

# Community Wildfire Safety Program

Fresno, Kern, Madera and Tulare Counties

August 5, 2020



# Safety



**We know that everyone is currently focused on the response to COVID-19.**

We appreciate your participation during this challenging time and hope the following information is helpful in understanding how PG&E is working to reduce wildfire risk.





# Introductions

**Vanessa Bryan**    Manager, Local Customer Experience

**Terry Metters, Jr.**    Senior Manager, Fresno Division

**Dave Meier**    Senior Manager, Stockton and Yosemite Division

**Charlotte Jordan**    Public Safety Specialist

**Patrick Denny**    Vegetation Project Manager



- ✓ **Your Local Electric System**
- ✓ **What Is A Public Safety Power Shutoff?**
- ✓ **Lessons Learned And 2020 Improvements**
- ✓ **Local Progress To Help Prevent Wildfires**
- ✓ **Preparing For Public Safety Power Shutoffs**
- ✓ **Open Discussion**

# Your Electric System In Fresno, Kern, Madera And Tulare





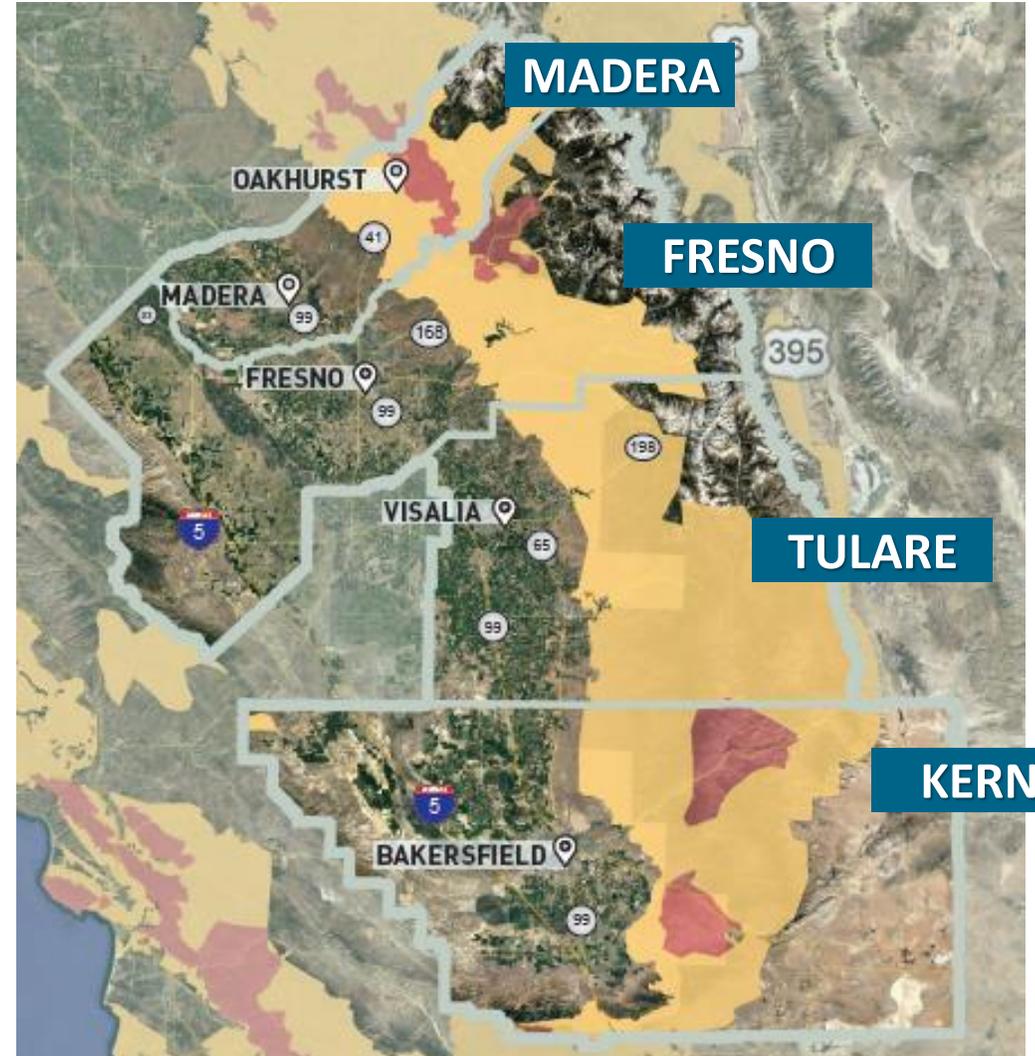
# Local CPUC High Fire-Threat District (HFTD) Map

The California Public Utilities Commission (CPUC) has a map that designates areas that are most at risk for wildfire.

- Tier 3 areas are at extreme risk
- Tier 2 areas are at elevated risk

This map helps PG&E to plan and prioritize wildfire prevention efforts.

~50 percent of PG&E's service area is in high fire threat districts



	TOTAL OVERHEAD DISTRIBUTION LINE MILES	DISTRIBUTION LINE MILES IN HFTD	TOTAL OVERHEAD TRANSMISSION LINE MILES	TRANSMISSION LINE MILES IN HFTD
FRESNO COUNTY	7,869	776	1,702	177
KERN COUNTY	5,234	120	1,403	31
MADERA COUNTY	3,141	849	317	33
TULARE COUNTY	1,181	77	106	22

The map can be accessed at:

[cpuc.ca.gov/FireThreatMaps](http://cpuc.ca.gov/FireThreatMaps)

All data is preliminary and based on early 2020 work planning. Data as of July 2020.

