



**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)  
2024 PUBLIC SAFETY POWER SHUTOFF  
PRE-SEASON REPORT**

**PUBLIC VERSION  
(ATTACHMENT A, SECTION III FILED ON ARCHIVALGRAD DVD)**

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Dated: July 1, 2026

Attorneys for  
PACIFIC GAS AND ELECTRIC COMPANY

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In accordance with filing requirements in Decision (D.) 21-06-034, Pacific Gas and Electric Company ("PG&E") respectfully submits its 2024 Public Safety Power Shutoff Pre-Season Report ("Pre-Season Report").

Attachment A, Section III (filename: *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*) will be filed via archival grade DVDs with the Docket Office due to the format and file size of the document.

Respectfully Submitted,

By: /s/ Kenneth Lee  
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# **ATTACHMENT A**

*(Attachment A, Section III Filed on  
Archival Grade DVD due to format and file size)*

**Pacific Gas and Electric Company (PG&E)  
2026 Public Safety Power Shutoff (PSPS) Pre-Season Report**

**Table of Contents**

**Section I: Authorities..... 4**

**Section II: Community Resource Center Plan..... 5**

**Section III: Critical Facilities and Infrastructure Plan..... 11**

**Section IV: PSPS Exercise Reports..... 14**

**Section V: Education and Outreach..... 16**

**Section VI: Notification Plan ..... 23**

**Section VII: PSPS Event Lessons Learned..... 27**

**Section VIII: High Risk Circuits ..... 28**

**Section IX: Others..... 30**

**Section X: Tree Overstrike ..... 40**

**APPENDIX A ..... 42**

**APPENDIX B ..... 56**

**APPENDIX C ..... 62**

**APPENDIX D ..... 74**

## ***Executive Summary***

High winds can cause tree branches and debris to contact energized electric lines, and potentially lead to a wind-driven wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

PSPS is one of PG&E's robust layers of wildfire protection. PG&E's Wildfire Protection Strategy is based on three pillars, including Ignition Prevention, Ignition Containment and Community Resilience. PSPS is an operational mitigation of last resort within Ignition Prevention.

We initiate a PSPS when the weather forecast is so severe that public safety, lives, homes and businesses may be in danger of wildfires. It is not a decision we take lightly. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

Pursuant to Decision (D.) 21-06-034 and D.21-06-014, per the California Public Utilities Commission (CPUC) Safety and Enforcement Division (SED), we have prepared this PSPS Pre-Season Report to describe "actions the IOUs have taken, or are taking, in preparation for potential PSPS events during the upcoming wildfire season."<sup>1</sup>

We are working year-round to make our system safer, more resilient and mitigate the impact of PSPS on our customers and communities through advanced technologies and improvements to the electric infrastructure. This year, we are continuing to refine the program by:

- Enhancing the customer notification process to ensure timely and accurate communications.
- Executing Undergrounding and System Hardening projects.
- Identifying opportunities to install additional sectionalizing devices to reduce the number of customers impacted during a PSPS.
- Installing Continuous Monitoring devices that use innovative technologies and over 5.5 million sensors to gather equipment data. These devices help shorten outages, prevent future outages, increase situational awareness, improve safety patrols and predict warning signs of equipment issues.
- Refining existing artificial intelligence and technology to precisely target areas experiencing severe weather to reduce the size and scope of a PSPS.
- Utilizing Distribution microgrids that can power critical community services, even during an outage. We currently have 13 Distribution microgrids, four of these will be pre-staged with temporary generation for the upcoming wildfire season.

Prior to submitting this report, we executed two PSPS events. Due to the timing of these PSPS events, some of the 2026 PSPS pre-season activities discussed in this report were not incorporated into our processes. The May 17 – 18, 2026 PSPS was the first PSPS PG&E has initiated in May, serving as an important reminder that we must remain prepared and vigilant year-round for potential conditions that may lead to wildfire. Due to evolving wildfire risk, PG&E is continuously monitoring weather, maintaining situational awareness and reinforcing our emergency preparedness efforts to help keep our customers and hometowns safe.

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<sup>1</sup> D.21-06-034.

***Section I: Authorities***

- 1. All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
  - a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
  - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
  - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014. (*D.21-06-034; Appendix A at p. A14, Section K-1.*)**

## ***Section II: Community Resource Center Plan***

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D.21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
  - a. CRC objectives (SED Additional Information.)**
  - b. CRC strategies, actions, and timing (SED Additional Information.)**
  - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
  - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p. A1, Section A-3.)**
  - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p. A1, Section A-3.)**
  - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
  - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
  - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
  - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
  - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
  - k. CRC program evaluation including customers feedback, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
  - l. Lessons learned protocol (SED Additional Information.)**

**Please incorporate in the above sections how the utility is applying the lessons learned related to CRC in Table 14 of Section VII.**

### **Response:**

Information requested for this section can be found in [Appendix A: Community Resource Center \(CRC\) Plan](#).

- 2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)**

**Table 1 – List of Available CRCs (as of cut off date of current year)**

- a. CRC Unique ID**
  - b. Location Name**
  - c. County or Tribe**
  - d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)**
  - e. Standard Operation Hours**
  - f. List of Planned Supplies\***
  - g. List of Planned Services\***
  - h. List of Planned AFN Services and Supplies\***
  - i. Contracted (Yes or No)**
  - j. Date of Contract**
  - k. Location Address**
  - l. Latitude (with at least five digits after decimal point)**
  - m. Longitude (with at least five digits after decimal point)**
- \* Sub-table(s) may be provided for the Lists.**

**Response:**

Information requested for this section can found in Table 1 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and Access and Functional Needs (AFN) populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Section A-3; SED Additional Information.)**

**Table 2 - Stakeholders' CRC Recommendations on AFN Needs**

- a. Recommendation Description**
- b. Recommended Date**
- c. Recommending Party Type (e.g., Tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)**
- d. Adopted? (Yes or No)**
- e. Reasoning for Adoption/Denial**
- f. Initiative(s) As a Result of Recommendation**
- g. (Estimated) Planning Start Date**
- h. (Estimated) Organization Completion Date**
- i. (Estimated) Equipment Completion Date**
- j. (Estimated) Training Completion Date**
- k. (Estimated) Exercise Completion Date**

**If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.**

**Response:**

Information requested for this section can be found in Table 2 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: *(D.21-06-034, Appendix at p. A1, Sections A-6.)*

**Table 3 – Prior Year PSPS CRC Usage Metrics**

- a. Event ID
- b. Event Name/Period (PSPS Event Name will match the same event name used during the event and shared with public safety partners)
- c. County
- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with operation hour requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

**Response:**

Information requested for this section can be found in Table 3 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

**Table 4 - Prior Year CRC Customer Feedback**

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service, complaints)
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement
- c. Feedback Submission Count (for this feedback type)
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.
- e. Initiative Implementation Start Date
- f. Initiative Estimated Completion Date
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

**Response:**

Information requested for this section can be found in Table 4 of R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx.

6. **The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:**  
*(D.21-06-034, Appendix at p. A1, Sections A-6.)*

**Table 5 - Prior Year IOU CRC Challenges**

- a. **Challenge Type**
- b. **Description of Challenge**
- c. **Initial Month and Year Challenge Discovered**
- d. **Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.**
- e. **Implementation Start Date**
- f. **Estimated Completion Date**
- g. **Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)**

**Response:**

Information requested for this section can be found in Table 5 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

### ***Section III: Critical Facilities and Infrastructure Plan***

- 1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the CFI plan.** (D.21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
  - a. CFI objectives** (*SED Additional Information.*)
  - b. CFI strategies, actions, and timing** (*SED Additional Information.*)
  - c. CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
  - d. Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p. A11.*)
  - e. Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - f. Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix pp. A11-12.)*)
  - g. Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - h. Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
  - i. CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
  - j. Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
  - k. Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
  - l. Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
  - m. Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
  - n. Lessons learned protocol, including where in the plan you have incorporated in any lessons learned**

**Please include the lessons learned related to CRCs in Table 14 of Section VII.**

#### **Response:**

Information requested for this section can be found in [Appendix B: Critical Facilities and Infrastructure \(CFI\) Plan](#).

2. **The IOUs must include a list of critical facilities and infrastructure within the utility’s service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs’ PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)**

**Table 6 - Critical Facilities and Infrastructure List (as of last updated date)**

- a. **Facility/Infrastructure Name**
  - b. **CFI Type**
  - c. **CFI Address**
  - d. **County**
  - e. **Date Identified as CFI**
  - f. **Primary Point of Contact Name**
  - g. **Primary Point of Contact Title**
  - h. **Primary Contact Phone Number**
  - i. **Primary Contact Email Address**
  - j. **Secondary Point of Contact Name**
  - k. **Secondary Point of Contact Title**
  - l. **Secondary Contact Phone Number**
  - m. **Secondary Contact Email Address**
  - n. **Last Date of Update on Contact Information\***
  - o. **Indicator if CFI has been contacted with backup power needs\***
  - p. **Date of Contact\***
  - q. **Indicator if CFI has been assessed with backup power needs (Yes or No)\***
  - r. **Date of Assessment\***
  - s. **Results of Assessment\***
  - t. **Whether or not CFI provided any needed backup power generation (Yes or No)\***
- \*These fields are applicable to PG&E, SCE, and SDG&E only.**

**Response:**

In alignment with Southern California Edison (SCE) and San Diego Gas & Electric (SDG&E), PG&E collects CFI customer information through multiple channels and updates the CFI customer list in the PSPS Data Portal monthly. This list includes CFI customers in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month we notify agencies that updated lists are available on the PSPS Data Portal and encourage them to review and confirm we have included all CFI customers in their jurisdiction. The latest version of this list was posted on May 1, 2026.

Further information requested for this section can be found in Table 6 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_CONFIDENTIAL.xlsx*. Note, we only have access to information provided by CFI customers and agencies, and as a result, some information may not be captured.

3. **The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)**

**Table 7 – List of Requests to Be CFI Over Last Two Years**

- a. Facility/Infrastructure Type**
- b. Facility/Infrastructure Location** (The city where the CFI customer is located in.)
- c. Date of Request**
- d. Accepted or Denied?**
- e. Reason for Denial**

**Response:**

Information requested for this section can be found in Table 7 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

***Section IV: PSPS Exercise Reports***

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)**

**Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)**

- a. Starting Date of Exercise**
- b. Ending Date of Exercise**
- c. Total Hours of Exercise**
- d. Type of Exercise (e.g., table-top, functional, full-scale, and specify if virtual, in-person, or hybrid)**
- e. Region (if applicable)**
- f. Counties**
- g. Number of utility personnel participating in the exercise**
- h. Number of Public Safety Partners actively participating as a player in the exercise**
- i. Number of AFN community representatives participating as a player in the exercise**
- j. Total Number of Participants**

**Table 9 - List of Exercise Participated Entities**

- a. Name of Entity**
- b. Exercise Date Range**

**Response:**

Information requested for this section can be found in Table 8 and Table 9 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

- 2. For each exercise, please provide the items below. (SED Additional Information.)**
  - a. After-Action Report (AAR)**
  - b. Provide a short general description of the written materials (e.g., slides, instructions) provided to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings**
  - c. Provide a list that includes the file or document name (if needed a short description), and copies of the written material and/or web-links to where copies can be found**
  - d. Indicate if this information is also posted in your PSP Portal.**

**Response:**

Files requested for this section can be found in *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Written\_Materials\_20260701\_PUBLIC.zip*.

We conducted two PSPS exercises in Spring 2026, the table-top (TTX) and full-scale PSPS

exercises (FSE). Each exercise simulates a PSPS based on R-5-Plus weather conditions to test our ability to prepare for, respond to and recover from a PSPS.

The following materials are included within the zip file submitted with this report. Note, all the materials within the zip file, except for the After-Action Reports (AARs), were provided via email to participating telecommunication carriers and other Public Safety Partners before, during and after they participated in the 2026 FSE and TTX. None of these exercise materials are posted on the PSPS Data Portal.

- **2026 PGE PSPS FSE CES Handbook:** Document providing exercise Controllers, Evaluators, and Simulators (CES) scenario details, description of responsibilities, exercise staff roles and exercise logistics.
- **2026 PGE PSPS FSE Exercise Plan:** Document for exercise planners, players and observers describing exercise objectives, code of conduct, the exercise scenario and logistics for submitting feedback.
- **2026 PSPS FSE CES Training:** Slide deck of training to FSE staff (controller, evaluator, simulator) including exercise conduct, data collection and exercise logistics.
- **2026 PSPS FSE Player Observer:** Slide deck of training to FSE players and observers including exercise conduct, exercise logistics and participant feedback.
- **2026 PSPS WF Main Slide Deck:** Slide deck covering exercise conduct, the exercise scenario and discussion questions that will be directed towards players during the TTX.
- **2026 PSPS WF TTX Evaluation Notes:** Document serving as primary data-collection tool for evaluators of TTX.
- **PGE 2026 & Wildfire TTX Situation Manual:** Document for players serving as a resource providing exercise objectives and the exercise scenario for the TTX.
- **PSPS & Wildfire Exercise Series AAR:** Reports the TTX and FSE results and follow up action items to be addressed following the exercises.

During the PSPS FSE, agencies and critical facilities also had access to the following materials as well as confidential customer information lists for their jurisdiction/facilities via the PSPS Data Portal. Due to privacy concerns, we have not included the documents listed below in the zip file. We are available to coordinate with the CPUC regarding these documents, as needed.

- All Impacted Customer List
- Critical Facilities All Affected Sites List
- Critical Facilities List
- Customer Impact Summary
- Medical Baseline (MBL) Customers List
- PSPS Data Portal Application Programming Interface (API) Instructions
- PSPS Data Portal User Guide
- PSPS Training Video
- PSPS Data Portal FAQs
- PSPS Data Portal Registration Guide
- PSPS Policies and Procedures for Emergency Managers
- PSPS Event Notifications
- Sample Forecasted Circuits Impacted
- Sample Forecasted Outage Areas

***Section V: Education and Outreach***

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s SED is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)**

**Table 10 – Survey Summary (Reporting period for this table is prior calendar year)**

- a. Period Survey Conducted**
- b. Overall Objectives**
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)**
- d. Methods (e.g., online, text messages, letter, telephone, in-person)**
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)**
- f. Total Number of Surveys Sent**
- g. Total Number of Survey Responses Received**
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.**
- i. If so, please list the number of “prevalent” languages used during survey**
- j. If not, please provide an explanation**

**Response:**

We conduct a minimum of two Wildfire Safety Surveys each year that evaluate our PSPS education and outreach performance. These surveys are accessible to all customers and include:

- Pre-Season Survey in August/September at the beginning of peak wildfire season.
- Post-Season Survey conducted in November/December after peak wildfire season.

Due to the timing of the 2026 surveys, we do not currently have survey information and results. Our 2026 survey results will be included in the 2026 PSPS Post-Season Report.

Information regarding PG&E’s 2025 Wildfire Safety Survey can be found in Table 10 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

- 2. The IOUs must provide copies of all prior year PSPS education and outreach surveys templates.**

*(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

**Response:**

The 2026 Wildfire Safety Survey template for Pre-Season and Post-Season surveys can be found in [Appendix D: 2026 Wildfire Safety Survey Template](#) (as of 4/9/2026).

Previous survey templates can be found in past [PSPS Pre-Season Reports](#) and corresponding results to these survey templates can be found in past [PSPS Post-Season Reports](#).

- 3. Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)**

**Response:**

In 2021, we aligned with the Joint IOUs to produce a draft survey that was circulated to the Joint IOU Statewide Access and Functional Needs (AFN)<sup>2</sup> Advisory Council participants for comments and suggestions prior to the execution of the survey. Feedback was requested to determine if the questions measure the level of effectiveness and awareness across all customer groups.

Since coordinating with stakeholders in 2021, we have updated our AFN survey questions based on alignment meetings with the Joint IOU Statewide AFN Advisory Council in Q4 2025 and Q1 2026. Additionally, we have made minor revisions to the Enhanced Powerline Safety Settings (EPSS) section.

While the survey is considered finalized for use, we continue to meet regularly with Joint IOU and stakeholder groups to ensure survey effectiveness and alignment of the survey questions.

For the 2025 Wildfire Safety Survey results, see PG&E's [2025 PSPS Post-Season Report](#), Appendix A, pp. 28 – 34.

- 4. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1 and K-1)**

**Response:**

The 2025 Wildfire Safety Survey results can be found in the [2025 PSPS Post-Season Report](#), Appendix A, pp. 24 – 30. Additional information regarding PG&E's 2025 Wildfire Safety Surveys is provided in Table 10 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

Our 2026 Wildfire Safety Surveys will be conducted in August/September for the Pre-Season Survey and November/December for the Post-Season Survey. Survey results will be included in the 2026 PSPS Post-Season Report.

The 2026 Wildfire Safety Survey template for both Pre-Season and Post-Season can be found in [Appendix D: 2026 Wildfire Safety Survey Template](#) (as of 4/9/2026).

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<sup>2</sup>AFN is defined by the CPUC as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

**5. IOUs must identify and describe any new PSPS preparedness initiatives/actions in responding to the education and outreach survey results including, but is not limited to, the survey key findings, the survey result recommendations, and the significant unfavorable items. (D.19-05-042, Appendix A p. A24; SED Additional Information.)**

**Response:**

For our 2025 Wildfire Safety Survey results and evaluation, see PG&E’s [2025 PPS Post-Season Report](#), Appendix A, pp. 24 – 30.

Key findings from the Wildfire Safety Surveys include:

PSPS Awareness and Preparedness	
Sentiment	Results
Recalled PG&E’s wildfire safety communications	Pre-Season: 54% Post-Season: 47%
Awareness among HFTDs where the majority of outreach is directed	Pre-Season: 63% Post-Season: 59%
Awareness of PPS	Post-Season: 77% (general population) 90% (customers living in HFTDs)
Felt prepared for a PPS	Post-Season: <ul style="list-style-type: none"> <li>72% (general population)</li> <li>86% (customers living in HFTDs)</li> </ul> <p>A significantly higher percentage of those who recalled the outreach said they felt prepared for a PPS (79% versus 66% of non-recallers).</p>
Satisfied overall with the PPS Program	Pre-Season: 46% Post-Season: 52%
PG&E PPS Resources and Communications	
The most frequently used resources during or after a PPS were Language Preference on Alerts and Notifications, PG&E’s Report-It Mobile App, Call 2-1-1 and PG&E’s MBL Program.	
Resources with the greatest customer interest were the PG&E Portable Battery Program (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.	
PG&E Commitment	
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%).	
A significantly higher percentage of customers living in High Fire Threat Districts (HFTDs) agreed that “PG&E takes proactive measures to protect the electricity grid from wildfires” (53%, up from 46% in 2024).	

In response to these findings, we plan to implement the following initiatives in 2026 to improve PSPS preparedness:

- Additional marketing initiatives to promote the Self-Identified Vulnerable (SIV) Program and California 211 Providers Network (CA 211).
- Additional marketing initiatives for seniors, healthcare including caregivers/care centers and neurodivergent customers.
- Evaluation of the use, awareness and satisfaction of our AFN resources and services by vulnerable PG&E non-account holders.

**6. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3\_Template\_2026, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3. and K-1)**

**Response:**

Information requested for this section can be found in our [2025 PSPS Post-Season Report - Education and Outreach Costs Tracking](#).

**7. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)**

**Response:**

We employed a multi-channel outreach strategy to reach Tribal and local governments, residents, AFN communities, businesses, and visitors, using paid and earned media, social media, PG&E's website, direct mail, email, in-person and virtual community events, and a network of community-based organizations (CBOs) to broaden awareness and preparedness education.

We utilized paid advertising in High Fire Threat zip code areas, including Weather-Triggered Over-the-Top (OTT) TV, digital banners, pre-roll, social media and search engine marketing ads. We also utilized earned media through outreach to local media in all of our markets, issuing news releases, Letters to the Editor and direct conversations with reporters. Additionally, we invited local media to film news coverage at PSPS impacted locations.

We post educational information on social media (Facebook and Instagram), in English, Spanish and Chinese, and on our [PSPS website](#). Our website also provides information on preparedness tools, including a [PSPS Guide](#) and [PSPS Fact Sheet](#) available for download and sharing. These tools are shared with CBOs to distribute to their constituencies.

In advance of peak wildfire season, we sent a direct mail letter and an email to customers with information about power outages and resources available to support them before, during and after a PSPS. In addition, we sent an email to visitor bureaus with information about power outages, available resources and provided a digital rack card and fact sheet for them to share and distribute.

Additionally, PG&E’s Tribal Liaison Representatives, Local Government Affairs Representatives, and Public Safety Specialists (PSS) met with Tribal and local governments regarding this multi-channel outreach strategy, which supplements the local public agencies’ outreach to communities regarding PSPS preparedness.

For more information on our proactive communication strategies, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3, External Collaboration and Coordination, pp. 499 – 509.

- 8. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)**

**Table 11 - AFN Outreach Recommendations**

- a. Recommendation Type**
- b. Description of Recommendation**
- c. Party Name**
- d. Date of Recommendation**
- e. Incorporated into PSPS Protocols? (Yes or No)**
- f. Reason for Decision Made**
- g. Description of PSPS Protocol Change**

**Response:**

Information requested for this section can be found in Table 11 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

- 9. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)**

**Response:**

Our PSPS communication strategy remains consistent with our 2025 plan. For more information on our PSPS communication strategy for customers, see Section V.8 above, as well as PG&E’s [2026 – 2028 WMP R3](#), Vol 1 Section 11.4, Public Communication, Outreach, and Education Awareness Program, pp. 510 – 533, and [Appendix C: Notification Plan](#).

For more information on our communication strategy during a PSPS for Tribal and local governments, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 509, Vol 1, Section 11.3.3, Collaboration With Tribal Governments, pp. 507 – 509, and [Appendix C: Notification Plan](#).

We also used several engagement channels to coordinate with Public Safety Partners and receive feedback. This includes Regional Working Group (RWG) meetings, Community Wildfire Safety Program (CWSP) Advisory Committee meetings, The People with Disabilities and Aging Advisory Council (PWDAAC) and the Joint IOU AFN Collaborative Council and Statewide AFN Advisory Council meetings.

Each of these engagement channels are structured to solicit feedback. We regularly share information on aspects of PSPS execution and planning, including communication and outreach strategies, as well. For information on our communication strategies with the AFN community, see PG&E's [2026 AFN Plan](#), Section 2.7 AFN Public Education and Outreach, pp. 36-41.

Along with Public Safety Partners, we also invite representatives of AFN and vulnerable customers across our service area to participate in these meetings. For more information on our AFN communication strategies and meeting notes, see PG&E's [AFN Progress Reports](#).

**10. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. (D.21-06-014, Ordering Paragraph 47.)**

**Response:**

We regularly collaborate with Public Safety Partners to promote operational coordination through direct engagement and outreach. This includes providing them with our PSPS Policies and Procedures Guide and access to the PSPS Data Portal that provides PSPS planning and related information for Public Safety Partner use. Additionally, dedicated PG&E Local Government Affairs Representatives, PSS, Tribal Liaisons and Business Account Representatives are available to Public Safety Partners for daily coordination.

For more information on our Public Safety Partner engagement activities ahead of wildfire season, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.2.1, Overview of Wildfire and PSPS Emergency Preparedness and Service Restoration, pp. 487 – 495, and Table 17 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*. Table 17 includes engagements conducted or scheduled to be conducted between September 18, 2025 – August 18, 2026.

We outline our PSPS Policies and Procedures for Public Safety Partners as referenced in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 502, and in our [2025 PSPS Policies and Procedures](#). This guide is updated and distributed annually, and we are currently finalizing the 2026 PSPS Policies and Procedures document.

To test our PSPS policies, procedures, and operations, we invited Public Safety Partners to participate in or observe PSPS exercises ahead of the 2026 wildfire season. On April 1, 2026, we held a TTX and conducted a FSE on April 27 – May 1, 2026. For more information, see [Section IV: PSPS Exercise Reports](#).

**11. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety Partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)**

**Response:**

We work collaboratively with Public Safety Partners to improve responses to concurrent emergencies (other emergencies occurring during a PSPS, such as wildfires or capacity events) by coordinating with Tribal, county and city emergency managers before, during, and after a PSPS to support impacted customers and communities. We integrate Public Safety Partners into our processes to improve our response to concurrent emergencies:

- **Emergency Preparedness and Planning:** This includes PSPS FSE, live action drills, earthquake and fire TTX, and various all-hazards preparedness seminars. Public Safety Partners were invited to observe and participate in both the TTX and FSE in 2026. For a list of outreach efforts made regarding concurrent emergencies from May 2, 2025 – May 1, 2026, see Table 18 of *R.18-12 005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.
- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using the same system as our Public Safety Partners helps us work more efficiently with our agency partners.
- **Notification and Communication Strategy:** PG&E’s Liaison and Customer Teams manage most notifications to key stakeholders during concurrent emergencies. We have assigned dedicated representatives within our Federal Affairs, State Government Relations, Tribal Relations departments, Local Government Affairs, Regulatory Affairs, and PSS, who are responsible for communicating to federal, state, Tribal and local agencies during emergencies. Our outreach is frequent, tailored to the stakeholder’s needs, and focuses on providing the latest event information.
- **Situational Awareness Sharing:** We include a number of situational awareness tools that are shared with our Public Safety Partners:
  - [PG&E’s PSPS Data Portal](#) includes PSPS-specific maps, situation reports and impacted customer lists.
  - High-definition cameras.
  - [pge.com/weather](https://pge.com/weather) which includes real-time data of:
    - Fire Detection Satellite Map
    - Humidity
    - Link to individual weather station data
    - Temperatures
    - Wind speeds

## ***Section VI: Notification Plan***

- 1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. The IOUs should incorporate and address the following minimum topics in the notification plan. (D.21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)**
  - a. Notification objectives**
  - b. Notification strategies, actions, and timing**
  - c. Notification process planning and improvement**
  - d. Updated/Current Notification script and templates**
  - e. In-language translations**
  - f. Notification methods**
  - g. Meeting notification timeline requirements**
  - h. Notification accuracy and precision**
  - i. Entity responsible for notifications**
  - j. Consistency of PSPS notification information across all platforms**
  - k. Coordination with stakeholders**
  - l. Affirmative notifications to MBL populations and any self-identified vulnerable populations**
  - m. Notification strategies on AFN population subsets, and the planning, organization, equipment required, training, and exercise for AFN subset notification plans listed on Table 13**
  - n. Public warning of PSPS events such as week-ahead forecasts**
  - o. Notification cancellation**
  - p. Transmission-level customers notification**
  - q. Impacted customer information available to Public Safety Partners from outset of PSPS:**
  - r. Secure portal for Public Safety Partners:**
  - s. Lessons learned protocol**
  - t. Please include the lessons learned related to notification in Table 14 of Section VII**

### **Response:**

Information requested for this section can be found in [Appendix C: Notification Plan](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. *(D.21-06-034, Appendix at p. A11, Sections H-3.)*

**Table 12 - List of Joint Efforts on AFN Notification Plan**

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields. Planning, Organization, Equipment, Training, and Exercise (POETE) dates will align with Fiscal Year activities.

**Table 13 - AFN Population Subset Notification Plan (as of cutoff date)**

- a. AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Planning Start Date
- d. Organization Completion Date
- e. (Estimated) Equipment Completion Date
- f. (Estimated) Training Completion Date
- g. (Estimated) Exercise Completion Date
- h. # of People Planned to Be Trained on AFN Notification Plan (during reporting period)
- i. # of People Training on AFN Notification Plan (during reporting period)
- j. List Types of Training on AFN Notification Plan

**Response:**

Information requested for this section can be found in Table 12 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_CONFIDENTIAL.xlsx* and Table 13 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a PSPS event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

**Response:**

In advance of wildfire season, we implemented a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. This campaign included translations of the following communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). For more information, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1 Section 11.4, Public Communication, Outreach and Education Awareness, Public Outreach and Education Awareness Program, pp. 510 – 533, and Section 11.3.1, Communication Strategies with Public Safety Partners, pp. 499 – 502.

In 2026, we will continue to host Wildfire Safety Webinars, Safety Town Halls and region-specific Town Halls for residential customers and unassigned small and medium business customers to provide additional information about wildfire safety, including PSPS purpose, processes and available resources. A list of engagement efforts can be found in Table 17 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

In addition, the following in-language webinars and multicultural media engagements have been planned for customers with LEP in 2026:

- **In-language webinars:** We will co-host at least six in-language webinars this year, partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, processes, impact and resources we offer as support before, during, and after a PSPS. We will promote these events via our media partners, social media channels, and direct email to targeted LEP customers and websites. See the schedule below:

Webinar Date	Language	Targeted Counties	Media Partner
6/18/2026	Spanish	Bay Area	KDTV Univision
6/25/2026	Spanish	North Valley and Sierra	KUVS Univision
7/1/2026	Spanish	Central Valley	KFTV Univision
7/18/2026	Taglish	All HFTD Counties	KTSF-TV
7/21/2026	Chinese	All HFTD Counties	Skylink TV
7/22/2026	Russian	All HFTD Counties	Ethno FM Radio

- **Multicultural Media Engagement Campaign:** We partnered with 41 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 15, 2026. Participating media partners were then required to attend an annual online training to learn about the purpose, processes, impact and resources offered to support LEP customers before, during and after a PSPS on May 20, 2026. These media partners will help support PG&E to disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during, and after a PSPS. We are unable to track the specifics of communications provided by our multicultural media partners as their systems and/or platforms used are out of our purview. However, we require all the participating media partners to share their in-language coverage.

***Section VII: PSPS Event Lessons Learned***

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)**

**Table 14 – PSPS Event Lessons Learned Summary**

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities, including any updates to specific plans)**
- f. Responsive actions (in detail)**
- g. Reference specific Plan page number(s) and updates from lessons learned, if applicable**
- h. Implementation Start Date**
- i. Estimated Completion Date**
- j. Status of Action (e.g., Planning, Implementing, or Complete (if Complete, add Date Complete))**

**If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.**

**Response:**

We collected feedback and lessons learned from our past PSPS events and exercises across multiple channels. This included “hotwash” meetings with our Emergency Operations personnel or surveys with impacted communities following a PSPS activation and additional surveys with community engagement events.

Lessons learned are incorporated into our process improvements and addressed through the Functional Area (FA). The results of the “hotwash” meetings are summarized in an AAR, and any actionable items that have not already been identified by an FA are routed through our Corrective Action Program (CAP), which identifies the issue owner, assesses the risk of the item and tracks progress.

Our risk matrix uses event severity and frequency as key factors to assign a risk of either High, Medium, Low or Level 5 to determine priority of the lessons learned. Most suggestions that do not have an impact on safety, reliability, compliance, quality, environment or finance, are ranked as “Level 5” risk. This means the issue does not meet the threshold for accruing risk to the business.

Information requested for this section can be found in Table 14 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

### ***Section VIII: High Risk Circuits***

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)**

#### **Response:**

We predict the potential for frequently de-energized circuits using historical PSPS and climatology data. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any year between 2019 – 2024.<sup>3</sup> For more information, see PG&E's [2026 – 2028 WMP R3](#), Section 4.3, Frequently De-Energized Circuits, pp. 39 – 42.

We cannot foresee the locations of circuits impacted by future PSPS events as we use real-time weather forecasts. It is not possible to predict potential outages more than a week in advance. Weather varies year-to-year, which drives variability in the location and number of outages, their size and duration of potential PSPS events.

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<sup>3</sup> PG&E was not required to provide a list of 2025 Frequently De-Energized Circuits in our submission of the 2026 – 2028 WMP. However, we provided a list of 2025 Frequently De-Energized Circuits in Table 15 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit. (*D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.*)

**Table 15 – High Risk PSPS Circuits (as of date of last update)**

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional field)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

**Response:**

Information requested for this section can be found in Table 15 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**Section IX: Others**

**Section IX requirements are applicable to PG&E, SCE, and SDG&E only.**

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility PSPS Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

**Table 16 – JUPSPSWG Meetings**

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

**Response:**

Information requested for this section can be found in Table 16 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their PSPS webpages. (D.21-06-014, Ordering Paragraph 27.)**

**Response:**

Since October 2021, we have uploaded a new Public Safety Partner list to the PSPS Data Portal each month. We maintain this monthly process based on feedback from internal and external stakeholders. The last upload of the list to the PSPS Data Portal occurred on June 2, 2026. For privacy reasons, Public Safety Partner lists are only provided to agencies who have agreed to the PSPS Data Portal online agreement, and they only receive information for their jurisdiction. These lists are not posted to PG&E's public website due to confidentiality and privacy reasons.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its MBL customers, at least annually, to update contact information; (2) sought to obtain from MBL customers, at least annually, an alternative means of contact for PSPS events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the MBL customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

**Response:**

It is our goal to ensure every MBL and SIV Program customer is notified and prepared for a potential PSPS.<sup>4</sup>

Our MBL and SIV customers are sent an annual communication by email or direct mail between May and July to reinforce the importance of having updated contact information on file and encouraging these customers to provide a secondary alternative means of contact for PSPS notifications. After a PSPS, MBL and SIV customers that were in scope and did not have valid contact information receive a postcard requesting updated contact information for future use.

MBL and SIV customer information is updated automatically and in real-time when a customer updates their PG&E account information or when it is provided to a representative. Requests to change contact information can be submitted via multiple channels, therefore, there is not a dedicated staff member or department solely responsible for implementing changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly.

To ensure quality control of MBL and SIV customer contact information, we conduct a weekly review to identify customers who have missing or invalid contact information as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., California Alternate Rates for Energy Program (CARE)<sup>5</sup>/ Family Electric Rate Assistance Program (FERA)<sup>6</sup> and rebates) to run a daily sync between our application system (used to process these program applications) and the MBL database within CC&B. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV contact information is current.

The following materials are samples of collateral we sent to AFN, MBL and SIV customers for the preparedness outreach activities listed above.

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<sup>4</sup> MBL are customers are those that require electricity for medical reasons. SIV customers are those that self-attest they are vulnerable and/or part of the AFN community.

<sup>5</sup> A monthly rate discount of about 38% on electricity and 20% on gas. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

<sup>6</sup> A monthly discount of 18% on electricity only. Participants qualify through income guidelines.

*No Contact Information – Direct Mail*



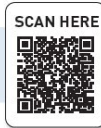
## ACTION REQUIRED

Your information is outdated or missing

Ensure your contact information is up to date so you can:


- ✓ **Stay informed** of potential power outages.
- ✓ **Receive important alerts** to keep you and your family safe.

Visit [pge.com/alerts](https://pge.com/alerts)  
or call **1-866-743-6589**.




**You can review and update your contact information by doing the following:**

- 1** Log in to your account at [pge.com/alerts](https://pge.com/alerts) or call **1-866-743-6589**.
- 2** Provide or update your phone number(s), email address(es) and/or an alternate contact. For text alerts, add a cell phone number.
- 3** Select your preferred language for alerts.

 For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**.

Message paid for by customers.

