2022 Public Safety Power Shut Off (PSPS) CPUC Briefing
August 2, 2022

Presenters:
Curt Mansfield, Senior Vice President, Power Delivery
Erik Brookhouse, Vice President, System Operations
Nora Yotsov, Director, Emergency Management
Amy McCluskey, Managing Director, Wildfire Safety and Asset Management
Drew Hanson, Senior Communications Specialist
Agenda

- PacifiCorp’s CA Service Territory
- PSPS Zones, Event History & 2022 Goals
- NEW Pre-Season Report (PRESR)
  - CRC Plan
  - Critical Facilities & Infrastructure Plan
  - PSPS Exercise Reports
  - Education & Outreach
  - Notification Plan
- Post Event Reporting Improvements
- Elevated Fire Risk (EFR) Settings
- Grid Hardening Update
- Medical Baseline / Access and Functional Needs
- Customer Resources
PacifiCorp’s Service Territory (refresher)

**General Stats**

PacifiCorp provides electricity to approximately 45,000 California customers via 62 substations, 2,500 miles of distribution lines, and about 780 miles of transmission lines across nearly 11,000 square miles.

**System Wide Initiatives**

- Weather Stations
- Situational Awareness
- Operational Protocols
- Community Education and Outreach

**California Service Territory**

- **HFTD**
  - Heightened Risk of Wildfire
  - Approximately 1,200 miles or 36% of all overhead lines are located within the HFTD.
  - 850 miles of overhead distribution in the HFTD;
  - 350 miles of overhead transmission in the HFTD.

- **PSPS Zones**
  - Extreme Risk of Wildfire
  - Approximately 250 miles or 10% of all overhead distribution lines are located within 5 individual PSPS Zones.

**Programmatic Shifts**

- Increased Frequency of Asset Inspections
- Accelerated Condition Correction
- Enhanced Vegetation Management

**Prioritized System Hardening**

- Covered Conductor
- Advanced Protection and Control
- Expulsion Fuse Replacements
PSPS History & Goals

- PacifiCorp has identified 5 discrete PSPS Zones in two extreme geographic areas
- PSPS Zones reflect extreme risk locations and serve as a starting point

### PSPS History

<table>
<thead>
<tr>
<th>Year</th>
<th># of Events</th>
<th>Event Duration</th>
<th>Total Customers Affected</th>
<th>AFN/ Medical Baseline Customers Affected</th>
<th>Critical Facilities Affected</th>
<th>CRCs Activated</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1</td>
<td>7.9 hours</td>
<td>2,559</td>
<td>5</td>
<td>13</td>
<td>0</td>
</tr>
<tr>
<td>2021</td>
<td>1</td>
<td>9.6 hours</td>
<td>1,953</td>
<td>11</td>
<td>19</td>
<td>1</td>
</tr>
<tr>
<td>2022 (In Progress)</td>
<td>-</td>
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### 2022 Goals

Continue using PSPS as a tool and measure of last resort while:

### Reducing the Scale, Scope, & Frequency through:
- Grid Hardening to make the system more resilient
- Installation of new devices to support sectionalization
- Situational Awareness to facilitate a surgical approach

### Mitigating Impacts of PSPS with:
- Enhanced planning & preparations
- Advanced warning and notifications
- CRC Activation to provide community services
- Customer Generation Programs

### Metrics Trending Down (OUTPACING RISK INCREASE)

- # of PSPS Events
- Duration of Events
- Customer Impact
- Restoration Time

### Metrics Trending Up (CONSISTENT WITH PSPS ACTIVITY)

- % Customers Notified
- % AFN Positive Customer Notifications
- CRC Activations
- Portable Battery Deliveries

### Map of Public Safety Power Shutoff Zones
Pre-Season Report (PRESR)
NEW Pre-Season Report Overview

• Overview of Report
• Community Resource Center (CRC) Plan
• Critical Facilities and Infrastructure Plan
• PSPS Exercise Reports
• Education and Outreach
  • Preparedness coordination with local/tribal/county emergency response
  • Upgrades to public safety partner portal
  • IOU liaison representative plans at counties and tribes
  • Updates to public PSPS webpage
• Notification Plan
NEW PRESR – CRC Plan

Community Resource Centers (CRCs)

Available Services

- Shelter from environment
- Air conditioning
- Potable water
- Seating and tables
- Restroom facilities
- Refrigeration for medicine and/or baby needs
- Interior and area lighting
- On-site security
- Communications capability such as Wi-fi access, Sat Phone, Radio, Cellular phone etc.
- Televisions
- On-site medical support (EMT-A at a minimum, Paramedic preferred)
- Charging stations

New in 2022!

