

**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)  
2024 PUBLIC SAFETY POWER SHUT-OFF PRE-SEASON REPORT**

July 2, 2024

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In accordance with filing requirements of the California Public Utilities Commission (Commission) Decision 21-06-034, PacifiCorp d/b/a Pacific Power (PacifiCorp or Company) files this 2024 Public Safety Power Shut-Off Pre-Season Report (2024 PSPS Pre-Season Report) utilizing the templates provided by the Commission's Safety and Enforcement Division. The 2024 PSPS Pre-Season Report is available to all interested parties and to the public.

Dated: July 2, 2024

Respectfully submitted,

          /s/ Daniel Teimouri          

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# Pacific Power

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

July 2, 2024

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*Appendix A: Community Resource Centers Plan - **CONFIDENTIAL***

*Appendix B: Critical Facilities and Infrastructure Plan*

*Appendix C: 2024 PSPS Execution Playbook (See Notification Matrix and Communications Plan)*

### Attachment List

1. 2024 Modoc County PSPS Exercise AAR IP - **CONFIDENTIAL**
2. 2024 Modoc County PSPS FE EEG
3. 2024 Modoc County PSPS TTX - **CONFIDENTIAL**
4. Modoc County 2024 TTX Situation Manual - **CONFIDENTIAL**
5. Modoc County 2024 TTX Participant Observer Feedback Form
6. Modoc County 2024 TTX Feedback Request Email
7. 2024 PSPS Functional Exercise Modoc County - **CONFIDENTIAL**
8. 2024 Modoc county FE –EXPLAN – **CONFIDENTIAL**
9. Modoc County 2024 Functional Exercise Participant Email
10. PacifiCorp November 2023 Survey Template
11. PacifiCorp March 2024 Survey Template
12. PacifiCorp November 2023 Survey Results
13. PacifiCorp March 2024 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 - CONFIDENTIAL.

- 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 cutoff 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 Attachment R.18-12-005\_PacifiCorp\_2024\_PSPS\_Pre-Season\_Report\_Tables.xlsx, Tab 1. CRC List, Table 1 - List of Available Community Resource Centers.

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.

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.

PacifiCorp did not have receive any CRC recommendations from stakeholders on AFN needs.

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 Bottled 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.)

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)

PacifiCorp did not have a PSPS event in 2023 and therefore did not receive any customer feedback on CRC usage.

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 a PSPS or need to activate a CRC in 2023. PacifiCorp has deployed CRCs for demonstration purposes across its service territory and will continue to add amenities to best serve its 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)

PacifiCorp did not experience a PSPS or need to activate a CRC in 2023.

## 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.

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.)

Please refer to Attachment R.18-12-005\_PacifiCorp\_2024\_PSPS\_Pre-Season\_Report\_Tables.xlsx, Tab 6. CFI List - Conf, Table 6 - Critical Facilities and Infrastructure List.

The data fields in Table 6 which are not currently available are marked as N/A, as the data has not historically been collected or stored in the Company's customer service database. PacifiCorp's public safety partner portal will collect this data

over time, as critical facilities and infrastructure lists are vetted with county OES partners and outreach continues.

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.

2. 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 its CFI webpage 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 the Company's 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

## 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 [Attachment R.18-12-005\\_PacifiCorp\\_2024\\_PSPS\\_Pre-Season\\_Report\\_Tables.xlsx, Tab 8. Exercise, Table 8 – PSPS Exercise Summary.](#)

Table 9 - List of Exercise Participated Entities

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

Please refer to Attachment R.18-12-005\_PacifiCorp\_2024\_PSPS\_Pre-Season\_Report\_Tables.xlsx, Tab 9. Exer Participant, Table 9 - List of Exercise Participated Entities.

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

a. After-Action Report

See Attachments:

1. *2024 Modoc County PSPS Exercise AAR IP- CONFIDENTIAL*

2. *2024 Modoc County PSPS FE EEG*

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 presentation, exercise plan, feedback forms.

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

See Attachments:

3. *2024 Modoc County PSPS TTX CONFIDENTIAL*

4. *Modoc County 2024 TTX Situation Manual - CONFIDENTIAL*

5. *Modoc County 2024 TTX Participant Observer Feedback Form*

6. *Modoc County 2024 TTX Feedback Request Email*

7. *2024 PSPS Functional Exercise Modoc County - CONFIDENTIAL*

8. *2024 Modoc County FE –EXPLAN – CONFIDENTIAL*

9. *2024 Modoc County 2024 Functional Exercise Participant Email*

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

Tabletop exercise documents were emailed to participants and functional exercise documents were posted on the Public Safety Partner Portal.

## 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 Attachment R.18-12-005\_PacifiCorp\_2024\_PSPS\_Pre-Season\_Report\_Tables.xlsx, Tab 10. Survey, Table 10 – Survey Summary.

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.)*

See the following attachments for survey templates used by by MDC Research from November 7 to December 5, 2023, and from March 3 to March 17, 2024. The surveys were conducted by email and telephone.

*10. PacifiCorp November 2023 Survey Template*

*11. PacifiCorp March 2024 Survey Template*

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.

PacifiCorp gave customers the option to participate in the surveys in English or Spanish for both surveys conducted in November 2023 and March 2024.

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.)

PacifiCorp interviewed CBO and Public Safety Organizations; survey questions were developed based on information derived from meetings with public safety partners and community members.

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.)

See the following attachmetns for survey results from November 2023 and March 2024:

*12. PacifiCorp November 2023 Survey Results*

### *13. PacifiCorp March 2024 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 provided as attachments 12 and 13 provide statistical data on the effectiveness of messaging to Pacific Power customers.

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 2023 and 2024 costs for PSPS-related education and outreach are provided in the required format, SED POSTRS3. See 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 PacifiCorp.

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 PacifiCorp has not received specific recommendations for AFN outreach and education through a working group. PacifiCorp does, however, facilitate a bi-annual Wildfire Advisory Board meeting. The following suggestions were received during the 2023 Wildfire Advisory Board meetings:

- *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.
  - 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.
- *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
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 PacifiCorp
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 PacifiCorp
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 PacifiCorp

## 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 Appendix C - 2024 PSPS Execution Playbook, Notification Matrix and Communication 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 PSPS 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 PSPS 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.

**PacifiCorp did not have a PSPS event in 2023.**

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

See Attachment R.18-12-005\_PacifiCorp\_2024\_PSPS\_Pre-Season\_Report\_Tables.xlsx, Tab NP-JointEffort, Table 12 - List of Joint Efforts on AFN notification Plan.

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

PacifiCorp does not have the capability to identify subsets of AFN populations other than medical baseline customers; as its customer service system is enhanced, this information may be able to be collected 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.

PacifiCorp did not have a PSPS event in 2023.

## 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 [Attachment R.18-12-005\\_PacifiCorp\\_2024\\_PSPS\\_Pre-Season\\_Report\\_Tables.xlsx](#), Tab 15. High Risk Circuits.

## 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: PacifiCorp 2024 PSPS Execution Playbook – *Notification Matrix and Communication Plan*

### Attachment List

1. 2024 Modoc County PSPS Exercise AAR IP - CONFIDENTIAL
2. 2024 Modoc County PSPS FE EEG
3. 2024 Modoc County PSPS TTX - CONFIDENTIAL
4. Modoc County 2024 TTX Situation Manual - CONFIDENTIAL
5. Modoc County 2024 TTX Participant Observer Feedback Form
6. Modoc County 2024 TTX Feedback Request Email
7. 2024 PSPS Functional Exercise Modoc County - CONFIDENTIAL
8. 2024 Modoc county FE –EXPLAN – CONFIDENTIAL
9. Modoc County 2024 Functional Exercise Participant Email
10. PacifiCorp November 2023 Survey Template
11. PacifiCorp March 2024 Survey Template
12. PacifiCorp November 2023 Survey Results
13. PacifiCorp March 2024 Survey Results
14. PacifiCorp Education and Outreach Costs

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Table 1 - List of Available Community Resource Centers												
2	As of 6/14/2024												
3													
4	CRC Unique ID	Location Name	County/Tribe	CRC Type	Standard Operation	List of Planned Supplies	List of Planned Services	List of Planned AFN Services and Supplies	Contracted (Yes or No)	Date of Contract	Location Address	Latitude	Longitude
5	None	Karuk Senior Nutrition Program (Headway)	Siskiyou/Karuk	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	Potable water & non-perishable snacks, seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	64101 2nd Ave, Happy Camp, CA 96039	41.7934098	-123.3765364
6	None	Happy Camp Wellness Center	Siskiyou/Karuk	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	Potable water & non-perishable snacks, seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	537 Jacobs Way, Happy Camp, CA 96039	41.80053479	-123.3753296
7	None	Kahtishraam Wellness Center	Siskiyou/Karuk	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	Potable water & non-perishable snacks, seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	1403 Kahtishraam, Yreka, CA 96097	41.7106053	-122.6260475

	A	B	C	D	E	F	G	H	I	J	K	L	M
8	None	Mt. Shasta Community Resource Center	Siskiyou	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	Potable water & non-perishable snacks, seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	109 East Lake Street, Mt. Shasta, CA 96067	41.313524	-122.3117643
9	None	Family & Community Resource Center of Weed	Siskiyou	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	Potable water & non-perishable snacks, seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	260 Main Street, Weed, CA 96094	41.424536	-122.384706
10	None	Dunsmuir Community Resource Center	Siskiyou	Indoor	Yes	Potable water & non-perishable snacks, seating & tables, ice.	Shelter from environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	seating & tables, ice, Shelter from the environment, air conditioning, air purifiers & air quality monitors, restroom facilities, refrigeration & heating for medicine and/or baby needs, interior & area lighting, on-site security, televisions, communications capability such as WIFI access, SatPhone, radio, cellular phone, on-site medical support, charging stations for cell phones, AM/FM/Weather radios, computers, small crates for pets, AFN/LEP population support, personal protective equipment, portable ADA ramp.	No	None	5840 Dunsmuir Avenue, Dunsmuir, CA 96025	41.2102175	-122.2722692

	A	B	C	D	E	F	G	H	I	J	K
1	Table 2 - Stakeholders' CRC Recommendations on AFN Need										
2	From 06/01/2023 through 06/14/2024										
3											
4	Recommendation Description	Recommended Date	Recommending Party Type	Adopted? (Yes or No)	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
5	None	None	None	N/A	None	N/A	N/A	N/A	N/A	N/A	N/A







	A	B	C	D	E	F	G
1	Table 4 -- Prior Year CRC Customer Feedback						
2	From 06/01/2023 through 06/14/2024						
3							
4	Customer Feedback Type	Description	Submission Count	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)
5	None	None	None	None	None	None	None
6							
7	Note: PacifiCorp did not have a PSPS event in 2023						

	A	B	C	D	E	F	G
1	Table 5 - Prior Year IOU CRC Challenges						
2	From 06/01/2023 through 06/14/2024						
3							
4	Challenge Type	Description of Challenge	Initial Month and Year Challenge Discovered	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)
5	None	None	None	None	None	None	None
6							
7	Note: PacifiCorp did not have a PSPS event in 2023						

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Table 6 - Critical Facilities and Infrastructure List													
2	As of 06/09/2024													
3														
4	CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*
5	CHARTER+A1:O2 COMMUNICATIONS	Communication Services, Not Elsewhere		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
6	VERIZON	Communication Services, Not Elsewhere		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
7	ALTURAS BROWN BAGGERS AA	Adult Day Care Centers		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
8	S P TRANSPORTATION CO	Railroads, Line-Haul Operations		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
9	CALTRANS D-2-CT#0202005R022950	Advocacy Groups		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
10	TOTEM VILLA APARTMENTS	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
11	VERIZON WIRELESS	Cell Towers		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
12	VERIZON WIRELESS	Cell Towers		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
13	VERIZON WIRELESS	Communication Services, Not Elsewhere		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
14	T-MOBILE WEST CORP	Telephone Communication		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
15	VERIZON WIRELESS	Telephone Communications		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
16	FRONTIER COMMUNICATIONS	Telephone Communications		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
17	HUNTER COMMUNICATIONS	Communication Services, Not Elsewhere		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
18	SISKIYOU UNION HIGH SCHOOL DIST	Secondary Schools - Public		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
19	ANGELA DOLORES SCHAUBER	Adult Day Care Centers		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
20	BUTTE VALLEY SCH DIST	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
21	S V HEALTH CARE DIST	Hospitals (General Medical)		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
22	NORTHLAND CABLE TV MT SHASTA	Telephone Communication		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
23	SHELL OIL PRODUCTS US LLC	Fixed Facilities for Vehicles, Not Elsewhere		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
24	BURLINGTON NORTHERN & SANTA FE	Railroad Switching and Terminal Establishments		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
25	SHASTA CASCADE TIMERLANDS LLC	Telephone Communications		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
26	SISKIYOU TELEPHONE COMPANY	Telephone Communication		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
27	DIGITAL PATH INC	Communication Services, Not Elsewhere		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
28	SHASTA COURTYARDS ESTATES, LLC.	Retirement Homes		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
29	S P TRANSPORTATION CO	Railroads, Line-Haul Operations		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
30	CALTRANS D-2-CT#0202005R022950	Public Safety (Government)		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
31	YUROK TRIBE	Water Company		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
32	DEL NORTE COUNTY	Sewerage System Operation		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
33	SISKIYOU TELEPHONE COMPANY	Telephone Communications		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
34	SHASTA COURTYARDS ESTATES, LLC.	Retirement Homes		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
35	SHASTA COURTYARDS ESTATES, LLC.	Retirement Homes		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
36	EVELYN ARMENTA	Airplane Hangar Operation		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
37	EST HENRY C DE CLERCK	Retirement Homes		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
38	QUARTZ VALLEY INDIAN RESERVATION	Intermediate Care Facilities		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
39	NEW CINGULAR WIRELESS PCS,LLC	Telephone Communication		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
40	VICTORIA B DICKEY	Water Company		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
41	CALTRANS	Communication Services, Not Elsewhere		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
42	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
43	JODY SMITH	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
44	CA ST HIGHWAY PATROL	Communication Services, Not Elsewhere		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
45	SHASTA COURTYARDS ESTATES, LLC.	Retirement Homes		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
46	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
47	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
48	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
49	S V JOINT UNIFIED SCH	Secondary Schools - Public		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
50	VERIZON WIRELESS	Cell Towers		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
51	NORTHERN UNITED - SISKIYOU CS	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
52	U S CELLULAR	Telephone Communication		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
53	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
54	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
55	T-MOBILE WEST LLC.	Telephone Communication		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
56	VERIZON WIRELESS	Cell Towers		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
57	DEWAYNE M WHITE JR	Airports and Flying Fields		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
58	NORTHERN UNITED - SISKIYOU CS	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
59	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
60	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
61	QUALITY CHILDREN'S SERVICES	Child Day Care Providers		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
62	SUMMERPARK APARTMENT INVESTMENT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
63	DEL NORTE SCH DIST	Elementary and Secondary Schools		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24











	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*
4														
312	KARUK TRIBE	Adult Day Care Centers		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
313	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
314	MONTAGUE CITY	Fire Departments		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
315	CALTRANS D-2-CT#0202005R022950	Traffic Control		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
316	EVCA ST MOTOR VEHICLES	Transportation Program Administration		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
317	TOLOWA DEE-NI NATION	Traffic Control		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
318	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
319	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
320	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
321	TOLOWA DEE-NI NATION	Traffic Control		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
322	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
323	CA ST HIGHWAY PATROL	Police Departments		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
324	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
325	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
326	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
327	MODOC COUNTY	Retirement Homes		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
328	YUOK TRIBE/ RNB WELL	Water Company		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
329	CHARGEPOINT LLC	Transformers		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
330	FORT JONES CITY	Fire Departments		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
331	SEAGULL VILLA APARTMENTS	Retirement Homes		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
332	FRONTIER COMM CORP SRVS INC	Telephone Communication		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
333	AT&T MOBILITY	Cell Towers		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
334	RANDAL WRIGHT	Retirement Homes		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
335	MARK STEFFEK	Airplane Hangar Operation		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
336	PACIFIC BELL	Cell Towers		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
337	AT&T MOBILITY	Cell Towers		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
338	MT SHASTA SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
339	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
340	MODOC CNTY PUBLIC WORKS	Fire Departments		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
341	SCOTT VALLEY FIRE DIST	Fire Departments		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
342	ALTURAS RURAL FIRE DEPT	Fire Departments		MODOC	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
343	MONTAGUE CITY	Sewerage System Operation		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
344	GOLDEN EAGLE CHARTER SCHOOL	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
345	SISKIYOU COUNTY	Correctional Institutions		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
346	PACIFIC BELL	Telephone Communication		SHASTA	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
347	CHUCK JOPSON	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
348	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
349	GOLDEN EAGLE CHARTER SCHOOL	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
350	GOLDEN EAGLE CHARTER SCHOOL	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
351	KARUK TRIBAL HEAD START	Child Day Care Providers		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
352	MT SHASTA SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
353	DEL NORTE SCH DIST	Elementary and Secondary Schools		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
354	DEL NORTE SCH DIST	Elementary and Secondary Schools		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
355	MT SHASTA SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
356	LAKE SHASTINA COMMUNITY SERV.	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
357	CRESCENT CITY	Sewerage System Operation		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
358	FORT JONES SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
359	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
360	AMERICAN TOWER CORP	Communication Services, Not Elsewhere		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
361	CALIFORNIA TRIBAL TANF PARTNERS	Adult Day Care Centers		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
362	LAKE SHASTINA COMMUNITY SERV.	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
363	LK SISKIYOU MUTUAL WATER	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
364	MT SHASTA CITY	Fire Departments		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
365	LAKE SHASTINA COMMUNITY	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
366	CALTRANS D-2-CT#0202005R022950	Traffic Control		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
367	HAPPY CAMP SANITARY	Sewerage System Operation		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
368	LK SISKIYOU MUTUAL WATER	Sewerage System Operation		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
369	COMMUNITY & EMPLOYMENT LINKS	Advocacy Groups		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
370	CLAUDIA C SMITH	Adult Day Care Centers		DEL NORTE	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
371	LAKE SHASTINA COMMUNITY SERV.	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
372	LAKE SHASTINA COMMUNITY SERV.	Water Company		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24
373	SCOTT VALLEY FIRE DIST	Fire Departments		SISKIYOU	N/A	N/A	N/A			N/A	N/A	N/A	N/A	9-Jun-24











	A	B	C	D	E	F	G	H	I	J	K	L	M	N
	CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*
4														
684	S P TRANSPORTATION CO	Railroads, Line-Haul Operations		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
685	TRUE NORTH TREASURE LLC	Retirement Homes		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
686	TRUE NORTH TREASURE LLC	Retirement Homes		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
687	YUROK TRIBE	Adult Day Care Centers		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
688	MODOC SCH DIST 25 E	Elementary and Secondary Schools		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
689	UNITED LILY GROWERS	Water Company		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
690	MODOC SCH DIST 25 E	Elementary and Secondary Schools		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
691	RICHARD ZANNI	Communication Services, Not Elsewhere		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
692	MODOC SCH DIST 25 E	Elementary and Secondary Schools		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
693	FERNANDES FAMILY TRUST	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
694	CALTRANS D-2-CT#0202005R022950	Transportation Program Administration		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
695	MODOC WORK ACTIVITY CENTER	Adult Day Care Centers		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
696	CBM GROUP	Retirement Homes		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
697	T-MOBILE WEST LLC.	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
698	WORLDCOM NETWORK SERVICES	Telephone Communications		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
699	VERIZON WIRELESS	Cell Towers		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
700	DEL NORTE COUNTY	Sewerage System Operation		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
701	UNITED STATES CELLULAR	Cell Towers		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
702	DMITRIY VORIK	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
703	MT SHASTA PKS REC DIST	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
704	FAWAZ FARMING	Fire Departments		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
705	CALTRANS D-2-CT#0202005R022950	Public Safety (Government)		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
706	CALTRANS D-2-CT#0202005R022950	Public Safety (Government)		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
707	HORNBROOK COMM SER DIST	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
708	FOREST HOUSE RANCH	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
709	FRONTIER CALIFORNIA INC	Telephone Communications		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
710	MATTHEW CRAIG	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
711	YREKA SCHOOL DISTRICT E	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
712	KATHERINE ORLOWSKI	Fire Departments		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
713	SMITH RIVER COMMUNITY	Water Company		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
714	SISKIYOU TEL CO	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
715	CITY OF ALTURAS	Water Company		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
716	CAL-ORE TELEPHONE CO	Telephone Communication		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
717	SEAWOOD VILLAGE	Retirement Homes		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
718	FORT DICK FIRE	Fire Departments		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
719	HORNBROOK COMM SER DIST	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
720	CITIZENS COMMUNICATIONS COMP	Telephone Communications		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
721	ANDREW AMBRIS	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
722	JUNIPER TERRACE APARTMENTS	Retirement Homes		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
723	SISKIYOU FOOD ASSISTANCE	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
724	CRESCENT CITY	Sewerage System Operation		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
725	MT SHASTA CITY	Traffic Control		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
726	BLM INCORPORATED	Fire Departments		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
727	A T & T COMMUNICATIONS	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
728	CENTRAL OREGON & PACIFIC RR, INC	Railroad Switching and Terminal Establis		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
729	WALT MOODY	Water Company		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
730	SISSON SCH E	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
731	SISSON SCH E	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
732	SISSON SCH E	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
733	SISKIYOU TEL CO	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
734	SURPRISE V SCH 25 H	Secondary Schools - Public		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
735	ETNA SCH DIST H	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
736	KLAMATH FIRE DIST 5	Fire Departments		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
737	ALTURAS RANCHERIA	Schools and Educational Services, Not El		MODOC	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
738	KLAMATH FIRE DIST 5	Fire Departments		DEL NORTE	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
739	SISKIYOU TEL CO	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
740	SISKIYOU TEL CO	Telephone Communication		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
741	CALTRANS D-2-CT#0202005R022950	Public Safety (Government)		HASTA	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
742	HORNBROOK COMMUNITY ASSOCIA	Advocacy Groups		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
743	SISKIYOU COUNTY	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
744	SISKIYOU COUNTY	Elementary and Secondary Schools		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24
745	VERIZON WIRELESS	Cell Towers		ISKIYOU	N/A	N/A	N/A		/A	N/A	N/A	N/A	N/A	9-Jun-24









	A	B	C	D	E	F	G	H	I	J	K	L	M	N
4	CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*
932	SURPRISE V SCH 25 E	Elementary and Secondary Schools		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
933	TRUE NORTH TREASURE LLC	Retirement Homes		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
934	JOSEPH B MORGAN	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
935	JOSEPH B MORGAN	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
936	CEDARVILLE WATER DIST	Water Company		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
937	JM INVESTMENT COMPANY ALTURA	Retirement Homes		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
938	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
939	LITTLE SHASTA SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
940	PONY TRAIL WATER SYSTEM	Water Company		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
941	JM INVESTMENT COMPANY ALTURA	Retirement Homes		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
942	FEDERAL AVIATION ADMINISTRATIO	Transportation Program Administration		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
943	ED STAUB AND SONS	Petroleum Bulk Stations and Terminal		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
944	ED STAUB AND SONS	Petroleum Bulk Stations and Terminal		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
945	ED STAUB AND SONS	Petroleum Bulk Stations and Terminal		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
946	SISKIYOU UNION HIGH SCHOOL DIST	Secondary Schools - Public		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
947	PRES GEO WA MANOR	Retirement Homes		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
948	PRES GEO WA MANOR	Retirement Homes		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
949	VERIZON WIRELESS	Cell Towers		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
950	SISKIYOU TEL CO	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
951	FRANK E WATKINS	Airports and Flying Fields		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
952	CITIZENS COMMUNICATIONS COMP	Telephone Communications		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
953	S P TRANSPORTATION CO	Railroad Switching and Terminal Establis		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
954	PELICAN BAY ST PRISON	Correctional Institutions		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
955	CRESCENT FIRE DIST	Fire Departments		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
956	CA ST HIGHWAY PATROL	Police Departments		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
957	DEL NORTE COUNTY	Sewerage System Operation		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
958	SURPRISE V REA	Cooperatively Owned Utility		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
959	ETNA SCH E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
960	CENTRAL OREGON & PACIFIC RR, INC	Railroad Switching and Terminal Establis		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
961	EILEEN BROWN	Retirement Homes		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
962	LARRY ALEXANDER	Water Company		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
963	THELMA BENNETT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
964	THELMA BENNETT	Retirement Homes		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
965	FRANKS FUEL	Petroleum Bulk Stations and Terminal		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
966	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
967	S P TRANSPORTATION CO	Railroads, Line-Haul Operations		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
968	TULELAKE COMMUNITY PARTNERSH	Adult Day Care Centers		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
969	EDGE WIRELESS, LLC	Cell Towers		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
970	CALTRANS D-2-CT#0202005R022950	Transformers		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
971	HORN BROOK COMM SER DIST	Water Company		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
972	WEED UNION ELEMENTARY SCHOOL	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
973	MONTAGUE CITY	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
974	RONALD L KNIGHT	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
975	CITY OF ALTURAS	Airplane Hangar Operation		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
976	EDWARD M MEDLIN	Airports and Flying Fields		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
977	ROGUE AVIATION	Airplane Hangar Operation		DEL NORTE	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
978	PNDEROSA AVATION	Airplane Hangar Operation		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
979	DELPHIC SCH DIST E	Elementary and Secondary Schools		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
980	COLLEGE OF SISKIYOU	Junior Colleges and Technical Institutes		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
981	CITY OF ALTURAS	Airplane Hangar Operation		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
982	MODOC SCH DIST 25 E	Elementary and Secondary Schools		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
983	PACIFIC BELL	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
984	DEBBIE GIORDANO	Retirement Homes		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
985	PACIFIC BELL	Telephone Communications		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
986	SISKIYOU TEL CO	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
987	STEPHEN P CROFT	Police Departments		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
988	JM INVESTMENT COMPANY ALTURA	Retirement Homes		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
989	USDA UTILITIES-FOREST SERVICE-83	Fire Departments		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
990	T-MOBILE WEST LLC.	Telephone Communication		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
991	SBC CALIFORNIA	Cell Towers		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
992	SISKIYOU COUNTY	Airports and Flying Fields		SISKIYOU	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24
993	UNION PACIFIC RAILROAD	Railroad Switching and Terminal Establis		MODOC	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A	9-Jun-24



















	O	P	Q	R	S	T
1						
2						
3						
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
5	N/A	N/A	N/A	N/A	N/A	N/A
6	N/A	N/A	N/A	N/A	N/A	N/A
7	N/A	N/A	N/A	N/A	N/A	N/A
8	N/A	N/A	N/A	N/A	N/A	N/A
9	N/A	N/A	N/A	N/A	N/A	N/A
10	N/A	N/A	N/A	N/A	N/A	N/A
11	N/A	N/A	N/A	N/A	N/A	N/A
12	N/A	N/A	N/A	N/A	N/A	N/A
13	N/A	N/A	N/A	N/A	N/A	N/A
14	N/A	N/A	N/A	N/A	N/A	N/A
15	N/A	N/A	N/A	N/A	N/A	N/A
16	N/A	N/A	N/A	N/A	N/A	N/A
17	N/A	N/A	N/A	N/A	N/A	N/A
18	N/A	N/A	N/A	N/A	N/A	N/A
19	N/A	N/A	N/A	N/A	N/A	N/A
20	N/A	N/A	N/A	N/A	N/A	N/A
21	N/A	N/A	N/A	N/A	N/A	N/A
22	N/A	N/A	N/A	N/A	N/A	N/A
23	N/A	N/A	N/A	N/A	N/A	N/A
24	N/A	N/A	N/A	N/A	N/A	N/A
25	N/A	N/A	N/A	N/A	N/A	N/A
26	N/A	N/A	N/A	N/A	N/A	N/A
27	N/A	N/A	N/A	N/A	N/A	N/A
28	N/A	N/A	N/A	N/A	N/A	N/A
29	N/A	N/A	N/A	N/A	N/A	N/A
30	N/A	N/A	N/A	N/A	N/A	N/A
31	N/A	N/A	N/A	N/A	N/A	N/A
32	N/A	N/A	N/A	N/A	N/A	N/A
33	N/A	N/A	N/A	N/A	N/A	N/A
34	N/A	N/A	N/A	N/A	N/A	N/A
35	N/A	N/A	N/A	N/A	N/A	N/A
36	N/A	N/A	N/A	N/A	N/A	N/A
37	N/A	N/A	N/A	N/A	N/A	N/A
38	N/A	N/A	N/A	N/A	N/A	N/A
39	N/A	N/A	N/A	N/A	N/A	N/A
40	N/A	N/A	N/A	N/A	N/A	N/A
41	N/A	N/A	N/A	N/A	N/A	N/A
42	N/A	N/A	N/A	N/A	N/A	N/A
43	N/A	N/A	N/A	N/A	N/A	N/A
44	N/A	N/A	N/A	N/A	N/A	N/A
45	N/A	N/A	N/A	N/A	N/A	N/A
46	N/A	N/A	N/A	N/A	N/A	N/A
47	N/A	N/A	N/A	N/A	N/A	N/A
48	N/A	N/A	N/A	N/A	N/A	N/A
49	N/A	N/A	N/A	N/A	N/A	N/A
50	N/A	N/A	N/A	N/A	N/A	N/A
51	N/A	N/A	N/A	N/A	N/A	N/A
52	N/A	N/A	N/A	N/A	N/A	N/A
53	N/A	N/A	N/A	N/A	N/A	N/A
54	N/A	N/A	N/A	N/A	N/A	N/A
55	N/A	N/A	N/A	N/A	N/A	N/A
56	N/A	N/A	N/A	N/A	N/A	N/A
57	N/A	N/A	N/A	N/A	N/A	N/A
58	N/A	N/A	N/A	N/A	N/A	N/A
59	N/A	N/A	N/A	N/A	N/A	N/A
60	N/A	N/A	N/A	N/A	N/A	N/A
61	N/A	N/A	N/A	N/A	N/A	N/A
62	N/A	N/A	N/A	N/A	N/A	N/A
63	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
64	N/A	N/A	N/A	N/A	N/A	N/A
65	N/A	N/A	N/A	N/A	N/A	N/A
66	N/A	N/A	N/A	N/A	N/A	N/A
67	N/A	N/A	N/A	N/A	N/A	N/A
68	N/A	N/A	N/A	N/A	N/A	N/A
69	N/A	N/A	N/A	N/A	N/A	N/A
70	N/A	N/A	N/A	N/A	N/A	N/A
71	N/A	N/A	N/A	N/A	N/A	N/A
72	N/A	N/A	N/A	N/A	N/A	N/A
73	N/A	N/A	N/A	N/A	N/A	N/A
74	N/A	N/A	N/A	N/A	N/A	N/A
75	N/A	N/A	N/A	N/A	N/A	N/A
76	N/A	N/A	N/A	N/A	N/A	N/A
77	N/A	N/A	N/A	N/A	N/A	N/A
78	N/A	N/A	N/A	N/A	N/A	N/A
79	N/A	N/A	N/A	N/A	N/A	N/A
80	N/A	N/A	N/A	N/A	N/A	N/A
81	N/A	N/A	N/A	N/A	N/A	N/A
82	N/A	N/A	N/A	N/A	N/A	N/A
83	N/A	N/A	N/A	N/A	N/A	N/A
84	N/A	N/A	N/A	N/A	N/A	N/A
85	N/A	N/A	N/A	N/A	N/A	N/A
86	N/A	N/A	N/A	N/A	N/A	N/A
87	N/A	N/A	N/A	N/A	N/A	N/A
88	N/A	N/A	N/A	N/A	N/A	N/A
89	N/A	N/A	N/A	N/A	N/A	N/A
90	N/A	N/A	N/A	N/A	N/A	N/A
91	N/A	N/A	N/A	N/A	N/A	N/A
92	N/A	N/A	N/A	N/A	N/A	N/A
93	N/A	N/A	N/A	N/A	N/A	N/A
94	N/A	N/A	N/A	N/A	N/A	N/A
95	N/A	N/A	N/A	N/A	N/A	N/A
96	N/A	N/A	N/A	N/A	N/A	N/A
97	N/A	N/A	N/A	N/A	N/A	N/A
98	N/A	N/A	N/A	N/A	N/A	N/A
99	N/A	N/A	N/A	N/A	N/A	N/A
100	N/A	N/A	N/A	N/A	N/A	N/A
101	N/A	N/A	N/A	N/A	N/A	N/A
102	N/A	N/A	N/A	N/A	N/A	N/A
103	N/A	N/A	N/A	N/A	N/A	N/A
104	N/A	N/A	N/A	N/A	N/A	N/A
105	N/A	N/A	N/A	N/A	N/A	N/A
106	N/A	N/A	N/A	N/A	N/A	N/A
107	N/A	N/A	N/A	N/A	N/A	N/A
108	N/A	N/A	N/A	N/A	N/A	N/A
109	N/A	N/A	N/A	N/A	N/A	N/A
110	N/A	N/A	N/A	N/A	N/A	N/A
111	N/A	N/A	N/A	N/A	N/A	N/A
112	N/A	N/A	N/A	N/A	N/A	N/A
113	N/A	N/A	N/A	N/A	N/A	N/A
114	N/A	N/A	N/A	N/A	N/A	N/A
115	N/A	N/A	N/A	N/A	N/A	N/A
116	N/A	N/A	N/A	N/A	N/A	N/A
117	N/A	N/A	N/A	N/A	N/A	N/A
118	N/A	N/A	N/A	N/A	N/A	N/A
119	N/A	N/A	N/A	N/A	N/A	N/A
120	N/A	N/A	N/A	N/A	N/A	N/A
121	N/A	N/A	N/A	N/A	N/A	N/A
122	N/A	N/A	N/A	N/A	N/A	N/A
123	N/A	N/A	N/A	N/A	N/A	N/A
124	N/A	N/A	N/A	N/A	N/A	N/A
125	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
126	N/A	N/A	N/A	N/A	N/A	N/A
127	N/A	N/A	N/A	N/A	N/A	N/A
128	N/A	N/A	N/A	N/A	N/A	N/A
129	N/A	N/A	N/A	N/A	N/A	N/A
130	N/A	N/A	N/A	N/A	N/A	N/A
131	N/A	N/A	N/A	N/A	N/A	N/A
132	N/A	N/A	N/A	N/A	N/A	N/A
133	N/A	N/A	N/A	N/A	N/A	N/A
134	N/A	N/A	N/A	N/A	N/A	N/A
135	N/A	N/A	N/A	N/A	N/A	N/A
136	N/A	N/A	N/A	N/A	N/A	N/A
137	N/A	N/A	N/A	N/A	N/A	N/A
138	N/A	N/A	N/A	N/A	N/A	N/A
139	N/A	N/A	N/A	N/A	N/A	N/A
140	N/A	N/A	N/A	N/A	N/A	N/A
141	N/A	N/A	N/A	N/A	N/A	N/A
142	N/A	N/A	N/A	N/A	N/A	N/A
143	N/A	N/A	N/A	N/A	N/A	N/A
144	N/A	N/A	N/A	N/A	N/A	N/A
145	N/A	N/A	N/A	N/A	N/A	N/A
146	N/A	N/A	N/A	N/A	N/A	N/A
147	N/A	N/A	N/A	N/A	N/A	N/A
148	N/A	N/A	N/A	N/A	N/A	N/A
149	N/A	N/A	N/A	N/A	N/A	N/A
150	N/A	N/A	N/A	N/A	N/A	N/A
151	N/A	N/A	N/A	N/A	N/A	N/A
152	N/A	N/A	N/A	N/A	N/A	N/A
153	N/A	N/A	N/A	N/A	N/A	N/A
154	N/A	N/A	N/A	N/A	N/A	N/A
155	N/A	N/A	N/A	N/A	N/A	N/A
156	N/A	N/A	N/A	N/A	N/A	N/A
157	N/A	N/A	N/A	N/A	N/A	N/A
158	N/A	N/A	N/A	N/A	N/A	N/A
159	N/A	N/A	N/A	N/A	N/A	N/A
160	N/A	N/A	N/A	N/A	N/A	N/A
161	N/A	N/A	N/A	N/A	N/A	N/A
162	N/A	N/A	N/A	N/A	N/A	N/A
163	N/A	N/A	N/A	N/A	N/A	N/A
164	N/A	N/A	N/A	N/A	N/A	N/A
165	N/A	N/A	N/A	N/A	N/A	N/A
166	N/A	N/A	N/A	N/A	N/A	N/A
167	N/A	N/A	N/A	N/A	N/A	N/A
168	N/A	N/A	N/A	N/A	N/A	N/A
169	N/A	N/A	N/A	N/A	N/A	N/A
170	N/A	N/A	N/A	N/A	N/A	N/A
171	N/A	N/A	N/A	N/A	N/A	N/A
172	N/A	N/A	N/A	N/A	N/A	N/A
173	N/A	N/A	N/A	N/A	N/A	N/A
174	N/A	N/A	N/A	N/A	N/A	N/A
175	N/A	N/A	N/A	N/A	N/A	N/A
176	N/A	N/A	N/A	N/A	N/A	N/A
177	N/A	N/A	N/A	N/A	N/A	N/A
178	N/A	N/A	N/A	N/A	N/A	N/A
179	N/A	N/A	N/A	N/A	N/A	N/A
180	N/A	N/A	N/A	N/A	N/A	N/A
181	N/A	N/A	N/A	N/A	N/A	N/A
182	N/A	N/A	N/A	N/A	N/A	N/A
183	N/A	N/A	N/A	N/A	N/A	N/A
184	N/A	N/A	N/A	N/A	N/A	N/A
185	N/A	N/A	N/A	N/A	N/A	N/A
186	N/A	N/A	N/A	N/A	N/A	N/A
187	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
188	N/A	N/A	N/A	N/A	N/A	N/A
189	N/A	N/A	N/A	N/A	N/A	N/A
190	N/A	N/A	N/A	N/A	N/A	N/A
191	N/A	N/A	N/A	N/A	N/A	N/A
192	N/A	N/A	N/A	N/A	N/A	N/A
193	N/A	N/A	N/A	N/A	N/A	N/A
194	N/A	N/A	N/A	N/A	N/A	N/A
195	N/A	N/A	N/A	N/A	N/A	N/A
196	N/A	N/A	N/A	N/A	N/A	N/A
197	N/A	N/A	N/A	N/A	N/A	N/A
198	N/A	N/A	N/A	N/A	N/A	N/A
199	N/A	N/A	N/A	N/A	N/A	N/A
200	N/A	N/A	N/A	N/A	N/A	N/A
201	N/A	N/A	N/A	N/A	N/A	N/A
202	N/A	N/A	N/A	N/A	N/A	N/A
203	N/A	N/A	N/A	N/A	N/A	N/A
204	N/A	N/A	N/A	N/A	N/A	N/A
205	N/A	N/A	N/A	N/A	N/A	N/A
206	N/A	N/A	N/A	N/A	N/A	N/A
207	N/A	N/A	N/A	N/A	N/A	N/A
208	N/A	N/A	N/A	N/A	N/A	N/A
209	N/A	N/A	N/A	N/A	N/A	N/A
210	N/A	N/A	N/A	N/A	N/A	N/A
211	N/A	N/A	N/A	N/A	N/A	N/A
212	N/A	N/A	N/A	N/A	N/A	N/A
213	N/A	N/A	N/A	N/A	N/A	N/A
214	N/A	N/A	N/A	N/A	N/A	N/A
215	N/A	N/A	N/A	N/A	N/A	N/A
216	N/A	N/A	N/A	N/A	N/A	N/A
217	N/A	N/A	N/A	N/A	N/A	N/A
218	N/A	N/A	N/A	N/A	N/A	N/A
219	N/A	N/A	N/A	N/A	N/A	N/A
220	N/A	N/A	N/A	N/A	N/A	N/A
221	N/A	N/A	N/A	N/A	N/A	N/A
222	N/A	N/A	N/A	N/A	N/A	N/A
223	N/A	N/A	N/A	N/A	N/A	N/A
224	N/A	N/A	N/A	N/A	N/A	N/A
225	N/A	N/A	N/A	N/A	N/A	N/A
226	N/A	N/A	N/A	N/A	N/A	N/A
227	N/A	N/A	N/A	N/A	N/A	N/A
228	N/A	N/A	N/A	N/A	N/A	N/A
229	N/A	N/A	N/A	N/A	N/A	N/A
230	N/A	N/A	N/A	N/A	N/A	N/A
231	N/A	N/A	N/A	N/A	N/A	N/A
232	N/A	N/A	N/A	N/A	N/A	N/A
233	N/A	N/A	N/A	N/A	N/A	N/A
234	N/A	N/A	N/A	N/A	N/A	N/A
235	N/A	N/A	N/A	N/A	N/A	N/A
236	N/A	N/A	N/A	N/A	N/A	N/A
237	N/A	N/A	N/A	N/A	N/A	N/A
238	N/A	N/A	N/A	N/A	N/A	N/A
239	N/A	N/A	N/A	N/A	N/A	N/A
240	N/A	N/A	N/A	N/A	N/A	N/A
241	N/A	N/A	N/A	N/A	N/A	N/A
242	N/A	N/A	N/A	N/A	N/A	N/A
243	N/A	N/A	N/A	N/A	N/A	N/A
244	N/A	N/A	N/A	N/A	N/A	N/A
245	N/A	N/A	N/A	N/A	N/A	N/A
246	N/A	N/A	N/A	N/A	N/A	N/A
247	N/A	N/A	N/A	N/A	N/A	N/A
248	N/A	N/A	N/A	N/A	N/A	N/A
249	N/A	N/A	N/A	N/A	N/A	N/A



