

PacifiCorp 2022 Public Safety Power Shutoff (PSPS) CPUC Staff Briefing

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Introduction

Topics:

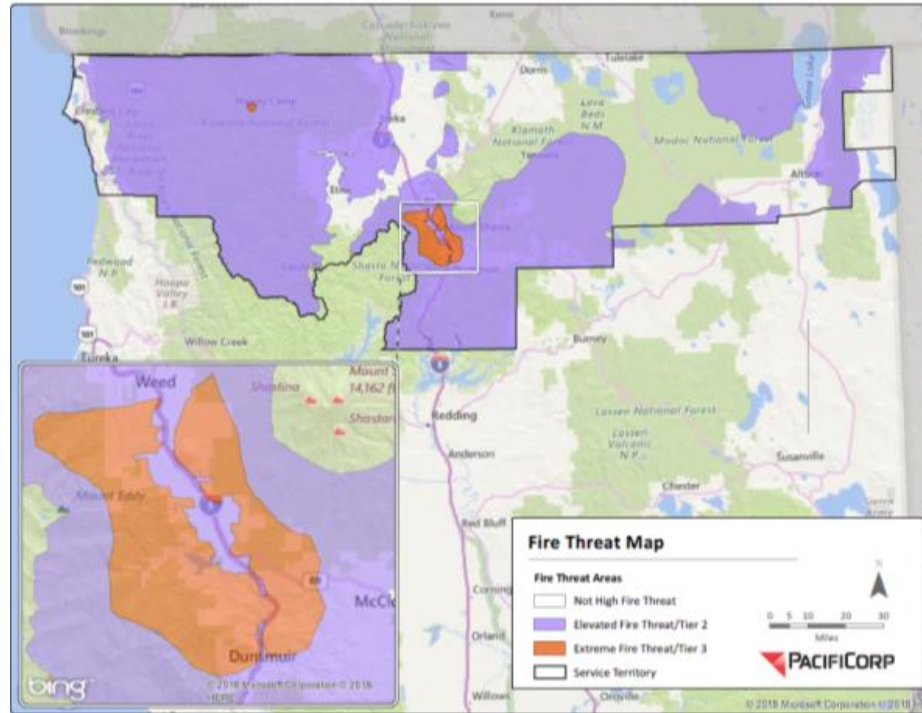
- PacifiCorp's CA Service Area
 - PSPS Zone Review
- Overall Preparedness
 - Grid Hardening (planned vs actual data)
 - Customer Survey
 - Engagement & Communications
 - Medical Baseline & AFN Customers
 - Back-Up Program & Improvements
 - Community Resource Center (CRC)
 - Public Safety Partner Portal website
 - Exercise Reports
 - Preparedness
 - Critical infrastructure
 - Emergency Response Partners
 - Tribal Partners



PacifiCorp's California Service Territory

General Stats

PacifiCorp provides electricity to approximately **48,000 California customers** via **62 substations**, **2,500 miles** of distribution lines, and about **780 miles** of transmission lines across nearly **11,000 square miles**



HFTD

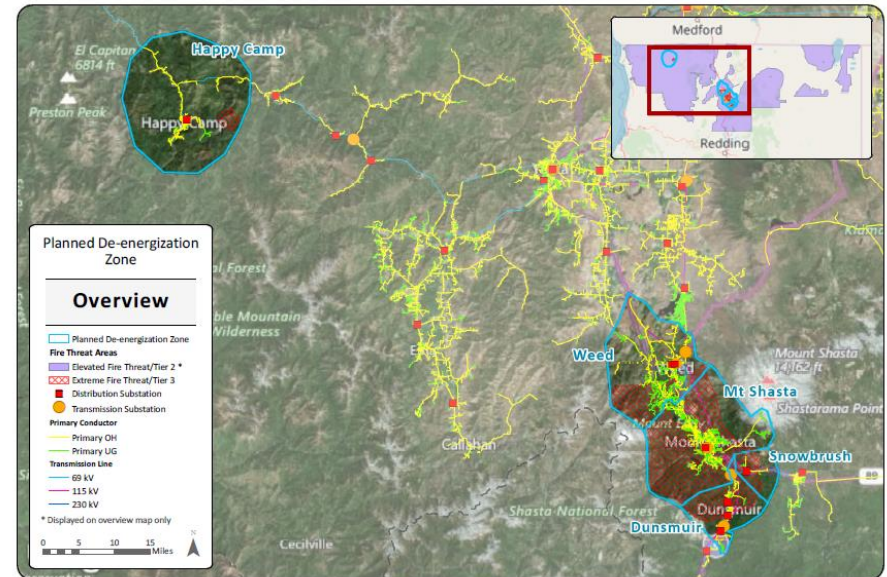
Heightened Risk of Wildfire
Approximately **1,200 miles** or 36% of all **overhead lines** are located within the HFTD
850 miles of overhead **distribution** in the HFTD;
350 miles of overhead **transmission** in the HFTD