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Pacific Gas and Electric Company  
P.O. Box 997320  
Sacramento, CA 95899

## MBL Master Meter Tenant – Direct Mail



### Action Required: Prepare your tenants for Public Safety Power Shutoffs



Post the enclosed flyers  
in a common area for  
tenant awareness.

For your safety, PG&E may have to turn off power to prevent a wildfire when risk is high. This is called a Public Safety Power Shutoff (PSPS). Our goal is to alert you 1-2 days before a PSPS, then provide updates via texts, calls and emails until power returns. **Master Meter and primary account holders are required to share information about PSPS with their tenants.**

### To help tenants prepare and stay safe:

- Keep your contact information current to receive the latest outage updates.** Visit [pge.com/myalerts](https://pge.com/myalerts) or call 1-866-743-6589 to make any changes.
- Encourage tenants to sign up for Address Alerts** for PSPS notifications.
- Research programs** that offer backup power options for free or at a reduced cost.
- Remind tenants that resources are available** before and during a PSPS, including food banks, accessible rides and more.
- Direct tenants who may need extra help** during an outage to make a plan.
- Share information about our Medical Baseline Program and Self-Identified Vulnerable Program** with your tenants who rely on power for medical needs.
- Make a plan to support tenants who need mobility assistance** during an outage when the elevators, wheelchair lifts, etc., are down.

Visit [pge.com/pspresources](https://pge.com/pspresources) to learn more  
about our resources or call 1-877-660-6789.



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call 1-800-743-5000.

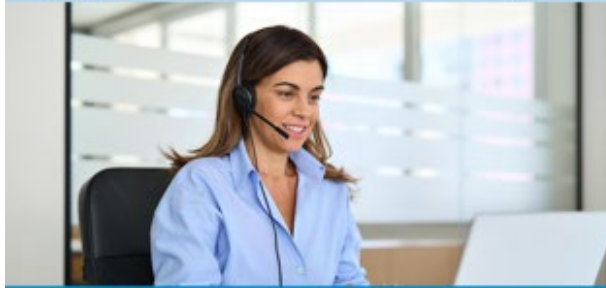
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## CA 211 Day Outreach



Our partners at 211 make outage planning easy



**You don't have to plan for outages alone.** We've partnered with [211](#), a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

### Before, during and after power outages, a 211 care coordinator will:



**Discuss** your family's power needs and help create a customer outage plan and safety kit.



**Review** your household's needs and determine what support you may qualify for, like backup power.



**Refer** you to health and safety programs and help you complete applications.



**Connect** you with local support, like food banks, hotels, fuel for generators and financial programs.



**Continually** check in during and after outages. Live staff can connect you with more resources if needed.

[Learn more about 211 »](#)

### To get help from 211:

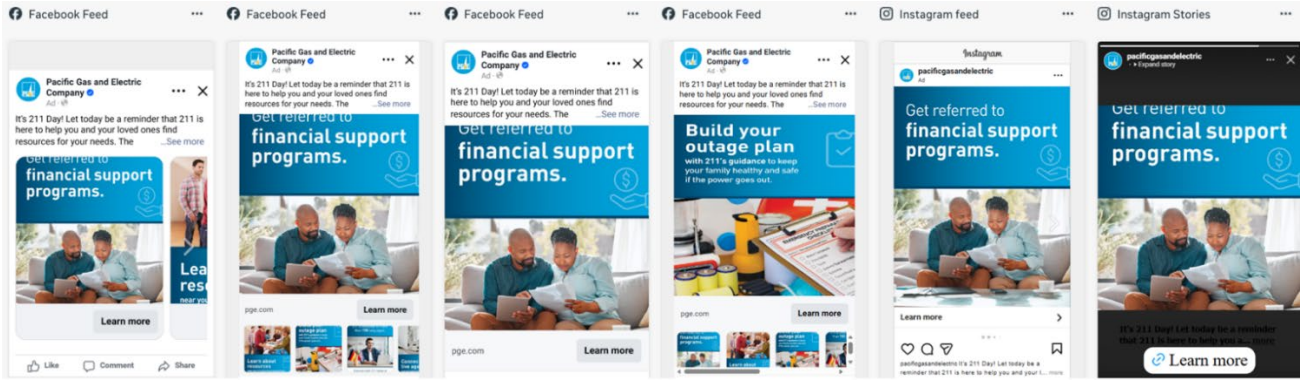
- Dial [211](#) (or [866-346-3211](#) if using relay services)
- Text "PREPARE" to [211-211](#)

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call [1-800-743-5000](#). If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at [711](#).

Message paid for by customers.



## CA 211 Day Outreach Cont.





Outages

1-877-660-6789

English

Account

Outages & Safety

Save Energy & Money

Business Resources

Clean Energy

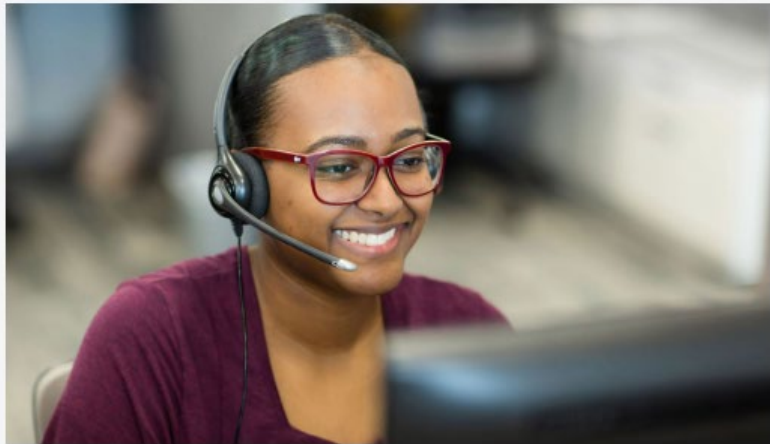
Sign In

# May is Wildfire Awareness Month

To keep you safe, power may be shut off when wildfire risk is high.

[See how you can prepare](#)

[Pay your bill](#) > [Start or stop service](#) > [Billing questions](#)



## Get live assistance

211 can help you prepare for emergencies and outages with resources near you.

[Learn more about 211](#)

## Outage Preparedness Brochure – Direct Mail

### Improving Safety With Layers of Wildfire Protection

Ongoing prevention work is making our system safer and more resilient.

**1,500+** weather stations used to better monitor and respond to wildfire risk

**46,000+** poles pre-treated with fire resistant spray to enhance safety

**1,500+** sectionalizing devices applied to help reduce the impact of safety outages

**1,250+** miles of strengthened poles and covered powerlines installed

**900+** miles of powerlines undergrounded in the highest risk areas



See everything we're doing at [pge.com/cwsp](http://pge.com/cwsp)



Pacific Gas and Electric Company  
P.O. Box 997320  
Sacramento, CA 95899

See how we're working to keep you safe and reduce wildfire risk

Learn more at [pge.com/cwsp](http://pge.com/cwsp)



For translation support in 240+ languages, or to request print material in Braille, large print or audio, call 1-800-743-5000. Additional brochures are available for download in Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese at [pge.com/psps](http://pge.com/psps).

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. PG&E refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. © 2023 Pacific Gas and Electric Company. All rights reserved. CCC-075-5342, 0101/2023



### Prepare your home for safety outages

See inside for wildfire safety improvements helping keep you safe!



### See wildfire safety work in action

You can look up your address on our Progress Map to see safety work near you.

You can also see if your address qualifies for the Self-Generation Incentive Program or the Permanent Battery Storage Rebate Program.



Learn more at [pge.com/progressmap](http://pge.com/progressmap)

### Safety outages protect your community

#### Public Safety Power Shutoff

Planned safety outages that help prevent a wildfire when risk is high. Our goal is to **notify you one to two days before** an outage.



Learn more at [pge.com/psps](http://pge.com/psps)

#### Enhanced Powerline Safety Settings

These settings may shut off power for safety **within one-tenth of a second**, or faster, if a hazard is detected on a powerline.



Learn more at [pge.com/eps](http://pge.com/eps)

We will keep you updated via text, call and/or email.



### Be prepared in case of a safety power outage

#### Before an outage

- Create an emergency plan and find backup power options
- Make sure your contact information with PG&E is correct to get alerts
- See if you qualify for extra support through the Medical Baseline Program
- Get help planning if you're an older adult or have a disability through the Disability Disaster Access and Resources Program



Learn more at [pge.com/afn](http://pge.com/afn)

#### During an outage

- View current outages and restoration times at [pge.com/outages](http://pge.com/outages)
- Find local support by calling 211, texting 'Prepare' to 211-211 or visiting [211.org](http://211.org)



✂ Tear here and post in an accessible place

## Outage Preparedness – Direct Mail and Email

 **May is Wildfire Awareness Month:**  
Prepare in case of wildfire safety outages



When wildfire risk is high, we may need to turn off power to help keep your community safe. We know past outages have been disruptive and we want to help you get prepared.

You don't have to plan for outages alone. 211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

**2-1-1**

To get a live agent, call 211 or text "PREPARE" to 211-211. Learn more at [pge.com/211](http://pge.com/211).



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call 1-800-743-5000.





Message paid for by customers.

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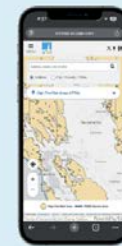
Use these tips to help you and your family prepare for outages

### Outage preparedness tips:

-  Update your contact information at [pge.com/myalerts](http://pge.com/myalerts) so you can receive outage alerts.
-  Stock your emergency kit with non-perishable food and water.
-  Print out directions to important addresses and phone numbers.
-  Practice opening the garage door by hand if you need to evacuate.



Get more outage preparedness resources at [pge.com/outageprep](http://pge.com/outageprep).



See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

View prevention work near you at [pge.com/progressmap](http://pge.com/progressmap).

 **May is Wildfire Awareness Month:**  
Prepare in case of wildfire safety outages



To help protect you and prevent wildfires, we may turn off power when risk is high. We want to help you have a plan ready in case the power goes out.

You don't have to plan for outages alone. 211 California is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

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Message paid for by customers.

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Use these tips to help you and your family prepare for outages

### Outage preparedness tips:

-  Update your contact information at [pge.com/myalerts](http://pge.com/myalerts) so you can receive outage alerts.
-  Stock your emergency kit with non-perishable food and water.
-  Print out directions to important addresses and phone numbers.
-  Practice opening the garage door by hand if you need to evacuate.



Get more outage preparedness resources at [pge.com/outageprep](http://pge.com/outageprep).



See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

View prevention work near you at [pge.com/progressmap](http://pge.com/progressmap).

## Outage Preparedness Cont. – Direct Mail and Email

 Use these resources to help you and your family prepare for outages



May is Wildfire Awareness Month and a great time to ensure you are safe and outage ready.

When wildfire risk is high, we may need to turn off power to help keep your community safe. **We know past outages have been disruptive and we want to help you get prepared.**

**You don't have to plan for outages alone.**

**211 California** is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs.

- To connect with a live agent, call **211** or text "**PREPARE**" to **211-211**.

**Live, knowledgeable staff will help you:**

- ✓ **Identify** your household's needs and build a safety plan.
- ✓ **Get referred** to backup power and health and safety programs.
- ✓ **Connect with** local resources, like food options, discounted hotel stays, car rides and fuel for generators.

[Learn more about 211 »](#)

### Outage preparedness tips

- **Make sure your contact information is up to date** so you can receive outage alerts. Check your information on [MyAlerts](#).
- **Stock your emergency kit** with non-perishable food and water.
- **Print out directions** to important addresses and phone numbers you may need.
- **Practice opening and closing your garage door** by hand in case you need to evacuate.

[Explore more outage preparedness resources »](#)

### See wildfire prevention work in your community, including:

- Microgrids
- Hazard prevention work
- Outage size and length reduction measures
- Undergrounding projects

[Search your address today »](#)



### Need materials in another format?

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**. If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at **7-1-1**.

Message paid for by customers.



 Resources to help you prepare for potential power outages




May is Wildfire Awareness Month and a great time to ensure you are safe and outage ready.

When wildfire risk is high, we may need to turn off power to help keep your community safe. **We know past outages have been disruptive and we want to help you get prepared.**

**You don't have to plan for outages alone.**

**211 California** is a free, trusted service that provides live, personalized guidance to help you prepare and get connected to local programs. A 211 care coordinator can help you:

- **Identify** your household's needs and build a safety plan.
- **Get referred** to backup power and health and safety programs.
- **Connect with** local resources, like food options, discounted hotel stays, car rides and fuel for generators.

 To connect with a live agent, call **211** or text "**PREPARE**" to **211-211**.

[Learn more about 211 »](#)

### Start building your outage plan with these simple safety tips:



**Make sure your contact information is up to date** so you can receive outage alerts. Check your information on [MyAlerts](#).



**Stock your emergency kit** with non-perishable food and water.



**Print out directions** to important addresses and phone numbers you may need.



**Practice opening and closing your garage door** by hand in case of evacuation.

See if your address qualifies for backup power and prevention work near you at [pge.com/progressmap](http://pge.com/progressmap).

[Explore more outage preparedness resources »](#)

### Need materials in another format?

For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**. If you are Deaf, hard of hearing or need extra support, contact the California Relay Service at **7-1-1**.

Message paid for by customers.



**Section X: Tree Overstrike**

- Pacific Gas and Electric Company (PG&E) must submit PSPS pre-season reports in compliance with the CPUC’s PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.**

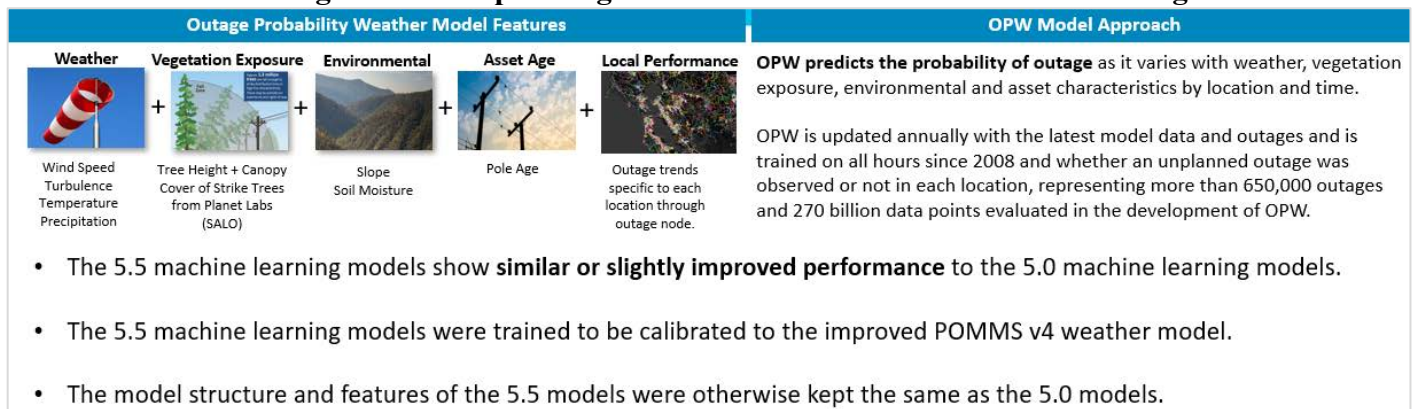
**Response:**

PG&E’s Outage Probability Weather Model (OPW) uses satellites to examine tree heights and canopy cover of strike trees which annually captures vegetation changes throughout the service area through either growth, felling, or management. The vegetation exposure analysis is incorporated into the OPW machine learning model, therefore, we are unable to separate data to show how the inclusion of tree overstrike, distinct from other factors in the model, impacted PG&E’s PSPS decision-making.

Vegetation exposure is one of many features in the OPW model. The OPW is combined with the Fire Potential Index (FPI) model to form PG&E’s Catastrophic Fire Probability Distribution (CFPD). Therefore, we are not able to quantify the effect that tree overstrike has on the changed frequency, duration, scope and scale of PSPS events. See Figure 1 below explaining the latest changes made to PG&E’s OPW model, including the transition to satellite derived products.

For more information on our PSPS decision-making process involving tree overstrike, see PG&E’s [PSPS Post-Event Reports](#), Section 2.

**Figure 1: Incorporating Tree Strike Potential into PSPS Modeling**



## **APPENDIX**

**APPENDIX A**  
**CRC Plan (Version 5)**  
**July 2026**

## **Appendix A – Table of Contents**

Section II.1.a - CRC Objectives.....	44
Section II.1.b - CRC Strategies, actions, and timing .....	44
Section II.1.c - CRC contracting efforts to ensure sufficient contracted CRC available during PSPS	47
Section II.1.d - Engagement with local populations on AFN needs .....	49
Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies .....	50
Section II.1.f - Criteria used to determine the types of CRCs needed during each event.....	51
Section II.1.g - Services and supplies available at each CRC to customers and AFN populations.....	51
Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event.....	54
Section II.1.i - COVID 19 Considerations .....	54
Section II.1.j - Prior year CRC usage metrics.....	54
Section II.1.k - CRC program evaluation including customer feedback, CRC related surveys, survey results, survey evaluation, and IOU’s related challenges.....	55
Section II.1.l – Lessons learned protocol .....	55

### **Section II.1.a - CRC Objectives**

To mitigate impacts, we open CRCs during a PSPS to provide customers with a safe place to access basic resources including:

- Electricity to charge medical equipment and electronic devices;
- Latest information about the PSPS; and
- Water, snacks, blankets, Americans with Disabilities Act (ADA) accessible restrooms, and other items.

### **Section II.1.b - CRC Strategies, actions, and timing**

When the EOC activates for PSPS, we evaluate the outage scope and propose pre-identified CRC sites to activate based on estimated customer impact. The proposed CRC site list is sent to impacted Tribal governments and the impacted counties' Offices of Emergency Management (OEMs) for their review and feedback. We will accommodate requests, as feasible, if alternative sites are suggested. Once a list of sites is approved, we conduct outreach to landowners to confirm site availability.

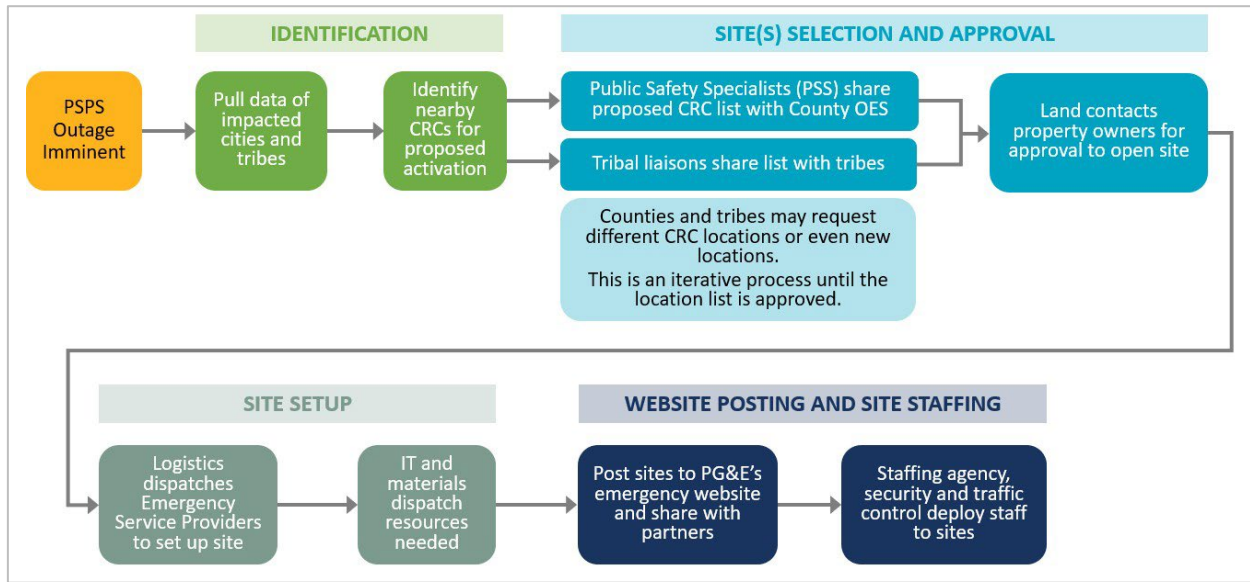
Once sites are confirmed by counties, contacts, and the landowners, we notify internal and external stakeholders by publishing the sites on PG&E's [CRC webpage](#). Simultaneously, internal and external partners begin to prepare and staff the sites.

CRCs are prepared by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted and on stand-by throughout peak wildfire season to prepare CRCs as needed.

Our website lists CRCs by county and provides details on the resources available at each CRC site. CRC locations are also included on PSPS maps, so users can identify which CRC is closest to their address. PG&E's website also provides information on areas not impacted by de-energization and locations where customers can access electricity when CRCs are closed.

CRC site information is communicated via press releases, social media posts, and local government outreach. Customer text and email notifications also include a hyperlink to PG&E's [PSPS webpage](#) where customers can find all relevant CRC information. The activation process is illustrated in Figure 2.

**Figure 2: High-Level CRC Activation Process**



*Site Safety*

Prior to opening a CRC, personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources (e.g., first aid kits, fire extinguishers, etc.), identifying egress routes, and reviewing how to contact emergency services. All CRC personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.). Additionally, CRCs post safety and emergency protocol signs in visible locations.

Our Emergency Service Providers set up cone bars or other barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues, and define a perimeter that can be patrolled by the on-site security personnel. See Figure 3 for an example of a cone bar at an outdoor CRC.

**Figure 3: Cone Bar Example**



## CRC Rules and Code of Conduct

Our internal and contracted personnel are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. Materials are translated into 16 languages in our electric service area and can be printed, as needed. Additionally, staff offer to assist blind or low-vision customers.

**Figure 4: Examples of CRC Signage**  
Indoor Outdoor



## CRC Hours

Once PG&E’s Emergency Operations Center (EOC) is activated for a PSPS, initial CRC opening times align with estimated de-energization times in impacted communities. Standard operating hours thereafter are from 8:00 AM – 10:00 PM. CRCs are also actively monitored by PG&E’s Hazard Awareness and Warning Center (HAWC) and local Public Safety Specialist (PSS) teams for any wildfire evacuation warnings, air quality concerns such as elevated Air Quality Index (AQI), or other safety alerts. Any of these may cause a CRC to close early or open late. There may also be instances when CRCs are not opened, such as Tribal, local government or agency requests, estimated restoration timing, safety concerns or other unforeseen circumstances.

Once a county has reached, or is near 100% restoration, we will contact the county OEM for their approval to close CRCs in their county. When the approval is granted, we will close and demobilize the CRCs based on county approval and re-energization time and remove the site listings from PG&E’s public website.

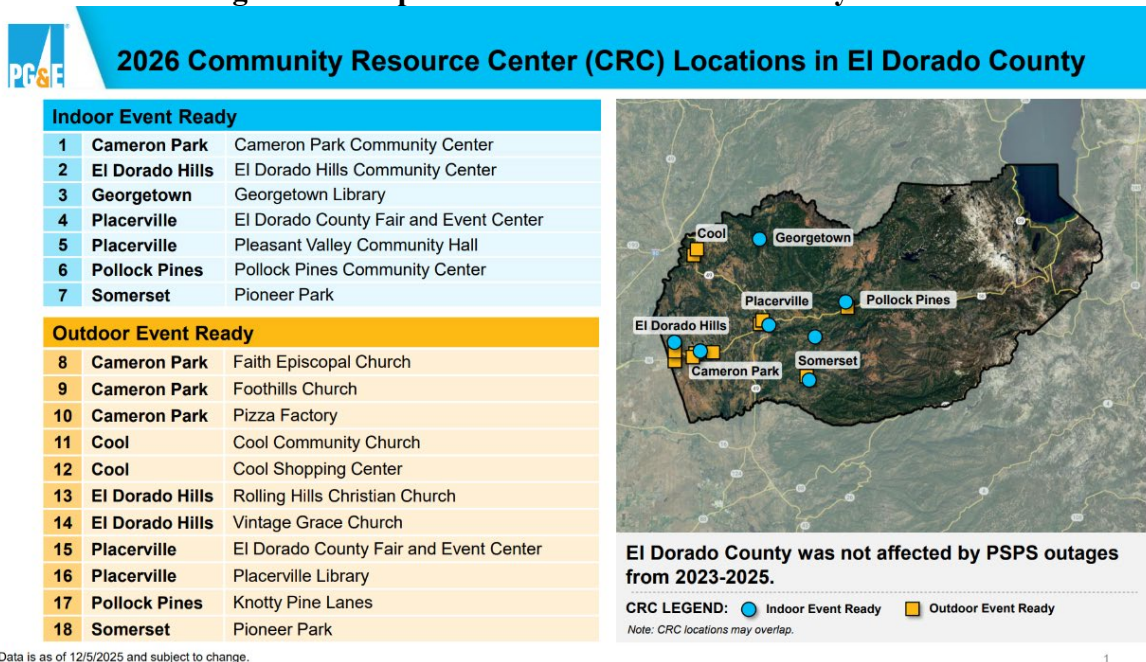
**Section II.1.c - CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)**

Throughout the year, we maintain a robust portfolio of contracted, pre-approved CRC locations identified in close coordination with Tribal and local governments where PSPS events are most likely to occur.

In February 2026, PG&E’s dedicated PSS team provided counties with a map depicting where a PSPS had impacted their respective communities in previous years and locations of event-ready and in-progress CRC locations. See Figure 5 for an example from El Dorado County.

Similarly, PG&E’s Tribal Liaisons met with Tribal governments in PG&E’s service area to review event-ready CRC locations on or near Tribal lands to make sure their needs were met. Most counties did not have additional CRC location requests. Any requests for additional indoor and outdoor CRC locations are handled by PG&E’s CRC team.

**Figure 5: Sample outreach slide from February 2026<sup>7</sup>**



Our current CRC portfolio includes 116 event-ready indoor sites and 264 event-ready outdoor sites as of May 1, 2026. Figure 6 shows the locations of these sites, and a full list is provided in Table 1 of R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx. Sites are generally concentrated where PSPS are more common.

<sup>7</sup> Information included in figure contains data from December 2025.

**Figure 6: Potential CRC Locations**



Once a site has been identified, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outside site is interested and meets the criteria, we engage in site utilization negotiations directly.

#### *Accessibility*

If a landowner for an indoor site is interested, we dispatch an ADA Subject Matter Expert (SME) to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. PG&E's ADA SME assess the sites to ensure they meet federal accessibility standards required at polling places and other temporary use facilities. This assessment evaluates many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, and measuring the ADA parking area. When the required remediation is deemed reasonable, an accredited ADA contractor will be engaged to make the necessary upgrades to current ADA/CBC 11B standards.

#### *Generation*

We deploy an electrical contractor to provide an estimate to upgrade the electric system to ensure a temporary backup generator can be used if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, we will begin with the necessary site improvements.

- *Indoor CRCs:* While some contracted indoor locations already have their own back-up generation unit, we can install an automatic transfer switch (ATS) or provide a temporary, mobile back-up generation unit if a site does not have generation. Pre-staging generators ensure that indoor sites are event-ready and do not rely on electrical contractor crews to deploy during a PSPS. Generators are continuously monitored during the wildfire season and refueled as necessary to ensure readiness.
- *Outdoor CRCs:* During a PSPS, our third-party emergency service provider brings

mobile back-up generation to power sites while CRCs are set up. Outdoor CRCs are powered by small generators and have sufficient amperage to charge personal electronic, medical devices in addition to providing adequate lighting to the facility.

In rare instances, we have modified agreements with indoor CRC sites whereby we will not use the location if the CRC site is impacted by a PSPS. In these cases, we will utilize a different site, not impacted by a PSPS.

**Section II.1.d - Engagement with local populations on AFN needs** (*D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p. A1, Section A-3.*)

We have taken steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders to implement improvements.

We collected CRC feedback through several channels including our AFN Collaborative Council, Statewide AFN Council, and People with Disabilities and Aging Council during annual and quarterly meetings. For a list of council participants, see PG&E's [2026 AFN Plan](#), Appendix A.1 – C.1, pp. A – 1 to A – 11.

We also gathered feedback through surveys including our CA 211 partners' CRC Survey and our post-activation CBO Survey which includes a question related to our partner organizations receiving feedback about CRCs.

Additionally, we work directly with Tribal and local governments to ensure CRCs meet local needs and consider additional local demographics.

Compiled feedback from meetings with AFN Collaborative Council, Statewide AFN Council, and People with Disabilities and Aging Council during annual and quarterly meetings can be found in Table 2 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

*Disability, Aging, AFN Communities, and MBL Visitor Advanced Site Considerations*

Prior to a PSPS, we engage in advanced preparations to ensure a CRC remains accessible including:

- ADA evaluation for all new sites and remediation investment at indoor sites. See [Section II.1.c](#) for additional information.
- Disability etiquette training for customer service staff.
- Ensuring accessible parking at indoor and outdoor locations.
- Partnerships with transportation services.

During a PSPS, additional steps are taken to ensure a CRC is accessible including providing:

- Accessible parking at outdoor locations using signage or cones. Indoor site ADA parking is described in [Section II.1.c](#).
- ADA-accessible, portable restrooms and hand-washing stations.
- A large whiteboard with Wi-Fi information in large print at each entrance.
- A list of food bank and transportation partnerships by county are provided on

- information sheets in English, large print and braille.
- Illuminated traffic signage placed on the roadway for better visibility to direct visitors to the CRC location.
- Information cards and other print resources for visitors are available in braille as well as 15 other non-English languages, the latter printable on demand.
- Multi-lingual staff assigned based on local demographics and feedback from community partners. If additional in-language support is needed, staff have access to translation services in 240+ languages, including American Sign Language (ASL) through [LanguageLine Solutions](#), for visitors who may be multi-lingual, deaf or hard of hearing.
- Posted signage that complies with accessibility standards (i.e., font color, size and placement).
- Prioritizing AFN visitors who require charging for medical equipment.
- Privacy screens at indoor sites (e.g., for breastfeeding mothers).

We recognize that some impacted individuals may require transportation assistance to and from CRCs. To support those individuals, we have partnered with:

- CA 211, a 24/7 service that connects callers to local transportation resources.
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating in Independent Living Centers (ILCs).
- Four additional transportation service providers<sup>8</sup> in the highest impact areas.

Following feedback regarding awareness for transportation services, we added available transportation options and links to Google Maps driving and public transit navigation to CRC locations on our [emergency website](#). We also created a transportation fact sheet, available to any CRC visitor, which links the information directly to our outage web, CRC webpage and AFN webpage.

**Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies**  
(D.21-06-034, Appendix at p.A1, Section A-3.)

We created this CRC plan, including addressing recommendations on AFN customer services and supplies, in consultation with Tribal representatives, regional and local governments, Advisory Boards, Public Safety Partners, representatives of disability, aging, AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

Additionally, CRC recommendations are reviewed with other stakeholders including groups like CBOs, public health, and healthcare providers in multiple forums. This includes, but is not limited to:

- County Wildfire Townhalls;
- CWSP Advisory Committee meetings;
- Direct outreach to representatives of the disability, aging, AFN communities and CBOs;
- Presentations to County Boards of Supervisors, Mayors and City Councils;
- RWG meetings and;
- Wildfire Safety Working sessions.

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<sup>8</sup> Dignity Health Connected Living, El Dorado Transit Authority, Fresno Economic Opportunities Commission and Vivalon.

PG&E program managers (AFN/CRC) also meet on an ongoing basis to discuss recommendations from stakeholders and opportunities for improvements and benchmarking.

A list of suggested improvements from AFN stakeholder engagement can be found in Table 2 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

### **Section II.1.f - Criteria used to determine the types of CRCs needed during each event** (D.21-06-034, Appendix at p. A1, Sections A-4.)

We rely on input from local officials, such as Tribal governments and OEMs, to identify locations for CRCs that will best serve their communities. As a part of this effort, we conducted annual outreach to all PSPS-impacted Tribal governments and counties in our service area to help identify any additional CRC locations. See Figure 5 for a sample outreach slide with a map showing counties impacted by PSPS in the previous three years against all existing or in progress CRC locations. We are actively pursuing the addition of new CRC sites identified through this approach in 2026. This can be an iterative process as not all identified sites meet the CRC requirements.

CRCs are set up in locations well known to the public and with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots.

When identifying and reviewing potential CRC locations, we use the criteria outlined below.

#### *Indoor CRC Site Criteria*

- Able to accommodate a reasonable number of people who would be potentially impacted by PSPS in the area.
- ADA-accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generation.
- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).
- Equipped with a level loading area to accommodate loading and unloading of materials.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.

#### *Outdoor CRC Site Criteria*

- Accommodates portable and ADA-compliant restrooms.
- ADA-accessible lot.
- Approximately half acre or more in size.

### **Section II.1.g - Services and supplies available at each CRC to customers and AFN populations**

Primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites. We have taken numerous steps to make CRCs accessible and our resource services available to all visitors including those with AFN. For more information, see PG&E's [2026 AFN Plan](#), Section 2.8.2.4, pp. 50 – 51.

Figure 7 is an example of an outdoor CRC site and Figure 8 describes the resources available at each type of site. We determine whether to open indoor or outdoor CRCs by considering current and anticipated outdoor conditions, like nearby wildfires, AQI level, weather conditions and how they may impact vulnerable populations. While we use indoor sites where available, the primary focus is on locating the CRC as close to the impacted population as possible.

**Figure 7: Outdoor CRC site from August 2021 PSPS**



**Figure 8: Resources by CRC Type**

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



Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (Community Center, Church, Library, School, etc.)	Open Air Tent Shelter
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	✓	✓
Security Personnel	✓	✓
Cellular Coverage	✓	✓
Customer Service Staff	✓	✓
Wind/Weather-Resistant	✓	
American Sign Language (ASL) Video Relay Interpreting (VRI)	✓	✓
Privacy Screens	✓	

\* Regular disinfecting and cleaning of the site  
 \*\* Medical device charging will be prioritized in times of high demand  
 \*\*\* Grab-and-go bag contains device charger, water, snacks and info card

We also worked with primary cellular providers in the service area to evaluate all pre-existing CRC sites for Long Term Evolution (LTE) cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

### *Staffing*

Our CRCs are staffed by third-party contractors that include Customer Service Leads and Customer Service Staff who are trained on how to serve individuals with AFN needs, such as accommodating visitors in mobility devices (such as canes, crutches, walkers, rollators and wheelchairs) or speaking languages other than English. Staff are trained to provide AFN resource information via various fact sheets and help visitors navigate PG&E's webpage to find PSPS information (restoration time, available resources, etc.). These staff members also have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E's MBL Program.

During a PSPS, employees who are specialized in ADA compliance may visit sites or conduct virtual audits for safety and accessibility and offer suggestions for improvement to on-site staff.

### *Onsite CRC Staff*

- Customer Service Lead
- Customer Service Support (1 – 2 people)
- Emergency Services Provider
- Security
- Traffic Control (1 – 2 people)

### *Offsite CRC Support*

Throughout a PSPS, CRCs are also supported by PG&E's EOC staff including but not limited to:

- ADA Subject Matter Expert
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- EOC CRC Lead and Staff (2 people)
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer (PIO)
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

### **Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event**

The success of a CRC, and serving impacted communities, relies on our community member's awareness. Through pre-season marketing and in-event publicity, we have seen significant improvements in CRC awareness.

