 10,000 miles of powerlines in high fire-threat areas, as part of a multiyear effort.
- Strengthening the electric grid with stronger poles and covered lines.
- Managing trees and other vegetation, above and beyond state standards.
- Installing microgrids in vulnerable areas that keep the power on during a PSPS.
- Sectionalizing devices so fewer customers experience power outages.



We are making our system safer and more reliable to reduce the impact of PSPS. These efforts, along with favorable weather conditions, have resulted in:

2.7 million

fewer customers impacted by PSPS in 2022 than in 2019

Every day we are working hard to respond to our state's changing climate, reduce wildfire risk and make our system safer.

3 Community Wildfire Safety Program Overview

California continues to experience an increase in wildfire risk. Our Community Wildfire Safety Program (CWSP) is focused on reducing this risk and making the electric system safer.

As part of our program, layers of wildfire protection are significantly reducing wildfire risk from our equipment.

These efforts are focused in high fire-risk areas, which is more than half of our service territory.



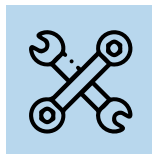
Inspecting and Preventing Hazards:

Fixing potential problems and trimming trees to keep them away from lines.



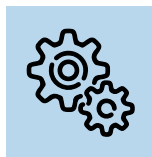
Hardening and Undergrounding:

Installing stronger lines and poles and moving powerlines underground.



Innovative Tools:

Using the latest technology to predict and respond to wildfire risk.



Safety Settings:

Using enhanced settings that automatically shut off power if a hazard is detected.



Planned Safety Outages:

Turning off power proactively to prevent wildfires during severe weather. This refers to PSPS.

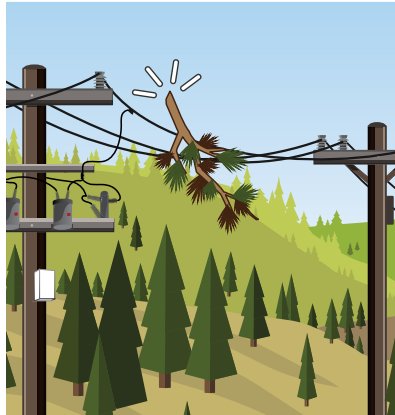
Learn more about our wildfire safety efforts at:

pge.com/cwsp

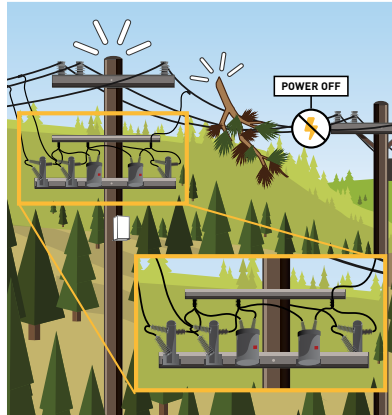
Enhanced Powerline Safety Settings (EPSS)

To protect you, we are using enhanced safety settings that turn off power within one-tenth of a second when there is a wildfire hazard, like a tree branch striking a powerline.

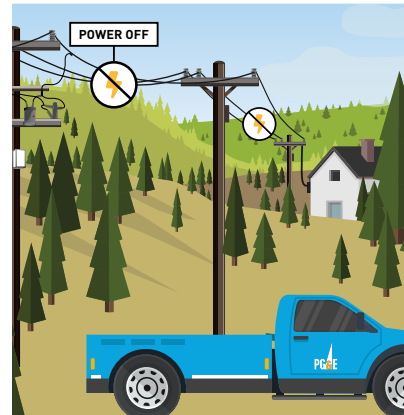
1 When an object strikes the line or a fault occurs...



2 ...protective devices shut off power within one-tenth of a second.



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



This is a proven wildfire prevention tool.

44,000
EPSS-protected
powerline miles

1.8M
EPSS-protected
customers

68%
Fewer ignitions
in high fire-risk areas*

*Reduction in CPUC-reportable ignitions on EPSS-enabled power lines. This is compared to the weather-normalized 2018–2020 average. Ignitions that are reportable by the California Public Utilities Commission (CPUC).

EPSS vs. PSPS

EPSS can turn off power automatically for safety. This means you may experience unplanned safety outages. Unlike a PSPS, we aren't able to alert you ahead of a safety outage on an EPSS-protected line. This is because EPSS outages occur quickly and automatically in order to prevent wildfires.

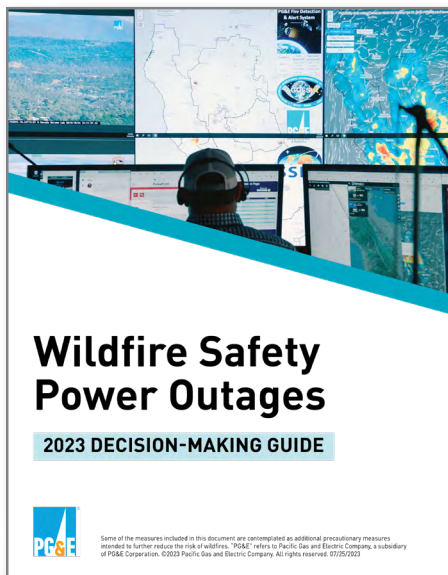
Learn more about EPSS at:

pge.com/epss

4 Criteria and Scoping

PSPS continues to be a necessary, last-resort tool to protect communities. We understand how disruptive it is to be without power. That's why we're working hard to reduce outages while keeping you safe. We review a combination of factors to decide if a PSPS is necessary, including:

- **Low humidity levels** (less than ~30%)
- **A forecast of high winds** above 19 miles per hour and gusts above 30-40 miles per hour
- **Condition and moisture content of dry material and vegetation** on the ground
- **Red Flag Warning** declared by the National Weather Service
- **Real-time ground observations**
- **Trees tall enough to hit powerlines**



