

APPENDIX C

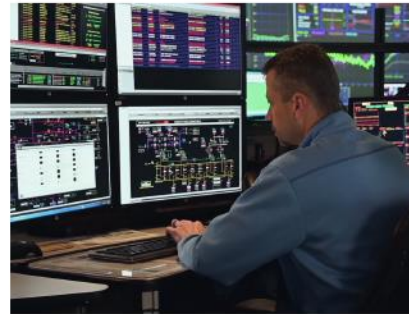
California Wildfire Advisory Board

Nora Yotsov - Director, Emergency Management

Melissa Swenson - Director, Wildfire Mitigation Program Delivery

Stephanie Beall - Meteorology Operations Manager

Lisa Corbly- Access and Functional Needs Program Manager



Wednesday, November 20, 2024
9:00 – 10:30 am



Agenda

Introductions

Objectives

Pacific Power's service areas

Systemwide improvements

2024 Wildfire season review

2025 AFN program planning

Next steps



Introductions

- **Wildfire Advisory Board members**

- Name and Affiliation
- Ways your organization supports people with access and functional needs

- **Pacific Power**

- Nora Yotsov, Director, Emergency Management
- Melissa Swenson, Director, Wildfire Mitigation Program Delivery
- Stephanie Beall, Meteorology Operations Manager
- Lisa Corbly, Access and Functional Needs Program Manager
- Jill Drinkwater, Regional Business Manager
- Tracy Moreland, Tribal Liaison Representative
- Pooja Kishore, Regulatory Affairs Manager
- Amy Wolfe, Planner, Emergency Management
- Hallie Frazee, Wildfire Mitigation Communication Program Manager
- Megan Buckner, Director, Wildfire Program Delivery

Objectives

- Provide a formal environment to share lessons learned between communities and PacifiCorp
- Gather feedback from this working group on de-energization
- Identify ways to support customers with access and functional needs during de-energization events
- Follow up on action items from previous meetings

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.

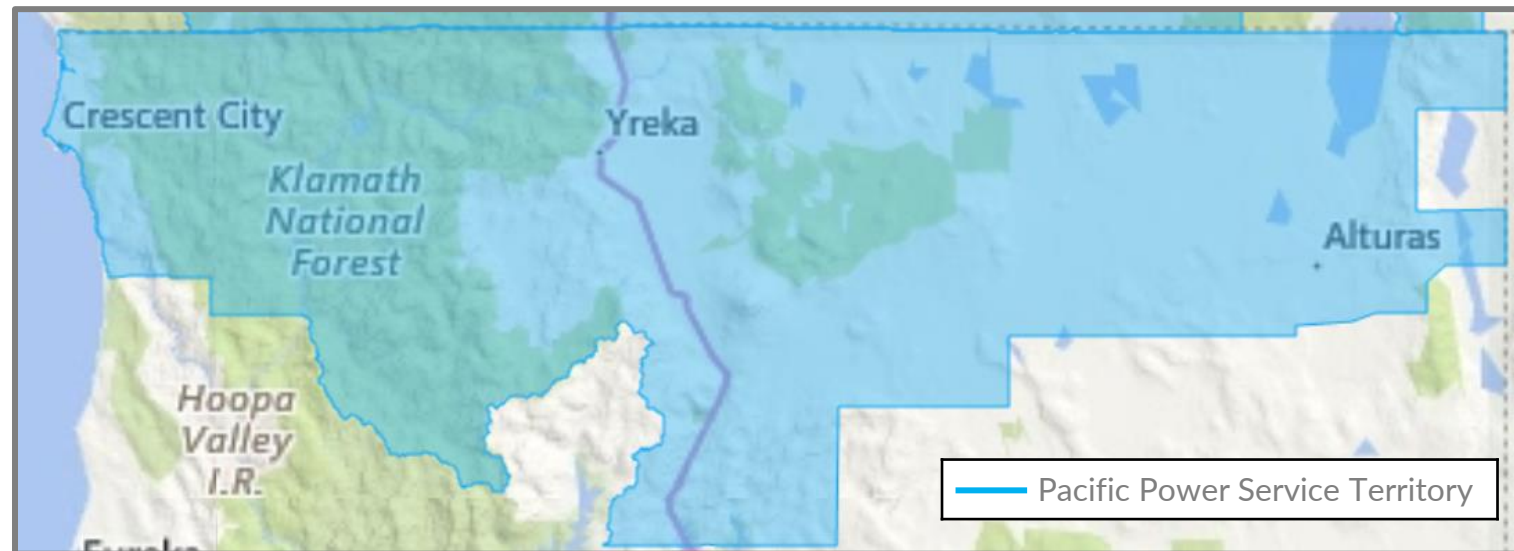
Wildfire Advisory Board Schedule and Topics

