



Public Utilities Commission STATE OF CALIFORNIA

Citation Date: September 19, 2025
Citation #: WSEB-2 W.25-09-001
Utility/Operator ID#: U-39

CITATION ISSUED PURSUANT TO RESOLUTION WSEB-1

Electrical Corporation (Utility) To Which Citation is Issued:

Pacific Gas and Electric Company (U-39)

OFFICERS OF THE RESPONDENT

Meredith Allen
Vice President, Regulatory Affairs
Pacific Gas and Electric Company
300 Lakeside Drive
Oakland, CA, 94619
MEAe@pge.com

CITATION

Pacific Gas and Electric Company (PG&E or Utility) is cited for six violations, resulting in a financial penalty of \$928,600. This fine is a result of the California Public Utilities Commission (CPUC or Commission) Safety and Enforcement Division's (SED) investigation into PG&E's Public Safety Power Shut-off (PSPS) during a wind event on October 28-29, 2023. During this event, PG&E proactively de-energized 1,341 customers, including 70 Medical Baseline (MBL) customers, in six counties due to escalation of weather conditions. Power was restored in the afternoon of October 29, 2023. Although it proactively de-energized customers due to wildfire related risks, PG&E asserted this event was not a PSPS event as PG&E's internal PSPS criteria were not met. PG&E failed to activate their Emergency Operation Center (EOC) and failed to initiate PSPS protocols. Through its investigation, SED determined that PG&E intentionally de-energized power to customers in response to wildfire risk, but in violation of the de-energization requirements set forth in Resolution ESRB-8 (ESRB-8) and Decision (D.)19-05-042.

VIOLATIONS

PG&E is cited for violations of ESRB-8 and D.19-05-042 as described below.

1. ESRB-8 states in part:

"TOUs shall submit a report to the Director of SED provided within 10 business days after each de-energization event." ESRB-8, page 5.

D.19-05-042 states in part:

"In addition to submitting a report to the Director of the Commission's Safety and Enforcement Division within 10 business days of power restoration, electric investor-owned utilities must serve their de-energization report on the service lists of this proceeding and Rulemaking 18-10-007 or



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their successor proceedings. Service should include a link to the report on the utility's website and contact information to submit comments to the Director of the Safety and Enforcement Division." D.19-05-042, page A22.

PG&E is in violation of ESRB-8 and D.19-05-042 for failing to file a PSPS post-event report to the Commission within 10 business days after the October 28-29, 2023, PSPS event concluded.

2. D.19-05-042 states in part:

At a minimum, notification to public safety partners must occur when a utility activates its Emergency Operations Center in anticipation of a de-energization event or whenever a utility determines that de-energization is likely to occur, whichever happens first. In addition, the electric investor-owned utilities must provide notice when a decision to de-energize is made, at the beginning of a de-energization event, when re-energization begins and when re-energization is complete. The electric investor-owned utilities should, whenever possible, adhere to the following minimum.

- *48-72 hours in advance of anticipated de-energization: notification of public safety partners/priority notification entities.*
- *24-48 hours in advance of anticipated de-energization: notification of all other affected customers/populations.*
- *1-4 hours in advance of anticipated de-energization, if possible: notification of all affected customers/populations.*
- *When de-energization is initiated: notification of all affected customers/populations.*
- *Immediately before re-energization begins: notification of all affected customers/populations.*
- *When re-energization is complete: notification of all affected customers/populations."* (D.19-05-042 at A8-A9.)

PG&E initiated de-energization between 22:27 on October 28, 2023, and 8:02 on October 29, 2023. During this event, PG&E did not activate an Emergency Operations Center. Prior to the de-energization, PG&E sent a notification to customers that were in the potential high-wind area at 17:21 and 20:22 on October 28, 2023, and to public safety partners between approximately 15:00 and 16:00 on October 28, 2023. PG&E sent a notification to customers experiencing unplanned outages stemming from wind impacts at 21:00 on October 28, 2023. This notification was sent to customers experiencing unplanned outages stemming from wind impacts, and to 1,341 customers who PG&E proactively de-energized. PG&E sent a notification to public safety partners on October 29, 2023, around 11:00 informing them that proactive de-energization was occurring, but failed to provide any information on power restoration. PG&E sent a notification regarding power restoration to customers experiencing de-energization at approximately 09:00 on October 29, 2023, and did not notify public safety partners regarding restoration. PG&E then restored power between 13:42 and 17:14 on October 29, 2023.



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SED's investigation determined that PG&E violated D.19-05-042 due to at least the following notification failures: (1) PG&E failed to notify public safety partners 48-72 hours in advance of anticipated de-energization to; (2) PG&E failed to notify 1,341 customers 24-48 hours in advance of anticipated de-energization; (3) upon de-energization, PG&E failed to notify public safety partners and 1,341 customers across six counties that de-energization had been initiated; (4) PG&E failed to notify public safety partners that re-energization had been initiated; and (5) when re-energization was complete, PG&E failed to notify public safety partners and 1,341 customers in six counties.

3. D.19-05-042 Appendix A states in part:

"The electric investor-owned utilities must convey to public safety partners at the time of first notification preceding a de-energization event information regarding the upcoming de-energization, including estimated start time of the event, estimated duration of the event, and estimated time to full restoration." (D19-05-042, page A16.)

PG&E notified public safety partners of de-energization on October 28, 2023, between approximately 15:00 and 16:00. The notification stated in part "While not currently meeting PSPS thresholds, PG&E has developed a plan to proactively de-energize circuits and/or circuit segments in the high-risk areas to protect customers and communities, should weather conditions escalate."

SED's investigation determined that PG&E violated D.19-05-042 because PG&E's notification to public safety partners did not convey the estimated start time of the de-energization event, estimated duration of the event, and estimated time to full restoration as required.

4. D.19-05-042 Appendix A states in part:

"The electric investor-owned utilities must partner with local public safety partners to communicate with all other customers that a de-energization event is possible, the estimated start date and time of the de-energization event, the estimated length of the de-energization event, which may be communicated as a range, and the estimated time to power restoration, which again, may be communicated as a range." (D19-05-042, page A17.)

PG&E notified customers about the potential outage at 17:21 and 20:22 on October 28, 2023. The notification stated in part "Strong winds could result in power outages, which could last overnight. Please be prepared for extended outages." SED's investigation determined that PG&E violated D.19-05-042 because PG&E did not provide the required notification to customers of the estimated start date and time of the de-energization event, the estimated length of the de-energization event, and the estimated time to power restoration.



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5. D.19-05-042 Appendix A states in part:

"The electric investor-owned utilities must provide up-to-date information, including a depiction of the boundary of the de-energization event, on their websites' homepage and a dedicated Public Safety Power Shut-off webpage regarding the de-energization Event." (D19-05-042, page A18.)

SED's investigation determined that PG&E violated D.19-05-042 because PG&E failed to provide up-to-date information, including a depiction of the boundary of the de-energization event, on PG&E's website's homepage. Furthermore, PG&E violated D.19-05-042 because PG&E failed to provide a dedicated PSPS webpage regarding the de-energization event.