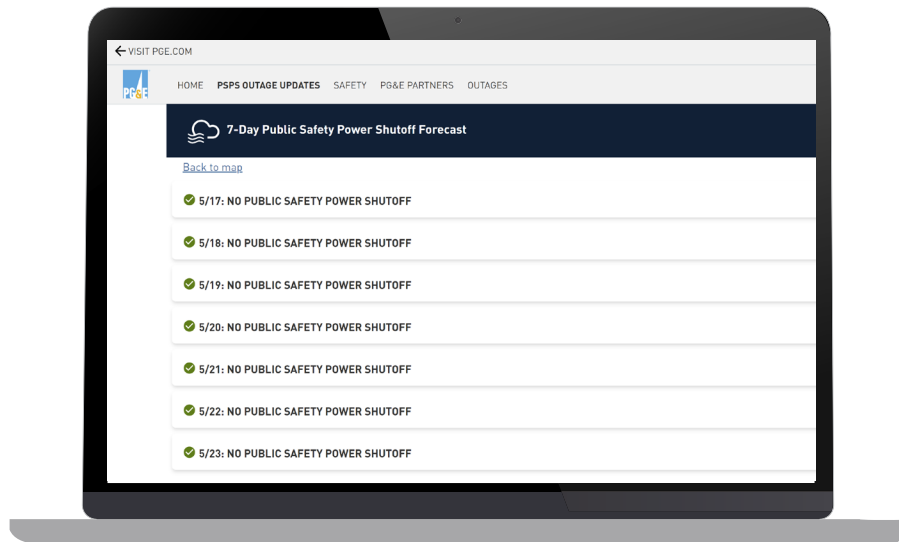
Check out our guide for information about PSPS decision-making:



Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

PSPS 7-Day Potential Forecast

To provide you with PSPS information and updates, we monitor the weather closely and update our 7-day forecast every day.



Not Planned: Conditions that call for a PSPS are not forecast at this time.

PSPS Risk Elevated: Conditions are being monitored for an increased potential of a PSPS.

PSPS Watch: PSPS is likely due to a combination of weather and dry fuel conditions.

PSPS Warning: PSPS is required given the latest forecast of weather, fuels and/or observed conditions.

For a **7-day PSPS forecast**, visit:

[**pge.com/weather**](https://www.pge.com/weather)

5 Temporary Power and Backup Generation

We work to safely keep power on throughout the electric grid during a PSPS. This work includes:

Microgrids

Keeping the power on for “main street” corridors, central community resources and critical facilities

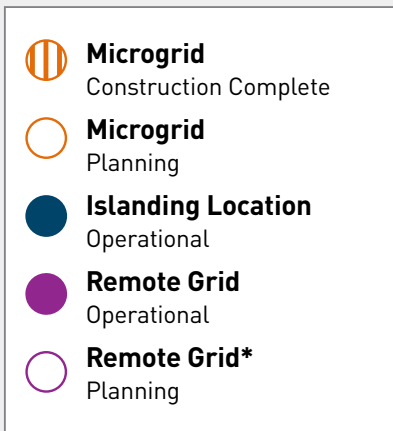
Islanding Locations

Keeping the power on at substations using local power generation facilities

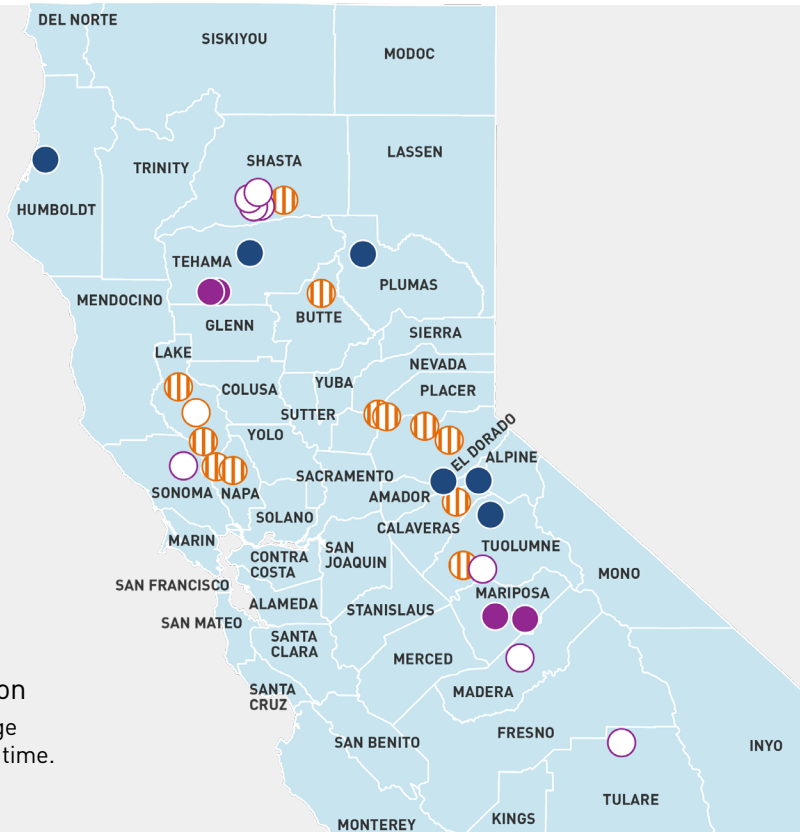
Remote Grids

Keeping the power on for customers in remote locations year-round using standalone solar, battery and propane generation

Where Is This Work Taking Place?



*Additional remote grids also under consideration
Data as of 6/1/2023. Local work plans are subject to change and data is based on the best available information at this time.



These mitigation efforts are specific to PSPS and are not available for other outages, including those on circuits enabled by EPSS. This is because the time required to set up temporary generation is longer than the average outage duration.

6 Power Restoration

Our goal is to restore power within **24 hours** after severe weather has passed.

Restoration Steps:

- 1 Weather “All-Clear”:** After high winds have passed, and it is safe to do so, our crews begin inspections.
- 2 Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to the lines, poles and towers. This is done by vehicle, foot and air.
- 3 Isolate and Repair Damage:** If crews find equipment damage, they work to isolate the damaged area from the rest of the system. Other parts of the system can then be restored.
- 4 Restore Power:** Once the poles, towers and lines are safe, our Control Center restores power to affected areas.
- 5 Notify Customers:** We notify you with the latest estimated time that power will return, and again once power has been restored.

Restoration resources:

- 3,200** On-the-ground personnel
- 50** Helicopters
- 2** Airplanes



7 Customer Notifications

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications by call, text and/or email based on the notification timeline below.

Direct-to-Customer Outreach

Notification Timeline

- PSPS Watch** ✓ 48-24 hours before power is turned off
- PSPS Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After weather has passed
- ✓ If estimated restoration time changes
- ✓ Daily until power has been restored

Can we contact you in an emergency?

Update your contact information at

[pge.com/myalerts](https://www.pge.com/myalerts)
or call **1-866-743-6589**.

