

November 1, 2021

VIA ELECTRONIC FILING

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

RE: PacifiCorp's 2021 Public Safety Power Shutoff Lessons Learned Report

In accordance with OAR 860-024-0160(2), PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company) provides the following lessons learned from the Public Safety Power Shutoff (PSPS) events during the 2021 Wildfire Season.

Oregon PSPS Events

PacifiCorp did not execute any PSPS events in Oregon in 2021.

Oregon PSPS Exercises

PacifiCorp's emergency management department continued its PSPS planning series with public safety partners. In 2021, PacifiCorp conducted two separate tabletop exercises. On June 10, 2021, PacifiCorp emergency management facilitated a community based PSPS exercise in Hood River with participation from the City of Hood River, Hood River County, the City of Mosier, Wasco County, Oregon State Patrol, and the Public Utility Commission of Oregon (Commission). On July 29, 2021, a similar exercise was held in Medford and attended by public safety representatives from Douglas County, Jackson County, Grants Pass School District, Medford Fire Department, Josephine County, the Oregon Department of Transportation, the Commission Bureau of Land Management, and the U.S. Forest Service. The event in Medford also included a live demonstration of a community resource center, which allowed participants to see the services and features provided with a community resource center. Attached as Exhibit A and Exhibit B, respectively, are the post-exercise corrective action plans for the exercise events in Hood River and Medford.

Key lessons learned from these exercise events led to improved planning for a PSPS event. PacifiCorp will increase coordination of access and functional needs population support services, by creating additional interfaces for contact during incidents and events. Additionally, PacifiCorp will provide a direct connection between internal and public emergency management staff through liaison channels to the activated Emergency Operations Centers. PacifiCorp is streamlining the interface between our communications department and local (county) joint information systems. PacifiCorp is also supplementing the existing list of critical facilities, with 24/7 points of contact used to notify critical facilities in the event of a PSPS watch.

Educational Campaigns and Outreach

PacifiCorp's primary goal in providing education and outreach is to provide clear, actionable and timely information to customers, community stakeholders and regulators. PacifiCorp provides educational and outreach materials on wildfire safety and preparedness and PSPS through a variety of methods. Those methods include:

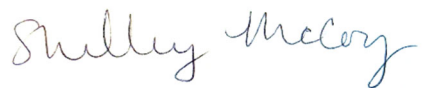
- Targeted wildfire safety and outage preparedness radio, digital, and social ads;
- Geo-targeted social media posts promoting wildfire safety and outage preparedness;
- Wildfire safety-related press releases sent to local and regional media outlets; subject matter interviews provided as needed;
- Customers in potential de-energization zones receive wildfire safety and PSPS-specific bill messages;
- Targeted social media and print ads promoting wildfire safety webinars;
- Webinars are recorded and made available on the Company's website;
- Wildfire safety and preparedness resource and information center on website; and Webtools to help customers identify if an address is located within a PSPS area and weather forecasting tools.

Representative examples of outreach materials are attached as Exhibit C. The above list of tactics is not meant to be rigid or exhaustive, as the Company maintains a flexible and dynamic communications plan informed by customer survey data, community stakeholder input and community needs.

PacifiCorp targets certain geographic areas and communities because of an elevated wildfire risk. These areas, which PacifiCorp call fire high consequence areas, sometimes overlap into other areas depending on media market and distribution channel. PacifiCorp provides outreach materials directly to customers; in addition, it provides materials to local government and community-based organizations for distribution through these organizations to members of the public. Materials are typically made available both in English and Spanish. Due to current limitations amidst the COVID-19 pandemic, the Company utilized webinar and video content to engage customers and community stakeholders in lieu of in-person community events. It is the Company's hope that in-person wildfire safety and preparedness events will resume once it is safe to do so.

If you have questions about this filing, please contact Cathie Allen, Regulatory Affairs Manager, at (503) 813-5934.

Sincerely,



Shelley McCoy
Director, Regulation

Enclosures

Exhibit A

Public Safety Power Shutoff Tabletop Exercise

**Hood River County
(Hood River, Oregon)**



Hood River County, OR PSPS

Post-Exercise Review / Corrective Action Plan

Tabletop Exercise

June 9, 2021

The Post-Exercise Review and Corrective Action Plan align exercise objectives with incident management team performance and business requirements. Additional exercise information may be included or referenced as needed.

EXERCISE OVERVIEW

Exercise Name	Hood River County PSPS Tabletop Exercise
Exercise Dates, Times and Locations	May 27, 2021 Hood River Best Western Conference Center
Scope	A tabletop exercise was used to facilitate the exercise scenario. The scope of the exercise was limited to specific actions prior to and during a PSPS activation.
Objectives	<p>The business objectives for the exercise were as follows. Other participating internal or external groups may have had additional objectives not cited here.</p> <ol style="list-style-type: none">1. Confirm public communications interface2. Confirm Incident Command Structure for event response3. Confirm Emergency Operations Center liaison capability during event4. Confirm timing and appropriateness for public communications5. Confirm communications timing and viability for emergency management agency communication6. Confirm internal communication capabilities and processes7. Confirm timing and appropriateness for public communications8. Confirm communications timing and viability for emergency management agency communication9. Confirm internal communication capabilities and processes
Threat or Hazard	Fire weather which necessitated the activation of PSPS actions
Scenario	Fire weather forecasts showed potential for PSPS activation and required the appropriate notifications and actions by all responding agencies. PSPS activation was executed, area was de-energized and ultimately restored.
Sponsor	Pacific Power
Participating Organizations	PacifiCorp, Hood River County, Wasco County
Point of Contact (POC)	Jeff Bolton, Pacific Power Emergency Manager

ANALYSIS OF OBJECTIVES

The objectives of the exercise were evaluated to assess the performance of the incident management team.