6. D.19-05-042 Appendix A states in part:

"The electric investor-owned utilities should strive to develop a coordinated positive/affirmative notification strategy with public safety partners for pre-designated AFN populations. Pre-designated AFN populations should be determined in coordination with public safety partners, whenever possible, but should include customers on medical baseline tariffs that are dependent upon electricity for the provision of life-sustaining services." (D19-05-042, page A20-A21.)

SED's investigation determined that PG&E violated D.19-05-042 because during the event, PG&E proactively de-energized 70 MBL customers, but PG&E failed to provide positive/affirmative notifications to the 70 de-energized MBL customers as required.

ENCLOSURES

The following attached enclosures were used to establish the findings of fact:

*Enclosure 1 – SED's Notice of Violation – Pacific Gas and Electric Company
October 28 – 29, 2023 Wind Event*

*Enclosure 2 – PG&E's Response to SED's Notice of Violation – Pacific Gas and Electric
Company October 28 – 29, 2023 Wind Event*

STATEMENT OF FACTS

The above violations are documented in the attached Enclosure 1 – *SED's Notice of Violation – Pacific Gas and Electric Company October 28 – 29, 2023 Wind Event* (NOV), which is based on SED's investigation of PG&E's October 28 – 29, 2023, Wind Event.

BACKGROUND

On October 28, 2023, in response to a high wind event that could pose as safety risk in its service territory, PG&E proactively de-energized 1,341 customers, including 70 MBL customers, in six counties due to escalation of weather conditions. De-energization occurred between 22:27 on October 28, 2023, and 08:02 on October 29, 2023. Power was restored between 13:42 and 17:14 in the afternoon of October 29, 2023. PG&E asserted this event was not a PSPS event as PG&E's internal



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PSPS criteria were not met. Notwithstanding PG&E's assertion that this de-energization event was not a PSPS event, PG&E proceeded to deliberately de-energize customers in response to increased wildfire risk as a result of weather conditions. While PG&E failed to make the required notifications to customers and public safety partners, PG&E notified SED via telephone and email on October 28, 2023, regarding the de-energization event.

On October 28, 2023, PG&E deliberately de-energized 1,341 customers in response to increased wildfire risk. PG&E was required to comply with the Commission's guidelines for proactive de-energization of utility customers, set forth in Appendix A of D.19-05-042. (D.19-05-042 at 134). D.19-05-042 states, "[w]ith the growing threat of wildfire, utilities will proactively cut power to lines that may fail in certain weather conditions in order to reduce the likelihood that their infrastructure could cause or contribute to a wildfire. This effort to reduce the risk of fires caused by electric infrastructure by temporarily turning off power to specific areas is called 'de-energization' in this proceeding. De-energization is also known as a 'proactive power shutoff' or 'public safety power shutoff (PSPS).'" (D.19-05-042, page 3). D.19-05-042 further states, "[t]he electric investor-owned utilities are afforded discretion to evaluate real-time and on-the-ground information in determining whether to de-energize; adoption of thresholds is not determinative of de-energization." (D.19-05-042, page A14-A15). During the October 28, 2023 event, PG&E did not adopt its PSPS thresholds to make the de-energization decision, but decided to turn off power based on real-time weather conditions. PG&E's decision to proactively de-energize its customers activated PG&E's obligations under ESRB-8 and D.19-05-042.

Under Public Utilities Code Section 451, PG&E is obligated to furnish and maintain service that is necessary to promote the safety, health, comfort and convenience of its customers, employees, and the public. It is imperative that PG&E proactively de-energize customers only as a measure of last resort, and only when the benefit of power shutoffs outweighs potential public safety risks. PG&E must continue to fulfill the obligations under existing laws, rules, and directives, improve the safe and competent execution of PSPS events, and reduce the negative safety impacts on customers.

SED's investigation determined PG&E's deliberate de-energization met the Commission's requirements for de-energization and found PG&E in violation of ESRB-8 and D.19-05-042. SED issued its NOV outlining six violations because of the PSPS event (see Enclosure 1). PG&E responded on March 31, 2025 with its Response to SED's NOV (see Enclosure 2).

Violation 1

PG&E violated ESRB-8 and D.19-05-042 for failure to file a PSPS post event report to the Commission within 10 business days after October 28-29, 2023, PSPS event concluded.

Violation 2

PG&E violated D.19-05-042 for the following notification failures during the October 28-29, 2023, PSPS event: (1) PG&E failed to notify public safety partners 48-72 hours in advance of anticipated de-energization; (2) PG&E failed to notify 1,341 customers 24-48 hours in advance of anticipated de-energization; (3) Upon de-energization, PG&E failed to notify public safety partners and 1,341



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customers across six counties that de-energization had been initiated; (4) PG&E failed to notify public safety partners that re-energization had been initiated; (5) When re-energization was complete, PG&E failed to notify public safety partners and 1,341 customers in six counties.

Violation 3

PG&E violated D.19-05-042 because PG&E's notification to public safety partners did not convey the estimated start time of the de-energization event, estimated duration of the event, and estimated time to full restoration as required.

Violation 4

PG&E violated D.19-05-042 because PG&E did not provide the required notification to customers of the estimated start date and time of the de-energization event, the estimated length of the de-energization event, and the estimated time to power restoration.

Violation 5

PG&E violated D.19-05-042 because PG&E failed to provide up-to-date information, including a depiction of the boundary of the de-energization event, on PG&E's website's homepage. Furthermore, PG&E violated D.19-05-042 because PG&E failed to provide a dedicated Public Safety Power Shut-off webpage regarding the de-energization event.

Violation 6

PG&E violated D.19-05-042 because during the event, PG&E proactively de-energized 70 MBL customers, but PG&E failed to provide positive/affirmative notifications to the 70 de-energized MBL customers as required.

SED CITATION ANALYSIS

| Element | Staff Finding |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number of violations and duration of violations | <ol style="list-style-type: none">1. One violation of ESRB-8 and D.19-05-042 (October 28, 2023).2. One violation of D.19-05-042 (October 28, 2023).3. One violation of D.19-05-042 affecting 1,341 customers (October 28, 2023).4. One violation of D.19-05-042 (October 28, 2023).5. One violation of D.19-05-042 (October 28, 2023).6. One violation of D.19-05-042 (October 28, 2023). |



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| Severity or gravity of the offense | <p>Economic Harm: None.</p> <p>Physical Harm: None.</p> <p>Regulatory Harm/Number of Violations:</p> <p>SED identified six total violations. One violation of ESRB-8 and D.19-05-042, and five additional violations of D.19-05-042, including 1,342 notice violations of D.19-05-042.</p> |
| Conduct of the utility | <p>PG&E asserted this event and its decision to proactively de-energize 1,341 customers did not qualify as a PSPS event because PG&E's PSPS criteria were not met. PG&E proactively and deliberately de-energized 1,341 customers, including 70 MBL customers, due to escalation of weather conditions. PG&E failed to comply with the requirements of D.19-05-042 and ESRB-8 when it failed to activate their EOC, initiate PSPS protocols, provide required notifications to customers and public safety partners, and provide required information on its website.</p> |
| Prior history of similar violation(s) | <p>SED's investigations of prior PSPS events have found that PG&E failed to meet the requirements of ESRB-8 and D.19-05-042 on other occasions. Specifically, PG&E violated ESRB-8 and D.19-05-042 in 2020, 2021, 2022 and 2023. The Commission issued Administrative Enforcement Orders (AEO) to address the 2020, 2022 and 2023 violations. The Commission and PG&E agreed to an Administrative Consent Order (ACO) for the 2021 violation.</p> |
| Self-reporting of the violation | <p>PG&E failed to file a PSPS post event report to the Commission within 10 business days as required. PG&E did not self-report this event as a PSPS event because it maintains that its decision to proactively de-energize 1,341 customers did not constitute a PSPS event. PG&E did notify SED via email and telephonically on October 28, 2023, regarding the de-energization.</p> |
| Financial resources of the utility | <p>PG&E is one of the largest electric utilities in the state of California in terms of customers and revenue. The penalty amount of \$928,600 is large enough to emphasize the importance of the notification requirements relative to PG&E's size.</p> |



