

2019



PUBLIC SAFETY POWER SHUTOFF POLICIES AND PROCEDURES

Stay informed and make sure your contact information is up to date.

PUBLIC SAFETY POWER SHUTOFF

POLICIES AND PROCEDURES

Our number one priority is the safety of our customers, employees and the communities we serve. During extreme weather, we may employ the use of Public Safety Power Shutoffs to try to prevent our electric system from becoming the source of an ignition which may endanger local residents and communities.

The following describes our policies and procedures surrounding events leading to a Public Safety Power Shutoff and what customers can come to expect.

Learn more at [**sdge.com/wildfire-safety**](https://www.sdge.com/wildfire-safety).



PUBLIC SAFETY POWER SHUTOFF POLICY

Extreme weather events coupled with climate change are causing unprecedented wildfires. Years of drought, extreme heat and the resulting increase in dead vegetation have created a “new normal” for our state, and we must continue to adapt to meet these challenges. Our Community Wildfire Safety Program applies a host of precautionary measures to help reduce the threat of wildfire in our communities.

We consider the safety of the communities we serve as our top priority and will act accordingly. As such, we may need to shut off power during dangerous weather conditions, as a measure of last resort. We use a number of tools to monitor environmental conditions. For instance, we actively monitor the extent and duration of weather events and the condition of available fuels across our territory. The company also has field personnel who observe environmental conditions such as flying debris or other threats to our power lines. Firefighting resources also play a role such as our helitanker, capable of dropping up to 2650 gallons of water, the equivalent of five fire engines.

Fire awareness and response begins with our subject matter experts, including meteorologists and fire coordinators. We assess each situation for potential impacts to our electric infrastructure and surrounding communities, allowing us to reduce the potential of fire from our electric system by operating it at various levels of caution. As a last resort, we have the responsibility to shut off power to protect the public.

During extreme weather, we may employ the use of Public Safety Power Shutoffs to try to prevent our electric system from becoming the source of an ignition which may endanger local residents and communities.



ASPECTS & CONSIDERATIONS PRIOR TO A SHUTOFF

A Public Safety Power Shutoff is a last resort. To monitor current conditions, we use a number of tools. These include, for instance, our weather network. We operate one of America's largest utility-owned weather networks, including weather stations near fire-prone areas. These monitor wind speed, humidity and temperature. We share data on [sdgweather.com](https://www.sdgweather.com), as well as with other agencies which use this data when responding to emergencies. We also monitor conditions using high-definition cameras on local mountaintops. We also consider a number of indices. For instance, the

Santa Ana Wildfire Threat Index created in partnership with the U.S. Forest Service and the University of California, Los Angeles. This index provides a rating system for the potential of wildfires fueled by strong seasonal winds. The Fire Potential Index uses weather data and vegetation moisture content to rate the daily fire potential across our region. That information is then shared with the fire community and our employees for preparation. Statewide, Red Flag Warnings are issued by the National Weather Service, and are another indication of wildfire risk.

In 2018, California experienced the deadliest and most destructive wildfires ever seen. SDG&E makes every effort to help protect the region against the threat of wildfires. Since our highest priority is safety, we continue to improve and strengthen our existing equipment and structures.

THE PUBLIC SAFETY POWER SHUTOFF PROCESS



01.

TRACKING THE FORECAST

Well in advance of any event, we begin tracking weather forecasts and system conditions to understand the potential risk to the region. This information is then combined with our Fire Potential Index and Santa Ana Wildfire Threat Index to better understand and quantify the potential risk of the expected weather event.

02.

OPERATIONAL ADJUSTMENTS

As we refine our weather forecasts we also evaluate our electric system and make safety modifications as needed, such as disabling reclosing capabilities, transitioning to more sensitive relay settings, reducing or cancelling at-risk field work, deploying field observers to critical locations and activating our Emergency Operations Center.

03.

MONITORING CONDITIONS

We monitor real-time data from our weather system, cameras and personnel in the field to determine environmental conditions.

We also collaborate with the National Weather Service, the U.S. Forest Service, CAL FIRE and the San Diego County Office of Emergency Services to share pertinent information.

04.

ASSESS

As the situation evolves, emergency personnel are on staff to take appropriate and timely actions to protect public safety and mitigate against any threats.

05.

DE-ENERGIZE

We may turn off power for safety as a last resort, and it would remain off until conditions are safe. It is challenging to predict how long an outage might last given a variety of factors. These include, among others, the duration and location of strong winds, potential damage incurred on the system while de-energized and whether aerial patrols are possible at the time.

06.

PATROLS & RESTORATION

The restoration process requires reduced wind speeds for a sustained period and sufficient daylight to allow our crews to patrol a line and deem it safe. Once equipment and conditions are confirmed safe, we'll begin systematically restoring power.



NOTIFICATIONS ABOUT A POTENTIAL POWER SHUTOFF

Extreme weather conditions can change at any time and our top priority is public safety.

Our goal is to provide impacted communities with advanced notifications. In the event of a Public Safety Power Shutoff, we will advise public safety authorities, first responders, affected communities and local municipalities in impacted areas.

NOTICE TO CUSTOMERS

Dependent on the conditions, we communicate with customers in advance of an event – 48 hours, 24 hours and again prior to shutting off power, as practicable.

We also reach out to Affected & Functional Needs populations and the organizations that serve them during the same time intervals. We communicate these notifications to customers in eight languages (including English, Spanish, Mandarin, Cantonese, Vietnamese, Korean, Tagalog and Russian).