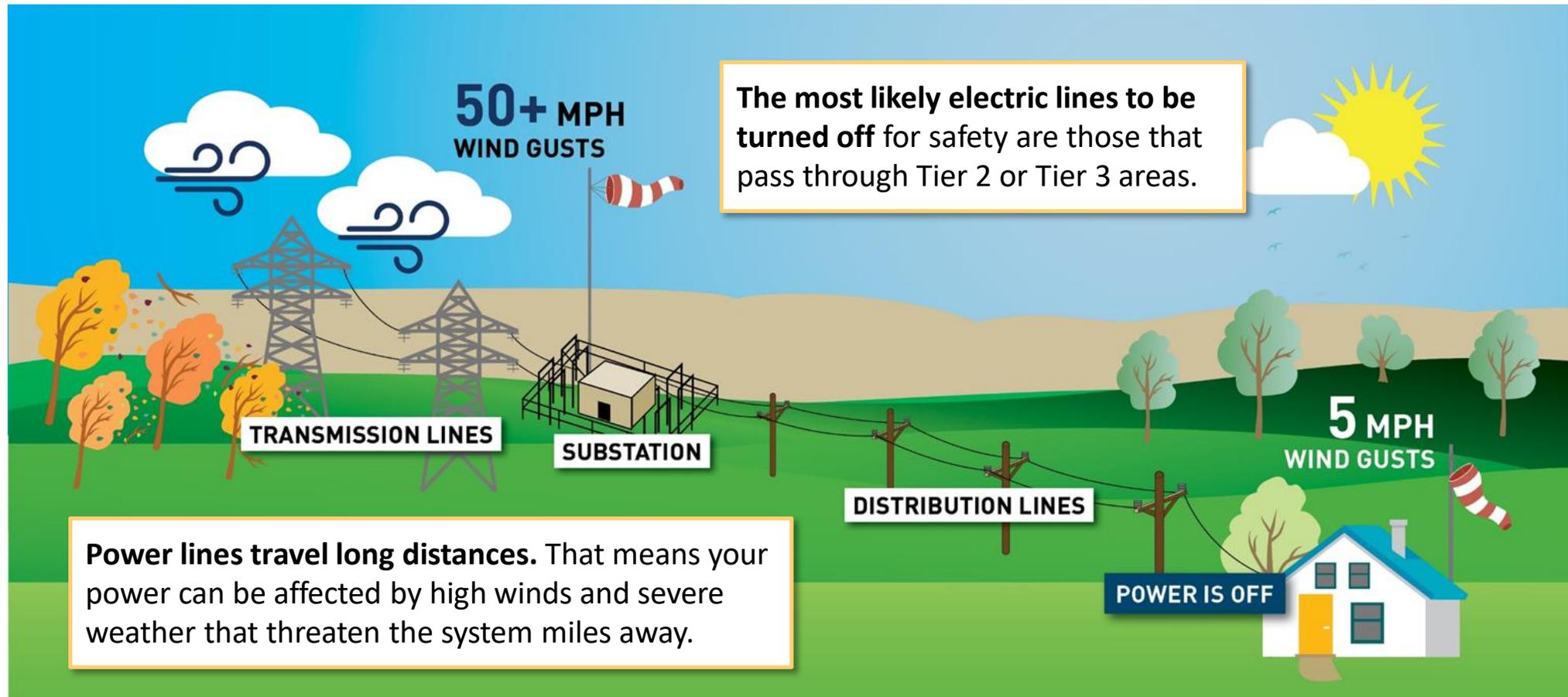
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

# What Is A Public Safety Power Shutoff?



# What Is A Public Safety Power Shutoff?

High winds can cause tree branches or debris to contact energized electric lines, which could damage our equipment and cause a major wildfire. We may need to turn off power during severe weather for public safety to prevent such fires. This is called a Public Safety Power Shutoff (PSPS).



# What Weather Could Lead To A PSPS?

We initiate a PSPS when the **weather forecast is for such severe weather** that people's **safety, lives, homes and businesses** may be in danger of wildfires.

Each weather situation is unique, we carefully review a combination of factors when deciding if power must be turned off. These factors include:



**LOW HUMIDITY LEVELS** generally 20% and below



**A FORECAST OF HIGH WINDS** particularly sustained winds above 25 miles per hour and wind gusts above 45 miles per hour



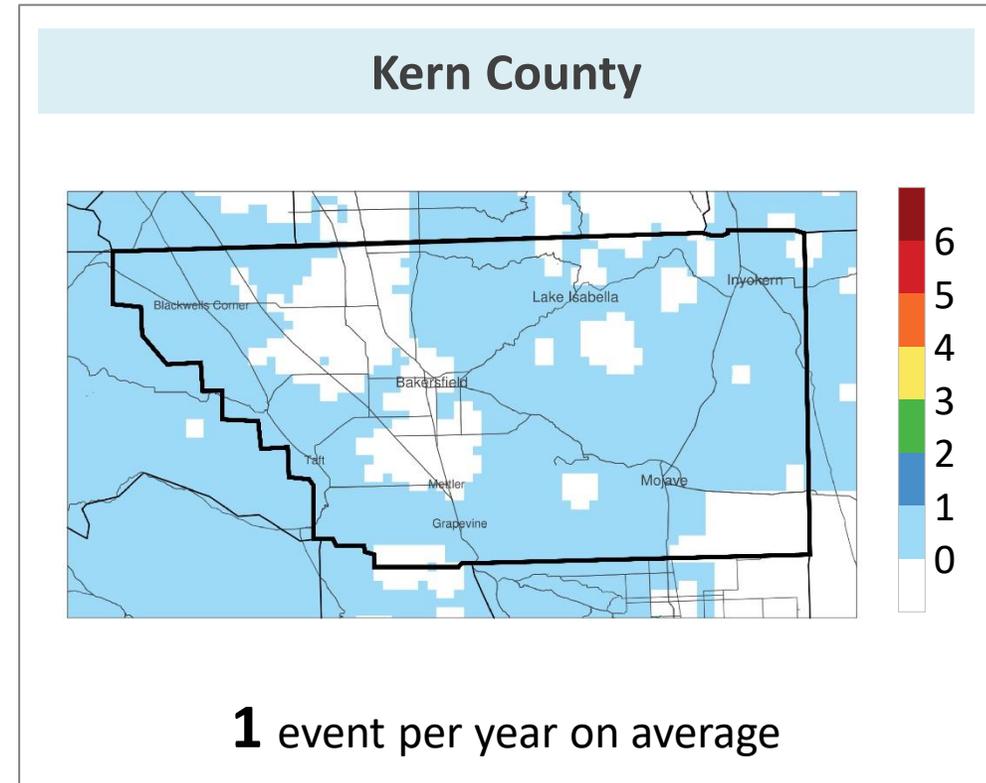
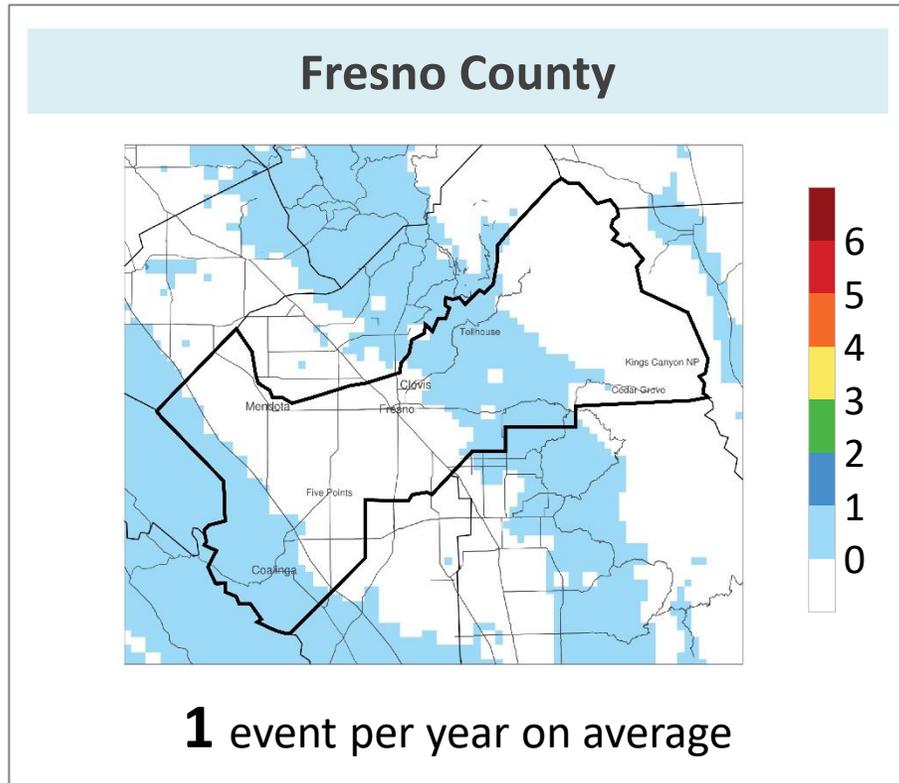
**DRY MATERIAL ON THE GROUND** and low moisture content of live vegetation



