From: Jasbir Dhuga
To: Board of Supervisors (BOS); MahmoodStaff
Subject: Subject Line: Public Question for Hearing File No. 251222 (Grid Resilience & AV Protocols)
Date: Friday, January 2, 2026 8:18:16 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Target: Department of Emergency Management (DEM) & SFMTA

> "Between 9:40 AM (when power was lost) and 1:09 PM (when the substation fire occurred), the city had nearly 3.5 hours where 7,000 traffic signals were dark. Why was no emergency order issued during this 3.5-hour window to clear autonomous vehicles from the roads *before* the fire department needed to respond to the second emergency?"

Target: PG&E Executives

> "PG&E has stated the substation fire occurred at 1:09 PM, yet outages began at 9:40 AM. Does PG&E acknowledge that the 3.5-hour delay in resolving the initial grid instability created the traffic conditions that subsequently delayed emergency vehicles from reaching the substation fire itself?"

Signed
J.S.Dhuga

From:	Carroll, John (BOS)
To:	M Eilo; Board of Supervisors (BOS)
Subject:	RE: Transportation needs PUBLIC POWER!
Date:	Monday, January 5, 2026 10:23:53 AM
Attachments:	image001.png

Thank you for your comment letter.

By copy of this message to the board.of.supervisors@sfgov.org email address, your comments will be forwarded to the full membership of the Board of Supervisors.

John Carroll
Assistant Clerk
Board of Supervisors
San Francisco City Hall, Room 244
San Francisco, CA 94102
(415)554-4445

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From: M Eilo <blinkpopshift@gmail.com>
Sent: Monday, December 22, 2025 8:30 AM
To: Carroll, John (BOS) <john.carroll@sfgov.org>
Subject: Transportation needs PUBLIC POWER!

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

This is the last straw. End PGE now. Multiple friends were stuck taking multiple busses for hours or paying for rides they can't afford just because we keep letting PGE exist.

In 1996 there was a very similar fire in that same substation that caused a blackout. Did they update infrastructure to prevent it happening again? No. Instead they hiked rates to pay their fucking CEO millions a year and their shareholders a huge return.

I want what Sac has: municipal power. Time to catch up with the times only 75 years late.

From: Kendrick Lewallen
To: Board of Supervisors (BOS)
Subject: PG&E power outage personal story
Date: Monday, January 5, 2026 9:41:45 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Dear supervisors, of San Francisco thank you for your time. I come to you as a constituent of district 6 and I would like to address the negligence of pg&e.

As a tenant living at 1190 Mission St. The entire building was impacted. I have lived in San Francisco for over 14 years as a resident in San Francisco. I've never experienced anything like the power outage that residents experienced across the city. Especially in my neighborhood SOMA even worse the Richmond' district. As you are aware our trinity building 1190 mission street, from December 20 to December 23rd without electricity! PG&E failed us as a community tremendously . The results are, spoiled food, I personally couldn't take care of tasks that needed to be taken care of due to the stress the anxiety that induced not to mention, I have PTSD I watched my mother pass in front of me earlier this year back in August. She also experienced the power outage. She was living off of a respirator, and she was grasping for air. Begging for help, I absolutely felt helpless in that moment near the end of her life..

Furthermore, I continuously called PG&E, vocalizing my frustration, and also bringing up the fact that the community, families and children were suffering immensely! Additionally I also looked around at other buildings surrounding us, seeing the fact my neighbors all had their electricity back, yet we didn't. This was very alarming. I found out after speaking with a security guard in my lobby that our building had a generator that was full,according to her, PG&E would not authorize our available fueled generator. I brought it up to PG&E. I couldn't ever get answers and then the only answer I did get was you can submit a request about the generator to our team that handles this and it will take two days for them to respond while we were in a power outage. This is absolutely a mockery of a company when they can't get back to you about your buildings generator that could have restored power to the entire building.

