

Pacific Gas and Electric Company (PG&E)
2025 Public Safety Power Shutoff (PSPS) Pre-Season Report
July 2025

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Executive Summary

Pacific Gas and Electric Company's (PG&E) most important responsibility is the safety of our customers and communities. High winds can cause tree branches and debris to contact energized electric lines, damage electric equipment, and potentially cause wildfires. As a result, we may need to turn off power for public safety. This is called a Public Safety Power Shutoff (PSPS). For the safety of our customers and communities, PSPS events continue to be a necessary tool used as a last resort. We know that turning off power disrupts lives, and we do not take the decision to initiate a PSPS lightly.

PSPS is one of PG&E's robust layers of wildfire protection. Our Community Wildfire Safety Program (CWSP) relies on enhanced situational awareness, resiliency work, and operational mitigations to decrease the risk of wildfires from our equipment.

We are working year-round to make our system safer, more resilient, and improve the PSPS experience for our customers and communities. PG&E has significantly reduced PSPS customer impacts through advanced technologies and improvements to the electric infrastructure. This year, we are continuing to refine the program by:

- Expanding the use of microgrids that can power critical services, even during an outage, by providing energy resilience to healthcare centers and communities in wildfire-prone areas. We currently have 13 distribution microgrids of which two will be pre-staged with temporary generation for the upcoming wildfire season.
- Adding additional sectionalizing devices to limit the number of customers de-energized during a PSPS.
- Reducing PSPS impacts with undergrounding and system hardening.

Pursuant to Decision (D.) 21-06-034 and D. 21-06-014, per the California Public Utilities Commission (CPUC) Safety and Enforcement Division (SED), we have prepared this PSPS Pre-Season Report to describe "actions the IOUs have taken, or are taking, in preparation for potential PSPS events during the upcoming wildfire season."¹

Note, due to inclement weather, PG&E executed three PSPS events in January 2025. Due to the timing of these PSPS events, we did not incorporate 2025 PSPS Pre-Season activities prior to these de-energizations. Therefore, the following activities mentioned throughout this report do not apply to the January 2025 PSPS events.

¹ Phase 3 D.21-06-034.

Section I: Authorities

- 1. All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:**
 - a. Description of lessons learned from past PPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.**
 - b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.**
 - c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.**
(D. 21-06-034; Appendix A at p. A14, Section K-1.)

Section II: Community Resource Center Plan

- 1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)**
 - a. CRC objectives (SED Additional Information.)**
 - b. CRC strategies, actions, and timing (SED Additional Information.)**
 - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)**
 - d. Engagement with local populations on AFN needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)**
 - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06- 034, Appendix at p.A1, Section A-3.)**
 - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)**
 - g. Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)**
 - h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)**
 - i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)**
 - j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)**
 - k. CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)**
 - l. Lessons learned protocol (SED Additional Information.)**

Please include the lessons learned related to CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix A: Community Resource Centers \(CRC\) Plan](#).

2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (*ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.*)

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. CRC Unique ID
- b. Location Name
- c. County or Tribe
- d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)
- e. Standard Operation Hours
- f. List of Planned Supplies*
- g. List of Planned Services*
- h. List of Planned AFN Services and Supplies*
- i. Contracted (Yes or No)
- j. Date of Contract
- k. Location Address
- l. Latitude (with at least five digits after decimal point)
- m. Longitude (with at least five digits after decimal point)

* Sub-table(s) may be provided for the Lists.

Response:

Information requested for this section can be found in Table 1 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, Public Safety Partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: *(D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)*

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description
- b. Recommended Date
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)
- d. Adopted? (Yes or No)
- e. Reasoning for Adoption/Denial
- f. Initiative(s) As a Result of Recommendation
- g. (Estimated) Initiative Planning Start Date
- h. (Estimated) Initiative Organization Completion Date
- i. (Estimated) Initiative Equipment Completion Date
- j. (Estimated) Initiative Training Completion Date
- k. (Estimated) Initiative Exercise Completion Date

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Response:

Information requested for this section can be found in Table 2 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: *(D.21-06-034, Appendix at p. A1, Sections A-6.)*

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID
- b. Event Name/Period
- c. County or Tribe
- d. Date Service Area De-energized
- e. Time Service Area De-energized (24-hr. clock)
- f. Date CRC Opened
- g. Time CRC Opened
- h. Date Service Area Re-energized
- i. Time Service Area Re-energized (24-hr. clock)
- j. Date CRC Closed
- k. Time CRC Closed
- l. Total Days Opened Total Hours Opened (Integer)
- m. Type of CRC (Indoor, Outdoor, Mobile)
- n. Average AQI during Operation
- o. Was CRC powered by Backup Generation? (yes/no)
- p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
- q. If Not in Compliance with operation hour requirements, Provide an Explanation
- r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
- s. Total Number of Visitors
- t. Location Address
- u. Latitude (with at least five digits after decimal point)
- v. Longitude (with at least five digits after decimal point)

Response:

Information requested for this section can be found in Table 3 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

- 5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields:** *(D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

Table 4 - Prior Year CRC Customer Feedback

- a. Customer Feedback Type (e.g., resource availability, operation hour, location, customer service)**
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement**
- c. Feedback Submission Count (for this feedback type)**
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.**
- e. Initiative Implementation Start Date**
- f. Initiative Estimated Completion Date**
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)**

Response:

Information requested for this section can be found in Table 4 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields:
(D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type
- b. Description of Challenge
- c. Initial Month and Year Challenge Discovered
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.
- e. Implementation Start Date
- f. Estimated Completion Date
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

Response:

Information requested for this section can be found in Table 5 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

Section III: Critical Facilities and Infrastructure Plan

1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

- a. **CFI objectives** (*SED Additional Information.*)
- b. **CFI strategies, actions, and timing** (*SED Additional Information.*)
- c. **CFI definition and IOU CFI contact on PSPS website** (*D.21-06-034, Appendix at p. A3, Sections B-1.*)
- d. **Identification method of CFI** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.*)
- e. **Changes in CFI since prior annual report** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
- f. **Maintenance and update process of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21,D.19-05-042, Appendix p.A11-12.)*
- g. **Collaboration with transmission-level customers** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
- h. **Comparison of current year CFI request total with last year** (*D.21-06-034, Appendix at p. A3, Sections B-2.*)
- i. **CFI backup power assessment efforts/actions, backup power provisions and terms.** (*D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.*)
- j. **Engagement with local government and Public Safety Partners on CFI identification and back-up generation need** (*D.20-05-051, Appendix at p. A7, Sections (f).*)
- k. **Maintenance and accessibility of CFI list** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
- l. **Consultation with local and tribal governments** (*D.21-06-034, Appendix at p. A3, Sections B-3.*)
- m. **Coordination with CFI to maintain energization during PSPS events of varying lengths** (*D.19-05-042, Appendix at p.A12.*)
- n. **Lessons learned protocol**

Please include the lessons learned related to CRC in Table 14 of Section VII.

Response:

Information requested for this section can be found in [Appendix B: Critical Facilities and Infrastructure \(CFI\) Plan](#).

2. The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014, Ordering Paragraphs 21, 30, 33 & 57.)

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. Facility/Infrastructure Name
- b. CFI Type
- c. CFI Address
- d. County/Tribe
- e. Date Identified as CFI
- f. Primary Point of Contact Name
- g. Primary Point of Contact Title
- h. Primary Contact Phone Number
- i. Primary Contact Email Address
- j. Secondary Point of Contact Name
- k. Secondary Point of Contact Title
- l. Secondary Contact Phone Number
- m. Secondary Contact Email Address
- n. Last Date of Update on Contact Information*
- o. Indicator if CFI has been contacted with backup power needs*
- p. Date of Contact*
- q. Indicator if CFI has been assessed with backup power needs (Yes or No)*
- r. Date of Assessment*
- s. Results of Assessment*
- t. Whether or not CFI provided any needed backup power generation (Yes or No)*

***These fields are applicable to PG&E, SCE, and SDG&E only.**

Response:

In alignment with SCE and SDG&E, PG&E collects critical facilities and infrastructure (CFI) information through multiple channels and updates the CFI list in the PSPS Portal monthly. This list includes CFIs in High Fire Threat District (HFTD) Tier 2 and Tier 3 areas. Each month, we notify agencies that updated lists are available on the PSPS Portal and encourage them to review and confirm we have included all CFIs in their jurisdiction. The latest version of this list was posted on May 2, 2025.

Information requested for this section can be found in Table 6 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_CONFIDENTIAL.xlsx*. PG&E only has access to information provided by CFIs and agencies, and as a result, some information may not be captured.

3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (*D.21-06-034, Appendix at p. A3, Sections B-2.*)

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. Facility/Infrastructure Type
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)
- c. Date of Request
- d. Accepted or Denied?
- e. Reason for Denial

Response:

Information requested for this section can be found in Table 7 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

Section IV: PSPS Exercise Reports

- 1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)**

Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)

- a. Starting Date of Exercise
- b. Ending Date of Exercise
- c. Total Hours of Exercise
- d. Type of Exercise (e.g., table-top, functional, full-scale)
- e. Region (if applicable)
- f. Counties
- g. Number of utility personnel participating in the exercise
- h. Number of Public Safety Partners actively participating as a player in the exercise
- i. Number of AFN community representatives participating as a player in the exercise
- j. Total Number of Participants

Table 9 - List of Exercise Participated Entities

- a. Name of Entity
- b. Exercise Date Range

Response:

Information requested for items a-j can be found in Table 8 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

- 2. For each exercise, please provide the items below. (SED Additional Information.)**

- a) After-Action Report
- b) What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other Public Safety Partners during and after they participate in TTXs, FSEs or other trainings/briefings?
- c) Please provide copies of the written materials and/or links to web-based information.
- d) Indicate if this information is also posted in your PSP Portal.

Response:

Information requested for this section can be found in *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Written_Materials_20250701_PUBLIC.zip*.

All the materials within the zip file, except for the After-Action Reports (AARs), were provided to participating telecommunication carriers and other Public Safety Partners before, during and after they participated in the 2025 PSPS TTX and FSE. These documents were provided via email.²

² Note information contained in Table 8 and 9 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx* is not posted on the PSPS Portal.

During the PSPS FSE, agencies and critical facilities also had access to the following materials, as well as confidential customer information lists for their jurisdiction/facilities via the PSPS Portal:

- All Impacted Customer List
- Critical Facilities All Affected Sites List
- Critical Facilities List
- Customer Impact Summary
- Medical Baseline Customers List
- PSPS Portal User Guide (sent via PSPS Portal)
- PSPS Training Video (sent via PSPS Portal)
- PSPS Portal API Instructions (sent via PSPS Portal)
- PSPS Portal FAQs (sent via PSPS Portal)
- PSPS Portal Registration Guide (sent via PSPS Portal)
- PSPS Policies and Procedures for Emergency Managers (sent via PSPS Portal)
- PSPS Event Notifications (PSPS Portal)
- Sample Forecasted Circuits Impacted (sent via PSPS Portal)
- Sample Forecasted Outage Areas (sent via PSPS Portal)

Due to privacy concerns, we have not included the documents listed above in the zip file. We are available to coordinate with the CPUC further regarding these documents, as needed.

Section V: Education and Outreach

- 1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission’s Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields.**
(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Table 10 – Survey Summary

- a. Period Survey Conducted
- b. Overall Objectives
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)
- d. Methods (e.g., online, text messages, letter, telephone, in-person)
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)
- f. Total Number of Surveys Sent
- g. Total Number of Survey Responses Received
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004.
- i. If so, please list the number of “prevalent” languages used during survey
- j. If not, please provide an explanation

Response:

Information regarding the 2024 PSPS Post-Season survey is provided in Table 10 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

PG&E conducts a minimum of two PSPS Education and Outreach surveys each calendar year, accessible to all customers, including:

- Pre-Season Survey in August/September at the beginning of peak wildfire season.
- Post-Season Survey conducted in November/December after peak wildfire season.

Due to the timing of the 2025 Pre-Season surveys, we do not currently have survey information and results. Our 2025 survey results will be included in the 2025 PSPS Post-Season Report.

- 2. The IOUs must provide copies of all PSPS education and outreach surveys templates.**
(D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Response:

A draft of the 2025 PSPS Education and Outreach Pre-Season Survey template can be found in [Appendix D: 2025 Wildfire Safety – PSPS Pre-Season Survey Template](#) (as of 05/02/2025).

Previous survey templates can be found in past [PSPS Pre-Season Reports](#) and corresponding results to these survey templates can be found in past [PSPS Post-Season Reports](#).

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.

Response:

Both our Pre-Season and Post-Season Surveys, available online and by telephone, are offered in 17 prevalent languages (see list of languages below). Based on PG&E’s assessment, this meets the prevalent language requirement as defined in D.20-03-004, further outlined in [PG&E Wildfire & PSPS Outreach Workplan and Budget Advice 4249-G/5827-E](#) (Pacific Gas and Electric Company ID U 39 M), filed with the CPUC on May 15, 2020. Following this filing, additional languages were added per the CPUC’s direction.

13% of 2024 Pre-Season Survey respondents and 11% of Post-Season Survey respondents elected to complete the survey in a language other than English. Of those, the majority were in Spanish and Chinese.

- | | |
|----------------------------------|--------------|
| • English | • Khmer |
| • Spanish | • Armenian |
| • Chinese (Mandarin & Cantonese) | • Punjabi |
| • Vietnamese | • Farsi |
| • Japanese | • Hindi |
| • Korean | • Portuguese |
| • Arabic | • Tagalog |
| • Russian | • Thai |
| • Hmong | |

4. Each IOU must collaborate with relevant community-based organizations and Public Safety Partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)

Response:

In 2021, PG&E aligned with the Joint IOUs to produce a draft survey that was circulated to the Joint IOU Statewide Access and Functional Needs (AFN)³ Advisory Council participants for comments and suggestions prior to the execution of the survey. Feedback was requested to determine if the questions measure the level of effectiveness and awareness across all customer groups.

We consider the survey to be final and do not anticipate any further changes to the template. For 2024 customer feedback survey results, please see PG&E’s [2024 PSPS Post Season Report](#), Appendix A, pp. 42-47.

³AFN is defined by the CPUC as individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutional settings or those who are low income, homeless, or transportation disadvantaged, including but not limited to those who are dependent on public transit or those who are pregnant.

- 5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the 2025 Pre-Season Report and the 2024 Post-Season Report.** *(D.21-06-034, Appendix at p. A7, Sections E-1 and K- 1)*

Response:

Information regarding the PSPS 2024 Pre and Post-Season surveys, are provided in Table 10 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*. Results from our 2025 Pre-Season survey will not be conducted until mid-August of 2025. The results are expected to be finalized by November 14, 2025 and will be included in the 2025 PSPS Post-Season Report.

A draft of the 2025 survey templates can be found in [Appendix D: 2025 Wildfire Safety – PSPS Pre-Season Survey Template](#) (as of 05/16/2025).

- 6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements.** *(D.19-05-042, Appendix A p.A24; SED Additional Information.)*

Response:

Please refer to our [2024 PSPS Post-Season Report](#), Appendix A, pp. App 42-47 for our most recent education and outreach surveys results and evaluation.

Key findings include:

- More than half of customers surveyed in the 2024 Post-Season agreed that PG&E:
 - Is committed to restoring power to customers impacted by wildfires.
 - Makes an effort to communicate with all customers about wildfires.
 - Is committed to wildfire safety.
- 57% of all residential customers recalled PG&E’s 2024 wildfire safety communications, with awareness of outreach rising to 71% in HFTDs, where outreach is targeted.
- PSPS Awareness and Preparedness:
 - 74% of customers surveyed in Post-Season were aware of PSPS.
 - 72% of customers felt prepared for a PSPS.
 - 52% of customers expressed they were satisfied overall with the PSPS program.
- PG&E PSPS Resources:
 - Most used resources during or after a PSPS:
 - Call 2-1-1
 - PG&E’s Report-It Mobile App
 - Language Preference on Alerts and Notifications.
 - Resources with the greatest customer interest:
 - Generator Rebate Program
 - PG&E’s Portable Battery Program
 - Call 2-1-1
- The most recalled communication channel was email, followed by mass media advertising. However, the PG&E website, text messages, and informational videos on TV were rated as the most useful.

- 7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2021, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3. and K-1)**

Response:

Information requested for this section can be found in our [2024 PSPS Post-Season Report - Education and Outreach Costs Tracking](#).

- 8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06- 014, Ordering Paragraph 38.)**

Response:

We employ a multi-channel outreach strategy to reach residents, AFN communities, businesses, local and Tribal governments, and visitors, using paid and earned media, social media, PG&E's website, direct mail, email, in-person and virtual community events, and a network of community-based organizations (CBOs) to broaden awareness and preparedness education.

Paid advertising is placed in High Fire Threat zip code areas, including weather-triggered over-the-top (OTT) TV, digital banners, pre-roll, social media, and always-on search engine marketing ads. Earned media includes outreach to local media in all of our markets, issuing news releases, Letters to the Editor and direct conversations with reporters. Additionally, we invite local media to film on location. Social media efforts include active educational posts on channels such as Facebook, YouTube, Instagram, X and Nextdoor.