**REAL-TIME GROUND OBSERVATIONS** from our Wildfire Safety Operations Center and from our crews working across the service territory

# How Often Will A PSPS Event Occur?

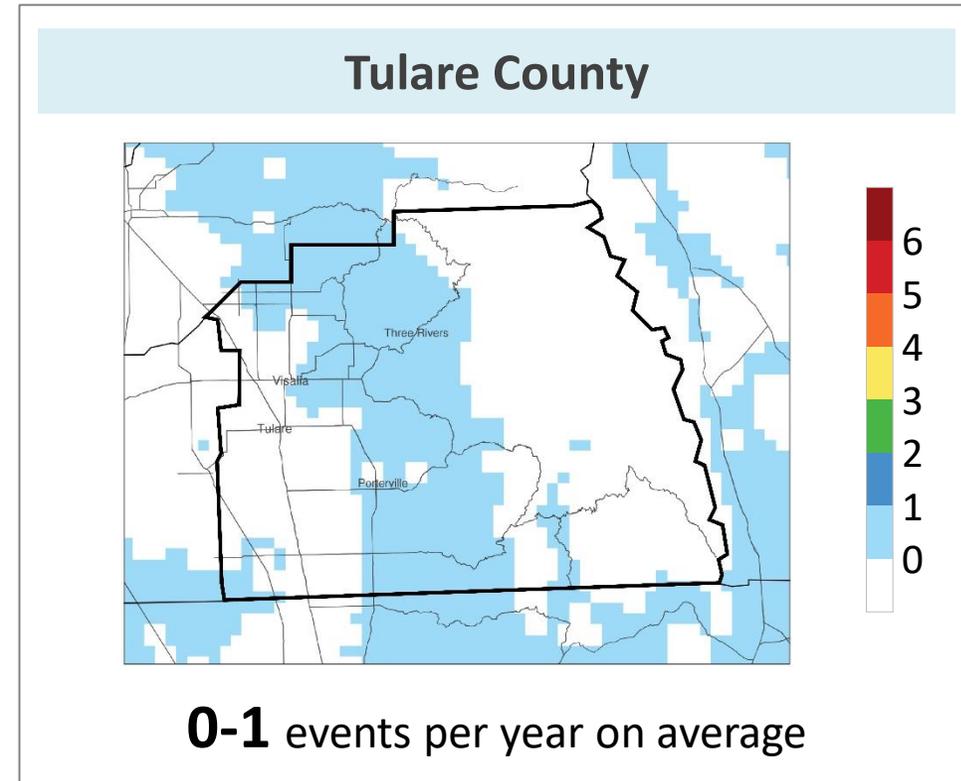
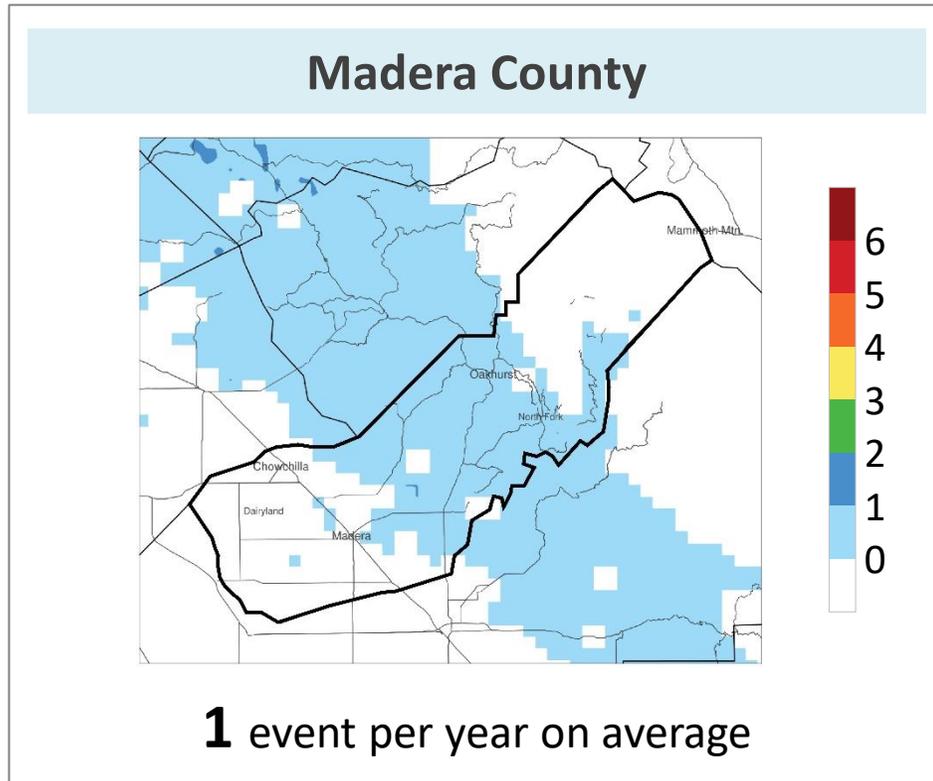
Below is an estimate of potential PSPS events in your communities based on a review of 30 years of weather data.



The number of events in any particular year will be exclusively driven by the weather pattern experienced and the above historical weather analysis may not be representative of the experience in a particular year.

