

REPORT IT APP VIDEO

VIDEO TRANSCRIPT

At PG&E, our teams work every day to help keep community safe from wildfire. We use drones, helicopters, weather stations, cameras, and more to enhance our efforts. Now our new mobile app PG&E Report It is part of our safety toolkit. By downloading the app, you can submit photos of safety concerns to PG&E, find submissions made by others, get notified when the issue was under review or closed, and PG&E's findings. It's important to note that PG&E Report It was designed for non-emergency issues with our electric system. If you see a downed power line or equipment that's arcing or sparking, don't report it in the app, call 911. Before you start submitting reports, you should familiarize yourself with potential safety issues. One of the most common types of concerns is around trees growing into power lines. While that can be a valid concern, many people don't realize that there are often three sets of wires on a power pole and not all of them need the same level of clearance from trees. Primary lines are the highest set of power lines on the pole. Secondary lines also deliver power and are the set of lines right below the primary lines. If you see trees growing into a primary or secondary line, you should report it through PG&E Report It. Be on the lookout for trees, branches or debris touching, growing, or potentially falling near the pole or power line. Communications lines make up the third set of lines, which are found lowest on the pole. These lines deliver communication services, such as internet or phone lines and are not PG&E facilities. Please contact the communications provider directly for any issues you may observe with these lines. Last, the line that goes from the PG&E power pole to your home is called the service wire. While PG&E maintains required safety clearances around transmission and distribution power lines that serve cities and neighborhoods, homeowners are responsible for maintenance of the service wire, including trimming vegetation from around the service wire. You can always call us at 1-800-743-5000 to request a free temporary service disconnect. So you or a contractor can safely work around the service wire that connects to your home. In addition to vegetation or tree trimming reports, PG&E Report It allows you to report issues such as damaged poles or those with excessive leaning, power lines that are sagging or frayed or equipment showing signs of discoloration, leaking or corrosion. Photos and descriptions of other potential safety issues can be found at pge.com/reportit. Now, let's take a look at the app itself. To report a concern, from the home screen, select the Report button. From here, you'll follow a number of prompts that will ask for your location, ask you to upload photos or videos of your concern, and ask you to identify and describe the damage in your own words. Where it's safe to do so, take a picture of the asset ID tag on the equipment. Each pole has a number on it. Once you submit a report, PG&E will respond with an update within 30 days. You can track the status of your concern after it's been reviewed by our safety team, by selecting My Reports in the app. After we've reviewed your concern, we'll send you a confirmation email. You'll also receive an update each time the status of your concern changes. We'll send push notifications on iPhone only, and emails to keep you updated. A final update will be sent to let you know the issue is closed and what actions were taken. You can view reports submitted by others to see if the concern you've encountered has

already been reported, or you may wanna see the types of concerns that have been reported in your area. To view all reported concerns through the app, on the home screen map, click on any icon on the map to see details and status of the concern it represents. If the map is not displaying your area or another area you'd like to view, enter the address, you can also filter a list of reported issues in your area. Well, thanks for watching our overview of PG&E Report It. Together we can help keep our community safe. For more information about the app, visit pge.com/reportit.

DESCRIBED AUDIO SCRIPT

There is a montage of images of P. G. and E. workers. In this order we see:

Two men in orange work vests and white helmets stride across a field with dried grass.

A blue P.G. and E. work truck driving towards us on a country road.

A worker in safety gear talking into her walkie-talkie.

A worker on the ridgeline of a forest looking out over large trees using binoculars.

Two workers flying a drone under power lines at the top of a mountain.

Two workers walking towards a helicopter and looking at an i-pad.

A worker in the bucket of bucket truck working to install a weather station on a large metal pole.

A woman with short grey hair in a room full of screens, pointing at a map on a computer screen with a man next to her.

The logo for the Report-It app shows up on screen and then is position inside the face of the screen showing the app store on an i-phone.

The i-phone slides to the right of the screen and a blue box opens up on the left. The following bullet points appear:

- Submit photos of safety concerns.
- Find submissions made by others.
- Get notified about your issue.
- See P. G. and E.'s findings.

Over images of a P.G. and E. worker standing by a downed power line, and a distribution line sparking at night, an orange box opens that says: If you see a downed power line or equipment that is arcing or sparking don't report it in the app. Call 911.

A blonde woman takes photos of a power distribution line on the street using her phone.

Close up image of the Report-It app on the phone. The words, overhanging tree or vine, are highlighted. We see various shots of lines going into trees.

A graphic image appears which shows three sets of lines spanning across three poles. Each set is tagged as the narrator discusses them. The top set are highlighted orange and labelled: Primary Lines.

The next set of lines down are highlighted in a burnt yellow color and labelled: Secondary Lines. There are two trees on the right side of the screen. One tree is touching both sets of lines.

We see photo examples of trees touching power lines

The third and lowest set of lines is highlighted in green and labelled: communications lines.

A blue box appears at the top of the screen. Inside the box it says: You do not need to report concerns about communications lines in the app.

A woman with long brown hair talks on the phone.

Another graphic image appears that shows a house next to a power line. A service line that comes out from a gray transformer on the power pole and goes to the house is highlighted in orange. It is labelled: service wire.

A montage of images of transmission and distribution lines. Some are aerial shots looking down at the lines and some images are seen from street level below the lines.

There is a service wire coming from a power line onto a house with branches of a tree touching it. A blue box opens up that says: Homeowners are responsible for trimming the trees around their service wires.

Another blue box opens up near another graphic image of a service wire connected to a house. It says one, eight hundred, seven, four, three, five thousand. To request a free temporary service disconnect. A red circle appears around the top of a tree that appears to be touching the service wire.

On the right side of a blue screen has an enlarged section of the app page which has the heading: Examples of Concerns.

As each concern is discussed by the narrator it is highlighted and a picture appears on the left side of the screen showing an example of the concern.

There are images of the P.G. and E. website showing additional photos of areas of concern. The U.R.L., P. G. E. dot com slash report-it appears in a dark blue box.

On the left side of the screen a blue box with the heading, using the app, opens. The following bullet points appear. One. Reporting a concern. Two. Tracking concerns you report. Three, Viewing concerns reported by others.

On the right side of the screen is a cell phone showing steps navigating through the app as the narrator discusses them.

The final screen shows a montage of still shots pulled from the video in a grid. Over this the U.R.L., P. G. E. dot com slash report-it appears in a dark blue box.

The video ends on a blue screen with the PG&E logo on it.