Why is it that it would take two days for the higher ups to address that issue this doesn't make any sense whatsoever and I believe that PG&E should not exist here in San Francisco because they have plaid guilty to murder. back in 2018 in fact, not that long ago as your are aware the campfire killed 84 people and that was due to PG&E's negligence! Fast forward to 2025, SOMA San Francisco on eighth street a substation caught on fire and could have exploded. Why did the substation catch on fire? No one really knows there are no answers yet and I believe that PG&E probably knows but isn't being transparent with the public about this issue. I'm deeply alarmed by their lack of compassion,their lack of care about the 4000 residence that remained without power for four days while other residents in the city of San Francisco were able to get their electricity back within 24 hours.

This also seems to be a reoccurring issue in the Richmond District. Apparently the Richmond District has been without power multiple times during the month of December 2025..

It’s a shame that I even have to write to you today about this particular issue, but it’s important that we all collectively speak out against PG&E’s lackluster practices. We should have an option to select a different energy provider, considering the negligence of PG&E has been absolutely ridiculous and irresponsible.

This truly mess with many people Christmas plans. Ultimately making many in our community upset. I have heard pg&e won’t properly compensate individuals for their losses.

Moreover, I had to get a hotel room to fill some kind of sanity to I can be productive, needed to charge my phone. I was told that my hotel room would be comped by PG&E. They’ve told me I should call 211 and that 211 should have some type of voucher for us to get a hotel room, however 211 said that they do not offer any type of voucher for hotel rooms to be covered. I also had to get take out multiple times. I spent over $400 because of this outage not to mention I probably have lost $450 worth of food in my refrigerator. I have yet to file a claim with PG&E because I have just been so busy after the power outage. The origin of my personal frustration with this issue is a simple fact I had so much going on at that time and had to get ready for a job that I took in another town temporarily, so it’s been very frustrating to say the least,

I’m sorry that this letter is coming to you so late, but I hope that you guys are able to see that these issues are very important and impact us as a community and we should really consider an alternative to PG&E and PG&E should be held accountable for financial losses of residence

Thanks again for taking the time to read my statement it’s important for everyone’s voice to be heard. Happy new year may this be a better year than last.

Kendrick Lewallen

From: Richard Rothman
To: Crayton, Monique (BOS); Yu, Angelina (BOS); Yan, Calvin (BOS)
Subject: Re: Hearing on PGE
Date: Monday, February 9, 2026 8:09:20 AM

With reference to the hearing file no. 260035 regarding the citywide blackout on December 20.
I live in the Outer Richmond district and had no electricity for 48 hours. Kept getting mixed messages from PGE when the power would be on. In reference to the $200 credit that PGE gave everyone in the black, I think the credit should be prorated. Some people whose power was out for only 5 hours got $200, the same amount as those whose power was out for 48 hours. If your electricity was out for longer than you should get a larger credit.

Thanks
Richard Rothman, District One resident.

On Fri, Feb 6, 2026 at 3:19 PM Crayton, Monique (BOS) <monique.crayton@sfgov.org> wrote:

> Here is a link to the meeting agenda.
>
> **Monique C. Crayton (she/her)**
>
> ***Assistant Clerk***
>
> Board of Supervisors - Clerk's Office
>
> 1 Dr. Carlton B. Goodlett Place, Room 244
>
> San Francisco, CA 94102
>
> (415) 554-7750 | Fax: (415) 554-5163
>
> monique.crayton@sfgov.org | www.sfbos.org
>
> **(VIRTUAL APPOINTMENTS)** To schedule a "virtual" meeting with me (on Microsoft Teams), please ask and I can answer your questions in real time.
>
> ---
>
> **From:** Crayton, Monique (BOS)
> **Sent:** Friday, February 6, 2026 10:21 AM

To: Richard Rothman <rrothman555@gmail.com>
Subject: RE: Hearing on PGE

Yes. I'll send you a link to the meeting agenda when it is posted.

Thank you!

Monique C. Crayton (she/her)

Assistant Clerk

Board of Supervisors - Clerk's Office

1 Dr. Carlton B. Goodlett Place, Room 244

San Francisco, CA 94102

(415) 554-7750 | Fax: (415) 554-5163

monique.crayton@sfgov.org | www.sfbos.org

(VIRTUAL APPOINTMENTS) To schedule a "virtual" meeting with me (on Microsoft Teams), please ask and I can answer your questions in real time.

