

# Public Safety Partner Portal and Mobile App

PARTNER GUIDE



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## Partner Support

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### Processes

#### ***Extend portal and app access to others within your organization***

Collect the following information for a new user to be setup with portal access and send the request to the Liaison Officer or Emergency on Duty Officer ( Liaison: [sdgeliasonofficernotifications@sdge.com](mailto:sdgeliasonofficernotifications@sdge.com) or SDG&E EOD: [ESEODSDGE@sdge.com](mailto:ESEODSDGE@sdge.com)):

- Partner name (First and Last)
- Partner Group
- Partner Title
- Partner email address

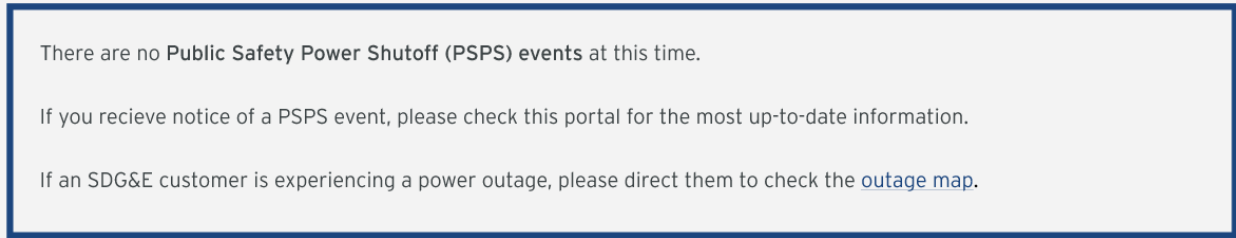
#### ***Remove portal and app access from someone within your organization:***

Collect the following information and send the access removal request to the Liaison Officer or Emergency on Duty Officer ( Liaison: [sdgeliasonofficernotifications@sdge.com](mailto:sdgeliasonofficernotifications@sdge.com) or SDG&E EOD: [ESEODSDGE@sdge.com](mailto:ESEODSDGE@sdge.com)):

- Partner name (First and Last)
- Partner Group
- Partner email address

## FAQ

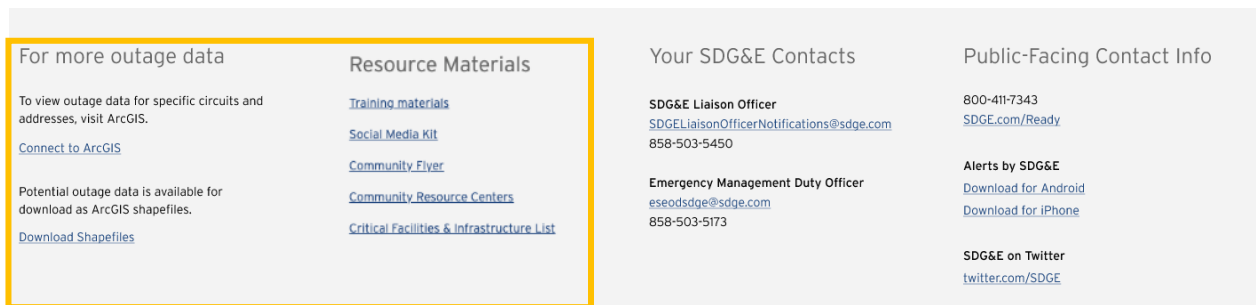
*I logged on to the portal but all I see is this message:*



This means there is no current Public Safety Power Shutoff event. Your login credentials are working correctly.

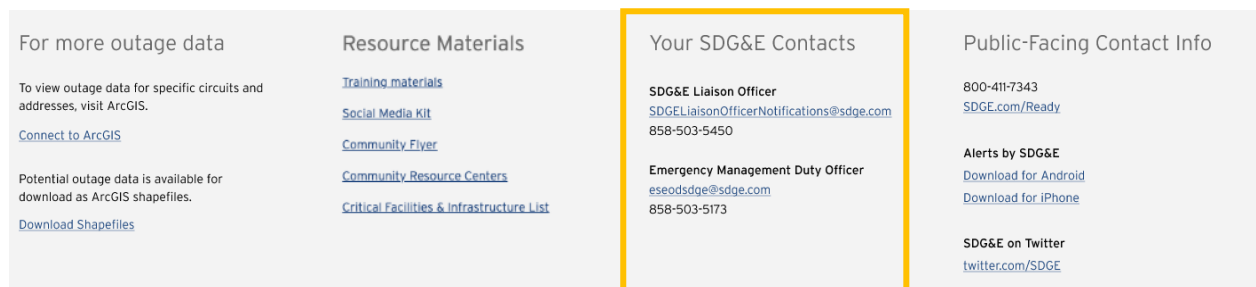
*I have specific questions about the medical baseline or customers impacted*

Scroll down to the bottom of the portal home page and review the pdf documents. The documents will be helpful to answer any initial questions.



*I have a question about my community's power that is not covered by any of the reference materials provided.*

Reach out to the SDG&E Liaison Officer via email or phone. The contact information is at the bottom of the portal home page.



*How do I share this information on social media?*

Scroll to the bottom of the portal home page and click on the links in the “Public Facing Contact Info” section.

<p><b>For more outage data</b></p> <p>To view outage data for specific circuits and addresses, visit ArcGIS.</p> <p><a href="#">Connect to ArcGIS</a></p> <p>Potential outage data is available for download as ArcGIS shapefiles.</p> <p><a href="#">Download Shapefiles</a></p> <p>Visit our PSPS website.</p>	<p><b>Resource Materials</b></p> <p><a href="#">Training materials</a></p> <p><a href="#">Social Media Kit</a></p> <p><a href="#">Community Flyer</a></p> <p><a href="#">Community Resource Centers</a></p> <p><a href="#">Critical Facilities &amp; Infrastructure List</a></p>	<p><b>Your SDG&amp;E Contacts</b></p> <p><b>SDG&amp;E Liaison Officer</b> SDGELiaisonOfficerNotifications@sdge.com 858-503-5450</p> <p><b>Emergency Management Duty Officer</b> eseodsdge@sdge.com 858-503-5173</p>	<p><b>Public-Facing Contact Info</b></p> <p>800-411-7343 <a href="#">SDGE.com/Ready</a></p> <p><b>Alerts by SDG&amp;E</b> <a href="#">Download for Android</a> <a href="#">Download for iPhone</a></p> <p><b>SDG&amp;E on Twitter</b> <a href="#">twitter.com/SDGE</a></p>
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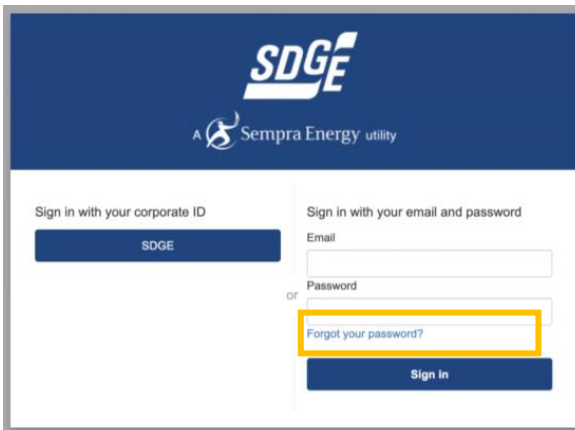
*I am having trouble logging in.*

