

Community Wildfire Safety Program

September 22, 2021



Safety

General Safety Tips



Identify two exit routes from your current work area in the event of a fire or other emergency.

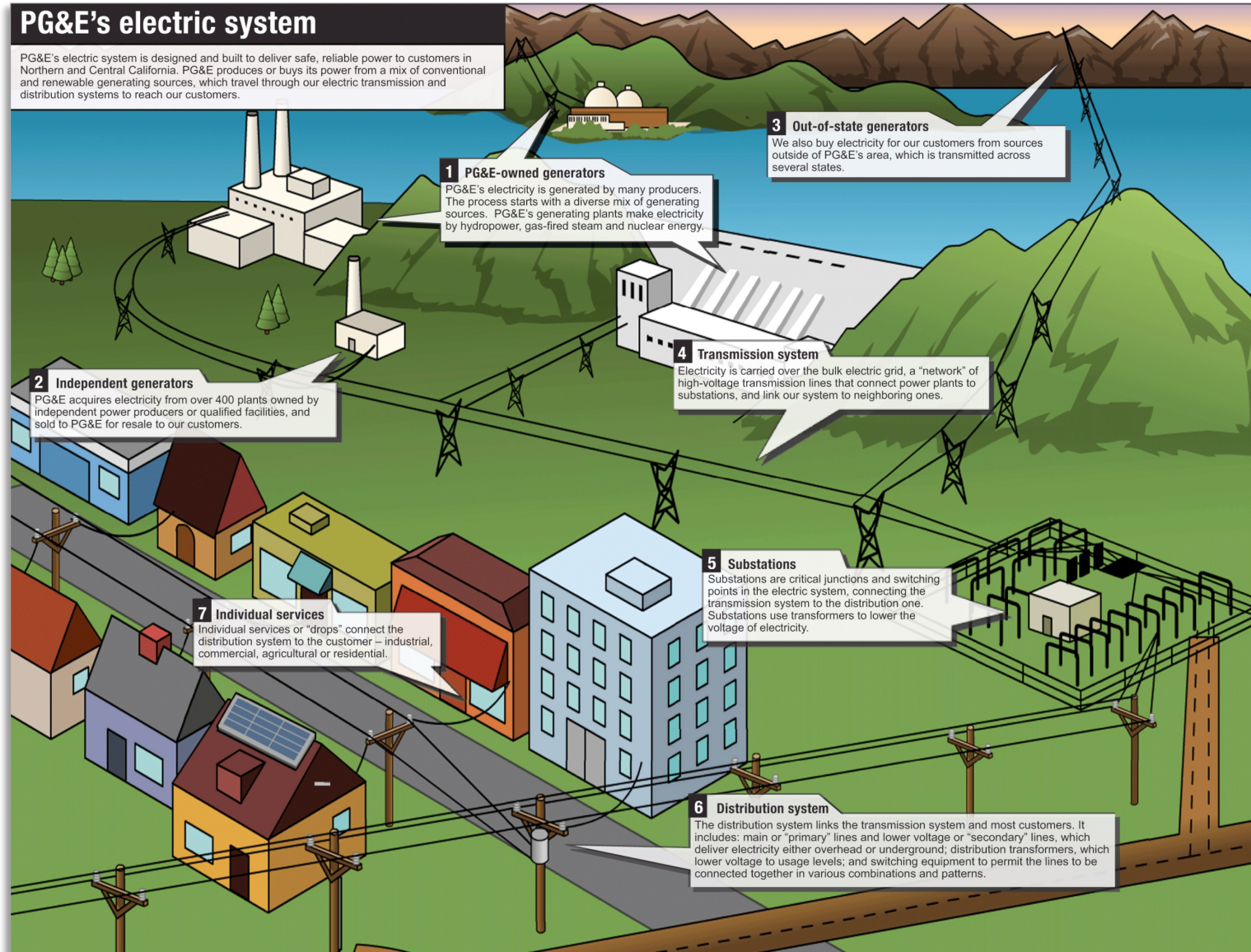


“Drop, cover and hold” in the event of an earthquake.



Notify emergency services if you are in danger. You can also ask for help by putting a message in the chat function of this meeting.