CRC locations are communicated through press releases, social media posts, local government outreach and our network of CBO partners. Sites are also shared in public, agency, and media briefings. Additionally, leading up to and during a PSPS, we send customers numerous notifications including Interactive Voice Recordings (IVRs), texts, and emails. These notifications direct customers to PG&E's website where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in [Appendix C: Notification Plan](#).

To further increase CRC awareness, we include information about CRCs in our PSPS pre-season outreach that educates residents on resources available during a PSPS. This year, we will continue to include CRC information in PSPS preparedness brochures mailed to customers in geographic areas that are most likely to be impacted.

### **Section II.1.i - COVID 19 Considerations**

We follow the California Department of Health and Human Resources guidelines for cooling centers for COVID-19 considerations, and any other federal, state or local mandates.

As of May 1, 2026, our CRC health and safety guidelines are as follows:

- Facial coverings are not required but encouraged.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.
- Medical device charging is prioritized.
- Supplies are provided so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Surfaces are regularly sanitized.

### **Section II.1.j - Prior year CRC usage metrics**

We include CRC locations, type, resources available, hours operated and visitor counts in each [PSPS Post-Event Report](#) and in the [2025 PSPS Post-Season Data Report](#).

In 2025, we opened CRCs during four EOC activations in response to PSPS. Additional usage data can be found in Table 3 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**Section II.1.k - CRC program evaluation including customer feedback, CRC related surveys, survey results, survey evaluation, and IOU's related challenges** (*D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.*)

We continue to utilize surveys to gather feedback from CRC visitors on their overall satisfaction and experience. In 2025, we received a total of 183 responses. Completed survey responses can be found in Table 4 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

To increase survey engagement, we provide survey cards at CRC check-in with a QR code to access the survey, an information card in each grab-and-go bag and additional signage at the CRCs on how to access the survey.

Details on CRC-related challenges can be found in Table 5 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**Section II.1.l - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned**

Following each PSPS, our CRC team reviews feedback and lessons learned to identify and address issues based on regulatory compliance, operational feasibility and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Historically, items have been focused on incremental process improvements.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into current PSPS planning and preparedness activities. We have implemented the following CRC-related improvements:

- Created a process to manage our response to a larger than expected number of CRC visitors.
- Developed training procedures to better prepare CRC staff on AFN referral processes.

Lessons learned from the previous year are included in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 13, Lessons Learned, pp. 552 – 556, [2026 AFN Plan](#), Section 2.9.2, Recovery (After – Power has been restored) pp. 51 – 52, and Table 14 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**APPENDIX B**  
**CFI Plan (Version 5)**  
**July 2026**

## **Appendix B – Table of Contents**

Section III.1.a - CFI Objectives.....	58
Section III.1.b - CFI strategies, actions and timing.....	58
Section III.1.c - CFI definition and IOU CFI contact on PSPS website.....	59
Section III.1.d - Identification method of CFI .....	59
Section III.1.e - Changes in CFI since prior annual report .....	59
Section III.1.f - Maintenance and update process of CFI list.....	59
Section III.1.g - Collaboration with transmission-level customers .....	59
Section III.1.h - Comparison of current year CFI request total with last year .....	60
Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms ..	60
Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need .....	60
Section III.1.k - Maintenance and accessibility of CFI list.....	60
Section III.1.l - Consultation with local and tribal governments.....	60
Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths.....	61
Section III.1.n - Lessons learned protocol.....	61

### **Section III.1.a - CFI Objectives**

Our CFI plan touches on the three main objectives pursuant in D.21-06-034. These include:

- *Informing CFI customers during a PSPS:* We provide CFI customers, including Transmission-level customers, with advanced notifications and prioritized restoration as outlined in PG&E's [2026 – 2028 WMP R3](#), Vol 1 Section 11.4.3, Outreach and Education Awareness Activities, pp. 518 – 524 and additional communications and other resources before and during a PSPS.
- *Ongoing collaboration to ensure CFI customers are identified and prepared for PSPS:* In an effort to maintain accurate contact information and backup generation needs, we rely heavily on collaboration. Engagement with local government and Public Safety Partners by Account Representatives and PSS related to CFI customer identification, validation of contact information, and resiliency planning efforts associated with backup generation is conducted annually. This is in addition to the outreach noted in PG&E's [2026 – 2028 WMP R3](#), Vol 1 Section 11.4.3, Outreach and Education Awareness Activities, pp. 518 – 524.
- *Reviewing and assessing CFI customers backup power support:* In alignment with other IOUs, we provide CFI customers with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFI customers when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails.

### **Section III.1.b - CFI strategies, actions and timing**

Our CFI strategies reflect actions taken in prior PSPS events, ongoing efforts, and planned enhancements for the upcoming wildfire season. Based on prior PSPS events, we have implemented our plans to capture information about the effects of prolonged outages on customers and their backup generation capabilities. Additionally, representatives conducted outreach to Customer-Owned Line (COL) and Foreign Transmission Line (FTL) operators to confirm PSPS protocols.

We recognize the importance of ensuring that agencies and critical facilities have the necessary information during emergency events to prepare resources, communication channels, and respond to community needs. During a PSPS, we follow ICS and National Incident Management System (NIMS) structure and protocols to ensure that Public Safety Partners receive timely and appropriate information. For more information, see Electric Annex to PG&E's [Company Emergency Response Plan](#), Section 8.2.6, Customer Strategy Officer pp. 8 – 5.

During a PSPS, we send automated notifications and have online information tools available for CFI customers, while working directly with them to answer questions in real-time. For more information on how the EOC provides support to CFI customers during a PSPS, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 499 – 502, and Section 11.4.1, Protocols for Emergency Communications, pp. 511 – 513.

### **Section III.1.c - CFI definition and IOU CFI contact on PSPS website**

The CFI definition and CFI contact information are made available on the PSPS Website: [Large Business and Critical Infrastructure](#) and the [Critical Facility Fact Sheet](#).

### **Section III.1.d - Identification method of CFI**

CFI customers are identified using the definition specified in D.19-05-042 which was expanded in D.20-05-051 and further detailed in D.21-06-034.

### **Section III.1.e - Changes in CFI since prior annual report**

Our 2026 CFI Plan is consistent with our 2025 CFI Plan, and no significant changes have been made since the issuance of our 2025 PSPS Pre-Season Report, Appendix B pp. 51 – 56.

### **Section III.1.f - Maintenance and update process of CFI list**

Additions or updates to our CFI customer lists are collected during annual reviews. Requests for updates are also received directly from CFI customers to their assigned Account Representatives, PSS or the Critical Facilities Infrastructure Lead (CIL) noted on the PSPS Data Portal.

Requests to add, edit or remove CFI customers are reviewed by a governance committee for adherence to the definition of a CFI customer as specified in D.19-05-042, D.20-05-051 and D.21-06-034. Upon approval, accounts are created accordingly in our data systems.

Requests for changes are entered into our systems and integrated during a nightly upload. CFI customer lists are uploaded onto the PSPS Data Portal monthly for planning purposes. During a PSPS, CFI customer lists are refreshed to reflect the most current data.

### **Section III.1.g - Collaboration with transmission-level customers**

Ahead of wildfire season, we sent direct outreach to Transmission-level entities from assigned Account Representatives which were invited to webinars to discuss wildfire prevention efforts, share resources before, during and after PSPS and review improved wildfire safety technology and tools.

During a PSPS, we notify Transmission-level customers, including Publicly Owned Utilities (POU) via:

- Automated notifications via email, text and phone call requests to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to critical facility contacts to ensure they are aware of the potential PSPS.
- Live calls by PG&E's CIL, as soon as possible.
- Live calls by PG&E's Grid Control Center (GCC) operators before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E's daily Systemwide Cooperator Call to receive situational updates and have access to the PSPS Data Portal that contains maps and other PSPS information. Per CPUC requirements, Telecommunication Providers also have access to PG&E's EOC, as requested.

### **Section III.1.h - Comparison of current year CFI request total with last year**

As of April 3, we have received 14 CFI designation change requests for 2026, compared to 344 requests received in 2025.

### **Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms**

CFI customers can request a Backup Power assessment on the [Large Business and Critical Infrastructure](#) website. We continue to support Public Safety Partners and CFI customers with backup power support when feasible, utilizing our Backup Generation policy to determine eligibility and prioritization.

CFI customers are also invited to select Wildfire Safety webinars that provide information on backup power support resources and how to access them, including how to coordinate with their assigned account representatives to discuss their energy needs for potential outages.

### **Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need**

We engaged with CFI customers in coordination with local government and Public Safety Partners to determine and support their backup generation needs in the case of a potential PSPS. These engagements include:

- Conducting annual outreach via phone and email to CFI customers located in HFRAs.
- Hosting Wildfire Safety webinars with a focus on CFI preparedness.
- Sending a PSPS Preparedness Email to CFI customers that provides information about resources available to support facilities' operations during outages.

In addition to an annual letter reminding CFI customers that we do not provide backup power, Account Representatives and PSS also conduct annual engagement with local governments and Public Safety Partners to support CFI identification.

This is in addition to the outreach noted in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.3, Outreach and Education Awareness Activities, pp. 519 – 520.

### **Section III.1.k - Maintenance and accessibility of CFI list**

For information on how our CFI customer list is updated and maintained, see [Section III.1.f](#) above.

### **Section III.1.l - Consultation with local and tribal governments**

We consult with Tribal and local governments, County OES, advisory councils and Public Safety Partners to ensure they are informed of PG&E's emergency planning and preparedness resources. This includes hosting CWSP webinars, Town Halls, quarterly RWG meetings and CWSP Advisory Committees throughout the year. Furthermore, PG&E's Local Representatives conduct regular outreach to local governments to ensure they are informed of our emergency planning and preparedness resources. A list of engagement activities can be found in Table 17 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

PG&E's Tribal team conducted outreach to all Federally Recognized Tribes within our service area from January 26, 2026 – February 27, 2026, to request and update contact information.

### **Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths**

We do not offer backup generation to individual facilities. However, our policy allows exceptions for CFI customers when a PSPS could have a significant adverse impact on public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS, we send automated notifications to potentially impacted CFI customers and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives will make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS. This team also provides localized support for other Public Safety Partners such as water agencies and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

### **Section III.1.n - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned**

Following each PSPS, our Business Energy Solutions (BES) Account Reps collect feedback and lessons learned from internal and external stakeholders as well as directly from CFI customers. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CFI notifications and engagement are added to the Customer Care master AAR list and assigned to an appropriate owner.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls, to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into PSPS planning and preparedness activities. We have implemented the following improvements to support our CFI customers:

- Conducting targeted webinars to water agencies to inform them of resources available to them, including preparedness resources and tools for resiliency planning.
- Facilitating webinars for Transmission customers to proactively align on operational protocols, coordination processes and communication workflows.

Lessons learned from previous years are included in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 13, Lessons Learned, pp. 552 – 556, [2026 AFN Plan](#), Section 2.9.2, Recovery (After – Power has been restored), pp. 51 – 52, and Table 14 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

**APPENDIX C**  
**Notification Plan (Version 5)**  
**July 2026**

## **Appendix C – Table of Contents**

Section VI.1.a - Notification Objectives .....	64
Section VI.1.b - Notification strategies, actions, and timing .....	64
Section VI.1.c - Notification process planning and improvement .....	65
Section VI.1.d - Updated/Current Notification script and templates .....	66
Section VI.1.e - In-language translations .....	66
Section VI.1.f - Notification methods.....	67
Section VI.1.g - Meeting notification timeline requirements.....	67
Section VI.1.h - Notification accuracy and precision .....	67
Section VI.1.i - Entity responsible for notifications.....	68
Section VI.1.j - Consistency of PSPS notification information across all platforms .....	68
Section VI.1.k - Coordination with stakeholders .....	69
Section VI.1.l - Affirmative notifications to MBL populations and any self-identified vulnerable populations.....	70
Section VI.1.m - Notification strategies on AFN population subsets .....	70
Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts.....	70
Section VI.1.o - Notification cancellation.....	70
Section VI.1.p - Transmission-level customers notification .....	71
Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PSPS.....	71
Section VI.1.r - Secure portal for Public Safety Partners.....	72
Section VI.1.s - Lessons learned protocol.....	73

### **Section VI.1.a - Notification Objectives**

Our primary notification objective is to notify key stakeholders and customers of a PSPS as soon as possible to ensure they have enough time to prepare and safely respond. Notifications are sent in accordance with the minimum timelines set forth per D.19-05-042, weather and other factors permitting.

### **Section VI.1.b - Notification strategies, actions, and timing**

We conducted extensive outreach to a variety of stakeholders when the EOC is activated to facilitate coordination for a potential PSPS. Key stakeholders include:

- First Responders;
- State Agencies, Counties, Tribal Governments, Cities and Community Choice Aggregators (CCA);
- CBOs;
- Customers with low English proficiency (LEP) and Other Needs;
- CFI customers;
- Electric Vehicle Charger Service Providers;
- General Customers;
- General Public/Media;
- MBL Customers and SIV Customers;
- Paratransit Agencies;
- Telecommunications and Water Providers;
- Third Party Commodity Suppliers and;
- Transmission-level Entities.

#### *Notification Strategies and Actions*

For each stakeholder group noted above, we send automated notifications via calls, texts, and emails at key milestones throughout a PSPS, in accordance D.19-05-042, typically once a day. See Figure 9 below for more information on notification cadence. Additionally, when our EOC activates for a potential PSPS, we notify the CPUC throughout the PSPS to provide in-event notifications in accordance with D.19-05-042. See PG&E's [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, and PSPS Outage Timeline and Checklist, pp. 36 – 45.

In addition to automated notifications, we conduct additional outreach to each stakeholder group to provide updates on the latest PSPS information. This outreach is tailored to the stakeholder's needs. For information regarding additional outreach and engagement by customer type, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4 Public Communication, Outreach and Education Awareness, pp. 510 – 533.

Detailed descriptions of the information included in each notification can be found in *PGE\_2026\_PSPS\_Notification\_Scripts\_20260701.pdf*, PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 499 – 502, and the [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), Section 3 Customer Notifications, pp. 5 – 9, and Section 7 Agency and Tribal Government Notifications, pp. 20 – 22.

### Notifications Timing

Our automated notifications are in accordance with D.19-05-042. We prioritize sharing information about the weather, customer impacts, and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact timing requirements. For example, changes in scope due to weather conditions may add, delay, or remove areas from de-energization.

See Figure 9 for an overview of the notification timeline. For more information on notification types, see PG&E’s [PSPS Post-Event Reports](#), Sections 5.1 – 5.2 and the [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, and PSPS Outage Timeline and Checklist, pp. 36 – 45.

**Figure 9: Notification Timing<sup>9</sup>**

	Severe weather forecasted			PSPS Outage			
	72 hours PRIORITY/ ADVANCED	48-24 hours WATCH	12-0 hours WARNING	De- Energization POWER IS OFF	Weather All Clear AUTOMATED	ETOR*	Power Restored
Agency/Critical Customer/CBO** Resource Partner Notifications	✓	✓	✓	✓	✓	✓	✓
Customer Notifications Includes Address Alerts		✓	✓	✓	✓	✓	✓
Media Outreach News releases, public briefings, social media		✓	✓	✓	✓	✓	✓

\*Estimated Time of Restore    \*\*Community-Based Organization

### Section VI.1.c - Notification process planning and improvement

#### Planning

Our annual PSPS notification planning strategy is based on feedback collected via Public Safety Partner and customer surveys, stakeholder engagement, and regularly scheduled meetings (e.g. RWGs, CWSP Advisory Committee, Joint IOU Statewide AFN Council, etc.), or PSPS AARs. Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance and available data.

#### Improvements

In 2026, we implemented the following notification improvements:

- Automated our PG&E/SCE platform to ensure compliance during PSPS events that impact shared customers.
- Clarified the pge.com/pspsupdates link within our PSPS notifications will direct customers to “Community Resource Center” information.

<sup>9</sup> While not a CPUC requirement, PG&E provides an additional 24-4 hour notification to Tribal/Local Governments, Public Safety Partners and customers.

- Enhanced our notification dashboard with real-time tracking of delivery, success rates and increase situational awareness on missed/failed notifications.
- Refined the translation of 15 non-English prevalent languages for all notifications to ensure better messaging in the customer’s native language.

Additionally, we will be prioritizing the following notification improvements ahead of the upcoming wildfire season:

- Enhancing performance and reliability through coordination with our notification vendor partners.
- Exploring the ability to notify customers using location services (e.g., iPhone Geofencing).

During our Q2 RWG and CWSP Advisory Committee meetings, we met with external stakeholders to solicit feedback on our PSPS Notification Plan, processes and future improvements.

Q2 RWG participants provided positive feedback and satisfaction regarding PSPS notifications. One participant inquired if PG&E is able to provide detailed CRC information within PSPS notifications. We provide CRC information to customers in PSPS notifications via hyperlink to the [PSPS updates page](#). This webpage includes updated CRC locations, services available and hours of operation as well as how customers can find local CRCs and where to access electricity during the hours CRCs are closed. Due to text message character constraints and the dynamic nature of CRCs information, providing a link to the [PSPS updates page](#) ensures that all impacted customers and local agencies have access to the latest CRC information.

No feedback was received regarding these topics during the Q2 CWSP Advisory Committee. For a list of external stakeholder groups invited to each meeting, see [Section VI.1.k](#).

#### **Section VI.1.d - Updated/Current Notification script and templates**

For our updated PSPS notification scripts, see *PGE\_2026\_PSPS\_Notification Scripts\_20260701.pdf*.

#### **Section VI.1.e - In-language translations**

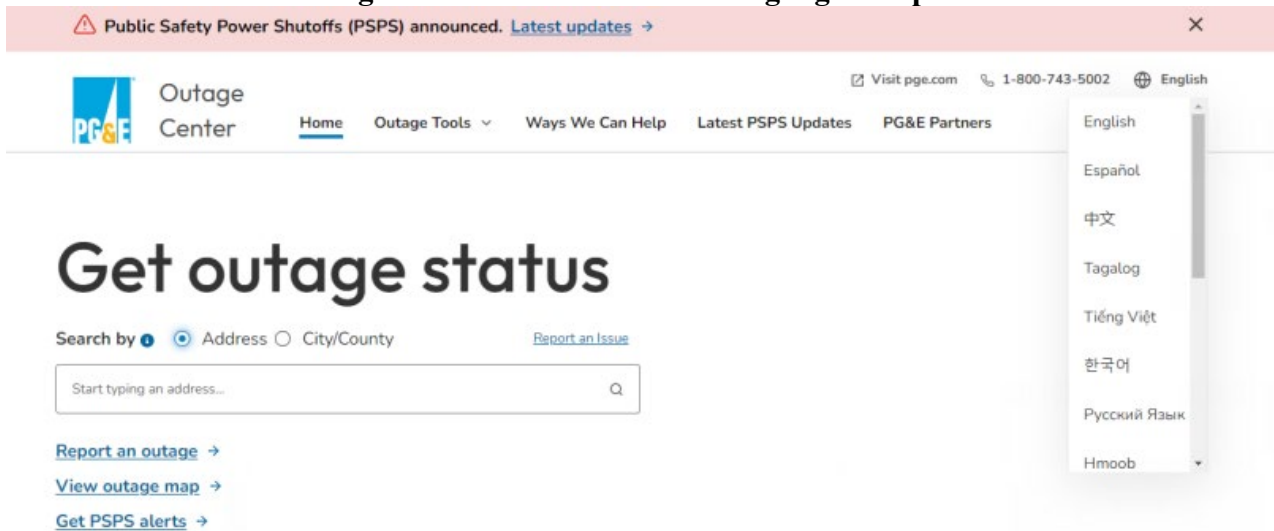
Customers who have selected their language preference in their PG&E accounts will receive in-language (translated) notifications. We currently offer notifications in 16 languages:

- |   |            |
|---|------------|
| • English (including ASL) <sup>10</sup> | • Arabic   |
| • Spanish                               | • Farsi    |
| • Chinese (Mandarin & Cantonese)        | • Punjabi  |
| • Vietnamese                            | • Japanese |
| • Korean                                | • Khmer    |
| • Tagalog                               | • Hmong    |
| • Russian                               | • Thai     |
| • Portuguese                            | • Hindi    |

<sup>10</sup> ASL is recognized as a first language for individuals who are Deaf or Hard of Hearing.

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and IVR call) for both customers and other stakeholders that have provided a language preference. These notifications are provided in addition to the online maps and PSPS web pages that are also available in-language. For customers without a designated language preference, notifications are provided in English, including ASL, with information on how to access information in other languages. Customers can access PSPS information in their preferred language through [pge.com/outage](https://pge.com/outage). Refer to [Translation & Accessibility Resources](#) for details. Additional details regarding how prevalent languages were determined can be found in [Advice Letter 4249-G/5827-E](#).

**Figure 10: PG&E Alerts In-Language Sample**



**Section VI.1.f - Notification methods**

We utilize several channels to notify customers, Public Safety Partners and the public before and during a PSPS.

For examples of our notification methods, see PG&E’s [2026 – 2028 WMP R3](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 499 – 502, Section 11.3.1-1, Communication Strategy for PSPS, pp. 500 – 502, and PG&E’s [2025 PSPS Policies and Procedures for Emergency Managers Guide](#), PSPS Notification Timeline, p. 23, Section 3, Customer Notifications, pp. 5 – 9, and Section 7 Agency and Tribal Government Notifications, pp. 20 – 22.

**Section VI.1.g - Meeting notification timeline requirements**

We follow the notifications guidelines provided by the CPUC in accordance with R.18-12-005 D.19-05-042. See Figure 9 above for more information on notification cadence.

**Section VI.1.h - Notification accuracy and precision**

We continuously evaluate our internal processes to determine how we can ensure information provided in notifications is accurate and that notifications are sent in accordance with the minimum timelines set forth by D.19-05-042.

We have multiple controls and quality checks embedded in the process to ensure accuracy of our information, keeping in mind that weather conditions and damage to equipment can change the scope and timing of the information being shared.

As noted in our [2025 PSPS Post-Season Report](#), we notified a majority of impacted customers prior to de-energization, despite weather shifts that changed scope during each PSPS.

In preparation for the upcoming wildfire season, we have evaluated, tested, and updated the automation logic of our notification platform that deployed mid-2025 to manage data discrepancies. Additionally, we conducted follow-up training to address the human-related notification errors that occurred in 2025.

#### **Section VI.1.i - Entity responsible for notifications**

PG&E's dedicated Liaison and Customer teams are responsible for and manage the majority of notifications to key stakeholders and customers during a PSPS.<sup>11</sup>

We provide PSPS-specific notification information and performance in our [PSPS Post-Event Reports](#). We encourage our external partners to amplify PSPS notifications and communications on their platforms to increase awareness and ensure consistent messaging to the public. We are unable to track and report on notifications made by Public Safety partners, CBOs and other external stakeholders as their notification systems and/or platforms are out of our purview.

CBOs (In-Language Support) also support PSPS notifications to the public through in-person, social media and local radio. Information on platforms utilized to communicate through the various stages of PSPS, including PG&E's website and contact center, media outlets, and alternative customer notification methods can be found in PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.1, Protocols for Emergency Communications, pp. 511 – 513, and Section 11.4.2, Messaging, pp. 514 – 517.

#### **Section VI.1.j - Consistency of PSPS notification information across all platforms**

We streamline and control how information is disseminated across our platforms ensuring the same source data is used to update all external channels and that customers receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social & broadcast media, and Contact Center Interactive Voice Recordings or Customer Service Reps).

During a PSPS, cross-functional teams coordinate to sequence staging and execution of notifications to ensure:

- Alignment with regulatory requirements.
- Information-sharing platforms are synchronized.
- Stakeholders are notified in a timely manner.

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<sup>11</sup> PG&E utilizes notification vendors to assist with the delivery of notifications during a PSPS.

**Section VI.1.k - Coordination with stakeholders**

We engaged with external stakeholders throughout the year regarding PSPS, including PSPS notifications. For a list of meetings and Public Safety Partner engagement activities, see Table 17 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

During the Q2 2026 RWG meetings, Q2 CWSP Advisory Committee Meetings and the AFN Leadership Council meetings, we discussed components of our PSPS notifications including the following topics:

- 2026 AFN key objectives and focus areas to enhance executing notifications through AFN population identification.
- 2026 PSPS Notification Plan, including implemented and planned improvements, PSPS notification content, notification timing, etc.

We solicit feedback from stakeholders during each of these meetings. For more information about the feedback we received during the Q2 RWG meetings, see [Section VI.1.c](#).

See below for a list of external stakeholder groups invited to participate in the RWG and CWSP Advisory Committee meetings.

Meeting	Stakeholder Groups
RWG	<ul style="list-style-type: none"> <li>• AFN Representatives;</li> <li>• CBOs;</li> <li>• City/County Staff;</li> <li>• Community Choice Aggregators;</li> <li>• County Offices of Emergency Services;</li> <li>• CPUC</li> <li>• Durable Medical Equipment Providers;</li> <li>• Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities;</li> <li>• First Responders;</li> <li>• Health and Human Service Representatives;</li> <li>• Paratransit Partners;</li> <li>• Publicly Owned Electric Utilities;</li> <li>• Telecommunications Providers;</li> <li>• Tribal Governments and;</li> <li>• Water Agencies.</li> </ul>
CWSP Advisory Committee	<ul style="list-style-type: none"> <li>• CPUC and;</li> <li>• Government stakeholders (counties, cities, Tribes), including first responders and emergency planners.</li> </ul>

### **Section VI.1.l - Affirmative notifications to MBL populations and any self-identified vulnerable populations**

During a PSPS, we provide unique PSPS Watch and PSPS Warning Notifications to MBL<sup>12</sup> and SIV customers. Our MBL and SIV customers receive automated calls, texts, and emails at the same intervals as general customer notifications.

These customer groups also receive additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text or opening the email. If confirmation is not received, a representative will visit the customer's home to check on the customer (referred to as the "doorbell ring" process) while hourly notification retries continues. If the customer does not provide confirmation to PG&E following the check-in, the representative will leave a door hanger providing additional PSPS notification and information to indicate we visited their home.

We share the lists of MBL customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency managers twice daily via the PSPS Data Portal. SIV customer lists are provided as well, but their notification status is not tracked the same as MBL customers. We proactively notify agencies that the data is available on the PSPS Data Portal and encourage them to inform these customers of the resources available to them.

We are unable to track and report on notifications made by Public Safety Partners, as notification systems and/or platforms used by Public Safety Partners are out of our purview. We encourage Public Safety Partners to include PSPS messages on all of their platforms.

### **Section VI.1.m - Notification strategies on AFN population subsets**

For information on how MBL Program customers and SIV Program customers are notified during a PSPS, see PG&E's [2026 – 2028 WMP R3](#), Vol 1, Section 11.4.4, Engagement with AFN Populations, pp. 525 – 529, and [2026 AFN Plan](#), Section 2.7.4, Accessibility of Communications, pp. 38 – 39, Section 2.7.5, Translation of Communications, pp. 39 – 40, Section 2.8.1, In-Event PSPS Customer Communications, p. 44.

### **Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts**

We maintain a [public-facing website](#) to provide a seven-day PSPS forecast.

In addition to our seven-day PSPS forecast, customers can utilize other tools on [www.pge.com/weather](http://www.pge.com/weather) to stay up to date on weather in their area to be better prepared.

### **Section VI.1.o - Notification cancellation**

Cancellation notifications are sent when Public Safety Partners or customers previously received a PSPS notification but were removed from scope due to rapidly changing weather conditions and we no longer anticipate the need to turn off power. We make every attempt to provide cancellation notifications within two hours of the decision to remove Public Safety Partners or customers from scope, per D.21-06-034.

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<sup>12</sup> Including MBL customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

### **Section VI.1.p - Transmission-level customers notification**

During a PSPS, we coordinate with Transmission-level customers via:

- Automated notifications (email, text and phone call) once Transmission-level impacts are determined.  
Live calls by GCC operators before de-energization and re-energization.
- Systemwide Cooperator Calls, which POUs are invited to and occur at noon every day the EOC is activated, to receive situational updates.
- PSPS Data Portal, which contains maps and other event-specific information.

### **Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PSPS**

Information pertaining to impacted customers is available for Public Safety Partners and CBO Resource Partners on the PSPS Data Portal once PG&E's EOC is activated for a PSPS. This includes PSPS maps and customer reports, as follows:

#### *PSPS Maps*

The PSPS Data Portal has an interactive mapping feature, as well as downloadable formats so agencies can integrate the information easily into their own systems. File types include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based maps that will be available on the events page:

- *Forecasted Circuits Impacted:* Shows PG&E's distribution electrical circuits within the current PSPS scope; maps also include circuit name, estimated shut off and restoration times and the approximate number of customers impacted.
- *Forecasted Outages Areas:* Shows areas anticipated to be shut off during the current PSPS; maps also include estimated number of total customers, MBL customers and critical facilities impacted.
- *Systemwide Outage Area Map:* Shows areas anticipated to be shut off during the current PSPS as a PDF map.
- *Time Place GIS Layer:* Shows shutoff and restoration time places on color-coded map; also includes the estimated number of customers and the MBL customers impacted.
- *Active PSPS Outage Areas Polygon:* Shows the areas experiencing an actual PSPS once de-energization begins during the current PSPS.
- *Active PSPS Outage Location:* Shows the locations of PSPS outages once de-energization begins during the current PSPS.
- *All PG&E Outage Locations:* Shows all PG&E electrical PSPS events, including non-PSPS related outage areas.
- *PG&E CRC Locations:* Shows active CRC locations supporting the current PSPS or other emergency events.
- *PSPS Restored Areas:* Shows where PSPS impact areas have been restored.

## *Event Reports*

There are various reports regarding impacted customers, including:

- *All Impacted Customers List*: Provides information by jurisdiction for customers anticipated to be impacted by the PSPS, including circuit name, Time Place, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.<sup>13</sup>
- *All Affected Site Lists*: Available to critical facility providers; this list includes their sites that are in scope for a PSPS.
- *Critical Facility Customer Lists*: Provides information by jurisdiction for sites anticipated to be impacted by the PSPS, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Impact Summary Report*: Available to all PSPS Data Portal users; outlines the total number of customers, including MBL customers and critical facilities, anticipated to be impacted by the PSPS.
- *MBL Customer Lists*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if we were able to contact the customer. Federal, state, Tribal and local Public Safety Partners that accept the online agreement have access to a list of MBL customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Situation Report*: Provides an overview of the event, such as scope, event timing, restoration status, customer support and mitigation efforts. All PSPS Data Portal users will have access to this report.

### **Section VI.1.r - Secure portal for Public Safety Partners**

We established the [PSPS Data Portal](#) to help Public Safety Partners prepare for and stay informed during a PSPS. The PSPS Data Portal is a secure site to share planning and event-specific maps and reports (see list of maps and reports above). The CPUC defines a Public Safety Partner as first/emergency responders at the federal, state, Tribal, and local level; water, wastewater and communication service providers; transportation authorities; community choice aggregators and POU's/electric cooperatives. We have the discretion to designate additional Public Safety Partners per D.19-05-042.

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online confidentiality agreement. By accepting the confidentiality agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Data Portal from unauthorized disclosure. If confidential customer information is not needed, users will

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<sup>13</sup> By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Data Portal from unauthorized disclosure.

still be able to view aggregated summary-level information and will not be required to accept the online agreement. See Figure 11 for an overview of access.

**Figure 11: PSPS Data Portal Access Levels**

Below is an overview of the information provided for the two levels of access:

<p><b>1 Detailed Customer and Critical Facility Information</b></p> <ul style="list-style-type: none"><li>• Affected customer details, including names and addresses</li><li>• Medical Baseline customer details, including names and addresses</li><li>• Critical Facility customer details, including names and addresses</li></ul>	<p><b>2 Customer and Critical Facility Summary Totals</b></p> <ul style="list-style-type: none"><li>• Aggregated customer counts by jurisdiction and customer type</li></ul>
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**Note:** Critical facility customers and community choice aggregators will be provided a list of their site locations and aggregate summary-level information.

**Section VI.1.s - Lessons learned protocol, including where in the plan you have incorporated in any lessons learned**

Following each PSPS, we conduct customer panels and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and feasibility is determined based on regulatory compliance, operational feasibility, and available resources. These lessons learned are noted in our [PSPS Post-Event Reports](#), Section 11.1, and in Table 14 of *R.18-12-005\_PGE\_2026\_PSPS\_Pre-Season\_Report\_Tables\_20260701\_PUBLIC.xlsx*.

We also utilize ongoing engagements, such as the quarterly RWG meetings, CWSP Advisory Committees, Webinars and Townhalls, to obtain feedback from external stakeholders.

Actions taken based on previously identified lessons learned are incorporated into current PSPS planning and preparedness activities.

In addition to the lesson learned reported in Table 14, we implemented the following improvements after the June 19 – 22, 2025 PSPS. During this PSPS, we de-energized one customer earlier than we had indicated in their notifications after having to ground a Transmission line to mitigate induction risk, resulting in inconsistent customer experience.

- Adding Transmission equipment risk mitigation actions into the Transmission scope and Playbooks to ensure notification payloads reflect accurate timing.
- Strengthening controls by leveraging the Execution Dashboard to better document and align decisions related to early de-energizations.

**APPENDIX D**  
**2026 Wildfire Safety Survey Template**

## **2026 Wildfire Safety Survey (PSPS Pre-Season and Post-Season)**

### **Questionnaire**

April 9, 2026

### **Landing Page (Web)**

#### **SHOW LANGUAGE SELECTION DROPDOWN**

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its PSPS program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the ">" button below to continue.

### **Introduction (Phone)**

Hello, my name is \_\_\_\_\_ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its PSPS program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

**[IF ASKED]:** The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

**This call may be monitored for quality control purposes.**

**IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.**

**IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?**

### **Screening**

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No
- 8 Refused / Don't know

- S2. What is your gender identification?
- 11 Female
  - 12 Male
  - 99 Prefer to self-describe (please specify): \_\_\_\_\_
  - 98 Prefer not to answer
- S3. And, just for classification purposes, into which of the following categories does your age fall?
- 11 Under 18
  - 12 18 to 24
  - 13 25 to 34
  - 14 35 to 44
  - 15 45 to 54
  - 16 55 to 64
  - 17 65 to 74
  - 18 75 or older
  - 98 Prefer not to say

### Communication Recall

- Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?
- 1 Yes
  - 2 No
  - 7 Unsure
- Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**
- 11 English
  - 12 Spanish
  - 13 Chinese Cantonese
  - 14 Chinese Mandarin
  - 15 South Korean
  - 16 Vietnamese
  - 17 Tagalog
  - 18 Russian
  - 19 Other—not sure which
  - 99 Other (please specify): \_\_\_\_\_
- Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?
- 11 English
  - 12 Spanish
  - 13 Chinese Cantonese

- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): \_\_\_\_\_

Q4. [Q3≠11] How do you feel about receiving wildfire communications from PG&E in English only?

