

Community Wildfire Safety Program & Winter Preparedness

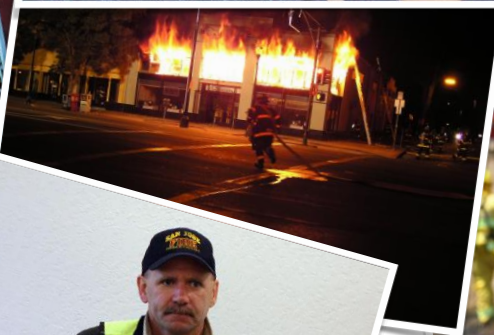
Los Altos Hills County Fire District

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Safety

Preparedness Tips

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

Build a disaster supply kit for you, your family or your business

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



Topics For Discussion

- 1 Identifying and Reducing Wildfire Risk
- 2 Enhanced Powerline Safety Settings
- 3 Winter Storm Response and Safety Work
- 4 Winter Safety Tips and Bill Savings
- 5 Customer Resources
- 6 Open Discussion

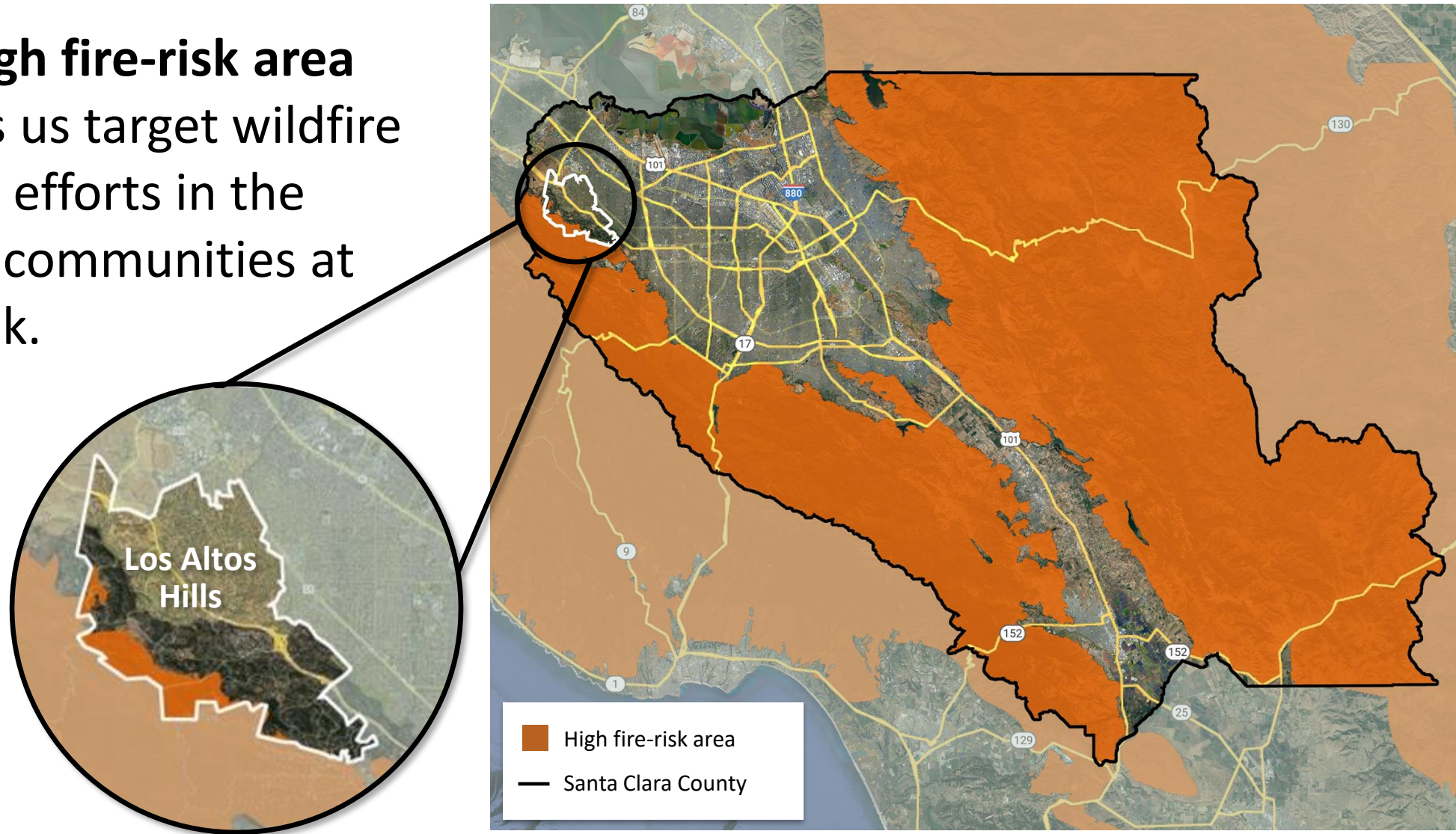


Identifying and Reducing Wildfire Risk

