

**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 (U 901-E) 2023  
PUBLIC SAFETY POWER SHUT-OFF PRE-SEASON REPORT**

Tim Clark  
Assistant General Counsel  
PacifiCorp d/b/a Pacific Power  
1407 W. North Temple, Suite 320  
Salt Lake City, Utah 84119  
Telephone: 801-220-4565

July 3, 2023

Email: [tim.clark@pacificorp.com](mailto:tim.clark@pacificorp.com)





# Pacific Power

## Public Safety Power Shut-off Pre-Season Report

July 3, 2023

## Contents

Section I. Authorities .....	4
Section II: Community Resource Center Plan .....	4
Section III: Critical Facilities and Infrastructure Plan .....	9
Section IV. PSPS Exercise Reports .....	11
Section V. Education and Outreach .....	12
Section VI. Notification Plan .....	16
Section VII. PSPS Event Lessons Learned .....	18
Section VIII. High Risk Circuits .....	19
Section IX. Others .....	20
Appendices and Attachments .....	20

*Appendix A: Community Resource Centers Plan - CONFIDENTIAL*

*Appendix B: Critical Facilities and Infrastructure Plan*

*Appendix C: Notification Plan*

### Attachment List

1. 2023 Siskiyou County PSPS Functional Exercise AAR IP - CONFIDENTIAL
2. 2023 Siskiyou County PSPS TTX Post Exercise Review
3. 2023 Siskiyou County PSPS TTX - CONFIDENTIAL
4. 2023 Siskiyou County PSPS FE
5. PacifiCorp 2023 PSPS Functional Exercise Participant Guide
6. Participant Observer Feedback form PP
7. 2023 Siskiyou County PSPS TTX notes
8. 2023 Siskiyou County FE Plan - CONFIDENTIAL
9. PacifiCorp November 2022 Survey Template – Phone
10. PacifiCorp November 2022 Survey Template – Web
11. PacifiCorp March 2023 Survey Template – Web
12. PacifiCorp November 2022 Survey Results
13. PacifiCorp March 2023 Survey Results
14. PacifiCorp Education and Outreach Costs

## Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor-owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.
- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.
- c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014.

(Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)

## Section II: Community Resource Center Plan

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
  - a. CRC objectives (SED Additional Information.)
  - b. CRC strategies, actions, and timing (SED Additional Information.)
  - c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.)
  - d. Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)
  - e. Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)
  - f. Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)
  - g. Services and supplies available at each CRC to customers and AFN populations

(D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)

- h. CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-5.)
- i. COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)
- j. Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)
- k. CRC program evaluation including customer feedback, CRC related surveys, survey results, survey evaluation, and IOU's related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)
- l. Lessons learned protocol (SED Additional Information.)  
Please include the lessons learned related to CRC in Table 14 of Section VII.

Please refer to Appendix A – Community Resource Center Plan.

- 2. The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)

Table 1 – List of Available Community Resource Centers (as of cut off date of current year)

- a. CRC Unique ID
- b. Location Name
- c. County or Tribe
- d. CRC Type (e.g., fixed facility or mobile location, indoor or outdoor, tent, micro, mobile)
- e. Standard Operation Hours
- f. List of Planned Supplies\*
- g. List of Planned Services\*
- h. List of Planned AFN Services and Supplies\*
- i. Contracted (Yes or No)
- j. Date of Contract
- k. Location Address
- l. Latitude (with at least five digits after decimal point)
- m. Longitude (with at least five digits after decimal point)

\* Sub-table(s) may be provided for the Lists.

Please refer to Table 1 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

3. The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)

Please refer to Appendix A – Community Resource Center Plan. - CONFIDENTIAL

In a July 1, 2022 meeting with Chief Vance Taylor, Office of Access and Functional Needs of CalOES and Fred Kiplinger, Emergency Manager for Redwood Coast Regional Center, Mr. Kiplinger suggested the addition of sensory tools such as noise cancelling headphones.

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

- a. Recommendation Description
- b. Recommended Date
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health and healthcare provider)
- d. Adopted? (Yes or No)
- e. Reasoning for Adoption/Denial
- f. Initiative(s) As a Result of Recommendation
- g. (Estimated) Initiative Planning Start Date
- h. (Estimated) Initiative Organization Completion Date
- i. (Estimated) Initiative Equipment Completion Date
- j. (Estimated) Initiative Training Completion Date
- k. (Estimated) Initiative Exercise Completion Date

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Please refer to Table 2 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

4. The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. Event ID
  - b. Event Name/Period
  - c. County or Tribe
  - d. Date Service Area De-energized
  - e. Time Service Area De-energized (24-hr. clock)
  - f. Date CRC Opened
  - g. Time CRC Opened
  - h. Date Service Area Re-energized
  - i. Time Service Area Re-energized (24-hr. clock)
  - j. Date CRC Closed
  - k. Time CRC Closed
  - l. Total Days Opened Total Hours Opened (Integer)
  - m. Type of CRC (Indoor, Outdoor, Mobile)
  - n. Average AQI during Operation
  - o. Was CRC powered by Backup Generation? (yes/no)
  - p. Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)
  - q. If Not in Compliance with Operation Hour Requirements, Provide an Explanation
  - r. Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)
  - s. Total Number of Visitors
  - t. Location Address
  - u. Latitude (with at least five digits after decimal point)
  - v. Longitude (with at least five digits after decimal point)
5. The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)

PacifiCorp has only had one CRC activation (in 2021) and did not receive any specific customer feedback. Most visitors were seeking general information regarding the event. PacifiCorp has implemented a written customer feedback form to be deployed to CRC locations in the future which can be found in Appendix A – Community Resource Center Plan.

Table 4 - Prior Year CRC Customer Feedback



- a. Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)
- b. Customer Feedback Description/ Open Comments on Areas in Need of Improvement
- c. Feedback Submission Count (for this feedback type)
- d. Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.
- e. Initiative Implementation Start Date
- f. Initiative Estimated Completion Date
- g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Please refer to Table 4 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

6. The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)

PacifiCorp did not experience any challenges while setting up and operating the one CRC activation in 2021 and the Company did not experience a PSPS or need to activate a CRC in 2022. However, we have deployed CRCs for demonstration purposes across our service territory and will continue to add amenities to best serve our customers as recommendations are received.

#### Table 5 - Prior Year IOU CRC Challenges

- a. Challenge Type
- b. Description of Challenge
- c. Initial Month and Year Challenge Discovered
- d. Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.
- e. Implementation Start Date
- f. Estimated Completion Date
- g. Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

Please refer to Table 5 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

## Section III: Critical Facilities and Infrastructure Plan

1. Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)
  - a. CFI objectives (SED Additional Information.)
  - b. CFI strategies, actions, and timing (SED Additional Information.)
  - c. CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)
  - d. Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)
  - e. Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)
  - f. Maintenance and update process of CFI list (D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)
  - g. Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)
  - h. Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)
  - i. CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)
  - j. Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)
  - k. Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)
  - l. Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)
  - m. Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)
  - n. Lessons learned protocol  
Please include the lessons learned related to CRC in Table 14 of Section VII.
2. The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential information. (D.21-06-034, Appendix at p. A3-4, Sections B-1 and B-3; D.21-06-014,

Ordering Paragraphs 21, 30, 33 & 57.)

Some of the data fields in Table 6 are not currently available, as that data historically has not been collected or stored in our customer service database. With the launch of our new public safety partner portal, we can now collect and input data. This information will be collected over time as our critical facilities and infrastructure lists are vetted with our County OES partners and outreach continues to takes place.

Table 6 - Critical Facilities and Infrastructure List (as of last updated date)

- a. Facility/Infrastructure Name
- b. CFI Type
- c. CFI Address
- d. County/Tribe
- e. Date Identified as CFI
- f. Primary Point of Contact Name
- g. Primary Point of Contact Title
- h. Primary Contact Phone Number
- i. Primary Contact Email Address
- j. Secondary Point of Contact Name
- k. Secondary Point of Contact Title
- l. Secondary Contact Phone Number
- m. Secondary Contact Email Address
- n. Last Date of Update on Contact Information\*
- o. Indicator if CFI has been contacted with backup power needs\*
- p. Date of Contact\*
- q. Indicator if CFI has been assessed with backup power needs (Yes or No)\*
- r. Date of Assessment\*
- s. Results of Assessment\*
- t. Whether or not CFI provided any needed backup power generation (Yes or No)\*

\*These fields are applicable to PG&E, SCE, and SDG&E only.

Please refer to Table 6 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

3. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3,

Sections B-2.)

PacifiCorp has not received any individual requests for critical facilities and infrastructure to be identified since the launch of our CFI webpage last year or since the issuance of D.21-06-034, which required this information to be tracked. Entities wishing to be identified can submit a request directly on our CFI webpage: <https://www.pacificpower.net/outages-safety/wildfire-safety/critical-facilities-infrastructure.html>

Table 7 – List of Requests to Be CFI Over Last Two Years

- a. Facility/Infrastructure Type
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)
- c. Date of Request
- d. Accepted or Denied?
- e. Reason for Denial

Please refer to Table 7 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

## Section IV. PSPS Exercise Reports

1. Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both table-top (TTX) and functional PSPS exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)

Table 8 - PSPS Exercise Summary(January 1 through December 31 of current year)

- a. Starting Date of Exercise
- b. Ending Date of Exercise
- c. Total Hours of Exercise
- d. Type of Exercise (e.g., table-top, functional, full-scale)
- e. Region (if applicable)
- f. Counties
- g. Number of utility personnel participating in the exercise
- h. Number of public safety partners actively participating as a player in the exercise
- i. Number of AFN community representatives participating as a player in the exercise
- j. Total Number of Participants

Please refer to Table 8 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

Table 9 - List of Exercise Participated Entities

- a. Name of Entity
- b. Exercise Date Range

Please refer to Table 9 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

2. For each exercise, please provide the items below. (SED Additional Information.)

a. After-Action Report

See Attachments:

1. *2023 Siskiyou County PSPS Functional Exercise AAR IP - CONFIDENTIAL*
2. *2023 Siskiyou County PSPS TTX Post Exercise Review*

b. What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?

*Exercise Plan, Notes, Participant Survey, Presentation, Participant Guide, After-Action Report*

c. Please provide copies of the written materials and/or links to web-based information.

See attached:

3. *2023 Siskiyou County PSPS TTX - CONFIDENTIAL*
4. *2023 Siskiyou County PSPS FE*
5. *PacifiCorp 2023 PSPS Functional Exercise Participant Guide*
6. *Participant Observer Feedback form PP*
7. *2023 Siskiyou County PSPS TTX notes*
8. *2023 Siskiyou County FE Plan - CONFIDENTIAL*

d. Indicate if this information is also posted in your public safety partner portal.

*Documents were emailed and posted on the Public Safety Partner Portal for the exercise.*

## Section V. Education and Outreach

1. Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these

surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

Table 10 – Survey Summary

- a. Period Survey Conducted
- b. Overall Objectives
- c. Surveyed Scope (e.g., pre-season, during-season, post-season, all)
- d. Methods (e.g., online, text messages, letter, telephone, in-person)
- e. Target Audiences (e.g., residential customer, commercial, CFI, AFN)
- f. Total Number of Surveys Sent
- g. Total Number of Survey Responses Received
- h. Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004
- i. If so, please list the number of “prevalent” languages used during survey
- j. If not, please provide an explanation

Please refer to Table 10 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx

2. *The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

Pacific Power has survey templates attached that were used for surveys conducted by MDC Research from November 3 to November 19, 2022, and from February 28 to March 14, 2023. These surveys were conducted by internet and phone. See attachments for the survey templates:

*9. PacifiCorp November 2022 Survey Template – Phone*

Note: The phone survey did not change from 2022 to 2023; therefore the Company is providing duplicate templates

*10. PacifiCorp November 2022 Survey Template – Web*

*11. PacifiCorp March 2023 Survey Template – Web*

3. The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004.

Pacific Power provided customers the ability to participate in the surveys in English and Spanish for both the survey conducted in November 2022 and the survey conducted in March 2023. The surveys were updated in February 2023 to reflect Pacific Power’s continued refinement of PSPS processes.

4. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and

residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)

Pacific Power interviewed CBO and Public Safety Organizations. This process included information gathering meetings with the public prior to the surveys. These interviews were conducted in November 2022 to gather as much information from the current wildfire season.

5. IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)

Pacific Power has included the survey results for November 2022 and March 2023 as attachments to this report:

*12. PacifiCorp November 2022 Survey Results*

*13. PacifiCorp March 2023 Survey Results*

6. IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)

The survey results for both November 2022 and March 2023 provide statistical data on the effectiveness of messaging to Pacific Power customers. We've seen a decline of engagement during the winter and early spring as wildfire is not a priority for customers as their focus during this time is on winter weather and heating costs. This has been helpful to help us to plan preparedness and wildfire information earlier in the year to amplify our engagement before wildfire season. We started messaging this year in April which is a month ahead of when we started messaging in 2022.

7. Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3 Template 2021, or reference it if it has been provided in the prior post-season report. ( D.21-06-034, Appendix at p. A7, Sections E-3 and K-

The 2022 costs for PSPS-related education and outreach are being provided in the provided template, SED POSTRS3, attachment:

*14. PacifiCorp Education and Outreach Costs*

8. PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)

Not applicable for Pacific Power.

9. Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities

with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)

The working group requirement is applicable to large IOUs, per Phase II Guidelines in D.20-05-051, Appendix A (a), p1, therefore Pacific Power has not received specific recommendations for AFN outreach and education through a working group. PacifiCorp does, however, facilitate a bi-annual Wildfire Advisory Board. The following suggestions were received during our April 20, 2023, Wildfire Advisory Board :

- *Siskiyou County lacks local media presence, which creates a challenge for effective customer outreach and education.*
  - Work to identify opportunities to present at city council meetings as an outreach method. On June 20, 2023 PacifiCorp presented our wildfire preparedness efforts and Public Safety Power Shutoff (PSPS) program at the Yreka city council evening meeting.
  - Expand partnerships and attend events hosted by organizations that work with the AFN community, such as the Redwood Coast Regional Center and Far Northern Regional Center. On June 5, PacifiCorp attended a preparedness fair and handed out 25 emergency preparedness kits, provided information on various programs such as the CARE and battery/generator programs.
- *Due to the rural nature of PacifiCorp's service territory, access to transportation for impacted customers during a PSPS remains a top priority.*
  - Seek to develop relationships with transportation providers who can provide services during potential PSPS events. Efforts are underway to research transportation providers to potentially expand on this opportunity.

Table 11 - AFN Outreach Recommendations

- a. Recommendation Type
- b. Description of Recommendation
- c. Party Name
- d. Date of Recommendation
- e. Incorporated into PSPS Protocols? (Yes or No)
- f. Reason for Decision Made
- g. Description of PSPS Protocol Change

Please refer to Table 11 of Attachment R.18-12-005\_PacifiCorp\_2023\_PSPS\_Pre-Season\_Report\_Tables\_2023070.xlsx.

10. PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss



exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)

**Not applicable for Pacific Power**

11. PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)

**Not applicable for Pacific Power**

12. PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)

**Not applicable for Pacific Power**

## Section VI. Notification Plan

1. Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.21-06-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)

**See attached 2023 PSPS Execution Playbook –Appendix D: Public Communications Plan**

- a. Notification objectives
- b. Notification strategies, actions, and timing
- c. Notification process planning and improvement
- d. Updated/Current Notification script and templates
- e. In-language translations
- f. Notification methods
- g. Meeting notification timeline requirements
- h. Notification accuracy and precision
- i. Entity responsible for notifications
- j. Consistency of PPS notification information across all platforms
- k. Coordination with stakeholders
- l. Affirmative notifications to MBL populations and any self-identified vulnerable populations
- m. Notification strategies on AFN population subsets
- n. Public warning of PPS events such as week-ahead forecasts
- o. Notification cancellation
- p. Transmission-level customers notification

- q. Impacted customer information available to public safety partners from outset of PSPS
- r. Secure portal for public safety partners
- s. Lessons learned protocol

Please include the lessons learned related to notification in Table 14 of Section VII.

Please refer to [Table 14 of Attachment R.18-12-005\\_PacifiCorp\\_2023\\_PSPS\\_Pre-Season\\_Report\\_Tables\\_2023070.xlsx](#).

2. Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)

Table 12 - List of Joint Efforts on AFN Notification Plan

- a. Date of Joint Effort
- b. Participant Type
- c. Participant Name
- d. AFN Subsets or Topics Discussed
- e. Result/Proposal

Please refer to [Table 12 of Attachment R.18-12-005\\_PacifiCorp\\_2023\\_PSPS\\_Pre-Season\\_Report\\_Tables\\_2023070.xlsx](#).

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

- a. AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)
- b. Subset Notification Plan

The Company does not currently have the capability to identify subsets of AFN populations other than medical baseline. As the Company's customer service system is enhanced, this information may be able to be gathered to develop a needs-specific AFN notification plan.

- c. (Estimated) Initiative Planning Start Date
- d. (Estimated) Initiative Organization Completion Date

- e. (Estimated) Initiative Equipment Completion Date
  - f. (Estimated) Initiative Training Completion Date
  - g. (Estimated) Initiative Exercise Completion Date
3. PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

Not applicable to PacifiCorp

## Section VII. PSPS Event Lessons Learned

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)

Table 14 – PSPS Event Lessons Learned Summary

- a. Type of Issue (e.g., CRC, notification)
- b. Description of Issue
- c. Date of Discovery/Applicable Activation
- d. Risk Priority (high, medium, low)
- e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)
- f. Responsive Actions (in detail)
- g. Implementation Starting Date
- h. Estimated Completion Date
- i. Status of Action (e.g., Planning, Implementing, or Complete)

If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Please refer to [Table 14 of Attachment R.18-12-005\\_PacifiCorp\\_2023\\_PSPS\\_Pre-Season\\_Report\\_Tables\\_2023070.xlsx](#).

## Section VIII. High Risk Circuits

1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)

For California, circuits at greatest risk of PSPS are those in and near the HFTD areas where fuels and terrain will allow for the ignition and spread of a wildfire. Climatologically, there are two weather patterns that are most likely to be associated with PSPS in PacifiCorp's service territory:

- *Gusty southerly winds ahead of an approaching cold front. Areas most affected by this weather pattern include the Shasta Valley and the community of Weed.*

AND

- *Northerly or easterly winds associated with surface high pressure moving into the interior Pacific Northwest and northern Great Basin. Areas most affected include communities along the I-5 corridor through the Sacramento River Canyon from Mount Shasta City to Delta as well as portions of the Siskiyou Mountains.*

Wind conditions during the summertime fire season are typically well below levels that would necessitate a PSPS. The most likely time of year for PSPS in these areas is late summer and early fall as the jet stream begins to shift southward but before the onset of significant winter precipitation.

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.21-06-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)

Table 15 – High Risk PSPS Circuits (as of date of last update)

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional filed)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of

PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)

- l. Start Date of Step Implementation
- m. Estimated Completion Date

Please refer to [Table 15 of Attachment R.18-12-005\\_PacifiCorp\\_2023\\_PSPS\\_Pre-Season\\_Report\\_Tables\\_2023070.xlsx](#).

## Section IX. Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)

Table 16 – JUPSPSWG Meetings

- a. Date of Meeting
  - b. Time of Meeting
  - c. Report Name
  - d. Webpage Link to Report
2. PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)
  3. PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)

## Appendices and Attachments

Appendix A: Community Resource Centers Plan - CONFIDENTIAL

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: Notification Plan

Attachment List

1. 2023 Siskiyou County PSPS Functional Exercise AAR IP - *CONFIDENTIAL*
2. 2023 Siskiyou County PSPS TTX Post Exercise Review
3. 2023 Siskiyou County PSPS TTX - *CONFIDENTIAL*
4. 2023 Siskiyou County PSPS FE
5. PacifiCorp 2023 PSPS Functional Exercise Participant Guide
6. Participant Observer Feedback form PP
7. 2023 Siskiyou County PSPS TTX notes
8. 2023 Siskiyou County FE Plan - *CONFIDENTIAL*
9. PacifiCorp November 2022 Survey Template – Phone
10. PacifiCorp November 2022 Survey Template – Web
11. PacifiCorp March 2023 Survey Template – Web
12. PacifiCorp November 2022 Survey Results
13. PacifiCorp March 2023 Survey Results
14. PacifiCorp Education and Outreach Costs

## **APPENDIX A**



# Appendix 1: Community Resource Center Plan



**Document Owner:** The Pacific Power emergency management team is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

**Document Disclaimer:** This plan is specific to Public Safety Power Shutoff scenarios. The measures and planning detailed in this plan does not alter the utility's approach and communication around non-Public Safety Power Shutoff outages.

This document should be considered iterative. The area-specific Public Safety Power Shutoff plan will be modified as necessary.

Author: Horace Ward

Version: 2.0

Origination Date: September 2021

Last Revision: June 27, 2023

## TABLE OF CONTENTS

---

Table of Contents .....	3
1 Plan Fundamentals.....	6
1.1.1 Purpose .....	6
1.1.2 Scope.....	6
1.1.3 Objectives.....	6
1.1.4 Situation Overview.....	6
2 Community Resource Centers .....	7
2.1.1 CRC Resources.....	7
2.1.2 Establishing a CRC .....	7
2.1.3 Activating a CRC .....	7
2.1.4 Public Health .....	7
2.1.5 After Hours Resources .....	8
2.1.6 Logistics Vendors.....	8
2.1.7 Cost estimate of a CRC.....	8
2.1.8 Generic Site Footprint & Needs .....	9
2.1.9 Douglas County, OR PDZs.....	10
2.1.10 Hood River & Wasco County OR PDZs .....	11
2.1.11 Jackson County, OR PDZ.....	12
2.1.12 Josephine County, OR PDZ .....	13
2.1.13 Siskiyou County, CA PDZ .....	16
2.1.14 Yakima County, WA PDZ .....	18
3 CRC Activation Timeline .....	19
4 Community Resource Center Communications Overview.....	20
4.1.1 Overview .....	20
4.1.2 Communication Timeline .....	20
5 CRC Feedback & After-Action Review .....	22
5.1.1 Review and Improvement Process.....	22
6 CRC Plan Review Schedule and Record of Change.....	21
6.1.1 Plan Review Schedule .....	21
6.1.2 Record of Changes .....	21
7 Attachment 1 - CRC Activation Checklist .....	23
8 Attachment 3: CRC Usage Results, Feedback, & Challenges .....	25





## Plan Fundamentals

## PLAN FUNDAMENTALS

---

### 1.1.1 Purpose

This plan provides guidelines on how Pacific Power will activate, staff, and provide resources for Community Resource Centers in the Proactive De-Energization Zones identified across our service territory with the understanding that Community Resource Centers are not just a requirement but an integral part in ensuring community members affected by PSPS events have access to basic resources and up-to-date information.

### 1.1.2 Scope

- A) This plan is activated in tandem with the PSPS Execution Plan.
- B) This guidance document does not directly address providing support for individuals with disabilities or functional needs, but rather addresses issues relevant to general sheltering operations.
- C) It may become necessary to turn to local resources to fill the gaps of any facility that is selected.

### 1.1.3 Objectives

- 1. Provision of basic needs for shelter, water, and food.
- 2. Provide strong leadership and effective management.
- 3. Ensure a quick response to a PSPS event that requires CRC activation.
- 4. Develop standard operating procedures (SOPs) and checklists to respond to the incident.
- 5. Partner with local, state, and federal agencies and appropriate private sector organizations.
- 6. Develop and maintain mutual aid agreements with local & tribal agencies, non-governmental organizations, and others, as needed.
- 7. Develop and implement an effective communications process for internal and external stakeholders.
- 8. Periodically, exercise the plan to ensure its effectiveness and change as needed.

### 1.1.4 Situation Overview

- A) With wildfires becoming more frequent and intense throughout our region, protecting the communities that Pacific Power serves while providing safe, reliable power, is the utility's highest priority. Utilizing Public Safety Power Shutoffs is a last resort measure to reduce public safety risk and using historical weather data accompanied by fuels data Pacific Power has identified several Fire High Consequence Areas within its service territory that have an elevated risk of rapid wildfire growth within or near populated areas. Smaller areas known as Proactive De-energization Zones (PDZ) have been identified within the high-risk areas where energized facilities will be shut off when extreme weather conditions pose an imminent safety threat to persons and property.
- B) A comprehensive overview of Public Safety Power Shutoffs is available in the Pacific Power Public Safety Power Shutoff Plan.
- C) Community Resource Centers are activated when a PSPS is occurring to serve the community in the de-energization area.
- D) PacifiCorp works with local emergency managers, public safety partners, and tribal leadership to identify appropriate deployment locations for CRCs. In general, PacifiCorp has identified at least 3 CRC locations per county and at least one CRC per PSPS zone, where most CRC locations are within 10-20 miles of PSPS zones. During an event, this equates to approximately 250 potential customers per CRC on the high end, assuming approximately 5% of potentially impacted customers seek services at the CRC. Given the high density of CRC locations near Mt Shasta, this number could easily be reduced to less than 100 customers if needed by opening adjacent CRCs during an event. Additionally, PacifiCorp contracts with private vendors to support the deployment temporary CRCs in the event that fixed facilities are not a feasible option.

## COMMUNITY RESOURCE CENTERS

---

Pacific Power utilizes a contracted vendor for logistical support in deploying Community Resource Centers should the need arise during a Public Safety Power Shutoff event. Community Resource Centers will be activated once a PSPS de-energization is Imminent. The center(s) will be open from the beginning of a PSPS event to 10pm with the potential to stay open longer based on community needs. Pacific Power will utilize brick and mortar facilities for CRC locations unless a facility is not available or feasible in which case logistics support can deploy a Community Resource Center tent which is 33ft x 18ft and able to sustain winds of 55mph gusting to 65mph. Pacific Power personnel will staff the center(s) to assist and provide information to community members.

### 1.1.5 CRC Resources

At least one Community Resource Center location is established within each PDZ and will provide the ability for the community to have specific needs met during a PSPS. Services/resources provided include:

<ul style="list-style-type: none"><li>• Shelter from environment</li><li>• Air conditioning</li><li>• Air Purifiers &amp; Air Quality Monitors</li><li>• Potable water &amp; Non-perishable snacks</li><li>• Seating and tables</li><li>• Restroom facilities</li><li>• Refrigeration &amp; Heating for medicine and/or baby needs</li><li>• Interior and area lighting</li><li>• On-site security</li><li>• Televisions</li><li>• Ice</li></ul>	<ul style="list-style-type: none"><li>• Communications capability such as Wi-fi access, SatPhone, Radio, Cellular phone etc.</li><li>• On-site medical support (EMT-A at a minimum, Paramedic preferred)</li><li>• Charging stations for Cell Phones, AM/FM/Weather radios, computers, etc.</li><li>• Small Crates for Pets</li><li>• AFN/LEP Population support</li><li>• Personal Protective Equipment</li><li>• Portable ADA Ramp</li></ul>
--	--

### 1.1.6 Establishing a CRC

All CRC locations were chosen by location through collaboration with local emergency managers. CRC locations are then vetted using a checklist that was developed with guidance from Public Utilities Commissions and the current Americans with Disabilities Act Checklist for Emergency Shelters to ensure CRC services are equitable and accessible for medical baseline and access and functional needs populations.

Pacific Power Emergency Management meets regularly with local and regional Access and Functional Needs groups, Local Emergency Managers, and other support groups to ensure CRC, AFN, & medical baseline needs are identified, and resources are both equitable and accessible.

### 1.1.7 Activating a CRC

\*See: ATTACHMENT 1 - CRC ACTIVATION CHECKLIST

### 1.1.8 Public Health

Air Quality Monitors will be utilized at any CRC site that is impacted by wildfire smoke. The logistics contractor will provide Air Purifiers at CRC sites to keep air quality levels at acceptable levels as identified by the local public health officials.

- Any additional resources or procedures needed to comply with local health guidance will be sourced and provided at CRC sites such as masks, gloves, hand sanitizer, and social distancing practices.



### 1.1.12 Generic Site Footprint & Needs

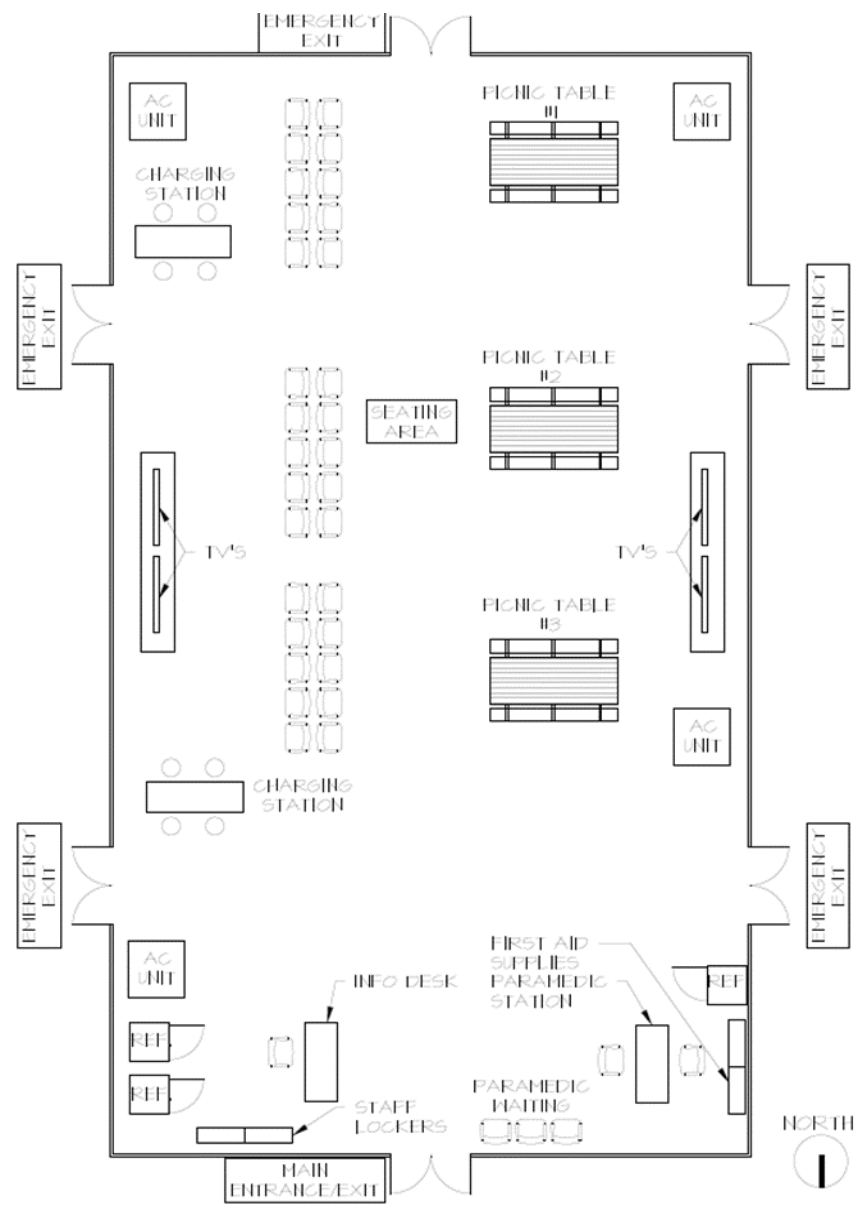
The basic needs of a Community Resource Center location include:

- Adequate parking
  - Handicap Parking
  - Space for public parking
  - Space for vendor equipment
- A minimum of 600 sq. ft. and the capacity to host a minimum of 40 people.
- ADA compliant entryways
- Ground level access
- A separate room for nursing
- A large room for seating/gathering
  - Area or separate room for eating
- Indoor restrooms or room outdoors for portable toilets

Optimal site features

- Backup Power Generator or direct generator connections to building power
- Additional office space for Pacific Power Staff
- HVAC system with recommended filtration and circulation capabilities to handle wildfire smoke.
- A kitchen
  - At minimum a microwave or stove
- Electric Vehicle Charging Stations

**Generic Site Layout (CRC Tent)**





1.1.13 Douglas County, OR PDZs

There are three distinct sub-areas in Douglas County that Pacific Power serves that are designated potential proactive de-energization zones for public safety consideration. Generally, the company expects only one of those zones to be exercised in a public safety power shutoff event.

Potential Pro-active De-Energization Zones	Total Customers*
Glendale	2,503
Winchester	2,473
Riddle / Myrtle Creek	6,630

\* = count of meters

Area Contact list

Agency/Position	Name	Mobile Number	Office Number	Email
Douglas County Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Douglas County Emergency Communications	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Douglas Public Health Network	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Umpqua Valley disAbilities Network	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Business Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Info	Capacity	On-site Amenities	Under Contract
Glendale Elementary School	Glendale	<a href="#">100 Pacific Avenue, Glendale, OR</a>	Douglas	[REDACTED]	-	-	-
Tri-City Fire Department	Riddle Myrtle Creek	<a href="#">140 S Old Pacific Hwy, Myrtle Creek, OR</a>	Douglas	[REDACTED]	-	-	-

1.1.14 Hood River & Wasco County OR PDZs

There are four distinct sub-areas in Hood River & Wasco counties that Pacific Power serves that are designated potential proactive de-energization zones for public safety consideration. Generally, the company expects only one of those zones to be exercised in a public safety power shutoff event.

Potential Pro-active De-Energization Zones	Total Customers*		Total Line	SIC Locations
HR Urban West	RES	270	9.7mi (OH)	66
	Non-RES	42	10.9mi (UG)	
HR Urban South	RES	191	11.8mi (OH)	58
	Non-RES	47	3.4mi (UG)	
HR (Wasco) Rural Hood River County	RES	136	11mi (OH)	37
	Non-RES	29	6.1mi (UG)	
(HR) Wasco Rural Wasco County	RES	564	44.5mi (OH)	161
	Non-RES	115	11.9mi (UG)	

\* = count of meters (updated 3/1/22)

Area Contact list

Agency	Name	Mobile Number	Office Number	Email
Hood River Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Hood River County 9-1-1 Dispatch Center	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Hood River County Health Department	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Eastern Oregon CIL, The Dalles	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Community Relations Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Info	Capacity	On-site Amenities	Under Contract
Columbia Gorge Community College	Hood River	<a href="#">1730 College Way, Hood River, OR 97301</a>	Hood River	[REDACTED]	-	-	-

1.1.15 Jackson County, OR PDZ

There are six distinct sub-areas (four of which overlap with Josephine County) in Jackson County that Pacific Power serves that are designated potential proactive de-energization zones for public safety consideration.

Potential Pro-active De-Energization Zones	Total Customers*
Glendale	2,503
Merlin	6,388
Fielder Creek	2,686
Shady Cove	3,997
South Rogue River	6,974
Lost Creek Lake	725

\* = count of meters

Area Contact list

Agency	Name	Mobile Number	Office Number	Email
Jackson County Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Oregon Department of Human Services	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Emergency Communications of Southern Oregon	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Jackson County Health & Human Services	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
HASL (Independent Abilities Center)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Business Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Info	Capacity	On-site Amenities	Under Contract
Greenspring's Fire Station	Cascades-Siskiyou	<a href="#">11471 OR-66, Ashland, OR 97520</a>	Jackson	[REDACTED]	-	-	-
Shady Cove Library	Shady Cove	<a href="#">22477 OR-62, Shady Cove, OR 97539</a>	Jackson	[REDACTED]	-	-	-

Location Name	PDZ Area	Address	County	Contact Info	Capacity	On-site Amenities	Under Contract
Shady Cove City Hall	Shady Cove	<a href="#">22451 OR-62, Shady Cove, OR 97539</a>	Jackson	[REDACTED]	-	-	-
Patrick Elementary School	Fielder Creek and South Rogue River	<a href="#">1500 2nd Ave, Gold Hill, OR 97525</a>	Jackson	[REDACTED]	-	-	-

1.1.16 Josephine County, OR PDZ

There are six distinct sub-areas (four of which overlap with Jackson County and one that overlaps with Del Norte County) in Josephine County that Pacific Power serves that are designated potential proactive de-energization zones for public safety consideration.

Potential Pro-active De-Energization Zones	Total Customers*
Glendale	2,503
Merlin	6,388
Fielder Creek	2,686
Jerome Prairie	3,198
South Rogue River	6,974
Cave Junction	5,473

\* = count of meters

Area Contact list

Agency	Name	Mobile Number	Office Number	Email
Josephine County Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Josephine County 911 Dispatch	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Josephine County Division of Health	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
HASL (Independent Abilities Center)	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Director, Commercial Accts & Community Relations	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Information	Capacity	On-site Amenities	Under Contract
Boys & Girls Club	Cave Junction	24353 Redwood Hwy, Kerby, OR 97531	Josephine	[REDACTED]	150	-	Yes
Illinois Valley High School	Cave Junction	<a href="#">625 E River St, Cave Junction, OR 97523</a>	Josephine	[REDACTED]	-	-	-
Bear Hotel	South Rogue River	<a href="#">2101 NE Spalding Ave. Grants Pass, OR 97526</a>	Josephine	[REDACTED]	-	-	-
Sportsman Park	South Rogue River	<a href="#">7407 Highland Ave. Grants Pass, OR 97526</a>	Josephine	[REDACTED]	-	-	-
Redwood Christian Center	South Rogue River	<a href="#">4995 Redwood Ave. Grants Pass, OR 97527</a>	Josephine	[REDACTED]	-	-	-
Jerome Prairie Transition Center	Jerome Prairie	<a href="#">2555 Walnut Ave. Grants Pass, OR 97527</a>	Josephine	[REDACTED]	-	-	-
Jerome Prairie Community Hall	Jerome Prairie	<a href="#">5368 Redwood Ave. Grants Pass, OR 97527</a>	Josephine	[REDACTED]	-	-	-
Jerome Prairie Bible Center	Jerome Prairie	<a href="#">2564 Walnut Ave. Grants Pass, OR 97527</a>	Josephine	[REDACTED]	-	-	-
Merlin Community Park	Merlin	<a href="#">100 Acorn St, Merlin, OR 97532</a>	Josephine	[REDACTED]	-	-	-
Fleming Middle School	Merlin	<a href="#">6001 Monument Dr, Grants Pass, OR 97526</a>	Josephine	[REDACTED]	-	-	-

REDACTED

Location Name	PDZ Area	Address	County	Contact Information	Capacity	On-site Amenities	Under Contract
Manzanita Elementary School	Merlin	<a href="#">310 San Francisco St, Grants Pass, OR 97526</a>	Josephine	[REDACTED]	-	-	-
Sunny Wolf Charter School	Glendale	<a href="#">100 Ruth Ave, Wolf Creek, OR 97497</a>	Josephine	[REDACTED]	-	-	-
Wolf Creek Inn	Glendale	<a href="#">100 Front St, Wolf Creek, OR 97497</a>	Josephine	[REDACTED]	-	-	-
Glendale Elementary	Glendale	<a href="#">100 Pacific Avenue, Glendale, OR 97422</a>	Douglas	[REDACTED]	-	-	-

-THIS AREA LEFT BLANK INTENTIONALLY-

1.1.17 Siskiyou County, CA PDZ

There are six distinct sub-areas (four of which overlap with Josephine County) in Siskiyou County that Pacific Power serves that are designated potential proactive de-energization zones for public safety consideration.

Potential Pro-active De-Energization Zones	Total Customers*
Happy Camp	865
Weed	2,589
Mt. Shasta	5,074
Dunsmuir	1,806
Snowbrush	17

\* = count of meters

Area Contact list

Agency	Name	Mobile Number	Office Number	Email
Siskiyou County Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Siskiyou County Sheriff's Dispatch	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Siskiyou County Public Health	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Disability Action Center	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Karuk Tribe Emergency Management	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Karuk Tribe Indian Health Services	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Business Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Information	Capacity	On-site Amenities	Under Contract
Karuk Senior Nutrition Program (Headway)	Happy Camp	<a href="#">64101 2nd Ave, Happy Camp, CA 96039</a>	Siskiyou	[REDACTED]	-	-	-
Happy Camp Wellness Center	Happy Camp	<a href="#">537 Jacobs Way, Happy Camp, CA 96039</a>	Siskiyou	[REDACTED]	-	-	-
Kahtishraam Wellness Center	Happy Camp	<a href="#">1403 Kahtishraam, Yreka, CA 96097</a>	Siskiyou	[REDACTED]	-	-	-

REDACTED

Location Name	PDZ Area	Address	County	Contact Information	Capacity	On-site Amenities	Under Contract
Mt. Shasta Community Resource Center	Shasta	<a href="#">109 East Lake Street, Mt. Shasta, CA 96067</a>	Siskiyou	[REDACTED]	-	-	-
Family & Community Resource Center of Weed	Weed & Snowbrush	<a href="#">260 Main Street, Weed, CA 96094</a>	Siskiyou	[REDACTED]	-	-	-
Dunsmuir Community Resource Center	Dunsmuir	<a href="#">5840 Dunsmuir Avenue, Dunsmuir, CA 96025</a>	Siskiyou	[REDACTED]	-	-	-

-THIS AREA LEFT BLANK INTENTIONALLY-



1.1.18 Yakima County, WA PDZ

There is one distinct area that Pacific Power serves designated as potential proactive de-energization zones for public safety consideration.

Potential Pro-active De-Energization Zones	Total Customers*		Total Line	SIC Locations
Nile Valley	Res	641	30.7mi (OH)	107
	Non-Res	80	17.3mi (UG)	

\* = count of meters

Area Contact list

Agency	Name	Mobile Number	Office Number	Email
Yakima County Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Suncomm 911 & Dispatch	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Yakima County Sheriff's Office Dispatch	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Yakima Health District	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Central Washington Disability Resources	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Business Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Area Distribution Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Pacific Power Regional Emergency Manager	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CRC Location Information

Location Name	PDZ Area	Address	County	Contact Information	Capacity	On-site Amenities	Under Contract
Nile Community Church	Nile Valley	<a href="#">60 Bedrock Ln, Naches, WA 98937</a>	Yakima	[REDACTED]	-	-	-

## CRC ACTIVATION TIMELINE

Timing	Action	Responsible Person(s)-Department(s)
-72 Hours	Emergency Coordination Center activation	Emergency Management
-48 Hours	Decide likelihood of CRC need Possible thresholds: <ul style="list-style-type: none"> <li>• Outage Overnight</li> <li>• Outage &gt; 8 hours</li> <li>• Customer impacts requiring extra support</li> <li>• Other incidents <ul style="list-style-type: none"> <li>• Ongoing public safety incidents</li> </ul> </li> </ul>	Incident Commander/Emergency Management
-44 hours	Contact Fire DAWG of the potential for a CRC activation to allow them to begin acquiring resources	Emergency Management
-44 hours	Coordinate with the county for status of identified CRC location & public health guidelines <ul style="list-style-type: none"> <li>• Identify if the location will also be used for an emergency shelter if an incident were to occur <ul style="list-style-type: none"> <li>○ Establish joint operations plan where Pacific Power operates location during designated hours &amp; county operates location after hours.</li> </ul> </li> <li>• Identify current public health guidance <ul style="list-style-type: none"> <li>○ Pandemic/Outbreak information</li> <li>○ Air quality thresholds</li> </ul> </li> <li>• Submit specifics to vendor and ask them to create site plan</li> </ul>	Emergency Management CRC Logistics Vendor
-30 Hours	Contact & Survey CRC location to confirm viability <ul style="list-style-type: none"> <li>• Generation connection</li> <li>• Ensure enough generation capacity is requested for the site</li> <li>• Not in use for other purposes</li> <li>• Any other concerns</li> <li>• Purchase potable water &amp; nonperishable snacks</li> </ul>	Regional Business Manager
-26 Hours	Initiate movement of CRC contract resources Initiate movement of EV Charging Trailers	Emergency Management
-4 Hours	Dispatch RBM to CRC for company representation and to receive resources	Emergency Management
-2 hours	<ul style="list-style-type: none"> <li>• Ensure activation of CRC and completeness of resources on site</li> <li>• Add CRC location and info to webpage/social media</li> </ul>	Regional Business Manager Corporate Communications
Event	CRC Operational <ul style="list-style-type: none"> <li>• Announce that CRC is open on website/social media</li> <li>• Keep information on PSPS &amp; CRC status updated</li> </ul>	CRC Logistics Vendor Regional Business Manager Emergency Management Corporate Communications
Post Event	Decision to De-mobilize CRC	Incident Commander
Post Event	Coordinate administrative and financial obligations to CRC vendor	Emergency Management

[Back to Top](#)

**COMMUNITY RESOURCE CENTER COMMUNICATIONS OVERVIEW**

---

**1.1.19 Overview**

PacifiCorp has a strategic Public Communications Plan for Public Safety Power Shutoffs that includes messaging for Community Resource Centers, below you will find the CRC specific messaging and timeline that accompanies a PSPS event. A comprehensive overview of our Public Communications Plan for PSPS events can be found in our PSPS Execution Plan.

**1.1.20 Communication Timeline**

The following timelines may be reduced if changing conditions do not allow for advance notification. In these cases, the company will notify customers as soon as possible and communicate specific event information.

Additional communication methods can be added or removed based on the circumstances of the event but in general all communications on PSPS events will be sent via phone, text, email, and posted to our webpage & social media accounts.

Timeframe	Action	Basic Message
<b>2 Hours</b>	De-energization Imminent & Community Resource Center Location	<i>"A CRC will be opening at [enter location] in two hours"</i>
<b>1 Hour</b>	De-energization Imminent & Community Resource Center Stand Up	<i>"A CRC will be opening at [enter location] in around one hour"</i>
<b>Event Begins</b>	De-energization Begins & Community Resource Center Open	<i>"A CRC is open at [enter location], [insert available resources]"</i>
<b>Re-energization Begins</b>	Re-energization beginning notification to all within affected area	<i>"The CRC will remain open until Re-energization is completed or until 10pm whichever comes first. A list of after-hours resources is available on our website or at the CRC"</i>
<b>Re-energization Completed</b>	Re-energization notification/confirmation to all within affected area & Community Resource Center closure	<i>"The CRC is now closed. Please reach out to [Enter customer service center #] with additional questions or needs. Please let us know how your experience with the CRC went by visiting: [enter web link for survey]"</i>
<b>Cancellation of Event</b>	De-energization Event Cancelled notification	<i>"No action needed"</i>

**CRC PLAN REVIEW SCHEDULE AND RECORD OF CHANGE**

---

**1.1.21 Plan Review Schedule**

Complete By	Activities to be performed
April of current year (pre-fire season)	<ul style="list-style-type: none"> <li>• Ensure contracts are in place</li> <li>• Update contacts</li> <li>• Complete plan updates</li> </ul>
December of current year (post-fire season)	<ul style="list-style-type: none"> <li>• Update feedback section</li> <li>• Identify areas of improvement</li> <li>• Identify additional changes as required by PUCs</li> </ul>

**1.1.22 Record of Changes**

Change Number:				
(Year-Update #)	Date of Change:	Document/Section	Change Summary	Position/Name
2022-01	7/22/2022	1.1.16	New CRC location	Emergency Manager, Tyler Averyt
2022-02	6/27/2023	1.1.17	Contact info update	Emergency Manager, Tyler Averyt

## **CRC FEEDBACK & AFTER-ACTION REVIEW**

---

### **1.1.23 Review and Improvement Process**

Pacific Power Emergency Management will review all feedback from customers, logistics staff, Public Utilities Commissions, and Pacific Power employees then compile an after-action review/improvement plan. PPEM will use the following tools for collecting feedback:

- A survey (attachment 2) will be available to customers after a CRC activation on our website and through our customer service center.
- Pacific Power Emergency Response Checklists
- After Action Feedback forms (for EOC & CRC logistics staff)
- Attachment 3: CRC Usage, Results, Feedback, & Challenges will hold an ongoing list of metrics and feedback from our different sources.

ATTACHMENT 1 - CRC ACTIVATION CHECKLIST

Complete	Timeline	Action	Responsible Department
<input type="checkbox"/>	-72-48hrs	Receive approval from Executive and/or Incident Commander to establish a CRC	Emergency Management
<input type="checkbox"/>	-48hrs	Contact CRC logistics vendor of the potential for a CRC activation to allow them to begin acquiring resources. [REDACTED]	Emergency Management
<input type="checkbox"/>	-48hrs	Coordinate with the county for status of identified CRC location & public health guidelines <ul style="list-style-type: none"> <li>• Identify if the location will also be used for an emergency shelter if an incident were to occur               <ul style="list-style-type: none"> <li>○ Establish joint operations plan where Pacific Power operates location during designated hours &amp; county operates location after hours.</li> </ul> </li> <li>• Identify current public health guidance               <ul style="list-style-type: none"> <li>○ Pandemic/Outbreak information</li> <li>○ Air quality thresholds</li> </ul> </li> <li>• Pass information onto vendor for site safety plan</li> </ul>	Emergency Management
<input type="checkbox"/>	-40hrs	Contact & Survey CRC location to confirm viability <ul style="list-style-type: none"> <li>• Generation connection</li> <li>• Ensure enough generation capacity is requested for the site</li> <li>• Not in use for other purposes</li> <li>• Accessible for Access &amp; Functional Needs population</li> <li>• Any other concerns</li> </ul>	Regional Business Manager
<input type="checkbox"/>	-24hrs	Initiate movement of CRC Logistics Vendor resources Add CRC location and info to webpage/social media	Emergency Management
<input type="checkbox"/>	-4hrs	Dispatch RBM to CRC for company representation and to receive resources	Emergency Management
<input type="checkbox"/>	-2hrs	<ul style="list-style-type: none"> <li>• Ensure activation of CRC and completeness of resources on site</li> <li>• Add CRC location and info to webpage/social media</li> <li>• Update 2-1-1 on CRC location, hours, and resources</li> </ul>	-Regional Business Manager -Corporate Communications
<input type="checkbox"/>	8am-10pm Daily During PSPS	CRC Operational <ul style="list-style-type: none"> <li>• Announce that CRC is open on website/social media</li> <li>• Keep information on PSPS &amp; CRC status updated</li> </ul>	-Logistics Contractor -Regional Business Manager -Emergency Management -Corporate Communications
<input type="checkbox"/>	Post PSPS Event	Decision to De-mobilize CRC	Incident Commander
<input type="checkbox"/>	1 Week after PSPS	Coordinate administrative and financial obligations to CRC vendor	Emergency Management

**Attachment 2 – Customer Feedback Form**

1. **\*\*Optional\*\*** What is your home address? \_\_\_\_\_
  
2. How did you get notified of the Community Resource Center? \_\_\_ Phone Call \_\_\_ Text \_\_\_ Email  
\_\_\_ social media \_\_\_ Television News \_\_\_ Radio News
  
3. Was the CRC easily accessible? \_\_\_ Yes \_\_\_ No

If you answered no, please explain why:

4. Were you able to keep your essential/medical devices charged and functioning? \_\_\_ Yes \_\_\_ No

If you answered no, please explain why:

5. Did you have any needs the staff at the CRC could not meet? \_\_\_ Yes \_\_\_ No

If you answered no, please explain why:

Additional Comments:

### **ATTACHMENT 3: CRC USAGE RESULTS, FEEDBACK, & CHALLENGES**

---

There was no feedback or challenges discovered during CRC activations in the previous year. Future PSPS event/CRC activation information for usage results, feedback, and challenges will be shown here.



## **APPENDIX B**



# Critical Facilities & Infrastructure Plan

**Document Owner:** The Pacific Power emergency management team is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

**Document Disclaimer:** This plan is specific to Public Safety Power Shutoff scenarios. The measures and planning detailed in this plan does not alter the utility’s approach and communication around non-Public Safety Power Shutoff outages.

This document should be considered iterative. The area-specific Public Safety Power Shutoff plan will be modified as necessary.

Version Control
Author: Tyler Averyt
Version: 1.0
Origination Date: January 2022
Last Revision: June 22, 2022
Next Revision: 2023

Exercise
Last Exercise Date: TBD
Last Exercise Type: TBD
Next Exercise Date: TBD
Next Exercise Type: TBD

**TABLE OF CONTENTS**

---

Table of Contents ..... 3

Plan Fundamentals ..... 5

    1.1.1 Purpose ..... 5

    1.1.2 Scope ..... 5

    1.1.3 Objectives ..... 5

    1.1.4 Situation Overview ..... 5

    1.1.5 Identification Method ..... 5

    1.1.6 Critical Facilities & Infrastructure Definitions ..... 5

    1.1.7 Critical Facilities List ..... 6

    1.1.8 Updates & List Maintenance ..... 6

    1.1.9 CFI Requests ..... 7

    1.1.10 Record of Changes ..... 8



## Plan Fundamentals

## PLAN FUNDAMENTALS

---

### 1.1.1 Purpose

Pacific Power provides prioritized restoration, backup power evaluation, additional communications and other resources before and during Public Safety Power Shutoff events to critical facility customers who provide services that are essential to public safety. We recognize that these customers require additional assistance and advance planning to ensure resiliency.

### 1.1.2 Scope

This The California Public Utilities Commission (CPUC) has defined facilities and critical infrastructure as entities "that are essential to the public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events."

### 1.1.3 Objectives

1. Catalog all critical facilities and infrastructure within PacifiCorp's service territory.
2. Assist in outreach for PSPS events/planning.
3. Provide CFI list to our public safety partners to assist with PSPS events/planning.
4. Partner with local, state, and federal agencies and appropriate private sector organizations.

### 1.1.4 Situation Overview

With wildfires becoming more frequent and intense throughout our region, protecting the communities that Pacific Power serves while providing safe, reliable power, is the utility's highest priority. Utilizing Public Safety Power Shutoffs is a last resort measure to reduce public safety risk and using historical weather data accompanied by fuels data Pacific Power has identified several Fire High Consequence Areas within its service territory that have an elevated risk of rapid wildfire growth within or near populated areas. Smaller areas known as Proactive De-energization Zones (PDZ) have been identified within the high-risk areas where energized facilities will be shut off when extreme weather conditions pose an imminent safety threat to persons and property.

### 1.1.5 Identification Method

Entities or facilities requesting to be identified as critical, may submit a request on PacifiCorp's Critical Facilities & Infrastructure" webpage or send a request to PacifiCorp Emergency Management at: [PPEM@pacificcorp.com](mailto:PPEM@pacificcorp.com). Each request will get forwarded to the appropriate Regional Business Manager (RBM) who will validate the request and update the facilities identifier in the Customer Service System (CSS). The requesting facility should be notified of approval or denial with a description of the reasoning should the request be denied.

### 1.1.6 Critical Facilities & Infrastructure Definitions

Entities that fall within the industry sectors listed below are considered "critical facilities and infrastructure," as defined by the CPUC. Additional facilities not categorized below may be designated as critical at the request of Federal, State, Local, and Tribal officials.

#### **Emergency Services Sector**

- Police Stations, Fire Station, Emergency Operations Centers, Public Safety Answering Points.
- Tribal Government Providers.

#### **Government Facilities Sector**

- Schools, Jails and Prisons.

- Homeless Shelters, Community Centers, Senior Centers, Independent Living Centers, as defined by the California Department of Rehabilitation, Voting centers and vote tabulation facilities.

**Healthcare and Public Health Sector**

- Public Health Departments, Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities (excluding doctor offices and other non-essential medical facilities).
- Cooling (or warming) Centers, Temporary facilities established for public health emergencies.

**Energy Sector**

- Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities and electric cooperatives.

**Water and Wastewater Systems Sector**

- Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat and deliver water or wastewater.

**Communications Sector**

- Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites.

**Chemical Sector**

- Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.
- Petroleum refineries, vital ancillary facilities, and other customers in the critical fuels chain of production.

**Food and Agriculture Sector**

- Emergency Feeding Organization, as defined in 7 U.S.C. § 7501, Food Bank, Food Pantry, Soup Kitchen.

**Transportation Systems Sector**

- Includes facilities associated with automobile, rail, aviation, major public transportation, and maritime transportation for civilian and military purposes.
- Traffic Management Systems

**1.1.7 Critical Facilities List**

The list should be maintained and hosted on the PacifiCorp’s Public Safety Partner Portal. The list should be viewable and exportable for our partners.

**1.1.8 Updates & List Maintenance**

The Critical Facilities & Infrastructure list should be updated periodically and at least monthly. After each update, the list should be uploaded to the PacifiCorp Public Safety Partner Portal. Each list should also be validated by local and tribal OES managers for their respective jurisdictions. An outreach strategy is currently being formulated to update currently listed critical facilities missing information.

1.1.9 CFI Requests

Facility/Infrastructure Name	Location	Request Date	Approved or Denied	Reason for Denial

\*No current requests at the time of plan update



1.1.10 Record of Changes

Change Number:				
(Year-Update #)	Date of Change:	Document/Section	Change Summary	Position/Name

## **APPENDIX C**

# 2023 Public Safety Power Shutoff Execution Plan

**Document Owner:** The emergency management team is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Author: PacifiCorp Emergency Management Version: 3.0 Origination Date: May 10, 2019 Last Revision: January 12, 2023 Last Review: April 6, 2023 Next Revision: Winter 2023
--

Exercise Last Exercise Date: March 28, 2023 Last Exercise Type: Tabletop Next Exercise Date: May 15-18, 2023 Next Exercise Type: Functional
---

## 1 CONTENTS

---

2	PacifiCorp Acronyms.....	5
3	Plan Overview.....	6
3.1	Purpose .....	6
3.2	Activation Criteria .....	6
4	Situation Overview .....	6
4.1	Public Safety Power Shutoff Weather Monitoring and Review.....	8
4.2	Circuit situational Monitoring .....	8
4.3	External Coordination .....	8
4.4	Pre-Event Notification to Affected Customers and Other Stakeholders .....	9
4.5	De-Energization.....	10
4.6	Restoration.....	11
4.7	Event End .....	11
5	Roles and Responsibilities .....	12
5.1	Overview .....	12
5.1.1	Example Emergency Coordination Center Structure.....	12
5.1.2	Example Joint Information System Structure (JIS).....	12
5.1.3	Example Department Operations Center Structure.....	13
6	PSPS Checklists .....	14
6.1	PSPS Watch Checklist 7-4 Days Prior .....	15
6.2	PSPS Watch Checklist 72-48 Hours Prior.....	17
6.3	PSPS Watch Checklist 48-24 Hours Prior.....	19
6.4	PSPS Warning 24 Hours Prior .....	20
6.5	PSPS Warning 12 Hours Prior .....	22
6.6	PSPS Warning 4-1 Hours Prior .....	23
6.7	Restoration Checklist.....	25
6.8	PSPS Event End Checklist .....	27
	Appendix A: References .....	28
	Appendix B: PSPS Event Initial Information Template .....	29
	Appendix C: Notification Matrix .....	30
	Pre-Event .....	30
	Post Event.....	30

Appendix D: Public Communications Plan .....31  
Appendix E: State Specific Information .....36  
Appendix F: Data Collection .....37

Record of Revisions

Date of Revision	Activity	Summary of Changes	Reviewers/ Approvers
Dec 2022	Plan revised	Significant revisions	Jeff Bolton

## 2 PACIFICORP ACRONYMS

---

AAR – After Action Report

AFN – Access and Functional Needs

CRC – Community Resource Center

DOC – Department Operations Center

DOT – Department of Transportation

ECC – Emergency Coordination Center

EM – Emergency Management

EOC – Emergency Operations Center

EPG – Executive Policy Group

ESF -Emergency Support Function

ETR – Estimated Time of Restoration

FEMA – Federal Emergency Management Agency

GIS – Geographic Information System

ICS – Incident Command System

IP – Improvement Plan

IT – Information Technology

JIC – Joint Information Center

JIS – Joint Information System

MBL – Medical Baseline

OEM – Office of Emergency Management

OLB – Operational Leadership Branch

PCC – Portland Control Center

PIO – Public Information Officer

PP – Pacific Power

PSPS – Public Safety Power Shutoff

PUC – Public Utilities Commission

RBM – Regional Business Manager

RMP – Rocky Mountain Power

SCC – Salt Lake Control Center

T&D – Transmission and Distribution

WRMAA – Western Region Mutual Assistance Agreement



### 3 PLAN OVERVIEW

---

#### 3.1 PURPOSE

This is intended to provide the **minimum** guidelines for a planned de-energization (Public Safety Power Shutoff) of energized facilities when extreme weather or other conditions pose an imminent safety threat to persons and/or property. **Additional guidelines may be required as part of a specific state event mitigation plan (i.e., wildfire).** Public Safety Power Shutoff (PSPS) events are dynamic in nature and may require additional, or a variance in steps, as dictated by the event.

**A planned de-energization is a last resort measure to reduce public safety risk.**

Nothing in this plan supersedes the general authority of the company to de-energize a power line during an emergency, and a decision (i.e., to protect fire response personnel or to protect company assets from fire damage) might be made without complying with the notification and outreach sections of this plan. This plan primarily allows for a proactive decision to be made, to implement a planned Public Safety Power Shutoff event. While unavoidably disrupting electrical service, a planned Public Safety Power Shutoff event may be warranted to reduce any risk of energized facilities being involved in a public safety incident under extreme conditions (i.e., weather, flooding, etc.).

#### 3.2 ACTIVATION CRITERIA

This plan may be activated for any public safety incident which could be mitigated by de-energization of specific energized infrastructure.

### 4 SITUATION OVERVIEW

---

The company utilizes weather forecasts and other situational awareness information to identify when a potential public safety power shutoff event may be warranted. Based on the best available weather forecast and other relevant situational awareness information, senior management can initiate a public safety power shutoff event.

Upon agreement by executive management to initiate Public Safety Power Shutoff actions, the Emergency Coordination Center (ECC) will be activated (if it has not already been activated). The ECC Staff will then prepare a Public Safety Power Shutoff Plan, which at a **minimum** shall include:

- Forecasted date and time that the de-energization event will start.
- Estimated duration of the event.
- Date and time that affected customers will be notified under a proposed customer notification plan.

## Public Safety Power Shutoff

- Critical customers and facilities on the circuit such as hospitals, emergency centers, and water/water treatment plants that will be impacted.
- With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize with specific focus on how it creates an “imminent and significant risk to persons and/or property;”
- A description of measures considered as an alternative to de-energization and why such measures alone are insufficient.
- A description of the public safety benefits the company hopes to achieve by de-energizing the applicable electrical facilities.
- A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization; and
- The proposed date and time for notifying the appropriate commission staff.
- Additional information may be required as part of a specific state event mitigation plan.

Once the Public Safety Power Shutoff Plan is ready for distribution, the Emergency Coordination Center (ECC) will activate a MSTeams meeting, or conference bridge (503-251-5293<sup>1</sup>) if MSTeams is unavailable and invite the following company participants or their designated representative:

- Senior Vice President, Power Delivery
- Vice President of System Operations
- Vice President of Operations
- Vice President of Customer Service
- Vice President of Corporate Communications
- Managing Director, Transmission and Distribution Operations (PP or RMP)
- Director of Renewable Generation (when applicable)
- Managing Director of Operations (PP or RMP)
- Director of Emergency Management
- Manager of Region System Operations (PCC or SCC)
- Emergency Manager (PP or RMP)
- Manager of Meteorology
- Director of Commercial Accounts and Community Relations (for impacted area)
- Regional Business Manager (for impacted area)
- State Regulatory Affairs Manager.

The Public Safety Power Shutoff Plan may be modified based on the discussion during the call.

---

<sup>1</sup> Conference bridge can support up to 15 callers at one time.

### 4.1 PUBLIC SAFETY POWER SHUTOFF WEATHER MONITORING AND REVIEW

During fire season, as needed, a situational monitoring call may be conducted when the forecast indicates the potential for PSPS actions. A decision to activate the Emergency Coordination Center may be made within the situational monitoring call or may be initiated separately.

The following considerations are part of the decision process to initiate PSPS actions:

- **Location:** Are powerlines within an area where local fuels will allow for ignition and spread of a wildfire? Is the wildfire risk extreme?
- **Weather:** Do current and/or forecasted wind conditions pose an increased risk of wind or vegetation related outages?
- **Duration:** Is the duration and extent of these conditions sustained and not momentary or hyperlocal?
- **Public Safety:** Are any ongoing public safety incidents going to be impacted by PSPS execution?
- **Field Observations:** Do field observations indicate an imminent threat to powerlines, fire response resources are limited, or there are minimal ingress or egress routes?

### 4.2 CIRCUIT SITUATIONAL MONITORING

Prior to the activation of the Public Safety Power Shutoff, the Area/District Manager or designee may dispatch circuit crews to the impacted areas to complete a weather and/or situational assessment and a patrol of the targeted circuits using the 069 Procedure – Condition Codes (link below). Feedback will be provided to the Emergency Coordination Center via approved process.

[http://idoc.pacificorp.us/policies\\_and\\_procedures/eamp/transmission/fpp.html](http://idoc.pacificorp.us/policies_and_procedures/eamp/transmission/fpp.html)

### 4.3 EXTERNAL COORDINATION

Strong partnerships between the utility and local public safety, health, other utilities, and emergency management agencies are essential for effective coordination in any event that impacts the community. PacifiCorp will serve as the initiating agency in the event of a Public Safety Power Shutoff and will coordinate with all local agencies as appropriate. The utility will take advantage of the expertise and recommendations offered by state and local emergency management agencies. Any non-outage related issues or incidents that arise during a Public Safety Power Shutoff will be handled by local emergency management and public safety.

PacifiCorp emergency management staff will maintain regular outreach with local jurisdictions to include voice and email notifications and communication at least daily during the event. Additionally, if requested, a PacifiCorp employee may be dispatched to the affected State or County Emergency Operations Centers in the role of Agency Representative and will be to provide a constant and direct conduit for information.

## Public Safety Power Shutoff

To help PacifiCorp understand local sensitivities and concerns during a Public Safety Power Shutoff, PacifiCorp will typically discuss the Critical Infrastructure affected with the Local Emergency Management Agencies. This information adds to the situational awareness of PacifiCorp's incident command personnel before the event's initiation. Identified specific information for states and counties can be found in Appendix E.

PacifiCorp will conduct outreach to adjacent utilities as appropriate based on the event's circumstances. Other utility contact information can be found within mutual assistance directories or the use of the "In Case of Crisis" application which is an electronic directory of all WRMAA member utility points of contact, internal directory as created for smaller neighboring utilities, and through ESF-12 (Energy) requests for coordination.

Effective communication is essential in any incident that impacts the public. PacifiCorp will coordinate local communication from the Emergency Coordination Center unless a physical Joint Information Center is activated. Event update meetings will be held as needed with an option to join remotely. In addition, should a Community Resource Center (CRC), as outlined in the Community Resource Center Plan, be established, company representatives will be present to communicate with and assist community members. The communication plan can be found in Appendix D.

When feasible, the decision to activate a Community Resource Center should be made at the 48-hour point. If 48-hour notice is not feasible, a CRC decision should be made at least within the 24-hour point, because a minimum of a 24-hour notice is typically needed to successfully mobilize a Community Resource Center (see the CRC Plan for specifics).

### **4.4 PRE-EVENT NOTIFICATION TO AFFECTED CUSTOMERS AND OTHER STAKEHOLDERS**

Forecasting from the PacifiCorp Meteorology Team and local input are utilized by the company to monitor situations that could warrant de-energization of electrical infrastructure in an identified area. Additional data inputs may be required as outlined in a state specific event mitigation plan.

