



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

Order Instituting Rulemaking to Examine
Electric Utility De-Energization of Power
Lines in Dangerous Conditions.

R.18-12-005
(Filed December 13, 2018)

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**PACIFIC GAS AND ELECTRIC COMPANY'S (U 39 E)
2025 PUBLIC SAFETY POWER SHUTOFF
POST-SEASON REPORT**

**(ATTACHMENT A - SUPPLEMENTAL ATTACHMENTS
FILED ON ARCHIVAL GRADE DVD)**

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ATTACHMENT A

(SUPPLEMENTAL ATTACHMENTS FILED ON ARCHIVAL GRADE DVD)

**Pacific Gas and Electric Company (PG&E)
2025 Public Safety Power Shutoff (PSPS)
Post-Season Report**

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PG&E 2025 Post-Season Report – POSTSR 1 (Narrative)

The Safety and Enforcement Division (SED) within the California Public Utility Commission (CPUC) established the Public Safety Power Shutoff (PSPS) Post-Season Report template for investor-owned utilities (IOUs) to report on additional information which may not have been included in their previously submitted PSPS Post-Event Reports.¹ This PSPS Post-Season Report follows the template provided by the CPUC on November 15, 2024, and includes supplemental information regarding PG&E's 2025 PSPS events, which includes the:

- January 13 – 15, 2025 PSPS
- January 20 – 21, 2025 PSPS
- January 22 – 24, 2025 PSPS
- June 19 – 22, 2025 PSPS

¹ The PSPS Post-Event Reports are a requirement per previous Commission decisions, including Resolution ESRB-8, D.19-05-042 (Phase 1), D.20-05-051 (Phase 2), D.21-06-034 (Phase 3), and D. 21-06-014 (PSPS OII).

Section I – Background: Overarching Regulation

Section I.1 - Each electric investor-owned utility must file a comprehensive 2025 Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a 2025 Post-Season Report template on the Commission’s website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments. [Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

Section I.2 - The [prior year] Post-Season Report must include, but will not be limited to: f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014. [Authority: D.21-06-034; Guidelines at p. A15, Section K-3.f]

Section I.3 - To the extent a required item of information is also required to be included in the electric investor-owned utility’s Wildfire Mitigation Plan, the 2025 Post-Season Report may refer to the electric investor-owned utility’s Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility’s Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report. [Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

Section II – Amendments to Post-Event Reports

A. Regulatory Requirements

Section II.A.1 - Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission’s Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports [Authority: D.21-06-014; OPs 65 and 66]

Section II.A.2 - Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available. [Authority: D.21-06-014; OPs 65 and 66]

B. Direction

Section II.B.1 - Provide any information missing [including, but not limited to the specific topics listed below from any PSPS Post-Event Report for Public Safety Power Shutoffs (PSPS) filed in the previous year by:

- a. Identify the date name of the PSPS.
- b. Identify the Section of the PSPS Post-Event Report template for which the missing information will be added.
- c. Provide the missing information under that heading. [Authority: D.21-06-014; OPs 65 and 66]

Response:

1/20 – 1/21 and 1/22 – 1/24 PSPS Post-Event Report, Table 1: Revised Impacted Customer Counts

During the 1/20 – 1/21 and 1/22 – 1/24 PSPS events, five customers who were provided temporary generation, and therefore mitigated from PSPS impacts, were inadvertently counted as de-energized customers. The table below reflects the corrected impacted customer count for each PSPS.

1/20 – 1/21 and 1/22 – 1/24 PSPS Post-Event Report Revised Impacted Customer Counts

PSPS Post-Event Report	Original Number of Impacted Customers	Revised Number of Impacted Customers
January 20 – 21, 2025	583	582
January 22 – 24, 2025	583	579

6/19 – 6/22 PSPS Post-Event Report, Table 1: Revised Unique Distribution Circuits in Any Version of Scope

In the 6/19 – 6/22 PSPS Post-Event Report, the count of unique Distribution circuits in any version of scope was reported as 47. This number has been revised to 67.

6/19 – 6/22 PSPS Post-Event Report, Section 3.3: Revised Transmission-Level Facility Count

In the 6/19 – 6/22 PSPS Post-Event Report, the count of impacted Transmission-level facilities was reported as 22. This number has been revised to nine.

Revised Notification Failures and False Communications

The attachment “PGE_Revised 2025 PPS Post-Event Report Notification Failures and False Communications_2-27-2026.xlsx” includes updated notification failure explanations and counts based on root cause investigations noted in Section 5.5 of the 2025 [PSPS Post-Event Reports](#). As forecast models strengthen and the real-time weather materializes faster than forecasted during PPS events, some notifications, as reported in the attachment, were not sent during certain notification windows due to factors outside our control, in accordance with CPUC Phase 1 Guidelines.² Therefore, we do not consider these instances to be notification failures.

Additionally, this attachment provides updated false communications explanations and counts originally reported in Section 5.7 of the 2025 [PSPS Post-Event Reports](#). Notification failures and false communications that remain unchanged from the 2025 [PSPS Post-Event Reports](#) are not included in this attachment.

2025 PPS Post-Season Report, Section 10.1: Revised Mitigation Counts

See below for revised mitigation counts for each 2025 PPS and respectively updated waterfall graphs.

January 13 – 15, 2025 PPS

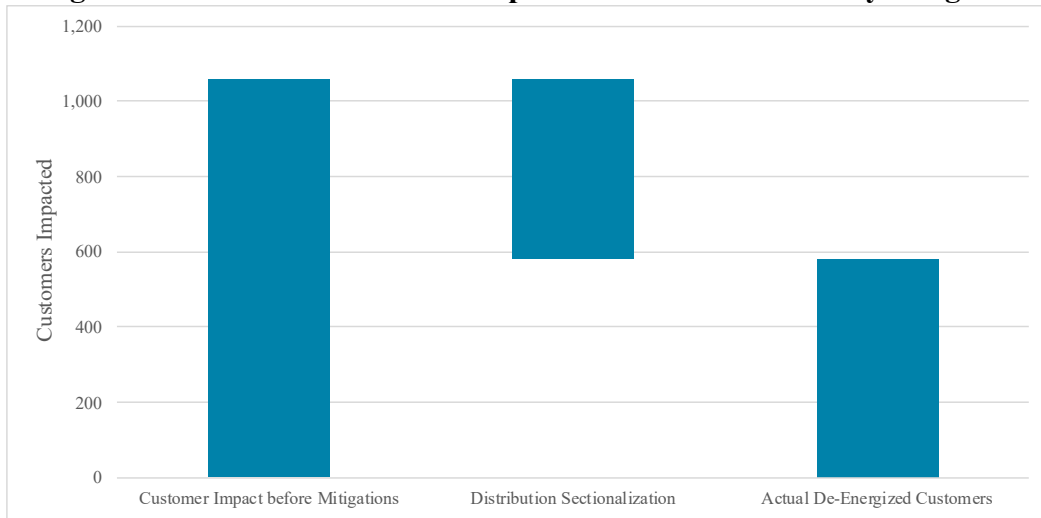
In the 1/13 – 1/15 PPS Post-Event Report, the count of mitigated customers was reported as 480, including 477 using Distribution Sectionalization and three using Backup Power Support.