Our PSPS website (www.pge.com/psps) includes educational information and preparedness tools. This includes a PSPS Guide and PSPS Fact Sheet available for download and sharing. Our informative assets are shared with CBOs to distribute this information to their constituencies

In advance of wildfire season, PG&E sends a direct mail letter and an email to customers with information about power outages and resources available to support them before, during and after a PSPS. In addition, PG&E sends an email to visitor bureaus with information about power outages, available resources and provides a digital rack card and an information flyer for them to share and distribute.

Ahead of wildfire season, PG&E's Tribal Liaison Representatives, Local Government Affairs Representatives, and Public Safety Specialists (PSS) meet with Tribal and local governments regarding this multi-channel outreach strategy, which supplements the local public agencies' outreach to communities regarding PSPS preparedness.

For more information on our proactive communication strategies, see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.3, External Collaboration and Coordination, pp. 491-501.

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of utility’s education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility’s PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type
- b. Description of Recommendation
- c. Party Name
- d. Date of Recommendation
- e. Incorporated into PSPS Protocols? (Yes or No)
- f. Reason for Decision Made
- g. Description of PSPS Protocol Change

Response:

Information requested for this section can be found in Table 11 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with Public Safety Partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)

Response:

Our PSPS communication strategy remains consistent with our 2024 plan. For more information on our PSPS communication strategy for customers, see response to [Section V.8](#) above, as well as PG&E’s [2026-2028 WMP R0](#), Vol 1 Section 11.4, Public Communication, Outreach, and Education Awareness Program, pp. 502-526 and [Appendix C: Notification Plan](#). For more information on our communication strategy during a PSPS outage for Tribal and local governments, see PG&E’s [2026-2028 WMP R0](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 491-494 and [Appendix C: Notification Plan](#).

During the Q1 and Q2 2025 PSPS Regional Working Groups (RWGs) meetings, we discussed PSPS regionalized data, PSPS notifications, data portals, support options for customers with AFN and resiliency programs. This outreach is required to be discussed by the CPUC (D.20-05-051) and is conducted with Public Safety Partners and representatives of AFN and vulnerable customers across our service territory. RWG meetings are structured to solicit feedback and information sharing on aspects of PSPS execution and planning. We will continue quarterly meetings throughout 2025.

Additionally, all IOUs jointly host the Joint IOU Statewide AFN Advisory Council on a quarterly basis. These meetings are structured to enable feedback and information sharing on aspects of PSPS execution and planning, including communication strategies, information sharing, and in

particular strategies for supporting AFN communities. Communications strategies were covered at Q1 and Q2 meetings hosted on March 27, 2025 and June 12, 2025 respectively. Positive feedback was received regarding:

- Updates and improvements provided by PG&E.
- Progress Map anticipation, noting that it will be a helpful resource for the community.

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with Public Safety Partners. (D.21-06-014, Ordering Paragraph 47.)

Response:

We regularly collaborate with Public Safety Partners to promote operational coordination utilizing direct engagement, providing PSPS policies and procedures and establishing a PSPS Portal to house PSPS planning and related information for Public Safety Partner use. Additionally, dedicated Local Government Affair Representatives, PSS and Tribal Liaisons, and Business Account Representatives are available to Public Safety Partners for daily coordination.

For more information on our Public Safety Partner engagement activities ahead of wildfire season, see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.2.1, Coordination and Collaboration With Public Safety Partners, pp. 485-486 and Table 17 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*. This includes engagements conducted or scheduled to be conducted between June 1, 2024 through September 15, 2025.

We outline our PSPS policies and procedures for Public Safety Partner reference in PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.3.1, Communication Strategy with Public Safety Partners, pp. 491-491, and in our [PSPS Policies and Procedures](#), which is updated and distributed annually. We are currently finalizing the 2025 PSPS Policies and Procedures document.

To test our PSPS policies, procedures, and operations, we invited Public Safety Partners to observe or participate in PSPS exercises ahead of wildfire season. On March 27, 2025, we held a TTX and conducted a FSE on April 28, 2025 through May 2, 2025. See [Section IV: PSPS Exercise Reports](#) for more information.

12. PG&E, SCE, and SDG&E must provide all methods used to work with Public Safety Partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

Response:

PG&E works collaboratively with Public Safety Partners to improve responses to concurrent emergencies (other emergencies occurring during a PSPS, including wildfires, capacity events, etc.) by coordinating with Tribal, county and city emergency managers in advance of and during a PSPS to support affected customers and communities. See below for more information on how we work with Public Safety Partners to improve our response to concurrent emergencies:

- **Emergency Preparedness and Planning:** This includes PSPS FSEs, live action drills, earthquake and fire TTXs, and various all-hazards preparedness seminars. Public Safety Partners were invited to observe and participate in both the TTX and FSEs in 2025. For a list of outreach efforts made regarding concurrent emergencies from May 1, 2024 through May 1, 2025, see Table 18 *R.18-12 005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

- **Incident Command System (ICS), Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) protocols:** These nationally standardized emergency management protocols rely heavily on guidelines to manage scalability to support response to concurrent emergencies. This includes coordinating with appropriate incident leaders through the execution of ICS core principles during events and managing existing lines of communication through dedicated PG&E Agency Representatives and other channels. Representatives who engage with Public Safety Partners receive regular training and are well versed in emergency management systems. Using the same system as our Public Safety Partners helps us work more efficiently with our agency partners.
- **Notification and Communication Strategy:** PG&E's Liaison and Customer Teams manage most notifications to key stakeholders during concurrent emergencies. We have assigned dedicated representatives within our Federal Affairs, State Government Relations, Tribal Relations departments, Local Government Affairs, Regulatory Affairs, and PSS, who are responsible for communicating to federal, state, Tribal and local agencies during emergencies. Our outreach is frequent, tailored to the stakeholder's needs, and focuses on providing the latest event information.
- **Situational Awareness Sharing:** PG&E includes a number of situational awareness tools that are shared with our Public Safety Partners:
 - [PG&E's PSPS Portals](#) includes PSPS-specific maps, situation reports and impacted customer lists.
 - High-definition cameras.
 - [Pge.com/weather](#) which includes real-time data of:
 - Fire Detection Satellite Map
 - Wind speeds
 - Humidity
 - Temperatures
 - Link to individual weather station data

Section VI: Notification Plan

1. Each IOU must provide an updated annual PSPS notification plan as Appendix C.

The IOUs should incorporate and address the following minimum topics in the notification plan. (*D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.*)

- a. **Notification objectives**
- b. **Notification strategies, actions, and timing**
- c. **Notification process planning and improvement**
- d. **Updated/Current Notification script and templates**
- e. **In-language translations**
- f. **Notification methods**
- g. **Meeting notification timeline requirements**
- h. **Notification accuracy and precision**
- i. **Entity responsible for notifications**
- j. **Consistency of PSPS notification information across all platforms**
- k. **Coordination with stakeholders**
- l. **Affirmative notifications to MBL populations and any self-identified vulnerable populations**
- m. **Notification strategies on AFN population subsets**
- n. **Public warning of PSPS events such as week-ahead forecasts**
- o. **Notification cancellation**
- p. **Transmission-level customers notification**
- q. **Impacted customer information available to Public Safety Partners from outset of PSPS:**
- r. **Secure portal for Public Safety Partners:**
- s. **Lessons learned protocol**

Please include the lessons learned related to notification in Table 14 of Section VII

Response:

Information requested for this section can be found in [Appendix C: Notification Plan](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, Public Safety Partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its 2025 Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (*D.21-06-034, Appendix at p. A11, Sections H-3.*)

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 - AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g., vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan
- c. (Estimated) Initiative Planning Start Date
- d. Organization Completion Date
- e. (Estimated) Initiative Equipment Completion Date
- f. (Estimated) Initiative Training Completion Date
- g. (Estimated) Initiative Exercise Completion Date

Response:

Information requested for this section can be found in Table 12 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_CONFIDENTIAL.xlsx* and Table 13 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Response:

In advance of wildfire season, we implement a robust customer and community education campaign to increase public awareness and support of utility wildfire mitigation activity. This campaign includes translations of the following communications for customers with Limited English Proficiency (LEP) and specific details to address concerns and needs of AFN populations (e.g., simplified versions of collateral and webinars). See PG&E's [2026-2028 WMP R0](#), Vol 1 Section 11.4, Public Communication, Outreach and Education Awareness, Public Outreach and Education Awareness Program, pp. 502-526 and Section 11.3.1, Communication Strategies with Public Safety Partners, pp. 491-491 for more information.

In 2025, we will continue to host Wildfire Safety Webinars, Safety Town Halls and region-specific Town Halls for residential customers and unassigned small and medium business customers to provide additional information about wildfire safety, including PSPS purpose, process and resources available. See Table 17 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx* for a list of engagement efforts.

In addition, the following in-language webinars and multicultural media engagements have been planned for customers with LEP in 2025:

- **In-language webinars:** We will co-host at least six in-language webinars this year, partnering with selected multicultural media outlets. During the webinars, customers will learn about the purpose, process, impact and resources we offer as support before, during, and after a PSPS. We will promote these events via our media partners, social media channels, direct email to targeted LEP customers and websites. See the schedule below:

Webinar Date	Language	Targeted Counties	Media Partner
6/18/2025	Spanish	Bay Area	Univision Fresno
6/25/2025	Spanish	Central Valley	Univision Fresno
7/15/2025	Spanish	Northern California	Univision Fresno
7/22/2025	Chinese	All Customers	Skylink TV
7/23/2025	Russian	All Customers	Ethno FM Radio
7/26/2025	Tagalog	All Customers	KTSF-26 and Philippine American Press Club

- **Multicultural Media Engagement Campaign:** We partnered with 39 trusted multicultural media partners to help educate LEP customers on wildfire safety and preparedness. Potential media partners attended an information session on April 30, 2025. Participating media partners were then required to attend an annual online training on May 21, 2025, to learn about the purpose, process, impact, and resources offered to support LEP customers before, during, and after a PSPS. These media partners will help support PG&E to disseminate accurate and timely information through their in-language channels (broadcast, digital and/or social) before, during, and after a PSPS. We are unable to track and report on the specifics of communications provided by our multicultural media partners as their systems and/or platforms used are out of our purview. However, we require all the participating media partners to share their in-language coverage.

Section VII: PSPS Event Lessons Learned

- 1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (*D.21-06-034, Appendix at p. A14, Sections K-1.*)**

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)**
- b. Description of Issue**
- c. Date of Discovery/ Applicable Activation**
- d. Risk Priority (high, medium, low)**
- e. Overall Resolution** (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
- f. Responsive actions (in detail)**
- g. Implementation Starting Date**
- h. Estimated Completion Date**
- i. Status of Action (e.g., Planning, Implementing, or Complete)**

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Response:

PG&E collects feedback and lessons learned from our past PSPS events and exercises across multiple channels. This includes “hotwash” meetings with our Emergency Operations personnel or surveys with impacted communities following a PSPS activation and additional surveys with community engagement events.

Lessons learned are incorporated into our process improvements and addressed through Functional Area (FA). The results of the “hotwash” meetings are summarized in an AAR, and any actionable items that have not already been identified by an FA are routed through our Corrective Action Program (CAP), which identifies the issue owner, assesses the risk of the item, and tracks progress.

Our risk matrix uses event severity and frequency as key factors to assign a risk of either High, Medium, Low, or Level 5 to determine priority of the lessons learned. Most suggestions that do not have an impact on safety, reliability, compliance, quality, environment or finance, are ranked as “Level 5” risk. This means the issue does not meet the threshold for accruing risk to the business.

Information requested for this section can be found in Table 14 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

Section VIII: High Risk Circuits

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season.** *(D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

Response:

PG&E identifies frequently de-energized circuits using historical PSPS and climatology data. This dataset was developed by analyzing circuit-level data and identifying circuits de-energized three or more times in any calendar year in the previous six calendar years (2019 – 2024). See PG&E's [2026-2028 WMP R0](#), Vol 1 Section 4.3, Frequently De-Energized Circuits, pp. 39-42 for more information.

We cannot foresee the locations of circuits impacted by future PSPS events as we use real-time weather forecasts. It is not possible to predict potential outages more than a week in advance. Weather varies year-to-year, which drives variability in the location and number of outages, their size, and duration of potential PSPS events.

- 2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk reduction and de-energization mitigation for each circuit including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access functional needs on each circuit.** *(D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)*

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional field)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

Response:

Information requested for this section can be found in Table 15 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

Section IX: Others

- 1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)**

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting**
- b. Time of Meeting**
- c. Report Name**
- d. Webpage Link to Report**

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

Response:

Information requested for this section can be found in Table 16 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

- 2. PG&E, SCE, and SDG&E must identify the status of the list of Public Safety Partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)**

Response:

Since October 2021, we have uploaded a new Public Safety Partner list to the PSPS Portal each month and will continue this monthly process based on feedback from internal and external stakeholders. The last upload of the list to the PSPS Portal occurred on June 5, 2025. For privacy reasons, Public Safety Partner lists are provided to agencies who have agreed to the PSPS Portal online agreement and only receive information for their jurisdiction. These lists are not posted to PG&E's website for the public due to confidentiality and privacy reasons.

- 3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)**

Response:

It is our goal to ensure every MBL and Self-Identified Vulnerable (SIV) Program customer, who requires electricity for medical reasons, is aware and prepared for potential outages in the event of a PSPS.

Our MBL and SIV customers are sent annual communication either by email or a postcard between February to June, to reinforce the importance of having up to date contact information on

file and encourage these customers to provide an alternative means of contact for PSPS notifications. After a PSPS, MBL and SIV customers that were in scope and did not have valid contact information receive a postcard requesting for updated contact information.

MBL and SIV Program customer information is updated automatically and in real-time when a customer updates their PG&E account information or when it is provided to a PG&E representative. Requests to change contact information can be submitted via multiple channels, therefore, there is not a dedicated staffing member or department that implements changes. For example, contact information can be changed by customers via our website, which updates our systems of record directly.

To ensure quality control of MBL and SIV Program customer contact information, we conduct a weekly review to identify customers with missing or invalid contact information, as documented in our Customer Care and Billing System (CC&B). Additionally, we cross-reference contact information submitted through our other program applications (e.g., California Alternate Rates for Energy Program (CARE)⁴/ Family Electric Rate Assistance Program (FERA)⁵ and rebates) to run a daily sync between our Salesforce Application (used to process these program applications) and MBL database within CC&B. These weekly and daily processes are conducted year-round to help ensure the MBL and SIV Program contact information is current.

The following collateral materials are samples sent to MBL and AFN customer for preparedness outreach activities listed above:

Contact Information – Direct Mail



⁴ A monthly discount of 20% or more on gas and electricity. Participants qualify through income guidelines or if enrolled in certain public assistance programs.

⁵ A monthly discount of 18% on electricity only. Participants qualify through income guidelines.

You can review and update your business contact information by doing the following:

- 1 Log in to your account at pge.com/alerts or call **1-866-743-6589**.
- 2 Provide or update your phone number(s), email address(es) and/or an alternate contact. For text alerts, add a cell phone number.
- 3 Select your preferred language for alerts.



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call **1-800-743-5000**.



We take reasonable and appropriate measures designed to ensure the integrity of our systems and protect your personal information. Visit our Privacy Policy at pge.com/privacy to learn more. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2025 Pacific Gas and Electric Company. All rights reserved. CCC-0225-5139. 02/14/2025



Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899



Action Required: Prepare your tenants for Public Safety Power Shutoffs



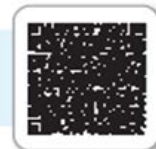
Post the enclosed flyers
in a common area for
tenant awareness.

For your safety, PG&E may have to turn off power to prevent a wildfire when risk is high. This is called a Public Safety Power Shutoff (PSPS). Our goal is to alert you 1-2 days before a PSPS, then provide updates via texts, calls and emails until power returns. **Master Meter and primary account holders are required to share information about PSPS with their tenants.**

To help tenants prepare and stay safe:

- ☐ **Keep your contact information current to receive the latest outage updates.** Visit pge.com/myalerts or call 1-866-743-6589 to make any changes.
- ☐ **Encourage tenants to sign up for Address Alerts** for PSPS notifications.
- ☐ **Research programs** that offer backup power options for free or at a reduced cost.
- ☐ **Remind tenants that resources are available** before and during a PSPS, including food banks, accessible rides and more.
- ☐ **Direct tenants who may need extra help** during an outage to make a plan.
- ☐ **Share information about our Medical Baseline Program and Self-Identified Vulnerable Program** with your tenants who rely on power for medical needs.
- ☐ **Make a plan to support tenants who need mobility assistance** during an outage when the elevators, wheelchair lifts, etc., are down.

Visit pge.com/pspresources to learn more
about our resources or call 1-877-660-6789.



For translation support in 240+ languages, or to request a print material in Braille, large print or audio, call 1-800-743-5000.

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IMPORTANT SAFETY INFORMATION

To help keep you safe and prevent wildfires, we may need to proactively turn off power when wildfire risk is high. This is called a Public Safety Power Shutoff (PSPS).

You will receive additional notifications by call, text and email before your power is turned off.

- Let us know you have received the alerts. Say “hello” when we call or reply “1” to our text message.
- If you do not respond, we will continue to call each hour and attempt to notify you in person.



Support is available before and during a PSPS. See reverse for details.