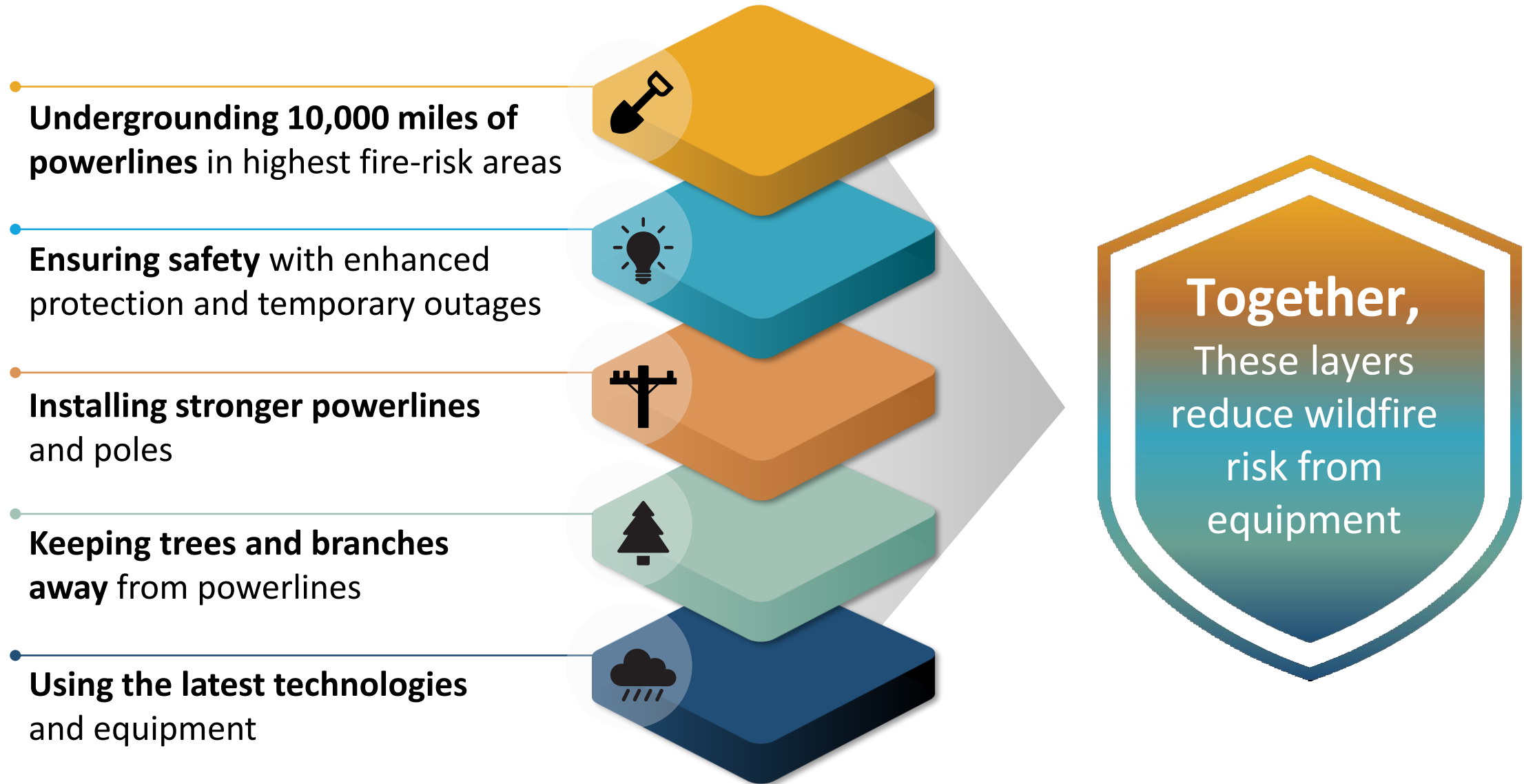


Wildfire Risk in The Town of Los Altos Hills

PG&E's high fire-risk area map helps us target wildfire mitigation efforts in the areas and communities at highest risk.









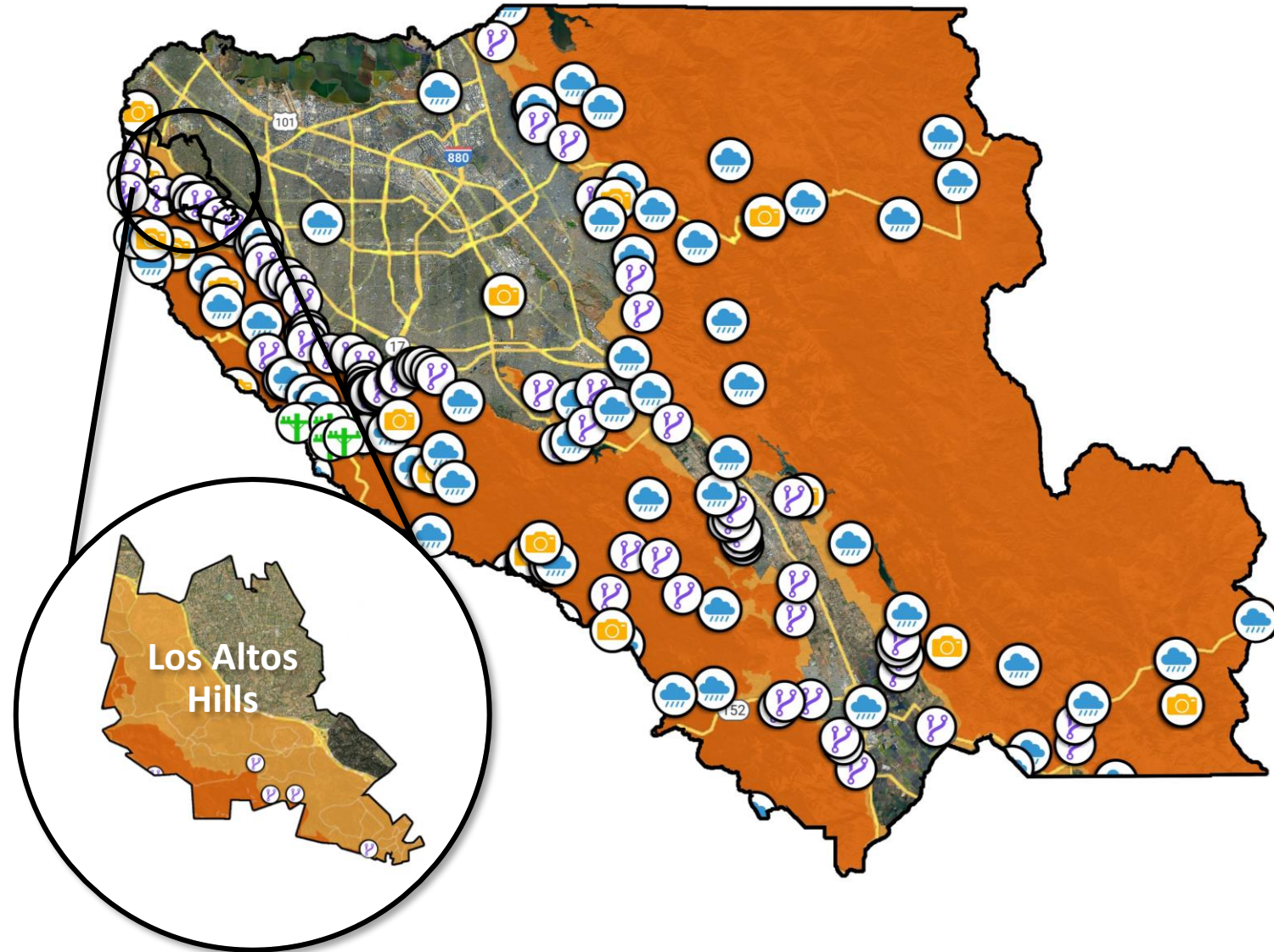
Layers of Wildfire Protection



Layers of Wildfire Protection in Santa Clara County

Legend

-  Sectionalizing Devices installed: **98**
-  Weather Stations installed: **58**
-  HD Cameras installed: **23**
-  Overhead Hardening Miles Completed: **11**
-  High fire-risk area protected by Enhanced Powerline Safety Settings
-  Adjacent areas protected by Enhanced Powerline Safety Settings



Data as of 1/18/2024. Locations are approximate and may overlap.