From: Richard Rothman <rrothman555@gmail.com>
Sent: Friday, February 6, 2026 6:49 AM
To: Crayton, Monique (BOS) <monique.crayton@sfgov.org>
Subject: Re: Hearing on PGE

Hello,

Checking in to see if you have the schedule for next Thursday's meeting and whether PGE will be on the agenda.

Thanks

Richad

On Tue, Feb 3, 2026 at 12:01 PM Crayton, Monique (BOS) <monique.crayton@sfgov.org> wrote:

> Please check-in with me on Thursday, February 5th when the meeting agenda is finalized.
>
> Thank you!
>
> **Monique C. Crayton (she/her)**
>
> ***Assistant Clerk***
>
> Board of Supervisors - Clerk's Office
>
> 1 Dr. Carlton B. Goodlett Place, Room 244
>
> San Francisco, CA 94102
>
> (415) 554-7750 | Fax: (415) 554-5163
>
> monique.crayton@sfgov.org | www.sfbos.org
>
> **(VIRTUAL APPOINTMENTS)** To schedule a "virtual" meeting with me (on Microsoft Teams), please ask and I can answer your questions in real time.
>
> ---
>
> **From:** Richard Rothman <rrothman555@gmail.com>
> **Sent:** Tuesday, February 3, 2026 11:49 AM
> **To:** Crayton, Monique (BOS) <monique.crayton@sfgov.org>
> **Subject:** Hearing on PGE

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hello,

Will the hearing about PGE be at the Feb 12 meeting? When will the meeting agenda be available?

Thanks

Richard Rothman

415 350-7629

February 12, 2026

To the Honorable Members of the San Francisco Board of Supervisors Public Safety & Neighborhood Services Committee
City Hall, 1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco, CA 94102

Subject: Ongoing Concerns Regarding Frequent PG&E Power Outages, Aging Infrastructure, and Failures to Provide Transparent Communications in Sherwood Forest

Honorable Supervisors and Representatives from PG&E:

I am writing to formally submit my continued frustration and concern regarding the **systemic unreliability of PG&E's electrical service** in the Sherwood Forest neighborhood. Our neighborhood experiences more outages than any other neighborhood in San Francisco.

For the past nearly six years, living on Casitas Ave, I have experienced more power outages than in all my previous homes combined. These are not brief blips; they are significant outages lasting for days at a time, which is both incomprehensible and unacceptable for a major urban area.

The impact is substantial, affecting our ability to work from home and creating safety risks for residents who depend on consistent power.

The core issues which need to be addressed are as follows:

1. Aging and Outdated Infrastructure:
While PG&E often cites weather-related causes, emergency crews on site have repeatedly informed me that our specific lines and equipment are **wholly outdated and in need of a serious upgrade**. PG&E's own communications have mentioned "replacing conductors, cross arms, and electric wires," confirming the equipment issue. An incident on December 14, 2024, involved a transformer sparking in a neighbor's backyard creating a fire risk.

2. Inadequate Vegetation Management:
In the summer of 2022, I specifically requested an inspection of a tree branch overhang. The inspector declined to trim it, stating it would take "pretty gusty winds" to cause a problem. Months later, that exact tree caused a 2-day outage, requiring emergency crews to hack away at it in the middle of the night. We continue to receive notifications about "tree safety work," indicating an ongoing problem.

3. Communication and Accountability Failures:
PG&E communication often falls short. There is no transparency. Nor is there confidence in the information if and when it is provided. Claims for food spoilage have

been denied, citing the same reasons each time. We have had to file multiple complaints with the CPUC (Complaint #670409 and #207436) to seek resolution.

A sampling of the outages we've experienced. This is not even close to an exhaustive list.

Date Range	Duration	Notes
Jan 4–Jan 6, 2023	2 days	Tree branch falling cited as cause
Feb 4–Feb 7, 2024	74 hours	Longest recent outage
Oct 2, 2024	Multiple	Two separate outages in one day
Feb 4, 2025	24 hours	
June 23–June 24, 2025	~12 hours	

Requested Actions:
I respectfully urge this committee to demand that PG&E commit to a concrete plan for **upgrading the infrastructure** in the Sherwood Forest area, specifically placing power lines underground as emergency crews have suggested is necessary due to the strong winds we experience on the tallest hill in San Francisco. We require accountability and a dedicated community liaison for transparent, real-time communication during future events.

