

Community Wildfire Safety Program

MENDOCINO COUNTY BOARD OF SUPERVISORS

August 18, 2020



DISCUSSION TOPICS:



MENDOCINO COUNTY OVERVIEW



WHAT WE HEARD FROM YOU
FEEDBACK WE ARE ACTING ON



2020 PSPS IMPROVEMENTS
ACTIONS WE ARE TAKING



COMMUNITY RESOURCE CENTERS
LOCATIONS AND COVID-19 CONSIDERATIONS



ELECTRIC GRID OVERVIEW
MENDOCINO COUNTY



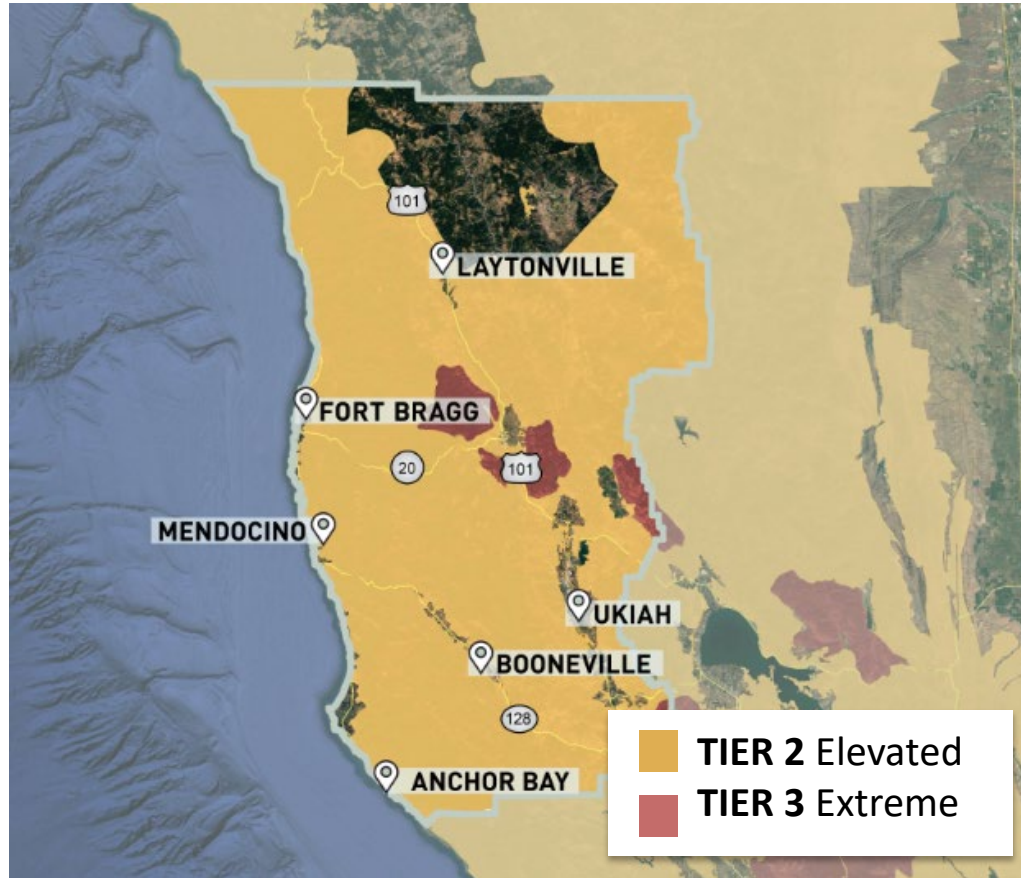
PSPS READINESS
CUSTOMER SUPPORT AND OUTREACH



We know that everyone is currently focused on the response to COVID-19. We appreciate the opportunity to discuss our efforts to reduce wildfire risks during this challenging time.

Mendocino County Overview

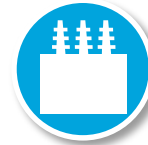
CPUC High Fire-Threat District (HFTD) Map Mendocino County



38,400 total customers served
18,700 (49%) Customers in HFTD



2,007 total overhead distribution miles
1,275 in Tier 2 | 140 in Tier 3 | 71% in HFTD



354 total overhead transmission miles
264 in Tier 2 | 16 in Tier 3 | 79% in HFTD



14 total substations



1,300 total Medical Baseline Customers



300 total critical facilities

What We Heard

We are listening to and incorporating feedback from customers, local, state and tribal officials and wildfire safety experts to prioritize and implement wildfire safety work. **We are acting on what we heard by improving our Public Safety Power Shutoff Program in 2020.**



MENDOCINO COUNTY

WHAT WE HEARD FROM YOU




- ✓ Interested in **CRC advanced planning and additional resources**
- ✓ More **timely and accurate event information**
- ✓ More **granular planning maps** and circuit information
- ✓ Review of **critical facilities and medical baseline customers lists**
- ✓ Requested **backup generation support**
- ✓ **Transmission-related** PSPS impacts



ADDITIONAL INPUT FROM AGENCY PARTNERS

- ✓ **Improve CRC planning** and provide additional resources
- ✓ Provide **accurate and timely event information**
- ✓ Create more **granular parcel-level maps**
- ✓ Review **critical facilities and medical baseline customer lists**
- ✓ Requested **backup generation support**
- ✓ Confusion about **PSPS criteria and weather conditions**
- ✓ **Streamline operational briefings**
- ✓ Interested in **sectionalizing, microgrids and power resiliency**

2020 PSPS Improvements

	GOAL	INITIATIVES
 SMALLER IN SIZE	Reduce the number of customers affected by PSPS events by one-third compared to last year	<ul style="list-style-type: none"> Installing sectionalizing devices on the transmission and distribution systems capable of redirecting power and limiting the size of outages Developing microgrids that use generators to keep the electricity on Placing lines underground in targeted locations Using better weather monitoring technology and installing new weather stations to more precisely forecast the weather that could lead to a PSPS event
 SHORTER IN LENGTH	Restore customers twice as fast after severe weather has passed	<ul style="list-style-type: none"> Deploying more PG&E and contractor crews for inspection and restoration efforts Expanding helicopter fleet from 35 to 65 for aerial line inspections Using two new airplanes for aerial line inspections Utilizing infrared equipment to inspect at night
 SMARTER FOR CUSTOMERS	Provide better information and additional resources	<ul style="list-style-type: none"> Improving PG&E's website bandwidth Improving customer notifications Opening Community Resource Centers Working more collaboratively with local agencies and critical service providers
	Provide more assistance before, during and after a PSPS event	<ul style="list-style-type: none"> Working with the California Foundation for Independent Living Centers (CFILC) and other community-based organizations (CBOs) to support customers with medical needs Making it easier for eligible customers to join and stay in the Medical Baseline Program Providing emergency information in 13 languages

As COVID-19 continues, we are focused on actions that reduce the impact of Public Safety Power Shutoff events on customers and communities.