The Power Path – PG&E's Electric System



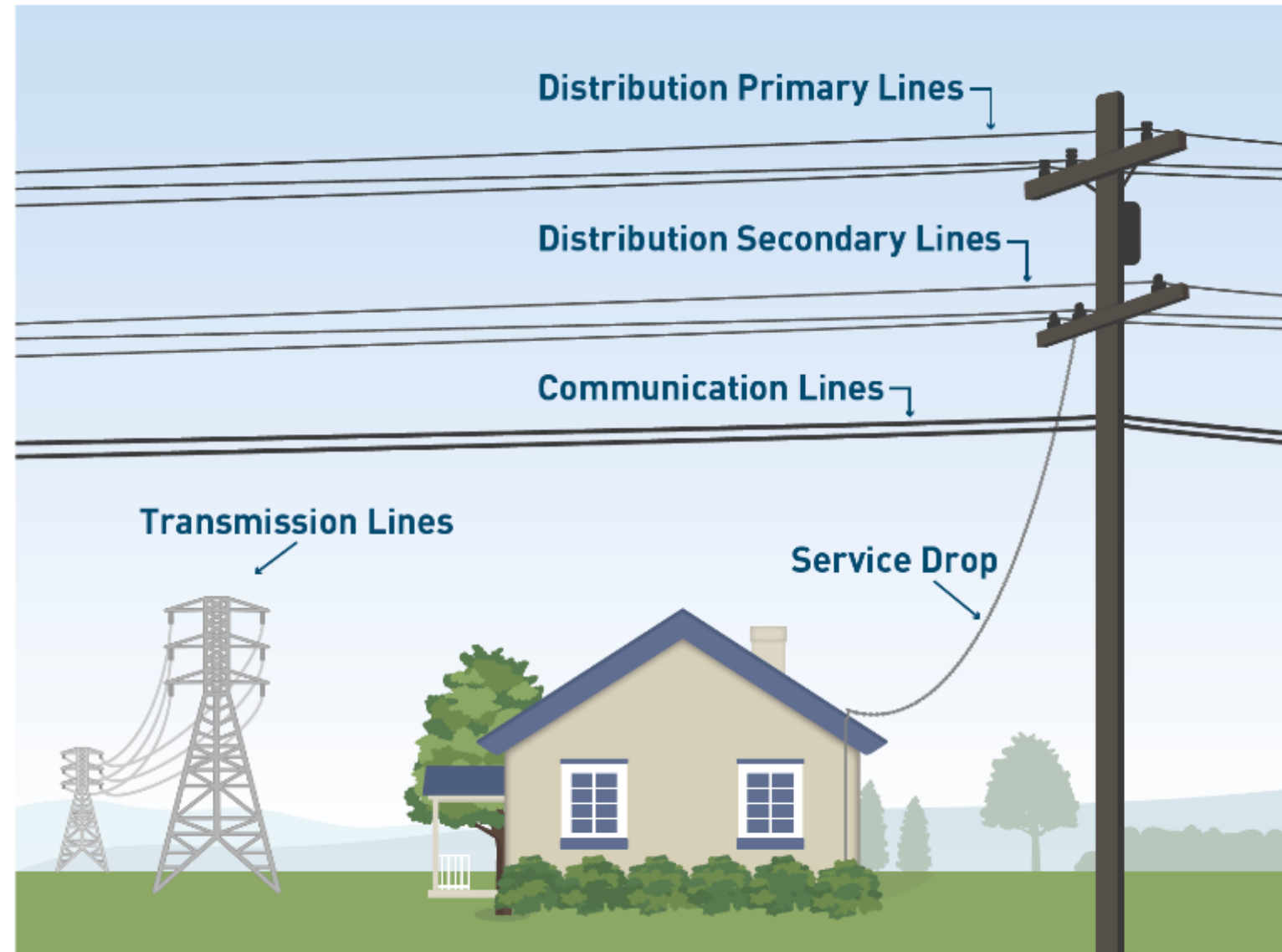
Know Your Powerlines

Get to know the different types of overhead lines that may be visible in your neighborhood.

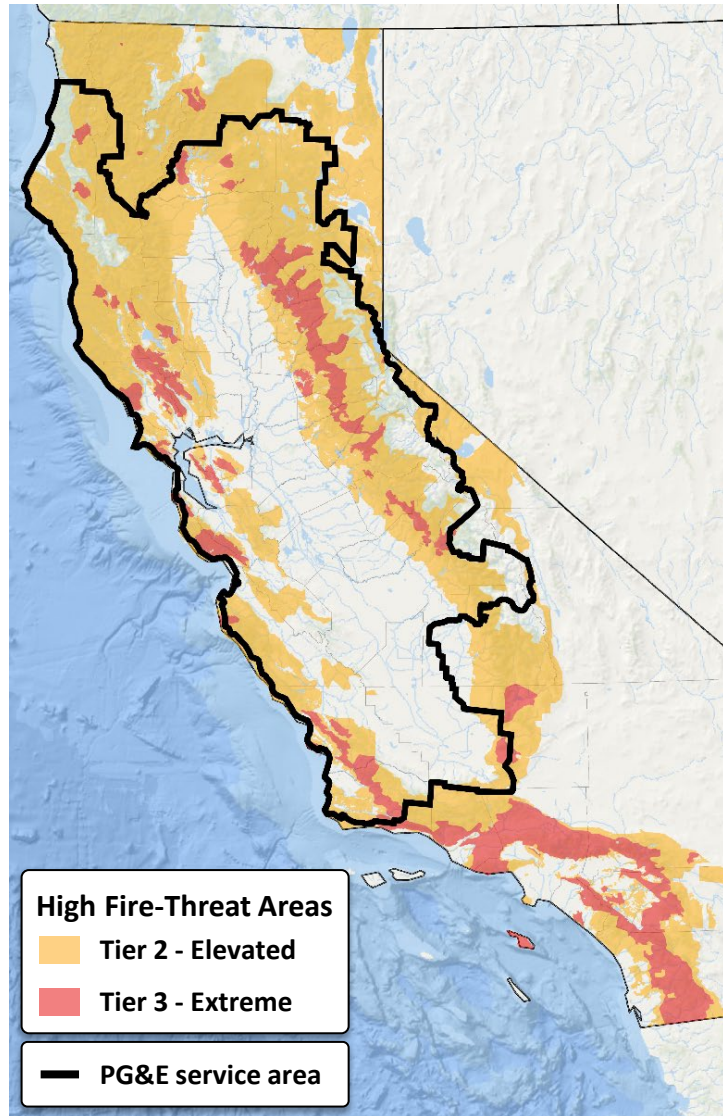
Vegetation clearance requirements and tree work vary depending on the type of overhead line and equipment.

Distribution primary lines deliver electricity into local neighborhoods while distribution secondary lines carry electricity directly to customer homes or businesses through connected service drops.

Transmission lines transport high-voltage electricity and typically serve entire cities and towns.






Wildfire Risks Across PG&E's Service Area



Source: California Public Utilities Commission

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

	PG&E SYSTEMWIDE	HIGH FIRE-THREAT DISTRICTS (HFTD)
 Electric customers served	5.5M	500,000
 Overhead distribution line miles	81,000	25,500
 Overhead transmission line miles	18,200	5,500

Numbers are approximate

The map can be accessed at:

ia.cpuc.ca.gov/FireMap

Community Wildfire Safety Program



REDUCE WILDFIRE POTENTIAL

- Asset inspection and repair
- Enhanced vegetation management (EVM)
- System hardening
- Targeted device replacement
- Public Safety Power Shutoffs (PSPS)



IMPROVE SITUATIONAL AWARENESS

- Wildfire Safety Operations Center
- Weather stations
- High-definition cameras
- Meteorology
- Satellite detection
- Bolster field-based wildfire expertise for program validation



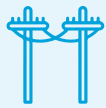
REDUCE IMPACTS OF PSPS

- Focus on areas of highest risk
- Continuously improve based on feedback and past experience
- Further expand our ongoing coordination with and support for customers and communities
- Enhanced microgrid capability

What's New in 2021

We are continuing to harden our electric grid to reduce wildfire risks, working nonstop to lessen the impact of Public Safety Power Shutoffs (PSPS) and providing more resources to customers and communities before, during and after a PSPS.

