

PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response

PG&E Data Request No.:	CalAdvocates_012-Q011		
PG&E File Name:	WMP-Discovery2023_DR_CalAdvocates_012-Q011		
Request Date:	April 6, 2023	Requester DR No.:	CalAdvocates-PGE-2023WMP-12
Date Sent:	April 11, 2023	Requesting Party:	Public Advocates Office
DRU Index #:		Requester:	Holly Wehrman

The following questions relate to your 2023-2025 WMP submission.

TOPIC: PSPS

QUESTION 011

Regarding communications to customers for EPSS:

- a) Does PG&E provide notifications or other communication to customers when EPSS settings are enabled? (This may include, but is not limited to, notifications that a customer is served by a circuit that is subject to EPSS settings, notifications that an unplanned outage may occur, notifications of expected restoration time when an EPSS outage has occurred, or all- clear notifications when EPSS settings are de-activated.)
- b) If the answer to part (a) is yes, please describe PG&E's approach to notifying customers about EPSS settings.
- c) Please provide an example of a message sent to a customer for each situation in part (b).
- d) At what point (i.e., number of minutes/hours) prior to enabling EPSS settings does PG&E notify customers?
- e) At what point (i.e., number of minutes/hours) after the beginning of an outage triggered by EPSS settings does PG&E notify customers?
- f) At what point (i.e., number of minutes/hours) after the line is restored, after an outage triggered by EPSS settings, does PG&E notify customers?

ANSWER 011

- a) We have self-serve options for customers and Public Safety Partners to determine if EPSS settings are enabled on the line serving their home or business. Unlike PSPS, because EPSS is not a planned de-energization, we do not proactively notify customers as daily enablement and disablement decisions are made.
- b) Our customer outreach and education process includes information about the EPSS program, the benefits, and general information about the High Fire Risk Areas protected by EPSS settings. Customers who experienced eight or more outages on EPSS enabled circuits in 2022 will be receiving an email or letter in mid-

April about the EPSS program. The letter includes language that indicates that the line serving their home or business has EPSS capability and that there could be unplanned power outages (bold added for emphasis in this response):

*To help prevent wildfires, we are making the electric system safer and stronger for our customers. **This includes safety settings on your powerlines known as Enhanced Powerline Safety Settings (EPSS). While these settings help keep you safe, you may experience unexpected power outages.** We are working hard to improve reliability across our electric grid - without sacrificing safety.*

Near real-time enablement status is available for County agencies and Public Safety Partners through PG&E's Outage Portal. We do not proactively notify customers directly as EPSS settings are enabled or disabled on a daily basis. However, the PG&E Outage Center on pge.com offers customers the option to search for their address. If EPSS settings are enabled, regardless of current outage status, a blue bar will appear at the top of the lookup indicating that EPSS settings are enabled. Please see "WMP-Discovery2023_DR_CalAdvocates_012-Q011Atch01.pdf" for an example from 2022. The language is being updated for 2023 to more clearly indicate that the EPSS settings are currently enabled. This functionality is scheduled to be re-enabled in May 2023.

Customers who have not previously opted out are sent an initial outage notification when the outage occurs, regardless of EPSS enablement status. Customers can choose to receive the message via phone call, text message and/or email. Customers may choose any combination of notification preference. This notification includes an estimated time of restoration (ETOR) whenever possible. Restoration updates are sent to customers whenever the ETOR is updated.

- c) The excerpt from the preseason letter and screenshot from the address lookup are included in response b), above. Samples of the initial outage notifications for calls, text message and email are included below.

Automated call Script

This is PG&E calling with an unplanned outage alert. Para servicio en español, oprima nueve. Your street address starting with <Street Number> may be experiencing an unplanned outage. This outage is affecting <Number of Customers> customers. We expect power to be restored by <ETOR Date, i.e., December 20> at <ETOR Time, i.e., 10:00 p.m.>. When wildfire risk is higher, powerlines in your area shut off instantly when struck by a branch or object. To reduce potential ignitions, lines stay off until they're fully inspected and safe to energize. If you see downed power lines, call 911. For the most up-to-date information about this outage, visit pge.com/outages or call PG&E at 1-800-743-5002. Thank you and please stay safe. To STOP receiving ALL outage notifications from PG&E, press 3.

Text Message/SMS

PG&E Outage Alert: Address starting <Street Number> may be experiencing an unplanned outage affecting <Number of Customers> customers.
Restoration expected <ETOR Date, i.e., December 20> @ <ETOR Time, i.e.,

10:00 p.m.>. If an object strikes your lines, they shut off until lines are fully inspected and safe to energize. Info: pge.com/outages. Stop alerts reply STOP

Email

Subject line: PG&E Unplanned Outage Alert

Your street address starting with number <<ADDRESS>> may be experiencing an unplanned outage. This outage is also affecting <<CUSTOMER COUNT>> customers. We expect power to be restored by <<ETOR DATE>> at <<ETOR TIME>>.

Unplanned outages like this one are safety precautions. When wildfire risk is higher, powerlines in your area shut off automatically if struck by a branch or object. To reduce potential ignitions, lines stay off until a PG&E crew can inspect them. Your lines will be energized once it's safe to do so.

If you see downed power lines, call 911. For the most up-to-date information about this outage, visit pge.com/outages or call PG&E at 1-800-743-5002. Thank you and please stay safe.

We apologize for any inconvenience and appreciate your patience.

Sincerely,

PG&E Customer Service

- d) Other than the customer outreach and education process explained in response to (b) above, we do not notify customers prior to enabling EPSS settings since enablement may change based on EPSS criteria and thresholds for any given circuit - explained in detail in Section 8.1.8.1.
- e) Our automated notifications are sent to customers approximately 15-30 minutes after the outage begins. Outages update to the pge.com Outage Center approximately 10-25 minutes after the outage begins.
- f) Restoration notifications are sent to customers approximately 15-30 minutes after the outage ends. Outages update to the pge.com Outage Center approximately 10-25 minutes after the outage is restored.