

Community Wildfire Safety Program

San Mateo County

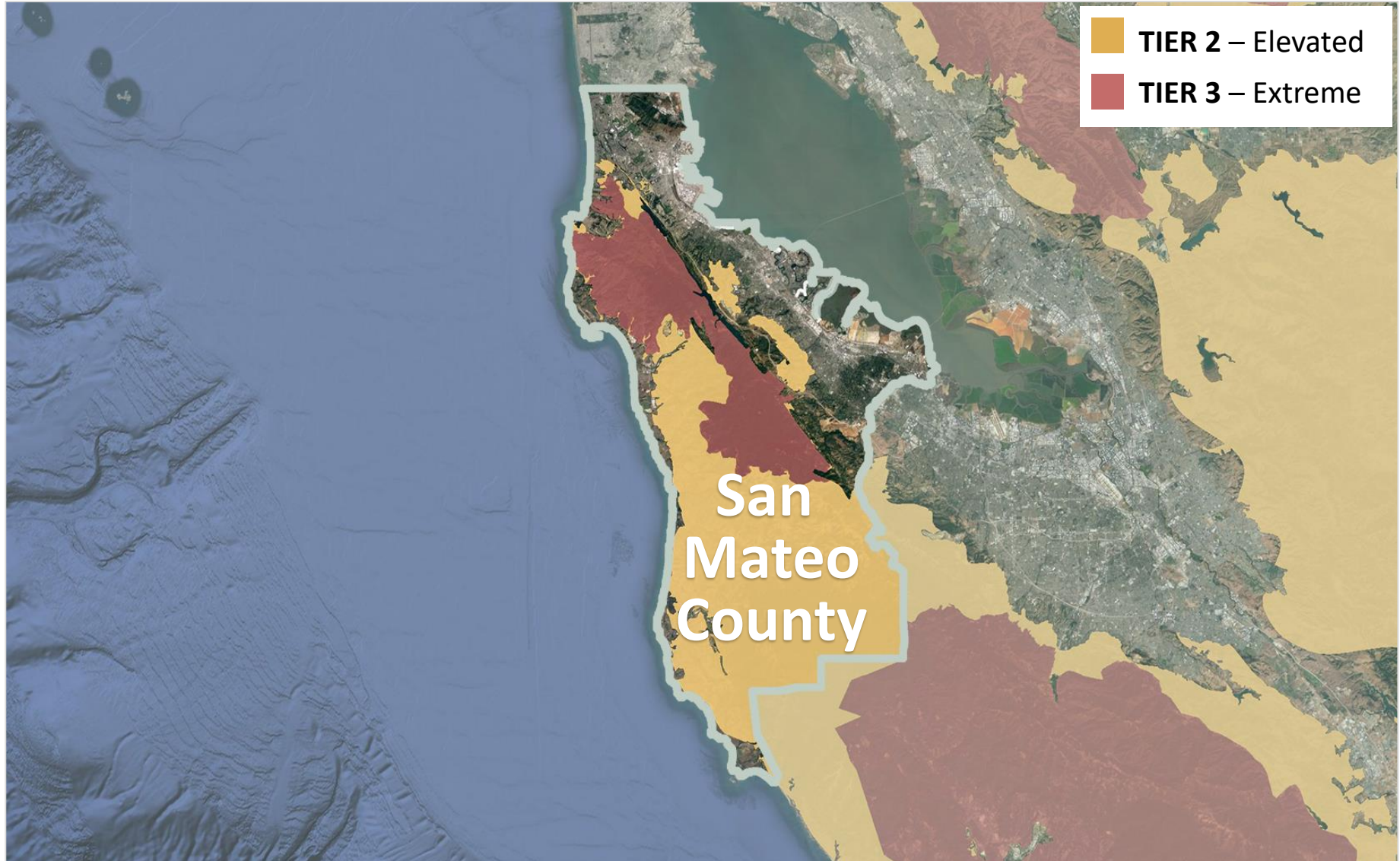
March 14, 2019



Together, Building
a Better California



CPUC High Fire-Threat District Map San Mateo County



Community Wildfire Safety Program



REAL-TIME MONITORING AND INTELLIGENCE

- Coordinating prevention and response efforts by monitoring wildfire risks in real time from our **Wildfire Safety Operations Center**
- **Expanding our network of PG&E weather stations** to enhance weather forecasting and modeling
- Supporting the **installation of new high-definition cameras** in high fire-threat areas