When the Emergency Coordination Center is activated, the Emergency Manager will assume the position of the Emergency Coordination Center Manager. The Emergency Manager will schedule a coordination call and notify the appropriate personnel through established distribution lists of the activation and that a PSPS watch is in place.

The ECC Manager will facilitate all coordination calls with the goal to identify and prioritize actionable items and to build and modify as needed the Public Safety Power Shutoff Plan for the specific event. Once the plan has been adopted, it will receive approval from ECC and DOC managers.

Level	Description
<b>PSPS Watch</b>	Public safety circumstances are such that enhanced situational monitoring is required and a de-energization event is possible to occur
<b>PSPS Warning</b>	Public safety weather forecasts are such that a de-energization event will likely occur
<b>PSPS Cancellation</b>	Public safety circumstances are such that PSPS actions are no longer necessary, make notifications the same as event end. This may occur prior to execution during watch or warning phases.
<b>PSPS Execution</b>	Public safety circumstances are such that de-energization actions are in progress
<b>PSPS Restoration</b>	Public safety circumstances are such that restoration actions have begun
<b>PSPS Event End</b>	All restoration is complete

After adoption of a Public Safety Power Shutoff Plan, before the de-energization event is initiated, the company will make reasonable attempts to notify affected customers and other stakeholders of the planned event. As situations can be dynamic, the timeframes outlined are

subject to change and may be adjusted for each specific event. If an individual(s) responsible for notifications did not participate in the initial call, the ECC will ensure the plan is immediately delivered to every individual (or designee). Additional notification obligations may be required as outlined in a state specific event mitigation plan.

Access and Functional Needs (AFN) and Medical Baseline (MBL) customers will receive a direct and verified call from a customer service representative instead of or in addition to the normal automatic notification tools. If verification is not successful, the ECC Manager will coordinate with the local public safety jurisdiction to attempt an in-person notification.

#### 4.5 DE-ENERGIZATION

Region System Operations will develop the switching plan(s) for the Public Safety Power Shutoff execution after adoption of the PSPS plan. A final review of the switching plans by the Transmission/Distribution planning coordinator will be completed before execution by the Emergency Coordination Center. The final approval to initiate a Public Safety Power Shutoff will be given by the Operational Leadership Group. After the final approval is received, the designated T&D Department Operations Center Chief receives instruction from the Emergency Coordination Center to execute de-energization; the appropriate operator(s) will begin switching activities with field personnel. Data regarding circuits of concern, de-energization and restoration times will be captured in the data collection table (Attachment F).

#### 4.6 RESTORATION

The Emergency Coordination Center will notify the T&D Department Operations Chief that the conditions necessitating the planned Public Safety Power Shutoff have subsided and prepare to initiate restoration of the affected facilities once directed to restore.

Before re-energizing any facilities (line, substation, etc.), the Department Operation Center will direct field personnel to begin assessing the deenergized circuits generally through ground or air patrols. As part of the patrol and inspection, field personnel must document all damage to PacifiCorp's facilities in the de-energized areas.

After receiving confirmation that a line is ready for restoration based on existing guidelines, the responsible region operator shall restore the applicable lines(s) or portion(s) of a line (distribution and/or transmission), facilities (i.e., substations), and log the date and time each facility (line, portion of line, substation, etc.) was re-energized.

#### 4.7 EVENT END

Upon cancellation without de-energization, or upon restoration of customers affected by the PSPS event the ECC will gather all data and begin the After-Action Report (AAR) process. These actions include deactivating the ECC, gathering all notes and materials for inclusion in the AAR, notification of partners of response termination, and creating, and tracking to completion of the AAR and Improvement Plan (IP).

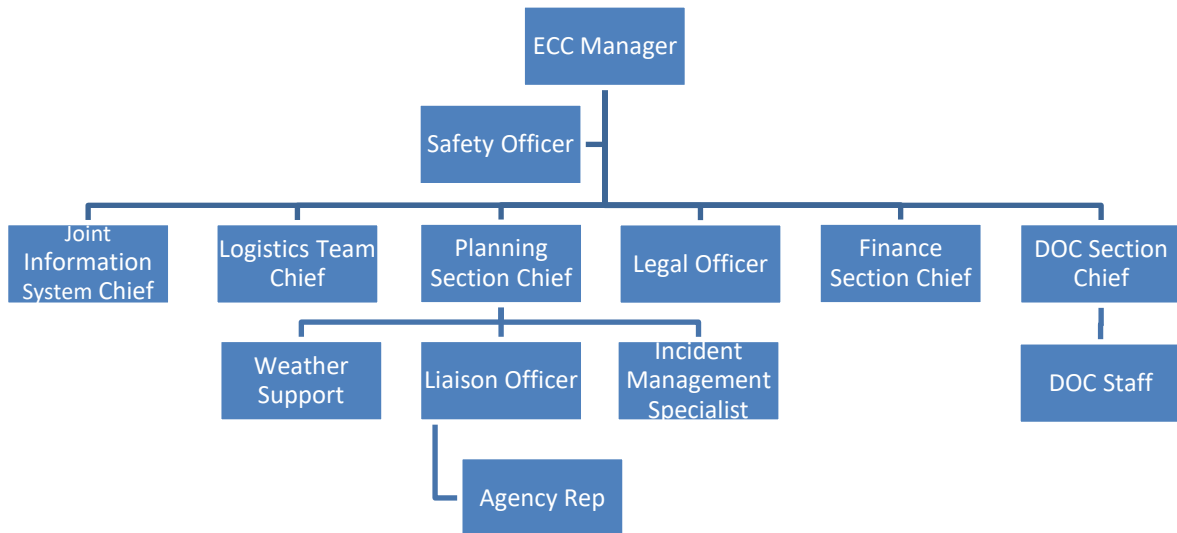
**5 ROLES AND RESPONSIBILITIES**

Roles, responsibilities, and protocols are defined in the PacifiCorp Emergency Response Plan which follows FEMA’s guidelines for managing any event or incident. The information and responsibilities included in this document are meant as a supplement to the all-hazards structure.

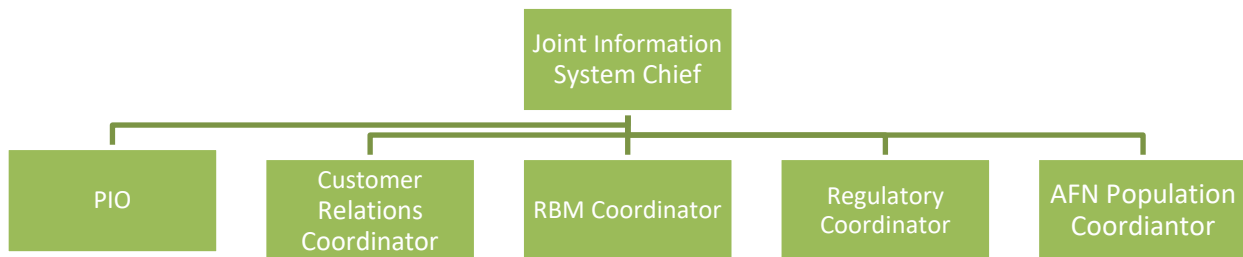
**5.1 OVERVIEW**

The ECC provides coordination and support to the T&D Department Operations Center and tactical response resources and reports current situational information to the Executive Policy Group and/or Operational Leadership Group. The ECC organizational structure is designed to be scalable based on situational needs and follows the established structure as outlined in the Emergency Response Plan and related functional annexes. Below are a few key examples:

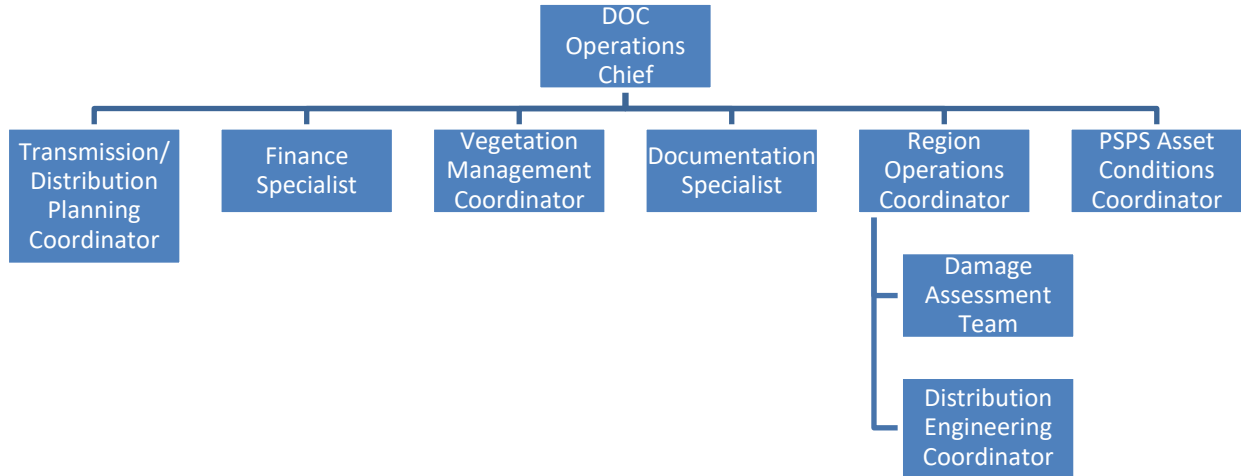
**5.1.1 Example Emergency Coordination Center Structure**



**5.1.2 Example Joint Information System Structure (JIS)**



5.1.3 Example Department Operations Center Structure





## 6 PSPS CHECKLISTS

---

The checklist tables below are broken out by timeframes for PSPS Warning, Watch, Execution and Restoration. The tables below identify required activities specific to a Public Safety Power Shutoff event (which should be completed in addition to tasks already outlined in the Emergency Coordination Center portion of the PacifiCorp Emergency Response Plan). Documentation should be completed within the designated timeframe as identified for the incident based on the [PSPS Data Reporting Template.xlsx](#) in addition to normal Situation Reports and Operational updates.

When conducting a PSPS, all responsible parties will capture the date and time of action in the 'complete' column, or on an ICS 214 form. Any additional actions not listed, should be documented in the additional columns at the end of each timeframe. All documentation captured will be submitted to the Documentation Unit or ECC manager at the conclusion of the event.

# Public Safety Power Shutoff

## 6.1 PSPS WATCH CHECKLIST 7-4 DAYS PRIOR

Objectives
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continuous coordination and communication with affected customers</li> </ul>

Actions	Responsible	Complete	
<b>PSPS WATCH  7-4 DAYS PRIOR</b>	<input type="checkbox"/> Receive forecast notification and notify appropriate personnel <input type="checkbox"/> Initiate and coordinate decision making conference call <input type="checkbox"/> Notify appropriate county, state, and tribal emergency management agencies <input type="checkbox"/> Gather local situational information from impacted emergency management agencies	Emergency Management Duty Officer	
	<input type="checkbox"/> Monitor weather forecasts <input type="checkbox"/> Provide weather briefings <input type="checkbox"/> Identify potential circuits of concern <input type="checkbox"/>	Meteorology	
		T & D DOC Chief	
	<input type="checkbox"/> Participate in initial decision-making call <input type="checkbox"/> Assume Response Organization roles	All	
	<input type="checkbox"/> Approve activation of PSPS Execution Plan and associated actions	SVP, Power Delivery (or delegate)	
	<b>Listed Responsible Positions For Checklist Transition From Normal Business Titles to EPG/OLB/ECC/DOC Roles At This Point</b>		
	<input type="checkbox"/> Assume role of Executive Policy Group (EPG) Director (if activated)	CEO	
	<input type="checkbox"/> Obtain the following data: <ul style="list-style-type: none"> <li>• Identify district</li> <li>• Identify impacted distribution lines-facilities</li> <li>• Identify impacted sub-transmission lines-facilities</li> <li>• Create impacted critical customer list</li> <li>• Create impacted customer list</li> </ul>	Region System Operations	

## Public Safety Power Shutoff

<b>PSPS WATCH</b>	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required <input type="checkbox"/> Begin compiling data into PUC post event reports	Regulatory Coordinator	
	<input type="checkbox"/> Notify and coordinate with industrial accounts <input type="checkbox"/> Coordinate with affected local and city government	RBM Coordinator	
<b>7-4 DAYS PRIOR</b>	<input type="checkbox"/> Identify effects on generation capability <input type="checkbox"/> Prepare affected plant personnel for de-energization (if applicable) <input type="checkbox"/> Develop restoration plan (if needed)	Generation or Renewables DOC Chief	

# Public Safety Power Shutoff

## 6.2 PSPS WATCH CHECKLIST 72-48 HOURS PRIOR

	Actions	Responsible	Complete
<b>PSPS WATCH  72-48 HOURS PRIOR</b>	<input type="checkbox"/> Activate Emergency Coordination Center (ECC) for support operations. <input type="checkbox"/> Assume operational leadership role of situation until termination <i>Note: Consider additional staff for weather monitoring, switching plan development, and engineering support</i>	OLB Chief	
	<input type="checkbox"/> Continue to monitor situation and provide guidance as needed (if activated)	EPG Director	
	<input type="checkbox"/> Activate Department Operations Center and assume command of situation until termination <input type="checkbox"/> Manage assets within and outside affected area	T&D DOC Chief	
	<input type="checkbox"/> Update appropriate county, state appropriate tribal emergency management agency's <input type="checkbox"/> Request partners continue outreach to include: <ul style="list-style-type: none"> <li>○ Variable messaging signs through DOT</li> <li>○ 211 messaging</li> <li>○ County Emergency Management Agency messaging support</li> <li>○ State Emergency Management Agency messaging support</li> </ul> <input type="checkbox"/> Notify CRC vendor of potential response <ul style="list-style-type: none"> <li>○ <i>See CRC Plan for specific information</i></li> </ul> <input type="checkbox"/> For events affecting multiple utilities, request ESF-12 establish regular coordination calls among all affected utilities and the appropriate PUC/OEM	ECC Liaison Officer	
	<input type="checkbox"/> Populate PSPS Template and provides to T&D DOC and ECC Manager <input type="checkbox"/> Provide operational support to field resources through normal ECC procedures, staffing, roles, and responsibilities within the scope of the established PacifiCorp Incident Management Structure. <input type="checkbox"/> Contact emergency logistical support (i.e., Community support centers) vendor for deployment details and timing	ECC Manager	
	<input type="checkbox"/> PSPS website goes live	IT Representative	
	<input type="checkbox"/> Request a Work Order Number from T&D Operations Support and publish for use during event	Finance Chief or ECC Manager	
	<input type="checkbox"/> Monitor weather forecasts <input type="checkbox"/> Provide weather briefings	Meteorology	

## Public Safety Power Shutoff

<b>PSPS WATCH</b>  <b>72-48 HOURS PRIOR</b>	<input type="checkbox"/> Refine circuits of concern		
	<input type="checkbox"/> Pull customer data & provide to ECC & Customer Communications <input type="checkbox"/> Create switching plans for field engineering to review <input type="checkbox"/> Secure necessary field resources to support effort <input type="checkbox"/> Manage assets within and outside affected area	Region System Operations, Affected Wires Director	
	<input type="checkbox"/> Provide resources to support effort as requested <input type="checkbox"/> Secure necessary field resources to support efforts and day-to-day operations	Supporting Wires Director	
	<input type="checkbox"/> Coordinate with industrial accounts <input type="checkbox"/> Coordinate with affected local and city government	RBM Coordinator	
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required <input type="checkbox"/> Begin compiling data into PUC post event reports	Regulatory Coordinator	
	<input type="checkbox"/> Provide 48-hour notice to customers (including critical priority customers) <input type="checkbox"/> Provide direct and verified notification to AFN/MBL customers	Customer Relations Coordinator	
	<input type="checkbox"/> Identify potential effects and mitigation strategies on generation assets <input type="checkbox"/> Prepare affected plant personnel for de-energization (if applicable) <input type="checkbox"/> Develop restoration plan (if needed)	Generation or Renewables DOC Chief	

# Public Safety Power Shutoff

## 6.3 PSPS WATCH CHECKLIST 48-24 HOURS PRIOR

	Actions	Responsible	Complete
<b>PSPS WATCH 48-24 HOURS PRIOR</b>	<input type="checkbox"/> Continue to monitor situation and provide guidance as needed (if activated)	EPG Director	
	<input type="checkbox"/> Manage assets within and outside affected area	Affected Wires Director	
	<input type="checkbox"/> Review and finalize switching orders based on known circumstances	Region System Operations	
	<input type="checkbox"/> Initiate appropriate Emergency Management Agency outreach	ECC Liaison Officer	
	<input type="checkbox"/> Request partners continue outreach to include <ul style="list-style-type: none"> <li>○ variable messaging signs through DOT</li> <li>○ 211 messaging</li> </ul>		
	<input type="checkbox"/> State and County Emergency Management Agency messaging support		
	<input type="checkbox"/> Initiate appropriate customer, community-based organization, media, and business outreach	JIS (All)	
	<input type="checkbox"/> Coordination communication cadence and content		
	<input type="checkbox"/> Notification posted on website, social media, and emergency response site	PIO	
	<input type="checkbox"/> Issue a press statement/release		
	<input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match		
<input type="checkbox"/> Provide notice to customers (including critical priority customers)	Customer Relations Coordinator		
<input type="checkbox"/> Provide direct and verified notification to AFN/MBL customers			
<input type="checkbox"/> Post notification on website, social media and PSPS website			
<input type="checkbox"/> Activate CRC (if activating)	RBM Coordinator		
<input type="checkbox"/> Notify and coordinate with industrial accounts			
<input type="checkbox"/> Coordinate with affected local and city government			
<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Coordinator		
<input type="checkbox"/> Begin compiling data into PUC post event reports			
<input type="checkbox"/> PSPS Website updates	IT Representative		

## Public Safety Power Shutoff

### 6.4 PSPS WARNING 24 HOURS PRIOR

#### Objectives

- Ensure life-safety
- Ensure employee welfare
- Continuous coordination and communication with affected customers

	Actions	Responsible	Complete
<b>PSPS WARNING  24 HOURS PRIOR</b>	<input type="checkbox"/> Continue to monitor situation and provide guidance as needed (if activated)	EPG Director	
	<input type="checkbox"/> Initiate resource gathering for de-energization and restoration tasks	T&D DOC Chief	
	<input type="checkbox"/> Secure necessary field resources to support effort.		
	<input type="checkbox"/> Provide resources as requested.		
	<input type="checkbox"/> Manage assets within and outside the affected area.		
	<input type="checkbox"/> Field engineering review to support switching plan	Field Engineering Manager	
	<input type="checkbox"/> Pre-position resources to appropriate circuits for de-energization and restoration	T&D Operations Manager	
	<input type="checkbox"/> Continue appropriate county, state appropriate tribal emergency management agency's request to include <ul style="list-style-type: none"> <li>• Variable messaging signs through DOT</li> <li>• 211 messaging</li> <li>• State and County Emergency Management Agency messaging support</li> </ul>	ECC Liaison	
	<input type="checkbox"/> Provide Agency Representative to Local EOC as available/requested	ECC Manager	
	<input type="checkbox"/> Finalize CRC activation dispatch <i>See CRC Plan for specific information</i>		
<input type="checkbox"/> Continue customer, community-based organization, media, and business outreach	JIS (All)		
<input type="checkbox"/> Coordination communication cadence and content			
<input type="checkbox"/> Notification posted on website, social media, and emergency response site	PIO		
<input type="checkbox"/> Issue a press statement/release			

## Public Safety Power Shutoff

<b>PSPS WARNING</b>  <b>24 HOURS PRIOR</b>	<input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match		
	<input type="checkbox"/> Identify AFN/MBL Customers and directly notify via Customer Service Representative <input type="checkbox"/> Post notification on website, social media, and emergency response site	Customer Relations Coordinator	
	<input type="checkbox"/> Notify and coordinate with industrial accounts <input type="checkbox"/> Coordinate with affected local and city government	RBM Coordinator	
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required <input type="checkbox"/> Begin compiling data into PUC post event reports	Regulatory Coordinator	
	<input type="checkbox"/> Continuously monitor weather forecast <input type="checkbox"/> Provide weather briefings	Meteorology	
	<input type="checkbox"/> Pre-position resources to appropriate circuits for de-energization and restoration	T&D Operations Manager	
	<input type="checkbox"/> Identify effects on generation capability <input type="checkbox"/> Prepare affected plant personnel for de-energization (if applicable) <input type="checkbox"/> Develop restoration plan (if needed)	Generation or Renewables DOC Chief	



## Public Safety Power Shutoff

### 6.5 PSPS WARNING 12 HOURS PRIOR

	Actions	Responsible	Complete
<b>PSPS WARNING  12 HOURS PRIOR</b>	<input type="checkbox"/> Continue to monitor situation and provide guidance as needed (if activated)	EPG Director	
	<input type="checkbox"/> Ensure staffing levels are appropriate for actions	T&D DOC Chief	
	<input type="checkbox"/> Assign resources to appropriate circuits for de-energization and restoration	T&D Operations Manager	
	<input type="checkbox"/> Any medical customers that could not be reached are turned over to emergency services.	ECC Manager	
	<input type="checkbox"/> Continuously update Emergency Management Agencies	ECC Liaison Officer	
	<input type="checkbox"/> Continue outreach via media, social media, and direct customer contact	JIS (All)	
	<input type="checkbox"/> Coordination communication cadence and content		
	<input type="checkbox"/> Coordination communication cadence and content	PIO	
	<input type="checkbox"/> Notification posted on website, social media, and emergency response site		
	<input type="checkbox"/> Issue a press statement/release		
	<input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match		
	<input type="checkbox"/> Provide notice to customers (including critical priority customers)	Customer Relations Coordinator	
	<input type="checkbox"/> Direct and verified notification to AFN/MBL customers		
<input type="checkbox"/> Identify AFN/MBL Customers and directly notify via Customer Service Representative.			
<input type="checkbox"/> Notify ECC Manager of any AFN/MBL customers who have not been reached with verified notification			
<input type="checkbox"/> Notify and coordinate with industrial accounts	RBM Coordinator		
<input type="checkbox"/> Coordinate with affected local and city government			
<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Coordinator		
<input type="checkbox"/> Begin compiling data into PUC post event reports			
<input type="checkbox"/> Create generation mitigation plan (if needed)	Generation or Renewables DOC Chief		

## Public Safety Power Shutoff

### 6.6 PSPS WARNING 4-1 HOURS PRIOR

<b>PSPS WARNING 4-1 HOURS PRIOR</b>	Actions	Responsible	Complete
	<input type="checkbox"/> Continue to monitor situation and provide guidance as needed (if activated)	EPG Director	
	<input type="checkbox"/> Final De-energization decision	OLB Chief	
	<input type="checkbox"/> Employee all call for affected area	T&D DOC Chief	
	<input type="checkbox"/> Manage deployment of resources		
	<input type="checkbox"/> Receive verification that all medical customers were contacted. If not contacted initiate welfare check through local public safety partner.	ECC Liaison Officer	
	<input type="checkbox"/> Notify customers of de-energization via all communications methods	JIS (ALL)	
	<input type="checkbox"/> Coordination communication cadence and content		
	<input type="checkbox"/> Coordination communication cadence and content	PIO	
	<input type="checkbox"/> Notification posted on website, social media, and emergency response site		
<input type="checkbox"/> Issue a press statement/release			
<input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match			
<input type="checkbox"/> Notify customers of de-energization via all communications methods	Customer Relations Coordinator		
<input type="checkbox"/> Directly notify AFN/MBL Customers via Customer Service Representative.			
<input type="checkbox"/> Notify ECC Manager of any AFN/MBL customers who have not been reached regarding restoration with verified notification			
<input type="checkbox"/> Initiate real-time social media updates			
<input type="checkbox"/> Notify and coordinate with industrial accounts	RBM Coordinator		
<input type="checkbox"/> Coordinate with affected local and city government			
<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Coordinator		
<input type="checkbox"/> Begin compiling data into PUC post event reports			

# Public Safety Power Shutoff

## PSPS Execution/De-Energization checklist

Objectives	
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Complete appropriate de-energization procedures</li> <li>• Continuous coordination and communication with affected customers</li> </ul>	

	Actions	Responsible	Complete
<p style="text-align: center;"><b>PSPS EXECUTION</b></p> <p style="text-align: center;"><b>DE- ENERGIZATION</b></p>	<input type="checkbox"/> Provide strategic guidance for any situation not covered within this plan	EPG Director	
	<input type="checkbox"/> Execute switching orders	Region System Operations, Field Crews	
	<input type="checkbox"/> Monitor local assets during event		
	<input type="checkbox"/> Provide guidance for any situation not directly covered in this plan		
	<input type="checkbox"/> Monitor system stability	VP, Sys Operations	
	<input type="checkbox"/> Monitor partner emergency management agencies needs	ECC Liaison Officer	
	<input type="checkbox"/> Coordinate response actions	ECC Manager	
	<input type="checkbox"/> Monitor situation forecasts and begin restoration planning	Meteorology	
	<input type="checkbox"/> Coordination communication cadence and content	JIS (All)	
	<input type="checkbox"/> Notification posted on website, social media, and PSPS webpage	PIO	
	<input type="checkbox"/> Issue a press statement/release		
	<input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match		
	<input type="checkbox"/> Customer situational update	Customer Relations Coordinator	
	<input type="checkbox"/> Direct and verified notification to AFN/MBL		
	<input type="checkbox"/> Notify and coordinate with industrial accounts	RBM Coordinator	
	<input type="checkbox"/> Coordinate with affected local and city government		
<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Coordinator		
<input type="checkbox"/> Begin compiling data into PUC post event reports			
<input type="checkbox"/> Mitigate generation as directed (if needed)	Generation or Renewables DOC Chief		

# Public Safety Power Shutoff

## 6.7 RESTORATION CHECKLIST

Objectives
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Restore power</li> <li>• Ensure compliance and documentation requirements</li> </ul>

	Actions	Responsible	Complete
<b>PSPS RESTORATION</b>	<input type="checkbox"/> Confirm reason for de-energization has passed	Meteorology	
	<input type="checkbox"/> Terminate/demobilize de-energization response	OLB Chief	
	<input type="checkbox"/> Identify order and priority of restoration	T&D DOC Chief and ECC Manager	
	<input type="checkbox"/> Coordinate district patrol and restoration with field crews	T&D Operations Manager	
	<input type="checkbox"/> Notify Emergency Management Agencies of restoration initiation and ETR	ECC Liaison Officer	
	<input type="checkbox"/> Notify customers of beginning of restoration via all communications methods	JIS (All)	
	<input type="checkbox"/> Directly notify AFN/MBL Customers via Customer Service Representative.	Customer Relations Coordinator	
	<input type="checkbox"/> Notify ECC Manager of any AFN/MBL customers who have not been reached regarding restoration with verified notification		
	<input type="checkbox"/> Patrol and restore in accordance with identified plan	Region System Operations, Operations Manager Field Crews	
	<input type="checkbox"/> Complete restoration switching		
	<input type="checkbox"/> Record and photograph conditions found		
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Affairs	
<input type="checkbox"/> Begin compiling data into PUC post event reports			
<input type="checkbox"/> Coordination communication cadence and content	JIS (All)		

## Public Safety Power Shutoff

<b>PSPS RESTORATION</b>	<input type="checkbox"/> Notification posted on website, social media, and emergency response site <input type="checkbox"/> Issue a press statement/release <input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match	PIO	
	<input type="checkbox"/> Update customers on ETR <input type="checkbox"/> Direct and verified notification to AFN/MBL	Customer Relations Coordinator	
	<input type="checkbox"/> Notify and coordinate with industrial accounts <input type="checkbox"/> Coordinate with affected local and city government	Regional Business Manager	
	<input type="checkbox"/> Return generation to normal status (if needed)	Generation or Renewables DOC Chief	

# Public Safety Power Shutoff

## 6.8 PSPS EVENT END CHECKLIST

	Actions	Responsible	Complete
<b>PSPS EVENT END  DE-ACTIVATION</b>	<input type="checkbox"/> Verify all restoration actions are complete and terminate response	ECC Manager	
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required	Regulatory Affairs	
	<input type="checkbox"/> Begin compiling data into PUC post event reports		
	<input type="checkbox"/> Notify customers of restoration via all communications methods	JIS (All)	
	<input type="checkbox"/> Directly notify AFN/MBL Customers via Customer Service Representative.	Customer Relations Coordinator	
	<input type="checkbox"/> Notify ECC Manager of any AFN/MBL customers who have not been reached regarding restoration with verified notification		
	<input type="checkbox"/> Notify all appropriate partners of ECC deactivation and termination of response	ECC Liaison Officer	
	<input type="checkbox"/> Follow up on any AFN/MBL customers who have not been reached regarding restoration		
	<input type="checkbox"/> Deactivate ECC	ECC Manager	
	<input type="checkbox"/> Gather all notes and data for inclusion in AAR/IP		
<input type="checkbox"/> Coordinate final documentation such as AAR, Regulatory reports, data collection, etc.			
<input type="checkbox"/> Send participants after action survey and schedule After Action Review			
<input type="checkbox"/> Write AAR/IP and update action tracker	Emergency Management		

**APPENDIX A: REFERENCES**

---

- Annex 02 – Executive Policy Group
- Annex 03 – Operational Leadership Branch
- Annex 04 – Emergency Coordination Center
- Annex 05 – Department Operations Center
- Annex 06 – On-Scene Incident Response
- Annex 07 – Resourcing and Mutual Assistance
- PacifiCorp Community Resource Center Plan
  - [CRC Locations by County.xlsx](#)
- PacifiCorp Policy PAC-1000
- Agreements
  - California Utility Emergency Association Mutual Assistance Agreement
  - Western Region Mutual Assistance Agreement
  - In Case of Crisis Application for directory of other utility representatives
- Contact Lists
  - [EM Partner POC Info.xlsx](#)
- Reporting Templates (CA specific)
  - [PSPS Data Reporting Template.xlsx](#)
  - [PacifiCorp PSPS Post Event Reporting TEMPLATE .docx](#)
- Data collection during event
  - [PSPS De & Re Energization Timing .xlsx](#)
- Executive Briefing Template
  - [PSPS State Executive PacifiCorp.pptx](#)
  - [2023 EM Work Plan and MYTEP.xlsx](#)

**APPENDIX B: PSPS EVENT INITIAL INFORMATION TEMPLATE**

Notes/Comments:	
<b>System Operator provides to EM on initial call</b>	
District(s)	
Substation(s)	
Circuit ID(s), including, if applicable, a specific description of any portion of a circuit which will be de-energized while other portions of the circuit remain energized	
Number of customers that will be impacted on each circuit	
<b>ECC Decision Notes</b>	
Date and time de-energization event will start	
Estimated duration of the event	
Date and time that affected customers will be notified under proposed notification plan	
Critical customers and facilities on the circuit such as hospitals, emergency centers, and water/water treatment plants that will be impacted	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the applicable extreme fire weather conditions	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize, such as “imminent and significant risk that strong winds will topple PacifiCorp power lines onto tinder-dry vegetation or will cause major vegetation related impacts on PacifiCorp facilities”	
A description of measures considered as an alternative to de-energization and why such measures alone are insufficient	
A description of the public safety benefits the company hopes to achieve by de-energizing the applicable circuit(s)	
A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization	
The proposed date and time for notifying the appropriate PUC	



**APPENDIX C: NOTIFICATION MATRIX**

**PRE-EVENT**

**Event Description:** \_\_\_\_\_  
**Date of proposed event:** \_\_\_\_\_

	Planned De-Energization		Estimated Restoration		Completed Restoration		Responsible Person / Position
	Date	Time	Date	Time	Date	Time	
a. Customer Notification							Customer Contact Center
b. Emergency Responders							Emergency Manager or Local RBM
c. Local Government							Local RBM or Emergency Manager
d. Communications Providers							Emergency Manager or Local RBM
e. Critical Facilities							Emergency Manager or Local RBM
f. Regulatory Notifications							Regulation

**POST EVENT**

All notifications from pre-event will be accomplished advising customers of event conclusion. In addition, state specific notifications will take place in accordance with that state’s specific requirements, see Appendix E.

## **APPENDIX D: PUBLIC COMMUNICATIONS PLAN**

---

### **1. OVERVIEW**

Weather conditions can change quickly. The Public Safety Power Shutoff communications plan is based on ideal conditions that permit advance notification. However, the public communications plan can adapt to changing conditions and shortened timelines.

PacifiCorp communications personnel will receive notification of a potential Public Safety Power Shutoff from Systems Operations up to seven days before an event is activated.

Information provided will include the current or forecasted weather conditions and additional key variables triggering an event, the affected area, customer count, and the expected date and time of the event. This places the communications team at an awareness level.

The goal is for PacifiCorp customer care to begin notifying customers 48 hours in advance of a potential de-energization event. If this is not possible due to changing conditions, the notification process will begin as soon as possible. Issuing a public warning or watch prior to 48 hours is discouraged, because premature notification of an event that does not occur can lead to public fatigue.

### **2. PUBLIC SAFETY AUTHORITIES, LOCAL MUNICIPALITIES, EMERGENCY RESPONDERS**

As outlined in Appendix C, the utility's Emergency Manager will notify the appropriate local agencies in the affected area, communicating the boundaries of impacted areas and expected duration. PacifiCorp will work with agencies to minimize the impact of de-energization.

Notifications will be documented for regulatory reporting purposes and submitted to the PUC after the event has ended.

### **3. PACIFICORP PUBLIC INFORMATION OFFICER RESPONSIBILITIES**

If a PSPS is planned, a company public information officer (PIO) would manage public-facing communications for the event's duration.

Responsibilities:

- Determine, according to direction from the company Emergency Manager, any limits on information release.
- Develop accurate, accessible, and timely information for use in press/media briefings.
- Conduct media briefings in coordination with local PIOs.
  - A pre-determined location with conference rooms, abundant parking and space for news trucks and additional amenities should be identified for JIC. This location should ideally be separate from Emergency Operations Centers.
- Develop a schedule of media briefings based on the level of media interest and estimated duration of the event.
- Arrange for tours and other interviews or briefings that may be required.
- Monitor and forward media information that may be useful to incident planning.
- Maintain current information, summaries and/or displays on the incident.
- Participate in planning meetings.

**4. PACIFICORP CUSTOMER CARE CENTER**

Prior to, during and after an event, customers will be invited across a variety of communication channels to call the PacifiCorp customer care center for questions and concerns. Instructing customers to contact PacifiCorp for non-emergency, outage-related questions and concerns will be repeated across all applicable PacifiCorp public-facing communication channels, including in media advisories and interviews. Local 911 dispatch and emergency services will be encouraged to redirect customers to the PacifiCorp customer care center for non-emergency, outage-related questions, and concerns. Additional customer care staff will be activated as needed in a Public Safety Power Shutoff. The customer care number is 1-866-221-7070. Messages will be relayed in both English and Spanish.

**5. METHOD OF NOTIFICATION**

Affected customers will be contacted by text, email, or phone call based on their account preference. If no preference is selected, a phone call will be made to the primary phone number on the account. Event messages will be posted on social media, PacifiCorp website, and media advisories sent via FlashAlert.

**6. COMMUNICATION TIMELINE**

The following timelines may be modified if changing conditions do not allow for advance notification. In such cases, the company will notify customers as reasonably practicable. Additional communication methods can be added or removed based on the circumstances of the event and regulatory requirements. In general, the company attempts to provide notices as follows:

<b>72-48 Hours</b>	De-energization Warning to Emergency Management Agencies
<b>48-24 Hours</b>	Initial Public De-Energization Warning
<b>24 Hours</b>	De-energization Warning
<b>4-1 Hours</b>	De-energization Imminent
<b>Cancellation of Event (if appropriate)</b>	PSPS Event Cancelled prior to de-energization notification
<b>Event Begins</b>	De-energization Begins
<b>Re-energization Begins</b>	Re-energization beginning notification to all within affected area
<b>Re-energization Completed</b>	Re-energization notification/confirmation to all within affected area
<b>Event End</b>	PSPS execution is complete and affected customers restored

**72 Hours:** PacifiCorp Emergency Coordination Center is activated.

- Critical customer list is provided to Incident Commander.
- PacifiCorp PIO begins drafting talking points for Regional Business Managers, the contact center agents, the customer advocacy team, and any other internal/external stakeholders per recommendation of Incident Commander.

**48 Hour Watch:** Customer notification begins 48 hours prior to a forecasted event.

- PacifiCorp website updated to reflect potentially affected public safety power shutoff area.
- The 48-hour alert script is launched, and customers are contacted by telephone, text, or email based on the customer's identified preference.
- All PacifiCorp social media platforms are updated with the alert.
- A media advisory is issued via FlashAlert.

**24 Hour Warning:** The 24-hour alert script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All PacifiCorp social media platforms are updated with the 24-hour alert.
- A media advisory is issued via FlashAlert.
- PacifiCorp identified medical needs or life support customers identified are personally contacted by call center agents.
  - All outbound calls will be tracked in order to provide the ECC Manager a list of uncontacted customers.
  - List of medical needs or life support customers not contacted is provided to the Incident Commander.
    - The number and location of uncontacted medical needs customers in the de-energization area will be provided to emergency management personnel.

**Additional (as determined by regulatory requirement or event circumstance):** The alert script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All PacifiCorp social media platforms are updated with the one-hour imminent alert script.
- A media advisory is issued via FlashAlert.
- **Event Begins:** The event begins script is used by the call center to launch outbound calls to all customers.
- Additional notification by text or email may also be sent to customers.
- All PacifiCorp social media platforms are updated with the event begins script.
- A media advisory is issued via FlashAlert.

#### Customer Contact during Re-energization

**Re-energization Initiated:** The re-energization-initiated script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All PacifiCorp social media platforms are updated with the re-energization-initiated script
- A media advisory is issued via FlashAlert.

**Re-energization Completed:** The re-energization completed script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.

## Public Safety Power Shutoff

- All PacifiCorp social media platforms are updated with the re-energization completed script.
- A media advisory is issued via FlashAlert.

### 7. Vulnerable Customer Outreach

- Known vulnerable customers (reliance on electricity for medical needs) will receive additional outreach from the company requesting they evaluate the safety of their situation and consider a backup plan in case of a public safety power shutoff or any outage.
  - Additional year-round communications will encourage customers dependent on electricity for medical needs to self-identify with PacifiCorp.
  - PacifiCorp will work with local public safety and public health to identify additional opportunities to communicate with vulnerable populations.

#### Outreach during a public safety power shutoff

24 hours prior to an event, additional phone calls will be made to known vulnerable population and successful/unsuccessful contacts will be tracked.

- Additional outreach coordination with local emergency management and health services for customers not successfully contacted will take place prior to a public safety power shutoff.
- Frequency of calls will be determined by estimated duration of the event. All calls will be tracked, and a spreadsheet of successful and unsuccessful calls will be shared with local partners.

### 8. Phone and Email Script

“Hello this is PacifiCorp with an important safety message. We are actively monitoring hazardous weather conditions in [LOCATION] to mitigate wildfire risk. This [EVENT DAY] forecasted high winds, combined with current low humidity and dry conditions can result in flying debris coming in contact with power lines and escalating wildfire risk. We may issue a Public Safety Power Shutoff to prevent a potential fast-spreading wildfire from occurring. Our crews continue to patrol power lines in the area and ahead of the [FORECASTED CONDITIONS] beginning [DAY AND TIME]. Currently, PacifiCorp is strategically positioning teams for on-the-ground real-time observation to monitor power lines and quickly respond to any issues.

Weather forecasts indicate a potential Public Safety Power Shutoff could be initiated [EVENT TIMEFRAME], should sustained winds and other measures exceed thresholds.

We will continue to monitor conditions and will provide updates should we need to issue a Public Safety Power Shutoff in your area.

For more information, please visit [pacificpower.net](http://pacificpower.net) or call our customer care team at 1-888-221-7070.

We appreciate your attention. Thank you.

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

### 9. Text Message Script

## Public Safety Power Shutoff

“We are monitoring for wildfire risk in your area. Updates to continue if a Public Safety Power Shutoff is issued [Day/Date].”

**APPENDIX E: STATE SPECIFIC INFORMATION**

---

**California**

Notify the CalOES Strategic Warning Center via online survey at each milepost (72, 48, 24, 1 hour prior, de-energization, restoration begin, restoration complete and for any major scope change of greater than 2,000 customers): <https://psps-calema.hub.arcgis.com/> and follow up with a call 916-845-8911

PacifiCorp will also provide initial and updated as needed GIS map layers to CalOES via the PSPS Portal.

PacifiCorp will establish daily executive briefing calls with CalOES at 1400 through the PSPS site. Additionally, operational calls will be conducted daily at appropriate times. Use the slide deck [PSPS State Executive PacifiCorp.pptx](#) for the executive and operational briefing.

For California reports the following templates should be used

- [PSPS Data Reporting Template.xlsx](#)
- [PacifiCorp PSPS Post Event Reporting TEMPLATE .docx](#)





## **ATTACHMENT LIST**

- 1. 2023 Siskiyou County PSPS Functional Exercise AAR IP - CONFIDENTIAL**
- 2. 2023 Siskiyou County PSPS TTX Post Exercise Review**
- 3. 2023 Siskiyou County PSPS TTX - CONFIDENTIAL**
- 4. 2023 Siskiyou County PSPS FE**
- 5. PacifiCorp 2023 PSPS Functional Exercise Participant Guide**
- 6. Participant Observer Feedback form PP**
- 7. 2023 Siskiyou County PSPS TTX notes**
- 8. 2023 Siskiyou County FE Plan - CONFIDENTIAL**
- 9. PacifiCorp November 2022 Survey Template – Phone**
- 10. PacifiCorp November 2022 Survey Template – Web**
- 11. PacifiCorp March 2023 Survey Template – Web**
- 12. PacifiCorp November 2022 Survey Results**
- 13. PacifiCorp March 2023 Survey Results**
- 14. PacifiCorp Education and Outreach Costs**

# Siskiyou County PSPS Functional Exercise

---

After-Action Report/Improvement Plan

June 13, 2023

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

## EXERCISE OVERVIEW

<b>Exercise Name</b>	Siskiyou County PSPS	
<b>Exercise Dates</b>	May 15-18, 2023 . 9:00 am – 11:00 am daily	
<b>Scope</b>	Functional Exercise, planned for eight hours, over four days home locations and virtually via MS Team. Exercise play is limited to the identified affected area. No other incidents exist at exercise start.	
<b>Focus Area(s)</b>	Response, Planning and Recovery	
<b>Capabilities</b>	Public Information and Warning Operational Coordination	
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Ensure communications channels are viable during PSPS event</li> <li>2. Evaluate AFN/MBL customer notification process to include in person notification</li> <li>3. Explore Pacific Powers plan for allocating resources during PSPS events</li> </ol>	
<b>Threat or Hazard</b>	Extreme fire weather	
<b>Scenario</b>	Weather and environmental conditions are forecast to meet PSPS criteria initiating the PSPS playbook and response actions from the electric utility and public safety partners.	
<b>Sponsor</b>	PacifiCorp	
<b>Participating Jurisdictions/ Organizations</b>	26 local, state, private, and tribal organizations have a role or have been invited to participate in this exercise. For a full list of participating agencies, see Appendix B.	
<b>Points of Contact</b>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>

## ANALYSIS OF CAPABILITIES

Aligning exercise objectives and capabilities provides a consistent taxonomy for evaluation that transcends individual exercises to support preparedness reporting and trend analysis. Table 1 includes the exercise objectives, aligned capabilities, and performance ratings for each capability as observed during the exercise and determined by the evaluation team.

Objective	Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Ensure communications channels are viable during PSPS event	Public Information and Warning		S		
Evaluate AFN/MBL customer notification process to include in person notification	Public Information and Warning	P			
Validate PPS process with partners and identify any gaps	Operational Coordination		S		

Table 1. Summary of Core Capability Performance

### Ratings Definitions:

**Performed without Challenges (P):** The targets and critical tasks associated with the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, 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 the capability were completed in a manner that achieved the objective(s) and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety risks for the public or for emergency workers, 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 capability were completed in a manner that achieved the objective(s), 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 for the public or for emergency workers; 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 capability were not performed in a manner that achieved the objective(s).

The following sections provide an overview of the performance related to each exercise objective and associated capability, highlighting strengths and areas for improvement.

## 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. The hotwash was conducted at the end of the last day of the exercise.

### Hotwash

#### Strengths

- Overall communications went very well. Specific call out to departments at Siskiyou County, internally within PacifiCorp and between PacifiCorp and local and state agencies.
- Overall the exercise was well run and easy to follow with a good meeting cadence and battle rhythm.
- It was clear everyone understood roles and responsibilities, the communication flow and structure.
- Agendas and checklists followed well, multiple participants submitted ICS214 activity logs as requested.

#### Areas for Improvement

- There were some technical challenges navigating the Microsoft Teams environment for some virtual participants. Not all participants/observers received side meeting links that were listed in the exercise plan.
- Gaps and duplications found in some checklists which led to partial vs full capability levels during the exercise.
- The exercise was basic in nature focusing on the flow with few complexities. Add complexities via injects in upcoming exercises.
- Recommendation to conduct seasonal Emergency Coordination Center (ECC) and Department Operations Center (DOC) training/orientation to refresh process including checklists, roles and responsibilities and communication flow.

## Objective 1

Ensure communications channels are viable during PSPS event.

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

### Capabilities: Public Information and Warning

#### Strengths

The partial capability level can be attributed to the following strengths:

**Strength 1:** Pre-scripted messaging, roles and approval process is well understood and practiced during the exercise. Customer notifications conducted at prescribed cadence.

**Strength 2:** The Joint Information System (JIS) calls were conducted efficiently. ECC Liaison and local public safety partner coordination worked well.

**Strength 3:** The addition of PowerPoint template ensured thorough coverage of topics during the Cooperators Calls.

**Strength 4:** GIS shapefiles uploaded into the Public Safety Partner Portal and utilized successfully.

#### Areas for Improvement

The following areas require improvement to achieve the full capability level:

**Area for Improvement 1:** Corporate Communications and Emergency Management need to align at the start of each event to ensure everyone has consistent understanding.

**Reference:** Add to Corporate Communications checklist for activations.

**Area for Improvement 2:** ECC coordination call included Regional Business Manager (RBM) and Regulatory report out during JIS section. Need to combine into one report out by JIS Team Lead.

**Reference:** ECC coordination call agenda, ECC JIS Checklist

**Area for Improvement 3:** No follow up on uncontacted Medical Baseline (MBL) customer status reported during ECC calls. Need to ensure the follow up is completed.

**Reference:** Add to ECC Liaison checklist for follow up and reporting on ECC coordination calls.

**Area for Improvement 4:** Conduct seasonal readiness training with ECC/DOC sections to ensure everyone has consistent understanding of roles and expectations.

## Objective 2

Evaluate AFN/MBL customer notification process to include in person notification

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

### Capabilities: Public Information and Warning

#### Strengths

The full capability level can be attributed to the following strengths:

**Strength 1:** Customer notifications conducted at prescribed cadence.

**Strength 2:** MBL customer lists who could not be reached were shared with local public safety partners for in person contact.

**Strength 3:** Coordinated with Far North Regional Center via Cooperators call for awareness and for communication to clients.



## Objective 3

Validate PSPS process with partners and identify gaps

The strengths and areas for improvement for each capability aligned to this objective are described in this section.

### Capabilities: Operational Coordination

#### Strengths

The partial capability level can be attributed to the following strengths:

**Strength 1:** Wires director effectively responded, identified and managed necessary/additional field resources to support the PSPS event.

**Strength 2:** PSPS checklist was utilized to ensure actions were completed at each phase of the scenario.

**Strength 3:** ECC Liaison worked directly with local public safety partner agencies to provide updates, identify needs (i.e. CRC locations, signage placement, etc) and coordinate resources.

**Strength 4:** CalOES Strategic Warning Center survey and State Executive Briefings were completed as guidance prescribes.

#### Areas for Improvement

The following areas require improvement to achieve the full capability level:

**Area for Improvement 1:** CalOES Warning Center required a call following each survey, which conflicts with guidance "Utilities must immediately call the CSWC at (916) 845-8911 once the first notification form of an event is submitted online or via email for confirmation of receipt. No additional calls to the Warning Center are required for subsequent submissions."

**Reference:** 2022 CalOES PSPS Standard Operating Guide

**Area for Improvement 2:** PSPS Playbook identifies both the ECC Manager and ECC Liaison coordinating CRC stand up with vendor.

**Reference:** 2023 PSPS Playbook

## Appendix A: IMPROVEMENT PLAN

This IP is developed specifically for Pacific Power as a result of Siskiyou County PSPS tabletop exercise conducted on May 15-18, 2023.

Capability	Issue/Area for Improvement	Corrective Action	Primary Responsible Organization	Organization POC	Start Date	Completion Date
Capability 1: Public Information and Warning	Alignment between Corp Comm and ECC	Update Corp Comm checklist	Corp Comm	Jona Whitesides	6/1/2023	7/1/2023
	Add cooperator call ppt	Add ppt template for Liaison to use during Cooperator calls	Emergency Management	Tyler Averyt and Wade Skinner	6/1/2023	7/1/2023
	JIS Team Lead report out for entire team	Update checklists and ECC coordination call agenda to reflect report out lead	Emergency Management	Tyler Averyt and Wade Skinner	6/1/2023	7/1/2023
	Consistent understanding of MBL/AFN customers	Align understanding between Corp Comm, Mission Control and EM	Corp Comm Mission Control Emergency Management	Jona Whitesides Adrian Wright Tyler Averyt Wade Skinner	6/1/2023	7/1/2023
Capability 2: Operational Coordination	MBL in person notifications not reported	Update ECC Liaison checklist to include confirmation and report out	Emergency Management	Tyler Averyt and Wade Skinner	6/1/2023	7/1/2023
Capability 2: Operational Coordination	Duplicate assignments in PSPS Playbook	Update playbook to remove duplication and <b>correct flow</b>	Emergency Management	Tyler Averyt and Wade Skinner	6/1/2023	10/1/2023
	Need to improve tasking flow					
Capability 2: Operational Coordination	Calls to Strategic Warning center <b>only</b> completed <b>after first survey</b>	Confirm conflicting guidance from CalOES and update ECC Manager checklist	Emergency Management	Tyler Averyt and Horace Ward	6/1/2023	7/1/2023

## APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
Local (# of attendees)
Karuk Tribe (1)
Siskiyou County Office of Emergency Services (2)
Siskiyou County Health and Human Services (1)
Siskiyou County Public Health (1)
Far North Regional Center (1)
State
CalFIRE (2)
California Office of Emergency Services (2)
California Public Utilities Commission (2)
Private
PacifiCorp (12)
AT&T (1)
Southern California Edison (1)

## APPENDIX C: ACRONYMS

Acronym	Term
AFN	Access and Functional Needs
C/E	Controller/Evaluator
CPUC	California Public Utilities Commission
Cal OES	California Governor's Office of Emergency Services
CUEA	California Utilities Emergency Association
DOC	Department Operations Center
ECC	Emergency Coordination Center
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
EMS	Emergency Medical Services
EndEx	End of Exercise
EPG	Executive Policy Group
ERP	Emergency Response Plan
ExPlan	Exercise Plan
FE	Functional Exercise
FPI	Fire Potential Index
FSE	Full-Scale Exercise
GACC	Geographic Area Coordination Center
GIS	Geographic Information System
HDWI	Hot Dry Windy Index
HSEEP	Homeland Security Exercise Evaluation Program
IC	Incident Commander
ICS	Incident Command System
MBL	Medical Baseline Customer
MSEL	Master Scenario Events List
NIMS	National Incident Management System
PauseEx	Pause Exercise
PCC	Portland Control Center
PP	Pacific Power

Acronym	Term
ResumeEx	Resume Exercise
RMP	Rocky Mountain Power
StartEx	Start of Exercise
T&D	Transmission and Distribution
TTX	Tabletop Exercise
WRF	Weather Research Forecast Model

## APPENDIX D: AFTER ACTION REPORT APPROVAL

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



June 13, 2023

---

Nora Yotsov, Emergency Management Director

---

Date



# Siskiyou County PSPS

## Post-Exercise Review

### Tabletop Exercise

#### March 28, 2023

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

## EXERCISE OVERVIEW

<b>Exercise Name</b>	Siskiyou County PSPS TTX
<b>Exercise Dates, Times and Locations</b>	March 28, 2023 10:00 AM, Siskiyou County Emergency Operations Center
<b>Scope</b>	Tabletop Exercise, planned for five hours at the Siskiyou County EOC. Exercise play is limited to the identified affected area.
<b>Objectives</b>	<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"> <li>1. Build confidence in Pacific Powers Public Safety Power Shutoff decision making process utilizing current situational awareness tools</li> <li>2. Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures</li> <li>3. Explain and evaluate Community Resource Center scope &amp; purpose in a PSPS event and compare plans to support impacted community members</li> <li>4. Assess Pacific Powers plans for allocating resources during PSPS events</li> <li>5. Validate current options and capabilities for supporting individuals with access and functional needs</li> </ol>
<b>Threat or Hazard</b>	Extreme fire weather.
<b>Scenario</b>	PSPS event from initial warning through restoration
<b>Sponsor</b>	PacifiCorp Emergency Management
<b>Participating Organizations</b>	PacifiCorp, Karuk Tribe, Yurok Tribe, Siskiyou County, CalOES, CPUC, CalFire, Telecommunications providers
<b>Point of Contact (POC)</b>	<p>Primary, Nora Yotsov</p> <p>Secondary, Stephanie Beall and Tyler Averyt</p>



## 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	Build confidence in Pacific Powers Public Safety Power Shutoff decision making process utilizing current situational awareness tools		X		
2	Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures	X			
3	Explain and evaluate Community Resource Center scope & purpose in a PSPS event and compare plans to support impacted community members		X		
4	Assess Pacific Powers plans for allocating resources during PSPS events		X		
5	Validate current options and capabilities for supporting individuals with access and functional needs		X		

**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.

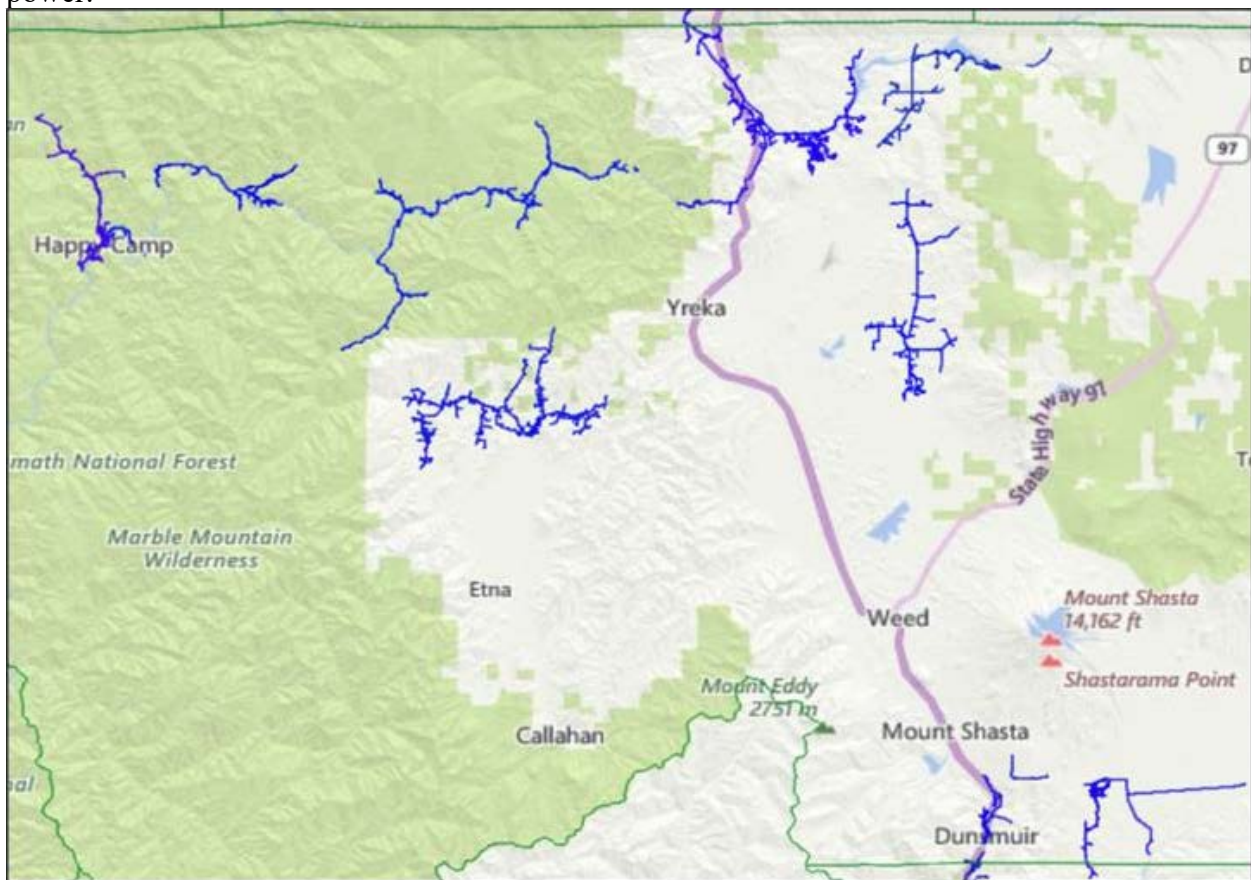
**Performed with Some Challenges (S):** The targets and critical tasks associated with objective were completed in a manner that achieved the objective and did not negatively impact the performance of other activities. Performance of this activity did not contribute to additional health and/or safety 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

Weather forecast showed very high potential for wind related outages with high fire danger which could result in a catastrophic fire in the event of an ignition source. Pacific Power made the decision to proactively de-energize Customers within the highest fire threat areas resulting in 6,038 customers without power.



## SUMMARY BY DEPARTMENT

### T&D

- Unable to participate due to real world snow and outage response activities

### System Operations

- Unable to participate due to real world snow and outage response activities

### Customer Service and External Communications

- Regional Business Manager and Public Information officer discussed communication and coordination efforts
- Customer service was unable to participate due to staffing constraints

### Emergency Management

- Coordinated response actions through the Emergency Coordination Center
- Acted as liaison with public sector EM agencies

### Tribal Partners

- Discussed response and coordination efforts

### Public Sector

- Supported response through localized response agencies and tools
- CPUC, CalFire and CalOES discussed coordination and response efforts
- Discussed services provided to access and functional needs populations

## 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

- Many participants had similar compliments, that the exercise was clear, made sense, went well, and it was very valuable to work with people in person and have face-to-face conversations.
- Good mix of participation from state, local, tribal and PacifiCorp.
- Many found value in seeing the roles and processes of the different participants and their agencies. For several first-time participants this was especially valuable.
- The huddle break-out for county employees conducted by Brian was a positive because it gave them a chance to compare notes and ingest current information, as something similar to a real-world situation

- There were several compliments on being able to see the tools that meteorology uses.
- Some didn't even know that Pacific Power/Pacificcorp has a meteorology team. It was good that meteorology showed up and participated.
- Virtual participation and integration with in-person greatly improved over past years.
- Venue was a good choice.
- Exercise was inclusive, well organized and conducted at a good pace with broader participation from public safety partners.
- Good networking opportunity, provide 'face to the name'. Good first step.

## Observations

- More details/information on the restore process during or prior to actual PSPS. (However, the timing is dependent on real-life on-the-ground conditions, such as today where field crews were responding to winter storm conditions and outages)
- Provide more information to city/county people such as maps/timing/etc ahead of the event for planning.
- How much of the meteorological data can be shared externally? Provide more information on the weather data being used. How many years of data and sources. See [PacifiCorp \(pacificpowerweather.com\)](http://PacifiCorp.com)
- Several people, especially those who are new, did not know many of the acronyms and would like some sort of guide. Short Acronym list in Appendix D of Situation Manual and ppt slides insufficient and should be build out prior to next exercise.
- Include glossary of terms. Dru Dunton from CPUC suggested borrowing/editing the one that PG&E uses.
- Do other elements such as the condition/age of equipment factor into thresholds to determine whether PSPS will take place?
- In PSPS stage report-outs, some personnel provided vague and incomplete information about how they would carry out their roles. There was some indication of lack of investment in the preparedness process especially in comments to the effect that they would 'know what to do when the event happened'. Additional discussion would help determine if the employees aren't clear on their roles or were uncomfortable presenting in the TTX environment or not committed to engaging in the training.
- EOC is small which may eventually be problematic for a large event.
- Needed an engineer to answer specific questions, but understood they were needed elsewhere due to real world weather impacts.

## APPENDIX A: EXERCISE PARTICIPANTS

Name	Agency
Tyler Averyt	Pacific Power
Stephanie Beall	Pacific Power
Nora Yotsov	Pacific Power
Stephen Leach	Pacific Power
Pooja Kishore*	Pacific Power
Jona Whitesides*	Pacific Power
Brandon Zero*	Pacific Power
Vivian du Pont*	Pacific Power
Joshua Paddock*	Pacific Power
Todd Andres*	Pacific Power
Darrell Frost	Karuk Tribe
Amos Pole*	Yurok Tribe
Robert Goyeneche	CalOES
Darren Stewart	CalFire
Jeff Fuentes*	CalFire
Mark Hillsketter*	CalFire
Steven Volmer	CalFire
Dru Dunton*	California Public Utilities Commission
Bryan Schonene	Siskiyou County OES
Seth Worthen	Siskiyou County Health & Human Services Agency
Darren Stewart	South Yreka Fire
William Laustalot	Siskiyou County Sheriffs Office
Nick Smith	Siskiyou County Animal Control
Terry Layton	Siskiyou County Animal Control
Ali Kutzer	Siskiyou County Public Information Officer
Jeanne Frost	Siskiyou County Public Health
Joel Newlyn	Siskiyou County Public Health
Henry Schnedler	Siskiyou County Public Health
Scott Branigin	Siskiyou County Information Technology
Camy Rightmier	Siskiyou County Probation
Michelle Giwoff	Siskiyou County Probation
Rachel Jereb	Siskiyou County Planning
Lee Kiolbasa	Liberty Utilities
David Hotskiss*	PG&E
Michael Weaver*	PG&E
Ankur Patel*	AT&T
Renee Marfia*	AT&T
Daryl Hayes*	Frontier Communications
Steve Rodriguez*	Century Link
Tim Watts*	Frontier Communications

*\*denotes virtual participation via Microsoft Teams meeting*

## APPENDIX B: AFTER ACTION REPORT APPROVAL

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



Director, Emergency Management

April 12, 2023

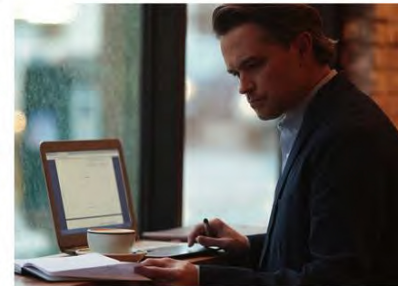
Name / Title

Date

# Siskiyou County

## Public Safety Power Shutoff TTX

March 28, 2023



# Introductions

## Introductions

- Name
- Role and Organization
- How many exercises?
  
