

**Pacific Gas and Electric Company (PG&E)
2023 Public Safety Power Shutoff Pre-Season Report
June 2023**

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Executive Summary

Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. High winds can cause tree branches and debris to contact energized electric lines, potentially causing a wildfire. As a result, we may need to turn off power during severe weather. This is called a Public Safety Power Shutoff, or PSPS.

PG&E will not take any chances with customer safety. The sole focus of a PPS is to keep our customers safe. We are working year-round to improve our systems, so they are safer and more resilient, and improve the PPS experience for our customers and communities. PPS impacts have declined significantly through new, advanced technologies and improvements to the electric system infrastructure. This year, we are continuing to refine the program by:

- Refining existing artificial intelligence and machine-learning models to precisely target PPS in areas experiencing severe weather.
- Continuing to use microgrids that can power critical services, even when there is an outage.
- Enhancing safety patrols that check for damage, which helps get the power back on faster.
- Using sectionalizing devices to limit the number of customers who lose power during PPS outages.

While there were no PPS outages in 2022, it will continue to be a tool in 2023 that we use as a last resort to keep customers safe.

Pursuant to Decision (D.) 21-06-034 and D.21-06-014, per the California Public Utilities Commission (CPUC) Safety and Enforcement Division's (SED), we have prepared this PPS Pre-Season Report to describe "actions the IOUs have taken, or are taking, in preparation for potential PPS events during the upcoming wildfire season."

Section I: Authorities

- 1. All reporting plans concurrently required to be included in the (current year) Pre- Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
 - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
 - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de- energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
 - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.**

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

Section II: Community Resource Center Plan

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. CRC objectives (SED Additional Information.)**
 - b. CRC strategies, actions, and timing (SED Additional Information.)**
 - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
 - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)**
 - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06- 034, Appendix at p.A1, Section A-3.)**
 - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
 - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
 - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
 - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
 - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
 - k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
 - l. Lessons learned protocol (SED Additional Information.)**

Please include the lessons learned related to CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix A](#).

- 2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)**

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. CRC Unique ID**
- b. Location Name**
- c. County or Tribe**
- d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)**
- e. Standard Operation Hours**
- f. List of Planned Supplies***
- g. List of Planned Services***
- h. List of Planned AFN Services and Supplies***
- i. Contracted (Yes or No)**
- j. Date of Contract**
- k. Location Address**
- l. Latitude (with at least five digits after decimal point)**

m. Longitude (with at least five digits after decimal point)

*** Sub-table(s) may be provided for the Lists.**

Response:

Information requested for this section can be found in Table 1 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

- 3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (*D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.*)**

Table 2 – Stakeholders’ CRC Recommendations on AFN Needs

- a. Recommendation Description**
- b. Recommended Date**
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)**
- d. Adopted? (Yes or No)**
- e. Reasoning for Adoption/Denial**
- f. Initiative(s) As a Result of Recommendation**
- g. (Estimated) Initiative Planning Start Date**
- h. (Estimated) Initiative Organization Completion Date**
- i. (Estimated) Initiative Equipment Completion Date**
- j. (Estimated) Initiative Training Completion Date**
- k. (Estimated) Initiative Exercise Completion Date**

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response:

Information requested for this section can be found in Table 2 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

- 4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (*D.21-06-034, Appendix at p. A1, Sections A-6.*)**

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID**
- b. Event Name/Period**
- c. County or Tribe**

- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with operation hour requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

Response:

Information requested for this section can be found in Table 3 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

5. **The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields:** (*D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.*)

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service)
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement
- c. Feedback Submission Count (for this feedback type)
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.
- e. Initiative Implementation Start Date
- f. Initiative Estimated Completion Date
- g. Implementation Status as of 5/1/2023 (Planning, Implementing, or Complete)

Response:

Information requested for this section can be found in Table 4 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*

- 6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:**
(D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type**
- b. Description of Challenge**
- c. Initial Month and Year Challenge Discovered**
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.**
- e. Implementation Start Date**
- f. Estimated Completion Date**
- g. Implementation Status As of 5/1/2023 (Planning, Implementing, or Complete)**

Response:

Information requested for this section can be found in Table 5 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

Section III: Critical Facilities and Infrastructure Plan

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. **CFI objectives** (*SED Additional Information.*)
 - b. **CFI strategies, actions, and timing** (*SED Additional Information.*)
 - c. **CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
 - d. **Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.*)
 - e. **Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - f. **Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)*)
 - g. **Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - h. **Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
 - i. **CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
 - j. **Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
 - k. **Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - l. **Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
 - m. **Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
 - n. **Lessons learned protocol**

Please include the lessons learned related to [sic] CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix B](#).

- 2. The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. **Facility/Infrastructure Name**
- b. **CFI Type**
- c. **CFI Address**
- d. **County/Tribe**

- e. **Date Identified as CFI**
 - f. **Primary Point of Contact Name**
 - g. **Primary Point of Contact Title**
 - h. **Primary Contact Phone Number**
 - i. **Primary Contact Email Address**
 - j. **Secondary Point of Contact Name**
 - k. **Secondary Point of Contact Title**
 - l. **Secondary Contact Phone Number**
 - m. **Secondary Contact Email Address**
 - n. **Last Date of Update on Contact Information***
 - o. **Indicator if CFI has been contacted with backup power needs***
 - p. **Date of Contact***
 - q. **Indicator if CFI has been assessed with backup power needs (Yes or No)***
 - r. **Date of Assessment***
 - s. **Results of Assessment***
 - t. **Whether or not CFI provided any needed backup power generation (Yes or No)***
- *These fields are applicable to PG&E, SCE, and SDG&E only.

Response:

PG&E, in alignment with SCE and SDG&E, collects information through multiple interactions with Critical Facilities and Infrastructures (CFIs) and updates the CFI list in the PSPS Portal monthly. This list includes CFIs in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month, we notify agencies that updated lists are available on the PSPS Portal and encourage them to review and confirm we have included all CFIs in their jurisdiction. Note agencies are required to accept the PSPS Portal online agreement to receive these lists and only receive a list of CFIs within their jurisdiction.

We only have access to information provided by CFIs and agencies, and as a result, some information is not captured on the PSPS Portal.

Please reference Table 6 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_CONFIDENTIAL.xlsx* for the list of CFIs uploaded to the PSPS Portal as of June 2, 2023, as well as information requested for this section.

- 3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)**

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. **Facility/Infrastructure Type**
- b. **Facility/Infrastructure Location** (The city where the CFI customer is located in.)
- c. **Date of Request**
- d. **Accepted or Denied?**
- e. **Reason for Denial**

Response:

Information requested for this section can be found in Table 7 of *R.18-12-*

005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx. This information includes CFI requests received from customers from January 1, 2022 through May 2, 2023. Customers requesting CFI designation are tracked by CFI type, location, date received, customer initiated (Yes/No), accepted/denied and reason for denial, as applicable.

Section IV: PSPS Exercise Reports

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the 2023 Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)**

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. Starting Date of Exercise**
- b. Ending Date of Exercise**
- c. Total Hours of Exercise**
- d. Type of Exercise (e.g., table-top, functional, full-scale)**
- e. Region (if applicable)**
- f. Counties**
- g. Number of utility personnel participating in the exercise**
- h. Number of Public Safety Partners actively participating as a player in the exercise**
- i. Number of AFN community representatives participating as a player in the exercise**
- j. Total Number of Participants**

Table 9 - List of Exercise Participated Entities

- a. Name of Entity**
- b. Exercise Date Range**

Response:

Information requested for Tables 8 and 9 are located in *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

- 2. For each exercise, please provide the items below. (SED Additional Information.)**
 - a. After-Action Report**
 - b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings?**
 - c. Please provide copies of the written materials and/or links to web-based information.**
 - d. Indicate if this information is also posted in your PSP Portal.**

Response:

On May 26, 2023, PG&E submitted a request to the CPUC seeking for an extension to submit Section IV, Question 2a on August 1, 2023. This request was granted per the CPUC Executive Director letter dated on June 9, 2023.

The attached zip file titled *R.18-12-005_PGE_2023_PSPS_Pre_Season_Report_Additional_Written_Materials_20230629.CONFIDENTIAL.zip* includes the following documents:

- 2023 PSPS Functional Exercise (FE)
 - Controller, Evaluator, Simulator Handbook
 - Controller, Evaluator, Simulator Training
 - Exercise Plan
 - Master Scenario Events List (MSEL) (*Note: this document is omitted from the Public version of the zip file*)
 - Observer Brief
 - Player Brief
 - Sample Community Resource Center List (sent via PSPS Portal)
 - Sample Situation Report (sent via PSPS Portal)

- 2023 PSPS Table Top Exercise (TTX)
 - Sample Situation Manual
 - Sample Slide Deck
 - Sample Exercise Evaluation Guide

All the documents noted above, except for the After-Action Reports, were provided to participating telecommunication carriers and other Public Safety Partners before, during and after they participated in the 2023 PSPS TTX and FE. These documents were provided via email and/or through the PSPS Portal.

During the FE, agencies and critical facilities also had access to confidential customer information lists for their jurisdiction/facilities via the PSPS Portal. This included:

- All Impacted Customer List
- Critical Facilities All Affected Sites List
- Critical Facilities List
- Customer Impact Summary
- Medical Baseline Customers List
- PSPS Portal User Guide (sent via PSPS Portal)
- PSPS Training Video (sent via PSPS Portal)
- PSPS Portal API Instructions (sent via PSPS Portal)
- PSPS Portal FAQs (sent via PSPS Portal)
- PSPS Portal Registration Guide (sent via PSPS Portal)
- PSPS Policies and Procedures for Emergency Managers (sent via PSPS Portal)
- PSPS Event Notifications (PSPS Portal)
- Sample Forecasted Circuits Impacted (sent via PSPS Portal)
- Sample Forecasted Outage Areas (sent via PSPS Portal)

Due to privacy concerns, we have not included these documents in the attached zip file. We are happy to coordinate with the CPUC further regarding these documents, as needed.

Section V: Education and Outreach

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

Table 10 – Survey Summary

- a. Period Survey Conducted**
- b. Overall Objectives**
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)**
- d. Methods (e.g., online, text messages, letter, telephone, in-person)**
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)**
- f. Total Number of Surveys Sent**
- g. Total Number of Survey Responses Received**
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.**
- i. If so, please list the number of “prevalent” languages used during survey**
- j. If not, please provide an explanation**

Response:

Our 2023 PSPS education and outreach surveys will be conducted in two waves:

- “Pre-Season” survey in August/September, the beginning of peak fire season.
- “Post-Season” survey conducted once we have determined Public Safety Power Shutoffs are likely done for the year; this typically begins in November or December.

For the latest education and outreach survey information and results, please refer to our [2022 PSPS Post-Season Report](#) Appendix A, pp. App-2 – App-7. See Table 10 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230703_PUBLIC.xlsx*. for requested information on our 2022 Post-Season survey. Note, due to the timing of the 2023 Pre-Season and Post-Season surveys, the survey results will be included in the 2023 PSPS Post-Season Report.

- 2. The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

Response:

A draft of the 2023 PSPS education and outreach Pre-Season survey can be found in [Appendix D](#).

- 3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages**

requirement as defined in D.20-03-004.

Response:

Both our “Pre-Season” and “Post-Season” surveys, available online and by telephone, will be offered in 17 prevalent languages (see list of languages below). Based on PG&E’s assessment, this meets the prevalent language requirement as defined in [Rulemaking 18-10-007](#)¹, and PG&E’s [Wildfire & PSPS Outreach Workplan and Budget Advice](#) 4249- G/5827-E, pp. 14-22.