	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
250	N/A	N/A	N/A	N/A	N/A	N/A
251	N/A	N/A	N/A	N/A	N/A	N/A
252	N/A	N/A	N/A	N/A	N/A	N/A
253	N/A	N/A	N/A	N/A	N/A	N/A
254	N/A	N/A	N/A	N/A	N/A	N/A
255	N/A	N/A	N/A	N/A	N/A	N/A
256	N/A	N/A	N/A	N/A	N/A	N/A
257	N/A	N/A	N/A	N/A	N/A	N/A
258	N/A	N/A	N/A	N/A	N/A	N/A
259	N/A	N/A	N/A	N/A	N/A	N/A
260	N/A	N/A	N/A	N/A	N/A	N/A
261	N/A	N/A	N/A	N/A	N/A	N/A
262	N/A	N/A	N/A	N/A	N/A	N/A
263	N/A	N/A	N/A	N/A	N/A	N/A
264	N/A	N/A	N/A	N/A	N/A	N/A
265	N/A	N/A	N/A	N/A	N/A	N/A
266	N/A	N/A	N/A	N/A	N/A	N/A
267	N/A	N/A	N/A	N/A	N/A	N/A
268	N/A	N/A	N/A	N/A	N/A	N/A
269	N/A	N/A	N/A	N/A	N/A	N/A
270	N/A	N/A	N/A	N/A	N/A	N/A
271	N/A	N/A	N/A	N/A	N/A	N/A
272	N/A	N/A	N/A	N/A	N/A	N/A
273	N/A	N/A	N/A	N/A	N/A	N/A
274	N/A	N/A	N/A	N/A	N/A	N/A
275	N/A	N/A	N/A	N/A	N/A	N/A
276	N/A	N/A	N/A	N/A	N/A	N/A
277	N/A	N/A	N/A	N/A	N/A	N/A
278	N/A	N/A	N/A	N/A	N/A	N/A
279	N/A	N/A	N/A	N/A	N/A	N/A
280	N/A	N/A	N/A	N/A	N/A	N/A
281	N/A	N/A	N/A	N/A	N/A	N/A
282	N/A	N/A	N/A	N/A	N/A	N/A
283	N/A	N/A	N/A	N/A	N/A	N/A
284	N/A	N/A	N/A	N/A	N/A	N/A
285	N/A	N/A	N/A	N/A	N/A	N/A
286	N/A	N/A	N/A	N/A	N/A	N/A
287	N/A	N/A	N/A	N/A	N/A	N/A
288	N/A	N/A	N/A	N/A	N/A	N/A
289	N/A	N/A	N/A	N/A	N/A	N/A
290	N/A	N/A	N/A	N/A	N/A	N/A
291	N/A	N/A	N/A	N/A	N/A	N/A
292	N/A	N/A	N/A	N/A	N/A	N/A
293	N/A	N/A	N/A	N/A	N/A	N/A
294	N/A	N/A	N/A	N/A	N/A	N/A
295	N/A	N/A	N/A	N/A	N/A	N/A
296	N/A	N/A	N/A	N/A	N/A	N/A
297	N/A	N/A	N/A	N/A	N/A	N/A
298	N/A	N/A	N/A	N/A	N/A	N/A
299	N/A	N/A	N/A	N/A	N/A	N/A
300	N/A	N/A	N/A	N/A	N/A	N/A
301	N/A	N/A	N/A	N/A	N/A	N/A
302	N/A	N/A	N/A	N/A	N/A	N/A
303	N/A	N/A	N/A	N/A	N/A	N/A
304	N/A	N/A	N/A	N/A	N/A	N/A
305	N/A	N/A	N/A	N/A	N/A	N/A
306	N/A	N/A	N/A	N/A	N/A	N/A
307	N/A	N/A	N/A	N/A	N/A	N/A
308	N/A	N/A	N/A	N/A	N/A	N/A
309	N/A	N/A	N/A	N/A	N/A	N/A
310	N/A	N/A	N/A	N/A	N/A	N/A
311	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
312	N/A	N/A	N/A	N/A	N/A	N/A
313	N/A	N/A	N/A	N/A	N/A	N/A
314	N/A	N/A	N/A	N/A	N/A	N/A
315	N/A	N/A	N/A	N/A	N/A	N/A
316	N/A	N/A	N/A	N/A	N/A	N/A
317	N/A	N/A	N/A	N/A	N/A	N/A
318	N/A	N/A	N/A	N/A	N/A	N/A
319	N/A	N/A	N/A	N/A	N/A	N/A
320	N/A	N/A	N/A	N/A	N/A	N/A
321	N/A	N/A	N/A	N/A	N/A	N/A
322	N/A	N/A	N/A	N/A	N/A	N/A
323	N/A	N/A	N/A	N/A	N/A	N/A
324	N/A	N/A	N/A	N/A	N/A	N/A
325	N/A	N/A	N/A	N/A	N/A	N/A
326	N/A	N/A	N/A	N/A	N/A	N/A
327	N/A	N/A	N/A	N/A	N/A	N/A
328	N/A	N/A	N/A	N/A	N/A	N/A
329	N/A	N/A	N/A	N/A	N/A	N/A
330	N/A	N/A	N/A	N/A	N/A	N/A
331	N/A	N/A	N/A	N/A	N/A	N/A
332	N/A	N/A	N/A	N/A	N/A	N/A
333	N/A	N/A	N/A	N/A	N/A	N/A
334	N/A	N/A	N/A	N/A	N/A	N/A
335	N/A	N/A	N/A	N/A	N/A	N/A
336	N/A	N/A	N/A	N/A	N/A	N/A
337	N/A	N/A	N/A	N/A	N/A	N/A
338	N/A	N/A	N/A	N/A	N/A	N/A
339	N/A	N/A	N/A	N/A	N/A	N/A
340	N/A	N/A	N/A	N/A	N/A	N/A
341	N/A	N/A	N/A	N/A	N/A	N/A
342	N/A	N/A	N/A	N/A	N/A	N/A
343	N/A	N/A	N/A	N/A	N/A	N/A
344	N/A	N/A	N/A	N/A	N/A	N/A
345	N/A	N/A	N/A	N/A	N/A	N/A
346	N/A	N/A	N/A	N/A	N/A	N/A
347	N/A	N/A	N/A	N/A	N/A	N/A
348	N/A	N/A	N/A	N/A	N/A	N/A
349	N/A	N/A	N/A	N/A	N/A	N/A
350	N/A	N/A	N/A	N/A	N/A	N/A
351	N/A	N/A	N/A	N/A	N/A	N/A
352	N/A	N/A	N/A	N/A	N/A	N/A
353	N/A	N/A	N/A	N/A	N/A	N/A
354	N/A	N/A	N/A	N/A	N/A	N/A
355	N/A	N/A	N/A	N/A	N/A	N/A
356	N/A	N/A	N/A	N/A	N/A	N/A
357	N/A	N/A	N/A	N/A	N/A	N/A
358	N/A	N/A	N/A	N/A	N/A	N/A
359	N/A	N/A	N/A	N/A	N/A	N/A
360	N/A	N/A	N/A	N/A	N/A	N/A
361	N/A	N/A	N/A	N/A	N/A	N/A
362	N/A	N/A	N/A	N/A	N/A	N/A
363	N/A	N/A	N/A	N/A	N/A	N/A
364	N/A	N/A	N/A	N/A	N/A	N/A
365	N/A	N/A	N/A	N/A	N/A	N/A
366	N/A	N/A	N/A	N/A	N/A	N/A
367	N/A	N/A	N/A	N/A	N/A	N/A
368	N/A	N/A	N/A	N/A	N/A	N/A
369	N/A	N/A	N/A	N/A	N/A	N/A
370	N/A	N/A	N/A	N/A	N/A	N/A
371	N/A	N/A	N/A	N/A	N/A	N/A
372	N/A	N/A	N/A	N/A	N/A	N/A
373	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
374	N/A	N/A	N/A	N/A	N/A	N/A
375	N/A	N/A	N/A	N/A	N/A	N/A
376	N/A	N/A	N/A	N/A	N/A	N/A
377	N/A	N/A	N/A	N/A	N/A	N/A
378	N/A	N/A	N/A	N/A	N/A	N/A
379	N/A	N/A	N/A	N/A	N/A	N/A
380	N/A	N/A	N/A	N/A	N/A	N/A
381	N/A	N/A	N/A	N/A	N/A	N/A
382	N/A	N/A	N/A	N/A	N/A	N/A
383	N/A	N/A	N/A	N/A	N/A	N/A
384	N/A	N/A	N/A	N/A	N/A	N/A
385	N/A	N/A	N/A	N/A	N/A	N/A
386	N/A	N/A	N/A	N/A	N/A	N/A
387	N/A	N/A	N/A	N/A	N/A	N/A
388	N/A	N/A	N/A	N/A	N/A	N/A
389	N/A	N/A	N/A	N/A	N/A	N/A
390	N/A	N/A	N/A	N/A	N/A	N/A
391	N/A	N/A	N/A	N/A	N/A	N/A
392	N/A	N/A	N/A	N/A	N/A	N/A
393	N/A	N/A	N/A	N/A	N/A	N/A
394	N/A	N/A	N/A	N/A	N/A	N/A
395	N/A	N/A	N/A	N/A	N/A	N/A
396	N/A	N/A	N/A	N/A	N/A	N/A
397	N/A	N/A	N/A	N/A	N/A	N/A
398	N/A	N/A	N/A	N/A	N/A	N/A
399	N/A	N/A	N/A	N/A	N/A	N/A
400	N/A	N/A	N/A	N/A	N/A	N/A
401	N/A	N/A	N/A	N/A	N/A	N/A
402	N/A	N/A	N/A	N/A	N/A	N/A
403	N/A	N/A	N/A	N/A	N/A	N/A
404	N/A	N/A	N/A	N/A	N/A	N/A
405	N/A	N/A	N/A	N/A	N/A	N/A
406	N/A	N/A	N/A	N/A	N/A	N/A
407	N/A	N/A	N/A	N/A	N/A	N/A
408	N/A	N/A	N/A	N/A	N/A	N/A
409	N/A	N/A	N/A	N/A	N/A	N/A
410	N/A	N/A	N/A	N/A	N/A	N/A
411	N/A	N/A	N/A	N/A	N/A	N/A
412	N/A	N/A	N/A	N/A	N/A	N/A
413	N/A	N/A	N/A	N/A	N/A	N/A
414	N/A	N/A	N/A	N/A	N/A	N/A
415	N/A	N/A	N/A	N/A	N/A	N/A
416	N/A	N/A	N/A	N/A	N/A	N/A
417	N/A	N/A	N/A	N/A	N/A	N/A
418	N/A	N/A	N/A	N/A	N/A	N/A
419	N/A	N/A	N/A	N/A	N/A	N/A
420	N/A	N/A	N/A	N/A	N/A	N/A
421	N/A	N/A	N/A	N/A	N/A	N/A
422	N/A	N/A	N/A	N/A	N/A	N/A
423	N/A	N/A	N/A	N/A	N/A	N/A
424	N/A	N/A	N/A	N/A	N/A	N/A
425	N/A	N/A	N/A	N/A	N/A	N/A
426	N/A	N/A	N/A	N/A	N/A	N/A
427	N/A	N/A	N/A	N/A	N/A	N/A
428	N/A	N/A	N/A	N/A	N/A	N/A
429	N/A	N/A	N/A	N/A	N/A	N/A
430	N/A	N/A	N/A	N/A	N/A	N/A
431	N/A	N/A	N/A	N/A	N/A	N/A
432	N/A	N/A	N/A	N/A	N/A	N/A
433	N/A	N/A	N/A	N/A	N/A	N/A
434	N/A	N/A	N/A	N/A	N/A	N/A
435	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
436	N/A	N/A	N/A	N/A	N/A	N/A
437	N/A	N/A	N/A	N/A	N/A	N/A
438	N/A	N/A	N/A	N/A	N/A	N/A
439	N/A	N/A	N/A	N/A	N/A	N/A
440	N/A	N/A	N/A	N/A	N/A	N/A
441	N/A	N/A	N/A	N/A	N/A	N/A
442	N/A	N/A	N/A	N/A	N/A	N/A
443	N/A	N/A	N/A	N/A	N/A	N/A
444	N/A	N/A	N/A	N/A	N/A	N/A
445	N/A	N/A	N/A	N/A	N/A	N/A
446	N/A	N/A	N/A	N/A	N/A	N/A
447	N/A	N/A	N/A	N/A	N/A	N/A
448	N/A	N/A	N/A	N/A	N/A	N/A
449	N/A	N/A	N/A	N/A	N/A	N/A
450	N/A	N/A	N/A	N/A	N/A	N/A
451	N/A	N/A	N/A	N/A	N/A	N/A
452	N/A	N/A	N/A	N/A	N/A	N/A
453	N/A	N/A	N/A	N/A	N/A	N/A
454	N/A	N/A	N/A	N/A	N/A	N/A
455	N/A	N/A	N/A	N/A	N/A	N/A
456	N/A	N/A	N/A	N/A	N/A	N/A
457	N/A	N/A	N/A	N/A	N/A	N/A
458	N/A	N/A	N/A	N/A	N/A	N/A
459	N/A	N/A	N/A	N/A	N/A	N/A
460	N/A	N/A	N/A	N/A	N/A	N/A
461	N/A	N/A	N/A	N/A	N/A	N/A
462	N/A	N/A	N/A	N/A	N/A	N/A
463	N/A	N/A	N/A	N/A	N/A	N/A
464	N/A	N/A	N/A	N/A	N/A	N/A
465	N/A	N/A	N/A	N/A	N/A	N/A
466	N/A	N/A	N/A	N/A	N/A	N/A
467	N/A	N/A	N/A	N/A	N/A	N/A
468	N/A	N/A	N/A	N/A	N/A	N/A
469	N/A	N/A	N/A	N/A	N/A	N/A
470	N/A	N/A	N/A	N/A	N/A	N/A
471	N/A	N/A	N/A	N/A	N/A	N/A
472	N/A	N/A	N/A	N/A	N/A	N/A
473	N/A	N/A	N/A	N/A	N/A	N/A
474	N/A	N/A	N/A	N/A	N/A	N/A
475	N/A	N/A	N/A	N/A	N/A	N/A
476	N/A	N/A	N/A	N/A	N/A	N/A
477	N/A	N/A	N/A	N/A	N/A	N/A
478	N/A	N/A	N/A	N/A	N/A	N/A
479	N/A	N/A	N/A	N/A	N/A	N/A
480	N/A	N/A	N/A	N/A	N/A	N/A
481	N/A	N/A	N/A	N/A	N/A	N/A
482	N/A	N/A	N/A	N/A	N/A	N/A
483	N/A	N/A	N/A	N/A	N/A	N/A
484	N/A	N/A	N/A	N/A	N/A	N/A
485	N/A	N/A	N/A	N/A	N/A	N/A
486	N/A	N/A	N/A	N/A	N/A	N/A
487	N/A	N/A	N/A	N/A	N/A	N/A
488	N/A	N/A	N/A	N/A	N/A	N/A
489	N/A	N/A	N/A	N/A	N/A	N/A
490	N/A	N/A	N/A	N/A	N/A	N/A
491	N/A	N/A	N/A	N/A	N/A	N/A
492	N/A	N/A	N/A	N/A	N/A	N/A
493	N/A	N/A	N/A	N/A	N/A	N/A
494	N/A	N/A	N/A	N/A	N/A	N/A
495	N/A	N/A	N/A	N/A	N/A	N/A
496	N/A	N/A	N/A	N/A	N/A	N/A
497	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
498	N/A	N/A	N/A	N/A	N/A	N/A
499	N/A	N/A	N/A	N/A	N/A	N/A
500	N/A	N/A	N/A	N/A	N/A	N/A
501	N/A	N/A	N/A	N/A	N/A	N/A
502	N/A	N/A	N/A	N/A	N/A	N/A
503	N/A	N/A	N/A	N/A	N/A	N/A
504	N/A	N/A	N/A	N/A	N/A	N/A
505	N/A	N/A	N/A	N/A	N/A	N/A
506	N/A	N/A	N/A	N/A	N/A	N/A
507	N/A	N/A	N/A	N/A	N/A	N/A
508	N/A	N/A	N/A	N/A	N/A	N/A
509	N/A	N/A	N/A	N/A	N/A	N/A
510	N/A	N/A	N/A	N/A	N/A	N/A
511	N/A	N/A	N/A	N/A	N/A	N/A
512	N/A	N/A	N/A	N/A	N/A	N/A
513	N/A	N/A	N/A	N/A	N/A	N/A
514	N/A	N/A	N/A	N/A	N/A	N/A
515	N/A	N/A	N/A	N/A	N/A	N/A
516	N/A	N/A	N/A	N/A	N/A	N/A
517	N/A	N/A	N/A	N/A	N/A	N/A
518	N/A	N/A	N/A	N/A	N/A	N/A
519	N/A	N/A	N/A	N/A	N/A	N/A
520	N/A	N/A	N/A	N/A	N/A	N/A
521	N/A	N/A	N/A	N/A	N/A	N/A
522	N/A	N/A	N/A	N/A	N/A	N/A
523	N/A	N/A	N/A	N/A	N/A	N/A
524	N/A	N/A	N/A	N/A	N/A	N/A
525	N/A	N/A	N/A	N/A	N/A	N/A
526	N/A	N/A	N/A	N/A	N/A	N/A
527	N/A	N/A	N/A	N/A	N/A	N/A
528	N/A	N/A	N/A	N/A	N/A	N/A
529	N/A	N/A	N/A	N/A	N/A	N/A
530	N/A	N/A	N/A	N/A	N/A	N/A
531	N/A	N/A	N/A	N/A	N/A	N/A
532	N/A	N/A	N/A	N/A	N/A	N/A
533	N/A	N/A	N/A	N/A	N/A	N/A
534	N/A	N/A	N/A	N/A	N/A	N/A
535	N/A	N/A	N/A	N/A	N/A	N/A
536	N/A	N/A	N/A	N/A	N/A	N/A
537	N/A	N/A	N/A	N/A	N/A	N/A
538	N/A	N/A	N/A	N/A	N/A	N/A
539	N/A	N/A	N/A	N/A	N/A	N/A
540	N/A	N/A	N/A	N/A	N/A	N/A
541	N/A	N/A	N/A	N/A	N/A	N/A
542	N/A	N/A	N/A	N/A	N/A	N/A
543	N/A	N/A	N/A	N/A	N/A	N/A
544	N/A	N/A	N/A	N/A	N/A	N/A
545	N/A	N/A	N/A	N/A	N/A	N/A
546	N/A	N/A	N/A	N/A	N/A	N/A
547	N/A	N/A	N/A	N/A	N/A	N/A
548	N/A	N/A	N/A	N/A	N/A	N/A
549	N/A	N/A	N/A	N/A	N/A	N/A
550	N/A	N/A	N/A	N/A	N/A	N/A
551	N/A	N/A	N/A	N/A	N/A	N/A
552	N/A	N/A	N/A	N/A	N/A	N/A
553	N/A	N/A	N/A	N/A	N/A	N/A
554	N/A	N/A	N/A	N/A	N/A	N/A
555	N/A	N/A	N/A	N/A	N/A	N/A
556	N/A	N/A	N/A	N/A	N/A	N/A
557	N/A	N/A	N/A	N/A	N/A	N/A
558	N/A	N/A	N/A	N/A	N/A	N/A
559	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
560	N/A	N/A	N/A	N/A	N/A	N/A
561	N/A	N/A	N/A	N/A	N/A	N/A
562	N/A	N/A	N/A	N/A	N/A	N/A
563	N/A	N/A	N/A	N/A	N/A	N/A
564	N/A	N/A	N/A	N/A	N/A	N/A
565	N/A	N/A	N/A	N/A	N/A	N/A
566	N/A	N/A	N/A	N/A	N/A	N/A
567	N/A	N/A	N/A	N/A	N/A	N/A
568	N/A	N/A	N/A	N/A	N/A	N/A
569	N/A	N/A	N/A	N/A	N/A	N/A
570	N/A	N/A	N/A	N/A	N/A	N/A
571	N/A	N/A	N/A	N/A	N/A	N/A
572	N/A	N/A	N/A	N/A	N/A	N/A
573	N/A	N/A	N/A	N/A	N/A	N/A
574	N/A	N/A	N/A	N/A	N/A	N/A
575	N/A	N/A	N/A	N/A	N/A	N/A
576	N/A	N/A	N/A	N/A	N/A	N/A
577	N/A	N/A	N/A	N/A	N/A	N/A
578	N/A	N/A	N/A	N/A	N/A	N/A
579	N/A	N/A	N/A	N/A	N/A	N/A
580	N/A	N/A	N/A	N/A	N/A	N/A
581	N/A	N/A	N/A	N/A	N/A	N/A
582	N/A	N/A	N/A	N/A	N/A	N/A
583	N/A	N/A	N/A	N/A	N/A	N/A
584	N/A	N/A	N/A	N/A	N/A	N/A
585	N/A	N/A	N/A	N/A	N/A	N/A
586	N/A	N/A	N/A	N/A	N/A	N/A
587	N/A	N/A	N/A	N/A	N/A	N/A
588	N/A	N/A	N/A	N/A	N/A	N/A
589	N/A	N/A	N/A	N/A	N/A	N/A
590	N/A	N/A	N/A	N/A	N/A	N/A
591	N/A	N/A	N/A	N/A	N/A	N/A
592	N/A	N/A	N/A	N/A	N/A	N/A
593	N/A	N/A	N/A	N/A	N/A	N/A
594	N/A	N/A	N/A	N/A	N/A	N/A
595	N/A	N/A	N/A	N/A	N/A	N/A
596	N/A	N/A	N/A	N/A	N/A	N/A
597	N/A	N/A	N/A	N/A	N/A	N/A
598	N/A	N/A	N/A	N/A	N/A	N/A
599	N/A	N/A	N/A	N/A	N/A	N/A
600	N/A	N/A	N/A	N/A	N/A	N/A
601	N/A	N/A	N/A	N/A	N/A	N/A
602	N/A	N/A	N/A	N/A	N/A	N/A
603	N/A	N/A	N/A	N/A	N/A	N/A
604	N/A	N/A	N/A	N/A	N/A	N/A
605	N/A	N/A	N/A	N/A	N/A	N/A
606	N/A	N/A	N/A	N/A	N/A	N/A
607	N/A	N/A	N/A	N/A	N/A	N/A
608	N/A	N/A	N/A	N/A	N/A	N/A
609	N/A	N/A	N/A	N/A	N/A	N/A
610	N/A	N/A	N/A	N/A	N/A	N/A
611	N/A	N/A	N/A	N/A	N/A	N/A
612	N/A	N/A	N/A	N/A	N/A	N/A
613	N/A	N/A	N/A	N/A	N/A	N/A
614	N/A	N/A	N/A	N/A	N/A	N/A
615	N/A	N/A	N/A	N/A	N/A	N/A
616	N/A	N/A	N/A	N/A	N/A	N/A
617	N/A	N/A	N/A	N/A	N/A	N/A
618	N/A	N/A	N/A	N/A	N/A	N/A
619	N/A	N/A	N/A	N/A	N/A	N/A
620	N/A	N/A	N/A	N/A	N/A	N/A
621	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
622	N/A	N/A	N/A	N/A	N/A	N/A
623	N/A	N/A	N/A	N/A	N/A	N/A
624	N/A	N/A	N/A	N/A	N/A	N/A
625	N/A	N/A	N/A	N/A	N/A	N/A
626	N/A	N/A	N/A	N/A	N/A	N/A
627	N/A	N/A	N/A	N/A	N/A	N/A
628	N/A	N/A	N/A	N/A	N/A	N/A
629	N/A	N/A	N/A	N/A	N/A	N/A
630	N/A	N/A	N/A	N/A	N/A	N/A
631	N/A	N/A	N/A	N/A	N/A	N/A
632	N/A	N/A	N/A	N/A	N/A	N/A
633	N/A	N/A	N/A	N/A	N/A	N/A
634	N/A	N/A	N/A	N/A	N/A	N/A
635	N/A	N/A	N/A	N/A	N/A	N/A
636	N/A	N/A	N/A	N/A	N/A	N/A
637	N/A	N/A	N/A	N/A	N/A	N/A
638	N/A	N/A	N/A	N/A	N/A	N/A
639	N/A	N/A	N/A	N/A	N/A	N/A
640	N/A	N/A	N/A	N/A	N/A	N/A
641	N/A	N/A	N/A	N/A	N/A	N/A
642	N/A	N/A	N/A	N/A	N/A	N/A
643	N/A	N/A	N/A	N/A	N/A	N/A
644	N/A	N/A	N/A	N/A	N/A	N/A
645	N/A	N/A	N/A	N/A	N/A	N/A
646	N/A	N/A	N/A	N/A	N/A	N/A
647	N/A	N/A	N/A	N/A	N/A	N/A
648	N/A	N/A	N/A	N/A	N/A	N/A
649	N/A	N/A	N/A	N/A	N/A	N/A
650	N/A	N/A	N/A	N/A	N/A	N/A
651	N/A	N/A	N/A	N/A	N/A	N/A
652	N/A	N/A	N/A	N/A	N/A	N/A
653	N/A	N/A	N/A	N/A	N/A	N/A
654	N/A	N/A	N/A	N/A	N/A	N/A
655	N/A	N/A	N/A	N/A	N/A	N/A
656	N/A	N/A	N/A	N/A	N/A	N/A
657	N/A	N/A	N/A	N/A	N/A	N/A
658	N/A	N/A	N/A	N/A	N/A	N/A
659	N/A	N/A	N/A	N/A	N/A	N/A
660	N/A	N/A	N/A	N/A	N/A	N/A
661	N/A	N/A	N/A	N/A	N/A	N/A
662	N/A	N/A	N/A	N/A	N/A	N/A
663	N/A	N/A	N/A	N/A	N/A	N/A
664	N/A	N/A	N/A	N/A	N/A	N/A
665	N/A	N/A	N/A	N/A	N/A	N/A
666	N/A	N/A	N/A	N/A	N/A	N/A
667	N/A	N/A	N/A	N/A	N/A	N/A
668	N/A	N/A	N/A	N/A	N/A	N/A
669	N/A	N/A	N/A	N/A	N/A	N/A
670	N/A	N/A	N/A	N/A	N/A	N/A
671	N/A	N/A	N/A	N/A	N/A	N/A
672	N/A	N/A	N/A	N/A	N/A	N/A
673	N/A	N/A	N/A	N/A	N/A	N/A
674	N/A	N/A	N/A	N/A	N/A	N/A
675	N/A	N/A	N/A	N/A	N/A	N/A
676	N/A	N/A	N/A	N/A	N/A	N/A
677	N/A	N/A	N/A	N/A	N/A	N/A
678	N/A	N/A	N/A	N/A	N/A	N/A
679	N/A	N/A	N/A	N/A	N/A	N/A
680	N/A	N/A	N/A	N/A	N/A	N/A
681	N/A	N/A	N/A	N/A	N/A	N/A
682	N/A	N/A	N/A	N/A	N/A	N/A
683	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
684	N/A	N/A	N/A	N/A	N/A	N/A
685	N/A	N/A	N/A	N/A	N/A	N/A
686	N/A	N/A	N/A	N/A	N/A	N/A
687	N/A	N/A	N/A	N/A	N/A	N/A
688	N/A	N/A	N/A	N/A	N/A	N/A
689	N/A	N/A	N/A	N/A	N/A	N/A
690	N/A	N/A	N/A	N/A	N/A	N/A
691	N/A	N/A	N/A	N/A	N/A	N/A
692	N/A	N/A	N/A	N/A	N/A	N/A
693	N/A	N/A	N/A	N/A	N/A	N/A
694	N/A	N/A	N/A	N/A	N/A	N/A
695	N/A	N/A	N/A	N/A	N/A	N/A
696	N/A	N/A	N/A	N/A	N/A	N/A
697	N/A	N/A	N/A	N/A	N/A	N/A
698	N/A	N/A	N/A	N/A	N/A	N/A
699	N/A	N/A	N/A	N/A	N/A	N/A
700	N/A	N/A	N/A	N/A	N/A	N/A
701	N/A	N/A	N/A	N/A	N/A	N/A
702	N/A	N/A	N/A	N/A	N/A	N/A
703	N/A	N/A	N/A	N/A	N/A	N/A
704	N/A	N/A	N/A	N/A	N/A	N/A
705	N/A	N/A	N/A	N/A	N/A	N/A
706	N/A	N/A	N/A	N/A	N/A	N/A
707	N/A	N/A	N/A	N/A	N/A	N/A
708	N/A	N/A	N/A	N/A	N/A	N/A
709	N/A	N/A	N/A	N/A	N/A	N/A
710	N/A	N/A	N/A	N/A	N/A	N/A
711	N/A	N/A	N/A	N/A	N/A	N/A
712	N/A	N/A	N/A	N/A	N/A	N/A
713	N/A	N/A	N/A	N/A	N/A	N/A
714	N/A	N/A	N/A	N/A	N/A	N/A
715	N/A	N/A	N/A	N/A	N/A	N/A
716	N/A	N/A	N/A	N/A	N/A	N/A
717	N/A	N/A	N/A	N/A	N/A	N/A
718	N/A	N/A	N/A	N/A	N/A	N/A
719	N/A	N/A	N/A	N/A	N/A	N/A
720	N/A	N/A	N/A	N/A	N/A	N/A
721	N/A	N/A	N/A	N/A	N/A	N/A
722	N/A	N/A	N/A	N/A	N/A	N/A
723	N/A	N/A	N/A	N/A	N/A	N/A
724	N/A	N/A	N/A	N/A	N/A	N/A
725	N/A	N/A	N/A	N/A	N/A	N/A
726	N/A	N/A	N/A	N/A	N/A	N/A
727	N/A	N/A	N/A	N/A	N/A	N/A
728	N/A	N/A	N/A	N/A	N/A	N/A
729	N/A	N/A	N/A	N/A	N/A	N/A
730	N/A	N/A	N/A	N/A	N/A	N/A
731	N/A	N/A	N/A	N/A	N/A	N/A
732	N/A	N/A	N/A	N/A	N/A	N/A
733	N/A	N/A	N/A	N/A	N/A	N/A
734	N/A	N/A	N/A	N/A	N/A	N/A
735	N/A	N/A	N/A	N/A	N/A	N/A
736	N/A	N/A	N/A	N/A	N/A	N/A
737	N/A	N/A	N/A	N/A	N/A	N/A
738	N/A	N/A	N/A	N/A	N/A	N/A
739	N/A	N/A	N/A	N/A	N/A	N/A
740	N/A	N/A	N/A	N/A	N/A	N/A
741	N/A	N/A	N/A	N/A	N/A	N/A
742	N/A	N/A	N/A	N/A	N/A	N/A
743	N/A	N/A	N/A	N/A	N/A	N/A
744	N/A	N/A	N/A	N/A	N/A	N/A
745	N/A	N/A	N/A	N/A	N/A	N/A