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| | |
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| The totality of the circumstances | <p>Aggravating factors include:</p> <ul style="list-style-type: none">• PG&E failed to acknowledge the PSPS event. <p>Mitigating factors include:</p> <ul style="list-style-type: none">• While PG&E did not acknowledge the event was a PSPS event, PG&E informed SED about the de-energization via email and telephonically on October 28, 2023. |
| The role of precedent | <p>The CPUC previously issued AEOs to PG&E for violations of ESRB-8 and D.19 05-042 in 2020, 2022 and 2023, as described above in the “Prior History of Similar Violations” section. The Commission and PG&E entered into an ACO for violations in 2021.</p> |



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Resultant citation taking all of these factors into account

The penalty is \$928,600 (nine hundred twenty-eight thousand and six hundred dollars) consistent with the table of specified violations and scheduled fines in Resolution WSEB-1, appendix B.

The schedule allows for fines of \$500 to \$100,000 per PSPS Report, per day that the filing was late; \$500 to \$10,000 per instance of incomplete or missing reporting information; \$500 to \$1,000 per missed PSPS Notice; or \$500 to \$100,000 per accumulation of missed PSPS Notices; and \$500 to \$100,000 per infraction per day for failure to operate a CRC and PSPS Website.

Resolution M-4846 and Resolution WSEB-1 provide the factors to apply to determine the appropriate penalty within that range, which are discussed in this citation's analysis section. SED evaluated the penalty amounts for each of the six violations and determined the combined penalty to be reasonable consistent with the Commission's Penalty Assessment Methodology.



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RESPONSE:

Respondent is called upon to provide a response to this Citation by: **5:00 PM on October 20, 2025**. By way of such response, Respondent, **within 30 calendar days**, must either pay the amount of the penalty set forth in this citation,¹ or appeal² the citation. In addition, the Respondent must do one of the following:

- 1) For violations constituting immediate safety hazards: Respondent must immediately correct the immediate safety hazards.
- 2) For violations that do not constitute immediate safety hazards: Violations that do not constitute immediate safety hazards must be corrected within 30 days after the citation is served. If said violations that do not constitute immediate safety hazards cannot be corrected within 30 days, then the Respondent must submit a detailed Compliance Plan to the Director of SED within 30 days after the citation issues, unless the utility and the Director of SED, before the expiration of the 30-day period, agree in writing to another date, reflecting the soonest that the Respondent can correct the violations. The Compliance Plan must provide a detailed description of when the violation will be corrected, the methodology to be utilized, and a statement supported by a declaration from the Respondent's Chief Executive Officer or appropriate designee (CEO Declaration) stating that in the Respondent's best judgment, the time that will be taken to correct the violation will not affect the safety or integrity of the operating system or endanger public safety.

Note: Respondent will forfeit the right to appeal the citation by failing to do one of the options outlined above within 30 days. Payment of a citation or filing a Notice of Appeal does not excuse the Respondent from curing the violation. The amount of the penalty may continue to accrue until a Notice of Appeal is filed. Penalties are stayed during the appeal process. A late payment will be subject to a penalty of 10% per year, compounded daily and to be assessed beginning the calendar day following the payment-due date. The Commission may take additional action to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

¹ For fines paid pursuant to Public Utilities Code (Pub. Util. Code) Section 2107 and Decision (D.) 16-09-055 Respondent shall submit a certified check or wire transfer payable to California Public Utilities Commission using the attached Citation Payment Form. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and this citation will become final.

² Respondent may Appeal this citation by completing and submitting a Notice of Appeal Form. Please see the attached document, "Directions For Submitting An Appeal To A Citation Issued Pursuant to Decision 16-09-055" for information on the appeals process and the attached "Notice of Appeal Of Citation Form."



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NOTIFICATION TO LOCAL AUTHORITIES:

As soon as is reasonable and necessary, and no later than 10 calendar days after service of the citation is effected, Respondent must provide a notification to the Chief Administrative Officer or similar authority in the city and county where the violation occurred. Within 10 days of providing such notification, Respondent must serve an affidavit to the Director of SED, at the mail or e-mail address noted below, attesting that the local authorities have been notified; the date(s) for when notification was provided; and the name(s) and contact information for each local authority so notified.

The CPUC expects the Utility to take actions, as soon as feasible, to correct, mitigate, or otherwise make safe all violations noted on the Citation regardless of the Utility's intentions to accept or appeal the violation(s) noted in the Citation.

Lee Palmer

Director

Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102
Leslie.Palmer@cpuc.ca.gov



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CITATION PAYMENT FORM

I (we) _____ hereby agree to comply with this citation dated _____, and have corrected/mitigated the violation(s) noted in the citation on _____ and no later than _____, _____ all work to make permanent corrections to any mitigated, or otherwise remaining concerns related to the violation(s) will be completed as noted in the Compliance Plan we have submitted to the Director of SED and, herewith, pay a fine in the amount of \$ _____ as included in the citation.

Signature of Electrical Corporation's Treasurer, Chief Financial Officer, or President/Chief Executive Officer, or delegated Officer thereof

(Signature)

(Date)

(Printed Name and Title)

Payment must be with a certified check or wire transfer made payable to the **California Public Utilities Commission** and sent to the below address. Please include the citation number on the memorandum line of the check or money transfer to ensure your payment is properly applied.

California Public Utilities Commission
Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

NOTE: A copy of the completed Citation Payment Form must be sent to the Director of the Safety and Enforcement Division, via email or regular mail, to the address provided on the Citation.



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DIRECTIONS FOR SUBMITTING AN APPEAL TO A CITATION ISSUED PURSUANT TO RESOLUTION WSEB-1

Within 30 calendar days of the Respondent being served with a **CITATION ISSUED PURSUANT TO RESOLUTION WSEB-1**, Respondent may appeal the citation. Beyond 30 calendar days of being served with the citation, Respondent is in default and, as a result, is considered as having forfeited rights to appeal the citation. The Respondent must still correct the violation(s) as instructed in the Response section of this citation.

