

# Community Wildfire Safety Program

LIVERMORE VALLEY CHAMBER OF COMMERCE  
VIRTUAL BUSINESS ALLIANCE MEETING

October 7, 2020

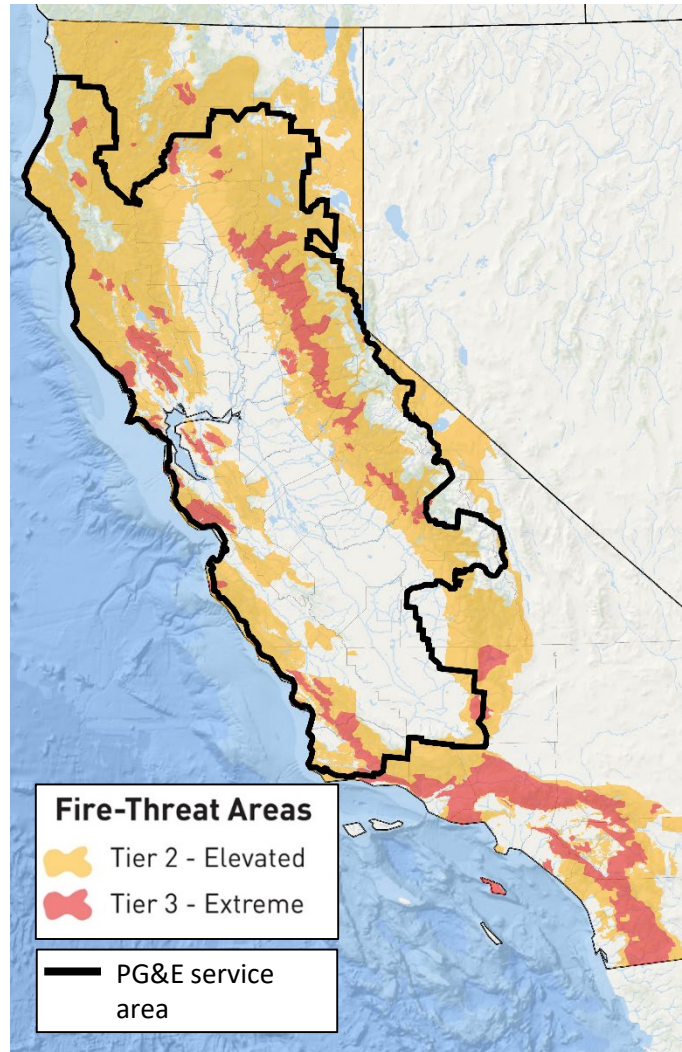


# Safety



We appreciate your participation during this challenging time and hope the following information is helpful in understanding how PG&E is working to reduce wildfire risk.

