

Pacific Gas and Electric Company

Electric Reliability

RICHMOND CITY COUNCIL

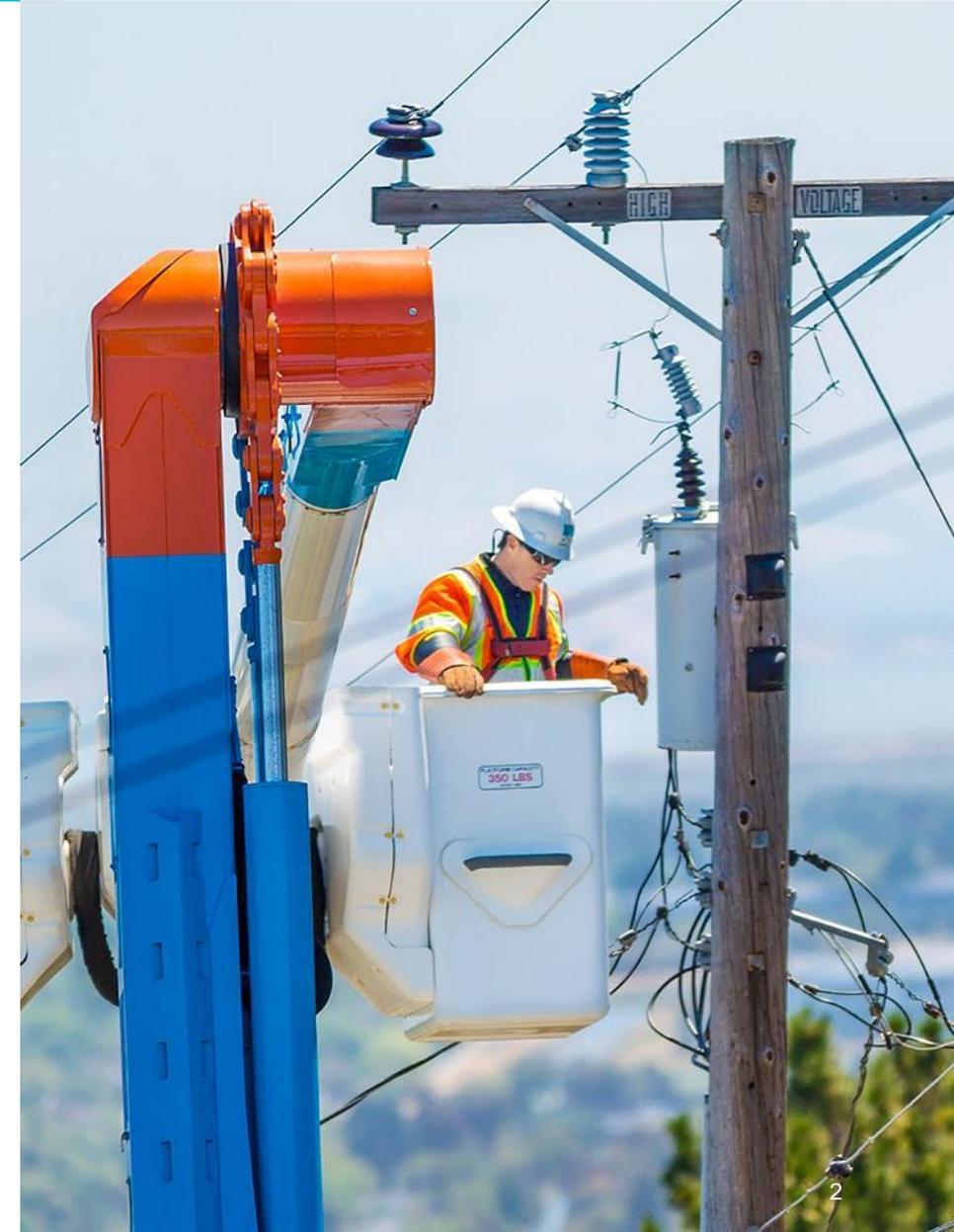
October 25, 2022



PG&E is committed to providing safe, reliable and affordable service and laying the foundation to meet customers' future energy needs.