No.	Objectives	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
1	Confirm public communications interface		X		
2	Confirm Incident Command Structure for event response	X			
3	Confirm Emergency Operations Center liaison capability during event	X			
4	Confirm timing and appropriateness for public communications	X			
5	Confirm communications timing and viability for emergency management agency communication	X			
6	Confirm internal communication capabilities and processes		X		
7	Confirm timing and appropriateness for public communications	X			
8	Confirm communications timing and viability for emergency management agency communication		X		
9	Confirm internal communication capabilities and processes	X			

* Place an X in the box identifying the appropriate rating for each objective

Table 1: Summary of Core Capability Performance

Ratings Definitions

Performed without Challenges (P): The targets and critical tasks associated with the objective were completed in a manner that achieved the objective and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Performed with Some Challenges (S): The targets and critical tasks associated with objective were completed in a manner that achieved the objective and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks, and it was conducted in accordance with applicable plans, policies, procedures, regulations, and laws. However, opportunities to enhance effectiveness and/or efficiency were identified.

Performed with Major Challenges (M): The targets and critical tasks associated with the objective were completed in a manner that achieved the objective, but some or all of the following were observed: demonstrated performance had a negative impact on the performance of other activities; contributed to additional health and/or safety risks; and/or was not conducted in accordance with applicable plans, policies, procedures, regulations, and laws.

Unable to be Performed (U): The targets and critical tasks associated with the objective were not performed in a manner that achieved the objective.

POST-EXERCISE SUMMARY

This was the initial presentation and exercise for Del Norte County, CA. Response and coordination between public and private agencies went well. Some communications gaps will need to be addressed and the county is aiding in additional AFN outreach which is an ongoing project.

SUMMARY BY DEPARTMENT

Customer Service and External Communications

- Joint Information System coordination and planning was completed

Emergency Management

- Participated as Emergency Operations Center and Pacific Power response element

Public Sector

- Participated as a supporting EOC and public safety sector entities.

LESSONS LEARNED

This “lessons learned” section provides information on processes, training and tools (e.g., forms and plans) that worked well and observations which occurred which provide opportunities for improvement.

Successes

- Expanding PacifiCorp EM team
- Better understanding of individuals & roles
- Increased knowledge regarding PacifiCorp PSPS procedures / roles / responsibilities
- The multi-layers of communication and outreach triggered as the event drew closer.
- The existence of the Community Response Center in the affected area.
- The depth of the availability of resources (line crews) prepared to restore area after the event.

Observations

- Direct communication between PacifiCorp and citizens on PSPS criteria could be improved
- Provide a better explanation of the “triggers” for a PSPS. Ensure partner agencies understand what goes into the decision to call for a PSPS
- Provide an annual report on the progress of vegetation clearing – status, progress, and priorities. Can share through social media, reports to county, etc
- Shape files
 - Poly (neighborhoods) of area AND show the power lines (for firefighters).
 - Split the three zones, currently one shape file.
 - Wasco needs to be split in order to use for Everbridge messaging.
 - Polygons – how change in real time? Re – element of rulemaking, input from Wx. Could take action outside of a designated PDZ.
- HR residents are very weather savvy & capable. When share weather products, etc. ensure public has access and can utilize for their decision-making.
- Notification process, critical infrastructure identification and AFN population outreach needs improvement

Appendix A: CORRECTIVE ACTION PLAN

Requirements

The goal of the corrective action plan is to continually improve business response capabilities and incident management team performance. At a minimum, the corrective action plan must identify the lessons learned, correlate them with exercise objectives, state the corrective actions that will be initiated, describe the expected results, and identify the person or entity responsible for completion of the action items in addition to the completion date. Sample formats are provided below. The formats may be modified to accommodate business or exercise requirements.

Berkshire Hathaway Energy corporate and business exercise program owners are responsible for sharing key exercise issues, lessons learned and corrective action plans with each other and the chief security officer where broader application of the information may benefit all or some of the businesses.

Format

The following corrective action plan was developed by Pacific Power following evaluation of the Hood River PSPS Tabletop Exercise conducted 6/10/2021.

This format is based on the U.S. Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) Incident Command System (ICS).

