

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

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

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

**PACIFICORP'S (U 901 E) 2022
PUBLIC SAFETY POWER SHUTOFF
POST SEASON REPORT**

March 1, 2023

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Utility De-Energization of Power Lines in Dangerous
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Rulemaking 18-12-005
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**PACIFICORP’S PLAN TO ADDRESS ACCESS AND FUNCTIONAL NEEDS DURING
DE-ENERGIZATION EVENTS**

PacifiCorp (U 901 E) d/b/a Pacific Power (PacifiCorp or company) submits this 2022 Post-Season Public Safety Power Shut-Off Report. This plan is submitted consistent with Decision (D.) 21-06-034, Decision Adopting Phase 3 Updated and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-energizations) of Electric Facilities to Mitigate Wildfire Risk Caused by Utility Infrastructure. As the report demonstrates, PacifiCorp did not have a public safety power shut-off event in 2022.

Respectfully submitted,



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Section I. Background: Overarching Regulation

1. Each electric investor-owned utility must file a comprehensive [prior year] Post-Season Report, no later than March 1 of each year, in R.18-12-005 or its successor proceeding. The report must follow a template provided by SED no later than 60 days after SED posts a [prior year] Post-Season Report template on the Commission's website. Parties may file comments on these reports within 20 days after they are filed, and reply comments within 10 days after the final date to file comments.

[Authority: Decision (D.) 21-06-034; Guidelines at p. A15, Section K-3]

2. The [prior year] Post-Season Report must include, but will not be limited to:
 - f. Annual report, as applicable, required by Ordering Paragraph 66 of D.21-06-014. [Authority: D.21-06-034; Guidelines at p. A15, Section K-3.f]
3. To the extent a required item of information is also required to be included in the electric investor-owned utility's Wildfire Mitigation Plan, the [prior year] Post-Season Report may refer to the electric investor-owned utility's Wildfire Mitigation Plan rather than repeat the same information; such reference must specify, at minimum, the page and line number(s) for where the required information is contained within the electric investor-owned utility's Wildfire Mitigation Plan. In cases where this reference is to data, a summary table of the data shall be provided in the report.

[Authority: D.21-06-034; Guidelines at p. A17, Section K-3]

Section II: Amendments to Post-Event Reports

A. Regulatory Requirements

1. *Pacific Gas and Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company must provide aggregate data, as identified above [D.21-06-014, Ordering Paragraph (OP) 65], in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report and must contact the Commission's Safety and Enforcement Division if the utility requires additional guidance to ensure adequate reporting on the requirement to provide information on affected customers in the 10-day post-event reports.*

[Authority: D.21-06-014; OPs 65 and 66]

2. *Pacific Gas and Electric Company (PG&E), Southern California Edison Company (SCE), and San Diego Gas & Electric Company (SDG&E) must address, among other things, each element of Resolution ESRB-8 reporting requirements, as clarified herein, in the 10-day post-event reports, including the below [OP 65] and, if no information is available, PG&E, SCE, and SDG&E must respond to these Resolution ESRB-8 reporting requirements by indicating the reason this information is not available.*

[Authority: D.21-06-014; OPs 65 and 66]

B. Direction

1. *Provide any information missing [including, but not limited to the specific topics listed below] from any Post-Event Report for Public Safety Power Shutoffs (PSPS) in 2021 by:*

- a. *Identify the date name of the PSPS.*
- b. *Identify the Section of the Post-Event Report template for which the missing information will be added.*
- c. *Provide the missing information under that heading.*

[Authority: D.21-06-014; OPs 65 and 66]

2. *Community Resource Centers:*

Provide aggregate data, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- d. *Address and describe each Community Resource Center during a de-energization event.*

[Authority: D.21-06-014, OPs 65 and 66]

3. *Notification:*

Provide aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- e. *Identify who the utility contacted in the community prior to de-energization and whether the affected areas are classified as High Fire Threat District Tier 1, Tier 2, or Tier 3 (as defined in General Order 95, Rule 21.2-D22);*
- f. *Explain why notice could not be provided at least two hours prior to a de-energization, if such notice was not provided;*

[Authority: D.21-06-014, OPs 65 and 66]

4. *Restoration:*

Provide aggregate data, as identified in OP 65, in an annual report, including aggregate data that may not have been available at the time the utility filed the 10-day post-event report:

- g. *Provide a detailed description of the steps the utility used to restore power.*

[Authority: D.21-06-014, OPs 65 and 66]

Response: PacifiCorp does not provide responses to Section II, as it is not applicable to the Company.

Section III: Decision-Specified

A. Education and Outreach

1. Include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the Post-Season Report. See D.21-06-034, Sections E-1.1. – E.1.4. for specific requirements on the surveys.

[Authority: D.21-06-034, Guidelines at p. A7, Section E-1]

Response: See *POSTSR 1 - Attachment A – 2022 Survey Results* for the detailed results of PacifiCorp’s most recent survey conducted in accordance with Sections E-1.1 – E.1.4 of D.21-06-034. The 576 surveys which took place in November and December 2022 were targeted to reach the Company’s residential, business and critical customers.

B. Medical Baseline and Access and Functional Needs

1. Describe in detail all programs and/or types of assistance, including:

a. Free and/or subsidized backup batteries:

Response: PacifiCorp offers delivered free-to-the-customer portable batteries to eligible medical baseline customers and prioritizes those located within the PDZ zones. The program includes the procurement of contracted services to provide the portable battery, up front technical evaluation of the customer’s unique needs to specify the correct device, and education and technical support to the customer once installed. Each customer receives individual education upon installation and ongoing remote technical support as needed. Batteries were successfully delivered to all registered medical baseline customers in PSPS zones by December 2021. Phase 2 of the program began in January 2022 and will expand to remaining areas within the service territory. The goal is to deliver an additional 50 batteries by the end of 2022.

b. Self-Generation Incentive Program Equity Resiliency Budget:

Response: PacifiCorp offers a Backup Electric Power Rebate for residential customers residing in High Fire Threat Districts 2 or 3. Customers are eligible for a \$200 rebate for the purchase of one generator or portable battery. California Alternate Rates for Energy (income eligible) and medical baseline customers are eligible for a \$400 rebate. Both tenants and property owners may receive the rebate.

c. Community Microgrid Incentive Program [sic] [“Microgrid Incentive Program” per D.21-01-018]:

Response: Not applicable to PacifiCorp as the Company does not meet the standard of large electrical corporation per Senate Bill 1339.

d. Hotel Vouchers:

Response: Not currently offered.

e. Transportation to CRCs:

Response: Not currently offered.

f. Any other applicable programs or pilots to support resiliency for persons with access and functional needs and vulnerable populations.

Response: PacifiCorp’s Community Resiliency Programs¹ offer grants to communities seeking to enhance emergency preparedness with renewable generators and energy storage and to provide additional support to emergency responders during a PSPS event. An assessment of available funding is ongoing to determine the timeline for a reopening in 2022. The following programs are offered:

¹ <https://www.pacificpower.net/community/community-resiliency.html>

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

Response: The table below lists the costs associated with programs described in B.1.a. and B.1.b. above. Due to the timing of the program implementation, a majority of the spend was incurred in 2022, but was also reflected in the 2021 post season report.

<i>Program</i>	<i>2022 Spend</i>	<i>Customers Reached</i>	<i>Form of Assistance</i>
<i>Free Portable Battery Program</i>	<i>\$355,709.32</i>	<i>71 customers reached; 46 customers identified as program eligible.</i>	<i>53 Batteries and education delivered to 46 customers as of December 31, 2022</i>
<i>Generator Rebate Program²</i>	<i>\$1800</i>	<i>7 rebate applications received</i>	<i>Rebate website launched December 5, 2021</i>

² <https://www.pacificpower.net/outages-safety/storm-emergency-preparedness/backup-generators.html>

To minimize the impact of PSPS on medical baseline customers, PacifiCorp implemented a program to provide back-up batteries - at no cost - to customers who depend on medical equipment powered by electricity; third-party vendor Richard Heath and Associates, Inc. (RHA) was hired by PacifiCorp to manage and implement the program. These contracted services include providing a battery to the customer and providing education and training to the customer for longer term operation of the batteries which are wholly owned and operated by the customer; educational information includes detail as to how long their devices take to charge, the type of device provided, how to use the backup battery in the event of an outage and how to keep the backup battery fully charged. On October 4, 2021, RHA began initial outreach to registered medical baseline customers to determine customer eligibility which includes a thorough evaluation of the medical device(s) used to better understand the customer back-up power needs. Through this process RHA evaluated the type of medical device(s) in use, the number of medical devices in use, the energy input type for the medical device(s) and the daily run time for device(s) used. Batteries were successfully delivered to qualifying registered medical baseline customers within PSPS areas by December 31, 2021. On January 5, 2022, the program was expanded to include medical baseline customers in remaining areas of PacifiCorp's California service territory. During the initial phase (phase 1-2) of the program, 32 batteries were delivered to 27 customers. Phase three of the program launched in January of 2022 to expand to remaining areas of the northern California service territory; during this phase 31 batteries were delivered to 29 customers prior to the start of wildfire season. Customer outreach was completed again in October of 2022 for 52 customers (phase 4); as a result, 22 batteries were delivered to 17 eligible customers by year-end 2022. RHA conducted quality assurance outreach following each phase of the program and customer response was favorable.