	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
746	N/A	N/A	N/A	N/A	N/A	N/A
747	N/A	N/A	N/A	N/A	N/A	N/A
748	N/A	N/A	N/A	N/A	N/A	N/A
749	N/A	N/A	N/A	N/A	N/A	N/A
750	N/A	N/A	N/A	N/A	N/A	N/A
751	N/A	N/A	N/A	N/A	N/A	N/A
752	N/A	N/A	N/A	N/A	N/A	N/A
753	N/A	N/A	N/A	N/A	N/A	N/A
754	N/A	N/A	N/A	N/A	N/A	N/A
755	N/A	N/A	N/A	N/A	N/A	N/A
756	N/A	N/A	N/A	N/A	N/A	N/A
757	N/A	N/A	N/A	N/A	N/A	N/A
758	N/A	N/A	N/A	N/A	N/A	N/A
759	N/A	N/A	N/A	N/A	N/A	N/A
760	N/A	N/A	N/A	N/A	N/A	N/A
761	N/A	N/A	N/A	N/A	N/A	N/A
762	N/A	N/A	N/A	N/A	N/A	N/A
763	N/A	N/A	N/A	N/A	N/A	N/A
764	N/A	N/A	N/A	N/A	N/A	N/A
765	N/A	N/A	N/A	N/A	N/A	N/A
766	N/A	N/A	N/A	N/A	N/A	N/A
767	N/A	N/A	N/A	N/A	N/A	N/A
768	N/A	N/A	N/A	N/A	N/A	N/A
769	N/A	N/A	N/A	N/A	N/A	N/A
770	N/A	N/A	N/A	N/A	N/A	N/A
771	N/A	N/A	N/A	N/A	N/A	N/A
772	N/A	N/A	N/A	N/A	N/A	N/A
773	N/A	N/A	N/A	N/A	N/A	N/A
774	N/A	N/A	N/A	N/A	N/A	N/A
775	N/A	N/A	N/A	N/A	N/A	N/A
776	N/A	N/A	N/A	N/A	N/A	N/A
777	N/A	N/A	N/A	N/A	N/A	N/A
778	N/A	N/A	N/A	N/A	N/A	N/A
779	N/A	N/A	N/A	N/A	N/A	N/A
780	N/A	N/A	N/A	N/A	N/A	N/A
781	N/A	N/A	N/A	N/A	N/A	N/A
782	N/A	N/A	N/A	N/A	N/A	N/A
783	N/A	N/A	N/A	N/A	N/A	N/A
784	N/A	N/A	N/A	N/A	N/A	N/A
785	N/A	N/A	N/A	N/A	N/A	N/A
786	N/A	N/A	N/A	N/A	N/A	N/A
787	N/A	N/A	N/A	N/A	N/A	N/A
788	N/A	N/A	N/A	N/A	N/A	N/A
789	N/A	N/A	N/A	N/A	N/A	N/A
790	N/A	N/A	N/A	N/A	N/A	N/A
791	N/A	N/A	N/A	N/A	N/A	N/A
792	N/A	N/A	N/A	N/A	N/A	N/A
793	N/A	N/A	N/A	N/A	N/A	N/A
794	N/A	N/A	N/A	N/A	N/A	N/A
795	N/A	N/A	N/A	N/A	N/A	N/A
796	N/A	N/A	N/A	N/A	N/A	N/A
797	N/A	N/A	N/A	N/A	N/A	N/A
798	N/A	N/A	N/A	N/A	N/A	N/A
799	N/A	N/A	N/A	N/A	N/A	N/A
800	N/A	N/A	N/A	N/A	N/A	N/A
801	N/A	N/A	N/A	N/A	N/A	N/A
802	N/A	N/A	N/A	N/A	N/A	N/A
803	N/A	N/A	N/A	N/A	N/A	N/A
804	N/A	N/A	N/A	N/A	N/A	N/A
805	N/A	N/A	N/A	N/A	N/A	N/A
806	N/A	N/A	N/A	N/A	N/A	N/A
807	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
808	N/A	N/A	N/A	N/A	N/A	N/A
809	N/A	N/A	N/A	N/A	N/A	N/A
810	N/A	N/A	N/A	N/A	N/A	N/A
811	N/A	N/A	N/A	N/A	N/A	N/A
812	N/A	N/A	N/A	N/A	N/A	N/A
813	N/A	N/A	N/A	N/A	N/A	N/A
814	N/A	N/A	N/A	N/A	N/A	N/A
815	N/A	N/A	N/A	N/A	N/A	N/A
816	N/A	N/A	N/A	N/A	N/A	N/A
817	N/A	N/A	N/A	N/A	N/A	N/A
818	N/A	N/A	N/A	N/A	N/A	N/A
819	N/A	N/A	N/A	N/A	N/A	N/A
820	N/A	N/A	N/A	N/A	N/A	N/A
821	N/A	N/A	N/A	N/A	N/A	N/A
822	N/A	N/A	N/A	N/A	N/A	N/A
823	N/A	N/A	N/A	N/A	N/A	N/A
824	N/A	N/A	N/A	N/A	N/A	N/A
825	N/A	N/A	N/A	N/A	N/A	N/A
826	N/A	N/A	N/A	N/A	N/A	N/A
827	N/A	N/A	N/A	N/A	N/A	N/A
828	N/A	N/A	N/A	N/A	N/A	N/A
829	N/A	N/A	N/A	N/A	N/A	N/A
830	N/A	N/A	N/A	N/A	N/A	N/A
831	N/A	N/A	N/A	N/A	N/A	N/A
832	N/A	N/A	N/A	N/A	N/A	N/A
833	N/A	N/A	N/A	N/A	N/A	N/A
834	N/A	N/A	N/A	N/A	N/A	N/A
835	N/A	N/A	N/A	N/A	N/A	N/A
836	N/A	N/A	N/A	N/A	N/A	N/A
837	N/A	N/A	N/A	N/A	N/A	N/A
838	N/A	N/A	N/A	N/A	N/A	N/A
839	N/A	N/A	N/A	N/A	N/A	N/A
840	N/A	N/A	N/A	N/A	N/A	N/A
841	N/A	N/A	N/A	N/A	N/A	N/A
842	N/A	N/A	N/A	N/A	N/A	N/A
843	N/A	N/A	N/A	N/A	N/A	N/A
844	N/A	N/A	N/A	N/A	N/A	N/A
845	N/A	N/A	N/A	N/A	N/A	N/A
846	N/A	N/A	N/A	N/A	N/A	N/A
847	N/A	N/A	N/A	N/A	N/A	N/A
848	N/A	N/A	N/A	N/A	N/A	N/A
849	N/A	N/A	N/A	N/A	N/A	N/A
850	N/A	N/A	N/A	N/A	N/A	N/A
851	N/A	N/A	N/A	N/A	N/A	N/A
852	N/A	N/A	N/A	N/A	N/A	N/A
853	N/A	N/A	N/A	N/A	N/A	N/A
854	N/A	N/A	N/A	N/A	N/A	N/A
855	N/A	N/A	N/A	N/A	N/A	N/A
856	N/A	N/A	N/A	N/A	N/A	N/A
857	N/A	N/A	N/A	N/A	N/A	N/A
858	N/A	N/A	N/A	N/A	N/A	N/A
859	N/A	N/A	N/A	N/A	N/A	N/A
860	N/A	N/A	N/A	N/A	N/A	N/A
861	N/A	N/A	N/A	N/A	N/A	N/A
862	N/A	N/A	N/A	N/A	N/A	N/A
863	N/A	N/A	N/A	N/A	N/A	N/A
864	N/A	N/A	N/A	N/A	N/A	N/A
865	N/A	N/A	N/A	N/A	N/A	N/A
866	N/A	N/A	N/A	N/A	N/A	N/A
867	N/A	N/A	N/A	N/A	N/A	N/A
868	N/A	N/A	N/A	N/A	N/A	N/A
869	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
870	N/A	N/A	N/A	N/A	N/A	N/A
871	N/A	N/A	N/A	N/A	N/A	N/A
872	N/A	N/A	N/A	N/A	N/A	N/A
873	N/A	N/A	N/A	N/A	N/A	N/A
874	N/A	N/A	N/A	N/A	N/A	N/A
875	N/A	N/A	N/A	N/A	N/A	N/A
876	N/A	N/A	N/A	N/A	N/A	N/A
877	N/A	N/A	N/A	N/A	N/A	N/A
878	N/A	N/A	N/A	N/A	N/A	N/A
879	N/A	N/A	N/A	N/A	N/A	N/A
880	N/A	N/A	N/A	N/A	N/A	N/A
881	N/A	N/A	N/A	N/A	N/A	N/A
882	N/A	N/A	N/A	N/A	N/A	N/A
883	N/A	N/A	N/A	N/A	N/A	N/A
884	N/A	N/A	N/A	N/A	N/A	N/A
885	N/A	N/A	N/A	N/A	N/A	N/A
886	N/A	N/A	N/A	N/A	N/A	N/A
887	N/A	N/A	N/A	N/A	N/A	N/A
888	N/A	N/A	N/A	N/A	N/A	N/A
889	N/A	N/A	N/A	N/A	N/A	N/A
890	N/A	N/A	N/A	N/A	N/A	N/A
891	N/A	N/A	N/A	N/A	N/A	N/A
892	N/A	N/A	N/A	N/A	N/A	N/A
893	N/A	N/A	N/A	N/A	N/A	N/A
894	N/A	N/A	N/A	N/A	N/A	N/A
895	N/A	N/A	N/A	N/A	N/A	N/A
896	N/A	N/A	N/A	N/A	N/A	N/A
897	N/A	N/A	N/A	N/A	N/A	N/A
898	N/A	N/A	N/A	N/A	N/A	N/A
899	N/A	N/A	N/A	N/A	N/A	N/A
900	N/A	N/A	N/A	N/A	N/A	N/A
901	N/A	N/A	N/A	N/A	N/A	N/A
902	N/A	N/A	N/A	N/A	N/A	N/A
903	N/A	N/A	N/A	N/A	N/A	N/A
904	N/A	N/A	N/A	N/A	N/A	N/A
905	N/A	N/A	N/A	N/A	N/A	N/A
906	N/A	N/A	N/A	N/A	N/A	N/A
907	N/A	N/A	N/A	N/A	N/A	N/A
908	N/A	N/A	N/A	N/A	N/A	N/A
909	N/A	N/A	N/A	N/A	N/A	N/A
910	N/A	N/A	N/A	N/A	N/A	N/A
911	N/A	N/A	N/A	N/A	N/A	N/A
912	N/A	N/A	N/A	N/A	N/A	N/A
913	N/A	N/A	N/A	N/A	N/A	N/A
914	N/A	N/A	N/A	N/A	N/A	N/A
915	N/A	N/A	N/A	N/A	N/A	N/A
916	N/A	N/A	N/A	N/A	N/A	N/A
917	N/A	N/A	N/A	N/A	N/A	N/A
918	N/A	N/A	N/A	N/A	N/A	N/A
919	N/A	N/A	N/A	N/A	N/A	N/A
920	N/A	N/A	N/A	N/A	N/A	N/A
921	N/A	N/A	N/A	N/A	N/A	N/A
922	N/A	N/A	N/A	N/A	N/A	N/A
923	N/A	N/A	N/A	N/A	N/A	N/A
924	N/A	N/A	N/A	N/A	N/A	N/A
925	N/A	N/A	N/A	N/A	N/A	N/A
926	N/A	N/A	N/A	N/A	N/A	N/A
927	N/A	N/A	N/A	N/A	N/A	N/A
928	N/A	N/A	N/A	N/A	N/A	N/A
929	N/A	N/A	N/A	N/A	N/A	N/A
930	N/A	N/A	N/A	N/A	N/A	N/A
931	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
932	N/A	N/A	N/A	N/A	N/A	N/A
933	N/A	N/A	N/A	N/A	N/A	N/A
934	N/A	N/A	N/A	N/A	N/A	N/A
935	N/A	N/A	N/A	N/A	N/A	N/A
936	N/A	N/A	N/A	N/A	N/A	N/A
937	N/A	N/A	N/A	N/A	N/A	N/A
938	N/A	N/A	N/A	N/A	N/A	N/A
939	N/A	N/A	N/A	N/A	N/A	N/A
940	N/A	N/A	N/A	N/A	N/A	N/A
941	N/A	N/A	N/A	N/A	N/A	N/A
942	N/A	N/A	N/A	N/A	N/A	N/A
943	N/A	N/A	N/A	N/A	N/A	N/A
944	N/A	N/A	N/A	N/A	N/A	N/A
945	N/A	N/A	N/A	N/A	N/A	N/A
946	N/A	N/A	N/A	N/A	N/A	N/A
947	N/A	N/A	N/A	N/A	N/A	N/A
948	N/A	N/A	N/A	N/A	N/A	N/A
949	N/A	N/A	N/A	N/A	N/A	N/A
950	N/A	N/A	N/A	N/A	N/A	N/A
951	N/A	N/A	N/A	N/A	N/A	N/A
952	N/A	N/A	N/A	N/A	N/A	N/A
953	N/A	N/A	N/A	N/A	N/A	N/A
954	N/A	N/A	N/A	N/A	N/A	N/A
955	N/A	N/A	N/A	N/A	N/A	N/A
956	N/A	N/A	N/A	N/A	N/A	N/A
957	N/A	N/A	N/A	N/A	N/A	N/A
958	N/A	N/A	N/A	N/A	N/A	N/A
959	N/A	N/A	N/A	N/A	N/A	N/A
960	N/A	N/A	N/A	N/A	N/A	N/A
961	N/A	N/A	N/A	N/A	N/A	N/A
962	N/A	N/A	N/A	N/A	N/A	N/A
963	N/A	N/A	N/A	N/A	N/A	N/A
964	N/A	N/A	N/A	N/A	N/A	N/A
965	N/A	N/A	N/A	N/A	N/A	N/A
966	N/A	N/A	N/A	N/A	N/A	N/A
967	N/A	N/A	N/A	N/A	N/A	N/A
968	N/A	N/A	N/A	N/A	N/A	N/A
969	N/A	N/A	N/A	N/A	N/A	N/A
970	N/A	N/A	N/A	N/A	N/A	N/A
971	N/A	N/A	N/A	N/A	N/A	N/A
972	N/A	N/A	N/A	N/A	N/A	N/A
973	N/A	N/A	N/A	N/A	N/A	N/A
974	N/A	N/A	N/A	N/A	N/A	N/A
975	N/A	N/A	N/A	N/A	N/A	N/A
976	N/A	N/A	N/A	N/A	N/A	N/A
977	N/A	N/A	N/A	N/A	N/A	N/A
978	N/A	N/A	N/A	N/A	N/A	N/A
979	N/A	N/A	N/A	N/A	N/A	N/A
980	N/A	N/A	N/A	N/A	N/A	N/A
981	N/A	N/A	N/A	N/A	N/A	N/A
982	N/A	N/A	N/A	N/A	N/A	N/A
983	N/A	N/A	N/A	N/A	N/A	N/A
984	N/A	N/A	N/A	N/A	N/A	N/A
985	N/A	N/A	N/A	N/A	N/A	N/A
986	N/A	N/A	N/A	N/A	N/A	N/A
987	N/A	N/A	N/A	N/A	N/A	N/A
988	N/A	N/A	N/A	N/A	N/A	N/A
989	N/A	N/A	N/A	N/A	N/A	N/A
990	N/A	N/A	N/A	N/A	N/A	N/A
991	N/A	N/A	N/A	N/A	N/A	N/A
992	N/A	N/A	N/A	N/A	N/A	N/A
993	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
994	N/A	N/A	N/A	N/A	N/A	N/A
995	N/A	N/A	N/A	N/A	N/A	N/A
996	N/A	N/A	N/A	N/A	N/A	N/A
997	N/A	N/A	N/A	N/A	N/A	N/A
998	N/A	N/A	N/A	N/A	N/A	N/A
999	N/A	N/A	N/A	N/A	N/A	N/A
1000	N/A	N/A	N/A	N/A	N/A	N/A
1001	N/A	N/A	N/A	N/A	N/A	N/A
1002	N/A	N/A	N/A	N/A	N/A	N/A
1003	N/A	N/A	N/A	N/A	N/A	N/A
1004	N/A	N/A	N/A	N/A	N/A	N/A
1005	N/A	N/A	N/A	N/A	N/A	N/A
1006	N/A	N/A	N/A	N/A	N/A	N/A
1007	N/A	N/A	N/A	N/A	N/A	N/A
1008	N/A	N/A	N/A	N/A	N/A	N/A
1009	N/A	N/A	N/A	N/A	N/A	N/A
1010	N/A	N/A	N/A	N/A	N/A	N/A
1011	N/A	N/A	N/A	N/A	N/A	N/A
1012	N/A	N/A	N/A	N/A	N/A	N/A
1013	N/A	N/A	N/A	N/A	N/A	N/A
1014	N/A	N/A	N/A	N/A	N/A	N/A
1015	N/A	N/A	N/A	N/A	N/A	N/A
1016	N/A	N/A	N/A	N/A	N/A	N/A
1017	N/A	N/A	N/A	N/A	N/A	N/A
1018	N/A	N/A	N/A	N/A	N/A	N/A
1019	N/A	N/A	N/A	N/A	N/A	N/A
1020	N/A	N/A	N/A	N/A	N/A	N/A
1021	N/A	N/A	N/A	N/A	N/A	N/A
1022	N/A	N/A	N/A	N/A	N/A	N/A
1023	N/A	N/A	N/A	N/A	N/A	N/A
1024	N/A	N/A	N/A	N/A	N/A	N/A
1025	N/A	N/A	N/A	N/A	N/A	N/A
1026	N/A	N/A	N/A	N/A	N/A	N/A
1027	N/A	N/A	N/A	N/A	N/A	N/A
1028	N/A	N/A	N/A	N/A	N/A	N/A
1029	N/A	N/A	N/A	N/A	N/A	N/A
1030	N/A	N/A	N/A	N/A	N/A	N/A
1031	N/A	N/A	N/A	N/A	N/A	N/A
1032	N/A	N/A	N/A	N/A	N/A	N/A
1033	N/A	N/A	N/A	N/A	N/A	N/A
1034	N/A	N/A	N/A	N/A	N/A	N/A
1035	N/A	N/A	N/A	N/A	N/A	N/A
1036	N/A	N/A	N/A	N/A	N/A	N/A
1037	N/A	N/A	N/A	N/A	N/A	N/A
1038	N/A	N/A	N/A	N/A	N/A	N/A
1039	N/A	N/A	N/A	N/A	N/A	N/A
1040	N/A	N/A	N/A	N/A	N/A	N/A
1041	N/A	N/A	N/A	N/A	N/A	N/A
1042	N/A	N/A	N/A	N/A	N/A	N/A
1043	N/A	N/A	N/A	N/A	N/A	N/A
1044	N/A	N/A	N/A	N/A	N/A	N/A
1045	N/A	N/A	N/A	N/A	N/A	N/A
1046	N/A	N/A	N/A	N/A	N/A	N/A
1047	N/A	N/A	N/A	N/A	N/A	N/A
1048	N/A	N/A	N/A	N/A	N/A	N/A
1049	N/A	N/A	N/A	N/A	N/A	N/A
1050	N/A	N/A	N/A	N/A	N/A	N/A
1051	N/A	N/A	N/A	N/A	N/A	N/A
1052	N/A	N/A	N/A	N/A	N/A	N/A
1053	N/A	N/A	N/A	N/A	N/A	N/A
1054	N/A	N/A	N/A	N/A	N/A	N/A
1055	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1056	N/A	N/A	N/A	N/A	N/A	N/A
1057	N/A	N/A	N/A	N/A	N/A	N/A
1058	N/A	N/A	N/A	N/A	N/A	N/A
1059	N/A	N/A	N/A	N/A	N/A	N/A
1060	N/A	N/A	N/A	N/A	N/A	N/A
1061	N/A	N/A	N/A	N/A	N/A	N/A
1062	N/A	N/A	N/A	N/A	N/A	N/A
1063	N/A	N/A	N/A	N/A	N/A	N/A
1064	N/A	N/A	N/A	N/A	N/A	N/A
1065	N/A	N/A	N/A	N/A	N/A	N/A
1066	N/A	N/A	N/A	N/A	N/A	N/A
1067	N/A	N/A	N/A	N/A	N/A	N/A
1068	N/A	N/A	N/A	N/A	N/A	N/A
1069	N/A	N/A	N/A	N/A	N/A	N/A
1070	N/A	N/A	N/A	N/A	N/A	N/A
1071	N/A	N/A	N/A	N/A	N/A	N/A
1072	N/A	N/A	N/A	N/A	N/A	N/A
1073	N/A	N/A	N/A	N/A	N/A	N/A
1074	N/A	N/A	N/A	N/A	N/A	N/A
1075	N/A	N/A	N/A	N/A	N/A	N/A
1076	N/A	N/A	N/A	N/A	N/A	N/A
1077	N/A	N/A	N/A	N/A	N/A	N/A
1078	N/A	N/A	N/A	N/A	N/A	N/A
1079	N/A	N/A	N/A	N/A	N/A	N/A
1080	N/A	N/A	N/A	N/A	N/A	N/A
1081	N/A	N/A	N/A	N/A	N/A	N/A
1082	N/A	N/A	N/A	N/A	N/A	N/A
1083	N/A	N/A	N/A	N/A	N/A	N/A
1084	N/A	N/A	N/A	N/A	N/A	N/A
1085	N/A	N/A	N/A	N/A	N/A	N/A
1086	N/A	N/A	N/A	N/A	N/A	N/A
1087	N/A	N/A	N/A	N/A	N/A	N/A
1088	N/A	N/A	N/A	N/A	N/A	N/A
1089	N/A	N/A	N/A	N/A	N/A	N/A
1090	N/A	N/A	N/A	N/A	N/A	N/A
1091	N/A	N/A	N/A	N/A	N/A	N/A
1092	N/A	N/A	N/A	N/A	N/A	N/A
1093	N/A	N/A	N/A	N/A	N/A	N/A
1094	N/A	N/A	N/A	N/A	N/A	N/A
1095	N/A	N/A	N/A	N/A	N/A	N/A
1096	N/A	N/A	N/A	N/A	N/A	N/A
1097	N/A	N/A	N/A	N/A	N/A	N/A
1098	N/A	N/A	N/A	N/A	N/A	N/A
1099	N/A	N/A	N/A	N/A	N/A	N/A
1100	N/A	N/A	N/A	N/A	N/A	N/A
1101	N/A	N/A	N/A	N/A	N/A	N/A
1102	N/A	N/A	N/A	N/A	N/A	N/A
1103	N/A	N/A	N/A	N/A	N/A	N/A
1104	N/A	N/A	N/A	N/A	N/A	N/A
1105	N/A	N/A	N/A	N/A	N/A	N/A
1106	N/A	N/A	N/A	N/A	N/A	N/A
1107	N/A	N/A	N/A	N/A	N/A	N/A
1108	N/A	N/A	N/A	N/A	N/A	N/A
1109	N/A	N/A	N/A	N/A	N/A	N/A
1110	N/A	N/A	N/A	N/A	N/A	N/A
1111	N/A	N/A	N/A	N/A	N/A	N/A
1112	N/A	N/A	N/A	N/A	N/A	N/A
1113	N/A	N/A	N/A	N/A	N/A	N/A
1114	N/A	N/A	N/A	N/A	N/A	N/A
1115	N/A	N/A	N/A	N/A	N/A	N/A
1116	N/A	N/A	N/A	N/A	N/A	N/A
1117	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1118	N/A	N/A	N/A	N/A	N/A	N/A
1119	N/A	N/A	N/A	N/A	N/A	N/A
1120	N/A	N/A	N/A	N/A	N/A	N/A
1121	N/A	N/A	N/A	N/A	N/A	N/A
1122	N/A	N/A	N/A	N/A	N/A	N/A
1123	N/A	N/A	N/A	N/A	N/A	N/A
1124	N/A	N/A	N/A	N/A	N/A	N/A
1125	N/A	N/A	N/A	N/A	N/A	N/A
1126	N/A	N/A	N/A	N/A	N/A	N/A
1127	N/A	N/A	N/A	N/A	N/A	N/A
1128	N/A	N/A	N/A	N/A	N/A	N/A
1129	N/A	N/A	N/A	N/A	N/A	N/A
1130	N/A	N/A	N/A	N/A	N/A	N/A
1131	N/A	N/A	N/A	N/A	N/A	N/A
1132	N/A	N/A	N/A	N/A	N/A	N/A
1133	N/A	N/A	N/A	N/A	N/A	N/A
1134	N/A	N/A	N/A	N/A	N/A	N/A
1135	N/A	N/A	N/A	N/A	N/A	N/A
1136	N/A	N/A	N/A	N/A	N/A	N/A
1137	N/A	N/A	N/A	N/A	N/A	N/A
1138	N/A	N/A	N/A	N/A	N/A	N/A
1139	N/A	N/A	N/A	N/A	N/A	N/A
1140	N/A	N/A	N/A	N/A	N/A	N/A
1141	N/A	N/A	N/A	N/A	N/A	N/A
1142	N/A	N/A	N/A	N/A	N/A	N/A
1143	N/A	N/A	N/A	N/A	N/A	N/A
1144	N/A	N/A	N/A	N/A	N/A	N/A
1145	N/A	N/A	N/A	N/A	N/A	N/A
1146	N/A	N/A	N/A	N/A	N/A	N/A
1147	N/A	N/A	N/A	N/A	N/A	N/A
1148	N/A	N/A	N/A	N/A	N/A	N/A
1149	N/A	N/A	N/A	N/A	N/A	N/A
1150	N/A	N/A	N/A	N/A	N/A	N/A
1151	N/A	N/A	N/A	N/A	N/A	N/A
1152	N/A	N/A	N/A	N/A	N/A	N/A
1153	N/A	N/A	N/A	N/A	N/A	N/A
1154	N/A	N/A	N/A	N/A	N/A	N/A
1155	N/A	N/A	N/A	N/A	N/A	N/A
1156	N/A	N/A	N/A	N/A	N/A	N/A
1157	N/A	N/A	N/A	N/A	N/A	N/A
1158	N/A	N/A	N/A	N/A	N/A	N/A
1159	N/A	N/A	N/A	N/A	N/A	N/A
1160	N/A	N/A	N/A	N/A	N/A	N/A
1161	N/A	N/A	N/A	N/A	N/A	N/A
1162	N/A	N/A	N/A	N/A	N/A	N/A
1163	N/A	N/A	N/A	N/A	N/A	N/A
1164	N/A	N/A	N/A	N/A	N/A	N/A
1165	N/A	N/A	N/A	N/A	N/A	N/A
1166	N/A	N/A	N/A	N/A	N/A	N/A
1167	N/A	N/A	N/A	N/A	N/A	N/A
1168	N/A	N/A	N/A	N/A	N/A	N/A
1169	N/A	N/A	N/A	N/A	N/A	N/A
1170	N/A	N/A	N/A	N/A	N/A	N/A
1171	N/A	N/A	N/A	N/A	N/A	N/A
1172	N/A	N/A	N/A	N/A	N/A	N/A
1173	N/A	N/A	N/A	N/A	N/A	N/A
1174	N/A	N/A	N/A	N/A	N/A	N/A
1175	N/A	N/A	N/A	N/A	N/A	N/A
1176	N/A	N/A	N/A	N/A	N/A	N/A
1177	N/A	N/A	N/A	N/A	N/A	N/A
1178	N/A	N/A	N/A	N/A	N/A	N/A
1179	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1180	N/A	N/A	N/A	N/A	N/A	N/A
1181	N/A	N/A	N/A	N/A	N/A	N/A
1182	N/A	N/A	N/A	N/A	N/A	N/A
1183	N/A	N/A	N/A	N/A	N/A	N/A
1184	N/A	N/A	N/A	N/A	N/A	N/A
1185	N/A	N/A	N/A	N/A	N/A	N/A
1186	N/A	N/A	N/A	N/A	N/A	N/A
1187	N/A	N/A	N/A	N/A	N/A	N/A
1188	N/A	N/A	N/A	N/A	N/A	N/A
1189	N/A	N/A	N/A	N/A	N/A	N/A
1190	N/A	N/A	N/A	N/A	N/A	N/A
1191	N/A	N/A	N/A	N/A	N/A	N/A
1192	N/A	N/A	N/A	N/A	N/A	N/A
1193	N/A	N/A	N/A	N/A	N/A	N/A
1194	N/A	N/A	N/A	N/A	N/A	N/A
1195	N/A	N/A	N/A	N/A	N/A	N/A
1196	N/A	N/A	N/A	N/A	N/A	N/A
1197	N/A	N/A	N/A	N/A	N/A	N/A
1198	N/A	N/A	N/A	N/A	N/A	N/A
1199	N/A	N/A	N/A	N/A	N/A	N/A
1200	N/A	N/A	N/A	N/A	N/A	N/A
1201	N/A	N/A	N/A	N/A	N/A	N/A
1202	N/A	N/A	N/A	N/A	N/A	N/A
1203	N/A	N/A	N/A	N/A	N/A	N/A
1204	N/A	N/A	N/A	N/A	N/A	N/A
1205	N/A	N/A	N/A	N/A	N/A	N/A
1206	N/A	N/A	N/A	N/A	N/A	N/A
1207	N/A	N/A	N/A	N/A	N/A	N/A
1208	N/A	N/A	N/A	N/A	N/A	N/A
1209	N/A	N/A	N/A	N/A	N/A	N/A
1210	N/A	N/A	N/A	N/A	N/A	N/A
1211	N/A	N/A	N/A	N/A	N/A	N/A
1212	N/A	N/A	N/A	N/A	N/A	N/A
1213	N/A	N/A	N/A	N/A	N/A	N/A
1214	N/A	N/A	N/A	N/A	N/A	N/A
1215	N/A	N/A	N/A	N/A	N/A	N/A
1216	N/A	N/A	N/A	N/A	N/A	N/A
1217	N/A	N/A	N/A	N/A	N/A	N/A
1218	N/A	N/A	N/A	N/A	N/A	N/A
1219	N/A	N/A	N/A	N/A	N/A	N/A
1220	N/A	N/A	N/A	N/A	N/A	N/A
1221	N/A	N/A	N/A	N/A	N/A	N/A
1222	N/A	N/A	N/A	N/A	N/A	N/A
1223	N/A	N/A	N/A	N/A	N/A	N/A
1224	N/A	N/A	N/A	N/A	N/A	N/A
1225	N/A	N/A	N/A	N/A	N/A	N/A
1226	N/A	N/A	N/A	N/A	N/A	N/A
1227	N/A	N/A	N/A	N/A	N/A	N/A
1228	N/A	N/A	N/A	N/A	N/A	N/A
1229	N/A	N/A	N/A	N/A	N/A	N/A
1230	N/A	N/A	N/A	N/A	N/A	N/A
1231	N/A	N/A	N/A	N/A	N/A	N/A
1232	N/A	N/A	N/A	N/A	N/A	N/A
1233	N/A	N/A	N/A	N/A	N/A	N/A
1234	N/A	N/A	N/A	N/A	N/A	N/A
1235	N/A	N/A	N/A	N/A	N/A	N/A
1236	N/A	N/A	N/A	N/A	N/A	N/A
1237	N/A	N/A	N/A	N/A	N/A	N/A
1238	N/A	N/A	N/A	N/A	N/A	N/A
1239	N/A	N/A	N/A	N/A	N/A	N/A
1240	N/A	N/A	N/A	N/A	N/A	N/A
1241	N/A	N/A	N/A	N/A	N/A	N/A



	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1242	N/A	N/A	N/A	N/A	N/A	N/A
1243	N/A	N/A	N/A	N/A	N/A	N/A
1244	N/A	N/A	N/A	N/A	N/A	N/A
1245	N/A	N/A	N/A	N/A	N/A	N/A
1246	N/A	N/A	N/A	N/A	N/A	N/A
1247	N/A	N/A	N/A	N/A	N/A	N/A
1248	N/A	N/A	N/A	N/A	N/A	N/A
1249	N/A	N/A	N/A	N/A	N/A	N/A
1250	N/A	N/A	N/A	N/A	N/A	N/A
1251	N/A	N/A	N/A	N/A	N/A	N/A
1252	N/A	N/A	N/A	N/A	N/A	N/A
1253	N/A	N/A	N/A	N/A	N/A	N/A
1254	N/A	N/A	N/A	N/A	N/A	N/A
1255	N/A	N/A	N/A	N/A	N/A	N/A
1256	N/A	N/A	N/A	N/A	N/A	N/A
1257	N/A	N/A	N/A	N/A	N/A	N/A
1258	N/A	N/A	N/A	N/A	N/A	N/A
1259	N/A	N/A	N/A	N/A	N/A	N/A
1260	N/A	N/A	N/A	N/A	N/A	N/A
1261	N/A	N/A	N/A	N/A	N/A	N/A
1262	N/A	N/A	N/A	N/A	N/A	N/A
1263	N/A	N/A	N/A	N/A	N/A	N/A
1264	N/A	N/A	N/A	N/A	N/A	N/A
1265	N/A	N/A	N/A	N/A	N/A	N/A
1266	N/A	N/A	N/A	N/A	N/A	N/A
1267	N/A	N/A	N/A	N/A	N/A	N/A
1268	N/A	N/A	N/A	N/A	N/A	N/A
1269	N/A	N/A	N/A	N/A	N/A	N/A
1270	N/A	N/A	N/A	N/A	N/A	N/A
1271	N/A	N/A	N/A	N/A	N/A	N/A
1272	N/A	N/A	N/A	N/A	N/A	N/A
1273	N/A	N/A	N/A	N/A	N/A	N/A
1274	N/A	N/A	N/A	N/A	N/A	N/A
1275	N/A	N/A	N/A	N/A	N/A	N/A
1276	N/A	N/A	N/A	N/A	N/A	N/A
1277	N/A	N/A	N/A	N/A	N/A	N/A
1278	N/A	N/A	N/A	N/A	N/A	N/A
1279	N/A	N/A	N/A	N/A	N/A	N/A
1280	N/A	N/A	N/A	N/A	N/A	N/A
1281	N/A	N/A	N/A	N/A	N/A	N/A
1282	N/A	N/A	N/A	N/A	N/A	N/A
1283	N/A	N/A	N/A	N/A	N/A	N/A
1284	N/A	N/A	N/A	N/A	N/A	N/A
1285	N/A	N/A	N/A	N/A	N/A	N/A
1286	N/A	N/A	N/A	N/A	N/A	N/A
1287	N/A	N/A	N/A	N/A	N/A	N/A
1288	N/A	N/A	N/A	N/A	N/A	N/A
1289	N/A	N/A	N/A	N/A	N/A	N/A
1290	N/A	N/A	N/A	N/A	N/A	N/A
1291	N/A	N/A	N/A	N/A	N/A	N/A
1292	N/A	N/A	N/A	N/A	N/A	N/A
1293	N/A	N/A	N/A	N/A	N/A	N/A
1294	N/A	N/A	N/A	N/A	N/A	N/A
1295	N/A	N/A	N/A	N/A	N/A	N/A
1296	N/A	N/A	N/A	N/A	N/A	N/A
1297	N/A	N/A	N/A	N/A	N/A	N/A
1298	N/A	N/A	N/A	N/A	N/A	N/A
1299	N/A	N/A	N/A	N/A	N/A	N/A
1300	N/A	N/A	N/A	N/A	N/A	N/A
1301	N/A	N/A	N/A	N/A	N/A	N/A
1302	N/A	N/A	N/A	N/A	N/A	N/A
1303	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1304	N/A	N/A	N/A	N/A	N/A	N/A
1305	N/A	N/A	N/A	N/A	N/A	N/A
1306	N/A	N/A	N/A	N/A	N/A	N/A
1307	N/A	N/A	N/A	N/A	N/A	N/A
1308	N/A	N/A	N/A	N/A	N/A	N/A
1309	N/A	N/A	N/A	N/A	N/A	N/A
1310	N/A	N/A	N/A	N/A	N/A	N/A
1311	N/A	N/A	N/A	N/A	N/A	N/A
1312	N/A	N/A	N/A	N/A	N/A	N/A
1313	N/A	N/A	N/A	N/A	N/A	N/A
1314	N/A	N/A	N/A	N/A	N/A	N/A
1315	N/A	N/A	N/A	N/A	N/A	N/A
1316	N/A	N/A	N/A	N/A	N/A	N/A
1317	N/A	N/A	N/A	N/A	N/A	N/A
1318	N/A	N/A	N/A	N/A	N/A	N/A
1319	N/A	N/A	N/A	N/A	N/A	N/A
1320	N/A	N/A	N/A	N/A	N/A	N/A
1321	N/A	N/A	N/A	N/A	N/A	N/A
1322	N/A	N/A	N/A	N/A	N/A	N/A
1323	N/A	N/A	N/A	N/A	N/A	N/A
1324	N/A	N/A	N/A	N/A	N/A	N/A
1325	N/A	N/A	N/A	N/A	N/A	N/A
1326	N/A	N/A	N/A	N/A	N/A	N/A
1327	N/A	N/A	N/A	N/A	N/A	N/A
1328	N/A	N/A	N/A	N/A	N/A	N/A
1329	N/A	N/A	N/A	N/A	N/A	N/A
1330	N/A	N/A	N/A	N/A	N/A	N/A
1331	N/A	N/A	N/A	N/A	N/A	N/A
1332	N/A	N/A	N/A	N/A	N/A	N/A
1333	N/A	N/A	N/A	N/A	N/A	N/A
1334	N/A	N/A	N/A	N/A	N/A	N/A
1335	N/A	N/A	N/A	N/A	N/A	N/A
1336	N/A	N/A	N/A	N/A	N/A	N/A
1337	N/A	N/A	N/A	N/A	N/A	N/A
1338	N/A	N/A	N/A	N/A	N/A	N/A
1339	N/A	N/A	N/A	N/A	N/A	N/A
1340	N/A	N/A	N/A	N/A	N/A	N/A
1341	N/A	N/A	N/A	N/A	N/A	N/A
1342	N/A	N/A	N/A	N/A	N/A	N/A
1343	N/A	N/A	N/A	N/A	N/A	N/A
1344	N/A	N/A	N/A	N/A	N/A	N/A
1345	N/A	N/A	N/A	N/A	N/A	N/A
1346	N/A	N/A	N/A	N/A	N/A	N/A
1347	N/A	N/A	N/A	N/A	N/A	N/A
1348	N/A	N/A	N/A	N/A	N/A	N/A
1349	N/A	N/A	N/A	N/A	N/A	N/A
1350	N/A	N/A	N/A	N/A	N/A	N/A
1351	N/A	N/A	N/A	N/A	N/A	N/A
1352	N/A	N/A	N/A	N/A	N/A	N/A
1353	N/A	N/A	N/A	N/A	N/A	N/A
1354	N/A	N/A	N/A	N/A	N/A	N/A
1355	N/A	N/A	N/A	N/A	N/A	N/A
1356	N/A	N/A	N/A	N/A	N/A	N/A
1357	N/A	N/A	N/A	N/A	N/A	N/A
1358	N/A	N/A	N/A	N/A	N/A	N/A
1359	N/A	N/A	N/A	N/A	N/A	N/A
1360	N/A	N/A	N/A	N/A	N/A	N/A
1361	N/A	N/A	N/A	N/A	N/A	N/A
1362	N/A	N/A	N/A	N/A	N/A	N/A
1363	N/A	N/A	N/A	N/A	N/A	N/A
1364	N/A	N/A	N/A	N/A	N/A	N/A
1365	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1366	N/A	N/A	N/A	N/A	N/A	N/A
1367	N/A	N/A	N/A	N/A	N/A	N/A
1368	N/A	N/A	N/A	N/A	N/A	N/A
1369	N/A	N/A	N/A	N/A	N/A	N/A
1370	N/A	N/A	N/A	N/A	N/A	N/A
1371	N/A	N/A	N/A	N/A	N/A	N/A
1372	N/A	N/A	N/A	N/A	N/A	N/A
1373	N/A	N/A	N/A	N/A	N/A	N/A
1374	N/A	N/A	N/A	N/A	N/A	N/A
1375	N/A	N/A	N/A	N/A	N/A	N/A
1376	N/A	N/A	N/A	N/A	N/A	N/A
1377	N/A	N/A	N/A	N/A	N/A	N/A
1378	N/A	N/A	N/A	N/A	N/A	N/A
1379	N/A	N/A	N/A	N/A	N/A	N/A
1380	N/A	N/A	N/A	N/A	N/A	N/A
1381	N/A	N/A	N/A	N/A	N/A	N/A
1382	N/A	N/A	N/A	N/A	N/A	N/A
1383	N/A	N/A	N/A	N/A	N/A	N/A
1384	N/A	N/A	N/A	N/A	N/A	N/A
1385	N/A	N/A	N/A	N/A	N/A	N/A
1386	N/A	N/A	N/A	N/A	N/A	N/A
1387	N/A	N/A	N/A	N/A	N/A	N/A
1388	N/A	N/A	N/A	N/A	N/A	N/A
1389	N/A	N/A	N/A	N/A	N/A	N/A
1390	N/A	N/A	N/A	N/A	N/A	N/A
1391	N/A	N/A	N/A	N/A	N/A	N/A
1392	N/A	N/A	N/A	N/A	N/A	N/A
1393	N/A	N/A	N/A	N/A	N/A	N/A
1394	N/A	N/A	N/A	N/A	N/A	N/A
1395	N/A	N/A	N/A	N/A	N/A	N/A
1396	N/A	N/A	N/A	N/A	N/A	N/A
1397	N/A	N/A	N/A	N/A	N/A	N/A
1398	N/A	N/A	N/A	N/A	N/A	N/A
1399	N/A	N/A	N/A	N/A	N/A	N/A
1400	N/A	N/A	N/A	N/A	N/A	N/A
1401	N/A	N/A	N/A	N/A	N/A	N/A
1402	N/A	N/A	N/A	N/A	N/A	N/A
1403	N/A	N/A	N/A	N/A	N/A	N/A
1404	N/A	N/A	N/A	N/A	N/A	N/A
1405	N/A	N/A	N/A	N/A	N/A	N/A
1406	N/A	N/A	N/A	N/A	N/A	N/A
1407	N/A	N/A	N/A	N/A	N/A	N/A
1408	N/A	N/A	N/A	N/A	N/A	N/A
1409	N/A	N/A	N/A	N/A	N/A	N/A
1410	N/A	N/A	N/A	N/A	N/A	N/A
1411	N/A	N/A	N/A	N/A	N/A	N/A
1412	N/A	N/A	N/A	N/A	N/A	N/A
1413	N/A	N/A	N/A	N/A	N/A	N/A
1414	N/A	N/A	N/A	N/A	N/A	N/A
1415	N/A	N/A	N/A	N/A	N/A	N/A
1416	N/A	N/A	N/A	N/A	N/A	N/A
1417	N/A	N/A	N/A	N/A	N/A	N/A
1418	N/A	N/A	N/A	N/A	N/A	N/A
1419	N/A	N/A	N/A	N/A	N/A	N/A
1420	N/A	N/A	N/A	N/A	N/A	N/A
1421	N/A	N/A	N/A	N/A	N/A	N/A
1422	N/A	N/A	N/A	N/A	N/A	N/A
1423	N/A	N/A	N/A	N/A	N/A	N/A
1424	N/A	N/A	N/A	N/A	N/A	N/A
1425	N/A	N/A	N/A	N/A	N/A	N/A
1426	N/A	N/A	N/A	N/A	N/A	N/A
1427	N/A	N/A	N/A	N/A	N/A	N/A