- Around the Room
  
- Virtual Attendance





# Administrative Remarks

- Safety and emergency information
- Restrooms
- Cell phone etiquette
- Breaks and lunch
- Parking Lot

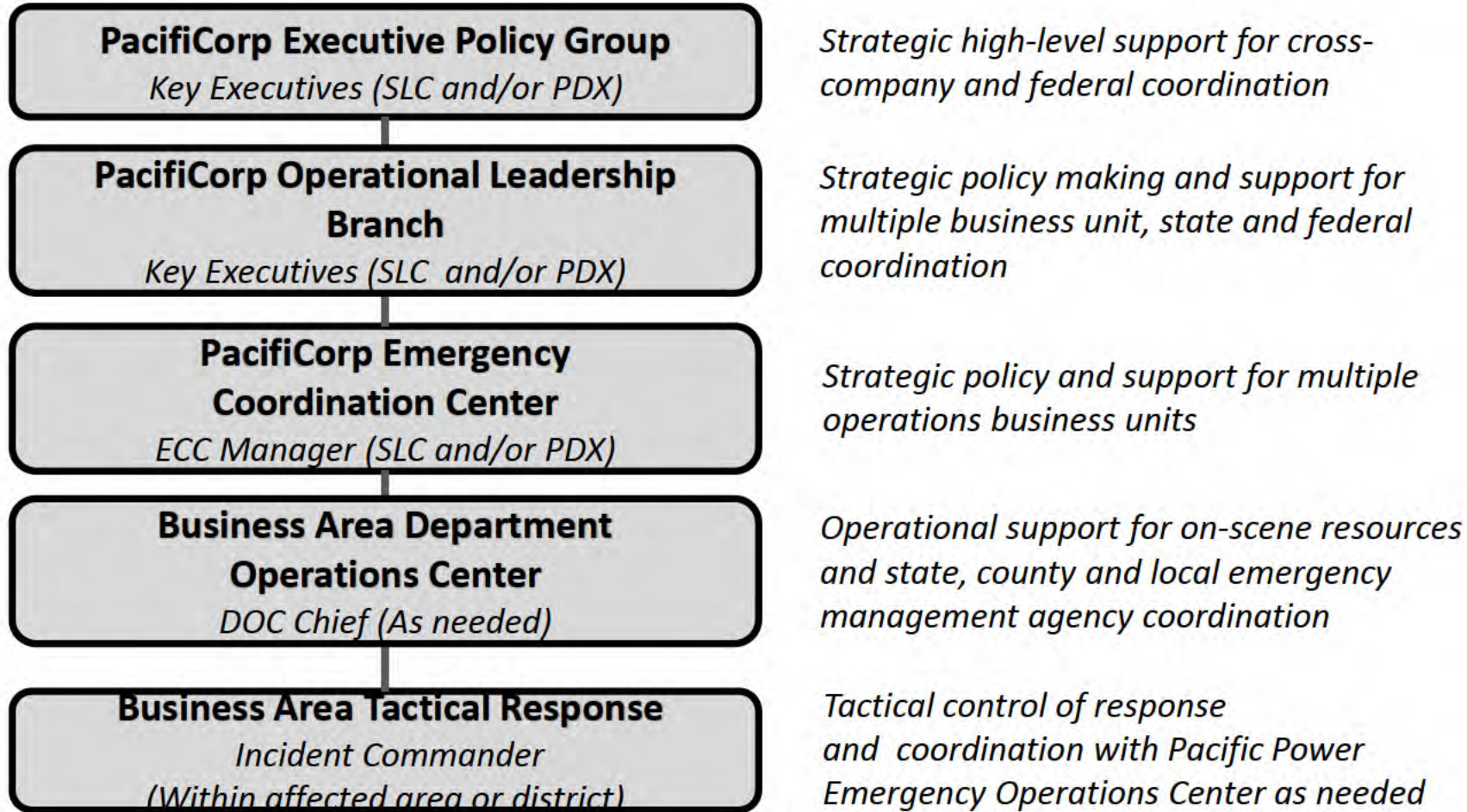


# Agenda

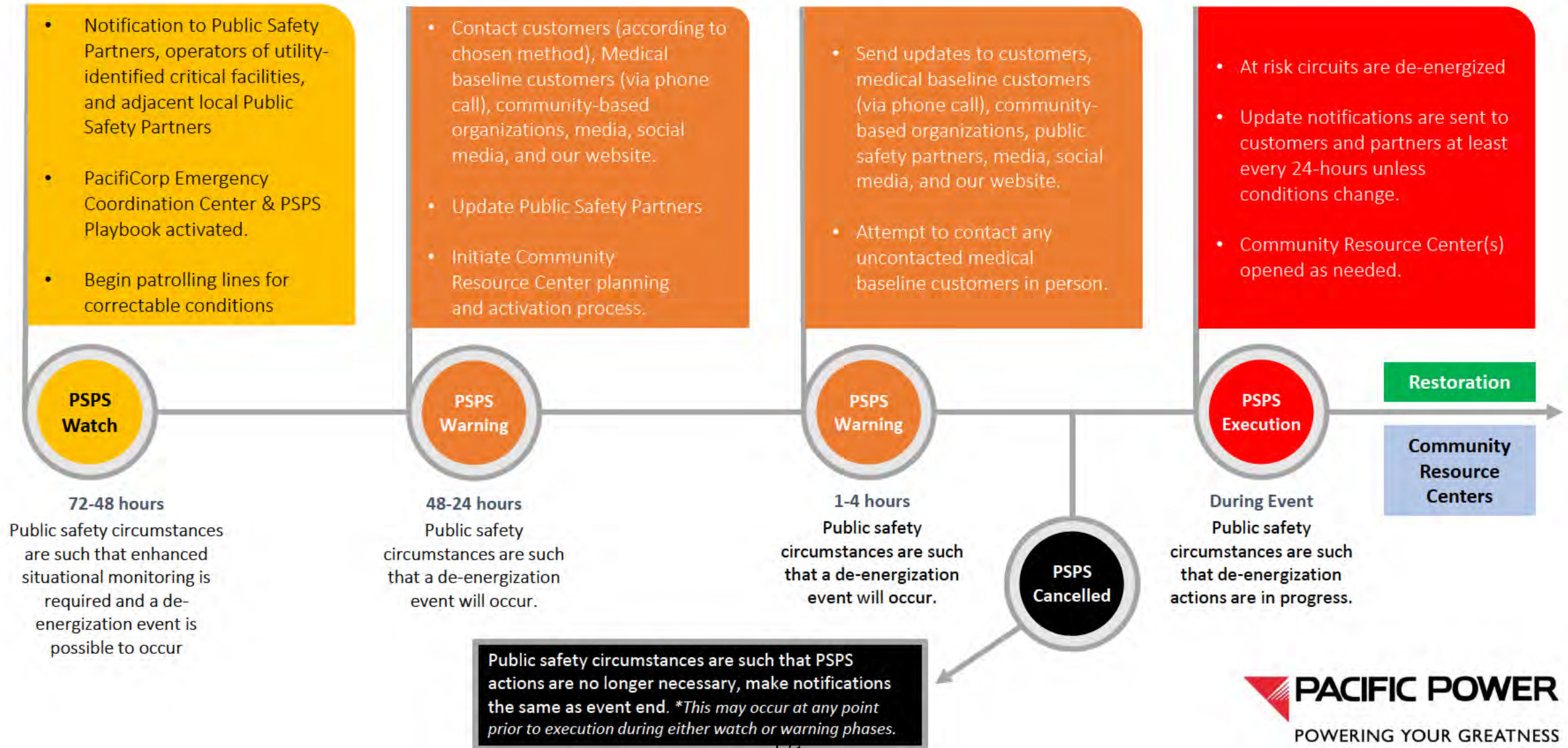


Event	Time
Welcome and Introductions	10:00 AM
Module 1: Event Notification	10:20 AM
Break	10:50 AM
Module 2: 48 Hours Prior to Event	11:00 AM
Break	11:30 AM
Module 3: 24 Hours Prior to Event	11:40 AM
Break	12:30 PM
Module 4: Event Initiation to All Clear	12:40 PM
Break	1:20 PM
Module 5: Restoration	1:30 PM
Break	2:00 PM
Hotwash	2:10 PM
Closing Comments	2:55 PM

# PacifiCorp Emergency Response Structure



# Public Safety Power Shutoff (PSPS)



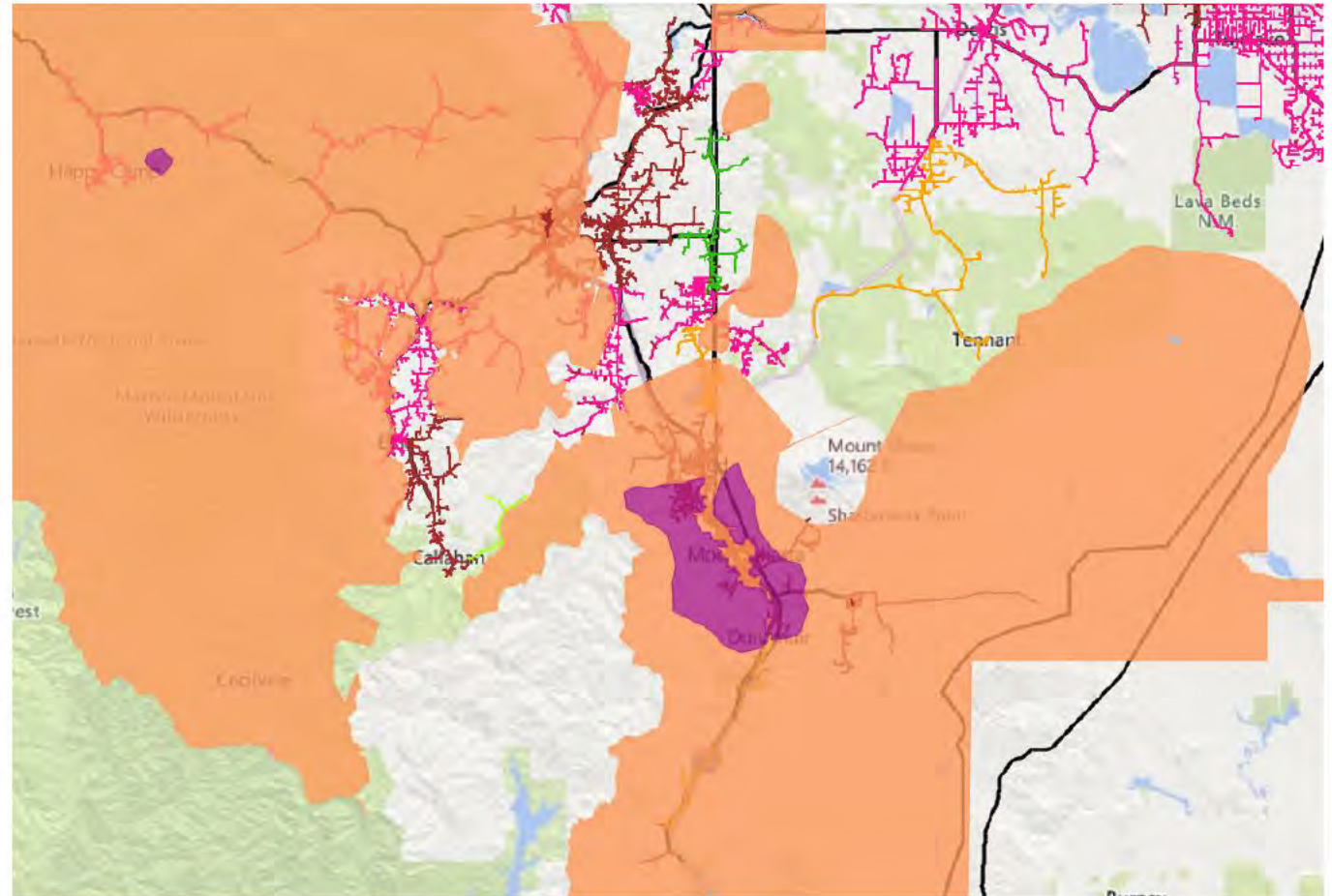
# Exercise Scope

## Exercise Scope:

- Tabletop Exercise
- Duration 10:00 AM to 3:00 PM

## Response Focus Area(s):

- Operational Coordination
- Operational Communications
- Mass Care Services
- Infrastructure Systems
- Public Information and Warning
- Planning



# Exercise Objectives

Exercise Objectives	Capability
1) Build confidence in Pacific Powers Public Safety Power Shutoff decision making process utilizing current situational awareness tools	Response-Operational Communications, Response - Planning
2) Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures	Response-Public Information and Warning
3) Explain and evaluate Community Resource Center scope & purpose in a PSPS event and compare plans to support impacted community members	Response-Mass Care Services
4) Assess Pacific Powers plans for allocating resources during PSPS events	Response-Infrastructure Systems Response-Operational Coordination
5) Validate current options and capabilities for supporting individuals with access and functional needs	Response-Mass Care Services

# Exercise Guidelines

- This is an open no-fault environment - varying viewpoints, even disagreements, are expected
  - Base your responses on existing plans, policies, procedures, capabilities, and resources
  - Please assume the exercise scenario is plausible, and events occur as they are presented
  - Decisions are not precedent setting; consider different approaches and suggest improvements
  - There is no “hidden agenda” nor are there any trick questions
- Hotwash Thoughts:
- Improvement will come from your input
  - Review plan as exercise progresses looking for holes
  - Surveys have been provided, please make notes and return to Emergency Management at the end of the event

# Definitions & Abbreviations

- **PSPS** – Public Safety Power Shutoff
- **CRC** – Community Resource Center
- **HSEEP** – Homeland Security Exercise & Evaluation Program
- **AFN Individuals** - Individuals having access and functional needs may include, but are not limited to, individuals with disabilities, seniors, and populations having limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency.





# Module 1

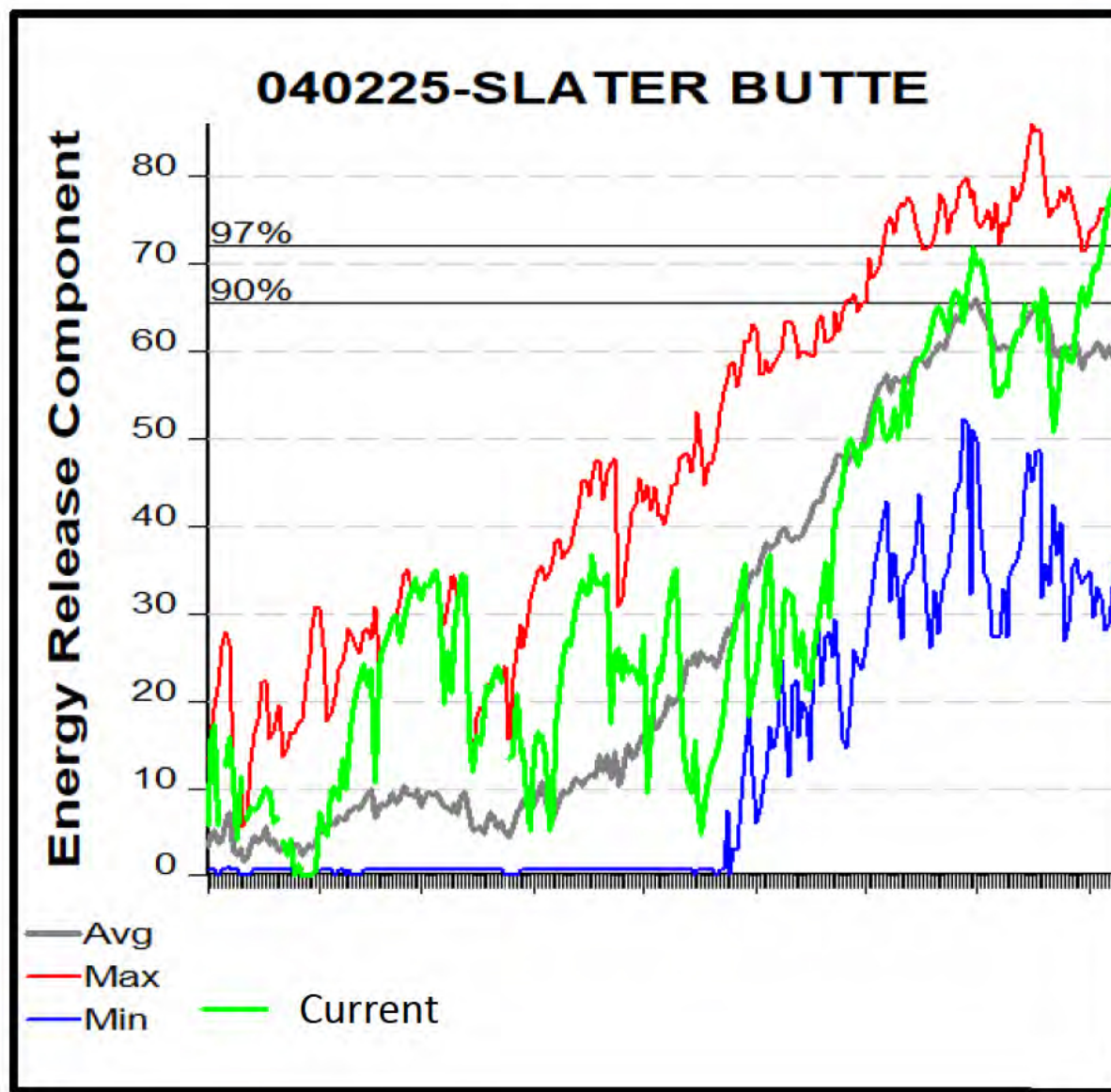
# Event Notification

# 7 Day Forecast

- **Medium and long range models indicate the potential for a high wind event for parts of the Yreka and Mt. Shasta districts.**
- **Meteorology is communicating this risk to emergency management and operations.**
- Meteorology is beginning to identify general areas of concern that could potentially experience a Public Safety Power Shutoff (PSPS).
- Fuels are critically dry and any fire that occurs would have the ability to spread rapidly under forecasted conditions.

## Fuels and Fire Weather Discussion

- Fuels in the Yreka District are critically dry and ERC is at record levels.
- During windy weather, any new ignition will be difficult to control, with rapid rates of spread and extreme fire behavior possible.
- A Fuels and Fire Behavior Advisory has been issued by the Geographical Area Coordination Center (GACC) for Siskiyou County.
- Computer models are showing a period of potentially strong dry gusty winds and low Relative humidity (RH) during this period.



# Discussion

## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - Internal

## Public Sector

- If contacted what actions would your agency complete in advance of additional outreach?

## Community/AFN Support

- Although this information is not yet public, would there be anything you could do?

# 72-Hour Forecast

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>										
Crescent City Area	Crescent City	Green	Orange				Green	Orange	Green	Orange
Yreka Area	Mt. Shasta	Green	Orange				Green	Orange	Yellow	Red
	Yreka	Green	Orange				Green	Orange	Yellow	Red

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

---

**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

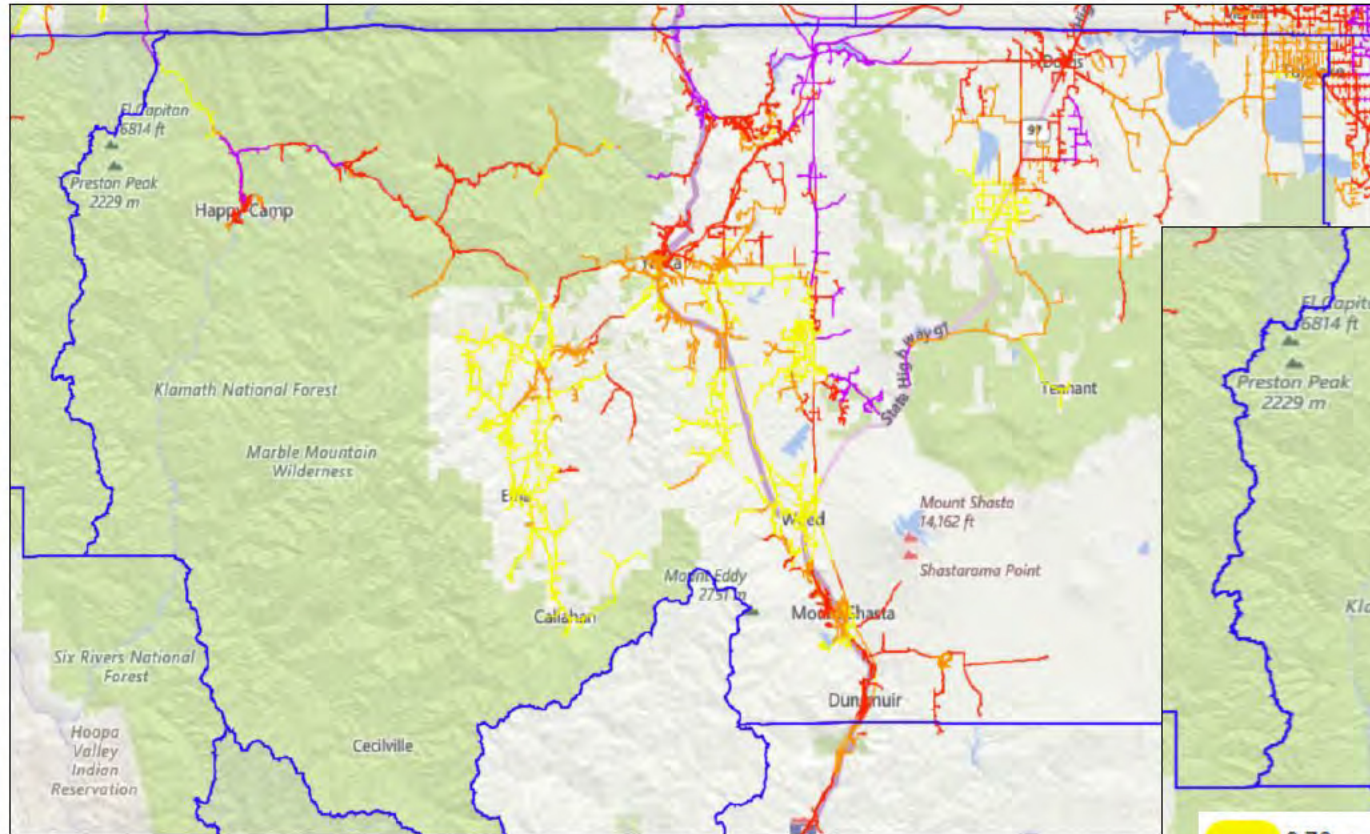
WILDFIRE RISK (F)

- Extreme (Windy & Dry with Gusts ≥ 95th percentile)
- Significant (Windy & Dry *OR* Hot & Dry with Very Dry)
- Elevated (Dry Fuels and Dry Weather)
- Low

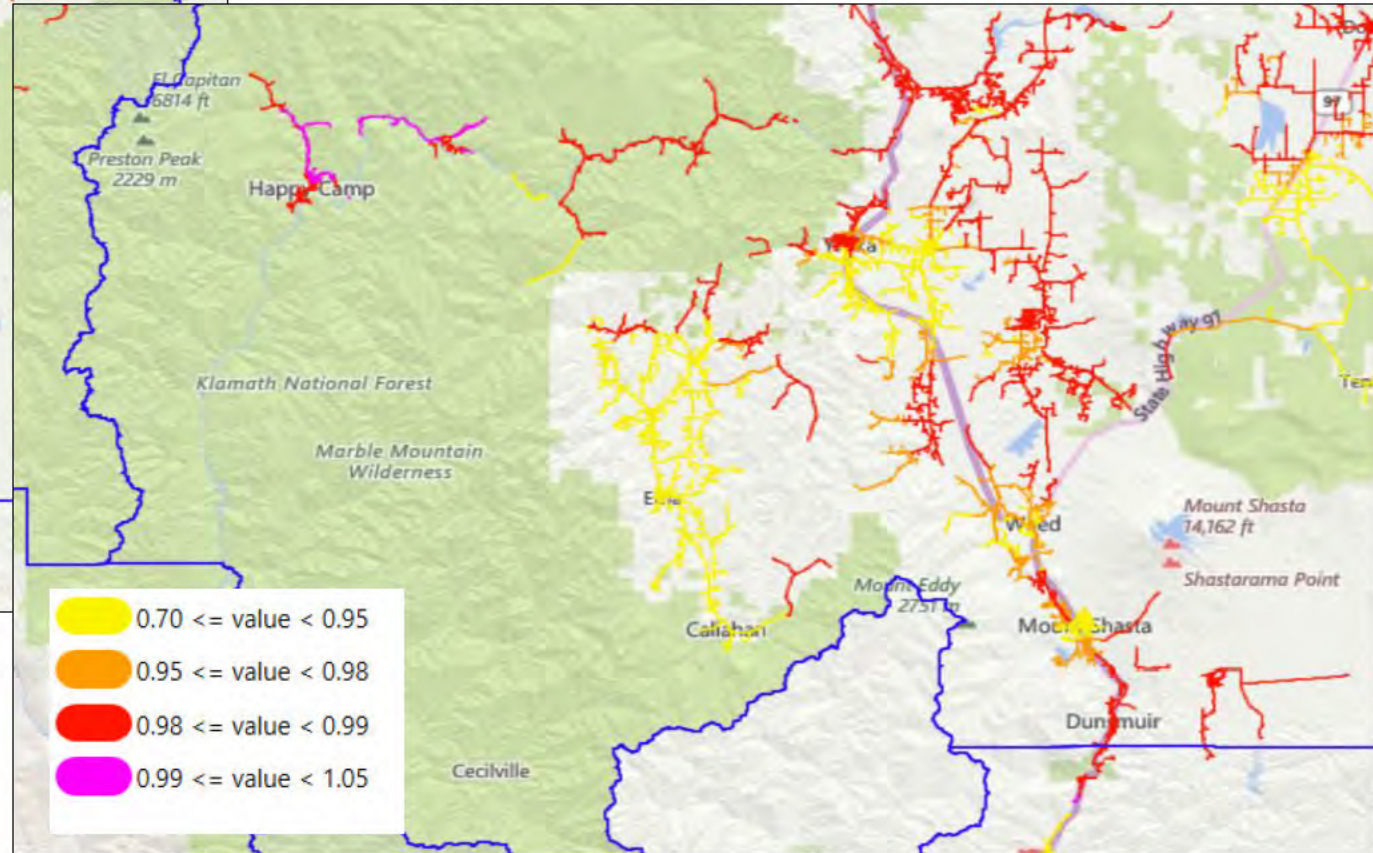
## Fire Weather and Fuels

- ERCs are at record levels and PacifiCorp's FPI (in testing) is extreme.
- The GACC's 7-day significant fire potential shows a high risk due to strong winds.
- Wind: Strong NE winds could potentially gust to 55+ mph, with scattered to widespread outages possible.
- Excessive Heat: Morning lows and daytime highs will be 15-20 degrees above normal, with poor overnight relative humidity recovery.

# 72-hr FORECAST – GREATER Wind Gusts and Percentiles



## Forecasted Wind Gust Percentiles



### Forecasted Wind Gusts:

Happy Camp: 45-55 mph

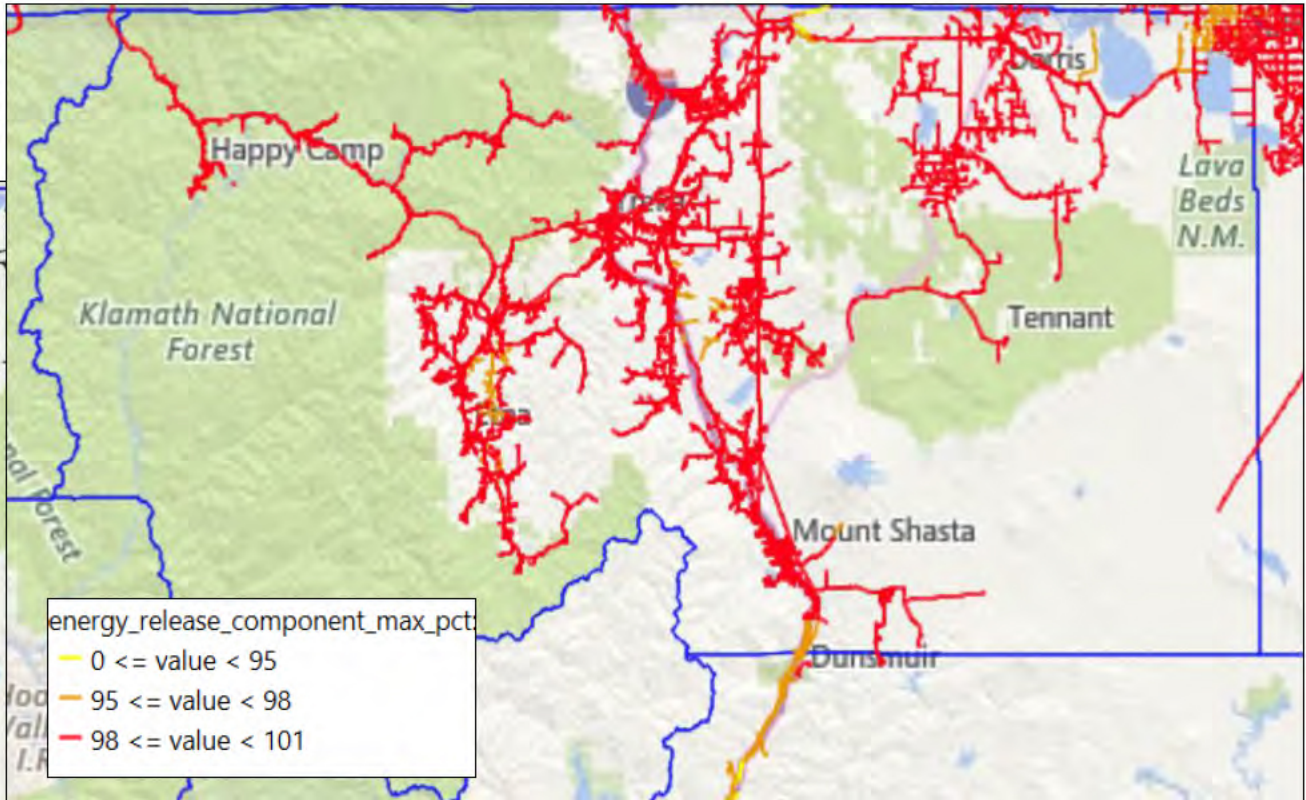
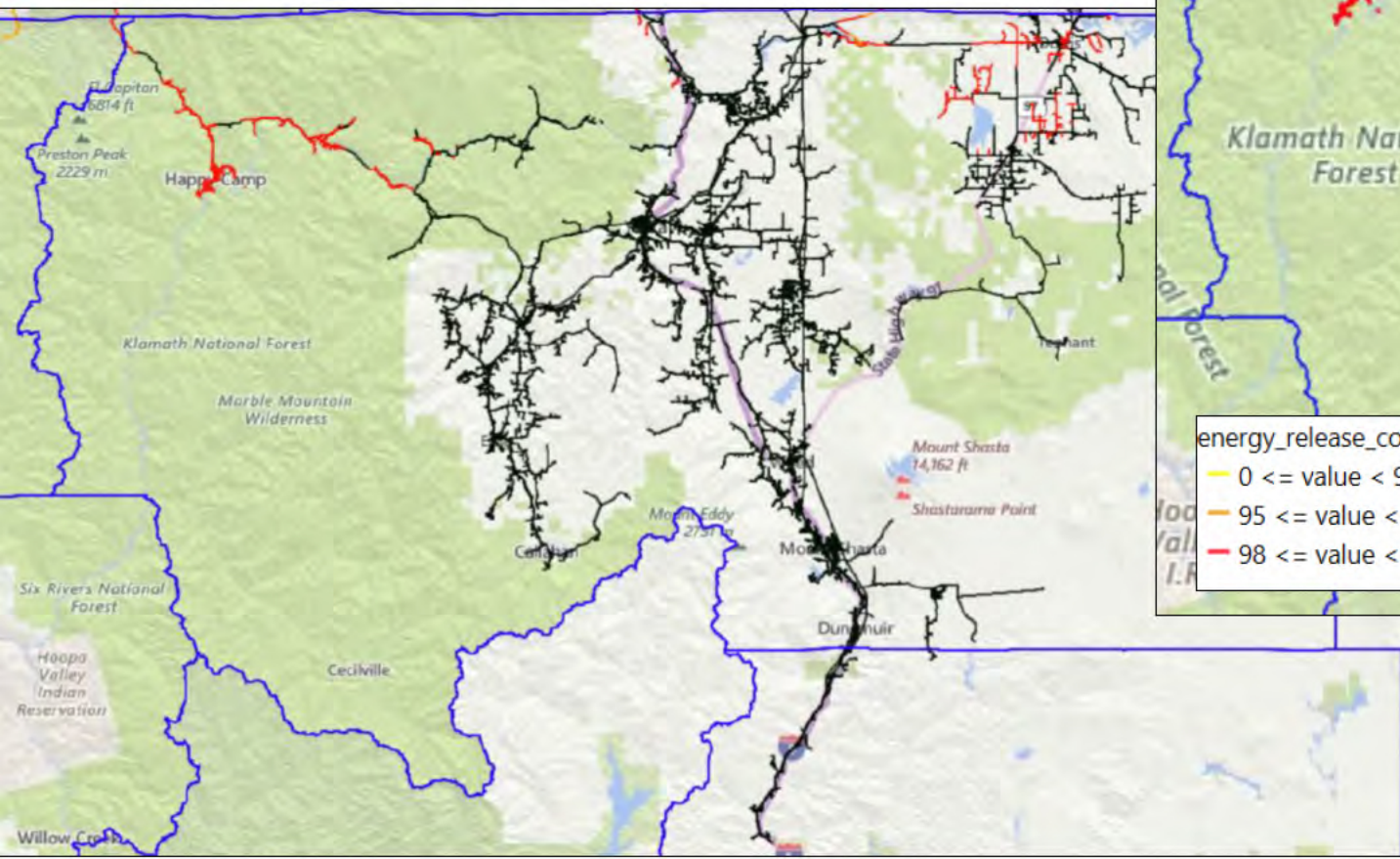
Dunsmuir: 35-45 mph

Hornbrook: 45-55 mph

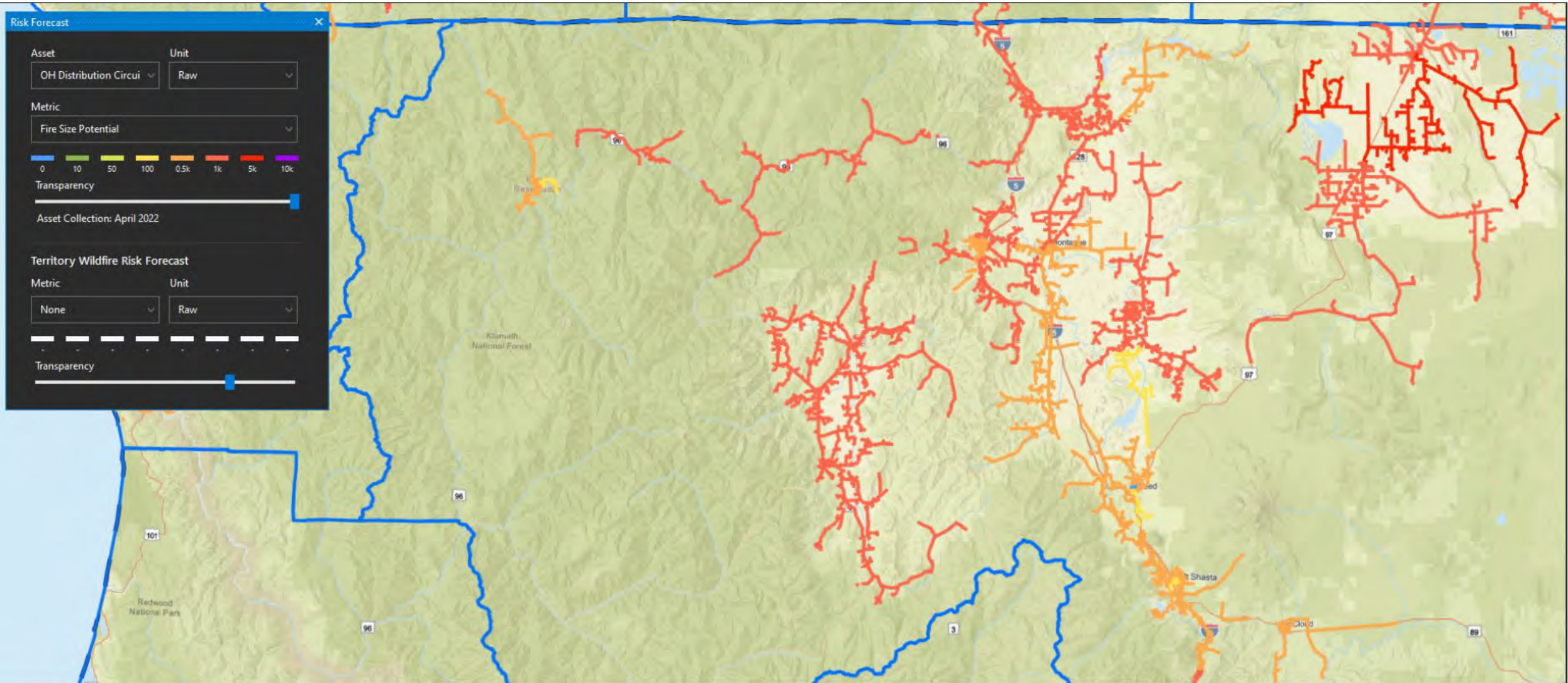
# Fuels Discussion

## Energy Release Component (ERC)

### Light Fuels – 1 and 10 hour fuels

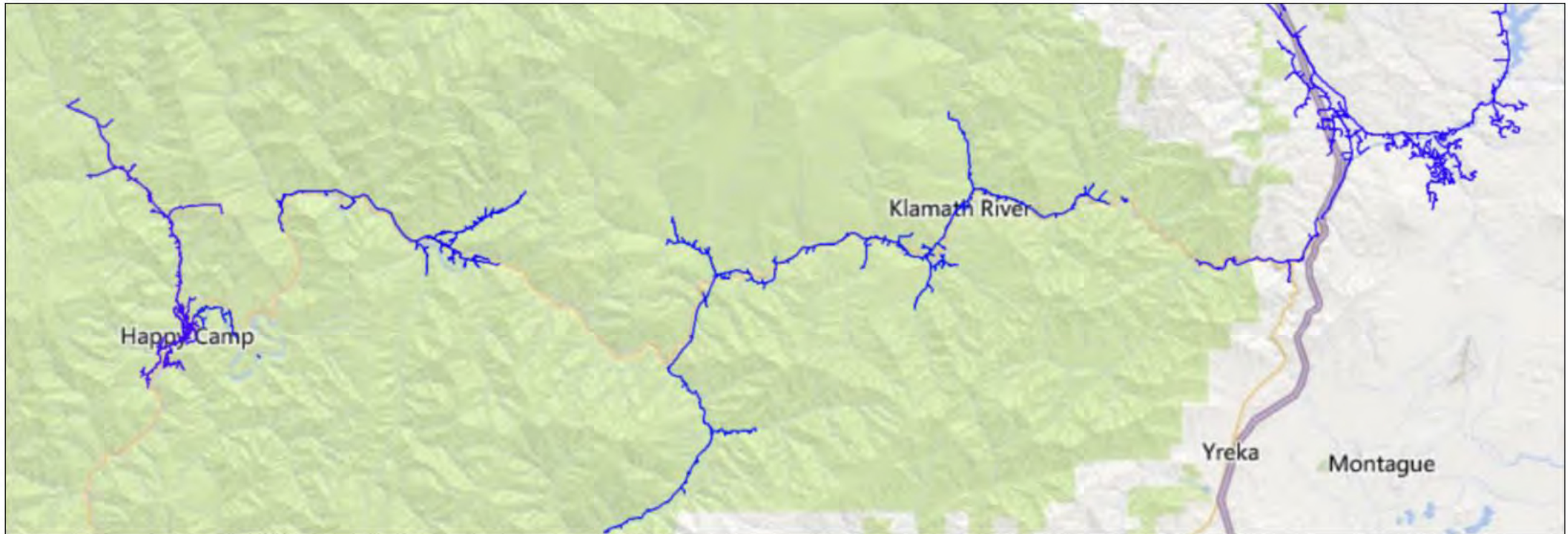


# Technosylva – Fire Size Potential - 72-hour Forecast





# Affected Circuits



**Affected Circuits (customers): 5G39 (539), 5G40 (236), 5G16 (601), 5G19 (815), 5G14 (48)**

**Total Customers affect by PSPS: 2,239**

# Discussion

## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - Internal

## Public Sector

- If contacted what actions would your agency complete in advance of additional outreach?

## Community/AFN Support

- Although this information is not yet public, would there be anything you could do?

# Module 2

## 48 Hours Prior to Event

# 48-Hour Forecast

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX														
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)														
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>														
Crescent City Area	Crescent City	Green	Orange				Green	Orange	Yellow with bird icon	Red	Green	Orange	Green	Orange
Yreka Area	Mt. Shasta	Green	Orange				Green	Orange	Yellow with bird icon	Red	Green	Orange	Green	Orange
	Yreka	Green	Orange				Green	Orange	Yellow with bird icon	Red	Green	Orange	Green	Orange

**WEATHER-RELATED OUTAGE POTENTIAL (Wx)**

**OUTAGE POTENTIAL**

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

**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

**WILDFIRE RISK (F)**

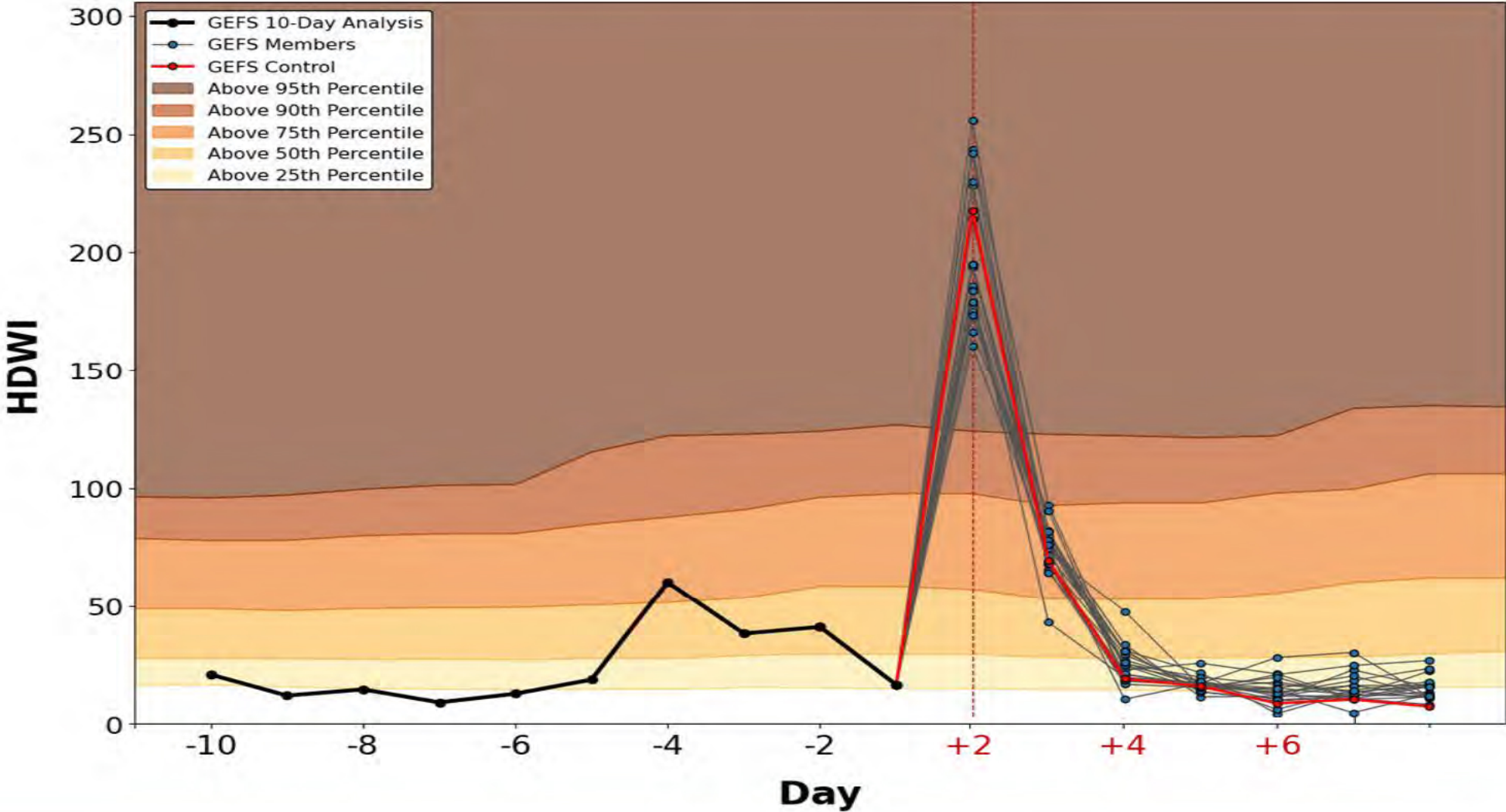
- Extreme** (Windy & Dry with Gusts ≥ 95th percentile)
- Significant** (Windy & Dry *OR* Hot & Dry with Very Dry)
- Elevated** (Dry Fuels and Dry Weather)
- Low**

## Fire Weather and Fuels

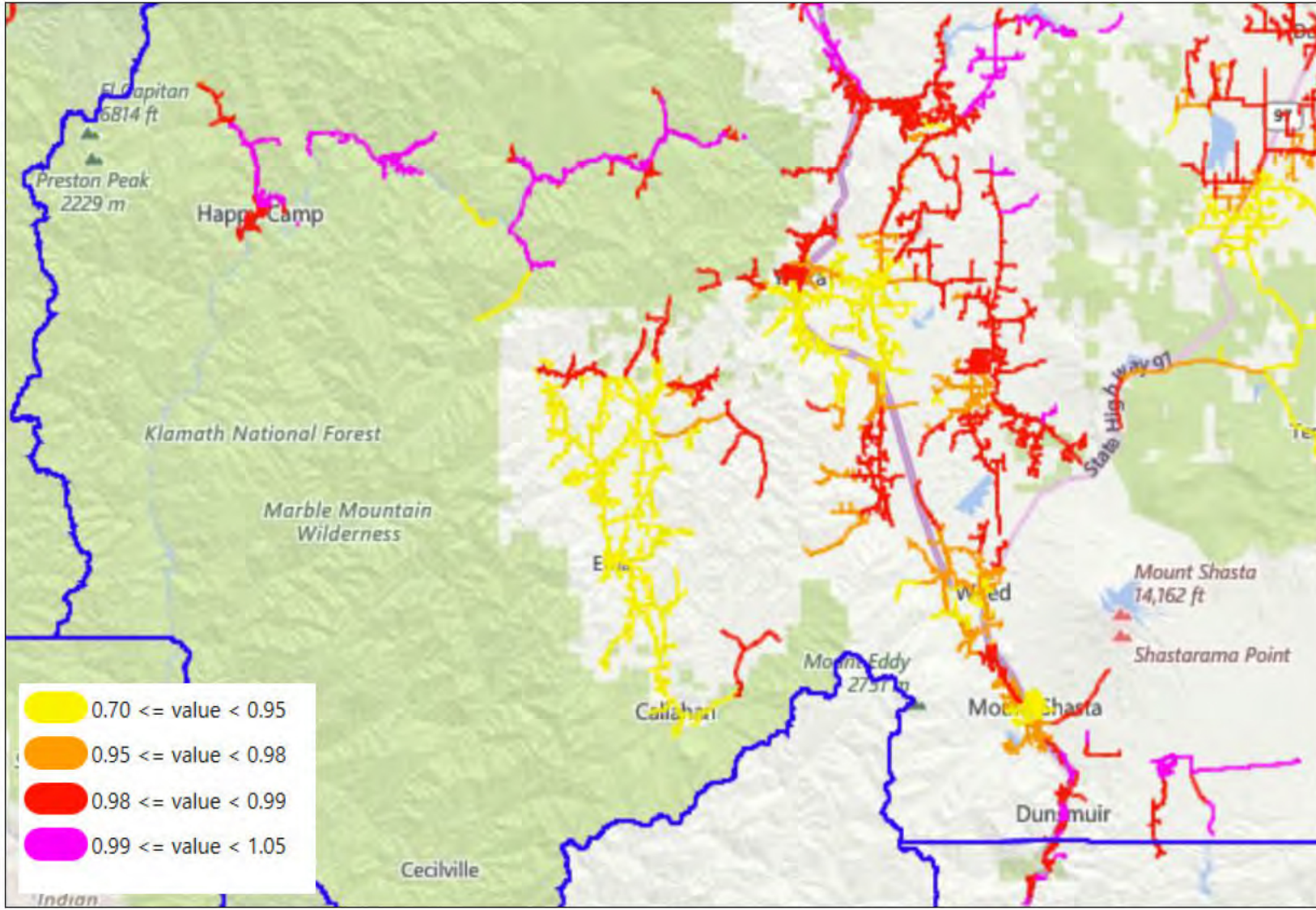
- ERCs are at record levels and PacifiCorp's FPI (in testing) is extreme.
- The GACC continued to show a high fire potential risk due strong winds.
- The National Weather Service (NWS) has issue Fire Weather Watches for locations in Siskiyou County.
- Wind: Strong NE winds could potentially gust to 55+ mph, with scattered to widespread outages possible between 12-9pm, with the peak expected between 3-5pm..
- Excessive Heat: Morning lows and daytime highs will be 15-20 degrees above normal, with poor overnight relative humidity recovery.

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology

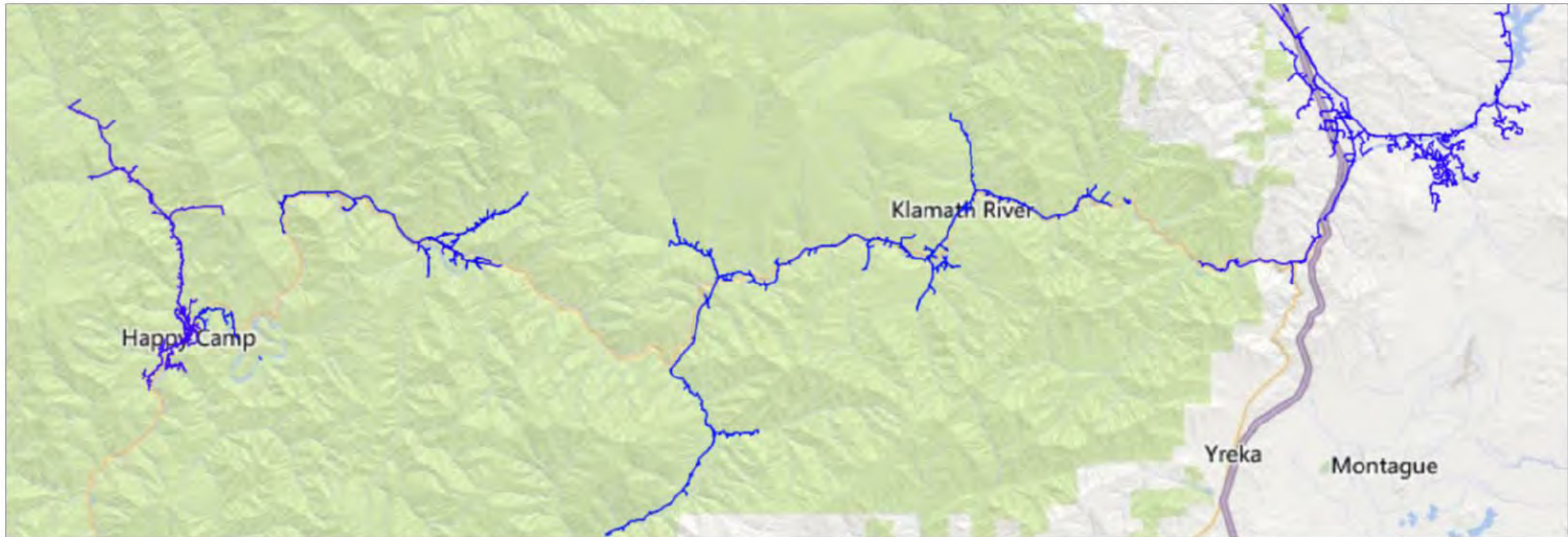


# 44-hr FORECAST – Greater Wind Gust Percentiles



- Afternoon model runs are showing an increase in wind gust percentiles for circuits from just north of Yreka towards Happy Camp.
- In addition, higher wind gust percentiles are being forecasted for the Sacramento Canyon, south of Mount Shasta. This will be closely monitored for changes to the potential PSPS over the next 44 hours.

# Affected Circuits



**Affected Circuits (customers): 5G39 (539), 5G40 (236), 5G16 (601), 5G19 (815), 5G14 (48)**

**Total Customers affect by PSPS: 2,239**

## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - PIO
  - Customer Service
  - RBM
- Do you have enough resources to complete the event?

## Public Sector

- If contacted what actions would your agency complete in advance of additional outreach?
- Joint Information System?

## AFN Support

- Information is going public how is best to coordinate?

## Community/AFN Support

- Do we have CRC locations deployed and activated for those locations?



# Module 3

## 24 Hours Prior to Event

# 24-Hour Forecast

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX														
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)														
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>														
Crescent City Area	Crescent City	Green	Orange				Wx	Red	Green	Orange	Green	Orange	Green	Orange
Yreka Area	Mt. Shasta	Green	Orange				Wx	Red	Green	Orange	Green	Orange	Green	Orange
	Yreka	Green	Orange				Wx	Red	Green	Orange	Green	Orange	Green	Orange

## Fire Weather and Fuels

- Forecast remains on track with the following changes:
  - Fire Weather Watches have been upgraded to Red Flag Warnings.
  - Forecast winds have increased for locations in the Sacramento Canyon.

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

**WEATHER-RELATED HAZARDS**

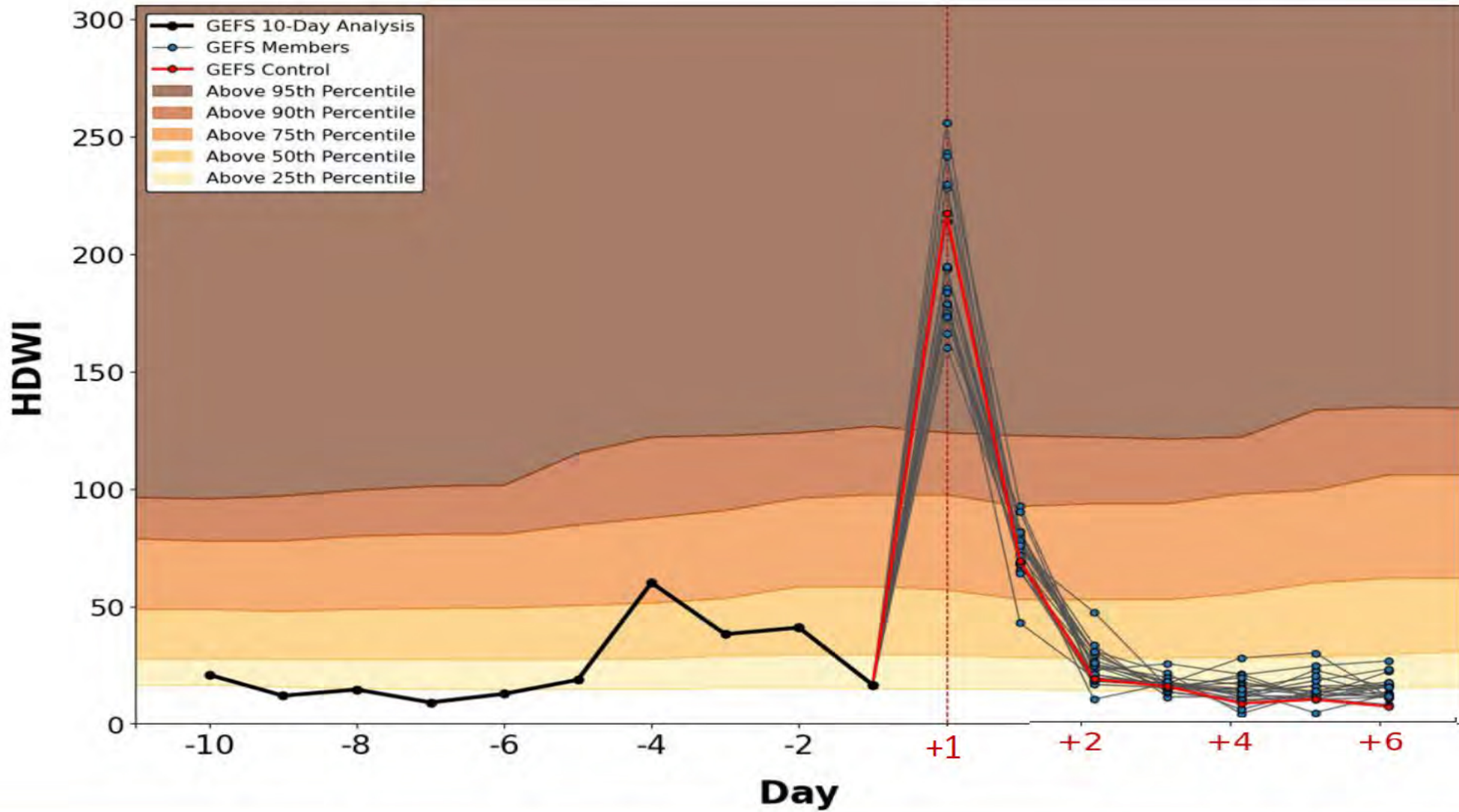
- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

WILDFIRE RISK (F)

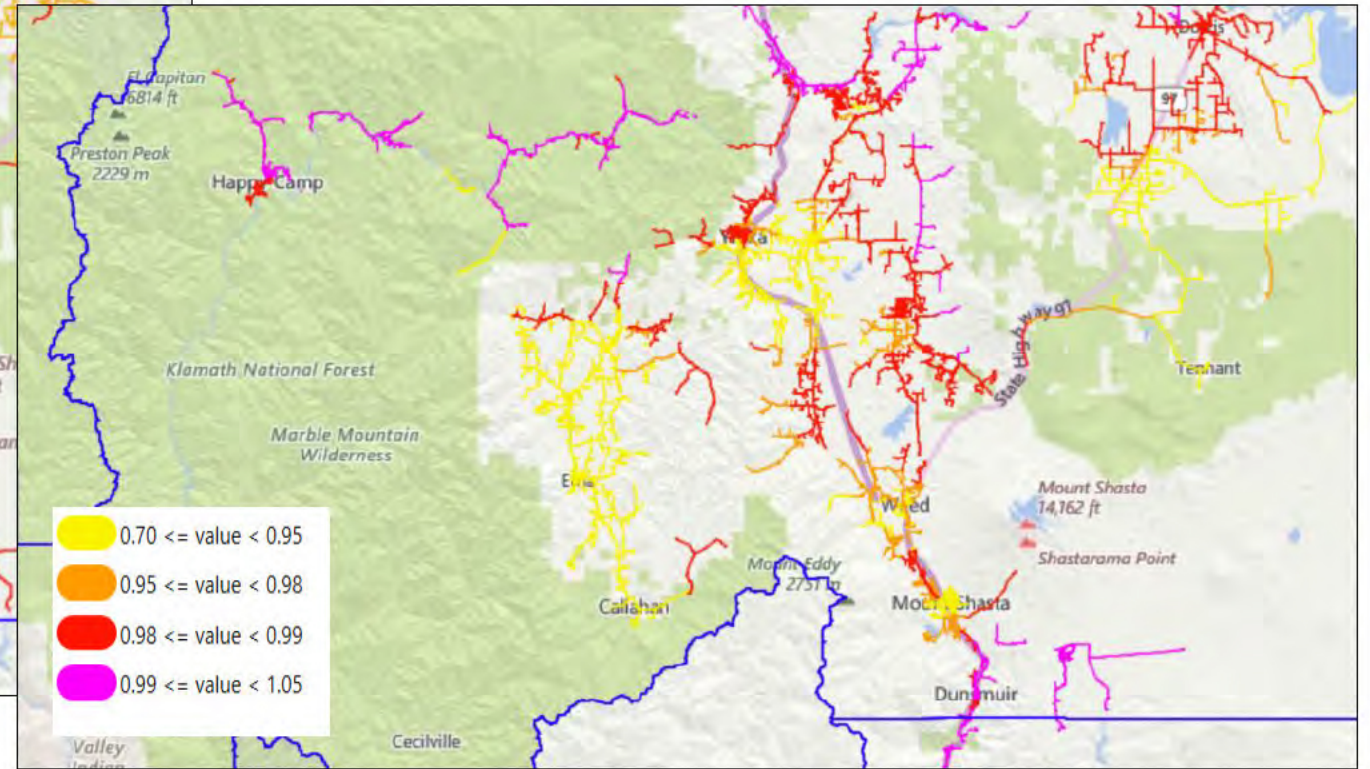
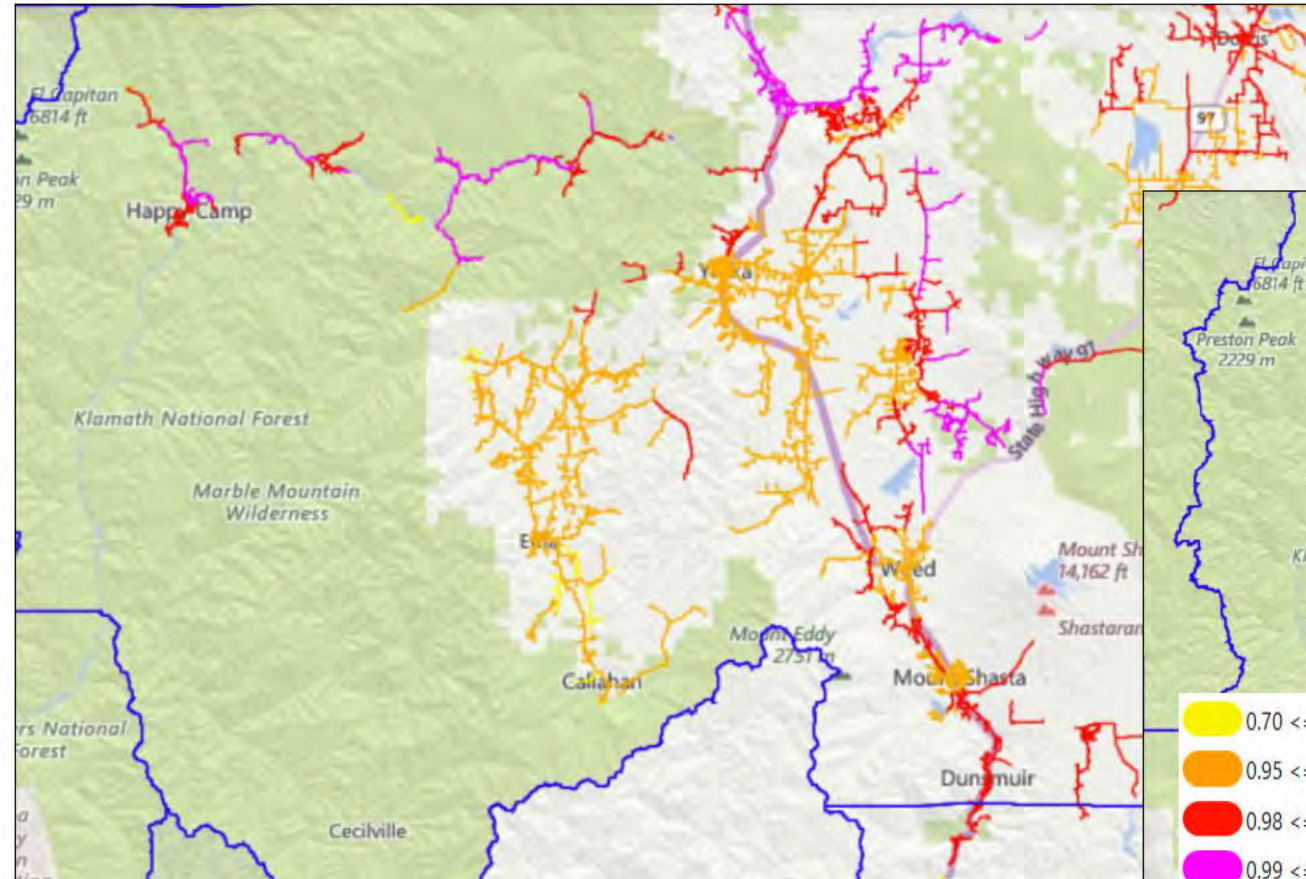
- Extreme** (Windy & Dry with Gusts ≥ 95th percentile)
- Significant** (Windy & Dry *OR* Hot & Dry with Very Dry)
- Elevated** (Dry Fuels and Dry Weather)
- Low**

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology



# 24-hr FORECAST – Siskiyou County, CA

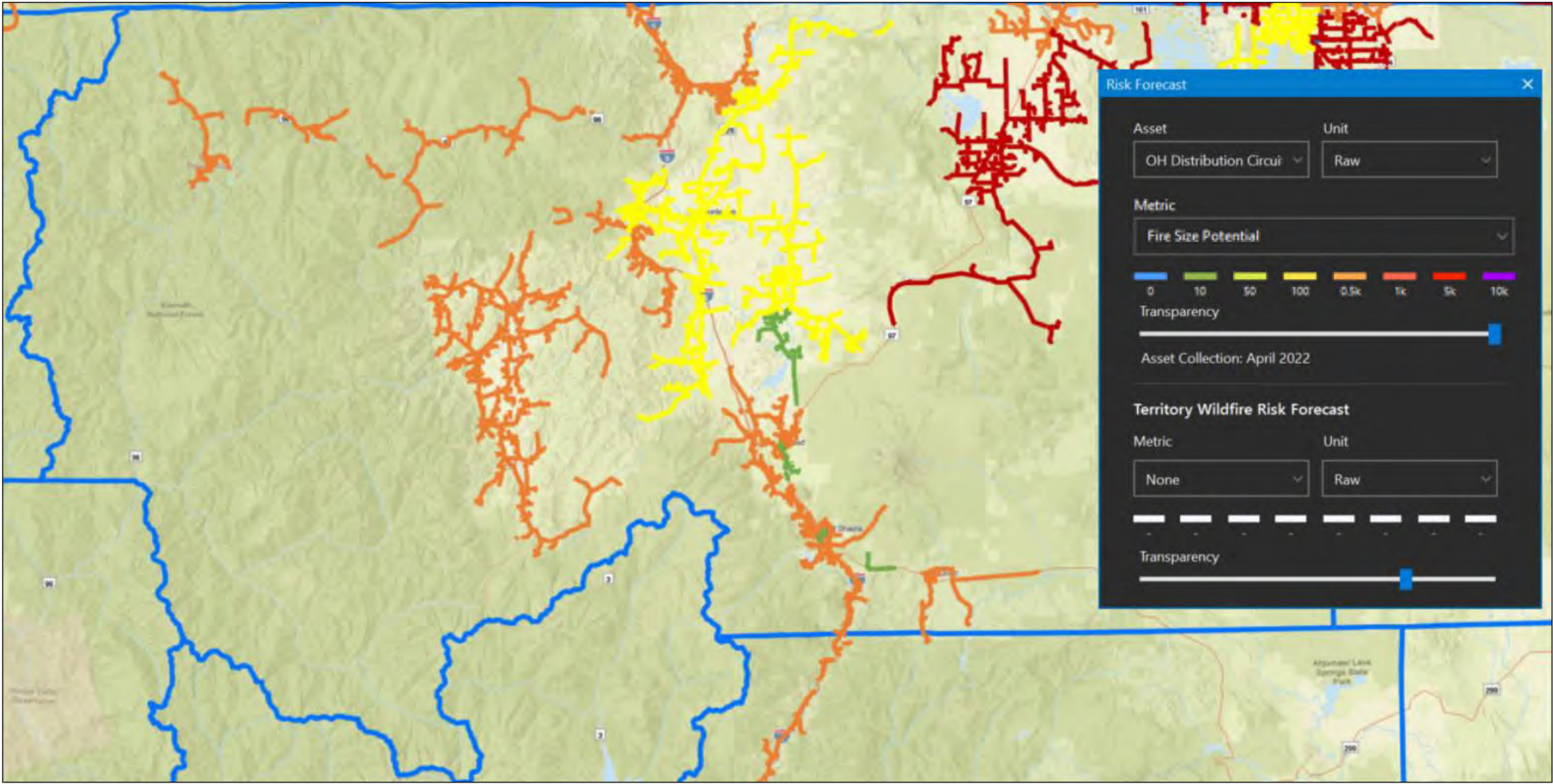


## Forecasted Max Wind Gusts

- Happy Camp: 50-55 mph
- Dunsmuir: 45-50 mph
- Hornbrook: 55-60 mph

## Forecasted Max Wind Gust Percentiles

# 24-hr Forecast of Fire Size Potential

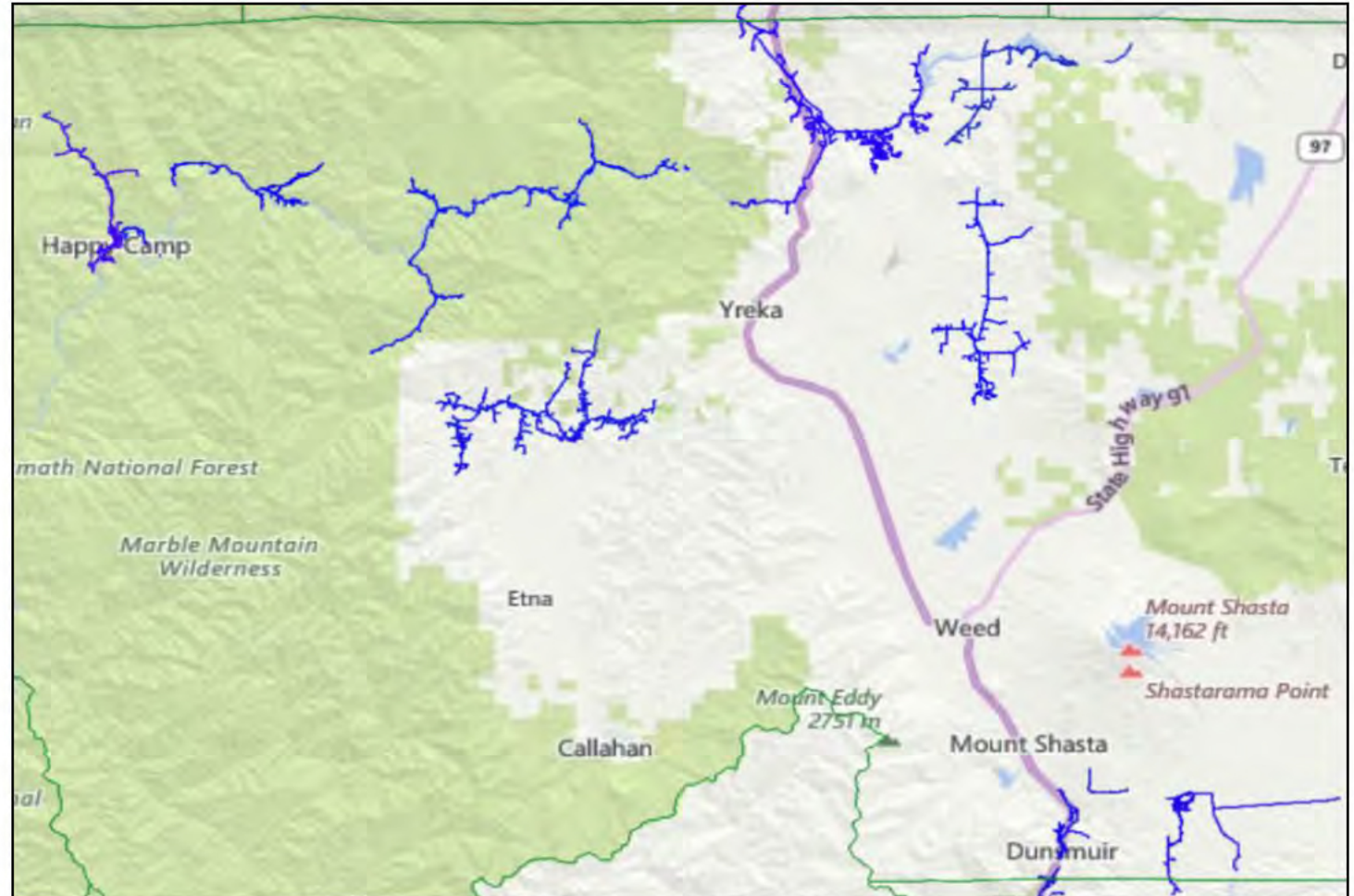


Fire size potential has increased from previous forecast runs.