In response to COVID-19, we are taking the following actions:



Coordinating with the California Hospital Association, the Hospital Council of Northern and Southern California and directly with hospitals to ensure that ALL COVID-19 critical hospitals in high fire-threat areas can continue operating effectively during a PSPS event.



Working with county governments and local Offices of Emergency Services (OES) to ensure that current and potential future auxiliary medical facilities and temporary pandemic-care facilities will be protected from disruptive de-energization.



Updating Medical Baseline enrollment and renewal so customers can self-certify without a physician's note. Medical Baseline enrollments have increased by roughly 25,000 customers (13%) over the last three months.



Offering micro Community Resource Centers (smaller, open air tents) and mobile CRCs (vans) to supplement indoor CRCs if shelter-at-home and physical distancing requirements are in place during PSPS events.



Using temporary generation and grid-based solutions to support some communities and societally important facilities to limit the number of areas that we must de-energize in PSPS events.

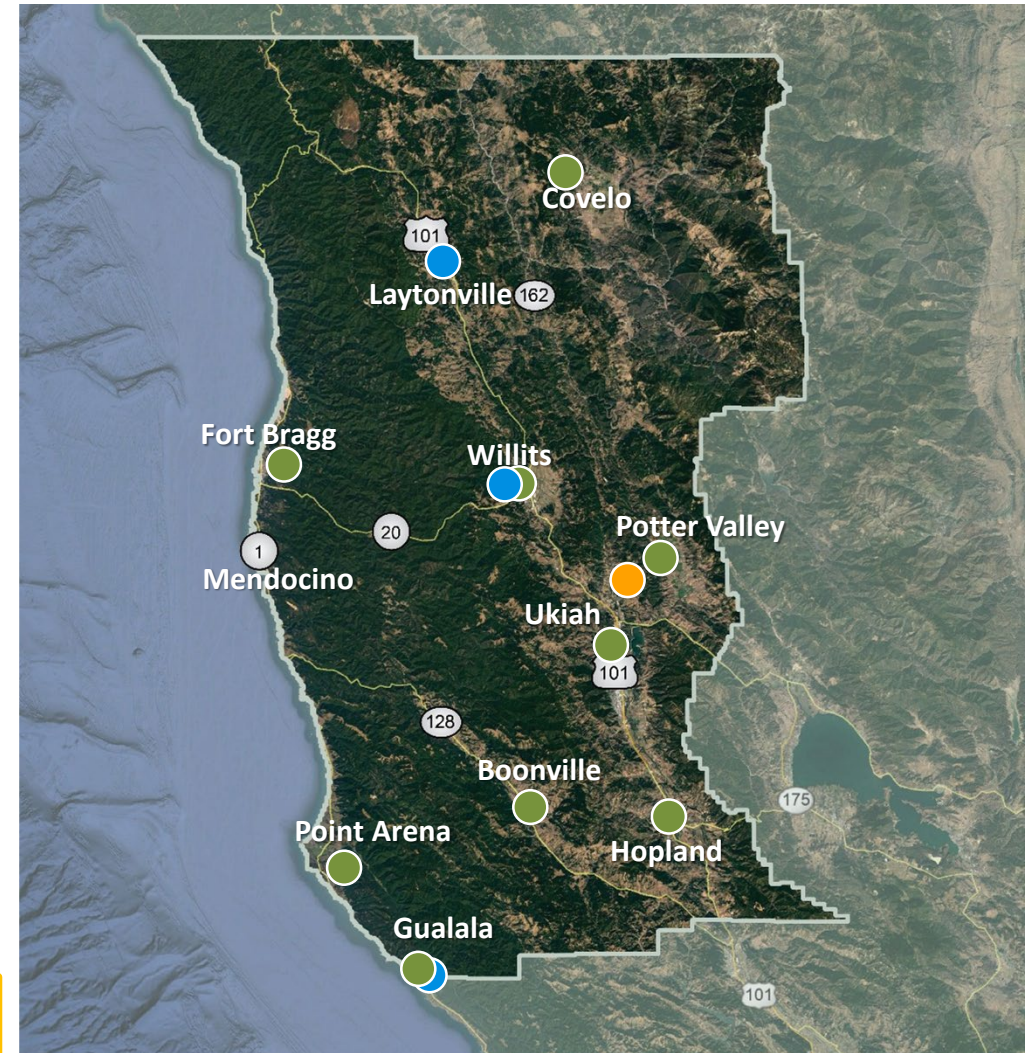


Updating work processes and procedures to ensure the safety of customers and employees during essential wildfire safety work.

Our goal is to identify and secure multiple CRC locations within each county/tribe in our service area.

Proposed CRC Locations*		Status/Notes
1	Harwood Hall, Laytonville	Site Event Ready
2	Willits Community Center, Willits	Site in Construction; Pending electrical upgrade
3	Gualala Community Center, Gualala	Site in License Negotiations; Pending signature from Gualala Board of Directors
4	Redwood Valley Rancheria Learning Center, Redwood Valley	Site Event Ready
5	Potter Valley Bible Church, Potter Valley	Active Agreement
6	Keith's Market IGA, Covelo	Active Agreement
7	First Presbyterian Church of Fort Bragg, Fort Bragg	Active Agreement
8	Church of Mary Star of the Sea, Gualala	Active Agreement
9	Point Arena High School, Point Arena	Active Agreement
10	Industrial lot at 1775 N State Street, Ukiah	Active Agreement
11	Agape Bible Church, Willits	Active Agreement
12	Hopland Elementary School, Hopland	Active Agreement; Pending owner response
13	Anderson Valley Brewing Company, Boonville	Active Agreement

Locations will be activated as needed, depending on event scope and potential customer impacts. **During a PSPS event, the locations will be made available on pge.com/pspsupdates and via social media, local news and radio.**



