

# Community Wildfire Safety Program

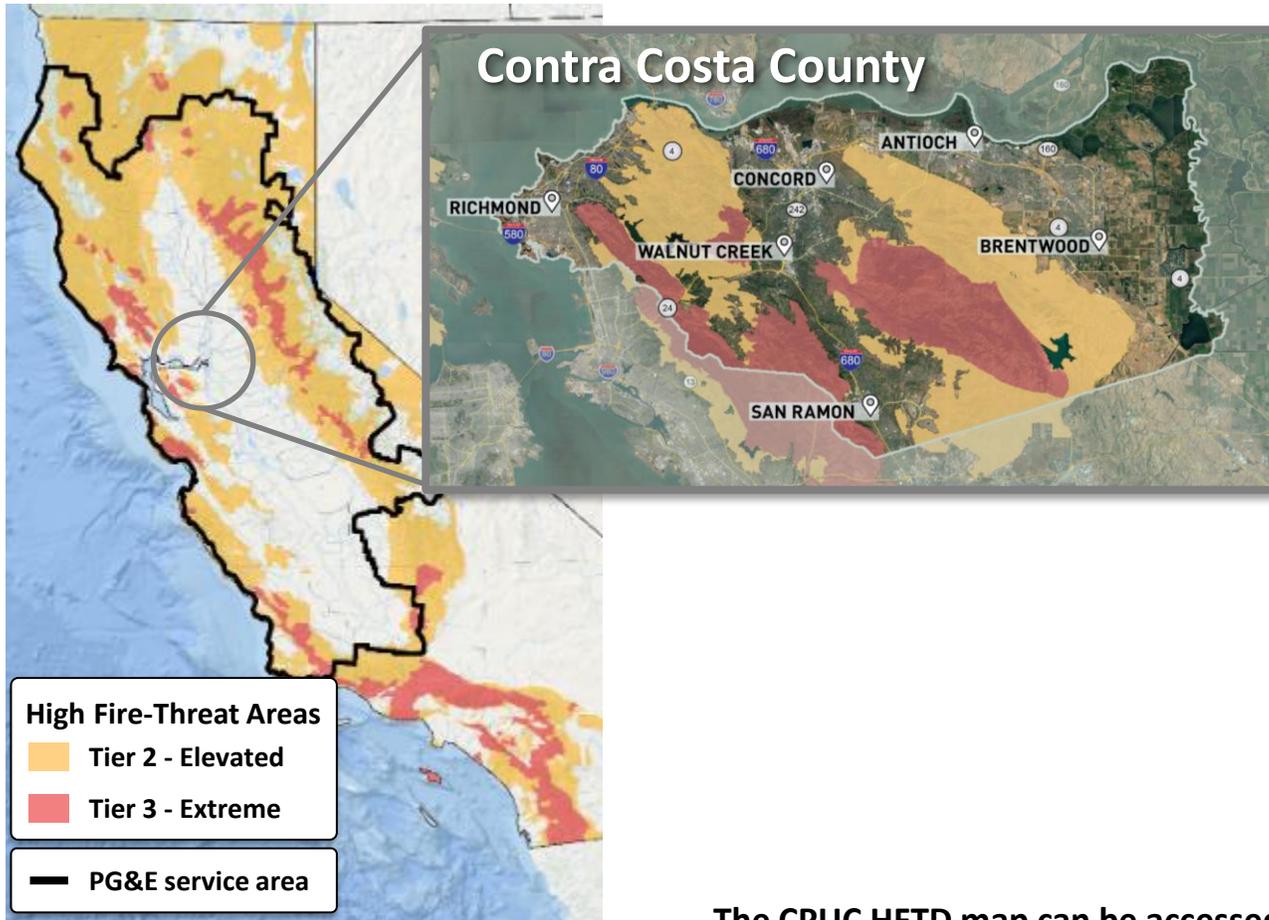
LEAGUE OF WOMEN VOTERS and  
CONTRA COSTA COUNTY LIBRARY  
WILDFIRE PANEL  
September 16, 2021





# 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.



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. Data as of July 31, 2021.