# Affected Circuits

- Affected Circuits: 5G39 (539), 5G40 (239), 5G16 (601), 5G19 (815), 5G14 (48), 5G93 (1034), 8G95 (167), 5G69 (521), 6G101 (17), 6G25 (232), 5G2 (1181), 5G6 (223), 7G71 (421)

- **Total Customers affect by PSPS: 6,038**



## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - PIO
  - Customer Service
  - RBM
- Do you have enough resources to complete the event?

## Public Sector

- If contacted what actions would your agency complete in advance of additional outreach?
- Joint Information System?

## AFN Support

- Information is going public how is best to coordinate?

## Community Support

- Do we have CRC locations activated for those locations?

# Module 4

## Event Initiation to All Clear



# Day of PSPS Event

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>										
Crescent City Area	Crescent City	W	F				W	F	W	F
Yreka Area	Mt. Shasta	W	F				W	F	W	F
	Yreka	W	F				W	F	W	F

## Fire Weather and Weather

- Forecast regarding wind event is on track, with all computer models in excellent agreement with forecasted winds expected between 12-9pm, with a peak expected between 3-5pm.

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

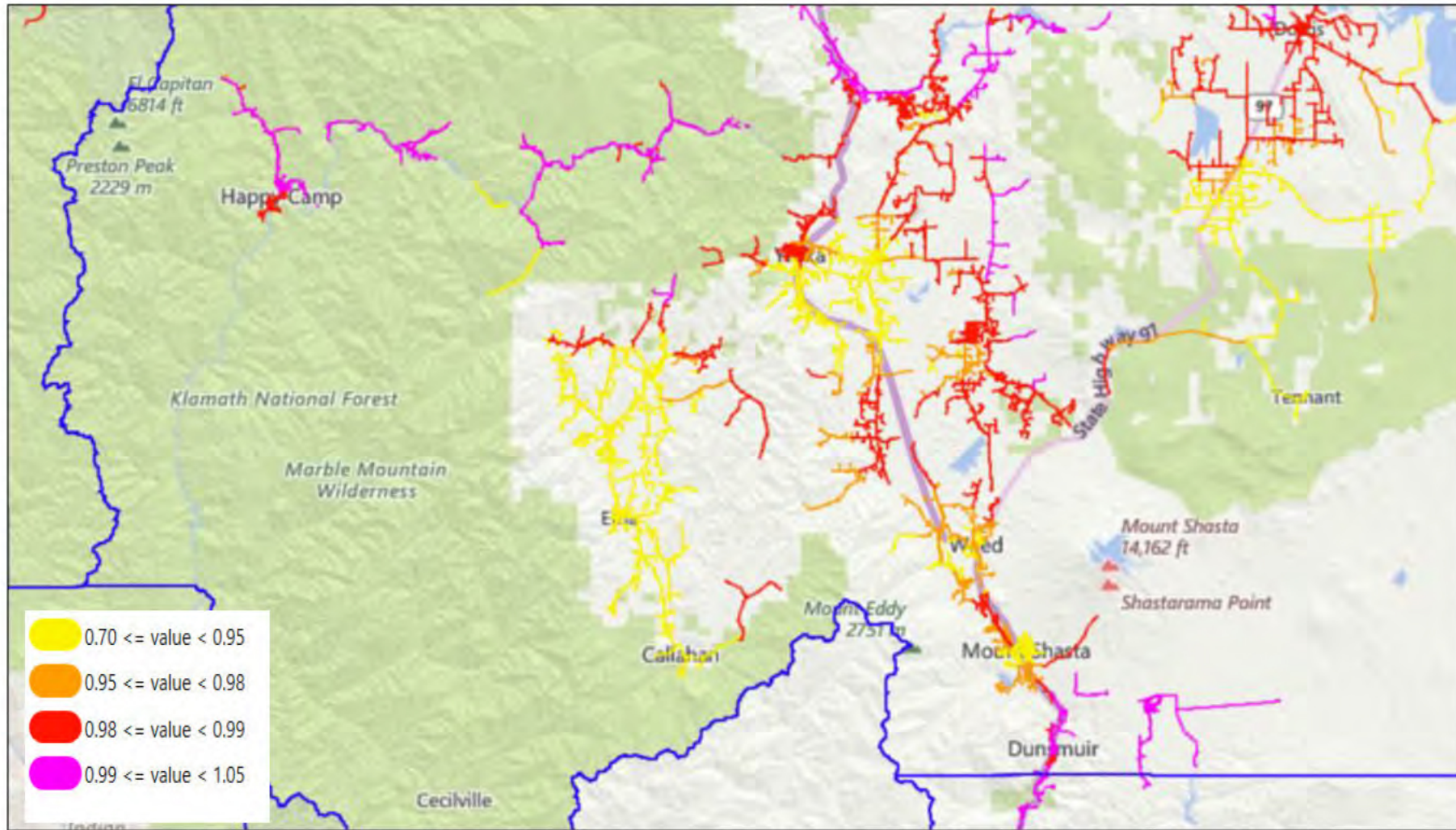
**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

WILDFIRE RISK (F)

- Extreme** (Windy & Dry with Gusts ≥ 95th percentile)
- Significant** (Windy & Dry *OR* Hot & Dry with Very Dry)
- Elevated** (Dry Fuels and Dry Weather)
- Low**

# Morning of PSPS Event – Forecasted Wind Gust Percentiles



## Forecasted Max Wind Gusts

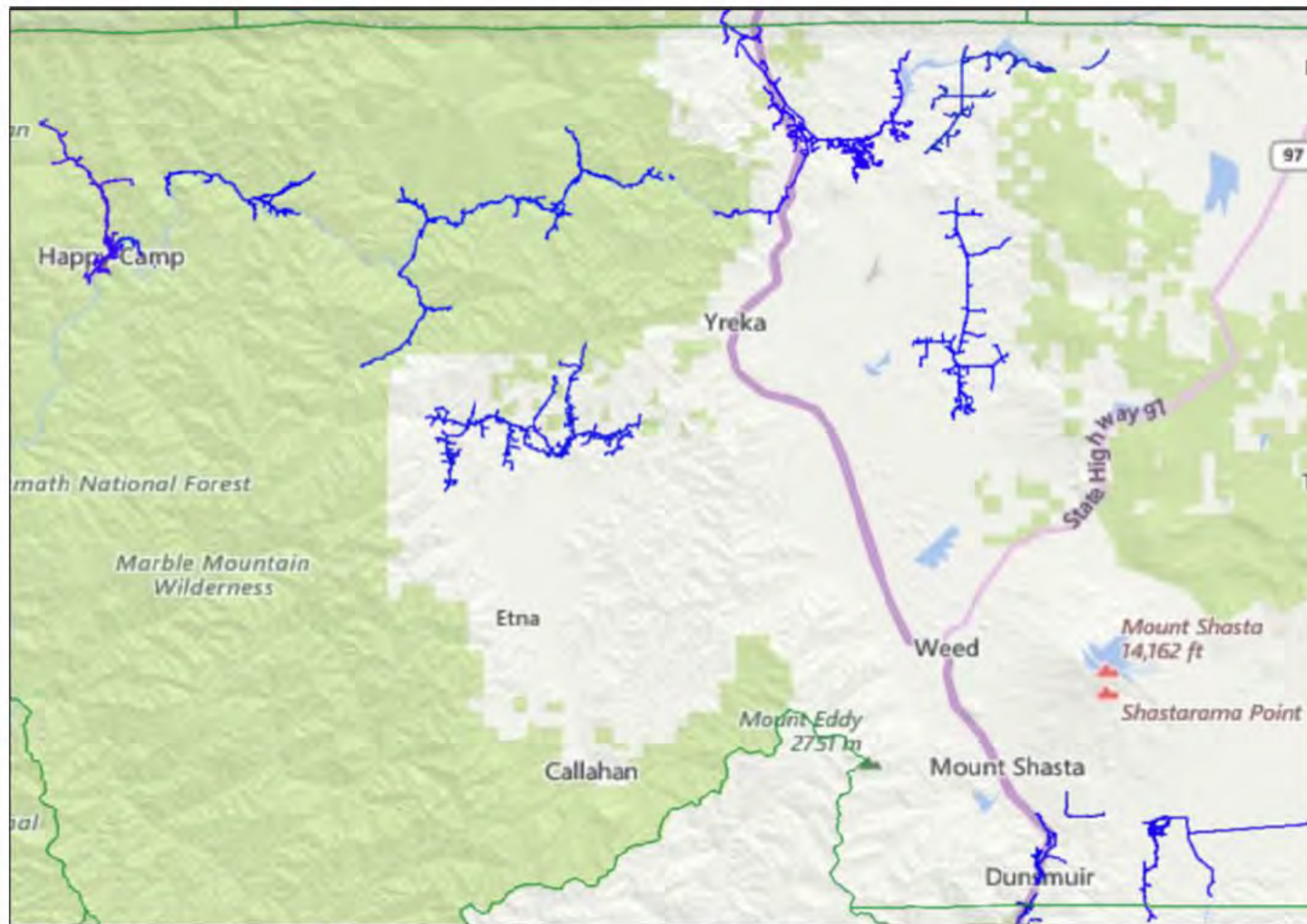
- Happy Camp: 45-55 mph
- Dunsmuir: 50-55 mph
- Hornbrook: 55-60 mph

Wind Gust Percentiles – AM Model runs

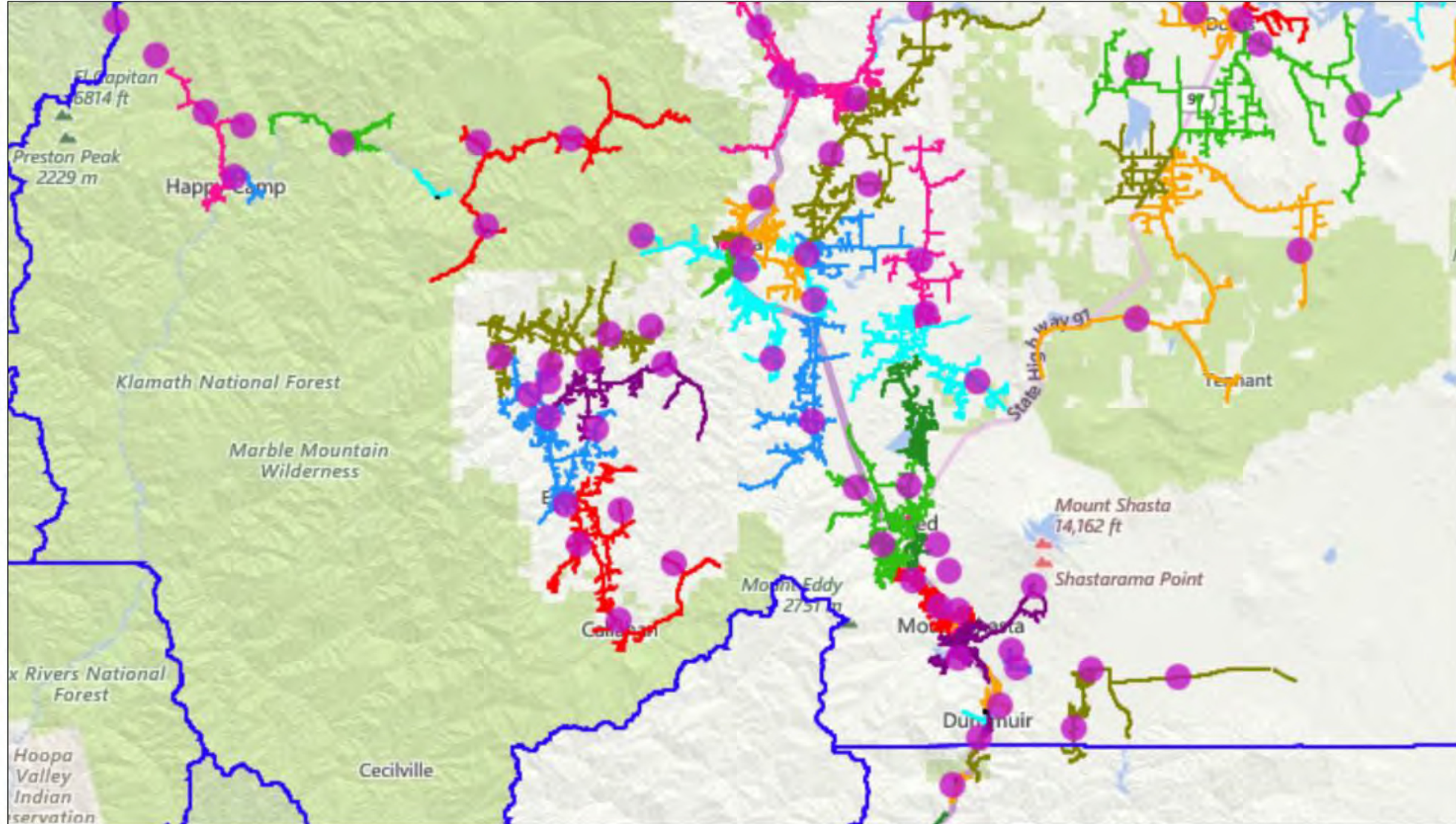
# Affected Circuits

- Affected Circuits: 5G39 (539), 5G40 (239), 5G16 (601), 5G19 (815), 5G14 (48), 5G93 (1034), 8G95 (167), 5G69 (521), 6G101 (17), 6G25 (232), 5G2 (1181), 5G6 (223), 7G71 (421)

- **Total Customers affect by PSPS: 6,038**

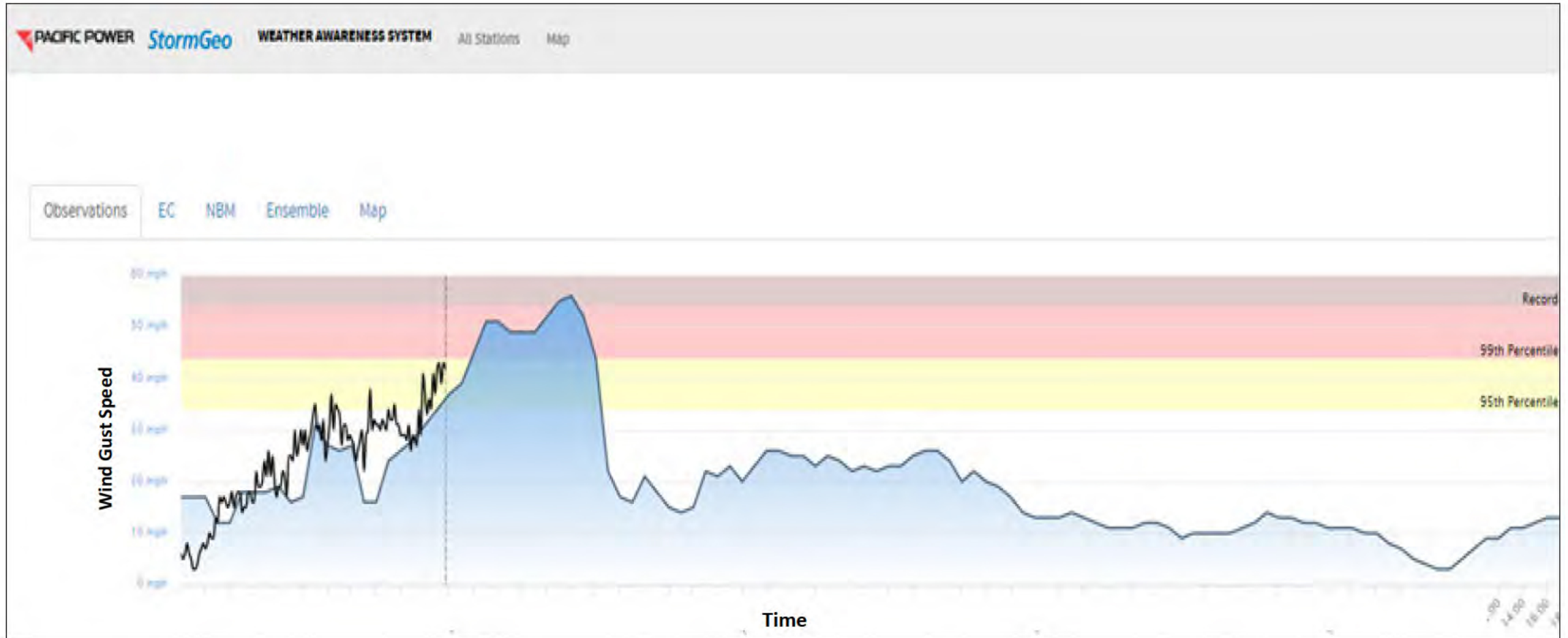


# PSPS Situational Awareness Tools

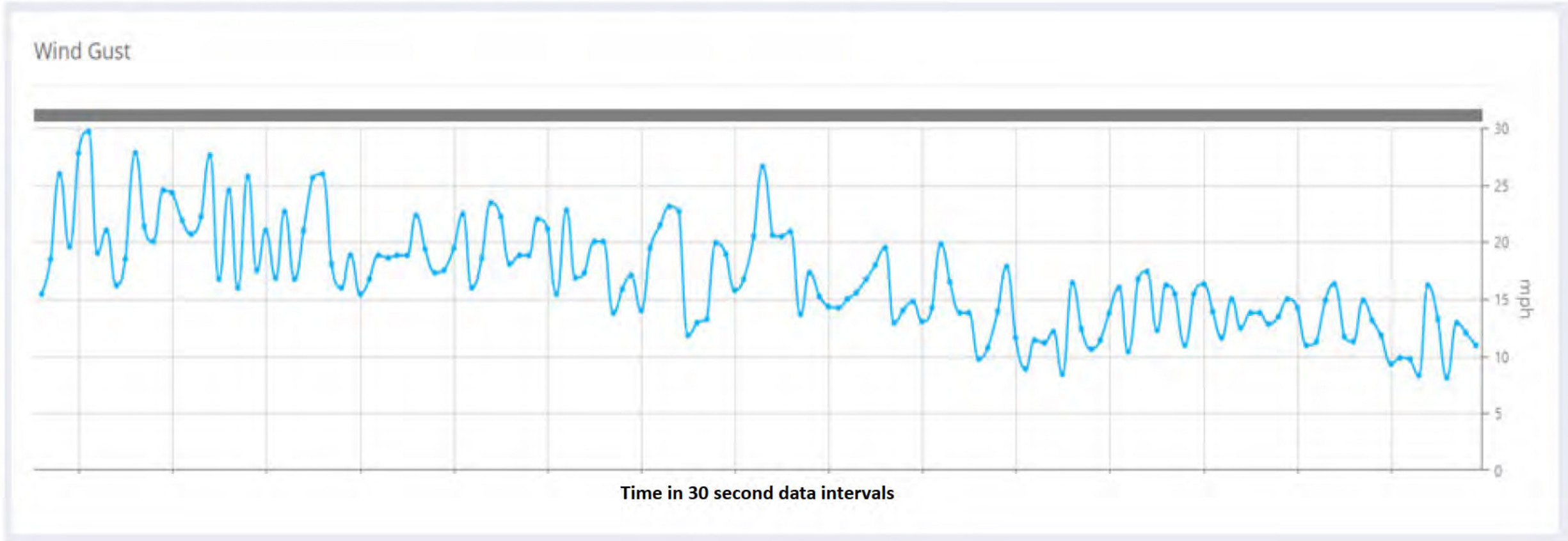


24/7 Monitoring of PacifiCorp Weather Stations, along with additional weather stations across Siskiyou County.

# PSPS Situational Awareness Tools



# *PSPS Situational Awareness Tools*



## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - PIO
  - Customer Service
  - RBM
- Do you have enough resources to complete the event?

## Public Sector

- If contacted what actions would your agency complete in advance of additional outreach?
- Joint Information System actions

## AFN Support

- Information is going public how is best to coordinate?

## Community Support

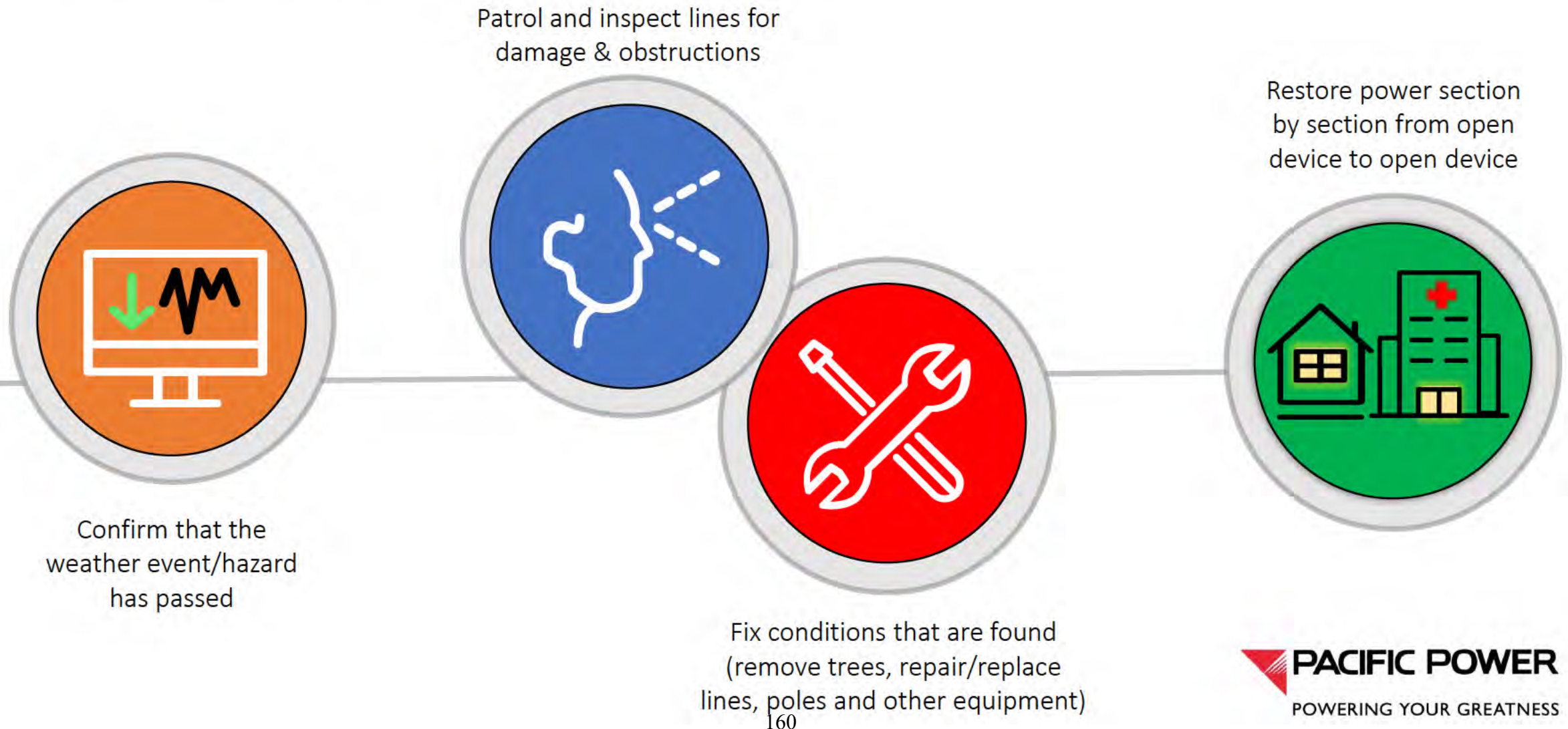
- Do we have CRC locations activated?

# Module 5

# Restoration



# PSPS Restoration Process



# Restoration

- Crews restoring power
- Re-energize notifications sent
  - Three customers say their power has not been restored



## PacifiCorp

- What internal actions are taking place?
- Who is being contacted?
  - Liaison
  - PIO
  - Customer Service
  - RBM
- Do you have enough resources to complete the event?

## Public Sector

- Joint Information System actions?

## AFN Support

- Information is going public how is best to coordinate?

## Community Support

- Any additional community needs after CRC's close?

# End of Scenario

# Hotwash

**Build confidence in Public Safety Power Shutoff decision making process utilizing current situational awareness tools**

- Strengths
- Areas for Improvement

**Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures**

- Strengths
- Areas for Improvement

**Explain and evaluate Community Resource Center scope & purpose in a PSPS event and compare plans to support impacted community members**

- Strengths
- Areas for Improvement

**Assess Pacific Powers plans for allocating resources during PSPS events**

- Strengths
- Areas for Improvement

**Validate current options and capabilities for supporting individuals with access and functional needs**

- Strengths
- Areas for Improvement

**How do you think the exercise went overall?**

**What improvements would make this exercise better?**

**What did you learn from the scenario?**

**What action steps do we need to take, based on the lessons learned?**

- Plans
- Procedures
- Training
- Other suggestions

**Please take the time to complete the surveys in the back of the Situation Manual and return to Jeff Bolton**

## Questions and Comments

For more information about our emergency management program please contact:

[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]

Emergency Management Duty Officer [REDACTED]

**Report a power outage**  
1-877-508-5088

**Customer service**  
1-888-221-7070

# Introductions

## Introductions

- Name
- Exercise Role
- Organization

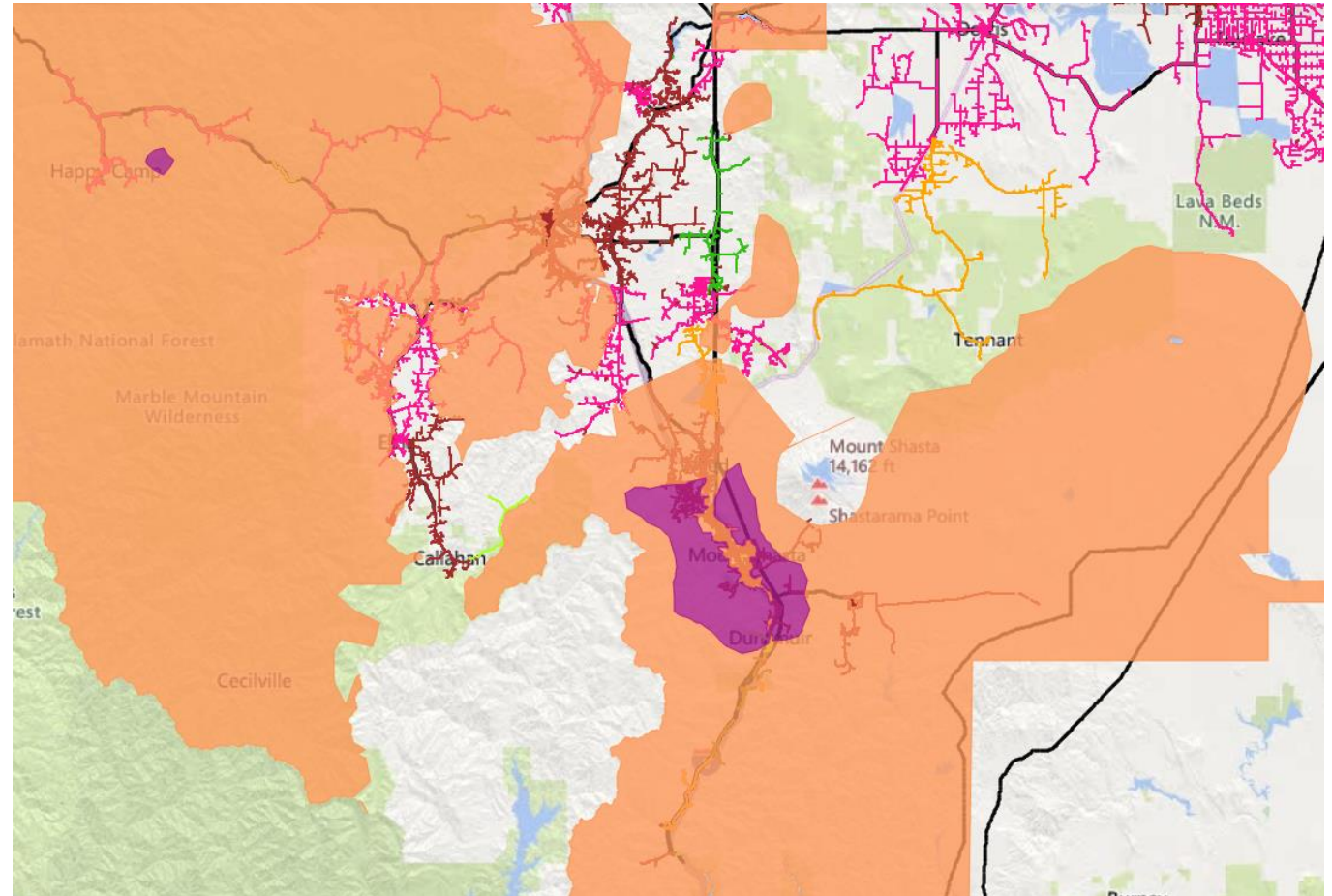
*Around the rooms first, then  
virtual attendance*



# Exercise Scope

## Exercise Scope:

- September 29<sup>th</sup> (includes time jumps)
- Impacted areas
- Duration 9:00 AM to 11:00 AM daily
- Phases of PSPS event:
  - Watch
  - Warning
  - Execution - Restoration

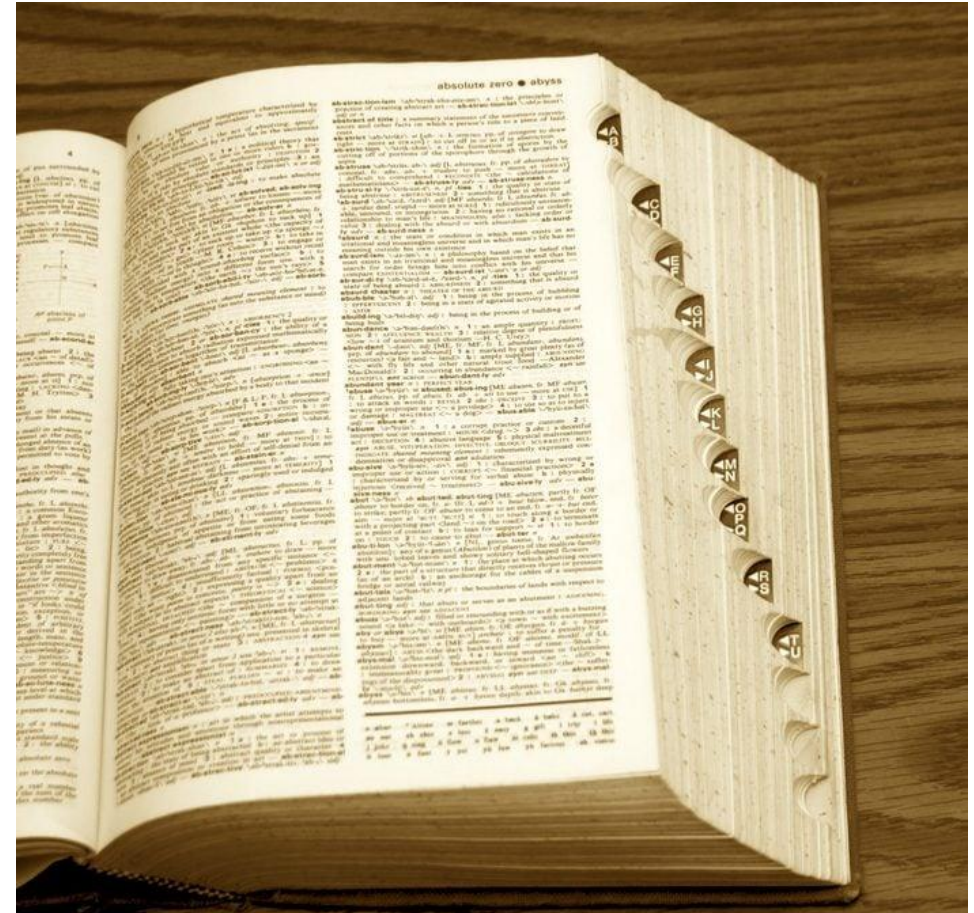




# Definitions & Acronyms

- **PSPS** – Public Safety Power Shutoff
- **CRC** – Community Resource Center
- **HSEEP** – Homeland Security Exercise & Evaluation Program
- **AFN Individuals** - Individuals having access and functional needs may include, but are not limited to, individuals with disabilities, seniors, and populations having limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency.

*Full Acronym list can be found in the Exercise Plan and Participant Guide*



# Administrative Remarks

- Safety and emergency information
- Restrooms
- Cell phone etiquette
- Breaks in between activities
- Parking Lot



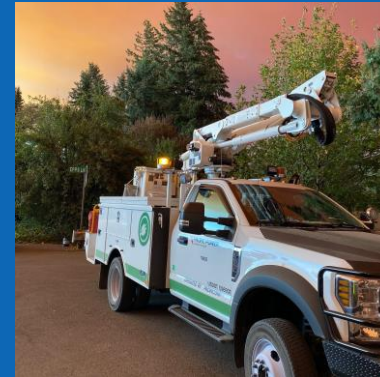
# Questions?

# Siskiyou County

## Public Safety Power Shutoff

### Functional Exercise

May 15-18, 2023



Date	Meeting Name	Time	Audience	Link
15-May	MAIN CHANNEL	09:00-11:00	All	<a href="#">Main Exercise Meeting</a>
15-May	JIS coordination call	10:00-10:30	JIS team (PIO, RBM, Cust Svc, Regulatory)	<a href="#">JIS Coordination Teams Call</a>
15-May	Cooperators Call	10:15-10:45	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	<a href="#">Cooperators Meeting Teams Call</a>
15-May	PSPS State Executive Briefing	10:30-11:00	ECC Manager, CPUC, CalOES	<a href="#">State Executive Teams Call</a>
15-May	ECC Coordination Call	10:45-11:00	All	<a href="#">Main Exercise Meeting</a>
16-May	MAIN CHANNEL	09:00-11:00	All	<a href="#">Main Exercise Meeting</a>
16-May	JIS coordination call	09:30-10:00	JIS team (PIO, RBM, Cust Svc, Regulatory)	<a href="#">JIS Coordination Teams Call</a>
16-May	Cooperators Call	09:45-10:15	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	<a href="#">Cooperators Meeting Teams Call</a>
16-May	PSPS State Executive Briefing		ECC Manager, CPUC, CalOES	SIMULATE - verbalize on main channel
16-May	Updated Cooperators call	10:30-11:00	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	<a href="#">Cooperators Meeting Teams Call</a>
16-May	ECC Coordination Call	10:45-11:00	All	<a href="#">Main Exercise Meeting</a>
17-May	MAIN CHANNEL	09:00-11:00	All	<a href="#">Main Exercise Meeting</a>
17-May	JIS coordination call	09:30-10:00	JIS team (PIO, RBM, Cust Svc, Regulatory)	<a href="#">Cooperators Meeting Teams Call</a>
17-May	Cooperators Call	09:45-10:15	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep.	<a href="#">JIS Coordination Teams Call</a>
17-May	PSPS State Executive Briefing		ECC Manager, CPUC, CalOES	SIMULATE - verbalize on main channel
17-May	ECC Coordination Call	10:45-11:00		<a href="#">Main Exercise Meeting</a>
18-May	MAIN CHANNEL	09:00-11:00	All	<a href="#">Main Exercise Meeting</a>
18-May	JIS coordination call		JIS team (PIO, RBM, Cust Svc, Regulatory)	SIMULATE - verbalize on main channel
18-May	Cooperators Call		ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep.	SIMULATE - verbalize on main channel
18-May	PSPS State Executive Briefing		ECC Manager, CPUC, CalOES	SIMULATE - verbalize on main channel
17-May	ECC Coordination Call	10:45-11:00	All	<a href="#">Main Exercise Meeting</a>

# Exercise Overview

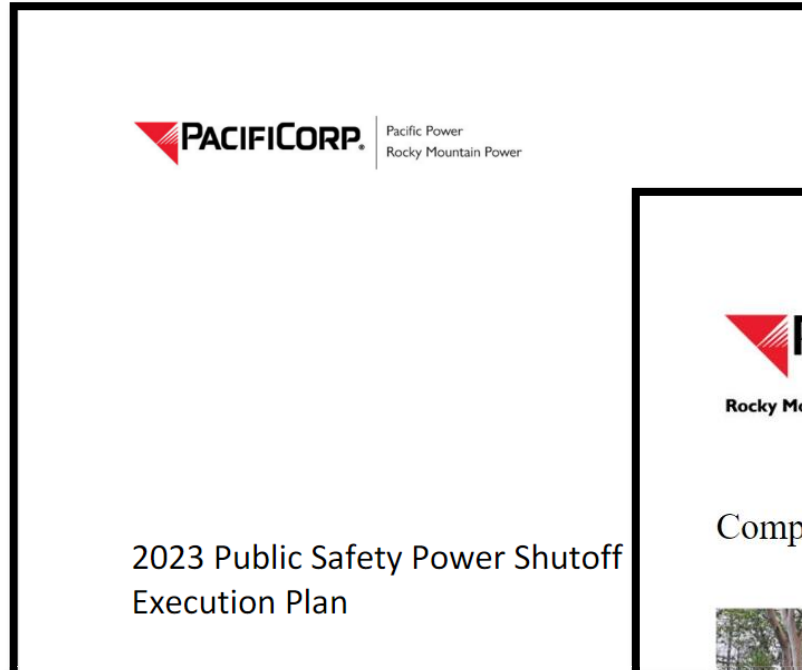


# Exercise Objectives

Exercise Objective	Core Capability
Ensure communications channels are viable during PSPS event	Public Information and Warning
Evaluate AFN/MBL customer notification process to include in person notification	Public Information and Warning
Validate PSPS process with partners and identify any gaps	Operational Coordination

# Exercise Resources

- ExPlan
- Participant Guide
- PSPS Playbook
- ICS 214
- Emergency Operations/Response Plans and other relevant plans
- Meeting and communication channels



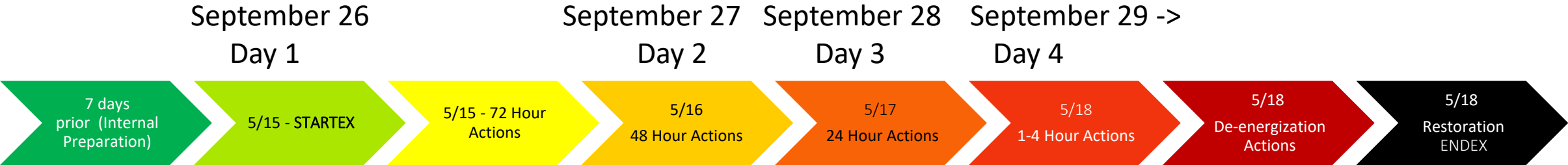
ACTIVITY LOG (ICS 214)			
1. Incident Name:		2. Operational Period:	3. Name:
		Date From: Date Time From: HHMM	Date To: Date Time To: HHMM
		4. ICS Position:	5. Home Agency (and Unit):
6. Resources Assigned:			
Name	ICS Position	Home Agency (and Unit)	
7. Activity Log:			
Date/Time	Notable Activities		

# Exercise Guidelines

- This is an open no-fault environment - varying viewpoints, even disagreements, are expected
  - Base your responses on existing plans, policies, procedures, capabilities, and resources
  - Please assume the exercise scenario is plausible, and events occur as they are presented
  - Decisions are not precedent setting; consider different approaches and suggest improvements
  - Participant agencies may need to balance exercise play with real world emergencies
  - Communication and Coordination is limited to participating exercise organizations, venues and communication methods
- Improvement will come from your input.
- ICS 214 to capture actions/thoughts
  - Review plan as exercise progresses looking for holes
  - Surveys will be provided, please make notes and return to Emergency Management at the end of the event



# Exercise Timeline



# START EX

# Documentation and Responsibilities

- All communication to players begins with:

**“This is an exercise”**

**“Exercise Exercise Exercise”**

# Module 1

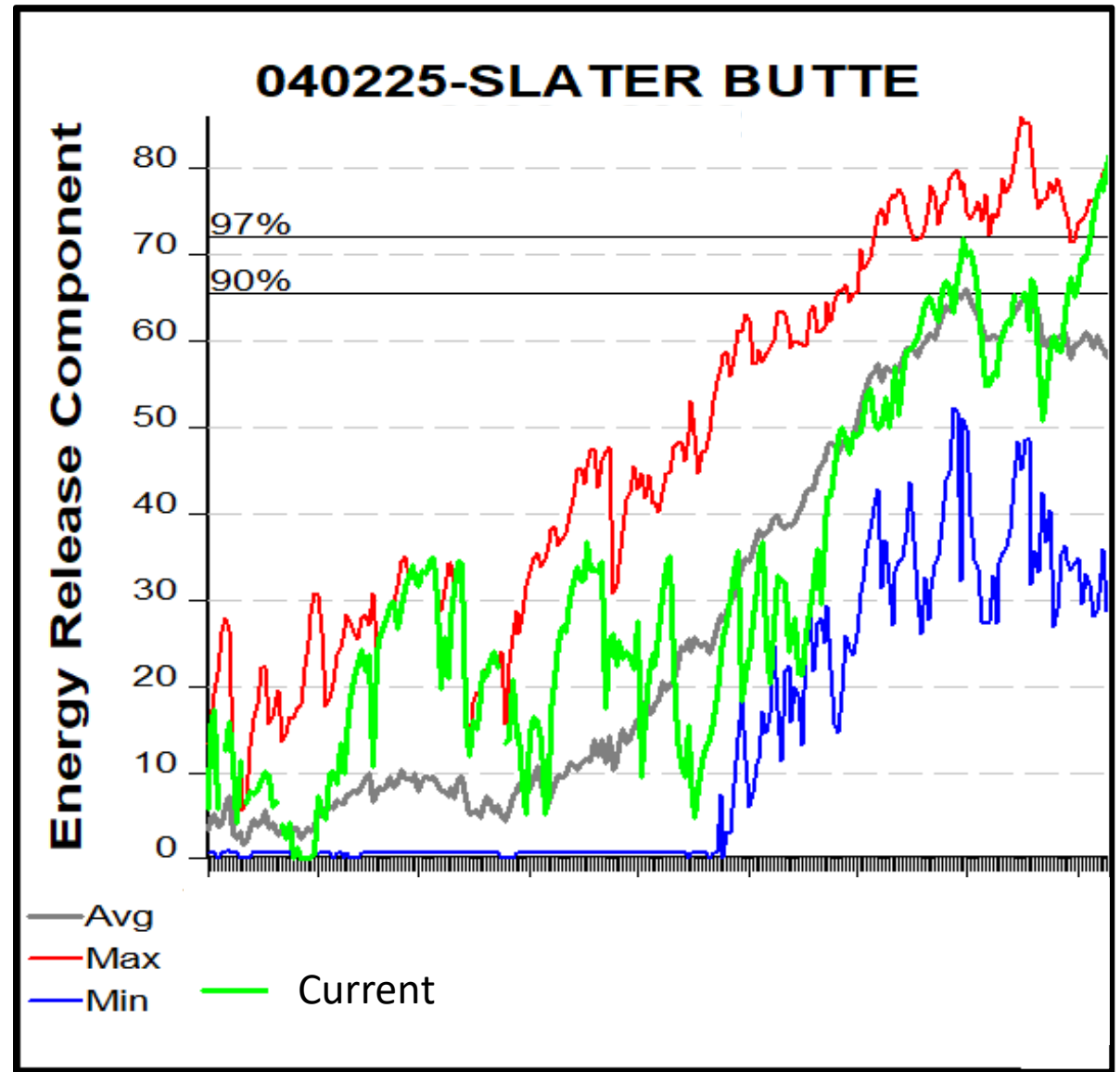
# Event Notification

September 26, 2023, 9:20 am

# Meteorology Briefing

## Fuels and Fire Weather Discussion

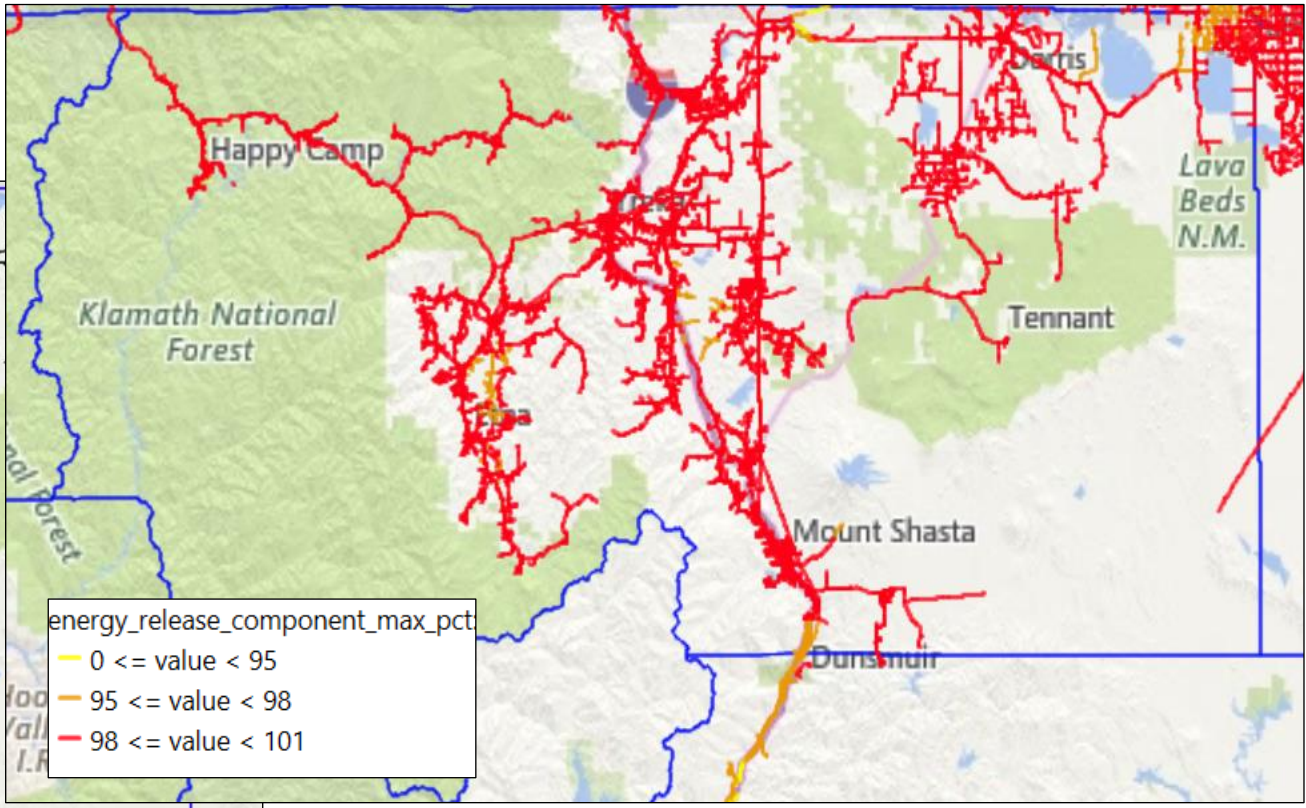
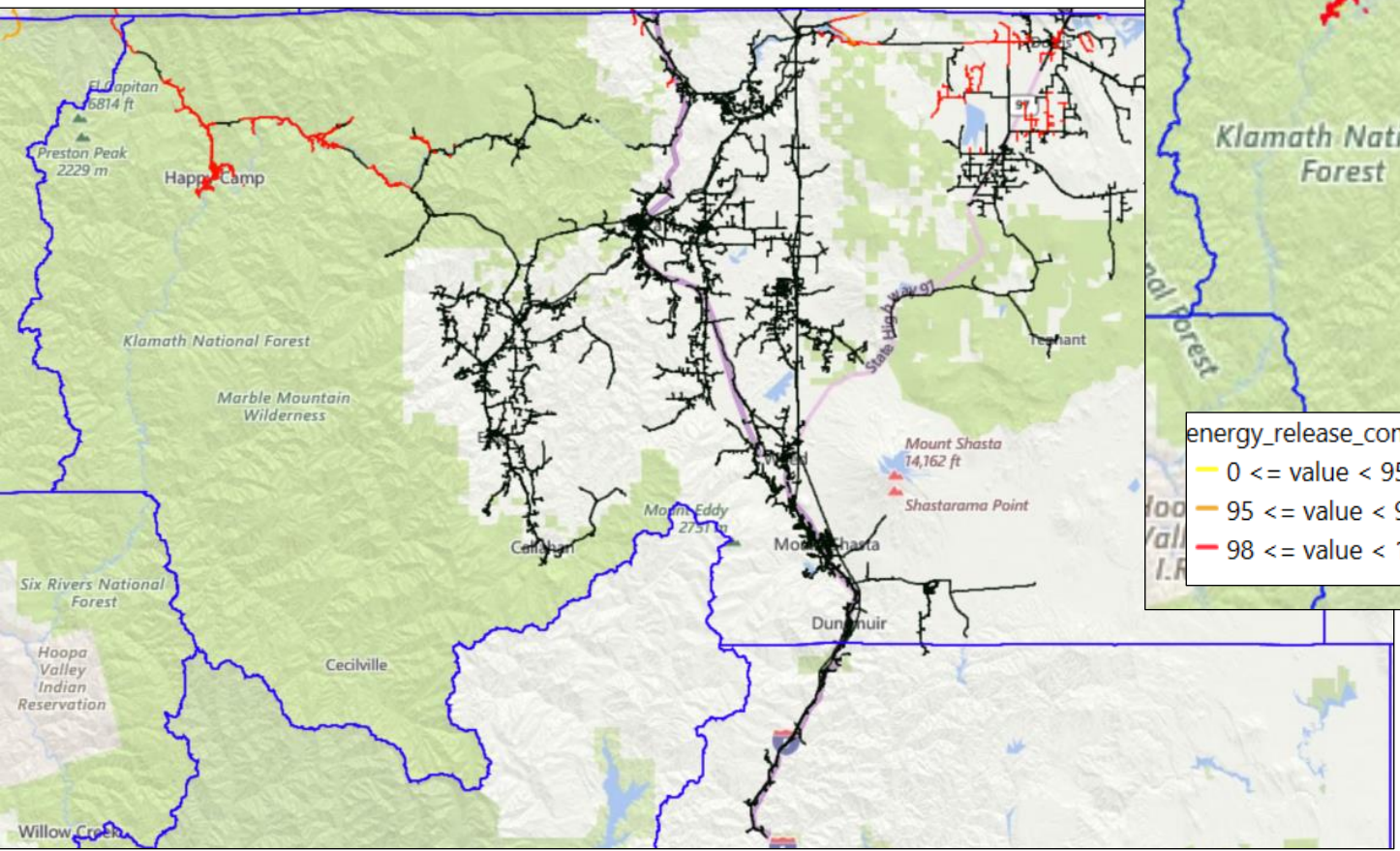
- Fuels in the Yreka District are critically dry and Energy Release Component (ERC) is at record levels.
- During windy weather, any new ignition will be difficult to control, with rapid rates of spread and extreme fire behavior possible.
- A Fuels and Fire Behavior Advisory has been issued by the Geographical Area Coordination Center (GACC) for Siskiyou County.
- Computer models are showing a period of potentially strong, dry gusty winds and low relative humidity (RH) during this period.



# Fuels Discussion

## Energy Release Component (ERC)

### Light Fuels – 1 and 10 hour fuels



**PSPS Watch**

PSPS Warning

PSPS Execution

# Situation Brief

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>										
Crescent City Area	Crescent City	Green	Orange				Green	Orange	Green	Orange
Yreka Area	Mt. Shasta	Green	Orange				Green	Orange	Yellow	Red
	Yreka	Green	Orange				Green	Orange	Yellow	Red

**WEATHER-RELATED OUTAGE POTENTIAL (Wx)**

**OUTAGE POTENTIAL**

- Red: Widespread Outages with Extended Restoration
- Orange: Scattered to Widespread Outages
- Yellow: Isolated to Scattered Outages
- Green: No System Impacts Expected

**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

**WILDFIRE RISK (F)**

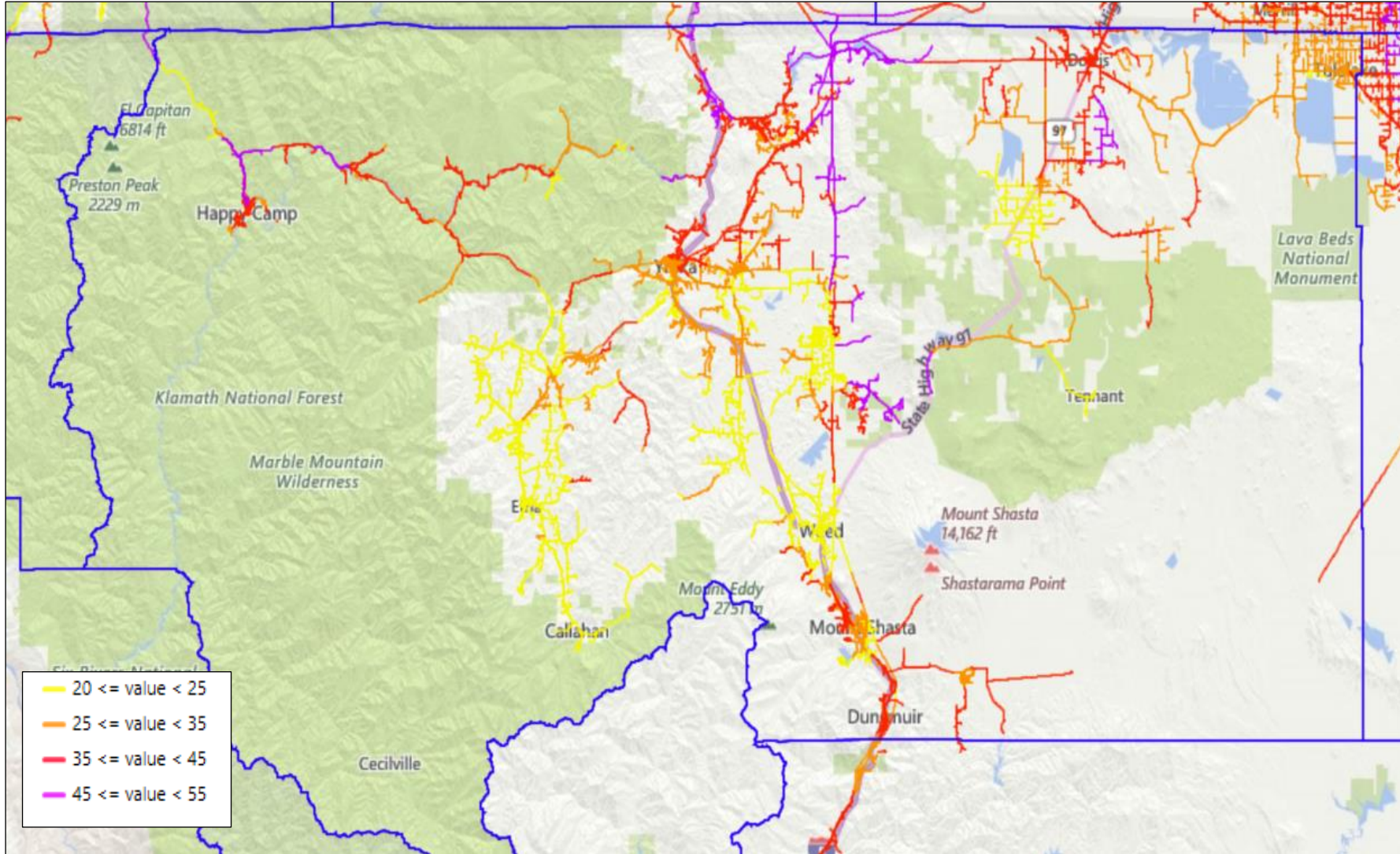
- Red: Extreme (Windy & Dry with Gusts  $\geq$  95th percentile)
- Orange: Significant (Windy & Dry *OR* Hot & Dry with Very Dry)
- Yellow: Elevated (Dry Fuels and Dry Weather)
- Green: Low

## Fire Weather and Fuels

- ERC is at record levels and PacifiCorp's FPI (in testing) is extreme.
- A high risk due to strong winds has been issued by the GACC's 7-day significant fire potential shows a high risk due to strong winds.
- Wind: Strong NE winds could potentially gust to 55+ mph, with scattered to widespread outages possible.
- Excessive Heat: Morning lows and daytime highs will be 15-20 degrees above normal, with poor overnight relative humidity recovery.

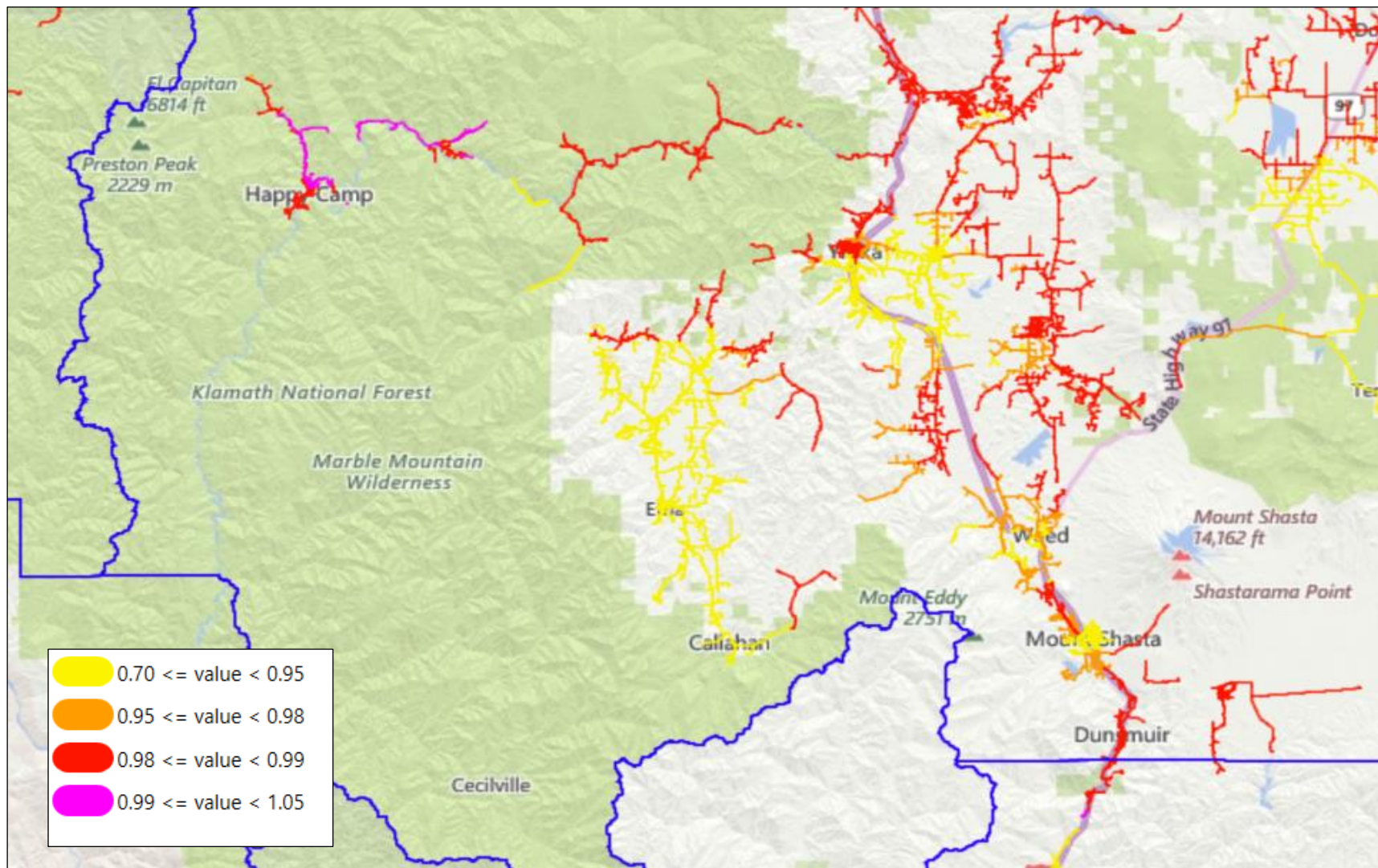


# 72-hr Forecast – Wind Gusts



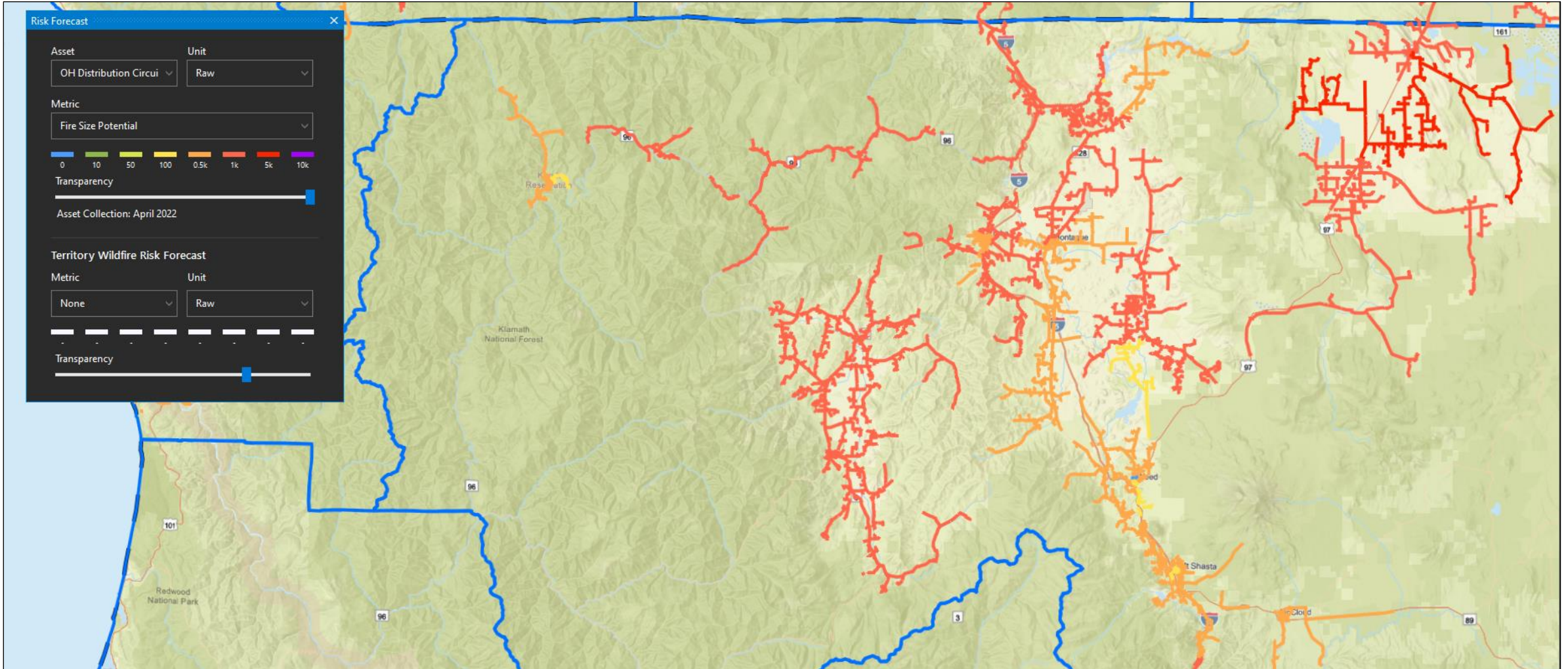
**Forecasted Wind Gusts:**  
Happy Camp: 45-55 mph  
Dunsmuir: 35-45 mph  
Hornbrook: 45-55 mph

# 72-hr Forecast- Wind Gust Percentiles



Wind gust percentiles above the 95<sup>th</sup> expected for many circuits across Siskiyou County on

# 72-hour Forecast - Technosylva Fire Size Potential



# Affected Circuits – Phase 1

## Happy Camp

5G16 (601)

5G14 (49)

## Hornbrook

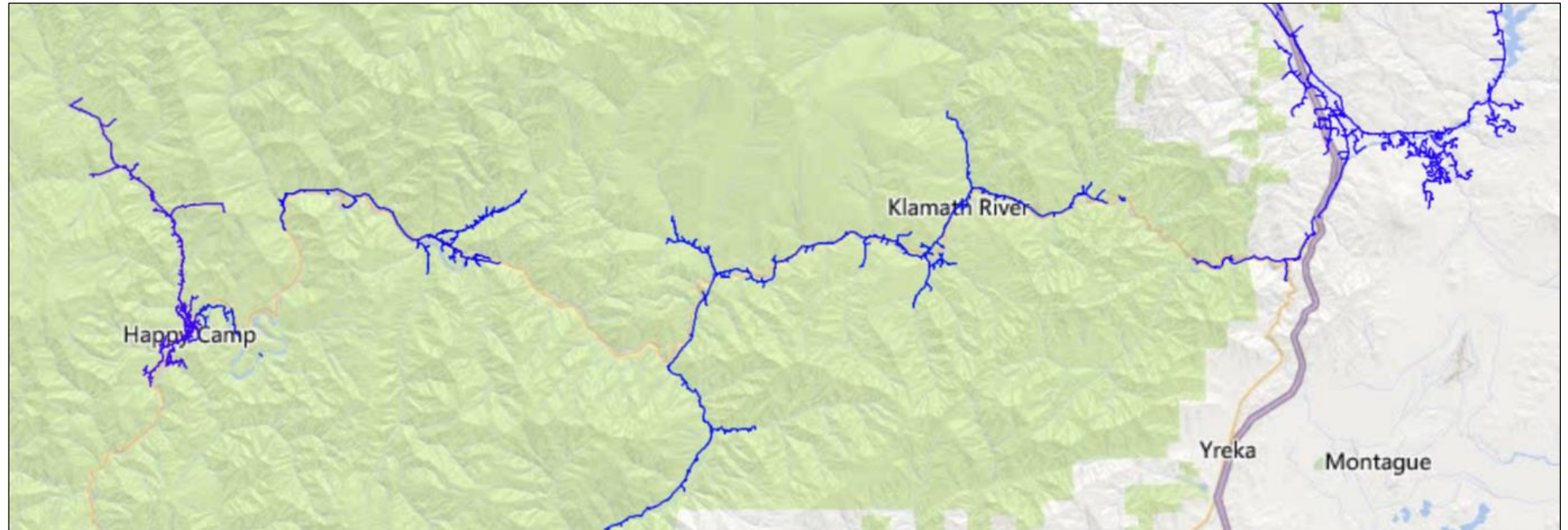
5G19 (856)

## Scott Bar

5G40 (238)

## Seiad

5G39 (239)



1,983 Customers

Real world date/time: May 15, 2023, 9:35 am

Exercise date/time: September 26, 2023, 10:15 am

# Start Actions

Real world date/time: May 15, 2023, 9:45 am

Exercise date/time: September 26, 2023, 10:15 am

# Pacific Power ECC Activated

Real world date/time: May 15, 2023, 10:20 am  
Exercise date/time: September 26, 2023, 2:00 pm

# CalOES Executive Briefing

Real world date/time: May 15, 2023, 10:30 am

Exercise date/time: September 26, 2023, 5:00 pm

# ECC Coordination Call



Real world date/time: May 15, 2023, 10:55 am

Exercise date/time: September 26, 2023, 7:00 pm

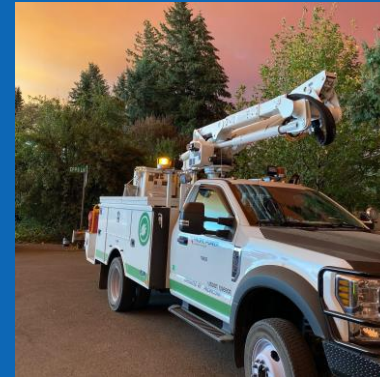
# PAUSE EX

# Siskiyou County

## Public Safety Power Shutoff

### Functional Exercise

May 15-18, 2023



Real world date/time: May 16, 2023, 9:00 am

Exercise date/time: September 26, 2023, 7:00 am

# RESUME EX

# Module 2

## 48 Hours Prior to Event

# Recap from yesterday

# 48-Hour Forecast

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>										
Crescent City Area	Crescent City	Green	Orange				Green	Orange	Yellow with bird icon	Orange
Yreka Area	Mt. Shasta	Green	Orange				Green	Orange	Yellow with bird icon	Red
	Yreka	Green	Orange				Green	Orange	Yellow with bird icon	Red

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

WILDFIRE RISK (F)

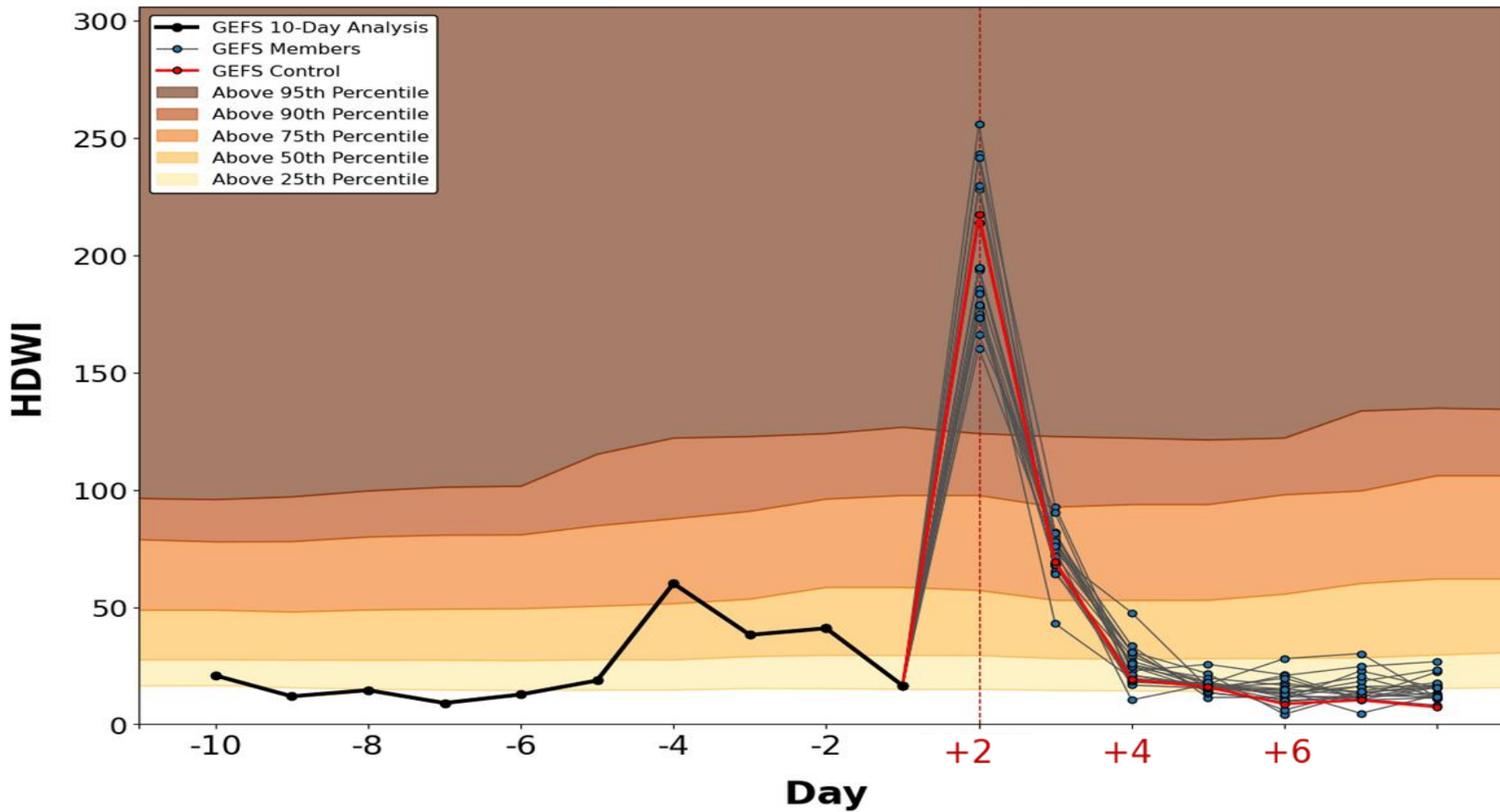
- Extreme (Windy & Dry with Gusts ≥ 95th percentile)
- Significant (Windy & Dry *OR* Hot & Dry with Very Dry)
- Elevated (Dry Fuels and Dry Weather)
- Low

## Fire Weather and Fuels

- ERCs are at record levels and PacifiCorp's FPI (in testing) is extreme.
- The GACC continued to show a high fire potential risk due strong winds.
- The National Weather Service (NWS) has issue Fire Weather Watches for locations in Siskiyou County.
- Wind: Strong NE winds could potentially gust to 55+ mph, with scattered to widespread outages possible between 12-9pm, with the peak expected between 3-5pm..
- Excessive Heat: Morning lows and daytime highs will be 15-20 degrees above normal, with poor overnight relative humidity recovery.

