

# PSE Wildfire Mitigation and Response Program

*WUTC Recessed Open Meeting*

July 22, 2024

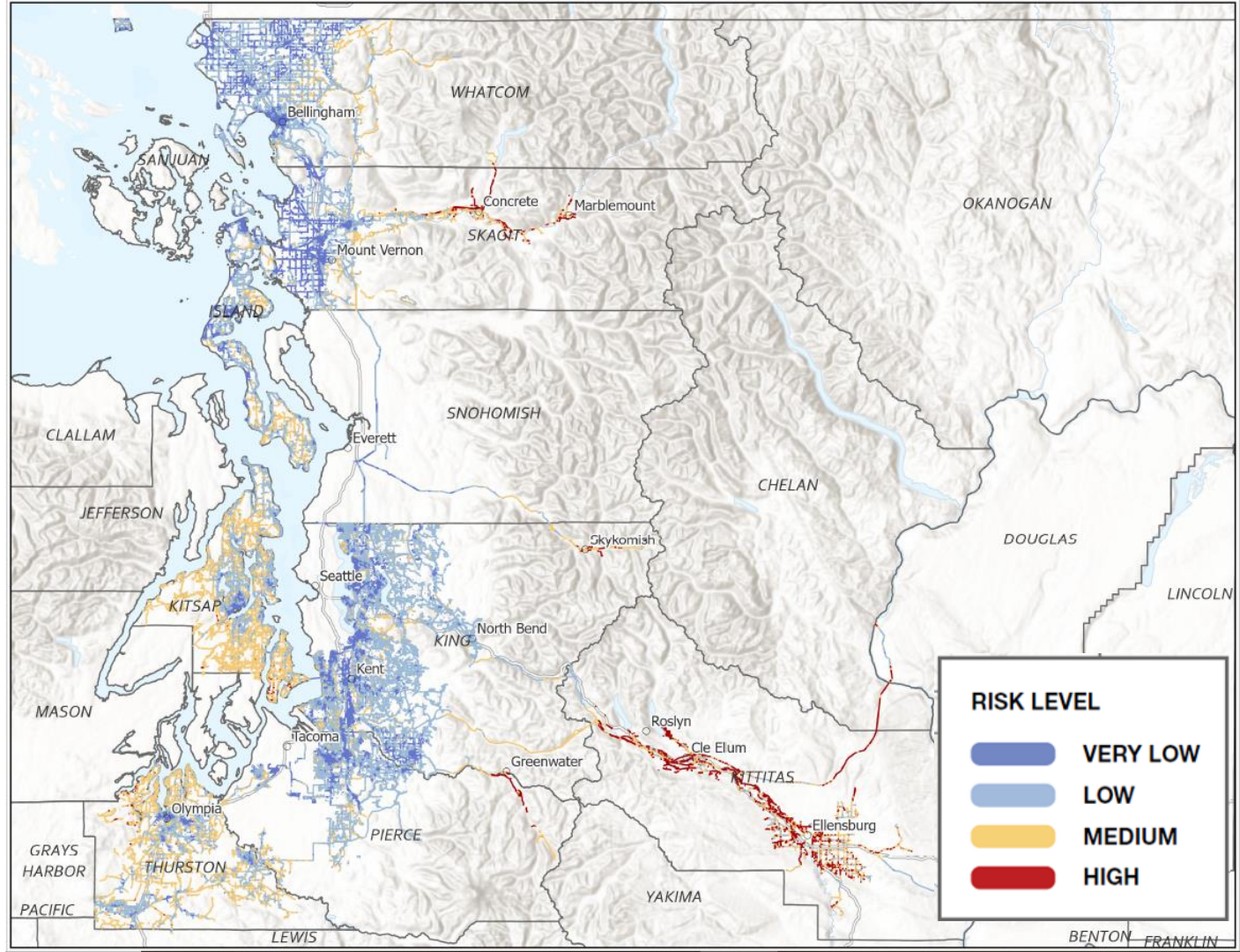


**PUGET  
SOUND  
ENERGY**

# Overview

- ◆ **Risk modeling and real-time monitoring**
- ◆ **PSPS Plan**
  - ◆ Operational procedures
  - ◆ Emergency response partner notification and coordination
  - ◆ Communications plan
  - ◆ Community Resource Centers
- ◆ **Customer outreach and partner engagement**
  - ◆ Partner engagement
  - ◆ Pre-season PSPS education and outreach campaign
  - ◆ Medically vulnerable customer engagement

