



**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**FILED**

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Application of Pacific Gas and Electric  
Company for Approval of its Mobile  
Application and Supporting Systems Pilot.

Application No. 19-07-019  
(Filed July 29, 2019)

(U 39 E)

**QUARTERLY STATUS REPORT OF PACIFIC GAS AND  
ELECTRIC COMPANY (U 39 E) ON MOBILE  
APPLICATION PILOT**

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Dated: July 31, 2024

Representatives for  
PACIFIC GAS AND ELECTRIC COMPANY

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OF THE STATE OF CALIFORNIA**

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**QUARTERLY STATUS REPORT OF PACIFIC GAS AND  
ELECTRIC COMPANY (U 39 E) ON MOBILE  
APPLICATION PILOT**

Pacific Gas and Electric Company (“PG&E”) respectfully submits its status report for second quarter of 2024 (Q2 2024) on its activities and progress on the mobile application pilot developed pursuant to Decision (D.20-10-003) Approving Pacific Gas and Electric Company’s Mobile Application and Supporting Systems Pilot effective October 8, 2020 (“D.20-10-003”).<sup>1/</sup>

**I. INTRODUCTION**

The Decision requires that PG&E file and serve on the service list for this proceeding quarterly status reports on its activities and progress on the mobile application pilot. PG&E has organized the quarterly status report, attached at Appendix A, to reflect the requirements of the Decision and will update each section with the most current information and status of its activities. As PG&E reaches milestones, we will note this in our cover pleading. This is the quarterly status report for Q2 2024.

**II. MILESTONES OF Q2 2024 STATUS REPORT**

In Q2 2024 PG&E achieved the following notable milestones:

- Launched 1 release for Android and iOS.
- 444 average submissions per month in Q2 2024. Compared to 2024 Q1 514, 2023 Q1 240, Q2 187, Q3 200 and Q4 179.

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<sup>1/</sup> Decision, Ordering Paragraph 2.

- The Report it Program is averaging over 16 submissions per day in 2024
- Based on use feedback PG&E removed the “waitlist” feature for new users
- Hired dedicated program support (Triage) coworkers
- Filed and served response to SPD response to PG&E Straw Proposal

### III. CONCLUSION

PG&E respectfully submits its quarterly status report for Q2 2024 on its activities and progress on the mobile application pilot.

Respectfully Submitted,

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JESSICA BASILIO

By: /s/ Jessica Basilio  
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**APPENDIX A**

**PACIFIC GAS AND ELECTRIC COMPANY**

**Q2 2024 STATUS REPORT**

**ON ITS MOBILE APPLICATION PILOT**

**July 31, 2024**

## **Introduction**

Pursuant to the October 8, 2020, Decision Approving Pacific Gas and Electric Company's (PG&E) Mobile Application and Supporting Systems Pilot (Decision), PG&E files this quarterly status report for the second quarter of 2024 (Q2 2024). The Decision requires that PG&E file a quarterly status report on its activities and progress on the mobile application pilot throughout the period of the pilot.<sup>1/</sup> The Q2 2024 report reflects the status of PG&E's activities and progress through June 30, 2024. Our next quarterly status report (Q3 2024) will be filed and served on October 31, 2024 and will contain status and progress through September 30, 2024.

## **Q2 2024 Status**

### **Mobile App Development and Outreach**

During Q2 2024, PG&E had one release for Android and iOS. See Table 1 for an overview of the release.

Table 1: Overview of mobile app releases in Q4 2023

Version	Submission Date	Operating System	Date Available in App Stores	Release Details
2.0.7	4/18/2024	Android and iOS	4/18/2024	Add ability to capture photo geolocation; iOS SDK 17 upgrade

## **Q2 2024 Status**

### **Outreach and training targeted at customers in Tier 2 and Tier 3 HFTDs:**

On June 27, 2024, PG&E sent a marketing email for the mobile app to customers in Tier 2 and Tier 3 High Fire Threat Districts. The email campaign had an open rate of 43% and a click rate of 0.49%.

PG&E continued to promote the mobile app at Regional Town Halls. A slide identifying the Report It app as a customer resource and a link to the PG&E webpage

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<sup>1/</sup> Decision, Ordering Paragraph 2.

(pge.com/reportit) was included as part of the town halls. (See Attachment E.) In Q2 2024, there were five Regional Town Halls. The webinars are live and are moderated by Senior PG&E employees and/or Subject Matter Experts. Total attendance for Q2 events was 838.

### **Mobile App Operational Results**

Section 4 discusses the operational results of the mobile app pilot once the mobile app was launched.

### **Q2 2024 Status**

### **Mobile App Operational Results**

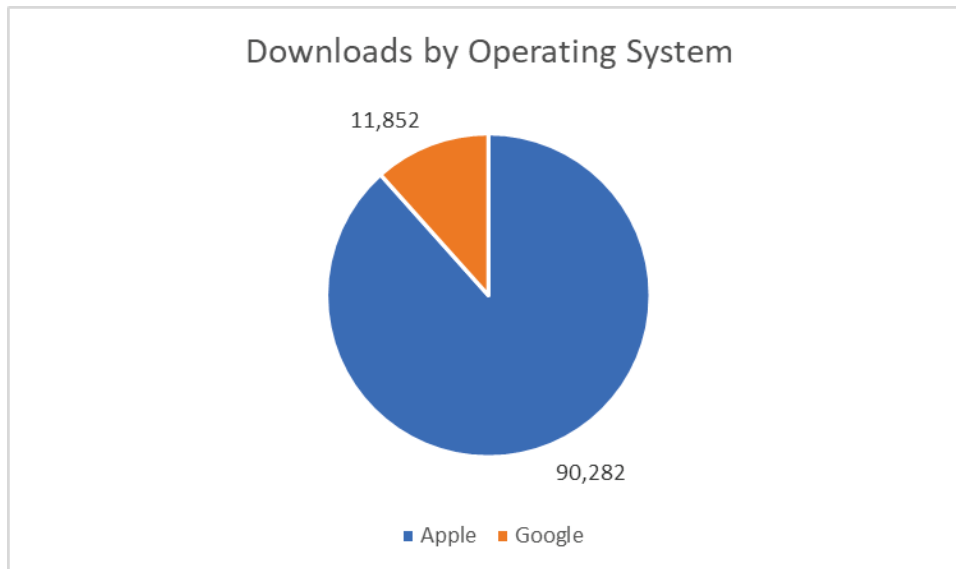
As of June 30, 2024, since launching with customers (July 28, 2021) the app has reached the following operational results:

The app had 90,282 downloads in the Apple app store and 11,852 in the Google Play app store.