CONTRA COSTA COUNTY		
	Total Customers Served	454,391
	Customers in HFTD	17,642
	Total Distribution Line Miles	2,236
	Distribution Line Miles in HFTD	442
	Total Transmission Line Miles	907
	Transmission Line Miles in HFTD	430

The CPUC HFTD map can be accessed at:

[ia.cpuc.ca.gov/FireMap](https://ia.cpuc.ca.gov/FireMap)



# 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 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 vegetation near lines



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



This year, our decision-making process is evolving to also account for the presence of trees tall enough to strike power lines when determining if a PSPS is necessary.

# 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

Receive PSPS notifications, available in multiple languages, for any location, such as:

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



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



# 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

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

**During a Public Safety Power Shutoff, we open Community Resources Centers (CRCs) where customers can access resources and up-to-date information.**

## Customer Resources

- Personal and medical device charging
- Mobile battery chargers
- ADA-accessible restroom
- Wi-Fi
- Bottled water/Snacks
- Cooling/heating\*
- Seating\*
- Ice\*

*\*Indoor locations only*



**For more information** about CRCs and where to find a location in your area leading up to and during a PSPS, visit

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

## COVID-19 CONSIDERATIONS

To keep our customers and communities safe, all CRCs reflect appropriate COVID-19 health considerations\* and state and county guidelines.

- **Facial coverings are required**
- **Physical distancing** and limits on the number of visitors at any time are required
- **Temperature checks** are administered before entry into indoor facilities
- **Surfaces are regularly sanitized**

\*Currently being revised to align with recent announcements for state and county guidelines.

# Planning for Community Resource Centers in Contra Costa County

## 2021 CRC LOCATIONS\*

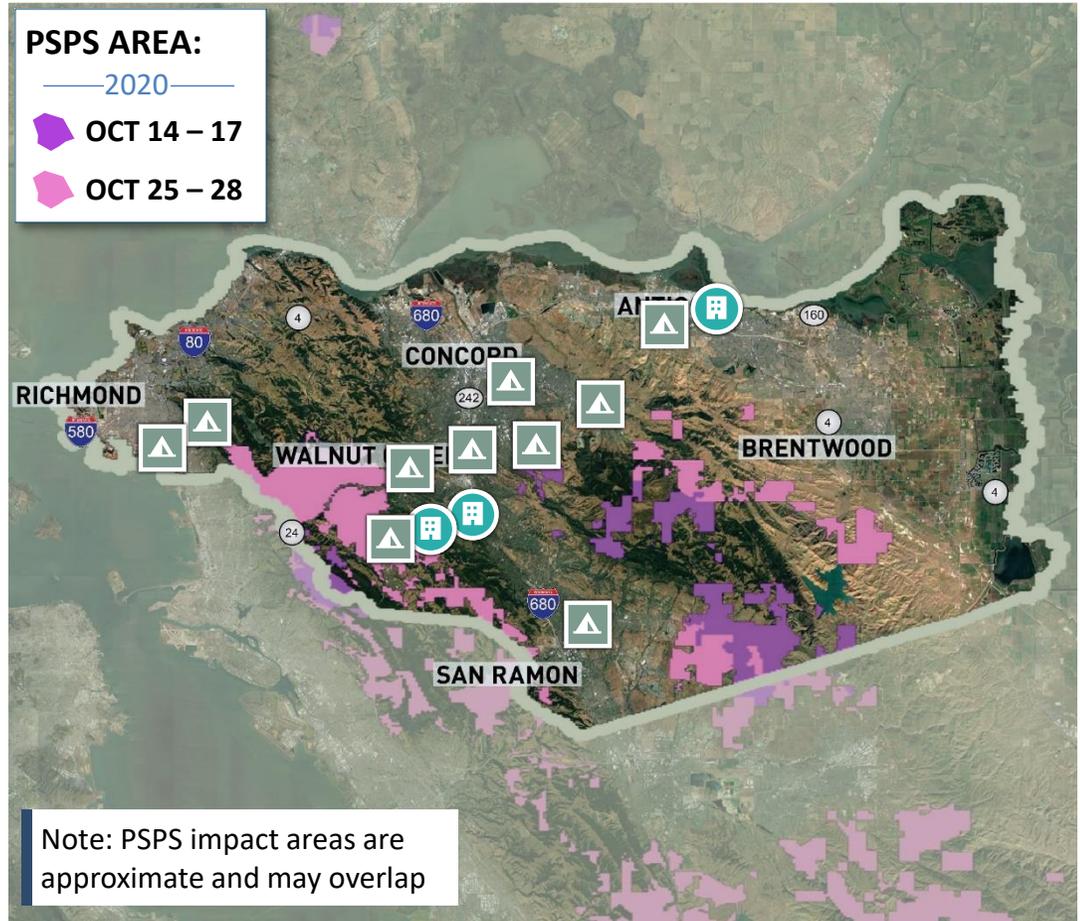
### Outdoor Event-Ready

1	<b>Concord</b>	Costco Wholesale
2	<b>Concord</b>	St. Bonaventure Catholic Church
3	<b>Danville</b>	Costco Wholesale
4	<b>El Cerrito</b>	Sycamore Congregational Church
5	<b>Lafayette</b>	Our Savior's Lutheran Church
6	<b>Moraga</b>	Moraga Valley Presbyterian Church
7	<b>Richmond</b>	Costco Wholesale
8	<b>Walnut Creek</b>	Saint Matthew Lutheran Church
9	<b>Walnut Creek</b>	Walnut Creek Presbyterian Church
10	<b>Antioch</b>	Costco Wholesale

### Indoor Event-Ready

11	<b>Antioch</b>	Nick Rodriguez Community Center
12	<b>Lafayette</b>	Lafayette Community Center
13	<b>Walnut Creek</b>	Tice Valley Community Center

\*CRC locations may change without notice.



### CRC LEGEND:

- Indoor Event-Ready
- Outdoor Event-Ready

# Thank You

For more information, please:

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



# Additional Information



# 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

- 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 a PSPS.

## 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



~**5,550 batteries** available, covering all interested income qualified Medical Baseline customers in high fire-threat areas



Targeting **additional 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



# Contra Costa County Overview

Quarterly progress updates are available at:

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

## WILDFIRE SAFETY AND CUSTOMER SUPPORT PROGRAM EFFORTS

	COMPLETE THROUGH 2020*		2021 PROGRESS		2021 PLAN
<b>System Hardening</b> Stronger poles, covered power lines and/or targeted undergrounding	<b>15</b> LINE MILES		<b>1</b> LINE MILE		<b>4</b> LINE MILES
<b>Sectionalizing Devices</b> Separating the grid into small sections for operational flexibility	<b>39</b> DEVICES		<b>3</b> DEVICES		<b>5**</b> DEVICES
<b>Enhanced Vegetation Management</b> Address vegetation that poses a higher potential for wildfire risk	<b>86</b> LINE MILES		<b>4</b> LINE MILES		<b>0</b> LINE MILES
<b>Community Resource Centers (CRC)</b> Provide basic power needs and up-to-date information	<b>2</b> INDOOR	<b>10</b> OUTDOOR	<b>3</b> INDOOR	<b>10</b> OUTDOOR	<b>ONGOING†</b>
<b>Weather Stations</b> Enhancing weather forecasting and modeling	<b>33</b> STATIONS		<b>15</b> STATIONS		<b>ONGOING‡</b>
<b>High-Definition Cameras</b> Improving real-time monitoring of high-risk areas and conditions	<b>10</b> CAMERAS		<b>7</b> CAMERAS		<b>ONGOING‡</b>

\*Cumulative progress from 2018 through 2020.

†CRC planning for 2021 is conducted in coordination with local agencies/tribes and is ongoing.

‡Identified on a monthly basis.

\*\*Includes contingency locations that may not be completed in 2021. Plans are subject to change.



# Portable Battery Program

**We are also conducting Public Safety Power Shutoff emergency preparedness outreach and energy needs assessments** to support income qualified Medical Baseline customers in high fire-threat areas with critical medical equipment and delivering fully subsidized portable battery solutions to eligible customers.

**To date, this program has included the following:**

	Establishing relationships with <b>seven external battery delivery partners</b>		Completing energy assessments for over <b>8,800 customers</b>
	Providing outreach to <b>~22,000 customers</b>		Providing over <b>5,550 batteries to customers</b>

**For more information, visit:**

**[pgebatteryprogram.com](http://pgebatteryprogram.com)**





# Generator and Battery Rebate Program

PG&E is offering eligible customers a rebate on the purchase of a qualifying product (generator or battery) to prepare for outages.

	PRIOR PROGRAM	NEW AS OF JUNE 2021
 <b>ELIGIBILITY</b>	<ul style="list-style-type: none"> <li>PG&amp;E customers who depend on water well pumps to satisfy their primary water needs</li> <li>Located in Tier 2/3 High Fire Threat Districts (T2/3 HFTD)</li> </ul>	<ul style="list-style-type: none"> <li>Customers must:             <ul style="list-style-type: none"> <li>Have an active PG&amp;E account</li> <li>Reside in Tier 2 or 3 high-fire threat area</li> <li>Meet one of the following criteria:                 <ul style="list-style-type: none"> <li>Rely on water pumping for your premise</li> <li>Enrolled in the Medical Baseline program</li> <li>Are a small/micro non-critical care essential business (i.e., Grocery Stores, Veterinarian Services, Urgent Care/Clinics, Food Banks)</li> </ul> </li> </ul> </li> </ul>
 <b>REBATE STRUCTURE</b>	<ul style="list-style-type: none"> <li>\$300 if eligible</li> <li>\$500 if eligible and on CARE/FERA program</li> </ul>	<p>Tiered based on retail pricing*</p> <ul style="list-style-type: none"> <li><u>Level 1</u>: \$0 - \$500/product = <b>\$300</b></li> <li><u>Level 2</u>: \$501 - \$1,000/product = <b>\$500</b></li> <li><u>Level 3</u>: \$1,001+/product = <b>\$1,000</b></li> </ul> <p><i>*Each tier receives an additional \$200 kicker if on CARE/FERA</i></p>
 <b>PRODUCT OFFERINGS</b>	<ul style="list-style-type: none"> <li>Portable Fuel Generators</li> </ul>	<ul style="list-style-type: none"> <li>Portable Fuel Generators (well pump, SMB)</li> <li>Portable Backup Batteries (MBL)</li> </ul> <p>Note: Product must be in the <a href="#">Qualified Product List</a></p>

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



# Customer Preparedness and Resources

**We are increasing resources to help customers and communities before, during and after PSPS outages:**

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

Contra Costa County Community-Based Organizations	
<p><b>CFILC</b></p> <ul style="list-style-type: none"> <li>Independent Living Resources of Solano &amp; Contra Costa Counties</li> </ul> <p><b>Meals on Wheels</b></p> <ul style="list-style-type: none"> <li>Meals on Wheels Diablo Region</li> </ul> <p><b>Food Bank</b></p> <ul style="list-style-type: none"> <li>Food Bank of Contra Costa &amp; Solano</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>California Council of the Blind</li> </ul>	<p><b>In-Language Media</b></p> <ul style="list-style-type: none"> <li>KDTV Univision</li> <li>KIQI Radio</li> <li>KRON4.2-Skylink TV</li> <li>KSFN-News for Chinese Radio</li> <li>KTSF-TV</li> <li>KTVO-Sing Tao Radio</li> <li>KZSF Radio</li> <li>Lotus Radio Sacramento</li> <li>PAMA One Radio</li> <li>Radio Lazer SJ (KSFN)</li> <li>Sound of Hope Radio Network</li> </ul>

# More Information and Tools to Prepare

## For more information



About our wildfire safety efforts and the topics below, visit:

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

Or call us at **1-866-743-6589\*** or email us at [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com)



**Additional information** in 16 languages



**Address alerts** for non-account holders



**Backup power options**, safety tips and financing



**Tracking weather conditions** in your area



**Tools and activities** to help families prepare



**Medical Baseline Program**



**Visit PG&E's YouTube Channel:**

[www.youtube.com/user/pgevideo](https://www.youtube.com/user/pgevideo)

To view more PSPS information, tips to be prepared and other resources



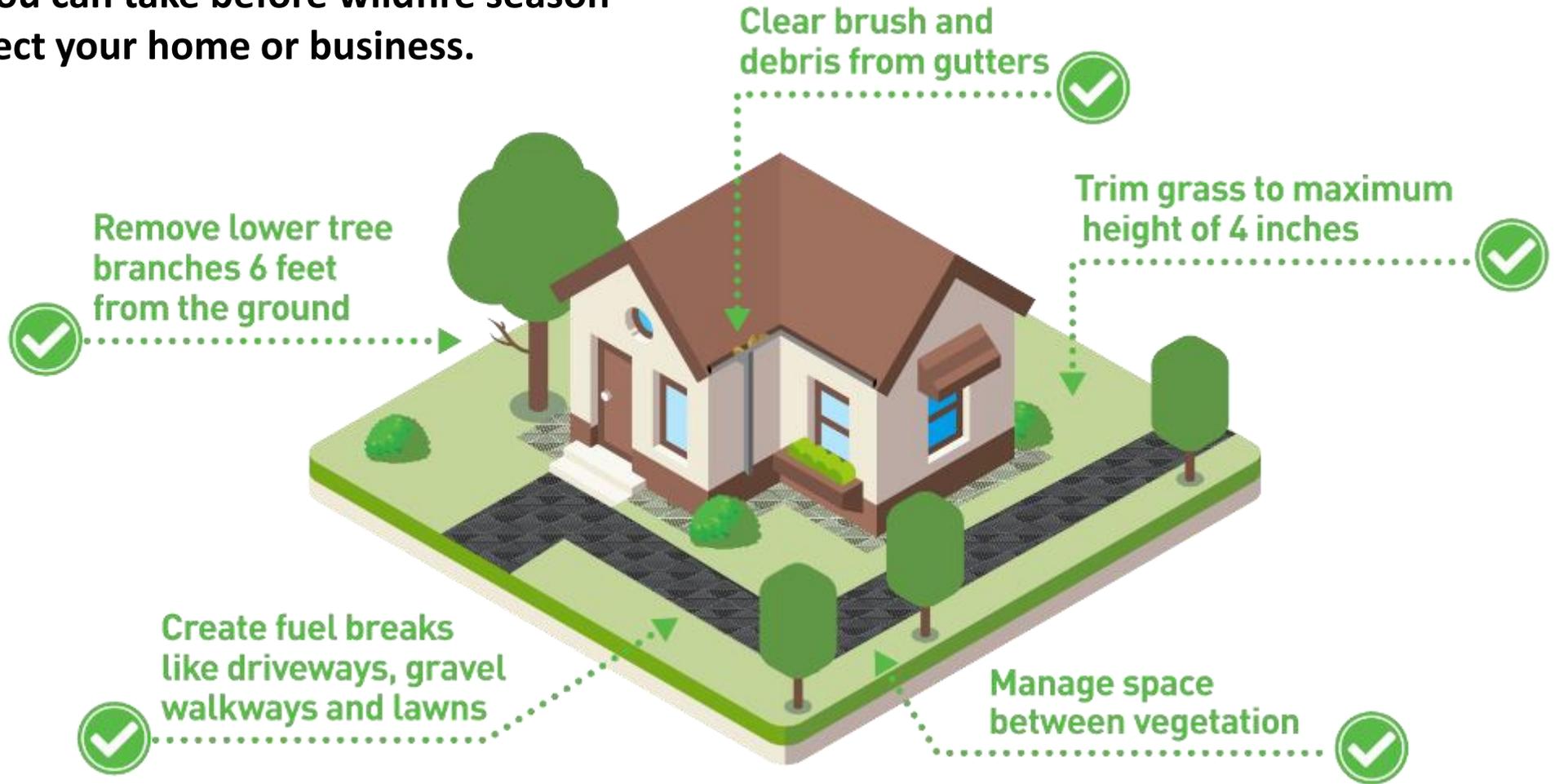
To view webinar slides and recordings, visit

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

\*translated support available

# Creating Defensible Space

Steps you can take before wildfire season to protect your home or business.



For more tips to protect your home from a wildfire, visit:

[ReadyForWildfire.org](https://www.ReadyForWildfire.org)