● Indoor Site ● Tribal Recommended Indoor Site ● Outdoor Site

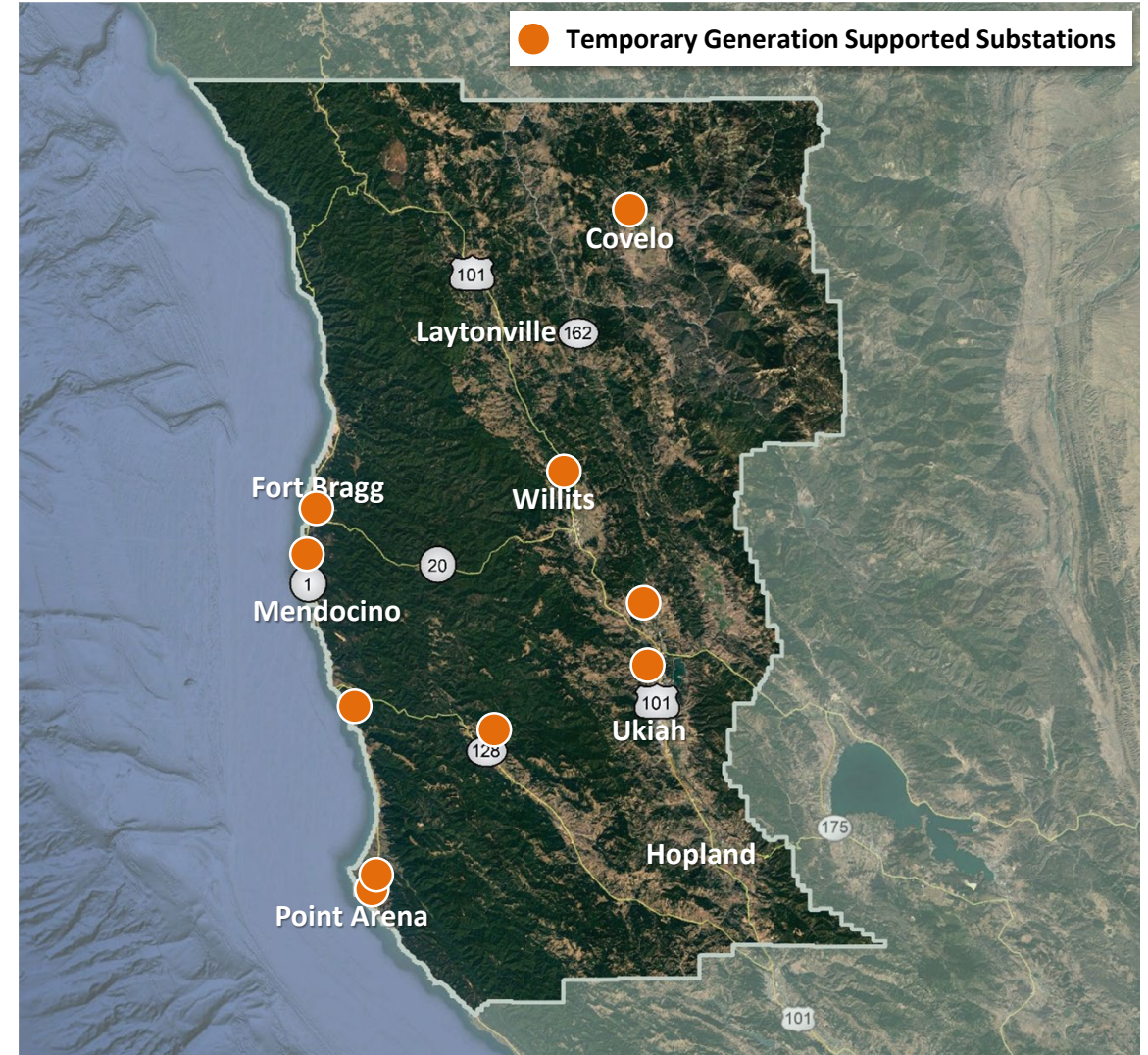
Temporary Microgrids and Local Resiliency

We are working to lessen PSPS impacts through establishing additional temporary microgrids that can utilize backup generation sources to keep portions of communities energized.

In 2020, PG&E will have a portfolio of temporary generation assets that will support some of these microgrid locations across our service area.

70+ sites currently being considered across PG&E's service area

The ability to energize these substations with temporary generation during a PSPS event will be subject to operational constraints, the specific circumstances of each event, and the available supply of temporary generation.



Electric Power Supply Mendocino County

Transmission lines carry high-voltage electricity over long distances, like the freeways of the electric system. The higher the voltage, the more power that line is carrying.

