



Public Safety Power Shutoff (PSPS) Joint IOU Overview

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Presenters:

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- 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)*

Meeting Purpose

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**






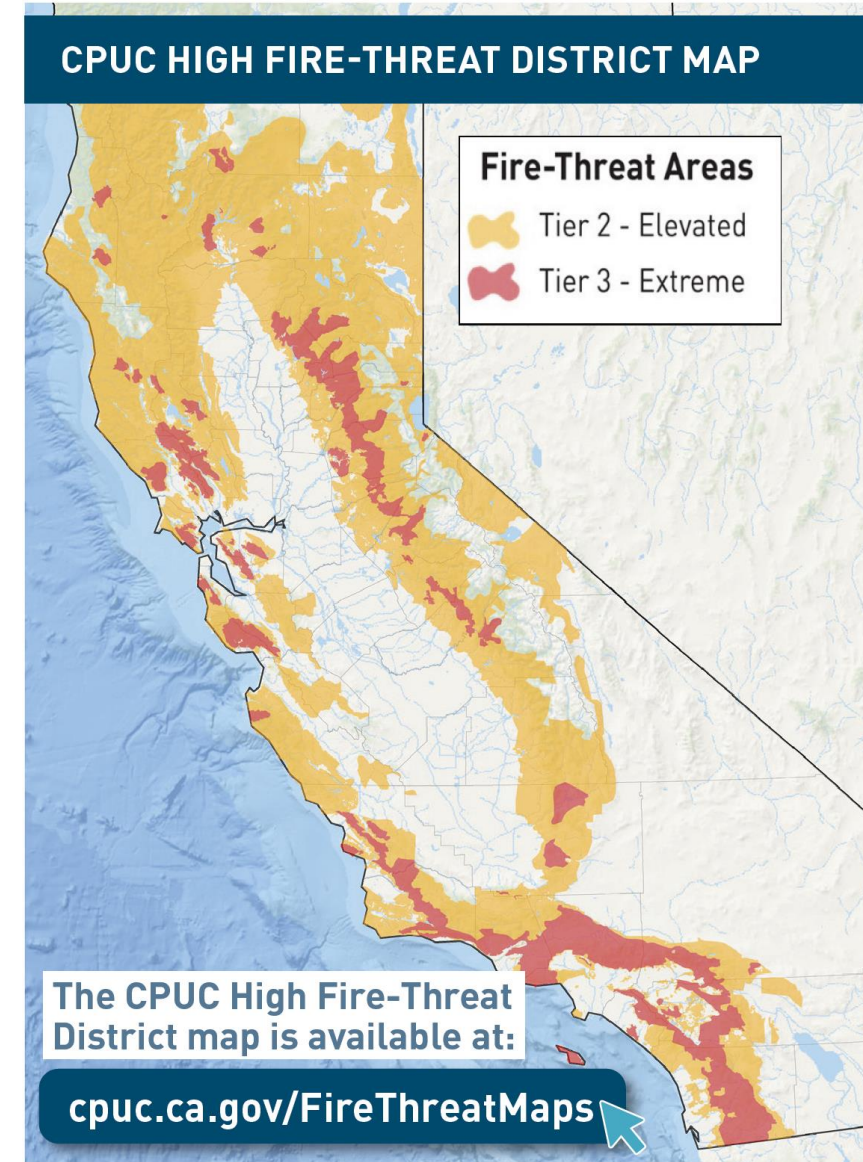
**2021 Key
Focus Areas**

Investor-Owned Utility Overview

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.

	PG&E SYSTEMWIDE	HIGH FIRE- THREAT DISTRICTS	SCE SYSTEMWIDE	HIGH FIRE- THREAT DISTRICTS	SDG&E SYSTEMWIDE	HIGH FIRE- THREAT DISTRICTS
 Electric customers served	5.5M	494,200	5M	1.3M	1.4 mil	225,000
 Overhead distribution line miles	81,000	25,500	39,200	9,700	8,900	4,000
 Overhead transmission line miles	18,200	5,500	12,800	4,300	1,800	1,000



A Brief History of PSPS

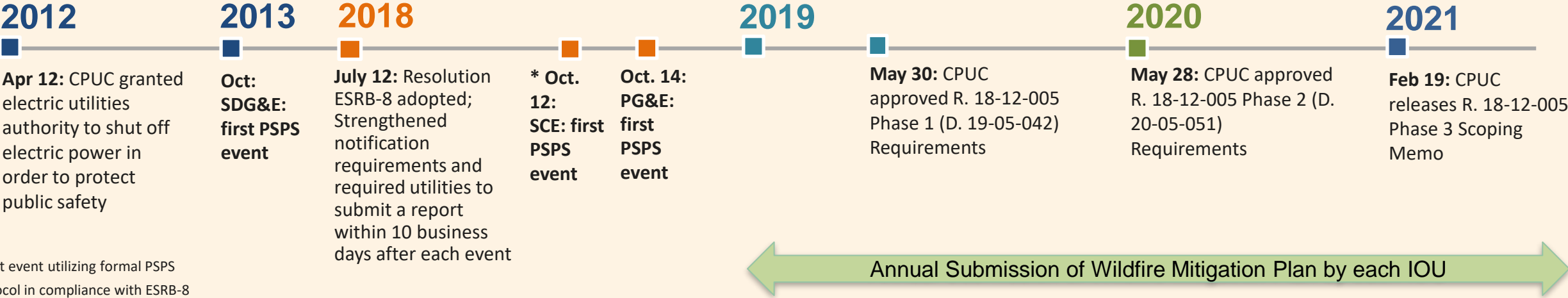
PSPS has been adopted by all three major investor-owned utilities in California as a way of mitigating wildfire risk.