1. Users have submitted 7,190 submissions
  - a. The types of issues were categorized as follows: 44% Tree or Vine, 25% Power Pole, 12% Power Line, 10% PG&E Equipment, and 8% Other Electrical
2. 4,672 Valid submissions
  - a. In 1,160 instances we investigated the submission, and no problem was found.
  - b. In 3,361 instances a safety concern and/or violation of a safety regulation was identified.
    - i. We completed a corrective action for 2,167 and have scheduled corrective actions for 1,194 (see Attachment D for an example of a safety issue with a corrective action completed.)
    - ii. 1,139 had previously been identified by PG&E

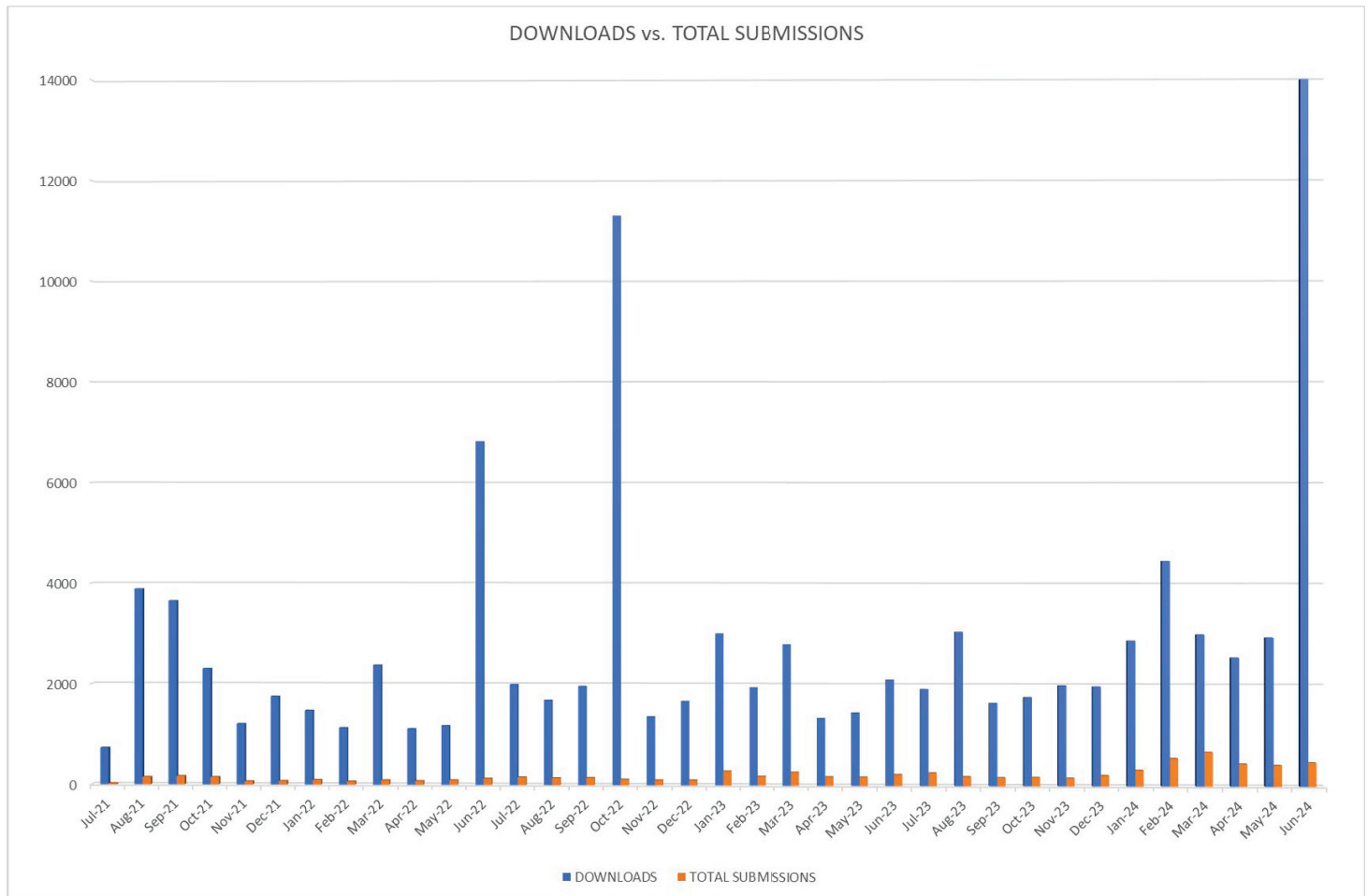
- c. 151 were under review to determine if they posed a safety concern or violation of a safety regulation. 86 of them are currently closed.
- 3. 2,407 submissions were considered invalid
  - a. 1,257 instances were third party equipment (ex: telco lines), 563 were emergencies (not in scope for the app), 145 were gas-related, 74 Wood management related, 5 outage related and 363 did not fit within the program guidelines for other reasons (ex: picture of a flashing light bulb).
- 4. 111 submissions were still under review at the time these numbers were pulled to determine if they were valid

► Downloads by Operating System (07/28/2021 – 06/30/2024)



Apple	Google	Total
90,282	11,852	102,134

► Downloads vs. Total Submissions (07/28/2021 – 06/30/2024)

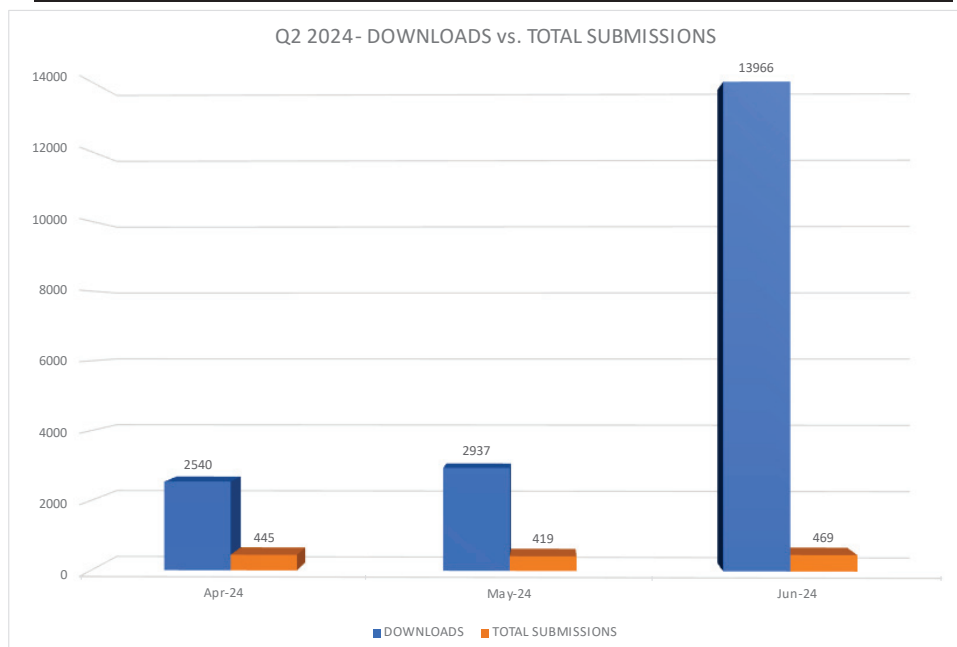


MONTH	DOWNLOADS	TOTAL SUBMISSIONS
Jul-21	728	18
Aug-21	3887	147
Sep-21	3652	165
Oct-21	2302	148
Nov-21	1206	64
Dec-21	1751	72
Jan-22	1472	95
Feb-22	1127	64
Mar-22	2375	89
Apr-22	1109	76
May-22	1170	93
Jun-22	6819	125