# PSE's risk model



# PSE's risk model helps us determine where to:

- ◆ focus investments for grid hardening projects to reduce risk
- ◆ establish real-time situational awareness tools including weather stations and smoke-detecting cameras
- ◆ utilize operational procedures, such as Enhanced Powerline Settings or Public Safety Power Shutoffs, during critical fire weather conditions



PSE

# Critical Fire Weather Operations

PSE

Real-time risk monitoring

## Level 1: Regular operations

## Level 2: Elevated fire weather operations

- Mitigation measures such as Enhanced Powerline Settings (EPS) on high-risk lines

## Level 3: ECC activated

- Emergency Coordination Center (ECC) activated, **Incident Commander (IC)** takes command
- Identify high-risk circuits and develop PSPS **Incident Action Plan**
- Develop PSPS **Notification Plan** including audiences, timing and channels for communications
- Department of Commerce (DOC)-led **briefing with emergency response partners**
- **Early and ongoing notification** to fire districts, critical facilities and infrastructure, community support organizations and local governments
- Ongoing coordination with Emergency Management offices on potential public safety issues and locations for **Community Resource Centers (CRC)**

### Notifications

PSPS  
Watch

PSPS  
Warning

PSPS  
Imminent

PSPS  
Initiated

Power  
Restored

## Level 4: Public Safety Power Shutoff

- PSPS initiated on identified circuits
- Continue partner agency coordination to address public safety needs, deploy CRCs
- IC issues “weather all-clear”, line patrols and restoration begins using equity considerations
- Power restored, ECC closes

# PSPS: What customers should expect



Goal: 2 days notice before a PSPS outage



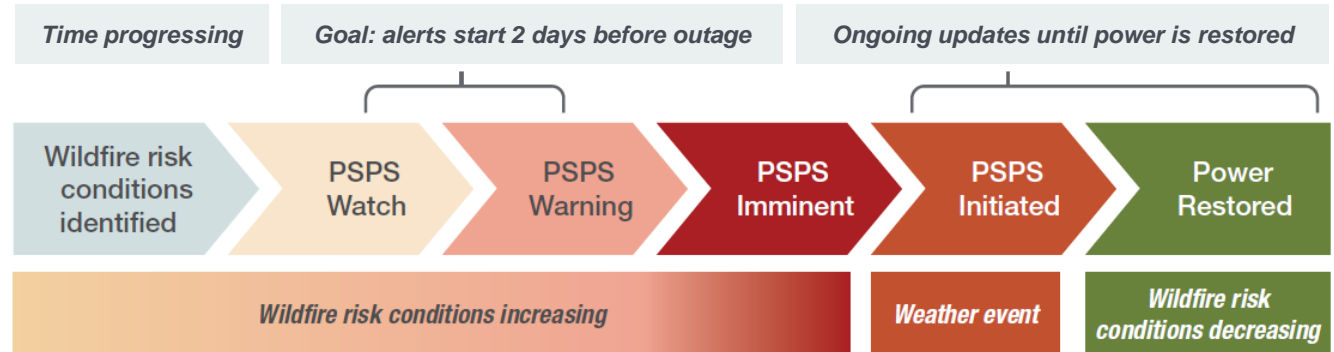
Automated call, text, and email updates, based on your account preferences



