



FAIRFAX TOWN COUNCIL MEETING STAFF REPORT

MEETING DATE: July 17, 2024
PREPARED FOR: Mayor and Town Council
PREPARED BY: Christine Foster, Deputy Town Clerk and Heather Abrams, Town Manager
SUBJECT: Receive Pacific Gas & Electric Company Report on Outage Data, Reliability Statistics, and Improvement Measures for the Town of Fairfax

RECOMMENDATION

Accept the report.

BACKGROUND

Pacific Gas & Electric Company (PG&E) has provided annual data on power outages and system reliability in Fairfax, which is critical for understanding the impact on residents and planning for improvements. The data highlights performance on Enhanced Powerline Safety Settings (EPSS)-protected powerlines, common outage causes, and year-over-year comparisons. These insights help the Town of Fairfax in addressing reliability issues and coordinating with PG&E on infrastructure enhancements.

DISCUSSION

This report provides an overview of power outage data in the Town of Fairfax from 2021 to 2024, based on PG&E's reliability summaries. It includes statistics on outage frequencies, durations, and common causes, as well as details on PG&E's efforts to improve system reliability and reduce wildfire risks.

The report reveals the following key points for each year:

- **2021:** 66 total outages with an average duration of 5.7 hours, impacting an average of 652 customers per outage. Common causes included third-party interference, vegetation, and equipment failure.
- **2022:** 103 total outages with an average duration of 3.8 hours, impacting an average of 223 customers per outage. There was a notable increase in outages due to maintenance and vegetation issues.
- **2023:** 105 total outages with an average duration of 5.2 hours, impacting an average of 348 customers per outage. The primary causes remained consistent, with a rise in equipment-related outages.
- **2024:** Preliminary data shows 34 total outages with an average duration of 7 hours, impacting an average of 536 customers per outage. PG&E has undertaken several reliability improvements, including fault indicator installations and vegetation management.

PG&E has implemented various measures to enhance reliability, such as installing fault indicators, modifying device settings, replacing fuses, and pruning trees. These efforts aim to reduce outage frequency and duration, especially in high fire-risk areas.

COMMUNITY OUTREACH

PG&E has communicated their efforts and improvements through various channels, including social media, community workshops, and dedicated wildfire safety contacts. They have also provided

resources and support programs for customers with access and functional needs, including rebates for backup power solutions and portable battery programs.

FISCAL IMPACT

There is no direct fiscal impact associated with accepting this report.

ATTACHMENTS

PG&E Report Presentation

Pacific Gas and Electric Company

Town of Fairfax Follow Up

June 5, 2024



Local EPSS Reliability and Improvements



2021 By the Numbers



Total Outages: **66**



Average Duration: **5.7 hours**

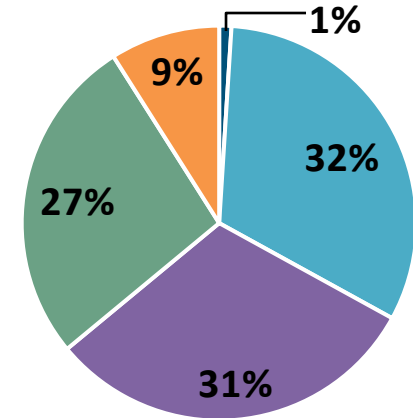


Customers on Average Impacted per Outage: **652**

2021 Performance on EPSS-Protected Powerlines

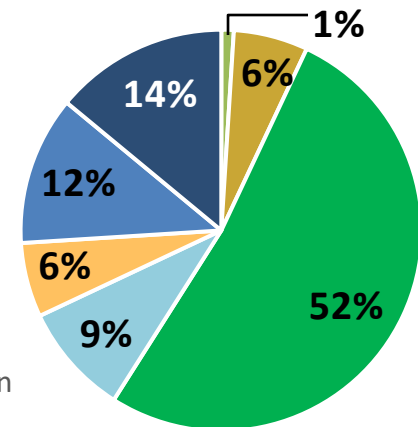
Customers Experiencing*

- 0 Outages
- 1-2 Outages
- 3-7 Outages
- 8-9 Outages
- 10+ Outages



Common Outage Causes

- Third Party
- Animal
- Maintenance
- Equipment
- Unidentified
- Vegetation
- Wildfire Mitigation



