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October 26, 2021

Leslie Palmer  
Director, Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA, 94102

Dear Mr. Palmer

As required by Resolution ESRB-8 and in accordance with Ordering Paragraph 1 of California Public Utilities Commission (CPUC) Decision (D.) 19-05-042, Pacific Gas and Electric Company (PG&E) respectfully submits a compliance report for the proactive de-energization event that was initiated on October 11, 2021 and fully restored for those who could receive power on October 12, 2021. This report has been verified by a PG&E officer in accordance with Rule 1.11 of the Commission's Rules of Practice and Procedure.

If you have any questions, please do not hesitate to call.

Sincerely,

A handwritten signature in black ink that reads 'Meredith E. Allen'.

Meredith E. Allen  
Senior Director, Regulatory Relations

Enclosures

cc: Anthony Noll, SED  
ESRB\_ComplianceFilings@cpuc.ca.gov  
EnergyDivisionCentralFiles@cpuc.ca.gov

**Pacific Gas and Electric Company**  
**Public Safety Power Shutoff (PSPS) Report to the CPUC**  
**October 11 – 12, 2021 De-energization Event**

Contents

<b>Section 1 – Summary and Overview</b>	<b>3</b>
<b>Section 2 – Decision Making Process</b>	<b>7</b>
<b>Section 3 – De-energized Time, Place, Duration and Customers</b>	<b>38</b>
<b>Section 4 – Damages and Hazards to Overhead Facilities</b>	<b>39</b>
<b>Section 5 – Notifications</b>	<b>42</b>
<b>Section 6 – Local and State Public Safety Partner Engagement</b>	<b>62</b>
<b>Section 7 – Complaints &amp; Claims</b>	<b>77</b>
<b>Section 8 – Power Restoration</b>	<b>79</b>
<b>Section 9 – Community Resource Centers</b>	<b>82</b>
<b>Section 10 – Mitigations to Reduce Impact</b>	<b>86</b>
<b>Section 11 – Lessons Learned from this Event</b>	<b>88</b>
<b>Section 12 – Other Relevant Information</b>	<b>92</b>
<b>APPENDIX</b>	<b>94</b>

# PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC October 11 – 12, 2021 De-energization Event

## Section 1 – Summary and Overview

**Section 1.1 - Brief description of the PSPS event starting from the time when the utility's Emergency Operation Center is activated until service to all customers have been restored.** (D.21-06-014, page 286, SED Additional Information.)

### **Response:**

PG&E's most important responsibility is the safety of our customers and the communities we serve. PG&E turns off the power for safety as a last resort when severe weather threatens a portion of the electric system and increases the potential for damage that could cause sparks if lines are energized and result in rapid fire spread. We know that turning off the power creates significant hardships for our customers, and do not take this decision lightly.

Despite limited precipitation in some areas leading up to the event, fire danger remained near critical levels across much of California as the region came off the hottest summer on record following an abnormally dry rainfall season. During the PSPS event, PG&E's service territory was experiencing extreme-to-exceptional drought. Fuel moisture values in many locations were setting record lows for this time of the year and recent fire activity on the Dixie and Caldor fires evidenced how receptive and explosive the fuels were at the moment. Based on the state of the fuels, warnings issued from three federal forecast agencies on the fire risk, and weather forecast models showing a wind event Monday, October 11 through Tuesday, October 12, PG&E initiated a Public Safety Power Shutoff (PSPS) event.

On October 07, PG&E's Meteorology Team noted a potential weather event and notified the on-call Emergency Operations Center (EOC) Incident Commander, providing an overview of the potential event. The next day, Friday, October 08, 2021, 12:00 PDT, PG&E activated its EOC for a potential PSPS event and began notifying state and local Public Safety Partners. On Saturday, October 09 and Sunday, October 10, PG&E further refined the PSPS scope, notified customers in the affected areas, readied the grid to mitigate the effects of the PSPS event on our customers, and readied Community Resource Centers (CRCs).

On October 11, 2021, 06:00 PDT, PG&E began de-energizing its assets and customers to mitigate catastrophic wildfire risk presented by significant wind events coupled with dry fuels and low relative humidity across the Northern Sierra foothills, Western Sacramento Valley and adjacent terrain, Bay Area hills, Diablo Range, Central Coast region, and Southern Kern County. During this PSPS event, PG&E ultimately de-energized 23,504 customers<sup>1</sup> across 13 different Time-Places (TPs)<sup>2</sup> spanning 23 California counties.<sup>3</sup> During this event, weather stations recorded wind gusts of up to 102 mph.

During this event, PG&E mitigated and therefore avoided the de-energization of approximately 120,000 customers through sectionalization, distribution switching, and temporary backup generation. For those customers who required de-energization, PG&E sent notifications to the customers in scope and contacted more than 900 community representatives to ensure that communities were prepared before the event.

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<sup>1</sup> Customers refers to active service points (meters).

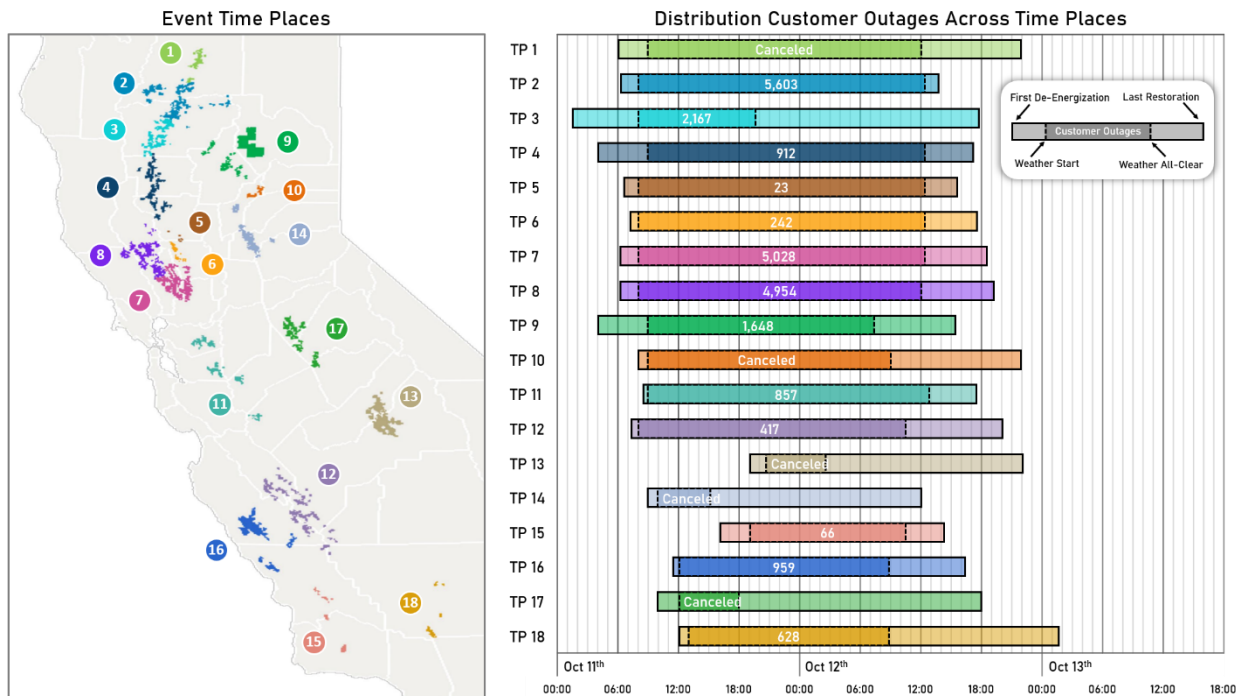
<sup>2</sup> A Time-Place (TP) is a portion of the PG&E grid that is electrically and geographically coherent and is forecast to experience consistent timing for severe fire weather. Time-Places are identified for each PSPS event and receive consistent treatment for notifications and de-energization. Once actual weather conditions occur, Weather All-Clear and service restoration times may vary due to actual weather conditions within a TP.

<sup>3</sup> The information, times, and figures referenced in this report are based on the best available information available at the time of this report's submission. The information, times, and figures herein are subject to revision based on further analysis and validation.

During the event, 24 CRCs were operated within the impacted counties which hosted more than 5,500 visits over the two-day span. Additionally, PG&E partnered with local organizations to provide more than 10 hotel stays and food for more than 650 customers in need.

Once the wind event had passed and it was safe to patrol and restore, PG&E deployed approximately 1,200 personnel and 35 helicopters to patrol roughly 2,500 miles of distribution and transmission circuits and impacted assets. This effort identified 8 incidents of damages or hazards resulting from high winds experienced in the de-energized areas, which further indicated the strength of this wind event. PG&E re-energized customers as quickly as safely possible. The average restoration time for this event was 8.8 hours.

**Figure 1: Event Timelines**



**Section 1.2 - A table including the maximum numbers of customers notified and actually de-energized; number of counties de-energized; number of tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized. Hazards are conditions discovered during restoration patrolling or operations that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed. (D.21-06-034, Appendix A, page A15, SED Additional Information.)**

**Response:**

Table 1 identifies the maximum number of customers notified and de-energized; number of counties de-energized; number of tribes de-energized; number of Medical Baseline customers de-energized; number of transmission and distribution circuits de-energized; damage/hazard count; number of critical facilities and infrastructure de-energized.

**Table 1: Customers Notified and De-energized**

Total Customers			Medical Baseline (MBL) Customers	Number of Counties	Number of Tribes	Number of Circuits			Damage / Hazard Count	Critical Facilities and Infrastructure De-energized
PSPS Notified	De-energized	Cancelled	De-energized	De-energized	De-energized	Transmission De-energized	Unique Distribution Circuits in Any Version of Scope	Distribution Circuits De-energized		
46,840 <sup>4</sup>	23,504 <sup>5</sup>	22,428	1,738	23	5	3	128	95	7 damages 1 hazard	660

**Section 1.3 - A PDF map depicting the de-energized area(s). (SED Additional Information.)**

**Response:**

During the PSPS Event, October 11–12, 2021

Ultimately, this PSPS event de-energized approximately 23,504 customers in 13 TPs. The final de-energization footprint is shown in Figure 2.

<sup>4</sup> Of the 46,840 customer notifications sent to customers, 586 customers were not de-energized, but were notified that de-energization would occur (e.g., received Warning Notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning Notification. Please see Section 5 regarding PG&E’s Explanation of No De-energization after receiving a De-energization Notification. 969 Customers received messaging that they would be served by a microgrid and may experience a short outage, however did not experience any outages due to advanced switching operations. Eight customers received a notice that they may be de-energized, and did not receive a cancellation after being removed from scope.

<sup>5</sup> Of the 23,504 customers de-energized, 655 customers did not receive any notifications before de-energization. For further detail, please refer to Table 8.

**Figure 2: De-energization Footprint Map**



## Section 2 – Decision Making Process

**Section 2.1 - A table showing all factors considered in the decision to shut off power for each circuit de-energized, including sustained and gust wind speeds, temperature, humidity, and moisture in the vicinity of the de-energized circuits. (Resolution ESRB-8, page 3, SED Additional Information.)**

**Response:**

Please see Appendix A for a list of factors considered in the decision to shut off power for each circuit de-energized.

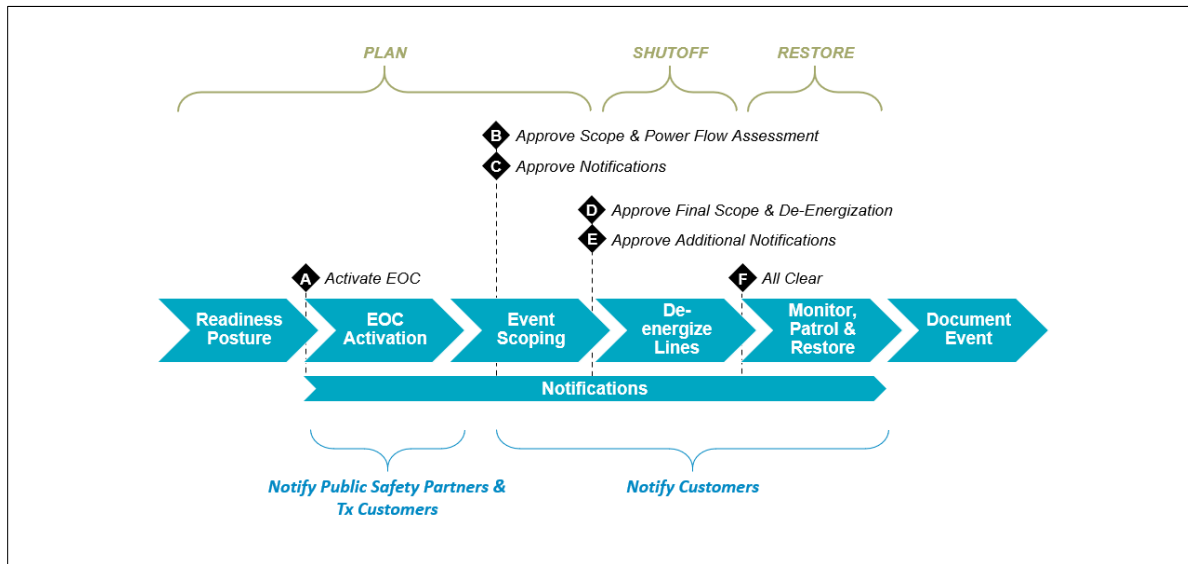
**Section 2.2 - Decision criteria and detailed thresholds leading to de-energization including the latest forecasted weather parameters versus actual weather. Also include a PSPS decision-making diagram(s)/flowchart(s) or equivalent along with narrative description. (D.19-05-042, Appendix A, page A22, D.21-06-014, page 284, SED Additional Information.)**

**Response:**

### PSPS Preparation and Scoping Process

This section provides an overview of the process for determining when to initiate a PSPS event under the PG&E 2021 PSPS Protocols, as implemented for the October 11–12, 2021 PSPS event. Figure 3 shows at a high-level the process PG&E uses to prepare for and conduct a PSPS event. Appendix A includes forecasted parameters based off of the latest forecast used to develop the de-energization scope versus actual weather parameters for each circuit.

**Figure 3: PG&E's High-level PSPS Process Steps**





PG&E considers implementing a PSPS event when strong gusty winds, critically low humidity levels, and critically low fuel moisture levels lie over areas with dry vegetative fuel loads. This combination of factors creates a high risk that vegetation blown into a power line or a spark from a power line could cause an ignition that could lead to a catastrophic wildfire.

Assessments begin several days before the weather event is forecasted to take place. PG&E identifies the weather conditions that could create severe fire risk using high-resolution internal and external weather forecasting models as well as data from federal agencies. These external services and sources include the European Center for Medium-Range Weather Forecasts (ECMWF), the Global Forecast System (GFS), the Northern and Southern Operations Predictive Services, and the National Weather Service (NWS). Our thresholds and guidance for identifying critical fire risk are determined by analyzing three decades of historical weather data in and around California combined with key external partnerships and extensive academic research.

No single factor drives the determination that a PSPS is necessary, as each situation is dynamic and unique. The main drivers considered for PSPS events under the 2021 PSPS Protocols are described in the sections that follow. External forecast information from the NWS (e.g., Red Flag Warnings) and other forecast agencies is examined carefully; furthermore, PG&E coordinates with these agencies during high-risk periods to ultimately decide whether to de-energize portions of the grid for public safety.

#### Overview of 2021 PSPS Protocols

The 2021 PSPS Protocols include the development of the Outage Producing Wind (OPW) Model used in 2020 PSPS events into an improved Ignition Probability Weather (IPW) Model, as well as updates to our Utility Fire Potential Index (FPI) Model, and the integration of Technosylva Fire modeling into our PSPS Protocols. In addition to the model enhancements described above, the 2021 PSPS Protocols also incorporate tree overstrike and high-risk vegetation and asset tags.

#### FPI Model Enhancements

To understand the potential for large and catastrophic fires to occur across the PG&E service area, we first developed the FPI in 2015 and have enhanced the model several times. From 2015 to 2021, we evaluated new features, new datasets, and new model configurations with the goal of improving FPI predictions. Overall, the 2021 FPI Model has been significantly enhanced with Machine Learning capabilities, environmental and fire occurrence datasets through 2020, new model features, and an enhanced fire occurrence dataset.

The 2021 FPI Model combines fire weather parameters (wind speed, temperature, and vapor pressure deficit), dead and live fuel moisture data, topography, and fuel type data to predict the probability of large and/or catastrophic fires. The 2021 FPI Model was developed with the partnership of Sonoma Technology Inc. and trained on an enhanced fire occurrence dataset that combines agency fire information with sub-daily growth data from satellite fire detections. This was an important development as we can correlate fire growth in sub-daily timeframes to environmental data. Data scientists, meteorologists, and fire scientists tested dozens of new model features for the 2021 FPI Model and various model configurations and types, including logistic regression and multiple machine-learning models. These model results were tested using a train-test split ratio of 70%-30%; this involved training the model with 70% of the input data and testing predictions with the remaining 30% of fires. We ultimately chose a Balanced Random Forest Classification Machine Learning model for the 2021 FPI Model based on model performance.

### IPW Model and OPW Model Enhancements

The OPW Model used in 2020 PSPS events forecasts the probability of a wind-driven outage on our system based on forecast windspeeds for each grid cell associated with our distribution lines for every hour of a forecast. As we explained in the Revised 2021 WMP<sup>6</sup>, we recalibrated our OPW Model using the 2km climatology extended to capture outage events in 2020. In the 2021 PSPS Protocols, the OPW output is also enhanced to produce an Ignition Probability using historical outages and ignitions in our service area. This new ignition model is called the Ignition Probability Weather (IPW) Model. Utilizing the IPW Model further helps PG&E pinpoint the areas where the probability of ignition is greatest. In addition, we incorporated tree overstrike risk directly into the IPW Model to further inform vegetation-based outage risk and increase the model's efficacy.

When used together with the 2021 FPI Model, these upgrades allow us to pinpoint the areas of greatest fire risk more accurately.

### Integration of Technosylva Fire Spread Modeling

After testing fire spread simulations across historical and forecast time-horizons, we added Technosylva fire spread outputs into the 2021 PSPS Protocols in 2021. Utilizing Technosylva Fire Spread Modeling allows us to review millions of simulated ignitions to identify the areas where the risk of an ignition growing into a catastrophic wildfire is greatest. In addition, bringing in a third-party vendor to help produce PG&E's PSPS scope allows us to highlight areas where the models do and do not overlap for forecast corroboration and additional insights.

### Incorporation of Hardening

To date, PG&E has hardened approximately 600 miles out of approximately 25,500 miles of overhead line miles in the High Fire Risk Areas (HFRA) with strong poles, covered power lines, targeted undergrounding, and remote grids to reduce the need for PSPS events across PG&E's service area.

To account for the hardening work performed our Machine-Learning IPW framework accounts for positive and negative changes in grid performance and reliability year-over-year as we apply a time-weighted approach to weight more recent years of learned performance more heavily in the final model output. The model learns the performance of local grid areas hour-by-hour based on the wind speed observed at that hour and if outages or ignitions occur or not. The IPW model compiles information from 13 models trained on each year separately from 2008-2020. This exponential weighting allows the model to organically account for positive changes in performance from system hardening as well as potentially negative changes due to the current drought as well as other factors.

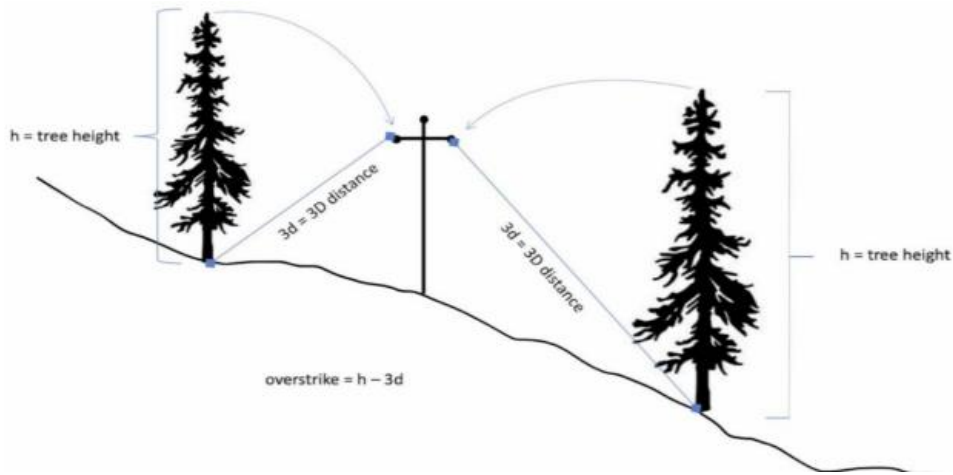
### Incorporation of Tree Overstrike

Overstrike is defined by the amount of timber in which one tree could strike our lines. For example, a taller tree next to our lines would have a higher amount of overstrike than a shorter tree in the same location. This is a function of the Tree Height minus the 3D distance (shortest path from tree to conductor) as illustrated in Figure 4 below. As discussed in Sections 8.2.2 and 8.2.6 of the Revised 2021 WMP, PG&E worked to further integrate Tree Overstrike as a part of our 2021 PSPS Protocols (Distribution). Instead of incorporating areas that surpass 70% of tree overstrike risk, our 2021 PSPS Protocols (Distribution) now utilize a machine learning model to integrate overstrike directly into our IPW Model. Using a machine learning model helps us more accurately incorporate the risk by analyzing risk posed by the approximately 150 million feet of overstrike in PG&E's service territory per each 2x2 km area.

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<sup>6</sup> Revised 2021 WMP, p. 983.

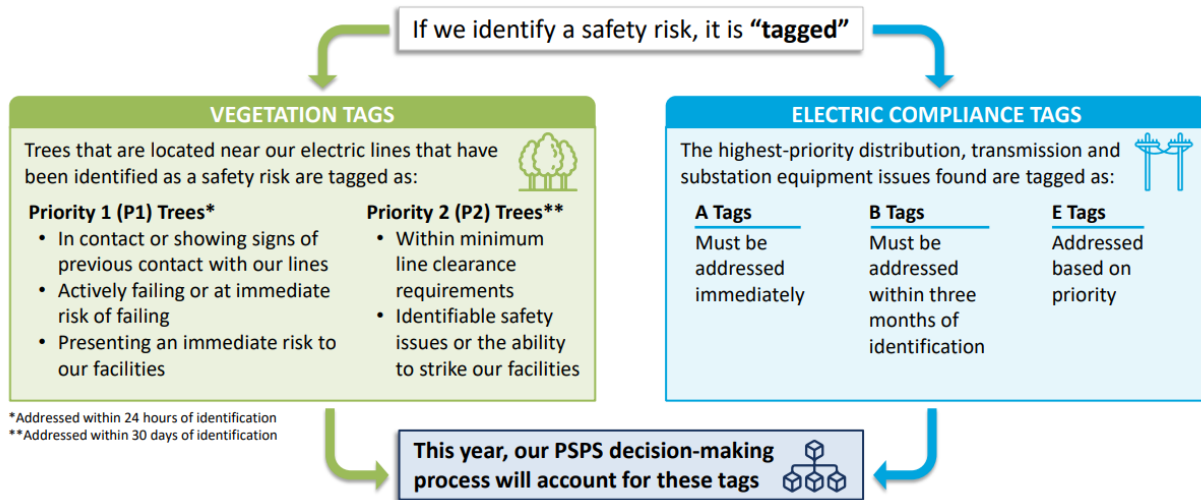
**Figure 4: Diagram Showing Tree Overstrike Potential as a Function of Tree Height Minus 3D Distance**



Incorporation of High-Risk Vegetation and Asset Tags

Similar to our 2020 PSPS Protocols plus Tree Overstrike Potential and Priority Tags, our 2021 PSPS Protocols (Distribution) have continued to incorporate any Priority 1 or Priority 2 tree tags<sup>7</sup> that meet our minimum Fire Potential Conditions. In addition to Priority Tags, we are also including all circuits with known high-risk compliance tags that meet our minimum Fire Potential Conditions as part of our PSPS. Figure 5 below shows a schematic of our current Vegetation and Asset Hazard Considerations.

**Figure 5: Vegetation and Asset Hazard Considerations**



<sup>7</sup> "Priority 1" and "Priority 2" vegetation tags are created when trained vegetation inspectors identify trees or limbs that currently present elevated risk and must be worked on an expedited basis. Inspectors use Priority 1 tags for vegetation (i) in contact or showing signs of previous contact with a primary conductor; (ii) actively failing or at immediate risk of failing and which could strike PG&E's facilities; or (iii) presenting an immediate risk to PG&E's facilities. Inspectors use Priority 2 tags for vegetation that does not rise to the level of Priority 1 but has encroached within the PG&E minimum clearance requirements or has an identifiable potential safety issue requiring expedited work.

In the following part of this section, we describe the 2021 PSPS Protocols (Distribution) and 2021 PSPS Protocols (Transmission) followed by our PSPS process once the Distribution and Transmission event scope has been defined.

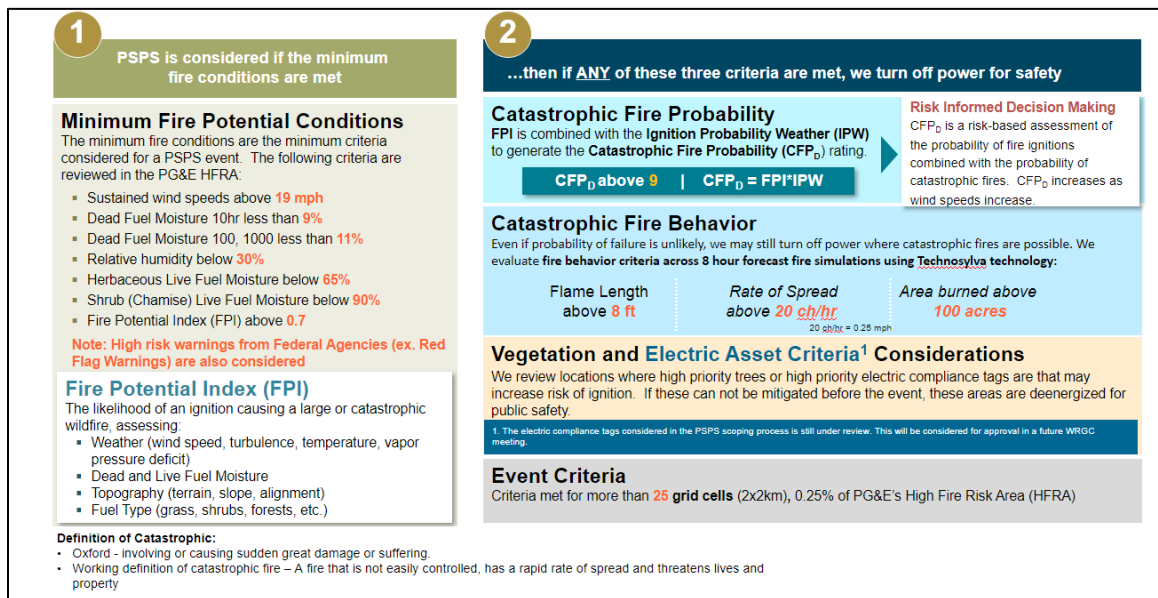
2021 PSPS Protocols (Distribution)

This section describes the 2021 PSPS Protocols for the distribution system. To be in-scope for distribution PSPS, grid cells must meet both the Minimum Fire Potential Conditions and at least one of the other three factors:

- 1) **Minimum Fire Potential Conditions (mFPC)**
- 2) **At least one of the following:**
  - Catastrophic Fire Probability (CFP<sub>D</sub>) comprised of the following:
    - Ignition Probability Weather (IPW)
    - Utility Fire Potential Index (FPI)
  - Catastrophic Fire Behavior (CFB) (via fire spread simulations from Technosylva)
  - Consideration of known high-risk vegetation and electric compliance tags

In addition to the meteorological models, we also evaluate the impacts of de-energization against the risk of wildfire should de-energization not occur. This information is reviewed at key decision points in the PSPS process and informs the ultimate decision to de-energize our customers and our communities. Figure 6 below provides a quantitative summary of our 2021 PSPS Protocols (Distribution).

**Figure 6: PSPS Protocols (Distribution)**



The Minimum Fire Potential Conditions (mFPC) are the minimum weather and fuels filter based on relative humidity values, wind speed, and fuel moisture values that must be exceeded for a PSPS event to be considered.

The machine learning IPW and FPI models are combined in both space and time to form Catastrophic Fire Probability (CFP<sub>D</sub>) output at a 2 x 2 km resolution. CFP<sub>D</sub> provides hourly outputs and highlights locations that have concurrence of an increased probability for large fires and increased probability of wind-related ignitions on the distribution system. Additionally, the Catastrophic Fire Behavior (CFB) criteria are used to identify locations that may have a lower probability of ignition but could result in fires that are not easily suppressed and have potentially high consequences.

Below, we describe the steps in the 2021 PSPS Protocols (Distribution).

### **Step 1: Minimum Fire Potential Conditions/Fire Potential Index**

The first step to determine the scope of a PSPS event for distribution is evaluating the Minimum Fire Potential Conditions (mFPC). These conditions serve as a first review of weather conditions for a PSPS event to be considered. A PSPS event will only be evaluated if the following Minimum Fire Potential Conditions are true in an HFRA<sup>8</sup>:

- Sustained wind speeds above 19 mph;
- Dead fuel moisture 10-hr less than 9%<sup>9</sup>;
- Dead fuel moisture 100-hr, 1000-hr less than 11%<sup>10</sup>;
- Relative Humidity below 30%;
- Herbaceous live fuel moisture below 65%;
- Shrub (Chamise) Live Fuel Moisture below 90%; and
- Fire Potential Index (the probability of large or catastrophic fires given an ignition) above 0.7.

These values were established from an examination of historical fire occurrence in the PG&E service area, PSPS sensitivity studies using historical data viewed through the lens of both customer impacts and wildfire risk mitigated, as well as information published by federal agencies regarding fire behavior and criteria used to issue warnings to the public.

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<sup>8</sup> Revised 2021 WMP, pp. 85-89.

<sup>9</sup> 10-hour dead fuel moisture represents the modeled moisture content in dead fuels in the 0.25 to 1-inch diameter class and the layer of the forest floor about one inch below the surface.

<sup>10</sup> 100-hour Dead Fuel Moisture represents the modeled moisture content of dead fuels in the 1-to-3-inch diameter class. It can also be used as a very rough estimate of the average moisture content of the forest floor from 0.75 inches to 4 inches below the surface.

## Step 2: In-depth review of fire risk

If all the Minimum Fire Potential Conditions (mFPC) in Step 1 are met, we conduct an in-depth review of fire risk using three separate measures. If the criteria for any of these measures are met, then PG&E may need to turn off power for safety:

1. Catastrophic Fire Probability: PG&E uses machine learning to assess the likelihood of equipment failure during a given weather event and the subsequent risk of catastrophic wildfires if a failure occurs. This model uses a combination of the IPW and FPI Models. It is a risk-based assessment that evaluates the probability of an ignition (IPW) against the probability of catastrophic fires should an ignition occur (FPI). The CFP<sub>D</sub> model accounts for changes over time based on actual performance data. Thus, the model will address positive and negative trends in grid performance and reliability year-over-year, incorporating grid improvements such as system hardening, and enhanced vegetation management based on their performance at mitigating outages over time.
2. Catastrophic Fire Behavior (CFB): PG&E may de-energize customers where the consequence of a potential wildfire starting would be extreme, even if probability of a power line or equipment failure is low.
3. Vegetation and Electric Asset Criteria Considerations: PG&E reviews locations from recent inspections where high-priority tree or electric compliance issues are present that may increase the risk of ignition.

## Step 3: Determining the outage area

If weather forecasts indicate a high likelihood of severe fire risk (Step 2), PG&E first identifies the meteorological footprint of severe fire weather and then identifies the distribution lines and other assets within that footprint. Power is turned off if any of the criteria listed in Step 2 are met over a certain geographic area. This happens if the criteria also meet an area coverage criterion of more than 25 2x2 km grid cells, or 0.25% of PG&E's HFRA.

For distribution lines, the PG&E team determines which circuits are impacted and evaluates the ability to sectionalize circuits to limit the de-energization scope and resulting customer impact.

More information on PG&E PSPS Protocols (distribution) can be found [here](#), PG&E's "Determining When To Turn Off Power For Safety".

2021 PSPS Protocols (Transmission)

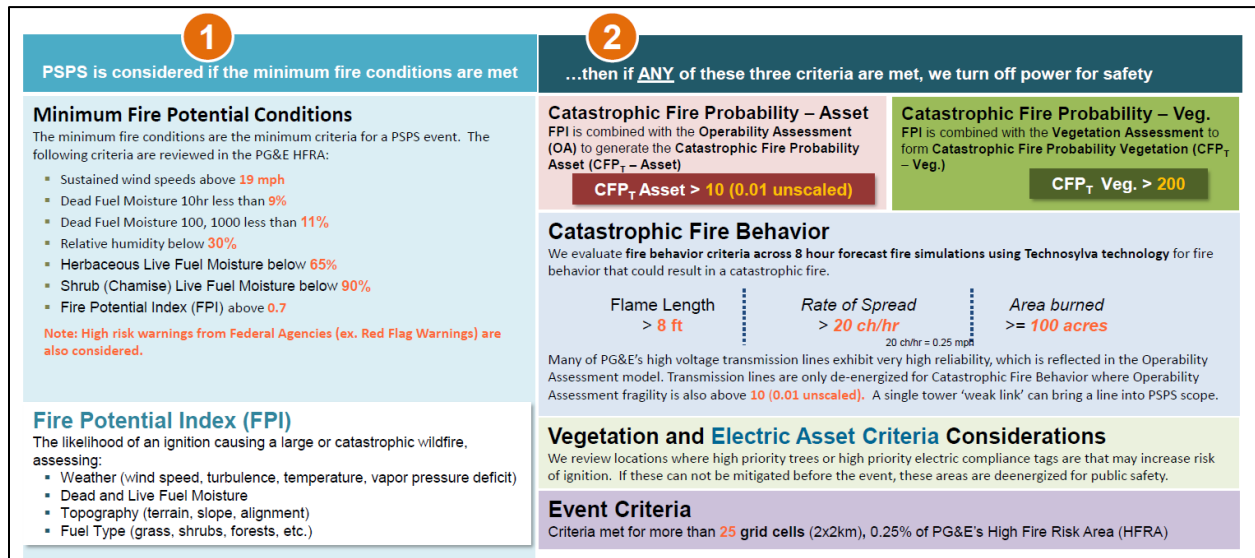
This section describes the 2021 PSPS Protocols for the transmission system. In addition to analyzing distribution circuits that may need to be de-energized for safety, we also review transmission lines and individual structures for risk of igniting a catastrophic wildfire. Similar to the 2021 PSPS Protocols (Distribution), there is no single factor or threshold that will require shutting off power to a transmission circuit.

The Transmission PSPS decision-making process follows a similar framework as the distribution process but utilizes transmission-specific models. In order to be in-scope for PSPS, transmission structures must meet both the Minimum Fire Potential Conditions and at least one of the other four factors:

- 1) **Minimum Fire Potential Conditions (mFPC)**
- 2) **At least one of the following:**
  - Catastrophic Fire Probability from Asset Failures (CFP<sub>T</sub> - Asset) comprised of the following:
    - Transmission Operability Assessment (OA)
    - Utility Fire Potential Index (FPI)
  - Catastrophic Fire Probability from Vegetation (CFP<sub>T</sub> - Veg) comprised of the following:
    - Transmission Vegetation Risk Model
    - Utility Fire Potential Index (FPI)
  - Catastrophic Fire Behavior (CFB) (via Fire Spread Simulations from Technosylva)
  - Consideration of known high risk vegetation and electric compliance tags

Figure 7 below provides a quantitative summary of our 2021 PSPS Protocols (Transmission).

**Figure 7: 2021 PSPS – Protocols (Transmission)**



### **Step 1: Minimum Fire Potential Conditions**

The first step of determining the scope of a PSPS event on the transmission system is evaluating the Minimum Fire Potential Conditions at the transmission structure level. The same criteria used for the distribution system also apply to the transmission system. These conditions serve as a first review of the weather conditions necessary for a PSPS event to be considered. Once the Minimum Fire Potential Conditions are met, an in-depth review of risk models and other factors is performed.

### **Step 2: In-depth review of fire risk**

If all the Minimum Fire Potential Conditions in Step 1 are met, we conduct an in-depth review of fire risk using three separate measures. If the criteria for any of the measures are met, then PG&E may need to turn off power for public safety:

1. Catastrophic Fire Probability - Asset: PG&E uses machine learning to assess the likelihood of equipment failure during a given weather event, and the subsequent risk of catastrophic wildfires if a failure occurs. This model uses a combination of the Operational Assessment (OA) and FPI Models, both in time and space, at every transmission structure to form the Transmission Catastrophic Fire Probability model for asset failures. (CFP<sub>T</sub> - Asset). The OA Model combines historical wind speeds for each structure, historical outage activity, Bayesian updating, and the condition of assets based on inspection programs to help understand the wind-related failure probability of each structure. The OA Model can be driven with forecast wind speeds to output the probability of failure at the structure level.
2. Catastrophic Fire Probability - Vegetation: The transmission-specific vegetation risk model was derived by a collaborative effort between PG&E vegetation management and external contractors such as NV5 and Formation Environmental. This model leverages aerial LiDAR data to map the location and attributes of trees near transmission lines. The transmission vegetation risk model is based on several factors such as overstrike, the amount of unobstructed fall paths to a wire, the slope between tree and conductor, and tree exposure. The transmission vegetation risk model is combined with the FPI Model in space and time to form Catastrophic Fire Probability - Vegetation (CFP<sub>T</sub> - Veg.).
3. Catastrophic Fire Behavior (CFB): PG&E may de-energize customers where the consequence of a potential wildfire ignition would be extreme, even if the probability of a power line or equipment failure is low.
4. Vegetation and Electric Asset Criteria Considerations: PG&E reviews locations from recent inspections where high-priority trees or electric compliance issues are present that may increase the risk of ignition.

### **Step 3: Determining the outage area**

Based on the criteria above, transmission lines meeting the criteria pass to the next stage of review for PSPS. PG&E conducts a Power Flow Analysis on the in-scope transmission lines (if applicable) to analyze any potential downstream impacts of load shedding, coordinates this effort with the California Independent System Operator (CAISO), and confirms solution feasibility with Transmission System Protection. The de-energization of transmission lines may result in some downstream impacts on substations, transmission lines, and distribution lines that may also lose their source.

#### After Determining the Outage Area (Distribution and Transmission)

After determining the outage area both for Distribution and Transmission, we review the forecasted customer impacts of each circuit against the forecasted wildfire risk of each circuit should an ignition occur on that circuit during the forecasted period of risk for both the distribution and transmission circuits



brought into scope from the meteorology models. PG&E then shares this analysis internally during key decision-making points to inform PSPS decision making and further risk modeling.

Starting 12 hours before the forecasted PSPS de-energization time, PG&E switches from forecasting to observing the weather in real time. Based on real time observations and analysis, we continually evaluate all the outage areas identified in the previous steps to determine whether to initiate PSPS de-energization. We also use external tools and analysis to provide input to the decision to de-energize, as described in the next sections.

#### External Tools and Analysis

During high-risk periods, PG&E meteorologists participate in daily interagency conference calls that commonly include multiple National Weather Service (NWS) local offices, the NWS western region headquarters, and representatives from the Geographic Area Coordination Center (GACC). This call is hosted by the Northern California or Southern California GACC offices. Agreements with CAL FIRE and United States Forest Service (USFS) leadership allow participation on these calls (although PG&E participation does not influence any forecasts issued by these independent agencies). During these calls, the agencies present their expert assessment on the upcoming periods and locations of risk, wind speeds and fuel moisture levels, and any other relevant factors to consider. PG&E greatly appreciates these conference calls and the opportunity to coordinate with external and independent forecast agencies on upcoming risk periods. During PSPS events, the lead PG&E meteorologist for the event, called the Meteorologist in Charge (MIC), summarizes these forecasts and discussions for the PG&E Officer in Charge (OIC), who ultimately makes the decision to execute a PSPS event. If external agencies are not in agreement with PG&E's analysis and do not see an upcoming event as high risk for large fires, the OIC may use this intelligence to decide if a PSPS event is warranted.

In addition to this information, PG&E carefully reviews and considers the location of existing fires and where new fires are detected using the Satellite Fire Detection & Alerting System (FDAS), which uses data from six National Oceanic and Atmospheric Administration (NOAA)/ NASA satellites to detect fires, and other information compiled by PG&E's Hazard and Awareness Warning Center (HAWC) such as intel from field observers. If an active fire may require imminent community evacuations, we would consider how best to support those efforts in relation to PSPS decisions. In addition, the following sources and tools are considered before initiating a PSPS event:

- Fire Weather Watches and Red Flag Warning (NWS - Federal)
- Significant fire potential for wind (GACC - Federal)
- Storm Prediction Center (part of NOAA - Federal)
- Daily interagency conference call with agencies during high-risk periods
- Field observer information
- Live weather data from weather stations
- Location of existing fires
- New fires detected – Satellite Fire Detection & Alerting System (FDAS)
- European Centre for Medium Range Weather Forecasts model (ECMWF)
- North American Mesoscale model (NAM)

- High-Resolution-Rapid Refresh-Model (HRRR)
- Global Forecast System (GFS) American global model
- Other weather models

Based on the above analyses, we can determine how many customers may be subject to de-energization, and further investigate mitigation options—such as advanced switching solutions, sectionalization, the use of islanding, alternative grid solutions, and temporary generation—to support customers who could lose upstream power sources but are in areas that may be safe to keep energized.

PG&E monitors and forecasts weather over a multi-day horizon, so the company can anticipate when a PSPS event may be needed and activate its Emergency Operations Center (EOC) ahead of any PSPS event whenever possible. The PG&E Meteorology team updates weather forecasts approximately four times a day to monitor for changes in weather event timing, strength, and potential locations impacted. Weather shifts may force changes to PSPS scope and impacts at any point in time during PSPS planning and execution; this may allow the company to avoid de-energization in some areas if fire-critical conditions lessen but can also cause some areas and customers to move into de-energization scope late in the process if forecasted fire-critical weather footprints change or increase. Possible changes in PSPS scope and impact are driven by the inherent uncertainty in weather forecast models.

**Section 2.3 - A thorough and detailed description of the quantitative and qualitative factors considered in calling, sustaining, or curtailing each de-energization event including any fire risk or PSPS risk modeling results and information regarding why the de-energization event was a last resort, and a specification of the factors that led to the conclusion of the de-energization event.**

*(D.20-05-051, Appendix A, page 9, SED Additional Information.)*

**Response:**

October 11 – 12, 2021 PSPS Event

On Thursday, October 7, 2021, weather forecast models began to show the potential for a dry, northerly wind event late Sunday night through Tuesday afternoon. The PG&E EOC was fully activated on October 8 at 12:00 PDT in preparation for a possible northerly wind event that was forecast to develop late Sunday evening through Tuesday afternoon. Some forecast models indicated that dry and breezy north-northeast winds, coupled with dry fuels and low relative humidity, would lead to a period of increased fire danger across the Southern Cascades, Northern and Central Sierra foothills, western Sacramento Valley and some foothill locations surrounding the San Joaquin Valley.

During the morning hours of October 8, federal forecast agencies began to issue warnings for the upcoming event with Fire Weather Watches being issued from the Eureka, Monterey, and Sacramento NWS offices. North Ops Predictive Services also highlighted the event in their forecast discussion and included several areas in High Risk due to wind.

On October 8, at approximately 10:30 PDT, PG&E Meteorology determined that an upper-level weather system coming in from the Pacific Northwest was on track to move through the territory resulting in critical fire weather conditions. Pressure gradient forecasts from Medford to Redding and Redding to Sacramento indicated the potential for a strong northerly wind event as well. Ultimately, 13 Time Places (TPs) were de-energized based on PG&E’s fire risk models as described above and their alignment with real time weather conditions.

During the overnight hours of Friday, October 8, 2021, weather models strengthened. The increase in winds were most noticeable along the western side of the San Joaquin Valley and across the North Bay Hills. The PSPS scope was adjusted to account for the increased strength of the event according to PSPS model guidance described in this document.

On Saturday, October 9, NWS offices in Eureka, Sacramento, and Monterey all upgraded their Fire Weather Watches to Red Flag Warnings. North Ops Predictive Services continued to forecast high risk for wind in four Predictive Service Areas (PSAs) and forecast strong northwest to northeast wind gusts of 30 – 50 mph. The NOAA Storm Prediction Center (SPC) also highlighted fire weather risk in their outlook for this period and called out that very strong winds are likely to create critical fire weather conditions in the Central Valley and adjacent terrain.

On Sunday, October 10, the forecasts remained relatively unchanged. Four offices from the National Weather Service had RFWs in effect in the PG&E territory, North and South Ops Predictive Services had seven PSAs in their highest rating (High Risk of significant fire potential due to wind), and the NOAA SPC had a wide swatch of CA covered under elevated and critical fire weather. The NWS also had wind advisories in effect and their forecasts called for gusts locally up to 50 – 55 mph with downed trees and power lines possible. PG&E's PSPS model guidance continued to show many locations exceeding PSPS guidance.

On Monday, October 11, forecasts from Federal Agencies remained relatively unchanged. We transitioned to monitoring the weather using real-time observations to facilitate meteorology check-ins to execute the PSPS event. Winds materialized as expected in most areas, which facilitated the need to execute PSPS to protect public safety. From Monday through Tuesday as weather conditions returned favorable, the weather All-Clear was determined from real-time weather observations, observations from field crews and live feeds from Alert Wildfire cameras.

Through the event, 6 counties saw peak gusts in excess of 60 mph and 26 counties saw peak wind gusts greater or equal to 50 mph.

#### PSPS Scope Adjustments based on high resolution PSPS models guidance

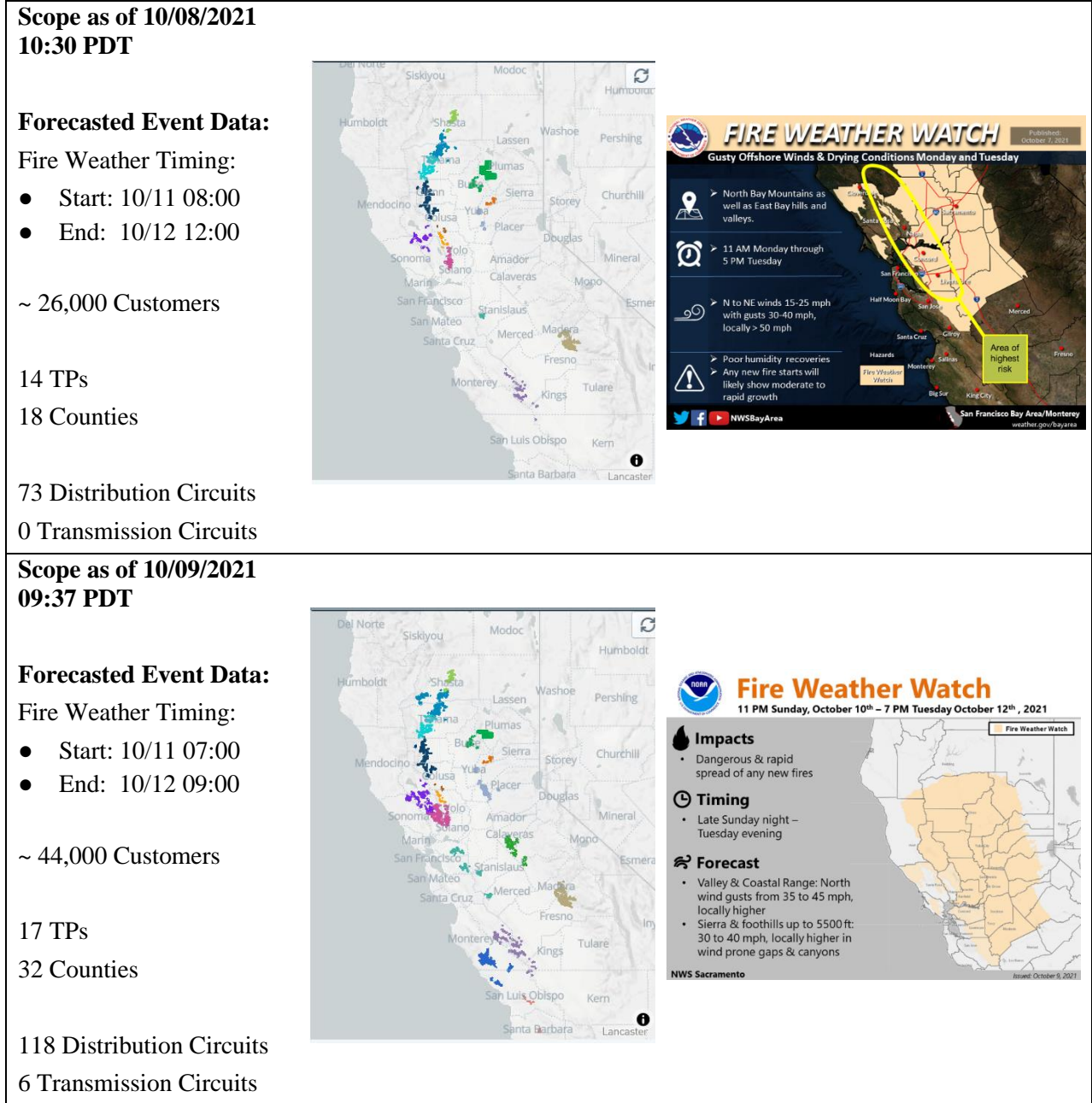
The previous sections describe the tools and models that meteorologists consider for the scope of PSPS. As PG&E strives to alert affected Public Safety Partners with as much lead time as possible before an event, longer range weather forecast model data must be used to help determine the location and timing of a PSPS event. Typically, these weather forecasts have more uncertainty about an upcoming weather event the farther out in time they go. This is akin to the well-known Hurricane “cone of uncertainty” in which the potential track of a hurricane is represented by an area that expands the farther out in time, which resembles an expanding cone. Thus, there is an inherent tradeoff between the farther out the forecasts are for a PSPS event and the uncertainty in the PSPS scope (and notifications of a potential PSPS) and waiting until forecasts become more certain. This ultimately leads to changes in PSPS scope as weather forecast models are updated and the scope is refined.