Action Item No.	Business Unit / Department	Issue / Area for Improvement	Corrective Action / Remediation Plan	Related Exercise Objective	Organization POC / Responsible Party	Due Date	Status	Comments
1	Emergency Management	Provide a better explanation of the “triggers” for a PSPS. Ensure partner agencies understand what goes into the decision to call for a PSPS.	Upon completion of weather and climate studies, socialize findings	9	Emergency Management			
2	T&D Ops	Provide an annual report on the progress of vegetation clearing – status, progress, and priorities. Can share through social media, reports to county, etc	Provide report	1	Vegetation Management			

Action Item No.	Business Unit / Department	Issue / Area for Improvement	Corrective Action / Remediation Plan	Related Exercise Objective	Organization POC / Responsible Party	Due Date	Status	Comments
3	Weather	HR residents are very weather savvy & capable. When share weather products, etc. ensure public has access and can utilize for their decision-making.	Create tool to provide data	1	Weather Steve Vanderburg			
3	GIS	Shape files a. Poly (neighborhoods) of area AND show the power lines (for firefighters). - Split the three zones, currently one shape file. - Wasco needs to be split in order to use for Everbridge messaging. b. Polygons – how change in real time? Re – element of rulemaking, input from Wx. Could take action outside of a designated PDZ.	Send updated polygons individually	5	GIS Marshal Payne			
4	Emergency Management	Notification procedures	Process review and verification	5	County Emergency Management and County 911 Barb Ayers/Sheridan McClellan			
5	Emergency Management	Critical Infrastructure Identification	Identify Critical Infrastructure		County, state and Pacific Power Emergency Management Partnership Jeff Bolton/ Barb Ayers/Sheridan McClellan			

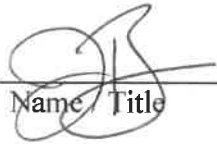
Action Item No.	Business Unit / Department	Issue / Area for Improvement	Corrective Action / Remediation Plan	Related Exercise Objective	Organization POC / Responsible Party	Due Date	Status	Comments
6	Customer Advocate	AFN population coordination	Coordinate multi-agency approach	1	County and State Pacific Power Partnership Jeff Bolton/ Barb Ayers/Sheridan McClellan			

APPENDIX B: EXERCISE PARTICIPANTS

Name	Agency
Justin Bukartek	PacifiCorp
Jeff Bolton	Pacific Power
Kari Greer	Pacific Power
Cheryl Carter	Pacific Power
Drew Hanson	Pacific Power
Cary Ann Bailey	Pacific Power
Cheryl Carter	Pacific Power
Etta Lockey	Pacific Power
Kevin Freeman	Pacific Power
Melissa Nottingham	Pacific Power
Tiffany Erickson	Pacific Power
Jasen Lee	Rocky Mountain Power
Brian Rockett	Hood River County
Damian Leonard	City of Hood River
Eric Stolhand	Hood River 911
Ian Stromquist	Hood River County Health Department
Joe Davitt	Wasco County 911 Manager
Les Kipper	OSP
Letha Tawney	Oregon PUC
Lisa Gorsuch	Emergency Preparedness Manager, PUC
Michael Grant	Oregon PUC
Michelle Renault	Hood River 911
Barbara Ayers	Hood River County
Sheridan McLellan	Wasco County

APPENDIX C: CORRECTIVE ACTION PLAN APPROVAL

As the designated authority for Pacific Power Emergency Management, I certify that this Corrective Action Plan has been approved for completion, and that the deliverables accurately represent the lessons learned during the exercise.


Name / Title

Emergency Management Director

8/1/2021
Date

Exhibit B

Public Safety Power Shutoff Tabletop Exercise

Southern Oregon Counties (Medford, Oregon)



Southern Oregon Counties PSPS

Post-Exercise Review / Corrective Action Plan

Tabletop Exercise

June 29, 2021

The Post-Exercise Review and Corrective Action Plan align exercise objectives with incident management team performance and business requirements. Additional exercise information may be included or referenced as needed.

EXERCISE OVERVIEW

Exercise Name	Southern Oregon Counties PSPS Tabletop Exercise
Exercise Dates, Times and Locations	June 29, 2021 Medford Service Center
Scope	A tabletop exercise was used to facilitate the exercise scenario. The scope of the exercise was limited to specific actions prior to and during a PSPS activation.
Objectives	<p>The business objectives for the exercise were as follows. Other participating internal or external groups may have had additional objectives not cited here.</p> <ol style="list-style-type: none">1. Confirm public communications interface2. Confirm Incident Command Structure for event response3. Confirm Emergency Operations Center liaison capability during event4. Confirm timing and appropriateness for public communications5. Confirm communications timing and viability for emergency management agency communication6. Confirm internal communication capabilities and processes7. Confirm timing and appropriateness for public communications8. Confirm communications timing and viability for emergency management agency communication
Threat or Hazard	Fire weather which necessitated the activation of PSPS actions
Scenario	Fire weather forecasts showed potential for PSPS activation and required the appropriate notifications and actions by all responding agencies. PSPS activation was executed, area was de-energized and ultimately restored.
Sponsor	Pacific Power
Participating Organizations	PacifiCorp, Jackson County, Josephine County, Douglas County
Point of Contact (POC)	Jeff Bolton, Pacific Power Emergency Manager

ANALYSIS OF OBJECTIVES

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LESSONS LEARNED

This “lessons learned” section provides information on processes, training and tools (e.g., forms and plans) that worked well and observations which occurred which provide opportunities for improvement.