Data is approximate and as of 5/16/2024

**Customer counts are approximate as of 5/16/2024 and may change based on ongoing program updates and enhancements.*



Town of Fairfax Reliability Summary: 2022

2022 By the Numbers



Total Outages: **103**



Average Duration: **3.8 hours**

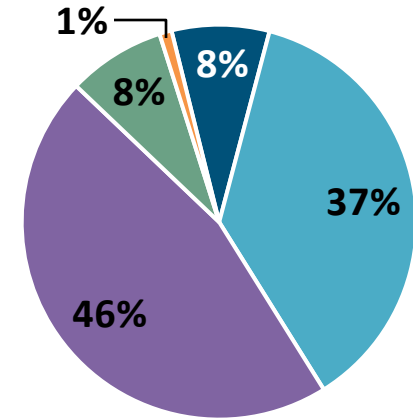


Customers on Average Impacted per Outage: **223**

2022 Performance on EPSS-Protected Powerlines

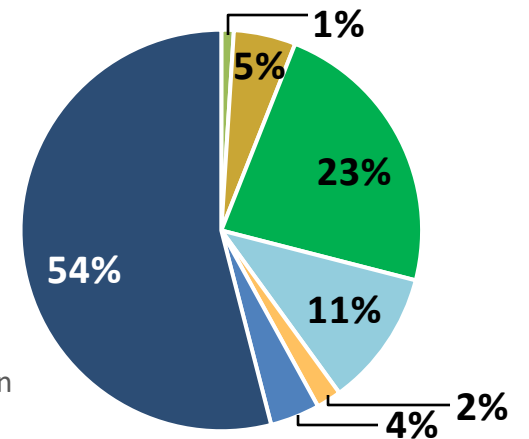
Customers Experiencing*

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Town of Fairfax Reliability Summary: 2023

2023 By the Numbers



Total Outages: **105**



Average Duration: **5.2 hours**

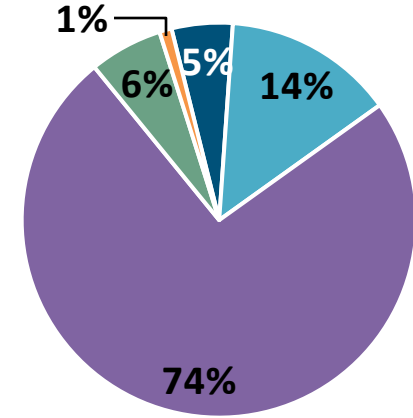


Customers on Average Impacted per Outage: **348**

2023 Performance on EPSS-Protected Powerlines

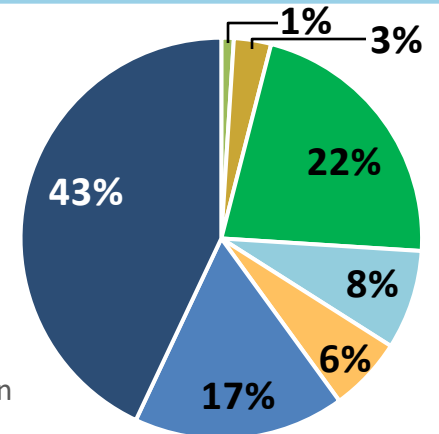
Customers Experiencing*

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Year-Over-Year Comparison: 2021 – 2023

We are continuously working to improve reliability and minimize customer impacts.

	2021	2022	2021-2022 Comparison	2022	2023	2022-2023 Comparison	2021-2023 Comparison
Average Outage Length	5.7 hours	3.8 hours	33% decrease	3.8 hours	5.2 hours	37% increase	9% decrease
Average Customers Impacted per Outage	652	223	66% decrease	223	348	56% increase	47% decrease



