

Frequently Asked Questions

Remember... This information is for PLANNED outages. Power could go off *at any time*, so please be prepared.

Q - If I live in an area that is not showing on the CPUC map as an Elevated or Extreme fire danger area, will my power go out?

A – Possibly. Transmission lines cover large areas.

Q – How will I know if I am in the impacted area?

A – The [PG&E website](#) allows you to enter your street address to confirm if you are in or out of the outage area.

Q - Is natural gas affected by the power shutoff?

A – Natural gas is supported by electricity but PG&E has a robust backup power system to ensure natural gas service will not be interrupted. You should be able to use all appliances that use natural gas.

Q – Do cell towers have backup power? Verizon, Sprint, T-Mobile, AT&T.

A – Some cell towers have backup generators but keeping them fueled for multiple days will be a challenge. We are coordinating with cell phone carriers to ensure a reliable plan is in place.

Q – If my cell phone battery dies, how will I report emergencies?

A – There are several options. Keep a car charger for your cell phone nearby so you can plug it in and call 9-1-1. Coordinate with neighbors/family so you don't all have to keep your phones on at the same time. If you have no way to report an emergency, flag down a passerby or go to a neighbor's house to see if they have a working phone. Check online for battery backup chargers that can recharge your phone several times during an extended outage.

Q – I have a frail family member that does not do well in hot weather. How will I keep them cool?

A – Check the Tips to Keep Cool section of this webpage. You may also consider taking a road trip and staying in a hotel or with friends who are not impacted by the outage.

Q – Why should I sign up for Medical Baseline if I use a medical device requiring electricity?

A – Registering your address with PG&E will do several things.

- It gives PG&E and local government a better idea of how many people have a health risk related to the outage.
- PG&E will follow up on outage notifications to ensure you have received them.
- PG&E is working with the Silicon Valley Independent Living Center to have a supply of backup power devices available to lend.

Q – How often will these outages occur?

A – Using 30 years of historical data, Los Altos Hills is expected to have at least one Public Safety Power Shutoff each year.