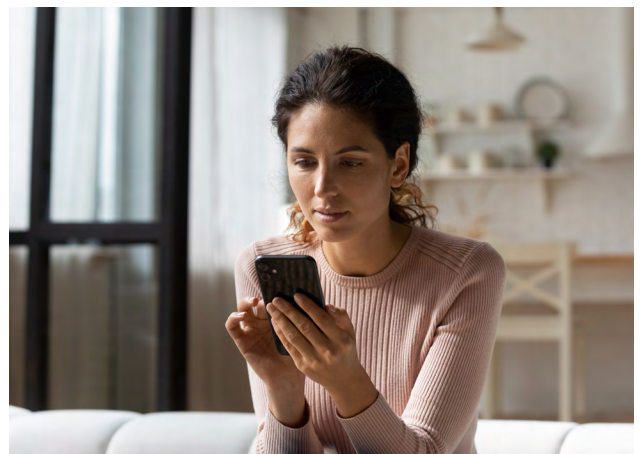
Account holders will automatically receive PSPS alerts for their address.

Address Alerts

You can receive PSPS notifications for any addresses that are important to you via text or phone call in 16 languages.

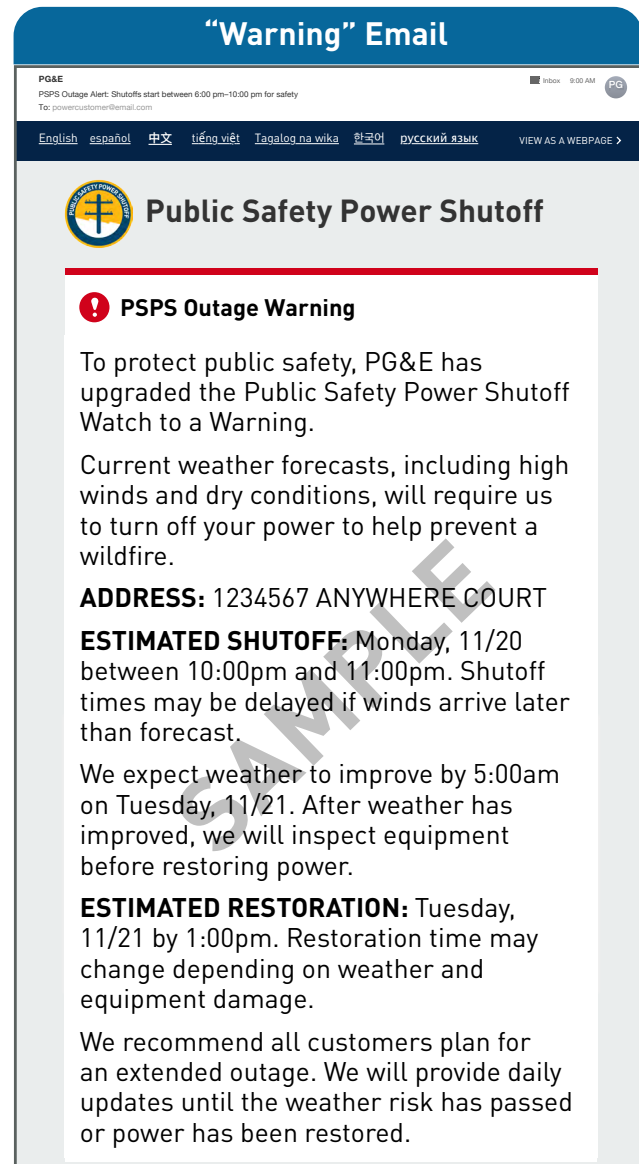
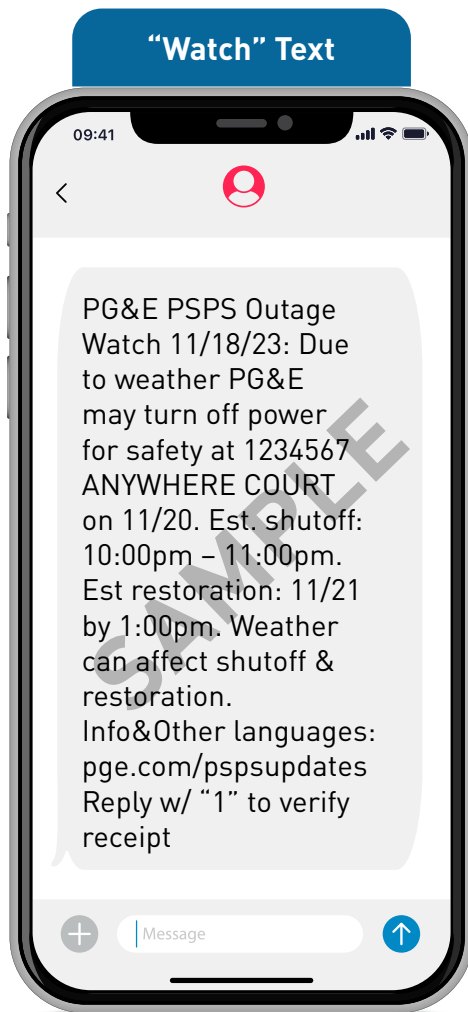
Sign up for Address Alerts at:

[pge.com/addressalerts](https://www.pge.com/addressalerts) 



Sample Customer Notifications

Notifications include information related to the location and length of a PSPS. This includes the estimated shutoff time and when your power may be restored. You can choose to receive alerts in one of 16 languages* by visiting pge.com/myalerts. We also provide general notification messaging in American Sign Language to serve those who are Deaf or hard of hearing. To learn more, call **1-800-743-5000**, or the California Relay Service at **711**.



*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

Medical Baseline Program

You may receive notifications by call, text and/or email before a PSPS. As a Medical Baseline customer, you must respond to these notifications. For your safety, we will continue hourly attempts to notify you if you don't respond. Or, we will contact you in person until we reach you.

For more information about the Medical Baseline Program or to apply, visit:

pge.com/medicalbaseline



Large print, Braille, audio and other alternative applications are available. Email CIACMC@pge.com or call **1-800-743-5000**. Deaf/hard of hearing customers may call California Relay Service at **711**.

Vulnerable Customer Status

If you are not eligible for the Medical Baseline Program, you can self-certify for Vulnerable Customer Status if you or a household member have a serious illness or condition that could become life threatening if power is disconnected. Like Medical Baseline customers, you may receive follow-up PSPS alerts, including doorbell rings, if you do not respond to previous alerts. Vulnerable Customer Status remains on your account for 90 days unless an application to extend for one year is completed and submitted.

