

Email Response

To: jcalabrigo@danville.ca.gov

Subject: Following up on the Town of Danville's recent outages

Body:

Dear Joseph Calabrigo,

I would like to thank you for reaching out to us about recent outages in the Town of Danville. As PG&E's Vice President of the Bay Area, I understand the impact that outages have on our customers' lives and the community you serve. I want to apologize for your constituents' experience. Any time without power is disruptive, and our recent reliability performance did not meet your or our expectations.

Our top priority is providing safe and reliable power. To keep our customers and communities safe amid the continued and growing threat of wildfire, we use enhanced safety settings on our powerlines known as [Enhanced Powerline Safety Settings \(EPSS\)](#). One of the key features of EPSS is to automatically turn off power within one-tenth of a second if there is a wildfire hazard, like a tree branch striking a powerline. Quickly turning off power when there is trouble helps prevent ignitions that can start a wildfire. Last year, there was a 68% reduction in CPUC-reportable ignitions on EPSS-enabled lines in High Fire-Threat Districts compared to the weather-normalized 2018-2020 average.

We review outages on EPSS-enabled lines daily and those reviews have resulted in us taking steps to reduce outages and improve reliability in your community. Our completed work has included:

- Installing fault indicators to safely restore power more quickly.
- Replacing two pieces of overhead equipment.
- Replacing .5 miles of underground equipment.

We also have plans to replace another piece of overhead equipment and trim trees to help prevent future vegetation-caused outages.

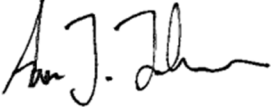
Recent work to repair equipment and improve reliability has unfortunately resulted in more customers temporarily experiencing outages. While our team has been replacing damaged underground cables and overhead equipment and repairing reclosers in the communities of Danville and Alamo, some customers have been temporarily transferred to a different set of above ground EPSS-capable powerlines. This temporary solution is needed for us to safely conduct work, but it has resulted in more customers being impacted when an outage occurred. While these settings help keep communities safe when wildfire risk is high, we know unexpected power outages are frustrating. Our work in the area will be completed in the next 30 days and customers should experience improved electric reliability.

Thank you again for taking the time to voice the concerns of your constituents and for inviting us to your Town Council meeting today. My colleague Sarah Yoell, PG&E Bay Area Government Relations Manager, and I will be attending to answer any additional questions.

On behalf of PG&E, I want to sincerely apologize for the frequent outages the community has experienced. With our continued efforts and the support of your community, I know we can keep the power on, without sacrificing safety.

Please do not hesitate to reach out if you have any further questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "A.J. Johnson". The signature is fluid and cursive, with the first name "A.J." being more prominent than the last name "Johnson".

Aaron Johnson
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