PSPS Zones

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

PacifiCorp's CA PSPS Zone Summary

- PacifiCorp has identified two extreme risk geographic locations generally centered around Tier 3
- These locations are subdivided into 5 discrete zones
- Approximate impact:
 - 20 circuits
 - 9 substations
 - 259 line-miles
 - 10,351 customers
- PSPS Zones reflect extreme risk locations and serve as a starting point
- Real time monitoring during fire season may result in PSPS activation in non-PSPS zones



	PSPS Name	Substation	# of Circuits	Customers	Distribution OH	Distribution UG
1	Happy Camp	Seiad, Happy Camp	3	865	48.4	5.9
2	Weed	Weed, International Paper	5	2,589	90.5	62.1
3	Mt. Shasta	Mt. Shasta	6	5,074	86.4	76.7
4	Dunsmuir	N & S Dunsmuir, Nutglade	5	1,806	30.0	8.6
5	Snowbrush	Snowbrush	1	17	4.2	1.2
	Total	9 Substations	20	10,351	259.5	154.5

Grid Hardening Progress & Targets

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

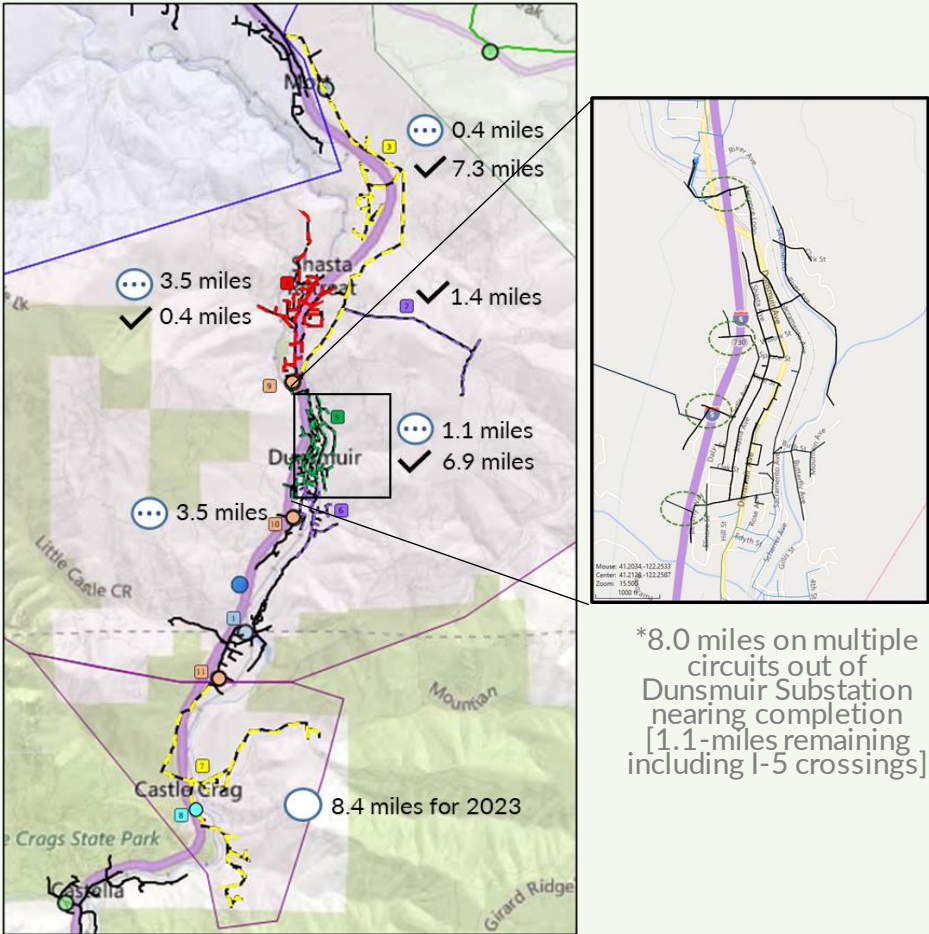
- ✓ Completed installation of 20 miles of covered conductor in HFTD
- ✓ Completed installation of 32 reclosers and relays
- ✓ 21 Weather Stations

