



e-FILING REPORT COVER SHEET

COMPANY NAME: PacifiCorp d/b/a Pacific Power

DOES REPORT CONTAIN CONFIDENTIAL INFORMATION? No Yes If yes, submit a redacted public version (or a cover letter) by email. Submit the confidential information as directed in OAR 860-001-0070 or the terms of an applicable protective order.

Select report type: RE (Electric) RG (Gas) RW (Water) RT (Telecommunications)
 RO (Other, for example, industry safety information)

Did you previously file a similar report? No Yes, report docket number: RE 107

Report is required by: OAR 860-023-0161

Statute

Order

Note: A one-time submission required by an order is a compliance filing and not a report (file compliance in the applicable docket)

Other

(For example, federal regulations, or requested by Staff)

Is this report associated with a specific docket/case? No Yes, docket number: RE 107

List Key Words for this report. We use these to improve search results.

Major Event Report

Send the completed Cover Sheet and the Report in an email addressed to PUC.FilingCenter@state.or.us

Send confidential information, voluminous reports, or energy utility Results of Operations Reports to PUC Filing Center, PO Box 1088, Salem, OR 97308-1088 or by delivery service to 201 High Street SE Suite 100, Salem, OR 97301.



825 NE Multnomah, Suite 2000
Portland, Oregon 97232

November 2, 2020

VIA ELECTRONIC FILING

Public Utility Commission of Oregon
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3398

RE: RE 107—PacifiCorp Major Event Report

In compliance with OAR 860-023-0161, PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company) submits the enclosed report describing the major event that occurred September 7, 2020 through September 19, 2020, throughout the Company's Oregon service areas.

PacifiCorp requests to exclude the outage information for this event from both its network performance reporting and customer guarantee failure payments.

If you require further information regarding this report, please contact Heide Caswell, Director, Engineering and Environmental, at (503) 813-6216.

Sincerely,

Etta Lockey
Vice President, Regulation

Enclosure

cc: Lori Koho/Administrator, Safety, Reliability, and Security Division

Report to the Oregon Public Utility Commission
Electric Service Reliability - Major Event Report

Event Date: September 7 – 19, 2020

Date Submitted: November 2, 2020

Primary Affected Locations: Oregon

Primary Cause: Wind Storm

Exclude from Reporting Status: Yes

Report Prepared by: April Brewer

Report Approved by: Heide Caswell / Carrie Laird / Milton Buker / Allen Berreth / David Lucas

Event Description and Summary

Event Outage Summary	
# Interruptions (sustained)	1,012
Total Customers Interrupted (sustained)	259,527
Total Customer Minutes Lost	75,809,416
State Event SAIDI	122.8 Minutes
CAIDI	292
Major Event Start	9/7/2020 12:00 AM
Major Event End	9/19/2020 1:26 PM

On September 7, 2020, at 1:00 p.m. Pacific Power activated its Emergency Operations Center (PPEOC) in anticipation of a high wind event. On the afternoon of September 7, customers in the northeast portion of the state were the first to begin experiencing outages due to wind and trees; by the early evening the storm had quickly pushed west, with customers in Portland and the Willamette Valley experiencing outages. At 2:16 a.m. on September 8, Oregon reached its peak customers out during the event at 59,587 customers, when winds in the Albany, Stayton, and Corvallis area caused an additional 30,000 customers to lose power.

Within the first three days of the event 515 outages had been experienced affecting a total of 204,374 customers. During this period, company employees from every operational area were dispatched to assist in restoration activities, including field personnel, assessors, engineers, vegetation crews, contractors, and administrative support staff. Restoration activities were challenged due to the magnitude of outages during the high wind event. Road closures due to vegetation and fire impacts and ongoing vegetation hazards from the high winds made assessments and restoration challenging. Figures 1-5 below show area weather station wind readings during the first three days of the event relative to the heavily impacted areas.

Figure 1. Portland weather station wind gust and wind speeds for September 7 - 9

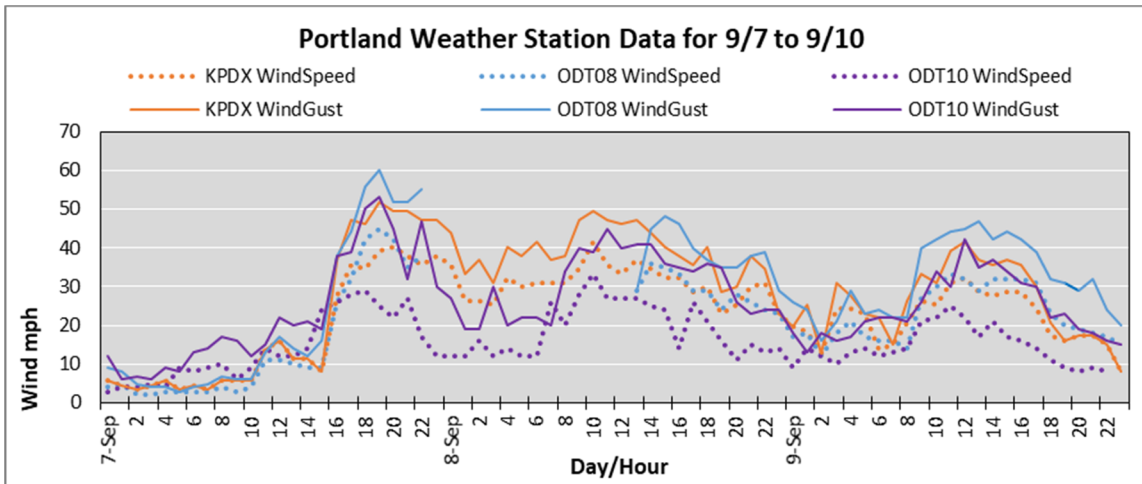


Figure 2. Lincoln City weather station wind gust and wind speeds for September 7 - 9

