



Summer Preparedness and Wildfire Mitigation 7/28/2022

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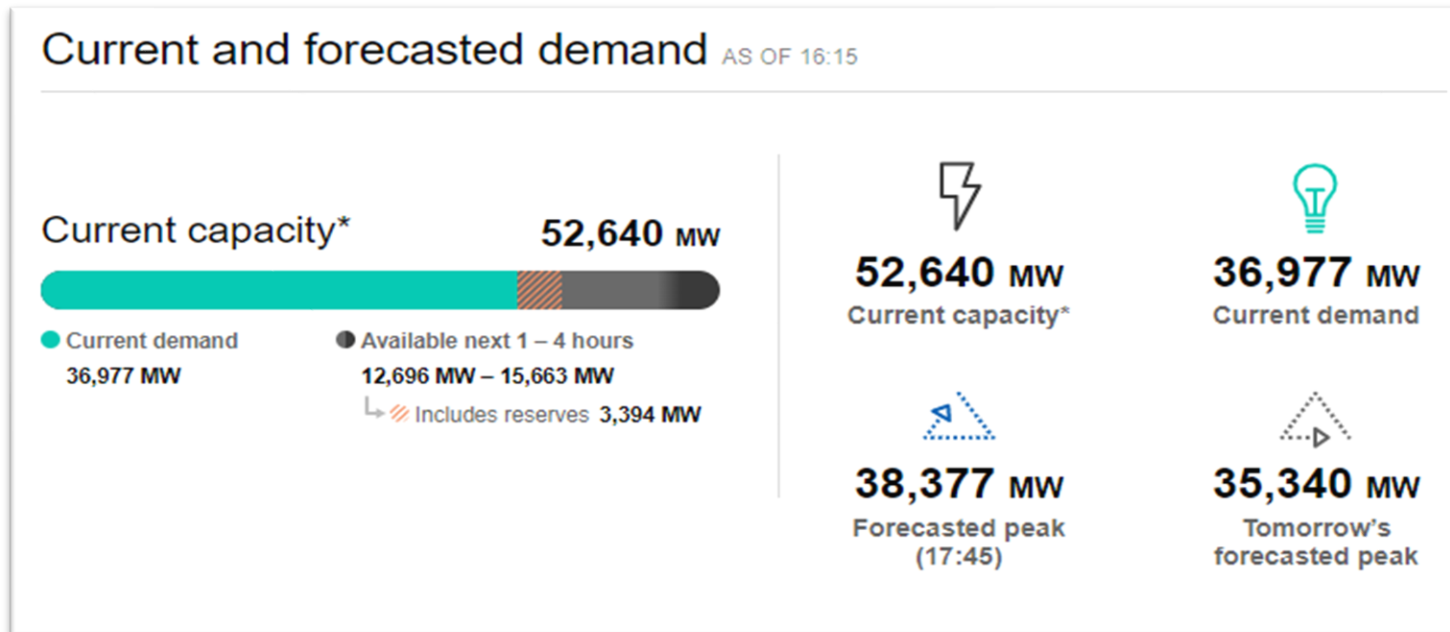




Summer Reliability and Education

Summer Reliability

- The state has added thousands of MWs against a challenging backdrop including the pandemic, lofty targets and a focus on clean resources.
- While we are moving in the right direction for the longer term with the addition of new resources to the grid, a third year of significantly lower-than-normal hydro conditions and the projected increased possibility of extreme weather events in the West leaves the grid in an elevated state of risk for this summer.
- Individuals interested in real-time data can go to [California ISO - Today's Outlook \(caiso.com\)](https://www.caiso.com) to get information on grid status, current demand, etc. (see example):



Summer Bill Education & Assistance

- SDG&E is working to help customers avoid higher-than-anticipated energy bills this summer.
 - Current forecasts project another hotter-than-average August and September
 - Natural gas prices remain high across the country due to a number of national and international issues.
 - Both will impact monthly bills as customers turn up the A/C to stay cool and could extend into winter/heating months.
- Customers will receive a letter or email from SDG&E in early August with information and education on how to manage their energy use and sign up for programs.

