

Your Guide to

Public Safety Power Shutoffs

August 2024

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. ©2024 Pacific Gas and Electric Company. All rights reserved. CCC-0824-4608

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1 Introduction

Every day, we are working to keep you safe and responding to increased wildfire risk in California. To help prevent wildfires from our equipment, we use multiple safety tools.

A Public Safety Power Shutoff, or PSPS, is one of our wildfire prevention tools. This type of safety outage is a last-resort measure to help prevent wildfires during severe weather. Before we determine that a PSPS is necessary, we assess various factors. These include humidity levels, forecast winds, dry vegetation, Red Flag Warnings and other real-time observations.

Our response to PSPS

Before a PSPS, we'll share what we know as soon as we can, and alert you via call, text and/or email. If you rely on power for your or a family member's health and safety, we make additional attempts to reach you. Update your contact information at pge.com/myalerts or call **1-866-743-6589**.

During a PSPS, we work to safely keep power on in vulnerable areas. Across our service area, our goal is to restore power within 24 hours after severe weather conditions have passed.



Supporting our customers

We're here to support you before, during and after a PSPS. We offer multiple resources, support programs and partner with community-based organizations. Some of this support includes backup power, food and accessible transportation.

As a PG&E customer, you have access to resources to help you prepare for possible outages. You can find information in this guide, as well as on our website and social media channels.

2 What Is a Public Safety Power Shutoff?

Safety is our most important responsibility. Because high winds may cause trees and debris to contact powerlines and start a wildfire, at times we may need to turn off power. This safety outage is called a PSPS. The purpose of this guide is to provide you with detailed information about a PSPS, including what you can expect and the steps you can take to prepare.

We know how important reliable power is to you. We are working to reduce the need for a PSPS while keeping you safe by:

- Installing strong poles and covered powerlines on 1,700+ miles of overhead lines
- Leveraging community and remote microgrids to provide clean, local energy and enhance local resilience
- Using sectionalizing devices to limit the number of customers who lose power during PSPS outages
- Undergrounding approximately 10,000 miles of powerlines in and near high wildfire-risk areas



We are making our system safer and more reliable to reduce the impact of PSPS outages. These efforts, along with favorable weather conditions, have resulted in:

2.2 million
fewer customers impacted by
PSPS in 2023 than in 2019

3 Community Wildfire Safety Program

California continues to experience an increase in wildfire risk. Our Community Wildfire Safety Program (CWSP) is focused on reducing this risk and making the electric system safer.

As part of the program, we implement several layers of protection simultaneously to reduce wildfire risk and keep you safe.

These efforts are focused in high fire-risk areas, which is more than half of our service territory.

Learn more about our wildfire safety efforts at:

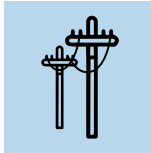
pge.com/cwsp

To see what work is taking place near you, visit:

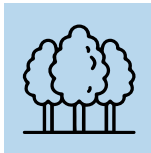
pge.com/progressmap



Using technology to better predict, monitor and respond to wildfires



Installing strong poles and covered powerlines to reduce wildfire risk and improve reliability



Removing or pruning trees to keep them away from powerlines



Installing safety settings on powerlines that shut off power if a hazard is detected



Deploying trained safety crews by ground and air to protect communities and equipment in case of fire



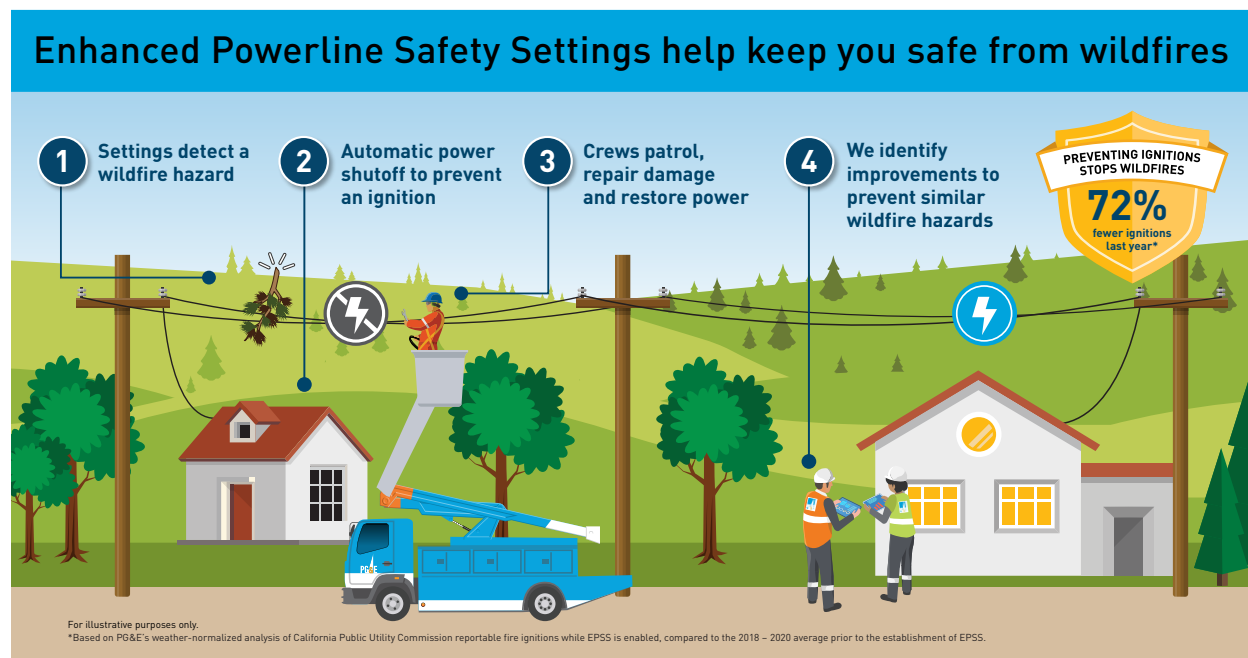
Turning off power for safety as a last resort during severe weather (this refers to PSPS)



Undergrounding approximately 10,000 miles of powerlines in and near high wildfire-risk areas

Enhanced Powerline Safety Settings (EPSS)

To protect you from wildfires, we are using enhanced safety settings that turn off power within one-tenth of a second when a hazard is detected, like a tree branch striking a powerline.



This is a proven wildfire prevention tool.

44,000
EPSS-protected
powerline miles

1.8M
EPSS-protected
customers

72%
Fewer ignitions
in High Fire-Threat Districts*

*Based on PG&E's weather-normalized analysis of California Public Utility Commission reportable fire ignitions while EPSS is enabled, compared to the 2018-2020 average prior to the establishment of EPSS.

EPSS vs. PSPS

EPSS can turn off power automatically for safety. This means you may experience unplanned safety outages. Unlike a PSPS, we aren't able to alert you ahead of a safety outage on an EPSS-protected line. This is because these settings turn off power quickly and automatically only when a hazard is detected in order to prevent wildfires.

Learn more about EPSS at:

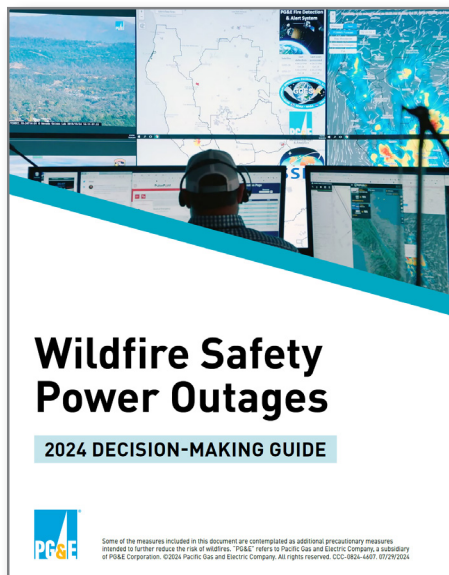
pge.com/epss



4 Criteria and Scoping

A PSPS continues to be a necessary, last-resort tool to protect communities. We understand how disruptive it is to lose power. That's why we're working hard to reduce outages while keeping you safe. We review a combination of factors to decide if a PSPS is necessary, including:

- **Low humidity levels** (less than ~30%)
- **A forecast of high winds** above 19 miles per hour and with gusts above 25-40 miles per hour
- **Dry vegetation and low moisture content in ground materials**
- **Red Flag Warning** declared by the National Weather Service
- **Real-time ground observations**
- **Trees tall enough to hit powerlines**



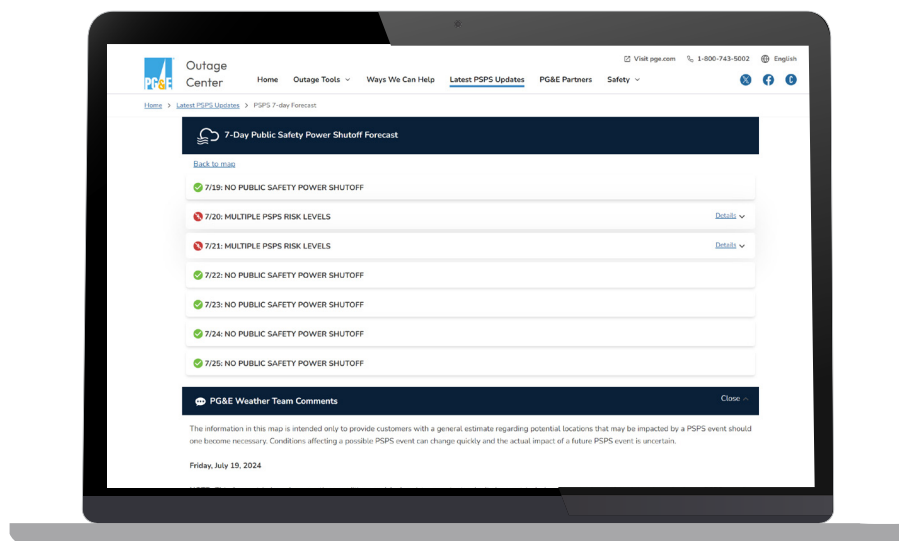
Check out our guide for information about PSPS decision-making:

**Wildfire Safety Outages
Decision-Making Guide**



PSPS 7-Day Potential Forecast

To provide you with PSPS information and updates, we monitor the weather closely and update our 7-day forecast every day.



