Mission Substation Update

February 12, 2026

Overview

For more than 120 years, we have had the privilege of proudly serving San Francisco families and businesses.

We are accountable to all those impacted by the outage last December, the frustration it caused, and our inadequate communication.

We are taking action to earn your trust

What Happened

- On Saturday, December 20, a circuit breaker failure led to a fire at the Mission Substation.
- For the safety of PG&E and SFFD crews, we turned off power in the substation.
- This resulted in an outage impacting **~130,000** customers.
- Within 3 hours of being able to safely access the site, we had restored power to ~97,000 customers, 75% of those impacted.

We want to thank the City and County of San Francisco, our local first responders, and everyone across our hometown who worked together to support those affected by this outage.

The information herein is preliminary. All figures are approximate and are based on our currently available data sources. These data sources are subject to refinement.

Event Timeline

Our unwavering focus was to:

- Ensure the safety of firefighters and emergency responders
- Restore power safely and as quickly as possible
- Provide impacted customers with support resources

Saturday, Dec. 20

- **1:04 PM** — Circuit breaker issue resulting in fire and outage
- **2:31 PM** — Substation de-energized for safety
- **6:38 PM** — SFFD declares substation safe, PG&E crews permitted access
- **9:30 PM** — **75% of customers restored (~97,000)**

Sunday, Dec. 21

- Third-party cause investigator engaged
- **4:00 PM** — Community Resource Center opened in the Richmond District
- **4:21 PM** — **90% of customers restored (~117,000)**

Monday, Dec. 22

- **7:00 AM** — Temporary generation turned on
- **7:00 AM** — **97% of customers restored (~126,000)**
- Automatic bill credits announced
- **6:00 PM** — Community Resource Center opened near Civic Center

Tuesday, Dec. 23

- **4:31 AM** — **100% of customers restored (~130,000)**

Saturday, Dec. 28

- **4:31 AM** — Temporary generation disconnected

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Immediate and Ongoing Actions

We have undertaken a series of immediate actions to provide safe and reliable service and to support all our impacted customers in San Francisco.

Taking Immediate Action

Improving reliability for our customers

- Returned Mission Substation to normal configuration
- Engaged third-party expert cause evaluator
- Conducting accelerated system inspections
- Enhancing 24/7 system monitoring

Improving Restoration Time Estimates

Addressing inaccurate customer notifications

- Conducting third-party review of estimated time of restoration (ETOR) process
- Changing the usual automatic notification process when there are extenuating circumstances
- Updating notification language to provide more targeted, timely and accurate information

Partnering with the City of San Francisco

Working together on emergency preparedness and management

- Sharing third-party review results and action plans
- Strengthening communications with local officials and partnering with SF Department of Emergency Management
- Inviting the City to observe evidence examinations as part of the third-party review

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Committed to Our Customers in San Francisco

We are working directly with customers and have support resources available. We are also working directly with San Francisco supervisors and City staff.

Engaging with Our Customers

1/9	Held a merchant walk in partnership with Supervisor Wong's office
1/9	Participated in Supervisor Chan's Office Hours to provide claims support
1/16	Held a Community Coffee Connect to provide claims support in the Richmond
1/19	Met with Chinatown Merchants United Association of San Francisco (CMUAS)
1/20	Met with People of Parkside Sunset (POPS)
1/27	Held a claims workshop in the Sunset
1/27	Met with 8 merchant groups
1/28	Held a claims workshop in Chinatown
1/30	Held a merchant walk in the Sunset
2/10	Hosted a small business workshop in Chinatown

- Chinatown Merchants United Association of San Francisco (CMUAS)
- People of Parkside Sunset (POPS)
- The Outer Sunset Merchant and Professional Association
- Sunset Chinese Cultural District
- Clement Street Merchants
- Balboa Village Merchants Association
- Geary Boulevard Merchants Association
- San Francisco Community Alliance for Unity, Safety & Education

Financial Compensation

Automatic Bill Credits: $200 bill credits for residential customers and $2,500 for non-residential customers

Outage Claims: Expedited resolution in multiple languages via our dedicated claims hotline. Claims are still open for the 12/20 event and subsequent outages. As of February 10:

- **$1.2+ million** in claims distributed
- **2,744** claims received
- **~89%** claims resolved
- **~15-day** average resolution

Data as of 2/10/26

Ongoing claims support:
M-F, 8 a.m. – 5 p.m. (415) 973-4548

We will continue to support and engage customers and community groups in the coming months

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