	O	P	Q	R	S	T
4	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
1428	N/A	N/A	N/A	N/A	N/A	N/A
1429	N/A	N/A	N/A	N/A	N/A	N/A
1430	N/A	N/A	N/A	N/A	N/A	N/A
1431	N/A	N/A	N/A	N/A	N/A	N/A
1432	N/A	N/A	N/A	N/A	N/A	N/A
1433	N/A	N/A	N/A	N/A	N/A	N/A
1434	N/A	N/A	N/A	N/A	N/A	N/A
1435	N/A	N/A	N/A	N/A	N/A	N/A
1436	N/A	N/A	N/A	N/A	N/A	N/A
1437	N/A	N/A	N/A	N/A	N/A	N/A
1438	N/A	N/A	N/A	N/A	N/A	N/A
1439	N/A	N/A	N/A	N/A	N/A	N/A
1440	N/A	N/A	N/A	N/A	N/A	N/A
1441	N/A	N/A	N/A	N/A	N/A	N/A
1442	N/A	N/A	N/A	N/A	N/A	N/A
1443	N/A	N/A	N/A	N/A	N/A	N/A
1444	N/A	N/A	N/A	N/A	N/A	N/A
1445	N/A	N/A	N/A	N/A	N/A	N/A
1446	N/A	N/A	N/A	N/A	N/A	N/A
1447	N/A	N/A	N/A	N/A	N/A	N/A
1448	N/A	N/A	N/A	N/A	N/A	N/A
1449	N/A	N/A	N/A	N/A	N/A	N/A
1450	N/A	N/A	N/A	N/A	N/A	N/A
1451	N/A	N/A	N/A	N/A	N/A	N/A
1452	N/A	N/A	N/A	N/A	N/A	N/A
1453	N/A	N/A	N/A	N/A	N/A	N/A
1454	N/A	N/A	N/A	N/A	N/A	N/A
1455	N/A	N/A	N/A	N/A	N/A	N/A

	A	B	C	D	E
1	Table 7 – List of Requests to Be CFIs Over Last Two Years				
2	From 06/01/2022 through 05/31/2024				
3					
4	Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial
5	None				

	A	B	C	D	E	F	G	H	I	J
1	Table 8 - PSPS Exercise Summary									
2	1/1/2024 through 06/28/2024									
3										
4	Starting Date of Exercise	Ending Date of Exercise	Total Hours of Exercise	Type of Exercise	Region	Counties	Number of utility personnel participating in the exercises	Number of PSP actively participating as a player	Number of AFN community members participating as a player	Total Number of Participants
5	5/22/2024	5/22/2024	3	Tabletop	None	Modoc	7	14	0	21
6	6/25/2024	6/25/2024	2	Functional	None	Modoc	16	13	0	29

Table 9 - List of Exercise Participated Entities  
1/1/2024 through cutoff date of current year

Name of Entity	Exercise Date Range
Cal Fire - Jason Blough	5/22/2024
Cal Fire - Ryan Danielson	5/22/2024
Cal Fire - Stephen Volmer	5/22/2024
Cal Fire - Steven Morgado	5/22/2024
Cal OES - Derek Thomas	5/22/2024
Cal OES - William Laustalot	5/22/2024
Dept. of Homeland Security - CISA - Gregory Shriver	5/22/2024
Lake County Sheriff - Daniel Tague	5/22/2024
Modoc County Administration - Chester Robertson	5/22/2024
Modoc County Administration - Tiffany Martinez	5/22/2024
Modoc County Public Health - Tracey Sides	5/22/2024
Modoc County Public Health - Tanya Schulz	5/22/2024
Modoc County Sheriff - Renae Sweet	5/22/2024
Modoc Medical Center - Jeremy Willis	5/22/2024
Verizon - Donna Diamond	5/22/2024
California Public Utilities Commission - Ronald DeMayo	5/22/2024
California Public Utilities Commission - Karin Nguyen	5/22/2024
California Public Utilities Commission -Xuan Chen	5/22/2024
California Public Utilities Commission - Hope Christman	5/22/2024
California Public Utilities Commission - Mabel Wu	5/22/2024
California Public Utilities Commission - Charles Mee	5/22/2024
PacifiCorp - Horace Ward	5/22/2024
PacifiCorp - Tyler Averyt	5/22/2024
PacifiCorp - Jackie Nerski	5/22/2024
PacifiCorp - Chester Lampkin	5/22/2024
PacifiCorp - Traci Schultz	5/22/2024
PacifiCorp - Eleonore Yotsov	5/22/2024
PacifiCorp - Gunnar Phillips	5/22/2024
Siskiyou County - Owen A. Cabo Dal Molin	6/25/2024
Modoc County - Tracy Sides	6/25/2024
Modoc County Sheriff - Renae Sweet	6/25/2024
Modoc County Public Health - Chris Swasey	6/25/2024
Cal Fire - Steve Walker	6/25/2024
Cal Fire - Stephen Volmer	6/25/2024
Cal Fire - Shaun Fairbanks	6/25/2024
Modoc Medical Center - Jeremy Willis	6/25/2024
California Public Utilities Commission - Karin Nguyen	6/25/2024
California Public Utilities Commission -Xuan Chen	6/25/2024
California Public Utilities Commission - Mabel Wu	6/25/2024
California Public Utilities Commission - Steven Klaiber	6/25/2024
AT&T - Jeremy Bailey	6/25/2024
PacifiCorp - Horace Ward	6/25/2024
PacifiCorp - Tyler Averyt	6/25/2024

Name of Entity	Exercise Date Range
PacifiCorp - Jackie Nerski	6/25/2024
PacifiCorp - Chester Lampkin	6/25/2024
PacifiCorp - Traci Schultz	6/25/2024
PacifiCorp - Eleonore Yotsov	6/25/2024
PacifiCorp - Stephanie Beall	6/25/2024
PacifiCorp - Deanna Smith	6/25/2024
PacifiCorp - Jill Drinkwater	6/25/2024
PacifiCorp - Lisa Corbly	6/25/2024
PacifiCorp - Simon Guitierrez	6/25/2024
PacifiCorp - Kimberly Lippert	6/25/2024
PacifiCorp - Hallie Frazee	6/25/2024
PacifiCorp - Adrian Wright	6/25/2024
PacifiCorp - Pampi Chowdry	6/25/2024
PacifiCorp - Kourtney Dale	6/25/2024



	A	B	C	D	E	F	G	H	I	J
1	Table 10 – Survey Summary									
2	From 06/01/2023 through 05/31/2024									
3										
4	Period of Survey Conducted	Overall Objectives	Surveyed Scope	Methods	Target Audiences	Total Number of Surveys Sent	Total Number of Survey Responses Received	Was survey conducted in all “prevalent” languages, as defined in D.20-03-004?	If so, please list the number of “prevalent” languages used during survey	If not, please provide an explanation
5	November 7 - December 5, 2023	<p>Measure awareness of Pacific Power messages related to wildfire preparedness</p> <p>Identify recall of specific message topics</p> <p>Identify recall of message channels</p> <p>Measure recall and understanding of Public Safety Power Shutoff or PSPS</p> <p>Evaluate sources customers are most likely to turn to for information about PSPS</p> <p>Explore actions taken by customers to prepare for wildfire season</p> <p>Measure awareness of Pacific Power’s efforts to reduce the risk of wildfires</p> <p>Evaluate PSPS notifications perception</p>	Post-season 2023	Online and phone surveys	<p>Pacific Power residential and business customers in California</p> <p>Pacific Power critical customers</p>	<p>Phone: 33,947 residential and 5,152 non-residential invited to participate in the phone survey</p> <p>Web: 19,430 residential and 2,891 non-residential invited to participate in the web survey</p>	<p>Phone: 85 completed surveys</p> <p>Web: 464 completed surveys</p> <p>Total: 549</p>	Yes	English Spanish	N/A
6	March 3 - March 17, 2024	<p>Measure the public’s awareness of messaging related to wildfire preparedness and safety:</p> <ul style="list-style-type: none"> <li>-Measure awareness of Pacific Power messages related to wildfire preparedness</li> <li>-Identify recall of specific message topics</li> <li>-Identify recall of message channels</li> <li>-Measure recall and understanding of Public Safety Power Shutoff or PSPS</li> <li>-Evaluate sources customers are most likely to turn to for information about PSPS</li> <li>-Explore actions taken by customers to prepare for wildfire season</li> <li>-Measure awareness of Pacific Power’s efforts to reduce the risk of wildfires</li> <li>-Evaluate PSPS notifications perception</li> </ul>	Pre-season 2024	Online and phone surveys	<p>Pacific Power residential and business customers in California</p> <p>Pacific Power critical customers</p>	<p>Phone: 34,058 residential and 5,174 non-residential invited to participate in the phone survey</p> <p>Web: 18, 945 residential and 2,758 non-residential invited to participate in survey</p>	<p>Phone: 80 completed surveys</p> <p>Web: 607 completed surveys</p> <p>Total: 687</p>	Yes	English Spanish	N/A

	A	B	C	D	E	F	G
1	Table 11 - AFN Outreach Recommendations						
2	From 06/01/2024						
3							
4	Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols? (Yes or No)	Reason for Decision Made	Description of PSPS Protocol Change
5							
6							
7	Working group requirement applicable to large IOUs, per Phase II Guidelines in D.20-05-051, Appendix A (a), p1.						

	A	B	C	D	E
1	Table 12 - List of Joint Efforts on AFN notification Plan				
2	From 06/01/2023 through 06/28/2024				
3					
4	Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
5	5/22/2024	Public Safety Partner	Jason Blough	Communication process for AFN customers during PSPS watch, warning, execution	Alignment on assumptions and confirmation of roles and responsibilities
6	5/22/2024	Public Safety Partner	Ryan Danielson		
7	5/22/2024	Public Safety Partner	Stephen Volmer		
8	5/22/2024	Public Safety Partner	Steven Morgado		
9	5/22/2024	Public Safety Partner	Derek Thomas		
10	5/22/2024	Public Safety Partner	William Laustalot		
11	5/22/2024	Public Safety Partner	Gregory Shriver		
12	5/22/2024	County	Daniel Tague		
13	5/22/2024	County	Chester Roberston		
14	5/22/2024	County	Tiffany Martinez		
15	5/22/2024	County	Tracey Sides		
16	5/22/2024	County	Tanya Schulz		
17	5/22/2024	County	Rena Sweet		
18	5/22/2024	Medical	Jeremy Willis		
19	5/22/2024	Communications	Donna Diamond		
20	5/22/2024	PUC	Ronald DeMayo		
21	5/22/2024	PUC	Karin Nguyen		
22	5/22/2024	PUC	Xuan Chen		
23	5/22/2024	PUC	Hope Christman		
24	5/22/2024	PUC	Mabel Wu		
25	5/22/2024	PUC	Charles Mee		
26	5/22/2024	Utility	Horace Ward		
27	5/22/2024	Utility	Tyler Averyt		
28	5/22/2024	Utility	Jackie Nerski		
29	5/22/2024	Utility	Chester Lampkin		
30	5/22/2024	Utility	Eleonore Yotsov		
31	5/22/2024	Utility	Traci Schultz		
32	6/25/2024	Public Safety Partner	Steve Walker		
33	6/25/2024	Public Safety Partner	Shaun Fairbanks		
34	6/25/2024	Public Safety Partner	Stephen Volmer		
35	6/25/2024	County	Chris Swasey		
36	6/25/2024	County	Tracey Sides		
37	6/25/2024	County	Rena Sweet		
38	6/25/2024	County	Owen A Cabo Dal Molin		
39	6/25/2024	Medical	Jeremy Willis		
40	6/25/2024	Communications	Jeremy Bailey		
41	6/25/2024	PUC	Karin Nguyen		
42	6/25/2024	PUC	Xuan Chen		
43	6/25/2024	PUC	Steven Klaiber		
44	6/25/2024	PUC	Mabel Wu		
45	6/25/2024	Utility	Horace Ward		
46	6/25/2024	Utility	Tyler Averyt		
47	6/25/2024	Utility	Jackie Nerski		
48	6/25/2024	Utility	Chester Lampkin		
49	6/25/2024	Utility	Eleonore Yotsov		
50	6/25/2024	Utility	Traci Schultz		

	A	B	C	D	E
4	Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal
51	6/25/2024	Utility	Stephanie Beall		
52	6/25/2024	Utility	Deanna Smith		
53	6/25/2024	Utility	Jill Drinkwater		
54	6/25/2024	Utility	Lisa Corbly		
55	6/25/2024	Utility	Simon Guitierezz		
56	6/25/2024	Utility	Kimberly Lippert		
57	6/25/2024	Utility	Hallie Frazee		
58	6/25/2024	Utility	Adrian Wright		
59	6/25/2024	Utility	Pampi Chowdry		
60	6/25/2024	Utility	Kourtney Dale		
61					
62					
63					
64					
65					
66					
67					
68					
69					
70					



	A	B	C	D	E	F	G	H	I
1	Table 14 – PSPS Event Lessons Learned Summary								
2	From 06/01/2023 through 06/28/2024								
3									
4	Type of Issue	Description of Issue	Date of Discovery	Risk Priority	Overall Resolution	Responsive Actions	Implementation Starting Date	Estimated Completion Date	Status of Action (e.g., Planning, Implementing, or Complete)
5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6									
7	Note: PacifiCorp did not have a PSPS event in 2023								

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Table 15 – High Risk PSPS Circuits												
2	As of 06/01/2024												
3													
4	Circuit ID	Circuit Name	Segment ID	Segment Name	Indicator for Distribution Line or Transmission Line	Number of Times De-energized (in last four calendar years)	Total MBL Customers	Total AFN Customers	Total CFI	Total Customers	Steps Toward Risk-reduction and PSPS Mitigation	Start Date of Step Implementation	Estimated Completion Date
5	7G71	N/A	N/A	N/A	Distribution	1	1	0	2	432	Rebuild 6.0 miles to covered conductor, re-conductoring the overhead portions of circuits 7G71 and 7G73 out of North Dunsmuir Substation was completed in 2023. PacifiCorp's covered conductor will materially reduce PSPS impacts by (a) making PSPS substantially less likely and (b) helping PacifiCorp surgically reduce the size and areas of impact. Above all, the mechanical properties of a covered conductor design physically prevent the initiation of a flash-over due to vegetation on the line. Notably, while data continues to be gathered to better understand specific relationships, the general correlation between wind, vegetation contacts, and wildfire spread is well-understood. Installing covered conductor will increase the grid's resiliency against wind-driven vegetation contacts, which can lead to devastating wildfire ignitions. High winds are, of course, a critical factor in the assessment of risk and considered in any PSPS decision-making process. The mitigation benefits of covered conductor, especially when combined with other grid hardening efforts implemented as part of a rebuild effort, will significantly decrease PSPS impacts by significantly decreasing the likelihood of a PSPS. If the powerlines can withstand higher wind speeds, it will decrease the occurrence of PSPS events. Covered conductor projects also give PacifiCorp flexibility to take a more surgical approach to PSPS.	2021	2023
6	5G69	N/A	N/A	N/A	Distribution	1	1	2	8	520	Rebuild of approximately 12.8 miles to covered conductor was completed in 2023. PacifiCorp's covered conductor will materially reduce PSPS impacts by (a) making PSPS substantially less likely and (b) helping PacifiCorp surgically reduce the size and areas of impact. Above all, the mechanical properties of a covered conductor design physically prevent the initiation of a flash-over due to vegetation on the line. Notably, while data continues to be gathered to better understand specific relationships, the general correlation between wind, vegetation contacts, and wildfire spread is well-understood. Installing covered conductor will increase the grid's resiliency against wind-driven vegetation contacts, which can lead to devastating wildfire ignitions. High winds are, of course, a critical factor in the assessment of risk and considered in any PSPS decision-making process. The mitigation benefits of covered conductor, especially when combined with other grid hardening efforts implemented as part of a rebuild effort, will significantly decrease PSPS impacts by significantly decreasing the likelihood of a PSPS. If the powerlines can withstand higher wind speeds, it will decrease the occurrence of PSPS events. Covered conductor projects also give PacifiCorp flexibility to take a more surgical approach to PSPS.	2021	2023

Table 16 – JUPSPSWG Meetings  
From 06/01/2023 through 06/28/2024

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report
-----------------	-----------------	-------------	------------------------

N/A

Working group requirement is for large IOUs.



**APPENDIX A**

**REDACTED**



# 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: 3.0

Origination Date: September 2021

Last Revision: March 11, 2024

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# Plan Fundamentals

## PLAN FUNDAMENTALS

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### 1.1.1 Purpose

This plan provides guidelines on how Pacific Power will activate, staff, and provide resources for Community Resource Centers that can be activated 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.
- 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, 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 of temporary CRCs in the event that fixed facilities are not a feasible option.

## COMMUNITY RESOURCE CENTERS

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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 daily from 8:00 AM to 10:00 PM 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.

### 1.1.9 After Hours Resources

- For Electric Vehicle (EV) charging, Pacific Power has built three mobile EV charging stations with each having the ability to charge two vehicles at once. Impacted customers will be directed to the Electric Vehicle Charging Station Locations Map & locations [https://afdc.energy.gov/fuels/electricity\\_locations.html#/find/nearest?fuel=ELEC](https://afdc.energy.gov/fuels/electricity_locations.html#/find/nearest?fuel=ELEC)
- For all other power needs, customers will be directed to the outage map

### 1.1.10 Logistics Vendors

PacifiCorp has signed master service agreements with two logistics vendors (primary & alternate) that will deploy, setup, and maintain CRC locations upon our request.

Primary: Fire DAWG

Alternate: Abel Fire Service



### 1.1.11 Generic Site Footprint & Needs

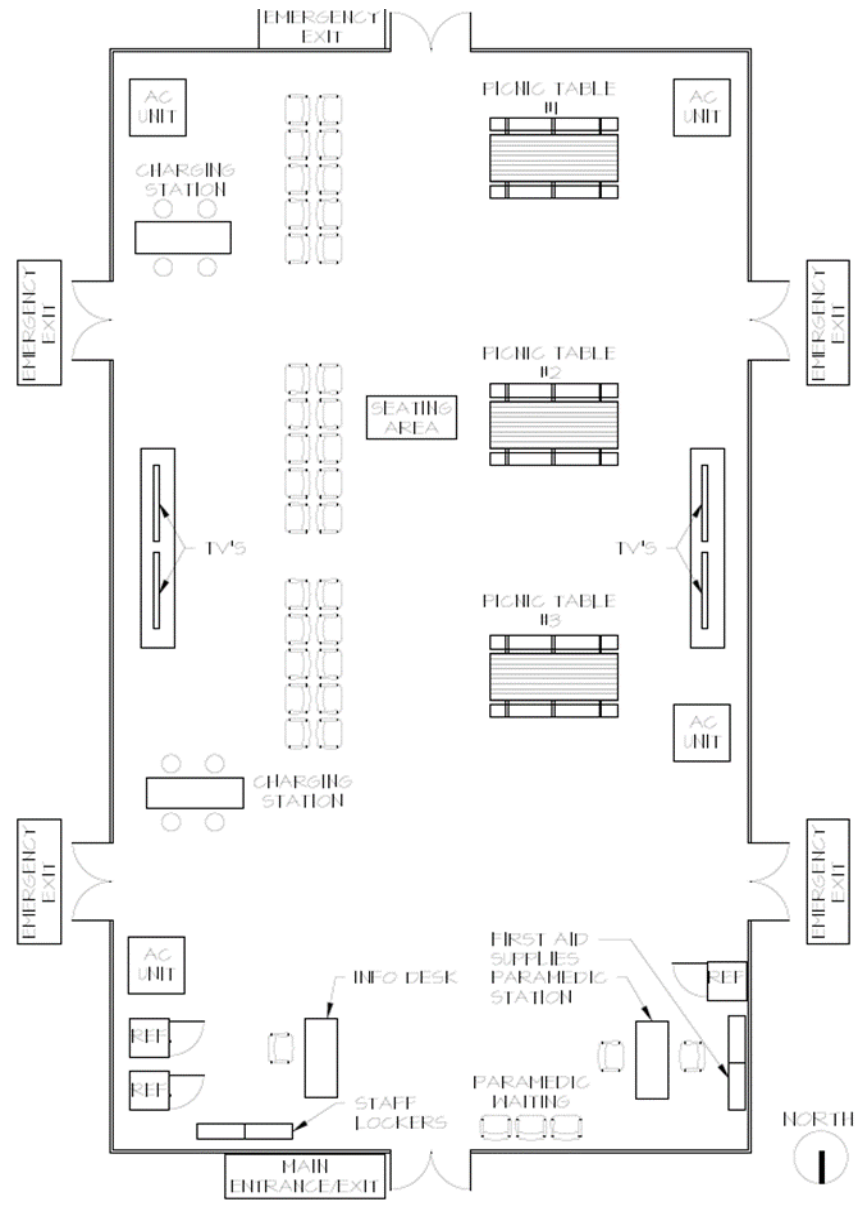
The basic needs of a Community Resource Center location include:

- 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)



## 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 a joint operations plan where Pacific Power operates the 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 the vendor and ask them to create a site plan</li> </ul>	Emergency Management CRC Logistics Vendor
-30 Hours	Contact & Survey CRC location to confirm site setup <ul style="list-style-type: none"> <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 company representatives to CRC as needed	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	ECC Executive
Post Event	Coordinate administrative and financial obligations to CRC vendor	Emergency Management

## COMMUNITY RESOURCE CENTER COMMUNICATIONS OVERVIEW

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### 1.1.12 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.

### 1.1.13 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**

---

**1.1.14 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>

**1.1.15 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
2024-01	3/11/2024	All	Terminology alignment, contact information updates	Emergency Management

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

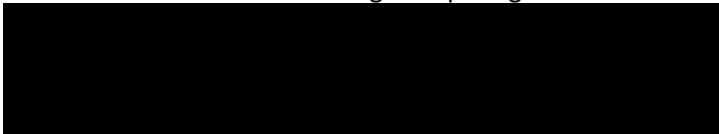
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### **1.1.16 Review and Improvement Process**

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. Printed surveys will be provided onsite or feedback can be collected through our website [www.pacificpower.net/rockymountainpower.net](http://www.pacificpower.net/rockymountainpower.net) or by contacting customer service at: 800-221-7070.
- 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 ECC Executive 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. 	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 site setup <ul style="list-style-type: none"> <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 company representatives to CRC as needed	Emergency Management
<input type="checkbox"/>	-2hrs	<ul style="list-style-type: none"> <li>• Ensure set-up 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	ECC Executive
<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**

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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**



**Rocky Mountain Power | Pacific Power**

# Critical Facilities & Infrastructure Plan

## PacifiCorp Critical Facilities & Infrastructure Plan

**Document Owner:** The PacifiCorp 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 the updated version to stakeholders.

**Document Disclaimer:** This plan is specific to Public Safety Power Shutoff scenarios. The measures and planning detailed in this plan do 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: Emergency Management Version: 1.0 Origination Date: January 2022 Last Revision: June 10, 2024 Next Revision: 2025
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**1. RECORD OF CHANGES**

<b>Change Number (Year-Update #)</b>	<b>Date of Change</b>	<b>Section</b>	<b>Change Summary</b>	<b>Department</b>
2024 - #1	June 10, 2024	All	<p>Aligned document organization, format and style guide with Berkshire Hathaway Energy (BHE) and PacifiCorp (PAC) standards</p> <p>Clarified roles in Section 7. Methodology</p> <p>Added section 8. Plan Update</p>	Emergency Management

**2. PACIFICORP ACRONYMS**

<b>Acronym</b>	<b>Term</b>
BHE	Berkshire Hathaway Energy
CPUC	California Public Utilities Commission
CSS	Customer Service System
PDZ	Proactive De-energization Zones
PSPS	Public Safety Power Shutoff
RBM	Regional Business Manager

**3. PURPOSE**

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

**4. OBJECTIVES**

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

**5. SITUATION OVERVIEW**

With wildfires becoming more frequent and intense throughout our region, protecting the communities that PacifiCorp serves while providing safe, reliable power is the utility’s highest priority. Utilizing PSPS is a last resort measure to reduce public safety risk and using historical weather data accompanied by fuels data PacifiCorp 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.

**6. DEFINITION**

The California Public Utilities Commission (CPUC) defines 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."

<b>Sector</b>	<b>Types of Critical Facilities and Infrastructure</b>
<b>Emergency Services</b>	Police stations Fire stations Emergency operations centers Public safety answering point Tribal government emergency service providers
<b>Government Facilities</b>	Schools Jails and prisons Homeless shelters

PacifiCorp Critical Facilities & Infrastructure Plan

	<p>Community centers</p> <p>Senior centers</p> <p>Independent living centers, as defined by the California Department of Rehabilitation</p> <p>Voting centers and vote tabulation facilities</p>
<b>Healthcare and Public Health</b>	<p>Public health departments</p> <p>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)</p> <p>Cooling (or warming) centers</p> <p>Temporary facilities established for public health emergencies</p>
<b>Energy</b>	<p>Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly owned utilities and electric cooperative</p>
<b>Water and Wastewater Systems</b>	<p>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</p>
<b>Communications</b>	<p>Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals and cellular sites</p>
<b>Chemical</b>	<p>Facilities associated with the provision, manufacturing, maintaining, or distributing hazardous materials and chemicals.</p> <p>Petroleum refineries, vital ancillary facilities, and other customers in the critical fuels chain of production.</p>
<b>Food and Agriculture</b>	<p>Emergency feeding organization, as defined in 7 U.S.C. § 7501, food bank, food pantry, soup kitchen</p>
<b>Transportation Systems</b>	<p>Includes facilities associated with automobile, rail, aviation, major public transportation, and maritime transportation for civilian and military purposes</p> <p>Traffic management systems</p>



## **7. METHODOLOGY**

Critical facilities and infrastructure may be identified during regular coordination efforts between PacifiCorp regional business managers (RBM) or emergency management and public safety partners.

Other entities or facilities requesting to be identified as critical, may submit a request on PacifiCorp Critical Facilities & Infrastructure webpage or send a request to PacifiCorp emergency management at: PPEM@pacificorp.com. Each request submitted through the website is reviewed and validated by an RBM. RBMs upload new requests to the facilities identifier in the Customer Service System (CSS). The requesting facility will be notified of approval or denial with a description of the reasoning should the request be denied.

The validated and approved Critical Facilities & Infrastructure List is hosted on the PacifiCorp Power Public Safety Partner Portal, available to public safety partners to view and export.

The list is updated at least monthly by PacifiCorp Emergency Management. An outreach strategy is currently being formulated to update missing information for facilities on the list.

## **8. PLAN UPDATE**

This plan is reviewed and updated annually. Emergency management leads the update and engages with stakeholders as applicable to ensure accuracy.

## **APPENDIX C**



# 2024 Public Safety Power Shutoff Execution Playbook

**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: 4.0

Origination Date: May 10, 2019

Last Revision: March XX, 2024

Exercise

Last Exercise Date: May 15-18, 2023

Last Exercise Type: Functional

Next Exercise Date: 2024

Next Exercise Type: Tabletop

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### Record of Revisions

Date of Revision	Activity	Summary of Changes	Reviewers/ Approvers
Dec 2022	Plan revised	Significant revisions	PacifiCorp Emergency Management
July 2023	Plan review and revision	Incorporate lessons learned from 2023 PSPS exercise series: <ul style="list-style-type: none"> <li>• Add Appendix E: State Specific guidance</li> <li>• Add Cooperators Call briefing template reference</li> <li>• Clarify CRC deployment ownership</li> <li>• Change color code for PSPS Restoration to match PSP Portal</li> <li>• General document formatting updates</li> </ul>	PacifiCorp Emergency Management
February 2024	Plan review and revision	<ul style="list-style-type: none"> <li>• Glossary update to match appropriate acronyms within the document</li> <li>• Position duty adjustments to meet new terminology and responsibilities</li> <li>• Removed organization structure charts</li> </ul> Refined Joint Information Team responsibilities	

## **2 PACIFICORP ACRONYMS**

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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

EFR – Elevated Fire Risk

EM – Emergency Management

EOC – Emergency Operations Center

EPG – Executive Policy Group

ETR – Estimated Time of Restoration

FEMA – Federal Emergency Management Agency

GIS – Geographic Information System

ICS – Incident Command System

IP – Improvement Plan

JIT- Joint Information Team

MBL – Medical Baseline

PIO – Public Information Officer

PP – Pacific Power

PSPS – Public Safety Power Shutoff

PUC – Public Utilities Commission

RBM – Regional Business Manager

RMP – Rocky Mountain Power

WRMAA – Western Region Mutual Assistance Agreement



### 3 OVERVIEW

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#### 3.1 PURPOSE

The Public Safety Power Shutoff Playbook, referred to as the “playbook” throughout this document, 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 playbook 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 playbook primarily allows for a proactive decision to be made, to implement a planned PSPS event. While unavoidably disrupting electrical service, a planned PSPS event may be warranted to reduce risk of energized facilities being involved in a public safety incident under extreme conditions (i.e., weather, flooding, etc.).

#### 3.2 ACTIVATION CRITERIA

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

### 4 SITUATION OVERVIEW

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

Upon agreement by executive management to initiate PSPS actions, the Emergency Coordination Center (ECC) will be activated. The ECC Staff will then prepare a tailored PSPS 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 providers, wastewater 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 PSPS Plan is ready for implementation, the ECC will activate a MStTeams meeting, or company conference bridge if MStTeams is unavailable and invite company participants or their designated representative.

The PSPS Plan may be modified based on the discussion during the call.

### 4.1 **PSPS 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 ECC 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 PSPS, 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 ECC 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 PSPS and will coordinate with all local agencies as appropriate. The utility will consider the expertise and recommendations offered by state and local emergency management agencies. Any non-outage related issues or incidents that arise during a PSPS will be handled by local emergency management and public safety.

PacifiCorp emergency management staff will maintain regular outreach during the event. Additionally, a PacifiCorp employee may be dispatched to the affected State or County Emergency Operations Centers in the role of Agency Representative to provide a conduit for information as needed.

To help PacifiCorp understand local sensitivities and concerns during a PSPS, 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 Western Region Mutual Assistance Agreement members 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's JIT will coordinate local communication from the ECC. 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

PacifiCorp's meteorology team assesses wildfire risk across the service territory daily. Inputs for assessing wildfire risk include weather conditions, the dryness of fuels, wildfire risk modeling, and other inputs such as National Weather Service or Geographic Area Coordination Center wildfire potential forecasts. Public safety power shutoffs may be needed when areas are assessed to have extreme wildfire risk.

When the ECC is activated, a member of PacifiCorp's emergency management staff will assume the position of the ECC Manager. The ECC Manager will schedule a coordination call and notify the appropriate personnel through established distribution lists of the activation.

The ECC Manager will facilitate coordination calls. Goals of the call include identifying and prioritizing actionable items; and modification to the PSPS Plan as needed for the specific event. Once the plan has been approved and adopted, it will receive approval from the ECC Executive and Department Operations Center (DOC) Section Chief.

Level	Description
<b>PSPS Watch</b>	Public safety circumstances require 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 PSPS 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 each state wildfire mitigation plan.

Every attempt will be made to communicate with customers with access and functional needs (AFN), including those with medical baseline (MBL) customers a customer service representative instead of, or in addition to, the normal automatic notification tools. If a call is not successful, the Liaison Officer 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 PSPS execution after adoption of the PSPS plan. A final review of the switching plans by Power Delivery will be completed before execution by the ECC. The ECC Executive provides the final approval to initiate a PSPS. After the final approval is received, the designated Power Delivery Department Operations Center Section Chief receives instruction from the ECC 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 ECC will notify the Power Delivery Department Operations Section Chief that the conditions necessitating the planned PSPS 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 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 to partners of response termination, and creating, and tracking to completion of the AAR and Improvement Plan (IP).

## **5 ROLES AND RESPONSIBILITIES**

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

### **5.1 OVERVIEW**

The ECC provides coordination and support to the Power Delivery 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.

**6 PSPS CHECKLISTS**

The checklist tables below are broken out by timeframes for PSPS Watch, Warning, Execution and Restoration. The tables below identify required activities specific to a PSPS event. The [PSPS Data Reporting Template.xlsx](#) defines PSPS-specific documentation requirements and timeframes.