Medical Life Support customers receive enhanced communications

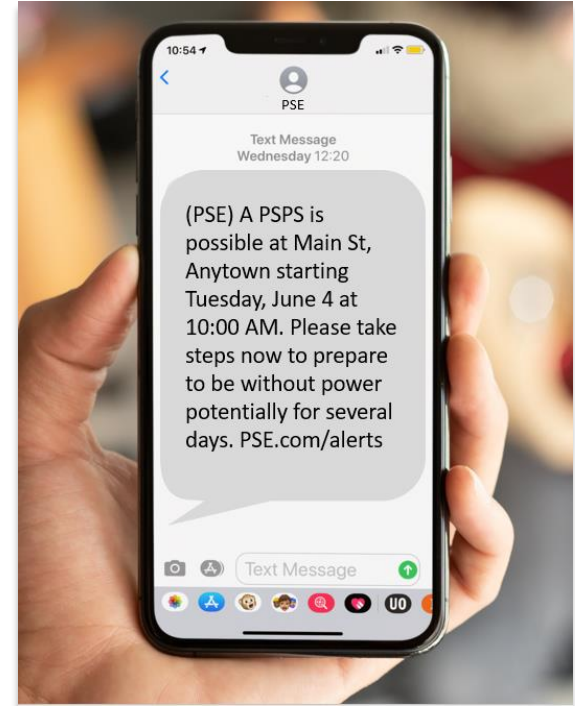


Keep up-to-date at [pse.com/outagemap](https://pse.com/outagemap), with or without an account!



# Where we'll share PSPS updates

- ◆ Accessible and translated updates at [pse.com/alerts](https://pse.com/alerts)
- ◆ **Notifications** to impacted customers
- ◆ Phone calls to customers with **Medical Life Support** status on their PSE accounts
- ◆ **Outage map** updates and **web banners**
- ◆ **Media** and social media updates
- ◆ **Community Incident Outreach staff** at Community Resource Centers and other community locations



# Restoration after PSPS

We will only restore power when it is safe to do so – after the weather has passed and crews can inspect the impacted power lines, make any needed repairs and restore power using an equity-based approach.

This could take **several days** based on conditions, and we want customers to be prepared.



**Weather “all clear”:** Crews begin line patrols and damage assessments once the high-risk weather conditions have passed.



**Patrol and inspect:** As our field teams gain boots-on-the-ground visibility, we will add and update estimated times of restoration (ETRs) on the outage map.



**Repair and restore:** Once repairs have been made, and it is safe to do so, PSE will restore power to customers.



# Community Resource Centers

During a Public Safety Power Shutoff (PSPS) event, PSE may open Community Resource Centers (CRCs) where community members can access basic support including:



**Charging for  
electronic devices  
and medical  
equipment**



**Information  
about the shutoff  
event and  
partner  
resources**



**Water, snacks,  
ADA-accessible  
restrooms, and  
other items**

# Partner coordination

Over **470** briefings and presentations in the last year to:

- ◆ Emergency management partners
- ◆ Critical infrastructure and facilities
- ◆ Tribes
- ◆ Local government and elected officials
- ◆ Community-based organizations



# Communications and outreach



**7 open houses** in high-risk communities and a self-paced online open house



**60,000+ postcards and emails** to customers in high-risk areas



**24 ads** in local print and digital publications, including Spanish language



**131,000 social media ad impressions** with campaigns targeted to high-risk areas



# Medically vulnerable customers

- ◆ **Medical Life Support** program included as a key customer action in all materials and at open houses
- ◆ **Fact sheets and web content** in multiple languages
- ◆ **Postcards and emails** to current Medical Life Support customers
- ◆ **Phone calls** to current Medical Life Support customers on high and medium-risk circuits
- ◆ **Briefings and partner toolkits** for community-based organizations serving medically vulnerable populations and emergency management partners



Top to bottom: Postcard, fact sheet, email, postcard, Spanish fact sheet

# Questions?

[www.pse.com/wildfire](http://www.pse.com/wildfire)

[wildfire.response@pse.com](mailto:wildfire.response@pse.com)



**PUGET  
SOUND  
ENERGY**