To help you prepare for a PSPS, we are here to assist you with:

- Updating your contact information
- Creating a plan for your medical needs
- Exploring backup power options

Visit pge.com/disabilityandaging to learn more.

For 24/7 local support during a PSPS, call 211, text “PSPS” to 211-211 or visit 211.org.



For translated support in 240+ languages, call PG&E at 1-866-743-6589.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. “PG&E” refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2022 Pacific Gas and Electric Company. All rights reserved. CCC-0622-4827. 5/09/2022









Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899

Outage Preparedness Brochure & Cling – Direct Mail

What we're doing to prevent wildfires

We use these layers of wildfire protection to help keep you safe:

-  **Using technology** to better predict, monitor and respond to wildfires
-  **Installing stronger poles and covered powerlines** on 1,700+ overhead line miles
-  **Undergrounding** powerlines in the highest fire-risk areas
-  **Trimming trees** to ensure they are away from powerlines
-  **Equipping powerlines** with safety settings that turn off power when a threat is detected
-  **Turning off power** to prevent a wildfire during extreme weather

Learn more at pge.com/cwsp



See how we're enhancing our system for your safety



For translation support in 240+ languages, or to request print material in Braille, large print or audio, call 1-800-743-5000. Additional brochures are available for download in Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese at pge.com/psps.



See inside for an outage preparedness checklist!

Prepare Your Home for Safety Outages

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfires. "PGE" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2024 Pacific Gas and Electric Company. All rights reserved. CCC-0824-4336, 07/10/2024.



Visit pge.com/progressmap

See wildfire safety work in action

You can look up your address on our **Progress Map** to see safety work in your neighborhood. You can also see if your address qualifies for the Self-Generation Incentive Program or the Permanent Battery Storage Rebate Program.

Safety outages protect your community

Public Safety Power Shutoff

Planned safety outages that help prevent a wildfire when risk is high. Our goal is to **notify you two days before** an outage.

Learn more at pge.com/psps



Enhanced Powerline Safety Settings

These settings may shut off power for safety if a hazard is detected on a powerline.

Learn more at pge.com/epss



We will keep you updated via text, call and/or email about when power will return during safety outages.

Be prepared in case of an outage

Before an outage

Visit pge.com/outageprep to:

- ☐ Create an emergency plan and find backup power options
- ☐ Make sure your contact information is correct to get alerts
- ☐ See if you qualify for extra support through the Medical Baseline Program
- ☐ Get help planning if you're an older adult or have a disability through the Disability Disaster Access and Resources Program

During an outage

- ☐ View current outages and restoration times at pge.com/outages
- ☐ Find local support and services by calling 211, texting 'PREPARE' to 211-211 or visiting 211.org

Tear here and post in an accessible place.

Section X: Tree Overstrike

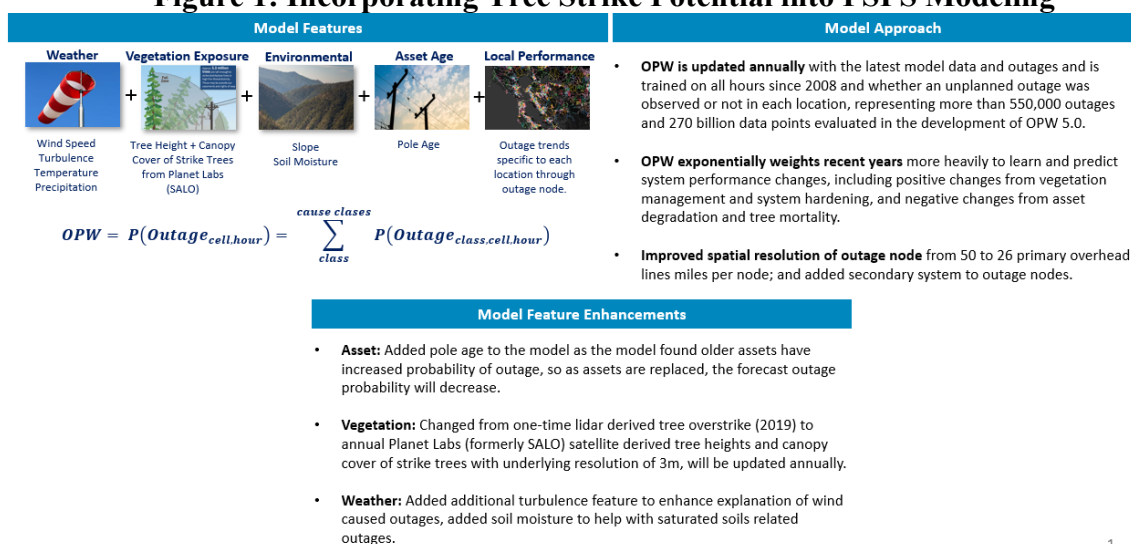
1. Pacific Gas and Electric Company (PG&E) must submit public safety power shutoff (PSPS) pre-season reports in compliance with the California Public Utilities Commission’s PSPS Guidelines. In addition, PG&E must estimate which circuits might be de-energized as a result of the inclusion of tree overstrike criteria and estimate the impacts on the frequency, duration, scope and scale of de-energization due to the utilization of tree overstrike criteria in its PSPS decision-making. PG&E should state if it intends to continue using tree overstrike criteria and include justification for its decision.

Response:

PG&E’s Outage Probability Weather Model (OPW) has transitioned from using static Lidar-based tree overstrike to leveraging a Planet Labs product. This product uses satellites to examine tree heights and canopy cover of strike trees which annually captures vegetation changes throughout the service territory through either growth, felling, or management. Similar to Lidar based tree-overstrike, this analysis is incorporated into the OPW machine learning model, therefore, we are unable to separate data to show how the inclusion of tree overstrike, distinct from other factors in the model, impacted PG&E’s PSPS decision-making.

Tree overstrike is one of many features in the IPW model. The IPW is combined with the Fire Potential Index (FPI) model to form PG&E’s Catastrophic Fire Probability Distribution (CFPd). Therefore, we are not able to quantify the effect that tree overstrike has on the changed frequency, duration, scope, and scale of PSPS events. See Figure 1 below explaining the latest changes made to PG&E’s OPW model, including the transition to satellite derived products.

Figure 1: Incorporating Tree Strike Potential into PSPS Modeling



For more information on our PSPS decision-making process involving tree overstrike, see PG&E’s [PSPS Post-Event Reports](#), Section 2.

APPENDIX

APPENDIX A
CRC Plan (Version 4)
July 2025

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Section II.1.a - CRC Objectives

To mitigate PSPS impacts, PG&E opens CRCs during a PSPS outage to provide community members with a safe place to access basic resources including:

- Electricity to charge medical equipment and electronic devices;
- Up-to-date information about the PSPS; and
- Water, snacks, blankets, Americans with Disabilities Act (ADA) accessible restrooms, and other items.

Section II.1.b - CRC Strategies, actions, and timing

When a PSPS is imminent, we evaluate the outage scope and propose pre-identified CRC sites to activate based on estimated customer impact. The proposed CRC site list is sent to impacted Tribal governments and the impacted counties' Offices of Emergency Management (OEMs) for their review and feedback. We will accommodate requests, as feasible, if alternative sites are suggested. Once a list of sites is approved, we conduct outreach to landowners to confirm site availability.

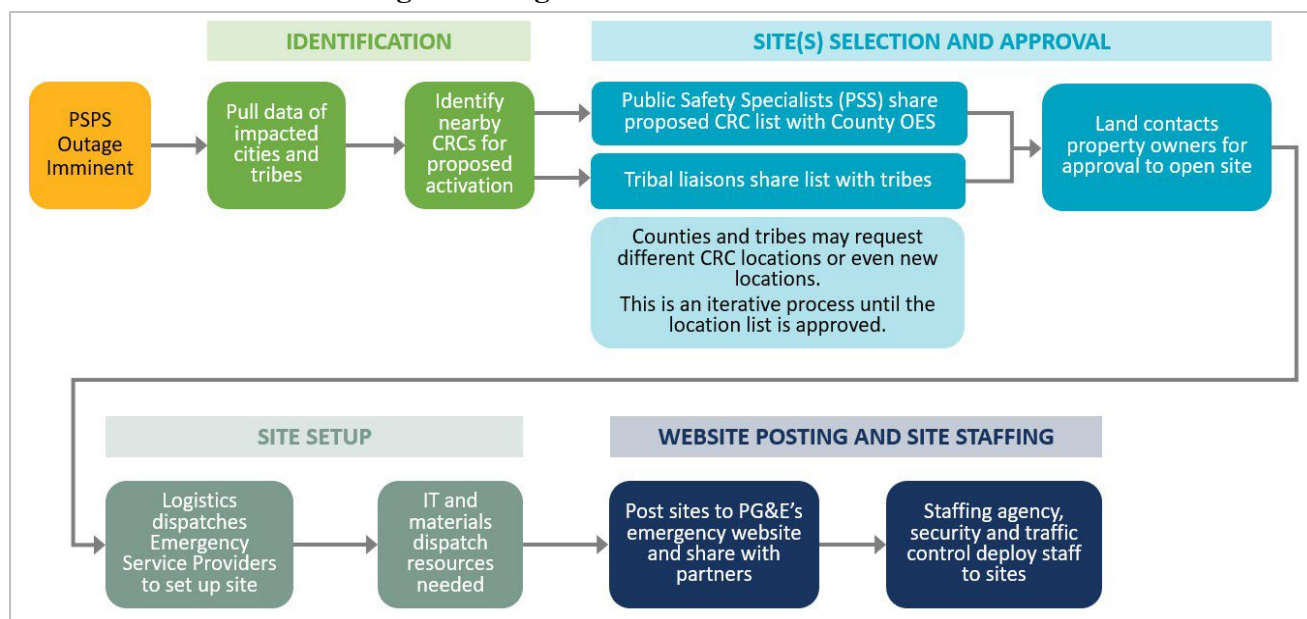
During a PSPS, once sites are confirmed by county, contacts, and the landowners, we notify internal and external stakeholders by publishing the sites on PG&E's [Emergency website](#). Simultaneously, internal and external partners begin to set up and staff the sites.

CRCs are set up by third-party Emergency Service Providers who have expertise in emergency response and are trained in CRC protocols. These specialized companies are contracted and on stand-by throughout peak wildfire season to set up CRCs as needed.

Our website lists CRCs by county and provides details on the resources available at each CRC site. CRC locations are also included on PSPS maps, so users can identify which CRC is closest to their address. For access to electricity during the hours a CRC is closed, PG&E's website provides visitors with information on areas not impacted by de-energization and locations that customers can visit that provide necessary services.

CRC information is communicated via press releases, social media posts, and local government outreach. Customer text and email notifications include CRC language and a hyperlink to PG&E's [PSPS webpage](#) where customers can find all relevant CRC information. The activation process is illustrated in Figure 2.

Figure 2: High-Level CRC Activation Process



Site Safety

Prior to opening a CRC, personnel conduct a safety briefing to identify all available safety resources and review procedures. This includes locating basic medical resources (e.g., first aid kits, fire extinguishers, etc.), identifying egress routes, and reviewing how to contact emergency services. All CRC personnel are required to familiarize themselves with external safety resources onsite and where to access relevant contact information (e.g., security personnel, traffic control, etc.). Additionally, CRCs post safety and emergency protocol signs in visible locations.

Our Emergency Service Providers set up cone bars (see Figure 3) or other barriers that encircle all outdoor CRCs to create clear entry and exit points, protect visitors from potential vehicle safety issues, and to define a perimeter that can be patrolled by the on-site security personnel.

Figure 3: Cone Bar Example



CRC Rules and Code of Conduct

Our internal and contracted personnel are trained in CRC rules and code of conduct. Each CRC has posted signs to welcome visitors and inform them of all applicable rules. Materials are translated into 16 languages in our electric service territory and can be printed, as needed. Additionally, staff offer to assist blind or low-vision customers.

Figure 4: Examples of CRC Signage



CRC Hours

Once PG&E's Emergency Operations Center (EOC) is activated for a PSPS, initial CRC opening times align with de-energization times in impacted communities. Standard operating hours are from 8:00 AM-10:00 PM. CRCs are also actively monitored by PG&E's Hazard Awareness and Warning Center (HAWC) and local Public Safety Specialist (PSS) teams for any wildfire evacuation warnings, air quality concerns such as elevated Air Quality Index (AQI), or other safety alerts. Any of these may cause a CRC to close early or open late. There may also be instances when CRCs are not opened, such as Tribal, local government or agency requests, estimated restoration timing, safety concerns, or other unforeseen circumstances.

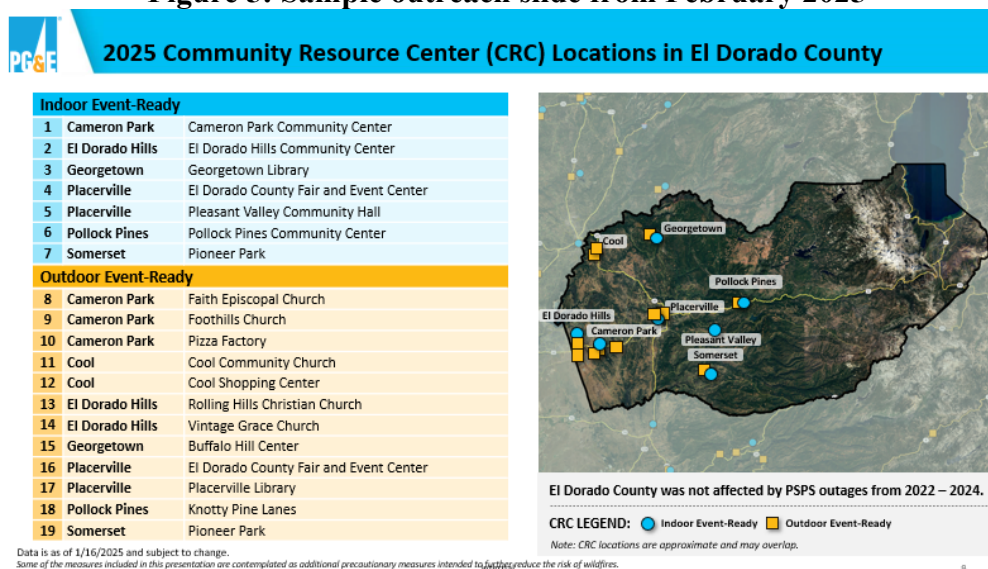
Once a county has reached, or is near 100% restoration, we will contact the county OEM for their approval to close CRCs in their county. When the approval is granted, we will close and demobilize the CRCs and remove the site listings from PG&E's public website.

Section II.1.c - CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS (D.21-06-034, Appendix at p. A1, Sections A-2.)

Throughout the year, PG&E maintains a robust portfolio of contracted, pre-approved CRC locations identified in close coordination with Tribes and local governments where PSPS impacts are most likely.

In February 2025, PG&E’s dedicated PSS team provided county officials with a map depicting where a PSPS had impacted their respective communities in previous years and locations of ready and in-progress CRC locations. See Figure 5 for an example from El Dorado County. Similarly, PG&E’s Tribal Liaisons met with Tribal governments to review CRC locations on or near Tribal lands to make sure their needs were met. Most counties did not have additional CRC location requests this year. Any requests for additional indoor and outdoor CRC locations are managed by PG&E’s CRC team.

Figure 5: Sample outreach slide from February 2025⁶



Our current CRC portfolio includes 119 ready indoor sites and 285 ready outdoor sites as of May 1, 2025. Figure 6 shows the locations of these sites, and a full list is provided in Table 1 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*. Sites are generally concentrated where PSPS is common.

⁶ Information included in figure contains data from January 2025.

Figure 6: Potential CRC Locations



Once a site has been identified, we conduct initial outreach to the landowner regarding their participation in the CRC program. If a landowner for an outdoor site is interested and meets the criteria, we engage in site utilization negotiations directly.

Accessibility

If a landowner for an indoor site is interested, we dispatch an ADA inspector to assess whether the proposed indoor space, parking area, and paths of travel meet ADA standards. PG&E ADA experts assess the sites to ensure they meet federal accessibility standards required at polling places and other temporary use facilities. This assessment evaluates many factors including, but not limited to, assessing the gradient of the slope in the paths of travel, checking for gaps and cracks in pavement or asphalt, and measuring the ADA parking area. When the required remediation is deemed reasonable, an accredited ADA contractor will be engaged to make the necessary upgrades to current ADA/CBC 11B standards.

Generation

We deploy an electrical contractor to provide an estimate to upgrade the electric system to ensure a temporary backup generator can be used if there is not already generation on site. If the estimates for ADA remediations and/or electric system upgrades are reasonable and if the landowner signs a long-term use agreement, we will begin in the necessary site improvements.

- *Indoor CRCs:* While some contracted indoor locations already have their own back-up generation unit, we can install an automatic transfer switch (ATS) or provide a temporary, mobile back-up generation unit if a site does not have generation. Pre-staging generators ensures that indoor sites are event-ready and do not rely on electrical contractor crews to deploy a during a PSPS. Generators are continuously monitored during peak wildfire season and refueled as necessary to ensure readiness.

- *Outdoor CRCs:* During a PSPS, our third-party contractors bring mobile back-up generation to power sites while CRCs are set up. Outdoor CRCs are powered by small generators and have sufficient amperage to charge personal electronic devices, medical devices in addition to providing adequate lighting to the facility.