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Below is an estimate of potential PSPS events in your communities based on a review of 30 years of weather data.



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# How Are We Improving For This Year?



## SMALLER IN SIZE

Reduce the number of customers impacted by a PSPS event by one-third compared to last year



## SHORTER IN LENGTH

Restore customers twice as fast after severe weather has passed



## SMARTER FOR CUSTOMERS

Provide **better information** and additional resources

Provide **more assistance** before, during and after a PSPS event



## SMALLER IN SIZE

### GOAL:

**Reduce the number of customers impacted by a PSPS event by one-third compared to last year**

### WHAT WE'RE DOING:

- Installing **devices that limit the size of outages**
- Installing microgrids
- Placing lines underground in targeted locations



## SHORTER IN LENGTH

### GOAL:

**Restore customers twice as fast** after severe weather has passed

### WHAT WE'RE DOING:

- **Deploying more PG&E crews** for inspection and restoration efforts
- **Expanding helicopter fleet from 35 to 65** and using **two new airplanes** for aerial line inspections
- Utilizing **infrared equipment** to inspect at night



## SMARTER FOR CUSTOMERS

### GOALS:

**Provide better information** and additional resources

**- AND -**

**Provide more assistance** before, during and after a PSPS event

### WHAT WE'RE DOING:

- Using **better weather monitoring technology**
- Improving PG&E's **website bandwidth**
- Improving **customers notifications**
- Opening **Community Resource Centers**
- **Working more collaboratively** with local agencies and critical service providers

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- Working with the **California Foundation for Independent Living Centers (CFILC)** and **Community-Based Organizations (CBOs)**
- Making it **easier for eligible customers to join and stay on the Medical Baseline Program**
- Providing **emergency information in 13 languages**

# Local Progress To Help Prevent Wildfires





# Advanced Weather Station Network

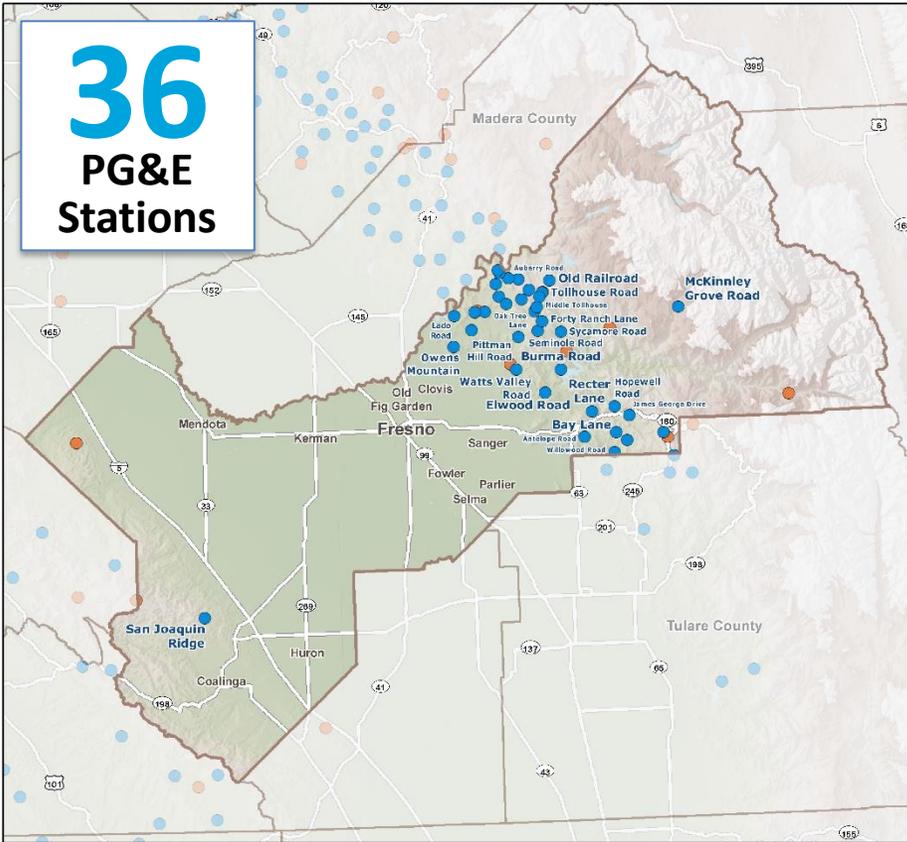
We're adding advanced weather stations to better understand how severe weather can impact our system and proactively respond to potential threats.



To sign up for daily email notifications regarding PSPS potential, visit [cloud.em.pge.com/PSPS-7day-Signup](https://cloud.em.pge.com/PSPS-7day-Signup).

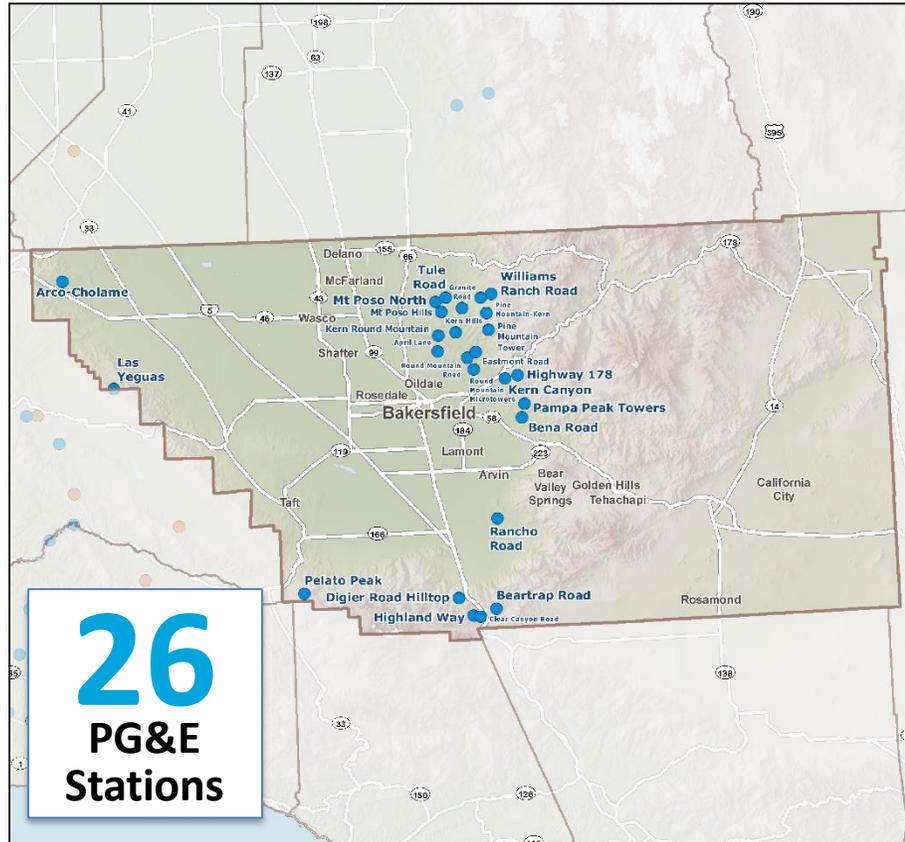
## FRESNO COUNTY

**36**  
PG&E  
Stations



## KERN COUNTY

**26**  
PG&E  
Stations



- PG&E Weather Station
- Remote Automated Weather Stations (RAWS) within PG&E's service area

Data is publicly available at

[mesowest.utah.edu](https://mesowest.utah.edu)

[pge.com/weather](https://pge.com/weather)

All data is preliminary and based on early 2020 work planning. Data as of July 2020.

