



Given the growing threat of extreme weather and fire danger, we want all of our customers to be prepared for potential power outages. Below please find details outlining what we are doing to help customers prepare and stay safe, and what customers can expect during a Public Safety Power Shutoff (PSPS) event.

Preparing for a Public Safety Power Shutoff

- Direct Customer Outreach**
 Reaching out to all of our more than 5 million electric customers through direct mail, preparedness checklists and a broad email campaign to help them prepare and ask them to update their contact info at pge.com/mywildfirealerts.
- Medical Baseline Outreach**
 Placing calls and doing additional outreach to **Medical Baseline and Medical Baseline-eligible customers in high fire-threat areas**.
- Broad Advertising Campaign**
 Launching a broad public safety advertising campaign to help encourage emergency and wildfire safety preparedness.
- City, County and Agency Outreach**
 Partnering with community leaders, first responders, public safety authorities and tribal leaders around Public Safety Power Shutoff preparedness and coordination.
- Open Houses/Webinars**
 Hosting a series of regional open houses throughout our service area and online webinars about the Community Wildfire Safety Program, including potential public safety outages.
- Tenant Education**
 Providing tenant education kits to reach customers who may receive power from PG&E but do not have PG&E accounts (e.g., renters, master-metered/mobile home park tenants).
- Outreach to Large Commercial and Industrial Customers**
 Completed personal outreach to all large commercial and industrial customers to identify key contacts during a PSPS event and raise awareness on backup generation options. Hosting industry-specific webinars and meeting with major industry groups and trade associations.

2019 By the Numbers

60% CUSTOMER AWARENESS OF PSPS

CUSTOMER CONTACT INFO

~5.4M
 TOTAL ELECTRIC CUSTOMER ACCOUNTS

~194,000
 MEDICAL BASELINE CUSTOMER ACCOUNTS

95%
 PHONE ON FILE

60%
 EMAIL ON FILE

99.9%
 CONTACT INFORMATION ON FILE

SOURCE: PG&E'S 10-K REPORT (ANNUAL AVERAGE IN 2018)

~168,000 TOTAL CUSTOMER CONTACT INFO UPDATES

CITY/COUNTY OUTREACH

479 MEETINGS COMPLETED with cities, counties, agencies, first responders and participation in community events

287 OUT OF 287 CITIES/COUNTIES INFORMED about CWSP and PSPS

MAIL/EMAIL SENT

14.5M+ PSPS-RELATED DIRECT MAIL PIECES

OPEN HOUSES/WEBINARS/ AGENCY WORKSHOPS

8 OUT OF 23 OPEN HOUSES COMPLETE
 ~1,100 total attendees

7M+ PSPS-RELATED EMAILS (avg. open rate **28.49%**)

5 OUT OF 13 AGENCY WORKSHOPS COMPLETE
 ~350 total attendees

WEBSITE HITS (SINCE MARCH 2019)

WILDFIRE SAFETY
 ~331,000 ALL TRAFFIC

WILDFIRE ALERTS
 ~140,000 ALL TRAFFIC

BACKUP GENERATION
 ~2,400 ALL TRAFFIC

During a Public Safety Power Shutoff

What customers can expect:

■ Early Warning Notification

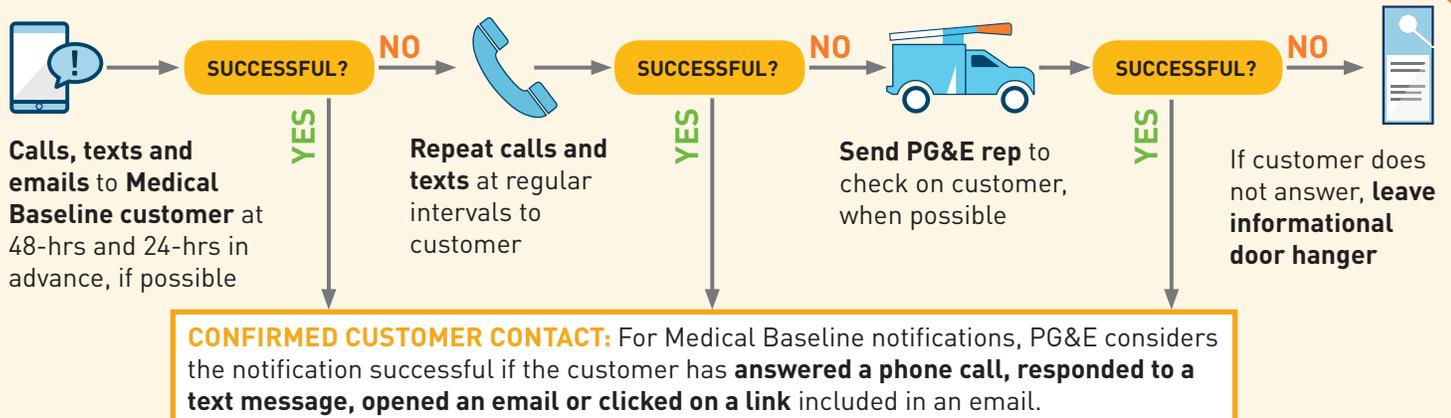
Our goal, dependent on weather, is to **send customer alerts at 48 hours, 24 hours and just prior to shutting off power.** We will do so through automated calls, texts and emails.

■ Ongoing Updates

In addition to notifying customers directly, we will provide outage updates and information through **social media, local news and radio.** You can also visit **pge.com** for real-time updates, including outage maps and estimated restoration times.



What Medical Baseline Customers Can Expect



PG&E rep will notify customer of Public Safety Power Shutoff and encourage them to spend time with a friend or family member, if needed. If customer is experiencing a medical emergency, PG&E rep will offer to dial 911 and wait with the customer until emergency services arrive.

Additional Resources

■ Community Resource Centers

PG&E is working to partner with cities and counties to establish Community Resource Centers that are designed to provide customers and residents a safe, energized location to meet their basic power needs (i.e., charging cell phones and laptops and Wi-Fi access where possible), and provide additional up-to-date information in neighborhoods and communities when a Public Safety Power Shutoff event occurs.



Oroville Community Resource Center: June 9, 2019

■ Backup Generation

We are also working to actively educate and inform customers about their backup generation options, safety tips and additional backup generation resources available. For more information on the options available to customers visit **pge.com/backupgeneration**.