Wildfire Advisory Board Schedule and Topics		
March	Q2 Meeting	Wildfire season preparation
November	Q4 Meeting	Wildfire season review

Pacific Power's Service Area

- PacifiCorp serves ~2 million customers across six states in the west as Pacific Power and Rocky Mountain Power
- Pacific Power provides electricity to approximately **45,000 California customers** via **60 substations**, **3,100 miles** of distribution lines, and about **730 miles** of transmission lines across nearly **11,000 square miles**.

California Service Area



Systemwide Improvements

Program Improvements

- **Increased** frequency of asset inspections
- **Enhanced** vegetation management
- Covered conductor installation
- **Advanced** protection and control
- Expulsion fuse **replacements**

System-Wide Initiatives

- Improved risk modeling tools
- Situational awareness
- Weather station network
- Operational practices
- Community education and outreach

Accomplishments

- **Replaced 100+ miles** of bare conductor with **insulated covered conductor**
- **Replaced five miles** of bare conductor with **underground conductor**
- Upgraded **35+ reclosers, relays, and circuit breakers** for enhanced protection and control
- **Installed 4,000+ non-expulsion fuses**



2024 Wildfire Season Review

PSPS History

Year	# of Events	Event Duration (hours)	Restoration Time (hours)	Counties	Total Customers Affected	# Missed Notifications	AFN/ Medical Baseline Customers Affected	Critical Facilities Affected	Customer Resource Centers Activated
2019	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2020	1	7.9	2	Siskiyou	2,557	UNK	5	13	0
2021	1	9.6	5.53	Siskiyou	1,953	305	11	19	1
2022	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2023	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2024	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

- Pacific Power has had no PSPS events in 2024 to date
- The Company has had two PSPS events, one each in 2020 and 2021 and a PSPS watch in 2020

2024 Wildfires in Service Territory

Incident Name	County	Started	Acres	Impacts
Boise Fire	Trinity	08/09/24	12,913	Monitored, no impacts
Bogus Fire	Siskiyou	07/08/24	411	07/08/24 De-energized – 15 customers
Shelly Fire	Siskiyou	07/03/24	15,520	07/13/24 De-energized – 148 customers
Clear Fire	Modoc	06/26/24	890	Monitored, no impacts
Cod Fire	Siskiyou	06/10/24	28	06/10/24 De-energized – 50 customers
Springs Fire	Siskiyou	06/07/24	11	Monitored, no impacts
Valley Fire	Modoc	05/21/24	536	Monitored, no impacts

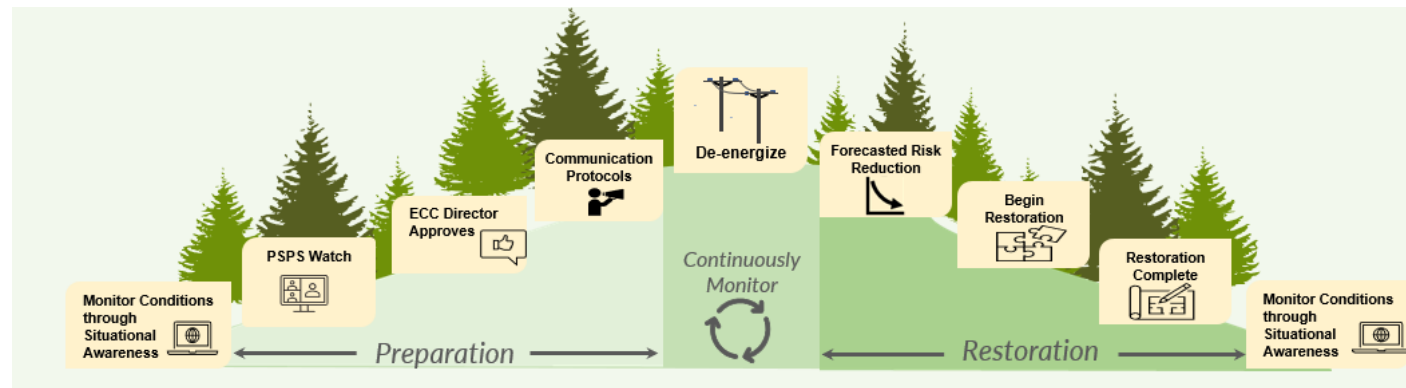
De-energization and Restoration Improvements

