

# Handling Gas and Electric Emergencies for Community Members

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Sr. Public Safety Specialist

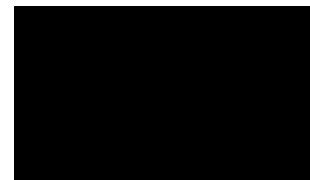
Public Safety Emergency

Preparedness

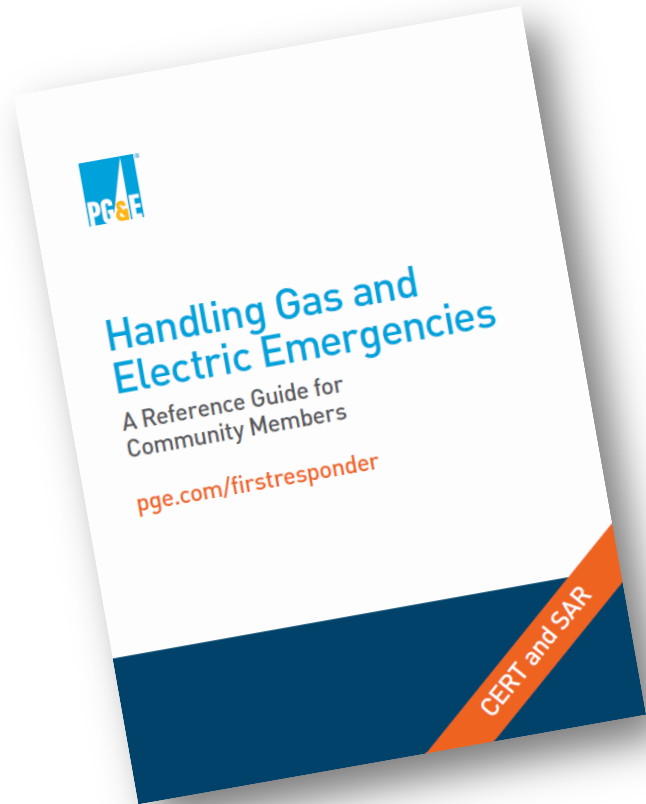
8 August 2022



Together, Building  
a Better California



# First Responder Flipbooks



## Divided up into two sections:

- Handling Gas Hazards
- Handling Electric Hazards

**GAS**

**ELECTRIC**

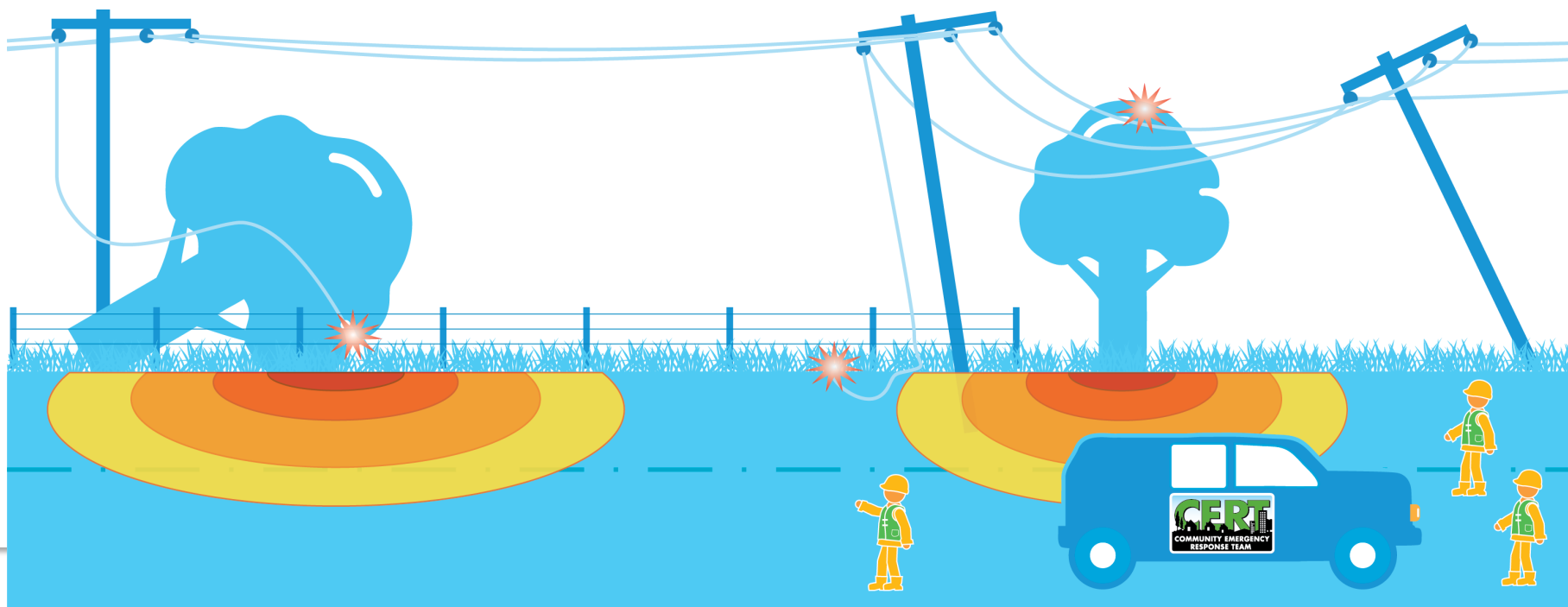
To order more FREE Reference Guides, go to [pge.com/firstresponder](https://pge.com/firstresponder).

# Safety at the Scene:

## GAS & ELECTRICAL EMERGENCIES

Follow the communications protocols for your CERT group. Work out the details with your home agency before an emergency.