The following statuses will be posted on the website according to current weather conditions. Details on affected areas and counties in scope will also be provided.

No Public Safety Power Shutoff: Conditions that generally call for a PSPS are not forecast at this time.

PSPS Risk Elevated – Shutoffs Possible: Conditions are being monitored for increased potential of a PSPS.

PSPS Watch – Shutoffs Likely: PSPS is likely due to a combination of weather and dry fuel conditions.

PSPS Warning – Shutoffs Required: PSPS is required given the latest forecast of weather, fuels and/or observed conditions.

For a **7-day PSPS forecast**, visit:

pge.com/pspforecast



5 Temporary Power and Backup Generation

We work to safely keep power on throughout parts of the electric grid during a PSPS. This work includes:

Microgrids

Keeping the power on for
“main street” corridors,
central community
resources and critical
facilities

Islanding Locations

Keeping the power on at substations using local power generation facilities

Remote Grids

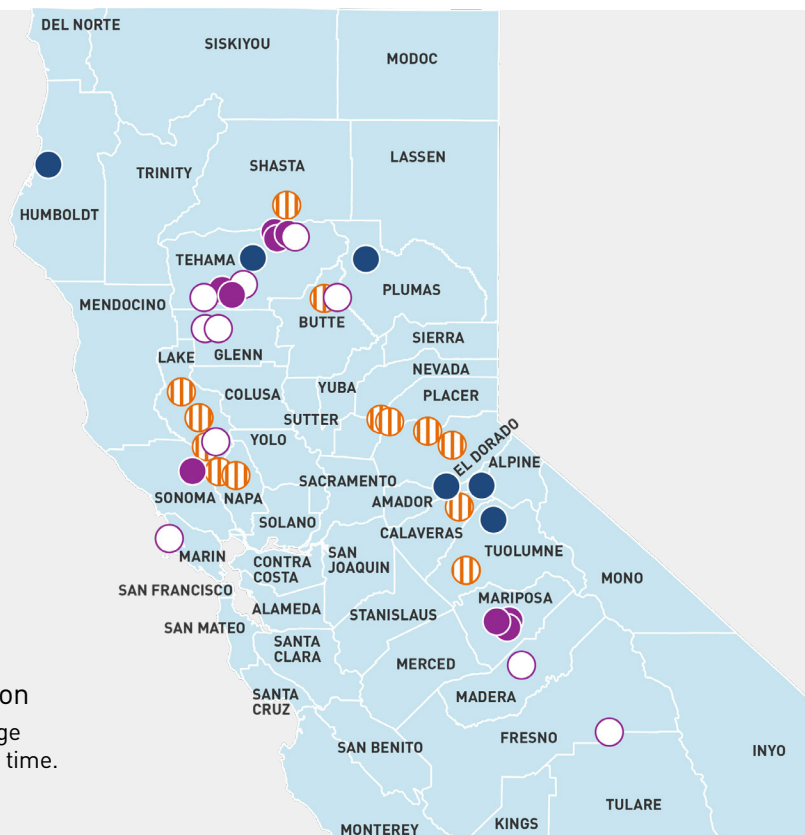
Keeping the power on
for customers in remote
locations year-round using
standalone solar, battery
and propane generation

Where Is This Work Taking Place?



*Additional remote grids also under consideration

Data as of 8/1/2024. Local work plans are subject to change and data is based on the best available information at this time.



These mitigation efforts are specific to PSPS and are not available for other outages, including those on circuits enabled by EPSS. This is because the time required to set up temporary generation is longer than the average outage duration.

6 Power Restoration

Our goal is to restore power within **24 hours** after severe weather has passed.

Restoration Steps:

- 1 Weather “All-Clear”:** After high winds have passed, and it is safe to do so, a weather “all-clear” is issued for our crews to begin patrols and inspect electrical equipment.
- 2 Patrol and Inspect:** Our crews visually inspect for potential weather-related damage to powerlines, poles and towers. This is done by vehicle, foot and air.
- 3 Isolate and Repair Damage:** If crews find equipment damage, they work to isolate the damaged area from the rest of the system. Other parts of the system can then be restored.
- 4 Restore Power:** Once the poles, towers and lines are safe to energize, our Control Center restores power to affected areas.
- 5 Notify Customers:** We notify you that power has been restored.

Restoration resources:

3,200	On-the-ground personnel
20-70	Helicopters
60-150	Drone Teams
2	Airplanes



7 Customer Notifications

We share what we know about the weather and the status of our equipment as soon as we can. While weather conditions can be uncertain, we aim to send you notifications by call, text and/or email based on the timeline below. We will continue to improve this process.

Direct-to-Customer Outreach

Notification Timeline

Forecast Permitting

- PSPS Watch** ✓ 48-24 hours before power is turned off
- PSPS Warning** ✓ 4-1 hours before power is turned off
- ✓ When power is turned off
- ✓ After severe weather has passed
- ✓ Daily until power has been restored, and if the estimated restoration time changes

Can we contact you in an emergency?

Update your contact information at

pge.com/myalerts
or call **1-866-743-6589**.

Account holders will automatically receive PSPS alerts for their address.

Address Alerts

Customers and non-account holders can receive PSPS notifications for any addresses that are important to them. Address Alerts are available via text or phone call in multiple languages.

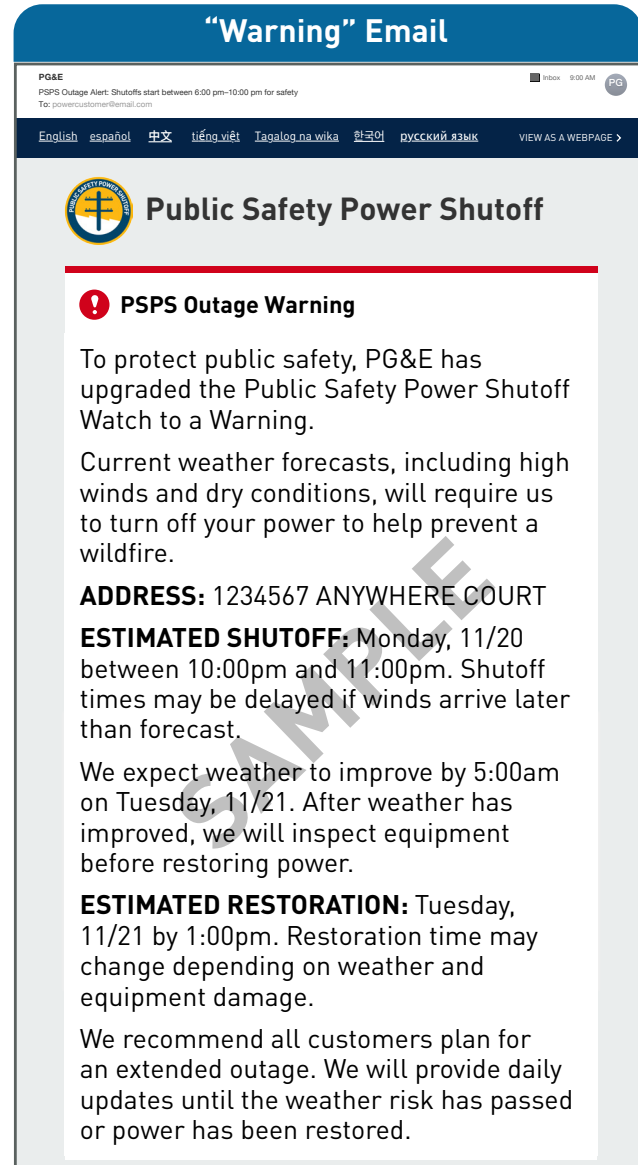
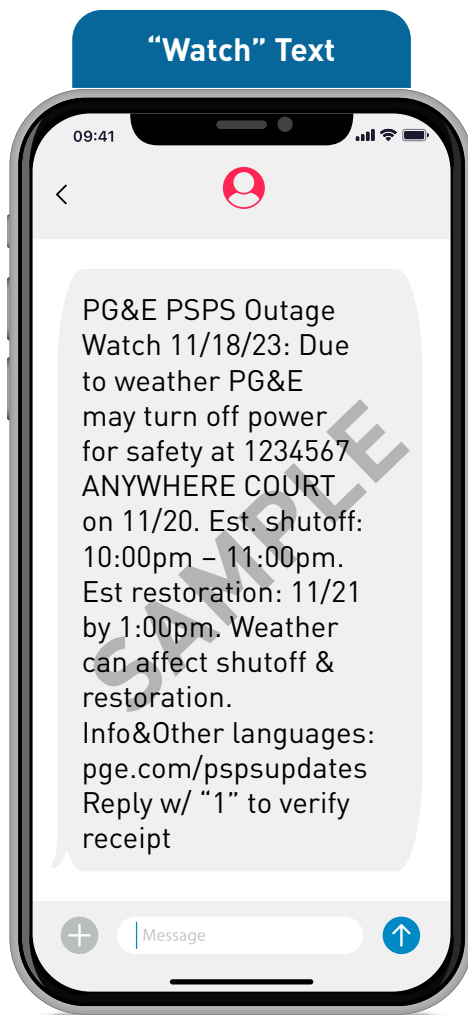
Sign up for Address Alerts at:

pge.com/addressalerts



Sample Customer Notifications

Customers can choose to receive notifications in one of 16 languages* at pge.com/myalerts. We also provide general notification messaging in American Sign Language to serve those who are Deaf or hard of hearing.



*Languages include: English, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese

Medical Baseline Program

You may receive notifications by call, text and/or email before a PSPS. As a Medical Baseline customer, we urge you to respond to these notifications. For your safety, we will continue hourly attempts to notify you if you don't respond. We may also attempt to contact you in person until we reach you.

The Medical Baseline Program helps eligible customers who rely on power for certain medical needs. To learn more or apply, visit:

[**pge.com/medicalbaseline**](https://pge.com/medicalbaseline)



Large print, Braille and audio alternative formats are available. Email [**CIACMC@pge.com**](mailto:CIACMC@pge.com) or call **1-800-743-5000**. Contact California Relay Service at 711 for Deaf/hard of hearing calling services.