**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	Meteorology	
	<input type="checkbox"/> Receive forecast notification and notify appropriate personnel	T & D Managing Director	
	<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)	



Public Safety Power Shutoff

<b>Listed Responsible Positions For Checklist Transition From Normal Business Titles to EPG/ECC/DOC Roles As Appropriate</b>			
<b>PSPS WATCH  7-4 DAYS PRIOR</b>	<input type="checkbox"/> Assume role of ECC Executive		SVP Power Delivery (or delegate)
	<input type="checkbox"/> Assume role of EPG Director (if activated)		CEO (or delegate)
	<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
	<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"/> Notify and coordinate with industrial accounts		RBM Coordinator
	<input type="checkbox"/> Coordinate with affected local and city government		
	<input type="checkbox"/> Identify effects on generation capability		Generation or Renewables DOC Chief
<input type="checkbox"/> Prepare affected plant personnel for de-energization (if applicable)			
<input type="checkbox"/> Develop restoration plan (if needed)			
<input type="checkbox"/> Monitor weather forecasts		Meteorology	
<input type="checkbox"/> Provide weather briefings			
<input type="checkbox"/> Identify potential circuits of concern			

# Public Safety Power Shutoff

## 6.2 PSPS WATCH CHECKLIST 72-48 HOURS 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 72-48 HOURS PRIOR</b>	<input type="checkbox"/> Direct activation of the ECC for support operations <input type="checkbox"/> Assume leadership role of situation until termination <i>Note: Consider additional staff for weather monitoring, switching plan development, and engineering support</i>	ECC Executive	
	<input type="checkbox"/> Activate the ECC, at the direction of the ECC Executive	ECC Manager	
	<input type="checkbox"/> Receive updates from the ECC Executive and provide guidance as needed	EPG Director/ CEO	
	<input type="checkbox"/> Activate Department Operations Center and assume command of situation until termination <input type="checkbox"/> Manage assets within and outside affected area	Power Delivery DOC Chief	
	<input type="checkbox"/> Update appropriate county, state, and tribal emergency management agencies, and plan cooperators call cadence (where required) cooperators call template <input type="checkbox"/> Review potential outreach activities, including, but not limited to: <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>○ See CRC Plan for specific information</li> </ul> <input type="checkbox"/> For events affecting multiple utilities, request State ESF-12 establish regular coordination calls among all affected utilities and the appropriate PUC/OEM <input type="checkbox"/> Create event areas within the Public Safety Partner Portal	ECC Liaison Officer	
	<input type="checkbox"/> PSPS website goes live	IT Representative	
	<input type="checkbox"/> Request a Work Order Number from Power Delivery Operations Support and publish for use during event	Finance Chief or ECC Manager	

Public Safety Power Shutoff

<b>PSPS WATCH</b>  <b>72-48 HOURS PRIOR</b>	<input type="checkbox"/> Monitor weather forecasts <input type="checkbox"/> Provide weather briefings <input type="checkbox"/> Refine circuits of concern	Meteorology	
	<input type="checkbox"/> Pull customer data & provide to ECC & Customer Relations Coordinator <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"/> 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	

6.3 PSPS WARNING CHECKLIST 48-24 HOURS 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 WARNING 48-24 HOURS PRIOR</b>	<input type="checkbox"/> Direct overall ECC operation <input type="checkbox"/> Provide updates to the EPG Director	ECC Executive	
	<input type="checkbox"/> Receive updates from the ECC Executive and provide guidance as needed (if activated)	EPG Director/CEO	
	<input type="checkbox"/> Manage assets within and outside affected area	DOC Section Chief	
	<input type="checkbox"/> Review and finalize switching orders based on known circumstances	Region System Operations	
	<input type="checkbox"/> Initiate appropriate Emergency Management Agency outreach <a href="#">2023 PSPS Cooperators Meeting Template .pptx</a> <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"/> Update the event in PSP Portal as needed	Liaison Officer	
	<input type="checkbox"/> Initiate appropriate customer, community-based organization, media, and business outreach <input type="checkbox"/> Coordination communication cadence and content <input type="checkbox"/> Notification posted on website, social media, and PSPS webpage <input type="checkbox"/> Issue a press statement/release <input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match	JIT (All)	
	<input type="checkbox"/> Provide notice to customers (including critical priority customers) <input type="checkbox"/> Provide direct and verified notification to AFN/MBL customers <input type="checkbox"/> Post notification on website, social media and PSPS website	Customer Relations Coordinator	
	<input type="checkbox"/> Establish CRC staffing plan	RBM Coordinator	

## Public Safety Power Shutoff

<b>PSPS WARNING</b>  <b>48-24 HOURS</b> <b>PRIOR</b>	<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 <input type="checkbox"/> Begin compiling data into PUC post event reports	Regulatory Coordinator	
	<input type="checkbox"/> PSPS Website updates	IT Representative	

# Public Safety Power Shutoff

## 6.4 PSPS WARNING 24 HOURS 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 WARNING 24 HOURS PRIOR</b>	<input type="checkbox"/> Direct overall ECC operation <input type="checkbox"/> Provide updates to the EPG Director	ECC Executive	
	<input type="checkbox"/> Receive updates from the ECC Executive and provide guidance as needed	EPG Director/ CEO	
	<input type="checkbox"/> Initiate resource gathering for de-energization and restoration tasks <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.	Power Delivery DOC Section Chief	
	<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	Power Delivery Field Incident Command	
	<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> <input type="checkbox"/> Update the event in PSP Portal as needed <input type="checkbox"/> Provide Agency Representative to Local EOC as available/requested <input type="checkbox"/> Finalize CRC mobilization See CRC Plan for specific information	Liaison Officer	
	<input type="checkbox"/> Continue customer, community-based organization, media, and business outreach <input type="checkbox"/> Coordination communication cadence and content	JIT (All)	

## Public Safety Power Shutoff

<b>PSPS WARNING</b>  <b>24 HOURS PRIOR</b>	<input type="checkbox"/> Notification posted on website, social media, and PSPS webpage <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"/> 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	Power Delivery Field Incident Command	
	<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

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 WARNING 12 HOURS PRIOR</b>	<input type="checkbox"/> Direct overall ECC operation <input type="checkbox"/> Provide updates to EPG Director)	ECC Executive	
	<input type="checkbox"/> Receive updates from the ECC Executive and provide guidance as needed (if activated)	EPG Director/ CEO	
	<input type="checkbox"/> Ensure staffing levels are appropriate for actions	Power Delivery DOC Chief	
	<input type="checkbox"/> Assign resources to appropriate circuits for de-energization and restoration	Power Delivery Field Incident Command	
	<input type="checkbox"/> Any medical customers that could not be reached are turned over to emergency services through Liaison Officer.	ECC Manager	
	<input type="checkbox"/> Continuously update Emergency Management Agencies <input type="checkbox"/> Update the event in PSP Portal as needed	Liaison Officer	
	<input type="checkbox"/> Continue outreach via media, social media, and direct customer contact <input type="checkbox"/> Coordination communication cadence and content <input type="checkbox"/> Coordination communication cadence and content <input type="checkbox"/> Notification posted on website, social media, and PSPS webpage <input type="checkbox"/> Issue a press statement/release <input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match	JIT (All)	
	<input type="checkbox"/> Provide notice to customers (including critical priority customers) <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	Customer Relations Coordinator	



## Public Safety Power Shutoff

<b>PSPS WARNING</b>  <b>12 HOURS PRIOR</b>	<input type="checkbox"/> Coordinate with affected local and city government <input type="checkbox"/> Notify and coordinate with industrial accounts	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"/> Create generation mitigation plan (if needed)	Generation or Renewables DOC Chief	

# Public Safety Power Shutoff

## 6.6 PSPS WARNING 4-1 HOURS 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>			
PSPS WARNING  4-1 HOURS PRIOR	Actions	Responsible	Complete
	<input type="checkbox"/> Direct overall ECC operation <input type="checkbox"/> Final De-energization decision <input type="checkbox"/> Provide updates to EPG Director)	ECC Executive	
	<input type="checkbox"/> Receive updates from the ECC Executive and provide guidance as needed (if activated)	EPG Director/ CEO	
	<input type="checkbox"/> Employee all call for affected area <input type="checkbox"/> Manage deployment of resources	Power Delivery DOC Chief	
	<input type="checkbox"/> Receive verification that all medical customers were contacted. If not contacted initiate welfare check through local public safety partner.	Liaison Officer	
	<input type="checkbox"/> Notify customers of de-energization via all communications methods <input type="checkbox"/> Coordination communication cadence and content <input type="checkbox"/> Notification posted on website, social media, and PSPS webpage <input type="checkbox"/> Issue a press statement/release <input type="checkbox"/> Ensure all communications channels such as website, app, and press release messages match	JIT (ALL)	
	<input type="checkbox"/> Notify customers of de-energization via all communications methods <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 with verified notification <input type="checkbox"/> Initiate real-time social media updates	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	

# 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>			
<b>PSPS EXECUTION</b>  <b>DE-ENERGIZATION</b>	Actions	Responsible	Complete
	<input type="checkbox"/> Direct overall ECC operation	ECC Executive	
	<input type="checkbox"/> Provide updates to the EPG Director		
	<input type="checkbox"/> Provide strategic guidance for any situation not covered within this plan	EPG Director/ CEO	
	<input type="checkbox"/> Execute switching orders	Region System Ops, 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	System Ops DOC Chief	
	<input type="checkbox"/> Monitor partner emergency management agencies needs	Liaison Officer	
	<input type="checkbox"/> Update the event status in PSP Portal		
	<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	JIT (All)	
<input type="checkbox"/> Notification posted on website, social media, and PSPS webpage			
<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			

## Public Safety Power Shutoff

	<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"/> Mitigate generation as directed (if needed)	Generation or Renewables DOC Chief	

### 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"/> Direct overall ECC operation <input type="checkbox"/> Terminate/demobilize de-energization response <input type="checkbox"/> Provide updates to the EPG Director	ECC Executive	
	<input type="checkbox"/> Identify order and priority of restoration	Power Delivery DOC Chief and ECC Manager	
	<input type="checkbox"/> Coordinate district patrol and restoration with field crews	Power Delivery Field Incident Command	
	<input type="checkbox"/> Notify Emergency Management Agencies of restoration initiation and ETR <input type="checkbox"/> Update the event status in PSP Portal	Liaison Officer	
	<input type="checkbox"/> Notify customers of beginning of restoration via all communications methods	JIT (All)	
	<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	Customer Relations Coordinator	
	<input type="checkbox"/> Patrol and restore in accordance with identified plan <input type="checkbox"/> Complete restoration switching	Region System Operations,	

Public Safety Power Shutoff

<b>PSPS RESTORATION</b>	<input type="checkbox"/> Record and photograph conditions found	Power delivery DOC Field Crews	
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required <input type="checkbox"/> Continue compiling data into PUC post event reports	Regulatory Affairs	
	<input type="checkbox"/> Coordination communication cadence and content <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	JIT (All)	
	<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	

6.8 PSPS EVENT END 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 EVENT END  DE-ACTIVATION</b>	<input type="checkbox"/> Verify all restoration actions are complete and terminate response <input type="checkbox"/> Deactivate the ECC <input type="checkbox"/> Provide final update to EPG Director/CEO	ECC Executive	
	<input type="checkbox"/> Communicate with appropriate state regulatory agencies as required <input type="checkbox"/> Finalize compiling data into PUC post event reports	Regulatory Affairs	
	<input type="checkbox"/> Notify customers of restoration via all communications methods	JIT (All)	
	<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	Customer Relations Coordinator	
	<input type="checkbox"/> Notify all appropriate partners of ECC deactivation and termination of response <input type="checkbox"/> Follow up on any AFN/MBL customers who have not been reached regarding restoration <input type="checkbox"/> Update the event status in PSP Portal	Liaison Officer	
	<input type="checkbox"/> Write AAR/IP and update action tracker <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	Emergency Management	

**APPENDIX A: REFERENCES**

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- Emergency Response Plan: Annex 01 External Communication and Coordination
- 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**

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**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							Mission Control
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**

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### **1. OVERVIEW**

Weather conditions can change quickly. The PSPS 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 PSPS 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 JOINT INFORMATION TEAM RESPONSIBILITIES**

If a PSPS is planned, the JIT 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 PSPS. 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 ECC 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 Hours:** Customer notification begins 48 hours prior to a forecasted event.

- PacifiCorp website updated to reflect potentially affected PSPS 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 Hours:** 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.

## Public Safety Power Shutoff

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

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 aPSPS.
- 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

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California

The following excerpts are guidance from the California Office of Emergency Services PSPS Standard Operating Guide. California specific notification procedures are a requirement and must be followed per their guidance. For a comprehensive overview of all CalOES PSPS guidelines, see the [PSPS Standard Operating Guide 2022-05-17.pdf](#)

### Section 3. Notification Process

#### 3.1 State Executive and Operational Briefings

In addition to (public safety partner and customer) notifications, Utilities are responsible for sending appropriate invitations and facilitating State Executive Briefing calls with Cal OES, CAL FIRE, and the CPUC, as well as Operational Briefings with state and local public safety partners. These calls will address weather details, posture, and actions taken by Utilities, and the scope and impacts of the PSPS event. Cal OES has provided Utilities with template briefing slides on the Cal OES IOU PSPS Hub (<https://psps-calema.hub.arcgis.com/>) to foster standardized briefings. Calls will be held when a PSPS event is forecast to affect more than 100 customers. If the event is anticipated to affect 100 customers or less, the Utility will complete and distribute its PSPS briefing slides only.

State Executive Briefings will be held from the first day of the event if the Utility submits its first notification before noon. If the notification is received by Cal OES after 1200 hours, the first briefing will occur on the following day. State Executive briefings will continue daily until the final Event Concluded notification is received by Cal OES.

PacifiCorp will hold their State Executive Briefings at 14:00 daily.

#### 3.2.1 Notifications to Cal OES

Utilities have internal processes to activate their PSPS protocols. However, once any of the five stages are activated, they must notify the California State Warning Center (CSWC) via the PSPS State Notification Form. The Online PSPS State Notification Form on the Cal OES IOU PSPS Hub is the preferred method of official notification to Cal OES during PSPS events. However, if a Utility is unable to submit the online form, the PDF PSPS State Notification Form is available on the Cal OES IOU PSPS Hub as well. Additionally, 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.

### 3.2.1.1 0700/1500 Daily Notifications

Once the initial notification has been submitted, ongoing notifications must be received by Cal OES at 0700 and 1500 hours (7:00 AM and 3:00 PM) daily through the duration of the event. Utilities may submit up to one hour early of 0700 and 1500 hours. A notification submitted within this one-hour window will satisfy the 0700/1500 hours notification requirement. For instance, if a Utility has a major scope change and submits a notification at 0615 hours, it will qualify as both the stage change and 0700 hours notification. The Utility would not be required to submit again at 0700 hours.

### 3.2.1.2 Stage Change Notifications

When an IOU progresses to the next stage of a PSPS event, i.e. moves from Stage 1 to Stage 3 when it begins de-energizations, it will submit a notification to Cal OES in a timely manner. If a stage change notification is submitted between 0600-0700 hours or 1400-1500 hours, no additional notification is needed to satisfy the 0700/1500 notification requirement mentioned in the previous section.

### 3.2.1.3 Major Scope Change Notifications

Another trigger for notifications to Cal OES from IOUs is a major scope change. Major scope changes have been defined by each IOU and are provided below.

IOU	Definition of Major Scope Change
PacifiCorp	+/- 2,000 customers

When an IOU has a change in scope that meets their stated definition of major scope change during Stage 1 of a PSPS event, no additional notifications are required. Any major scope changes will be captured in the 0700/1500 notifications.

If a major scope change occurs during Stage 2, 3, or 4, an IOU will submit a notification in a timely manner. During Stages 2, 3 and 4 of an event, if a major scope change notification is submitted between 0600-0700 hours or 1400-1500 hours, no additional notification is needed

### 3.2.1.4 Information Requirements

In advance of a Utility's actual de-energization, each Utility must provide the CSWC with real-time data of potentially impacted areas. As the PSPS event unfolds, Cal OES requires continuous real-time information for effective response operations.

Cal OES uses ESRI's Geographic Information System (GIS) tools for gathering, managing, and analyzing PSPS data provided by Utilities. The following tools are used:

- ArcGIS Pro (shapefile, Geodatabase (gdb))
- ArcGIS Online (AGOL web services)



## Public Safety Power Shutoff

Cal OES needs the following geospatial information for response operations:

- Outage areas
- Circuits
- Impacted critical customers

If available, the Utility provides the CSWC with access information to their data portal or AGOL web services upon receipt of the Notification Form.

The data portal or AGOL web service information is coordinated through the Cal OES Data and Geospatial Unit. The Utility must notify the Cal OES Data and Geospatial Unit staff of any changes in the GIS data delivery method. The Utility is responsible for its spatial data updates and tracking. ESRI AGOL web services, data portal, or GIS datasets and include circuit-level information on:

- Medical baseline and life support customer count
- Circuit status
- Monitoring
- De-energized
- Re-energized
- Period of concern
- County
- Circuit name
- Critical facilities and infrastructure, if available
- Total customers

If a Utility cannot provide ESRI AGOL web services, data portal access, or GIS data sets, the Utility must provide real-time continuous updates in PDF forms and PDF maps.

### **Section 5: Battle Rhythm – PSPS Operational Activity Matrix**

The Operational Activity Matrix provides a time-phased list of actions in response to a PSPS event in California. Depending on the duration or intensity of the event, some actions may continue throughout subsequent phases of response.

***The below actions are in addition to the PacifiCorp PSPS Checklist items***

Time	Action
Ongoing through event	<input type="checkbox"/> Submit <i>Online PSPS State Notification Form</i> or the <i>PDF</i> version to the CSWC at 0700 and 1500 hours (refer to 3.2.1.1 & 3.2.1.2)

Public Safety Power Shutoff

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Facilitates State Executive Briefings and local Operational Briefings – PacifiCorp scheduled for 14:00</li> </ul>
<b>72 hours prior to weather event</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Simultaneously notifies the CPUC via email and the CSWC via the Online PSPS State Notification <i>Form</i> or the <i>PDF</i> version</li> </ul>
<b>48 hours prior to weather event</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Initiates request for CRC assets (CRC required in California)</li> </ul>
<b>Weather event starts/de-energization</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sends notification of Decision to De-energize to CSWC via <i>Online PSPS State Notification Form</i> or the <i>PDF version</i> and CPUC via email</li> <li><input type="checkbox"/> Sends notification of De-energization Initiated to CSWC via <i>Online PSPS State Notification Form</i> or the <i>PDF version</i> and CPUC via email</li> </ul>
<b>Re-energization initiated</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sends notification of re-energization initiated to CSWC via Online PSPS State Notification Form or the PDF version and CPUC via email</li> </ul>
<b>Event concluded</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Sends Event Concluded notification to CSWC via <i>Online PSPS State Notification Form</i> or the <i>PDF version</i> and CPUC via email once all lines have been restored.</li> <li><input type="checkbox"/> If no lines de-energized, notification is submitted once period of concern has passed</li> <li><input type="checkbox"/> Begins to prepare PSPS Post Event Report for CPUC</li> </ul>

CALOES OS STANDARD OPERATING GUIDE.PDF



**ATTACHMENT 1**

**REDACTED**

# Modoc County PSPS Tabletop and Functional Exercise

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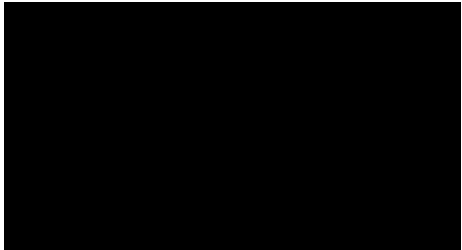
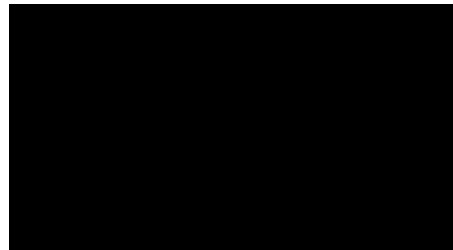
After-Action Report/Improvement Plan

May 22, 2024, and June 25, 2024.

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>	Modoc County PSPS Tabletop and Functional Exercise
<b>Exercise Dates</b>	May 22, 2024, (TTX) and June 25, 2024, (Functional Exercise)
<b>Scope</b>	<p>Tabletop exercise to deliver a public safety power shutoff workshop and community resource center demonstration held in Alturas, California, with option for virtual attendance. The four-hour exercise limited play to affected areas – no other incidents exist at exercise start. A community resource center was set up on location for demonstration purposes.</p> <p>Functional exercise planned for three hours from the participants home location focused on communications that occur with the public and public safety partners during a public safety power shutoff. Exercise play is limited to the identified affected area. No other incidents exist at exercise start.</p>
<b>TTX Focus Area(s)</b>	<ul style="list-style-type: none"> <li>• Response</li> <li>• Recovery</li> </ul>
<b>FE Focus Area(s)</b>	<ul style="list-style-type: none"> <li>• Response</li> <li>• Recovery</li> </ul>
<b>TTX Capabilities</b>	<ul style="list-style-type: none"> <li>• Operational Coordination</li> <li>• Operational Communications</li> <li>• Mass Care Services</li> <li>• Infrastructure Systems</li> <li>• Public Information and Warning</li> <li>• Planning</li> </ul>
<b>FE Capabilities</b>	<ul style="list-style-type: none"> <li>• Public Information and Warning</li> </ul>
<b>TTX Objectives</b>	<ol style="list-style-type: none"> <li>1. Build confidence in Pacific Power’s PPS decision making process utilizing current situational awareness tools.</li> <li>2. Provide and evaluate detailed overview of Pacific Power’s notification processes and identify external partners notification procedures.</li> <li>3. Explain and evaluate community resource center scope and purpose in a PPS event and compare plans to support impacted community members.</li> <li>4. Assess Pacific Power’s plans for allocating resources during PPS events.</li> <li>5. Validate current options and capabilities for supporting individuals with access and functional needs.</li> </ol>

<b>Exercise Name</b>	Modoc County PSPS Tabletop and Functional Exercise	
<b>FE Objectives</b>	<ol style="list-style-type: none"> <li>1. Evaluate Pacific Power’s ECC activation, communications procedures, and tools throughout a PSPS event</li> <li>2. Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners</li> </ol>	
<b>Threat/Hazard</b>	Extreme fire weather and environmental conditions	
<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>	Pacific Power, Modoc County Sheriff’s Office, Modoc County Public Health, Modoc Medical Center, Modoc County Office of Emergency Services, Modoc County Administration, Lake County Sheriff’s Office, California Office of Emergency Services, CalFire, Bureau of Land Management, U.S. Forest Service, City of Alturas Public Works, City of Alturas Fire Marshal’s Office, Siskiyou County Office of Emergency Services, AT&T, DHS Cyber Security, California Public Utilities Commission	
<b>Point of Contact</b>		

**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	Exercise (TTX/FE)	Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Build confidence in Pacific Powers PSPS decision making process utilizing current situational awareness tools.	TTX	Planning	P			
Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures.	TTX	Public Information and Warning	P			
Explain and evaluate Community Resource Center scope and purpose in a PSPS event and compare plans to support impacted community members.	TTX	Mass Care Services	P			



Objective	Exercise (TTX/FE)	Capability	Performed without Challenges (P)	Performed with Some Challenges (S)	Performed with Major Challenges (M)	Unable to be Performed (U)
Assess Pacific Powers plans for allocating resources during PSPS events	TTX	Planning	P			
Validate current options and capabilities for supporting individuals with access and functional needs	TTX	Mass Care Services	P			
Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event	FE	Public Information and Warning	P			
Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners	FE	Public Information and Warning	P			

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.

## Tabletop Exercise

### LESSONS LEARNED

The 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 of the exercise.

### Tabletop Exercise Hotwash

#### Strengths

- The workshop provided useful information for policy, process and organizational updates.
- The public safety portal will be a valuable tool for providing necessary information to affected areas in the event of emergency.
- Purpose of exercise was clear, and the exercise was presented and executed well.
- Including representatives from public safety partners, public health, area tribal organizations, county administration, area hospitals, communications and utility organizations was beneficial for discussion and coordination of efforts.
- Demonstration of how situational awareness informs decision-making processes was valuable.
- The communication process in the period leading up to a PSPS was clearly demonstrated.
- Local service personnel participation provided insight for the inspection and restoration process.
- Discussion sections at the end of each module provided the opportunity to better understand processes and determine areas for improvement.
- Participants look forward to the demonstration of a community resource center provided onsite by FireDAWG.

#### Areas for Improvement

While in-room discussion was productive, there was no feedback provided by way of completed survey forms distributed via email and directly to exercise participants; survey forms allow participants to provide feedback directly instead of in a group setting. Consider allowing time at the end of exercise to allow in-person participants to complete the survey. Request responses from virtual participants within specific time periods and follow up if not returned. Receipt of feedback from exercise participants will aid in further development or improvement of Pacific Power's process. Continue regular work and discussion with public safety partners to build relationships and improve upon existing processes.

**Objective 1**

Build confidence in Pacific Power's PSPS decision-making process utilizing current situational awareness tools.

**Capabilities: Planning****Strengths**

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

- The workshop provided useful information for policy, process and organizational updates.
- The public safety portal will be a valuable tool for providing necessary information to affected areas in the event of emergency.
- Demonstration of how situational awareness informs decision-making processes was valuable.
- Discussion sections at the end of each module provided the opportunity to better understand processes and determine areas for improvement.

**Areas for Improvement**

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

No suggestions received; however, Pacific Power will continue regular discussion with public safety partners for process improvement.

**Objective 2**

Provide and evaluate detailed overview of Pacific Power's notification processes and identify external partner's notification procedures.

**Capabilities: Public Information and Warning****Strengths**

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

- Including representatives from public safety partners, public health, area tribal organizations, county administration, area hospitals, communications and utility organizations was beneficial for discussion and coordination of efforts.
- Discussion sections at the end of each module provided the opportunity to better understand processes and determine areas for improvement.

**Areas for Improvement**

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

No suggestions received; however, Pacific Power will continue regular discussion with public safety partners for process improvement.

**Objective 3**

Explain and evaluate the community resource center scope and purpose in a PSPS event; and compare plans to support impacted community members.

**Capabilities: Mass Care Services****Strengths**

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

- The communication process in the period leading up to a PSPS was clearly demonstrated.
- Including representatives from public safety partners, public health, area tribal organizations, county administration, area hospitals, communications and utility organizations was beneficial for discussion and coordination of efforts.
- Participants look forward to the demonstration of a community resource center provided onsite by FireDAWG.

**Areas for Improvement**

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

No suggestions received; however, Pacific Power will continue regular discussion with public safety partners for process improvement.

**Objective 4**

Assess Pacific Power's plans for allocating resources during PSPS events.

**Capabilities: Planning****Strengths**

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

- Purpose of exercise was clear, and the exercise was presented and executed well.
- Local service personnel participation provided insight for the inspection and restoration process.
- Discussion sections at the end of each module provided the opportunity to better understand processes and determine areas for improvement.

**Areas for Improvement**

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

No suggestions received; however, Pacific Power will continue regular discussion with public safety partners for process improvement.

**Objective 5**

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

**Capabilities: Mass Care Services****Strengths**

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

- The communication process in the period leading up to a PSPS was clearly demonstrated.
- The public safety portal will be a valuable tool for providing necessary information to affected areas in the event of emergency

**Areas for Improvement**

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

No suggestions received; however, Pacific Power will continue regular discussion with public safety partners for process improvement.

## Functional Exercise

### LESSONS LEARNED

The 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 of the exercise.

### Functional Exercise Hotwash

#### Strengths

- Public communication from the utility is consistent with the plan in its PSPS execution playbook.
- Direct contact with AFN customers to ensure customer is prepared in the event of PSPS.
- Coordinated effort from communications and customer service to deliver timely and relevant updates for customers, while managing potentially misleading information.
- Public safety partner portal access was straightforward and managed with minimal effort.
- Public safety partners stated the portal will be an effective tool in providing the information they need in the event of PSPS.
- Modoc County advised the ability to view AFN customer information in the portal will be a valuable resource to begin advanced community outreach and push information to healthcare facilities.

#### Areas for Improvement

- Limited engagement from participating public safety partners. Consider including prompting questions throughout process.
- Additional training needed for public safety partner portal (relative to setting preferences for communications and service territory setup).

#### Objective 1

Evaluate Pacific Power's ECC activation, communications procedures, and tools throughout a PSPS event.

#### Capabilities: Public Information and Warning

#### Strengths

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

- Communication from the utility is consistent with the plan in its PSPS execution playbook.
- Direct contact with AFN customers to ensure customer is prepared in the event of PSPS.
- Coordinated effort from communications and customer service to deliver timely and relevant updates for customers, while managing potentially misleading information is exceptional.

**Areas for Improvement**

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

Limited engagement from participating public safety partners; having additional detail about their actions at each stage of the process will aid in further development or improvement of Pacific Power's process. Consider asking prompting questions of the participants throughout the exercise to understand their process and to improve exercise engagement.

**Objective 2**

Evaluate the public safety partner portal for ease of information sharing and dissemination to public safety partners.

**Capabilities: Public Information and Warning****Strengths**

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

- Public safety partner portal access was straightforward and managed with minimal effort.
- Public safety partners stated the portal will be an effective tool in providing the information they need in the event of PSPS.
- Modoc County advised the ability to view AFN customer information in the portal will be helpful to begin advance outreach and push information to healthcare facilities.

**Areas for Improvement:**

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

Participant inquiries regarding settings and preferences for public safety portal view and communications. Formal training sessions for portal access and use will be provided along with portal use reference materials.



## Appendix A: IMPROVEMENT PLAN

This IP is developed specifically for Pacific Power for the Modoc County PSPS exercises conducted on May 22, 2024, and June 25, 2024.

Capability	Area for Improvement	Corrective Action	Responsible Party	Start Date	Completion Date
<b>Planning</b>	While in-room discussion was productive, there was no feedback provided by way of completed survey forms distributed via email and directly to exercise participants; survey forms allow participants to provide feedback directly instead of in a group setting.	Consider allowing time at the end of exercise to allow in-person participants to complete the survey. Request responses from virtual participants within specific time periods and follow up if not returned. Receipt of feedback from exercise participants will aid in further development or improvement of Pacific Power's process. Continue regular work and discussion with public safety partners to build relationships and improve upon existing processes.	Pacific Power		To be completed with 2025 exercises.

<p><b>Public Information and Warning</b></p>	<p>Limited engagement from participating public safety partners; having additional detail about their actions at each stage of the process will aid in further development or improvement of Pacific Power’s process.</p>	<p>Consider asking prompting questions of the participants throughout the exercise to understand their process and to improve exercise engagement.</p>	<p>Pacific Power</p>		<p>To be completed with 2025 exercises.</p>
<p><b>Public Information and Warning</b></p>	<p>Participant inquiries regarding settings and preferences for public safety portal view and communications.</p>	<p>Formal training sessions for portal access and use will be provided along with portal use reference materials.</p>	<p>Pacific Power</p>	<p>Schedule TBD</p>	<p>Completion TBD</p>

## APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
<b>Federal</b>
United States Forest Service (USFS)
Bureau of Land Management (BLM)
Cybersecurity and Infrastructure Security Agency (CISA)
<b>State</b>
California Governor's Office of Emergency Services (CalOES)
California Department of Forestry and Fire Protection (CalFire)
California Public Utilities Commission (CPUC)
<b>Modoc County</b>
Office of Emergency Services
County Health Services
County Public Works
Fire Marshal's Office
County Sheriff's Office
<b>Siskiyou County</b>
Office of Emergency Services
<b>Lake County</b>
County Sheriff's Office
<b>City</b>
City of Alturas Public Works
City of Alturas Fire Marshal's Office
<b>Telecommunications</b>
Verizon
AT&T
<b>Private Partner Agencies</b>
Pacific Power

<b>Participating Organizations</b>
PG&E
FireDAWG
Modoc Medical Center

**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

Acronym	Term
PP	Pacific Power
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 27, 2024

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Nora Yotsov, Emergency Management Director

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Date

**ATTACHMENT 2**



## Exercise Evaluation Guide

**Exercise Name:** 2024 Modoc County PSPS Functional Exercise

**Exercise Date:** June 25, 2024

**Jurisdiction/Organization:** Pacific Power & Modoc County

**Venue:** Virtual/Work Locations

Response
<p><b>Exercise Objective(s):</b></p> <ol style="list-style-type: none"> <li>1. Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event</li> <li>2. Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners</li> </ol>
<p><b>Core Capability: Public Information and Warning</b></p> <p>Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.</p>
<p><b>Organizational Capability Target 1:</b> Deliver enhanced messaging to partner, customers, community-based organizations, media and business outreach</p> <p>Critical Task: 48-hour – event restoration communications to customers (including critical priority &amp; AFN/MBL customers)</p> <p>Critical Task: Utilize Public Safety Partner Portal to share GIS and critical facility information</p> <p><b>Source(s): PacifiCorp Public Safety Power Shutoff Playbook</b></p>

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
<p>Deliver enhanced messaging to partner, customers, community-based organizations, media and business outreach</p>	<p>Critical Task 1: 48 hours prior – event restoration communications to customers (including critical priority &amp; AFN/MBL customers)</p> <p>Critical Task 2: Utilize Public Safety Partner Portal to share GIS and critical facility information</p>	<p>All messaging is delivered in English and Spanish.</p> <p>48 hours in advance of a PSPS event: Corporate communications and customer service mission control work together to deliver an initial communication (email and text in English and Spanish) to customers to advise of pending public safety power shutoff, to explain what precautions the company is taking in preparation for the event, and to direct customers to the Pacific Power external website for additional updates and information regarding the event.</p> <p>Customer service mission control – will initiate telephone contact of the company’s access and functional needs/medical baseline customers; the representative conducts a verbal wellness check in with the customer and confirms the customer is aware of and prepared for the pending PSPS event.</p> <p>Attending public safety partners confirmed receipt of information via the public safety portal.</p> <p>24 hours in advance of a PSPS event: Customer service mission control confirmed that – in the event the company was not able to make direct contact with AFN/MBL customer – they will work with local public safety partners to request a physical welfare check of the customer concerned. Modoc county sheriff Renae Sweet confirmed the county would work with local public health officials to have an in-person check completed. Customer service assigns dedicated staff to monitor for incoming calls for AFN/MBL customers; additional staffing is brought in as necessary to ensure coverage for customer concerns.</p> <p>Corporate communications confirmed consistent delivery of messages and monitoring of messages for customer commentary on social media. All customer inquiries are addressed within an hour; Inconsistent or inaccurate comments are addressed immediately with correct information to mitigate the spread of misinformation. Messaging includes the availability and location of community resource centers, directs customers to the public website for outage information.</p>	<p>P</p>

Organizational Capability Target	Associated Critical Tasks	Observation Notes and Explanation of Rating	Target Rating
<p>Deliver enhanced messaging to partner, customers, community-based organizations, media and business outreach</p>	<p>Critical Task 1: 48 hours prior – event restoration communications to customers (including critical priority &amp; AFN/MBL customers)                      Critical Task 2: Utilize Public Safety Partner Portal to share GIS and critical facility information</p>	<p>Attending public safety partners confirmed receipt of information via the public safety portal</p> <p>Four hours prior to a PSPS event corporate communications and customer service continue to deliver consistent messaging regarding the availability of community resource centers; advising customers of the presence of service personnel actively working in the area; and continue outreach to AFN/MBL customers. Messaging frequency is dictated by the event.</p> <p>At the point of restoration, communications and customer service will begin messaging to advise that service restoration is in progress, customers are directed to the outage notifications map to see real-time updates and advised to contact customer service if service is not restored as indicated.</p>	<p style="text-align: center;"><b>P</b></p>

**Final Core Capability Rating:**

Evaluator Information
Evaluator Name: Traci Schultz
Evaluator Email: <a href="mailto:traci.schultz@pacificorp.com">traci.schultz@pacificorp.com</a>
Evaluator Phone: (503) 348-7328

Ratings Key
P: Performed without challenges
S: Performed with some challenges
M: Performed with major challenges
U: Unable to be performed

## Ratings Definitions

<b>Performed without Challenges (P)</b>	The targets and critical tasks associated with the core 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.
<b>Performed with Some Challenges (S)</b>	The targets and critical tasks associated with the core 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.
<b>Performed with Major Challenges (M)</b>	The targets and critical tasks associated with the core 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.
<b>Unable to be Performed (U)</b>	The targets and critical tasks associated with the core capability were not performed in a manner that achieved the objective(s).

**ATTACHMENT 3**

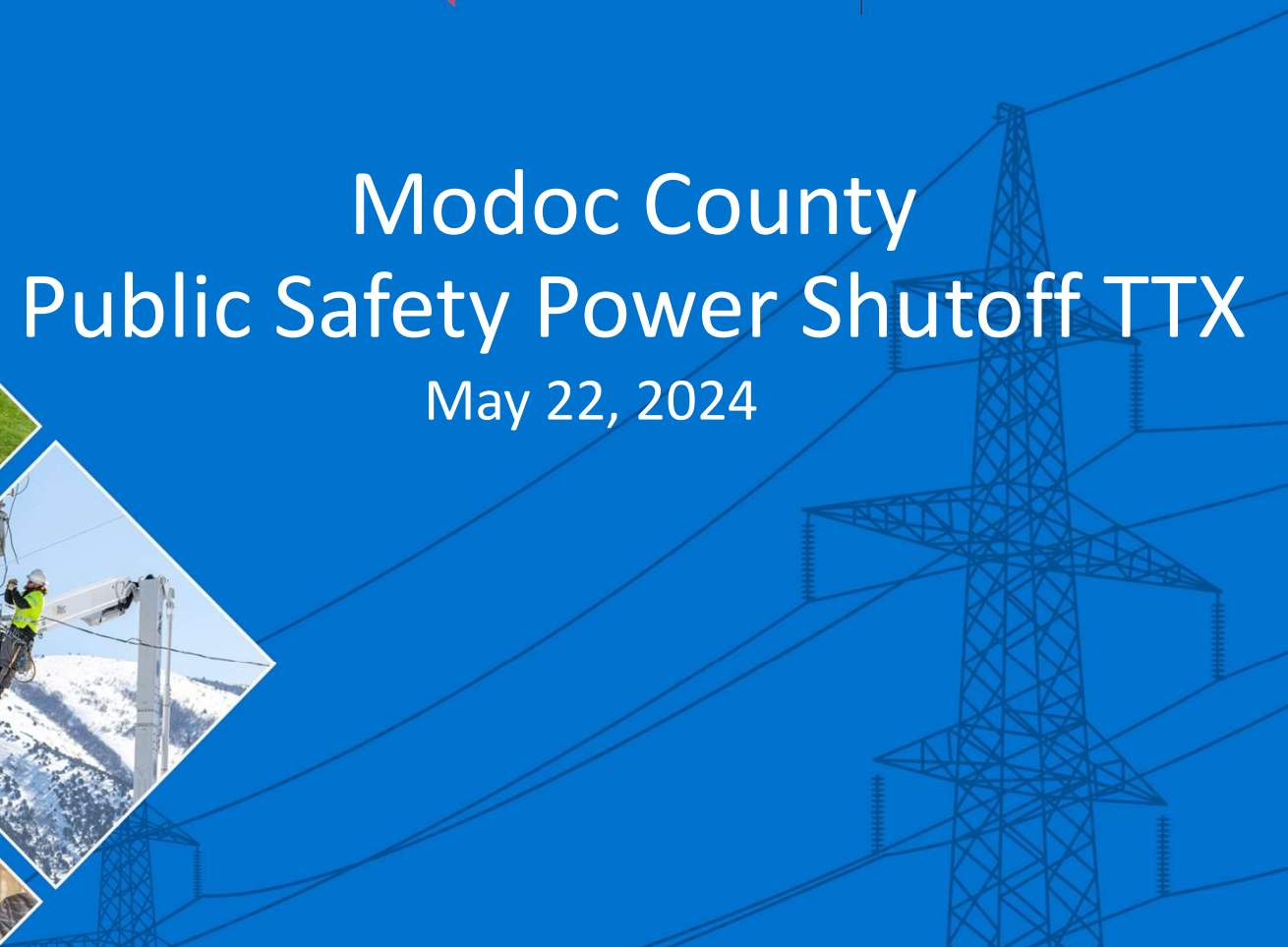
**REDACTED**



Pacific Power  
Rocky Mountain Power

# Modoc County Public Safety Power Shutoff TTX

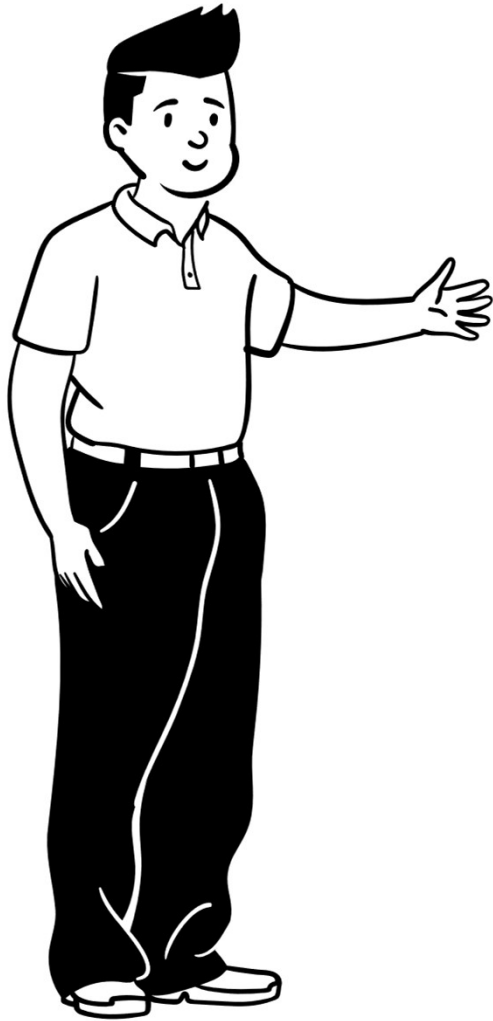
May 22, 2024





# Introductions

- Name
- Role and Organization



## Administrative Remarks

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



# Agenda

Event	Time
Sign in & Snacks	8:30 AM
Welcome and Introductions	9:00 AM
Pacific Power PSPS Plan & PSP Workshop	9:10 AM
Exercise Overview	9:25 AM
Module 1: Event Notification	9:35 AM
Module 2: 48 Hours Prior to Event	9:55 AM
Break	10:25 AM
Module 3: 24 Hours Prior to Event	10:45 AM
Module 4: Event Initiation to All Clear	11:05 AM
Break	11:25 AM
Module 5: Restoration	11:35 AM
Hotwash	11:45 AM
End of Exercise & Closing Comments	12:00 PM
Lunch at the CRC Demo	12:05 PM



# Workshop



# Pacific Power Emergency Response Structure



# Emergency Response Plan Updates

- Updated governance due to reorganization of executive leadership
- Merged elements of previous Annexes into the Emergency Response Plan
  - Governance Transfer
  - Executive Policy Group
  - Emergency Coordination Center
  - Department Operations Center
  - On Scene Incident Response
  - Resourcing and Mutual Assistance
  - Training and Exercises
  - Internal Emergency Communications
- Updated and reorganized Annex 09 External Communications; renamed as Annex 01 External Emergency Coordination and Communication