Report incidents to PG&E at 1-800-743-5002

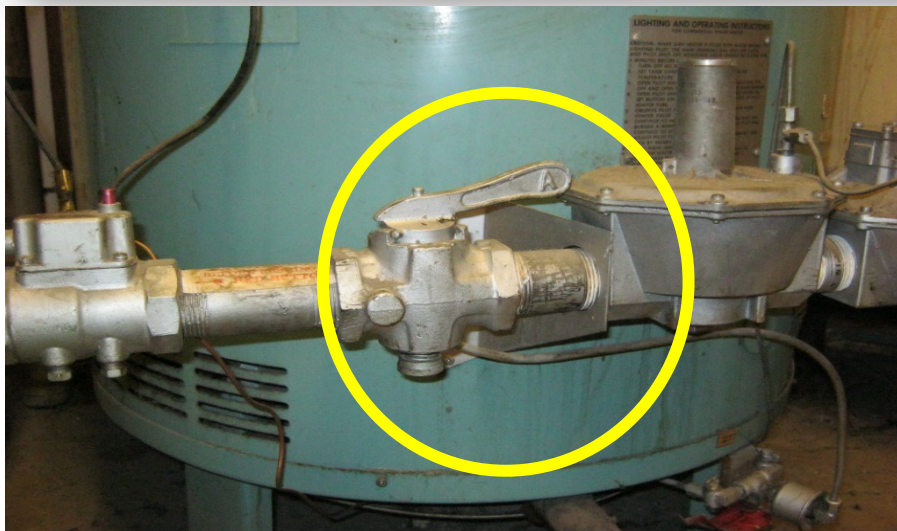


# STEPS TO STAY SAFE DURING A GAS LEAK

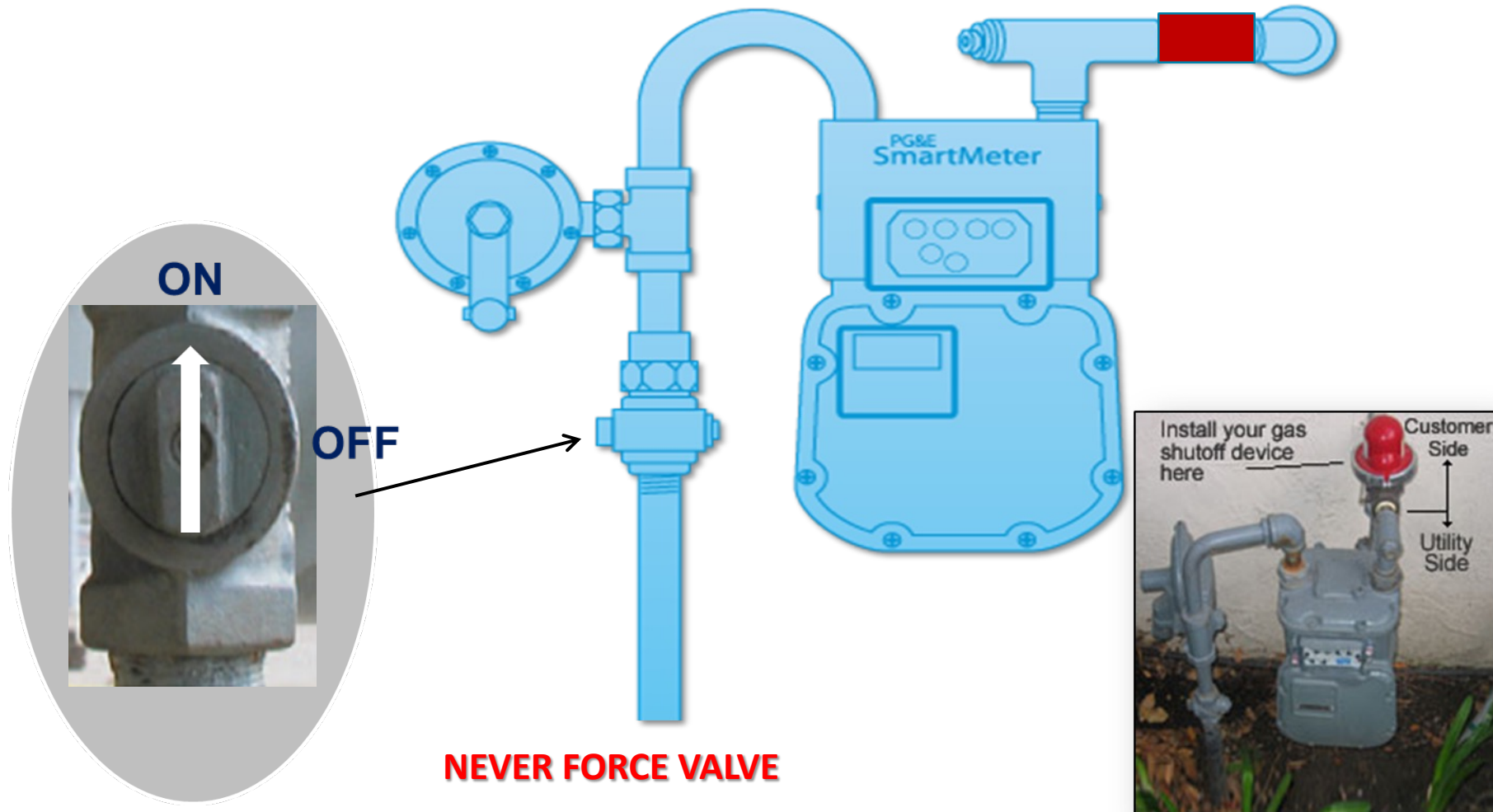
- If you smell gas, get everyone out of the house
- Call 911 and PG&E 1 800 743-5002
- Turn off the Gas meter if it is safe to do so
- Control those ignition sources that you can safely
- Move to a safe location 300ft. away and upwind



# Appliance Shut-off Valves








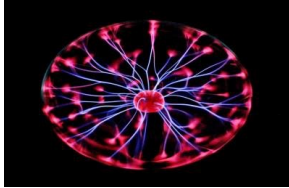


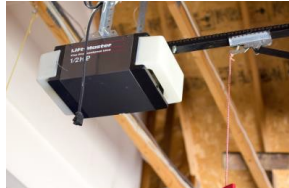



# Typical Residential Gas Meter







# Ignition Sources

<p><b>Vehicles &amp; Motors</b></p>		<p><b>Open Flames, Flares, Smoking</b></p>		<p><b>Doorbells</b></p>	
<p><b>Power Tools</b></p>		<p><b>Synthetic Turf &amp; Door Mats</b></p>		<p><b>Static Electricity</b></p>	
<p><b>Radios &amp; Phones*</b></p>		<p><b>Light Switches &amp; Flashlights*</b></p>		<p><b>Garage Door Openers</b></p>	
<p><b>Automatic Timers, Motion Detectors</b></p>		<p><b>Power lines &amp; Circuit breakers</b></p>		<p><b>Generators</b></p>	