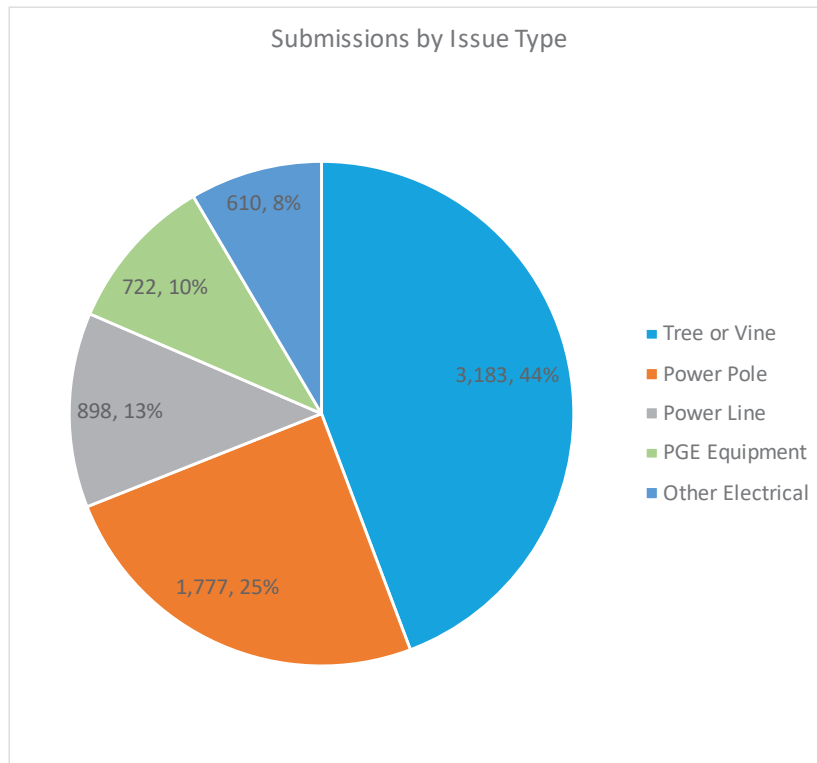


Jul-22	1990	152
Aug-22	1679	138
Sep-22	1955	144
Oct-22	11289	114
Nov-22	1353	100
Dec-22	1660	100
Jan-23	2993	279
Feb-23	1932	177
Mar-23	2788	262
Apr-23	1327	174
May-23	1438	169
Jun-23	2093	222
Jul-23	1906	254
Aug-23	3042	184
Sep-23	1633	163
Oct-23	1752	169
Nov-23	1984	157
Dec-23	1961	210
Jan-24	2872	317
Feb-24	4450	551
Mar-24	2996	675
Apr-24	2540	445
May-24	2937	419
Jun-24	13966	469

► Downloads vs. Total Submissions Q2 2024 (04/1/2024 – 06/30/2024)

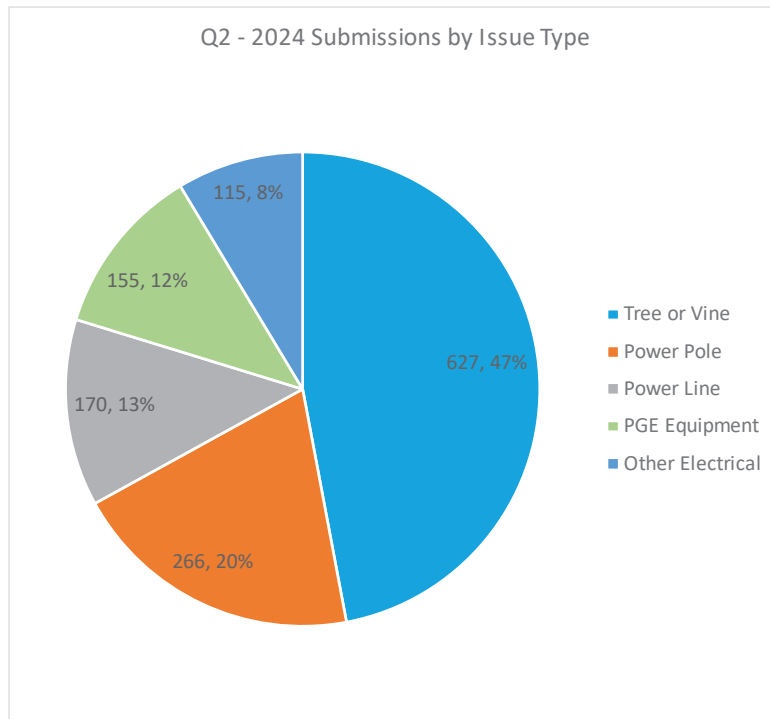


► Submissions by Issue Type (07/28/2021 – 06/30/2024)



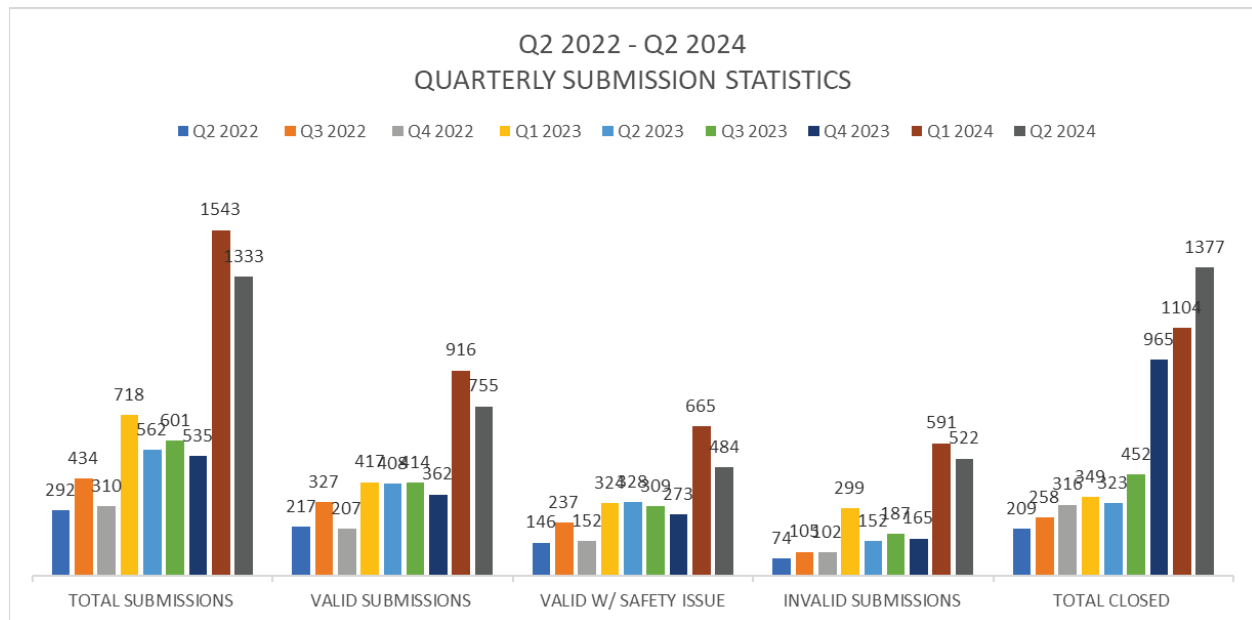
ISSUE TYPE	TOTAL SUBMISSIONS
Tree or Vine	3,183
Power Pole	1,777
Power Line	898
PGE Equipment	722
Other	610