PacifiCorp implemented a generator rebate program for California customers to further mitigate the impact of PSPS events. Under this new program, customers that reside in Tier 2 or Tier 3 high fire threat areas who purchase a qualified generator and/or portable power station will be eligible to receive a rebate of up to \$200. Customers registered in either the CARE or Medical Baseline programs will be eligible for an additional \$200 in rebates, or a total of \$400, where rebates cannot exceed the total purchase price of the qualified product. Rebate applications were available to customers beginning December 5, 2021. To date, seven applicants have received rebates through the program. In November of 2022, the program name changed to the Backup Electric Power Rebate Program and an expanded list of backup power supply options was added to the list of products that qualify for the rebate.

3. *Funding source(s) shall specify applicable utility balancing accounts or other accounting mechanisms, and non-utility funding sources, if applicable.*

Response: The costs associated with the free portable battery program and generator rebate program are being tracked in the Company's Fire Risk Mitigation Memorandum Account.

4. Identify any communities or areas not served by utility partnerships with CBOs that provide assistance to persons with access and functional needs or vulnerable populations in preparation for or during a public safety partners event.

Response: There were no communities within the affected areas which were not served by utility and CBO partnerships.

[Authority: D.21-06-034, Guidelines at p. A16, Sections K-3.d]

C. Mitigation

1. For each proactive de-energization event that occurred during the prior calendar year:
 - a. *Circuit-by-circuit analysis of mitigation provided from backup power and microgrid pilots.*

Response: There was no PSPS event in 2022.

[Authority: D.21-06-034, Guidelines at p. A15, Section K-3.a.i.]

D. Public Safety Partners

2. Identification of all requests for selective re-energization made by public safety partners during a de-energization event, whether each such request was granted or denied, and the reason for granting or denying each such request.

Response: There was no PSPS event in 2022.

[Authority: D.21-06-034, Guidelines at p. A16, Section K-3.c.]

E. Transmission

1. Description of the impact of de-energization on transmission.

Response: PacifiCorp does not de-energize any bulk electric system (BES) elements due to a PSPS event.

2. Evaluation of how to mitigate and prepare for those impacts in future potential de-energization events.

Response: PacifiCorp Grid Operations runs a robust Real-time Contingency Analysis (RTCA) program that evaluates over 1800 possible contingencies every five to ten minutes which will keep the system operators aware of any issues that could come up in the event of the loss of a transmission line. We also utilize a state estimator in which we can manually run possible contingencies to make sure we are aware of any possible system issues in the event of a PSPS event where we may be required to remove a BES line from service.

3. Identify and describe all studies that are part of such analysis and evaluation.

Response: Studies were conducted to evaluate loss of BPA transmission sources in Modoc County, CA.

4. Identify all efforts to work with publicly owned utilities and cooperatives to evaluate the impacts of de-energization on transmission.

Response: Coordination meetings were conducted with Bonneville Power Administration, Modoc County and Surprise Valley Electric to discuss potential loss of BPA transmission sources

[Authority: D.21-06-034, Guidelines at pp. A15-A16, Section K-3.b.]

Section IV: Safety and Enforcement Division-Specified

Brief response no longer than two pages.

1. Discuss how your meteorology and fire science predictive models performed over the year. What changes will you make to improve performance?

Response: PacifiCorp's predictive modeling approach during the 2022 fire season consisted of an operational WRF model, a WRF reanalysis, and wildfire modeling software from Technosylva (Wildfire Analyst-Enterprise). This model combination was instrumental in providing advanced warning of fire weather threats through the 2022 fire season. Twice per day, PacifiCorp's WRF generated 4-day circuit-level forecasts of hourly fuels and fire weather conditions. Additionally, critical forecast elements such as wind, Energy Release Component, and Hot-Dry-Windy Index were converted to percentiles using the climatology created by the WRF reanalysis to help company meteorologists identify and warn of extreme conditions relative to normal. PacifiCorp WRF forecasts were also sent to Technosylva to be used daily by specialized wildfire models to produce detailed conditional wildfire behavior and consequence forecasts. In short, these predictive models made it possible for company meteorologists to assess the daily district and circuit-level wildfire risk in a way that was not possible with government or other model data alone.

PacifiCorp plans to update the climatology that informs its operational WRF and impacts models once the entire 30-year WRF reanalysis is complete. PacifiCorp is also planning to implement a multi-member WRF ensemble to address forecast uncertainty associated with the use of a single, deterministic WRF. Further, machine learning modeling solutions are being investigated to help address forecast bias and uncertainty. Lastly, PacifiCorp plans to implement new tools such as a Fire Potential Index to better quantify daily fire potential and risk across its territory.

2. What were the challenges in quantifying risks and benefits in terms of determining the scope (size and duration) of the PSPS you conducted?

Response: There was no PSPS conducted in 2022.

3. Explain your communication to customers about the cost/benefit analysis you perform to determine whether to utilize protective equipment and device settings or PSPS during a weather event.

Response: PacifiCorp discussed the advantages of utilizing protective settings within the PSPS advisory group, with elected officials and with emergency management agencies. Additionally the same groups were made aware when these settings were implemented and when the system was returned to a normal configuration.

PacifiCorp also communicates to customers through a yearly media campaign that is produced in April and runs May through November. Key messages in that effort include 1) PacifiCorp's system hardening efforts mitigate wildfire risk, but also impact restoration times, and 2) proactive shutoffs may be necessary to avoid an ignition event. Customer outreach is conducted through a radio ad, newspaper ads promoting our webinar and community open house events, targeted display ads across social media platforms, the webinars and community events

themselves, targeted letters and door hangers to residents in fire high consequence areas, emails to residential and business customers regarding enhanced recloser settings, delivered brochures to community partners, social service agencies and medical clinics, chamber newsletter articles, newspaper safety insert, and a brochure for our generator safety/residential generator rebate program. These efforts are supported by expanded content updates to our meteorology, emergency management, and wildfire preparedness websites. In addition, PacifiCorp has added a vegetation management page to educate customers on our enhanced wildfire mitigation practices and has added a residential generator rebate program webpage to increase that program's reach.

Even as the previously described actions inform the public about enhanced fire settings and the potential for a PSPS event ahead of time, PacifiCorp deploys frequent messaging in the 48 hours ahead of an event to educate customers. The company distributes press releases 48-, 24-, and 2-hours ahead of a proactive shutoff to media outlets, and notifies customers via text message, email and phone at the same increments. These communications describe the wildfire risk posed by continuing to provide power, and explains resources at their disposal during the planned outage.

4. Explain how you fully incorporated public safety partners in your exercise planning. How many were invited to, and attended each planning meeting? Describe your communication efforts-dates and methods-to solicit participation.

Response: PacifiCorp invited representatives from the county and state jurisdictions. Due to the rural nature of the service territory the planning team was relatively small. Representatives participated from: Karuk Tribal Emergency Management, CPUC, CalFire, CalOES, Siskiyou County Office of Emergency Management, Siskiyou County Public Health and PacifiCorp,

5. Recap the lessons learned from all of your de-energization exercises, the resulting action items, their implementation, and observed consequences.

Response: Lessons learned are captured in PacifiCorp's Improvement Plan based on findings from each exercise. Many of our lessons learned revolve around communications to the community and AFN outreach. Through these lessons learned PacifiCorp has enhanced the capabilities of key members to increase the outreach to all customers with significant focus on the AFN population.

<i>Date</i>	<i>Location</i>	<i>Action Item/Recommendation</i>	<i>Responsible Person</i>
<i>5/26/2022</i>	<i>Siskiyou County</i>	<i>Coordinate with Telecomm participants for site location information</i>	<i>PacifiCorp Emergency Management</i>
<i>5/26/2022</i>	<i>Siskiyou County</i>	<i>Throttling potential with communications providers continues to be a potential hurdle. Customer service has a temporary solution in mind, however a more permanent solution may become necessary</i>	<i>PacifiCorp Emergency Management</i>

5/26/2022	<i>Siskiyou County</i>	<i>Although AFN notification capability has significantly improved, work continues in order to ensure everyone who needs special notification is identified through partnership with Siskiyou County Public Health and Siskiyou County Health and Human Services</i>	<i>PacifiCorp Emergency Management</i>
4/28/2022	<i>Siskiyou County</i>	<i>Collect generator planning info from counties including run time, if refueling plans exist, generator age is key</i>	<i>PacifiCorp Emergency Management</i>

6. Discuss how you fully implemented the whole community approach into your de-energization exercises.

Response: PacifiCorp includes representatives from all facets of the community in exercises, these include but are not limited to emergency services agencies, community-based organizations, faith-based organizations, public health agencies, hospitals, AFN representatives, tribal organizations, critical infrastructure, and community leaders.

