

PG&E Wildfire Safety Webinar

All Customers



July 24, 2024



Accessibility

To receive this presentation in **American Sign Language**, please see the link provided in the meeting chat.

We are hosting **translated presentations** in Spanish, Chinese, Russian, Tagalog and Hmong. To view an updated schedule, visit: pge.com/webinars.

To view **real-time captioning** in English, Spanish and Chinese, click:  



Safety

Preparedness Tips

- ➔ **Always be prepared** in case of a natural disaster or an emergency.
- ➔ **Build a disaster supply kit** for you, your family or your business.
- ➔ **Be sure to include** food, water, medication, flashlights, first aid kits, a list of emergency contacts and more.
- ➔ **Update contact information** to stay informed and receive alerts.
- ➔ **Visit [SafetyActionCenter.pge.com](https://www.pge.com/safetyactioncenter)** to help prepare for an emergency.

Agenda

- 1 Wildfire Risk in Your Community

- 2 Progress in Your Community

- 3 Keeping You Safe

- 4 Resources for You

- 5 Questions



Introductions

Aaron Johnson

Senior Vice President

Local Customer Engagement

Brian Ambrosini

Senior Manager – Planning and Operations

Customer Emergency Operations (EPSS)

Tom Smith

Senior Manager

Customer Engagement Strategy

Natasha Beehner

Customer Outreach Strategist

Public Safety Power Shutoffs (PSPS)