Successes

- Expanding PacifiCorp EM team
- Better understanding of individuals & roles
- Increased knowledge regarding PacifiCorp PSPS procedures / roles / responsibilities
- The multi-layers of communication and outreach triggered as the event drew closer.
- The existence of the Community Resource Center in the affected area.
- Community Resource Center proof of concept
- Clarified response timeline for key partners

Observations

- Direct communication between PacifiCorp and citizens on PSPS criteria could be improved
- Critical Infrastructure lists need improvement
- Use of a common situational awareness platform would be an advantage
- Verbiage regarding customer count vs population count
- Map overlays need better color selection if used with county GIS during incidents, current colors appear like evacuation maps

Appendix A: CORRECTIVE ACTION PLAN

Requirements

The goal of the corrective action plan is to continually improve business response capabilities and incident management team performance. At a minimum, the corrective action plan must identify the lessons learned, correlate them with exercise objectives, state the corrective actions that will be initiated, describe the expected results, and identify the person or entity responsible for completion of the action items in addition to the completion date. Sample formats are provided below. The formats may be modified to accommodate business or exercise requirements.

Berkshire Hathaway Energy corporate and business exercise program owners are responsible for sharing key exercise issues, lessons learned and corrective action plans with each other and the chief security officer where broader application of the information may benefit all or some of the businesses.

Format

The following corrective action plan was developed by Pacific Power following evaluation of the Southern Oregon PSPS Tabletop Exercise conducted 06/29/2021.

This format is based on the U.S. Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) Incident Command System (ICS).

Action Item No.	Business Unit / Department	Issue / Area for Improvement	Corrective Action / Remediation Plan	Related Exercise Objective	Organization POC / Responsible Party	Due Date	Status	Comments
1	External Communications	Direct communication between PacifiCorp and citizens on PSPS criteria could be improved	Additional outreach	1	Pacific Power PIO (Drew Hanson)			
2	Emergency Management	Critical Infrastructure lists need improvement	Coordinate information sharing to further complete lists	5	County and Pacific Power Emergency Managers through partnership (Jeff Bolton, Wayne)			

Action Item No.	Business Unit / Department	Issue / Area for Improvement	Corrective Action / Remediation Plan	Related Exercise Objective	Organization POC / Responsible Party	Due Date	Status	Comments
					Stinson, Emily Ring, Holly Powers)			
3	Emergency Management	Use of a common situational awareness platform would be an advantage	Consider finding universal platform for sharing common operating picture	3	County and Pacific Power Emergency Managers through partnership (Jeff Bolton, Wayne Stinson, Emily Ring, Holly Powers)			
4	Emergency Management	Verbiage regarding customer count vs population count	Adjust verbiage to reflect actual population or "households and businesses" affected	3	County and Pacific Power PIOs through partnership (Drew Hanson)			
5	Emergency Management	Map overlays need better color selection if used with county GIS during incidents, current colors appear like evacuation maps	Coordinate mapping strategies	5	County and Pacific Power GIS through partnership (Marshall Payne)			

APPENDIX B: EXERCISE PARTICIPANTS

Name	Agency
Justin Bukartek	PacifiCorp
Jeff Bolton	Pacific Power
Alan Meyer	Pacific Power
Sam Carter	Pacific Power
Christina Kruger	Pacific Power
Alan Meyer	Pacific Power
Drew Hanson	Pacific Power
Tom Gauntt	Pacific Power
Heide Caswell	Pacific Power
Aaron Gratias	Pacific Power
Etta Lockey	Pacific Power
Jasen Lee	PacifiCorp
Dan Quinonies	USFS
Lisa Gorsuch	OPUC
Natalie Simrell	BLM
Tyler McCarty	ODF
Jen Zehe	ODOT
Tristian White	Oregon Youth Authority
Jessica Malmstedt	William Northwest Pipeline
Anthony Pernl	Grants Pass School District
Wayne Stinson	Douglas County EM
Bryan Baumgartner	Medford Fire Department
Holly Powers	Jackson County EM
Emily Ring	Josephine County EM

APPENDIX C: CORRECTIVE ACTION PLAN APPROVAL

As the designated authority for Pacific Power Emergency Management, I certify that this Corrective Action Plan has been approved for completion, and that the deliverables accurately represent the lessons learned during the exercise.


Name / Title

Emergency Management Director

8/1/2021
Date

Exhibit C

Examples of Outreach Materials

Website

<https://www.pacificpower.net/outages-safety/wildfire-safety.html>

Secondary Web Page

<https://poweringgreatness.com/staying-safe-together/>

Webinar

<https://youtu.be/0G88eic4aX4>

Video

https://youtu.be/AP_-YZTL10I

Radio Ad

https://pacificpower.net/content/dam/pcorp/media/en/pacific-power/2021/radio/PAC_ASSURANCE_RADIO_30_Resilience_PP.mp3

Press Release

<https://www.pacificpower.net/about/newsroom/news-releases/september-national-preparedness-month-tips.html>

Email

https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PP_Wildfire_Safety_Precautions_Email.pdf

Direct Mail

https://pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PP_Wildfire_Safety_Precautions_Letter.pdf

Bill Messages

Wildfire safety & preparedness

Safety is a community effort that takes all of us working together. As we're taking steps to continue to mitigate wildfire risks by strengthening our system, pruning more trees and partnering with state and local agencies on emergency preparedness, it's also important for you to update your contact information and sign up for alerts with us.