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**We're installing new sectionalizing devices** that separate the grid into smaller parts to limit the number of customers impacted during a PSPS event.



We are installing **600** new sectionalizing devices this year:

- **0** devices planned for **Fresno County**
- **2** devices planned for **Kern County**
- **0** devices planned for **Madera County**
- **1** device planned for **Tulare County**



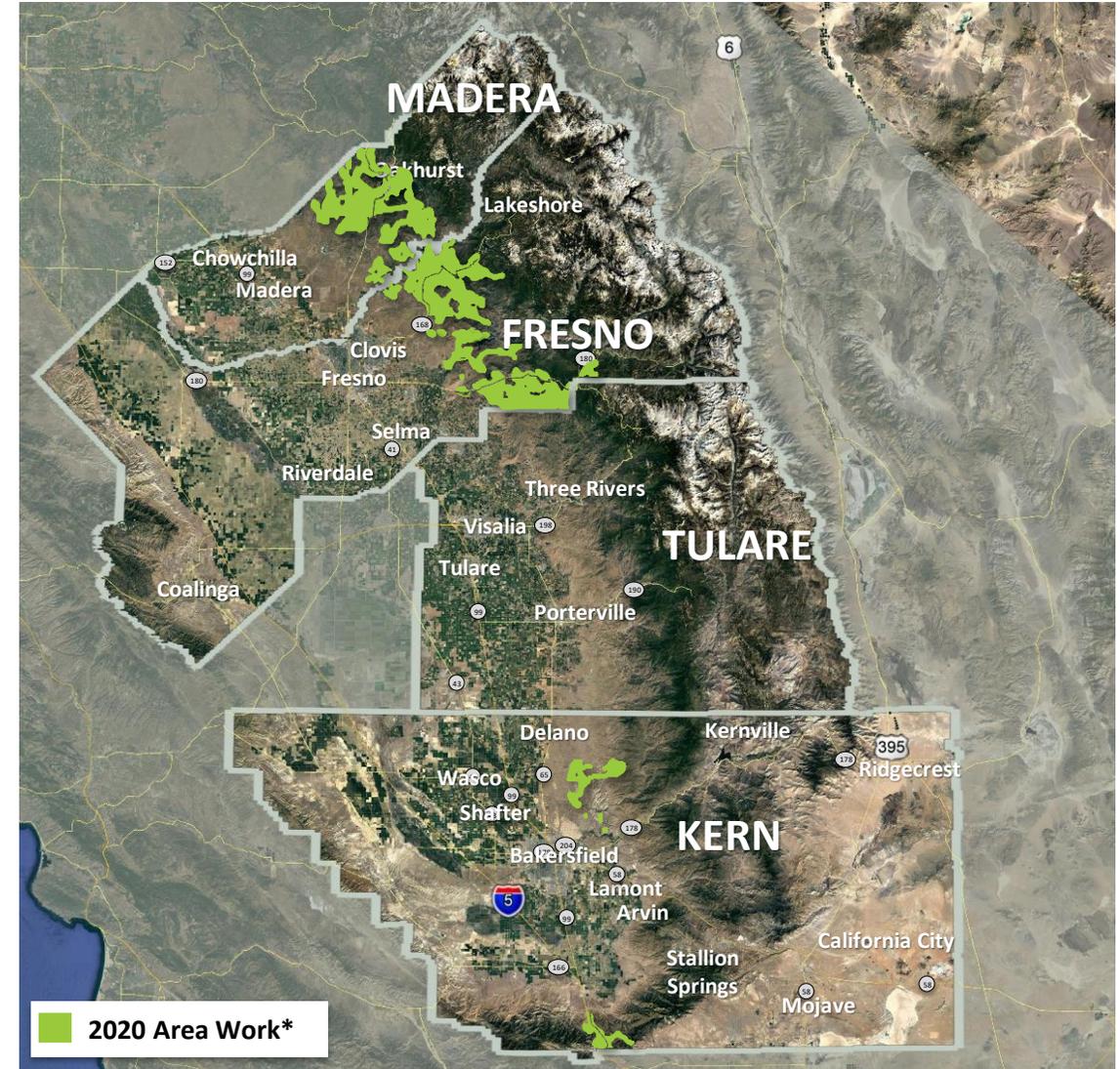
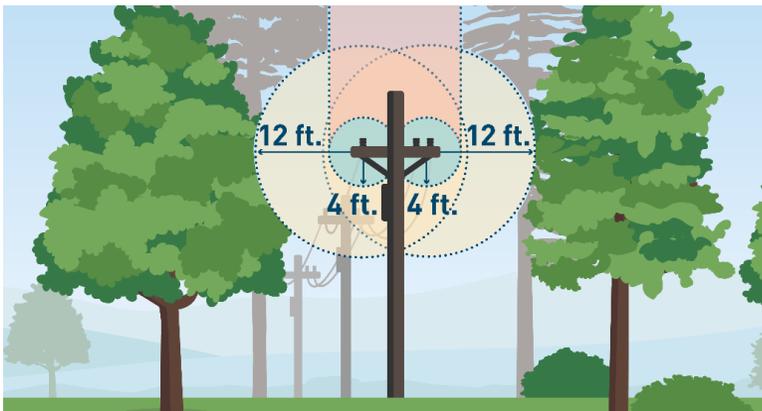
We are also **working to add remote and/or automated capabilities** to many of the devices in order to further reduce the number of customers affected by a Public Safety Power Shutoff.



# Enhancing Vegetation Work In Your Community

We are exceeding state vegetation and fire safety standards by addressing vegetation that poses a higher potential for wildfire risk to maximize the safety of our customers and communities.