\*If not intrinsically safe



# IDENTIFYING YOUR ELECTRIC PANEL





# How to turn off your electricity

Turn off sub-breakers first  
Turn off MAIN breaker last



# Community Wildfire Safety Program

ROSSMOOR WALNUT CREEK

August 8, 2022







# City of Walnut Creek Overview

## Gas and electric service in your hometown

**44,900** Electric Customers Served

**120** Electric Line Miles\*

**2** High-Fire Threat District (HFTD)  
Electric Line Miles\*

**34,400** Gas Customers Served

**230** Gas Distribution Line Miles  
8 Miles of Gas Transmission Lines in High-  
Consequence Areas

*\*Data as of 3/4/22 and all additional data as of 1/31/22; Data is approximate*

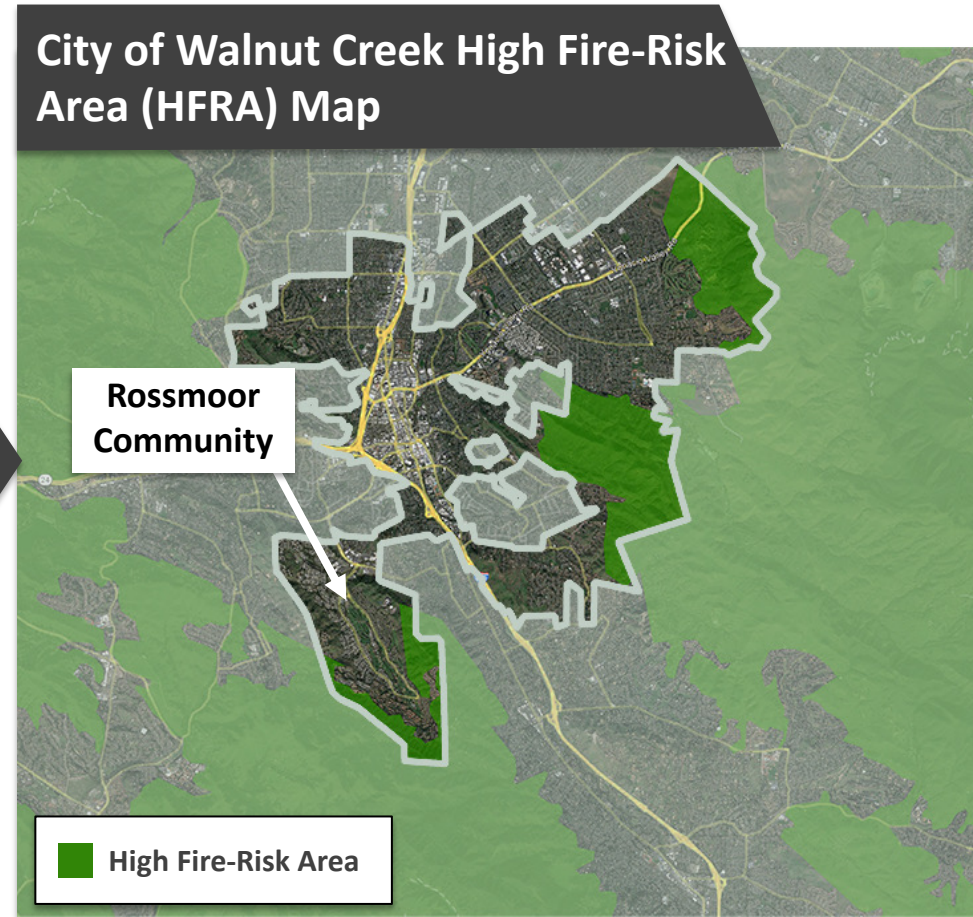
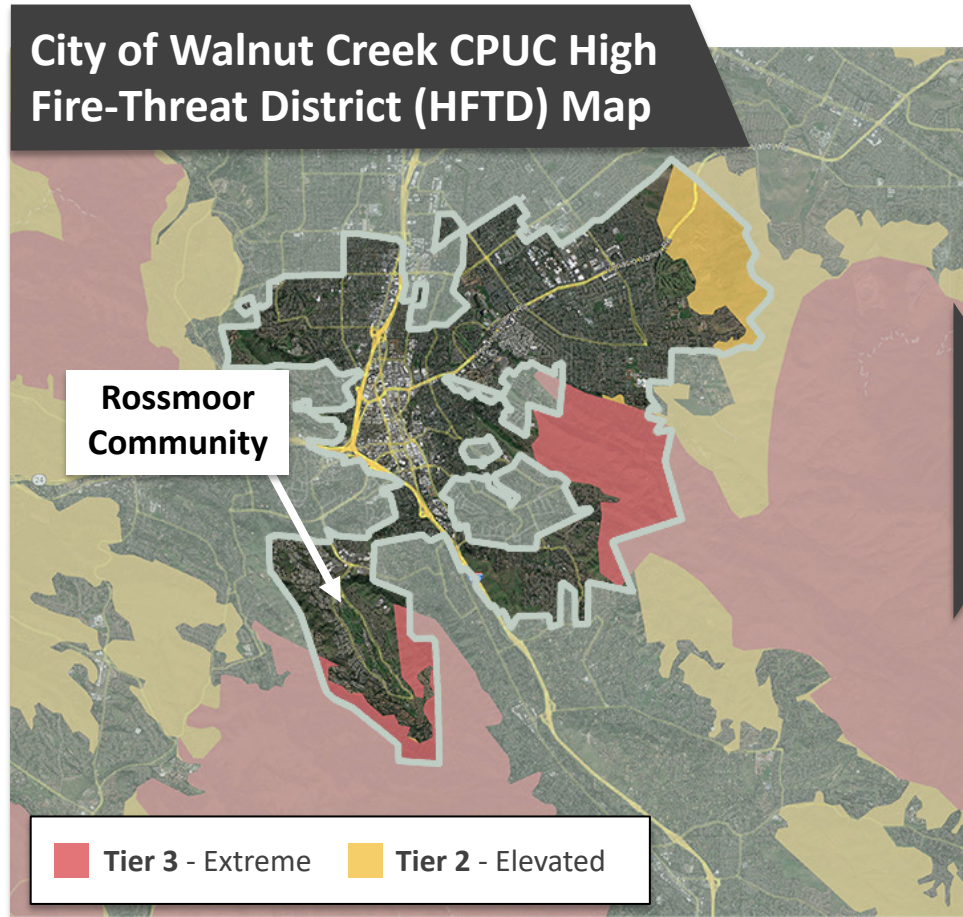
*Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*





# Identifying Wildfire Risk

We target wildfire mitigation efforts in the areas and communities at highest risk.



The California Public Utilities Commission's (CPUC) High Fire-Threat District (HFTD) map designates areas most at risk for wildfire.

PG&E's High Fire-Risk Area (HFRA) map builds upon the CPUC's map, providing a greater understanding of wildfire risk and where to prioritize work.

## MITIGATE WILDFIRE RISK



## MINIMIZE CUSTOMER IMPACT



## MAXIMIZE SITUATIONAL AWARENESS







# System Hardening in the City of Walnut Creek

Strengthening our electric system through undergrounding, overhead hardening and line removals.