7. Discuss the complaints you received (as documented in POSTSR4) and any lessons learned and implementation of changed business practices.

Response: No complaints were received, and none are documented in POSTSR4.

8. How did your PSPS notifications, to both customers and public safety partners/local governments, perform over the year? What changes will you make to improve performance?

Response: PacifiCorp did not have a PSPS event in 2022.

9. How did your Public Safety Specialists and Public Affairs Representatives deconflict and synchronize operational direction given to local governments' Office of Emergency Services? What lessons did they learn in 2021 and what corrective actions are planned?

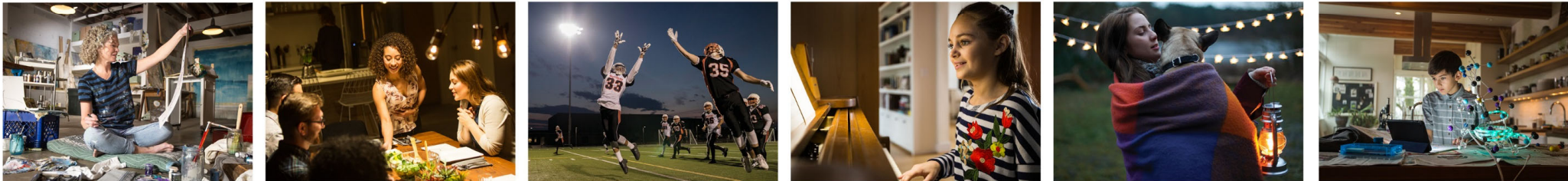
Response: PacifiCorp does not have Public Safety Specialists on Staff, however these roles and responsibilities are completed through a partnership between our emergency management and regional business manager staff. During any PSPS event the PacifiCorp Emergency Coordination Center is activated to support the response and deconflict any messaging or direction during the lead up to, execution of and recovery from the event. What process did your Public Safety Specialists follow to provide situational awareness and ground truth to your EOC? How did the EOC incorporate their input?

Response: PacifiCorp does not have Public Safety Specialists on Staff, however these roles and responsibilities are completed through a partnership between our emergency management and operations staff. These personnel regularly report near real time observations to the ECC for dissemination to management for situational awareness and decision-making data.

Attachment A

Wildfire Messaging Awareness

December 2021



Prepared by

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MDC Research





Objectives & Methodology

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

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

Target Audience

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

Methodology

- This study was conducted using a mix of online and phone surveys
- Surveys available to customers in English and Spanish
- A total of 579 surveys, including 24 from critical customers, were completed between November 15 and December 5, 2021
 - Phone: 74 completed surveys
 - Web: 505 completed surveys

Key Findings



61% are aware of wildfire safety communications, which is in line with the prior wave. Pacific Power remains the primary sources for wildfire preparedness information, and **personal preparedness** and **vegetation management** remain the most common messages recalled. Communication Recallers are more likely to be age 65 and older than Non-Recallers.

TV News, social networking, and email are the most commonly recalled channels for wildfire preparedness communications.

The Pacific Power website remains rated as the most useful and has now been cited as the clearest source of wildfire information.

73% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire, consistent with previous waves of the study. **Trimming vegetation around properties** remains the most common actions taken. Recallers remain more likely than Non-Recallers to say they have taken actions (78% vs 64%).

61% are aware of Pacific Power's efforts to prune vegetation around power lines in higher-risk areas, slightly up from August 2021 (56%). Recallers remain more likely than Non-Recallers to be aware of Pacific Power's efforts to reduce the risk of wildfire.

64% recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** which is up slightly from August 2021 (60%). **TV News** remains the main source of PSPS communication. **Recallers** are significantly more likely than Non-Recallers to mention TV News (**45%** vs 33%), Pacific Power Website (**23%** vs 12%) and Other Website (**21%** vs 12%).

78% understand the following statement about PSPS: "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather."

16% experienced PSPS event this year. On average, customers have received **0.7 PSPS notifications** and experienced **0.2 PSPS events.** The majority agree that **notifications should be sent if there is any possibility of a PSPS.**

Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication.

Satisfaction with outreach and engagement remains mostly consistent with previous results, with all outreach and engagement methods demonstrating slight increases in customer satisfaction.

Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication

One quarter know **whether their address is in PSPS area,** consistent with August 2021. Nearly one in five are aware of a map on Pacific Power's website; awareness remains higher among Recallers than Non-Recallers (24% vs 11%).

Of those relying on electricity for medical needs nearly one quarter (26%) are aware Pacific Power provides additional notices; Non-Recallers are significantly less likely to be aware of this (16% vs 29%).

Out of all respondents, 7 (1%) say it would be helpful for them or anybody else in their household to receive communication in another language, and Spanish would be preferred by 4 of them.



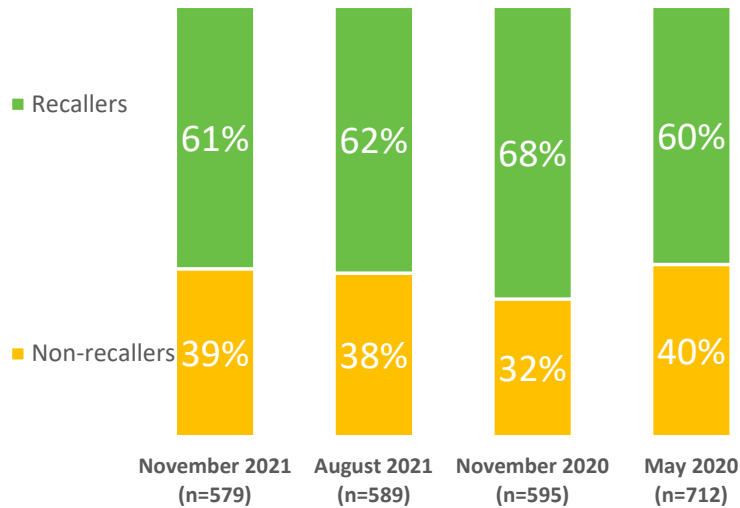
Recommendations

- Continue educating customers about Pacific Power’s efforts to reduce the risk of wildfire. The increase in awareness compared to August 2021 suggests that messaging has been effective or more frequent during the peak of the fire season.
- Carefully evaluate the strategy used to reach critical customers, as their awareness about wildfire communication remains significantly lower than among general audience.
- Continue utilizing TV news, social networking, and email to communicate with customers about wildfire preparedness and safety.
- Continue providing messaging around actions to prevent or prepare for a wildfire, especially regarding the importance of having an emergency kit and preparing a readiness plan, as customers remain considerably less likely to have taken these actions.
- Continue leveraging TV news and social networks to educate consumers about PSPS events.
 - Continue providing timely and accurate notifications prior to a PSPS event, as well as increasing awareness among those relying on electricity for medical needs about Pacific Power additional communications.
 - Most customers would prefer to be notified if there is any possibility of a PSPS event. There appears to be little concern with “crying wolf” and customers do not feel they are receiving too many notifications. Receiving notifications through multiple communication channels, e.g., text alerts, emails, mail, would be appreciated.
- Evaluate strategy used to inform customers of a PSPS map on the Pacific Power website and how they can update their contact information with Pacific Power to receive notifications. Currently three quarters are unaware whether their address is in a PSPS area and eight in ten are unaware there is a PSPS map on the Pacific Power website.

