



# Community Wildfire Safety Program Public Safety Power Shutoffs

November 2021

PG&E will not take any chances with customer safety. High winds can cause trees and debris to contact energized lines, damage our equipment and cause a wildfire. As a result, we may need to turn off power during severe weather conditions to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS).

California, Oregon and Washington, along with several other western states, continue to experience an increase in wildfire risk and a long wildfire season. Given this, PSPS outages continue to be a necessary tool for the safety of our customers.

## What factors determine when to turn off power?

As each weather situation is unique, we carefully review a combination of factors when deciding if power must be turned off. These factors include:



**Low humidity levels**, generally 30% and below



**A forecast of high winds**, above 19 miles per hour and gusts above 30-40 miles per hour



**A Red Flag Warning** declared by the National Weather Service



**Condition of dry material** on the ground and low moisture content of vegetation



**Real-time ground observations** from across the service territory

This year, our decision-making process has evolved to also account for the presence of trees tall enough to strike powerlines when determining if a PSPS is necessary.

## HOW WILL YOU FIND OUT ABOUT A PSPS?



**When possible, you will be notified** two days ahead, one day ahead and just prior to the shutoff by calls, texts or emails.

We will send notifications **daily until power is restored.**

Watch for notifications about potential PSPS outages from:

**CALLS**  
1-800-743-5002

**TEXTS**  
976-33

**EMAILS**  
[PGECustomerService@notifications.pge.com](mailto:PGECustomerService@notifications.pge.com)

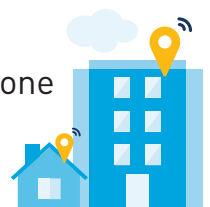
**Note:** It is important that Medical Baseline customers answer the phone and say "hello" or reply "1" to our texts. If you do not respond, we will attempt to notify you in person.

## NEW FOR 2021 | ADDRESS ALERTS

Sign up for addresses you care about, such as:

- ✓ Your work or business
- ✓ Your child's school or daycare
- ✓ The home of a friend or loved one

Visit [pge.com/addressalerts](https://pge.com/addressalerts)



For more information about our PSPS Program, visit [pge.com/psps](https://pge.com/psps).

For translated support in over 250 additional languages, please contact PG&E at 1-866-743-6589.

# Support for customers before, during and after PSPS outages

To reduce the impact of PSPS outages, we are listening to our customers and responding to feedback by providing more information and better resources. For the latest information, visit [pge.com/pspsupdates](https://pge.com/pspsupdates).



## BEFORE

### OUTAGE NOTIFICATIONS

Receive information up to two days before the shutoff

### LOCAL RESOURCES

Find PSPS support organizations in your community

### PORTABLE BATTERIES

See if you qualify for a free battery to power medical devices



## DURING

### COMMUNITY RESOURCE CENTERS

Find safe locations to charge your devices and get basic supplies

### MEAL REPLACEMENTS

Find information about participating food banks and food resources

### TRANSPORTATION/HOTEL ACCOMMODATIONS

Find support through local organizations if you have a critical power need



## AFTER

### RESTORATION UPDATES

Receive information about when to expect power to be back on

### ONGOING FOOD SUPPORT

Find information about food resources for three days after restoration

### PREPARE FOR THE NEXT PSPS

Restock your supply kit and update your emergency plan

## ADDITIONAL HELP FOR THOSE WITH MEDICAL OR INDEPENDENT LIVING NEEDS

- **MEDICAL BASELINE PROGRAM**  
Apply online to receive additional outreach at [pge.com/medicalbaseline](https://pge.com/medicalbaseline)
- **LOCAL SUPPORT** Make a plan with your local Disability Disaster Access and Resources center at [disabilitydisasteraccess.org](https://disabilitydisasteraccess.org)
- **ADDITIONAL RESOURCES** Find support and resources from local organizations for access and functional needs at [pge.com/disabilityandaging](https://pge.com/disabilityandaging)

## HOW CAN YOU PREPARE FOR A PSPS?

We know losing power disrupts lives. While we work nonstop to improve PSPS outages, here are a few things you can do to help prepare:

- ✓ Update your **contact information** at [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts)
- ✓ Create an **emergency action plan** at [safetyactioncenter.com](https://safetyactioncenter.com)
- ✓ Find out about **backup power options**, tips and retailers at [pge.com/backuppowers](https://pge.com/backuppowers)