Other ways to take action at home: Make a plan, create defensible space, and plan for medical needs. Consider a backup generator if your medical equipment requires electricity. Signing up for reverse notifications if an emergency happens is easy and free. Check your local emergency management or public safety website for more information on how to sign up.

Visit our wildfire safety resource center to access an easy-to-use interactive map showing Public Safety Power Shutoff areas, outage preparation checklists, and view the 7-day forecasts for designated areas: www.pacificpower.net/wildfiresafety.

Seguridad y preparación

La seguridad es un esfuerzo comunitario que nos hace trabajar juntos. A medida que estamos tomando pasos para seguir mitigando los riesgos de incendios forestales mediante el fortalecimiento de nuestro sistema, apodando mas arboles y colaborando con agencias estatales y

locales en la preparación para emergencias, también es importante que actualice su información de contacto y se registre para recibir nuestras alertas.

Otras formas de tomar medidas en casa: Haga un plan, mantenga un espacio defendible, y planifique para necesidades médicas. Considere como respaldo un generador si su equipo médico requiere electricidad. Registrarse para recibir notificaciones inversas si ocurre una emergencia es fácil y gratuito.

Visite nuestro centro de recursos de seguridad contra incendios forestales para acceder un mapa interactivo fácil de usar que muestra las áreas de cierre de energía de seguridad pública, listas de verificación de preparación de interrupción, y vea las previsiones de 7 días para las áreas designadas: www.pacificpower.net/wildfiresafety.

Paid Digital & Social Ads

- https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PP_Wildfire_Webinar_Facebook%20Post_May2021.png
- https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PAC_Outage_and_Preparedness_Ad_300x600_PP.jpg
- https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PP_Outage_Ad_Social.png
- https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/my-account/bill-inserts/PP_Outage_Ad_Social_SPAN_Proof.png

Social Media Posts

- 6/17/21
 - <https://www.facebook.com/pacificpower/photos/a.216910668403404/4165569926870772/?type=3>
 - https://twitter.com/PacificPower_OR/status/1405604747583922181
 - <https://www.linkedin.com/feed/update/urn:li:activity:6811369795808825344/>
- 6/20/21
 - <https://www.facebook.com/pacificpower/photos/a.216910668403404/4173509779410120/?type=3>
 - https://twitter.com/PacificPower_OR/status/1406690830107226114
 - <https://www.instagram.com/p/CQWmy6aFS-w/>
- 7/1/21
 - <https://www.facebook.com/pacificpower/photos/a.216910668403404/4203603293067435/?type=3>
 - https://twitter.com/PacificPower_OR/status/1410642925604814854
- 7/3/21
 - <https://www.facebook.com/pacificpower/photos/a.216910668403404/4209331262494638/?type=3>
 - https://twitter.com/PacificPower_OR/status/1411432068538638346

Brochures/Collateral

- Public Safety Power Shutoff Handout
https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/outages-safety/wildfire-safety/PP_PSPS_Handout.pdf
- Staying Safe During Wildfire Season Brochure
https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/outages-safety/wildfire-safety/PP_PSPS_Brochure_3_PANEL.pdf
- Staying Safe During Wildfire Season Handout
https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/outages-safety/wildfire-safety/PP_Wildfire_Safety_Handout.pdf
- Wildfire Safety Checklist
https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/outages-safety/wildfire-safety/PP_Wildfire%20Safety_Checklist.pdf

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, 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.



Staying Safe During Wildfire Season

With wildfires becoming more frequent and intense throughout our region, our focus is on keeping you and your community safe. Reducing wildfire threats while providing you with safe, reliable power is our highest priority.



Why would a Public Safety Power Shutoff happen?

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

Turning power off in areas experiencing hazardous weather conditions may be necessary to ensure the safety of your community. We take the decision to turn off power in high-fire-risk areas seriously, and we expect that Public Safety Power Shutoffs will be rare.



What should you expect?

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

ADVANCE WARNING

Whenever possible, we will provide advance notice of a Public Safety Power Shutoff. Although worsening conditions may require swift action, our goal is to alert you before a shutoff.

CONTINUED UPDATES

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

SAFETY INSPECTIONS

Once the extreme weather conditions have passed, Pacific Power crews will inspect the lines and equipment to clear debris and make repairs if needed before restoring power.

What are some tools to help you plan?

- Visit **pacificpower.net/psps** to find out if you are in a potential Public Safety Power Shutoff area and to learn more about how we're working to keep communities safe.



- 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.

Understanding Public Safety Power Shutoffs

To help prevent the start of a wildfire, we're taking added steps to keep you safe. One part of our wildfire safety plan includes a Public Safety Power Shutoff, where we would turn off power during hazardous weather conditions in areas at risk of catastrophic wildfires.