UNDERGROUNDING  
PLANNED IN 2022

2 miles

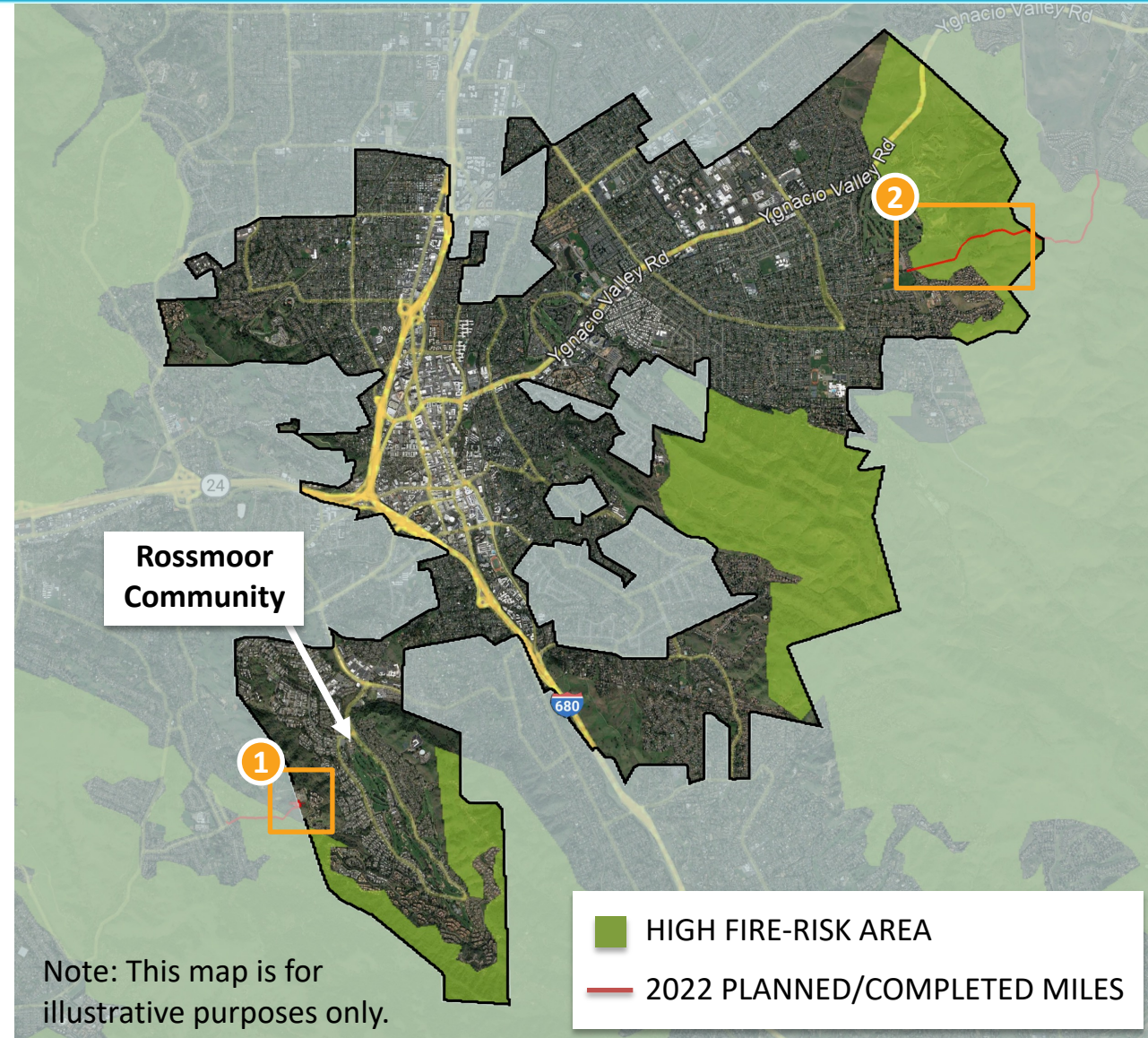
OVERHEAD HARDENING  
PLANNED IN 2022

<1 mile

	Undergrounding	Overhead Hardening	Construction Start
1	<1 mile	<1 mile	In progress
2	2 miles	<2 miles	In progress

*\*Dates and work plans are tentative and subject to change due to weather, access and permitting, among other constraints.*

Learn more: [pge.com/systemhardening](https://pge.com/systemhardening)



Data as of 8/1/2022. Local work plans are subject to change. Locations are approximate.

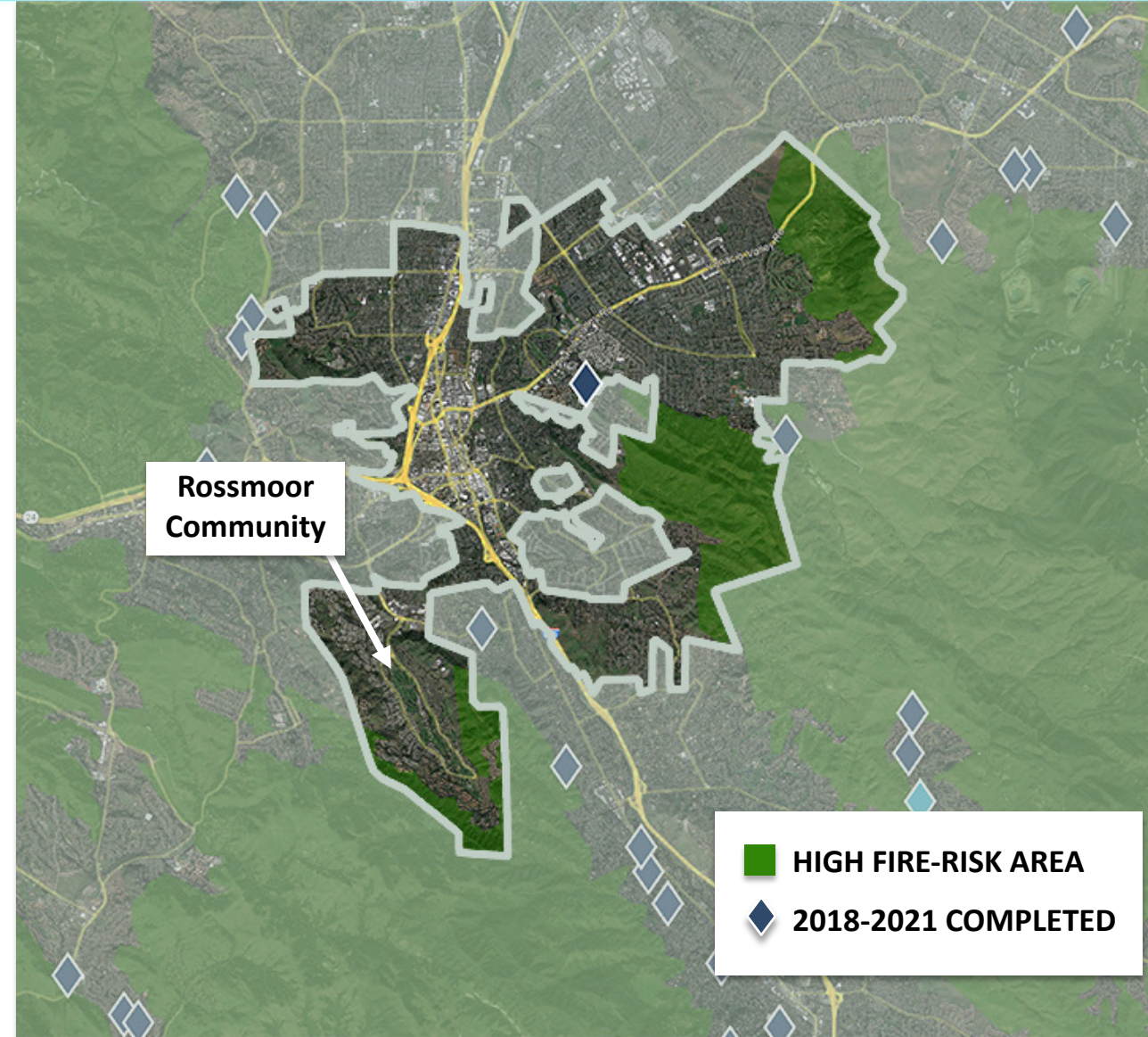


# Sectionalizing Devices in the City of Walnut Creek

Separating the grid into smaller sections and limiting the number of customers impacted by Public Safety Power Shutoffs (PSPS).