During PSPS events, meteorologists track weather forecasts over time and compare weather forecast models against one another to gauge the level of uncertainty in the forecast. Forecasts of PSPS are routinely updated heading into an event. On Thursday, October 7, meteorologists created the first scope of the event based off of the latest high-resolution weather, fuels, PSPS guidance and fire spread simulations that were initialized at 18 UTC. The forecast was updated on Friday, October 8, and again on Saturday, October 9. Each forecasted scope used the latest forecast information that was available at that time regarding the upcoming PSPS event.

As the event unfolds in real-time, meteorologist transition to real-time observations of weather stations, satellite data, pressure gradients, real-time field observations from crews and live feeds from Alert Wildfire Camera to evaluate if the event is unfolding as expected. In many instances, models trend stronger or weaker with each model iteration leading up to an event which ultimately dictates changes in event scope and decisions to move forward with PSPS or whether to cancel the areas in scope.

**Figure 8: PSPS Scope Changes as Weather Forecasts Change**

Each color indicates the geographic location of a different Time-Place for this PSPS event



**Scope as of 10/10/2021  
08:37 PDT**

**Forecasted Event Data:**

Fire Weather Timing:

- Start: 10/11 07:00
- End: 10/12 12:00

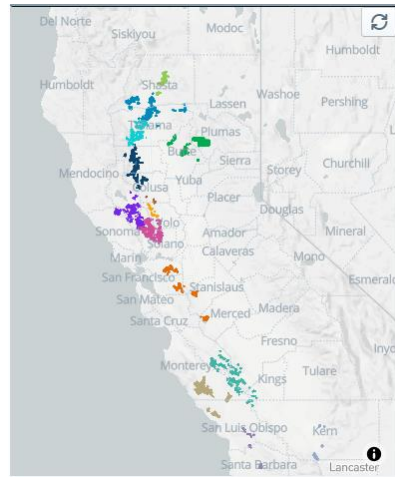
~ 25,000 Customers

14 TPs

23 Counties

99 Distribution Circuits

0 Transmission Circuits



**Scope as of 10/10/2021  
16:50 PDT**

**Forecasted Event Data:**

Fire Weather Timing:

- Start: 10/11 07:00
- End: 10/12 12:00

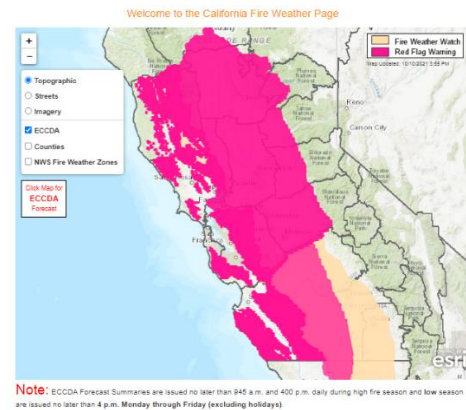
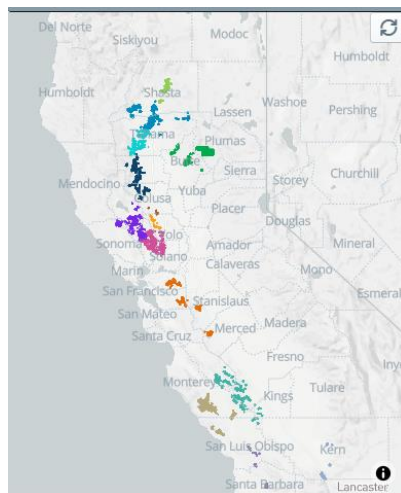
~ 25,000 Customers

14 TPs

23 Counties

99 Distribution Circuits

4 Transmission Circuits



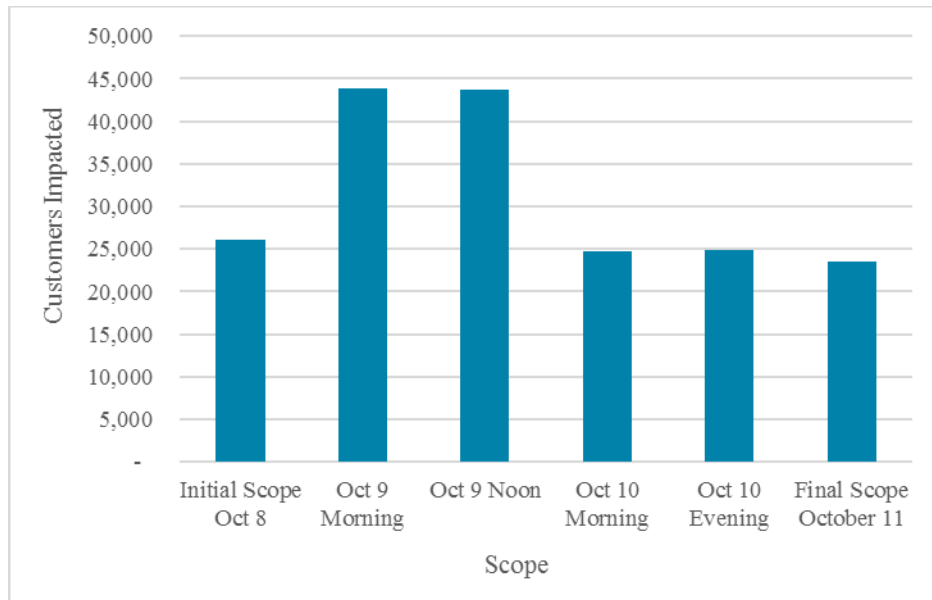
Event Scope and Timing

Due to the combination of changes in the weather and mitigation efforts, the PSPS event expanded in scope, then grew smaller, ultimately de-energizing 23,504 customers in 13 different Time-Places (TPs) located in 23 counties.

The initial scope for the event comprised about 26,000 customers and 14 time-places (TP), on the morning of Friday, October 8. On Saturday morning, October 9, based on the high-resolution model runs and external agency forecasts, the scope increased significantly to about 44,000 customers and 17 TPs. However, on October 10, due to additional scoping based on the high resolution models and external agency forecasts, rainfall on the east side of the Sacramento Valley and Auberry region in the south, the scope was again reduced to about 24,600 customers and 14 TPs. Ultimately, based on overnight model forecasts, on October 11, PG&E was able to de-scope one TP, reducing about 700 customers; this resulted

in actual de-energization of 23,504 customers and 13 TPs. In all, 11 meteorology check-ins were conducted during the scoping process.

**Figure 9: Scoping Process for Impacted Customers**

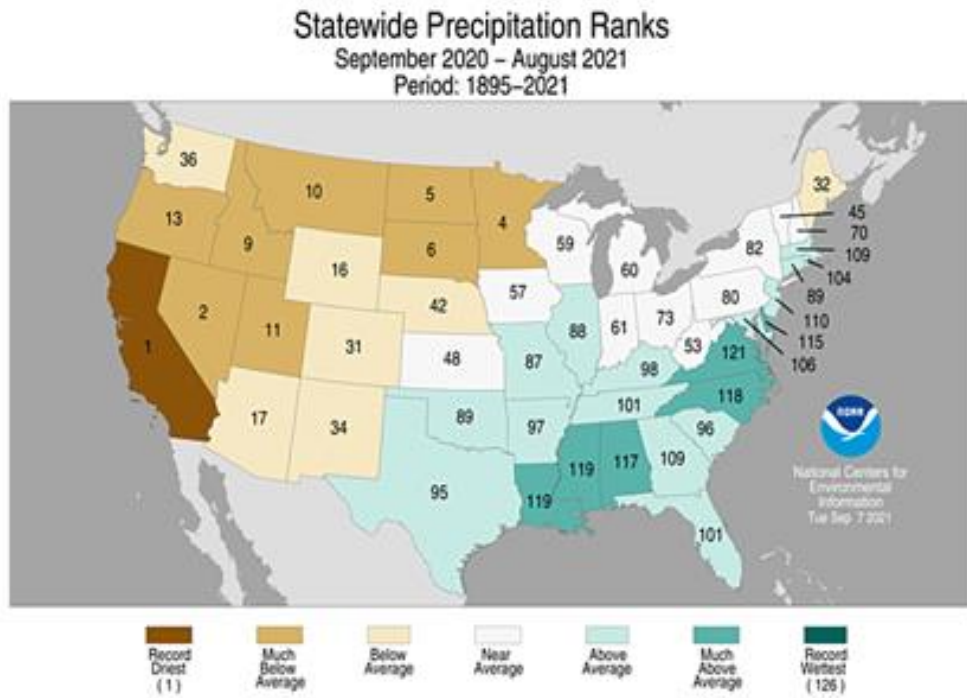


#### Event Scoping and Preparation

Based on the current state of the fuels, warnings issued from seven (NWS Sacramento, NWS Eureka, NWS Monterey, NWS Hanford, NOAA Storm Prediction Center, Northern Operations Predictive Services and Southern Operations Predictive Services) Federal forecast offices on the upcoming fire risk, and weather forecast models showing a strong wind event in the Monday to Tuesday timeframe, a PSPS event was initiated. The following evidence supported the rationale to initiate a PSPS event:

- California precipitation over this past year has been the driest in recorded history according to the NCDC (Figure 10). This was combined with an abnormally low snowpack and earlier run-off than normal. While recent precipitation helped to mitigate the need for PSPS in portions of the Sierra, all other areas had received little to no precipitation.

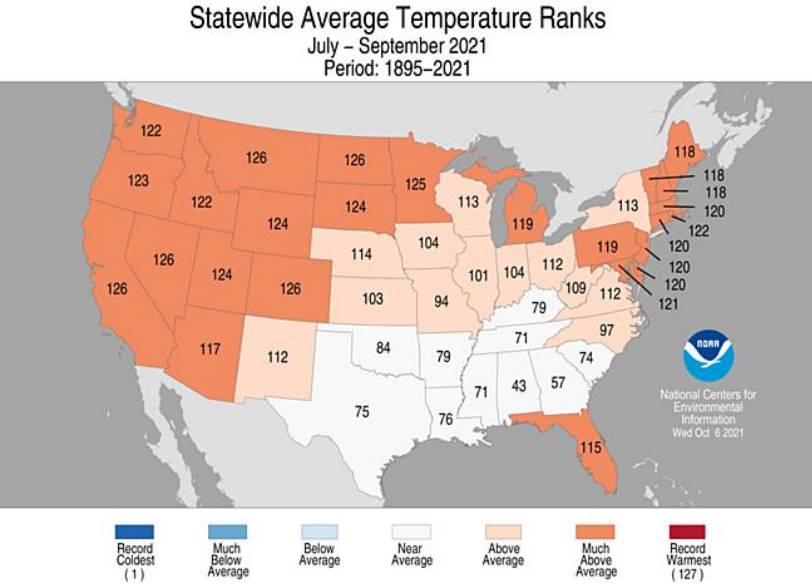
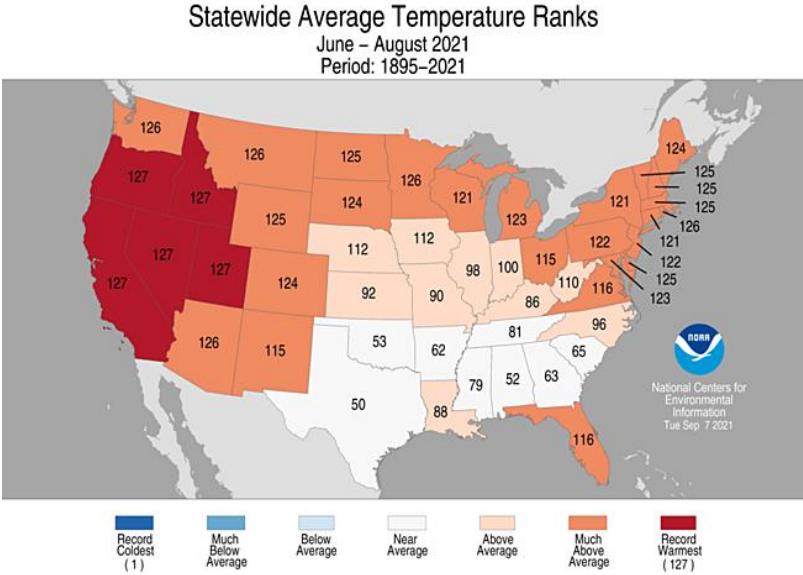
**Figure 10: NCDC Statewide Precipitation Ranks for September 2020 – August 2021**



- California has also been abnormally hot over the past several months. The NCDC reports that California observed the warmest June through August on record in history and second warmest July through September, a database that extends 127 years.



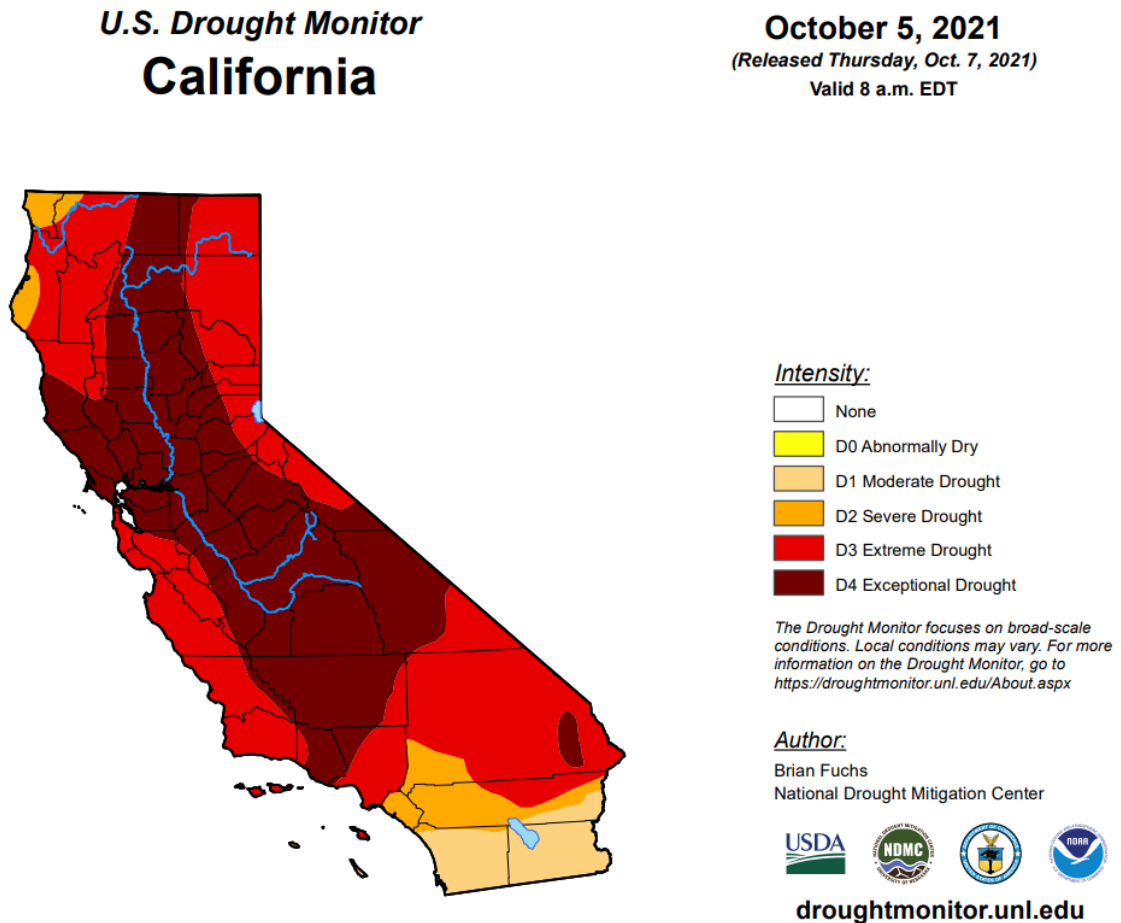
**Figure 11: NCDC Statewide Average Temperature Ranks for June – August 2021.**



- As a result of the abnormally dry conditions and record hot temperatures, the entire PG&E service territory is in extreme to exceptional drought according to the U.S. Drought Monitor.

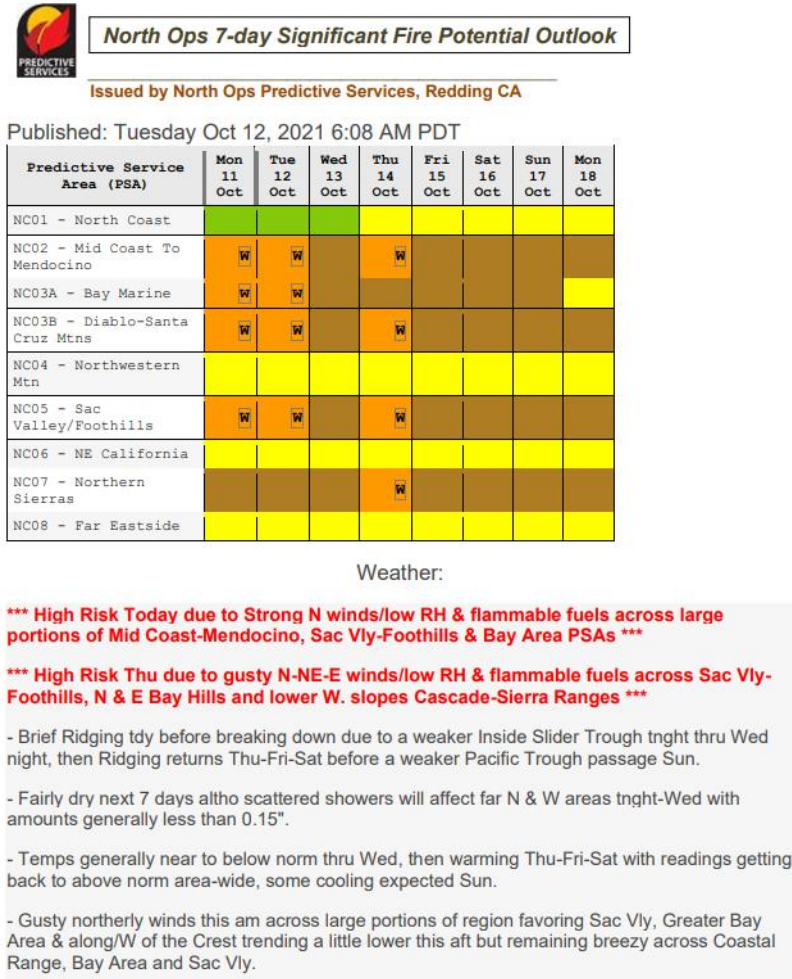


Figure 12: U.S. Drought Monitor: California. Source: USDA U.S. Drought Monitor



- At the same time, live fuel moisture values are also at critical readings across California. The North Ops Predictive Services stated before the PSPS event that “Live fuel moisture have reached a critically flammable state across most species types and are running below average for time of year although recent sampling in some areas has shown a slight increase.”
- Furthermore, North Ops Predictive Services stated “Dead fuel moisture values will experience fluctuations next 48 hours but generally lower with the lowering trend into the first part of the weekend. The most significant lowering will occur west of the Crest-Sac Vly & across Greater Bay Area. ERC's will reach or exceed the critical 90th percentile across the Sac Vly-Foothills and Bay Areas PSAs.
- Forecasts of strong winds coupled with low relative humidity (RH) values: High resolution models indicated that wind gusts of 30-50 mph with isolated gusts to 60+ mph were possible with this event combined with RH from 10 – 20%.
- Figure 13 depicts forecasts of high risk driven by wind issued from the Federal North Operations Predictive Services. High risk forecasts indicate a critical burn environment that, given an ignition, significant fire growth will occur due to a combination of sufficiently dry fuels and critical weather conditions such as strong winds and low humidity.

**Figure 13: Forecasts of High Risk driven by wind issued from the Federal North Operations Predictive Services**



- PSPS model guidance: PSPS model guidance, which combines the probability of utility ignitions driven by the weather (IPW) and the Fire Potential Index (FPI) showed areas of increased risk above PSPS guidance early Monday morning through early Tuesday afternoon.
- The public safety impacts of de-energizing were considered through assessing the total count of impacted customers, including Medical Baseline customers, critical facilities, and back up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).

PG&E’s EOC teams used the meteorology and distribution scopes developed on October 8, 2021 to develop the initial analyses of customers impacted. As weather forecasts shifted, the team refined and iterated scoping analyses and mitigation strategies before the decision to de-energize on October 10, 2021 16:50 PDT.

Leading up to and during the event, PG&E teams conducted a variety of activities to prepare for the upcoming PSPS event. These included:

- Notifying and briefing county, state, and first responder officials to alert them to the locations and plans for the upcoming event.
- Planning and conducting customer notifications and public awareness activities, including:
  - Sending approximately 2,500,000 automated notifications<sup>11</sup> via customer calls, text messages, and emails available in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications via customer calls, text messages, and emails.
  - Confirming that affected Medical Baseline customers and Self-Identified Vulnerable (SIV) customers received notifications, including making in-person visits if confirmation of automated notification was not received.
  - Handling over 48,000 calls in PG&E’s Customer Call Centers, including over 1,900 PSPS-related calls.
  - Sharing PSPS impact maps and information on PG&E’s website, so that customers could search their address, learn whether they were potentially impacted, and learn more about the PSPS event and available resources.
  - Planning the locations and preparations for Community Resource Centers (CRCs) to serve customers affected by the PSPS event.
- Designing and implementing mitigation plans to reduce the number of areas and customers in scope:
  - Determining temporary generation support needs.
  - Developing and refining switching plans to mitigate customer impacts where possible.
  - Examining asset scopes to determine where circuit sectionalization devices could be used to electrically and geographically narrow the areas de-energized to reduce the number of customers affected.

#### PSPS De-energization Decision

At the time of the de-energization decision on October 10, all PG&E’s weather sources and forecasts indicated severe fire weather risk was imminent. Forecasts from federal agencies such as the GACC and NWS continued to show critical fire risk.

PG&E reviewed the latest weather information and fire risk analyses and evaluated the alternatives to de-energization for the in-scope PSPS areas the mitigations offered to the customers in scope and the results of the PSPS Risk versus Wildfire Risk for the circuits in scope. The OIC determined that de-energization was a necessary measure to protect public safety and that the risks of catastrophic wildfire outweighed the risk of public safety based upon the information presented.

The PG&E meteorology team studies weather forecasts and real-time observations continually throughout each PSPS event, to assure that any required de-energizations track closely to actual weather conditions. The PG&E meteorology team also joins interagency conference calls each day to consult with Northern and Southern Operations Predictive Services and NWS offices. As such, weather adjustments can include shifting a de-energization time earlier if the weather threat gets stronger earlier than forecasts indicated,

<sup>11</sup> Not including doorbell rings and Live Agent phone calls.

delaying de-energization if the severe weather is advancing more slowly than expected, and shrinking or descoping one or more TPs if changes in the weather decrease the fire threat.

### External PSPS Decision Inputs

Meteorological analyses establish that high winds in California create significant fire threat and exacerbate fire spread. The NWS issues a Red Flag Warning to indicate critical fire weather conditions under which any fire that develops will likely spread rapidly; CAL FIRE states, “The types of weather patterns that cause a watch or warning include low relative humidity, strong winds, dry fuels, the possibility of dry lightning strikes, or any combination of the above.” As noted previously, PG&E’s PSPS events consistently occur during periods and in areas that federal, state, and local authorities have identified as having extreme fire risk including the presence of strong winds.

PG&E compares its fire risk forecasts against those of external agencies, for validation that there is shared recognition of high fire risk across the California meteorology community. Between October 11-12, 2021, PG&E’s analysis of fire risk justifying a PSPS event was validated by numerous sources and warnings:

- North Ops Predictive Services issued their 7-day Significant Fire Potential Outlook showing High Risk for six Predictive Service Areas, which covered most of Northern California.
- Red Flag Warnings from the National Oceanic and Atmospheric Administration –NWS were issued from three local NWS offices: Eureka (Figure 14), Sacramento (Figure 15), and San Francisco Bay Area/Monterey (Figure 16).
- The NOAA’s Storm Prediction Center’s Fire Weather Outlooks indicating Elevated and Critical fire-weather conditions across California (Figure 17).
- The NWS summary of weather conditions and hazards supporting severe fire weather risk (Figure 18).

**Figure 14: NWS Red Flag Warning Coverage from the Eureka Weather Office**

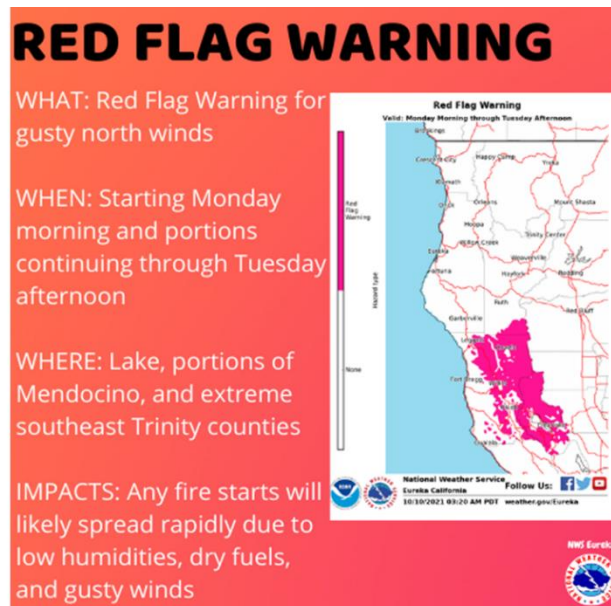
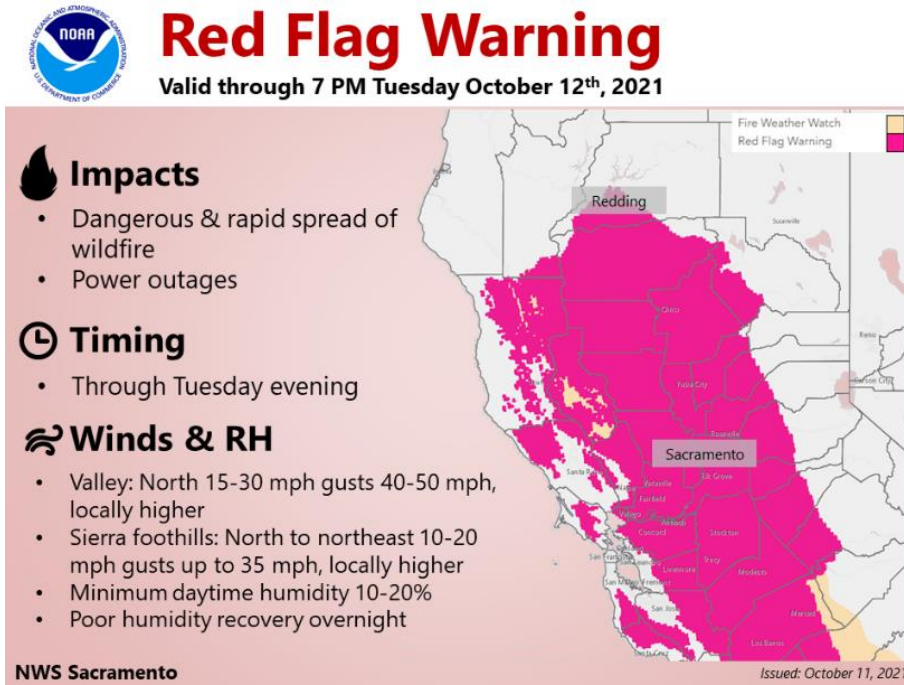
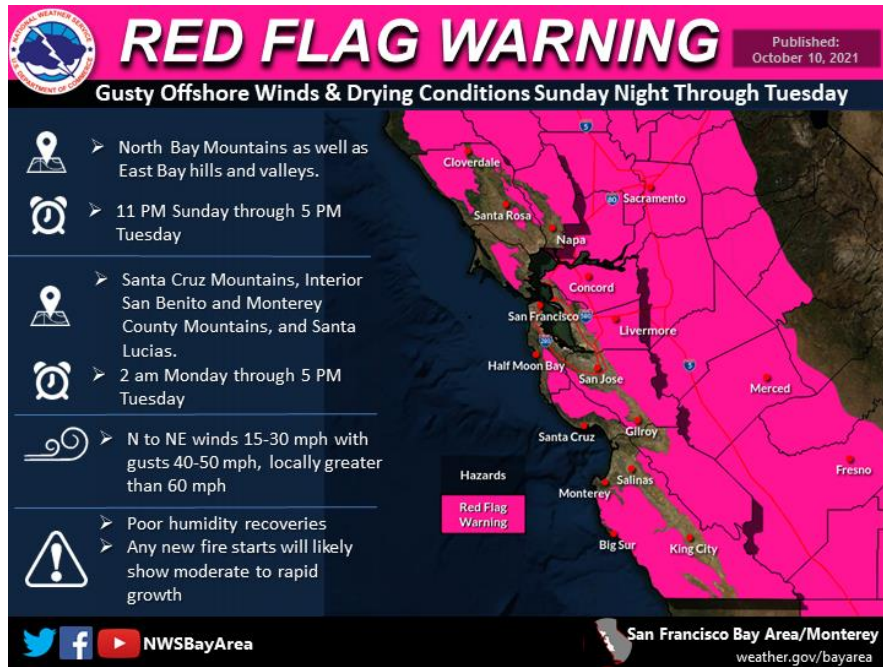


Figure 15: NWS Red Flag Warning Coverage from the Sacramento Weather Office

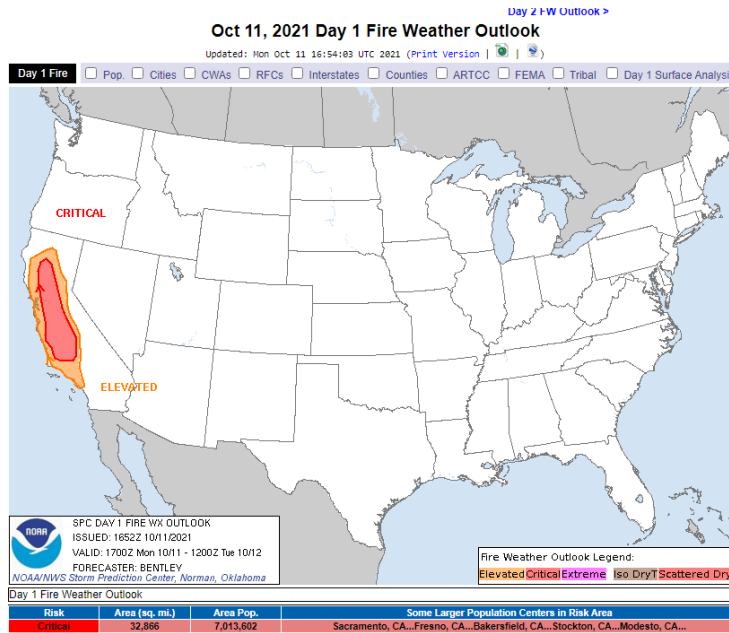




**Figure 16: NWS Red Flag Warning Coverage from the San Francisco Bay Area / Monterey Weather Office**



**Figure 17: National Oceanic and Atmospheric Administration – Storm Prediction Center (SPC) Forecasts of Elevated Fire Weather Conditions.**



**Figure 18: National Weather Service Summary, Weather Conditions and Hazards Supporting Conclusion of Severe Fire Weather Risk on October 12, 2021**

## CA Hazards Summary

Last Update Tue Oct 12 3:22pm (Refreshes every 5 minutes) (Help+)

This is an experimental display of our hazard products. This page may change without notice.

California	Begins	Ends	Last Updated
Red Flag Warning (MTR) +	Now	Tue Oct 12 5:00pm	8hrs ago
Red Flag Warning (STO) +		Tue Oct 12 7:00pm	53mins ago
Red Flag Warning (STO) +		Thu Oct 14 8:00pm	53mins ago
Red Flag Warning (STO) +	Now	Tue Oct 12 7:00pm	53mins ago
Red Flag Warning (EKA) +	Now	Tue Oct 12 7:00pm	27mins ago
Freeze Warning (REV) +	Now	Wed Oct 13 11:00am	7hrs ago
Wind Advisory (LOX) +	Now	Wed Oct 13 3:00am	2hrs 48mins ago
Wind Advisory (LOX) +	Now	Tue Oct 12 9:00pm	2hrs 48mins ago
Frost Advisory (MTR) +	Wed Oct 13 2:00am	Wed Oct 13 9:00am	7hrs ago
Frost Advisory (LOX) +	Wed Oct 13 12:00am	Wed Oct 13 9:00am	2hrs 48mins ago
Frost Advisory (SGX) +	Wed Oct 13 12:00am	Wed Oct 13 9:00am	2hrs 24mins ago
Freeze Watch (EKA) +	Thu Oct 14 1:00am	Thu Oct 14 9:00am	1hrs 8mins ago
Fire Weather Watch (LOX) +	Fri Oct 15 6:00am	Fri Oct 15 8:00pm	55mins ago
Air Quality Alert (LOX) +		Wed Oct 13 9:00am	21hrs ago

Marine Areas	Begins	Ends	Last Updated
Gale Warning (LOX) +	Now	Tue Oct 12 9:00pm	1hrs 27mins ago
Small Craft Advisory (MTR) +		Wed Oct 13 9:00pm	52mins ago
Small Craft Advisory (MTR) +		Wed Oct 13 3:00am	52mins ago
Small Craft Advisory (MTR) +		Tue Oct 12 9:00pm	52mins ago
Small Craft Advisory (MTR) +		Thu Oct 14 3:00am	52mins ago
Small Craft Advisory (MTR) +	Now	Wed Oct 13 9:00pm	52mins ago
Small Craft Advisory (MTR) +	Now	Tue Oct 12 9:00pm	52mins ago
Small Craft Advisory (MTR) +	Now	Thu Oct 14 3:00am	52mins ago
Small Craft Advisory (MFR) +	Tue Oct 12 5:00pm	Thu Oct 14 2:00am	51mins ago
Small Craft Advisory (EKA) +	Wed Oct 13 5:00am	Thu Oct 14 7:00am	1hrs 7mins ago
Small Craft Advisory (EKA) +	Wed Oct 13 2:00am	Thu Oct 14 1:00pm	1hrs 7mins ago
Small Craft Advisory (EKA) +	Now	Tue Oct 12 9:00pm	1hrs 7mins ago
Small Craft Advisory (LOX) +	Now	Tue Oct 12 9:00pm	1hrs 27mins ago

2



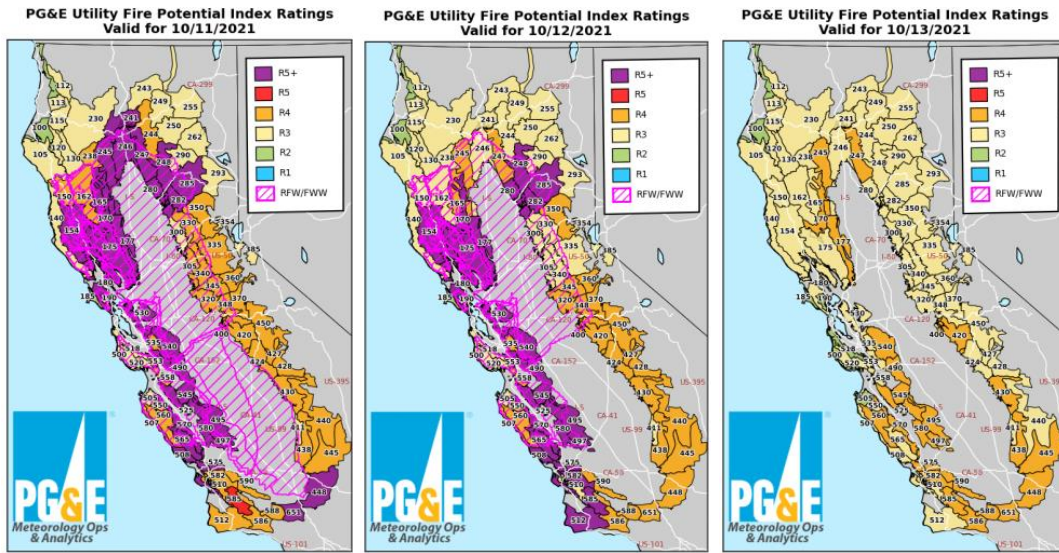
US Dept of Commerce  
National Oceanic and Atmospheric Administration  
National Weather Service  
Western Region Headquarters  
125 South State Street  
Salt Lake City, UT 84138-1102

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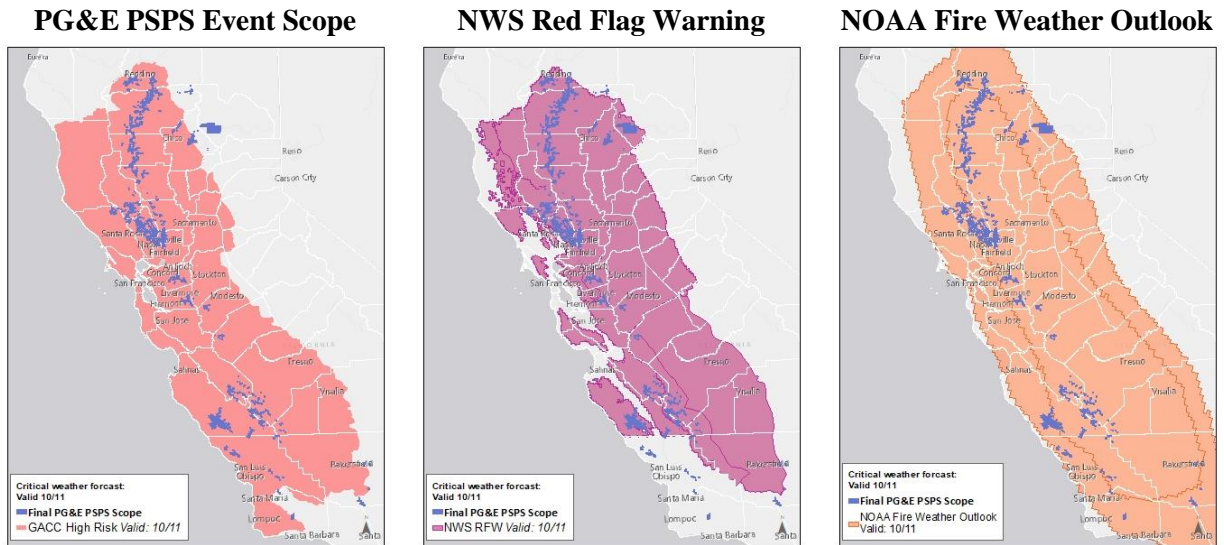
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Freedom of Information Act (FOIA)  
About Us  
Career Opportunities

PG&E also reviews forecasted wind speeds in the potential PSPS-impacted counties to evaluate the need for a PSPS event. Figure 19 also shows the Utility Fire Potential Index (FPI) Ratings for Fire Index Areas (FIAs) in PG&E’s service area for October 11–12, 2021. PG&E determines the scope for PSPS events within those FIAs with fire risk rating R5-Plus from PG&E’s Utility Fire Potential Index model. In Figure 20, the event scope can be compared with other agencies to vet the fire weather risk. Notably, through PG&E’s focused de-energization approach and its mitigation efforts, only 23,504 customers were de-energized despite approximately 5.0 million, 2.6 million, and 5.1 million customers being under GACC’s High Risk weather forecast, NWS’s Red Flag Warning, and NOAA’s Fire Weather Outlook respectively.

**Figure 19: PG&E Utility Fire Potential Index Ratings for October 11 – 13, 2021**



**Figure 20: Comparison of Federal Agency Severe Fire Weather Warning Footprints to Final PSPS Scope for October 11 – 12, 2021**





**Section 2.4 - An explanation of how the utility determined that the benefit of de-energization outweighed potential public safety risks, and analysis of the risks of de-energization against not de-energizing. The utility must identify and quantify customer, resident, and the general public risks and harms from de-energization and clearly explain risk models, risk assessment processes, and provide further documentation on how the power disruptions to customers, residents, and the general public is weighed against the benefits of a proactive de-energization. (D.19-05- 042, Appendix A, page A24, D.21-06-014, page 284, SED Additional Information.)**

**Response:**

The PSPS Risk-Benefit Tool addresses the regulatory requirements presented in CPUC Decision (D.) 21-06-014, which requires California investor-owned utilities (IOUs) to quantify the risk/benefits associated with initiating or not initiating a PSPS event for our customers. This tool was developed in collaboration with PG&E's Risk Management and Safety team and Joint IOU PSPS Working Group ahead of the 2021 PSPS season, with alignment on the industry-standard methodology described in PG&E's Risk Assessment and Mitigation Phase (RAMP) and General Rate Case workpapers<sup>11</sup>.

We incorporated the aforementioned risk-benefit analysis into the PSPS execution process to help inform the PSPS decision-making process. PG&E appreciates the areas of potential concern which the CPUC has previously identified and shared regarding public safety risks<sup>12</sup>, and, where possible, we have worked to incorporate these risks into our PSPS Risk-Benefit analysis. PG&E also recognizes that these risks have not yet been fully examined by the CPUC or others, and guidance is still being developed. As such, PG&E aligns with the current industry-standard Multi-Attribute Value Function (MAVF) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP), which specifies how various consequences are factored into a risk calculation. Utilizing this framework, PG&E incorporates event forecast information into its PSPS Risk-Benefit Tool, which are further described under the "Risk Assessment" section.

Currently, we evaluate how the potential duration of interrupted power can adversely impact reliable energy to all customers located on a specific transmission or distribution circuit and the likelihood of a resulting injury in our risk analysis. We intend to mature this model to better understand how we can further quantify other potential concerns associated with de-energization in our communities. The output of the tool is a ratio that compares the calculated PSPS potential benefit from initiating an event (i.e., mitigation of catastrophic wildfire consequence) to the induced risks associated with an event (i.e., impact to customers resulting from a PSPS outage). Key inputs in the analysis include results from Technosylva wildfire simulations specific to the distribution and transmission circuits in scope for a potential de-energization, the number of customers forecasted to be de-energized, and the forecasted number of customer hours across each identified circuit in scope for a potential de-energization.

After the potential de-energization scope is determined, including the identification of potentially impacted circuits for the PSPS event in question, this scope and the Technosylva wildfire simulation outputs are used as inputs into the Risk-Benefit tool, which quantifies the public safety risk and wildfire risk resulting from the forecasted impacts of the pending weather / PSPS event. During the de-energization decision-making meeting, the PSPS Risk Analyst reviews the final results of the analysis with the Officer-in-Charge (OIC) and the Incident Commander to help inform the decision of whether to de-energize the circuits in scope.

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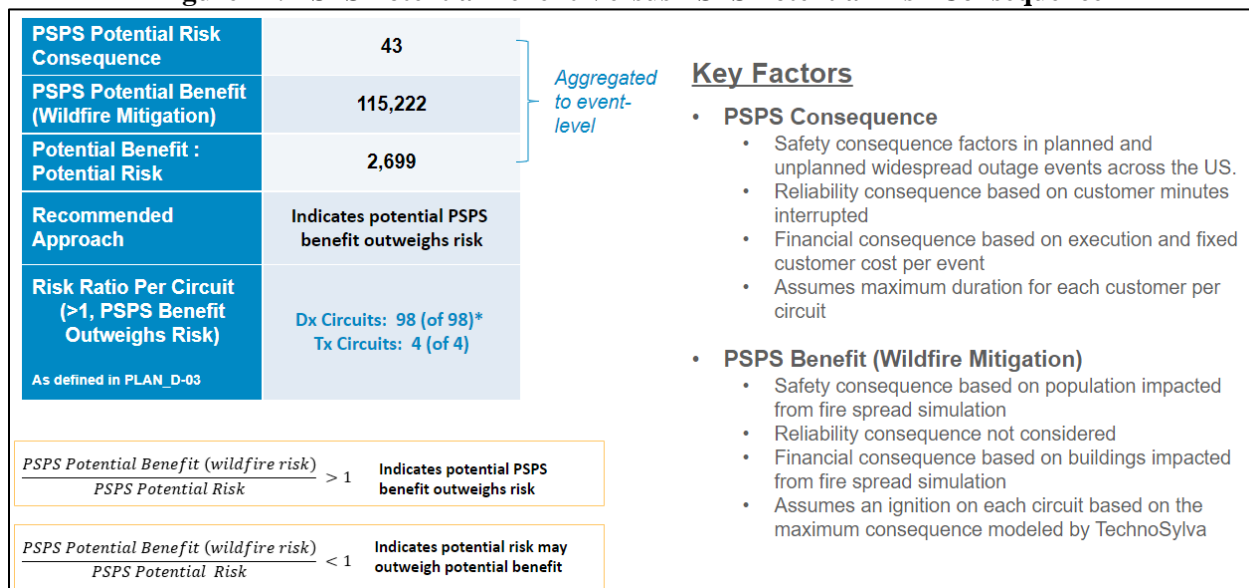
<sup>11</sup> PG&E response to CPUC Energy Division Data Request GRC-2023-Ph1-DR\_ED\_001\_Q01Supp01

<sup>12</sup> D.21-06-014, pp. 12-14.

### October 11–12, 2021 PSPS Event

For this PSPS event, based on the factors described in this section, PG&E determined there was an imminent and significant risk of strong winds impacting PG&E assets, and a significant risk of large, catastrophic wildfires should ignitions occur. PG&E determined that the alternatives to de-energization (discussed in Section 2.5 of this report) were not adequate to reduce this risk and that the public safety risk of catastrophic wildfire outweighed the public safety impacts of the proposed de-energization scope. In making this decision, PG&E reviewed the steps that had been taken or that were in progress to mitigate adverse impacts to customers. As an electric system operator that must determine when it is and is not safe to operate its grid, PG&E determined that a PSPS was warranted and necessary to reduce the risk of catastrophic wildfire for public safety, and thus approved a series of decisions to de-energize portions of our grid to address that risk and protect the customers and communities we serve as authorized in CPUC Sections 451 and 399.2(a) and described in ESRB-8<sup>13</sup>. In this PSPS event, the results from the PSPS Risk Model (see Figure 21) supported initiating a PSPS event based on the forecasted impact information and indicated that 98 distribution circuits and 4 transmission circuits in scope surpassed the analysis threshold of 1 to support a PSPS event. Ultimately, only 95 distribution circuits and 3 transmission circuits were de-energized.

**Figure 21: PSPS Potential Benefit Versus PSPS Potential Risk Consequence**



### Risk Assessment

The PSPS Risk-Benefit tool utilizes the Multi-Attribute Value Function (MAVF) framework, as defined through the Safety Modeling Assessment Proceeding (SMAP). The tool’s calculations for risk use an industry-wide standard MAVF, with a non-linear scaling of consequences reflecting our focus on low-frequency/high-consequence risk events without neglecting high-probability/low-consequence risk events. The MAVF is a unitless number that captures the safety, reliability, and financial impact of identified potential risk events. It is used to calculate the potential risk scores for the potential risk events identified in PG&E’s Enterprise Risk Register.<sup>14</sup> MAVF scores developed by the PSPS Risk-Benefit tool are used to

<sup>13</sup> California Public Utilities Code (PU Code) Sections 451 and 399.2(a) give electric utilities authority to shutoff electric power in order to protect public safety. This authority includes shutting off power for the prevention of fires caused by strong winds.

<sup>14</sup> Full details of the MAVF methodology are provided through the Risk Assessment and Modeling Phase (RAMP) Report RAMP Report, pp. 3-3 to 3-15 and General Rate Case (GRC) workpapers in response to Energy Division GRC-2023-PhI\_DR\_ED\_001\_Q01Supp01.

compare the potential de-energization risk from a forecasted PSPS event to the potential risk of wildfires from keeping the circuits energized, specific to the potentially impacted circuits being considered for PSPS de-energization.

The PSPS Risk-Benefit Tool utilized multiple inputs to estimate the potential PSPS de-energization and Wildfire Risk Scores. The following inputs are used in calculations to build MAVF risk scores for PSPS events and wildfires, which are ultimately weighed against one another:

- **Forecasted Circuits:** The final list of the distribution and transmission circuits identified to be in-scope for a potential PSPS event.
- **Customers Impacted:** Forecasted number of customers anticipated to be impacted by the potential PSPS event.
- **Customer Minutes:** Forecasted outage duration the customers will face by the potential PSPS event.
- **Technosylva Wildfire Simulation Data:** Fire simulation forecasts on the consequence of a potential wildfire’s impacts on population and buildings on each circuit for every three hours. These values are based on Technosylva’s sophisticated wildfire modeling, using real-time weather models, state-of-the-art fuel, and 8-hour fire spread modeling.

Once the above data is made available and inputted into the tool, the modeling considerations described below are used to estimate the consequence of the: (1) potential wildfire risk and (2) PSPS risk at the per-circuit level. Throughout the tool, a variety of modeling considerations are made to facilitate calculations and are included in Table 2 and summarized in a visual on Figure 22.