- English
- Spanish
- Chinese (Mandarin and Cantonese)
- Armenian
- Vietnamese
- Korean
- Tagalog
- Russian
- Portuguese
- Arabic
- Farsi
- Punjabi
- Japanese
- Khmer
- Hmong
- Thai
- Hindi

Note that in 2022, 9% of the Pre-Season survey respondents and 9% of the Post-Season survey respondents completed the survey in a language other than English. Of those, half were in Spanish.

- 4. Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

Response:

PG&E shared a survey draft with relevant community-based organizations (CBOs) and Public Safety Partners in 2022, seeking their input. We consider the survey to be fully developed and do not anticipate any further changes to the template.

- 5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the 2023 Pre-Season Report and the 2022 Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1 and K- 1)**

Response:

For the latest education and outreach survey information and results, please refer to our [2022 PSPS Post-Season Report](#) Appendix A, pp. App-2 – App-7. See Table 10 of [R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx](#). for requested information on our 2022 Post-Season survey. Note, due to the timing of the 2023 Pre-Season and Post-Season surveys, the survey results will be included in the 2023 PSPS Post-Season Report.

¹ D.20.03.004

- 6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements.** *(D.19-05-042, Appendix A p.A24; SED Additional Information.)*

Response:

Please refer to our [2022 PSPS Post-Season Report](#) Appendix A, pp. App-2 – App-7 for our 2022 education and outreach survey results, evaluation of outreach effectiveness and key takeaways.

- 7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report.** *(D.21-06-034, Appendix at p. A7, Sections E-3. and K-1)*

Response:

Information requested for this section can be found in our [2022 PSPS Post-Season Report](#), Education and Outreach Costs Tracking.

- 8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only.** *(D.21-06-014, Ordering Paragraph 38.)*

Response:

We employ a multi-channel outreach strategy to reach residents and visitors, using paid and earned media, social media, PG&E’s website and a network of CBOs to broaden awareness and preparedness education.

Paid advertising is placed in all eight of our media markets and includes ads on Spot TV, Cable TV, Over-the-Top (OTT) TV, radio (terrestrial and digital), digital banners and videos, social media sites, print newspapers and magazines and Search Engine Marketing ads.

Earned media includes outreach to local media in all of our markets, issuing news releases, Letters to the Editor, as well as inviting local media to film on location. Social media efforts include active educational posts on channels such as Facebook, YouTube, Instagram, Twitter, and NextDoor.

Our website includes PSPS educational information and preparedness tools. Our informative assets are shared with CBOs so they can share and distribute this information to their constituencies.

Ahead of PSPS outages, PG&E’s Tribal Liaison Representative, Local Government Affairs Representatives, and Public Safety Specialists (PSS) inform tribal and local governments regarding this multi-channel outreach strategy, which supplements the government’s outreach to communities regarding PSPS preparedness.

Additionally, we communicate with California Visitors Bureaus (e.g., offices, welcome centers

or organizations dedicated to promoting and supporting tourism) within our High Fire Risk Areas (HFRA) to share information on wildfire safety and PSPS awareness with visitors. We send emails to encourage visitor bureaus to explore the digitally linked Visitors Flyer and Rack Card for safety information and preparedness resources that can be shared with visitors. The email also states that print versions of these materials can be requested and sent by mail. Visitors are also able to use our Address Alert Tool to receive PSPS notifications for the address they are staying in, should it be affected by a PSPS.

- 9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)**

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type**
- b. Description of Recommendation**
- c. Party Name**
- d. Date of Recommendation**
- e. Incorporated into PSPS Protocols? (Yes or No)**
- f. Reason for Decision Made**
- g. Description of PSPS Protocol Change**

Response:

Information requested for this section can be found in Table 11 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

- 10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)**

Response:

Our PSPS communication strategy remains largely the same as 2022. For more information on our communication strategy during a PSPS outage for customers, see PG&E’s [2023-2025 Wildfire Mitigation Plan](#) (WMP), Section 8.5.2 Community Outreach, Public Outreach and Education Awareness Program pp. 729-736. For more information on our communication strategy during a PSPS outage for Public Safety Partners, see PG&E’s [2023-2025 WMP](#), Section 8.4.3.2 Communication Strategy with Public Safety Partners, pp. 686-689.

In an effort of continuous improvement, we are in the process of completing, the following to help inform potential adjustments to our communication strategy:

- As required by the CPUC Phase 2 Guidelines², we discussed PSPS communication strategies and strategies for supporting Access and Functional Needs (AFN) communities at the Q1 2023 PPS Regional Working Groups. No feedback was received from the regional working groups.
- Pursuant to the CPUC OP 11³, PG&E and the other Investor Owned Utilities (IOUs) are preparing a joint utility recommendation to be filed in June. This motion would clarify the entities required to receive priority notification 48-72 hours in advance of anticipated PPS outages.
- Communications strategies were covered at Q1 Joint IOU Statewide AFN Advisory Council hosted on March 22, 2023. No feedback was received from the council.

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. *(D.21-06-014, Ordering Paragraph 47.)*

Response:

We regularly collaborate with Public Safety Partners to promote operational coordination by conducting direct engagement, providing PPS policies and procedures, uploading PPS planning and event related information to the PPS Portal and hosting PPS exercises.

For more information on our Public Safety Partner engagement activities ahead of PPS season, see PG&E’s [2023-2025 WMP](#), Section 8.4.3.1, Emergency Planning, pp. 683-685 and Table 17 of *R.18-12-005_PGE_2023_PPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*. This includes engagements conducted between June 1, 2022 – May 31, 2023.

We update our PPS policies and procedures manual annually and upload it to our PPS Portal and website for Public Safety Partners to reference. We are in the process of finalizing the 2023 version of this document, but the [2022 PPS Policies and Procedures for Emergency Managers](#) is available. We also outline our outreach with Public Safety Partners during a PPS outage in PG&E’s [2023-2025 WMP](#), Section 8.4.3.2 Communication Strategy with Public Safety Partners, pp. 686-689.

To ensure Public Safety Partners receive PPS planning and event information, we established the PPS Portal. For more information on the PPS Portal, please see [Appendix C.XVIII](#).

To test our PPS policies, procedures and operations, we invited Public Safety Partners to observe or participate in PPS exercises ahead of the fire season. We held a tabletop exercise on June 8, 2023 and conducted a functional exercise on May 8, 2023 through May 11, 2023.

12. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety Partners to improve responses to concurrent emergencies. *(D.21-06-014, Ordering Paragraph 51.)*

Response:

During a PPS outage, there could be additional emergencies occurring at the same time (e.g.,

² D.20-05-051

³ D.21-06-014

wildfires, earthquake, and capacity events). PG&E works collaboratively with Public Safety Partners to improve responses to concurrent emergencies by coordinating with tribal, city, and county emergency managers in advance of and during a PSPS to support affected customers and communities. PG&E collaborates with Public Safety Partners through a variety of methods, including:

- **Emergency Preparedness and Planning:** This includes PSPS exercises, live action drills, earthquake and fire tabletop exercises, and various all-hazards preparedness seminars. For a list of outreach regarding concurrent emergencies from January 1, 2023 to March 31, 2023, see Table 18 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using this system that is also utilized by our Public Safety Partners, helps us work more efficiently with our agency partners.
- **Notification and Communication Strategy:** PG&E's Liaison and Customer Teams manage most notifications to key stakeholders during concurrent emergencies. We have assigned dedicated representatives within our Tribal Relations departments, Federal Affairs, State Government Relations, Local Government Affairs, Regulatory Affairs, and PSS, who are responsible for communicating to tribal, federal, state, and local agencies during emergencies. Our outreach is frequent, tailored to the stakeholder's needs, and focuses on providing the latest event information.
- **Situational Awareness Sharing:** PG&E provides situational awareness tools that are shared with our Public Safety Partners:
 - PG&E's PSPS and Outage Data Portals (<https://pspsportal.pge.com/>)
 - Event-specific maps
 - Situation reports
 - Impacted customer lists
 - High-definition cameras
 - Pge.com/weather which includes real-time data of:
 - Interactive weather map
 - Fire-detection satellite map
 - Wind speeds
 - Humidity
 - Temperatures
 - Link to individual weather station data

Section VI: Notification Plan

- 1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)**
 - a. Notification objectives**
 - b. Notification strategies, actions, and timing**
 - c. Notification process planning and improvement**
 - d. Updated/Current Notification script and templates**
 - e. In-language translations**
 - f. Notification methods**
 - g. Meeting notification timeline requirements**
 - h. Notification accuracy and precision**
 - i. Entity responsible for notifications**
 - j. Consistency of PSPS notification information across all platforms**
 - k. Coordination with stakeholders**
 - l. Affirmative notifications to MBL populations and any self-identified vulnerable populations**
 - m. Notification strategies on AFN population subsets**
 - n. Public warning of PSPS events such as week-ahead forecasts**
 - o. Notification cancellation**
 - p. Transmission-level customers notification**
 - q. Impacted customer information available to Public Safety Partners from outset of PSPS:**
 - r. Secure portal for Public Safety Partners:**
 - s. Lessons learned protocol**

Please include the lessons learned related to notification in Table 14 of Section VII

Response:

Information requested for this section can be found in [Appendix C](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. *(D.21-06-034, Appendix at p. A11, Sections H-3.)*

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 - AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Initiative Planning Start Date
- d. Organization Completion Date
- e. (Estimated) Initiative Equipment Completion Date
- f. (Estimated) Initiative Training Completion Date
- g. (Estimated) Initiative Exercise Completion Date

Response:

Information requested for this section can be found in Table 12 and Table 13 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. *(D.21-06-014, Ordering Paragraph 41.)*

Response:

Our PSPS notification and communication protocols and systems to reach customers ahead of wildfire season remain largely the same as 2022. This includes implementing a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. See PG&E’s [2023-2025 WMP](#), Section 8.5.2 Community Outreach and Engagement, Public Outreach and Education Awareness Program, pp. 729-736 and Section 8.4.3.2 Communication Strategies with Public Safety Partners, pp. 686-689 for more information.

