This guide provides information to help community members prepare for and safely navigate a PG&E Public Safety Power Shutoff (PSPS).

Use the table of contents to quickly find important websites and phone numbers, as well as ways to stay informed and safe during a PSPS event.
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When severe weather conditions, such as extremely high temperatures or winds, threaten parts of the electric system, PG&E will proactively turn off electricity to prevent the threat of a wildfire. When power is turned off, the event is known as a Public Safety Power Shutoff (PSPS).

PG&E informs the City of San Carlos prior to a PSPS, however, the City does not have control over whether or not a PSPS occurs, nor the duration or scope of the event.

Use the notification systems found in the next section of this guide to stay connected and informed prior to and during a PSPS event.
Receiving accurate and timely information is crucial to preparing for and staying up-to-date during a PSPS event. Use the methods outlined here to make sure you don’t miss any notifications or information about a PSPS in the City of Good Living.

**PG&E Notifications and Updates**

- **PG&E PSPS Site.**
  [pge.com/psps](http://pge.com/psps)
  Get information about the duration and scope of a PSPS event, as well as tips on how to prepare your home and your family.

- **Update your PG&E account information.**
  [pge.com/mywildfirealerts](http://pge.com/mywildfirealerts)
  PG&E will directly send customers updates related to PSPS events in their area.

- **Sign up for PSPS Zip Code Alerts.**
  [pge.com/pspszipcodealerts](http://pge.com/pspszipcodealerts)
  If you do not have a PG&E account or your landlord or property manager is the PG&E account holder for your home, you can still get direct notifications about PSPS events.

- **Get live weather information, including a 7-day PSPS forecast.**
  [pge.com/weather](http://pge.com/weather)

Follow PG&E on social media for alerts, updates, and information before and during a PSPS.

- **Facebook**
  pacificgasandelectric
- **Twitter**
  @PGE4Me
- **Instagram**
  @pacificgasandelectric
SMC Alert

Receive text notifications from the County by signing up for the San Mateo County Alert System (SMC Alert) smcalert.info. SMC Alert will be used to relay information during a PSPS.

City Notifications

The City of San Carlos will provide updates during a PSPS event on our website, social media channels, and designated community notification areas.

Follow the City on these platforms for online notifications:

- City of San Carlos Website: cityofsancarlos.org/PSPS
- Facebook: facebook.com/cityofsancarlos
- NextDoor: nextdoor.com/city/san-carlos--ca
- Twitter: twitter.com/cityofsancarlos

Watch for official notifications by PG&E from:

- Call: 1 (800) 743-5002
- Text: 976-33
- Email: pgecustomerservice@notifications.pge.com
Zero Power Communications

While some community members may still have access to the internet during a PSPS, some may need to rely on other sources of information that can be received without the internet. Communications disruptions to cell towers in San Carlos may also affect mobile communications (even with a fully charged phone). During a PSPS, the City of San Carlos will implement a Zero Power Communications Plan to provide important updates to the community via printed materials around town.

- Check the map to view community messaging points around San Carlos. Please remember that information on printed notifications may have changed by the time they are viewed. All printed notifications will be dated at the time of printing.

- In addition to these message points, the City will deploy electronic signboards at various locations around town to alert the community of critical information.
Stay Informed

Possible PSPS Area Information Locations

Crestview Park
Laureola Park
Harrington Park
Civic Center
San Carlos Ave.
El Camino Real
Highway 101
Highway 280
Crestview Dr.
Brittan Ave.
Alameda de las Pulgas
101 82
Alameda de las Pulgas
Crestview Park

Stay Informed
Important Contacts

(866) 743-6589
Update your contact information with PG&E to receive alerts and updates about PSPS events.

(650) 802-4100
City of San Carlos (General Line)

(650) 802-4277
San Carlos Police Bureau
(Non-emergency)

(650) 802-4300
San Carlos Fire Department
(Non-emergency)

(800) 743-5000
PG&E (General Line)

(866) 743-6589
Update your contact information with PG&E to receive alerts and updates about PSPS events.

2-1-1
Get Connected • Get Help™

Free and confidential service that connects California residents with local health and social services during an emergency.

FOR EMERGENCY USE ONLY
POLICE • FIRE • MEDICAL
CALL 911
Preparing your home and family prior to a PSPS will ensure that you have everything you need to go without power for the duration of the event. Making a plan and organizing emergency supplies are key to any emergency preparation.