These numbers have been revised to 476 total customers mitigated using Distribution Sectionalization and zero using Backup Power Support.

Although Backup Power Support was provided to three customers, these customers experienced a significant PPS outage duration before the backup generators began operations and thus should not be included in the total count of mitigated customers.

² D.19-05-042.

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

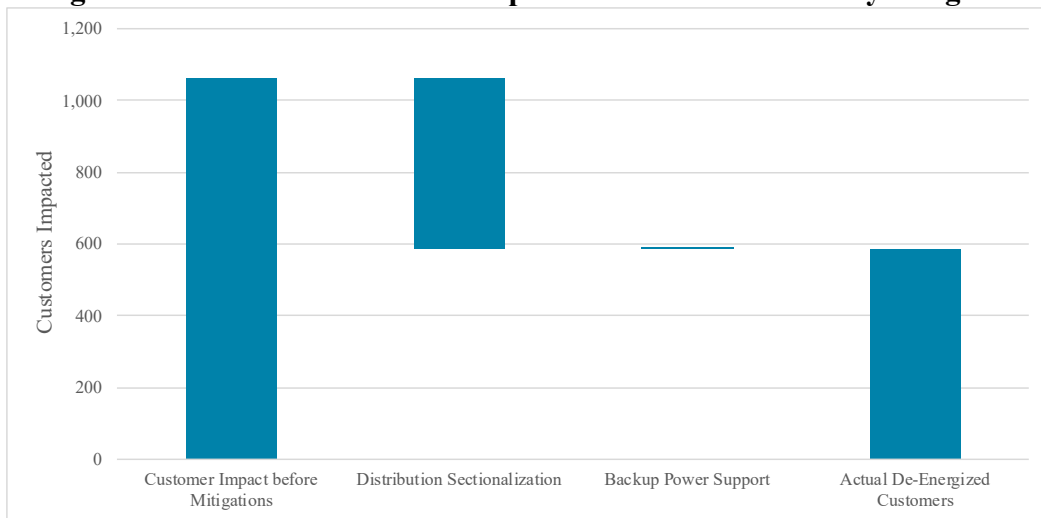


January 20 – 21, 2025 PSPP

In the 1/20 – 1/21 PSPP Post-Event Report, the count of mitigated customers was reported as 479, including 478 using Distribution Sectionalization.

These numbers have been revised to 477 total customers mitigated, including 476 using Distribution Sectionalization.

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

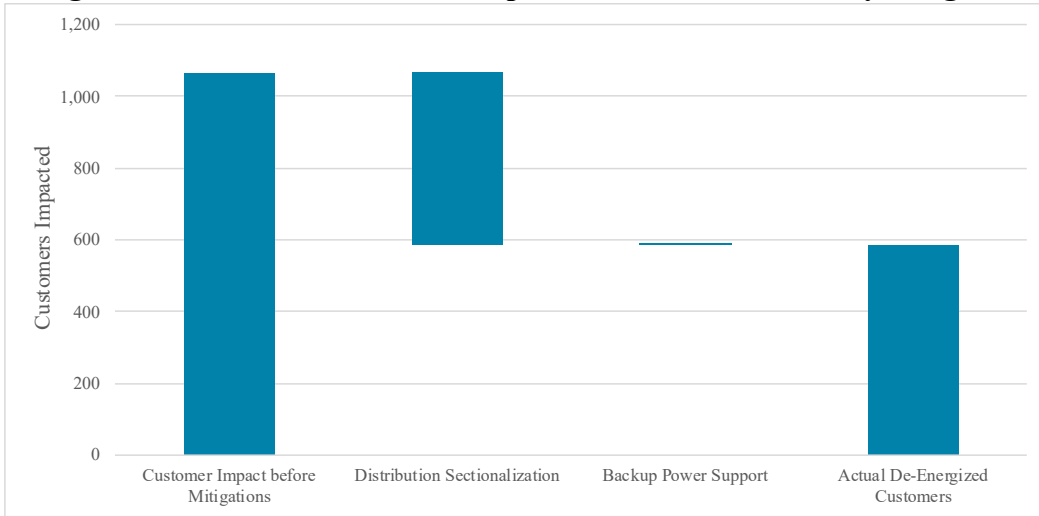


January 22 – 24, 2025 PSPP

In the 1/22 – 1/24 PSPP Post-Event Report, the count of mitigated customers was reported as 482, including 478 using Distribution Sectionalization.

These numbers have been revised to 480 total customers mitigated, including 476 using Distribution Sectionalization.

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



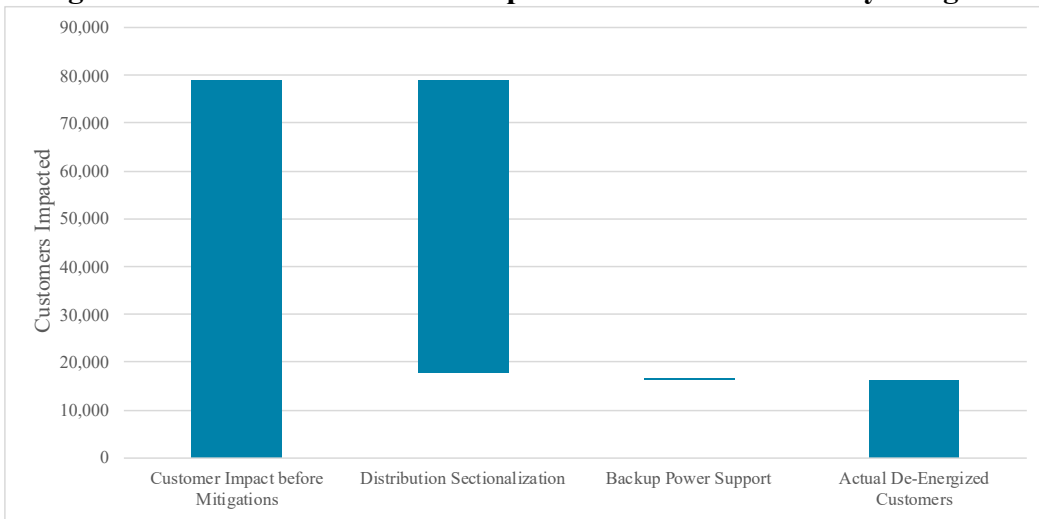
June 19 – 22, 2025 PSPS

In the 6/19 – 6/22 PSPS Post-Event Report, the count of mitigated customers was reported as 61,492, including 61,315 using Distribution Sectionalization, zero using Distribution Switching, and five using Backup Power Support.

These numbers have been revised to 62,982 total customers mitigated, including 61,248 using Distribution Sectionalization, 1,559 using Distribution Switching, and three using Backup Power Support.

Although Backup Power Support was provided to five customers, two customers experienced a significant PSPS outage duration before the backup generators began operations and thus are not included in the total count of mitigated customers.

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



Section II.B.2 - Community Resource Centers: Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

a. Address and describe each Community Resource Center during a de-energization event. [Authority: D.21-06-014, OPs 65 and 66]

Response:

See Section 9 in PG&E’s 2025 [PSPS Post-Event Reports](#) for information about Community Resource Centers (CRCs). The CRC data has not been modified from any of the 2025 PSPS Post-Event Reports.