For 2023, we are also hosting Wildfire Safety Webinars, Safety Town Halls and region-specific Town Halls for residential customers and unassigned small and medium business customers to provide additional information about wildfire safety, including PSPS purpose, process and resources available (see schedule below). The schedule below is not an all-inclusive list of every external engagement where PSPS is addressed. Some additional engagements not shown below include PSPS, however, it may not be the main topic of the discussion. Public Safety Partners are also invited to these engagements, as outlined in Table 17 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

Date	Targeted Entities
2/21/2023	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba
2/22/2023	Alameda, Contra Costa, San Francisco, San Mateo
3/8/2023	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz
3/9/2023	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne
3/14/2023	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma, Trinity
3/30/2023	Napa, Marin
4/13/2023	Santa Cruz, San Luis Obispo
4/18/2023	Santa Clara
4/20/2023	Nevada, Solano, Yolo
4/27/2023	Tehama, Lassen, Shasta
5/4/2023	Amador, Calaveras, Madera, Mariposa, Merced, Fresno, Tuolumne
5/16/2023	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz
5/18/2023	Alameda, Contra Costa, San Francisco, San Mateo
5/23/2023	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba
6/8/2023	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne,
5/30/2023	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma, Trinity
6/22/2023	Alpine, Stanislaus, San Joaquin
6/27/2023	All Customers
7/26/2023	All Customers – Date tentative
8/1/2023	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz
8/2/2023	Alameda, Contra Costa, San Francisco, San Mateo
8/8/2023	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba
8/9/2023	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma, Trinity
8/10/2023	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne
8/29/2023	All Customers – Date tentative

11/1/2023	Humboldt, Lake, Marin, Mendocino, Napa, Siskiyou, Sonoma, Trinity
11/2/2023	Alameda, Contra Costa, San Francisco, San Mateo
11/14/2023	Butte, Colusa, El Dorado, Glenn, Lassen, Nevada, Placer, Plumas, Sacramento, Shasta, Sierra, Solano, Sutter, Tehama, Yolo, Yuba
11/15/2023	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Clara, Santa Cruz
11/16/2023	Alpine, Amador, Calaveras, Fresno, Kern, Kings, Madera, Mariposa, Merced, San Joaquin, Stanislaus, Tulare, Tuolumne

Our campaign also includes translations of the following communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). In addition, the following in-language webinars and multicultural media engagements have been planned for customers with LEP in 2023:

- In-language webinars:** We will co-host at least seven in-language webinars by partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, process, impact and resources we offer before, during, and after a PSPS. We will promote these events via our media partners, social media channels, direct email to targeted LEP customers and on our website. See the schedule below:

Webinar Date	Language	Targeted counties	Media partner
7/11/2023	Spanish	Central Valley	KFTV Univision
7/13/2023	Spanish	Bay Area	KDTV Univision
7/19/2023 (tentative)	Spanish	Northern California	KUVS Univision
7/20/2023	Chinese	All Customers	Skylink TV
7/27/2023	Russian	All Customers	Ethno FM Radio
8/24/2023	Tagalog	All Customers	Philippine American Press Club and ABS-CBN
8/23/2023	Hmong	All Customers	Hmong TV Network

- Multicultural Media Engagement Campaign:** We will partner with 38 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 19, 2023. Participating media partners are then asked to attend an annual online training on May 17, 2023, to learn about the purpose, process, impact and resources offered to support LEP customers before, during, and after a PSPS. These media partners help disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during and after a PSPS. We are unable to track and report on the specifics of communications provided by our multicultural media partners as their systems and/or platforms used are out of our purview. However, participating media partners are asked to share their communications (broadcast segments, published articles and/or social media posts) with PG&E.

Section VII: PSPS Event Lessons Learned

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution** (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
- f. Responsive actions (in detail)**
- g. Implementation Starting Date**
- h. Estimated Completion Date**
- i. Status of Action (e.g., Planning, Implementing, or Complete)**

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Response:

Information requested for this section can be found in Table 14 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

Section VIII: High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.** *(D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

Response:

PG&E identified frequently de-energized circuits using data from historic PSPS outages and historic climatology. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any calendar year from 2018 to 2022. See PG&E's [2023-2025 WMP](#), Section 9.1.2 Identification of Frequently De-Energized Circuits, pp. 787-791 for more information.

It is important to note that we cannot forecast the locations of future PSPS outages, as it is not possible to predict outages more than a week in advance based on real-time weather forecasts. Weather is highly variable year-to-year, which drives variability in, not only the location of outages, but also the number of outages, their size, and duration.

- 2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit.** *(D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)*

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID**
- b. Circuit Name**
- c. Segment ID (optional field)**
- d. Segment Name (optional field)**
- e. Indicator for Distribution Line or Transmission Line**
- f. Number of Times De-energized (in last four calendar years)**
- g. Total MBL Customers**
- h. Total AFN Customers (including MBL)**
- i. Total CFI**
- j. Total Customers**
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)**
- l. Start Date of Step Implementation**
- m. Estimated Completion Date**

Response:

Information requested for this section can be found in Table 15 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

Specific outreach and education efforts to AFN and Medical Baseline (MBL) program customers that

was requested in Table 15, subsection k, are detailed in PG&E's [2023-2025 WMP](#), Section 8.5.3 Engagement With AFN Populations, page 736-742.

Section IX: Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

Response:

Information requested for this section can be found in Table 16 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)**

Response:

Since October 2021, we have uploaded a new Public Safety Partner list each month to the PSPS Portal and will continue this process in 2023. We update the list based on solicited feedback from internal and external stakeholders and aim to upload the lists on the first Friday of every month. The last upload of the list to the PSPS Portal occurred on June 2, 2023. For privacy reasons, these lists are not posted to PG&E's website for the general public. Public Safety Partner lists are provided to agencies who have agreed to the PSPS Portal online agreement and only receive information for their jurisdiction.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

Response:

It is our goal to ensure every MBL program customer and self-identified vulnerable (SIV) customer is aware and prepared for potential outages in the event of a PSPS.

Our MBL program and SIV customers are sent annual communication either by email or a postcard

(if an email address is not provided by the customer), to reinforce the importance of having up to date contact information on file and encourage them to provide an alternative means of contact for PSPS notifications. This year, we conducted this outreach on March 28, 2023 and in Figure 1 below are the sample postcards that were sent to customers:

Figure 1: Contact Information – Direct Mail

ACTION REQUIRED

Your information is outdated or missing

Ensure your contact information is up-to-date so you can:

- ✓ **Stay informed** of potential power outages.
- ✓ **Receive important alerts** to keep you and your family safe.

 Visit pge.com/alerts or call **1-866-743-6589**.



You can quickly review and update your contact information:

- 1 Visit pge.com/alerts or call **1-866-743-6589**.
- 2 Provide or update your phone number(s), email address(es) and/or an alternate contact. For text alerts, add a cell number.
- 3 Select your preferred language for alerts.



Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899



For translation support in 240+ languages, call PG&E at **1-866-743-6589**.
To receive communications in large print or braille, call **1-800-743-5000**.



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MBL program and SIV information are updated automatically and in real-time when a customer logs into their PG&E account and updates their information or when it is provided to a PG&E representative. Requests to change contact information can be submitted via multiple channels, therefore, there is no dedicated staffing member or department that implements changes. To quality assure and quality control the MBL customer contact information, 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., California Alternate Rates for Energy Program [CARE]⁴/ Family Electric Rate Assistance Program [FERA]⁵ and rebates) to run a daily sync between our Salesforce Application, which is used to process these program applications, and our MBL database within the CC&B system. These weekly and daily processes are conducted year-round to help ensure the MBL customer contact information is current.

⁴ A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

⁵ A monthly discount of 18% on electricity only. Must be a household with three or more people. Participants qualify through income guidelines.

Section X: Tree Overstrike

- 1. Pacific Gas and Electric Company (PG&E) must submit public safety power shutoff (PSPS) pre-season reports in compliance with the California Public Utilities Commission's PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.**

Response:

PG&E will continue to incorporate tree overstrike criteria as part of our Ignition Probability Weather (IPW) Model to be utilized in 2023 PSPS decision-making. While there are no further updates to the inclusion of Tree Overstrike since the 2021 WMP, information detailing the inclusion of tree overstrike and how it's utilized in our IPW Model can be found in PG&E's [2022 PSPS Post-Event Report](#), and in PG&E's [2023-2025 WMP](#), Section 9.2.1 Risk Threshold and Decision-Making Process That Determine the Need for a PSPS, pp. 766-775. For the process of using tree overstrike to determine the frequency, duration, scope and scale, see PG&E's [2021 WMP](#), Section 2 Adherence to Statutory Requirements, pp. 986-995.

APPENDIX

Appendix A
CRC Plan (Version 2)
June 29, 2023

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I. CRC Objectives

To mitigate PSPS impacts, PG&E opens CRCs during a PSPS outage to provide community members with a safe place to access basic resources including:

- Electricity to charge medical equipment and electronic devices.
- Up-to-date information about PSPS.
- Water, snacks, Americans with Disabilities Act (ADA)-accessible restrooms and other items.

II. CRC strategies, actions, and timing

When a PSPS outage is imminent, we evaluate the scope of the outage and propose pre-identified and approved CRC sites from our existing portfolio (see [Appendix A.III](#) for details), to activate based on estimated customer impact. The proposed CRC site list is sent to the impacted Tribal governments and impacted counties' Office of Emergency Services (OES) for their review and feedback. If they suggest alternative sites, we will accommodate their request, if it is feasible to do so.

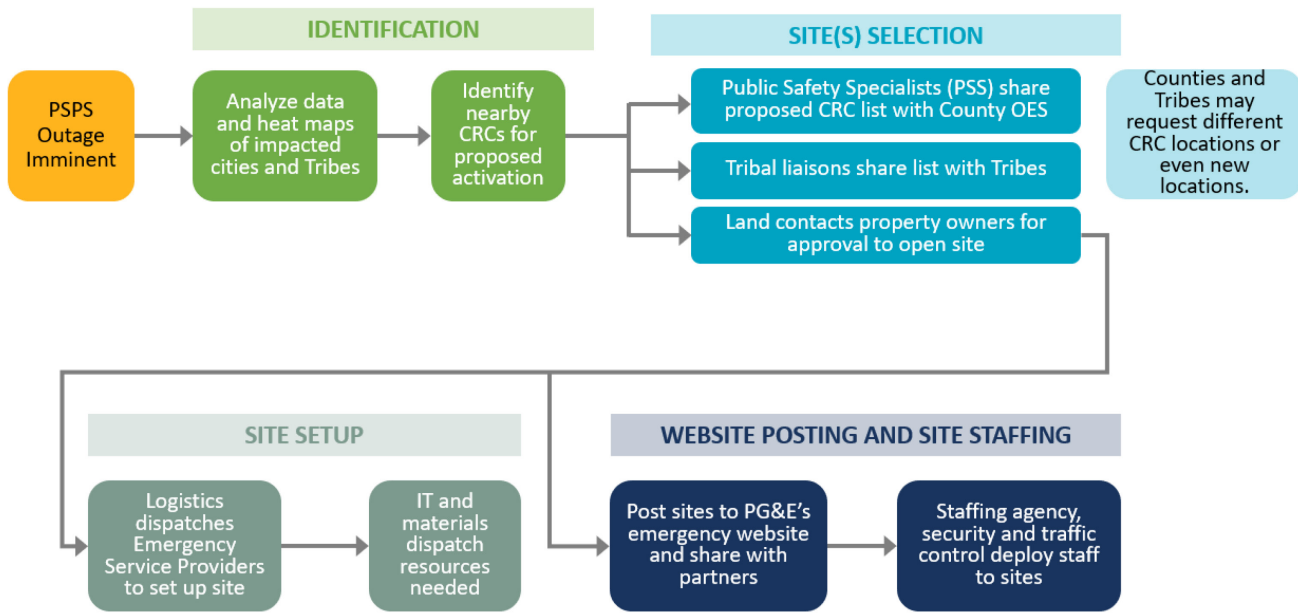
With the list of identified CRC locations, we conduct outreach to landowners to confirm site availability. Occasionally, we may procure additional CRC locations during a PSPS when unable to open a pre-identified site (e.g., unable to contact property owners) or a CRC is requested in a community where one does not already exist. In these instances, we seek input from Tribal governments and counties to identify potential new sites and will engage in ad hoc agreements with landowners.

Once sites are confirmed, we publish the sites on PG&E's [emergency website](#) and share CRC locations with partners. Our website lists CRCs by county and provides details on the hours of operation and resources available at each CRC. CRC locations are also mapped onto the PSPS outage map, where users can enter their address and identify which CRC is closest to them. For access to electricity during the hours a CRC is closed, PG&E's website allows visitors to use the outage map to identify areas that are not planned to be de-energized and allows customers to visit locations that provide necessary services to patrons at their own discretion.

At the same time information is posted on the website, internal and external partners begin to set up and staff the sites.

The activation process is illustrated in Figure 2 below.