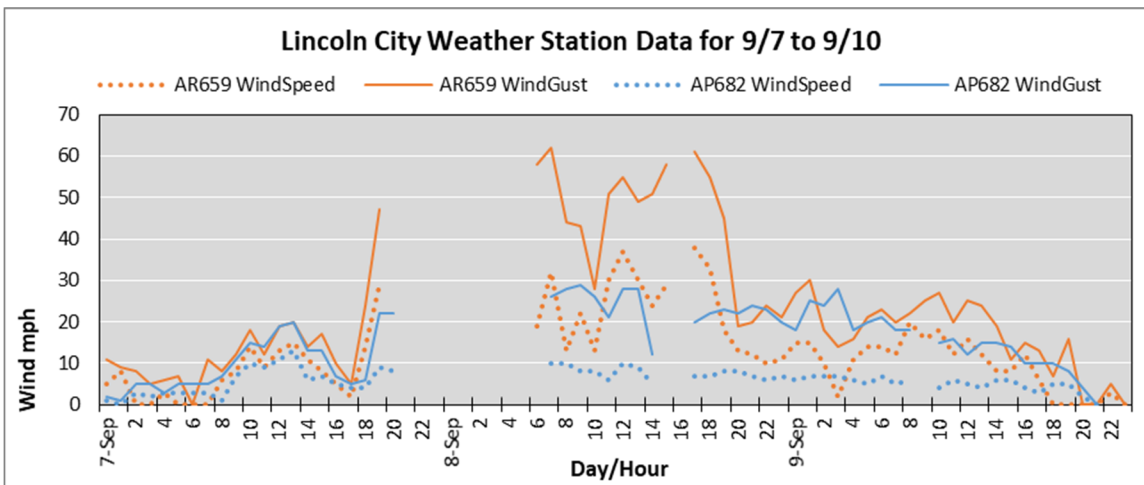


Figure 3. Stayton weather station wind gust and wind speeds for September 7 - 9

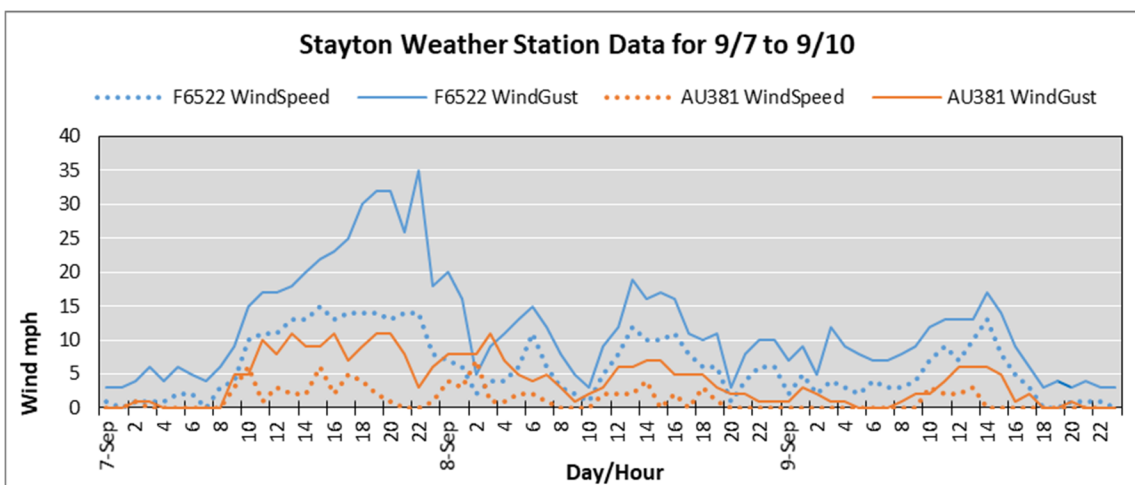


Figure 4. Medford weather station wind gust and wind speeds for September 7 - 9

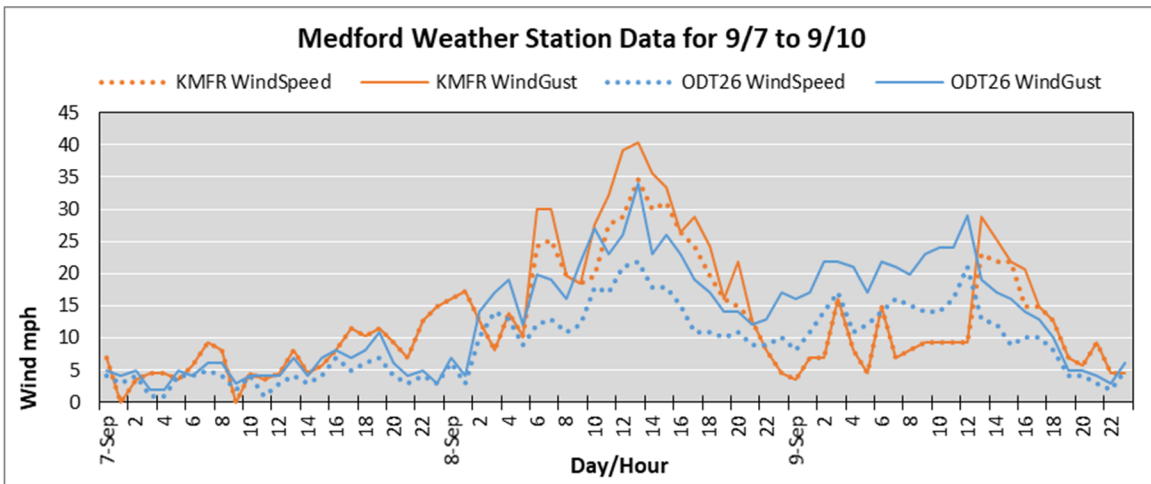
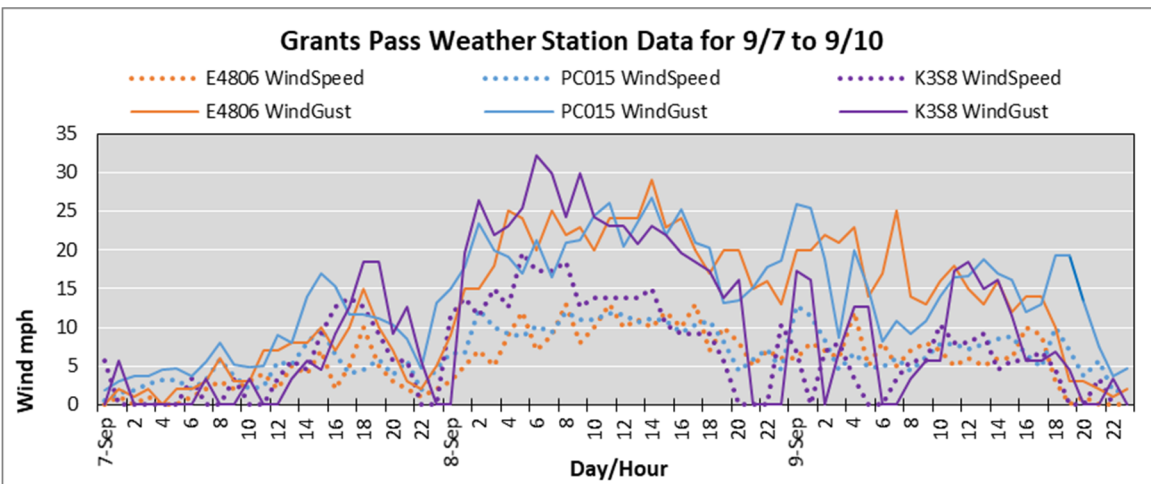


Figure 5. Grants Pass weather station wind gust and wind speeds for September 7 - 9



After the initial onset of the windstorm, crews were able to begin working on a more in-depth assessment of the outages as the winds died down and the amount of new outage events began to slow. However, during the high winds new and existing fires arose and quickly grew out of control and extended the damage the system sustained. The smoke also created extremely hazardous conditions, including air quality and visibility, and at times required cessation of activities due to the hazardous conditions. Concurrently, logistics became further challenged due to the restrictions in place due to the COVID-19 health emergency. During the event, more than 340 crew members were deployed across the state's service areas. They coordinated with public safety professionals to support safe response by all responders.

Appendix A outlines the various media releases that were provided during the event, and includes details regarding additional support and resources the company provided to the communities affected by the event.

Figure 6 below depicts the fluctuation of customer minutes lost by reporting region based on the percent of daily total customer minutes lost. Figures 7 and 8 summarize the effects of outages over the entire course of the event by operating area. Charts 1 and 2 further detail the total customer minutes lost and customer incidents, by reporting region and day. Figures 9 and 10 shows the percentage of customer minutes lost and customer outages by cause code.

Figure 6. Percent of daily total customer minutes lost by reporting region

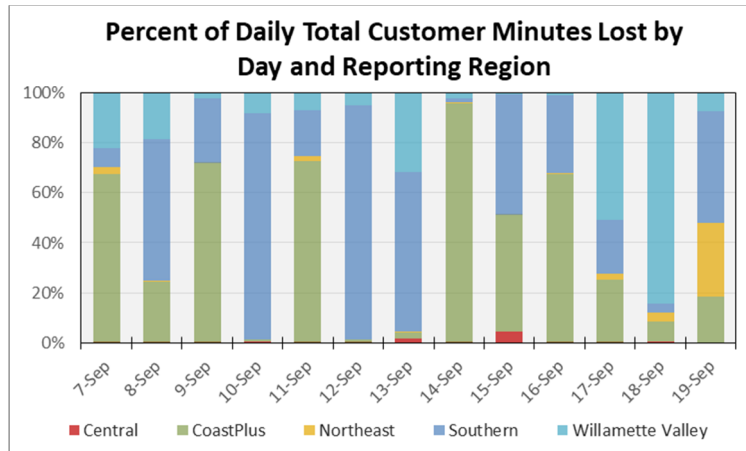


Figure 7 and 8. Operating area percent of customer minutes lost and percent of customer outages over the entire course of the event