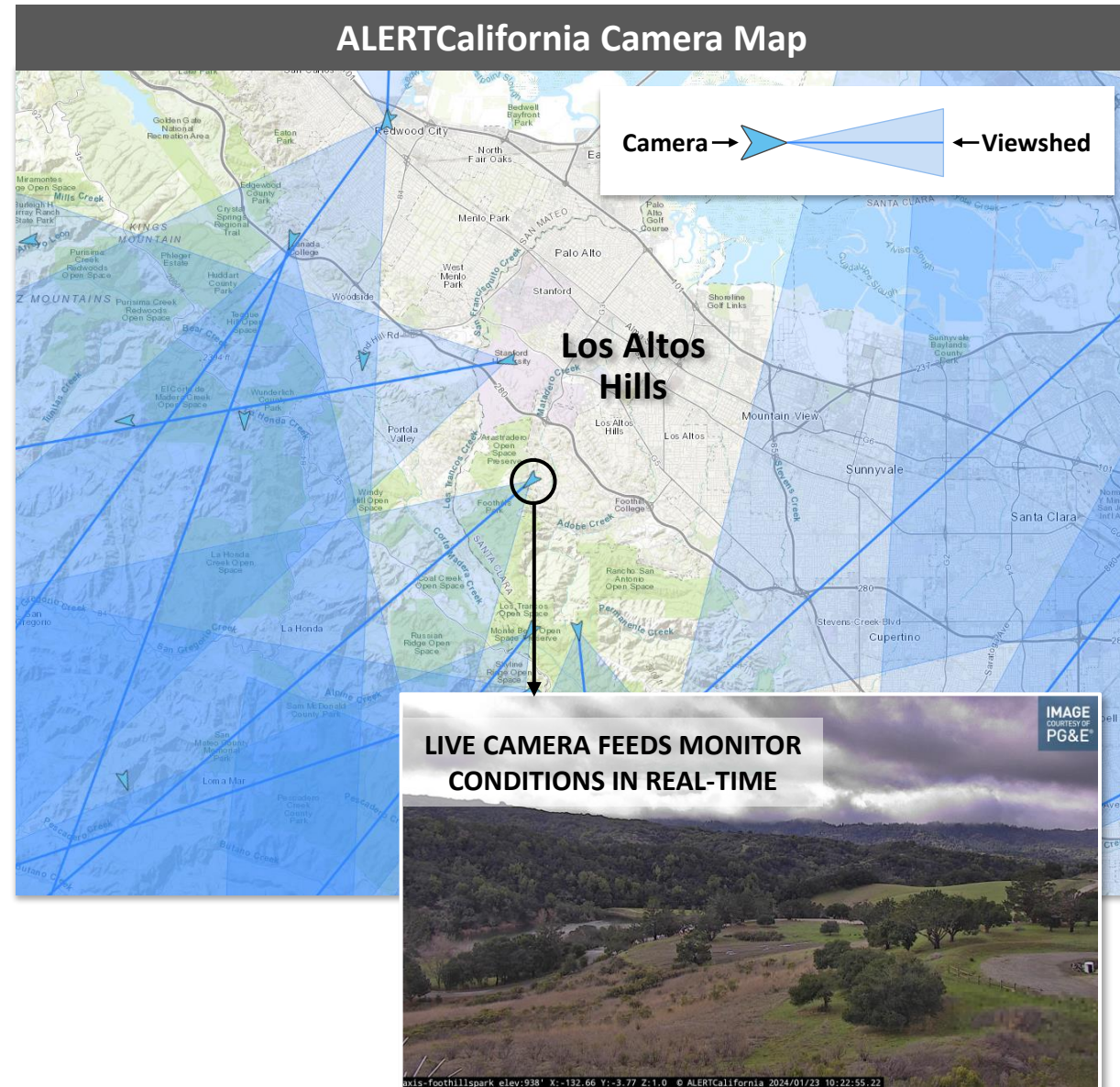
Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

Situational Awareness Around the Town of Los Altos Hills

High-definition cameras and weather stations installed in the areas surrounding the Town of Los Altos Hills allow us to better predict and respond to wildfire risk and severe weather around the clock.

i Customers can view our interactive weather map at pge.com/weather

i ALERTCalifornia camera map can be found at alertcalifornia.org



Enhanced Powerline Safety Settings

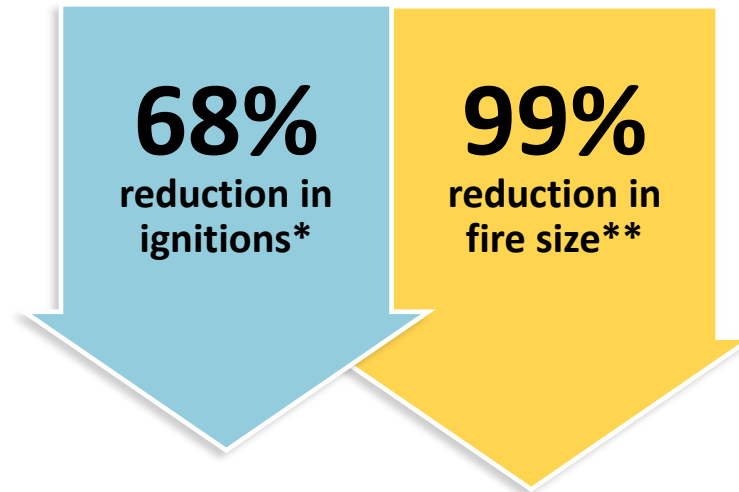


How It Works

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.