Town of Fairfax Reliability Summary: 2024

2024 By the Numbers



Total Outages: **34**



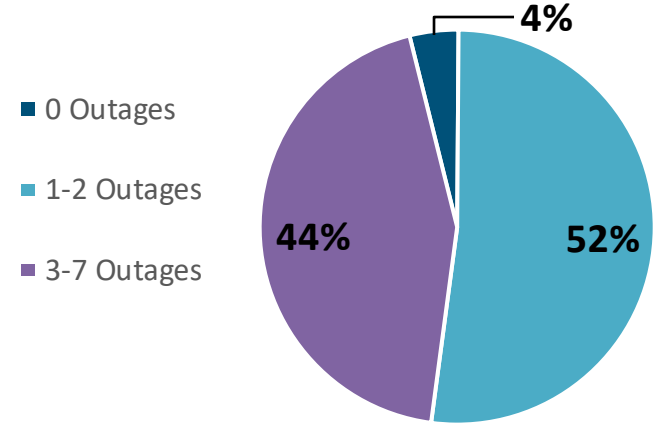
Average Duration: **7 hours**



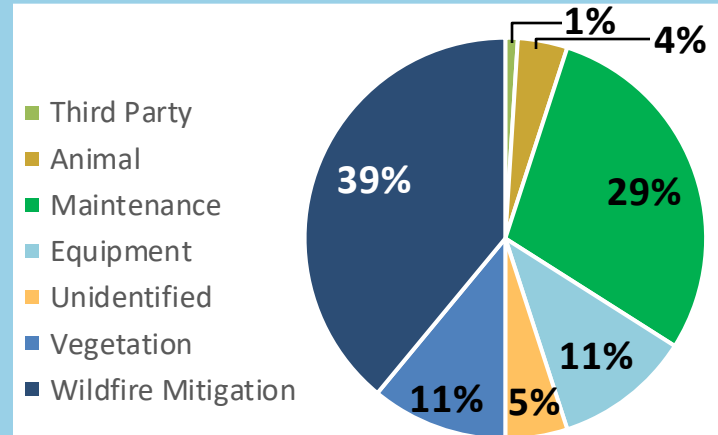
Customers on Average Impacted per Outage: **536**

2024 Performance on EPSS-Protected Powerlines

Customers Experiencing*



Common Outage Causes



Data is approximate and as of 5/16/2024

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We have taken steps to improve reliability on circuits protected by EPSS in the Town of Fairfax.

This work is ongoing and includes:

- ✓ Installing 10 fault indicators to precisely identify outage locations and speed up restoration
- ✓ Replacing 2 fuses with line reclosers to mitigate future outages
- ✓ Modifying engineering settings on 3 devices to reduce customer impacts
- ✓ Pruning trees along the San Rafael 1108 circuit to reduce vegetation related outages