Electric Transmission Line PG&E Facility

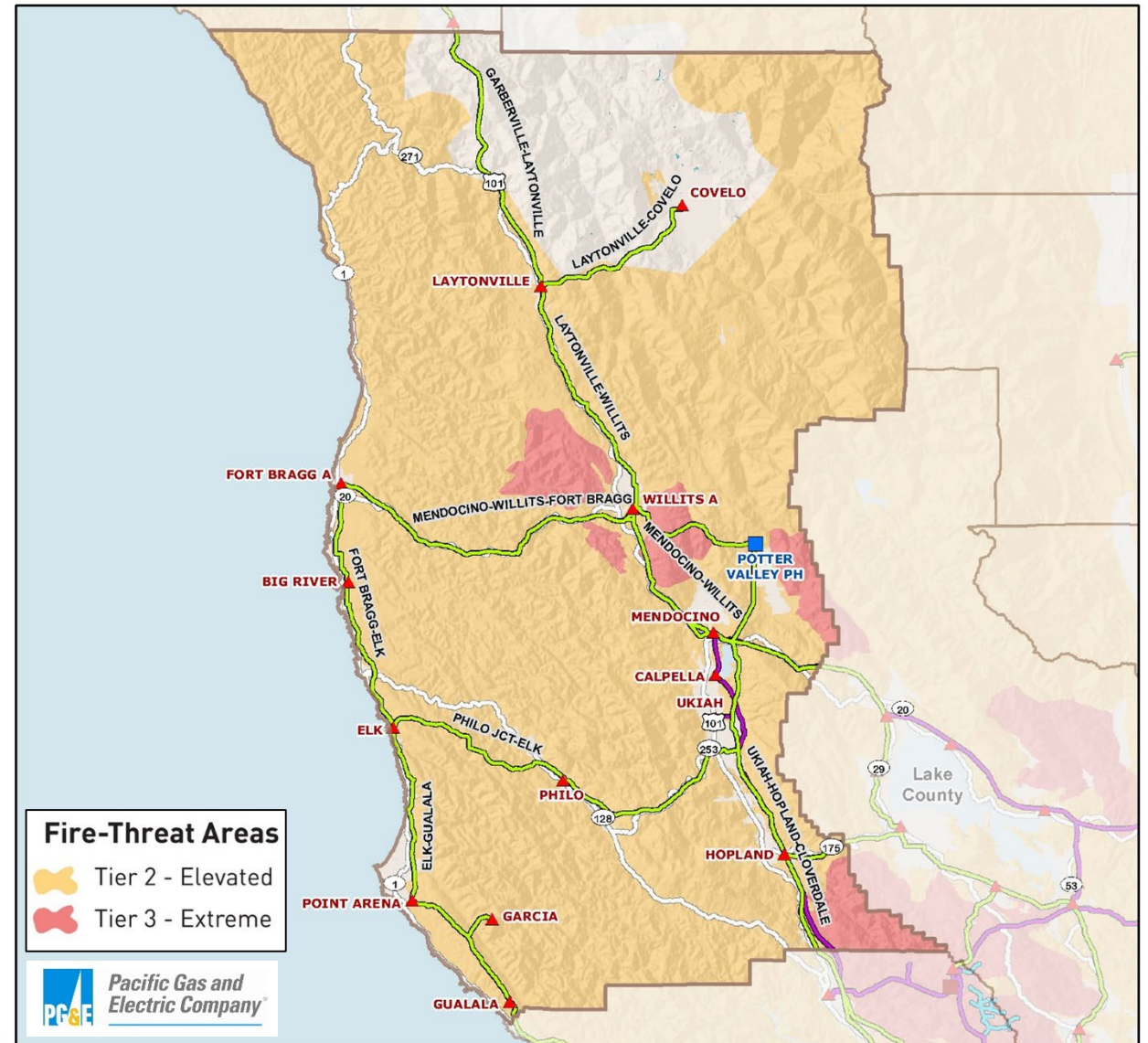
-  60 kV
-  115 kV
-  230 kV
-  500 kV

 Substation

**2019 Peak Load:
93 MW**

This data is also publicly available at:

- www.pge.com/wildfiremitigationplan
- County Energy Commission (CEC) website:
<https://cecgis-caenergy.opendata.arcgis.com/>



Improved CRC Plans

- › Locally coordinated locations
- › Expanded resources and multiple delivery models
- › COVID-19 precautions



Upgraded PSPS Website

- › Increased capacity
- › ADA accessible
- › Improved maps
- › Available in 13 languages



Mendocino County Outreach

- › **Critical facilities** review
- › **Community Resource Center** site identification coordination
- › **PSPS Portal** contact verification



Critical Customer Support

- › **Ongoing critical customer list updates** in coordination with counties
- › **Support for COVID-19 essential hospitals** in high fire-risk areas
- › **Ongoing engagement with telecommunications providers** (including multiple notification tests)
- › **Listening sessions and webinars** with large customers and critical service providers
- › Resiliency plans for **vote tabulation centers**



Enhanced Customer Notifications

Detailed info up to 2 days in advance (including restoration times and links to customer resources)

- **2 DAYS BEFORE** power is turned off
- **1 DAY BEFORE** power is turned off
- **JUST BEFORE** power is turned off
- **DURING** the PSPS event (weather all clear and ETOR)
- **ONCE** power is restored



Community-Based Organizations (CBOs)

- › Set up partnerships with ~250 Community-Based Organizations to expand communications reach
- › Established councils to engage and solicit feedback from community leaders
- › Expanded resource partnerships



Medical Baseline Customers

- › Expanded Medical Baseline Program to provide additional communications benefits
- › Responding to COVID-19, eased process for enrolling and recertification
- › Conducted extensive outreach to encourage potentially eligible to enroll



California Foundation for Independent Living (CFILC)

- › Working with the CFILC to fund resources to help prepare for disasters and extended power outages
- › Resources include:
 - Portable backup power
 - Emergency preparedness assistance
 - Accessible transportation
 - Hotel vouchers and food stipends
 - Medical Baseline application assistance



Q&A



Thank You

Please direct customers with questions to:

- Call us at **1-866-743-6589**
- Email us at **wildfiresafety@pge.com**
- Visit **pge.com/wildfiresafety**





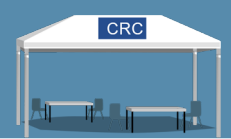

Appendix



CRC Resources and COVID-19 Considerations

Given the current COVID-19 environment, in addition to continuing to establish indoor CRCs, we are implementing outdoor contingencies including Micro and Mobile CRCs.

- Indoor and outdoor CRC locations developed in consultation with local and tribal governments.
- In PSPS events, actual deployment locations and preferred CRC type will be coordinated with local and tribal governments.
- During a PSPS event, CRC locations will be shared on pge.com/pspsupdates and via social media.
- Operating hours will be from 8:00 a.m. to 10:00 p.m.
- CRCs will be professionally staffed rather than employee volunteers.

				
Details/Resources	Indoor	Tent	Micro	Mobile
CRC Overview	Indoor site (i.e. Community Center)	Soft-sided tent at outdoor site	Open air tents at outdoor site	Sprinter van and tents at outdoor site
If Physical Distancing Required	Metering inside and physical distancing	N/A; due to size limits of tent, will not use	Grab-and-go bags*; metering and physical distancing	Grab-and-go bags*; metering and physical distancing
COVID-19 Health and Safety Measures	✓	✓	✓	✓
ADA-Accessible Restroom and Hand-Washing Station	✓	✓	✓	✓
Heating and Cooling	✓	✓		
Device Charging	✓	✓	✓ **	✓ **
Wi-Fi Service	✓	✓	✓	✓
Bottled Water	✓	✓	✓	✓
Non-Perishable Snacks	✓	✓	✓	✓
Tables and Chairs	✓	✓	✓ ***	✓ ***
Bagged Ice	✓	✓		
Blankets (quantities limited)	✓	✓	✓	✓
Security Personnel	✓	✓	✓	✓
Wind/Weather-Resistant	✓	Limited		

*Bag contains device charger, water, snacks and info card. **On-site charging for medical devices only.

***Tables and chairs for customers charging medical devices.

Local Sectionalizing

We're installing new sectionalizing devices to limit the number of customers impacted during a PSPS event.