Self-Identified Vulnerable Program

Customers who don't qualify for the Medical Baseline Program can enroll in our Self-Identified Vulnerable program if they, or someone in their household, have a serious illness or condition that could become life-threatening if electric service is disconnected. Just like customers in the Medical Baseline Program, these customers may receive follow-up PSPS alerts, including doorbell rings, if they do not respond to previous alerts. Self-Identified Vulnerable status remains on a customer's account for 90 days, or for one year if an extension is submitted. Customers must renew each year to maintain enrollment.

Learn more about the Self-Identified Vulnerable Program and apply at:

[**pge.com/vulnerable**](https://pge.com/vulnerable)

Doorbell Rings

If a Medical Baseline or Self-Identified Vulnerable customer does not acknowledge receipt of our PSPS notifications, we will make every attempt to conduct doorbell rings to confirm they are informed about a potential outage. We do this to ensure our customers with medical needs know it is time to activate their emergency plan.

If we ring your doorbell and you are experiencing a life-threatening emergency, we will help you call **911**. If you are not home, we will leave a doorhanger to let you know why we visited.



Priority Notifications

Whenever possible, we issue priority PSPS notifications to public safety partners, critical facilities and infrastructure as well as transmission-level customers. These alerts are sent 48-72 hours before a potential PSPS.

Critical Facilities

Critical facilities that are essential to public safety have special power needs. We provide these facilities with priority notifications and restoration when possible. We also offer extra resources before and during outages.

Critical facilities include:

- **Chemical Sector**

Facilities associated with the provision, manufacturing, maintaining or distribution of hazardous materials and chemicals.

- **Communications Sector**

Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

- **Emergency Services Sector**

Emergency operations centers, police stations, fire stations, public safety answering points, Disability Disaster Access and Resources (DDAR) centers, 211 and tribal government providers.

- **Energy Sector**

Public and private utility facilities vital to maintaining or restoring normal service. This includes but is not limited to interconnected publicly-owned utilities and electric cooperatives.

- **Food and Agriculture Sector**

Emergency feeding organization centers, such as food banks, food pantries and soup kitchens.

- **Government Facilities**

Schools, voting centers and vote tabulation sites, homeless shelters, community centers, senior centers, Independent Living Centers, jails and prisons.

- **Health Care and Public Health Sector**

Public health departments, cooling and warming centers, temporary public health emergency centers and medical facilities.

- **Transportation Sector**

Facilities associated with automobile, rail, aviation, major public transportation and maritime transportation for civilian and military purposes and traffic management systems.

- **Water and Wastewater Systems**

Facilities associated with the provision of drinking water or processing of wastewater.

Coordination With Transmission-Level Customers

We support customers who take service directly from network transmission facilities under control of the California Independent System Operator (CAISO), publicly-owned utilities and electric cooperatives. Transmission-level customers receive priority notifications to help mitigate the potential public safety risks of a PSPS.

Coordination With Telecommunications Providers

During a PSPS, telecommunication providers will receive:

- A dedicated PG&E contact to help address real-time issues
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information
- Access to our Emergency Operations Center, as requested

Coordination With Water Agencies

During a PSPS, water service providers will receive:

- Support from our Emergency Operations Center and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

Coordination With Hospitals

During a PSPS, hospitals will receive:

- Support from our Emergency Operations Center and Customer Relationship Managers
- Access to the PSPS Portal for the latest outage maps and information
- Advance notification via calls, texts and emails

Some hospitals with a higher likelihood of experiencing wildfire safety outages will also receive service continuity solutions.

8 Customer Tools and Resources

We provide information and resources before, during and after a PSPS to help support you.

California 211 Providers Network

PG&E has partnered with the California 211 Providers Network* to help you prepare, get support and stay safe. 211 is a free, confidential service. This resource is available 24/7 in more than 150 languages. 211 can refer you to local services and programs before and during outages and other emergencies.

211 resource coordination may include:

- ✓ Create a plan ahead of a potential power outage or other emergency
- ✓ Explore backup power options and available programs
- ✓ Find rides, hotel stays and food during power outages
- ✓ Get support during or after a power outage or emergency
- ✓ Receive financial support or bill payment assistance

211 also provides proactive outreach during a power outage to:

- ✓ Older adults
- ✓ Individuals with disabilities
- ✓ Individuals with medical needs

For support, dial **211**, text 'Prepare' to **211-211** or visit:

211.org



Watch a video on our partnership with 211:

211 video

*See p. 34 for list of 211 Partnership Programs and counties served

Community-Based Organizations (CBOs)

We partner with 250 CBOs to conduct outreach and provide resources during a PSPS. These CBOs serve a variety of populations, including low-income, older adults and individuals with disabilities or who rely on power for certain medical needs. We continue to work with a diverse group of organizations to identify resources and communication capabilities.

Find community resources near you at:

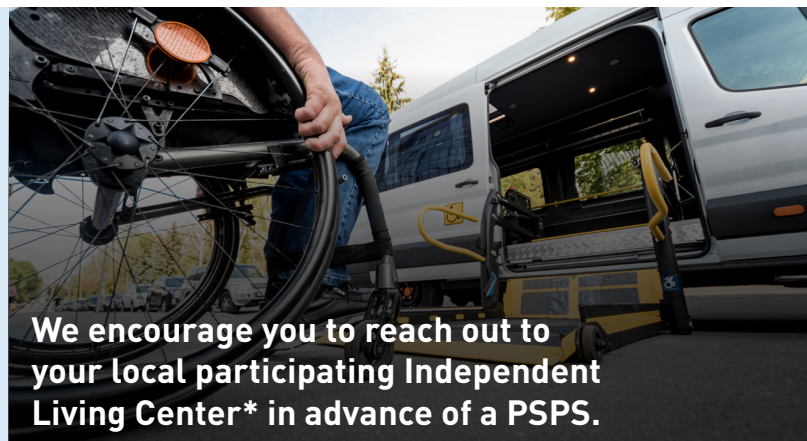
[**pge.com/localsupport**](https://pge.com/localsupport)

Disability Disaster Access and Resources (DDAR) Program

The DDAR Program is a collaboration with the California Foundation for Independent Living Centers. The program helps qualifying customers whose life or health would be at risk during a power outage. Those eligible may include older adults, people with disabilities and chronic medical conditions who require electricity to live independently.

Outage support can include:

- ADA-accessible transportation
- Hotel stays
- Food stipends
- Emergency planning
- Portable batteries
- Generator fuel stipends
- Refrigeration for medication



We encourage you to reach out to your local participating Independent Living Center* in advance of a PSPS.

Learn more about the DDAR Program and eligibility at:

[**pge.com/ddar**](https://pge.com/ddar)

Find a DDAR center near you at:

[**pge.com/localsupport**](https://pge.com/localsupport)

***See p. 29 for a list of participating Independent Living Centers**

Food Replacement

Food Banks*

We partner with local food banks to provide food replacement during a PSPS and until three days after power is restored. Some food banks may have income restrictions.

Meals on Wheels**

During a PSPS, we also partner with Meals on Wheels to deliver an additional meal (or two) per day for affected home-bound seniors in our service area who are enrolled in the Meals on Wheels service.

To find a local food bank or Meals on Wheels center near you, visit:

pge.com/localsupport



Backup Power Programs

Portable Battery Program***

PG&E's Portable Battery Program provides no-cost, backup portable batteries for qualifying Medical Baseline or Self-Identified Vulnerable customers who rely on a medical device, assistive technology or durable medical equipment. Additionally, customers must have experienced at least one PSPS since 2021, or five or more outages on a circuit protected by EPSS since 2022.

Our program partners will reach out to pre-qualified customers to conduct a phone or email assessment. Customers may then be matched with the best fully subsidized battery available for their needs, and/or refrigeration for medication. If their power needs exceed portable battery capabilities, they are referred to the DDAR Program.

Learn more about the Portable Battery Program at:

pge.com/portablebattery



*See p. 30 for a list of participating food banks

**See p. 33 for a list of Meals on Wheels partners and counties served

***See p. 35 for a list of Portable Battery Program partners and counties served

Generator and Battery Rebate Program

Customers may qualify for a \$300 rebate on the purchase of a qualifying generator or battery. These customers must have an active PG&E account, reside in a High Fire-Threat District (HFTD) or be served by an EPSS circuit, and the generator must be listed on our Qualified Product List and comply with the California Air Resources Board (CARB). Each customer account is limited to one rebate for either a generator or a battery.

Customers who participate in PG&E's California Alternative Rates for Energy (CARE) or Family Electric Rate Assistance (FERA) programs can receive an additional \$200. Rebate amounts cannot exceed the purchase price of the product, nor can it include taxes or shipping costs. The rebate application must be submitted within 12 months from purchase date of the qualifying product or by December 31, 2024.

Learn more about eligibility requirements at:

pge.com/backuppowers

Backup Power Transfer Meter

Customers who live in a HFTD or who are served by a circuit protected by EPSS can receive a free Backup Power Transfer Meter. When utility power is off, the Backup Power Transfer Meter can switch to generator power and it will automatically switch back to utility power when it becomes available. With the Backup Power Transfer Meter, a customer can use their electrical panel to pick which appliances or rooms to power. This makes it easier and safer to connect to generator power during a power outage. Participants must have a compatible generator, provide PG&E access to the site for installation and allow PG&E to inspect the panel to verify it meets operational requirements.

Learn more about this offer and eligibility requirements at:

pge.com/transfermeter

Self-Generation Incentive Program

Customers with qualifying rate schedules can receive additional financial rebates from the Self-Generation Incentive Program. Limited funds are available to offset full battery costs for eligible Medical Baseline customers that qualify for the Equity Resiliency budget.