Make a Plan

Being prepared means having a plan — checking your inventory of emergency supplies, organizing important contact information, and making sure every member of your family knows what to do to stay safe.

Please remember to check on your neighbors!
Older community members in particular may miss email or text notifications alerting them to a PSPS event, or require additional help after power is lost. Thanks in advance for taking care of one another in the City of Good Living!
Home Preparation Tips

- Charge all mobile devices and add a battery-powered charger to your emergency supply kit.
- Ensure that you know how to open and close your garage door manually.
- Fill your car with gas or fully charge your electric vehicle.
- Ensure your food stays fresh for as long as possible by keeping refrigerators and freezers closed, only opening when necessary.
  - Fridges will keep cold for about 4 hours, while a freezer will maintain its temperature for up to 48 hours.
- Generators, camping stoves, and wood or charcoal grills should never be used indoors, as they can cause fires or carbon monoxide poisoning.
  - Get more safety information about home generators at safetyactioncenter.pge.com.

Peninsula Clean Energy
Power On Peninsula Program

Peninsula Clean Energy is providing incentives and rebates for renewable back-up power solutions to San Mateo County residents through the Power On Peninsula program. Incentives and rebates are available for free to low-cost battery back-up or up to $1,250 in rebates to install solar and battery storage.
Backup Generators & Power Supplies

Backup power from a generator or home power supply source can help keep your lights on, save perishable food, and power essential equipment and electronics during a power outage.

Preparing for a PSPS

Choose the Ideal Renewable Energy Technology for Your Home

**BEST FOR** | **WHAT TO CONSIDER:**
--- | ---
**SOLAR PANELS** | Solar panels without a battery backup system will not be functional during a power outage.
Homes with plenty of rooftop space exposed to the sun with minimal shading for at least 6 hours a day, ideally from 9 a.m. to 3 p.m. |
**SOLAR WATER HEATING** | You may need space for a solar storage tank near your existing water heater.
Homes consuming large amounts of hot water, with plenty of roof space exposed to the sun. |
**BATTERIES / ENERGY STORAGE** | Battery systems require space the size of a large appliance.
Combining with renewable systems to supplement intermittent energy when needed. |
Create a Checklist (Food, Water, and Emergency Supplies)

While a PSPS event may not be an emergency, having supplies readily available can be a great help during a power outage, and lifesaving during a real emergency.

- It’s recommended to have about 1 week’s worth of food and supplies. Keep everything in waterproof containers, and check your supplies once a year.

Emergency Supply Kit Checklist

Stock up on supplies to last a week and refresh them at least once a year. Put them in waterproof containers, and store them in an easy to reach place. Here’s what you’ll need:

### Food and Water

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drinking water</td>
<td>1 gallon of water per person, per day</td>
</tr>
<tr>
<td>Tools and Utensils</td>
<td>Non-electric can opener and forks, spoons and knives</td>
</tr>
<tr>
<td>Food</td>
<td>Nonperishable and easy to prepare without power</td>
</tr>
<tr>
<td>Baby/pet food</td>
<td>Be sure to include food for all members of your household</td>
</tr>
</tbody>
</table>

For more information and how to keep your family safe, visit [pge.com/safety](http://pge.com/safety).
# Preparing for a PSPS

## Equipment

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Flashlights</strong></td>
<td>Do not use candles</td>
</tr>
<tr>
<td><strong>Radio</strong></td>
<td>Battery-powered or a hand-crank weather radio</td>
</tr>
<tr>
<td><strong>Extra batteries</strong></td>
<td>Include two extra sets</td>
</tr>
<tr>
<td><strong>Mobile phone</strong></td>
<td>Include a portable charger</td>
</tr>
</tbody>
</table>