Today we will cover:

- ✓ Electric circuits serving Richmond
- ✓ Overview of El Cerrito G circuit
- ✓ Supporting Reliability
- ✓ Safety Efforts with our Pole Washing Program
- ✓ Public Safety





How Customers Are Served in the City of Richmond

CIRCUIT	CUSTOMER COUNT*	CIRCUIT	CUSTOMER COUNT*
SUBSTATION J 1117	1	WALDO 0401	396
MIRA VISTA 0401	1,858	RICHMOND 1118	543
MIRA VISTA 0403	653	RICHMOND 1119	1,401
SUBSTATION G 1101	2,059	RICHMOND 1120	144
SUBSTATION G 1102	1,908	RICHMOND 1121	1,221
SUBSTATION G 1105	50	RICHMOND 1122	352
SUBSTATION G 1106	633	RICHMOND 1123	49
SUBSTATION G 1108	1	RICHMOND 1124	681
SUBSTATION G 1109	168	RICHMOND 1125	2,294
SUBSTATION G 1110	1	RICHMOND 1126	440
SUBSTATION G 1111	1,344	RICHMOND 1127	2,266
SUBSTATION G 1112	703	RICHMOND 1128	1,672
SUBSTATION G 1113	5	RICHMOND 1129	394
SUBSTATION G 1114	933	RICHMOND 1130	2,677
SUBSTATION Q 0401	1,333	WALL 0401	112
SUBSTATION Q 0402	696	VIRGINIA 0401	852
FAIRMONT 0402	712	FRANKLIN 1101	1
BARRETT 0401	1,785	POINT PINOLE 1101	888
BARRETT 0402	1,536	POINT PINOLE 1102	1,395
BROOKSIDE 0401	119	VALLEY VIEW 1103	1,339
VALLEY VIEW 1105	1,072	SAN PABLO 1106	2,224
VALLEY VIEW 1106	1,406		
SAN PABLO 1105	2,990		

*Customer counts are approximate

Customers in Richmond generally get their power from **33 circuits** coming from **14 substations**.



This map is for informational purposes only, is not to scale and includes additional circuits not listed on this slide. 3

We are improving reliability in your city through short-, mid- and long-term projects.



5 Short-Term

- New overhead fuse installed on Jan. 12, 2022

1 Mid-Term

- New reliability project to improve sectionalizing capabilities in 2022

2

- Installing one line recloser

3

- Installing three overhead fuses

6 Long-Term

- New asset replacement project involving overhead reconductoring in 2023

7

- New reliability project to add FLISR scheme to Richmond R1125 and El Cerrito G 1102 circuits in 2023

Immediate Response

- When an outage starts, **PG&E dispatches a Troublemaker** to identify and isolate the issue, restoring as many customers as possible.
- **A crew completes emergency repairs and upgrades** and restores the remaining customers.

System Planning

- We **review the previous day's outages daily** to identify near-term system improvement projects.
- We also **review trends on a weekly, monthly and annual basis** to identify near, medium, and long-term system improvement projects.



Types of Outages

We identify outage trends to help focus our safety efforts through data review.

Momentary or Sustained

- **Momentary outages** last less than five minutes. A patrol is not usually conducted, and the cause is often not identified.
- **Sustained outages** are any interruption that lasts more than five minutes.

Planned or Unplanned

- **Planned outages** allow for safe work on the circuit. Customers are notified in advance. Reasons might include system upgrades, maintenance, or work requested by a third party.
- **Unplanned outages** are when an emergency condition needs to be addressed to restore customers and/or help ensure public safety.

To view outages and find up-to-date information, visit [pge.com/outages](https://www.pge.com/outages) or call us at 1-800-743-5000



To understand trends and inform future maintenance and construction work, our reviews largely focus on sustained, unplanned outages.



Safety Efforts in 2022

This year, we plan to continue our Insulator Washing and Replacement Program and pro-active efforts to enhance electric equipment.

Insulator Washing and Replacement Program

~3,500
poles washed*



This work is occurring on **circuits at a higher risk of ignitions and wildfire risk**



Crews manually washing electric power pole insulators

Strengthening Electric Equipment

Replacing wood crossarms and ceramic insulators



This work will **help to improve public safety and reduce customer impacts**



Crews conducting system hardening project

Some of the measures included in this presentation are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.

