

After the Shutoff— Tell Us Your Story

Wildfire power shutoffs should be used as an emergency LAST resort, not as a substitute for preventive maintenance.

After a shutoff, PG&E, SCE and SDG&E are required to report how customers were notified, the number of complaints received and steps taken to restore power.

TURN will ensure CPUC guidelines are followed, customer safety is prioritized and the adverse impact on the public is minimized.

You can help by sharing your experience after a shutoff: *Were you notified in advance? Did you suffer financial losses during a shutoff—spoiled food, inability to work, etc? Do you depend on electrical medical equipment? How long did the shutoff last?*

Tell us your story and let us know if we can use your name by writing to

**My Shutoff Story,
TURN, 268 Bush Street, #3933
San Francisco, CA 94104**

Or send an email to
myshutoffstory@turn.org

***Hold the big power companies
accountable for your safety!***



Almost 50 years ago, Sylvia Siegel changed the way energy decisions are made in California. She raised the voice and the concerns of ratepayers—customers just like you—to make sure they are heard when rates are set, safety measures considered, and policies discussed.

Today TURN is keeping Sylvia’s promise of speaking up for utility consumers, making sure that their safety and pocketbooks are always part of the equation.



TURN

THE UTILITY REFORM NETWORK

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Wildfire Power Shutoffs

PG&E, SoCal Edison and SDG&E are planning what they call “Public Safety Power Shutoffs” during dangerous weather conditions.

Shutoffs can cause hardships... be frightening and dangerous... and last for days. You don’t have to live in a wildfire-prone area to be affected. Transmission lines often run for hundreds of miles.

***Here’s what you can do
to protect yourself, your
family and your home***

Before the Shutoff— Be Prepared



If a shutoff is planned, the power companies must give you 48 and 24-hour warnings through automated calls, texts messages and emails.

- ➔ Make sure your utility company and local emergency agencies have your current contact information.
- ➔ Sign up to receive Reverse 911 calls on your cell phone if you aren't already registered.
- ➔ If you have a communication disability, make sure your emergency information notes the best way to get in touch with you.
- ➔ Check with your fiber-based phone provider (VOIP or cable) to find out about what back-up power solutions are available.
- ➔ Have a back-up supply of important medications since pharmacies may also be without power.

- ➔ If you require electricity for medical needs make sure your local fire department knows that you need to evacuate and what you need to bring (prescriptions, medical equipment, etc.)
- ➔ Locate friends or community resources where there is back-up power in case you need to relocate.
- ➔ Keep your cell phones and laptops fully charged.
- ➔ Keep canned food for you and pets on hand along with a hand-operated can opener.
- ➔ Have flashlights and plenty of fresh batteries readily available.
- ➔ Purchase emergency lights that turn on when the power goes off at any hardware store or online.
- ➔ Have a battery-operated radio and fresh batteries or hand-cranked radio available.

During the Shutoff

Stay connected

- ➔ Keep your phone charged by connecting to your laptop or vehicle lighter outlet.
- ➔ Keep in touch with neighbors and follow news alerts.

Avoid food spoilage

- ➔ Have a cooler and keep ice packs in your freezer and keep refrigerator and freezer doors closed as much as possible.

Stay safe

- ➔ If you use candles, make sure they are not left unprotected.
- ➔ Plug electronic equipment into surge protectors to avoid damaging electrical equipment when power is restored.
- ➔ If you use a generator only do so outdoors and away from windows.

For more detailed information, go to <http://bit.ly/Plan4Outages>