

Public Safety Power Shutoff Customer Notification Process

72 - 48 hours

Potential – Forecast received

 Notify emergency management, the state regulatory authority, media, community support organizations and customers of potential Public Safety Power Shutoff. Update Pacific Power website and social media channels.

24 hours

Potential – Continued monitoring

 1st call made to customers. Update Pacific Power online channels. Contact self-identified medical needs customers.

2 hours

• Imminent - 2 hour notice

 2nd call made to customers. Emergency management continues outreach to medical needs customers. Update Pacific Power online channels. Update emergency management, media and community support organizations.

1 hour

• Imminent - 1 hour notice

 3rd call made to customers. Update Pacific Power social media channels and website. Update emergency management, the media and community support organizations.

Event Begins

• In progress - Notice of start of Public Safety Power Shutoff

 4th call made to customers. Update Pacific Power social media channels and website. Update emergency management, the media and community support organizations.

Cancellation

When forecasts change a Public Safety Power shutoff can be cancelled. In this case, we will:

- Call customers to let them know
- Contact community leaders via their Regional Business Manager
- Update our social media channels and notify the media

Power restoration

- Notify customers when restoration begins
- Notify community leaders via their Regional Business Manager
- · Notify customers when complete

Don't miss out on critical information.

Download our app and update your contact information now at pacificpower.net/wildfiresafety

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