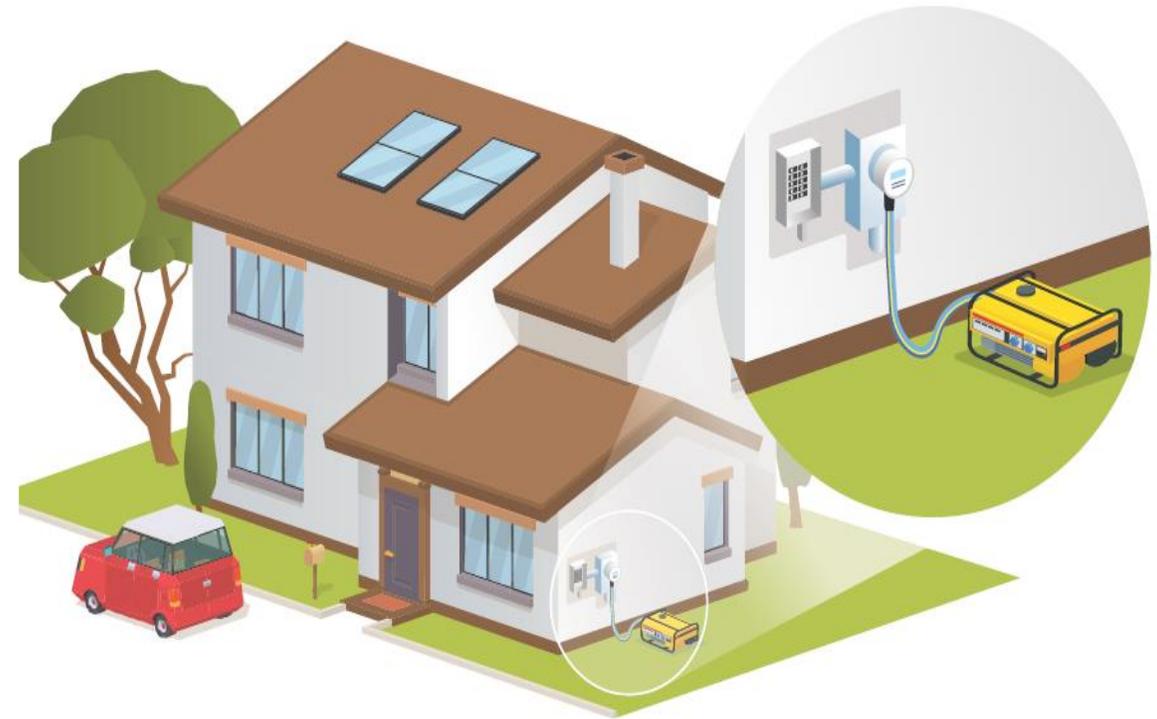
Customer Resources



Backup Power Meter Support

PG&E has developed a new meter program to help our customers safely power their homes during emergency outages.

- ✓ The program provides a **safe way for customers to connect generator power** to their homes.
- ✓ The **power is delivered directly to the circuit breaker** when you connect the generator to the meter and will also eliminate any power cords running through your home.
- ✓ Be sure to **start the generator at a safe location** and program to your home specifics.
- ✓ This program also provides an **affordable solution** for customers who are unable to afford solar or backup battery systems.



When utility power returns:

- 01** Turn off your generator
- 02** Adjust your breaker panel to set all circuit to the “on” position
- 03** Unplug the cord from the generator to disconnect from the meter



PG&E Report It Safety Mobile App

The new “PG&E Report It” safety app allows customers to submit photos of non-emergency potential safety concerns with our electric system.

Use Report It to:

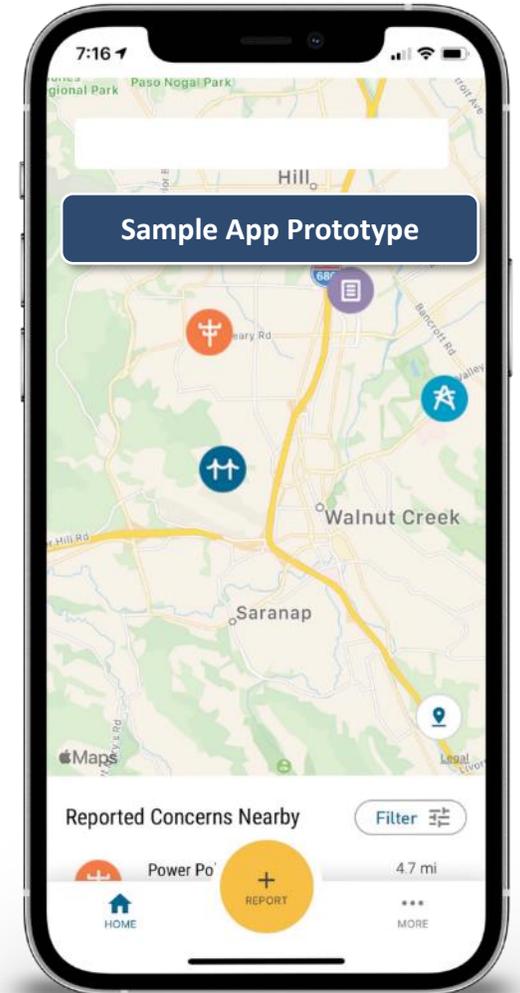
- ✓ Learn about the types of issues to report
- ✓ Submit photos directly to our safety team
- ✓ Find safety concerns submitted by other users
- ✓ Review PG&E’s findings

Customers will also receive notifications when their concern is being reviewed and when it has been resolved.