Wildfire Safety Communications Awareness

- Just over three in five say they have seen or heard communications about wildfire safety in the past year, in line with August 2021 (61% vs 62%)
- Communication **Recallers** are significantly more likely than non-recallers to be age **65 and older** while **non-recallers are significantly more likely to be 18-54 years of age**

Communication Awareness



	Recallers (n=352)	Non-Recallers (n=227)
Gender	Male – 43% Female – 53%	Male – 35% Female – 57%
Age	18-54 – 16% 55-64 – 22% 65+ – 58%	18-54 – 29% 55-64 – 22% 65+ – 43%
Median Income	\$55K	\$51K
Home Ownership	Rent – 20% Own – 75%	Rent – 20% Own – 73%
Primary Language is not English	31%	31%
Responded they Rely on Electricity for Medical Needs	26%	28%

Communication Recall (among those aware of communications)

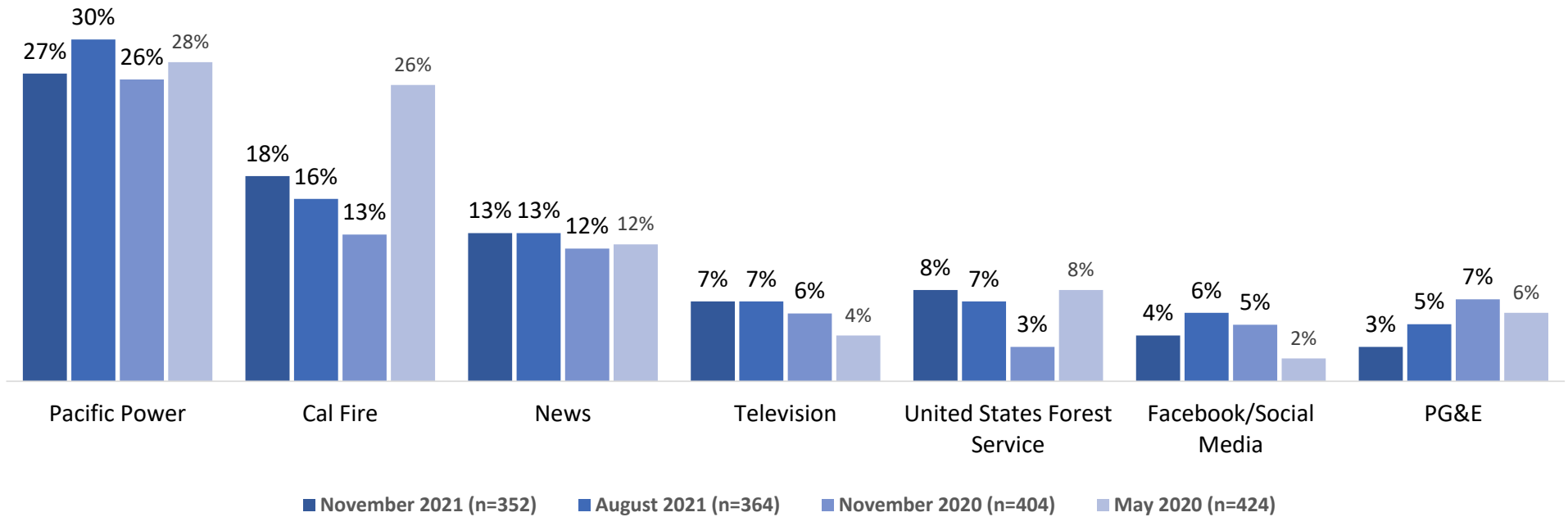


Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of wildfire preparedness communication (27%), statistically consistent with August 2021 (30%)

Wildfire Preparedness Communications Sources

(among those who recall communication)



Wildfire Preparedness Communications Messages

- Of those who recall communications, over two thirds recall messages about personal preparedness (68%), consistent with results from August 2021 (66%)
- Vegetation management remains second most commonly recalled, mentioned by just over half of customers

Communications Messages Recalled

(among those who recall communication)

		Aug 2021 (n=364)	Nov 2020 (n=404)	May 2020 (n=424)
Personal Preparedness	68%	66%	67%	68%
Vegetation Management	53%	51%	49%	62%
Public Safety Power Shutoff – De-Energization of Power, Maps	39%	42%	42%	31%
Local Emergency Services – Resources	37%	40%	43%	41%
Local Emergency Services – Support Tools	32%	32%	32%	37%
Community Resource Centers available for information and support	27%	27%	25%	23%
Notifications & Updating Customer Information	25%	27%	34%	28%
Pacific Power's Wildfire Mitigation Plan	25%	23%	24%	29%
Medical Needs – Plan for any medical needs	24%	23%	25%	21%
CPUC designation of high wildfire threat areas	20%	22%	30%	30%
Weather Stations	16%	20%	21%	16%
System Hardening	9%	7%	4%	5%

Information Channels for Wildfire Communications

- TV news and Social Networking are tied for the leading sources of communication (38%), followed by email (36%) and a website other than Pacific Power (24%)
- Customers whose primary language is other than English are more likely than those with English as a primary language to mention Radio (21% vs 12%)
- Those 65 years of age or older are more likely to mention newspaper than those 45-64 years of age and customers 18-45 years of age (26% vs 12% & 26% vs 7%, respectively)

Information Channels for Wildfire Preparedness Communications

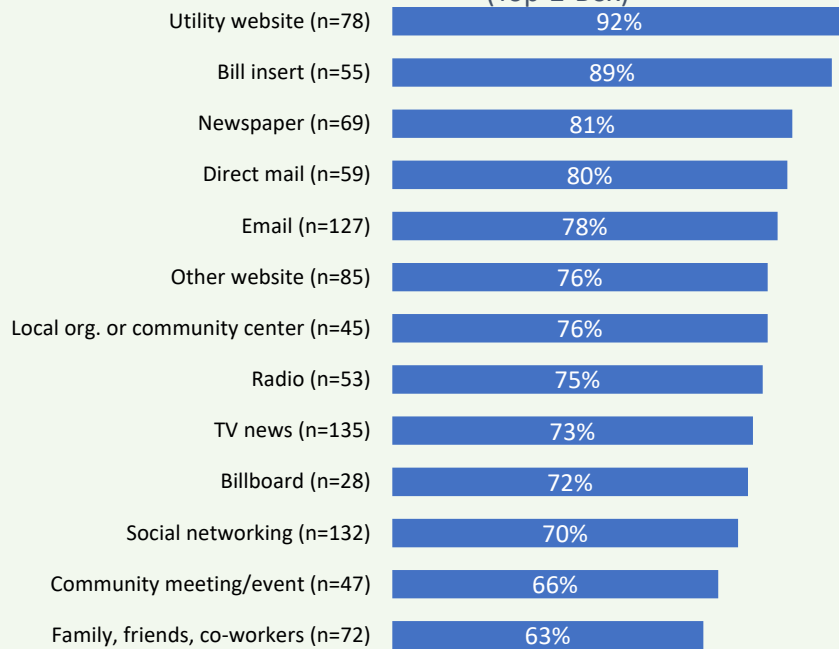
(among those who recall communication)

		Aug 2020 (n=364)	Nov 2020 (n=404)	May 2020 (n=424)
TV News	38%	41%	39%	43%
Social networking	38%	37%	36%	30%
Email	36%	35%	40%	33%
Other website	24%	26%	25%	24%
Pacific Power website	22%	21%	25%	27%
Family, friends, co-workers	20%	18%	26%	27%
Newspaper	20%	18%	24%	32%
Direct mail	17%	17%	17%	25%
Bill insert	16%	16%	21%	20%
Radio	15%	14%	17%	19%
Local organization or community center	13%	12%	13%	16%
Community meeting or event	13%	9%	7%	12%
Billboard	5%	4%	4%	5%

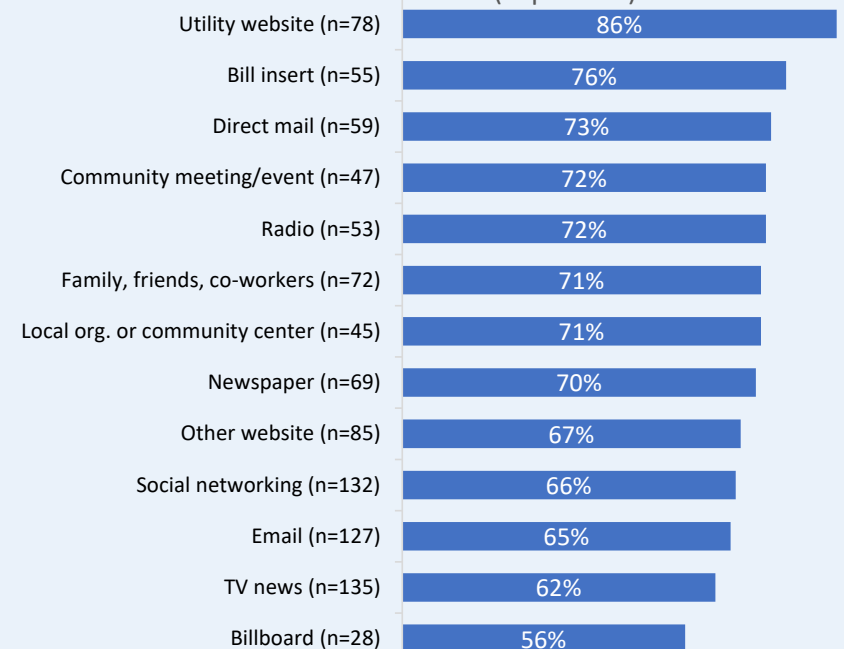
Information Usefulness and Clarity

- The Pacific Power website was rated the highest in terms of clarity (92%), followed by bill insert (89%) and newspaper (81%)
- With respect to usefulness, customers rated the Pacific Power website the highest (86%) followed by Bill Insert (76%) and direct mail (73%)

Clarity (Top-2-Box)