Thank you for your attention to this critical matter of public safety.

Sincerely,
Patricia Martell
256 Casitas Ave
San Francisco, CA 94127
415.215.9222
patriciamartell@gmail.com

From:	Charleen Maghzi-Ader
To:	Crayton, Monique (BOS)
Subject:	February 12th Public Safety and Neighborhood Services Committee meeting at 10am Testimony
Date:	Monday, February 9, 2026 4:38:32 PM
Attachments:	PGE facts-2.pdf February 22, 2025 impact of outages on elderly.pdf

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

To: Representatives from PG&E, including the CEO, attending the February 12, Public Safety and Neighborhood Service Committee Hearing

As testified in my attached communication of February 11, 2025, and statement of impact on February 22, 2025, the frequent unplanned prolonged power outages over the previous five years has been unacceptable “service." Our home is alternatively occupied by family members and friends of all ages from infancy to seniors, with a wide range of needs for dependable electricity.

Because of this, that in addition to purchasing and operating a gas generator with extension cords running all over our home as well as a portably battery, we have made the decision to make a costly investment in a solar battery that is integrated into our solar panels. Installation is planned for as soon as the extra tedious San Francisco permitting process is completed.

All of this expense for dependable electrical power, plus the extra muss and fuss was not required during my 75 years as a SF resident. Because of this situation, I request reimbursement for my out of pocket expenses of $50,000 for my gas generator purchased in 2020, solar panels installed in 2021, solar battery being installed in 2026.

Sincerely,

Charleen Maghzi
266 Casitas Avenue
San Francisco, CA 94127

February 11, 2025

In an effort to understand the root cause(s) for the frequent prolonged power outages experienced particularly in the past 2 years, I received a partial 2/6/25 PGE response to my inquiry, providing only information about the past year.

The following inaccurate official response from PGE customer service demonstrates their lack of understanding the depth of the multiple incidents of prolonged power failure experienced by customers on this grid. I have added in the last column the actual minutes of outage experienced based on the texted times sent by PGE.

Date - Time	Basic Cause	Minutes Out	**Actual minutes affirmed by PGE texts**
12/14/2024 12:13:00 PM	Equipment Failure/Involved	307	**474**
10/1/2024 10:36:00 PM	Equipment Failure/Involved	20	**6200**
8/28/2024 4:44:00 PM	Equipment Failure/Involved	118	**291**
6/12/2024 10:38:00 PM	Equipment Failure/Involved	32	**24**
		477	**6989**

The latest outage 2/4, 2 PM – 2/5, 1:30 PM lasted for 1410 minutes. This adds up to **8399 minutes or 140 hours in the past year**!

We do not have the statistics from the previous year that seems to have had more frequent and longer outages. A prolonged 5-6 day outage in February 2024 required the use of a gas generator to keep my ill post operative craniotomy husband's hospital bed operating, our refrigerator running, with the need to purchase expensive prepared foods, and causing us to give away our aquarium and parakeets since these pets were unable to live in the cold household environment.

I would like to know what "equipment failure/involved" means and what is being done to improve the antiquated equipment? PGE crew members frequently state that the cause is falling branches/tree limbs. If this is the case, then why are the encroaching trees not being properly pruned or removed by the PGE crews to maintain their service lines?

Very tired and irritated,
Charleen Maghzi
Senior citizen living at 266 Casitas for nearly 50 years,
never having experienced such undependable service as in the past years.

February 22, 2025

Statement of impact of unreliable public utility on the delicate elderly population

We would like to inform PGE of the catastrophic impact of the prolonged power outage as it impacts the elderly, frail or medically compromised individuals by sharing our experience during the January outage, as well as the multiple outages in 2023 in Sherwood Forest.

My husband has been recovering from brain surgery and cancer treatments. In his frail condition, maintaining body heat is a high priority as well as warm nutritious food. In our home, power is required for our central heating, electric water heater for showering, electric blanket, electric operated hospital bed, kitchen appliances, and refrigerator.

