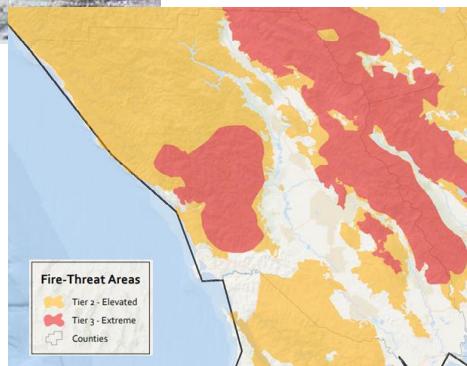


SONOMA COUNTY OPERATIONAL AREA

ELECTRICAL SYSTEM DE-ENERGIZATION RESPONSE PLAN



NOVEMBER 2018

TABLE OF CONTENTS

1. PURPOSE	1
2. BACKGROUND	1
3. OBJECTIVES	1
4. INCIDENT THREAT ASSESSMENT	2
5. PLANNING ASSUMPTIONS	3
6. NOTIFICATION	4
7. RISK COMMUNICATION & PUBLIC INFORMATION	6
8. ROLES AND RESPONSIBILITIES	7
9. COORDINATION	10
10. REFERENCES	11
11. ATTACHMENT 1: CPUC FIRE THREAT MAP	12
12. ATTACHMENT 2: PUBLIC INFORMATION	15

This plan was developed as a supporting document to the Sonoma County Operational Area Emergency Operations Plan (EOP) and is subject to revision at any time.

Comments and suggestions should be directed to:

Sonoma County Department of Emergency Management, 707-565-1152

1. PURPOSE

This plan outlines procedures that guide a collaborative response by local governments, special districts, and allied agencies in the Sonoma County Operational Area to the threat of or actual de-energization of electrical systems due to extreme fire danger conditions. This is a supporting plan to the Sonoma County Operational Area Emergency Operations Plan (EOP).

2. BACKGROUND

The risk of wildfire increases when several factors combine—these include high temperatures, high sustained and peak winds, as well as critically low humidity. During these conditions, electrical transmission and distribution lines may ignite fires if they are downed by winds and/or trees. To reduce the chance of accidental fire ignition in certain areas, Pacific Gas & Electric (PG&E) has stated that they may de-energize electrical grids or blocks off an area(s) in advance of or during periods of heightened risk conditions.

De-energization of electrical systems in affected areas may pose a life-safety risk to residents and impact other infrastructure systems. De-energization may also impact the capabilities of local agencies to respond to wildfire due to loss of alert & warning and public information communications systems including internet and cellular towers, inability to monitor or maintain water supplies, and a loss of traffic control systems that could support evacuation. This Plan is intended to provide guidance to local governments, county departments, and public safety agencies in how to prepare for and respond to these events.

3. OBJECTIVES

1. Provide protection of life, public health, safety, and welfare to the community and responders.
2. Maintain situational awareness on any potential de-energization-related impacts to the area; provide regular updates to Operational Area partners and the California Governor's Office of Emergency Services (Cal OES).
3. Establish thresholds for notifications, coordination efforts, activations, increased staffing, etc.
4. Communicate with and advise potentially impacted communities.
5. Establish and maintain communications among PG&E, the Operational Area Emergency Operations Center (EOC), field resources, and Operational Area stakeholders.
6. Facilitate efforts between Sonoma County Departments of Human Services, Public Health, and the American Red Cross to establish mass care and shelter services if needed.
7. Prepare for increased demand for preparedness information on power outages.
8. Communicate with PG&E regarding affected areas to facilitate public information and to prioritize resumption of services, if applicable.

4. THREAT ASSESSMENT

PG&E will monitor and assess various conditions that may affect the de-energization of an area. Factors considered by PG&E when determining whether or not to shut down power include:

- A Red Flag Warning declared by the National Weather Service
- Low humidity levels, generally 20 percent and below
- Forecasted sustained winds above approximately 25 mph and wind gusts in excess of approximately 45 mph
- Site-specific conditions such as temperature, terrain and local climate
- Condition of dry fuel on the ground and live vegetation (moisture content)
- On-the-ground, real-time wildfire related information from PG&E Wildfire Safety Operations Center and field observations from PG&E field crews

Per the California Public Utilities Commission, state utilities will de-energize only if the utility “reasonably believes that there is an ‘imminent and significant risk’ that strong winds may topple power lines or cause major vegetation-related damage to power lines, leading to increased risk of fire.¹” PG&E states it “anticipates that a Public Safety Power Shutoff could occur 1 to 2 times a year in PG&E’s service area, although it is impossible to predict future weather conditions in the new normal of climate-driven extreme weather events.”

In the event of a Public Safety Power Shutoff, PG&E will advise their customers, public safety authorities, first responders and local municipalities.

Following de-energization, PG&E crews will work to inspect the lines and safely restore power to customers. If the extreme weather occurs overnight, inspections would take place during day light hours, power should be restored within 24-hours in most cases. However, depending on conditions or if any repairs are needed, outages could last between 2 to 5 days.

