

# Shutting off power for safety

Given the growing threat of extreme weather, we want all of our customers to be prepared for potential power outages.

If gusty winds and dry conditions, combined with a heightened fire risk, threaten a portion of the electric system serving your community, it may be necessary for us to turn off electricity in the interest of public safety. This is called a Public Safety Power Shutoff.

We know how much our customers rely on electric service and want to work together to help you prepare for potential power outages related to extreme weather or wildfire threats.

We encourage all of our customers to prepare an emergency plan and to update their contact information by visiting [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts). More information is available at [pge.com/wildfiresafety](https://pge.com/wildfiresafety).

## Additional Preparedness Resources

- [prepareforpowerdown.com](https://prepareforpowerdown.com) – Statewide education and awareness resource, led jointly by PG&E, San Diego Gas & Electric and Southern California Edison at the direction of the California Public Utilities Commission (CPUC)
- [ready.gov](https://ready.gov) – Disaster preparedness information from the U.S. Department of Homeland Security
- [readyforwildfire.org](https://readyforwildfire.org) – CAL FIRE’s wildfire preparedness website
- [cpuc.ca.gov/wildfiresinfo](https://cpuc.ca.gov/wildfiresinfo) – Information on the CPUC’s wildfire safety efforts
- [caloes.ca.gov](https://caloes.ca.gov) – California Governor’s Office of Emergency Services website
- [firesafecouncil.org](https://firesafecouncil.org) – California Fire Safe Council website
- [noaa.gov](https://noaa.gov) – National Oceanic and Atmospheric Administration website

Following the wildfires in 2017 and 2018, some of the changes included in this document are contemplated as additional precautionary measures intended to further reduce future wildfire risk. “PG&E” refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2019 Pacific Gas and Electric Company. All rights reserved. CCR-0319-0993 . 07112019

## What you can expect

If PG&E ever needs to temporarily turn off power for safety due to forecasted extreme fire danger conditions, customers can expect:



### Early Warning Notification

Our goal, dependent on weather, is to send outage alerts to customers at 48 hours, 24 hours and just prior to shutting off power. We will do so through automated calls, texts and emails.



### Ongoing Updates

Regular updates about a possible Public Safety Power Shutoff event will be provided through social media, local news, radio and at [pge.com](https://pge.com). You can follow PG&E on Twitter (@PGE4Me), Facebook (@pacificgasandelectric) and Instagram.



### Safety Inspections

After the extreme weather has passed and it is safe to do so, our crews will work to inspect the lines and safely restore power.



### Power Restoration

We expect to be able to visually inspect the system for damage and restore power to most of our customers within 24 to 48 hours after extreme weather has passed. Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last longer than 48 hours.

## Stay safe. Take action.

The threat of extreme weather and wildfires continues to grow. Create and practice a safety plan to protect you, your family and your property.



### Update your contact information

Visit [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) or call us at **1-866-743-6589**.



### Plan for any medical needs

Talk with your doctor and plan for medications that need refrigeration or medical devices that require power.



### Keep a hard copy of emergency phone numbers on hand

Know who to call in an emergency by using the insert included in this brochure.



### Build or restock your emergency supply kit

Stock supplies to last a week — include flashlights, fresh batteries, first aid supplies, food, water and cash.



### Designate an emergency meeting location



### Practice manually opening your garage door



### Consider staying with a friend or relative during an outage





### Ensure any backup generators are ready to safely operate

Generator safety tips can be found at [pge.com/backupgeneration](https://pge.com/backupgeneration).




# Emergency supply kit checklist

Stock up on enough supplies to last a week and refresh your kit once a year. Put your supplies in a waterproof container and store your kit in a place that is easy to reach. We suggest using the following items to start building your kit:


## Health and Personal Supplies

- ☐
- 
- Basic First Aid Kit**  
From antibiotic ointments and bandages to cold packs and more
- ☐
- 
- Medication & Eyeglasses**  
Prescription and non-prescription


## Food and Water

- ☐
- 
- Drinking Water**  
1 gallon of water per person, per day
- ☐
- 
- Food**  
Include food for all members of your household, including pets, that is non-perishable and easy to prepare without power
- ☐
- 
- Tools & Utensils**  
Non-electric can opener, forks, spoons and knives

## Equipment

- ☐
- 
- Flashlights**  
Do not use candles
- ☐
- 
- Radio**  
Battery-powered or hand-crank weather radio capable of receiving public broadcast announcements
- ☐
- 
- Extra Batteries**  
Include two extra sets in various sizes
- ☐
- 
- Mobile Phone**  
Include a portable charger

Visit [pge.com/wildfiresafety](https://www.pge.com/wildfiresafety) for more information on emergency preparedness.

 Pacific Gas and Electric Company  
P.O. Box 997320  
Sacramento, CA 95899

# PREPARE NOW FOR WILDFIRE SEASON

If you need further assistance to understand this important message, please call **1-866-743-6589**.

Si necesita ayuda en español para entender este importante mensaje de seguridad, sírvase llamar al **1-866-743-6589**.

如果您需要中文協助以瞭解此重要訊息，請致電 **1-866-743-6589**。

Nếu quý vị cần giúp đỡ bằng tiếng Việt để hiểu thông báo quan trọng về an toàn này, vui lòng gọi **1-866-743-6589**.

이 중요한 메시지에 대한 추가 지원이 필요하시면 **1-866-743-6589** 로 전화하십시오.



# DO YOU HAVE A PLAN TO STAY SAFE DURING WILDFIRE SEASON?