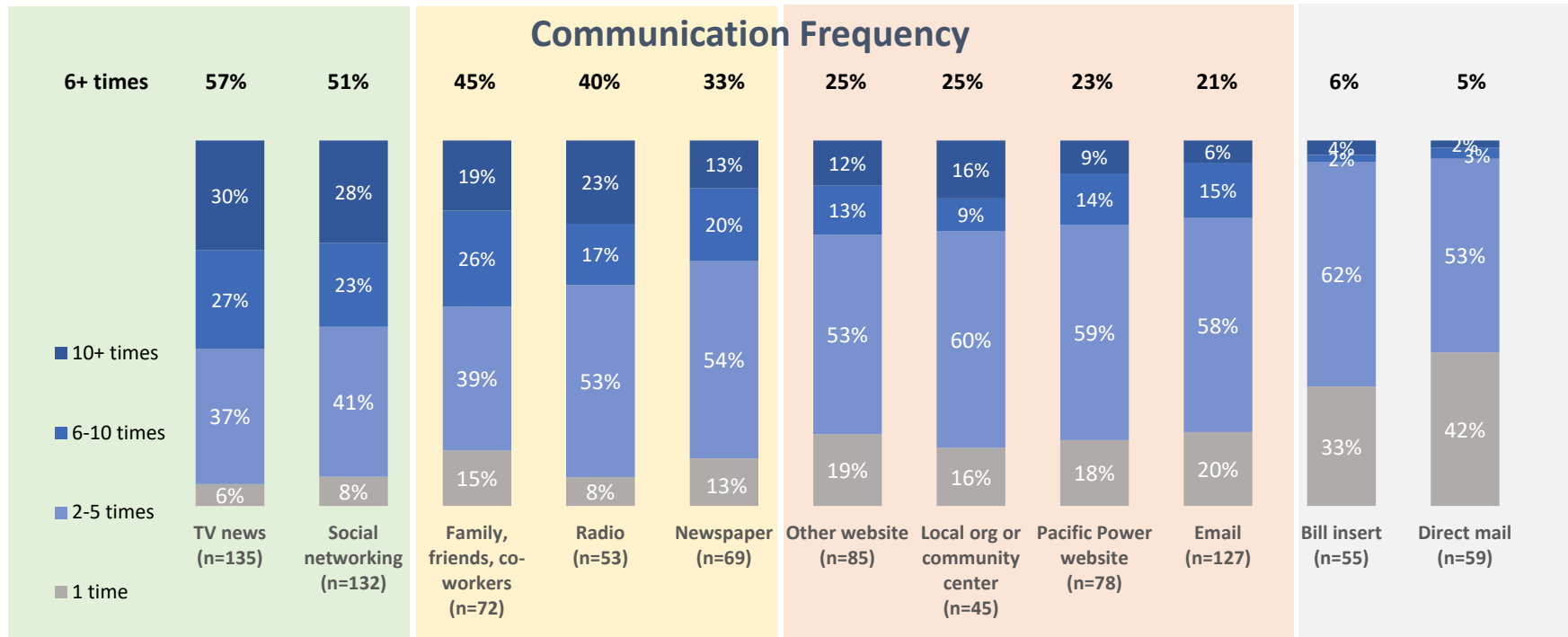
Usefulness (Top-2-Box)





Communication Frequency

- Respondents say they most frequently see messages about wildfire preparedness on TV news and social networks; friends and family radio, and newspapers make up the next tier of communication frequency



Wildfire Preparedness Actions Taken

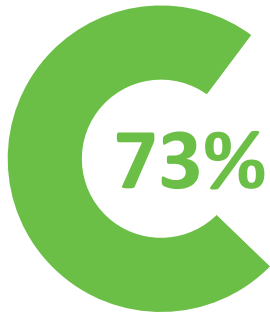


Wildfire Preparedness

- Just under three quarters say they have taken actions to prevent or prepare their home or business in the event of a wildfire; **Recallers** are significantly more likely than Non-Recallers to say they have taken actions (**78%** vs 64%)
- Customers were significantly less likely to cite preparation of an emergency readiness plan and contact information in comparison with August 2021 (**7%** vs 15%)
- **Recallers** are significantly more likely than Non-Recallers to say they have prepared emergency kit (**18%** vs 5%)

Took Actions to Prevent or Prepare for a wildfire

November 2021
(n=579)



August 2021 (n=589)	73%
November 2020 (n=595)	75%
May 2020 (n=712)	71%

Actions Taken

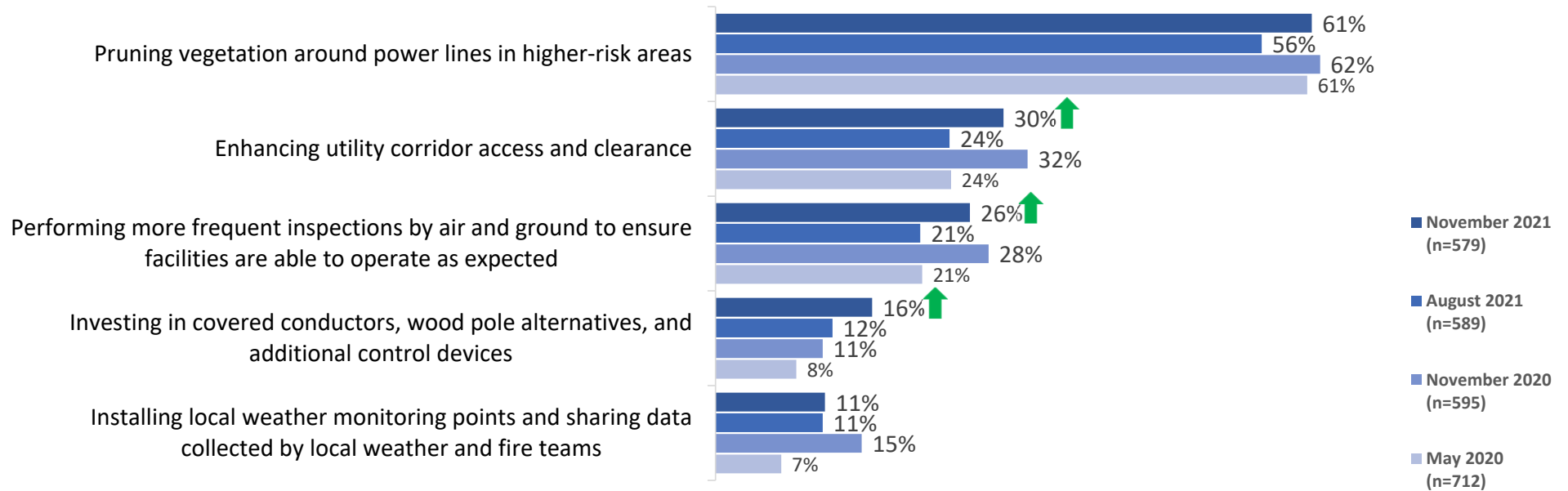
(among those taking action)

	Nov 2021 (n=420)	Aug 2021 (n=431)	Total Nov 2020 (n=444)	May 2020 (n=505)
Trimmed vegetation around home or property	75%	75%	82%	88%
Created defensible space	18%	17%	--	--
Prepared an emergency readiness plan and contact information	7% ↓	15%	6%	5%
Prepared an emergency kit	13%	14%	16%	10%
Watering/installed watering systems	8%	11%	8%	7%

Awareness of Pacific Power's Efforts

- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (61%), bringing this back in line with 2020 observations.
- Awareness has increased significantly for Pacific Power's efforts such as enhancing utility corridor access and clearance (30% vs 24%), performing more frequent inspections by air and ground (26% vs 21%), and Investing in covered conductors, wood pole alternatives, and additional control devices (16% vs 12%)
- **Recallers** remain significantly more likely than Non-Recallers to be aware of all of Pacific Power's efforts to reduce the risk of wildfire