2020 TARGET 20 DEVICES

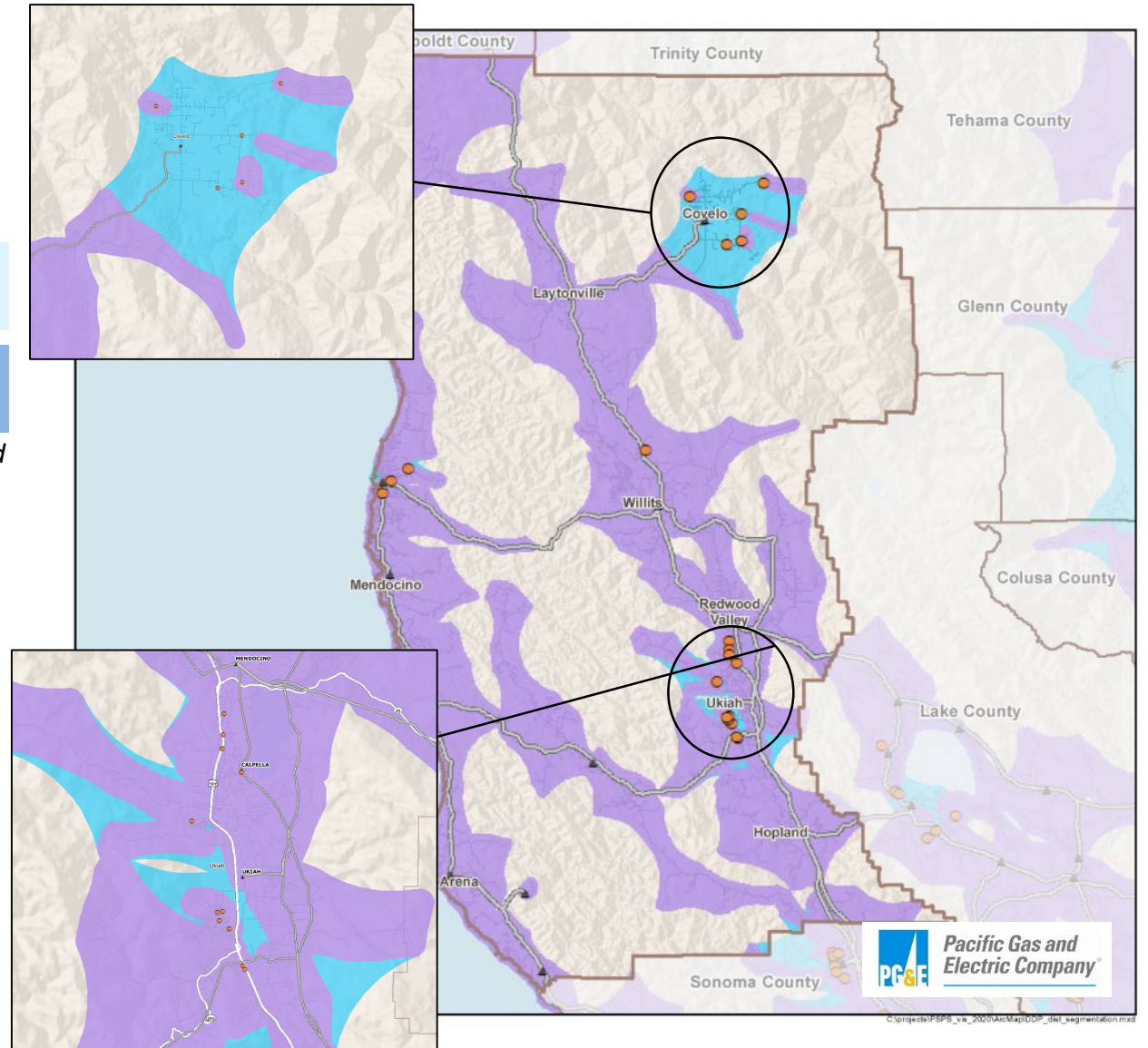
2020 PROGRESS 17 DEVICES*

**Installed*

MAP LEGEND:

- Distribution sectionalizing devices planned for 2020
- Area potentially removed from scope due to planned sectionalizing (distribution level event only)
- New area now in scope
- No change from 2019
- ▲ PG&E Substation

Note: Map reflects projects in planning and/or underway and is subject to change. Some data points may overlap.





We're installing real-time tools to better understand how severe weather can impact our system and proactively respond to potential threats.

We're targeting about **one station every 20 miles of electric lines** in high fire-threat areas by 2021.