Learn more about Vulnerable Customer Status and apply at:

pge.com/vcstatus

Self-Identified Electricity Dependent

You can self-identify as Electricity Dependent if you are at an increased risk to your health, safety or independence during a PSPS and depend on electricity for durable medical equipment or assistive technology. Like Medical Baseline and Self-Identified Vulnerable customers, if you do not respond to our notifications, we will call each hour or contact you in person until we reach you.

Doorbell Rings

If you are a Medical Baseline, Self-Identified Vulnerable or Self-Identified Electricity Dependent customer and do not respond to our notifications, we will ring your doorbell before a PSPS. We do this to ensure you know it is time to activate your emergency plan.

If we ring your doorbell and you are experiencing a life-threatening emergency, we will help you call **911**. If you are not home, we will leave a doorhanger to let you know why we visited.



Priority Notifications

Whenever possible, we issue priority PSPS notifications to public safety partners, critical facilities and infrastructure as well as transmission-level customers. These alerts are sent 48-72 hours before a potential PSPS.

Critical Facilities

Critical facilities that are essential to public safety have special power needs. We provide these facilities with priority notifications and restoration when possible. We also offer extra resources before and during outages.

Critical facilities include:

- **Chemical Sector**

Facilities associated with the provision, manufacturing, maintaining or distribution of hazardous materials and chemicals.

- **Communications Sector**

Carrier infrastructure, including routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

- **Emergency Services Sector**

Emergency dispatch centers, police stations, fire stations, emergency operations centers, emergency medical services providers and tribal government emergency services providers.

- **Energy Sector**

Public and private utility facilities vital to maintaining or restoring normal service. This includes community choice aggregators and interconnected publicly-owned utilities and electrical cooperatives.

- **Food and Agriculture Sector**

Food banks and emergency feeding organizations.

- **Government Facilities Sector**

Schools, government agencies essential to national defense, voting centers and vote tabulation facilities, homeless centers, community centers, senior centers, independent living centers, jails and prisons.

- **Health Care and Public Health Sector**

Public health departments, cooling (or warming) centers; tribal health facilities; temporary facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities and dialysis centers; hospital facilities, excluding doctor offices and other non-essential facilities.

- **Transportation Sector**

Traffic management systems; facilities associated with automobile, rail and aviation; major public transportation and maritime transportation for civilian and military purposes.

- **Water and Wastewater Systems Sector**

Facilities associated with the provision of drinking water or processing of wastewater, including facilities used to pump, store, treat and deliver water or wastewater.

Coordination With Transmission-Level Customers

We support customers who take service directly from network transmission facilities under control of the California Independent System Operator (CAISO) and publicly-owned utilities and electric cooperatives. Transmission-level customers receive priority notifications to help mitigate the potential public safety risks of PSPS.



Coordination With Telecommunications

During a PSPS, telecommunication providers will receive:

- A dedicated contact to help address real-time issues
- Access to the PSPS Portal for the latest outage maps and information
- Priority notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to our Emergency Operations Center, as requested

Coordination With Water Agencies

During a PSPS, water service providers will receive:

- Support from our Emergency Operations Center and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Priority notifications via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

Coordination With Hospitals

We are pursuing power solutions for hospitals at a higher chance for PSPS or those served by EPSS-protected powerlines.

We will keep the power on at some hospitals using existing solutions like sectionalizing or transmission line switches. Other hospitals will use single facility generation.



8 Customer Tools and Resources

We provide information and resources before, during and after a PSPS to help support you.

California Network of 211

We partner with 211 to provide additional help preparing for a PSPS. 211 is a free, confidential service that can help anyone find local services.

211 provides proactive outreach to:

- ✓ Older adults
- ✓ Individuals with disabilities
- ✓ Individuals with medical needs

211 resource coordination may include:

- ✓ Help creating an emergency plan
- ✓ Transportation and hotel stays
- ✓ Portable backup power
- ✓ Food resources



To learn more about 211, call **211**, text 'PSPS' to **211-211** or visit:

[211.org](https://www.211.org)



Watch a video on our partnership with 211:

[211 video](#)

Community-Based Organizations (CBOs)

We partner with more than 250 CBOs to conduct outreach and provide resources during a PSPS. These CBOs serve a variety of populations, including low-income and hard-to-reach communities. We continue to work with a diverse group of organizations to identify resources and communication capabilities.

Find community resources near you at:

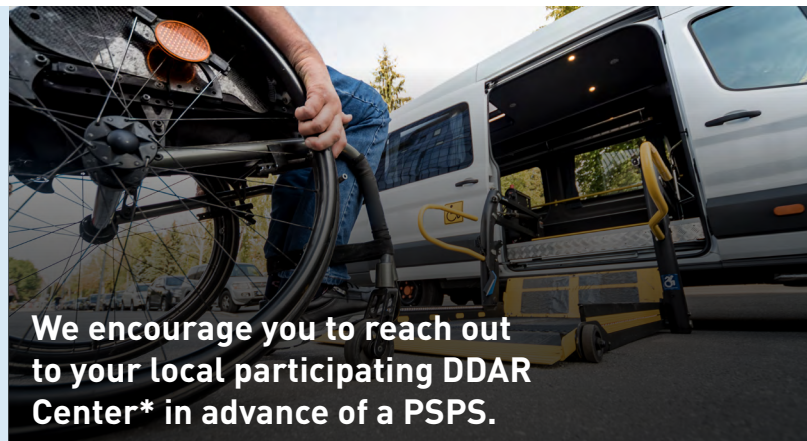
pge.com/countyresources

Disability Disaster Access and Resources (DDAR) Program

The DDAR Program is a collaboration with the California Foundation for Independent Living Centers. The program helps qualifying customers whose life or health would be at risk during a power outage. If you have disabilities and/or chronic medical conditions and rely on electricity to live independently, you may be eligible.

Outage support can include:

- ADA-accessible transportation
- Hotel stays
- Food stipends
- Emergency planning
- Portable batteries
- Generator fuel stipends
- Refrigeration for medication



We encourage you to reach out to your local participating DDAR Center* in advance of a PSPS.

Learn more about the DDAR Program and eligibility at:

pge.com/ddar

Find a DDAR center near you at:

pge.com/countyresources

***See p. 28 for a list of participating Independent Living Centers**

Food Replacement

Food Banks*

We partner with local food banks to provide food replacement during a PSPS and until three days after power is restored. Some food banks may have income restrictions.