COUNTY	2020 TARGET
FRESNO	63 LINE MILES
KERN	52 LINE MILES
MADERA	165 LINE MILES
TULARE	0 LINE MILES



All data is preliminary and based on early 2020 work planning. Data as of July 2020.

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

\*Work plan is subject to change due to weather, access or other scheduled constraints

# Preparing For Public Safety Power Shutoffs





# Advance PSPS Notifications For Customers

We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about **when it's anticipated that the power will be shut off and restored.**

## Timing of Notifications (when possible)



Notifications will provide an estimated window of time when the power will be shut off and restored.



### Direct Customer Notifications

We will attempt to reach customers through **automated calls, texts and emails.**



### Additional Updates

We will also use **social media** and keep **local news and radio outlets** informed and updated.



# “PSPS Watch” Customer Notifications Scripts

## WATCH EMAIL

PG&E  
PG&E Outage Alert: Power shutoffs are required for safety  
To: powercustomer@email.com

English español 中文 tiếng việt Tagalog na wika 한국어 русский язык VIEW AS A WEBPAGE >

 **Public Safety Power Shutoff**

 **PSPS Outage Watch**

Due to current weather forecasts, your area is currently under a watch for a Public Safety Power Shutoff.

**Current weather forecasts, including high winds and dry conditions, may require us to turn off power for wildfire safety.**

 <b>ESTIMATED SHUT OFF:</b> Wednesday, October 7th 6PM–10PM <small>Shutoffs may be delayed if weather improves</small>	 <b>ESTIMATED RESTORATION:</b> Thursday, October 8th by 4PM
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 **3 METERS:**

To download a CSV file of your locations, [visit XXXXXX](#).

## WATCH TEXT

PG&E PSPS Outage Alert  
 10/5/20: Due to weather  
 PG&E may turn off power for  
 safety at 1234 EL ANYWHERE  
 COURT on **10/7/20**.  
 Estimated shutoff: **6:00pm –  
 10:00pm**. Estimated  
 restoration: **10/8/20 by 4:00  
 pm**. Changes in weather can  
 affect shutoff & restoration  
 times. [pge.com/pspsupdates](#)  
 Reply w/ “1” to verify  
 receipt.

## WATCH PHONE

This is PG&E calling with a PSPS outage alert. On 10/5/20, your power may be shut off for safety. To continue in English press 1.

To replay this message at any time, press #.

Due to current weather forecasts 1234 EL ANYWHERE COURT is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ESTIMATED SHUTOFF TIME: 10/7/20 between 6pm and 10pm. Shutoff times may be delayed if winds arrive later than forecasted.

We expect weather to improve by 6am on 10/8/20. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION TIME: 10/8/20 by 4pm.

This restoration time may change depending on weather conditions and equipment damage.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](#) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/specialresources](#).

If this is not the correct phone number for 1234 EL ANYWHERE COURT, press 2.

Press # to repeat this message.

Thank you. Goodbye.

# “PSPS Warning” Notifications Scripts – General Customers

## WARNING EMAIL

PG&E  
PG&E Outage Alert: Power shutoffs are required for safety  
To: powercustomer@email.com

English español 中文 tiếng việt Tagalog na wika 한국어 русский язык VIEW AS A WEBPAGE >

**Public Safety Power Shutoff**

**PSPS Outage Warning**  
To protect public safety, PG&E has upgraded the Public Safety Power Shutoff watch to a warning.

**ADDRESS:**  
123 Main Street

**ESTIMATED SHUT OFF:**  
Wednesday, October 7th  
6PM-10PM  
Shutoffs may be delayed if weather improves

**ESTIMATED RESTORATION:**  
Thursday, October 8th  
by 4PM

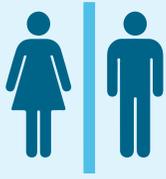
Power will remain off until weather conditions improve and equipment inspections are complete. This restoration time could change due to weather conditions or equipment damage.

## WARNING TEXT

PG&E PSPS Outage Alert  
10/7/20: PG&E will turn off power for safety at 1234 EL ANYWHERE COURT on **10/7/20**. Estimated shutoff: **6:00pm – 10:00pm** or later if weather improves. Estimated restoration: **10/8/20 by 4:00 pm** depending on weather & equipment damage. Info: [pge.com/pspsupdates](http://pge.com/pspsupdates) Reply w/ “1” to verify receipt.

# Community Resource Centers (CRCs)

During a PSPS event, PG&E will open CRCs to provide a safe location where community members can access basic resources, as well as up-to-date information. The following resources may be available:

 Heating and cooling	 Device charging	 Bottled water	 Non-perishable snacks	 Wi-Fi service
 Coffee/tea	 Blankets	 ADA-compliant restrooms and hand washing stations	 Security personnel	 Chairs and tables

During a PSPS event, CRC locations will be shared on [pge.com/pspsupdates](https://www.pge.com/pspsupdates) and via social media.

## COVID-19 CONSIDERATIONS

PG&E is adapting our approach to CRCs to reflect appropriate COVID-19 public health considerations.

We will offer Micro CRCs (smaller, open air tents) and Mobile CRCs (vans) to supplement Indoor CRCs if shelter-at-home and physical distancing recommendations prevent the use of Indoor CRCs.

We are also taking measures to:

-  Require facial coverings in accordance with state and county guidelines
-  Administer temperature checks before entering indoor facilities
-  Limit attendance to maintain physical distancing
-  Regularly sanitize surfaces



# Additional Support For People With Disabilities And Older Adults

**PG&E is working with the California Foundation for Independent Living Centers (CFILC) to fund resources to help prepare for disasters and extended power outages.**



**PSPS event specific resources for the disabled and aging population will be posted at [pge.com/afn](http://pge.com/afn). We will also leverage our network of CBOs to communicate with customers who depend on power for medical and independent living needs when possible during events.**



**Application Process:** The CFILC will determine who qualifies for resources. Medical needs and income will be taken into account.

Applications are available online or at Independent Living Centers (ILCs) and will be accepted at regional ILC locations.

**Resources include:**



Portable backup power



Emergency preparedness assistance



Accessible transportation



Hotel vouchers and food stipends



Medical Baseline application assistance

[cfilc.org](http://cfilc.org)

[disabilitydisasteraccess.org](http://disabilitydisasteraccess.org)

## Resources for Independence Central Valley (RICV)

800-244-2274

3636 N. First Street, Suite 101, Fresno, CA 93726

## RICV Visalia Satellite Office

559-622-9276

425 E. Oak Avenue, Suite 202, Visalia, CA 93292

## Independent Living Center of Kern County (ILCKC)

800-529-9541

5251 Office Park Drive, Suite 200, Bakersfield, CA 93309

**Coordination of resources takes time.** Individuals are encouraged to engage with their local ILC and plan before a PSPS event is imminent.



