

Mission Substation Update

Public Safety and Neighborhood Services Committee

May 14, 2026





Commitment to San Francisco

For more than 120 years, through natural disasters and major storms, we have been privileged to serve the City of San Francisco.

We apologize to all those impacted by the December outage that impacted over 120,000 customers. We are working every day to improve and earn your trust.

A Commitment to Transparency and Action

- Last week, we received a report on the direct cause of the December 2025 substation fire and resulting outage.
- As part of our commitment to transparency, we are sharing learnings from the direct cause investigation.
- We continue to work with Exponent to investigate and evaluate this incident.



Thank you to the City and County of San Francisco, our local first responders, and customers across our hometown for your continued collaboration and engagement.



Key Learnings

Exponent, an industry-leading science and engineering firm, has conducted a comprehensive investigation of the December 20 substation fire.

The report identified the Dec. 20 event most likely occurred due to a failure of an insulating board from a combination of environmental, physical and design factors, including:

- ✓ **The building's open design**, along with a specific weather pattern, caused high humidity levels inside the substation.
- ✓ **Moisture, contamination and contact** between the insulating board and a circuit breaker arm caused “electric tracking,” meaning electricity was able to flow where it shouldn't.
- ✓ **High humidity and low temperatures** created conditions that allowed for condensation on the back of a protective “insulating board”.
- ✓ **The confluence of these conditions** resulted in an “arc flash”, which led to the fire and the subsequent outage.

We did not wait for Exponent's report before taking a series of immediate actions to improve local reliability, resiliency and service for our customers.



Actions: San Francisco Reliability and Resiliency

We are taking a series of immediate and significant actions as part of a targeted initiative to strengthen reliability and resilience in San Francisco.



**Enhanced
Substation
Inspections and
Testing**

Inspecting 100% of
SF substations



**Accelerated
Maintenance
and System
Upgrades**

Repairing and upgrading
critical equipment



**Improved
Monitoring and
Situational
Awareness**

Real-time visibility into
grid conditions



Our Ongoing Commitment to San Francisco

We look forward to continuing to partner as we strive to achieve our shared goal of delivering safe, affordable and more reliable energy to all our customers across this great city and county.

Next Steps

- ✓ **Apply learnings** from this event with a systemwide perspective
- ✓ **Implement improvements** for system reliability and resiliency
- ✓ **Continue to engage** transparently with regulators, elected leaders, and the community

