

**PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response**

PG&E Data Request No.:	OEIS_007-Q001		
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Date Sent:	May 30, 2023	Requesting Party:	Office of Energy Infrastructure Safety
DRU Index #:		Requester:	Alan H. Solomon

QUESTION 001

Regarding Services provided to customers due to PSPS and wildfire emergencies. In Section 8.4.6, the full extent of services PG&E provides to customers due to PSPS and wildfire emergencies is unclear. Describe PG&E’s full scope of services for each service listed (a, b, c, etc.) below as it relates to PSPS and wildfire emergencies and the segment of customers served for that service. In its discussion of each service, address the questions under each listed service. If a service is provided due to a regulation, reference the governing rule. Where applicable, reference the customer class (residential, business, etc.) to which the service is offered.

a. Support for Low Income Customers

PG&E discusses its services for red tagged customers.

i. What service(s) does PG&E provide to non-red tagged customers if their service has been disrupted or degraded?

b. What service(s) does PG&E provide to non-red tagged customers if their service has been disrupted or degraded? Suspension of Disconnection and Non-payment Fees

PG&E discusses its services for red tagged customers if an emergency proclamation is made.

i. What service(s) does PG&E provide to non-red tagged customers if their service has been disrupted or degraded?

ii. What service(s) does PG&E offer if an emergency proclamation is not made?

c. Repair Processing and Timing

i. Demonstrate how PG&E offered “repair processing and timely assistance” for each wildfire from 2020-2022. Its discussion should include a narration of the overall damage to the community including the number of customers impacted.

ii. Of those impacted how many of those were red-tagged?

iii. What support does PG&E provide to those customers that are not red tagged customers if their service has been disrupted or degraded?

d. Medical Baseline Support Services

- i. How does PG&E communicate with Medical Baseline (MBL) customers before and during Wildfire and PSPS events?
 - ii. How does PG&E communicate with MBL customers outside of Wildfire and PSPS events?
 - iii. What PG&E emergency-related programs are MBL customers eligible for? Describe the programs.
 - iv. What agencies or partners does PG&E work with to support the needs of its MBL customers?
 - v. List what follow up services PG&E provides its MBL customers after it makes a referral to an outside agency or partner during a Wildfire or PSPS emergency event.
- e. Access to PG&E Representatives
- i. During Wildfire and PSPS events, how can customers communicate with PG&E representatives? In responding, differentiate between active measures PG&E takes, as well as, steps PG&E expects its customers to take.

ANSWER 001

a.

- i. The CPUC issued (D.) 19-07-015, adopting an emergency disaster relief program for utility customers. The trigger to implement the program is an emergency declaration by the governor of California or president of the United States. We Red-Tag customers when the "...disaster has resulted in the destruction or damage of a structure, such that utility service is disrupted voluntarily or involuntarily due to safety concerns or reconstruction activities to address damages...".

Customers who experience service disruptions or degradations but are not red-tagged also have their California Alternate Rates for Energy Program (CARE) / Family Electric Rate Assistance Program (FERA) Post Enrollment Verification (PEV) recertification process postponed for 12 months, and PG&E contacts Community- Based Organizations to share the impacted customers for prioritized support with assistance programs, such as Relief for Energy Assistance through Community Help (REACH)) Program and Low Income Home Energy Assistance Program (LIHEAP) for payment/pledge support.

All customers (residential or non-residential) would be offered flexible payment arrangements. For non-residential, the payment arrangement is for up to 8 months (associated with the consumer protections decision) and residential customers would be offered up to a 12-month payment arrangement (a result from the disconnection OIR D.20-06-003) PG&E also offers residential customers any applicable programs and services that they may be eligible for AMP, CARE, FERA, LIHEAP, etc.

Lastly, during large emergency incidents, such as a wildfire, additional customer and community support offerings may be considered when our Emergency Operations Center is activated for a level 4 'Severe' event or

higher and the county or local agency in command is requesting additional support. Enhanced Customer and Community Support offerings may include:

- Supplemental communications via additional channels, such as email, text
- Temporary backup power support to County/Agency operated warming/cooling/evacuation centers
- Local PG&E staff deployed remote or in-person to support these County/Agency centers for customer escalations, and targeted event updates
- Delivery of emergency kit materials to centers including blankets, batteries, water, etc.
- Customer Support Unit deployment to act as a PG&E Answer Center in local impacted community
- Activation of Medical Baseline live agent telephone wellness checks
- Activation of local Community Based Organization Network and AFN escalation support to provide additional support services to AFN community
- Activation of PSPS-level CRC Support services
- Activation of Medical Baseline PSPS doorbell ring protocols

b.