# Where To Go For Additional Information



**DO WE HAVE YOUR CURRENT CONTACT INFORMATION?**

[pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts)



## WEATHER AND PSPS FORECASTING

Live weather information, a 7-day PSPS potential lookahead and images from PG&E's high-definition cameras deployed in high fire-threat areas.

[pge.com/weather](https://www.pge.com/weather)



## BACKUP POWER

Information on backup power options, safety tips, financing options, a marketplace to search major backup power retailers and more.

[pge.com/backuppowers](https://www.pge.com/backuppowers)



## SAFETY ACTION CENTER

Information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.

[safetyactioncenter.pge.com](https://www.pge.com/safetyactioncenter)



## MEDICAL BASELINE PROGRAM

Learn more about PG&E's Medical Baseline Program for those who rely on power for medical devices.

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



**KEEP UP TO DATE DURING A PSPS EVENT**

[pge.com/PSPSupdates](https://www.pge.com/PSPSupdates)

For more information about our Community Wildfire Safety Program, please: Call **1-866-743-6589** Email [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com) Visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety)

# Appendix





# 2019 PSPS Overview

EVENT DETAILS		OCT 9 - 12	OCT 23 - 25	OCT 26 - NOV 1
FRESNO	CUSTOMERS IMPACTED	-	-	~5,000
	PEAK WIND GUSTS	-	-	45
	DAMAGE/HAZARDS	-	-	1
	MAX. OUTAGE LENGTH (HRS)	-	-	~53
KERN	CUSTOMERS IMPACTED	~4,400	~30	~700
	PEAK WIND GUSTS	51	44	71
	DAMAGE/HAZARDS	0	0	0
	MAX. OUTAGE LENGTH (HRS)	~54	~37	~42
MADERA	CUSTOMERS IMPACTED	-	-	~16,700
	PEAK WIND GUSTS	-	-	43
	DAMAGE/HAZARDS	-	-	10
	MAX. OUTAGE LENGTH (HRS)	-	-	~75
<b>NO PSPS EVENTS IN TULARE COUNTY IN 2019</b>				

**Note:** All data is subject to change based on ongoing data reconciliation.

All data is preliminary and based on early 2020 work planning. Data as of July 2020.

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



# How Is PG&E Improving Restoration Times?

We expect to be able to restore power to most customers **within 12 daylight hours after severe weather has passed**, a **50% improvement** from 2019.



**WEATHER  
ALL CLEAR**

**After severe weather has passed**, crews begin inspections



**PATROL &  
INSPECT**

Crews visually inspect for potential weather-related damages by **foot, vehicle and air**



**ISOLATE &  
REPAIR DAMAGE**

Crews work to **isolate and fix damage**



**RESTORE  
POWER**

The **PG&E Control Center** restores power to the affected areas



**NOTIFY  
CUSTOMERS**

Customers are notified that **power has been restored**

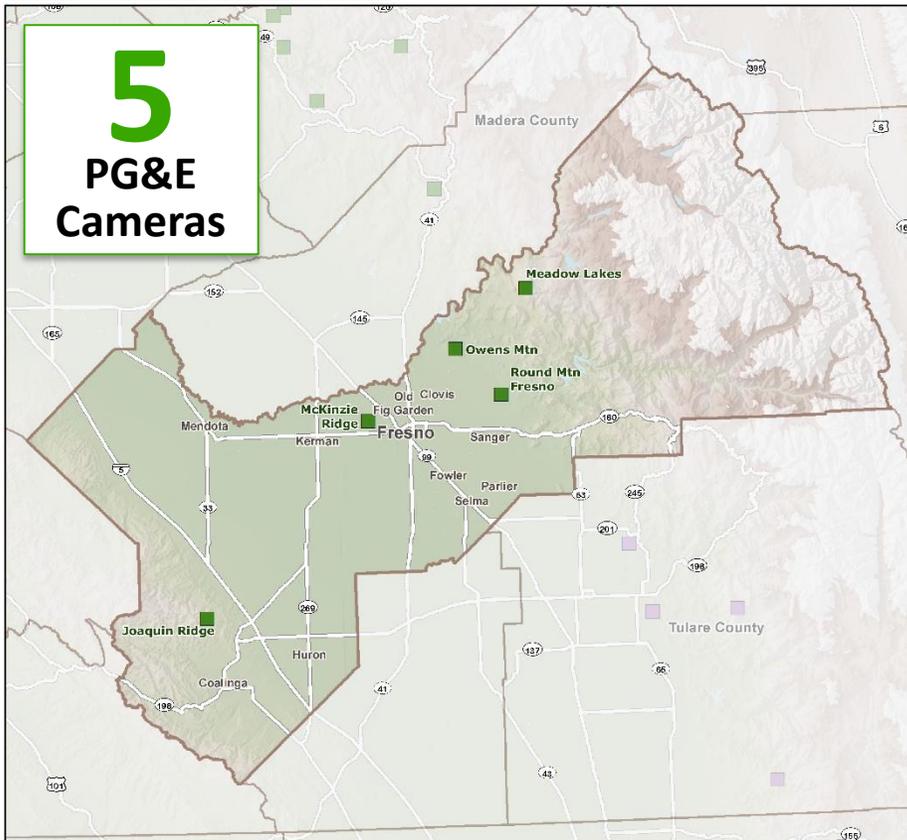
**Note:** Because severe weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last multiple days.



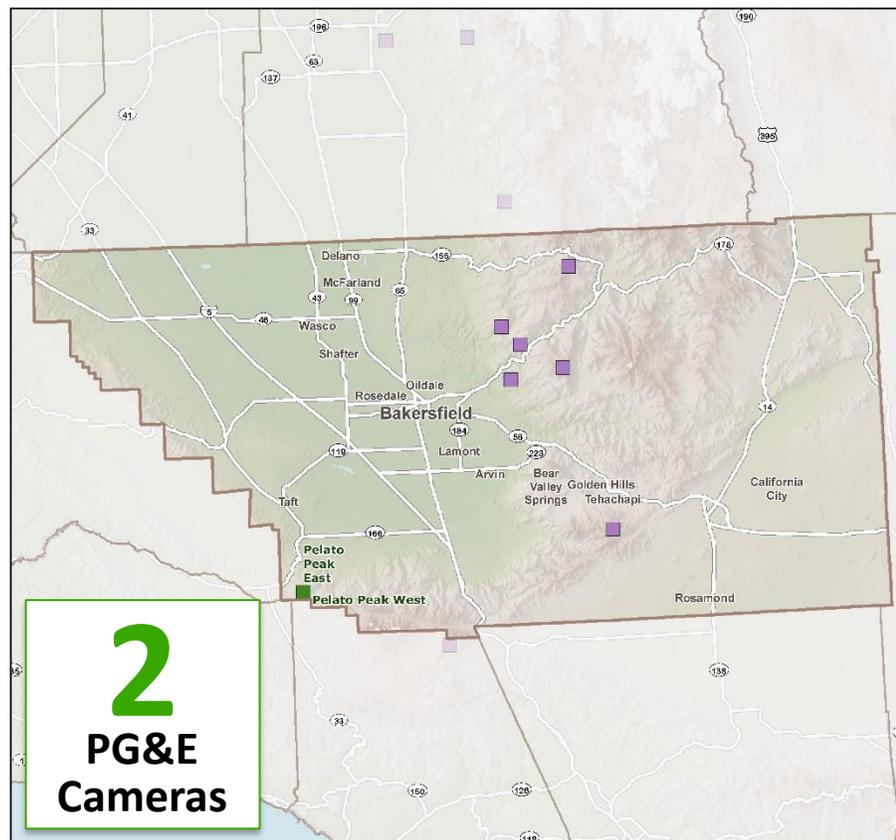
# Monitoring For Wildfires

We're supporting the installation of new high-definition cameras in high fire-threat areas, which allow PG&E and first responders to monitor potential wildfire threats in real time.

## FRESNO COUNTY



## KERN COUNTY



- PG&E high-definition camera
- Non-PG&E camera that looks into PG&E's service area

Images are publicly available at

[alertwildfire.org](http://alertwildfire.org)

[pge.com/weather](http://pge.com/weather)

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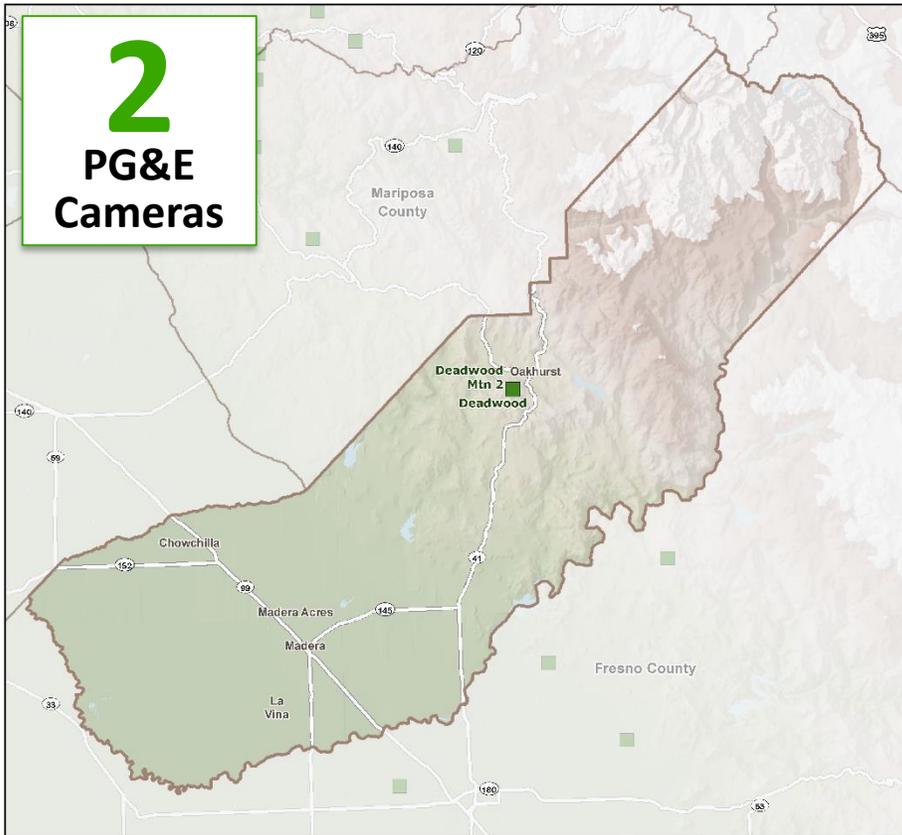
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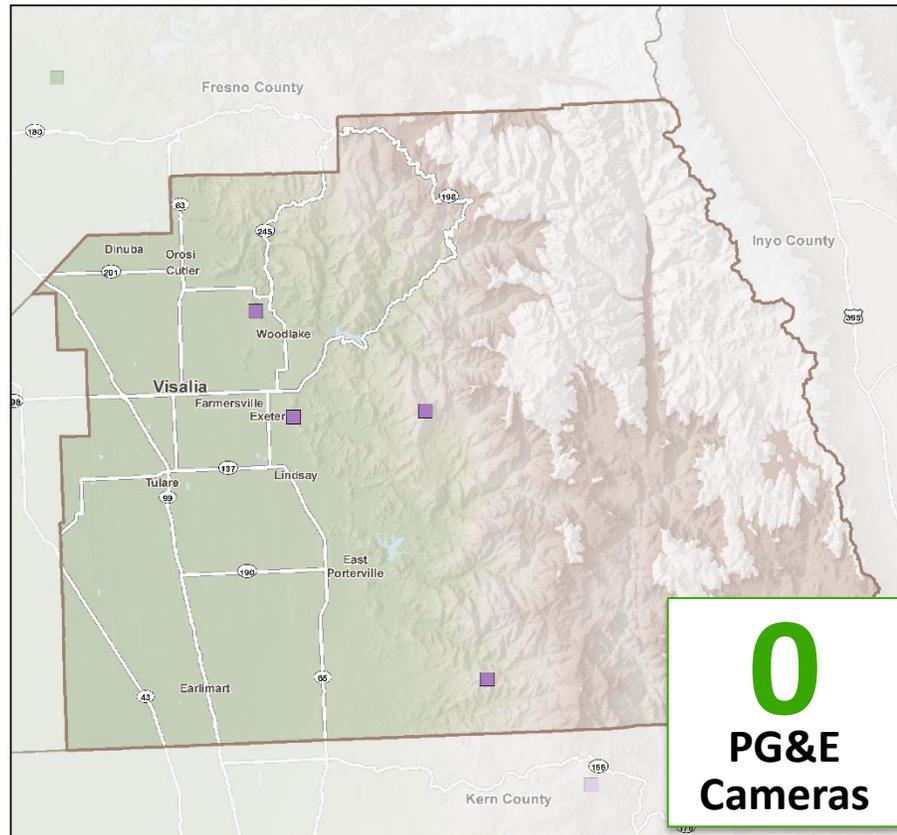
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## MADERA COUNTY



## TULARE COUNTY



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