Awareness of Pacific Power's Efforts to Reduce Wildfire Risk



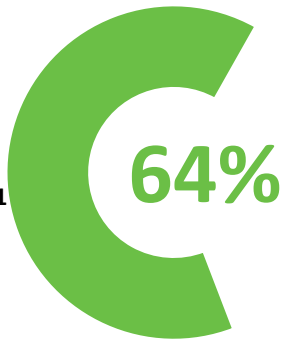


Awareness of Public Safety Power Shutoff

PSPS Awareness

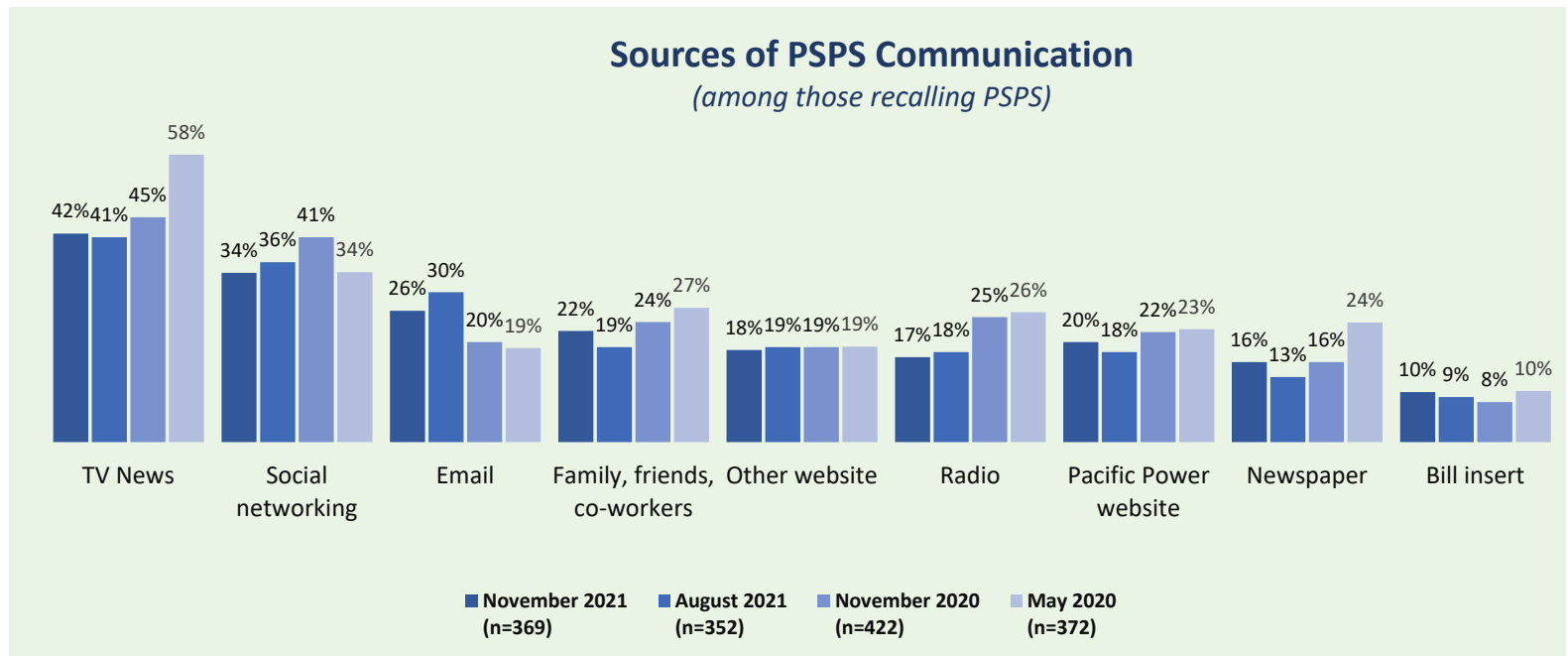
- Two thirds recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is slightly increased from August 2021 (64% vs 60%); **Recallers** are significantly more likely than Non-Recallers to be aware of PSPS (**75%** vs 47%)
- TV News remains the main source of PSPS communication; **Recallers** are significantly more likely than Non-Recallers to mention TV News (**45%** vs 33%), Pacific Power website (**23%** vs 12%) and other websites (**21%** vs 12%)

PSPS Recall



Sources of PSPS Communication

(among those recalling PSPS)



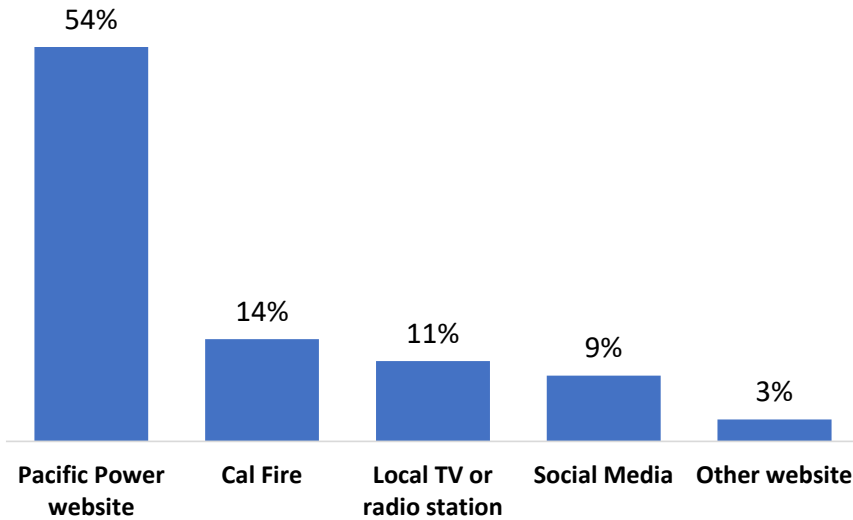
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=579; Total)
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=369; Recall PSPS communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave
Bold denotes statistically significant difference between Recallers and Non-Recallers

PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers turn to for PSPS information (54%)
- Consistent with previous waves, of those aware, nearly four in five understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather” (78%); Recallers are significantly more likely than Non-Recallers to select the following statement: “Before considering a Public Safety Power Shutoff the utility assesses several factors” (67% vs 49%)

Top 5 Sources of PSPS Information



PSPS Understanding

	Nov 2021 (n=369)	Aug 2021 (n=352)	Nov 2020 (n=422)	May 2020 (n=372)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	78%	81%	86%	81%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	62%	66%	61%	60%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	48%	51%	43%	44%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	35%	41%	32%	32%

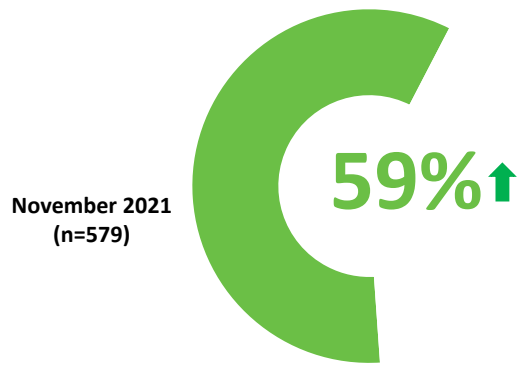
Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=369; Recall PSPS)
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=369; Recall PSPS)

Bold denotes statistically significant difference between Recallers and Non-Recallers

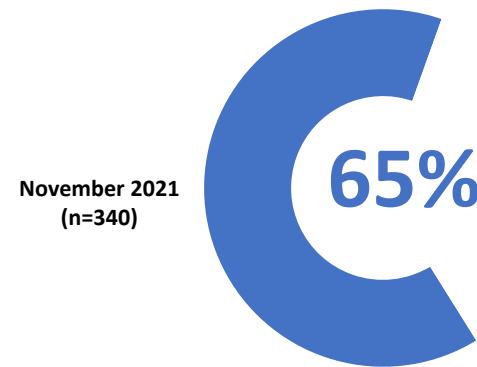
Contact Information for PSPS

- Nearly three out of five customers are aware they can update their contact information with Pacific Power, significantly more than in August 2021 (59% vs 51%); awareness among **Recallers** remains significantly higher than among Non-Recallers (64% vs 50%)
- Just under two thirds (65%) of those aware they can update their information have done so, consistent with previous findings

Awareness of Ability to Update Contact Information for PSPS



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



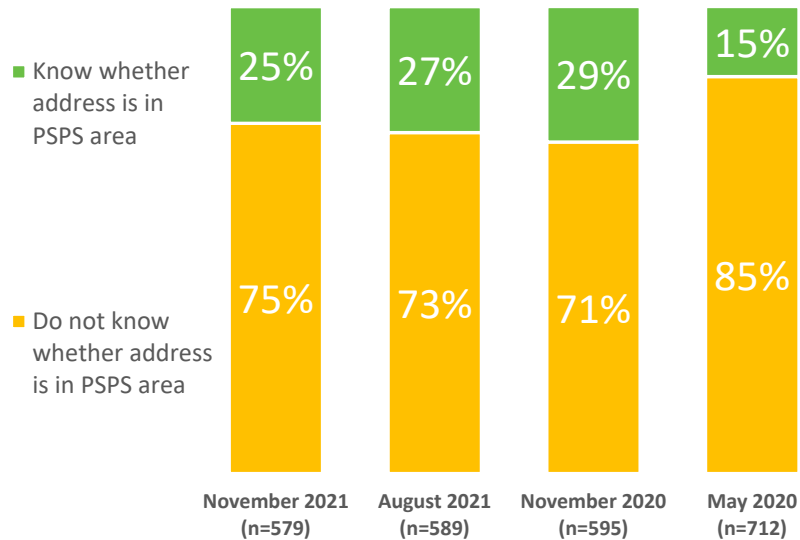
August 2021 (n=589)	51%
November 2020 (n=595)	63%
May 2020 (n=712)	51%