Because of the frequency of blackouts, we have invested in a gas-powered generator of moderate capacity. Fortunately able bodied family members were available to replenish the gasoline required to supply minimum 24/7 power to keep the bed blanket and the hospital bed functioning, our refrigerator, as well as essential electronic communication devices such as our phone and computer. Extension cords had to be placed and secured throughout the home to power essential devices. Hot meals were ordered for delivery at an extra expense.

This is just one scenario that represents the condition of many of our elderly neighbors who may not be able to participate in this hearing.

I am a 3rd generation San Franciscan, and never before have I experienced such interruptive electrical “service.”

Questions:
What is the status of the equipment “serving" Sherwood Forest homes that have consistently been impacted?

- Has the equipment aged and is preventative replacement needed?
- What is the ongoing plan for preventative tree trimming around the power lines?
- What additional services are available to those with medical needs, some short and long term? How are they prioritized?

Charleen and Steve Maghzi-Ader

266 Casitas Avenue, SF CA 94127

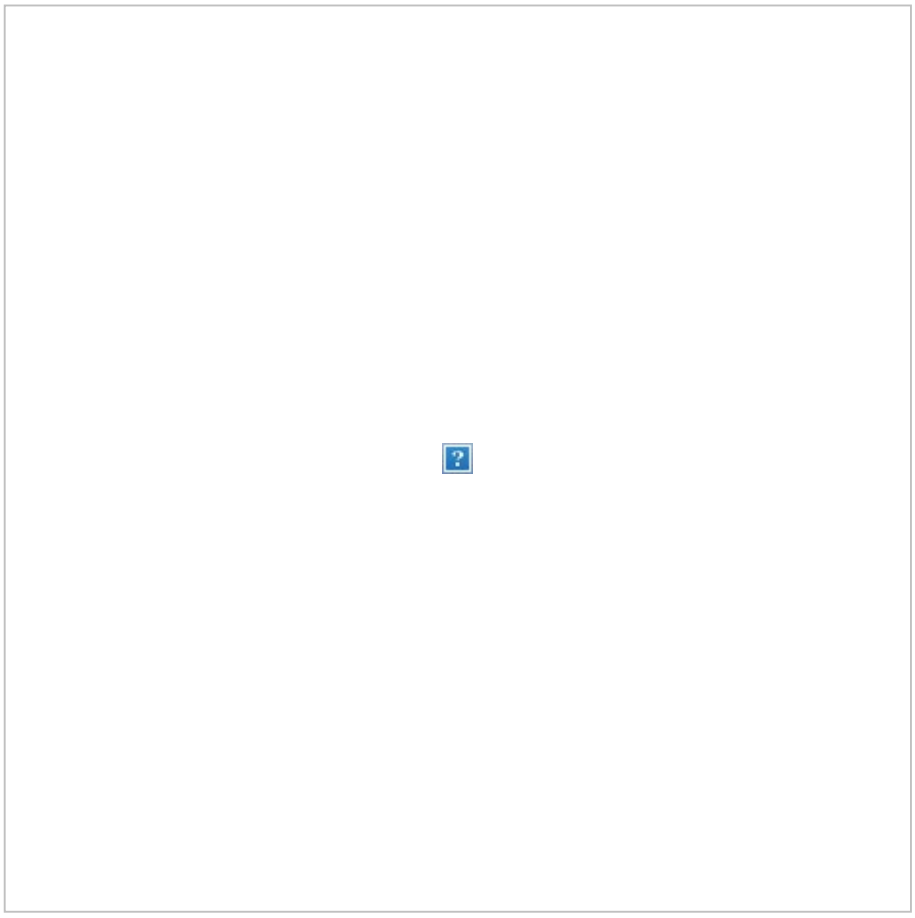
From: Maria Breaux
To: Crayton, Monique (BOS)
Subject: Re: Share Your Feedback on San Francisco's Power Future
Date: Tuesday, February 10, 2026 11:11:48 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

My public comment:

What's the holdup? The city's been working with PG&E for years to give public power back to the public. Give the people what they want.

On Tue, Feb 10, 2026 at 10:00 AM Our City. Our Power. <publicpower@sfwater.org> wrote:



Dear Public Power Supporters,

As you well know, a massive **PG&E power outage on December 20, 2025**, plunged nearly one-third of San Francisco into darkness. For many residents, service disruptions and uncertainty continued well into the new year.