**[PHONE: READ LIST]**

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? **[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): \_\_\_\_\_

**[IF NO / UNSURE IN Q1 SKIP TO Q10]**

Q6. [Q1=1 AND Q3=11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): \_\_\_\_\_
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

**Multiple response.** [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): \_\_\_\_\_
- 97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

[PHONE: Confirm if specific social media site mentioned; probe for others]

**RANDOMIZE**

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

[PHONE: Confirm if specific social media site mentioned; probe for others]

**RANDOMIZE**

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q7. [ASK IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA, ESA, etc.	1	2

O	<b>(RECALL Q6B=99)</b>	1	2
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Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...? **[WEB: DO NOT REQUIRE A RESPONSE]**

	<b>[INSERT ALL RESPONSES FROM Q6] RANDOMIZE</b>	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	<b>(RECALL Q6=99)</b>	1	2	3	4	5

Q9b1. **[Q3≠11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=1] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8

D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	<b>[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8

M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	<b>(RECALL Q6B=99)</b>	1	2	3	4	5	8

Q10. **[ASK ALL] [IF Q3=11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

**Multiple response. [WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 CBO
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above **[SKIP TO Q13]**
- 97 Don’t recall

Q10A. **[ASK ALL] [IF Q3≠11]** Other than PG&E’s communications, what other sources have you used to obtain information about wildfire safety and preparedness in **[RECALL Q3 MENTION]**? **Multiple response. [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 CBO
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): \_\_\_\_\_
- 88 None of the above **[SKIP TO Q13]**
- 97 Don’t recall

Q11. **[IF Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**

**[INSERT ALL RESPONSES FROM Q10A]**

	RANDOMIZE	Information from this source was available in ...	
		English	My preferred language: <b>RECALL Q3 MENTION</b>
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	CBO	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	<b>(RECALL Q10A=99)</b>	1	2

Q12a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE] [PHONE: 1=Not at all useful to 5=Extremely useful]

	[INSERT ALL RESPONSES FROM Q10] RANDOMIZE	Not at all useful					Extremely useful
A	City or county government	1	2	3	4	5	
B	State government	1	2	3	4	5	
C	CalFire	1	2	3	4	5	
D	Local fire department	1	2	3	4	5	
E	CBO	1	2	3	4	5	
F	Non-profit organizations	1	2	3	4	5	
G	Healthcare providers or medical device suppliers	1	2	3	4	5	
H	Local news reports	1	2	3	4	5	
I	<b>(RECALL Q10=99)</b>	1	2	3	4	5	

Q12b1. [IF Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	CBO	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical	1	2	3	4	5	8

	device suppliers						
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q12b2. [IF Q3≠11] And, how useful was the wildfire information in [PREFERRED LANGUAGE; Q3 MENTION] from...?

	[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	CBO	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. [Q1=1] In what ways could PG&E improve their communications about wildfire preparedness? [Open-end] [PHONE: PROBE: “Anything else?”]

Q14. [ASK ALL] Please indicate how much you agree or disagree with the following statements about PG&E [PHONE: using a scale where 1 is completely disagree and 5 is completely agree].

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7

H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. [ASK ALL] Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. [ASK ALL] PSPS is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the PSPS program?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO Q20]**

Q17. [IF Q16=1] Where have you heard about PSPS?  
**[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 CBO
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department

- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN Q18]**
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about PSPS? **[PHONE: Confirm if specific social media site mentioned; probe for others]**  
**RANDOMIZE**

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**  
**[INSERT ALL RESPONSES FROM Q17, EXCEPT “MY POWER WAS SHUT OFF”]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	CBO	1	2

R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	<b>(RECALL Q17=99)</b>	1	2

Q18b. [Q17=15] How satisfied were you with the PSPS information provided on the PG&E website [PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	CBO	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5

U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5

Q19b1.[Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	<b>[INSERT ALL RESPONSES WHERE Q18=1] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q19b2.[Q3≠11] And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE Q18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL Q17=99)</b>	1	2	3	4	5	8

Q20. [ASK ALL] A PSPS event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? [PHONE: READ LIST]

4 Completely prepared

- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a PSPS in 2026 —whether before, during, or after an event? **[WEB: Select all that apply. RANDOMIZE]**  
**[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]**

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E’s social media (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E CRC
- 16 Followed PG&E on X
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a CBO event
- 34 Signed up for MBL Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): \_\_\_\_\_
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a PSPS?  
**[PHONE: Confirm if specific social media site mentioned; probe for others]**  
**RANDOMIZE**

- 11 Facebook
- 12 X
- 13 Nextdoor

- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

**ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18**

Q22. [ASK ALL] Overall, what is your opinion of PG&E’s PSPS program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

**\*\*\*\*\*NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)\*\*\*\*\***

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

- E16. Before today, had you ever heard of EPSS?
- 1 Yes
  - 2 No
  - 7 Unsure

**[IF NO / UNSURE SKIP TO E21]**

E17. [IF E16=1] Where have you heard about EPSS?  
 [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

**RANDOMIZE**

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 [HIDE] Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 [HIDE] Healthcare provider or medical device supplier

- 26 Word of mouth (e.g., friends/family)
- 27 CBO
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government
- 30 CalFire or local fire department
- 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 32 Visited PG&E’s Safety Action Center (safetyactioncenter.pge.com)
- 33 My power was shut off **[DO NOT ASK IN E18]**
- 99 Other (please specify): \_\_\_\_\_
- 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about EPSS? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

**RANDOMIZE**

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): \_\_\_\_\_

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about EPSS in English and which provided information in your preferred language? **[WEB: Select all that apply.]**  
**[INSERT ALL RESPONSES FROM E17, EXCEPT “MY POWER WAS SHUT OFF”]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2

K	[HIDE] Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	[HIDE] Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	CBO	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL E17=99)	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the EPSS information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5

Q	CBO	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	<b>(RECALL E17=99)</b>	1	2	3	4	5

E19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about EPSS? in English from...?

	<b>[INSERT ALL RESPONSES WHERE E18=1] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	<b>(RECALL E17=99)</b>	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about EPSS? in [PREFERRED LANGUAGE; Q3 MENTION] from...? [PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE E18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	CBO	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

### EPSS MESSAGE RECALL

[ASK IF RECALLED MESSAGING FROM ANY SOURCE]

E20. Which, if any, of the following messages about EPSS do you recall from **any** source in the past few months? [PHONE: READ LIST]

	<b>RANDOMIZE</b>	Yes	No	Not Sure
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2026**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a PSPS where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E’s use of **EPSS**?  
**[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2026), have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

**Questions that will be added in the post-survey only**

**[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]**

**Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.**

PQ1. **[ASK ALL]** Did you receive any PSPS alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ7]**

PQ2. [PQ1=1] How many alerts and/or notifications did you receive?

RECORD # ALERTS: \_\_\_\_\_  
97     Unsure

PQ3. [PQ1=1 AND PQ2>0] In what language(s) was/were the PSPS notification(s)?

- 11     English
- 12     Spanish
- 13     Chinese Cantonese
- 14     Chinese Mandarin
- 15     South Korean
- 16     Vietnamese
- 17     Tagalog
- 18     Russian
- 19     Arabic
- 20     Armenian
- 21     Farsi
- 22     French
- 23     German
- 24     Japanese
- 25     Khmer
- 26     Punjabi
- 99     Other (please specify): \_\_\_\_\_

PQ4. [PQ1=1] How were you notified about the PSPS?

[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]  
**RANDOMIZE**

- 11     Text message from PG&E
- 12     Recorded phone message from PG&E
- 13     Email from PG&E
- 14     PG&E representative or employee
- 15     PG&E website
- 16     Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 17     Local news
- 18     Friends/neighbors
- 19     CBO
- 20     Call or Text from 2-1-1
- 99     Other (please specify): \_\_\_\_\_
- 97     I don't remember

PQ5. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	CBO	1	2
K	Call or Text from 2-1-1	1	2
J	<b>(RECALL PQ4=99)</b>	1	2

PQ6a. [Q3=11] How useful was the information you received from PG&E **before** the PSPS via...[EACH PQ4 RESPONSE]?

	[INSERT ALL RESPONSES FROM PQ4] <b>RANDOMIZE</b>	Not at all useful					Extremely useful
A	Text message from PG&E	1	2	3	4	5	
B	Recorded phone message from PG&E	1	2	3	4	5	
C	Email from PG&E	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	PG&E website	1	2	3	4	5	
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
G	Local news	1	2	3	4	5	
H	Friends/neighbors	1	2	3	4	5	
I	CBO	1	2	3	4	5	
K	Call or Text from 2-1-1	1	2	3	4	5	
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	

PQ6b1. [Q3≠11] How useful was the information in English that you received from PG&E **before** the PSPS via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] <b>RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
--	---	-------------------------	--	--	--	---------------------	---------------------------------------

A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	CBO	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8

PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E before the PSPS via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	CBO	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	<b>(RECALL PQ4=99)</b>	1	2	3	4	5	8

PQ7. [ASK ALL] Did you personally have your power shut off at your residence by PG&E as part of a PSPS in 2026—that is, was your power proactively shutoff by PG&E due to a high risk of wildfire between January 1, 2026 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO OR UNSURE SKIP TO PQ13]**

PQ8. [PQ7=1] How many times was your power shut off due to PSPS?

**NUMERIC INPUT** \_\_\_\_\_ **[RANGE 1-10]**

97 Don't know/Unsure

PQ9. [PQ7=1] When you experienced a PSPS, where did you go to check for updates on the status of your outage?

**[WEB: Select all that apply.]**

**[PHONE: MULTIPLE RESPONSES]**

**RANDOMIZE**

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 CBO
- 17 Call or Text from 2-1-1
- 99 Other (please specify) \_\_\_\_\_
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. [Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

**[INSERT ALL RESPONSES FROM PQ9]**

		Information from this source was available in ...	
	<b>RANDOMIZE</b>	English	My preferred language: <b>RECALL Q3 MENTION</b>
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	CBO	1	2
H	Call or Text from 2-1-1	1	2
G	<b>(RECALL PQ9=99)</b>	1	2

PQ11. [Q3=11] How useful was the information you received from PG&E **during** the PSPS via...?

	<b>[INSERT ALL RESPONSES FROM PQ9] RANDOMIZE</b>	Not at all useful					Extremely useful
A	Checked PG&E.com	1	2	3	4	5	
B	Called the PG&E phone center	1	2	3	4	5	
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	
D	PG&E representative or employee	1	2	3	4	5	
E	Local news station	1	2	3	4	5	
F	CBO	1	2	3	4	5	
H	Call or Text from 2-1-1	1	2	3	4	5	
G	<b>(RECALL PQ9=99)</b>	1	2	3	4	5	

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E **during** the PSPS via ...?

	<b>[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	CBO	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	<b>(RECALL PQ9=99)</b>	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in **[Preferred Language; Q3 MENTION]** from PG&E **during** the PSPS via ...?

	<b>[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE</b>	Not at all useful				Extremely useful	Did not use the <b>[Q3 MENTION]</b> version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8

E	Local news station	1	2	3	4	5	8
F	CBO	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	<b>(RECALL PQ9=99)</b>	1	2	3	4	5	8

PQ12. **[PQ9=11]** How satisfied were you with the information provided by the website **during** the PSPS? **[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

**[ASK ALL]**

PQ13. Do you recall receiving a notification when your power was fully restored **after** the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

**[IF NO / UNSURE SKIP TO PQ17]**

PQ14. **[PQ13=1]** How useful was the information you received from PG&E **after** the PSPS ended and your power was restored?

**[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]**

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. **[Q13=1]** How satisfied were you with the information provided by the PG&E website **after** the PSPS?

**[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]**

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
1	2	3	4	5	8

PQ16. **[PQ13=1 AND Q3≠11]** Was the information that you received **after** the PSPS available in English? Was it available in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

	Information from this source was available in ...
--	---

	English	My preferred language: <b>RECALL Q3 MENTION</b>
Information <b>after</b> the PSPS	1	2

PQ17. [ASK ALL] How satisfied are you OVERALL with **all** of the PSPS communications that you received from PG&E? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied					Extremely satisfied	Not sure
1	2	3	4	5	7	

PQ18. [ASK ALL] How would you rate PG&E's PSPS program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	<b>RANDOMIZE</b>	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

**ASK Q22 HERE FOR POST WAVE**

Q22. [ASK ALL] Overall, what is your opinion of PG&E's PSPS program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative					Very positive	Unsure
1	2	3	4	5	7	

N1. [ASK ALL] PG&E supports a number of resources that are available to the public during a PSPS. Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.

**[PHONE]:** “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	<b>RANDOMIZE</b>	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	CRCs	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s MBL Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a PSPS?

**[WEB]:** Click on the link for each item if you need more information about that resource.

**[PHONE]:** “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	<b>RANDOMIZE</b>	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	CRCs	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E’s MBL Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

**[SHOW IN N3 IF “YES” IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]**

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like [READ IF REQUESTED]

	<b>RANDOMIZE</b>	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	CRCs	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E's MBL Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

[SHOW EACH ITEM USED IN N3]

N4. Please rate how useful you found each item in the **most recent** PSPS?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like [READ IF REQUESTED]

	<b>RANDOMIZE</b>	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	CRCs	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's MBL Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. [ASK ALL] In your opinion, what can PG&E do to improve their communications regarding PSPS? Please be specific. We welcome your suggestions. [Open-end]

## Demographics

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4 Are you...? **(MULTIPLE MENTION)** **[WEB: Select all that apply.]**

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)
- 98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a PSPS. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

- 1 Yes
- 2 No
- 8 Prefer not to say

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes
- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say

**[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:**

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	<b>RANDOMIZE</b>	Yes	No	Prefer Not to Say
a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8

e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

**[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]  
[POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]**

D10. For any PSPS that you experienced **[blue font: [PRE]: in 2025 or 2026 / [POST]: in 2026**, were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? **(INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2025 or 2026 (PRE)/2026 (POST) ONLY, NOT FOR PRIOR YEARS).**

**NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)**

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

**ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]**

D11. Why were you **not** able to use the necessary equipment during a PSPS **[blue font: in [PRE]: 2025 or 2026/ [POST]: in 2026**? (MULTIPLE MENTION) [WEB: Select all that apply.]

**RANDOMIZE**

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation
- 15 I can’t afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don’t have a battery to charge my equipment
- 21 I can’t afford a battery or a generator
- 99 [DNR] Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

- 1 Yes
- 2 No
- 8 Prefer not to say

### **Closing (Web)**

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: [www.safetyactioncenter.pge.com](http://www.safetyactioncenter.pge.com)

### **Closing (Phone)**

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

## **RESOURCE DESCRIPTIONS**

### **Accessible Transportation for People with Disabilities**

Available during a PSPS to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

### **Address Level Alerts for Non-Account Holders**

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

### **Call 2-1-1**

Provides information about PSPS before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a PSPS.

### **CRCs**

During wildfires or PSPS, PG&E opens CRCs which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

### **County Food Bank Program:**

If you experience food loss due to a PSPS, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

### **Disability Disaster Access & Resources (DDAR)**

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during a PSPS for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

### **Food Delivery Services, e.g. Meals on Wheels**

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to a PSPS. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS.

**Generator Rebate Program**

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's MBL Program.

**Hotel Accommodations for People with Disabilities**

Available during a PSPS to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

**Identify as Electricity Dependent**

Customers who do not qualify for PG&E's MBL Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

**Language Preference on Alerts and Notifications:**

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

**MBL Program**

An assistance program for residential customers who depend on power for certain medical needs. To qualify, a full-time resident in the home must have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions. Eligibility is not based on income.

**Portable Battery Program:**

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified MBL customers in HFTDs or who have experienced two or more PSPS events in the past.

# Public Safety Power Shutoff Event Notifications



**JULY 2026**

# TABLE OF CONTENTS

	<i>PAGE</i>
<b>Public Safety Power Shutoff Overview</b>	<b>3</b>
<b>City, County, Tribal and Community Choice Aggregator (CCA) Notifications</b>	<b>4</b>
1. Priority	
2. Watch	
3. Warning	
4. Cancellation	
5. Outage Delay/Change	
6. Outage Update	
7. Power Off	
8. Outage Restoration Update	
9. Weather All Clear	
10. Power Restoration	
<b>Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers</b>	<b>15</b>
1. Watch	
2. ISL Watch & Fault Duty	
3. Warning	
4. Cancellation	
5. Weather All Clear	
6. Fault Duty - CIL Live Calls	
7. Power Restoration	
<b>General Customer, Critical Facility and Medical Baseline Notifications</b>	<b>28</b>
1. Priority*	
2. Watch**	
3. Warning**	
4. Pending Delay	
5. Cancellation	
6. Power Off	
7. Outage Update	
8. Weather All Clear	
9. Power Restoration	
<b>Agency Resources/Tools</b>	<b>110</b>
1. Newsletters and/or Websites Content	
2. Nixle	
3. Sample Social Media Posts	
4. PG&E Media and Social Media Overview	
5. Common Alerting Protocol (CAP) Message Templates	
6. In-Language Notifications	

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

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

# PUBLIC SAFETY POWER SHUTOFF OVERVIEW

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

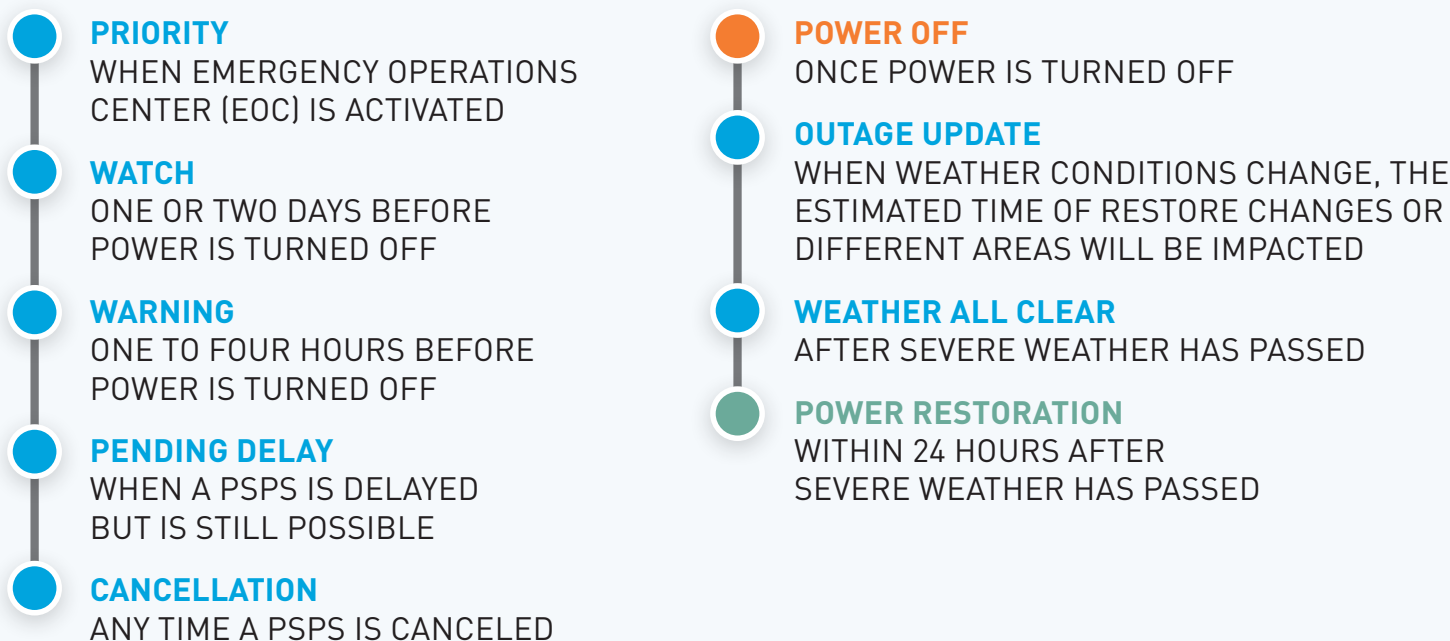
PG&E will not take any chances with customer safety. The sole focus of a PSPS is to keep our customers safe. For the safety of our customers and communities, PSPS continues to be a necessary tool as a last resort.

This document includes the notifications scripts that PG&E may send to potentially impacted Public Safety Partners, critical facilities and customers at key intervals before, during and after a potential PSPS. Please note these are samples only, subject to change and do not include all potential notifications. These scripts do not include planned outreach to the California Office of Emergency Services, California Public Utilities Commission, Office of the Governor and other key emergency service providers. In-language PSPS customer notifications are currently available in 16 languages, including: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing. Refer to [page 121-122](#) for a more detailed description of PG&E's in-language PSPS notification practices.

## PSPS Event Notifications

When possible, PG&E will provide notifications to potentially impacted customers two days, one day and just prior to shutting off power. Customers will also be notified when their power has been restored. Advanced notifications are also made to Public Safety Partners as soon as PG&E's Emergency Operations Center (EOC) is activated.

PSPS notifications will be provided via call, text and/or email both day and night, as needed. This includes "Warning," "Cancellation," "Power Off," "Restoration" and "All Clear" notifications.



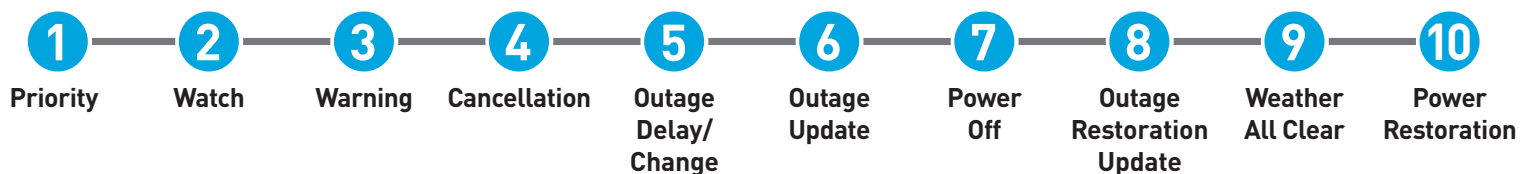
# City, County, Tribal and Community Choice Aggregator (CCA) Notifications

PG&E will make every attempt to provide notice to cities, counties, Tribes, CCAs, first responders and other agencies in advance of notifying customers through:

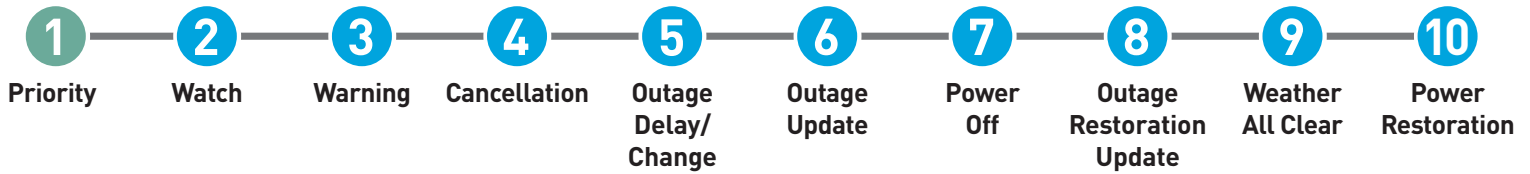
- Calls
- Text Messages
- Emails

These notifications are sent based on potential PSPS impacts to PG&E electric service within an agencies jurisdiction and are not tied to a specific PG&E account. Agencies will also receive notifications specific to their accounts if their service may be interrupted during a PSPS.

The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com/forward/pspsportal) for more information. This link is for public safety partner use only.

## TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: [pge.com/pspsportal](http://pge.com/pspsportal).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].  
Due to current weather forecasts, your area is currently under a Watch for a PSPS.

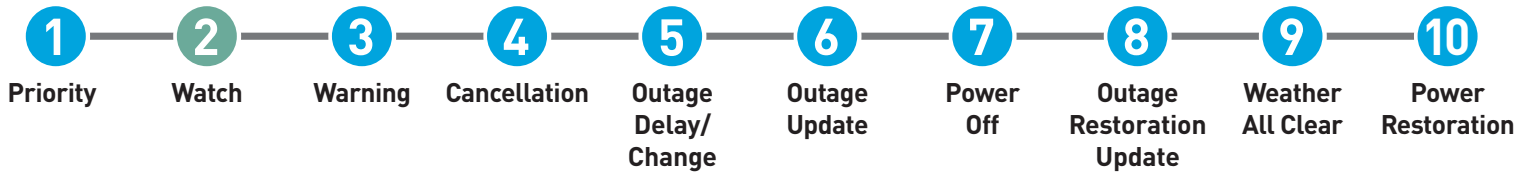
- **AREA:** Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF:** Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on weather and equipment conditions. This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available. We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](http://pge.com/pspsportal) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] with a Public Safety Power Shutoff alert. Due to current weather forecasts, portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shut off and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com) or [p g e dot com forward slash p s p s updates](http://pge.com) for more information.

## TEXT

PSPS PSPS Alert: We may turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoffs may be required for safety in [CUSTOMER NAME].

Due to current weather forecasts, your area is currently under a Watch for a PSPS.

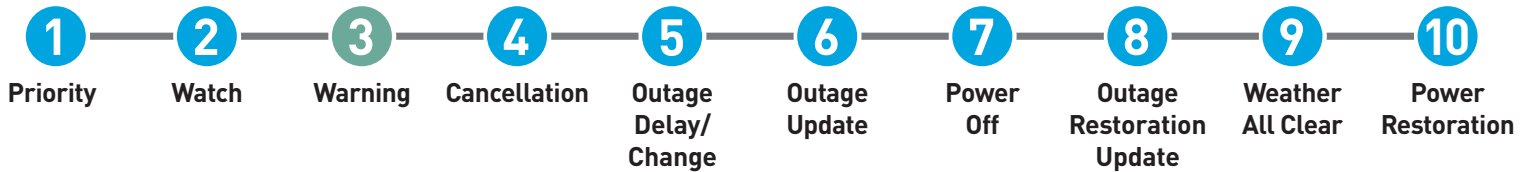
- **AREA:** Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF:** Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on weather and equipment conditions. We recommend all potentially affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire. Portions of [CUSTOMER NAME] are estimated to shut off starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Actual shutoff and restoration times may vary depending on weather or equipment conditions. We will provide daily updates until the severe weather has passed or power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com) or [p g e dot com forward slash p s p s updates](http://pge.com) for more information.

## TEXT

PG&E PSPS Alert: We will turn off power for safety in [CUSTOMER NAME]. Shutoff estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff expected in [CUSTOMER NAME]

To protect public safety, PG&E has upgraded the PSPS to a Warning. High temperatures, low humidity levels, extreme dryness and high winds will require us to turn off power to help prevent a wildfire.

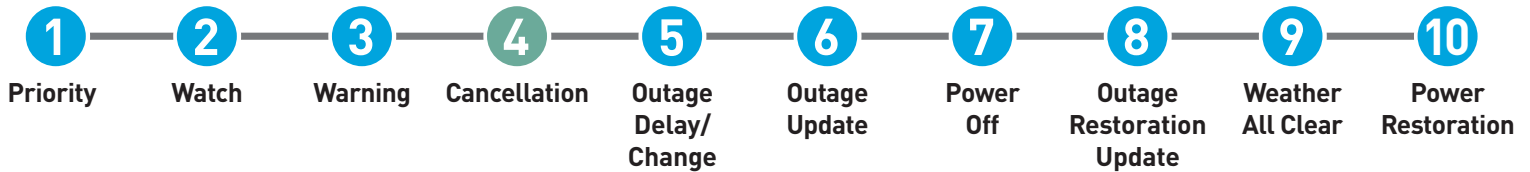
- **AREA:** Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF:** Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. We recommend all affected communities plan for an extended outage. We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Forecasted weather conditions have improved, and we are not planning to turn off power for public safety in [CUSTOMER NAME] on [DATE]. We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit [p g e dot com forward slash p s p s portal](http://pge.com/pspsportal) or [p g e dot com forward slash p s p s updates](http://pge.com/pspsupdates) for more information.

## TEXT

PG&E PSPS Alert: Forecasted weather conditions have improved, and we are not turning off power for public safety in [CUSTOMER NAME] on [DATE]. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff cancelled in [CUSTOMER NAME]

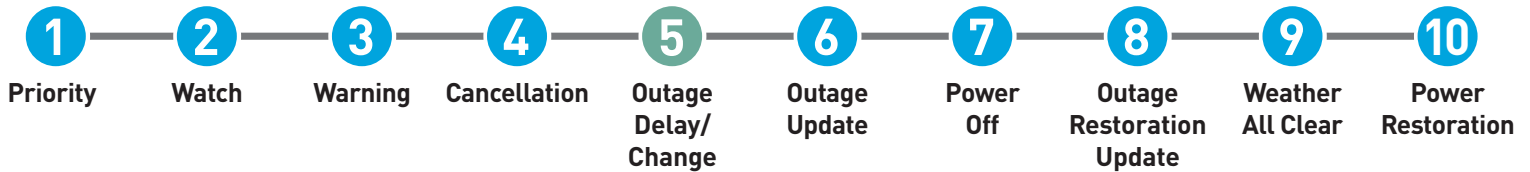
Forecasted weather conditions have improved, and we are **NOT** planning to turn off power for public safety in [CUSTOMER NAME] on [DATE].

We are continuing to monitor weather conditions. It is still important to continue to be prepared for extended outages. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as possible. We will also provide daily updates until the severe weather has passed or power has been restored. Visit p g e dot com forward slash p s portal or p g e dot com forward slash p s p s updates for more information.

## TEXT

PG&E PSPS Alert: Forecasted weather conditions have changed and the outage in [CUSTOMER NAME] will be delayed. We are monitoring conditions and will share updates, as soon as available. More info: [pge.com/pspsportal](https://pge.com/pspsportal) or [pge.com/pspsupdates](https://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power shutoff delayed in [CUSTOMER NAME]

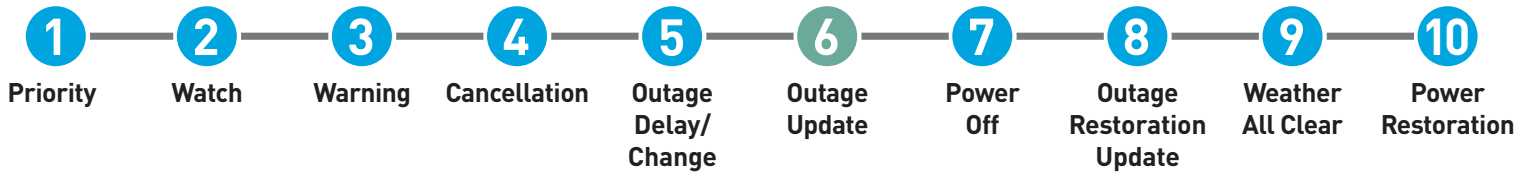
Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. We are closely monitoring the weather conditions in your area and will share an updated shutoff and estimated restoration time, as soon as available.

We will provide daily updates until the severe weather has passed or power has been restored. Visit [pge.com/pspsportal](https://pge.com/pspsportal) and [pge.com/pspsupdates](https://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have changed and the PSPS outage in [CUSTOMER NAME] will be delayed. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. We will provide daily updates until the severe weather has passed or power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com/pspsportal) or [p g e dot com forward slash p s p s updates](http://pge.com/pspsupdates) for more information.

## TEXT

PG&E PSPS Alert: Weather conditions have changed in [CUSTOMER NAME]. Shutoff is now estimated starting [TIME] on [DATE] through [TIME] on [DATE]. Restoration estimated on [DATE] by [TIME]. Weather can affect these times. More info: [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Updated timing of power shutoffs in [CUSTOMER NAME]

Weather conditions have changed for your area.

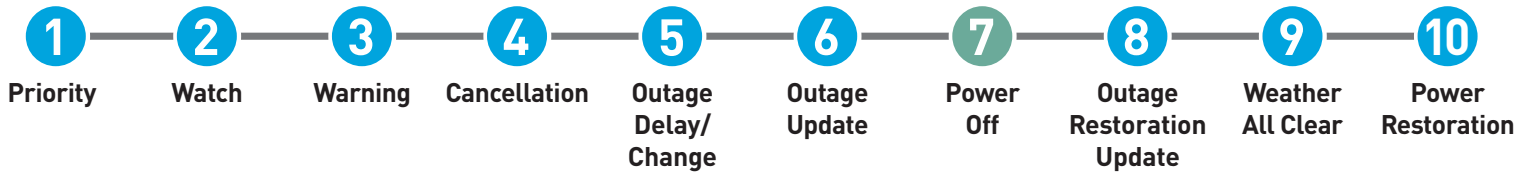
- **AREA:** Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF:** Starting [TIME] on [DATE] through [TIME] on [DATE]. We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

Actual shutoff and restoration times may vary depending on actual weather and equipment conditions. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] With a Public Safety Power Shutoff alert. For safety, power has been shut off in portions of [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Actual restoration times may vary depending on weather or equipment conditions. We will provide updates until power has been safely restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com) or [p g e dot com forward slash p s p s updates](http://pge.com) for more information.

## TEXT

PG&E PSPS Alert: For safety, power has been shut off in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Weather can affect these times. More info at [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power is shut off in [CUSTOMER NAME]

Due to current weather conditions, we have turned off power for safety to help prevent a wildfire.

- **AREA:** Portions of [CUSTOMER NAME].
- **ESTIMATED SHUTOFF:** We expect weather to improve beginning [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before safely restoring power.
- **ESTIMATED RESTORATION:** [DATE] by [TIME].

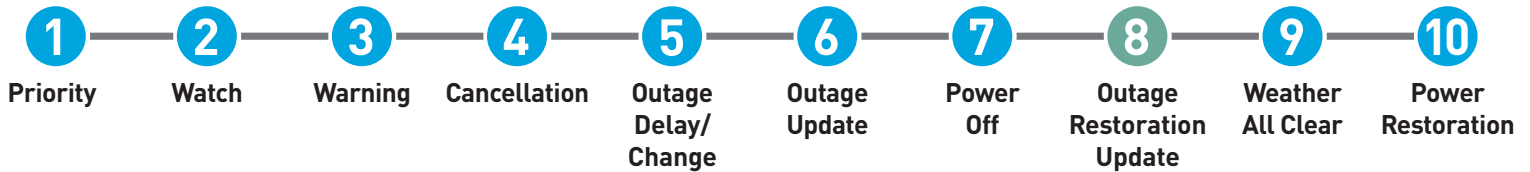
Actual shutoff and restoration times may vary depending on weather and equipment conditions. We will continue to provide updates until power has been safely restored.

Visit [pge.com/pspsportal](http://pge.com/pspsportal) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Power remains off in portions of [CUSTOMER NAME] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on weather conditions and equipment damage. We will provide daily updates until your power has been restored. Visit [p g e dot com forward slash p s p s portal](http://pge.com/pspsportal) or [p g e dot com forward slash p s p s updates](http://pge.com/pspsupdates) for more information.