Learn more about eligibility requirements and apply at:

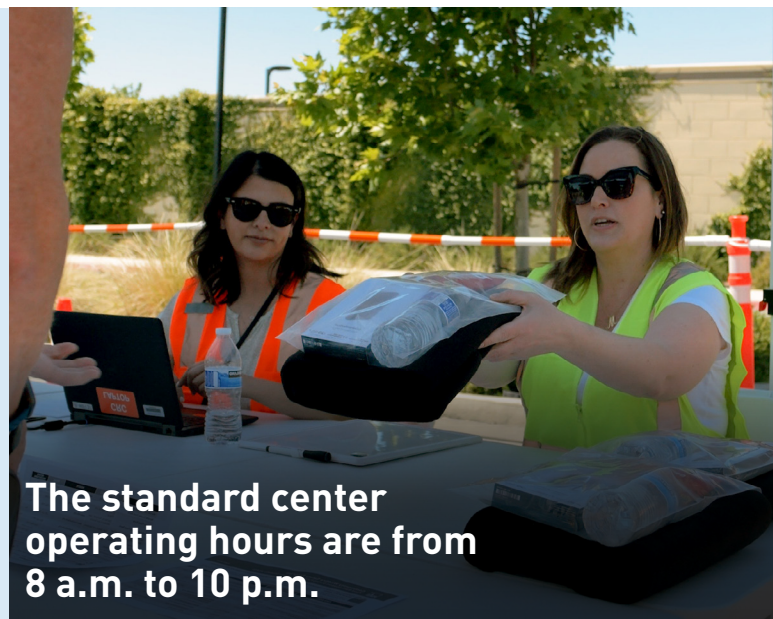
pge.com/sgip

Community Resource Centers (CRCs)

CRCs offer a safe place to charge medical and other electronic devices, find basic supplies and get outage information during a PSPS.

Resources may include:

- Device charging
- Wi-Fi
- Bottled water
- Snacks
- Tables and chairs
- ADA-accessible restrooms
- Bagged ice (at indoor centers)
- Blankets
- Air conditioning or heating (at indoor centers)



The standard center operating hours are from 8 a.m. to 10 p.m.

Location information will be shared via social media, local news and at:

pge.com/crcs

CRC Types



INDOOR: Fixed facilities with temporary generation on site



OUTDOOR: Set up outdoors in accessible parking lots

Center Location Selection

We have contracts in place with over 400 indoor and outdoor locations to serve as Community Resource Centers when needed. Center locations are selected based on historic and forecast PSPS impacts and in coordination with counties and tribes.

We work closely with local communities to refine the locations, availability and services provided by centers. The number and type of center sites to be activated will depend on these ongoing discussions, as well as the scale of an individual PSPS.

9 Customer Outreach and Engagement

To help you and your community prepare for possible outages, we provide informative resources like videos, fact sheets, events and online tools.

As a PG&E customer, you'll receive communications through:

- Letters
- Emails
- Postcards
- Brochures
- Tenant education kits
- Radio ads
- Television ads
- Social media posts



Wildfire Safety Webinars

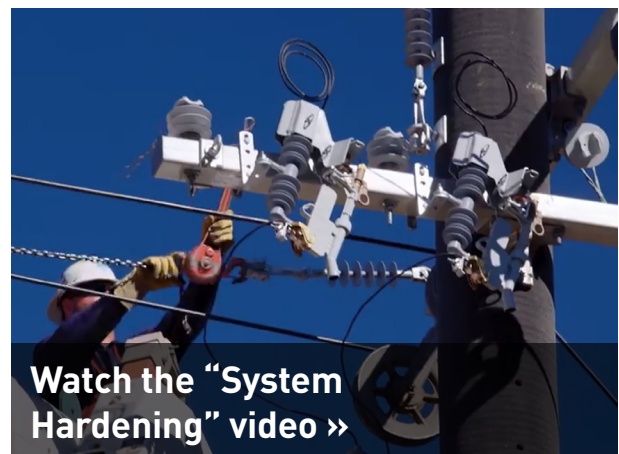
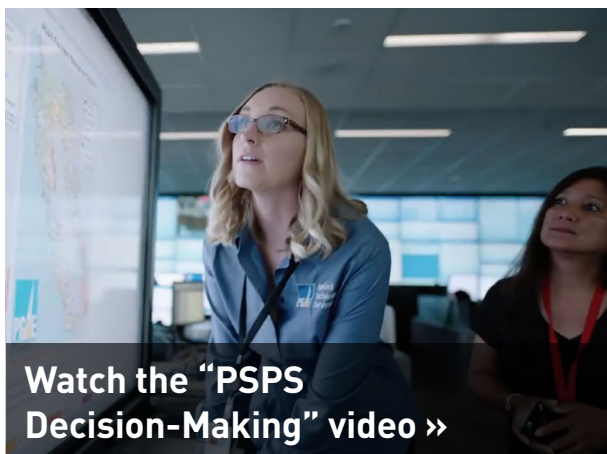
We host a series of accessible online webinars for anyone interested in learning more about wildfire safety and emergency preparedness. These virtual gatherings allow community members to meet with our representatives, ask questions and share feedback.

To view upcoming webinars and video recordings of past webinars, visit:

pge.com/webinars

Videos

We have informational videos for you to learn more about available resources and system improvements.



Visit and subscribe to our YouTube Channel for more videos:

youtube.com/pgevideo

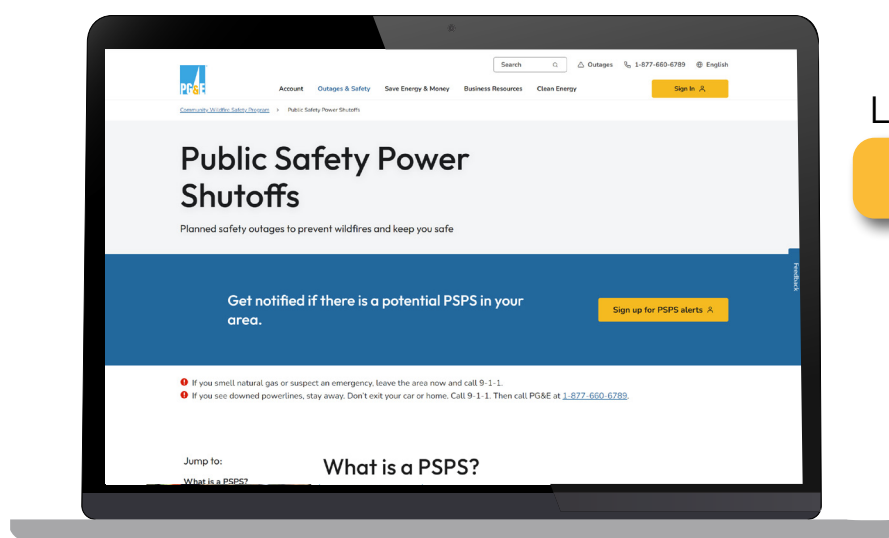


PSPS Webpage

Visit [**pge.com/psps**](https://pge.com/psps) to get help preparing for a PSPS and learn more about available resources.

Resources on our website include:

- Real-time updates and interactive outage maps
- Estimated restoration times
- Community Resource Center locations
- Locations of local food banks providing food replacements
- Tools to update contact information
- Emergency preparedness tips, including information for Medical Baseline customers
- Wildfire safety webinars and recordings
- A 7-day PSPS forecast
- Backup power options
- Access to live, localized data collected by PG&E weather stations
- Materials available in 16 languages*
- Additional support available to customers who rely on power for health and/or safety



Learn more about PSPS at:

pge.com/psps

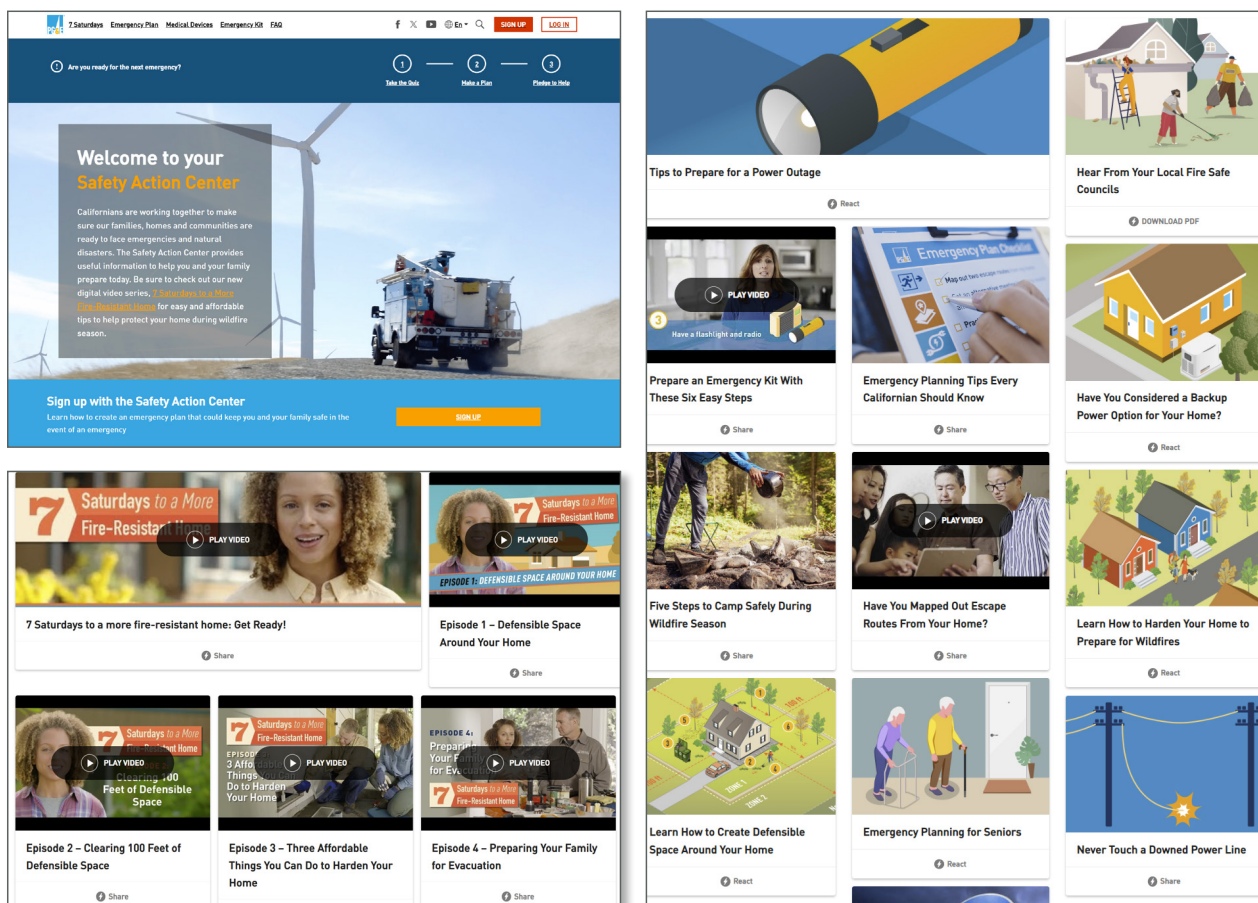
***See p. 25 for more information on languages**

Safety Action Center

The Safety Action Center is a dedicated safety webpage. It features helpful information about wildfire risk and what you can do to help prepare your home, family, business or community for a PSPS.