# Wildfire Risks Across PG&E's Service Area



Electric customers served

Electric customers in HFTD

Overhead distribution line miles

Overhead distribution line miles in HFTD

Overhead transmission miles

Overhead transmission miles in HFTD

**PG&E  
SYSTEM-WIDE**

**5.5M**

**505,600**

**81,000**

**25,500**

**18,200**

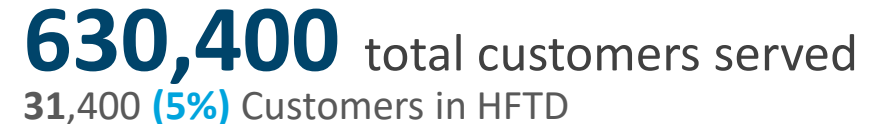
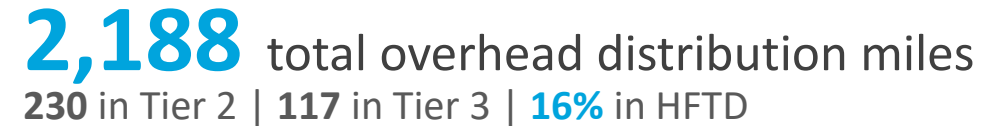
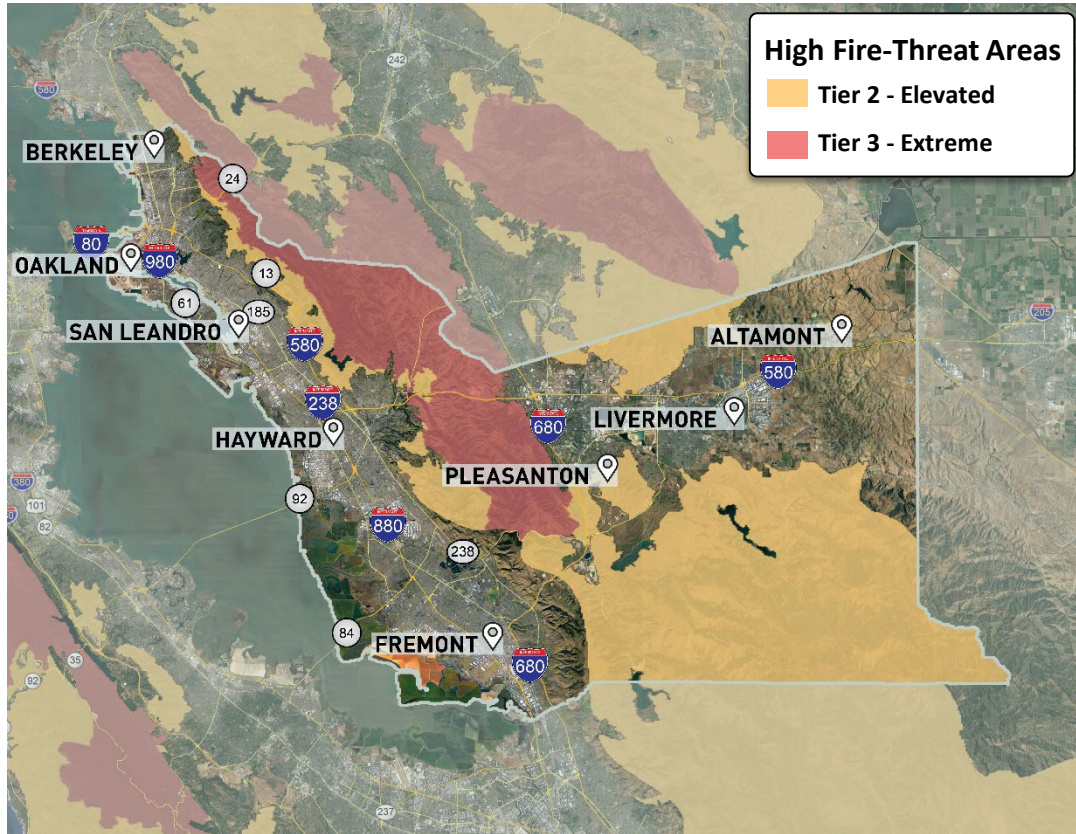
**5,500**

*Numbers are approximate*

The map can be accessed at: [cpuc.ca.gov/FireThreatMaps](https://cpuc.ca.gov/FireThreatMaps)