REDUCING WILDFIRE RISKS



System hardening on:

180
CIRCUIT
MILES



Tracking
conditions with:

300
NEW WEATHER
STATIONS



Enhanced vegetation
management on:

1,800
HIGH-RISK
CIRCUIT MILES



Monitoring
for wildfires with:

135
NEW HIGH-DEF
CAMERAS

REDUCING PSPS IMPACTS



Limiting the number of customers impacted by installing **275+** additional distribution sectionalizing devices and transmission switches



Weather modeling improvements and **5 days** of forecast data



Helping to keep the power on with **10** substations prepared for temporary generation and **5** additional microgrids constructed to power key community resources

SUPPORTING CUSTOMERS AND COMMUNITIES



Customer notifications in **16 languages** and **new Address Alerts** to keep informed about any address



~**5,550 batteries** available, covering all interested income qualified Medical Baseline customers in high fire-threat areas



Targeting **additional ADA-accessible Community Resource Center** sites



Meal replacement options for customers in **46 counties**



Targeting **additional partnerships** with Community-Based Organizations to support customers with Access and Functional Needs

What is a Public Safety Power Shutoff?

Safety is our most important responsibility. That is why we may need to turn off power as a last resort to prevent wildfires during severe weather conditions.

High winds and dangerous conditions can cause branches and debris to contact energized power lines.

This could damage our equipment and cause a wildfire.



To prevent such fires, we may need to turn off power.

This is called a **Public Safety Power Shutoff (PSPS)**.



Once severe weather has passed, we will inspect the system and repair any damage.



Once inspections and any repairs are complete, power is restored.



What Conditions Could Lead to a PSPS?

We carefully review a combination of factors when deciding if power must be turned off for safety. These factors include:



Low humidity levels generally 30% and below



Forecasted high winds above 19 mph and gusts above 30-40 mph



A Red Flag Warning issued by the National Weather Service



Condition of dry material on the ground and vegetation near lines



On-the-ground, real-time observations

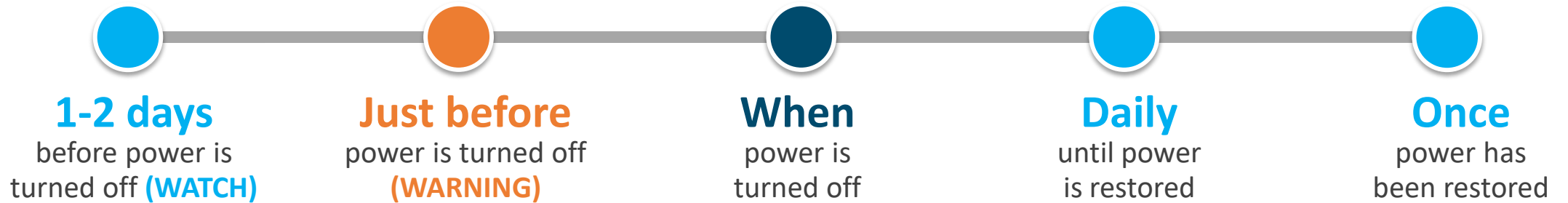


This year, our decision-making process is evolving to also account for the presence of trees tall enough to strike power lines when determining if a PSPS event is necessary.

How Will Customers be Notified?

When severe weather is forecast, we provide advance notice prior to turning off power and updates until power is restored.

Timing of Notifications (when possible)



Notifications sent via automated calls, texts and emails.

We will also use [pge.com](https://www.pge.com), social media and will inform local news and radio.



@pacificgasandelectric



@PGE4Me



@pacificgasandelectric

New for 2021 | Address Alerts

Receive PSPS notifications, available in multiple languages, for any location, such as:

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



Enroll at: [pge.com/addressalerts](https://www.pge.com/addressalerts)

Medical Baseline Program

Our Medical Baseline Program is an assistance program for customers who need energy for certain medical conditions.

Assistance offered through this program:

- **Additional monthly allotment of energy** at a lower rate
- **Extra notifications** in advance of a Public Safety Power Shutoff outage, including in-person doorbell rings by a PG&E representative if positive contact has not been made

Examples of Qualifying Medical Conditions:

- Asthma/Sleep Apnea
- Respirators
- Multiple Sclerosis
- Special Heating/Cooling Needs
- IPPB/CPAP Machines
- Hemodialysis Machine



Apply and find a complete list of qualifying medical conditions and devices at: pge.com/medicalbaseline or call 1-800-743-5000

NEED EXTRA HELP BUT DON'T QUALIFY FOR MEDICAL BASELINE?

Self-certify for Vulnerable Customer status at: pge.com/vcstatus



How to Apply for the Medical Baseline Program



Apply Online

Visit our Medical Baseline Program website to submit an application: pge.com/medicalbaseline

DOCTORS PORTAL

Qualifying medical practitioners can digitally confirm the Medical Baseline applicants meet the program qualifications



Apply By Mail

Download an application from the Medical Baseline Program website or call 1-800-743-5000 for PG&E to mail you an application

MAIL TO:

PG&E
Attention: Medical Baseline
P.O. Box 8329
Stockton, CA 95208

Additional Support For Access and Functional Needs Customers

CBO	RESOURCES PROVIDED
CFILC (Disability Disaster Access and Resources Program)	<ul style="list-style-type: none"> ▪ Portable back up power ▪ Accessible transportation ▪ Coordination of lodging & associated food stipends as needed ▪ Medical baseline application assistance ▪ Emergency preparedness assistance
Meals on Wheels	<ul style="list-style-type: none"> ▪ Additional meal provided to each senior served during PSPS events ▪ Shelf stable food or additional hot meal will be provided in lieu of frozen meal option ▪ Seniors must sign up ahead of time and be qualified for MOW ▪ \$15 reimbursement to MOW per senior served per day
Food Banks	<ul style="list-style-type: none"> ▪ Food replacement option covers a family of 4 for 1 week ▪ No qualifications or pre-enrollment to receive benefit ▪ \$40 reimbursement to Food Bank per box provided during PSPS event + 3 days following
Other Food Resources	<ul style="list-style-type: none"> ▪ Family Resource Centers- \$25/per person (up to 5 or max \$125) grocery gift card ▪ Food For Thought- Grocery Bag covers individual for 1 week (3 meals a day). Homebound individuals due to medical conditions. \$150 reimbursement ▪ Lost Sierra Project- fresh fruits and vegetables
In-Language	<ul style="list-style-type: none"> ▪ Additional Languages Supported: ▪ Chatino, Chinanteca, Katz el, Maya, Mixteco, Nahuatl, Tlapaneco, Triqui, Zapoteco ▪ California Council of the Blind- supporting customers who may be blind or low vision

2-1-1 Partnership

Partnering with the California network of 211s to provide customers with Access and Functional Needs (AFN) a single source of information and connection to available resources in their communities.



24/7 connection point for all AFN households before, during, and after a PSPS



PSPS education and **connection to critical resources** (i.e. transportation, portable backup batteries)



Live phone **services in English and Spanish**



300 additional languages available through tele-interpretation services



PROMOTED VIA:

- | | |
|-------------------------------|-----------------------------------|
| • Direct to customer outreach | • PSA Campaigns |
| • Social media | • PG&E's existing network of CBOs |

Food Resource Partnerships

FOOD REPLACEMENT

We are collaborating with local food banks to provide food replacement packages during a PSPS event.

- ✓ Partnerships with 23 food banks throughout our service area
- ✓ Replacement packages available up until three days after power is restored



Note: Some food banks have income restrictions in place for PSPS-related food replacements.

MEALS ON WHEELS

Meals on Wheels provides home-bound seniors with nutritious meals delivered to their homes.

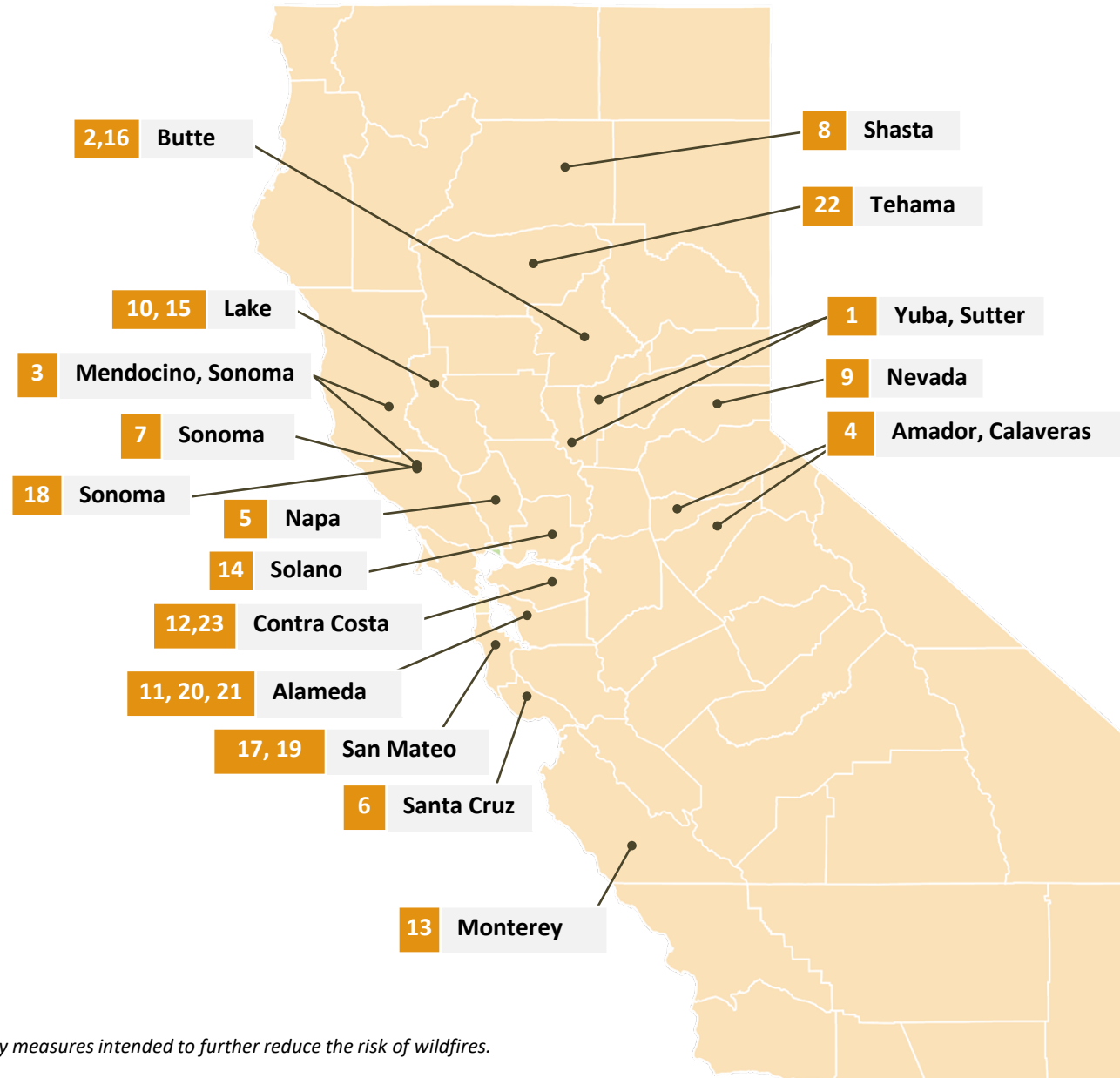
- ✓ Partnerships currently with 23 Meals on Wheels throughout our service area
- ✓ Service provided to seniors who are impacted by a PSPS event with one or two additional meals per day for the duration of a PSPS event



