



# Enhanced Powerline Safety Settings

Keeping You Safe Every Day

APRIL 2022

To help prevent wildfires and protect our customers, PG&E is continuing to enhance our safety efforts. We are adjusting the sensitivity on some equipment to automatically - and quickly - turn off power if the system detects a problem. We call this Enhanced Powerline Safety Settings (EPSS).

## How It Works

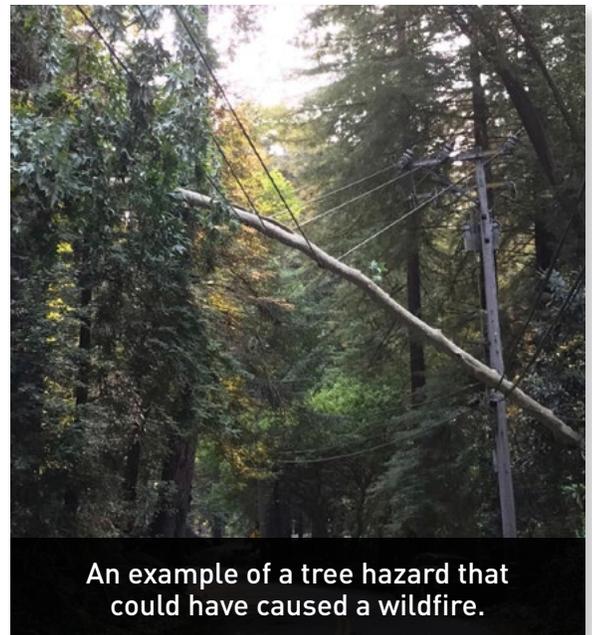
**If an object strikes a line, safety equipment detects the change in current and shuts off power within one-tenth of a second.**

We then check the lines for damage before safely restoring power.



Last year, we saw an **80% reduction\*** in CPUC-reportable ignitions on EPSS-enabled powerlines, compared to the prior 3-year average.

\*In High Fire-Threat Districts as of December 31, 2021



An example of a tree hazard that could have caused a wildfire.

## Additional Wildfire Safety Efforts

These adjusted settings are just one of the tools we use to prevent wildfires. We are also:

- **Beginning to underground 10,000 miles of powerlines** to improve the safety and reliability of your service.
- **Exceeding state vegetation standards** to prevent trees from falling into powerlines.
- **Continuing to install stronger poles and powerlines** to make the electric grid safer and more resilient.
- **Reducing the impact of Public Safety Power Shutoffs (PSPS)** with grid updates and weather forecasting improvements that allow us to surgically target shutoffs.

To learn more about our wildfire safety efforts, please visit [pge.com/cwsp](https://pge.com/cwsp).

## Improving for Our Customers

While these settings help to prevent wildfires, they can also result in outages. We know how difficult it is to be without power, which is why we are working hard to make reliability and operational improvements to minimize the impact.

### SAFETY SETTING IMPROVEMENTS IN 2022

- **Refining equipment sensitivity** to limit the impact and duration of outages.
- **Reducing the outage duration and the number of customers impacted** by increasing communication between safety devices.
- Coordinating ground and aerial patrol crews for **faster power restoration**.
- **Performing targeted vegetation clearing** to prevent a tree from striking a powerline.
- Conducting targeted **asset hardening and inspections**.
- **Installing equipment to protect powerlines** from animal contact.
- Dedicating electric crews for outage **readiness response and restoration**.
- **Sharing more accurate restoration times** during outages.

## Supporting You and Your Family

Resources are available to help you prepare for a safety outage.

### BEFORE AN OUTAGE

- **Find support for backup power** at [pge.com/backuppower](https://pge.com/backuppower).
  - **Generator rebates** for customers who rely on well water
  - **Portable batteries** for Medical Baseline customers in high fire-risk areas
  - **Backup power transfer meters** for customers on EPSS-capable circuits
- **Apply for the Medical Baseline Program** for a reduced cost on your energy bill and extra alerts at [pge.com/medicalbaseline](https://pge.com/medicalbaseline).
- **Self-identify for Vulnerable Customer Status** if your life or health would be at risk should electric or gas service be disconnected at [pge.com/vulnerable](https://pge.com/vulnerable).

### DURING AN OUTAGE

- **View outage details** or request updates at [pge.com/outages](https://pge.com/outages).
- **Access support and resources** by calling or texting 211 or visiting [211.org](https://211.org).



**LEARN MORE:** For more information on these safety settings, visit [pge.com/epss](https://pge.com/epss). For questions, email [wildfiresafety@pge.com](mailto:wildfiresafety@pge.com) or call **1-800-PGE-5000**.

 For translated support in more than 240 additional languages, contact PG&E at **1-866-743-6589**.