- i. Please refer to the response to question 1a, subpart i.
- ii. Absent a proclamation, PG&E would continue to offer payment arrangements or any applicable programs that the customer would be eligible for, as described above.

c.

- i. PG&E offers repair processing and timely assistance to utility customers pursuant to CPUC Section 8386(c)(18). PG&E works with the impacted community to communicate priorities and timelines for repairs and restoration. Specifically, PG&E calls red tagged customers directly to notify them of the services available and to provide a single point of contact at PG&E for related support, including providing information on the process for receiving temporary power. In addition to directly contacting red tagged customers, impacted customers have access to utility representatives through multiple channels, such as PG&E's call center, public affairs and customer account representatives, and field teams (see Section 8.4.6 starting on pdf page 750 of the 2023-25 WMP).

After the initial engagement with customers, PG&E's Community Rebuild team follows up with customers inside the footprint of a wildfire where considerable rebuild of PG&E's assets is required. The community rebuild team engages with all customers once the initial restoration efforts have been completed, including by conducting a second round of outreach to red-tagged customers and maintains communications with those customers. The list of fires where PG&E's community rebuild team has maintained engagement with customers, based on them residing within the footprint of a wildfire where considerable

rebuild of PG&E's assets is required, includes North Complex, Caldor, River, CZU, and Dixie.

Customers also can visit PG&E wildfire recovery support website (www.pge.com/wildfiresupport) for information on the overall process and links to consumer protections, safety tips, and other relevant information.

Please see the table below for a description of the damage sustained:

2020 - 2022 Wildfires			
Year	Wildfire(s)	Overall Damage	Red-Tagged Structures
2020	CZU	Approximately 12 miles of electric distribution destroyed	856
2020	N. Complex	Approximately 146 miles of electric distribution destroyed	1,887
2021	Caldor	Approximately 10 miles of electric distribution destroyed	489
2021	River	Approximately 7.68 miles of electric distribution	0
2021	Dixie	Approximately 40 miles of electric distribution destroyed	536

ii. Please see the table below:

2020-2022 Fire Summary				
Year	Wildfire(s)	Impacted Customer Count	Red Tags	Advice Letter Summary Link
2020	LNU, SCU & CZU Lightning Complex	82,055	2,879	GAS 4477-G.pdf (pge.com)
2020	Creek	2,728	329	GAS 4485-G.pdf (pge.com)
2020	Glass, Oak and Zogg	34,432	842	GAS 4499-G.pdf (pge.com)
2021	Dixie, Fly and Tamarack	11,150	694	GAS 4635-G.pdf (pge.com)

2020-2022 Fire Summary				
Year	Wildfire(s)	Impacted Customer Count	Red Tags	Advice Letter Summary Link
2021	Antelope, River, McFarland, Monument and Caldor	16,946	787	GAS_4640-G.pdf (pge.com)
2021	Cache	4,796	54	GAS_4649-G.pdf (pge.com)
2021	Fawn	3,205	68	Advice Filing Index (pge.com)
2021	Washington, Hopkins & KNP	8,810	5	GAS_4670-G.pdf (pge.com)
2022	Colorado	224	0	N/A
2022	Fork	1,174	6	N/A
2022	Mosquito	1,583	27	N/A
2022	Oak	3,097	97	N/A

iii. Please refer to the response to question a, subpart i. Except for proactive phone calls made to red-tagged customers, all of the other communication channels outlined in the response to question a, subpart i are available to non-red-tagged customers.

d.

i-v. PG&E utilizes a multi-pronged approach to communicate with our customers in the AFN community regarding PSPS awareness, preparedness education, and mitigation services through direct communications, mass media, CBO collaborations, and, more recently, in partnership with State agencies to jointly market 32 solutions. Some examples include:

1. Direct-to-customer preparedness outreach (bill inserts, direct mail, brochures, emails)
2. Multi-lingual direct notifications via calls, text, and or email for all account holders
2. Option to enroll in direct notifications for non-account holders
3. Mass media channels such as broadcast TV, radio, and print ads targeted to AFN and rural populations, and social media (including multi-cultural media partners)
4. AFN and PSPS preparedness web pages
5. Network of CBO partners to expand reach/amplify messaging