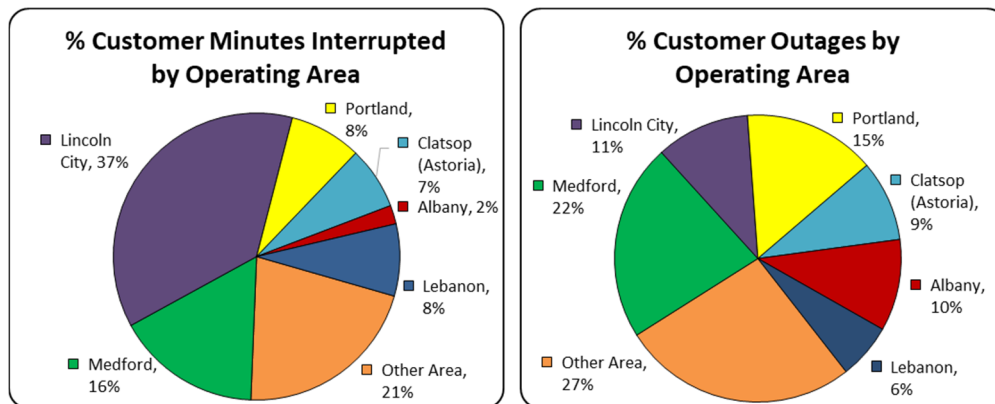


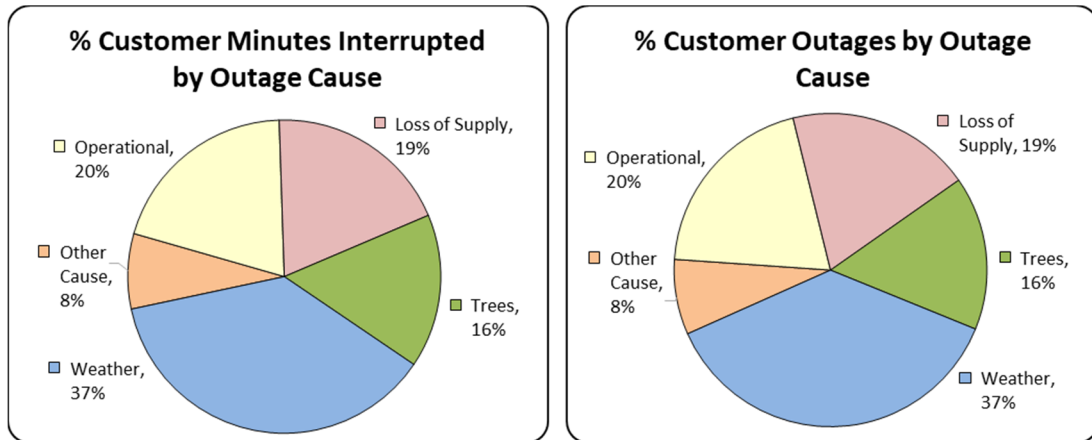
Chart 1. Daily total of customer minutes lost by reporting region.

Reporting Region Daily Customer Minutes Lost						
Date	Central	Coast Plus	Northeast	Southern	Willamette Valley	State Total
7-Sep	35,440	14,089,071	551,408	1,601,947	4,617,149	20,895,015
8-Sep	368	4,625,727	15,911	10,664,103	3,507,958	18,814,068
9-Sep	22,647	18,504,678	759	6,644,271	573,264	25,745,618
10-Sep	5,801	7,159	0	900,316	81,937	995,214
11-Sep	235	701,788	20,485	176,055	66,752	965,314
12-Sep	96	2,011	0	147,650	7,749	157,506
13-Sep	3,773	4,496	954	135,606	67,363	212,193
14-Sep	277	1,100,945	455	20,340	23,806	1,145,824
15-Sep	25,550	257,477	85	265,552	2,775	551,439
16-Sep	862	966,322	2,974	445,177	12,529	1,427,864
17-Sep	486	75,145	6,848	64,981	153,189	300,648
18-Sep	14,160	364,972	158,609	161,521	3,802,381	4,501,644
19-Sep	0	17,449	27,952	42,189	6,839	94,429
Event Total	109,694	40,717,240	786,441	21,269,709	12,923,691	75,806,775

Chart 2. Daily total of customer outages by reporting region.

Reporting Region Daily Customers Experiencing Outages						
Date	Central	Coast Plus	Northeast	Southern	Willamette Valley	State Total
7-Sep	97	54,666	1,866	4,478	10,926	72,033
8-Sep	2	3,559	27	41,343	52,631	97,562
9-Sep	129	13,472	2	20,465	711	34,779
10-Sep	213	25	0	3,178	48	3,464
11-Sep	4	5,836	69	270	107	6,286
12-Sep	1	18	0	1,109	71	1,199
13-Sep	30	51	11	808	272	1,172
14-Sep	1	12,528	6	305	99	12,939
15-Sep	87	361	1	1,038	38	1,525
16-Sep	2	307	16	338	58	721
17-Sep	2	73	41	888	3,938	4,942
18-Sep	39	11,310	1,446	1,141	7,320	21,256
19-Sep	0	79	1,326	198	20	1,623
Event Total	607	102,285	4,811	75,559	76,239	259,501

Figure 9 and 10. Outage interruption cause by percent of customer minutes lost and percent customer outages over the entire course of the event



At 5:30 p.m. on September 18, the PPEOC for the Labor Day Windstorm and Fires was deactivated. At that time, approximately 300 customers remained out of power in Southern Oregon and Northern California and oversight for operational response transitioned from the PPEOC to each district. By the afternoon of September 19, all event related outages had been closed and the total concurrent outages had returned to normal.

The photos below were taken by crews as they worked to repair damaged equipment.



Figure 11. Northeast Oregon customer outages by duration

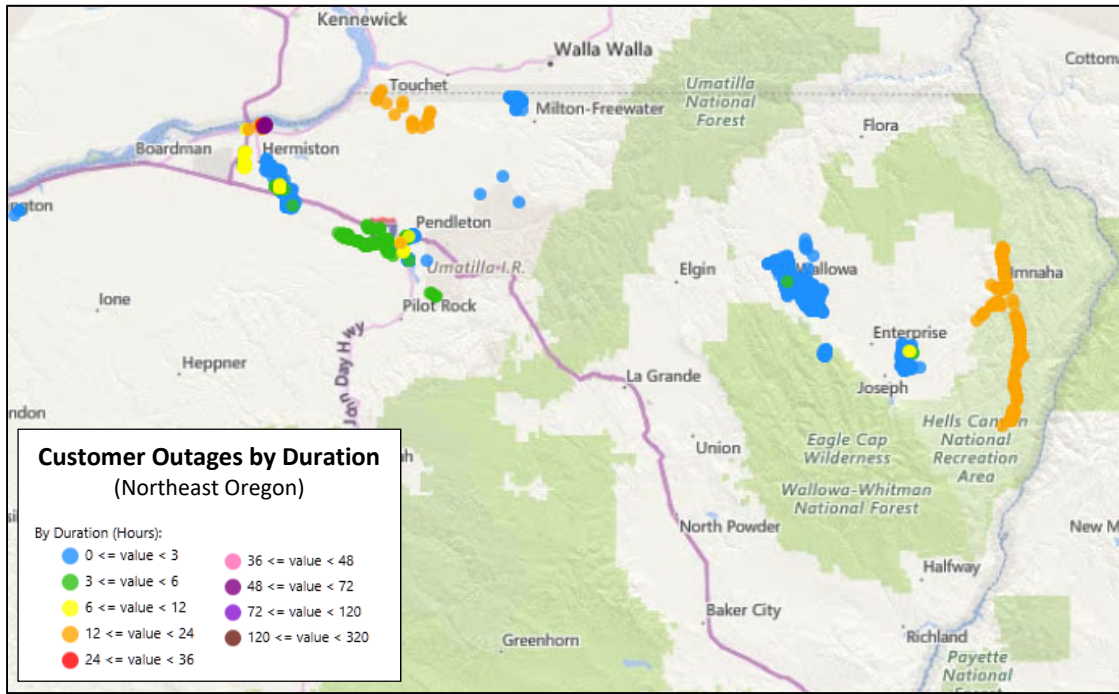


Figure 12. Northwest Oregon customer outages by duration and weather station locations