Email the following with a detailed description of your issue:  
Liaison Officer e-mail: [sdgeliaisonofficernotifications@sdge.com](mailto:sdgeliaisonofficernotifications@sdge.com)  
SDG&E Emergency On Duty Officer e-mail: [ESEODSDGE@sdge.com](mailto:ESEODSDGE@sdge.com)

## Portal Training Materials

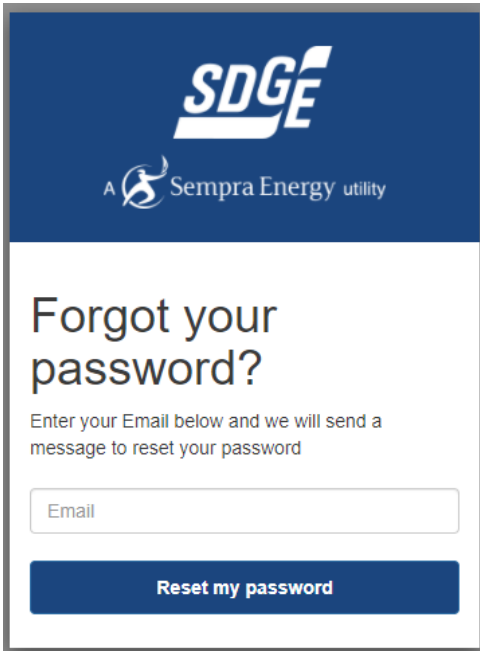
### **How to reset a password**

1. **Do not repeatedly try to guess your password as that will lead to a user lockout.**
2. Navigate to the portal login page <http://portal.sdgepartners.com>.
3. Click on the “Forgot your password?”



The screenshot shows the SDGE login page. At the top, there is the SDGE logo and the text "A Sempra Energy utility". Below this, there are two sign-in options: "Sign in with your corporate ID" with an "SDGE" button, and "Sign in with your email and password". The email and password fields are visible, with a "Forgot your password?" link highlighted in a yellow box. A "Sign In" button is at the bottom right.

4. Enter your email address into the prompt.

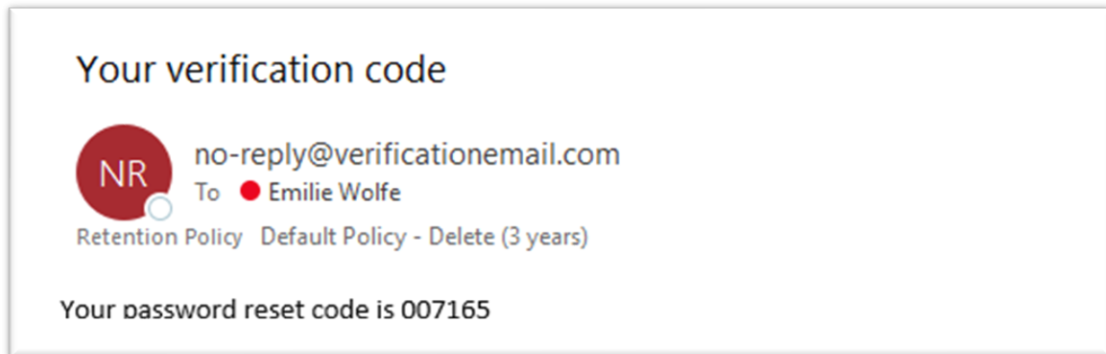


The screenshot shows the "Forgot your password?" page. At the top, there is the SDGE logo and the text "A Sempra Energy utility". Below this, the heading "Forgot your password?" is displayed. Underneath, it says "Enter your Email below and we will send a message to reset your password". There is an "Email" input field and a "Reset my password" button at the bottom.

5. If you see the screen on the right, contact support. If you see the screen on the left, navigate to your email inbox and find the password reset code.

The image displays two side-by-side screenshots of the SDGE user interface. Both screenshots feature the SDGE logo and the text 'A Sempra Energy utility' at the top. The left screenshot shows a 'Change Password' form with the following text: 'We have sent a password reset code by email to c\*\*\*@s\*\*\*.com. Enter it below to reset your password.' Below this are three input fields labeled 'Code', 'New Password', and 'Enter New Password Again', followed by a blue 'Change Password' button. The right screenshot shows a 'Forgot your password?' form with the text: 'Enter your Email below and we will send a message to reset your password'. Below this is an 'Email' input field and a blue 'Reset my password' button. A red-bordered error message is displayed above the email field: 'Could not reset password for the account, please contact support or try again'.

The email will with the password reset will be sent from a generic email address and contain the code to reset your portal password.



6. Enter the password reset code and your new password. Be sure to adhere to the password reset requirement listed in green. Once you have entered a new password, select change password, and proceed to the login page.

**SDG&E**  
A Sempra Energy utility

We have sent a password reset code by email to c\*\*\*@s\*\*\*.com. Enter it below to reset your password.

**Code**

**New Password**

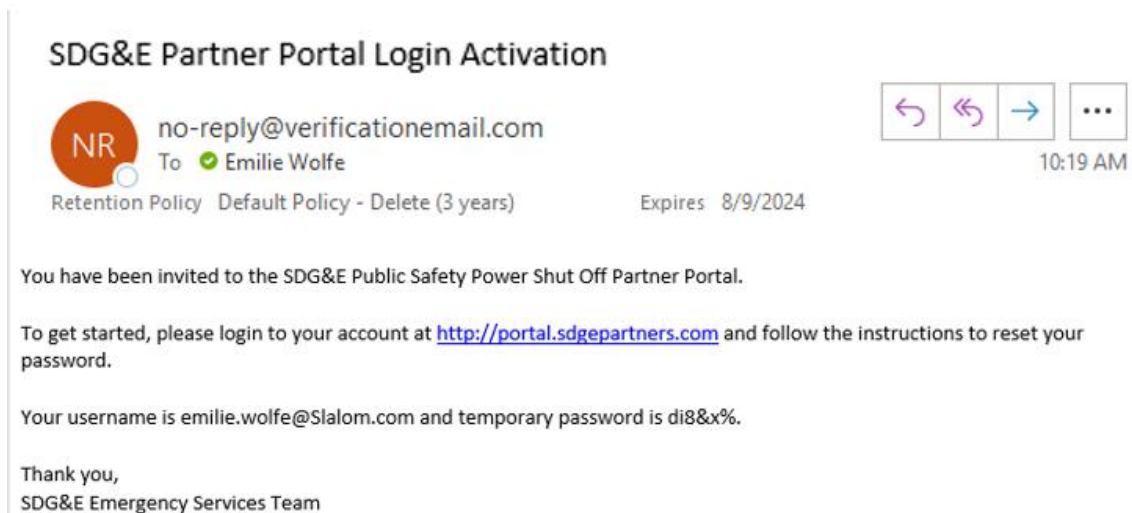
**Enter New Password Again**

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a special character
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters

**Change Password**

### How to sign into the portal

1. Users will receive an email inviting them to set up their credentials for the Partner Public Safety Portal. If you did not receive this email, check the junk, or spam folder in your email before reaching out to support. The email will look like the image below:





2. If someone in your organization has not received the invitation email, refer to the directions for extending portal access in the process section of this guide.
3. Navigate to the portal <http://portal.sdgepartners.com>.
4. Enter your professional email and the temporary password provided. Make sure there are no additional spaces when you paste the temporary password.

