



# CHINESE CHAMBER OF COMMERCE

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San Francisco Board of Supervisors  
Public Safety and Neighborhood Services Committee  
1 Dr. Carlton B. Goodlett Place, Rm. 244, San Francisco, CA

Dear Members of the Public Safety & Neighborhood Services Committee,

On behalf of the Chinese Chamber of Commerce of San Francisco, we appreciate the opportunity to provide comments regarding Agenda Items 3, 4, and 5 concerning the December power outage and its impact on our communities.

The widespread outage in December had a significant effect on residents and small businesses throughout San Francisco, including many within our AAPI and Chinese business community. The timing—immediately preceding the Christmas holiday and Winter Solstice celebrations—compounded economic hardship and disrupted critical business operations during one of the busiest and most important retail periods of the year.

While we do not excuse the failures that led to this incident, we acknowledge and appreciate the concrete steps PG&E has taken to assist those most affected. PG&E representatives proactively engaged with merchants, explained the claims process, and provided assistance with filings. Importantly, bilingual support was made available to non-English-speaking business owners, helping to reduce barriers that often prevent small businesses from accessing relief. These actions demonstrate a commitment to making corrective improvements.

At the same time, our members have expressed ongoing concerns. Reliable utility service is especially critical as businesses prepare for the upcoming Lunar New Year, one of the most economically significant periods for Chinatown and many small merchants across the city. Business owners have emphasized the need for improved reliability measures to prevent future disruptions, as well as a claims process that is accessible, transparent, and efficient—particularly for monolingual owners who may require language assistance. Timely processing of outstanding claims remains a priority.

We respectfully urge continued dialogue, transparency, and expedited resolution of pending claims, alongside strengthened infrastructure and accountability measures to safeguard against similar events in the future. A sustained partnership among the City, PG&E, and the small business community is essential to protecting the vitality of Chinatown and ensuring the long-term economic health of San Francisco.

Thank you for your leadership and attention to this important matter.

Sincerely,

Donald Luu  
President  
SF Chinese Chamber of Commerce