30

weather stations installed to date



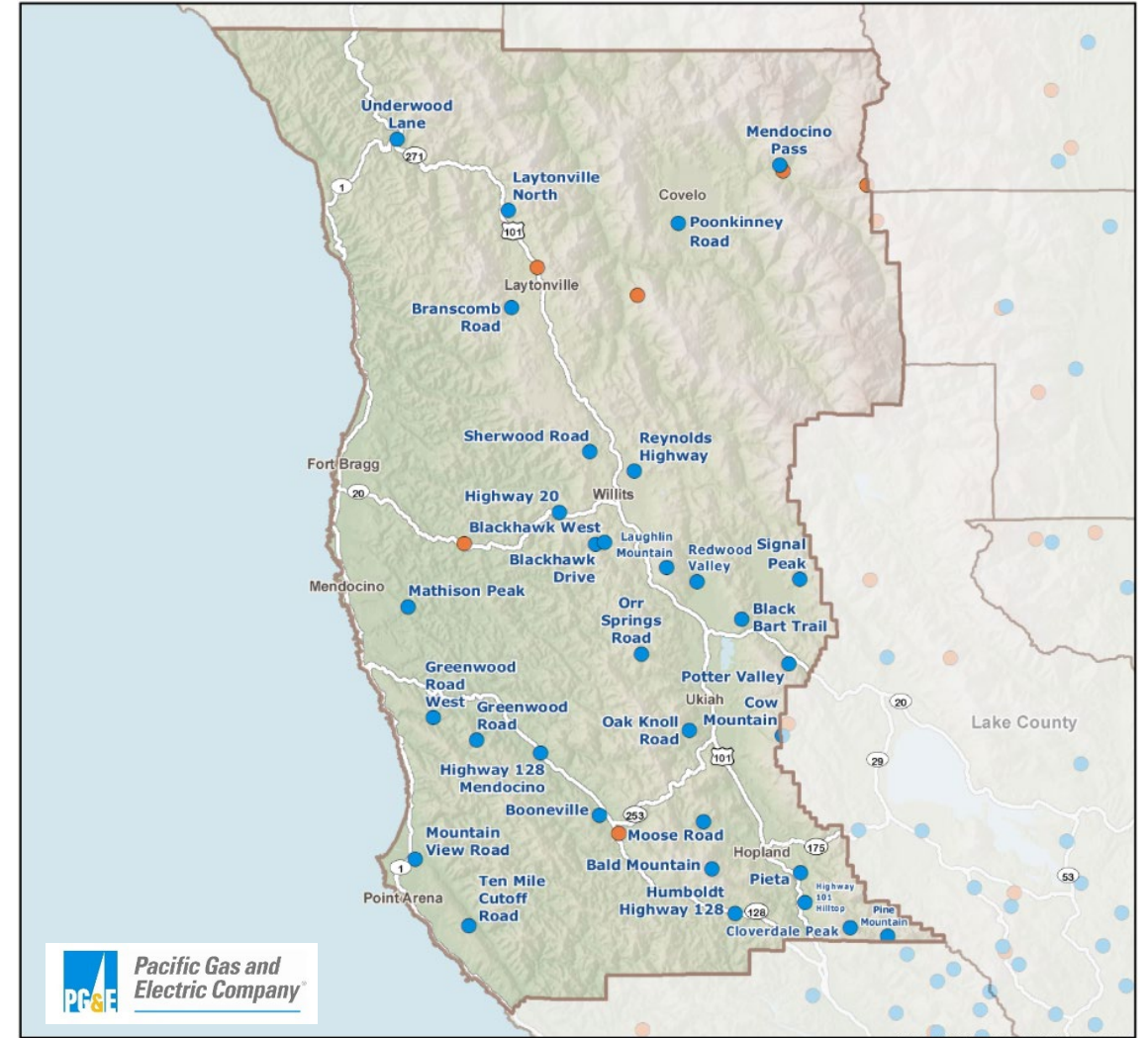
**2020
PROGRESS**

**1 WEATHER
STATION***

*Installed

MAP LEGEND:

- PG&E Weather Station installed
- Remote Automated Weather Stations (RAWS) within PG&E's service area



Data is publicly available at pge.com/weather and mesowest.utah.edu

High-Definition Cameras

We're supporting the installation of new HD cameras in high fire-threat areas, which allow PG&E and first responders to monitor wildfires in real time.

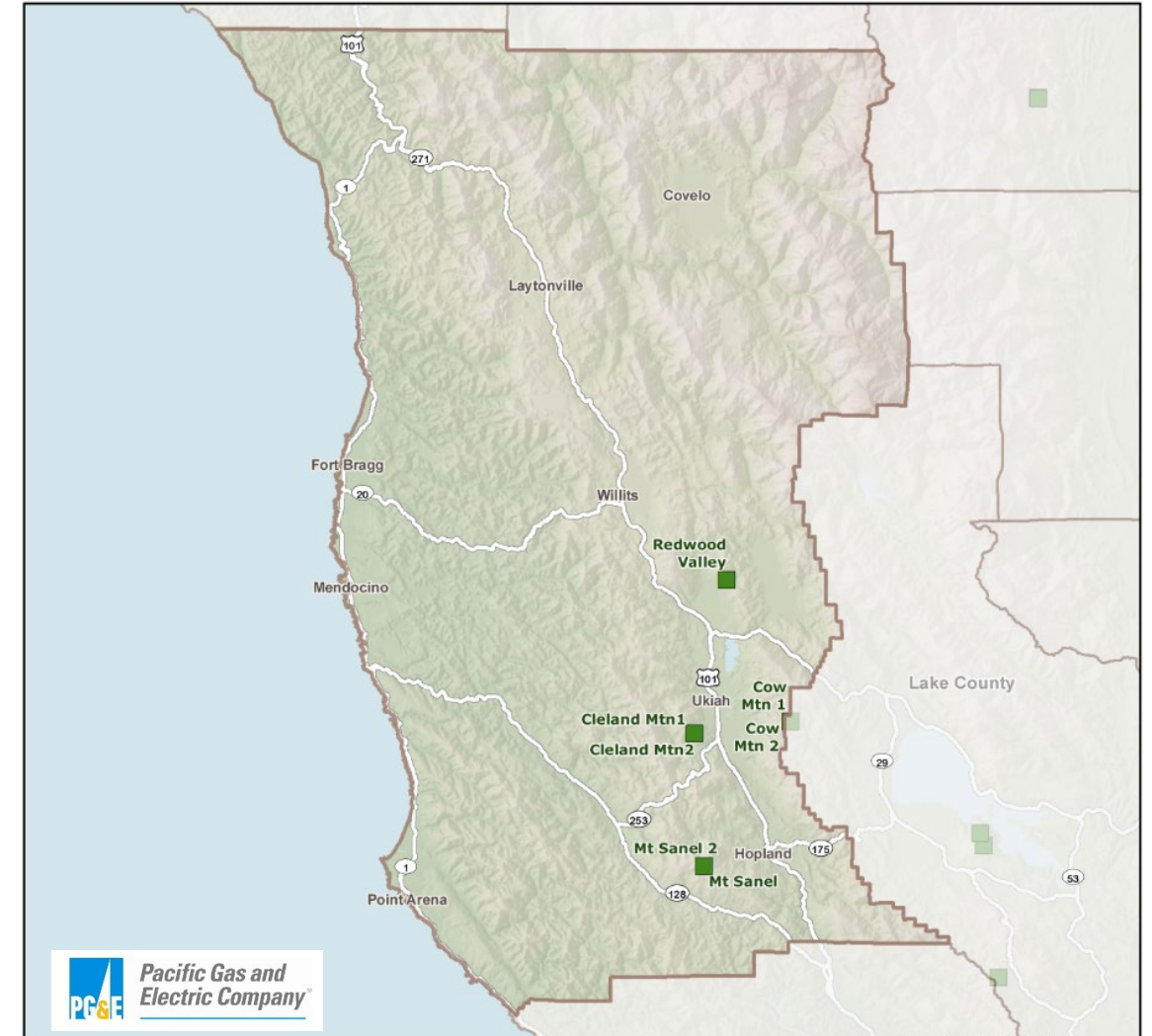
This will **increase our coverage to more than 90%** of our service area by 2022.