**Table 2: 2021 PSPS Risk-Benefit Consequence Modelling Considerations**

Consequence Type	Wildfire Consequence Considerations	PSPS Consequence Considerations
<b>Safety</b>	Calculated based on maximum population impacts derived from Technosylva wildfire simulation models and a fatality ratio based on National Fire Protection Association (NFPA) data.	Calculated from an estimate of Equivalent Fatalities (EF) per Million Customer Minutes Interrupted (MMCI). EF/MMCI ratio is estimated from previous PG&E PSPS and other large external outage events. <sup>15</sup>
<b>Reliability</b>	N/A	Calculated directly from the potential number of customers impacted and outage duration based on customer minutes interrupted.
<b>Financial</b>	Calculated based on maximum building impacts derived from Technosylva wildfire simulation models and a cost per structure burned previously evaluated in 2020 RAMP Report. <sup>16</sup>	Calculated based on two financial estimates 1) distribution of a lump sum cost of execution across all relevant circuits and 2)

<sup>15</sup> Previous PG&E PSPS events include 2019-2020 events, and other large external outage events include the 2003 Northeast Blackout in New York City, 2011 Southwest Blackout in San Diego, 2012 Derecho Windstorms, 2012 Superstorm Sandy, and 2017 Hurricane Irma.

<sup>16</sup> See A.20-06-012.

		an estimated proxy cost per customer per PSPS event. <sup>17</sup>
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Potential Wildfire Risk

Wildfire consequence impacts are based on the Population Impacted by Wildfire and Structures Impacted by Wildfire. This value is used to calculate natural unit values for two consequence components:

- Wildfire Safety Consequence: Equivalent Fatalities (EF)
- Wildfire Financial Consequence: Financial Cost of Wildfire (in dollars)

Potential PSPS Risk

PSPS consequence impacts are based on the following values: Duration of de-energization by circuit, and number of customers impacted by de-energization on each circuit. These input values are used to calculate natural unit values for three consequence components:

- PSPS Safety Consequence: Equivalent Fatalities (EF) as an output of Customer Minutes interrupted
- PSPS Electric Reliability Consequence: Customer Minutes Interrupted
- PSPS Financial Consequence: Financial Cost of PSPS event (in dollars)

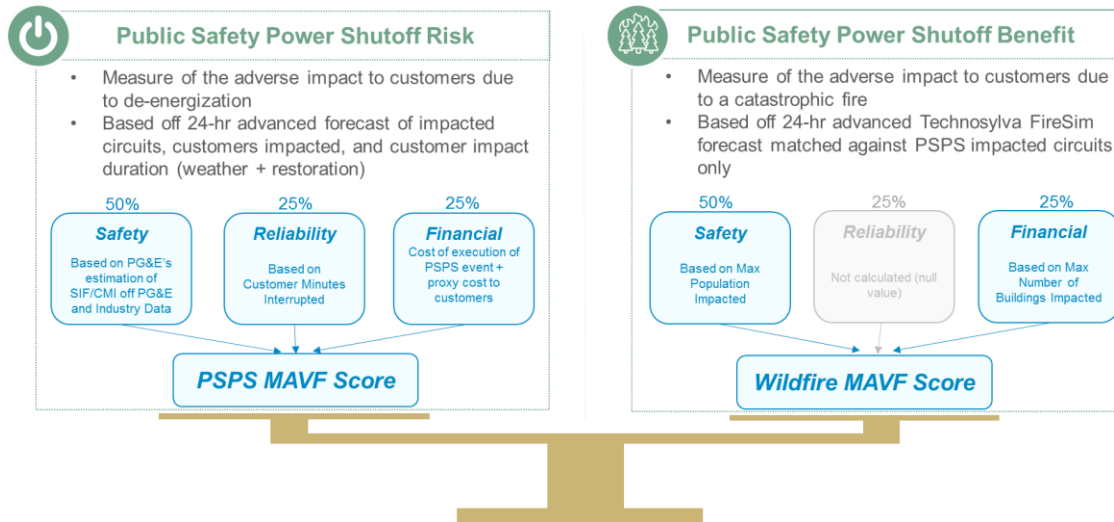
Once the consequence values (safety, reliability, financial) are estimated, they are converted into MAVF risk scores as defined through our RAMP and GRC<sup>18</sup> filings. This assessment provides the ability to compare the associated risks between the two scenarios. Once the Risk-Benefit Tool calculates the impacts between the PSPS event and a wildfire, it is summarized by indicating if the adverse impact from a PSPS event outweighs the risk of a wildfire.

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<sup>17</sup> The assumptions used in these calculations, including the proxy cost per customer per PSPS event, are subject to be updated and are not intended to prejudice or create precedent with regard to the development of more precise values of resiliency or cost of PSPS metrics being considered in other ongoing proceedings at the California Public Utilities Commission, such as the Risk-Based Decision-Making Rulemaking [R.20.07.013] and the Microgrid and Resiliency Strategies.

<sup>18</sup> Full details of the MAVF methodology are provided through the Risk Assessment and Modeling Phase (RAMP) Report RAMP Report, pp. 3-3 to 3-15 and General Rate Case (GRC) workpapers in response to Energy Division GRC-2023-PhI\_DR\_ED\_001\_Q01Supp01.

**Figure 22: Visual Representation of PPS Risk-Benefit Tool**



**Section 2.5 - Explanation of alternatives considered and evaluation of each alternative. (D.19-05-042 Appendix A, page A22.)**

**Response:**

Considering the meteorological information indicating the potential for catastrophic wildfire and the customer impacts from mitigating that fire risk through de-energization, PG&E considered whether alternatives to de-energizing, such as additional vegetation management and disabling automatic reclosers, could adequately reduce the risk of catastrophic wildfire thus lowering the need for de-energization. PG&E determined these measures alone did not reduce the risk of catastrophic wildfire in areas within the PPS scope sufficiently to protect public safety.

- PG&E Operations team reviewed asset and vegetation tags that were including incremental customers into PPS scope and worked to correct these tags prior to de-energization.
- PG&E conducted hazard tree mitigation efforts on circuits potentially in PPS scope in the days leading up to the event and continued up through the beginning of de-energization. Tree-trimming near a utility line can keep limbs and trunks from nearby trees from falling into a line, but it does not mitigate against broken limbs from distant trees outside the vegetation management perimeter that could blow into a line or break utility equipment. Thus, hazard tree mitigation efforts were not considered a sufficient alternative to PPS.
- Pre-patrols of potentially impacted transmission facilities were also ongoing in the days leading up to the time of de-energization. While pre-patrols can help identify and correct asset tags on impacted transmission lines, even transmission lines in fully healthy condition may still pose a wildfire risk. Thus, pre-patrol of potentially impacted transmission facilities was not considered a sufficient alternative to PPS.
- PG&E disabled automatic reclosing in Tier 2/Tier 3 High Fire Thread District (HFTD) areas. This reduces the ignition risk from attempts to re-energize circuits via automatic reclosing. However, due to the fuel state, the risk of ignition from the initial fault is still too high. Thus, disabling automatic reclosing did not sufficiently reduce risk to avoid the need for PPS.
- PG&E deployed Safety and Infrastructure Protection Team (SIPT) crews for real-time observations. While these real-time observations are used to further refine the weather “all-

clear” time for patrol and restoration, they do not sufficiently reduce risk to avoid the need for PSPS.

Given the forecasted high wind speeds and wind gust speeds, which can break and blow vegetation and debris into power lines and blow sparks into dry vegetation, PG&E determined these other measures were not adequate alternatives to mitigate the risk of catastrophic wildfire, and that de-energizing in the areas within the PSPS scope was necessary to protect public safety.

Furthermore, PG&E implemented efforts to mitigate adverse impacts on the customers and communities in areas where power shutoffs were likely. These efforts included:

- Employing granular scoping processes to significantly reduce the public safety impacts of de-energization by de-energizing smaller segments of the grid within the close confines of the fire-critical weather footprint, rather than de-energizing larger amounts of customers in more populated areas.
- Considering the public safety impacts of de-energizing by reviewing the total count of impacted customers and the impact of potential de-energization upon Medical Baseline customers, critical facilities, and the back-up generation capabilities of critical facilities that pose societal impact risks if de-energized (e.g., critical infrastructure).
- Utilizing temporary generation to energize customers outside of the forecasted risk areas.
- Using sectionalization to narrow the scope and number of customers affected.
- PG&E considers opportunities for islanding, temporary generation, and alternate grid solutions, to reduce and mitigate the number of customers de-energized. However, no such opportunities were available for this PSPS event as the location of the outages which did not offer any opportunities for islanding.
- PG&E reduced the public safety impact of de-energizing some affected communities by using temporary and back-up generation to serve critical facilities and customers.
- Providing local Community Resource Centers (CRCs) to support customers in those impacted communities.
- Supporting vulnerable customers through California Foundation for Independent Living Centers (CFILC) and Community Based Organizations (CBO) resource partners that offered various services to customers impacted by this event. For further information see Section 6.
- Extensive use of Advanced Notifications and outreach tools to notify impacted customers of the expected de-energization.
- Using an extensive camera, weather station, and satellite weather monitoring network and on-the-ground personnel to collect real-time observations to inform and speed the identification of weather ‘all-clear” times in more precise, smaller areas, to get customers back in service faster.
- Readiness and increased resources for restoration efforts, including use of helicopters and fixed wing aircraft to conduct line safety patrols after the weather “all-clear”, restoring service to safe lines as quickly as possible subject to operational safety and ability to access equipment for patrol and any needed repairs.

### **Section 3 – De-energized Time, Place, Duration and Customers**

**Section 3.1 - The summary of time, place and duration of the event, broken down by phase if applicable** (*Resolution ESRB-8 page 3, SED Additional Information.*)

**Response:**

The PSPS event occurred over the timeframe of October 11 – 12, 2021 in 13 different Time-Places located in Alameda, Butte, Colusa, Contra Costa, Fresno, Glenn, Kern, Kings, Lake, Merced, Monterey, Napa, Plumas, San Benito, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Solano, Sonoma, Stanislaus, Tehama, and Yolo counties.

**Section 3.2 - A zipped geodatabase file that includes PSPS event polygons of de-energized areas. The file should include items that are required in Section 3.3. (SED Additional Information.)**

**Response:**

A zipped geodatabase file that includes PSPS event polygons of final planned de-energized areas combined with the event data can be found in the attachment, “*PGE\_PSPS\_EVENT\_10112021.gdb.zip*.”

**Section 3.3 - A list of circuits de-energized, with the following information for each circuit. This information should be provided in both a PDF and excel spreadsheet** (*Resolution ESRB-8, page 3, SED Additional Information.*)

- **County**
- **De-energization date/time**
- **Restoration date/time**
- **“All Clear” declaration date/time**
- **General Order (GO) 95, Rule 21.2-D Zone 1, Tier 2, or Tier 3 classification or non-High Fire Threat District**
- **Total customers de-energized**
- **Residential customers de-energized**
- **Commercial/Industrial Customers de-energized**
- **Medical Baseline (MBL) customers de-energized**
- **AFN other than MBL customers de-energized**
- **Other Customers**
- **Distribution or transmission classification**

**Response:**

A total of 23,504 customers were de-energized during the PSPS event. Of the customers de-energized, all were distribution customers including 19,975<sup>19</sup> residential, 2,718 commercial/industrial, 1,738 Medical Baseline, 5,052 Access and Functional Need Customers (AFN) other than MBL, and 811 customers in the “Other<sup>20</sup>” category.

Appendix B lists de-energized circuits and the relevant information relating to each circuit.

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<sup>19</sup> Medical Baseline and AFN customers are included within the count of residential customers de-energized.

<sup>20</sup> ‘Other’ includes customers that do not fall under the residential or commercial/industrial categories such as governmental agencies, traffic lights, agricultural facilities, and prisons.



## **Section 4 – Damages and Hazards to Overhead Facilities**

**Section 4.1 – Description of all found wind-related damages or hazards to the utility’s overhead facilities in the areas where power is shut off.** (*Resolution ESRB-8, page 3, SED Additional Information.*)

**Response:**

On October 11, 2021, weather stations near the PSPS areas recorded wind gusts as high as 102 miles per hour. These are shown in Table 21 and Figure 35 in Section 12 – Other Relevant Information.

During patrols of the de-energized circuits prior to restoring power, PG&E found a total of 8 incidents of wind-related damages (7 cases) or hazards (1 case). Damages are conditions that occurred during the PSPS event, likely wind-related, necessitating repair or replacement of PG&E’s asset, such as a wire down or a fallen pole, while hazards are conditions that might have caused damages or posed an electrical arcing or ignition risk had PSPS not been executed, such as a tree limb found suspended in electrical wires. The damage and hazard locations are mapped in Figure 24 and illustrated in the figure below.

**Figure 23: Vegetation-Damage in Kern County – Tree Limb fell onto primary**





**Section 4.2 - A table showing circuit name and structure identifier (if applicable) for each damage or hazard, County that each damage or hazard is located in, whether the damage or hazard is in a High Fire-Threat District (HFTD) or non-HFTD, Type of damage/hazard of damage. (SED Additional Information.)**

**Response:**

A table of damages and hazards within the de-energized areas can be found in Appendix C.

**Section 4.3 - A zipped geodatabase file that includes the PSPS event damage and hazard points. The file should include items that are required in Section 4.2. (SED Additional Information.)**

**Response:**

A zipped geodatabase file that includes the PSPS event damage points can be found in attachment, "PGE\_PSPS\_EVENT\_DAMAGES\_HAZARDS\_10112021.gdb.zip."

**Section 4.4 - A PDF map identifying the location of each damage or hazard. (SED Additional Information.)**

**Response:**

**Figure 24: Map of Damage/Hazard Incidents in PPS Footprint During October 11–12, 2021 PPS Event**



## **Section 5 – Notifications**

**Section 5.1 - A description of the notice to public safety partners, local/tribal governments, paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a community resource center, multi-family building account holders/building managers in the AFN community, and all customers, including the means by which utilities provide notice to customers of the locations/hours/services available for CRCs, and where to access electricity during the hours the CRC is closed. (Resolution ESRB-8, page 3. D21-06-034, Appendix A, page A2, A9-A10, SED Additional Information.)**

### **Response:**

Throughout the PSPS event, PG&E made significant efforts to notify Public Safety Partners, Local/Tribal Governments, and impacted customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042), weather and other factors permitting.

For customers potentially impacted by PSPS late at night or overnight, PG&E did not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking up the customers in the middle of the night. However, PG&E will send notifications during the hours of 21:00 and 08:00 PDT on a case-by-case basis (e.g., calls to Medical Baseline customers not previously notified due to suddenly changing conditions).

For telecommunication service providers delivering services that are essential to public safety, PG&E continues to work closely with these service providers throughout the PSPS event to effectively coordinate, share information, and manage PSPS events. During a PSPS, PG&E provides telecommunication service providers with a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer specific, individual questions. Partners can reach the CIL 24/7 during an event by email or phone. In addition, PG&E will proactively reach out to telecommunication service providers via e-mail or phone as weather changes or new information regarding the PSPS event is available.

In accordance with the Phase 3 Guidelines<sup>21</sup>, PG&E provides proactive notifications and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a Community Resource Center during PSPS events. All notifications to paratransit agencies include a link to the PSPS emergency website event updates page, [pgealerts.alerts.pge.com/updates](https://pgealerts.alerts.pge.com/updates) and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.

PG&E considers multi-family building account holders/building managers in the AFN community as part of our All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV)<sup>22</sup> customers) recipient group. For information on PG&E’s outreach and community engagement with master-metered owners, property managers, and building account holders refer to PG&E’s AFN Quarterly Progress Report of Activities Between July 1, 2021, and September 30, 2021.

Table 3 below provides a description of the notifications to Public Safety Partners, Local/Tribal Governments, and all customers in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042).

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<sup>21</sup> D.21-06-034.

<sup>22</sup> In accordance with D.12-03-054, customers that are not enrolled or qualify for the Medical Baseline program can “certify that they have a serious illness or condition that could become life threatening if service is disconnected.” PG&E uses this designation to make an in-person visit prior to disconnection. This designation remains on their account temporarily for 90 days and can be extended to 12 months if the customers submit an application.

**Table 3: Notification Descriptions**

Type of Notification	Recipients	Description
<p><b>ADVANCED NOTIFICATION: 48-72 hours in advance of anticipated de-energization</b></p>	<p>Public Safety Partners</p>	<p>On 10/08/2021, PG&amp;E’s Meteorology team noted a potential weather event and updated the weather forecast on pge.com/weather to “elevated” in certain parts of the service territory. At this time, Local PG&amp;E representatives called each County OES in PG&amp;E’s electrical service territory and select cities and tribes to inform them that PG&amp;E is monitoring an increased potential of a PSPS event.</p> <p>Following PG&amp;E’s activation of its EOC for a potential PSPS event, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them that PG&amp;E’s EOC has been activated and that PG&amp;E is monitoring for a potential PSPS event.</li> <li>• Sent notifications to other Public Safety Partners<sup>23</sup> via call, text, and email; these notifications include the following information: <ul style="list-style-type: none"> <li>○ Estimated window of the de-energization time.</li> <li>○ When weather is anticipated to pass.</li> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information are available.</li> </ul> </li> </ul>
<p><b>WATCH NOTIFICATION: 24-48 hours in advance of anticipated de-energization</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>During this time, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an e-mail to the CPUC notifying them of a scope change.</li> <li>• Sent notifications to other Public Safety Partners, and all customers via call, text message, and e-mail; these notifications include the following information: <ul style="list-style-type: none"> <li>○ Potentially impacted addresses (for customers only).</li> </ul> </li> </ul>

<sup>23</sup> Other Public Safety partners refers to first/emergency responders at the local, state, and federal level, water, wastewater, and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services, and the California Department of Forestry and Fire Protection.

Type of Notification	Recipients	Description
		<ul style="list-style-type: none"> <li>○ Estimated window of the de-energization time.</li> <li>○ When the adverse weather is anticipated to pass.</li> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Public Safety Partners Only: Links to the PSPS Portal and website where event-specific maps and information is available.</li> <li>○ For Customers Only: Links to PPS Updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support, and the Portable Battery Program.</li> </ul> <ul style="list-style-type: none"> <li>● Sent notifications to Medical Baseline program customers, including tenants of master metered accounts, and Self-Identified Vulnerable (SIV) customers every hour until the customer confirms receipt of the notification (up to 21:00 PDT or when PG&amp;E halts notifications<sup>24</sup>).</li> <li>● Sent Cancellation Notifications to Public Safety Partners and customers removed from scope; this was to inform them that their power would not be shut off.</li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in 15 non-English languages, referred to herein as “translated languages”.<sup>25</sup> Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>

<sup>24</sup> For customers potentially impacted by PPS late at night or overnight, PG&E, did not send automated notifications to customers between the hours of 21:00 PDT and 08:00 PDT as a courtesy in order to prevent waking up the customers in the middle of the night. However, PG&E will send notifications during the hours of 21:00 PDT and 08:00 PDT on a case-by-case basis (e.g., calls to Medical Baseline due to suddenly changing conditions).

<sup>25</sup> Translated languages refers to Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Tagalog, Korean, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer, Hmong, Thai, Hindi, and Portuguese. A language is prevalent if it is spoken by 1,000 or more persons in the utility’s territory or if it’s spoken by 5 percent or more of the population within a “public safety answering point” in the utility territory (D.20-03-004). Details on the community outreach efforts for PPS and wildfire-related outreach including efforts to reach all languages prevalent in PG&E’s service area can be found in Section 8.4 of PG&E’s Revised 2021 Wildfire Mitigation Plan Report.

Type of Notification	Recipients	Description
<p><b>WARNING NOTIFICATION: 1-4 hours in advance of anticipated de-energization, if possible</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers, Self-Identified Vulnerable (SIV) customers)</p>	<p>When forecasted weather conditions showed that a safety shutoff was confirmed, and power would be de-energized in approximately 1-4 hours, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&amp;E has made the decision to de-energize.</li> <li>• Sent notifications to other Public Safety Partners, and customers; these notifications include the same key event timing information and resource links as the “Watch Notification”.</li> <li>• Sent notifications to Medical Baseline program customers, including tenants of master-metered accounts, and SIV customers every hour until the customer confirms receipt of the notification (up to 21:00 PDT or when PG&amp;E halts notifications).</li> <li>• Sent Cancellation Notifications to Public Safety Partners and customers removed from scope; this was to inform them that their power would not be shut off.</li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p><b>POWER OFF NOTIFICATION: When de-energization is initiated</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>When shut-off was initiated, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>• Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC to notify them that power is in the process of being shut off.</li> <li>• Agency Representatives conducted a live call and/or sent an e-mail, as appropriate, to County OES that were within the potential PSPS scope area and select cities and tribes to inform them that customers within their jurisdiction were beginning to be de-energized.</li> <li>• Sent notification to other Public Safety Partners and customers via phone, text messages, and e-mail, that included: <ul style="list-style-type: none"> <li>○ Impacted addresses (for customers only).</li> <li>○ De-energization time.</li> <li>○ When the adverse weather is anticipated to pass.</li> </ul> </li> </ul>

Type of Notification	Recipients	Description
		<ul style="list-style-type: none"> <li>○ Estimated Time of Restoration (ETOR).</li> <li>○ For Customers Only: Links to the PSPS Updates webpage with Community Resource Center information, and resources for customers with access and functional needs, including but not limited to information on the Medical Baseline program, Meals on Wheels, language support, and the Portable Battery Program.</li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p><b>WEATHER “ALL-CLEAR”/ETOR UPDATE NOTIFICATION: Immediately before re-energization begins</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and Self-Identified Vulnerable (SIV) customers)</p>	<p>After the weather event had passed and the area is deemed safe to begin patrols and restoration, PG&amp;E completed the following:</p> <ul style="list-style-type: none"> <li>● Submitted a PSPS State Notification Form to Cal OES and sent an email to the CPUC notifying them that PG&amp;E is initiating re-energization patrols.</li> <li>● Sent notifications to other Public Safety Partners, and customers via phone, text message, and email; these notifications included the ETOR. <ul style="list-style-type: none"> <li>○ Note: Customers can opt out of receiving event update notifications after de-energization has occurred.</li> </ul> </li> <li>● Sent “event update” notifications to customers if their ETOR changed; two ways that an ETOR may change include: <ul style="list-style-type: none"> <li>○ New field or meteorology conditions.</li> <li>○ Damage was found during patrols and repair is needed.</li> </ul> </li> </ul> <p>Customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference selected in their PG&amp;E accounts received in-language (translated) notifications. Public Safety Partner notifications were provided in English.</p>
<p><b>RESTORATION NOTIFICATION: When re-energization is complete</b></p>	<p>Public Safety Partners, All Customers (including Medical Baseline program customers and</p>	<p>Once customers, including Medical Baseline program customers and SIV customers, were restored, they received notifications via phone, text, and email. This was done using an automated process that issued customer notifications every 15 minutes upon restoration of service. Customer notifications were provided in English, with information on how to get event information in</p>

Type of Notification	Recipients	Description
	Self-Identified Vulnerable (SIV) customers)	translated languages. Customers with their language preference selected in their PG&E accounts received in-language (translated) notifications.  Once all customers were restored, PG&E submitted the final PSPS State Notification Form to Cal OES, sent an email to the CPUC, and sent a notification to Public Safety Partners via phone, text, and email. Public Safety Partner notifications were provided in English.

**Section 5.2 - Notification timeline including prior to de-energization, initiation, restoration and cancellation, if applicable. The timeline should include the required minimum timeline and approximate time notifications were sent. (D.19-05-042, Appendix A, page A8-A9, D.21-06-034, page A11)**

**Response:**

Table 4 describes PG&E’s notifications sent to customers for this event, including approximate times of notifications in accordance with the minimum timelines set forth by the CPUC PSPS Phase 1 Guidelines (D.19-05-042) sent to Local/Tribal Governments, Public Safety Partners, and customers prior to de-energization, initiation, and restoration. For a description of each message PG&E sent reference Section 5 and for templates of each message PG&E sent reference Appendix D.

**Table 4: Customer Notification Timeline Summary Prior to De-energization for October 11 – 12, 2021 PSPS Event**

Event Order	Minimum Timeline <sup>26</sup>	Notification Sent to:	Approximate Time Sent	Message	Notes
Pre-De-energization (Prior)	72-48 hours	Local/Tribal Governments and CCAs*	10/08/2021 13:01 PDT	Advanced	
		Public Safety Partners**	10/08/2021 13:26 PDT	Advanced	
	48-24 hours	Local/Tribal Governments and CCAs*	10/09/2021 11:56 PDT	Watch	
		Local/Tribal Governments and CCAs*	10/10/2021 09:31 PDT	Cancel	Only Local/Tribal Governments and CCAs removed from scope received the cancel notification.
		Local/Tribal Governments and CCAs*	10/10/2021 09:33 PDT	Watch	
		Public Safety Partners**	10/09/2021 11:39 PDT	Watch	
		Public Safety Partners**	10/09/2021 17:57 PDT	Watch	
		Public Safety Partners**	10/09/2021 17:57 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		Public Safety Partners**	10/10/2021 10:07 PDT	Watch	
		Public Safety Partners**	10/10/2021 10:10 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification.
		All Customers***	10/09/2021 11:39 PDT	Watch	
		All Customers***	10/09/2021 17:57 PDT	Watch	

<sup>26</sup> Decision 19-05-042, Appendix A, Timing of Notification.



		All Customers***	10/09/2021 17:57 PDT	Cancel	Only Customers removed from scope received the cancel notification.	
		All Customers***	10/10/2021 10:07 PDT	Watch		
		All Customers***	10/10/2021 10:10 PDT	Cancel	Only Customers removed from scope received the cancel notification.	
		All Customers***	10/10/2021 13:16 PDT	Watch		
	4-1 hours		Local/Tribal Governments and CCAs*	10/10/2021 17:15 PDT	Warning	
			Public Safety Partners**	10/10/2021 19:09 PDT	Warning	
			Public Safety Partners**	10/11/2021 5:17 PDT	Warning	
			Public Safety Partners**	10/11/2021 10:20 PDT	Warning	
			Public Safety Partners**	10/11/2021 13:05 PDT	Cancel	Only Public Safety Partners removed from scope received the cancel notification
			All Customers***	10/10/2021 17:35 PDT	Warning	
			All Customers***	10/10/2021 19:09 PDT	Warning	
			All Customers***	10/11/2021 5:17 PDT	Warning	
			All Customers***	10/11/2021 10:20 PDT	Warning	
			All Customers***	10/11/2021 13:05 PDT	Cancel	Only Customers removed from scope received the cancel notification
All Customers***	10/11/2021 15:38 PDT	Warning				
Initiation (During)	When the de-energization was initiated	Public Safety Partners**	10/11/2021 12:02 PDT	Power Off		
		All Customers***	10/11/2021 12:02 PDT	Power Off		
		All Customers***	10/11/2021 19:16 PDT	Power Off		
	Immediately before re-energization		Local/Tribal Governments and CCAs*	10/11/2021 17:17 PDT	Weather All-Clear	Shasta, Tehama
			Local/Tribal Governments and CCAs*	10/11/2021 20:52 PDT	Weather All-Clear	Butte, Colusa, Glenn, Lake, Napa, Plumas, Solano
			Local/Tribal Governments and CCAs*	10/12/2021 08:16 PDT	Weather All-Clear	Kern, Monterey, San Luis Obispo
			Local/Tribal Governments and CCAs*	10/12/2021 11:50 PDT	Weather All-Clear	San Benito
			Local/Tribal Governments and CCAs*	10/12/2021 12:26 PDT	Weather All-Clear	Alameda, Contra Costa, Sonoma, Yolo
			Public Safety Partners**	10/11/2021 17:43 PDT	Weather All-Clear	First initial Weather All-Clear Notification sent.
			Public Safety Partners**	10/12/2021 17:59 PDT	Weather All-Clear	Last Weather All-Clear Notification sent.
			Public Safety Partners**	10/11/2021 18:44 PDT	ETOR Update	First initial ETOR Update Notification sent.
			Public Safety Partners**	10/13/2021 8:41 PDT	ETOR Update	Last ETOR Update Notification sent.
			All Customers***	10/11/2021 17:43 PDT	Weather All-Clear	First initial Weather All-Clear Notification sent.
			All Customers***	10/12/2021 17:59 PDT	Weather All-Clear	Last Weather All-Clear Notification sent.

		All Customers***	10/11/2021 17:45 PDT	ETOR Update	First initial ETOR Update Notification sent.
		All Customers***	10/12/2021 19:47 PDT	ETOR Update	Last ETOR Update Notification sent.
Restoration (After)	After re-energization was completed	Local/Tribal Governments and CCAs*	10/13/2021 08:02 PDT	Restore	
		Public Safety Partners**	10/11/2021 17:46 PDT	Restore	First initial Restoration Notification sent.
		Public Safety Partners**	10/12/2021 19:48 PDT	Restore	Last Restoration Notification sent.
		All Customers***	10/11/2021 17:46 PDT	Restore	First initial Restoration Notification sent.
		All Customers***	10/12/2021 19:48 PDT	Restore	Last Restoration Notification sent.

\*A subset of Public Safety Partners, including cities, counties, tribes, and community choice aggregators

\*\*A subset of Public Safety Partners, including water, wastewater, and communication service providers

\*\*\*All Customers, including Medical Baseline program customers and SIV customers

**Section 5.3 - For those customers where positive or affirmative notification was attempted, use the following template to report the accounting of the customers (which tariff and/or access and functional needs population designation), the number of notification attempts made, the timing of attempts, who made the notification attempt (utility or public safety partner) and the number of customers for whom positive notification was achieved. (D.19-05-042, Appendix A, page A23, SED Additional Information.)**

**“Notification attempts made” and “Successful positive notification” must include the unique number of customer counts. When the actual notification attempts made is less than the number of customers that need positive notifications, the utilities must explain the reason. In addition, the utilities must explain the reason of any unsuccessful positive notifications. (SED Additional Information.)**

**Response:**

Table 5 includes metrics associated with PG&E notifications provided to those customers where positive or affirmative notification was attempted. PG&E is unable to track and report on notifications made by Public Safety Partners as notification systems and/or platforms used by Public Safety Partners are out of PG&E’s purview; PG&E describes its engagement with Public Safety Partners in Section 6. PG&E encourages Public Safety Partners to magnify PSPS messages on all of their platforms.

**Table 5: Notifications to Customers where Positive or Affirmative Notification was Attempted**

Designation	Total Number of customers <sup>27</sup>	Notification Attempts Made <sup>28</sup>	Timing of Attempts <sup>29</sup>	Who made the Notification Attempt	Successful Positive Notification <sup>30</sup>
Medical Baseline (MBL) <sup>31</sup>	3,634	5,305 Watch Notifications	10/9/2021 11:39 PDT	PG&E	3,398 Watch Notifications
		1,991 Warning Notifications	10/10/2021 07:58 PDT		1,399 Warning Notifications
		7,296 Overall Notifications	10/9/2021 11:39 PDT		4,797 Overall Notifications
MBL behind a master meter	60	65 Watch Notifications	10/9/2021 11:39 PDT	PG&E	41 Watch Notifications
		13 Warning Notifications	10/10/2021 17:35 PDT		4 Warning Notifications
		78 Overall Notifications	10/9/2021 11:39 PDT		45 Overall Notifications
Access and Functional Needs <sup>32</sup> (AFN) <sup>33</sup>	7,839	11,666 Watch Notifications	10/9/2021 11:39 PDT	PG&E	3,113 Watch Notifications
		4,440 Warning Notifications	10/10/2021 8:08 PDT		1,428 Warning Notifications

<sup>27</sup> Total number of customers notified where notification was attempted. Count includes customers that may have been removed from scope or received Cancellation Notifications prior to de-energization, but still received Watch and/or Warning notifications.

<sup>28</sup> Count of Warning Notifications includes doorbell rings and Live Agent phone calls.

<sup>29</sup> Initial start time notification was sent.

<sup>30</sup> PG&E considers successful positive notifications as those in which the notification was successfully delivered to the customer (i.e., no bounce back) and the customer acknowledges receipt of the notification.

<sup>31</sup> Residential tenants of master-metered customers can also qualify for Medical Baseline Quantities. The Medical Baseline category for the purposes of Table 5. Notifications to customers where positive or affirmative notification was attempted does not include Medical Baseline program customers who are master meter tenants.

<sup>32</sup> Access and Functional Needs category includes customers enrolled in CARE or FERA; customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled); customers who self-select to receive utility communications in a nonstandard format (e.g., in braille or large print); and customers who indicate a non-English language preference. Although Medical Baseline program customers are considered AFN, for the purposes of Table 5, notifications to customers where positive or affirmative notification was attempted to Medical Baseline program customers are reflected in separate categories.

<sup>33</sup> Access and Functional Needs category includes customers enrolled in CARE or FERA; customers that self-identify to receive an in-person visit before disconnection for non-payment (e.g., vulnerable), customers that self-identify as having a person with a disability in the household (e.g., disabled); customers who self-select to receive utility communications in a non-

Designation	Total Number of customers <sup>27</sup>	Notification Attempts Made <sup>28</sup>	Timing of Attempts <sup>29</sup>	Who made the Notification Attempt	Successful Positive Notification <sup>30</sup>
		16,106 Overall Notifications	10/9/2021 11:39 PDT		4,514 Overall Notifications

During the PSPS event, Medical Baseline program customers and SIV customers received automated calls, texts, and emails at the same intervals as the general customer notifications. PG&E provided unique PSPS Watch and PSPS Warning Notifications to Medical Baseline program customers<sup>34</sup> and SIV customers. Medical Baseline program customers and SIV customers also received additional calls and texts at hourly intervals until the customer confirmed receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation was not received, a PG&E representative visited the customer’s home to check on the customer (referred to as the “doorbell ring” process) while hourly notification retries continued.<sup>35</sup> If the customer did not answer, the representative left a door hanger at the home to indicate PG&E had visited. In each case, the notification was considered successful.<sup>36</sup> At times, PG&E also made Live Agent phone calls in parallel to the automated notifications and doorbell rings, as an additional attempt to reach the customer prior to and/or after de-energization.

Twice daily, using the PSPS Portal, PG&E shared the lists of the Medical Baseline program customers and SIV customers who had not confirmed receipt of their notifications with appropriate county and tribal emergency operations centers. PG&E proactively notified agencies that the data was available on the PSPS Portal and encouraged them to inform these customers of the resources available to them.

PG&E is interpreting number of customers that need positive notification as those the company is seeking confirmation of receipt from, namely Medical Baseline program customers and SIV customers. PG&E did not receive positive notification from MBL and/or SIV customers due to the following reasons:

- These Medical Baseline program and SIV customers did not have valid contact information on file during the event.
- These Medical Baseline program and SIV customers were unresponsive to the “doorbell ring” process and did not respond to the hourly notification retries. A door hanger was left at these customers’ homes to indicate PG&E had visited.

Table 6 and Table 7 include metrics associated with the notifications to de-energized Medical Baseline program Customers.

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standard format (e.g., in braille or large print); and customers who indicate a non-English language preference. Although Medical Baseline program customers are considered AFN, for the purposes of Table 5, notifications to customers where positive or affirmative notification was attempted to Medical Baseline program customers are reflected in separate categories.

<sup>34</sup> Including Medical Baseline program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

<sup>35</sup> Until late evening (approximately 21:00 PDT) or PG&E suspends outreach for the night to prevent waking up the customers in the middle of the night as a courtesy.

<sup>36</sup> For Medical Baseline program customers and SIV customers, the in-person door ring visit where a door hanger is left, but no contact made with the customer is considered “successful contact,” but not confirmed as “received.” If the representative makes contact with the customer, then it is considered “received.”

**Table 6: Outcomes of Notifications to De-energized Medical Baseline Program Customers**

Count	Type of Notifications to De-energized Medical Baseline Customers (based on SPID)	Description
1,738	<b>Total De-energized Medical Baseline Customers</b>	The number of customers de-energized who participate in PG&E’s Medical Baseline Program
1,684	<b>Total Notifications Attempted / Sent</b>	The total sum of automated notifications <b>attempted</b> via call, text, and email, in-person doorbell ring visit attempts and/or Live Agent phone calls.
54	<i>Total Notifications Not Attempted / Sent</i>	<i>Total Medical Baseline customers without an attempted notification</i>
1,680	<b>Total Notifications Delivered</b>	The total sum of automated notifications sent via phone, text, and email, in-person doorbell ring visit attempts and/or Live Agent phone calls <b>that were executed</b> (i.e., active phone number, deliverable email address, and/or accessible to deliver in-person doorbell ring).
58	<i>Total Notifications Not Delivered</i>	<i>Total Medical Baseline customers without a delivered notification</i>
1,636	<b>Total Notifications Received</b>	Customers who <b>acknowledged their notification</b> by taking one of the following actions: answered an automated or Live Agent phone call, responded to a text message, opened an email, or greeted an in-person doorbell ring (excludes voicemails left, text message delivered only and not confirmed, door hanger left).
102	<i>Total Notifications Not Received</i>	<i>Total Medical Baseline customers who did not confirm receipt / acknowledge their automated notifications, Live Agent phone calls or in-person doorbell ring. Customers who did not answer a doorbell ring were left a door hanger.</i>

**Table 7: Count and Type of Additional Notifications to De-energized Medical Baseline Program Customers**

Count	Type of Additional Notifications to Impacted Medical Baseline Customers (based on SPID)	Description
194	Total In-Person Visits / Doorbell Rings	Doorbell ring attempts to impacted Medical Baseline customers where PG&E made contact with the customer (either in person or via phone call in advance of visit) or left a door hanger. <sup>37</sup>
1	Live Agent Phone Calls	Calls made by Live Agent representatives to Medical Baseline customers that had not yet confirmed receipt of their automated notification or answered the door during PG&E’s in-person visit.

<sup>37</sup> Customers may have confirmed receipt of their notifications in multiple channels (e.g., automated notification and/or doorbell ring); therefore, the counts of total attempted and successful notifications are not mutually exclusive.

**Section 5.4 - A copy or scripts of all notifications with a list of all languages that each type of notification was provided in, the timing of notifications, the methods of notifications and who made the notifications (the utility or local public safety partners).** (D.19-05-042, Appendix A, page A23, SED Additional Information.)

**Response:**

Please reference Appendix D for templates of notifications PG&E sent during the event via phone, email, and text message.

PG&E provides city/county/tribal/CCA, Public Safety Partner, and municipal utility notifications in English only. All other customer notifications were provided in English, with information on how to get event information in translated languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 10.

The timing of notifications sent during this event can be found in Table 4.

**Section 5.5 - If the utility fails to provide notifications according to the minimum timelines set forth in D.19-05-042 and D.21-06-034, using the following template to report a breakdown of the notification failure and an explanation of what caused the failure.** (D.21-06-014 page 286, SED Additional Information.)

**Response:**

PG&E aims to provide notifications in accordance with D.19-05-042<sup>38</sup> and D.21-06-014, weather and other factors permitting. In advance of a forecasted de-energization event, it is not always possible to know exactly when de-energization will occur; however, PG&E made every effort to provide notifications in accordance with the minimum timelines set forth in D.19-05-042 and additional notification guidelines in D.21-06-014. PG&E provides a breakdown of the notification failures and an explanation of what caused the failures for this event in Table 8 below.

**Table 8: Notification Failure Causes**

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
<b>Public Safety Partners excluding Critical Facilities and Infrastructure<sup>40</sup></b>	Entities who did not receive 48-to 72-hour advance notification.	17	<ul style="list-style-type: none"> <li>This was due to the change in weather patterns. At the time advanced notifications were sent, 8 counties, 6 cities and 3 tribes were not in scope.</li> </ul>
	Entities who did not receive 1–4-hour imminent notification.	0	N/A
	Entities who did not receive any notifications before de-energization	0	N/A

<sup>38</sup> D.19-05-042, page 87

<sup>39</sup> Number of Entities or Customer Accounts for Critical Facilities and Infrastructure Customers and All Other Affected Customers does not take into consideration live agent calls and/or emails sent manually by PG&E for this PSPS event. For example, telecommunication service providers may have received an email or phone call from the CIL during the event.

<sup>40</sup> Only includes cities, counties, tribes, and community choice aggregators

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Entities who were not notified immediately before re-energization	1	<ul style="list-style-type: none"> <li>PG&amp;E aims to send automated notifications via calls, texts and emails once patrols begins and ahead of re-energization. While we did not send automated notifications to one county, Agency Representatives were in constant coordination with this county on event status.</li> </ul>
	Entities who did not receive cancellation notification within two hours of the decision to cancel	2	<ul style="list-style-type: none"> <li>PG&amp;E aims to send automated notifications via calls, texts and emails once a jurisdiction has been removed from scope. While we did not send automated notifications to two tribes, Agency Representatives were in constant coordination with these tribes on event status.</li> </ul>
<b>Critical Facilities and Infrastructure</b> <sup>41</sup>	Facilities who did not receive 48–72-hour advance notification. <sup>42</sup>	156	<ul style="list-style-type: none"> <li>For 148 critical facilities and infrastructure customers, this was due to the change in weather conditions. At the time Advanced Notifications were sent, these critical facilities and infrastructure customers were not in scope.</li> <li>Advanced Notifications were negatively impacted by outages that caused eight critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized (seven of which had outages less than one hour) when an unplanned upstream sectionalizing device had to be used to meet the planned de-energization time.</li> </ul>
	Facilities who did not receive 1–4-hour imminent notifications.	628	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications to 605 critical facilities and infrastructure customers at 10/10/2021 17:35 PDT.</li> <li>Notifications were negatively impacted by outages that caused 22 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized (seven of which had outages less than one hour) when an unplanned upstream sectionalizing device had to be used to meet the planned de-energization time.</li> <li>One critical facilities and infrastructure customer on a circuit slated for a PSPS outage experienced an outage not related to PSPS prior to the de-energization start time. The outage reason for this customer was reclassified in PG&amp;E's system to a non-PSPS outage, and due to the reclassification, the critical facilities and infrastructure customer was flagged to no longer receive PSPS-related notifications.</li> </ul>

<sup>41</sup> Includes public safety partners who are critical facilities and infrastructure customers.

<sup>42</sup> Includes only public safety partners who are critical facilities and infrastructure customers that are required to receive notifications 48-72 hour advanced notification.



Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Facilities who did not receive any notifications before de-energization.	20	<ul style="list-style-type: none"> <li>20 critical facilities and infrastructure customers did not receive any notifications prior to de-energization because they were de-energized due to use of an unplanned upstream device.</li> </ul>
	Facilities who were not notified at de-energization initiation.	586	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 563 critical facilities and infrastructure customers did not receive notifications at de-energization initiation due to de-energization occurring between the hours of 21:00 and 08:00 PDT.</li> <li>Notifications were negatively impacted by outages that caused 22 critical facilities and infrastructure customers who were not in scope for the PSPS event to be de-energized (seven of which had outages less than one hour) when an unplanned upstream sectionalizing device had to be used to meet the planned de-energization time.</li> <li>One critical facilities and infrastructure customer on a circuit slated for a PSPS outage experienced an outage not related to PSPS prior to the de-energization start time. The outage reason for this customer was reclassified in PG&amp;E's system to a non-PSPS outage, and due to the reclassification, the critical facilities and infrastructure customer was flagged to no longer receive PSPS-related notifications.</li> </ul>



Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Facilities who were not notified immediately before re-energization.	74	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 23 critical facilities and infrastructure customers did not receive notifications immediately before re-energization due to re-energization occurring between 21:00 and 08:00 PDT.</li> <li>PG&amp;E sends notifications via phone, text, and email using an automated process. For four critical facilities and infrastructure customers, automated notifications were not able to be sent due to incomplete information (e.g., data entry errors in the field).</li> <li>Due to the concurrent wind event some outages were initially thought to be wind related and as such 26 critical facilities did not receive PSPS notifications prior to re-energization.</li> <li>Four critical facilities and infrastructure customers were not notified as they were restored earlier than anticipated.</li> <li>One critical facilities and infrastructure customer was not notified due to an issue with PG&amp;E’s automated notification system.</li> <li>The reason(s) for the 16 remaining critical facilities and infrastructure customers not notified immediately before re-energization is currently under investigation.</li> </ul>
	Facilities who were not notified when re-energization is complete.	57	<ul style="list-style-type: none"> <li>Due to the concurrent wind event some outages were initially thought to be wind related and as such 37 critical facilities and infrastructure customers did not receive PSPS notifications when re-energization was completed.</li> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 13 critical facilities and infrastructure customers did not receive notifications when re-energization was complete due to re-energization occurring between 21:00 and 08:00 PDT.</li> <li>Additionally, seven critical facility and infrastructure customers were located on the Calpine 1144 circuit which was not restored within the timeline of the 10/11 event. At the weather “All Clear”, PG&amp;E requested that Calpine begin patrols of the line, and PG&amp;E was informed that patrols would not begin until the 10/14 PPS event was completed.</li> </ul>

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Facilities who did not receive cancellation notification within two hours of the decision to cancel	32	<ul style="list-style-type: none"> <li>This was due to the time required to build out cancellation notification files after the decision had been made to remove the customers from scope, as well as customers being removed from scope during between 21:00 and 08:00 PDT at which point PG&amp;E waits until the next morning to initiate the cancellation notifications. PG&amp;E is reviewing the issues with our processes and is continuing to work on improving our ability to send cancellation notices within two hours of the decision to cancel the de-energization event or removal from scope.</li> </ul>
<b>All other affected customers</b>	Customers who did not receive 24–48-hour advance notifications.	3,086	<ul style="list-style-type: none"> <li>69 customers did not have valid contact information on file during the event.</li> <li>Due to changing weather conditions 2,451 customers were not in scope during the 24–48-hour window in advance of anticipated de-energization.</li> <li>Watch Notifications were negatively impacted by outages that caused 555 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time.</li> <li>11 customers were not notified due to data quality issues causing them to not be included in the correct database to receive notifications.</li> </ul>
	Customers who did not receive 1–4-hour imminent notifications.	22,188	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. PG&amp;E began sending Warning Notifications to these 21,228 customers at 10/10/2021 17:35 PDT.</li> <li>Warning Notifications were negatively impacted by outages that caused 852 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time.</li> <li>69 customers did not have valid contact information on file during the event.</li> <li>36 customers on circuits slated for PSPS outages experienced an outage not related to PSPS prior to the de-energization start time. The outage reason for these customers were reclassified in PG&amp;E's system to a non-PSPS outage, and due to the reclassification, the critical facilities and infrastructure customers were flagged to no longer receive PSPS-related notifications.</li> <li>The reason(s) for the three remaining customers who did not receive Warning notifications are under investigation.</li> </ul>

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Customers who did not receive any notifications before de-energization.	635	<ul style="list-style-type: none"> <li>69 customers did not have valid contact information on file during the event.</li> <li>11 customers were not notified due to data quality issues causing them to not be included in the correct database to receive notifications.</li> <li>The remaining 555 customers did not receive any notifications prior to de-energization because they were de-energized due to use of an unplanned upstream device.</li> </ul>
	Customers who were not notified at de-energization initiation.	21,480	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 20,470 customers did not receive notifications at de-energization initiation due to de-energization occurring between 21:00 and 08:00 PDT.</li> <li>Power Off Notifications were negatively impacted by outages that caused 905 customers who were not in scope for the PSPS event to be de-energized when an unplanned upstream SCADA sectionalizing device had to be used to meet the planned de-energization time.</li> <li>69 customers did not have valid contact information on file during the event.</li> <li>36 customers on circuits slated for PSPS outages experienced an outage not related to PSPS prior to the de-energization start time. The outage reason for these customers were reclassified in PG&amp;E's system to a non-PSPS outage, and due to the reclassification, the critical facilities and infrastructure customers were flagged to no longer receive PSPS-related notifications.</li> </ul>

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Customers who were not notified immediately before re-energization.	3,777	<ul style="list-style-type: none"> <li>• Due to the concurrent wind event some outages were initially thought to be wind related and as such 1,808 customers did not receive PSPS notifications prior to re-energization.</li> <li>• PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 290 customers did not receive notifications immediately before re-energization due to re-energization occurring between 21:00 and 08:00 PDT.</li> <li>• PG&amp;E sends notifications via phone, text, and email using an automated process. For 289 customers, automated notifications were not able to be sent due to incomplete information (e.g., data entry errors in the field).</li> <li>• 69 customers did not have valid contact information on file during the event.</li> <li>• 361 customers were not notified as they were restored earlier than anticipated.</li> <li>• 125 customers were not notified due to an issue with PG&amp;E's automated notification system.</li> <li>• 60 customers were not notified due to data quality issues causing them to not be included in the correct databases to receive notifications.</li> <li>• The reason(s) for the remaining 775 customers not notified immediately before re-energization is currently under investigation.</li> </ul>

Notifications Sent to:	Notification Failure Description	Number of Entities or Customer Accounts <sup>39</sup>	Explanation
	Customers who were not notified when re-energization is complete.	2,648	<ul style="list-style-type: none"> <li>PG&amp;E does not send automated notifications to customers between the hours of 21:00 and 08:00 PDT as a courtesy to prevent waking customers in the middle of the night. 1,700 customers did not receive notification that re-energization was complete due to re-energization occurring between 21:00 and 08:00 PDT.</li> <li>Due to the concurrent wind event some outages were initially thought to be wind related and as such 768 customers did not receive PSPS notifications prior to re-energization.</li> <li>69 customers did not have valid contact information on file during the event.</li> <li>Eight customers were located on the Calpine 1144 circuit, which was not restored within the timeline of the 10/11 event. At the weather “All Clear”, PG&amp;E requested that Calpine begin patrols of the line, and PG&amp;E was informed that patrols would not begin until the 10/14 PSPS event was completed.</li> <li>60 customers were not notified due to data quality issues causing them to not be included in the correct databases to receive notifications.</li> <li>The reason(s) for the remaining 43 customers not notified when re-energization is complete is currently under investigation.</li> </ul>
	Customers who did not receive cancellation notification within two hours of the decision to cancel	1,105	<ul style="list-style-type: none"> <li>This was due to the time required to build out cancellation notification files after the decision had been made to remove the customers from scope, as well as customers being removed from scope during between 21:00 and 08:00 PDT at which point PG&amp;E waits until the next morning to initiate the cancellation notifications. PG&amp;E is reviewing the issues with our processes and is continuing to work on improving our ability to send cancellation notices within two hours of the decision to cancel the de-energization event or removal from scope.</li> </ul>

Explanation of De-energization with no notice at least two hours prior to the de-energization event<sup>43</sup>

In accordance with ESRB-8, if an IOU is not able to provide customers with notice at least two hours prior to the de-energization event, the IOU shall provide an explanation in its report. This is a situation where a customer received a notification prior to the de-energization event, but the notification was not sent at least two hours prior to the de-energization event. For this event, this situation did not occur.

