

2023 PG&E Community Wildfire Safety Program: Information for Hospitals

August 7, 2023

Welcome

Angela Nielsen
Administrative Director
Hospital Council

Online Questions: At any time, submit your questions in the Q&A box at the bottom of your screen and press enter. We will take questions at the end of the presentation.



Kristen Burke
Healthcare Strategic Account Manager, Principal
Pacific Gas and Electric Company

Ms. Burke serves as the Strategic Account Manager for the Healthcare Team at Pacific Gas & Electric Company. She has been with PG&E for 16 years, and since 2017, has served as an assigned account manager for several large health care systems and independent health care customers within the PG&E service territory. She is highly experienced in Public Safety Power Shutoffs and Enhanced Powerline Safety Settings as well as many other PG&E programs. Prior to working at PG&E, Ms. Burke spent 8 years working in customer service and training roles in the Healthcare Insurance industry.



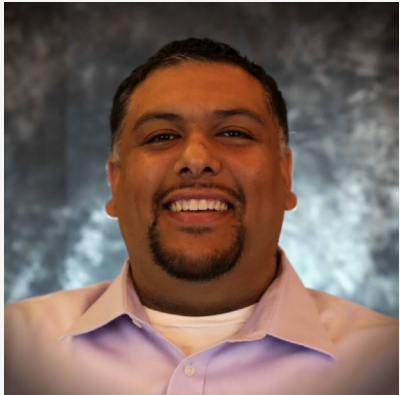
Andrea Menniti
Principal Program Manager
Pacific Gas and Electric Company

Ms. Menniti is principal program manager on PG&E's 10K Undergrounding Program Customer Experience team. She helps lead the strategic development and implementation of PG&E's external engagement plan to enhance the overall customer journey and increase customer satisfaction of the program.



Ricardo Navarro
Principal Critical Facilities Program Manager
Pacific Gas and Electric Company

Mr. Navarro joined PG&E 14 years ago. He is currently on the Customer Emergency Planning & Operations team supporting Critical Facilities. Previously, Mr. Navarro held positions in Customer Relations, Customer Outreach, and Energy Efficiency.



Joe Segura

**Principal Program Manager, Enhanced Powerline Safety Settings
Pacific Gas and Electric Company**

Mr. Segura currently serves in our Customer Emergency Planning Operations team as the Principal Program Manager for Enhanced Powerline Safety Settings. Mr. Segura has held a variety of positions throughout his tenure with PG&E including Business Energy Solutions, Local Customer Experience-Division Leadership Team, Service Planning, and Supervisor for Centralized Outreach Teams.

Safety

Preparedness Tips

Always be prepared in case of a natural disaster or an emergency

Build a disaster supply kit for you and your family

Be sure to include food, water, medication, flashlights, first aid kits, a list of emergency contacts and more