Support includes:

- Tips on how to create an emergency plan
- Emergency preparedness guides and videos
- Emergency kit resources and interactive quizzes



Learn more about the
Safety Action Center at:

pge.com/safetyactioncenter

Language Support

Information on PSPS outages is offered in 16 languages, including: English and American Sign Language, Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Tagalog, Russian, Arabic, Farsi, Punjabi, Japanese, Khmer, Hmong, Thai, Hindi and Portuguese.

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

Traditional and Social Media Outreach

We will keep you updated through social media, community-based organizations and local news.

SAMPLE SOCIAL MEDIA POSTS



Find a Community Resource Center Near You

Locate a Community Resource Center where you can charge devices, find basic supplies and get more info.

LEARN MORE AT [PGE.COM/PSPSUPDATES](https://pge.com/pspsupdates)

Some of the resources listed in this document are subject to change without notice. Please check the PGE website for the most current information. PGE is not responsible for any errors or omissions in this document. PGE is not responsible for any damages, including consequential damages, arising from the use of this document. PGE is not responsible for any damages, including consequential damages, arising from the use of this document.



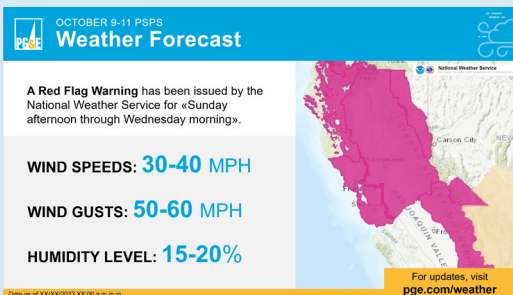
Find Your Local Food Bank

Food options are available during and after a Public Safety Power Shutoff.

LEARN MORE AT [PGE.COM/PSPSUPDATES](https://pge.com/pspsupdates)

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SAMPLE PUBLIC BRIEFING



OCTOBER 9-11 PSPS Weather Forecast

A Red Flag Warning has been issued by the National Weather Service for «Sunday afternoon through Wednesday morning».


WIND SPEEDS: 30-40 MPH

WIND GUSTS: 50-60 MPH

HUMIDITY LEVEL: 15-20%

For updates, visit pge.com/weather

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OCTOBER 9-11 PSPS Conditions Leading to a PSPS

Low humidity <30% and below

High winds >19 mph, sustained gusts > 30-40 mph

Red Flag Warning issued

Dry ground material and low moisture


On-the-ground, real-time observations

We carefully review a combination of these factors when deciding if power must be turned off for safety

For updates, visit pge.com/pspsupdates

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SAMPLE PUBLIC ANNOUNCEMENT



PREPARING FOR A PUBLIC SAFETY POWER SHUTOFF

During severe weather, high winds could cause tree branches or debris to contact electric lines and start fires. That's why PGE may need to turn off power during severe weather to help prevent wildfires. This is called a Public Safety Power Shutoff (PSPS). While turning off the power helps prevent wildfires, we know it can be disruptive. We are working year-round to improve PSPS events for our customers and communities.

HERE ARE 5 WAYS TO PREPARE FOR A PSPS:

- 1** Make sure PGE can reach you before a PSPS by updating your contact information at pge.com/myid.
- 2** Pack or restock your family's emergency kit including food, water, batteries, cash and a first aid kit.
- 3** Make preparations for anyone in your family who depends on electricity for medical needs.
- 4** Practice manually opening your garage door.
- 5** Ensure any backup power sources are ready and able to operate.

For translated support in over 200 languages, please contact PGE at 866-743-6589.

To learn more ways to prepare for a PSPS and any emergency, visit safetysupportcenter.pge.com



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Participating Independent Living Centers (ILC)

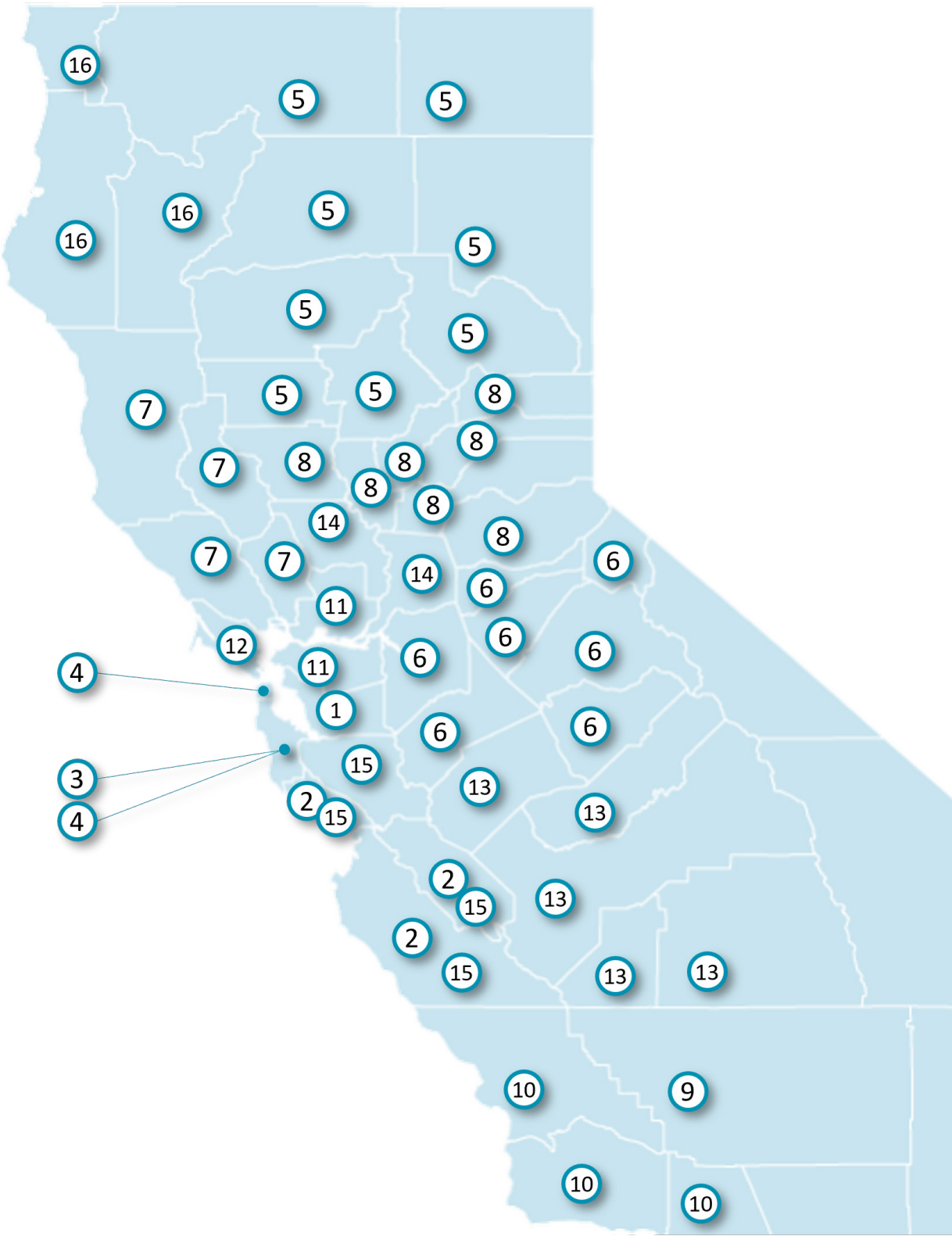
Participating ILC	Counties Served	Address, Website and Phone Number
Center for Independence of Individuals with Disabilities (CID)	San Mateo, San Francisco	2001 Winward Way Suite 103 San Mateo, CA 94403 cidsanmateo.org Phone: 650-645-1780
Community Resources for Independent Living (CRIL)	Alameda (except cities of Oakland and Alameda)	439 A St. Hayward, CA 94541 crilhayward.org Phone: 510-881-5743
Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama	1161 East Ave. Chico, CA 95926 actionctr.org Phone: 530-893-8527
Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne	1101 Sylvan Ave. Suite A25 Modesto, CA 95350 drail.org Phone: 209-521-7260
Disability Services & Legal Center (DSLCL)	Lake, Mendocino, Napa, Sonoma	521 Mendocino Ave. #5241 Santa Rosa, CA 95401 mydslc.org Phone: 707-528-2745
FREED Center for Independent Living	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba	435 Sutton Way Grass Valley, CA 95945 freed.org Phone: 530-477-3333
Independent Living Center of Kern County (ILCKC)	Kern	5251 Office Park Dr. #200 Bakersfield, CA 93309 ilcofkerncounty.org Phone: 661-325-1063

Continued →

Participating ILC	Counties Served	Address, Website and Phone Number
Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara	423 W. Victoria St. Santa Barbara, CA 93101 ilrc-trico.org Phone: 805-963-0595
Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano	1850 Gateway Blvd. Suite 120 Concord, CA 94520 ilrsc.org Phone: 925-363-7293
Marin Center for Independent Living (MCIL)	Marin	710 Fourth St. San Rafael, CA 94901 marincil.org Phone: 415-459-6245
Resources for Independent Living (RIL)	Yolo, Sacramento	420 I St. Sacramento, CA 95814 ril-sacramento.org Phone: 916-446-3074
Resources for Independence Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare	3636 N. First St. Suite 101 Fresno, CA 93726 ricv.org Phone: 559-221-2330
Silicon Valley Independent Living Center (SVILC)	San Benito, Santa Clara, Santa Cruz, Monterey	25 N. 14th St. Suite 1000 San Jose, CA 95112 svilc.org Gilroy: 408-843-9100 San Jose: 408-894-9041
Center for Independent Living (CIL)	Alameda	3075 Adeline St. Suite 100 Berkeley, CA 94703 thecil.org Phone: 510-841-4776
Tri-County Independent Living (TCIL)	Del Norte, Humboldt, Trinity	139 Fifth St. Eureka, CA 95501 tilinet.org Phone: 833-866-8444