Potential Effects

General:

- Loss of commercial and public-sector communications systems including wireless voice/data, land mobile radio, cable television and internet
- Loss or degradation of public/private water and wastewater systems including monitoring, pumping, and treatment
- Loss of traffic monitoring systems and signals
- Impacts on critical facilities including public safety and hospitals
- Impacts on commerce including loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration

¹ See CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

SONOMA COUNTY / OPERATIONAL AREA

Access and Functional Needs (AFN) Populations:

- Loss of power could significantly impact individuals dependent on durable medical equipment, wheelchair charging, and specialized communication devices
- Potential disruptions to public services or facilities; schools closures, reception centers, emergency shelter activations, or cooling centers

Safety:

- Loss or degradation of public safety agency voice and data communications systems including Land Mobile Radio (LMR) and fire watch cameras
- Loss or degradation of community alert and warning systems including internet and wireless data/cellular
- Increase Public Safety Answering Point (PSAP) call volumes
- Potential EMS and medical facility patient surge from heat related illness, dehydration or loss of power to medical equipment.
- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators as alternate power supply
- Potential impact to food safety due to degraded refrigeration or unsafe preparation
- Loss of traffic monitoring systems and signals

Potentially Impacted Areas

- Per PG&E, areas subject to de-energization will be limited to neighborhoods or communities served by electric lines that run through areas experiencing extreme fire danger conditions.
- The most likely circuits considered for shut off will be those in areas that have been designated by the California Public Utilities Commission (CPUC) as at extreme risk for wildfire (Tier 3 areas). See Attachment 1: CPUC Fire Threat Map - Sonoma County.
- Note: circuits that run through Tier 2 or 3 areas may provide service to areas outside these zones – this could impact critical infrastructure or facilities such as hospitals.

5. PLANNING ASSUMPTIONS

- Weather indicators such as Red Flag Warnings and Wind Advisories will provide enough lead time to coordinate Operational Area partners and develop Public Information and warning materials regardless of potential limited PG&E notification.
- The core of the County and healthcare infrastructure will probably not be impacted during a Tier 3 event and will continue to be utilized to provide appropriate support to impacted vulnerable and medically fragile individuals
- Minimal to zero care facilities reside in PG&E's Tier 3 Zone.
- Social or healthcare support workers who provided care to vulnerable and medically

fragile residents should be able to continue to provide care to their clients.

- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate.

6. NOTIFICATION

Guidelines from CPUC endorse advance notification / informing customers of the need to turn off power. Prior to termination of power, PG&E will attempt to contact customers at approximately 48 hours, 24 hours and just prior to shutting off power. PG&E will attempt to contact customers by phone call, email, and/or SMS text to contacts on file. During outages and after restoration, PG&E will attempt to send updates using the same methods. Contact will be attempted between 9 am and 9 pm - final shutoff notifications may occur at any time, day or night. For Medical Baseline customers, PG&E will place live calls to customers who aren't reached by the initial automated alerts and will send a PG&E representative to check on customers they are unable to contact with the live call. If the customer does not answer the in-person contact, PG&E will leave an informational door hanger. PG&E has indicated that they will not undertake any other additional outreach.

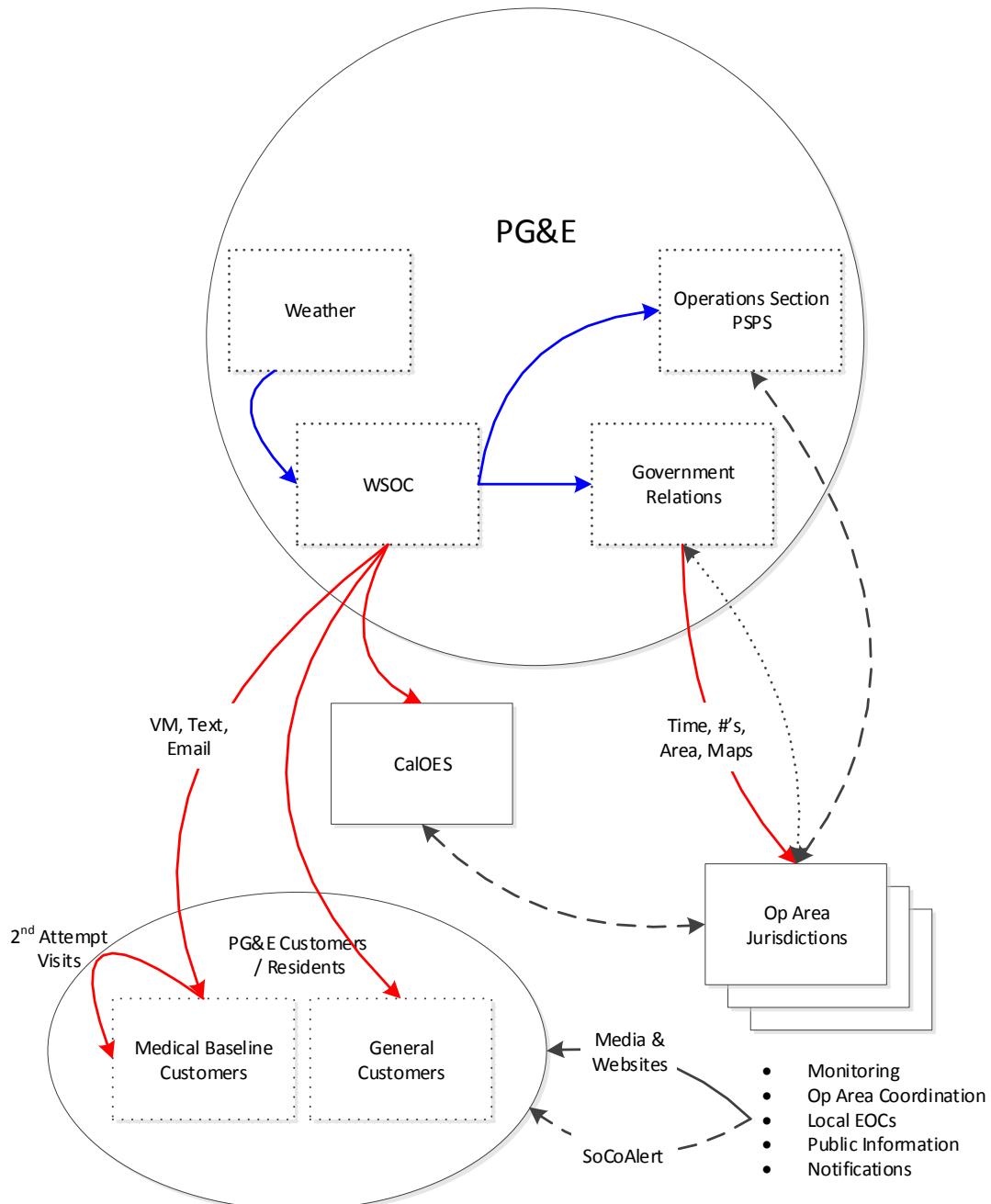
PG&E will attempt to contact public safety agencies and/or local governments prior to customer notification as conditions permit. Per the CPUC, "... utilities must also notify, as feasible, fire departments, first responders, critical facilities, other potentially affected entities, and the CPUC before de-energizing."² Per PG&E's Public Outreach, Notification, and Mitigation Plan, "If possible, based on conditions, PG&E will provide notice to cities, counties, and emergency response partners in advance of notifying customers about a potential Public Safety Power Shutoff."³ PG&E may provide descriptions or maps of areas served by circuits selected for de-energization as conditions permit.