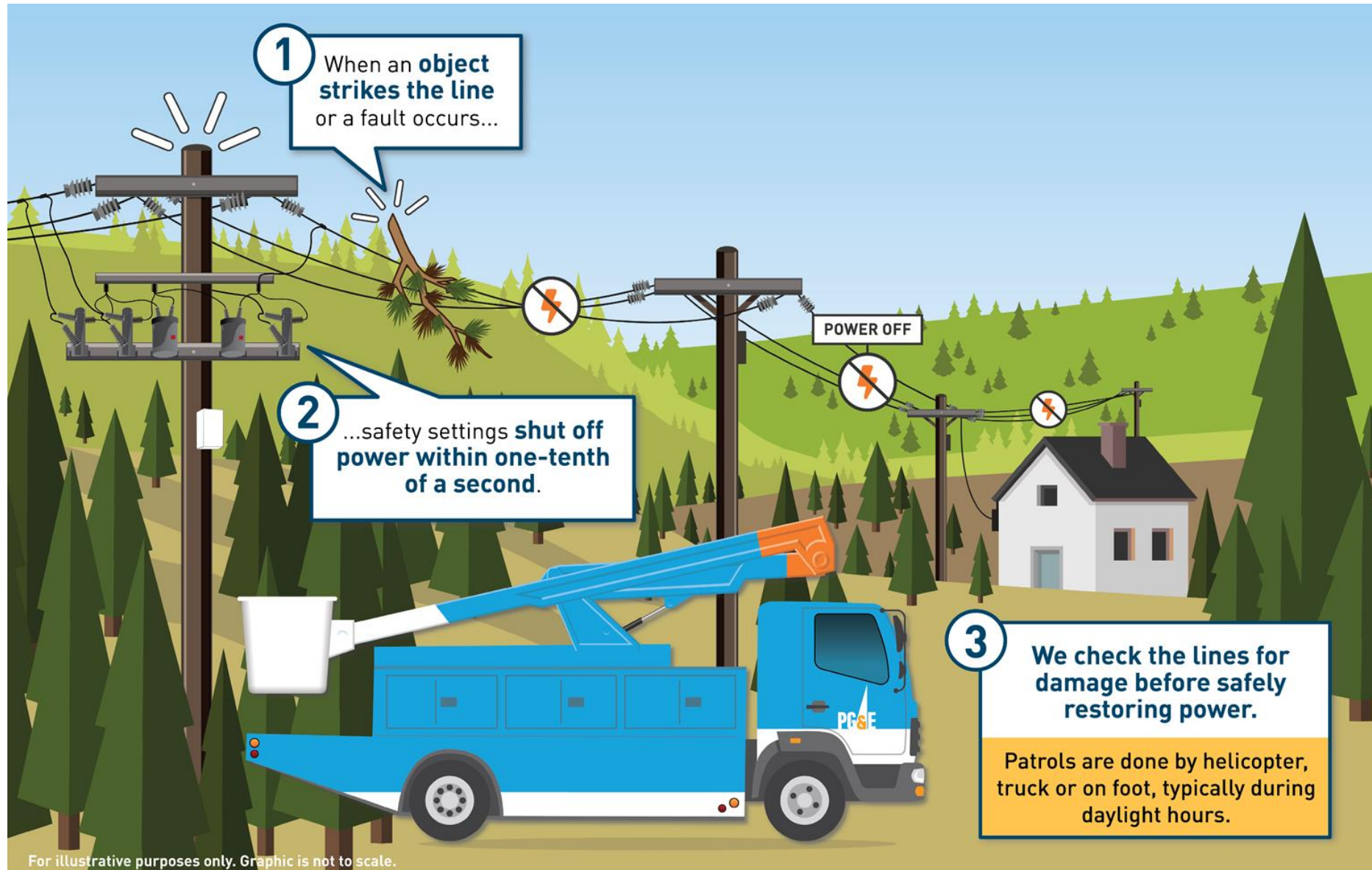


*Data is approximate; *Based on 2022 performance for CPUC-reportable ignitions in HFTD compared to 2018-2020 weather-normalized performance; **Relative to the 2018-2020 average*

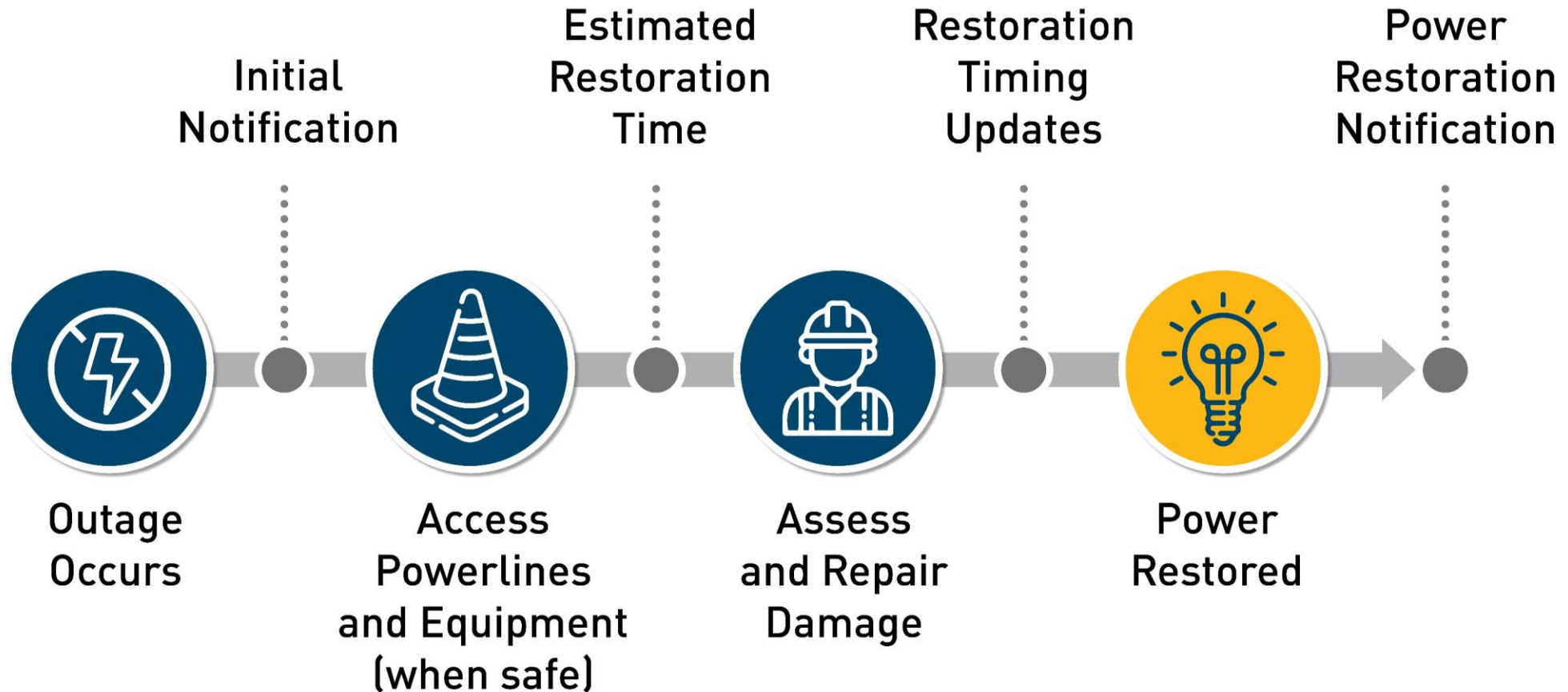


SAFETY SETTINGS IN ACTION IN NAPA COUNTY

Safety Settings, Step-By-Step



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)

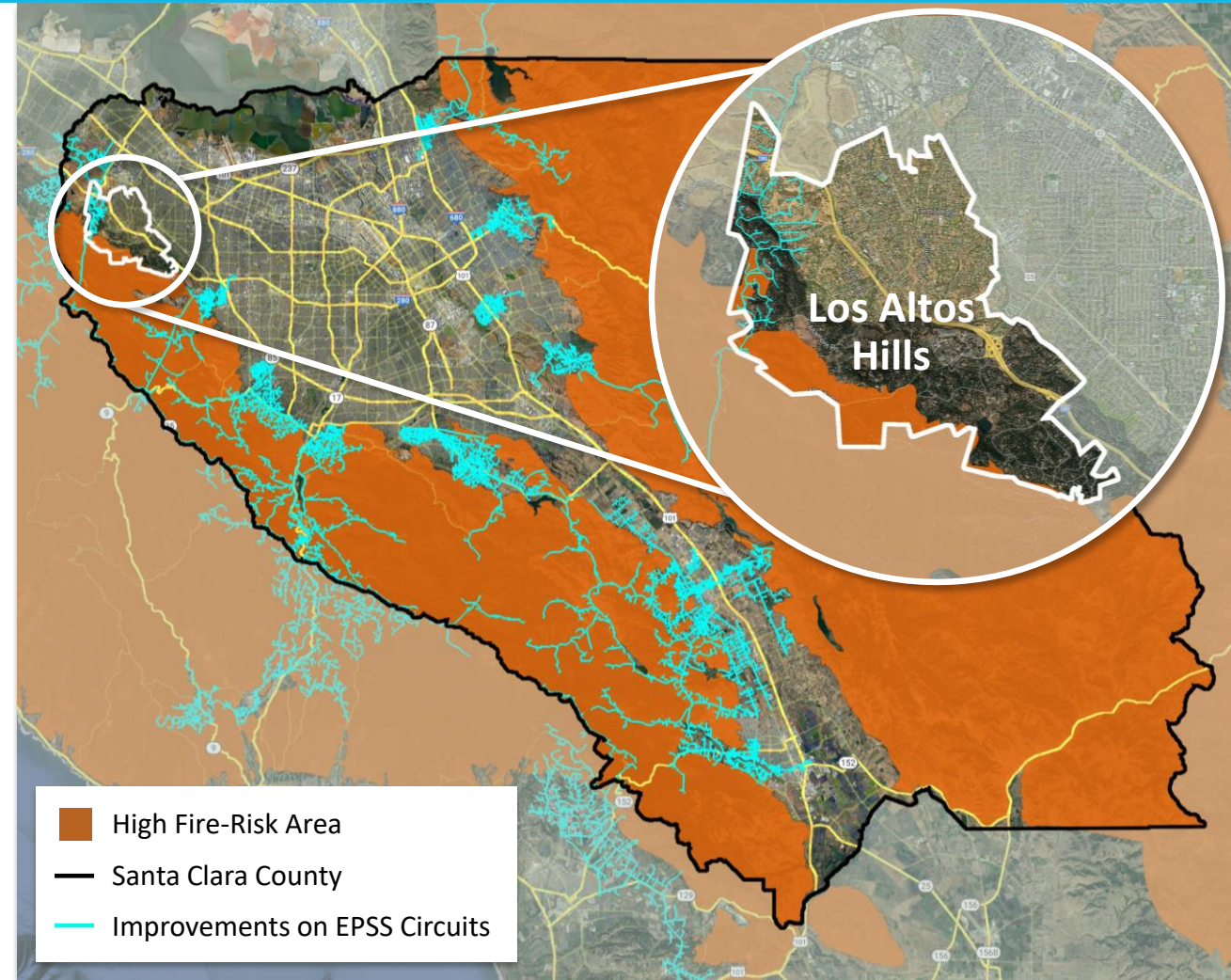
Improving Reliability in Santa Clara County