Pamela Perdue

Supervisor

Emergency Management and Public Safety

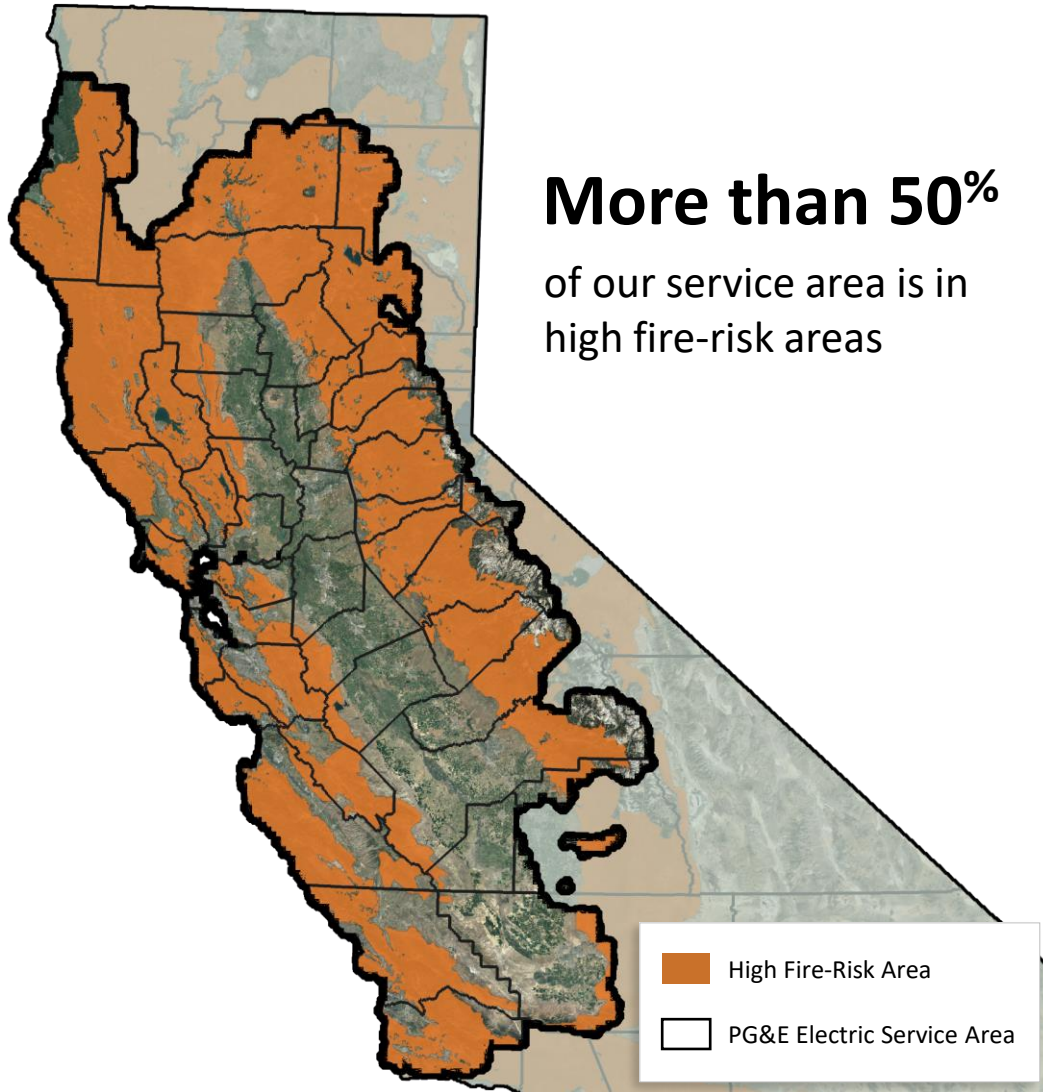


Community Wildfire Safety Program





Wildfire Risk Across Our Service Area



	PG&E SYSTEMWIDE	HIGH FIRE-THREAT DISTRICTS (HFTD)
Electric customers served	5.2M	494,000
Distribution line miles	108,500	28,100
Transmission line miles	19,100	5,900

 ia.cpuc.ca.gov/FireMap

Source: California Public Utilities Commission

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

Layers of Wildfire Protection



Situational Awareness

- A New Tools and Technology:** Installed over 2,000 weather stations and high-definition cameras with AI to better predict, monitor and respond to wildfires and severe weather



Operational Mitigations

- B Enhanced Powerline Safety Settings:** Installed on 44,000+ line miles in high fire-risk areas to automatically shut off power within one-tenth of a second if a hazard is detected
- C Public Safety Power Shutoff:** Turning off power for safety as a last resort during severe weather



Resiliency Work

- D New, Strengthened Equipment:** Installing strong poles and covered powerlines on 1,700+ miles of overhead powerlines
- E Undergrounding Powerlines:** Completing 10,000 miles of undergrounding in the highest wildfire-risk areas
- F Vegetation Management:** Removing or pruning 1 million+ trees per year to ensure they are a safe distance from powerlines

Reducing Wildfire Risk in Your Community



Wildfire Safety: What's New In Your Community



Keeping Trees a Safe Distance From Powerlines



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

Strengthening the Electric Grid



pge.com/systemhardening

Undergrounding Powerlines



pge.com/undergrounding

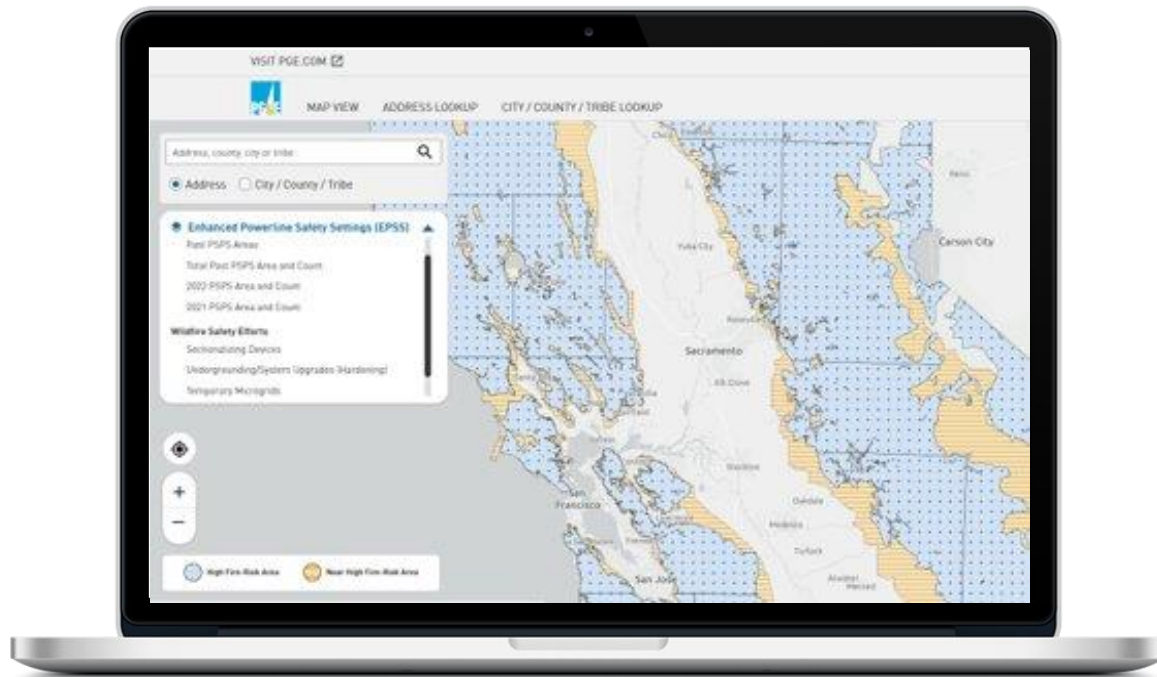
Improving Situational Awareness



 pge.com/weather

Wildfire Safety Progress Map

The Wildfire Safety Progress Map is a comprehensive, interactive map of PG&E wildfire safety work and progress for customers.