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: Expulsion Fuse Replacements	Initiated / 2,269 fuses
❑ NEW: Fault Indicator Installations	Initiated / 500 operational by EOY

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

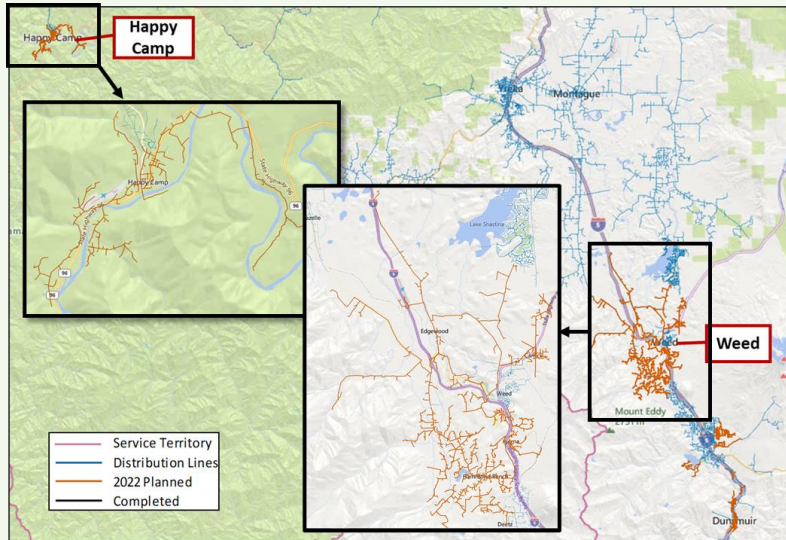
Dunsmuir PSPS Zone



Initiative	Total	Complete / Nearly Complete	Planned Completion
Line Rebuild (miles)	32.9	16.0	2023
Reclosers/Relays	6	5	2023