More information on programs
and resources can be found at
www.sdge.com/myenergy



Create an energy saving action plan on My Account



Shift to save: Use energy outside of peak hours 4-9pm



Enroll in Power Saver Rewards, get paid to save energy



Check your A/C filter and clean clothes dryer vents and lint filters regularly



Enroll available assistance programs for eligible customers



Wildfire Mitigation

Wildfire Mitigation Plan Progress

45%

Reduced fault rate on the distribution system

84%

Reduced fault rate on the transmission system

100%

of HFTD drone inspections completed in 2022

100%

Ignition reduction when sensitive relay settings enabled

100%

Ignition reduction from fuses in HFTD

12,500

Trees per year with enhanced vegetation clearance

Reducing wildfire risk & PSPS impacts through:

- **Advanced risk modeling & situational awareness** leveraging artificial intelligence
- **Continued grid hardening** by increasing strategic undergrounding & covered conductor to achieve further reductions on distribution fault rate
- **Increased customer support** by expanding AFN support services & leveraging renewable resources
- **Ongoing preparation** through EOC exercises, community outreach, public education & public safety partnerships

Augmented and diverse communications tools used to inform customers before and during PSPS events



Before Event

Year-long public education campaign • TV, Radio, streaming radio, social media, digital, print PSAs • Online Influencers • Wildfire Safety Fairs & In-community events • In-community newsletters, newspapers, community social media pages • Community bulletins/posters, Community Stores, Supermarkets, Laundromats, Barber Shops • Airport, train and bus depots video monitor messaging • Athletic Events- stadium ads • Increased media and journalist education effort • Message amplification by CBOs & partners • Public education in-language & accessible communications • Simplified PSPS & Wildfire Safety webpages • Power outage & preparedness videos • Multiple customer & CBO surveys & research • Dedicated Spanish communications team

During Event

Leverage 20+ diverse communications platforms • Hyper-local targeting via Nextdoor • Media & journalist outreach • PSPS mobile app & radio PSAs • In-community & roadside signage & flyer distribution • Message amplification by CBOs & partners • Customer notification refinement to accommodate in-language & AFN customers



PSPS Website Overview



Key Features and Content

- **Address lookup tool**
 - Customers can input their address and see if they are at risk, de-energized, patrolling or re-energized.
- **Map** with affected areas (heat map technology; AFN)
- **Customers and communities** at risk and shut off
 - Updated in real-time as customers are de- and re-energized
- **Community Resource Centers (CRCs)**
 - CRC look-up (customers input their address to find closest CRCs)
 - Addresses, amenities, hours and more information.
- **AFN** resources, landing page and personalized experience.

2022 Enhancements and Outlook

- **Accessibility:** Partnered with Center for Accessible Technology (C4AT) to build best-in-class accessible website and mobile app; implemented AudioEye tool.
- Utilized **customer feedback** from 2021 event, e.g. adding Google map links to CRCs and font size for customers affected.
- Improved **mobile experience**, better layout elements, font sizing.
- Website is built on Amazon Web Service's (AWS) cloud infrastructure.
 - Web servers auto-scale based on traffic and bandwidth needs increase.
- Utilizes a Content Delivery Network (CDN) and Web Application Firewall (WAF) to ensure stability and performance ("Black Friday" performance)
- Coded "lite" to help low-bandwidth customers

Public Safety Power Shutoff
Forecasted weather conditions could affect the power lines that serve local communities. We are actively monitoring the potential for adverse weather conditions. These conditions may require us to turn off the power for public safety. If we do turn off power, it will stay off until we can safely restore it. Find more information at the [Public Safety Power Shutoff](#) page.

SDGE Energy.com | Residential | Businesses | More Info | Languages | Outages | NewsCenter | Wildfire Safety | Contact Us

My Account | Customer Service | Pricing Plans | Electric Vehicles | Pay Bill | Savings Center | Solar

For real-time outage information, check out our [Outage Map](#).

Public Safety Power Shutoffs
We are actively monitoring the potential for adverse weather conditions. These conditions may require us to turn off the power for public safety.

Are you impacted? Enter your address to find out:

Current Customers Affected		Potential Customers Affected	
Communities Shut Off	Number of Customers Shut Off	Potential Communities	Potential Number of Customers
<ul style="list-style-type: none"> • Descanso • Dulzura • Jamul (portions of) • Potrero • Valley Center 	2,726	<ul style="list-style-type: none"> • Boulder • Crestwood • Jacumba • Pine Valley • San Marcos (portions of) 	5,293

Community Resource Centers
The following CRCs are open from 8 a.m. to 6 p.m.

Community	Facility	Address
Descanso	Descanso Branch Library	9545 River Dr, Descanso, CA 91916
Potrero	Potrero Community Center	24550 Highway 94, Potrero, CA 91963
Jacumba	Jacumba Highland Community Center	44645 Old Highway 80, Jacumba, CA 91934

Resources for Individuals with Access and Functional Needs
We have partnered with 2-1-1 San Diego and 2-1-1 Orange County to assist individuals with access and functional needs (AFN), for more information dial 2-1-1 or visit their website: 211sandiego.org or 211oc.org.

Sign up for Alerts
Stay informed by signing up for outage notifications.

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