More Information: Together, we can further reduce the risk of wildfires and keep our communities safe. To learn more about PG&E Report It, visit pge.com/reportit

Access is limited: While anyone can download the app, during the pilot submitting concerns is intended only for customers in Tier 2 and Tier 3 High Fire Threat Districts. Invitations via email, postcard and bill insert have been sent. If you have not received an invitation, join the waitlist at pge.com/reportit to get notified when we add more users.

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When Are EPSS Outages Most Likely to Occur?

During hot and dry summer conditions. These conditions are most likely from May to November.



Notifying Customers of Outages

We will share updates about when you can expect power to return. Outages are triggered automatically due to a safety threat, therefore we are unable to provide advance notification.



Reducing Customer Impacts by:

- Providing better notifications
- Fine-tuning device sensitivity
- Reducing the length, frequency and number of customers impacted
- Expanding customer resource eligibility



How Customers Can Prepare for Outages

Stay Up-to-Date
View outages and restoration times
pge.com/outages



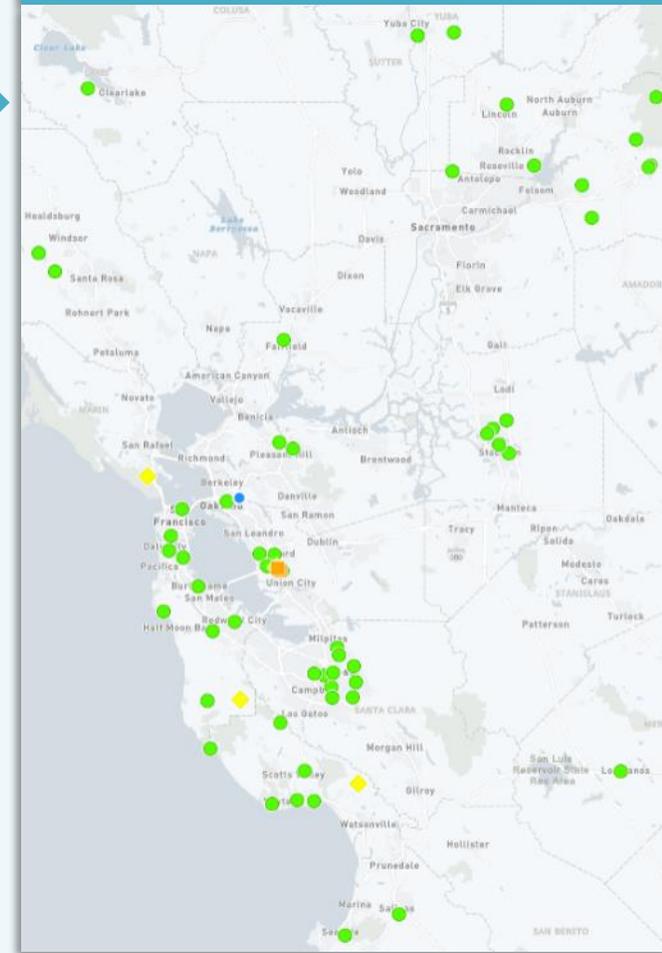
Update Contact Information

Receive outage and restoration notifications
pge.com/myalerts

Explore Backup Power Options

Determine the right solution and generator rebate qualifications
pge.com/backuppowers

PG&E'S OUTAGE MAP





More Information and Tools For Customers to Prepare

BEFORE PSPS AND EPSS OUTAGES

- **See if you qualify for backup power support** at pge.com/backuppower.
Generator rebates for customers who rely on well water **Portable batteries** for Medical Baseline customers in high fire risk areas
- **Apply for the Medical Baseline Program** to receive energy savings and extra outreach before a PSPS at 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.

DURING PSPS OUTAGES

- **Find Community Resource Centers** to charge devices and get basic supplies during a PSPS event at pge.com/crc.
- **Replace lost food** at your local food bank during and up to three days after an outage, visit pge.com/pspsresources.
- **Prepare an emergency plan** including portable backup power, hotel accommodations and accessible transportation at disabilitydisasteraccess.org.

Visit PG&E's YouTube Channel

To view more safety information, tips to be prepared and other resources

www.youtube.com/user/pgevideo



To view webinar slides and recordings, visit

pge.com/firesafetywebinars



For more information

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



**Translated support available*

Questions?



Thank You

