



# Community Wildfire Safety Program Public Safety Power Shutoff

## Working Together To Protect Our Communities From Wildfires

Given the continued and growing threat of extreme weather and wildfires, and as an additional precautionary measure following the 2017 and 2018 wildfires, we are expanding and enhancing our Community Wildfire Safety Program to further reduce wildfire risks and help keep our customers and the communities we serve safe. This includes expanding our Public Safety Power Shutoff program beginning with the 2019 wildfire season to include all electric lines that pass through high fire-threat areas – both distribution and transmission.

We know how much our customers rely on electric service and that there are safety risks on both sides. We will only proactively turn off lines in the interest of safety to help reduce the likelihood of an ignition when extreme fire danger conditions are forecasted. 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 if their community relies upon a line that passes through a high fire-threat area.

## Public Safety Power Shutoff Criteria

Our Wildfire Safety Operations Center (WSOC) monitors fire danger conditions across our service area and evaluates whether to turn off electric power lines 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)

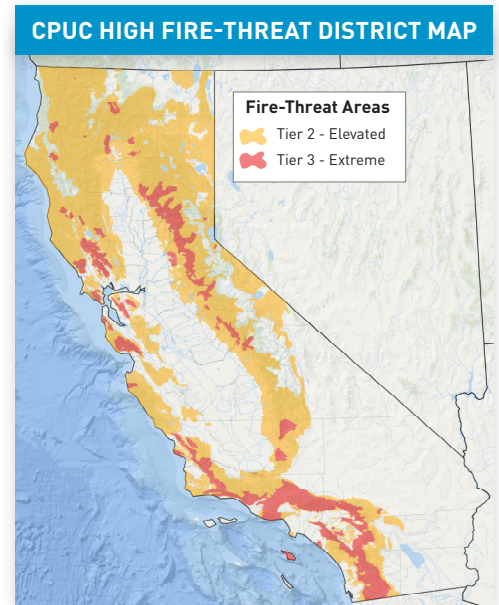


**ON-THE-GROUND, REAL-TIME OBSERVATIONS**  
from PG&E's WSOC and field observations from PG&E crews

May 2019

## Potentially Impacted Areas

- 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 California Public Utilities Commission (CPUC) as at elevated (Tier 2) or extreme (Tier 3) risk for wildfire. This includes both distribution and transmission lines.
- The specific area and number of affected customers will depend on forecasted weather conditions and which circuits PG&E needs to turn off for public safety.
- Although a customer may not live or work in a high fire-threat area, their power may also be shut off if their community relies upon a line that passes through an area experiencing extreme fire danger conditions.
- This means that any customer who receives electric service from PG&E should be prepared for a possible public safety power outage.



Source: California Public Utilities Commission  
[cpuc.ca.gov/FireThreatMaps](http://cpuc.ca.gov/FireThreatMaps)

## PSPS Event Notifications

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

### TIMING OF NOTIFICATIONS (when possible)

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



### HOW WE'LL NOTIFY CUSTOMERS

We will attempt to reach customers through **calls, texts and emails** using the contact information we have on file. We will also use **pge.com** and **social media** channels, and we will keep **local news** and **radio outlets** informed and updated.

## 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 their homes, families and businesses.

- **Update your contact info** by visiting [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts) today to make sure we have your current contact information.
- **Identify backup charging methods** for phones and keep hard copies of emergency numbers.
- **Plan for any medical needs** like medications that need to be refrigerated or devices that require power.
- **Build or restock your emergency kit** with flashlights, fresh batteries, first aid supplies and cash.

## Learn More

about PG&E's Community Wildfire Safety Program.



Call us at  
**1-866-743-6589**



Email [wildfire\\_safety@pge.com](mailto:wildfire_safety@pge.com)



Visit [pge.com/wildfiresafety](http://pge.com/wildfiresafety)