◆ DEVICES COMPLETED THROUGH 2021 | 1

**Additional Sectionalizing Devices** are adjacent to the City of Walnut Creek and can potentially provide support during an outage.



Data as of 1/31/2022. Local work plans are subject to change. Locations are approximate and may overlap.





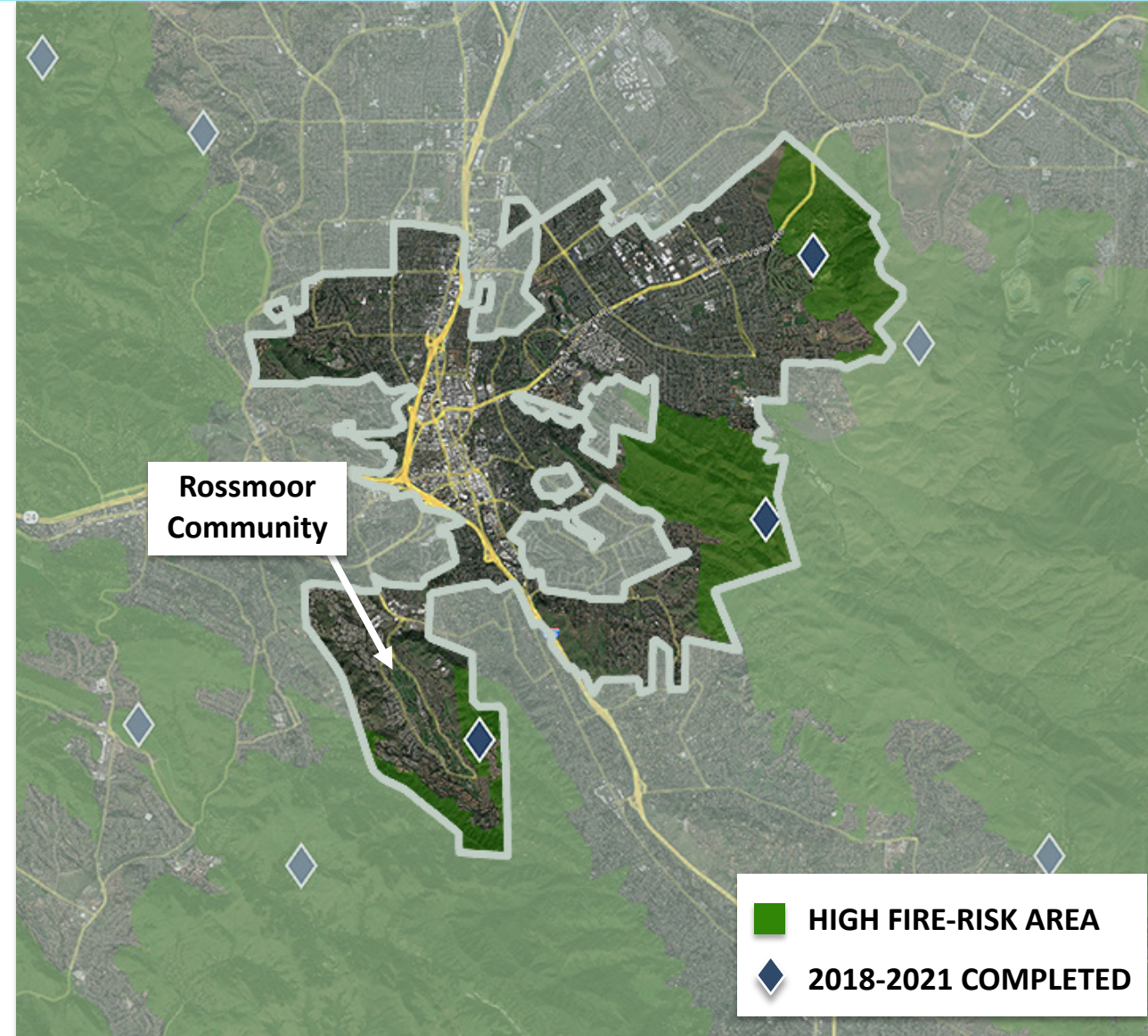
# Weather Stations in the City of Walnut Creek

Improving our weather forecasting capabilities and allowing us to better predict and respond to severe weather threats.

◆ STATIONS COMPLETED THROUGH 2021 | 3

**Additional Weather Stations** are adjacent to the City of Walnut Creek and can support weather forecasting capabilities.

Customers can find more information about weather stations at: [pge.com/weather](https://pge.com/weather)



Data as of 1/31/2022. Local work plans are subject to change. Locations are approximate and may overlap.

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





# High-Definition Cameras in the City of Walnut Creek

Enhancing our ability to monitor and respond to wildfires in our service area.