For more information, visit: pge.com/disabilityandaging

Meals on Wheels

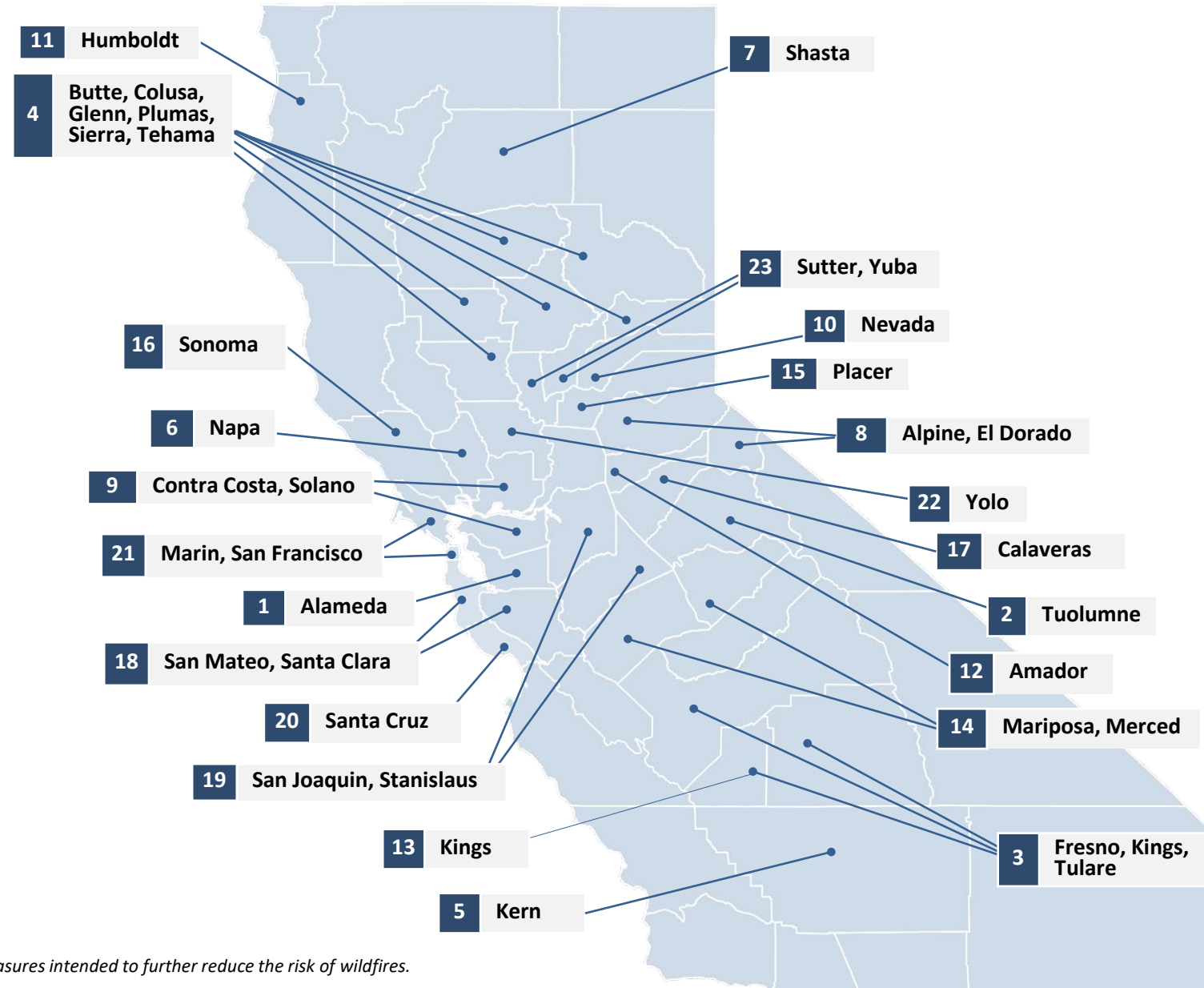
1	Agency on Aging, Area 4
2	Chico Meals on Wheels
3	Coastal Seniors
4	Common Ground Senior Services
5	Community Action Agency of Napa Valley
6	Community Bridges
7	Council on Aging
8	Dignity Health Connected Living
9	Gold Country Community Services
10	Lakeport Senior Center
11	Life ElderCare
12	Meals on Wheels Diablo Region
13	Meals on Wheels Monterey Peninsula
14	Meals on Wheels Solano County
15	Middletown Senior Center
16	Passages
17	Peninsula Volunteers
18	Petaluma People Services
19	Senior Coastsiders
20	Service Opportunity for Seniors
21	Spectrum Community Services
22	Tehama County Community Action Agency
23	West Coast Contra Meals on Wheels



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Food Banks

1	Alameda County Food Bank
2	ATCAA Food Bank
3	Central California Food Bank
4	Community Action Agency of Butte County
5	Community Action Agency of Kern
6	Community Action of Napa Valley Food Bank
7	Dignity Health Connected Living
8	El Dorado Food Bank
9	Food Bank of Contra Costa & Solano
10	Food Bank of Nevada County
11	Food for People
12	Interfaith Council of Amador
13	Kings Community Action Organization
14	Merced County Food Bank
15	Placer Food Bank
16	Redwood Empire Food Bank
17	Resource Connection
18	Second Harvest Food Bank of Silicon Valley
19	Second Harvest Food Bank San Joaquin & Stanislaus
20	Second Harvest Food Bank Santa Cruz County
21	The San Francisco Food Bank
22	Yolo Food Bank
23	Yuba Sutter Food Bank



Disability Disaster Access and Resources Program

We are collaborating with the **Disability Disaster Access and Resources (DDAR) Program** to provide qualifying customers with targeted outreach, personalized emergency planning support, energy needs assessments and in-event Public Safety Power Shutoff support. This can include the following support based on customer needs:



Response to Escalations

received through PG&E's call center



Hotel Accommodations



Accessible Transportation

to hotels and Community Resource Centers



Food Vouchers



Portable Backup Batteries

During 2020 PSPS events, the following resources were provided:

~1,700 customer assessments

~1,000 batteries

~560 hotel accommodations

~900 food vouchers

~30 accessible transit rides

Data is subject to change and is based on best available information at this time.