We have taken steps to improve reliability on circuits protected by EPSS in Santa Clara County.

This work is ongoing and includes:

- ✓ Installing fault indicators to precisely identify outage locations and speed up restoration
- ✓ Improving coordination between devices to reduce customer impacts
- ✓ Trimming trees to reduce future vegetation-caused outages

i Customers can learn more at pge.com/epss



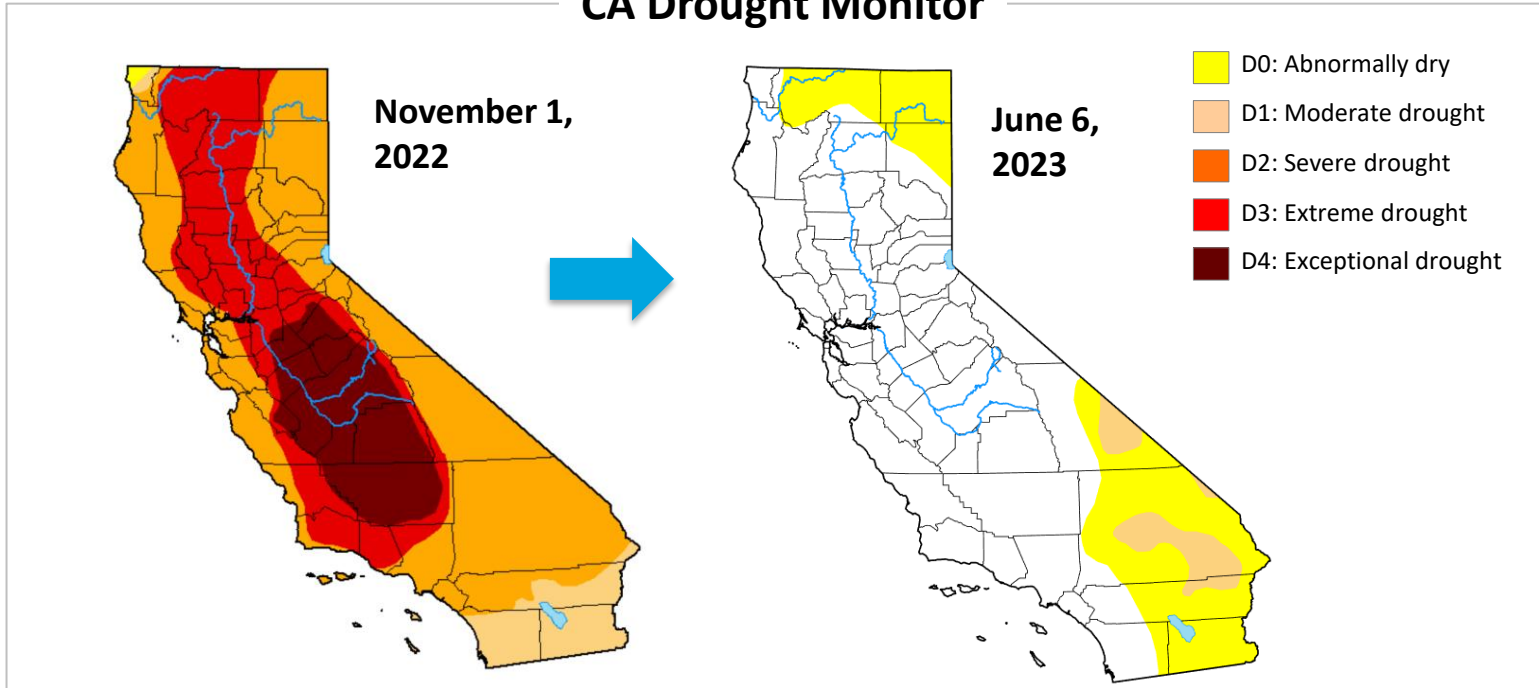
Data as of 1/19/2024. Locations are approximate and may overlap. Work plans are subject to change.

Winter Storm Response and Safety Work

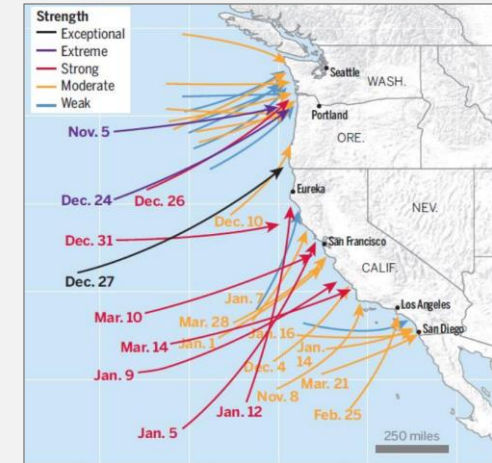
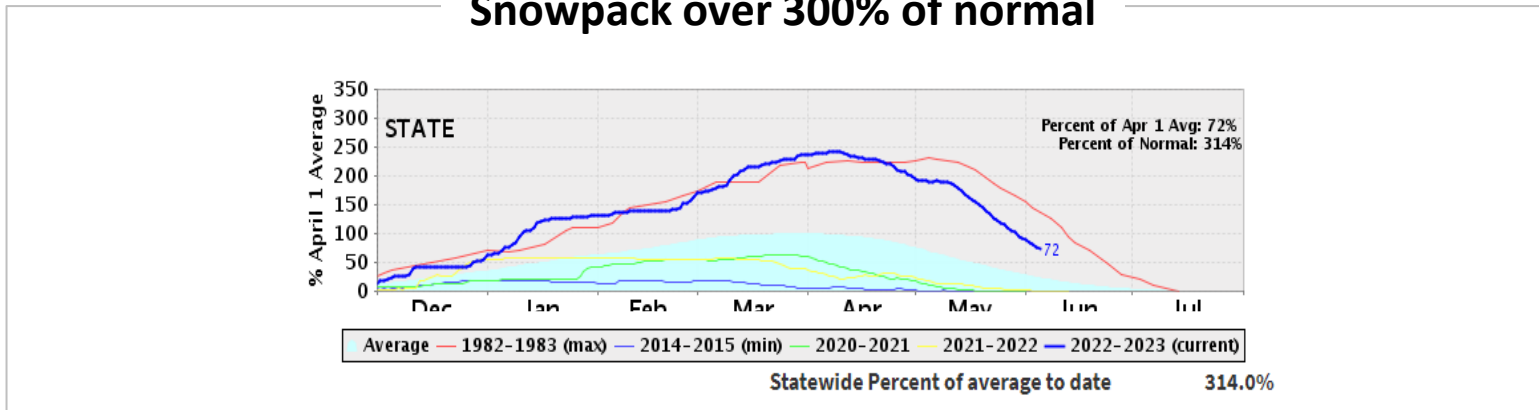


