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<th><strong>Docket Number:</strong></th>
<th>16-OIR-06</th>
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<tr>
<td><strong>Project Title:</strong></td>
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<td><strong>Document Title:</strong></td>
<td>Item 3 Presentation - Joint IOU DACAG PSPS Overview 4-16-2021</td>
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<tr>
<td><strong>Description:</strong></td>
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<td><strong>Filer:</strong></td>
<td>Dorothy Murimi</td>
</tr>
<tr>
<td><strong>Organization:</strong></td>
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<td><strong>Submitter Role:</strong></td>
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Public Safety Power Shutoff (PSPS)
Joint IOU Overview

April 16, 2021

Presenters:
• Vanessa Bryan, Sr. Manager, PSPS Customer Engagement & Strategy, Pacific Gas & Electric Company (PG&E)
• Danielle Kyd, Access and Functional Needs Strategy Manager, San Diego Gas & Electric Company (SDG&E)
• Jessica Lim, Principal Manager, Customer Programs & Services, Southern California Edison (SCE)
Provide an overview of the Public Safety Power Shutoff (PSPS) Program, our support for customers and communities and how we are working to improve in 2021.

Topics for Discussion:

- IOU Overview
- PSPS Overview and Context
- 2020 Recap and Lessons Learned
- 2021 Key Focus Areas
Over the past few years, California has experienced an unprecedented number of catastrophic wildfires.

- High temperatures, extreme dryness and record-high winds have increased fire risks across the state of California.

- As a last resort, we turn off power during times of extreme wildfire risk to keep our customers and communities safe.

<table>
<thead>
<tr>
<th>Electric customers served</th>
<th>PG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SCE SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SDG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.5M</td>
<td>494,200</td>
<td>5M</td>
<td>1.3M</td>
<td>1.4 mil</td>
<td>225,000</td>
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<table>
<thead>
<tr>
<th>Overhead distribution line miles</th>
<th>PG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SCE SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SDG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
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<tbody>
<tr>
<td>81,000</td>
<td>25,500</td>
<td>39,200</td>
<td>9,700</td>
<td>8,900</td>
<td>4,000</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Overhead transmission line miles</th>
<th>PG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SCE SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
<th>SDG&amp;E SYSTEMWIDE</th>
<th>HIGH FIRE-THREAT DISTRICTS</th>
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</thead>
<tbody>
<tr>
<td>18,200</td>
<td>5,500</td>
<td>12,800</td>
<td>4,300</td>
<td>1,800</td>
<td>1,000</td>
<td></td>
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</table>
A Brief History of PSPS

PSPS has been adopted by all three major investor-owned utilities in California as a way of mitigating wildfire risk.

PSPS Customer Impacts by Utility:

<table>
<thead>
<tr>
<th>Utility</th>
<th>2018 Total</th>
<th>MBL</th>
<th>CARE/FERA</th>
<th>2019 Total</th>
<th>MBL</th>
<th>CARE/FERA</th>
<th>2020 Total</th>
<th>MBL</th>
<th>CARE/FERA</th>
</tr>
</thead>
<tbody>
<tr>
<td>PG&amp;E</td>
<td>60,000</td>
<td>2,500</td>
<td>10,000</td>
<td>2,000,000</td>
<td>80,000</td>
<td>364,000</td>
<td>650,000</td>
<td>40,000</td>
<td>132,000</td>
</tr>
<tr>
<td>SCE</td>
<td>220</td>
<td>-</td>
<td>-</td>
<td>198,000</td>
<td>4,000</td>
<td>25,900</td>
<td>229,800</td>
<td>7,700</td>
<td>44,700</td>
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<tr>
<td>SDG&amp;E</td>
<td>30,000</td>
<td>1,800</td>
<td>5,600</td>
<td>50,000</td>
<td>2,800</td>
<td>6,000</td>
<td>100,000</td>
<td>6,400</td>
<td>16,000</td>
</tr>
</tbody>
</table>

Numbers are approximate and reflect customers who were de-energized during a PSPS event

PSPS Timeline:

2012
Apr 12: CPUC granted electric utilities authority to shut off electric power in order to protect public safety
Oct: SGD&E: first PSPS event

2013
July 12: Resolution ESRB-8 adopted; Strengthened notification requirements and required utilities to submit a report within 10 business days after each event