Operational Area jurisdictions may also provide additional notifications in their jurisdictions. Also per the PG&E Notification Plan, "If feasible and appropriate, PG&E will provide city, county and agency officials with the content of our customer alerts, so they can be shared on channels such as Nixle, Nextdoor, and Reverse 911."

² CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

³ PG&E Public Outreach, Notification, and Mitigation Plan at
http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Safety/8-13-18%20PGE%20Letter%20re%20CPUC%20Resolution%20ESRB-8%20-%202020180813%20-%20FINAL.pdf

Diagram 1: Notification Relationship Diagram



Initial Operational Area Notification

If the threat of de-energization is potentially significant, and upon receipt of information from PG&E, the Sonoma County Department of Emergency Management (DEM) will notify local governments, County departments, and public safety agencies utilizing DEM Staff Duty Officer (SDO) notification procedures.

SONOMA COUNTY / OPERATIONAL AREA

Operational Area Emergency Conference Call

In the case of a wide-spread de-energization, a county-wide conference call may be warranted. Sonoma County DEM staff will schedule an *Operational Area Emergency Conference Call*. DEM staff will invite potential participants and lead the call to share emergency information and coordinate efforts.

Emergency Conference Call Agenda:

- Roll Call and Rules
- National Weather Service (NWS) or state weather forecast
- Information update from PG&E
 - Conditions summary
 - Grids or circuits targeted for de-energization
 - Areas served or which may be impacted by de-energization
 - Estimated time for de-energization/restoration
- Jurisdiction / agency status
 - Preparedness/response activities
 - EOC activations
- Communications systems status/issues
- Public information efforts/messages
 - PIO (name and contact information)
- Time/date of next emergency conference call

7. RISK COMMUNICATION & PUBLIC INFORMATION

During any emergency, risk communication and public information is a critical component of response activities. Appropriate and timely communication of credible information will assist in reducing life safety threats and address public concerns.

Emergency information that may be used include SoCoAlert and Nixle as well as mass media and social media. A public information hotline or the 211 system may also be employed. Alert & Warning systems – such as the Integrated Public Alert and Warning System (IPAWS) (which includes wireless emergency alerts [WEA], emergency alert system [EAS]) – may be used only if there is a concurrent imminent life safety threat, such as wildfire. Emergency public information may become the primary response function during the event.

The County and/or EOC Public Information Officers (PIOs) will be consulted if time permits. All messages to traditional and social media will be coordinated by the PIO. Messages will be crafted to the specific response needs to the threat. Safety messaging may include power outage guidance⁴ and safe generator operations⁵. See also Attachment 2: Sample Public Information Talking Points.

⁴ See Red Cross Power Outage Safety at <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/power-outage.html>

⁵ See PG&E Generator Safety at https://www.pge.com/en_US/safety/electrical-safety/electric-generator-safety/electric-generator-safety.page

SONOMA COUNTY / OPERATIONAL AREA

PG&E has indicated that they are not planning to open locations where impacted residents may go to obtain power and charge their electrical devices.