<sup>43</sup> When accounting for the number of customers with no notice at least two hours prior to the de-energization event, PG&E does not include customers who did not receive any notifications before de-energization. For a count of customers who did not receive any notifications before de-energization, see Table 8.

**Section 5.6 - Explain how the utility will correct the notification failures. (D.21-06-014, page 286.)**

**Response:**

PG&E aims to provide notifications in accordance with [D.21-06-014](#), weather and other factors permitting. In addition, PG&E is actively reviewing the scoping and notification processes to find further opportunities to send notifications to all customers in a more timely manner. Refer to Table 8 for a breakdown of customer notification failures.

Due to the overlapping nature of the October 11 - 12 and October 14 - 16 PSPS events, PG&E was not able to hold a comprehensive hotwash or close the EOC directly after the October 11 - 12 PSPS event. As such PG&E will report out on lessons learned in the October 14 - 16 PSPS event report.

After the event, PG&E will send postcards to customers that did not receive a notification directly from PG&E due to invalid or missing contact information and encourage them to update their contact information for future notifications.

**Section 5.7 - Enumerate and explain the cause of any false communications citing the sources of changing data. (D.20-05-051, Appendix A, page 4.)**

**Response:**

Explanation of No De-energization after receiving a De-energization Notification

This is a situation where a customer was not de-energized but was notified that de-energization would occur (e.g., received Warning Notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning Notification. 586 customers were not de-energized but were notified that de-energization would occur (e.g., received Warning Notification), and did not receive a cancellation notice before the de-energization start date/time indicated in their Warning Notification. This was primarily due to technical issues identifying alternative load break devices and selecting the furthest upstream device across PG&E tools and notification platforms as well as different devices being used than were planned.

Explanation of De-energization after receiving a Cancellation Notification

341 customers were de-energized after receiving a cancellation notice. For these customers, no additional notification was provided to indicate that the customer was placed back into scope for de-energization. PG&E was unable to provide additional notification(s) to customers to indicate that the customer was in scope for de-energization primarily due to weather conditions occurring much earlier than forecasted, which resulted in the use of upstream unplanned SCADA devices to quickly de-energize the customers in the area.

## **Section 6 – Local and State Public Safety Partner Engagement**

**Section 6.1 - List the organization names of public safety partners including, but not limited to, local governments, tribal representatives, first responders and emergency management , and critical facilities and infrastructure the utility contacted prior to de-energization, the date and time on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in CPUC General Order 95, Rule 21.2-D.**

*(Resolution ESRB-8, page 5, SED Additional Information.)*

**Response:**

Please see Appendix E for a list of Public Safety Partners notified with the date and time of the initial notification.

In addition, PG&E notified the CPUC and Cal OES at key milestones throughout the PSPS event either during the daily routine check-ins and during key event milestones.

**Section 6.2 - List the names of all entities invited to the utility’s Emergency Operations Center for a PSPS event, the method used to make this invitation, and whether a different form of communication was preferred by any entity invited to the utility’s emergency operation center.**

*(D.21-06-014, page 289.)*

**Response:**

PG&E invited the following entities to virtually embed themselves into PG&E’s EOC through email:

- **State Agencies:** Cal OES and CPUC
- **Counties:** Alameda, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Kings, Lake, Madera, Mariposa, Mendocino, Merced, Monterey, Napa, Nevada, Placer, Plumas, San Benito, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Solano, Sonoma, Stanislaus, Tehama, Tuolumne, Yolo, Yuba
- **Federally Recognized Tribes:** Big Sandy Rancheria, Cortina Rancheria, Cold Springs Rancheria, Grindstone Rancheria, Middletown Rancheria, Mooretown Rancheria, North Fork Rancheria, Pit River Tribes, United Auburn Indian Community

Cal OES was virtually embedded into PG&E’s EOC, while the other entities preferred to work with their PG&E point of contact directly.

In June 2021, PG&E sent a letter to water infrastructure and communication service providers within PG&E’s electrical service area with information on how to request representation during a PSPS at the PG&E EOC in Vacaville or remotely pending the ongoing COVID-19 pandemic and how to request PG&E representation at their jurisdiction’s activated Operating Emergency Center (OEC)<sup>44</sup>. The letter also invited water infrastructure and communication service providers to Daily Systemwide Cooperator Calls that are held at noon daily for each PSPS event to provide situational awareness updates directly from the leadership within PG&E’s EOC. Updates shared during the daily Systemwide Cooperator Calls<sup>45</sup> are similar to the content conveyed during the daily operational briefing at PG&E’s EOC and activated OECs. PG&E sent the letter to the following water infrastructure and communication service providers:

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<sup>44</sup> D.19-05-042.

<sup>45</sup> The Daily Systemwide Cooperator Calls are open to local and tribal elected officials, staff and emergency managers, telecommunication providers, water agencies, emergency hospitals, publicly owned utilities, community choice aggregators, transportation authorities, and community-based organizations within PG&E’s electrical service area.

- Water Infrastructure Providers:** Amador Water Agency, American Water Works Company Inc, American Water Works Service Company Inc, Aromas Water District, Bear Valley Water District, Bodega Bay Public Utility District, Calaveras County Water District, California Water Service, California Water Service Company, Cambria Community Services District, Central Coast Water Authority, Central Contra Costa Sanitary District, Central Marin Sanitation Agency, Chicken Ranch Rancheria, City and County of San Francisco, City of American Canyon, City of Anderson, City of Antioch, City of Atascadero, City of Benicia, City of Brentwood, City of Buellton, City of Calistoga, City of Chico, City of Cloverdale, City of Corte Madera, City of Eureka, City of Fresno, City of Gilroy, City of Hayward, City of Hollister, City of Jackson, City of King City, City of Morro Bay, City of Mountain View, City of Napa, City of Oakland Public Works, City of Pacifica, City of Paso Robles, City of Petaluma, City of Pismo Beach, City of Pittsburg, City of Pleasanton, City of Redwood City, City of San Bruno, City of San Jose, City of San Juan Bautista, City of San Luis Obispo, City of Santa Clara, City of Santa Cruz, City of Santa Maria, City of Santa Rosa, City of Scotts Valley, City of Sebastopol, City of Soledad, City of Solvang, City of Sutter Creek, City of Vallejo, City of Watsonville, City of Willows, Contra Costa Water District, County of Colusa, County of Madera, County of Mariposa, County of San Luis Obispo, County of Santa Cruz, County of Tuolumne, County of Yolo, Delta Diablo, Dublin San Ramon Services District, East Bay Municipal Utility District, El Dorado Irrigation District, Elk Creek Community Service, Fall River Mills Community Service District, Haskell Creek Tract Association, Hoopa Valley Public Utility District, Laguna County Sanitation District, Lake Don Pedro Community Service District, Lebec County Water District, Marin Municipal Water District, Mi Wuk Village Mutual Water Company, Mineral Mountain Estate, Mission Hills Community Services District, Modesto Irrigation District, Napa Sanitation District, Nipomo Community Services District, Novato Sanitary District, Oakdale Irrigation District, Placer County Water Agency, San Jose Water Company, San Lorenzo Valley Water District, San Rafael Sanitation District, Sausalito Marin City Sanitary District, Scotts Valley Water District, Sewer Agency of Southern Marin, Sierra Conservation Center, Sonoma County Water Agency, Soquel Creek Water District, Stockton East Water District, Tiburon Sanitary District, Tuolumne Utilities District, Vandenberg Village Community Services District, Yocha Dehe Wintun Nation, Yosemite Springs Park Utility Company Inc, Zone 7 Alameda County Flood Control District
- Communication Service Providers:** Altice/Suddenlink, American Tower, AT&T, AT&T Services, Inc, Broadwing Communications LLC, Calaveras Telephone Co, Calneva, CalTel, Cequel III Communications, LLC, Charter Communications, Comcast, Consolidated Communications, ExteNet, Foresthill Telephone, Frontier Communications, Happy Valley Telephone Co, Hornitos Telephone Co. C/O TDS Telecom, Mediacom, Mediacom California LLC, Northland Cable Television Inc, Northland Communications, PGE, Ponderosa Telephone, Qwest/CenturyLink, SBA Towers, Sebastian Corp, Sierra Tel Co Inc, Sierra Telephone, Sprint Corporation, Sprint Spectrum LP, Suddenlink LLC, TDS Telecom, T-Mobile, United States Cellular Corp, US Cellular, Verizon, Volcano Communications, Volcano Vision, Inc, Wave Broadband

Furthermore, PG&E provides communication service providers a dedicated PG&E contact in the EOC known as the Critical Infrastructure Lead (CIL), who will share up-to-date event information and answer specific, individual questions. They can reach the CIL 24/7 during an event by email or phone at PG&E's Business Customer Service Center.



**Section 6.3 - A statement verifying the availability to public safety partners of accurate and timely geospatial information, and real time updates to the GIS shapefiles in preparation for an imminent PSPS event and during a PSPS event. (D.21-06-014, page 289.)**

**Response:**

Prior to shutting off power, PG&E sent automated notifications with links to PDF maps and GIS data (i.e., PSPS Portal or PSPS Priority Notice website) to Public Safety Partners at the times outlined in Section 5 of this report. In addition, updated PDF maps and GIS data were uploaded to the PSPS Portal when scope changed, and users were notified via email. For this event, PG&E provided updated PDF maps and GIS layers at:

**Table 9: PSPS Portal Time & Date for Map Sharing**

Date	Time PDF Maps Shared	Time GIS Layers Shared
10/08/2021	12:26 PDT	12:45 PDT
10/09/2021	11:23 PDT	09:52 PDT
10/09/2021	18:53 PDT	15:59 PDT
10/10/2021	08:54 PDT	08:50 PDT
10/10/2021	13:05 PDT	12:58 PDT
10/10/2021	16:58 PDT	16:58 PDT
10/11/2021	11:48 PDT	11:30 PDT

After the EOC was activated, PDF maps and GIS data on the PSPS Portal were accurate and updated in a timely manner following changes to geographic scope or customer impacts.

**Section 6.4 - A description and evaluation of engagement with local and state public safety partners in providing advanced outreach and notification during the PSPS event. (D.19-05-042, Appendix, page A23.)**

**Response:**

Below is a description of the engagement with local (i.e., cities, counties, tribes) and state (CPUC, Cal OES, CAL FIRE) Public Safety Partners:

- Submitted the PSPS State Notification Form to Cal OES twice a day (07:00 PDT and 15:00 PDT), if there was a significant change to scope and at least once for each of the five PSPS stages: Activating PSPS Protocols/Potential to De-energize (Stage 1), Decision to De-energize (Stage 2), De-energization Initiated (Stage 3), Initiating Re-energization Patrols (Stage 4) and All PSPS Lines Re-energized (Stage 5); this includes:
  - 10/08/2021 at 12:57 PDT
  - 10/08/2021 at 14:06 PDT
  - 10/09/2021 at 06:06 PDT
  - 10/09/2021 at 10:24 PDT
  - 10/09/2021 at 14:05 PDT
  - 10/10/2021 at 06:01 PDT
  - 10/10/2021 at 09:25 PDT
  - 10/10/2021 at 14:05 PDT

- 10/10/2021 at 17:11 PDT
- 10/11/2021 at 01:51 PDT
- 10/11/2021 at 06:05 PDT
- 10/11/2021 at 14:32 PDT
- 10/11/2021 at 17:19 PDT
- 10/12/2021 at 06:40 PDT
- 10/12/2021 at 14:51 PDT
- 10/12/2021 at 21:40 PDT
- Sent emails to the CPUC at least once for each of the five PSPS stages listed above; this includes:
  - 10/08/2021 at 07:58 PDT
  - 10/09/2021 at 14:01 PDT
  - 10/10/2021 at 16.25 PDT
  - 10/11/2021 at 00:10 PDT
  - 10/11/2021 at 14:01 PDT
  - 10/12/2021 at 00:13 PDT
  - 10/13/2021 at 04:57 PDT
- Hosted daily State Executive Briefings with Cal OES, CPUC, CAL FIRE, Governor’s Office, U.S. Forest Service, Department of Interior, and other state agencies to provide the latest event information and answer questions. A deck with key event information was provided to participants.
- Hosted the daily Systemwide Cooperators Call, where all Public Safety Partners in the service area were invited to join for situational awareness.
- Hosted twice-daily Tribal Cooperators Calls with potentially impacted tribes to provide the latest event information and answer questions.
- Conducted ongoing coordination with local County OES and tribal contacts through dedicated Agency Representatives. This included but is not limited to providing the latest event information, coordinating on Community Resource Center locations, and resolving local issues in real-time.
- Offered local and state agencies to be embedded in PG&E’s EOC, as well as offered PG&E Agency Representatives to be embedded virtually in local EOCs. Due to COVID-19 precautions, PG&E only offered virtual embedded support.
- A dedicated State Operations Center Agency Representative provided ongoing support to Cal OES to ensure all questions were addressed.
- Provided links to the PSPS Portal that included event maps, situation reports, critical facility lists and Medical Baseline customer lists at each notification and when scope changed. Note that the

Situation Report was provided twice a day and at scope changes prior to de-energization and hourly once restoration began.

Regarding engagement with state, local and tribal governments, PG&E aims to provide agencies with accurate and timely event information, so they can prepare and effectively support their communities during a PSPS event. While PG&E will always look to improve, during this event, PG&E was able to complete the outreach tactics noted above to keep agencies informed with the latest event information.

**Section 6.5 - Specific engagement with local communities regarding the notification and support provided to the AFN community. (D.20-05-051, Appendix A, page 8, SED Additional Information.)**  
**Response:**

Event Support for Customers with Access and Functional Needs (AFN)

PG&E provided a variety of resources to customers with access and functional needs before and during this event.

- Disability Disaster Access and Resource Program<sup>46</sup>: PG&E continued its collaboration with the California Foundation for Independent Living Centers (CFILC) to implement the Disability Disaster Access and Resources (DDAR) Program during the event. Through this program, 11 local Independent Living Center (ILCs) provided aid to impacted seniors and/or people with disabilities who rely on power for medical or independent living needs during this event. Through CFILC, PG&E has supported AFN customers with delivery of approximately 1,800 backup portable batteries (since July 2020) to qualifying customers who need power during a PSPS. During this event, approximately 370 batteries that were previously distributed and an additional 30 batteries delivered in the event provided support to impacted customers. In addition, the DDAR program also provided 13 individuals with hotel stays, along with 12 food vouchers and one accessible transit ride. Some of these resources provided through CFILC were an outcome of Medical Baseline customer-related escalations called in to PG&E during the event. CFILC alerted their constituents about the available resources. During this event, CFILC engaged directly with approximately 460 PG&E customers relating to the PSPS event.
- Portable Battery Program<sup>47</sup>: PG&E's Portable Battery Program (PBP) provides free portable battery systems for low-income customers who live in Tiers 2 and 3 High Fire-Threat Districts (HFTDs) and are enrolled in the Medical Baseline program. During this event, 234 impacted customers were supported by batteries received through the PBP (delivered in 2020 and 2021). Since July 2020, a total of approximately 9,000 battery units have been delivered through the PBP across the entire PG&E service area.
- Food Bank Partnerships: PG&E continued to fund local food banks to provide food replacement to families during the event and three days following service restoration. For this event, we partnered with 12 local food banks<sup>48</sup> that serve 20 of the 23 impacted counties to provide 549 boxes of food replacement for families. We provided fact sheets with details about food bank

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<sup>46</sup> For more information about the DDAR Program, refer to PG&E's 2021 AFN Plan for PSPS Support.

<sup>47</sup> For more information about the PBP Program, refer to PG&E's 2021 AFN Plan for PSPS Support.

<sup>48</sup> Alameda County Community Food Bank, Central California Food Bank, Community Action Agency of Butte County, Community Action Agency of Kern, Kings Community, Action Organization, Merced County Food Bank, Redwood Empire Food Bank, Community Action of Napa Valley Food Bank, Dignity Health Connected Living, Food Bank of Contra Costa & Solano, Second Harvest Food Bank of San Joaquin and Stanislaus County, and Yolo Food Bank.

partnerships at PSPS Community Resource Centers and shared them with CBOs to pass on to clients.

- Meals on Wheels Partnerships: PG&E continued our partnership with Meals on Wheels to provide additional support and services to customers in need during PSPS events. For this PSPS event, we partnered with 19 Meals on Wheels organizations<sup>49</sup> that would be able to provide services to customers in scope for de-energization in 10 counties. After reviewing the impacted area in scope for de-energization and assessing impacted customers' needs, Meals on Wheels provide support to the impacted customers in 2 counties by providing 107 meals.
- 211 Referral Services: PG&E has a long-standing relationship with 211 through our charitable grant program. As of August 13, 2021, PG&E has a partnership with the California network of 211s to connect customers with resources before, during, and after PSPS. For this event, PG&E worked with 211 to assist customers with resources.

#### Engagement with Paratransit Agencies

- In accordance with the Phase 3 Guidelines<sup>50</sup>, PG&E provided proactive notifications and impacted zip code information to paratransit agencies that may serve all the known transit- or paratransit-dependent persons that may need access to a Community Resource Center during this event. For this PSPS event PG&E provided proactive notifications<sup>51</sup> to 133 paratransit agencies. All notifications included a link to the PSPS emergency website event updates page, [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates) and a section called “Additional Resources” with a link to a map showing areas potentially affected by a shutoff.

#### Communications to Customers with Limited English Proficiency

- PG&E provided translated customer support through its customer notifications, website, call center, social media and engagement with CBOs, and multicultural media partnerships. Notifications were provided to customers in English, with information on how to get event information in seven non-English languages. Customers with their language preference set received in-language (translated) notifications. The notifications were provided to customers in the following customer-set language preferences shown in Table 10.

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<sup>49</sup> Life ElderCare, Service Opportunity for Seniors, Spectrum Community Services, Chico Meals on Wheels, Passages, Meals on Wheels Diablo Region, West Contra Costa Meals on Wheels, Lakeport Senior Center, Middletown Senior Center, Clearlake Senior Center, Live Oak Senior Center, Meals on Wheels Monterey Peninsula, Community Action Agency of Napa Valley, Dignity Health Connected Living, Meals on Wheels Solano County, Coastal Seniors, Council on Aging (Sonoma County), Petaluma People Services, Tehama County Community Action Agency

<sup>50</sup> D.21-06-034.

<sup>51</sup> For this PSPS event, paratransit agencies received the Watch, Warning, Cancellation, and Restoration Notification. A list of zip codes were provided three times.

**Table 10: Customer Notifications Based on Language Preference**

Language	Total Notifications <sup>52</sup>	Percent
English	2,510,386	99.64%
Spanish	7,864	0.31%
Chinese (Mandarin)	498	0.02%
Chinese (Cantonese)	494	0.02%
Vietnamese	259	0.01%
Hmong	6	0.00%
<b>Total</b>	<b>2,519,507</b>	<b>100%</b>

- Customers with limited English proficiency could access translation services through PG&E’s call center. PG&E displayed its call center phone number on its PSPS event webpage, highlighting that translation services are available in over 200 languages. Table 10 includes call center-related metrics associated with this PSPS event.

**Table 11: Call Center Support Services<sup>53</sup>**

Total Calls Handled	PSPS Calls Handled	Average Response Time for PSPS-related Calls (seconds)	Number of calls handled by Call Center Translation Services	Number of languages Supported by Call Center Translation Services
48,418	1,919	13	4,958	26

- PG&E continued support and engagement with multi-cultural media organizations and in-language CBOs to maximize the reach of in-language communications to the public during the event. Before the PSPS event, we reached out to 38 multicultural media organizations. These organizations covered the translated languages above and languages spoken by communities that occupy significant roles in California’s agricultural economy (e.g., Nahuatl). Throughout the event, we shared information and updates on PSPS with these media outlets, including news releases and social media infographics in English, as well as in translated languages and ASL, for their use and distribution. PG&E also shared our new PSPS Language Resources page ([pge.com/pspslanguagehelp](http://pge.com/pspslanguagehelp) available in 16 languages) with organizations to share with their constituents.
- Highlights from our coordination with multicultural media organizations and CBOs during this event include:
  - KBIF Radio in Fresno posted live banner during their live broadcast encouraging Hmong-speaking customers to visit our website for PSPS updates. See Figure 25 below.

<sup>52</sup> Total notifications do not include doorbell rings and Live Agent phone calls.

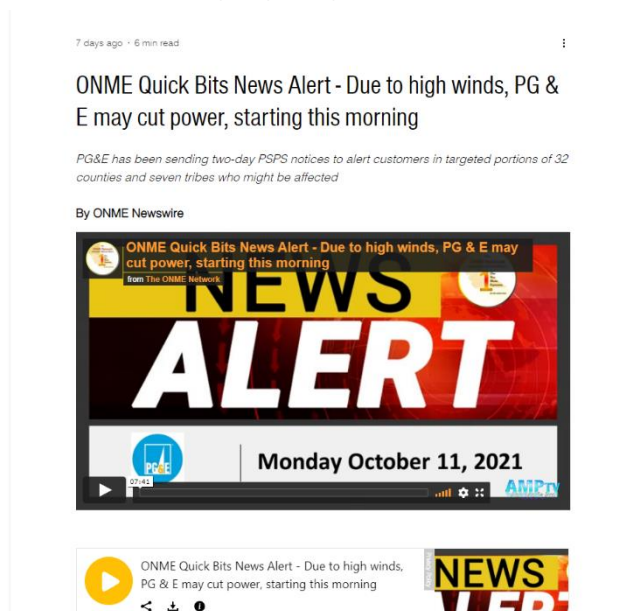
<sup>53</sup> Metrics are provided from October 09, 2021 through October 12, 2021.

**Figure 25: KBIF Radio Banner for Hmong Speaking Customers**



- ONME News Network in Central Valley posted news alert on their mobile app informing the Black communities about the possible PSPS event. See Figure 26 below.

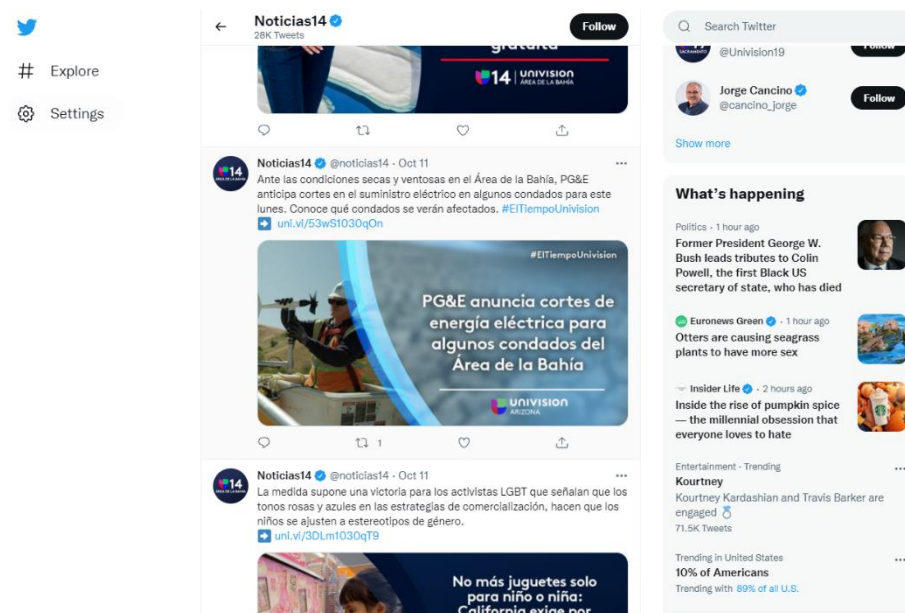
**Figure 26: ONME News Alert Highlighting Possible PSPS Event**



- KDTV-Univision in San Jose shared timely updates via their twitter account informing Spanish-speaking customers about the possible PSPS event. See Figure 27 below.



**Figure 27: Univision Twitter Updates Regarding Possible PSPS Event (Spanish)**



Other Channels of Communication and Additional Community Engagement

- To alert the public in advance of the PSPS event, PG&E used both media and online efforts. PG&E’s online content, stability, and navigation have improved since 2019 PSPS events. PG&E also engaged with additional key stakeholders, including Community Based Organizations (CBOs) and critical facilities.
- PG&E engaged with over 290 “information-based” CBOs during the event, sharing courtesy notification updates, fact sheets, and other relevant information that they could share with their constituents to expand our reach of communications, including infographic videos with relevant PSPS updates in 16 languages and American Sign Language (ASL) that the organizations could use.
- CBO resource partners were invited to once-daily cooperator calls for Public Safety Partners, which was hosted by members from PG&E’s EOC who provided a situational update about the latest scope of the event and an overview of the services available to customers. PG&E hosted additional daily coordination calls with the CBO resource partners supporting the event to provide an open forum to answer questions, offer suggestions regarding how they can best support their consumers, and facilitate more localized coordination among the partners.

Media Engagement

From the time PG&E publicly announced the potential PSPS event until customers were restored, PG&E engaged with customers and the public through the media as described below.

- Issued 4 local news releases containing information and updated details about the PSPS and wind events.
- Identified approximately 230 unique print, online, and broadcast stories.
- Provided regular, ongoing news releases to more than 100 Public Information Officers (PIOs) representing city, county, state, and tribal agencies and to over 6,200 news outlets via Business Wire’s national media list, which includes approximately 600 California news outlets. Also,



PG&E's Integrated Multicultural Communications team reached out to 50 multi-cultural news outlets.

- Coordinated directly with 32 multicultural media organizations to issue event updates on their in-language platforms (e.g., radio, TV, social media) in over 15 languages, including languages spoken by communities that occupy significant roles in California's agricultural economy (e.g., Mixteco).
- Handled approximately 112 media inquiries, either from media outlets that contacted PG&E's 24-hour media line or direct calls to field media reps and participated in 21 media interviews to provide situational updates and preparedness messages for the PSPS event.

#### PG&E Website

During this PSPS event, PG&E placed banners on multiple pages on [pge.com](https://www.pge.com) that drove traffic to PG&E's PSPS event site and implemented tools to drive traffic to and maintain stability of the PSPS emergency website/event updates page. During this event, visits to the emergency website peaked on Monday, October 11, 2021, with approximately 278,155 visits and 536,090 page views. The emergency website saw a total of 577,182 visits and 1,095,116 page views from the time the event began to the time all customers had been restored to power.

PG&E remains committed to the continuous improvement of its websites to better meet the diverse needs of its customers. As we launch new features and functionality to [pge.com](https://www.pge.com) and to [pgealerts.alerts.pge.com/](https://pgealerts.alerts.pge.com/), we test to help ensure compliance with WCAG 2.0 AA standards. We also seek to improve the customer experience with user testing for key components. Where possible, we remediate accessibility issues that customers or stakeholders have brought to our attention.

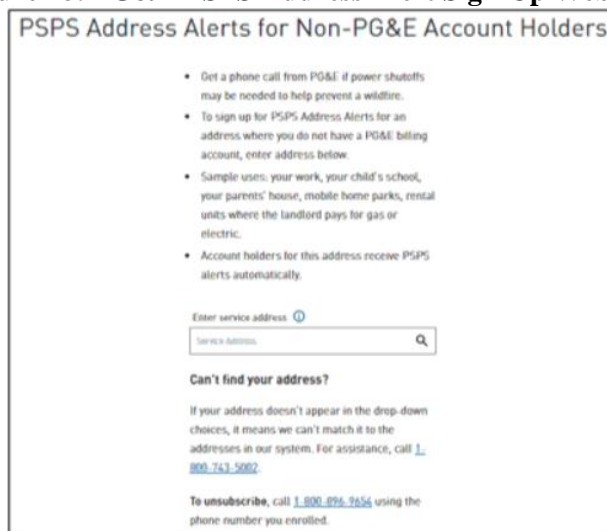
The following content was available on PG&E's PSPS event updates pages or on links from those pages:

- Straightforward, simplified event information available in 16 languages, with clear updates about the planned scope of the event, including location (e.g., list of impacted, cities, counties, and tribes), duration of the event, including estimated times of de-energization and re-energization at the individual address level, and overall, for the event.
- Interactive maps in one location where users can toggle between the PSPS planned outage maps and actual outage maps and more detailed, parcel-level view of the areas planned for de-energization.
- Address look-up tool that a customer and the public could use to identify specific PSPS impacts.
- PG&E Public Safety Partners could download PDFs of impacted areas, shape and KMZ files for use with their own mapping applications, and city/county lists with shutoff and restoration summaries.
- Details of Community Resource Centers (CRCs) made available as soon as sites were confirmed (up to two days before de-energization for some locations), including locations listed by county, resources available at each center, type of CRC (e.g., indoor, outdoor), COVID-19 policies, and operating hours. CRC locations were also indicated on the PSPS impact map – this includes the additional CRCs opened to support the wind event.
- Links to additional resources for customers, including links to PG&E's Electric Vehicle (EV) charging location map, videos in ASL, locations of Independent Living Centers, resources for

customers with accessibility, financial, language, and aging needs, backup power safety tips, Medical Baseline program information, and more.

- Webpage available in 16 languages that describes our language support services for customers during PSPS events at <http://www.pge.com/psplanguagehelp>.
- Survey to provide input about the website and event communications.
- Address-level alerts that allow non-PG&E-account holders to receive notifications via a phone call or SMS text for any address where they do not receive a bill, such as their workplace or child’s school. This is also a valuable communication tool for renters and tenants of master metered accounts, such as mobile home parks. See [pgealerts.alerts.pge.com/outages/psps-address-alert](http://pgealerts.alerts.pge.com/outages/psps-address-alert) and Figure 28.

**Figure 28: PG&E PSPS Address Alert Sign-Up Webpage**



PG&E’s website offers PSPS preparedness information in 15 non-English languages covering topics including the Medical Baseline program application and fact sheets on PSPS, Community Wildfire Safety Program, Medical Baseline program, and more. PG&E’s emergency website with PSPS event update information was fully translated in the same 15 languages. See Table 12 for information on PG&E’s web traffic, Table 13 for the number of unique visitors to the translated versions of PGE’s Website for this event, and Table 14 for the number of unique visitors to the translated versions of PG&E’s Emergency Website ([pgealerts.alerts.pge.com](http://pgealerts.alerts.pge.com)).

**Table 12: PG&E Website Traffic for October 10-12, 2021 PSPS Event**

Web Page	Unique Visitors	Visits	Page Views
PG&E’s Website ( <a href="http://pge.com">pge.com</a> )	599,913	715,026	1,044,293
PG&E’s Emergency Website ( <a href="http://pgealerts.alerts.pge.com">pgealerts.alerts.pge.com</a> ) <sup>54, 55</sup>	394,022	577,182	1095,116

<sup>54</sup> The PSPS Event Updates page is at the following link: [pgealerts.alerts.pge.com/updates](http://pgealerts.alerts.pge.com/updates). PG&E also uses the following shortened URL for the same site: [www.pge.com/pspsupdates](http://www.pge.com/pspsupdates).

<sup>55</sup> The emergency website metrics are a subset of the [pge.com](http://pge.com)/ website traffic reported.

**Table 13: Unique Visitors to the Translated Versions of PG&E’s Website for the October 11 – 12, 2021 PSPS Event<sup>56</sup>**

Language	Unique Visitors	Percent
English	547,970	91.74%
Spanish	16,519	2.77%
Chinese	3,488	0.58%
Russian	2,697	0.45%
Korean	2,676	0.45%
Vietnamese	2,305	0.39%
Tagalog	2,296	0.38%
Hindi	2,162	0.36%
Japanese	2,158	0.36%
Portuguese	2,154	0.36%
Khmer	2,153	0.36%
Thai	2,153	0.36%
Farsi	2,149	0.36%
Arabic	2,146	0.36%
Punjabi	2,141	0.36%
Hmong	2,110	0.35%
<b>Total<sup>57</sup></b>	<b>597,277</b>	<b>100%</b>

**Table 14: Unique Visitors to the Translated Versions of PG&E’s Emergency Website for the October 11 – 12, 2021 PSPS Event**

Language	Unique Visitors	Percent
English	392,860	99.67%
Spanish	828	0.21%
Chinese	359	0.09%
Portuguese	23	0.01%
Korean	20	0.01%
Russian	17	0.00%
Hmong	11	0.00%
Tagalog	9	0.00%
Japanese	8	0.00%
Vietnamese	8	0.00%
Arabic	5	0.00%
Hindi	4	0.00%
Thai	4	0.00%
Farsi	3	0.00%
Punjabi	3	0.00%
Khmer	2	0.00%
<b>Total<sup>58</sup></b>	<b>394,164</b>	<b>100%</b>

<sup>56</sup> Not all webpages within PG&E’s Website are offered in the translated languages listed. If the language is not included in the selector on the webpage, the visitor can call 1-833-208-4167 for assistance in 250+ other languages.

<sup>57</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

<sup>58</sup> There is some overlap in unique visitors by language because some visitors viewed webpages in different languages.

**Section 6.6 - Provide the following information on backup power (including mobile backup power) with the name and email address of a utility contact for customers for each of the following topics: (D.21-06-014, page 300.)**

**Response:**

Any questions related to the information under this item may be directed to

[TempGenPSPSSupport@pge.com](mailto:TempGenPSPSSupport@pge.com).

**Section 6.6a. Description of the backup generators available for critical facility and infrastructure customers before and during the PSPS.**

**Response:**

Table 15 lists the generators available for critical facility and infrastructure customers before and during the PSPS.

**Table 15: Generators Available for Critical Facilities and Infrastructure Customers**

Generator Type	Number of Units	Individual Size (MW)	Run Time (Hrs.) <sup>59</sup>	Description
Diesel Generator	5	0.125	36	5 units on reserve in Sacramento
Diesel Generator	6	0.15	30	1 unit pre-staged at ICU Hospital, 5 units on reserve in Sacramento
Diesel Generator	5	0.2	29	1 unit pre-staged at ICU Hospital, 4 units on reserve in Sacramento
Diesel Generator	2	0.3	29	2 units staged at two ICU Hospitals
Diesel Generator	4	0.35	25	Reserve in Sacramento
Diesel Generator	1	0.4	21	1 unit pre-staged at ICU Hospital
Diesel Generator	13	0.5	23	6 units pre-staged at two ICU Hospitals, 7 units on reserve in Sacramento
Diesel Generator	3	1.0	21	3 units pre-staged at ICU Hospitals
Diesel Generator	9	1.25	20	1 unit pre-staged at ICU Hospital, 8 on reserve in Sacramento
Diesel Generator	1	1.5	14	1 unit pre-staged at ICU Hospital

<sup>59</sup> Estimated based on a 75% load. Barring mechanical failure and refueling the temporary generators have the ability to operate continuously throughout a typical PSPS event.

Generator Type	Number of Units	Individual Size (MW)	Run Time (Hrs.) <sup>59</sup>	Description
Diesel Generator	7	2.0	11	Reserve in Santa Rosa

**6.6b. The capacity and estimated maximum duration of operation of the backup generators available for critical facility and infrastructure customers before and during the PSPS.**

**Response:**

Table 15 lists the power capacity and maximum duration of operation of the generators available for critical facility and infrastructure customers before and during the PSPS.

**6.6c. The total number of backup generators provided to critical facility and infrastructure customer’s site immediately before and during the PSPS.**

**Response:**

During and immediately before the PSPS event six backup generators were activated to energize the critical facility and infrastructure customers that did not have an existing mitigation in place.

**6.6d. How the utility deployed this backup generation to the critical facility and infrastructure customer’s site.**

**Response:**

As a general policy, PG&E does not offer backup generation to individual facilities. However, PG&E’s policy allows for granting exceptions for critical facilities when a prolonged outage could have a significant adverse impact to public health or safety.

Deployment of temporary generation is contingent on the expectation that duration for permanent repairs to be in place is significantly longer than the expected duration of installing back-up generation, that the expected customer outage is equivalent to at least 50,000 customer minutes, and the outage affects a distribution line that serves multiple customers without a backtie<sup>60</sup>.

PG&E has pre-arranged commitments with critical facility and infrastructure customers to provide temporary generation in case of a PSPS event and evaluated requests received during the event according to the prioritization described in section 6.7e.

**6.6e. An explanation of how the utility prioritized how to distribute available backup generation.**

**Response:**

PG&E prioritizes the deployment of available generation by first meeting existing commitments to individual facilities in the following order.

- a) Intensive care unit (ICU) hospitals, pre-identified by PG&E in partnership with the California Hospital Association (CHA) and Hospital Council of Northern and Central California (HC).

<sup>60</sup> 50,000 customer minutes is approximately equivalent to 100 customers for about 8 hours.

- b) Pandemic Response (PR-1) sites classified as medical stations and shelters.
- c) Additional facilities prepared to support public safety such as but not limited to First/emergency responders at the tribal, local, state, and federal level, water, wastewater, and communication service providers, affected community choice aggregators, publicly-owned utilities/electrical cooperatives, the CPUC, the California Governor’s Office of Emergency Services and the California Department of Forestry and Fire Protection<sup>61</sup>.

Followed by customers with special needs in the following order:

- a) Life support, Medical Baseline, and temperature sensitive
- b) Large customers, economic damage customers, and danger to health and safety customers

Followed by other customers based on maximizing relief based on the number of customers times expected duration.

**6.6f. Identify the critical facility and infrastructure customers that received backup generation.**

**Response:**

During this event, PG&E utilized its rental fleet of temporary generators to mitigate the impacts of PSPS on its customers. During this event, this fleet was used to support six stand-alone facilities serving public safety, and one indoor Community Resource Centers (CRCs).

Table 15 describes the generators available for critical facility and infrastructure customers before and during the PSPS.

Critical facility and infrastructure customers that received backup generation are listed in Table 16.

**Table 16: Critical Facility and Infrastructure Customers Energized with Backup Generation**

County	Site Type	Generation Deployed	Duration of Operation	Reason Deployed
Lake	Water District	400 kW	59 hours, 40 minutes	High risk to environment
Lake	Water District	200 kW	58 hours, 25 minutes	High risk to environment
Lake	Water District	200 kW	60 hours, 2 minutes	High risk to environment
Lake	Elementary School	125kW	59 hours, 14 minutes	High Risk to Public Safety
Kern	Water District	200 kW	45 hours, 22 minutes	High risk to environment
Kern	Water District	50kW	44 hours, 07 minutes	High risk to environment

<sup>61</sup> The term “emergency response providers” includes federal, state, and local governmental and non-governmental public safety, fire, law enforcement, emergency response, emergency medical services providers (including hospital emergency facilities), and related personnel, agencies, and authorities.

## **Section 7 – Complaints & Claims**

**Section 7.1 - The number and nature of complaints received as the result of the de-energization event and claims that are filed against the utility because of de-energization. The utility must completely report all the informal and formal complaints, meaning any expression of grief, pain, or dissatisfaction, from various sources, filed either with CPUC or received by the utility as a result of the PSPS event. (Resolution ESRB-8, page 5, D.21-06- 014, page 304.)**

### **Response:**

Reported below are the complaints received and claims filed against PG&E because of PSPS de-energization.

### Complaints

For the number and nature of complaints received due to this PSPS event see Table 17.

**Table 17: Number and Nature of Complaints due to the October 11 – 12, 2021 PSPS Event**

Nature of Complaints	Number of Complaints
<b>Communications/Notifications</b> Including, but not limited to complaints regarding lack of notice, excessive notices, confusing notice, false alarm notice, problems with getting up-to-date information, inaccurate information provided, not being able to get information in the prevalent languages and/or information accessibility, complaints about website, Public Safety Partner Portal, Representational State Transfer (REST)/Digital Asset Manager (DAM) sites (as applicable).	87
<b>PSPS Frequency/Duration</b> Including, but not limited to complaints regarding the frequency and/or duration of PPS events, including delays in restoring power, scope of PPS and dynamic of weather conditions.	111
<b>Safety/Health Concern</b> Including, but not limited to complaints regarding difficulties experienced by AFN/MBL populations, traffic accidents due to non-operating traffic lights, inability to get medical help, well water or access to clean water, inability to keep property cool/warm during outage raising health concern.	54
<b>General PPS Dissatisfaction/Other</b> Including, but not limited to complaints about being without power during PPS event and related hardships such as food loss, income loss, inability to work/attend school, plus any PPS-related complaints that do not fall into any other category.	121
<b>Outreach/Assistance</b> Including, but not limited to complaints regarding Community Resource Centers, community crew vehicles, backup power, hotel vouchers, other assistance provided by utility to mitigate impact of PPS.	16



Claims

As of October 20, 2021, PG&E received 13 claims for the October 11, 2021 PSPS event.

**Table 18: Count and Type of Claim(s) Received**

Description of Claims	Number of Claims
Property Damage with Business Interruption/Economic Loss	1
Business Interruption / Economic Loss (No Property Damage)	1
Food Loss Only	8
Property Damage	3

## **Section 8 – Power Restoration**

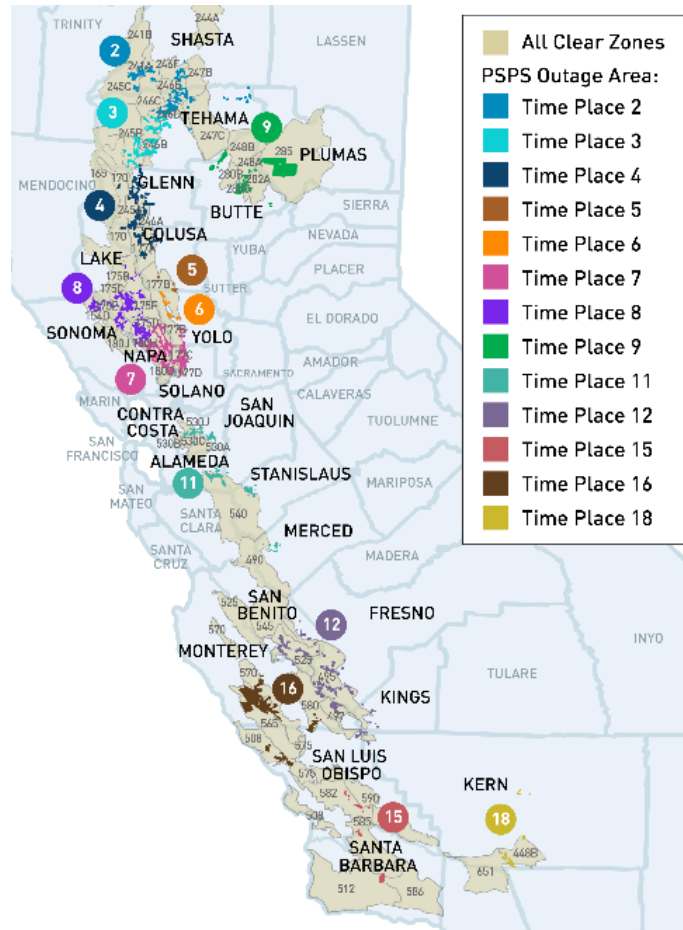
**Section 8.1 - A detailed explanation of the steps the utility took to restore power** (*Resolution ESRB-8 page 5*)

**Response:**

During weather events, the PG&E Incident Command and meteorology teams monitor real-time and forecasted weather conditions based on weather models, weather station data, and field observations while patrol crews and helicopters are pre-positioned in anticipation of the Weather All-Clear to begin patrols. Weather “all-clears” are called based on pre-defined areas geographic areas and mapping of each weather station in each zone to that area. This is known as the All-Clear Zone methodology. One of the lessons learned from 2020 PSPS events was that the previous method of using Fire Index Areas (FIAs) to issue weather “all-clear” could be improved by dividing those areas further. These divided areas are known as All-Clear Zones.

All-Clear Zones align with known meteorological phenomena, such as mountain tops and wind gaps which may experience longer periods of extreme weather. This allows for further granularity in calling weather “all-clears”, thereby helping areas less prone to wind gusts or adverse conditions to be cleared and restored more quickly. PG&E monitors the conditions in each of these All-Clear Zones and as they fall below our minimum fire potential conditions the PG&E meteorologists will recommend areas for restoration.

**Figure 29: Map of Fire Index Areas & Time-Places De-energized for October 11 – 12, 2021 PSPS Event**



As weather “all-clears” are issued, restoration crews patrol electrical facilities to identify and repair or clear any damage or hazard before re-energizing. Using the Incident Command System (ICS) as a base response framework, each circuit is assigned a taskforce consisting of supervisors, crews, troublemen, and inspectors. This structure allows PG&E to patrol and perform step restoration in alignment with the centralized control centers.

During restoration, PG&E issued 15 sets of weather “all-clears” and deployed approximately 1,200 personnel and 35 helicopters to patrol the lines in advance of restoration. Patrols were conducted on approximately 2,500 miles of distribution and transmission circuits that had been de-energized. Power was restored to customers as patrol completion verified the safe condition of each line.

**Section 8.2 - The timeline for power restoration, broken down by phase if applicable (D.19-05-042, Appendix A, page A24, SED Additional Information.)**

**Response:**

PG&E issued weather “all-clears” for All-Clear Zones at the times noted in Table 19.

**Table 19: Weather All-Clear Times**

All-Clear Zones	Weather All-Clear Date and Time
241A, 245C, 246C	10/11/2021 16:29 PDT
246F, 246E, 247A*, 247B, 244C*, 248C*, 245A, 246A, 170	10/11/2021 17:45 PDT
177D, 180H	10/11/2021 18:51 PDT
246D, 246B, 245B, 175C, 180D	10/11/2021 19:43 PDT
247C	10/12/2021 00:13 PDT
280A, 280B, 280C, 582	10/12/2021 04:13 PDT
445, 448A	10/12/2021 05:38 PDT
285, 248A, 280G, 282B, 154D, 175B, 175F, 570, 525, 565, 580	10/12/2021 07:22 PDT
508, 575, 497, 651, 448B	10/12/2021 08:53 PDT
585	10/12/2021 09:24 PDT
512, 495, 175D	10/12/2021 10:23 PDT
490	10/12/2021 11:19 PDT
175E	10/12/2021 12:02 PDT
177C, 177B, 177A	10/12/2021 12:20 PDT
540, 530J, 530C, 530B, 530A	10/12/2021 12:53 PDT

**Section 8.3 - For any circuits that require more than 24 hours to restore, the utility shall explain why it was unable to restore each circuit within this timeframe, using the format below. (D.20-05-051, Appendix A, page 6.)**

**Response:**

**Table 20: Circuits PG&E was Unable to Restore within 24 Hours of the Weather All Clear**

Circuit Name	Primary Reason the Utility was Unable to Restore the Circuit Within 24 Hours
Calpine 1144	PG&E was not able to restore lines as the Calpine 1144 line is not owned by PG&E. At the weather “All Clear”, PG&E requested that Calpine begin patrols of the line, and PG&E was informed that patrols would not begin until the 10/14 PSPS event was completed.
Calpine 1146	PG&E was not able to restore lines as the Calpine 1146 line is not owned by PG&E. At the weather “All Clear”, PG&E requested that Calpine begin patrols of the line, and PG&E was informed that patrols would not begin until the 10/14 PSPS event was completed.

## **Section 9 – Community Resource Centers**

**Section 9.1 - The address of each location during a de-energization event, the location (in a building, a trailer, etc.), the assistance available at each location, the days and hours that it was open, and attendance (i.e., number of visitors) (Resolution ESRB-8, page 5, SED Additional Information.)**

**Response:**

During this event, PG&E opened 24 Community Resource Centers (CRCs) in 14 counties.

PG&E opens CRCs during a PSPS event to provide affected customers and residents a safe space to access electricity. CRCs are open from 08:00 to 22:00 PDT from the time the power is shut off until customers are restored. Visitors were provided with PSPS event information by dedicated staff, American Disabilities Act (ADA)-compliant restrooms, physically distanced tables and chairs, power strips to meet basic charging needs for small medical devices and other electronics, snacks, bottled water, and Wi-Fi and cellular service access. For visitors who did not wish to remain on site, “grab and go” bags with a PSPS info card, water, non-perishable snacks, a mobile battery charger, and a blanket were available. Bagged ice was also available at indoor locations.

To communicate CRC availability, CRC locations were published on our website, shared on social media, shared with state and county officials and news media, and shared with AFN customers through California Foundation of Independent Living Centers (CFILC) and our media partners.