De-Energization Improvements

- The U.S. Forest Service's Severe Fire Danger Index is now used to inform wildfire potential decisions
- Pacific Power has wind-related outage prediction modeling to better identify the need for a PSPS at specific locations

Enabling Faster Restoration

- Staging crews to begin patrols when conditions change
- Situational awareness models and tools provide real-time information to enable quicker decision-making with better information
- Aerial inspections for difficult to access areas
- Isolating devices to reduce the number of customers impacted

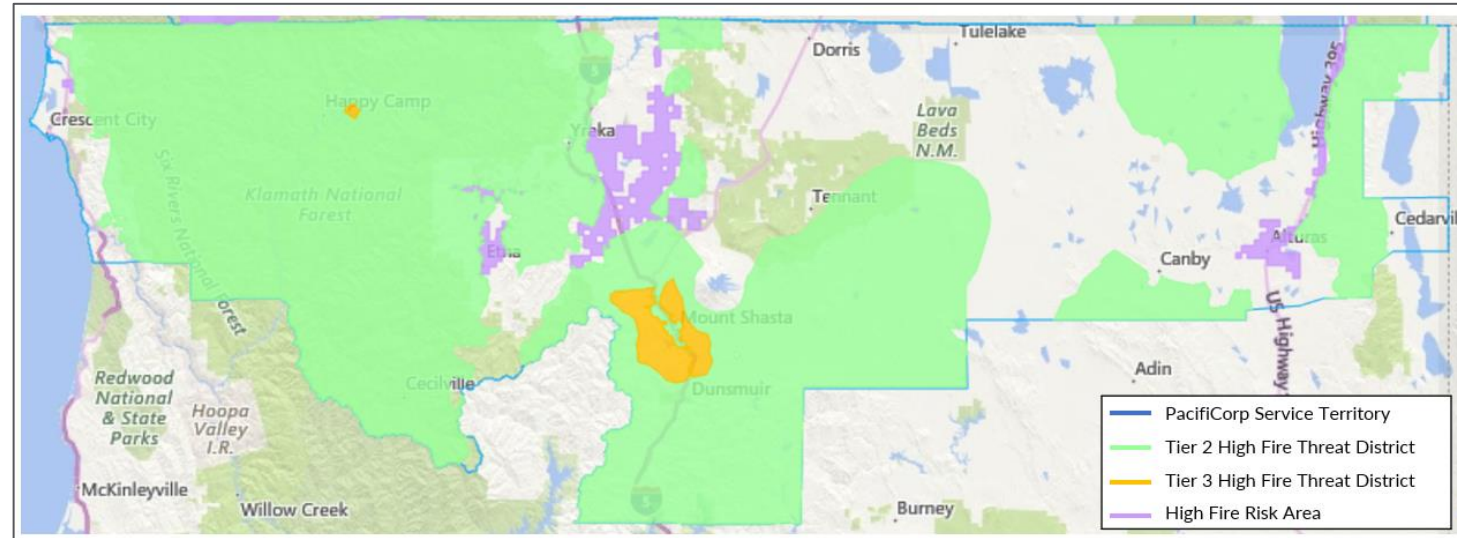


Risk Modeling

Risk Modeling Tools

- In 2024, implemented the FireSight model to identify areas of heightened fire risk and consequence
- Applying the FireSight risk model scores, identified a new **High Fire Risk Area (HFRA)**
- The new HFRA and the existing High Fire Threat Districts encompass approximately 1,700 overhead line miles and 54% of Pacific Power's service territory in California

High Fire Threat Districts and High Fire Risk Area



Mitigation Selection Process

- FireSight risk scoring used as an input for prioritization
- Additional selection criteria including technical assessment, permitting, and environmental factors