◆ CAMERAS COMPLETED THROUGH 2021 | 1

Lafayette – Lucas Drive

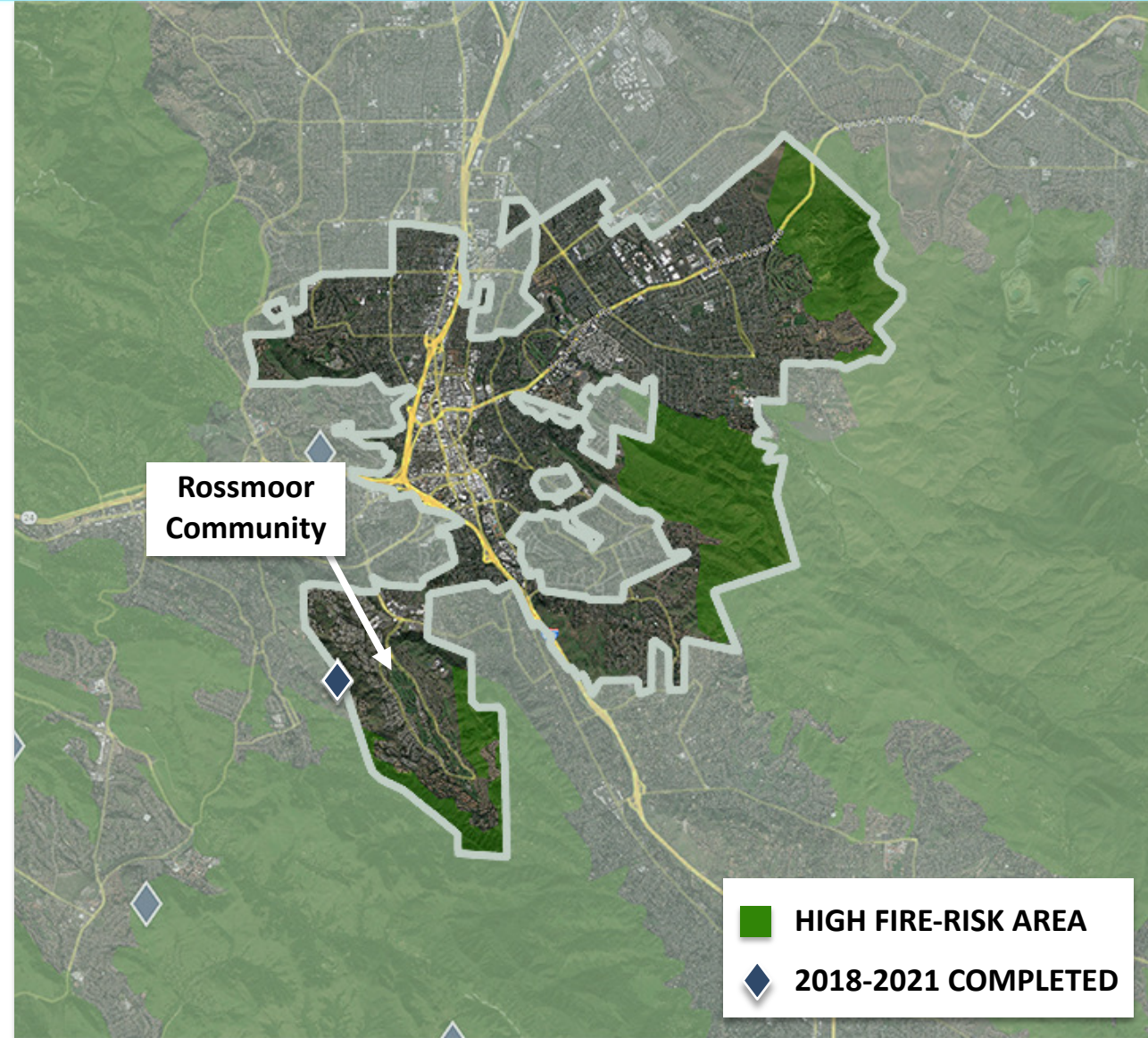
**Additional Hi-Definition Cameras** are adjacent to the City of Walnut Creek and can support weather monitoring.

**Our cameras are part of the ALERTWildfire system** used by fire managers at the Bureau of Land Management, the U.S. Forest Service, CAL FIRE and local fire departments in four states.

Data and images are publicly available at:

[Alertwildfire.org](https://Alertwildfire.org)

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



Data as of 1/31/2022. Local work plans are subject to change. Locations are approximate and may overlap.



**IMAGE**  
COURTESY OF  
**PG&E**



# Enhanced Powerline Safety Settings







# Enhanced Powerline Safety Settings (EPSS) A Technology To Prevent Wildfires

## How It Works

PG&E powerlines have equipment that allows power to automatically turn off within one-tenth of a second if there is a wildfire risk, like a tree branch or other object striking the line.

## Why We Do It

Quickly and automatically shutting off power when a hazard is detected can help stop wildfires before they have a chance to start.

## Preventing Wildfires

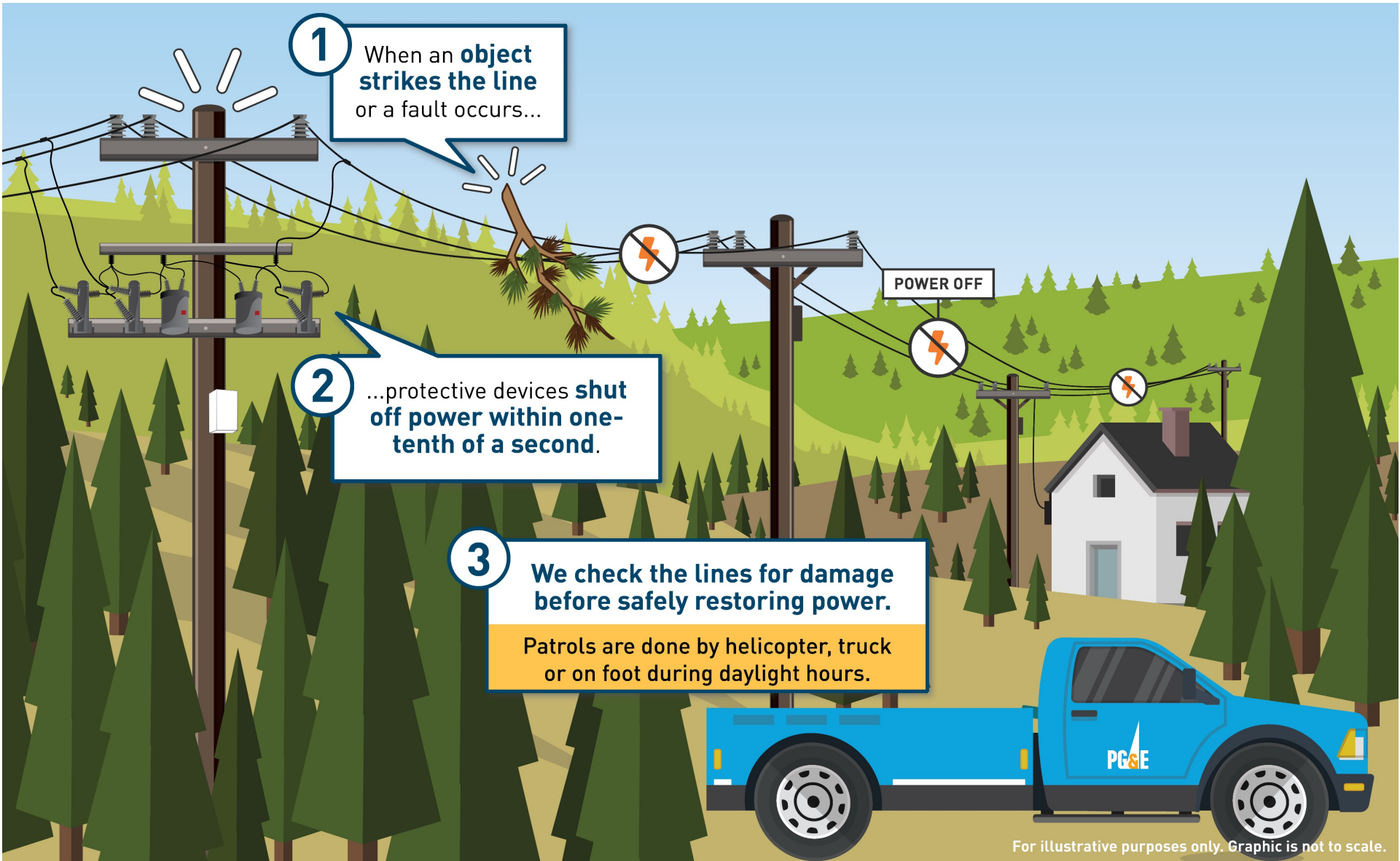
~80% decrease in CPUC-reportable ignitions  
in 2021 on EPSS-enabled circuits  
compared to the prior 3-year average as of 12/31/21



### **SAFETY SETTINGS IN ACTION**

An example of these settings preventing a potential ignition in Santa Cruz County, when a tree branch fell into a powerline in 2022 and power was quickly and automatically turned off.

