

## SAMPLE RESIDENTIAL LETTER

DATE

«CUSTOMER\_NAME»  
OR CURRENT RESIDENT  
«PREM\_ADDRESS2»  
«PREM\_ADDRESS1»  
«PREM\_CITY» «PREM\_STATE» «PREM\_POSTAL»

**Urgent Wildfire Safety Work:  
For the safety of your  
neighborhood and community, we  
will be conducting essential  
vegetation and safety inspections  
on or near your property.**

RE: Urgent Wildfire Safety Work on or Near Your Property at «Site Address», «Site City»

Dear Valued Customer:

As you may know, this year's wildfire season has been one of the worst on record – and it is not over yet.

**We have experienced more devastating and deadly wildfires, including the state's largest wildfire ever.** Already, more than 1.4 million acres have burned and more than 1,000 homes have been lost. In fact, according to CAL FIRE, the wildfire risk is increasing at an alarming pace, with 2018 wildfire activity on track to exceed 2017 both in number and size.

In response to the recent and dramatically increasing wildfire threat, and to help keep you and your community safe, PG&E is taking **immediate action. As part of this effort, PG&E will be conducting inspections and urgent wildfire safety work** in extreme fire-threat areas, like your neighborhood, to help further reduce the risk of wildfires.

### What you can expect

We want our customers to be completely informed about these important and essential wildfire safety actions. Important details you should know include:

- **Our safety inspectors will be in your neighborhood, including on or near your property** to determine what vegetation work may be needed.
- In the interest of safety, we will be creating 12 feet of clearance between power lines and trees, including overhanging branches or limbs. This work is critical in helping **reduce the risk of vegetation coming into contact with lines.**
- To better protect you and your community, it may be **necessary for us to trim or remove vegetation on or near your property.**
- We will **mark any trees that need to be addressed and contact you.** If we can't get in touch with you, we will leave a door hanger that identifies the work to be performed with a phone number that you can call with any questions or to coordinate access issues.
- Please know that there will be no direct cost to you for this safety work. We plan to begin **wood debris removal within one week after completion of the safety work**, unless you notify us that you would like to keep it.
- If you have any questions, you can call us at **1-877-295-4949** or email us at **wildfiresafety@pge.com.**

### Working together to reduce the risk of wildfires

You can also help reduce the risk of future wildfires by maintaining defensible space around your home and property. Regularly trim bushes and trees, remove any dry or dead vegetation, and be sure there is safe space between all trees and plants. Visit [readyforwildfire.org](http://readyforwildfire.org) to learn more.

We look forward to working together to help improve safety and reduce the threat wildfires pose to communities and neighborhoods like yours.

Sincerely,

PG&E Community Wildfire Safety Team

→ Para ayuda en español por favor llame al: **1-866-743-6589**  
→ 要用粵語/國語請求協助, 請致電: **1-800-893-9555**  
→ Để được giúp đỡ bằng tiếng Việt, xin gọi: **1-800-298-8438**