To appeal the citation, Appellant must file a Notice of Appeal (including a completed title page complying with Rule 1.6 of the Commission's Rules of Practice and Procedure, and attached Notice of Appeal Form) along with copies of any materials the Appellant wants to provide in support of its appeal with the Commission's Docket Office **and** must serve the Notice of Appeal, at a minimum, on:

- 1) The Chief Administrative Law Judge (with an electronic copy to: [ALJ Div Appeals Coordinator@cpuc.ca.gov](mailto:ALJ_Div_Appeals_Coordinator@cpuc.ca.gov)),
- 2) The Director of the Safety and Enforcement Division
- 3) The Executive Director of the California Public Utilities Commission
- 4) General Counsel
- 5) The Director of the Public Advocates Office at the California Public Utilities Commission

at the address listed below within 30 calendar days of the date on which the Appellant is served the Citation. The Appellant must file a proof of service to this effect at the same time the Appellant files the Notice of Appeal. The Notice of Appeal must at a minimum state: (a) the date of the citation that is appealed; and (b) the rationale for the appeal with specificity on all grounds for the appeal of the citation.

*California Public Utilities Commission
505 Van Ness Ave.
San Francisco, CA 94102
Attn: <Insert Title>*

NOTE: Submission of a *Notice of Appeal Form* in no way diminishes Appellant's responsibility for correcting the violation described in the citation, or otherwise ensuring the safety of facilities or conditions that underlie the violations noted in the Citation.

Ex Parte Communications as defined by Rule 8.1(c) of the Commission's Rules of Practice and Procedure, are prohibited from the date the citation is issued through the date a final order is issued on the citation appeal.



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After receipt of the Appellant's *Notice of Appeal Form*, a hearing will be convened before an Administrative Law Judge. At least ten days before the date of the hearing, the Appellant will be notified and provided with the location, date, and time for the hearing. At the hearing,

- (a) Appellant may be represented by an attorney or other representative, but any such representation shall be at the sole expense of the Appellant;
- (b) Appellant may request a transcript of the hearing, but must pay for the cost of the transcript in accordance with the Commission's usual procedures;
- (c) Appellant is entitled to the services of an interpreter at the Commission's expense upon written request to the Chief Administrative Law Judge not less than five business days prior to the date of the hearing;
- (d) Appellant is entitled to a copy of or electronic reference to "Resolution ALJ-377 Modifies and Makes Permanent the Citation Appellate Rules and General Order I56 Appellate Rules (Citation Appellate Rules)"; and
- (e) Appellant may bring documents to offer in evidence (Rule 13.6 (Evidence) of the Commission's Rules of Practice and Procedure applies) and/or call witnesses to testify on Appellant's behalf. At the Commission's discretion, the hearing in regard to the Appellant's appeal can be held in a CPUC hearing room at either of the following locations:

San Francisco:

505 Van Ness Avenue
San Francisco, CA 94102

Los Angeles:

320 West 4th Street, Suite 500
Los Angeles, CA 90013

The hearing(s) held in regard to the Appellant's appeal will be adjudicated in conformance with all applicable Public Utilities Code requirements.



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Notice of Appeal Form
Appeal from Citation issued by Safety and Enforcement Division
(Pursuant to RESOLUTION WSEB-1)

Appellant:

[Name]

[Title]

[Utility Name]

[Mailing Address]

[City, CA Zip Code]

Citation Date: _____

Citation #: RESOLUTION WSEB-1

Utility/Operator ID#: _____

Appeal Date: _____

“Appeal of _____ from _____
[Utility/Operator Name] [Citation Number]

Issued by the Safety and Enforcement Division”

Statements supporting Appellant’s Appeal of Citation (You may use additional pages if needed and/or attach copies of supporting materials along with this form).



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Enclosures to Accompany Utility Appeal

Utility to add list of Enclosures as appropriate:

Enclosure 1

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



February 28, 2025

Meredith E. Allen
Vice President, Regulatory Affairs
Pacific Gas and Electric Company (PG&E)
P.O. Box 770000
San Francisco, CA 94177

SUBJECT: Notice of Violation – Pacific Gas and Electric Company
October 28 – 29, 2023 Wind Event

Dear Ms. Allen:

On behalf of the Wildfire Safety and Enforcement Branch (WSEB) within Safety and Enforcement Division (SED) of the California Public Utilities Commission (CPUC or Commission), Cindy Chen of my staff conducted an investigation of Pacific Gas and Electric Company's (PG&E) October 28 – 29, 2023, Wind Event. During this event, in order to prevent catastrophic wildfires, PG&E proactively de-energized 1,341 customers, including 70 Medical Baseline (MBL) customers, in six counties due to escalation of weather conditions. Power was restored in the afternoon of October 29, 2023. PG&E asserted this event was not Public Safety Power Shutoffs (PSPS) event as PG&E's PSPS criteria were not met. As a result, PG&E did not activate the Emergency Operation Center (EOC) nor initiate PSPS protocols.

D.19-05-042 states "With the growing threat of wildfire, utilities will proactively cut power to lines that may fail in certain weather conditions in order to reduce the likelihood that their infrastructure could cause or contribute to a wildfire. This effort to reduce the risk of fires caused by electric infrastructure by temporarily turning off power to specific areas is called "de-energization" in this proceeding. De-energization is also known as a "proactive power shutoff" or "public safety power shutoff (PSPS)." ¹ D.19-05-042 further states "The electric investor-owned utilities are afforded discretion to evaluate real-time and on-the-ground information in determining whether to de-energize; adoption of thresholds is not determinative of de-energization." ² During this event, with the

¹ D19-05-042, page 3

² D19-05-042, page A14-A15

Commission's afforded discretion, PG&E did not adopt its PSPS thresholds to make the de-energization decision, but decided to turn off power based on real-time weather conditions.

Under Public Utilities Code Section 451, the IOUs have the obligation to furnish and maintain service that is necessary to promote the safety, health, comfort and convenience of its customers, employees, and the public. It is imperative that the IOUs deploy PSPS as a measure of last resort, and only when the benefit of power shutoffs outweighs potential public safety risks. PG&E must continue to fulfill the obligations under existing laws, rules, and directives, improve the safe and competent execution of PSPS events, and reduce the negative safety impacts on customers.

WSEB's investigation determined PG&E's deliberate de-energization met the Commission's description of PSPS. As a result, WSEB found PG&E in violation of ESRB-8 and D19-05-042.

Violation

1. **ESRB – 8** states in part:

*IOUs shall submit a report to the Director of SED provided within 10 business days after each de-energization event.*³

D19-05-042 states in part:

*In addition to submitting a report to the Director of the Commission's Safety and Enforcement Division within 10 business days of power restoration, electric investor-owned utilities must serve their de-energization report on the service lists of this proceeding and Rulemaking 18-10-007 or their successor proceedings. Service should include a link to the report on the utility's website and contact information to submit comments to the Director of the Safety and Enforcement Division.*⁴

PG&E failed to file a PSPS post event report to the Commission within 10 business days after the October 28-29, 2023, event concluded.

2. **D19-05-042** states in part:

At a minimum, notification to public safety partners must occur when a utility activates its Emergency Operations Center in anticipation of a de-energization event or whenever a utility determines that de-energization is likely to occur, whichever happens first. In addition, the electric investor-owned utilities must provide notice when a decision to de-energize is made, at the beginning of a de-energization event, when re-energization begins and when re-energization is complete. The electric investor-owned utilities should, whenever possible, adhere to the following minimum

³ ESRB-8, page 5

⁴ D19-05-042, page A22

notification timeline:

- *48-72 hours in advance of anticipated de-energization: notification of public safety partners/priority notification entities*
- *24-48 hours in advance of anticipated de-energization: notification of all other affected customers/populations*
- *1-4 hours in advance of anticipated de-energization, if possible: notification of all affected customers/populations*
- *When de-energization is initiated: notification of all affected customers/populations*
- *Immediately before re-energization begins: notification of all affected customers/populations*
- *When re-energization is complete: notification of all affected customers/populations⁵*

During this event, PG&E did not activate Emergency Operations Center. PG&E sent the following notifications to public safety partners and customers.