Visit pge.com/progressmap to learn more

The map includes data related to:

- System Upgrades (Hardening)
 - Installing Strong Poles and Covered Powerlines
 - Undergrounding
 - Line Removal
- Sectionalizing Devices
- Temporary Microgrids
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Customer Assistance Programs
 - Self-Generation Incentive Program
 - Permanent Battery Storage Rebate

If you have a question, click the Q&A button and type it in.

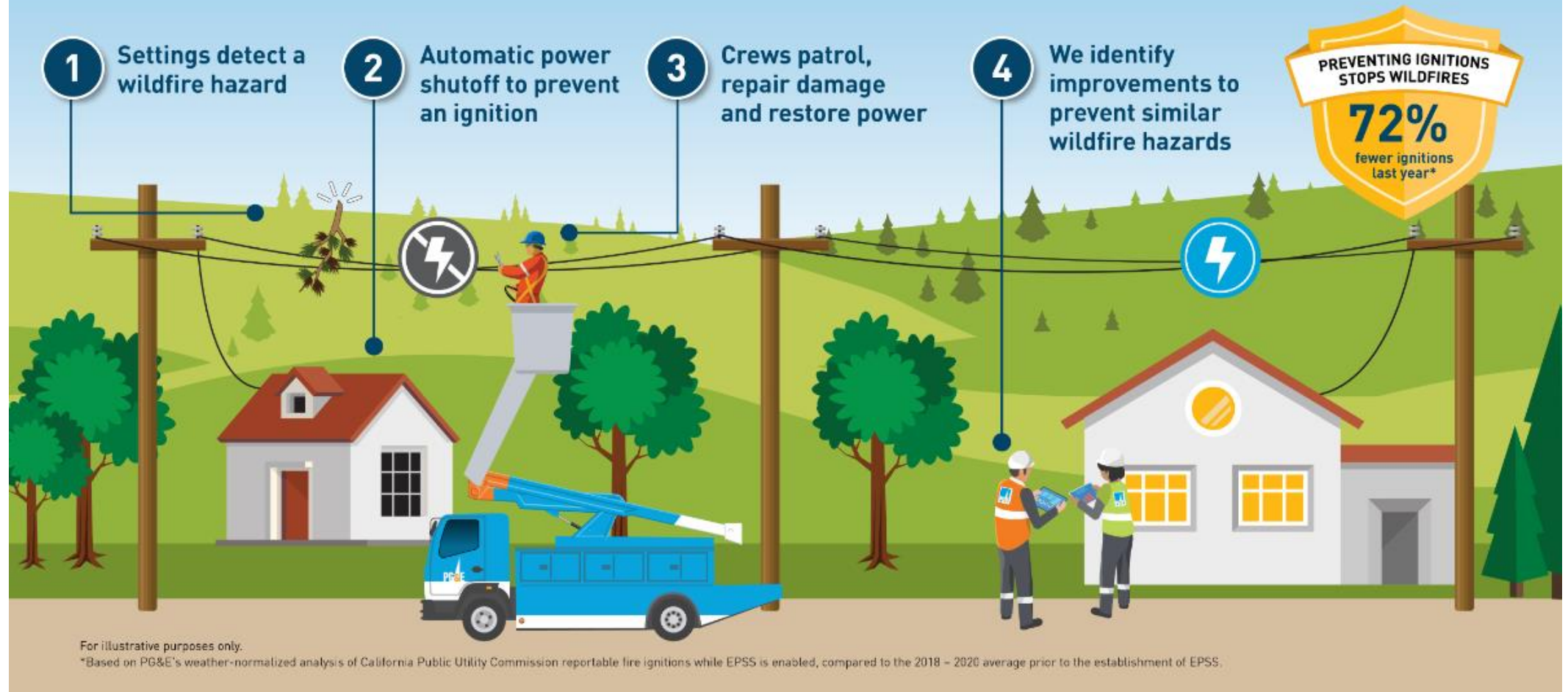


Enhanced Powerline Safety Settings and Public Safety Power Shutoffs



Enhanced Powerline Safety Settings

Enhanced Powerline Safety Settings help keep you safe from wildfires



What is a Public Safety Power Shutoff (PSPS)?