SDG&E  
A Sempra Energy utility

Sign in with your corporate ID

SDGE

Sign in with your email and password

Email  
emilie.wolfe@slalom.com

Password  
\*\*\*\*\*

[Forgot your password?](#)

Sign in

5. Follow the prompts to setup a new password.

SDG&E  
A Sempra Energy utility

### Change Password

Please enter your new password below.

New Password

Enter New Password Again

Send

**SDG&E**  
A Sempra Energy utility

## Change Password

Please enter your new password below.

New Password  
[Masked Password]

Enter New Password Again  
[Masked Password]

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a special character
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters

**Send**

6. Once username and password are setup, navigate to <http://portal.sdgepartners.com> and enter user credentials.

**SDG&E**  
A Sempra Energy utility

Sign in with your corporate ID  
**SDGE**

Sign in with your email and password

Email  
[Empty Field]

Password  
[Empty Field]

[Forgot your password?](#)

**Sign in**

## How to use the portal

1. After logging in, the portal home screen will contain four to five main sections. The first might be an alert message at the top. This box will contain all the most recent updates and relevant information to the PSPS.

The screenshot shows the top of the SDG&E Partner Portal. At the top right, it says "Page updated: 1:00 PM, Sat 5/29/21". Below the header is a yellow-bordered alert box containing the text "Public Safety Power Shutoffs are in effect." Below the alert are two main sections: "Potentially impacted" and "Currently Impacted".

Potentially impacted	Currently Impacted
5,293 Customers	1,538 Customers
655 Medical Baseline (MBL) 34 Life Support	112 Medical Baseline (MBL)
N/A Critical Facilities	97 Critical Facilities

Below this is a section for "Impacted Communities" with a search bar and a "Copy All Outage Information" button. It contains a table with columns for Community Name, Status, and Devices Affected.

Community Name	Status	Devices Affected
Alpine	Currently impacted	10 devices (2 currently impacted, 8 potential outage)
East San Juan Capistrano	Patrolling in progress	10 devices (2 patrolling in progress, 3 currently impacted, 5 potential outage)
Fallbrook	Patrolling in progress	11 devices (8 patrolling in progress, 3 currently impacted)
Oceanside	Potential outage	8 devices (8 potential outage)
San Clemente	Currently impacted	3 devices (3 currently impacted)

All dates and times are approximate.

2. The time stamp at the top right corner of the page displays the date and time of the last update which will signal the freshness of the information.

This screenshot shows the same portal with a different layout. At the top right, a yellow box highlights the text "Page Updated: 2:56 PM, Sun 5/30/21". Below the header are two main sections: "Potential Customers Affected" and "Current Customers Affected".

Potential Customers Affected	Current Customers Affected
5,293 655 Medical Baseline (MBL)	1,538 112 Medical Baseline (MBL)

Below this is a section for "Communities Affected" with a "Copy All Outage Information" button. It contains a table with columns for Community Name, Status, Outage Start Date/Time, and Restoration Date/Time.

Community Name	Status	Outage Start Date/Time	Restoration Date/Time
Camp Pendleton South	Potential outage	Sun 5/30/21 at 3:00-4:00 PM PDT	Mon 5/31/21 at 1:00-5:00 PM PDT
Oceanside	Potential outage	Sun 5/30/21 at 3:00-4:00 PM PDT	Mon 5/31/21 at 1:00-5:00 PM PDT
San Clemente	Currently impacted	Sat 5/29/21 at 8:50 AM PDT	Mon 5/31/21 at 1:00-5:00 PM PDT
East San Juan Capistrano	Patrolling in progress	Sat 5/29/21 at 8:45 AM PDT	Mon 5/31/21 at 2:30 PM PDT
Fallbrook	Patrolling in progress	Sat 5/29/21 at 9:00 AM PDT	Mon 5/31/21 at 12:00-2:00 PM PDT

All dates and times are approximate.

At the bottom, there are four columns of links and information: "For more outage data", "Communication Materials", "Your SDG&E Contacts", and "Public-Facing Contact Info".

3. Total Potentially Impacted and Total Currently Impacted are displayed along the page header. Each section includes customers, medical baseline customers (MBL), and critical facilities. There may be an additional line under MBL that displays the number of customers affected on life support.

**SDG&E Public Safety Partner Portal and Mobile App**  
**USER GUIDE**

**Public Safety Power Shutoffs are in effect.**

Potentially Impacted			Currently Impacted		
5,293	655	N/A	1,538	112	97
Customers	Medical Baseline (MBL) 34 Life Support	Critical Facilities	Customers	Medical Baseline (MBL)	Critical Facilities

**Impacted Communities**

Community Name	Status	Devices Affected	Copy
Alpine	Currently Impacted	10 devices (2 currently impacted, 8 potential outage)	Copy
East San Juan Capistrano	Currently Impacted	10 devices (2 patrolling in progress, 3 currently impacted, 5 potential outage)	Copy
Fallbrook	Currently Impacted	11 devices (8 patrolling in progress, 3 currently impacted)	Copy
Oceanside	Potential outage	8 devices (8 potential outage)	Copy
San Clemente	Currently impacted	3 devices (3 currently impacted)	Copy

*All dates and times are approximate.*

- In the middle of the page, a table of the current communities impacted and the outage statuses will be displayed.

**Public Safety Power Shutoffs are in effect.**

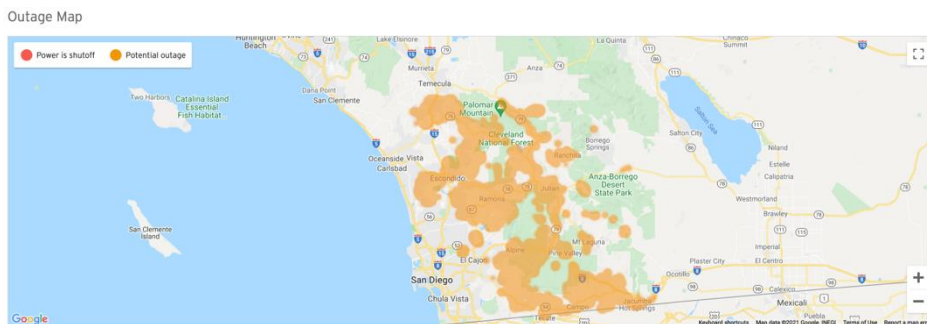
Potentially Impacted			Currently Impacted		
5,293	655	N/A	1,538	112	97
Customers	Medical Baseline (MBL) 34 Life Support	Critical Facilities	Customers	Medical Baseline (MBL)	Critical Facilities