► Submissions by Issue Type Q2 2024 (04/1/2024 – 06/30/2024)



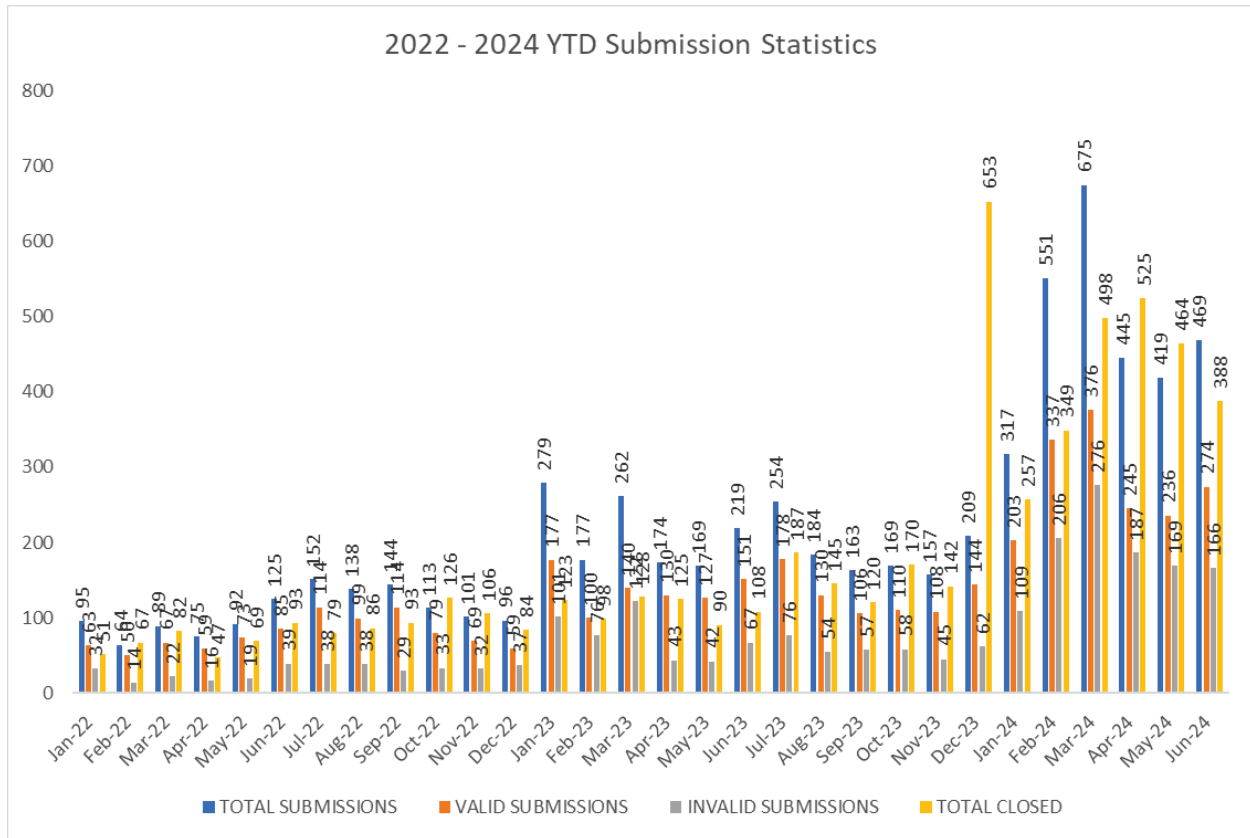
ISSUE TYPE	TOTAL SUBMISSIONS
Tree or Vine	627
Power Pole	266
Power Line	170
PGE Equipment	155
Other	115

► Q2 2022 – Q2 2024 Quarterly Submission Statistics (04/01/2022 – 06/30/2024)



	TOTAL SUBMISSIONS	VALID SUBMISSIONS	VALID W/ SAFETY ISSUE	INVALID SUBMISSIONS	TOTAL CLOSED
Q2 2022	292	217	146	74	209
Q3 2022	434	327	237	105	258
Q4 2022	310	207	152	102	316
Q1 2023	718	417	324	299	349
Q2 2023	562	408	328	152	323
Q3 2023	601	414	309	187	452
Q4 2023	535	362	273	165	965
Q1 2024	1543	916	665	591	1104
Q2 2024	1333	755	484	522	1377

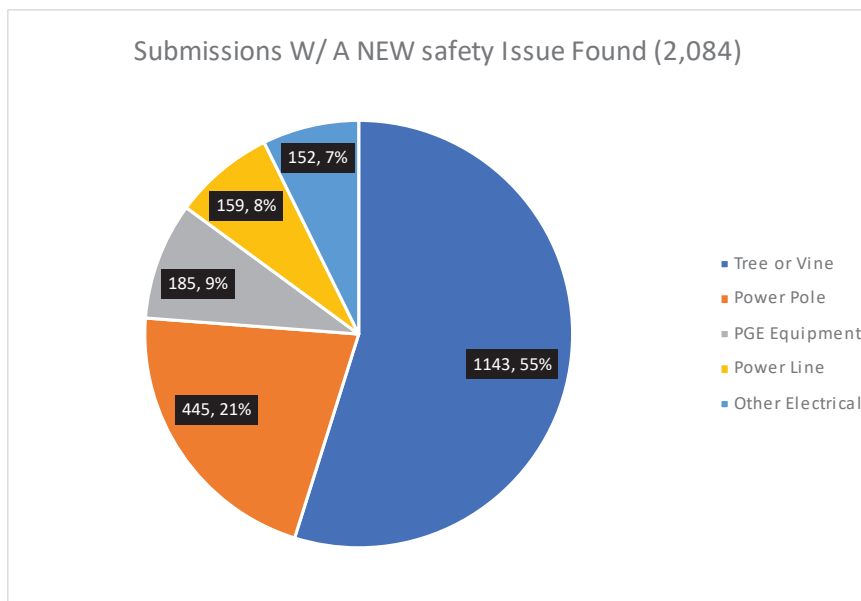
► YTD Submission Statistics (01/01/2022 – 06/30/2024)