2023 Winter Recap

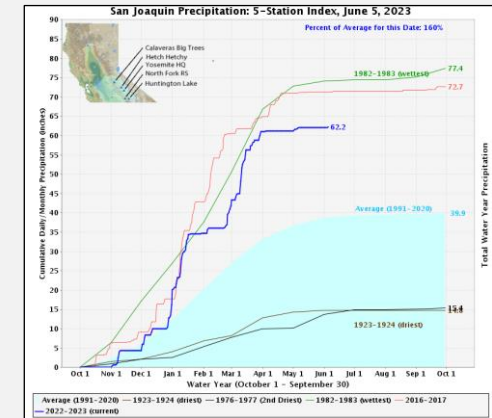
CA Drought Monitor



Snowpack over 300% of normal



Multiple atmospheric river events



One of the wettest years on record

Winter Storm Response Efforts in the South Bay/Central Coast Region

In response to the 2023 winter storms, we conducted storm rebuild and vegetation management work to mitigate future potential impacts.

This work included:

- ✓ Replacing ~5,000 poles
- ✓ Replacing ~800 miles of powerlines
- ✓ Removing ~13,000 trees that damaged infrastructure
- ✓ Restoring 3.2 million customers – 70% of customers restored within 6 hours



Keeping Trees Away from Powerlines

When trees are too close to powerlines, they can cause a power outage or a wildfire.

That's why each year we:

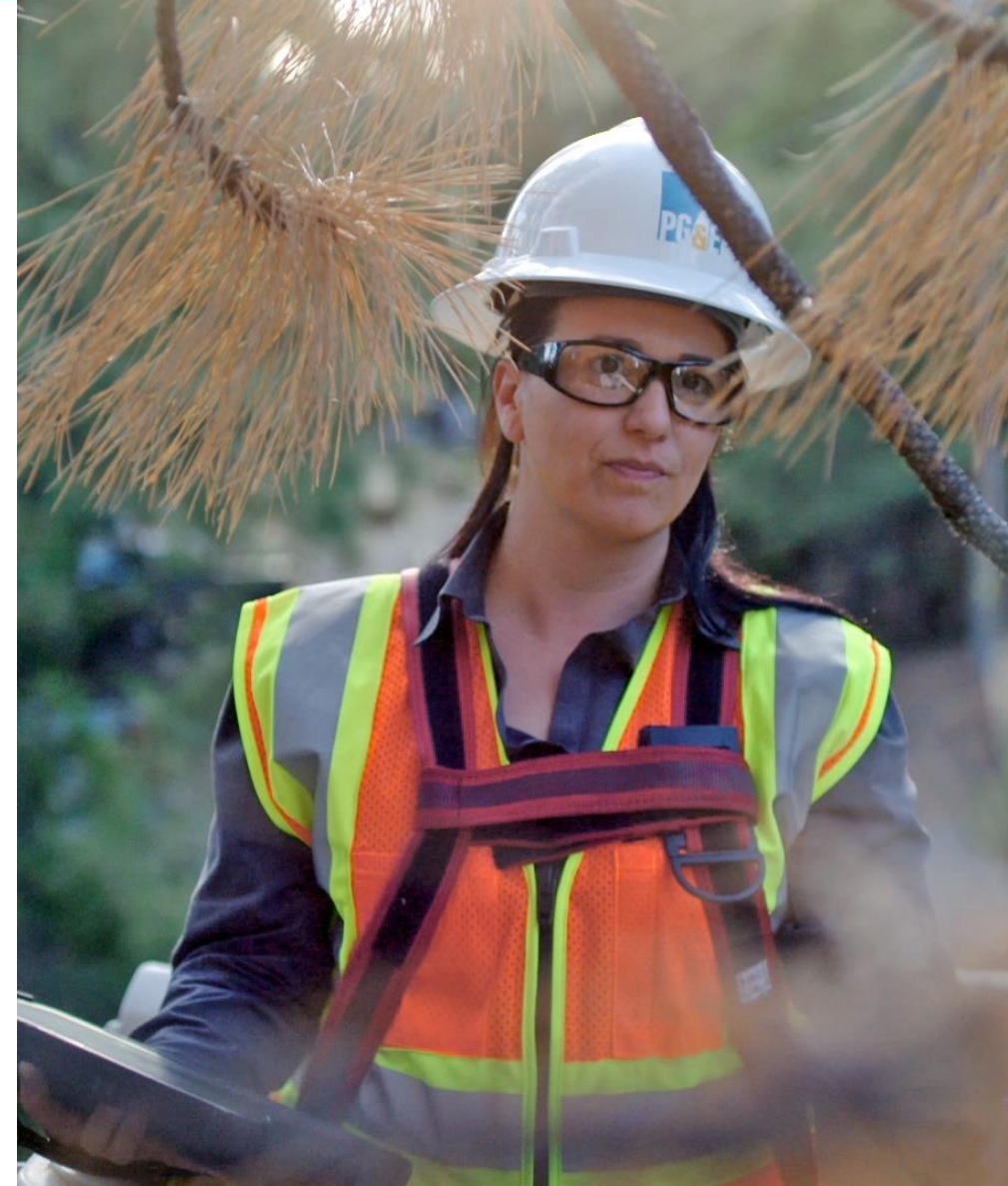
- ✓ Inspect ~100,000 miles of powerlines
- ✓ Trim or cut down more than 1 million trees that pose a safety concern
- ✓ Address dead, dying or hazardous trees



We also reduce wildfire risk through additional vegetation work.

Across our service area we are:

- ✓ Reviewing and cutting down trees identified through previous efforts that pose a safety concern
- ✓ Conducting additional inspections in high fire-risk areas near circuits with an increased risk for vegetation-caused outages
- ✓ Trimming additional trees near circuits that have experienced a high volume of vegetation-caused outages



Winter Safety Tips and Bill Savings



Our Safety Action Center Has Helpful Tips and Information for Staying Warm and Safe



Preparing for a Flood

Do not attempt to walk, swim or drive through floodwaters. Stock emergency kits and include food, water, flashlights, batteries and medications.