# CPUC High Fire-Threat District Map

## Alameda County



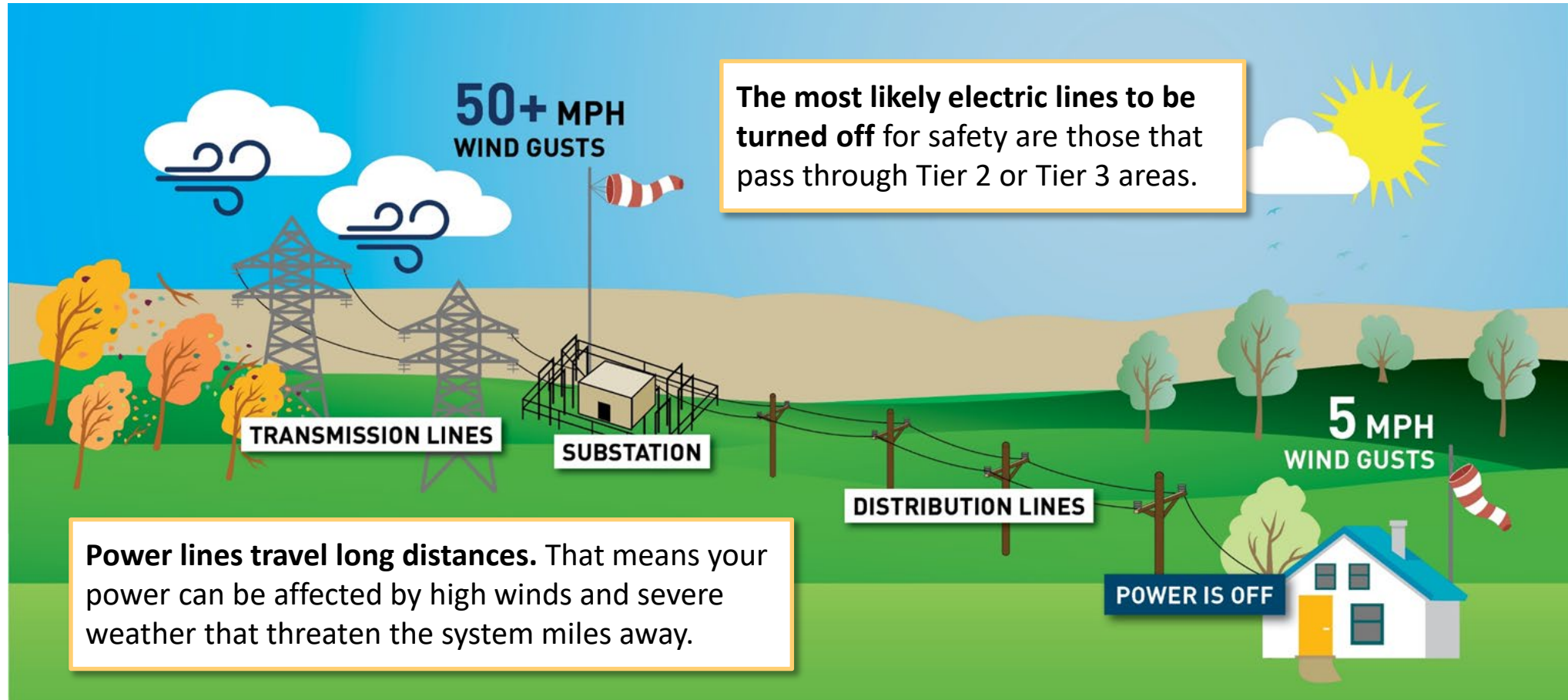


# CPUC High Fire-Threat District Map – City of Livermore



# What Is A Public Safety Power Shutoff?

We may need to turn off power during severe weather to prevent major wildfires. This is called a Public Safety Power Shutoff (PSPS).



**~172,000**  
Customers Affected

**50**  
CRCs Activated

**PSPS Affected Area**

**~65,000**  
Customers Affected

**29**  
CRCs Activated

PSPS Affected Area

**\*\*Data is preliminary. Final data review is underway and will be provided to the California Public Utilities Commission in a pending post-de-energization report.**

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# What Weather Could Lead To A PSPS?

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



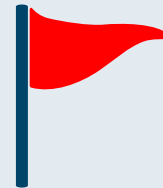
**LOW HUMIDITY LEVELS**  
generally 20% and below



**FORECASTED WINDS**  
above 25 mph and gusts  
above 45 mph



**CONDITION OF DRY MATERIAL**  
on the ground and live vegetation  
(e.g., moisture content)



**A RED FLAG WARNING**  
declared by the National  
Weather Service



**ON-THE-GROUND, REAL TIME OBSERVATIONS**



# Public Safety Power Shutoff 2020 Goals

## SMALLER

**33% FEWER**  
IMPACTED CUSTOMERS

- Secured over 450 megawatts of temporary generation to support substations and critical customers
- Added ~600 sectionalizing devices and line switches to limit the size of outages
- Increased weather model resolution for more precise events