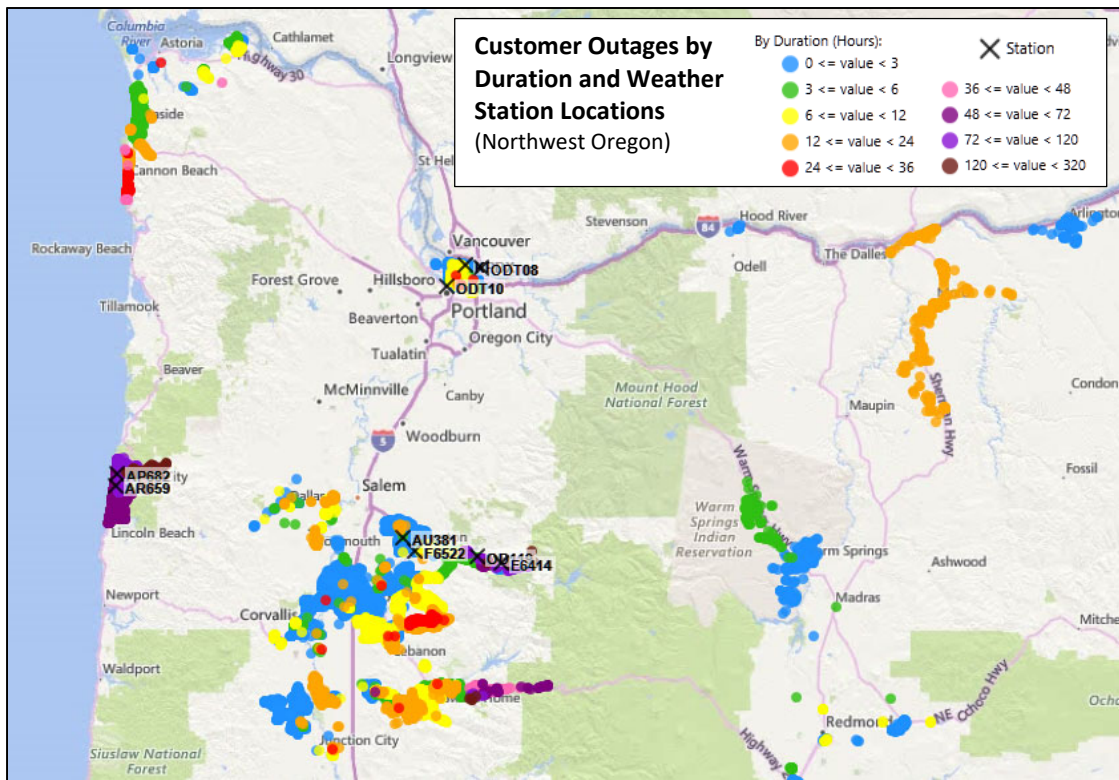
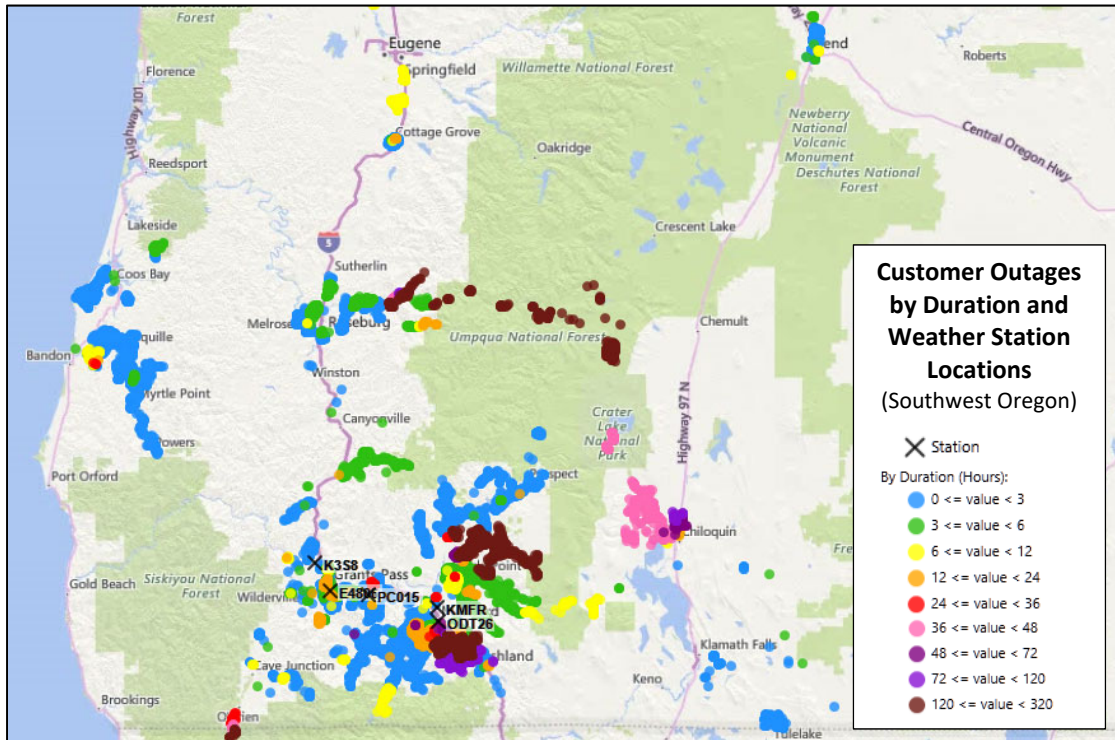


Figure 13. Southwest Oregon customer outages by duration and weather station locations



Restoration Intervals

Total Customers Sustained	< 3 Hrs.	3 - 24 Hrs.	24-48 Hrs.	48-72 Hrs.	72-96 Hrs.	96+ Hrs.
259,527	172,988	69,134	16,134	570	178	626

Restoration Resources and State Estimated Major Event Costs ¹

Personnel Resources			
Collector	6	Substation Journeyman	14
Communication Tech	5	Transformer Repairman	2
Estimator	31	Troubleshooter	1
Field Journeyman	155	Engineer	2
GF	13	Support	77
Mechanic	13	Vegetation crewmembers	149
Metermen	17	# Support staff	71
Relay Tech	6	Contract crewman	184
TOTAL			746

¹ Data provided represents a current snapshot of specific system records for personnel, resources, and costs; and is specific to the event, not inclusive of state delineation. However additional resources whose participation did not get individually captured in transaction recording systems were utilized during the event, thus the data presented here effectively understates the resources, including cost, involved in restoring the system to normal which is expected to continue through March of 2021.

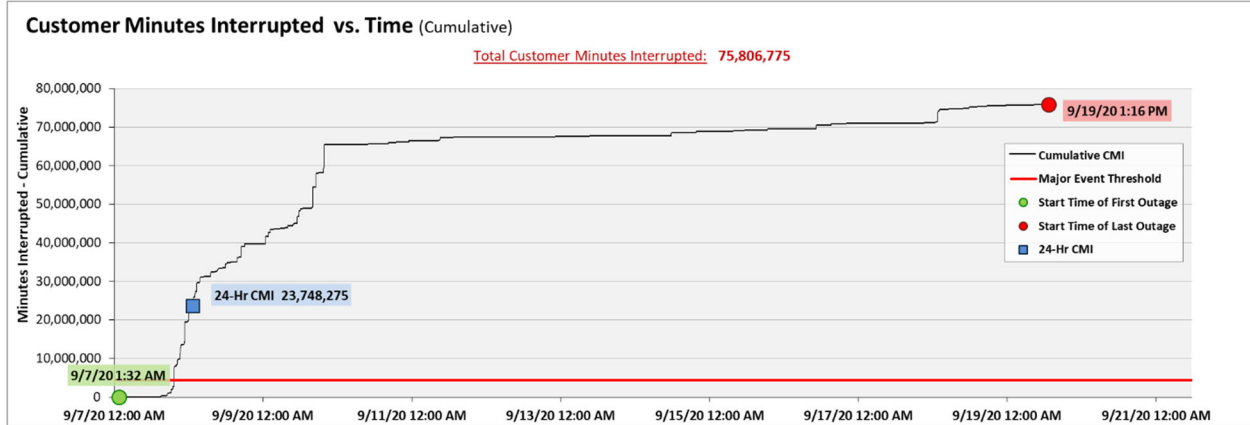
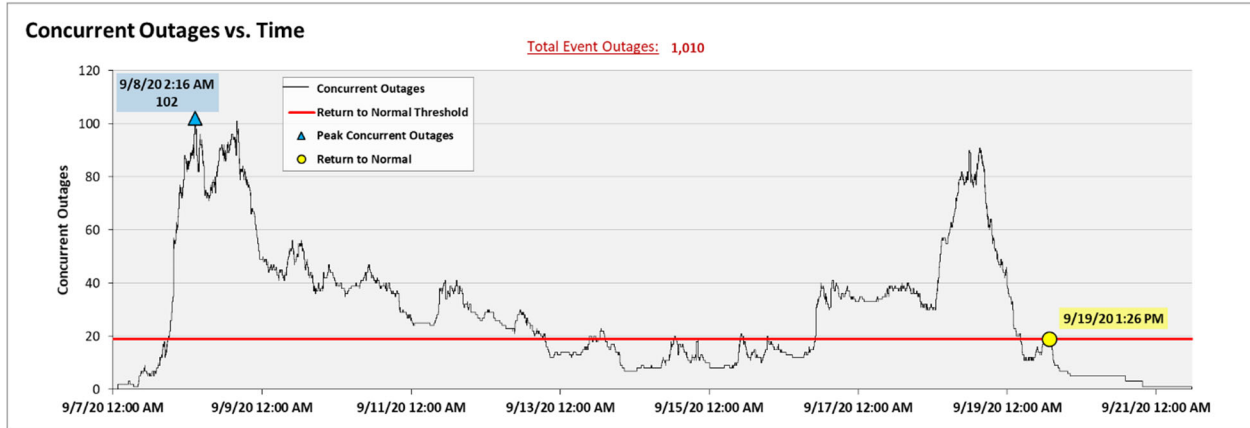
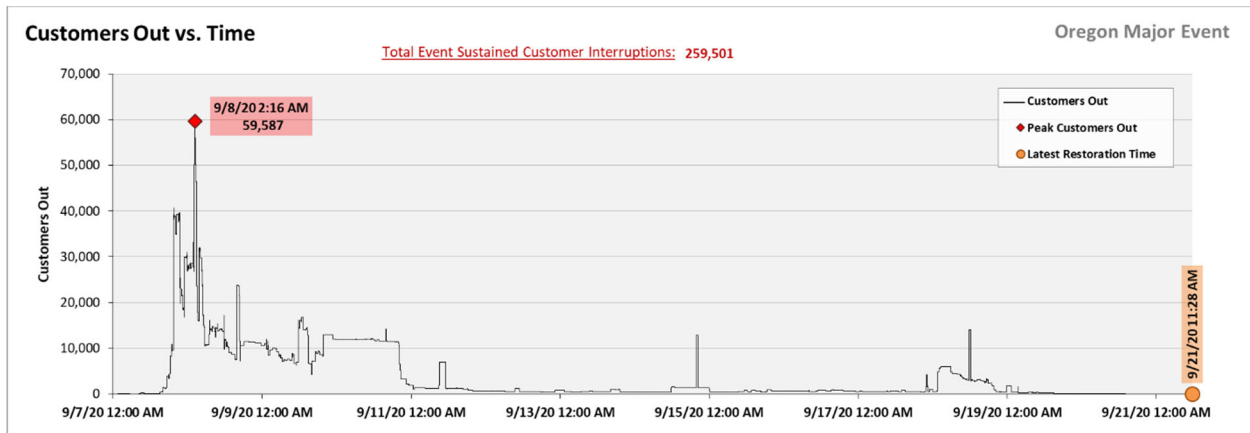
Materials			
# Poles (D)	610	Line fuses	1,078
# Poles (T)	225	Line splices	9,950
# Poles (T&D)	159	Guy wire	62,482
Approx. Conductor Line (feet)	552,184	Arresters	21
# Transformers	265	Truss	46
# Crossarms	639	Pole Protectant Wrap	122
Insulators	5,519	Regulator	3
Cutouts	736	Helicopters	6