DATE	TOTAL SUBMISSIONS	VALID SUBMISSIONS	INVALID SUBMISSIONS	TOTAL CLOSED
Jan-22	95	63	32	51
Feb-22	64	50	14	67
Mar-22	89	67	22	84
Apr-22	75	59	16	49
May-22	93	74	19	70
Jun-22	124	84	40	98
Jul-22	153	115	38	81
Aug-22	138	100	38	88
Sep-22	144	115	29	93
Oct-22	113	81	32	126
Nov-22	100	69	31	107
Dec-22	96	59	37	84
Jan-23	279	175	103	132
Feb-23	177	99	78	100
Mar-23	262	141	121	131
Apr-23	174	130	43	130
May-23	169	128	41	91
June-23	222	152	69	115
Jul-23	254	182	72	189
Aug-23	184	130	54	154

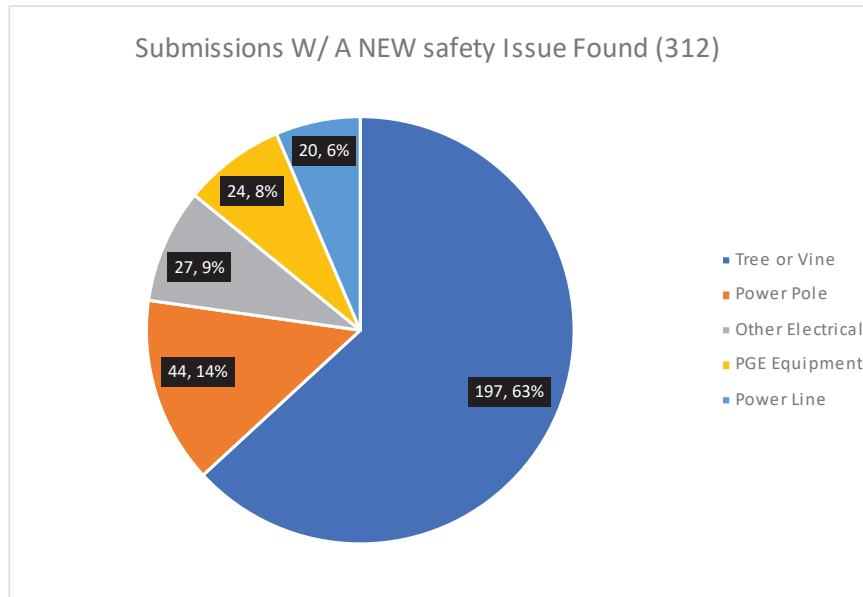
Sep-23	163	116	46	122
Oct-23	169	110	58	171
Nov-23	157	108	45	143
Dec-23	210	135	57	667
Jan-24	317	203	109	258
Feb-24	551	339	204	351
Mar-24	675	367	267	501
Apr-24	445	245	187	525
May-24	419	236	169	464
Jun-24	469	274	166	388

► Submissions with a New Safety Issue Found (07/28/2021 – 06/30/2024)



ISSUE TYPE	SUBMISSIONS	% OF TOTAL SUBMISSIONS
TREE OR VINE	1143	55%
POWER POLE	445	21%
PG&E EQUIP.	185	9%
POWER LINE	159	8%
OTHER	152	7%

► Submissions with a New Safety Issue Found Q2 2024 (04/01/2024 – 06/30/2024)

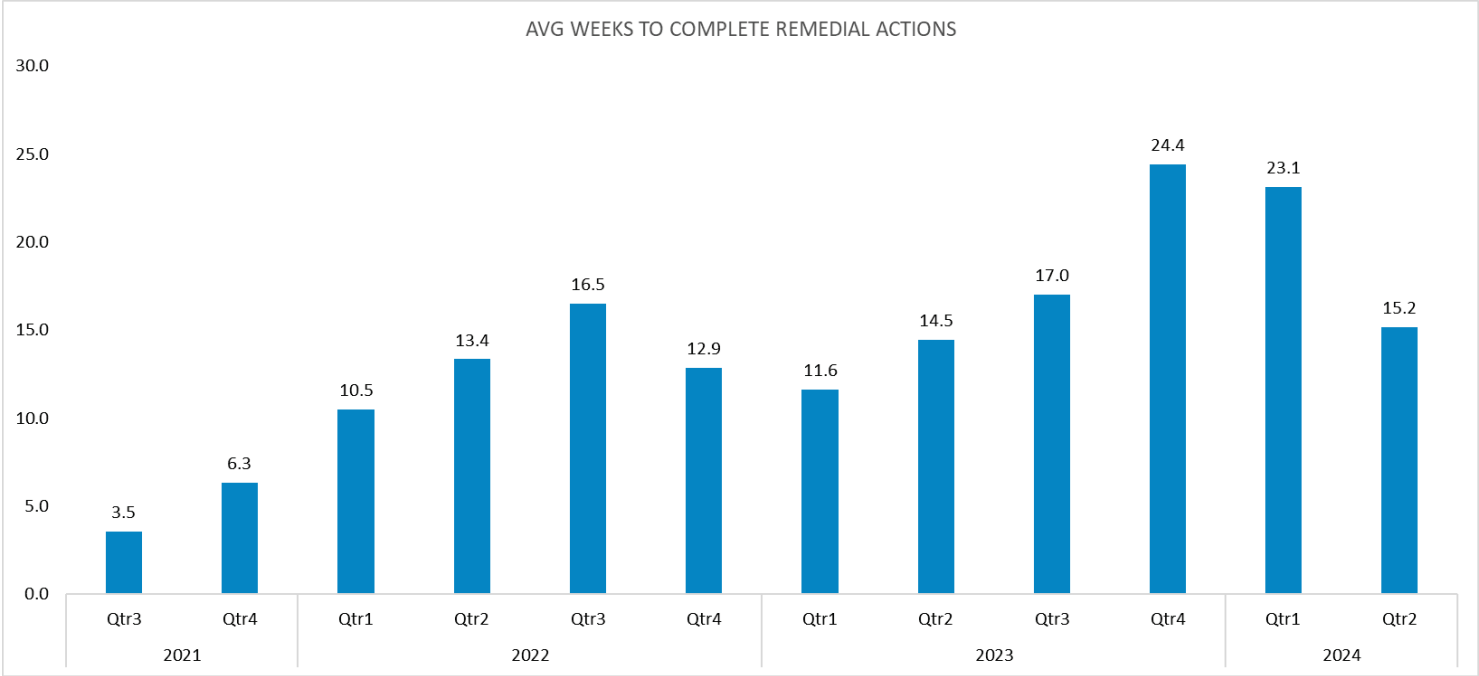


ISSUE TYPE	SUBMISSIONS	% OF TOTAL SUBMISSIONS
TREE OR VINE	197	63%
POWER POLE	44	14%
PG&E EQUIP.	24	8%
POWER LINE	20	6%
OTHER	27	9%

► Average number of weeks between case submission date and remedial action completion date (07/28/2021 – 06/30/2024)

A **\*\*NEW\*\*** metric that illustrates, on average, the time between when a Report it case is submitted/received by PG&E and the average number of weeks for PG&E to complete the remedial actions. The methodology includes closed, valid cases, where a safety issue was identified. The timeline in years and quarters is defined by the corresponding

Year/Qtr in which the case was closed, to preserve continuity throughout the reporting periods.