- Air Purifiers
- Air Quality Monitors
- Ice
- Non-perishable snacks
- Small Crates for Pets
- Portable ADA Ramp
NEW Critical Facilities & Infrastructure Plan

NEW Critical Facilities & Infrastructure Plan
Included in Pre-Season Report

NEW Critical Facilities & Infrastructure Plan submitted with the PRESR report

NEW Critical Facilities & Infrastructure Webpage

NEW Entities can request to be identified as critical through the website

2022 Goals
• Reach out to all critical facilities to review points of contact
• Gather additional information for enhanced planning, protocols, and reporting.
• Continue coordination with critical facilities and emergency response partners.

NEW Critical Facilities & Infrastructure Webpage

Critical facilities and infrastructure

- Back to wildfire safety

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.”

Pacific Power prioritizes 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. Entities that fall within the industry sectors listed below are considered “critical facilities and infrastructure” as defined by the CPUC.

Are you a public safety partner? If so, visit our Public Safety Partner Portal.

<table>
<thead>
<tr>
<th>Industry sectors</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency services sector</td>
<td></td>
</tr>
<tr>
<td>Government facilities sector</td>
<td></td>
</tr>
<tr>
<td>Healthcare and public health sector</td>
<td></td>
</tr>
<tr>
<td>Energy sector</td>
<td></td>
</tr>
<tr>
<td>Water and wastewater systems sector</td>
<td></td>
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<tr>
<td>Communications sector</td>
<td></td>
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<tr>
<td>Chemical sector</td>
<td></td>
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<tr>
<td>Food and agriculture sector</td>
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</tbody>
</table>

NEW PRESR – PSPS Exercises

Completed Exercises

- April 28: Siskiyou County Tabletop Exercise
- May 26: Siskiyou County Functional Exercise

Common Observation Themes

- AFN Contact and partnership
- Telecommunications coordination for loss of capability
- Communications limits to rural areas

Identified Solutions

- AFN Liaison engagement with Public Health authorities and CBO/FBO in area
- Telecommunications contact information updated and coordination procedures formalized
- Customer service changing cadence for calls to prevent overwhelming communications infrastructure
NEW PRESR – Education & Outreach

NEW Public Safety Partner Portal

The Public Safety Partner Portal is an online resource that includes Public Safety Power Shutoff planning and event-specific information for public safety partners to support emergency management efforts. Public Safety Partners include:

- Emergency responders from federal, state, local, and tribal governments
- Telecommunications providers
- Water agencies
- Publicly owned utilities
- Emergency hospitals
- Transportation agencies

Maps and other information are updated monthly and can be accessed at any time. In the event of a Public Safety Power Shutoff, event-specific information will be made available to portal users before, during, and after the outage to support emergency management efforts.

**Public Safety Partner Portal**

Return visitors can access the Public Safety Partner Portal through the button below. New users can request access to the portal through the “Request Access” link below. Once approved, you will receive an email notification within one business day with instructions on setting up your account.

**Portal Access**

**REQUEST ACCESS**

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**EMERGENCY RESPONSE PARTNERS**

- Formal collaboration through annual tabletop & functional exercises
- Engage and maintain local situational awareness through county emergency manager(s)
- Deploy personnel to the local EOC as needed to coordinate responsibilities and distribute information
- Situational reporting with county emergency managers
- Bring on additional PacifiCorp personnel to support more frequent coordination

**CRITICAL INFRASTRUCTURE**

- Maintain lists within our new Public Safety Partner Portal (launched June 1st, 2022)
- Monthly updates and download capability by public safety partners
- Outreach to update primary and secondary points of contact for facilities & collect backup generation capabilities
- Facilities can request to be added to our list online from our critical facilities page
- Validation of our critical infrastructure with the respective county or tribal emergency managers

**TRIBAL PARTNERS**

- Twice-monthly meetings with the Karuk Tribe
- Frequent collaboration and coordination with the Karuk Tribal emergency manager
- Coordinate and provide information to tribal communities via county emergency managers
- Align messaging strategies between tribal public information and corporate communications
- Bring on additional PacifiCorp personnel to support more frequent coordination
Once the decision is made to implement a PSPS, Notification Protocols are initiated.