## TEXT

PG&E PSPS Alert. Power remains off in [CUSTOMER NAME] to help prevent wildfires. Restoration is estimated on [DATE] by [TIME]. Weather can affect these times. More info at [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Updated estimated restoration time for [CUSTOMER NAME]

Power remains off in your area to help prevent a wildfire. We apologize for the disruption, and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

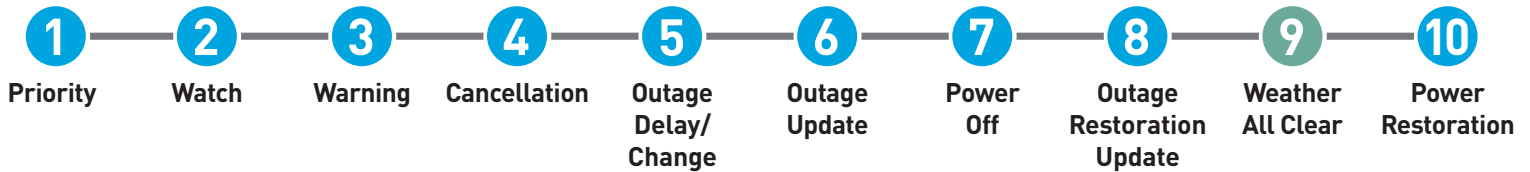
In [CUSTOMER NAME], we expect weather to improve by [TIME] on [DATE]. After the severe weather has passed and it is safe to do so, we will inspect equipment before restoring power. The estimated restoration is on [DATE] by [TIME].

Actual restoration times may vary depending on actual weather and equipment conditions. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Weather conditions have improved, and crews are inspecting equipment in [CUSTOMER NAME]. Restoration for your area is estimated on [DATE] by [TIME]. Restoration times may vary depending on equipment damage. We will provide daily updates until power in your area has been restored. Visit at p g e dot com forward slash p s p s portal or p g e dot com forward slash p s p s updates for more information.

## TEXT

PG&E PSPS Alert: Weather conditions have improved, crews are inspecting equipment in [CUSTOMER NAME]. Restoration is estimated on [DATE] by [TIME]. Equipment damage can affect these times. More info: [pge.com/pspsportal](https://pge.com/pspsportal) or [pge.com/pspsupdates](https://pge.com/pspsupdates).

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Crews are inspecting equipment in [CUSTOMER NAME]

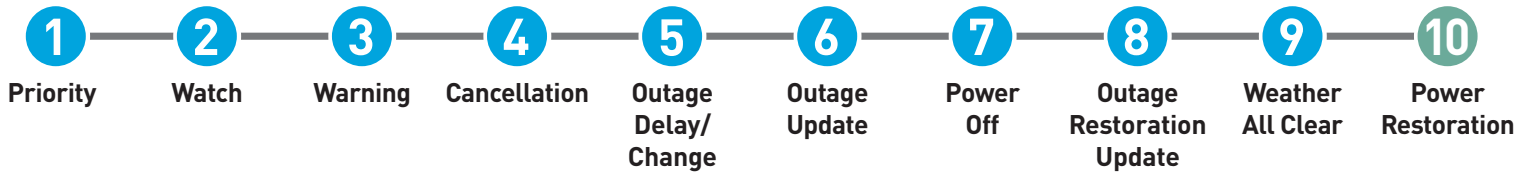
Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption, and we appreciate your patience.

In [CUSTOMER NAME], the estimated restoration is [DATE] by [TIME]. Actual restoration times may vary depending on equipment damage. Visit [pge.com/pspsportal](https://pge.com/pspsportal) or [pge.com/pspsupdates](https://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

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

# City, County, Tribal and CCA



## PHONE/VOICE

This is P G and E calling on [DATE] at [TIME] with a Public Safety Power Shutoff alert. Crews have successfully restored power to all customers in [CUSTOMER NAME]. If you are still receiving reports of outages, please instruct customers to visit [p g e dot com forward slash outages](http://pge.com/outages) or call 1-800-743-5002. We apologize for the disruption, and we appreciate your patience.

## TEXT

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

## EMAIL

**SUBJECT:** PG&E PSPS Alert: Power restored in [CUSTOMER NAME]

Crews have successfully restored power to all customers in [CUSTOMER NAME]. We apologize for the disruption, and we appreciate your patience.

While PSPS outages have been fully restored, crews may be working to quickly address damages that are causing other service outages. If you are still receiving reports of outages, please instruct customers to visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. Visit [pge.com/pspsportal](http://pge.com/pspsportal) or [pge.com/pspsupdates](http://pge.com/pspsupdates) for more information.

Message sent at [SYSTEM DATE / TIME]

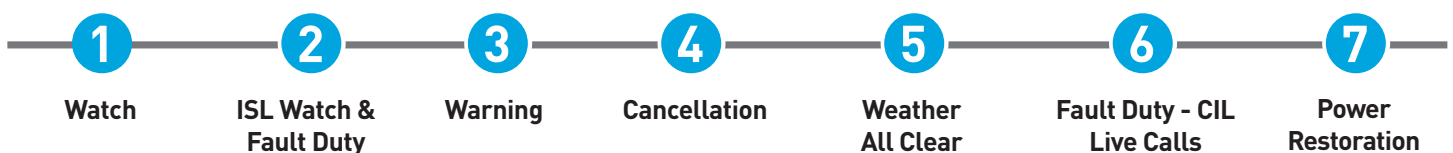
NOTE: To protect against spam, some email providers may delay delivery.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers

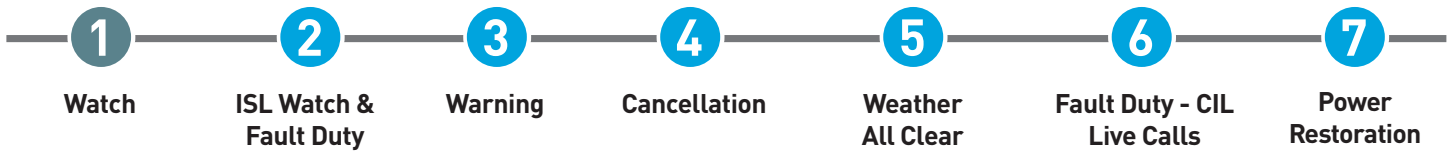
PG&E will make every attempt to provide notifications to Publicly-Owned Utilities, Transmission-level customers and Wholesale Customers through automated calls, texts and emails, as well as live calls. PG&E will continue to support these customers through two PG&E contacts:

- Critical Infrastructure Lead (CIL) automated notification and/or Customer Relationship Manager leading up to the de-energization
- Grid Control Center (GCC) operators during de-energization and re-energization

The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

Hello, this message is from Pacific Gas and Electric regarding [SERVICE DESCRIPTOR] line serving [CIRCUIT] substation. Gusty winds and dry conditions are forecasted to begin around [TIME] on [DATE] with the peak period of fire risk forecasted to last until [TIME] on [DATE]. The estimated restoration is [DATE] by [TIME]. When de-energization is imminent, the Transmission Grid Control Center will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center at 707-449-6700, for operational questions. For non-operational questions, reach out to 415-973-4760.

We are continuing to monitor conditions and will only turn off power for safety if conditions warrant.

We will continue to keep you informed.  
Press # to repeat this message.

Thank you.  
Pacific Gas and Electric Emergency Operations Center  
Critical Infrastructure Lead

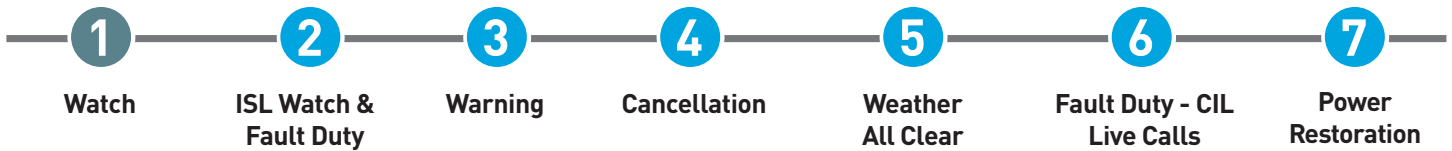
## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: PG&E may need to turn power off for safety at [INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line. When de-energization is imminent, PG&E Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach PG&E's GCC by calling 707-449-6700 for operational questions.

*SAMPLE BELOW IS 307 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 25 CHARACTERS MAX FOR THE ADDRESS VARIABLE*

PG&E PSPS Outage Alert 11/12/20: PG&E may need to turn power off for safety at Schuller SUB substation served by Logan Creek Line. When de-energization is imminent, PG&E Transmission Grid Control GCC will notify your transmission operators and be available to answer questions. You can reach the Transmission Grid Control Center by calling 707-449-6700 for operational questions.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

SUBJECT: PG&E Transmission PSPS Watch: On [DATE] power shutoffs may be required for safety for [INDUSTRY CLASSIFICATION] substation.

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

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

When de-energization is imminent, PG&E's Transmission Grid Control Center (GCC) will notify your transmission operators and be available to answer questions. You can reach the GCC at 707-449-6700 for operational questions. For non-operational questions, reach out to [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

Impacted Substation:

[INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line

ESTIMATED SHUT OFF: Starting between [TIME] on [DATE] and [TIME] on [DATE]. We expect weather to improve beginning at [TIME] on [DATE]. After severe weather has passed, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

We recommend all potentially affected facilities plan for an extended period.

Thank you,  
PG&E Critical Infrastructure Lead

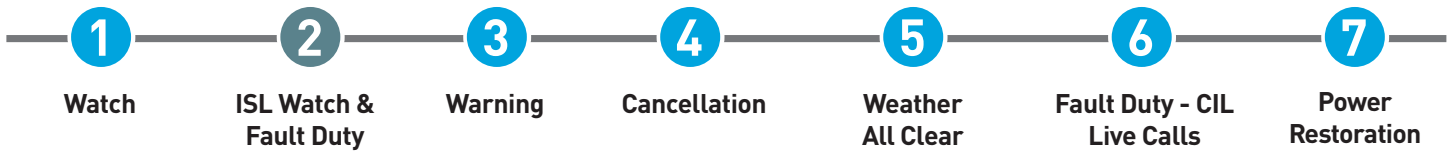
### PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).

Message sent at [DATE, TIME]

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

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

Hello This is Pacific Gas & Electric calling regarding grid conditions expected to commence around [TIME] on [DATE] due to Public Safety Power Shutoff events. We do NOT expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at [INDUSTRY CLASSIFICATION] substation.

Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event.

Thank you.  
P G and E Critical Infrastructure Lead

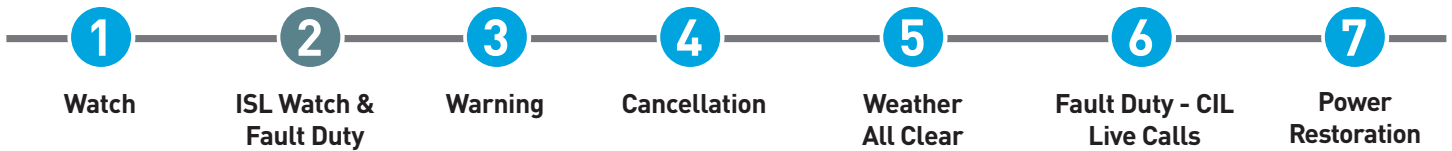
## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: We do NOT expect [INDUSTRY CLASSIFICATION] substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925.328.5090 as soon as possible.

*SAMPLE BELOW IS 261 CHARACTERS (FITS 320 CHARACTER LIMIT), WITH 50 CHARACTERS MAX FOR THE INDUSTRY\_CLASSIFICATION VARIABLE*

PG&E PSPS Outage Alert 11/12/20: We do not expect Blue Lake Power substation to lose power, but we do anticipate a fault duty drop. Please have your facility's Protection Engineer contact PG&E System Protection Engineering at 925.328.5090 as soon as possible.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Fault Duty impact for [INDUSTRY CLASSIFICATION] substation on [DATE].

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Watch

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

We do NOT expect your facility to lose power during the current PSPS event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection.

Impacted Substation:

[INDUSTRY CLASSIFICATION] substation served by [SERVICE DESCRIPTOR] line.

CONTACT PG&E SYSTEM PROTECTION: Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925.328.5090 as soon as possible to obtain the anticipated fault duty needed for protection settings during this event.

We recommend all potentially affected facilities plan for an extended period.

Thank you.

PG&E Critical Infrastructure Lead

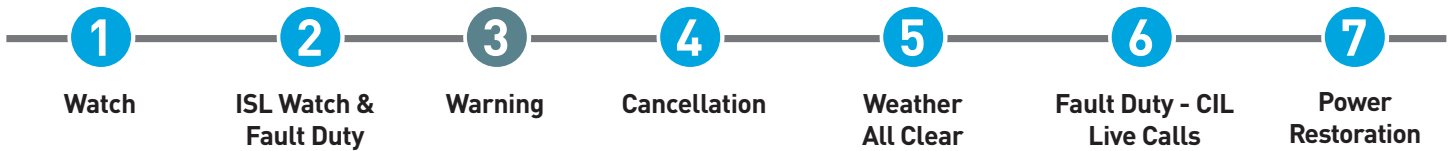
## PSPS RESOURCES

- To learn more about PSPS, including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps).
- For a 7-day PSPS forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather).

Message sent at [DATE, TIME]

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

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

This is P G and E calling with a Public Safety Power Shutoff Outage Warning. To replay this message at any time, press#. Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. [AD HOC1 IVR] We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME].

[AD HOC1 IVR] TX Only: When de energization is imminent, the Transmission Grid Control Center will make every attempt to notify your operators. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions, reach out to 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: As a reminder, once we have given the weather All Clear, you can begin the process to ensure your electric equipment is safe to re energize.

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

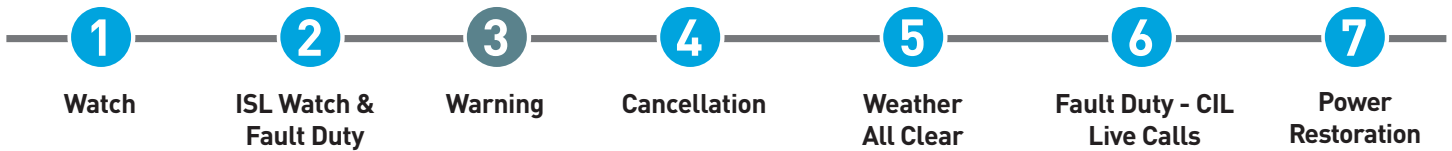
## TEXT

PG&E PSPS Outage Warning [SYSTEM DATE]: Current weather forecasts require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. When de-energization is imminent, the Transmission Grid Control Center will notify your operators and be available to answer questions.

## TEXT (COL ONLY)

PG&E PSPS Outage Warning [SYSTEM DATE]: Current weather forecasts, including high winds and dry conditions, will require us to turn off the power at [PREMISE ADDRESS] to help prevent a wildfire. As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

SUBJECT: PG&E Transmission PSPS Alert: Warning Notification

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS Outage Warning

Current weather forecasts, including high winds and dry conditions, will require us to turn off the power to your facility to help prevent a wildfire. We will turn off power for safety at [PREMISE ADDRESS] between [TIME] on [DATE] and [TIME] on [DATE]. We estimate power will be restored: [DATE], by [TIME].

[AD HOC1 EMAIL] TX Only: When de-energization is imminent, the Transmission Grid Control Center will notify your operators. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, reach out to 415-973-4760 or [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

[AD HOC1 EMAIL] COL Only: As a reminder, once we have given the weather All Clear, you can begin the process to assess your electric equipment to ensure it is safe to re-energize.

We recommend your facility plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

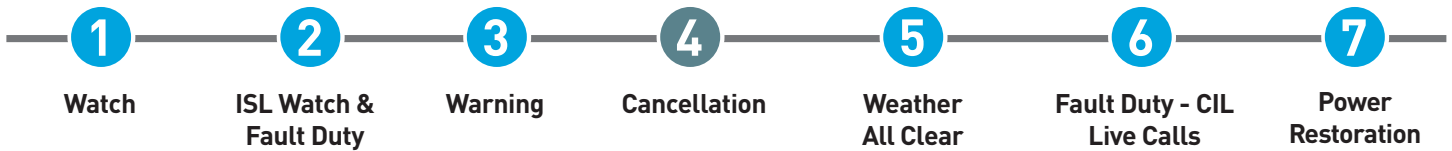
Thank you,  
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

This is Pacific Gas & Electric calling to let you know that forecasted weather conditions have improved and [INDUSTRY CLASSIFICATION] substation is not expected to be de-energized on [TIME] on [DATE].

Thank you.  
P G and E Critical Infrastructure Lead

## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Power shutoff for [INDUSTRY\_CLASSIFICATION] substation is canceled. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation.

## EMAIL

SUBJECT: PG&E Transmission PPS Alert: Power shutoff for [INDUSTRY CLASSIFICATION] substation is canceled.

[PG&E Logo] Public Safety Power Shutoff (PSPS)  
[Exclamation Logo] PPS Outage Cancellation

### [AD HOC1 EMAIL]

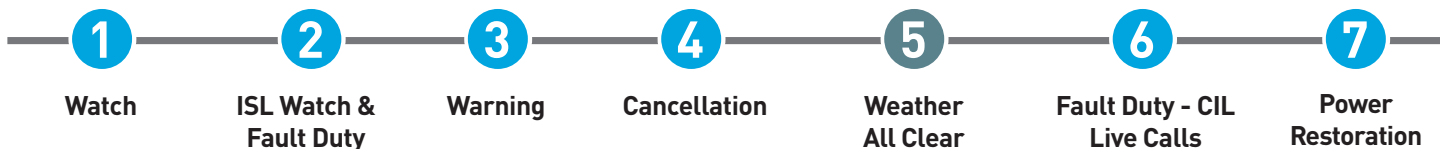
Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety for [INDUSTRY CLASSIFICATION] substation on [DATE] at [TIME].

Thank you,  
PG&E Critical Infrastructure Lead

Message sent at [DATE, TIME]

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

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

This is P G and E calling with a P S P S outage alert. Weather conditions have improved, and crews are inspecting P G and E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 IVR] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 IVR] TX Only: When P G and E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore. You can reach the Grid Control Center at 7 0 7 4 4 9 6 7 0 0 for operational questions. For non operational questions contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

[AD HOC1 IVR] COL Only: Please click on the Chat URL sent today acknowledging your equipment is safe to re energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. If you did not receive an email, please call 4 1 5 9 7 3 4 7 6 0. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

To replay this message press#.

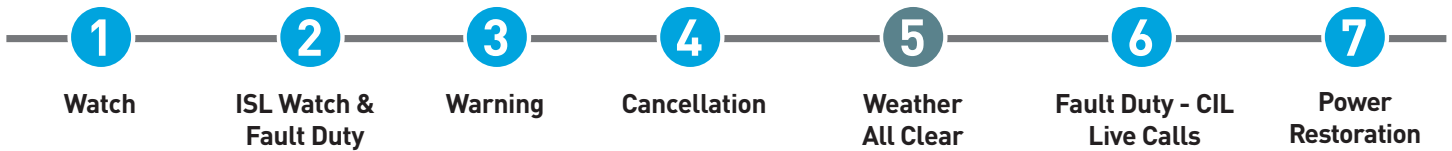
## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore.

## TEXT (COL ONLY)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather conditions have improved. Crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. Acknowledge your electric equipment is safe to re-energize, or more time is needed to assess and make repairs by clicking on the Chat URL: <https://url.ly/Wn2Xdz+>.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

FROM: [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com) (subject to change)

SUBJECT: PG&E PSPS Alert: ALL CLEAR [ADDRESS, CITY, COUNTY] County

[PG&E Logo] Public Safety Power Shutoff (PSPS)

[Exclamation Logo] PSPS All Clear

Weather conditions have improved, and crews are inspecting PG&E power lines and equipment to determine when we can safely restore power to [PREMISE ADDRESS]. [AD HOC1 EMAIL] We estimate power will be restored: [DATE] by [TIME]. Restoration time may change depending on equipment damage.

[AD HOC1 EMAIL] TX Only: When PG&E is ready to restore power to your facility, Transmission Grid Control Center will contact your operators to confirm if your equipment is safe to restore. You can reach the Grid Control Center at 707-449-6700 for operational questions. For non-operational questions, contact PG&E's Critical Infrastructure Lead at 415-973-4760 or [eoc-cso-cil-support@pge.com](mailto:eoc-cso-cil-support@pge.com).

[AD HOC1 EMAIL] COL Only: Please click on the [CHAT] and follow the prompts to acknowledge if your equipment is safe to re-energize, or more time is needed to assess your equipment and make repairs. We will continue to attempt to reach you until acknowledgement is received. Delay in your response will hinder power restoration to you and potentially other customers.

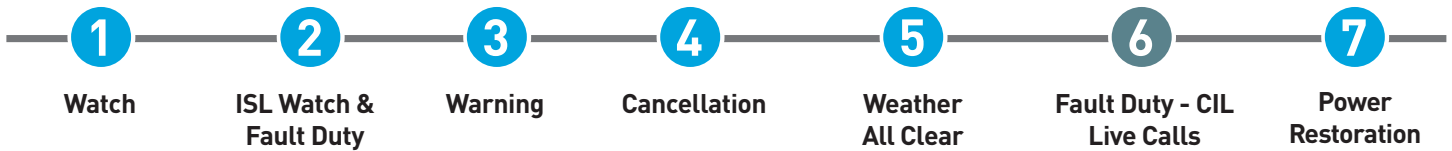
Thank you,  
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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

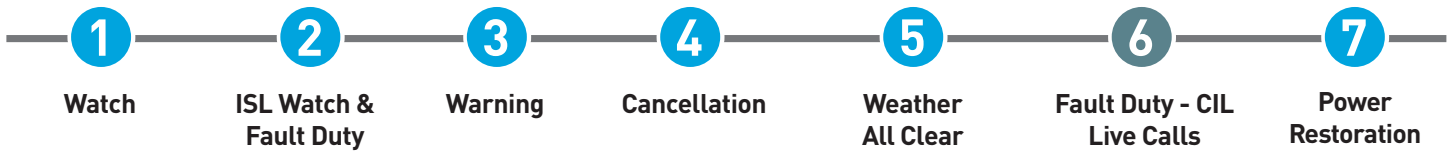
# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

This is [CUSTOMER NAME] at PG&E calling regarding grid conditions expected to commence [TIME], [DATE] due to a Public Safety Power Shutoff event. These events will cause significant power flow deviations that may have a significant impact on the fault duty at your point of interconnection. We do not expect your facility to lose power during the current event, but we do anticipate a fault duty drop that should be evaluated for your protective equipment to continue to operate as designed. Please have your facility's Protection Engineer or 3rd party protection contractor contact PG&E System Protection Engineering at 925-328-5090 as soon as possible. PG&E's Protection Engineering will give your protection specialist the anticipated fault duty needed for protection settings during this event. Thank you.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## PHONE/VOICE

This is P G and E calling on [DAY, DATE] at [TIME] with a P S P S outage alert. Crews have successfully restored power at [ADDRESS].

[AD HOC1 IVR] TX Only: If your power is still out in this location, please contact the Grid Control Center at 7 0 7 4 4 9 6 7 0 0.

[AD HOC1 IVR] COL Only: If your power is still out in this location, please contact P G & E Critical Infrastructure Lead at 4 1 5 9 7 3 4 7 6 0.

We apologize for the disruption, and we appreciate your patience.

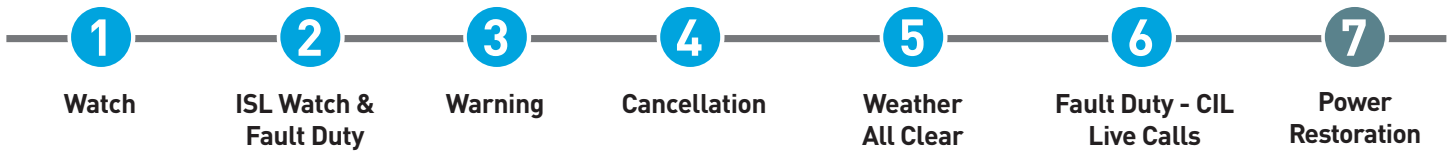
## TEXT

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

## TEXT (COL ONLY)

PG&E PSPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [PREMISE ADDRESS]. If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

# Customer-Owned Lines, Publicly-Owned Utilities, Transmission and Wholesale Customers



## EMAIL

SUBJECT: PG&E PSPS Alert: RESTORED [ADDRESS, CITY, COUNTY] County  
[PG&E Logo] Public Safety Power Shutoff (PSPS)  
[Exclamation Logo] Power Restored

Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption, and we appreciate your patience.

[AD HOC1 EMAIL] TX Only: If your power is still out in this location, please contact the Grid Control Center at 707-449-6700.

[AD HOC1 EMAIL] COL Only: If your power is still out in this location, please contact PG&E's Critical Infrastructure Lead at 415-973-4760.

Thank you,  
PG&E Critical Infrastructure Lead

[COUNTY]

Message sent at [DATE, TIME]

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

# General Customer, Critical Facility, and Medical Baseline Notifications

We will attempt to reach potentially impacted customers through automated calls, texts and emails using all contact information we have on file. We will also post event-specific information on pge.com and social media channels, as well as keep local news, radio outlets and community based organizations informed and updated.

Public Safety Partner Customers that have a facility identified as potentially affected will receive an advance notification with facility information (in addition to the notifications sent to agencies as described in the previous section). This includes police and fire facilities, communication providers, water agencies, emergency hospitals and publicly-owned utilities.

Medical Baseline Program customers will also receive unique PSPS Watch and PSPS Warning notifications. These messages include customized phone, text and email messages that request confirmation that the notification was received. If previous alerts are not acknowledged, we will make additional attempts to notify the customer. This will continue hourly, or be conducted in person, until we are able to reach them.

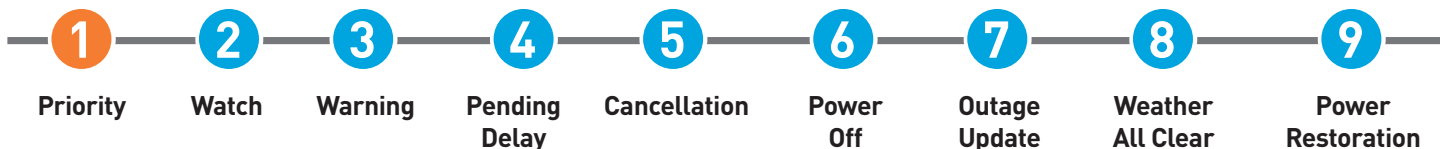
The following outlines the various notifications PG&E will send prior to, during and after a PSPS:



**KEY:**

- Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities
- Microgrid Watch Notification (General and Medical Baseline Customers)
- Medical Baseline Program Customers
- All Customers
- General Customers

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



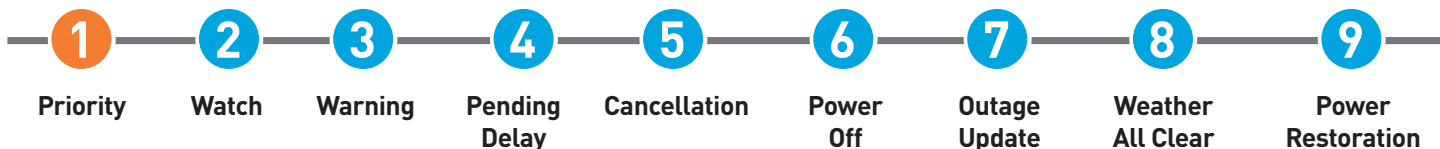
## PHONE/VOICE (SINGLE PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [ADDRESS] is under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF START TIME: [DAY], [DATE] between [TIME] and [TIME]. ESTIMATED RESTORATION TIME: [DAY], [DATE] by [TIME]. Maps showing the areas potentially affected by a shutoff are at [pge.com/pspsportal](http://pge.com/pspsportal). Login is required. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On [ESTIMATED SHUTOFF START DATE], power MAY be shut off for safety. To replay this message at any time, press #. Due to current weather forecasts, [NUMBER of SPIDs FOR MULTI PREM] of your meters are under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. The estimated shutoff time for [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. The estimated shutoff time for [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. Please get ready to write down the following information. Details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters can be found online at [pge.com/myaddresses](http://pge.com/myaddresses). On the website you will be asked to enter your phone number [XXX-XXX-XXXX] plus a 4-digit PIN. Your PIN number is: [ZZZ] To repeat instructions, press \*. Maps showing the areas potentially affected by a shutoff are at [pge.com/pspsportal](http://pge.com/pspsportal). Login is required. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you.

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## TEXT (SINGLE PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [SYSTEM DATE]: We MAY turn off power for safety at [ADDRESS] on [DATE]. Estimated shutoff: [TIME]–[TIME]. Estimated restoration: [DATE] by [TIME]. Maps for public safety partners at [pge.com/pspsprioritynotice](https://pge.com/pspsprioritynotice) or log in at [pge.com/pspsportal](https://pge.com/pspsportal).

## TEXT (MULTI PREM)

PG&E Advance-Notice PSPS Outage Watch for Public Safety Partners, [DATE]: We MAY turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]–[TIME]. Est. restoration: [DATE] by [TIME]. Meter list: [pge.bz/12345](https://pge.bz/12345) Safety partner maps: [pge.com/pspsprioritynotice](https://pge.com/pspsprioritynotice) or log in @ [pge.com/pspsportal](https://pge.com/pspsportal).

## EMAIL (SINGLE PREM)

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

**HEADLINE:** Public Safety Power Shutoff - Advance Notice

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]–[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

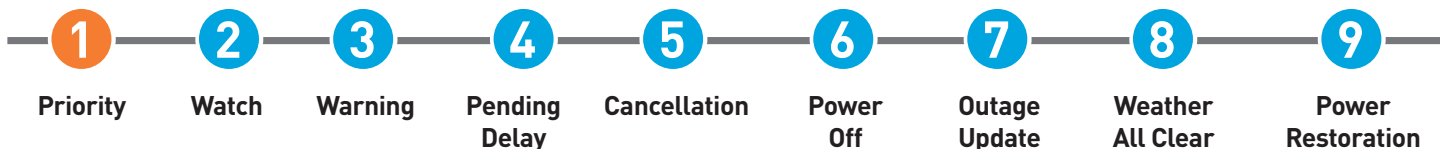
**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME].

Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](https://pge.com/pspsprioritynotice). PSPS Portal users can log in at [pge.com/pspsportal](https://pge.com/pspsportal). These are for public safety partner use only.

**PLEASE DO NOT SHARE THESE LINKS.**

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (SINGLE PREM CONT)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589.

### RESOURCES TO HELP YOU PREPARE:

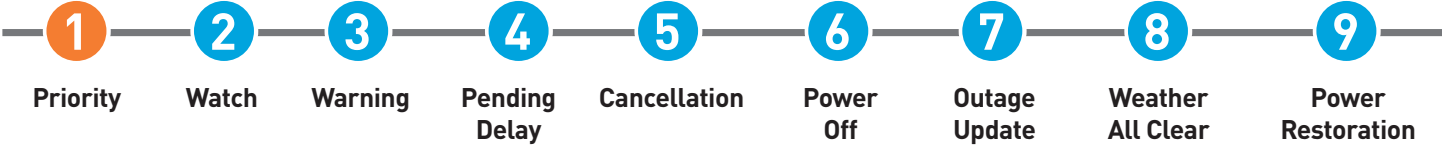
- Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](https://pge.com/pspsprioritynotice). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [pge.com/pspsportal](https://pge.com/pspsportal).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

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM)

**SUBJECT:** Advance-Notice PSPS Outage Watch issued for [DATE].

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

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice). PSPS Portal users can log in at [pge.com/pspsportal](http://pge.com/pspsportal). **These are for public safety partner use only.**

**PLEASE DO NOT SHARE THESE LINKS.**

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

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

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

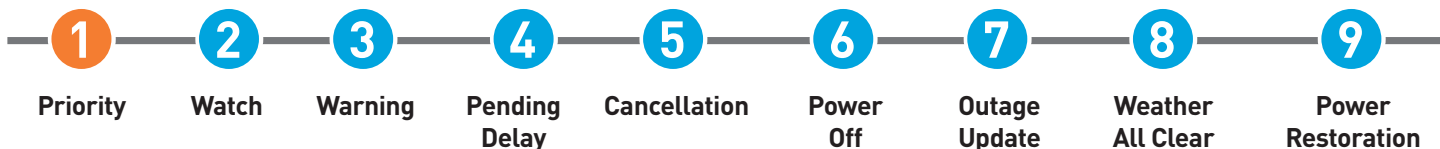
1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME] Shutoff times may be delayed if winds arrive later than forecast. ESTIMATED RESTORATION: [DAY], [DATE] by [TIME] Restoration time may change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

(Repeat for first 50 premises that would be affected)

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

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

# Telecom Providers, Water Agencies, Emergency Hospitals, Publicly-Owned Utilities



## EMAIL (MULTI PREM CONT)

### RESOURCES TO HELP YOU PREPARE:

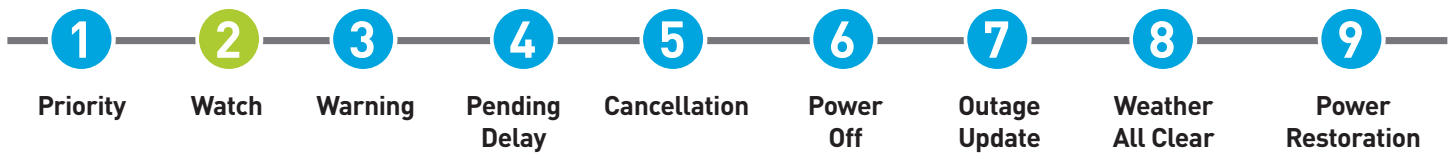
- Maps showing the areas potentially affected by a shutoff can be found at [pge.com/pspsprioritynotice](https://pge.com/pspsprioritynotice). **These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.**
- PSPS Portal users can log in at [pge.com/pspsportal](https://pge.com/pspsportal).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

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Medical Baseline Program Customers



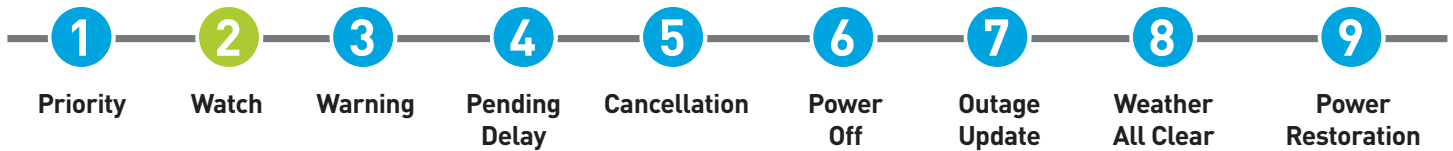
## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling Medical Baseline customers with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [PREMISE ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [PREMISE ADDRESS #2] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press\*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including resources for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

# Medical Baseline Program Customers



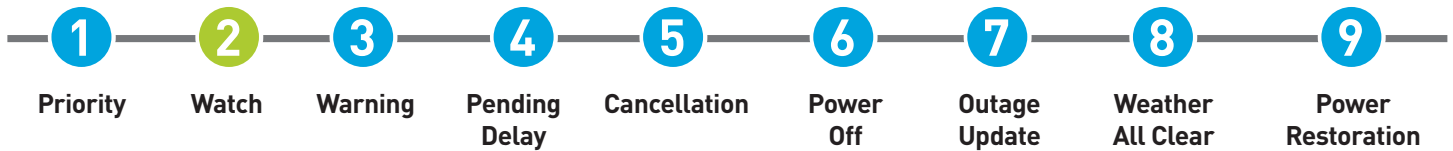
## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL BE TURNED BACK ON: [DAY, DATE] by [TIME]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], call 1-866-743-6589. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Watch for a Public Safety Power Shutoff. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. We estimate the shutoff at [ADDRESS] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY, DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

# Medical Baseline Program Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch - [SYSTEM DATE]: PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est Shutoff: [TIME]-[TIME]. Est Restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. View current outage status [URL] PSPS info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. View in ASL [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch - [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect these times. Meter list: [[pge.bz/12345](https://pge.bz/12345)] PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for service/support. View in ASL [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

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

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

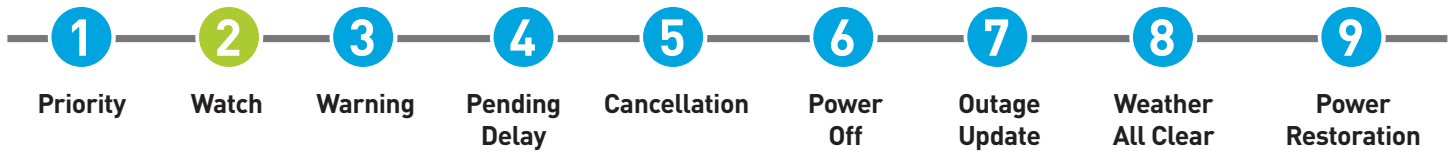
**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

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

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

Restoration time may change depending on weather and equipment damage.