### Local Government Coordination on Site Selection and Closure

During this PSPS event, PG&E’s dedicated Liaisons closely coordinated with the potentially impacted counties and tribes to review the proposed scope of the event and agree on CRC locations based on the anticipated areas of de-energization. This included phone calls and emails on Friday, October 8, 2021 through Saturday, October 9, 2021 to the potentially impacted jurisdictions identified at that time, to share lists of CRC locations and confirm that the jurisdiction desired CRCs mobilization. 21 activated CRCs were in locations PG&E, counties, and tribes had collaboratively pre-identified as desirable CRC locations. These locations have existing contracts in place to activate quickly. The three sites that were not pre-identified were in Fresno, Lake and Monterey Counties. Though there were 8, 15, and 10 pre-identified potential CRC sites in those counties, respectively, the new sites used during this activation were requested by the counties and closer to the impacted areas.

In Sonoma, CRC grab and go bags were provided to the Geyserville Fire Protection District to support the impacted residents there in lieu of a CRC at the county’s approval.

As all customers in a county or impacted area were restored, PG&E coordinated with the local government to gain their agreement to close sites within their jurisdictions. Alameda, Kings, Nevada, San Benito, Sierra, Merced, San Joaquin, San Luis Obispo, and Santa Barbara declined to have CRCs set up in their counties due to the relatively small scope of impact forecasted at the time. Customers in Tuolumne and Mariposa were going to be supported by the CRC in La Grange in Stanislaus County, but that area later fell out of scope. On October 10, 2021 an additional scope reduction removed all or some impacted areas from Butte, Calaveras, El Dorado, Fresno, Madera, Mariposa, Placer, Stanislaus, and Yuba and the 15 CRCs that had been or were in the process of being built to support those areas were demobilized.

### Location, Type and Timeline of CRCs

PG&E provided 24 CRCs total in Butte, Colusa, Contra Costa, Fresno, Glenn, Kern, Lake, Monterey, Napa, Plumas, Shasta, Solano, Tehama, and Yolo counties over the course of two days throughout the impacted areas, as shown in Figure 30, nine were indoor (hardened) sites, and 15 were outdoor micro or mobile sites (open air tents). All CRCs were in places known to the public including schools, community centers, senior centers, post offices, fairgrounds, a park, a church, and parking lots. See images of locations in Figure 30 and Figure 31.

**Figure 30: PG&E Indoor CRC at Solano Community College in Vacaville, Solano County**





**Figure 31: PG&E Outdoor CRC at Live Oaks Senior Center in Clearlake Oaks, Lake County**



PG&E provided updates to the public and local partners on the CRC locations, hours of operations, and resources available through its website, state agency calls, press releases, and social media outlets. CRCs remained open until service had either been restored in each host county or County OES approval was given to close it. See Appendix G for specific operating hours by day.

#### Customer Visitation

Overall, approximately 5,500 people visited PG&E's 24 CRC sites over the course of this PSPS event. See Appendix G for further details on the CRCs mobilized during the PSPS event, including specific locations, dates, and times available, and total attendance for each location.

#### COVID-19 Considerations

PG&E adapted its approach to CRCs to reflect appropriate COVID-19 health considerations and federal, state, and county guidelines, including requiring facial coverings and physical distancing at all sites. At both indoor and outdoor CRCs, supplies were handed out so customers could "grab and go" if they wished to minimize time at the CRC. On site staff perform enhanced sanitizing procedures and residents are asked not to visit CRCs if they are experiencing any symptoms of illness.

#### **Section 9.2 - Any deviations and explanations from the CRC requirement including operation hours, ADA accessibility, and equipment. (SED Additional Information.)**

##### **Response:**

One CRC - the outdoor location at the intersection of Highways 128/121 and Steele Canyon Road - was closed at 6:00 PM instead of 10:00 PM on Monday, October 11, 2021 due to a safety concern. This was done in coordination with corporate security and local law enforcement. It was reopened at 8:00AM on Tuesday.

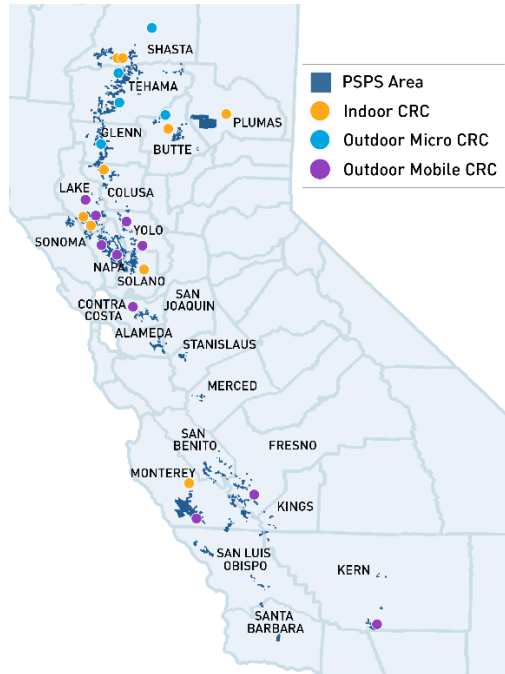


**Section 9.3 - A map identifying the location of each CRC and the de-energized areas (SED Additional Information.)**

**Response:**

PG&E provided 24 CRCs total in Butte, Colusa, Contra Costa, Fresno, Glenn, Kern, Lake, Monterey, Napa, Plumas, Shasta, Solano, Tehama, and Yolo counties over the course of two days throughout the impacted areas, as shown in Figure 32.

**Figure 32: Locations of Community Resource Centers Available During October 11-12, 2021 PSPS Event**



## **Section 10 – Mitigations to Reduce Impact**

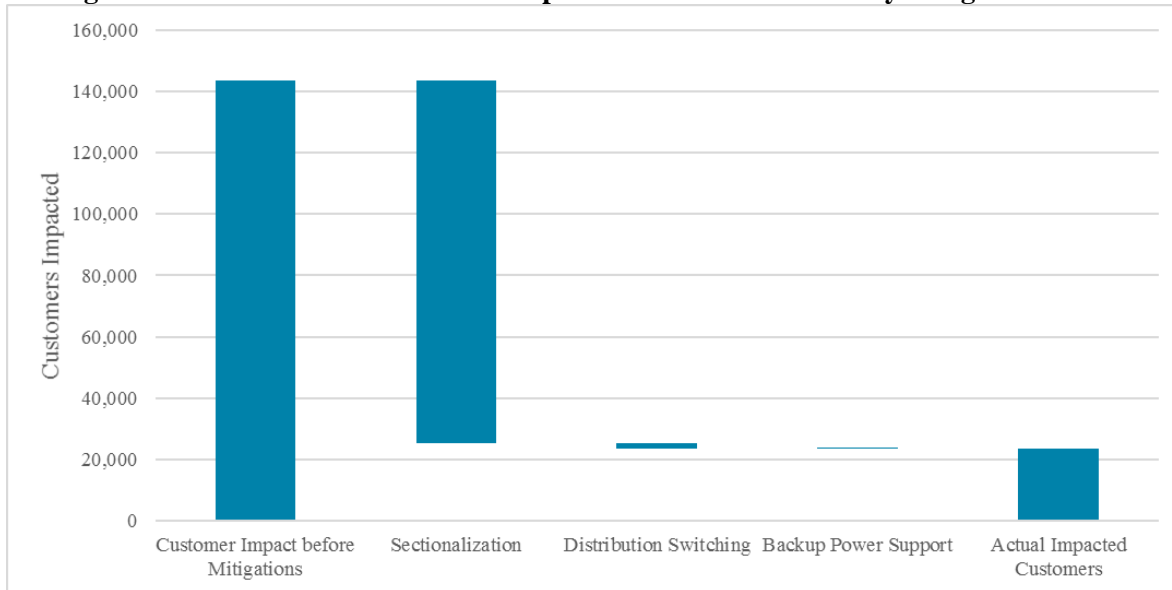
**Section 10.1 - Mitigation actions and impacts (both waterfall graph and map) including: sectionalization devices, temporary generation, microgrids, permanent backup generation, transmission switching, covered conductor, and any other grid hardening that mitigated the impact of the event (D.21-06-014, page 285, SED Additional Information.)**

**Response:**

### Mitigations to Reduce Impact

PG&E employed multiple measures to avoid de-energizing approximately 120,000 customers. Figure 33 depicts the impact each mitigation measure had on the total number of customers.

**Figure 33: Reduction in Number of Impacted Customers Driven by Mitigation Efforts**



### Transmission Line Segmentation

Transmission lines are segmented using Supervisory Control and Data Acquisition (SCADA)-enabled switches when possible if only a portion of a line is required to be de-energized due to PSPS. Leaving segments of transmission lines energized allows PG&E to still reduce fire risk where needed and provide service to stations fed off the non-impacted segments during the PSPS events. One transmission line was segmented during this event, however the line was only in scope because of distribution impact. Therefore, no customers were mitigated.

### Distribution Switching

Depending on fire risk patterns, distribution switch locations and switching plans maintain service to customers on radial lines that fall outside the high-risk area but are served by lines that pass through the fire risk area. Depending on event scope, we may be able to use back-tie switching to bypass the distribution lines that pass through the de-energization area to keep customers energized from a different set of lines. During this event, distribution switching was used to mitigate 1,877 customers.

### Sectionalization

PG&E has installed new sectionalization devices near the borders of the CPUC-designated Tier 2 and 3 High Fire-Threat Districts to reduce the number of customers affected by PSPS events. PG&E used sectionalization devices on 87 circuits which reduced the customer impact by approximately 118,000 customers for this event. Of these devices, newly installed “greenfield” devices kept approximately 598 customers out of de-energization scope.

### Islanding

In some cases, PG&E can leverage islanding capabilities to keep some customers islanded apart from the rest of PG&E’s transmission system and energized by generation located within the island. During this event no transmission islanding was used.

### Substation Temporary Generation

PG&E has prepared nine locations ready to interconnect and use temporary generation<sup>62</sup> to energize certain substations whose transmission sources must be shut off for safety, but which could otherwise safely deliver power to customers. PG&E’s substation temporary generation capability was not required in this event.

### Temporary Microgrids:

PG&E temporary distribution microgrids were not in scope for this event. The objective of temporary microgrids is to enable some community resources to continue serving the surrounding population during PSPS events where it is safe to do so, using pre-installed interconnection hubs to safely and rapidly interconnect temporary generation.

While temporary microgrids do not often support large numbers of customers, the community resources served by the temporary microgrids include fire stations, local water and waste companies, markets, post offices, and medical facilities. On average, customers served by the temporary microgrids experience de-energization periods of under 30 minutes for the switch-over from grid to microgrid and go-back from microgrid to the grid.

Eight temporary microgrid sites are currently ready for immediate operation in PG&E’s service area and others are in development.

### Backup Power Support:

PG&E used temporary generation to support six stand-alone customers.

Table 16 lists the facilities that received backup power support during the October 11 – 12, 2021 PSPS event.

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<sup>62</sup> “Ready” in this context is defined as operational within 48 hours.

## **Section 11 – Lessons Learned from this Event**

**Section 11.1 - Threshold analysis and the results of the utility’s examination of whether its thresholds are adequate and correctly applied in the de-energized areas. (D.21-06-014, page 305-306.)**

**Response:**

This section addresses PG&E’s examination of the adequacy of the 2021 PSPS Protocols and the determination of the guidance thresholds for the 2021 PSPS Protocols. At the end of this section, we describe how we used many different resources and tools to verify and test our 2021 PSPS Protocols and its guidance thresholds. The information regarding how PSPS Guidance thresholds were correctly applied in the de-energized areas can be found in Section 2 of this report.

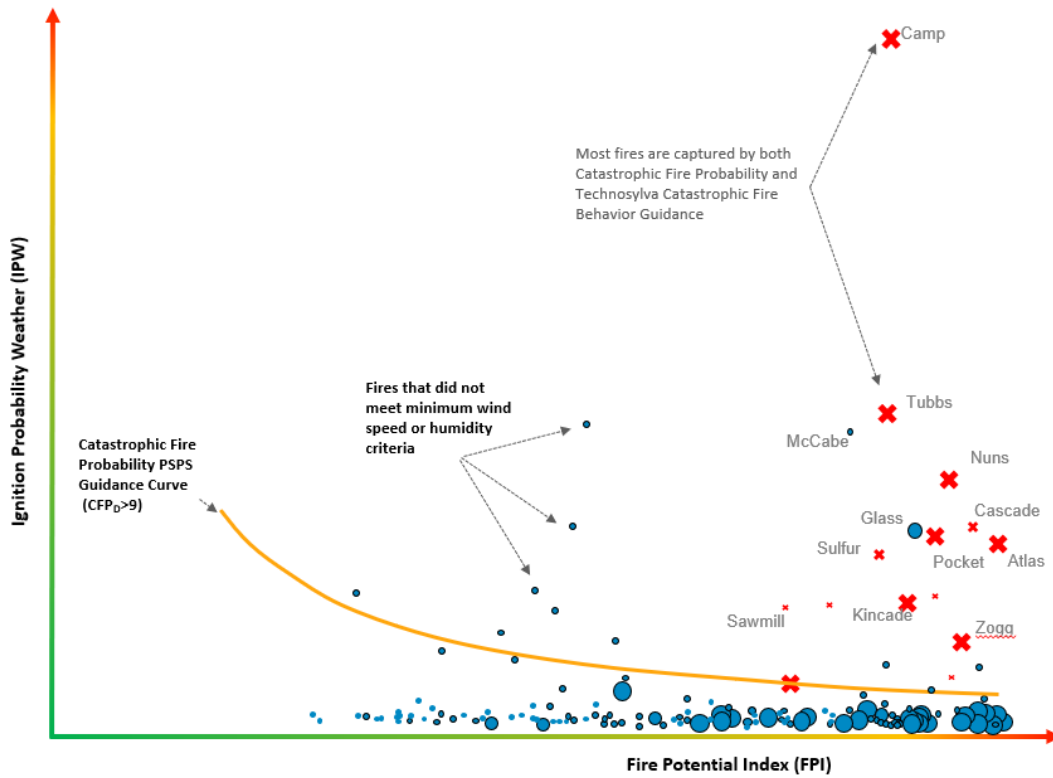
To evaluate if the 2021 PSPS Protocols capture large, catastrophic wind-driven fires, PG&E built a verification dataset by extracting the PSPS guidance for all recent fires that have occurred in PG&E’s service area from 2012 to 2020. Based on the historical review of incidents, verification of event dates, and the guidance sensitivity and calibration analysis, a CFP<sub>D</sub> value of nine was chosen as the quantitative threshold guidance value to consider for PSPS on PG&E’s distribution system. The minimum Fire Potential Conditions and CFP<sub>D</sub> guidance that is determined from Technosylva was also evaluated in this fashion.

To establish the PSPS threshold of nine, we performed numerous sensitivity studies in backcast mode for calibration and validation. In 2021, this involved running 68 different versions of the combined distribution PSPS guidance through hourly historical data from 2008 to 2020 to calibrate PSPS guidance. This included simulating and learning from more than 2,500 simulated PSPS events. Through this “lookback” analysis, we can evaluate the potential size, scope, and frequency of PSPS events (including potential customer impacts), the days PSPS events would have occurred, as well as whether utility infrastructure would have qualified for de-energization during the time period of prior fires.

The CFP<sub>D</sub> guidance value of nine referred to earlier is shown in Figure 34 with respect to recent large fires since 2012. Any fires above the nine line that met the basic minimum Fire Potential Conditions indicate PSPS would have been executed had these models and guidance been in use during these historic events. The historical results show that had this model been deployed and implemented since 2012, the new PSPS protocols would have prevented wildfires such as the Camp, Tubbs, Nuns, Atlas, Kincade and Zogg fires. Please note that the inclusion of a fire in this analysis does not indicate that PG&E is directly responsible for and/or caused a fire. Instead, the fires are included for the purposes of analyzing the impact of PG&E’s 2021 PSPS Protocols.

The red “x” symbols in Figure 34 below represent fires that were captured by the both the Catastrophic Fire Probability and Technosylva Catastrophic Fire Behavior. The blue dots under the line represent fires below the CFP<sub>D</sub> guidance. Blue dots above the line represent events that did not meet the mFPC criteria.

**Figure 34: CFP<sub>D</sub> Guidance**



The analysis was a critical step to ensure the most catastrophic incidents of the past are being identified by PSPS guidance while considering the significant impacts to customers from PSPS events across multiple dimensions (e.g., duration and frequency). Furthermore, this step helps ensure that future PSPS events will capture conditions similarly present during the most catastrophic fires of the past while also balancing impacts to customers. To execute the analysis, we utilize cloud computing resources to run PSPS model guidance for every hour at every 2 x 2 km grid cell across the historical data set to determine the number of times and locations PSPS guidance is exceeded. Each location exceeding guidance is then grouped into events to determine the location and size of each PSPS event given the weather and fuels present at that time under the parameters of the study version. This allows us to determine if synoptic-driven events (e.g., Diablo wind events) are being identified, and if historical fires attributable to PG&E equipment may have been mitigated.

In addition to the sensitivity studies presented above, PG&E also performed extensive verification of the 2021 PSPS Protocols using several internal and external datasets. The goal of these analyses was to first determine if certain weather events are being captured (e.g., Diablo and offshore wind events), and second, to determine if lines that have been implicated in historic catastrophic fires would have been identified by the guidance. The following datasets were used in the analysis:

- National Center for Environmental Prediction (NCEP) North American Regional Reanalysis Archive (NARR) synoptic weather maps [external]
- Climatology of Diablo wind events [internal]
- Historical fire occurrence data compiled by federal agencies [external]
- Hourly high-resolution wind maps from the climatology data set [internal]

- Distribution and transmission outage history [internal]
- Red Flag Warnings from the NWS [external]
- High risk of potential large fires due to wind from the GACC [external]
- The weather signal database [internal]
- Exploratory and dynamic dashboards created with internal and external data [internal]

The paragraphs below explain how we leveraged external and internal data to verify its 2021 PSPS Protocols guidance thresholds.

#### NARR Archive

PG&E has acquired the NARR archive data dating back to 1995 and produced over 2 million maps that can be utilized to study past events. These maps are also useful to study the antecedent conditions leading up to the event such as the extent (or not) of precipitation events and heat waves. When the PSPS models are run through the climatology, each event identified is compared against the NARR archive by a meteorologist to determine the large-scale atmospheric features present for each event.

#### Climatology of Diablo Wind Events

PG&E also leverages the latest academic research on Diablo wind events that use surface-based observations to create a climatology of Diablo wind events. We adapted the criteria and processed it hour-by-hour through the 31-year weather climatology to determine the frequency, magnitude, and timing of Diablo winds. The output of this analysis was a 31-year calendar of Diablo wind events experienced in the PG&E service area. As it relates to PSPS directly, the strongest Diablo wind events were evaluated to verify if PSPS guidance also selects these days for potential PSPS events. Using the days identified by PSPS guidance and the Diablo event list, a high-level comparison was completed to evaluate overlap of the events. Any events that did not meet PSPS guidance were evaluated further using additional data sources described in this section. For example, the NARR archive proved useful, as antecedent conditions such as rainfall before an event and the magnitude of the event could be evaluated.

#### PG&E's Weather Signal Database

PG&E's Meteorology team built, and continues to maintain, a 'weather signal' database that flags each day from January 1, 1995 to present that experienced any weather-related outages on the distribution system and the main weather driver (e.g., heat, low-elevation snow, northeast wind, winter storm, etc.) for these outages. If distribution outage activity is not driven by weather, the day is classified as a "Blue Sky"<sup>63</sup> day, meaning that weather was not a main driver of outage activity. This dataset combines weather and distribution outage activity that allows rapid filtering of events based on the main weather drivers. To validate PSPS guidance, we used a combination of "Northeast"<sup>64</sup> wind days and "Blue-Sky" days.

The PSPS guidance was validated against all Northeast wind days in the database. This is similar, but complimentary to the Diablo event analysis as it also accounts for outage activity observed on those days. Events were also compared against Blue Sky days to ensure that PSPS would not be recommended for a high percentage of non-weather-impact days where little to no outage activity was observed.

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<sup>63</sup> The definition of a Blue Sky day is as follows: "Blue Sky Day is defined the same as a non-weather impact day (no or very limited impacts due to weather)".

<sup>64</sup> Our definition of a Northeast wind day is as follows: "Weather type used when strong offshore (northerly or northeast winds) result in elevated outage activity. This includes Diablo and Santa Ana wind events. An example are the classic offshore winds events where surface high pressure develops in the Upper Great Basin."

### Red Flag Warnings from the NWS

PG&E also validated PSPS guidance against Red Flag Warnings (RFWs) from the NWS. A Red Flag Warning means warm temperatures, very low humidity, and stronger winds are expected to combine to produce an increased risk of fire danger. These RFWs were collected for the past six years (2015–2020) in shapefile format and used to evaluate the timing and spatial extent of historical RFWs against PSPS guidance. It should be noted that each NWS office in the PG&E service area has different RFW criteria, making direct and quantifiable comparison challenging. However, this dataset is used to evaluate whether RFWs were issued when PSPS guidance was met. Based on historical PSPS analysis, RFWs are expected to occur more frequently and cover a broader area than the area covered by PSPS events.

### High Risk of Potential Large Fires due to Wind from the GACC

PG&E also validated PSPS guidance against historical “High Risk” days from the GACCs, also known as Predictive Services. The GACCs issue High Risk Day alerts when fuel and weather conditions are predicted that historically have resulted in a significantly higher than normal chance for a new large fire or for significant growth on existing fires. Examples of critical weather conditions are high winds, low humidity, an unstable atmosphere, and very hot weather. Similar to the RFW analysis, this dataset was used to evaluate if High Risk days were issued when PSPS guidance was high. Similar to RFWs, based on historical PSPS analysis, High Risk Days are expected to occur more frequently and cover a broader area than PSPS.

### Hourly High-Resolution Wind Maps from PG&E Climatology Data Set

PG&E created hourly maps from high-resolution climatology and a web-based application to display any hour across 30 years. For each event that meets PSPS guidance in the climatology, these maps were evaluated by a meteorologist to better understand the nature of the event, wind speeds, antecedent conditions, and the spatial extent of strong winds. Importantly, forecast wind speeds are available in the same exact format, allowing operational meteorologists to put forecast events in perspective with historical events using the same model.

### Detailed Event Dashboards

Meteorologists and data scientists utilized the data sources described above to evaluate historical PSPS events hour-by-hour to verify the locations and times that are being flagged as meeting PSPS guidance. These dashboards are very useful to determine if historical fire events would have been flagged by PSPS guidance. Meteorologists evaluated these data sources hourly to verify model performance of the IPW model and suitability for operations. The PSPS guidance can be evaluated spatially using the dashboard map integration, while the size and timing of the event can be evaluated using the timeseries integration.

## **Section 11.2 - Any lessons learned that will lead to future improvement for the utility (SED**

*Additional Information.)*

### **Response:**

PG&E collects lessons learned input from staff during and after every PSPS event. We regularly poll team members on both best practices and biggest opportunities for improvement. These insights come in from individual EOC members, from EOC sections, and are reviewed by the EOC teams post event.

Although we collect team member input daily, we seek section and full EOC team input after the end of each EOC and PSPS event. PG&E’s Emergency Operations Center teams began preparing for the October 14, 2020 PSPS event on October 12, while the team was still managing the October 11–12, 2021 PSPS event. This did not leave any time available to conduct the usual debrief and hotwash to identify and prioritize lessons learned during the event. We will identify the lessons from the October 11–12 and the October 14–16 events in a coordinated debrief effort and share them in the October 14–16, 2021 PSPS report.



## **Section 12 – Other Relevant Information**

**Section 12.1 - This section includes any other relevant information determined by the utility.  
Response:**

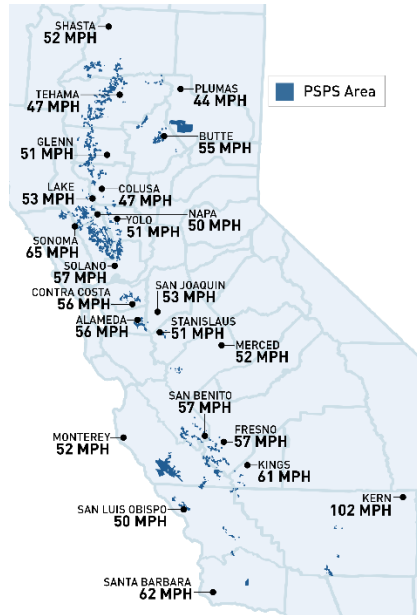
### Maximum Wind Gusts

Table 21 and Figure 35 show the maximum wind gust speeds recorded by weather stations in each county within PSPS scope.

**Table 21: Maximum Wind Gusts Recorded October 11 – 12, 2021 in Impacted Counties**

<b>County</b>	<b>Maximum Wind Gust (mph)</b>	<b>Station ID</b>	<b>Station Name</b>
Kern	102	IWLC1	Indian Wells Canyon
Sonoma	65	PG132	Mt St Helena West
Santa Barbara	62	PG852	De La Concepcion
Kings	61	KTLC1	Kettleman Hills
Fresno	57	PG684	San Joaquin Ridge
San Benito	57	SRTC1	Santa Rita
Solano	57	249PG	High Gate Hill
Alameda	56	PG687	Mines Road North
Contra Costa	56	VAQC1	Los Vaqueros
Butte	55	JBGC1	Jarbo Gap
Lake	53	WISC1	County Line
San Joaquin	53	AU279	K7Fed Tracy
Merced	52	UCMC1	UC Merced Wx Station
Monterey	52	TR419	Calfire Portable 43
Shasta	52	P057C	MWS 6145
Glenn	51	PG845	Road 65
Stanislaus	51	045PG	Mt Oso
Yolo	51	PG490	Bald Mountain Tower
Napa	50	PG358	Knoxville
San Luis Obispo	50	PG175	Camino Del Capitan
Colusa	47	PG697	Colusa Hills
Tehama	47	305PG	Lower Ishi Rd
Plumas	44	PG600	Hamilton Branch

**Figure 35: Maximum Wind Gusts Recorded October 11 – 12, 2021 in Impacted Counties**



**APPENDIX**

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX A

SECTION 2 – DECISION MAKING PROCESS

## Appendix A: DECISION MAKING PROCESS<sup>1</sup>

**Table A-1.1: Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit De-energized During the October 11 – 12, 2021 PSPS Event**

\* Please see Table A-1.2 for the description of each column header, as well as the unit and value provided.

\*\* Note: PSPS decision making on Distribution does not occur at a per-circuit level, and instead occurs at the level of our 2 x 2 km weather and fuels model grid. These outputs are used in a GIS system to visualize the areas of concern by area, which meteorologists and Distribution Assets Health Specialists review to scope the event. The data provided here is representative of our high-resolution weather model data, which is driven by the Weather Research and Forecasting model. It is not inclusive of other model information reviewed by meteorologists that include external, public global and high-resolution weather models. This temporal and areal review of the risk, the operational timeline required to create the scope as well as any areas that were added based on subject matter expertise of meteorologists may lead to some circuits being de-energized that do not strictly exceed PSPS guidance.

Circuit Name	cfpd	flame_length_ft_2hr	rate_of_spread_chhr_2hr	area_acres_8hr	ws_mph	wg_ec_mph	ws_mph_50m	temp_2m_f	rh_2m	vpd2m_mb	dfm_10hr	dfm_100hr	dfm_1000hr	lfm_herb	lfm_chamise_new	lfm_woody	prob_large	prob_cat	prob_large_or_cat	sum_tree_ovr	prob_ignition	RFW	GACC_HighRisk	open_pspstags	transmission_impacts_yes_no	Actual_ws_mph	Actual_rh_min
Anderson 1103	11.6	6.5	50	5,643	23	43	27	67	12.6	19.2	0.069	0.093	0.084	30.9	64.7	72.8	0.41	0.62	0.87	1,095	0.0019	Yes	Yes	Yes	No	24	13
Antelope 1101	4.6	6.4	73	9,317	26	41	34	71	11.8	22.6	0.064	0.094	0.086	30.0	58.9	60.4	0.39	0.51	0.83	N/A	0.0009	Yes	Yes	No	No	28	15
Arbuckle 1101	24.6	9.3	49	6,039	25	53	38	68	13.3	19.8	0.064	0.091	0.080	32.1	59.9	60.0	0.33	0.72	0.90	N/A	0.0048	Yes	Yes	No	No	28	26
Arbuckle 1104	25.9	9.2	56	6,466	25	52	37	68	13.1	19.8	0.064	0.091	0.081	32.0	59.6	59.4	0.35	0.78	0.94	478	0.0035	Yes	Yes	Yes	No	28	26
Avenal 2101	7.4	6.8	83	11,701	32	51	42	69	12.6	20.7	0.066	0.093	0.079	30.0	59.8	61.4	0.41	0.63	0.89	N/A	0.0013	Yes	Yes	No	No	43	19
Big Bend 1101	48.0	19.6	54	3,111	27	62	44	66	10.0	19.0	0.068	0.089	0.076	33.3	62.0	66.6	0.47	0.79	0.94	88,659	0.0071	Yes	Yes	Yes	No	34	12
Brentwood 2105	21.8	7.3	99	16,942	26	51	34	71	13.3	22.1	0.066	0.108	0.101	30.0	59.3	61.3	0.46	0.65	0.88	438	0.0042	Yes	Yes	No	No	41	18
Bucks Creek 1103	23.5	47.4	31	262	27	65	42	51	14.8	10.2	0.086	0.109	0.080	41.0	68.9	71.6	0.50	0.58	0.86	76,183	0.0056	Yes	No	Yes	No	10	36
Calistoga 1101	45.0	69.3	78	2,773	36	67	47	68	10.2	20.1	0.070	0.102	0.087	36.8	61.7	62.2	0.42	0.74	0.92	62,182	0.0073	Yes	Yes	Yes	No	44	11
Calpine 1144	39.0	41.8	88	2,362	27	56	40	63	11.3	17.2	0.073	0.096	0.082	37.0	62.2	61.3	0.39	0.77	0.93	3,737	0.0056	Yes	Yes	No	No	32	13
CALPINE 1146	29.4	41.8	45	1,351	21	50	33	58	12.5	14.5	0.080	0.116	0.092	41.7	64.9	65.6	0.39	0.70	0.91	4,508	0.0044	Yes	Yes	No	No	32	13
Cambria 1102	23.5	14.3	64	2,543	31	62	46	73	11.8	24.8	0.068	0.111	0.092	52.1	62.8	65.9	0.45	0.67	0.90	1,535	0.0035	No	Yes	No	No	19	26
Cantua 1103	12.5	13.2	104	20,859	31	53	39	67	12.8	19.2	0.066	0.094	0.085	30.0	55.5	60.7	0.41	0.74	0.91	N/A	0.0019	Yes	Yes	No	No	37	31
Carbona 1101	7.1	6.9	55	4,618	26	43	32	66	15.4	18.4	0.070	0.104	0.094	30.0	59.9	62.8	0.42	0.60	0.87	N/A	0.0014	Yes	Yes	No	No	38	21
Cholame 2102	24.8	12.1	78	9,101	26	50	38	73	10.3	24.4	0.064	0.097	0.082	30.0	57.6	58.2	0.42	0.74	0.93	630	0.0034	Yes	Yes	Yes	No	30	15
Clark Road 1102	48.0	10.4	54	5,177	31	58	40	70	10.0	21.6	0.066	0.088	0.076	32.4	61.2	64.0	0.43	0.79	0.94	29,387	0.0062	Yes	Yes	Yes	No	34	9
Clayton 2212	33.6	12.9	97	16,915	26	53	38	69	13.5	21.0	0.067	0.104	0.092	30.0	59.6	58.7	0.43	0.75	0.93	13,400	0.0047	Yes	Yes	No	No	36	13
Cloverdale 1102	10.4	8.5	32	893	21	43	31	70	9.1	22.4	0.072	0.114	0.099	45.0	61.6	65.7	0.41	0.66	0.90	5,638	0.0019	Yes	Yes	No	No	21	18
Coalinga No 1 1108	19.6	12.1	87	7,780	28	49	35	72	10.2	24.0	0.061	0.087	0.075	30.0	53.5	57.2	0.38	0.77	0.94	N/A	0.0027	Yes	Yes	No	No	20	23
Coalinga No 1 1109	8.2	7.5	86	11,153	28	45	36	72	10.8	24.1	0.062	0.086	0.076	30.0	59.5	61.9	0.39	0.62	0.88	N/A	0.0022	Yes	Yes	No	No	N/A	33
Coalinga No 2 1105	30.0	15.9	108	15,447	38	71	50	70	10.9	22.2	0.060	0.083	0.074	30.0	50.5	59.9	0.40	0.79	0.95	N/A	0.0044	Yes	Yes	No	No	37	17
Corning 1101	32.2	7.4	79	9,227	27	53	35	67	13.8	18.4	0.066	0.092	0.083	30.0	59.1	65.0	0.44	0.73	0.92	6,260	0.0048	Yes	Yes	Yes	No	28	13
Corning 1102	25.0	40.1	80	11,288	29	57	35	66	12.5	18.2	0.059	0.085	0.072	30.0	50.0	58.9	0.42	0.80	0.96	1,979	0.0039	Yes	Yes	Yes	No	28	13
Cortina 1101	21.0	14.3	94	9,928	26	56	38	63	15.1	16.3	0.067	0.091	0.078	30.8	60.3	60.3	0.24	0.82	0.96	18	0.0027	Yes	Yes	No	No	30	15
Cottonwood 1103	16.6	6.7	47	4,407	21	44	28	67	13.0	18.8	0.070	0.094	0.084	36.0	62.3	73.8	0.40	0.70	0.91	2,576	0.0029	Yes	Yes	Yes	No	22	12
Cresta 1101	19.5	7.1	40	1,448	22	52	38	59	11.9	14.3	0.074	0.091	0.078	46.8	64.5	71.3	0.42	0.68	0.89	3,925	0.0034	Yes	No	Yes	No	34	16

<sup>1</sup> Transmission circuits for this event were only de-energized when all distribution circuits in the downstream substations were de-energized, otherwise those transmission circuits would have remained energized. Because these transmission circuit de-energizations were not directly PSPS related and there were no customer impacts related to the de-energization of the transmission assets, this appendix does not report on them.

Circuit Name	cfpd	flame_length_ft_2hr	rate_of_spread_chhr_2hr	area_acres_8hr	ws_mph	wg_ec_mph	ws_mph_50m	temp_2m_f	rh_2m	vpd2m_mb	dfm_10hr	dfm_100hr	dfm_1000hr	lfm_herb	lfm_chamise_new	lfm_woody	prob_large	prob_cat	prob_large_or_cat	sum_tree_ovr	prob_ignition	RFW	GACC_HighRisk	open_psp_tags	transmission_impacts_yes_no	Actual_ws_mph	Actual_rh_min
Deschutes 1101	10.5	6.8	53	6,033	21	40	25	67	12.6	18.9	0.070	0.091	0.080	30.3	65.0	72.2	0.40	0.61	0.86	7,738	0.0018	Yes	Yes	Yes	No	24	13
Deschutes 1104	9.8	6.6	52	6,038	23	41	27	67	12.7	18.8	0.069	0.093	0.084	30.9	64.7	72.5	0.41	0.61	0.86	4,504	0.0016	Yes	Yes	Yes	No	24	13
Devils Den 1101	3.6	7.7	67	9,521	21	34	31	71	11.9	22.5	0.064	0.091	0.079	30.0	61.3	61.0	0.39	0.49	0.80	N/A	0.0009	Yes	Yes	No	No	21	19
Elk Creek 1101	30.3	19.8	122	22,616	30	59	39	66	13.1	17.8	0.059	0.088	0.075	30.0	55.1	56.6	0.40	0.83	0.95	13,263	0.0039	Yes	Yes	Yes	Yes	30	16
Geyserville 1102	43.3	12.7	67	1,126	25	50	38	66	9.9	19.3	0.070	0.103	0.094	39.9	63.6	61.2	0.43	0.73	0.92	4,996	0.0065	Yes	Yes	Yes	No	32	18
Girvan 1101	28.6	11.1	45	4,098	24	52	32	66	12.3	17.5	0.070	0.096	0.078	30.1	58.1	61.8	0.42	0.75	0.93	23,868	0.0046	Yes	Yes	Yes	No	24	13
Glenn 1101	12.7	6.6	67	7,454	24	46	30	66	12.9	17.6	0.061	0.100	0.098	30.0	55.6	60.1	0.39	0.67	0.89	15	0.0019	Yes	Yes	Yes	No	28	18
Gustine 1102	10.3	8.1	82	8,759	27	46	38	70	12.7	21.7	0.061	0.095	0.091	30.0	58.2	64.1	0.43	0.74	0.92	N/A	0.0018	Yes	Yes	No	No	45	18
Highlands 1102	21.3	17.4	107	9,133	24	56	37	64	11.0	18.4	0.074	0.100	0.085	31.1	59.6	57.8	0.36	0.79	0.93	928	0.0028	Yes	Yes	Yes	No	29	14
Highlands 1103	39.4	15.2	91	5,270	27	63	40	65	11.0	18.9	0.073	0.100	0.084	32.9	58.6	57.8	0.42	0.77	0.94	22,329	0.0069	Yes	Yes	Yes	No	28	10
Jessup 1102	34.3	7.9	37	2,733	22	46	31	64	14.5	16.7	0.073	0.102	0.089	35.8	61.5	76.5	0.42	0.68	0.87	16,151	0.0062	Yes	Yes	Yes	No	24	13
Jolon 1102	21.3	14.1	92	13,434	30	56	39	71	14.1	21.5	0.070	0.105	0.094	30.1	57.9	58.0	0.40	0.74	0.93	1,589	0.0034	Yes	Yes	No	No	28	19
Jolon 1103	18.2	9.9	68	9,567	27	51	32	70	14.1	21.5	0.069	0.102	0.091	31.5	58.6	60.2	0.36	0.72	0.93	1,948	0.0027	Yes	Yes	No	No	25	21
Kanaka 1101	40.8	76.3	30	437	24	55	36	61	11.1	16.2	0.072	0.093	0.080	34.3	65.9	67.3	0.45	0.71	0.93	46,952	0.0066	Yes	Yes	Yes	No	24	13
Kettleman Hills 2104	29.8	8.0	74	14,301	24	52	34	70	11.8	21.8	0.064	0.086	0.074	30.0	62.8	62.4	0.36	0.79	0.94	N/A	0.0039	Yes	Yes	No	No	43	19
King City 1106	6.2	7.9	76	10,422	28	47	34	68	12.0	20.4	0.064	0.098	0.092	30.0	60.5	62.9	0.41	0.75	0.93	N/A	0.0011	Yes	Yes	No	No	26	19
Konocti 1102	26.3	17.3	66	3,104	21	48	30	61	12.0	16.4	0.075	0.100	0.086	38.9	60.0	61.8	0.42	0.74	0.92	33,172	0.0043	Yes	Yes	Yes	No	32	14
Lamont 1102	3.4	5.8	51	7,030	23	37	26	69	17.7	18.8	0.068	0.098	0.082	30.0	52.4	63.3	0.41	0.59	0.86	N/A	0.0006	No	No	Yes	No	40	26
Lamont 1104	1.4	4.9	47	4,282	20	34	24	69	17.1	19.3	0.068	0.101	0.083	30.0	57.2	63.4	0.41	0.37	0.74	N/A	0.0004	No	No	Yes	No	40	22
Logan Creek 2102	24.0	9.0	94	16,194	27	54	36	67	13.7	18.3	0.062	0.094	0.081	30.0	59.2	60.1	0.33	0.79	0.95	547	0.0034	Yes	Yes	Yes	No	39	17
Lone Tree 2105	21.9	7.0	78	11,123	27	52	34	70	13.5	21.3	0.067	0.106	0.096	30.0	58.6	61.0	0.43	0.69	0.90	653	0.0038	Yes	Yes	No	No	36	18
Los Molinos 1101	4.8	N/A	N/A	N/A	26	42	31	68	13.5	20.0	0.066	0.093	0.087	30.6	59.5	72.0	0.40	0.44	0.76	N/A	0.0011	Yes	Yes	Yes	No	26	19
Los Oritos 2103	19.2	14.5	87	11,256	28	53	35	66	12.8	18.5	0.070	0.096	0.081	30.0	59.3	59.8	0.40	0.79	0.96	N/A	0.0027	Yes	Yes	No	No	32	20
Madison 1105	37.0	6.9	72	9,130	27	57	37	69	12.6	20.5	0.062	0.087	0.078	30.2	60.0	59.2	0.43	0.71	0.91	13	0.0057	Yes	Yes	Yes	No	34	24
Madison 2101	31.6	14.2	106	7,518	31	57	42	69	12.4	20.6	0.062	0.086	0.076	30.2	53.4	57.8	0.42	0.79	0.94	639	0.0048	Yes	Yes	Yes	No	34	16
Magunden 1108	1.9	5.0	49	5,705	20	33	24	69	17.1	19.3	0.068	0.099	0.082	30.0	57.0	63.3	0.41	0.45	0.81	N/A	0.0004	Yes	No	Yes	No	40	19
Maxwell 1105	20.7	8.9	83	13,461	30	57	41	68	13.4	19.6	0.060	0.087	0.076	30.0	59.5	59.0	0.39	0.78	0.93	261	0.0029	Yes	Yes	Yes	No	39	20
Middletown 1101	42.7	72.9	72	2,608	32	66	43	65	11.0	18.7	0.071	0.094	0.082	35.2	60.3	63.5	0.42	0.79	0.95	42,283	0.0065	Yes	Yes	Yes	No	44	10
Middletown 1102	32.0	12.7	71	5,335	27	58	37	66	10.9	19.2	0.071	0.099	0.089	33.0	58.6	59.4	0.40	0.70	0.90	5,013	0.0052	Yes	Yes	Yes	No	31	10
Middletown 1103	19.7	12.3	65	3,855	20	45	28	67	11.1	19.3	0.072	0.102	0.094	34.2	60.6	57.8	0.38	0.74	0.93	1,625	0.0035	Yes	Yes	No	No	44	10
Monticello 1101	36.8	47.1	76	5,202	28	60	42	70	10.9	22.4	0.068	0.102	0.088	30.7	57.4	57.4	0.49	0.79	0.95	16,908	0.0066	Yes	Yes	Yes	No	40	12
Oilfields 1103	10.0	7.7	71	5,740	30	48	40	70	14.9	20.6	0.073	0.117	0.099	30.9	60.5	60.7	0.37	0.71	0.90	491	0.0016	Yes	Yes	No	No	28	18
Panoche 1103	30.6	15.3	102	18,866	28	57	34	67	11.1	19.5	0.071	0.093	0.079	30.0	53.8	60.0	0.39	0.79	0.94	96	0.0041	Yes	Yes	Yes	No	27	17
Panorama 1101	10.4	6.3	37	2,625	21	45	28	67	13.0	18.7	0.070	0.094	0.084	42.6	64.1	75.2	0.39	0.61	0.85	302	0.0019	Yes	Yes	Yes	No	24	13
Panorama 1102	11.6	6.7	69	7,260	24	45	28	67	12.7	19.0	0.069	0.091	0.080	30.2	64.7	73.0	0.45	0.67	0.88	1,797	0.0020	Yes	Yes	Yes	No	26	13
Perry 1101	26.1	19.6	69	5,990	28	58	40	74	10.9	25.6	0.069	0.114	0.103	40.6	61.6	62.6	0.40	0.74	0.92	2,857	0.0041	No	Yes	No	No	35	20
Pueblo 1104	33.8	16.1	79	4,558	27	56	41	63	13.0	16.9	0.072	0.107	0.095	36.4	59.8	57.7	0.46	0.68	0.90	4,277	0.0054	Yes	Yes	No	No	26	11
Pueblo 1105	38.0	11.1	66	3,421	27	57	42	70	10.6	22.3	0.069	0.117	0.099	37.2	61.1	58.5	0.39	0.76	0.93	3,127	0.0053	Yes	Yes	No	No	26	11
Putah Creek 1102	33.0	7.6	56	5,888	27	52	37	70	12.2	21.2	0.064	0.090	0.078	30.5	57.4	58.5	0.42	0.78	0.94	4,836	0.0067	Yes	Yes	Yes	No	40	19
Putah Creek 1103	25.8	7.0	61	6,787	24	52	34	70	12.5	21.4	0.065	0.095	0.085	31.3	61.4	58.7	0.45	0.79	0.95	290	0.0045	Yes	Yes	Yes	No	34	19
Putah Creek 1105	25.7	7.1	70	7,764	32	59	41	70	12.5	21.2	0.062	0.085	0.076	30.4	59.8	58.9	0.40	0.73	0.92	233	0.0067	Yes	Yes	Yes	No	35	19
Red Bluff 1101	19.6	7.5	58	6,208	22	43	30	67	13.4	18.9	0.069	0.098	0.087	30.4	60.0	63.5	0.38	0.73	0.91	2,956	0.0032	Yes	Yes	Yes	No	29	12

Circuit Name	cfpd	flame_length_ft_2hr	rate_of_spread_chhr_2hr	area_acres_8hr	ws_mph	wg_ec_mph	ws_mph_50m	temp_2m_f	rh_2m	vpd2m_mb	dfm_10hr	dfm_100hr	dfm_1000hr	lfm_herb	lfm_chamise_new	lfm_woody	prob_large	prob_cat	prob_large_or_cat	sum_tree_ovr	prob_ignition	RFW	GACC_HighRisk	open_psp_tags	transmission_impacts_yes_no	Actual_ws_mph	Actual_rh_min
Red Bluff 1103	21.4	6.7	52	4657	22	44	30	67	13.7	18.9	0.069	0.098	0.087	30.8	60.7	74.2	0.40	0.63	0.88	2,593	0.0037	Yes	Yes	Yes	No	29	13
Red Bluff 1104	30.1	8.2	62	5522	23	46	30	67	12.8	19.2	0.069	0.094	0.083	31.4	61.0	63.5	0.43	0.76	0.93	2,576	0.0044	Yes	Yes	Yes	No	29	12
Redbud 1101	16.1	14.3	74	5868	23	54	36	64	11.0	18.0	0.072	0.095	0.084	31.2	60.3	57.8	0.37	0.78	0.94	2,121	0.0023	Yes	Yes	No	No	29	14
San Ardo 1102	17.3	13.7	99	10674	26	52	39	67	12.7	18.9	0.067	0.099	0.083	30.1	61.2	61.2	0.35	0.78	0.94	N/A	0.0023	Yes	Yes	No	No	24	22
San Miguel 1106	4.8	7.8	80	10718	26	42	31	71	11.4	22.0	0.068	0.109	0.095	30.0	60.3	60.5	0.36	0.61	0.87	180	0.0009	Yes	Yes	No	No	27	22
Santa Nella 1104	4.3	6.3	72	6567	27	43	38	70	12.0	21.8	0.064	0.111	0.105	30.0	59.5	64.5	0.37	0.37	0.67	N/A	0.0012	Yes	Yes	No	No	45	18
Silverado 2102	32.8	44.3	101	4323	25	53	35	69	10.9	21.7	0.070	0.114	0.101	33.9	58.1	57.4	0.47	0.69	0.92	47,610	0.0054	Yes	Yes	No	No	28	10
Silverado 2104	51.6	72.6	84	3185	27	63	41	69	10.6	21.8	0.069	0.098	0.088	34.1	58.0	57.4	0.45	0.79	0.94	100,456	0.0109	Yes	Yes	Yes	No	30	10
Sisquoc 1102	1.2	10.2	49	4638	16	25	24	59	15.6	14.2	0.062	0.117	0.110	37.6	58.9	60.1	0.32	0.57	0.85	143	0.0002	No	No	Yes	No	37	16
Sycamore Creek 1111	30.3	55.6	52	4212	20	44	28	71	10.3	23.0	0.065	0.088	0.080	30.8	57.8	69.3	0.49	0.75	0.94	239,103	0.0065	Yes	Yes	Yes	No	29	12
Tassajara 2104	26.5	6.7	65	9508	22	47	33	68	13.7	20.0	0.072	0.134	0.110	30.7	60.8	61.0	0.41	0.70	0.90	2,004	0.0041	Yes	Yes	No	No	32	6
Tassajara 2112	32.2	14.8	90	4088	29	60	44	67	13.5	19.5	0.072	0.119	0.092	31.8	61.2	60.0	0.38	0.74	0.92	10,581	0.0048	Yes	Yes	No	No	31	6
Tejon 1102	25.0	11.7	105	16508	40	69	53	66	16.9	17.3	0.066	0.096	0.087	30.0	60.9	57.9	0.42	0.71	0.90	2,475	0.0036	No	No	Yes	No	35	14
Tejon 1103	2.7	4.7	39	4100	20	33	23	69	16.3	19.4	0.068	0.098	0.083	30.1	63.9	64.9	0.40	0.40	0.75	4	0.0007	No	No	Yes	No	30	26
Templeton 2110	13.2	13.1	41	2899	23	48	37	70	14.8	21.2	0.073	0.119	0.107	42.6	63.7	65.2	0.35	0.70	0.91	4,588	0.0019	No	Yes	No	No	28	18
Templeton 2113	4.5	13.8	76	11842	24	44	33	57	17.7	12.5	0.066	0.113	0.100	30.1	60.5	58.3	0.37	0.64	0.88	796	0.0008	No	Yes	No	No	29	16
Tyler 1105	22.9	7.3	72	7922	27	46	33	67	13.2	18.8	0.068	0.092	0.080	30.1	59.3	65.5	0.47	0.70	0.90	1,481	0.0037	Yes	Yes	Yes	No	29	13
Vaca Dixon 1101	11.0	7.0	59	1529	31	50	37	69	12.7	21.0	0.065	0.098	0.089	33.6	59.0	59.2	0.33	0.40	0.69	11	0.0030	Yes	Yes	Yes	No	36	17
Vaca Dixon 1105	39.4	11.2	64	5013	31	53	37	70	12.5	21.2	0.065	0.091	0.081	30.6	59.0	58.7	0.42	0.77	0.94	4,563	0.0057	Yes	Yes	Yes	No	40	17
Vacaville 1104	29.4	13.3	90	5841	26	53	40	70	12.1	21.5	0.064	0.100	0.090	32.6	57.3	59.6	0.44	0.73	0.92	7,434	0.0056	Yes	Yes	Yes	No	36	16
Vacaville 1108	39.6	27.8	51	2101	29	60	41	69	12.2	20.7	0.062	0.090	0.078	32.1	58.9	57.8	0.44	0.77	0.92	7,434	0.0062	Yes	Yes	Yes	No	40	14
Vacaville 1111	39.4	11.2	51	1487	26	55	36	69	12.3	20.9	0.062	0.091	0.085	33.8	58.4	59.0	0.40	0.75	0.91	4,563	0.0060	Yes	Yes	Yes	No	40	17
Vacaville 1112	22.8	6.5	49	872	26	55	36	69	12.4	20.9	0.063	0.095	0.089	34.0	58.4	59.3	0.39	0.44	0.71	1,405	0.0053	Yes	Yes	No	No	36	17
Vasco 1102	28.5	11.8	75	8612	25	49	34	67	14.1	19.1	0.074	0.114	0.090	30.6	60.2	62.3	0.46	0.77	0.93	994	0.0040	Yes	Yes	No	No	38	18
Volta 1101	17.8	49.4	56	5280	21	50	32	66	13.0	18.5	0.069	0.094	0.083	30.9	65.1	60.9	0.53	0.69	0.90	96,082	0.0042	No	No	Yes	No	26	19
Westley 1103	33.4	8.1	85	13568	35	57	43	67	15.2	18.7	0.065	0.089	0.079	30.0	61.3	62.1	0.42	0.79	0.95	N/A	0.0043	Yes	Yes	No	No	32	21
Zaca 1102	30.3	12.3	83	8426	33	62	44	60	15.5	14.2	0.056	0.104	0.100	30.6	59.5	59.6	0.39	0.76	0.92	411	0.0042	No	Yes	Yes	No	33	25



**Table A-1.2: Description, Units, and Value provided for Factors Considered in the Decision to Shut Off Power for Each Distribution Circuit De-energized During the October 11 – 12, 2021 PSPS Event**

Value	Unit	Value provided	Description
<b>cfpd</b>	Scaled Probability	max	The product of probability of catastrophic fire (Prob_Cat) and IPW - probability of ignition (prob_ignition). This product is called the (CFP <sub>d</sub> ) Catastrophic Fire Probability distribution model. Scaled by 10 <sup>3</sup> to convert to an integer value.
<b>flame_length_ft_2hr</b>	ft	max	Flame length in feet on fire front for first 2 hours of fire spread simulation from Technoslyva.
<b>rate_of_spread_chhr_2hr</b>	Ch/hr.	max	Rate of fire spread in chains per hour for first 2 hours of fire spread simulation from Technoslyva.
<b>area_acres_8hr</b>	acres	max	Acres burned in the 8-hour fire spread simulation from Technoslyva.
<b>ws_mph</b>	mph	max	Sustained windspeed in miles per hour at 10 meters above ground level.
<b>wg_ec_mph</b>	mph	max	Wind gust in miles per hour at 10 meters above ground level.
<b>ws_mph_50m</b>	mph	max	Sustained windspeed in miles per hour at 50 meters above ground level.
<b>temp_2m_f</b>	F	max	Temperature in Fahrenheit at 2 meters above ground level.
<b>rh_2m</b>	%	min	Relative Humidity in percent at 2 meters above ground level.
<b>vpd2m_mb</b>	mb	max	Vapor pressure deficit at 2 meters above ground level in millibars.
<b>dfm_10hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 10-hour fuel moisture class. Can be scaled to percentage by multiplying by 100.
<b>dfm_100hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 100-hour moisture class. Can be scaled to percentage by multiplying by 100.
<b>dfm_1000hr</b>	fuel moisture fraction	min	Dead Fuel Moisture in 1000-hour moisture class. Can be scaled to percentage by multiplying by 100.
<b>lfm_herb</b>	%	min	Live Fuel Moisture Percentage of herbaceous plant species. (% of species that is comprised of water)
<b>lfm_chamise_new</b>	%	min	Live Fuel Moisture Percentage of Chamise (shrub) plant species. (% of species that is comprised of water)
<b>lfm_woody</b>	%	min	Live Fuel Moisture Percentage of woody plant species. (% of species that is comprised of water)
<b>prob_large</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large fire if an ignition were to occur.
<b>prob_cat</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a catastrophic fire if an ignition were to occur. FPI component of the CFP <sub>D</sub> model.
<b>prob_large_or_cat</b>	Probability	max	Fire Potential Index (FPI) Model Output - Probability of a large or catastrophic fire if an ignition were to occur. Utilized in the minimum fire potential conditions.
<b>sum_tree_ovr</b>	ft	max	Sum of tree overstrike in a 2 x 2 km grid cell area in ft.
<b>prob_ignition</b>	Probability	max	2021 Ignition Probability Weather (IPW) Model Output - Probability of Ignition based on the probability of outages by cause. Ignition component of the CFP <sub>D</sub> model.
<b>RFW</b>	N/A	Yes/No during event	Red Flag Warning from the Federal National Weather Service.
<b>GACC_HighRisk</b>	N/A	Yes/No during event	High Risk issued by the Federal North or South Operations Predictive Services.
<b>open_pspstags</b>	N/A	Yes/No During Event	PSPS-Qualified Tags include P1 (tree represents an immediate risk) and P2 (tree is damaged or diseased and could fall into nearby power lines) tree tags and Electric Corrective tags (Priority A - emergency, B - urgent, E - risk-based, and H - hardening projects)
<b>transmission_impacts_yes_no</b>	N/A	Yes/No During Event	Distribution lines that would have been de-energized due to de-energization of upstream transmission lines, regardless of whether those distribution lines would have also been de-energized due to direct distribution PSPS.
<b>Actual ws_mph</b>	mph	max	Actual sustained wind speed recorded by weather stations within five miles of weather circuit. Note, this may not be reflective of windspeeds experienced on the circuit.
<b>Actual rh_min</b>	%	min	Actual relative humidity in percent recorded by weather stations within five miles of circuit.