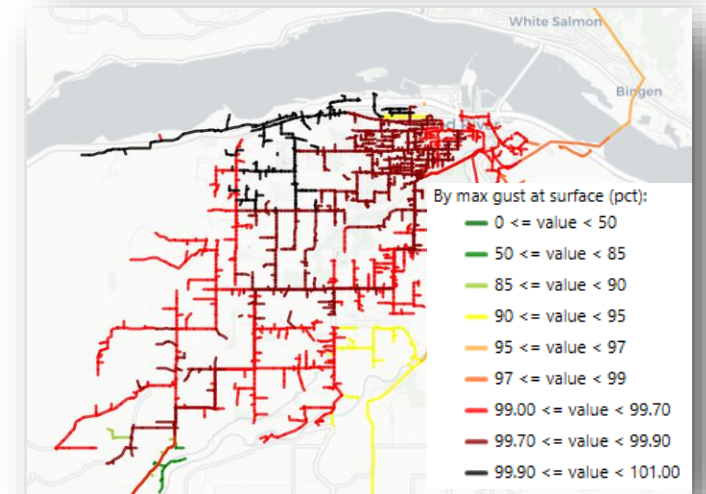
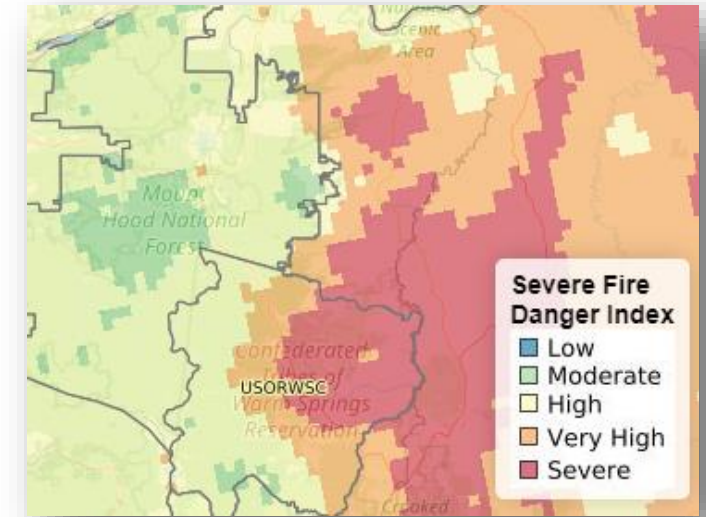
Forecasting

Identification of Wildfire Danger

- The U.S. Forest Service's Severe Fire Danger Index (SFDI) is used to assess the fire environment and diagnose fire danger
- Additional fire danger indices are used in conjunction with SFDI at a zone of protection/circuit level

Advanced Modeling to Identify Wind-Related Outages

- A high-resolution numerical weather prediction model assessing winds hourly for 96 hours twice daily
- Wind forecasts are compared to a 30-year historical weather climatology to identify impactful winds



Evolution of Wildfire Forecasting to Inform Decisions

- Differentiating between complex fuel/terrain circuits and grass/rangelands circuits for wildfire risk
- Leveraging the U.S. Forest Service's **Severe Fire Danger Index** to identify with wildfire danger
- Continue to evaluate additional methods for assessing wildfire risk
- Use of **wind-related outage modeling** to better identify potential for a PSPS at a more granular level

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		7/13 (Thu)				7/14 (Fri)	7/15 (Sat)	7/16 (Sun)	7/17 (Mon)	
		Wx	F	CIRC	CUST	Response	Wx	F	Wx	F
NORTH WIRES										
Clatsop Area	Clatsop									
Enterprise Area	Enterprise			1	18	EFR				
Hood River Area	Hood River			3	3,576	EFR				
Pendleton Area	Hermiston			1	536	EFR, GP				
	Pendleton			2	845	EFR				
Portland Area	Portland									
Walla Walla Area	Walla Walla			2	480	EFR				
Yakima Area	Sunnyside			2	325	EFR				
	Yakima			3	1,652	EFR				
CENTRAL WIRES										
Albany Area	Albany									
	Corvallis			3	2,520	EFR				
	Cottage Grove			1	1,540	EFR				
	Dallas			5	4,279	EFR				
	Junction City			1	309	EFR				
	Lebanon			6	6,918	EFR				
Bend Area	Stayton			2	2,145	EFR				
	Bend			2	470	EFR				
	Madras			1	385	EFR				
	Prineville			1	353	EFR				
Redmond			1	367	EFR					
Coos Bay Area	Coos Bay									
Lincoln City Area	Lincoln City									
Roseburg Area	Roseburg			31	26,606	EFR				
SOUTH WIRES										
Crescent City Area	Crescent City									
Grants Pass Area	Grants Pass			25	33,717	EFR				
Klamath Falls Area	Alturas			1	1,389	EFR				
	Klamath Falls									
	Lakeview									
Tulelake										
Medford Area	Medford			22	22,029	EFR				
Yreka Area	Mt. Shasta			9	4,215	EFR				
	Yreka			16	8,885	EFR				