**Impacted Communities**

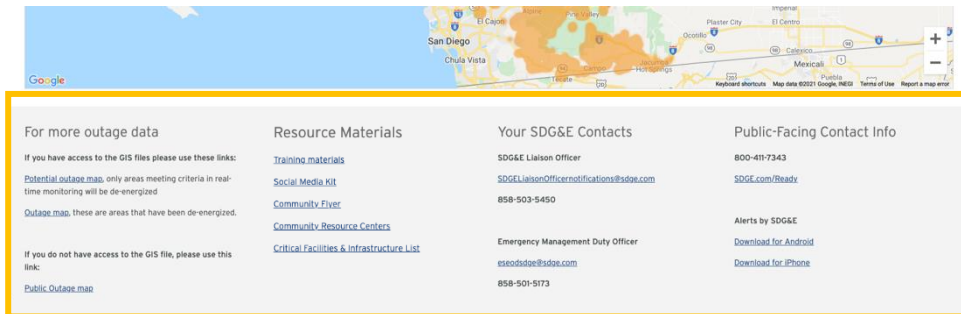
Community Name	Status	Devices Affected	Copy
Alpine	Currently Impacted	10 devices (2 currently impacted, 8 potential outage)	Copy
East San Juan Capistrano	Currently Impacted	10 devices (2 patrolling in progress, 3 currently impacted, 5 potential outage)	Copy
Fallbrook	Currently Impacted	11 devices (8 patrolling in progress, 3 currently impacted)	Copy
Oceanside	Potential outage	8 devices (8 potential outage)	Copy
San Clemente	Currently impacted	3 devices (3 currently impacted)	Copy

*All dates and times are approximate.*

- After the table, a large map of San Diego will be displayed. All the areas at risk for an outage will be highlighted in yellow, and any areas currently experiencing power outages due to the PSPS event will be highlighted in red.



- At the very bottom of the page is a footer containing contact information, resources, and helpful links.



### How to read the data in the table

- In the Impacted Communities section, the table rows represent each community impacted by the PSPS. The Status column will display the status, or it will display a bar graph representing the various statuses in that community. The Impacted Devices column will display the number of potentially or currently impacted sectionalizing devices within that community.

SDG&E de-energizes circuits at the sectionalizing device level, therefore limiting the impacted areas to only what's strictly necessary for public safety. The first number in a sectionalizing device is the circuit number.

Impacted Communities			
Community Name ↓	Status	Devices Affected	Copy
▶ Alpine		10 devices (2 currently impacted, 8 potential outage)	
▶ East San Juan Capistrano		10 devices (2 patrolling in progress, 3 currently impacted, 5 potential outage)	
▶ Fallbrook		11 devices (8 patrolling in progress, 3 currently impacted)	
▶ Oceanside		8 devices (8 potential outage)	
▶ San Clemente		3 devices (3 currently impacted)	

All dates and times are approximate.

- Tap on a row to expand it. Now you can see the sectionalizing devices, each having their own status and estimated outage start and restoration times.

Impacted Communities				Keyword Search	Filter by Status	Copy All Outage Information
Community Name	Status	Devices Affected		Copy		
Alpine		10 devices (2 currently impacted, 8 potential outage)				
Sectionalizing Device	Status	Est Outage Start Date/Time	Est Restoration Date/Time			
73-765R	Currently impacted	Sun 5/30/21 at 3:30 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
1166-18R	Currently impacted	Sun 5/30/21 at 3:30 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
1458-454	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
357-1299R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
367-1147R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
73-643R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			

**How to sort and search the table**

- In the Impacted Communities section, you will be able to sort the information by Community Name, Status, and number of Devices impacted.
- There will be an arrow displayed next to the header name that is currently the sort order. To sort the information by a different header, simply click on the name.

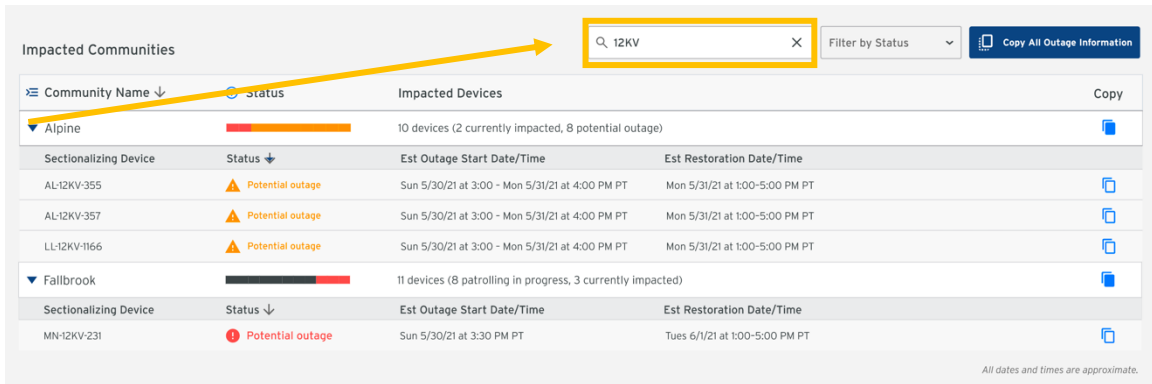
Impacted Communities				Keyword Search	Filter by Status	Copy All Outage Information
Community Name	Status	Devices Affected		Copy		
Alpine		10 devices (2 currently impacted, 8 potential outage)				
East San Juan Capistrano		10 devices (2 patrolling in progress, 3 currently impacted, 5 potential outage)				
Fallbrook		11 devices (8 patrolling in progress, 3 currently impacted)				
Oceanside	Potential outage	8 devices (8 potential outage)				
San Clemente	Currently impacted	3 devices (3 currently impacted)				

*All dates and times are approximate.*

- When a community row is expanded, you can sort the information underneath the community row by Sectionalizing Device name, Status, Estimated Outage Start Date/Time, and Estimated Restoration Date/Time.