Figure 2: High-Level CRC Activation Process



CRC sites are set up by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted throughout the PSPS season to set up CRCs at a moment’s notice. CRCs are to include site resources, which include, but are not limited to:

- Pop-up tents
- Power strips
- Tables
- Chairs
- ADA-compliant restroom
- Safety gear
- Portable generation sources for outdoor sites
- Lighting

Our Emergency Service Providers also set up barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues and define a perimeter that can be patrolled by the on-site security personnel.

CRCs are equipped with basic medical resources such as first-aid kits, fire extinguishers, and information on how to contact emergency services, as needed. ADA-compliant signs with safety and emergency protocols are posted around the CRC in visible locations.

Before a CRC is open to the public, on-site personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources, such as first aid kits, identifying two or more egress routes, and reviewing how to contact emergency services, if needed. All personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.).

During activations, CRC opening times align with de-energization. Standard operating hours are 8:00AM – 10:00PM. CRC sites are also actively monitored by PG&E’s Hazard Awareness and Warning Center (HAWC) and local PSS teams for any wildfire evacuation warnings, air quality concerns or other safety alerts. Any of these may cause a CRC to close early or open late.

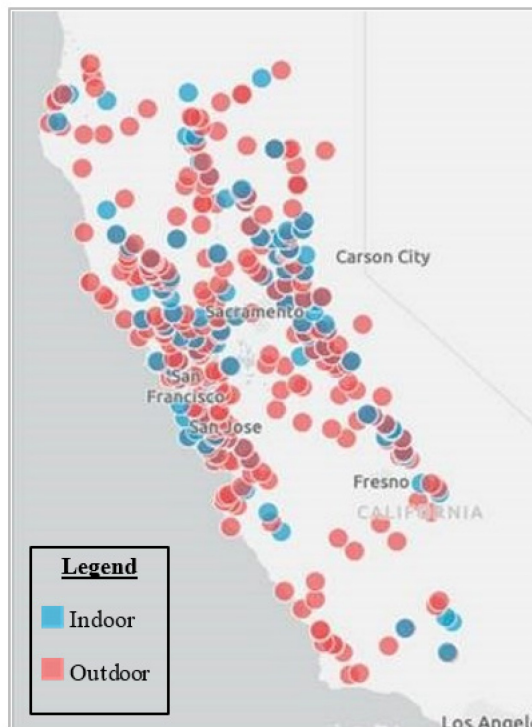
Once a county has reached, or is near 100% restoration, we begin to demobilize CRCs in that county and remove the site listings from PG&E’s public website.

III. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)

Throughout the year, PG&E maintains a robust portfolio of contracted, pre-approved CRC locations identified in close coordination with Tribes and local governments where PSPS impacts are most likely.

As of May 1, 2023, our CRC portfolio includes 116 event-ready indoor sites and 286 event-ready outdoor sites. Figure 3 below shows the locations of these sites, which are generally concentrated where PSPS events have occurred in the past, and a full list is in Table 1 of *R.18-120-05_PGE_2023_PSPS_Pre_Season_Report_Tables_20230629_PUBLIC.xlsx*. This robust portfolio is the result of ongoing, multi-year collaboration with Tribes, counties, and key stakeholders.

Figure 3: Potential CRC Locations



PG&E relies on input from local officials, such as tribal and OES governments to locate CRCs that will best serve their communities. In 2020, we expanded our CRC portfolio by utilizing a ranking system that factored in the historical, actual, and potential frequency of PSPS events, populations in HFTD, and actual potential numbers of customers impacted by PSPS. Using three-tiered prioritization, we set targets for both indoor and outdoor pre-identified CRC locations by county. This is done in close coordination with the tribal and counties governments to build out a portfolio

of potential CRC sites. By the end of 2020, we had a portfolio of 98 indoor and 265 outdoor CRC locations that were pre-approved and ready to support PSPS.

With this robust portfolio in place since 2021, PG&E no longer sets CRC targets by county. Instead, we conduct annual outreach to all PSPS-impacted Tribal governments and counties in the service area and provided a map showing where their counties were impacted by 2020 and 2021 PSPS outages (note there were no PSPS outages in 2022) and all existing or in-progress CRC locations (see Figure 4 below). These were used to start conversations and collaboratively identify what, if any, additional CRC locations to add. This approach continued PG&E’s strategy of utilizing the tribal governments and communities’ expertise to know what and where would best serve their communities if/when they are impacted by PSPS. The CRC team is actively pursuing the additional CRC sites identified through this approach in 2023, though most counties did not request any additional CRC locations.

Per CPUC’s Phase 3 Guidelines⁶, electric IOUs were instructed to “coordinate and make best efforts to agree with tribal and local governments, local offices of emergency management, and public health officials on: [...] where to access electricity during the hours the CRC is closed.” In 2022, the outreach described above included a request for input from each county on where residents may access electricity when CRCs are closed, however, no feedback was provided.

Figure 4: Sample outreach slide from February 2023⁷



In addition to outreach to Tribal and local governments, CRCs are reviewed with other stakeholders in a variety of forums. This includes, but is not limited to:

- Wildfire Safety Working Sessions
- Regional Working Group Sessions
- County wildfire town halls
- Direct outreach to representatives of the disability, aging, AFN communities, and

⁶ D.21-06-034

⁷ Slide is included as an example and contains data that was accurate as of December 2022. This should not be considered accurate as of the report’s publication date.

community-based organizations.

- Working groups with senior citizen groups, business owners, public health, and healthcare providers.
- Presentations to city councils, mayors, and county boards of supervisors.

CRCs are set up in locations well known to the public with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots. When identifying and reviewing potential CRC locations, PG&E uses the criteria outlined below.

Indoor CRC Site Criteria

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).
- ADA-accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generation.
- Able to accommodate a reasonable number of people.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.
- Equipped with a level loading area to accommodate loading and unloading of materials.

Outdoor CRC Site Criteria

- Approximately half acre or more in size.
- ADA-accessible lot.
- Accommodates portable and ADA-compliant restrooms.

Once a site has been identified and met the criteria, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outside site is interested and meets the criteria, we engage in contract negotiations directly. If a landowner for an indoor site is interested, we dispatch an ADA inspector to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards for polling places and other temporary use facilities. We also deploy an electrical contractor to provide an estimate to upgrade the electric system to be ready to receive a temporary backup generator if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable, and if the landowner signs a long-term use agreement, we will engage in the necessary site improvements.

In most instances, PG&E hires an electrical contractor to equip indoor sites with an automatic transfer switch (ATS) that ensures a connected generator will automatically activate when the facility is de-energized. For sites that do not already own a generator and are at risk of de-energization during a PSPS event, PG&E rents and pre-stages generators during PSPS season. This ensures these sites can be activated quickly in a PSPS event. On-site generators are continuously monitored during the PSPS season for non-PSPS outages and refueled as necessary to ensure readiness. Note that some indoor sites are not at risk of de-energization but are strategically located to serve surrounding potentially impacted communities. Generators are not pre-staged at these sites, but can be brought in, if needed.

We will continue to add new sites through collaboration with tribal governments, counties, and other

key stakeholders while addressing changes due to system hardening, sectionalizing, and other grid improvement projects.

IV. Engagement with local populations on AFN needs and Stakeholder recommendations on AFN needs of services and supplies (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)

PG&E has taken numerous steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders and implement improvements for CRC accessibility.

We receive CRC feedback on AFN needs via the AFN Core Planning Team and the Joint IOU Statewide AFN Advisory Council, as reported in the introduction and defined in PG&E's [2023 AFN Plan](#), Appendix A, pp. A-1 to A-3, for PSPS Support, published on January 31, 2023.

Additionally, PG&E's Tribal Liaison, Local Public Affairs (LGA), and PSS teams work directly with Tribal governments and local to ensure CRCs meet local needs and demographics. Please refer to Table 2 of *R.18-12-005_PGE_2023_PSPS_Pre-Season_Report_Tables_20230629_PUBLIC.xlsx*, for compiled recommendations on AFN services and supplies.

Below for awareness are PG&E's Disability, Aging, AFN Communities, and MBL Visitor Advanced Site Considerations prior to a PSPS:

- ADA evaluation for all sites and remediation investment at indoor sites (please see [Appendix A.III](#) for additional information).
- Evaluation of accessibility to public transit at all indoor and outdoor sites.
- Ensuring accessible parking at both indoor and outdoor locations.
- Disability etiquette training for customer service staff.

During a PSPS outage, additional activities are undertaken to ensure a CRC is accessible. These include:

- Indoor site-specific compliance checklists for onsite personnel for any non-construction, ADA considerations (e.g., relocating a trash can to ensure an accessible path of travel).
- In-event creation of accessible parking through signage and/or cones as needed for outdoor locations. Note that ADA parking at indoor sites is included as described in [Appendix A.III](#).
- ADA-accessible restrooms at all CRC sites.
- Information cards and other digital resources for visitors are available in braille and 16 languages, which can be printed on demand.
- Staff with skills in languages, other than English are strategically assigned to CRCs based on local demographics and feedback from community partners. If additional in-language support is needed, customer staff can access translation services, provided in over 200 languages.
- CRCs use posted signage that complies with accessibility standards (i.e., font color, size, and placement).
- AFN individuals who require charging for medical equipment are prioritized at all CRC sites.

- Illuminated traffic signage directs visitors to the location and is placed on the roadway for better visibility.
- Privacy screens are provided at indoor sites for visitors who prefer additional privacy (e.g., breastfeeding mothers).
- [LanguageLine](#) is an online service that provides interpreting remotely for visitors who may be Deaf or hard of hearing and use American Sign Language (ASL) for communication. This service is available on laptop computers located at every CRC.
- A list of food bank partnerships by county are provided on information sheets in both English and braille.
- Medical devices may be left on site to charge under the medical device charging pilot program that was rolled out in 2022 in response to AFN community requests. This will continue in 2023.
- We recognize that some impacted individuals may require assistance in getting to a CRC. To support those individuals, we have partnered with:
 - 211, a 24/7 service that connects callers to local transportation resources.
 - Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating Independent Living Centers (ILCs).
 - Additional local accessible transportation providers throughout the PG&E service area.
- Added available transportation options and links to Google Maps navigation for driving and public transit to CRC locations on our [emergency website](#), per AFN community members feedback on the lack of awareness around transportation options.

For a full list of suggested improvements from AFN stakeholder engagement, please see Table 2 of *R.18-12005_PGE_2023_PSPS_Pre_Season_Report_Tables_20230629_Public.xlsx*.

V. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)



PG&E operates indoor and outdoor CRC sites. The combination of indoor and outdoor options has been favored amongst tribal governments, local counties, and communities. This provides us the ability to set up CRCs to reach the most impacted customers. While we use indoor sites where available, sites are selected primarily on proximity to impacted customers. Other factors are considered including, but not limited to:

- Access to public transportation.
- Current and expected weather/outdoor conditions
- Air Quality Index (AQI) level

VI. Services and supplies available at each CRC to customers and AFN populations

While primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating and cooling are only available at indoor sites. See Figure 5 for a complete list of CRC resources which are available to all customers.

Figure 5: Resources by CRC Type

Standard operating hours at all CRCs: 8 a.m. - 10 p.m.			
Details/Resources		Indoor	Outdoor
CRC Overview		Indoor site (i.e., library, school)	Open air tents at outdoor site
COVID-19 Health and Safety Measures		×	×
ADA-Accessible Restroom		×	×
Heating and Cooling		×	
Device Charging*		×	×
Wi-Fi Service		×	×
Bottled Water		×	×
Non-Perishable Snacks		×	×
"Grab and go" resource offerings**		×	×
Tables and Chairs		×	×
Bagged Ice		×	
Blankets		×	×
Security Personnel		×	×
Cellular Coverage		×	×
Customer Service Staff		×	×
Wind/Weather-Resistant		×	
Privacy Screens		×	

* Medical device charging will be prioritized in times of high demand

** Grab and go bag contains device charger, water, snacks, and info card

We also worked with primary cellular providers in the service territory to evaluate all pre-existing CRC sites for Longer-Term Evolution cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy, as needed, to provide additional coverage.