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology



# Affected Circuits – Phase 1

## Happy Camp

5G16 (601)

5G14 (49)

## Hornbrook

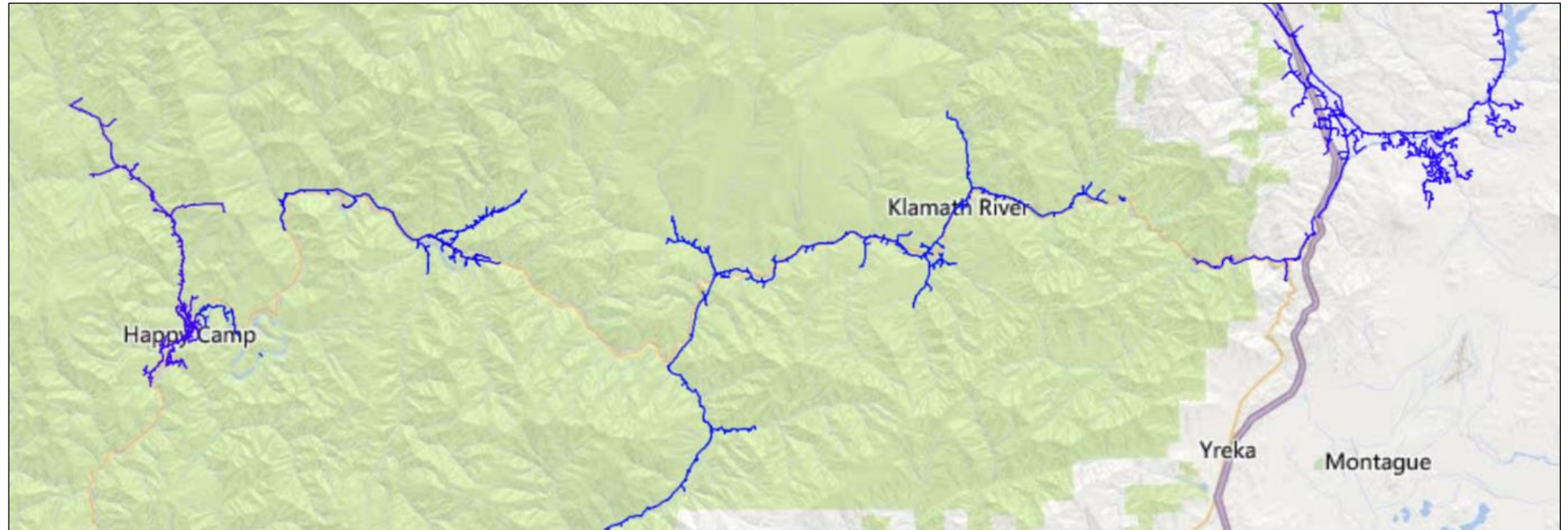
5G19 (856)

## Scott Bar

5G40 (238)

## Seiad

5G39 (239)



1,983 Customers



Real world date/time: May 16, 2023, 9:30 am

Exercise date/time: September 27, 2023, 10:30 am

# JIS Coordination Call

Real world date/time: May 16, 2023, 9:35 am

Exercise date/time: September 27, 2023, 11:00 am

# Mission Control notifications to customers

Real world date/time: May 16, 2023, 9:45 am

Exercise date/time: September 27, 2023, 11:00 am

# Cooperators Call

Real world date/time: May 16, 2023, 9:50 am

Exercise date/time: September 27, 2023, 12:30 pm

# Mission Control: unable to reach 2 MBL customers

Real world date/time: May 16, 2023, 10:15 am  
Exercise date/time: September 27, 2023, 2:00 pm

# CalOES Executive Briefing

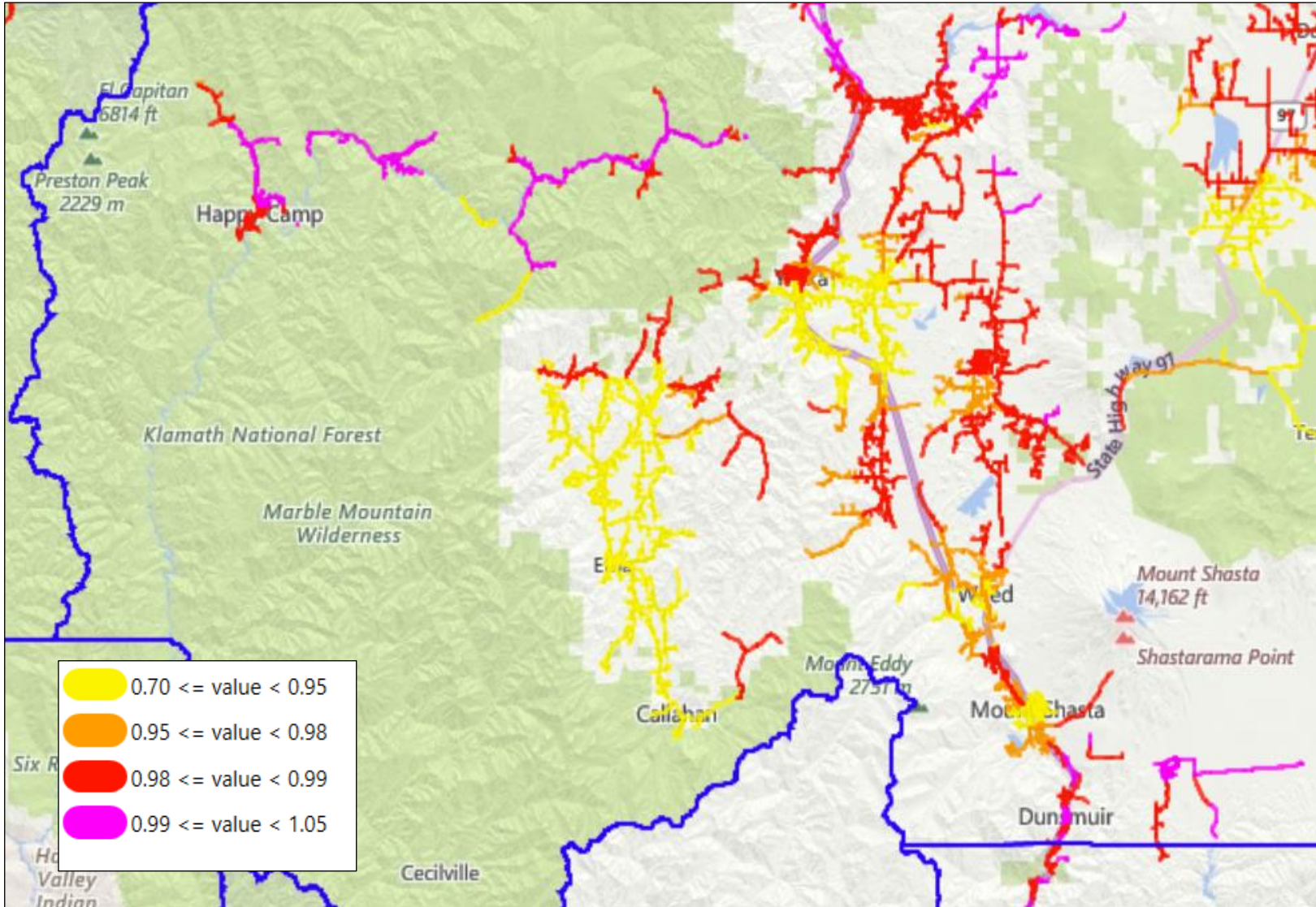
Real world date/time: May 16, 2023, 10:20 am

Exercise date/time: September 27, 2023, 7:00 pm

# Updated Meteorology Briefing

# Updated Meteorology Briefing – September 27 @ 7pm

## Greater Wind Gust Percentiles



- Afternoon model runs are showing an increase in wind gust percentiles for circuits from just north of Yreka towards Happy Camp.
- In addition, higher wind gust percentiles are being forecasted for the Sacramento Canyon, south of Mount Shasta. This will be closely monitored for changes to the potential PSPS over the next 44 hours.

PSPS Watch

PSPS Warning

PSPS Execution

206

Real world date/time: May 16, 2023, 10:45 am

Exercise date/time: September 27, 2023, 8:00 pm

# ECC Coordination Call



# PAUSE EX

# Siskiyou County

## Public Safety Power Shutoff

### Functional Exercise

May 15-18, 2023



# RESUME EX

Real world date/time: May 17, 2023, 9:00 am

Exercise date/time: September 28, 2023, 7:00 am

# Module 3

## 24 Hours Prior to Event

# Recap from yesterday

## Coordination Efforts

- JIS
- Cooperators
- ECC
- State Executive Briefing
- Followed up on 2 MBL customers not reached

## Community Resource Centers

- Happy Camp Senior Center
- Scott Bar Community Center
- Hornbrook Fire Station
- Seiad Valley Fire Station

## Updates

- No safety incidents
- 2 MBL customers unable to be reached
- 7:00 pm weather forecast - indicates increasing winds

# 24-Hour Forecast

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX												
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)												
		Wx	F	CIRC	CUS	Response	Wx	F	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>												
Crescent City Area	Crescent City	Green	Orange				Yellow with W	Orange	Green	Orange	Green	Orange
Yreka Area	Mt. Shasta	Green	Orange				Yellow with W	Red	Green	Orange	Green	Orange
	Yreka	Green	Orange				Yellow with W	Red	Green	Orange	Green	Orange

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

WILDFIRE RISK (F)

- Extreme** (Windy & Dry with Gusts ≥ 95th percentile)
- Significant** (Windy & Dry **OR** Hot & Dry with Very Dry)
- Elevated** (Dry Fuels and Dry Weather)
- Low**

## Fire Weather and Fuels

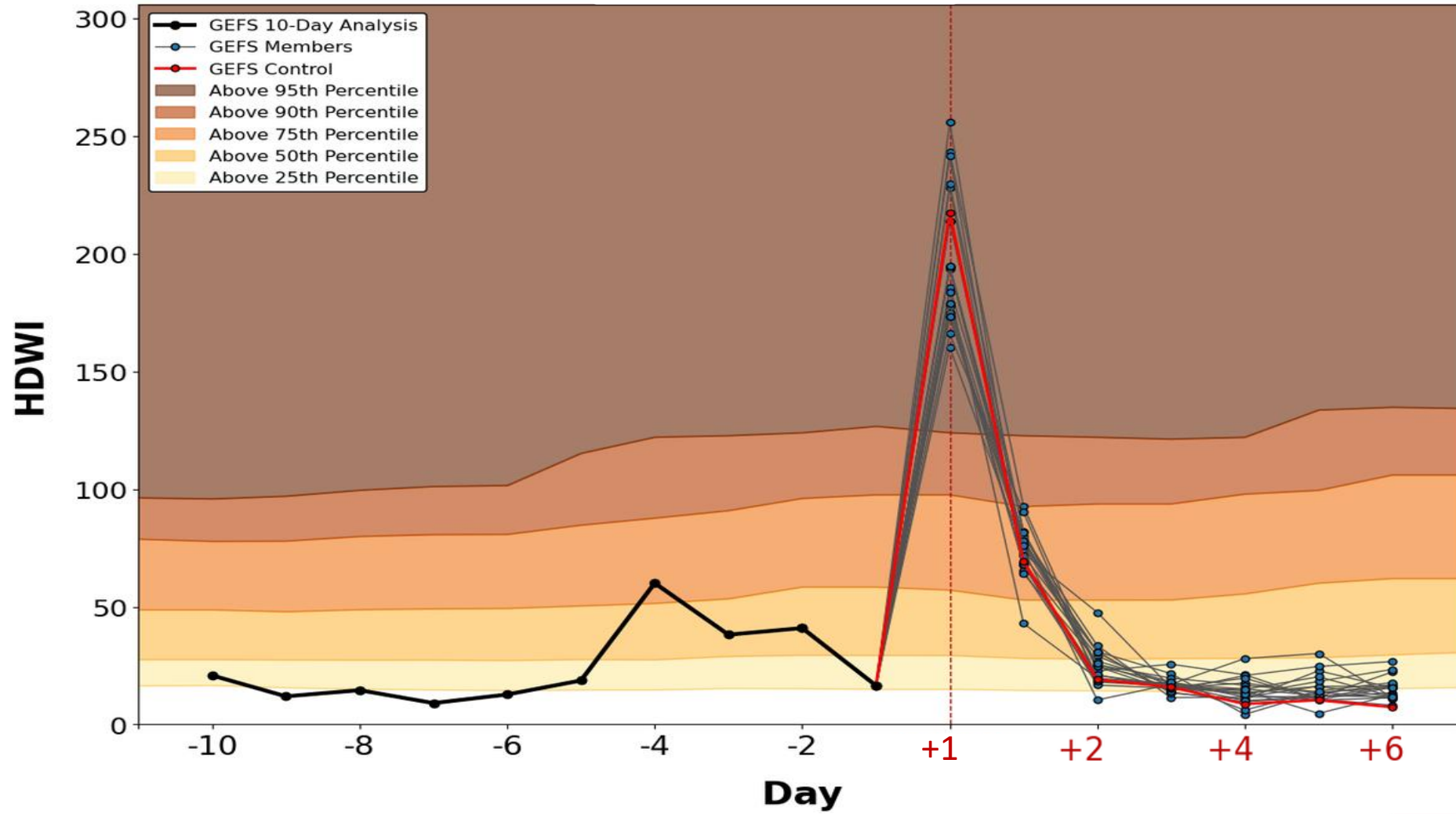
Forecast remains mostly on track with the following changes:

- Fire Weather Watches have been upgraded to Red Flag Warnings.
- Forecast winds continue to show winds eclipsing PSPS thresholds for both locations

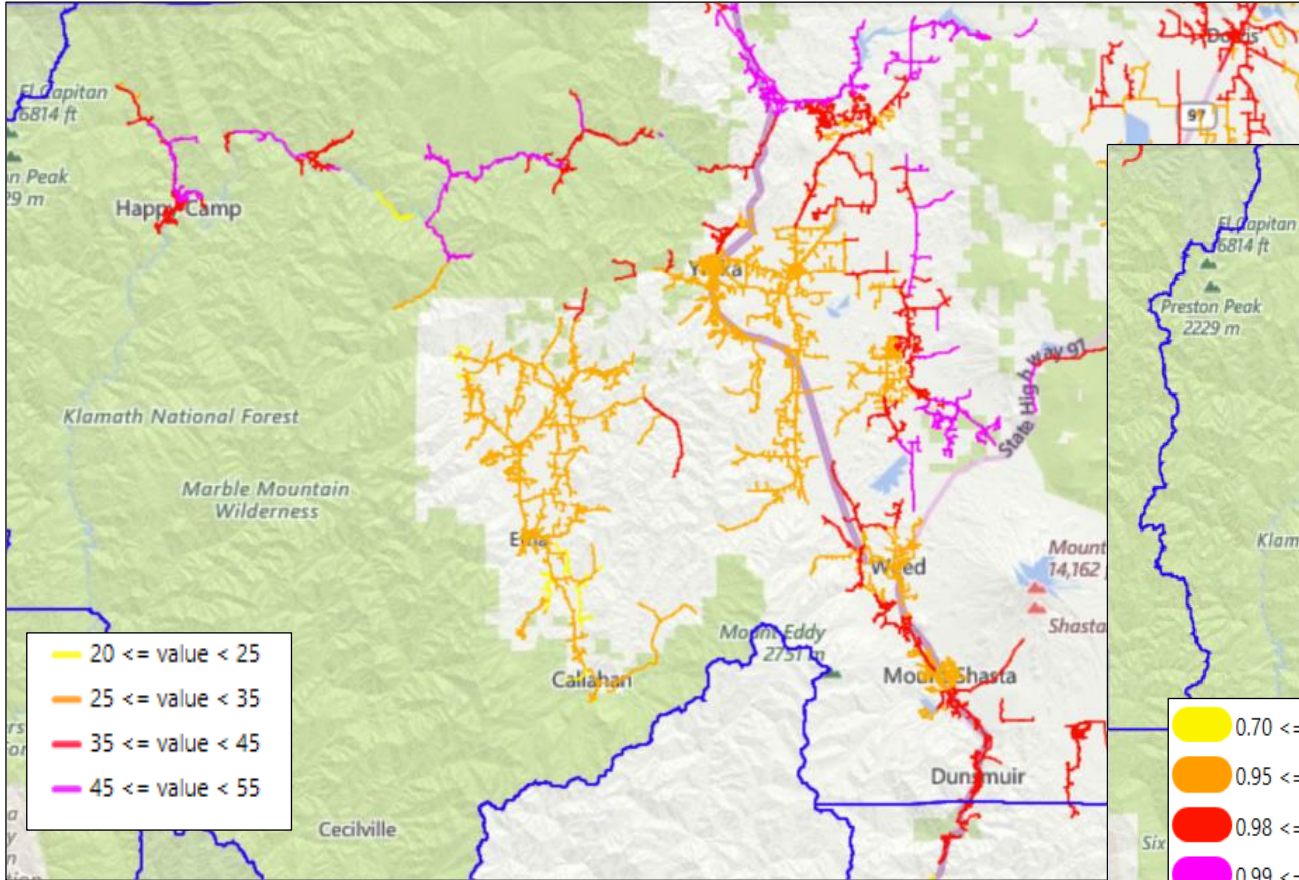
Location	Daytime Highs	Overnight Lows
Yreka	95	70
Mt. Shasta	96	71
Hornbrook	97	70
Dunsmuir	94	70

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology

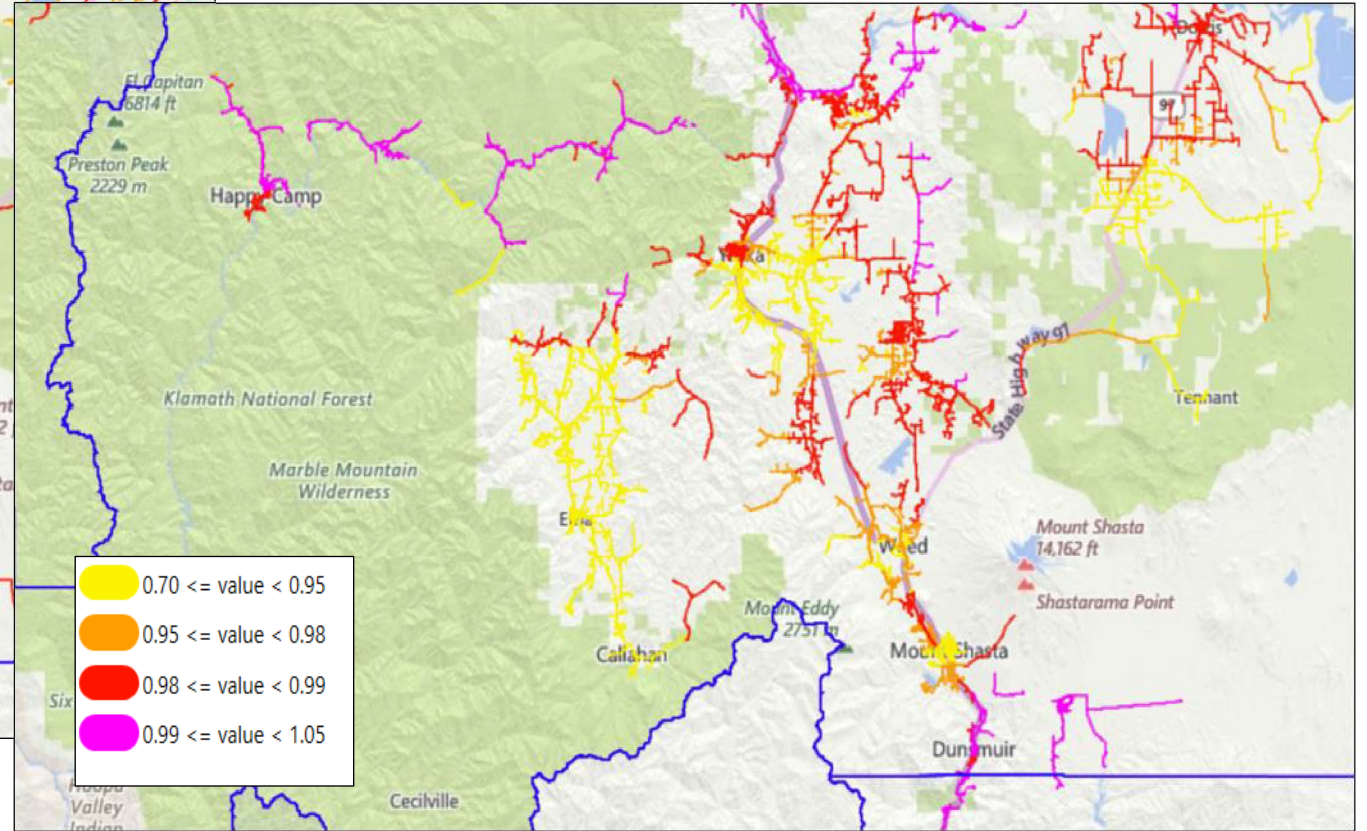


# 24-hr Forecast – Max Wind Gusts and Percentiles



## Forecasted Max Wind Gusts

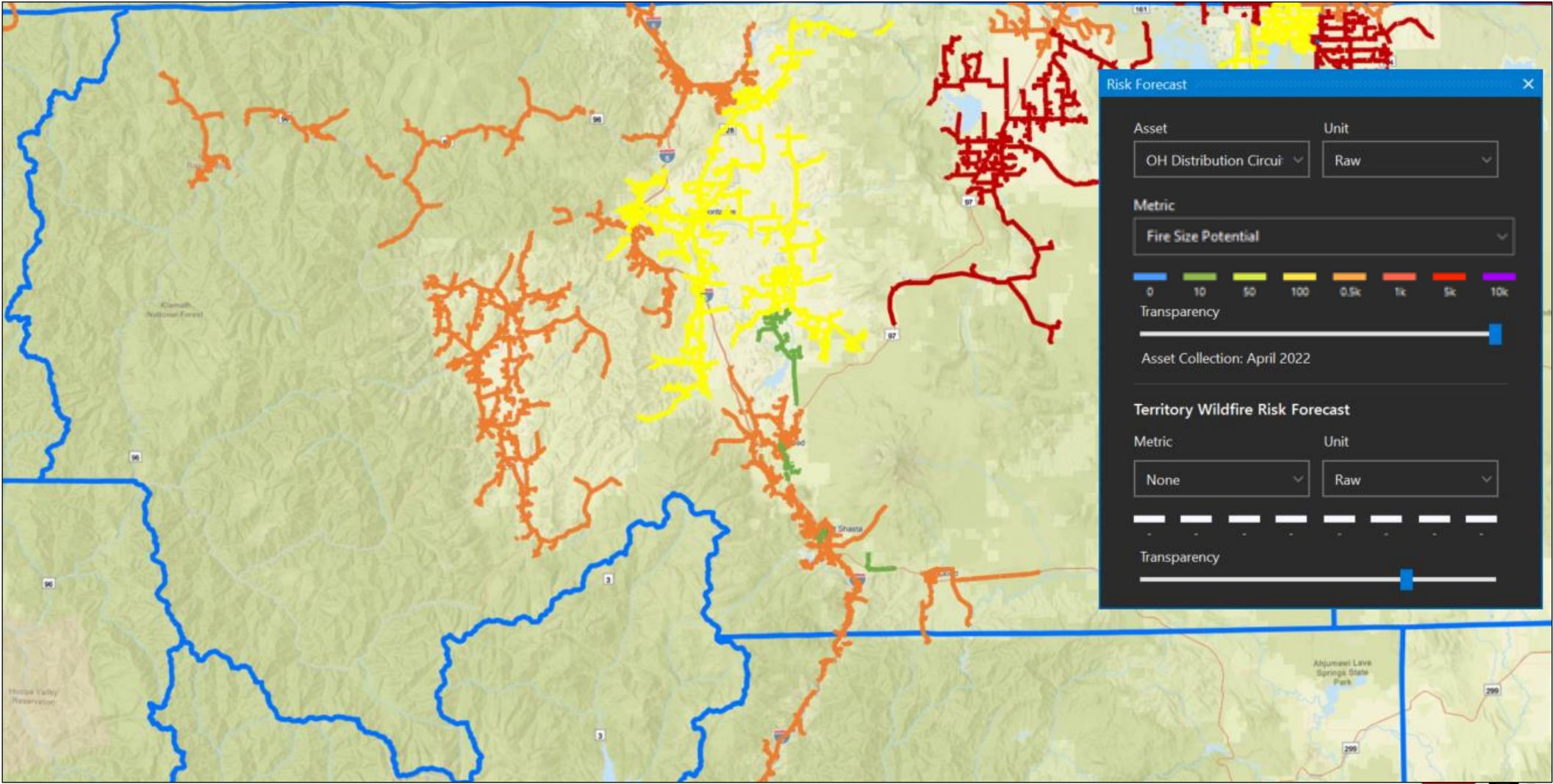
- Happy Camp: 50-55 mph
- Dunsmuir: 45-50 mph
- Hornbrook: 55-60 mph



## Forecasted Max Wind Gust Percentiles



# 24-hr Forecast of Fire Size Potential



Fire size potential has increased from previous forecast runs.

## Additional affected Circuits – Phase II

Dunsmuir

5G69 (521)

7G71 (421)

Nutglade

8G95 (286)

Snowbrush

6G101 (17)

McCloud

5G93 (1034)

Little Shasta

6G25 (232)

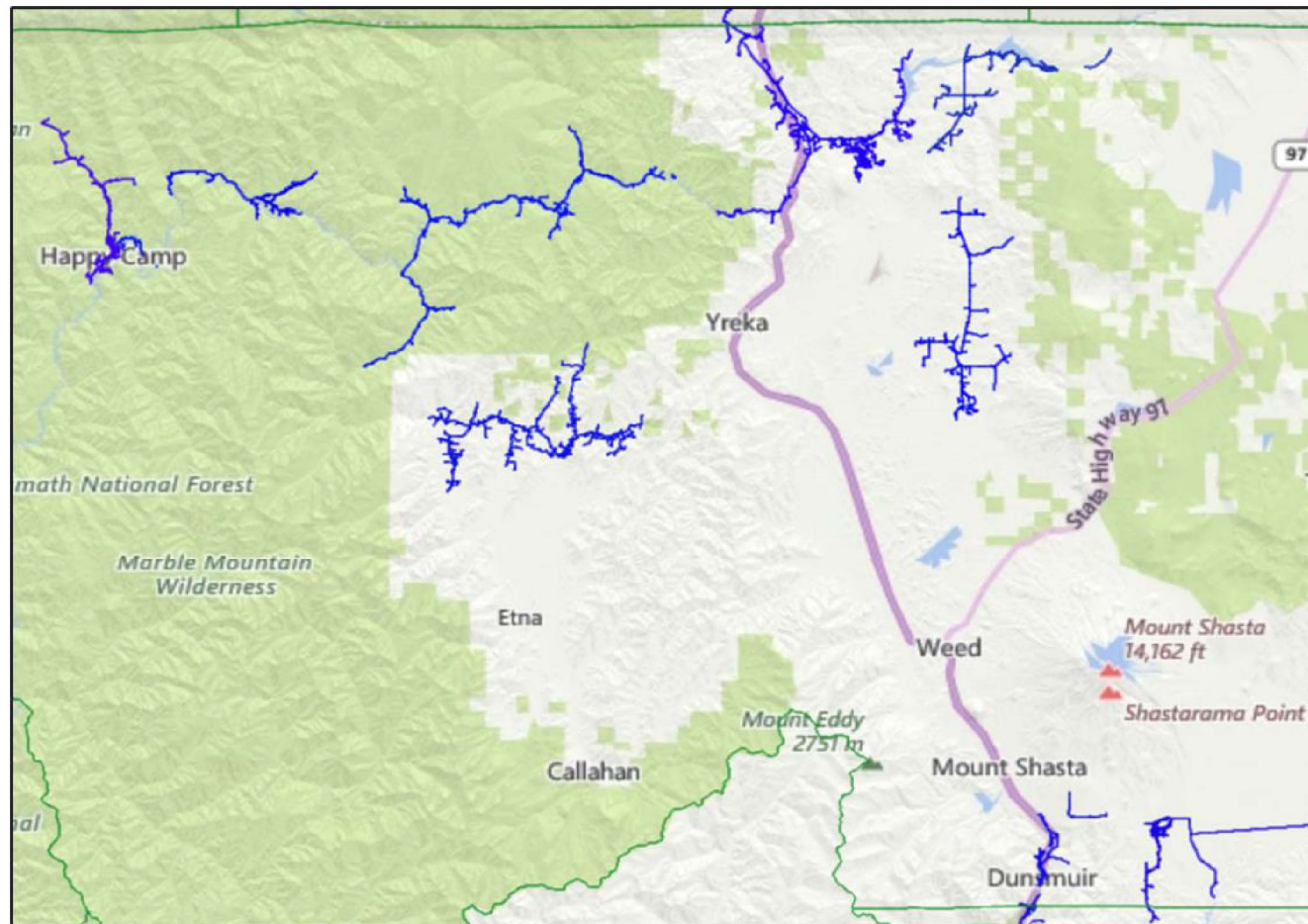
Fort Jones

5G2 (1181)

Copco

5G6 (223)

3,915 Customers



Real world date/time: May 17, 2023, 9:30 am

Exercise date/time: September 28, 2023, 10:30 am

# JIS Coordination Call

Real world date/time: May 17, 2023, 9:45 am

Exercise date/time: September 28, 2023, 11:00 am

# Cooperators Call

Real world date/time: May 17, 2023, 9:40 am

Exercise date/time: September 28, 2023, 10:15 am

Line truck broke down while  
responding to patrol circuits  
5G59 and 7G71  
[crew unavailable]

Real world date/time: May 17, 2023, 9:42 am

Exercise date/time: September 28, 2023, 10:25 am

# Critical Facility Generator Test Failure Happy Camp Sanitary

Real world date/time: May 17, 2023, 9:45 am

Exercise date/time: September 28, 2023, 10:30 am

# Mission Control: unable to reach 4 MBL customers

Real world date/time: May 17, 2023, 10:15 am  
Exercise date/time: September 28, 2023, 2:00 pm

# CalOES Executive Briefing



Real world date/time: May 17, 2023, 10:30 am

Exercise date/time: September 28, 2023, 3:00 pm

# Siskiyou County OES and Karuk Tribe Briefing

Real world date/time: May 17, 2023, 10:45 am

Exercise date/time: September 28, 2023, 4:00 pm

# ECC Coordination Call

# PAUSE EX

# Siskiyou County

## Public Safety Power Shutoff

### Functional Exercise

May 15-18, 2023



Real world date/time: May 18, 2023, 9:00 am

Exercise date/time: September 29, 2023, 7:00 am

# RESUME EX

# Recap from yesterday

## Updates

- Expanded area impacting 5, 898 customers
- No safety incidents
- 4 MBL customers unable to be reached, request for personal contact confirmed by OES
- Critical facility and crew resourcing issues

## Coordination Efforts

- JIS
- Cooperators
- ECC
- State Executive Briefing

## Community Resource Centers

- Happy Camp Senior Center
- Scott Bar Community Center
- Hornbrook Fire Station
- Seiad Valley Fire Station
- *Yreka*
- *Dunsmuir Fire Station*
- *McCloud Fire Station*
- *Fort Jones Fire Station*
- *Copco Fire Station*

# Module 4

## Event Initiation to All Clear

Real world date/time: May 18, 2023, 9:05 am

Exercise date/time: September 29, 2023, 10:00 am

# Meteorology Briefing



Real world date/time: May 18, 2023, 9:15 am  
 Exercise date/time: September 29, 2023, 1:45 pm

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX										
WEATHER-RELATED OUTAGE POTENTIAL (Wx) and WILDFIRE RISK (F)										
		Wx	F	CIRC	CUS T	Response	Wx	F	Wx	F
<b>CALIFORNIA DISTRICTS</b>										
Crescent City Area	Crescent City	W	F				W	F	W	F
Yreka Area	Mt. Shasta	W	F				W	F	W	F
	Yreka	W	F				W	F	W	F

## Fire Weather and Weather

- Forecast regarding wind event is on track, with all computer models in excellent agreement with forecasted winds.
- Timing: Winds are expected to increase to between 12-9pm.
- Peak winds expected between 3-5pm when PSPS thresholds will likely be exceeded.

WEATHER-RELATED OUTAGE POTENTIAL (Wx)

**OUTAGE POTENTIAL**

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

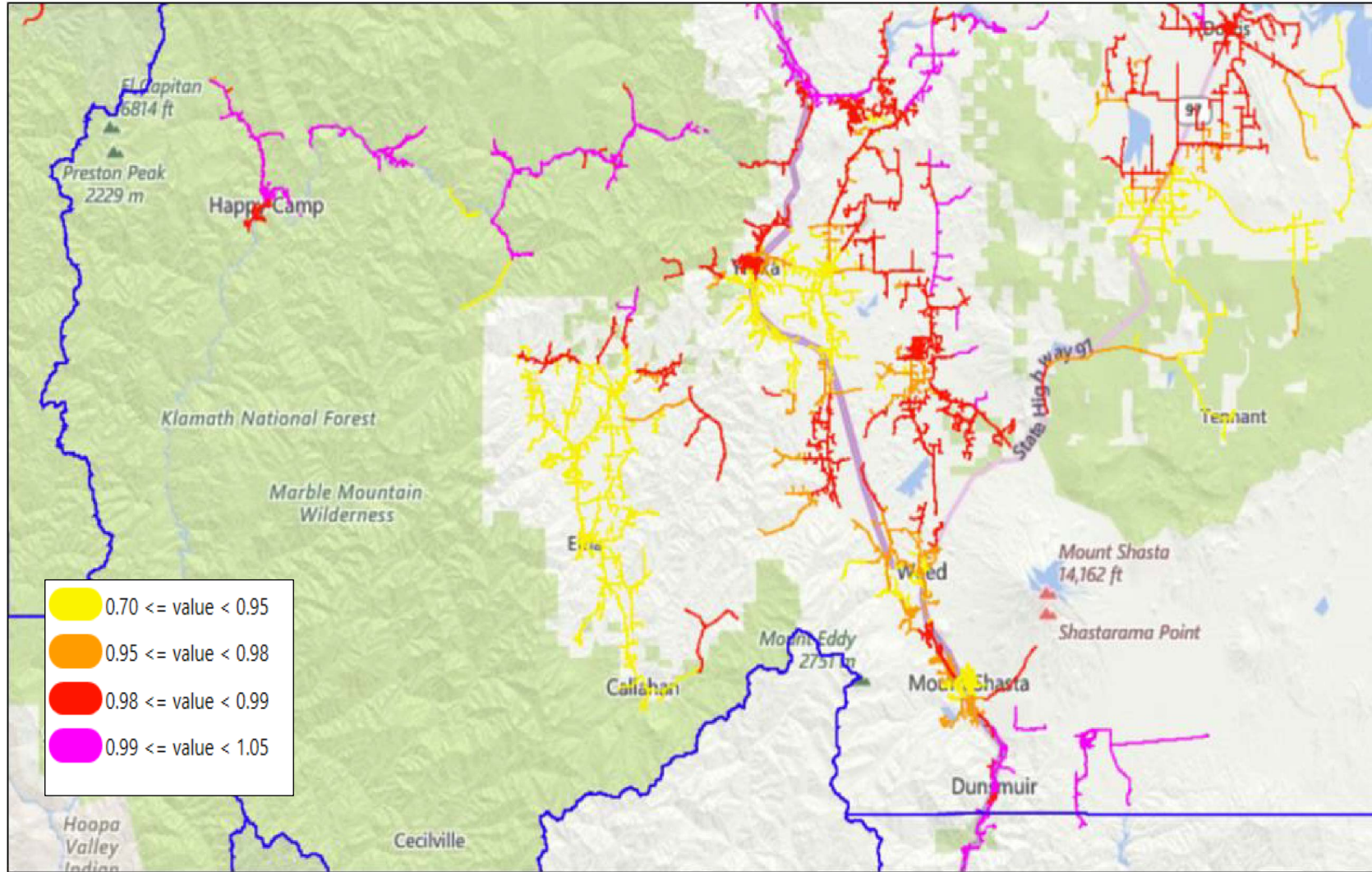
**WEATHER-RELATED HAZARDS**

- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

WILDFIRE RISK (F)

- Extreme (Windy & Dry with Gusts ≥ 95th percentile)
- Significant (Windy & Dry **OR** Hot & Dry with Very Dry)
- Elevated (Dry Fuels and Dry Weather)
- Low

# Morning of PSPS Event – Forecasted Wind Gust Percentiles

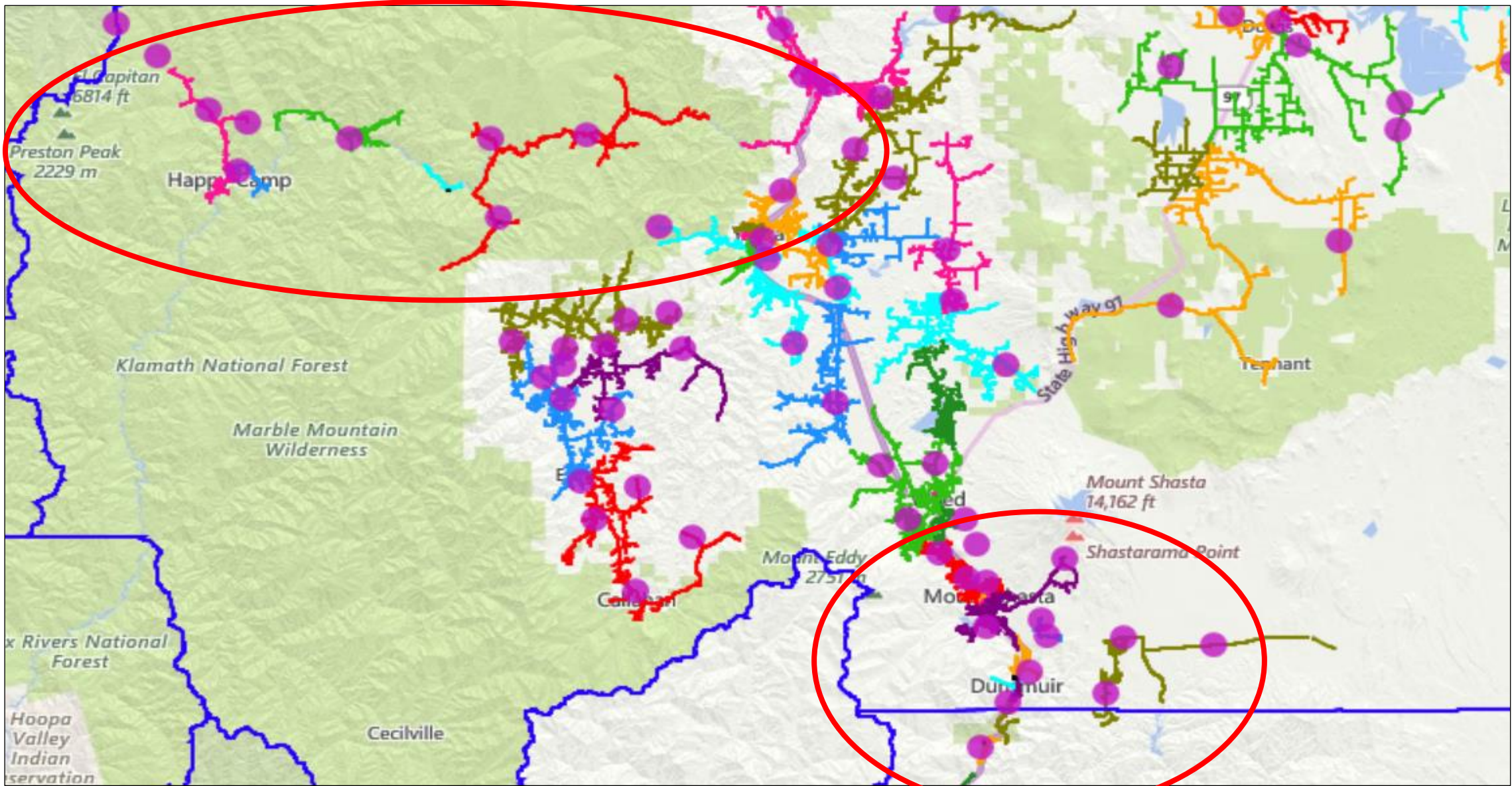


## Forecasted Max Wind Gusts

- Happy Camp: 45-55 mph
- Dunsmuir: 50-55 mph
- Hornbrook: 55-60 mph

## Temperatures

Location	Daytime Highs	Overnight Lows
Yreka	95	70
Mt. Shasta	96	71
Hornbrook	97	70
Dunsmuir	94	70



PSPS Watch

PSPS Warning

**PSPS Execution**

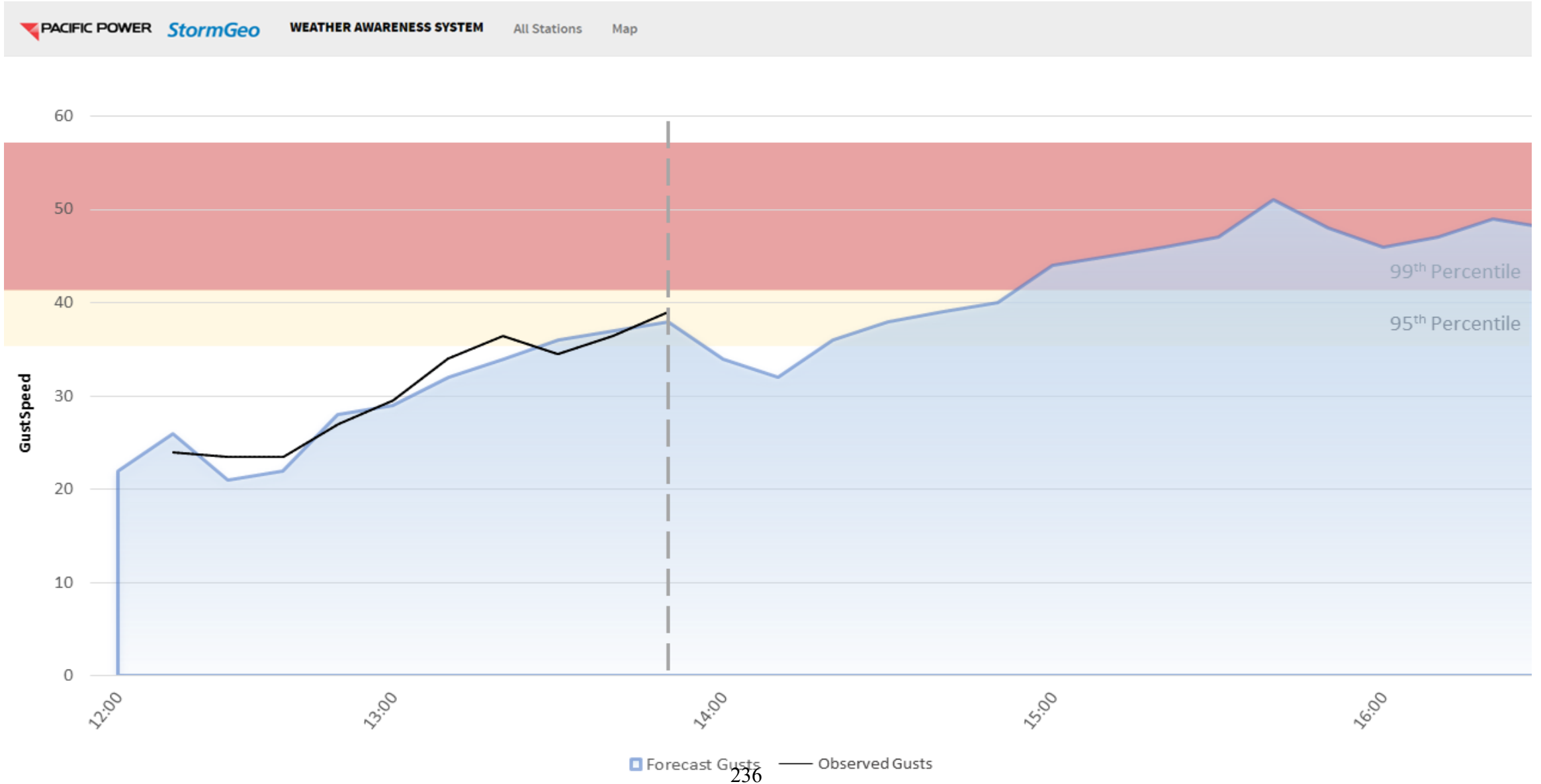
Real world date/time: May 18, 2023, 9:15 am

Exercise date/time: September 29, 2023, 1:45 pm

# Circuits 5G16 and 5G14 nearing thresholds

Real world date/time: May 18, 2023, 9:15 am

Exercise date/time: September 29, 2023, 1:50 pm



Real world date/time: May 18, 2023, 9:20 am

Exercise date/time: September 29, 2023, 1:45 pm

# Review de-energization actions

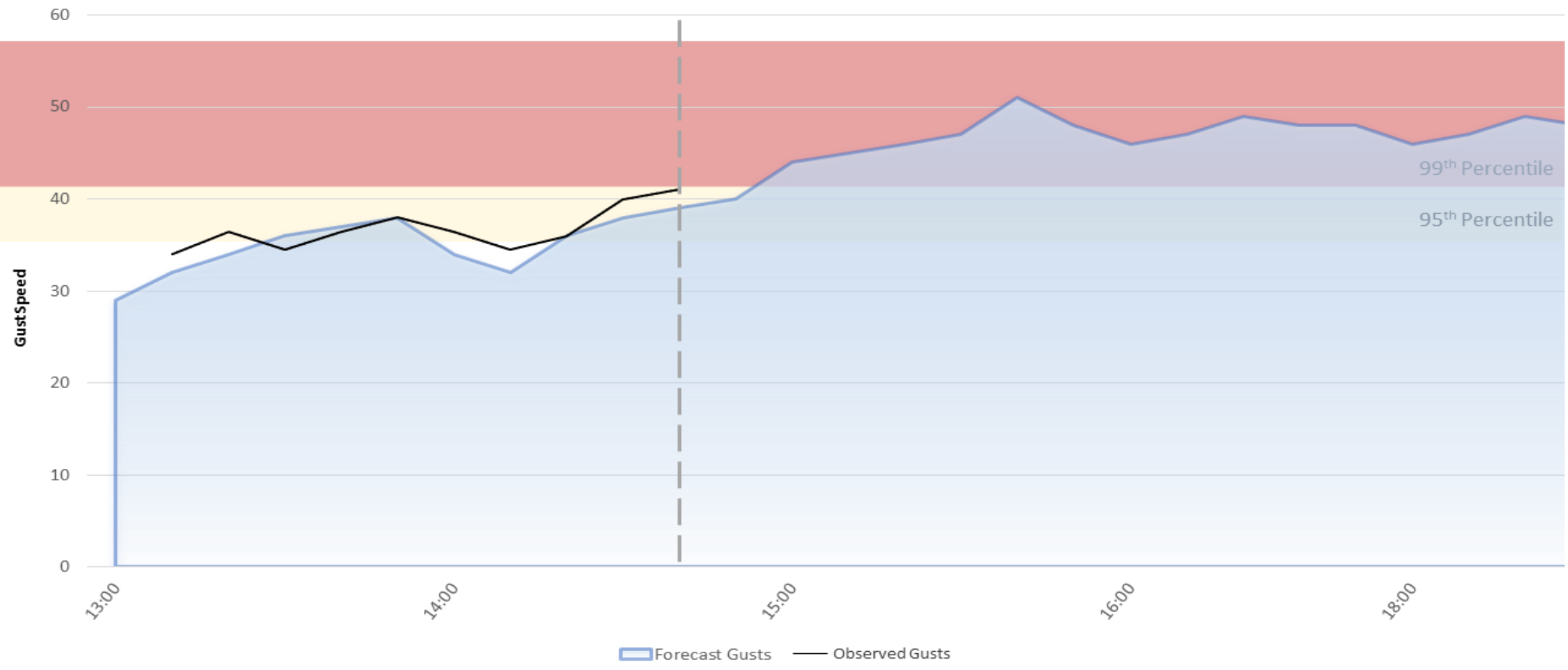
ECC – SVP Power Delivery, Meteorology, ECC Manager

T&D – Field Operations

JIS – Corporate Communications/Mission Control/Regional Business Manager

Regulatory (simulated)

Real world date/time: May 18, 2023, 9:25 am  
Exercise date/time: September 29, 2023, 2:50 pm



Real world date/time: May 18, 2023, 9:30 am

Exercise date/time: September 29, 2023, 2:55 pm

## De-energization:

5G16 Happy Camp, 601 customers

5G14 Happy Camp, 49 customers



Real world date/time: May 18, 2023, 9:35 am

Exercise date/time: September 29, 2023, 3:10 pm

## De-energization:

6G19 Hornbrook, 856 customers

5G40 Scott Bar, 238 customers

5G39 Seiad, 239 customers

Real world date/time: May 18, 2023, 9:40 am

Exercise date/time: September 29, 2023, 3:40 pm

## De-energization:

5G69 Dunsmuir, 521 customers

7G71 Dunsmuir, 421 customers

8G95 Nutglade, 286 customers

Real world date/time: May 18, 2023, 9:45 am

Exercise date/time: September 29, 2023, 4:15 pm

## De-energization:

6G101 Snowbrush, 521 customers

6G25 Little Shasta, 232 customers

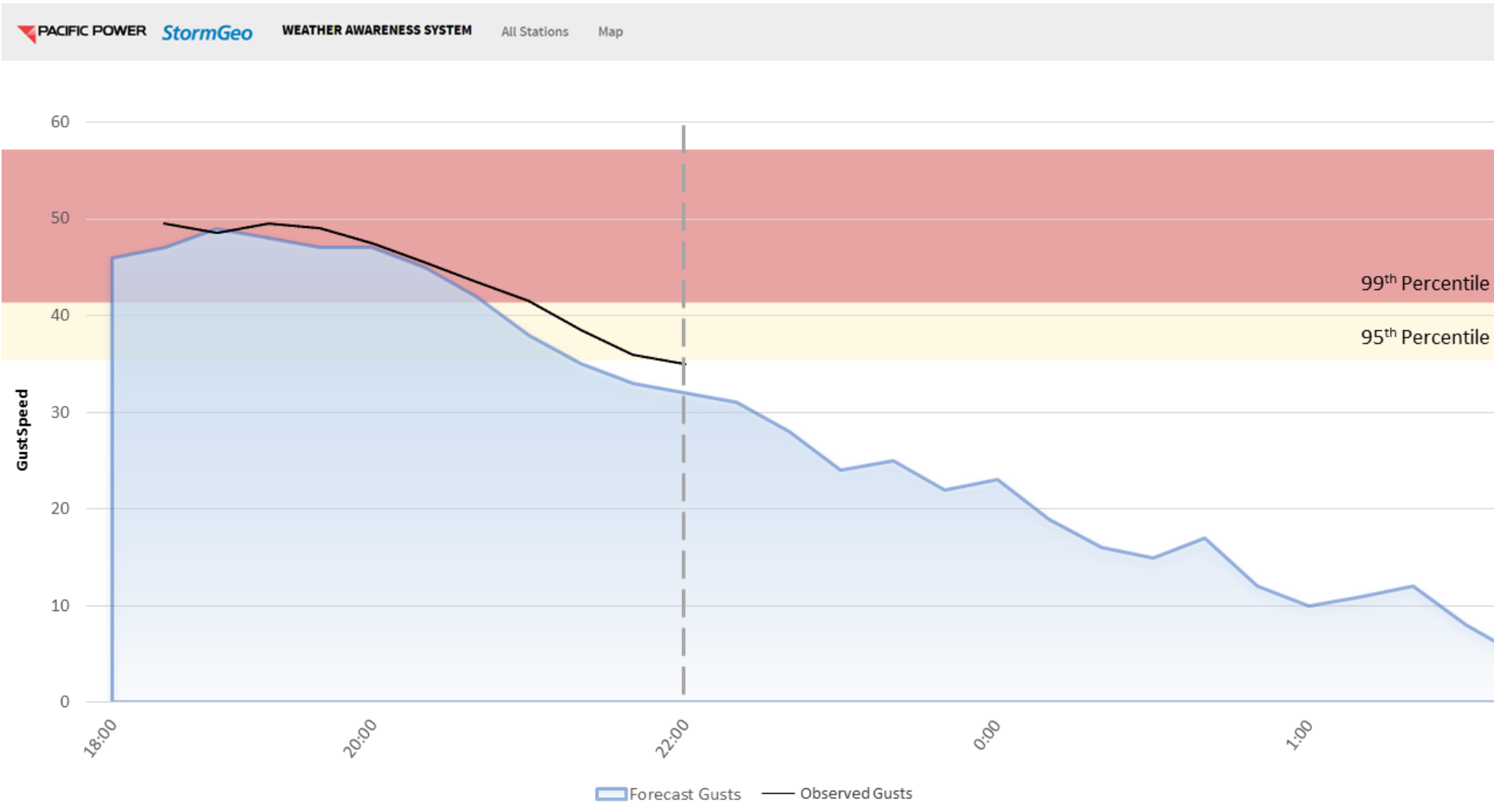
5G6 Copco, 223 customers

Real world date/time: May 18, 2023, 9:50 am

Exercise date/time: September 29, 2023, 10:00 pm

# Winds decreasing

Real world date/time: May 18, 2023, 9:50 am  
Exercise date/time: September 29, 2023, 10:00 pm



- Current trends are showing decreasing winds from weather stations on circuits that have been deenergized

Real world date/time: May 18, 2023, 9:55 am

Exercise date/time: September 29, 2023, 10:00 pm

Circuits NOT de-energized:  
5G93 McCloud, 1034  
5G, Fort Jones, 1181

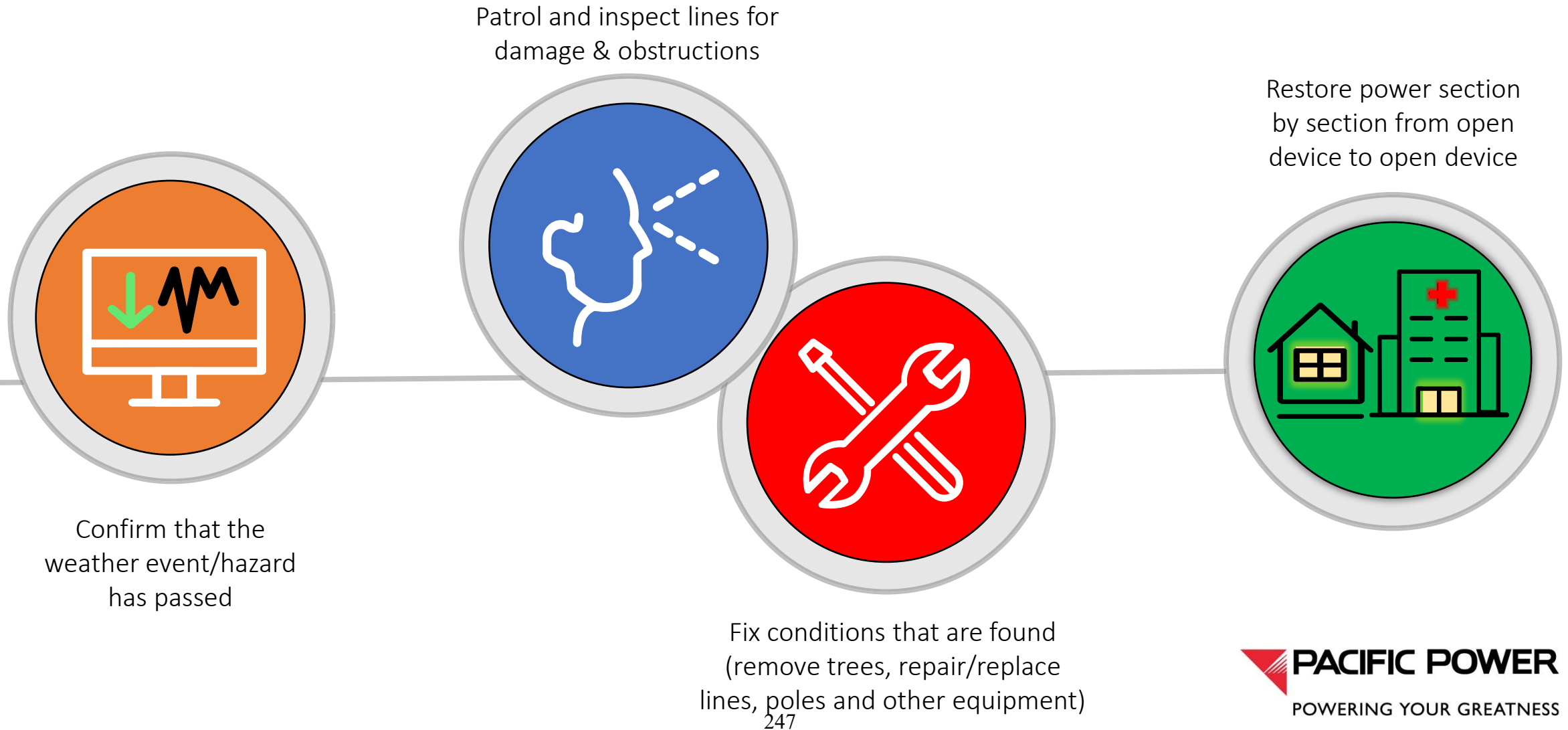
Real world date/time: May 18, 2023, 9:55 am

Exercise date/time: September 30, 2023, 7:00 am

# Module 5

# Restoration

# PSPS Restoration Process





Real world date/time: May 18, 2023, 10:00 am

Exercise date/time: September 30, 3:00pm

# ECC Coordination Call

# End of Scenario

## END EX

**What went well?**

**Areas for improvement?**

**General Comments/Feedback**

# Next Steps

Please complete surveys and any ICS 214 Activity Logs and send to Nora:  
[Eleonore.Yotsov@pacificorp.com](mailto:Eleonore.Yotsov@pacificorp.com)

## Participate in After Action Review

- Review draft After Action Report – May 30
- Attend After Action Meeting – June 5, 10:00am-11:30am
- Final After Action Report – June 30

THANK YOU!



Rocky Mountain Power | Pacific Power

# 2023 Public Safety Power Shutoff (PSPS) Functional Exercise May 15 – 16, 2023 | 9:00 am - 11:00 am daily PARTICIPANT GUIDE

## EXERCISE OVERVIEW

This guide provides a brief overview of the 2023 PSPS Functional exercise. The multi-day Functional Exercise (FE) is planned for two hours of play each day, for a total of eight hours. This is a hybrid exercise and participants are welcome to attend the exercise via the following formats:

- Pacific Power Emergency Coordination Center located in the Portland Control Center (PCC)
- Siskiyou County Emergency Operations Center in Yreka, CA
- Virtually via MS Teams (see meeting schedule in ExPlan for complete listing of meetings)

## SCENARIO

The exercise scenario starts on September 26: Hot and dry weather over the past few weeks, along with typical summertime dryness has led to the further drying of fuels to critical levels, leading to significant to extreme fire risk over much of northern California districts in the service territory. This extreme wildfire risk will coincide with a strong, late season wind event which could attribute to a high outage potential in this simulated event. This extreme wildfire risk combined with the possible high outage potential will lead to a potential PSPS event for Siskiyou County during the exercise.