Left: Example of the Daily System Impacts Forecast Report that informs decision making.
Right: Color key for the report.

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

OUTAGE POTENTIAL

- Widespread Outages with Extended Restoration
- Scattered to Widespread Outages
- Isolated to Scattered Outages
- No System Impacts Expected

WEATHER-RELATED HAZARDS

- L Thunderstorms (Lightning, Hail, Wind)
- I Freezing Rain and Ice
- W Wind
- S Snow
- F Flooding

WILDFIRE RISK (F)

- Extreme Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

External Coordination and Communication

New positions

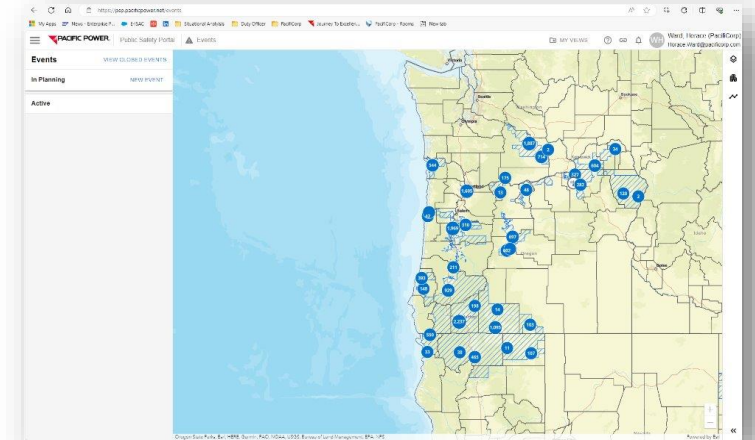
- California Regional Business Manager
- Tribal Liaison
- Wildfire Mitigation Communications Manager
- AFN Program Manager
- Additional California Emergency Manager

Improving outreach to customers with access and functional needs

- Partnering with Community Based Organizations (CBOs) to increase the number of identified AFN and Medical Baseline customers

Collaboration with local public safety partners

- Public safety partner portal
- Modoc County tabletop and functional exercise; Siskiyou County workshop
- Added 6 Pano AI wildfire detection cameras



Notification Improvements

Customer Notifications

- Partnered with CBOs to identify and reach customers with medical baseline needs and other with access and functional needs
- Positive or affirmative PSPS communications for AFN and Medical Baseline customers, including in-person notifications if required
- Automated tracking of all customers who have received notifications during a PSPS event