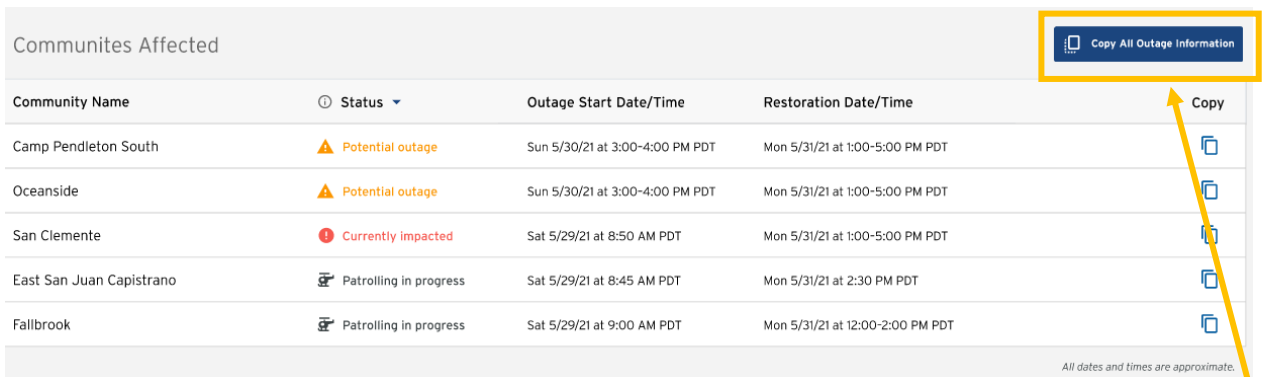
Impacted Communities				Keyword Search	Filter by Status	Copy All Outage Information
Community Name	Status	Devices Affected		Copy		
Alpine		10 devices (2 currently impacted, 8 potential outage)				
Sectionalizing Device	Status	Est Outage Start Date/Time	Est Restoration Date/Time			
73-765R	Currently impacted	Sun 5/30/21 at 3:30 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
1166-18R	Currently impacted	Sun 5/30/21 at 3:30 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
1458-454	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
357-1299R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
367-1147R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			
73-643R	Potential outage	Sun 5/30/21 at 3:00 - Mon 5/31/21 at 4:00 PM PT	Mon 5/31/21 at 1:00-5:00 PM PT			

- Above the table, on the righthand side, there are 2 menu items and 1 blue button. The first menu item is the search bar. Type in the name of a community or sectionalizing device to filter the table below. Use the second menu item, a dropdown list, to filter the table by status.



### How to copy and paste information from the portal into an email

1. If you want to copy all the community information from the portal, navigate to the home page and click on “Copy All Outage Information”



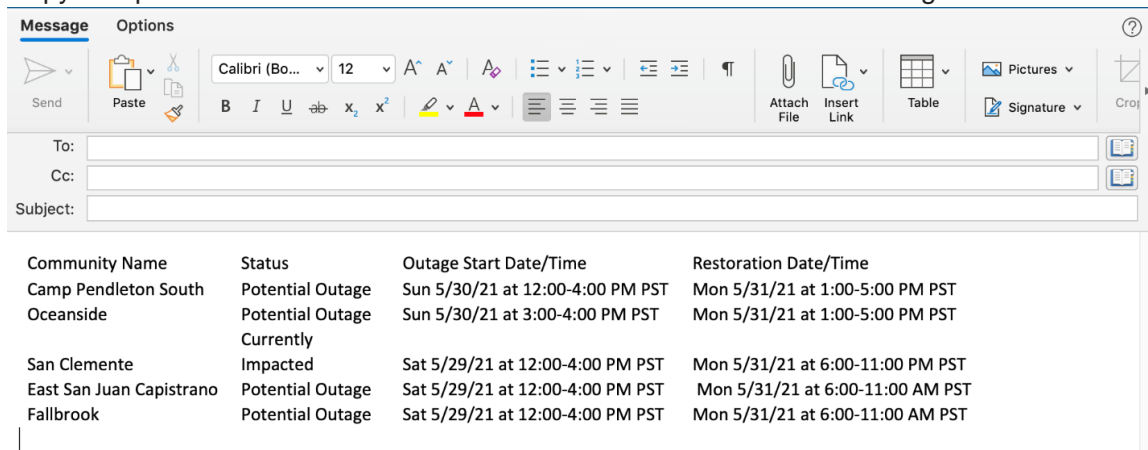
2. Open a word document or email draft and click paste. The information will display exactly how it is shown in the portal with event start and end dates/times.

Community Name Status Outage Start Date/Time Restoration Date/Time  
 Camp Pendleton South Potential Outage Sun 5/30/21 at 12:00-4:00 PM PST Mon 5/31/21 at 1:00-5:00 PM PST  
 Oceanside Potential Outage Sun 5/30/21 at 3:00-4:00 PM PST Mon 5/31/21 at 1:00-5:00 PM PST  
 San Clemente Currently Impacted Sat 5/29/21 at 12:00-4:00 PM PST Mon 5/31/21 at 6:00-11:00 PM PST  
 East San Juan Capistrano Potential Outage Sat 5/29/21 at 12:00-4:00 PM PST Mon 5/31/21 at 6:00-11:00 AM PST  
 Fallbrook Potential Outage Sat 5/29/21 at 12:00-4:00 PM PST Mon 5/31/21 at 6:00-11:00 AM PST

3. If you would like to format the status information, you can paste the outage information into an excel workbook to create a table.

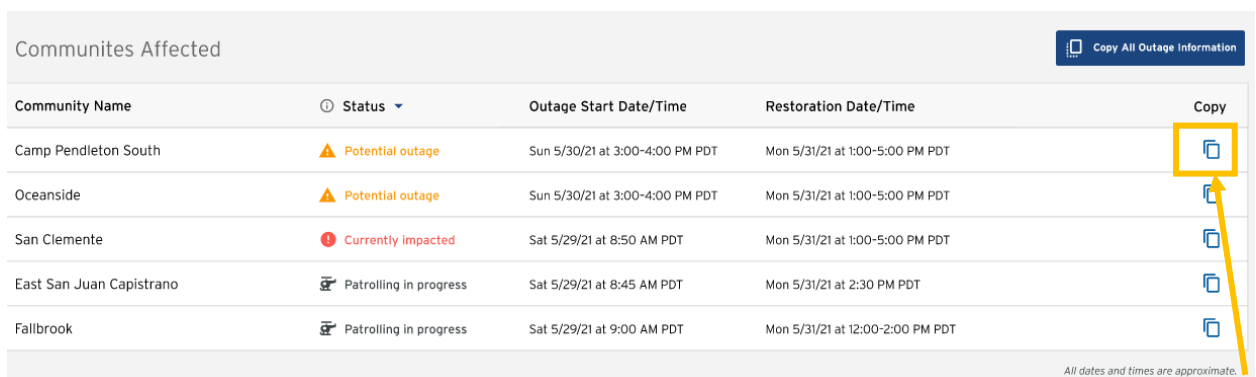
	A	B	C	D
1	Community Name	Status	Outage Start Date/Time	Restoration Date/Time
2	Camp Pendleton South	Potential Outage	Sun 5/30/21 at 12:00-4:00 PM PST	Mon 5/31/21 at 1:00-5:00 PM PST
3	Oceanside	Potential Outage	Sun 5/30/21 at 3:00-4:00 PM PST	Mon 5/31/21 at 1:00-5:00 PM PST
4	San Clemente	Currently Impacted	Sat 5/29/21 at 12:00-4:00 PM PST	Mon 5/31/21 at 6:00-11:00 PM PST
5	East San Juan Capistrano	Potential Outage	Sat 5/29/21 at 12:00-4:00 PM PST	Mon 5/31/21 at 6:00-11:00 AM PST
6	Fallbrook	Potential Outage	Sat 5/29/21 at 12:00-4:00 PM PST	Mon 5/31/21 at 6:00-11:00 AM PST
7				
8				

- Copy and paste the table from the excel workbook into an email for sharing.