In rare instances, we have modified agreements with an indoor CRC site whereby PG&E will not use the site if the location is impacted by a PSPS. In these cases, PG&E will utilize a different location, not impacted by a PSPS.

Section II.1.d - Engagement with local populations on AFN needs (*D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.*)

PG&E has taken steps to make CRCs accessible to all visitors. This includes ongoing engagement and coordination with community stakeholders, site and material preparation, and in-event considerations. We will continue to solicit feedback from AFN customers and stakeholders and implement improvements.

We collect CRC feedback through several channels, including our AFN Collaborative Council, Statewide AFN Council, and People with Disabilities and Aging Council during annual meetings in the second quarter. Council participants are listed in PG&E's [2025 AFN Plan](#), Appendix A.1-D.1, pp. A-50 to A-56. We also gather feedback through surveys including, our CA 211 partners' CRC survey and our post-activation CBO survey which asks our partner organizations if they received feedback regarding CRCs.

Additionally, PG&E's Tribal Liaison, Local Public Affairs (LPA), and PSS teams work directly with Tribal and local governments to ensure CRCs meet local needs and factor in local demographics.

Please refer to Table 2 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*, for compiled feedback from these meetings.

Disability, Aging, AFN Communities, and MBL Visitor Advanced Site Considerations

Prior to a PSPS, PG&E engages in preparations to ensure a CRC remains accessible. These efforts include:

- ADA evaluation for all new sites and remediation investment at indoor sites (see [Section II.1.c](#) for additional information).
- Ensuring accessible parking at indoor and outdoor locations.
- Disability etiquette and AFN training for customer service staff.
- Partnerships with transportation services.

During a PSPS, CRC accessibility is reviewed. This includes:

- Indoor site-specific compliance checklists any non-construction, ADA considerations (e.g., relocating objects to ensure an accessible path of travel).
- In-event creation of accessible parking at outdoor locations using signage or cones. Indoor site ADA parking is described in [Section II.1.c](#).
- A large whiteboard with Wi-Fi information in large print at each CRC entrance.
- ADA-accessible, portable restrooms and hand washing stations at all CRC sites.
- Information cards and other print resources for visitors are available in braille, which can

- be printed on demand in 15 non-English languages.
- A large whiteboard with Wi-Fi information in large print at each CRC entrance.
- Multi-lingual staff are assigned to CRCs based on local demographics and feedback from community partners. If additional in-language support is needed, staff can access translation services, provided in over 240 languages, including American Sign Language (ASL) through [LanguageLine Solutions](#), an online service available on laptop computers at every CRC that provides interpreting remotely for visitors who may be multi-lingual, deaf or hard of hearing.
- CRCs use posted signage that complies with accessibility standards (i.e., font color, size, and placement).
- Prioritization of AFN visitors who require charging for medical equipment at all CRC sites.
- Illuminated traffic signage directs visitors to the location and is placed on the roadway for better visibility.
- Privacy screens at indoor sites for visitors needing added privacy (e.g., breastfeeding mothers).
- A list of food bank and transportation partnerships by county are provided on information sheets in English, large print and braille.

We recognize that some impacted individuals may require assistance in getting to a CRC. To support those individuals, we have partnered with:

- 211, a 24/7 service that connects callers to local transportation resources.
- Disability Disaster Access and Resource Program (DDAR) which can provide accessible transportation through participating Independent Living Centers (ILCs).
- Four transportation service providers in the highest impacted areas.

Following feedback regarding awareness for transportation services, we added available transportation options and links to Google Maps driving and public transit navigation to CRC locations on our [Emergency website](#). We also created a transportation fact sheet, available to any CRC visitor, which links the information directly to our outage web, CRC website, and AFN website.

Section II.1.e - Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)

We created this CRC plan, including addressing recommendations on AFN customer services and supplies, in consultation with Tribal representatives, regional and local governments, Advisory Boards, Public Safety Partners, representatives of the disability, aging, AFN communities, senior citizen groups, business owners, CBOs, and public health and healthcare providers.

Additionally, CRC recommendations are reviewed with other stakeholders in multiple forums. This includes, but is not limited to:

- Presentations to County Boards of Supervisors, Mayors, and City Councils;
- Wildfire Safety Working Sessions;
- Regional Working Group Sessions;
- County wildfire town halls; and
- Direct outreach to representatives of the disability, aging, AFN communities and CBOs.

Note that senior citizen groups, business owners, public health, and healthcare providers are invited to participate in PG&E's RWG meetings.

See Table 2 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx* for a list of suggested improvements from AFN stakeholder engagement.

Section II.1.f - Criteria used to determine the types of CRCs needed during each event
(D.21-06-034, Appendix at p. A1, Sections A-4.)

PG&E relies on input from local officials, such as Tribal governments and OEMs, to locate CRCs that will best serve their communities. We conduct annual outreach to all PSPS-impacted Tribal governments and counties in the service territory and provide a map showing counties impacted by PSPS in the previous three years against all existing or in progress CRC locations (see Figure 6). These materials are used to identify any additional CRC locations in collaboration with OEMs and Tribal governments. PG&E's CRC team is actively pursuing the additional CRC sites identified through this approach in 2025, which can be an iterative process as not all identified sites meet the CRC requirements.

Background

CRCs are set up in locations well known to the public and with two or more egress routes. While indoor CRCs are in buildings (e.g., community centers, libraries, schools, churches, senior centers), outdoor CRCs are set up in local parking lots. When identifying and reviewing potential CRC locations, PG&E uses the criteria outlined below.

Indoor CRC Site Criteria

- Compliant with safety requirements (i.e., earthquake/fire codes, occupancy limits, meets all local codes, possesses interior and exterior lighting).
- ADA-accessible and meets all associated facility and parking guidelines.
- Capable of receiving backup generation.
- Able to accommodate a reasonable number of people.
- Outfitted with ADA-compliant restrooms and indoor plumbing and/or able to accommodate portable ADA-compliant restrooms.
- Reasonable amount of off-street, paved parking.
- Equipped with a level loading area to accommodate loading and unloading of materials.

Outdoor CRC Site Criteria

- Approximately half acre or more in size.
- ADA-accessible lot.
- Accommodates portable and ADA-compliant restrooms.

Section II.1.g - Services and supplies available at each CRC to customers and AFN populations

Primary CRC offerings are standard for both indoor and outdoor sites, some extra amenities such as ice, heating, and cooling are only available at indoor sites. PG&E has taken numerous steps to make CRCs accessible to all visitors including those with AFN. See PG&E's [2025 AFN Plan](#), Section 2.8.2.4, pp. 38-39, for more information.

Figure 7 is an example of an outdoor CRC site and Figure 8 describes the resources available at

the two types of CRCs. We determine whether to open indoor or outdoor CRCs by considering certain factors in current and expected outdoor conditions, like nearby wildfires, AQI level, forecasted weather conditions and how they may impact vulnerable populations. While we use indoor sites where available, the primary focus is on locating the CRC as close to the impacted population as possible.

Figure 7: Outdoor CRC site from November 2024 PSPS



Figure 8: Resources by CRC Type

The standard operating hours at all CRCs are 8:00 a.m. to 10 p.m.

Details/Resources	Indoor	Outdoor
CRC Overview	Indoor site (Community Center, Church, Library, School, etc.)	Open Air Tent Shelter
Health and Safety Measures*	✓	✓
ADA-Accessible Restroom	✓	✓
Heating and Cooling	✓	
Device Charging**	✓	✓
Wi-Fi Service	✓	✓
Bottled Water	✓	✓
Non-Perishable Snacks	✓	✓
Grab-and-Go Resource Offerings***	✓	✓
Tables and Chairs	✓	✓
Bagged Ice	✓	
Blankets	✓	✓
Security Personnel	✓	✓
Cellular Coverage	✓	✓
Customer Service Staff	✓	✓
Wind/Weather-Resistant	✓	
American Sign Language (ASL) Video Relay Interpreting (VRI)	✓	✓
Privacy Screens	✓	✓

We also worked with primary cellular providers in the service territory to evaluate all pre-existing CRC sites for Long Term Evolution (LTE) cell coverage strength. In geographic areas with limited cell coverage, we purchased mobile cellular towers and satellite phones to deploy as needed to provide additional coverage.

Staffing

Our CRCs are staffed by third-party contractors that include Customer Service Leads and Customer Service Staff who are trained on how to serve individuals with AFN needs, such as accommodating visitors in wheelchairs or speaking languages other than English. Staff are trained to provide AFN resource information via various fact sheets and help visitors navigate PG&E's webpage to find PSPS information (restoration time, available resources, etc.). These staff members also have a dedicated number to call for customers who may be eligible to participate and are not already enrolled in PG&E's MBL Program.

During a PSPS, PG&E's ADA experts may visit sites or conduct virtual audits for safety and accessibility and offer suggestions for improvement to on-site staff.

Onsite CRC Staff

- Customer Service Lead
- Customer Service Support (1-2 people)
- Emergency Services Provider
- Security
- Traffic Control (1-2 people)

Throughout a PSPS, CRCs are also supported by PG&E's EOC staff. The internal PG&E groups that support CRCs from the EOC include, but are not limited to:

Offsite CRC Support

- EOC CRC Staff (Two people)
- AFN Strategy Lead
- Customer Contact Emergency Coordination Center
- Digital Strategy
- Environmental
- Hazard Awareness & Warning Center
- IT
- Land
- Liaison/Public Information Officer (PIO)
- Logistics
- Materials
- Planning and Information
- PSS
- Safety
- Security
- Temporary Generation Branch

Section II.1.h - CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event

It is crucial to the success of a CRC and serving impacted communities, that we ensure awareness about the CRC among community members. Through pre-season marketing and in-event publicity, we have seen significant improvements in CRC awareness.

CRC locations are communicated through press releases, social media posts, local government outreach, our network of CBO partners and sites are shared in public, agency, and media briefings. We also rely on our network of CBO partners to share CRC information. Additionally, leading up to and during a PSPS, PG&E sends customers numerous notifications including Interactive Voice Recordings (IVRs), texts, and emails. These notifications direct customers to PG&E's website where CRC information is displayed prominently on the landing page and outage map. Additional information on notifications can be found in [Appendix C: Notification Plan](#).

To further increase CRC awareness, we include information about CRCs in our PSPS pre-season outreach that educates residents on resources available during a PSPS. This year, we will continue to include CRC information in PSPS preparedness brochures mailed to customers in geographic areas that are most likely to be impacted.

Section II.1.i - COVID 19 Considerations:

We follow the California Department of Health and Human Resources guidelines for cooling centers for health considerations including COVID-19, and any other federal, state, or local mandates.

As of May 1, 2025 PG&E's CRC health and safety guidelines are as follows:

- Facial coverings are not required but encouraged.
- Supplies are provided so visitors can leave at their discretion; visitors are welcome to stay and charge their devices on site.
- Medical device charging is prioritized.
- Surfaces are regularly sanitized.
- For the health and safety of the community, individuals who exhibit any symptoms of illness are asked not to visit a center.

Section II.1.j - Prior year CRC usage metrics *(D.21-06-034, Appendix at p. A1, Sections A- 6.)*

We include data on CRC location, type, resources available, hours operated, and visitor counts in each [PSPS Post-Event Report](#) and in the 2024 [PSPS Post-Season Data Report](#).

In 2024, we opened CRCs during seven EOC activations in response to PSPS. Please refer to Table 3 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*, for additional usage data.

Section II.1.k - CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU's related challenges *(D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

PG&E continues to utilize surveys to gather feedback from CRC visitors on their overall satisfaction and experience. In 2024, PG&E received a total of 741 responses. Please refer to

Table 4 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx* for the completed survey response.

In an effort to increase survey engagement, we provide survey cards at check-in with a QR code to access the survey, information card in each grab-and-go bag, and adding additional signage at the CRC sites on how to access the survey.

Please refer to Table 5 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*, for details on CRC-related challenges.

Section II.1.1 - Lessons learned protocol

Following each PSPS, our CRC team reviews feedback and lessons learned to identify and address issues based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Historically, items have been focused on incremental process improvements.

Lessons learned from the previous year are included in the PG&E's [2026-2028 WMP R0](#), Vol 1, Section 7 Lessons Learned, pp. 169-170, [2025 AFN Plan](#), Recovery, pp. 44-45; and Table 14 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

APPENDIX B
CFI Plan (Version 4)
July 2025

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Section III.1.a - CFI Objectives

PG&E's CFI Plan has three key objectives pursuant in Decision 21-06-034. These include:

- *Informing CFIs during a PSPS*: We provide CFIs, including transmission level customers, with advanced notifications and prioritized restoration as outlined in [2026-2028 WMP R0](#), Vol 1 Section 11.4.3, Outreach and Education Awareness Activities, pp. 510-517 and additional communications and other resources before and during a PSPS.
- *Reviewing and assessing CFIs backup power support*: In alignment with other IOUs, we provide CFIs with the ability to request a backup power assessment and provide online resources, tools, and preparedness information related to their business needs. We do not provide backup generation to individual facilities. However, our policy allows exceptions for CFIs when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and emergency plan fails.
- *Ongoing collaboration to ensure CFIs are identified and prepared for PSPS*: In order to maintain accurate contact information and backup generation needs, we rely heavily on collaboration. Engagement with local government and public safety partners by Account Representatives and PSS related to CFI identification, validation of contact information, and resiliency planning efforts associated with backup generation is conducted annually. This is in addition to the outreach noted in PG&E's [2026-2028 WMP R0](#), Vol 1, 11.4.3, Outreach and Education Awareness Activities, pp. 510-517 .

Section III.1.b - CFI strategies, actions and timing

We recognize the importance of ensuring that agencies and CFIs have the necessary information in advance of and during emergency events to prepare their own resources, communication channels, and respond to community needs. During a PSPS, we follow ICS and National Incident Management System (NIMS) structure and protocols to ensure that public safety partners receive timely and appropriate information. For more information, see Electric Annex to PG&E's [Company Emergency Response Plan](#), Section 8.2.6, Customer Strategy Officer pp. 8-5.

During a PSPS, we send automated notifications and have online information tools available for CFIs, while working directly with them to answer questions in real-time. For more information on how the EOC provides support to CFIs during a PSPS, see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 491-491 and Section 11.4.1 Protocols for Emergency Communications, pp. 503-505.

Section III.1.c - CFI definition and IOU CFI contact on PSPS website

The CFI definition and PG&E CFI contact are made available on the PSPS Website: [Large Business and Critical Infrastructure](#) and in the [Critical Facility Fact Sheet](#).

Section III.1.d - Identification method of CFI

CFIs are identified using the definition as specified in D.19-05-042, expanded in D.20-05-051 and further expanded in D.21-06-034.

Section III.1.e - Changes in CFI since prior annual report

There are no major changes since the issuance of our 2024 CFI Plan, included in our [2024 Pre-Season Report](#), Appendix B, pp. 62-67.

Section III.1.f - Maintenance and update process of CFI list

Additions or updates to CFIs are collected during annual reviews. Requests for updates are also received directly from CFIs to their assigned Account Representatives, PSS or the Critical Facilities Infrastructure Lead (CIL) noted on the PSPS Portal.

Requests to add/edit/remove CFIs are reviewed by a governance committee of leaders within the Customer organization for adherence to the definition of CFI as specified in D.19-05-042 expanded in D.20-05-051 and further expanded in D. 21-06-034. Upon approval, accounts are coded accordingly in PG&E's data systems, Salesforce and CC&B.

Requests for changes entered into Salesforce are integrated during a nightly upload to CC&B. CFI lists are loaded onto the PSPS portal monthly for planning purposes. During a PSPS, lists are refreshed to reflect the most current data.

Section III.1.g - Collaboration with transmission-level customers

Ahead of wildfire season, transmission-level entities receive direct outreach from assigned Account Representatives and are invited to webinars to discuss wildfire prevention efforts, support resources before, during and after PSPS and improved wildfire safety technology and tools.

During a PSPS, transmission-level customers, including Publicly Owned Utilities (POU), are notified via:

- PG&E's CIL by live calls, as soon as possible.
- Automated notifications via email, text and phone call asks them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local Operations Emergency Centers (OEC), Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS outage.
- PG&E's Grid Control Center (GCC) operators by live calls to transmission-level entities before de-energization and re-energization.

POUs and Telecommunication Providers are also invited to PG&E's daily Systemwide Cooperator Call to receive situational updates and have access to the PSPS Portal that contains maps and other event information. Per CPUC requirements, Telecommunication Providers also have access to PG&E's EOC, as requested.

Section III.1.h - Comparison of current year CFI request total with last year

In 2024, we added CFI designations to 73 customers. As of May 1, we received seven CFI designation change requests. Compared to this year, there were 66 more requests for CFI designation changes last year.

Section III.1.i - CFI backup power assessment efforts/actions, backup power provisions and terms

CFIs are able to request a backup power assessment on the [Large Business and Critical Infrastructure website](#). We will continue to support Public Safety Partners and CFIs with backup power support in exceptional circumstances, utilizing our policy to determine eligibility and prioritization.

Section III.1.j - Engagement with local government and Public Safety Partners on CFI identification and back-up generation need

We will continue direct engagement with CFIs in coordination with counties to provide consultative support for readiness and resiliency in the case of potential power loss as a result of PSPS.