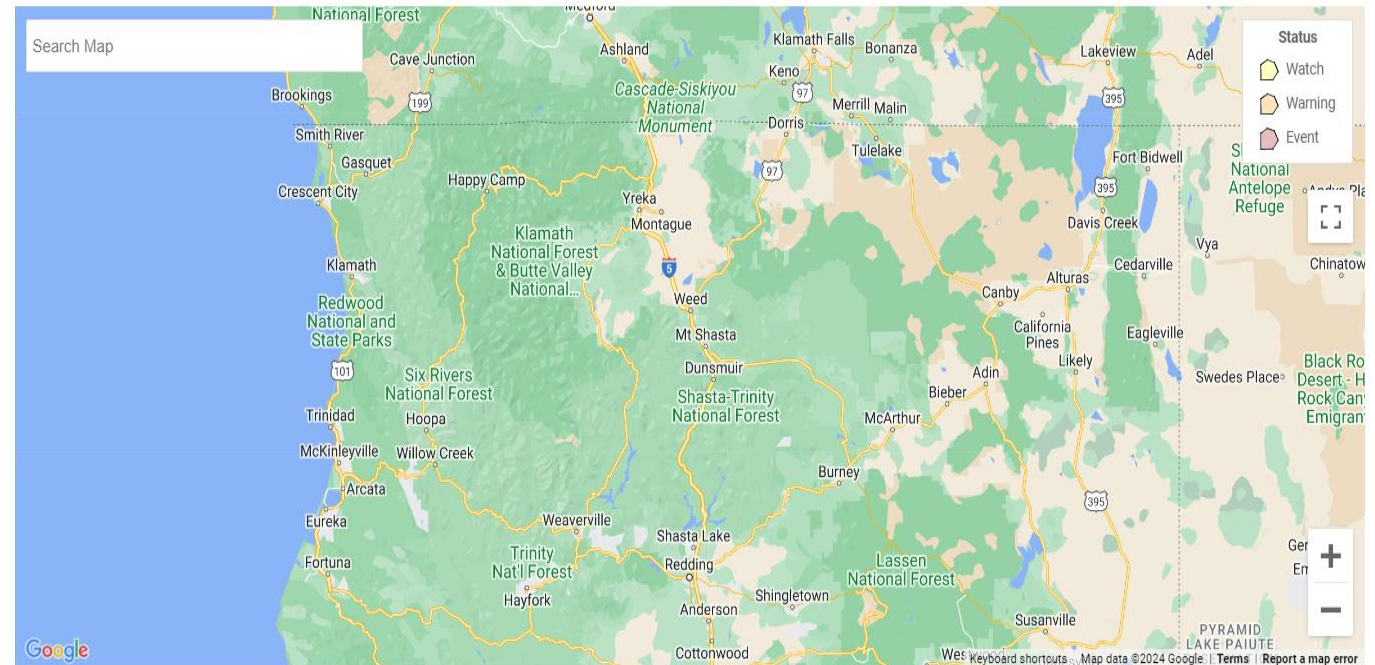
Critical Facility and Infrastructure Coordination

- Public safety portal implementation in 2024 to support safety partners during PSPS events with maps of critical infrastructure and contact information

PSPS Notification Protocols	
48-72 hours prior	De-energization warning to Public Safety Partners
24-48 hours prior	De-energization warning Phone call to customers with MBL/AFN
1-4 hours prior	De-energization imminent Phone call to customers with MBL/AFN Additional outreach to uncontacted customers with MBL/AFN
Event begins	De-energization begins Wellness check call for customers with MBL/AFN during extended events
Re-energization begins	Re-energization begins
Re-energization completed	Re-energization completed Wellness check call for re-energized customers with MBL/AFN
Cancellation of event	De-energization event canceled

PSPS customer resources

- Customers can enter their address on the [Public Safety Power Shutoff Map](#) to see if they are under a PSPS watch, warning, or event
- **Informational video** available on PSPS process and what to expect
- **Downloadable collateral** on PSPS, Enhanced Safety Settings, Emergency De-energization in English and Spanish
- **Community resource center** model is more flexible, mobile and self contained



**Some customers outside of Public Safety Power Shutoff areas could be impacted by a Public Safety Power Shutoff due to the interconnected nature of the electrical grid.*

Public safety power shutoff forecasting

This table shows the Public Safety Power Shutoff status.

NAME	TODAY	TOMORROW	2 DAYS OUT	3 DAYS OUT	4 DAYS OUT	5 DAYS OUT	6 DAYS OUT
Azalea / Glendale / Wolf Creek / Sunny Valley	Normal	Normal	Normal	Normal	Normal	Normal	Normal

Left: Example of the forecast that will be displayed with the map during a PSPS Event.

Programs for Customers with Medical and Financial Assistance Needs

- CARE application
 - Customers can self-identify that someone in the household has a disability, or requires access, financial or language support during a public safety power outage
- Medical certificate and medical baseline programs
 - Medical professional certifies customer has a medical baseline or other electricity dependent access or functional need
 - Translated
 - Website: 1:1 Spanish
 - Handouts: Spanish and Hmong
- Information for external partner websites and social media
 - English and Spanish

2024 CARE Program Monthly Participation		
Average CARE Participants	Estimated Eligible	Participation Rate
11,369	13,705	83%

October 2024 AFN Customer Counts			
Medical Baseline AFN	Non-Medical Baseline AFN	Total AFN	Increase from September 2023
84	1,526	1,610	27%

Customer Backup Power Programs



Helping you stay safe and prepared

Keeping our grid strong and resilient to deliver safe, reliable power is our top priority, but power outages can still occur.