Learn more about DDAR by visiting

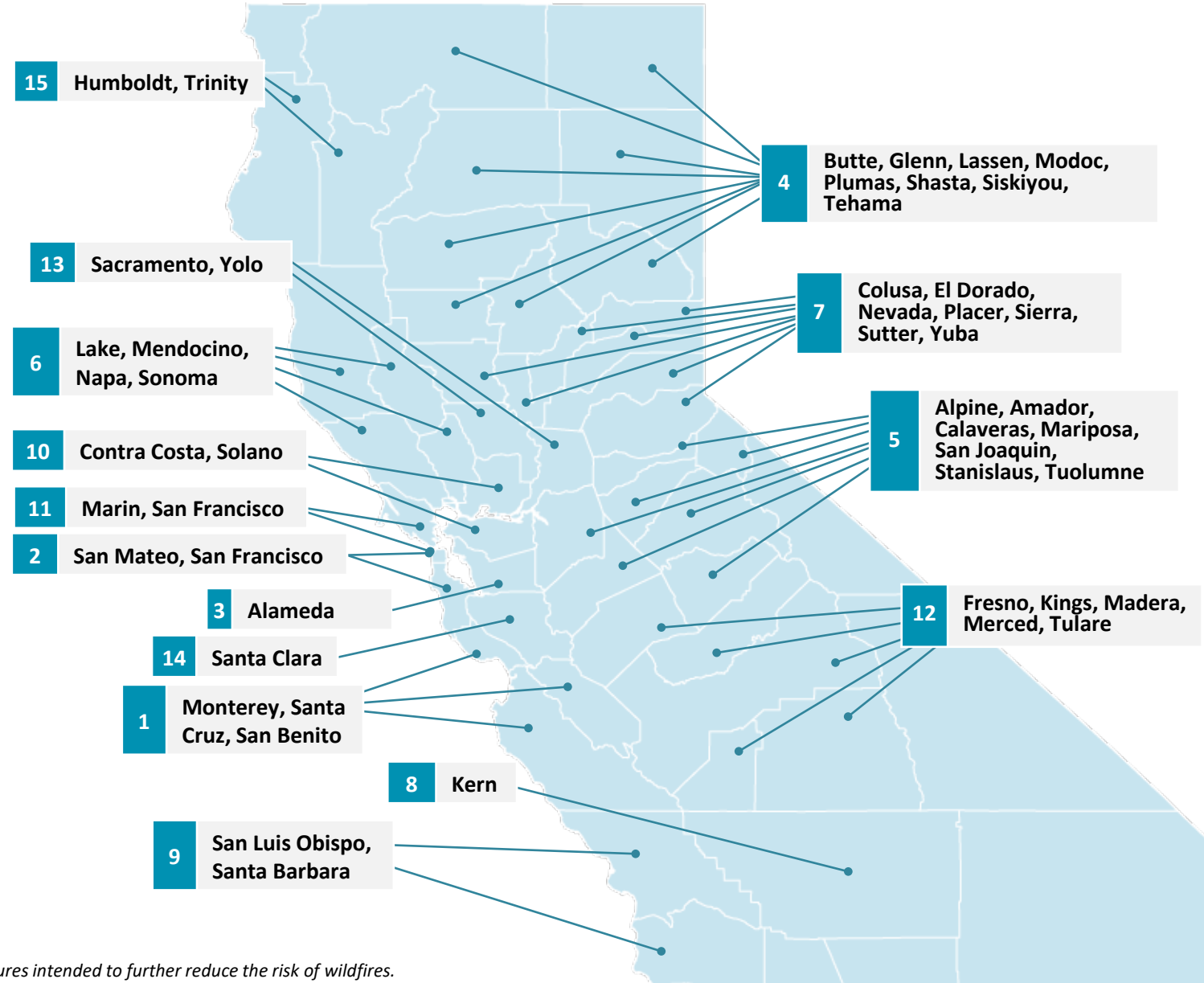
disabilitydisasteraccess.org



DDAR Centers

1	Central Coast Center for Independent Living (CCCIL)
2	Center for Independence of the Disabled (CID)
3	Community Resources for Independent Living (CRIL)
4	Disability Action Center (DAC)
5	Disability Resources Agency for Independent Living (DRAIL)
6	Disability Services & Legal Center (DSLCL)
7	Center for Independent Living (FREED)
8	Independent Living Center of Kern County (ILCKC)
9	Independent Living Resource Center (ILRC)
10	Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)
11	Marin Center for Independent Living (MCIL)
12	Resources for Independent Living Central Valley (RICV)
13	Resources for Independent Living (RIL)
14	Silicon Valley Independent Living Center (SVILC)
15	Tri-County Independent Living Center (TCIL)
16	The California Foundation for Independent Living Centers (CFILC)*




*Statewide



Portable Battery Program

We are also conducting Public Safety Power Shutoff emergency preparedness outreach and energy needs assessments to support low-income Medical Baseline customers in high fire-threat areas with critical medical equipment and delivering fully subsidized portable battery solutions to eligible customers.