Fewer Customers Impacted



## SHORTER

**50% FASTER**  
RESTORATION TIMES

- Secured 30 additional aircraft, for faster and around-the-clock patrols
- Using infrared equipment to enable night inspections
- Expanded mutual assistance program

Faster Inspections



## SMARTER

**BETTER COMMUNICATIONS, RESOURCES AND ASSISTANCE** BEFORE, DURING AND AFTER A PSPS EVENT

- Improved coordination with local agencies and critical service providers
- Improved and strengthened PSPS event website
- Enhanced customer notifications with more detailed information
- Coordinated county-specific and COVID-19 CRC plans
- Increased support for customers with Access and Functional Needs
- Using AI to improve data collection and analysis for better event management and situation reports
- Trained leadership and EOC staff in Standard Emergency Management System

Support for Customers and Communities





# Advance PSPS Notifications

We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about **when it's anticipated that the power will be shut off and restored.**

## Timing of Notifications (when possible)



### PG&E ACCOUNT HOLDERS

We will send customers notifications through automated calls, texts and emails.

Updating contact information is encouraged.

**CALL: 866-743-6589**

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



### ZIP CODE ALERTS

Non-PG&E account holders can receive event notifications by ZIP Code through automated calls, texts and emails.

**CALL: 877-9000-PGE**

**TEXT: ENROLL to 97633**

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



### MEDIA AND SOCIAL MEDIA

We will keep local news, radio outlets and social media outlets informed and updated.



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



### BUSINESSES AND MASTER METER

We encourage businesses and master meter account holders to create a regularly-updated contact roster and share PSPS notifications with their contacts when they are received.

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

# CRC Locations – Alameda County

PG&E adapted our approach to CRCs to reflect appropriate COVID-19 public health considerations.

Our goal is to work together to identify and secure multiple CRC locations within each county/tribe in our service area.

