

PUBLIC SAFETY POWER SHUTOFF CARE COORDINATION FROM 211



PUBLIC SAFETY POWER SHUTOFFS

When there's increased wildfire risk, one critical tool the utility companies use to prevent wildfires is Public Safety Power Shutoff (PSPS). The utility companies may need to temporarily shut off power to prevent the electric system from becoming a source of ignition and ensure the safety of the public.

CARE COORDINATION

Through a collaborative partnership, the California 211 Network, PG&E, and SCE support customers with Access and Functional Needs such as a disability, limited transportation, or other needs for assistance who reside in a high fire risk area by connecting them to resources, programs, and local support systems.

CONDITIONS TO CAUSE A PSPS



HIGH WINDS & STRONG GUSTS



LOW HUMIDITY



REAL-TIME OBSERVATIONS BY A STATE-OF-THE-ART WEATHER SENSOR NETWORK



DRY VEGETATION THAT COULD SERVE AS FUEL FOR A WILDFIRE



FIRE THREAT TO ELECTRIC INFRASTRUCTURE



RED FLAG WARNINGS DECLARED BY THE NATIONAL WEATHER SERVICE

CARE COORDINATION SERVICES



PSPS Care Planning

Help customers prepare a safety plan for before, during, and after a PSPS



Transportation

Connect eligible households with transportation resources when remaining home is not an option during a PSPS



Accommodations

Provide eligible households with hotel vouchers or other accommodations during a PSPS



Food Assistance

Refer eligible households to food pantries and other food access during and after a PSPS



Battery or Generator Rebate

Link eligible households with battery or generator rebate programs from participating utility companies