Year	Quarter	Avg weeks between report submission received and remedial action completion date
2021	Qtr3	3.5
	Qtr4	6.3
2022	Qtr1	10.5
	Qtr2	13.4
	Qtr3	16.5
	Qtr4	12.9
2023	Qtr1	11.6
	Qtr2	14.5
	Qtr3	17.0
	Qtr4	24.4
2024	Qtr1	23.1
	Qtr2	15.2



## **Q2 2024 Status**

### **Evaluation of Mobile App Pilot**

PG&E filed and served Opinion Dynamics' Further Amended Evaluation Final Report on November 6, 2023.<sup>2/</sup> PG&E filed and served Response and comments to the SPD Response to PG&E Mobile App Straw Proposal and Consultant Report.

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<sup>2/</sup> A copy of the final evaluation report and attachments can be found here:  
<https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M520/K716/520716797.PDF>

## Attachment A – Mobile App Pilot Milestone Tracker

This milestone tracker will be included in each of PG&E’s quarterly status reports. This documents PG&E’s assessment of its compliance with D.20-10-003. PG&E will update the table below with the activities it sees as satisfying the milestones (the Decision’s ordering paragraphs).

Milestones from Decision	Completion of Milestones
1(a): expand the scope of the mobile app pilot to encompass all safety matters pertaining to PG&E’s electric infrastructure.	In compliance with Ordering Paragraph 1(a), PG&E expanded the scope of the mobile app pilot to encompass all safety matters pertaining to PG&E’s electric infrastructure.
1(b): implement a native application for its mobile app pilot and develop two separate apps, one for iPhones and one for Android operating system-based smartphones.	In compliance with Ordering Paragraph 1(b), PG&E implemented a native application for its mobile app pilot and developed two separate apps, one for iPhones and one for Android operating system-based smartphones.
1(c): develop a publicly-available interface for the mobile app but preserve ownership over the original source code and share the design of the mobile app and relevant materials with others upon request, unless otherwise confidential under a purchase agreement for a commercially available app.	In compliance with Ordering Paragraph 1(c) PG&E developed a publicly-available interface for the mobile app but preserves ownership over the original source code and will share the design of the mobile app and relevant materials with others upon request, unless otherwise confidential under a purchase agreement for a commercially available app.
1(d): within 30 days of a safety issue being reported to PG&E via the mobile app, upload information received to the asset management database and make this information publicly-available on its website and mobile app, unless otherwise confidential under the law.	<b>ONGOING:</b> In compliance with Ordering Paragraph 1(d) PG&E is uploading information received to the asset management database and making this information publicly-available on our website and mobile app within 30 days of a safety issue being reported to PG&E via the mobile app, unless otherwise confidential under the law
1(e): preserve all data submitted via the mobile app deemed invalid and/or rejected (including emergency matters) for a period of four years from the launch date of the mobile app pilot for Commission evaluation purposes, unless preservation for a longer period of time is require by law.	<b>ONGOING:</b> In compliance with Ordering Paragraph 1(e) PG&E is preserving all data submitted via the mobile app deemed invalid and/or rejected (including emergency matters) for a period of four years from the launch date of the mobile app pilot for Commission evaluation

	purposes, unless preservation for a longer period of time is require by law.
1(f): within 30 days of receipt of a safety report via the mobile app, make available to the public the safety report, PG&E's determination, PG&E's analysis, GPS coordinates, corrective action, review status, and photos, unless confidential under the law.	<b>ONGOING:</b> In compliance with Ordering Paragraph 1(f) PG&E is making available to the public the safety report, PG&E's determination, PG&E's analysis, GPS coordinates, corrective action, review status, and photos, within 30 days of receipt of a safety report via the mobile app, unless confidential under the law.
1(g): include all customers located in Tier 2 and Tier 3 High Fire Threat Districts.	In compliance with Ordering Paragraph 1(g), PG&E included all customers located in Tier 2 and Tier 3 High Fire Threat Districts in our outreach for the mobile app pilot.
1(h): conduct outreach to target and make the mobile app available to all contractors performing vegetation management in the field, relevant staff at CAL FIRE, and relevant staff at cable companies and telecommunication providers with whom PG&E operates under joint pole agreements, with the use of the mobile app by these entities being discretionary.	In compliance with Ordering Paragraph 1(h), PG&E conducted outreach to target and make the mobile app available to all contractors performing vegetation management in the field and relevant staff at CAL FIRE, relevant staff at cable companies and telecommunication providers with whom PG&E operates under joint pole agreements.
1(i): offer the mobile app pilot until Phase 2 of this proceeding is completed.	<b>ONGOING:</b> In compliance with Ordering Paragraph 1(g), PG&E is offering the mobile app pilot until Phase 2 of this proceeding is completed.
1(j): launch the mobile app pilot as soon as practicable but within 10 months from the effective date of this decision.	In compliance with Ordering Paragraph 1(j), PG&E launched the mobile app pilot on July 28, 2021, within 10 months from the effective date of the decision.
1(k): coordinate with the Commission's Safety Policy Division, to the extent necessary, to ensure 384 unique submittals/safety reports are received.	During Q4 2021, unique safety reports submitted through the mobile app exceeded 384.
1(l) enhance, if necessary, beyond the existing warnings, the mobile app submittal process to clearly advise customers that the mobile app is not to be used in emergency situations when calling 911 would be more appropriate.	Based on usability testing of the clickable prototype, PG&E finds the designs advising customers that the mobile app is not to be used in emergency situations to provide sufficient warnings. See Figure 2 in Attachment C for a screenshot from the prototype of these designs.

1(m): offer training to users to promote the success of the mobile app pilot and report on training and public education efforts and status to the Commission's Safety Policy Division within three months from the effective date of this decision.	In compliance with Ordering Paragraph 1(m), PG&E reported our training and public education plan in the Q4 2020 status report, Section 2.2 of Appendix A, filed on January 8, 2021.
1(n): categorize a submittal/safety report a valid concern even if it duplicates a prior submittal/safety report until it is addressed by PG&E.	<b>ONGOING:</b> In compliance with Ordering Paragraph 1(n), PG&E is categorizing a submittal/safety report a valid concern even if it duplicates a prior submittal/safety report until it is addressed by PG&E
2: Pacific Gas and Electric Company (PG&E) shall file and serve on the service list for this proceeding quarterly status reports on its activities and progress on the mobile application pilot. The first report shall be due three months after the effective date of this decision. This directive expires at the end of the pilot.	In compliance with Ordering Paragraph 2, PG&E files and serves its quarterly status report on this service list for this proceeding.
3: Pacific Gas and Electric Company shall, in consultation with the Commission's Safety Policy Division, undertake an evaluation of its mobile application (mobile app) pilot effort, and in so doing, shall retain a qualified independent consultant.	In compliance with Ordering Paragraph 3, PG&E has awarded a qualified independent consultant, Opinion Dynamics, to evaluate its mobile application (mobile app) pilot effort. PG&E filed the final evaluation on August 25, 2023.
4: Pacific Gas and Electric Company's (PG&E) independent consultant shall, in consultation with the Commission's Safety Policy Division, undertake an evaluation to assess the feasibility, obstacles, benefits for integrating the mobile application (mobile app) into the PG&E's existing complaint-intake system. This evaluation shall be included as part of the independent consultant's evaluation of the mobile app pilot.	In compliance with Ordering Paragraph 4, PG&E has awarded a qualified independent consultant, Opinion Dynamics to assess the feasibility, obstacles, benefits for integrating the mobile application (mobile app) into the PG&E's existing complaint-intake system. PG&E filed the final evaluation on August 25, 2023.
5: The Commission authorizes its Safety Policy Division to modify the evaluation schedule set forth herein of the Pacific Gas and Electric Company mobile application pilot as may be necessary and appropriate.	
6: Pacific Gas and Electric Company's costs associated with the development	<b>ONGOING:</b> In compliance with Ordering Paragraph 6, PG&E Pacific Gas and