In addition to an annual letter reminding CFIs that PG&E does not provide backup power, Account Representatives and PSS conduct annual engagement with local government and Public Safety Partners related to CFI identification. This is in addition to the outreach noted in PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.4.3, Outreach and Education Awareness Activities, p. 512.

Section III.1.k - Maintenance and accessibility of CFI list

See [Section III.1f](#) above for information on how our CFI list is updated and maintained.

Section III.1.l - Consultation with local and Tribal governments

PG&E consults with local and Tribal governments, County OES, advisory councils and Public Safety Partners to ensure they are informed of PG&E's emergency planning and preparedness resources. This includes hosting CWSP webinars, Town Halls, and quarterly RWGs. Furthermore, PG&E's Local Representatives conduct regular outreach to local governments to ensure they are informed of PG&E's emergency planning and preparedness resources. Please see Table 17 of *R.18- 12-005_PGE_2025 PSPS Pre-Season Report Tables_20250701_PUBLIC.xlsx* for a list of engagement activities.

We consult with local and Tribal governments regularly to review and confirm we have incorporated all key contacts in their jurisdiction. This year, in addition to our all-customer webinars, we invited Tribes to participate in an informational briefing on June 4, 2025. Topics discussed include:

- An overview of PSPS and Tribal specific engagement.
- Processes for accessing the PSPS Portal and other resources available.
- An overview of the contact update process to ensure effective communications.

Additionally, we conducted outreach via email on February 3, 2025 and February 28, 2025 to all Federally Recognized Tribes in our service territory to request updated information.

Section III.1.m - Coordination with CFI to maintain energization during PSPS events of varying lengths

PG&E does not offer backup generation to individual facilities. However, our policy allows exceptions for CFIs when a PSPS could have a significant adverse impact to public safety, or the individual critical customer facility's backup generation and/or emergency plan fails.

Before a PSPS, we send automated notifications to potentially impacted CFIs and ask them to confirm receipt of the notifications. If these customers do not confirm receipt of the automated notification, PG&E representatives from local OEC, Customer Relationship Managers or the CIL make direct calls to the critical facility contacts to ensure they are aware of the potential PSPS. This team also provides localized support for other Public Safety Partners such as water agencies

and emergency hospitals confirming they have a mitigation plan in place or if backup generation support is needed.

Section III.1.n - Lessons learned protocol

Following each PSPS, our Business Energy Solutions (BES) Account Reps collect feedback and lessons learned from internal and external stakeholders as well as directly from CFIs. BES Leadership and PSPS Program Management review and determine which items are feasible based on regulatory compliance, operational feasibility, and available and potential resources. Feasible actions are vetted internally and implemented as process improvements. Items unrelated to CFI notifications and engagement are added to the Customer Care master After Action Review list and assigned to an appropriate owner.

A list of lessons learned are included in PG&E's [2026-2028 WMP R0](#), Vol 1, Section 7 Lessons Learned from PSPS Events Since the Last WMP, pp. 169-170, [2025 AFN Plan](#), Recovery, pp. 44-45 and Table 14 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*.

APPENDIX C
Notification Plan (Version 4)
July 2025

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Section VI.1.a - Notification Objectives

Our primary objective is to notify key stakeholders and customers of a PSPS as soon as possible to ensure they have sufficient time to prepare and safely respond to a PSPS. Notifications are sent in accordance with the minimum timelines set forth per D.19-05-042, weather and other factors permitting.

Section VI.1.b - Notification strategies, actions, and timing

We conduct extensive outreach to a variety of stakeholders when the EOC is activated to facilitate coordination for a potential PSPS. Key stakeholders include:

- State Agencies, Counties, Tribal Governments, Cities and Community Choice Aggregators (CCA);
- First Responders;
- MBL Program Customers and SIV Program Customers;
- Customers with low English proficiency (LEP) and Other Needs;
- CBOs;
- Critical Facilities and Infrastructure;
- Telecommunications and Water Providers;
- Transmission-level Entities;
- Third Party Commodity Suppliers;
- Paratransit Agencies;
- Electric Vehicle Charger Service Providers;
- General Customers; and
- General Public/Media.

Notification Strategies and Actions

For each stakeholder group noted above, PG&E sends automated notifications via calls, texts, and emails at key milestones throughout the PSPS, in accordance with D.19-05-042, typically once a day. See the notification timing section below for more information on cadence. Additionally, once PG&E's EOC activates, PG&E notifies the CPUC throughout the PSPS to provide notifications in accordance with D.19-05-042. See [2024 PSPS Policies and Procedures for Emergency Managers](#) guide, PSPS Timeline and Checklist, pp. 37-46.

In addition to automated notifications, PG&E conducts additional outreach to each stakeholder group to provide updates on the latest PSPS information. This outreach is tailored to the stakeholder's needs. For information regarding additional outreach and engagement by customer type, please see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.4 Public Communication, Outreach and Education Awareness, pp. 502-526.

Detailed descriptions of the information included in each notification can be found in *PGE_2025_PSPS_Notification_Scripts_20250701.pdf*. PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 491-494 and in PG&E [2024 PSPS Policies and Procedures for Emergency Managers](#), Section 3 Customer Notifications, pp. 5-11 and Section 5 Agency Notifications, pp.18-21.

Notifications Timing

Our automated notifications are in accordance with D.19-05-042. We prioritize sharing weather conditions, customer impacts, and our equipment as soon as we can, keeping in mind weather conditions can be uncertain and could adversely impact timing requirements. For example, changes in scope due to weather change may add, delay, or remove areas from de-energization.

See Figure 9 below for an overview of the notification timeline. For more information on notification types, see PG&E's [PSPS Post-Event Reports](#) and PG&E's [2024 PSPS Policies and Procedures for Emergency Managers](#), Section 3 Customer Notifications, pp. 5-11 and Section 5 Agency Notifications, pp.18-21.

Figure 9: Notification Timing⁷

	EOC Activation	3-Day Priority (T-72-48)	2-Day and 1-Day Watch (T-48-24 and T-24-4)	Warning Imminent (T-4-1)	PSPS Event	De-Energization	Weather All Clear Inspecting	ETOR Update ***	CPUC Report
	Readiness Posture				Cancel or Delay ***				Power Restoration
Agency	✓ Live call	✓	✓	✓	✓	✓	✓	✓	✓
Critical Facilities / CBO*		✓	✓	✓	✓	✓	✓	✓	✓
Transmission Customers		✓	✓	✓	✓	✓	✓	✓	✓
Customers			✓	✓	✓	✓	✓	✓	✓

Medical Baseline Program, Self-Identified Vulnerable Status Participants and electricity dependent customers, also receive:**

- Hourly texts, calls and emails until contact is made
- Home visits if no positive contact is made
- A door hanger if no contact is made

*Community-Based Organization
**Electricity Dependent includes customers who use electricity for Durable Medical Equipment or Assistive Technology
***Completed on an as-needed basis, depending on PSPS event parameters

⁷ While not a CPUC requirement, PG&E provides an additional 24-4 hour notification to Tribal/Local Governments, Public Safety Partners and Customers.

Section VI.1.c - Notification process planning and improvement

Planning

PG&E's annual PSPS notification planning strategy is based on feedback collected via Public Safety Partner and customer surveys, stakeholder engagement, and regularly scheduled meetings (e.g. RWGs, PSPS Advisory Committee meetings, Joint IOU Statewide AFN Council, etc.), or PSPS AARs. Planning generally begins in Q4 for the following year. Improvements are assessed and prioritized based on resources, available technology, regulatory compliance, and available data.

Improvements

Below are the improvements we have prioritized ahead of the 2025 wildfire season:

- *ASL Notifications*: PG&E committed to providing general notifications in ASL to better serve those who are Deaf or hard of hearing, as stated in the 2024 PSPS Pre-Season Report. However, due to an earlier than anticipated wildfire season, the deployment of these notifications was delayed. PG&E remains committed to this initiative and will prioritize its implementation in 2025.
- *Automated customer notifications "At and post-de-energization"*: PG&E has introduced SmartComms as a solution to deploy some automated notifications (Power Off, All Clear/Inspect, ETOR updates, and Restoration) for both agencies and customers. A new notification dashboard will promote real-time tracking of delivery, success rates and increase situational awareness on missed notifications.
- *Agency "At de-energization" notification automation and method*: Agency "Power Off" notifications will now be delivered by automated text, calls and emails rather than via live calls from Agency Representatives.
- *"Restoration" notification recipients and timing*: Previously, all public safety partners were notified simultaneously when all de-energized customers (including customers outside of their jurisdiction) were re-energized. Starting in 2025, each jurisdiction will be notified individually, when all customers in their specific geographic area are restored.
- *Notification vendor coordination*: PG&E will continue to enhance collaboration with our notification vendor to improve performance and reliability.

We met with external stakeholders via the Q1 RWG meetings to solicit feedback on our PSPS notification plan and new customer messages scheduled to deploy in 2025. External stakeholder groups invited to these sessions include:

- Publicly Owned Electric Utilities;
- Telecommunications Providers;
- Water Agencies;
- Community Choice Aggregators;
- Electric Co-Ops and Small, Multi-Jurisdictional Electric Utilities;
- AFN Representatives;
- County Offices of Emergency Services;
- Tribal Governments;
- City/ County Staff;
- CBOs;
- First Responders;
- Health and Human Service Representatives;
- Paratransit Partners; and
- Durable Medical Equipment Providers.

During these sessions, we received positive feedback regarding PSPS notifications and the accessibility of the PSPS Pre-Season and Post-Season surveys.

Section VI.1.d - Updated/Current Notification script and templates

See *PGE_2025_PSPS_Notification Scripts_20250701.pdf* for our updated PSPS Notification Scripts.

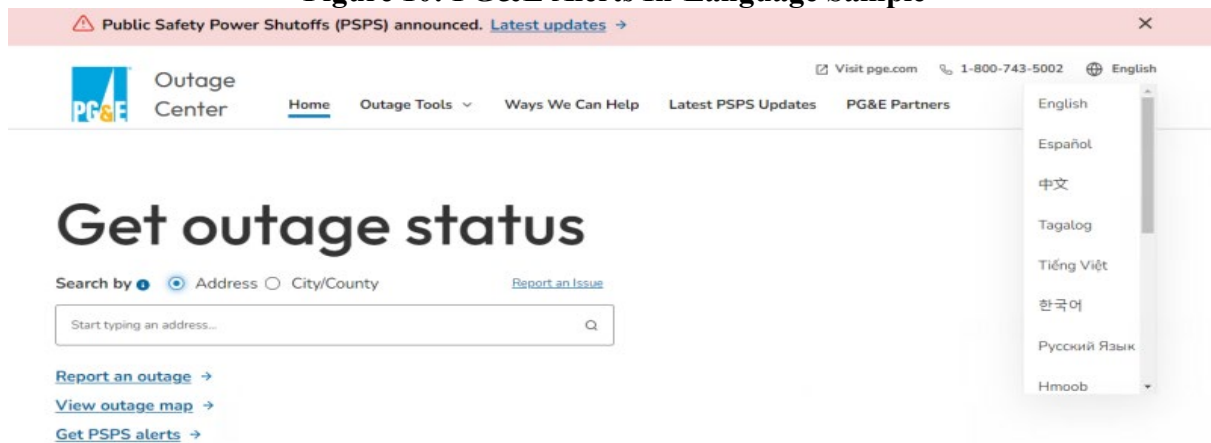
Section VI.1.e - In-language translations

Customers who have selected their language preference in their PG&E accounts will receive in-language (translated) notifications. We currently offer notifications in 16 languages:

- | | |
|--|------------|
| • English (including ASL) ⁸ | • Arabic |
| • Spanish | • Farsi |
| • Chinese (Mandarin & Cantonese) | • Punjabi |
| • Vietnamese | • Japanese |
| • Korean | • Khmer |
| • Tagalog | • Hmong |
| • Russian | • Thai |
| • Portuguese | • Hindi |

In-language content is provided through automated customer notifications (text, email, and phone calls) and Address Alerts (text and IVR call) for both customers and other stakeholders that have provided a language preference. These notifications are provided in addition to the online maps and PSPS web pages that are also available in-language. For customers without a designated language preference, notifications are provided in English, including ASL, with information on how to receive information in other languages. Additional details regarding how prevalent languages were determined can be found in [Advice Letter 4249-G/5827-E](#).

Figure 10: PG&E Alerts In-Language Sample



⁸ ASL is recognized as a first language for individuals who are Deaf or Hard of Hearing.

Section VI.1.f - Notification methods

PG&E utilizes several channels to notify customers, Public Safety Partners, and the public before and during a PSPS.

For examples of our notification methods, please see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.3.1 Communication Strategy with Public Safety Partners, pp. 491-492, Section 9.3 Communication Strategy for PSPS, pp. 492-494, and PG&E's [2024 PSPS Policies and Procedures for Emergency Managers](#), Section 3, Customer Notifications, pp. 5-11 and Section 5, Agency Notifications, pp. 18-21.

Section VI.1.g - Meeting notification timeline requirements

PG&E follows the notifications guidelines provided by the CPUC in accordance with Rulemaking 18-12-005 D.19-05-042. See Figure 9 above.

Section VI.1.h - Notification accuracy and precision

PG&E is constantly evaluating our internal process to determine how we can ensure information provided in notifications is accurate and that notifications are sent in accordance with the minimum timelines set forth by D.19-05-042.

We have multiple controls and quality checks embedded in the process to ensure accuracy of our information, keeping in mind that weather conditions and equipment damage can change the scope and timing of the information being shared.

As noted in our [2024 PSPS Post-Season Report](#), we notified a majority of impacted customers prior to de-energization, despite weather shifts that changed the PSPS footprint during each PSPS.

Section VI.1.i - Entity responsible for notifications

PG&E's Liaison and Customer Teams manage the majority of notifications to key stakeholders during a PSPS. These teams utilize vendors to assist with the delivery of notifications during a PSPS including:

- *Convey (previously Message Broadcast)*: Sends automated calls, text and email notifications to Public Safety Partners, customers and to those that sign up for Address Alerts.
- *Broadnet*: May be used for Ad-hoc requests or if main vendor, Convey is down.

PG&E provides PSPS-specific notification information and performance in our [PSPS Post-Event Reports](#). PG&E encourages our external partners to amplify PSPS notifications and communications on their platforms to increase awareness and ensure consistent messaging to the public. PG&E is unable to track and report on notifications made by Public Safety partners, CBOs, and other external stakeholders as their notification systems and/or platforms are out of PG&E's purview.

CBOs (In-Language Support) also supports PSPS notifications to the public through in-person, social media and local radio. Please see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.4.1, Protocols for Emergency Communications, pp. 503-505 and Section 11.4.2, Messaging, pp. 506-509, for information on platforms utilized to communicate through the various stages of PSPS, including PG&E's website and contact center, media outlets, and alternative customer notification methods.

Section VI.1.j - Consistency of PSPS notification information across all platforms

PG&E streamlines how information is disseminated across our platforms, ensuring the same source data is used to update all external channels. This allows customers to receive accurate and consistent information, regardless of what communication channel is being used (e.g., phone/text/email, pge.com, social & broadcast media, and Contact Center Interactive Voice Recordings or Customer Service Reps).

During a PSPS, cross-functional teams coordinate to sequence staging and execution of notifications to ensure:

- Stakeholders are notified in a timely manner.
- Information-sharing platforms are synchronized.
- Alignment with regulatory requirements.

Section VI.1.k - Coordination with stakeholders

We engage external stakeholders throughout the year regarding PSPS notifications. For a list of meetings and Public Safety Partner engagement activities, please see Table 17 of *R.18-12-005_PGE_2025 PSPS Pre-Season Report Tables_20250701_PUBLIC.xlsx*.

During the Q1 2025 RWG meetings and the AFN Leadership Council, we discussed the 2025 PSPS notification plan, communications and available resources in addition to providing an opportunity for participants to provide feedback. Below is a list of notification topics discussed in the meetings:

- Notification cadence;
- PSPS Data Portals; and
- PSPS Partnerships to support communities including CBOs and CA 211.

We received positive feedback regarding PG&E's notification improvements during the Q1 RWG meetings which included inquiries on the duration of a backup power resources, number of backup power support solutions distributed by region and updates to the HFTD map.

Section VI.1.1 - Affirmative notifications to MBL populations and any self-identified vulnerable populations

PG&E provides unique PSPS Watch and PSPS Warning Notifications to MBL Program customers⁹ and SIV Program customers. Our MBL Program customers and SIV Program customers receive automated calls, texts, and emails at the same intervals as general customer notifications.

These customer groups also receive additional calls and texts at hourly intervals until the customer confirms receipt of the automated notifications by either answering the phone, responding to the text, or opening the email. If confirmation is not received, a PG&E representative will visit the customer's home to check on the customer (referred to as the "doorbell ring" process) while hourly notification retries continues. If the customer does not provide confirmation to PG&E following the check-in, the PG&E representative will leave a door hanger providing additional PSPS notification and information to indicate PG&E visited their

⁹ Including MBL Program customers who are master-metered tenants (e.g., renters or tenants in mobile home park).

home. PG&E will make every effort to provide a doorbell ring to customers enrolled in MBL and SIV programs. In the event of a large scale PSPS event where operational resources are constrained, PG&E will prioritize doorbell rings to MBL customers.