Figure 1 is an overview of the resources available at CRC locations PG&E made available during 2025 PSPS events. See Appendix A, pp. 37 – 50, in PG&E’s 2025 [PSPS Pre-Season Report](#) for more information about our CRC Plan.

Figure 1: CRC Types and Resources

Standard operating hours at all CRCs: 8 a.m. - 10 p.m.

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

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

** Grab and go bags contain device chargers, water, snacks and PSPS information.

Section II.B.3 - Notification: Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22)**

Response:

As stated in [Your Guide to PSPS](#), a resource PG&E provides for customers, we use a High Fire Risk Area (HFRA) classification in addition to HFTD to determine PSPS scope. In Appendix D of the 2025 [PSPS Post-Event Reports](#), we first identify HFTD areas assigned to Public Safety Partners. Any area outside of HFTD was reviewed to determine if it is included in HFRA. PG&E's circuits can run miles long and span across multiple jurisdictions. Some Public Safety Partners outside of HFRA and HFTD were also de-energized in order to de-energize areas within HFRA and HFTD for safety.

See Appendix D in PG&E's 2025 [PSPS Post-Event Reports](#) for information about whom we contacted in the community prior to de-energization and whether the impacted areas are classified as High Fire-Threat District (HFTD) Zone 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22).

- b. Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided; [Authority: D.21-06-014, OPs 65 and 66]**

Response:

Pursuant to CPUC Phase 1 Guidelines³, PG&E is required to send notifications to Public Safety Partners, Tribal/Local Governments, Community Based Organizations (CBOs) and impacted customers 48 – 72, 24 – 48 and 1 – 4 hours prior to de-energization. The IOUs are not required to send notifications two hours prior to de-energization under the requirements set forth in [ESRB-8, Phase\(s\) 1, 2, 3 of the PSPS Order Instituting Rulemaking \(OIR\)](#).

See Section 5 in PG&E's 2025 [PSPS Post-Event Reports](#) for more information about notification timing and explanations of notification failures based on the minimum timeline requirements set by the CPUC.

Section II.B.4 - Restoration: Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- a. Provide a detailed description of the steps the utility used to restore power.**
[Authority: D.21-06-014, OPs 65 and 66]

Response:

PG&E was able to restore all circuits within 24 hours of weather "All-Clear" for the following PSPS events:

- January 13 – 15, 2025 PSPS

³ D.19-05-042

- January 20 – 21, 2025 PSPS
- January 22 – 24, 2025 PSPS
- June 19 – 22, 2025 PSPS

See Section 8 in PG&E’s 2025 [PSPS Post-Event Reports](#) for information about restoration data and information regarding steps to restore power and PG&E’s [2023 – 2025 Wildfire Mitigation Plan \(WMP\) R8](#), Section 8.4.5 pp. 864 – 866, for more information about our PSPS restoration process.

Section III – Decision Specified

A. Education and Outreach *[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]*

Section III.A.1 - Include the results of the most recent education and outreach surveys not previously reported on, as an attachment to the Post-Season Report. See E.21-06-034, Sections E-1. for specific requirements on the surveys. *[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]*

Response:

See [Appendix A](#) for results of our most recent education and outreach surveys.

B. Medical Baseline and Access and Functional Needs *[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]*

Section III.B.1 - Describe in detail all programs and/or types of assistance, including:

Response:

PG&E provides resource and assistance programs for Medical Baseline (MBL) and Access and Functional Needs (AFN). See PG&E's [2025 AFN Plan](#) and [2023 – 2025 WMP R8](#) for information about MBL and AFN Programs and/or types of assistance. Specific citations are provided below.

a. Free and/or subsidized backup batteries

i. Disability Disaster Access and Resources (DDAR) Program

See PG&E's [2023 – 2025 WMP R8](#), Section 8.5.3, p. 907, and [2025 AFN Plan](#), Section 2.4.1 pp. 12 – 13, for information about free and/or subsidized backup batteries as part of the DDAR Program.

ii. Portable Battery Program (PBP)

See PG&E's [2023 – 2025 WMP R8](#), Section 8.5.3, p. 906, and [2025 AFN Plan](#), Section 2.4.3 pp. 14 – 15, for information about free backup batteries as part of PBP.

iii. Generator and Battery Rebate Program (GBRP)

See PG&E's [2023 – 2025 WMP R8](#), Section 8.5.3, p. 906, and PG&E's [2025 AFN Plan](#) Section 2.4.4 pp. 15 – 16, for information about subsidies via rebates as part of GBRP.

iv. Backup Power Transfer Meter (BPTM)

See PG&E's [2023 – 2025 WMP R8](#), Section 8.5.3, p. 906, and PG&E's [2025 AFN Plan](#) Section 2.4.5 p. 16, for information about BPTM.

b. Self-Generation Incentive Program (SGIP) Equity Resiliency Budget

See PG&E's [2023 – 2025 WMP R8](#), Section 8.5.3, p. 906, and PG&E's [2025 AFN Plan](#), Section 2.4.2, pp. 13 – 14, for information about SGIP. The latest budget availability for this program can be found on the [SGIP webpage](#).

c. Community Microgrid Incentive Program (MIP) [sic] [“Microgrid Incentive Program” per D.21-01-018]

In Track Two of the Microgrid OIR, the CPUC directed California IOUs to expand the Community Microgrid Enablement Program (CMEP) to create a new Microgrid Incentive Program (MIP). PG&E, SDG&E, and SCE filed a joint MIP implementation plan which was adopted with modifications in D.23-04-034 on April 6, 2023.

MIP is intended to fund clean community microgrids, with a focus on critical energy needs for disadvantaged and vulnerable populations impacted by grid outages. The program uses a scoring system based on customer, resilience, and environmental benefits to award funding to selected projects. See PG&E’s [MIP Microgrid Incentive Program Handbook](#) for more information about eligibility requirements and scoring rubric. To date, there are no MIP funded microgrid projects operating.

d. Hotel vouchers

i. California Network of 211 Providers

See PG&E’s [PSPS Resources for AFN Customers](#) webpage for information about hotel vouchers provided through 211 referral services.

ii. DDAR Program

See PG&E’s [2023 – 2025 WMP R8](#), Section 8.5.3, p. 907, and [2025 AFN Plan](#), Section 2.4.1, pp. 12 – 13, for information about hotel vouchers provided as part of the DDAR Program.

iii. Hotel Discount Options

See PG&E’s [PSPS Resources for AFN Customers](#) webpage for information about discounted hotel rates through partnerships with hotels in our service area.

e. Transportation to CRCs

i. Accessible Transportation Providers

See PG&E’s [2025 AFN Plan](#), Section 2.5.1.7, p. 18, for information about transportation to CRCs through accessible transportation providers.

ii. California Network of 211 Providers

See PG&E’s [2023 – 2025 WMP R8](#), Section 8.5.3, p. 908, and [2025 AFN Plan](#), Sections 2.3.1, pp. 11 – 12 and 2.5.1.7, p. 18, for information about transportation to CRCs as part of CA 211.

