

May 31, 2019

Mr. William Johnson
Chief Executive Officer
Pacific Gas and Electric
245 Market Street
San Francisco, CA 94105

Re: Public Safety Power Shutoff

Dear Mr. Johnson:

I am writing regarding the briefing provided by PG&E staff on Friday, May 17th regarding the Public Safety Power Shutoff (PSPS) program. We are aware that PG&E has had many safety issues and that PG&E is preparing for more PSPS to mitigate these issues. As the third largest city in California and the largest in Northern California, San José is PG&E's largest customer. San José serves a population of over 1 million people and is located in the heart of Silicon Valley. ***Reliable electric service is essential to the residents, government operations, and businesses in our community.*** It is vitally important that any PSPS include a robust communications plan with all parts of our community.

I understand you are interested in bringing fresh perspectives, experience, and expertise to further strengthen a culture of safety and accountability at PG&E; however, the information PG&E provided in this meeting is very concerning as it could lead to serious life safety and economic losses to the City of San José. I am writing in hopes that PG&E and the City of San José can work together to ensure public safety and community resilience.

Respectfully, I am requesting a meeting with your leadership to further understand the PSPS program. My concerns regarding PG&E's current approach and requests for more information are detailed below:

Infrastructure condition and areas of San José that are at risk for de-energization

- The briefing did not include adequate information on the location of areas and infrastructure that could potentially be de-energized. To plan effectively, the City of San José needs specific information on the areas of the city that are at risk for a de-energization event.
 - The City of San José has many critical facilities in need of reliable power, including the San José-Santa Clara Regional Wastewater Facility, Norman Y. Mineta San José International Airport, hospitals, fire, and police stations.
 - The City of San José is concerned that a de-energization event during a heat wave would impact critical facilities and our most vulnerable residents, including our large senior and homeless populations, and could result in serious life-safety issues for the community.

- The City of San José must understand how PG&E will make decisions regarding the distribution and transmission lines that may be shut down and how PG&E will coordinate with City officials in a timely manner so the City can respond to emergency needs.
- The City of San José also requests more information on the electrical distribution and transmission infrastructure that serves the City of San José, including age, condition, last inspection, location, and PG&E's assessment of the likelihood that each piece of infrastructure would need to be de-energized.
- The City of San José is very concerned about the possibility of a transmission line de-energization as this has the potential to cause a larger regional outage that would lead to serious life-safety and economic impacts. A widespread power outage affecting millions and/or hundreds of thousands of residents and businesses is not acceptable. The City of San José requests PG&E's risk management plan and the steps PG&E is taking to prevent a de-energization event from causing cascading effects that could lead to a larger regional outage.
- The City of San José requests additional information regarding the length of an outage caused by a de-energization event. PG&E's staff indicated that the City of San José should plan for a 4-day outage. This length of time is unprecedented, especially in a dense urban area, and requires significant additional and targeted planning.
- Finally, the City of San José requests additional information regarding the time-period that San José should plan for these events to occur. The briefing only provided very preliminary weather conditions that could trigger this type of event, and the time-period was over several months in the summer and fall.

Communications Plan and Emergency Preparedness

- PG&E's communications plan should be better coordinated with City officials. PG&E started to notify customers in the City of San José **before** briefing our City administration. PG&E's communications have caused confusion in our community as the information is incomplete. The communication plan so far has not been well coordinated or received. The City of San José requests PG&E's full PSPS communications plan for notifications and announcements, list of outreach tactics, all collateral, and plans to engage vulnerable populations, including non-English speakers and Medical Baseline Allowance customers.
- The City of San José has a very diverse community with many non-English speaking residents. The PSPS website (prepareforpowerdown.com) has not been translated. PG&E's website is available in Spanish and Chinese, but webpages on the PSPS in these languages cannot be found. It is critical that materials are translated into additional languages, particularly Spanish, Vietnamese and Chinese.
- PG&E indicated it would rely on government agencies to supplement its PSPS communications, particularly during a PSPS event. The City of San José would like to develop of Memorandum of Understanding with PG&E to outline communications responsibilities.

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- PG&E's online Government Resource Center appears to have the limitation that we can only access data when a weather warning is issued. This is not sufficient as the City of San José must start our emergency preparedness planning now.

The City of San José respectfully requests additional meetings and coordination with PG&E's communications team, technical leads on de-energizing infrastructure, and PG&E's emergency management team. The City requests the opportunity to review infrastructure inspection records and condition assessments, de-energization & restoration plans including how decisions will be made, and the communication plan for notification and announcements. Additionally, we ask that we conduct joint exercises to understand the conditions, the process for decision making, and the timing and methods of communication.

The City of San José takes public safety seriously. Disaster management and emergency preparedness is my highest priority. I look forward to discussing how we may strengthen our collaboration to ensure the safety and protection of all residents. The lead for my team on this issue is Ray Riordan, and he can be reached at 408-794-7050 and Ray.Riordan@sanjoseca.gov. You may also contact me directly at 408-535-8111 and Dave.Sykes@sanjoseca.gov to discuss further.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Sykes', with a long horizontal line extending to the right.

David Sykes
City Manager