



SF Pre-Storm Outages (Jan 2024 – Feb 3)

Planned Outages: 80

- Capital projects
- Reliability/System hardening
- Maintenance

Unplanned Outages: 77

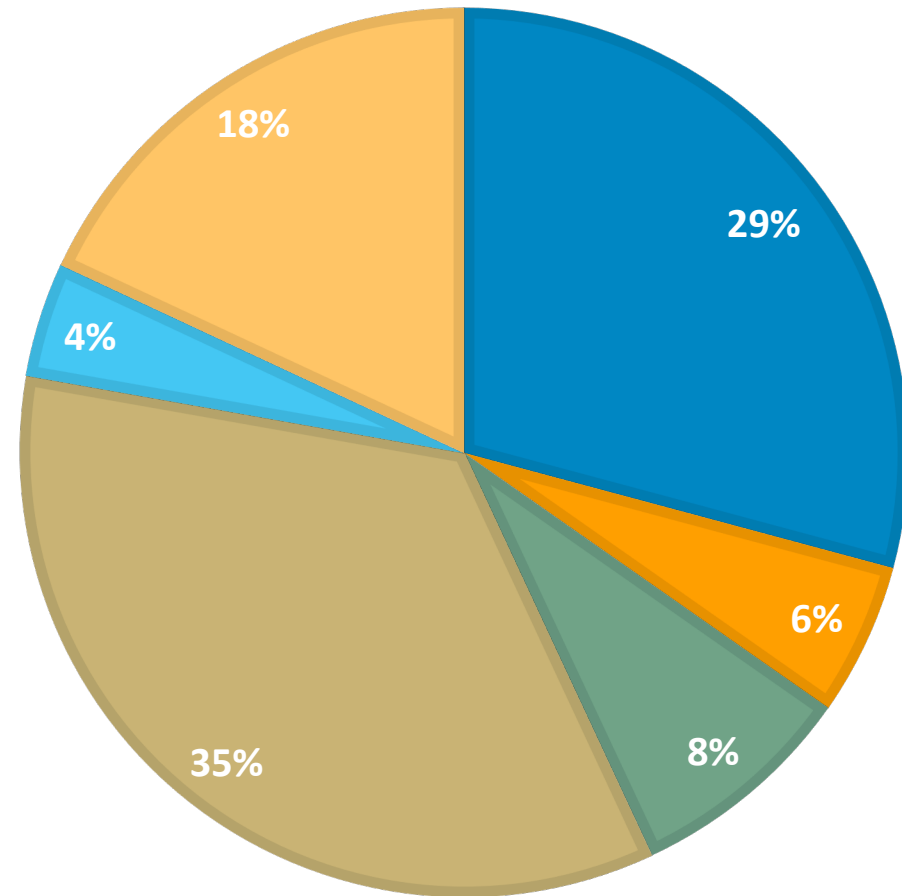
- Vegetation (4)
- Substation (3)
- Overhead (25)
- Underground (13)
- Other (6)
- Unknown (21)

Duration (Unplanned)

- Momentary 5 min or less 22%
- Greater than 5 min 74%
- 12+ hours 4%

UNPLANNED OUTAGES

■ Unknown ■ Vegetation ■ Substation ■ Underground





Storm Preparation

- PG&E Meteorology Operations forecasted Category 5 for outages for entire territory at peak
- Ahead of storms, PG&E stages power poles, powerlines, transformers and other electric equipment at yards throughout our service territory in preparation to restore power to affected areas safely and as quickly as possible.
- Local PG&E operations emergency centers activated in impacted regions to more efficiently allocate crews, materials and other resources to restoration efforts.





Coordination between PG&E and CCSF



- PG&E Public Safety Specialist embedded in Dept. of Emergency Management
- PG&E Coordination with Public Works, Recreation and Parks Dept., SFPUC
- Customer Outreach Specialist updating schools, hospitals, other critical customers
- Communication and updates to elected officials and CCSF departments and agencies



Storm Impacts

- Third largest single day storm impact in PG&E history
- Over 688,000 customers out at peak across PG& territory
- Total 1.85M customers
- Confirm SF peak – Approx. 20k
- By 8 am Monday 2/5 SF customers without power: 4692

Monday, Feb. 5 – 8 a.m. Bay Area Comparison	Affected Customers
San Francisco	4,692
Peninsula	50,116
North Bay	69,334
East Bay	26,557
South Bay	69,129
Total	219,828



Storm Impacts

Top Damage Types – Territory Wide

Conductor	2,839
Pole	946
Cross Arm	485
Transformer	378
Other Equipment	195





Restoration Process

Phases of Restoration

After severe weather has passed, we inspect the system before restoring power. Fallen trees, flooding, mudslides can impede access for our crews and will likely delay assessment and restoration



For the most up to date outage information, visit:

[pge.com/outages](https://www.pge.com/outages)



Restoration Process

- **Make Safe** – Storm conditions are in progress and impacting your area. PG&E is prioritizing emergency calls from local Police and Fire Departments.
- **Gain Access** – Storm conditions have lifted, and PG&E is isolating damaged areas and re-routing power to restore customers, as possible.
- **Patrol and Assess** – Weather conditions have improved. PG&E is assessing damage that needs to be repaired before we can restore power.
- **Repair and Notify** – PG&E is making repairs to damaged equipment. When repairs are completed, we will be able to restore power.
- **Restore and Notify** – Power has been restored and you will receive a notification to confirm.





Programs and Services Available for Customers

- **Bill credit through the Safety Net Program**— PG&E's Safety Net Program will pay residential customers go without power for 48 hours or longer due to severe events like storms may qualify for \$25 to \$100 automatically.
- **Help for seniors** — PG&E partners with the California Foundation for Independent Living Centers (CFILC) to offer support for older adults and people with disabilities through the Disability Disaster Access and Resources (DDAR) Program as well as the California Network of 2-1-1 who can connect customers to resources in their local communities.
- **Help for vulnerable customers** — Medical needs might qualify you for Vulnerable Customer Status with PG&E. Call 1-800-743-5000 to apply.



Additional Customer Care

- Outage map on PGE.com
- Notifications – customers can sign up for text alerts or other ways to be contacted by setting preferences in their accounts
- Live calls for extended ETOR
- Claims including food spoilage, property damage, etc.
- Customer service: 1-800-743-5000.





Customer Safety Tips

- PG&E encourages customers to have a plan, prepare for power outages and above all else, stay safe. Visit www.pge.com/stormsafety for **preparedness tips.**
- Downed and uprooted trees can disrupt subsurface infrastructure including gas lines. **If you smell gas, call 1-800-743-5000.**
- **Never touch downed wires:** If you see a downed power line, assume it is energized and extremely dangerous. Do not touch or try to move it—and keep children and animals away. **Report downed power lines immediately by calling 911 and by calling PG&E at 1-800-743-5002.**



Thank You

Questions