

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine Electric
Utility De-Energization of Power Lines in Dangerous
Conditions.

Rulemaking 18-12-005
(Filed December 13, 2018)

**2022 ANNUAL ACCESS AND FUNCTIONAL NEEDS PLAN
OF PACIFICORP (U 901 E)**

Dated: January 31, 2023

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**2023 ANNUAL ACCESS AND FUNCTIONAL NEEDS PLAN
OF PACIFICORP (U 901 E)**

PacifiCorp d/b/a Pacific Power (PacifiCorp or company) submits its plan to address access and functional needs (AFN) customers and communities during a de-energization event, attached as Attachment A. This plan is submitted consistent with Decision (D.) 21-06-034 issued June 24, 2021, Decision Adopting Phase 3 Revised and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-Energizations) of Electric Facilities to Mitigate Wildfire Risk caused by utility infrastructure, specifically Appendix A to the Phase 3 Decision (Appendix A), Section K, Reporting.

Dated: January 31, 2023

Respectfully submitted,

/s/

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Attachment A

PacifiCorp

**Plan to Support Populations with Access and Functional Needs
During Public Safety Power Shutoffs**

January 31, 2023



TABLE OF CONTENTS

EXECUTIVE SUMMARY

INTRODUCTION

Subject Matter Experts (Engage the Whole Community)

Statewide AFN Collaborative Planning Team

Wildfire Advisory Council

Community Based Organizations

Small and Multijurisdictional Utility (SMJU) Collaboration

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Background

1.2 Scope

Identify individuals with Access and Functional Needs (AFN) for Public Safety Power Shutoff (PSPS) support

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

List of Risks and Hazards – Potential Consequences

1.3.2 AFN Population

1.3.3 Capability Assessment and Surveys

1.4 Planning Assumptions

2. CONCEPT OF OPERATIONS

2.1 Preparedness/Readiness

2.1.1 AFN Identification Outreach 2.1.2 AFN Support Resources

2.1.3 Back-Up Power

Portable Battery Program

Medical Baseline Portable Battery Program

Resiliency Efforts

2.1.4 Emergency Operations Centers

Preparation Exercises

Training

Liaison

2.1.5 PSPS Preparedness Outreach and Community Engagement

AFN Public Education and Outreach

Accessibility of Communications

CBO Outreach

AFN Outreach

Tribal Engagement

2.1.6 Community Resource Centers (CRCs)

Planning and Standards

2.2 PSPS Activation

2.2.1 PSPS Communications

All Customers

AFN Customers Website
Public Safety Partner Portal
PSPS Customer Notifications

2.3 Recovery

2.3.1 AFN Support

After Action Reviews and Reports
Lessons Learned and Feedback

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy

4. AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166¹

5. CHANGE RECORD

APPENDIX

- A. 2023 AFN Core Planning Team and Collaborative Planning Partners
- B. November 2022 Wildfire Messaging Awareness Survey Results
- C. PacifiCorp Wildfire Advisory Board Meeting – February 2022
- D. PacifiCorp Wildfire Advisory Board Meeting – November 2022

¹ <https://www.cpuc.ca.gov/regulatory-services/safety/electric-safety-and-reliability-branch/electric-and-cip-audits-introduction/electric-facilities-safety-audit-report-archive/go-166-annual-reports>

EXECUTIVE SUMMARY

PacifiCorp's Wildfire Mitigation Plan (WMP) is a comprehensive plan to mitigate the risk of wildfires on our communities. In addition to system hardening, vegetation management, and weather station monitoring, the WMP includes Public Safety Power Shutoffs (PSPS) as a measure of last resort as necessary to protect our customers and communities when wildfire risk is high. PacifiCorp was fortunate to participate in the Investor-owned Utility (IOU)'s development of their 2023 Plans to support individuals with Access and Functional Needs (AFN) during PSPS events. Beginning in 2021, PacifiCorp representatives monitored the AFN Statewide Council and AFN Collaborative Planning team to glean insight from the IOUs' AFN and statewide AFN stakeholders from a broad-spectrum of expertise. Due to the comparably small size of PacifiCorp's service territory, limited resources, and the number of AFN customers, PacifiCorp incorporated universal portions of the Joint IOUs' plan and modified other portions to match the size and scope of our service territory. The Introduction and Section 1 of this report represent the work of PacifiCorp with the AFN Core Planning Team with slight modifications.

Replacing prior years' plans, the 2023 Plan will leverage Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide 6 Step Process as developed through the statewide process and required in Decision (D.) 21-06-034, which adopted Phase 3 revised and additional guidelines for PSPS to mitigate risk caused by utility infrastructure. Quarterly reports will continue to be filed to monitor progress and provide routine updates.

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is: *"Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS."* PacifiCorp followed the same outline as identified with the statewide AFN Collaborative Planning Team to address "Who," "What," and "How" to support individuals with AFN and mitigate risks associated with PSPS events.

WHY

As climate conditions change, wildfires have become a year-round threat. When wildfire conditions present a safety risk to our customers and communities, electric utilities may call for a PSPS as a measure of last resort.

A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

WHO

The Joint IOU Statewide AFN Advisory Council² and AFN Core Planning Team developed a definition of Electricity Dependent individuals³ that this Plan seeks to support. That definition remains unchanged from 2022.

Electricity Dependent Definition: Individuals who are at an increased risk of harm to their health, safety and independence during a Public Safety Power Shutoff for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement
- Communication

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs have worked to identify the goals, objectives, and potential opportunities for enhancements in 2023, outlined in this Plan.

The overarching goal is to mitigate impacts of a PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

INTRODUCTION

As climate conditions change, our region is facing drier and hotter weather conditions, making wildfires a year-round threat. PacifiCorp along with the other IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to our customers and communities, electric utilities may call for a Public Safety Power Shutoff (PSPS) as a measure of last resort. PSPS de-energization activations disrupt the everyday lives of individuals impacted. This 2023 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed incorporating elements from the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide 6 Step Process, Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, PacifiCorp engaged a "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. PacifiCorp participated in the AFN Core Planning Team with the intention to apply applicable sections of a statewide template to the company's 2023 Plan, develop greater understanding of the statewide

² Please see Appendix A for a list of the members of the Joint IOU Statewide AFN Advisory Council (Core Planning Team and Collaborative Partners).

³ IOUs will strive to implement this proposed definition contingent on operational feasibility and in alignment with AFN identification requirements with the CPUC's PSPS decisions. See e.g., D.21-06-034, pp. A8 – A9; D.20-05-051, p. A8; D.19-05-042, pp. A12-A14, A20-A21. The IOUs will continue to collaborate with AFN stakeholders to refine this definition as appropriate.

Council’s most critical areas of concern, identify best practices, and participate in the team’s efforts to identify the maximum number of AFN customers in our communities.

This plan is focused on PacifiCorp’s approach for serving individuals with AFN leading up to during, and after PSPS events.

Subject Matter Experts

PacifiCorp engaged regional and statewide AFN stakeholders with a broad-spectrum of expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

FEMA Step 1: Engaging the Whole Community in Planning.

Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.

On September 14, 2022, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team members on October 14, 2022. The 2023 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community.

Joint IOUs	San Diego Gas & Electric
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
AFN Core Planning Team	American Red Cross
	Bear Valley Electric Service, Inc.
	California Department of Developmental Services (CDDS)
	California Foundation for Independent Living Centers (CFILC)
	Center for Accessible Technology (C4AT)
	Deaf Link, Inc.
	Disability Action Center (DAC)
	Disability Policy Consultant
	Interface Children & Family Services 211
	Liberty Utilities
	North Los Angeles Regional Center (NLACRC)
	Redwood Coast Regional Center (RCRC)
San Diego Regional Center (SDRC)	

As a key component to engaging the Whole Community in planning, the IOUs will continue to solicit feedback from the AFN Collaborative Council, the Joint IOU Statewide AFN Advisory Council, each utility’s respective Regional PSPS Working Groups⁴ and other regional and statewide AFN experts such as Community-Based Organizations, healthcare partners, and durable medical equipment providers. These groups serve as a sounding board and offer insight, feedback, and input on the IOUs’ customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities and challenges related to the IOUs’ ability to mitigate the impacts of wildfire safety strategies, namely PSPS.

Outcomes from the planning process are outlined here and details are included in the specific IOU plans. Some of these topics include developing a “one-stop shop” statewide website, conducting outreach and education, expanding program eligibility and exploring accessible transportation.

Wildfire Advisory Councils

PacifiCorp established a Wildfire Advisory Board to provide direct feedback on Wildfire Mitigation Plans and PSPS Plans. The board consists of public safety partners, local government representatives, tribal officials, and a representative from the AFN community. The Council was originally scheduled to meet quarterly, but only met twice in 2022 due to low attendance. The topics of discussion included service territory overview, the PSPS program, organizational updates and customer program updates. PacifiCorp will continue to work with the board to schedule meetings, determine meeting frequency and request topics of interest in early 2023

Community Based Organizations

PacifiCorp will continue to engage and solicit feedback from a variety of Community Based Organizations (CBOs) which also serve our customers. Additional information on the company’s efforts with CBO partners is covered in later parts of this Plan.

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose/Background

Along with the IOUs, PacifiCorp understands that PSPS events disrupt the everyday lives of all individuals impacted. The following 2023 AFN PSPS Plan focuses on mitigating the impacts of PSPS for individuals and communities with AFN, as PSPS may significantly impact these individuals more than the non-AFN population. This plan was developed collaboratively with the AFN Core Planning Team that is comprised of leaders in the AFN community and the utilities.

2023 AFN Plan addresses the following:

- Who we need to communicate with

⁴ These working groups convene at least quarterly to share lessons between the impacted communities and the IOUs per D.20-05-051.

- How we communicate with them
- What resources and services are needed during PSPS activations

1.2 Scope

Leveraging the FEMA Comprehensive Preparedness Guide 6 Step Process PacifiCorp along with the IOUs and SMJUs partnered collaboratively with the AFN Core Planning Team and have worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

Access and Functional Needs is defined by the California Government Code §8593.3 as: *“individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”*

Recognizing this is a very broad audience, this plan focuses on minimizing the impact of a PSPS on electricity dependent individuals (as defined on page 5 above) with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term “electricity dependent.” This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available (see section 1.3 below.)

The utilities are filing individual versions of their 2022 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risk

FEMA Step 2: Understand the Situation.

Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.

“Understand the Situation” continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The key risk identified by the Core Planning team in 2022, which continues into 2023 is *“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to a PSPS.”*

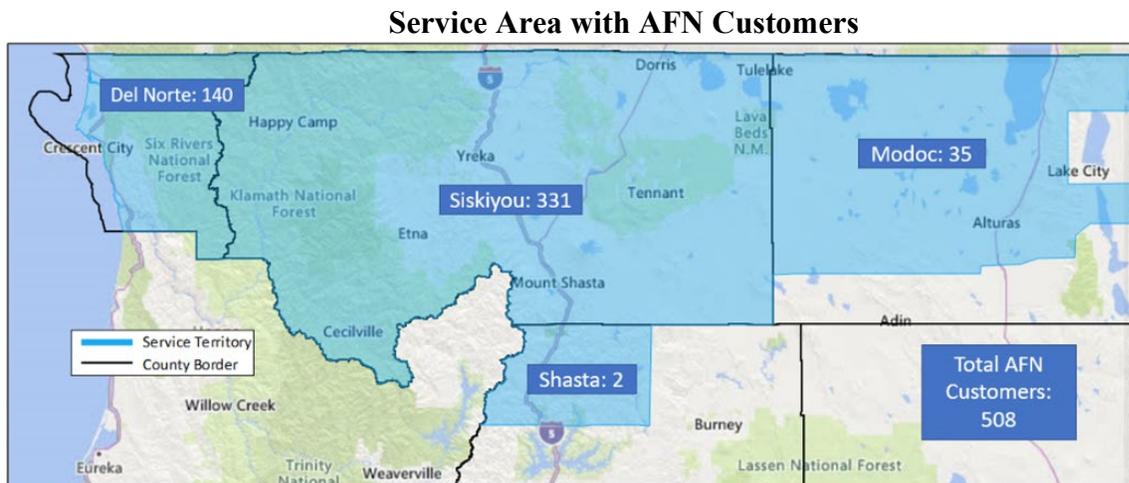
During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS.

1.3.2 AFN Population and Identification

PacifiCorp continues to seek improvements to identifying the electricity dependent customers with AFN through defining, mapping, and enabling self-identification, and has mapped their respective databases to flag customers as “AFN.”

As a part of the original planning process, the team worked to identify the targeted individuals and benchmark with state agencies to create an informed estimate of the number and types of individuals with disabilities and others with AFN residing in the community. The California Department of Developmental Services (DDS) for In-Home Support Services clients and the California Department of Social Services (DSS) for Regional Center clients provided the IOUs data through aggregated ZIP code counts. PacifiCorp participated in this exercise with limited success. Only 38 potential AFN customers were identified through this process. PacifiCorp was able to expand its AFN identified customers by adding the option to self-identify on its California Alternate Rates for Energy (CARE) applications, discussed further in section 2.1.1 below.

The map below was included in PacifiCorp’s 2022 WMP Update and generally identifies the 508 AFN customers throughout the company's service territory at the county level.⁵ While PacifiCorp has historically focused preparation efforts in Tier 3 locations, the company is now expanding its preparedness and looks to identify AFN populations across the entire service territory.



1.3.3 Capability Assessment

⁵ See Figure 4.25 of PacifiCorp’s 2022 WMP Update in Section 4.5.2 at 105.

FEMA Step 3: Operational priorities.

Specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

Resources		PacifiCorp
Community Resource Centers	Wi-fi, ADA-accessible restroom, bottled water, snacks, charging, chairs, ice, event information & area/weather items	X
Power Resiliency	Portable backup batteries for Medical Baseline customers	X
	Generator Rebate Program	X
Food Replacement	Food Bank Partnerships	
	Meals on Wheels	
	Community Resource Center – Hot meals	
	Grocery Gift Cards	
	Food delivery	
Transportation		
Lodging		
IOU Customer Communications	Annual Preparedness Outreach	X
	In Language Materials	X
	Accessible Materials	X
	CBO Partners	X
Training	General Information	X
	Tabletop exercises and full-scale exercises	X
Community Engagement	IOU hosted events, Webinars, Advisory Boards, Working Groups	X
PSPS Notifications	Account Holders	X
	Non-Account Holders (PG&E/SDG&E Address; SCE Zip Code)	X
	Broad: via multicultural media, CBOs, and social media	X
Notification Confirmation (Phone retries & in person doorbell rings)	Life Support/Critical Care	X
	Medical Baseline	X

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

Continued Key Objectives from 2022:

- Identify individuals who are Electricity Dependent
- Implement a communication plan that reaches all AFN segments
- Continuously improve tools to make them easy to understand and navigate for individuals and external organizations to access information
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Cultivate new partnerships and expand existing partnerships with the Whole Community
- Coordinate and integrate resources with state, community, utility to minimize duplication
- Establish measurable metrics and consistent service levels
- Effectively serve and adapt to the needs of individuals with AFN before, during, and after any PSPS

Additional Key Objectives identified for 2023:

- Provide overall preparedness resources for individuals with AFN regardless of emergency type
- Increase awareness of IOU programs and services available before, during and after a PSPS

FEMA Step 4: Plan Development - Develop and Analyze Courses of Action.

This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory.

PacifiCorp worked to deliver consistent services and resource offerings:

Objectives:	Current State with Enhancement:
Identification of individuals who are electricity dependent	<ul style="list-style-type: none"> • Collaborate with State and Community Based Organizations (CBOs) to leverage the common definition and identify targeted outreach opportunities • Continue to deploy and expand strategies to enhance identification of individuals with AFN: <ul style="list-style-type: none"> ○ Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences ○ Marketing to promote beneficial programs like Medical Baseline and CARE to reach individuals with AFN ○ Marketing and outreach to encourage customers to self-identify as individuals with AFN

	<ul style="list-style-type: none"> ○ Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN/Vulnerable Customer status across new channels including websites
Establish communication plan that reaches all AFN segments	<ul style="list-style-type: none"> ● Provide communications in prevalent languages and preferred formats, including ASL communications (e.g., notifications, programs and resources information) ● Partnering with state agencies, hospital associations, healthcare providers, durable medical equipment companies, multifamily dwellings, paratransit companies, and community-based organizations to further promote assistance programs
Support AFN customers during a PSPS Event	<ul style="list-style-type: none"> ● Community Resource Centers staffed with emergency medical personnel and other services. ● Call each AFN customer prior to an event, during an event, and after event to ensure the safety of the individual. ● Incorporate a direct feedback loop with Incident Command and local Emergency Management.

Research and Surveys

PacifiCorp conducts two annual surveys, one pre- and one post-fire season. MDC is a research firm contracted to collect data from customers and to conduct interviews with CBOs. The goal is to evaluate the impact of the company’s communication campaigns, receive direct feedback from the CBOs on outreach, support, and process improvements, and to collect demographic information from our customers. Between November 3 and November 19 of 2022, five-hundred and seventy-six surveys were completed: 496 web and 80 phone surveys. Key findings of the survey include:

- 67% are aware of wildfire safety communications, which is higher than the prior year (61%). Pacific Power remains the primary source for wildfire preparedness information, and personal preparedness and vegetation management remain the most common messages recalled, although mention of vegetation management is decreasing.
- Email, social media, and TV news are the main sources for wildfire communications.
- Local organizations or community centers, bill inserts, and the Pacific Power website are considered the clearest sources for information about wildfire preparedness.
- 71% have taken action to prevent wildfires or prepare their home or business for the event of a wildfire.
- 58% are aware of PacifiCorp’s efforts to prune vegetation around power lines in higher-risk areas.
- 56% recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS.”
- 77% understand the following statement about PSPS: “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.”
- 23% experienced a PSPS event in the past year.

- Among those who experienced PSPS, more than half (55%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication.
- Of those who experienced a PSPS, 36% are aware of community resource centers.
- One fourth know whether their address is in the PSPS area, consistent with March 2022. One in six are aware of a map on Pacific Power’s website.
- Of those relying on electricity for medical more than one quarter (28%) are aware Pacific Power provides additional notices which is up (2%) from last year.
- 2% say it would be helpful for them or anybody else in their household to receive communication in another language, with Spanish most commonly mentioned.

Please see Appendix B for more specific findings from the company’s most recent survey.

1.4 Planning Assumptions

- For most PSPS events, advance notice is provided,
- The scope of PSPS events can expand or contract rapidly in a short period,
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach, and
- PSPS events may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents).

2. CONCEPT OF OPERATIONS

2.1 Preparedness/Readiness (Before Power Shutoff)

FEMA Step 5: Preparation and implementation of the AFN plan.

2.1.1 AFN Identification Outreach

PacifiCorp continues to refine and enhance both identification of AFN customers and ongoing communication targeted to reach more AFN customers. While all medical baseline customers are identified as AFN customers, in 2023, PacifiCorp intends to increase outreach to all customers to identify more customers relying on medical equipment and to broaden the scope of customers who self-identify as AFN. Customers will receive communications about the medical baseline rate and a Spanish version of the medical baseline application will be available on the website this year.

California Alternate Rates for Energy (CARE) applications are sent to all residential customers. In 2021, PacifiCorp added a check box on the CARE application asking customers to identify as AFN. As a result of the update to the CARE applications, an additional 470 AFN customers (total) throughout the service territory, of which 98 customers are in the Power De-energization Zones (PDZs). The updates made to the Company’s CARE application has shown positive results, with approximately 60% of the Company’s AFN customers attributed to this AFN identification channel.

