



Understanding Power Outages

Stay prepared by learning about the different types of outages

PG&E aims to provide you with safe and reliable power. Still, outages can happen due to planned maintenance, damage to equipment or to prevent a wildfire when risk is high.

Planned Outages

We may occasionally need to turn off power for safety and other reasons.

- **Maintenance on our powerlines and equipment** may require us to shut off power so our crews can safely complete this work.
- **Public Safety Power Shutoffs (PSPS)** are used as a last resort to prevent a wildfire when risk is high during severe weather.
- **Rotating outages during a heatwave** may occur for one or two hours for small groups of customers. This avoids strain on the electric grid when demand for power is high.

Unplanned Outages

Weather and other factors may impact your service at any time, including:

- **Damage to our equipment** from emergencies such as wildfires, earthquakes, storms or car accidents.
- **Enhanced Powerline Safety Settings** that shut off power if a hazard is detected, such as a tree branch hitting a powerline. This helps prevent wildfires in high fire-threat areas.
- **Safety requests** from first responders such as local firefighters.



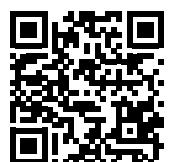
What to Expect

- **Before a planned outage**, we will aim to notify you by phone, text, email or mail.
- **During any outage**, we will provide updates via phone, text and/or email on when power will return.

Get the latest updates at [pge.com/outages](https://www.pge.com/outages).

To learn more about power outages, visit [pge.com/electricaloutages](https://www.pge.com/electricaloutages).

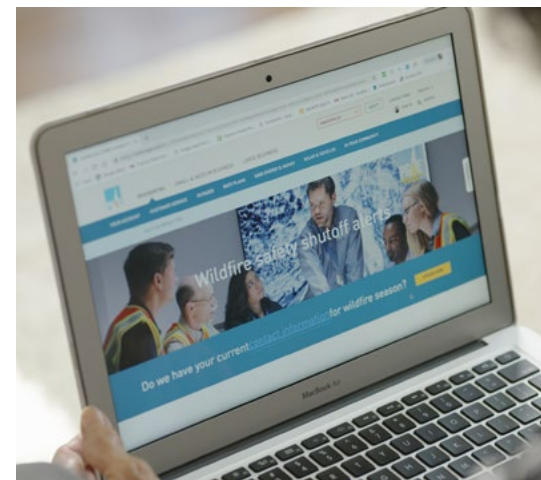
LEARN MORE



Use the checklist on the back to prepare for an outage



Preparing Your Home or Business For Potential Outages



Make a plan today!

Ensure that your family, employees, tenants or customers are safe during an outage. Visit [pge.com/safetyactioncenter](https://www.pge.com/safetyactioncenter) to create an emergency plan today.

Before an Outage:

- Update your contact information to ensure you can receive outage alerts at [pge.com/myalerts](https://www.pge.com/myalerts).
- Apply for free or reduced-cost backup power options at [pge.com/backupper](https://www.pge.com/backupper).
- If you rely on power for your medical needs, you may qualify to receive extra support through the Medical Baseline Program. Learn more at [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline).
- Get extra help planning for outages if you're an older adult or have a disability. Apply for the Disability Disaster Access and Resources Program at [pge.com/ddar](https://www.pge.com/ddar).

During an Outage:

- View current outages and restoration times at [pge.com/outages](https://www.pge.com/outages).
- Dial **211**, text "Prepare" to **211-211** or visit [211.org](https://www.211.org) to find local services such as food banks and accessible transportation.



Questions?

For more information and preparedness tips, visit [pge.com/outageprep](https://www.pge.com/outageprep).



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