Estimate \$	Labor	Contract Resources	Materials	Overheads	Total
Capital	\$6,944,314	\$14,096,865	\$2,241,332	\$1,807,886	\$23,282,511
Expense	\$1,297,165	\$3,777,166	\$155,478	\$342,703	\$5,572,512
Total	\$8,241,480	\$17,874,031	\$2,396,810	\$2,150,589	\$28,855,024

Major Event Declaration

PacifiCorp designates these events and the consequences thereof a major event in accordance with OAR 860-023-0161. This is a major event because it exceeded the design or operating limits of the system, and the Major Event Threshold for Oregon as calculated annually by the company according to IEEE 1366-2003 methodology (commonly referred to as the 2.5 beta method). The company's 2020 Oregon reliability threshold is 4,480,143 customer minutes lost (7.26 Oregon SAIDI minutes) in a 24-hour period.

Event Details



SAIDI, SAIFI, CAIDI by Reliability Reporting Region
Please see the attached system-generated reports.

Appendix A: Media Releases

9/11/2020



FOR IMMEDIATE RELEASE

Media Hotline: 503-813-6018

Active fires slowing power restoration throughout region

PORTLAND, Ore. (Sept. 11, 2020) — Pacific Power is at work throughout Oregon and Northern California as part of a unified regional response to the historically devastating fires that are still raging in the area.

As of noon Friday, approximately 12,500 Pacific Power customers remain without power in the region, which is down from 60,000 earlier in the week. Working overnight, crews were able to restore approximately 10,000 customers in the Lincoln City area.

Current information from fire authorities indicates a number of customers may remain without power for an extended period in some locations until active fires have been contained and our crews are allowed access to begin restoration.

“We know the level of hardship is already high in our communities where losses of homes and businesses are widespread and we know fatalities are now being reported as well,” said David Lucas, Pacific Power’s vice president of operations. “We are doing all that we can right now to protect our customers and communities. In many instances, power is turned off to areas to allow firefighters to continue to do their work safely. In other areas, it is not yet safe for us to assess damage and start repairs.”

The hardest hit areas include:

- Jackson and Siskiyou: 9,652 customers out
- Lincoln County: 1,880 customers out
- Marion and Linn Counties: 326 customers out

Forecasts indicate weather will remain favorable today and through the weekend for most locations with rain possible by Monday. When able to go forward fully, Pacific Power is ready to restore power as quickly and safely as possible.

More than 340 personnel are deployed throughout the hardest hit areas. They are doing the repair work that they can outside of active fire areas. Pacific Power is using helicopters to survey damage in advance of being able to enter areas.

The company is working with the Red Cross and local agencies to directly aid people in need.

How to be ready, how to get help

Our customer care agents are helping our customers through this incredibly difficult time. They can be reached 24/7 at 1-888-221-7070.

Customers should be prepared for prolonged power outages by having on hand adequate food, water and back-up batteries. They are also encouraged to follow any local evacuation orders and look out for neighbors.

Support is available for those in wildfire-affected areas at the following community shelter locations:

Oregon:

- Josephine County Fairgrounds – 1451 Fairgrounds Rd, Grants Pass
- Jackson County Expo – 1 Peninger Rd, Central Point
- Oregon State Fairgrounds – 2330 17th St. NE, Salem
- Klamath County Fair Grounds – 3531 S 6th St, Klamath Falls
- Kla-Mo-Ya Casino – 34333 US-97, Chiloquin
- Linn County Fairgrounds – 3700 Knox Butte Rd E, Albany
- Benton County Fairgrounds – 110 SW 53rd St, Corvallis
- Deschutes County Fairgrounds – 3800 SW Airport Way, Redmond
- Douglas County Fairgrounds – 2110 Frear St., Roseburg
- Polk County Fairgrounds – 520 S Pacific Hwy W, Rickreall
- Newport Recreation Center – 225 SE Avery St, Newport

Northern California:

- Kahtishraam Wellness Center – 1403 Kahtishraam, Yreka
- Siskiyou County Fairgrounds (taking large animals) – 1712 Fairlane Rd, Yreka



FOR IMMEDIATE RELEASE

Media Hotline: 503-813-6018

PACIFICORP CLOSING ALL RECREATION AND PUBLIC ACCESS LANDS IN LEWIS RIVER AREA DUE TO EXTREME FIRE DANGER

PORTLAND, Ore. (Sept. 11, 2020) — Due to the current fire danger and nearby firefighting activity, PacifiCorp has closed all access to its properties in Southwest Washington Lewis River basin until further notice.

The closure will remain in effect until the fire hazard conditions improve. The primary concern is for the safety of employees, contractors and all of those who enjoy using the properties.

PacifiCorp regrets the inconvenience this may cause and appreciates the public's cooperation to ensure the safety of everyone that may be impacted.

For a complete list of recreation site closures and limited or reduced services, including PacifiCorp facilities in Oregon, Washington, and California, please visit <https://www.pacificorp.com/community/recreation.html>

9/12/2020



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power working around the clock to restore electric service in aftermath of wildfire devastation

The company is making progress across the region amid historic statewide disaster

PORTLAND, Ore. (Sept. 12, 2020) — Working overnight and through the morning, Pacific Power crews restored more than 1,500 customers in the Lincoln City area as of 2 p.m. Saturday. Approximately 250 outages remain in Lincoln County, which at one time during the week had more than 14,000 customers without power.

Nearly 11,500 customers remain without service in Oregon and northern California with approximately 10,000 of them in the southern Medford area. Most of the outages in Medford are connected to lines de-energized Thursday to allow firefighters to safely complete their work.