Visit safetyactioncenter.pge.com to help prepare for an emergency





Agenda

1 Identifying and Reducing Wildfire Risk

2 10,000 Mile Undergrounding Program

3 Enhanced Powerline Safety Settings

4 Public Safety Power Shutoffs

5 Resources and Support

6 Q&A

Identifying and Reducing Wildfire Risk



By The Numbers

16M
PEOPLE SERVED

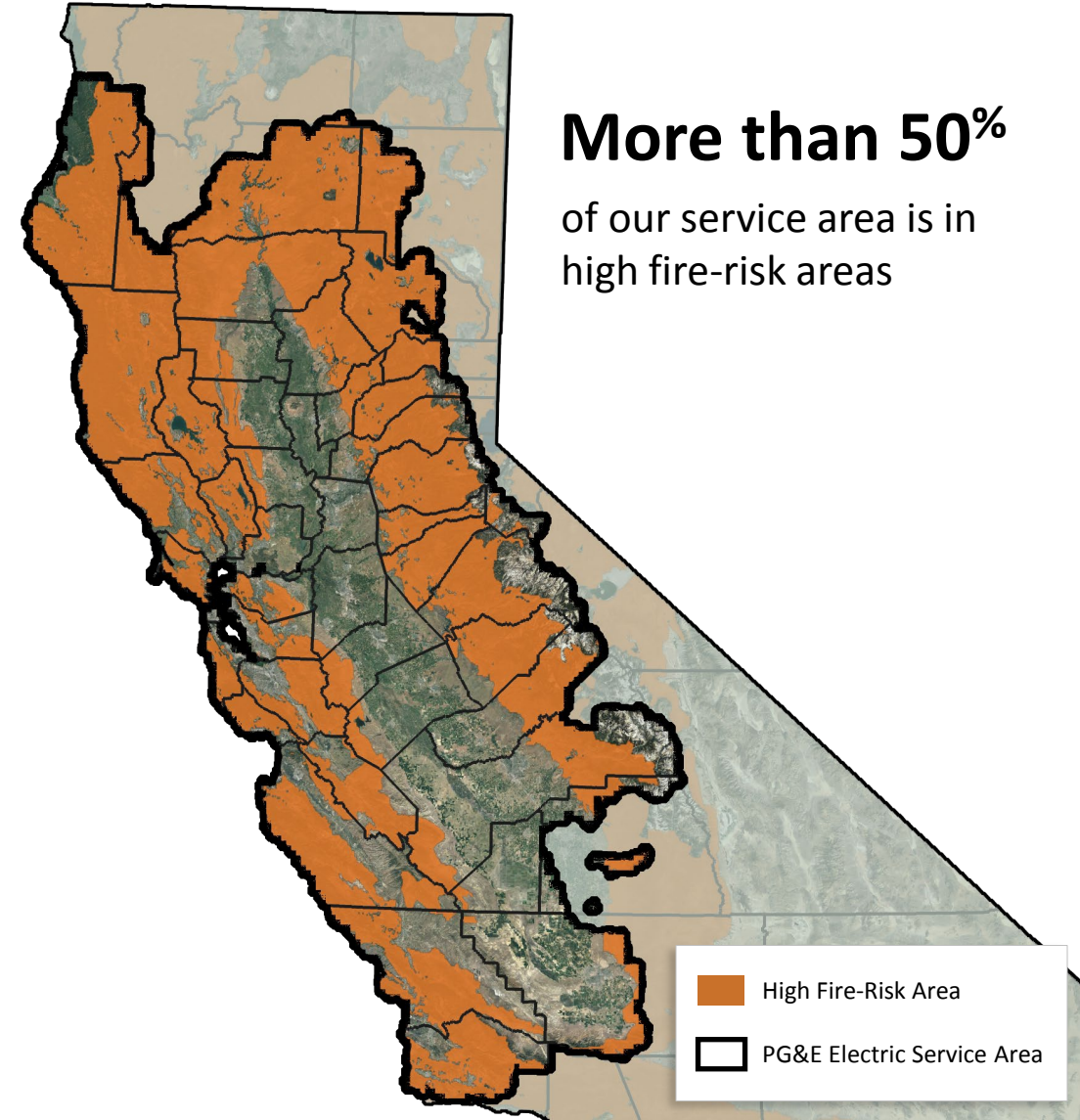
5.5M electric accounts

4.5M gas accounts

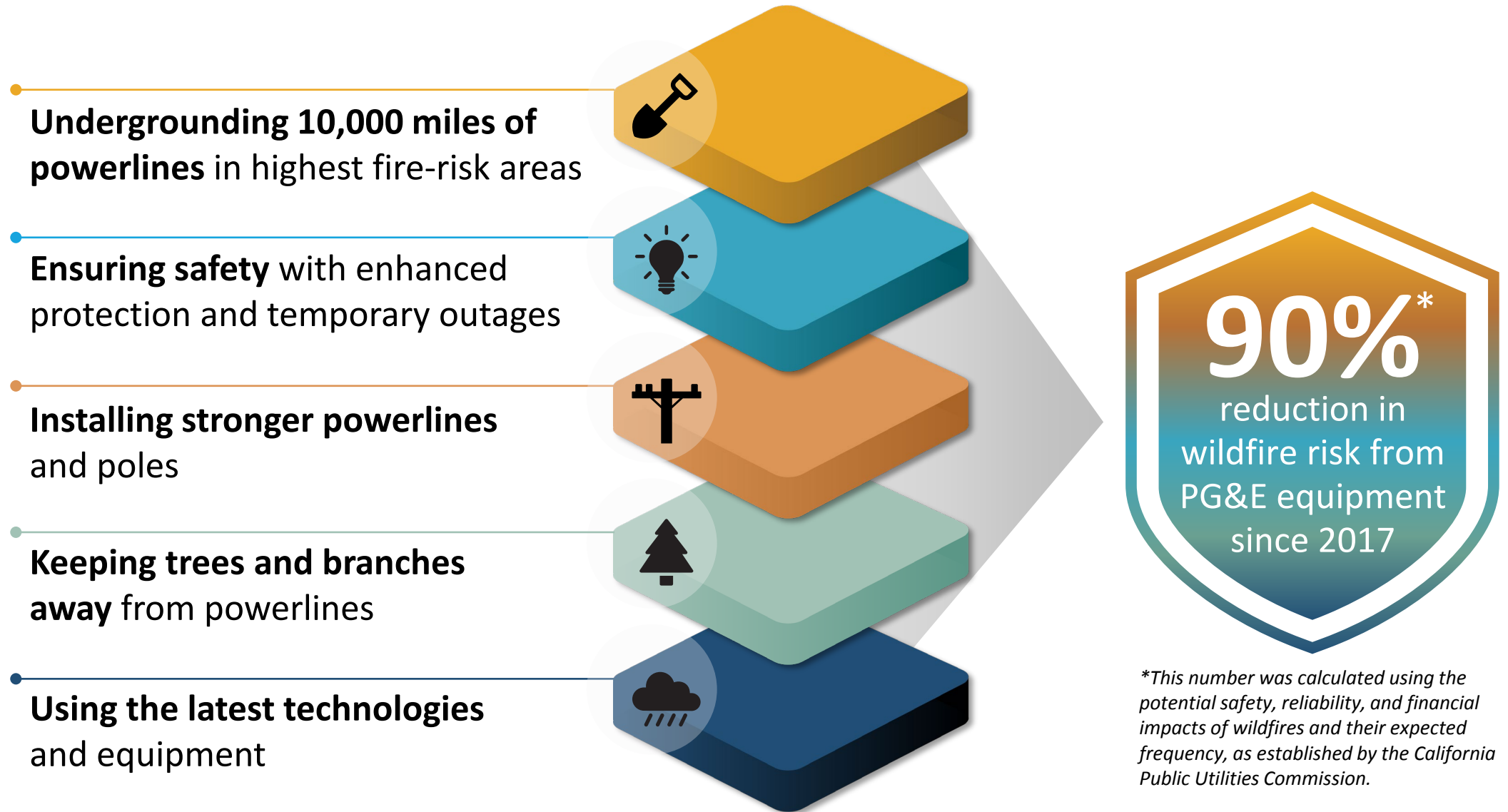
70,000
SQUARE MILE
SERVICE AREA

106,700 circuit miles of electric
distribution lines

42,100 miles of natural gas
distribution pipeline