August 2021 (n=301)	64%
November 2020 (n=374)	60%
May 2020 (n=360)	64%

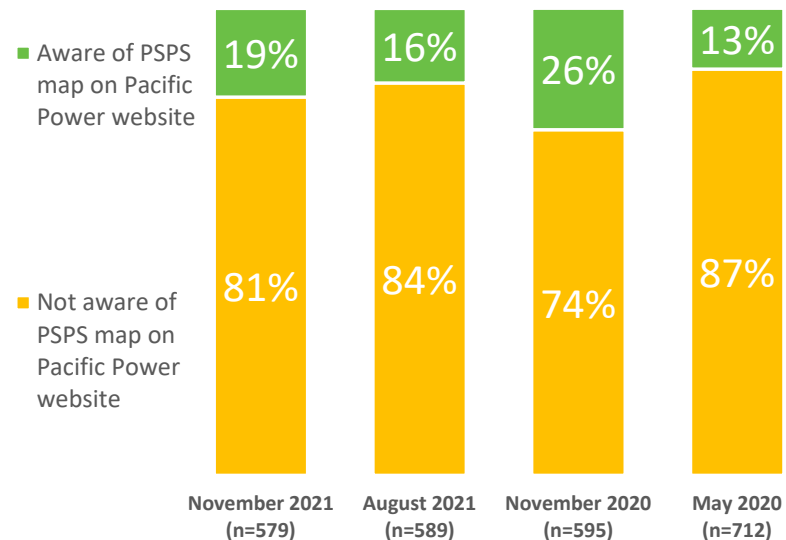
Awareness of PSPS Location Status

- One quarter know whether their address is in a PSPS area (25%), in line with August 2021 findings; awareness remains significantly higher among **Recallers** than Non-Recallers (**33%** vs 13)
- Nearly one in five are aware of a map on Pacific Power’s website; awareness remains higher among **Recallers** than Non-Recallers (**24%** vs 11%)

Awareness of Address in PSPS Area



Awareness of PSPS Map on Pacific Power website



Medical Needs and Language Preferences

Over one quarter (27%) responded that they rely on electricity for medical needs, consistent with the previous wave; Critical customers are significantly more likely to rely on electricity for medical needs (57% vs 24%)

Of those relying on electricity for medical needs nearly one quarter (26%) are aware Pacific Power provides additional notices; Non-Recallers are significantly less likely to be aware of this (16% vs 29%)

English is not a primary language for nearly a third of customers (31%), but is still preferred for communications for the vast majority (99%)

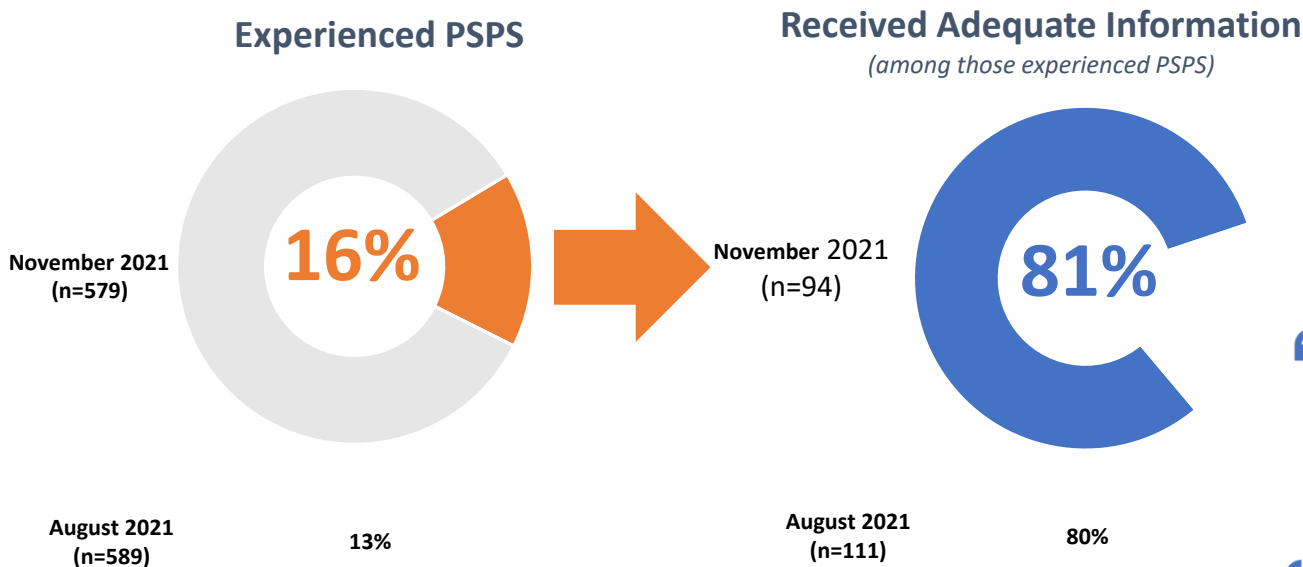
- Out of all respondents, 7 (1%) say it would be helpful for them or anybody else in their household to receive communication in another language, and Spanish would be preferred by 4 of them, including 1 Critical customer
- Besides English, Spanish is mentioned as the preferred language to receive communication by 1% of all respondents.

Post-PSPS



PSPS Experience

- A PSPS event was experienced by 16% of all respondents, in line with August 2021 (13%)
- Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication



Recommendations for Improvement (n=20; Received inadequate notification and information)	
Timing/more time to prepare	35%
Better communication	25%
More channels of communication (text alerts, emails, mail)	20%

“ I heard about the temporary power outage from my neighbor. I am signed up with Pacific Power to receive emails and mobile phone notifications and, for the most part, that works well for unexpected power outages. I did not receive notification that there would be a planned outage. ”

“ Warning came by email so you have to have your phone on you, I’m working on the ranch all day and don’t carry my phone on me because I’ve broken them while working. I do have my phone in the truck and check it a couple times a day. ”

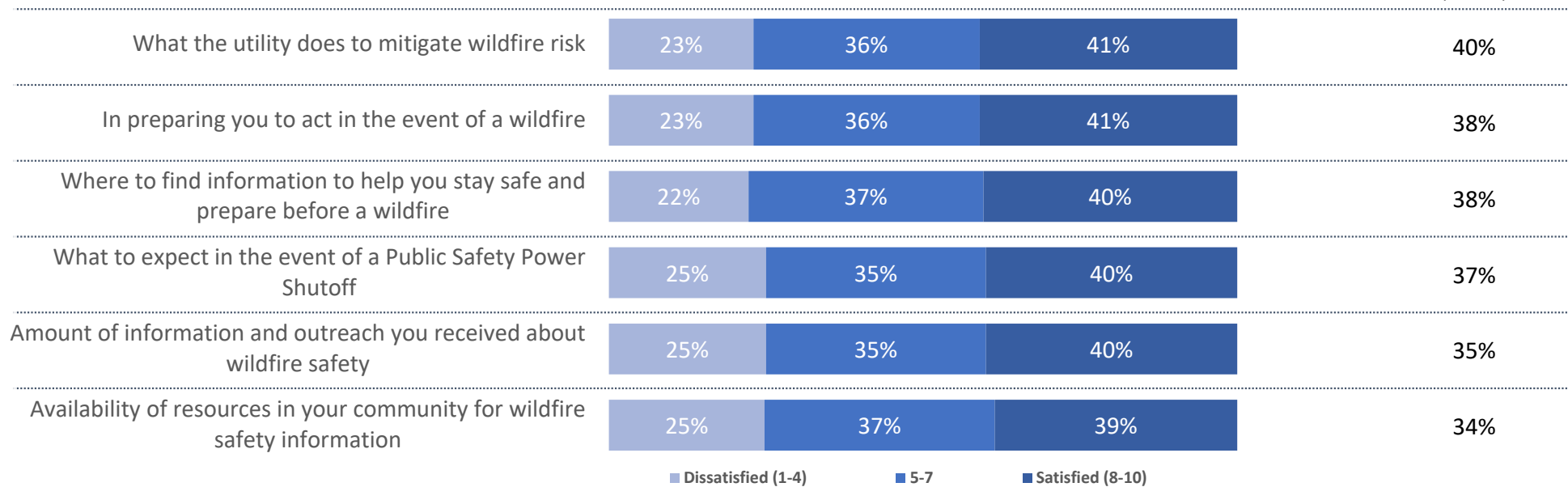
Outreach and Engagement Satisfaction

- Over one third are satisfied with outreach and engagement they receive giving 8, 9, 10 ratings; **Recallers** remain significantly more likely than Non-Recallers to be **satisfied** across all items
- Critical customers demonstrated significantly greater satisfaction vs random customers with “what the utility does to mitigate wildfire risk” (54% vs 38%) and “availability of resources in your community for wildfire safety information” (54% vs 38%)

Outreach and Engagement Satisfaction

Top-3-Box

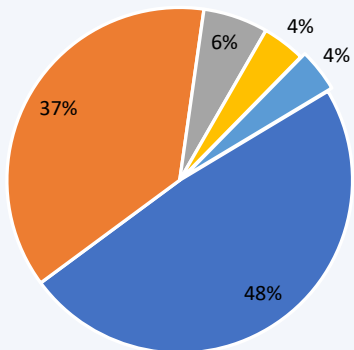
August 2021
(n=589)