“A lot is changing during the very active stages of the wildfires, and we are working around the clock to complete restorations as quickly as possible,” said David Lucas, vice president of operations. “Please stay safe, and know we are staging supplies, including large numbers of poles and equipment, so we can be ready to move as soon as we have an all-clear from first responders.”

Current information from fire authorities indicates a number of customers may remain without power for an extended period in some locations until active fires have been contained and our crews are allowed access to begin restoration.

More than 420 personnel are deployed throughout the more challenging areas. They are patrolling areas to survey damage and doing the repair work they can outside of active fire areas. Pacific Power is also using helicopters to survey damage in advance of being able to enter areas.

While access to heavily damaged areas is limited, Pacific Power has been able to make a preliminary inventory of equipment that needs to be replaced or repaired:

- 385 distribution poles

- 130 transmission poles
- 30 distribution transformers

Forecasts indicate weather will remain favorable today and through the weekend for most locations with rain possible next week.

“Our hearts go out to all that have been affected by these recent events. We are part of the communities we serve and are devastated by what we’re seeing as our friends, neighbors and our own employees are forced to evacuate,” said Lucas. “We stand ready to support the Red Cross and local agencies who are providing much needed relief to community members. We thank our emergency responders and all those on the frontlines for their tireless work to keep us all safe.”

How to be ready, how to get help

Pacific Power customer care agents are available and ready to help customers through this incredibly difficult time. They can be reached 24/7 at 1-888-221-7070.

Customers should be prepared for prolonged power outages by having on hand adequate food, water and back-up batteries. They are also encouraged to follow any local evacuation orders and look out for neighbors.

The company is working with the Red Cross and local agencies to directly aid people in need. Support is available for those in wildfire-affected areas at the following community shelter locations:

Oregon:

- Josephine County Fairgrounds – 1451 Fairgrounds Rd, Grants Pass
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9/13/2020 3:30 p.m.



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power crews gaining momentum in restoration efforts

Cooler temperatures and calmed winds allow progress; employees deliver supplies to communities hardest hit from Oregon's historic windstorm

PORTLAND, Ore. (Sept. 13, 2020) — Pacific Power crew members, nearly 500 strong, are making substantial progress in restoring power to areas hit by unprecedented wind-driven wildfires, restoring another 1,700 customers in the last 24 hours. The company is making plans to restore more than 3,000 customers in Southern Oregon later this evening.

As of 3 pm Sunday, approximately 8,900 customers remain without service in Oregon and northern California due to recent historic wind storm and wildfire activity. An additional 2,500 are out of service until sometime later today due to a PSPS event in Weed, Calif.

“The progress we’ve made over the weekend is encouraging, and we continue to be ready and staged with supplies in areas where we are still awaiting access to be granted by first responders,” said David Lucas, vice president of operations. “As our communities come together in response to this historic, statewide event, Pacific Power will continue to work around the clock to help restore power and support our neighbors and friends.”

Community spirit

Pacific Power employees are rolling up their sleeves wherever they can, supporting the communities they serve. As they are out and about, they are reporting back stories that exemplify true community spirit:

- **Glide: 138 Grill** – The only restaurant still operating in Glide, east of Roseburg and close to the fire lines, the 138 Grill has been feeding firefighters and local residents for several days for free. Saturday, Sam Carter, Pacific Power regional business manager for Douglas County, brought a truck load of food to the grill so they could continue their work.
- **Klamath County: Hay Trucks** – Local farmers sent 10 truckloads of hay to the Willamette Valley to help feed livestock displaced by the wildfire. “They saw that the folks on the

West side were hurting and just like that, organized this hay convoy,” said Todd Andres, regional business manager in Klamath County.

- **Southern Oregon: Emergency Supplies** – Local employees helped procure and deliver chainsaws and generators to local areas to help people clear their land of downed trees and to get power flowing to essential services as the restoration progresses. They also delivered vital supplies, including blankets sleeping bags, towels, pillows and essential personal care supplies to evacuees at the Jackson County Expo Center and non-perishable food, diapers, and masks to the Talent– Phoenix donation site.
- **Willamette Valley: Hotel Vouchers** – Regional business manager Cooper Whitman is coordinating donations to provide hotel vouchers so people evacuated from their homes can move from cots in shelters to hotel rooms.

“Our hearts go out to all that have been affected by the historic wind events this past week. We are part of the communities we serve and are devastated by what we’re seeing as our friends, neighbors and our own employees are forced to evacuate,” said Lucas. “We are here to help support the Red Cross and local agencies who are providing much needed relief to community members and thank our emergency responders and all those on the frontlines for their tireless work to keep us all safe.”

How to be ready, how to get help

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Customers should be prepared for prolonged power outages by having on hand adequate food, water and back-up batteries. They are also encouraged to follow any local evacuation orders and look out for neighbors.

The company is working with the Red Cross and local agencies to directly aid people in need. Support is available for those in wildfire-affected areas at the following community shelter locations:

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- Klamath County Fair Grounds – 3531 S 6th St, Klamath Falls
- Kla-Mo-Ya Casino – 34333 US-97, Chiloquin
- Lincoln City Community Center--2150 NE Oar Place
- Linn County Fairgrounds – 3700 Knox Butte Rd E, Albany
- Benton County Fairgrounds – 110 SW 53rd St, Corvallis
- Deschutes County Fairgrounds – 3800 SW Airport Way, Redmond
- Douglas County Fairgrounds – 2110 Frear St., Roseburg

- Polk County Fairgrounds – 520 S Pacific Hwy W, Rickreall

Northern California:

- Kahtishraam Wellness Center – 1403 Kahtishraam, Yreka
- Siskiyou County Fairgrounds (taking large animals) – 1712 Fairlane Rd, Yreka

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9/13/2020 7:00 p.m.



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power restoring more than 3,000 Southern Oregon customers tonight and into Monday

Crews have made tremendous progress in local communities devastated by fires

MEDFORD, Ore. (Sept. 13, 2020) —Pacific Power is making plans to restore more than 3,000 customers in Southern Oregon tonight and into Monday as the state recovers from the historic Labor Day storms.

The first area to be restored will be a section of Talent bounded by Colver Road on the north, Talent Avenue on the west, and east to Yank Gulch and Wagner Creek Roads. Also set to be restored through the evening and into the morning are customers south on Rapp Lane, and southeast to Anderson Creek Road. Residents north of I-5 on Suncrest and Payne Roads and south of Fern Valley Road should also have power back this evening.

Pacific Power is restoring power using a process known as “step restoration,” which gradually turns power on circuit by circuit. While more time consuming, this method offers the safest and most reliable way to restore power in these situations where an entire area has been de-energized for several days.

Pacific Power’s website will provide up-to-date estimates of local restorations times at www.pacificpower.net/outage-updates. This page will be updated as new information becomes available. Additional outage maps are available at: www.pacificpower.net/outages-safety.

How to get help

Pacific Power customer care agents are available and ready to help customers through this incredibly difficult time. They can be reached 24/7 at 1-888-221-7070.

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9/15/2020



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power continues making progress restoring power to hard-hit areas in region

Weather improvements allow crews to access more areas to assess and repair

PORTLAND, Ore. (Sept. 15, 2020) — Electric service is coming back on for customers across the region as more than 500 Pacific Power employees and contractors are at work repairing equipment and jump-starting community recovery from Lincoln City to Glide to Happy Camp.

As of 6 p.m. Tuesday, approximately 5,500 customers remain without service in Oregon and northern California due to damage inflicted by a historic wind storm. At peak a week ago, more than 60,000 were without power. Most recently, power was restored to 800 customers in Lincoln City.

“This has been a tremendously trying week for all our customers affected by this unparalleled disaster,” said David Lucas, vice president of operations. “Our communities are showing such resilience and their appreciation for the frontline responders and our crews is a terrific statement about the people we are privileged to serve.”

Communities with the largest number of customers without power include:

- Medford area, 3,100 customers
- Happy Camp, Calif., 300
- Lincoln City, 700
- Glide/Umpqua Canyon, 500

Pacific Power’s website will provide up-to-date estimates of local restoration times at www.pacificpower.net/outage-updates. This page will be updated as new information becomes available. Additional outage maps are available at: www.pacificpower.net/outages-safety.

Community spirit

Pacific Power employees are rolling up their sleeves wherever they can, supporting the communities they serve.