# PSPS Plan Updates

## **PSPS Execution Playbook Updates**

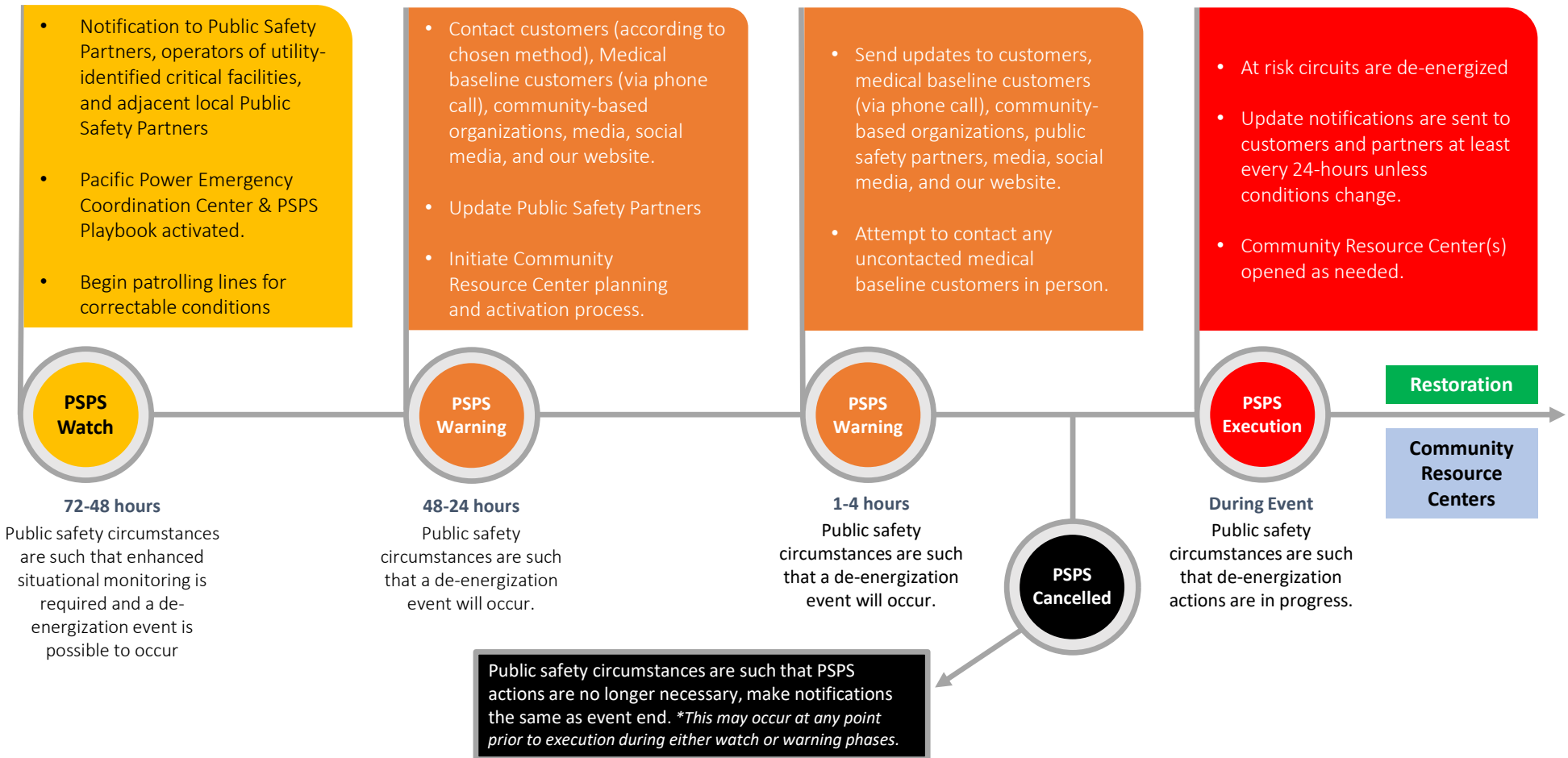
- Glossary update to match appropriate acronyms within the document
- Position duty adjustments to meet new terminology and responsibilities
- Removed organization structure charts
- Refined Joint Information Team responsibilities

## **Community Resource Center Plan**

- Terminology alignment
- Contact information updates



# Public Safety Power Shutoff (PSPS)





<https://psp.pacificpower.net>

Welcome to the Public Safety Portal

Click the button below to sign in and access the application

SIGN IN

Registration Request Forms

PARTNER USER

PARTNER ORGANIZATION

CRITICAL FACILITY

PACIFICORP USER

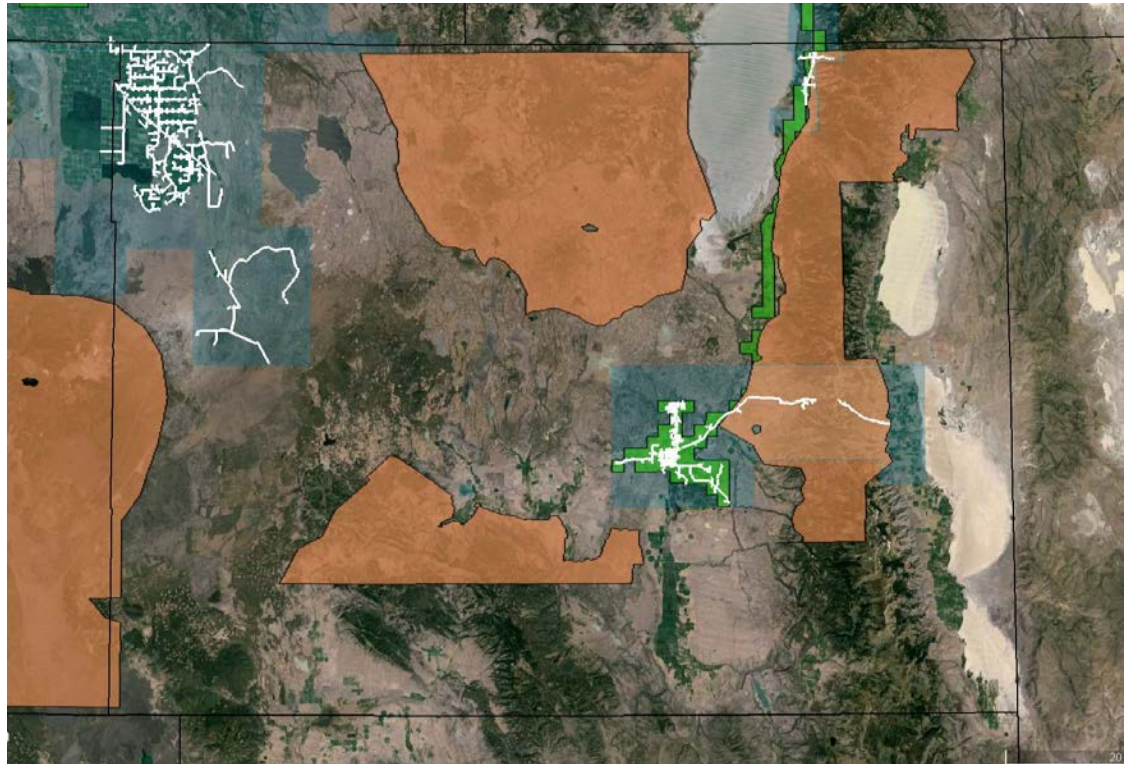


# Tabletop Exercise

# Exercise Scope

## 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 Power's PSPS decision making process utilizing current situational awareness tools	Response-Operational Communications, Response - Planning
2) Provide and evaluate a detailed overview of Pacific Power's notification processes and identify external partner's notification procedures	Response-Public Information and Warning
3) Explain and evaluate the Community Resource Center scope & purpose in a PSPS event and compare plans to support impacted community members	Response-Mass Care Services
4) Assess Pacific Power's 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

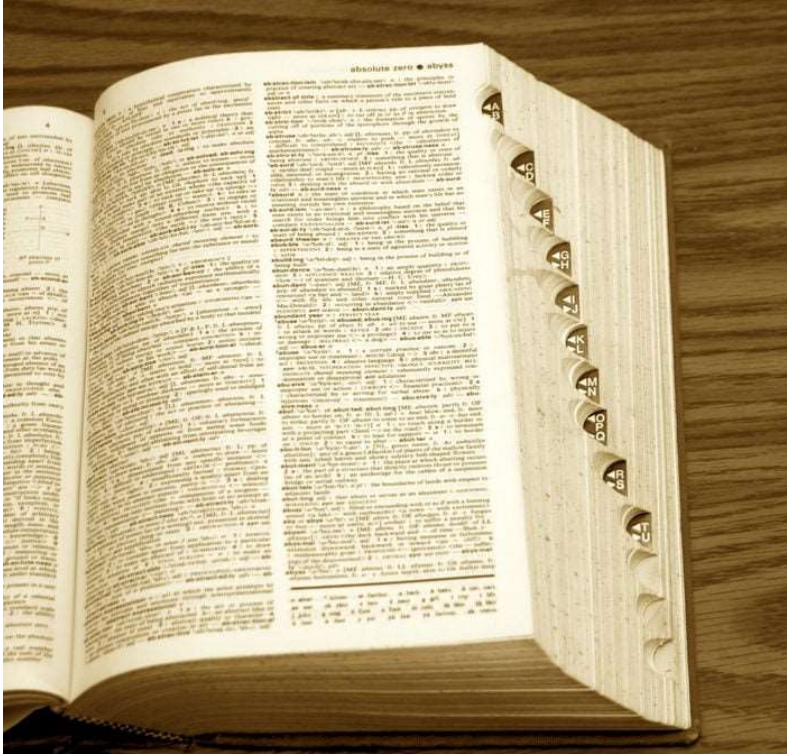
## Hotwash Thoughts:


- 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



# Exercise Tools

- Utilize the situation manual for acronyms, definitions, agendas, plan overviews, and participant surveys





# Module 1

## Event Notification



# 7 Day Forecast

- **Medium and long-range models indicate the potential for a high wind event for parts of the Alturas and Lakeview 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.

**PSPS Watch**

PSPS Warning

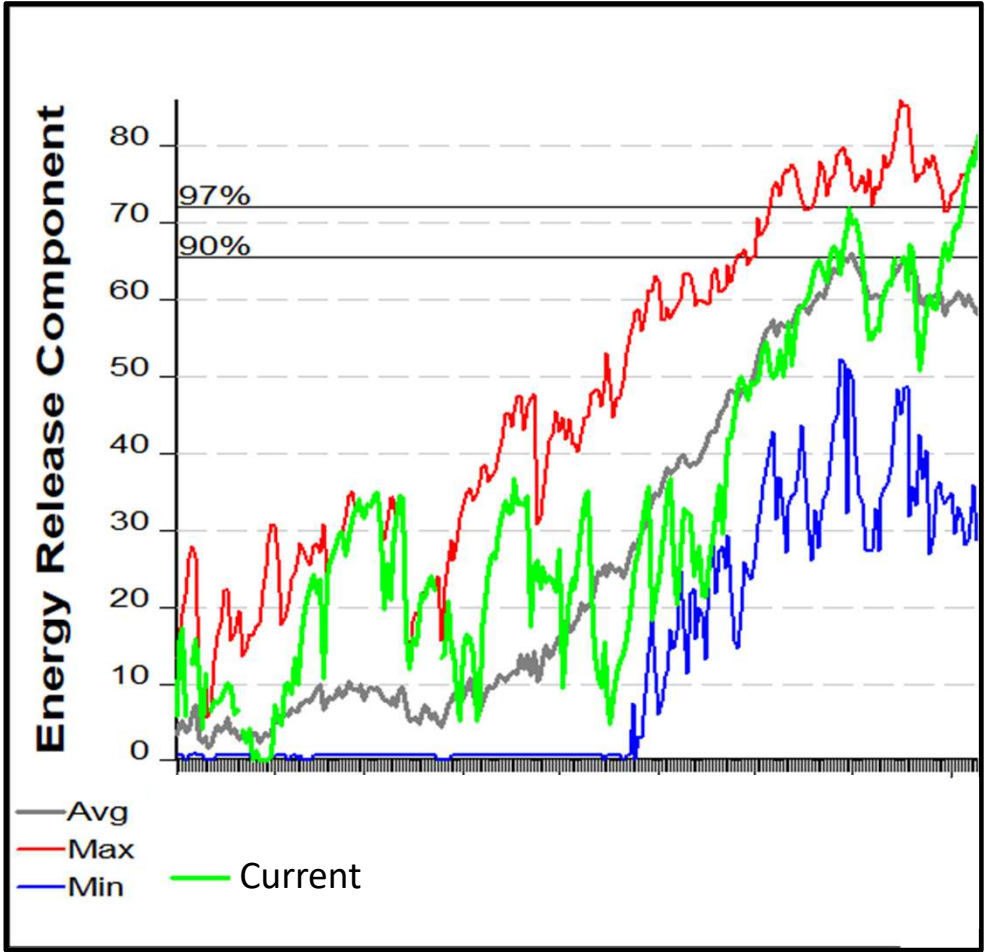
PSPS Execution





# Fuels and Fire Weather Discussion

- Fuels in the Alturas and Lakeview districts 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 Modoc County.
- Computer models are showing a period of potentially strong, dry gusty winds and low relative humidity (RH) during this period.



# Discussion

Pacific Power

*What internal actions are taking place?*



# 72-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
					T					
<b>SOUTH WIRES</b>										
Crescent City Area	Crescent City	Green	Green				Green	Green	Green	Green
Grants Pass Area	Grants Pass	Green	Green				Green	Green	Green	Green
Klamath Falls Area	Alturas	Green	Green				Green	Green	Green	Green
	Klamath Falls	Green	Green				Green	Green	Green	Green
	Lakeview	Green	Green				Green	Green	Green	Green
	Tulelake	Green	Green				Green	Green	Green	Green
Medford Area	Medford	Green	Green				Green	Green	Green	
Yreka Area	Mt. Shasta	Green	Green				Green	Green	Green	Green
	Yreka	Green	Green				Green	Green	Green	Green

**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 Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

## Fire Weather and Fuels

- ERC is at record levels and the internal Fire Potential Index (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. Relative humidity values will be below 15%, with poor overnight recovery.

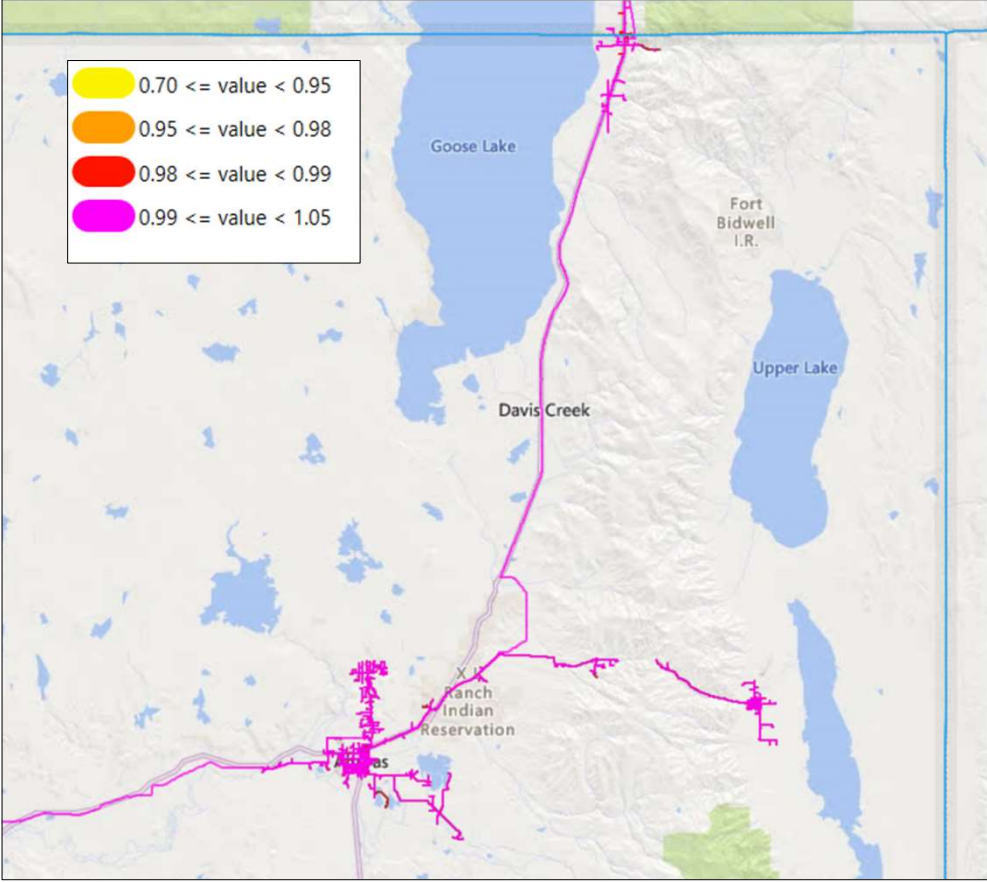
PSPS Watch

PSPS Warning

PSPS Execution



# 72-hr FORECAST – GREATER Wind Gusts and Percentiles



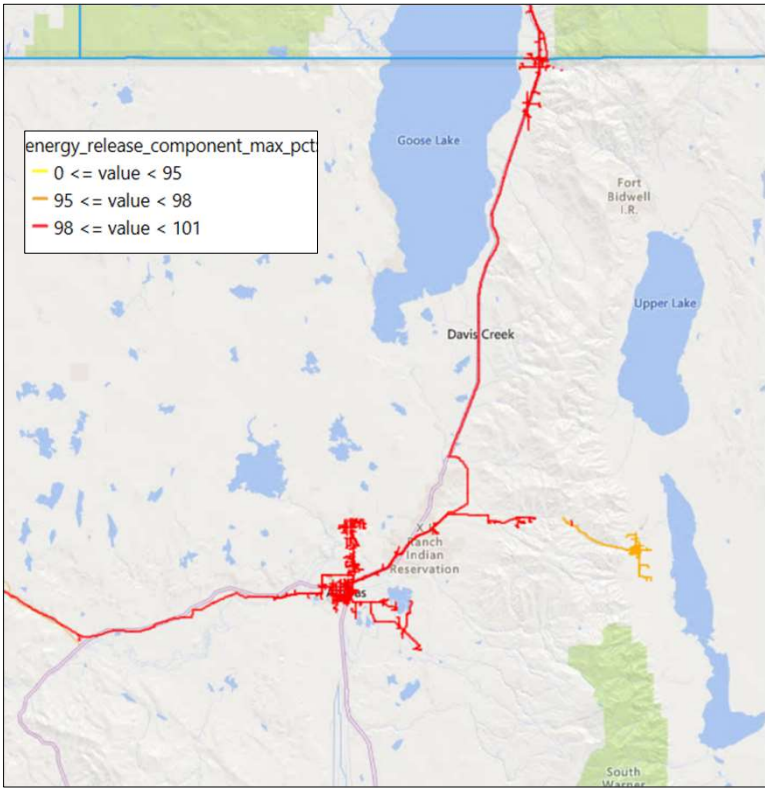
- PacifiCorp’s inhouse WRF models is showing wind gusts exceeding the 99<sup>th</sup> percentile all locations in the Alturas and Lakeview districts for the upcoming wind event.
- Forecasted Wind Speeds:
  - Alturas: 55 mph
  - Surprise Station: 65+ mph
  - New Pine Creek: 65 + mph

**PSPS Watch**    PSPS Warning    PSPS Execution

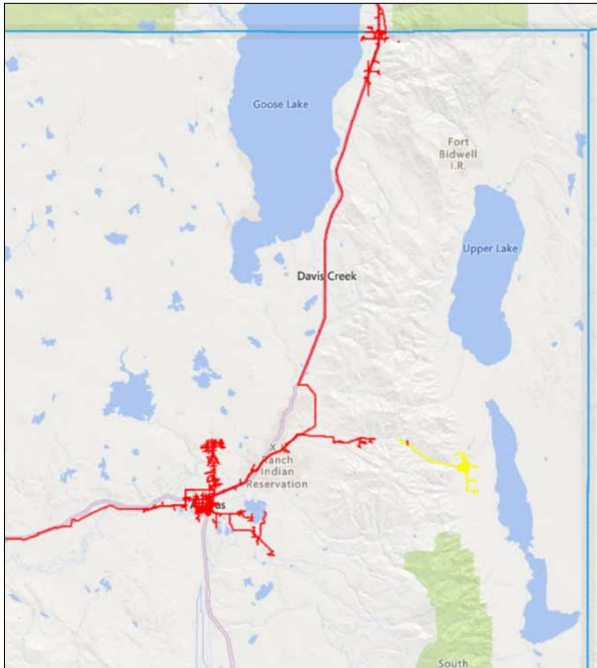


# Fuels Discussion

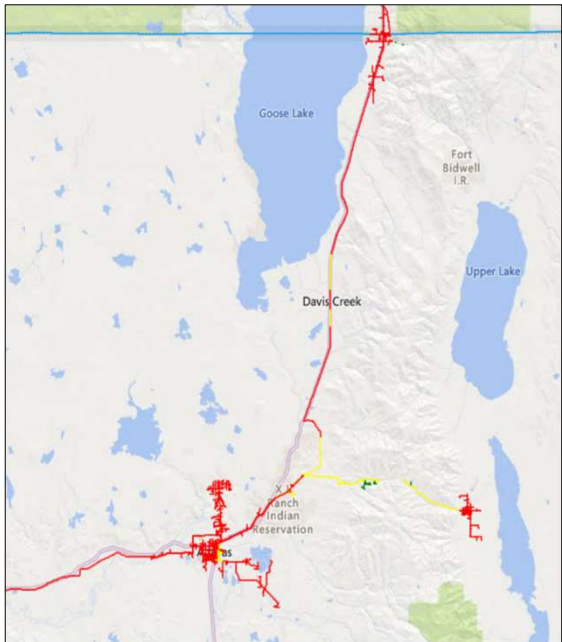
## Energy Release Component (ERC)



## 10 hour fuels



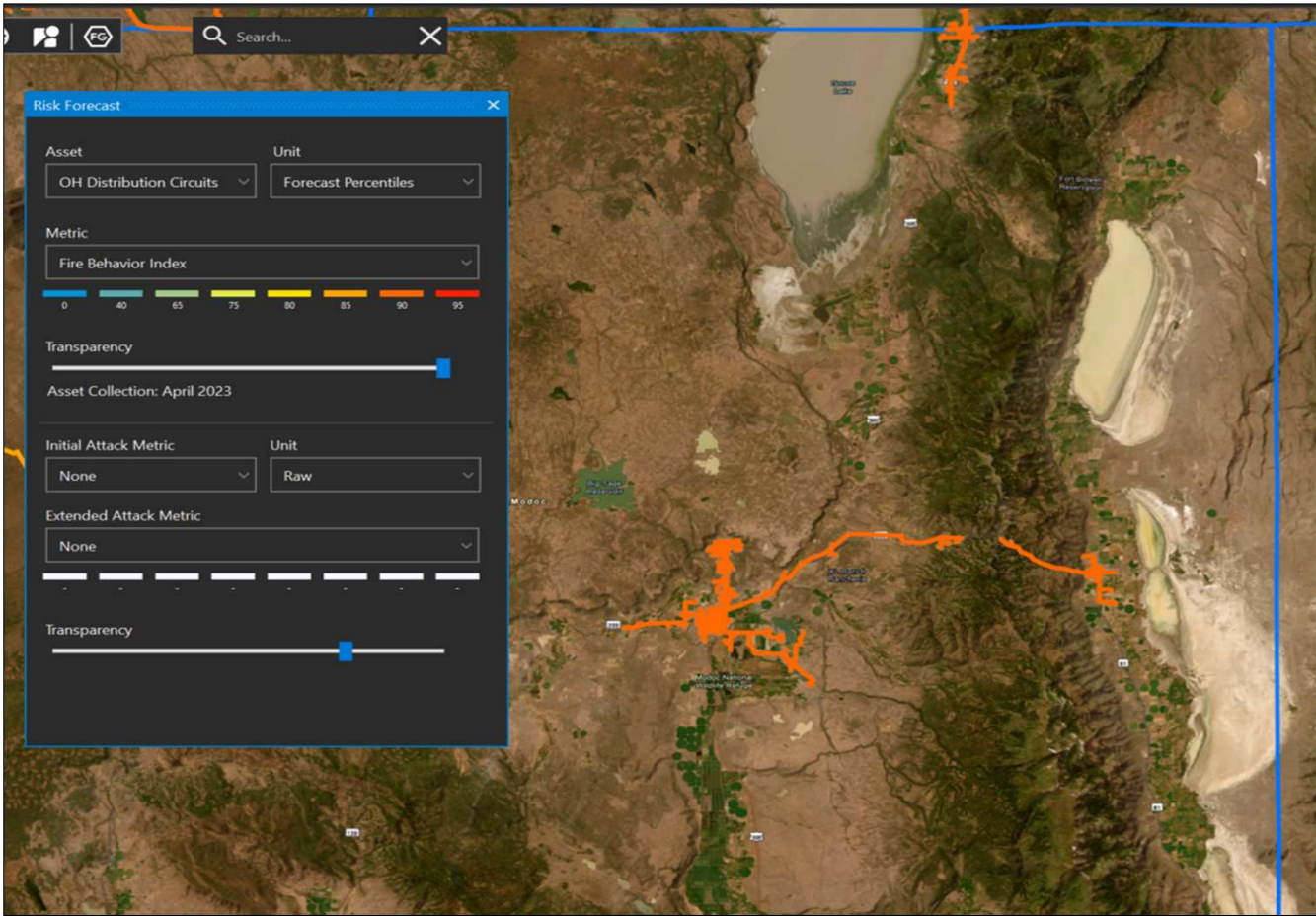
## 100 hour fuels



**PSPS Watch**    PSPS Warning    PSPS Execution



# Fire Behavior Index



PSPS Watch

PSPS Warning

PSPS Execution



# Affected Circuits

Circuit 5L105 – 123 customers

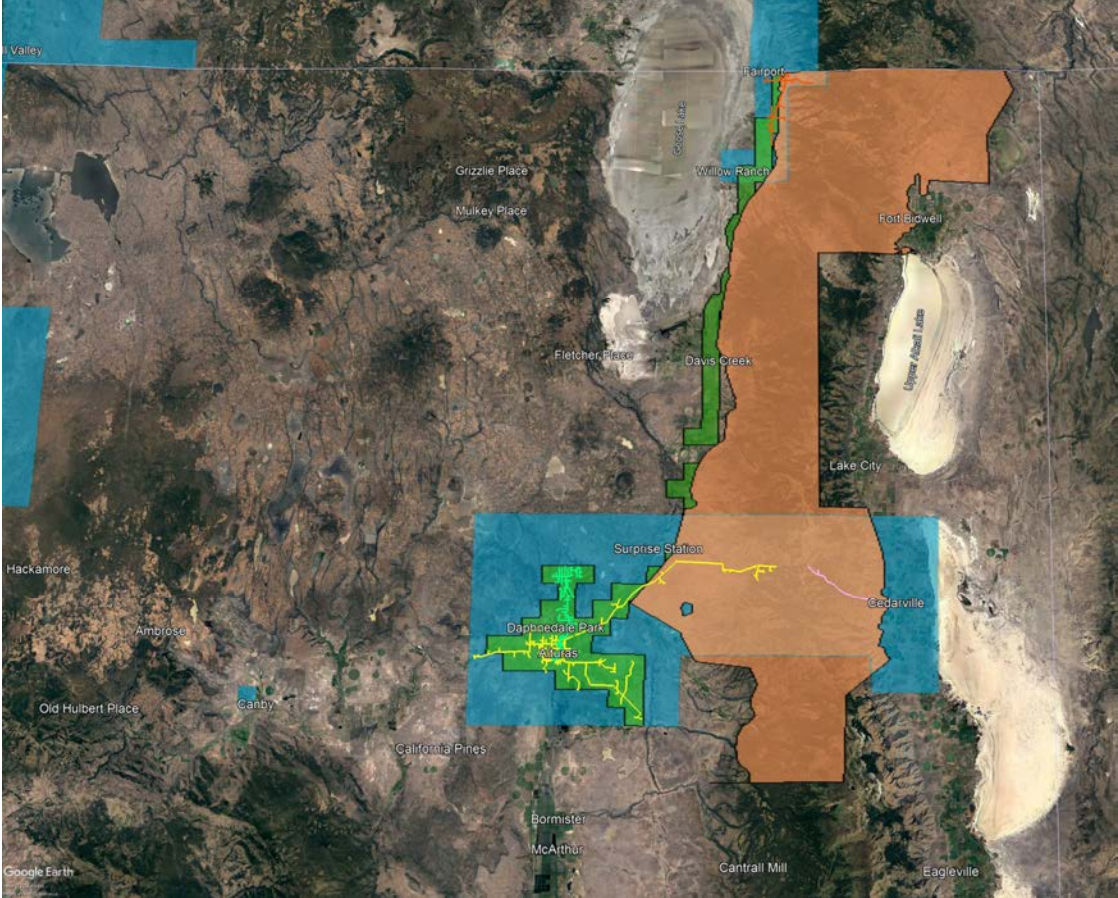
Circuit 5L86 – 894 customers

Circuit 5L87 – 1,395 customers

Circuit 5L97 – 342 customers

**Total customers potentially affected by PSPS:  
2,754**

<b>PSPS Watch</b>	PSPS Warning	PSPS Execution
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# Discussion

## Pacific Power

*What internal actions are taking place?*

*Who is being contacted?*

## Public Sector

*When contacted what actions would your agency complete in advance of additional outreach?*

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



15-minute Break

00:00





# 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	Response	Wx	F	Wx	F
SOUTH WIRES										
Crescent City Area	Crescent City	Green	Green				Green	Green	Yellow	Yellow
Grants Pass Area	Grants Pass	Green	Green				Green	Green	Yellow	Yellow
Klamath Falls Area	Altura	Green	Green				Green	Green	Yellow	Yellow
	Klamath Falls	Green	Green				Green	Green	Red	Red
	Lakeview	Green	Green				Green	Green	Red	Red
	Tulelake	Green	Green				Green	Green	Red	Red
Medford Area	Medford	Green	Green				Green	Green	Yellow	Yellow
Yreka Area	Mt. Shasta	Green	Green				Green	Green	Yellow	Yellow
	Yreka	Green	Green				Green	Green	Yellow	Yellow

## Fire Weather and Fuels

- ERCs are at record levels. 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 Modoc 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.

**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

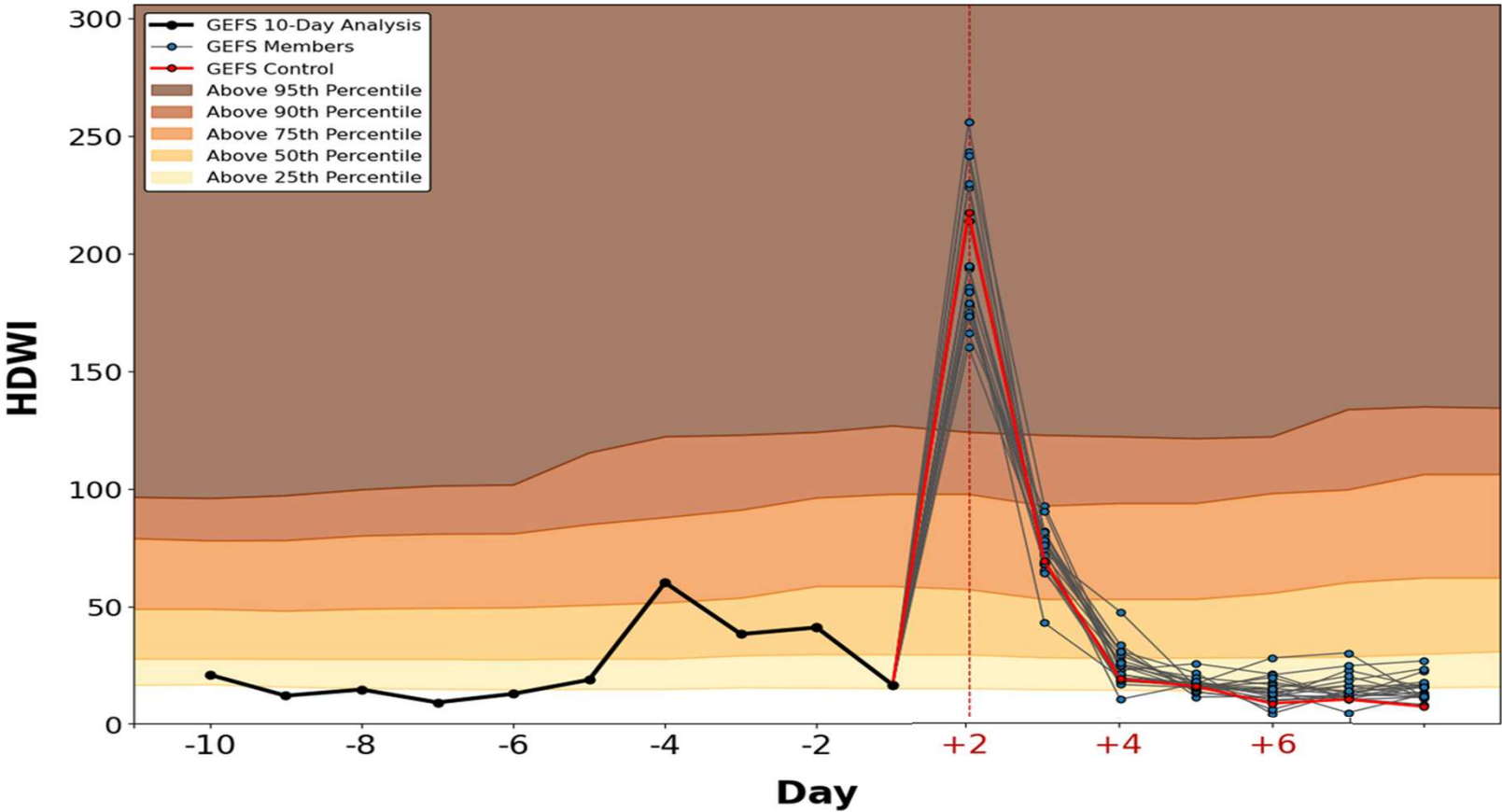
**WILDFIRE RISK (F)**

- Red: Extreme Wildfire Risk
- Orange: Significant Wildfire Risk
- Yellow: Elevated Wildfire Risk
- Light Green: Low Wildfire Risk
- Dark Green: Non-Fire Season

**PSPS Watch** | PSPS Warning | PSPS Execution

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology



**PSPS Watch**

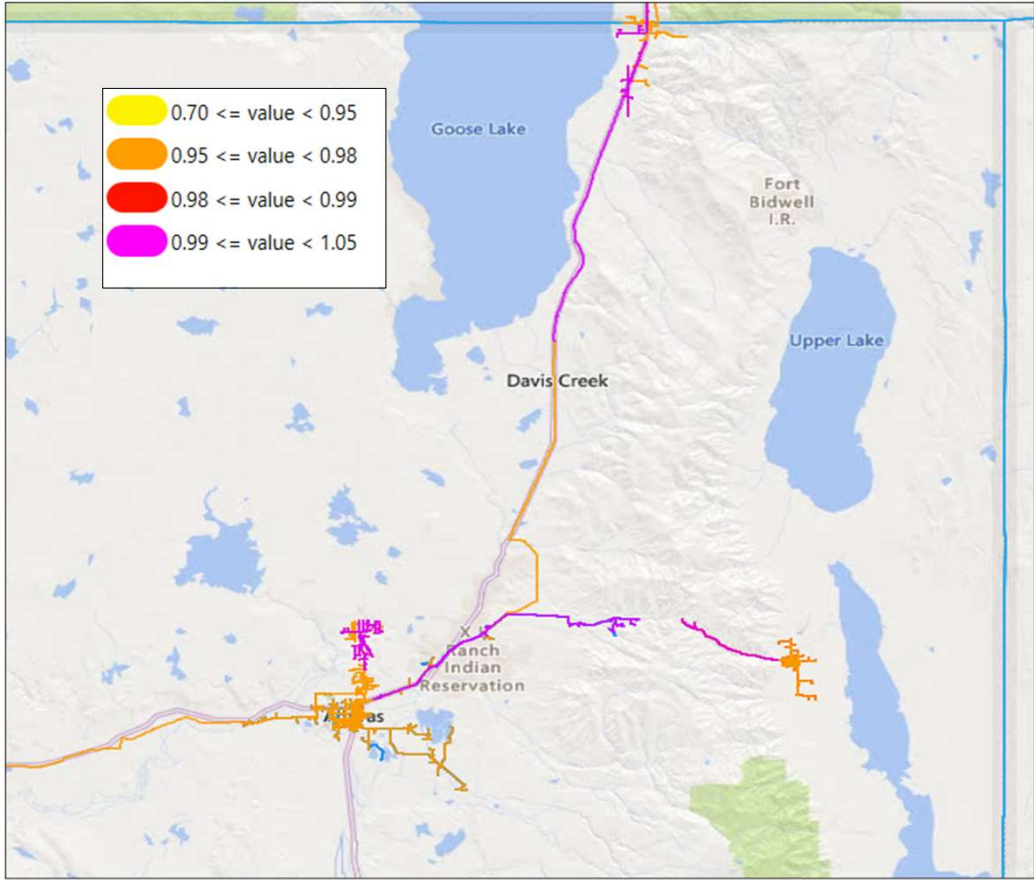
PSPS Warning

PSPS Execution



HW0

# 44-hr FORECAST – Greater Wind Gust Percentiles



- Afternoon model runs are showing a reduction in wind speeds for the town of Alturas, with the strongest winds expected for higher terrain circuits.
- This will be closely monitored for changes to the potential PSPS over the next 44 hours.