Keep Safe During Heavy Rainfall

Consider having roofs and chimneys inspected for cracks and gutters cleaned to get rid of leaves and debris that can cause water to overflow.



Cooking Devices

Do not use cooking devices, such as ovens or stoves, to heat a home. Ensure that ovens and kitchen appliances are clean to reduce the potential of grease fires.



Space Heaters

Place them on even surfaces to prevent fires and do not leave them unattended or alone with young children and pets.



Fireplaces

Keep flammable materials away from fireplaces and put a glass or metal screen in front of the opening to prevent embers or sparks.



For more helpful tips, visit: safetyactioncenter.pge.com

Generator and Battery Safety

While generators and portable batteries can provide critical support during an outage, they must be used properly. For your safety, **practice the following when using a generator or battery:**

DO:

- **Ensure you have the right generator** for your power needs—either a portable generator or a permanent standby generator
- **Follow all safety instructions** provided by the manufacturer before operation
- **Plan and test the generator** before use



DO NOT:

- Run a portable battery in the rain
- Operate a generator in your garage
- Ignore instructions
- Store fuel inside your house



To learn more, visit:
[pge.com/generatorsafety](https://www.pge.com/generatorsafety)



Savings Programs for Income-Qualified Customers

CARE and FERA are PG&E discount programs that help eligible customers pay their energy bills. Over 1.4 million customers receive a discount through these two programs.

CALIFORNIA ALTERNATE RATES FOR ENERGY PROGRAM (CARE)

- Provides a monthly discount of 20% or more on gas and electricity
- Participants qualify through income guidelines or if enrolled in certain public assistance programs

FAMILY ELECTRIC RATE ASSISTANCE PROGRAM (FERA)

- Provides a monthly discount of 18% on electricity only
- Must be a household with three or more people that meets qualifying income guidelines



Customers can **verify if they are eligible** by completing the online CARE/FERA enrollment form: pge.com/care

Budget Billing*:

Offsets high winter heating peak bills by averaging your energy costs to determine a more predictable monthly payment amount.

 pge.com/budgetbilling

GoGreen Home Energy Financing:

Get help financing energy saving improvements to make your home more comfortable and efficient.

 gogreenfinancing.com

Energy Efficiency Financing:

Eligible businesses can receive an interest-free loan to replace old equipment with more energy efficient models.

 pge.com/eef

**Eligible customers must not be on a payment plan or have a history of partial or late payments to enroll.*

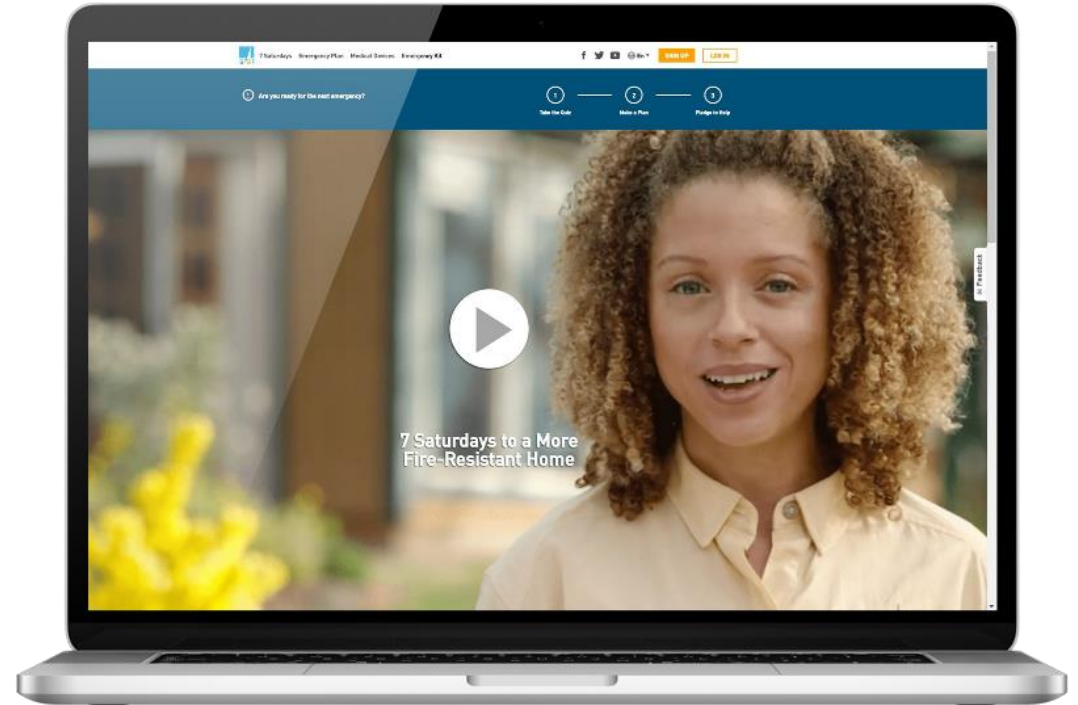
Customer Resources



Our **7 Saturdays** series offers basic steps to help you and your family prepare for wildfire season.

Topics you can learn about include:

- Creating defensible space
- Planning with your family for an emergency
- Preparing your home against fires
- Building a more fire-resilient community




i Learn more at safetyactioncenter.pge.com



Customer Resources and Support for PSPS Outages and EPSS


Portable Battery Program **EXPANDED ACCESS**

Supporting eligible customers with fully subsidized portable battery solutions

 pge.com/portablebattery

Generator and Battery Rebate Program **EXPANDED ACCESS**

Rebates for eligible customers to purchase a qualified generator or battery

 pge.com/backupper

Self-Generation Incentive Program

Rebates to help customers save on energy storage systems for their business

 pge.com/sgip

Disability Disaster Access and Resources

Emergency preparedness planning, portable batteries, and support for customers requiring additional accommodations