iii. DDAR Program

See PG&E’s [2023 – 2025 WMP R8](#), Section 8.5.3, p. 907, and [2025 AFN Plan](#), Section 2.4.1, pp. 12 – 13, for information about transportation to CRCs as part of the DDAR Program.

f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

i. MBL Program

See PG&E's [2025 AFN Plan](#), Section 2.5.2, pp. 18 – 20, for information about the MBL Program.

ii. Self-Identified Vulnerable (SIV) Program

See PG&E's [2025 AFN Plan](#), Section 2.2.1, pp. 9 – 10, for information about the SIV Program.

iii. Energy Savings Assistance (ESA) Program

See PG&E's [2025 AFN Plan](#), Section 2.5.3 p. 20, for information about the ESA Program.

iv. California Alternative Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA)

See PG&E's [2025 AFN Plan](#), Section 2.5.4, pp. 20 – 21, for information about the CARE and FERA Programs.

v. CRCs

See PG&E's [2023 – 2025 WMP R8](#), Section 8.4.6, pp. 878 – 879, and [2025 AFN Plan](#), Sections 2.8.2, p. 35, for information about CRCs.

vi. CMEP

PG&E's CMEP helps communities plan and implement a resilience solution to power critical resources when the utility grid is shut down due to extreme weather or a PSPS. To date, there is one microgrid funded by CMEP, the Redwood Coast Airport Microgrid (RCAM), which was not leveraged during 2025 as its location is outside the areas impacted by PSPS. However, the program consists of four elements:

1. **Web-Based Tools and Information** – See pge.com/cmep and [PG&E's Community Microgrid Technical Best Practices Guide](#) for information on how PG&E provides financial, technical and interconnection resources for community microgrid projects.
2. **Enhanced Utility Technical Support** – PG&E provides incremental support to facilitate development of multi-customer microgrids from initial concept exploration, through assessment, and execution.
3. **Pro Forma Tariff and Agreements** – In 2020, PG&E submitted a pro forma tariff in Advice Letter 5918E to govern the eligibility, development, and island and transitional operation of community microgrids. CMEP has remained a foundational tariff for multi-party microgrids and has become the basis for the CPUC's recently adopted Multi-Party Microgrid Tariff. PG&E has also developed a Microgrid Operating Agreement, which defines the roles and responsibilities in the development and operation of a community microgrid.

4. **Cost Offsets** – CMEP will offset certain PG&E equipment necessary to enable the safe islanding of a community microgrid of up to \$3 million per project. This may include equipment such as isolation devices, PG&E’s microgrid controller, and equipment to ensure that the microgrid is safe to operate. The cost offsets do not cover the cost of distributed generation or energy storage.

vii. Backup Power Education at Energy Action Guide and Safety Action Center

PG&E’s [Energy Action Guide](#) includes retail purchase options for customers to purchase Portable Batteries and Portable Generators. Additionally, we share information about backup power safety through our online [Safety Action Center](#), including tools to compare backup power options and a [Resource Guide](#) to locate vendors.

viii. Electric Vehicle (EV) Charging Network Support and Resiliency

During a PSPS, customers seeking information on EV charging stations are directed to resources and information on our [EV website](#), which allows customers to find charging locations near them. The interactive [Charger Locator Map](#) on PG&E’s [EV Charging Station](#) webpage displays real-time information to ensure customers are aware of EV charger locations, including locations that may be impacted by a current PSPS.

ix. Food Replacement Resources

PG&E has partnerships with food banks throughout its service area to provide support for customers with AFN who experience food loss during a PSPS. See PG&E’s [2025 AFN Plan](#), Section 2.5.1, pp. 16 – 17, for more information about these partnerships and available food assistance resources.

x. Haven of Hope on Wheels

PG&E partners with Haven of Hope on Wheels in Butte County to provide portable showers and laundry service for AFN customers. This resource was not deployed during PSPS in 2025 due to limited impacts in Butte County.

xi. California Network of 211 Providers (211 CA)

211 CA offers AFN households a 24/7 source of information and connection to available resources in their community before, during, and after Wildfire Safety Outages, including PSPS. Individuals can access 211 CA live phone services in English, Spanish and 150 additional languages through bi-lingual staff and tele-interpretation services. Information in English and Spanish is also available through two-way text and push-texting services.

211 CA also directs customers with AFN access to free PSPS education, outreach, and emergency planning in advance of PSPS, as well as providing critical resources like transportation, food, batteries, and other social services during a PSPS.

Section III.B.2 – Identify and describe the costs and associated funding source(s) for all partnerships, each unique program and form of assistance (e.g., backup batteries as distinct from hotel vouchers), and any other efforts aimed at mitigating the impacts of public safety power shutoff events on persons with access and functional needs and vulnerable populations. Use the below table to provide this information.

Response:

Table 1 provides costs and funding sources associated with PG&E partnerships to mitigate the impacts of a PSPS on AFN populations. In the 2023 General Rate Case (GRC) CPUC decision, the following programs were approved to be recovered in the Wildfire Mitigation Balancing Account (WMBA) rather than the Wildfire Mitigation Plan Memorandum Account (WMPMA):

- DDAR Program
- GBRP
- PBP

Table 1: Costs & Funding Sources for Partnerships

Partnerships/ Programs/Services	Costs (\$)	Funding Sources(s)	Program/Cost Description
DDAR Program (Non-Event)	\$2,845,500	WMBA	Costs related to non-event support such as administrative costs including emergency preparedness work, purchase of batteries, and non-event related administration and promotion of the program.
DDAR Program (In-Event)	\$137,718	WMBA	Costs related to PSPS in-event support including distribution of portable backup batteries, hotel stays, food stipends, accessible transportation, and fuel gift cards.
PBP	\$2,197,717	WMBA	Portable backup batteries, minifridges, and insulin coolers, in addition to the administration and promotion of the program.
GBRP	\$989,308	WMBA	Rebates for qualified generators and portable batteries, including the administration and promotion of the program.
CRCs (Non-Event)	\$4,919,409	WMBA	Costs related to new site electrical and ADA construction, contracts for staffing vendor and emergency service provider, site supplies/materials, and project management labor.
CRCs (In-Event)	\$1,141,635	WMBA	Costs related to staffing, site set-up, and in-event operations costs.
Food Replacement Resources	\$64,480	WMBA	Various contracted CBOs that provide food to the community during a PSPS.

Partnerships/ Programs/Services	Costs (\$)	Funding Sources(s)	Program/Cost Description
211 Referral Services (Non-Event)	\$1,804,092	WMPMA	Costs related to non-event support such as continued administrative costs including emergency preparedness work.
211 Referral Services (In-Event)	\$66,598	WMBA	Costs directly related to PSPS in-event support.
Multicultural Media Partnerships & In-Language CBOs	\$400,000	WMBA	Language translation and PSPS in-event interpretation.
American Sign Language (ASL) Translation	\$3,690	WMBA	ASL language for PSPS notifications.
Dignity Health Accessible Transportation	\$2,100	WMBA	Costs related to in-event transportation provided to impacted customers.
Paid Media and Advertising	\$1,886,840	WMBA	PG&E promotes proactive and educational PSPS preparation information as well as emergency messages to reach our customers before and during a PSPS via paid media channels. These ads are provided in English, Spanish and Chinese languages.