Meals on Wheels

During a PSPS, we partner with Meals on Wheels to deliver an additional meal (or two) per day for affected home-bound seniors in our service area who are enrolled in the Meals on Wheels service.

Find a local food bank or Meals on Wheels center near you at:



pge.com/countyresources

Expanded for 2023

Backup Power Programs

Portable Battery Program

Our Portable Battery Program provides no-cost backup portable batteries and refrigeration for medication to eligible customers. If you are a Medical Baseline or Self-Identified Vulnerable customer who experienced at least one PSPS in 2021, or five or more outages on a circuit protected by EPSS in 2022, you may qualify.

If you are pre-qualified, our program partners will reach out to you to conduct a phone or email assessment. You may then be matched with the best fully-subsidized battery available for your needs. If your power needs exceed portable battery capabilities, you will be referred to the DDAR Program.

Learn more about the Portable Battery Program at:

pge.com/portablebattery

***See p. 30 for a list of participating food banks**

Generator and Battery Rebate Program

The Generator and Battery Rebate Program was recently expanded to include all customers who either live in a High Fire-Threat District (HFTD) or are served by powerlines protected by EPSS. For a rebate to be applied, the generator must be on our Qualified Product List and comply with the California Air Resources Board (CARB).

The rebate is \$300 per qualified customer. If you participate in PG&E's California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs, you can receive an additional \$200. Rebate amounts cannot exceed the purchase price of the product and do not include taxes or shipping costs. You must submit the rebate application within 12 months from the sale date, or by December 31, 2023, whichever is sooner.

Learn more about program eligibility requirements at:

pge.com/backuppowers

Backup Power Transfer Meter

If you live in a HFTD or are on a circuit protected by EPSS, you can receive a free Backup Power Transfer Meter. If your power goes out, the Backup Power Transfer Meter will switch to generator power and automatically switch back to utility power when it becomes available. You can use your electrical panel to choose which appliances or rooms to power, making it easier and safer to connect to generator power during a power outage. To participate, you must have a compatible generator and allow us access to the site for installation. We will inspect the panel to verify it meets operational requirements.

Learn more about this offer and eligibility requirements at:

pge.com/transfermeter

Self-Generation Incentive Program

Through the Self-Generation Incentive Program, extra financial rebates are available if you have qualifying home charging rate schedules. Limited funds may be available to offset full battery costs if you're an eligible Medical Baseline customer.

Learn more about eligibility requirements and apply at:

pge.com/batteryincentive

Community Resource Centers (CRCs)

CRCs offer a safe place to charge medical and other electronic devices, find basic supplies and get outage information during a PSPS.

Resources may include:

- ADA-accessible restrooms
- Device charging
- Wi-Fi
- Bottled water
- Snacks
- Tables and chairs
- Bagged ice (indoor centers only)
- Blankets
- Air conditioning or heating (indoor centers only)

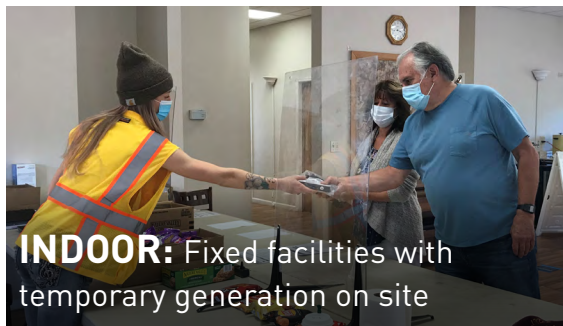


The standard center operating hours are from 8 a.m. to 10 p.m.

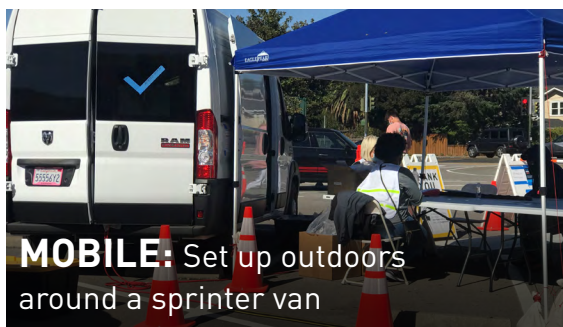
Location information will be shared via social media, local news and at:

[pge.com/crc](https://www.pge.com/crc)

Center Types



INDOOR: Fixed facilities with temporary generation on site



MOBILE: Set up outdoors around a sprinter van

Center Location Selection

We have contracts in place with nearly 400 indoor and outdoor locations to serve as Community Resource Centers when needed. Center locations are selected based on historic and forecast PSPS impacts and in coordination with counties and tribes.

We work closely with local communities to refine the locations, availability and services provided by centers. The number and type of center sites to be activated will depend on these ongoing discussions, as well as the scale of an individual PSPS.

9 Customer Outreach and Engagement

To help you and your community prepare for possible outages, we have informative resources like videos, fact sheets, events and online tools available.

As a PG&E customer, you'll receive communications through:

- Letters
- Emails
- Postcards
- Brochures
- Tenant education kits
- Radio ads
- Television ads
- Social media posts



Wildfire Safety Webinars

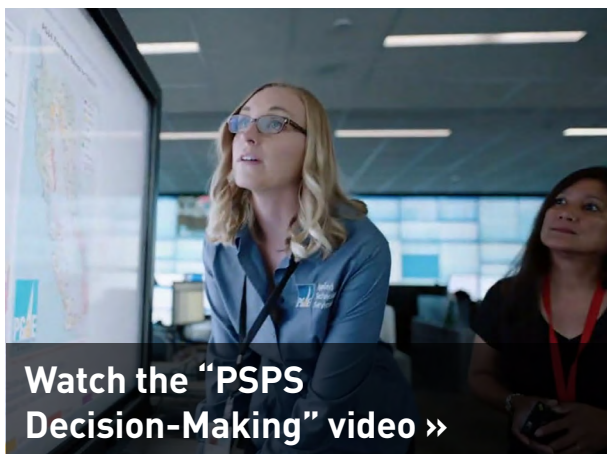
We host a series of accessible online webinars for anyone interested in learning more about wildfire safety and emergency preparedness. These virtual gatherings allow community members to meet with our representatives, ask questions and share feedback.

To view upcoming webinars and video recordings of past webinars, visit:

[pge.com/webinars](https://www.pge.com/webinars)

Videos

We have informational videos for you to learn more about available resources and system improvements.