Grid Hardening Progress & Targets

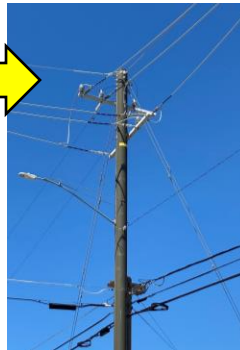
2022 CC Planned Work



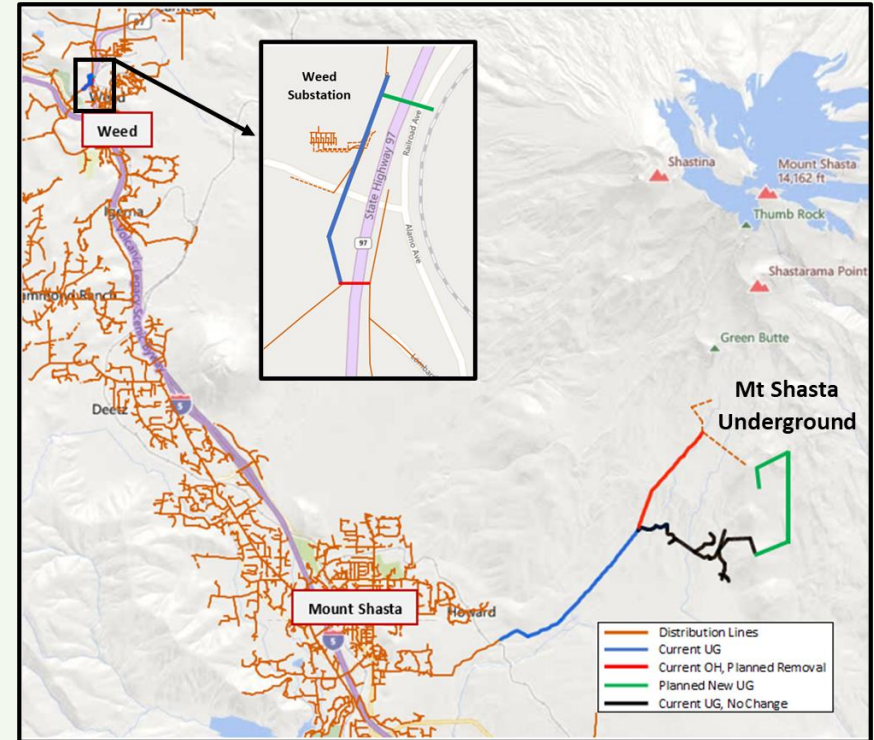
3.5 miles complete
in Mt Shasta
\$2.3 mil investment



6 miles nearing
completion in
Dunsmuir
\$3.6 mil investment



2022 Undergrounding Scoped



- ✓ Two projects identified for potential underground
- ✓ Collaboration with US Forest Service
- ✓ Underground Cost Benefit Evaluation:
 - ✓ Heavy tree canopy with limited access
 - ✓ High elevation with high pole loading requirements
 - ✓ No customer meter replacements required

Customer Survey Objectives & Results

Survey Conducted from November 15 – December 5, 2021

Objectives	Target Audience	Learnings
<ul style="list-style-type: none">✓ 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	<ul style="list-style-type: none">✓ Pacific Power residential and business customers in California✓ Pacific Power critical customers✓ 579 Total Surveys Completed<ul style="list-style-type: none">➤ 74 Phone Based Surveys➤ 509 Web Based Surveys	<ul style="list-style-type: none">✓ Most commonly recalls channels for wildfire prevention were social networking, email and TV news✓ The Pacific Power website remains rated as the most useful and clear source of information✓ 61% reported to be more aware of wildfire safety communications, which is in line with prior surveys✓ 64% recall seeing, hearing, or reading the phrase "Public Safety Power Shutoff of PSPS", which is up from August 2021 (60%)✓ Among those who experienced a PSPS, 81% say they received adequate notification and info to prepare for an event✓ Among those reporting that they rely on electricity for medical needs, 1/4 are aware of additional notices

Recommendations

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

Ongoing Communication and Engagement

Increasing Awareness through a multi-faceted approach

- Prior to and throughout the wildfire season, Pacific Power uses bill messages, email, social media and newsletters to promote messages about PSPS preparation and awareness.
- Paid advertising on social and digital platforms and radio.
- Engage with local and regional news outlets by offering interviews with subject matter experts to help promote awareness of PSPS and wildfire safety.

Effective communication channels and increasing awareness

- Twice annual survey results show that the company's webpages dedicated to wildfire safety and PSPS are frequently used to access PSPS-related information.
- Social media posts and engagement with traditional news outlets are additionally preferred resources. The company has increased messaging cadence through those channels, where applicable.

Customer Resources - CBO Coordination

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.

Medical Baseline & AFN Customers

- 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

July 2022 AFN Customer Counts			
PSPS De-Energization Zone	Medical Baseline AFN	Non-Medical Baseline AFN	Total
Inside	26	108	134
Outside	103	363	466
Total	129	471	600

Medical Baseline & AFN Customers

CARE Program – Update 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.
- Applications for Group Living Facilities and Agricultural Employee Housing updated.
- Tracking response rate to evaluate the response 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.