DDAR Centers

	Organization	Counties Served
1	Center for Independent Living, Inc. (CIL)	Alameda
2	Central Coast Center for Independent Living (CCCIL)	Monterey, Santa Cruz, San Benito
3	Center for Independence of the Disabled (CID)	San Mateo
4	Community Resources for Independent Living (CRIL)	San Mateo, San Francisco
5	Disability Action Center (DAC)	Butte, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama
6	Disability Resources Agency for Independent Living (DRAIL)	Alpine, Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, Tuolumne
7	Disability Services & Legal Center (DSLC)	Lake, Mendocino, Napa, Sonoma
8	Center for Independent Living (FREED)	Colusa, El Dorado, Nevada, Placer, Sierra, Sutter, Yuba
9	Independent Living Center of Kern County (ILCKC)	Kern
10	Independent Living Resource Center (ILRC)	San Luis Obispo, Santa Barbara, Ventura
11	Independent Living Resources of Solano & Contra Costa Counties (ILRSCC)	Contra Costa, Solano
12	Marin Center for Independent Living (MCIL)	Marin
13	Resources for Independent Living Central Valley (RICV)	Fresno, Kings, Madera, Merced, Tulare
14	Resources for Independent Living (RIL)	Sacramento, Yolo
15	Silicon Valley Independent Living Center (SVILC)	Monterey, San Benito, Santa Clara, Santa Cruz
16	Tri-County Independent Living Center (TCIL)	Del Norte, Humboldt, Trinity



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

Participating Food Banks

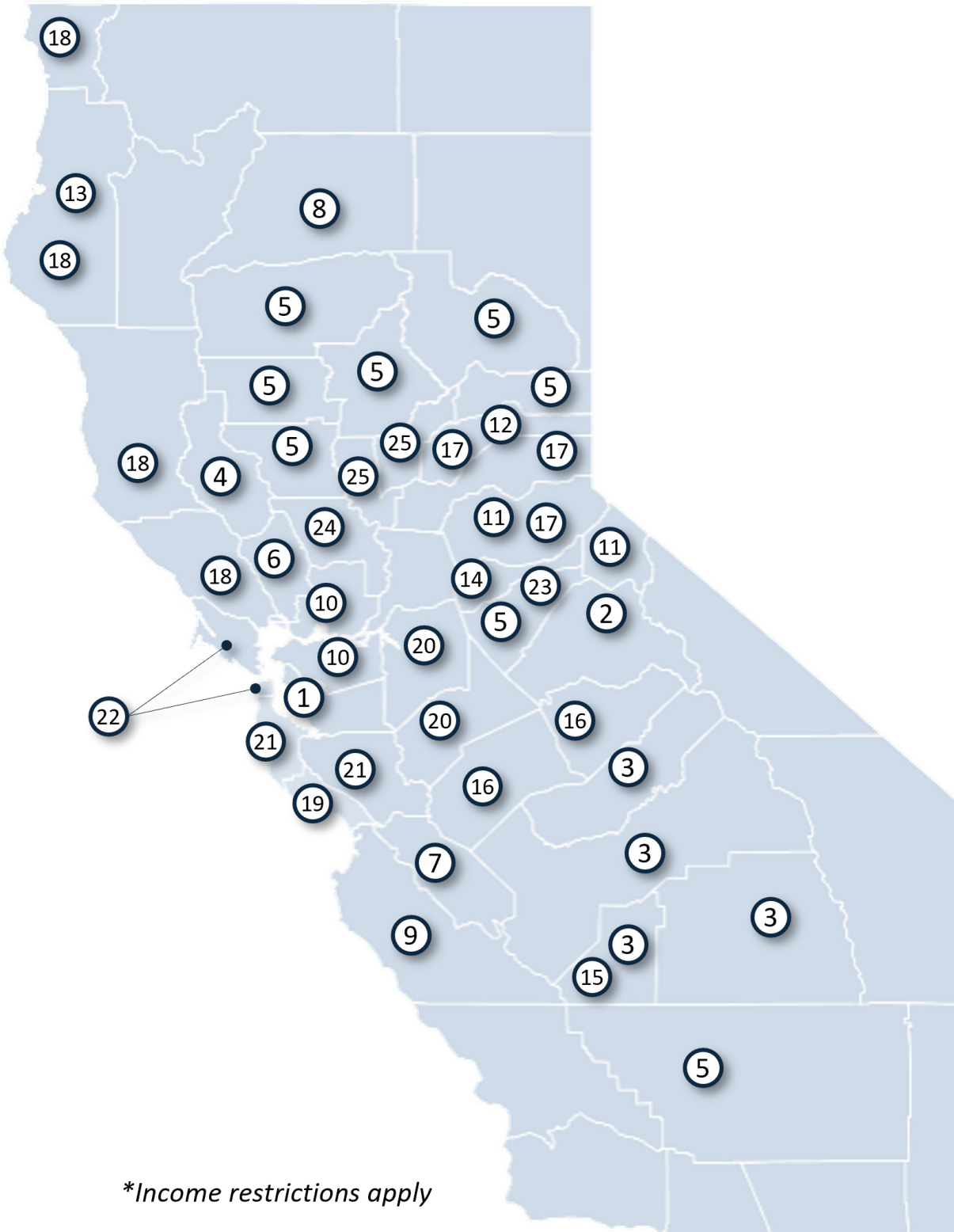
Food Bank	Counties Served	Website	Contact Number
Alameda County Community Food Bank	Alameda	accfb.org	510-635-3663
Amador Tuolumne Community Action Agency (ATCAA) Food Bank	Tuolumne	atcaa.org/food-bank	209-984-3960
Central California Food Bank	Fresno, Kings, Madera, Tulare	ccfoodbank.org	559-237-3663
Clear Lake Gleaners	Lake	bit.ly/clgleaners	707-263-8082
Community Action Agency of Butte County - North State Food Bank	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama	buttecaa.com	530-712-2600
Community Action of Napa Valley Food Bank	Napa	canv.org/food-bank	707-253-6100
Community Food Bank of San Benito	San Benito	communityfoodbankofsb.org	830-637-0340
Dignity Health Connected Living	Shasta	bit.ly/dignityhealthfoodbank	530-226-3071
Food Bank of El Dorado County	Alpine, El Dorado	foodbankedc.org	530-621-9950
Food Bank of Contra Costa and Solano	Contra Costa, Solano	foodbankccs.org	855-309-3663
Food Bank for Monterey County	Monterey	foodbankformontereycounty.org	831-758-1523

Continued —→

Food Bank	Counties Served	Website	Contact Number
Food Bank of Nevada County	Nevada	<u>foodbankofnc.org</u>	530-272-3796
Food for People	Humboldt	<u>foodforpeople.org</u>	707-445-3166
Interfaith Food Bank of Amador County	Amador	<u>feedamador.org</u>	209-267-9006
Kings Community Action Organization	Kings	<u>kcao.org</u>	559-582-4386
Merced County Food Bank	Mariposa, Merced	<u>mmcfb.org</u>	209-726-3663
Placer Food Bank	El Dorado, Nevada, Placer	<u>placerfoodbank.org</u>	916-783-0481
Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino, Sonoma	<u>refb.org</u>	707-523-7900
San Francisco Marin Food Bank	Marin, San Francisco	<u>sfmfoodbank.org/find-food</u>	415-282-1900
Second Harvest Food Bank of Santa Cruz County	Santa Cruz	<u>thefoodbank.org</u>	831-662-0991
Second Harvest of the Greater Valley	San Joaquin, Stanislaus	<u>localfoodbank.org</u>	209-239-2091
Second Harvest Food Bank of Silicon Valley	Santa Clara, San Mateo	<u>shfb.org</u>	800-984-3663
The Resource Connection	Calaveras	<u>trcac.org</u>	209-754-2000
Yolo Food Bank	Yolo	<u>yolofoodbank.org</u>	530-668-0690
Yuba-Sutter Food Bank	Sutter, Yuba	<u>feedingys.org</u>	530-673-3834