## EXERCISE RULES

Please refer to the Exercise Plan (ExPlan) for a complete listing of exercise rules, artificialities and logistics:

- Real-world emergency actions take priority over exercise actions.
- All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement **“This is an exercise”** or **“Exercise Exercise Exercise”**

## PARTICIPANT INSTRUCTIONS

Please refer to the ExPlan for a complete list of instructions and responsibilities.

- Familiarize yourself with exercise documentation and your specific plans related to the scenario.
- Sign into appropriate format (chat function in MS Teams or sign in roster at home location).
- If participating on MS Teams:
  - Keep audio muted and unmute yourself to speak.
  - Use the hand raise function or chat box to participate during presentations.

## GENERAL EXERCISE AND MEETING SCHEDULE

Day 1	Personnel	Activity	Location
May 12th, 2023 11:00	Controllers, evaluators, and exercise staff	Controller and Evaluator Briefing	Virtual/home locations
May 10th, 2023 All Day	All	Participant Registration	Virtual/home locations
Days 2 - 4	Personnel	Activity	Location
May 15th, 2023 08:30	Controllers and exercise staff	Check-in for final instructions and communications check	Virtual/home locations
May 15th, 2023 09:00	All	Controllers provide player briefs	Virtual/home locations
May 15th – 18th, 2023 09:00	All	Exercise starts	Virtual/home locations
May 15th – 18th, 2023 11:00	All	Exercise ends	Virtual/home locations
Immediately Following the Exercise	All	Venue Hotwashes/turn in all Participant Feedback Forms	Virtual/home locations
Day 5	Personnel	Activity	Location
May 22nd, 2023 10:00	Controllers, evaluators, and elected and appointed officials	Controller and Evaluator After Action Review	Virtual/home locations

## PARTICIPATING ORGANIZATIONS

**Local**

- Siskiyou County Office of Emergency Services
- Shasta County Office of Emergency Services
- Del Norte County Office of Emergency Services
- Siskiyou County Public Health
- Siskiyou County Health and Human Services
- Siskiyou Emergency Medical Services
- Redwood Coast Regional Center
- Far North Regional Center

**Tribal**

- Karuk Tribe
- Hoopa Tribe
- Yurok Tribe

**CBO**

- Redwood Coast and Far North Regional Centers

**State**

- California Utilities Emergency Association (CUEA)
- California Office of Emergency Services (Cal OES)
- California Public Utilities Commission (CPUC)
- California Emergency Medical Services Authority RIII
- California Fire (CalFIRE)

**Private**

- Liberty Utilities
- Southern California Edison
- Pacific Gas and Electric
- AT&T Communications
- Charter Communications
- Frontier Communications
- Frontier Communications
- T-Mobile Communications
- Verizon Wireless
- Siskiyou Telephone
- Lumen

## PACIFICORP/EXERCISE ACRONYMS

AFN	Access and Functional Needs
C/E	Controller/Evaluator
CPUC	California Public Utilities Commission
Cal OES	California Governor’s Office of Emergency Services
CUEA	California Utilities Emergency Association
DOC	Department Operations Center
ECC	Emergency Coordination Center
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
EMS	Emergency Medical Services
EndEx	End of Exercise
EPG	Executive Policy Group
ERP	Emergency Response Plan
ERC	Energy Release Component
ExPlan	Exercise Plan
FE	Functional Exercise
FPI	Fire Potential Index
FSE	Full Scale Exercise
GACC	Geographic Area Coordination Center
GIS	Geographic Information System
HDWI	High Dry Windy Index
HSEEP	Homeland Security Exercise Evaluation Program
IC	Incident Commander
ICS	Incident Command System
MBL	Medical Baseline Customer
MSEL	Master Scenario Events List
NIMS	National Incident Management System
OLB	Operational Leadership Group
Pause Ex	Pause Exercise
PCC	Portland Control Center
PP	Pacific Power
PSPS	Public Safety Power Shutoff
ResumeEx	Resume Exercise
RMP	Rocky Mountain Power
StartEx	Start of Exercise
T&D	Transmission and Distribution
TTX	Tabletop Exercise
WRF	Weather Research Forecast Model



## PARTICIPANT & OBSERVER FEEDBACK FORM

Please enter your responses in the form fields and check the box(es) that identify your role(s).

**Name** \_\_\_\_\_ **Date** \_\_\_\_\_

**Title** \_\_\_\_\_

**Business or Organization** \_\_\_\_\_

**Role**    Player     Facilitator     Observer     Evaluator     Media

### Part I: Observations and Recommendations

Please provide your feedback related to the questions below based on your participation in the exercise. Add or delete comment lines as needed.

1. What areas of strength did you observe? What went well?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

2. What areas for improvement did you identify? What did not go as expected?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

3. For each area for improvement, identify potential corrective actions, if known. Include any policies, plans or procedures that should be reviewed, revised or developed. To the best of your knowledge, indicate the entity, organization, department, group or individual that should be assigned responsibility for the corrective action and if it should be a high, medium or low priority for the team or business.

No.	Recommended Corrective Actions	Recommended Assignment	Priority

## Part II: Assessment of Exercise Design and Performance

On a scale of 1 to 5, please rate your assessment of the exercise relative to the statements below, with 1 indicating strong disagreement with the statement and 5 indicating strong agreement. Choose N/A if the question is not applicable to your participation or observations.

Assessment Factor	Strongly Disagree					Strongly Agree	N/A
The exercise was well structured and organized.	1	2	3	4	5		N/A
The exercise scenario was plausible and realistic.	1	2	3	4	5		N/A
The exercise objectives were clearly stated.	1	2	3	4	5		N/A
The exercise facilities were adequate.	1	2	3	4	5		N/A
The presentation materials helped the participants understand and become engaged in the scenario.	1	2	3	4	5		N/A
The exercise documents were relevant and valuable tools.	1	2	3	4	5		N/A
The facilitator(s) was knowledgeable about the scenario and supporting policies, plans and procedures.	1	2	3	4	5		N/A
The facilitator(s) kept the exercise on track or provided justification for a mid-exercise course correction.	1	2	3	4	5		N/A
The facilitator(s) was sensitive to group dynamics.	1	2	3	4	5		N/A
The facilitator(s) communicated well with the exercise participants.	1	2	3	4	5		N/A
The knowledge, skills and abilities of the participants seemed appropriate.	1	2	3	4	5		N/A
The exercise participants seemed fully engaged in the response activities.	1	2	3	4	5		N/A
The response activities were relevant to the scenario.	1	2	3	4	5		N/A

Assessment Factor	Strongly Disagree			Strongly Agree		N/A
The response activities aligned with the related policies, plans and procedures.	1	2	3	4	5	N/A
There was adequate communication among the exercise participants.	1	2	3	4	5	N/A
My role in the exercise was appropriate based on my knowledge, skills and abilities.	1	2	3	4	5	N/A
The exercise objectives were achieved.	1	2	3	4	5	N/A

### Part III: Additional Feedback

Please provide any additional comments or recommendations about how this exercise or future exercises could be improved or enhanced.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## Siskiyou County PSPS Tabletop Exercise notes

March 28, 2023, 10:00 am – 3:00 pm

---

### MODULE 1 – EVENT NOTIFICATION

7 days

- Reviewed scenario, pre-planning and posturing, no activations at this time
- Communications checklist and coordination between Pacific Power/PacifiCorp (PAC) and local jurisdiction
- PAC discussed Emergency Management (EM), Engineering, Public Information Officer (PIO), Regional Business Manager (RBM) and Transmission and Distribution (T&D) roles
- Social Services role shared

72 Hours – PSPS Watch

- Explained circuit of concern identification and optimization
- Discussed Geographical Area Coordination Center (GACC) regions not always aligned, how PSPS decision is balanced among many sources of information.
- PAC Emergency Coordination Center (ECC) and Department Operations Center (DOC) activation and staffing
  - Liaison starting coordination with Emergency Support Function (ESF) 12 at state, local public safety partners and tribes, neighboring utilities, etc via Coordinators call and ongoing communication.
  - California Public Utility Commission (CPUC) and CalOES briefings
  - Community Resource Center (CRC) vendor availability
  - PSPS Portal shape files and critical infrastructure list uploaded and accessible by public safety partners.
- PAC Joint Information System (JIS):
  - PIO lining up messaging
  - RBM communicating with City Managers/electeds, tribes and large customers (industrial, sewer, water, hospital)
  - Customer Service working with PIO on pre-scripted messages for customers, social media
  - Regulatory starting to communicate with PUCs
- Siskiyou County
  - Emergency Operations Center (EOC) not activated for PSPS, support PAC as needed
  - Coordinating narrative for media and local partners from PAC PIO. Including generator safety messages, protecting crews, etc. Do not augment with Wireless Emergency Alerts (WEA), AlertMedia as those are reserved for most critical, such as wildfire evacuation.
  - Contacting local facilities, determine unmet needs, engaging Voluntary Organizations Active in Disaster (VOADs) and appropriate partners such as Disaster Medical Center.
- CPUC

- Making commission notifications via safety alert (sent by Tony Noll) to staff. Wildfire Safety and Enforcement will start monitoring website, PSP Portal and should be included in invitations to briefings.

## **MODULE 2 – 48 HOURS/PSPS WATCH**

- CalFIRE
  - Region Geographical Information System (GIS) data feeds into dashboard to assess impact to facilities and infrastructure. This informs need to protect potentially impacted infrastructure, proactively prepare such as charging batteries.
  - Notify state executive staff and local coordination.
- Meteorology overview provided factors considered such as HDWI, fire watch, etc.
- PAC JIS
  - PIO is coordinating customer messaging with Mission Control, working on media releases and local PIO coordination. Answering media requests.
  - Mission Control, sending initial customer notifications, including safety and preparedness resources. Access and Functional Needs (AFN)/Medical Baseline (MBL) customers are receiving a direct phone call.
  - RBM communicating directly with officials, large customers in advance of media.
  - Regulatory keeping CPUC updated.
- PAC Liaison
  - Cooperator call with partners (state, public safety, utilities), prior to customer notifications.
  - CRC determine needs and locations with Emergency Manager.
- Siskiyou County
  - EOC not activated, unless sheltering need confirmed.
  - Communicate with impacted communities to determine needs for CRC, Cooling Centers, animal shelters and other services. FireDawg support sheltering needs.
  - Affected fire chiefs call.
  - AFN support coordination continuing, asking impacted areas to watch messages and be ready.
  - Tribes coordinating messaging with PIO and keeping public safety partners informed.

## **MODULE 3 – 24 HOURS/PSPS WARNING**

- Reviewed scenario and expansion of circuits which nearly triples impacted customer count.
- Temperatures are 10-15 degrees above normal.
- Explained CRC as a resource to impacted customers.

### **Siskiyou County**

- Activated at Level 2 to support unmet needs and set up shelters/cooling centers and animal shelters. Concern is this happens on a holiday weekend with influx of tourists and full hotels.
- Discussed CRC locations and where they would be established at pre-identified facilities.
- Law Enforcement would be requested to watch CRCs, if they have available staff. PacifiCorp security team can support as needed.

- Alerting hospitals and calling in state resources from CalOES.
- CalTrans requested a resource to deploy reader boards on highways.
- PIOs are coordinating messaging.
- Coordinating AFN support, requesting nurses to help staff shelters. Ensuring welfare check for AFN customers not responding to phone calls.

#### PAC

- RBMs are establishing CRC staffing with support from Customer Service.
- Liaison is conducting cooperator calls to coordinate response and messaging.
- Developing and delivering state/executive briefings.

#### MODULE 4 – PSPS EXECUTION

- Overview of situational awareness tools used to inform: weather stations, real time data and sources: [PacifiCorp \(pacificpowerweather.com\)](http://PacifiCorp.com)
- Described dynamic decision making, senior leadership in the ECC has authority.
- County alert and warning system only used if evacuations necessary during PSPS, otherwise rely on PAC for customer notifications.
- Karuk coordinates between Yreka and Happy Camp locations. Security vehicles equipped with Starlink. Can limit or spread messaging as needed using RAVE system, but rely on County to send.

#### PAC

- Liaison will notify contacts in real time with advance notice when possible.
- Crews from PacificPower, Rocky Mountain Power, mutual aid partners and contractors may be deployed.
- RBMs and customer service are providing real time notifications.
- PIOs are focused on information customers prior to media and keeping outage duration estimations updated.

#### Siskiyou County

- EOC is activated to level 2 and coordinating with PAC.
- Operations is managing animal sheltering.
- Law Enforcement is supporting CRCs, as available.
- PIOs coordinating with PAC PIO and media, sharing messaging on available resources, pushing to websites for official information.
- Staying in touch with communities and tribes.
- Medical unit leader position is staffed at 12hr shifts to support AFN/MBL customers. Ensuring medical facilities generators are up and running, checking with assisted living facilities for support.

#### MODULE 5 – RESTORATION

- Provided overview of step restoration process of patrol, correct conditions, clear debris prior to restoration. Patrol cannot be conducted at night due to visibility limitations.

- Discussed use of drones/helicopters for patrol prior to restoration.

#### PAC

- RBM focused on notice to elected officials, large customers and de-activating CRCs.
- PIOs are sharing infographics on restoration process.
- Customer service is messaging customers on what to expect during restoration.

#### Siskiyou County

- Continue support and coordination.
- Working with non-profits to support ongoing needs or cascading impacts and working with PAC for any potential loss claims.
- PIO coordinating safety messaging.

#### HOTWASH

##### Strengths

- Many participants had similar compliments, that the exercise was clear, made sense, went well, and it was very valuable to work with people in person and have face-to-face conversations.
- Many found value in seeing the roles and processes of the different participants and their agencies. For several first-time participants this was especially valuable.
- The huddle break-out for county employees conducted by Brian was a positive because it gave them a chance to compare notes and ingest current information, as something similar to a real-world situation
- There were several compliments on being able to see the tools that meteorology uses.
- Some didn't even know that Pacific Power/Pacificorp has a meteorology team. It was good that meteorology showed up and participated.

##### Areas for Improvement

- More details/information on the restore process during or prior to actual PSPS. (However, the timing is dependent on real-life on-the-ground conditions, such as today where field crews were responding to winter storm conditions and outages)
- Provide more information to city/county people such as maps/timing/etc ahead of the event for planning.
- How much of the meteorological data can be shared externally? See [PacifiCorp \(pacificpowerweather.com\)](http://PacifiCorp.pacificpowerweather.com)
- Several people, especially those who are new, did not know many of the acronyms and would like some sort of guide. Short Acronym list in Appendix D of Situation Manual and ppt slides insufficient.
- Include glossary of terms. Dru Dunton from CPUC suggested borrowing/editing the one that PG&E uses.
- Do other elements such as the condition/age of equipment factor into thresholds to determine whether PSPS will take place?

# Siskiyou County PSPS

---

## Exercise Plan May 15<sup>th</sup> – 18<sup>th</sup>, 2023

The Exercise Plan (ExPlan) gives senior leaders, observers, media personnel, and players from participating organizations information they need to observe or participate in the exercise. It includes an exercise overview, objectives and aligned capabilities, roles and responsibilities, logistics, schedule, and communications plan. Some exercise material is intended for the exclusive use of exercise planners, controllers, and evaluators, but players may view other materials that are necessary to their performance. All exercise participants may view the ExPlan.



## EXERCISE OVERVIEW

<b>Exercise Name</b>	Siskiyou County PSPS Functional Exercise	
<b>Exercise Dates</b>	May 15 <sup>th</sup> - May 18 <sup>th</sup> , 2023	
<b>Scope</b>	Multi-day Functional Exercise, planned for two hours of play each day from the participants home locations. Exercise play is limited to the identified affected area. No other incidents	
<b>Focus Area(s)</b>	Response & Recovery	
<b>Capabilities</b>	Operational Communications Planning	
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Ensure communications channels are viable during PSPS event</li> <li>2. Evaluate AFN/MBL customer notification process to include in person notification</li> <li>3. Evaluate AFN/MBL customer notification process to include in person notification</li> </ol>	
<b>Threat/Hazard</b>	Extreme fire weather	
<b>Scenario</b>	Weather and environmental conditions are forecast to meet PSPS criteria initiating the PSPS playbook and response actions from the electric utility and public safety partners.	
<b>Sponsor</b>	PacifiCorp	
<b>Participating Organizations</b>	21 local, state, federal, private, and tribal organizations have a role or have been invited to participate in this exercise. For a full list of participating agencies, see Appendix A.	
<b>Point of Contact</b>	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

## GENERAL INFORMATION

### Exercise Objectives and Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercise. The objectives are linked to capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). The objectives and aligned capabilities are guided by senior leaders and selected by the Exercise Planning Team.

Exercise Objective	Core Capability
Ensure communications channels are viable during PPS event	Operational Communications
Evaluate AFN/MBL customer notification process to include in person notification	Operational Communications
Validate PPS process with partners and identify any gaps	Planning

Table 1. Exercise Objectives and Associated Capabilities

### Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those playing in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- Players.** Players are personnel who have an active role in discussing or performing their regular roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- Controllers.** Controllers plan and manage exercise play, set up and operate the exercise site, and act in the roles of organizations or individuals that are not playing in the exercise. Controllers direct the pace of the exercise, provide key data to players, and may prompt or initiate certain player actions to ensure exercise continuity. In addition, they issue exercise material to players as required, monitor the exercise timeline, and supervise the safety of all exercise participants.
- Simulators.** Simulators are control staff personnel who deliver scenario messages representing actions, activities, and conversations of an individual, agency, or organization that is not participating in the exercise. They most often operate out of the Simulation Cell (SimCell), but they may occasionally have face-to-face contact with players. Simulators function semi-independently under the supervision of SimCell controllers, enacting roles (e.g., media reporters or next of kin) in accordance with instructions provided in the Master Scenario Events List (MSEL). All simulators are ultimately accountable to the Exercise Director and Senior Controller.
- Evaluators.** Evaluators evaluate and provide feedback on a designated functional area of the exercise. Evaluators observe and document performance against established capability targets and critical tasks, in accordance with the Exercise Evaluation Guides (EEGs).

- **Observers.** Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions. Observers view the exercise from a designated observation area and must remain within the observation area during the exercise. Very Important Persons (VIPs) are also observers, but they frequently are grouped separately.
- **Support Staff.** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise (e.g., registration, catering).

## Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and/or account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise and should not allow these considerations to negatively impact their participation.

### *Assumptions*

Assumptions constitute the implied factual foundation for the exercise and, as such, are assumed to be present before the exercise starts. The following assumptions apply to the exercise:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- Exercise simulation contains sufficient detail to allow players to react to information and situations as they are presented as if the simulated incident were real.
- Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies take priority.

### *Artificialities*

During this exercise, the following artificialities apply:

- No actual customer notification, welfare checks will be performed.
- Exercise communication and coordination is limited to participating exercise organizations, venues and communication channels listed in this plan.

## EXERCISE LOGISTICS

### Safety

Exercise participant safety takes priority over exercise events. The following general requirements apply to the exercise:

- Controllers are responsible for ensuring the exercise is conducted in a safe environment; any safety concerns must be immediately reported to the nearest Controller. The Controllers and Exercise Director will determine if a real-world emergency warrants a pause in exercise play and when exercise play can be resumed.

- For an emergency that requires assistance, use the phrase **“real-world emergency.”** The following procedures should be used in case of a real emergency during the exercise:
  - Anyone who observes a participant who is seriously ill or injured will immediately notify emergency services and the closest controller, and, within reason and training, render aid.
  - The controller aware of a real emergency will initiate the **“real-world emergency”** broadcast and provide exercise staff with the location of the emergency and resources needed, if any.

### **Safety**

\*Refer to the safety policies and procedures at your home location.

## **POST-EXERCISE ACTIVITIES**

### **Debriefings**

Post-exercise debriefings aim to collect sufficient relevant data to support effective evaluation and improvement planning.

### **Hotwash**

At the conclusion of exercise play, a controller or evaluator will lead a Hot Wash to allow players to discuss strengths and areas for improvement, and evaluators to seek clarification regarding player actions and decision-making processes. All participants may attend; however, observers are not encouraged to attend the meeting. The information gathered during a hotwash contributes to the AAR/IP and any exercise suggestions can improve future exercises.

### **Participant Feedback Forms**

Participant Feedback Forms provide players with the opportunity to comment candidly on exercise activities and exercise design, and to share their observed strengths and areas for improvement. Participant Feedback Forms should be collected at the conclusion of the Hot Wash.

## **PARTICIPANT INFORMATION AND GUIDANCE**

### **Exercise Rules**

The following general rules govern exercise play:

- Real-world emergency actions take priority over exercise actions.
- Exercise players will comply with real-world emergency procedures, unless otherwise directed by the control staff.
- All communications (including written, radio, telephone, and e-mail) during the exercise will begin and end with the statement **“This is an exercise”** or **“Exercise Exercise Exercise”**.

- Exercise players who place telephone calls or initiate radio communication with the SimCell must identify the organization or individual with whom they wish to speak.

## Players Instructions

Players should follow certain guidelines before, during, and after the exercise to ensure a safe and effective exercise.

### *Before the Exercise*

- Review appropriate organizational plans, procedures, and exercise support documents.
- Be at the appropriate site at least 30 minutes before the exercise starts. Wear the appropriate uniform and/or identification item(s).
- Sign in when you arrive at home base. Sign onto Teams Chat if attending virtually.
- If you gain knowledge of the scenario before the exercise, notify a controller so that appropriate actions can be taken to ensure a valid evaluation.
- Read Participant Guide

### *During the Exercise*

- Respond to exercise events and information as if the emergency were real, unless otherwise directed by an exercise controller.
- Controllers will give you only information they are specifically directed to disseminate. You are expected to obtain other necessary information through existing emergency information channels.
- Do not engage in personal conversations with controllers, evaluators, observers, or media personnel. If you are asked an exercise-related question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.
- If you do not understand the scope of the exercise, or if you are uncertain about an organization's participation in an exercise, ask a controller.
- Parts of the scenario may seem implausible. Recognize that the exercise has objectives to satisfy and may require incorporation of unrealistic aspects. Every effort has been made by the exercise's trusted agents to balance realism with safety and to create an effective learning and evaluation environment.
- All exercise communications will begin and end with the statement "This is an exercise." This precaution is taken so that anyone who overhears the conversation will not mistake exercise play for a real-world emergency.
- When you communicate with the SimCell, identify the organization or individual with whom you wish to speak.
- Speak when you take an action. This procedure will ensure that evaluators are aware of critical actions as they occur.

- Maintain a log of your activities. Many times, this log may include documentation of activities that were missed by a controller or evaluator.

***After the Exercise***

- Participate in the Hotwash at your venue with controllers and evaluators.
- Complete the Participant Feedback Form. This form allows you to comment candidly on emergency response activities and exercise effectiveness. Provide the completed form to a controller or evaluator.
- Provide any notes or materials generated from the exercise to your controller or evaluator for review and inclusion in the AAR.

# APPENDIX A: COMMUNICATIONS PLAN

## Controller Directory

Name	Agency	Location	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## Evaluator Directory

Name	Agency	Location	Phone	Email
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
<b>Tribal</b>
Karuk Tribe
Hoopa Tribe
Yurok Tribe
<b>State</b>
California Utilities Emergency Association
California Office of Emergency Services
California Public Utilities Commission
California Emergency Medical Services Authority Region III
CalFIRE
<b>Local</b>
Siskiyou County Office of Emergency Services
Shasta County Office of Emergency Services
Del Norte County Office of Emergency Services
Siskiyou County Public Health
Siskiyou County Health and Human Services
Siskiyou Emergency Medical Service
Redwood Coast Regional Center
Far North Regional Center
<b>Private</b>
PacifiCorp
Southern California Edison
Liberty Utilities
Pacific Gas and Electric
AT&T Communications
Charter Communications
Frontier Communications
T-Mobile Communications
Verizon Wireless
Siskiyou Telephone
Lumen



## APPENDIX C: EXERCISE SCHEDULE

Day 0, May 12th, 2023	Personnel	Activity	Location/Link
11:00	Controllers, evaluators, and exercise staff	Controller and Evaluator Briefing	Virtual/home locations (by invitation)

Day 1, May 15 <sup>th</sup> , 2023	Personnel	Activity	Location/Link
08:30	Controllers and exercise staff	Check-in for final instructions and communications check	Virtual/Home locations
09:00	All	Exercise starts	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
09:00-10:00	All	Exercise Kickoff	Virtual/Home locations
10:00-10:30	JIS team (PIO, RBM, Cust Svc, Regulatory)	JIS coordination call	Virtual/Home locations <a href="#">JIS Coordination Teams Call</a>
10:15-10:45	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	Cooperators Call	Virtual/Home locations <a href="#">Cooperators Meeting Teams Call</a>
10:20-10:35	ECC Manager, CPUC, CalOES	PSPS State Executive Briefing	Virtual/Home locations <a href="#">State Executive Teams Call</a>
10:35-10:55	All	ECC Coordination Call	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
11:00	All	Exercise play ends/Venue daily debrief	Virtual/Home locations

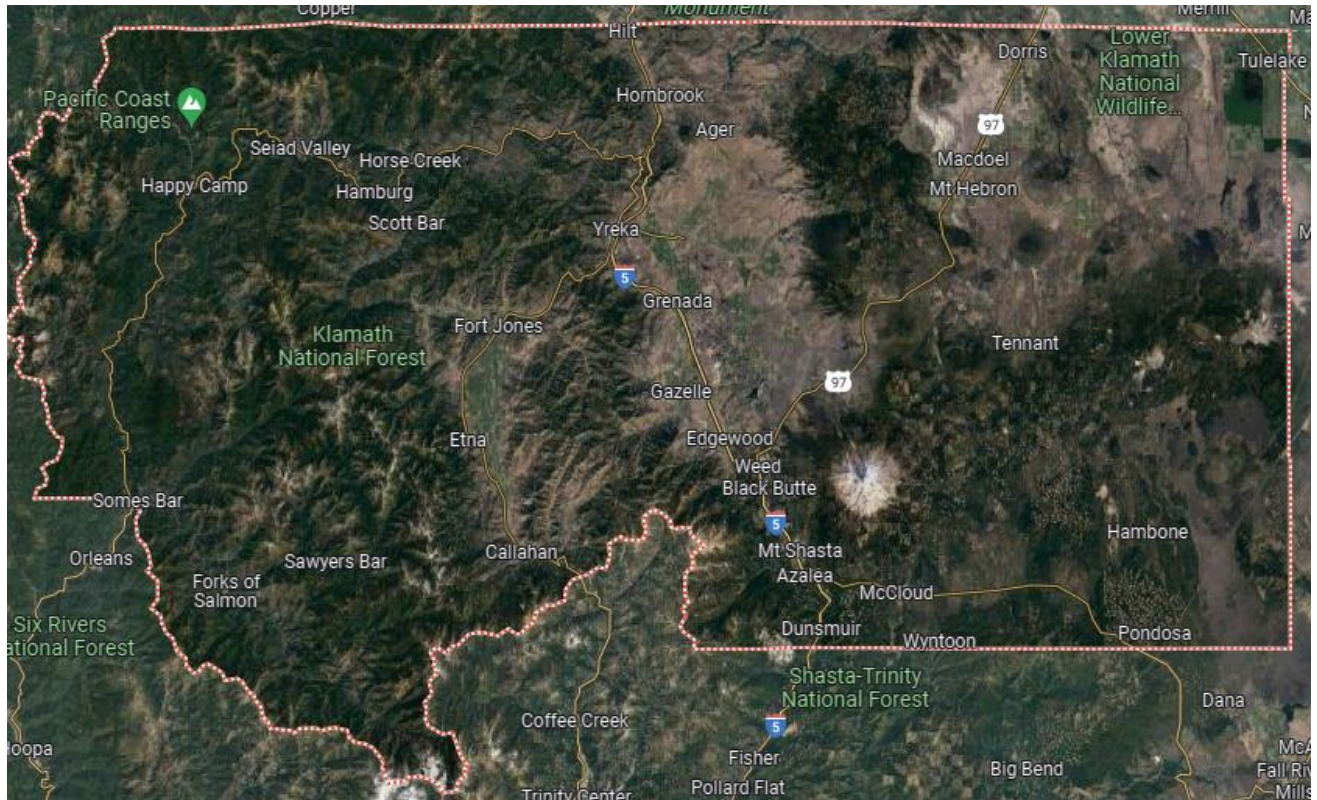
Day 2, May 16 <sup>th</sup> , 2023	Personnel	Activity	Location/Link
09:00-09:10	All	Exercise starts/daily in brief	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
09:30-10:00	JIS team (PIO, RBM, Cust Svc, Regulatory)	JIS coordination call	Virtual/Home locations <a href="#">JIS Coordination Teams Call</a>
09:45-10:15	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	Cooperators Call	Virtual/Home locations <a href="#">Cooperators Meeting Teams Call</a>
N/A (simulated)	ECC Manager, CPUC, CalOES	PSPS State Executive Briefing	Virtual/Home locations
10:30-11:00	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	Updated Cooperators call	Virtual/Home locations <a href="#">Cooperators Meeting Teams Call</a>
10:45-11:00	All	ECC Coordination Call	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
11:00	All	Exercise play ends/Venue daily debrief	Virtual/Home locations

Day 3, May 17 <sup>th</sup> , 2023	Personnel	Activity	Location/Link
09:00-09:10	All	Exercise starts/daily in brief	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
09:30-10:00	JIS team (PIO, RBM, Cust Svc, Regulatory)	JIS coordination call	Virtual/Home locations <a href="#">JIS Coordination Teams Call</a>
09:45-10:15	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	Cooperators Call	Virtual/Home locations <a href="#">Cooperators Meeting Teams Call</a>
N/A (simulated)	ECC Manager, CPUC, CalOES	PSPS State Executive Briefing	Virtual/Home locations
10:30-10:40	All	ECC Coordination Call	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
11:00	All	Exercise play ends/Venue daily debrief	Virtual/Home locations

Day 4, May 18 <sup>th</sup> , 2023	Personnel	Activity	Location/Link
09:00	All	Exercise starts/daily in brief	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
N/A (simulated)	JIS team (PIO, RBM, Cust Svc, Regulatory)	JIS coordination call	Virtual/Home locations
N/A (simulated)	ECC Liaison, Siskiyou Co EM, Karuk EM, ESF12, Local CalOES Rep, Telcos	Cooperators Call	Virtual/Home locations
N/A (simulated)	ECC Manager, CPUC, CalOES	PSPS State Executive Briefing	Virtual/Home locations
11:00	All	Exercise play ends	Virtual/Home locations
10:30-10:40	All	ECC Coordination Call	Virtual/Home locations <a href="#">Main Exercise Meeting</a>
Immediately Following the Exercise	All	Hotwash/turn in all Participant Feedback Forms	Virtual/Home locations

Day 5, May 22 <sup>nd</sup> , 2023	Personnel	Activity	Location/Link
10:00	Controllers, evaluators, and exercise staff	Controller and Evaluator After Action Review	Virtual/Home locations (by invitation)

## APPENDIX D: EXERCISE SCENARIO



### Weather

Hot and dry weather over the past few weeks, along with typical summertime dryness has led to the further drying of fuels to critical levels, leading to significant to extreme fire risk over much of northern California districts in the service territory. This extreme wildfire risk will coincide with a strong, late season wind event which could attribute to a high outage potential in this simulated event. This extreme wildfire risk combined with the possible high outage potential will lead to a potential PSPS event for Siskiyou County during the exercise.

### Major Events

#### PacifiCorp ECC

- Upon receiving the forecast and confirmation of a potential PSPS event, activate the PSPS playbook and follow execution checklists.
  - ECC activation
  - Internal notification
  - Local and state stakeholder calls
  - Event coordination
  - State and regulatory coordination

#### Siskiyou County EOC

- Following notification from the utility, initiate and response actions as identified in your internal plans.

### **Tribal, Private and State Participants**

- Following notification from the utility, initiate and response actions as identified in your internal plans.

## APPENDIX F: ACRONYMS

Acronym	Term
AFN	Access and Functional Needs
C/E	Controller/Evaluator
CPUC	California Public Utilities Commission
Cal OES	California Governor's Office of Emergency Services
CUEA	California Utilities Emergency Association
DOC	Department Operations Center
ECC	Emergency Coordination Center
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
EMS	Emergency Medical Services
EndEx	End of Exercise
EPG	Executive Policy Group
ERP	Emergency Response Plan
ExPlan	Exercise Plan
FE	Functional Exercise
FPI	Fire Potential Index
FSE	Full-Scale Exercise
GACC	Geographic Area Coordination Center
GIS	Geographic Information System
HDWI	Hot Dry Windy Index
HSEEP	Homeland Security Exercise Evaluation Program
IC	Incident Commander
ICS	Incident Command System
MBL	Medical Baseline Customer
MSEL	Master Scenario Events List
NIMS	National Incident Management System
PauseEx	Pause Exercise
PCC	Portland Control Center
PP	Pacific Power
ResumeEx	Resume Exercise
RMP	Rocky Mountain Power

Acronym	Term
StartEx	Start of Exercise
T&D	Transmission and Distribution
TTX	Tabletop Exercise
WRF	Weather Research Forecast Model

**Pacific Power/Liberty/Bear Valley Electric Service**  
**2022 Wildfire Outreach Phone Questionnaire – Wave 2**

Date: October 24, 2022  
 Universe: General public, Pacific Power, Liberty and Bear Valley service areas in California  
 Sample size: 580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)  
 Screener: Head of household or business, most likely to contact utility company  
 Objective: Measure the public’s awareness and affinity for wildfire mitigation awareness

---

**INTRODUCTION**

Hi, I’m \_\_\_\_\_ calling from MDC Research on behalf of [Pacific Power/Liberty/Bear Valley Electric Service] regarding their services and outreach.

This survey usually takes a few minutes. We are only interested in your opinions. We are not selling anything.

We thank you in advance for taking the time to help us serve you better.

Q1 **[Screener 1]** Is [Pacific Power/Liberty/Bear Valley Electric Service] your electricity provider?

- 1 Yes
- 2 No → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

Q2 Have you seen or heard any communications about wildfire safety in the past year?

- 1 Yes
- 2 No → **SKIP TO Q6**
- 7 Don’t know → **SKIP TO Q6**

Q5 Who was the communication about wildfire preparedness from?

---

Q3 What were the messages of the communications you saw or heard about wildfire preparedness?

**RANDOMIZE; DO NOT READ LIST; ALLOW MULTIPLE MENTIONS**

- 11 [Pacific Power/Liberty/Bear Valley Electric Service]’s Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 System Hardening
- 16 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 17 Local Emergency Services – Support Tools
- 18 Local Emergency Services – Resources
- 19 Notifications & Updating Customer Information
- 20 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 21 Community Resource Centers available for information and support
- 22 California Public Utility Commission designation of high wildfire threat areas
- 24 **[SHOW IF PACIFIC POWER]** Offering a Generator Rebate Program
- 25 Enhanced Wildfire Safety Settings
- 26 Offering a Free Portable Battery Program
- 99 Other: \_\_\_\_\_

Q4 Where did you see or hear the communications about wildfire preparedness? **RANDOMIZE; DO NOT READ LIST; ALLOW MULTIPLE MENTIONS**

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV news
- 22 Trade publication
- 23 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_



Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all clear” and 5 is “extremely clear.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all clear 1	2	3	4	Extremely clear 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q4A How useful was the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all useful” and 5 is “extremely useful.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5

I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? For each source, please indicate the number of times you recall seeing, hearing, or seeking information about wildfire preparedness. Your best guess is fine.

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	<b>Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times</b>
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, Twitter)	
K	TV news	
L	Trade publication	
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	
O	Email	
P	Other ( <b>RECALL Q4=99</b> )	

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire?

- 1 Yes
- 2 No → **SKIP TO Q7**
- 3 Prefer not to say → **SKIP TO Q7**

Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire?

99 RECORD: \_\_\_\_\_

**DO NOT DISPLAY; FOR CODING USE ONLY**

- 11 Trimmed vegetation around home or property
- 12 Prepared an emergency kit
- 13 Prepared an emergency readiness plan and contact information
- 14 Scanned key documents to the Cloud
- 15 Stored valuables in a safe or safety deposit box
- 16 Learned how to override my electric garage door opener
- 17 Updated contact information and/or signed up for notifications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 25 **[IF PACIFIC POWER]** Participated in generator rebate program
- 97 Don't know
- 99 Other: \_\_\_\_\_

Q7 What efforts by [Pacific Power/Liberty/Bear Valley Electric Service] are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE; READ LIST; ALLOW MULTIPLE MENTIONS**

- 11 Pruning vegetation around power lines in higher-risk areas
- 12 Enhancing utility corridor access and clearance
- 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
- 14 Investing in covered conductors, wood pole alternatives, and additional control devices
- 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
- 18 **[SHOW IF PACIFIC POWER]** Offering Generator Rebate Program
- 88 I am not aware of any efforts
- 97 I don't know
- 99 Other: \_\_\_\_\_

Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?"

- 1 Yes
- 2 No → **SKIP TO Q11**

Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? **RANDOMIZE; DO NOT READ LIST; ALLOW MULTIPLE MENTIONS**  
*Select all that apply.*

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV News
- 22 Trade publication
- 23 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? **RANDOMIZE; READ LIST; SINGLE MENTION**

- 11 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 12 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 13 Facebook
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 27 Local Firewise Group
- 28 Local Facebook Group
- 29 Twitter
- 97 Don't know
- 99 Other: \_\_\_\_\_

- Q10 What is your understanding of a Public Safety Power Shutoff? Please select all of the statements that are true about a Public Safety Power Shutoff. **ROTATE; READ LIST; ALLOW MULTIPLE MENTIONS**
- 11 For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.
  - 12 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.
  - 13 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.
  - 14 The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.
  - 16 Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.
  - 97 I don't know
  - 99 Other: \_\_\_\_\_
- Q11. Are you aware you can update your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive proactive notification prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No → **SKIP TO Q12**
  - 7 I don't know → **SKIP TO Q12**
- Q11A Have you updated your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive notifications prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No
  - 7 I don't know
- Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?
- 1 Yes
  - 2 No
- Q13 Are you aware of a map on [Pacific Power/Liberty/Bear Valley Electric Service]'s website where you can locate Public Safety Power Shutoff areas?
- 1 Yes
  - 2 No
  - 7 I don't know

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment?

- 1 Yes
- 2 No → **SKIP TO QPS1**

Q14a. Are you aware that [Pacific Power/Liberty/Bear Valley Electric Service] provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

**IF BVES SKIP TO OSAT1**

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year?

- 1 Yes
- 2 No – **SKIP OSAT1**

QPS1a. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff?

- 1 Yes
- 2 No

QPS1c. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1e. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements?

- 1 Yes
- 2 No

A1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

A2 What local Community Based Organizations (CBOs) or resource networks did you engage with?

99 RECORD: \_\_\_\_\_

A3 How did you engage with the CBO or resource networks you mentioned? **READ LIST; RANDOMIZE**

- 11 Phone
- 12 Email
- 13 In person (at facility)
- 14 In person (home visit)
- 99 Other (specify)

A4 At what point during the outage did you engage the CBOs or resource networks? **READ LIST**

- 1 0-1 days
- 2 1-2 days
- 3 2-3 days
- 4 3+ days

QPS1b. What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved?

99 RECORD: \_\_\_\_\_

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you received from [Pacific Power/Liberty/Bear Valley Electric Service] regarding:

	<b>RANDOMIZE</b>	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10
D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10
F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10

A5 In the event of an extended power outage, what are your most significant concerns or challenges?

**READ LIST; MULTIPLE MENTIONS**

- 11 Transportation
- 12 Powering medical equipment
- 13 Cold storage of medication
- 14 Heating/cooling
- 15 Food replacement
- 16 Mobility equipment
- 17 Shelter
- 18 Communication
- 19 Utility pumps (well water)
- 99 Other (SPECIFY)

**IF BVES SKIP TO OSAT4**

OSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year?

**RECORD # NOTIFICATIONS**

- 97 Don't know

**ASK OSAT3 IF QPS1=1**

OSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? **AUTOPUNCH 0 IF QPS1=2**

**RECORD # OUTAGES**

- 97 Don't know

OSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? **READ LIST**

- 1 Notifications should be sent if there is any possibility of a PSPS
- 2 Notifications should only be sent if there is a high likelihood of a PSPS
- 3 Notifications should only be sent if a PSPS is certain to occur

**ASK OSAT5 IF OSAT2>OSAT3; DO NOT ASK FOR BVES**

OSAT5 In what ways did "false alarm" Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally?

*Please be specific.*

---

Q15. Is a language other than English primarily spoken in your household?

- 1 Yes
- 2 No



Q16. Would it be helpful for you or anyone else in your household to receive communications in another language?

- 1 Yes
- 2 No

Q16b. What is your preferred language to receive communications? **SINGLE MENTION; DO NOT READ LIST**

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese
- 24 Russian
- 99 Other (specify)

A6 What method of communication from [Pacific Power/Liberty/Bear Valley Electric Service] do you find most effective? **READ LIST; RANDOMIZE; SINGLE MENTION**

- 11 Website
- 12 Notifications via text
- 13 Notifications via phone
- 14 Email
- 15 Direct mailing
- 16 Community-based organization (CBO) / resource networks
- 17 Community meetings: in person
- 18 Community meetings: virtual
- 99 Other (specify)

A12 Regardless of how communications from [Pacific Power/Liberty/Bear Valley Electric Service] are received, which, if any, of the following would be helpful for you? **READ LIST; MULTIPLE MENTION; RANDOMIZE**

- 11 American Sign Language (ASL)
- 12 Larger font
- 13 Braille
- 14 Audio recordings of written text
- 15 TTY compatibility
- 16 Speech-to-Speech (STS) Service
- 17 Video Relay Service (VRS)
- 18 Captioning
- 19 Capability with screen reader
- 20 ADA compliant color palette
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**
- 99 Other (specify) **[ANCHOR]**

A7 [Pacific Power/Liberty/Bear Valley Electric Service] supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? **RANDOMIZE; READ LIST**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	Offering a Free Portable Battery Program	1	2	8

A8 What statement best describes your familiarity with the resources you just reviewed?

**RANDOMIZE; SINGLE MENTION; READ LIST**

- 11 Have not investigated the resources
- 12 Did not pay attention to communications from Liberty
- 13 Have not seen any communications from Liberty
- 14 No need for these resources
- 15 Impairment or disability makes it difficult to learn about these resources
- 16 Not interested in these resources
- 99 Other (SPECIFY)

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; READ RESOURCES AWARE IN A7**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	Offering a Free Portable Battery Program	1	2	8

A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? **SYNC ORDER WITH A9; READ RESOURCES USED IN A9**

	<b>RANDOMIZE</b>	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10
E	AFN Self-Identification	1	2	3	4	5	6	7	8	9	10
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10
G	Community Resource Centers (PSPS)	1	2	3	4	5	6	7	8	9	10
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	3	4	5	6	7	8	9	10
I	Calling 211	1	2	3	4	5	6	7	8	9	10
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10
K	Electrical and Wildfire Safety Information	1	2	3	4	5	6	7	8	9	10
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	3	4	5	6	7	8	9	10
M	Offering a Free Portable Battery Program	1	2	3	4	5	6	7	8	9	10

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A11 Do any of the following apply to you or anyone in your household? **MULTIPLE MENTIONS; READ LIST**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 99 Other (specify)

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income? **READ LIST**

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

**EXIT (IF Q14=2)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**EXIT2 (IF Q14=1)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**IF PACIFIC POWER**

**During the survey, you mentioned that you have a medical device. To learn more about Pacific Power's medical baseline program and to apply for reduced rates and other programs, please call Pacific Power at 1-888-221-7070.**

**IF LIBERTY**

**During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.**

**IF BVES**

**During the survey, you mentioned that you have a medical device. To learn more about Bear Valley Electric Service's medical baseline program and to apply for reduced rates and other programs, please call Bear Valley Electric Service at 1-800-808-2837.**

**Pacific Power/Liberty/Bear Valley Electric Service**  
**2022 Wildfire Outreach Web Questionnaire – Wave 2**

Date:	October 24, 2022
Universe:	General public, Pacific Power, Liberty and Bear Valley service areas in California
Sample size:	580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)
Screener:	Head of household or business, most likely to contact utility company
Objective:	Measure the public’s awareness and affinity for wildfire mitigation awareness

---

**LANDING PAGE**

MDC Research is conducting a survey on behalf of [Pacific Power/Liberty/Bear Valley Electric Service] regarding their services and outreach.

This survey usually takes a few minutes. We are only interested in your opinions. We are not selling anything.

We thank you in advance for taking the time to help us serve you better.

To begin the survey, please click '>>>' below.

Q1 **[ Screener 1 ]** Is [Pacific Power/Liberty/Bear Valley Electric Service] your electricity provider?

- 1 Yes
- 2 No → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

Q2 Have you seen or heard any communications about wildfire safety in the past year?

- 1 Yes
- 2 No → **SKIP TO Q6**
- 7 Don't know → **SKIP TO Q6**

Q5 Who was the communication about wildfire preparedness from?

---

Q3 What were the messages of the communications you saw or heard about wildfire preparedness?

**RANDOMIZE**

*Select all that apply.*

- 11 [Pacific Power/Liberty/Bear Valley Electric Service]’s Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 System Hardening
- 16 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 17 Local Emergency Services – Support Tools
- 18 Local Emergency Services – Resources
- 19 Notifications & Updating Customer Information
- 20 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 21 Community Resource Centers available for information and support
- 22 California Public Utility Commission designation of high wildfire threat areas
- 24 **[SHOW IF PACIFIC POWER]** Offering a Generator Rebate Program
- 25 Enhanced Wildfire Safety Settings
- 26 Offering a Free Portable Battery Program
- 99 Other: \_\_\_\_\_

Q4 Where did you see or hear the communications about wildfire preparedness? **RANDOMIZE**

*Select all that apply.*

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV news
- 22 Trade publication
- 23 Website [Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_



Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all clear” and 5 is “extremely clear.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all clear 1	2	3	4	Extremely clear 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q4A How useful was the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all useful” and 5 is “extremely useful.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5

H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? For each source, please indicate the number of times you recall seeing, hearing, or seeking information about wildfire preparedness. Your best guess is fine.

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	<b>Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times</b>
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, Twitter)	
K	TV news	
L	Trade publication	
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	
O	Email	
P	Other ( <b>RECALL Q4=99</b> )	

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire?

- 1 Yes
- 2 No → **SKIP TO Q7**
- 3 Prefer not to say → **SKIP TO Q7**

Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire?

99 RECORD: \_\_\_\_\_

**DO NOT DISPLAY; FOR CODING USE ONLY**

- 11 Trimmed vegetation around home or property
- 12 Prepared an emergency kit
- 13 Prepared an emergency readiness plan and contact information
- 14 Scanned key documents to the Cloud
- 15 Stored valuables in a safe or safety deposit box
- 16 Learned how to override my electric garage door opener
- 17 Updated contact information and/or signed up for notifications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 25 **[IF PACIFIC POWER]** Participated in generator rebate program
- 97 Don't know
- 99 Other: \_\_\_\_\_

Q7 What efforts by [Pacific Power/Liberty/Bear Valley Electric Service] are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE**  
*Select all that apply.*

- 11 Pruning vegetation around power lines in higher-risk areas
- 12 Enhancing utility corridor access and clearance
- 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
- 14 Investing in covered conductors, wood pole alternatives, and additional control devices
- 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
- 18 **[SHOW IF PACIFIC POWER]** Offering Generator Rebate Program
- 88 I am not aware of any efforts
- 97 I don't know
- 99 Other: \_\_\_\_\_

Q8 In the past year, do you recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS?”

- 1 Yes
- 2 No → **SKIP TO Q11**

Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? **RANDOMIZE**  
*Select all that apply.*

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV News
- 22 Trade publication
- 23 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? **RANDOMIZE; SINGLE MENTION**

- 11 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 12 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 13 Facebook
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 27 Local Firewise Group
- 28 Local Facebook Group
- 29 Twitter
- 97 Don't know
- 99 Other: \_\_\_\_\_

- Q10 What is your understanding of a Public Safety Power Shutoff? Please select all of the statements that are true about a Public Safety Power Shutoff. **ROTATE**  
*Select all that apply.*
- 11 For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.
  - 12 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.
  - 13 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.
  - 14 The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.
  - 16 Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.
  - 97 I don't know
  - 99 Other: \_\_\_\_\_
- Q11. Are you aware you can update your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive proactive notification prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No → **SKIP TO Q12**
  - 7 I don't know → **SKIP TO Q12**
- Q11A Have you updated your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive notifications prior to a Public Safety Power Shutoff?
- 1 Yes
  - 2 No
  - 7 I don't know
- Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?
- 1 Yes
  - 2 No
- Q13 Are you aware of a map on [Pacific Power/Liberty/Bear Valley Electric Service]'s website where you can locate Public Safety Power Shutoff areas?
- 1 Yes
  - 2 No
  - 7 I don't know

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment?

- 1 Yes
- 2 No → **SKIP TO QPS1**

Q14a. Are you aware that [Pacific Power/Liberty/Bear Valley Electric Service] provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

**IF BVES SKIP TO OSAT1**

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year?

- 1 Yes
- 2 No – **SKIP OSAT1**

QPS1a. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff?

- 1 Yes
- 2 No

QPS1c. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1e. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements?

- 1 Yes
- 2 No

A1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

A2 What local Community Based Organizations (CBOs) or resource networks did you engage with?

99 RECORD: \_\_\_\_\_

A3 How did you engage with the CBO or resource networks you mentioned?

- 11 Phone
- 12 Email
- 13 In person (at facility)
- 14 In person (home visit)
- 99 Other (specify)

A4 At what point during the outage did you engage the CBOs or resource networks?

- 1 0-1 days
- 2 1-2 days
- 3 2-3 days
- 4 3+ days

QPS1b. What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved?

99 RECORD: \_\_\_\_\_

QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you received from [Pacific Power/Liberty/Bear Valley Electric Service] regarding:

	<b>RANDOMIZE</b>	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10
D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10

F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	---	----

A5 In the event of an extended power outage, what are your most significant concerns or challenges?  
**MULTIPLE MENTIONS**

- 11 Transportation
- 12 Powering medical equipment
- 13 Cold storage of medication
- 14 Heating/cooling
- 15 Food replacement
- 16 Mobility equipment
- 17 Shelter
- 18 Communication
- 19 Utility pumps (well water)
- 99 Other (SPECIFY)

**IF BVES SKIP TO OSAT4**

OSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year?

**RECORD # NOTIFICATIONS**

- 97 Don't know

**ASK OSAT3 IF QPS1=1**

OSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? **AUTOPUNCH 0 IF QPS1=2**

**RECORD # OUTAGES**

- 97 Don't know

OSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications?

- 1 Notifications should be sent if there is any possibility of a PSPS
- 2 Notifications should only be sent if there is a high likelihood of a PSPS
- 3 Notifications should only be sent if a PSPS is certain to occur

**ASK OSAT5 IF OSAT2>OSAT3; DO NOT ASK FOR BVES**

OSAT5 In what ways did "false alarm" Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally?

*Please be specific.*

---



Q15. Is a language other than English primarily spoken in your household?

- 1 Yes
- 2 No

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language?

- 1 Yes
- 2 No

Q16b. What is your preferred language to receive communications? **SINGLE MENTION**

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese
- 24 Russian
- 99 Other (specify)

A6 What method of communication from [Pacific Power/Liberty/Bear Valley Electric Service] do you find most effective? **SINGLE MENTION**

- 11 Website
- 12 Notifications via text
- 13 Notifications via phone
- 14 Email
- 15 Direct mailing
- 16 Community-based organization (CBO) / resource networks
- 17 Community meetings: in person
- 18 Community meetings: virtual
- 99 Other (specify)

A12 Regardless of how communications from [Pacific Power/Liberty/Bear Valley Electric Service] are received, which, if any, of the following would be helpful for you? **MULTIPLE MENTION; RANDOMIZE**

- 11 American Sign Language (ASL)
- 12 Larger font
- 13 Braille
- 14 Audio recordings of written text
- 15 TTY compatibility
- 16 Speech-to-Speech (STS) Service
- 17 Video Relay Service (VRS)
- 18 Captioning
- 19 Capability with screen reader
- 20 ADA compliant color palette
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**
- 99 Other (specify) **[ANCHOR]**

A7 [Pacific Power/Liberty/Bear Valley Electric Service] supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? **RANDOMIZE**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	Offering a Free Portable Battery Program	1	2	8

A8 What statement best describes your familiarity with the resources you just reviewed?

**RANDOMIZE; SINGLE MENTION**

- 11 Have not investigated the resources
- 12 Did not pay attention to communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 13 Have not seen any communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 14 No need for these resources
- 15 Impairment or disability makes it difficult to learn about these resources
- 16 Not interested in these resources
- 99 Other (SPECIFY)

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; SHOW RESOURCES AWARE IN A7**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	Offering a Free Portable Battery Program	1	2	8

A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? **SYNC ORDER WITH A9; SHOW RESOURCES USED IN A9**

	<b>RANDOMIZE</b>	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10
E	AFN Self-Identification	1	2	3	4	5	6	7	8	9	10
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10
G	Community Resource Centers (PSPS)	1	2	3	4	5	6	7	8	9	10
H	[Pacific Power/Liberty/Bear Valley Electric Service] PSPS Community Resource Centers (CRC)	1	2	3	4	5	6	7	8	9	10
I	Calling 211	1	2	3	4	5	6	7	8	9	10
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10
K	Electrical and Wildfire Safety Information	1	2	3	4	5	6	7	8	9	10
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	3	4	5	6	7	8	9	10
M	Offering a Free Portable Battery Program	1	2	3	4	5	6	7	8	9	10

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A11 Do any of the following apply to you or anyone in your household? **MULTIPLE MENTIONS**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 99 Other (specify)

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income?

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

**EXIT (IF Q14=2)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

For questions about the survey or data collection, please email [pacificpower@mdcinvite.com / libertyutilities@mdcinvite.com / bves@mdcinvite.com].

To submit your survey responses, please click the >>> button below.

**EXIT2 (IF Q14=1 AND PACIFIC POWER)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Pacific Power's medical baseline program and to apply for reduced rates and other programs, please call Pacific Power at 1-888-221-7070.**

For questions about the survey or data collection, please email pacificpower@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

**EXIT2 (IF Q14=1 AND LIBERTY)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.**

For questions about the survey or data collection, please email libertyutilities@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

**EXIT2 (IF Q14=1 AND BVES)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Bear Valley Electric Service's medical baseline program and to apply for reduced rates and other programs, please call Bear Valley Electric Service at 1-800-808-2837.**

For questions about the survey or data collection, please email bves@mdcinvite.com.

To submit your survey responses, please click the >>> button below.

**DP NOTE: DIRECT RESPONDENTS TO**

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

**Liberty Utilities:** <https://california.libertyutilities.com/south-lake-tahoe/residential/safety/electrical/wildfire-mitigation.html>

**BVES:** <https://www.bvesinc.com/safety/wildfire-mitigation-plan/>

**Pacific Power/Liberty/Bear Valley Electric Service**  
**2023 Wildfire Outreach Web Questionnaire – Wave 1**

Date:	February 15, 2023
Universe:	General public, Pacific Power, Liberty and Bear Valley service areas in California
Sample size:	580 California residential and/or business customers (up to 500 web surveys, 50 random phone surveys, and 30 critical customer phone surveys)
Screener:	Head of household or business, most likely to contact utility company
Objective:	Measure the public’s awareness and affinity for wildfire mitigation awareness

---

**LANDING PAGE**

MDC Research is conducting a survey on behalf of [Pacific Power/Liberty/Bear Valley Electric Service] regarding their services and outreach.

This survey usually takes a few minutes. We are only interested in your opinions. We are not selling anything.

We thank you in advance for taking the time to help us serve you better.

To begin the survey, please click '>>>' below.

Q1 **[ Screener 1 ]** Is [Pacific Power/Liberty/Bear Valley Electric Service] your electricity provider?

- 1 Yes
- 2 No → **THANK & TERMINATE**
- 3 Prefer not to say → **THANK & TERMINATE**

Q2 Have you seen or heard any communications about wildfire safety in the past year?

- 1 Yes
- 2 No → **SKIP TO Q6**
- 7 Don't know → **SKIP TO Q6**

Q5 Who was the communication about wildfire preparedness from?

---



Q3 What were the messages of the communications you saw or heard about wildfire preparedness?

**RANDOMIZE**

Select all that apply.

- 11 [Pacific Power/Liberty/Bear Valley Electric Service]’s Wildfire Mitigation Plan
- 12 Public Safety Power Shutoff – De-Energization of Power, Maps
- 13 Weather Stations
- 14 Vegetation Management
- 15 System Hardening
- 16 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 17 Local Emergency Services – Support Tools
- 18 Local Emergency Services – Resources
- 19 Notifications & Updating Customer Information
- 20 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 21 Community Resource Centers available for information and support
- 22 California Public Utility Commission designation of high wildfire threat areas
- 25 **[SHOW IF PACIFIC POWER]** Offering a Generator Rebate Program
- 26 Enhanced Wildfire Safety Settings
- 27 **[SHOW IF PACIFIC POWER]** Offering a Free Portable Battery Program
- 99 Other: \_\_\_\_\_

Q4 Where did you see or hear the communications about wildfire preparedness? **RANDOMIZE**

Select all that apply.

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV news
- 22 Trade publication
- 23 Website [Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_

Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all clear” and 5 is “extremely clear.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all clear 1	2	3	4	Extremely clear 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5
H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/ Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q4A How useful was the information about wildfire preparedness from each of these sources? Please use a scale of 1-5, where 1 is “not at all useful” and 5 is “extremely useful.”

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	Not at all useful 1	2	3	4	Extremely useful 5
A	Billboard	1	2	3	4	5
B	Bill insert	1	2	3	4	5
C	Community meeting or event	1	2	3	4	5
D	Direct mail	1	2	3	4	5
E	Family, friends, co-workers	1	2	3	4	5
F	Local organization or community center (senior citizen center, food bank, church, etc.)	1	2	3	4	5
G	Magazine	1	2	3	4	5

H	Newspaper	1	2	3	4	5
I	Radio	1	2	3	4	5
J	Social media (e.g., blogs, Facebook, Twitter)	1	2	3	4	5
K	TV news	1	2	3	4	5
L	Trade publication	1	2	3	4	5
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	1	2	3	4	5
O	Email	1	2	3	4	5
P	Other ( <b>RECALL Q4=99</b> )	1	2	3	4	5

Q5 In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? For each source, please indicate the number of times you recall seeing, hearing, or seeking information about wildfire preparedness. Your best guess is fine.

	<b>RECALL Q4 MENTIONS; RANDOMIZE AND SYNC ORDER WITH Q4</b>	<b>Record Number of Times Recalled SHOW DROPDOWN: 1 time, 2-5 times, 6-10 times, 10+ times</b>
A	Billboard	
B	Bill insert	
C	Community meeting or event	
D	Direct mail	
E	Family, friends, co-workers	
F	Local organization or community center (senior citizen center, food bank, church, etc.)	
G	Magazine	
H	Newspaper	
I	Radio	
J	Social media (e.g., blogs, Facebook, Twitter)	
K	TV news	
L	Trade publication	
M	Website ([Pacific Power/Liberty/Bear Valley Electric Service])	
N	Website (other than [Pacific Power/Liberty/Bear Valley Electric Service])	
O	Email	
P	Other ( <b>RECALL Q4=99</b> )	

Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire?

- 1 Yes
- 2 No → **SKIP TO Q7**
- 3 Prefer not to say → **SKIP TO Q7**

Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire?

99 RECORD: \_\_\_\_\_

**DO NOT DISPLAY; FOR CODING USE ONLY**

- 11 Trimmed vegetation around home or property
- 12 Prepared an emergency kit
- 13 Prepared an emergency readiness plan and contact information
- 14 Scanned key documents to the Cloud
- 15 Stored valuables in a safe or safety deposit box
- 16 Learned how to override my electric garage door opener
- 17 Updated contact information and/or signed up for notifications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 25 **[IF PACIFIC POWER]** Participated in generator rebate program
- 97 Don't know
- 99 Other: \_\_\_\_\_

Q7 What efforts by [Pacific Power/Liberty/Bear Valley Electric Service] are you aware of to reduce the risk or impact of wildfire? **RANDOMIZE**  
*Select all that apply.*

- 11 Pruning vegetation around power lines in higher-risk areas
- 12 Enhancing utility corridor access and clearance
- 13 Performing more frequent inspections by air and ground to ensure facilities are able to operate as expected
- 14 Investing in covered conductors, wood pole alternatives, and additional control devices
- 15 Installing local weather monitoring points and sharing data collected by local weather and fire teams
- 18 **[SHOW IF PACIFIC POWER]** Offering Generator Rebate Program
- 88 I am not aware of any efforts
- 97 I don't know
- 99 Other: \_\_\_\_\_

Q8 In the past year, do you recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS?”

- 1 Yes
- 2 No → **SKIP TO Q11**

Q8A Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? **RANDOMIZE**  
*Select all that apply.*

- 11 Billboard
- 12 Bill insert
- 13 Community meeting or event
- 14 Direct mail
- 15 Family, friends, co-workers
- 16 Local organization or community center (senior citizen center, food bank, church, etc.)
- 17 Magazine
- 18 Newspaper
- 19 Radio
- 20 Social media (e.g., blogs, Facebook, Twitter)
- 21 TV News
- 22 Trade publication
- 23 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 24 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 25 Email
- 99 Other: \_\_\_\_\_

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? **RANDOMIZE; SINGLE MENTION**

- 11 Website ([Pacific Power/Liberty/Bear Valley Electric Service])
- 12 Website (other than [Pacific Power/Liberty/Bear Valley Electric Service]) - SPECIFY
- 13 Facebook
- 14 Local TV or radio station
- 15 State government
- 16 Federal government
- 17 Cal Fire
- 27 Local Firewise Group
- 28 Local Facebook Group
- 29 Twitter
- 97 Don't know
- 99 Other: \_\_\_\_\_

Q10 What is your understanding of a Public Safety Power Shutoff? Please select all of the statements that are true about a Public Safety Power Shutoff. **ROTATE**  
Select all that apply.

- 11 For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.
- 12 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.
- 13 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.
- 14 The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.
- 16 Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.
- 97 I don't know
- 99 Other: \_\_\_\_\_

Q11. Are you aware you can update your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive proactive notification prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No → **SKIP TO Q12**
- 7 I don't know → **SKIP TO Q12**

Q11A Have you updated your contact information with [Pacific Power/Liberty/Bear Valley Electric Service] to receive notifications prior to a Public Safety Power Shutoff?

- 1 Yes
- 2 No
- 7 I don't know

**ASK Q12 IF LIBERTY OR BVES** Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?

- 1 Yes
- 2 No

**ASK Q13 IF LIBERTY OR BVES**

Q13 Are you aware of a map on [Liberty/Bear Valley Electric Service]'s website where you can locate Public Safety Power Shutoff areas?

- 1 Yes
- 2 No
- 7 I don't know

**ASK Q13A IF PACIFIC POWER**

Q13A Are you aware of Pacific Power’s website where you can find and locate information about a PSPS event?

- 1 Yes
- 2 No
- 7 I don’t know

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment?

- 1 Yes
- 2 No → **SKIP TO QPS1**

Q14a. Are you aware that [Pacific Power/Liberty/Bear Valley Electric Service] provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment?

- 1 Yes
- 2 No

**IF PACIFIC POWER, BVES OR LIBERTY SKIP TO OSAT1**

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year?

- 1 Yes
- 2 No – **SKIP OSAT1**

QPS1a. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff?

- 1 Yes
- 2 No

QPS1c. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1d. Did you visit a Community Resource Center?

- 1 Yes
- 2 No – **SKIP TO A1**

QPS1e. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements?

- 1 Yes
- 2 No

A1 During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs with food replacement, transportation, translation services, etc.?

- 1 Yes
- 2 No → **SKIP TO PS1B**

A2 What local Community Based Organizations (CBOs) or resource networks did you engage with?

99 RECORD: \_\_\_\_\_

A3 How did you engage with the CBO or resource networks you mentioned?

- 11 Phone
- 12 Email
- 13 In person (at facility)
- 14 In person (home visit)
- 99 Other (specify)

A4 At what point during the outage did you engage the CBOs or resource networks?

- 1 0-1 days
- 2 1-2 days
- 3 2-3 days
- 4 3+ days

QPS1b. What about the Public Safety Power Shutoff (PSPS) notification and information could have been improved?

99 RECORD: \_\_\_\_\_



QSAT1 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you received from [Pacific Power/Liberty/Bear Valley Electric Service] regarding:

	<b>RANDOMIZE</b>	Not at all satisfied 1	2	3	4	5	6	7	8	9	Very satisfied 10
A	Where to find information to help you stay safe and prepare before a wildfire	1	2	3	4	5	6	7	8	9	10
B	What the utility does to reduce wildfire risk	1	2	3	4	5	6	7	8	9	10
C	Availability of resources in your community for wildfire safety information	1	2	3	4	5	6	7	8	9	10
D	What to expect in the event of a Public Safety Power Shutoff	1	2	3	4	5	6	7	8	9	10
E	In preparing you to act in the event of a wildfire	1	2	3	4	5	6	7	8	9	10
F	Amount of information and outreach you received about wildfire safety	1	2	3	4	5	6	7	8	9	10

A5 In the event of an extended power outage, what are your most significant concerns or challenges?

**MULTIPLE MENTIONS**

- 11 Transportation
- 12 Powering medical equipment
- 13 Cold storage of medication
- 14 Heating/cooling
- 15 Food replacement
- 16 Mobility equipment
- 17 Shelter
- 18 Communication
- 19 Utility pumps (well water)
- 99 Other (SPECIFY)

**IF PACIFIC POWER, BVES OR LIBERTY SKIP TO OSAT4**

OSAT2 How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year?

**RECORD # NOTIFICATIONS**

- 97 Don't know

**ASK OSAT3 IF QPS1=1**

OSAT3 How many Public Safety Power Shutoffs have you experienced in the past year? **AUTOPUNCH 0 IF QPS1=2**

**RECORD # OUTAGES**

97 Don't know

OSAT4 Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications?

- 1 Notifications should be sent if there is any possibility of a PSPS
- 2 Notifications should only be sent if there is a high likelihood of a PSPS
- 3 Notifications should only be sent if a PSPS is certain to occur

**ASK OSAT5 IF OSAT2>OSAT3; DO NOT ASK FOR BVES OR LIBERTY**

OSAT5 In what ways did "false alarm" Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally?

*Please be specific.*

---

Q15. Is a language other than English primarily spoken in your household?

- 1 Yes
- 2 No

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language?