Medical Baseline & AFN Customer Resources

- AFN customers can access information on wildfire preparedness and programs through communication campaigns, outreach, personal contact and following when an event is forecasted on the company's website
- Back-Up Power
 - PacifiCorp offers a generator rebate for residential customers residing in a high fire threat district. PacifiCorp offers free portable batteries to eligible medical baseline customers
- Emergency Coordination Centers
 - When a PSPS is forecasted, PacifiCorp immediately opens an ECC with an ECC Manager to oversee all aspects of the response. The status of each AFN customer impacted by a PSPS is provided to the ECC Manager to determine if additional action by the company or local emergency management is required to support the AFN customer. The number of customers with AFN is identified through a GIS customer list and is provided to the ECC Manager
- Outreach
 - Pre-fire season, PacifiCorp distributes brochures to Community Based Organizations, Tribal Authorities, companies providing medical equipment, local governments, and community centers receive brochures to distribute to customers and clients. The brochure provides information on resiliency for medical equipment, wildfire preparedness, how to identify as AFN, and the medical baseline program.
 - Customers will receive communications about the medical baseline rate and a Spanish version of the medical baseline application will be available on the website this year

Community Resiliency Backup Power

- Community Resiliency Program includes a portfolio of resources for communities seeking to enhance their emergency management and disaster preparedness capabilities. These resources include:
 - Technical assessments** to evaluate the potential costs and benefits of adding energy storage and associated technologies to critical facilities
 - Applications are currently being accepted.
 - Assessments are initiated on a first come, first served basis
- Grants are available for the purchase of portable **renewable backup generators** and the **installation of energy storage at critical facilities**
 - Grant requests will be accepted July - November 2021
 - Approximately \$400,000 of available funding in 2021
 - Funding requests are competitively evaluated
 - Working with local emergency managers throughout our service territory to identify potential projects.

Zone	Low Income	Life Support	Medical	AFN*	Medical Baseline
NON-PDZ	9,546	30	30	71	77
PDZ	2,671	2	1	23	16
TOTAL	12,217	32	31	94	93

All Customers in PDZ	
All customers in CA PDZ:	10,289
Critical Customers in CA PDZs:	210

*AFN include customers self certified as needing additional notification. All Life Support, Medical, and Medical Baseline Customers are contacted individually prior to a PSPS.