## Proposed CRC Locations

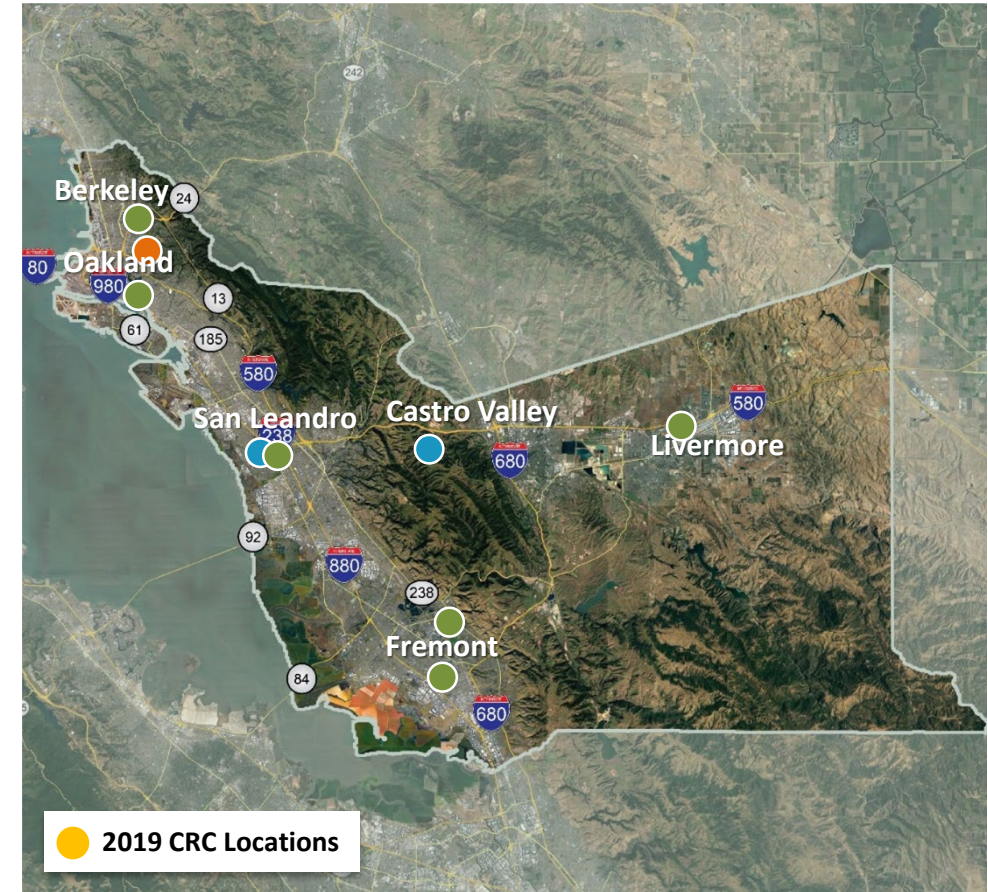
## Status/Notes

1	San Leandro Main Library, San Leandro	In progress; In permitting
2	Castro Valley Library, Castro Valley	In progress; In license negotiations
3	TBD, Berkeley or Oakland	In progress; Identifying location
4	UC Berkeley, Berkeley	Agreement in place
5	Costco Wholesale, Fremont	Agreement in place
6	Costco Wholesale, Livermore	Agreement in place
7	Merritt College, Oakland	Agreement in place
8	Central Park, Fremont	Agreement in place
9	Formosan United Methodist Church, San Leandro	Agreement in place

■ Indoor Site  
(County Recommended)

■ Indoor Site  
(Not County Recommended)

■ Outdoor Site



Locations are activated as needed, depending on event scope and potential customer impacts. **During a PSPS event, the locations are made available on [pge.com/pspsupdates](https://www.pge.com/pspsupdates) and via social media, local news and radio.**



# Sectionalizing The Electric Grid – Alameda County



**We have installed new sectionalizing devices throughout our service territory** that separate the grid into smaller parts to reduce the number of customers affected during a Public safety Power Shutoff event.

**A sectionalizing device can turn off power to a targeted section of the grid,** keeping the electricity on for customers outside the impacted area.