- 1 Yes
- 2 No

Q16b. What is your preferred language to receive communications? **SINGLE MENTION**

- 11 English
- 12 Spanish
- 13 Traditional Chinese
- 14 Simplified Chinese
- 16 Tagalog
- 17 Vietnamese
- 18 Mixteco
- 19 Zapoteco
- 20 Hmong
- 21 German
- 22 Korean
- 23 Japanese
- 24 Russian
- 99 Other (specify)

A6 What method of communication from [Pacific Power/Liberty/Bear Valley Electric Service] do you find most effective? **SINGLE MENTION**

- 11 Website
- 12 Notifications via text
- 13 Notifications via phone
- 14 Email
- 15 Direct mailing
- 16 Community-based organization (CBO) / resource networks
- 17 Community meetings: in person
- 18 Community meetings: virtual
- 99 Other (specify)

A12 Regardless of how communications from [Pacific Power/Liberty/Bear Valley Electric Service] are received, which, if any, of the following would be helpful for you? **MULTIPLE MENTION; RANDOMIZE**

- 11 American Sign Language (ASL)
- 12 Larger font
- 13 Braille
- 14 Audio recordings of written text
- 15 TTY compatibility
- 16 Speech-to-Speech (STS) Service
- 17 Video Relay Service (VRS)
- 18 Captioning
- 19 Capability with screen reader
- 20 ADA compliant color palette
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**
- 99 Other (specify) **[ANCHOR]**

- A7 [Pacific Power/Liberty/Bear Valley Electric Service] supports a number of resources that are available to the public. Before today, which of the following resources have you heard of?

**RANDOMIZE**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	<b>[PACIFIC POWER OR BVES]</b> Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	<b>[PACIFIC POWER ONLY]</b> Offering a Free Portable Battery Program	1	2	8

- A8 What statement best describes your familiarity with the resources you just reviewed?

**RANDOMIZE; SINGLE MENTION**

- 11 Have not investigated the resources
- 12 Did not pay attention to communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 13 Have not seen any communications from [Pacific Power/Liberty/Bear Valley Electric Service]
- 14 No need for these resources
- 15 Impairment or disability makes it difficult to learn about these resources
- 16 Not interested in these resources
- 99 Other (SPECIFY)

A9 Which, if any, of these resources have you used in the past? **SYNC ORDER WITH A7; SHOW RESOURCES AWARE IN A7**

		Yes	No	Not Sure
A	CARE California Alternate Rates for Energy	1	2	8
B	Medical Baseline Allowance	1	2	8
C	ESA Energy Savings Assistance program	1	2	8
D	Residential Energy Audit	1	2	8
E	AFN Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	Community Resource Centers (PSPS)	1	2	8
I	Calling 211	1	2	8
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	8
K	<b>[PACIFIC POWER OR BVES]</b> Electrical and Wildfire Safety Information	1	2	8
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	8
M	<b>[PACIFIC POWER ONLY]</b> Offering a Free Portable Battery Program	1	2	8

A10 On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? **SYNC ORDER WITH A9; SHOW RESOURCES USED IN A9**

	<b>RANDOMIZE</b>	Not at all satisfied	1	2	3	4	5	6	7	8	9	Very satisfied
		1	2	3	4	5	6	7	8	9	10	
A	CARE California Alternate Rates for Energy	1	2	3	4	5	6	7	8	9	10	
B	Medical Baseline Allowance	1	2	3	4	5	6	7	8	9	10	
C	ESA Energy Savings Assistance program	1	2	3	4	5	6	7	8	9	10	
D	Residential Energy Audit	1	2	3	4	5	6	7	8	9	10	
E	AFN Self-Identification	1	2	3	4	5	6	7	8	9	10	
F	Special Payment Arrangements	1	2	3	4	5	6	7	8	9	10	
G	Community Resource Centers (PSPS)	1	2	3	4	5	6	7	8	9	10	
I	Calling 211	1	2	3	4	5	6	7	8	9	10	
J	Low Income Home Energy Assistance Program (LIHEAP)	1	2	3	4	5	6	7	8	9	10	

K	<b>[PACIFIC POWER OR BVES]</b> Electrical and Wildfire Safety Information	1	2	3	4	5	6	7	8	9	10
L	<b>[PACIFIC POWER ONLY]</b> Offering a Generator Rebate Program	1	2	3	4	5	6	7	8	9	10
M	<b>[PACIFIC POWER ONLY]</b> Offering a Free Portable Battery Program	1	2	3	4	5	6	7	8	9	10

We are about done. We have some additional questions to help us categorize and reconcile your responses so we can better communicate to your needs.

A11 Do any of the following apply to you or anyone in your household? **MULTIPLE MENTIONS**

- 11 Physical, developmental, or intellectual disability
- 12 Chronic conditions or injuries
- 13 Limited English proficiency
- 14 Adults age 62+ in the household
- 15 Limited access to transportation in the case of an emergency
- 88 None of these apply
- 99 Other (specify)

Q17 What is your gender?

- 1 Male
- 2 Female
- 3 Non-binary or third gender
- 7 Prefer not to say

Q18 What is your age category?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 or over
- 7 Prefer not to say

Q19 Do you own or rent your home?

- 1 Rent
- 2 Own/ buying
- 3 Other
- 7 Prefer not to say

Q20 Which of the following best describes your annual household income?

- 11 Less than \$20,000
- 12 \$20,000 to \$39,999
- 13 \$40,000 to \$59,999
- 14 \$60,000 to \$89,999
- 15 \$90,000 to \$129,999
- 16 \$130,000 to \$199,999
- 17 \$200,000 or more
- 97 Prefer not to say

#### **EXIT (IF Q14=2)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

For questions about the survey or data collection, please email [[pacificpower@mdcinvoke.com](mailto:pacificpower@mdcinvoke.com) / [libertyutilities@mdcinvoke.com](mailto:libertyutilities@mdcinvoke.com) / [bves@mdcinvoke.com](mailto:bves@mdcinvoke.com)].

To submit your survey responses, please click the >>> button below.

#### **EXIT2 (IF Q14=1 AND PACIFIC POWER)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Pacific Power's medical baseline program and to apply for reduced rates and other programs, please call Pacific Power at 1-888-221-7070.**

For questions about the survey or data collection, please email [pacificpower@mdcinvoke.com](mailto:pacificpower@mdcinvoke.com).

To submit your survey responses, please click the >>> button below.

**EXIT2 (IF Q14=1 AND LIBERTY)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Liberty's medical baseline program and to apply for reduced rates and other programs, please call Liberty at 1-800-782-2506.**

For questions about the survey or data collection, please email [libertyutilities@mdcinvite.com](mailto:libertyutilities@mdcinvite.com).

To submit your survey responses, please click the >>> button below.

**EXIT2 (IF Q14=1 AND BVES)**

Thank you very much for your help with this important research! We appreciate you taking the time to provide us with your feedback.

**During the survey, you mentioned that you have a medical device. To learn more about Bear Valley Electric Service's medical baseline program and to apply for reduced rates and other programs, please call Bear Valley Electric Service at 1-800-808-2837.**

For questions about the survey or data collection, please email [bves@mdcinvite.com](mailto:bves@mdcinvite.com).

To submit your survey responses, please click the >>> button below.

**DP NOTE: DIRECT RESPONDENTS TO**

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

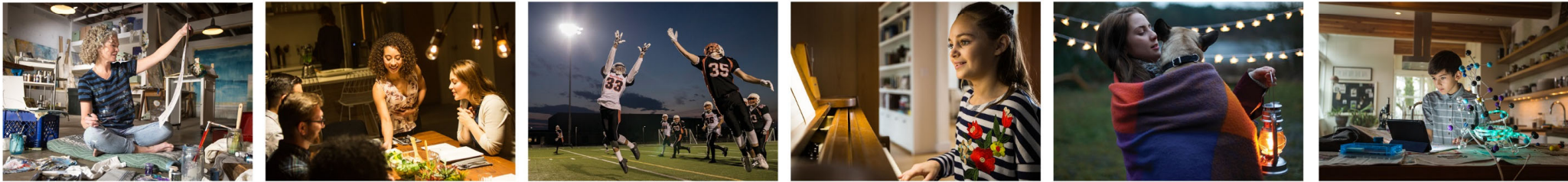
**Liberty Utilities:** <https://california.libertyutilities.com/south-lake-tahoe/residential/safety/electrical/wildfire-mitigation.html>

**BVES:** <https://www.bvesinc.com/safety/wildfire-mitigation-plan/>



# Wildfire Messaging Awareness

March 2023



**Prepared by**

Jakob Lahmers - [Jakob.Lahmers@mdcresearch.com](mailto:Jakob.Lahmers@mdcresearch.com)

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
- 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 687 surveys, including 30 from critical customers, were completed between February 28 and March 14, 2023
  - Phone: 80 completed surveys
  - Web: 607 completed surveys

# Key Findings

**52% are aware of wildfire safety communications, down from November 2022 (67%) and March 2022 (58%). Pacific Power** remains the primary sources for wildfire preparedness information, and **personal preparedness** and **vegetation management** remain the most common messages recalled, consistent with prior waves.

**Email, TV news, and social media** are the most common channels for wildfire communications. Mentions of newspaper as a channel for wildfire communication has decreased significantly since last wave (12% vs 17%).

**Pacific Power website, radio, and email** are considered the clearest sources for information about wildfire preparedness, with the **Pacific Power website** also considered the most useful source.

**69% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, consistent with previous waves. **Trimming vegetation around properties** remains the most common action taken. Recallers remain more likely than Non-Recallers to say they have taken actions (80% vs 57%).

**59% are aware of Pacific Power's efforts to prune vegetation** around power lines in higher-risk areas, which remains the most common effort recalled. Recallers remain more likely than Non-Recallers to be aware of Pacific Power's efforts to reduce the risk of wildfire.

**51% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** which is statistically consistent with November 2022 (56%) and March 2022 (52%). **TV News** remains the main source of PSPS communication, followed by **email**. **Recallers** are significantly more likely than Non-Recallers to mention email (**38% vs 19%**), Pacific Power website (**28% vs 9%**), bill insert (**17% vs 9%**) and newspaper (**11% vs 3%**).

**77%** 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."

**Heating and cooling and food replacement** remain the most common concerns during an extended power outage.

**Half of respondents** agree that **notifications should be sent if there is any possibility of a PSPS**, and another 35% say **notifications should be sent if there is a high likelihood**.

**Satisfaction with all types of outreach and engagement is consistent** with November 2022, and remains moderate.

**Over half (58%) are aware of the ability to update their contact information** with Pacific Power to receive notifications prior to PSPS events, and 70% of those report doing so.

**More than half (55%) are aware of Pacific Power's website where information on PSPS events may be found.** Awareness of website is higher among Recallers than Non-Recallers (59% vs 51%).

Of those relying on electricity for medical needs more than one quarter (24%) are aware Pacific Power provides additional notices.

1% say it would be helpful for them or anybody else in their household to receive communication in another language, with Spanish most commonly mentioned.

# Recommendations



Continue to use email and social media to reach customers; TV news is also effective, with recall in line with social media.

Promote the Pacific Power website as a resource for information, as this source is considered the most clear and useful of all sources evaluated. Bill inserts are also highly clear and useful, provide a cost-effective way to reach more vulnerable customers without access to email or the web. In addition to the content that can be included on a bill insert, use that as a resource to direct customers (with internet access) to the Pacific Power website.

Maintain efforts to leverage local organizations or community centers to reach the community and encourage word of mouth. While these resources aren't as widely used as direct communications or mass media, they are considered useful.

Evaluate off-season messages and cadence. Following the trend from previous waves, awareness is considerably lower prior to the wildfire season. The wet and cold winter may be contributing to wildfire season not being top of mind for customers in this wave.

Despite the winter weather and lack of PSPS in 2022, recall of PSPS has remained steady since March 2022, but is down from levels observed in 2021. Focus communication on being prepared in the event of an outage, whether due to PSPS or other factors.

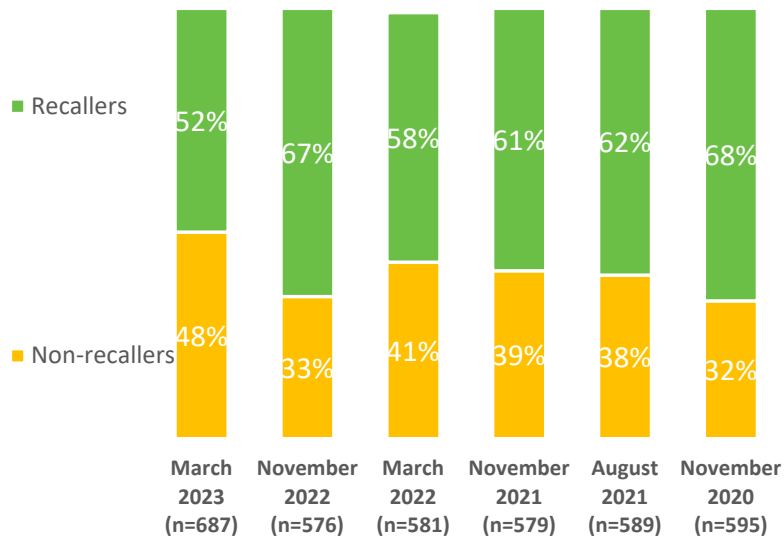
Continue efforts to educate the public about the steps Pacific Power is taking to mitigate the risk of wildfires (including vegetation management and equipment maintenance), that a shutdown is the last resort to prevent a devastating fire, and that Pacific Power is committed to restoring power as quickly as safely possible.

Promote the Generator Rebate Program; awareness of this resource remains low, and it has the potential to support low income and vulnerable customers in the event of an outage.

# Wildfire Safety Communications Awareness

- Just over half (52%) say they have seen or heard communications about wildfire safety in the past year, significantly lower than November 2022 (67%)
- Recallers are more likely than Non-Recallers to be 65 years of age or older (61% vs 45%), while Non-Recallers are more likely to be age 18–54 (29% vs 15%)

Communication Awareness



	Recallers (n=357)	Non-Recallers (n=330)
Gender	Male – 39% Female – 58%	Male – 35% Female – 59%
Age	18-54 – 15% 55-64 – 21% <b>65+ – 61%</b>	<b>18-54 – 29%</b> 55-64 – 22% 65+ – 45%
Median Income	\$49K	\$52K
Home Ownership	Rent – 15% Own – 80%	Rent – 18% Own – 76%
Primary Language is not English	10%	13%
Responded they Rely on Electricity for Medical Needs	26%	25%

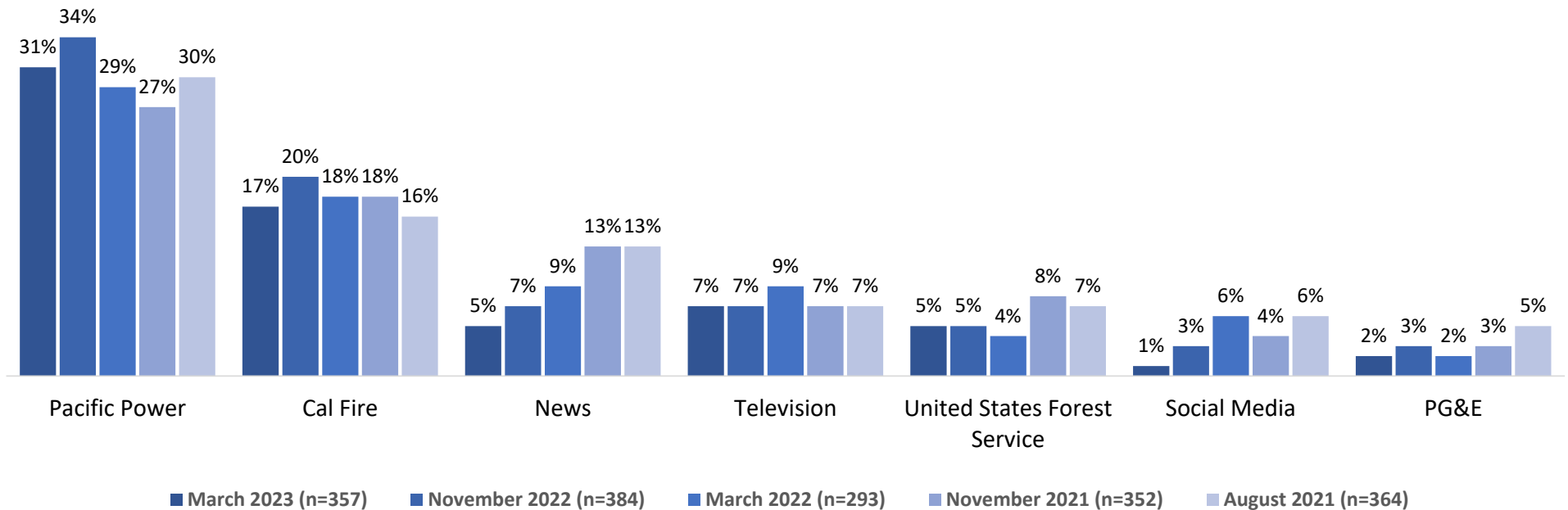
# Communication Recall (among those aware of communications)



# Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of communication about wildfire preparedness (31%), statistically consistent with November 2022 (34%)

**Wildfire Preparedness Communications Sources**  
*(among those who recall communication)*



# Wildfire Preparedness Communications Messages

- Recall of messaging for all topics remains consistent with November 2022; nearly two thirds recall messages about personal preparedness (61%)
- Those age 65+ are more likely than those age 18-45 to mention vegetation management (63% vs 31%), local emergency services – resources (37% vs 16%), notifications & updating customer information (33% vs 9%), Pacific Power’s wildfire mitigation plan (31% vs 6%), CA Public Utility Commission designation (31% vs 13%), local emergency services – support tools (30% vs 16%), and weather stations (12% vs 3%)

## Communications Messages Recalled *(among those who recall communication)*

	Nov 2022 (n=384)	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)
Personal Preparedness	61%	62%	53%	51%
Vegetation Management	57%	52%	68%	66%
Local Emergency Services – Resources	34%	36%	39%	42%
Public Safety Power Shutoff – De-Energization of Power	31%	33%	37%	40%
Pacific Power's Wildfire Mitigation Plan	28%	30%	27%	27%
Notifications & Updating Customer Information	28%	29%	20%	22%
CPUC designation of high wildfire threat areas	26%	22%	24%	23%
Local Emergency Services – Support Tools	25%	30%	25%	23%
Community Resource Centers	24%	25%	27%	34%
Medical Needs – Plan for any medical needs	20%	19%	32%	32%
Enhanced Wildfire Safety Settings	17%	15%	Added November 2022	
Weather Stations	10%	13%	20%	21%



# Information Channels for Wildfire Communications

- Almost four in ten respondents mention email (36%), followed by TV news (32%), and social media (31%)
- Those 65 years of age or older are more likely to mention TV news, and family, friends, co-workers than those 18-45 years of age (37% vs 6% & 21% vs 9%, respectively) and are more likely to mention bill inserts than those 45-64 years of age (24% vs 14%)

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

Nov 2022 (n=384)    March 2022 (n=293)    Nov 2021 (n=352)    Aug 2021 (n=364)

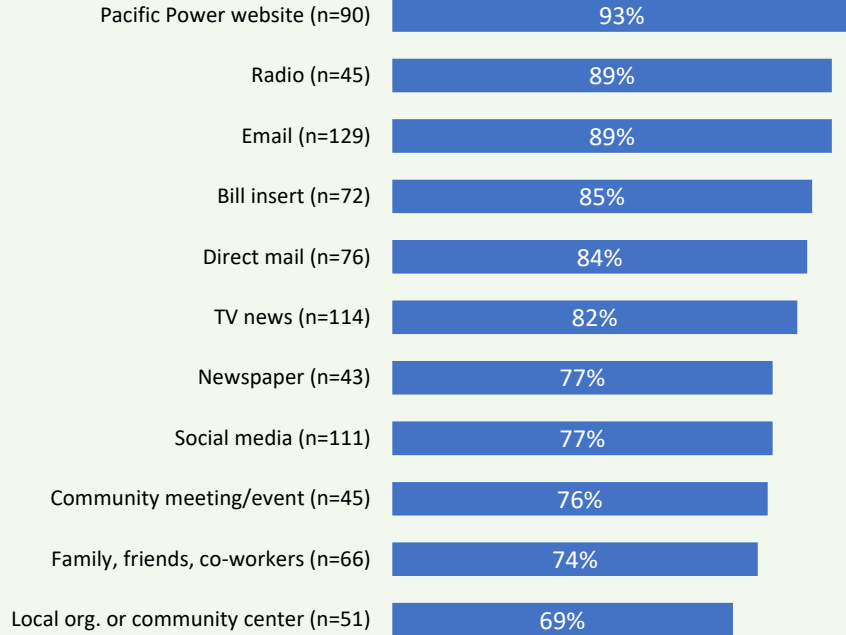
Channel	Nov 2022 (n=384)	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)
Email	36%	40%	29%	35%
TV News	32%	32%	38%	41%
Social Media	31%	34%	36%	37%
Pacific Power Website	25%	23%	28%	21%
Direct Mail	21%	24%	17%	17%
Bill Insert	20%	18%	16%	16%
Family, Friends, Co-Workers	18%	17%	26%	20%
Local Organization or Community Center	14%	10%	15%	13%
Radio	13%	12%	14%	15%
Community Meeting or Event	13%	11%	13%	9%
Newspaper	12% ↓	17%	22%	20%
Other Website	5%	4%	21%	24%

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

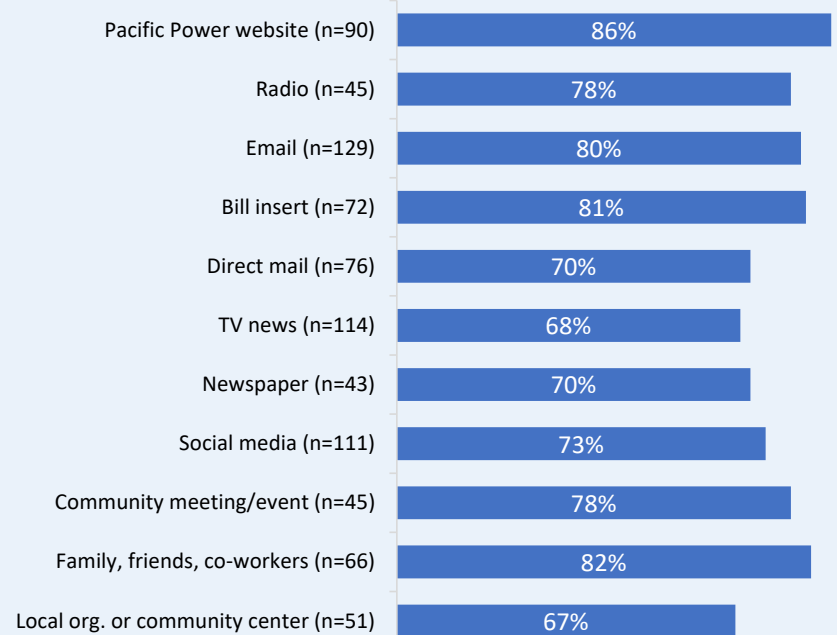
# Information Usefulness and Clarity

- The Pacific Power website is rated highest in terms of clarity (93%), followed by radio (89%) and email (89%)
- With respect to usefulness, the Pacific Power website (86%) is most useful, followed by family, friends, co-workers (82%) and bill inserts (81%)

## Clarity (Top-2-Box)



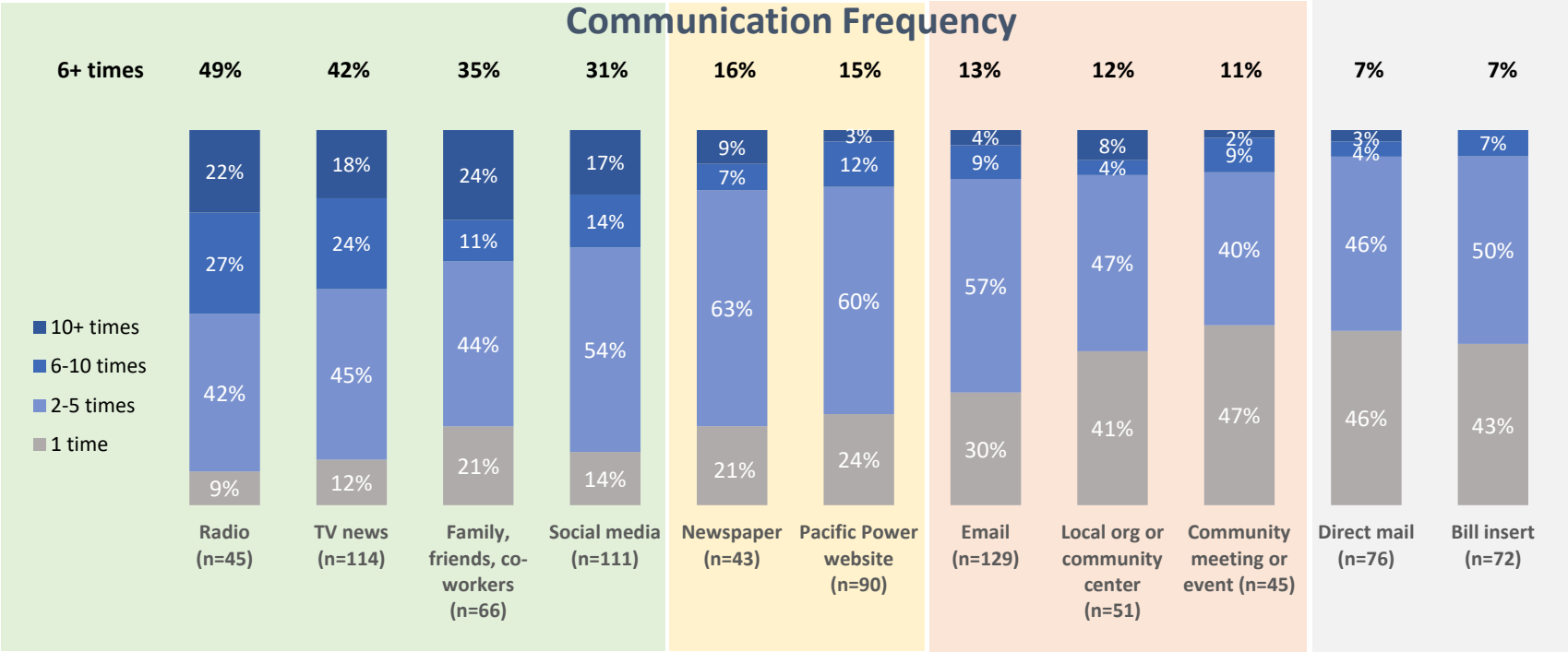
## Usefulness (Top-2-Box)



Q4A How useful was the information about wildfire preparedness from each of these sources? (n=357; Aware of Communication)  
 Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=357; Aware of Communication)

# Communication Frequency

- Respondents say they most frequently see or hear messages about wildfire preparedness from radio, TV news, family, friends, coworkers, and social media

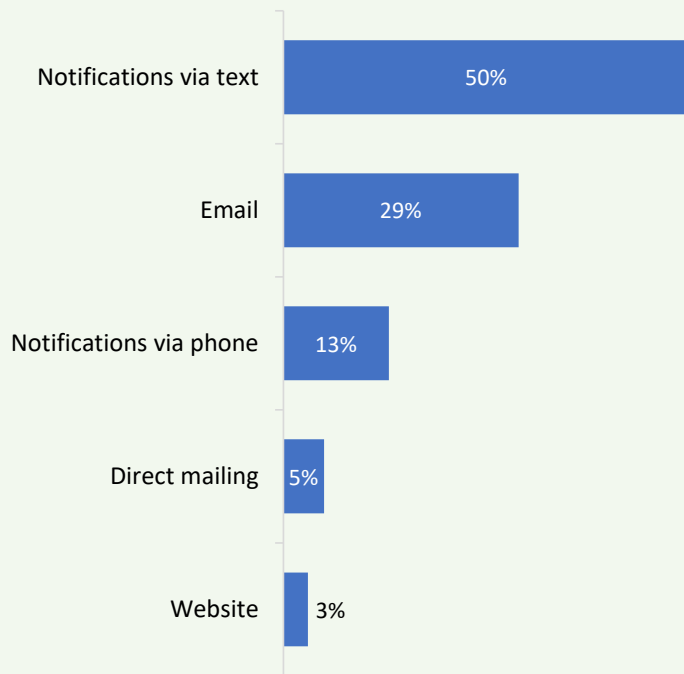


Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=357; Aware of Communication)

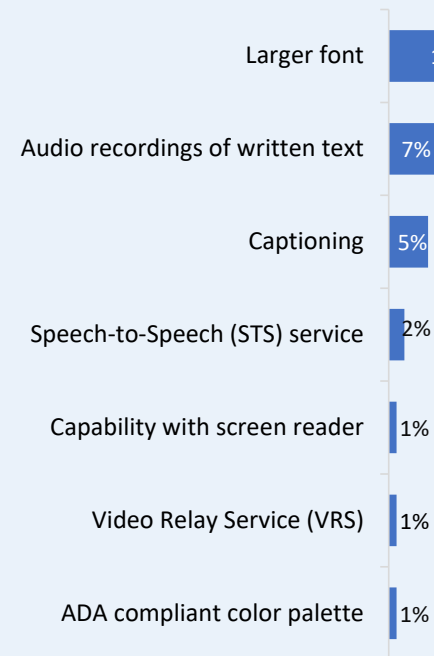
# Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Pacific Power (50%) followed by email (29%); larger font is considered the most helpful (16%) element that could be incorporated

## Most Effective Communications



## Helpful Elements

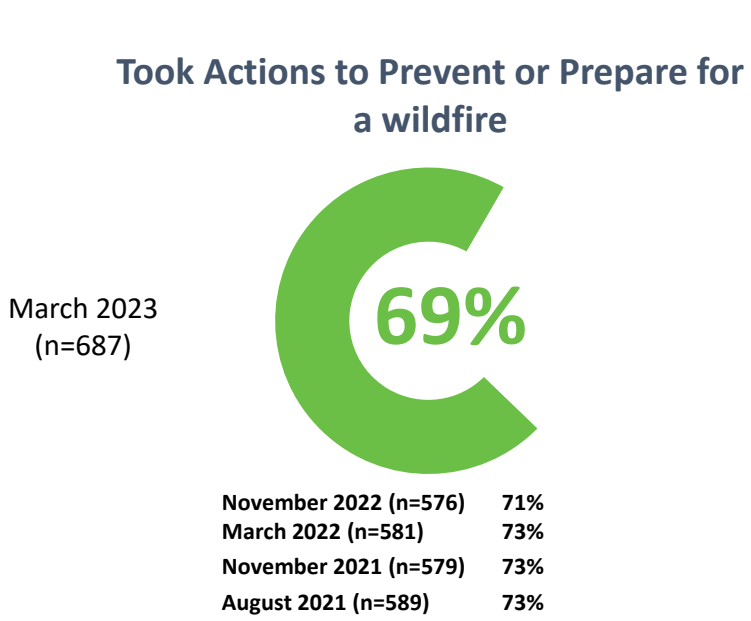




## Wildfire Preparedness Actions Taken

# Wildfire Preparedness

- Seven in ten 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 (80% vs 57%)
- Those who indicate they recall the phrase “Public Safety Power Shutoff” are significantly more likely to say they have prepared an emergency kit than those who are not aware of PSPS (13% vs 7%)
- No customers mentioned participating in a generator rebate program, down from 8% in November 2022



Actions Taken <i>(among those taking action)</i>	Total				
	March 2023 (n=474)	Nov 2022 (n=408)	March 2022 (n=423)	Nov 2021 (n=420)	Aug 2021 (n=431)
Trimmed vegetation around home or property	71%	69%	71%	75%	75%
Created defensible space	27%	26%	34%	18%	17%
Prepared an emergency kit	10%	12%	12%	13%	14%
Watering/installed watering systems	6%	5%	10%	8%	11%
Prepared an emergency readiness plan and contact information	2%	3%	10%	7%	15%
Participated in generator rebate program	--	↓ 8%	--	Added in March 2022	

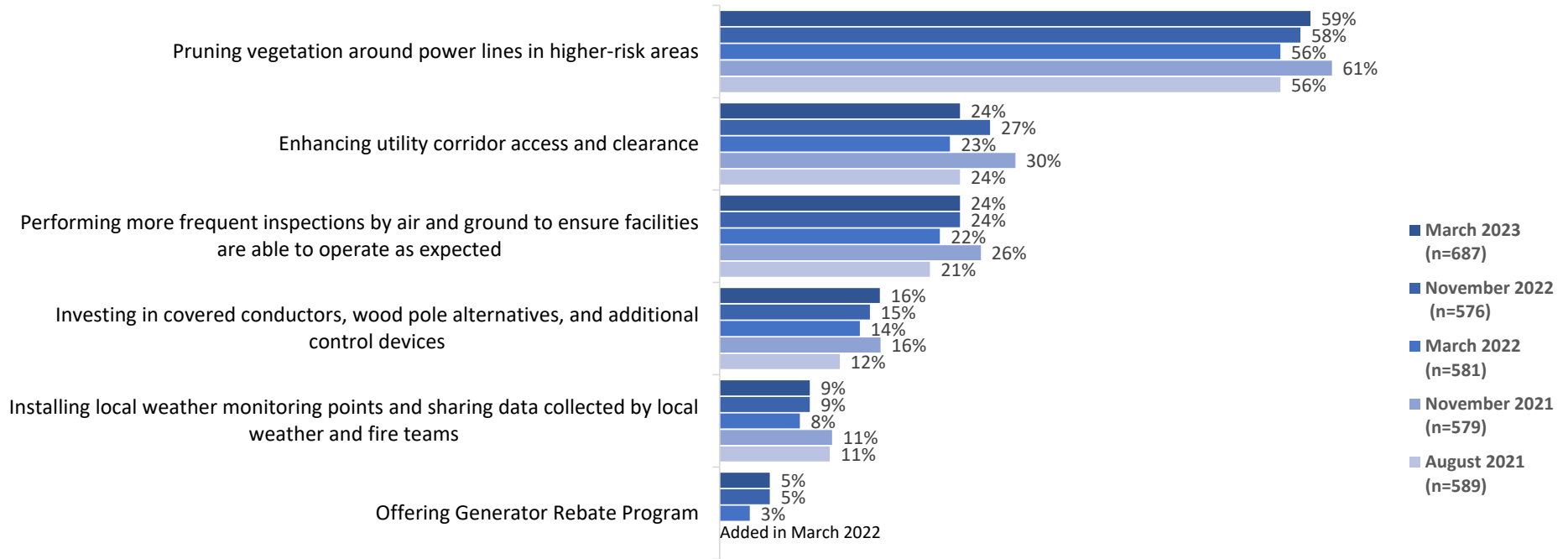
Q6 In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=687; Total)  
 Q6A What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=474; Took actions)

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

# Awareness of Pacific Power's Efforts

- Awareness of Pacific Power's efforts remains statistically consistent with November 2022 results
- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (59%)
- Recallers remain significantly more likely than Non-Recallers to be aware of all Pacific Power efforts to reduce the risk of wildfire

## Awareness of Pacific Power's Efforts to Reduce Wildfire Risk





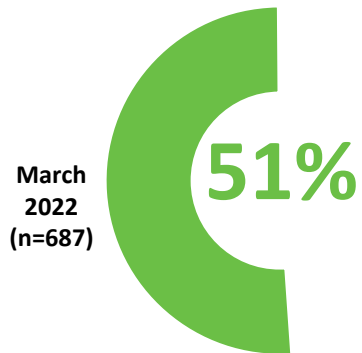
Awareness of Public Safety Power Shutoff



# PSPS Awareness

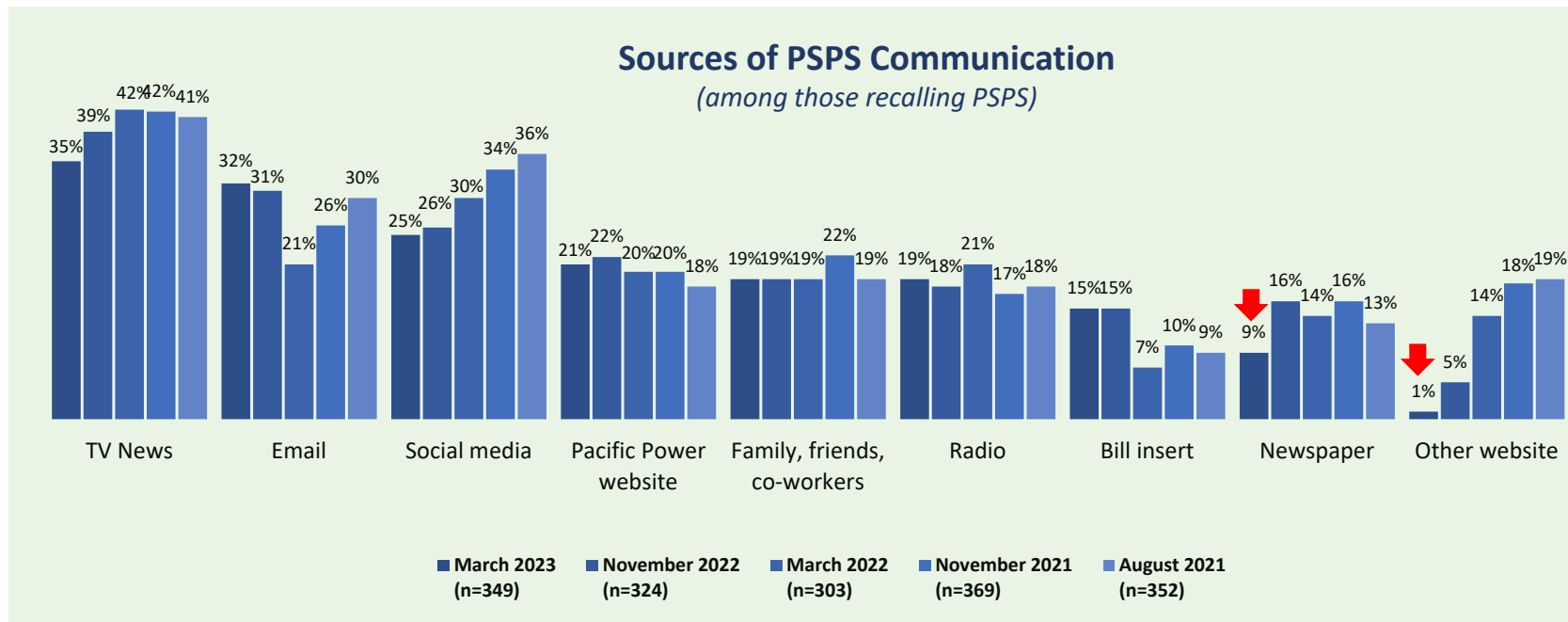
- Just over half (51%) indicate seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is in line with November 2022 (56%) findings; Recallers are significantly more likely than Non-Recallers to be aware of PSPS (65% vs 35%)
- TV News remains the main source of PSPS communication; Recallers are significantly more likely than Non-Recallers to mention email (38% vs 19%), Pacific Power website (28% vs 9%), bill insert (17% vs 9%) and newspaper (11% vs 3%)

## PSPS Recall



November 2022 (n=576)	56%
March 2022 (n=581)	52%
November 2021 (n=579)	64%
August 2021 (n=589)	60%

## Sources of PSPS Communication (among those recalling PSPS)



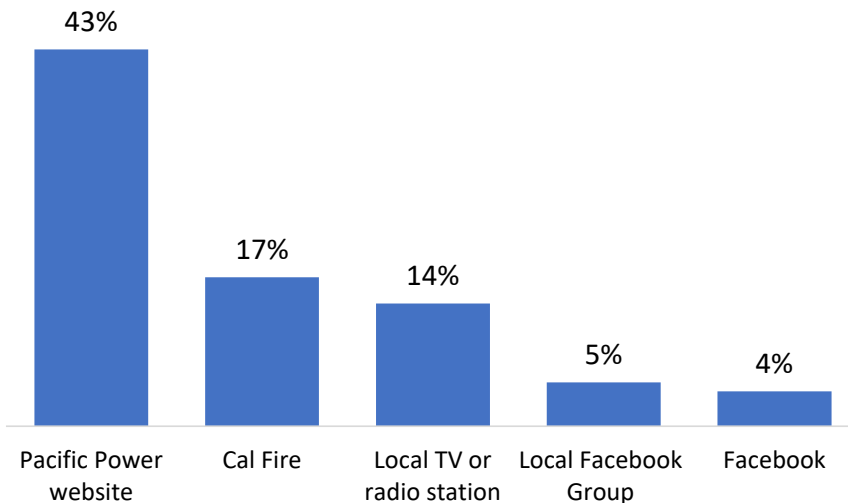
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=687; Total)  
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=349; Recall PSPS communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

# PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers would turn to for PSPS information (43%)
- Consistent with previous waves, of those aware, three quarters 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” (77%)
- Recallers are significantly more likely than Non-Recallers to mention most statements about PSPS

## Top 5 Sources of PSPS Information



## PSPS Understanding

	Mar 2023 (n=349)	Nov 2022 (n=324)	Mar 2022 (n=303)	Nov 2021 (n=369)	Aug 2021 (n=352)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	77%	77%	80%	78%	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.	57%	57%	64%	62%	66%
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.	52%	48%	52%	48%	51%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	42%	35%	38%	35%	41%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	31%	26%	Added in November 2022		

18

POWERING YOUR GREATNESS

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=349; Recall PSPS)  
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=349; Recall PSPS)

Bold denotes statistically significant difference between Recallers and Non-Recallers

# Awareness of Resources

- Seven in ten (70%) indicate they are aware of the Low Income Home Energy Assistance Program, followed by three fifths saying they are aware of special payment arrangements (60%) , and California Alternate Rates for Energy (55%)
- Recallers are significantly more likely than Non-Recallers to say they are aware of the majority of available resources

Awareness		Recaller (n=357)	Non-Recaller (n=330)
Low Income Home Energy Assistance Program (LIHEAP)	70%	<b>75%</b>	65%
Special Payment Arrangements	60%	<b>65%</b>	55%
CARE California Alternate Rates for Energy	55%	58%	51%
Electrical and Wildfire Safety Information	47%	<b>66%</b>	27%
ESA Energy Savings Assistance program	31%	33%	29%
Residential Energy Audit	26%	<b>35%</b>	17%
Community Resource Centers (PSPS)	22%	<b>30%</b>	14%
Calling 211	15%	<b>20%</b>	9%
Medical Baseline Allowance	11%	13%	9%
Offering a Generator Rebate Program	8%	<b>12%</b>	5%
Offering a Free Portable Battery Program	5%	<b>6%</b>	3%
AFN Self-Identification	2%	3%	1%

# Familiarity of Resources

- Over two fifths report that they have not investigated the resources, significantly higher among Recallers (48%) compared with Non-Recallers (38%)
- Non-Recallers are significantly more like to report they have not seen any communications about resources (35% vs 19%)

		Familiarity		Recaller (n=357)	Non-Recaller (n=330)
Have not investigated the resources	43%		<b>48%</b>	38%	
Have not seen any communications	26%		19%	<b>35%</b>	
No need for these resources	7%		<b>11%</b>	4%	
Did not pay attention to communications	7%		4%	<b>9%</b>	
Familiar with resources	4%		6%	3%	
Not interested in these resources	3%		2%	4%	
Impairment or disability makes it difficult to learn about these resources	2%		2%	2%	
Unaware of resources	2%		2%	2%	
Interested in resources	1%		1%	2%	
Have applied for resources before	<1%		<1%	1%	
Contain good information	<1%		1%	--	
Do not qualify for resources	<1%		<1%	<1%	

# Resources Used

- Of those who are aware of the resources available, just over half (51%) have used electrical and wildfire safety information, followed by just under half (45%) who have used the California Alternate Rates for Energy

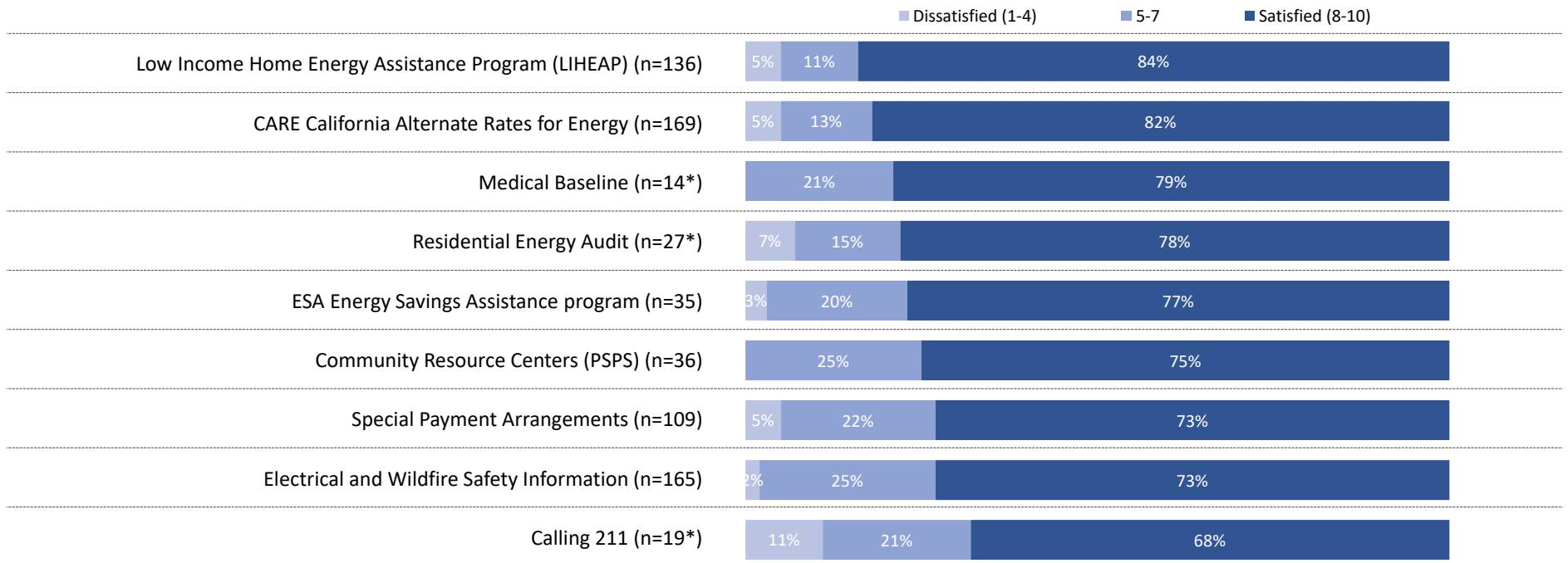
## Resources Used (among those who are aware)

		Recaller	Non-Recaller
Electrical and Wildfire Safety Information (n=326)	51%	<b>55%</b>	39%
CARE California Alternate Rates for Energy (n=377)	45%	42%	49%
Offering a Free Portable Battery Program (n=31)	39%	45%	22%
Low Income Home Energy Assistance Program (LIHEAP) (n=479)	28%	29%	28%
Special Payment Arrangements (n=411)	27%	23%	31%
Community Resource Centers (PSPS) (n=152)	24%	21%	30%
AFN Self-Identification (n=13*)	23%	22%	25%
Calling 211 (n=102)	19%	20%	16%
Medical Baseline Allowance (n=76)	18%	19%	17%
ESA Energy Savings Assistance program (n=215)	16%	19%	13%
Residential Energy Audit (n=180)	15%	<b>18%</b>	7%
Offering a Generator Rebate Program (n=58)	10%	10%	13%

# Satisfaction With Resources Used

- Among those using the various resources available, satisfaction is highest with Low Income Home Energy Assistance Program, and California Alternate Rates for Energy

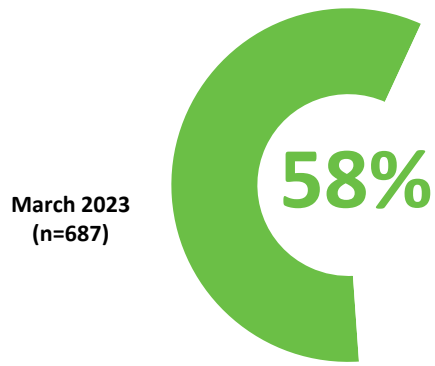
## Resource Satisfaction



# Contact Information for PSPS

- Almost three fifths (58%) of customers are aware they can update their contact information with Pacific Power; awareness among Recallers remains significantly higher than Non-Recallers (66% vs 50%)
- Seven in ten (70%) of those aware they can update their information have done so, consistent with previous findings

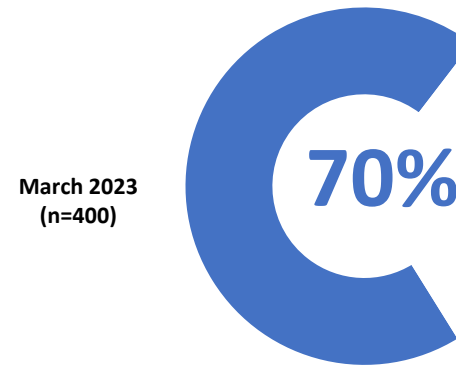
## Awareness of Ability to Update Contact Information for PSPS



November 2022 (n=576)	54%
March 2022 (n=581)	50%
November 2021 (n=340)	65%
August 2021 (n=301)	64%



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

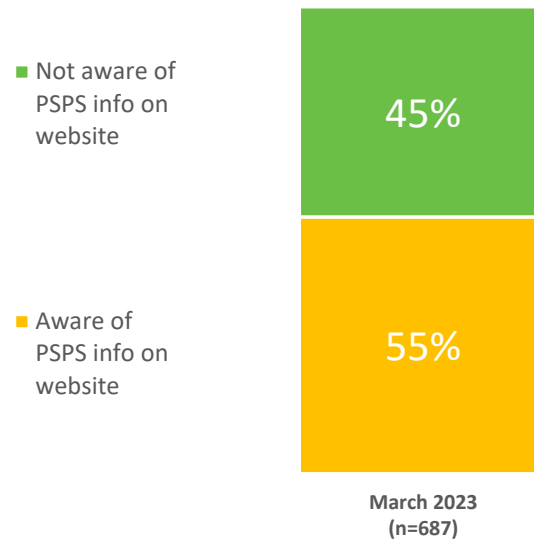


November 2022 (n=313)	65%
March 2022 (n=293)	64%
November 2021 (n=340)	65%
August 2021 (n=301)	64%

# Awareness of PSPS Event Information

- More than half (55%) of respondents are aware they may locate information about a PSPS event on Pacific Power’s website
- Recallers are significantly more likely than Non-Recallers to indicate they are aware of PSPS information that may be found on Pacific Power’s website (59% vs 51%)

## Awareness of PSPS Information on Pacific Power Website





# Medical Needs and Language Preferences

One quarter (25%) 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 (60% vs 24%)

Of those relying on electricity for medical needs, 24% are aware Pacific Power provides additional notices; Recallers are significantly more likely to be aware of additional notices (32% vs 16%)

**English is not a primary language for one in ten customers (11%), but is still preferred for communications for the vast majority (98%)**

- Out of all respondents, 9 (1%) say it would be helpful for them or anybody else in their household to receive communication in another language
- When asked what their preferred language would be to receive communications from Pacific Power, Spanish (1% of all respondents), Traditional Chinese (<1%), Simplified Chinese (<1%), and Japanese (<1%) are the only non-English languages mentioned

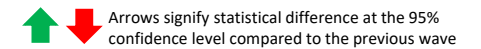
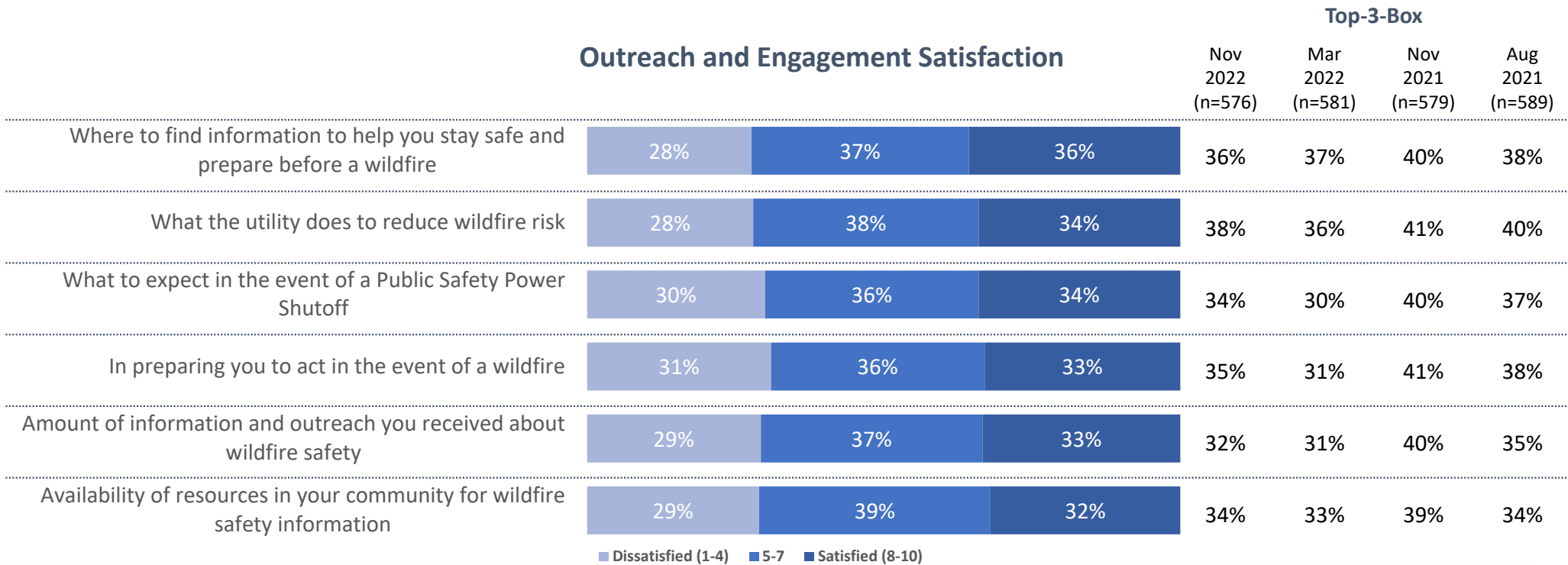
25

Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=687; Total)  
Q14A Are you aware that Pacific Power provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=175; Rely on electricity for medical needs)  
Q15 Is your primary language other than English? (n=687; Total)  
Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=687; Total)  
Q16B What is your preferred language to receive communications? (n=687; Total)

POWERING YOUR GREATNESS

# Outreach and Engagement Satisfaction

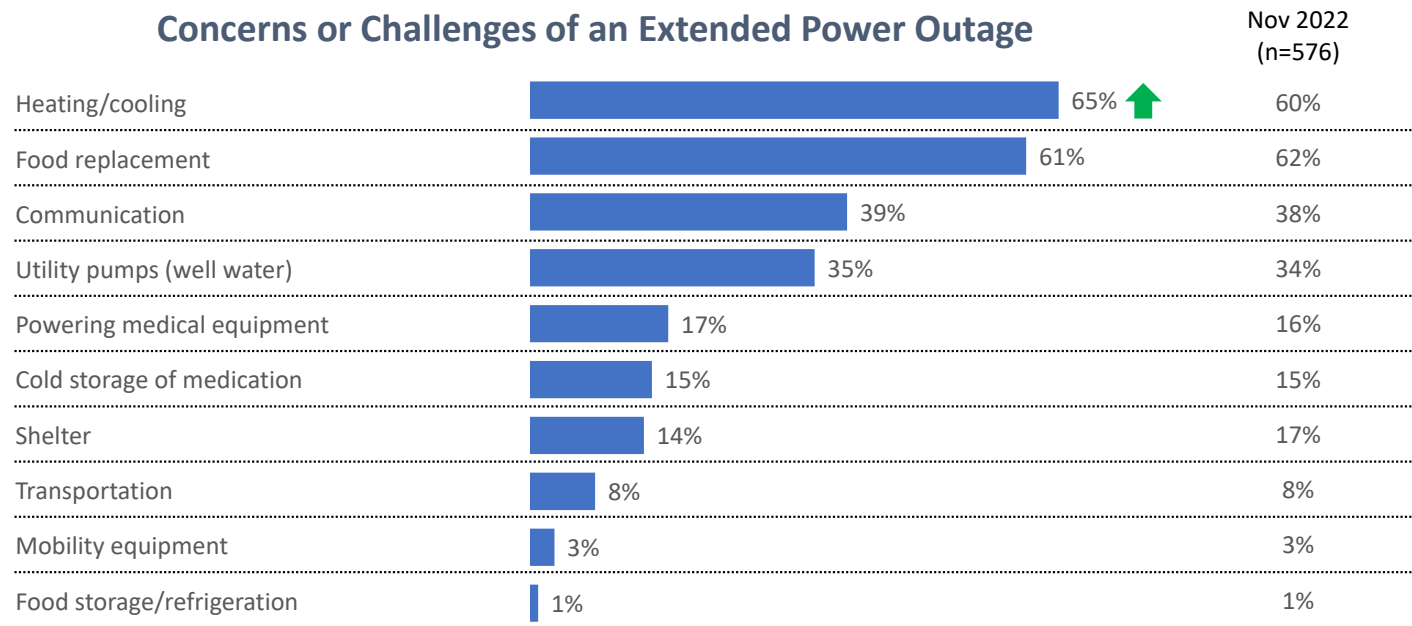
- Roughly one third (32% to 36%) of customers report being satisfied with all statements about outreach and engagement
- No significant changes in satisfaction were observed in comparison with November 2022 findings



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=687; Total)

# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (65%), food replacement (61%), and communication (39%)



Post-PSPS



# PSPS Notifications

- Half (52%) say that notifications should be sent if there is any possibility of a PSPS, inline with November 2022 (51%)

<b>PSPS Notifications Perception</b>	March 2023 (n=687)	Nov 2022 (n=576)	March 2022 (n=581)
Notifications should be sent if there is any possibility of a PSPS	52%	51%	50%
Notifications should only be sent if there is a high likelihood of a PSPS	35%	34%	33%
Notifications should only be sent if a PSPS is certain to occur	14%	15%	17%

## Critical Customers Summary





# Key Metrics: Random vs. Critical Customers

	Random Customers (n=657)	Critical Customers (n=30)
Aware of Wildfire Safety Communications	52%	50%
Aware of Communications from Pacific Power (among those aware)	30%	<b>60%</b>
Took Action to Prevent or Prepare for a Wildfire	69%	73%
Recall PSPS	51%	53%
Would Turn to Pacific Power Website for PSPS Info	41%	33%
Aware of Ability to Update Contact Info for PSPS	58%	67%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	33%	30%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	22%	39%

Bold denotes statistically significant difference between Random and Critical customers



# Demographic Profiles: Random vs. Critical Customers

	Random Customers (n=657)	Critical Customers (n=30)
Gender	Male – 38% Female – 58%	Male – 23% Female – 73%
Age	18-54 – 22% 55-64 – 22% 65+ – 54%	18-54 – 30% 55-64 – 20% 65+ – 47%
Median Income	<b>\$53K</b>	\$26K
Home Ownership	Rent – 15% Own – <b>79%</b>	Rent – <b>40%</b> Own – 50%
Primary Language is not English	11%	7%
Responded they Rely on Electricity for Medical Needs	24%	<b>60%</b>

Bold denotes statistically significant difference between Random and Critical customers





# Key Metrics: AFN vs. Non-AFN

	AFN Customers (n=604)	Non-AFN Customers (n=83)
Aware of Wildfire Safety Communications	53%	45%
Aware of Communications from Pacific Power (among those aware)	32%	24%
Took Action to Prevent or Prepare for a Wildfire	69%	67%
Recall PSPS	52%	45%
Would Turn to Pacific Power Website for PSPS Info	40%	<b>68%</b>
Aware of Ability to Update Contact Info for PSPS	<b>60%</b>	46%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	33%	31%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	24%	--

Bold denotes statistically significant difference between AFN and Non-AFN customers



# Demographic Profiles: AFN vs Non-AFN

	AFN Customers (n=604)	Non-AFN Customers (n=83)
Gender	Male – 35% Female – <b>61%</b>	Male – <b>51%</b> Female – 43%
Age	18-54 – 16% 55-64 – 21% 65+ – 61%	18-54 – <b>66%</b> 55-64 – 28% 65+ – --
Median Income	<b>\$44K</b>	\$103K
Home Ownership	Rent – 16% Own – 79%	Rent – 19% Own – 73%
Primary Language is not English	12%	--
Responded they Rely on Electricity for Medical Needs	29%	--

Bold denotes statistically significant difference between AFN and Non-AFN customers



# Respondent Profiles – AFN Criteria

	Total (n=687)	Random Customers (n=657)	Critical Customers (n=30)
AFN (NET)	88%	88%	87%
Age 65+	53%	54%	47%
<\$40K income	33%	32%	<b>57%</b>
Chronic conditions or injuries	28%	27%	<b>47%</b>
Limited access to transportation	7%	7%	13%
Physical, developmental, or intellectual disability	21%	19%	<b>60%</b>
Non-English language needs	1%	1%	3%
Medical need	25%	24%	<b>60%</b>

Bold denotes statistically significant difference between Random and Critical customers



## Demographic Profiles

# Respondent Profiles

Gender	Total (n=687)	Recallers (n=357)	Non-Recallers (n=330)
Male	37%	39%	35%
Female	59%	58%	59%
Age			
18 to 24	<1%	<1%	1%
25 to 34	4%	2%	<b>6%</b>
35 to 44	9%	6%	<b>11%</b>
45 to 54	9%	6%	<b>11%</b>
55 to 64	22%	21%	22%
65 or over	53%	<b>61%</b>	45%
Prefer not to say	3%	3%	3%

Renter/Homeowner	Total (n=687)	Recallers (n=357)	Non-Recallers (n=330)
Own	78%	80%	76%
Rent	16%	15%	18%
Other	2%	2%	2%
Prefer not to say	4%	3%	5%
Household Income			
Less than \$20,000	12%	13%	12%
\$20,000 to \$39,999	21%	20%	21%
\$40,000 to \$59,999	13%	13%	13%
\$60,000 to \$89,999	13%	13%	13%
\$90,000 to \$129,999	12%	11%	13%
\$130,000 to \$199,999	5%	4%	6%
\$200,000 or more	3%	3%	3%
Prefer not to say	20%	22%	19%

37 Q17 What is your gender? (n=687; Total)  
 Q18 What is your age category? (n=687; Total)  
 Q19 Do you own or rent your home? (n=687; Total)  
 Q20 Which of the following best describes your annual household income? (n=687; Total)

# Respondent Profiles: AFN vs. Non-AFN

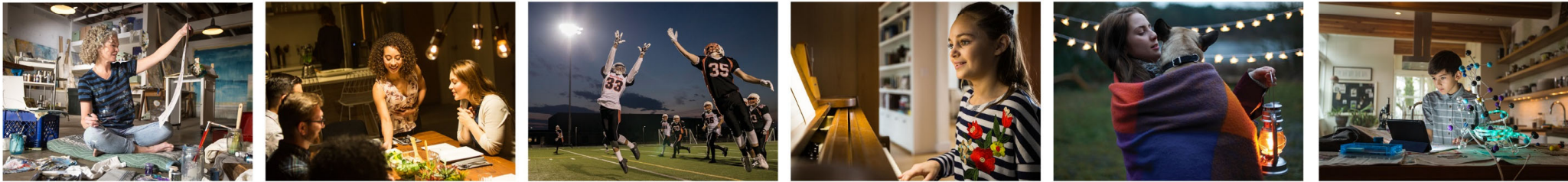
Gender	Total (n=687)	AFN (n=604)	Non-AFN (n=83)
Male	37%	35%	<b>51%</b>
Female	59%	<b>61%</b>	43%
Age			
18 to 24	<1%	<1%	2%
25 to 34	4%	3%	<b>14%</b>
35 to 44	9%	6%	<b>28%</b>
45 to 54	9%	7%	<b>22%</b>
55 to 64	22%	21%	28%
65 or over	53%	<b>61%</b>	--
Prefer not to say	3%	2%	6%

Renter/Homeowner	Total (n=687)	AFN (n=604)	Non-AFN (n=83)
Own	78%	79%	73%
Rent	16%	16%	19%
Other	2%	2%	--
Prefer not to say	4%	3%	7%
Household Income			
Less than \$20,000	12%	14%	--
\$20,000 to \$39,999	21%	23%	--
\$40,000 to \$59,999	13%	<b>14%</b>	7%
\$60,000 to \$89,999	13%	12%	<b>22%</b>
\$90,000 to \$129,999	12%	11%	<b>20%</b>
\$130,000 to \$199,999	5%	4%	11%
\$200,000 or more	3%	2%	<b>11%</b>
Prefer not to say	20%	19%	29%

38 Q17 What is your gender? (n=687; Total)  
 Q18 What is your age category? (n=687; Total)  
 Q19 Do you own or rent your home? (n=687; Total)  
 Q20 Which of the following best describes your annual household income? (n=687; Total)

# Wildfire Messaging Awareness

November 2022



**Prepared by**

Jakob Lahmers - [Jakob.Lahmers@mdcresearch.com](mailto:Jakob.Lahmers@mdcresearch.com)  
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 576 surveys, including 30 from critical customers, were completed between November 3 and November 19, 2022
  - Phone: 80 completed surveys
  - Web: 496 completed surveys



# Key Findings



**67% are aware of wildfire safety communications, which is significantly higher than the prior wave (58%). Pacific Power** remains the primary sources for wildfire preparedness information, and **personal preparedness** and **vegetation management** remain the most common messages recalled, although mention of vegetation management decreasing significantly.

**Email, social media, and TV news** are the most channels for wildfire communications.

**Local organizations or community centers, bill inserts, and the Pacific Power website** are considered the clearest sources for information about wildfire preparedness, with the **Pacific Power website** also considered the most useful source.

**71% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, consistent with previous waves. **Trimming vegetation around properties** remains the most common action taken and mention of **creating defensible space** has decreased since last wave, while participation in the **generator rebate program** has increased. Recallers remain more likely than Non-Recallers to say they have taken actions (78% vs 56%).

**58% are aware of Pacific Power's efforts to prune vegetation** around power lines in higher-risk areas, which remains the most common effort recalled. Recallers remain more likely than Non-Recallers to be aware of Pacific Power's efforts to reduce the risk of wildfire.

**56% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** which is consistent with March 2022 but down from November 2021. **TV News** remains the main source of PSPS communication, followed by **email**. **Recallers** are significantly more likely than Non-Recallers to mention email (**39%** vs 4%), Pacific Power website (**25%** vs 7%), newspaper (**18%** vs 9%), and bill insert (**17%** vs 7%).

**77%** 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."

**Food replacement and heating and cooling** are the most common concerns during an extended power outage.

**23% experienced PSPS event in the past year.** On average, customers have received **0.8 PSPS notifications** and experienced **0.4 PSPS events**. **Half** agree that **notifications should be sent if there is any possibility of a PSPS**, and another 34% say **notifications should be sent if there is a high likelihood**.

Among those who experienced PSPS, **more than half (55%) say they received adequate notification** and information to prepare for an event. Better and more timely communications are the main suggestions for improvement.