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX B

SECTION 3 – DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

## Appendix B: DE-ENERGIZED TIME, PLACE, DURATION AND CUSTOMERS

*Circuits labeled as “non-HFTD” are located outside of the CPUC High Fire-Threat District (HFTD). These circuits or portions of circuits are impacted for one of two reasons: (1) indirect impacts from transmission lines being de-energized or (2) the non-HFTD portion of the circuit are conductive to the HFTD at some point in the path to service.*

*Circuits with an asterisk (\*) were sectionalized during the event to further reduce customer impact. The de-energization date and time represents the time the first customer was de-energized on the circuit and the restoration time represents the date and time of the last customer restored on a circuit by circuit*

**Table B-1. Circuits De-Energized During the October 11 – 12, 2021 PSPS Event**

Distribution / Transmission	Circuit Name	De-Energization Date and Time	All-Clear Date and Time	Restoration Date and Time	Key Communities	HFTD Tier(s)	Total Customers	Residential Customers	Commercial / Industrial Customers	Medical Baseline Customers	AFN other than MBL customers	Other Customers
Distribution	ANDERSON 1103*	10/11/2021 06:20	10/11/2021 17:45	10/12/2021 09:18	SHASTA	Partially Outside HFTD, Tier 2	68	63	2	7	25	3
Distribution	ANTELOPE 1101*	10/11/2021 07:22	10/12/2021 10:23	10/12/2021 12:24	KERN	Partially Outside HFTD, Tier 2	7	1	6	0	0	0
Distribution	ARBUCKLE 1101*	10/11/2021 06:51	10/12/2021 12:20	10/12/2021 15:06	COLUSA	Outside HFTD	3	2	0	0	0	1
Distribution	ARBUCKLE 1104*	10/11/2021 07:01	10/12/2021 12:20	10/12/2021 15:40	YOLO, COLUSA	Partially Outside HFTD, Tier 2	12	8	3	0	1	1
Distribution	AVENAL 2101*	10/11/2021 07:35	10/12/2021 10:23	10/12/2021 17:46	KINGS	Outside HFTD	4	0	4	0	0	0
Distribution	BIG BEND 1101	10/11/2021 04:02	10/12/2021 07:22	10/12/2021 11:28	BUTTE	Tier 3, Tier 2	264	238	24	17	93	2
Distribution	BRENTWOOD 2105*	10/11/2021 09:11	10/12/2021 12:53	10/12/2021 17:26	CONTRA COSTA	Partially Outside HFTD, Tier 2	73	34	32	3	4	7
Distribution	BUCKS CREEK 1103	10/11/2021 04:23	10/12/2021 07:22	10/12/2021 15:20	PLUMAS	Partially Outside HFTD, Tier 3, Tier 2	314	263	51	4	6	0
Distribution	CALISTOGA 1101*	10/11/2021 07:11	10/12/2021 12:02	10/12/2021 15:56	NAPA	Tier 3, Tier 2	88	62	22	0	6	4
Distribution	CALPINE 1144	10/11/2021 08:01	10/12/2021 12:02	10/14/2021 15:22	SONOMA, LAKE	Partially Outside HFTD, Tier 3, Tier 2	15	2	13	0	0	0
Distribution	CALPINE 1146	10/11/2021 08:01	10/12/2021 12:02	10/14/2021 15:22	SONOMA, LAKE	Outside HFTD	0	0	0	0	0	0
Distribution	CAMBRIA 1102*	10/11/2021 12:40	10/12/2021 08:53	10/12/2021 14:41	SAN LUIS OBISPO	Partially Outside HFTD, Tier 2	28	23	5	0	5	0
Distribution	CANTUA 1103*	10/11/2021 07:28	10/12/2021 10:23	10/12/2021 17:16	FRESNO	Outside HFTD	2	0	2	0	0	0
Distribution	CARBONA 1101*	10/11/2021 08:46	10/12/2021 12:53	10/12/2021 14:55	SAN JOAQUIN	Outside HFTD	2	0	1	0	0	1
Distribution	CHOLAME 2102*	10/11/2021 07:27	10/12/2021 08:53	10/12/2021 12:49	MONTEREY, SAN LUIS OBISPO	Partially Outside HFTD, Tier 2	33	16	15	1	2	2
Distribution	CLARK ROAD 1102*	10/11/2021 04:07	10/12/2021 07:22	10/12/2021 10:58	BUTTE	Partially Outside HFTD, Tier 3, Tier 2	480	419	54	50	101	7
Distribution	CLAYTON 2212*	10/11/2021 08:58	10/12/2021 12:53	10/12/2021 15:51	CONTRA COSTA	Partially Outside HFTD, Tier 3, Tier 2	522	433	84	53	57	5
Distribution	CLOVERDALE 1102*	10/11/2021 06:35	10/12/2021 07:22	10/12/2021 10:52	SONOMA	Tier 3, Tier 2	38	23	7	1	0	8
Distribution	COALINGA NO 1 1108*	10/11/2021 07:48	10/12/2021 10:23	10/12/2021 18:31	FRESNO	Outside HFTD	77	53	18	3	7	6
Distribution	COALINGA NO 1 1109*	10/11/2021 07:29	10/12/2021 10:23	10/12/2021 20:08	FRESNO	Outside HFTD	6	0	5	0	0	1
Distribution	COALINGA NO 2 1105*	10/11/2021 07:22	10/12/2021 10:23	10/12/2021 15:58	FRESNO	Outside HFTD	87	60	19	3	13	8
Distribution	CORNING 1101*	10/11/2021 01:40	10/11/2021 19:43	10/12/2021 12:06	TEHAMA	Partially Outside HFTD, Tier 2	895	807	73	104	439	15
Distribution	CORNING 1102*	10/11/2021 01:34	10/11/2021 19:43	10/12/2021 15:20	TEHAMA	Partially Outside HFTD, Tier 2	292	231	51	15	77	10
Distribution	CORTINA 1101*	10/11/2021 06:57	10/12/2021 12:20	10/12/2021 14:49	COLUSA	Tier 2	8	4	4	1	2	0
Distribution	COTTONWOOD 1103*	10/11/2021 06:20	10/11/2021 19:43	10/12/2021 10:40	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	683	634	39	62	209	10
Distribution	CRESTA 1101*	10/11/2021 08:48	10/12/2021 07:22	10/12/2021 13:56	BUTTE	Tier 2	1	0	1	0	0	0
Distribution	DESCHUTES 1101*	10/11/2021 06:32	10/11/2021 17:45	10/12/2021 11:40	SHASTA	Partially Outside HFTD, Tier 2	74	69	3	4	13	2
Distribution	DESCHUTES 1104*	10/11/2021 06:23	10/11/2021 17:45	10/12/2021 12:14	SHASTA	Partially Outside HFTD, Tier 2	88	84	4	6	19	0
Distribution	DEVILS DEN 1101*	10/11/2021 07:31	10/12/2021 10:23	10/12/2021 18:38	KINGS	Outside HFTD	6	1	5	0	0	0
Distribution	ELK CREEK 1101	10/11/2021 04:21	10/12/2021 12:20	10/12/2021 17:06	COLUSA, GLENN	Partially Outside HFTD, Tier 2	855	695	132	59	207	28
Distribution	GEYSERVILLE 1102*	10/11/2021 06:30	10/12/2021 07:22	10/12/2021 11:09	SONOMA	Tier 3	28	13	12	0	1	3
Distribution	GIRVAN 1101*	10/11/2021 06:38	10/11/2021 16:29	10/12/2021 11:32	SHASTA	Partially Outside HFTD, Tier 3, Tier 2	1090	985	101	83	160	4
Distribution	GLENN 1101*	10/11/2021 04:00	10/11/2021 19:43	10/12/2021 10:36	GLENN	Partially Outside HFTD, Tier 2	5	3	1	0	0	1

Distribution	GUSTINE 1102*	10/11/2021 08:27	10/12/2021 11:19	10/12/2021 13:11	MERCED	Outside HFTD	11	4	4	0	0	3
Distribution	HIGHLANDS 1102*	10/11/2021 06:41	10/12/2021 07:22	10/12/2021 12:54	LAKE	Tier 3, Tier 2	15	12	3	0	3	0
Distribution	HIGHLANDS 1103*	10/11/2021 06:31	10/12/2021 07:22	10/12/2021 11:57	LAKE	Partially Outside HFTD, Tier 2	1032	956	49	83	264	27
Distribution	JESSUP 1102*	10/11/2021 06:54	10/11/2021 16:29	10/11/2021 18:53	SHASTA	Partially Outside HFTD, Tier 2	199	191	7	12	79	1
Distribution	JOLON 1102	10/11/2021 11:35	10/12/2021 07:22	10/12/2021 16:32	MONTEREY	Partially Outside HFTD, Tier 2	583	418	108	22	75	57
Distribution	JOLON 1103	10/11/2021 11:41	10/12/2021 07:22	10/12/2021 11:54	MONTEREY	Partially Outside HFTD, Tier 2	18	0	18	0	0	0
Distribution	KANAKA 1101*	10/11/2021 05:15	10/12/2021 07:22	10/12/2021 10:50	BUTTE	Partially Outside HFTD, Tier 3	9	7	1	0	2	1
Distribution	KETTLEMAN HILLS 2104*	10/11/2021 07:25	10/12/2021 10:23	10/12/2021 15:20	FRESNO	Outside HFTD	1	0	1	0	0	0
Distribution	KING CITY 1106*	10/11/2021 08:20	10/12/2021 07:22	10/12/2021 17:48	SAN BENITO, MONTEREY	Outside HFTD	23	19	4	0	3	0
Distribution	KONOCITI 1102*	10/11/2021 06:21	10/11/2021 19:43	10/12/2021 10:00	LAKE	Partially Outside HFTD, Tier 3, Tier 2	47	40	4	0	14	3
Distribution	LAMONT 1102*	10/11/2021 12:20	10/12/2021 05:38	10/12/2021 10:58	KERN	Tier 2	5	0	5	0	0	0
Distribution	LAMONT 1104*	10/11/2021 12:07	10/12/2021 05:38	10/12/2021 10:57	KERN	Tier 2	2	0	1	0	0	1
Distribution	LOGAN CREEK 2102*	10/11/2021 04:02	10/11/2021 17:45	10/12/2021 10:09	GLENN	Partially Outside HFTD, Tier 2	8	3	3	0	0	2
Distribution	LONE TREE 2105*	10/11/2021 08:34	10/12/2021 12:53	10/12/2021 15:56	CONTRA COSTA	Partially Outside HFTD, Tier 2	44	33	9	1	4	2
Distribution	LOS MOLINOS 1101*	10/11/2021 06:44	10/11/2021 19:43	10/12/2021 10:31	TEHAMA	Partially Outside HFTD, Tier 2	7	7	0	0	0	0
Distribution	LOS OSITOS 2103*	10/11/2021 07:28	10/12/2021 07:22	10/12/2021 17:36	SAN BENITO, MONTEREY, FRESNO	Partially Outside HFTD, Tier 2	116	66	31	3	4	19
Distribution	MADISON 1105*	10/11/2021 06:33	10/12/2021 12:20	10/12/2021 14:41	YOLO	Partially Outside HFTD, Tier 2	31	20	7	1	4	4
Distribution	MADISON 2101*	10/11/2021 07:08	10/12/2021 12:20	10/12/2021 17:30	YOLO	Partially Outside HFTD, Tier 2	242	155	37	5	32	50
Distribution	MAGUNDEN 1108*	10/11/2021 12:13	10/12/2021 05:38	10/12/2021 11:01	KERN	Partially Outside HFTD, Tier 2	11	8	1	0	0	2
Distribution	MAXWELL 1105*	10/11/2021 04:23	10/12/2021 12:20	10/12/2021 14:43	COLUSA	Partially Outside HFTD, Tier 2	44	29	9	1	2	6
Distribution	MIDDLETOWN 1101*	10/11/2021 06:14	10/12/2021 12:02	10/12/2021 16:55	NAPA, SONOMA, LAKE	Partially Outside HFTD, Tier 3, Tier 2	487	411	70	23	108	6
Distribution	MIDDLETOWN 1102*	10/11/2021 06:20	10/12/2021 07:22	10/12/2021 14:43	LAKE	Partially Outside HFTD, Tier 3, Tier 2	2301	2088	201	186	585	12
Distribution	MIDDLETOWN 1103*	10/11/2021 06:28	10/12/2021 07:22	10/12/2021 14:15	LAKE	Tier 3, Tier 2	5	3	0	0	0	2
Distribution	MONTICELLO 1101	10/11/2021 06:17	10/12/2021 10:23	10/12/2021 16:53	NAPA, SOLANO	Partially Outside HFTD, Tier 3, Tier 2	1133	905	178	70	126	50
Distribution	OILFIELDS 1103*	10/11/2021 12:20	10/12/2021 07:22	10/12/2021 12:05	MONTEREY	Partially Outside HFTD, Tier 2	177	132	42	9	40	3
Distribution	PANOCHÉ 1103*	10/11/2021 07:46	10/12/2021 10:23	10/12/2021 14:30	SAN BENITO	Partially Outside HFTD, Tier 2	31	8	21	0	1	2
Distribution	PANORAMA 1101*	10/11/2021 06:56	10/11/2021 17:45	10/12/2021 10:51	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	791	777	14	95	294	0
Distribution	PANORAMA 1102*	10/11/2021 06:23	10/11/2021 17:45	10/12/2021 11:41	SHASTA, TEHAMA	Partially Outside HFTD, Tier 2	120	92	16	8	23	12
Distribution	PERRY 1101*	10/11/2021 11:48	10/12/2021 08:53	10/12/2021 12:27	SAN LUIS OBISPO	Partially Outside HFTD, Tier 3, Tier 2	58	43	13	0	3	2
Distribution	PUEBLO 1104*	10/11/2021 06:29	10/12/2021 10:23	10/12/2021 12:31	NAPA	Tier 2	37	24	7	3	1	6
Distribution	PUEBLO 1105*	10/11/2021 07:09	10/12/2021 10:23	10/12/2021 13:29	NAPA	Partially Outside HFTD, Tier 2	117	71	27	4	7	19
Distribution	PUTAH CREEK 1102*	10/11/2021 07:39	10/12/2021 12:20	10/12/2021 18:35	YOLO, SOLANO	Partially Outside HFTD, Tier 2	272	185	55	9	18	32
Distribution	PUTAH CREEK 1103*	10/11/2021 07:11	10/12/2021 12:20	10/12/2021 17:36	YOLO, SOLANO	Partially Outside HFTD, Tier 2	57	50	3	3	4	4
Distribution	PUTAH CREEK 1105*	10/11/2021 06:47	10/12/2021 12:20	10/12/2021 17:56	YOLO	Partially Outside HFTD, Tier 2	36	19	8	4	1	9
Distribution	RED BLUFF 1101*	10/11/2021 06:33	10/11/2021 19:43	10/12/2021 11:37	TEHAMA	Partially Outside HFTD, Tier 2	1014	940	64	100	293	10
Distribution	RED BLUFF 1103*	10/11/2021 01:39	10/11/2021 19:43	10/12/2021 16:54	TEHAMA	Partially Outside HFTD, Tier 2	214	199	14	22	44	1
Distribution	RED BLUFF 1104*	10/11/2021 06:43	10/11/2021 19:43	10/12/2021 13:44	YOLO, TEHAMA	Partially Outside HFTD, Tier 2	865	753	85	77	241	27
Distribution	REDBUD 1101*	10/11/2021 06:18	10/12/2021 07:22	10/12/2021 12:53	LAKE	Partially Outside HFTD, Tier 3	124	119	5	12	49	0
Distribution	SAN ARDO 1102*	10/11/2021 07:34	10/12/2021 10:23	10/12/2021 16:33	MONTEREY, SAN LUIS OBISPO	Outside HFTD	24	13	10	0	0	1
Distribution	SAN MIGUEL 1106*	10/11/2021 11:35	10/12/2021 07:22	10/12/2021 13:21	MONTEREY, SAN LUIS OBISPO	Partially Outside HFTD, Tier 2	56	28	10	1	1	18
Distribution	SANTA NELLA 1104*	10/11/2021 08:34	10/12/2021 11:19	10/12/2021 13:13	MERCED	Outside HFTD	3	0	1	0	0	2
Distribution	SILVERADO 2102*	10/11/2021 06:27	10/12/2021 10:23	10/12/2021 16:43	NAPA	Partially Outside HFTD, Tier 3, Tier 2	335	191	76	3	9	68
Distribution	SILVERADO 2104*	10/11/2021 07:20	10/12/2021 10:23	10/12/2021 19:13	NAPA	Partially Outside HFTD, Tier 3, Tier 2	774	583	101	33	108	90

Distribution	SISQUOC 1102*	10/11/2021 18:04	10/12/2021 09:24	10/12/2021 13:37	SAN LUIS OBISPO, SANTA BARBARA	Tier 3	10	6	3	2	0	1
Distribution	SYCAMORE CREEK 1111*	10/11/2021 04:06	10/12/2021 04:13	10/12/2021 14:24	BUTTE	Partially Outside HFTD, Tier 3, Tier 2	580	514	57	31	138	9
Distribution	TASSAJARA 2104*	10/11/2021 08:38	10/12/2021 12:53	10/12/2021 14:34	ALAMEDA	Tier 3, Tier 2	13	10	3	0	0	0
Distribution	TASSAJARA 2112*	10/11/2021 08:49	10/12/2021 12:53	10/12/2021 15:15	CONTRA COSTA	Tier 3	25	13	12	1	3	0
Distribution	TEJON 1102*	10/11/2021 12:41	10/12/2021 08:53	10/13/2021 01:45	KERN	Partially Outside HFTD, Tier 2	595	479	103	34	160	13
Distribution	TEJON 1103*	10/11/2021 12:31	10/12/2021 05:38	10/12/2021 10:50	KERN	Partially Outside HFTD, Tier 2	15	4	10	0	0	1
Distribution	TEMPLETON 2110*	10/11/2021 11:44	10/12/2021 08:53	10/12/2021 14:33	SAN LUIS OBISPO	Partially Outside HFTD, Tier 3, Tier 2	39	28	5	0	5	6
Distribution	TEMPLETON 2113*	10/11/2021 16:10	10/12/2021 04:13	10/12/2021 10:36	SAN LUIS OBISPO	Tier 3, Tier 2	37	24	7	1	3	6
Distribution	TYLER 1105*	10/11/2021 01:36	10/11/2021 19:43	10/12/2021 10:14	TEHAMA	Partially Outside HFTD, Tier 2	766	655	69	77	200	42
Distribution	VACA DIXON 1101*	10/11/2021 07:01	10/12/2021 12:20	10/12/2021 14:58	SOLANO	Tier 2	6	4	2	0	0	0
Distribution	VACA DIXON 1105*	10/11/2021 07:33	10/12/2021 12:20	10/12/2021 14:31	SOLANO	Partially Outside HFTD, Tier 2	61	54	3	6	5	4
Distribution	VACAVILLE 1104*	10/11/2021 06:58	10/11/2021 18:51	10/12/2021 15:49	SOLANO	Partially Outside HFTD, Tier 2	302	250	41	22	49	11
Distribution	VACAVILLE 1108*	10/11/2021 07:05	10/12/2021 12:20	10/12/2021 17:01	SOLANO	Partially Outside HFTD, Tier 2	374	284	70	25	24	20
Distribution	VACAVILLE 1111*	10/11/2021 06:55	10/12/2021 12:20	10/12/2021 17:07	SOLANO	Partially Outside HFTD, Tier 2	1951	1869	77	215	394	5
Distribution	VACAVILLE 1112*	10/11/2021 06:53	10/12/2021 12:20	10/12/2021 14:28	SOLANO	Partially Outside HFTD, Tier 2	316	315	1	20	138	0
Distribution	VASCO 1102*	10/11/2021 09:19	10/12/2021 12:53	10/12/2021 16:50	ALAMEDA	Partially Outside HFTD, Tier 2	134	90	39	10	10	5
Distribution	VOLTA 1101*	10/11/2021 06:36	10/12/2021 00:13	10/12/2021 13:42	TEHAMA	Partially Outside HFTD, Tier 2	604	530	71	27	33	3
Distribution	WESTLEY 1103*	10/11/2021 08:42	10/12/2021 12:53	10/12/2021 14:37	STANISLAUS	Partially Outside HFTD, Tier 2	30	4	24	0	0	2
Distribution	ZACA 1102*	10/11/2021 18:00	10/12/2021 10:23	10/12/2021 14:18	SANTA BARBARA	Tier 3	19	14	5	1	1	0
Transmission	SILVERADO- FULTON JCT	10/11/2021 06:58	10/12/2021 12:20	10/12/2021 15:16	Transmission Line	Partially Outside HFTD, Tier 3, Tier 2	0	0	0	0	0	0
Transmission	BUCKS CREEK-ROCK CREEK- CRESTA	10/11/2021 06:54	10/12/2021 07:22	10/12/2021 10:16	Transmission Line	Tier 3, Tier 2	0	0	0	0	0	0
Transmission	ELK CREEK TAP	10/11/2021 06:57	10/11/2021 17:45	10/12/2021 09:13	Transmission Line	Partially Outside HFTD, Tier 2	0	0	0	0	0	0
<b>Total</b>							<b>23,504</b>	<b>19,975</b>	<b>2,718</b>	<b>1,738</b>	<b>5,052</b>	<b>811</b>

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX C

SECTION 4 – DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

## Appendix C: DAMAGE AND HAZARDS TO OVERHEAD FACILITIES

*Table C-1. DAMAGES & HAZARDS FOUND WITHIN THE DE-ENERGIZED AREAS*

Circuit Name	County	Structure	Zone 1, Tier 2/3 or Non-HFTD	Damage / Hazard	Type of Damage/Hazard	Description of Damage
KING CITY 1106	San Benito	101733238	Non-HFTD	Damage	Vegetation	Service drop feeding one customer was damaged by vegetation during the wind event.
MADISON 2101	Yolo	103919009	Non-HFTD	Damage	Wind Related	Blown lightning arrester
CLARK ROAD 1102	Butte	100375430	Tier 2	Hazard	Vegetation	Tree across the lines between two poles, no damage to the equipment.
VACAVILLE 1104	Solano	101662296	Tier 2	Damage	Wind Related	Crossarm on pole was twisted bringing the lines closer together, No indication of vegetation falling on the lines, possibly related to wire movement in the wind.
MADISON 2101	Yolo	101603139	Non-HFTD	Damage	Wind Related	Transformer lightning arrester damaged
TEJON 1102	Kern	100222627	Tier 2	Damage	Vegetation	Pole broke due to a tree limb falling.
TEJON 1102	Kern	100199245	Tier 2	Damage	Vegetation	Broken crossarm and single phase primary down on ground due to tree contact.
TEJON 1102	Kern	104051916	Tier 2	Damage	Vegetation	A tree fell into primary and one service causing damage to wire.



PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX D  
SECTION 5 – CUSTOMER NOTIFICATION SCRIPTS

# October 11, 2021

# Public Safety Power Shutoff

## Event Notifications



# TABLE OF CONTENTS

## **City, County, Tribal and Community Choice Aggregator Notifications** App-15

1. Advanced Notification
2. PSPS Watch
3. PSPS Warning
4. Cancellation Notification
5. Weather All Clear
6. Power Restoration

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## **General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications** App-22

1. Advanced Notification\*
2. PSPS Watch\*\*
3. PSPS Warning\*\*
4. De-Energization Initiated
5. Cancellation Notification
6. PSPS Update
7. Weather All Clear
8. Power Restoration

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## **Publicly-Owned Utilities, Transmission and Wholesale Customers** App-93

1. Transmission Watch
2. Transmission ISL Watch & Fault Duty
3. Transmission Warning
4. De-Energization Initiated
5. Transmission Cancellation
6. Transmission All Clear
7. Power Restoration

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\* Public Safety Partners, communication providers, water agencies, emergency hospitals and publicly-owned utilities receive this advanced notification.

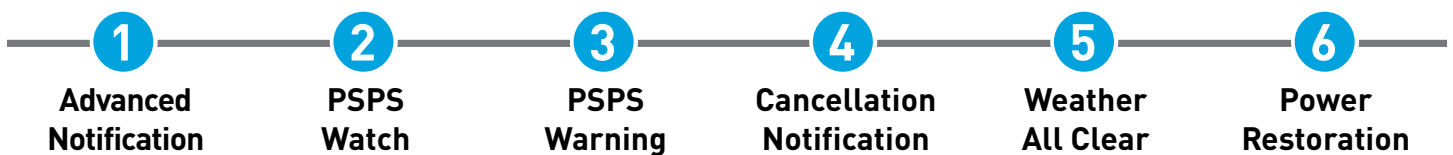
\*\* Medical Baseline Program Participants and Self-Identified Vulnerable Customers receive unique PPS Watch and PPS Warning notifications, but all other notifications align with all other customers.

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E made every attempt to provide notice to cities, counties, tribes, and CCAs, through automated calls, texts and emails.

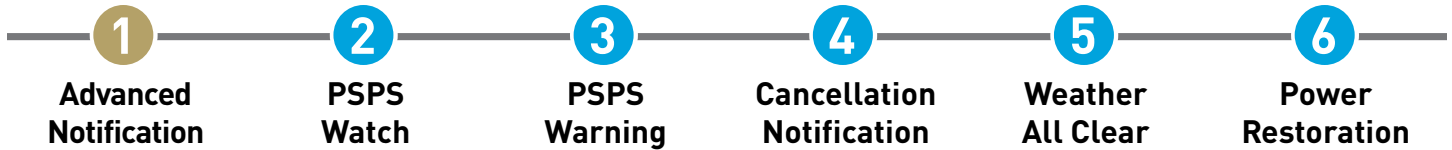
These notifications were sent based on potential PSPS impacts to PG&E's electric service within an agency's jurisdiction and were not tied to a specific PG&E account. Agency contacts also received notifications specific to their accounts, if their service was interrupted during this PSPS event.

The following outlines the various notifications PG&E sent prior to, during and after the PSPS event:



# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [NAME]

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

Maps and other event-specific information can be found at [URL] and [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

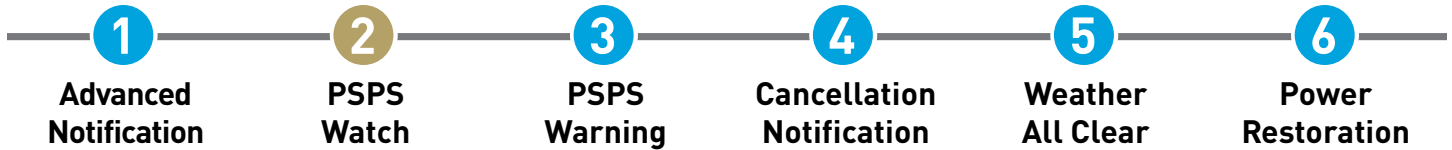
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a PSPS. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. Estimated restoration for your area on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. These links are for public safety partner use only. We will provide daily updates until the severe weather has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off power.

### TEXT

PSPS Outage Alert. We may turn off power for safety in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



## EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: On [DATE] power shutoffs may be required for safety in [NAME] Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other event information can be found at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,  
PG&E Liaison Officer

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

## IVR VOICE MESSAGE

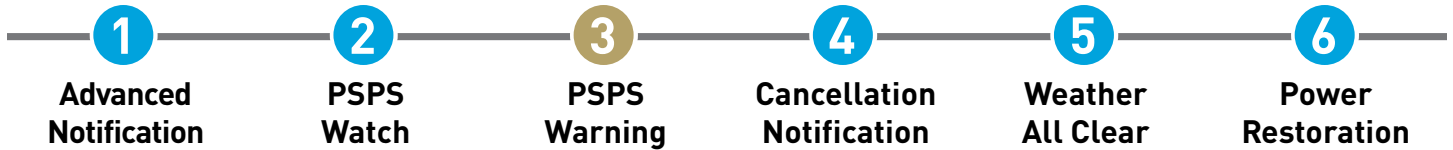
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. On [DATE], power may be shut off in portions of [NAME] for safety. Due to current weather forecasts, your area is under a Watch for a Public Safety Power Shutoff. Portions of [NAME] are estimated to begin being shut off between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather or equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

## TEXT

PSPS Outage Alert. We may turn off power for safety in [NAME] on [DATE]. Shutoff estimated to begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Shutoffs in [NAME] start beginning [DATE] for safety

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff (PSPS) to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

- **AREA:** Portions of [NAME]
- **ESTIMATED SHUTOFF:** Starting between [DATE] at [TIME] and [DATE] at [TIME]. We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME].

Actual shutoff and restoration times may be delayed depending on actual weather and equipment conditions. Maps and other event-specific information can be found at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

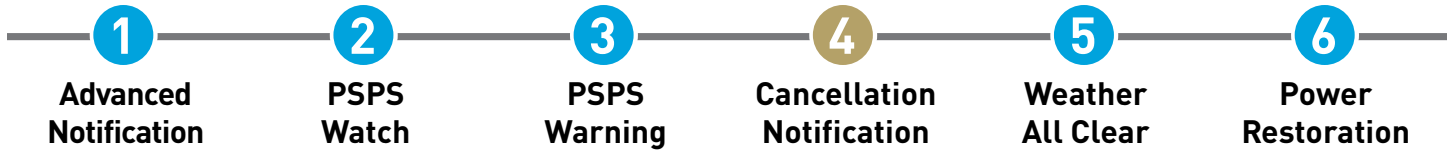
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Shutoffs in portions of [NAME] will begin on [DATE]. To protect public safety, PG&E has upgraded the PSPS Watch to a Warning. High temperatures, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Your area is estimated to be shut off beginning between [TIME] on [DATE] and [TIME] on [DATE]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored.

### TEXT

PSPS Outage Alert. We will turn off power for safety in [NAME] on [DATE]. Shutoff will begin between [TIME] on [DATE] and [TIME] on [DATE] and estimated restoration on [ETOR DATE] by [ETOR TIME]. Weather can affect these times. Maps for public safety partners available at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff in [NAME] is canceled

Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [NAME] on [DATE].

For more information visit [URL] or [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

This is PG&E calling on [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [NAME] on [DATE]. For more information visit [URL] and [URL]

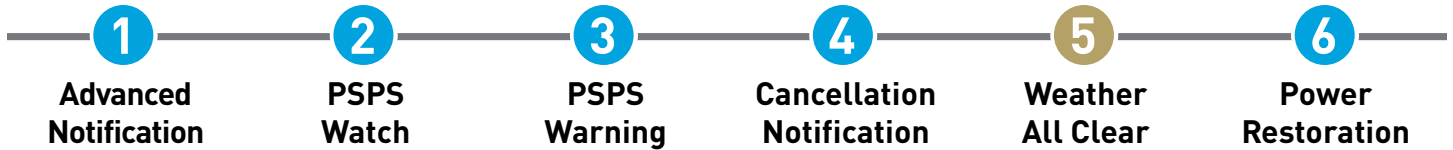
### TEXT

PG&E PSPS Alert. Forecasted weather conditions have improved, and we are not turning off power for public safety in [NAME] on [DATE]. More info: [URL] or [URL].



# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Outage Alert: Crews are inspecting equipment

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

In [NAME], the estimated restoration is [ETOR DATE] by [ETOR TIME].

For more information visit [URL] or [URL].

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

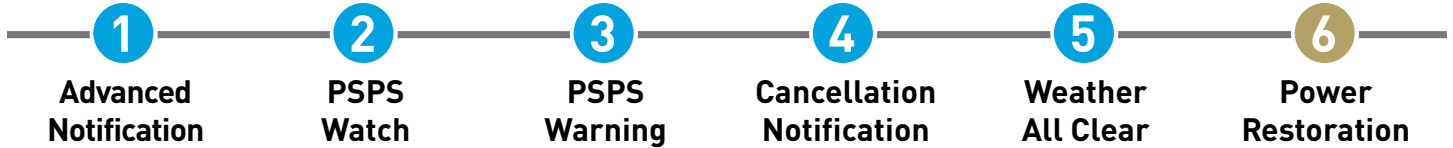
This is PG&E calling on [DATE] with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power in [NAME]. The estimated restoration time for your area is on [ETOR DATE] by [ETOR TIME]. Restoration times may change depending on weather conditions and equipment damage. Maps and other information are available at [URL] and [URL]. We recommend all affected communities plan for an extended outage. We will provide daily updates until your power has been restored.

### TEXT

PSPS Outage Alert. Weather conditions have improved, crews are inspecting equipment and starting repairs in [NAME]. The estimated restoration is on [ETOR DATE] by [ETOR TIME] depending on weather and equipment damage. More info at [URL] or [URL].

# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

## SAMPLE AGENCY NOTIFICATIONS



### EMAIL

**SUBJECT:** PG&E PSPS Alert: Power restored

Crews have successfully restored power to all customers in [NAME]. We apologize for the disruption, and we appreciate your patience. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](#) or call 1-800-743-5002.

For more information visit [\[URL\]](#) or [\[URL\]](#).

Thank you,

PG&E Liaison Officer

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

### IVR VOICE MESSAGE

This is PG&E calling on [System Date Time] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

### TEXT

PG&E PSPS Alert. Crews have successfully restored power in [NAME]. If you are still receiving reports of outages, please instruct customers to visit [\[URL\]](#) or call 1-800-743-5002.

# General Customers, Critical Facilities, Medical Baseline Customers and Self-Identified Vulnerable Customer Notifications

PG&E aimed to reach potentially impacted customers throughout the event via automated calls, texts and emails using contact information on file. Event-specific information was also posted on [pge.com](http://pge.com) and social media channels, as well as provided to local news, radio outlets and community based organizations.

Public Safety Partners that are also classified as a critical facility and were within the event scope area, received an advanced notification with facility and event information. These facilities include police and fire facilities, communication providers, water agencies, and emergency hospitals.

Medical Baseline Program Participants and Self-Identified Vulnerable Customers also received unique PSPS Watch and PSPS Warning notifications. These messages include customized phone calls, text and email messages that request confirmation that the notification was received. Additionally, PG&E sends hourly notifications to those customers who have not confirmed receipt and conducts site visits if notifications were not previously confirmed.

The following outlines the various notifications PG&E sent, during and after the PPS event:



**KEY:**

-  Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
-  General Customers
-  Customers Supported by PG&E Microgrids
-  Medical Baseline Program Participants and Self-Identified Vulnerable Customers
-  All Customers

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR LIVE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

Maps showing the areas potentially affected by a shutoff are at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you.

## IVR LIVE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

To replay this message at any time, press #.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a WATCH for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR LIVE (MULTI PREM) CONT.

[TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [PREMISE ADDRESS] is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME]

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety.

[AD HOC1]

Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a Watch for a Public Safety Power Shutoff.

Severe weather MAY require us to turn off power to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit code [ZZZZ].

To repeat instructions, press \*.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. \*\*PLEASE DO NOT SHARE THESE LINKS\*\***

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## IVR VOICE MESSAGE (MULTI PREM) CONT.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you.

## TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Estimated shutoff: [ESTIMATED SHUTOFF START TIME] [ESTIMATED SHUTOFF END TIME]. Estimated restoration: [ETOR DATE] by [ETOR TIME]. Maps for public safety partners at [URL] or log in at [URL].

*SAMPLE BELOW IS 317 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE*

*PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, 11/12/20. We MAY turn off power for safety at 1234567 EL ANYWHERE COURT on 11/23/20. Estimated shutoff: 2 am – 4 pm. Estimated restoration: 11/24/20 by 9 am. Maps for public safety partners at pge.com/pspsprioritynotice or log in at pge.com/pspsportal*

## TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Safety Partners, [SYSTEM DATE]. We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME].

Est. restoration: [ETOR DATE] by [ETOR TIME]. Meter list: [pge.bz/12345]  
Safety partner maps: [URL] or log in at [URL].

*SAMPLE BELOW IS 320 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH UP TO 4 CHARACTERS MAX FOR # OF METERS, up to 12 digits for pge.bz URL*

*PG&E Advance-Notice PSPS Outage Watch for Safety Partners, 11/20/20. We MAY turn off power for safety to 1234 of your meters. Est. shutoff as early as: 11/22/20 10:30pm –11:45pm. Est. restoration: 11/24/20 by 10:15am. Meter list: pge.bz/12345 Safety partner maps: pge.com/pspsprioritynotice or log in at pge.com/pspsportal*

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (SINGLE PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [ESTIMATED SHUTOFF START DATE]

**EMAIL PREVIEW TEXT:** Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

**HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE**

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [URL]. PSPS Portal users can log in at [URL]. **These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.**

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

## CONTINUED ON NEXT PAGE



# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [\[SYSTEM DATE, SYSTEM TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

## EMAIL (MULTI PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [\[ESTIMATED SHUTOFF START DATE\]](#)

**EMAIL PREVIEW TEXT:** Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

**HEADLINE:** Public Safety Power Shutoff – ADVANCE NOTICE

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[\[AD HOC 1\]](#)

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**

## CONTINUED ON NEXT PAGE

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (MULTI PREM) CONT.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

**CONTINUED ON NEXT PAGE**

# Telecom Providers, Water Agencies and Emergency Hospitals



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE

- Maps showing the areas potentially affected by a shutoff can be found at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [\[URL\]](#). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [\[SYSTEM DATE, SYSTEM TIME\]](#)

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

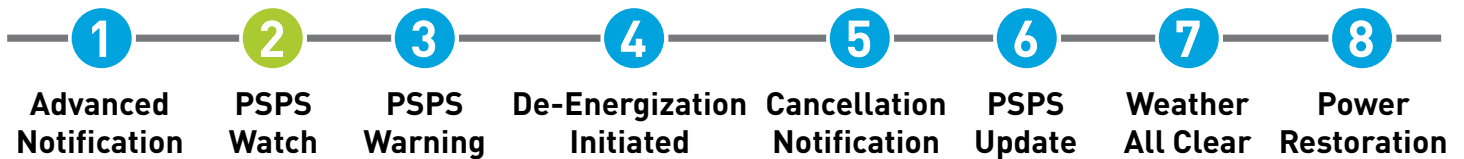
[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (MULTI PREM) CONT.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

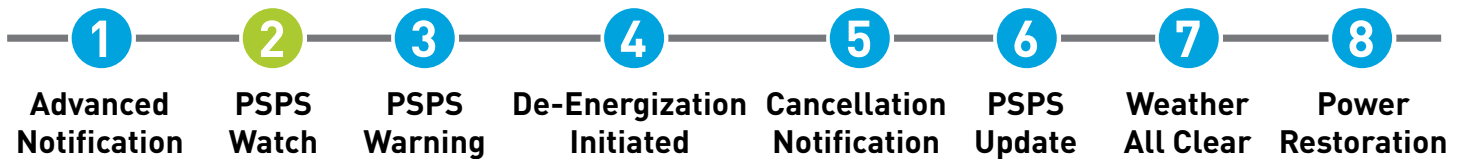
[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [SYSTEM DATE]: PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME]. Weather can affect shutoff & restoration. Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME]. Weather can affect times. Meter list: [[pge.bz/12345](http://pge.bz/12345)]. [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

[español](#)   [中文](#)   [tiếng việt](#)   [Tagalog](#)   [한국어](#)   [русский язык](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

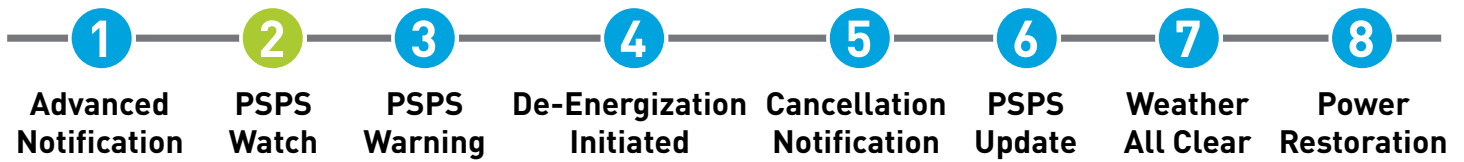
[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (SINGLE PREM) CONT.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

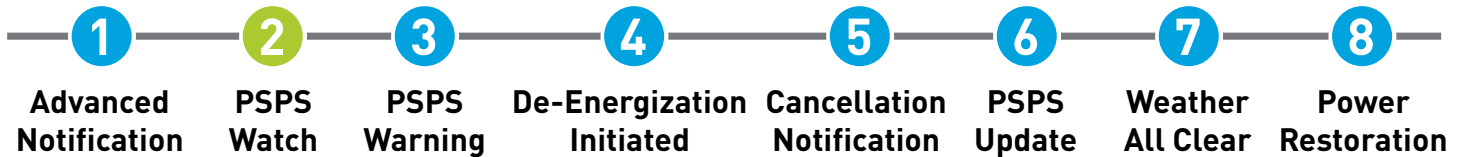
Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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



# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

### HEADLINE: Public Safety Power Shutoff

### SUBHEAD: PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

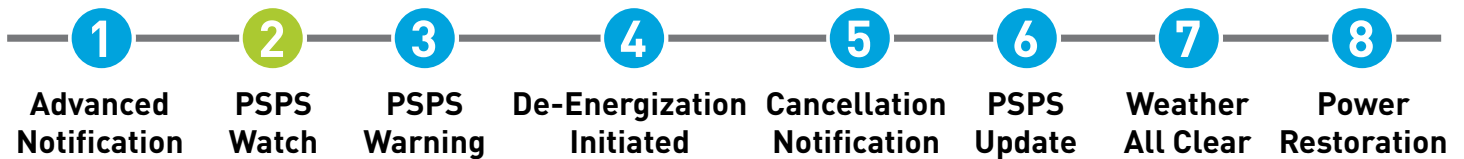
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]            Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]            METER ID: [METER ID]            SERVICE AGREEMENT: [SERVICE AGREEMENT ID]            ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]            Shutoff times may be delayed if winds arrive later than forecast.            ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]            Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

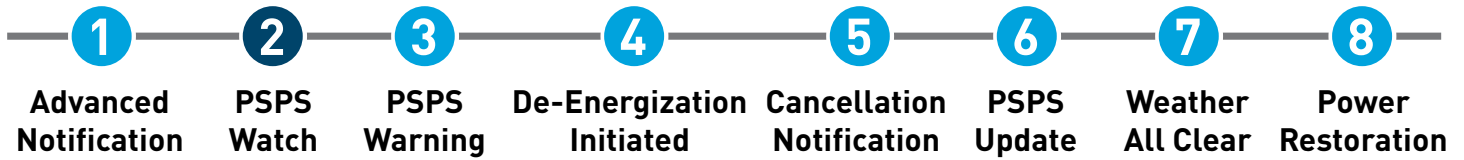
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY] [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G & E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To continue in English, press 1. To replay this message at any time, press #.