8. ROLES AND RESPONSIBILITIES

Sonoma County Fire & Emergency Services / Emergency Management

- Distribute Staff Duty Officer situation updates and conduct Operational Area conference calls with partner agencies.
- Assess potential public safety impacts and recommend appropriate Operational Area EOC staffing levels
- Coordinate public information. Post updates to County Emergency website.
- As needed:
 - Contact potentially impacted jurisdictions.
 - Activate EOC as directed.
 - Activate communication systems to support de-energization notifications.
 - Conduct public alert & warning messaging.

Sonoma County/Operational Area Public Information Officer (PIO)

- Coordinate public information with impacted local jurisdictions.
- Post updates to County SoCoEmergency website.
- Coordinate situational updates to elected officials.
- Activate the Public Hotline as needed; coordinate with 211

Sheriff / Law Enforcement

- As needed:
 - Activate Nixle to support de-energization notifications.
 - Participate in Operational Area conference calls.
 - Address increased calls for service including security alarms.
 - Staff Law Enforcement Branch in Operational Area EOC.
 - Support evacuation operations.
 - Support additional security in impacted areas.

Fire

- As needed:
 - Participate in Operational Area conference calls.
 - Staff Fire Mutual Aid Coordinator in Operational Area EOC.

SONOMA COUNTY / OPERATIONAL AREA

- Assess potential impacts to fire detection/reporting and response capabilities
- Assess potential impacts to fire suppression water supply system
- Respond to increased calls for medical aid.
- Assist in wellness checks.

County Human Services Department

- As needed:
 - Participate in Operational Area conference calls. Staff Care & Shelter Branch in Operational Area EOC.
 - Coordinate with American Red Cross Liaison.
 - Designate and alert shelter teams.
 - Identify and coordinate shelter location(s).
 - Open shelter(s).

Department of Health Services (DHS) / Emergency Medical Services (EMS)

- As needed:
 - Alert Health Care Coalition (HCC) partner agencies.
 - Assess potential impacts to medical/health care provider organizations, facilities, and systems.
 - Assess potential impacts to residential care facilities.
 - Develop and integrate PH messaging; disseminate Public Information messaging.
 - Participate in Operational Area conference calls.
 - Activate EOC/DOC staff.
 - Coordinate distribution of bottled medical gases.
 - Coordinate transportation of individuals with Access and Functional Needs.
 - Source, route, and monitor resource requests.

Transportation & Public Works

- As needed:
 - Participate in Operational Area conference calls.
 - Staff Public Works Branch in Operational Area EOC.
 - Support transportation of with individuals Access and Functional Needs.
 - Be prepared to support traffic management.

SONOMA COUNTY / OPERATIONAL AREA

Cities, Tribal Governments, & Special Districts

- Coordinate public information.
- As needed:
 - Participate in Operational Area conference calls.
 - Coordinate public information.
 - Open local EOC.
 - Respond to increased medical aid and law enforcement calls for service.
 - Conduct wellness checks.
 - Open shelters and provide mass care services.
 - Support transportation of individuals with Access and Functional Needs.
 - Provide increased traffic management services.
 - Provided additional security to impacted areas.
 - Provide power to maintain critical services.

Operational Area Emergency Operations Center (EOC)

- As needed:
 - Develop and coordinate situational awareness
 - Develop and coordinate public information efforts
 - Support shelter activations
 - Support logistics and mutual aid resource coordination
 - Coordinate the movement of vulnerable, medically fragile residents to shelters.

Schools

- As needed:
 - Participate in Operational Area conference calls.
 - Assess potential impacts to school facilities and systems.
 - Communicate status with parents and partner agencies.
 - Support shelter operations.

Red Cross

- As needed:
 - Participate in Operational Area conference calls.

SONOMA COUNTY / OPERATIONAL AREA

- Support HS and local jurisdiction shelter efforts
- Staff Red Cross Agency Representative in Operational Area EOC.
- Open shelter(s).
- Distribute bulk supplies.
- Conduct mass feeding operations.

Pacific Gas & Electric (PG&E)

- Notify County Emergency Management and potentially impacted jurisdictions upon consideration of PSPS.
- Provide incident-specific maps of circuits that will be de-energized and corresponding impacted areas.
- Participate in Operational Area conference calls – brief on timing and impacted areas.
- Coordinate public information messaging with Operational Area jurisdictions.

9. COORDINATION

Status Reporting

As the release event develops, Sonoma County DEM staff will monitor the status of the Operational Area and report to Cal OES. As time permits, DEM shall contact jurisdictions/county agencies to check their status. Each agency/organization is requested to provide the following information as available:

- Current situation (increased public safety stature, response activities, etc.)
- EOC/ICP activations
- Increased readiness activities (upstaffing, pre-deployment/staging of resources)
- Sheltering, support and public warning operations
- Impacts to transportation, communications, utilities and other critical infrastructure
- Critical issues
- PIO (name and contact information)
- Forecast

Sonoma County Emergency Management will participate in regional Cal OES, PG&E, and NWS conference calls.

Emergency Response

In the event a large or extended electrical systems outage produces significant damage or threatens lives and property, the Operational Area will execute response efforts as per the County EOP.

Response activities may include:

- Operational Area EOC activation.
- Deployment of resources to the field to gather real-time observations, as appropriate.
- Establishment of a Unified Command at an Incident Command Post (ICP).