Of those who experienced a PSPS, **36% are aware of community resource centers**; 14% of those aware report visiting a CRC.

**Satisfaction with all types of outreach and engagement is consistent** with March 2022, and remains moderate.

More than half (54%) are aware of the **ability to update their contact information for PSPS**. Of those, two thirds have updated their contact information.

One fourth know **whether their address is in PSPS area**, consistent with March 2022. One in six are aware of a map on Pacific Power's website; awareness remains higher among Recallers than Non-Recallers (22% vs 8%).

Of those relying on electricity for medical needs more than one quarter (28%) are aware Pacific Power provides additional notices.

2% say it would be helpful for them or anybody else in their household to receive communication in another language, with Spanish most commonly mentioned.

# Recommendations

Continue to use email and social media to reach customers; evaluate TV news cadence, as TV is no longer the top information channel.

Maintain efforts to leverage local organizations or community centers to reach the community. While this resource isn't widely used, it is considered highly clear and useful. Bill inserts are also highly clear and useful and are an excellent way to reach more vulnerable customers without access to email or the web. In addition to the content that can be included on a bill insert, use that as a resource to direct customers (with internet access) to the Pacific Power website.

Evaluate the current off-season messaging plan. Communication awareness is up considerably from the early season March 2022 research, which follows a pattern seen over the past three years.

Plan the timing of communications strategy to include a push in late spring, with a focus on aligning with fire preparedness week in early May and include messaging about how to prepare for PSPS. Recall of PSPS was up compared to the early season March 2022 wave, but down compared to November of 2021 and November 2020, so attention to PSPS is warranted.

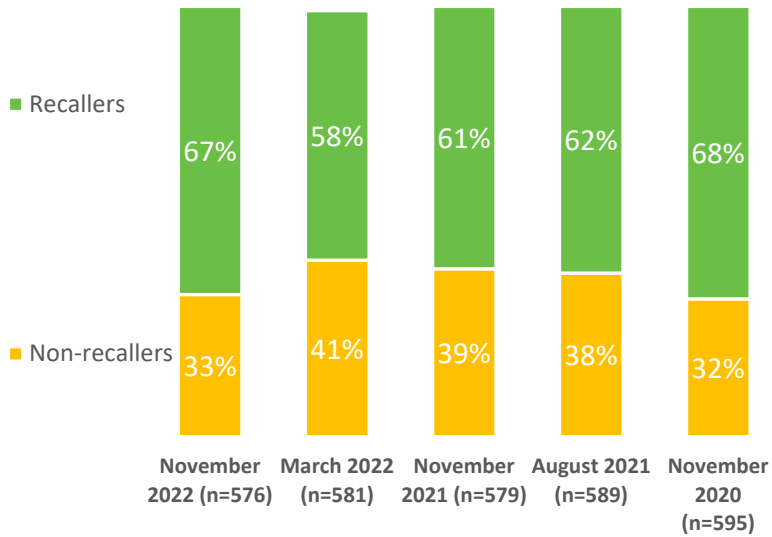
In addition to focusing on PSPS preparation, educate the public about the steps Pacific Power is taking to mitigate the risk of wildfires (including vegetation management and equipment maintenance), and communicate that a shutdown is the last resort to prevent a devastating fire.

Continue efforts to promote the Generator Rebate Program, as awareness and usage remains low. CBO feedback indicates this program has an opportunity to support the most vulnerable community (those with medical needs, low-income, and remote rural customers).

# Wildfire Safety Communications Awareness

- Two thirds (67%) say they have seen or heard communications about wildfire safety in the past year, significantly higher than March 2022 (58%)
- Communication Recallers are significantly more likely than Non-Recallers to own their home (82% vs 72%), while Non-Recallers are significantly more likely to rent their home (22% vs 15%)
- Recallers are more likely than Non-Recallers to be 65 years of age or older (62% vs 47%), while Non-Recallers are more likely to be age 18–54 (26% vs 15%)

## Communication Awareness



	Recallers (n=384)	Non-Recallers (n=192)
Gender	Male – 59% Female – 38%	Male – 56% Female – 37%
Age	18-54 – 15% 55-64 – 22% <b>65+ – 62%</b>	<b>18-54 – 26%</b> 55-64 – 23% 65+ – 47%
Median Income	\$52K	\$47K
Home Ownership	Rent – 15% <b>Own – 82%</b>	<b>Rent – 22%</b> Own – 72%
Primary Language is not English	11%	14%
Responded they Rely on Electricity for Medical Needs	24%	26%

# Communication Recall (among those aware of communications)

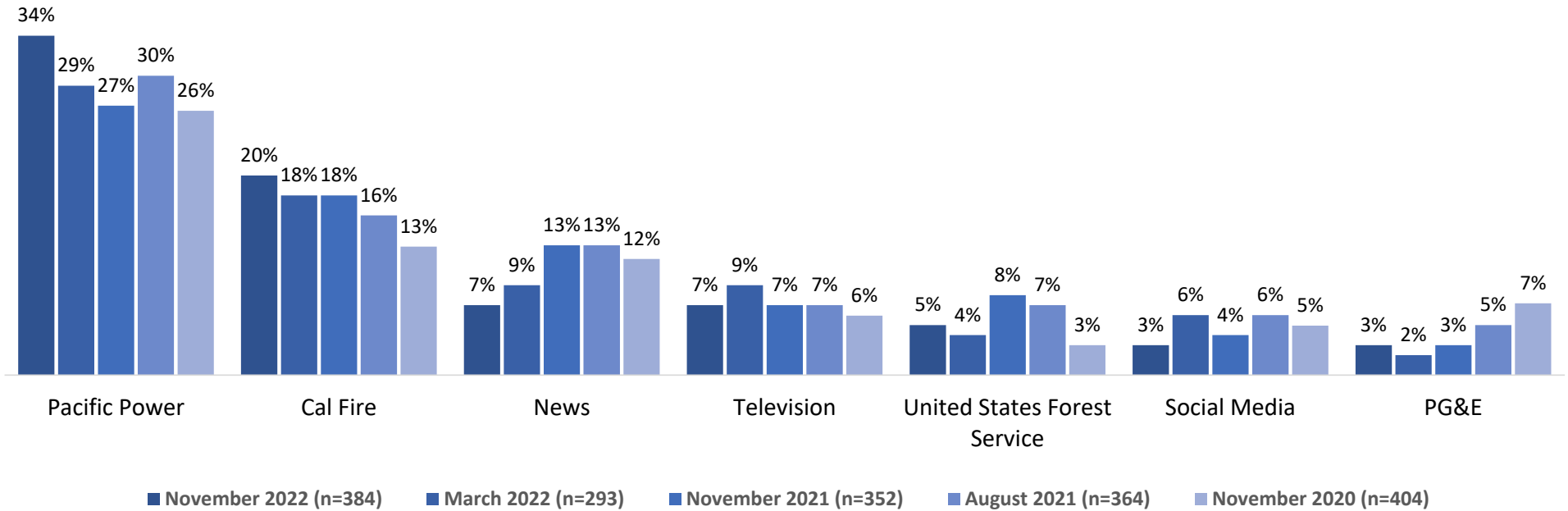


# Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of communication about wildfire preparedness (34%), statistically consistent with March 2022 (29%)

## Wildfire Preparedness Communications Sources

(among those who recall communication)



# Wildfire Preparedness Communications Messages

- Of those who recall communications (Recallers), nearly two thirds recall messages about personal preparedness (62%)
- Recall of messaging about vegetation management decreased significantly, from 65% in March 2022 to 52% in November 2022
- Recall of messaging about support tools from local emergency services increased significantly, from 19% in March 2022 to 30% in November 2022

## Communications Messages Recalled *(among those who recall communication)*

		March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)	Nov 2020 (n=404)
Personal Preparedness	62%	61%	53%	51%	49%
Vegetation Management	52% ↓	65%	68%	66%	67%
Local Emergency Services – Resources	36%	32%	39%	42%	42%
Public Safety Power Shutoff – De-Energization of Power	33%	32%	37%	40%	43%
Pacific Power's Wildfire Mitigation Plan	30%	25%	27%	27%	25%
Local Emergency Services – Support Tools	30% ↑	19%	25%	23%	24%
Notifications & Updating Customer Information	29%	24%	20%	22%	30%
Community Resource Centers	25%	19%	25%	27%	34%
CPUC designation of high wildfire threat areas	22%	21%	24%	23%	25%
Medical Needs – Plan for any medical needs	19%	24%	32%	32%	32%
Enhanced Wildfire Safety Settings	15%	Added November 2022			
Weather Stations	13%	16%	20%	21%	16%

# Information Channels for Wildfire Communications

- Four in ten respondents mention email (40%), followed by social media (34%), and TV news (32%)
- Those 65 years of age or older are more likely to mention TV news, and social media than those 18-45 years of age (36% vs 19% & 37% vs 13%, respectively) and are more likely to mention newspaper and family, friends, co-workers than those 45-64 years of age (23% vs 10% & 21% vs 10%, respectively)

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

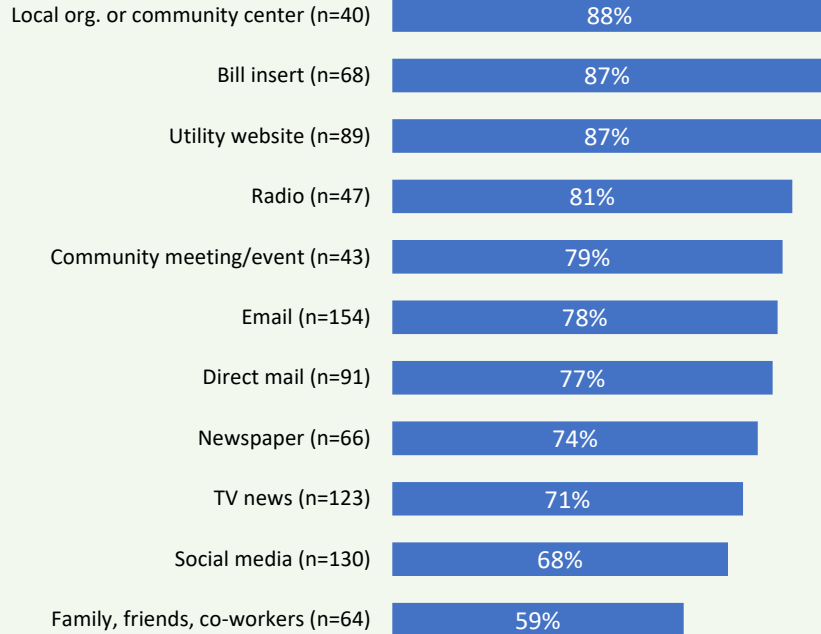
March 2022 (n=293)    Nov 2021 (n=352)    Aug 2021 (n=364)    Nov 2020 (n=404)

Channel	Current	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)	Nov 2020 (n=404)
Email	40%	29%	36%	35%	40%
Social Media	34%	36%	38%	37%	36%
TV News	32%	38%	38%	41%	39%
Direct Mail	24%	17%	17%	17%	17%
Pacific Power Website	23%	28%	22%	21%	25%
Bill Insert	18%	16%	16%	16%	21%
Family, Friends, Co-Workers	17%	26%	20%	18%	26%
Newspaper	17%	22%	20%	18%	24%
Radio	12%	14%	15%	14%	17%
Community Meeting or Event	11%	13%	13%	9%	7%
Local Organization or Community Center	10%	15%	13%	12%	13%
Other Website	4%	21%	24%	26%	25%

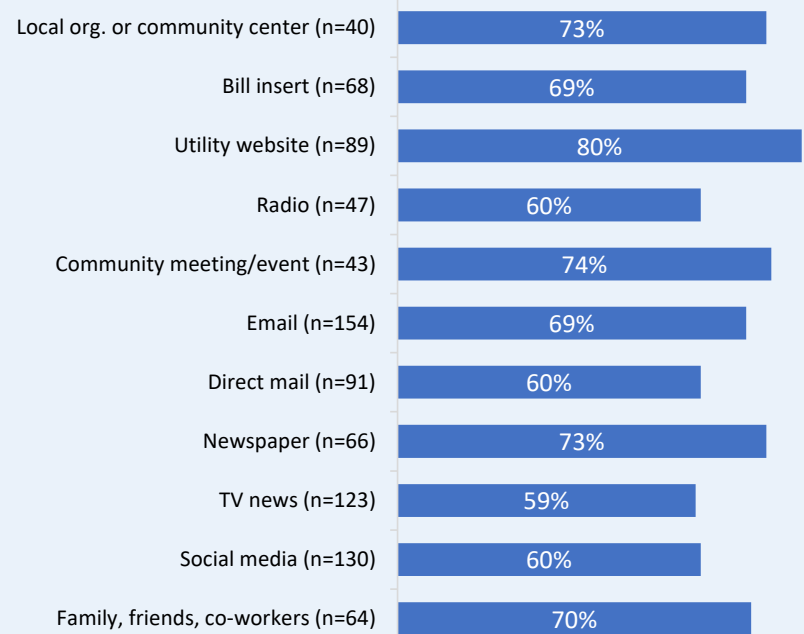
# Information Usefulness and Clarity

- Local organization or community center is rated highest in terms of clarity (88%), followed by bill inserts (87%) and the Pacific Power website (87%)
- With respect to usefulness, the Pacific Power website (80%) is most useful, followed by community meeting/event (74%), local organization or community center (73%) and newspaper (73%)

## Clarity (Top-2-Box)



## Usefulness (Top-2-Box)

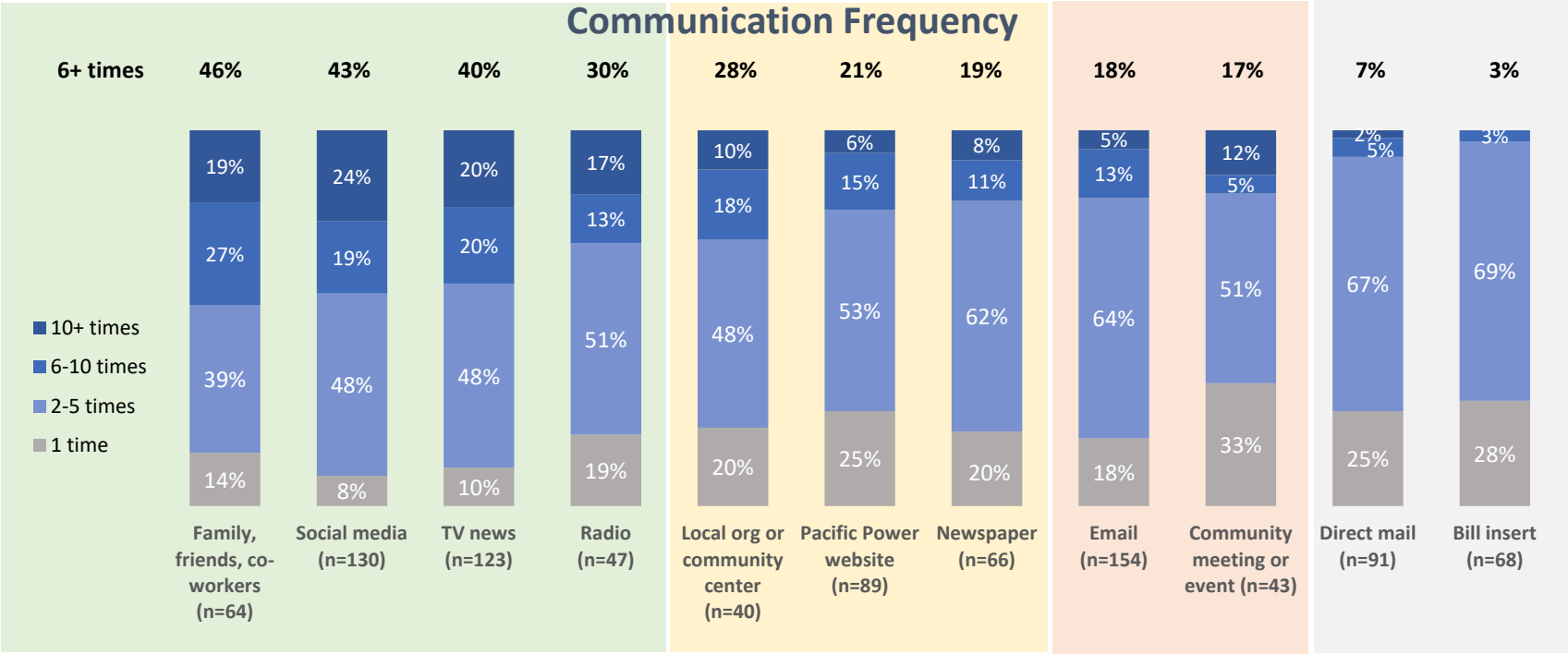


Q4A How useful was the information about wildfire preparedness from each of these sources? (n=384; Aware of Communication)  
 Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n=384; Aware of Communication)



# Communication Frequency

- Respondents say they most frequently see or hear messages about wildfire preparedness from family, friends, coworkers, social media, TV news, and radio

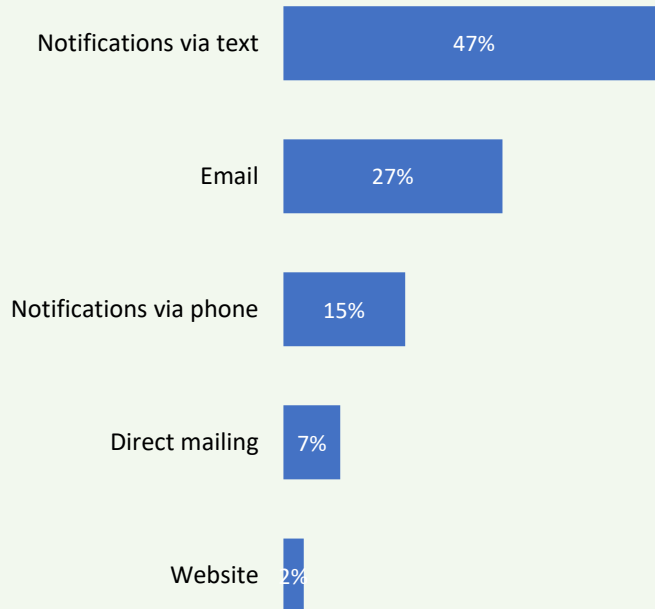


Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=364; Aware of Communication)

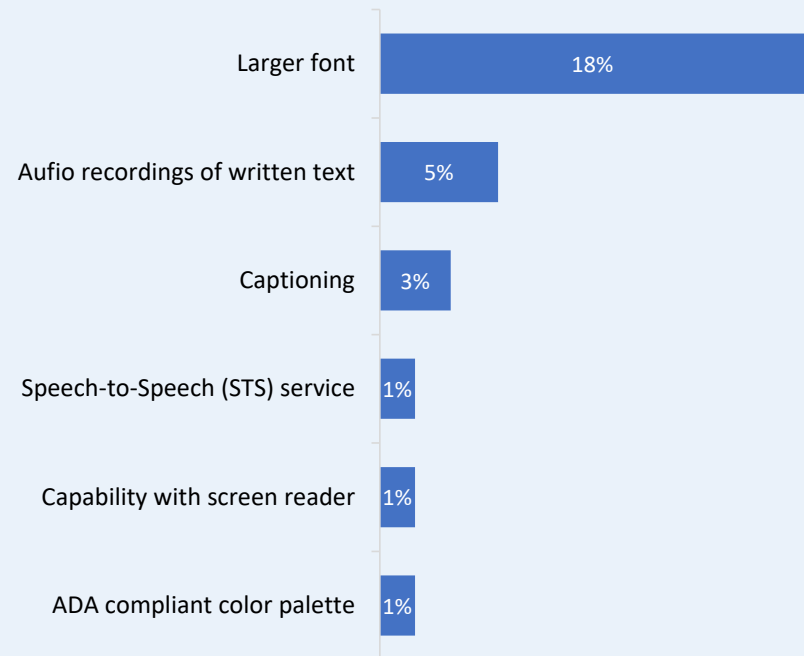
# Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Pacific Power (47%) followed by email (27%); larger font is considered the most helpful (18%) element that could be incorporated

## Most Effective Communications



## Helpful Elements





## Wildfire Preparedness Actions Taken

# Wildfire Preparedness

- Seven in ten 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 56%)
- Customers are significantly less likely to indicate they created a defensible space in comparison with March 2022 (26% vs 34%)
- Customers are significantly more likely to indicate they participated in a generator rebate program in comparison with March 2022 (8% vs 0%)
- Recallers are significantly more likely than Non-Recallers to say they have prepared an emergency kit (14% vs 7%) and that they have prepared an emergency readiness plan and contact information (4% vs 1%)

## Took Actions to Prevent or Prepare for a wildfire



November 2022  
(n=576)

March 2022 (n=581)	73%
November 2021 (n=579)	73%
August 2021 (n=589)	73%
November 2020 (n=595)	75%

### Actions Taken

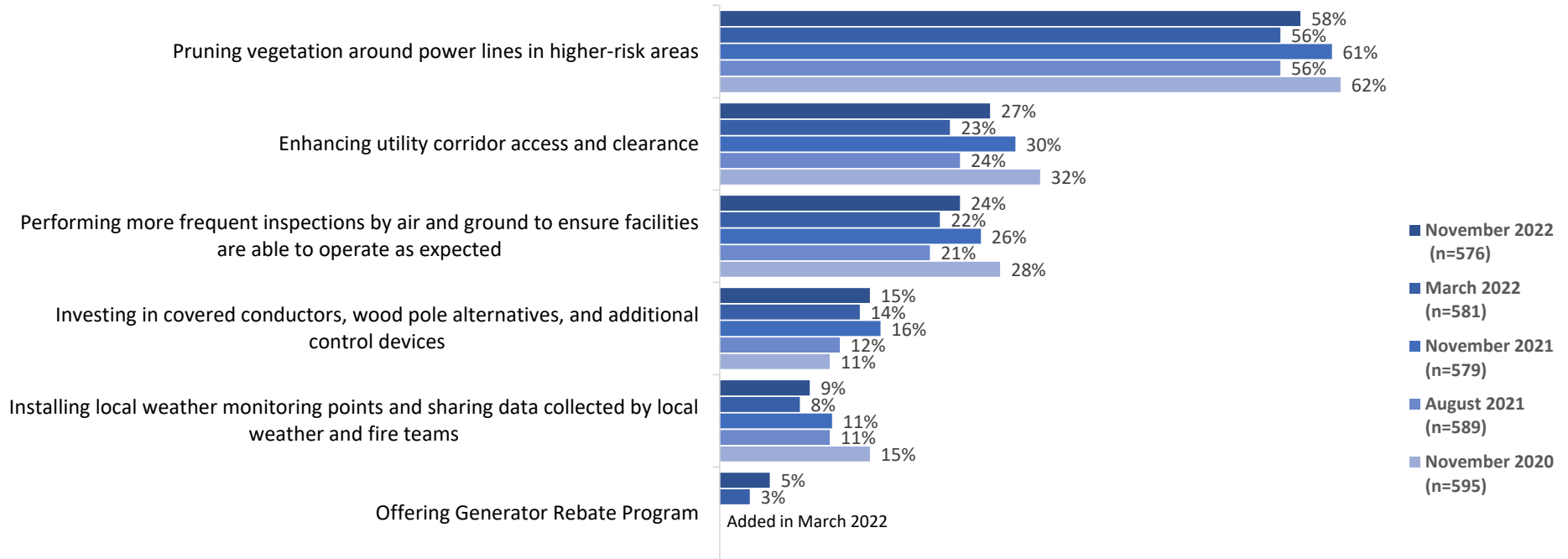
(among those taking action)

	Nov 2022 (n=408)	March 2022 (n=423)	Nov 2021 (n=420)	Total Aug 2021 (n=431)	Nov 2020 (n=444)
Trimmed vegetation around home or property	69%	71%	75%	75%	82%
Created defensible space	26% ↓	34%	18%	17%	--
Prepared an emergency kit	12%	12%	13%	14%	16%
Participated in generator rebate program	8% ↑	--	Added in March 2022		
Watering/installed watering systems	5% ↓	10%	8%	11%	8%
Prepared an emergency readiness plan and contact information	3% ↓	10%	7%	15%	6%

# Awareness of Pacific Power's Efforts

- Awareness of Pacific Power's efforts remains statistically consistent with March 2022 results
- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (58%)
- With the exception of offering a generator rebate program, Recallers remain significantly more likely than Non-Recallers to be aware of all Pacific Power efforts to reduce the risk of wildfire

## Awareness of Pacific Power's Efforts to Reduce Wildfire Risk

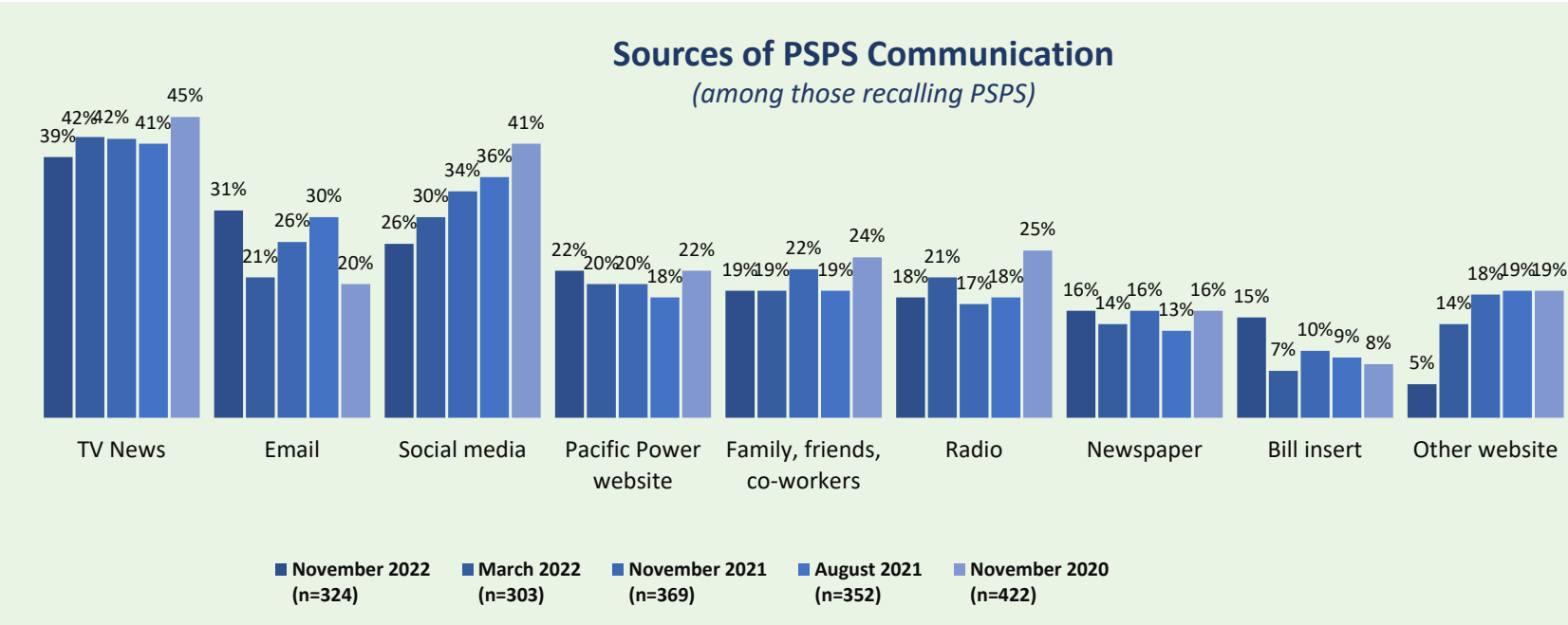
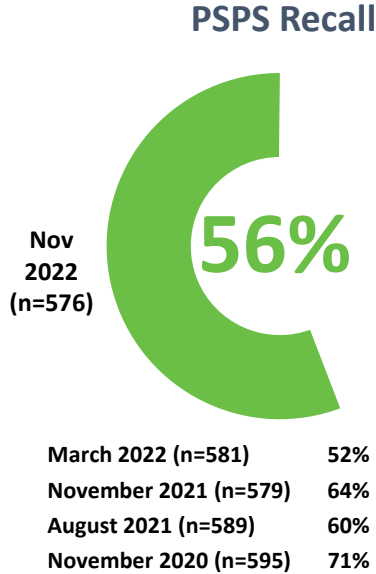




Awareness of Public Safety Power Shutoff

# PSPS Awareness

- Just over half (56%) indicate seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is in line with March 2022 (52%) findings; Recallers are significantly more likely than Non-Recallers to be aware of PSPS (66% vs 36%)
- TV News remains the main source of PSPS communication; Recallers are significantly more likely than Non-Recallers to mention email (39% vs 4%), Pacific Power website (25% vs 7%), newspaper (18% vs 9%), and bill insert (17% vs 7%)



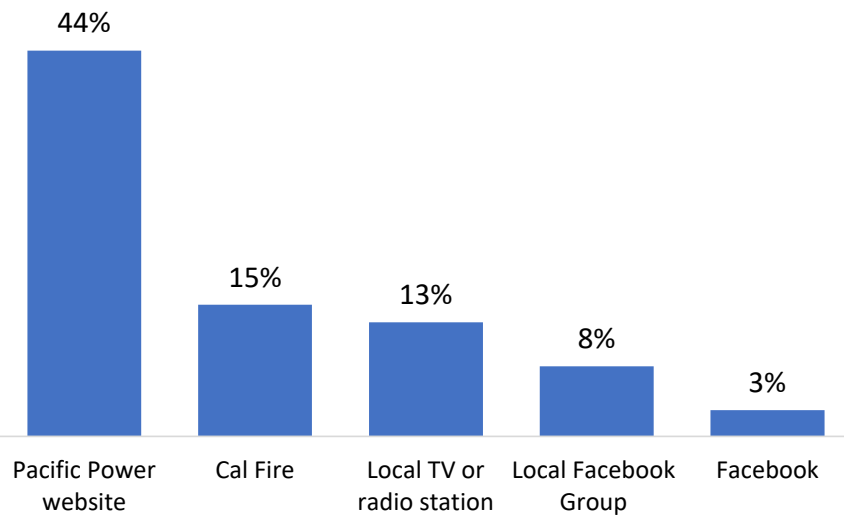
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=576; Total)  
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=324; Recall PSPS communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

# PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers would turn to for PSPS information (44%)
- Consistent with previous waves, of those aware, three quarters 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” (77%); critical customers are significantly more likely to select the following statement: “The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.” (60% vs 34% in comparison to random customers)

**Top 5 Sources of PSPS Information**



## PSPS Understanding

	Nov 2022 (n=324)	Mar 2022 (n=303)	Nov 2021 (n=369)	Aug 2021 (n=352)	Nov 2020 (n=422)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	77%	80%	78%	81%	86%
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.	57%	64%	62%	66%	61%
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%	52%	48%	51%	43%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	35%	38%	35%	41%	32%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	26%		Added in November 2022		

Q9 Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=324; Recall PSPS)  
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=324; Recall PSPS)

Bold denotes statistically significant difference between Recallers and Non-Recallers



# Awareness of Resources

- Almost three quarters (71%) indicate they are aware of the Low Income Home Energy Assistance Program, followed by just under three fifths saying they are aware of California Alternate Rates for Energy (59%) and special payment arrangements (57%)
- Recallers are significantly more likely than Non-Recallers to say they are aware of the majority of available resources

Awareness		Recaller (n=384)	Non-Recaller (n=192)
Low Income Home Energy Assistance Program (LIHEAP)	71%	<b>77%</b>	60%
CARE California Alternate Rates for Energy	59%	61%	54%
Special Payment Arrangements	57%	<b>64%</b>	43%
Electrical and Wildfire Safety Information	46%	<b>61%</b>	15%
ESA Energy Savings Assistance program	35%	36%	31%
Residential Energy Audit	25%	<b>31%</b>	11%
Community Resource Centers (PSPS)	23%	<b>28%</b>	11%
Calling 211	17%	19%	14%
Pacific Power PSPS Community Resource Centers (CRC)	13%	<b>16%</b>	7%
Medical Baseline Allowance	10%	<b>12%</b>	7%
Offering a Generator Rebate Program	7%	<b>8%</b>	4%
Offering a Free Portable Battery Program	5%	<b>6%</b>	2%
AFN Self-Identification	2%	3%	2%

# Familiarity of Resources

- Almost half report that they have not investigated the resources, significantly higher among recallers (49%) compared with non-recallers (40%)
- Non-Recallers are significantly more like to report they have not seen any communications about resources (29% vs 16%)

Familiarity		Recaller (n=384)	Non-Recaller (n=192)
Have not investigated the resources	46%	<b>49%</b>	40%
Have not seen any communications	20%	16%	<b>29%</b>
No need for these resources	11%	12%	11%
Did not pay attention to communications	5%	5%	5%
Not interested in these resources	4%	3%	6%
Impairment or disability makes it difficult to learn about these resources	2%	2%	3%
Familiar with resources	2%	<b>3%</b>	1%
Contain good information	1%	1%	1%
Have applied for resources before	1%	1%	1%
Unaware of resources	1%	1%	--
Do not qualify for resources	1%	<1%	1%

# Resources Used

- Of those who are aware of the resources available, half have used electrical and wildfire safety information, followed by just over two fifths (41%) who have used the California Alternate Rates for Energy

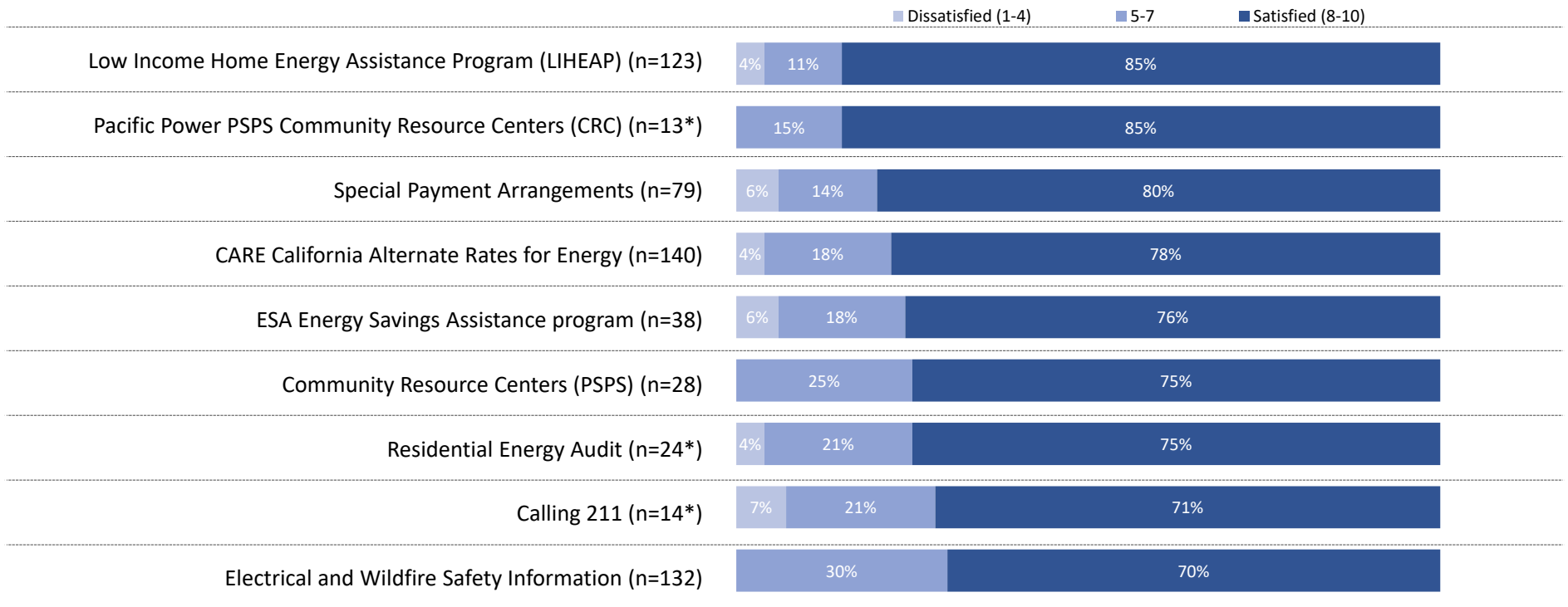
## Resources Used (among those who are aware)

		Recaller	Non-Recaller
Electrical and Wildfire Safety Information (n=264)	50%	<b>52%</b>	31%
CARE California Alternate Rates for Energy (n=338)	41%	36%	<b>54%</b>
Low Income Home Energy Assistance Program (LIHEAP) (n=410)	30%	27%	<b>38%</b>
Offering a Free Portable Battery Program (n=27*)	30%	30%	25%
AFN Self-Identification (n=14*)	29%	27%	33%
Special Payment Arrangements (n=330)	24%	22%	29%
Community Resource Centers (PSPS) (n=130)	22%	19%	33%
ESA Energy Savings Assistance program (n=199)	19%	21%	15%
Residential Energy Audit (n=142)	17%	18%	9%
Pacific Power PSPS Community Resource Centers (CRC) (n=77)	17%	19%	7%
Calling 211 (n=100)	14%	15%	12%
Medical Baseline Allowance (n=59)	10%	9%	15%
Offering a Generator Rebate Program (n=40)	8%	9%	--

# Satisfaction With Resources Used

- Among those using the various resources available, satisfaction is highest with Low Income Home Energy Assistance Program, and Pacific Power Community Resource Centers

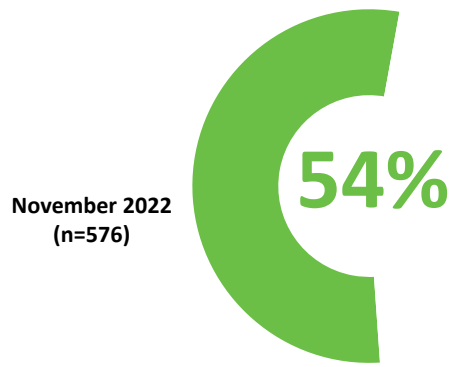
## Resource Satisfaction



# Contact Information for PSPS

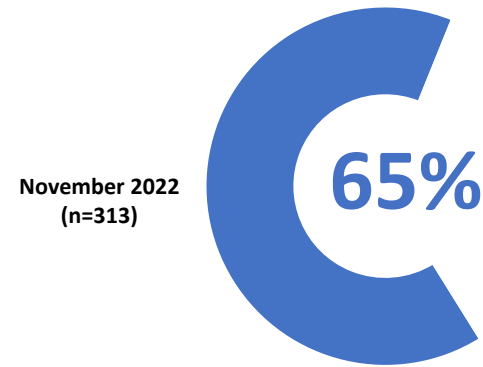
- Just over half (54%) of customers are aware they can update their contact information with Pacific Power; awareness among Recallers remains significantly higher than Non-Recallers (61% vs 42%)
- Two thirds (65%) of those aware they can update their information have done so, consistent with previous findings

## Awareness of Ability to Update Contact Information for PSPS



March 2022 (n=581)	50%
November 2021 (n=340)	65%
August 2021 (n=301)	64%
November 2020 (n=374)	60%

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



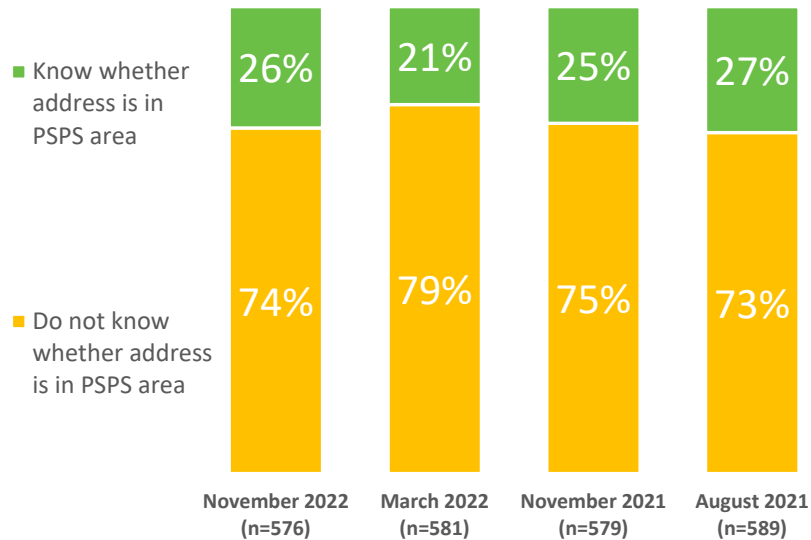
March 2022 (n=293)	64%
November 2021 (n=340)	65%
August 2021 (n=301)	64%
November 2020 (n=374)	60%



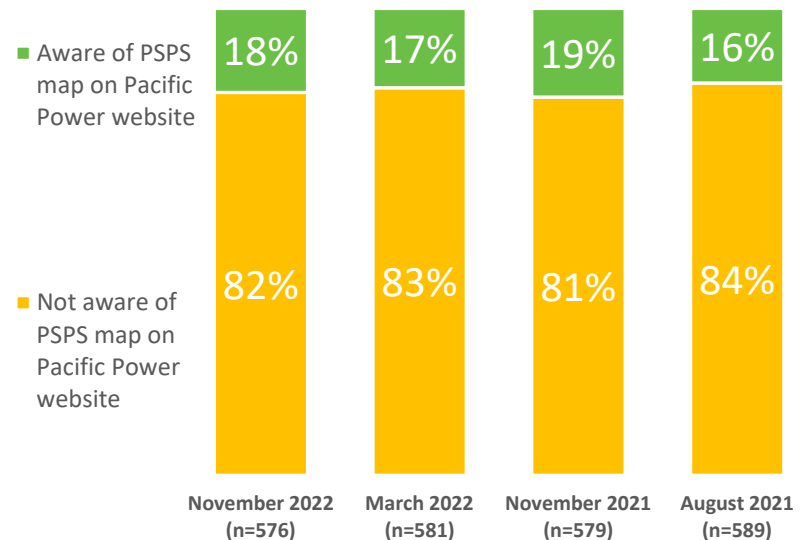
# Awareness of PSPS Location Status

- One in four know whether their address is in a PSPS area (26%), significantly higher than in March 2022 (21%); awareness remains significantly higher among Recallers than Non-Recallers (31% vs 15%)
- One in six are aware of a map on Pacific Power’s website; awareness of the PSPS map remains higher among Recallers than Non-Recallers (22% vs 8%)

### Awareness of Address in PSPS Area



### Awareness of PSPS Map on Pacific Power website



Q12 Do you know whether your address is located in a Public Safety Power Shutoff area? (n=576; Total)  
 Q13 Are you aware of a map on Pacific Power's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=576 Total)

# Medical Needs and Language Preferences

One quarter (25%) 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 23%)

Of those relying on electricity for medical needs, 28% are aware Pacific Power provides additional notices; Recallers are significantly more likely to be aware of additional notices (34% vs 16%)

**English is not a primary language for one in ten customers (12%), but is still preferred for communications for the vast majority (99%)**

- Out of all respondents, 12 (2%) say it would be helpful for them or anybody else in their household to receive communication in another language
- When asked what their preferred language would be to receive communications from Pacific Power, Spanish (1% of all respondents), Mixteco (<1%), and Korean (<1%) are the only non-English languages mentioned

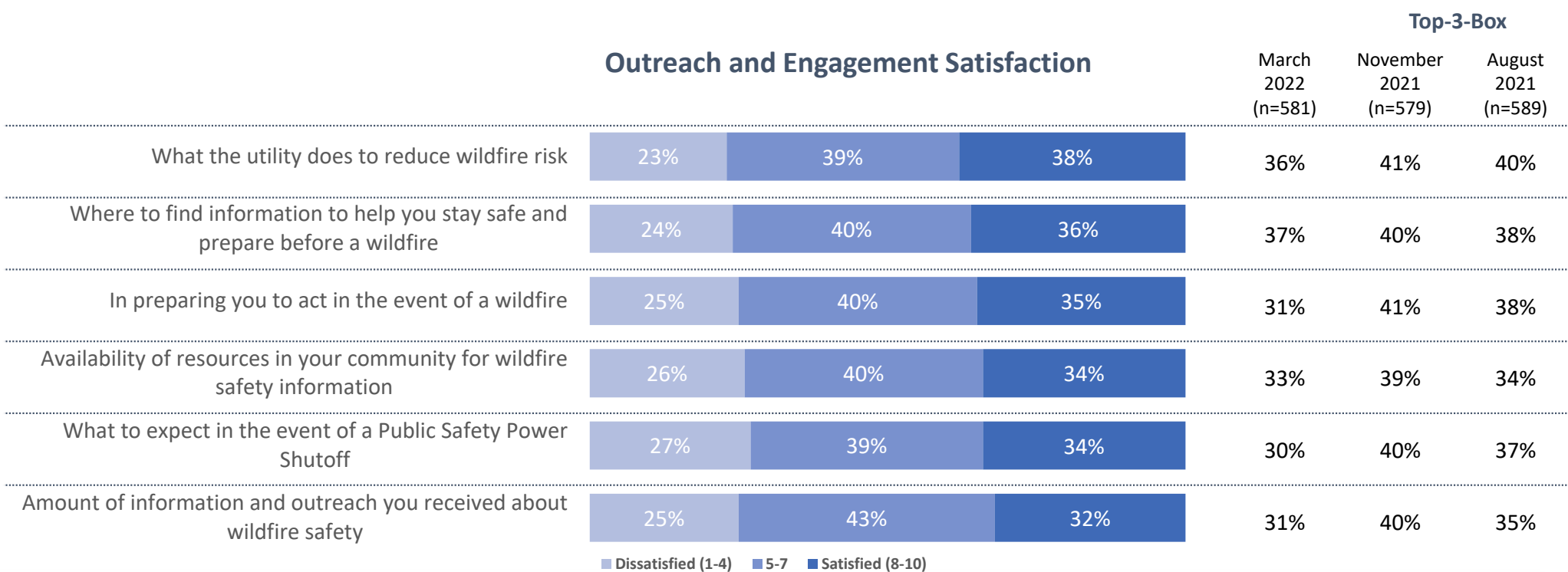
25



Q14 Does anyone in your home or business rely on electricity for medical needs/equipment? (n=576; Total)  
Q14A Are you aware that Pacific Power provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=142; Rely on electricity for medical needs)  
Q15 Is your primary language other than English? (n=576; Total)  
Q16 Would it be helpful for you or anyone else in your household to receive communications in another language? (n=576; Total)  
Q16B What is your preferred language to receive communications? (n=576; Total)

POWERING YOUR GREATNESS

# Outreach and Engagement Satisfaction

- Roughly one third (32% to 38%) of customers report being satisfied with all statements about outreach and engagement
- No significant changes in satisfaction were observed in comparison with March 2022 findings





 Arrows signify statistical difference at the 95% confidence level compared to the previous wave

QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=576; Total)

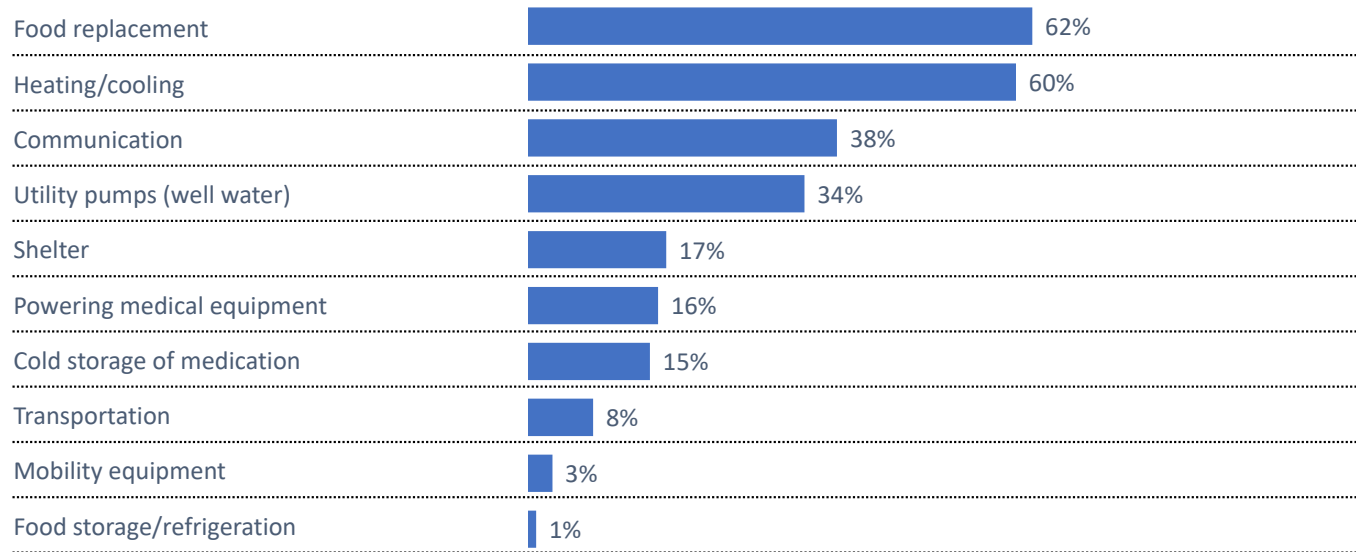




# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (62%), heating/cooling (60%), and communication (38%)

**Concerns or Challenges of an Extended Power Outage**



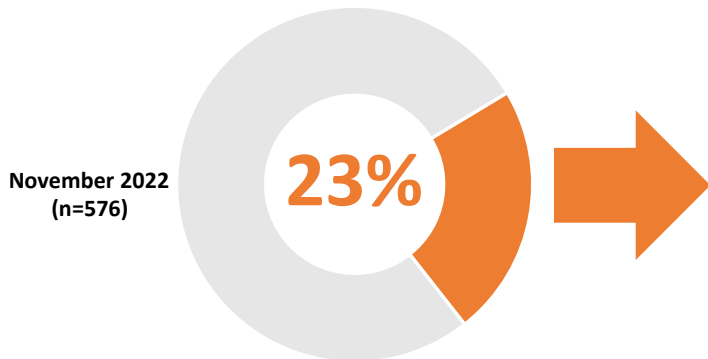
Post-PSPS



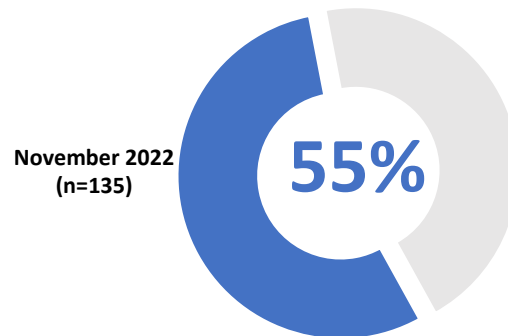
# PSPS Experience

- A PSPS event was reported by 23% of all respondents, in line with March 2022 (19%)
- Among those who experienced PSPS, 55% indicated that they received adequate notification and information to prepare for the event; better communication followed by more time to prepare are the main suggestions for improvement

## Experienced PSPS



## Received Adequate Information *(among those experienced PSPS)*



## Recommendations for Improvement

(n=135; Experienced PSPS this year)

Better communication	11%
Timing/more time to prepare	9%
Email notifications	4%

“Customers should be warned two days prior and receive a follow up notification to make sure they are sufficiently warned.”

“I would like to receive more and sooner text notifications”

Marc 2022 (n=581) 19%

March 2022 (n=108) 62%

November 2021 (n=579) 16%

November 2021 (n=94) 81%

29

QPS1. Did you experience a Public Safety Power Shutoff (PSPS) this year? (n=576; Total)  
 QPS1A. Did you receive adequate notification and information to prepare for the Public Safety Power Shutoff? (n=135; Experienced PSPS)  
 QPS1B. What could have been improved? (n=135; Experienced PSPS)

POWERING YOUR GREATNESS

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

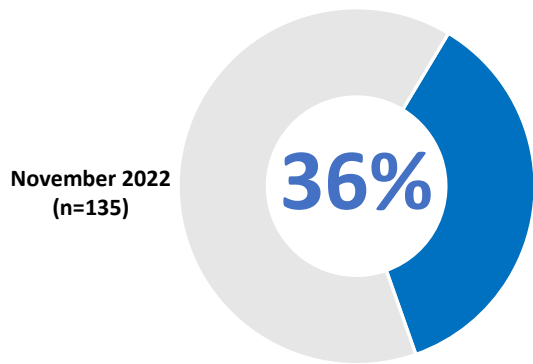
# PSPS Community Resource Centers



- Of those who reported experiencing a PSPS event, just over one third (36%) are aware of Community Resource Centers
- Of those aware of Community Resource Centers, 14% report having visited one
- Of those who visited Community Resource Centers, 6 out of 7 report the CRC met their needs

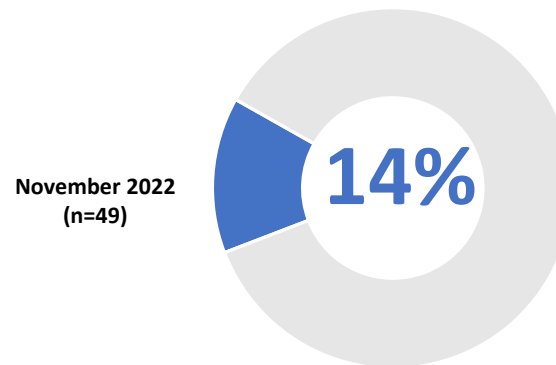
## Aware of Community Resource Center

(Among those experiencing a PSPS)



## Visited Community Resource Center

(Among those aware of Community Resource Centers)



Engaged with community-based organization (CBOs) during outage	
Yes	4%
No	96%

30



QPS1C. Are you aware of Community Resource Centers set up during the Public Safety Power Shutoff? (n=135; experienced PSPS)

QPS1D. Did you visit a Community Resource Center? (n=49; aware of Community Resource Center)

QPS1E. Did the Community Resource Center meet your needs with sufficient capacity and other functional requirements (n=7; visited Community Resource Center)

QA1. During the power outage, did you engage with any community-based organizations (CBOs) or resource networks to assist in meeting your needs? (n=135; experienced PSPS)

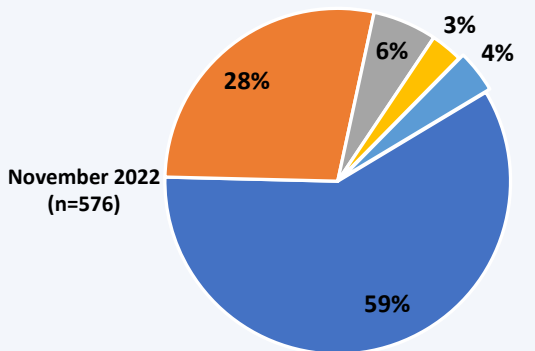
POWERING YOUR GREATNESS

  Arrows signify statistical difference at the 95% confidence level compared to the previous wave

# PSPS Experience and Notifications

- On average, customers have received 0.8 PSPS notifications and experienced 0.4 power shutoffs
- Half (51%) say that notifications should be sent if there is any possibility of a PSPS
- 62% of those who report more notifications than PSPS events indicate the “false alarms” did not adversely affect them or cite positive impacts of the notification

**PSPS Notifications**

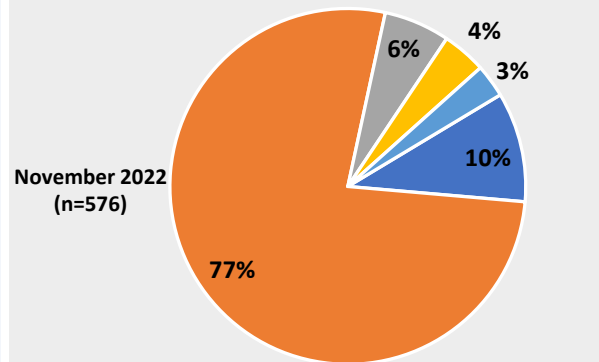


■ Don't know ■ None ■ One ■ Two ■ Three+

**Average Number of Notifications**

November 2022 (n=576)	0.8
March 2022 (n=581)	0.6

**Public Safety Power Shutoffs**



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

**Average Number of Power Shutoffs**

November 2022 (n=576)	0.4
March 2022 (n=580)	0.3

**PSPS Notifications Perception**

	Nov 2022 (n=576)	March 2022 (n=581)
Notifications should be sent if there is any possibility of a PSPS	51%	50%
Notifications should only be sent if there is a high likelihood of a PSPS	34%	33%
Notifications should only be sent if a PSPS is certain to occur	15%	17%

**“False Alarms” Impact**

“ I was glad to be apprised of it and that they were working on it ”

“ Did not affect me ”

31 QOSAT2. How many Public Safety Power Shutoff (PSPS) notifications have you received in the past year? (n=576; Total)  
 QOSAT3. How many Public Safety Power Shutoffs have you experienced in the past year? (n=576; Total)  
 QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=576; Total)  
 QOSAT5. In what ways did “false alarm” Public Safety Power Shutoff (PSPS) notifications, where you received a notification but did not have a PSPS, affect you, personally? (n=29; Received more notifications than events)

## Critical Customers Summary





# Key Metrics: Random vs. Critical Customers

	Random Customers (n=546)	Critical Customers (n=30)
Aware of Wildfire Safety Communications	68%	50%
Aware of Communications from Pacific Power (among those aware)	33%	40%
Took Action to Prevent or Prepare for a Wildfire	71%	70%
Recall PSPS	57%	50%
Would Turn to Pacific Power Website for PSPS Info	45%	27%
Aware of Ability to Update Contact Info for PSPS	55%	47%
Know if Address is in PSPS Area	25%	33%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	<b>53%</b>
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	26%	47%

Bold denotes statistically significant difference between Random and Critical customers



# Demographic Profiles: Random vs. Critical Customers

	Random Customers (n=546)	Critical Customers (n=30)
Gender	Male – 38% Female – 58%	Male – 30% Female – 67%
Age	18-54 – 18% 55-64 – 22% 65+ – 57%	18-54 – 17% 55-64 – 30% 65+ – 50%
Median Income	\$52K	\$24K
Home Ownership	Rent – 17% Own – 79%	Rent – 30% Own – 67%
Primary Language is not English	10%	<b>33%</b>
Responded they Rely on Electricity for Medical Needs	23%	<b>57%</b>

Bold denotes statistically significant difference between Random and Critical customers





# Key Metrics: AFN vs. Non-AFN

	AFN Customers (n=509)	Non-AFN Customers (n=67)
Aware of Wildfire Safety Communications	68%	58%
Aware of Communications from Pacific Power (among those aware)	33%	36%
Took Action to Prevent or Prepare for a Wildfire	71%	69%
Recall PSPS	57%	52%
Would Turn to Pacific Power Website for PSPS Info	44%	46%
Aware of Ability to Update Contact Info for PSPS	54%	54%
Know if Address is in PSPS Area	26%	24%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	34%	30%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	<b>28%</b>	--

Bold denotes statistically significant difference between AFN and Non-AFN customers



# Demographic Profiles: AFN vs Non-AF

	AFN Customers (n=509)	Non-AFN Customers (n=67)
Gender	Male – 38% Female – 59%	Male – 37% Female – 52%
Age	18-54 – 12% 55-64 – 22% 65+ – <b>64%</b>	18-54 – <b>64%</b> 55-64 – 28% 65+ – --
Median Income	\$45K	<b>\$88K</b>
Home Ownership	Rent – 17% Own – 79%	Rent – 16% Own – 75%
Primary Language is not English	<b>13%</b>	--
Responded they Rely on Electricity for Medical Needs	<b>28%</b>	--

Bold denotes statistically significant difference between AFN and Non-AFN customers



# Respondent Profiles – AFN Criteria

	Total (n=576)	Random Customers (n=546)	Critical Customers (n=30)
AFN (NET)	88%	88%	93%
Age 65+	57%	57%	50%
<\$40K income	33%	32%	<b>57%</b>
Chronic conditions or injuries	28%	27%	<b>50%</b>
Limited access to transportation	10%	10%	13%
Physical, developmental, or intellectual disability	19%	17%	<b>53%</b>
Non-English language needs	1%	1%	3%
Medical need	25%	23%	<b>57%</b>

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

- Fire departments report mixed engagement with Pacific Power when it comes to wildfire response and preparation, as well as preparation for PSPS events; smaller fire districts report limited contact around this topic while larger state agencies report a close working relationship
  - All fire departments report a positive working relationship with Pacific Power when it comes to sharing information and coordinating for emergency response, and working with multiple fire agencies
  - Larger agencies report better knowledge of fire mitigation practices (e.g., brush clearing, etc.), while this is a topic smaller agencies would like to know more about
- Economic development groups report a good relationship with their Pacific Power rep, but limited dialog related specifically to fire prevention/safety or PSPS
  - Pacific Power reps are perceived to be helpful at supporting the primary focus of business development activities
  - These organizations receive resources that can be shared with their member businesses around efficiency improvements and programs
- Communications received from Pacific Power tend to be personal communications with a rep (in-person or phone/email), and not part of a mass messaging campaign; this approach works for these agencies, and helps communications stand out

## Spreading the Word

- Fire departments and CBOs are willing to help share information about wildfire safety, preparedness, and PSPS
  - Direct communications by Pacific Power are commonly recommended, including mailings, emails, or social media engagement
  - Information shared with multiple fire agencies can be passed along through official channels such as public information officers, city or county government, or through official social media channels
  - Fire departments can also get the word out through involvement with community meetings (such as Fire Preparedness Week), and encourage Pacific Power's participation as well
  - Fire agencies use automated phone or text messages (e.g., reverse 911), as well as door to door canvassing, in the event of emergencies but this is not suitable for informational communications
- In addition to direct messaging from Pacific Power, economic development groups recommend providing them information they can share with member businesses, and see this as an opportunity to help support their member base
  - Specific details unique to this audience include recommendations on how to prepare their property (particularly for hospitality industry) and business resiliency initiatives
- English and Spanish are the primary languages required; other languages such as Hmong exist in very small numbers in the community

# CBO Interviews

## Useful Information/Resources

- The most effective information and resources Pacific Power can provide to help prepare the community include:
  - Information about efforts to mitigate the risk of fire in the area; it is considered particularly important if a PSPS is necessary to inform the community of all other actions taken, and that an outage is a last resort
  - General information about best practices for brush clearing, preparing properties, food storage, evacuation, insurance coverage, water storage, and how to manage an extended power outage
  - Sharing information with fire agencies about weather monitoring, helping coordinate monitoring and emergency response with other utilities, and communicating logistics about mitigation activities (e.g., when/where tree trimming and brush clearing will take place) is mentioned specifically by fire agencies
- A marketing campaign about Pacific Power helping businesses and the community “prepare for the unexpected” would be perceived as a positive way to engage the community, generate goodwill, and help support local businesses and the economy of the region
- For emergency response agencies, maintaining close contact during fire or PSPS events is crucial
  - This is generally perceived as a current strength of Pacific Power
  - Communication and sharing information/resources with smaller utilities (e.g., weather monitoring) is also highly valuable and considered a strength of Pacific Power

## PSPS Events

- Due to the constantly changing nature of PPS events, frequent communication with fire agencies and the public is highly important
  - Emergency response agencies understand that situations frequently change and the need for flexibility around PPS events; constant communication is key to handling fluid circumstances
  - Early and frequent communication is helpful, if possible; it is perceived to be better to provide proactive notifications and then updates if a PPS is no longer necessary
  - Frequent communications about conditions are preferred during fire season, and regular educational content about preparation is recommended during the off-season on a quarterly basis; a big informational push is recommended for late spring/early summer to kick off fire season
- Special attention is required for those needing medical equipment, the elderly, low-income residents, and those in very isolated rural areas
  - Social media is considered a useful tool and widely used by all organizations, but it has some limitations when it comes to reaching the most vulnerable populations
  - Direct communications from Pacific Power (mailings, bill inserts) are optimal for reaching the general population with educational content, and reverse 911 is most effective in an emergency situation
  - Research participants are not aware of Pacific Power’s generator rebate program, but do acknowledge the need for support with generators for those with medical needs, in rural areas, and for those who cannot afford to purchase generators on their own



## Demographic Profiles



# Respondent Profiles

Gender	Total (n=576)	Recallers (n=384)	Non-Recallers (n=192)
Male	38%	38%	37%
Female	58%	59%	56%
Age			
18 to 24	<1%	--	1%
25 to 34	2%	2%	3%
35 to 44	9%	7%	<b>13%</b>
45 to 54	7%	6%	9%
55 to 64	23%	22%	23%
65 or over	57%	<b>62%</b>	47%
Prefer not to say	2%	1%	<b>5%</b>

Renter/Homeowner	Total (n=576)	Recallers (n=384)	Non-Recallers (n=192)
Own	79%	<b>82%</b>	72%
Rent	17%	15%	<b>22%</b>
Other	2%	2%	1%
Prefer not to say	2%	1%	<b>5%</b>
Household Income			
Less than \$20,000	14%	14%	15%
\$20,000 to \$39,999	19%	18%	20%
\$40,000 to \$59,999	14%	15%	13%
\$60,000 to \$89,999	14%	14%	15%
\$90,000 to \$129,999	13%	15%	10%
\$130,000 to \$199,999	4%	4%	4%
\$200,000 or more	3%	3%	3%
Prefer not to say	19%	18%	21%

- 43 Q17 What is your gender? (n=576; Total)  
 Q18 What is your age category? (n=576; Total)  
 Q19 Do you own or rent your home? (n=576; Total)  
 Q20 Which of the following best describes your annual household income? (n=576; Total)

## POWERING YOUR GREATNESS

Bold denotes statistically significant difference between Recallers and Non-Recallers

# Respondent Profiles: AFN vs. Non-AFN

Gender	Total (n=576)	AFN (n=509)	Non-AFN (n=67)
Male	38%	38%	37%
Female	58%	59%	52%
Age			
18 to 24	<1%	<1%	--
25 to 34	2%	1%	<b>9%</b>
35 to 44	9%	5%	<b>36%</b>
45 to 54	7%	6%	<b>19%</b>
55 to 64	23%	22%	28%
65 or over	57%	64%	--
Prefer not to say	2%	2%	<b>7%</b>

Renter/Homeowner	Total (n=576)	AFN (n=509)	Non-AFN (n=67)
Own	79%	79%	75%
Rent	17%	17%	16%
Other	2%	2%	--
Prefer not to say	2%	1%	<b>9%</b>
Household Income			
Less than \$20,000	14%	16%	--
\$20,000 to \$39,999	19%	21%	--
\$40,000 to \$59,999	14%	14%	15%
\$60,000 to \$89,999	14%	13%	<b>24%</b>
\$90,000 to \$129,999	13%	12%	<b>24%</b>
\$130,000 to \$199,999	4%	4%	6%
\$200,000 or more	3%	2%	6%
Prefer not to say	19%	18%	25%

44 Q17 What is your gender? (n=576; Total)  
 Q18 What is your age category? (n=576; Total)  
 Q19 Do you own or rent your home? (n=576; Total)  
 Q20 Which of the following best describes your annual household income? (n=576; Total)