- **North Umpqua** – Pacific Power helped clear trees and powerlines that had blocked access to the Rock Creek Fish Hatchery east of Glide. With the road cleared, hatchery employees were able to rescue thousands of fish that would have died.
- **Marion County** – The company has donated \$12,500 to the Santiam Canyon Relief Fund, which was set up by local business leaders to provide direct help to people needing help in the storm’s aftermath.
- **Southern Oregon** – Regional Business managers have delivered more than 1,000 meals to residents who are staying in Jackson County shelters.

How to be ready, how to get help

Pacific Power customer care agents are available and ready to help customers through this incredibly difficult time. They can be reached 24/7 at 1-888-221-7070.

The company is working with the Red Cross and local agencies to directly aid people in need. Support is available for those in wildfire-affected areas at the following community shelter locations:

Oregon:

- Josephine County Fairgrounds – 1451 Fairgrounds Rd, Grants Pass
- Jackson County Expo – 1 Peninger Rd, Central Point
- Oregon State Fairgrounds – 2330 17th St. NE, Salem
- Klamath County Fair Grounds – 3531 S 6th St, Klamath Falls
- Kla-Mo-Ya Casino – 34333 US-97, Chiloquin
- Lincoln City Community Center--2150 NE Oar Place
- Linn County Fairgrounds – 3700 Knox Butte Rd E, Albany
- Benton County Fairgrounds – 110 SW 53rd St, Corvallis
- Deschutes County Fairgrounds – 3800 SW Airport Way, Redmond
- Douglas County Fairgrounds – 2110 Frear St., Roseburg
- Polk County Fairgrounds – 520 S Pacific Hwy W, Rickreall

Northern California:

- Kahtishraam Wellness Center – 1403 Kahtishraam, Yreka
- Siskiyou County Fairgrounds (taking large animals) – 1712 Fairlane Rd, Yrek

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9/17/2020



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power adjusts outage numbers to reflect structures lost in windstorm aftermath

As access to areas expands, company is better able to determine how many customers need to rebuild in order for electric service to be restored

PORTLAND, Ore. (Sept. 17, 2020) —As of noon., Sept. 17 Pacific Power has restored service to approximately 95 percent all of the customers in Oregon and northern California who lost power due to damage inflicted by a historic wind storm.

Current outage map numbers include some customers remaining out due to fire suppression efforts. At peak a week ago, more than 60,000 were without power. Pacific Power is at work to reconcile those numbers and assure that the information available to the public via its online outage map is in line with actual circumstances on the ground.

“We are revising our outage numbers based on what we know now with the full knowledge that our customers are needing this information to rebuild and move forward,” said David Lucas, vice president of operations. “We are getting very close to restoring all the power that is possible for us to restore, but we know a tremendous amount of work remains for those customers who will need to rebuild or do significant repair work before service restoration is possible. We’re committed to helping simplify that work and lend a hand with temporary connections during reconstruction whenever possible.”

Based on customers able to receive power, current outages include:

- Medford area, less than 500 customers
- Happy Camp, Calif., approximately 250
- Lincoln City, approximately 230
- Glide/Umpqua Canyon, approximately 250

Pacific Power’s website will provide up-to-date estimates of local restoration times at www.pacificpower.net/outage-updates. This page will be updated as new information becomes available. Additional outage maps are available at: www.pacificpower.net/outages-safety.

Community spirit

Pacific Power employees are rolling up their sleeves wherever they can, supporting the communities they serve.

- **Linn County Relief Fund.** Donated \$10,000 to locally-initiated fund to help residents get back on their feet.
- **Douglas Timber Operators Relief Fund.** Donated \$2,500 to fund
- **Talent.** Purchased and distributed N95 masks to Talent and Shady Cove residents who have been let back into their neighborhoods to assess damage.

How to be ready, how to get help

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The company is working with the Red Cross and local agencies to directly aid people in need. Assistance is available for those in wildfire-affected areas; contact the Red Cross for the latest shelter and emergency support information.

Oregon:

- Josephine County Fairgrounds – 1451 Fairgrounds Rd, Grants Pass
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9/18/2020



Media hotline: 503-813-6018

NOTE TO MEDIA: Images of restoration work underway are available for use, [via this link](#). Photo credit: Pacific Power

Pacific Power nears complete restoration in aftermath of Labor Day windstorm

With repairs substantially complete, communities move to recovery and rebuilding

PORTLAND, Ore. (Sept. 18, 2020) — After 10 days of long shifts, with more than 500 personnel in the field at times, Pacific Power has substantially restored service to all the customers able to receive power.

As of 6 p.m., about 350 customers remain out. Certain isolated pockets of outages are expected to extend into next week. At peak, more than 60,000 customers were without service.

“We thank our customers for their extraordinary patience during this challenging restoration and we will continue to support our communities as we help them rebuild,” said David Lucas, vice president of operations. “The power and resilience of our communities have truly shone through all these long days. And we salute our own folks in the field who showed tremendous commitment to serving our customers. These dedicated professionals will remain at work until all customers are restored.”

Here to help

Pacific Power customer care agents are available and ready to help customers through this incredibly difficult time. They can be reached 24/7 at 1-888-221-7070.

The company is working with the Red Cross and local agencies to directly aid people in need. Assistance is available for those in wildfire-affected areas; contact the Red Cross for the latest shelter and emergency support information.

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PacifiCorp Major Event Report

Customer Analysis

Oregon		Customer Analysis 9/7/2020 through 9/19/2020					Customers Restored by Intervals									Major Event Only - metric by operating area customer counts		
PacifiCorp Major Events Report Customer Analysis*		Sustained Customers Off	% Sustained Customers Off	CML	Number of Sustained Interruptions	Customer Count	< 5 min	5 min - 3 hrs	3 hrs - 24 hrs	24 hrs - 48 hrs	48 hrs - 72 hrs	72 hrs - 96 hrs	96 + hrs	% Sustained Customers Restored in 3 Hours PS4	SAIDI	SAIFI	CAIDI	
PC	PACIFICORP	259,527	13%	75,809,416	1,012	1,982,346	58,699	172,988	69,134	16,031	570	178	626	67%	38.24	0.131	292	
PP	Pacific Power	259,527	32%	75,809,416	1,012	799,297	58,699	172,988	69,134	16,031	570	178	626	67%	94.85	0.325	292	
OR	Oregon	259,527	42%	75,809,416	1,012	617,333	58,699	172,988	69,134	16,031	570	178	626	67%	122.80	0.420	292	
OR	ALBANY	26,813	83%	1,595,939	41	32,228	-	26,768	44	1	-	-	-	100%	49.52	0.832	60	
OR	BEND/REDMOND	496	1%	73,826	18	67,328	2,215	390	106	-	-	-	-	79%	1.10	0.007	149	
OR	CLATSOP (ASTORIA)	23,672	95%	5,342,907	57	25,031	1	11,887	11,243	542	-	-	-	50%	213.45	0.946	226	
OR	COOS BAY/COQUILLE	11,372	43%	401,488	26	26,390	-	11,235	134	3	-	-	-	99%	15.21	0.431	35	
OR	CORVALLIS	10,956	37%	392,721	38	29,956	2,495	10,609	345	2	-	-	-	97%	13.11	0.366	36	
OR	COTTAGE GROVE/J.CITY	8,273	73%	1,268,260	26	11,322	3,539	6,503	1,770	-	-	-	-	79%	112.02	0.731	153	
OR	DALLAS/INDEPENDENCE	721	5%	294,277	41	15,581	3	193	528	-	-	-	-	27%	18.89	0.046	408	
OR	ENTERPRISE	1,203	22%	289,406	9	5,476	-	971	232	-	-	-	-	81%	52.85	0.220	241	
OR	GRANTS PASS	11,170	21%	2,354,994	95	52,143	5,729	8,066	2,998	106	-	-	-	72%	45.16	0.214	211	
OR	HERMISTON	2,880	60%	341,085	13	4,829	581	2,516	336	7	21	-	-	87%	70.63	0.596	118	
OR	HOOD RIVER	1,094	11%	753,307	9	9,546	-	103	991	-	-	-	-	9%	78.91	0.115	689	
OR	KLAMATH FALLS	1,885	5%	1,250,066	40	37,763	-	1,260	251	374	-	-	-	67%	33.10	0.050	663	
OR	LEBANON	16,212	78%	6,153,937	114	20,901	8,232	4,580	11,418	184	30	-	-	28%	294.43	0.776	380	
OR	LINCOLN CITY	27,466	223%	28,040,597	93	12,330	9,646	7,207	5,653	14,043	373	-	190	26%	2,274.18	2.228	1,021	
OR	MADRAS	113	1%	36,141	9	17,235	1,867	5	108	-	-	-	-	4%	2.10	0.007	320	
OR	MEDFORD	57,630	63%	12,423,123	149	91,033	22,712	35,117	22,093	338	41	2	39	61%	136.47	0.633	216	
OR	PENDLETON	676	5%	147,049	22	12,943	-	402	274	-	-	-	-	59%	11.36	0.052	218	
OR	PORTLAND	38,684	46%	6,178,877	70	83,892	-	31,721	6,930	33	-	-	-	82%	73.65	0.461	160	
OR	ROSEBURG/MYRTLECREEK	4,874	11%	5,241,526	46	42,857	5	2,485	1,738	302	1	54	294	51%	122.30	0.114	1,075	
OR	STAYTON	13,285	96%	3,220,991	92	13,825	1,674	10,919	1,941	96	104	122	103	82%	232.98	0.961	242	
OR	WALLA WALLA	52	2%	8,901	4	2,312	-	51	1	-	-	-	-	98%	3.85	0.022	171	

*Only current event specific metric impact shown. Does not include values from other events which may have occurred in other regions during the same time period.

