



Understanding the Public Safety Power Shutoff

What they are and what to expect



We use every available tool to ensure the safety of the communities we serve. Public Safety Power Shutoffs (PSPS) are part of a larger strategy that includes persistent vegetation management, ongoing work to harden our infrastructure and a combination of on-the-ground monitoring and advanced technology that allows us to track weather conditions in real time and take action when and where it's needed.

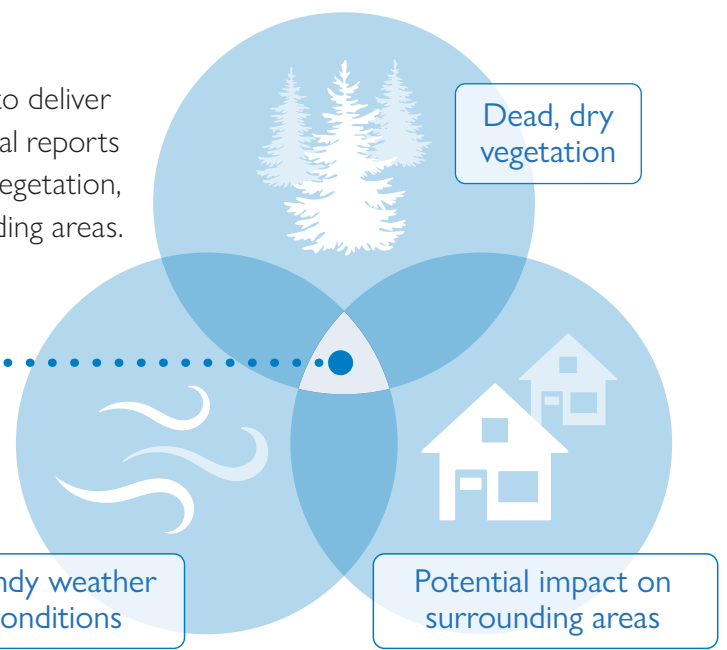
We remain committed to delivering reliable power to you. The decision to implement a PSPS is only made after following an established protocol designed to protect your safety.



Assess

Our field teams and meteorology department work together to deliver detailed situational awareness reports. These precise, hyper-local reports monitor the intersection of three factors — humidity levels in vegetation, evolving weather conditions and potential impacts on surrounding areas.

PSPS CONDITIONS



Prepare

When our real-time observations and weather models indicate extreme risk, we initiate the PSPS protocol.

PSPS watch initiated

An Emergency Coordination Center is activated within the Pacific Power team to monitor the situation closely.

Emergency Coordination Center established

We work with local Public Safety Partners to ensure efficient communication in areas where a PSPS may happen.

Communication protocols triggered

CONTINUOUS MONITORING

If conditions change rapidly, we may need to accelerate certain stages of our response.

Activate PSPS

Once a PSPS is approved, we send appropriate notifications to customers, critical facilities, Public Safety Partners, regulatory organizations, large industrial customers and required field and system operations team members. Preparations begin for opening Community Resource Centers, which are local facilities offering amenities that include restrooms, device charging, Wi-Fi and more for customers and community members.

CONTINUOUS MONITORING

Restore

Improving conditions

When our analysis indicates reduced risk, we begin staging and activating resources to expedite restoration.

Safety inspection

Before restoring power, our field teams determine if any lines or circuits have sustained damage and require attention.

Restoration begins

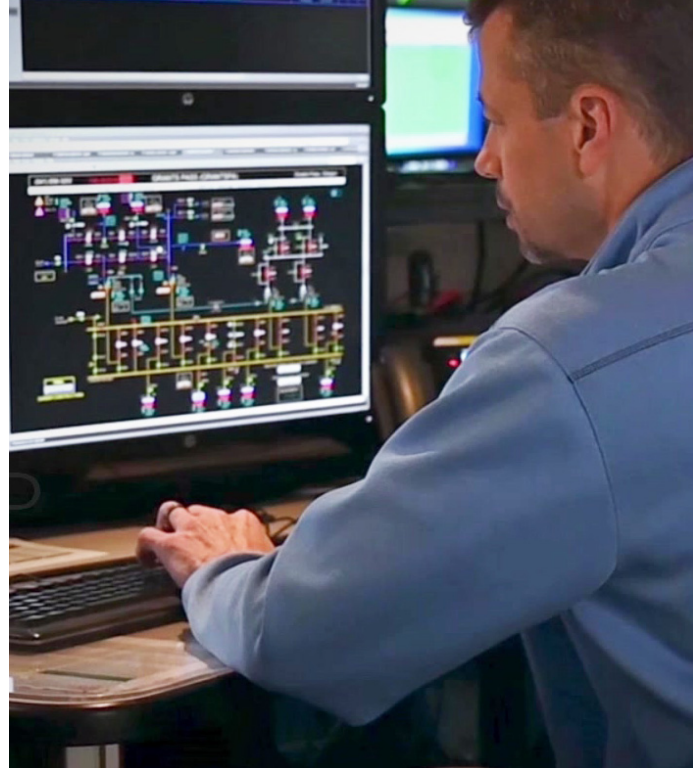
Our coordinated approach allows us to restore power to customers in stages as we determine the safety of each specific area.

Power restoration will occur during daylight hours, and only after a complete daylight inspection shows that all lines are clear and damage-free.

Why would a Public Safety Power Shutoff happen?

We work hard to clear plants and trees away from our power lines, but debris, tree limbs and other material can be blown onto lines by high winds. A spark could lead to the rapid spread of wildfire when strong winds are combined with high temperatures, low humidity and other dangerous conditions.

Turning power off in areas experiencing hazardous weather conditions may be necessary to ensure the safety of your community. We take the decision to turn off power seriously, and Public Safety Power Shutoffs will be targeted, precise and informed by robust, real-time data about the situation on the ground.



What should you expect?

We're committed to providing you with information in the timeliest manner possible. Hazardous conditions can be unpredictable and change rapidly, but typically, here's what you can expect:

ADVANCE WARNING

Whenever possible, we will provide advance notice of a Public Safety Power Shutoff. Although worsening conditions may require swift action, our goal is to alert public safety partners approximately 72 hours in advance, and, working in tandem with these local partners, to begin alerting customers. Customers will typically receive 48 hours' advance notice of a PSPS.

CONTINUED UPDATES

As conditions change on the ground, we will keep you informed before, during and after a Public Safety Power Shutoff. Updates will be provided through our website, text messages, phone calls and social media.

SAFETY INSPECTIONS

Once the extreme weather conditions have passed, our field crews will inspect the lines and equipment to clear debris and make any necessary repairs before restoring power. To provide the most thorough inspection possible, this work must be performed during daylight hours.

Customer communication timeline goals

24-48 hours prior	PSPS warning to customers
1-4 hours prior	Power shutoff imminent or beginning
Every 24 hours during PSPS event (if needed)	Status updates
Re-energization begins	Status updates
Re-energization completed	Status updates

NOTE: If an expected or announced PSPS is canceled, we will inform you as soon as possible.



Tools and resources to help you plan

- Visit [PacificPower.net/PSPS](https://www.pacificpower.net/PSPS) for answers to frequently asked questions and for resources to help you prepare for a possible PSPS event.
- If you or someone in your home has medical needs that are electricity-dependent, please let us know so you can receive additional notification prior to a Public Safety Power Shutoff. You should also have an emergency plan with your care provider that includes backup power.
- To make sure the phone number and email are correct on your account, please call **1-888-221-7070**.



Scan the code to view the PSPS video.

Si necesita hablar con un representante que habla español, llame al **1-888-225-2611**.