- The table may or may not paste with borders
- Highlight the table and navigate to Table Design to apply formatting

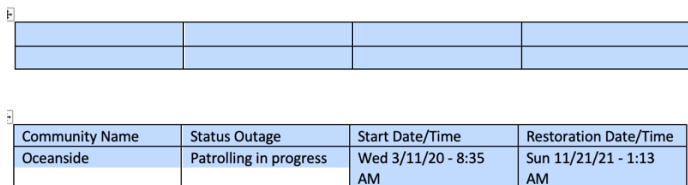
- If you want to copy information about a single community, click on the copy icon to the right of the community information.



- Open a word document or email draft and paste. The information will display exactly how it is shown in the portal with event start and end dates/times.

Community Name Status Outage Start Date/Time Restoration Date/Time  
 Oceanside Patrolling in progress Wed 3/11/20 - 8:35 AM Sun 11/21/21 - 1:13 AM

- The outage data copied will retain some of the table format. Pasting the text into a blank table or excel worksheet will keep the columns and rows.





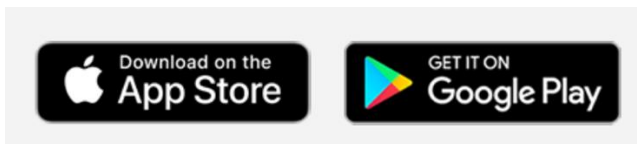
8. Copy and paste the table from the excel workbook into an email for sharing, for example:

<b>Community Name</b>	<b>Status Outage</b>	<b>Start Date/Time</b>	<b>Restoration Date/Time</b>
Oceanside	Patrolling in progress	Wed 3/11/20 - 8:35 AM	Sun 11/21/21 - 1:13 AM

## App Training Materials

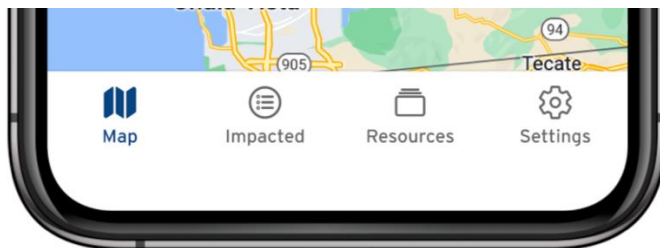
### How to download the app

1. Navigate to **[INSERT SDGE URL HERE]**, there you will find links to download either the iOS app for iPhone or Android app.



### How to navigate the app

1. The app is divided into 4 main tabs, which can be found at the bottom of the screen.



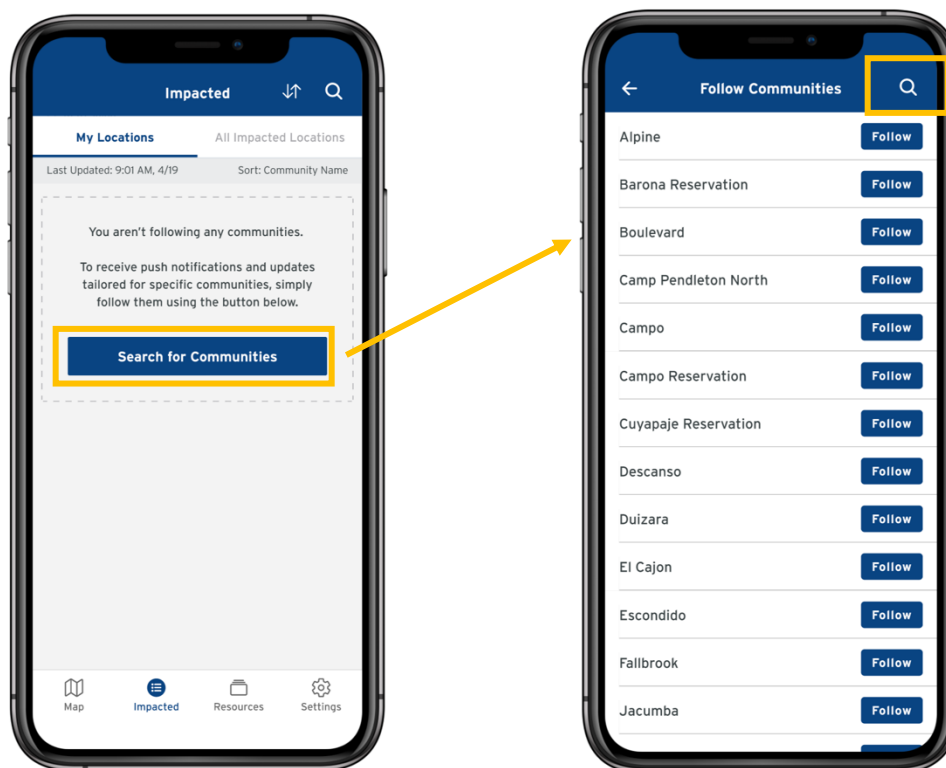
2. **Map = SDG&E's service area.**
  - a. When a PSPS is expected or active, the areas affected by the PSPS will be highlighted on the map.
3. **Impacted = PSPS Impacted Locations**
  - a. All communities at risk for shutoff during PSPS will be listed under the "All Impacted Locations" tab.
  - b. If you are only concerned with specific communities during a PSPS, you can follow those communities. They will appear in the "My Locations" tab. See

- c. [How to follow](#) communities in this user guide for more information.
- 4. **Resources = SDG&E contact information and helpful websites**
  - a. See [Where can I find more resources?](#) for more details.
- 5. **Settings = App preferences and notification settings**
  - a. Manage your app preferences, password, and notification settings.