Food Banks

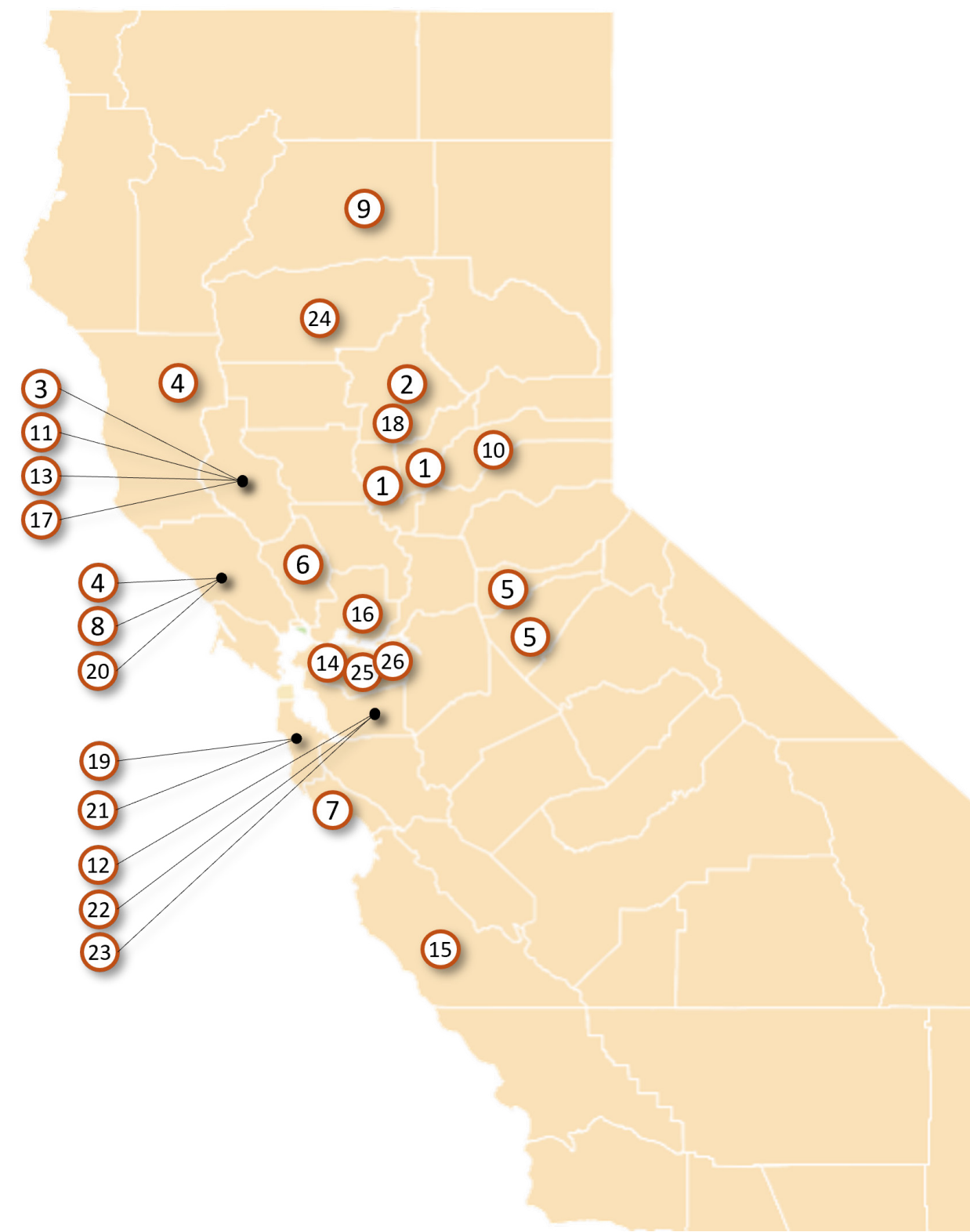
	Organization	Counties Served
1	Alameda County Community Food Bank	Alameda
2	ATCAA Food Bank*	Tuolumne
3	Central California Food Bank	Fresno, Kings, Madera, Tulare
4	Clear Lake Gleaners	Lake
5	Community Action Agency of Butte County – North State Food Bank	Butte, Calaveras, Colusa, Glenn, Kern, Plumas, Sierra, Tehama
6	Community Action of Napa Valley Food Bank	Napa
7	Community Food Bank of San Benito	San Benito
8	Dignity Health Connected Living	Shasta
9	Food Bank for Monterey County*	Monterey
10	Food Bank of Contra Costa & Solano	Contra Costa, Solano
11	Food Bank of El Dorado County	Alpine, El Dorado
12	Food Bank of Nevada County	Nevada
13	Food for People	Humboldt
14	Interfaith Food Bank of Amador County	Amador
15	Kings Community Action Organization	Kings
16	Merced County Food Bank	Mariposa, Merced
17	Placer Food Bank	El Dorado, Nevada, Placer
18	Redwood Empire Food Bank	Del Norte, Humboldt, Lake, Mendocino, Sonoma
19	Second Harvest Food Bank Santa Cruz County	Santa Cruz
20	Second Harvest of the Greater Valley	San Joaquin, Stanislaus
21	Second Harvest of Silicon Valley*	Santa Clara, San Mateo
22	San Francisco Marin Food Bank	Marin, San Francisco
23	The Resource Connection*	Calaveras
24	Yolo Food Bank	Yolo
25	Yuba-Sutter Food Bank	Sutter, Yuba



**Income restrictions apply*

Meals on Wheels

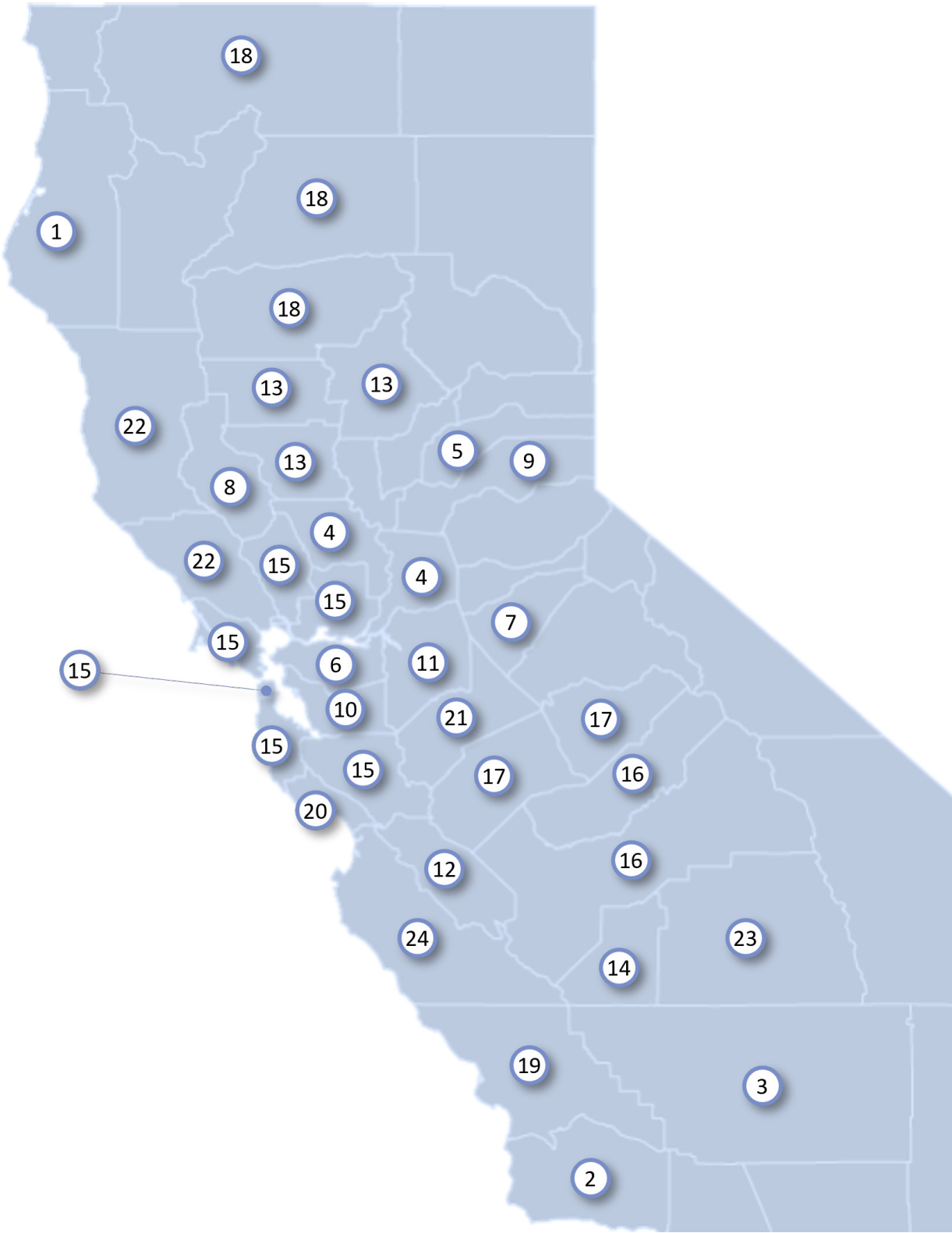
	Organization	Counties Served
1	Area Agency on Aging (Yuba Sutter Meals on Wheels)	Yuba, Sutter
2	Chico Meals on Wheels	Butte
3	Clearlake Senior Center	Lake
4	Coastal Seniors	Mendocino, Sonoma
5	Common Ground Senior Services	Amador, Calaveras
6	Community Action Agency of Napa Valley	Napa
7	Community Bridges	Santa Cruz
8	Council on Aging	Sonoma
9	Dignity Health Connected Living	Shasta
10	Gold Country Community Services	Nevada
11	Lakeport Senior Center	Lake
12	Life ElderCare	Alameda
13	Liveoak Senior Center	Lake
14	Meals on Wheels Diablo Region	Contra Costa
15	Meals on Wheels Monterey Peninsula	Monterey
16	Meals on Wheels Solano County	Solano
17	Middletown Senior Center	Lake
18	Passages	Butte
19	Peninsula Volunteers	San Mateo
20	Petaluma People Services	Sonoma
21	Senior Coastsiders	San Mateo
22	Service Opportunity for Seniors	Alameda
23	Spectrum Community Services	Alameda
24	Tehama County Community Action Agency	Tehama
25	West Contra Costa Meals on Wheels	Contra Costa
26	J-Sei	Contra Costa