NEW AND ENHANCED SAFETY MEASURES

- Further enhancing vegetation management efforts to **increase focus on vegetation that poses a higher potential for wildfire risk**
- **Conducting accelerated safety inspections** of electric infrastructure in high fire-threat areas
- **Disabling automatic reclosing of circuit breakers and reclosers** in high fire-risk areas during wildfire season
- **Proactively turning off electric power for safety** as a last resort when extreme fire danger conditions are forecasted



SYSTEM HARDENING AND RESILIENCY

- Installing **stronger and more resilient poles and covered power lines**, along with **targeted undergrounding**
- **Upgrading and replacing electric equipment and infrastructure** to further reduce wildfire risks
- Working with communities to **develop new resilience zones**

Public Safety Power Shutoff (PSPS)

We monitor conditions across our system and evaluate whether to proactively turn off electric lines, as a last resort, in the interest of safety.

While no single factor will drive a Public Safety Power Shutoff, some factors include:



A Red Flag Warning declared by the National Weather Service



Low humidity levels, generally 20% and below



Forecasted sustained winds generally above 25 mph and **wind gusts in excess of approximately 45 mph**, depending on **location and site-specific conditions** such as temperature, terrain and local climate

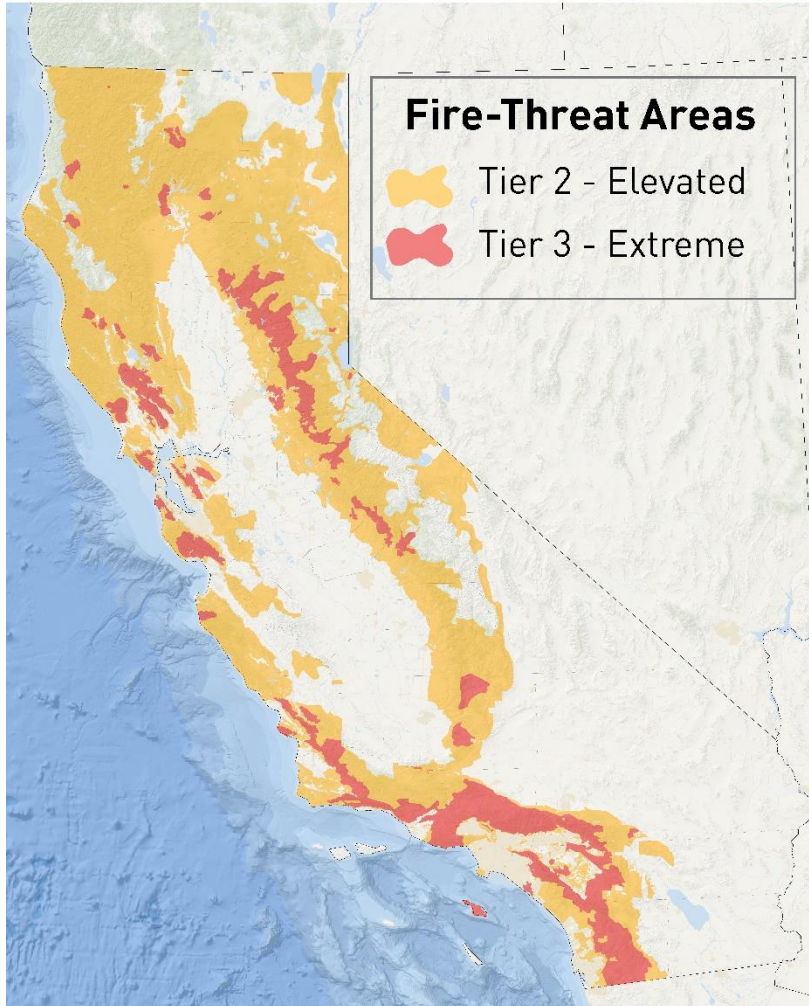


Condition of dry fuel on the ground and live vegetation (moisture content)