6. Emergency preparedness promotion and proactive identification of customers with AFN who require assistance from partners like DDAR and the CA Network of 211s

In-Event PSPS Customer Communications

PG&E will continue to use all communication channels available during PSPS, including direct-to-customer notifications sent via phone, text, and email, supplemented by our website, call-center support, media engagement (multi-cultural news outlets, earned and paid media, social media), and collaboration with Public Safety Partners and CBOs. Using the multi-channel communication approach enables PG&E to notify and engage with potentially impacted public safety partners, critical facilities, MBL customers, SIV customers, all other customers, and the general public.

MBL Customer Wildfire In-Event Communications

In addition to the standard notifications that all customers receive during a wildfire event as it relates to outages and service disruptions, PG&E can also utilize PSPS-type additional outreach methods to ensure MBL customers are notified and supported during a wildfire, including:

- Activation of Medical Baseline live agent telephone wellness checks
- Activation of local Community Based Organization Network and AFN escalation support to provide additional support services to AFN community
- Activation of PSPS-level CRC Support services
- Activation of Medical Baseline PSPS doorbell ring protocols

In the case of a wildfire, PG&E works with lead agencies such as CalFire, OES, etc. to leverage any of the assistance programs mentioned above based on the needs of the community and guidance from lead agency. This includes support for MBL customers, such as information sharing with counties, CBO support as appropriate, etc. Deployment of these resources are dependent on the size and scope of the wildfire event, as well as the impacted population of customers.

For information on specific programs, lists of partnering agencies and Community Based Organizations, and referral services, please reference [Pacific Gas and Electric Company's 2023 Access and Functional Needs \(AFN\) Plan for Public Safety Power Shutoff \(PSPS\) Support](#)

- e.
 - i. PG&E sends information before and during wildfire season to all customers encouraging preparedness for any type of outages, whether it be a wildfire or safety outage. Information is sent via mail and email to customers in High Fire Risk Areas explaining how to create an emergency plan and kit for their families, get resources to backup power, and encourage customers to update contact information to receive updates as emergencies occur. Residential

customer outreach includes specific campaigns to target non-PG&E account holders, Master Meter tenants, and energy dependent customers. Agency, Business and Critical customer outreach includes direct contact from representatives to help understand potential impact to services and how to prepare for potential outages from wildfire emergencies.

For Wildfires, PG&E's primary customer support offerings are timely regular and targeted communications via phone and text related to outage updates, details, and restoration timelines if available. During large emergency events such as a wildfire, additional customer and community support offerings may be considered, when our Emergency Operations Center is activated for a level 4 'Severe' event or higher, and the county or local agency in command is requesting additional support. Enhanced Customer and Community Support offerings include:

- Supplemental communications via additional channels, such as email
- Temporary backup power support to County/Agency operated warming/cooling/evacuation centers
- Local PG&E staff deployed remote or in-person to support these County/Agency centers for customer escalations, and targeted event updates
- Delivery of emergency kit materials to centers including blankets, batteries, water, etc.
- Customer Support Unit deployment to act as a PG&E Answer Center in local impacted community
- Activation of Medical Baseline live agent telephone wellness checks
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Information surrounding PG&E's notification and communications strategy as it relates to PPS events can be found in *PG&E's 2022 PPS Pre-Season Report, Appendix C: Notification Plan (pgs. 70-82)*, which includes:

- Overall Notification strategies
- Timing
- Planning activities
- Translation information
- Notification methods and requirements
- Coordination with External Stakeholders
- MBL and AFN Notification subsets and handling
- Transmission and Public Safety Partner customer notifications
- Secure Portal for Public Safety Partners

[Pacific Gas and Electric Company \(PG&E\) 2022 Public Safety Power Shutoff Pre-Season Report June 2022 \(pge.com\)¹](https://www.pge.com/global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/R.18-12-005_PGE%20_2022_PSPS_Pre-Season_Report_20220701.pdf)

The 2023 PG&E PSPS Pre-Season report will be filed in July 2023.

¹ https://www.pge.com/global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/R.18-12-005_PGE%20_2022_PSPS_Pre-Season_Report_20220701.pdf