**PSPS Watch**    PSPS Warning    PSPS Execution

## Slide 32

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**HW0**    [@Beall, Stephanie (PacifiCorp)] can we update these as well for the correct area?  
Ward, Horace (PacifiCorp), 2024-05-20T02:50:50.500

**BS(0 0**    Updated for less wind in Alturas and more wind in higher terrain  
Beall, Stephanie (PacifiCorp), 2024-05-20T16:31:32.474



# Affected Circuits

Circuit 5L105 – 123 customers

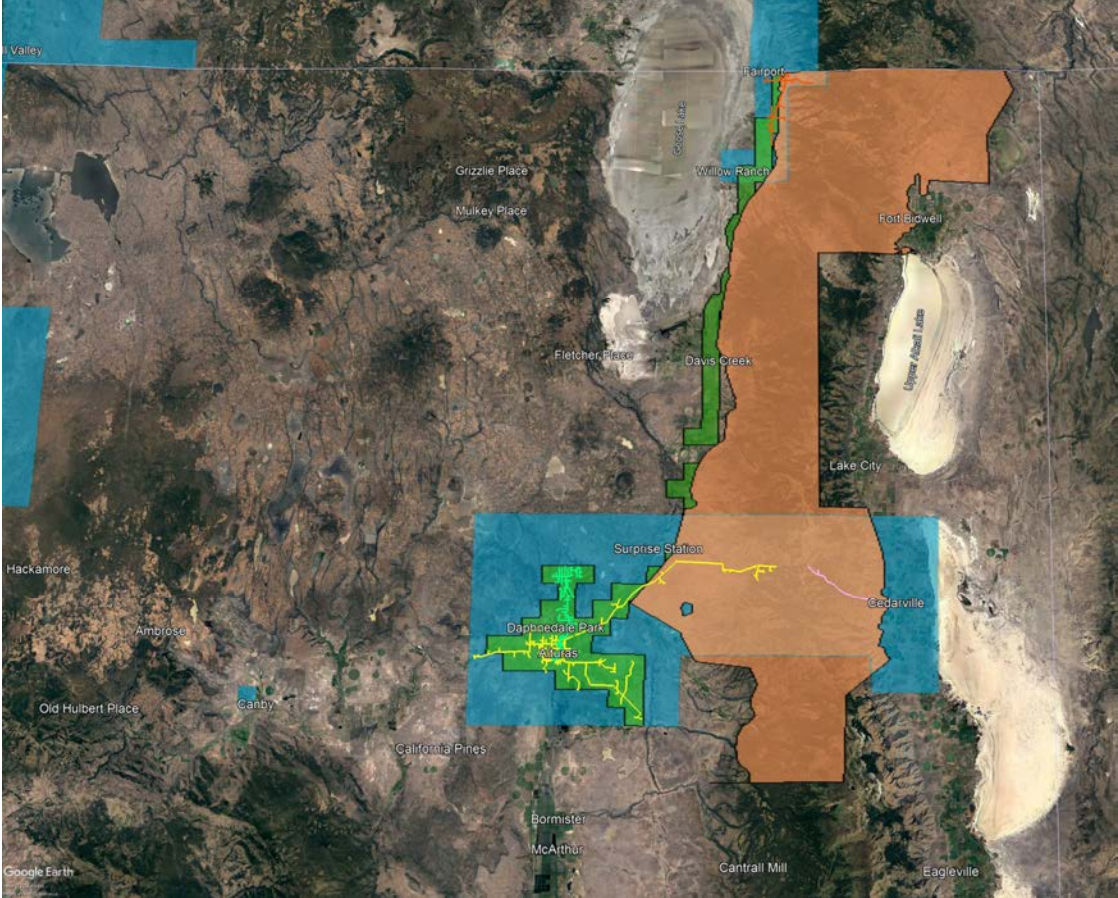
Circuit 5L86 – 894 customers

Circuit 5L87 – 1,395 customers

Circuit 5L97 – 342 customers

**Total customers potentially affected by PSPS:  
2,754**

<b>PSPS Watch</b>	PSPS Warning	PSPS Execution
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# Discussion

## Pacific Power

What internal actions are taking place?

Who is being contacted?

What additional resources might you need?

## Public Sector

What additional information would you be sharing?

Would you initiate a Joint Information System?

## Community Support

How many Community Resource Centers might we activate for this event?





# 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	Response	Wx	F	Wx	F	Wx	F	Wx	F
<b>SOUTH WIRES</b>														
Crescent City Area	Crescent City													
Grants Pass Area	Grants Pass													
Klamath Falls Area	Alturas													
	Klamath Falls													
	Lakeview													
Medford Area	Tellico													
	Medford													
Yreka Area	Mt. Shasta													
	Yreka													

## Fire Weather and Fuels

- Forecast remains on track with the following changes:
  - Fire Weather Watches have been upgraded to Red Flag Warnings.
  - Weather computer models continue to show strong winds for higher terrain circuits and have also continued to show a downtrend in speeds for locations in Alturas proper.
  - Timing: Period of strongest winds expected between 12-9 pm, the strongest winds expected between 3-5 pm.

**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

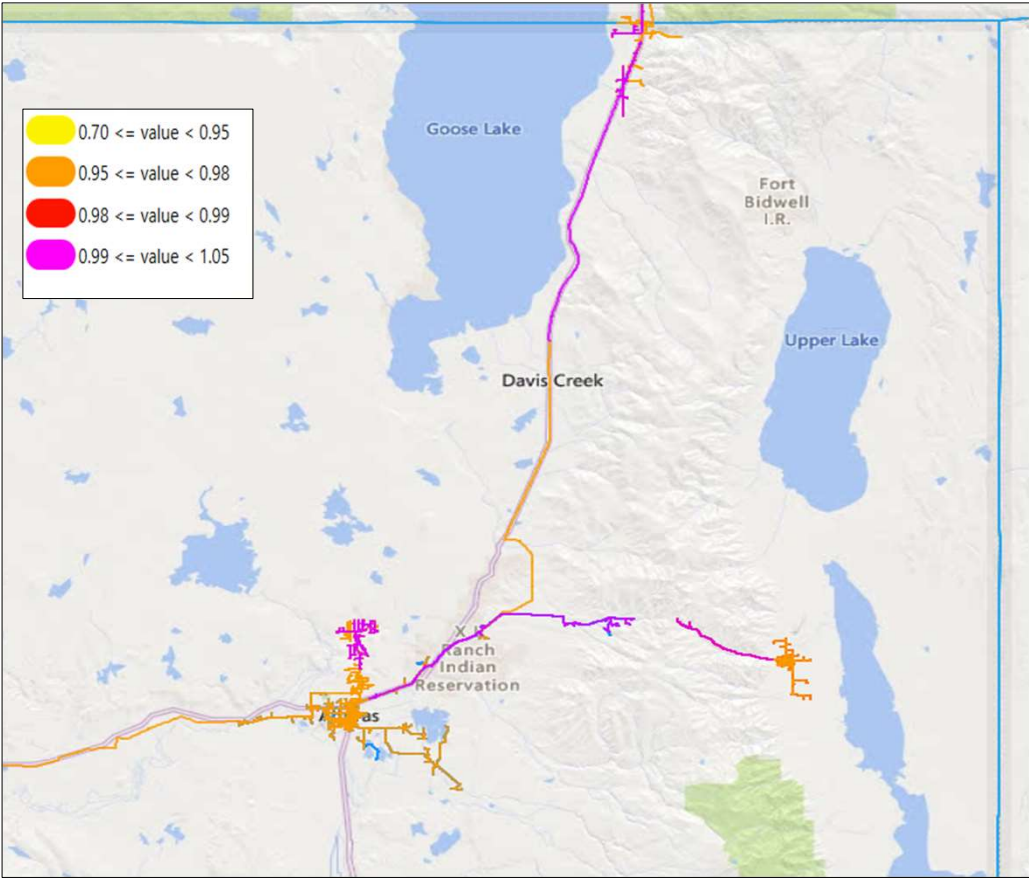
**WILDFIRE RISK (F)**

- Extreme Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

PSPS Watch    **PSPS Warning**    PSPS Execution



# 24-hr FORECAST – Modoc County, CA

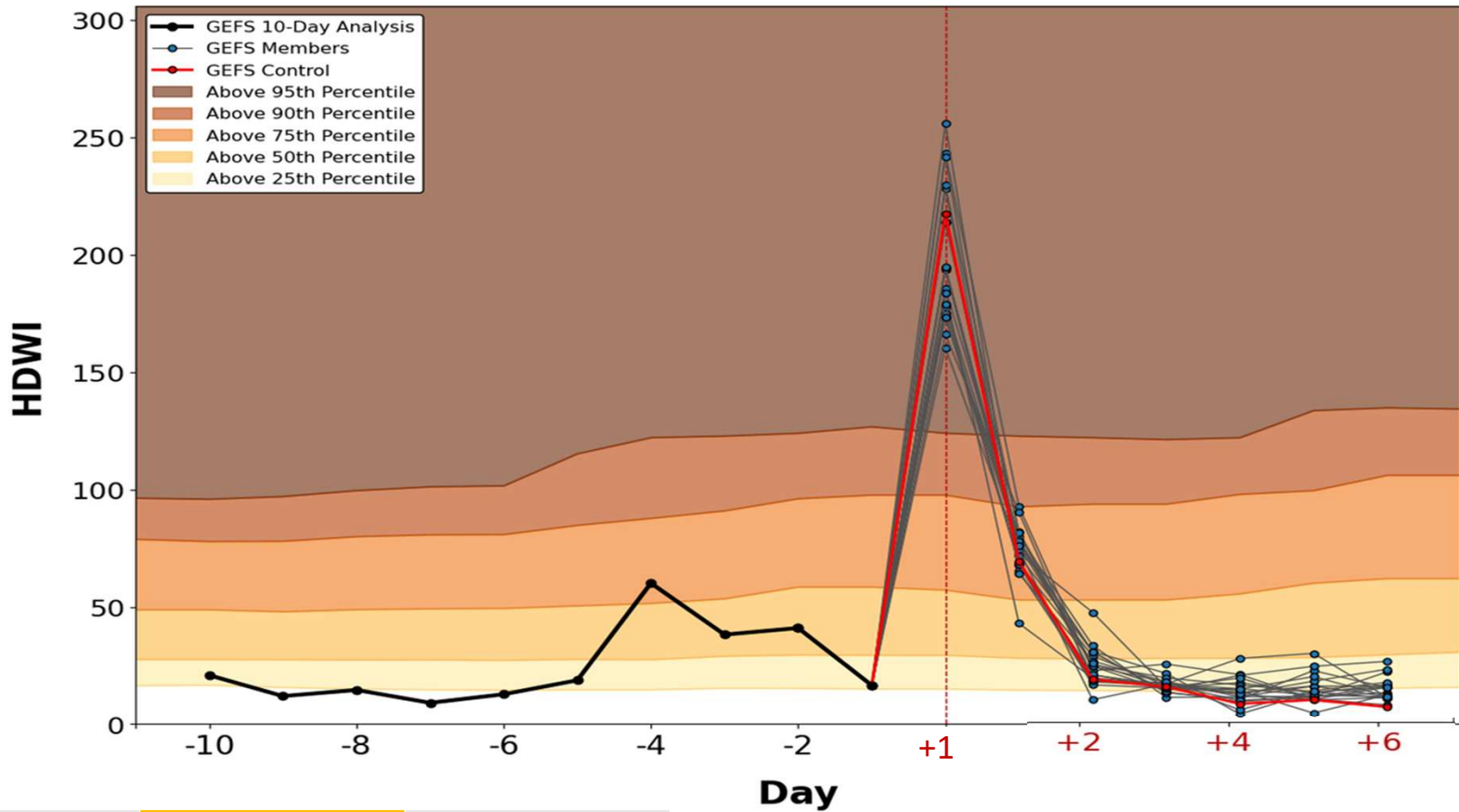


- PacifiCorp’s inhouse WRF model, along with additional external model data continues to advertise a large wind event for the area.
- Forecasted Wind Speeds:
  - Alturas: 40 mph
  - Surprise Station: 55+ mph
  - New Pine Creek: 55+ mph

PSPS Watch    **PSPS Warning**    PSPS Execution

# Max Daily HDWI

GEFS Analysis and Forecast & 1981-2010 CFSR Climatology



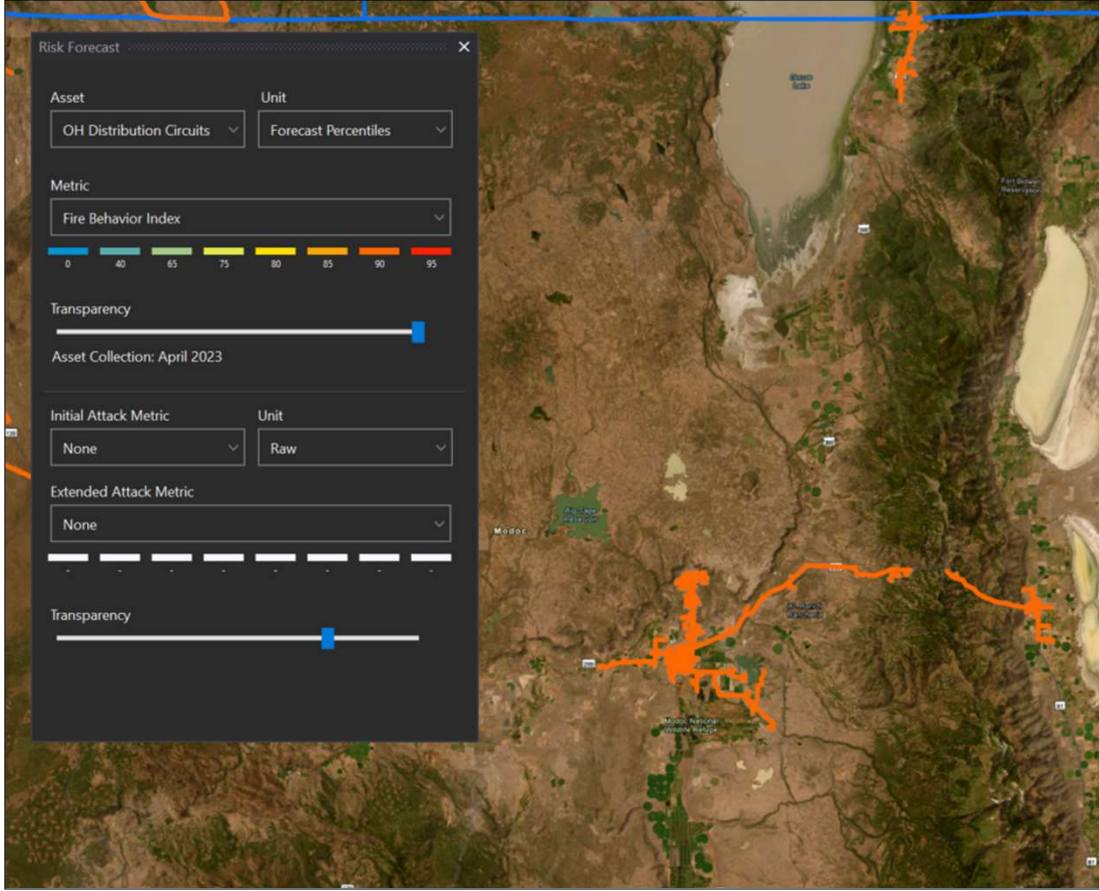
PSPS Watch

**PSPS Warning**

PSPS Execution



# 24-hr Forecast of Fire Behavior Index



- Forecasted fire behavior index values continue to show a high probability for erratic fire behavior.

PSPS Watch    **PSPS Warning**    PSPS Execution



# Affected Circuits

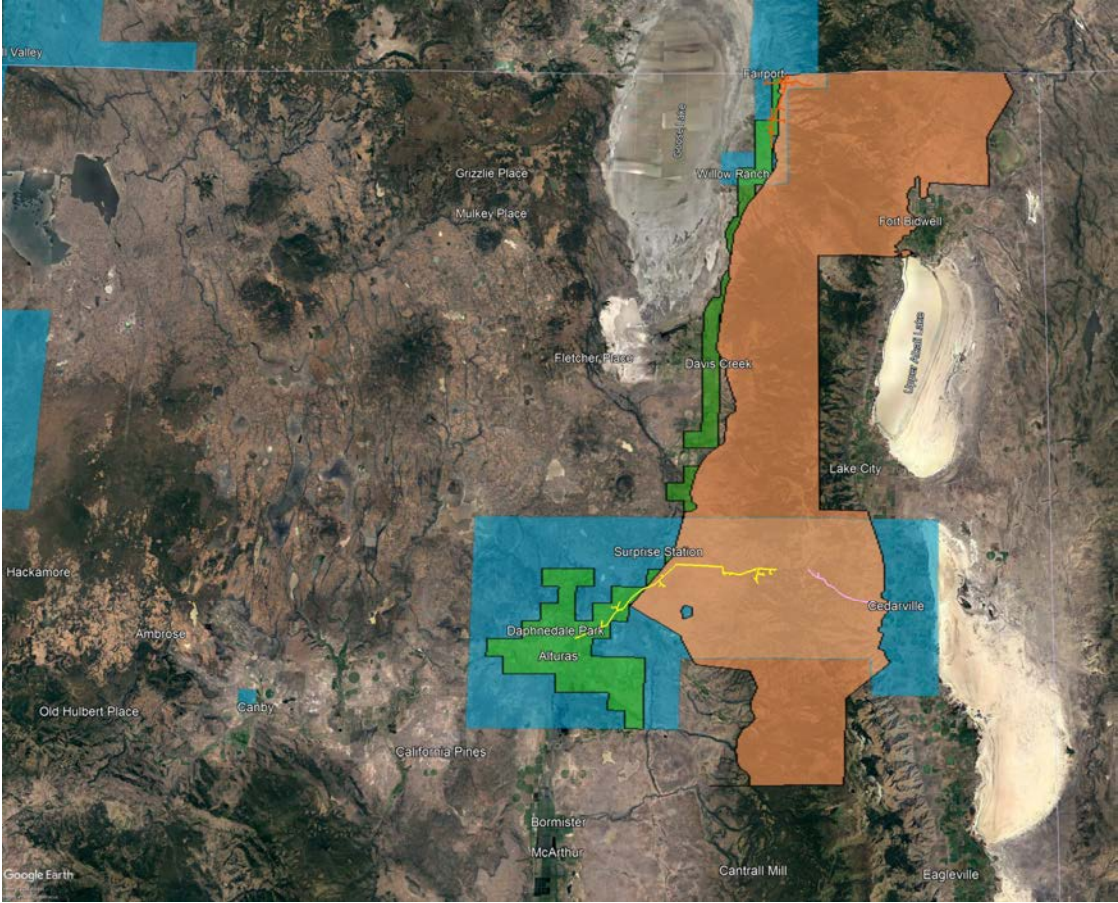
Circuit 5L105 – 123 customers

Circuit 5L87 – 75 customers

Circuit 5L97 – 342 customers

**Total customers potentially affected by PSPS:  
540**

PSPS Watch    **PSPS Warning**    PSPS Execution



# Discussion

## Pacific Power

What internal actions are taking place?

What external actions are taking place?

## Public Sector

What actions would you be taking?

What additional information if any would you be sharing?

## Community Support

In addition to the Community Resource Centers, what support may be needed?

How could we meet those needs?



# 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	Response	Wx	F	Wx	F
<b>SOUTH WIRES</b>										
Crescent City Area	Crescent City	✓	✓				✓	✓	✓	✓
Grants Pass Area	Grants Pass	✓	✓				✓	✓	✓	✓
Klamath Falls Area	Altura	✓	✓				✓	✓	✓	✓
	Klamath Falls	✓	✓				✓	✓	✓	✓
	Lakeview	✓	✓				✓	✓	✓	✓
Medford Area	Tulelake	✓	✓				✓	✓	✓	✓
	Medford	✓	✓				✓	✓	✓	✓
Yreka Area	Mt. Shasta	✓	✓				✓	✓	✓	✓
	Yreka	✓	✓				✓	✓	✓	✓

## 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 Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

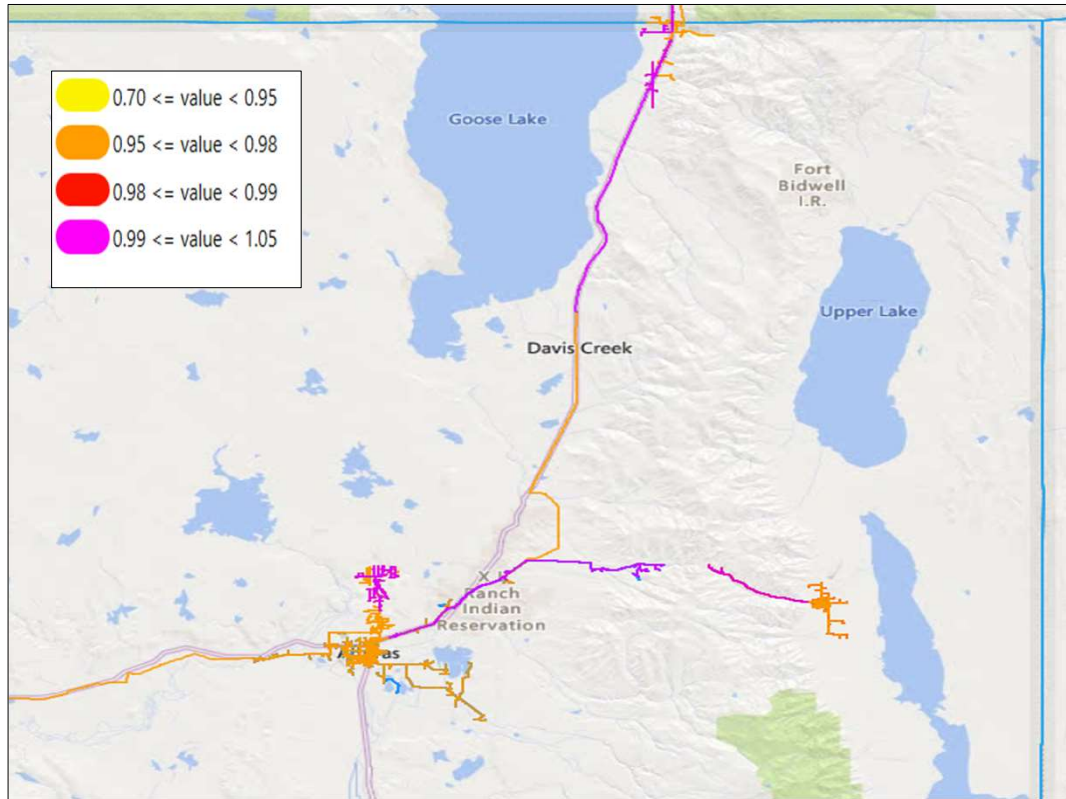
PSPS Watch

PSPS Warning

**PSPS Execution**



# Morning of PSPS Event – Forecasted Wind Speeds and Percentiles



## Forecasted Max Wind Gusts

Wind Gust Percentiles – AM Model runs

PSPS Watch    PSPS Warning    **PSPS Execution**

## Slide 44

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**HWO** [[@Beall, Stephanie \(PacifiCorp\)](#)] can we update this to the correct info?  
Ward, Horace (PacifiCorp), 2024-05-19T07:28:36.843



# Affected Circuits

Circuit 5L105 – 123 customers

Circuit 5L87 – 75 customers

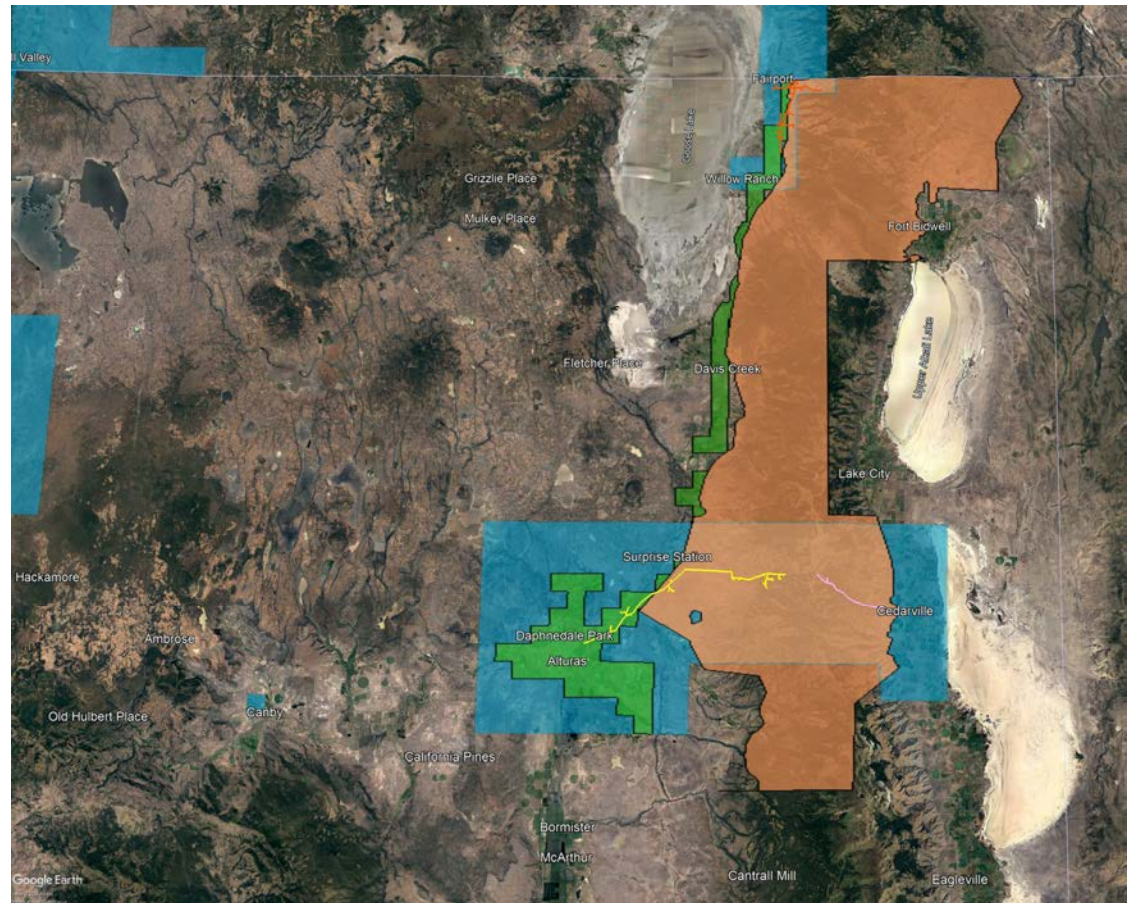
Circuit 5L97 – 342 customers

**Total customers affected by PSPS:  
540**

PSPS Watch

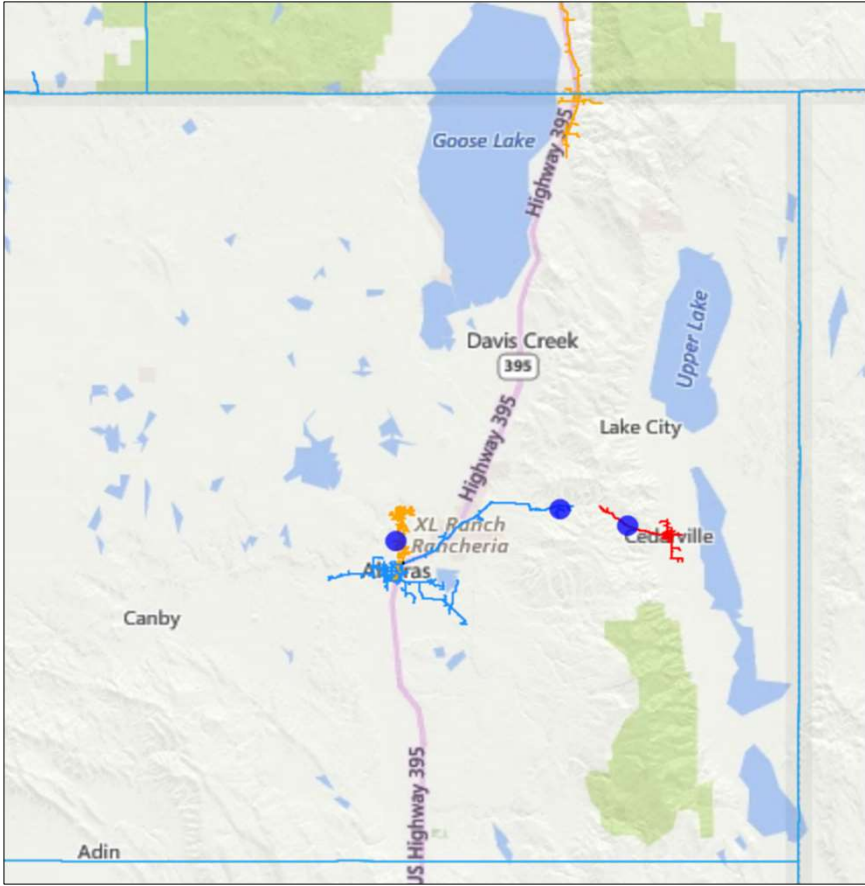
PSPS Warning

**PSPS Execution**





# PSPS Situational Awareness Tools



- Monitoring of Pacific Power Weather Stations (blue dots).
- Additional weather stations including ASOS, RAWs and Department of transportation are used to supplement Pacific Power weather stations.
- Weather station data allows for real-time observation of winds during the event.

PSPS Watch    PSPS Warning    **PSPS Execution**



# PSPS Situational Awareness Tools

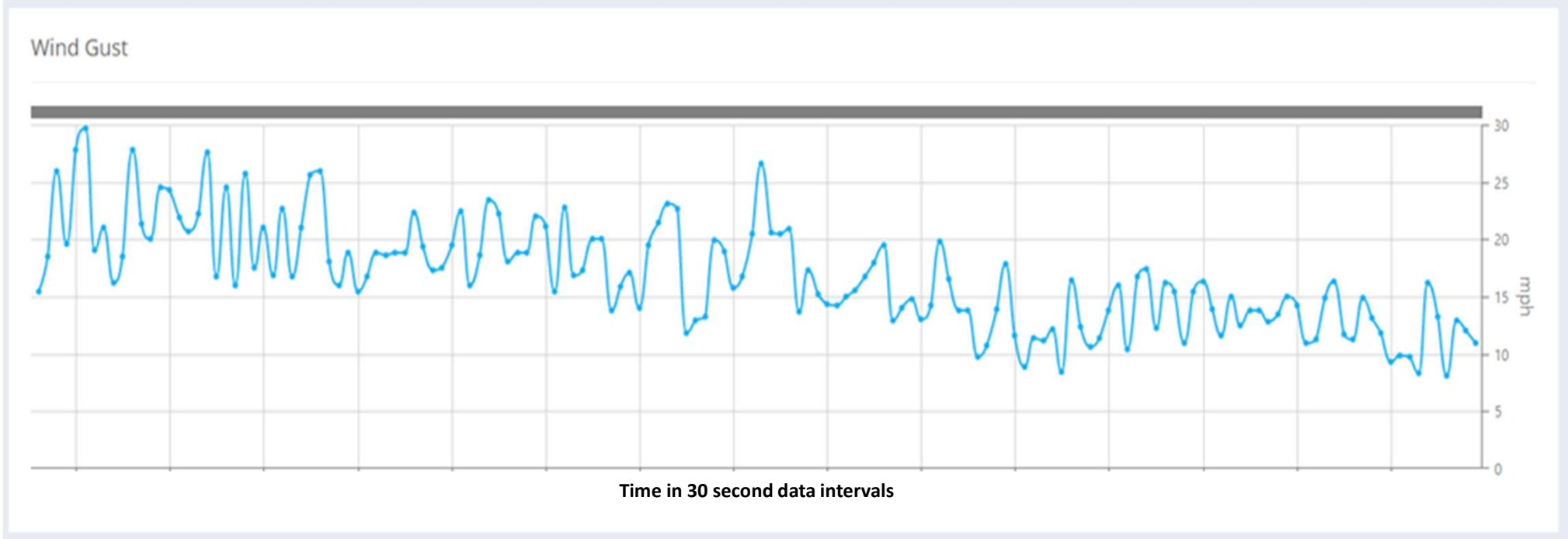


Publicly available data at <http://www.pacificpowerweather.com>

- PSPS Watch
- PSPS Warning
- PSPS Execution**



# PSPS Situational Awareness Tools



PSPS Watch    PSPS Warning    **PSPS Execution**

# Discussion

## Pacific Power

What internal actions are taking place?  
What external actions are taking place?

## Public Sector

What actions would you be taking?  
What additional information if any would you be sharing?

## Community Support

What needs may exist if this event goes through the night?



# 15-minute Break

15:00

mins:  secs:  type:

 Breaktime for PowerPoint by Flow Simulation Ltd.  Pin controls when stopped





# Module 5

# Restoration

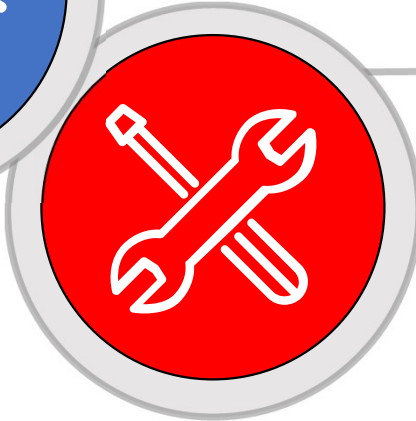


# PSPS Restoration Process



Confirm that the weather event/hazard has passed

Patrol and inspect lines for damage & obstructions



Fix conditions that are found (remove trees, repair/replace lines, poles and other equipment)

Restore power section by section from open device to open device



# Restoration

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



# Discussion

## Pacific Power

What follow up actions are you taking?

## Public Sector

What follow up would you want after this event?



# End of Exercise

# 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

# Hotwash

**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

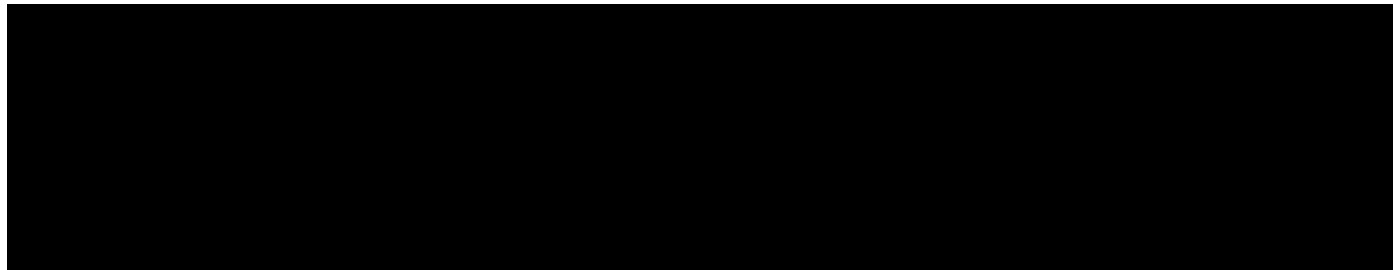
**Please take the time to complete the surveys in the back of the Situation Manual and return**





## Questions and Comments

For more information about our  
emergency management program  
please contact:



**Emergency Management Duty Officer 503-331-4498**

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**Report a power outage**

1-877-508-5088

**Customer service**

1-888-221-7070

**ATTACHMENT 4**

**REDACTED**

# Situation Manual

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## Modoc County PSPS Tabletop Exercise

The Situation Manual (SitMan) provides key information needed to observe or participate in the exercise. 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 SitMan.

**Note:** *Because this information is updated throughout the exercise planning process, appendices may be developed as stand-alone documents rather than part of the SitMan.*

## EXERCISE OVERVIEW

<b>Exercise Name</b>	Modoc County PSPS TTX
<b>Exercise Dates</b>	May 22, 2024
<b>Scope</b>	Tabletop Exercise, planned for four hours at the Modoc County Sheriff's Office Annex. Exercise play is limited to the identified affected area. No other incidents exist at exercise start.
<b>Focus Area(s)</b>	<ul style="list-style-type: none"> <li>Response</li> <li>Recovery</li> </ul>
<b>Capabilities</b>	<ul style="list-style-type: none"> <li>Operational Coordination</li> <li>Operational Communications</li> <li>Mass Care Services</li> <li>Infrastructure Systems</li> <li>Public Information and Warning</li> <li>Planning</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>Build confidence in Pacific Powers Public Safety Power Shutoff decision making process utilizing current situational awareness tools</li> <li>Provide and evaluate detailed overview of Pacific Powers notification processes and identify external partners notification procedures</li> <li>Explain and evaluate Community Resource Center scope &amp; purpose in a PSPS event and compare plans to support impacted community members</li> <li>Assess Pacific Powers plans for allocating resources during PSPS events</li> <li>Validate current options and capabilities for supporting individuals with access and functional needs</li> </ul>
<b>Threat or Hazard</b>	Extreme fire weather and fuels conditions
<b>Scenario</b>	PSPS activation response and recovery
<b>Sponsor</b>	Pacific Power
<b>Participating Jurisdictions/ Organizations</b>	Pacific Power, Modoc County, California Public Utilities Commission, California Office of Emergency Services, CalFire, Bureau of Land Management, US Forest Service, Modoc County Public Health, City of Alturas Public Works, City of Alturas Fire Marshals Office, Modoc Medical Center.
<b>Points of Contact</b>	

## 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 the means to accomplish a mission, function, or objective based on the performance of related tasks, under specified conditions, to target levels of performance. The objectives and aligned capabilities are guided by senior leaders and selected by the Exercise Planning Team.

Exercise Objectives	Capability
1) Build confidence in Pacific Powers Public Safety Power Shutoff decision making process utilizing current situational awareness tools	Response-Operational Coordination
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-Operational Coordination
5) Validate current options and capabilities for supporting individuals with access and functional needs	Response-Public Information and Warning Response-Mass Care Services

**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:** 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.
- **Observers:** Do not directly participate in the exercise. However, they may support the development of player responses to the situation during the discussion by asking relevant questions or providing subject matter expertise.
- **Facilitators:** Provide situation updates and moderate discussions. They also provide additional information or resolve questions as required. Key Exercise Planning Team

members also may assist with facilitation as subject matter experts (SMEs) during the exercise.

- **Evaluators:** Are assigned to observe and document certain objectives during the exercise. Their primary role is to document player discussions, including how and if those discussions conform to plans, policies, and procedures.

## Exercise Structure

This exercise will be a multimedia, facilitated exercise. Players will participate in the following three modules:

- Module 1: Event Notification
- Module 2: 48 Hours Prior to Event
- Module 3: 24 Hours Prior to Event
- Module 4: Event Initiation to All Clear
- Module 5: Restoration

Each module begins with a multimedia update that summarizes key events occurring within that time period. After the updates, participants review the situation and engage in functional group discussions of appropriate response issues. For this exercise, the functional groups are as follows:

- Pacific Power
- Public Sector
- AFN Support
- Community Support

After these functional group discussions, participants will engage in a moderated plenary discussion in which a spokesperson from each group will present a synopsis of the group's actions, based on the scenario.