**2020 TARGET**

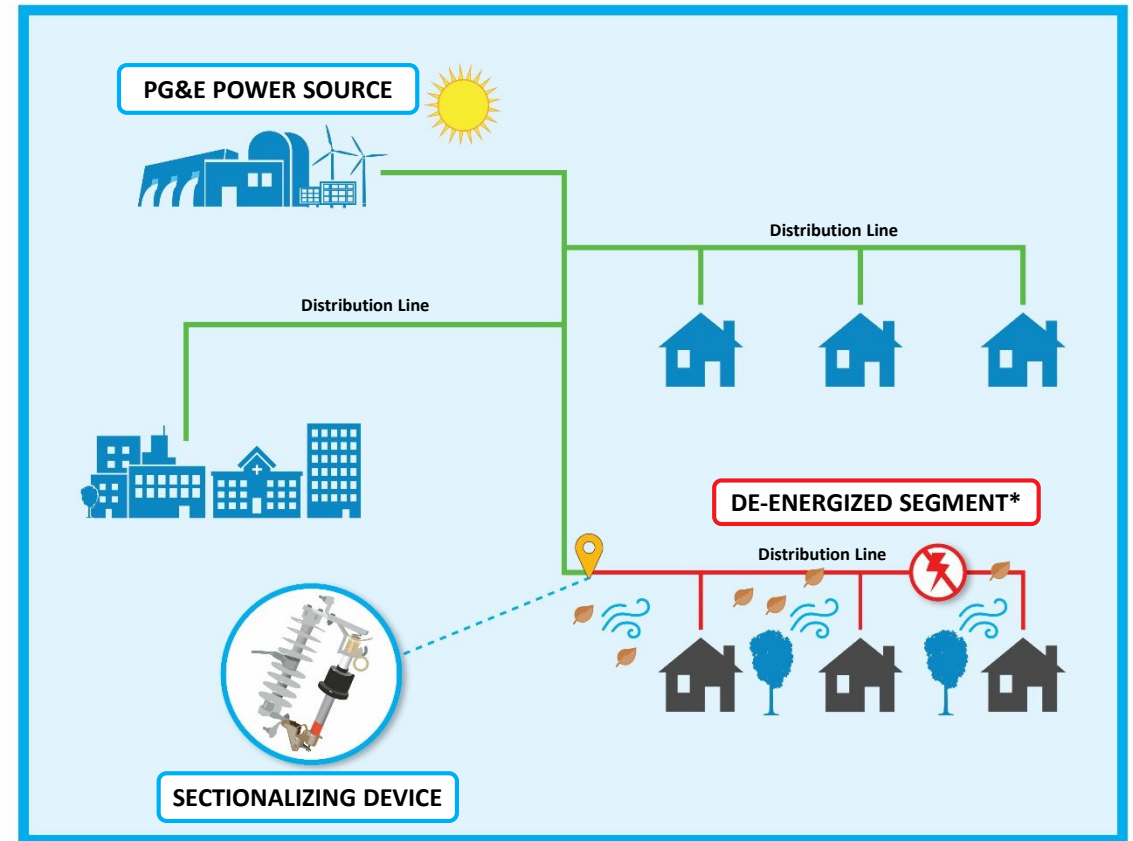
**35 DEVICES**



**2020 PROGRESS**

**46 DEVICES**

\*Power may be shut off due to weather, debris or other factors that may threaten our electric system.



KEY: — Interrupted Service — Un-Interrupted Service



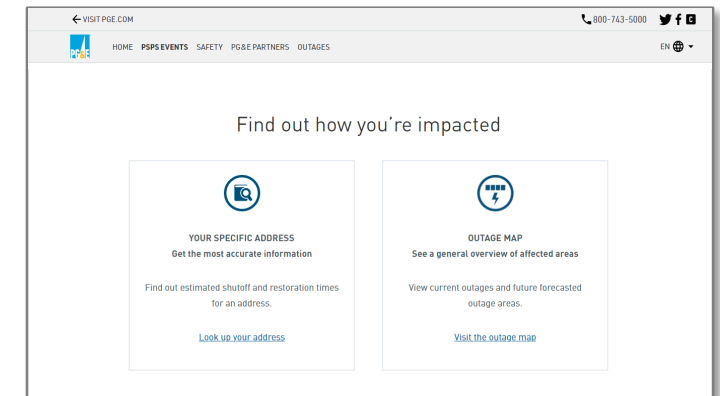


**We immediately upgraded our website to serve higher levels of traffic during a PSPS event following the October 2019 PSPS event and website failure.**



**Built a new stand-alone, cloud-based website specifically for emergencies**

- **Automatically redirecting traffic**
- **Developing an “all-in-one” map**
- **Improved the website to accommodate lower bandwidth**
- **Simpler language and layouts**
- **Faster upload of information**
- **Fully multilingual-translated content with ADA accessibility**



# Where To Go For Additional Information



## STAY UP TO DATE DURING A PSPS EVENT

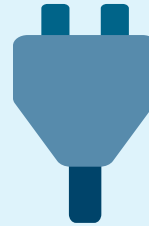
[pge.com/PSPSupdates](https://pge.com/PSPSupdates)



### WEATHER AND PSPS FORECASTING

Live weather information, a 7-day PSPS potential lookahead and images from PG&E's high-definition cameras deployed in high fire-threat areas.

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



### BACKUP POWER

Information on backup power options, safety tips, financing options, a marketplace to search major backup power retailers and more.

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



### SAFETY ACTION CENTER

Information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.

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



### PREPARING FOR OUTAGES

Tips for making a safety plan, building an emergency kit, planning for medical needs and more.