Layers of Safety Protect Customers From Wildfires



10,000-Mile Undergrounding Program



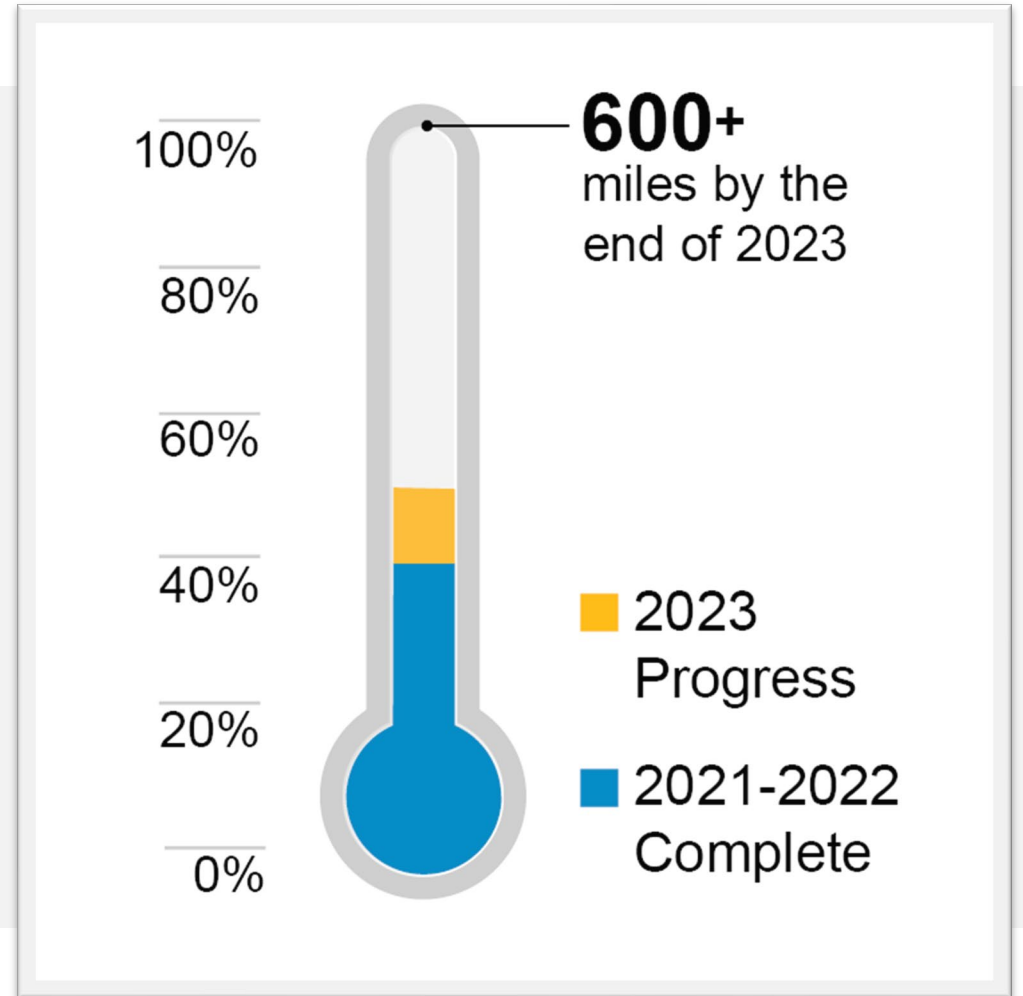
Undergrounding 10,000 Miles

- We are committed to undergrounding **10,000 miles of powerlines** in the highest fire-risk areas.
- **10,000 miles represents nearly one-third** of the overhead lines currently in high fire-risk areas.
- This year, we are on track to underground a total of **350 additional miles**.



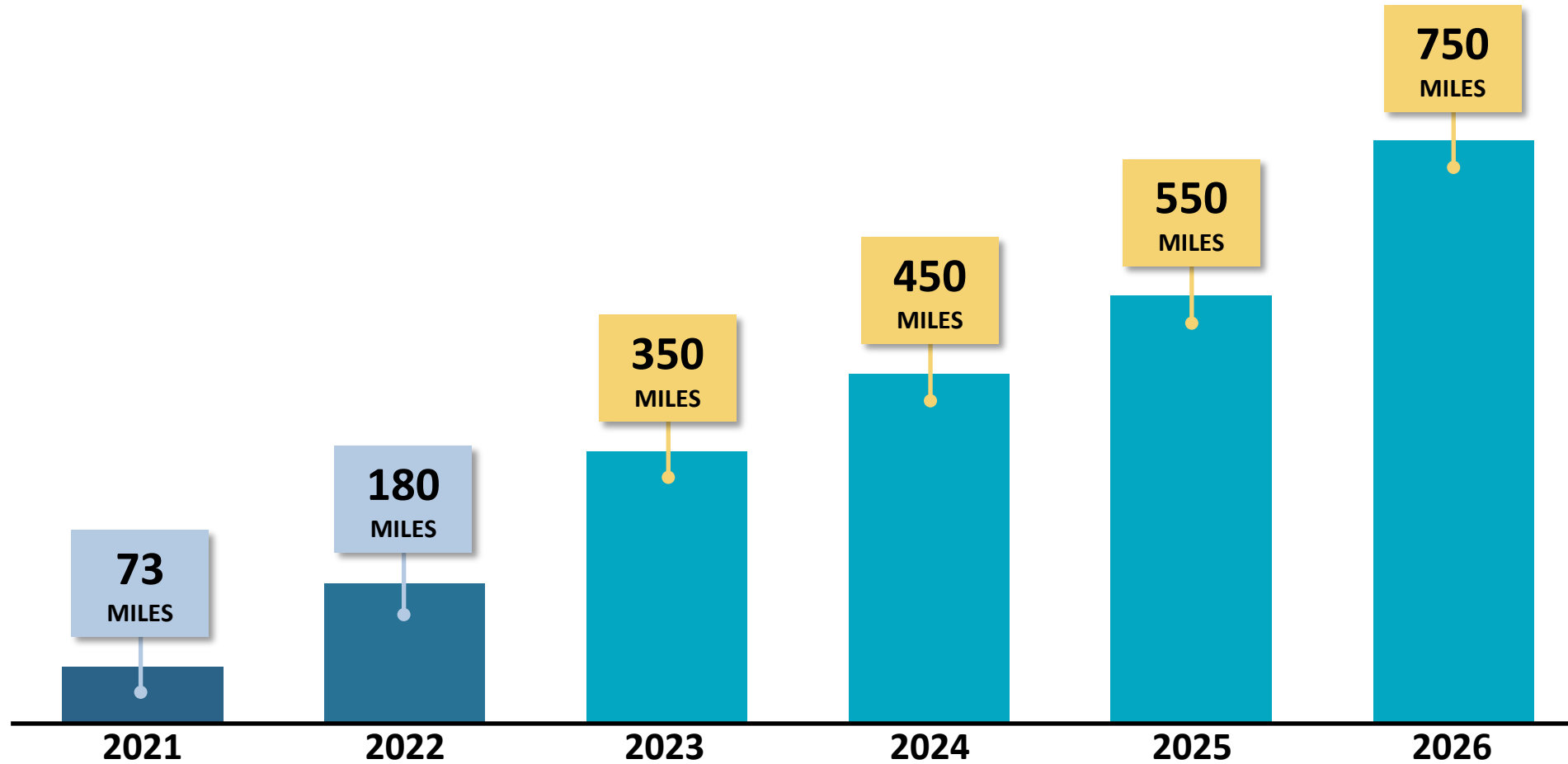
Since the program's announcement in 2021, we have undergrounded **295 miles**, with 180 of those completed in 2022.

This year, we plan to underground an **additional 350 miles**.





Ramping Up Our Undergrounding Efforts to Meet Our Targets



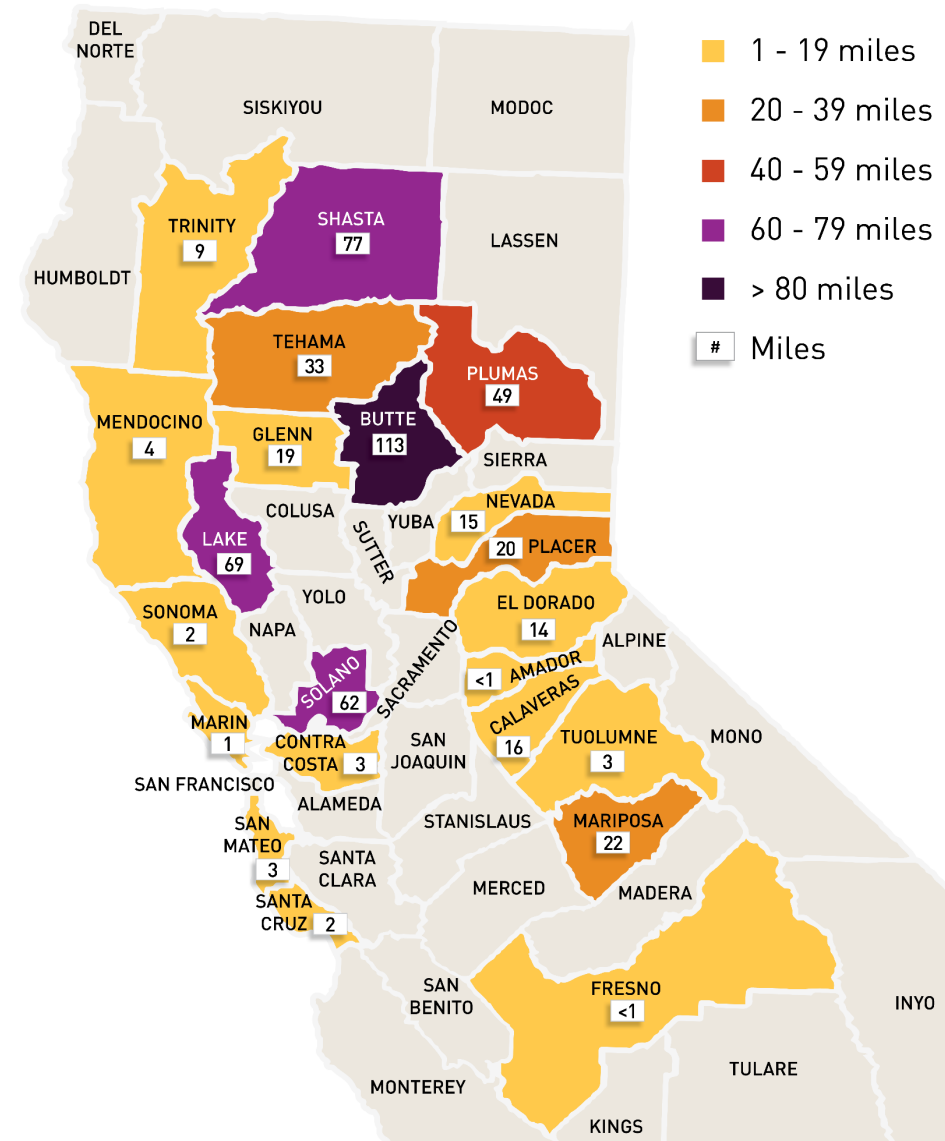
*Pending California Public Utilities Commission (CPUC) and California Office of Energy Infrastructure Safety (OEIS) approval.
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

2023 Undergrounding Forecast

Maps of **2023 completed** and **forecasted work** and **potential 2024 projects** per county can be found at:

i pge.com/undergrounding

We anticipate sharing updated maps in the coming weeks.



Enhanced Powerline Safety Settings

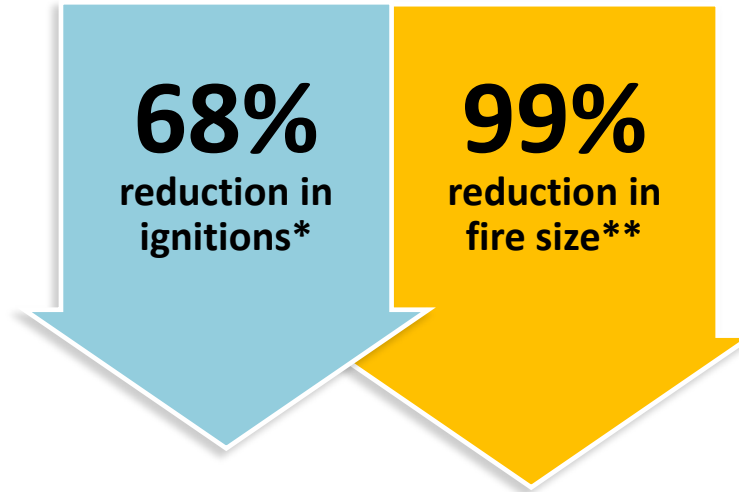


How It Works

Turning off power within one-tenth of a second if a tree branch or other object strikes the line.

Why We Do It

Stopping wildfires before they have a chance to start.

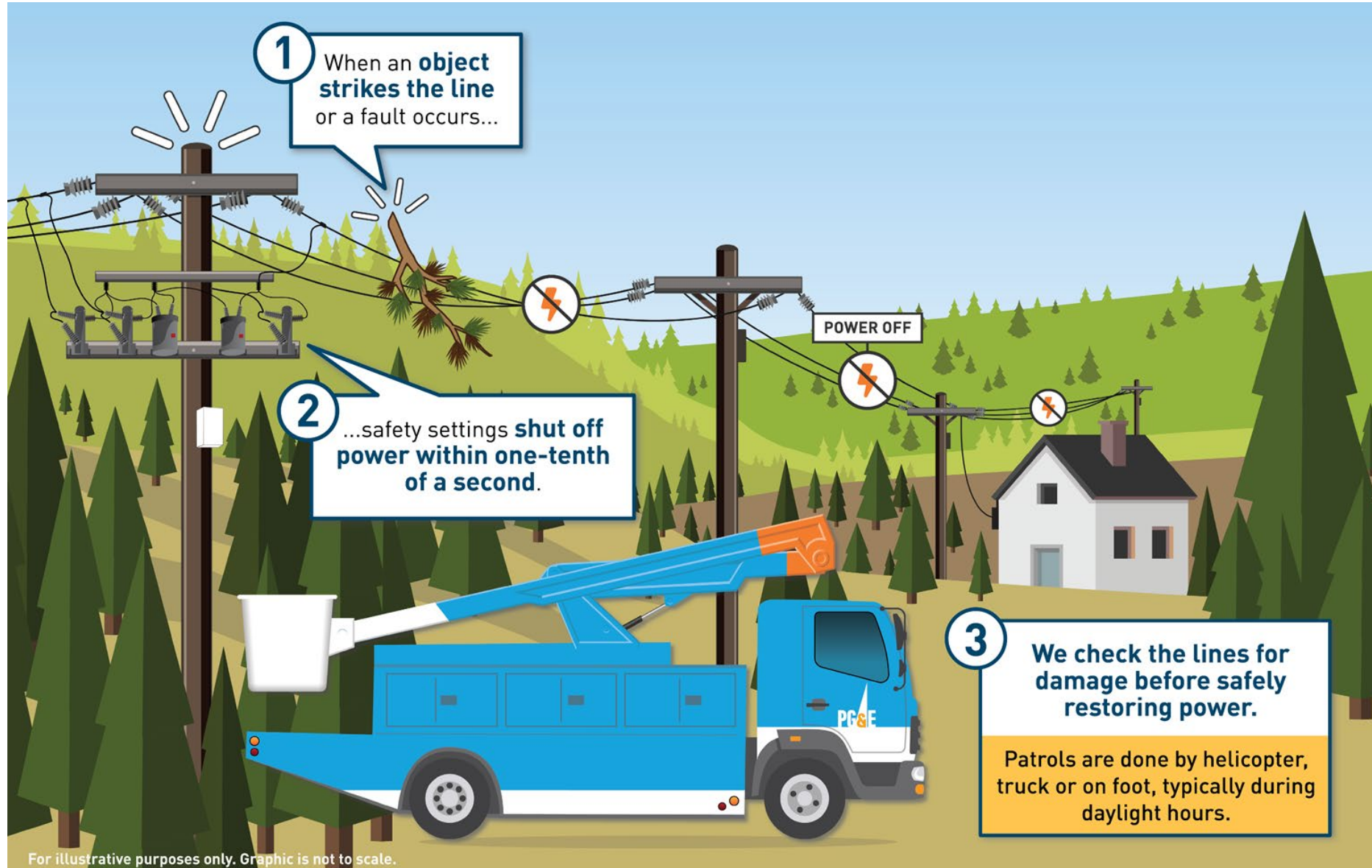


SAFETY SETTINGS IN ACTION IN NAPA COUNTY

*Data is approximate; *Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; **Relative to 2018-2020*

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

Enhanced Powerline Safety Settings





EPSS Improvements: Turning Learnings into Action

By turning 2021 learnings into action, we simultaneously expanded and improved the EPSS Program last year.

Key 2022 improvements based on 2021 learnings:

- Engineered and installed coordinated settings
- Developed and executed circuit-level enablement to maximize risk reduction and reliability
- Refined circuit patrols and better identified fault locations
- Leveraged the Regional Service Model to institute daily outage reviews locally where trends and actions to reduce outages are identified

	2021	2022	Improvements
Average outage length	~7 hrs	<3 hrs	56% decrease
Average customers impacted per outage	~1,100	877	20% decrease
Customers protected	~380,000	~1.82M	374% expansion
Miles protected	45% of HFRA	100% of HFRA	122% increase

Data is approximate

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



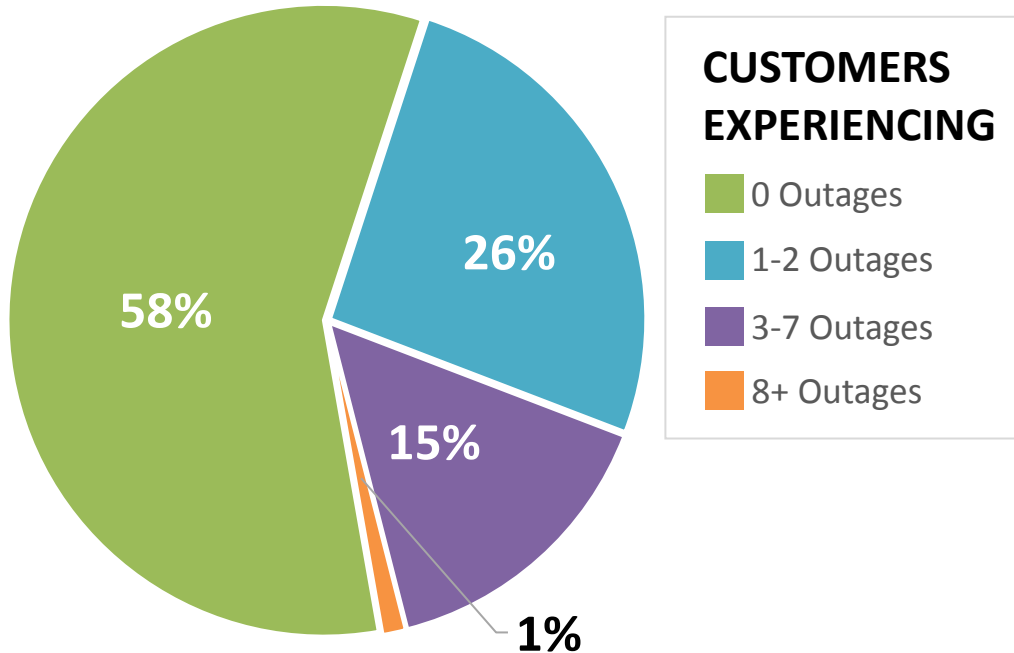
Minimizing Customer Impacts

2022 EPSS Performance

Through real-time and continuous improvements, we mitigated customer impacts without compromising the wildfire prevention benefits of EPSS.



1.82M Customers Protected



CUSTOMERS EXPERIENCING

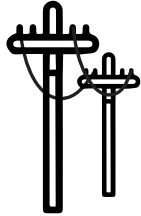
- 0 Outages
- 1-2 Outages
- 3-7 Outages
- 8+ Outages

2023 EPSS Improvements

Continuing to improve reliability for all customers protected by EPSS and taking additional actions for the most impacted customers.

We are targeting mitigation efforts on the most impacted devices, these include:

- Proactive animal mitigation consisting of bird retrofitting and critter abatement
- Proactive expanded vegetation management work
- Additional training and data driven support to target patrols
- Expanded access to customer resiliency programs

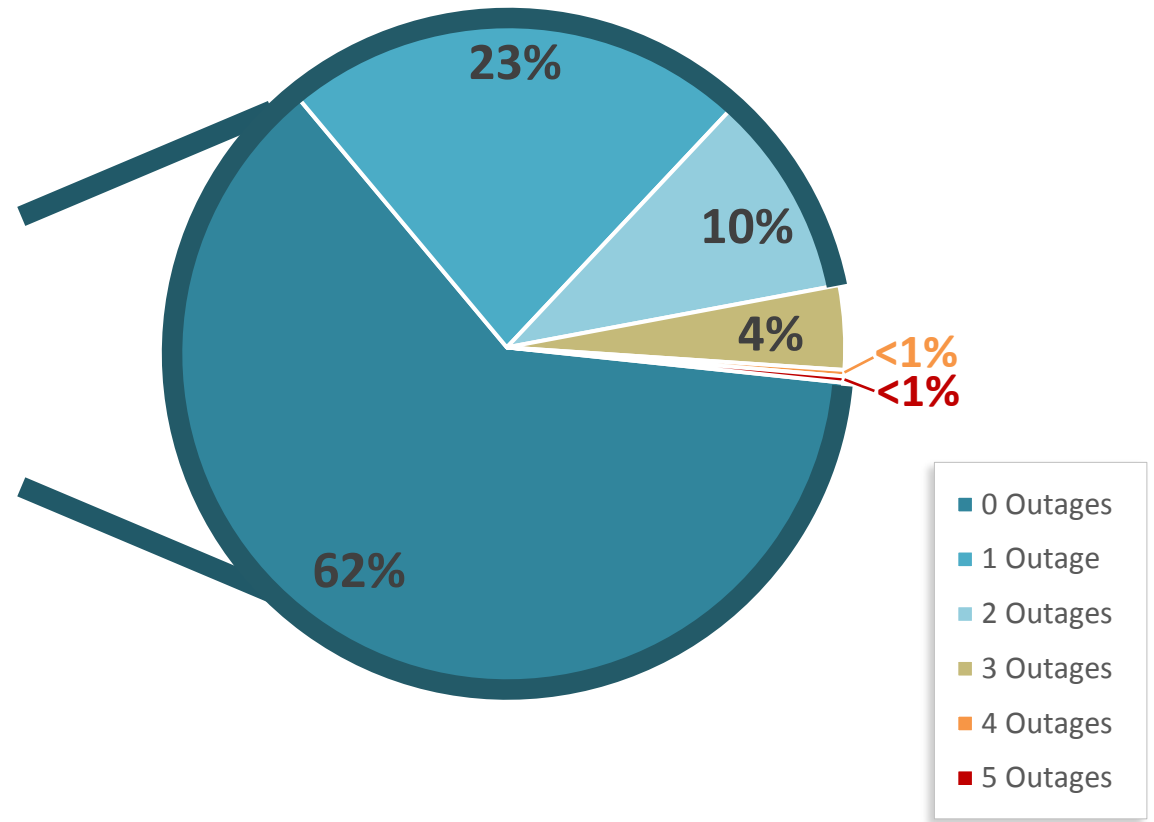


100%

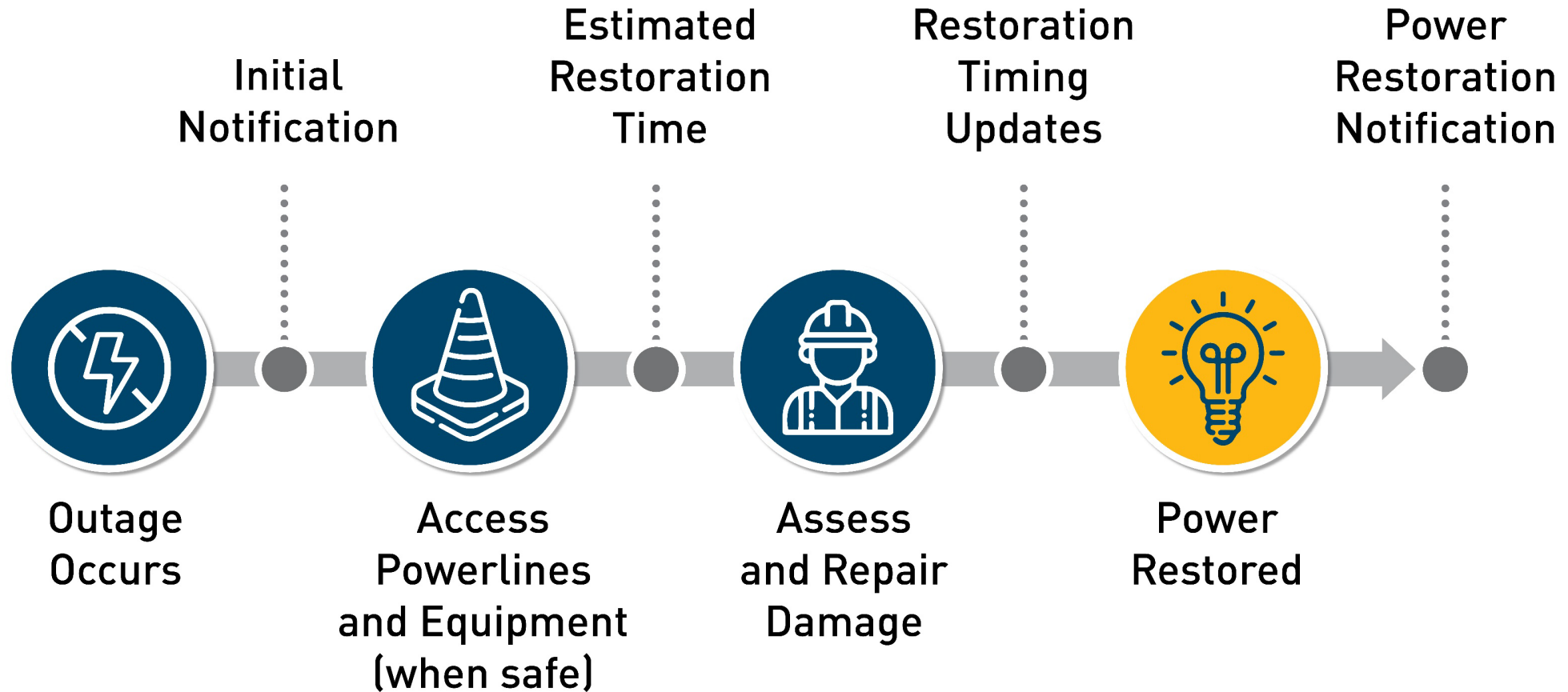
of powerlines in high fire-risk areas are protected by EPSS

2022 EPSS Performance for all hospitals in PG&E's service area

95% of hospitals experienced 0-2 outages



What Customers Can Expect



i Customers can find information on the status of an outage and the restoration process at [pge.com/outages](https://www.pge.com/outages)

Public Safety Power Shutoffs



What is a Public Safety Power Shutoff?

High winds can cause tree branches and debris to contact energized electric lines, damage our equipment and cause a wildfire.

To prevent wildfires, we may need to turn off power as a last resort.



What Conditions Could Lead to a PSPS?



Low humidity levels of 30% and below



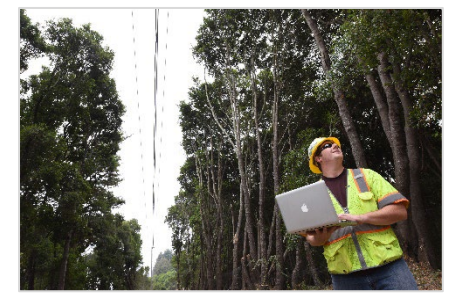
Forecasted high winds above 19 mph and gusts above 30-40 mph



A Red Flag Warning issued by the National Weather Service



Condition of dry material on the ground and low moisture content of vegetation



On-the-ground, real-time observations



Notifying Customers, Public Safety Partners and Agencies

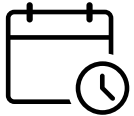
	Severe weather forecasted			PSPS Outage			
	72 hours PRIORITY/ ADVANCED	48-24 hours WATCH	4-1 hours WARNING	De-Energization POWER IS OFF	Severe Weather Passed	If ETOR Changes	Power Restored
Hospitals and Other Critical Customers, Agencies, CBOs	✓	✓	✓	✓	✓	✓	✓
Customer Notifications Includes Address Alerts		✓	✓	✓	✓	✓	✓

ETOR: Estimated Time of Restoration

**Community-Based Organization*

Enhanced Powerline Safety Settings

Turning off power automatically within one-tenth of a second if a problem is detected on the line



WHEN

Elevated wildfire risk is present, most likely from May to November, but can occur year-round



NOTIFICATIONS

Regular updates after the outage occurs; advance notice cannot be provided due to the adjusted settings that allow power to automatically shut off

Public Safety Power Shutoffs (PSPS)

Turning off power to prevent tree branches and debris from contacting energized lines



WHEN

During times of high winds, low humidity and dry vegetation



NOTIFICATIONS

In advance through automated calls, texts, and emails with updates provided daily until power is restored

i Find updates and information for both planned and unplanned outages at [pge.com/outages](https://www.pge.com/outages)

Resources and Support






Providing More Information and Tools for Customers to Prepare

Portable Battery Program

EXPANDED ACCESS


No-cost portable backup battery solutions, mini-fridges, and insulin cooler wallets

 pge.com/backupper

Generator and Battery Rebate Program

EXPANDED ACCESS

Rebates with purchase of a portable generator or battery

 pge.com/backupper

Self-Generation Incentive Program

Rebates to help customers purchase permanent battery storage

 pge.com/sgip

Disability Disaster Access and Resources

Emergency preparedness planning, portable batteries, and support for Access and Functional Needs customers

 pge.com/pspsresources

Backup Power Transfer Meter

Devices that automatically connect a home to generator power during an outage

 pge.com/transfermeter

Fixed Power Solutions

Permanent, long-term backup power solutions for the most impacted customers

 pge.com/residentialstorageinitiative

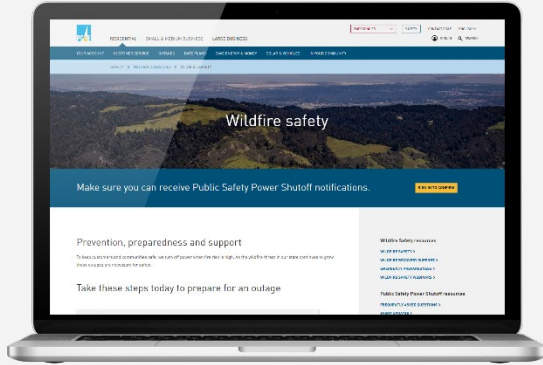
Weather Monitoring and Awareness

Interactive weather map, 7-day forecast and fire-detection satellite map

 pge.com/weather



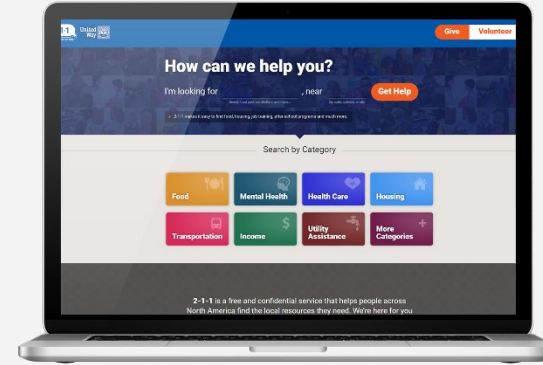
Additional Customer Resources



Wildfire Safety


Information on wildfire prevention efforts

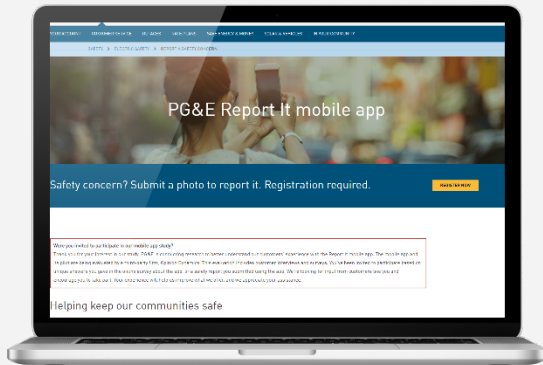
 pge.com/wildfiresafety



211

24-7 free and confidential support and resources via calls or texts to 211

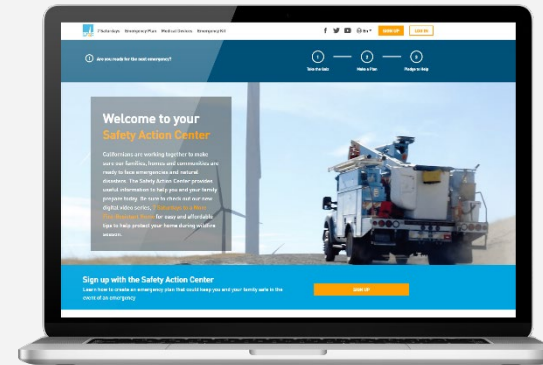
 211ca.org



Report It App

Submit photos of non-emergency potential safety concerns

 pge.com/reportit



Safety Action Center

Create an emergency safety plan to keep you and your family safe

 safetyactioncenter.pge.com

Dedicated wildfire safety contacts: Hotline: 1-866-743-6589 | Email: wildfiresafety@pge.com

Please type your question in the Q&A box at the bottom of your screen.

Kristen Burke

Healthcare Strategic Account Manager, Principal
Pacific Gas and Electric Company

Kristen.Burke@pge.com

Angela Nielsen

Administrative Director
Hospital Council

anielsen@hospitalcouncil.org

Thank You

Thank you for participating in today's webinar.

For education questions, contact:
CHA Education at education@calhospital.org