



## Community Wildfire Safety Program Outage Preparedness Email

### Subject Line:

Working to Keep You Safe: New wildfire safety measures and what they mean for you

### Email:

We are evolving our wildfire safety efforts and making more resources available to help you this wildfire season. <<Button: [Learn more](#)>>

Dear Valued Customer:

As the wildfire threat in our state has continued to grow, we are reaching out to let you know how we are expanding and evolving our wildfire safety efforts to help keep customers and communities safe. Below are some of the steps we are taking this year to make the electric system safer and more resilient, including new wildfire prevention tools for the powerlines serving you.

### Protecting Communities Against Growing Wildfire Risk

We are taking action, using new, advanced tools to prevent wildfires and building the state-of-the-art electric system you deserve. This work includes:

- **New for 2022:** [Expanding our Enhanced Powerline Safety Settings \(EPSS\)](#) to all powerlines in high fire-risk areas, including the line serving your home or business. These settings automatically turn off power within one-tenth of a second if there is a hazard, like a tree branch falling into powerlines, and are proven to prevent wildfires. Last year, we saw an 80% reduction\* in CPUC-reportable ignitions on EPSS-enabled lines, compared to the prior three-year average. We understand that EPSS may result in an unplanned outage where we are unable to notify you in advance, which is why we have more resources available this year than ever before to help support you;
  - \*in High Fire-Threat Districts, as of December 31, 2021
- [Beginning to underground 10,000 miles of powerlines](#) to improve the safety and reliability of your service;
- [Exceeding state vegetation standards](#) to prevent trees from falling into powerlines;
- [Continuing to install stronger poles and lines](#) to make the electric grid safer and more resilient;
- [Reducing the impact of Public Safety Power Shutoffs \(PSPS\)](#) with grid updates and weather forecasting improvements that allow us to surgically target shutoffs; and
- [Improving notifications and updates](#) about when power will be back on, what caused the outage and progress on our wildfire prevention efforts.

<< **Call out box:** Learn more by attending an informational wildfire safety webinar at 5:30 p.m. on Wednesday, April 20. Visit [pge.com/firesafetywebinars](http://pge.com/firesafetywebinars) to join or watch the recording afterwards. >>



## Helping You Prepare

While we work to improve the safety of our system, you can visit [pge.com/wildfiresafety](https://pge.com/wildfiresafety) to help prepare for wildfire season, find expanded customer support options and:

- **See if you qualify for additional resources** like our Medical Baseline Program or expanded Generator & Battery Rebate Program.
- **Update your contact information** to receive timely outage updates.
- **Sign up for Address Alerts** to receive PSPS notifications for any additional addresses you care about.
- **Create an emergency plan.**

We are working every day to improve the safety, resiliency and reliability of our electric system. To share feedback or ask questions, please email us at [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com) or call **1-866-743-6589**.

Sincerely,  
PG&E Community Wildfire Safety Team

[In-Language Box] [Disclaimer] CCC-0322-4660