

# Community Wildfire Safety Program

YUBA CITY COUNCIL

May 4, 2021



# Safety

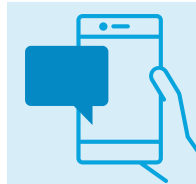
## General Safety Tips



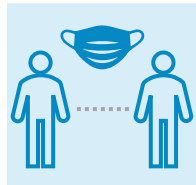
**Identify two exit routes** from your current work area in the event of a fire or other emergency.



**“Drop, cover and hold”** in the event of an earthquake.



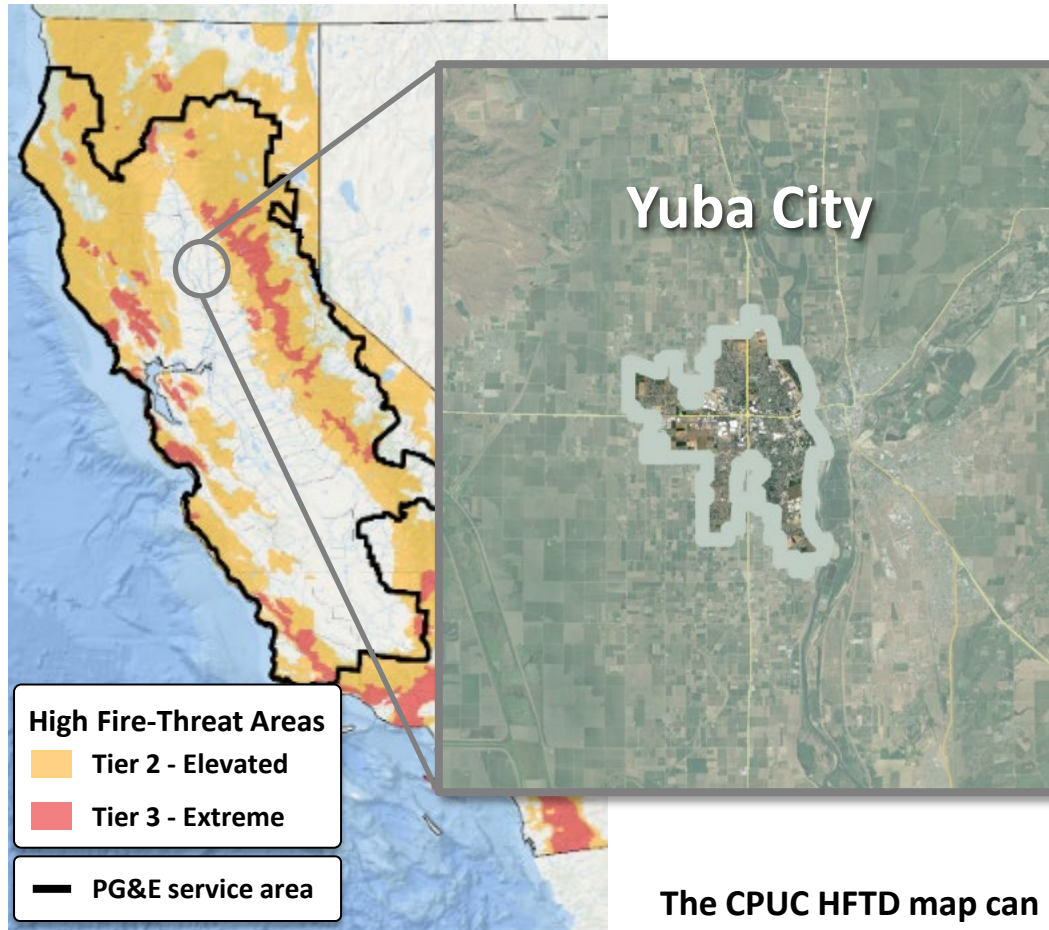
**Notify emergency services** if you are in danger. You can also ask for help by putting a message in the chat function of this meeting.



**Follow COVID-19 safety precautions** including wearing a mask in public, practicing social distancing and washing your hands to prevent the spread.

# Wildfire Risks Across PG&E's Service Area

The California Public Utilities Commission (CPUC) has a map that designates areas that are most at risk for wildfire. This map helps us plan and prioritize wildfire prevention efforts.



SUTTER COUNTY		
	Total Customers Served	42,103
	Customers in HFTD	0
	Total Distribution Line Miles	1,248
	Distribution Line Miles in HFTD	0
	Total Transmission Line Miles	330
	Transmission Line Miles in HFTD	0

The CPUC HFTD map can be accessed at:

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

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.

