



## OFFICE OF THE GOVERNOR

October 22, 2019

William D. Johnson  
Chief Executive Officer and President  
PG&E Corporation  
77 Beale Street  
San Francisco  
CA 94105

Dear Mr. Johnson,

In anticipation of Pacific Gas & Electric (PG&E) initiating another "public safety power shutoff" beginning on October 23, 2019, which will again cause significant disruption to communities and could create health and public safety risks, I expect PG&E to address its failures from the prior PSPS event.

As I noted in my letter of October 14, 2019, I believe the unacceptable scope and duration of the previous outage – deliberately forcing 735,000 customers to endure power outages – was the direct result of decades of PG&E prioritizing profit over public safety, mismanagement, inadequate investment in fire safety and fire prevention measures, and neglect of critical infrastructure.

PG&E's lapse in planning to provide adequate, accurate, and accessible information to its customers and the public was inexcusable. In the same vein, PG&E's communications with local and tribal governments lacked even the most basic elements of emergency management organization. To remedy these shortfalls, I endorse the directives outlined in CPUC President Batjer's letter of October 14, 2019, to improve customer notifications and access to information, managements operations, and coordination with emergency management departments in local and tribal governments. Those directives are actions that are within reach for implementation immediately.

In implementing those directives, PG&E must also improve the content of, and access to, information regarding shutoffs and power restoration. Customers who were able to access PG&E's website during the previous event found that the information was unhelpful and duplicative, and that the convoluted process of logging into the website was an unnecessary barrier to information. In addition, it is also vital that Californians receive information on when they can reasonably expect power restoration, both prior to the power shutoff and periodically during the event, as updated estimates are

available. Furthermore, some customers receiving PSPS warning notifications did not lose power but never received an all clear from PG&E, and therefore waited indefinitely for a power outage that did not materialize. This issue needs to be rectified.

While the immediate goal should be to better manage the current anticipated PSPS event, PG&E's short-term objectives should include steps to ensure that as few people as possible are impacted by any future PSPS decision.

I continue to extend the technical assistance currently offered by the State of California to reduce the impacts of PSPS, including operational guidance from Cal OES, meteorological data from CALFIRE, and most recently, infrared-equipped aircraft to assist in inspections of power line safety and the acceleration of power restoration. Cal OES will activate State and Regional Operations Centers to respond appropriately and ensure continuity of state agency operations that support California residents. This is in addition to the intensive support provided by the California Department of Technology to rectify the continual crashing of PG&E's website during the previous PSPS event.

Finally, as stated in my previous letter, PG&E shareholders have an obligation to its customers following the failed execution of its previous PSPS decision. I continue to strongly urge PG&E to issue an automatic rebate or credit of \$100 per residential customer and \$250 per small business as some compensation for the hardship suffered.

Sincerely,

A handwritten signature in black ink, appearing to read "Gavin Newsom", with a long horizontal flourish extending to the right.

Gavin Newsom  
Governor of California