Why would a Public Safety Power Shutoff happen?

A Public Safety Power Shutoff is an effort to prevent electrical equipment from starting a severe, fast-spreading wildfire in high-risk areas.

We are actively installing new fire prevention technology and upgrading our equipment in high-fire-risk areas. We also work hard to clear plants and trees away from our power lines. Even with these comprehensive efforts, debris, tree limbs and other material can be blown onto power lines by high winds. A spark could lead to the rapid spread of wildfire when there are hazardous weather conditions. In these cases, we may need to turn off power for public safety to prevent a hard-to-contain wildfire from happening.

We take the decision to shut off power in high-fire-risk areas seriously. Past weather records show us that Public Safety Power Shutoffs would rarely happen in the communities we serve. Just like preparing for winter storms, it is important for us and communities in high-fire-risk areas to prepare for wildfire dangers.

What wildfire risks do we watch for?

We consider a number of factors before activating a Public Safety Power Shutoff, including several important wildfire monitoring weather indexes that are different than Red Flag warnings. No single factor would lead to a shutoff. Rather, a combination of the factors below need to be present for a shutoff to happen.



PUBLIC SAFETY RISK



DRY VEGETATION
and other potential wildfire fuel



HIGH SUSTAINED WINDS



**EXTREME DROUGHT
CONDITIONS**



REAL-TIME OBSERVATION
by experts who are on the ground



FIRE THREAT
to electric infrastructure

What should you expect?

To help you stay safe and informed, we will notify you as quickly as possible with information about a potential Public Safety Power Shutoff. Here is what you can expect:

ADVANCE WARNING

Our goal is to alert you before a shutoff, so we will give advance notice when possible.

UPDATES

As conditions change on the ground, we will keep you informed before, during and after a shutoff. Updates will be delivered by text, phone, social media and more.

SAFETY CHECKS

Once the extreme weather passes, our crews will inspect power lines and equipment, clear debris and make repairs.

TURNING POWER BACK ON

We will turn the power back on as quickly as possible, once it is safe to do so.

How can you prepare?

It's important to be prepared and have an emergency plan—any time of the year.

- Stock an emergency kit with flashlights, spare batteries and phone chargers.
- Have a two- to three-week supply of shelf-stable food and water for all people and pets in your home.
- Plan for any medical needs.
- Write down important phone numbers.
- Double check that your contact information is up-to-date with us so we can send you alerts.



DON'T MISS OUT ON CRITICAL INFORMATION

Find out if you're in a Public Safety Power Shutoff area at pacificpower.net/psps.

Or, call our customer care line at 1-888-221-7070.

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



Staying safe during wildfire season

As wildfires become more frequent and intense throughout the West, our highest priority is doing our part to reduce this threat while providing you with safe, reliable power.

Here's what we're doing, and what you can do to be prepared.

What we're doing

Reducing wildfire risks

We're taking added steps to reduce wildfire risks by investing in new fire prevention technologies such as spark-resistant, covered power lines. Last year, our crews completed over 20,000 additional equipment checks in high-fire-risk areas. We are also working closely with state government, local officials and forestry management groups to tackle this public safety threat together.

Other steps we're taking include:

- Clearing even more plants and trees away from our power lines and poles.
- Making sure our field crews have training in wildfire prevention best practices.
- Installing local weather stations to keep a closer eye out for conditions that could cause a wildfire.



Keeping communities safe

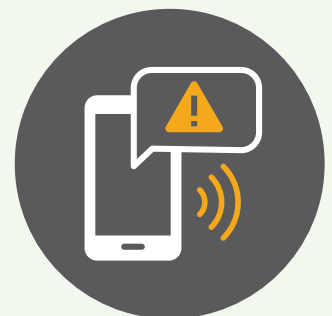
Our wildfire safety plan is comprehensive and does a lot to reduce wildfire risks, but it is not possible to eliminate all risks.

Some communities we serve are at higher risk of severe, fast-spreading wildfires. A Public Safety Power Shutoff is a new way to help prevent those fires. A shutoff is used to help keep communities safe by turning off power during dangerous weather that could result in catastrophic wildfires. Turning off power will only be used as a last resort for public safety.

Preparing for medical needs

If you have medical devices that need power to work, please call Pacific Power's customer care center at 1-888-221-7070.

Let a service agent know you have medical devices that need power. The agent can add that to your account for special outreach before a Public Safety Power Shutoff. You should also have a plan with your medical provider that includes back-up power for your devices.



Safety begins at home. You can take steps now to prepare for emergencies, reduce the impact of wildfire and safeguard your home and family.

Here's what you can do

STEP ONE: Create a defensible space

Just as we're clearing plants and trees away from power lines, it's important for you to create a defensible space around your property.

ZONE 1: The 30-foot area closest to your home should contain only low-growing plants such as annual flowers, succulents and well-tended lawns, reducing fuel for a potential fire.

ZONE 2: Between 30 and 100 feet from your home, stick to well-spaced trees and shrubs and islands of plants surrounded by rocks or landscaping bricks.

ZONE 3: Beyond 100 feet, reduce fire fuel by thinning and pruning trees and other vegetation.



