



Understanding the Public Safety Power Shutoff

What they are and what to expect



The use of a Public Safety Power Shutoff, or PSPS, is part of a larger strategy that includes regular vegetation management, enhancements to our system, on-the-ground monitoring and advanced technology that allows us to track weather conditions in real time and take action when and where it's needed.

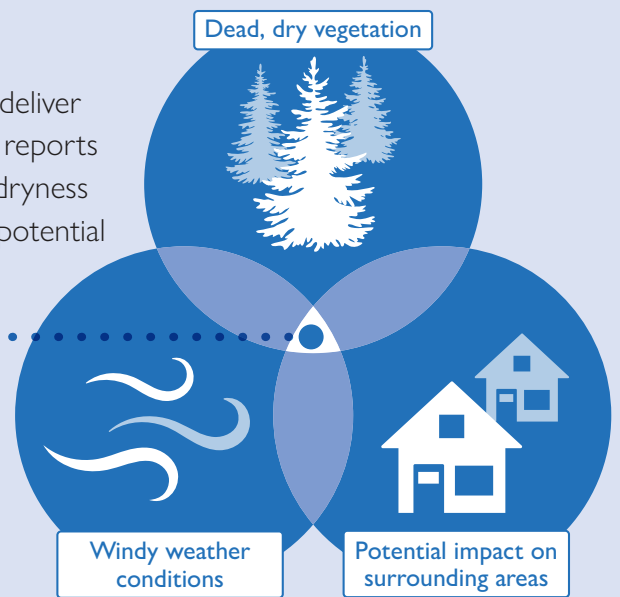
During a PSPS, we shut off power to targeted areas to prevent wildfires. The decision to implement a PSPS is made with local public safety partners and only when wildfire weather conditions are extreme.



Assess

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

PSPS CONDITIONS



Prepare

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

PSPS watch initiated

Pacific Power activates its Emergency Coordination Center to monitor the situation closely.

Emergency Coordination Center established

We work with local public safety partners to communicate with communities in areas where a PSPS may happen.

Communication protocols triggered

CONTINUOUS MONITORING

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

Activate PSPS

Once a PSPS is approved, we send appropriate notifications to customers, critical facilities, public safety partners, regulatory organizations, large industrial customers and others. Preparations begin for opening Community Resource Centers, which are local facilities offering amenities including restrooms, device charging, Wi-Fi and more for customers and community members.

Restore

CONTINUOUS MONITORING

Improving conditions

When the risk level lowers, we begin staging and activating resources for restoration.

Safety inspection

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

Restoration begins

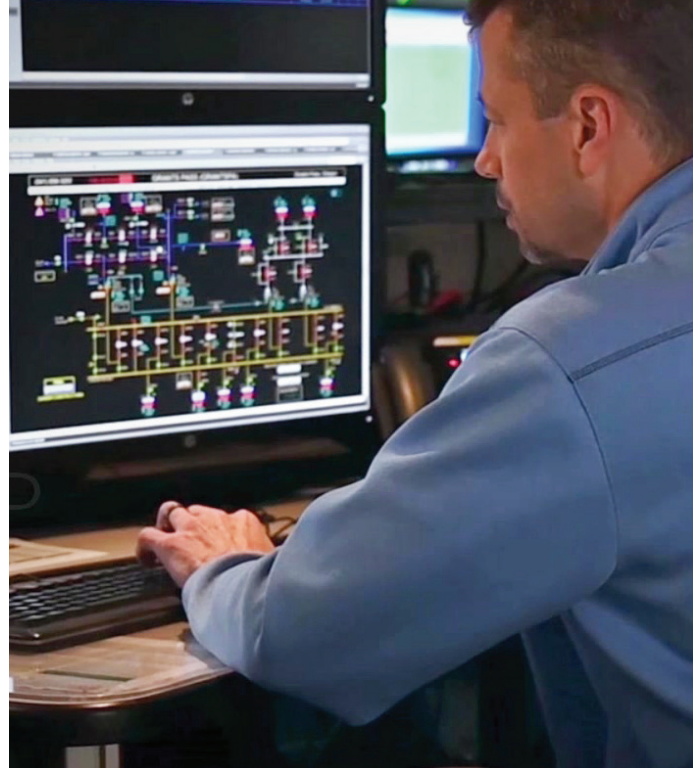
Our coordinated approach allows us to restore power to customers in stages as we determine timelines for safely bringing power back on in each affected area.

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

Why would a Public Safety Power Shutoff happen?

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

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



What should you expect?

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

ADVANCE WARNING

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

CONTINUED UPDATES

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

SAFETY INSPECTIONS

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

Customer communication timeline goals

24 - 48 hours prior	PSPS warning to customers
1 - 4 hours prior	Shutoff soon/beginning to customer
Every 24 hours during PSPS event (if needed)	Status updates to customers
Restoration begins	Status updates to customers
Restoration completed	Status updates to customers

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



Tools and resources to help you plan

- Visit [PacificPower.net/PSPS](https://www.pacificpower.net/PSPS) for answers to frequently asked questions and for resources to help you prepare for a possible PSPS event.
- If you or someone in your home has medical needs that require electricity, 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 health 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** or visit [PacificPower.net/Account](https://www.pacificpower.net/Account).



Scan the code to watch our PSPS video.