PG&E shares the lists of the MBL Program customers who had not confirmed receipt of their notifications with appropriate county and Tribal emergency managers twice daily via the PSPS Portal. SIV Program customer lists are provided, but their notification status is not tracked like MBL customers. PG&E proactively notifies agencies that the data is available on the PSPS Portal and encourages them to inform these customers of the resources available to them. PG&E is unable to track and report on notifications made by Public Safety Partners, as notification systems and/or platforms used by Public Safety Partners are out of PG&E's purview; PG&E encourages Public Safety Partners to include PSPS messages on all of their platforms.

Section VI.1.m - Notification strategies on AFN population subsets

For information on how MBL Program customers and SIV Program customers are notified during a PSPS, please see PG&E's [2026-2028 WMP R0](#), Vol 1, Section 11.4.4, Engagement with AFN Populations, p. 518 and PG&E's [2025 AFN Plan](#), Section 2.7.4, Accessibility of Communications, pp. 26-27, Section 2.7.5, Translation of Communications, pp. 27-28, Section 1.8.1 In-Event PSPS Customer Communications, p. 38.

Section VI.1.n - Public warning of PSPS events such as week-ahead forecasts

PG&E maintains a [public-facing website](#) to provide a seven-day PSPS forecast.

In addition to our seven-day PSPS forecast, customers can utilize other tools on [pge.com/weather](#) to stay up to date on weather in their area to be better prepared.

Section VI.1.o - Notification cancellation

Cancellation notifications are sent when Public Safety Partners or customers previously received a PSPS notification but were removed from scope due to rapidly changing weather conditions and PG&E no longer anticipates the need to turn off power. PG&E makes every attempt to provide cancellation notifications within two hours of the decision to remove Public Safety Partners or customers from scope, per D.21-06-034.

Section VI.1.p - Transmission-level customers notification

During a PSPS, PG&E coordinates with transmission-level customers via:

- Automated notifications (email, text and phone call) once transmission-level impacts are determined.
- POUs invited to our Systemwide Cooperator Call, which occurs at noon every day the EOC is activated, to receive situational updates.
- GCC operator live calls before de-energization and re-energization.
- PSPS Portal, which contains maps and other event-specific information.

Section VI.1.q - Impacted customer information available to Public Safety Partners from outset of PSPS

Information pertaining to impacted customers is available for Public Safety Partners and CBO Resource Partners who provide direct customer assistance on the PSPS Portal once PG&E's EOC is activated for a PSPS. This includes PSPS maps and customer reports, as follows:

PSPS Maps

The PSPS Portal has an interactive mapping feature, as well as downloadable formats so agencies can integrate the information easily into their own systems. File types include KMZ, Shapefile, File Geodatabase, GeoJSON, Feature Collection, GIS, and PDF. Below is a list of the various parcel-based maps that will be available on the webpage:

- *PSPS Restored Areas*: Shows where PSPS impact areas have been restored.
- *Forecasted Circuits Impacted*: Shows PG&E's distribution electrical circuits within the current PSPS scope; maps also include circuit name, estimated shut off and restoration times and the approximate number of customers impacted.
- *All PG&E Outage Locations*: Shows all PG&E electrical PSPS events, including non-PSPS related outage areas.
- *Forecasted Outages Areas*: Shows areas anticipated to be shut off during the current PSPS; maps also include estimated number of total customers, MBL Program customers and critical facilities impacted.
- *PG&E CRC Locations*: Shows active CRC locations supporting the current PSPS or other emergency events.
- *Active PSPS Outage Location*: Shows the locations of PSPS outages once de-energization begins during the current PSPS.
- *Active PSPS Outage Areas Polygon*: Shows the areas experiencing an actual PSPS once de-energization begins during the current PSPS.
- *Systemwide Outage Area Map*: Shows areas anticipated to be shut off during the current PSPS as a PDF map.
- *Time Place GIS Layer*: Shows shutoff and restoration time places on color-coded map; also includes the estimated number of customers and the MBL Program customers impacted.

Event Reports

There are various reports regarding impacted customers, including:

- *All Affected Site Lists*: Available to critical facility providers; this list includes their sites that are in scope for a PSPS.
- *All Impacted Customers List*: Provides information by jurisdiction for customers anticipated to be impacted by the PSPS, including circuit name, time place, address, city, county, zip code, critical facility category (if applicable) and if the customer is in an incorporated or unincorporated area. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL Program customers in areas more likely to be affected by a PSPS within their jurisdiction.¹⁰
- *Critical Facility Customer Lists*: Provides information by jurisdiction for sites anticipated to be impacted by the PSPS, including site name, address, city, zip code, county, critical facility type, latitude, longitude and contact information for the site's designated point of contact. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL Program customers in areas more likely to be affected by a PSPS within their jurisdiction.

¹⁰ By accepting the agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure.

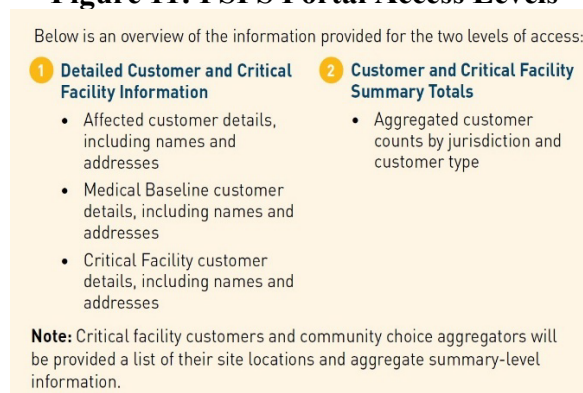
- *Impact Summary Report*: Available to all PSPS Portal users; outlines the total number of customers, including MBL customers and critical facilities, anticipated to be impacted by the PSPS.
- *MBL Customer Lists*: Provides information by jurisdiction for customers anticipated to be impacted by the event, including name, address, phone number, email address, circuit name and if the customer is using life support equipment. It will also note if PG&E was able to contact the customer. Federal, state, Tribal, and local Public Safety Partners that accept the online agreement have access to a list of MBL Program customers in areas more likely to be affected by a PSPS within their jurisdiction.
- *Situation Report*: Provides an overview of the event, such as scope, event timing, restoration status, customer support, and mitigation efforts. All PSPS Portal users will have access to this report.

Section VI.1.r - Secure portal for Public Safety Partners

PG&E established the [PSPS Portal](#) to help Public Safety Partners prepare for and stay informed during a PSPS. The PSPS Portal is a secure site to share planning and event-specific maps and reports (see list of maps and reports above). The CPUC defines a Public Safety Partner as first/emergency responders at the federal, state, Tribal, and local level; water, wastewater and communication service providers; transportation authorities; community choice aggregators and POU/electric cooperatives. PG&E has the discretion to designate additional Public Safety Partners per D.19-05-042.

Those that require confidential customer information, such as names and addresses, to support emergency management efforts will need to review and accept the online confidentiality agreement. By accepting the confidentiality agreement, users agree that reasonable safeguards will be implemented to protect the confidential information located on the PSPS Portal from unauthorized disclosure. If confidential customer information is not needed, users will still be able to view aggregated summary-level information and will not be required to accept the online agreement. See Figure 11 for an overview of access.

Figure 11: PSPS Portal Access Levels



Section VI.1.s - Lessons learned protocol

Following each PSPS, we conduct customer panels, post-event surveys and AARs to collect feedback and lessons learned from customers and key stakeholders. Feedback is reviewed and it is determined which items are feasible based on regulatory compliance, operational feasibility, and available resources. These lessons learned are noted in our [PSPS Post-Event Reports](#) and in Table 14 of *R.18-12-005_PGE_2025_PSPS_Pre-Season_Report_Tables_20250701_PUBLIC.xlsx*. We also utilize ongoing engagements, such as the quarterly RWG meetings, to obtain feedback from external stakeholders.

APPENDIX D
2025 Wildfire Safety
PSPS Pre-Season Survey Template

2025 WILDFIRE SAFETY - PSPS OUTREACH EFFECTIVENESS SURVEY (Pre-Season)
Questionnaire
May 16, 2025

Landing Page (Web)
SHOW LANGUAGE SELECTION DROPDOWN

Thank you in advance for completing this survey from Pacific Gas & Electric (PG&E) Company.

The survey is intended to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety. We estimate that the survey will take about 15 minutes. Please be assured that all responses are strictly confidential.

We appreciate your help!

Please press or click the ">" button below to continue.

Introduction (Phone)

Hello, my name is _____ calling on behalf of Pacific Gas & Electric Company from MDC Research. In order to gauge public's awareness of its Public Safety Power Shutoff (PSPS) program and wildfire safety, PG&E has hired MDC Research, an independent research firm, to conduct this survey. Your opinions are extremely important, and we just ask for a few minutes of your time to complete the survey.

[IF ASKED]: The survey should take less than 15 minutes, on average.

If not available: When would be a good time to call back and complete the survey over the phone?

This call may be monitored for quality control purposes.

IF LANGUAGE BARRIER, FLAG AS SUCH TO REDIAL USING INTERVIEWER SPEAKING THE CUSTOMER'S LANGUAGE.

IF LANGUAGE IS KNOWN, FLAG ACCORDINGLY. IF UNKNOWN, PROBE WITH DO YOU SPEAK...?

Screening

S0. DMA/Geo **[FROM SAMPLE]**

S1. Are you one of the heads of the household responsible for decisions for your residence?

- 1 Yes
- 2 No
- 8 Refused / Don't know

- S2. What is your gender identification?
- 11 Female
 - 12 Male
 - 99 Prefer to self-describe (please specify): _____
 - 98 Prefer not to answer
- S3. And, just for classification purposes, into which of the following categories does your age fall?
- 11 Under 18
 - 12 18 to 24
 - 13 25 to 34
 - 14 35 to 44
 - 15 45 to 54
 - 16 55 to 64
 - 17 65 to 74
 - 18 75 or older
 - 98 Prefer not to say

Communication Recall

- Q1. In the past few months do you recall any communications of any type (i.e. mail, TV, radio, social media, etc.) from PG&E about the threat of wildfires and how you can prepare for them?
- 1 Yes
 - 2 No
 - 7 Unsure
- Q2. **[Q1=1]** In what language(s) was the wildfire safety and preparedness information you recall hearing or seeing from PG&E? **[WEB: Select all that apply.]**
- 11 English
 - 12 Spanish
 - 13 Chinese Cantonese
 - 14 Chinese Mandarin
 - 15 South Korean
 - 16 Vietnamese
 - 17 Tagalog
 - 18 Russian
 - 19 Other—not sure which
 - 99 Other (please specify): _____
- Q3. **[ASK ALL]** What is your preferred language for receiving public safety information like this from PG&E?
- 11 English
 - 12 Spanish
 - 13 Chinese Cantonese

- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 99 Other (please specify): _____

Q4. **[Q3≠11]** How do you feel about receiving wildfire communications from PG&E in English only?

[PHONE: READ LIST]

- 1 I'm fine with that – I can understand English well
- 2 I'd rather have it in my preferred language, but I can also understand English
- 3 I need it in my preferred language – I do not understand English

Q5. What languages are often used in your home? **[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

- 11 English
- 12 Spanish
- 13 Chinese Cantonese
- 14 Chinese Mandarin
- 15 South Korean
- 16 Vietnamese
- 17 Tagalog
- 18 Russian
- 19 Arabic
- 20 Armenian
- 21 Farsi
- 22 French
- 23 German
- 24 Hindi
- 25 Hmong
- 26 Khmer
- 27 Portuguese
- 28 Punjabi
- 29 Thai
- 30 Japanese
- 99 Other (please specify): _____

[IF NO / UNSURE IN Q1 SKIP TO Q10]

Q6. **[Q1=1 AND Q3=11]** Where did you see or hear PG&E's communications about wildfire season safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 Other (please specify): _____
- 97 Don't recall

Q6B. [Q1=1 AND Q3≠11] Where did you see or hear PG&E's communications about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 PG&E Community meetings (in-person or online)
- 19 Informational videos on web
- 20 Informational videos on TV
- 21 Advertising on TV, radio, or online
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Billboards
- 24 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
- 99 [DNR] Other (please specify): _____
- 97 [DNR] Don't recall

Q6A. [ASK IF Q6 =22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in English?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q6AA. [ASK IF Q6B=22] On which Social Media platforms do you recall hearing or seeing information about wildfire season safety and preparedness in [RECALL Q3 MENTION]?

[PHONE: Confirm if specific social media site mentioned; probe for others]

RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

Q7. [ASK IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language?

[WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q6B]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	PG&E Community meetings (in-person or online)	1	2
I	Informational videos on web	1	2
J	Informational videos on TV	1	2
K	Advertising on TV, radio, or online	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Billboards	1	2
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
O	(RECALL Q6B=99)	1	2

- Q8. **[IF Q6 OR Q6B=15]** How satisfied were you with the information provided on the PG&E website about preparing for wildfires **[PHONE: where 1 is extremely dissatisfied and 5 is extremely satisfied]? [WEB: DO NOT REQUIRE A RESPONSE]**

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

- Q9a. **[IF Q3=11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications that you saw or heard from PG&E via...?
[WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM Q6] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	PG&E Community meetings (in-person or online)	1	2	3	4	5
I	Informational videos on web	1	2	3	4	5
J	Informational videos on TV	1	2	3	4	5
K	Advertising on TV, radio, or online	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Billboards	1	2	3	4	5
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
O	(RECALL Q6=99)	1	2	3	4	5

- Q9b1. **[Q3≠11]** **[PHONE: On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful,]** how useful were the wildfire communications in English that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8

E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8
N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q9b2. [Q3≠11] And, how useful were the wildfire communications in **[PREFERRED LANGUAGE; Q3 MENTION]** that you saw or heard from PG&E via...?

	[INSERT ALL RESPONSES WHERE Q7=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	PG&E Community meetings (in-person or online)	1	2	3	4	5	8
I	Informational videos on web	1	2	3	4	5	8
J	Informational videos on TV	1	2	3	4	5	8
K	Advertising on TV, radio, or online	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Billboards	1	2	3	4	5	8

N	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
O	(RECALL Q6B=99)	1	2	3	4	5	8

Q10. [ASK ALL] [IF Q3=11] Other than PG&E's communications, what other sources have you used to obtain information about wildfire safety and preparedness in English?

Multiple response. [WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above [SKIP TO Q13]
- 97 Don't recall

Q10A. [ASK ALL] [IF Q3≠11] Other than PG&E's communications, what other sources have you used to obtain information about wildfire safety and preparedness in [RECALL Q3

MENTION]? **Multiple response.** [WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: "Anything else?"]

RANDOMIZE

- 11 City or county government
- 12 State government
- 13 CalFire
- 14 Local fire department
- 15 Community-based organization (CBO)
- 16 Non-profit organizations
- 17 Healthcare providers or medical device suppliers
- 18 Local news reports
- 99 Other (please specify): _____
- 88 None of the above [SKIP TO Q13]
- 97 Don't recall

Q11. [IF Q3≠11] Which, if any, of these sources provided information in English and which provided information in your preferred language? [WEB: Select all that apply.]

[INSERT ALL RESPONSES FROM Q10A]

	Information from this source was available in ...
--	---

	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	City or county government	1	2
B	State government	1	2
C	CalFire	1	2
D	Local fire department	1	2
E	Community-based organization (CBO)	1	2
F	Non-profit organizations	1	2
G	Healthcare providers or medical device suppliers	1	2
H	Local news reports	1	2
I	(RECALL Q10A=99)	1	2

Q12a. **[Q3=11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? **[WEB: DO NOT REQUIRE A RESPONSE]** **[PHONE: 1=Not at all useful to 5=Extremely useful]**

	[INSERT ALL RESPONSES FROM Q10] RANDOMIZE	Not at all useful					Extremely useful
A	City or county government	1	2	3	4	5	
B	State government	1	2	3	4	5	
C	CalFire	1	2	3	4	5	
D	Local fire department	1	2	3	4	5	
E	Community-based organization (CBO)	1	2	3	4	5	
F	Non-profit organizations	1	2	3	4	5	
G	Healthcare providers or medical device suppliers	1	2	3	4	5	
H	Local news reports	1	2	3	4	5	
I	(RECALL Q10=99)	1	2	3	4	5	

Q12b1. **[IF Q3≠11]** On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information in English from...?

	[INSERT ALL RESPONSES WHERE Q11=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical	1	2	3	4	5	8

	device suppliers						
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q12b2. [IF Q3≠11] And, how useful was the wildfire information in **[PREFERRED LANGUAGE; Q3 MENTION]** from...?

	[INSERT ALL RESPONSES WHERE Q11=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	City or county government	1	2	3	4	5	8
B	State government	1	2	3	4	5	8
C	CalFire	1	2	3	4	5	8
D	Local fire department	1	2	3	4	5	8
E	Community-based organization (CBO)	1	2	3	4	5	8
F	Non-profit organizations	1	2	3	4	5	8
G	Healthcare providers or medical device suppliers	1	2	3	4	5	8
H	Local news reports	1	2	3	4	5	8
I	(RECALL Q10A=99)	1	2	3	4	5	8

Q13. [Q1=1] In what ways could PG&E improve their communications about wildfire preparedness?
[Open-end] [PHONE: PROBE: “Anything else?”]