[prepareforpowerdown.com](https://prepareforpowerdown.com)

# Thank You

Please direct customers with questions to:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **pge.com/wildfiresafety**






# Appendix





# Other Safety-Related Outages

**PG&E customers may experience unplanned outages for different safety reasons.**

	Rotating Outages	Emergency Repairs	Active Wildfires	Public Safety Power Shutoff
<b>Why Power is Shut Off?</b> 	<p>The state's grid operator, the California Independent System Operator (CAISO), determines there is <b>insufficient energy supply vs customer demand, generally due to statewide extreme heat events.</b></p>	<p><b>Electric equipment may be damaged by extreme heat, lightning or other damage.</b> Lines are de-energized while crews safely make repairs.</p>	<p>CAL FIRE or other fire agencies <b>request a shutoff during an active wildfire for the safety of the public or first responders.</b></p> <p>Wildfires can also burn into and damage electric equipment.</p>	<p>Power is shut off for public safety during <b>severe weather that includes a high fire risk:</b></p> <ul style="list-style-type: none"> <li>▪ Strong winds</li> <li>▪ Dry vegetation</li> <li>▪ Low humidity</li> <li>▪ Crew observations</li> </ul>
<b>How Will We Inform Customers?</b> 	<p><b>Where possible, advanced notification / Updates during outages</b></p> <ul style="list-style-type: none"> <li>▪ Phone calls*</li> <li>▪ Emails</li> <li>▪ Texts</li> <li>▪ Social media</li> <li>▪ News releases</li> <li>▪ Local/Tribal gov outreach</li> </ul>	<p><b>Updates after or during outages</b></p> <ul style="list-style-type: none"> <li>▪ Phone calls</li> <li>▪ Texts</li> <li>▪ Emails</li> </ul>	<p><b>Updates after or during outages</b></p> <ul style="list-style-type: none"> <li>▪ Phone calls</li> <li>▪ Texts</li> <li>▪ Emails</li> </ul>	<p><b>Advanced notification / Updates during outages</b></p> <ul style="list-style-type: none"> <li>▪ Phone calls*</li> <li>▪ Emails</li> <li>▪ Texts</li> <li>▪ Social media</li> <li>▪ News releases</li> <li>▪ Local/Tribal government outreach</li> <li>▪ CBO** outreach</li> </ul>
<b>Who Makes the Decision?</b> 	<p><b>CAISO, the state's grid operator</b></p>	<p><b>No single party or agency. Damage can impact the system at any time.</b></p>	<p><b>CAL FIRE or first responder agencies</b></p>	<p><b>PG&amp;E</b></p>

\*Via interactive voice recordings (IVRs)

\*\*Community-based organization

*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

# Additional Support For People With Disabilities And Older Adults

**PG&E is working with the California Foundation for Independent Living Centers (CFILC) to fund resources to help prepare for disasters and extended power outages.**



## Resources include:



Portable backup power



Emergency preparedness assistance



Accessible transportation



Hotel vouchers and food stipends



Medical Baseline application assistance



**Application Process:** The CFILC will determine who qualifies for resources. Medical needs and income will be taken into account.

Applications are available online or at Independent Living Centers (ILCs) and will be accepted at regional ILC locations.

[cfilc.org](http://cfilc.org)

[disabilitydisasteraccess.org](http://disabilitydisasteraccess.org)