- Prior to the de-energization:
 - To customers that were in the potential high-wind area: sent at 17:21 and 20:22 on October 28, 2023.
 - To public safety partners: sent out notification on October 28, 2023, between approximately 15:00 and 16:00.
- Post de-energization:
 - To customers experiencing unplanned outages stemming from wind impacts: sent at 21:00 on October 28, 2023. This notification was not only to the proactive de-energization of 1,341 customers, but also to other customers with unplanned outages.
 - To public safety partners: sent updates on October 29, 2023, around 11:00. The updates informed of the proactive de-energization, but did not provide any information on the power restoration.
- Restoration:
 - To customers with proactive de-energization: sent at approximately 09:00 on October 29, 2023. .
 - To public safety partners: none.

PG&E initiated de-energization between 22:27 on October 28, 2023, and 8:02 on October 29, 2023, then restored power between 13:42 and 17:14 on October 29, 2023. PG&E had the following notification failures:

- 48-72 hours in advance of anticipated de-energization to public safety partners
- 24-48 hours in advance of anticipated de-energization to 1,341 customers
- When de-energization was initiated, failed to notify public safety partners and

⁵ D19-05-042, page A8 – A9

1,341 customers in six counties

- When re-energization began, failed to notify public safety partners
- When re-energization was complete, failed to notify public safety partners and 1,341 customers in six counties

3. **D19-05-042** states in part:

*The electric investor-owned utilities must convey to public safety partners at the time of first notification preceding a de-energization event information regarding the upcoming de-energization, including estimated start time of the event, estimated duration of the event, and estimated time to full restoration.*⁶

PG&E notified public safety partners on October 28, 2023, between approximately 15:00 and 16:00. The notification stated in part “While not currently meeting PSPS thresholds, PG&E has developed a plan to proactively de-energize circuits and/or circuit segments in the high-risk areas to protect customers and communities, should weather conditions escalate.” PG&E did not convey to public safety partners regarding the estimated start time of the event, estimated duration of the event, and estimated time to full restoration.

4. **D19-05-042** states in part:

*The electric investor-owned utilities must partner with local public safety partners to communicate with all other customers that a de-energization event is possible, the estimated start date and time of the de-energization event, the estimated length of the de-energization event, which may be communicated as a range, and the estimated time to power restoration, which again, may be communicated as a range.*⁷

PG&E notified customers about the potential outage at 17:21 and 20:22 on October 28, 2023. The notification stated in part “Strong winds could result in power outages, which could last overnight. Please be prepared for extended outages.” PG&E did not notify customers of the estimated start date and time of the de-energization event, the estimated length of the de-energization event, and the estimated time to power restoration.

5. **D19-05-042** states in part:

*The electric investor-owned utilities must provide up-to-date information, including a depiction of the boundary of the de-energization event, on their websites’ homepage and a dedicated Public Safety Power Shut-off webpage regarding the de-energization event.*⁸

⁶ D19-05-042, page A16

⁷ D19-05-042, page A17

⁸ D19-05-042, page A18

During this event, PG&E did not provide up-to-date information, including a depiction of the boundary of the de-energization event, on their websites' homepage and a dedicated Public Safety Power Shut-off webpage regarding the de-energization event.


6. **D19-05-042** states in part:

*The electric investor-owned utilities should strive to develop a coordinated positive/affirmative notification strategy with public safety partners for pre-designated AFN populations. Pre-designated AFN populations should be determined in coordination with public safety partners, whenever possible, but should include customers on medical baseline tariffs that are dependent upon electricity for the provision of life-sustaining services.*⁹

During this event, PG&E proactively de-energized 70 Medical Baseline (MBL) customers. However, PG&E did not perform positive/affirmative notifications to the 70 MBL customers.

Please advise me no later than March 31, 2025, of corrective measures taken by PG&E to remedy and prevent the future recurrence of the identified violations, or provide additional data that refutes the violations detailed in this Notice of Violation. Based on your response, this Notice of Violation may lead to an enforcement action. If you have any questions, you can contact Cindy Chen at (415) 660-8312 or email Cindy.Chen@CPUC.CA.gov.

Sincerely,


Ronald DeMayo
Program and Project Supervisor
Wildfire Safety and Enforcement Branch
Safety and Enforcement Division
California Public Utilities Commission

Cc: Lee Palmer, Director, Safety and Enforcement Division, CPUC
Anthony Noll, Program Manager, WSEB, SED, CPUC
Cindy Chen, Senior Public Utilities Regulatory Analyst, WSEB, SED, CPUC

⁹ D19-05-042, page A20-A21

Enclosure 2

Ronald DeMayo
Program and Project Supervisor
Public Safety Power Shutoff Section
Wildfire Safety and Enforcement Branch
Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA, 94102

Re: Notice of Violation – Pacific Gas and Electric Company October 28 – 29, 2023 Wind Event

Dear Mr. DeMayo:

Pacific Gas and Electric Company (PG&E) submits the following in response to the Notice of Violation (NOV) regarding the October 28 – 29, 2023 Wind Event, issued on February 28, 2025, by the Wildfire Safety and Enforcement Branch (WSEB) within the Safety and Enforcement Division (SED) of the California Public Utilities Commission (CPUC or Commission).

If you have any questions, please do not hesitate to call.

Sincerely,

Mark Quinlan
Senior Vice President
Wildfire, Emergency & Operations

Pacific Gas and Electric Company's Response to Notice of Violation – October 28 – 29, 2023 Wind Event Submitted March 31, 2025

On February 28, 2025, the California Public Utilities Commission's (CPUC) Wildfire Safety and Enforcement Branch (WSEB), within the Safety and Enforcement Division (SED), issued a Notice of Violation (NOV) to PG&E. The NOV alleges six violations stemming from the October 28 – 29, 2023, Wind Event.

WSEB asserts that during an October 28 – 29, 2023, Wind Event, PG&E proactively de-energized 1,341 customers, including 70 medical baseline (MBL) customers, in six counties due to quickly escalating weather conditions. PG&E's Public Safety Power Shutoff (PSPS) criteria were not met, and therefore, PG&E did not activate its Emergency Operations Center nor initiate PSPS protocols. WSEB's investigation of PG&E's October 28 – 29, 2023 Wind Event determined that PG&E's deliberate de-energization met the Commission's description of PSPS. As a result, WSEB found that PG&E failed to comply with certain guidelines in Resolution ESRB-8 and D.19-05-042.

PG&E hereby submits the following response, which includes corrective actions that were taken or actions that may be taken, if appropriate, to align with the CPUC's PSPS guidelines or reporting requirements for PSPS events moving forward.

Background

The Commission has recognized that the “decision to call a PSPS event is within the discretion of the utilities [and] rigid guidelines for de-energization event could lead to dangerous consequences.”¹ Based on the utilities' discretion, PG&E's PSPS decision making processes are driven by internal meteorological data and criteria and alignment with forecasts from external meteorological agency partners.

