

What is a Public Safety Power Shutoff?

In order to keep communities safe, your local energy company may need to turn off power during extreme weather or wildfire conditions. This is called a Public Safety Power Shutoff.

What can I do to prepare for a Public Safety Power Shutoff?

The effects of climate change are making California's wildfire season longer and more intense, threatening our homes, our lives and our economy. That's why it is important to prepare an emergency plan in advance in the event your family is affected by a power shutoff – or any other emergency.

- **Have a personal safety plan in place** for every member of your household (including pets).
- **Plan for any medical needs** like medications that need to be refrigerated or devices that require power.
- **Build or restock your emergency supply kit**, including food, water, flashlights, a radio, fresh batteries, first aid supplies and cash.
- **Identify backup charging methods** for phones.
- **Learn how to manually open** your garage door.
- If you own a backup generator, **ensure it is ready to safely operate**.

Be sure that you are familiar with all the applicable safety guidelines and manufacturer instructions for backup power sources or other emergency kit supplies. It is important not to put yourself or your family at risk by using these items improperly.

What if I'm dependent on electricity for a medical device?

During a Public Safety Power Shutoff, ALL customers serviced by an affected power line will have their power shut off. If you rely on electric or battery-dependent medical technologies such as breathing machines, a power wheelchair or scooter, and home oxygen or dialysis, it is critical that you have a plan in place for an extended power outage.

Your plan should include the following:

Keep emergency phone numbers handy

Have a backup location where you can go

Make sure your energy company is aware of your medical device

Consider a safe backup power source, such as a generator or uninterruptible power supply

Establish multiple people you can contact for help who know how to operate your equipment and backup systems

Residential customers who have special energy needs due to qualifying medical conditions should sign up for the Medical Baseline Program through their energy company. In addition to a lower rate on your monthly energy bill, this program can help by providing extra notifications in advance of a Public Safety Power Shutoff.

Do you depend on electricity for medical needs?

Be ready to act if PG&E notifies you that a shutoff is possible. Keep emergency phone numbers handy and consider staying with a friend or relative during an outage. Check with local authorities regarding available resources.

If you or someone in your household does require the use of a medical or life support device to treat ongoing medical conditions, [apply for PG&E's Medical Baseline Program](#). If your device qualifies for the program, you'll receive a lower rate on your monthly energy bill and receive extra notifications in advance of a Public Safety Power Shutoff.

TAKE THESE STEPS BEFORE AN OUTAGE

- [Confirm or update your contact information with PG&E](#). We'll send notifications to the contacts we have on file in advance of a shutoff, when possible.

- Create a safety plan for all members of your family, including pets. A Public Safety Power Shutoff can happen at any time of day or night, due to changing weather conditions.
- [Prepare an emergency supply kit](#). Include enough water and nonperishable food to last your household one week. Be sure to refresh your kit once a year.
- Determine if your landline will work during an outage. Keep a mobile phone as backup.
- Keep mobile phones and other devices charged.
- If you have a generator, [make sure it's ready to operate safely](#).
- Have flashlights available for your household. Avoid using candles.
- Have a battery-powered or crank radio.
- Stock up on the right batteries for items you rely on. Include two extra sets in various sizes.
- Keep cash on hand and a full tank of gas. ATMs and gas stations may not be available during an outage.
- Learn how to manually open your garage or any other door that operates with electricity.
- Talk with your building manager if you live or work in a building that has elevators or electronic key card access to understand how they will deal with a possible multi-day outage.

TAKE THESE STEPS DURING AN OUTAGE

- Unplug or turn off appliances, equipment and electronics to avoid damage caused by surges when the power is restored.
- Leave a single lamp on to alert you when the power returns. Then, turn your appliances on, one at a time.
- Typically, your refrigerator will keep food cold for about 4 hours and a full freezer will keep its temperature for about 48 hours--as long as the freezer and refrigerator doors are kept closed. Consider using coolers with ice to keep food cold and safe.
- Be sure to use generators, camp stoves or charcoal grills outdoors only. Do not use a gas stove for heat.
- Check on your neighbors.