and continued operation, including evaluation, outreach, and training, associated with the mobile application pilot shall be at shareholder expense.	Electric Company's continues to allocate expenses/costs associated with the development and continued operation, including evaluation, outreach, and training, associated with the mobile application pilot to shareholders.
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### **1.a Mobile App Development and Outreach**

PG&E has been ordered to expand the scope of the mobile app pilot to address electric infrastructure safety concerns generally, rather than solely focus on wildfire-related safety issues.<sup>1/</sup> The Decision requires PG&E to implement a native application for its mobile app pilot and to develop two separate apps, one for iPhones and one for Android operating system-based smartphones.<sup>2/</sup> Additionally, PG&E is required to develop a publicly available interface for the mobile app and preserve ownership over the original source code in order to share the design of the mobile app and relevant materials, unless confidential under a purchase agreement for a commercially available app.<sup>3/</sup>

### **2.a Outreach and Training for Mobile App**

The Decision requires PG&E to include all customers located in Tier 2 and Tier 3 High Fire Threat Districts (HFTDs) in the mobile application pilot outreach and invitation.<sup>4/</sup> PG&E has been ordered, in addition to sending email invitations to a subset of customers, to send invitations to customers via text message, if consistent with any required permission from the customer pursuant to state and federal law, such as the Telephone Consumer Protection Act (TCPA), (to the extent PG&E has access to

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<sup>1/</sup> Decision, Findings of Fact 3 and 4, Conclusions of Law 1 and 2, and Ordering paragraph 1(a).

<sup>2/</sup> Decision, Ordering Paragraph 1(b).

<sup>3/</sup> Decision, Ordering Paragraph 1(c).

<sup>4/</sup> Decision, Ordering Paragraph 1(g).

cellphone numbers) and to include an invitation to all Tier 2 and Tier 3 HFTD customers as part of a bill insert or direct mail postcard.<sup>5/</sup>

PG&E must enhance, if necessary beyond the existing warnings in the prototype, to clearly advise customers that the mobile app is not to be used in emergency situations when calling 911 would be more appropriate.<sup>6/</sup> Additionally, PG&E must offer training to promote the success of the mobile app pilot and report on training and public education efforts and status to the Commission's Safety Policy Division within three months of the effective date of the Decision, January 8, 2021.<sup>7/</sup>

Additionally, PG&E must conduct outreach to target and make the mobile app available to all contractors performing vegetation management in the field, relevant staff at CAL FIRE, and relevant staff at cable companies and telecommunication providers under joint pole agreements with PG&E.<sup>8/</sup> Use of the mobile app by these entities is discretionary.

The Decision requires PG&E to coordinate with the Commission's Safety Policy Division, to the extent necessary, to ensure 384 unique submittals are received.<sup>9/</sup>

### **3.a Mobile App Operational Results**

PG&E must launch the Mobile App Pilot as soon as practicable but within 10 months from the effective date of the Decision, or August 8, 2021.<sup>10/</sup> Additionally, PG&E must offer the mobile app pilot until Phase 2 of this proceeding is completed.<sup>11/</sup>

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<sup>5/</sup> Conclusions of Law 12.

<sup>6/</sup> Decision, Ordering Paragraph 1(l).

<sup>7/</sup> Decision, Ordering Paragraph 1(m).

<sup>8/</sup> Decision, Ordering Paragraph 1(h).

<sup>9/</sup> Decision, Ordering Paragraph 1(k).

<sup>10/</sup> Decision, Ordering Paragraph 1(j).

<sup>11/</sup> Decision, Ordering Paragraph 1(i).

The Decision orders PG&E to upload information to the asset management database within 30 days of receipt of the submittal via the mobile app and make it publicly available on the website and mobile app, unless the information is confidential.<sup>12/</sup> Additionally, the Decision requires PG&E to make its determination, analysis, GPS coordinates, corrective action, review status and photos publicly available, unless confidential.<sup>13/</sup>

PG&E will preserve all data submitted via a mobile app submission, regardless of whether it is invalid or an emergency, for at least a period of 4 years from the launch date of the mobile app.<sup>14/</sup> Additionally, PG&E has been ordered to categorize a safety report received via the mobile app as a valid concern even if it duplicates a prior submittal until it is addressed by PG&E.<sup>15/</sup>

#### **4.a Evaluation of Mobile App Pilot**

PG&E is required to, in consultation with the Commission's Safety Policy Division (SPD), undertake an evaluation of its mobile application pilot and shall retain a qualified independent consultant.<sup>16/</sup> The independent consultant shall undertake an evaluation to assess the feasibility, obstacles, and benefits for integrating the mobile application into the PG&E existing complaint-intake system.<sup>17/</sup>

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<sup>12/</sup> Decision, Ordering Paragraph 1(d).

<sup>13/</sup> Decision, Ordering Paragraph 1(f).

<sup>14/</sup> Decision, Ordering Paragraph 1(e).

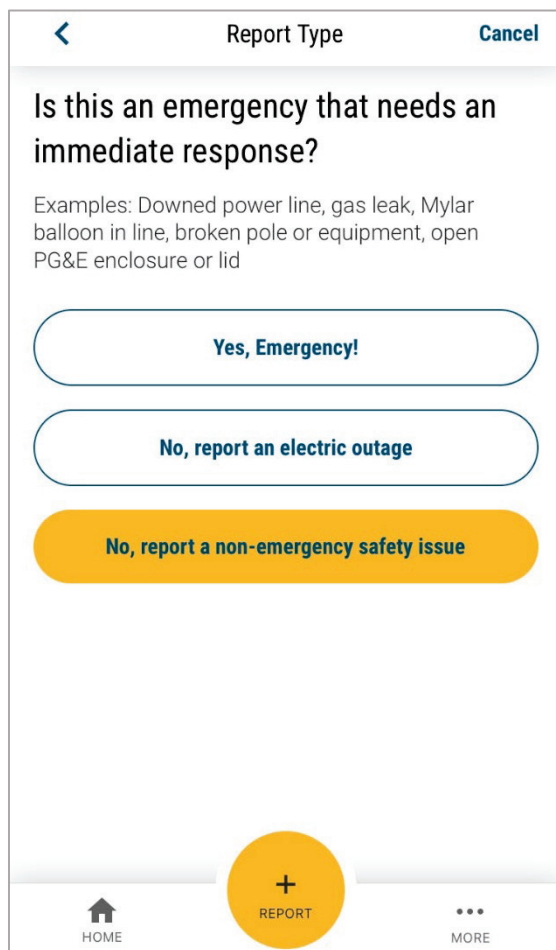
<sup>15/</sup> Decision, Ordering Paragraph 1(n).