# Community Wildfire Safety Program



## REDUCE WILDFIRE POTENTIAL

- Asset inspection and repair
- Enhanced vegetation management (EVM)
- System hardening
- Targeted device replacement
- Public Safety Power Shutoffs (PSPS)

## IMPROVE SITUATIONAL AWARENESS

- Wildfire Safety Operations Center
- Weather stations
- High-definition cameras
- Meteorology
- Satellite detection
- Bolster field-based wildfire expertise for program validation

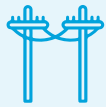
## REDUCE IMPACTS OF PSPS EVENTS

- Focus on areas of highest risk
- Continuously improve based on feedback and past experience
- Further expand our ongoing coordination with and support for customers and communities
- Enhanced microgrid capability

# What's New in 2021

We are continuing to harden our electric grid to reduce wildfire risks, working nonstop to lessen the impact of Public Safety Power Shutoffs (PSPS) and providing more resources to customers and communities before, during and after PSPS events.

## REDUCING WILDFIRE RISKS



System hardening on: **180**  
CIRCUIT MILES



Tracking conditions with: **300**  
NEW WEATHER STATIONS



Enhanced vegetation management on: **1,800**  
HIGH-RISK CIRCUIT MILES



Monitoring for wildfires with: **135**  
NEW HIGH-DEF CAMERAS

## REDUCING PSPS IMPACTS



Limiting the number of customers impacted by installing **275+** additional distribution sectionalizing devices and transmission switches



Weather modeling improvements and **5 days** of forecast data



Helping to keep the power on with **10** substations prepared for temporary generation and **5** additional microgrids constructed to power key community resources

## SUPPORTING CUSTOMERS AND COMMUNITIES



Customer notifications in **16 languages** and new **Address Alerts** to keep informed about any address



~**11,500 batteries** available, covering all interested low-income Medical Baseline customers in high fire-threat areas



Targeting **370 total ADA-accessible Community Resource Center sites**



**Meal replacement options** for customers in **46 counties**



Targeting **additional partnerships** with Community-Based Organizations to support customers with Access and Functional Needs

# What is a Public Safety Power Shutoff?

**Safety is our most important responsibility. That is why we may need to turn off power as a last resort to prevent wildfires during severe weather conditions.**

High winds and dangerous conditions can cause branches and debris to contact energized power lines.

This could damage our equipment and cause a wildfire.



To prevent such fires, we may need to turn off power.

This is called a **Public Safety Power Shutoff (PSPS).**



Once severe weather has passed, we will inspect the system and repair any damage.



Once inspections and any repairs are complete, power is restored.



# What Conditions Could Lead to a PSPS Event?

We carefully review a combination of factors when deciding if power must be turned off for safety. These factors include:



## Low humidity levels

generally 30% and below



## Forecasted high winds

above 20 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 vegetation near lines



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

# How Will Customers be Notified?

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)



Notifications sent via automated calls, texts and emails.

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

@pacificgasandelectric

@PGE4Me

@pacificgasandelectric

### NEW FOR 2021 | ADDRESS ALERTS

can notify you and your family members about a PSPS for any location.

Sign up for addresses you care about, such as:

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

Visit [pge.com/addressalerts](http://pge.com/addressalerts)





**We are increasing resources to help customers and communities before, during and after Public Safety Power Shutoff events.**

- 
**Partnerships with 250+ Community-Based Organizations (CBOs)** to provide emergency preparedness information and PSPS event assistance
- 
**Sponsored food replacement** through partner food banks and Meals on Wheels organizations
- 
**California Foundation for Independent Living Centers (CFILC)** providing emergency planning, portable backup power, accessible transportation, hotel stays and food stipends
- 
**Providing portable backup batteries** for low-income Medical Baseline customers in high fire-threat areas
- 
**Generator rebate programs** offered to customers who depend on well water pumps and live in high-fire threat areas
- 
**Providing better information** about when power will be turned off and back on in 16 languages

## Sutter County Community-Based Organizations

<p><b>CFILC</b></p> <ul style="list-style-type: none"> <li>• Foundation of Resources for Equality and Employment for the Disabled</li> </ul> <p><b>Food Bank</b></p> <ul style="list-style-type: none"> <li>• Yuba Sutter Food Bank</li> </ul> <p><b>Meals on Wheels</b></p> <ul style="list-style-type: none"> <li>• Yuba Sutter Meals on Wheels</li> </ul>	<p><b>In-Language</b></p> <ul style="list-style-type: none"> <li>• ABS-CNB</li> <li>• Alianza News</li> <li>• KBTW-Crossings TV</li> <li>• KCSO Telemundo</li> <li>• Lotus Radio Sacramento</li> <li>• Russian American Media</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• California Council of the Blind</li> </ul>
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# Types of Outages

PG&E customers may experience outages for different reasons.