 pge.com/ddar

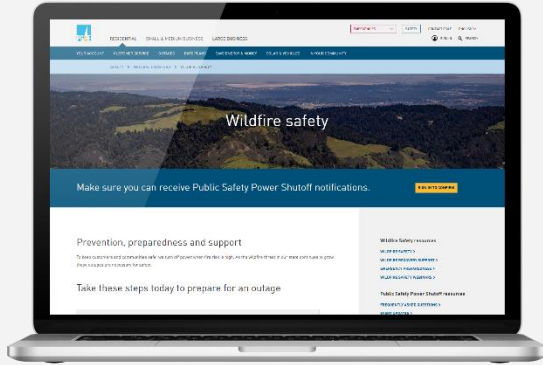
Fixed Power Solutions

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

 pge.com/residentialstorageinitiative



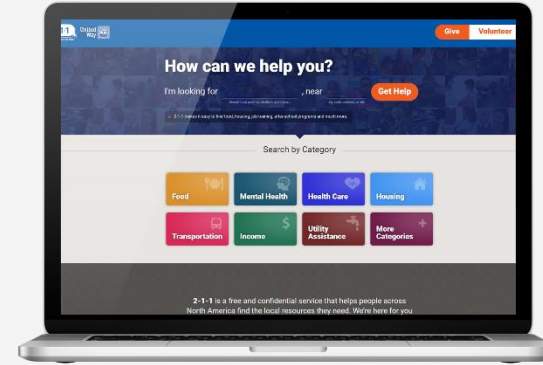
Customer Resources



Wildfire Safety


Information on wildfire prevention efforts

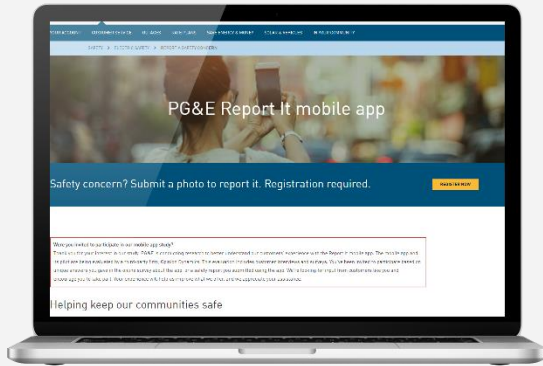
 pge.com/wildfiresafety



California Network of 211

Free and confidential support and resources via calls or texts to 211

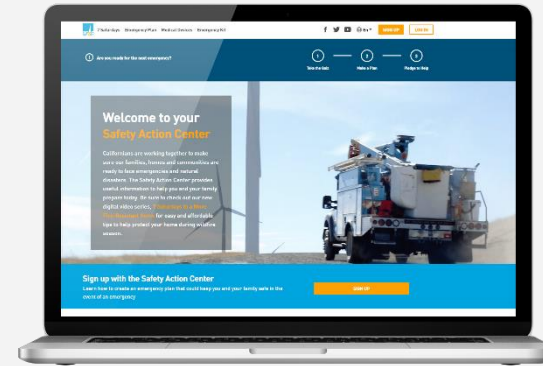
 211ca.org



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

Open Discussion



Thank You!

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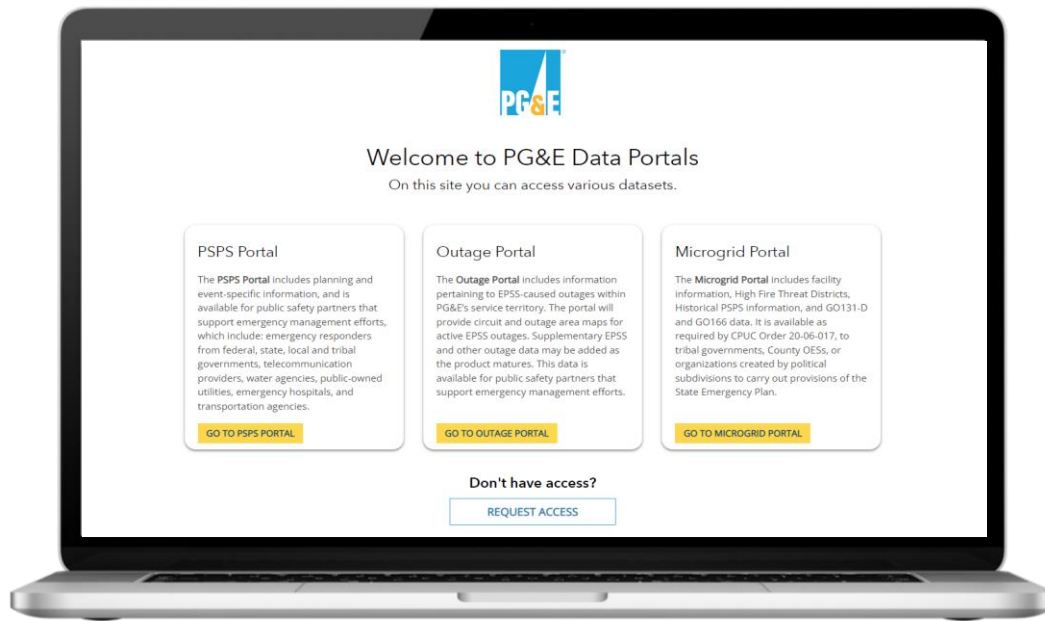
Appendix





PG&E Data Portals

Our secure online data portals provide important planning information and updates for our agency partners to access before, during and after an outage.



i Login or register at: pgedataportals.pge.com

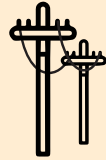
PSPS Portal: PSPS planning and event information, including maps and confidential data files.

Outage Portal: circuit and outage data on lines protected by EPSS.

Microgrid Portal*: microgrid maps and information for local agencies and tribes to assist in their own resiliency efforts.

Protecting Customers in Santa Clara County

100%



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

Improving reliability and minimizing customer impacts

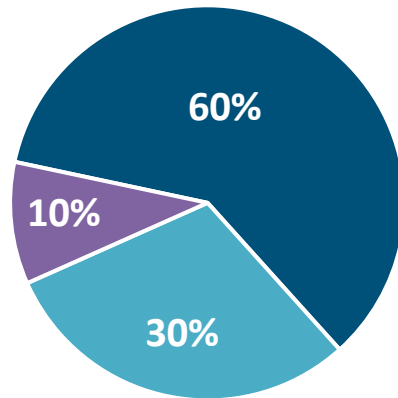
	2021	2022	2023	Overall Improvements*
Avg. outage length	6 hrs	2.5 hrs	2.8 hrs	53% decrease
Avg. customers impacted per outage	1,228	1,489	1,036	15% decrease

* Overall improvements include 2021 to 2023 comparison.

2023 Performance on EPSS Protected Powerlines

Customers Experiencing*

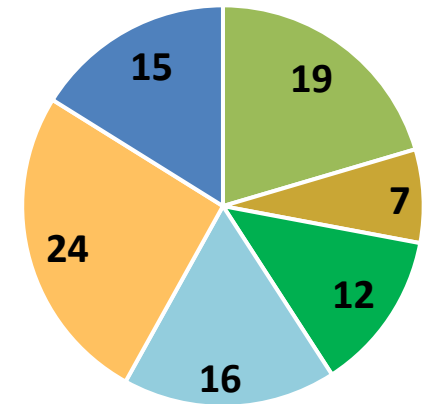
- 0 Outages
- 1-2 Outages
- 3-7 Outages



* Customer counts are approximate as of 1/19/2024 and may change based on ongoing program updates and enhancements.

Common Outage Causes

- Animal
- Maintenance
- Third party
- Equipment
- Unidentified
- Vegetation



Data is approximate and as of 1/19/2024



We've Improved our Outage Center

www.pge.com/outage

Faster page loads: Based on customer feedback, you'll start by entering an address. The new start page was designed to load faster than the map on cell phones without WIFI. You can still get to the map. You just won't start there.

Current and future outages at a glance: Most outages aren't planned, but if we know of an upcoming outage, you'll see it on the "Future" tab.

Outage status tracker: We've added a tracker to show you where you are in the process.

Helpful information: Look under "Resources" for tools to make outages easier. You'll also find information about the restoration process, types of outages and more.

Local information: We now include outage information by county so you'll have the status for the area around your home or business.