PacifiCorp Major Event Report

Customer Analysis

Date*	Customer Interrupted by Date 9/7/2020 through 9/19/2020					Customers Restored by Intervals								Major Event Only - metric by state customer counts		
	Sustained Customers Off	% Sustained Customers Off	CML	Number of Sustained Interruptions	Average Customer Count	< 5 min	5 min - 3 hrs	3 hrs - 24 hrs	24 hrs - 48 hrs	48 hrs - 72 hrs	72 hrs - 96 hrs	96 + hrs	% Sustained Customers Restored in 3 Hours PS4	SAIDI	SAIFI	CAIDI
9/7/2020	72,033	12%	20,895,015	159	617,333	7,871	38,126	31,439	2,129	100	122	117	53%	33.85	0.117	290
9/8/2020	97,562	16%	18,814,068	220	617,333	35,997	82,222	12,287	2,791	33	-	229	84%	30.48	0.158	193
9/9/2020	34,779	6%	25,745,618	97	617,333	3,890	8,444	15,143	10,727	368	-	97	24%	41.70	0.056	740
9/10/2020	3,470	1%	995,779	46	617,333	853	3,197	125	44	-	56	48	92%	1.61	0.006	287
9/11/2020	6,286	1%	965,314	54	617,333	2,215	5,905	335	44	2	-	-	94%	1.56	0.010	154
9/12/2020	1,199	0%	157,506	30	617,333	1,444	751	447	1	-	-	-	63%	0.26	0.002	131
9/13/2020	1,191	0%	214,256	25	617,333	-	419	772	-	-	-	-	35%	0.35	0.002	180
9/14/2020	12,939	2%	1,145,824	45	617,333	523	11,904	1,034	1	-	-	-	92%	1.86	0.021	89
9/15/2020	1,525	0%	551,439	43	617,333	-	1,033	422	67	3	-	-	68%	0.89	0.002	362
9/16/2020	721	0%	1,427,864	62	617,333	1	73	253	210	50	-	135	10%	2.31	0.001	1,980
9/17/2020	4,944	1%	301,018	47	617,333	-	4,703	234	7	-	-	-	95%	0.49	0.008	61
9/18/2020	21,255	3%	4,501,287	159	617,333	5,905	14,797	6,436	10	12	-	-	70%	7.29	0.034	212
9/19/2020	1,623	0%	94,429	25	617,333	-	1,414	207	-	2	-	-	87%	0.15	0.003	58

Data as of
10/16/202

PacifiCorp Major Event Report
SSC by State Analysis

	Oregon	Event 09/07/20 through 09/19/20						Month 09/01/20 through 09/30/20						YTD FY2021 01/01/20 through 09/30/20					
		Major Events Included			Major Event Excluded			Major Events Included			Major Events Excluded*			Major Events Included			Major Events Excluded*		
	PacifiCorp Major Events Report SSC by State	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI	SAIDI	SAIFI	CAIDI
PC	PACIFICORP	324.46	0.370	878	-	-	-	332.70	0.435	765	8.24	0.065	126	472.67	1.303	363	81.26	0.753	108
PP	Pacific Power	109.06	0.351	310	-	-	-	116.60	0.412	283	7.54	0.060	125	301.69	1.256	240	78.07	0.687	114
OR	Oregon	122.80	0.420	292	-	-	-	130.51	0.486	268	7.71	0.066	117	308.23	1.291	239	76.97	0.697	110
OR	ALBANY	2.61	0.044	60	-	-	-	4.65	0.064	73	2.07	0.020	101	8.65	0.105	82	5.67	0.058	97
OR	BEND/REDMOND	0.24	0.001	194	-	-	-	0.46	0.003	178	0.34	0.002	192	11.63	0.034	345	2.08	0.017	122
OR	CLATSOP (ASTORIA)	8.65	0.038	226	-	-	-	8.94	0.040	222	0.28	0.002	145	12.66	0.081	156	3.81	0.041	92
OR	COOS BAY/COQUILLE	0.65	0.018	35	-	-	-	1.19	0.024	49	0.54	0.006	90	3.36	0.044	77	2.56	0.024	108
OR	CORVALLIS	0.64	0.018	36	-	-	-	0.76	0.018	42	0.13	0.001	202	2.51	0.034	74	1.85	0.016	116
OR	COTTAGE GROVE/J.CITY	2.05	0.013	153	-	-	-	2.13	0.014	154	0.08	0.000	161	4.09	0.032	127	1.99	0.018	108
OR	DALLAS/INDEPENDENCE	0.48	0.001	408	-	-	-	0.95	0.003	306	0.47	0.002	244	8.75	0.043	203	2.99	0.015	193
OR	ENTERPRISE	0.47	0.002	241	-	-	-	0.47	0.002	239	0.00	0.000	93	1.71	0.010	165	0.79	0.007	107
OR	GRANTS PASS	3.82	0.018	211	-	-	-	4.33	0.021	203	0.52	0.003	162	87.47	0.158	552	14.71	0.095	155
OR	HERMISTON	0.55	0.005	118	-	-	-	0.57	0.005	119	0.01	0.000	160	3.99	0.021	193	0.60	0.007	82
OR	HOOD RIVER	1.22	0.002	689	-	-	-	1.23	0.002	667	0.01	0.000	110	3.52	0.018	197	1.29	0.013	98
OR	KLAMATH FALLS	2.03	0.003	662	-	-	-	2.03	0.003	655	0.01	0.000	130	4.77	0.026	181	2.69	0.023	117
OR	LAKEVIEW	-	-	-	-	-	-	0.00	0.000	93	0.00	0.000	93	0.23	0.002	139	0.23	0.002	139
OR	LEBANON	9.97	0.026	379	-	-	-	10.04	0.027	372	0.07	0.001	103	12.75	0.043	296	2.68	0.016	165
OR	LINCOLN CITY	45.43	0.045	1,021	-	-	-	45.94	0.053	861	0.52	0.009	59	47.79	0.075	638	2.34	0.030	77
OR	MADRAS	0.06	0.000	320	-	-	-	0.27	0.003	80	0.21	0.003	66	13.07	0.026	502	1.69	0.013	131
OR	MEDFORD	20.15	0.093	216	-	-	-	20.60	0.096	215	0.48	0.003	178	33.32	0.191	174	10.48	0.089	118
OR	PENDLETON	0.25	0.001	212	-	-	-	0.28	0.001	204	0.04	0.000	148	2.37	0.023	105	1.40	0.014	97
OR	PORTLAND	10.01	0.063	160	-	-	-	10.11	0.063	160	0.10	0.000	271	18.80	0.175	107	7.98	0.106	75
OR	ROSEBURG/MYRTLECREEK	8.49	0.008	1,075	-	-	-	9.96	0.019	529	1.47	0.011	134	17.92	0.096	187	5.66	0.059	96
OR	STAYTON	5.25	0.022	242	-	-	-	5.37	0.023	234	0.16	0.001	108	8.38	0.052	162	3.06	0.029	105
OR	WALLA WALLA	0.01	0.000	171	-	-	-	0.23	0.001	235	0.22	0.001	241	0.51	0.002	219	0.42	0.002	222

*may include other regional major event exclusions during the same period. Operating areas are calculated by the state frozen customer count metrics.

Data as/of
10/16/202