CRCs are staffed by specially trained third-party contractors. The visitor-facing staff include Customer Service Leads and Customer Service Staff who are trained on how to serve all visitors, including individuals with AFN needs, such as accommodating visitors in wheelchairs or speaking a primary language other than English. Staff can navigate PG&E's webpage to find information on the PSPS, such as estimated restoration time and other available resources before, during and after PSPS outages. These staff members have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E's MBL program. In 2022, PG&E began working with our Tribal Liaison team to recruit Tribal members as Customer Service Leads or Staff for CRCs on or near Tribal lands. Though the participation rate is low, the effort is ongoing. Below outlines the staff at each CRC location:

- Customer Service Lead
- Customer Service Support (1-2 people)
- Emergency Services Provider
- Security
- Traffic Control (1-2 people)

These on-site staff are sometimes visited by representatives from PG&E's Safety Team as well as PG&E's ADA Specialists during an event. These PG&E representatives do not stay at a specific site, but instead drop in and conduct audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Throughout a PSPS, CRCs are also supported by PG&E staff working in the Emergency Operations Center (EOC). The internal PG&E groups that support CRCs from the EOC include, but are not limited to:

- EOC CRC Lead and Staff (1-2 people)
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer (PIO)
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

VII. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event

A crucial piece to the success of a CRC and serving impacted communities, is the awareness among community members of the CRC. Through pre-season marketing and in-event publicity, we have seen significant improvements in efforts to drive CRC awareness.

CRC awareness is grown by including information about CRCs in our pre-season PSPS outreach that educates residents on PSPS and the resources available during PSPS outages. In 2022, this included radio ads, in both English and Spanish, during the PSPS season in geographic areas that are likely to be impacted. Additionally, CRC information is available year-round on our website, including a list of all potential CRC locations with existing license agreements. This list is accessible and searchable by web or PDF file and is available in 16 languages.

PG&E sends customers multiple notifications including IVR, text, and emails leading up to and during a PSPS. These notifications direct customers to PG&E's website where CRC information is displayed prominently on the landing page and outage map, including hours of operation and services available at each CRC. Additional information on notifications can be found in PG&E's Notification Plan located in [Appendix C](#).

CRC sites are additionally communicated to the community through press releases, social media posts, and local government outreach. Sites are shared in public, agency, and media briefings. We also rely on our network of CBO partners to share CRC information.

VIII. COVID 19 considerations

We follow the California Department of Health and Human Resources guidelines for cooling centers for COVID-19 considerations, while taking into account any other federal, state, or local mandates. As of May 1, 2023, PG&E's CRC health and safety guidelines are as follows:

- Facial coverings are not required but encouraged.
- Supplies are given out so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Medical device charging is prioritized.
- Surfaces are regularly sanitized.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.

IX. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A- 6.)

In 2022, we activated CRCs in response to PSPS one time, though the PSPS was cancelled before any de-energization occurred. Please refer to Table 3 of *R.18-12-005_PGE_2023_PSPS_Pre Season_Report_Tables_20230629_PUBLIC.xlsx*, for usage data.

X. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

In 2022, we launched a survey to gather feedback from CRC visitors on their overall satisfaction and experience. This survey was available during the single CRC activation in 2022, and the sole response is included in Table 4 of *R.18-12-005_PGE_2023_PSPS_Pre Season_Report_Tables_20230629_PUBLIC.xlsx*.

Efforts to increase survey responses include shortening the survey overall, including a QR code to access the survey on the information card in each grab-and-go bag, and adding additional signage at the CRC sites.

Please refer to Table 5 of *R.18-12-005_PGE_2023_PSPS_Pre Season_Report_Tables_20230629_PUBLIC.xlsx*, for details on CRC-related challenges.

XI. Lessons learned protocol

Following each PSPS event, our CRC team conducts an After Action Review (AAR) call to collect feedback from internal and external stakeholders involved in CRC operations. Our CRC team reviews all suggestions and determines which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Most items are minor process improvement considerations and do not rise to the level of being a lesson learned.

Overall lessons learned from the PSPS season are included in PG&E's [2023-2025 WMP](#), Section 10 Lessons Learned, pp. 785-794, [AFN Plan](#), Section 2.9 Recovery, pp. 47-48, and our [2022 PSPS Post-Season Report](#).

Appendix B
CFI Plan (Version 2)
June 29, 2023

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I. CFI Objectives

PG&E's CFI plan touches on the three main objectives pursuant to D.21-06-034. These include the following:

- Informing CFIs during PSPS outages: We provide critical facilities, including transmission-level customers, with additional communications, as well as other resources before and during outages, as outlined in PG&E's [2023-2025 Revised WMP](#), Section 8.5.2, pp. 728-736.
- Reviewing and assessing CFIs backup power support: In alignment with other IOUs, we provide CFIs with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFIs when an outage could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails.
- Ongoing collaboration to ensure CFIs are identified and prepared for potential PSPS outages: To maintain accurate contact information and backup generation needs, we heavily rely on collaboration. Annual engagement with Public Safety Partners by Account Representatives and PSS is conducted to validate contact information and resiliency planning efforts associated with backup generation. This is in addition to the outreach noted in PG&E's [2023-2025 WMP](#), Section 8.5.2 Public Outreach and Education Awareness Program, pp. 729-736.

II. CFI strategies, actions, and timing

We recognize the importance of ensuring that agencies and critical facilities have the necessary information during emergency outages to prepare their own resources, communication channels, and respond to community needs.

Ahead of each PSPS season, annual engagement with Public Safety Partners by Account Representatives and PSS is conducted to validate contact information and resiliency planning efforts associated with backup generation. This is in addition to the outreach noted in PG&E's [2023-2025 WMP](#), Section 8.5.2 Public Outreach and Education Awareness Program, pp. 729-736.

In addition, to ensure CFIs appropriately plan for PSPS outages, we provide CFIs with the ability to request a backup power assessment on the [Large Business and Critical Infrastructure webpage](#). This webpage also includes online resources, tools, and preparedness information related to their business needs.

During a PSPS outage, we send automated notifications and have online information tools available for critical facilities, as well as work directly with them to answer questions in real time. Please refer to PG&E's [2023-2025 WMP](#), Section 8.4.4 Public Emergency Communication Strategy, pp. 691-692 and Section 8.4.4.1 Protocols for Emergency Communications, pp. 693-695 for more information on how PG&E structures the EOC to provide critical facilities with key information during a PSPS outage.

We also follow ICS and NIMS structure and protocols to ensure that critical facilities receive timely and appropriate information. For more information, see the Electric Annex to PG&E's [Company Emergency Response Plan](#), pp. 7-5, specifically sections on the Customer Strategy Officer Command Staff functions.

III. CFI definition and IOU CFI contact on PSPS website

The CFI definition and PG&E CFI contact are made available in the [Critical Facility Fact Sheet](#), which is located on the [Large Business and Critical Infrastructure](#) webpage.

IV. Identification method of CFI

CFIs are identified using the definition provided in CPUC Phase 1 Guidelines,⁸ further specified in Phase2⁹ and expanded in Phase 3¹⁰.

V. Changes in CFI since prior annual report

There are no additional changes since the issuance of our 2022 CFI Plan, included in our [2022 PSPS Pre-Season Report](#), Appendix B, pp. 65-69.

VI. Maintenance and update process of CFI list

Since October 2021, we have uploaded a new CFI list each month to the PSPS Portal and will continue this process in 2023. We update the list based on solicited feedback from internal and external stakeholders and aim to upload the lists on the first Friday of every month. Once uploaded, PSPS Portal users receive an email, asking to review and provide any edits to the IOU contact. The last upload of the list to the PSPS Portal occurred on June 2, 2023. CFI lists are provided to agencies and CFI who have agreed to the PSPS Portal online agreement and only receive information for their jurisdiction.

CFIs are reviewed by a governance committee of leaders within PG&E's Customer organization for adherence to the definition of CFI, as specified in CPUC's Phase 1 Guidelines¹¹, further specified in Phase2¹² and expanded in Phase 3¹³. Upon approval, accounts are coded accordingly in PG&E's data systems, Salesforce, and CC&B.

Requests for updates are also received directly from CFIs to their assigned Account Representatives, PSS, or the Critical Facilities Infrastructure Lead (CIL) noted on the PSPS Portal. They are then immediately entered into PG&E's system. Additions or updates to CFIs are collected during annual reviews.

VII. Collaboration with transmission-level customers

Ahead of PSPS season, transmission-level entities receive direct outreach from assigned Account Representatives to validate contact information, provide online resources and resiliency planning efforts. Additionally, they are invited to webinars to discuss wildfire prevention efforts, and support resources before, during and after PSPS outages and improved wildfire safety technology and tools.

During a PSPS outage, transmission-level customers, including Publicly Owned Utilities (POU), are notified via:

- Live calls by PG&E's CIL, as soon as possible.
- Automated notifications via email, text and phone call to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification,

⁸ D.19-05-042

⁹ D.20-05-051

¹⁰ D.21-06-034

¹¹ D.19-05-042

¹² D.20-05-051

¹³ D.21-06-034

PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage.

- Live calls by PG&E's Grid Control Center (GCC) operators before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E's daily Systemwide Cooperator Call to receive situational updates. Per CPUC requirements, Telecommunication Providers also have access to PG&E's EOC, as requested.

VIII. Comparison of current year CFI request total with last year

In 2022, we received 24 CFI designation change requests. As of May 3, 2023, we received 98 CFI designations change requests. We had 74 more requests for CFI designation changes compared to last year.

Please refer to Table 7 of *R.18-12-*

005_PGE_2023_PSPS_Pre_Season_Report_Tables_20230629_PUBLIC.xlsx, for details on requests for CFI designations.

IX. CFI backup power assessment efforts/actions, backup power provisions and terms

In general, PG&E does not provide backup power before or during a PSPS but there are exceptions based on societal impact that may result in PG&E attempting to provide support. CFIs are able to request a Backup Power assessment on the Large Business and Critical Infrastructure website. This request will notify an Account Representative to contact the CFI contact to provide an assessment. This coordination provides the CFI an opportunity to raise any backup power concerns and for the Account Representatives to ask questions about their resiliency plan to better understand their backup power needs.

Predominantly, PG&E does not provide backup generation to individual facilities. However, our policy allows exceptions for CFIs when an outage could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails. These exceptions can include:

- High risk to public safety, such as hospitals with active trauma units, critical water or wastewater asset, and city or county EOC.
- High risk of environmental hazard, such as chemical plants which risk toxic spill into local rivers.
- High risk to essential emergency response and support facilities, such as 911 call centers, water pump availability compromising firefighting, and critical telecommunications equipment or other support businesses that directly affect emergency services provision.

X. Engagement with local government and Public Safety Partners on CFI identification and back-up generation need

As mentioned above, we upload a new CFI list each month to the PSPS Portal for Tribal and local governments to review and identify new CFI within their jurisdiction. In addition to an annual letter reminding CFIs that PG&E does not provide backup power, we engage and collaborate with local governments, Public Safety Partners via Account Representatives and PSS annually to maintain accurate CFI identification, back up generation needs and validation of contact information. Efforts associated with backup generation needs are conducted annually. This is in

addition to the outreach noted in PG&E's [2023-2025 WMP](#), Section 8.5.2 Public Outreach and Education Awareness Program, pp. 729-736.

