

## **211 Preparedness Tips Video**

To support our customers who rely on power for health and safety, PG&E is partnering with the California network of 211s to provide help during times when it's needed the most. 211 is a free, confidential calling and texting service that provides 24-7 connections to local resources and assists with emergency preparedness planning to minimize the hardships that may be caused by wildfire safety outages, like a public safety power shutoff. This partnership will also provide proactive outreach to help prepare those who rely on electricity for medical needs, individuals living with a disability, older adults or customers with other needs. Resource coordination may include creating an emergency plan, transportation and hotel accommodations, portable backup power, food resources and other services. Customers should reach out to our partners at 211 before an outage so that they are prepared. To learn more, call 211, text "PSPS" to 211-211, or visit [211.org](https://211.org).