



<Date>

<Customer Name>

<Service Address 1>

<Service Address 2>

Dear <Customer Name>:

We are taking a number of steps to reduce the potential for fires in preparation for the start of the high risk fire season in San Diego County. After consulting with Cal Fire and other fire-fighting agencies, law enforcement, the San Diego County Office of Emergency Services, and the San Diego and Imperial Valley Red Cross, we have made changes to our facilities, operations, and procedures.

Changes to our facilities include replacing wood poles with steel poles and using heavier wire in certain sections of our system in rural areas. Operational changes include expanding aerial inspections of our distribution and transmission lines, introducing new equipment, including high-resolution cameras, to make inspections even more precise and ensuring our Emergency Operations Center can be activated on short notice.

One of our new procedures involves turning off power lines under certain extreme weather conditions. This procedure will be used infrequently but it is an important part of our overall fire preparedness efforts. The full details of the new procedure are outlined on the enclosed fact sheet, so please take a minute to read it. Some of the highlights are:

- **We will proactively shut off power in certain high-risk fire areas during extreme weather conditions** in order to help prevent fires.
- The weather criteria for triggering the shut down procedures are set at a level that **we project activating the shut down procedure as infrequently as one time or less per year**. However, the actual frequency will depend on weather conditions in your area.
- **We will attempt to contact you in advance of shutting off the power**, but you may also be contacted by the County Office of Emergency Services through the Alert San Diego (also known as the Reverse 9-1-1 system).

Because your business has been identified as providing essential services, we want to make sure you are aware of this program and prepared for outages, regardless of the cause. Please review the enclosed

information about preparing for unplanned outages to ensure you have taken the necessary steps to be ready.

To help you to be better prepared in the event of an emergency, in this mailing you'll also find a map showing the high-potential outage areas, an emergency guide and a checklist magnet. If you currently have a generator or plan to purchase or lease one, please refer to our Customer Generation information on our web site at: <http://sdge.com/builderservices/serviceGuide.shtml>

Before the program is activated, a representative from SDG&E will attempt to contact you through phone and/or email. If you need to update your contact information, please contact us at the number given below. In addition, we urge you to register your cell phone(s) on OES' Alert SanDiego system by going online to www.ReadySanDiego.org.

Unfortunately, wildfires in our region are becoming more common. We believe that these efforts, along with efforts of other agencies, will help provide improved fire safety for our region.

If you have additional questions about SDG&E's Emergency Fire Preparedness Program, please feel free to contact Victoria Wirthlin, Commercial & Industrial Services Manager, at VWirthlin@semprautilities.com or 858-650-4153.

A handwritten signature in black ink that reads "Richard M. Morrow". The signature is written in a cursive style with a small "S" at the beginning.

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Richard M. Morrow
Vice President, Customer Services