Visit and subscribe to our YouTube Channel for more videos:

youtube.com/@pgevideo

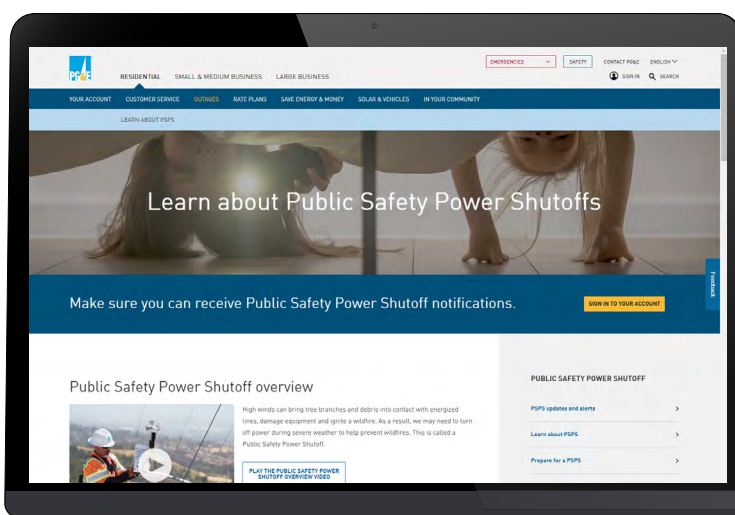


PSPS Webpage

Visit pge.com/psps to get help preparing for a PSPS and learn more about available resources.

Resources on our website include:

- Real-time updates and interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Local food banks providing food replacements
- Tools to update contact information
- Emergency preparedness tips, including information for Medical Baseline customers
- Wildfire safety webinars and recordings
- A 7-day PSPS forecast
- Backup power options
- Access to live, localized data collected by PG&E weather stations
- Materials available in 16 languages*
- Additional support available to customers who rely on power for health and/or safety



Learn more about PSPS at:

pge.com/psps

*See p. 26 for more information on languages

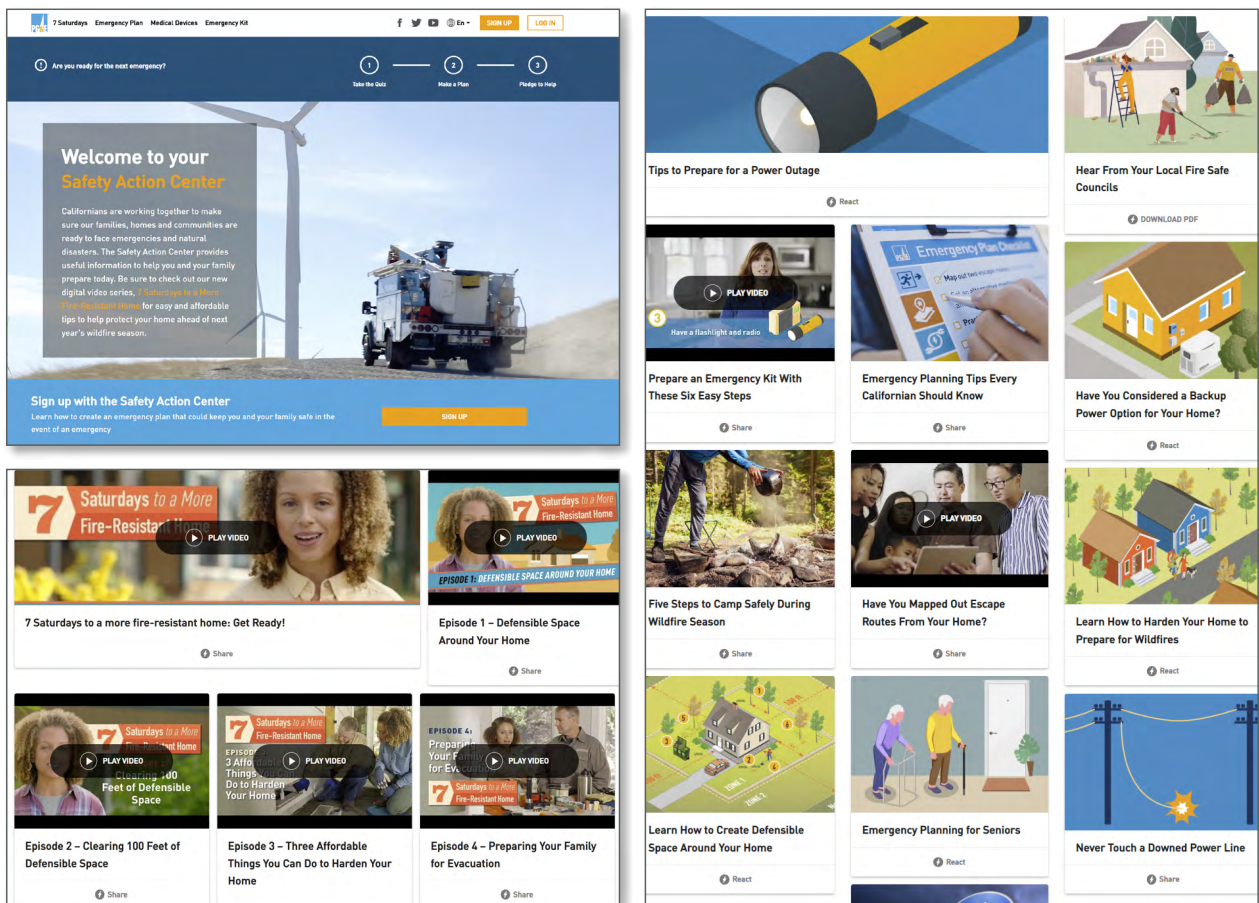
Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Safety Action Center

The Safety Action Center is a dedicated safety webpage. It features helpful information about wildfire risk and what you can do to help prepare your home, family, business or community for a PSPS.

Support includes:

- Tips on how to create an emergency plan
- Emergency preparedness guides and videos
- Emergency kit resources and interactive quizzes



Learn more about the Safety Action Center at:

safetyactioncenter.pge.com

Expanded for 2023

Language Support

Information on PSPS outages is offered in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

Call **1-866-743-6589** for translation support in more than 240 additional languages. You can also call **1-800-743-5000** to receive communications in large print or Braille.

Traditional and Social Media Outreach

We will keep you updated through social media, community-based organizations and local news.