We are asking customers to update their contact information and sign up for outage notifications at [sdge.com/MyAccount](https://www.sdge.com/MyAccount).

We use this information to reach our customers using our Emergency Notification System through phone,

text and/or email in advance of a Public Safety Power Shutoff, if conditions allow, and throughout the event until power is restored.

In addition to notifying customers directly, outage updates are provided through social media, local news, radio and our website at [sdge.com](https://www.sdge.com) and [sdgenews.com](https://www.sdgenews.com).

Power Shutoffs may be avoided if weather conditions improve. In that instance, we will notify customers that weather conditions have improved in their area, and we don't anticipate the need to turn off their power for safety.

We also encourage customers to visit [sdge.com/wildfire-safety](https://www.sdge.com/wildfire-safety) for tips on putting together an emergency preparedness plan for their home or business.

Note, there may be no advance notice when we need to turn off power at the request of CAL FIRE or a local agency due to an active wildfire or other emergency response situation. Additionally, if a problem is identified that poses an immediate safety risk, we may have to turn off the power immediately. For instance, a car crashing into a power pole may require an immediate outage for safety.

NOTICE TO STATE, COUNTIES AND CITIES

When conditions allow, we'll make every attempt to notify cities, counties and emergency response partners about a potential power shutoff. We will also reach out to our government and agency contacts alerting them that we are monitoring conditions that may cause outages or require us to shut off power in the coming days.

NOTICE TO CUSTOMERS WHO PROVIDE CRITICAL SERVICES

SDG&E partners with companies and organizations that provide critical services, such as healthcare, fire stations, schools and universities, water agencies and communications providers, within a potentially impacted area.

We want to be sure they know we may need to turn off power during extreme weather conditions, so they can take steps to prepare, such as securing backup generation.

We are asking these customers to confirm that we have their appropriate points of contact so we can provide early warning notifications when and where possible depending on conditions.

NOTICE TO MEDICAL BASELINE CUSTOMERS

We take additional steps to reach customers enrolled in our Medical Baseline program. We ask these customers to evaluate the safety of their situation and have an emergency plan ready in case of an outage.

If the customer has a backup generator, we encourage them to perform a safety check and make sure they have enough fuel to last for a few days. More generator safety tips can be found at sdge.com/generator.

Customers should keep emergency numbers on hand and are asked to check with local authorities regarding available resources. We advise all customers to call 911 immediately if a family member experiences a medical emergency.

NOTICE TO THE GENERAL PUBLIC

Members of the public who do not have an SDG&E account will have access to sign up for outage notifications by zip code. Enrollment is through sdge.com. These Notifications will be sent through the Enterprise Notification System used to notify SDG&E customers. Recipients can choose to be notified by phone, email and/or text message.



UNPLANNED OUTAGE VS. PUBLIC SAFETY POWER SHUTOFF

Despite our best efforts to maintain reliable service, unexpected outages happen. These unplanned outages are caused by various circumstances beyond our control - traffic accidents, damage to power lines and even metallic balloons caught in overhead wires. In contrast to an unplanned outage, a Public Safety Power Shutoff occurs after careful planning and analysis of the various threats to life and property. If a Public Safety Power Shutoff takes place, it will be uniquely identified on our outage map with a different marker.

Learn more about planned and unplanned outages at sdge.com/outage-map.

COMMUNITY RESOURCE CENTERS

We may open a Community Resource Center near the affected area if conditions require extending the estimated outage duration. Community Resource Center activations will be communicated via the SDG&E website, social media and our News Center. Residents will be able to get water, light snacks and charge their phones, as well as receive the most up to date information about the power shutoff. Community Resource Center hours will vary based on each event, but typically range from 8 a.m. – 6 p.m., when the power is off. These Centers will also remain open for one hour after the power has been restored to the affected areas, when possible.

All Californians need to take important steps to get ready before the 2019 wildfire season, such as creating an emergency kit and a thorough emergency plan. Learn more about what California’s largest energy companies are doing to address the threat of wildfire and Public Safety Power Shutoffs at prepareforpowerdown.com.

ADDITIONAL RESOURCES

For more information about SDG&E’s Community Wildfire Safety Program, please visit sdge.com/wildfire-safety.

Additional resources can be found here:

- Santa Ana Wildfire Threat Index site - fsapps.nwcg.gov/psp/sawti
- National Weather Service site - weather.gov
- SDG&E Alert Cameras - alertwildfire.org/sdge
- SDG&E weather - sdgweather.com
- Backup Generator - sdge.com/generator

HOW IS IT DETERMINED WHEN TO SHUT OFF POWER?

Public Safety Power Shutoff Process

7-10 days ahead	3-6 days ahead	2 days ahead	1 day ahead	Day of power shutoff	Power restored
 <p>When forecasts indicate the potential for extreme weather, SDG&E monitors weather to assess potential impact.</p>	 <p>Fire weather forecasts are refined accordingly.</p>	 <p>Communication starts with customers affected by possible Public Safety Power Shutoff including State, County, City, Critical Customers and Medical Baseline Customers.</p>	 <p>Continued monitoring, communications and coordination with first responders and communities impacted by weather conditions.</p>	 <p>Notify all affected communities, government and all public agencies that power has been shutoff.</p>	 <p>Once the weather conditions become safe, SDG&E will start the restoration of power by using field crews and aerial resources to patrol overhead power lines and make sure there are no damages from high winds.</p>

Timeline of notifications (when possible)



If we anticipate the power to be off for an extended period, we may open Community Resource Centers and/or Information Centers in affected areas.