# What Are Enhanced Powerline Safety Settings?



## When are outages most likely to occur?

- When elevated fire risk is present.
- Most likely from May to November.

## How will customers be notified?

- Through automated calls, texts or emails about when to expect the power back.
- Since outages happen automatically, we are unable to provide advance notification



# Public Safety Power Shutoff







# What is a Public Safety Power Shutoff?

High winds and dangerous conditions can cause branches to contact powerlines. This could damage our equipment and cause a wildfire.

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**To prevent such fires, we may need to turn off power as a last resort.**



# What Conditions Could Lead to a PSPS?



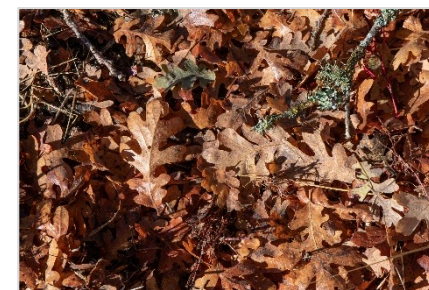
**Low humidity levels 30% and below**



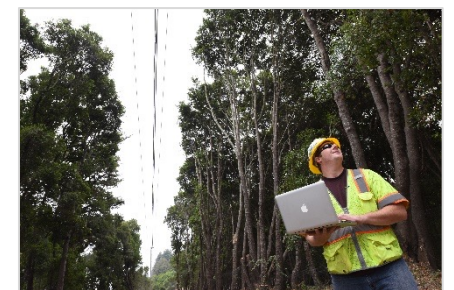
**Forecasted high winds above 19 mph and gusts above 30-40 mph**



**A Red Flag Warning issued by the National Weather Service**



**Condition of dry material on the ground and low moisture content of vegetation**



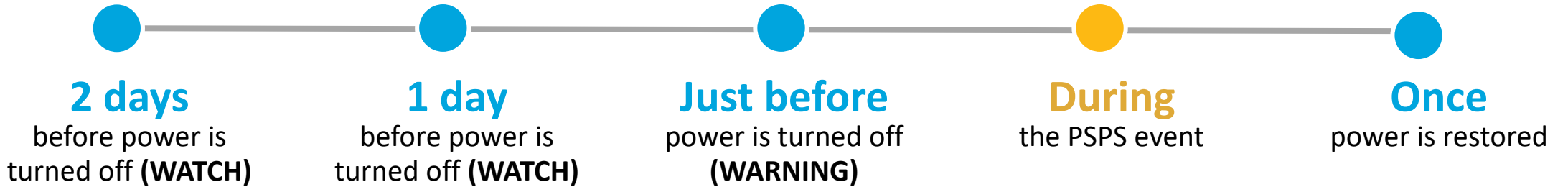
**On-the-ground, real-time observations**



# How Are Customers Notified for a PSPS?

When severe weather is forecast, we provide advance notice prior to turning off power and updates until power is restored.

## Timing of Notifications (when possible)



### How We'll Notify

Notifications sent via automated calls, texts and emails (available in sixteen languages).

We will also use [pge.com](http://pge.com), social media and will inform local news and radio.

 @pacificgasandelectric  @PGE4Me

 @pacificgasandelectric

### Address Alerts

Receive notifications about PSPS for any location, such as:

- The home of a friend or loved one
- Your child's school or day care
- Your work or business

*Annual registration is required.*



Enroll at: [pge.com/addressalerts](http://pge.com/addressalerts)





# PSPS Summary

**We are working year-round and nonstop to make our system safer and more resilient and improve PSPS for our customers and communities.**

## PSPS Summary - City of Walnut Creek

### 2019 – 2 PSPS Outages

- Oct. 9; Customers Impacted: 1,423
- Oct. 26; Customers Impacted: 4,342

### 2020 – 2 PSPS Outages

- Oct. 14; Customers Impacted: 451
- Oct. 25; Customers Impacted: 57

### 2021 – 1 PSPS Outage

- Oct. 11; Customers Impacted: 24

## How We're Improving PSPS This Year:

- **Focusing on lessening impacts** in the areas at highest risk
- **Reducing the number of customers impacted**
- **Reducing the length of outages**
- **Improving our coordination** with customers and communities
- **Providing more accurate and timely notifications**
- **Partnering with community-based organizations** to provide targeted support and resources



# Differences Between PSPS and Safety Settings

## Public Safety Power Shutoffs (PSPS)

Turning off power to prevent tree branches and debris from contacting energized lines



### WHEN

During times of high winds, low humidity and dry vegetation



### NOTIFICATIONS

In advance through automated calls, texts, and emails along with real-time updates



### 2022 FOCUS

Continuing to refine the program and reducing impacts in the areas at highest risk

## Enhanced Powerline Safety Settings

Settings quickly and automatically turn off power if a problem is detected on the line.



### WHEN

Elevated wildfire risk is present, most likely from May to November, but can occur year-round.



### NOTIFICATIONS

Customers receive notifications at the start of an outage, and regular updates; Since power is automatically shut off within one-tenth of a second, we are unable to provide advanced notice.



### 2022 FOCUS

Expanding from approximately 45% HFTD to 100% of HFRA circuits

# Customer Resources





# Customer Resources and Support for PSPS Outages and EPSS

## Portable Battery Program

Supporting eligible customers with fully subsidized portable battery solutions.

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



## California Foundation for Independent Living Centers

Providing qualifying customers with hotel stays, food stipends and more.

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



## Generator and Battery Rebate Program

Rebates for eligible customers to purchase a qualifying generator or battery.

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



## Partnership with 211

24-7 free and confidential support and resources via calls or texts to 211.

[211ca.org](https://211ca.org)



# Backup Power Transfer Meter Support

A new meter program to help customers safely connect generator power to their homes during emergency outages.

- Power is delivered directly to the circuit breaker which eliminates any power cords running through the home.
- Customers should be sure to start the generator at a safe location and program to their home specifics.
- This program also provides an affordable solution for customers who are unable to afford solar or backup battery systems.