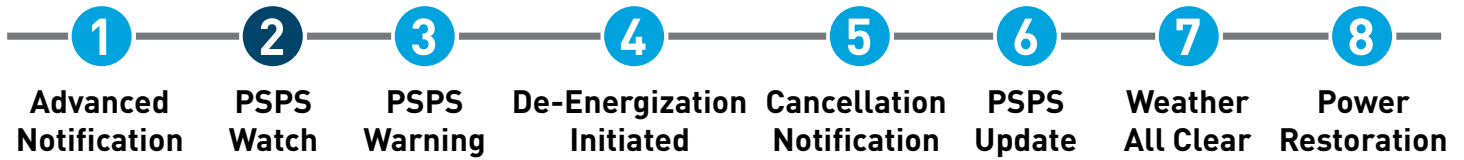
[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

## CONTINUED ON NEXT PAGE

# General Customers



## IVR LIVE (MULTI PREM)

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], your power MAY be shut off for safety.

To hear this message in another language call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL BE TURNED BACK ON: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

## CONTINUED ON NEXT PAGE

# General Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589.

Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff.

To hear this message in another language, call 1-800-xxx-xxxx.

[AD HOC1]

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code: [ZZZZ].

[C1/C2]

[AD HOC2]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

If this is not the correct phone number for the addresses provided, call 1-866-743-6589.

Thank you and please stay safe.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Due to weather PG&E may turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345](http://pge.bz/12345). Info & Other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

[español](#)   [中文](#)   [tiếng việt](#)   [Tagalog](#)   [한국어](#)   [русский язык](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

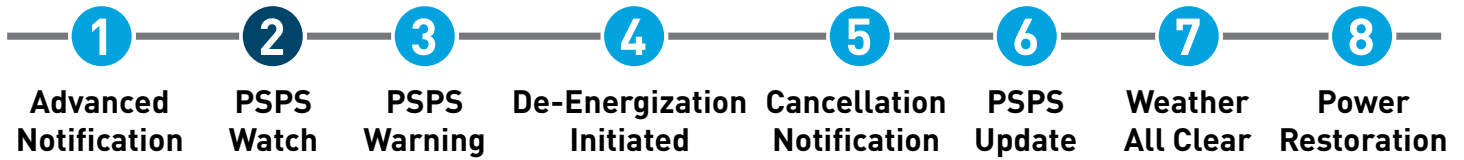
[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE]. After weather has improved, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

[C1/C2]

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## EMAIL (MULTIPLE PREM)

**SUBJECT:** PSPS Outage Alert: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions may require that we turn off power at your location to help prevent a wildfire.

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

[C1/C2]

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE]  [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]  Restoration time may change depending on weather and equipment damage.</p>
2	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE]  [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]  Restoration time may change depending on weather and equipment damage.</p>

## CONTINUED ON NEXT PAGE



# General Customers



## EMAIL (MULTIPLE PREM) CONT.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

[AD HOC2]

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

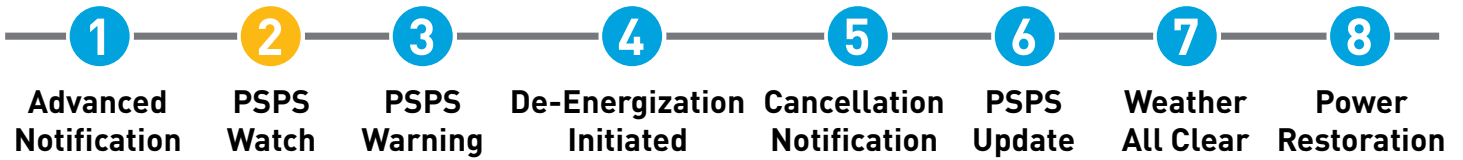
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Customers Supported by PG&E Microgrids



## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

# Customers Supported by PG&E Microgrids



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press \*. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [PREMISE ADDRESS] to shorten your outage time. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for [PREMISE ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. **[[TRANSLATOR, PLEASE TRANSLATE PREVIOUS LINE INTO CANTONESE.]]** For all other languages, press \*. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

# Customers Supported by PG&E Microgrids



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [PREMISE ADDRESS] to shorten your outage time. Microgrid info, other languages and more: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [ESTIMATED MICROGRID INSTALL SHUTOFF START DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345](https://pge.bz/12345) Microgrid info, other languages and more: [pge.com/pspsupdates](https://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Watch issued for [DAY, DATE]

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык  
Hmoob   عربي   ਪੰਜਾਬੀ   فارسی   日本語   ལྷོ་ཁྲོལ་   ไทย   Português   हिंदी

### HEADLINE: Public Safety Power Shutoff

#### SUBHEAD: PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

#### BACKUP POWER WILL BE PROVIDED

If a shutoff is required, microgrid backup power will be provided to your address to shorten your outage time.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. If this is not the correct email address for [PREMISE ADDRESS], please call 1-866-743-6589.

## CONTINUED ON NEXT PAGE

# Customers Supported by PG&E Microgrids



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

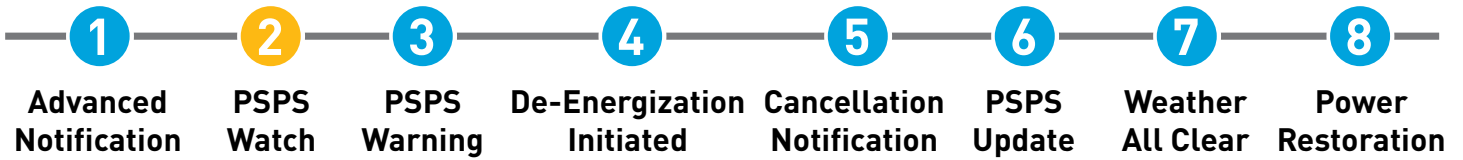
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Customers Supported by PG&E Microgrids



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Watch issued for [DAY, DATE]

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык  
 Hmoob عربي ਪੰਜਾਬੀ فارسی 日本語 ไทย Português हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire.

**BACKUP POWER WILL BE PROVIDED TO ONE OR MORE OF YOUR METERS**

If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4 hours each.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

## CONTINUED ON NEXT PAGE

# Customers Supported by PG&E Microgrids



## EMAIL (MULTI PREM) CONT.

(Repeat for first 50 premises that would be affected)

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

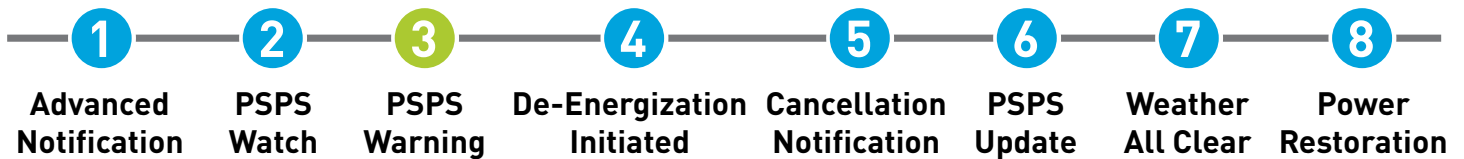
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

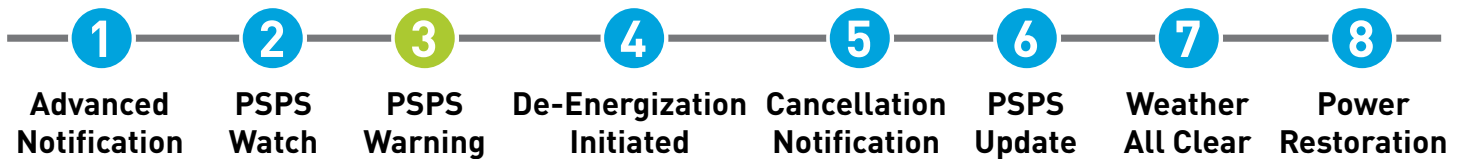
We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

## CONTINUED ON NEXT PAGE



# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[AD HOC2]

We'll continue to send updates.

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. Your response is required.

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call.

[AD HOC2]

For more information, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert - Medical Baseline Customers [SYSTEM DATE]: PG&E will turn off power for safety at [PREMISE ADDRESS]. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME] Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – Medical Baseline Customers [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español    中文    tiếng việt    Tagalog    한국어    русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.  
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].  
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

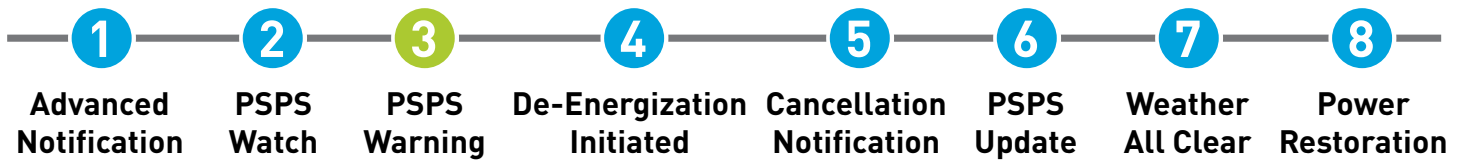
Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

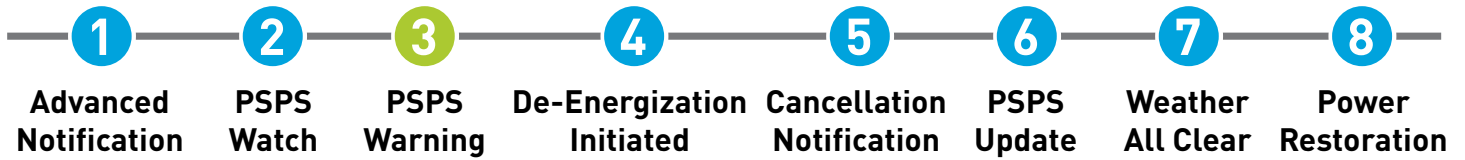
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

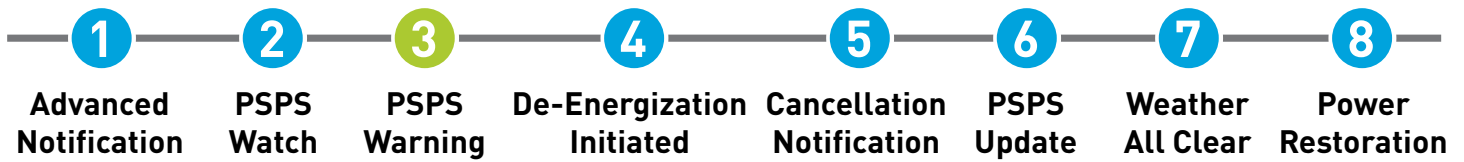
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

(Repeat for first 50 premises that would be affected)

## CONTINUED ON NEXT PAGE

# Medical Baseline Program Participants and Self-Identified Vulnerable Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

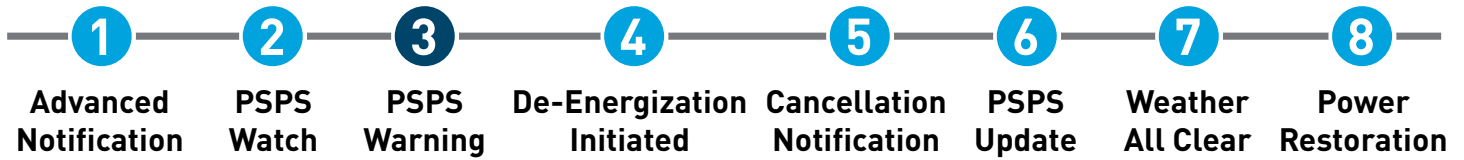
Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery.

# General Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE THE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To continue in English, press 1. To replay this message at any time, press #.

[AD HOC1]

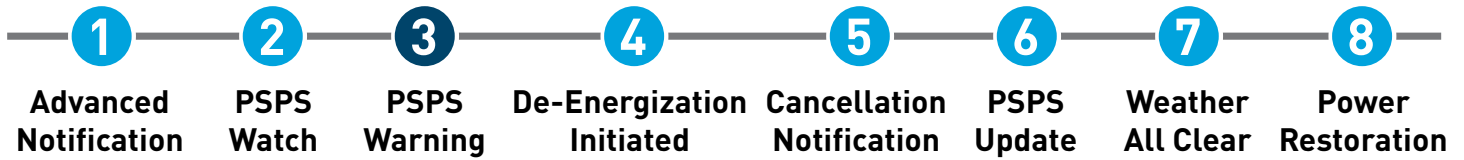
Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

## CONTINUED ON NEXT PAGE

# General Customers



## IVR LIVE (MULTI PREM) CONT.

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

To repeat instructions, press \*.

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [PREMISE ADDRESS] to help prevent a wildfire.

WE ESTIMATE THE SHUTOFF WILL BEGIN: [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

WE ESTIMATE POWER WILL RETURN: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[C1/C2]

[AD HOC2]

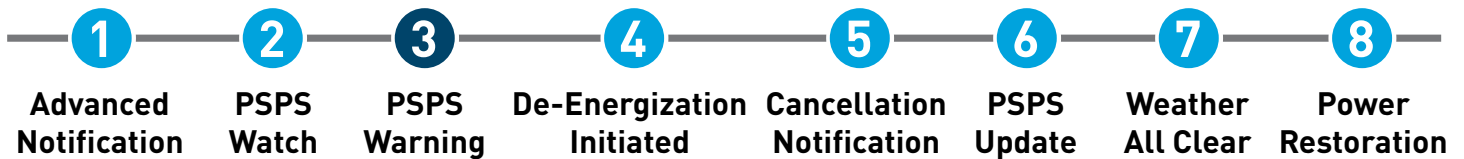
We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.



# General Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME].

To hear this message in another language, call 1-800-XXX-XXXX.

[AD HOC1]

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire.

We estimate the shutoff at [PREMISE ADDRESS #1] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

We estimate the shutoff at [PREMISE ADDRESS #2] will begin [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE] between [ESTIMATED SHUTOFF START TIME] and [ESTIMATED SHUTOFF END TIME]. We estimate power will return: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

[C1/C2]

[AD HOC2]

We'll continue to send updates.

For more information, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you and please stay safe.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E will turn off power for safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. Est. shutoff: [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est. restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ "1" to verify receipt.

# General Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert – [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]. Est restoration: [ETOR DATE] by [ETOR TIME] depending on weather & damage. Meters: [pge.bz/12345]. Info & Languages: [pge.com/pspsupdates](https://pge.com/pspsupdates)  
Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions require that we turn off power at your location to help prevent a wildfire.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED SHUTOFF:** [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME]  
Shutoff times may be delayed if winds arrive later than forecast.  
We expect weather to improve by [ALL CLEAR TIME] on [ALL CLEAR DAY], [ALL CLEAR DATE].  
After weather has improved, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

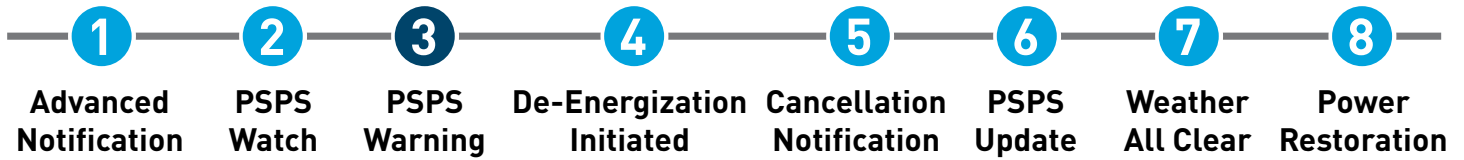
[C1/C2]

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

[AD HOC2]

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (SINGLE PREM) CONT.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# General Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Shutoffs start between [ESTIMATED SHUTOFF START TIME] - [ESTIMATED SHUTOFF END TIME] for safety

**EMAIL PREVIEW TEXT:** High winds and dry conditions will require that we turn off power at your locations to help prevent a wildfire.

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning.

[AD HOC1]

Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

[C1/C2]

NUMBER OF METERS AFFECTED: [NUMBER of SPID<sub>s</sub> FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>
2.	<p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          ESTIMATED SHUTOFF: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE] [ESTIMATED SHUTOFF START TIME]-[ESTIMATED SHUTOFF END TIME]          Shutoff times may be delayed if winds arrive later than forecast.          ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME]          Restoration time may change depending on weather and equipment damage.</p>

[Repeat for first 50 premises that would be affected]

## CONTINUED ON NEXT PAGE

# General Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

### RESOURCES TO HELP YOU PREPARE

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery.

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

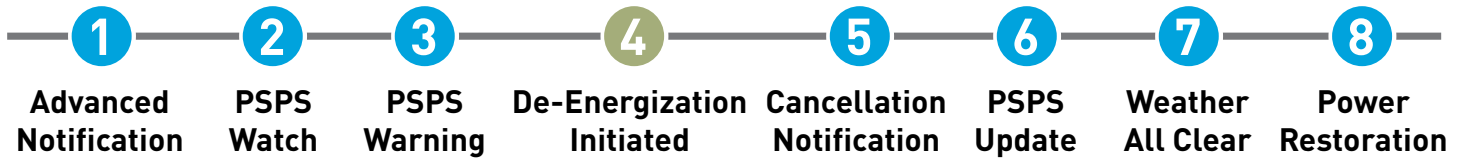
Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [PREMISE ADDRESS] to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.



# All Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

[AD HOC1]

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

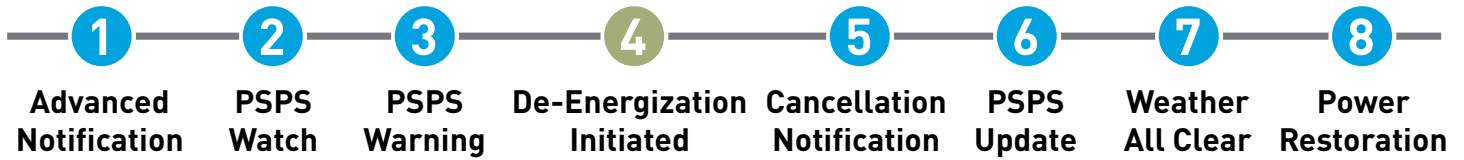
[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

Thank you. Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

[AD HOC2]

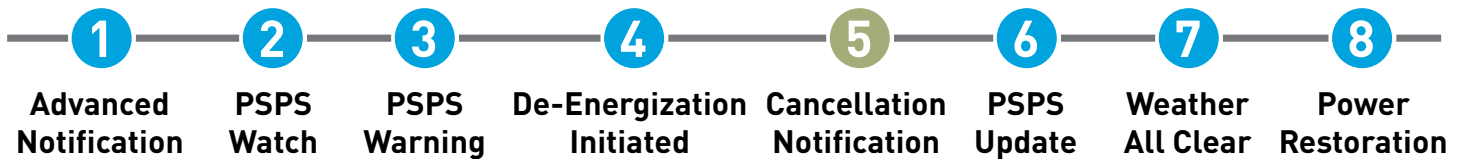
For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Thank you. Goodbye.

# All Customers



## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DAY] [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] will not be turned off.

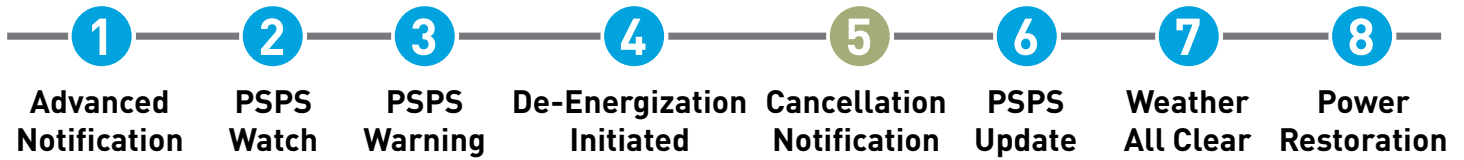
To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled PSPS meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for public safety at [PREMISE ADDRESS] on [ESTIMATED SHUTOFF START DATE]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Forecasted weather conditions have improved & we are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345](http://pge.bz/12345). More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)

## EMAIL (SINGLE PREM)

**SUBJECT:** PPS Outage Alert: Your power shutoff is canceled

**EMAIL PREVIEW TEXT:** Weather has improved, and we do not need to turn off power at your location.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PPS Outage Cancellation

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at: [PREMISE ADDRESS, CITY, STATE, COUNTY] on [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DATE].

[AD HOC2]

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME].

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM) CONT.

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**EMAIL PREVIEW TEXT:** Weather has improved and we do not need to turn off power at some locations.

### HEADER LINKS:

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at the following locations:

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL CANCELED LOCATIONS/DOWNLOAD A LIST OF ALL CANCELED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] SHUTOFF CANCELED FOR: [ESTIMATED SHUTOFF START DAY], [ESTIMATED SHUTOFF START DAY]

(Repeat for first 50 premises that would be affected)

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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



# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

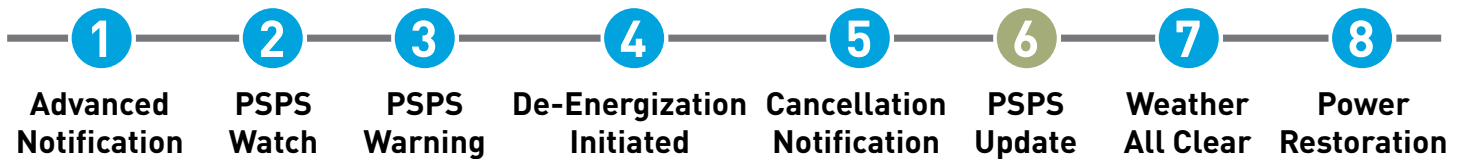
Restoration times may change depending on weather conditions and equipment damage.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR LIVE (MULTI PREM) CONT.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off at your location at [PREMISE ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on weather conditions and equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

Restoration times may change depending on weather conditions and equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

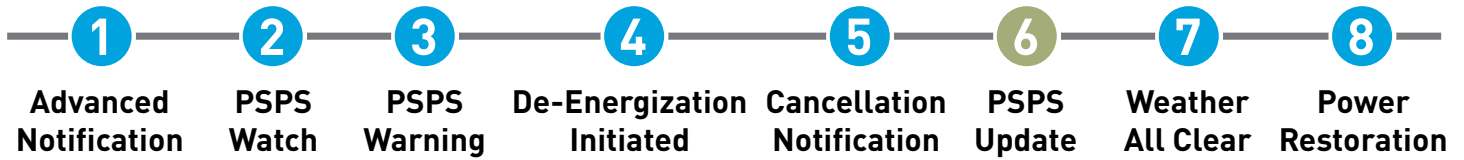
To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [PREMISE ADDRESS] to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. More info & other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

# All Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

[AD HOC1]

- **ADDRESS:** [PREMISE ADDRESS, CITY, STATE, COUNTY]
- **ESTIMATED RESTORATION:** [ETOR DAY], [ETOR DATE] by [ETOR TIME]

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

[C1/C2]

[AD HOC2]

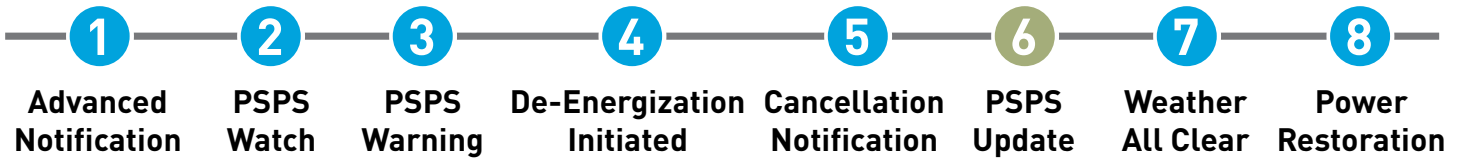
For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

## ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](http://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

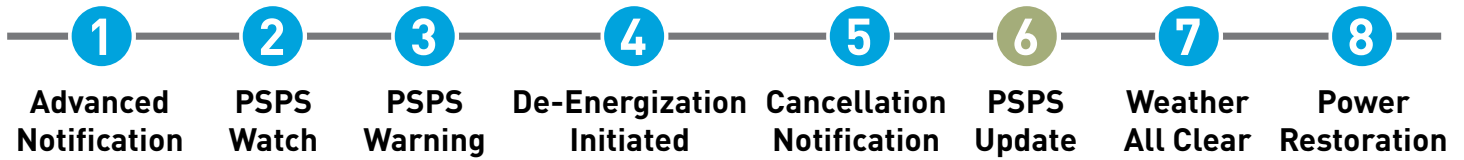
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**EMAIL PREVIEW TEXT:** Power remains off. Get the most current information about your outage.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Update

[AD HOC1]

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

**NUMBER OF METERS AFFECTED:** [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY],[ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently.

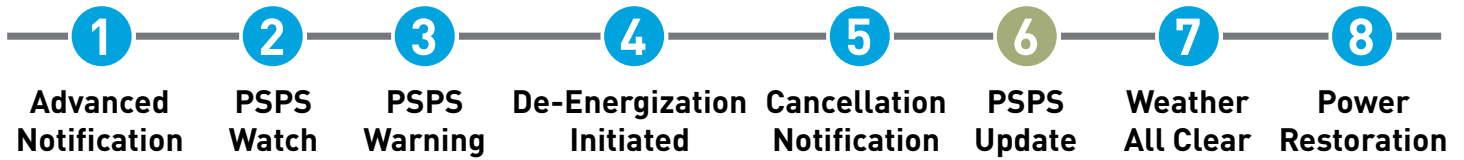
[C1/C2]

[AD HOC2]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [PREMISE ADDRESS].

ESTIMATED RESTORATION TIME: [ETOR DAY] [ETOR DATE] by [ETOR TIME]

This restoration time may change depending on equipment damage.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

## IVR LIVE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

To replay this message at any time, press #.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

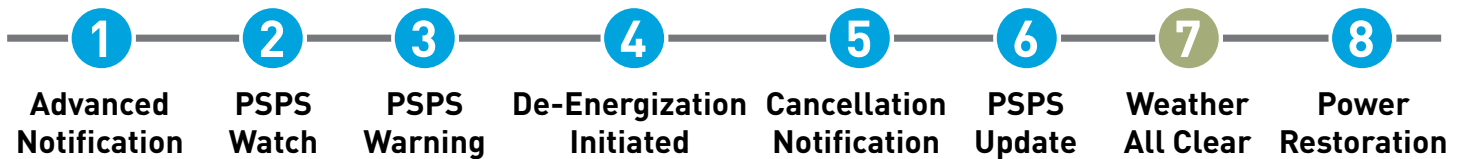
[PREM3]

These restoration times may change depending on equipment damage.

## CONTINUED ON NEXT PAGE



# All Customers



## IVR LIVE (MULTI PREM) CONT.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

To repeat how to get details for all of your affected meters, press \*.

Goodbye.

## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location: [PREMISE ADDRESS]

ESTIMATED RESTORATION TIME: [ETOR DAY], [ETOR DATE] by [ETOR TIME].

This restoration time may change depending on equipment damage.

[C1/C2]

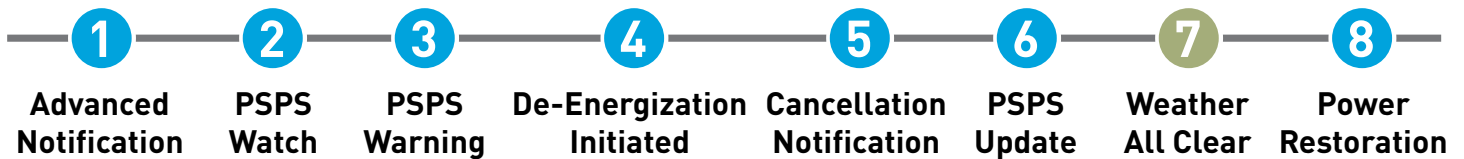
[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored.

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To hear this message in another language call 1-800-208-4167.

[AD HOC1]

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The estimated restoration time for [PREMISE ADDRESS #1] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

The estimated restoration time for [PREMISE ADDRESS #2] is [ETOR DAY], [ETOR DATE] by [ETOR TIME].

[PREM3]

These restoration times may change depending on equipment damage.

To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

[C1/C2]

[AD HOC2]

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).

We apologize for the disruption and we appreciate your patience.

To opt out of call notifications to this number for the remainder of this outage, call [X-XXX-XXX-XXXX] from this number.

Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved, and crews are inspecting equipment to safely restore power at [PREMISE ADDRESS]. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on equipment damage. More info & other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates)  
Reply STOP to stop text alerts for this outage.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved, and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Estimated restoration: [ETOR DATE] by [ETOR TIME] depending on equipment damage. Meter list: [pge.bz/12345](http://pge.bz/12345). Info & Languages: [pge.com/pspsupdates](http://pge.com/pspsupdates). Reply STOP to stop text alerts for this outage.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**EMAIL PREVIEW TEXT:** Weather has improved, and crews are inspecting equipment and starting repairs.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

[AD HOC1]

We expect your service at: [PREMISE ADDRESS, CITY, STATE, COUNTY] to be fully restored by [ETOR DAY], [ETOR DATE] by [ETOR TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For more information visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002.

[C1/C2]

[AD HOC2]

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

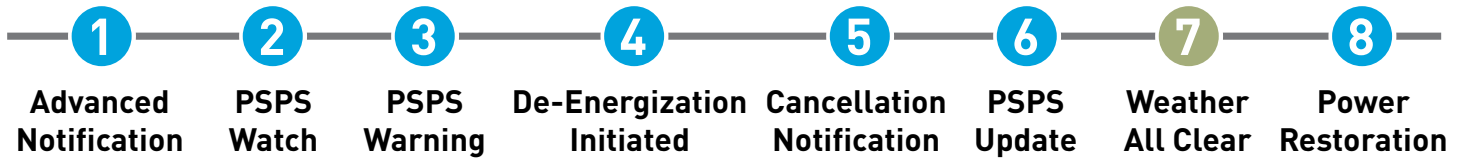
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**EMAIL PREVIEW TEXT:** Weather has improved, and crews are inspecting equipment and starting repairs.

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

[AD HOC1]

NUMBER OF METERS AFFECTED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED RESTORATION: [ETOR DAY], [ETOR DATE] by [ETOR TIME] Restoration time may change depending on weather and equipment damage.

(Repeat for first 50 premises that would be affected)

We will provide daily updates until your power has been restored.

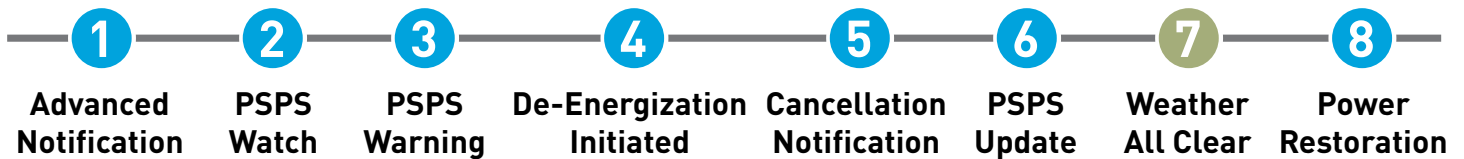
[C1/C2]

[AD HOC1]

For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

## CONTINUED ON NEXT PAGE

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs, or you experience food loss, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- For generator safety tips visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.

Thank you,

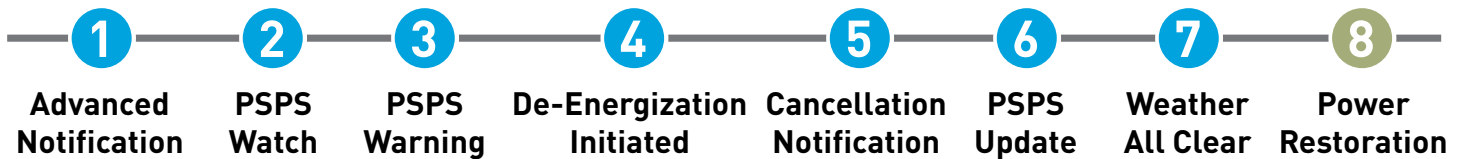
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

NOTE: To protect against spam, some email providers may delay delivery

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

# All Customers



## IVR LIVE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power at [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

[AD HOC2]

We apologize for the disruption and we appreciate your patience.

Press # to repeat this message. Thank you.

Goodbye.

## PHONE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1.

[AD HOC1]

Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters.

The meters at the following addresses: [PREMISE ADDRESS #1], [PREMISE ADDRESS #2], [PREMISE ADDRESS #3] have been restored.

Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted.

To repeat how to get details for all of your affected meters, press \*.

If your power is still out at any of these locations, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

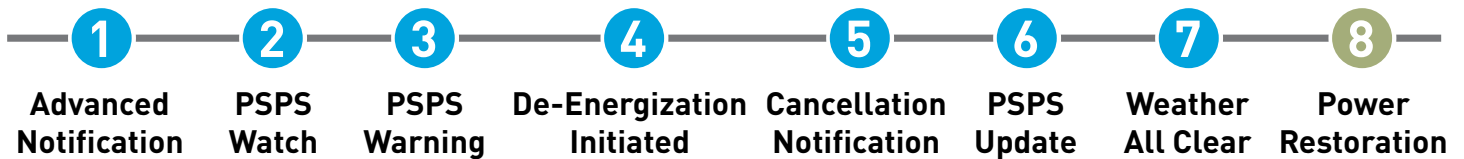
[AD HOC2]

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*.

Thank you.

Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. For other languages: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**EMAIL PREVIEW TEXT:** Power has been restored at your location

**HEADER LINKS:**

español    中文    tiếng việt    Tagalog    한국어    русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

[AD HOC1]

Crews have successfully restored power at: [PREMISE ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](https://pge.com/outages) or call 1-800-743-5002.

[AD HOC2]

Thank you,

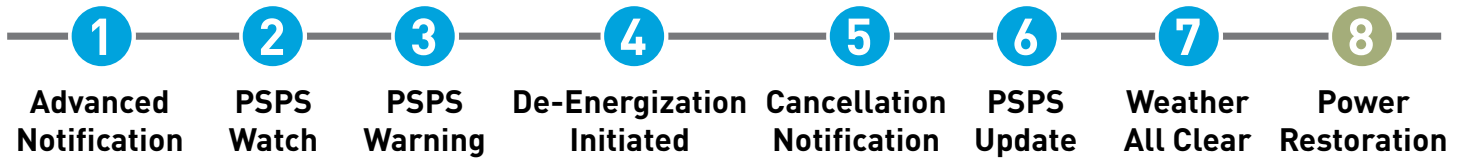
PG&E Customer Service

Message sent at [DATE, TIME]

NOTE: To protect against spam, some email providers may delay delivery



# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**EMAIL PREVIEW TEXT:** Power has been restored at your locations

**HEADER LINKS:**

español   中文   tiếng việt   Tagalog   한국어   русский язык

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

[AD HOC1]

Crews have successfully restored power at the following locations:

NUMBER OF METERS RESTORED: [NUMBER of SPIDs FOR MULTI PREM]

**\*\*Due to email size limits a maximum of 50 meter locations is shown\*\***

[VIEW ALL RESTORED LOCATIONS/DOWNLOAD A LIST OF ALL RESTORED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID]

(Repeat for first 50 premises that would be affected)

We apologize for the disruption and we appreciate your patience.

If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

**NOTE:** To protect against spam, some email providers may delay delivery

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

# Publicly-Owned Utilities, Transmission and Wholesale Customers

PG&E made every effort to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls.

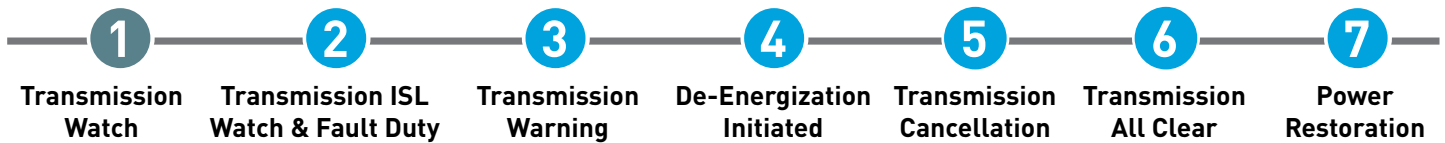
PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E sent, during and after the PSPS event:



# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Watch: On [ESTIMATED SHUTOFF START DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently in scope for a Public Safety Power Shutoff (PSPS) Watch.

[AD HOC1]

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to eoc-cso-cil-support@pge.com.

**IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

- **ESTIMATED SHUT OFF:** Starting between [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUT OFF START DATE] and [ESTIMATED SHUTOFF END TIME] on [ESTIMATED SHUT OFF END DATE]

We expect weather to improve beginning at [ALL CLEAR TIME] on [ALL CLEAR DATE] After severe weather has passed, we will inspect equipment before restoring power.

- **ESTIMATED RESTORATION:** [ETOR DATE] by [ETOR TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

We recommend all potentially affected facilities plan for an extended outage.

[AD HOC2]

Thank you,

PG&E Critical Infrastructure Lead

## PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## IVR VOICE MESSAGE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [INDUSTRY CLASSIFICATION] substation. Gusty winds and dry conditions are forecasted to begin around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] with the peak period of fire risk forecasted to last until [ALL CLEAR TIME] on [ALL CLEAR DATE]. The estimated restoration is [ETOR DATE] by [ETOR TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700, for operational questions. For non-operational questions, reach out to 415-973-4760.

We are continuing to monitor conditions and will only turn off power for safety if conditions warrant. We will continue to keep you informed.

Press # to repeat this message.

Thank you.

Pacific Gas and Electric Emergency Operations Center  
Critical Infrastructure Lead

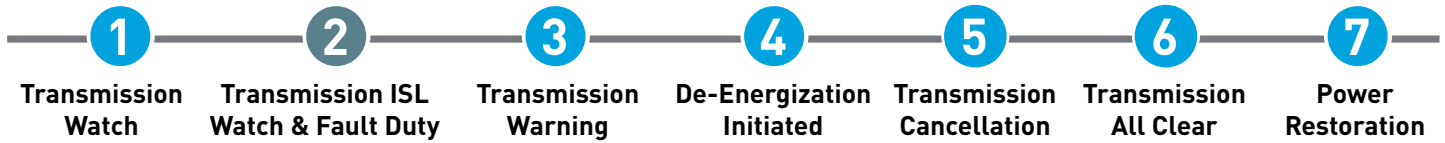
## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach PG&E's GCC by calling 707-449-6700 for operational questions.

*SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE*

*PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control Center GCC will notify your transmission operators and be available to answer questions. You can reach the PG&E's GCC by calling 707-449-6700 for operational questions.*

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE].

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Watch**

Due to current weather forecasts, your substation is currently under a Watch for a Public Safety Power Shutoff (PSPS).

[AD HOC1]

We do **NOT** expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

- **IMPACTED SUBSTATION:** [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.
- **CONTACT PG&E SYSTEM PROTECTION:** Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

**We recommend all potentially affected facilities plan for an extended period.**

[AD HOC2]

Thank you.

PG&E Critical Infrastructure Lead

## PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## IVR VOICE MESSAGE

Hello This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation.

Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event.

Thank you.

P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: We do NOT expect [INDUSTRY\_CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.

*SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY\_CLASSIFICATION VARIABLE*

*PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925-328-5090 as soon as possible.*

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Warning Notification

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Warning**

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire.

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

We recommend all potentially affected facilities plan for an extended outage.

Thank you.

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire.

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760.

We recommend all potentially affected facilities plan for an extended outage.

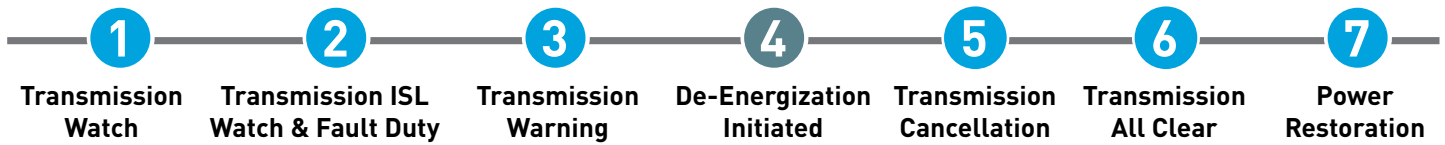
Thank you.

P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Warning: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your substation to help prevent a wildfire. When de-energization is imminent, PG&E's Transmission Grid Control Center will notify your transmission operators and be available to answer questions.

# Publicly-Owned Utilities, Transmission and Wholesale Customers

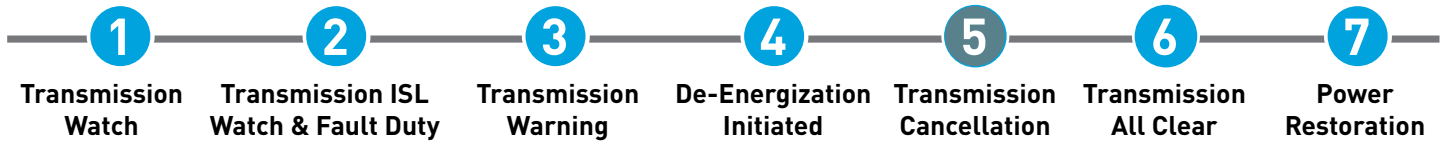


## TEXT

At this time [XXXX HRS], I/[NAME], GCC Operator am making this notification to [TRANSMISSION CUSTOMER NAME] that we will begin the process of de-energizing the [LINE NAME] which will impact your facility. I am confirming you are prepared to be de-energized at this time.



# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled.

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage Cancellation**

[AD HOC1]

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation on [ESTIMATED SHUTOFF START DATE] at [ESTIMATED SHUTOFF START TIME].

Thank you.

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY CLASSIFICATION] substation is not expected to be de-energized on [ESTIMATED SHUTOFF START TIME] on [ESTIMATED SHUTOFF START DATE].

Thank you.

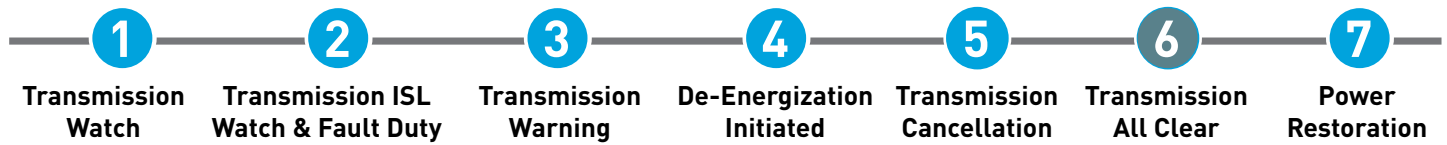
P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled

Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

**SUBJECT:** PG&E Transmission PSPS Alert: Crews are inspecting lines

[PG&E LOGO] Public Safety Power Shutoff (PSPS)

[EXCLAMATION LOGO] **PSPS Outage All Clear**

Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damage(s), the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

Thank you,

PG&E Critical Infrastructure Lead

## IVR VOICE MESSAGE

This is P G and E calling with a Public Safety Power Shutoff outage alert. Weather conditions have improved, and crews are inspecting lines to determine how quickly we can safely restore power. Depending on damages, the estimated restoration is 24 hours from now. When it is safe to energize, PG&E Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760.

As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

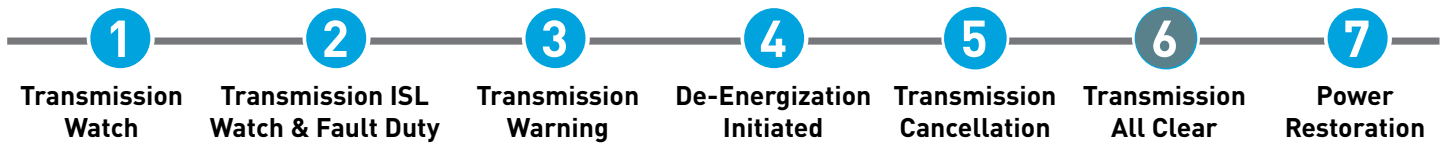
Thank you,

PG&E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert: Weather conditions have improved, crews are inspecting lines and restoring power. Depending on damages, estimated restoration is 24 hours from now. As a reminder, if you maintain facilities beyond your interconnection point with PG&E, please inspect and perform any necessary repairs of your lines/equipment prior to re-energization.

# Publicly-Owned Utilities, Transmission and Wholesale Customers



## LIVE CALL / VOICE MESSAGE

At this time [XXXX HRS]., I/[NAME], GCC Operator am making this notification to you, our [TRANSMISSION CUSTOMER NAME] that we have received an all clear, patrol completed with no trouble found and will be re-energizing the [LINE NAME] which will impact your facility. I am confirming you have all personnel in the clear at this time.