On-the-ground, real-time observations from PG&E's Wildfire Safety Operations Center and field observations from PG&E crews

Public Safety Power Shutoff (PSPS)



Source: California Public Utilities Commission

- Beginning with the 2019 wildfire season, we are expanding our Public Safety Power Shutoff program to include **all electric lines that pass through high fire-threat areas – both distribution and transmission.**
- The most likely electric lines to be considered for shutting off for safety will be those that pass through **areas that have been designated by the CPUC as at elevated (Tier 2) or extreme (Tier 3) risk for wildfire.**
- While customers in **high fire-threat areas are more likely to be affected, any of PG&E's more than 5 million electric customers could have their power shut off** due to the interconnected nature of the electric grid.



PSPS Event Notifications

Extreme weather threats can change quickly. **When and where possible, we will provide customers with advance notice prior to turning off power.** We will also provide updates until power is restored.

Timing of Notifications (when possible)

- **~48 HOURS** before electricity is turned off
- **~24 HOURS** before electricity is turned off
- **JUST BEFORE** electricity is turned off
- **DURING THE PUBLIC SAFETY OUTAGE**
- **ONCE POWER HAS BEEN RESTORED**

Customer Notifications

We will attempt to reach customers through **calls, texts and emails**. We will also use **social media** and keep **local news** and **radio outlets** informed and updated.



City/County/Agency Notifications

If possible based on conditions, we will **provide notice in advance of notifying customers** through:

- **Phone calls/emails** to primary contacts
- **Automated notifications** to send alerts through multiple channels
- **Provide customer alerts** to share via channels, such as city or county website, Nixle, Nextdoor and Reverse 911



Working to Restore Power

We will only restore power when we are certain it is safe to do so. For planning purposes, we suggest customers **prepare for multiple-day outages.**



WEATHER ALL CLEAR

After the extreme weather has passed and it's safe to do so, our crews begin patrols and inspections.



PATROL & INSPECT

Crews **visually inspect every mile** of the lines to **look for potential weather-related damage to the lines, poles and towers.** This is done by vehicle, foot and air.



ISOLATE & REPAIR DAMAGE

Where damage is found, **crews work to isolate the area** so other parts of the system can be restored. Crews work **safely and as quickly as possible** to make repairs.



RESTORE POWER

Once it is safe to energize, **a call is made to the PG&E Control Center** to complete the energization process. **Power is then restored to customers.**



NOTIFY CUSTOMERS

Customers are **notified that power has been restored.**



Working With Our Customers to Prepare

We are continuing to **reach out to our customers and communities** about wildfire safety and steps they can take to prepare.

- ✔ **Reaching out to customers** and asking them to update their contact information at pge.com/mywildfirealerts
- ✔ **Engaging with organizations for our customers who have specific needs** to explore ways we can partner
- ✔ **Partnering with community leaders, first responders, and public safety authorities** around PSPS preparedness and coordination
- ✔ **Holding answer centers and open houses** (as needed) in advance of and during wildfire season
- ✔ **Doing additional outreach to Medical Baseline and Medical Baseline-eligible customers** in high fire-threat areas
- ✔ **Continuing to share information** through pge.com/wildfiresafety





Learn More

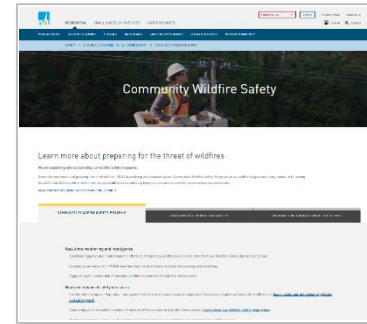
We welcome your feedback and input

For questions regarding PG&E's Community Wildfire Safety Program, please contact:

- **Bill Chiang**
 - 650-598-7392
 - William.Chiang@pge.com

Please direct customers with questions to:

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



As a critical partner in emergency response, we want to notify you about a potential Public Safety Power Shutoff in your area, when and where possible. Please provide the best phone numbers and email addresses for your organization.