Whether they're caused by storms or accidents, or are necessary as a [safety measure](#), we know outages impact you – which is why we work to restore power quickly and safely.

To help you prepare for potential outages, we're offering eligible California customers a **rebate of up to \$300** on the purchase of a generator or portable power station. Customers who qualify for [CARE](#) or [medical baseline](#) programs are eligible for an **additional \$500**.

To claim a rebate, you must be an active Pacific Power residential customer. Your generator or portable power station must also be a qualified product that was purchased on or after January 1, 2024.

To learn more and apply, please [visit our website](#).

Have questions? [Contact Us](#) | 1-888-221-7070 | Español 1-888-225-2611



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REBATES SUPPORT *preparedness*



To support readiness and resiliency for our customers, we offer rebates on backup power equipment.

You may earn a rebate of up to \$300 on the purchase of a qualifying portable generator or portable power station. Customers enrolled in the CARE or the medical baseline program are eligible for an additional \$500.

Be sure to follow the manufacturer's instructions for safe and proper use of backup power equipment. Apply for rebates and learn more at [PacificPower.net/BackupPower](#).

To help our California customers prepare for emergencies and potential power outages, Pacific Power's Medical Certificate and Medical Baseline programs offer the following for qualifying customers:

- Extra notifications whenever possible during Public Safety Power Shutoff events.
- A rebate of up to \$800 on the purchase of a generator or backup power supply.
- A free portable battery for customers enrolled in the Medical Baseline Program and California Alternate Rates for Energy (CARE) program.
- An increase in the baseline allowance at the lower rate on their monthly energy bill.

Enrollment in the medical programs does not guarantee that power will not be interrupted by a weather-related outage, other circumstances outside of Pacific Power's control or a service disconnection due to bill nonpayment.

(Customers at risk of service disconnection due to bill nonpayment can access resources at Pacific Power's Bill Payment Assistance webpage at [PacificPower.net/assistance](#))

Generator Rebate Program

- Rebate offered on the purchase of a portable generator or portable power station
- **Additional rebates available to customers with AFN**

2022 Applications	2023 Applications	2024 Applications	Total Applications
7	518	157	675

Free Portable Battery Program

- Implemented in 2021 to provide back-up batteries – at no cost – to medical baseline customers. Program includes:
 - Technical assessment of needs
 - Training
 - Free-to-the customer portable batteries
 - Customer support

Year	Customers Reached	Identified as Battery Eligible	Customers Received Batteries
2024 <i>(As of 10/30/2024)</i>	13	13	16
2023	13	7	5
2022	72	48	48
2021	41	28	28
Sum	126	83	81



2025 AFN Program Planning

AFN priority areas in 2025



**Expand outreach
strategies**



**Broaden Wildfire
Advisory Board
membership**



**Enhance internal
coordination**

AFN priority areas in 2025



Expand outreach strategies



Broaden Wildfire Advisory Board membership



Enhance internal coordination

Draft 2025 AFN outreach goals

1

Increase customer **awareness** of AFN related programs, with a focus on electricity dependent customers

2

Identify and minimize customer **barriers** to accessing AFN-related programs, with a focus on electricity dependent customers

3

Increase numbers of customers in programs that support medical and other access and functional needs

Question: Anything to add or modify?

Current AFN outreach strategies



Universal methods

- Collateral - flyers, mailers
- Online sources - websites, social media
- Customer service listens of key words
- Direct mail - email, mailings, bill inserts
- Community meetings, events
- Community Resource Centers



Targeted methods

- Direct contact - call, email, mailings
- Check box on CARE rate reduction applications
- External partners
- Engagement with Tribal emergency management and communications offices

AFN outreach feedback and considerations



QR codes



One phone number



Information in Spanish



All AFN programs on one flyer



Collaboration opportunities with Tribal partners

35% of people with disabilities do **not have internet access** at home

Traditional outlets are staple for people with disabilities

Source:
Independent Living Centers, 2020 Gaps and Impact Report

Questions:

- Which strategies work best for your communities, with a focus on medical and other access and functional needs?
- Are there specific organizations that can help amplify messaging about Pacific Power's AFN programs?