## Health and Personal Supplies

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Basic first aid kit</strong></td>
<td>From antibiotic ointments and bandages to cold packs and more</td>
</tr>
<tr>
<td><strong>Blankets and clothing</strong></td>
<td>Blankets, warm clothes, sturdy shoes and heavy gloves</td>
</tr>
<tr>
<td><strong>Activities for children</strong></td>
<td>Toys, books, games and cards</td>
</tr>
<tr>
<td><strong>Important documents</strong></td>
<td>Copies of IDs, medical records, pet vaccinations and family photos</td>
</tr>
<tr>
<td><strong>Medication and eyeglasses</strong></td>
<td>Prescription and non-prescription</td>
</tr>
<tr>
<td><strong>Toiletries</strong></td>
<td>Soap, toothbrush, toothpaste, toilet paper, etc.</td>
</tr>
<tr>
<td><strong>Cash and credit cards</strong></td>
<td>If possible, put aside at least $100</td>
</tr>
<tr>
<td><strong>Other useful items</strong></td>
<td>Paper towels, trash bags, multipurpose tool that includes a knife</td>
</tr>
</tbody>
</table>
Power outages can be especially serious for community members who rely on electricity and battery operated medical devices, such as respirators, ventilators, and oxygen and dialysis machines. Other community members may rely on medication that is required to be refrigerated.

- Keep updated emergency phone numbers ready
- Plan a back-up location that you can evacuate to if necessary
- Consider installing a backup power source in your home (such as a generator or battery power supply)
- Instruct friends and family members on how to operate your medical equipment
- Attach a written label to your equipment with your name, contact information, and basic operating instructions
- If you rely on dialysis, check with your provider about its emergency plans, and note possible alternative sites for treatment
- Motorized wheelchair users: keep a lightweight manual wheelchair available
- Oxygen users: keep extra canisters ready and check with your provider to see if reduced flow rate is a safe option to extend the life of the system
PG&E Medical Baseline Program

Community members who rely on electricity or battery powered medical equipment can sign up for PG&E’s Medical Baseline Program to receive extra notifications in advance of a PSPS. Medical Baseline customers also enjoy discounted rates on electricity.

PG&E Self-Generation Incentive Program (SGIP)

Those who rely on medical equipment may qualify to have 100% of the cost of a backup battery storage system covered for their home through the PG&E Self-Generation Incentive Program. These battery storage systems can extend power to the home for several hours or even days.

Find out if you qualify for the PG&E Self-Generation Incentive Program [pge.com/batterysgip](pge.com/batterysgip).
Local businesses can prepare for a power outage from a PSPS event by identifying risks, making a plan, and communicating safety information to all employees.

Just like residents, businesses should verify their contact information with PG&E and sign up to receive notifications of a PSPS at pge.com/wildfirealerts or by calling (866) 743-6589.

Use the checklist below to help prepare your business for a PSPS.

### Prepare for a Power Outage

**Establish a clear plan before an emergency.** Include step-by-step instructions for employees so there is no confusion about what they should do in different scenarios. Practice your plan to find problems and answer questions before it's too late.

**Familiarize your employees with emergency equipment.** As you develop your emergency plan, check that emergency equipment, like fire extinguishers and backup generators, will be easily accessible in an emergency and your employees know how to operate them safely.

**Consider purchasing a surge protector.** After an outage, your business could experience a power surge or spike. A surge protector can help guard against equipment damage.

**Have a data backup plan.** Key data should be backed up daily. In the event of physical damage, like fire or flooding, it is important to have an off-site or cloud-based backup system in place.
If you operate a retail business, make sure you are able to take mobile payments and keep accurate records while the power is out.

If you have perishable items, know how long you can keep them cold in the refrigerator or freezer. Consider a backup location where you can store food in the event of an extended outage.

Keep your employees safe. Make sure that smoke alarms, fire sprinklers, and other safety equipment are working properly. Put together an emergency kit with enough supplies (food, water, flashlights, and batteries) for all employees and customers if an emergency occurs during peak business hours.

To ensure your contact information is up-to-date, or to learn more about PSPS, you can:
- Call 1-866-743-6589
- Email wildfiresafety@pge.com
- Visit pge.com/wildfiresafety or cityofsancarlos.org/wildfire
<table>
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<tr>
<th>Family Member Name</th>
<th>Phone</th>
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<table>
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<tr>
<th>Neighbor Name/Number</th>
<th>Phone</th>
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<th>Hospital Name</th>
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<th>Emergency Meeting Location</th>
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PG&E will setup Community Resource Centers (CRCs) during a PSPS event, where community members can charge mobile devices, get water and snacks, and receive additional information and resources related to PSPS events.

During a PSPS, the City may also open a CRC, located at either City Hall or the San Carlos Corporation Yard. If the City does open a CRC, information will be posted on the City’s website, social media channels, and Zero Power Communications materials around town.

For more information about PG&E Community Resource Centers, please visit pge.com/wildfiresafety.