To date, this program has included the following:

	Establishing relationships with seven external battery delivery partners		Completing energy assessments for over 8,800 customers
	Providing outreach to ~22,000 customers		Providing over 5,550 batteries to customers

For more information, visit:

pgebatteryprogram.com





PBP Providers

1

Community Action Agency of Butte County, Inc.
181 E. Shasta Avenue, Chico, CA 95973
Phone: (530) 712-2600

2

Redwood Community Action Agency
904 G Street
Eureka, CA 95501
(707) 269-2001

3

North Coast Energy Services, Inc.
966 Mazzonei Street,
Ukiah, CA 95482
Toll-free:(800) 233-4480
Phone:(707) 463-0303

4

Community Resource Project, Inc.
250 Harris Avenue,
Sacramento, CA 95838
Phone: (916) 567-5220

5

Central Coast Energy Services, Inc.
(831) 574-1813

6

Richard Heath & Associates
(559) 593-1471

1

Butte

2

Humboldt

4

Yuba

3

**Lake,
Mendocino,
Napa, Solano,
Sonoma, Yolo**

5

**Monterey, San
Benito, Santa Cruz,
San Mateo, San
Francisco, Santa
Clara, Marin**

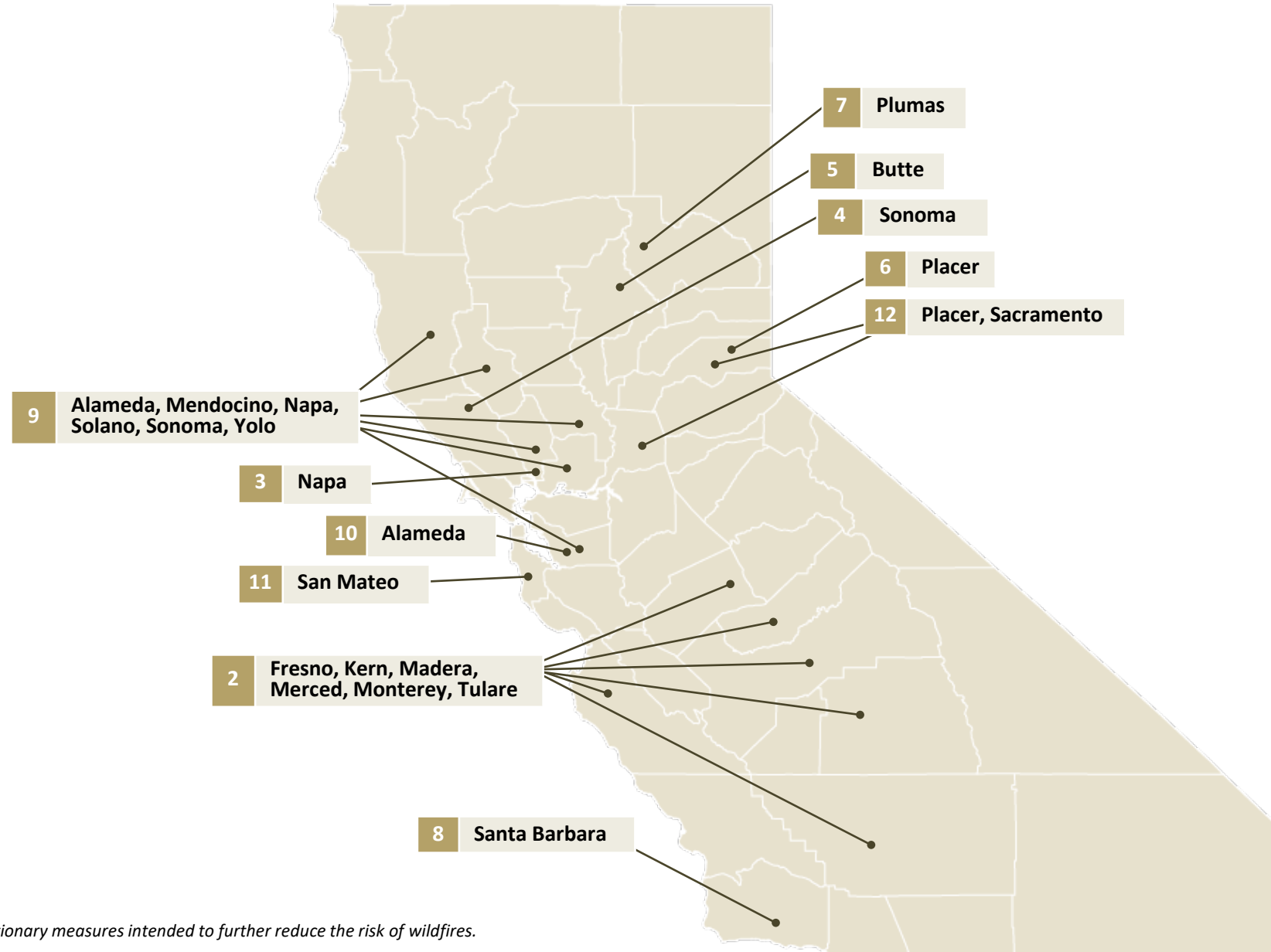
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**Alameda, Contra Costa, San Luis
Obispo, Santa Barbara,
Amador, Calaveras, Fresno,
Kern, Madera, Mariposa, San
Joaquin, Tulare, Tuolumne,
Butte, Colusa, El Dorado, Glenn,
Lassen, Nevada, Placer, Plumas,
Shasta, Sierra, Siskiyou,
Tehama, Trinity**



Additional Partnerships

1	California Council of the Blind*
2	Centro Binacional para el Desarrollo Indígena Oaxaqueno
3	Cope
4	Food For Thought
5	Haven of Hope
6	Lighthouse Counseling & Family Resource Center
7	Lost Sierra Food Project
8	Mixteco Indígena Community Organizing Project
9	Movimiento Cultural del a Union Indígena
10	Open Heart Kitchen
11	Puente
12	Redirect Nuevo Camino & Ocelotecame






*All counties

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Generator and Battery Rebate Program

PG&E is offering eligible customers a rebate on the purchase of a qualifying product (generator or battery) to prepare for outages.

