**It’s Wildfire Season, here’s what you need to know.**

Because *Scotts Valley is located in an extreme fire hazard area*, we strongly encourage you to prepare and protect yourself, family and/or business for the potential Public Safety Power Shut (PSPS) that may occur during this fire season.

There are some simple steps in the image below that we’re recommending all residents and business owners follow to keep themselves and their property safe.

<table>
<thead>
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</tr>
</thead>
<tbody>
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</tr>
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</tr>
<tr>
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**For more information about our Community Wildfire Safety Program, please:** Call 1-866-743-6589 Email wildfiresafety@pge.com Visit pge.com/wildfiresafety

In addition, please review the content below to get up to date on Scotts Valley’s wildfire risk, steps being taken to improve communication and access to resources and what to do if you or someone you know is especially vulnerable during a PSPS.

You can also click on PG&E’s link [Prevention, Preparedness and Support](#) to get more detailed information including how to prepare for multiple-day outages, backup power, support after a wildfire as well as webinars on these subjects and more.

**Stay Safe Scotts Valley!**
Scotts Valley is located in a Tier 3, “extreme” High Fire-Threat Area.

During severe weather conditions PG&E uses Public Safety Power Shut-offs (PSPS) to prevent wildfires and to protect public safety.
Even if you are in an area that does not appear to have high winds or other fire threats, you may be connected to a line that is. Additionally, there are areas in which your neighbor may have power, but your power may be shut off. This is because despite your proximity, you are connected to different power lines.
There is no way to know how frequently a PSPS event will occur, so our focus is to make sure that we remain prepared when it does happen.

**How Often Will A PSPS Event Occur?**

Below is an estimate of potential PSPS events in your communities based on a review of 30 years of weather data.

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<th>Monterey County</th>
<th>San Benito County</th>
<th>Santa Cruz County</th>
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<td>1 event per year on average</td>
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The number of events in any particular year will be exclusively driven by the weather pattern experienced and the above historical weather analysis may not be representative of the experience in a particular year.

In response to feedback from customers and government officials after last year’s PSPS events, PG&E is making the following efforts to improve the experience this year.

**How Are We Improving For This Year?**

- **SMALLER IN SIZE**: Reduce the number of customers impacted by PSPS events by one-third compared to 2019
- **SHORTER IN LENGTH**: Restore customers twice as fast after severe weather has passed
- **SMARTER FOR CUSTOMERS**: Provide more accurate/timely communications and additional resources
  - Deliver more assistance for customers before, during and after a PSPS event
Here is a timeline of when notifications will come to you in advance of a PSPS.

**Advance PSPS Alerts For Customers**

This year, we will provide advance notice and more details prior to turning off power and updates until power is restored.

**Timing of Notifications (when possible)**

- **2 days** before power is turned off
- **1 day** before power is turned off
- **Just before** power is turned off
- **During** the PSPS event
- **Once** power has been restored

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 calls, texts, and emails.

**Additional Updates**

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

These are examples of what both “watch” and “warning” notifications from PG&E will look like:

**“PSPS Watch” Customer Notifications Scripts**

**WATCH EMAIL**

Public Safety Power Shutoff

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/pspupdate

Reply w/ “1” to verify receipt.

**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/pspupdate

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 9.

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 6pm and 10pm.

Shutoff times may be delayed if winds arrive later than forecasted.

We expect weather to improve by 6am on 10/8/20. After weather has improved, we will inspect equipment before restoring power.

**ESTIMATED RESTORATION TIME:** 10/8/20 by 4pm.

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/pspupdate or call 1-800-743-5402.

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/speciaresources.

If this is not the correct phone number for 1234 EL ANYWHERE COURT, press 2.

Press 0 to repeat this message.

Thank you. Goodbye.
Should a PSPS occur, you should expect it to follow the timeline shown below:

**How Is PG&E Improving Restoration Times?**

We expect to be able to restore power to most customers **within 12 daylight hours after extreme weather has passed**, a **50 percent improvement** from 2019.

- **WEATHER ALL CLEAR**
  - After severe weather has passed, crews begin inspections

- **PATROL & INSPECT**
  - Crews visually inspect for damage by vehicle, foot and air

- **ISOLATE & REPAIR DAMAGE**
  - Crews isolate and fix damage

- **RESTORE POWER**
  - The PG&E Control Center restores power to customers

- **NOTIFY CUSTOMERS**
  - Customers are notified that power has been restored

**Note:** Because extreme weather can last several hours or days, for planning purposes, we suggest customers prepare for outages that could last multiple days.

If you or someone you know is medically vulnerable and will be especially impacted by a PSPS event, please review the resources included below and reach out to them in advance of an event so you are properly prepared.
In the event that a PSPS event occurs in your area, PG&E will set-up Community Resource Centers to meet customers basic needs.

**Community Resource Centers (CRCs)**

CRCs provide customers and residents with a safe, ADA accessible location with basic resources, as well as up-to-date information. The following resources may be available:

- Heating and cooling
- Power strips to charge devices
- Bottled water
- Non-perishable snacks/fruit
- Wi-Fi service
- Coffee/tea
- Blankets
- ADA-compliant toilets and hand washing stations
- Security personnel
- Chairs and tables

During a PSPS event, the locations will be made available on pge.com/pspupdates and via social media, local news and radio.

If physical distancing measures remain in place due to COVID-19, we will be incorporating alternative solutions like mobile, pop-up or reconfigured CRCs.

Because Scotts Valley is located in an extreme fire hazard area, we strongly encourage you to follow the steps in the slide below to assure you are prepared in the event of a PSPS.
At minimum, please make sure PG&E has you and your loved ones current contact information so that alerts will reach you.

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