High winds can cause tree branches and debris to contact energized electric lines and potentially lead to a wind-driven wildfire.

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






Differences Between Safety Settings and PSPS

Enhanced Powerline Safety Settings (EPSS)

vs.

Public Safety Power Shutoffs (PSPS)

 WHY	Automatically turning off power within one-tenth of a second <u>if</u> a wildfire hazard is detected on the line	Proactively turning off power to prevent tree branches and debris from contacting energized lines
 WHEN	Elevated wildfire risk is present, most likely from May to November, but can occur year-round	During times of high winds, low humidity and dry vegetation
 NOTIFICATIONS	Regular updates after the outage occurs; advance notice cannot be provided because these are reactive and automatic settings	Ahead of potential power shutoff through automated calls, texts, and emails with updates provided until power is restored

 Updates and information for both planned and unplanned outages: [pge.com/outages](https://www.pge.com/outages)



Enhanced Powerline Safety Settings and Public Safety Power Shutoffs - Questions

If you have a
question, click
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Supporting Our Customers and Communities



Community Resource Centers

During Public Safety Power Shutoffs, Community Resource Centers provide resources and up-to-date information.

Centers may have:

- Personal and medical device charging
- Mobile battery chargers
- ADA-accessible restroom
- Cooling/heating
- Bottled water/snacks
- Seating
- Ice



 pge.com/crc




Disability Disaster Access and Resources (DDAR)

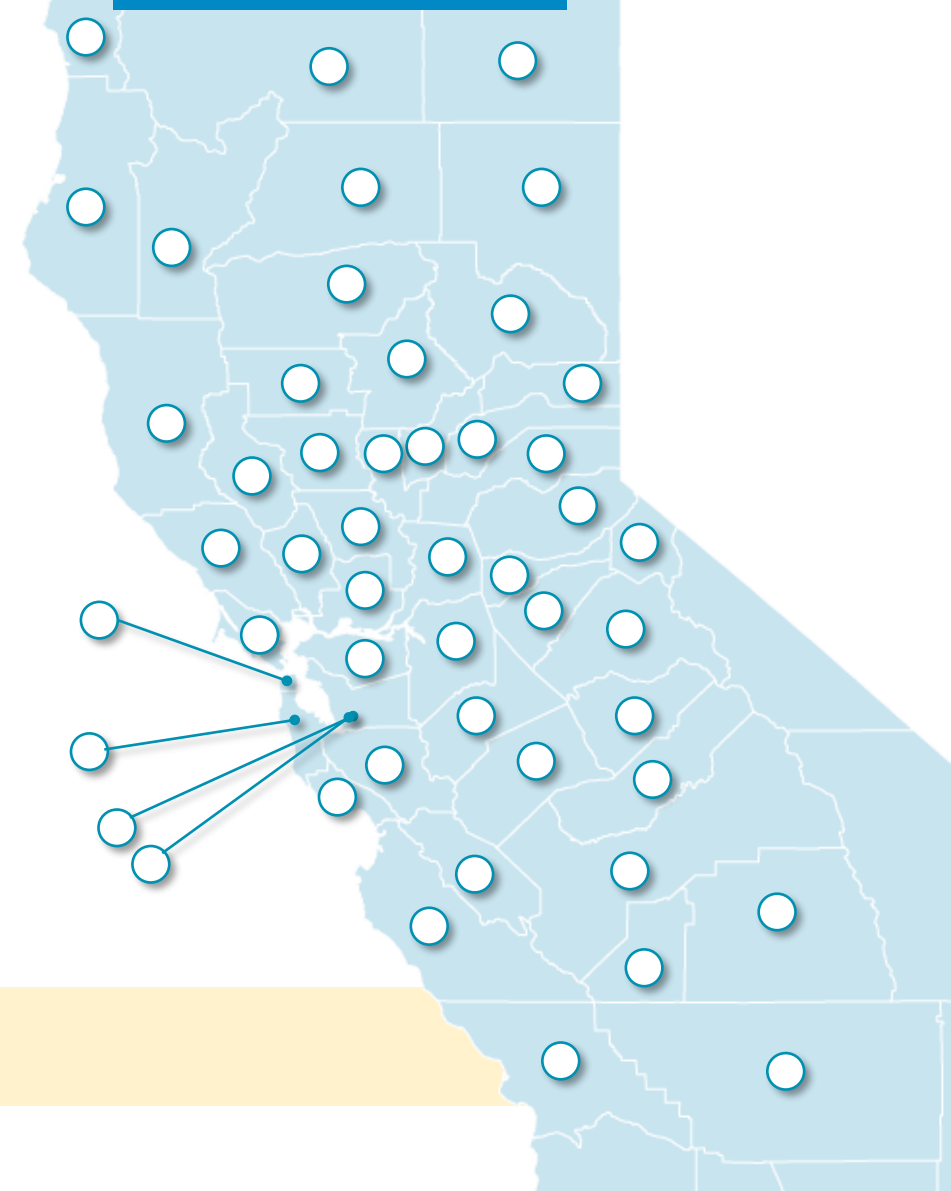
Offers support for older adults and people with disabilities. Support is available before, during and after wildfire safety outages.