XI. Maintenance and accessibility of CFI list

For further information about the maintenance and accessibility of CFI list, see [Appendix B.VI](#).

XII. Consultation with local and tribal governments

PG&E consults with Tribal and local governments monthly to review and confirm we have incorporated all critical facilities in their jurisdiction, as detailed in [Appendix B.VI](#).

XIII. Coordination with CFI to maintain energization during PSPS events of varying lengths

PG&E does not offer backup generation to individual facilities. However, our policy allows exceptions for CFIs when an outage could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS outage, we send automated notifications to potentially impacted CFIs and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local OEC, Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage. This outreach provides the CFI an opportunity to raise any potential backup power concerns.

We also provide localized support for other Public Safety Partners such as water agencies and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

XIV. Lessons learned protocol

Following each PSPS, our Business Energy Solutions (BES) Account Representatives collect feedback and lessons learned from internal and external stakeholders, including CFIs. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Most items are minor process improvement considerations and do not rise to the level of being a lesson learned.

Overall lessons learned from the PSPS season are included in PG&E's [2023-2025 WMP](#), Section 10 Lessons Learned, pp. 785-794, [AFN Plan](#), Section 2.9 Recovery, pp. 47-48 and [2022 PSPS Post-Season Report](#).

Appendix C
Notification Plan (Version 2)
June 29, 2023

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I. Notification Objectives

Our primary notification objective is to notify key stakeholders and customers that are forecasted to be impacted by a PSPS as soon as possible, in accordance with the minimum timelines set forth by the CPUC Phase 1 Guidelines¹⁴, weather and other factors permitting. This is to help ensure they have enough time to prepare and can safely respond to PSPS outages.

II. Notification strategies, actions, and timing

We understand how disruptive it is to be without power. That is why we conduct extensive outreach to a variety of stakeholder types following activation of PG&E's EOC. The key stakeholders include:

- Tribal Governments, City, County and State Agencies
- First Responders
- MBL Program Customers and SIV Customers
- Customers with LEP and Other Needs
- CBO In-Event Support and Resources
- CFIs
- Telecommunications and Water Providers
- Transmission-level Entities
- Third Party Commodity Suppliers
- Paratransit Agencies
- General Public/Media

Notification Strategies and Actions

For most stakeholder groups noted above, PG&E sends automated notifications via calls, texts, and emails at key milestones throughout the event, in accordance with CPUC Phase 1 Guidelines¹⁵. See Figure 6 below for more information on notification timing. Detailed descriptions of the information included in each notification can be found in PG&E's [2023-2025 WMP](#), Section 8.4.3.2

Communication Strategy with Public Safety Partners, pp 686-688, Section 9.3 Communication Strategy for PSPS, p. 783 and in PG&E's [2022 PSPS Policies and Procedures for Emergency Managers](#), pp. 5-12 and 19-22.

PG&E sends email notifications to the CPUC at key milestones throughout the event. Notifications provided to the CPUC are in accordance with the CPUC Phase 1 Guidelines¹⁶.

In addition to automated notifications, PG&E conducts additional outreach to each stakeholder group. The outreach is frequent, focused on providing stakeholders with the latest event information, and tailored to the stakeholder's needs.

¹⁴ D.19-05-042

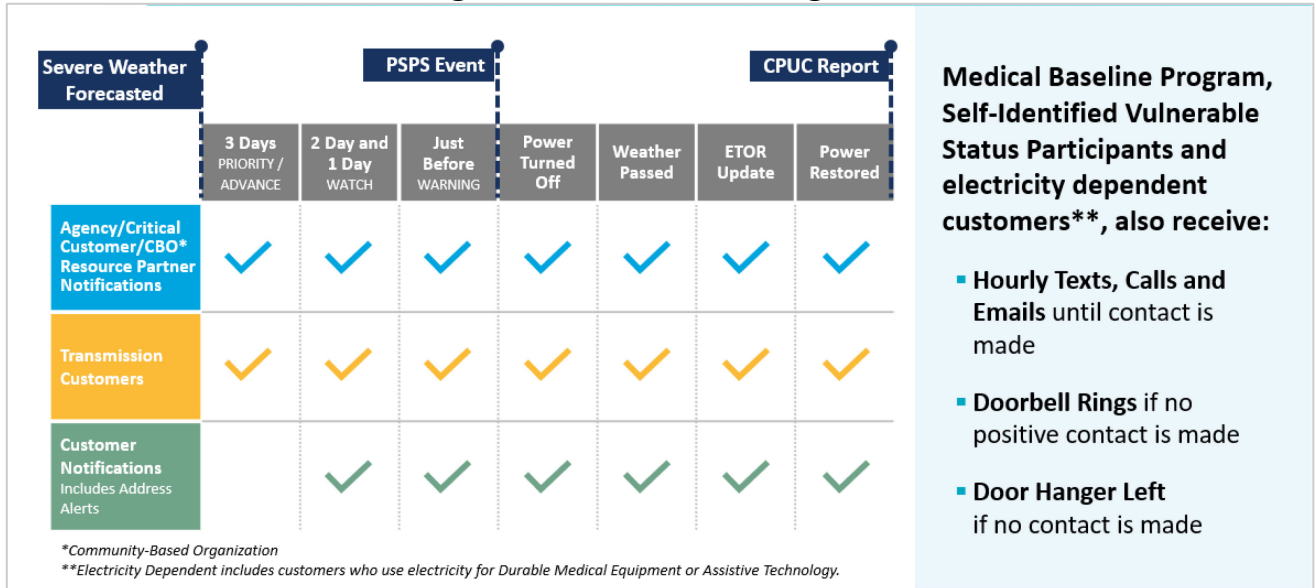
¹⁵ D.19-05-042

¹⁶ D.19-05-042

Notifications Timing

The timing of our automated notifications are in accordance with the CPUC Phase 1 Guidelines¹⁷. We prioritize sharing what we know about the weather, customer impacts and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact notification timing.

Figure 6: Notification Timing



III. Notification process planning and improvement

Planning

PG&E’s annual PSPS notification processes are refined year-over-year. The notification planning is based on feedback via Public Safety Partner and customer surveys, stakeholder engagement and regularly scheduled meetings (e.g., Regional Working Groups, CWSP Advisory Committee, Joint IOU Statewide AFN Council, Collaborative Council Meetings, etc.), as well as PSPS AARs.

Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance and available data. The majority of our improvements are based on changes made to scoping and execution of a PSPS and addressing customer feedback. Once the list of actionable items and timing are approved internally, we coordinate with the key subject matter experts to implement and test the improvements.

Improvements

Ahead of the 2023 PSPS season, below are the improvements we have prioritized:

- *Timeliness of Agency Notifications:* As noted in the [2022 PSPS Post-Season Report](#), based on feedback, we continue to make improvements to help ensure we are providing timely notifications to agencies. This includes, but is not limited to:
 - Further automating the agency notification process and uploading event-specific information at pre-determined times.
 - Notifying agencies throughout the night, if needed, sending agency and customer

¹⁷ D.19-05-042

- notifications concurrently to minimize distribution times.
- Supplementing automated notifications with ongoing Agency Representative outreach and providing maps and reports via the PSPS Portal.
- *Pending Delay Notifications:* Agency public safety partners will receive automated notifications to notify them that due to a change in forecasted weather conditions, their jurisdiction will be de-energized later than expected. Previously, Agency Representatives communicated these updates directly to partners.

In March of 2023, we met with external stakeholders via the Q1 Regional Working Groups, Q1 Collaborative Council Meetings and Joint IOU Statewide AFN Council Meeting to solicit feedback on our PSPS notification improvements. During these sessions, we did not receive any feedback on the proposed improvements or the current notification plan. External stakeholder groups invited to these sessions include:

- Tribal Governments
- AFN Representatives
- California Public Utilities Commission
- City/County Staff
- CBOs
- Community Choice Aggregators
- County Offices of Emergency Services
- First Responders
- Health and Human Service Representatives
- Paratransit Partners
- Durable Medical Equipment Providers
- Publicly Owned Electric Utilities
- Red Cross Staff
- Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities
- Telecommunications Providers
- Water Agencies

IV. Updated/Current Notification script and templates

We are in the process of updating our PSPS notification scripts for 2023, which are scheduled to be finalized in June 2023. For current notification scripts, please reference PG&E’s [2022 PSPS Post-Event Report](#), Appendix D, pp. App-10-App 79.

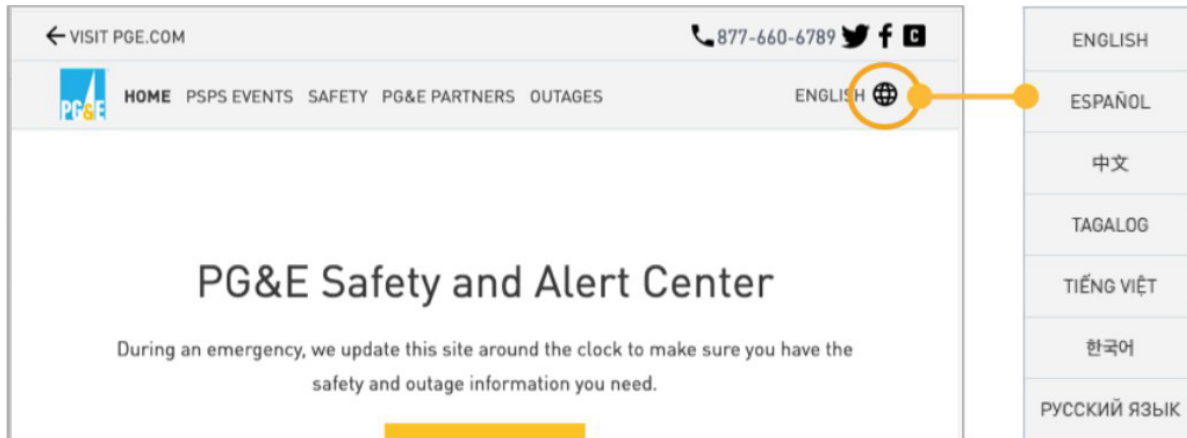
V. In-language translations

Customers who have selected their language preference in their PG&E accounts, will receive in-language (translated) notifications. We currently offer notifications in 16 languages:

- | | |
|------------------------------------|------------|
| ● English | ● Arabic |
| ● Spanish | ● Farsi |
| ● Chinese (Mandarin and Cantonese) | ● Punjabi |
| ● Vietnamese | ● Japanese |
| ● Korean | ● Khmer |
| ● Tagalog | ● Hmong |
| ● Russian | ● Thai |
| ● Portuguese | ● Hindi |

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and phone call) for customers and non-customers that have provided a language preference. This is in addition to the online maps and PSPS web pages that are also available in-language (see Figure 7). For customers without a designated language preference, we provide notifications to customers in English, with information on how to get event information in any of the languages offered. Additional details about how this list of languages was determined based on their prevalence can be found in [Advice Letter](#) 4249-G/5827-E.

Figure 7: PGE.com In-Language Sample



VI. Notification methods

PG&E utilizes several channels to notify customers, the public and Public Safety Partners before and during a PSPS outage.

For more information on examples of our notification methods, please see PG&E’s [2023-2025 WMP](#), Section 8.4.3.2 Communication Strategy with Public Safety Partners, pp. 686-688 , Section 9.3 Communication Strategy for PSPS, p. 783 and PG&E’s [2022 PSPS Policies and Procedures for Emergency Managers](#), pp. 5-12 and 19-22.

VII. Meeting notification timeline requirements

PG&E follows the in-event notifications timeline requirements provided in the CPUC Phase 1 Guidelines¹⁸. See Figure 6 above.