- Door-to-door welfare checks by public safety staff may occur inside impacted areas, as needed/possible.
- If available, permanent and temporary message boards (trap-lines/a-frames and electronic) will be updated with current safety message.
- Identify potential shelters and place on standby or activated as appropriate.
- Additional response functions as needed:
 - Transportation services for individuals with AFN
 - Increased security
 - Traffic management
 - Information management (PIO and public communications)
 - Generator refueling
 - Mass care and sheltering

Recovery

The amount of time power will be off will be determined by the extent of the incident. Alerts and information updates will be provided as warranted.

Following a Public Safety Power Shutoff, PG&E will coordinate with the Operational Area regarding the re-energization of affected areas. In addition to internal post-incident recovery operations, agencies and departments may continue to assist any residents displaced as a result of the power outage. Facility operations and Information Systems may need to continue operations to restore and validate operating system.

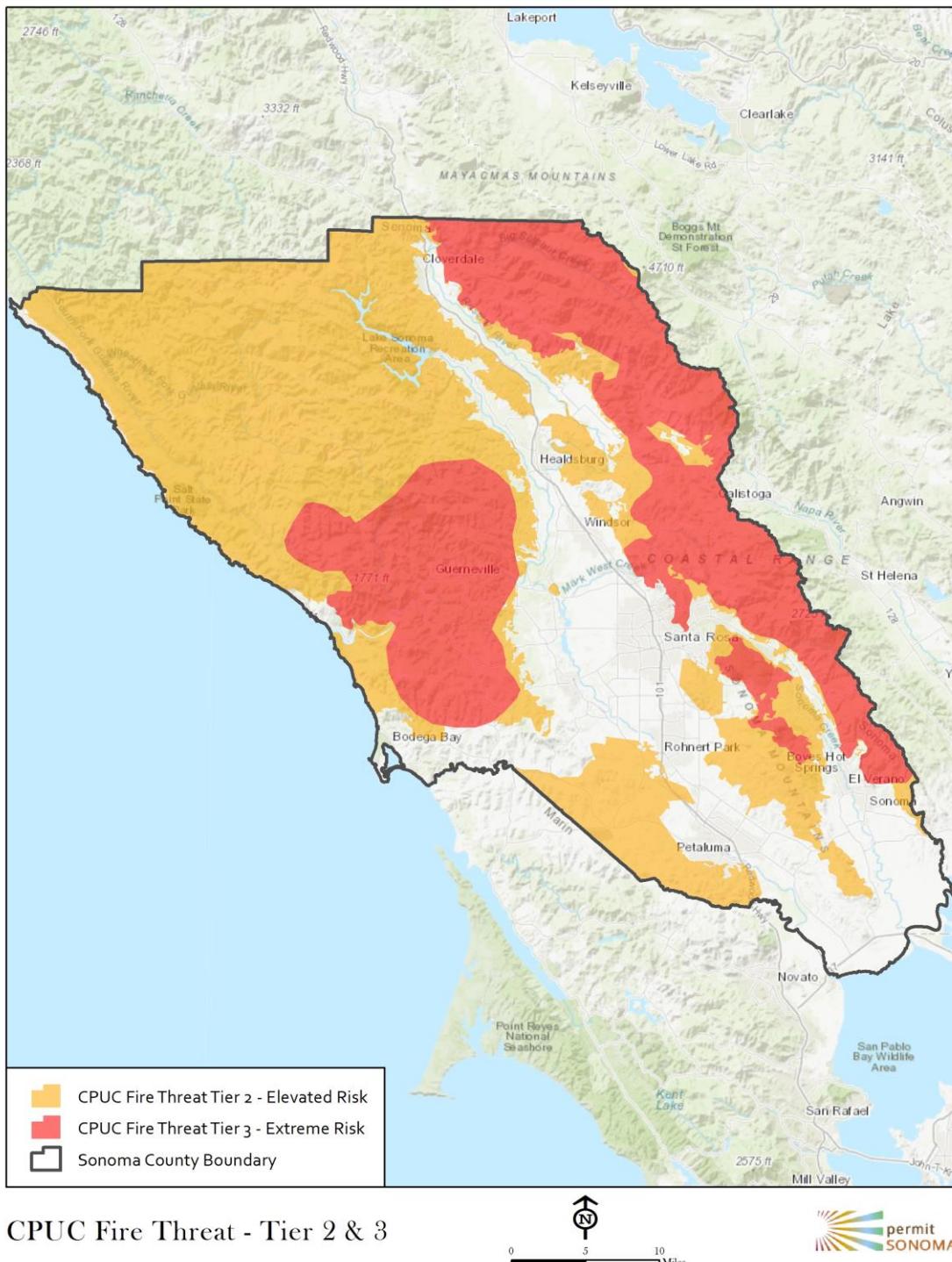
DEM may facilitate the developments of an After-Action Report and Improvement Plan (AAR/IP) including any recommendations for improvements to this document.