2018
* Oct. 12: SCE: first PSPS event
* Oct. 14: PG&E: first PSPS event

2019
May 30: CPUC approved R. 18-12-005 Phase 1 (D. 19-05-042) Requirements

2020
May 28: CPUC approved R. 18-12-005 Phase 2 (D. 20-05-051) Requirements

2021
Feb 19: CPUC releases R. 18-12-005 Phase 3 Scoping Memo

Annual Submission of Wildfire Mitigation Plan by each IOU

* First event utilizing formal PSPS protocol in compliance with ESRB-8
### SDG&E PSPS 2020 Event Overview

#### Number of PSPS Events

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

#### Average Number of Customers Impacted

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>~7,500</td>
<td>~12,500</td>
<td>~20,000</td>
</tr>
</tbody>
</table>

#### Largest Customer Impact Event

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>~25,000</td>
<td>~28,000</td>
<td>~75,000</td>
</tr>
</tbody>
</table>

#### Average Duration Time

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>~47 HR</td>
<td>~28 HR</td>
<td>~34 HR</td>
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#### Event Details

<table>
<thead>
<tr>
<th></th>
<th>SEPT 8-9</th>
<th>OCT 26-27</th>
<th>DEC 2-5</th>
<th>DEC 6-9</th>
<th>DEC 23-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers Impacted</td>
<td>49</td>
<td>4,373</td>
<td>73,977</td>
<td>15,528</td>
<td>6,797</td>
</tr>
<tr>
<td>Counties in Scope</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Tribes in Scope</td>
<td>0</td>
<td>3</td>
<td>15</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Community Resource Centers Open</td>
<td>1</td>
<td>1</td>
<td>10</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Peak Wind Gusts</td>
<td>54 MPH</td>
<td>63 MPH</td>
<td>94 MPH</td>
<td>82 MPH</td>
<td>71 MPH</td>
</tr>
<tr>
<td>Damage/Hazards</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Customer Impact Reduction vs. 2019 Scope</td>
<td>N/A</td>
<td>N/A</td>
<td>13,231</td>
<td>24,581</td>
<td>19,351</td>
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</tbody>
</table>
SDG&E 2020 Customer Support: Enhanced Offerings

Community Resource Centers

A place for customers to get basic power needs, emergency kits & water
› 10 locations opened for 2020 events
› ~3,000 vehicles passed through at drive-thru Wildfire Safety Fairs

Food Resources

Available food resources and delivery
› $100,000 funding for Feeding SD, Meals on Wheels and SD Food Bank
› 250 3-day emergency food boxes delivered to seniors in rural SD County by Meals on Wheels
› 2,900 meals provided by Neighborhood House Assoc.
› On-Demand 2-1-1 partnership food support

Portable Battery Program

Portable backup batteries for Medical Baseline participants living in HFTD
› ~1,400 generators delivered to MBL customers
› ~1,300 fuel generator purchase rebates utilized by customers in the HFTD (271 enhanced rebates to CARE customers)
› Launched Emergency Backup Battery Program (EBBP) for real time PSPS event customer support

Critical Customer Support

› Direct engagement and preparation with critical facilities
› Support for COVID-19 critical facilities and vote tabulation locations
› Ongoing engagement and resiliency planning with telecommunications and water providers
› Listening sessions and webinars with large customers and critical service providers

Support Services and CBO Partnerships

Partnership with 2-1-1 San Diego, 2-1-1 Orange County, Jewish Family Services, FACT and Salvation Army providing PSPS support services:

Readiness Support | Hotel Stays | Accessible Transportation
Food Delivery | Resiliency items | Safety & Disaster Assessments

CBO Partnerships
› ~200 CBO informational and resource partnerships
› Provided support materials including social media kit and printable flyer
### SCE PSPS 2020 Event Overview

#### EVENT DETAILS

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NUMBER OF PSPS EVENTS</strong></td>
<td>3</td>
<td>9</td>
<td>12</td>
</tr>
<tr>
<td><strong>AVERAGE NUMBER OF CUSTOMERS IMPACTED</strong></td>
<td>74</td>
<td>22,000</td>
<td>19,000</td>
</tr>
<tr>
<td><strong>LARGEST CUSTOMER IMPACT EVENT</strong></td>
<td>114</td>
<td>126,141</td>
<td>79,154</td>
</tr>
<tr>
<td><strong>AVG RESTORATION TIME</strong></td>
<td>-</td>
<td>6 HRS</td>
<td>6 HRS</td>
</tr>
</tbody>
</table>