Customers can learn more at [pge.com/transfERMeter](https://pge.com/transfERMeter)

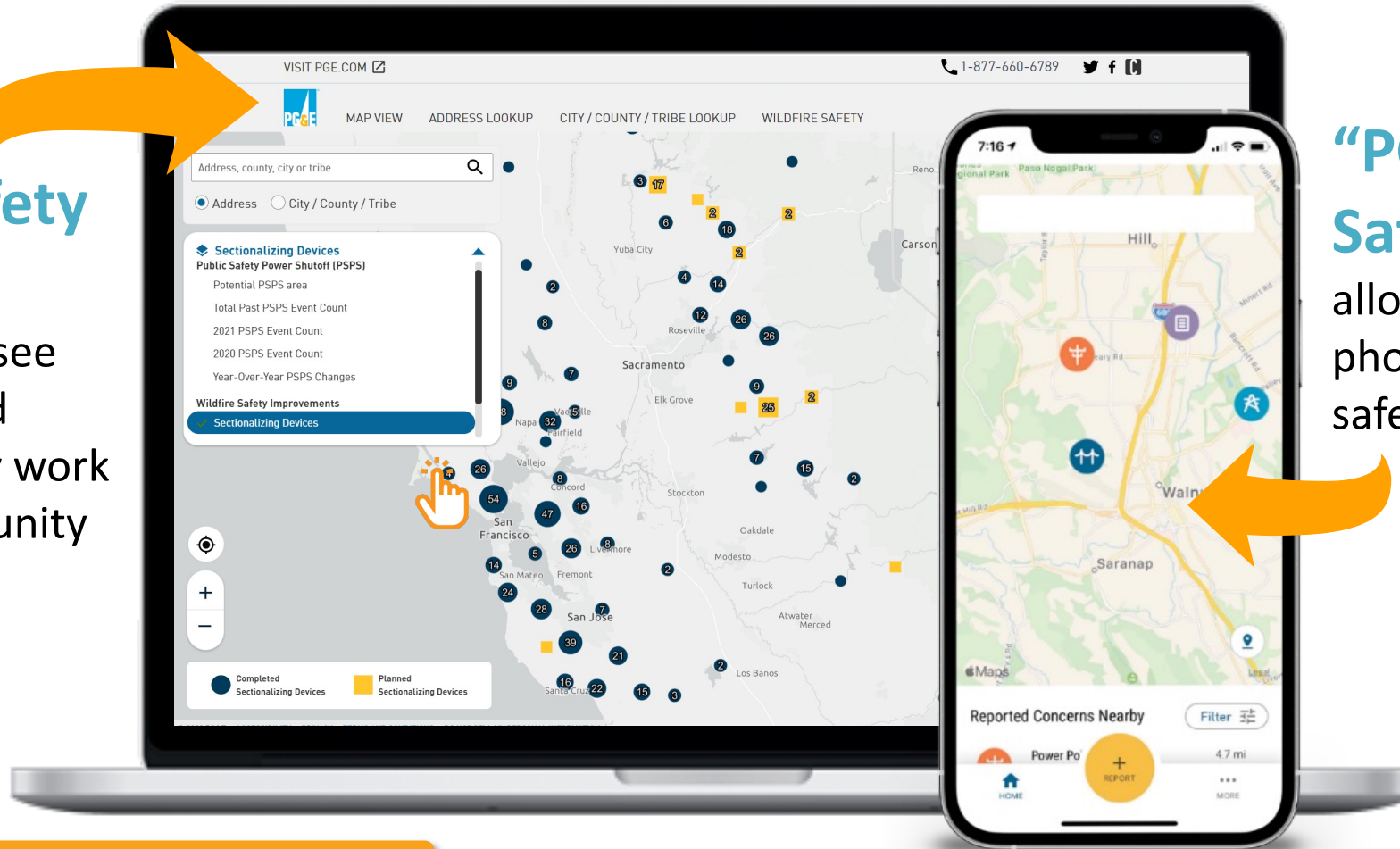
PG&E is not responsible for providing backup power before or during a PSPS



# Personalized Information for Our Customers

## Online Safety Maps

let customers see completed and planned safety work in their community



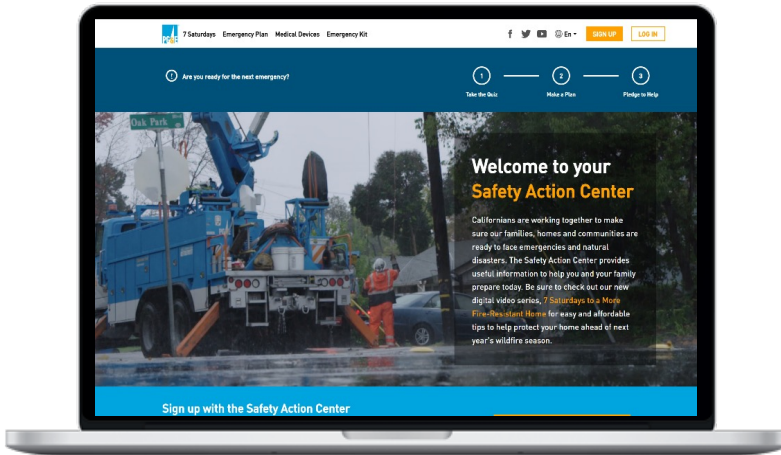
## “PG&E Report It” Safety App

allows customers to submit photos of non-emergency safety concerns

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

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

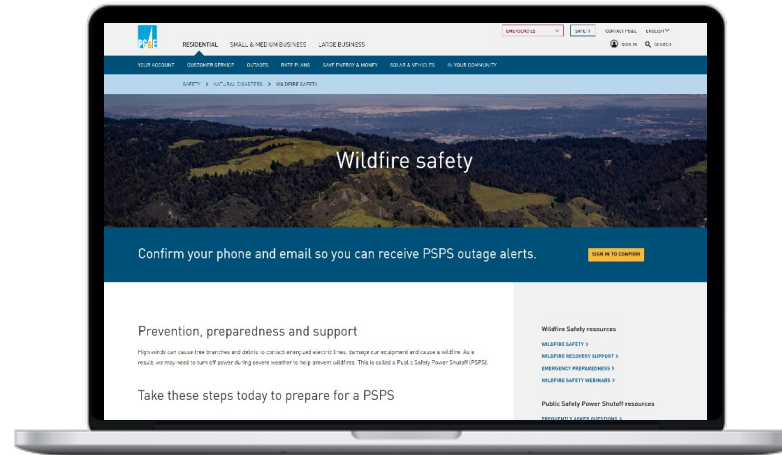
## Safety Action Center



Prepare for wildfire season

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

## Wildfire Safety



Wildfire prevention efforts

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

## Safety for Kids



Teach kids emergency safety

[kidsemergency.com](https://kidsemergency.com)

## Dedicated wildfire safety contacts

Hotline: 1-866-743-6589 | Email: [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com)

# Thank You

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