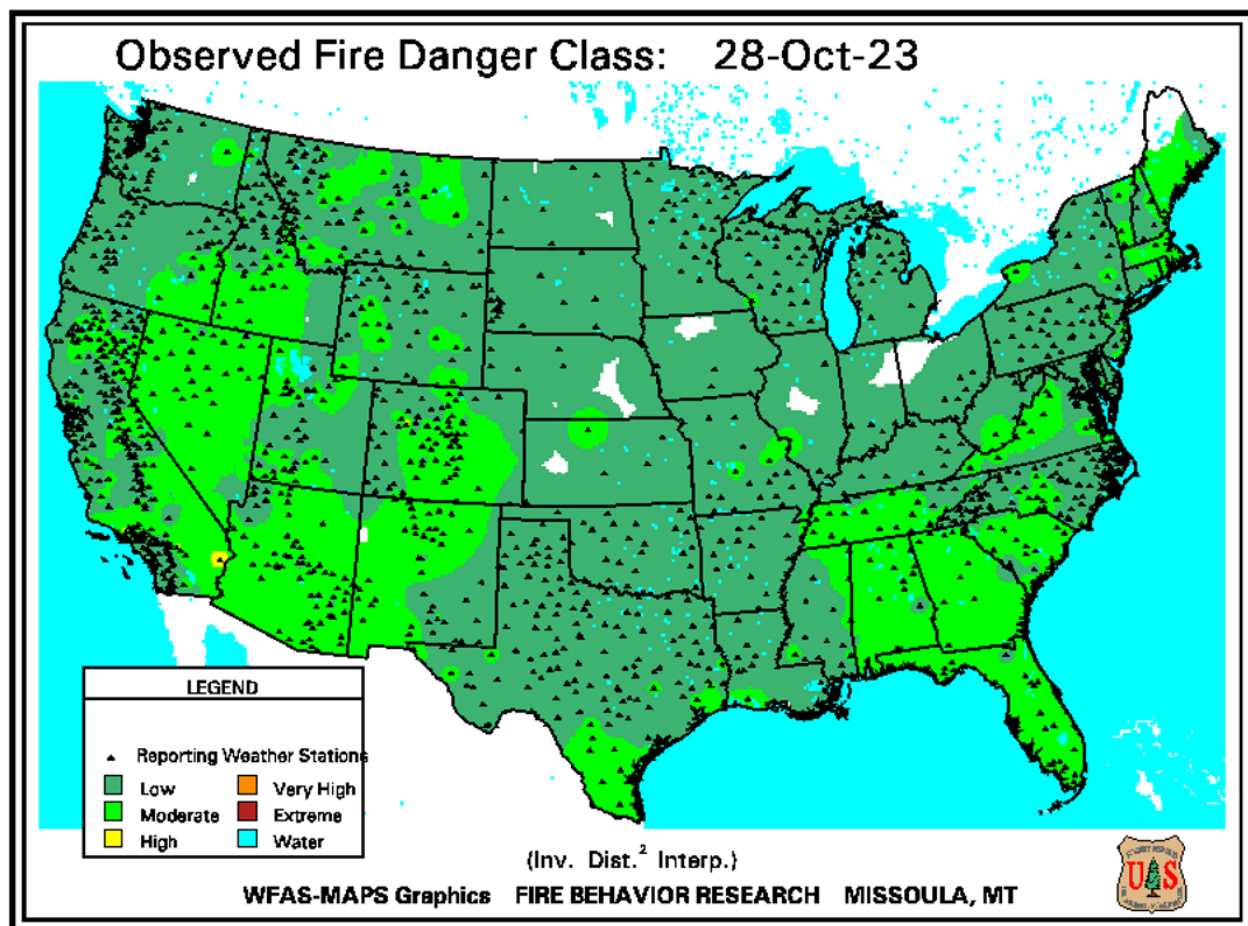
During the weeks and days in advance of the October 28-29, 2023, Wind Event, PG&E's meteorology team carefully monitored weather and fuel conditions leading up to the event. The antecedent wet and cooler than normal conditions played a significant role in diagnosing how quickly fire potential conditions would increase in the event weather conditions rapidly changed. Less than a week prior, a storm passed over the area and delivered wetting rain, which increased dead fuel moistures significantly. For example, in the 2:50 pm October 27, 2023, weather discussion the Bay Area National Weather Service noted, “compared to previous critical fire weather events in recent years... heavier fuels are at **non-critical levels** luckily as a result of this past summer being relatively cooler and the rain from the winter.”² Northern Operations Predictive services on October 27, the day before the event, mentioned that “ERCs (energy release component) are currently below normal across all PSAs (predictive service areas) ...

¹ D.22-10-035 at pg. 9.

² PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 2.

ERC's are not expected to be critically high during the next 7 days.”³ Their forecast also did not include any high-risk areas the day before the event.

Additionally, the National Interagency Fire Center (NIFC), Wildland Fire Assessment System⁴ showed that the fire danger on October 28, 2023, was observed to be mostly “low” across the PG&E territory due to recent wetting rains. This system employs the National Fire Danger Rating System to determine the fire danger class at specific locations across the US as reflected in the map below. Thus, as indicated on the map below for October 28, 2023, the recent wet weather and elevated state of the dead fuels and external forecasts before the event highlighting that critical conditions would not be met, made it especially difficult to prepare for this event.



As the weather and external agency forecasts were carefully monitored the days before the event, we followed our established standards, procedures and criteria that govern the initiation and

³ https://www.fs.usda.gov/Internet/FSE_DOCUMENTS/stelprdb5339121.pdf.

⁴ <https://wfas.net/>.

implementation of a Public Safety Power Shutoff (PSPS).⁵ Based on our forecasted meteorological data leading up to the October 28-29, 2023 Wind Event, our forecasted models did not support a PSPS in accordance with our established PSPS standards, procedures and criteria.⁶

Specifically, our internal forecasted models for this wind event did not meet the first step of a PSPS, primarily the minimum Fire Potential Conditions and PG&E's Event Criteria. As discussed above, this was due to the recent rain events that occurred shortly before the October 28-29, 2023, Wind Event and the cooler weather that occurred less than a week prior.⁷ Additionally, per our PSPS guidance, we require a certain number of grid cells in a 2km grid to be meeting PSPS criteria to consider PSPS in our territory to ensure PSPS is used as a tool of last resort when conditions for catastrophic wildfires are widespread (25 grid cells, which is 0.25% of PG&E's High Fire Risk Area). This was not the case for this wind event.⁸

In addition to our internal event criteria and weather modeling,⁹ we incorporated external agencies' forecasts to ensure our internal modeling was consistent and aligned with external agencies' forecasts before determining whether a PSPS would be necessary.¹⁰ Regarding this wind event, external agencies did not escalate fire potential conditions until shortly before the event. For example, The National Weather Service Sacramento Office in their 03:11 a.m. October 26, 2023, forecast acknowledged the dry north winds in the forecast and noted that "with the recent rain events and cooler weather, fuels have been below average, moderating the fire weather threat typically shown by low RH's and gusty north winds. Forecast [sic] do show drying in conjunction with the north winds event, but do not look to pose a significant fire weather threat."¹¹

Similarly, the North Ops Predictive Services withheld "high risk" from the forecast on October 27, 2023, largely due to the elevated moisture in DFM 1000 hr and low ERCs. Their forecast was escalated from moderate to high risk on ***October 28, the morning of the event.***¹²

As with NWS Sacramento Office and North Ops Predictive Services, on October 27, 2023, the Bay Area National Weather Service also noted, "compared to previous critical fire weather

⁵ PSPS Annex to CERP – Page 3-4, Section 3.3 Decision Making for PSPS; Public Safety Power Shutoff Policies And Procedures – Page 3, Section 2 Criteria and Scoping; PG&E's prior Post-Event reports.