SAMPLE SOCIAL MEDIA POSTS

Pre-Outage Safety Tips

- Plan for medications or medical devices
- Practice how to manually open your garage door
- Make sure your generator is safe to use
- Keep vehicles fueled and charged if needed
- Contact 211 for help finding local resources
- Charge cell phones and laptops in advance

Public Safety Power Shutoff Restoration Process

- Patrol lines for damage
- Assess and repair damage
- Restore power (when safe)
- Notify customer

SAMPLE PUBLIC BRIEFING

OCTOBER 25-27 PSPS Weather Forecast

A Red Flag Warning has been issued by the National Weather Service for Sunday morning through Tuesday morning.

WIND SPEEDS: 20-35 MPH

WIND GUSTS: 40-65 MPH

HUMIDITY LEVEL: 5-15%

For updates, visit pge.com/weather

OCTOBER 25-27 PSPS Conditions Leading to a PSPS

- Low humidity <30% and below
- High winds >19 mph, sustained gusts > 30-40 mph
- Red Flag Warning issued
- Dry ground material and low moisture
- On-the-ground, real-time observations
- We carefully review a combination of these factors when deciding if power must be turned off for safety

For updates, visit pge.com/pssp

SAMPLE PUBLIC ANNOUNCEMENT

PREPARING FOR A PUBLIC SAFETY POWER SHUTOFF

During severe weather, high winds could cause tree branches or debris to contact electric lines and start fires. That's why PG&E may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). While turning off the power helps prevent wildfires, we know it can be disruptive. We are working year-round to improve PSPS events for our customers and communities.

HERE ARE 5 WAYS TO PREPARE FOR A PSPS:

1. Make sure PG&E can reach you before a PSPS by updating your contact information at pge.com/mywindforecasts.
2. Pack or restock your family's emergency kit including food, water, batteries, radio and a first aid kit.
3. Make preparations for anyone in your family who depends on electricity for medical needs.
4. Practice manually opening your garage door.
5. Ensure any backup power sources are ready and safe to operate.

For translated support in over 200 languages, please contact PG&E at 866-743-6589.

To learn more ways to prepare for a PSPS and any emergency, visit safetycenter.pge.com

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.



Appendix

Participating Independent Living Centers	28
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Participating Independent Living Centers (ILC)

Participating ILC	Counties Served	Address, Website and Phone Number
California Foundation for Independent Living Centers (CFILC)	Placer, El Dorado	1000 G St. Suite 100 Sacramento, CA 95814 cfilc.org Phone: 916-325-1690
Central Coast Center for Independent Living (CCCIL)	Monterey, San Benito, Santa Cruz	318 Cayuga St. Suite 208 Salinas, CA 93901 cccil.org Phone: 831-757-2968
Center for Independence of Individuals with Disabilities (CID)	San Mateo, San Francisco	2001 Winward Way Suite 103 San Mateo, CA 94403 cidsanmateo.org Phone: 650-645-1780
Community Resources for Independent Living (CRIL)	Alameda	439 A St. Hayward, CA 94541 crilhayward.org Phone: 510-881-5743
Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama	1161 East Ave. Chico, CA 95926 actionctr.org Phone: 530-893-8527
Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Suite A25 Modesto, CA 95350 drail.org Phone: 209-521-7260
Disability Services & Legal Center (DSLCL)	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. #5241 Santa Rosa, CA 95401 mydslc.org Phone: 707-528-2745
FREED Center for Independent Living	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 freed.org Phone: 530-477-3333

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Participating ILC	Counties Served	Address, Website and Phone Number
Independent Living Center of Kern County (ILCKC)	Kern	5251 Office Park Dr. #200 Bakersfield, CA 93309 ilcofkerncounty.org Phone: 661-325-1063
Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara, Ventura	423 W. Victoria St. Santa Barbara, CA 93101 ilrc-trico.org Phone: 805-963-0595
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	1850 Gateway Blvd. Suite 120 Concord, CA 94520 ilrsc.org Phone: 925-363-7293
Marin Center for Independent Living (MCIL)	Marin	710 Fourth St. San Rafael, CA 94901 marincil.org Phone: 415-459-6245
Resources for Independent Living (RIL)	Yolo, Sacramento	420 I St. Sacramento, CA 95814 ril-sacramento.org Phone: 916-446-3074
Resources for Independence Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare	3636 N. First St. Suite 101 Fresno, CA 93726 ricv.org Phone: 559-221-2330
Silicon Valley Independent Living Center (SVILC)	Santa Clara	25 N. 14th St. Suite 1000 San Jose, CA 95112 svilc.org Phone: 408-894-9041
The Center for Independent Living (CIL)	Alameda	3075 Adeline St. Suite 100 Berkeley, CA 94703 thecil.org Phone: 510-841-4776
Tri-County Independent Living (TCIL)	Del Norte, Humboldt, Trinity	139 Fifth St. Eureka, CA 95501 tilinet.org Phone: 707-445-8404

Participating Food Banks

Food Bank	Counties Served	Website	Contact Number
Alameda County Community Food Bank	Alameda	accfb.org	510-635-3663
Amador Tuolumne Community Action Agency (ATCAA) Food Bank	Tuolumne	atcaa.org/foodbank	209-984-3960
Central California Food Bank	Fresno, Kings, Madera, Tulare	ccfoodbank.org	559-237-3663
Community Action Agency of Butte County	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama	buttecaa.com	530-712-2600
Community Action of Napa Valley	Napa	canv.org	707-253-6100
Dignity Health Connected Living	Shasta	dignityhealth.org/north-state/locations/connected-living	530-226-3071
El Dorado Food Bank	Alpine, El Dorado	foodbankedc.org	530-621-9950
Food Bank of Contra Costa and Solano	Solano	foodbankccs.org	707-421-9777
Food Bank of Contra Costa and Solano - Concord Warehouse	Contra Costa	foodbankccs.org	925-676-7543
Food Bank for Monterey County	Monterey	foodbankformontereycounty.org	831-758-1523
Food Bank of Nevada County	Nevada	foodbankofnc.org	530-272-3796
Food Bank of San Benito	San Benito	communityfoodbankofsbc.org	831-637-0340