Pending any changes to dynamic weather factors and risk, notifications protocols generally include:

<table>
<thead>
<tr>
<th>Notification Protocols</th>
</tr>
</thead>
<tbody>
<tr>
<td>48-72 hours prior</td>
</tr>
<tr>
<td>24-48 hours prior</td>
</tr>
<tr>
<td>1-4 hours prior</td>
</tr>
<tr>
<td>Event begins</td>
</tr>
<tr>
<td>Re-energization begins</td>
</tr>
<tr>
<td>Re-energization completed</td>
</tr>
<tr>
<td>Cancellation of event</td>
</tr>
</tbody>
</table>

- De-energization warning to Public Safety Partners
- De-energization warning
- De-energization imminent
- De-energization begins
- Re-energization begins
- Re-energization completed
- De-energization event canceled

- During a PSPS event, notifications to medical baseline and AFN populations are managed separately from general notifications.

- Pacific Power performs positive or affirmative communications using various methods:
  - Personal Calls
  - Text Messages
  - Emails
  - Home Visit

- Pacific Power performs positive or affirmative communications using various methods:
  - Personal Calls
  - Text Messages
  - Emails
  - Home Visit

- Example: Initiated contact with Redwood Coast Resource Centers to better understand how to identify and serve AFN populations

2022 Goals

- Enhance ability to better categorize AFN and Medical Baseline Customers
- Strengthen relationships with CBOs
NEW Improvements to Post Event Reporting

- Automation via shared tool
- Real time reporting and data collection
- Ready for the 10-day window for reports
- Addresses PSPS reporting requirements template
Elevated Fire Risk Settings (EFR)
Elevated Fire Risk (EFR) Settings

- Pacific Power is upgrading relays and reclosers (grid hardening)
- These upgraded devices are now capable of multiple types of settings or “modes”, including Elevated Fire Risk (EFR) settings
- While no two circuits are the same, EFR settings are designed to clear faults in < 1 second and limit arc energy, as compared to traditional schemes where clearing times can be 4-10 seconds

Outreach & Awareness

Press Release, July 24, 2022

Wildfire conditions have elevated too and Pacific Power has taken additional safety precautions in high risk areas to reduce the risk of wildfire. Among other measures, the company is conducting additional patrols of power lines and temporarily modifying targeted system settings to be more sensitive.

Deployment of CFCIs

- Risk based deployment of EFR settings can still have an inverse impact on reliability
- Deployment of CFCIs (fault indicators) improves restoration time and can reduce impact to customers

Risk-Based Application

- EFR Settings are deployed using a risk-based approach
- Daily reports are used to determine whether EFR settings are needed
- Standard outage notification and communication protocols are followed
- Enhanced patrolling performed during restoration

Press Release, July 24, 2022

PORTLAND – With daily high temperatures forecast to reach or above the 100-degree mark, recent record breaking heat waves and increased customer needs, Pacific Power is prepared to face higher demand on the grid from both record temperatures and increased customer need.

“We’ve taken steps to grid harden, in particular through our restoration system,” said Erin Brookmeyer, vice president of System Operations for Pacific Power. “We are confident about our network’s readiness for this summer.”

- Operate the clothes dryer and dishwasher at night.
- If you have air conditioning, set it to maintain an interior temperature of 78 degrees, higher when you are away from home.