**Installed*

MAP LEGEND:

- PG&E high-definition camera installed
- Non-PG&E camera that looks into PG&E's service area



Images are publicly available at pge.com/weather and alertwildfire.org

System Hardening And Resiliency

As part of our efforts to prevent wildfires, we are **strengthening the electric system to further reduce wildfire risk and better withstand severe weather.**

These improvements will occur **over several years across 7,100 miles of distribution lines in the highest risk fire-threat areas**, and include:

- Installing stronger and more resilient poles
- Replacing bare conductors
- Installing more poles than previously needed
- No longer using trees to support infrastructure
- Adding down guys and anchors
- Placing lines underground



**2020
TARGET**

**0
LINE MILES**



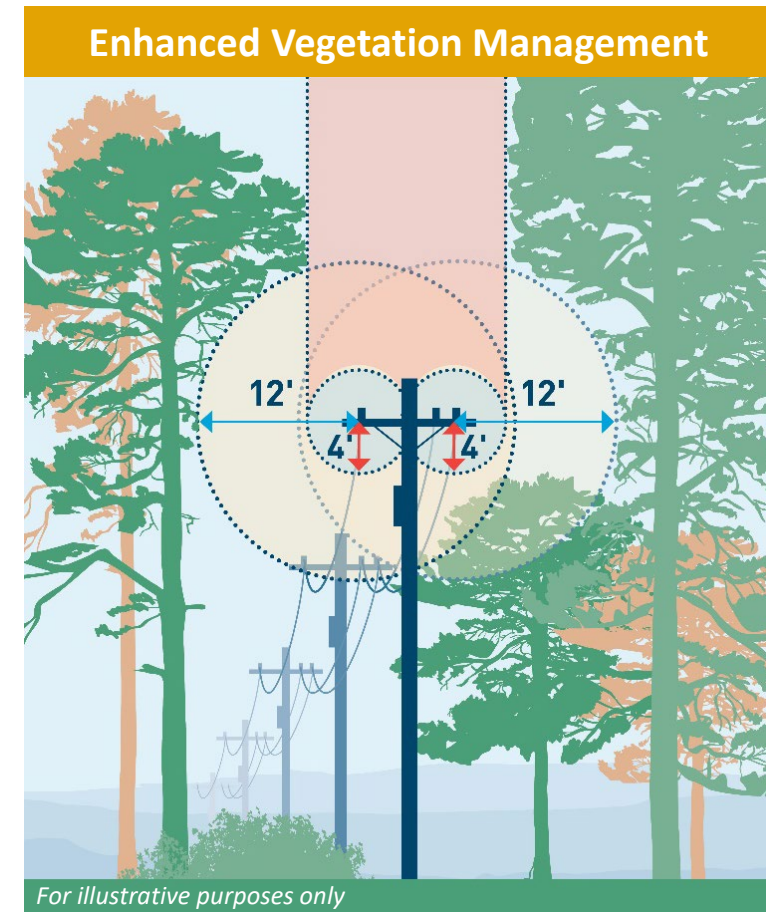
Enhanced Vegetation Work in Your Community

We are exceeding state vegetation and fire safety standards by addressing vegetation that poses a higher potential for wildfire risk to maximize the safety of our customers and communities.



Our enhanced vegetation management work:

- **Exceeding state standards for minimum clearances** around power lines, including **trimming overhanging limbs and branches above power lines**.
- **Conducting additional inspections**, beyond routine patrols, **to remove hazardous vegetation** such as dead, diseased, dying or defective **trees that could harm power lines or equipment**.



Advance PSPS Notifications For Customers

We provide advance notice prior to turning off power and updates until power is restored. This year, notifications will include more details about **when it's anticipated that the power will be shut off and restored.**

Timing of Notifications (when possible)



Notifications will provide an estimated window of time when the power will be shut off and restored.



Direct Customer Notifications

We will attempt to reach customers through **automated calls, texts and emails.**



Additional Updates

We will also use **social media** and keep **local news and radio outlets** informed and updated.

“PSPS Watch” Customer Notifications Scripts

WATCH EMAIL

PG&E
PG&E Outage Alert: Power shutoffs are required for safety
To: powercustomer@email.com

English español 中文 tiếng việt Tagalog na wika 한국어 русский язык VIEW AS A WEBPAGE >

 **Public Safety Power Shutoff**

 **PSPS Outage Watch**

Due to current weather forecasts, your area is currently under a watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off power for wildfire safety.

 <p>ESTIMATED SHUT OFF: Wednesday, October 7th 6PM–10PM <small>Shutoffs may be delayed if weather improves</small></p>	 <p>ESTIMATED RESTORATION: Thursday, October 8th by 4PM</p>
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 **3 METERS:**

To download a CSV file of your locations, [visit XXXXXX](#).

WATCH TEXT

PG&E PSPS Outage Alert
10/5/20: Due to weather
PG&E may turn off power for
safety at 1234 EL ANYWHERE
COURT on **10/7/20**.
Estimated shutoff: **6:00pm –
10:00pm**. Estimated
restoration: **10/8/20 by 4:00
pm**. Changes in weather can
affect shutoff & restoration
times. [pge.com/pspsupdates](#)
Reply w/ “1” to verify
receipt.

WATCH PHONE

This is PG&E calling with a PSPS outage alert. On 10/5/20, your power may be shut off for safety. To continue in English press 1. To replay this message at any time, press #.

Due to current weather forecasts 1234 EL ANYWHERE COURT is currently under a Watch for a Public Safety Power Shutoff. Weather forecasts including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire. ESTIMATED SHUTOFF TIME: 10/7/20 between 6 pm and 10 pm. Shutoff times may be delayed if winds arrive later than forecast. We expect weather to improve by 6 am on 10/8/20. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION TIME: 10/8/20 by 4 pm. This restoration time may change depending on weather conditions and equipment damage.

We recommend all customers have a plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. For planning resources or more information visit [pge.com/pspsupdates](#) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [pge.com/specialresources](#). If this is not the correct phone number for 1234 EL ANYWHERE COURT, press 2.

Press # to repeat this message.

Thank you. Goodbye.