Wildfire Advisory Board: participation and expansion

Current membership

- Karuk Tribe
- Yurok Tribe
- Siskiyou County Office of Emergency Services
- College of the Siskiyous
- Modoc County Sheriff's Office
- Fire Safe Council of Siskiyou County
- California Public Utilities Commission
- City of Yreka
- Siskiyou County
- Modoc County
- Del Norte County
- Dunsmuir, California
- Mt. Shasta District
- Roseburg Forest Products
- AFN coordinator (retired USFS)
- Far Northern Regional Center
- Redwood Coast Regional Center
- Redwood Coast Transit Authority
- 2-1-1, Interface Children & Family Services *NEW

Pacific Power is also meeting with these organizations:

- California Foundation for Independent Living Centers
- Del Norte County Health and Human Services
- Del Norte County Communications and Equity
- Del Norte and Tribal Lands (DNATL) Community Food Council
- Family Resource Center of the Redwoods
- Siskiyou County Health and Human Services
- Siskiyou County Health Care Coalition
 - Fairchild and Mercy Medical Centers
 - Sierra – Sacramento Valley Regional Disaster Medical Health System
 - State & Local Public Health
 - Siskiyou County Environmental Health, Behavioral Health, Office of Education,
 - Trinity County Health Care Coalition
 - Planning and Service Area 2 Agency on Aging (Modoc, Shasta, Siskiyou)
 - NorCal Continuum of Care/Homeless Coalition (Modoc, Shasta, Siskiyou, Del Norte)
 - Mt. Shasta
 - State & Local OES
 - EMS Providers
 - Fire Chief's Association
- Tri-County Independent Living
- 2-1-1 NorCal

Questions:

- Who are we missing?
- Which AFN perspectives aren't at the table?

Wildfire Advisory Board: goals and topics refresh

Past agenda topics

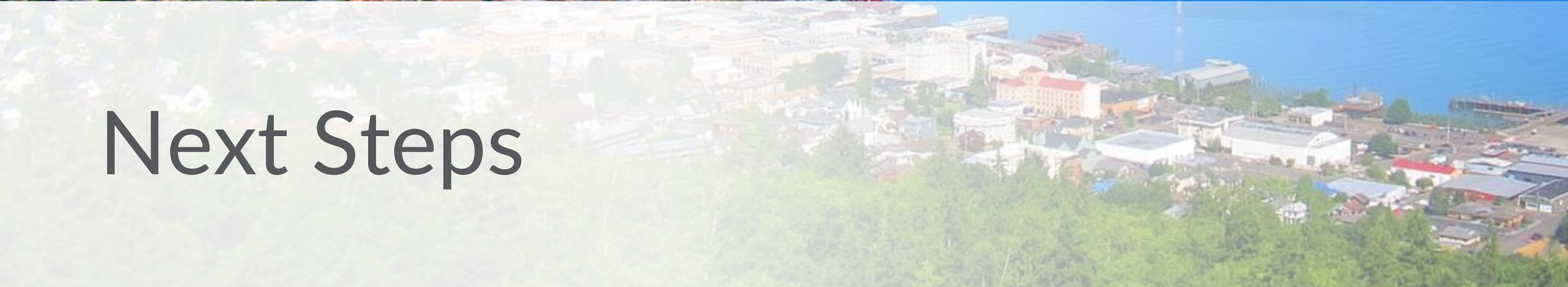
- PSPS history
- Systemwide improvements
 - Grid hardening, vegetation management
- Elevated fire risk settings
- Wildfire season preview and review
- Risk modeling
- Wildfire forecasting
- External coordination and communication
- Notification
- Customer resources
- Programs for customers with medical and other access and functional needs
- Planning updates
 - Emergency response plan, PSPS Playbook, CRC Playbook
- Preparedness outreach efforts
- Trainings and exercise efforts

Wildfire Advisory Board Schedule and Topics

Wildfire Advisory Board Schedule and Topics		
March	Q2 Meeting	Wildfire season preparation
November	Q4 Meeting	Wildfire season review

Questions:

- Are March and November the best months to meet?
- What would make this meeting meaningful for your organization?
- Which topics would you like to include in 2025?



Next Steps



Next Steps



Next WAB meeting

March 2025



Announcements

THANK YOU

