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PG&E crews worked in Paradise on Nov. 9, the day after the Camp Fire began.

conditions were being predicted by its threat matrix for Butte County. If they continued, the company said then, it would likely initiate the power shut-off. Though its officials were still monitoring high winds and low humidity around the town of Paradise, they never cut off the power. In May, state fire investigators announced that one of the two ignition points for the Camp Fire was a PG&E power line.

The contrast between decisions PG&E's management team made in Butte County in 2018 and 2019 shows just how much control they potentially have over life, property and a community's livelihood.

That's a level of responsibility to which PG&E is trying to adjust.

Thirty-six hours before the June safety shut-off, PG&E warned sheriff's offices, fire stations and county emergency departments that it was about to happen. Unlike 2018, the utility says any counties that signed a nondisclosure agreement now have access to its list of a medical baseline customers who depend on power-run medical equipment.

Yolo and Butte counties had that information in June. Placer and Yuba counties did not, because their attorneys and elected officials were still reviewing the details of the nondisclosure agreement. El Dorado County declined to answer if it had signed the NDA.

PG&E spokesman Jeff Smith told SN&R that regardless of which counties are using the medical baseline list, PG&E has its own protocol to warn those customers and make sure they have a safe place to go that still has power.

"Medical baseline customers are our highest priority when we're calling for one of these events," Smith said. "If we're not reaching them by phone, then we'll actually dispatch a team to go out and make contact."

But Smith also noted that PG&E's medical baseline list is part of a voluntary program where customers with health issues can sign up for savings on their bills. That means there could be a lot of people who are medically vulnerable who aren't currently known to PG&E or county emergency response officials.

"What the medical baseline list is not is a panacea of knowing every customer that has a medical issue," Smith acknowledged. "It is the best tool we have, but it doesn't tell us everything. Anyone with a medical issue who relies on power needs to get a hold of us."