More electric energy information is available on Pacific Power’s website at www.pacificpower.com.
Grid Hardening Update
Grid Hardening Update

In 2021, as part of Wildfire Mitigation efforts, Grid Hardening:

✓ Completed installation of 20 miles of covered conductor in HFTD
✓ Completed installation of 32 reclosers and relays
✓ 21 Weather Stations

In 2022, as part of Wildfire Mitigation efforts, Grid Hardening:

2022 Progress / Plan

☐ Covered Conductor 26 of 112 miles
☐ Relays, Reclosers, Circuit Breakers 5 of 51 devices (up from 36)
☐ Weather Stations 35 / 50 stations
☐ NEW: Fault Indicator Installations 55 / 557 installed
☐ NEW: Expulsion Fuse Replacements Initiated / 2,269 fuses

Grid Hardening is planned and prioritized to target and mitigate PSPS Zones

Dunsmuir PSPS Zone

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Total</th>
<th>Complete / Nearly Complete</th>
<th>Planned Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Rebuild (miles)</td>
<td>32.9</td>
<td>16.0</td>
<td>2023</td>
</tr>
<tr>
<td>Reclosers/Relays</td>
<td>6</td>
<td>5</td>
<td>2023</td>
</tr>
</tbody>
</table>

*8.0 miles on multiple circuits out of Dunsmuir Substation nearing completion (1.1 miles remaining including 1-5 crossings)
Grid Hardening Update

2022 CC Planned Work

- 6 miles nearing completion in Dunsmuir ($3.6 mil investment)
- 3.5 miles complete in Mt Shasta ($2.3 mil investment)

2022 Undergrounding Scoped

- Two projects identified for potential underground [Mt. Shasta & Weed]
  - Heavy tree canopy with limited access
  - High elevation with high pole loading requirements
  - No customer meter replacements required
Medical Baseline, AFN, & Customer Resources
Medical Baseline & AFN Customer Identification

CARE Program – Updated in 2021

✓ All applications and re-certification forms were updated with the following:

- Check this box if someone in your household has a disability, or requires accessibility, financial or language support during a public safety power outage. Pacific Power will provide an additional notification prior to a public safety power shut off. For more information, visit pacificpower.net/wildfire.

✓ Forms are mailed to residential and master-meter customers to enroll in the discounted rate schedule or to re-certify and remain on the rate.

Medical Customers

- Due to the pandemic, customers can self-certify as a medical customer with no documentation.
- All medical customers are coded as AFN customers.
- All customers receiving an application for medical certification will receive information and will be able to identify as an AFN customer.

2022 Update

- Since February 2022, there has been an increase of 133 total AFN customers (28 percent).
- PacifiCorp continues to seek improvements to identifying the electricity dependent customers with AFN through defining, mapping, and enabling self-identification, and has mapped their respective databases to code customer accounts accordingly.
- As a part of the planning process, the team worked to identify the targeted individuals and benchmark with state agencies to create an informed estimate of the number and types of individuals with disabilities and others with AFN residing in the community.
- All medical baseline customers are identified as AFN customers.

<table>
<thead>
<tr>
<th>July 2022 AFN Customer Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSPS De-Energization Zone</td>
</tr>
<tr>
<td>Inside</td>
</tr>
<tr>
<td>Outside</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>
Backup Generation Programs

NEW Website and Reference Material

Generator Rebate Program
- Rebate offered on the purchase of a portable generator or portable power station to customers who:
  - Reside in Tier 2 or Tier 3 area
  - Additional rebate to Access and Functional Needs (AFN) customers

Free Portable Battery Program
- Implemented in 2021 to provide back-up batteries – at no cost – to medical baseline customers
  - Program Includes:
    - Technical assessment of needs
    - Free-to-the customer portable batteries
    - Training
    - Customer Support

Backup electric power
An electric generator can be a valuable addition to your preparations plan in the event of a power outage. Because generators are not connected to the power grid, they can help keep lights on and appliances operating, as well as charge important electronic devices.

We can help you determine if a portable generator or portable power station is right for your home and learn how to safely use these sources of backup power generation.

Choose your state for more about generators, safety and possible rebates

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

Steps to help select backup power
A portable electric generator or a portable power station can help provide electricity to the appliances, devices and systems that you need most in an emergency. But they can also be loud, costly and potentially pose safety hazards. If you decide that a portable generator is right for you, it is essential to learn how to safely operate the device prior to an emergency. Generators also require proper storage, access to fuel and regular safety checks.