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Food Bank	Counties Served	Website	Contact Number
Food for People	Humboldt	foodforpeople.org	707-445-3166
Food for Thought	Sonoma	fftfoodbank.org	707-887-1647
Interfaith Council of Amador	Amador	feedamador.org	209-267-9006
Kings Community Action Organization	Kings	kcao.org	559-582-4386
Merced County Food Bank	Mariposa, Merced	mmcfb.org	209-726-3663
Open Heart Kitchen	Alameda	openheartkitchen.org	925-580-1616
Placer Food Bank	El Dorado, Nevada, Placer	placerfoodbank.org	916-783-0481
Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino, Sonoma	refb.org	707-523-7900
San Francisco Marin Food Bank	Marin, San Francisco	sfmfoodbank.org/find-food	415-282-1900
Second Harvest Food Bank of San Joaquin and Stanislaus	San Joaquin, Stanislaus	localfoodbank.org	209-239-2091
Second Harvest Food Bank of Santa Cruz County	Santa Cruz	thefoodbank.org	831-662-0991
Second Harvest Food Bank of Silicon Valley	Santa Clara, San Mateo	shfb.org	800-984-3663
The Resource Connection	Calaveras	trcac.org	209-754-2000
Yolo Food Bank	Yolo	yolofoodbank.org	530-668-0690
Yuba-Sutter Food Bank	Sutter, Yuba	feedingys.org	530-673-3834

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Glossary of Terms

Term	Definition
211	A free, confidential calling and texting service that provides 24/7 connections to local resources and assists with emergency preparedness planning.
Access and Functional Needs (AFN)	Customers with medical and independent living needs who are dependent on electricity for life-sustaining devices, including those enrolled in PG&E's Medical Baseline and Self-Identified Vulnerable Programs.
Address Alerts	A tool that can notify customers about a potential Public Safety Power Shutoff (PSPS) at any address that's important to them.
Agency Representative	Acts as single point of contact for impacted counties and tribes during a PSPS.
Assistive Technology	Any product, software program, piece of equipment or system that is used to enhance working, living and learning for those with disabilities.
Backup Power Transfer Meter	A free offer available to PG&E customers who are located in a Tier 2 or 3 High Fire-Threat District and/or are served by a circuit protected by Enhanced Powerline Safety Settings (EPSS).
California Air Resources Board (CARB)	Oversees all air pollution control efforts in California to attain and maintain health-based air quality standards.
California Alternative Rates for Energy (CARE)	A statewide program providing enrollees with a discount on their electric or gas bill.
California Foundation for Independent Living Centers (CFILC)	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs).
California Public Utilities Commission (CPUC)	State agency that regulates utilities in California.
California State Association of Counties (CSAC)	Organization that provides advocacy, educational and financial services to California's 58 counties.

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Term	Definition
Community Resource Center (CRC)	Tented, mobile or indoor locations where community members can go during a PSPS and access resources, including a safe location to meet their basic power needs, up-to-date information about PSPS timing and restoration, water, snacks and other essential items.
Community Wildfire Safety Program (CWSP)	A PG&E program aimed at reducing wildfire risks and keeping customers and communities safe.
Community-Based Organizations (CBOs)	A public or private nonprofit organization representative of a community or a significant segment of a community and works to meet community needs.
Critical Facilities	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
Disability Disaster Access and Resources Program (DDAR)	A program that provides critical assistance and resources to customers with disabilities and those with AFN to prepare and safely get through a disaster or emergency, including a PSPS.
Doorbell Rings	PG&E site visits to Self-Identified Vulnerable customers, Self-Identified Electricity Dependent customers or Medical Baseline customers to confirm awareness of an upcoming PSPS.
Durable Medical Equipment	Medical equipment and/or supplies that is ordered by a health care provider for everyday or extended use. Some examples include oxygen equipment, wheelchairs, walkers or crutches.
Emergency Operations Center	A location that is activated during an emergency. All non-locational emergency management efforts are conducted at this location.
Enhanced Powerline Safety Settings (EPSS)	Enhanced safety settings that turn off power within one-tenth of a second in case of danger.
Enhanced Vegetation Management (EVM)	PG&E's efforts to address vegetation that poses a higher potential for wildfire risk in high fire-threat areas.
Family Electric Rate Assistance (FERA)	A statewide program providing electric bill discounts to eligible customers of PG&E, Southern California Edison or San Diego Gas and Electric Company.

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Term	Definition
Generator and Battery Rebate Program	A program offering eligible PG&E customers a rebate on the purchase of a qualifying generator or battery to prepare for outages.
High Fire-Threat District (HFTD)	Language adopted by the CPUC referring to areas of California that are at an elevated or extreme risk of wildfires.
Independent Living Centers (ILCs)	Consumer-controlled, community-based, cross-disability, non-residential private nonprofit agency designed and operated within a local community by individuals with disabilities, providing an array of independent living services.
Master Meter	A unit that has control of the utilities of a complex or multi-tenant or multi-unit residential property.
Medical Baseline Program	PG&E program that provides an additional allotment of energy or a discount depending on the customer's rate if they have a medical condition and/or require use of a medical device to treat ongoing medical conditions. These customers will be notified of a PSPS until confirmation is received.
Office of Emergency Services (OES)	County offices that handle preparation and execution of emergency management.
Portable Battery Program	Provides backup batteries to lessen the impact of a PSPS on PG&E customers who rely on medical devices.
Public Safety Partner	First/emergency responders at the local, state, tribal and federal level; water, wastewater and communication service providers; affected community choice aggregators; publicly-owned utilities/electrical cooperatives; the CPUC; the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection.
Public Safety Power Shutoff (PSPS)	PG&E program under the CWSP that may turn off electricity during high winds and dry conditions in the interest of public safety.

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Term	Definition
PSPS Warning	Indicates execution of a PSPS is probable given the latest forecast of weather and fuels and/or observed or expected conditions.
PSPS Watch	Occurs when there is a reasonable chance of executing PSPS for public safety due to a combination of adverse weather and dry fuel conditions.
Red Flag Warning	A warning that is issued by the National Weather Service indicating current or expected red flag conditions, generally within the next 12 to 24 hours. Red flag events are defined by critical weather and fire danger conditions that could lead to extensive wildfires and/or control problems on existing wildfires or prescribed burns.
Restoration	After a PSPS, PG&E inspects the electric system for wind and debris-caused damage to make sure it is safe to turn the power back on.
Safety Action Center	A PG&E webpage containing information about what customers can do to keep their family, home and business safe during a PSPS.
Self-Identified Vulnerable	A program for those who have a serious illness or condition that could become life threatening if their electric service is disconnected. Participants receive extra PSPS notifications, including doorbell rings if notifications are not acknowledged.
Self-Generation Incentive Program	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
System Hardening	How PG&E describes the installation of equipment designed and built to be more resistant to severe weather and wildfire risk.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
Undergrounding	Refers to PG&E's multiyear infrastructure safety program to underground approximately 10,000 miles of powerlines in and near high fire-threat areas.