<sup>16/</sup> Decision, Ordering Paragraph 3.

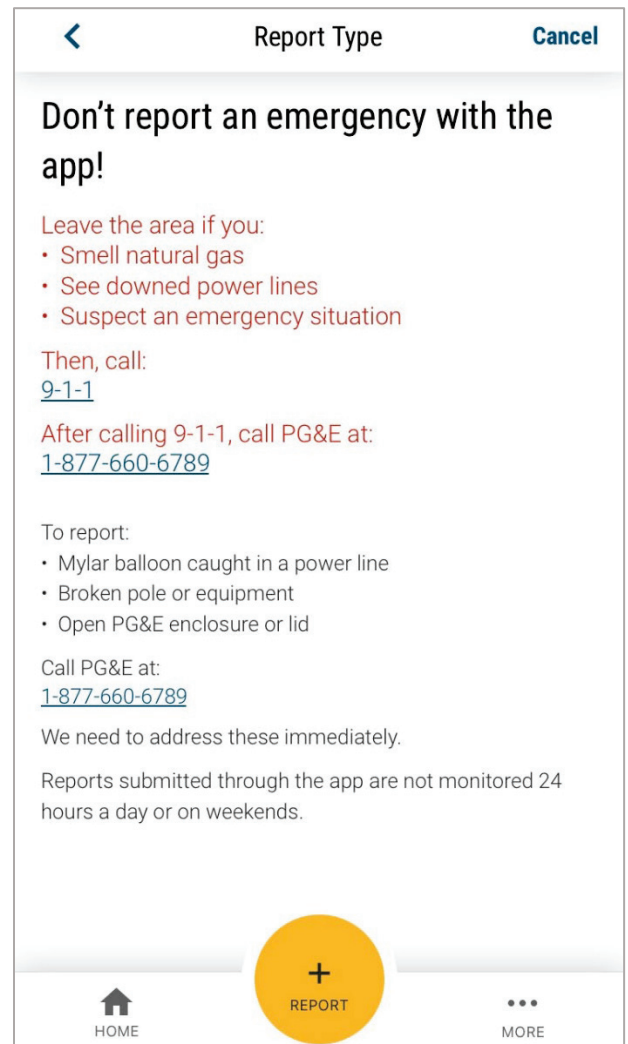
<sup>17/</sup> *Id.*

## Attachment B – Screenshots of updated “Is this an emergency?” mobile app screens

*Figure 1: Updated screen that is shown when user selects the “Report” button. Note, “No, report an electric outage” opens the [Report an Outage page](#) on PG&E’s Outage Center.*

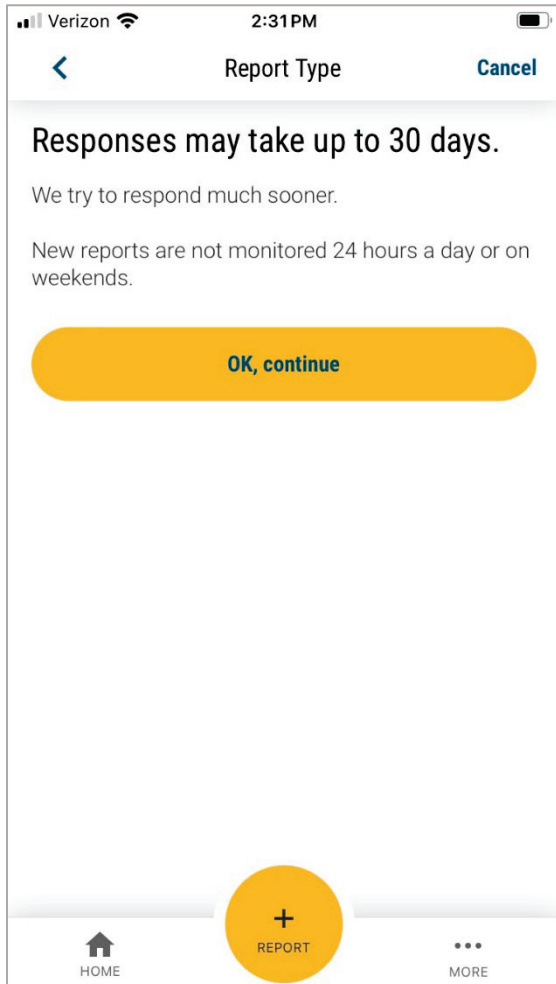


*Figure 2: New screen that is displayed when a user selects “Yes, Emergency!” from the screen in Figure 1.*





*Figure 3: New screen that is displayed when a user selects “No, report a non-emergency safety issue” from the screen in Figure 1*



**Attachment C – Example of a safety concern identified using the  
PG&E Report It app**

*Figure 13: Safety issue submitted through PG&E Report It: A dead tree with branches  
within four feet of the conductor*



*Figure 14: After the safety issue was remediated (dead tree removed)*

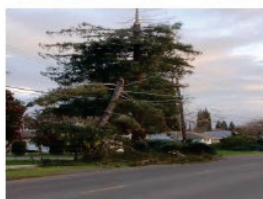
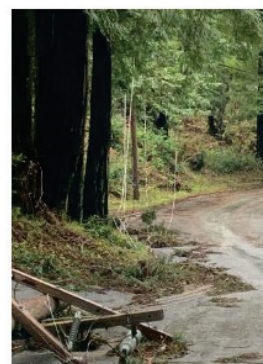


**Attachment D – Updated Report It webpage with examples of emergency issues that should not be submitted through the app and should be called in so they receive immediate attention**

**Call us for concerns that need immediate attention**

Some concerns may require immediate attention and should not be reported through the app. If you encounter the following, please call [1-800-743-5000](tel:1-800-743-5000):

- Mylar® balloon caught in a powerline
- Broken power pole
- Broken cross arm on pole
- Open site enclosure
- Exposed electrical wires
- Issues with gas equipment



**Attachment E – Slide used in PG&E’s Regional Town Halls that includes the  
Report It mobile app as a resource for customers**



## Additional Customer Resources



### Outage Center


Find the latest updates on outages by city, county or specific address

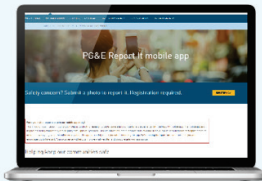
 [pge.com/outagecenter](https://pge.com/outagecenter)



### 211

Free and confidential support and resources via calls or texts to 211

 [211ca.org](https://211ca.org)



### Report It App

Submit photos of non-emergency potential safety concerns

 [pge.com/reportit](https://pge.com/reportit)



### Safety Action Center

Create an emergency safety plan to keep you and your family safe

 [safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)