



If elevated weather conditions, including potential fire risk, threaten a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff (PSPS). To help affected communities during a PSPS event, PG&E will open Community Resource Centers (CRC).

## What is a CRC?

Community Resource Centers provide customers and residents with basic resources during PSPS events, including:

- A safe, energized location to meet their most basic power needs, such as charging cell phones and laptops or accessing Wi-Fi, where possible
- Up-to-date information about the PSPS event and timing of restoration



Oroville Community Resource Center  
June 9, 2019

## Resources for Customers

- Air conditioned space
- Bottled water
- Power strips to charge devices
- Toilets and hand-washing stations
- Wi-Fi (as available)
- Tables and chairs

## Speak with PG&E Reps

Customers will have the opportunity to **spea**k to **PG&E representatives who can answer questions and take suggestions**. PG&E will also provide security personnel to ensure customer and employee safety.

## Find a CRC Near You

### When:

- Our goal is to open CRCs **24 hours after a PSPS outage**
- Each location will be open from **8 a.m. to 6 p.m.** depending on forecasted weather conditions
- PG&E will **post the hours of operation on pge.com** and will **reach out to customers in impacted communities via social media, local news and radio**

### Where:

- PG&E will **post the location(s) on pge.com.**
- **CRCs may be air-conditioned tents** located in parking lots
- Future facilities will be located **indoors where backup generation systems** are installed or can be accommodated
- Most locations can accommodate **up to 100 customers** at a time
- Depending on factors such as the number of impacted customers and available locations, there **may be multiple CRC locations**

## **CRC Safety and Code of Conduct**

PG&E's most important responsibility is the safety of our customers and the communities we serve. Respecting the Code of Conduct ensures that all customers and personnel feel welcome, safe and comfortable in the CRC facilities.

### **PLEASE REMEMBER:**

- **Respect all customers and employees** (regardless of age, gender, religion, cultural background or sexual orientation)
- **Act safely for the benefit of yourself and others, and cooperate with CRC staff**
- **Respect the facility and the equipment;** Leave the area clean and as you found it
- **Limit charging to one device at a time**
- **Respect the privacy of others** (including their personal belongings and space)
- **Do not leave personal items and valuables unattended**
- **Animals are prohibited** (except for service animals)
- **All CRC equipment is to stay inside the facility** (including tables and chairs)
- **Dress appropriately** (shoes and shirts are required)
- **Adult chaperones are required for all minors**
- **Strictly observe hours of operation**

### **PLEASE REFRAIN FROM:**

- **Being under the influence of any intoxicating substances** (NO SMOKING, DRINKING or DRUG USE in/around the facility or parking lot AT ANY TIME)
- **Possessing dangerous or unauthorized materials** (including firearms, illegal substances, weapons or other similar items)
- **Violating any federal, state or local statute or ordinance**
- **Inflicting harm on yourself or others**
- **Using more than one charging station at a time**
- **Unsafe actions that may cause harm to others and personal or CRC property**
- **Disruptive or disorderly behavior**
- **All forms of harassment, bullying or taking unfair advantage of others**
- **Profanity, teasing or ridiculing others**
- **Graffiti, vandalism or damaging CRC property**

### **For your safety and ours, we enforce these rules with a strict zero-tolerance policy.**

Any violation may result in immediate expulsion. All illegal activities observed by PG&E personnel will be immediately reported to local law enforcement. PG&E, its vendors, property owners and any organization associated with the operations of the Community Resource Center are not responsible for any damaged, lost or stolen items.