#### CUSTOMERS IMPACTED

- (2018: -)  - 17  - 252  - 86  - 36,290  - 1,335  - 509  - 20,687  - 64,348  - 79,154  - 27,519  - 98,583

#### COUNTIES IN SCOPE

- (2018: -)  - 1  - 2  - 2  - 6  - 3  - 4  - 6  - 6  - 7  - 7  - 7

#### TRIBES IN SCOPE

- (2018: 0)  - 0  - 0  - 0  - 0  - 0  - 0  - 5  - 2  - 7  - 3

#### COMMUNITY RESOURCE CENTER/VEHICLES OPEN


#### PEAK WIND GUSTS

- (2018: -)  - 57.8 MPH  - 59.8 MPH  - 56.8 MPH  - 96.2 MPH  - 68 MPH  - 75 MPH  - 84.9 MPH  - 84.6 MPH  - 71 MPH  - 77.7 MPH  - 66 MPH

#### DAMAGE/HAZARDS

- (2018: -)  - 1  - 0  - 0  - 2  - 0  - 0  - 0  - 1  - 5  - 3  - 8

#### CUSTOMER IMPACT REDUCTION VS. 2019 SCOPE

- 47%

*Event did not result in customer de-energization

---

Data included in this slide is as of 03/13/21 and subject to change.
### Community Resource Centers
- **In-event care for local communities**
  - 300% expansion of CRCs
  - 61 activations of CRCs to 26 locations
  - 81 Community Crew Vehicles dispatched to 33 locations
  - ≈6,000 visitors in 2020

### Customer Care
- **Hot meals** served during holidays
- Provided ice vouchers, bulk water, blankets, and firewood at certain locations
- Resiliency items available at CRCs
- Partnered with 10 hotels to provide discounted rates to PSPS impacted customers

### Critical Care Battery Program
- Provided free batteries for low-income Critical Care customers in high fire risk areas
  - 33% enrollment rate
  - Over 700 batteries deployed
  - Deployed through ESA contractors

Expanding to all eligible Medical Baseline (low income and in a high fire risk area); 1,051 deployed in Q1 2021

### Critical Infrastructure Customer Support
- Coordinated with critical infrastructure partners in advance of fire season
- Conducted resiliency workshops and review of PSPS protocols with critical infrastructure partners
- Information sharing with telecommunication partners to identify most impacted areas and generation needs
- Coordinated with State, County and Hospital Association on the identification and mitigation plans of COVID-19 facilities in high fire risk areas

### CBO Partnerships
- Donated portable batteries to Independent Living Centers to supplement short term battery loan programs
- 50 CBOs contracted for PSPS outreach
- 1,600 CBOs in SCE's network
- CBOs began outreach in November 2020 and reached over 178K constituents through digital webinars, outreach events and online communications (social media, e-blast, newsletters, etc.).
## PG&E PSPS 2020 Event Overview

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NUMBER OF PSPS EVENTS</strong></td>
<td>1</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td><strong>AVERAGE NUMBER OF CUSTOMERS IMPACTED</strong></td>
<td>60,000</td>
<td>226,000</td>
<td>109,000</td>
</tr>
<tr>
<td><strong>LARGEST CUSTOMER IMPACT EVENT</strong></td>
<td>60,000</td>
<td>968,000</td>
<td>345,470</td>
</tr>
<tr>
<td><strong>AVERAGE RESTORATION TIME</strong></td>
<td>15 HRS</td>
<td>17 HRS</td>
<td>10 HRS</td>
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</table>