## How to follow communities

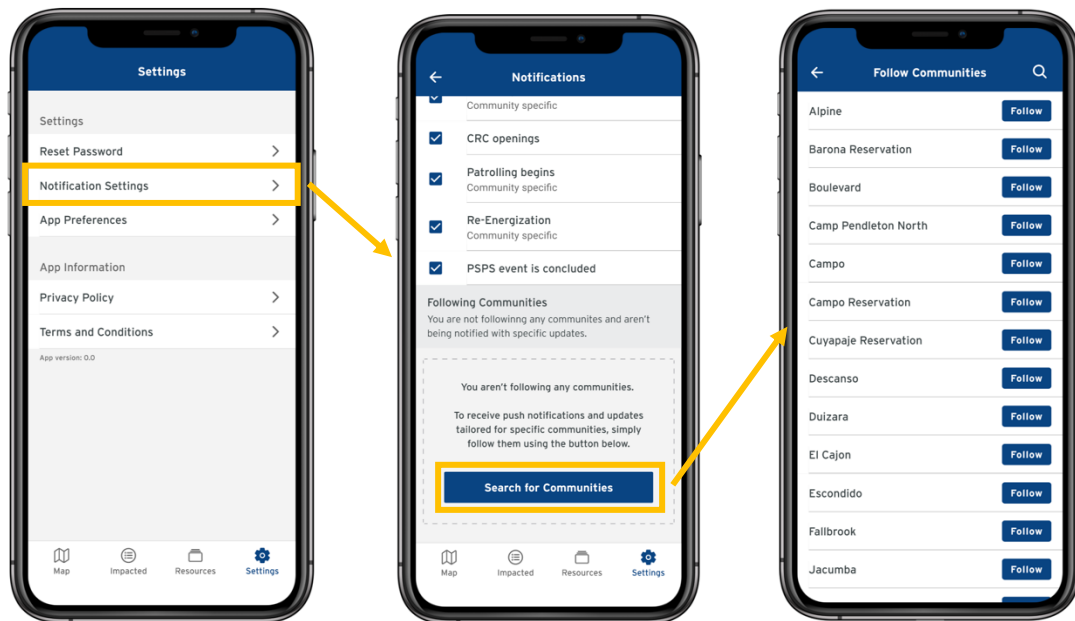
### 1. First time login

- a. On your first login, there will be no communities listed in the “My Locations” tab.
- b. There will be a message explaining “*You aren’t following any communities. To receive push notifications and updates tailored for specific communities, simply follow them using the button below*” followed by a button to “Search for Communities.”
- c. Tap this button to bring up a list of all communities available to follow within the SDG&E Partner app. Use the buttons on the right of each community name to follow them.
- d. Use the search icon located in the top right to search the list by community name.




### 2. Settings

- a. You can also find the full list of communities in the Notification Settings page. On Settings, tap “Notification Settings” in the list.
- b. Scroll down past the notification preferences section to the bottom of the screen.
- c. There you can find a list of all communities you follow as well as a “Follow More Communities” button. This button will continue to be available even after you follow your first community.

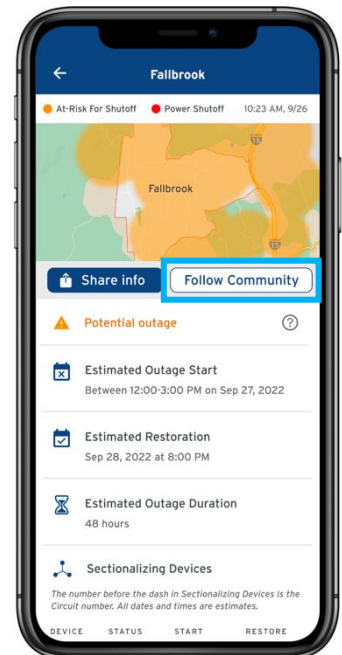


### 3. Map

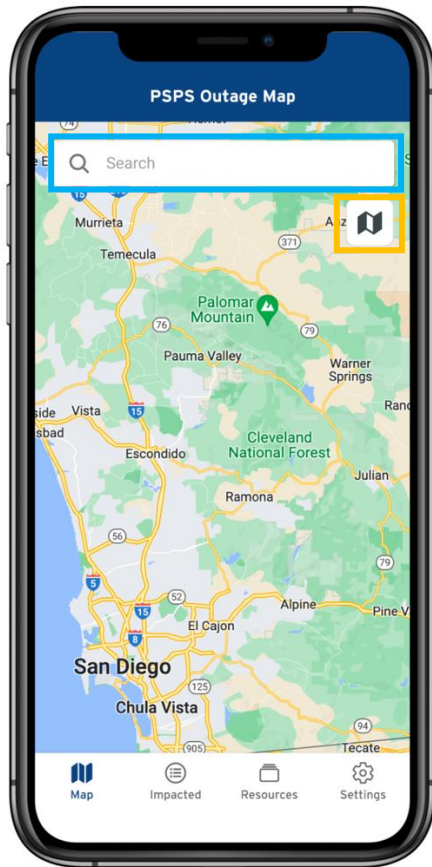
- a. Another way to find communities is through the map. Use the search bar at the top of the screen and type in a community name. Tap the map layers icon [  ] in the upper right hand of the screen. This will open a menu drawer, tap the menu option called "All Communities". Now there will be a pin icon on the map for every SDG&E serviced community. Tap any pin to view the community detail page. Once on the detail page, there will be a button labeled "Follow". Tap the "Follow" button to follow that community.

### 4. Impacted tab

- a. All community names listed under My Locations or All Impacted Locations can be tapped for more details.
- b. On the community detail page, you will see an action bar under the map preview containing a button to "Follow Community"



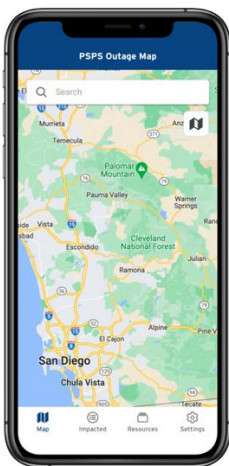
**How to use the map**



1. **Search bar**  
Use to find communities by searching by community name.
2. **Map Layers (Future Enhancement)**  
Tap this button to open the map key and map options.

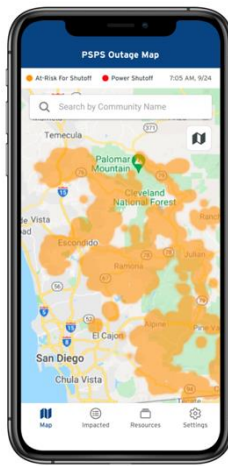
You have the option to view the map as a satellite view or default view.

During a PPS, you can toggle the location pins on or off and the Community Resource Center icons on or off.



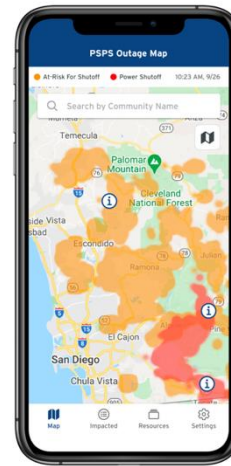
**No PPS**

When there is no PPS, the map will appear empty and normal.



**Potential Outage**

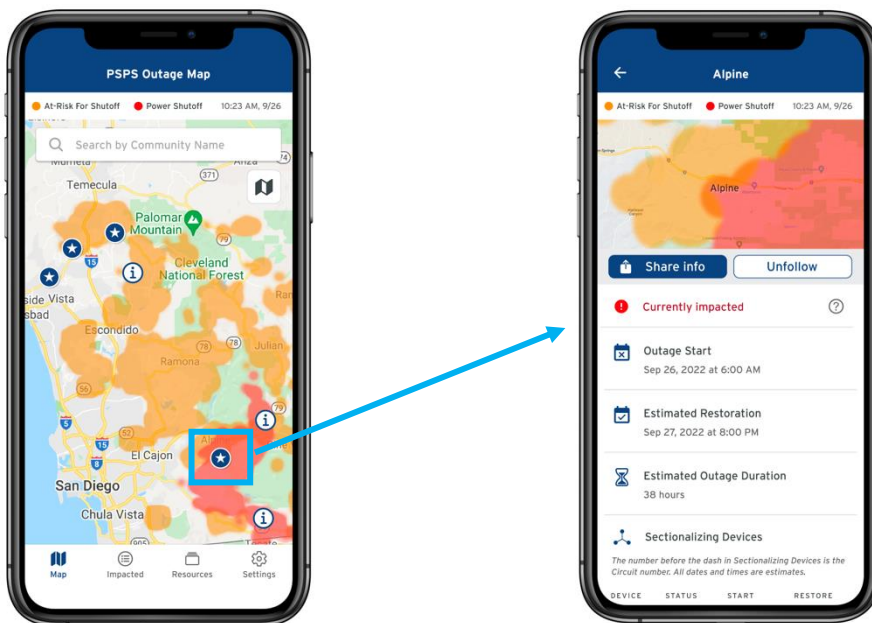
When there is a potential PPS, the map will be highlighted orange in the areas that are at risk.