PACIFIC GAS AND ELECTRIC COMPANY  
APPENDIX E  
SECTION 6 – PUBLIC SAFETY PARTNERS CONTACTED

## Appendix E: Public Safety Partners Contacted

*Table E-1. Public Safety Partners Contacted*

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Alameda County	FIRE DIVISION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:30 PDT
Alameda County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 20:00 PDT
Alameda County	OES EOC LEAD	Tier 2, Tier 3, Zone 1	10/08/2021 20:00 PDT
Alameda County	OES COORDINATOR	Tier 2, Tier 3, Zone 1	10/08/2021 20:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 09:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 09:15 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 09:30 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 09:45 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:15 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:30 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:45 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:15 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:30 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:45 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:00 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:15 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:30 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:45 PDT
Alameda County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 13:00 PDT
Alameda County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	MAIN LINE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	WATER OPERATIONS MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	PRESIDENT OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	SUPERINTENDENT OF WATER DISTRIBUTION	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	EMS DISASTER AND WMD COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	CUSTOMER CARE MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	EMERGENCY PREPAREDNESS MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	EMERGENCY PREPAREDNESS MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	LIEUTENANT	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	DUBLIN POLICE - TECHNICIAN	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	COUNTY ADMINISTRATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Alameda County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Alameda County CCA	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Alameda County, Contra Costa County, Santa Clara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:11 PDT
Alameda County, Contra Costa County, Santa Clara County, San Francisco County, San Mateo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:14 PDT
Amador County	LOCAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Amador County, El Dorado County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:06 PDT
Big Sandy Rancheria	CHAIRPERSON	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	TRIBAL SECRETARY	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	CHAIRMAN	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	MWC GM	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	TREASURER	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	PRESIDENT	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	CHAIRMAN	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	SECRETARY	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	VICE CHAIRPERSON	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	CHAIRPERSON	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	HOUSING SUPERVISOR	Tier 2	10/08/2021 13:01 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Big Sandy Rancheria	MEMBER AT LARGE	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	ENVIRONMENTAL MANAGER	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	TRIBAL ADMINISTRATOR	Tier 2	10/08/2021 13:01 PDT
Big Sandy Rancheria	TRIBAL ADMINISTRATOR	Tier 2	10/08/2021 14:18 PDT
Butte County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 09:30 PDT
Butte County	PROBATION OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	CAO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	PUBLIC HEALTH DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL SERVICES DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	SHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	ASSISTANT DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	CHAIRMAN	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:08 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:10 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:11 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:13 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:14 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:16 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:21 PDT
Butte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:25 PDT
Butte County	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Butte County Communication Facility	AT&T MOBILITY	Tier 3	10/07/2021 13:26 PDT
Butte County Communication Facility	AT&T SERVICES INC	Tier 3	10/07/2021 13:26 PDT
Butte County Communication Facility	SPRINT CORPORATION	Tier 3	10/07/2021 13:26 PDT
Butte County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/09/2021 10:07 PDT
Butte County Emergency Services Facility	COUNTY OF BUTTE	Tier 3	10/07/2021 13:26 PDT
Butte County Oroville	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Butte County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/07/2021 13:26 PDT
Butte County Tribal	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Calaveras County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:15 PDT
Calaveras County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	OES	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	LOCAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	OES DIRECTOR , DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	NON-EMERGENCY	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Calaveras County	GENERAL	N/A	10/08/2021 11:56 PDT
Calaveras County Angels Camp	GENERAL	N/A	10/08/2021 11:56 PDT
Calaveras County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/08/2021 11:39 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Calaveras County Communication Facility	SPRINT CORPORATION	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	CALAVERAS TELEPHONE CO	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	AMERICAN TOWERS LLC	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	NEW CINGULAR WIRELESS PCS LLC	Tier 2	10/08/2021 11:39 PDT
Calaveras County Communication Facility	CALAVERAS TEL CO	Tier 2	10/08/2021 11:39 PDT
Calaveras County Emergency Services Facility	COPPEROPOLIS FIRE PROTECTION DIST	Tier 2	10/08/2021 11:39 PDT
Calaveras County Emergency Services Facility	COPPEROPOLIS FIRE PROTECTION DISTRICT	N/A	10/08/2021 11:39 PDT
Calaveras County Emergency Services Facility	FEDERAL AVIATION ADMINISTRATION	Tier 2	10/08/2021 11:39 PDT
Calaveras County Emergency Services Facility	COPPEROPOLIS FIRE DIST	Tier 2	10/08/2021 11:39 PDT
Calaveras County Major Transportation Facility	FEDERAL AVIATION ADMINISTRATION	Tier 2	10/08/2021 11:39 PDT
Calaveras County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/08/2021 11:39 PDT
Calaveras County Other Facility	NEW CINGULAR WIRELESS PCS LLC	N/A	10/08/2021 11:39 PDT
Calaveras County Water And Waste Water Facility	COUNTY OF CALAVERAS	Tier 2	10/08/2021 11:39 PDT
Calaveras County, Mariposa County, Tuolumne County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:30 PDT
Calaveras County, Tuolumne County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:17 PDT
Cold Springs Rancheria Of Mono Indians	CHAIRWOMAN	Tier 2	10/08/2021 14:24 PDT
Colusa County	GENERAL	Tier 2	10/08/2021 13:01 PDT
Colusa County	DEPUTY CHIEF	Tier 2	10/08/2021 13:01 PDT
Colusa County	DIVISION CHIEF	Tier 2	10/08/2021 13:01 PDT
Colusa County	DIRECTOR	Tier 2	10/08/2021 13:01 PDT
Colusa County	OES LIEUTENANT	Tier 2	10/08/2021 13:01 PDT
Colusa County	OES STAFF	Tier 2	10/08/2021 13:33 PDT
Colusa County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:31 PDT
Colusa County	MHOAC	Tier 2	10/10/2021 09:33 PDT
Colusa County	GENERAL	Tier 2	10/07/2021 13:01 PDT
Colusa County Communication Facility	AT&T	N/A	10/07/2021 13:26 PDT
Colusa County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Colusa County Communication Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Colusa County Communication Facility	CITIZENS TELECOMMUNICATIONS OF CALIFORNIA INC.	Tier 2	10/07/2021 13:26 PDT
Colusa County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/07/2021 13:26 PDT
Colusa County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/07/2021 13:26 PDT
Colusa County Emergency Services Facility	COUNTY OF COLUSA	N/A	10/07/2021 13:26 PDT
Colusa County Energy Sector Facility	CITY OF SANTA CLARA	Tier 2	10/07/2021 13:26 PDT
Colusa County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/07/2021 13:26 PDT
Colusa County Tribal	GENERAL	Tier 2	10/07/2021 13:01 PDT
Colusa County Water And Waste Water Facility	COUNTY OF COLUSA	Tier 2	10/07/2021 13:26 PDT
Contra Costa County	OES DIRECTOR	Tier 2, Tier 3	10/09/2021 10:20 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:36 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:39 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:41 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:43 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:47 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 10:53 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:08 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:13 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:14 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:16 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:18 PDT
Contra Costa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:19 PDT
Contra Costa County	COUNTY ADMINISTRATOR	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	CHIEF OF STAFF	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	MHOAC	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	DIRECTOR OF PUBLIC AFFAIRS	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	CHAIR OF THE BOARD	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	FIRE CHIEF	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	EMERGENCY PLANNING COORDINATOR	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	DUTY OFFICER	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	REPRESENTATIVE	Tier 2, Tier 3	10/10/2021 09:33 PDT
Contra Costa County	BATTALION CHIEF	Tier 2, Tier 3	10/10/2021 09:33 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Contra Costa County	GENERAL	Tier 2, Tier 3	10/08/2021 11:56 PDT
Contra Costa County Antioch	GENERAL	N/A	10/08/2021 11:56 PDT
Contra Costa County CCA	GENERAL	Tier 2, Tier 3	10/08/2021 11:56 PDT
Contra Costa County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	AT&T SERVICES INC	Tier 3	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	METRO PCS INC	N/A	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	SPRINT CORPORATION	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	T-MOBILE WEST CORPORATION	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	U S COAST GUARD	Tier 3	10/08/2021 11:39 PDT
Contra Costa County Communication Facility	AT&T PACIFIC BELL	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Emergency Services Facility	COUNTY OF CONTRA COSTA	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Government - Jail Facility	COUNTY OF CONTRA COSTA	Tier 3	10/08/2021 11:39 PDT
Contra Costa County Hercules	GENERAL	N/A	10/08/2021 11:56 PDT
Contra Costa County Other Facility	CONTRA COSTA WATER DISTRICT	Tier 2	10/08/2021 11:39 PDT
Contra Costa County Tribal	GENERAL	Tier 2, Tier 3	10/08/2021 11:56 PDT
Cortina Rancheria	CHAIRPERSON	Tier 2	10/08/2021 13:01 PDT
Cortina Rancheria	CHAIRPERSON	Tier 2	10/08/2021 14:00 PDT
El Dorado County	SERGEANT	Tier 2, Tier 3, Zone 1	10/09/2021 08:30 PDT
El Dorado County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:50 PDT
El Dorado County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:52 PDT
El Dorado County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 10:55 PDT
El Dorado County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:00 PDT
El Dorado County	CHIEF ADMINISTRATIVE OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	HEALTH AND HUMAN SERVICES	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	MHOAC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	LOCAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	LIEUTENANT	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
El Dorado County	GENERAL	N/A	10/08/2021 11:56 PDT
El Dorado County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
El Dorado County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
El Dorado County Emergency Services Facility	GEORGETOWN FIRE PROTECTION DIST	Tier 2	10/08/2021 11:39 PDT
Fresno County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 09:40 PDT
Fresno County	EMERGENCY MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 09:40 PDT
Fresno County	EMERGENCY MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 09:40 PDT
Fresno County	ALTERNATE OES LIEUTENANT	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	UNIT CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	EMERGENCY	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	EMERGENCY MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	OES LIEUTENANT	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	SHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	PATROL CAPTAIN	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:16 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:17 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:18 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:20 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:21 PDT



Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:22 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:26 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:27 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:28 PDT
Fresno County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:36 PDT
Fresno County	GENERAL	N/A	10/07/2021 13:01 PDT
Fresno County Communication Facility	AMERICAN TOWER CORPORATION	N/A	10/07/2021 13:26 PDT
Fresno County Communication Facility	AT&T MOBILITY	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	T-MOBILE USA INC	Tier 2	10/07/2021 13:26 PDT
Fresno County Communication Facility	PONDEROSA TELEPHONE CO	Tier 3	10/07/2021 13:26 PDT
Fresno County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	N/A	10/07/2021 13:26 PDT
Fresno County Emergency Services Facility	BALD MOUNTAIN FIRE PROTECTION DIST	Tier 2	10/07/2021 13:26 PDT
Fresno County Emergency Services Facility	FRESNO COUNTY FIRE PROTECTION DISTRICT	Tier 2	10/07/2021 13:26 PDT
Fresno County Emergency Services Facility	AUBERRY VOLUNTEER FIRE DEPT	Tier 2	10/07/2021 13:26 PDT
Fresno County Emergency Services Facility	COUNTY OF FRESNO	Tier 2	10/07/2021 13:26 PDT
Fresno County Fresno	GENERAL	N/A	10/07/2021 13:01 PDT
Fresno County Tribal	GENERAL	N/A	10/07/2021 13:01 PDT
Fresno County, Kings County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:47 PDT
Fresno County, Madera County, Mariposa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:14 PDT
Glenn County	DEPUTY DIRECTOR OES	Tier 2	10/08/2021 12:00 PDT
Glenn County	PLANNING DIRECTOR; DESIGNATED POC	Tier 2	10/08/2021 13:01 PDT
Glenn County	GENERAL	Tier 2	10/08/2021 13:01 PDT
Glenn County	SHERIFF	Tier 2	10/08/2021 13:01 PDT
Glenn County	FIRE CHIEF	Tier 2	10/08/2021 13:01 PDT
Glenn County	COUNTY ADMINISTRATIVE OFFICER	Tier 2	10/08/2021 13:01 PDT
Glenn County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:20 PDT
Glenn County	GENERAL	Tier 2	10/07/2021 13:01 PDT
Glenn County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/07/2021 13:26 PDT
Glenn County Communication Facility	AT&T MOBILITY	Tier 2	10/07/2021 13:26 PDT
Glenn County Communication Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Glenn County Communication Facility	GTE MOBILE NET	Tier 2	10/07/2021 13:26 PDT
Glenn County Emergency Services Facility	COUNTY OF GLENN	Tier 2	10/07/2021 13:26 PDT
Glenn County Emergency Services Facility	ELK CREEK FIRE DISTRICT	Tier 2	10/07/2021 13:26 PDT
Glenn County Tribal	GENERAL	Tier 2	10/07/2021 13:01 PDT
Glenn County Water And Waste Water Facility	ELK CREEK COMMUNITY SERVICE	Tier 2	10/07/2021 13:26 PDT
Glenn County, Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:30 PDT
Grindstone Rancheria	CHAIRMAN	N/A	10/08/2021 13:01 PDT
Grindstone Rancheria	TRIBAL SECRETARY	N/A	10/08/2021 13:01 PDT
Humboldt County, Del Norte County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:10 PDT
Kern County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 09:49 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:03 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:04 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:05 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:08 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:12 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:15 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:15 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:17 PDT
Kern County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:20 PDT
Kern County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	GENERAL	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	MANAGER; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	MHOAC	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	EMERGENCY SUPERVISOR	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	EMERGENCY	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Kern County	TRIBAL CHAIRMAN	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	HISTORIC PRESERVATION OFFICER	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	CAO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	EMERGENCY	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Kern County	GENERAL	N/A	10/09/2021 09:33 PDT
Kern County Communication Facility	AT&T MOBILITY	Tier 2	10/07/2021 13:26 PDT
Kern County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/09/2021 10:07 PDT
Kern County Communication Facility	AT&T SERVICES INC	Tier 2	10/09/2021 10:07 PDT
Kern County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/07/2021 13:26 PDT
Kern County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Kern County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/09/2021 10:07 PDT
Kern County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/09/2021 10:07 PDT
Kern County Emergency Services Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/09/2021 10:07 PDT
Kern County Emergency Services Facility	COUNTY OF KERN	Tier 2	10/09/2021 10:07 PDT
Kern County Tribal	GENERAL	N/A	10/09/2021 09:33 PDT
Kern County Water And Waste Water Facility	LEBEC COUNTY WATER DISTRICT	Tier 2	10/09/2021 10:07 PDT
Kern County, Tulare County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:32 PDT
Kings County	OES STAFF	Tier 2	10/08/2021 09:54 PDT
Kings County	DISPATCH	Tier 2	10/09/2021 11:56 PDT
Lake County	DISPATCH	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	SHERIFF	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	CHAIR OF THE BOARD	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	COUNTY ADMINISTRATIVE OFFICER	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	OES EMERGENCY DIRECTOR; DESIGNATED POC	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	MHOAC	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	LIEUTENANT	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	DEPUTY CHIEF	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	SPECIAL DISTRICTS ADMINISTRATOR	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	BATTALION CHIEF	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	DIVISION CHIEF	Tier 2, Tier 3	10/08/2021 13:01 PDT
Lake County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:23 PDT
Lake County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:33 PDT
Lake County	GENERAL	Tier 2, Tier 3	10/07/2021 13:01 PDT
Lake County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Lake County Communication Facility	AT&T SERVICES INC	Tier 3	10/07/2021 13:26 PDT
Lake County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/08/2021 11:39 PDT
Lake County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/07/2021 13:26 PDT
Lake County Communication Facility	MEDIACOM CALIFORNIA LLC	N/A	10/07/2021 13:26 PDT
Lake County Communication Facility	US CELLULAR	Tier 2	10/08/2021 11:39 PDT
Lake County Tribal	GENERAL	N/A	10/09/2021 09:33 PDT
Lake County, Napa County, Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:02 PDT
Lassen County	OES STAFF	Tier 2, Zone 1	10/08/2021 12:05 PDT
Lassen County	CAL FIRE	Tier 2, Zone 1	10/08/2021 13:01 PDT
Lassen County, Modoc County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Zone 1	10/08/2021 14:21 PDT
Madera County	COUNTY ADMINISTRATION	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	OES COORDINATOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	DUTY CHIEF, DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	COMMAND STAFF E-MAIL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	COUNCILMEMBER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Madera County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:35 PDT
Madera County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:19 PDT
Madera County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:21 PDT
Madera County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:33 PDT
Madera County	GENERAL	N/A	10/07/2021 13:01 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Madera County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 3	10/07/2021 13:26 PDT
Madera County Communication Facility	PONDEROSA TELEPHONE CO	Tier 2	10/07/2021 13:26 PDT
Madera County Communication Facility	COUNTY OF MADERA	Tier 3	10/08/2021 11:39 PDT
Madera County Communication Facility	SIERRA TELEPHONE COMPANY INC	Tier 3	10/08/2021 11:39 PDT
Madera County Emergency Services Facility	COUNTY OF MADERA	Tier 2	10/08/2021 11:39 PDT
Madera County Other Facility	DEPT OF FORESTRY	N/A	10/08/2021 11:39 PDT
Madera County Tribal	GENERAL	N/A	10/07/2021 13:01 PDT
Madera County Water And Waste Water Facility	COUNTY OF MADERA	Tier 3	10/07/2021 13:26 PDT
Madera County, Mariposa County, Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:23 PDT
Madera County, Mariposa County, Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:32 PDT
Marin County	CEO	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	EMERGENCY COMMAND CENTER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Mariposa County	CAL FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Mariposa County	OES COORDINATOR	Tier 2, Tier 3, Zone 1	10/09/2021 10:15 PDT
Mariposa County	EMERGENCY SERVICES	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	GIS TECH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	COUNCILMEMBER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	COUNTY ADMINISTRATIVE OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	COUNTY HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	PUBLIC INFORMATION OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	MHOAC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	CHAIRPERSON	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	EMERGENCY DISPATCH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	DIVISION CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	SPECIAL OPERATIONS	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Mariposa County	GENERAL	N/A	10/08/2021 11:56 PDT
Mariposa County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
Mariposa County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/08/2021 11:39 PDT
Mariposa County Other Facility	COUNTY OF MARIPOSA	Tier 2	10/08/2021 11:39 PDT
Mariposa County Tribal	GENERAL	N/A	10/08/2021 11:56 PDT
Mendocino County	CEO	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:28 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:30 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:32 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:35 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:43 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:46 PDT
Merced County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 11:50 PDT
Merced County	OES STAFF	Tier 2	10/09/2021 12:26 PDT
Merced County Water And Waste Water Facility	LAKE DON PEDRO COMMUNITY SERVICE DISTRICT	Tier 2	10/08/2021 11:39 PDT
Middletown Rancheria	REPRESENTATIVE	Tier 2, Tier 3	10/09/2021 11:56 PDT
Middletown Rancheria	VICE CHAIRMAN	Tier 2, Tier 3	10/09/2021 11:56 PDT
Middletown Rancheria	SECRETARY	Tier 2, Tier 3	10/09/2021 11:56 PDT
Middletown Rancheria	CHAIRMAN	Tier 2, Tier 3	10/09/2021 11:56 PDT
Middletown Rancheria	TRIBAL ADMINISTRATOR	Tier 2, Tier 3	10/09/2021 11:56 PDT
Middletown Rancheria	TREASURER	Tier 2, Tier 3	10/09/2021 11:56 PDT
Monterey County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:30 PDT
Monterey County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:35 PDT
Monterey County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:45 PDT
Monterey County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:00 PDT
Monterey County	EMERGENCY SERVICES COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	PUBLIC HEALTH PROGRAM MANAGER, HEALTH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	COUNTY ADMINISTRATIVE OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	DUTY OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Monterey County	BUREAU CHIEF, HEALTH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	EMERGENCY SERVICES PLANNER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	OES DIRECTOR; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	DIRECTOR OF COMMUNICATIONS AND ENERGY PROGRAMS	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	MHOAC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	CHRONIC DISEASE PREVENTION COORDINATOR, HEALTH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SUPERVISOR - DISTRICT 2	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	EMERGENCY SERVICES PLANNER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	ASSISTANT BUREAU CHIEF, HEALTH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	ACCOUNT SERVICES MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	EMERGENCY SERVICES PLANNER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SUPERVISOR - DISTRICT 1	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	FINANCIAL ANALYST I	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SUPERVISOR - DISTRICT 5	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	HEALTH PROGRAM COORDINATOR, HEALTH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	EMERGENCY SERVICES PLANNER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SUPERIOR COURT OF CALIFORNIA	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	SUPERVISOR - DISTRICT 4	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Monterey County	GENERAL	N/A	10/08/2021 11:56 PDT
Monterey County CCA	GENERAL	N/A	10/08/2021 11:56 PDT
Monterey County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/07/2021 13:26 PDT
Monterey County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
Monterey County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
Monterey County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/08/2021 11:39 PDT
Monterey County Communication Facility	DEPT OF THE ARMY	Tier 2	10/08/2021 11:39 PDT
Monterey County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/08/2021 11:39 PDT
Monterey County King City	GENERAL	N/A	10/08/2021 11:56 PDT
Monterey County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	N/A	10/08/2021 11:39 PDT
Monterey County Other Facility	DEPT OF THE ARMY	Tier 2	10/08/2021 11:39 PDT
Monterey County Other Facility	DEPARTMENT OF THE ARMY	Tier 2	10/08/2021 11:39 PDT
Monterey County Tribal	GENERAL	N/A	10/08/2021 11:56 PDT
Monterey County Water And Waste Water Facility	DEPT OF THE ARMY	Tier 2	10/08/2021 11:39 PDT
Monterey County, San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:08 PDT
Mooretown Rancheria	CASINO OPERATIONS	Tier 2, Tier 3	10/09/2021 11:56 PDT
Napa County	GIS	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	CAPTAIN	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	NAPA COUNTY FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	NAPA COUNTY FIRE OPERATIONS CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	SHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	UNDER-SHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	EMERGENCY SERVICES MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	CAPTAIN	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	LNU COMMAND CENTER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Napa County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 14:00 PDT
Napa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Napa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Napa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:13 PDT
Napa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:20 PDT
Napa County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:41 PDT
Napa County	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Napa County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/07/2021 13:26 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Napa County Communication Facility	AT&T SERVICES INC	Tier 3	10/08/2021 11:39 PDT
Napa County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/07/2021 13:26 PDT
Napa County Communication Facility	CITY OF NAPA	Tier 3	10/07/2021 13:26 PDT
Napa County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/08/2021 11:39 PDT
Napa County Communication Facility	T-MOBILE WEST CORPORATION	Tier 3	10/07/2021 13:26 PDT
Napa County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/08/2021 11:39 PDT
Napa County Emergency Services Facility	COUNTY OF NAPA	Tier 3	10/08/2021 11:39 PDT
Napa County Emergency Services Facility	NAPA COUNTY DEPARTMENT OF PUBLIC WORKS	N/A	10/08/2021 11:39 PDT
Napa County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 3	10/08/2021 11:39 PDT
Napa County Saint Helena	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Nevada County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 14:00 PDT
Nevada County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:05 PDT
Nevada County, Placer County, Sierra County, Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:36 PDT
Nevada County, Placer County, Sierra County, Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:56 PDT
Nevada County, Placer County, Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 12:00 PDT
Nevada County, Placer County, Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:08 PDT
Nevada County, Placer County, Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:36 PDT
North Fork Rancheria	VICE CHAIRPERSON	Tier 2, Tier 3	10/08/2021 13:01 PDT
North Fork Rancheria	CHAIRPERSON	Tier 2, Tier 3	10/08/2021 13:01 PDT
North Fork Rancheria	SECRETARY	Tier 2, Tier 3	10/08/2021 13:01 PDT
North Fork Rancheria	TREASURER	Tier 2, Tier 3	10/08/2021 13:01 PDT
Pit River Tribes	CHAIRPERSON	Tier 2	10/08/2021 13:01 PDT
Pit River Tribes	TRIBAL LEADER	Tier 2	10/08/2021 13:01 PDT
Pit River Tribes	TRIBAL HOUSING AUTHORITY	Tier 2	10/08/2021 13:01 PDT
Pit River Tribes	OES DIRECTOR	Tier 2	10/08/2021 13:01 PDT
Pit River Tribes	CHAIRMAN	Tier 2	10/08/2021 13:01 PDT
Pit River Tribes	OES DIRECTOR	Tier 2	10/08/2021 14:43 PDT
Placer County	MARKETING AND GOVERNMENT AFFAIRS MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	LIEUTENANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DEPUTY DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	ASSISTANT CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	LIEUTENANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	EMERGENCY COMMAND CENTER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DEPUTY DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	MAIN TELECOM NUMBER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	ENVIR. UTILITIES MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BUILDING MAINTENANCE SUPERINTENDENT	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	IT MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	SHERIFF DISPATCH	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	OES ASST DIRECTOR; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	CIO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	LIEUTENANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	SERGEANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DEPUTY CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	IT SUPERVISOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	LIEUTENANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DEPUTY DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	IT SUPERVISOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	SERGEANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	ROADS MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	IT MANAGER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	PUBLIC HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT



Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Placer County	ASSISTANT DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	PLACER FACILITIES MGT EMERGENCY LINE	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DUTY OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	EM SERVICES SPECIALIST	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	LIEUTENANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	BATTALION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	SERGEANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	EM SERVICES COORD	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	SERGEANT - PCSO	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Placer County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 14:00 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:21 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:32 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:33 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:05 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:08 PDT
Placer County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:10 PDT
Placer County	GENERAL	N/A	10/07/2021 13:01 PDT
Placer County CCA	GENERAL	N/A	10/07/2021 13:01 PDT
Placer County Communication Facility	AT&T MOBILITY	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	SPRINT CORPORATION	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	VERIZON WIRELESS	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	AT & T MOBILITY	Tier 2	10/08/2021 11:39 PDT
Placer County Communication Facility	GTE MOBILNET	Tier 2	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	COUNTY OF PLACER FIRE STATIONS	N/A	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	NEWCASTLE FIRE DISTRICT	N/A	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	SOUTH PLACER FIRE DISTRICT	Tier 2	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	WEGENER,FRANK	N/A	10/08/2021 11:39 PDT
Placer County Emergency Services Facility	PENRYN FIRE DISTRICT	N/A	10/08/2021 11:39 PDT
Placer County Loomis	GENERAL	N/A	10/08/2021 11:56 PDT
Placer County Tribal	GENERAL	N/A	10/07/2021 13:01 PDT
Plumas County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 09:30 PDT
Plumas County	CAL FIRE	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	CAO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	MAIN OFFICE	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	USFS PNF DISPATCH	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	DISPATCH	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	DIVISION CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Plumas County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:09 PDT
Plumas County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:36 PDT
Plumas County	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Plumas County Communication Facility	AT&T SERVICES INC	Tier 3	10/07/2021 13:26 PDT
Plumas County Communication Facility	CALIFORNIA HIGHWAY PATROL	Tier 2	10/07/2021 13:26 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Plumas County Communication Facility	SPRINT CORPORATION	Tier 3	10/07/2021 13:26 PDT
Plumas County Communication Facility	US DEPARTMENT OF AGRICULTURE	Tier 2	10/07/2021 13:26 PDT
Plumas County Energy Sector Facility	CITY OF SANTA CLARA	Tier 3	10/07/2021 13:26 PDT
San Benito County	INTERIM OES DIRECTOR	Tier 2	10/08/2021 10:00 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:12 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:18 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:32 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 13:20 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 13:20 PDT
San Benito County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 13:28 PDT
San Benito County	CHAIRPERSON	Tier 2	10/10/2021 09:33 PDT
San Benito County	MHOAC	Tier 2	10/10/2021 09:33 PDT
San Benito County	SHERIFF	Tier 2	10/10/2021 09:33 PDT
San Benito County	DIVISION CHIEF	Tier 2	10/10/2021 09:33 PDT
San Benito County	EMERGENCY SERVICES SPECIALIST	Tier 2	10/10/2021 09:33 PDT
San Benito County	DIVISION CHIEF	Tier 2	10/10/2021 09:33 PDT
San Benito County	COUNTY ADMINISTRATIVE OFFICER; DESIGNATED POC	Tier 2	10/10/2021 09:33 PDT
San Benito County	GENERAL	N/A	10/08/2021 11:56 PDT
San Benito County CCA	GENERAL	N/A	10/08/2021 11:56 PDT
San Benito County Communication Facility	AMERICAN TOWER CORPORATION	N/A	10/07/2021 13:26 PDT
San Benito County Communication Facility	AT&T SERVICES INC	N/A	10/08/2021 11:39 PDT
San Benito County Tribal	GENERAL	N/A	10/08/2021 11:56 PDT
San Joaquin County	OES STAFF	Tier 2	10/09/2021 11:30 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:02 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:43 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:48 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:51 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 11:54 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:03 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:10 PDT
San Luis Obispo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 12:40 PDT
San Luis Obispo County	CHAIRPERSON	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
San Luis Obispo County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/09/2021 10:07 PDT
San Luis Obispo County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/08/2021 11:39 PDT
San Luis Obispo County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/09/2021 10:07 PDT
San Luis Obispo County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 3	10/08/2021 11:39 PDT
San Luis Obispo County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/08/2021 11:39 PDT
San Luis Obispo County Tribal	GENERAL	N/A	10/08/2021 11:56 PDT
San Luis Obispo County, Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:22 PDT
San Luis Obispo County, Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/09/2021 14:02 PDT
San Mateo County	MAIN LINE	Tier 2, Tier 3	10/10/2021 09:33 PDT
Santa Barbara County	OES STAFF	Tier 2, Tier 3	10/09/2021 11:15 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:37 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:44 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:45 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:46 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:52 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:55 PDT
Santa Barbara County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 11:59 PDT
Santa Clara County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:00 PDT
Santa Cruz County, San Mateo County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:14 PDT
Shasta County	OES ASSISTANT DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 12:35 PDT
Shasta County	LIEUTENANT	Tier 2, Tier 3, Zone 1	10/08/2021 12:35 PDT
Shasta County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	CHIEF, COUNTY FIRE WARDEN	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	DISTRICT DIRECTOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	ECC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Shasta County	UNDERSHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	SUPERVISOR	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	CHIEF, NORTHERN OPERATIONS	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	CEO; DESIGNATED POC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	SHERIFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	FIRE CHIEF	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	MHOAC	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 13:01 PDT
Shasta County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:12 PDT
Shasta County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:13 PDT
Shasta County	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Shasta County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Shasta County Communication Facility	AT&T SERVICES INC	Tier 3	10/07/2021 13:26 PDT
Shasta County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 3	10/07/2021 13:26 PDT
Shasta County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/08/2021 17:57 PDT
Shasta County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/08/2021 11:39 PDT
Shasta County Communication Facility	HAPPY VALLEY TELEPHONE CO	Tier 2	10/08/2021 11:39 PDT
Shasta County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Shasta County Emergency Services Facility	COUNTY OF SHASTA	Tier 2	10/08/2021 11:39 PDT
Shasta County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/07/2021 13:26 PDT
Shasta County Tribal	GENERAL	Tier 2, Tier 3, Zone 1	10/07/2021 13:01 PDT
Shasta County, Trinity County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:08 PDT
Sierra County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 14:00 PDT
Sierra County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:16 PDT
Sierra County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:21 PDT
Siskiyou County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 12:45 PDT
Solano County	MHOAC	Tier 2	10/08/2021 13:01 PDT
Solano County	COUNTY ADMINISTRATOR	Tier 2	10/08/2021 13:01 PDT
Solano County	EMERGENCY	Tier 2	10/08/2021 13:01 PDT
Solano County	EMERGENCY	Tier 2	10/08/2021 13:01 PDT
Solano County	CHAIR OF THE BOARD	Tier 2	10/08/2021 13:01 PDT
Solano County	FIRE CHIEF	Tier 2	10/08/2021 13:01 PDT
Solano County	LOCAL CAL FIRE	Tier 2	10/08/2021 13:01 PDT
Solano County	EMERGENCY	Tier 2	10/08/2021 13:01 PDT
Solano County	SHERIFF	Tier 2	10/08/2021 13:01 PDT
Solano County	OES STAFF	Tier 2	10/08/2021 13:38 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:09 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:12 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:12 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:13 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:13 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:15 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:16 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:17 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:21 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:30 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:31 PDT
Solano County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:31 PDT
Solano County	GENERAL	Tier 2	10/07/2021 13:01 PDT
Solano County Communication Facility	AMERICAN TOWER CORP	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	AMERICAN TOWER CORPORATION	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Solano County Communication Facility	T-MOBILE WEST CORPORATION	Tier 2	10/07/2021 13:26 PDT



Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Solano County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/07/2021 13:26 PDT
Solano County Emergency Services Facility	VACAVILLE FIRE PROTECTION DISTRICT	Tier 2	10/07/2021 13:26 PDT
Solano County Fairfield	GENERAL	N/A	10/07/2021 13:01 PDT
Solano County Other Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Solano County Vacaville	GENERAL	Tier 2	10/07/2021 13:01 PDT
Sonoma County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:36 PDT
Sonoma County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 13:38 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:14 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:15 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:15 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:17 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:18 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:20 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:25 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:30 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:31 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:34 PDT
Sonoma County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:34 PDT
Sonoma County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 15:25 PDT
Sonoma County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 15:35 PDT
Sonoma County	SHERIFF'S LIAISON	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	MHOAC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	OES DIRECTOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	COMMUNITY ALERT & WARNING MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	DIRECTOR OF CUSTOMER CARE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	COSTAL VALLEYS EMS	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	DEPUTY DIRECTOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	COMMUNICATIONS & ENGAGEMENT COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	CHAIR OF THE BOARD	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	COMMUNICATIONS & ENGAGEMENT COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	MAIN OFFICE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	EMS DISPATCH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	EMERGENCY COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	CHAIRPERSON	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	SHERIFF DISPATCH	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	COUNTY ADMINISTRATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	EMERGENCY MANAGER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	PUBLIC HEALTH OFFICER	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Sonoma County	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Sonoma County CCA	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Sonoma County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/07/2021 13:26 PDT
Sonoma County Communication Facility	AT&T SERVICES INC	Tier 3	10/08/2021 11:39 PDT
Sonoma County Communication Facility	SPRINT CORPORATION	Tier 3	10/07/2021 13:26 PDT
Sonoma County Tribal	GENERAL	Tier 2, Tier 3, Zone 1	10/08/2021 11:56 PDT
Stanislaus County	OES STAFF	Tier 2	10/08/2021 10:15 PDT
Stanislaus County	COUNTY FIRE WARDEN	Tier 2	10/08/2021 13:00 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:12 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:15 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:30 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:32 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:32 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 14:09 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 14:12 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 14:14 PDT
Stanislaus County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/09/2021 14:15 PDT
Stanislaus County	SHERIFF	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	HEALTH OFFICER	Tier 2	10/10/2021 09:33 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Stanislaus County	MHOAC	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	LOCAL CAL FIRE	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	EMS DUTY OFFICER	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	PUBLIC HEALTH DUTY OFFICER	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	EMERGENCY SERVICES MANAGER	Tier 2	10/10/2021 09:33 PDT
Stanislaus County	GENERAL	N/A	10/08/2021 11:56 PDT
Stanislaus County Communication Facility	AT&T MOBILITY	Tier 2	10/08/2021 11:39 PDT
Stanislaus County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/08/2021 11:39 PDT
Stanislaus County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
Stanislaus County Communication Facility	FEDERAL BUREAU OF INVESTIGATION	N/A	10/07/2021 13:26 PDT
Stanislaus County Emergency Services Facility	COUNTY OF TUOLUMNE	Tier 2	10/08/2021 11:39 PDT
Tehama County	OES DEPUTY DIRECTOR	Tier 2	10/08/2021 12:05 PDT
Tehama County	CAO; DESIGNATED POC	Tier 2	10/08/2021 13:01 PDT
Tehama County	ADMINISTRATIVE ANALYST	Tier 2	10/08/2021 13:01 PDT
Tehama County	CAL FIRE TEHAMA-GLENN	Tier 2	10/08/2021 13:01 PDT
Tehama County	OES DIRECTOR	Tier 2	10/08/2021 13:01 PDT
Tehama County	COMMUNICATIONS SUPERVISOR	Tier 2	10/08/2021 13:01 PDT
Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:04 PDT
Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:14 PDT
Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:15 PDT
Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:15 PDT
Tehama County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:19 PDT
Tehama County	GENERAL	Tier 2	10/07/2021 13:01 PDT
Tehama County Communication Facility	AT&T MOBILITY	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	AT&T SERVICES INC	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	CHARTER COMMUNICATIONS HOLDING COMPANY LLC	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	FRONTIER COMMUNICATIONS CORPORATION DIP	Tier 2	10/09/2021 10:07 PDT
Tehama County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	SPRINT NEXTEL CORPORATION	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	T-MOBILE WEST LLC	Tier 2	10/07/2021 13:26 PDT
Tehama County Communication Facility	VERIZON WIRELESS	Tier 2	10/07/2021 13:26 PDT
Tehama County Corning	GENERAL	Tier 2	10/07/2021 13:01 PDT
Tehama County Emergency Services Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/07/2021 13:26 PDT
Tehama County Emergency Services Facility	COUNTY OF TEHAMA	Tier 2	10/07/2021 13:26 PDT
Tehama County Government - Jail Facility	CALIFORNIA DEPARTMENT OF CORRECTIONS	Tier 2	10/07/2021 13:26 PDT
Tehama County Other Facility	CALIFORNIA DEPARTMENT OF FORESTRY	Tier 2	10/07/2021 13:26 PDT
Tehama County Other Facility	CALIFORNIA DEPT OF FORESTRY - CALFIRE	Tier 2	10/07/2021 13:26 PDT
Tehama County Red Bluff	GENERAL	Tier 2	10/07/2021 13:01 PDT
The City Of Angels Camp	CITY ADMINISTRATION	Tier 2	10/10/2021 09:33 PDT
The City Of Angels Camp	FIRE CHIEF	Tier 2	10/10/2021 09:33 PDT
The City Of Angels Camp	CITY MANAGER	Tier 2	10/10/2021 09:33 PDT
The City Of Angels Camp	24-HOUR CONTACT, DESIGNATED POC	Tier 2	10/10/2021 09:33 PDT
The City Of Angels Camp	POLICE CHIEF	Tier 2	10/10/2021 09:33 PDT
The City Of Antioch	EMERGENCY	Tier 2	10/10/2021 09:33 PDT
The City Of Antioch	CITY MANAGER	Tier 2	10/10/2021 09:33 PDT
The City Of Corning	CITY MANAGER; DESIGNATED POC	N/A	10/08/2021 13:01 PDT
The City Of Fairfield	FIRE CHIEF; DESIGNATED POC	Tier 2	10/08/2021 13:01 PDT
The City Of Fairfield	GENERAL	Tier 2	10/08/2021 13:01 PDT
The City Of Fairfield	MAYOR	Tier 2	10/08/2021 13:01 PDT
The City Of Fairfield	EMERGENCY	Tier 2	10/08/2021 13:01 PDT
The City Of Fairfield	POLICE CHIEF	Tier 2	10/08/2021 13:01 PDT
The City Of Fairfield	CITY MANAGER	Tier 2	10/08/2021 13:01 PDT
The City Of Fresno	EMERGENCY PREPAREDNESS OFFICER	N/A	10/08/2021 13:01 PDT
The City Of Fresno	EMERGENCY	N/A	10/08/2021 13:01 PDT
The City Of Fresno	MAYOR	N/A	10/08/2021 13:01 PDT
The City Of Fresno	FIRE CHIEF	N/A	10/08/2021 13:01 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
The City Of Fresno	POLICE CHIEF	N/A	10/08/2021 13:01 PDT
The City Of Fresno	EMERGENCY	N/A	10/08/2021 13:01 PDT
The City Of Fresno	CITY MANAGER	N/A	10/08/2021 13:01 PDT
The City Of Gridley	DIVISION CHIEF, GRIDLEY FIRE CHIEF	N/A	10/08/2021 13:01 PDT
The City Of Hercules	FIRE CHIEF; DESIGNATED POC	Tier 2	10/10/2021 09:33 PDT
The City Of Hercules	GENERAL	Tier 2	10/10/2021 09:33 PDT
The City Of Hercules	CITY MANAGER	Tier 2	10/10/2021 09:33 PDT
The City Of Hercules	POLICE CHIEF	Tier 2	10/10/2021 09:33 PDT
The City Of King City	COUNCILMEMBER	N/A	10/10/2021 09:33 PDT
The City Of King City	COUNCILMEMBER	N/A	10/10/2021 09:33 PDT
The City Of King City	COUNCILMEMBER	N/A	10/10/2021 09:33 PDT
The City Of King City	FIRE DEPARTMENT ADMIN. ASSIST.	N/A	10/10/2021 09:33 PDT
The City Of King City	POLICE CAPTAIN	N/A	10/10/2021 09:33 PDT
The City Of King City	MAYOR	N/A	10/10/2021 09:33 PDT
The City Of King City	DISPATCH	N/A	10/10/2021 09:33 PDT
The City Of King City	COUNCILMEMBER	N/A	10/10/2021 09:33 PDT
The City Of King City	POLICE CHIEF	N/A	10/10/2021 09:33 PDT
The City Of King City	CHIEF OF POLICE	N/A	10/10/2021 09:33 PDT
The City Of King City	FIRE CHIEF	N/A	10/10/2021 09:33 PDT
The City Of King City	CITY MANAGER; DESIGNATED POC	N/A	10/10/2021 09:33 PDT
The City Of Monterey	FIRE CHIEF	Tier 2	10/10/2021 09:33 PDT
The City Of Newark	DEPARTMENT CHIEF	N/A	10/10/2021 09:33 PDT
The City Of Oroville	CITY MANAGER; DESIGNATED POC	Tier 2	10/08/2021 13:01 PDT
The City Of Oroville	DEPUTY CHIEF	Tier 2	10/08/2021 13:01 PDT
The City Of Oroville	MAYOR	Tier 2	10/08/2021 13:01 PDT
The City Of Oroville	POLICE CHIEF	Tier 2	10/08/2021 13:01 PDT
The City Of Oroville	VICE MAYOR	Tier 2	10/08/2021 13:01 PDT
The City Of Red Bluff	UNIT CHIEF	Tier 2	10/08/2021 13:01 PDT
The City Of Red Bluff	FIRE CHIEF	Tier 2	10/08/2021 13:01 PDT
The City Of Red Bluff	CITY MANAGER; DESIGNATED POC	Tier 2	10/08/2021 13:01 PDT
The City Of Saint Helena	FIRE CHIEF	Tier 2, Tier 3	10/10/2021 09:33 PDT
The City Of Saint Helena	CITY MANAGER; DESIGNATED POC	Tier 2, Tier 3	10/10/2021 09:33 PDT
The City Of San Francisco	EMERGENCY PREPAREDNESS MANAGER	Tier 2	10/10/2021 09:33 PDT
The City Of San Juan Bautista	NON-EMERGENCY	N/A	10/10/2021 09:33 PDT
The City Of Santa Rosa	OES STAFF	Tier 2, Tier 3	10/08/2021 15:25 PDT
The City Of Vacaville	CITY MANAGER	Tier 2	10/08/2021 13:01 PDT
The City Of Vacaville	ASSISTANT CITY MANAGER	Tier 2	10/08/2021 13:01 PDT
The City Of Vacaville	GENERAL	Tier 2	10/08/2021 13:01 PDT
The City Of Vacaville	EMERGENCY	Tier 2	10/08/2021 13:01 PDT
The City Of West Sacramento	FIRE MARSHAL	N/A	10/08/2021 13:01 PDT
The City Of West Sacramento	GENERAL	N/A	10/08/2021 13:01 PDT
The City Of West Sacramento	NON-EMERGENCY	N/A	10/08/2021 13:01 PDT
The City Of West Sacramento	NON-EMERGENCY	N/A	10/08/2021 13:01 PDT
The City Of West Sacramento	FIRE CHIEF	N/A	10/08/2021 13:01 PDT
The Town Of Loomis	FIRE CHIEF	Tier 2	10/10/2021 09:33 PDT
The Town Of Loomis	TOWN MANAGER; DESIGNATED POC	Tier 2	10/10/2021 09:33 PDT
The Town Of Loomis	SUBSTATION	Tier 2	10/10/2021 09:33 PDT
Trinity County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 12:10 PDT
Tulare County	OES STAFF	Tier 2, Tier 3, Zone 1	10/08/2021 09:59 PDT
Tuolumne County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:17 PDT
Tuolumne County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3, Zone 1	10/08/2021 14:19 PDT
Tuolumne County	LOCAL CAL FIRE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	MHOAC	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	EMERGENCY COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	OES COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	GENERAL	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	COUNTY OES COORDINATOR	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	UNIT CHIEF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	SHERIFF	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT

Organization / Jurisdiction	Title	HFTD Tier	Date/Time Contacted
Tuolumne County	MAIN OFFICE	Tier 2, Tier 3, Zone 1	10/10/2021 09:33 PDT
Tuolumne County	GENERAL	N/A	10/08/2021 11:56 PDT
Tuolumne County Communication Facility	AT&T MOBILITY LLC	N/A	10/08/2021 11:39 PDT
Tuolumne County Communication Facility	AT&T SERVICES INC	Tier 2	10/08/2021 11:39 PDT
Tuolumne County Communication Facility	GTE MOBILNET OF CALIFORNIA LIMITED PARTNERSHIP	N/A	10/08/2021 11:39 PDT
Tuolumne County Communication Facility	T-MOBILE WEST LLC	N/A	10/08/2021 11:39 PDT
United Auburn Indian Community	INTERIM TRIBAL ADMINISTRATOR	Tier 2	10/08/2021 13:01 PDT
United Auburn Indian Community	COUNCILMEMBER	Tier 2	10/08/2021 13:01 PDT
United Auburn Indian Community	COUNCILMEMBER	Tier 2	10/08/2021 13:01 PDT
United Auburn Indian Community	OPERATIONS MANAGER	Tier 2	10/08/2021 13:01 PDT
United Auburn Indian Community	CHAIRMAN	Tier 2	10/08/2021 14:00 PDT
Yolo County	BOARD CLERK/ADMINISTRATIVE ANALYST	Tier 2	10/08/2021 13:01 PDT
Yolo County	FIRE CHIEF	Tier 2	10/08/2021 13:01 PDT
Yolo County	GENERAL	Tier 2	10/08/2021 13:01 PDT
Yolo County	MHOAC	Tier 2	10/08/2021 13:01 PDT
Yolo County	DISPATCH	Tier 2	10/08/2021 13:01 PDT
Yolo County	DIRECTOR CUSTOMER CARE AND MARKETING	Tier 2	10/08/2021 13:01 PDT
Yolo County	OES COORDINATOR	Tier 2	10/08/2021 13:01 PDT
Yolo County	NON-EMERGENCY	Tier 2	10/08/2021 13:01 PDT
Yolo County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:17 PDT
Yolo County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:18 PDT
Yolo County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:19 PDT
Yolo County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:20 PDT
Yolo County	PUBLIC SAFETY ANSWERING POINT	Tier 2	10/08/2021 14:20 PDT
Yolo County	GENERAL	Tier 2	10/07/2021 13:01 PDT
Yolo County CCA	GENERAL	Tier 2	10/07/2021 13:01 PDT
Yolo County Communication Facility	AT&T MOBILITY LLC	Tier 2	10/07/2021 13:26 PDT
Yolo County Communication Facility	AT&T SERVICES INC	N/A	10/07/2021 13:26 PDT
Yolo County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 2	10/07/2021 13:26 PDT
Yolo County Communication Facility	SPRINT CORPORATION	Tier 2	10/07/2021 13:26 PDT
Yolo County Emergency Services Facility	CAPAY VALLEY FIRE DISTRICT	N/A	10/07/2021 13:26 PDT
Yolo County West Sacramento	GENERAL	Tier 2	10/07/2021 13:01 PDT
Yuba County	BOARD SUPERVISOR	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	LOCAL CAL FIRE	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	INTERM EMERGENCY OPERATIONS MANAGER	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	GENERAL	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	CHAIRPERSON	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	HEALTH ADMINISTRATOR	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	DIRECTOR	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	HEALTH OFFICER	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	COUNTY EXECUTIVE OFFICER	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	EMERGENCY MANAGER ; DESIGNATED POC	Tier 2, Tier 3	10/08/2021 13:01 PDT
Yuba County	OES STAFF	Tier 2, Tier 3	10/08/2021 14:00 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:07 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:08 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:22 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/08/2021 14:22 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 14:00 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 14:00 PDT
Yuba County	PUBLIC SAFETY ANSWERING POINT	Tier 2, Tier 3	10/09/2021 14:00 PDT
Yuba County	GENERAL	Tier 2, Tier 3	10/07/2021 13:01 PDT
Yuba County Communication Facility	AT&T MOBILITY LLC	Tier 3	10/07/2021 13:26 PDT
Yuba County Communication Facility	AT&T SERVICES INC	Tier 3	10/07/2021 13:26 PDT
Yuba County Communication Facility	GTE MOBILNET OF CALIFORNIA LP	Tier 3	10/07/2021 13:26 PDT
Yuba County Communication Facility	VERIZON	Tier 3	10/07/2021 13:26 PDT
Yuba County Emergency Services Facility	LOMA RICA & BROWNS VALLEY FIRE STATION	Tier 2	10/07/2021 13:26 PDT
Yuba County Tribal	GENERAL	Tier 2, Tier 3	10/07/2021 13:01 PDT

PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX F

SECTION 8 – ALL CLEAR ZONE MAP

# Appendix F: ALL CLEAR ZONE MAP

Figure F-1. All Clear Zone Map



PACIFIC GAS AND ELECTRIC COMPANY

APPENDIX G

SECTION 9 – COMMUNITY RESOURCE CENTER LOCATIONS



## Appendix G: List of PG&E Community Resource Centers

*The table below provided details of the 24 CRCs that PG&E mobilized during the October 11 – 12, 2021 PSPS event, including specific locations, dates and times opened and closed, total attendance for each location, and amenities provided.*

**Table G-1. Community Resource Centers Provided by PG&E**

#	County	Site Name	Address	Operating Hours (PDT)		Total Visitors	Site Type (Indoor, Micro, Mobile)	Amenities Provided
				Day 1 Oct-11	Day 2 Oct-12			
1	Butte	Cohasset Elementary School	9932 Cohasset Rd, Cohasset (Chico), CA 95973	08:00 - 22:00	08:00 - 16:30	88	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
2	Butte	Paradise Parks and Recreation Center (aka Terry Ashe Center)	6626 Skyway, Paradise, CA 95969	08:00 - 22:00	08:00 - 16:30	32	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
3	Colusa	Stonyford Community Center/Hall	229 Market St, Stonyford, CA 95979	08:00 - 22:00	08:00 - 19:00	164	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
4	Contra Costa	St. Bonaventure Catholic Church	5562 Clayton Rd, Concord, CA 94521	08:00 - 22:00	08:00 - 19:00	17	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
5	Fresno	SaveCo Wholesale Parking Area	25 W Polk Street, Coalinga, CA 93210	08:00 - 22:00	08:00 - 20:30	691	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
6	Glenn	Elk Creek Junior Senior High School	3430 Co Rd 309, Elk Creek, CA 95939	08:00 - 22:00	08:00 - 19:00	110	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
7	Kern	Lebec Post Office	2132 Lebec Road, Lebec, CA 93243	08:00 - 22:00	08:00 - 22:00	768	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
8	Lake	Live Oaks Senior Center	12502 Foot hill Blvd, Clearlake Oaks, CA 95423	08:00 - 22:00	08:00 - 19:00	147	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
9	Lake	Mountain Lion's Club (also known as Little Red Schoolhouse)	15780 Bottlerock Rd, Cobb, CA 95426	08:00 - 22:00	08:00 - 19:00	27	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
10	Lake	Twin Pine Casino and Hotel	22223 CA- 29, Middletown, CA 95461	08:00 - 22:00	08:00 - 19:00	114	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
11	Lake	Hidden Valley Lake Association Mailboxes on Hidden Valley Rd	18090 Hidden Valley Rd, Hidden Valley Lake, CA 95467	08:00 - 22:00	08:00 - 19:00	700	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
12	Monterey	Salinas Valley Fairgrounds	625 Division St., King City, CA 93930	08:00 - 22:00	08:00 - 20:30	10	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
13	Monterey	Lockwood Post Office	68025 Jolon Rd, Lockwood, CA 93932	08:00 - 22:00	08:00 - 20:30	824	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
14	Napa	Highways 128/121 and Steele Canyon	6003 Monticello Rd, Napa, CA 94558	08:00 - 18:00	08:00 - 20:00	41	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
15	Napa	Pacific Union College	35 La Jota Dr, Angwin, CA 94508	08:00 - 22:00	08:00 - 20:00	64	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
16	Plumas	Quincy Elks Lodge 1884	2004 E Main St, Quincy, CA 95971	08:00 - 22:00	08:00 - 16:30	10	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
17	Shasta	Happy Valley Community Center	5400 Happy Valley Rd, Anderson, CA 96007	08:00 - 22:00	08:00 - 14:00	23	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
18	Shasta	Anderson (Frontier) Senior Center	2081 Frontier Trail, Anderson, CA 96007	08:00 - 22:00	08:00 - 14:00	37	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice



19	Shasta	Hill Country Health and Wellness Center	29632 CA-299, Round Mountain, CA 96084	08:00 - 22:00	08:00 - 10:00	54	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
20	Solano	Solano Community College - Vacaville	2001 N Village Pkwy, Vacaville, CA 95688	08:00 - 22:00	08:00 - 19:00	44	Indoor	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging, Cooling & Heating, Ice
21	Tehama	Rancho Tehama Association	17605 Park Terrace Road, Corning, CA 96021	08:00 - 22:00	08:00 - 17:00	616	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
22	Tehama	Noland Park	19001 Bowman Rd, Cottonwood, CA 96022	08:00 - 22:00	08:00 - 17:00	15	Micro	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
23	Yolo	United States Postal Service	7575 CA-16, Guinda, CA 95637	08:00 - 22:00	08:00 - 20:00	54	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging
24	Yolo	PG&E Gas Safety Academy	1 PG&E Way, Winters, CA 95694	08:00 - 22:00	08:00 - 20:00	884	Mobile	Wi-Fi, Restrooms, Water and Snacks, Blankets, Device Charging, Medical Device Charging

**VERIFICATION**


I, undersigned, say:

I am an officer of PACIFIC GAS AND ELECTRIC COMPANY, a corporation, and am authorized to make this verification for that reason.

I have read the foregoing “PG&E Public Safety Power Shutoff Report to the CPUC” for the events of October 11-12, 2021, and I am informed and believe the matters stated therein to be true.

I declare under penalty of perjury that the foregoing is true and correct.

Executed at San Ramon, California this 26<sup>th</sup> day of October, 2021.



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SUMEET SINGH  
CHIEF RISK OFFICER  
PACIFIC GAS & ELECTRIC COMPANY