STEP TWO: Update your emergency plan and supplies

It's important to be prepared and have an emergency plan—any time of the year.

Here are a few of the essentials:

- Make sure you have a two- to three-week supply of shelf-stable food and water for all people and pets in your home.
- Gather a backup supply of essential medicine.
- Create an emergency kit with flashlights, fresh batteries, solar phone chargers, first aid, essential phone numbers and cash.
- Designate an emergency meeting location.



STEP THREE: Update your contact information with Pacific 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.

Example Website Material

[Reducing Risks \(pacificpower.net\)](https://www.pacificpower.net/outages-safety/wildfire-safety/reducing-risks.html)

<https://www.pacificpower.net/outages-safety/wildfire-safety/reducing-risks.html>



MY ACCOUNT

OUTAGES & SAFETY

SAVINGS & ENERGY CHOICES



SIGN IN

Outages & Safety

Report outage or check status

Streetlight outages

Storms & emergencies

Home & work safety

Wildfire safety

Public Safety Power Shutoff

Tree pruning & planting

Reducing risks

[< Back to wildfire safety](#)

With wildfires becoming more frequent and intense throughout our region, protecting the communities we serve while providing safe, reliable power, is our highest priority.

To deliver safe and reliable power to your home or business – and to reduce wildfire risk, we prune over 270,000 trees along our lines each year. In response to increased fire risks, we are extending the minimum vegetation clearance areas around our lines in areas of higher fire risk, removing additional vegetation and adding more fire breaks.



We are performing additional inspections both by air or ground, and in some instances using infrared and radio frequency technology, to ensure that our lines are safe and operating as expected. Through system hardening, we are improving the resiliency of our system by investing in new technologies such as covered conductors, wood pole alternatives and additional protection and control devices.

We are also taking steps to enhance our already robust situational awareness, which is the product of 30 years of information gathering and a century of fire-prevention experience.

- We are training and equipping our field crews to monitor for wildfire risks.
- We have mapped our service area to highlight areas of elevated wildfire risk and to prioritize proactive mitigation steps.
- We monitor weather and fire hazard conditions through the National Weather Service and the National Interagency Fire Center.
- We are also currently installing local weather monitoring points and sharing data collected with local weather and fire teams. This is an ongoing effort that will continue over the coming seasons.



What we're doing to reduce wildfire risks

We are committed to taking every possible step to ensure that your power is safe and reliable—in wildfire season and every season.

[FIND OUT MORE](#)



What you can do to help protect your home

Take steps now to keep vegetation around your home trimmed and low and update your emergency plans. Review the [Wildfire Safety Checklist](#).

[SEE STEPS YOU CAN TAKE](#)



Public Safety Power Shutoff

When extreme weather conditions are present, we may [proactively turn off power](#) in specific, high-risk areas to keep communities safe. Learn about this wildfire mitigation measure and view a map.

[FIND OUT MORE](#)



Create an emergency plan

With a simple plan and the right supplies, your family can be ready for an emergency.



Additional resources

Use these safety and preparedness resources to guide your emergency plans, improve your home safety and prepare for wildfire season.



Washington Nile project

To deliver safe, reliable power, we're planning to rebuild a distribution line 20 miles northwest of Naches, Washington, to mitigate wildfire risk.



Wildfire mitigation plans

See how we've taken a comprehensive approach to mitigating and creating greater resilience against wildfire risks in the West.

Sample website material including like to June 4, 2021 webinar

[Wildfire Safety \(pacificpower.net\)](https://www.pacificpower.net/outages-safety/wildfire-safety.html)

<https://www.pacificpower.net/outages-safety/wildfire-safety.html>



MY ACCOUNT

OUTAGES & SAFETY

SAVINGS & ENERGY CHOICES



SIGN IN

Outages & Safety

Report outage or check status

Streetlight outages

Storms & emergencies

Home & work safety

Wildfire safety

Public Safety Power Shutoff

Tree pruning & planting

Staying safe in wildfire season

With wildfires becoming more frequent and intense throughout our region, protecting the communities we serve while providing safe, reliable power, is our highest priority. Here's what we're doing, and what you can do to stay prepared.

Stay informed during emergencies

Communication is a big part of staying safe. Please take a moment to update your contact information so we can reach you if we need to.

[UPDATE YOUR CONTACT INFORMATION](#)




[WATCH: Pacific Power Wildfire Safety and Mitigation Webinar](#)



PSPS Specific Website

[Public Safety Power Shutoff \(pacificpower.net\)](https://www.pacificpower.net/outages-safety/wildfire-safety/public-safety-power-shutoff.html)

<https://www.pacificpower.net/outages-safety/wildfire-safety/public-safety-power-shutoff.html>



MY ACCOUNT

OUTAGES & SAFETY

SAVINGS & ENERGY CHOICES

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SIGN IN

Outages & Safety

Report outage or check status

Streetlight outages

Storms & emergencies

Home & work safety


Wildfire safety

Public Safety Power Shutoff

Tree pruning & planting

Public Safety Power Shutoff

[< Back to wildfire safety](#)

 Make sure your contact information on your account is up-to-date to receive outage alerts and updates. You can [sign in to your account](#), or call 1-888-221-7070.

