



## Public Safety Power Shutoff Helping the Agriculture Industry Prepare

As an additional precautionary measure following the 2017 and 2018 wildfires, PG&E has enhanced and expanded our Community Wildfire Safety Program. Our goal is to further reduce wildfire risks and keep our customers and the communities we serve safe.

### Turning Off Power For Safety

If gusty winds and dry conditions, combined with a heightened fire risk, threaten a portion of the electric system serving your community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is called a **Public Safety Power Shutoff (PSPS)**.

### Steps You Can Take to Prepare for a Public Safety Power Shutoff



#### CREATE YOUR EMERGENCY PLAN

- ✓ Update your contact information at [pge.com/mywildfirealerts](https://www.pge.com/mywildfirealerts) or by calling the Business Customer Service Line
- ✓ Practice procedures in your emergency plan
- ✓ Create and update your employee roster



#### CONSIDER TEMPORARY POWER

- ✓ Consider backup generation. Visit [pge.com/backupgeneration](https://www.pge.com/backupgeneration) for more information
- ✓ Operating a generator may be subject to Air Quality regulations; visit [arb.ca.gov/app/dislookup/dislookup.php](https://arb.ca.gov/app/dislookup/dislookup.php) for information
- ✓ Keep backup generators and fuel in a safe and well-ventilated place
- ✓ Test your generator



#### CALL FOR AN ENERGY ASSESSMENT

- ✓ Business Customer  
Service Line: **1-800-468-4743**
- ✓ Agricultural Customer  
Service Line: **1-877-311-3276**



#### VIEW WEATHER WEBSITE

Visit [pge.com/weather](https://www.pge.com/weather) for a daily 7-day PSPS forecast

➤ Visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety) for more information

## PSPS Event Notifications

Weather can change quickly. When possible, we will provide customers with advance notice prior to turning off the power. We will also provide updates until power is restored.

### TIMING OF NOTIFICATIONS (when possible)

- ~48 HOURS before power is turned off
- ~24 HOURS before power is turned off
- JUST BEFORE power is turned off
- DURING THE PUBLIC SAFETY OUTAGE
- ONCE POWER HAS BEEN RESTORED



### HOW WE'LL NOTIFY CUSTOMERS

We will attempt to reach customers through **automated calls, texts and emails** using the contact information we have on file. We will also share updates through **local news, radio, social media and pge.com**.

## DURING A PUBLIC SAFETY POWER SHUTOFF



- Follow your emergency preparedness plan
- Fill water storage tanks to supply your facility
- Keep refrigerator and freezer doors closed
- Visit [pge.com/pspsventmaps](https://pge.com/pspsventmaps) to learn about impacted locations

**24-HOUR POWER OUTAGE INFORMATION LINE: 1-800-743-5002**

## Frequently Asked Questions

### ■ How long will a PSPS event last?

Because weather can last several hours or days, for planning purposes, we suggest customers prepare for multiple-day outages. We expect to restore power within 24 to 48 hours from the time the weather has passed. The total outage duration will depend, however, on weather conditions and if any repairs are needed.

### ■ Will you reimburse customers for losses due to shutting off power?

We do not reimburse customers for losses, as power will be shut off for safety when gusty winds and dry conditions combine with a heightened fire risk. Customers will not be charged for electricity usage during the time power is off because no power is being consumed.

### ■ How can I learn more about the weather conditions forecasted in my area?

PG&E has recently launched [pge.com/weather](https://pge.com/weather), a dedicated webpage with weather forecasting information and a daily 7-day PSPS lookahead. The site shows when and where PG&E is forecasting the type of conditions that may lead to a PSPS event.

**Learn more at [pge.com/psps](https://pge.com/psps)**