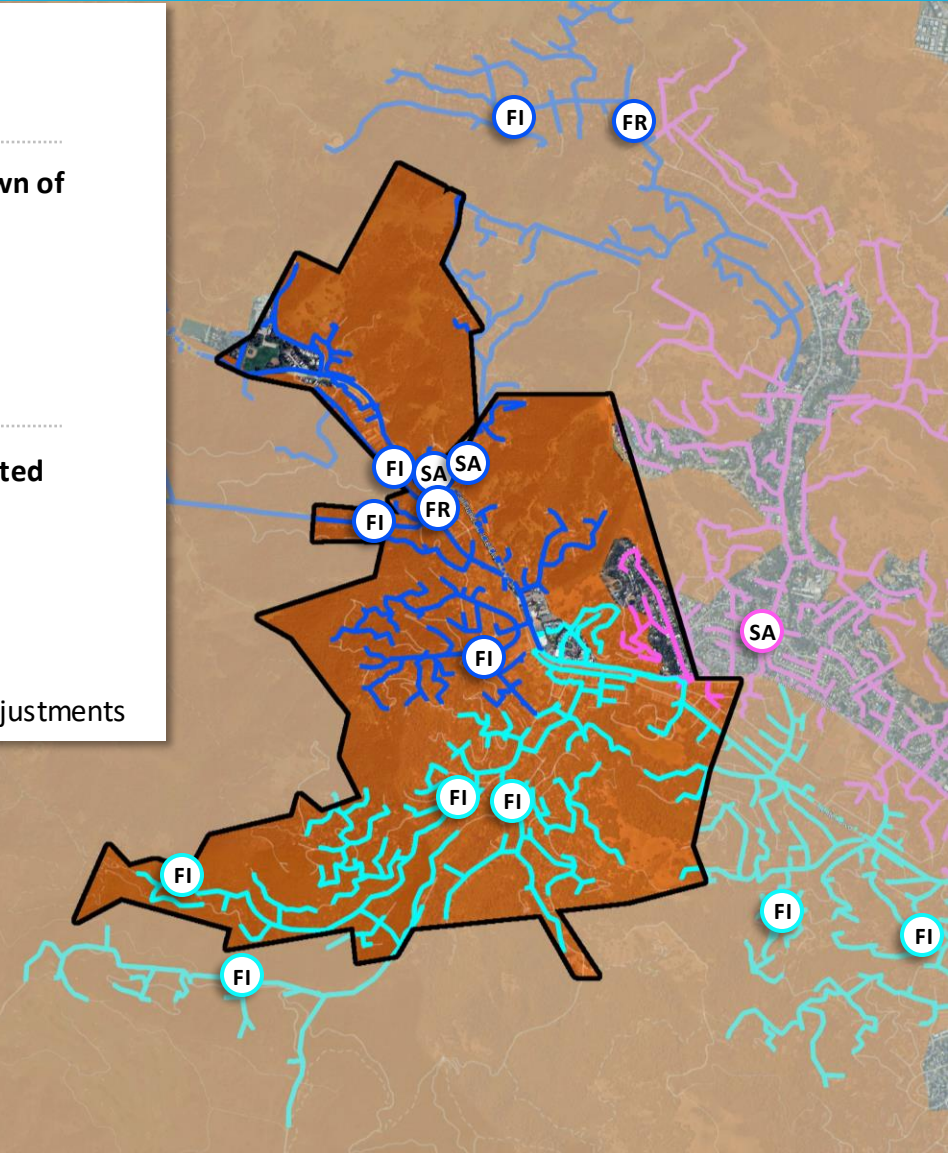
■ High fire-risk area
— Town of Fairfax

Circuits serving the Town of Fairfax:

— San Rafael 1104
— San Rafael-1108
— Woodacre-1102

Improvements completed on circuits serving the Town of Fairfax:

FI = Fault Indicator
FR = Fuse Replacement
SA = Device Settings Adjustments



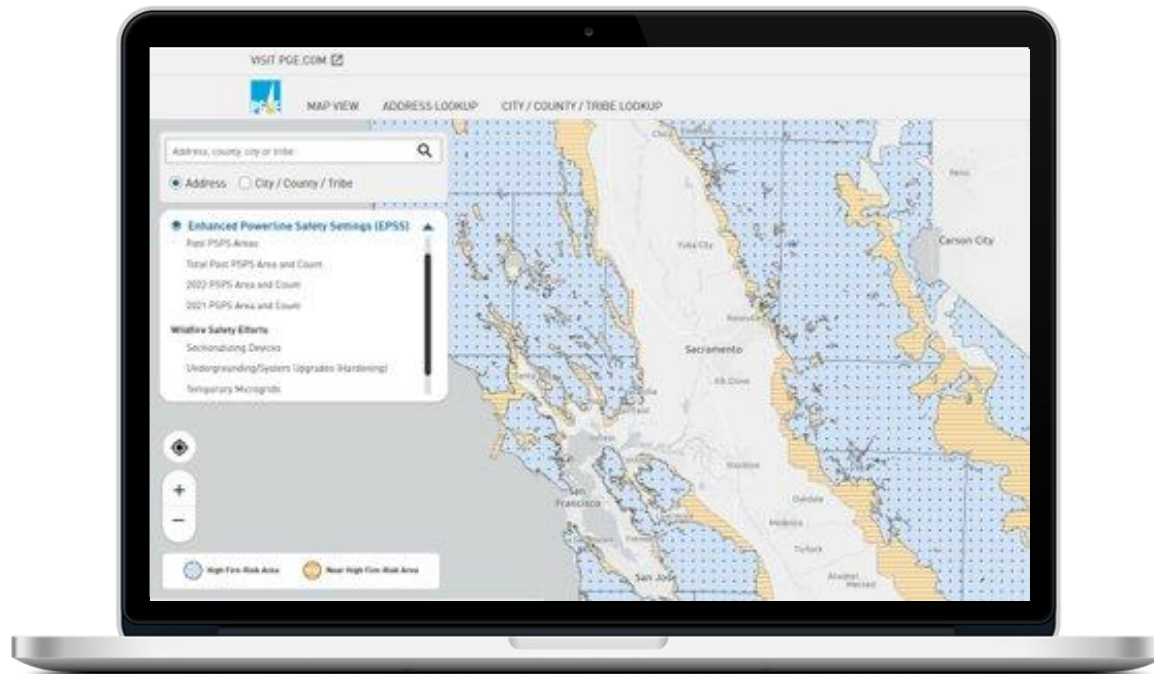
Data as of 6/3/2024. Locations are approximate and may overlap. Work plans are subject to change.

