

**PACIFIC GAS AND ELECTRIC COMPANY
CPUC
April Outages Monthly Report - EPSS**

Original Request Date: October 25, 2021

Response Date: May 16, 2022

Ongoing Transparency and Accountability Reporting

Beginning November 8, 2021, PG&E must provide monthly reports to the Director of the Commission's Safety Enforcement Division and serve them on the service lists for the Wildfire Mitigation Plan (R.18-10-007) and PG&E Safety Culture (I.15-08-019) proceedings. The reports shall include at a minimum the information listed below and the cadence and content of the reports may be augmented at any time at the discretion of the Safety Enforcement Division.

For every Fast Trip outage on a circuit:

- Total scope of customers impacted, include specifics for
 - Number of medical baseline customers impacted
 - Number of customers who rely on electricity to maintain necessary life functions impacted
 - Number of well water customers impacted
 - Number of schools impacted
 - Number of hospitals impacted
- Duration
- Cause of outage, if known
- Efforts undertaken to clear lines and restore power within 60 minutes

The total number of times that a circuit has experienced a Fast Trip event
Trends of scope and duration of outages on repeatedly impacted circuits

PG&E Response

Attached is PG&E's Enhanced Powerline Safety Settings (EPSS) Outages Monthly Report.¹

The Monthly Report includes:

- Total number of times a circuit has experienced an EPSS event (see tab "EPSS Outages_Circuit")
- Trends of scope and duration of outages on repeatedly impacted circuits (see tab "EPSS Outage Trends - CESO" and Tab "EPSS Outage Trends – Duration")

Please note:

¹ Note: the data will be undergoing quality review and could be subject to change, which will be reflected in subsequent monthly reports.

- **Number of well water customers impacted:**

We understand the Commission seeks insight as to the impact EPSS outages have on customers who rely on electricity to power a residential water well and thus, supply their homes or businesses with potable water. PG&E shares the Commission's interest in understanding which homes and businesses rely on well water; however, this data is not readily available nor housed within PG&E's customer databases, with the exception of customers who have applied for generator rebates based on the High Fire-Threat District (HFTD)/well water eligibility requirement. For the report submitted on February 15, 2022, the number of customers who received a generator rebate by documenting their reliance on well water is now included.

- **Efforts undertaken to clear lines and restore power within 60 minutes:** We would like to clarify that PG&E had targeted responding to, as opposed to restoring, outages in HFTDs during the 2021 wildfire season within 60 minutes, in order to identify and mitigate public safety hazards potentially associated with the outage and allow for quicker notification and more efficient resource allocation from public agencies (e.g., local police and fire, CAL FIRE).

Starting in August 2021, PG&E began to modify our response approach to outages identified in the HFTD. These outages have been dispatched and managed in an urgent fashion, just like responses to other potential emergency situations. The aspirational goal is to do so within 60 minutes or less during fire season. We have modified our systems, processes, response resources, and reporting to monitor performance and work to continuously improve.

Since August 2021, PG&E has:

- Modified our outage system so outages occurring in the HFTD are identified and visible.
- Adjusted our dispatch procedures to manage outages occurring in the HFTD as an emergency response.
- Started to identify, train, and equip other workgroups that can assist in timely response to these types of outages in more remote areas.
 - Examples include our Power Generation employees, Safety and Infrastructure Protection Team (SIPT) crews and Field Communication technicians.
- Secured and pre-staged helicopter resources on standby to support timely patrolling in remote areas.
- Begun tracking and reporting on HFTD outage performance so that continuous improvement efforts may be applied in pursuit of our aspirational goal.