“PSPS Warning” Notifications Scripts – General Customers

WARNING EMAIL

PG&E

PG&E Outage Alert: Power shutoffs are required for safety

To: powercustomer@email.com

English

español

中文


tiếng việt

Tagalog na wika

한국어

русский язык

VIEW AS A WEBPAGE >



Public Safety Power Shutoff




PSPS Outage Warning


To protect public safety, PG&E has upgraded the Public Safety Power Shutoff watch to a warning.



ADDRESS:
123 Main Street



ESTIMATED SHUT OFF:
Wednesday, October 7th
6PM–10PM
Shutoffs may be delayed if weather improves



ESTIMATED RESTORATION:
Thursday, October 8th
by 4PM

Power will remain off until weather conditions improve and equipment inspections are complete. This restoration time could change due to weather conditions or equipment damage.

WARNING TEXT

PG&E PSPS Outage Alert
10/7/20: PG&E will turn off power for safety at 1234 EL ANYWHERE COURT on **10/7/20**. Estimated shutoff: **6:00pm – 10:00pm** or later if weather improves. Estimated restoration: **10/8/20 by 4:00 pm** depending on weather & equipment damage. Info: pge.com/pspsupdates Reply w/ “1” to verify receipt.

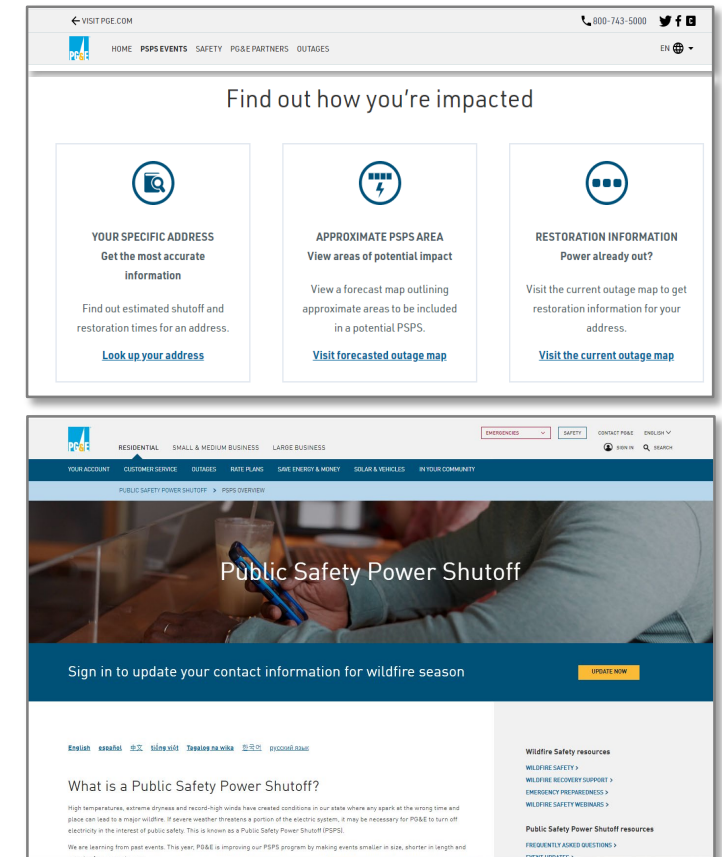
Website Improvements



We immediately upgraded our website to serve higher levels of traffic during a PSPS event following the October 2019 PSPS event and website failure.

We are increasing website hosting capability to support even higher web traffic in the future, including:

- ✓ **Moving pge.com to the Cloud**
- ✓ **Building a new stand-alone, cloud-based website specifically for emergencies**
 - **Automatically redirecting traffic** from pge.com to an alert site when an event is active
 - **Developing an “all-in-one” map** that includes both PSPS planned outages and actual outages
 - **Developing lower bandwidth options** to serve smart phone users
 - **Simpler language and layouts**
 - **Faster upload of information**
 - **Fully multilingual-translated content with ADA accessibility**



Additional Support For People With Disabilities And Older Adults

PG&E is working with the California Foundation for Independent Living Centers (CFILC) to fund resources to help prepare for disasters and extended power outages.



Resources include:



Portable backup power



Emergency preparedness assistance



Accessible transportation



Hotel vouchers and food stipends



Medical Baseline application assistance



Application Process: The CFILC will determine who qualifies for resources. Medical needs and income will be taken into account.

Applications are available online or at Independent Living Centers (ILCs) and will be accepted at regional ILC locations.

cfilc.org

disabilitydisasteraccess.org



PSPS event specific resources for the disabled and aging population will be posted at pge.com/afn. Press releases, radio advertisements and leveraging our network of CBOs will also be used to communicate with customers who depend on power for medical and independent living needs when possible during events.

Coordination of resources takes time. Individuals are encouraged to engage with their local ILC and plan before a PSPS event is imminent.



PG&E Wildfire Safety And PSPS Readiness Webinar

We invite community members to join us for an interactive webinar to learn more about wildfire safety and emergency preparedness, ask questions of PG&E subject matter experts and share their feedback.

DATE	TIME
Wednesday, August 19, 2020	5:30-7:00 p.m.

Visit: pge.com/wildfirewebinar

for a full schedule of webinar events and more information.



Where To Go For Additional Information



STAY UP TO DATE DURING A PSPS EVENT

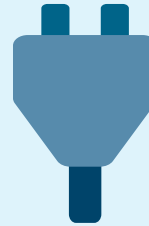
pge.com/PSPSupdates



WEATHER AND PSPS FORECASTING

Live weather information, a 7-day PSPS potential lookahead and images from PG&E's high-definition cameras deployed in high fire-threat areas.

pge.com/weather



BACKUP POWER

Information on backup power options, safety tips, financing options, a marketplace to search major backup power retailers and more.

pge.com/backuppower



SAFETY ACTION CENTER

Information about wildfire risks and what customers can do before, during and after an emergency to keep their home, family or business safe.

safetyactioncenter.pge.com



PREPARING FOR OUTAGES

Tips for making a safety plan, building an emergency kit, planning for medical needs and more.

prepareforpowerdown.com

Preparedness Resources



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 CPUC

ready.gov

Disaster preparedness information from the U.S. Department of Homeland Security

readyforwildfire.org

CAL FIRE's wildfire preparedness website

cpuc.ca.gov/wildfiresinfo

Information on the CPUC's wildfire safety efforts

caloes.ca.gov

California Governor's Office of Emergency Services website

cafiresafecouncil.org

California Fire Safe Council website

noaa.gov

National Oceanic and Atmospheric Administration website