Eligibility requirements:

- ➔ Electricity-dependent individuals who are at an increased risk of harm to their health, safety and independence during a PSPS and other emergency events
- ➔ Must be located in a Tier 2/3 High Fire-Threat District or have experienced two or more PSPS outages since 2020

 To learn more, visit pge.com/ddar

DDAR Center Locations




Portable Battery Program

Providing fully subsidized portable batteries.

Eligibility requirements:

- ✓ Must be enrolled in PG&E's Medical Baseline Program or Self-Identified Vulnerable with Assistive Technology or dependent on durable medical equipment
- ✓ Must have experienced at least one PSPS event since 2021 OR five or more EPSS outages since 2022



 To learn more, visit pge.com/portablebattery

Backup Power Transfer Meter Program

Helping customers safely connect generator power to their homes during emergency outages.


How it works:

- ✓ Power is delivered directly to the circuit breaker which eliminates any power cords running in the home
- ✓ Provides an affordable solution for customers who are unable to afford solar or backup batteries
- ✓ Customers should be sure to start the generator at a safe location

Benefits:

- ✓ Free for customers with a compatible generator
- ✓ Saves money on the purchase of a separate transfer switch



 To learn more, visit pge.com/transfERMeter

Generator and Battery Rebate Program

Offering a rebate on the purchase of a qualifying generator or battery to prepare for outages.


Eligibility requirements:

- ✓ Have an active PG&E account
- ✓ Reside in Tier 2 or 3 High Fire-Threat District or be on an EPSS-protected circuit
- ✓ The generator must be on PG&E's Qualified Product List

Rebate amounts:

- ✓ \$300 per qualified customer
- ✓ An additional \$200 for CARE or FERA participants



 For more information, visit [pge.com/backupper](https://www.pge.com/backupper)

Permanent Battery Storage Rebate

Offering a \$5,000 rebate on the purchase and installation of a qualifying permanent battery storage system.

Eligibility requirements:

- ✓ Have an active PG&E account
- ✓ Be enrolled in a Time-of-Use rate plan
- ✓ Experienced eight or more outages on an EPSS-protected circuit since January 1, 2022
- ✓ Purchased a permanent residential battery after June 30, 2022, that is on PG&E's Qualified Product List



 For more information, visit pge.com/permanentbatterystorage

Self-Generation Incentive Program

The Self-Generation Incentive Program (SGIP) offers incentives to help you save on energy storage systems for your home and business and prepare in the event of a power outage.

How it works:


An outage can happen at any time due to weather, an emergency or other factor. With a battery, you can use stored energy to keep your home and business powered.

The incentive can cover at least **15%** of the average battery cost, and any PG&E customer can apply to the program

Battery storage enables you to:

- ✓ Have backup power for your home and business
- ✓ Potentially reduce your energy costs



 To learn more, visit pge.com/sgip

Public Safety Partnerships

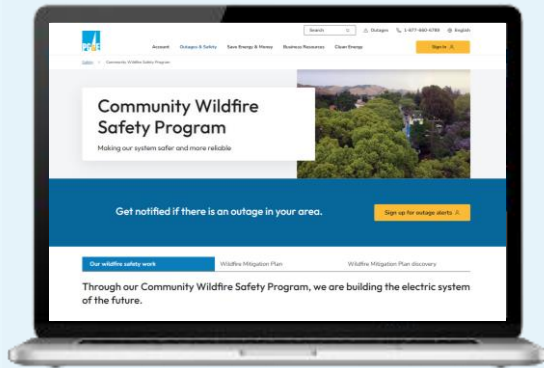
PG&E works year-round with public safety partners on emergency preparedness and response to keep you and your community safe.