10. REFERENCES

- Sonoma County Operational Area Emergency Operations Plan. March 2014.
- PG&E Community Wildfire Safety Program.
https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/community-wildfire-safety.page
- PG&E Public Safety Power Shutoff Notifications, August 2018.
https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-notifications.page
- CPUC Resolution ESRB-8, Extending De-Energization Reasonableness, Notification, Mitigation, and Reporting Requirements. July 2018. <http://cpuc.ca.gov/deenergization/>

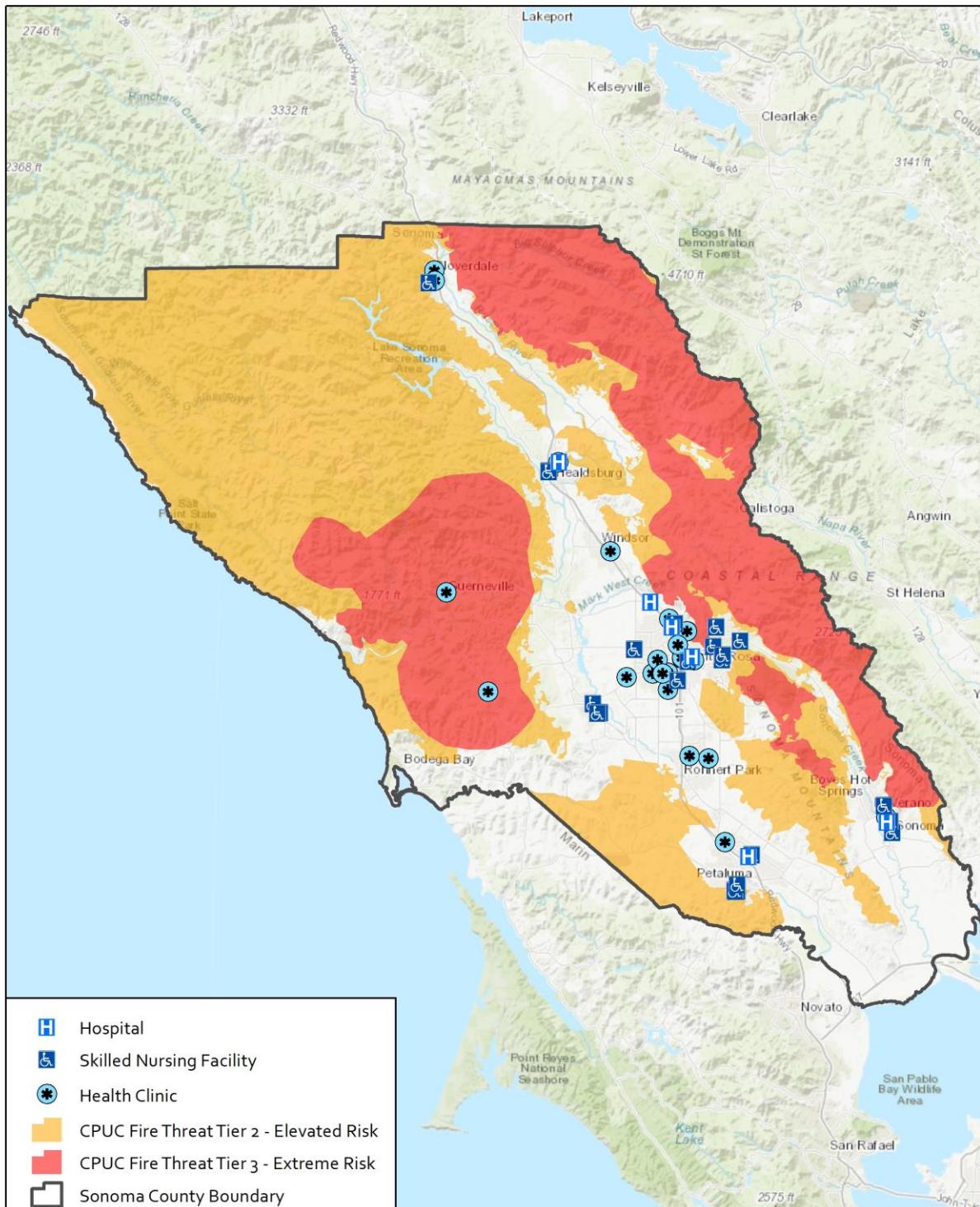
SONOMA COUNTY / OPERATIONAL AREA

Attachment 1 CPUC Fire Threat Maps – Sonoma County⁶

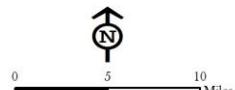


⁶ [CPUC Fire Threat Map](#), January 19, 2018.

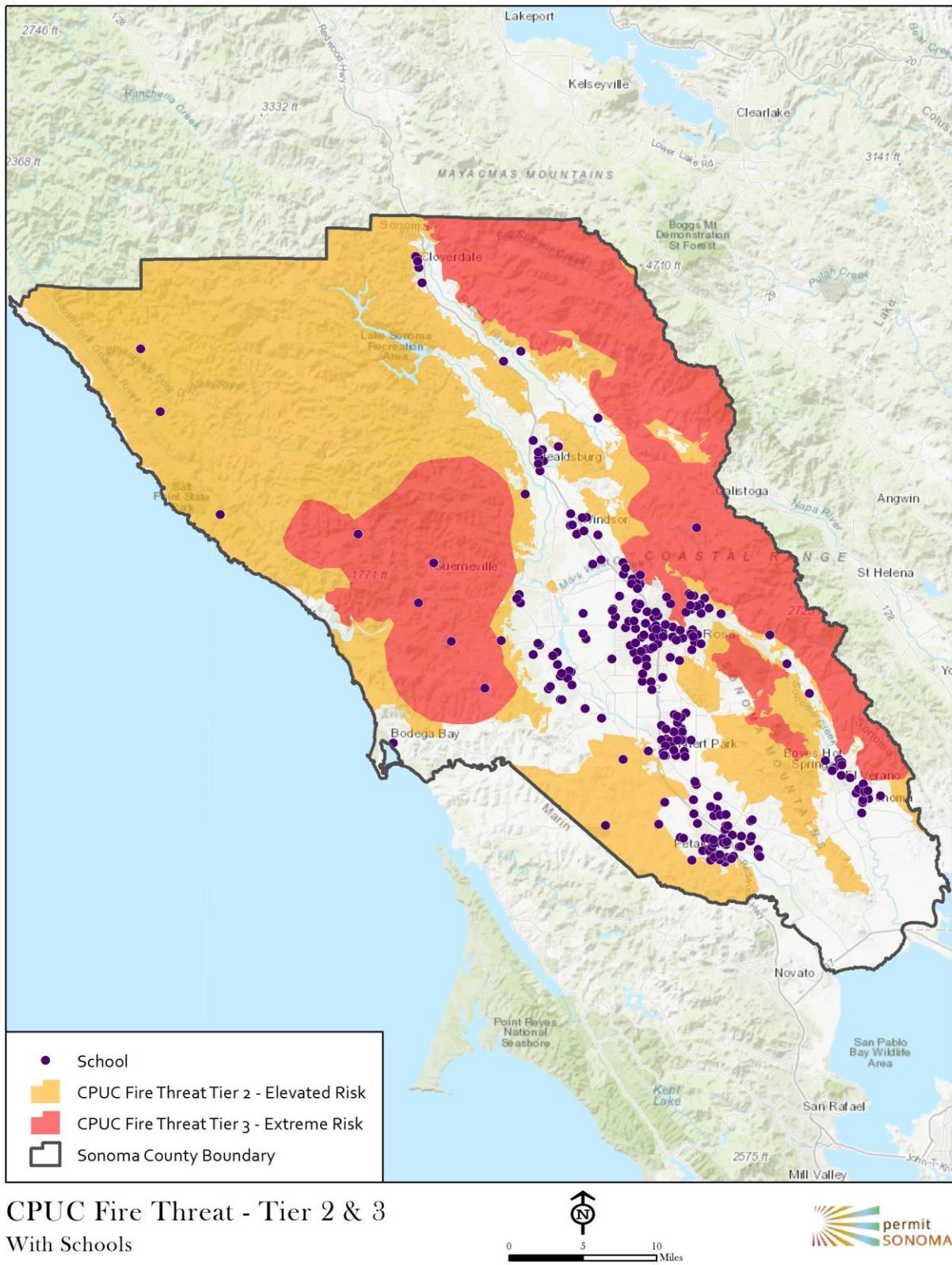
SONOMA COUNTY / OPERATIONAL AREA



CPUC Fire Threat - Tier 2 & 3
With Medical Facilities



SONOMA COUNTY / OPERATIONAL AREA



Attachment 2

Sample Public Information Talking Points, Media Release, & Social Media Message

Sonoma County Response to Planned Power Shut-Off:

- On the afternoon of November 7, 2018, the County of Sonoma began to prepare for the potential shutdown of PG&E power to areas of Sonoma County due to the high fire danger.
- PG&E estimates that 400 customers in Sonoma County are located in regions likely be subject to a power shutdown. The areas affected by the shutdowns include unincorporated areas of northeastern and eastern Sonoma County.
- Emergency Management has developed an Electrical System De-energization Response Plan and put it into motion;
- We've notified and coordinated with our operational area response partners;
- We are coordinating messaging and outreach with our stakeholders so we are prepared to communicate with our community members in the event of a power shut down.

Background:

- In response to evolving weather and potential extreme fire danger, PG&E may proactively shut off power to some customers in portions of the following counties: Lake, Napa, Mendocino, Sonoma, Yuba, Butte, Sierra, Placer, Nevada, and Amador.
 - Currently, they are considering shutting down power to some areas in the Tier 3 zone on the [CPUC map](#). PG&E has stated that the power shut down will mainly effect the northeast/eastern border of Sonoma County.
- PG&E could take the action of turning off the power for safety as early as overnight Saturday into early Sunday morning. The greater likelihood is potentially turning off the power for safety in advance of Sunday evening wind event.
- PG&E has stated that they will notify the County and customers 48 hours, 24 hours and just prior to turning off the power. They will contact customers directly through the following means:
 - Automated calls;
 - Texts;
 - Emails;
 - Employees will go door-to-door to notify customers that have self-identified as having medical needs in the PG&E system.
- PG&E is asking customers to update their contact information at: pge.com/mywildfirealerts so they can keep them informed.
- PG&E has stated that they will have to wait until the high winds die down before they can inspect power lines to restore power to effected areas. What does this mean?
 - For this particular [Red Flag Warning](#), they are expecting that they will have to wait approximately 6 hours and for daylight after they shut the power off before they can begin inspecting lines. Before re-energizing, all lines have to be

SONOMA COUNTY / OPERATIONAL AREA

- physically inspected by PG&E personnel, which is why there is a significant delay in restoring power.
- They are currently estimating that power could be down for portions of Sonoma County for 1-2 days, but are hopeful they can restore power sooner than that.
- Residents can learn if they are in a potentially impacted area by going to <https://m.pge.com/#high-fire-threat-map> and entering their address.
- PG&E has set-up a call center to provide more information:
 - English 1-877-660-6789
 - Chinese 1-800-893-9555
 - Spanish 1-800-660-6789
 - Vietnamese 1-800-298-8438.

Sonoma County Response to Potential Power Shut Down:

- This afternoon, the County of Sonoma Emergency Management Division put into motion action to prepare for the potential shut down of PG&E power to areas of Sonoma County.
- We've been busy, so far we've taken the following actions in preparation for a potential power shut down:
 - Emergency Management has implemented the Electrical System De-energization Response Plan;
 - We have partially activated our Emergency Operations Center (EOC);
 - We've notified and coordinated with our operational area response partners;
 - We are currently creating maps to show potential impacts to area hospitals, skilled nursing facilities, and our vulnerable populations;
 - We are coordinating messaging and public outreach with our stakeholders so we are prepared to communicate with our community members in the event of a power shut down.

FOR IMMEDIATE RELEASE

Date:

Contact: Public Information Officer at ####-####-####, PIO email address

Sonoma County Responds to PG&E's Potential Power Shut-Off with Advanced Preparation

SANTA ROSA, CA – This afternoon, the County of Sonoma acted promptly to prepare for the potential shut down of PG&E power to areas of Sonoma County. PG&E has notified the County that they may activate their Public Safety Power Shut-Off protocols due to extreme weather, and could potentially initiate a power shut down in the unincorporated northeastern parts of Sonoma County within the next 24 hours. The County of Sonoma is ready to respond to the effects of the power outage; however, the decision to turn off the power and the speed at which it is restored is managed solely by PG&E.

"We are being proactive and mobilizing our resources due to the potential power loss and increased fire threat," stated Chairman of the Board of Supervisors, James Gore. "Fire agencies in Sonoma County have

SONOMA COUNTY / OPERATIONAL AREA

increased staffing resources including adding a strike team, task force, water tender, and an extra fire and EMS dispatcher during this heightened threat.”

The County of Sonoma Emergency Management Division has proactively taken steps in preparation for a potential power shut down after being notified by PG&E of their new Public Safety Power Shutoff program. The Emergency Management Division has developed an Electrical System De-energization Response Plan and put it into motion. Additionally, we are currently operating a warm Emergency Operations Center (EOC), and we are actively coordinating with our operational area response partners and monitoring the situation.

You can check if your home is in an area where power may be shut off on the PG&E website: <https://m.pge.com/#high-fire-threat-map>. PG&E is monitoring weather patterns, and will provide updates to customers and the County of Sonoma when information is available.

Emergency Management officials remind residents and visitors that it is important to have a plan. FEMA recommends taking steps to prepare for a power outage, including:

Stay informed –

- Sign up for safety information on Nixle by texting your zip code to 888-777.
- For information on immediate threats to personal safety or property, tailored to an address of your choosing, sign up for SoCo Alerts www.SoCoAlert.com.
- Sonoma County will send a Wireless Emergency Alert to areas if evacuations are ordered, intended to reach all cell phones in the area. Learn more: www.socoemergency.org

Review your evacuation and communication plan –

- Identify several evacuation routes for your location in case roads are blocked, and tell someone out of the area which routes you plan to use.
- If you will evacuate by car, keep your car fueled and ready to go.
- Make a list of what you'll want to take with you if you leave your home quickly. Consider the Five P's of Evacuation:
 - o 1) People/Pets; 2) Prescriptions; 3) Papers; 4) Personal Needs; 5) Priceless Items
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Plan for batteries and other alternatives to meet your needs when the power goes out.
- Reviewing the supplies that are available in case of a power outage. Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.
- Using a thermometer in the refrigerator and freezer so that you can know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keeping mobile phones and other electric equipment charged and gas tanks full.
- Know how to manually open electric garage doors and gates.

For more information, including what to do during a power outage, visit www.ready.gov.

Make sure you can receive updated information from PG&E by updating your contact information at www.pge.com/mywildfirealerts.

###

SOCIAL MEDIA MESSAGING

Important Notice for Sonoma County Residents:

[***Información en Español abajo***]

PG&E has notified Sonoma County that as many as 400 Sonoma County Residents in the unincorporated northeastern parts could lose power and be without power for at least 24 hours due to high fire danger.

PG&E has set-up a call center to provide more information:

- English 1-877-660-6789
- Chinese 1-800-893-9555
- Spanish 1-800-660-6789
- Vietnamese 1-800-298-8438

Español:

El Condado de Sonoma informa a sus residentes que a alrededor de 400 personas se les pudiera suspender el servicio de electricidad y gas (PG&E) debido a una alerta por altas probabilidades de incendio.

Residentes de áreas rurales al noreste del condado podrían ver dichos servicios suspendidos por al menos unas 24 horas.

PG&E creó una línea de atención al cliente en español para ofrecer más información sobre esta situación:
1-800-660-6789