### EVENT DETAILS

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CUSTOMERS IMPACTED</strong></td>
<td>171,947</td>
<td>64,297</td>
<td>40,574</td>
<td>30,154</td>
<td>345,470</td>
<td>617</td>
<td>5,099</td>
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<tr>
<td><strong>COUNTIES IN SCOPE</strong></td>
<td>22</td>
<td>15</td>
<td>19</td>
<td>7</td>
<td>35</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td><strong>TRIBES IN SCOPE</strong></td>
<td>8</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>14</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>COMMUNITY RESOURCE CENTERS OPEN</strong></td>
<td>50</td>
<td>29</td>
<td>40</td>
<td>19</td>
<td>106</td>
<td>1</td>
<td>7†</td>
</tr>
<tr>
<td><strong>PEAK WIND GUSTS</strong></td>
<td>66 MPH</td>
<td>72 MPH</td>
<td>73 MPH</td>
<td>56 MPH</td>
<td>89 MPH</td>
<td>72 MPH</td>
<td>83 MPH</td>
</tr>
<tr>
<td><strong>DAMAGE/HAZARDS</strong></td>
<td>83</td>
<td>11</td>
<td>28</td>
<td>8</td>
<td>126</td>
<td>1</td>
<td>423</td>
</tr>
<tr>
<td><strong>CUSTOMER IMPACT REDUCTION VS. 2019 SCOPE</strong></td>
<td>55%</td>
<td>61%</td>
<td>80%</td>
<td>47%</td>
<td>47%</td>
<td>19%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Data included in this slide is as of 02/08/21 and subject to change.

†Does not include resource centers activated for wind event.
PG&E 2020 Customer Support: Enhanced Offerings

Community Resource Centers

A place for customers to get basic power needs
› 245 locations opened for 2020 events
› 363 locally coordinated sites ready
› ~50,000 visitors in 2020

Meal Replacements

Meal replacement/delivery available during and after events
› 21 local food banks serving 36 counties
› ~30,000 food packages provided in 2020
› 18 Meals on Wheels organizations serving low-income seniors in 20 counties
› ~2,900 additional meals delivered in 2020

Portable Battery Program

Portable backup batteries for low-income Medical Baseline participants living in HFTDs
› ~5,200 fully subsidized batteries
› ~9,300 energy needs assessments
› Distribution conducted through Low Income Energy Assistance Program contractor partners

Critical Customer Support

› Direct engagement and preparation with critical facilities
› Support for COVID-19-critical hospitals in high fire-risk areas
› Ongoing engagement with telecommunications providers
› Listening sessions and webinars with large customers and critical service providers
› Resiliency plans for vote tabulation centers

CBO Partnerships

› Partnership with California Foundation for Independent Living Centers
  • ~1,000 batteries
  • ~885 food vouchers
  • ~520 hotel stays coordinated
  • 30+ accessible transport to CRCs and hotels
› 200+ CBO informational and resource partnerships
› ~4,500 customers served in 2020
› Support for distributing translated materials in 15 languages
› Sponsored outreach to broaden awareness and preparation
2021 Improvements

We are continuing to improve our Public Safety Power Shutoff (PSPS) Program. Improvements to the program have included enhanced operations, communication and coordination before, during and after PSPS events.

SDG&E

Target PSPS Events to Highest Risk Areas
- Advance undergrounding, covered conductor and other hardening efforts to reduce both wildfire risk and PSPS impacts
- Continue to identify, develop and expand PSPS support services, including generator programs, to provide equal access to programs and services
- Enhance and expand communications and outreach to effectively engage vulnerable and “hard to reach” communities

SCE

Reduce & Mitigate PSPS Impacts
- Reduce the need for PSPS
- Execute PSPS events effectively with transparency of the decision-making process
- Mitigate the impacts of PSPS
- Keep partners and customers informed
- Enhance and improve post-event reporting

PG&E

Continuous Improvement & Further Risk Reduction
- Improve distribution scoping analysis to further incorporate tree overstrike potential
- Focus on opportunities to support customers repeatedly impacted
- Continue to increase resiliency to offer other wildfire risk mitigations in lieu of PSPS

Statewide

Collaborative Solutions
- Partnership with statewide organizations and agencies to enhance capabilities of identifying AFN customers
- Refinement of communication tactics to better reach customers
- Enhanced solutions to reduce customer impact
- Seek customer insight and feedback on improvements
- Increased engagement with community groups
Discussion and Q&A

General discussion questions:

• What are the overall perceived gaps that the IOUs should be thinking about when it comes to disadvantaged communities?
• Are there any aspects of what the utilities are doing that you have received positive feedback on that we should make sure we are continuing?
• Thoughts on collaborative partnership opportunities?

Other questions?

Contact for additional information, feedback, or questions:

› SDG&E: Danielle Kyd; DKyd@sdge.com
› SCE: wildfireoutreach@sce.com
› PG&E: wildfiresafety@pge.com