We work with:

- Law enforcement
- Fire departments
- Hospitals and first responders
- Emergency management
- Community Emergency Response Teams
- Community members
- Public Works



Wildfire Safety



Information on wildfire prevention efforts

 pge.com/wildfiresafety

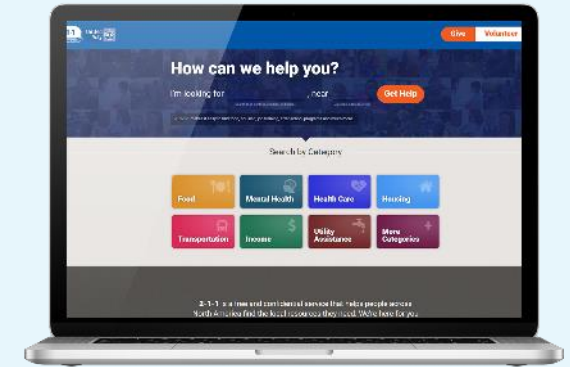
Safety Action Center




Create an emergency safety plan to keep you and your family safe

 safetyactioncenter.pge.com

211



Free and confidential support and resources via calls or texts to 211

 211ca.org

Dedicated wildfire safety contacts: Hotline: 1-866-743-6589 | Email: wildfiresafety@pge.com

If you have a question, click the Q&A button and type it in.





PG&E Webinar Survey

Please take this short survey to provide feedback* on the information received tonight or suggestions on what you would like to hear about during future webinars.



SCAN FOR SURVEY

**All answers will be kept confidential.*

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

Thank You



Appendix



Savings Programs for Income-Qualified Customers

Helping eligible customers pay their energy bills.



Relief For Energy Assistance Through Community Help (REACH)

One-time energy credit for up to \$1,000.

Must have a past due balance of no more than \$2,000, a disconnection notice and meet qualifying income guidelines.



California Alternate Rates For Energy Program (CARE)

Provides a monthly discount of 20% or more on gas and electricity.

Participants qualify through income guidelines or if enrolled in certain public assistance programs.



Family Electric Rate Assistance Program (FERA)

Provides a monthly discount of 18% on electricity only.

Must be a household with three or more people that meets qualifying income guidelines.



For REACH, customers can learn more and apply by visiting pge.com/reach.

For CARE and FERA, customers can verify if they are eligible and enroll at: pge.com/care.

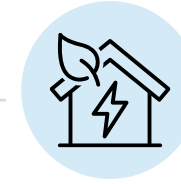
Savings Support for All Customers



Budget Billing

Offsets high winter heating peak bills by averaging your energy costs to determine a more predictable monthly payment amount.

 pge.com/budgetbilling



GoGreen Home Energy Financing

Get help financing energy saving improvements to make your home more comfortable and efficient.

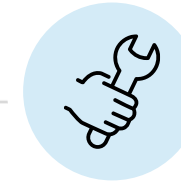
 gogreenfinancing.com



Home Energy Checkup

Helps customers assess their energy use and gives customized savings tips.

 pge.com/homecheckup



Energy Efficiency Financing

Eligible businesses can receive an interest-free loan to replace old equipment with more energy efficient models.

 pge.com/eef



Improving System Resiliency

In November 2023, the California Public Utilities Commission approved PG&E's 2023-2026 General Rate Case, funding significant system investments



Permanent Wildfire Risk Reduction

Undergrounding **1,230** miles of powerlines and hardening **778** miles of overhead lines



Improved Gas Safety and Reliability

Replacing **163** miles of gas pipelines and conducting additional inspections



Upgraded Electric Capacity

Supporting new business connections and Electric Vehicle usage



You can read more about the 2023 General Rate Case by visiting: pge.com/grc

How to Build an Emergency Kit

Stock up on enough supplies to last a week. Remember to store them in an easy-to-reach place. Items you may need include:

- Nonperishable food, water and utensils
- Baby and pet food, as needed
- Equipment such as flashlights, batteries, a battery powered radio and a portable charger for cell phones
- Health and personal supplies such as first aid kits, blankets and clothing, important documents, toiletries and medications

Remember to refresh your emergency kit at least once a year!



To learn more visit pge.com/emergencykit