Customer Resources



Wildfire Safety Progress Map

The Wildfire Safety Progress Map is a comprehensive, interactive map of PG&E wildfire safety work and progress for customers.



Visit pge.com/progressmap to learn more

The map includes data related to:

- System Upgrades (Hardening)
 - Installing Strong Poles and Covered Powerlines
 - Undergrounding
 - Line Removal
- Sectionalizing Devices
- Temporary Microgrids
- Enhanced Powerline Safety Settings (EPSS)
- Public Safety Power Shutoffs (PSPS)
- Customer Assistance Programs
 - Self-Generation Incentive Program
 - Permanent Battery Storage Rebate



Customer Resources and Support for Wildfire Safety Outages

Portable Battery Program

Supporting eligible customers with fully subsidized portable battery solutions



pge.com/portablebattery

Generator and Battery Rebate Program

Rebates for eligible customers to purchase a qualified generator or battery



pge.com/backupper

Self-Generation Incentive Program

Rebates to help customers save on energy storage systems for their business



pge.com/sgip

Disability Disaster Access and Resources

Emergency preparedness planning, portable batteries, and support for customers requiring additional accommodations



pge.com/ddar

Residential Storage Initiative

Permanent, long-term backup power solutions for the most impacted customers




pge.com/residentialstorageinitiative

Resources for Customers with Access and Functional Needs

We provide support options for **customers with Access and Functional Needs**, through our Medical Baseline and Vulnerable Customer Status programs.


Medical Baseline (MBL) Program

- ✓ A monthly **discount or additional monthly allotment of power** based on rates.
- ✓ **Additional notifications** ahead of Public Safety Power Shutoffs.
- ✓ Participants **qualify through medical device or medical condition needs**.
- ✓ Potential to qualify for **additional resources** including the generator rebate, portable battery or a Backup Power Transfer Meter.

 Customers can learn more at pge.com/mbi.

Self Identified Vulnerable Customer Status

- ✓ Various **financial support programs** available for customers who have fallen behind on bills or additional programs to help customers save.
- ✓ **Additional notifications** ahead of Public Safety Power Shutoffs.
- ✓ **Service disconnection notifications** 48 hours prior or at the time of disconnection due to nonpayment.
- ✓ Potential to qualify for **additional resources**, including portable batteries

 Customers can learn more at pge.com/vcstatus.



Social Media Resources and Informational Tools

To find out about savings resources, preparedness tips and more to share with your community, visit our social media pages.