	PRIOR PROGRAM	NEW AS OF JUNE 2021
 ELIGIBILITY	<ul style="list-style-type: none"> PG&E customers who depend on water well pumps to satisfy their primary water needs Located in Tier 2/3 High Fire Threat Districts (T2/3 HFTD) 	<ul style="list-style-type: none"> Customers must: <ul style="list-style-type: none"> Have an active PG&E account Reside in Tier 2 or 3 high-fire threat area Meet one of the following criteria: <ul style="list-style-type: none"> Rely on water pumping for your premise Enrolled in the Medical Baseline program Are a small/micro non-critical care essential business (i.e., Grocery Stores, Veterinarian Services, Urgent Care/Clinics, Food Banks)
 REBATE STRUCTURE	<ul style="list-style-type: none"> \$300 if eligible \$500 if eligible and on CARE/FERA program 	<p>Tiered based on retail pricing*</p> <ul style="list-style-type: none"> <u>Level 1</u>: \$0 - \$500/product = \$300 <u>Level 2</u>: \$501 - \$1,000/product = \$500 <u>Level 3</u>: \$1,001+/product = \$1,000 <p><i>*Each tier receives an additional \$200 kicker if on CARE/FERA</i></p>
 PRODUCT OFFERINGS	<ul style="list-style-type: none"> Portable Fuel Generators 	<ul style="list-style-type: none"> Portable Fuel Generators (well pump, SMB) Portable Backup Batteries (MBL) <p>Note: Product must be in the Qualified Product List</p>

For more information, visit: pge.com/backupper



Engagement with Non-Account Holders

Master Meter Owners and Multi-Unit Dwellings

Identification of current account holders for Master Meters and Multi-Unit Dwellings using PG&E data.

- Promotion of Address Alerts via direct mail and email in April to share with tenants
- Tenant education kit to owners via direct mail and email in June
 - Includes guidelines for owners, suggestions for tenant education and flyers to post in communal areas

Renter Population

PG&E has acquired a third-party list of renters (approximately 18K).

- Promotion via direct mail and email in Q2

In Home Support Services (IHSSs) & Regional Centers

Proactive engagement with IHSS and Regional Centers to promote address-level alerts and the Medical Baseline program

All Non-Account Holders

Offering new address-level alerts in 16 languages for PSPS notifications .

Community Resource Centers

During a Public Safety Power Shutoff, we open Community Resources Centers (CRCs) where customers can access resources and up-to-date information.

Customer Resources

- Personal and medical device charging
- Mobile battery chargers
- ADA-accessible restroom
- Wi-Fi
- Bottled water/Snacks
- Cooling/heating*
- Seating*
- Ice*

**Indoor locations only*



For more information about CRCs and where to find a location in your area leading up to and during a PSPS, visit

pge.com/crc

COVID-19 CONSIDERATIONS

To keep our customers and communities safe, **all CRCs reflect appropriate COVID-19 health considerations*** and state and county guidelines.

- **Facial coverings are required**
- **Physical distancing** and limits on the number of visitors at any time are required
- **Temperature checks** are administered before entry into indoor facilities
- **Surfaces are regularly sanitized**

**Currently being revised to align with recent announcements for state and county guidelines.*



PG&E Report It Safety Mobile App

This summer, we launched the pilot of our new “PG&E Report It” safety app that allows customers to submit photos of non-emergency potential safety concerns with our electric system.

Customers can use Report It to:

- ✓ Learn about the types of issues to report
- ✓ Submit photos directly to our safety team

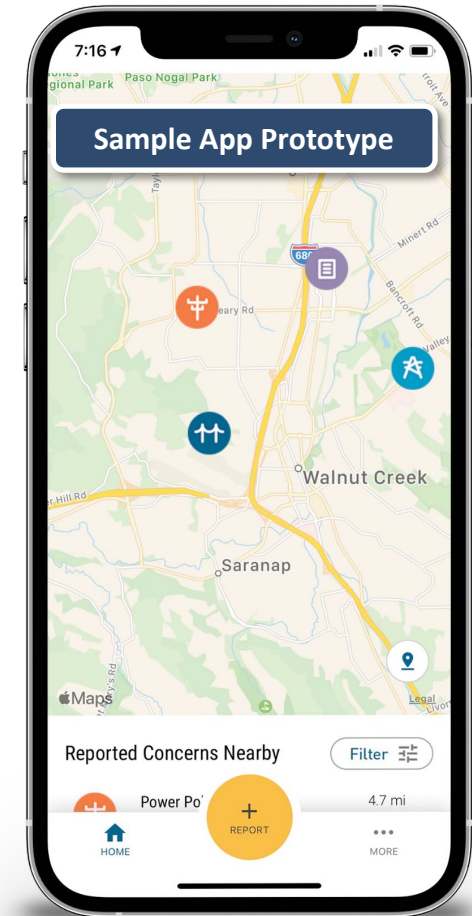
Other Safety App features:

- ✓ Find safety concerns submitted by other users
- ✓ Review PG&E’s findings

Customers will also receive notifications when their concern is being reviewed and when it has been resolved.

More Information: Together, we can further reduce the risk of wildfires and keep our communities safe. To learn more about PG&E Report It, visit pge.com/reportit

Sample App Icon



More Information and Tools to Prepare

For more information



About our wildfire safety efforts and the topics below, visit:

pge.com/wildfiresafety

Or call us at **1-866-743-6589*** or email us at wildfiresafety@pge.com



Additional information in 16 languages



Address alerts for non-account holders



Backup power options, safety tips and financing



Tracking weather conditions in your area



Tools and activities to help families prepare



Medical Baseline Program



Apply for Medical Baseline here:

pge.com/medicalbaseline

Call 1-800-743-5000 for PG&E to
mail you an application



**To view webinar slides
and recordings, visit**

pge.com/firesafetywebinars

*translated support available

Thank You





For more information, please:

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



Financial Assistance and Support Programs

Since March 2020, we have implemented a series of emergency protections to support customers who have been impacted by the pandemic. The pause on service disconnections for non-payment have been extended to expire on September 30, 2021.

	Pause on service disconnections for non-payment	Extended to Sept. 30
	Pause on post-enrollment verification and re-enrollment requirements for CARE and FERA programs	Expired June 30
	Waive security deposits for small commercial customers	Expired June 30
	Medical Baseline Program recertification	Expired June 30



If you have questions about how the end of any of these protections may impact you, or if you are struggling to pay your bill, PG&E can help you find payment programs, financial assistance, and other support programs.

For more information, visit:

pge.com/covid19