Section III.B.3 – Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.

Response:

See Table 1 in Section III.B.2 for partnership funding sources.

Section III.B.4 – Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event.

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

Response:

See Table 1 in Section III.B.2 for partnership funding sources. PG&E provides support for AFN and vulnerable populations throughout our entire service area. CBO partnerships may vary by county, however, there are utility partnerships with CBOs throughout our entire service territory.

C. Mitigation [Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

Section III.C.1 - For each proactive de-energization event that occurred during the prior calendar year:

a. Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.

Response:

Table 2 lists backup generation provided during the 2025 PSPS events.

Table 2: Customers Provided Backup Generation

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
01/13/2025	Tejon 1102	Kern	Tejon Ranch Headquarters	0.200	32:50	High risk to environment or public safety
01/13/2025	Tejon 1102	Kern	Tejon Ranch Headquarters	0.100	00:00	High risk to environment or public safety
01/13/2025	Tejon 1102	Kern	Residence – Haskel Road, Lebec	0.700	34:58	High risk to environment or public safety
01/20/2025	Tejon 1102	Kern	Tejon Ranch Headquarters	0.200	53:10	High risk to environment or public safety
01/22/2025	Tejon 1102	Kern	El Tejon School	0.200	39:00	High risk to environment or public safety
01/22/2025	Tejon 1102	Kern	Residence – Circle Drive, Lebec	0.056	43:25	High risk to environment or public safety
01/22/2025	Tejon 1102	Kern	Tejon Ranch – Pump House	0.036	70:15	High risk to environment or public safety
01/22/2025	Tejon 1102	Kern	Tejon Ranch Headquarters	0.200	65:14	High risk to environment or public safety
06/19/2025	Corning 1102	Tehama	Residence – Maggie Way, Paskenta	0.056	00:54	High risk to environmental or public safety
06/19/2025	Corning 1102	Tehama	Paskenta Community Services District	0.350	12:49	High risk to environmental or public safety

PSPS Date	Circuit	County	Site Name	Deployed Generation (MW)	Duration of Operation (hrs.)	Reason Deployed
06/19/2025	Elk Creek 1101	Glenn	Elk Creek Community Service	0.230	23:04	High risk to environmental or public safety
06/19/2025	Wildwood 1101	Shasta	Residence – Hwy 36, Platina	0.056	20:09	High risk to environmental or public safety
06/19/2025	Corning 1102	Tehama	Residence – Maggie Way, Paskenta	0.032	22:55	High risk to environmental or public safety
06/21/2025	Wildwood 1101	Shasta	Residence – Hwy 36, Platina	0.056	13:04	High risk to environmental or public safety
06/21/2025	Corning 1102	Tehama	Paskenta Community Services District	0.350	26:00	High risk to environmental or public safety
06/21/2025	Elk Creek 1101	Glenn	Elk Creek Community Services	0.230	27:55	High risk to environmental or public safety
06/21/2025	San Miguel 1107	San Luis Obispo	Bella Terra Estates Loc 1	0.100	35:51	High risk to environmental or public safety
06/21/2025	San Miguel 1107	San Luis Obispo	Bella Terra Estates Loc 2	0.100	35:42	High risk to environmental or public safety

D. Public Safety Partners *[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]*

Section III.D.1 - Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

Response:

There were no selective re-energization requests made by Public Safety Partners during 2025 PSPS events.

E. Transmission *[Authority: D.21-06-034, Guidelines at pp. A15 – A16, Section K-3.b.]*

Section III.E.1 - Description of the impact of de-energization on transmission.

Response:

During 2025, a total of 34 Transmission circuits (26 unique Transmission circuits) were de-energized during four Transmission-level PSPS events impacting 24 Transmission customer-

events (14 unique Transmission customers) and zero incremental Distribution customers.

Section III.E.2 - Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.

Response:

All eligible Transmission lines were sectionalized throughout 2025 to reduce customer impacts.

See PG&E's [2023 – 2025 WMP R3](#), Section 7.2.1, pp. 271 – 288, for an outline of the wildfire mitigation plan related to Transmission-level circuits.

Section III.E.3 - Identify and describe all studies that are part of such analysis and evaluation.

Response:

See PG&E's [2023 – 2025 WMP R8](#), Section 9.2, pp. 930 – 942, for the analysis and evaluation of the overall wildfire mitigation plan related to Transmission-level circuits.

Section III.E.4 - Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on Transmission.

Response:

PG&E provides proactive, ongoing outreach to publicly owned utilities (POUs) and cooperatives in advance of wildfire season to inform them of PSPS scoping model adjustments and historical data of actual and estimated PSPS events. PG&E invited POUs to a series of quarterly Regional Working Groups throughout 2025 to provide information and receive feedback on PSPS and Community Wildfire Safety Program (CWSP) activities.

Additionally, PG&E hosted a Critical Facilities webinar in 2025, wherein cooperatives, including Transmission entities, were invited and provided information on PSPS and CWSP activities.

Section IV – Safety and Enforcement Division Specified

Section IV.1 - Discuss how your meteorology and fire science predictive models performed in the prior year. What changes were made to the models in the prior year? What are the planned modeling improvement efforts?

Response:

PG&E used our PSPS machine learning models to predict the probability of PSPS events, ignitions and catastrophic fires. Damages and hazards identified during the 2025 wildfire season were analyzed with Technosylva fire spread simulations to evaluate potential impacts of fire ignition within a 24-hour duration. The simulation analysis demonstrated that PG&E's 2025 PSPS events may have avoided 146,537 acres burned, 578 buildings and 316 residential homes impacted.

PG&E continues to improve the performance of our PSPS models, including our Ignition Probability Weather (IPW) and Fire Potential Index (FPI) models by:

- Implementing a new version of PG&E's Operational Mesoscale Modeling System (POMMS), a high-resolution weather model, to better inform PSPS models and scoping capabilities.
- Refining the performance of PSPS models with new version releases, including the IPW and FPI models.

In 2026, PG&E plans to:

- Revise the Outage Probability Weather (OPW) and Ignition Outage Probability Weather models (IOPW) to incorporate the latest outage and ignition information for weather performance as well as the latest asset and vegetation information.
- Explore enhancements to its weather modeling and PSPS machine learning models.

See Section 2 in PG&E's 2025 [PSPS Post-Event Reports](#) for additional information and definitions of our PSPS models.

Section IV.2 - What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

Response:

In 2025, PG&E did not experience any notable challenges when quantifying the risks and benefits of determining scope for PSPS events. The assumptions used in the risk and benefits models are continuously undergoing careful consideration, research and review to ensure efficacy.

Section IV.3 - Explain mitigations conducted for each PSPS event in the year, including but not limited to fast trip activations, circuit switching and sectionalization, and microgrid activations.

Response:

During 2025, PG&E utilized Transmission Sectionalization, Transmission Switching, Distribution Sectionalization, and Backup Power Support to mitigate customers during PSPS.

Distribution and Transmission Line Sectionalization involves separating the grid into smaller sections, when possible, which allows us to keep some portions of the grid energized that would have otherwise been previously impacted by the PSPS.

Transmission Switching, depending on fire risk patterns, is used to maintain service to customers on lines that fall outside of the high-risk area but are served by lines that pass through the fire risk area. Based on PSPS scope, we may be able to reconfigure the Transmission grid so that customers can remain energized by an alternative source.

Backup Power Support provides temporary generation to select devices (i.e. medical equipment) or limited areas. See pge.com/backuppowersafety for more information about backup power support.

Our mitigation methods reflect PG&E's commitment to reducing customer impacts and improving customer experience in high-risk areas. See Section 10 in PG&E's 2025 [PSPS Post-Event Reports](#) for more information about PSPS mitigation, and Section II.B.1, above, for amendments to 2025 mitigation counts.

Section IV.4 - Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Response:

With the goal of fully incorporating Public Safety Partners into PSPS exercises, PG&E invited Public Safety Partners to participate in the exercise planning and preparation to test our processes and ensure our coordination with partners during a PSPS is effective. Public Safety Partners were invited to each of PG&E's exercise planning meetings (listed below) via email. Following each exercise, we solicit feedback and recommendations from our partners. We hosted 12 PSPS exercise planning meetings on the following dates:

- FSE Concept & Objectives Meeting (C&O): December 19, 2024
- Initial Planning Meeting (IPM): January 28, 2025
- FSE Midterm Planning Meeting (MPM): February 18, 2025
- PSPS Tabletop Exercise Midterm Planning Meeting: February 18, 2025
- Tabletop Exercise Final Planning Meeting: March 5, 2025
- Master Scenario Events List (MSEL) Coordination Meeting: March 5, 2025
- Tabletop Exercise: March 27, 2025
- FSE Final Planning Meeting (FPM): April 1, 2025
- Master Scenario Events List (MSEL) Sync Meeting: April 9, 2025
- FSE C/E/S Training (2); Virtual Player Briefings (2): April 22 – 24, 2025
- FSE Conduct: April 28 – May 2, 2025
- PSPS Seminar: September 3, 2025

In total, 15 Public Safety Partners were invited to each of these meetings. Level of participation in the exercises is at the individual partner's discretion. Below is a list of the partners that participated in one or more exercise planning meeting:

- Astound/Wave
- California Department of Forestry and Fire Protection (CAL FIRE)

- California Foundation for Independent Living Centers
- California Governor’s Office of Emergency Services (Cal OES)
- California Network of 211
- California Public Utilities Commission (CPUC)
- City of Citrus Heights
- City of Colfax
- City of Sacramento
- Comcast
- Frontier Communications
- Office of Energy Infrastructure Safety (OEIS)
- Placer County
- T-Mobile
- Verizon

In an effort to continue improving PSPS exercises in 2026, we will utilize the CWSP Advisory Committee to collect feedback on PSPS exercises.

Section IV.5 - Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

Response:

During the 2025 season, we hosted two de-energization exercises including the Full Scale Exercise (FSE) and Tabletop (TTX) exercise. See PG&E’s 2025 [PSPS Exercise Written Materials](#) After-Action Reports for the resulting actions, their implementation, and observed consequences.

Section IV.6 - Discuss how you fully implemented the whole community approach into your de-energization exercises.

Response:

Our PSPS exercises were conducted enterprise-wide, within specific functional areas, and in selected regions to meet preparedness goals and address response capabilities. We invited external partners throughout our communities such as Tribal partners, state and local agencies, telecommunication companies, utility partners, and CBOs. They were encouraged to not only participate but to attend the planning phases for each exercise. During each of these exercises, we held presentations, workshops, seminars, and discussion-based exercises. External participants were encouraged to submit feedback after each exercise.

The exercises were developed with the community and our service areas in mind. To reach our objectives, we provided scenarios related to communication efforts that included the development of strategic messages to key audiences like our customers and members of the public, response partners and PG&E personnel, all while minimizing impact to the community, specifically to AFN and MBL customers, and protecting cultural and natural resources. We included injects and exercises that engage a Transmission-level facility impacted by the PSPS scenario and mutual assistance for Transmission-level activity.

PSPS Exercise Series External Participation

Several state, local, and community partners observed the PSPS exercise series. Table 3 includes the external agencies that were invited to participate in the FSE and their respective participation.

Table 3: External Organizations Participating in the PSPS FSE

Participating External Agencies	Player	Observer
State Agency Partners		
CAL FIRE	Participated	Participated
California Independent System Operator	-	Participated
Cal OES	Participated	Participated
CPUC	-	Participated
OEIS	-	Participated
Local Agency Partners		
City of Citrus Heights	-	Participated
City of Colfax	-	Participated
City of Sacramento	-	Participated
Placer County	-	Participated
Telecommunication Companies		
Astound/Wave	-	Participated
Comcast	-	Participated
Frontier Communications	-	Participated
T-Mobile	-	Participated
Verizon	-	Participated
Utility Partners		
Fortis Alberta	-	Participated
Hawaiian Electric Company	-	Participated
Northern California Power Agency	Participated	Participated
PacificCorp	-	Participated
SMUD	-	Participated
Southern California Edison	-	Participated
Community Based Organizations		
211 Eden I&R	Participated	Participated
211 FRCSJ	-	Participated
211 of Sacramento/Yolo	-	Participated
California Network of 211	Participated	Participated
Contra Costa Crisis Center	-	Participated
Interface Children and Family Services	Participated	Participated

In addition, representatives from many of the simulated impacted counties that participated in an exercise were included. Table 4 includes the external agencies that were invited to participate in the TTX exercise and their respective participation.

Table 4: External Organizations Participating in the PSPS TTX Exercise

Participating External Agencies	Player	Observer
Local Agencies		
City of Citrus Heights	-	-
City of Colfax	-	-
City of Sacramento	-	-
Placer County	-	-
State Agency Partners		
CAL FIRE	Participated	Participated
Cal OES	Participated	Participated
CPUC	-	Participated
Utility Partners		
Comcast	-	Participated

Section IV.7 - Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Response:

Customer feedback was gathered through contact centers, Customer Care and Billing department, and social media platforms. Public Safety Partner feedback was gathered through post-PSPS surveys, a feedback form posted on the PSPS Portal and provided directly to Agency Representatives.

For PG&E’s 2025 PPS events, 487 complaints⁴ were received. Of the comments received, 485 came from customers and two came from Public Safety Partners. See POSTSR 4 for additional information.

Most complaints (as documented in POSTSR 4) conveyed feedback regarding general dissatisfaction with PPS, outage duration, notifications and food spoilage.

We plan to improve our processes to mitigate these concerns, including, but not limited to:

- Continuing to improve pre-season outreach related to preparedness and available resources.
- Conducting outreach to customers who have been impacted by multiple PPS events and identifying available backup power solutions.
- Continuing to partner with CBOs to increase awareness of support options for AFN customers.
- Evaluating training opportunities for contact center and CRC personnel to ensure consistent referrals for vulnerable individuals to AFN programs and services during PPS.

⁴ Includes any “expression of grief, pain, or dissatisfaction.”

Section IV.8 - How did your PSPS notifications, to both customers and public safety partners/local governments, performed over the year. What changes will you make to improve performance?