# Medical Baseline Program Customers



## EMAIL (SINGLE PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](https://www.pge.com/aslwatch).

### RESOURCES TO HELP YOU PREPARE:

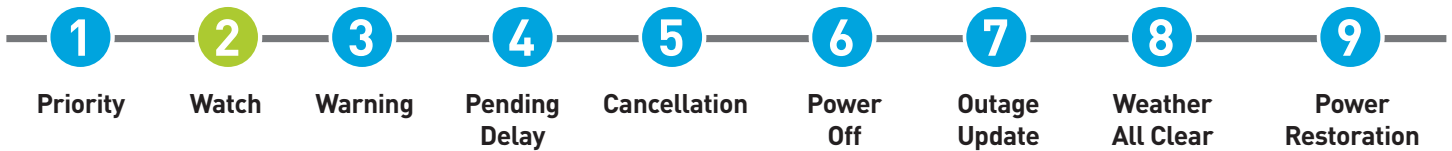
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Medical Baseline Program Customers



## EMAIL (MULTI PREM)

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

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

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

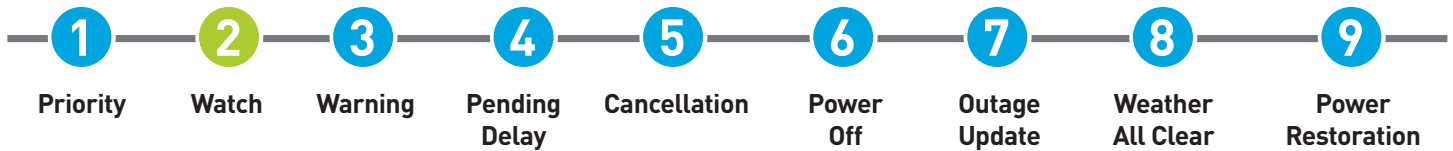
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage. If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](http://www.pge.com/aslwatch).

# Medical Baseline Program Customers



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

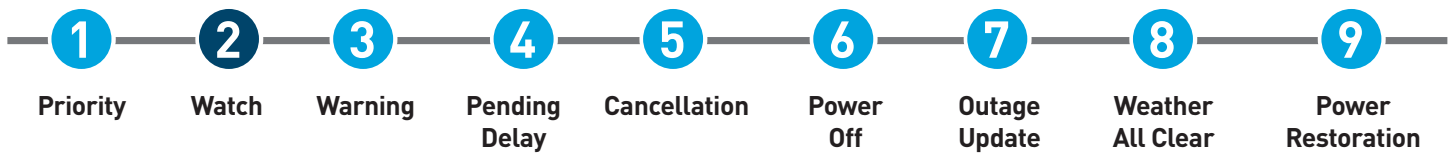
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customers



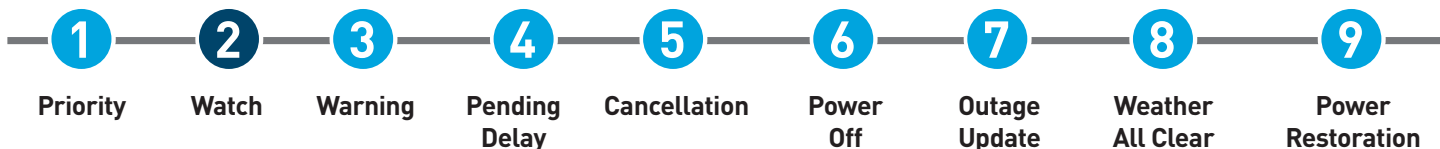
## PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [ADDRESS] to help prevent a wildfire. IF WE TURN OFF POWER, WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. We estimate power will be turned back on: [DAY], [DATE] by [TIME]. We will provide daily updates including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If we turn off power, we estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code: [ZZZZ]. To repeat instructions, press \*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

# General Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch [SYSTEM DATE]: Due to weather PG&E may turn off power for safety at [ADDRESS] on [DATE]. Est shutoff: [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. View in ASL [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Watch [SYSTEM DATE]: PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME]. Weather can affect shutoff & restoration times. Meter list: [pge.bz/12345]. PSPS info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. View in ASL [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

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

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

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

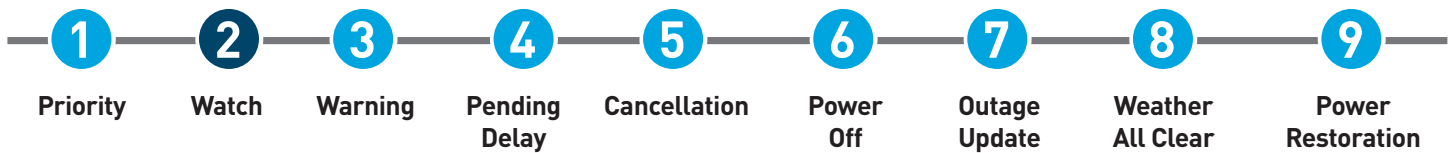
We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

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

Restoration time may change depending on weather and equipment damage.

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

# General Customers



## EMAIL (SINGLE PREM) CONT.

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](https://www.pge.com/aslwatch).

### RESOURCES TO HELP YOU PREPARE:

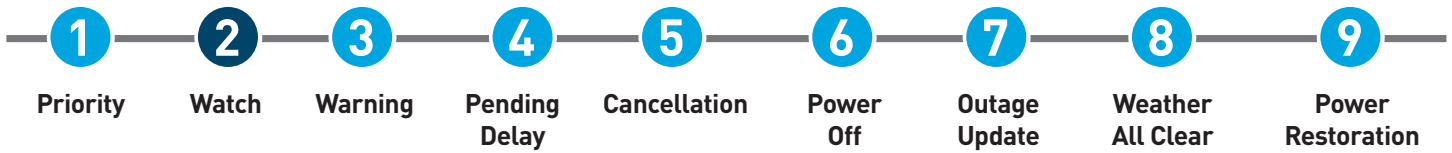
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customers



## EMAIL (MULTI PREM)

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

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

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

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

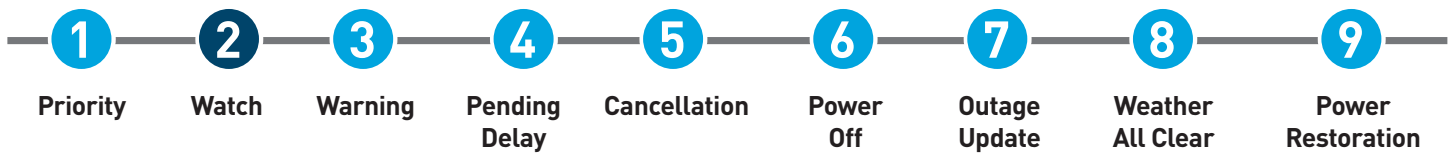
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected)

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

# General Customers



## EMAIL (MULTI PREM) CONT.

If this is not the correct email address for the addresses provided, please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](https://www.pge.com/aslwatch).

### RESOURCES TO HELP YOU PREPARE:

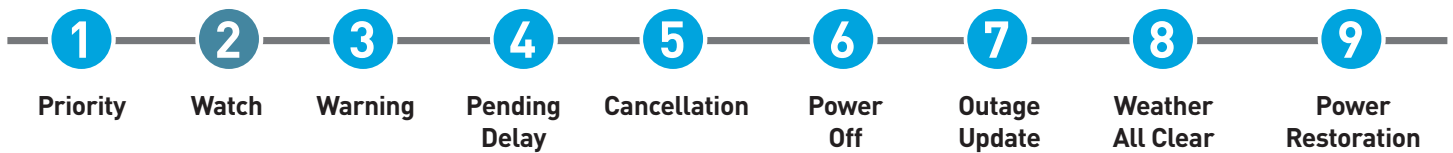
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Microgrid Watch Notification - General and Medical Baseline Customers



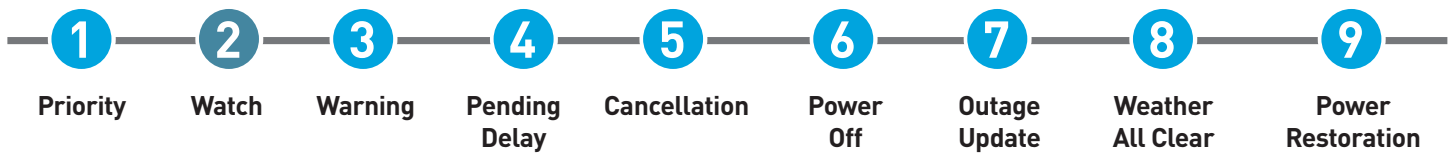
## PHONE/VOICE (SINGLE PREM)

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

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZ]. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For information about microgrids, power for medical or independent living needs, food replacement and more, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If this is not the correct phone number for the addresses provided, call 1-866-743-6589. Thank you and please stay safe.

# Microgrid Watch Notification - General and Medical Baseline Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages, press \*. To replay this message at any time, press #. Severe weather MAY require us to turn off power in your area on [DAY, DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

### TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

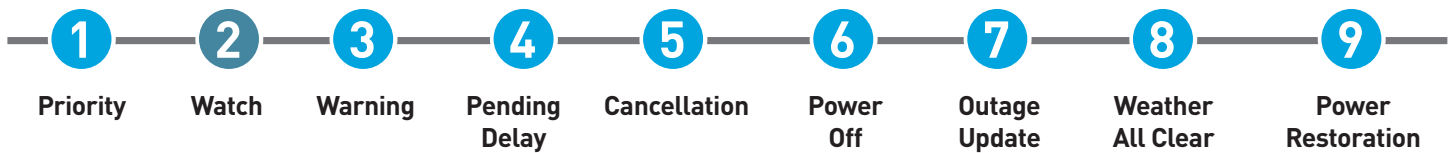
OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message. Thank you and please stay safe.

# Microgrid Watch Notification - General and Medical Baseline Customers



## IVR LIVE (MULTI PREM)

This is P G & E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages press \*. To replay this message at any time, press #. Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DAY] [DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2. Press # to repeat this message. Thank you and please stay safe.

## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], your power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167.

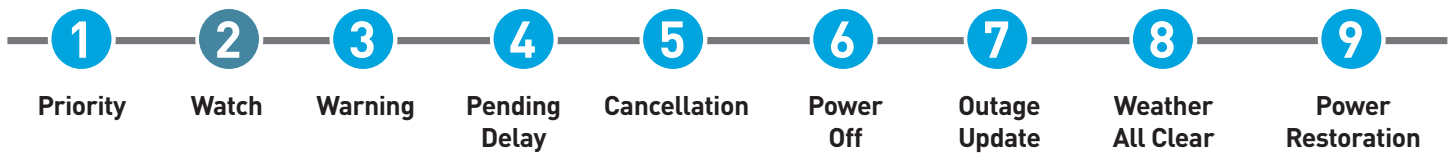
Severe weather MAY require us to turn off power in your area on [DAY] [DATE] to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

# Microgrid Watch Notification - General and Medical Baseline Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

### TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

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

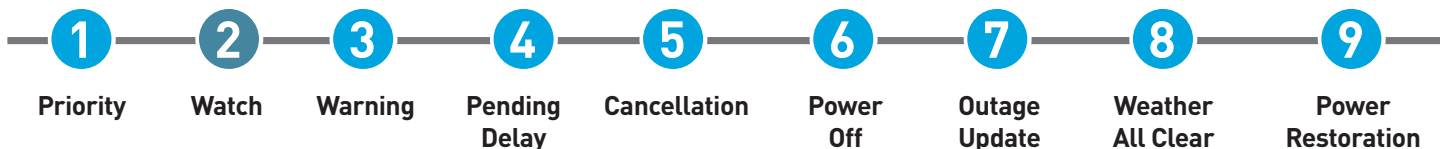
For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

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

Thank you and please stay safe.

# Microgrid Watch Notification - General and Medical Baseline Customers



## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DATE], power MAY be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather MAY require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. If a shutoff is required, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

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

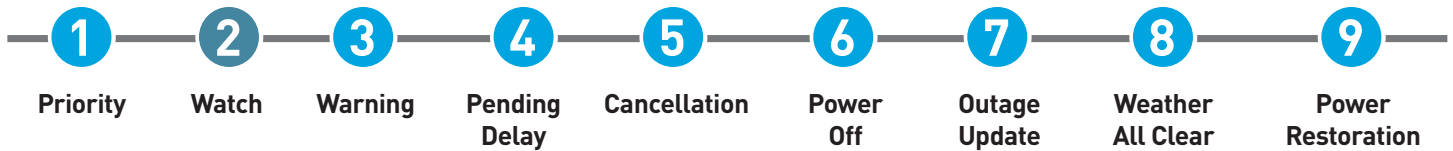
For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

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

Thank you and please stay safe.

# Microgrid Watch Notification - General and Medical Baseline Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Watch: [SYSTEM DATE]. Power may be turned off in your area [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to [ADDRESS] to shorten your outage time. View current outage status [URL]. Microgrid info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

### ONE OUTAGE

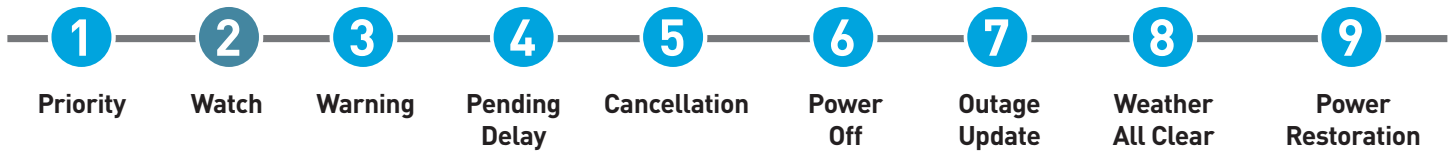
OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

### TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

# Microgrid Watch Notification - General and Medical Baseline Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Watch: [SYSTEM DATE]. PG&E may turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DATE] to prevent a wildfire. If a shutoff is required, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345] Microgrid info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwatch](https://pge.com/aslwatch). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

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

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

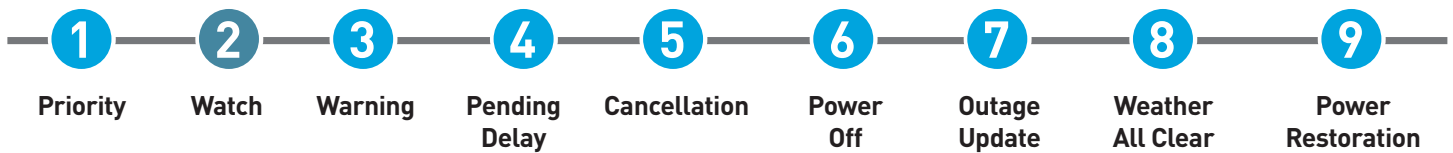
Your area is under a Watch for a Public Safety Power Shutoff. Current weather forecasts, including high winds and dry conditions, may require us to turn off power in your area on [DAY], [DATE] to help prevent a wildfire.

### BACKUP POWER WILL BE PROVIDED

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

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY] County

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (SINGLE PREM) CONT.

If a shutoff is required:

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

### TWO OUTAGES

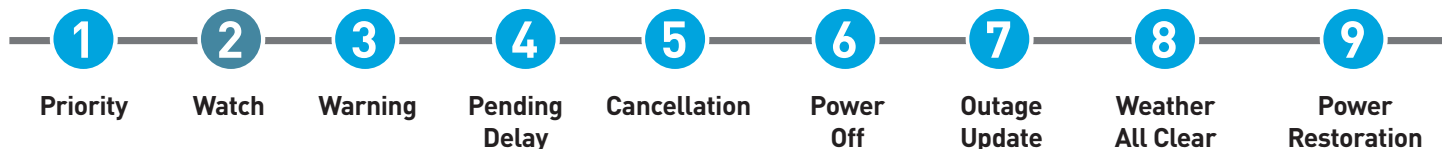
This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power. For current outage status visit [pge.com/outagestatus](http://pge.com/outagestatus). If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](http://www.pge.com/aslwatch).

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

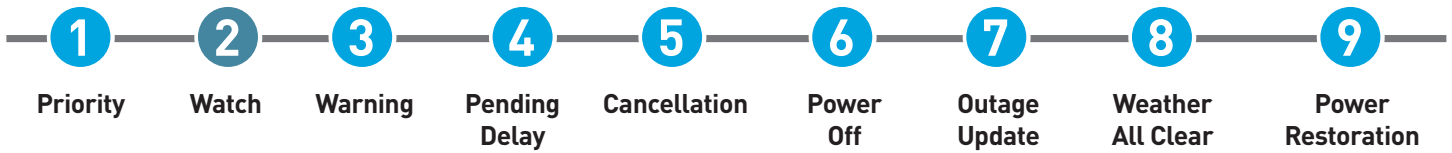
- For a microgrid backup power overview and FAQ, visit [pge.com/microgrids](https://pge.com/microgrids).
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [www.pge.com/afn](https://www.pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you and please stay safe,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM)

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

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

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Watch

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

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

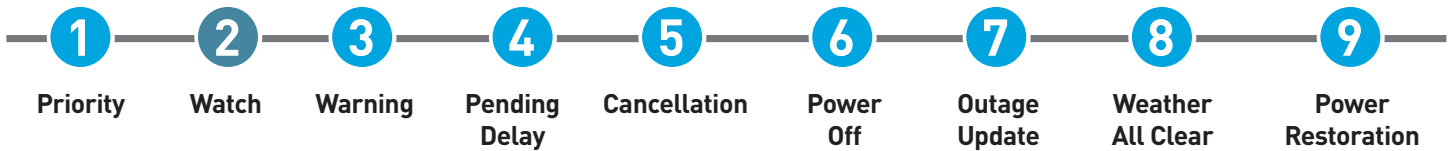
If a shutoff is required, the list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires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

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

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

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

# Microgrid Watch Notification - General and Medical Baseline Customers



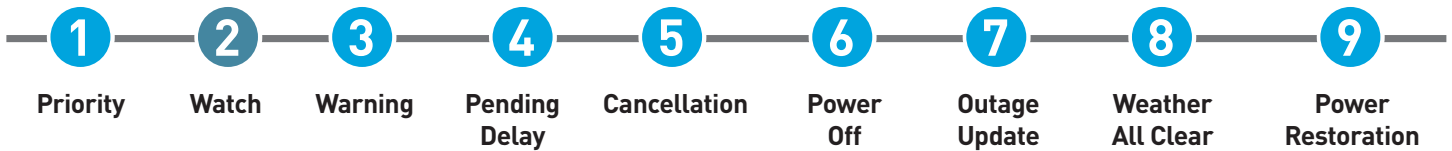
## EMAIL (MULTI PREM) CONT.

### ONE OUTAGE

1.	<p>This address will experience an outage of up to 4 hours when microgrid backup power is removed.          ADDRESS: [ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>
2.	<p>This address will experience an outage of up to 4 hours when microgrid backup power is removed.          ADDRESS: [ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>

(Repeat for first 50 premises that would be affected)

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM) CONT.

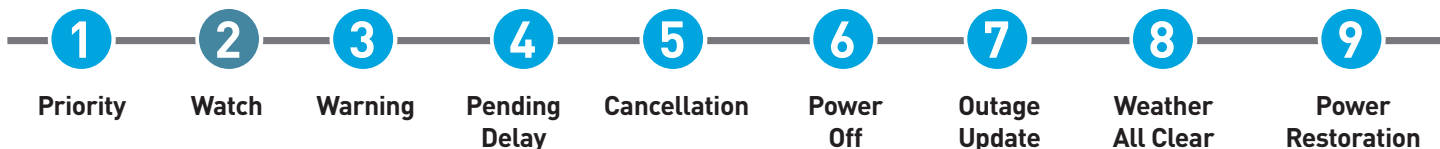
### TWO OUTAGES

1.	<p>This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p> <p>OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>
2.	<p>This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.</p> <p>ADDRESS: [ADDRESS, CITY, STATE, COUNTY]</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p> <p>OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>

(Repeat for first 50 premises that would be affected)

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

# Microgrid Watch Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM) CONT.

For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwatch](https://www.pge.com/aslwatch).

### RESOURCES TO HELP YOU PREPARE:

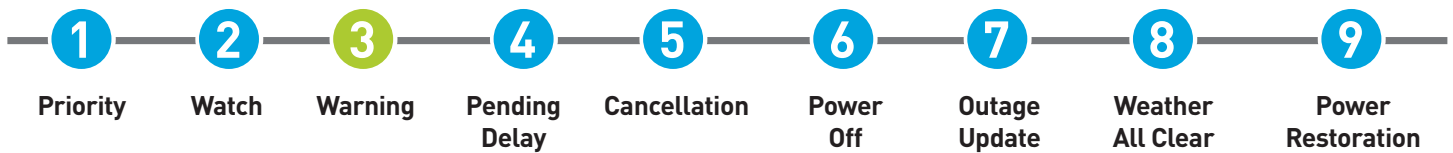
- For a microgrid backup power overview and FAQ, visit [pge.com/microgrids](https://www.pge.com/microgrids).
- If someone in your household has Access and Functional Needs and relies on power for a medical device or assistive technology, or you experience food loss, additional support may be available at [www.pge.com/afn](https://www.pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://www.pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://www.pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://www.pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://www.pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

Thank you and please stay safe,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Medical Baseline Program Customers



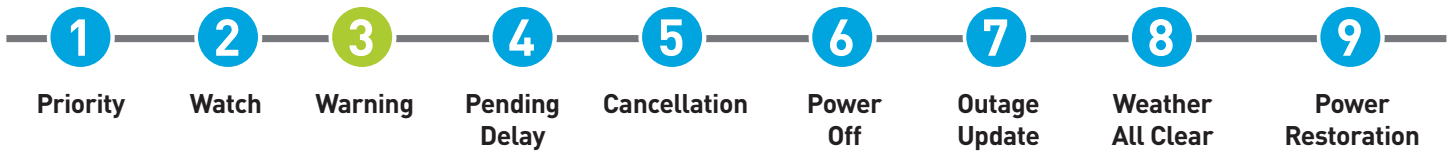
## IVR LIVE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY, DATE] between [TIME] and [TIME]. WE ESTIMATE THE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message for Medical Baseline customers. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY, DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY], [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We'll continue to send updates. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

# Medical Baseline Program Customers



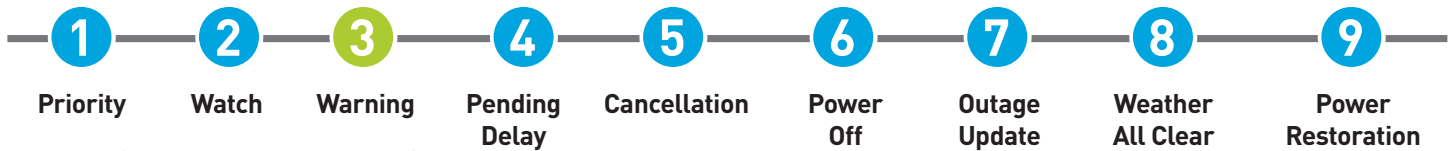
## IVR VOICE MESSAGE (SINGLE PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. As a Medical Baseline customer, we ask that you call [1-800-687-6302] to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is PG&E calling Medical Baseline customers with an important safety message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. Your response is required. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return [DAY], [DATE] by [TIME]. TWe estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY], [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. As a Medical Baseline customer, we ask that you call 1-800-687-6302 to confirm you have received this message. Again, please call 1-800-687-6302. We will continue to attempt to reach you and may visit your home if you do not call. For more information on Community Resource Centers, including information for customers who rely on power for medical or independent living needs, or who need food replacement, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Thank you and please stay safe.

# Medical Baseline Program Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Warning - [SYSTEM DATE]: We will turn off power for safety at [ADDRESS]. Est shutoff: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](http://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](http://pge.com/aslwarning). Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Warning - [SYSTEM DATE]: We will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est shutoff as early as: [DATE] [TIME]-[TIME]. Est restoration: [DATE] by [TIME] depending on weather & damage. Meters: [pge.bz/12345](http://pge.bz/12345). PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](http://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](http://pge.com/aslwarning). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

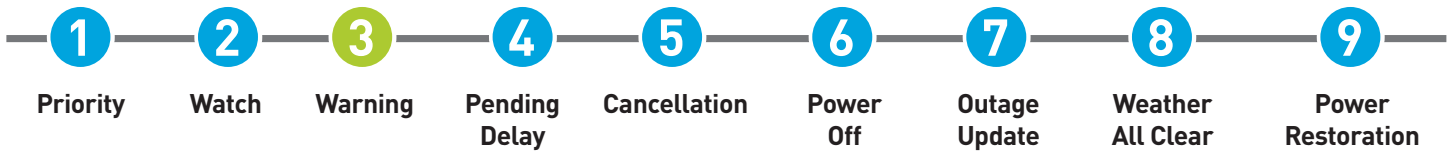
**ESTIMATED RESTORATION:** [DAY], [DATE] by [TIME].

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored.

For current outage status visit [pge.com/outagestatus](http://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwarning](http://www.pge.com/aslwarning).

# Medical Baseline Program Customers



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

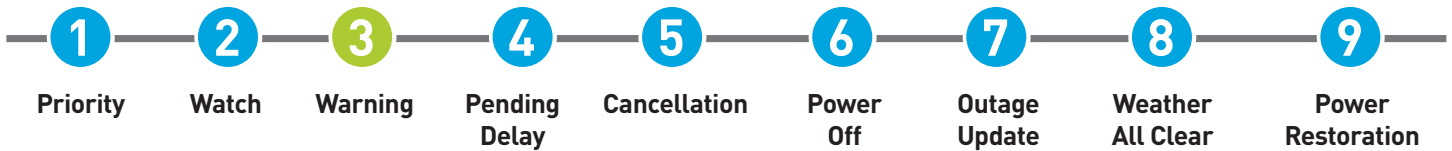
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [www.pge.com/afn](http://www.pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](http://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Medical Baseline Program Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ ໄທ Português हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

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

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

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

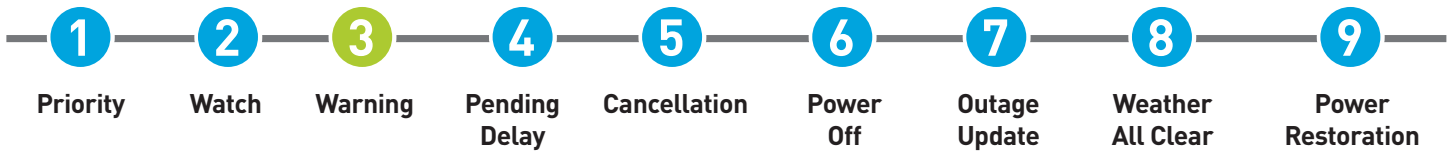
1.	<p>ADDRESS: [ADDRESS, CITY, STATE, COUNTY]  METER ID: [METER ID]  SERVICE AGREEMENT: [SERVICE AGREEMENT ID]  ESTIMATED SHUTOFF: [DAY], [DATE] [TIME]-[TIME]  Shutoff times may be delayed if winds arrive later than forecast.  ESTIMATED RESTORATION: [DAY], [DATE] by [TIME]  Restoration time may change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

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwarning](http://www.pge.com/aslwarning).

# Medical Baseline Program Customers



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

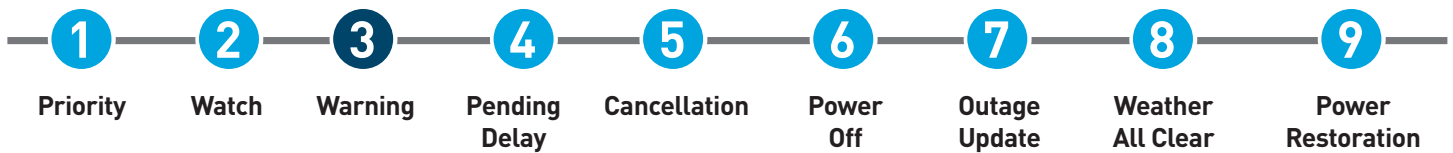
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [www.pge.com/afn](http://www.pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](http://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](http://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](http://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](http://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customer



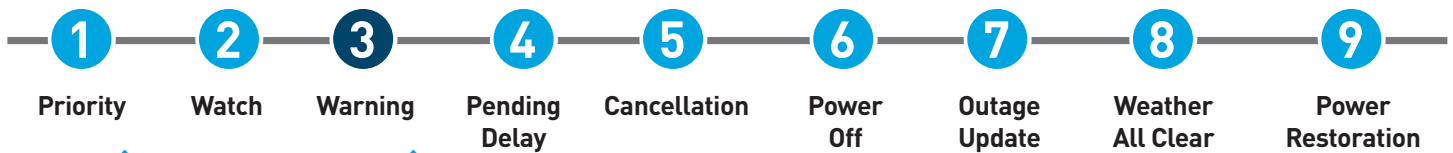
## PHONE/VOICE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. We WILL turn off power for safety between [TIME] and [TIME]. To continue in English, press 1. To replay this message at any time, press #. Severe weather WILL require us to turn off power at [ADDRESS] to help prevent a wildfire. WE ESTIMATE THE SHUTOFF WILL BEGIN: [DAY] [DATE] between [TIME] and [TIME]. WE ESTIMATE POWER WILL RETURN: [DAY], [DATE] by [TIME]. We'll continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. To hear this message in another language, call 1-833-208-4167. Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. We estimate the shutoff at [ADDRESS #1] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. We estimate the shutoff at [ADDRESS #2] will begin [DAY] [DATE] between [TIME] and [TIME]. We estimate power will return: [DAY] [DATE] by [TIME]. To get shutoff details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). On the website, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*. We'll continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

# General Customer



## TEXT (SINGLE PREM)

PG&E PSPS Outage Warning [SYSTEM DATE]: PG&E will turn off power for safety at [ADDRESS] on [DATE]. Est. shutoff: [TIME]-[TIME] Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. View current outage status [URL]. PSPS info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](https://pge.com/aslwarning). Reply w/ "1" to verify receipt.

## TEXT (MULTI PREM)

PG&E PSPS Outage Warning [SYSTEM DATE]: PG&E will turn off power for safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est. shutoff as early as: [DATE] [TIME]-[TIME]. Est. restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345] PSPS info, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](https://pge.com/aslwarning). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off your power to help prevent a wildfire.

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

**ESTIMATED SHUTOFF:** [DAY], [DATE] [TIME]-[TIME]

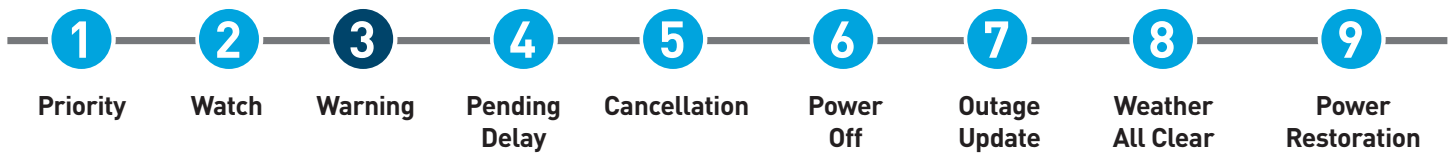
Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by [TIME] on [DAY], [DATE]. After weather has improved, we will inspect equipment before restoring power.

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

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwarning](https://www.pge.com/aslwarning).

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

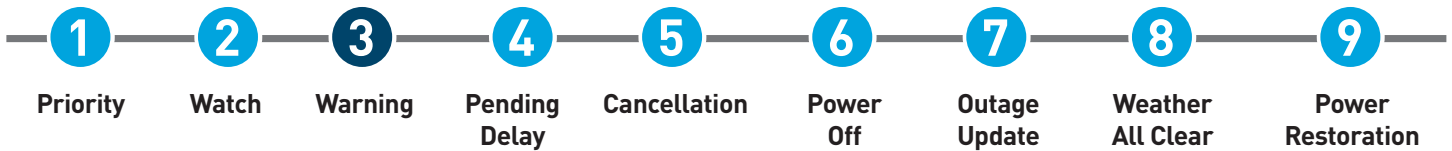
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://www.pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://www.pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://www.pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://www.pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://www.pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://www.pge.com/pspsupdates)

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start between [TIME]-[TIME] for safety

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off your power to help prevent a wildfire.

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

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

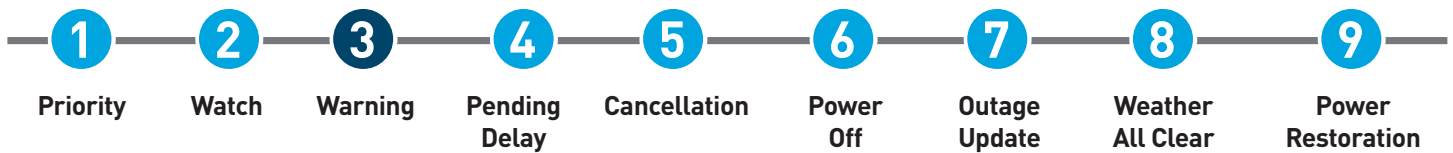
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwarning](http://www.pge.com/aslwarning).

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

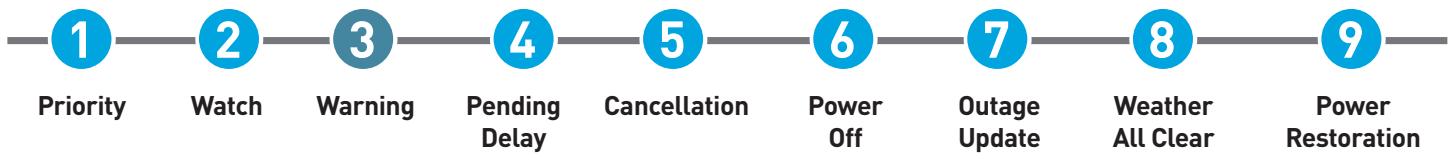
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you and please stay safe,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Microgrid Warning Notification - General and Medical Baseline Customers



## IVR LIVE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Español, oprima el numero 3.

To continue in Cantonese, press 5. For all other languages, press \*. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

### TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

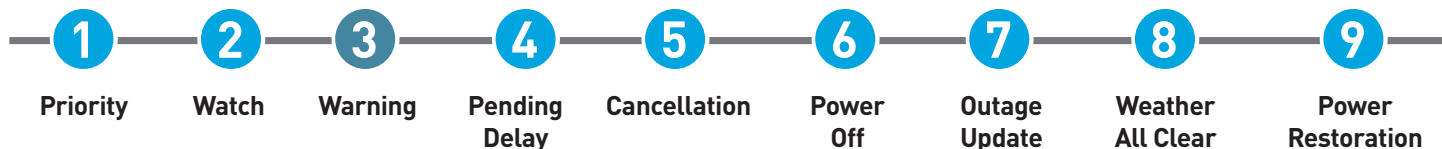
OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]  
OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for [ADDRESS], press 2. Press # to repeat this message.

Thank you and please stay safe.

# Microgrid Warning Notification - General and Medical Baseline Customers



## IVR LIVE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To continue in English, press 1. Para continuar en Espanol, oprima el numero 3. To continue in Cantonese, press 5. For all other languages, press \*. To replay this message at any time, press #.

Severe weather WILL require us to turn off power on [NUMBER of SPID<sub>s</sub> FOR MULTI PREM], of your meters on [DAY] [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat instructions, press \*.

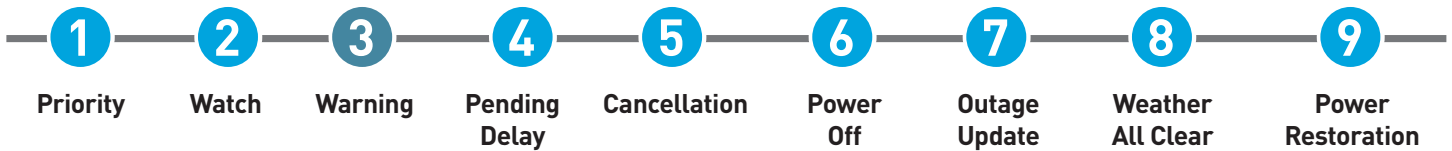
For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. If this is not the correct phone number for the addresses provided, press 2.

Press # to repeat this message.

Thank you and please stay safe.

# Microgrid Warning Notification - General and Medical Baseline Customers



## IVR VOICE MESSAGE (SINGLE PREM)

This is P G and E calling with an important message. We are issuing an Outage Warning for a Public Safety Power Shutoff. On [DAY], [DATE], power WILL be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather WILL require us to turn off power in your area on [DAY], [DATE] to help prevent a wildfire. However, microgrid backup power will be provided to [ADDRESS] to shorten your outage time.

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

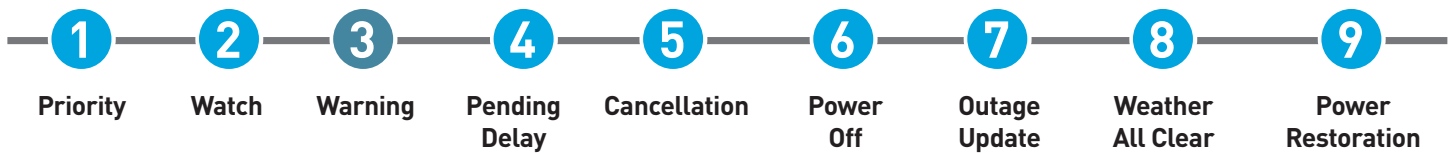
### TWO OUTAGES

This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

# Microgrid Warning Notification - General and Medical Baseline Customers



## IVR VOICE MESSAGE (SINGLE PREM) CONT.

For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

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

Thank you and please stay safe.

## IVR VOICE MESSAGE (MULTI PREM)

This is P G and E calling with an important message. We are issuing an Outage Watch for a Public Safety Power Shutoff. On [DAY] [DATE], power WILL be shut off for safety. To hear this message in another language, call 1-833-208-4167.

Severe weather WILL require us to turn off power at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. However, microgrid backup power will be provided to one or more of your meters to shorten outage times. To get outage details for all of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses). Then, enter your phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ].

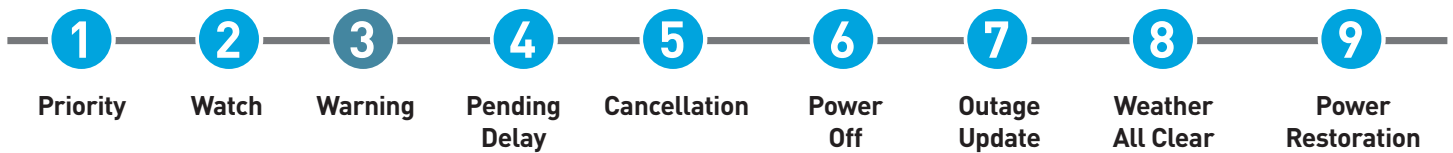
For more information on Community Resource Centers, which includes information about microgrids, medical device charging, food replacement, and other support services, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources.

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

Thank you and please stay safe.

# Microgrid Warning Notification - General and Medical Baseline Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power in your area on [DATE] to prevent a wildfire. We will provide microgrid backup power to [ADDRESS] to shorten your outage time.

### ONE OUTAGE

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

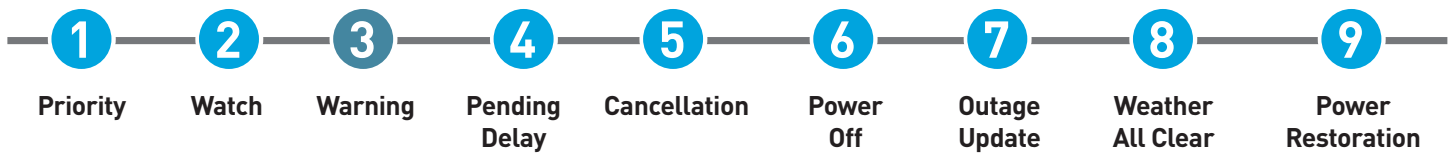
### TWO OUTAGES

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

View current outage status [URL]. Microgrid information, other languages & Community Resource Centers: [pge.com/pspsupdates](http://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](http://pge.com/aslwarning). Reply w/ "1" to verify receipt.

# Microgrid Warning Notification - General and Medical Baseline Customers



## TEXT (MULTI PREM)

PG&E PSPS Outage Warning: [SYSTEM DATE]. PG&E will turn off power to [NUMBER of SPIDs FOR MULTI PREM] of your meters on [DATE] to prevent a wildfire. However, we will provide microgrid backup power to one or more of those locations to shorten outage times. Get outage details for all affected meters: [pge.bz/12345]. Microgrid information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslwarning](https://pge.com/aslwarning). Reply w/ "1" to verify receipt.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

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

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

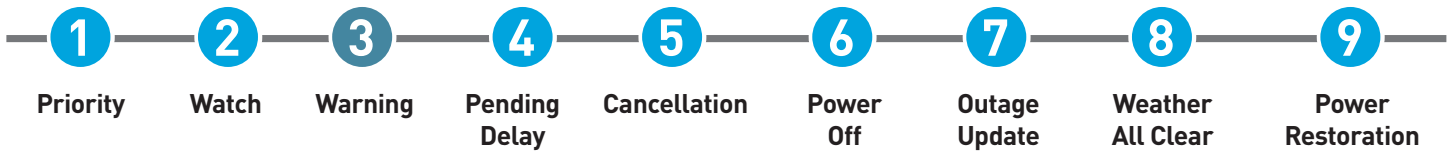
To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions, will require us to turn off power in your area to help prevent a wildfire.

### BACKUP POWER WILL BE PROVIDED

Microgrid backup power will be provided to your address to shorten your outage time. After weather conditions have improved and we have completed necessary inspections and repairs, we will remove the backup power and restore your regular service.

**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY] County

# Microgrid Warning Notification - General and Medical Baseline Customers



## EMAIL (SINGLE PREM) CONT.

### ONE OUTAGE

This address will experience an outage of up to 4 hours when microgrid backup power is removed.

OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

### TWO OUTAGES

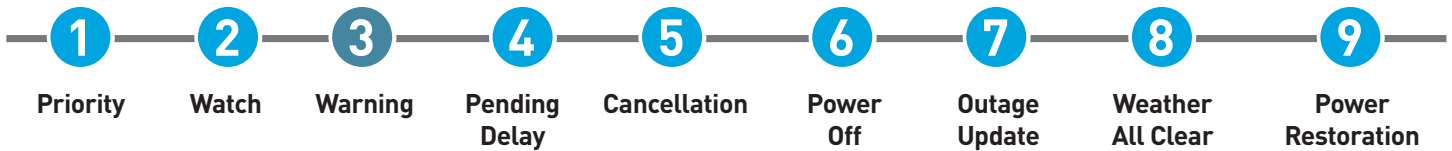
This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.

OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]

If this is not the correct email address for [ADDRESS], please call 1-866-743-6589. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL [visit pge.com/aslwarning](https://pge.com/aslwarning).

# Microgrid Warning Notification - General and Medical Baseline Customers



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

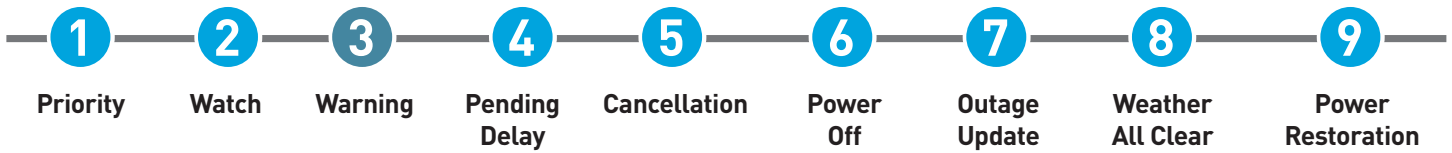
- For a microgrid backup power overview and FAQ, visit [pge.com/microgrids](https://pge.com/microgrids).
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [www.pge.com/afn](https://www.pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.ppsupdates](https://pge.ppsupdates).

Thank you and please stay safe,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Microgrid Warning Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Warning: Shutoffs start on [DAY], [DATE]

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

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Warning

To protect public safety, PG&E has upgraded the Public Safety Power Shutoff Watch to a Warning. Current weather forecasts, including high winds and dry conditions will require us to turn off power to help prevent a wildfire.

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

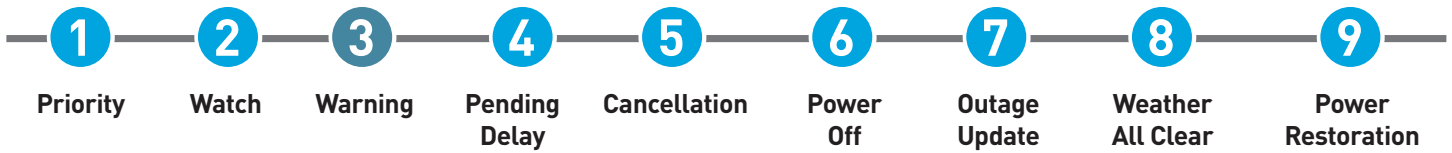
The list below indicates which of your meters will experience an extended PSPS outage and which will receive microgrid backup power to shorten the outage. Note that there are two types of microgrid backup power. One requires a single outage of up to 4 hours, the other requires two outages of up of 4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

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

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

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

# Microgrid Warning Notification - General and Medical Baseline Customers



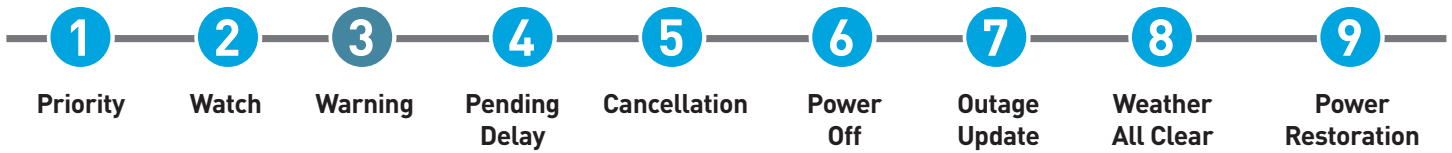
## EMAIL (MULTI PREM) CONT.

### ONE OUTAGE

1.	<p>This address will experience an outage of up to 4 hours when microgrid backup power is removed.          ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>
2.	<p>This address will experience an outage of up to 4 hours when microgrid backup power is removed.          ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]          METER ID: [METER ID]          SERVICE AGREEMENT: [SERVICE AGREEMENT ID]          OUTAGE START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>

(Repeat for first 50 premises that would be affected)

# Microgrid Warning Notification - General and Medical Baseline Customers



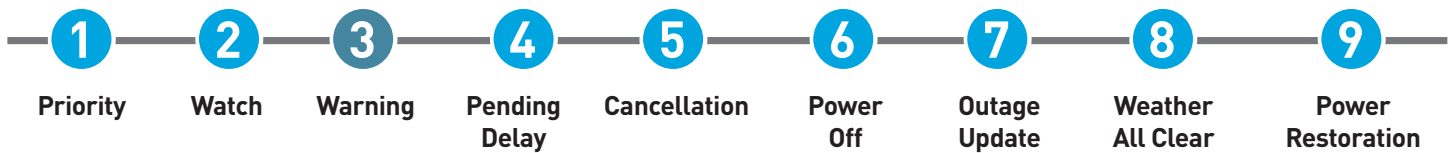
## EMAIL (MULTI PREM) CONT.

### TWO OUTAGES

1.	<p>This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.</p> <p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p> <p>OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>
2.	<p>This address will experience two outages of up to 4 hours each, once when microgrid backup power is installed and again when it is removed.</p> <p>ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY]</p> <p>METER ID: [METER ID]</p> <p>SERVICE AGREEMENT: [SERVICE AGREEMENT ID]</p> <p>OUTAGE #1 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p> <p>OUTAGE #2 START TIME: Sometime between [ESTIMATED MICROGRID REMOVAL SHUTOFF START DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF START DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF START TIME] and [ESTIMATED MICROGRID REMOVAL SHUTOFF END DAY] [ESTIMATED MICROGRID REMOVAL SHUTOFF END DATE] [ESTIMATED MICROGRID REMOVAL SHUTOFF END TIME]</p>

(Repeat for first 50 premises that would be affected)

# Microgrid Warning Notification - General and Medical Baseline Customers



## EMAIL (MULTI PREM) CONT.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. Weather forecasts change frequently.

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

For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslwarning](https://www.pge.com/aslwarning).

### RESOURCES TO HELP YOU PREPARE:

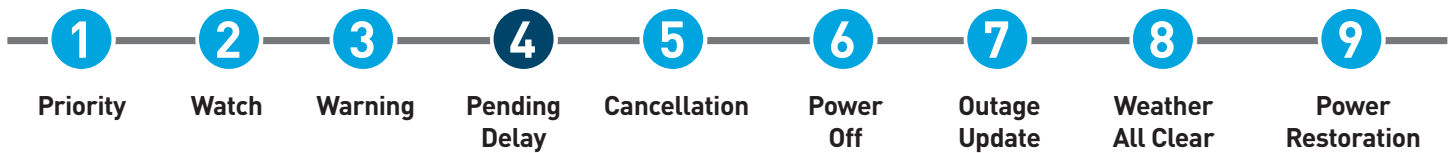
- For a microgrid backup power overview and FAQ, visit [pge.com/microgrids](https://www.pge.com/microgrids).
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [www.pge.com/afn](https://www.pge.com/afn).
- To view city/county level information, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://www.pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://www.pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://www.pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://www.pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather).
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.ppsupdates](https://www.pge.com/pspsupdates).

Thank you and please stay safe,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customer



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY], [SYSTEM DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. However, a shutoff is still possible. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.. Press # to repeat this message. Thank you and please stay safe.

## PHONE/VOICE (MULTI PREM)

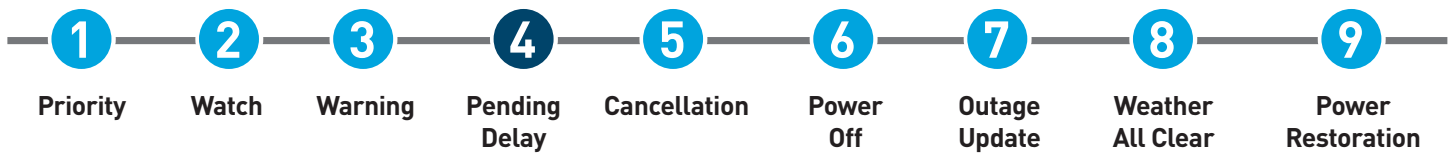
This is PG&E calling on [SYSTEM DAY], [SYSTEM DATE] at [SYSTEM TIME] with an important outage update. Your Public Safety Power Shutoff time at your location has been delayed. Your Public Safety Power Shutoff time at your location has been delayed. To hear this message in another language, call 1-833-208-4167. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a SHUTOFF. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3]. If a shutoff is still required, we estimate power will return [DAY], [DATE] by [TIME].

To get details of each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](http://pge.com/myaddresses); 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

## IVR LIVE (SINGLE PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required at [ADDRESS]. Please REMAIN PREPARED for a SHUTOFF. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

# General Customer



## IVR LIVE (MULTI PREM)

This is PG&E calling with an important outage update. The Public Safety Power Shutoff time at one or more of your meter locations has been delayed. However, a shutoff is still possible. To continue in English, press 1. We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Please REMAIN PREPARED for a shutoff. A shutoff is still POSSIBLE. The Public Safety Power Shutoff time has been delayed for the meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3]. If a shutoff is required, we estimate power will return [DAY], [DATE] by [TIME]. To get details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. We will continue to send updates. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you and please stay safe.

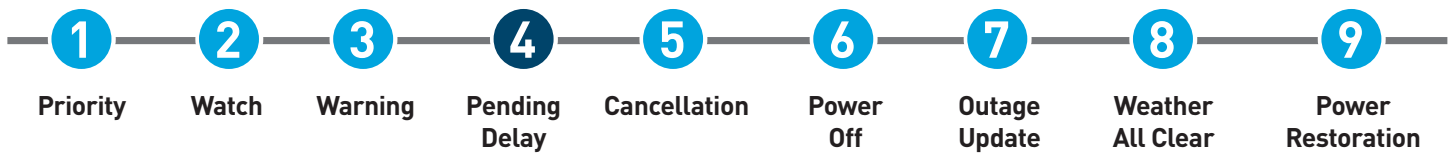
## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert: [SYSTEM DATE]. We are reviewing conditions to determine if a shutoff is still required at [ADDRESS] on [DATE]. REMAIN PREPARED until you receive a cancel notification. Call 211 for services/support. For current outage status visit [URL]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/asldelayed](https://pge.com/asldelayed).

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert: [SYSTEM DATE]. We are reviewing conditions to determine if a shutoff is still required to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345]. REMAIN PREPARED for a shutoff. Call 211 for services/support. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/asldelayed](https://pge.com/asldelayed).

# General Customer



## EMAIL (SINGLE PREM)

**SUBJECT:** Your PSPS outage has been delayed. A shutoff is still possible.

**EMAIL PREVIEW TEXT:** We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

### HEADER LINKS:

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage is delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

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

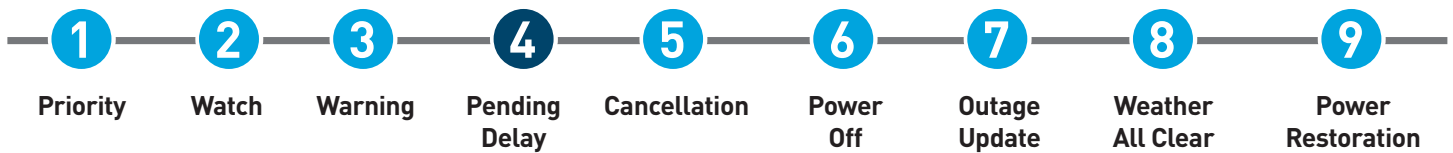
**NEW SHUTOFF TIME:** TBD

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

This is an estimated time. Factors such as weather conditions and equipment damage can delay restoration.

All customers should have a plan for an extended PSPS outage. Weather forecasts and conditions change frequently. We will provide daily updates until the risk has passed or power is restored. Call 211 for medical device charging resources, food replacement and other support such as charging stations. For PSPS outage info, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [pge.com/asldelayed](https://pge.com/asldelayed).

# General Customer



## EMAIL (SINGLE PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

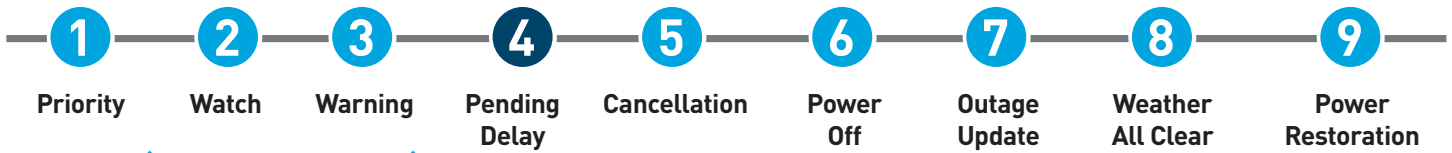
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at [pge.com/afn](https://pge.com/afn).
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [DATE, TIME]

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

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** Your PSPS outage has been delayed. A shutoff is still possible.

**EMAIL PREVIEW TEXT:** We are reviewing weather conditions to determine if a Public Safety Power Shutoff is still required.

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ཁྲིམས་ ໄທ Portuguese हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Public Safety Power Shutoff still possible

Your Public Safety Power Shutoff (PSPS) outage has been delayed. We continue to closely monitor weather conditions. Please REMAIN PREPARED for a SHUTOFF. If weather conditions improve and we do not plan to turn off power for public safety, we will send you a cancel notification.

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

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

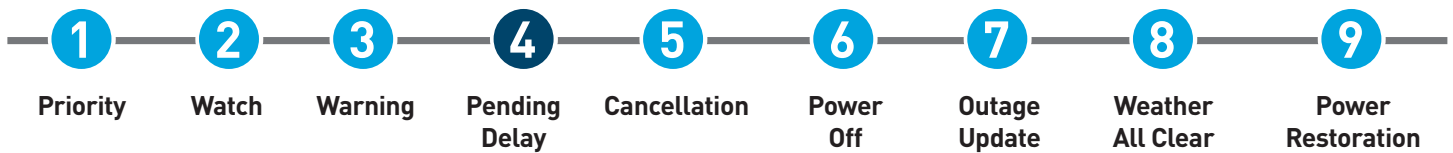
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected)

We recommend all customers plan for an extended PSPS outage. We will provide daily updates until the risk has passed or power is restored. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [pge.com/asldelayed](http://pge.com/asldelayed).

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available. You can also call 211 to find resources available in your community. These centers provide medical equipment and device charging, Wi-Fi, bottled water, and snacks. Additional help may be available at [pge.com/afn](https://pge.com/afn).
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find PSPS outage tips](#), plus a sample emergency plan.
- [Learn more about PSPS outages](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are NOT planning to turn off power for public safety at [ADDRESS] on [DAY] [DATE]. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. Press # to repeat this message. Thank you. Goodbye

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with an important message. The Public Safety Power Shutoff at some locations is canceled. To continue in English press 1. Forecasted weather conditions have improved and we are not planning to turn off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #1], [ADDRESS #2], [ADDRESS #3] will not be turned off. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your canceled meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] PLUS 4-digit PIN code [ZZZZ]. To repeat how to get details for all of your affected meters, press \*. Weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002.

Dial 211 for medical, health, and safety support resources. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you.

## TEXT (SINGLE PREM)

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety at [ADDRESS] on [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslcancelled](https://pge.com/aslcancelled).

## TEXT (MULTI PREM)

PG&E PSPS Outage Cancellation: [SYSTEM DATE]. Forecasted weather conditions have improved. We are not turning off power for public safety to [NUMBER of SPIDs FOR MULTI PREM] of your meters. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Meter list: [pge.bz/12345](https://pge.bz/12345). PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslcancelled](https://pge.com/aslcancelled).

# All Customers

1

Priority

2

Watch

3

Warning

4

Pending  
Delay

5

Cancellation

6

Power  
Off

7

Outage  
Update

8

Weather  
All Clear

9

Power  
Restoration

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved. We are **NOT** planning to turn off power for public safety at: [ADDRESS, CITY, STATE, COUNTY] County on [DAY], [DATE]. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning. For current outage status visit [pge.com/outagestatus](http://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslcancelled](http://www.pge.com/aslcancelled).

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

### RESOURCES TO HELP YOU PREPARE:

- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](http://pge.com/afn).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](http://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](http://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](http://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](http://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.ppspsupdates](http://pge.ppspsupdates).

Thank you,

PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Your power shutoff is canceled

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage Cancellation

Forecasted weather conditions have improved and we are **NOT** planning to turn off power for public safety at the locations listed below. However, weather forecasts can change quickly. We recommend that you are always ready with an outage plan. Outages can happen at any time without warning.

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

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

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

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

(Repeat for first 50 premises that would be affected).

For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [www.pge.com/aslcanceled](http://www.pge.com/aslcanceled).

# All Customers



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

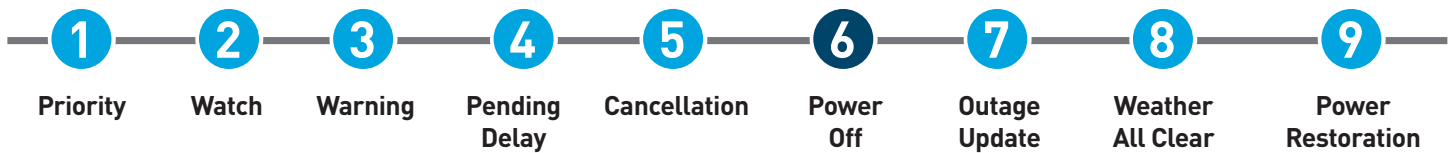
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://www.pge.com/afn).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://www.pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://www.pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://www.pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://www.pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous, and report it immediately by calling 911. If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customer



## PHONE/VOICE (SINGLE PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS Outage Alert. To hear this message in another language call 1 833 208 4167. Power is now off at your location at [ADDRESS] to help prevent wildfires. Crews will restore power as soon as it is safe to do so. All customers should plan for an extended outage. Status is available 24/7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit [pge.com/pspsresources](https://pge.com/pspsresources) to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Goodbye.

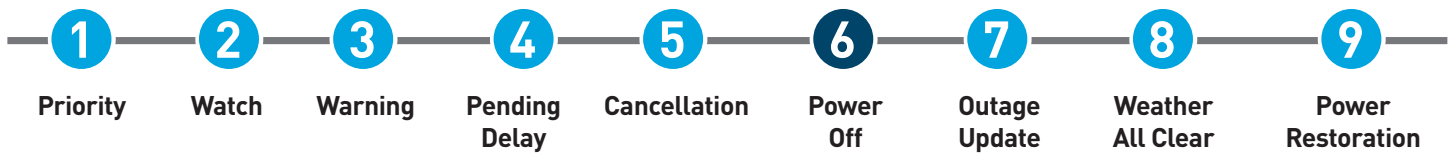
## PHONE/VOICE (MULTI PREM)

This is PG and E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS Outage Alert. To hear this message in another language call 1-833-208-4167. The power is off for [NUMBER OF SPIDS FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it is safe to do so. To view details for each [NUMBER OF SPIDS FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit [pge.com/pspsresources](https://pge.com/pspsresources) to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Goodbye.

## IVR LIVE (SINGLE PREM)

This is PG and E calling with a PSPS Outage Alert. To continue in English, press 1. The power is off at your location at [ADDRESS] to help prevent wildfires. Crews will restore power as soon as it's safe to do so. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1-800-743-5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit [pge.com/pspsresources](https://pge.com/pspsresources) to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. Goodbye.

# General Customer



## IVR LIVE (MULTI PREM)

This is P G & E calling with a P S P S Outage Alert. To continue in English, press 1. To replay this message at any time, press #. Power is off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Crews will restore power as soon as it's safe to do so. Get ready to write down some information. Here's how to view details for each [NUMBER of SPIDs FOR MULTI PREM] of your affected meters: 1) Visit [pge.com/myaddresses](https://pge.com/myaddresses); 2) Enter this phone number [XXX-XXX-XXXX]; and 3) When prompted, enter the following 4-digit PIN [ZZZZ]. To repeat how to get details for each of your affected meters, press \*. All customers should plan for an extended outage. Status is available 24 7 at [pge.com/outages](https://pge.com/outages) or by calling 1 800 743 5002. For community resources such as charging stations, call 211. If you rely on power for life-sustaining medical devices, assistive technology, or independent living needs. There are additional support options available, including information on Community Resource Centers. Please visit [pge.com/pspsresources](https://pge.com/pspsresources) to learn more. Dial 211 for medical, health, and safety support resources. We apologize for the disruption and appreciate your patience. Press # to repeat this message. To repeat how to get details for each of your affected meters, press \*. Goodbye.

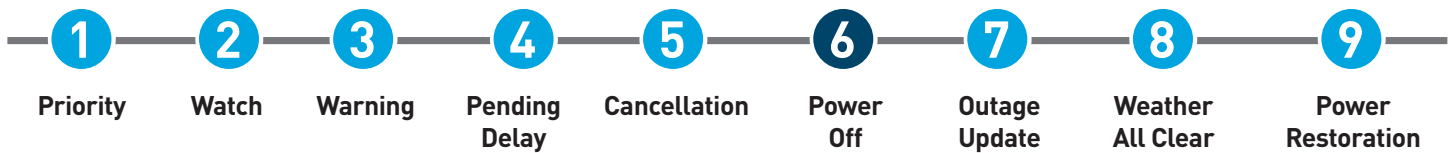
## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power is off at [ADDRESS]. Weather & equipment damage can delay restoration. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates).

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power is off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent wildfires. Weather & equipment damage can delay restoration. Meter list: [[pge.bz/12345](https://pge.bz/12345)]. Dial 211 for support needs. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates).

# General Customer



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS outage alert: Power is off

**EMAIL PREVIEW TEXT:** Power is off to help prevent wildfires

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ไทย](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Outage update

The power is off at your location to help prevent wildfires. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so.

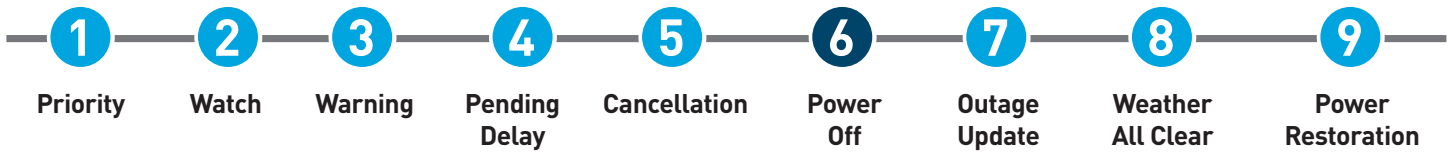
**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

Please plan for an extended outage. Weather forecasts change frequently. Outage status is available 24/7 at [pge.com/outages](https://www.pge.com/outages) or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

### RESOURCES TO HELP YOU PREPARE:

- [Resources for medical device users, assistive technology or independent living needs](#). You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find outage tips](#), plus a sample emergency plan.
- [Learn more about Public Safety Power Shutoffs](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

# General Customer



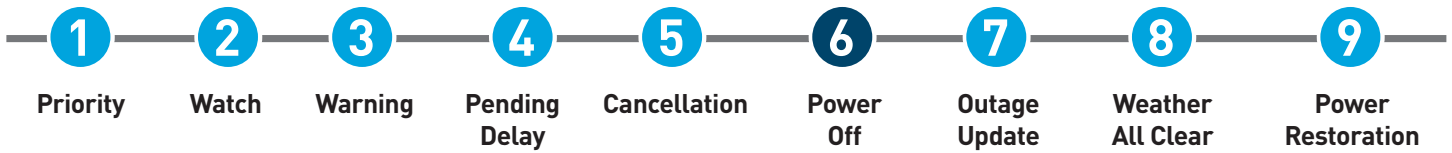
## EMAIL (SINGLE PREM) CONT.

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# General Customer



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS outage alert: Power is off

**EMAIL PREVIEW TEXT:** Power is off to help prevent wildfires.

### HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Outage update

To help prevent wildfires, the power's off at one or more of your locations. We apologize for the disruption and appreciate your patience. Crews will restore power as soon as it's safe to do so. Below, find the most current information we have on power restoration for each of your meter locations.

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

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

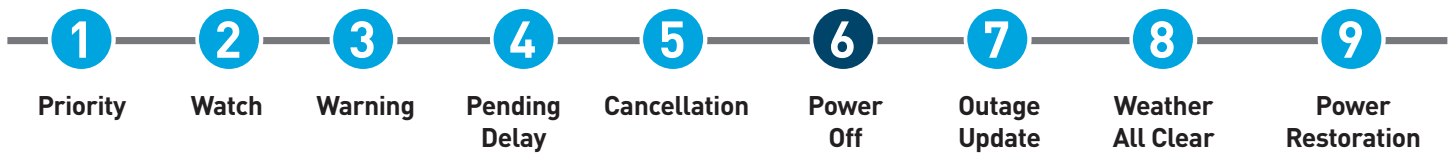
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

1.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.
2.	ADDRESS: [PREMISE ADDRESS, CITY, STATE, COUNTY] METER ID: [METER ID] SERVICE AGREEMENT: [SERVICE AGREEMENT ID] Factors such as weather and equipment damage can delay restoration time.

(Repeat for first 50 premises that would be affected).