Why is Power Shut Off?	Rotating Outages	Emergency Repairs	Planned Maintenance	Active Wildfires	Public Safety Power Shutoff
How Will We Inform Customers?	<b>Advanced notification/regular updates</b> <ul style="list-style-type: none"> <li>▪ Phone calls*</li> <li>▪ Emails</li> <li>▪ Texts</li> <li>▪ Social media</li> <li>▪ News releases</li> <li>▪ Local/Tribal government outreach</li> </ul>	<b>Updates after and during outages</b> <ul style="list-style-type: none"> <li>▪ Phone calls</li> <li>▪ Texts</li> <li>▪ Emails</li> </ul>	<b>10-day advance notification</b>	<b>Updates after or during outages</b> <ul style="list-style-type: none"> <li>▪ Phone calls</li> <li>▪ Texts</li> <li>▪ Emails</li> </ul>	<b>Advanced notification/regular updates</b> <ul style="list-style-type: none"> <li>▪ Phone calls*</li> <li>▪ Emails</li> <li>▪ Texts</li> <li>▪ Social media</li> <li>▪ News releases</li> <li>▪ Local/Tribal government outreach</li> <li>▪ CBO** outreach</li> </ul>
Who Makes the Decision?	CAISO, the state's grid operator	N/A	PG&E	CAL FIRE or first responder agencies	PG&E

\*Via interactive voice recordings (IVR)

\*\*Community-based organization

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## More Information and Tools to Prepare

For more information about our wildfire safety efforts, visit [pge.com/wildfiresafety](https://pge.com/wildfiresafety)

### For specific information, please consider the following:



**Would you like to receive PSPS notifications but are not the PG&E account holder?**

Sign up to receive PSPS alerts for any address at

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



**Do you need information in a language other than English?** Find assistance at

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



**Do you want to learn more about the live weather conditions we are tracking in your area?**

Get up-to-the-minute weather information at

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



**Are you looking for tools and activities to help children prepare for an emergency?** Visit our interactive site at

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



**Are you looking for more information on how to stay safe before and during a PSPS event?**

Learn more about wildfire risks and how to prepare for emergencies at

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



**Do you need backup power?** Check out backup power options, safety tips and financing at

See if you qualify for the Portable Battery Program at

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

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

# Thank You

For more information, please:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **[pge.com/wildfiresafety](http://pge.com/wildfiresafety)**



# Additional Information



# Disability Disaster Access and Resources Program

**We are collaborating with the Disability Disaster Access and Resources Program (DDARP)** to provide qualifying customers with targeted outreach, personalized emergency planning support, energy needs assessments and in-event Public Safety Power Shutoff support. In-event support can include the following support based on customer needs:



**Response to Escalations**  
received through PG&E's call center



**Hotel Accommodations**



**Accessible Transportation**  
to hotels and Community Resource Centers



**Food Vouchers**



**Portable Backup Batteries**

**During 2020 PSPS events, the following resources were provided:**

**~1,700** customer assessments

**~1,000** batteries

**~560** hotel accommodations

**~900** food vouchers

**~30** accessible transit rides

Data is subject to change and is based on best available information at this time.

**Learn more about DDARP by visiting**

**[disabilitydisasteraccess.org](https://disabilitydisasteraccess.org)**



# Financial Assistance and Support Programs

Since March 2020, we have implemented a series of emergency protections to support customers who have been impacted by the pandemic that are currently set to expire on June 30, 2021.

	<p><b>Pause on service disconnections</b> for non-payment</p>
	<p><b>Pause on post-enrollment verification and re-enrollment requirements</b> for CARE and FERA programs</p>
	<p><b>Waive security deposits</b> for small commercial customers</p>
	<p><b>Medical Baseline Program recertification</b></p>



**If you have questions** about how the end of any of these protections may impact you, or if you are struggling to pay your bill, PG&E can help you find payment programs, financial assistance, and other support programs.

**For more information, visit:**

[pge.com/covid19](https://pge.com/covid19)





# Medical Baseline Program

**Our Medical Baseline Program is an assistance program for customers who need energy for certain medical conditions and independent living needs.**

## Assistance offered:

- **Extra notifications** in advance of a PSPS event, including in-person door knocks by a PG&E representative if positive contact has not been made
- **Additional monthly allotment of energy** at the lowest price

## Examples of Qualifying Medical Conditions and Qualifications:

- Asthma/Sleep Apnea
- Respirators
- Multiple Sclerosis
- Special Heating/Cooling Needs
- IPPB/CPAP Machines
- Hemodialysis Machine

**NEED EXTRA HELP BUT DON'T QUALIFY FOR MEDICAL BASELINE?**

Self-certify as a vulnerable customer.

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

## Applying for Medical Baseline



Submit the “Medical Baseline Allowance” application form. Forms can be found by visiting [pge.com/medicalbaseline](https://www.pge.com/medicalbaseline)

— OR —



Mail the completed and signed application form to:

**PG&E**  
**Attention: Medical Baseline**  
P.O. Box 8329  
Stockton, CA 95208

Due to COVID-19, we have temporarily changed the application requirements. Currently, **you can enroll without a medical practitioner’s signature**. You will be required to re-certify with a medical practitioner to stay on the program after one year.