



# 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

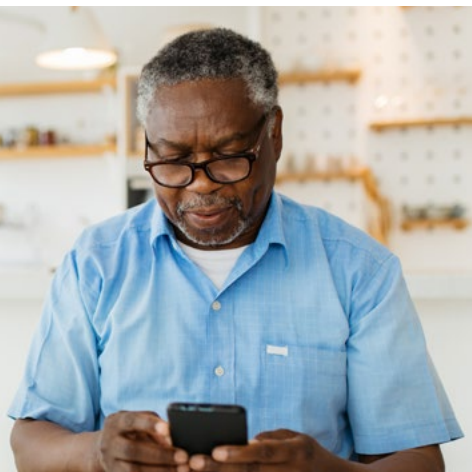
We may occasionally need to turn off power for safety and other reasons.

- **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.



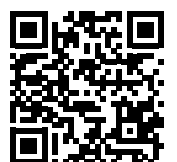
## What to Expect

- **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://pge.com/outages).

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

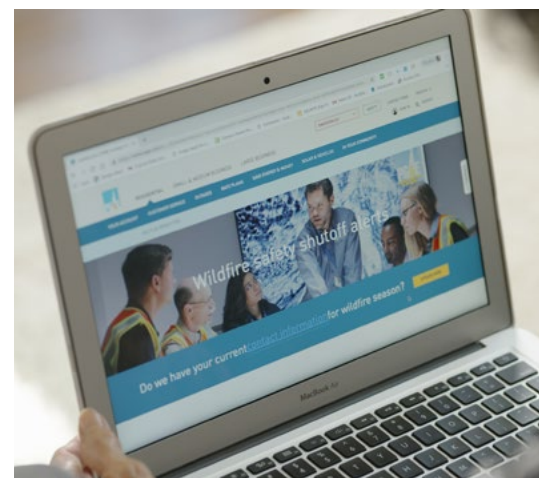
LEARN MORE



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://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://pge.com/myalerts).
- ☐ Apply for free or reduced-cost backup power options at [pge.com/backupper](https://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://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://pge.com/ddar).

## During an Outage:

- ☐ View current outages and restoration times at [pge.com/outages](https://pge.com/outages).
- ☐ Dial **211**, text "Prepare" to **211-211** or visit [211.org](https://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://pge.com/outageprep).



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