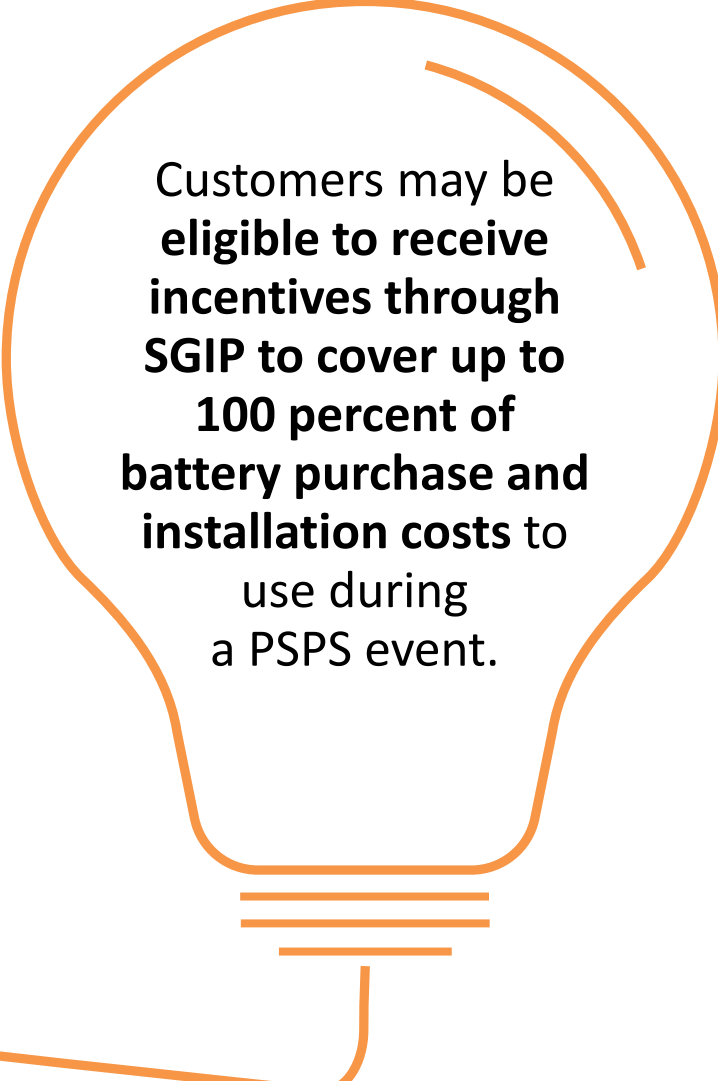


In an effort to support customers who depend on power for medical and independent living needs, we will:

- Provide **PSPS event specific resources** at [pge.com/afn](http://pge.com/afn)
- Publish **press releases** and **air radio advertisements**
- **Leverage our network of CBOs**

**Coordination of resources takes time.** Individuals are encouraged to engage with their local ILC and plan before a PSPS event is imminent.

# Self-Generation Incentive Program (SGIP)



Customers may be **eligible to receive incentives through SGIP to cover up to 100 percent of battery purchase and installation costs** to use during a PSPS event.



Incentives for this program are available based on **income, medical needs and the likelihood of potential PSPS events** in their area.



Certain customers may be eligible to receive up to **100 percent** of battery purchase and installation costs from the CPUC if they:

- Live in a high fire-threat area
- **Are Medical Baseline customers** who rely on electricity for **critical life-sustaining equipment**
- Live in a **qualified community**
- Have experienced **multiple PSPS events**

For more information and to apply for SGIP incentives, customers are encouraged to visit [pge.com/pspsbattery](https://pge.com/pspsbattery).

**The Safety Action Center** contains helpful information about wildfire risks and **what customers can do before, during and after an emergency to keep their home, family or business safe.**

**Resources on the website include:**

- ✓ Tips on how to **create an emergency plan**
- ✓ **Emergency preparedness guides and videos**
- ✓ Links to the statewide **Power of Being Prepared campaign** and **other resources**

The content is **social media-friendly** to encourage sharing and is **available in Spanish and Chinese.**



Make sure we can reach you in an emergency.



Tips to prepare for a power shutoff.



Emergency planning tips for people who rely on electric or battery dependent medical devices.



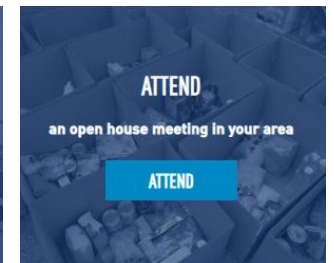
Do you have a medical need for electricity?



Prepare an emergency kit with these six easy steps.



Have you considered a backup power option for your home?



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