Twitter/X Screenshot



Twitter/X
@PGE4Me



Facebook
@pacificgasandelectric



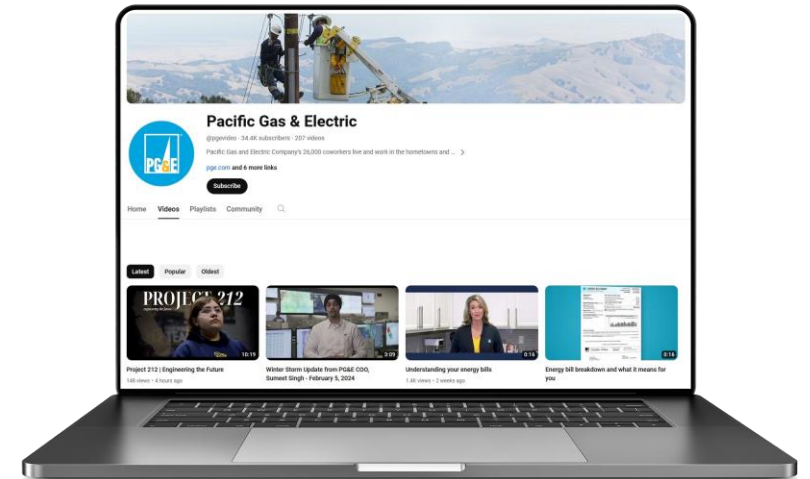
Instagram
@pacificgasandelectric

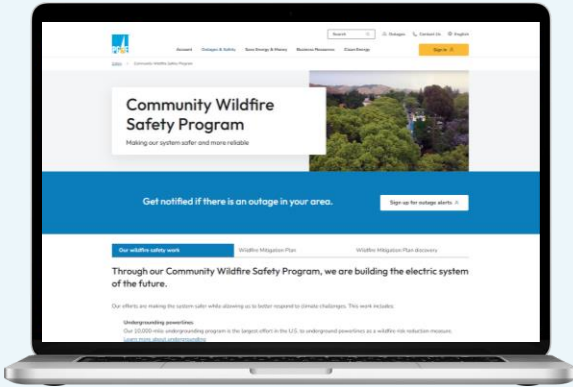


Nextdoor
Pacific Gas and Electric Company



YouTube
@pgevideo

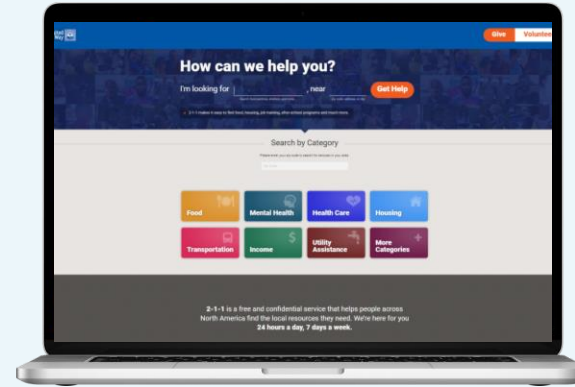




Wildfire Safety


Information on wildfire prevention efforts

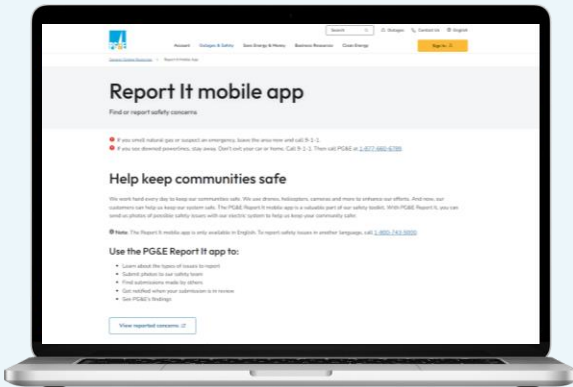
 pge.com/wildfiresafety



California Network of 211

Free and confidential support and resources via calls or texts to 211

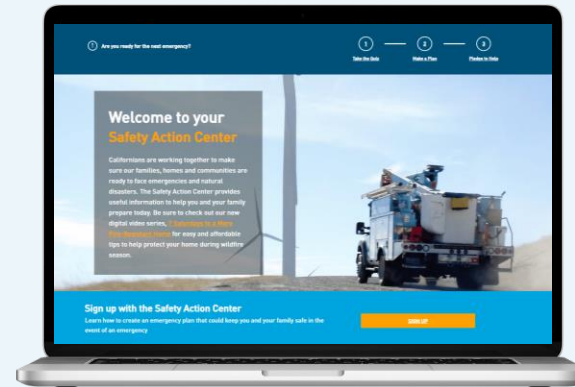
 211ca.org



Report It App


Submit photos of non-emergency potential safety concerns

 pge.com/reportit



Safety Action Center

Create an emergency safety plan to keep you and your family safe

 safetyactioncenter.pge.com

Dedicated wildfire safety contacts: Hotline: 1-866-743-6589 | Email: wildfiresafety@pge.com

Thank You