PSPS Experience and Notifications

- On average, customers have received 0.7 PSPS notifications and experienced 0.2 power shutoffs
- Over half (54%) say that notifications should be sent if there is any possibility of a PSPS
- 41% of those who have received more notifications than PSPS events said that “false alarms” didn’t affect them

PSPS Notifications



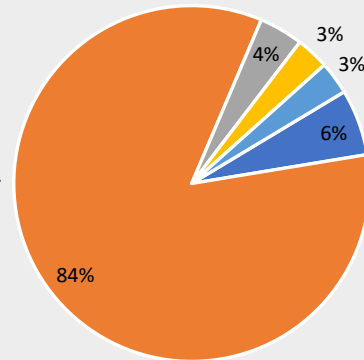
■ Don't know ■ None ■ One ■ Two ■ Three+

Average Number of Notifications

November 2021 (n=579)	0.7
August 2021 (n=589)	0.6

Public Safety Power Shutoffs

November 2021 (n=579)



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

Average Number of Power Shutoffs

November 2021 (n=579)	0.2
August 2021 (n=589)	0.3

PSPS Notifications Perception

Nov 2021 (n=579)

Notifications should be sent if there is any possibility of a PSPS	54%
Notifications should only be sent if there is a high likelihood of a PSPS	31%
Notifications should only be sent if a PSPS is certain to occur	15%

“False Alarms” Impact

“Let me know dangerous conditions were likely”

“Not much, just a little anxiety”

Critical Customers Summary





Key Metrics

	Random Customers (n=1,114)	Critical Customers (n=54)
Aware of Wildfire Safety Communications	62%	37%
Aware of Communications from Pacific Power (among those aware)	28%	50%
Took Action to Prevent or Prepare for a Wildfire	73%	69%
Recall PSPS	62%	48%
Would Turn to Pacific Power Website for PSPS Info	51%	42%
Aware of Ability to Update Contact Info for PSPS	55%	56%
Know if Address is in PSPS Area	26%	26%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	38%	54%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	20%	39%

Comparisons involving Critical Customers are based on Aug + Nov data due to small sample size

Bold denotes statistically significant difference between Random and Critical customers



Demographic Profiles

	Random Customers (n=1,114)	Critical Customers (n=54)
Gender	Male – 40% Female – 54%	Male – 39% Female – 57%
Age	18-54 – 20% 55-64 – 22% 65+ – 52%	18-54 – 39% 55-64 – 19% 65+ – 39%
Median Income	\$53K	\$27K
Home Ownership	Rent – 18% Own – 77%	Rent – 46% Own – 54%
Primary Language is not English	32%	22%
Responded they Rely on Electricity for Medical Needs	24%	57%

Comparisons involving Critical Customers are based on Aug + Nov data due to small sample size

Bold denotes statistically significant difference between Random and Critical customers



CBO Interviews

CBO Interviews

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

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



CBO Interviews

Current Communications

- Most CBOs are generally not receiving specific communications or information from Pacific Power; fire safe councils tend to be more engaged with Pacific Power than more broadly focused community organizations when it comes to communications about wildfire safety and PSPS
- Broad-based CBOs often do receive communications and resources from Pacific Power related to CARE and providing low-income residents with support for paying their electric bills
- Most communications and resources received about wildfires (from any organization, including government or fire agencies) were focused on evacuation preparedness (e.g., where to go), personal preparedness (e.g., brush clearing), but less about how to prepare for an outage due to PSPS
- Fire safe councils report better levels of communication and preparation for power outages than broad CBOs, although it was recommended to improve communication about educational events to increase community participation
- The most common methods CBOs currently use to communicate with the community are social media, in-person visits or meetings, and through handing out flyers when clients visit the office or when employees visit people in the community

Spreading the Word

- CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events, if provided the necessary resources
 - Direct communications by Pacific Power are commonly recommended, including mailings, emails, or social media engagement; during outage or fire events, automated phone messages or text messages are advised
 - Partnering with local school districts is another opportunity for Pacific Power to increase the reach of communications in the community
 - CBOs are willing and ready to help by distributing materials (in the course of their day-to-day operations), posting to social media, or making outreach to those most vulnerable; social media postings by Pacific Power that they can link to are particularly helpful
 - CBOs generally do not have resources available for outreach/canvassing, or to produce/print content for distribution; shipping pre-printed content would greatly help their ability to provide information to the community
 - Most serve communities particularly vulnerable to PSPS events (such as elderly or those with medical conditions), and they are willing to help share information and resources during typical interactions with the community
- English and Spanish are the primary languages required
 - English is most common, but there are Spanish-speaking members of each community (although less so with Tribal communities)
 - Other languages (such as Hmong, Lao, and Chinese) are in the community, but in very small numbers, and are not regularly served by CBOs

CBO Interviews

Useful Information/Resources

- The most effective ways Pacific Power can support CBOs in preparing the community include:
 - Sharing/creating content that can be shared on social media, either by linking to Pacific Power or for CBOs to post (multiple CBOs report robust local communities on Facebook)
 - Providing pre-printed materials that can be easily handed out when interacting with members of the community (such as during food delivery)
 - Sharing accurate information about PSPS events, and providing timely updates as circumstances change (delayed or inaccurate information is a perceived pain point)
 - Providing information for those with medical needs to ensure they are able to adequately prepare for a PSPS event or evacuation
 - Providing educational resources about how to prepare for a fire/outage, including evacuation plans (how to evacuate and where to go), and prepping a “go” bag
 - Providing helpful items, such as water, food, flashlights, blankets, medical/sanitary supplies, phone chargers, etc. that CBOs can help distribute in the event of an evacuation
- CBOs indicate they can proactively reach out to the community using social media or in limited cases their email list, but it will be necessary to provide resources, including funding or staffing for mailings or in-person outreach (beyond their typical interactions)

PSPS Events

- One of the primary pain points around PSPS events is the constantly changing nature of the situation
 - CBOs perceive inconsistent or inaccurate information about PSPS events, as there are warnings but no events, etc.
 - Provide early notice if possible—CBOs report learning about an event at the same time as customer notifications go out, leaving them limited time/ability to help spread the word
 - CBOs state that they would prefer to receive as much communication as possible during the fire season, and if there is any possibility of an event; during the off-season, communication frequency should be monthly or quarterly
 - Fire safe councils tend to be more understanding of the dynamic nature of PSPS events, but emphasize proactive communications when the risk exists
- Specific information about how to prepare for an outage/PSPS event is most useful/relevant to receive from Pacific Power
 - General fire safety information is least impactful, as other agencies are already providing information about brush clearing and steps to mitigate fire risk
 - Information most useful in advance of a PSPS event includes evacuation plans and the content required for a “go” bag
 - Special attention should be paid to those with medical needs and limited transportation options; they are most at risk during a PSPS event
- In the event of an evacuation, CBOs stress the need for food, water, blankets, and chargers that can be distributed at a shelter



Demographic Profiles

Respondent Profiles

Gender	Total (n=579)	Recallers (n=352)	Non-Recallers (n=227)
Male	40%	53%	35%
Female	54%	43%	57%
Age			
18 to 24	<1%	<1%	<1%
25 to 34	4%	2%	6%
35 to 44	7%	5%	9%
45 to 54	10%	8%	13%
55 to 64	22%	22%	22%
65 or over	52%	58%	43%
Prefer not to say	5%	5%	6%

Renter/Homeowner	Total (n=579)	Recallers (n=352)	Non-Recallers (n=227)
Own	74%	75%	73%
Rent	20%	20%	20%
Other	1%	1%	<1%
Prefer not to say	5%	4%	6%
Household Income			
Less than \$20,000	13%	11%	16%
\$20,000 to \$39,999	16%	17%	15%
\$40,000 to \$59,999	13%	13%	14%
\$60,000 to \$89,999	13%	14%	13%
\$90,000 to \$129,999	13%	13%	11%
\$130,000 to \$199,999	4%	5%	3%
\$200,000 or more	3%	3%	4%
Prefer not to say	24%	24%	24%

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

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

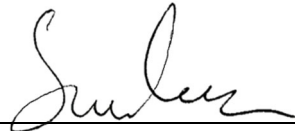
Rulemaking 18-12-005
(Filed December 13, 2018)

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the **PacifiCorp (U 901-E) Public Safety Power Shut-Off Post Season Report** on all known parties to R.18-12-005 by transmitting an e-mail message, with the document attached to each person named in the official service list.

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

Executed on **March 1, 2023**, at Portland, Oregon.



Santiago Gutierrez
Coordinator, Regulatory Operations



California
Public Utilities
Commission



[CPUC Home](#)

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

PROCEEDING: R1812005 - CPUC - OIR TO EXAMIN
FILER: CPUC
LIST NAME: LIST
LAST CHANGED: FEBRUARY 27, 2023

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