PSPS Customer Impacts by Utility:

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








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

PSPS Timeline:



*First event utilizing formal PSPS protocol in compliance with ESRB-8

SDG&E PSPS 2020 Event Overview

	2018	2019	2020		2020				
				EVENT DETAILS	SEPT 8-9	OCT 26-27	DEC 2-5	DEC 6-9	DEC 23-24
NUMBER OF PSPS EVENTS	4	4	5	 CUSTOMERS IMPACTED	49	4,373	73,977	15,528	6,797
AVERAGE NUMBER OF CUSTOMERS IMPACTED	~7,500	~12,500	~20,000	 COUNTIES IN SCOPE	1	1	1	1	1
LARGEST CUSTOMER IMPACT EVENT	~25,000	~28,000	~75,000	 TRIBES IN SCOPE	0	3	15	10	10
AVERAGE DURATION TIME	~47 HR	~28 HR	~34 HR	 COMMUNITY RESOURCE CENTERS OPEN	1	1	10	6	4
				 PEAK WIND GUSTS	54 MPH	63 MPH	94 MPH	82 MPH	71 MPH
				 DAMAGE/HAZARDS	0	0	14	5	3
				 CUSTOMER IMPACT REDUCTION VS. 2019 SCOPE	N/A	N/A	13,231	24,581	19,351

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

	2018	2019	2020	EVENT DETAILS	2020											2021	
					*MAY 27-30	*JUN 25-28	JUL 31 - AUG 4	SEPT 5-9	OCT 16	OCT 23-28	NOV 3-6	NOV 14-19	NOV 24-28	NOV 29 - DEC 3	DEC 4-14	DEC 16-24	JAN 12 - 21
NUMBER OF PSPS EVENTS	3	9	12	 CUSTOMERS IMPACTED	-	-	17	252	86	36,290	1,335	509	20,687	64,348	79,154	27,519	98,583
				 COUNTIES IN SCOPE	-	-	1	2	2	6	3	4	6	6	7	7	7
AVERAGE NUMBER OF CUSTOMERS IMPACTED	74	22,000	19,000	 TRIBES IN SCOPE	-	-	0	0	0	0	0	0	0	5	2	7	3
				 COMMUNITY RESOURCE CENTER/VEHICLES OPEN	-	-	2	15	0	19	4	5	20	21	18	35	49
LARGEST CUSTOMER IMPACT EVENT	114	126,141	79,154	 PEAK WIND GUSTS	-	-	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	-	-	1	0	0	2	0	0	0	1	5	3	8
▲ AVERAGE RESTORATION TIME	-	6 HRS	6 HRS	 CUSTOMER IMPACT REDUCTION VS. 2019 SCOPE	47%											N/A	

▲Metric tracking began in 2019

*Event did not result in customer de-energization

SCE 2020 Customer Support: Enhanced Offerings

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

	2018	2019	2020	2020							2021	
				EVENT DETAILS								
				SEPT 7 – 10	SEPT 27 – 29	OCT 14 – 17	OCT 21 – 23	OCT 25 – 28	DEC 2 – 3	JAN 19 – 21		
NUMBER OF PSPS EVENTS	1	9	6		CUSTOMERS IMPACTED	171,947	64,297	40,574	30,154	345,470	617	5,099
AVERAGE NUMBER OF CUSTOMERS IMPACTED	60,000	226,000	109,000		COUNTIES IN SCOPE	22	15	19	7	35	1	7
LARGEST CUSTOMER IMPACT EVENT	60,000	968,000	345,470		TRIBES IN SCOPE	8	0	1	2	14	0	0
AVERAGE RESTORATION TIME	15 HRS	17 HRS	10 HRS		COMMUNITY RESOURCE CENTERS OPEN	50	29	40	19	106	1	7†
					PEAK WIND GUSTS	66 MPH	72 MPH	73 MPH	56 MPH	89 MPH	72 MPH	83 MPH
					DAMAGE/HAZARDS	83	11	28	8	126	1	423
					CUSTOMER IMPACT REDUCTION VS. 2019 SCOPE	55%	61%	80%	47%	47%	19%	N/A

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

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:

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- › PG&E: wildfiresafety@pge.com