Response:

PG&E's PPS notifications were largely successful during 2025 PPS events. We notified 99.1% of impacted customers and Public Safety Partners prior to potential de-energization, despite evolving weather conditions. See Section 5 in PG&E's 2025 [PSPS Post-Event Reports](#) and "PGE_Revised 2025 PPS Post-Event Report Notification Failures and False Communications_2-27-2026.xlsx" for more information about notifications.

Based on our 2025 performance, we are planning to incorporate the following improvements:

- **Notification Vendor Coordination:** Continuing to enhance collaboration with our notification vendor to improve performance and reliability.
- **Targeted Training:** Reviewing areas of improvement and conducting specific training on processes that require manual intervention, supported by enhanced process documentation.
- **At Post De-Energization Notification Process:** Continuing to identify and correct root causes for emerging issues with automated Power Off, All Clear/Inspect, ETOR updates, and Restoration notifications. Additionally, we plan to refine the integrated estimated time for our restoration prediction model and internal dashboard to track delivery status.
- **Increased In-Event Monitoring:** Refining specialized monitoring tools to confirm the reliability of outage communications and supporting issue identification and resolution.

Section IV.9 - Describe feedback received from CBOs and customers on CRC performance last year. How was the feedback collected and how is feedback being incorporated into future CRC plans?

Response:

In 2025, we received CRC feedback from customers via:

- Surveys that were available during each PPS.
- CRC staff who gather real-time feedback through direct observations and conversations with customers.
- CBOs attending daily resource partner calls during PPS EOC activations, as well as resource satisfaction surveys facilitated by our CBO partner, 211 CA.

Overall, CRC visitor survey feedback was favorable, and respondents were appreciative of the services provided at CRCs. Of the 1%⁵ of CRC visitors who completed the survey, 95% of respondents were very satisfied or satisfied with the CRCs they visited.⁶

Additionally, customers raised the following topics via CRC visitor surveys. PG&E plans to address these in our upcoming CRC Plan:

⁵ Total of 15,310 CRC visitors, 198 completed the survey.

⁶ 189 out of 198 respondents rated very satisfied or satisfied with their visit.

- **AFN Awareness and Support:** PG&E is enhancing the visibility of AFN-related resources at our CRCs and ensuring CRC personnel are consistently trained to connect AFN customers with available assistance.
- **Child-Friendly Accommodations:** PG&E is exploring opportunities to provide more child-focused offerings and support at CRCs during PSPS events.
- **Medication Support Enhancements:** PG&E is evaluating additional ways to support customers who require refrigerated medications, beyond providing ice.

During the 2025 wildfire season, PG&E did not receive feedback regarding CRCs from CBOs.

PG&E is continuously exploring ways to collect more feedback and enhance survey participation.

APPENDIX

Appendix A – 2025 Wildfire Preparedness and PSPS Outreach Evaluation Results

In 2025, PG&E conducted two waves of surveys. A “Pre-Season” survey in August and September at the beginning of peak wildfire season and a “Post-Season” survey in November and December, immediately following peak wildfire season. Results were weighted by age, gender and geography to represent PG&E’s residential customer base.

The Pre-Season survey used 173,774 records to reach customer and obtained 2,535 completed interviews with residential customers between August 20 – September 21, 2025.

The Post-Season survey used 226,843 records to reach customer and obtained 2,714 interviews between November 12 – December 15, 2025.

Key Findings:

- PSPS Awareness and Preparedness:
 - For customers who participated in the Pre-Season survey, 54% recalled PG&E’s wildfire safety communications compared to 47% of customers who participated in the Post-Season survey. Among HFTDs, where the majority of outreach is directed, awareness rose from last year to 63% in Pre-Season and 59% in Post-Season surveys. Customer opinions across most measures were mostly consistent across both surveys.
 - 77% of customers who participated in the Post-Season survey were aware of PSPS.
 - 72% of customers who participated in the Post-Season survey felt prepared for a PSPS.
 - 52% of customers who participated in the Post-Season survey expressed that they were satisfied overall with the PSPS program, versus 46% of customers who indicated their satisfaction in the Pre-Season survey.
- PG&E PSPS Resources and Communications:
 - The most frequently used resources during or after a PSPS were PG&E’s Report-It Mobile App, Language Preference on Alerts and Notifications, and Call 2-1-1.
 - Resources with the greatest customer interest were the PG&E PBP, the Generator Rebate Program, PG&E’s Report-It Mobile App, and Call 2-1-1.
 - Email remained the most remembered communication channel (60%) followed by mass media advertising (34%) and direct mail (32%). However, Text Messages (70%) and the PG&E website (63%) were rated as the most useful.
- About half of Post-Season respondents agreed PG&E is committed to restoring power after wildfires (56%), communicates with customers (50%), and is committed to wildfire safety (50%).

The survey was developed jointly with IOUs in 2020. Modifications to the questionnaire were made in 2021 and 2022 to accommodate new requirements regarding AFN populations. Further modifications were made in 2022 to address EPSS customer outreach.

In the 2025 Pre- and Post-Season survey summary tables below, green shading indicates percentages that are significantly higher than reported in last year’s survey at a 95% level of confidence. Red shading indicates percentages that are significantly lower than reported in last year’s survey at a 95% level of confidence.

2025 Pre and Post Season Survey Summary	2025 Pre-Season	2025 Post-Season
Period of Survey Conducted	August/September 2025	November/December 2025
Overall Objectives	Assess effectiveness of education and outreach before, during, and after PSPS events.	Assess effectiveness of education and outreach before, during, and after PSPS events.
Surveyed Scope	Residential Customers	Residential Customers
Methods	Mixed Mode: Online and Telephone. Stratified random sample of residential customers post-weighted by geography, age, and gender.	Mixed Mode: Online and Telephone. Stratified random sample of residential customers post-weighted by geography, age, and gender.
Target Audiences	General population of PG&E residential customers. Additional sub-populations include AFN customers, customers living in HFTDs, and recallers and non-recallers of outreach.	General population of PG&E residential customers. Additional sub-populations include AFN customers, customers living in HFTDs, and recallers and non-recallers of outreach.
Total Number of Surveys Sent	173,774	226,843
Total Number of Survey Responses Received	2,535	2,714
Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	Yes	Yes
If so, please list the number of “prevalent” languages used during survey	18	18

2025 WILDFIRE SAFETY-PSPS OUTREACH SURVEYS GENERAL POPULATION PAST WAVE COMPARISON	2025 Pre- Season	2025 Post- Season
Recall of communications from PG&E in the past few months about the threat of wildfires and how to prepare for them	54%	47%
Where saw/heard PG&E communications about wildfire season safe and Preparedness (Aided)		
Email from PG&E	59%	60%
Advertising on TV, radio or online	35%	34%
Letter in the mail from PG&E	28%	32%
PG&E website	12%	20%
Text message from PG&E	12%	15%
Social media post	9%	15%
Informational videos on TV	12%	11%
Telephone call from PG&E	3%	4%
Most useful channels (Top-2-Box Percent)	2025	2025