Q14. [ASK ALL] Please indicate how much you agree or disagree with the following statements about PG&E
[PHONE: using a scale where 1 is completely disagree and 5 is completely agree].

	RANDOMIZE	Completely disagree				Completely agree	Not sure
A	Takes proactive measures to protect the electricity grid from wildfires	1	2	3	4	5	7
B	Is committed to restoring power to customers affected by wildfires	1	2	3	4	5	7
C	Makes an effort to communicate with all customers about wildfires	1	2	3	4	5	7
D	Is a company I trust to act in the best interest of its customers	1	2	3	4	5	7
E	Shows care and concern for customers	1	2	3	4	5	7
F	Is proactive in taking steps to address wildfire risks	1	2	3	4	5	7
G	Is working to keep my community safe	1	2	3	4	5	7

H	Is committed to wildfire safety	1	2	3	4	5	7
I	Is helping me prepare for wildfire season	1	2	3	4	5	7

Q15. **[ASK ALL]** Using a 5-point scale where “1” means you are “extremely dissatisfied” and “5” means you are “extremely satisfied,” how satisfied are you with PG&E’s overall wildfire safety and preparedness efforts?

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

Q16. **[ASK ALL]** Public Safety Power Shutoff, or PSPS, is a precautionary safety measure where PG&E may proactively turn off power lines when extreme fire danger conditions are forecasted, in order to reduce the risk of wildfires. Before today, had you ever heard of the Public Safety Power Shutoff program?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO Q20]

Q17. **[IF Q16=1]** Where have you heard about Public Safety Power Shutoffs?
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 23 Informational videos on web
- 24 Informational videos on TV
- 25 Healthcare provider or medical device supplier
- 26 Word of mouth (e.g., friends/family)
- 27 Community-based organization (CBO)
- 28 PG&E community meetings (in-person or online)
- 29 Local city or county government

- 30 CalFire or local fire department
 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
 32 Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)
 33 My power was shut off **[DO NOT ASK IN Q18]**
 99 Other (please specify): _____
 97 Unsure

Q17a. **[IF Q17=22]** On which Social Media platforms do you recall hearing or seeing information about Public Safety Power Shutoffs? **[PHONE: Confirm if specific social media site mentioned; probe for others]**
RANDOMIZE

- 11 Facebook
 12 X
 13 Nextdoor
 14 Instagram
 15 YouTube
 16 TikTok
 99 Other (please specify): _____

Q18. **[IF Q3≠11]**. Which, if any, of these sources provided information in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM Q17, EXCEPT "MY POWER WAS SHUT OFF"]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2
I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2

Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL Q17=99)	1	2

Q18b. [Q17=15] How satisfied were you with the Public Safety Power Shutoff information provided on the PG&E website [**PHONE:** where 1 is extremely dissatisfied and 5 is extremely satisfied]? [**WEB: DO NOT REQUIRE A RESPONSE**]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

Q19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the wildfire information from ...? [**WEB: DO NOT REQUIRE A RESPONSE**]

	[INSERT ALL RESPONSES FROM Q17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5
O	Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5

T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL Q17=99)	1	2	3	4	5

Q19b1.[Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information in English from...?

	[INSERT ALL RESPONSES WHERE Q18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q19b2.[Q3≠11] And, how useful was information in **[PREFERRED LANGUAGE; Q3 MENTION]**

from...?

[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]

[INSERT ALL RESPONSES WHERE Q18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in- person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL Q17=99)	1	2	3	4	5	8

Q20. [ASK ALL] A Public Safety Power Shutoff event could last anywhere from 24-48 hours, or longer in some cases. How would you rate your level of preparedness for being without electricity for an extended period? Would you say you are...? [PHONE: READ LIST]

- 4 Completely prepared
- 3 Somewhat prepared
- 2 Not very prepared
- 1 Not at all prepared

Q21. **[ASK ALL]** What, if any, actions have you taken to prepare for a Public Safety Power Shutoff (PSPS) in 2024—whether before, during, or after an event? **[WEB:** Select all that apply. **RANDOMIZE]**
[PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

- 11 Went to PG&E website
- 12 Checked the PG&E mobile app
- 13 Went to PG&E’s social media (e.g. Facebook, X, Nextdoor, Instagram, YouTube, etc.)
- 14 Signed up for notifications from PG&E
- 15 Visited PG&E Community Resource Center
- 16 Followed PG&E on X
- 17 Followed PG&E on Facebook
- 18 Prepared an emergency kit with food, water or medicine
- 19 Performed a safety check on your generator for your (home/business)
- 20 Purchased/used a battery powered radio
- 21 Developed an emergency plan
- 22 Activated your emergency plan
- 23 Notified others in area about potential power shutoff
- 24 Prepared for multiple-day outage
- 25 Purchased enough non-refrigerated food to last for several days without power
- 26 Purchased enough water to last for several days without power
- 27 Purchased new lanterns or flashlights
- 28 Have a place to go if without power for a prolonged period
- 29 Acquired a back-up generator
- 30 Acquired battery storage technology
- 31 Attended PG&E Community meeting (in-person or online)
- 32 Attended PG&E wildfire preparedness webinar or online meeting
- 33 Attended a community-based organization (CBO) event
- 34 Signed up for Medical Baseline Program
- 35 Removed vegetation from around your home
- 36 Allowed access to property for PG&E to trim trees
- 37 Self-certified as Vulnerable
- 38 Self-identified as dependent on electricity for medical equipment or assistive technology
- 99 Other (please specify): _____
- 88 Have not taken any actions **[EXCLUSIVE]**

Q21A. **[IF Q21=13]** Which social media platforms did you use to prepare for a Public Safety Power Shutoff (PSPS)?
[PHONE: Confirm if specific social media site mentioned; probe for others]
RANDOMIZE

- 11 Facebook
- 12 X
- 13 Nextdoor
- 14 Instagram
- 15 YouTube
- 16 TikTok
- 99 Other (please specify): _____

ASK Q22 HERE FOR PRE WAVE; FOR POST ASK AFTER PQ18

Q22. **[ASK ALL]** Overall, what is your opinion of PG&E’s Public Safety Power Shutoff program?
[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

*******NEW SECTION: ENHANCED POWERLINE SAFETY SETTINGS (EPSS)*******

[ASK ALL] Another type of wildfire safety outage you may experience is the result of “Enhanced Powerline Safety Settings” or “EPSS.” An E-P-S-S outage occurs when a powerline is struck by an object—such as a tree branch. When this occurs, the line immediately shuts off, reducing the risk of wildfires.

- E16. Before today, had you ever heard of Enhanced Powerline Safety Settings or “EPSS”?
- 1 Yes
 - 2 No
 - 7 Unsure

[IF NO / UNSURE SKIP TO E21]

E17. **[IF E16=1]** Where have you heard about **Enhanced Powerline Safety Settings (EPSS)**?
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK. DO NOT READ LIST. PROBE: “Anything else?”]

RANDOMIZE

- 11 A letter in the mail from PG&E
- 12 An email from PG&E
- 13 A telephone call from PG&E
- 14 A text message from PG&E
- 15 PG&E website
- 16 PG&E representative or employee
- 17 PG&E wildfire preparedness webinar
- 18 TV or radio news report
- 19 Online news report
- 20 Advertising on TV, radio, or online
- 21 **[HIDE]** Billboards
- 22 Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 23 Informational videos on web

- 24 Informational videos on TV
 25 **[HIDE]** Healthcare provider or medical device supplier
 26 Word of mouth (e.g., friends/family)
 27 Community-based organization (CBO)
 28 PG&E community meetings (in-person or online)
 29 Local city or county government
 30 CalFire or local fire department
 31 Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.
 32 Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)
 33 My power was shut off **[DO NOT ASK IN E18]**
 99 Other (please specify): _____
 97 Unsure

E17a. **[IF E17=22]** On which Social Media platforms do you recall hearing or seeing information about **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Confirm if specific social media site mentioned; probe for others]**

RANDOMIZE

- 11 Facebook
 12 X
 13 Nextdoor
 14 Instagram
 15 YouTube
 16 TikTok
 99 Other (please specify): _____

E18. **[IF Q3≠11]**. Which, if any, of these sources provided information about **Enhanced Powerline Safety Settings (EPSS)** in English and which provided information in your preferred language? **[WEB: Select all that apply.]**
[INSERT ALL RESPONSES FROM E17, EXCEPT "MY POWER WAS SHUT OFF"]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	A letter in the mail from PG&E	1	2
B	An email from PG&E	1	2
C	A telephone call from PG&E	1	2
D	A text message from PG&E	1	2
E	PG&E website	1	2
F	PG&E representative or employee	1	2
G	PG&E wildfire preparedness webinar	1	2
H	TV or radio news report	1	2

I	Online news report	1	2
J	Advertising on TV, radio, or online	1	2
K	[HIDE] Billboards	1	2
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
M	Informational videos on web	1	2
N	Informational videos on TV	1	2
O	[HIDE] Healthcare provider or medical device supplier	1	2
P	Word of mouth (e.g., friends/family)	1	2
Q	Community-based organization (CBO)	1	2
R	PG&E community meetings (in-person or online)	1	2
S	Local city or county government	1	2
T	CalFire or local fire department	1	2
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2
W	(RECALL E17=99)	1	2

E19a. [Q3=11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the **Enhanced Powerline Safety Settings (EPSS)** information from ...? [WEB: DO NOT REQUIRE A RESPONSE]

	[INSERT ALL RESPONSES FROM E17] RANDOMIZE	Not at all useful				Extremely useful
A	A letter in the mail from PG&E	1	2	3	4	5
B	An email from PG&E	1	2	3	4	5
C	A telephone call from PG&E	1	2	3	4	5
D	A text message from PG&E	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	PG&E representative or employee	1	2	3	4	5
G	PG&E wildfire preparedness webinar	1	2	3	4	5
H	TV or radio news report	1	2	3	4	5
I	Online news report	1	2	3	4	5
J	Advertising on TV, radio, or online	1	2	3	4	5
K	[HIDE] Billboards	1	2	3	4	5
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
M	Informational videos on web	1	2	3	4	5
N	Informational videos on TV	1	2	3	4	5

O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5
P	Word of mouth (e.g., friends/family)	1	2	3	4	5
Q	Community-based organization (CBO)	1	2	3	4	5
R	PG&E community meetings (in-person or online)	1	2	3	4	5
S	Local city or county government	1	2	3	4	5
T	CalFire or local fire department	1	2	3	4	5
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5
W	(RECALL E17=99)	1	2	3	4	5

E19b1. [Q3≠11] On a 1 to 5 scale where 1 is not at all useful and 5 is extremely useful, how useful was the information about **Enhanced Powerline Safety Settings (EPSS)?** in English from...?

	[INSERT ALL RESPONSES WHERE E18=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8

V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

E19b2. [Q3≠11] And, how useful was information about **Enhanced Powerline Safety Settings (EPSS)?** in **[PREFERRED LANGUAGE; Q3 MENTION]** from...? **[PHONE: 1=Not at all useful to 5=Extremely useful/did not use the [PREFERRED LANGUAGE] version]**

[INSERT ALL RESPONSES WHERE E18=2] RANDOMIZE		Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	A letter in the mail from PG&E	1	2	3	4	5	8
B	An email from PG&E	1	2	3	4	5	8
C	A telephone call from PG&E	1	2	3	4	5	8
D	A text message from PG&E	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	PG&E representative or employee	1	2	3	4	5	8
G	PG&E wildfire preparedness webinar	1	2	3	4	5	8
H	TV or radio news report	1	2	3	4	5	8
I	Online news report	1	2	3	4	5	8
J	Advertising on TV, radio, or online	1	2	3	4	5	8
K	[HIDE] Billboards	1	2	3	4	5	8
L	Social media post (e.g. Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
M	Informational videos on web	1	2	3	4	5	8
N	Informational videos on TV	1	2	3	4	5	8
O	[HIDE] Healthcare provider or medical device supplier	1	2	3	4	5	8
P	Word of mouth (e.g., friends/family)	1	2	3	4	5	8
Q	Community-based organization (CBO)	1	2	3	4	5	8
R	PG&E community meetings (in-person or online)	1	2	3	4	5	8
S	Local city or county government	1	2	3	4	5	8
T	CalFire or local fire department	1	2	3	4	5	8
U	Contractor of PG&E programs, e.g. CARE, FERA ESA, etc.	1	2	3	4	5	8
V	Visited PG&E's Safety Action Center (safetyactioncenter.pge.com)	1	2	3	4	5	8
W	(RECALL E17=99)	1	2	3	4	5	8

EPSS MESSAGE RECALL

[ASK IF RECALLED MESSAGING FROM ANY SOURCE]

E20. Which, if any, of the following messages about **Enhanced Powerline Safety Settings (EPSS)** do you recall from any source in the past few months? **[PHONE: READ LIST]**

	RANDOMIZE	Yes	No	Not Sure
A	EPSS automatically turns off power if a hazard strikes a powerline	1	2	7
B	Power shuts off immediately if a problem is detected	1	2	7
C	There was an 80% reduction in ignitions on EPSS-enabled powerlines	1	2	7
D	EPSS may result in an unplanned outage	1	2	7
E	PG&E will notify you when power will be restored	1	2	7
F	PG&E will notify you on the cause of the outage	1	2	7
G	PG&E provides resources to help during an EPSS outage	1	2	7

E21. Have you personally experienced an EPSS outage **in 2024**—that is, an unplanned outage caused by an object hitting a powerline? This would be different from a Public Safety Power Shutoff where you should have been alerted prior to the outage.

- 1 Yes
- 2 No
- 7 Unsure

E22. Overall, what is your opinion of PG&E's use of **Enhanced Powerline Safety Settings (EPSS)**? **[PHONE: Please use a scale where 1 is very negative and 5 is very positive.]**

Very negative				Very positive	Unsure
1	2	3	4	5	7

Q24. At any time this year (2024), have you had to evacuate your home due to wildfires in your area?

- 1 Yes
- 2 No
- 7 Unsure

Questions that will be added in the post-survey only

[IF PRE-SEASON, SKIP TO N1. IF POST-SEASON GO TO PQ1]

Unless otherwise noted, all PRE questions will be asked in the POST survey, followed by the questions below beginning at PQ1.

PQ1. **[ASK ALL]** Did you receive any Public Safety Power Shutoff (PSPS) alerts or notifications in the past few months?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ7]

PQ2. **[PQ1=1]** How many alerts and/or notifications did you receive?

RECORD # ALERTS: _____

97 Unsure

PQ3. **[PQ1=1 AND PQ2>0]** In what language(s) was/were the Public Safety Power Shutoff notification(s)?

11 English

12 Spanish

13 Chinese Cantonese

14 Chinese Mandarin

15 South Korean

16 Vietnamese

17 Tagalog

18 Russian

19 Arabic

20 Armenian

21 Farsi

22 French

23 German

24 Japanese

25 Khmer

26 Punjabi

99 Other (please specify): _____

PQ4. **[PQ1=1]** How were you notified about the Public Safety Power Shutoff?
[WEB: Select all that apply.] [PHONE: MULTIPLE RESPONSES OK.]
RANDOMIZE

11 Text message from PG&E

12 Recorded phone message from PG&E

13 Email from PG&E

14 PG&E representative or employee

15 PG&E website

16 Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)

17 Local news

18 Friends/neighbors

19 Community-based organization (CBO)

20 Call or Text from 2-1-1

99 Other (please specify): _____

97 I don't remember

PQ5. **[Q3≠11]** Which, if any, of these sources provided information in English and which provided

information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

[INSERT ALL RESPONSES FROM PQ4]

		Information from this source was available in	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Text message from PG&E	1	2
B	Recorded phone message from PG&E	1	2
C	Email from PG&E	1	2
D	PG&E representative or employee	1	2
E	PG&E website	1	2
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
G	Local news	1	2
H	Friends/neighbors	1	2
I	Community-based organization (CBO)	1	2
K	Call or Text from 2-1-1	1	2
J	(RECALL PQ4=99)	1	2

PQ6a. **[Q3=11]** How useful was the information you received from PG&E **before** the Public Safety Power Shutoff via...**[EACH PQ4 RESPONSE]**?

	[INSERT ALL RESPONSES FROM PQ4] RANDOMIZE	Not at all useful				Extremely useful
A	Text message from PG&E	1	2	3	4	5
B	Recorded phone message from PG&E	1	2	3	4	5
C	Email from PG&E	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	PG&E website	1	2	3	4	5
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
G	Local news	1	2	3	4	5
H	Friends/neighbors	1	2	3	4	5
I	Community-based organization (CBO)	1	2	3	4	5
K	Call or Text from 2-1-1	1	2	3	4	5
J	(RECALL PQ4=99)	1	2	3	4	5

PQ6b1. **[Q3≠11]** How useful was the information in English that you received from PG&E **before** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ6b2. [Q3≠11] And, how useful was the information in [PREFERRED LANGUAGE; Q3 MENTION] that you received from PG&E before the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES WHERE PQ5=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
A	Text message from PG&E	1	2	3	4	5	8
B	Recorded phone message from PG&E	1	2	3	4	5	8
C	Email from PG&E	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	PG&E website	1	2	3	4	5	8
F	Social Media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
G	Local news	1	2	3	4	5	8
H	Friends/neighbors	1	2	3	4	5	8
I	Community-based organization (CBO)	1	2	3	4	5	8
K	Call or Text from 2-1-1	1	2	3	4	5	8
J	(RECALL PQ4=99)	1	2	3	4	5	8

PQ7. [ASK ALL] Did you personally have your power shut off at your residence by PG&E as part of a Public Safety Power Shutoff (PSPS) in 2024—that is, was your power proactively shutoff by PG&E due to a high risk of wildfire between January 1, 2024 and the current date?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO OR UNSURE SKIP TO PQ13]

PQ8. **[PQ7=1]** How many times was your power shut off due to PSPS?

NUMERIC INPUT _____ **[RANGE 1-10]**

97 Don't know/Unsure

PQ9. **[PQ7=1]** When you experienced a Public Safety Power Shutoff, where did you go to check for updates on the status of your outage?

[WEB: Select all that apply.]

[PHONE: MULTIPLE RESPONSES]

RANDOMIZE

- 11 Checked PG&E.com
- 12 Called the PG&E phone center
- 13 Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)
- 14 PG&E representative or employee
- 15 Local news station
- 16 Community-based organization (CBO)
- 17 Call or Text from 2-1-1
- 99 Other (please specify) _____
- 97 I don't remember
- 88 I didn't check any resources for updates

PQ10. **[Q3≠11]** Which, if any, of these sources provided information in English and which provided information in your preferred language? **[PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]**

[INSERT ALL RESPONSES FROM PQ9]

		Information from this source was available in ...	
	RANDOMIZE	English	My preferred language: RECALL Q3 MENTION
A	Checked PG&E.com	1	2
B	Called the PG&E phone center	1	2
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2
D	PG&E representative or employee	1	2
E	Local news station	1	2
F	Community-based organization (CBO)	1	2
H	Call or Text from 2-1-1	1	2

G	(RECALL PQ9=99)	1	2
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PQ11. [Q3=11] How useful was the information you received from PG&E **during** the Public Safety Power Shutoff via...?

	[INSERT ALL RESPONSES FROM PQ9] RANDOMIZE	Not at all useful				Extremely useful
A	Checked PG&E.com	1	2	3	4	5
B	Called the PG&E phone center	1	2	3	4	5
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5
D	PG&E representative or employee	1	2	3	4	5
E	Local news station	1	2	3	4	5
F	Community-based organization (CBO)	1	2	3	4	5
H	Call or Text from 2-1-1	1	2	3	4	5
G	(RECALL PQ9=99)	1	2	3	4	5

PQ11b1. [Q3≠11] How useful was information you received in English from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=1] RANDOMIZE	Not at all useful				Extremely useful	Did not use the English version
A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ11b2. [Q3≠11] And, how useful was information you received in [Preferred Language; Q3 MENTION] from PG&E **during** the Public Safety Power Shutoff via ...?

	[INSERT ALL RESPONSES WHERE PQ10=2] RANDOMIZE	Not at all useful				Extremely useful	Did not use the [Q3 MENTION] version
--	--	-------------------	--	--	--	------------------	--------------------------------------

A	Checked PG&E.com	1	2	3	4	5	8
B	Called the PG&E phone center	1	2	3	4	5	8
C	Social media (Facebook, X, Nextdoor, Instagram, YouTube, TikTok, etc.)	1	2	3	4	5	8
D	PG&E representative or employee	1	2	3	4	5	8
E	Local news station	1	2	3	4	5	8
F	Community-based organization (CBO)	1	2	3	4	5	8
H	Call or Text from 2-1-1	1	2	3	4	5	8
G	(RECALL PQ9=99)	1	2	3	4	5	8

PQ12. **[PQ9=11]** How satisfied were you with the information provided by the website during the Public Safety Power Shutoff? **[PHONE:** Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied
1	2	3	4	5

[ASK ALL]

PQ13. Do you recall receiving a notification when your power was fully restored after the PSPS event?

- 1 Yes
- 2 No
- 7 Unsure

[IF NO / UNSURE SKIP TO PQ17]

PQ14. **[PQ13=1]** How useful was the information you received from PG&E after the Public Safety Power Shutoff ended and your power was restored?

[PHONE: Please use a scale where 1 is not at all useful and 5 is extremely useful.]

Not at all useful				Extremely useful
1	2	3	4	5

PQ15. **[Q13=1]** How satisfied were you with the information provided by the PG&E website after the Public Safety Power Shutoff?

[PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Did not use the PG&E website after the shutoff
------------------------	--	--	--	---------------------	--

1	2	3	4	5	8
---	---	---	---	---	---

PQ16. [PQ13=1 AND Q3≠11] Was the information that you received **after** the Public Safety Power Shutoff available in English? Was it available in your preferred language? [PHONE: MULTIPLE RESPONSES OK. PROGRAMMER: MULTIPLE RESPONSE.]

	Information from this source was available in ...	
	English	My preferred language: RECALL Q3 MENTION
Information after the PSPS	1	2

PQ17. [ASK ALL] How satisfied are you OVERALL with **all** of the Public Safety Power Shutoff communications that you received from PG&E? [PHONE: Please use a scale where 1 is extremely dissatisfied and 5 is extremely satisfied.]

Extremely dissatisfied				Extremely satisfied	Not sure
1	2	3	4	5	7

PQ18. [ASK ALL] How would you rate PG&E's Public Safety Power Shutoff (PSPS) program on each of the following? [PHONE: Please use a scale where 1 is very dissatisfied and 5 is very satisfied.]

	RANDOMIZE	Extremely dissatisfied				Extremely satisfied	Not sure
A	Reducing the risk of wildfires	1	2	3	4	5	7
B	Notifying me when my power might be shut off	1	2	3	4	5	7
C	Notifying me when my power would be restored	1	2	3	4	5	7
D	Restoring power in a reasonable amount of time	1	2	3	4	5	7
E	Reaching out to those with medical or other critical needs	1	2	3	4	5	7
F	Providing resources near me that I can visit during an outage event	1	2	3	4	5	7
G	Keeping me updated about the status of the PSPS shutoff	1	2	3	4	5	7
H	Providing an accurate estimate of when the power would be restored	1	2	3	4	5	7

ASK Q22 HERE FOR POST WAVE

Q22. [ASK ALL] Overall, what is your opinion of PG&E's Public Safety Power Shutoff program? [PHONE: Please use a scale where 1 is very negative and 5 is very positive.]

Very negative				Very positive	Unsure
1	2	3	4	5	7

N1. **[ASK ALL]** PG&E supports a number of resources that are available to the public during a Public Safety Power Shutoff (PSPS). Before today, which of the following resources have you heard of?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	RANDOMIZE	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on alerts and notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E’s Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent Status	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

N2. For each resource, please rate how interested you would be in using it during a Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: “I can read you a description of the resource if you like” **[READ IF REQUESTED]**

	RANDOMIZE	Not Interested	Somewhat Interested	Very Interested	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8
i	Call 2-1-1	1	2	3	8

j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent Status	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

[SHOW IN N3 IF “YES” IN N1; SKIP TO NEXT QUESTION IF NO/NOT SURE FOR ALL ITEMS IN N1]

N3. Which, if any, of these resources have you used in the past?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	RANDOMIZE	Yes	No	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	8
b	Community Resource Centers (CRCs)	1	2	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	8
d	County Food Bank Program	1	2	8
e	Language Preference on Alerts and Notifications	1	2	8
f	Portable Battery Program	1	2	8
g	Hotel Accommodations for People with Disabilities	1	2	8
h	Accessible Transportation	1	2	8
i	Call 2-1-1	1	2	8
j	Generator Rebate Program	1	2	8
k.	PG&E's Medical Baseline Program	1	2	8
l.	Identify as Electricity Dependent	1	2	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	8

[SHOW EACH ITEM USED IN N3]

N4. Please rate how useful you found each item in the **most recent** Public Safety Power Shutoff?

[WEB]: Click on the link for each item if you need more information about that resource.

[PHONE]: I can read you a description of the resource if you like **[READ IF REQUESTED]**

	RANDOMIZE	Very Useful	Somewhat Useful	Not Useful	Not Sure
a	Address Level Alerts for Non-Account Holders	1	2	3	8
b	Community Resource Centers (CRCs)	1	2	3	8
c	Disability Disaster Access & Resources (DDAR) program	1	2	3	8
d	County Food Bank Program	1	2	3	8
e	Language Preference on Alerts and Notifications	1	2	3	8
f	Portable Battery Program	1	2	3	8
g	Hotel Accommodations for People with Disabilities	1	2	3	8
h	Accessible Transportation	1	2	3	8

i	Call 2-1-1	1	2	3	8
j	Generator Rebate Program	1	2	3	8
k.	PG&E's Medical Baseline Program	1	2	3	8
l.	Identify as Electricity Dependent	1	2	3	8
m.	Food Delivery Services e.g. Meals on Wheels	1	2	3	8

PQ19. **[ASK ALL]** In your opinion, what can PG&E do to improve their communications regarding Public Safety Power Shutoffs? Please be specific. We welcome your suggestions. **[Open-end]**

Demographics

D1 Now, we have just a few final questions for classification purposes. Into which of the ranges does your annual household income fall? **[PHONE: READ LIST]**

- 1 Less than \$50K
- 2 \$50K – \$99K
- 3 \$100K – \$149K
- 4 \$150K or more
- 8 Prefer not to say

D2 What is the highest level of education you have had the opportunity to complete?

- 11 Less than high school
- 12 High school degree or GED
- 13 Some college / trade/technical school / 2-year degree
- 14 College degree
- 15 Some graduate study
- 16 Graduate degree or higher
- 98 Prefer not to say

D3 Are you, yourself, of Hispanic origin or descent (that is, Mexican, Puerto Rican, Cuban, Central American, South American, or some other Spanish background)?

- 1 Yes
- 2 No
- 8 Prefer not to say

D4 Are you...? **(MULTIPLE MENTION)** **[WEB: Select all that apply.]**

- 11 Caucasian or White
- 12 African-American or Black
- 13 Asian
- 14 American Indian, Eskimo or Alaska native
- 15 Hawaiian or Pacific Islander
- 99 Some other ethnicity (please specify)

98 Prefer not to say

D5 Which of the following best describes your housing situation?

- 1 Homeowner
- 2 Renter
- 3 Neither of those (don't own home, don't pay rent)
- 8 Prefer not to say

These last few questions will help PG&E understand how successful they have been in reaching out to those most vulnerable during a Public Safety Power Shutoff. Again, your responses are voluntary and the information you provide is completely confidential.

D6. Do you, or does anyone in your household, rely on electricity for medical needs or medical equipment, such as a C-PAP, respirator, motorized wheelchair/scooter, lift or hospital bed?

- 1 Yes
- 2 No
- 8 Prefer not to say

D6A. Do you or anyone in your household have a serious illness or medical condition that could become life-threatening if the power is shut off?

- 1 Yes
- 2 No
- 8 Prefer not to say

D7. Do you have access to transportation in case of an emergency?

- 1 Yes
- 2 No
- 8 Prefer not to say

D8. Do you or does anyone in your household have a permanent disability, related to mobility, hearing, vision, cognitive, psychological, or chronic disease?

- 1 Yes
- 2 No
- 8 Prefer not to say

[ASK IF YES TO D8; ELSE SKIP TO CLOSING]:

D9. Please answer yes or no regarding the specific type of disability for you or anyone in your household.

	RANDOMIZE	Yes	No	Prefer Not to Say
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a	Are you or is anyone in your household blind or have serious difficulty seeing, even when wearing glasses?	1	2	8
b	Are you or is anyone in your household deaf or have serious difficulty hearing?	1	2	8
c	Do you or does anyone in your household have serious difficulty walking or climbing stairs?	1	2	8
d	Because of a physical, mental, or emotional condition, do you or does anyone in your household have serious difficulty concentrating, remembering, or making decisions?	1	2	8
e	Do you or does anyone in your household have difficulty dressing or bathing?	1	2	8
f	Because of a physical, mental, or emotional condition, do you or does anyone in your household have difficulty doing errands alone such as visiting a doctor's office or shopping?	1	2	8
g	Do you or anyone in your household rely on assistive technology? E.g., a screen reader or specialized meal device?	1	2	8

[PRE: ASK D10 IF D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]
[POST: ASK D10 IF PQ7=CODE 1 AND D6=CODE 1 OR IF CODE 1 IN 9A THRU 9F; ELSE SKIP TO CLOSING]

D10. For any Public Safety Power Shutoff that you experienced [blue font: [PRE]: [in 2023](#) / [POST]: [in 2024](#)], were you or others in your household able to use equipment needed for necessary life functions throughout the time you were without power? (INTERVIEWER: RESPONDENT SHOULD ANSWER FOR 2023 (PRE)/2024 (POST) ONLY, NOT FOR PRIOR YEARS).

NOTE: EQUIPMENT CAN BE ANYTHING REQUIRING THE USE OF ELECTRICITY OR A BATTERY IN ORDER TO FUNCTION, SUCH AS C-PAP, WHEELCHAIRS, TECHNOLOGY AIDS FOR SIGHT OR HEARING IMPAIRED, ETC.)

- 1 Yes
- 2 No
- 7 Not applicable
- 8 Prefer not to say

ASK D11 IF D10 = CODE 2 (“NO”); ELSE SKIP TO CLOSING]

D11. Why were you **not** able to use the necessary equipment during a Public Safety Power Shutoff [blue font: [in 2023](#) / [POST]: [in 2024](#)]? (MULTIPLE MENTION) [WEB: Select all that apply.]

RANDOMIZE

- 11 Unable to charge batteries
- 12 Not enough back-up batteries
- 13 I am paralyzed or immobile—I can’t be moved
- 14 I don’t have access to transportation

- 15 I can't afford to go anywhere else
- 16 Generators/back-up systems are too expensive
- 17 I was not familiar with available programs and support
- 18 I was denied program support
- 19 I needed help
- 20 I don't have a battery to charge my equipment
- 21 I can't afford a battery or a generator
- 99 **[DNR]** Something else (please specify)

D12. Do you currently have a back-up generator or back-up battery?

- 1 Yes
- 2 No
- 8 Prefer not to say

Closing (Web)

Thank you for participating in this important survey. We appreciate your time and feedback.

Landing Page: www.safetyactioncenter.pge.com

Closing (Phone)

Thank you for participating in this important survey. We appreciate your time and feedback. Have a great day/night!

RESOURCE DESCRIPTIONS

Accessible Transportation for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Address Level Alerts for Non-Account Holders

Address Alerts can notify you directly by text or automated phone call about the potential for a PSPS at any address that is important to you or a loved one, even if you don't have a PG&E account.

Call 2-1-1

Provides information about Public Safety Power Shutoffs before, during, and after PSPS events. In addition, qualified callers are connected to critical resources before and during a Public Safety Power Shutoff.

Community Resource Centers (CRCs)

During wildfires or Public Safety Power Shutoffs, PG&E opens Community Resource Centers which provide ADA-compliant restrooms, bottled water, snacks, WI-FI, electronic-device charging (including medical devices), blankets, information, and other resources.

County Food Bank Program:

If you experience food loss due to a Public Safety Power Shutoff, participating food banks in your county will provide your family with food replacement during a PSPS event and three days following power being restored.

Disability Disaster Access & Resources (DDAR)

In partnership with PG&E, the DDAR program is managed by the California Foundation for Independent Living Centers (CFILC). The program provides resources during Public Safety Power Shutoffs for those who rely on power for medical or independent living needs. Resources offered through the program include portable backup batteries, hotel accommodations, food stipends, and accessible transportation.

Food Delivery Services, e.g. Meals on Wheels

PG&E partners with community-based organizations such as Meals on Wheels to provide food replacement and delivery to households experiencing food loss due to Public Safety Power Shutoffs. Customers who already participate in Meals on Wheels will receive an additional shelf-stable meal during a PSPS event.

Generator Rebate Program

This program provides eligible customers with a single rebate for purchasing a qualified portable power generator. Eligible customers must be PG&E customers who reside in high fire threat areas and who either depend on well water pumps or are enrolled in PG&E's Medical Baseline Program.

Hotel Accommodations for People with Disabilities

Available during a Public Safety Power Shutoff (PSPS) to those who rely on power for medical or independent living needs. Part of the Disability Disaster Access & Resources (DDAR) program.

Identify as Electricity Dependent

Customers who do not qualify for PG&E's Medical Baseline Program or are at an increased risk of harm to their health, safety and independence during a prolonged power outage can self-identify as "electricity dependent." These customers will receive additional PSPS notifications, including doorbell rings, if previous alerts are not acknowledged.

Language Preference on Alerts and Notifications:

By logging into their account, PG&E customers can choose to receive PSPS notifications in one of 16 languages.

Medical Baseline Program

An assistance program for residential customers who depend on power for certain medical needs. To qualify, a full-time resident in the home must have a qualifying medical condition and/or require use of a qualifying medical device to treat ongoing medical conditions. Eligibility is not based on income.

Portable Battery Program:

PG&E's Portable Battery Program (PBP) provides no-cost backup portable batteries to income-qualified Medical Baseline customers in HFTDs or who have experienced 2 or more PSPS events in the past.