Types of generators for home use

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

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  - Program Includes:
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    - Training
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Customer Pre-Season Survey

Q1 2022 Survey Participation
March 7th – March 21st
✓ 581 Total Surveys Completed
➢ 80 Phone Based Surveys
➢ 501 Web Based Surveys

Q4 2020 Survey Participation
2020: October 27th - November 20th
✓ 595 Total Surveys Completed
➢ 80 Phone Based Surveys
➢ 515 Web Based Surveys

Q4 2021 Survey Participation
2021: November 15th - December 5th
✓ 579 Total Surveys Completed
➢ 74 Phone Based Surveys
➢ 509 Web Based Surveys

Objectives

• 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

Key Findings

✓ Most commonly recalled channels were social networking and TV news
✓ The Pacific Power website remains rated as the most useful and clear source
✓ 58% reported to be aware of wildfire safety communications
✓ 52% recall seeing, hearing, or reading the phrase “Public Safety Power Shutoff of PSPS”, down from 2021 post-season (61%)
✓ 62% received adequate notification/info (Among those who experienced a PSPS, down from 81%)
✓ Among those reporting that they rely on electricity for medical needs, 1/4 are aware of additional notices

Recommendations

✓ Continue utilizing TV news and social media to reach customers; evaluate email cadence, as email is no longer among the top information channels.
✓ Focus media and social media communications on driving customers to the website, as well as leveraging bill inserts to communicate quick highly important information, and to refer customers to the website for more detail.
✓ Focus communications on PSPS, how to be prepared and respond to an outage (including an emergency kit and readiness plan), and the steps Pacific Power is taking.
✓ Evaluate the current off-season messaging plan.
   ❖ Awareness of PSPS is down in March 2022 and mirrors May 2020, which awareness is much higher in previous August and November waves.
   ❖ Consider off-season messaging around steps Pacific Power is taking to mitigate risk and help customers prepare.

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CBO Pre-Season Survey

CBO Surveys

- CBOs are surveyed twice annually, pre-season and post-season, to assess the company’s engagement and communication efforts.
- The survey is structured as a 30-minute conversation, so it is a much more robust feedback forum than a general questions and answers survey.
- Feedback is then incorporated into the company’s ongoing communication and outreach efforts, where applicable.
  - Example: Some CBOs conveyed they can share company PSPS and wildfire safety brochures. Sending bulk informational packets to CBOs has now become a standard practice in the company’s wildfire safety communication outreach.

Latest CBO Survey

<table>
<thead>
<tr>
<th>Q1 2022 Survey Participation</th>
<th>March 7th – March 21st</th>
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<tbody>
<tr>
<td>✓ Four CBOs participated</td>
<td>30-minute interviews</td>
</tr>
</tbody>
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Current Communications

- Fire departments and emergency services organizations are highly engaged with Pacific Power when it comes to wildfire response and preparation, as well as preparation for PPS events.
- Broad-based CBOs often receive communications and resources from Pacific Power related to CARE and low-income resident support, but typically not related to wildfire preparation or PSPS.
- Most communications and resources received about wildfires (from any organization, including government or fire agencies) are focused on evacuation preparedness (e.g., where to go), personal preparedness (e.g., brush clearing), and less about how to prepare for an outage due to PSPS.
- Organizations are not aware of Pacific Power’s Generator Rebate Program, although providing access to generators did emerge as an important priority.
- Social media, and Facebook in particular, are commonly used for communications, along with in-person meetings, print flyers, and door to door interactions to alert those with medical needs (in the event of a fire); traditional CBOs also interact with clients when they visit the office (when not restricted due to the pandemic).

Spreading the Word

- Traditional CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events.
- English and Spanish are the primary languages required.
- The most effective ways Pacific Power can support CBOs and emergency agencies in preparing the community include:
  - Sharing/creating content that can be shared on social media, either by linking to Pacific Power or for CBOs to post.
  - Providing information for those with medical needs to ensure they are able to adequately prepare for a PSPS event or evacuation.
  - Providing educational resources about how to prepare for an outage.
  - Educating the community and CBO emergency response agencies about the Generator Rebate program.
Thank You!