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211 Partnership Programs

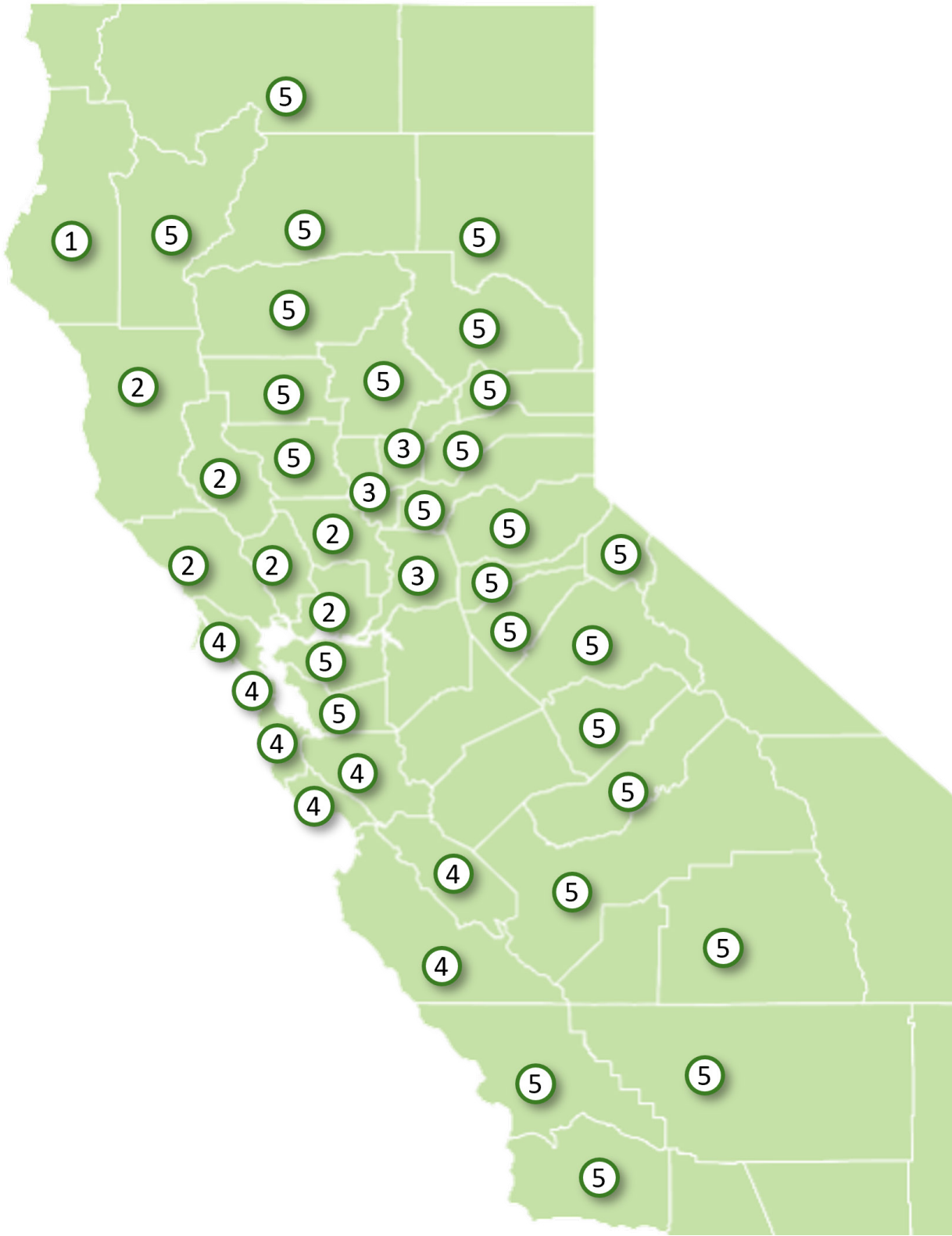
	Organization	Counties Served
1	211 Humboldt	Humboldt
2	CommUnify Santa Barbara	Santa Barbara
3	Community Action Partnership of Kern	Kern
4	Community Link Capital Region	Sacramento, Yolo
5	Connecting Point	Nevada
6	Contra Costa Crisis Center	Contra Costa
7	County of Calaveras	Calaveras
8	County of Lake	Lake
9	County of Placer	Placer
10	Eden I&R	Alameda
11	Family Resource Center San Joaquin	San Joaquin
12	First 5 San Benito	San Benito
13	Help Central	Butte, Glenn, Colusa
14	United Way Kings County	Kings
15	United Way Bay Area	Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano
16	United Way Fresno and Madera Counties	Fresno, Madera
17	United Way of Merced County / 211 Mountain Valley	Merced, Mariposa
18	United Way of Northern California	Shasta, Siskiyou, Tehama
19	United Way of San Luis Obispo County	San Luis Obispo
20	United Way of Santa Cruz County	Santa Cruz
21	United Way of Stanislaus County	Stanislaus
22	United Way of the Wine Country	Mendocino, Sonoma
23	United Way of Tulare County	Tulare
24	United Way Monterey County	Monterey



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

Portable Battery Program

Organization	Counties Served
1 Redwood Community Action Agency (LiHEAP vendor) 904 G Street, Eureka, CA 95501 (707) 269-2016	Humboldt
2 North Coast Energy Services, Inc. (LiHEAP vendor) 966 Mazzoni Street, Ukiah, CA 95482 Toll-free: (800) 233-4480 Phone: (707) 463-0303	Lake, Mendocino, Napa, Solano, Sonoma, Yolo
3 Community Resource Project, Inc. (LiHEAP vendor) 250 Harris Avenue, Sacramento, CA 95838 Phone: (833) 232-3355	Sacramento, Sutter, Yuba
4 Central Coast Energy Services, Inc. (LiHEAP vendor) (800)-564-4012	Marin, Monterey, San Benito, San Francisco, San Mateo, Santa Clara, Santa Cruz
5 Richard Heath & Associates (559) 214-1190	Alameda, Alpine, Amador, Butte, Calaveras, Colusa, Contra Costa, El Dorado, Fresno, Glenn, Kern, Kings, Lassen, Madera, Mariposa, Nevada, Placer, Plumas, San Joaquin, San Luis Obispo, Santa Barbara, Shasta, Sierra, Siskiyou, Stanislaus, Tehama, Trinity, Tulare, Tuolumne



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Glossary of Terms

Term	Definition
211	A free, confidential calling and texting service that provides connections to local resources and assists with emergency preparedness planning.
Access and Functional Needs (AFN)	Customers with medical and independent living needs who are dependent on electricity for life-sustaining devices, including those enrolled in PG&E's Medical Baseline and Self-Identified Vulnerable Programs.
Address Alerts	A tool used to notify customers about a potential Public Safety Power Shutoff (PSPS) at any address that's important to them.
Agency Representative	Acts as single point of contact for impacted counties and tribes during a PSPS.
Assistive Technology	Any product, software program, piece of equipment or system that is used to enhance working, living and learning for those with disabilities.
Backup Power Transfer Meter	A free offer available to PG&E customers who are located in a Tier 2 or 3 High Fire-Threat District (HFTD) and/or are served by a circuit protected by Enhanced Powerline Safety Settings (EPSS).
California Air Resources Board (CARB)	Oversees all air pollution control efforts in California to attain and maintain health-based air quality standards.
California Alternative Rates for Energy (CARE)	A statewide program providing enrollees with a discount on their electric or gas bill.
California Foundation for Independent Living Centers (CFILC)	State agency that increases access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers (ILCs).
California Public Utilities Commission (CPUC)	State agency that regulates utilities in California.
California State Association of Counties (CSAC)	Organization that provides advocacy, educational and financial services to California's 58 counties.

Continued →

Term	Definition
Community Resource Center (CRC)	Mobile or indoor locations where community members can go during a PSPS and access resources, including a safe location to meet their basic power needs.
Community Wildfire Safety Program (CWSP)	A PG&E program aimed at better responding to climate challenges and making the electric system safer.
Community-Based Organizations (CBOs)	A public or private nonprofit organization representative of a community or a significant segment of a community that works to meet community needs.
Critical Facilities	Facilities that provide services that are essential to public safety, such as hospitals, police and fire stations, communications services and water providers.
Disability Disaster Access and Resources Program (DDAR)	A program that provides critical assistance and resources to qualifying customers whose life or health would be at risk during a power outage.
Doorbell Rings	In-person visits to Self-Identified Vulnerable customers, Self-Identified Electricity Dependent customers or Medical Baseline customers to confirm awareness of an upcoming PSPS.
Durable Medical Equipment	Medical equipment and/or supplies that is ordered by a health care provider for everyday or extended use. Some examples include oxygen equipment, wheelchairs, walkers or crutches.
Emergency Operations Center	A location that is activated during an emergency. All non-locational emergency management efforts are conducted at this location.
Enhanced Powerline Safety Settings (EPSS)	Enhanced safety settings on PG&E powerlines that turn off power within one-tenth of a second if a wildfire hazard is detected.
Family Electric Rate Assistance (FERA)	A statewide program providing electric bill discounts to eligible customers of PG&E, Southern California Edison or San Diego Gas and Electric Company.
Generator and Battery Rebate Program	A program offering eligible PG&E customers a rebate on the purchase of a qualifying generator or battery to prepare for outages.

Continued →

Term	Definition
High Fire-Threat District (HFTD)	Language adopted by the CPUC referring to areas of California that are at an elevated or extreme risk of wildfires.
Independent Living Centers (ILCs)	Consumer-controlled, community-based, cross-disability, non-residential private nonprofit agency designed and operated within a local community by individuals with disabilities, providing an array of independent living services.
Master Meter	A unit that has control of the utilities of a complex or multi-tenant or multi-unit residential property.
Medical Baseline Program	PG&E program that provides an additional allotment of energy or a discount depending on the customer's rate if they have a medical condition and/or require use of a medical device to treat ongoing medical conditions. These customers will be notified of a PSPS until confirmation is received.
Office of Emergency Services (OES)	County offices that handle preparation and execution of emergency management.
Portable Battery Program	Provides backup batteries to lessen the impact of a PSPS on PG&E customers who rely on medical devices.
Public Safety Partner	First/emergency responders at the local, state, tribal and federal level; water, wastewater and communication service providers; affected community choice aggregators; publicly-owned utilities/electrical cooperatives; the CPUC; the California Governor's Office of Emergency Services and the California Department of Forestry and Fire Protection.
Public Safety Power Shutoff (PSPS)	PG&E program under the CWSP that may turn off electricity during high winds and dry conditions in the interest of public safety.
PSPS Warning	Indicates execution of a PSPS is probable given the latest forecast of weather and fuels and/or observed or expected conditions.
PSPS Watch	Occurs when there is a reasonable chance of executing PSPS for public safety due to a combination of adverse weather and dry fuel conditions.

Continued →

Term	Definition
Red Flag Warning	A warning that is issued by the National Weather Service indicating current or expected red flag conditions, generally within the next 12 to 24 hours.
Restoration	PG&E's inspection of the electric system for wind and debris-caused damage after a PSPS, to make sure it is safe to turn the power back on.
Safety Action Center	A PG&E webpage containing information about what customers can do to keep their family, home and business safe during a PSPS.
Self-Identified Vulnerable Program	A program for those who have a serious illness or condition that could become life-threatening if their electric service is disconnected. Participants receive follow-up PSPS alerts, including doorbell rings if notifications are not acknowledged.
Self-Generation Incentive Program	A program for PG&E customers offering access to incentives for installing permanent battery storage systems.
System Hardening	How PG&E describes the installation of equipment designed and built to be more resistant to severe weather and wildfire risk.
Telecommunications Providers	Providers who cover communication over a distance by cable, telegraph, telephone or broadcasting.
Undergrounding	Refers to PG&E's multiyear infrastructure safety program to underground approximately 10,000 miles of powerlines in and near high fire-risk areas.