⁶ PG&E's January 31, 2024, response to Data Request DR No. SED-PG&E-002, *DRU12945_Wind Event_DR_CPUC_D001.pdf*, Question No. 003 Response No. 001, at p. 3.

⁷ PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 004 Response No. 001, at p. 2.

⁸ PG&E's January 31, 2024, response to Data Request DR No. SED-PG&E-002, *DRU12945_Wind Event_DR_CPUC_D001.pdf*, Question No. 006 Response No. 001, at p. 4.

⁹ PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_WindEvent_DR_CPUC_D001.pdf*, Question No. 004 Response No. 001.

¹⁰ PSPS Annex to CERP – Page 2-23, Section 2.15.5 Meteorology; PUBLIC SAFETY POWER SHUTOFF POLICIES AND PROCEDURES – Page 3, Section 2 Criteria and Scoping; PG&E's prior Post-Event reports.

¹¹ PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 2.

¹² PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 2.

events in recent years, however, heavier fuels are at non-critical levels luckily as a result of this past summer being relatively cooler and the rain from the winter.”¹³

Given that our PSPS guidance remained below minimum criteria in contrast to late adjustments to external agency forecasts showing high risk and red flag warnings, we developed a strategy to monitor the event as it unfolded so that we would be prepared on short notice to take any actions for safety, if needed. As we monitored the event in real time, the winds rapidly materialized even stronger than models predicted over isolated peaks in the North and East Bay Area on October 28 and 29, which heightened our concerns.¹⁴ As a result of the sudden and rapid change in weather, we also monitored our alert wildfire cameras in these locations and noted significant guy-wire and tree movement in real time, which also increased our concerns in areas where winds were most extreme.¹⁵

Based on these rapidly changing real-time local conditions, real-time weather station data, alert wildfire camera video, and the late escalation of external forecasts, in the interest of safety and out of an abundance of caution, we determined it was necessary and prudent to take a very targeted action to force out 1,341 customers located in isolated areas and to ensure we operated our system safely outside the parameters of our PSPS program and protocols.¹⁶

Violation 1

ESRB – 8 states in part: *“IOUs shall submit a report to the Director of SED provided within 10 business days after each de-energization event.”* (ESRB-8 at p. 5)

D19-05-042, states in part: *“In addition to submitting a report to the Director of the Commission’s Safety and Enforcement Division within 10 business days of power restoration, electric investor-owned utilities must serve their de-energization report on the service lists of this proceeding and Rulemaking 18-10-007 or their successor proceedings. Service should include a link to the report on the utility’s website and contact information to submit comments to the Director of the Safety and Enforcement Division.”* (D.19-05-042 at A22)

PG&E failed to file a PSPS post event report to the Commission within 10 business days after the October 28-29, 2023, event concluded.

While ESRB-8 established a requirement that utilities file post-event reports after each PSPS event¹⁷, because the “decision to call a PSPS event is within the discretion of the utilities”¹⁸ we

¹³ PG&E’s December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 2.

¹⁴ PG&E’s December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 3.

¹⁵ PG&E’s December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 3.

¹⁶ PG&E’s December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 3; and, PG&E’s March 01, 2024, response to Data Request DR No. SED-PG&E-003, *DRU13101_Wind Event_DR_CPUC_D001_CONF.pdf*, Question No. 006 Response No. 001, at p. 4.

¹⁷ See Resolution ESRB-8.

¹⁸ D.24-10-035 at pg. 9.

respectfully disagree that the October 28-29, 2023, Wind Event was a PSPS in accordance with our standards, procedures, and criteria that required a filing of a post-event report pursuant to ESRB-8.

Violation 2

D19-05-042, which states in part: *“At a minimum, notification to public safety partners must occur when a utility activates its Emergency Operations Center in anticipation of a de-energization event or whenever a utility determines that de-energization is likely to occur, whichever happens first. In addition, the electric investor-owned utilities must provide notice when a decision to de-energize is made, at the beginning of a de-energization event, when re-energization begins and when re-energization is complete. The electric investor-owned utilities should, whenever possible, adhere to the following minimum notification timeline:*

- *48-72 hours in advance of anticipated de-energization: notification of public safety partners/priority notification entities*
- *24-48 hours in advance of anticipated de-energization: notification of all other affected customers/populations*
- *1-4 hours in advance of anticipated de-energization, if possible: notification of all affected customers/populations.*
- *When de-energization is initiated: notification of all affected customers/populations*
- *Immediately before re-energization begins: notification of all affected customers/populations*
- *When re-energization is complete: notification of all affected customers/populations”*
(D.19-05-042 at A8-A9)

During this event, PG&E did not activate our Emergency Operations Center. PG&E sent the following notifications to public safety partners and customers.

- **Prior to the de-energization:**
 - **To customers that were in the potential high-wind area: sent at 17:21 and 20:22 on October 28, 2023.**
 - **To public safety partners: sent out notification on October 28, 2023, between approximately 15:00 and 16:00.**
- **Post de-energization:**
 - **To customers experiencing unplanned outages stemming from wind impacts: sent at 21:00 on October 28, 2023. This notification was not only to the proactive de-energization of 1,341 customers, but also to other customers with unplanned outages.**
 - **To public safety partners: sent updates on October 29, 2023, around 11:00. The updates informed of the proactive de-energization, but did not provide any information on the power restoration.**
- **Restoration:**
 - **To customers with proactive de-energization: sent at approximately 09:00 on October 29, 2023.**
 - **To public safety partners: none.**

PG&E initiated de-energization between 22:27 on October 28, 2023, and 8:02 on October 29, 2023, then restored power between 13:42 and 17:14 on October 29, 2023. PG&E had the following notification failures:

- **48-72 hours in advance of anticipated de-energization to public safety partners.**
- **24-48 hours in advance of anticipated de-energization to 1,341 customers.**
- **When de-energization was initiated, failed to notify public safety partners and 1,341 customers in six counties.**
- **When re-energization began, failed to notify public safety partners.**
- **When re-energization was complete, failed to notify public safety partners and 1,341 customers in six counties.**