From February 2022 to January 17, 2023, the company had a net increase of 314 customers who identified as AFN, which represents approximately a 67% increase in AFN customer identification over the year.

2023 AFN Customer Counts

PSPS De-Energization Zone	Medical Baseline AFN	Non-Medical Baseline AFN	Total
Inside	26	164	190
Outside	119	472	591
Total	145	636	781

2022 AFN Customer Counts

PSPS De-Energization Zone	Medical Baseline AFN	Non-Medical Baseline AFN	Total
Inside	26	97	123
Outside	77	267	344
Total	103	364	467

Delta – 2022 - 2023 AFN Customer Count Increase

PSPS De-Energization Zone	Medical Baseline AFN	Non-Medical Baseline AFN	Total
Inside	0	67	67
Outside	42	205	247
Total	42	272	314

2.1.2 AFN Support Resources

PacifiCorp AFN customers can access information on wildfire preparedness and programs through communication campaigns, outreach, personal contact and following when an event is forecasted on the company’s website. PacifiCorp’s AFN and wildfire support programs are identified below.

2.1.3 Back-Up Power

Portable Battery and Backup Electric Power Rebate Program⁶

PacifiCorp offers a backup electric power rebate for residential customers who reside in Tier 2 or Tier 3 high fire threat districts. All customers are eligible for a \$200 rebate for the purchase of one generator or portable battery. CARE and medical baseline customers are eligible for a \$400 rebate. Items approved for rebate include portable battery and gasoline generator options. Both tenants and property owners may receive the rebate.

⁶ <https://www.pacificpower.net/outages-safety/storm-emergency-preparedness/backup-generators.html>

Medical Baseline Portable Battery Program

PacifiCorp offers free portable batteries to eligible medical baseline customers. PacifiCorp offers delivered free-to-the-customer portable batteries to medical baseline customers in its California service territory. The program includes contracted services to manage customer outreach and provide portable batteries, a technical evaluation of the customer's unique needs to specify the correct device education and technical support to the customer once installed. Each customer receives individual education upon installation and remote technical support as needed. Batteries were successfully delivered to qualifying registered medical baseline customers within PSPS areas by December 31, 2021. On January 5, 2022, the program was expanded to include medical baseline customers in remaining areas of PacifiCorp's California service territory. During the initial phase (phase 1-2) of the program, 32 batteries were delivered to 27 customers. Phase three of the program launched in January 2022 to expand to remaining areas of the northern California service territory; during this phase, 31 batteries were delivered to 29 customers before wildfire season started. Customer outreach was completed again in October of 2022 for 52 customers (phase 4); 22 batteries were delivered to 17 eligible customers by year-end 2022. PacifiCorp will continue to work with its contractor to deliver the program in 2023.

Resiliency Efforts

PacifiCorp offers grants to communities seeking to enhance emergency preparedness with renewable generators and energy storage and to provide additional support to emergency responders during PSPS.⁷

- Grants allow for the procurement of portable renewable generators to community emergency managers and first responders. The primary use of the generators is to provide the ability for at-risk community members to shelter in place during a resiliency event. Organizations interested in receiving funding need to develop and provide a deployment plan for the generators that receive funding.
- Technical assistance grants provide communities a comprehensive technical study of the potential costs, benefits, and requirements to add energy storage to critical facilities.
- Grants for the installation of energy storage are available for communities seeking to improve resiliency during an emergency. A project host must be one of the following types of facility: police stations; fire stations; emergency response providers as defined in D.19 05 042; emergency operations centers; 911 call centers, also referred to as Public Safety Answering Points; medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities; public and private gas, water, wastewater or flood control facilities; jails and prisons; locations designated by the utility to provide assistance during a PSPS event; cooling centers designated by state or local governments; and, homeless shelters supported by federal, state, or local governments; grocery stores, corner stores, markets and supermarkets that have average annual gross receipts of \$15 million or less as calculated at a single location, over the last three tax years; independent living centers; and, food banks. The goal is to improve access to services for AFN customers during a PSPS.

⁷ <https://www.pacificpower.net/community/community-resiliency.html>

A final report on resiliency efforts was submitted in the form of Tier 1 Advice Letter 690-E on August 11, 2022, which contains a more detailed account of the program summarized below.

- No applications were received for portable renewable generators.
- Five technical studies were developed for critical facilities interested in learning more about the costs and benefits of increased on-site resiliency.
- Three critical facilities have been approved to receive grant funding for energy storage projects. As of January 31, 2023, two of those projects completed installation and have been awarded funding. The third site is still in construction phase.

2.1.4 Emergency Operations Centers

Preparation Exercises

When a PSPS is forecasted, PacifiCorp immediately opens an Emergency Coordination Center (ECC) with an ECC Manager to oversee all aspects of the response. The process is reviewed and available in the annual GO 166 report, provided as Appendix B.

PacifiCorp has established an Emergency Coordination Center (ECC) following National Incident Management System (NIMS) guidance. The ECC staff is available to support all hazards responses to include PSPS events. The ECC plays a vital role in monitoring and verifying AFN customers are contacted prior to an event. The status of each AFN customer impacted by a PSPS is provided to the ECC Manager to determine if additional action by the company or local emergency management is required to support the AFN customer.

Training

PacifiCorp conducts annual emergency plan reviews, and exercises and all agencies are invited to attend. Representatives from County Public Health Departments and Community Based Organizations are invited and attend pre-fire season tabletop exercises.

PacifiCorp is currently enhancing and expanding the training program for ECC staff. The training standards are being developed in conjunction with other California based utilities and the California Office of Emergency Services.

PacifiCorp conducts annual PSPS exercises utilizing a whole community approach annually. During exercise planning, emergency management agencies from tribal, state, county and local jurisdictions, community-based organizations, public health agencies, and any other potentially affected agency are invited. Additional plans for training and PSPS exercises will be reported in the company's upcoming post-season PSPS report as required by D.21-06-034.

Liaison

Contacting AFN customers is embedded in ECC Process. The ECC organizational structure includes a Liaison position which is responsible for ensuring all AFN customers receive appropriate communication, this responsibility will shift to the AFN Liaison position once that position is filled. The number of customers with AFN is identified through a GIS customer list and is provided to Mission Control and the ECC Manager. During each ECC meeting, Mission Control provides an update to the ECC Manager and any issues or concerns are escalated to the local Emergency Manager via the Liaison.

2.1.5 PSPS Preparedness Outreach and Community Engagement

Dissemination of timely, accurate, accessible and actionable information to the public is important in all phases of PacifiCorp's incident management. Communications efforts are listed in the WMP, Emergency Response Plan and PSPS Playbook which provide both messaging and cadence for public and stakeholder communications throughout the preparation, response and restoration cycle. Communication with AFN customers and external stakeholders as early as possible is essential. The PacifiCorp Joint Information System consists of processes and tools to facilitate communication with the public, news organizations, government entities and external stakeholders through social media, website restoration information, press releases and notification protocols while ensuring the messaging is consistent and comprehensive.

AFN Public Education and Outreach

PacifiCorp provides additional PSPS notifications to individuals classified as medical baseline customers in PacifiCorp's customer service system and to individuals who self-identify as having access and functional needs (AFN). Having key messages across several communications channels and materials asking AFN customers to self-identify with the company is a central component to the company's community engagement and customer outreach strategy. PacifiCorp has engaged a vendor to survey AFN population to help inform the company's communication outreach related to those customers. This includes assessing the need and type of communications for people with AFN who may not be able to use standard forms of communication. Survey data has informed the overall strategy and the company has adjusted and expanded where key messages are disseminated to increase AFN self-identification.

Accessibility of Communications

Pre-fire season, PacifiCorp enhances online customer communications through the website, customer notification emails, social media, wildfire webinars and partners with Community Based Organizations, Tribal Authorities, companies providing medical equipment, local governments, and community centers to amplify the reach to customers and clients. PacifiCorp's website provides digital brochures and handouts that contain information on resiliency for medical equipment, wildfire preparedness, how to identify as AFN, and the medical baseline program. Outreach is available in multiple languages including Chinese traditional, Chinese simplified, Tagalog, Vietnamese, Mixteco, Zapoteco, Hmong, German, and Spanish.

The company's customer care agents have access to and training with wildfire safety and preparedness and PSPS-related communications and can facilitate a conversation between the customer and translation service to ensure the customer receives the wildfire safety and preparedness and PSPS-related information they need.

CBO Outreach

Additionally, PacifiCorp, through a third party vendor, MDC Research, conducts annual online and phone surveys with customers, including independent living, assisted living and skilled nursing centers and AFN representatives and CBOs (Family and Community Resource Center of Weed, Mount Shasta CRC, Dunsmuir CRC, Happy Camp Family/CRC, Yreka CRC, HUB Communities, Tulalake/Newell FRC, Scott Valley CRC, Helping Right Now, among others)

located in potential PSPS areas regarding the company's PSPS and wildfire safety communications.

In-depth interviews conducted with CBOs in PacifiCorp's California service area took place in Spring and Fall 2022. The interviews lasted 30 minutes and were conducted virtually. Key findings include:

- CBOs prefer direct mailings, emails and social media engagement from PacifiCorp for communication.
- Information that PacifiCorp can provide to help prepare the community are wildfire mitigation efforts to inform the community that all actions have been taken before a PSPS event and that an outage is a last resort.
- The most common methods CBOs currently use to communicate with the community are social media, email, websites, in-person visits or meetings, and through handing out flyers when clients visit the office.
- General information that CBOs think are important for communities are best practices for brush clearing, preparing properties, food storage, evacuation, insurance coverage, water storage, and how to manage an extended power outage.
- CBOs would like to see a marketing campaign from PacifiCorp helping communities "prepare for the unexpected" as a way to engage the community and to support local businesses and the economy of the region.
- Special attention is required for those needing medical equipment, the elderly, low-income residents, and those in isolated rural areas including the need for generator support and direct communications containing educational and emergency resources from PacifiCorp.

These findings help to inform and evolve how PacifiCorp utilizes CBO communication channels without adding extra burden to these organizations. Thus, the company is seeking additional messaging avenues outside of its currently defined outreach strategy. This involves working with community partners to find appropriate places and spaces to add AFN-specific messages to existing platforms such as CBO emails, webpages and/or social media pages. This work is ongoing and is carried out by the company's regional business managers who collaborate closely with their community stakeholders, or through direct outreach to community organizations by company corporate communications staff.

Tribal Engagement

The Karuk Tribe is located in a high fire consequence area of Siskiyou County. Representatives from the tribe are invited to participate and are standing members in the PacifiCorp Wildfire Advisory Council. PacifiCorp's regional business manager conducts regular calls with the Tribe's leadership to quickly address any issues as they arise and to discuss PacifiCorp's operations in the area including wildfire mitigation and PSPS. A representative from the Karuk Community Center was interviewed as part of the 2021 semi-annual survey and PacifiCorp will plan to conduct interview(s) with the tribe in 2023.

2.1.6 Community Resource Centers (CRCs)

Planning and Standards

PacifiCorp has developed CRC locations and plans which include provisions in accordance with the Americans with Disabilities Act. CRCs are located in areas which will be easy to access. When activated, the CRCs will be listed on the company public website.

All CRC locations were chosen by location through collaboration with local emergency managers. CRC locations are then vetted using a checklist that was developed with guidance from Public Utilities Commissions and the current Americans with Disabilities Act Checklist for Emergency Shelters to ensure CRC services are equitable and accessible for medical baseline and access and functional needs populations. Services/resources provided include:

<ul style="list-style-type: none">✓ Shelter from environment✓ Air conditioning✓ Air Purifiers & Air Quality Monitors✓ Potable water & Non-perishable snacks✓ Seating and tables✓ Restroom facilities✓ Refrigeration & Heating for medicine and/or baby needs✓ Interior and area lighting✓ On-site security✓ Televisions✓ Ice and Water	<ul style="list-style-type: none">✓ Communications capability such as Wi-fi access, Satellite Phone, Radio, Cellular phone etc.✓ On-site medical support (EMT-A at a minimum, Paramedic preferred)✓ Charging stations for Cell Phones, AM/FM/Weather radios, computers, etc.✓ Small Crates for Pets✓ AFN/LEP Population support✓ Personal Protective Equipment✓ Portable ADA Ramp
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2.2 PSPS Activation (During – Emergency Operation Center activated)

2.2.1 PPS Communications

All Customers

PacifiCorp’s Public Safety Power Shutoff event communication and notification plan has two primary systems. First, direct communications, through pre-identified channels, are used to provide detailed notices to key stakeholders, namely public safety partners and critical facilities and critical infrastructure. Second, a series of automated notices (email, text and direct phone calls) to customers, together with published information on the company’s website, social media channels, and proactive media outreach, are employed to provide notice to the general public at critical stages of the PPS process, including for pre-event warnings, an actual event, and re-energization.

AFN Customers

When a PPS event is forecasted, a list of impacted customers is extracted from the GIS system. AFN customers are identified, and the list is provided to employees for personal phone calls to each customer. PacifiCorp has sectionalized high fire consequence areas into small zones for possible de-energization. By reducing the number of customers affected by an event, the number of AFN customers is subsequently reduced. The smaller numbers allow PacifiCorp to personally reach out to each AFN customer. The results of the contact are reported to the ECC Manager. Contact occurs prior to an event, at the beginning of re-energization, and after energization is completed. If the AFN customer needs additional assistance, the ECC Manager can quickly relay the information to the county’s emergency manager.

Website

To ensure that the public can access timely and detailed information about both potential and actual PSPS events relevant to a particular location, PacifiCorp has modified its main PSPS webpage, available at www.pacificpower.net/psps. The web-based tool allows members of the public to enter an address into a search bar to determine if that address is in an area which may be subject to a PSPS. An additional online tool is available for members of the public to see the “Public safety power shutoff forecasting” for that area over the following week. The status indicates whether the area is operating as “Normal,” whether there is a PSPS “Watch,” or whether there is an actual PSPS “Event.”

PacifiCorp’s Weather Awareness Websites will receive numerous enhancements in 2023 that are intended to meet two goals for both customers and PacifiCorp’s operations and leadership teams: to better serve as a weather-related decision-support platform, and to better deliver local weather information. These improvements include mapping tools that allow users to access targeted local forecasts, more effective graphical displays of weather data, new geographically representative forecasts, and improved website navigation mechanics.

PacifiCorp has ensured it has the bandwidth to manage its PSPS website, even under the extremely remote potential that all proactive de-energization zones in PacifiCorp’s service territory would be de-energized at the same time. When there is an event, transmission & distribution operations Emergency Coordination Center personnel takes on the role of updating the PSPS website. The company’s PSPS website is fundamentally a content only (with PSPS area polygons imposed on maps) static site with no dependency on any backend applications. PacifiCorp’s website performed well serving content during the September 2020 windstorm event where a significant surge in web visits – 200,000 + web visitors with more than 1.6 million web page views. This event demonstrated capable broadband performance.

Public Safety Partner Portal

PacifiCorp has developed a Public Safety Partner Portal which is a secure web-based application that hosts information about customers that have been identified as critical facilities or critical infrastructure. Key information includes location, primary/secondary contact information, backup generation capabilities, etc. The portal is accessible to public safety partners during PSPS events to assist in the notification and collaboration of potentially affected facilities. Public safety partners with access include emergency responders from federal, state, local and tribal governments, telecommunication providers, water agencies, public-owned utilities, emergency hospitals, and transportation agencies.

The portal also assists PacifiCorp in prioritizing restoration, backup power evaluation, additional communications, and other resources before and during PSPS events to critical facility customers who provide services that are essential to public safety.

PSPS Customer Notifications

- Multiple communication channels are used for customer notifications:
 - Outbound Calls

- Social Media Updates
- Texts and emails
- Website update
- Press Release
- Personal phone calls to AFN customers

2.3 Recovery (After – Power has been restored)

2.3.1 AFN Support

AFN customers are contacted by an employee of the company after the power is restored. It is a continuation of the ongoing contact prior and throughout a PSPS event. The check-in ensures no additional support is needed for the customer after the power is restored.

After Action Reviews and Reports

As with any other incident or event, after action reports are completed for PSPS responses. These reports provide an opportunity to identify what went well during the event execution and where improvements are needed. Additionally, the California Public Utility Commission requires a specific post-event report to be filed with them in compliance with Resolution ESRB-8.

Lessons Learned and Feedback

PacifiCorp uses all events and incidents to gain feedback and identify future opportunities for improvement. As a part of the company’s internal improvement cycle the feedback and identified improvement opportunities are key measurements PacifiCorp uses to make corrections and adjust plans. Semi-Annual customer surveys and ongoing reporting provide routine feedback and measurement of PacifiCorp’s performance before, during, and after an event.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy

PacifiCorp has contracts with three CBOs in California to share customer information. The information transfer is protected and is used to assist with CARE recertifications, weatherization programs, and receipt of energy assistance. No other agreements for customer information sharing exist with local agencies, government agencies, or health providers.

4. AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166.

5. CHANGE RECORD

FEMA Step 6: Implement and Maintain the Plan

As PacifiCorp implements the 2023 AFN Plan, quarterly updates will be provided to the California Public Utility Commission. Revisions to the change will be tracked each time the plan is modified. It describes the revisions made, the locations of the revisions, the names of the persons responsible for the revisions, and dates of revisions:

Section	Person Responsible for Revision	Change	Date
Various	Various PacifiCorp Personnel	Various updates to align with 2023 Joint IOU AFN Plan and updates regarding AFN customer counts, survey results, website enhancements.	January 31, 2023

Appendix A

APPENDIX A – ACCESS AND FUNCTIONAL NEEDS ADVISORY COUNCIL

CORE PLANNING TEAM PARTICIPANTS

Name	Organization	Title
Kelly Brown	Interface Children & Family Services 2-1-1	Community Information Officer
Tracey Singh	American Red Cross	Pacific Division Disability Integration Advisor
Tawny Re	Bear Valley Electric Service, Inc.	Unknown
Chris Garbarini	California Department of Developmental Services (CDDS)	Unknown
Tamara Rodriguez	California Department of Developmental Services (CDDS)	Officer, Emergency Preparedness & Response
Dan Okenfuss	California Department of Developmental Services (CDDS)	Public Policy Manager
Dan Heller	Deaf Link, Inc.	President
Kay Chiodo	Deaf Link, Inc.	CEO
Carolyn Nava	Disability Action Center (DAC)	Executive Assistant
June Isaacson Kailes	Disability Policy Consultant	Disability Policy Consultant
Kate Marrone	Customer Care Manager	Liberty Utilities
Malorie Lanthier	North Los Angeles County Regional Center	IT Director
Fred Keplinger	Redwood Coast Regional Center	Emergency Management Coordinator
Tiffany Swan	San Diego Regional Center (SDRC)	Community Services Home and Community Based Services Specialist
Alexandra Green	The Center for Accessible Technology (C4AT)	Legal Counsel
Melissa Kasnitz	The Center for Accessible Technology (C4AT)	Legal Counsel

COLLABORATIVE COUNCIL PARTICIPANTS

Name	Organization	Title
Paul Marconi	Bear Valley Electric Services	President & Treasurer
Roseana Portillo	Bear Valley Electric Services	Senior Policy Advisor
Sean Matlock	Bear Valley Electric Services	Emergency Resource Manager
Tawny Re	Bear Valley Electric Services	Unknown
Robert Hand	California Foundation for Independent Living Centers (CFILC)	Interim Executive Director
Vance Taylor	California Governor's Office of Emergency Services (Cal OES)	Chief, Office of Access and Functional Needs
Anne Kim	California Public Utilities Commission (CPUC)	Regulatory Analyst
James Cho	California Public Utilities Commission (CPUC)	Program Manager
Moustafa Abou-taleb	California Public Utilities Commission (CPUC)	Safety Policy Division
Andy Imparato	Disability Rights California (DRC)	Executive Director
Jordan Davis	Disability Rights California (DRC)	Attorney
Karen Mercado	Disability Rights California (DRC)	Senior Administrative Assistant
Susan Henderson	Disability Rights Education & Defense Fund (DREDF)	Executive Director
Chris Alario	Liberty Utilities	President, California
Edward Jackson	Liberty Utilities	President
Kate Marrone	Liberty Utilities	Customer Care Manager
Matthew McVee	PacifiCorp	Vice President, Regulatory Policy and Operations
Pooja Kishore	PacifiCorp	Regulatory Affairs Manager
Aaron Carruthers	State Council on Developmental Disabilities (SCDD)	Executive Director
Brian Weisel	State Council on Developmental Disabilities (SCDD)	Legal Counsel

Appendix B

Wildfire Messaging Awareness

November 2022



Prepared by

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com

MDC Research

Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety.

Specific research objectives include:

- Measure awareness of Pacific Power messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Evaluate PSPS experience
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Pacific Power's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- Pacific Power residential and business customers in California
- Pacific Power critical customers

Methodology

- This study was conducted using a mix of online and phone surveys
- Surveys available to customers in English and Spanish
- A total of 576 surveys, including 30 from critical customers, were completed between November 3 and November 19, 2022
 - Phone: 80 completed surveys
 - Web: 496 completed surveys

Key Findings

67% are aware of wildfire safety communications, which is significantly higher than the prior wave (58%). Pacific Power remains the primary sources for wildfire preparedness information, and **personal preparedness** and **vegetation management** remain the most common messages recalled, although mention of vegetation management decreasing significantly.

Email, social media, and TV news are the most channels for wildfire communications.

Local organizations or community centers, bill inserts, and the **Pacific Power website** are considered the clearest sources for information about wildfire preparedness, with the **Pacific Power website** also considered the most useful source.

71% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire, consistent with previous waves. **Trimming vegetation around properties** remains the most common action taken and mention of **creating defensible space** has decreased since last wave, while participation in the **generator rebate program** has increased. Recallers remain more likely than Non-Recallers to say they have taken actions (78% vs 56%).

58% are aware of Pacific Power's efforts to prune vegetation around power lines in higher-risk areas, which remains the most common effort recalled. Recallers remain more likely than Non-Recallers to be aware of Pacific Power's efforts to reduce the risk of wildfire.

56% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is consistent with March 2022 but down from November 2021. **TV News** remains the main source of PSPS communication, followed by **email**. **Recallers** are significantly more likely than Non-Recallers to mention email (**39% vs 4%**), Pacific Power website (**25% vs 7%**), newspaper (**18% vs 9%**), and bill insert (**17% vs 7%**).

77% understand the following statement about PSPS: "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather."

Food replacement and heating and cooling are the most common concerns during an extended power outage.

23% experienced PSPS event in the past year. On average, customers have received **0.8 PSPS notifications** and experienced **0.4 PSPS events**. **Half** agree that **notifications should be sent if there is any possibility of a PSPS**, and another 34% say **notifications should be sent if there is a high likelihood**.

Among those who experienced PSPS, **more than half (55%) say they received adequate notification** and information to prepare for an event. Better and more timely communications are the main suggestions for improvement.

Of those who experienced a PSPS, **36% are aware of community resource centers**; 14% of those aware report visiting a CRC.

Satisfaction with all types of outreach and engagement is consistent with March 2022, and remains moderate.

More than half (54%) are aware of the **ability to update their contact information for PSPS**. Of those, two thirds have updated their contact information.

One fourth know **whether their address is in PSPS area**, consistent with March 2022. One in six are aware of a map on Pacific Power's website; awareness remains higher among Recallers than Non-Recallers (22% vs 8%).

Of those relying on electricity for medical needs more than one quarter (28%) are aware Pacific Power provides additional notices.

2% say it would be helpful for them or anybody else in their household to receive communication in another language, with Spanish most commonly mentioned.

Recommendations

Continue to use email and social media to reach customers; evaluate TV news cadence, as TV is no longer the top information channel.

Maintain efforts to leverage local organizations or community centers to reach the community. While this resource isn't widely used, it is considered highly clear and useful. Bill inserts are also highly clear and useful and are an excellent way to reach more vulnerable customers without access to email or the web. In addition to the content that can be included on a bill insert, use that as a resource to direct customers (with internet access) to the Pacific Power website.

Evaluate the current off-season messaging plan. Communication awareness is up considerably from the early season March 2022 research, which follows a pattern seen over the past three years.

Plan the timing of communications strategy to include a push in late spring, with a focus on aligning with fire preparedness week in early May and include messaging about how to prepare for PSPS. Recall of PSPS was up compared to the early season March 2022 wave, but down compared to November of 2021 and November 2020, so attention to PSPS is warranted.

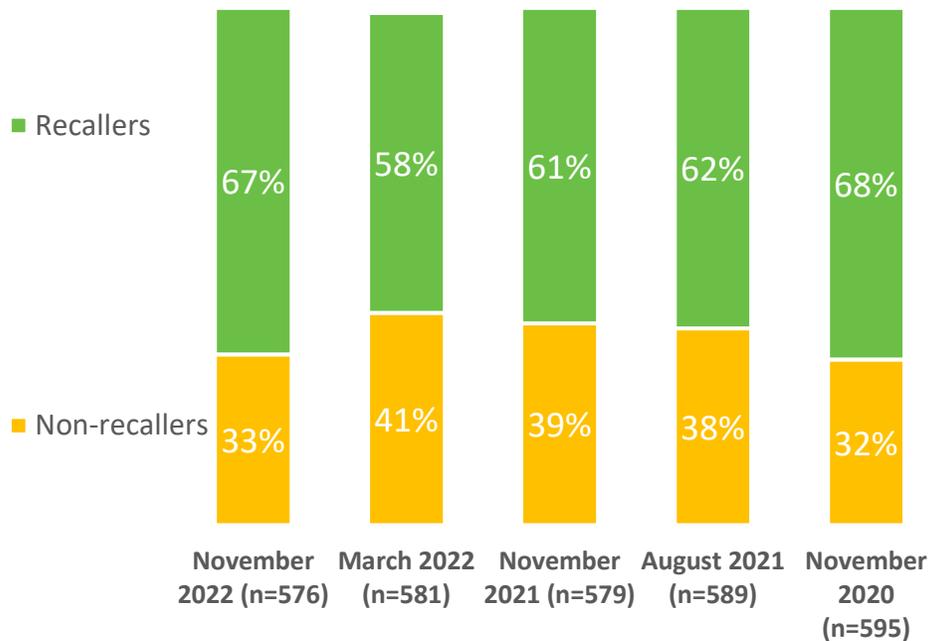
In addition to focusing on PSPS preparation, educate the public about the steps Pacific Power is taking to mitigate the risk of wildfires (including vegetation management and equipment maintenance), and communicate that a shutdown is the last resort to prevent a devastating fire.

Continue efforts to promote the Generator Rebate Program, as awareness and usage remains low. CBO feedback indicates this program has an opportunity to support the most vulnerable community (those with medical needs, low-income, and remote rural customers).

Wildfire Safety Communications Awareness

- Two thirds (67%) say they have seen or heard communications about wildfire safety in the past year, significantly higher than March 2022 (58%)
- Communication Recallers are significantly more likely than Non-Recallers to own their home (82% vs 72%), while Non-Recallers are significantly more likely to rent their home (22% vs 15%)
- Recallers are more likely than Non-Recallers to be 65 years of age or older (62% vs 47%), while Non-Recallers are more likely to be age 18–54 (26% vs 15%)

Communication Awareness



	Recallers (n=384)	Non-Recallers (n=192)
Gender	Male – 59% Female – 38%	Male – 56% Female – 37%
Age	18-54 – 15% 55-64 – 22% 65+ – 62%	18-54 – 26% 55-64 – 23% 65+ – 47%
Median Income	\$52K	\$47K
Home Ownership	Rent – 15% Own – 82%	Rent – 22% Own – 72%
Primary Language is not English	11%	14%
Responded they Rely on Electricity for Medical Needs	24%	26%

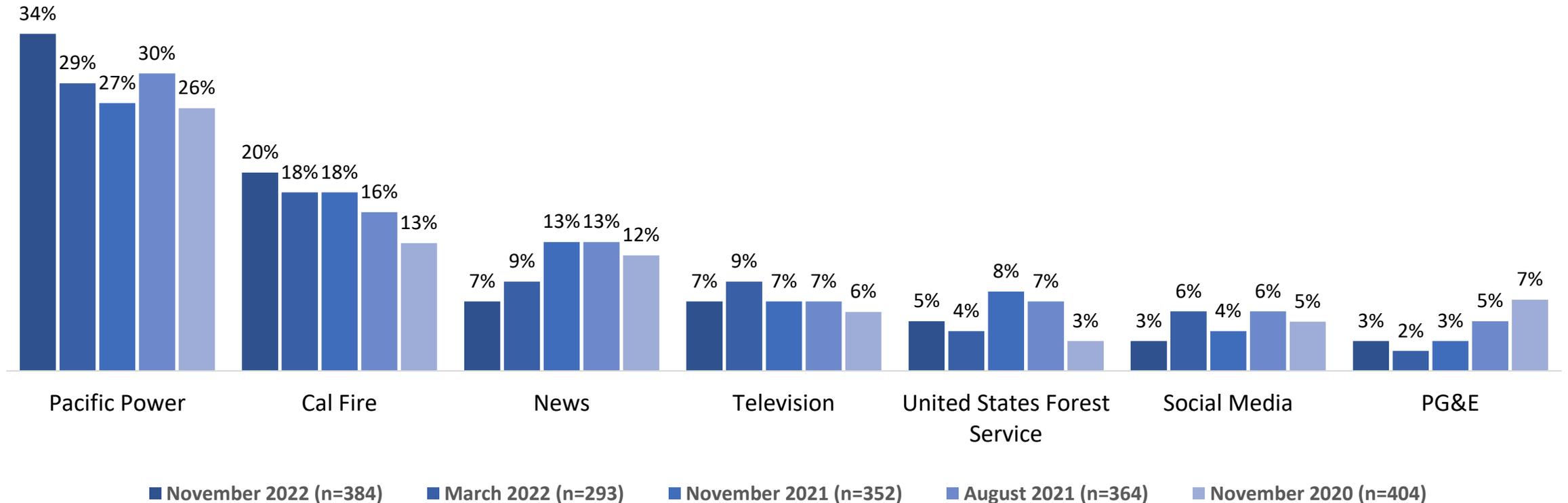
Communication Recall (among those aware of communications)



Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of communication about wildfire preparedness (34%), statistically consistent with March 2022 (29%)

Wildfire Preparedness Communications Sources
(among those who recall communication)



Wildfire Preparedness Communications Messages

- Of those who recall communications (Recallers), nearly two thirds recall messages about personal preparedness (62%)
- Recall of messaging about vegetation management decreased significantly, from 65% in March 2022 to 52% in November 2022
- Recall of messaging about support tools from local emergency services increased significantly, from 19% in March 2022 to 30% in November 2022

Communications Messages Recalled

(among those who recall communication)

		March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)	Nov 2020 (n=404)
Personal Preparedness	62%	61%	53%	51%	49%
Vegetation Management	52% ↓	65%	68%	66%	67%
Local Emergency Services – Resources	36%	32%	39%	42%	42%
Public Safety Power Shutoff – De-Energization of Power	33%	32%	37%	40%	43%
Pacific Power's Wildfire Mitigation Plan	30%	25%	27%	27%	25%
Local Emergency Services – Support Tools	30% ↑	19%	25%	23%	24%
Notifications & Updating Customer Information	29%	24%	20%	22%	30%
Community Resource Centers	25%	19%	25%	27%	34%
CPUC designation of high wildfire threat areas	22%	21%	24%	23%	25%
Medical Needs – Plan for any medical needs	19%	24%	32%	32%	32%
Enhanced Wildfire Safety Settings	15%	Added November 2022			
Weather Stations	13%	16%	20%	21%	16%

Information Channels for Wildfire Communications

- Four in ten respondents mention email (40%), followed by social media (34%), and TV news (32%)
- Those 65 years of age or older are more likely to mention TV news, and social media than those 18-45 years of age (36% vs 19% & 37% vs 13%, respectively) and are more likely to mention newspaper and family, friends, co-workers than those 45-64 years of age (23% vs 10% & 21% vs 10%, respectively)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

March 2022 (n=293) Nov 2021 (n=352) Aug 2021 (n=364) Nov 2020 (n=404)

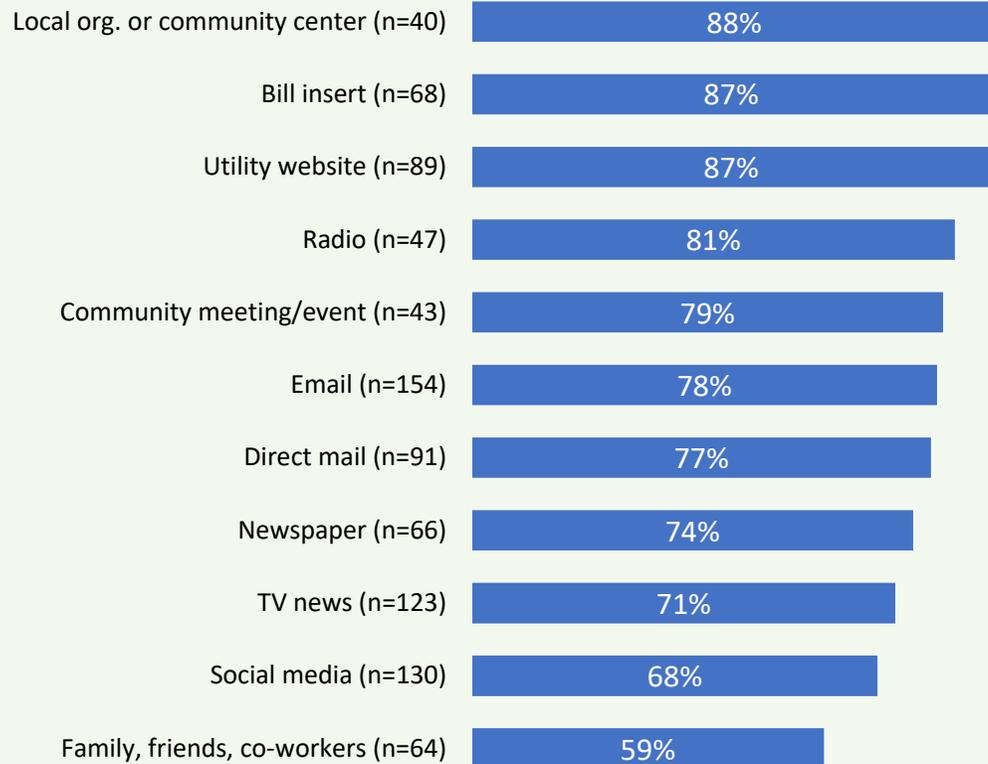
Channel	Percentage	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)	Nov 2020 (n=404)
Email	40%	29%	36%	35%	40%
Social Media	34%	36%	38%	37%	36%
TV News	32%	38%	38%	41%	39%
Direct Mail	24%	17%	17%	17%	17%
Pacific Power Website	23%	28%	22%	21%	25%
Bill Insert	18%	16%	16%	16%	21%
Family, Friends, Co-Workers	17%	26%	20%	18%	26%
Newspaper	17%	22%	20%	18%	24%
Radio	12%	14%	15%	14%	17%
Community Meeting or Event	11%	13%	13%	9%	7%
Local Organization or Community Center	10%	15%	13%	12%	13%
Other Website	4%	21%	24%	26%	25%

Information Usefulness and Clarity

- Local organization or community center is rated highest in terms of clarity (88%), followed by bill inserts (87%) and the Pacific Power website (87%)
- With respect to usefulness, the Pacific Power website (80%) is most useful, followed by community meeting/event (74%), local organization or community center (73%) and newspaper (73%)

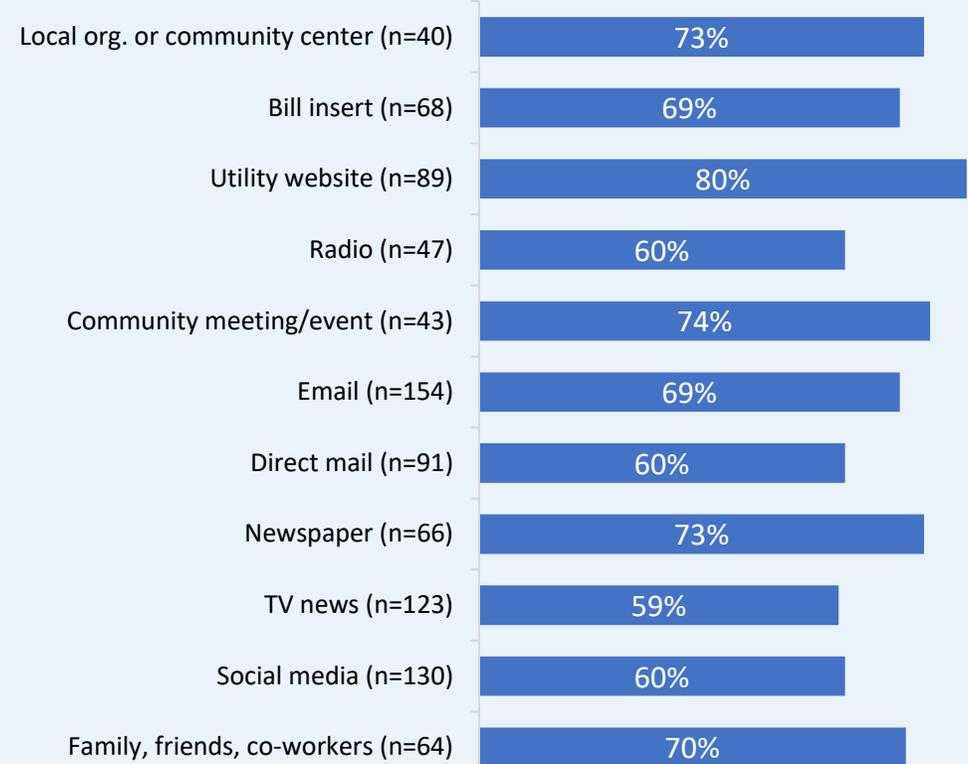
Clarity

(Top-2-Box)



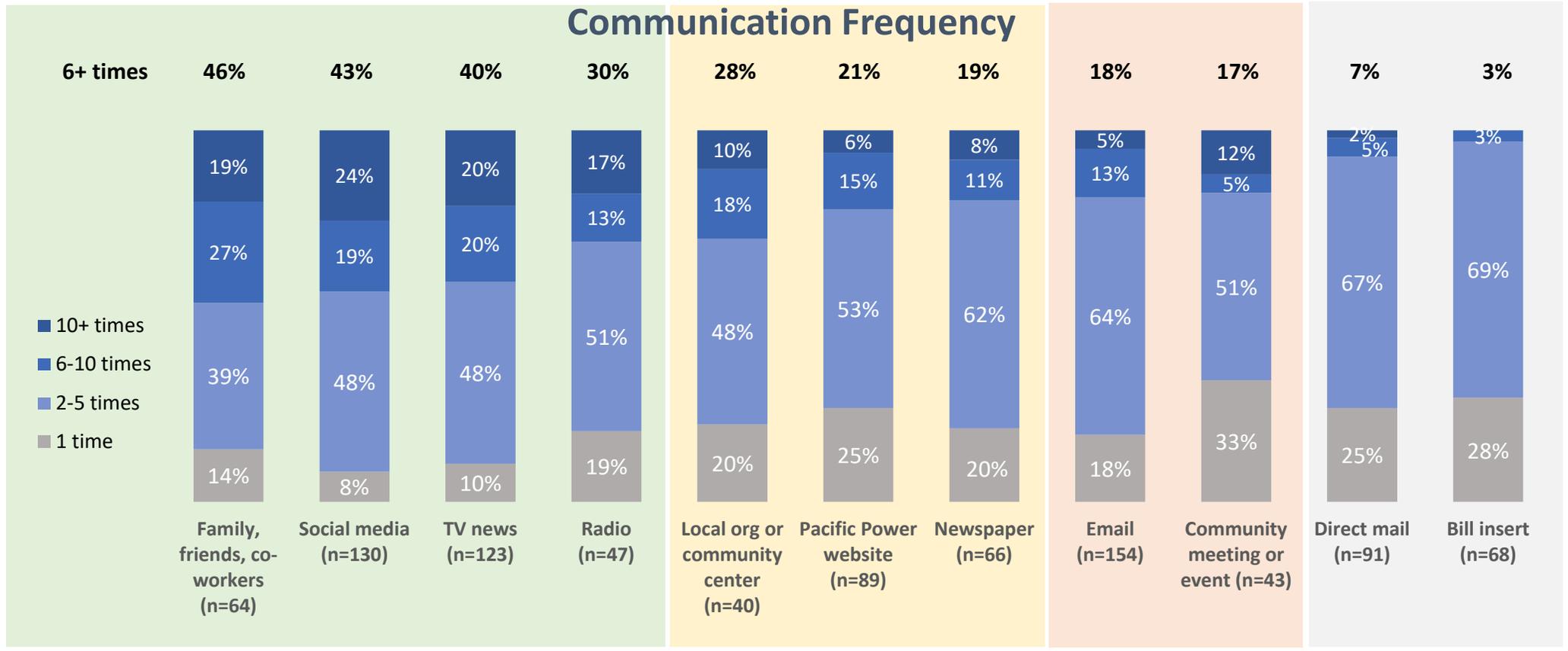
Usefulness

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Communication Frequency

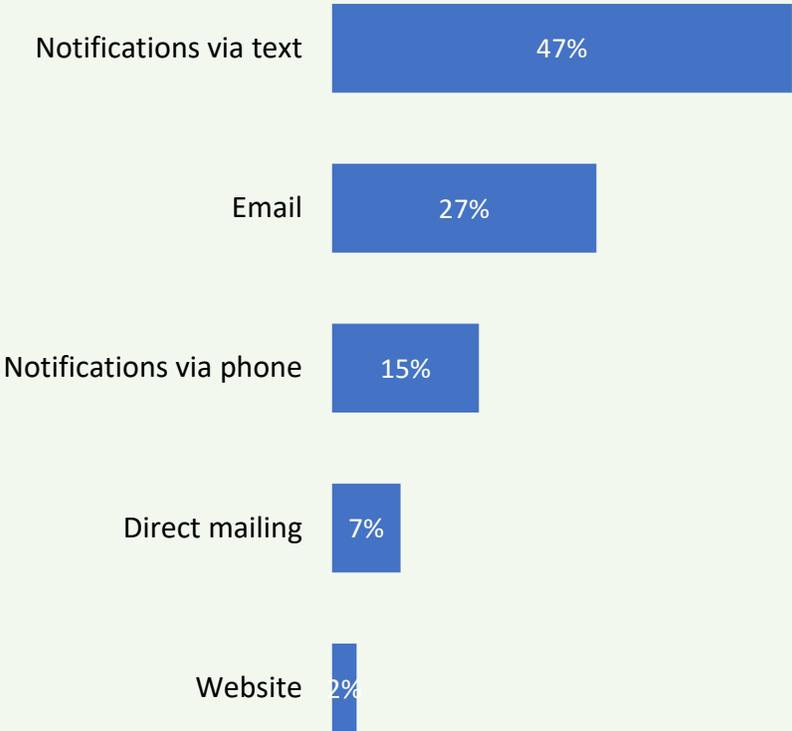
- Respondents say they most frequently see or hear messages about wildfire preparedness from family, friends, coworkers, social media, TV news, and radio



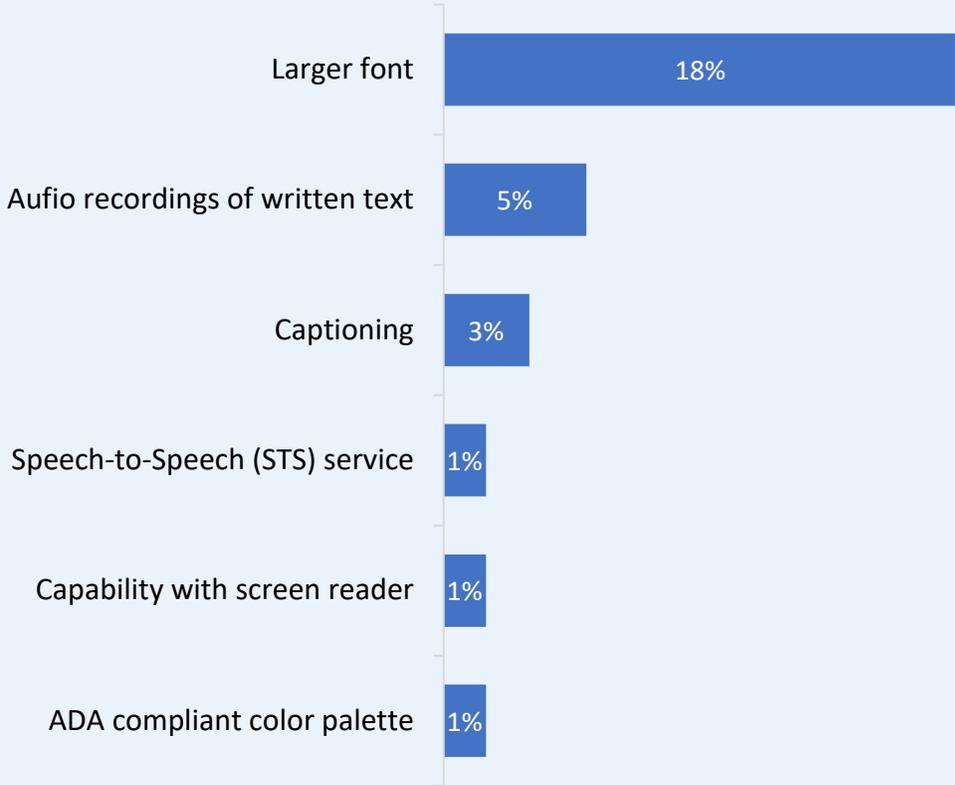
Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Pacific Power (47%) followed by email (27%); larger font is considered the most helpful (18%) element that could be incorporated

Most Effective Communications



Helpful Elements



QA6 What method of communication from Liberty do you find most effective? (n=576, Total)
QA12 Regardless of how communications from Liberty are received, which, if any, of the following would be helpful for you? (n=576, Total)

Wildfire Preparedness Actions Taken



Wildfire Preparedness

- Seven in ten say they have taken actions to prevent or prepare their home or business in the event of a wildfire; Recallers are significantly more likely than Non-Recallers to say they have taken actions (78% vs 56%)
- Customers are significantly less likely to indicate they created a defensible space in comparison with March 2022 (26% vs 34%)
- Customers are significantly more likely to indicate they participated in a generator rebate program in comparison with March 2022 (8% vs 0%)
- Recallers are significantly more likely than Non-Recallers to say they have prepared an emergency kit (14% vs 7%) and that they have prepared an emergency readiness plan and contact information (4% vs 1%)

Took Actions to Prevent or Prepare for a wildfire



March 2022 (n=581)	73%
November 2021 (n=579)	73%
August 2021 (n=589)	73%
November 2020 (n=595)	75%

Actions Taken

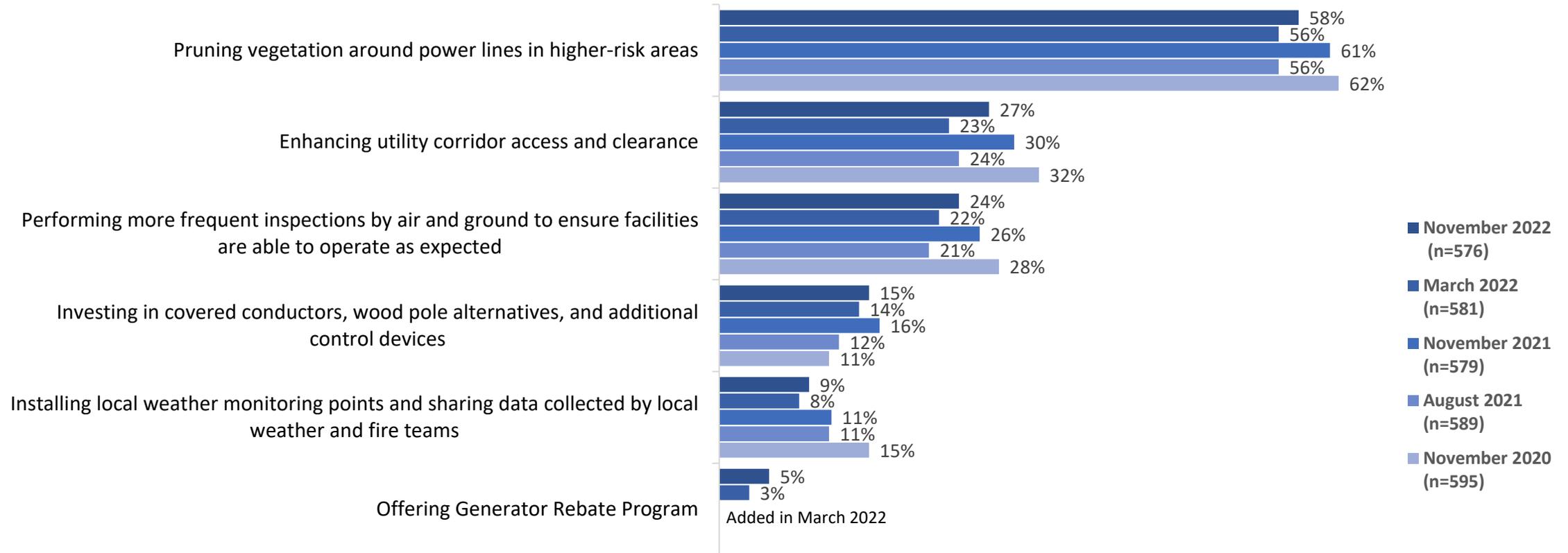
(among those taking action)

	Nov 2022 (n=408)	March 2022 (n=423)	Nov 2021 (n=420)	Total Aug 2021 (n=431)	Nov 2020 (n=444)
Trimmed vegetation around home or property	69%	71%	75%	75%	82%
Created defensible space	26%	34%	18%	17%	--
Prepared an emergency kit	12%	12%	13%	14%	16%
Participated in generator rebate program	8%	--	Added in March 2022		
Watering/installed watering systems	5%	10%	8%	11%	8%
Prepared an emergency readiness plan and contact information	3%	10%	7%	15%	6%

Awareness of Pacific Power's Efforts

- Awareness of Pacific Power's efforts remains statistically consistent with March 2022 results
- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (58%)
- With the exception of offering a generator rebate program, Recallers remain significantly more likely than Non-Recallers to be aware of all Pacific Power efforts to reduce the risk of wildfire

Awareness of Pacific Power's Efforts to Reduce Wildfire Risk

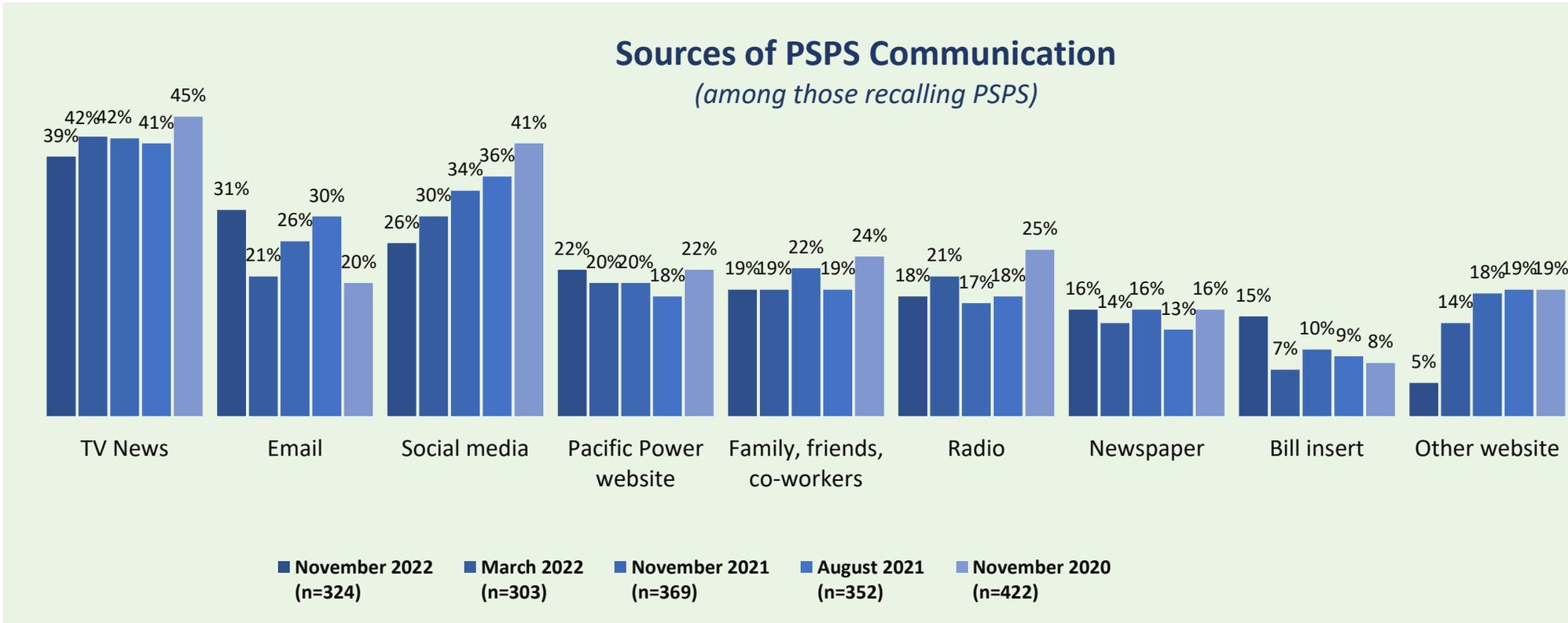
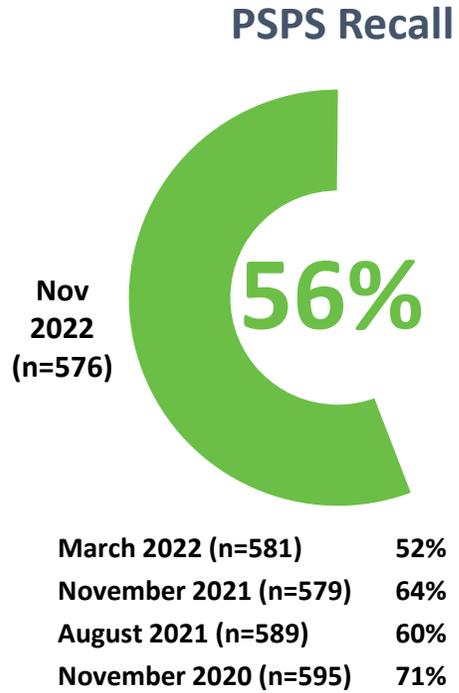




Awareness of Public Safety Power Shutoff

PSPS Awareness

- Just over half (56%) indicate seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is in line with March 2022 (52%) findings; Recallers are significantly more likely than Non-Recallers to be aware of PSPS (66% vs 36%)
- TV News remains the main source of PSPS communication; Recallers are significantly more likely than Non-Recallers to mention email (39% vs 4%), Pacific Power website (25% vs 7%), newspaper (18% vs 9%), and bill insert (17% vs 7%)



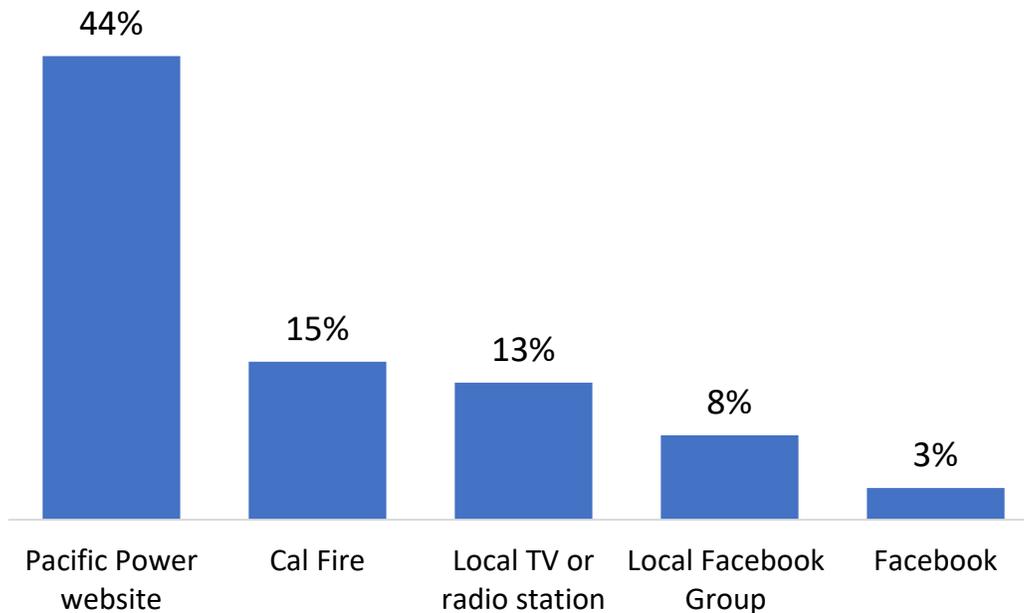
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=576; Total)
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=324; Recall PSPS communication)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers would turn to for PSPS information (44%)
- Consistent with previous waves, of those aware, three quarters understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather” (77%); critical customers are significantly more likely to select the following statement: “The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.” (60% vs 34% in comparison to random customers)

Top 5 Sources of PSPS Information



PSPS Understanding

	Nov 2022 (n=324)	Mar 2022 (n=303)	Nov 2021 (n=369)	Aug 2021 (n=352)	Nov 2020 (n=422)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	77%	80%	78%	81%	86%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	57%	64%	62%	66%	61%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	48%	52%	48%	51%	43%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	35%	38%	35%	41%	32%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	26%	Added in November 2022			

Awareness of Resources

- Almost three quarters (71%) indicate they are aware of the Low Income Home Energy Assistance Program, followed by just under three fifths saying they are aware of California Alternate Rates for Energy (59%) and special payment arrangements (57%)
- Recallers are significantly more likely than Non-Recallers to say they are aware of the majority of available resources

Awareness		Recaller (n=384)	Non-Recaller (n=192)
Low Income Home Energy Assistance Program (LIHEAP)	71%	77%	60%
CARE California Alternate Rates for Energy	59%	61%	54%
Special Payment Arrangements	57%	64%	43%
Electrical and Wildfire Safety Information	46%	61%	15%
ESA Energy Savings Assistance program	35%	36%	31%
Residential Energy Audit	25%	31%	11%
Community Resource Centers (PSPS)	23%	28%	11%
Calling 211	17%	19%	14%
Pacific Power PSPS Community Resource Centers (CRC)	13%	16%	7%
Medical Baseline Allowance	10%	12%	7%
Offering a Generator Rebate Program	7%	8%	4%
Offering a Free Portable Battery Program	5%	6%	2%
AFN Self-Identification	2%	3%	2%

Familiarity of Resources

- Almost half report that they have not investigated the resources, significantly higher among recallers (49%) compared with non-recallers (40%)
- Non-Recallers are significantly more like to report they have not seen any communications about resources (29% vs 16%)

Familiarity		Recaller (n=384)	Non-Recaller (n=192)
Have not investigated the resources	46%	49%	40%
Have not seen any communications	20%	16%	29%
No need for these resources	11%	12%	11%
Did not pay attention to communications	5%	5%	5%
Not interested in these resources	4%	3%	6%
Impairment or disability makes it difficult to learn about these resources	2%	2%	3%
Familiar with resources	2%	3%	1%
Contain good information	1%	1%	1%
Have applied for resources before	1%	1%	1%
Unaware of resources	1%	1%	--
Do not qualify for resources	1%	<1%	1%

Resources Used

- Of those who are aware of the resources available, half have used electrical and wildfire safety information, followed by just over two fifths (41%) who have used the California Alternate Rates for Energy

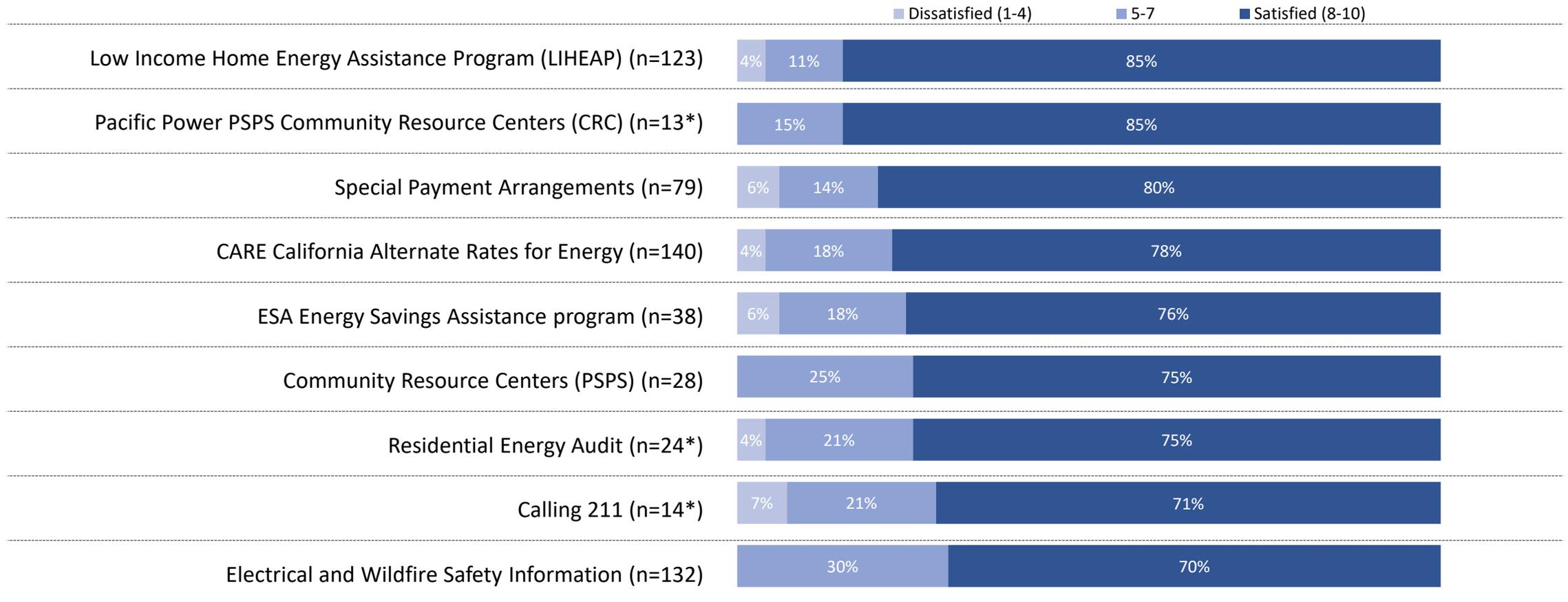
Resources Used (among those who are aware)

		Recaller	Non-Recaller
Electrical and Wildfire Safety Information (n=264)	50%	52%	31%
CARE California Alternate Rates for Energy (n=338)	41%	36%	54%
Low Income Home Energy Assistance Program (LIHEAP) (n=410)	30%	27%	38%
Offering a Free Portable Battery Program (n=27*)	30%	30%	25%
AFN Self-Identification (n=14*)	29%	27%	33%
Special Payment Arrangements (n=330)	24%	22%	29%
Community Resource Centers (PSPS) (n=130)	22%	19%	33%
ESA Energy Savings Assistance program (n=199)	19%	21%	15%
Residential Energy Audit (n=142)	17%	18%	9%
Pacific Power PSPS Community Resource Centers (CRC) (n=77)	17%	19%	7%
Calling 211 (n=100)	14%	15%	12%
Medical Baseline Allowance (n=59)	10%	9%	15%
Offering a Generator Rebate Program (n=40)	8%	9%	--

Satisfaction With Resources Used

- Among those using the various resources available, satisfaction is highest with Low Income Home Energy Assistance Program, and Pacific Power Community Resource Centers

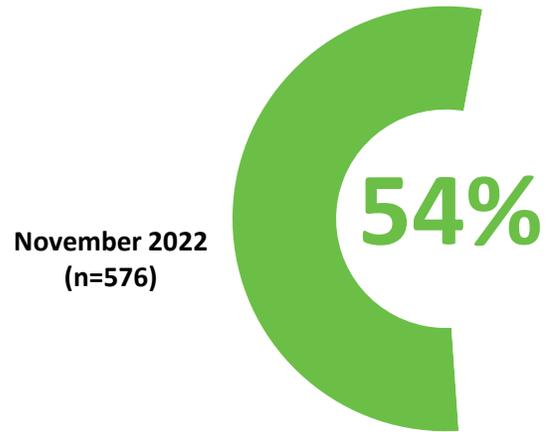
Resource Satisfaction



Contact Information for PSPS

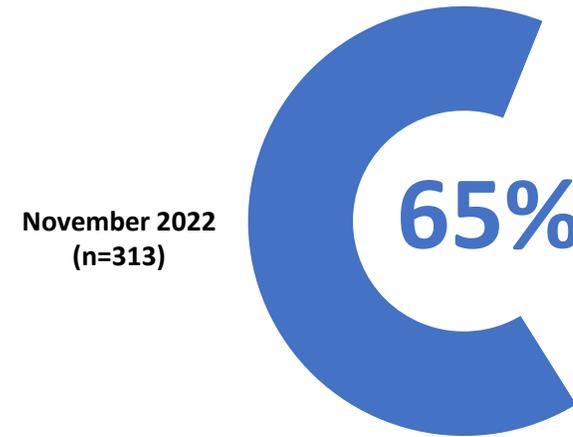
- Just over half (54%) of customers are aware they can update their contact information with Pacific Power; awareness among Recallers remains significantly higher than Non-Recallers (61% vs 42%)
- Two thirds (65%) of those aware they can update their information have done so, consistent with previous findings

Awareness of Ability to Update Contact Information for PSPS



March 2022 (n=581)	50%
November 2021 (n=340)	65%
August 2021 (n=301)	64%
November 2020 (n=374)	60%

Have Updated Contact Information *(among those aware they can update contact info)*

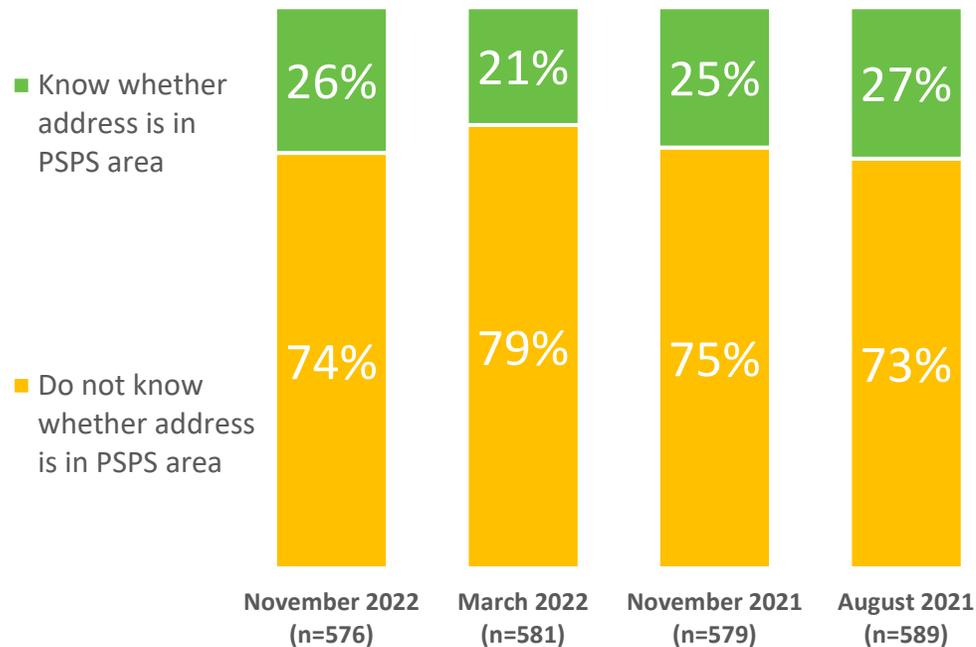


March 2022 (n=293)	64%
November 2021 (n=340)	65%
August 2021 (n=301)	64%
November 2020 (n=374)	60%

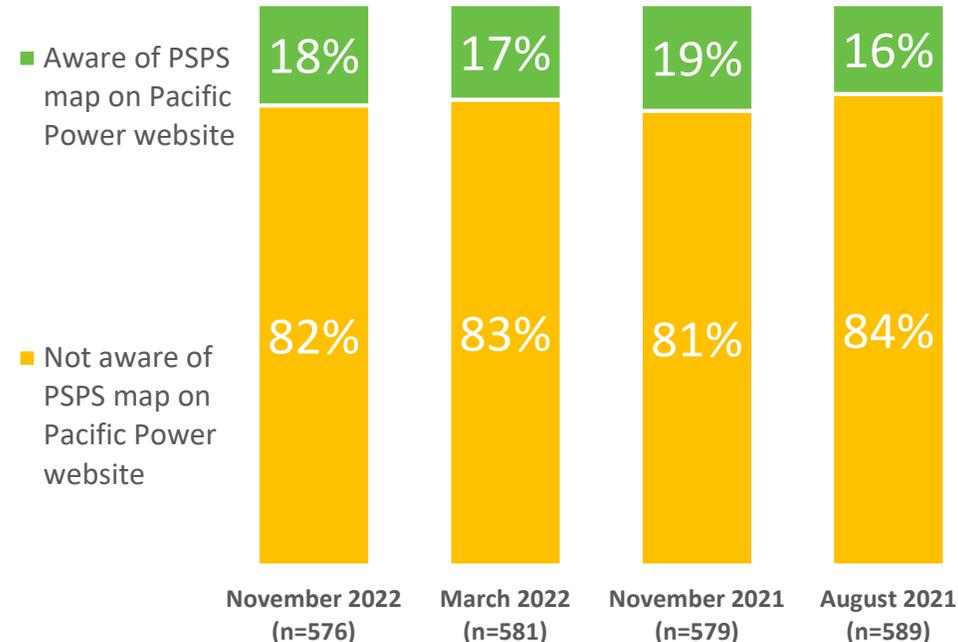
Awareness of PSPS Location Status

- One in four know whether their address is in a PSPS area (26%), significantly higher than in March 2022 (21%); awareness remains significantly higher among Recallers than Non-Recallers (31% vs 15%)
- One in six are aware of a map on Pacific Power’s website; awareness of the PSPS map remains higher among Recallers than Non-Recallers (22% vs 8%)

Awareness of Address in PSPS Area



Awareness of PSPS Map on Pacific Power website



Medical Needs and Language Preferences

One quarter (25%) responded that they rely on electricity for medical needs, consistent with the previous wave; Critical customers are significantly more likely to rely on electricity for medical needs (57% vs 23%)

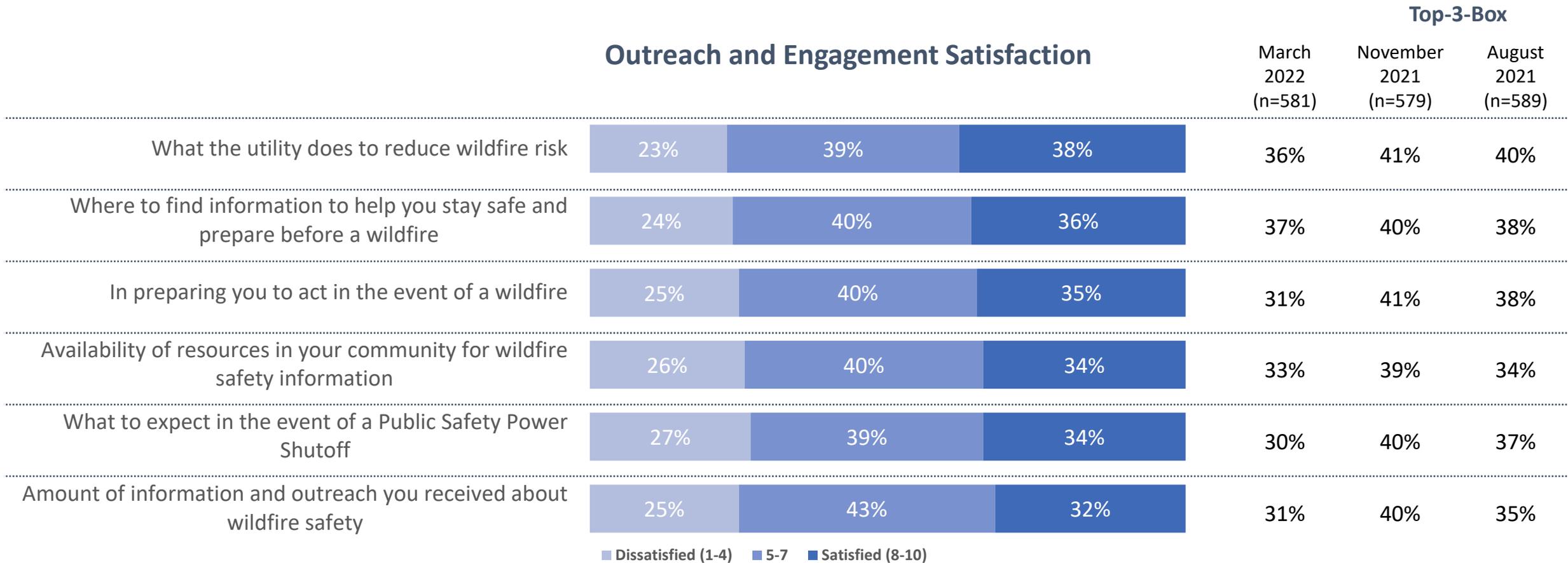
Of those relying on electricity for medical needs, 28% are aware Pacific Power provides additional notices; Recallers are significantly more likely to be aware of additional notices (34% vs 16%)

English is not a primary language for one in ten customers (12%), but is still preferred for communications for the vast majority (99%)

- Out of all respondents, 12 (2%) say it would be helpful for them or anybody else in their household to receive communication in another language
- When asked what their preferred language would be to receive communications from Pacific Power, Spanish (1% of all respondents), Mixteco (<1%), and Korean (<1%) are the only non-English languages mentioned

Outreach and Engagement Satisfaction

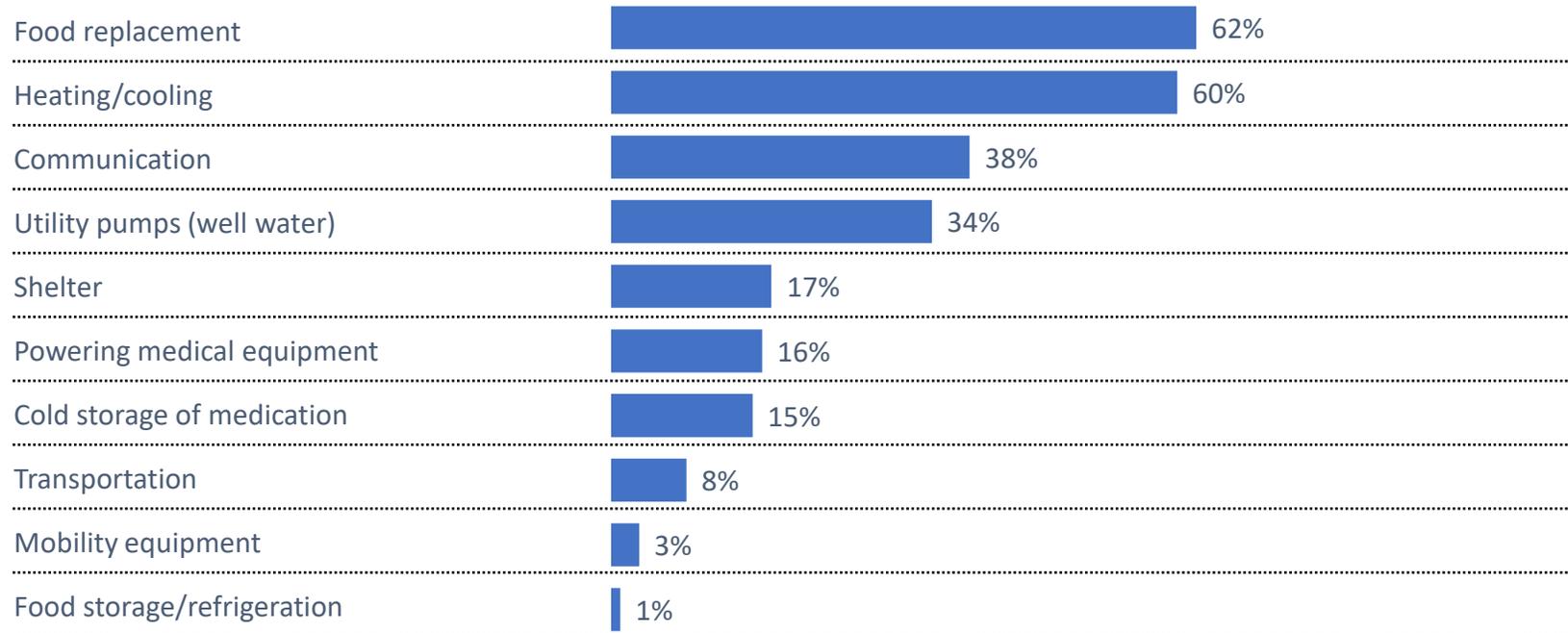
- Roughly one third (32% to 38%) of customers report being satisfied with all statements about outreach and engagement
- No significant changes in satisfaction were observed in comparison with March 2022 findings



Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (62%), heating/cooling (60%), and communication (38%)

Concerns or Challenges of an Extended Power Outage



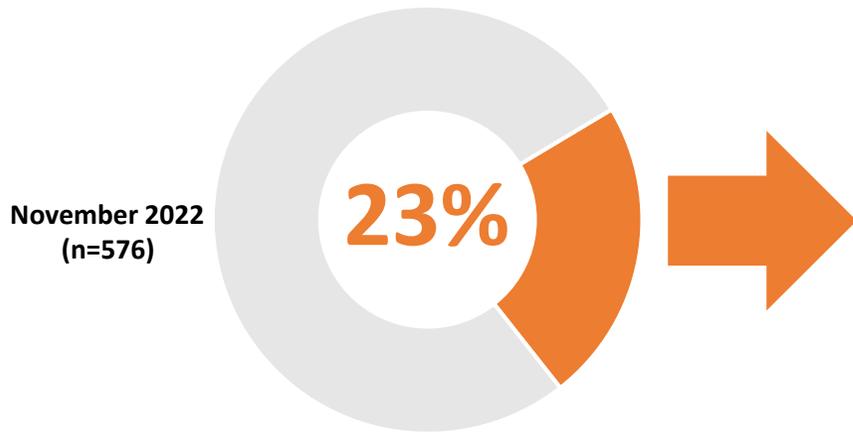
Post-PSPS



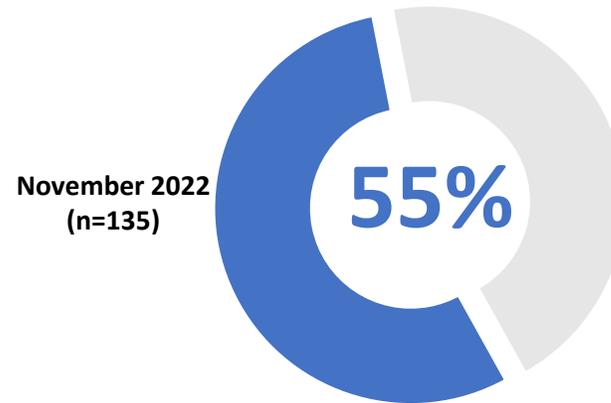
PSPS Experience

- A PSPS event was reported by 23% of all respondents, in line with March 2022 (19%)
- Among those who experienced PSPS, 55% indicated that they received adequate notification and information to prepare for the event; better communication followed by more time to prepare are the main suggestions for improvement

Experienced PSPS



Received Adequate Information *(among those experienced PSPS)*



Recommendations for Improvement

(n=135; Experienced PSPS this year)

Better communication	11%
Timing/more time to prepare	9%
Email notifications	4%

“Customers should be warned two days prior and receive a follow up notification to make sure they are sufficiently warned.”

“I would like to receive more and sooner text notifications”

Marc 2022 (n=581) 19%

March 2022 (n=108) 62%

November 2021 (n=579) 16%

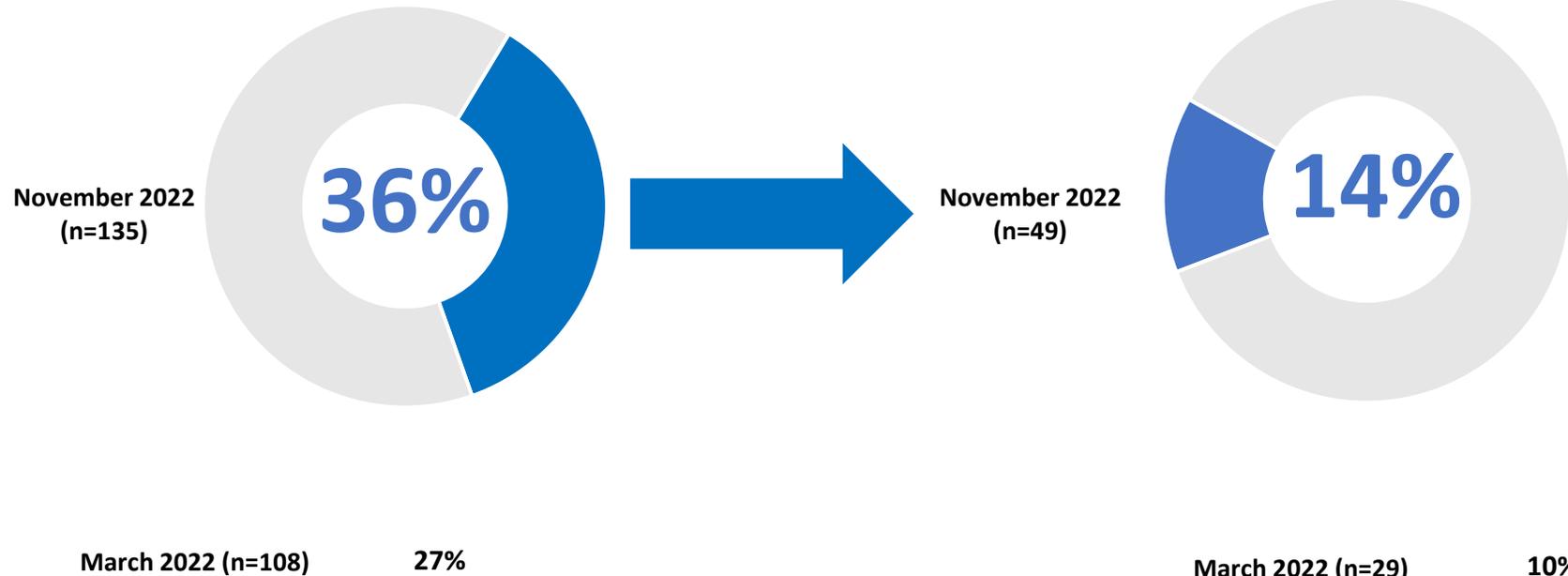
November 2021 (n=94) 81%

PSPS Community Resource Centers

- Of those who reported experiencing a PSPS event, just over one third (36%) are aware of Community Resource Centers
- Of those aware of Community Resource Centers, 14% report having visited one
- Of those who visited Community Resource Centers, 6 out of 7 report the CRC met their needs

Aware of Community Resource Center

(Among those experiencing a PSPS)

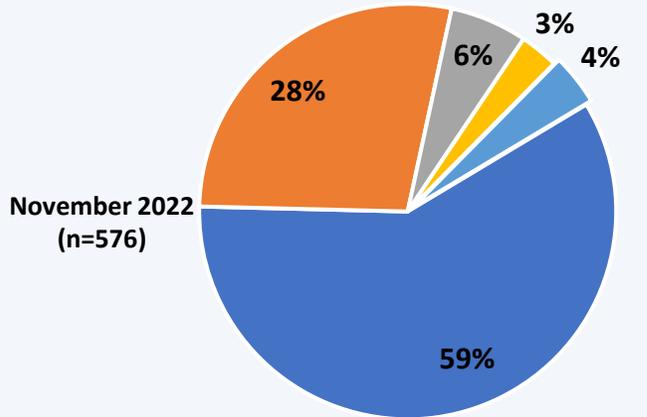


Engaged with community-based organization (CBOs) during outage	
Yes	4%
No	96%

PSPS Experience and Notifications

- On average, customers have received 0.8 PSPS notifications and experienced 0.4 power shutoffs
- Half (51%) say that notifications should be sent if there is any possibility of a PSPS
- 62% of those who report more notifications than PSPS events indicate the “false alarms” did not adversely affect them or cite positive impacts of the notification

PSPS Notifications

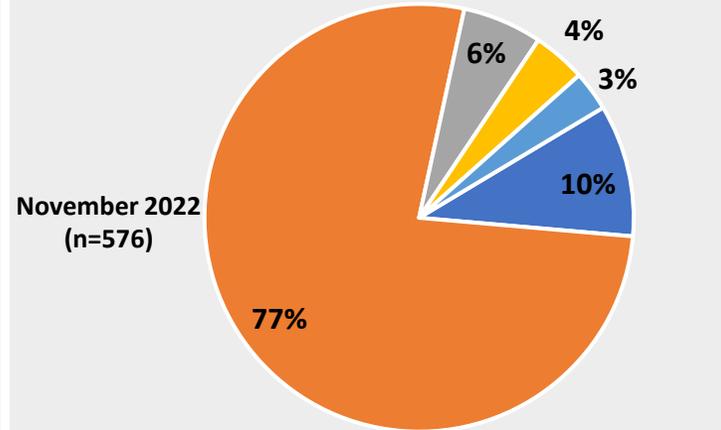


■ Don't know ■ None ■ One ■ Two ■ Three+

Average Number of Notifications

November 2022 (n=576)	0.8
March 2022 (n=581)	0.6

Public Safety Power Shutoffs



■ Don't know ■ None ■ One ■ Two ■ Three+

Average Number of Power Shutoffs

November 2022 (n=576)	0.4
March 2022 (n=580)	0.3

PSPS Notifications Perception

	Nov 2022 (n=576)	March 2022 (n=581)
Notifications should be sent if there is any possibility of a PSPS	51%	50%
Notifications should only be sent if there is a high likelihood of a PSPS	34%	33%
Notifications should only be sent if a PSPS is certain to occur	15%	17%

“False Alarms” Impact

“ I was glad to be apprised of it and that they were working on it ”

“ Did not affect me ”

31 QOSAT2. How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=576; Total)

QOSAT3. How many Public Safety Power Shutoffs have you experienced in the past year? (n=576; Total)

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=576; Total)

QOSAT5. In what ways did “false alarm” Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=29; Received more notifications than events)

Critical Customers Summary





Key Metrics: Random vs. Critical Customers

	Random Customers (n=546)	Critical Customers (n=30)
Aware of Wildfire Safety Communications	68%	50%
Aware of Communications from Pacific Power (among those aware)	33%	40%
Took Action to Prevent or Prepare for a Wildfire	71%	70%
Recall PSPS	57%	50%
Would Turn to Pacific Power Website for PSPS Info	45%	27%
Aware of Ability to Update Contact Info for PSPS	55%	47%
Know if Address is in PSPS Area	25%	33%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	53%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	26%	47%



Demographic Profiles: Random vs. Critical Customers

	Random Customers (n=546)	Critical Customers (n=30)
Gender	Male – 38% Female – 58%	Male – 30% Female – 67%
Age	18-54 – 18% 55-64 – 22% 65+ – 57%	18-54 – 17% 55-64 – 30% 65+ – 50%
Median Income	\$52K	\$24K
Home Ownership	Rent – 17% Own – 79%	Rent – 30% Own – 67%
Primary Language is not English	10%	33%
Responded they Rely on Electricity for Medical Needs	23%	57%

Bold denotes statistically significant difference between Random and Critical customers



Key Metrics: AFN vs. Non-AFN

	AFN Customers (n=509)	Non-AFN Customers (n=67)
Aware of Wildfire Safety Communications	68%	58%
Aware of Communications from Pacific Power (among those aware)	33%	36%
Took Action to Prevent or Prepare for a Wildfire	71%	69%
Recall PSPS	57%	52%
Would Turn to Pacific Power Website for PSPS Info	44%	46%
Aware of Ability to Update Contact Info for PSPS	54%	54%
Know if Address is in PSPS Area	26%	24%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	34%	30%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	28%	--

Bold denotes statistically significant difference between AFN and Non-AFN customers



Demographic Profiles: AFN vs Non-AF

	AFN Customers (n=509)	Non-AFN Customers (n=67)
Gender	Male – 38% Female – 59%	Male – 37% Female – 52%
Age	18-54 – 12% 55-64 – 22% 65+ – 64%	18-54 – 64% 55-64 – 28% 65+ – --
Median Income	\$45K	\$88K
Home Ownership	Rent – 17% Own – 79%	Rent – 16% Own – 75%
Primary Language is not English	13%	--
Responded they Rely on Electricity for Medical Needs	28%	--

Bold denotes statistically significant difference between AFN and Non-AFN customers

Respondent Profiles – AFN Criteria

	Total (n=576)	Random Customers (n=546)	Critical Customers (n=30)
AFN (NET)	88%	88%	93%
Age 65+	57%	57%	50%
<\$40K income	33%	32%	57%
Chronic conditions or injuries	28%	27%	50%
Limited access to transportation	10%	10%	13%
Physical, developmental, or intellectual disability	19%	17%	53%
Non-English language needs	1%	1%	3%
Medical need	25%	23%	57%



CBO Interviews

CBO Interviews

Three in-depth interviews were conducted with community-based organizations (CBOs) in the Pacific Power territory.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Pacific Power



CBO Interviews

Current Communications

- Fire departments report mixed engagement with Pacific Power when it comes to wildfire response and preparation, as well as preparation for PSPS events; smaller fire districts report limited contact around this topic while larger state agencies report a close working relationship
 - All fire departments report a positive working relationship with Pacific Power when it comes to sharing information and coordinating for emergency response, and working with multiple fire agencies
 - Larger agencies report better knowledge of fire mitigation practices (e.g., brush clearing, etc.), while this is a topic smaller agencies would like to know more about
- Economic development groups report a good relationship with their Pacific Power rep, but limited dialog related specifically to fire prevention/safety or PSPS
 - Pacific Power reps are perceived to be helpful at supporting the primary focus of business development activities
 - These organizations receive resources that can be shared with their member businesses around efficiency improvements and programs
- Communications received from Pacific Power tend to be personal communications with a rep (in-person or phone/email), and not part of a mass messaging campaign; this approach works for these agencies, and helps communications stand out

Spreading the Word

- Fire departments and CBOs are willing to help share information about wildfire safety, preparedness, and PSPS
 - Direct communications by Pacific Power are commonly recommended, including mailings, emails, or social media engagement
 - Information shared with multiple fire agencies can be passed along through official channels such as public information officers, city or county government, or through official social media channels
 - Fire departments can also get the word out through involvement with community meetings (such as Fire Preparedness Week), and encourage Pacific Power's participation as well
 - Fire agencies use automated phone or text messages (e.g., reverse 911), as well as door to door canvassing, in the event of emergencies but this is not suitable for informational communications
- In addition to direct messaging from Pacific Power, economic development groups recommend providing them information they can share with member businesses, and see this as an opportunity to help support their member base
 - Specific details unique to this audience include recommendations on how to prepare their property (particularly for hospitality industry) and business resiliency initiatives
- English and Spanish are the primary languages required; other languages such as Hmong exist in very small numbers in the community

CBO Interviews

Useful Information/Resources

- The most effective information and resources Pacific Power can provide to help prepare the community include:
 - Information about efforts to mitigate the risk of fire in the area; it is considered particularly important if a PSPS is necessary to inform the community of all other actions taken, and that an outage is a last resort
 - General information about best practices for brush clearing, preparing properties, food storage, evacuation, insurance coverage, water storage, and how to manage an extended power outage
 - Sharing information with fire agencies about weather monitoring, helping coordinate monitoring and emergency response with other utilities, and communicating logistics about mitigation activities (e.g., when/where tree trimming and brush clearing will take place) is mentioned specifically by fire agencies
- A marketing campaign about Pacific Power helping businesses and the community “prepare for the unexpected” would be perceived as a positive way to engage the community, generate goodwill, and help support local businesses and the economy of the region
- For emergency response agencies, maintaining close contact during fire or PSPS events is crucial
 - This is generally perceived as a current strength of Pacific Power
 - Communication and sharing information/resources with smaller utilities (e.g., weather monitoring) is also highly valuable and considered a strength of Pacific Power

PSPS Events

- Due to the constantly changing nature of PSPS events, frequent communication with fire agencies and the public is highly important
 - Emergency response agencies understand that situations frequently change and the need for flexibility around PSPS events; constant communication is key to handling fluid circumstances
 - Early and frequent communication is helpful, if possible; it is perceived to be better to provide proactive notifications and then updates if a PSPS is no longer necessary
 - Frequent communications about conditions are preferred during fire season, and regular educational content about preparation is recommended during the off-season on a quarterly basis; a big informational push is recommended for late spring/early summer to kick off fire season
- Special attention is required for those needing medical equipment, the elderly, low-income residents, and those in very isolated rural areas
 - Social media is considered a useful tool and widely used by all organizations, but it has some limitations when it comes to reaching the most vulnerable populations
 - Direct communications from Pacific Power (mailings, bill inserts) are optimal for reaching the general population with educational content, and reverse 911 is most effective in an emergency situation
 - Research participants are not aware of Pacific Power’s generator rebate program, but do acknowledge the need for support with generators for those with medical needs, in rural areas, and for those who cannot afford to purchase generators on their own



Demographic Profiles

Respondent Profiles

Gender	Total (n=576)	Recallers (n=384)	Non-Recallers (n=192)
Male	38%	38%	37%
Female	58%	59%	56%
Age			
18 to 24	<1%	--	1%
25 to 34	2%	2%	3%
35 to 44	9%	7%	13%
45 to 54	7%	6%	9%
55 to 64	23%	22%	23%
65 or over	57%	62%	47%
Prefer not to say	2%	1%	5%

Renter/Homeowner	Total (n=576)	Recallers (n=384)	Non-Recallers (n=192)
Own	79%	82%	72%
Rent	17%	15%	22%
Other	2%	2%	1%
Prefer not to say	2%	1%	5%
Household Income			
Less than \$20,000	14%	14%	15%
\$20,000 to \$39,999	19%	18%	20%
\$40,000 to \$59,999	14%	15%	13%
\$60,000 to \$89,999	14%	14%	15%
\$90,000 to \$129,999	13%	15%	10%
\$130,000 to \$199,999	4%	4%	4%
\$200,000 or more	3%	3%	3%
Prefer not to say	19%	18%	21%

Respondent Profiles: AFN vs. Non-AFN

Gender	Total (n=576)	AFN (n=509)	Non-AFN (n=67)
Male	38%	38%	37%
Female	58%	59%	52%
Age			
18 to 24	<1%	<1%	--
25 to 34	2%	1%	9%
35 to 44	9%	5%	36%
45 to 54	7%	6%	19%
55 to 64	23%	22%	28%
65 or over	57%	64%	--
Prefer not to say	2%	2%	7%

Renter/Homeowner	Total (n=576)	AFN (n=509)	Non-AFN (n=67)
Own	79%	79%	75%
Rent	17%	17%	16%
Other	2%	2%	--
Prefer not to say	2%	1%	9%
Household Income			
Less than \$20,000	14%	16%	--
\$20,000 to \$39,999	19%	21%	--
\$40,000 to \$59,999	14%	14%	15%
\$60,000 to \$89,999	14%	13%	24%
\$90,000 to \$129,999	13%	12%	24%
\$130,000 to \$199,999	4%	4%	6%
\$200,000 or more	3%	2%	6%
Prefer not to say	19%	18%	25%

Appendix C

POWER DELIVERY

California Wildfire Advisory Board

February 17, 2022



Risk Model



Situational
Awareness



System
Hardening



Communication

WILDFIRE SAFETY



Pacific Power
Rocky Mountain Power

Where We've Been and A Look Ahead

- **Introductions**
- **Objectives**
- **Organizational Improvements**
- **PSPS Zones**
- **New for 2022 PSPS Plan**
 - **Planned PSPS Tabletop Exercises**
 - **CRC Plans**
 - **PSPS Mitigation Programs**
 - **2022 Access and Functional Needs Update**
- **Q &A**
- **Next Steps**
 - **Suggestions for next meeting**
 - **Next meeting: May 2022**



Introductions

Pacific Power

- Allen Berreth, Vice President T&D Operations
- Amy McCluskey, Managing Director, Wildfire Safety & Asset Management
- Heide Caswell, Director of Asset Performance and Wildfire Mitigation
- Todd Andres, Regional Business Manager
- Drew Hanson, Senior Communications Representative
- Erik Brookhouse, Vice President System Operations
- Melissa Nottingham, Manager, Stakeholder Policy & Engagement
- Pooja Kishore, California Regulatory Affairs Manager

Board Members

- Heather Hadwick, Modoc County Emergency Services
- Bryan Schenone, Siskiyou County Emergency Services
- Nancy Ogren, Supervisor Elect, Siskiyou County
- Veronica Rivera, Director of Facilities, College of the Siskiyou's
- Ed Valenzuela, Supervisor, Mt. Shasta Region, Siskiyou County
- Giselle Nova, Chair, Siskiyou County Fire Council
- Paul Hamann, General Manager, Roseburg Forest Products
- Josh Saxon, General Manager, Karuk Tribe
- Gary Freeman, Community AFN Representative
- Chester Robertson, County Administrator, Modoc County



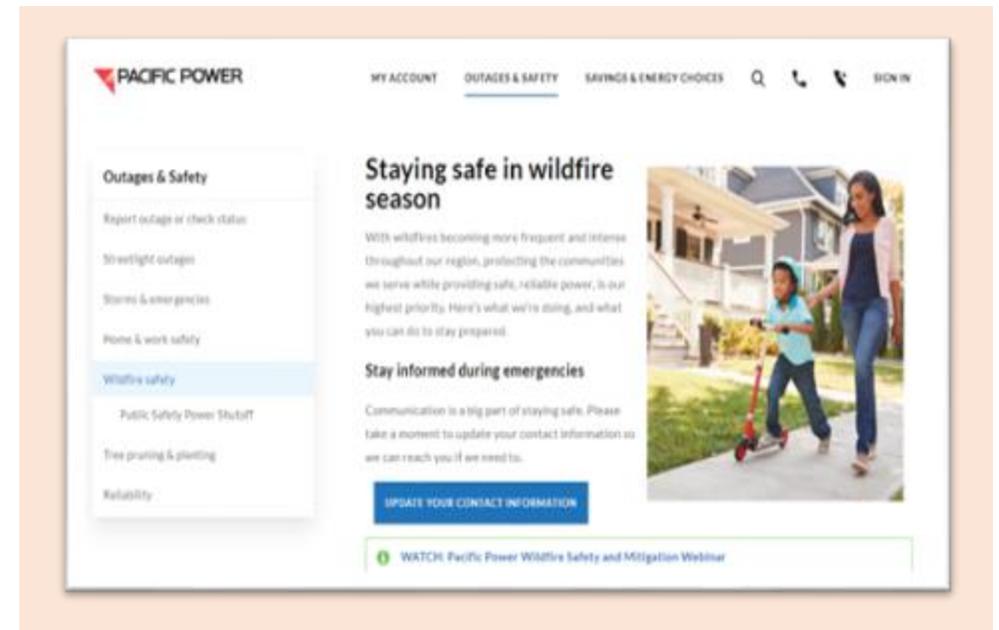
Objectives

- Provide a formal environment to share lessons learned between communities and PacifiCorp
- Gather feedback from this working group on de-energization

The wildfire advisory board will advise on all wildfire matters including all aspects of Pacific Power's mitigation plans, communications and public safety power shutoff.¹

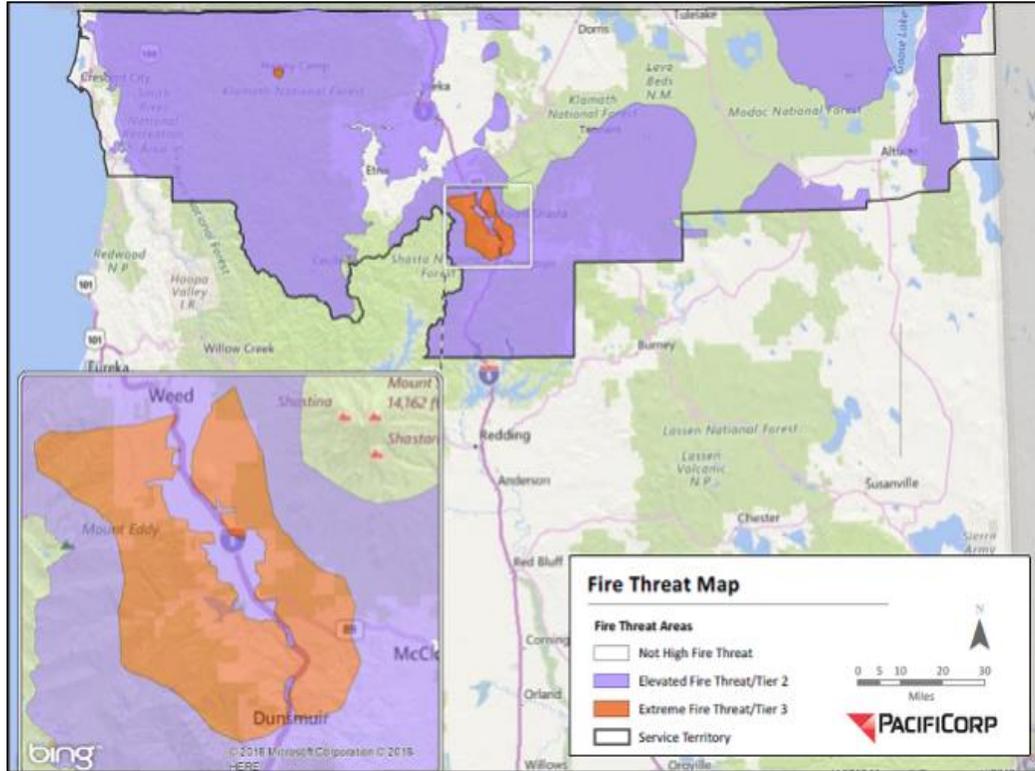
Wildfire Advisory Board Schedule and Topics

February	Q1 Meeting	2022 Kickoff and Plan Review
May	Q2 Meeting	Pre-Fire Season Check In / PSPS Preparedness
August	Q3 Meeting	Mid Fire Season Check-in / 2022 WMP Update-Review
November	Q4 Meeting	End of Year Wrap Up



¹ Meetings are planned to align with Decision 20-05-051 Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk

PacifiCorp's California Service Territory



PacifiCorp provides electricity to 45,000 customers via 63 substations, 2,521 miles of distribution lines, and 784 miles of transmission lines across nearly 11,000 square miles, of which just under half are inside a PSPS Zone (PDZ).

ASSET SUMMARY

Asset Type	Total	HFTD	Feeder Count	% of Total PSPS Zone	% of Total
Overhead Transmission Lines (miles)	784	393	30	50%	0%
Overhead Distribution Lines (miles)	2,521	824	58	33%	14%
OH Total (miles)	3,305	1,217	88	37%	11%
Substations	63	32		51%	



Established Meteorology Department

Advanced Awareness

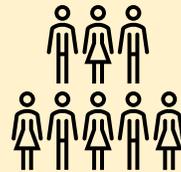
- Staffing multiple meteorologists
- 24/7 monitoring and forecast alerts
- Enhanced integration with system risk analysis
- Aid in operational decision making



Expanded Emergency Management Department

Enhanced PSPS Response

- Increased coordination with agencies and communities
- Emergency preparedness training
- Expand ability for community tabletop exercises



Addition of Wildfire Program Delivery Team

Improved Mitigation

- Customer program development
- Wildfire safety field visits
- Compliance with state wildfire plans

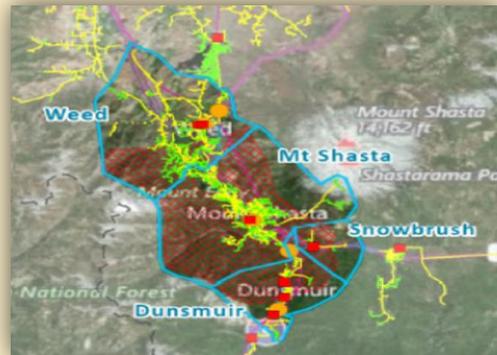


PSPS Zones and Protocols

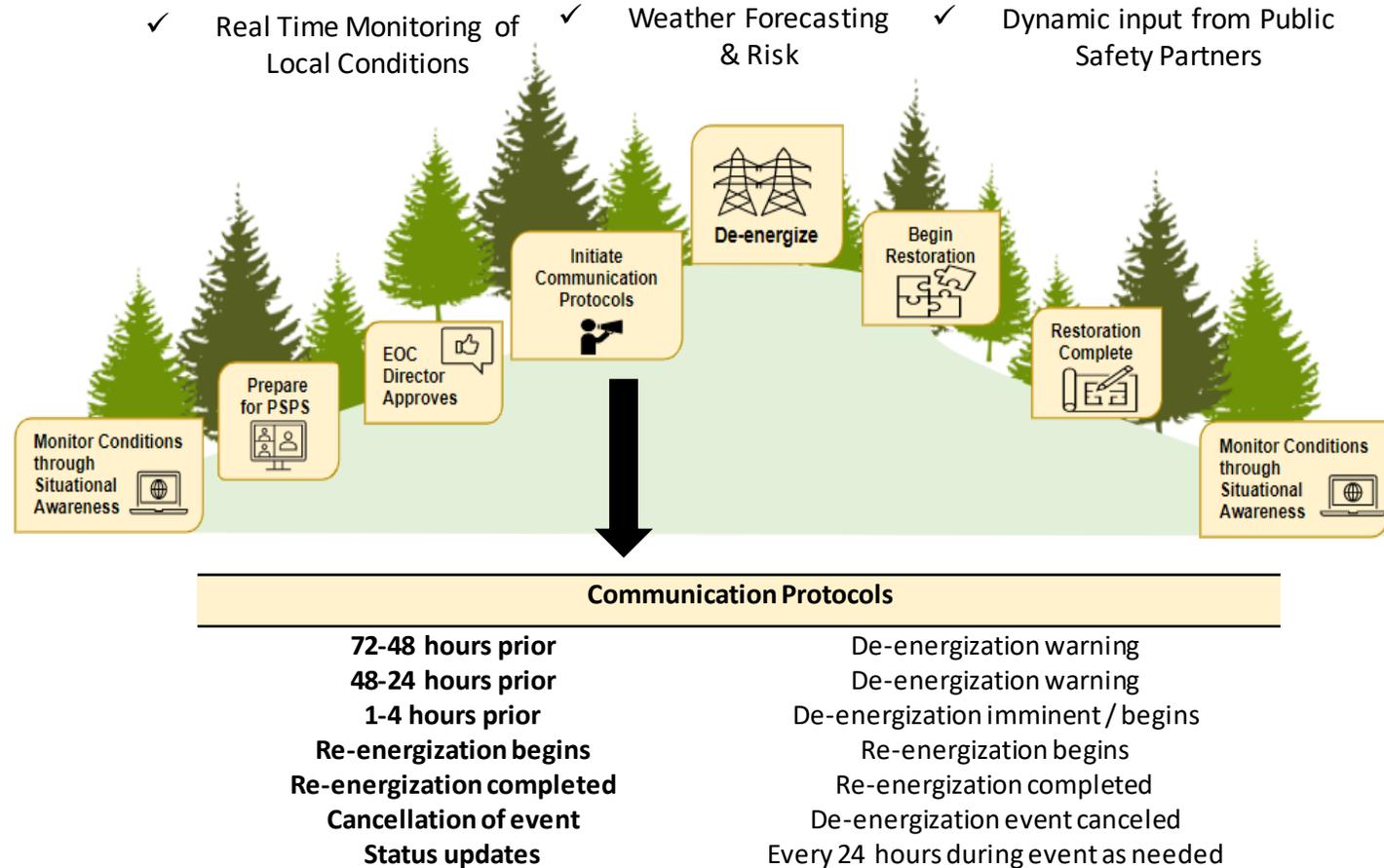
PSPS ZONE SUMMARY

PDZ Zone	Substation	Customers	Total Miles	OH Miles	UG Miles	# Of Circuits
Happy Camp	Seiad, Happy Camp	865	54	48	6	3
Weed	Weed, International Paper	2,589	72	10	62	5
Mt. Shasta	Mt. Shasta	5,074	163	86	77	6
Dunsmuir	N & S Dunsmuir, Nutglade	1,896	39	30	9	5
Snowbrush	Snowbrush	17	5	4	1	1
Total	9 Substations	10,441	333	179	155	20

PacifiCorp identified two extreme risk geographic locations generally centered around Tier 3. These locations are subdivided into 5 discrete zones



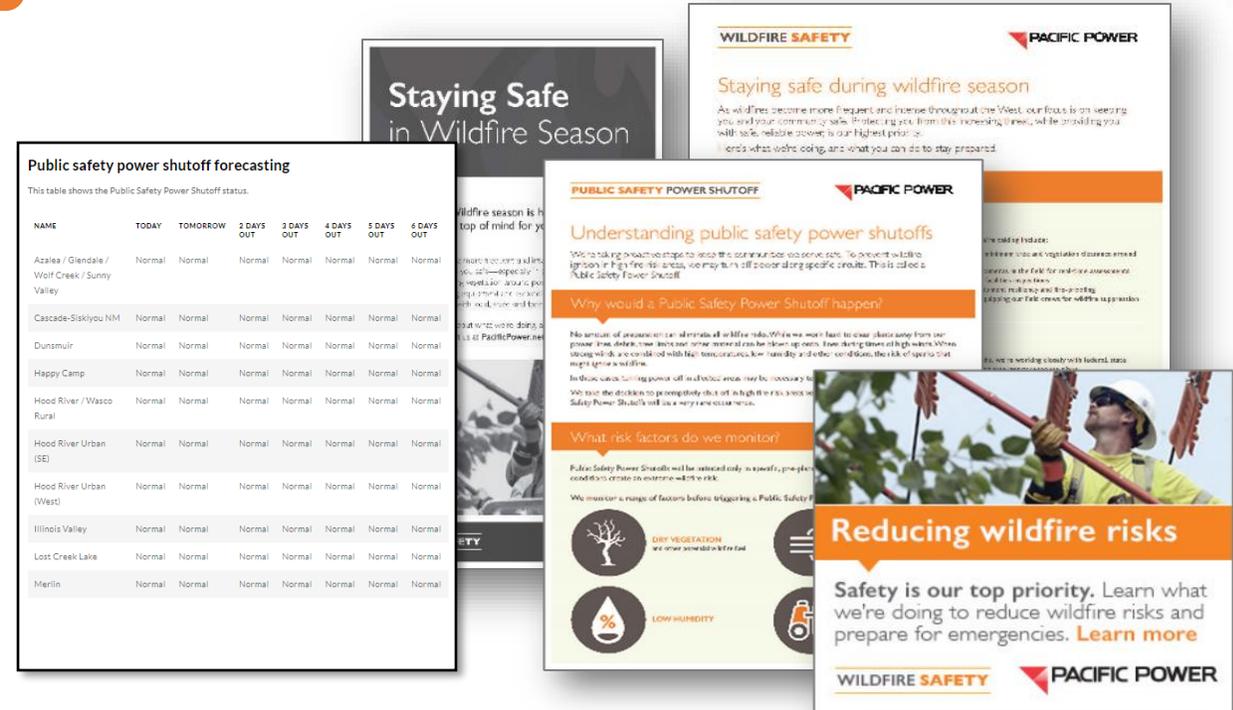
- Conditions are continuously monitored to assess risk
- Decision incorporates multiple factors:



Siskiyou County & Del Norte Counties April of 2022

Participating organizations:

- Pacific Power
- PG&E
- Siskiyou County Office of Emergency Services
- Del Norte Office of Emergency Services
- Siskiyou County Public Health
- Karuk Tribe
- Elk Valley Rancheria
- Sutter Coast Hospital
- California Dept of Transportation
- California Public Utility Commission
- California Office of Emergency Services
- National Weather Service
- California Utilities Emergency Association



- Increase access and functional needs engagement and leverage partnership opportunities with local agencies
- Expand PSPS planning and coordination with public safety partners beyond jurisdictions with Tier 3 (Extreme) High Fire Threat Districts
- Continue to develop joint information system capabilities between Pacific Power and local public information officers

Community Resource Centers

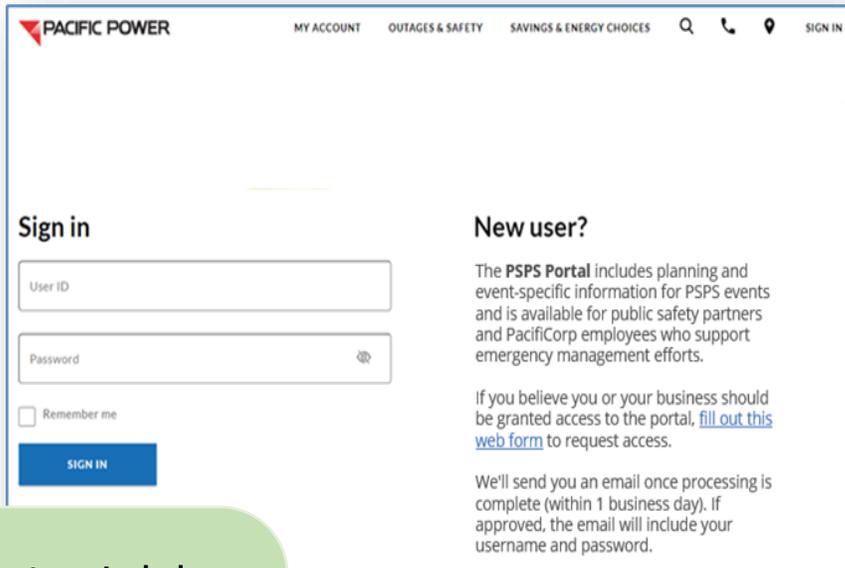
Location Name	PDZ Area	Map Key	Address	County	Contact Information
Selma Community Center	Cave Junction	1	18248 Redwood HWY Selma, OR 97538	Josephine	Update pending
Illinois Valley High School	Cave Junction	2	<u>625 E River St, Cave Junction, OR 97523</u>	Josephine	Tanner Smith 541-592-2116 tanner.smith@threerivers.k12.or.us
Happy Camp Wellness Center	Happy Camp	3	<u>537 Jacobs Way, Happy Camp, CA 96039</u>	Siskiyou	530-493-5117
Karuk Senior Nutrition Program (Headway)	Happy Camp	4	<u>64101 2nd Ave, Happy Camp, CA 96039</u>	Siskiyou	530-493-2508
Kahtishraam Wellness Center	Happy Camp	5	<u>1403 Kahtishraam, Yreka, CA 96097</u>	Siskiyou	530-842-5238
Family & Community Resource Center of Weed	Weed & Snowbrush	6	<u>260 Main Street, Weed, CA 96094</u>	Siskiyou	Andrea Herr 530-938-9914 andreaforcrcw@gmail.com
Mt. Shasta Community Resource Center	Shasta	7	<u>109 East Lake Street, Mt. Shasta, CA 96067</u>	Siskiyou	Steven Bryan 530-926-1400 mtshastacrc@sbcglobal.net
Dunsmuir Community Resource Center	Dunsmuir	8	<u>5840 Dunsmuir Avenue, Dunsmuir, CA 96025</u>	Siskiyou	Steven Bryan 530-235-4400

Pacific Power is aware of the impact of PSPS events to customers and communities and provides support during such events through Community Resource Centers. During events, community resource centers provide a safe location for community members and access to items that may be affected by the interruption of electrical service.

The services, which vary across CRCs, may include:

- Potable water
- Ice
- Shelter from hazardous environment
- Air Conditioning
- Seating and tables
- Restroom facilities
- Refrigeration for medicine and/or baby needs
- Interior and area lighting
- On-site security
- Communications including internet, Wi-Fi, cellular access, and satellite phone
- Television and radio
- On-site medical support (where available)
- Charging stations for cellular devices, radios and computers.

Public Safety Partner Portal



Public Safety Partners Include:

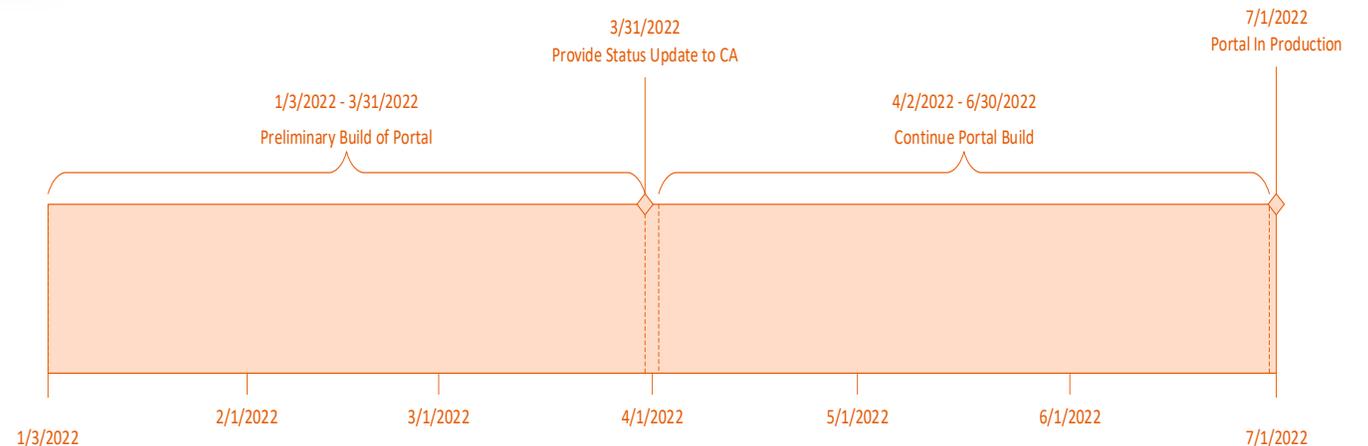
- Emergency Responders
- Tribal Organizations
- Telecommunication Providers
- Water Agencies
- Public-owned Utilities
- Emergency Hospitals
- Transportation Agencies

Critical Facilities may include:

- Police Stations
- Fire Stations
- Public Health Departments
- Medical Facilities
- Public and Private Utility Facilities
- Emergency Shelters

PacifiCorp will establish a secure web portal for public safety partners to view and download critical facility data for use before, during and after a Public Safety Power Shutoff event.

- The portal will aid in delivery of notifications;
- Allow for collaboration and improved communication before, during and after PSPS events;
- Assist PacifiCorp prioritization of restoration; and
- Allow for continued system improvements.



PSPS Community Support Programs



For more information go to:
[Pacific Power.net/outages-safety](https://www.pacificpower.net/outages-safety)

California Generator Rebate Program

PacifiCorp is offering eligible California customers a rebate on the purchase of a portable generator or portable power station to help prepare for potential power outages.

Program Eligibility

- Reside in Tier 2 or Tier 3 high-fire threat areas on the California High Fire Threat District map.
- Additional rebate available to AFN customers.
- The purchased product must be on the qualified product list.
- The applicant must have an active Pacific Power account number as either a customer or tenant of a Pacific Power customer.

Free Portable Battery Program

PacifiCorp implemented a program to provide back-up batteries - at no cost - to medical baseline customers who depend on medical equipment powered by electricity. The contracted service provides a battery to the customer along with education and training for longer term operation of the batteries which are wholly owned and operated by the customer.

- Batteries were delivered to 28 registered medical baseline customers within PSPS areas in December of 2021.
- The program expanded in 2022 to include remaining areas in the California service territory – with a goal to deliver an additional 50 batteries by May of 2022.



Access and Functional Needs Update

AFN customers are Individuals who are at an increased risk of harm to their health and safety during a Public Safety Power Shutoff, including, but not limited to:

Medical & Non-Medical Behavioral, Mental & Emotional Health
 Mobility & Movement
 Communication
 Individuals who require devices for health, safety and independence



PSPS Zone	Medical Baseline AFN	Non-Medical Baseline AFN	Total
Inside	26	97	123
Outside	77	267	344
Total	103	364	467

Access and Functional Needs Plan for 2022

- ✓ Collaborate with State and Community Based Organizations (CBOs) to leverage the common definition and identify targeted outreach opportunities.
- ✓ Continue to deploy and expand strategies to enhance identification of individuals with AFN
- ✓ Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences
- ✓ Marketing to promote beneficial programs like Medical Baseline and CARE to reach AFN individuals
- ✓ AFN Marketing and outreach to encourage customers to self-identify as individuals with AFN
- ✓ Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN/Vulnerable Customer status across new channels including websites



Key Resources Planned in 2022

Resources for 2022	Planned?
Community Resource Centers	Wi-fi, ADA-accessible restroom, bottled water, snacks, charging, chairs, ice, event information & area/weather items X
Power Resiliency	Portable backup batteries for Medical Baseline customers Generator Rebate Program X
Customer Communications	Annual Preparedness Outreach In Language Materials Accessible Materials CBO Partners X
Training	General Information Tabletop exercises and full-scale exercises X
Community Engagement	IOU hosted events, Webinars, Advisory Boards, Working Groups X
PSPS Notifications	Account Holders Non-Account Holders Broad: via multicultural media, CBOs, and social media X
Notification Confirmation (Phone retries & in person doorbell rings)	Life Support/Critical Care Medical Baseline Self-Certified Vulnerable Customer Status X

Next Steps

- Questions
- Next meeting: May 19, 2022, at 2:00 p.m.
- Additional suggestions for meeting topics

Wildfire Advisory Board Schedule and Topics

May	Q2 Meeting	Pre-Fire Season Check In / PSPS Preparedness
August	Q3 Meeting	Mid Fire Season Check-in / 2022 WMP Update-Review
November	Q4 Meeting	End of Year Wrap Up

Thank you!

For additional questions, comments or concerns please contact: <todd.andres@pacificorp.com>

Appendix D



California Wildfire Advisory Board

November 17, 2022

PACIFIC POWER CONFIDENTIAL



Agenda

- Introductions
- Objectives
- Service Territory Overview
- Year in Review
- Emergency Management Update
 - Nora's introduction
 - Vision for emergency management
 - TTX's for 2023
 - Public Safety Partner Portal
- Customer Program Updates
- Next Steps
 - Open discussion
 - Suggestions for meeting topics
 - Meeting schedule for 2023



[Public Safety Power Shutoff \(pacificpower.net\)](https://pacificpower.net)

[Seguridad contra incendios forestales \(pacificpower.net\)](https://pacificpower.net)

Introductions

Pacific Power

- Erik Brookhouse, Vice President of System Operations
- Nora Yotsov, Director of Emergency Management
- Amy McCluskey, Managing Director, Wildfire Safety & Asset Management
- Megan Buckner, Director Wildfire Mitigation Program Delivery
- Vivian du Pont, Program Manager, Wildfire Mitigation Program Delivery
- Steve Vanderburg, Manager Meteorology & Emergency Management
- Tyler Averyt, Senior Emergency Management Specialist
- Todd Andres, Regional Business Manager
- Drew Hanson, Senior Communications Representative
- Pooja Kishore, California Regulatory Affairs Manager

Board Members

- Heather Hadwick, Modoc County Emergency Services
- Bryan Schenone, Siskiyou County Emergency Services
- Nancy Ogren, Supervisor, Siskiyou County
- Veronica Rivera, Director of Facilities, College of the Siskiyou's
- Ed Valenzuela, Supervisor, Mt. Shasta Region, Siskiyou County
- Giselle Nova, Chair, Siskiyou County Fire Council
- Paul Hamann, General Manager, Roseburg Forest Products
- Josh Saxon, General Manager, Karuk Tribe
- Gary Freeman, Community AFN Representative
- Chester Robertson, County Administrator, Modoc County



Objectives

- Provide a formal environment to share lessons learned between communities and PacifiCorp
- Gather feedback from this working group on de-energization

The wildfire advisory board will advise on all wildfire matters including all aspects of Pacific Power's mitigation plans, communications and public safety power shutoff.¹

Wildfire Advisory Board Schedule and Topics

November Q4 Meeting End of Year Wrap Up

PUBLIC SAFETY POWER SHUTOFF

As part of our wildfire safety plan, we've been making upgrades to strengthen our system, investing in new technology, clearing plants and trees away from power lines and installing new weather stations. We've also added a new step in our plan, a Public Safety Power Shutoff.

A Public Safety Power Shutoff is designed to help keep people and communities in high-fire-risk areas safe by proactively turning off power during extreme and dangerous weather conditions that could result in catastrophic wildfires. This measure is only taken as a last resort to help ensure public safety.

A number of combined factors could lead to a Public Safety Power Shutoff including:

- PUBLIC SAFETY RISK**
- DRY VEGETATION** and other potential wildfire fuel
- HIGH SUSTAINED WINDS**
- EXTREME DROUGHT CONDITIONS**
- REAL TIME OBSERVATION** by on-the-ground field experts
- FIRE THREAT** to electric infrastructure

Staying Safe During Wildfire Season

Staying safe, together.

To update your contact information, learn more about what we're doing to reduce wildfire risks and get tips on being prepared, visit pacificpower.net/wildfiresafety.

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

What are some tools to you plan?

Check the Public Safety Power Shutoff monitoring table on the webpage above. This is updated each day to let you know if a Public Safety Power Shutoff might happen.

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. If you have an online account or would like to set one up, please visit pacificpower.net/wildfiresafety.

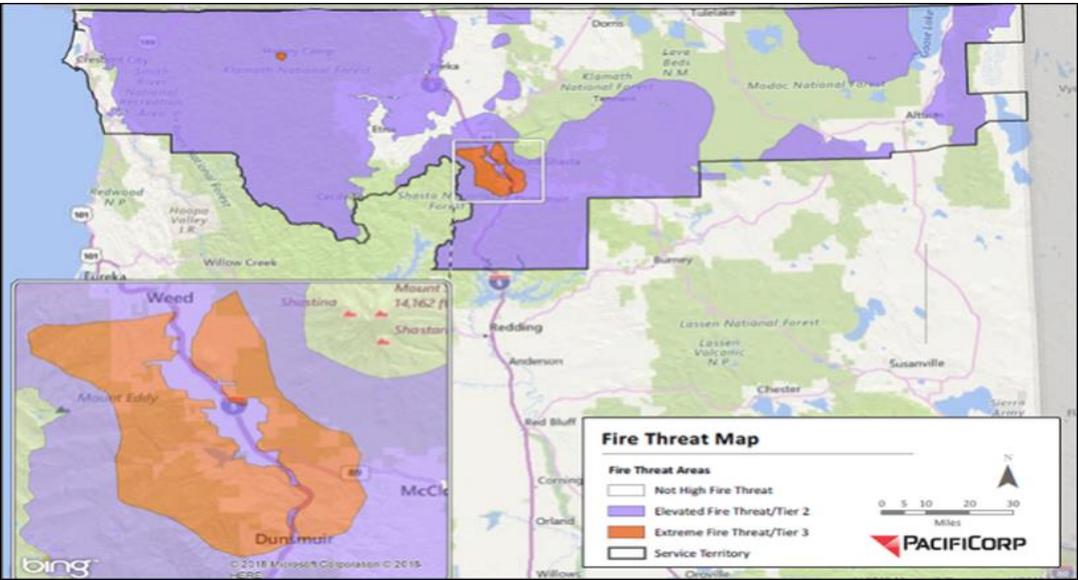
Si necesita hablar con un representante que habla español, llame al 1-888-225-2611.

¹ Meetings are planned to align with Decision 20-05-051 Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk

PacifiCorp's California Service Territory

PSPS ZONE SUMMARY

PDZ Zone	Substation	Customers	Total Miles	OH Miles	UG Miles	# Of Circuits
Happy Camp	Seiad, Happy Camp	865	54	48	6	3
Weed	Weed, International Paper	2,589	72	10	62	5
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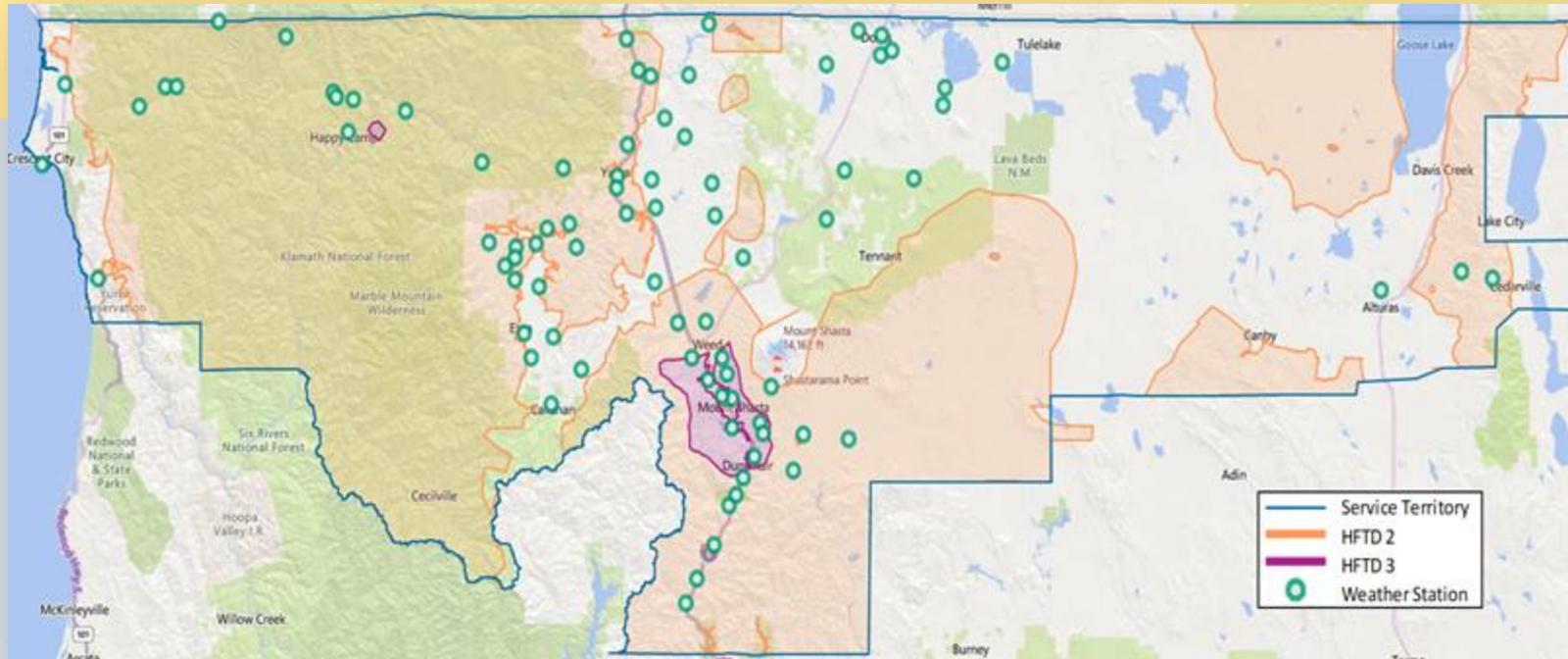
ASSET SUMMARY

Asset Type	Total	HFTD	Feeder Count	% of Total	PSPS Zone	% of Total
Overhead Transmission Lines (miles)	784	393	30	50%	0	0%
Overhead Distribution Lines (miles)	2,521	824	58	33%	357	14%
OH Total (miles)	3,305	1,217	88	37%	357	11%
Substations	63	32		51%		

2022 Year in Review

[PacifiCorp \(pacificpowerweather.com\)](https://pacificpowerweather.com)

- Employed elevated fire risk (EFR) settings when forecast indicated increased risk
- Addition of 50 weather stations to the California service territory for a total of 83 for improved situational awareness



2022 Year in Review

[Public Safety Power Shutoff \(pacificpower.net\)](https://www.pacificpower.net)

- ✓ No public safety power shutoffs conducted in 2022
- ✓ Monitored active fires in Siskiyou, Modoc and Shasta county
- ✓ Setup remote service center in Happy Camp



Community Resource Center Available Services

- ✓ Shelter from environment
- ✓ Air conditioning
- ✓ Potable water
- ✓ Seating and tables
- ✓ Restroom facilities
- ✓ Refrigeration for medicine and/or baby needs
- ✓ Interior and area lighting
- ✓ On-site security
- ✓ Communications capability including Wi-fi access, Sat Phone, Radio and Televisions
- ✓ On-site medical support (EMT-A at a minimum, Paramedic preferred)
- ✓ Charging stations
- ✓ Air Purifiers
- ✓ Air Quality Monitors
- ✓ Non-perishable snacks
- ✓ Small crates for pets
- ✓ Portable ADA ramp



[Seguridad contra incendios forestales \(pacificpower.net\)](https://www.pacificpower.net)

Emergency Management

Nora Yotsov – Emergency Management Director

- Streamline Emergency Management programs to create resiliency and redundancy
- Improve understanding of hazard profile for service territories
- Continued enhancement of Emergency Coordination Center staffing and capabilities
- Continued implementation of situational awareness tools



Schedule for 2023

- ✓ Siskiyou County
 - Whole community planning team
 - Tabletop exercise in March
 - Multi-day real time functional exercise in May
- ✓ Modoc and Del Norte Counties
 - Workshops in March and April
- ✓ Public safety partner portal
 - Demonstrations for public safety partners

Public Safety Partner Portal

The Public Safety Partner Portal is an online resource that includes Public Safety Power Shutoff planning and event-specific information for public safety partners to support emergency management efforts. Public Safety Partners include:

- Emergency responders from federal, state, local and tribal governments
- Telecommunications providers
- Water agencies
- Publicly owned utilities
- Emergency hospitals
- Transportation agencies



Maps and other information are updated monthly and can be accessed at any time. In the event of a **Public Safety Power Shutoff**, event-specific information will be made available to portal users before, during and after the outage to support emergency management efforts.

[Public Safety Partner Portal access request \(pacificpower.net\)](https://www.pacificpower.net)

2022 Customer Program Update

PacifiCorp's contractor conducted a survey of customers who received a free portable battery in the Spring of 2022 to collect customer feedback regarding program acceptance and product assurance. Of the 30 customers who received batteries, 22 responded, and 8 were unreachable.

"I haven't had to use it, but I'm READY when I need it as it's all set up and I know how to use it."

"This program has been amazing for my needs. Thank you to everyone who made this happen"

"I'm very thankful and full of gratitude that I have access to my oxygen during an outage."

"A++ to the contractor who helped me plug my oxygen concentrator in and went over everything with me so I fully understood how to use it."

In October of 2022, a second round of outreach was completed to contact 52 previously unreachable customers. Batteries will be delivered to 17 additional customers by December 15, 2022.



In 2023 PacifiCorp's generator rebate program will change to the backup electric power rebate program. An expanded product list will include 50 additional battery backup power supply options available for program rebate.



Next Steps

- Questions
- Suggestions for meeting topics
- 2023 Meeting Schedule



Thank you!

For additional questions, comments or concerns please contact: <todd.andres@pacificorp.com>

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine Electric
Utility De-Energization of Power Lines in Dangerous
Conditions.

Rulemaking 18-12-005
(Filed December 13, 2018)

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the **PACIFICORP'S PLAN TO ADDRESS ACCESS AND FUNCTIONAL NEEDS DURING DE-ENERGIZATION EVENTS – QUARTERLY UPDATE** on all known parties to R.18-12-005 by transmitting an e-mail message, or by US Mail if an e-mail address has not been provided, with the document attached to each person named in the official service list.

(See the attached Service List R.18-12-005)

Executed on **January 31, 2023**, at Portland, Oregon.



Santiago Gutierrez
Coordinator, Regulatory Operations