	Pre-Season	Post-Season
Text message from PG&E	44%	70%
PG&E website	73%	63%
Informational videos on TV	39%	52%
Letter in the mail from PG&E	53%	51%
Email from PG&E	46%	50%
Advertising on TV, radio or online	45%	49%
Social media post	50%	43%
Satisfaction with information about wildfire safety preparedness on PG&E's website (Top-2-Box %)	70%	71%
Agreement with Statements (Top-2-Box %) - Recalled Communications Total Population	2025 Pre-Season	2025 Post-Season
Is committed to restoring power to customers affected by wildfires	53%	56%
Makes an effort to communicate with all customers about wildfires	50%	50%
Is committed to wildfire safety	49%	50%
Is working to keep my community safe	46%	48%
Is proactive in taking steps to address wildfire risks	46%	48%
Takes proactive measures to protect the electric grid from wildfires	45%	48%
Shows care and concern for customers	41%	43%
Is helping me prepare for wildfire season	35%	36%
Is a company I trust to act in the best interests of its customers	33%	35%
Satisfaction with PG&E's overall wildfire safety and preparedness efforts (Top-2-Box %) - Total Respondents	40%	43%
Awareness of PSPS (Top-2-Box %)	78%	77%
Prepared for a PSPS event lasting 24-48 hours (Top-2-Box %)	69%	72%
Overall opinion of PG&E's PSPS program	46%	52%

Awareness/Use/Interest in Resources Total Respondents - General Population	2025 Pre-Season	2025 Post-Season
Awareness (Base = Total Population)		
Language Preference on Alerts and Notifications	47%	45%
PG&E's MBL Program	38%	41%
Food Delivery Services e.g., Meals on Wheels	37%	33%
County Food Bank Program	39%	34%
CRCs	33%	31%
Call 2-1-1	34%	34%
Generator Rebate Program	26%	26%
PG&E's Report-It Mobile App	28%	31%

PG&E’s Portable Battery Program	20%	22%
Identify as Electricity Dependent Status	18%	18%
DDAR Program	13%	12%
Address Level Alerts for Non-Account Holders	9%	9%
Accessible Transportation for People with Disabilities	19%	14%
Hotel Accommodations for People with Disabilities	12%	12%
Interest in Resources: Percent “Very Interested” (Base = Total Population)	2025 Pre-Season	2025 Post-Season
PG&E’s PBP	40%	41%
Generator Rebate Program	38%	38%
PG&E’s Report-It Mobile App	34%	32%
Call 2-1-1	32%	29%
Language Preference on Alerts and Notifications	27%	27%
CRCs	25%	26%
PG&E’s MBL Program	26%	25%
Address Level Alerts for Non-Account Holders	19%	22%
Identify as Electricity Dependent Status	21%	21%
Hotel Accommodations for People with Disabilities	23%	20%
Accessible Transportation for People with Disabilities	23%	20%
County Food Bank Program	20%	19%
Food Delivery Services e.g., Meals on Wheels	21%	19%
DDAR Program	22%	19%
Used Resources (Base = Aware of Resource in 2025 Post-Season)	2025 Pre-Season	2025 Post-Season
PG&E’s Report-It Mobile App (n=835)	37%	42%
Language Preference on Alerts and Notifications (n=1,248)	34%	34%
Call 2-1-1 (n=920)	32%	32%
Address Level Alerts for Non-Account Holders (n=239)	21%	29%
PG&E’s Medical Baseline Program (n=1,116)	28%	26%
PG&E’s Portable Battery Program (n=599)	26%	25%
CRCs (n=831)	18%	16%
Identify as Electricity Dependent Status (n=500)	17%	15%
County Food Bank Program (n=930)	16%	14%
Generator Rebate Program (n=715)	16%	14%
Accessible Transportation for People with Disabilities (n=379)	18%	14%
Hotel Accommodations for People with Disabilities (n=331)	6%	10%
DDAR Program (n=333)	8%	7%
Food Delivery Services e.g., Meals on Wheels (n=885)	6%	5%
Usefulness of Resources – Percent “Very Useful” (Base = Used Resource in Most Recent PSPS Event from 2025 Post-Season wave)	2025 Pre-	2025 Post-

Base Sizes Vary. Minimum Base Size = 100	Season	Season
PG&E's Portable Battery Program (n=149)	61%	73%
Generator Rebate Program (n=100)	54%	65%
CRCs (n=132)	46%	61%
Call 2-1-1 (n=292)	52%	60%
Language Preference on Alerts and Notifications (n=425)	65%	60%
PG&E's MBL	51%	59%
County Food Bank Program (n=131)	67%	56%
PG&E's Report-It Mobile (n=352)	46%	55%

2025 WILDFIRE SAFETY- PSPS OUTREACH SURVEY OUTREACH RECALL COMPARISON in HFTD 2&3 2020-2025 (Pre-Season Waves)	2020 Pre- Season	2021 Pre- Season	2022 Pre- Season	2023 Pre- Season	2024 Pre- Season	2025 Pre- Season
<i>Base Size</i>	<i>(n=353)</i>	<i>(n=342)</i>	<i>(n=318)</i>	<i>(n=691)</i>	<i>(n=681)</i>	<i>(n=1,036)</i>
Recall of communications from PG&E in the past few months about the threat of wildfires and how to prepare for them	78%	82%	88%	69%	71%	63%

Awareness of communication recall in HFTDs Tiers 2 and 3 was 63% in 2025 (Pre-Season), lower but statistically unchanged from the two previous Pre-Season waves. The decline over the past three years continues to reflect the more limited scope and duration of PSPS events since 2019 – 2020.

Languages

Survey interviews were conducted both online and by telephone. The online survey was offered in 18 languages (see full description below). The phone survey also accommodates these languages when the language could be identified.

Key Findings

- The following respondents indicated they preferred a language other than English for receiving public safety information from PG&E:
 - Pre-Season - 7%
 - Post-Season - 5%
- The following customers elected to complete the survey in a language other than English:
 - Pre-Season - 10%
 - Post-Season - 9%

Languages in which the survey was completed (Unweighted)				
Language	2025 Pre-Season		2025 Post-Season	
	Count	Percent	Count	Percent
English	2,284	90%	2,466	91%
Spanish	159	6%	182	7%
Chinese	42	2%	26	1%
Vietnamese	27	1%	19	2%
Japanese	9	<1%	4	<1%
Korean	11	1%	12	1%
Arabic	1	<1%	0	0%
Russian	0	0%	1	<1%
Hmong	0	0%	0	0%
Khmer	0	0%	0	0%
Armenian	1	<1%	2	<1%
Punjabi	0	0%	0	0%
Farsi	0	0%	1	<1%
Hindi	1	<1%	0	0%
Portuguese	0	0%	1	<1%
Tagalog	0	0%	0	0%
Thai	0	0%	0	0%
Filipino	0	0%	0	0%
Total	2,535	100%	2,714	100%

How do you feel about receiving wildfire communications from PG&E in English only?	2025 Pre-Season	2025 Post-Season
I need it in my preferred language – I do not understand English	66%	67%
I'd rather have it in my preferred language, but I can also understand English	27%	28%
I'm fine with that – I can understand English well	7%	5%
Base: English is not preferred language	231	237

**Total
Population**

⇒ 8% (Pre + Post)