We respectfully disagree with Violation 2. As explained above, because our PSPS criteria was not met in addition to external meteorological agencies' forecasts not escalating fire risk concerns until late into the event, we did not have the opportunity to scope any circuits for proactive de-energization early enough to initiate the advanced notifications outlined under D.19-05-042. Moreover, pursuant to ESRB-8, the Commission recognizes that it is not practicable to have an *absolute requirement* that electric IOUs provide advanced notifications to customers prior to a PSPS event¹⁹ and that "it is an impossible feat of anticipating every emergency situation resulting in pro-active de-energization."²⁰ Therefore, the Commission has held that the utility should provide as much notice as feasible before shutting off power.²¹ Given the unique situation of the wind event, we developed and sent ad-hoc notifications to public safety partners and customers that targeted a larger area than what was ultimately forced-out to ensure all customers were prepared for any outage, either unplanned or forced out due to the sudden change in weather. Accordingly, we sent notifications to public safety partners and all impacted customers as soon as was reasonably practicable and feasible which met the purpose and intent of D.19-05-042 and ESRB-8 notification requirements.²²

Violation 3

D19-05-042, which states in part: *"The electric investor-owned utilities must convey to public safety partners at the time of first notification preceding a de-energization event information regarding the upcoming de-energization, including estimated start time of the event, estimated duration of the event, and estimated time to full restoration."* (D.19-05-042 at A16)

PG&E notified public safety partners on October 28, 2023, between approximately 15:00 and 16:00. The notification stated in part "While not currently meeting PPS thresholds, PG&E has developed a plan to proactively de-energize circuits and/or circuit segments in the high-risk areas to protect customers and communities, should weather conditions

¹⁹ ESRB-8, pg. 5; D.19-05-042, pg. 84, ,86, Finding of Fact 22 at. Pg. 118.

²⁰ D.19-05-042, pg. 8; D.12-04-024, pg. 10.

²¹ D.19-05-042, pg. 8; D.12-04-024, pg. 10.

²² PG&E's November 15, 2024, response to Data Request DR No. SED-PG&E-005, *DRU14507_Wind Event_DR_CPUC_D001.pdf*, Question No. 002 Response No. 001, at p. 2.

escalate.” PG&E did not convey to public safety partners regarding the estimated start time of the event, estimated duration of the event, and estimated time to full restoration.

For the same reasons explained in response to Violation 2, we respectfully disagree with this violation because at the time of the 15:00 and 16:00 notifications, based on internal and external agency meteorological forecasts, we did not have the opportunity to scope any circuits for a planned de-energization early enough to convey event information including estimated start time of the event, estimated duration of the event, and estimated time to full restoration as it remained uncertain if a pro-active de-energization would be necessary. Nonetheless, although it remained uncertain as to whether we would necessitate a pro-active de-energization, we met the purpose and intent of D.19-05-042 by notifying Public Safety Partners at 15:00 and again at 16:00 of our action to de-energize should weather conditions escalate.

Violation 4

D19-05-042, which states in part: *“The electric investor-owned utilities must partner with local public safety partners to communicate with all other customers that a de-energization event is possible, the estimated start date and time of the de-energization event, the estimated length of the de-energization event, which may be communicated as a range, and the estimated time to power restoration, which again, may be communicated as a range.” (D.19-05-042 at A17)*

PG&E notified customers about the potential outage at 17:21 and 20:22 on October 28, 2023. The notification stated in part “Strong winds could result in power outages, which could last overnight. Please be prepared for extended outages.” PG&E did not notify customers of the estimated start date and time of the de-energization event, the estimated length of the de-energization event, and the estimated time to power restoration.

We respectfully disagree with this alleged violation for the reasons explained in Violation 2 and 3. Because it remained uncertain as to whether any pro-active de-energization would be necessitated based on internal and external meteorological forecasts, we initiated ad hoc notifications at 17:20 and 20:22 on October 28 to all customers advising that the incoming “winds could result in power outages” and to “be prepared for extended outages” whether unplanned or forced out. The following morning, we sent additional notifications informing all customers who experienced an unplanned or forced-out outage the estimated time of restoration. Given the magnitude of the widespread outages,²³ we sent notifications to all customers to ensure awareness of any outages and estimated time of restoration, thereby meeting the purpose and intent of D.19-05-042 and ESRB-8 notification requirements.

Violation 5

D19-05-042, which states in part: *“The electric investor-owned utilities must provide up-to-date information, including a depiction of the boundary of the de-energization event, on their*

²³Most customers lost power due to unplanned outage activity and were not associated with the force out de-energizations. ~25,000 customers lost power on 10/28/2023, and ~25,000 additional customers lost power on 10/29/2023.

websites' homepage and a dedicated Public Safety Power Shut-off webpage regarding the de-energization event.” (D.19-05-042 at A18)

During this event, PG&E did not provide up-to-date information, including a depiction of the boundary of the de-energization event, on their websites' homepage and a dedicated Public Safety Power Shut-off webpage regarding the de-energization event.

We respectfully disagree with this Violation. For the reasons explained above, because it remained uncertain whether PSPS would be necessitated based on internal and external meteorological forecasts, we did not have the opportunity to scope any circuits for a planned de-energization early enough to activate our PSPS Emergency Web. However, our standard “Outage Center” web was active during the wind event which provided all customers experiencing an outage with information on the cause of the outage and the estimated time of restoration (ETOR) once the outage was assessed by field teams. An ETOR was issued to all customers experiencing an outage the night of October 28th and the morning of October 29th once the outages were assessed for damage and potential repairs that were necessary thereby meeting the purpose and intent of D.19-05-042 at A18 notification requirements.²⁴

Violation 6

D19-05-042, which states in part: *“The electric investor-owned utilities should strive to develop a coordinated positive/affirmative notification strategy with public safety partners for pre-designated AFN populations. Pre-designated AFN populations should be determined in coordination with public safety partners, whenever possible, but should include customers on medical baseline tariffs that are dependent upon electricity for the provision of life-sustaining services.” (D.19-05-042 at A20-A21)*

During this event, PG&E proactively de-energized 70 Medical Baseline (MBL) customers. However, PG&E did not perform positive/affirmative notifications to the 70 MBL customers.

We respectfully disagree with this violation. Although this was not a planned PSPS as explained above, all Medical Baseline Customers received notifications the evening of October 28th informing them of the potential of an outage impact from the windstorm. The following morning, on October 29th, starting at 09:00, PG&E performed live-agent wellness checks to 58 MBL customers (the population of MBL customers remaining without power as of 09:00, October 29). The live agent wellness checks were completed by 13:30 on October 29th ²⁵ and resulted in no MBL customers indicating they needed escalation or further assistance. The live agent wellness checks served as a positive/affirmative notification strategy for the Access and Functional Needs (AFN) population thereby meeting the intent and purpose of D.19-05-042, A20-A21.²⁶

²⁴ PG&E's December 21, 2023, response to Data Request DR No. SED-PG&E-001, *DRU12797_Misc._DR_CPUC_D001.pdf*, Question No. 001 Response No. 001, at p. 3.

²⁵ PG&E's Live Agent Calls per Customer Care Billing System (CC&B).

²⁶ Per Utility Procedure: EMER-7001P-03.

Conclusion

We appreciate the opportunity to respond to this NOV, explain in detail how we monitored this complex and rapidly changing weather system, and demonstrate how we acted quickly to operationalize our decisions and actions in the interest of public safety. While this event was extremely challenging from a meteorological forecast perspective, as evidenced by external forecast discussions, we are using these circumstances as an opportunity to further evaluate our proactive de-energization guidance to ensure that we are better aligned with ESRB-8 and PSPS Guideline reporting requirements.