PSPS Mitigation – Customer Programs

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



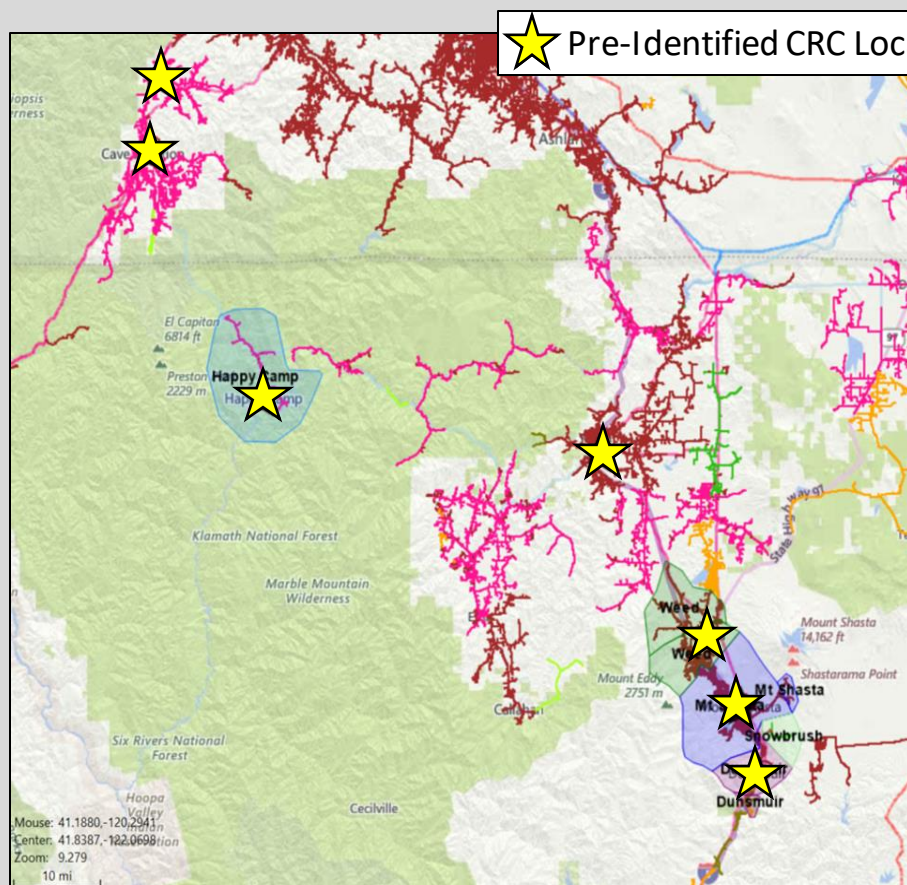
Generator Rebate Program

- 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



Community Resource Centers

Community Resource Centers (CRCs)



2021 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
- ✓ Ice

2022 Additional Services

- ✓ Air Purifiers
- ✓ Air Quality Monitors
- ✓ Ice
- ✓ Non-perishable snacks
- ✓ Small Crates for Pets
- ✓ Portable ADA Ramp

2022 Community PSPS Exercises

Completed Exercises

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

Tabletop and Functional Exercise Goals

1. Build confidence in PacifiCorp's PSPS decision making process utilizing current situational awareness tools
2. Provide detailed overview of PacifiCorp's notification processes and identify external partners notification procedures
3. Validate CRC scope & purpose in a PSPS event and evaluate plans to support impacted community members
4. Explore PacifiCorp's plans for allocating resources during PSPS events
5. Outline current options and capabilities for supporting individuals with access and functional needs

Common observation themes included:

- 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

PSPS Website Updates

Critical Facilities and Infrastructure Page

[MY ACCOUNT](#) [OUTAGES & SAFETY](#) [SAVINGS & ENERGY CHOICES](#) [SIGN IN](#)

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 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. 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](#).

Industry sectors

Emergency services sector	▼
Government facilities sector	▼
Healthcare and public health sector	▼
Energy sector	▼
Water and wastewater systems sector	▼
Communications sector	▼
Chemical sector	▼
Food and agriculture sector	▼


Public Safety Partner Portal Page

[MY ACCOUNT](#) [OUTAGES & SAFETY](#) [SAVINGS & ENERGY CHOICES](#) [SIGN IN](#)

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	Portal Access
<p>Return visitors can access the Public Safety Partner Portal through the button below. You will be taken to a secure site to log in. See instructions on signing in.</p> <p>PORTAL LOGIN</p>	<p>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.</p> <p>REQUEST ACCESS</p>

Preparedness - External Coordination

CRITICAL INFRASTRUCTURE	EMERGENCY RESPONSE PARTNERS	TRIBAL PARTNERS
<p>✓ Maintain lists of critical infrastructure within our new Public Safety Partner Portal (launched June 1st, 2022)</p>	<p>✓ Collaborate formally through annual tabletop & functional exercises</p>	<p>✓ Hold twice-monthly meetings with the Karuk Tribe</p>
<p>✓ Lists are updated monthly and available for download by public safety partners</p>	<p>✓ Engage and maintain local situational awareness through applicable county emergency manager(s)</p>	<p>✓ Frequent collaboration and coordination with the Karuk Tribal emergency manager</p>
<p>➔ Outreach is taking place to update primary and secondary points of contact for facilities & collect backup generation capabilities</p>	<p>✓ Deploy personnel to the local EOC as needed to coordinate responsibilities and distribute information</p>	<p>✓ Continue to coordinate and provide information to tribal communities via county emergency managers</p>
<p>✓ Facilities can request to be added to our list online from our critical facilities page</p>	<p>✓ Distribute updated situation reports with county emergency managers</p>	<p>➔ Coordination with tribal public information officer and our corporate communications to align messaging strategies</p>
<p>➔ Validation of our critical infrastructure lists are taking place with the respective county or tribal emergency managers</p>	<p>➔ Bring on additional PacifiCorp personnel to support more frequent coordination</p>	<p>➔ Bring on additional PacifiCorp personnel to support more frequent coordination</p>



Thank You