**De-energization**

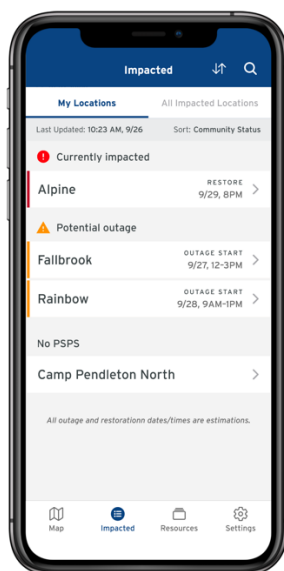
During shutoffs, the impacted areas will be highlighted red. There will be icons for the Community Resource Center locations.

- Once you have followed some communities, they will be marked on the map with star icons. Tap any of the star icons to view the Community Detail page, explained more in the next section.

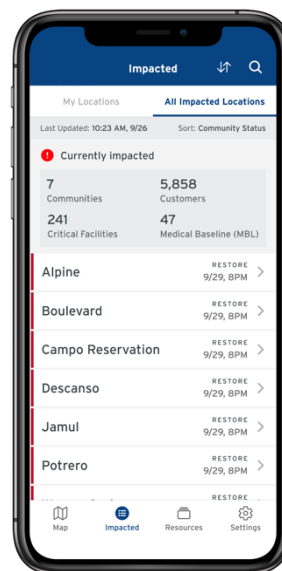


### How to use the Impacted Locations tab

- Impacted Locations tab is divided into two sections: My Locations and All Impacted Locations. Both sections will contain a list of communities sorted by status.
  - My Locations** = Any community you follow will be listed under this section.
  - All Impacted Locations** = All communities affected by the current PSPS will be listed under this section. If there is no active PSPS, this section will be blank.

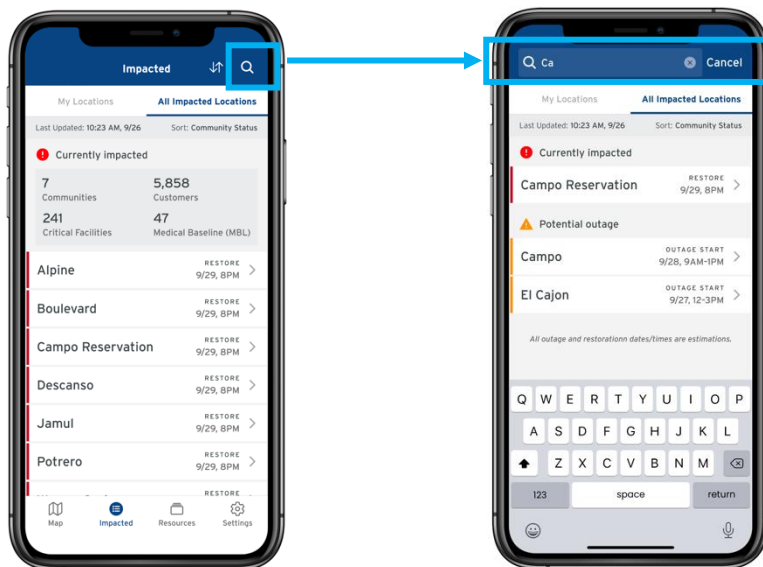


When impacted, the restoration time will display. When a location is at potential outage, the outage start time will display.

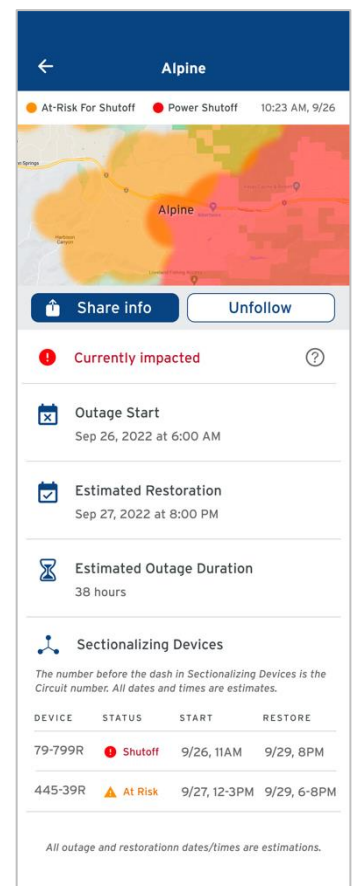


During an event, there will be a summary card for both currently impacted and potentially impacted locations.

- Use the search or sort icons in the upper lefthand portion of the screen to find a specific community and view the list of communities in alphabetical order or sorted by outage start or restoration time.




- Tapping any community will navigate to that community's detail page. On the community detail page, you will find:
  - A map focused on the community area.
  - Share info button (coming soon) and Unfollow/Follow button.
  - The status of the community
    - Potential outage
    - Currently impacted
    - Patrolling
    - Power restored
  - Estimated start time and restoration time for the outage.
  - List of the sectionalizing devices within the community that will determine the outage impact. SDG&E de-energizes circuits at the sectionalizing device level, therefore limiting the impacted areas to only what's strictly necessary for public safety. The first number in a sectionalizing device is the circuit number.






### Where can I find more resources?

1. Tap the square icon [  ] in the tab bar, the second to last icon on the right. This will open the Resources page.
2. The Resources page is divided into two sections at the top of the screen, Information and External Links
3. Information will contain SDG&E's Emergency Operations Center contact info, as well as a list of all open Community Resource Centers.
4. External Links will contain lists of helpful websites and SDG&E resources.

### How to edit your notification settings

1. Tap the gear icon [  ] in the tab bar, the last icon on the right. This will open the Settings page
2. On the Settings page, you will find several options such as Reset Password, Notification Settings, and App Preferences. Tap on Notification Settings
3. Notification Settings page is split into two categories
  - a. PSPS Notification Schedule
    - i. This is a list of all notifications that will be pushed to your phone. Optout of any using the checkboxes on the left.
  - b. Following Communities (Future Enhancement)
    - i. Here is where you will find a list of all the communities you have chosen to follow. You will get push notifications when there is an outage for each community on your list
    - ii. If you no longer want updates or push notifications for a specific community, simply press the "Unfollow" button next to the community's name.
    - iii. To get updates on other communities you don't see on your list, tap the Follow More Communities button.