VIII. Notification accuracy and precision

PG&E is constantly evaluating our internal process to determine how we can ensure the information in the notifications are accurate and that notifications are sent in accordance with the minimum timelines set forth by the CPUC Phase 1 Guidelines¹⁹, weather and other factors permitting.

We have multiple controls and quality checks throughout the process to ensure confidence in the information that is being shared, with the realization that weather conditions and damages to equipment can change the scope of the information being shared.

¹⁸ D.19-05-042

¹⁹ D.19-05-042

See our [2022 PSPS Post-Season Report](#), Section IV.8, p. 38, for more information on PSPS customer and public safety partner notification performance.

IX. Entity responsible for notifications

PG&E’s Liaison and Customer Team manage the majority of notifications to key stakeholders during a PSPS outage.

CBOs that provide in-language support also disseminate PSPS notifications to the public in-person and via social media and local radio. Please see PG&E’s [2023-2025 WMP](#), Section 8.4.4.1, Protocols for Emergency Communications, pp. 694-696 and Section 8.4.4.2, Messaging, pp. 697-698 for information on platforms utilized to communicate through the various stages of an event.

PG&E is unable to track and report on notifications made by Public Safety partners, CBOs, and other external stakeholders as their notification systems and/or platforms are out of PG&E’s purview. PG&E encourages our external partners to amplify PSPS notifications and communications on their platforms to increase awareness.

X. Consistency of PSPS notification information across all platforms

PG&E streamlines and controls how information is disseminated across our platforms ensuring the same source data is used to update all external channels. This is to ensure that customers receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social or broadcast media, and Contact Center Interactive Voice Recordings or Customer Service Reps).

During a PSPS outage, the cross-functional team coordinates to sequence staging and execution of notifications to ensure:

- Stakeholders are notified in a timely manner.
- Information-sharing platforms are synchronized.
- Alignment with regulatory requirements.

XI. Coordination with stakeholders

We engage external stakeholders throughout the year regarding PSPS, including in-event notifications. For a list of meetings and Public Safety Partner engagement activities, please see Table 17 of *R.18-12-005_PGE_2023 PSPS Pre-Season Report Tables_20230629_PUBLIC.xlsx*.

In addition, during the Q1 2023 Regional Working Group meetings, we discussed PSPS notification improvements and provided an opportunity for participants to provide feedback. Note no feedback was received from the discussion. Below is a list of notification topics discussed in the meeting:

- An overview of our notification process.
- Recent notification improvements.
 - Informing customers when a PSPS is delayed, and that de-energization may still occur.
 - Informing customers when power is “off” at time of de-energization.
- PSPS notifications no longer allow for “opt-outs.”
- How and when stakeholders are notified for a PSPS.
- Solicitation of feedback.

XII. Affirmative notifications to MBL populations and any self-identified vulnerable populations

Our MBL program customers receive calls, texts and emails in advance of a PSPS and must confirm receipt. If receipt is not confirmed, we send hourly notifications and conduct doorbell rings until we are able to reach the customer.

Customers who do not qualify for MBL program or SIV customer status but who are at an increased risk of harm to their health, safety and independence during a PSPS can self-identify as “electricity dependent.” This specifically applies to those who depend on electricity for durable medical equipment or assistive technology. Like MBL program and SIV customers, these customers will receive additional PSPS notifications, including doorbell rings if previous alerts are not acknowledged.

XIII. Notification strategies on AFN population subsets

For information on how MBL program customers and SIV customers are notified during a PSPS outage, please see PG&E’s [2023-2025 WMP](#), Section 8.5.3, Engagement with AFN Populations, pp. 737-743 and PG&E’s 2023 [AFN Plan](#), Section 2.7.4, Accessibility of Communications, pp. 34-35 and Section 2.8.1, In-Event Customer Communications, pp. 38-42. Figure 8 below indicates our offseason preparedness to support in-event notifications, in-event notification types and resources provided to AFN customers.

Figure 8: Resources for AFN Customers



XIV. Public warning of PSPS events such as week-ahead forecasts

PG&E maintains a public [7-Day PSPS Forecast website](#). In addition to our 7-day PSPS forecast, customers have access to PG&E’s [interactive weather and fire-detection satellite maps](#). These maps allow customers to review the weather by area to be better prepared.

XV. Notification cancellation

Cancellation notifications are used when customers received a PSPS notification previously, but weather conditions have improved in an area and PG&E does not anticipate the need to turn off power for safety. PG&E makes every attempt to send cancellation notification within two-hours of the decision to remove customers from scope.

XVI. Transmission-level customers notification

During a PSPS outage, transmission-level customers, including Publicly Owned Utilities (POU), are notified via:

- Live calls by PG&E’s CIL, as soon as possible.
- Automated notifications via email, text and phone call to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local OEC, Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage.
- Live calls by PG&E’s Grid Control Center (GCC) operators before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E’s daily Systemwide Cooperator Call to receive situational updates. Per CPUC requirements, Telecommunication Providers also have access to PG&E’s EOC, as requested.

XVII. Impacted customer information available to Public Safety Partners from outset of PSPS

Information pertaining to impacted customers is available for Public Safety Partners that support emergency management efforts and some CBO Resource Partners²⁰ on the PSPS Portal once PG&E’s EOC is activated for a PSPS. This information is provided through PSPS event maps and reports and customer lists. Please see [Appendix C.XVIII](#) for more information.

XVIII. Secure portal for Public Safety Partners

To help Public Safety Partners prepare, PG&E established the PSPS Portal, a secure site to share planning and event-specific maps and reports (see list below). As stated in CPUC Phase 1 Guidelines²¹, Public Safety Partner is defined as “First responders at the local, state and federal level, water and communication providers, CCAs, affected POUs/electrical cooperatives, the Commission, CalOES, CAL FIRE and all cities and levels of local and tribal government.”

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online agreement. By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure. If confidential customer information is not needed, users will still be able to view aggregated summary-level information and will not be required to accept the online agreement. See Figure 9 for an overview of access.

²⁰ CBO Resource Partners are contracted with PG&E to provide a specific resource to customers before, during, and/or after PSPS events. CBO Resource Partners are also provided with advanced notifications.

²¹ D.19.05.042

Figure 9: PSPS Portal Access Levels

Below is the information available for each level of access.

1 Detailed Customer and Critical Facility Information

- Affected customer details, including names and addresses
- Medical Baseline customer details, including names and addresses
- Critical facility customer details, including names and addresses

2 Customer and Critical Facility Summary Totals

- Aggregated customer counts by jurisdiction and customer type

Note: Critical facility customers and Community Choice Aggregators will be provided with a list of their site locations and aggregated, summary-level information.

Event Maps

The PSPS Portal has an interactive mapping feature, as well as downloadable formats so agencies can integrate the information easily into their systems. Map formats include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based GIS and PDF maps that will be available on the events page:

- *Forecasted Circuits Impacted:* Shows PG&E's distribution electrical circuits within the current PSPS scope; maps also include circuit name, estimated de-energization and restoration times and the approximate number of customers impacted.
- *Forecasted Outage Areas:* Shows the areas forecasted to be within scope of the PSPS event; layer provides time window for the weather event, total customers affected, total MBL customers affected, and counts of various critical facilities affected.
- *PG&E CRC Locations:* Shows active CRC locations supporting the current PSPS or other emergency events.
- *Systemwide Outage Area Map:* Shows areas in the service area anticipated to be de-energized during the current PSPS as a PDF map.
- *County-Specific Outage Area Map:* Shows areas by county anticipated to be de-energized during the current PSPS as a PDF map.
- *Actual PSPS Outage Locations:* Pinpoints locations with active PSPS outages, following de-energization for the current PSPS.
- *Actual PSPS Outage Areas:* Shows the areas experiencing an active PSPS outage following de-energization for the current PSPS.
- *PSPS Restored Areas:* Shows where PSPS impact areas have been restored.
- *All PG&E Outage Locations:* Pinpoints all PG&E electrical outages, including non- PSPS related outage areas.

Event Reports

There are various reports regarding impacted customers, including:

- *All Affected Site Lists:* Available to critical facility providers; this list includes their sites that are in scope for the PSPS.
- *All Impacted Customers List:* Provides information by jurisdiction for customers anticipated

to be impacted by the event, including circuit name, time place, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Tribal, federal, state, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.²²

- *Critical Facility Customer Lists*: Provides information by jurisdiction for sites anticipated to be impacted by the PSPS, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Tribal, federal, state, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.²³
- *Impact Summary Report*: Available to all PSPS Portal users; outlines the total number of customers, including MBL program customers and critical facilities, anticipated to be impacted by the event.
- *MBL Customer Lists*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if PG&E was able to contact the customer. Tribal, federal, state, and local Public Safety Partners that accept the online agreement have access to a list of MBL program customers in areas more likely to be affected by a PSPS within their jurisdiction.²⁴
- *Situation Report*: Available to all PSPS Portal users; provides an overview of the event, such as scope, event timing, restoration status, customer support and mitigation efforts.

XIX. Lessons learned protocol

Following each PSPS outage, we conduct customer panels, ongoing engagements, such as the Regional Working Group meetings and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and determined which items are feasible based on regulatory compliance, operational feasibility and available resources. These lessons learned are noted in the PSPS Post-Event Reports.

²² By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

²³ By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

²⁴ By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

Appendix D
2022 Wildfire Safety PSPS Pre-Season Survey Template

2022 WILDFIRE SAFETY-PSPS OUTREACH EFFECTIVENESS SURVEY (Pre-Season)
Questionnaire - Final
August 10, 2022

Landing Page (Web)
SHOW LANGUAGE SELECTION DROPDOWN

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the ">" button below to continue.

Introduction (Phone)

Hello, my name is _____ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

[IF ASKED]: The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

This call may be monitored for quality control purposes.

IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.

IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?

Screening

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No à **TERMINATE**
- 8 Refused / Don't know à **TERMINATE**

S2. What is your gender identification?

- 11 Female
- 12 Male
- 99 Prefer to self-describe (please specify): _____
- 98 Prefer not to answer

S3. And, just for classification purposes, into which of the following categories does your age fall?

- 11 Under 18 à **TERMINATE**
- 12 18 to 24
- 13 25 to 34
- 14 35 to 44
- 15 45 to 54
- 16 55 to 64
- 17 65 to 74
- 18 75 or older
- 98 Prefer not to say

Communication Recall

Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?

- 1 Yes
- 2 No
- 7 Unsure

Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Other—not sure which
- 99 Other (please specify): _____

Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian

99 Other (please specify): _____

Q4. [Q3≠11] How do you feel about receiving wildfire communications from PG&E in English only?

[PHONE: READ LIST]

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): _____

[IF NO / UNSURE IN Q1 SKIP TO Q10]

Q6. [Q1=1 AND Q3=11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar

- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): _____
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): _____
- 97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing

information about wildfire season safety and preparedness in **[RECALL Q3 MENTION]**?
[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q7. **[ASK IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

		Information from this source was available in ...	
RANDOMIZE		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
O	(RECALL Q6B=99)	1	2

Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]**? **[WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...? **[WEB:**

DO NOT REQUIRE A RESPONSE]

	INSERT ALL RESPONSES FROM Q6]					
	RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	(RECALL Q6=99)	1	2	3	4	5

Q9b1. [Q3≠11] [PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,] how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=1]						
	RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in **[PREFERRED LANGUAGE;**

Q3 MENTION] that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q10. **[ASK ALL] [IF Q3=11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above **[SKIP TO Q13]**
- 97 Don’t recall

Q10A. **[ASK ALL] [IF Q3≠11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in **[RECALL Q3 MENTION]**?

Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.]

PROBE: “Anything else?”]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above **[SKIP TO Q13]**
- 97 Don't recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM Q10A]

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: RECALL Q3 MENTION
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	(RECALL Q10A=99)	1	2

Q12a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]** **[PHONE: 1=Not at all useful to 5=Extremely useful]**

	[INSERT ALL RESPONSES FROM Q10] RANDOMIZE	Not at all useful					Extremely useful
		1	2	3	4	5	
A	City or county government	1	2	3	4	5	
B	State government	1	2	3	4	5	
C	CalFire	1	2	3	4	5	
D	Local fire department	1	2	3	4	5	
E	Community-based organization (CBO)	1	2	3	4	5	
F	Non-profit organizations	1	2	3	4	5	
G	Healthcare providers or medical device suppliers	1	2	3	4	5	
H	Local news reports	1	2	3	4	5	
I	(RECALL Q10=99)	1	2	3	4	5	

Q12b1. [IF Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q12b2. [IF Q3≠11] And, how useful was the wildfire information in [**PREFERRED LANGUAGE; Q3 MENTION**] from...?

	[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. [Q1=1] In what ways could PG&E improve their communications about wildfire preparedness?
[Open-end] [PHONE: PROBE: “Anything else?”]

Q14. [ASK ALL] Please indicate how much you agree or disagree with the following statements about PG&E
[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with	1	2	3	4	5	7

	all customers about wildfires						
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7
H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO Q20]

Q17. [IF Q16=1] Where have you heard about Public Safety Power Shutoffs?
 [WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.
 PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)

- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): _____
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]

	RANDOMIZE	Information from this source was available in	
		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2

P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL Q17=99)	1	2

Q18b. [Q17=15] How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5

S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL Q17=99)	1	2	3	4	5

Q19b1. [Q3#11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E	1	2	3	4	5	8

	programs, e.g. CARE, FERA ESA, etc.						
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q19b2. [Q3≠11] And, how useful was information in [PREFERRED LANGUAGE; Q3 MENTION] from...?
 [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE Q18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E	1	2	3	4	5	8

	programs, e.g. CARE, FERA ESA, etc.						
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q20. **[ASK ALL]** A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? **[PHONE: READ LIST]**

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2022—whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E's social media (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on Twitter
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology

- 99 Other (please specify): _____
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?

[PHONE: Confirm if specific social media site mentioned; probe for others]
RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18

Q22. **[ASK ALL]** Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7

******NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)******

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

E16. Before today, had you ever heard of Enhanced Powerline Safety Settings or “EPSS”?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO E21]

E17. **[IF E16=1]** Where have you heard about **Enhanced Powerline Safety Settings (EPSS)**?

[WEB: Select all that apply.][PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST.

PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online

- 21 **[HIDE]** Billboards
- 22 Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 **[HIDE]** Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN E18]**
- 99 Other (please specify): _____
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
- 12 Twitter
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about **Enhanced Powerline Safety Settings (EPSS)** in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

[INSERT ALL RESPONSES FROM E17, EXCEPT “MY POWER WAS SHUT OFF”]

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2

K	[HIDE] Billboards	1	2
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	[HIDE] Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL E17=99)	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the **Enhanced Powerline Safety Settings (EPSS)** information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization	1	2	3	4	5

	(CBO)					
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL E17=99)	1	2	3	4	5

E19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about **Enhanced Powerline Safety Settings (EPSS)**? in English from...?

	[INSERT ALL RESPONSES WHERE E18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county	1	2	3	4	5	8

	government						
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about **Enhanced Powerline Safety Settings (EPSS)?** in **[PREFERRED LANGUAGE; Q3 MENTION]** from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the **[PREFERRED LANGUAGE]** version]

[INSERT ALL RESPONSES WHERE E18=2]		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
RANDOMIZE							
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8

Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

EPSS MESSAGE RECALL

[ASK IF RECALLED MESSAGING FROM ANY SOURCE]

E20. Which, if any, of the following messages about **Enhanced Powerline Safety Settings (EPSS)** do you recall from **any** source in the past few months? **[PHONE: READ LIST]**

		YES	NO	NOT SURE
	RANDOMIZE			
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2022**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a Public Safety Power Shutoff where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E's use of **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
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1	2	3	4	5	7
---	---	---	---	---	---

- Q24. At any time this year (2022), have you had to evacuate your home due to wildfires in your area?
- 1 Yes
 - 2 No
 - 7 Unsure

Questions that will be added in the post-survey only

[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]

Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.

- PQ1. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?
- 1 Yes
 - 2 No
 - 7 Unsure

[IF NO / UNSURE SKIP TO PQ7]

- PQ2. **[PQ1=1]** How many alerts and/or notifications did you receive?
 RECORD # ALERTS: _____
 97 Unsure

- PQ3. **[PQ1=1 AND PQ2>0]** In what language(s) was/were the Public Safety Power Shutoff notification(s)?
- 11 English
 - 12 Spanish
 - 13 Chinese Cantonese
 - 14 Chinese Mandarin
 - 15 South Korean
 - 16 Vietnamese
 - 17 Tagalog
 - 18 Russian
 - 19 Arabic
 - 20 Armenian
 - 21 Farsi
 - 22 French
 - 23 German
 - 24 Japanese
 - 25 Khmer
 - 26 Punjabi
 - 99 Other (please specify): _____

- PQ4. **[PQ1=1]** How were you notified about the Public Safety Power Shutoff?
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]
RANDOMIZE

- 11 Text message from PG&E
- 12 Recorded phone message from PG&E
- 13 Email from PG&E
- 14 PG&E representative or employee
- 15 PG&E website
- 16 Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 17 Local news
- 18 Friends/neighbors
- 19 Community-based organization (CBO)
- 20 Call or Text from 2-1-1
- 99 Other (please specify): _____
- 97 I don't remember

PQ5. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]
[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in ...	
RANDOMIZE		English	My preferred language: RECALL Q3 MENTION
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	Community-based organization (CBO)	1	2
K	Call or Text from 2-1-1	1	2
J	(RECALL PQ4=99)	1	2

PQ6a. [Q3=11] How useful was the information you received from PG&E **before** the Public Safety Power Shutoff via... [EACH PQ4 RESPONSE]?

[INSERT ALL RESPONSES FROM PQ4]		Not at all useful				Extremely useful
RANDOMIZE						
A	Text message from PG&E	1	2	3	4	5
B	Recorded phone message from PG&E	1	2	3	4	5
C	Email from PG&E	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	PG&E website	1	2	3	4	5

F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
G	Local news	1	2	3	4	5
H	Friends/neighbors	1	2	3	4	5
I	Community-based organization (CBO)	1	2	3	4	5
K	Call or Text from 2-1-1	1	2	3	4	5
J	(RECALL PQ4=99)	1	2	3	4	5

PQ6b1. [Q3≠11] How useful was the information in English that you received from PG&E **before** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E **before** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ7. **[ASK ALL]** Did you personally have your power shut off at your residence by PG&E as part of a Public Safety Power Shutoff (PSPS) in **2022**—that is, was your power proactively shut off by PG&E due to a high risk of wildfire between January 1, 2022 and the current date?

1 Yes
2 No
7 Unsure

[IF NO OR UNSURE SKIP TO PQ13]

PQ8. **[PQ7=1]** How many times was your power shut off due to PSPS?

NUMERIC INPUT _____ [RANGE 1-10]

97 Don't know/Unsure

PQ9. **[PQ7=1]** When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

[WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES]

RANDOMIZE

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 Community-based organization (CBO)
- 17 Call or Text from 2-1-1
- 99 Other (please specify) _____
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**
[INSERT ALL RESPONSES FROM PQ9]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	Community-based organization (CBO)	1	2
H	Call or Text from 2-1-1	1	2
G	(RECALL PQ9=99)	1	2

PQ11. [Q3=11] How useful was the information you received from PG&E during the Public Safety Power Shutoff via...?

[INSERT ALL RESPONSES FROM PQ9]		Not at all useful				Extremely useful
	RANDOMIZE					
A	Checked PG&E.com	1	2	3	4	5
B	Called the PG&E phone center	1	2	3	4	5
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	Local news station	1	2	3	4	5
F	Community-based organization (CBO)	1	2	3	4	5
H	Call or Text from 2-1-1	1	2	3	4	5
G	(RECALL PQ9=99)	1	2	3	4	5

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E during the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in [Preferred Language; Q3 MENTION] from PG&E during the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, Twitter, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8

G	(RECALL PQ9=99)	1	2	3	4	5	8
---	--------------------	---	---	---	---	---	---

PQ12. [PQ9=11] How satisfied were you with the information provided by the website during the Public Safety Power Shutoff? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

[ASK ALL]

PQ13. Do you recall receiving a notification when your power was fully restored after the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ17]

PQ14. [PQ13=1] How useful was the information you received from PG&E after the Public Safety Power Shutoff ended and your power was restored?

[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. [Q13=1] How satisfied were you with the information provided by the PG&E website after the Public Safety Power Shutoff?

[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. [PQ13=1 AND Q3≠11] Was the information that you received after the Public Safety Power Shutoff available in English? Was it available in your preferred language? [PHONE:

MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

	Information from this source was available in ...	
	English	My preferred language: RECALL Q3 MENTION
Information <u>after</u> the PSPS	1	2

PQ17. [ASK ALL] How satisfied are you OVERALL with all of the Public Safety Power Shutoff communications that you received from PG&E? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Not sure
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1	2	3	4	5	7
---	---	---	---	---	---

PQ18. [ASK ALL] How would you rate PG&E’s Public Safety Power Shutoff (PSPS) program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	RANDOMIZE	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

ASK Q22 HERE FOR POST WAVE

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

N1. [ASK ALL] PG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.
 [PHONE]: “I can read you a description of the resource if you like” [READ IF REQUESTED]

	[RANDOMIZE]	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8

j	Generator Rebate Program	1	2	8
k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: "I can read you a description of the resource if you like" **[READ IF REQUESTED]**

	[RANDOMIZE]	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

[SHOW IN N3 IF "YES" IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8

e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

[SHOW EACH ITEM USED IN N3]

N4. Please rate how useful you found each item in the **most recent** Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	[RANDOMIZE]	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. **[ASK ALL]** In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. **[Open-end]**

Demographics

D1. Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K

- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2. What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3. 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
- 8 Prefer not to say

D4. Are you...? **(MULTIPLE MENTION)** [WEB: Select all that apply.]

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5. Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

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

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes

- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

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

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

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

[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	[RANDOMIZE]	Yes	No	Prefer Not to Say
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8
e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

**[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]
 [POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

D10. For any Public Safety Power Shutoff that you experienced [**blue font: [PRE]: in 2021 / [POST]: in 2022**], were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? (**INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2021 ONLY, NOT FOR PRIOR YEARS**).

NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

[ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]

D11. Why were you **not** able to use the necessary equipment during a Public Safety Power Shutoff **[blue font: in 2021/ [POST]: in 2022]**? (MULTIPLE MENTION) [WEB: Select all that apply.]
[RANDOMIZE]

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation
- 15 I can’t afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don’t have a battery to charge my equipment
- 21 I can’t afford a battery or a generator
- 99 **[DNR]** Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

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

Closing (Web)

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

Landing Page: www.safetyactioncenter.pge.com

Closing (Phone)

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

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.

Address Level Alerts for Non-Account Holders

Address Alerts can notify you directly by text or automated phone call 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.

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.

CRCs

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, 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.

Food Delivery Services, e.g. Meals on Wheels

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

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.

Identify as Electricity Dependent

Customers who do not qualify for PG&E’s Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as “electricity dependent.” These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

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.

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.