In response, the San Francisco Board of Supervisors has called for a public hearing to examine the City's relationship with PG&E. The following items will be discussed at the Committee's upcoming meeting:

- **Hearing: Widespread Power Outages Affecting San Francisco**

Neighborhoods;
- **Re-Affirming City Support to Acquire PG&E Assets;**

The hearing will be hosted by the **Public Safety and Neighborhood Services Committee** on February 12 at 10:00 a.m. at City Hall – Legislative Chamber, Room 250. **View the meeting agenda here**.

We strongly encourage you to provide public comment online or in person in support of full public power in San Francisco Your voice helps demonstrate the growing demand for a more reliable, transparent, and community-focused energy system. To provide public comment online, please email Monique Crayton at **monique.crayton@sfgov.org**.

We look forward to engaging with you throughout this process and working together toward a responsible transition that puts our communities first. Visit ***Our City, Our Power*** to learn more about the City's campaign acquire PG&E and explore expanding Public Power in San Francisco.

Thank you for your continued support!

Public Comment Announcement
Members of the public attending meetings in person or remotely will have an opportunity to provide public comment on every action or discussion item. Persons unable to attend the meeting may submit to the City, by the time the proceedings begin. Written comments should be submitted to the Clerk of the Board or the Clerk of the Committee: 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102. Comments not received prior to the hearing may be delivered to the Clerk of the Board or the Clerk of the Committee and will be shared with the Members. All comments received will be made part of the official record.

You received this email by opting-in at PublicPowerSF.org.

Our City, Our Power is a project of the City & County of San Francisco.

Manage your preferences | Opt Out using TrueRemove™
Got this as a forward? Sign up to receive our future emails.
View this email online.

525 Golden Gate Ave | San Francisco, CA 94102 US

This email was sent to maria.breaux@gmail.com.
To continue receiving our emails, add us to your address book.

From:	Cal Law
To:	Crayton, Monique (BOS)
Cc:	Yu, Angelina (BOS); Chan, Connie (BOS); SherrillStaff; SauterStaff; WongStaff (BOS); MahmoodStaff; DorseyStaff (BOS); MelgarStaff (BOS); MandelmanStaff (BOS); FielderStaff; Waltonstaff (BOS); ChenStaff
Subject:	Public Comment on Item 260035 and Item 260030
Date:	Wednesday, February 11, 2026 9:10:51 PM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

Hi Monique,

I regret that I am unable to attend tomorrow's meeting due to work obligations, but I would like to submit this public comment for the record.

My power was out from Saturday, December 20th at 1:00 p.m. until Monday, December 22nd at 7:00 a.m. More recently, I experienced another outage lasting several hours, without warning. I have very limited ability to hold PG&E accountable for these outages or to seek meaningful recourse.

I appreciate the City's continued commitment to re-affirming support for acquiring PG&E's local assets. However, I strongly believe the Board of Supervisors should also send a clear and direct message to the California Public Utilities Commission urging it to complete the valuation process. Finalizing a fair market valuation is a critical step toward establishing a binding purchase price and getting public power to San Francisco.

The City should apply consistent pressure to ensure the CPUC completes this process so that we can determine a fair and enforceable path to acquiring PG&E's assets and improving reliability for residents.

Thank you for your time and consideration.

--
Cal Law (they/them)

CHINESE CHAMBER OF COMMERCE

730 Sacramento Street, San Francisco, CA 94108

(415) 982-3000 Fax: (415) 982-4720

February 12, 2026

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

From: Daniel Lovett
To: Crayton, Monique (BOS)
Subject: Public comment - PG&E outages - Public Safety & Neighborhood Services Committee
Date: Thursday, February 12, 2026 11:23:33 AM

This message is from outside the City email system. Do not open links or attachments from untrusted sources.

I'm a small business owner in and resident of the Outer Richmond. The PG&E outages of December 20, 21, & 22 were devastating for my business. I've yet to hear an explanation or receive adequate compensation. We demand better, and PG&E will *never* provide this. It's time for them to go. No more shareholder run utilities in San Francisco, period.

Daniel Lovett

--
DANIEL LOVETT

3239 BALBOA ST
SAN FRANCISCO 94121
415•322•8646