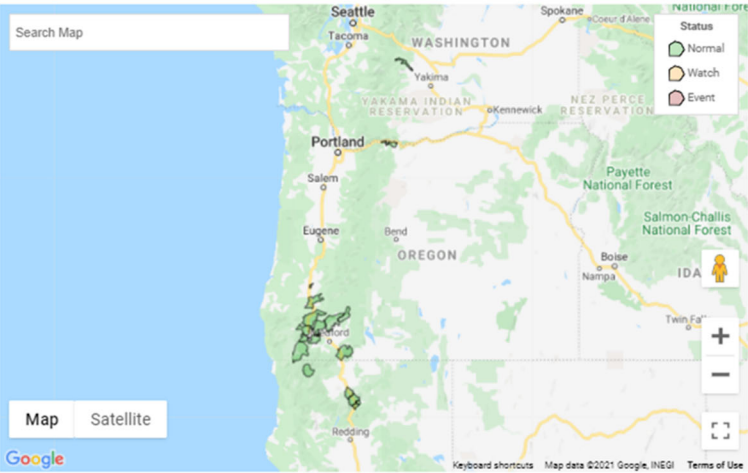
Some areas we serve are at an increased risk of catastrophic wildfires. As a safety precaution, electricity could be turned off in wildfire high risk areas during extreme weather events for public safety in an effort to prevent a fast-moving, hard to fight wildfire. The measure would only be used as a last resort to help ensure community safety.

The goal is to impact as few customers as possible in pre-identified areas through a highly-targeted, circuit by circuit manner in the rare chance a Public Safety Power Shutoff is used.

Check if you're in a Public Safety Power Shutoff area

The outlined areas on the map represent potential Public Safety Power Shutoff areas. Enter your address below to see if you are located within one.* You can click on an area of the map to see the zone name that corresponds to the table below.

Search Map



Map Satellite

*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.

This webpage also includes an FAQ and other resources available for customers, including the following Wildfire Safety Checklist.

Wildfire safety checklist

Safety is a community effort that takes all of us working together. As we're taking steps to reduce wildfire risks wherever possible, it's important that you also take action at home.

Use the following checklist to make sure you and your family are prepared for wildfire season, and double-check that your contact information with Pacific Power is up-to-date so you can stay informed.

Prepare your home

Just as we're clearing plants and trees away from power lines, it's important for you to create a defensible space around your property.

- ☐ **ZONE 1:** The 30-foot area closest to your home should contain only low-growing plants such as annual flowers, succulents and well-tended lawns, reducing fuel for a potential fire.
- ☐ **ZONE 2:** Between 30 and 100 feet from your home, stick to well-spaced trees and shrubs and islands of plants surrounded by rocks or landscaping bricks.
- ☐ **ZONE 3:** Beyond 100 feet, reduce fire fuel by thinning and pruning trees and other vegetation.



Create an emergency supply kit

These supplies can keep your family comfortable during an emergency.

- | | |
|--|---|
| <input type="checkbox"/> Two- to three-week supply of shelf-stable food for all people and pets in your home | <input type="checkbox"/> Toiletries |
| <input type="checkbox"/> One gallon of water per person/pet per day | <input type="checkbox"/> First-aid kit |
| <input type="checkbox"/> Flashlights and extra batteries | <input type="checkbox"/> Prescription medications and any necessary medical equipment |
| <input type="checkbox"/> Battery-powered radio and extra batteries | <input type="checkbox"/> Dust masks |
| <input type="checkbox"/> Solar phone chargers | <input type="checkbox"/> Cash |
| <input type="checkbox"/> Blankets and/or sleeping bags | <input type="checkbox"/> Family contact sheet (see next page) |
| <input type="checkbox"/> One change of clothes and shoes per person | <input type="checkbox"/> Copies of important documents, preferably on a flash drive |
| <input type="checkbox"/> Wrench or pliers to turn off utilities | |
| <input type="checkbox"/> Manual can opener | |



Create an evacuation plan and contact sheet

It's crucial to plan ahead and come up with an evacuation plan for you and your family.

- ☐ Identify at least two evacuation routes from both your home and work.
- ☐ Designate an emergency meeting location for your family.

Keep a list of family contact information in your emergency supply kit and make sure everyone in your family has a copy.



BASICS

Out-of-Town Contact:	Phone Number:
Neighborhood Meeting Place:	Evacuation Location:

FAMILY INFORMATION

Name:	Name:
Date of Birth:	Date of Birth:
Identifying Characteristics:	Identifying Characteristics:
Medical (Allergies, etc.):	Medical (Allergies, etc.):
Special Needs:	Special Needs:

Name:	Name:
Date of Birth:	Date of Birth:
Identifying Characteristics:	Identifying Characteristics:
Medical (Allergies, etc.):	Medical (Allergies, etc.):
Special Needs:	Special Needs:

PETS/LIVESTOCK

Name:	Name:	Name:	Name:
Type:	Type:	Type:	Type:
Color:	Color:	Color:	Color:
Medical:	Medical:	Medical:	Medical: