

Community Wildfire Safety Program

Low Income Oversight Board

March 6, 2020





2019 PSPS Overview

	JUN 8-9	SEPT 23-26	OCT 5-6	OCT 9-12	OCT 23-25	OCT 26-NOV 1	NOV 20-21
 CUSTOMERS IMPACTED	~22,000	~50,000	~12,000	~735,000	~179,000	~968,000	~49,000
 COUNTIES IN SCOPE	5	7	3	35	17	38	11
 COMMUNITY RESOURCE CENTERS	4	8	3	33	28	77	34
 PEAK WIND GUSTS RECORDED	63 MPH	58 MPH	51 MPH	77 MPH	80 MPH	102 MPH	75 MPH
 SYSTEM DAMAGE/HAZARDS	~5	~4	~2	~116	~26	~554	~15
 AVERAGE OUTAGE DURATION	~16 HOURS	~16 HOURS	~14 HOURS	~37 HOURS	~25 HOURS	~55 HOURS	~25 HOURS

Note: All numbers are approximate. Majority of data is current as of 1/21/2020 but is subject to change based on ongoing data reconciliation.

Summary of Feedback to Date

We have been listening to our customers and communities about how to minimize the impact these events. Our ongoing efforts include:



Information Sharing

- **Portal:** working to streamline the secure data transfer portal to be more intuitive and timely
- **Maps:** creating more granular maps without buffered polygons
- **Website:** moved certain web features to cloud-based solutions that can scale up and increase capacity



External Stakeholder Coordination

- **Operations Briefings:** added webcast tools and reviewing meeting format and frequency
- **Single Point of Contact (SPOC):** improved information sharing with local communities
- **Local EOC Staffing:** made dedicated liaison and GIS support available to embed in a local jurisdiction's EOC



Community Resource Centers (CRCs)

- **Expanded Number of CRCs:** doubled the number of sites to serve more customers
- **Collaboration with Counties/Tribes:** worked with local agencies and tribes to identify additional locations and will consider more permanent structures
- **Increasing the Resources Available:** incorporated feedback about amenity offerings



Restoration Timing

- **Estimated Time of Restoration (ETORs):** will provide restoration updates sooner and with more accuracy
- **Mutual Assistance:** leveraged resources to accelerate safety patrols and restoration timing

Reducing PSPS Impacts

PG&E has made and will continue to make improvements to reduce the impact and scope of PSPS on its customers, including:



Improving weather data analysis by next wildfire season:

- Broadening historical weather and fuel data from **~80 billion** data points to **~180 billion** data points allowing for additional and more granular analysis*
- Expanding daily forecast dataset from **100 million** data points to **1.2 billion** data points
- Refining weather model resolution from **3 km** to **2 km**, which will allow us to zoom to a level **approximately twice as detailed**



Reducing inspection times to speed up safe power restoration:

- **Nearly doubling aerial support**
- Increasing the **number of qualified contractors** and mutual assistance
- Goal is to **reduce restoration time** from 24 daylight hours to 12 daylight hours



Installing additional sectionalizing devices to reduce potential scope:

- **More than 200** devices installed to date allowing potential scope reduction of **~138,000** customers
- **~550** additional devices planned, which will allow for a potential scope reduction of **~370,000** additional customers

PG&E is also establishing **resilience zones**, evaluating potential **distributed generation-enabled microgrid solutions**, strengthening our **electric infrastructure** and enhancing **vegetation management** practices.

*This data set was not available last year given that the 30-year climatology study was still under development.



2020 CWSP Engagement

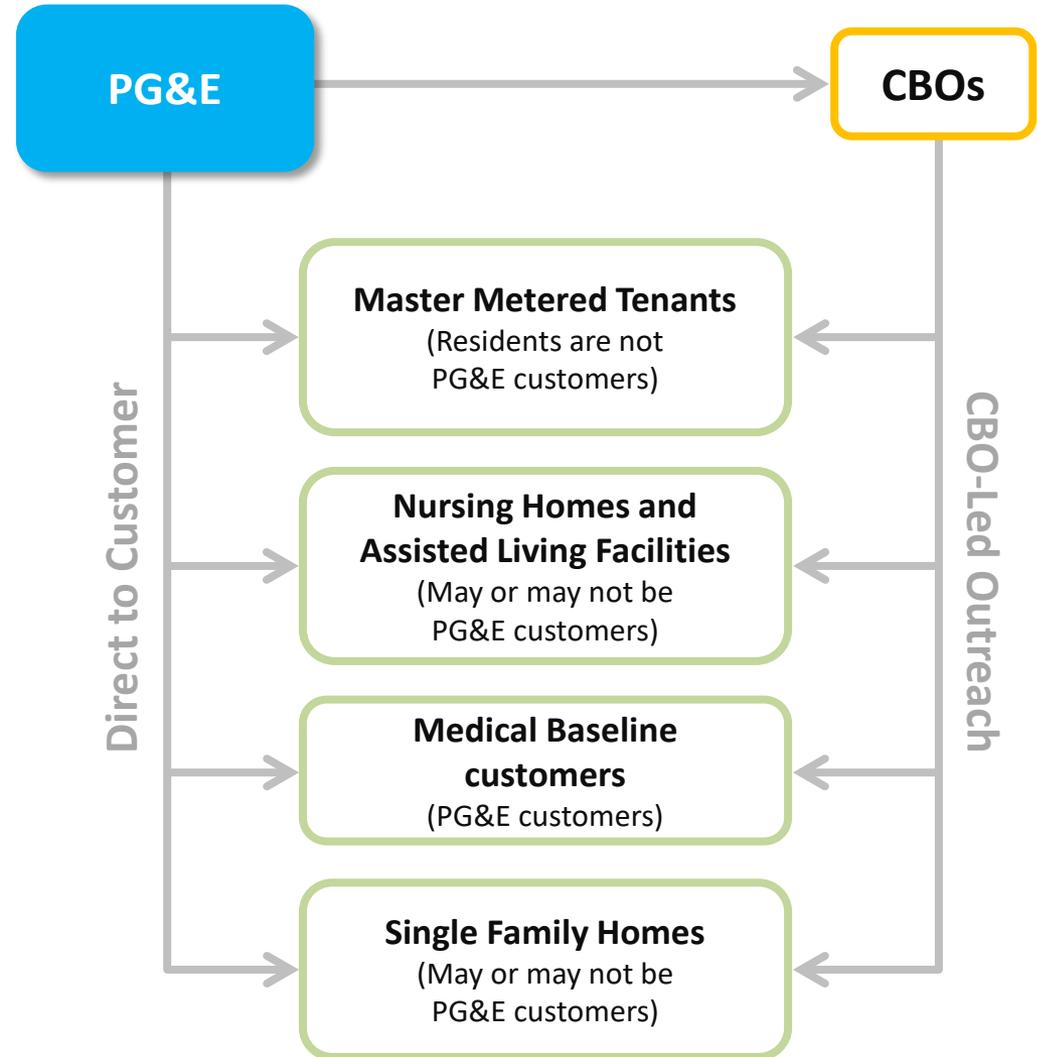
	2019 Outreach	2020 Outreach
 OPEN HOUSES	23	~45
 WEBINARS	4	~12
 COUNTY OES/ TRIBAL OUTREACH	N/A	40-50+
 PSPS PLANNING EXERCISES	17	TBD
 PROACTIVE ENGAGEMENT To cities, counties, tribes, customers, safety agencies and key stakeholders	1,000+	~1,000
 CUSTOMER EMAILS	25 EMAILS 7M+ SENT	75+
 DIRECT MAIL Letters, postcards, brochures, bill inserts/packageing	17 (32.2M PIECES)	19+



Access and Functional Needs Outreach Approach

PG&E conducts **direct outreach to the Access and Functional Needs (AFN) population**. In addition, PG&E **leverages the scope and reach of community based organizations (CBOs)** to deliver specialized services to their residents who may or may not be customers of PG&E.

This two-pronged approach **allows us to reach a broader audience** through skilled partners in the community who residents already know and trust.





Key Services for Vulnerable Customers in an Emergency or Outage

PG&E provides support and partners with social services.



Current PG&E Partnerships

Charitable Giving

- ✓ **2-1-1**
Grants that enable counties to support 2-1-1, a free information and referral service that connects people to health and human services in their community 24 hours a day, 7 days a week.
- ✓ **CBO Community Resiliency Program**
- ✓ **California Fire Foundation Partnership**
Develop co-branded wildfire safety and emergency preparedness messaging from PG&E and the California Fire Foundation.
- ✓ **CBO Direct Program**
Partner with CBOs to distribute emergency preparedness and safety information to residents in high wildfire threat communities.
- ✓ **American Red Cross Partnership**

Low Income/DAC Programs

- ✓ **Community Services and Development (CSD)/Low Income Home Energy Assistance Program (LIHEAP) Pilot**
Pilot with CSD/LIHEAP service providers to provide emergency awareness in advance of PSPS events, and assists with PSPS responses for limited income medical baseline customer segments.
- ✓ **La Coopertiva Farmers Communication**
CBO partnership to provide emergency planning education and training for language isolated communities including farming communities.
- ✓ **Energy Savings Assistance (ESA) Program**
Targeted for spring 2020, emergency planning education will be included as part of the energy education session that ESA contractors review with ESA participants.
- ✓ **Distributing YETI Coolers - 2021-2026**
As part of the proposed 2021-2026 ESA program, YETI coolers will be distributed to ESA participants that reside in Tier 2 or 3 high fire-threat districts. – Launch 2022

Tribal Initiatives

- ✓ **Backup Generation for Tribal Health Facilities/Water Systems**
Partner with California Rural Indian Health Board to advocate for federal appropriations to support the use of generators at tribal health facilities that may be impacted by PSPS events.
- ✓ **PSPS Pilots with Tribal Governments/Health Facilities**
Pursue pilot projects with targeted tribes/health facilities to address priority needs during PSPS events, such as transportation to and from Community Resource Centers.
- ✓ **Tribal Critical Facilities List**
Working with PG&E lines of business and tribal governments to identify critical facilities on tribal lands ahead of the upcoming wildfire/PSPS season.



Key Services for Vulnerable Customers in an Emergency or Outage

PG&E is looking for further opportunities for collaboration, some are listed below.

Partnership Opportunities

-  **CalFresh**
Provides grocery money for people with low income. If food spoils due to a power outage, CalFresh customers can request a replacement.
-  **CalWorks**
The Homeless Assistance Program is available when families lose their homes and can financially assist up to 16 days of motel stay.
-  **City and County Charging Stations**
During the October 2019 PSPS events, many cities and counties stood up charging stations, including some with electric vehicle (EV) charging.
-  **Emergency Notification Systems**
Many counties have emergency notification systems where **residents can sign up to receive call, text and email alerts.**
-  **Voluntary Organizations Active in Disaster (VOADs)**
Local associations that **facilitate cooperation, communication and coordination during disasters.**
-  **A Variety of Other Community Based Organizations and/or Agencies**
That can provide resources to vulnerable customers.



2019 AFN Outreach and Engagement

As part of our outreach, we used multiple communications channels to **help customers with Access and Functional Needs (AFN) better prepare for potential outages.**

Our outreach to these communities included:

- 
Breadth of Engagement
 Partnered with over 200 CBOs in 2019.
- 
Diversity of Languages
 Providing program material in **seven languages and braille.** Working toward making **videos available online in American Sign Language.**
- 
Medical Baseline Customer Materials
 specialized materials, mailers and phone calls to customers who are part of or may be eligible for our **Medical Baseline** program.

The collage displays various outreach materials. At the top right is a header for the 'Community Wildfire Safety Plan' (社區森林火災安全計劃) in Chinese. Below it is a flyer titled '協力保護我們的社區遠離森林火災危害' (Working Together to Protect Our Community from Wildfire Hazards). The main flyer is the 'Medical Baseline Program' (Medical Baseline Program) which includes sections for 'Program Overview', 'Examples of Qualifying Medical Conditions and Devices', and 'Extra Notifications During a Public Safety Power Shutoff'. It lists conditions like Multiple Sclerosis, Asthma/Sleep Apnea, and devices like Wheelchairs and CPAP Machines. To the right of the flyer is a vertical sidebar with Chinese text providing additional details. At the bottom right is a flyer titled 'YOUR RESPONSE MATTERS DURING A PUBLIC SAFETY POWER SHUTOFF' with a graphic of a hand holding a smartphone displaying a 'PG&E SAFETY ALERT' notification.

2020 AFN Outreach and Engagement

PG&E will continue the activities conducted in 2019 and will also:

- ✓ **Leverage CBOs and skilled partners in the community** to broaden our reach and further engage customers
- ✓ **Engage additional CBOs and third-party partners in formal partnerships to provide AFN customers additional support** during PSPS events.
- ✓ **Establish a PG&E Customer Advisory Group to identify the emergency preparedness needs** of the AFN community and facilitate the development of solutions and additional resources.
- ✓ **Broaden Medical Baseline enrollments** through CBOs and third party partners, mass marketing and direct engagement with healthcare related segments.
- ✓ **Identify and promote customer mitigation resources** offered via PG&E grant recipients.
- ✓ **Amplify PSPS readiness** message by engaging PG&E's partnerships with CBOs and PG&E contractors in a broad PSPS preparedness and education campaign.



Collaborating with the California Foundation for Independent Living Centers (CFILC)



PG&E and the California Foundation for Independent Living Centers (CFILC) are working together to determine ways to best serve the Access for Functional Needs (AFN) community before, during and after a Public Safety Power Shutoff event or other emergency.

California Foundation for Independent Living Centers (CFILC)
Registered 501 (c)(3) non-profit

For more information visit:

cfilc.org

- ✓ **PG&E and the CFILC will conduct a pilot program to provide AFN community members with support and resources to help them prepare for disasters and extended power outages.**
- ✓ Through the initial agreement for this pilot program, PG&E is providing funding to the CFILC beginning in October 2019 through October 2020.
- ✓ The CFILC will determine who qualifies for resources through an application process. **Medical needs and income will be taken into account.**
- ✓ Applications will be accepted at CFILC locations.

Piloting Disability Disaster Access and Resources

During the pilot program, the CFILC will use funding to provide support and resources to AFN community members, including:



The Disability Disaster Access Resources Program is a collaboration between PG&E and the CFILC to better serve the AFN community.

The pilot disaster readiness program enables qualifying customers who use electrical medical devices to access backup portable batteries through a grant, lease-to-own or financial loan application. Additional resources that will be piloted through the collaboration include:

Disability disaster access and resources



Disaster preparedness



Inergy portable batteries



Disaster communications



Food replacement options



Google assistive devices



Increase Medical Baseline enrollment



Temporary housing (if displaced)



Portable power stations



Goal Zero portable batteries



Transportation resources



Durable medical equipment

Planning for customers who use electricity and battery-dependent devices

- ✔ **Update contact information**
Customers can visit [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or call us at **1-866-743-6589**.
- ✔ **Plan for any medical needs**
Plan for medications that need refrigeration or medical devices that require power.
- ✔ **Ensure any backup generators are ready to safely operate**
Backup power safety tips can be found at [pge.com/backuppower](https://www.pge.com/backuppower).
- ✔ **Consider staying with a friend or relative during an outage.**



Customers can visit [prepareforpowerdown.com](https://www.prepareforpowerdown.com) to download the **Pacific ADA Center's Emergency Power Planning Fact Sheet**





Safety Action Center

The Safety Action Center contains helpful information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.

VISIT:

safetyactioncenter.pge.com



Make sure we can reach you in an emergency.

Act Now



Is your whole family ready for an emergency?

Record Your Video



Have you mapped out escape routes from your home?

Share



Quiz: Do you know what to pack in your emergency kit?

Share



Create your emergency plan today!

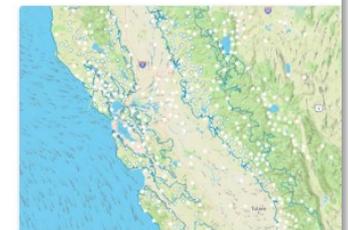
Share



Prepare an emergency kit with these six easy steps.



Don't forget your neighbors.



Visit PG&E's new Weather Awareness Center.