Please plan for an extended outage. Weather forecasts change frequently. Outage Status is available 24/7 at [pge.com/outages](http://pge.com/outages) or by calling 1-800-743-5002. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

# General Customer



## EMAIL (MULTI PREM) CONT.

### RESOURCES TO HELP YOU PREPARE:

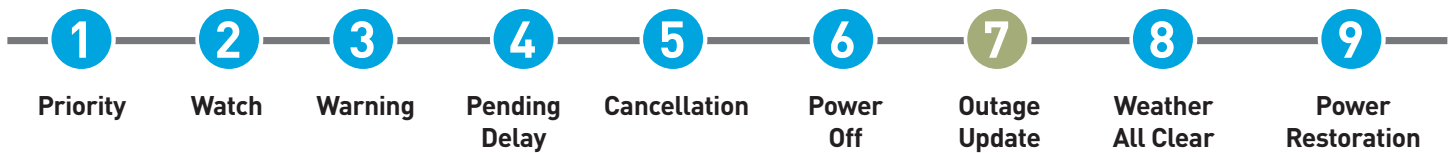
- [Resources for medical device users, assistive technology or independent living needs](#). You'll find information on continuous power, accessible transportation, hotel accommodations or food replacement options. You can also dial 211 to find resources available in your community.
- [View a list of community resource centers](#). These centers provide medical equipment and device charging, Wi-Fi, bottled water and snacks.
- [Find information on generator or portable battery rebates](#), plus generator safety tips.
- [Look up additional addresses that may be affected](#). View a general area map of the potential PSPS outage area.
- [Find outage tips](#), plus a sample emergency plan.
- [Learn more about Public Safety Power Shutoffs](#), including how the decision to shut off the power is made.
- [View the 7-day Public Safety Power Shutoff forecast](#).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report it immediately by calling 911.

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



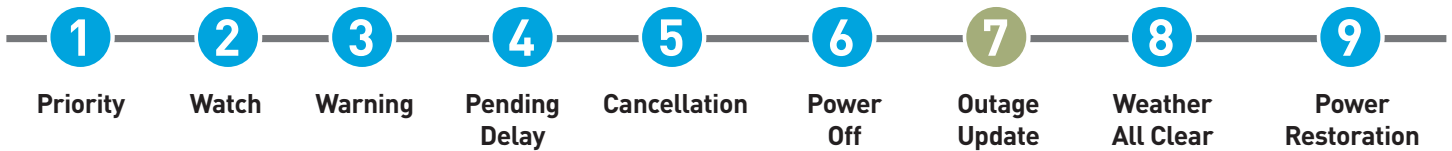
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Power remains off at your location at [ADDRESS] to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on weather conditions and equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Power remains off for [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Crews will restore power as soon as it is safe to do so. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. Restoration times may change depending on weather conditions and equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Dial 211 for medical, health, and safety support resources. We apologize for the disruption, and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [ADDRESS] to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support.

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Power remains off at [NUMBER of SPIDs FOR MULTI PREM] of your meters to help prevent a wildfire. Estimated restoration: [DATE] by [TIME] depending on weather & equipment damage. Meter list: [pge.bz/12345]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support.

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [မြန်မာ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage update

Power remains off at your location to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so.

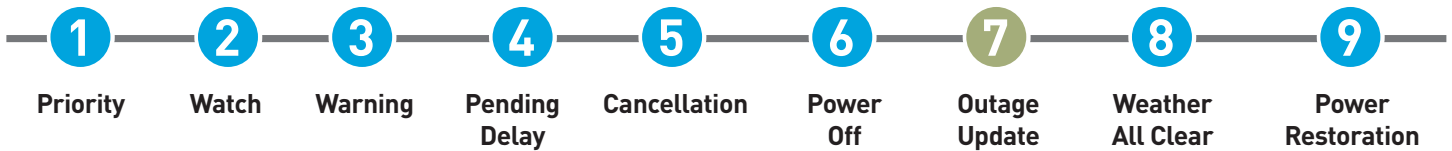
**ADDRESS:** [ADDRESS, CITY, STATE, COUNTY]

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

Restoration time may change depending on weather and equipment damage.

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES:

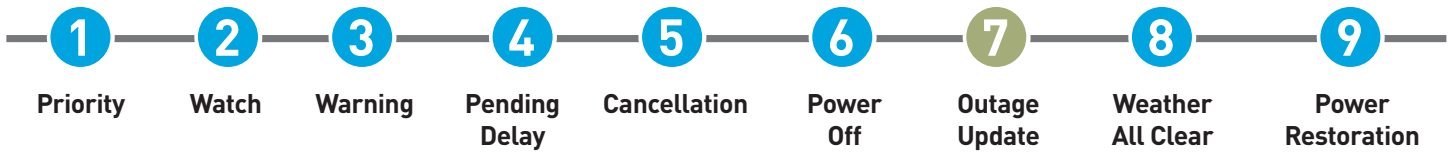
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Estimated restoration time

**HEADER LINKS:**

español 中文 tiếng việt Tagalog 한국어 русский язык Hmoob عربي پنجابی فارسی 日本語 ལྷོ་ཡི་ ໄທ Portuguese हिंदी

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Outage update

Power remains off at the locations below to help prevent a wildfire. We apologize for the disruption and we appreciate your patience. Crews will restore power as soon as it is safe to do so. Get the latest restoration information for each of your locations below.

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

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

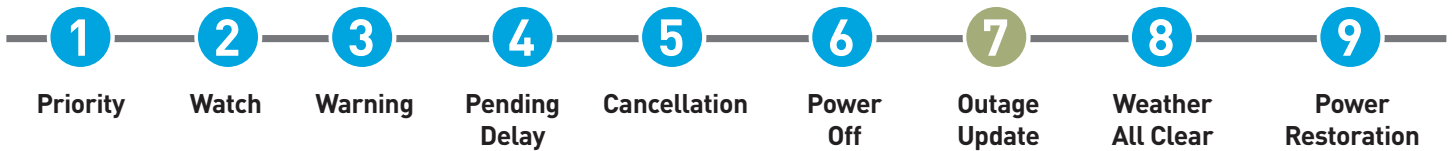
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected).

We recommend all customers plan for an extended outage. We will provide daily updates until your power has been restored. Weather forecasts change frequently. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://www.pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources.

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES:

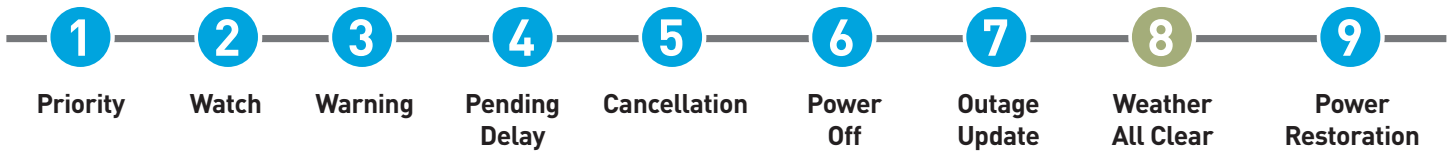
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



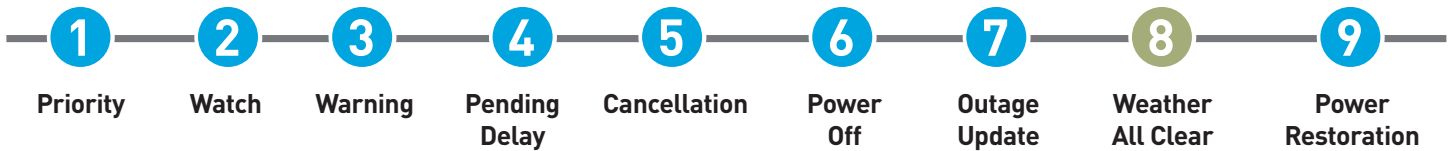
## PHONE/VOICE (SINGLE PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location [ADDRESS]. ESTIMATED RESTORATION TIME: [DAY] [DATE] by [TIME]. This restoration time may change depending on equipment damage. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling with a PSPS outage alert. To continue in English press 1. To replay this message at any time, press #. Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The estimated restoration time for [ADDRESS #1] is [DAY], [DATE] by [TIME]. The estimated restoration time for [ADDRESS #2] is [DAY], [DATE] by [TIME]. These restoration times may change depending on equipment damage. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](https://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information on Community Resource Centers, including medical device charging resources, food replacement and other support, [visit pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/disabilityandaging](https://pge.com/disabilityandaging). Dial 211 for medical, health, and safety support resources. We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

# All Customers



## TEXT (SINGLE PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power at [ADDRESS]. Est restoration: [DATE] by [TIME] depending on equipment damage. View current outage status [URL]. PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslinspect](https://pge.com/aslinspect).

## TEXT (MULTI PREM)

PG&E PSPS Outage Alert [SYSTEM DATE]: Weather has improved and crews are inspecting equipment to safely restore power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Est restoration: [DATE] by [TIME] depending on equipment damage. Meter list: [pge.bz/12345](https://pge.bz/12345). PSPS information, other languages & Community Resource Centers: [pge.com/pspsupdates](https://pge.com/pspsupdates). Call 211 for support needs. To view in ASL visit [pge.com/aslinspect](https://pge.com/aslinspect).

## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

[español](#) [中文](#) [tiếng việt](#) [Tagalog](#) [한국어](#) [русский язык](#) [Hmoob](#) [عربي](#) [ਪੰਜਾਬੀ](#) [فارسی](#) [日本語](#) [ខ្មែរ](#) [ไทย](#) [Português](#) [हिंदी](#)

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

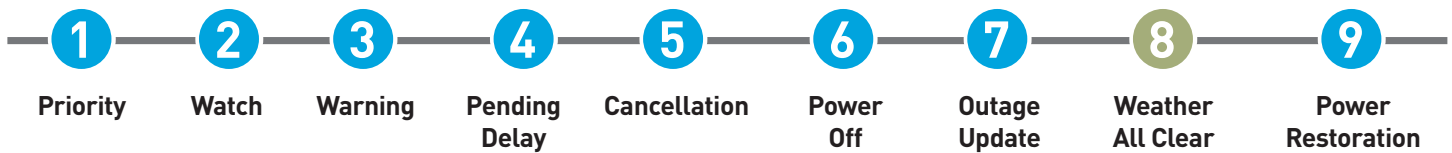
Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: [ADDRESS, CITY, STATE, COUNTY] to be fully restored by [DAY], [DATE] by [TIME] depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For current outage status visit [pge.com/outagestatus](https://pge.com/outagestatus). For more PPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](https://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [pge.com/aslinspect](https://pge.com/aslinspect).

# All Customers



## EMAIL (SINGLE PREM) CONT.

### ADDITIONAL RESOURCES:

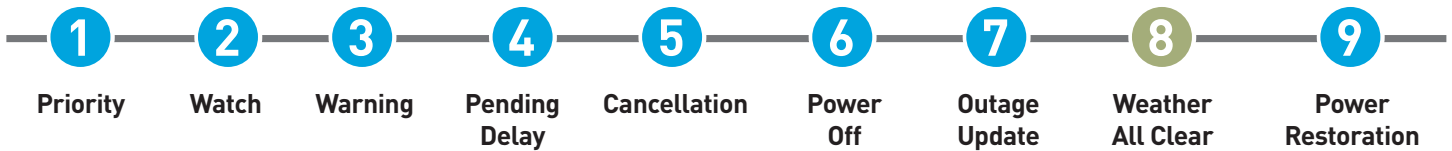
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Crews are inspecting equipment

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** PSPS Equipment Inspections

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

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

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

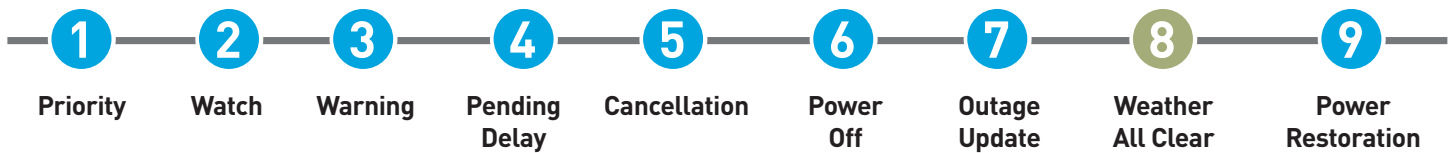
[VIEW ALL AFFECTED LOCATIONS/DOWNLOAD A LIST OF ALL AFFECTED LOCATIONS]

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

(Repeat for first 50 premises that would be affected).

We will provide daily updates until your power has been restored. For more PSPS information including Community Resource Centers and other support options, visit [pge.com/pspsupdates](http://pge.com/pspsupdates) or call 1-800-743-5002. Dial 211 for medical, health, and safety support resources. To view in ASL visit [pge.com/aslinspect](http://pge.com/aslinspect).

# All Customers



## EMAIL (MULTI PREM) CONT.

### ADDITIONAL RESOURCES:

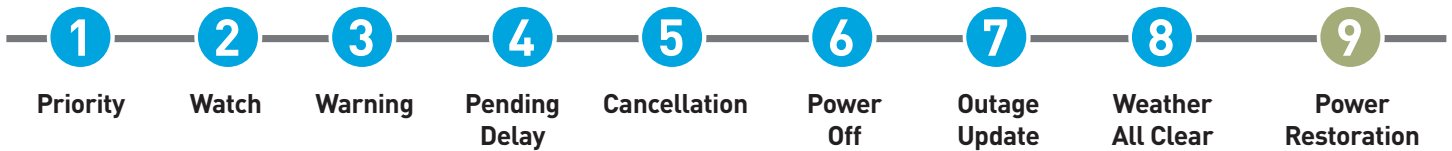
- Do you or someone in your household have a health condition where a loss of power could impact your safety or wellbeing? Additional help may be available at [pge.com/afn](https://pge.com/afn).
- To view city/county level information, including Community Resource Centers where you can charge devices, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).
- To look up additional addresses that may be affected, visit [pge.com/addresslookup](https://pge.com/addresslookup).
- To view a general area map of the potential outage area, visit [pge.com/pspsmaps](https://pge.com/pspsmaps).
- Get outage tips and a sample emergency plan at [pge.com/outageprep](https://pge.com/outageprep).
- For generator safety tips, visit [pge.com/generatorsafety](https://pge.com/generatorsafety).
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [pge.com/psps](https://pge.com/psps).
- For a 7-day Public Safety Power Shutoff forecast, visit [pge.com/pspsweather](https://pge.com/pspsweather).
- If you see a downed powerline, assume it is energized and extremely dangerous. Report immediately by calling 911.
- Valuable resources regarding PSPS information, Community Resource Centers, and other support options available to you. Please visit the following link: [pge.com/pspsupdates](https://pge.com/pspsupdates).

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## PHONE/VOICE (SINGLE PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power at [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. Thank you. Goodbye.

## PHONE/VOICE (MULTI PREM)

This is PG&E calling on [SYSTEM DAY, SYSTEM DATE] at [SYSTEM TIME] with a PSPS outage alert. To continue in English press 1. Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. The meters at the following addresses: [ADDRESS #], [ADDRESS #2], [ADDRESS #3] have been restored. Please get ready to write down the following information. To view details for all [NUMBER of SPIDs FOR MULTI PREM] of your affected meters, visit [pge.com/myaddresses](http://pge.com/myaddresses) and enter this phone number [XXX-XXX-XXXX] plus the following 4-digit PIN [ZZZZ] when prompted. To repeat how to get details for all of your affected meters, press \*. If your power is still out at any of these locations, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

We apologize for the disruption and we appreciate your patience. Press # to repeat this message. To repeat how to get details for all of your affected meters, press \*. Thank you. Goodbye.

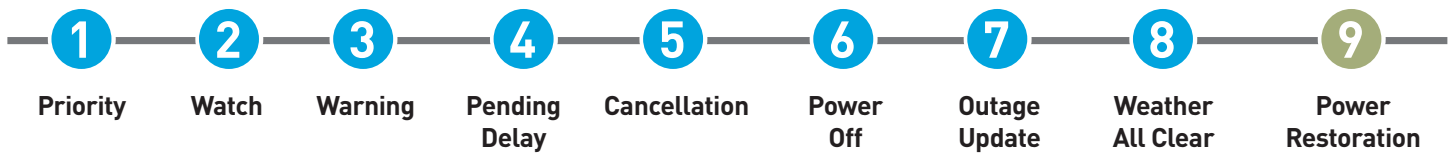
## TEXT (SINGLE PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power at your location, [ADDRESS]. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002. For other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates).

## TEXT (MULTI PREM)

PG&E PPS Outage Alert [SYSTEM DATE]: Crews have successfully restored power to [NUMBER of SPIDs FOR MULTI PREM] of your meters. Meter list: [pge.bz/12345](http://pge.bz/12345). For other languages: [pge.com/pspsupdates](http://pge.com/pspsupdates).

# All Customers



## EMAIL (SINGLE PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

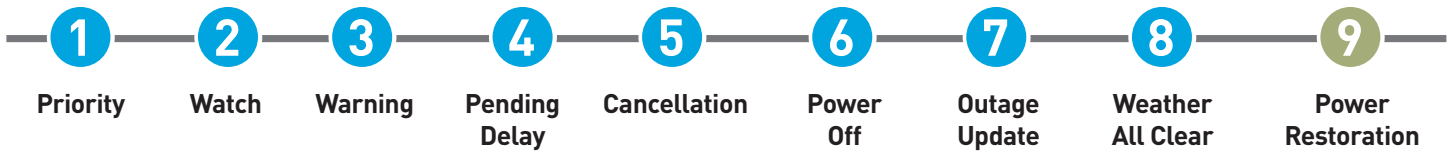
Crews have successfully restored power at: [ADDRESS, CITY, STATE, COUNTY]. We apologize for the disruption and we appreciate your patience. If your power is still out in this location, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# All Customers



## EMAIL (MULTI PREM)

**SUBJECT:** PSPS Outage Alert: Power restored

**HEADER LINKS:**

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

**HEADLINE:** Public Safety Power Shutoff

**SUBHEAD:** Power Restored

Crews have successfully restored power at the following locations:

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

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

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

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

(Repeat for first 50 premises that would be affected).

We apologize for the disruption and we appreciate your patience. If your power is still out, please visit [pge.com/outages](http://pge.com/outages) or call 1-800-743-5002.

Thank you,  
PG&E Customer Service

Message sent at [SYSTEM DATE, SYSTEM TIME]

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

# Agency Resources/Tools

## Newsletters, Websites, Nixle, Social Media, Common Alerting Protocol (CAP), In-Language Notifications

Included on the following pages are sample notifications that external parties can use to help communities prepare for, and stay informed during, PSPS events. These include:

- Newsletters and/or Websites Content
- Nixle
- Sample Social Media Posts
- PG&E Media and Social Media Overview
- Common Alerting Protocol (CAP) Message Templates
- In-Language Notifications

# Newsletter, Website, Nixle

## NEWSLETTERS & WEBSITES

If severe weather threatens a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff (PSPS). PG&E is asking all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

We share what we know about the weather and our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications via calls, texts and emails two days ahead, one day ahead, just before shutting off power, once power is turned off and daily until power is restored. Make sure PG&E has your current contact information by visiting [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the threat of wildfire and possible power outages at [pge.com/wildfiresafety](https://pge.com/wildfiresafety).

## NIXLE

PG&E Safety Notification: Forecasted weather conditions could cause power outages in your area. Prepare a plan. More info: [pge.com](https://pge.com) or 1-800-743-5002.

# Newsletter, Website, Nixle

## FACEBOOK & INSTAGRAM

Are you prepared for power outages? PG&E may need to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff. [@pacificgasandelectric](#) wants all of its electric customers to be prepared for these possible public safety power outages. For planning purposes, PG&E suggests customers prepare for multiple-day outages.

[@pacificgasandelectric](#) goal, dependent on weather, is to send customer notifications 48 hours in advance, 24 hours in advance and just prior to shutting off power. They will do so through automated calls, texts and emails. Make sure PG&E has your current contact information by visiting [pge.com/mywildfirealerts](#) or calling 1-866-743-6589. You can also find tips for evaluating your home and preparing an emergency plan to be ready for the growing threat of wildfire and possible power outages at [pge.com/wildfiresafety](#).

## X

[@PGE4Me](#) may turn off electricity for safety if severe weather threatens a portion of the electric system. This is called a Public Safety Power Shutoff. Visit [pge.com/wildfiresafety](#) for more info. #PSPS

[@PGE4Me](#) is asking customers to prepare for a possible Public Safety Power Shutoff due to severe weather conditions. Visit [pge.com/wildfiresafety](#) to learn more. #PSPS

[@PGE4Me](#) invites every electric customer to review preparedness tips at [pge.com/wildfiresafety](#) & learn more about its Public Safety Power Shutoff program. Even customers outside of a high fire-threat area could be impacted. #PSPS

[@PGE4Me](#) is will provide notice to customers in advance of a Public Safety Power Shutoff. To ensure you receive the notifications, visit [pge.com/mywildfirealerts](#) to update your contact information with PG&E. #PSPS

**Before, during and after a PSPS, PG&E posts information on Facebook, Instagram, X and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.**

# Newsletter, Website, Nixle

## NEXTDOOR

IMPORTANT SAFETY Notification: Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff. Portions of your community are estimated to be shut off beginning [DATE] between [TIME] and [TIME] on [DATE]. Estimated restoration for your area is on [DATE] by [TIME]. Actual shutoff and restoration times may be delayed depending on weather and equipment conditions. If these conditions persist, PG&E may need to turn off power in your neighborhood. If we do need to turn off power for safety, we will work to restore power as soon as it is safe to do so.

If you see a downed powerline, assume it is energized and extremely dangerous. Do not touch or try to move it — and keep children and animals away. Report downed powerlines immediately by calling 911.

Please have your emergency plan ready. For more information, visit [pge.com](https://www.pge.com) or call 1-800-PGE-5002.

**Before, during and after a PSPS, PG&E posts information on Facebook, Instagram, X and Nextdoor. Cities, counties and agencies are encouraged to repost information as it becomes available.**

# PG&E Media and Social Media Overview

## MEDIA ENGAGEMENT

During a PSPS, PG&E distributes daily news releases about weather conditions, Customer Resource Center (CRC) hours, infrastructure damages and restoration times. PG&E also engages multicultural media to inform the public in multiple languages. During a large PSPS, we also hold press conferences to help inform the public.

## SOCIAL MEDIA ENGAGEMENT

Before, during and after a PSPS, PG&E posts updates on Facebook, Nextdoor and X. Upon request, we can also provide the content of our customer notifications to share via city or county websites, Nixle and Reverse 911.

## SAMPLE POSTS

**Public Safety Power Shutoff  
ADVISORY**

We are providing emergency information this year in 16 languages.  
Aviso | 警告 | khuyến cáo | Рапнава | Уведомление | 주의보 | ការជូនដំណឹង | 勧告  
Tawm tswv yim | सलाह | تحذير | اعلامیه | परामर्श | ព័ត៌មានសុវត្ថិភាព

Find out the latest at our PSPS information hub: [pge.com/psps](https://pge.com/psps)

**Public Safety Power Shutoff Criteria**

We may need to turn off power during severe weather.

**PSPS CRITERIA**

- ✓ Low humidity levels
- ✓ Forecasted high winds
- ✓ Red Flag Warning
- ✓ Conditions of dry material on the ground
- ✓ On-the-ground, real-time observations

Find out the latest at our PSPS information hub: [pge.com/psps](https://pge.com/psps)

**Search the Address Lookup Tool  
To Find Out if You'll Be Impacted**

Search at [pge.com/addresslookup](https://pge.com/addresslookup) to see if a Public Safety Power Shutoff is being planned in your area.

Find out the latest at our PSPS information hub: [pge.com/psps](https://pge.com/psps)

**Public Safety Power Shutoff  
Restoration Process**

**ALL CLEAR**  
PG&E meteorologists issue the weather "all clear"

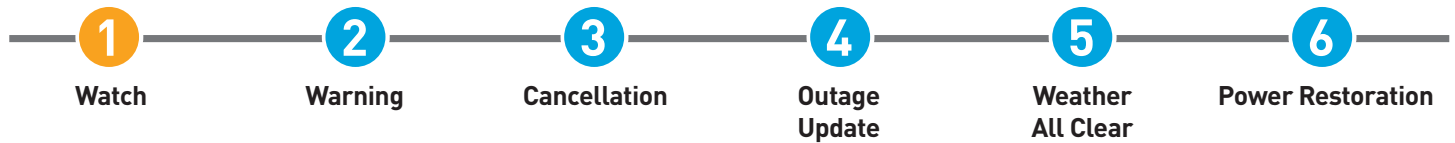
**PATROL**  
Crews inspect for weather-related damage to lines, poles and towers

**REPAIR**  
Crews repair equipment in areas where damage is found

**RESTORE**  
PG&E restores power when equipment is safe to energize

Find out the latest at our PSPS information hub: [pge.com/psps](https://pge.com/psps)

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E may determine it is necessary to turn off your electricity to prevent wildfires. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE BY TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at [pge.com/psps](https://pge.com/psps).

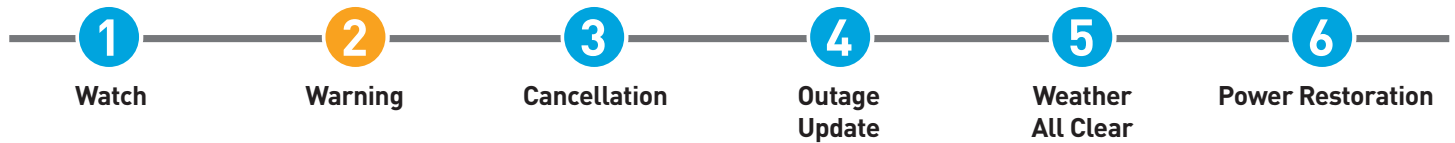
## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. PG&E has issued a Public Safety Power Shutoff Watch. Due to current forecasts, PG&E may turn off your electricity to prevent wildfires. Est. shutoff time [DATE/TIME]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness information available at [pge.com/psps](https://pge.com/psps).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will turn off power to prevent wildfire. Estimated shutoff time [TIME RANGE ON DATE]. Estimated restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

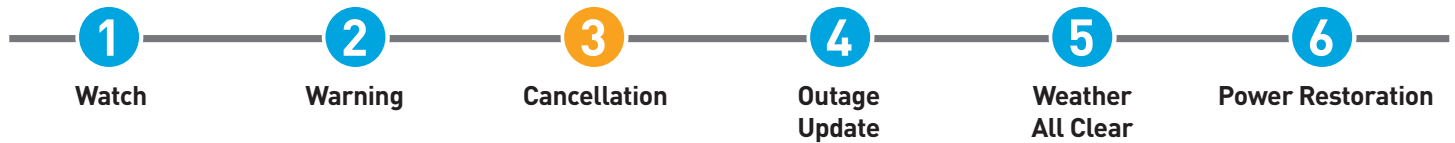
## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E may turn off your power to prevent wildfires. Est. shutoff time [TIME/DATE].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Due to current forecasts, PG&E has upgraded the Public Safety Power Shutoff to a Warning and will soon turn off power to prevent wildfire. Est. shutoff [TIME] on [DATE]. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, preparedness and event info available at [pge.com/pspsupdates](https://www.pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates).

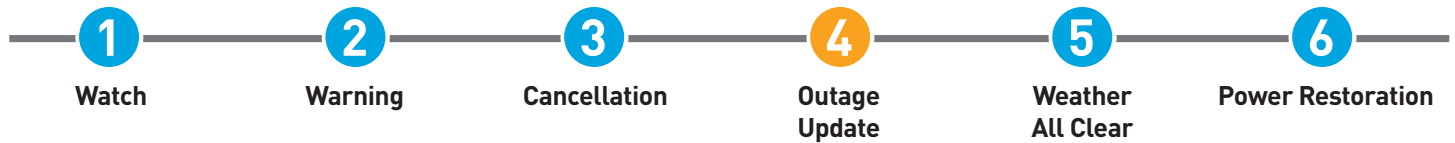
## WIRELESS EMERGENCY NOTIFICATION (WEA)

Forecasted weather conditions have improved, power will not be turned off in [TEXT FROM COUNTY CODE(S)].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Forecasted weather conditions have improved and PG&E will not be turning off power to prevent wildfires in [TEXT FROM COUNTY CODE(S)]. For more information visit [pge.com/pspsupdates](https://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Due to current weather forecasts, power remains off in your area to help prevent wildfires. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

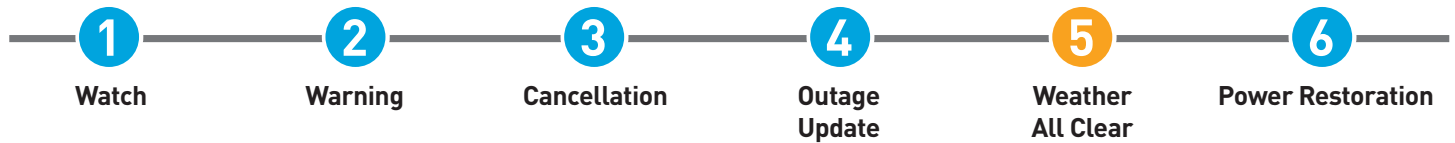
## WIRELESS EMERGENCY NOTIFICATION (WEA)

Power remains off in your area for safety. Est. restoration time [DATE/TIME].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power remains off in [TEXT FROM COUNTY CODE(S)] to help prevent a wildfire. Est. restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](https://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES/ AREAS: [TEXT FROM COUNTY CODE(S)] AT [DATE/TIME] ON [DATE/TIME] EFFECTIVE UNTIL [DATE/TIME]. Message from [TEXT OF SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly power can be safely restored. Estimated restoration [DATE/TIME]. Changes in weather can affect restoration times, more information available at [pge.com/pspsupdates](http://pge.com/pspsupdates).

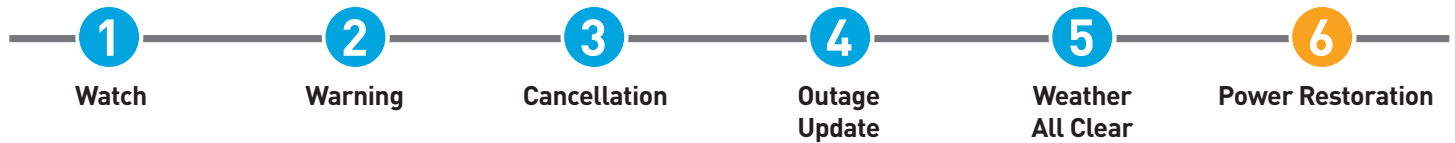
## WIRELESS EMERGENCY NOTIFICATION (WEA)

Weather conditions have improved in your area. Est. restoration [DATE/TIME].

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Weather conditions have improved and crews are inspecting equipment to determine how quickly we can safely restore power. Est. restoration [DATE/TIME]. Changes in weather can affect shutoff and restoration times, more information available at [pge.com/pspsupdates](http://pge.com/pspsupdates).

# Common Alerting Protocol (CAP) Messaging Templates



## EMERGENCY NOTIFICATION SYSTEM (EAS)

A CIVIL AUTHORITY HAS ISSUED A [TEXT FROM EVENT CODE] FOR THE FOLLOWING COUNTIES AREAS: [TEXT FROM COUNTY CODE(S)]. Message from [TEXT OF SENDER NAME]. PG&E crews have successfully restored power to all customers in your area. If your power is still out please visit [pge.com/outages](https://www.pge.com/outages) or call 1-800-743-5002.

## WIRELESS EMERGENCY NOTIFICATION (WEA)

PG&E has successfully restored in your area. Thank you for your patience.

## NOVA WEATHER RADIO (NWR)

THE FOLLOWING MESSAGE IS TRANSMITTED AT THE REQUEST OF THE [TEXT FROM SENDER NAME]. Power has successfully been restored to all customers in [TEXT FROM COUNTY CODE(S)]. If your power is still out please visit [pge.com/outages](https://www.pge.com/outages) or call 1-800-743-5002.

# In-Language Notifications

## OVERVIEW

Information on PSPS outages will be offered in 15 non-English languages, including: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese. You can choose to receive alerts in one of these languages at [pge.com/myalerts](https://pge.com/myalerts).

You can also call 1-866-743-6589 for translated support in more than 240+ languages. We also pre-record general notification messaging in American Sign Language to serve those who are deaf and hard of hearing.

There will be some variation in the overall customer experience of in-language notifications on two factors: (1) the specific languages for the automated phone call notifications and (2) if a language preference has been set by the customer.

	Language Preference Set by Customer			Language Preference Not Set by Customer		
	Language			Language		
	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese</li> <li>▪ Vietnamese</li> <li>▪ Tagalog</li> <li>▪ Russian</li> </ul>	<ul style="list-style-type: none"> <li>▪ Korean</li> <li>▪ Arabic</li> <li>▪ Punjabi</li> <li>▪ Farsi</li> <li>▪ Japanese</li> </ul>	<ul style="list-style-type: none"> <li>▪ Khmer</li> <li>▪ Hmong</li> <li>▪ Thai</li> <li>▪ Hindu</li> <li>▪ Portuguese</li> </ul>	<ul style="list-style-type: none"> <li>▪ Spanish</li> <li>▪ Chinese</li> <li>▪ Vietnamese</li> <li>▪ Tagalog</li> <li>▪ Russian</li> </ul>	<ul style="list-style-type: none"> <li>▪ Korean</li> <li>▪ Arabic</li> <li>▪ Punjabi</li> <li>▪ Farsi</li> <li>▪ Japanese</li> </ul>	<ul style="list-style-type: none"> <li>▪ Khmer</li> <li>▪ Hmong</li> <li>▪ Thai</li> <li>▪ Hindu</li> <li>▪ Portuguese</li> </ul>
<b>Automated Calls</b>	Receives in-language message that mirrors the English notification	See next section		Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages to listen <b>to in-language personalized notification (same as English version)</b>	Initial message provided in English. To continue in English customer must press 1 or will be provided prompts for other languages. Once language is selected, <b>general outage message will play with option to speak to agent or use in-language web content</b>	
<b>TEXT Texts</b>	Receives in-language message that mirrors the English notification	See next section		<b>Text message includes link to PG&amp;E's PSPS website where users can select their language</b> for translated PSPS event information	<b>Text message includes link to PG&amp;E's PSPS website where users can select their language</b> for translated PSPS event information	
<b>Emails</b>	Receives in-language message that mirrors the English notification	See next section		<b>Email message includes language icon in header of email for customers to select, which directs customers to</b> translated PSPS event information on PG&E's website	<b>Email message includes language icon in header of email for customers to select, which directs customers to</b> translated PSPS event information on PG&E's website	

# In-Language Notifications Continued

## WEBSITE

At [pge.com/pmps](https://pge.com/pmps), materials are translated in 15 non-English languages, including Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

## CALL CENTER

PG&E's call center providers translation services in 240+ languages, including 10 indigenous languages.

## INDIGENOUS LANGUAGE SUPPORT

PG&E is engaging with Community-Based Organizations (CBOs) and multi-cultural media organizations to provide translated communications in a variety of languages spoken by Indigenous communities that occupy significant roles in California's agricultural economy (e.g., Mixteco, Zapoteco). This includes outreach and preparedness messaging and/or PSPS event updates, such as providing Facebook Live updates, messages on radio stations serving indigenous communities, and/or community events/meetings.