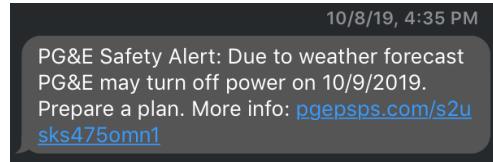

MIDCOAST COMMUNITY COUNCIL

PG&E Public Safety Power Shutdown
October 16, 2019

PSPS TIMELINE

PG&E texts and calls customers with link to overloaded website.



Caltrans tells people that Tom Lantos Tunnels will be closed.



Local news reports that PG&E is bringing in generators to power tunnel.

SMC reports that PG&E and Caltrans “rerouted power” to keep tunnel open.



PSPS scheduled to begin in Bay Area at noon.

At 2pm, PG&E states that the PSPS will begin between 8-10pm.

Power turns off at 11:11pm.

Power turns on for some customers at 4:15pm. Turns off again minutes later. Brush fire reported in Miramar.

Power returns for most customers by 7pm.

Monday
Oct. 7

Tuesday
Oct. 8

Wednesday
Oct. 9

Thursday
Oct. 10

PSPS - WHAT WORKED

- SMC Alerts went out regularly with up-to-date information.
- The tunnel stayed open, despite the miscommunication.
- HMB emergency operations center was helpful to Coastsider.
- Other services worked: most cell phones had service, gas stayed on, water and sewage had backup power, and schools stayed open.
- Power outage lasted <24 hours for most Midcoast residents.
- Locals helped locals.
- “Practice run” helped residents prepare for future emergencies.

PSPS - WHAT DIDN'T WORK

- PG&E website, texts, and phone calls were broken or unhelpful.
- Misinformation on tunnel closure caused confusion.
- Traffic was bad Thursday morning, with not all major lights staffed by deputies.
- Most local businesses had to close, losing revenue and products to spoilage.

PSPS - NEXT STEPS

- Determine whether redundant power lines are established to tunnel.
- Get update on status of tunnel generator.
- Request inclusion in future calls and emails by SMC OES.
- Encourage more people to sign up for SMC Alerts.