## Exercise Guidelines

- This exercise will be held in an open, no-fault environment wherein capabilities, plans, systems, and processes will be evaluated. Varying viewpoints, even disagreements, are expected.
- Respond to the scenario using your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.
- Decisions are not precedent setting and may not reflect your jurisdiction's/ organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve response efforts. Problem-solving efforts should be the focus.
- The assumption is that the exercise scenario is plausible and events occur as they are presented. All players will receive information at the same time.

## 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. Artificialities and constraints, such as the exercise assembly area, may detract from realism.

### 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:

- This exercise is conducted in a no-fault learning environment where systems and processes, not individuals, will be evaluated.
- The exercise scenario is realistic and plausible; events occur as they are presented.
- The goals and objectives of the exercise are consistent with functional area operations and technical plans and procedures, whenever possible.
- Exercise simulation contains sufficient detail to allow players to react to the information and situations as they are presented as if the simulated incident were real.
- Exercise participants will comply with real response procedures unless otherwise directed by the control staff.

### Artificialities

During this exercise, the following artificialities apply:

- Participating agencies may need to balance exercise play with real-world emergencies. Real-world emergencies will always take priority.
- For this exercise, the weather used will be based on simulated weather which will be displayed in the presentation.

### Communications Plan

- Exercise communication and coordination is limited to participating exercise organizations. No communications will be conducted outside of the exercise venue and virtual meeting.

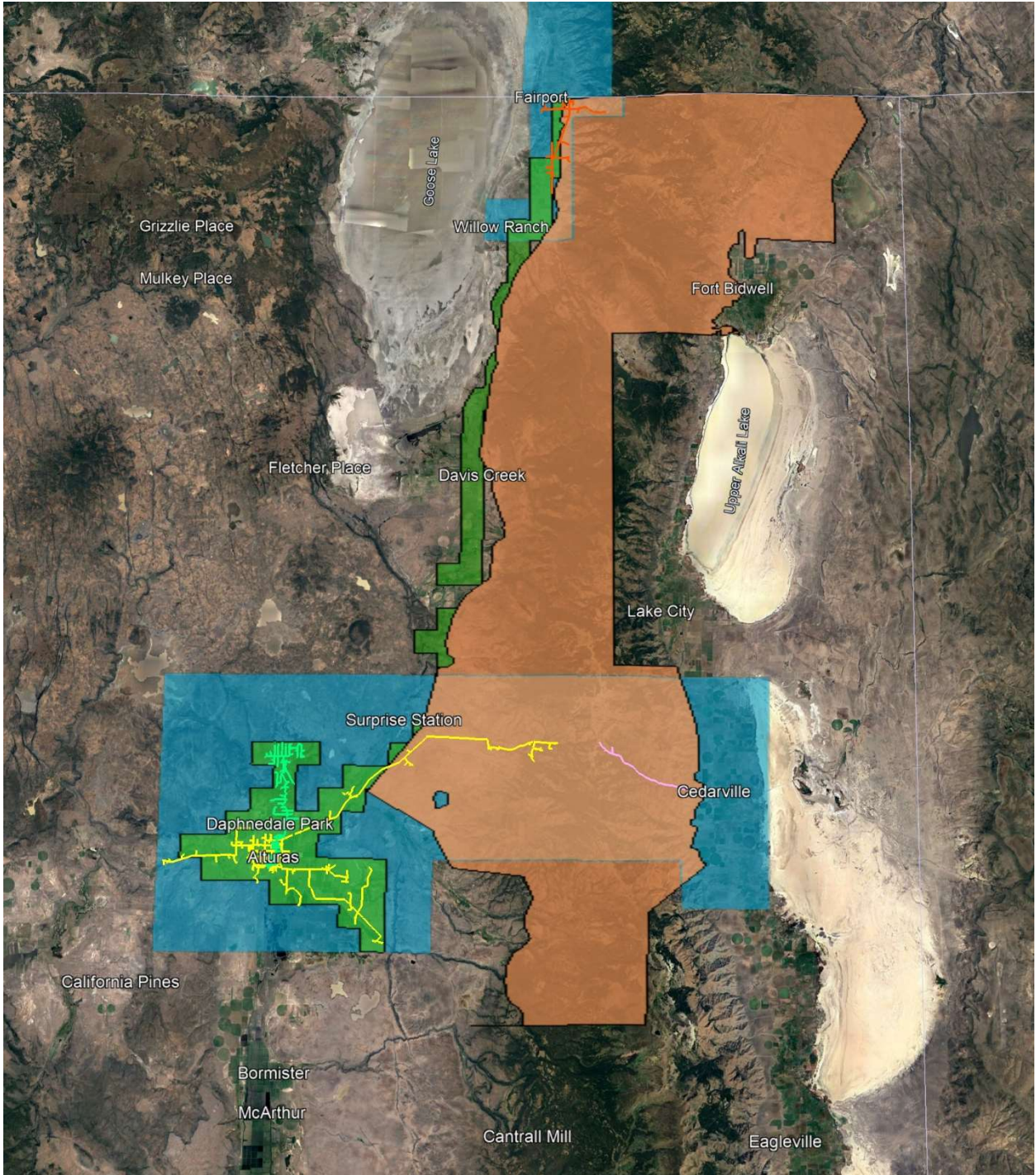
## Exercise Evaluation

Evaluation of the exercise is based on the exercise objectives and aligned capabilities, capability targets, and critical tasks, which are documented in Exercise Evaluation Guides (EEGs). Evaluators have EEGs for each of their assigned areas. Additionally, players will be asked to complete participant feedback forms. These documents, coupled with facilitator observations and notes, will be used to evaluate the exercise and compile the After-Action Report (AAR)/Improvement Plan (IP)

# SCENARIO

## Potential Affected Area:

Areas within the orange and green high fire threat districts are potentially affected by PSPS actions.





**Weather forecast prior to exercise start:**

7 Day forecast shows potential for high winds with low humidity creating fire weather concerns and the potential for catastrophic fire in the event of an ignition. Each daily forecast issued up to three days prior show continuation of the predicted trend.

## EXERCISE EXECUTION

### Module 1: Incident Notification

#### Scenario

##### 72 hours prior to event

Weather forecast shows potential for PSPS actions to be necessary within Modoc County High Fire Threat Districts

#### Key Issues

- Pacific Power Meteorology shows potential for hot dry windy conditions in the affected area
- Fire fuels in the affected area are cured and Energy Release Component is high.

#### Questions

Based on the information provided, participate in the discussion concerning the issues raised in Module 1. Identify any critical issues, decisions, requirements, or questions that should be addressed at this time.

The following questions are provided as suggested subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question.

##### Pacific Power

What internal actions are taking place?

Who is being contacted?

##### Public Sector

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

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

## Module 2: 48 Hours Prior to Event

### Scenario

#### 48 Hours Prior to Event

Weather models continue to clarify and show some changes to the forecast

#### Key Issues

- Weather update

#### Questions

Based on the information provided, participate in the discussion concerning the issues raised in Module 2. Identify any critical issues, decisions, requirements, or questions that should be addressed at this time.

The following questions are provided as suggested subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question.

##### Pacific Power

What internal actions are taking place?

Who is being contacted?

What additional resources might you need?

##### Public Sector

What additional information would you be sharing?

Would you initiate a Joint Information System?

##### Community Support

How many Community Resource Centers might we activate for this event?

## Module 3: 24 Hours Prior to Event

### Scenario

#### 24 Hours Prior to Event

Weather models continue to clarify and show the forecast remaining on track

### Key Issues

- Weather update
- Resource scarcity continues

### Questions

Based on the information provided, participate in the discussion concerning the issues raised in Module 3. Identify any critical issues, decisions, requirements, or questions that should be addressed at this time.

The following questions are provided as suggested subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question.

#### Pacific Power

What internal actions are taking place?

What external actions are taking place?

#### Public Sector

What actions would you be taking?

What additional information if any would you be sharing?

#### Community Support

In addition to the Community Resource Centers, what support may be needed?

How could we meet those needs?

## Module 4: Event Initiation to All Clear

### Scenario

#### Event Initiation to All Clear

- Weather models continue to clarify and show the forecast remaining on track.
- Field observations match forecasted situation
- PSPS is recommended by leadership
- Meteorology team and field observations will identify when areas a clear of threat

#### Key Issues

- Weather has arrived
- Resource scarcity continues

#### Questions

Based on the information provided, participate in the discussion concerning the issues raised in Module 4. Identify any critical issues, decisions, requirements, or questions that should be addressed at this time.

The following questions are provided as suggested subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question.

#### Pacific Power

What internal actions are taking place?

What external actions are taking place?

#### Public Sector

What actions would you be taking?

What additional information if any would you be sharing?

#### Community Support

What needs may exist if this event goes through the night?

## Module 5: Restoration

### Restoration

- Weather models continue to clarify and show the forecast remaining on track.
- Field observations match information showing they can safely begin restoration

### Key Issues

- Weather has departed
- Crews may begin restoration

### Questions

Based on the information provided, participate in the discussion concerning the issues raised in Module 5. Identify any critical issues, decisions, requirements, or questions that should be addressed at this time.

The following questions are provided as suggested subjects that you may wish to address as the discussion progresses. These questions are not meant to constitute a definitive list of concerns to be addressed, nor is there a requirement to address every question.

Pacific Power

What follow up actions are you taking?

Public Sector

What follow up would you want after this event?

## HOT WASH

### Questions

Let's take a look at the exercise and see what we learned from this experience and how we can use it to improve our overall response plan. Please provide some feedback on the exercise and how we responded to the scenario. The answers to the questions during the Hot Wash should be based on how the participants in the exercise responded to the active shooter incident, not based on things that happened in the scenario itself.

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

## APPENDIX A: EXERCISE SCHEDULE

Event	Time
Sign in & Snacks	8:30 AM
Welcome and Introductions	9:00 AM
Pacific Power PSPS Plan & PSPP Workshop	9:10 AM
Exercise Overview	9:25 AM
Module 1: Event Notification	9:35 AM
Module 2: 48 Hours Prior to Event	9:55 AM
Break	10:25 AM
Module 3: 24 Hours Prior to Event	10:45 AM
Module 4: Event Initiation to All Clear	11:05 AM
Break	11:25 AM
Module 5: Restoration	11:35 AM
Hotwash	11:45 AM
End of Exercise & Closing Comments	12:00 PM
Lunch at the CRC Demo	12:05 PM



## APPENDIX B: EXERCISE PARTICIPANTS

Participating Organizations
<b>Federal</b>
United States Forest Service (USFS)
Bureau of Land Management (BLM)
<b>State</b>
California Governor's Office of Emergency Services (CalOES)
California Department of Forestry and Fire Protection (CalFire)
California Public Utilities Commission (CPUC)
<b>Modoc County</b>
Office of Emergency Services
Health Services
Public Works
Fire Marshals Office
<b>Telecommunications</b>
Frontier Communications
T-Mobile
Verizon
AT&T
<b>Private Partner Agencies</b>
Pacific Power
PG&E
FireDAWG
Modoc Medical Center

## APPENDIX C: RELEVANT PLANS

### PSPS Playbook (2024)

#### Pre-Event Notification to Affected Customers and Other Stakeholders

Forecasting from the Pacific Power 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.

### **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 Foundry PSPS tool.

### **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 Pacific Power'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.

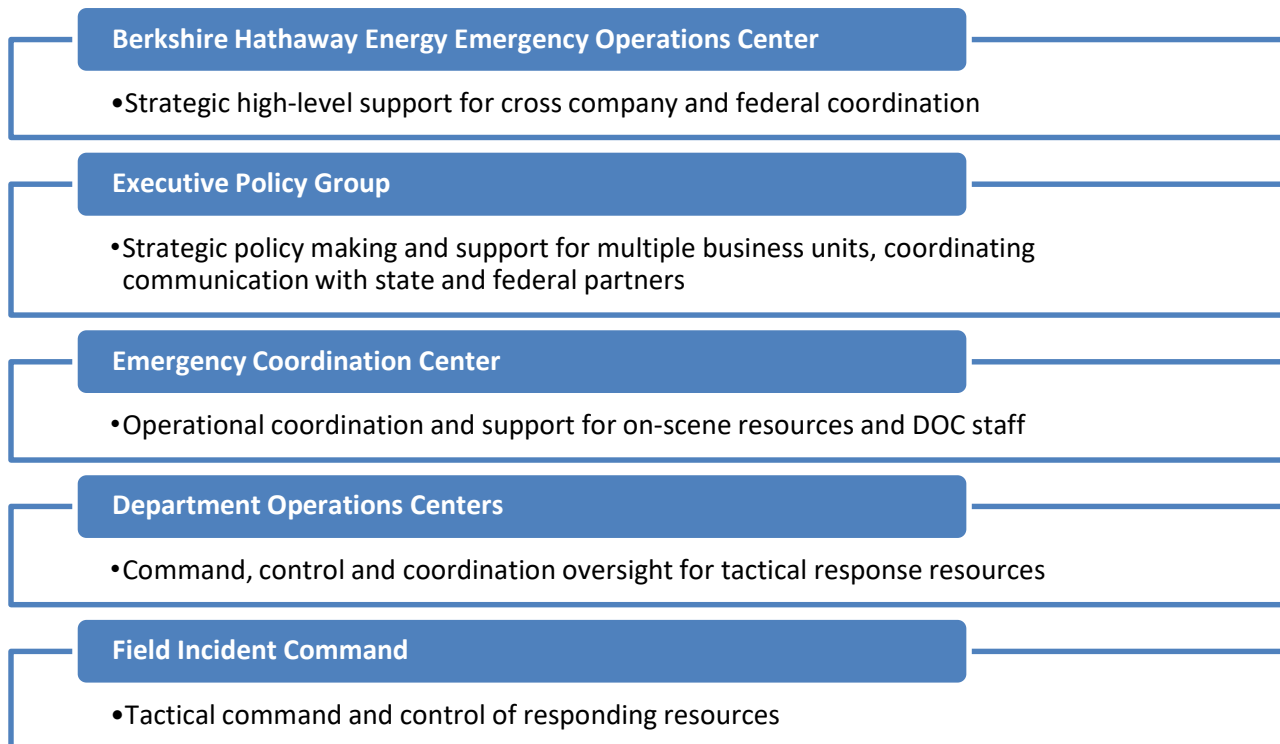
### **Event End**

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).

## Emergency Response Plan (2024)

### Pacific Power Organization Hierarchy.

Pacific Power has established command and control functions that are in place and scalable based on the size and complexity of the incident.



### Definitions:

Strategic High-Level Support – support for cross-company resource needs that can be obtained from unaffected business units and federal coordination.

Strategic Policy – highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should create broad policy and goal statements for the subordinate levels to achieve.

Operational Support – a higher level of supervision charged with coordinating the requested resources of equipment and staffing needs of the tactical level. This level is where the big picture planning takes place.

Tactical Control – the actual execution of the response. This level represents the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning.

## Mutual Assistance Annex (2024)

### Activation Criteria

Upon initiation of a major incident, the Incident Commander will evaluate and document if mutual assistance would expedite restoration and will continuously re-evaluate mutual assistance requirements. The activation of Mutual Assistance will occur if/when the requirements of the response are beyond resource capabilities. After an incident occurs which would require mutual assistance beyond the nearby/adjacent utility to utility level the CEO will notify the Berkshire Energy CEO of the identified need for mutual assistance.

The following escalation order for mutual assistance will be used:

1. Mutual Assistance from nearby/adjacent utilities
  - a. Direct contact with other utilities
  - b. Provide letter as formal request
2. Internal Mutual Assistance request generated
  - a. Berkshire Hathaway Energy Emergency Operations Center may or may not activate for the incident/event
3. Regional Mutual Assistance Group (RMAG) activation at request of PP CEO
  - a. Provide information to ramp-up tool for immediate use
4. California Utilities Emergency Association requests may also happen if RMAG does not activate

## APPENDIX D: ACRONYMS & ABBREVIATIONS

Acronym	Term
HSEEP	Homeland Security Exercise and Evaluation Program
SitMan	Situation Manual
TTX	Tabletop Exercise
AFN	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
CRC	Community Resource Center
PSPS	Public Safety Power Shutoff
CalOES	California Governor’s Office of Emergency Services
CPUC	California Public Utilities Commission
CUEA	California Utilities Emergency Association
MBL	Medical Baseline Customer
CRC	Community Resource Center
PSPS	Public Safety Power Shutoff
ERC	Energy Release Component
GACC	Geographical Area Coordination Center
RH	relative humidity
WRF	Weather Research and Forecasting Model

For more acronyms and abbreviations visit:

[https://www.fema.gov/sites/default/files/documents/fema-acronyms-abbreviations-terms FAAT 03-2023.pdf](https://www.fema.gov/sites/default/files/documents/fema-acronyms-abbreviations-terms_FAAT_03-2023.pdf)

## APPENDIX E: 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.

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

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

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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
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.

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**ATTACHMENT 5**

## 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
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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

Assessment Factor	Strongly Disagree		Strongly Agree		N/A	
The response activities were relevant to the scenario.	1	2	3	4	5	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.

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

**ATTACHMENT 6**

## Schultz, Traci (PacifiCorp)

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**From:** Ward, Horace (PacifiCorp)  
**Sent:** Wednesday, May 22, 2024 11:47 AM  
**To:** Anthony.Noll@cpuc.ca.gov; Karen.Valencia@CalOES.ca.gov; frank.bigelow@fire.ca.gov; melynda.moran@cisa.dhs.gov; ASHLEY.LERNER@cisa.dhs.gov; Mark.Hillskotter@fire.ca.gov; Stephen.Volmer@fire.ca.gov; Amanda.Moyer@CalOES.ca.gov; Ronald.DeMayo@CalOES.ca.gov; Rsweet@modocsheriff.us; William.Laustalot@CalOES.ca.gov; Ronald.DeMayo@cpuc.ca.gov; Yotsov, Eleonore (PacifiCorp); Jeff.Fuentes@fire.ca.gov; mwwb@pge.com; Steve.Walker@fire.ca.gov; Jasen.Vela@CalOES.ca.gov; jeff.lee@pge.com; J6LY@pge.com; Karin.Nguyen@cpuc.ca.gov; asavage@blm.gov; josph.johnston2@usda.gov; chrisswasey@co.modoc.ca.us; alturasfire@cityofalturas.us; wfarnam@cityofalturas.us; j.wills@modocmedicalcenter.org; Lampkin, Chester (PacifiCorp); Averyt, Tyler (PacifiCorp); Schultz, Traci (PacifiCorp); Nerski, Jacquelyn (PacifiCorp); Beall, Stephanie (PacifiCorp); julie@firedawg.net; ir079r@att.com; Justin Clayden (justin.clayden1@t-mobile.com); Leonard.Kiolbasa@libertyutilities.com; shannon.chapman@charter.com; Travis Mclvor; Drinkwater, Jill (PacifiCorp); Andres, Todd (PacifiCorp); Whitman, Cooper (PacifiCorp); Meyer Jr, Alan (PacifiCorp); bschenone@co.siskiyou.ca.us; danna.diamond@verizonwireless.com; Kite, Kristy (PacifiCorp); Curry, Mike (PacifiCorp); bradsvec@frontier.com; Ryan.Sandler@noaa.gov; dtague@co.lake.or.us; Phillips, Gunnar (PacifiCorp); Ashley L Ostrander; Shriver, Gregory; Tiffany Martinez; Chen, Xuan "Cindy"; Wu, Mabel; Chester Robertson; Thomas, Derek@CalOES; Tanya Schulz; Garcia, Mario; Reidel, Christopher; Rangle, Jesse  
**Subject:** Pacific Power Modoc County Tabletop Exercise -Feedback Form  
**Attachments:** Participant-Observer Feedback Form.docx  
**Categories:** California

All,

Thank you for taking the time to attend our tabletop exercise. I sincerely appreciate the interactions we had and the discussion around all things PSPS. Please provide any additional feedback you may have through our Participant-Observer Feedback Form and submit it to our emergency management mailbox at [ppem@pacificorp.com](mailto:ppem@pacificorp.com) at your convenience. I will be on PTO for the next couple of weeks but hope to have our draft after action report and follow ups for the upcoming functional exercise that is scheduled to be held June 25<sup>th</sup>.

Best Regards,

**Horace Ward**

Senior Emergency Management Specialist

*Serving Northern Oregon & Southeast Washington*

C: 503.347.9778 | PPEM 24/7: 503-331-4498 | [horace.ward@PacifiCorp.com](mailto:horace.ward@PacifiCorp.com)







**ATTACHMENT 7**

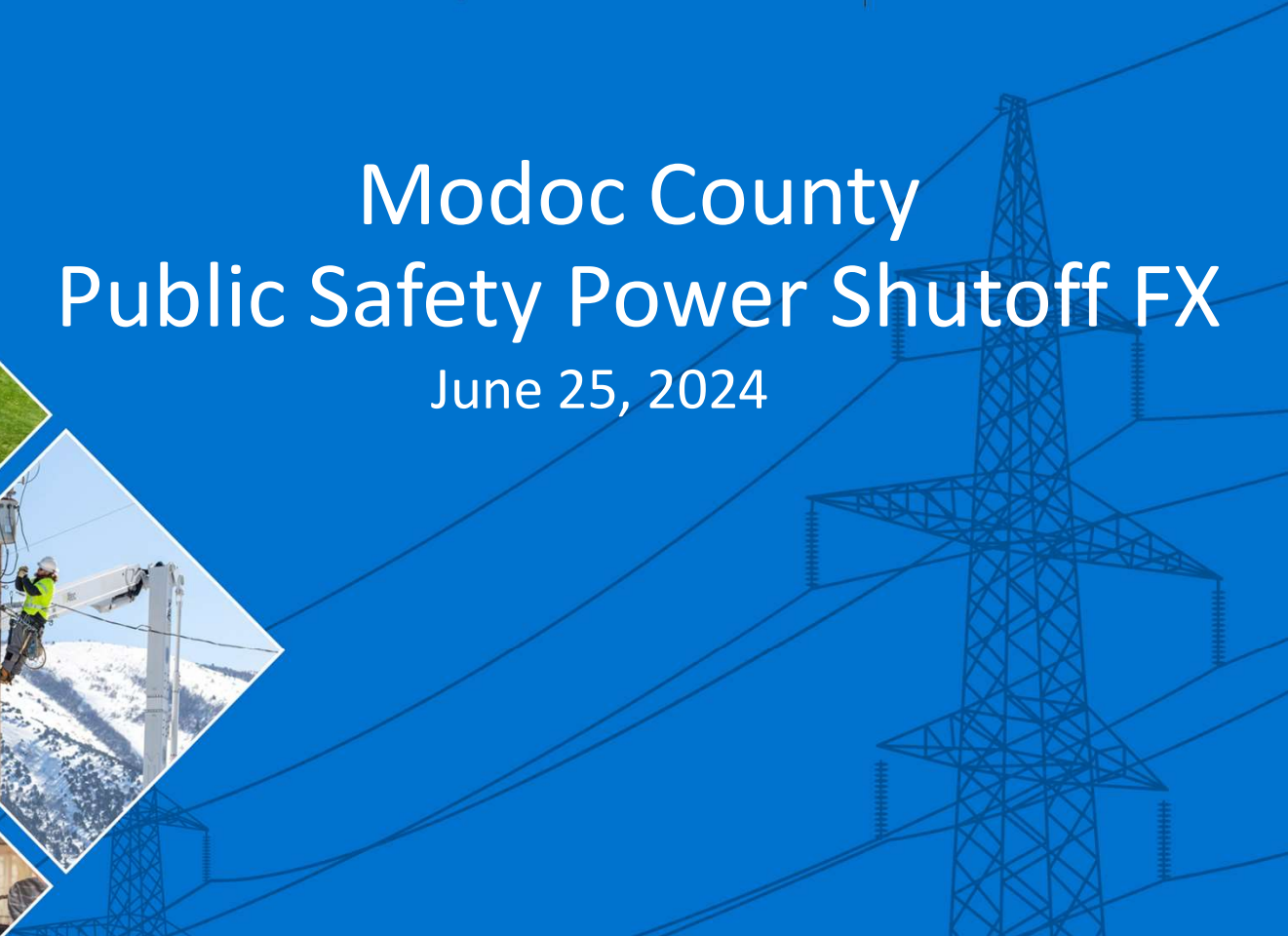
**REDACTED**



Pacific Power  
Rocky Mountain Power

# Modoc County Public Safety Power Shutoff FX

June 25, 2024





# Introductions

- Name
- Role and Organization



## Administrative Remarks

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

# Agenda

Event	Time
Welcome and Introductions	9:00 AM
PSPP Workshop	9:10 AM
Exercise Overview	9:30 AM
Phase 1: Event Notification	9:40 AM
Phase 2: 72 Hours Prior to Event	9:50 AM
Phase 3: 48 Hours Prior to Event	10:10 AM
Phase 4: 24 Hours Prior to Event	10:20 AM
Phase 5: Event Initiation to All Clear	10:50 AM
Phase 6: Restoration	11:20 AM
Hotwash	11:45 AM
End of Exercise & Closing Comments	12:00 PM



<https://psp.pacificpower.net>

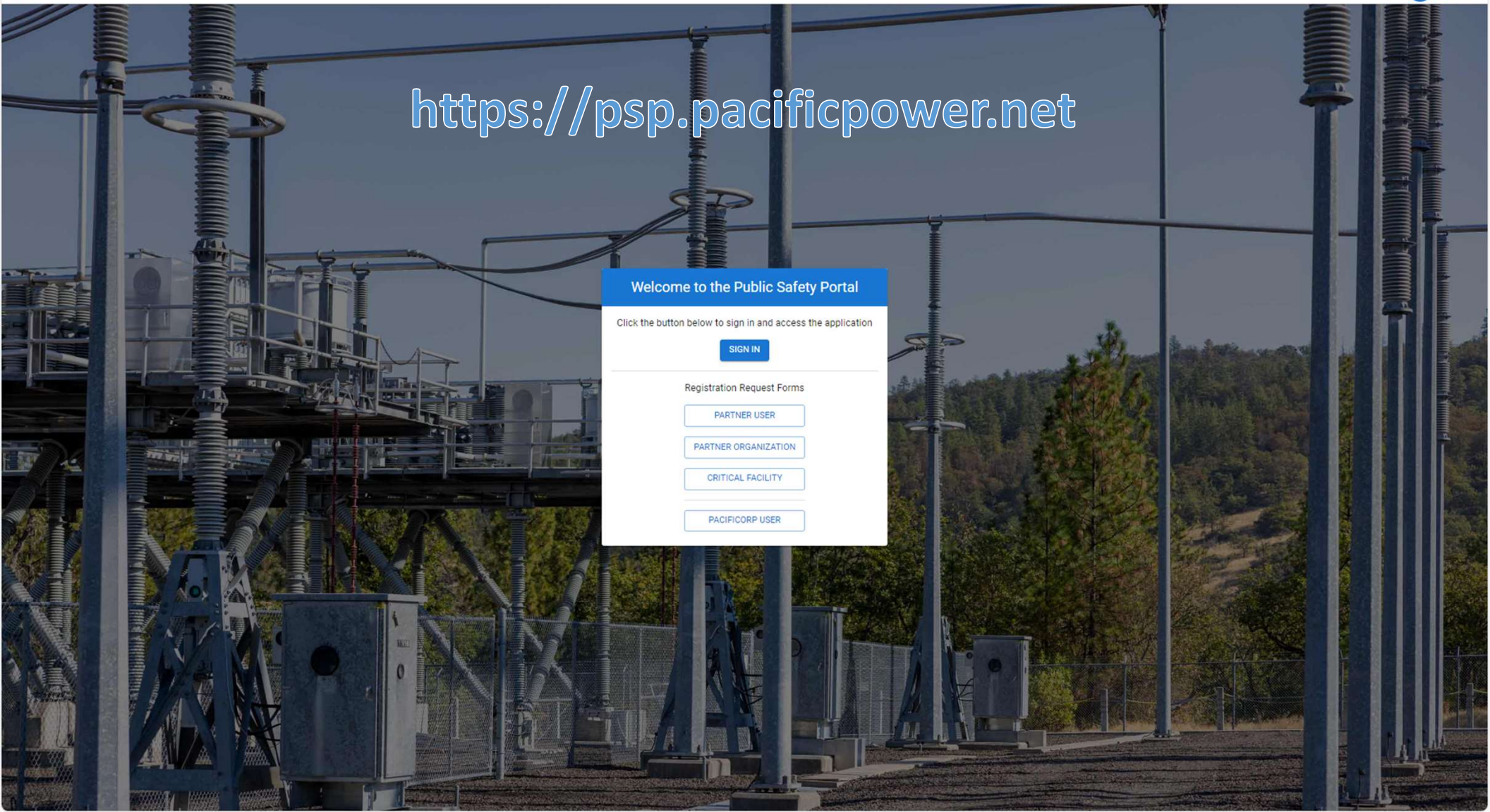
Welcome to the Public Safety Portal

Click the button below to sign in and access the application

[SIGN IN](#)

Registration Request Forms

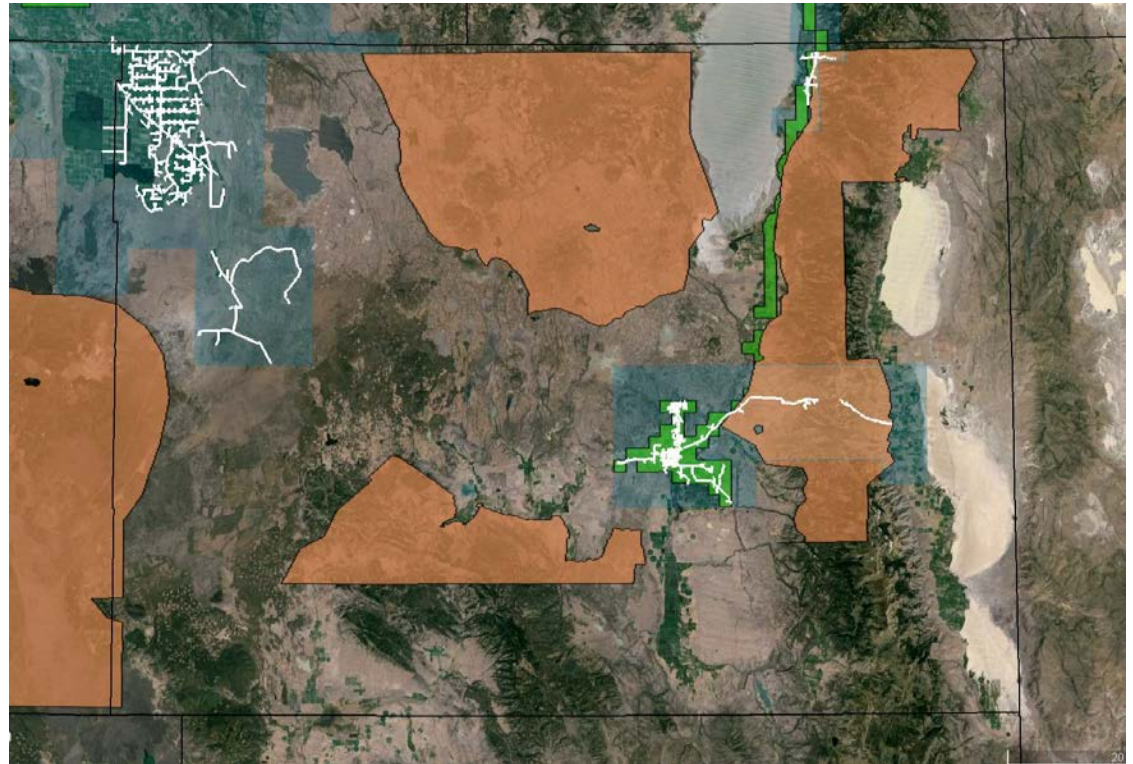
- [PARTNER USER](#)
- [PARTNER ORGANIZATION](#)
- [CRITICAL FACILITY](#)
- [PACIFICORP USER](#)



# Exercise Scope

## Response Focus Area(s):

- Public Information and Warning



# Exercise Objectives

Exercise Objectives	Capability
1) Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event	Response-Public Information and Warning
2) Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners	Response - Public Information and Warning



## Exercise Guidelines

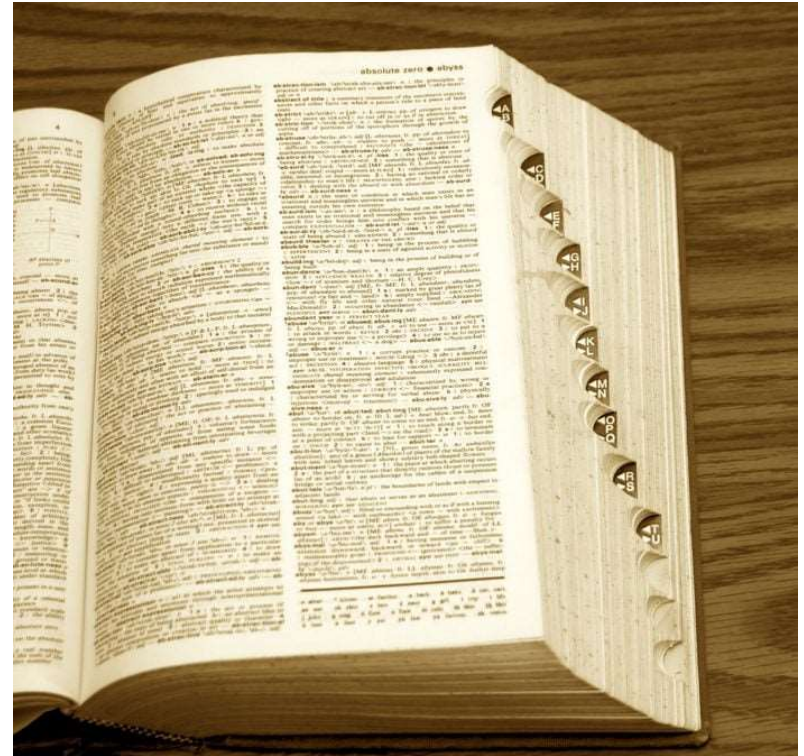
- This is an open no-fault environment - varying viewpoints, even disagreements, are expected
- Base your responses on existing plans, policies, procedures, capabilities, and resources
- Please assume the exercise scenario is plausible, and events occur as they are presented
- Decisions are not precedent 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

# Exercise Tools

- Utilize the exercise plan for acronyms, definitions, agendas, plan overviews, and participant surveys





## Exercise Players

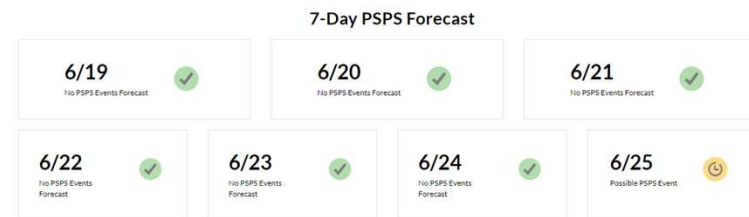
- Horace Ward – Facilitator/ECC Manager
- Tyler Averyt – Liaison Officer
- Jackie Nerski – Liaison Officer
- Hallie Frazee – Joint Information Team Lead
- Adrian Wright – Mission Control/Customer Service
- Mike Curry – Field Operations
- All other PAC staff – support players
- Public Safety Partners

# Phase 1 Event Notification

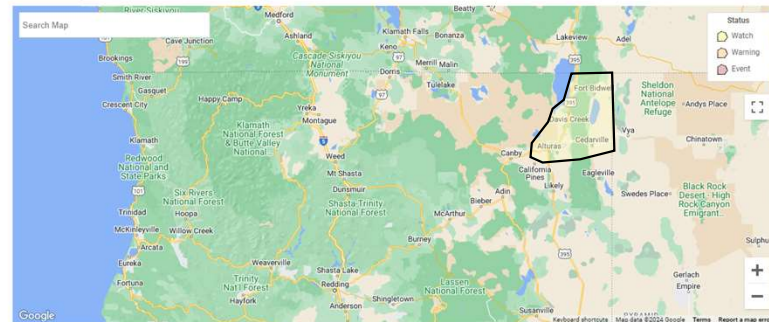
# Completed Actions

- Briefed by meteorology
- Activated PSPS Plan
- Gave public safety partners a call letting them know the potential situation

- Updated public facing website/forecast



Check if you're in a Public Safety Power Shutoff area



*\*Some customers outside of Public Safety Power Shutoff areas could be impacted by a Public Safety Power Shutoff due to the interconnected nature of the electrical grid.*

**DEFINITIONS**

**Watch:** This area is being monitored for elevated weather conditions that could possibly lead to a Public Safety Power Shutoff.

**Warning:** This area is being monitored for elevated weather conditions that will likely lead to a Public Safety Power Shutoff.

**Event:** This area is currently experiencing a Public Safety Power Shutoff during elevated weather conditions.

## Slide 13

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**HW0** Update [@Ward, Horace (PacifiCorp)]  
Ward, Horace (PacifiCorp), 2024-06-24T17:41:51.962

# Phase 2

## 72 Hours Prior to Event





## Completed Actions

- Activated Emergency Coordination Center
- Set call cadence & sent out invites
- Completed CalOES Strategic Warning Center survey
- Notified CPUC
- Held a Joint Information Team call
- Held CalOES Executive Briefing

## Next Actions

- Hold Cooperators call
- Update/Initiate Public Safety Partner Portal



# Cooperators Call Agenda

- Weather Situational Awareness
- Event Summary
- Community Resource Center Discussion
- Communications Status/Update
- AFN/MBL Customer Review/Update
- Next Steps



# 72-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	Wx	F
					T									
<b>SOUTH WIRES</b>														
Crescent City Area	Crescent City	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
Grants Pass Area	Grants Pass	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
Klamath Falls Area	Alturas	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
	Klamath Falls	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
	Lakeview	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
	Tulelake	Green	Green				Green	Green	Green	Green	Yellow	Yellow	Green	Green
Medford Area	Medford	Green	Green				Green	Green	Green	Yellow	Yellow	Green	Green	
Yreka Area	Mt. Shasta	Green	Green				Green	Green	Green	Yellow	Yellow	Green	Green	
	Yreka	Green	Green				Green	Green	Green	Yellow	Yellow	Green	Green	

**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 Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

## Fire Weather and Fuels

- ERC is at record levels and the internal Fire Potential Index (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. Relative humidity values will be below 15%, with poor overnight recovery.

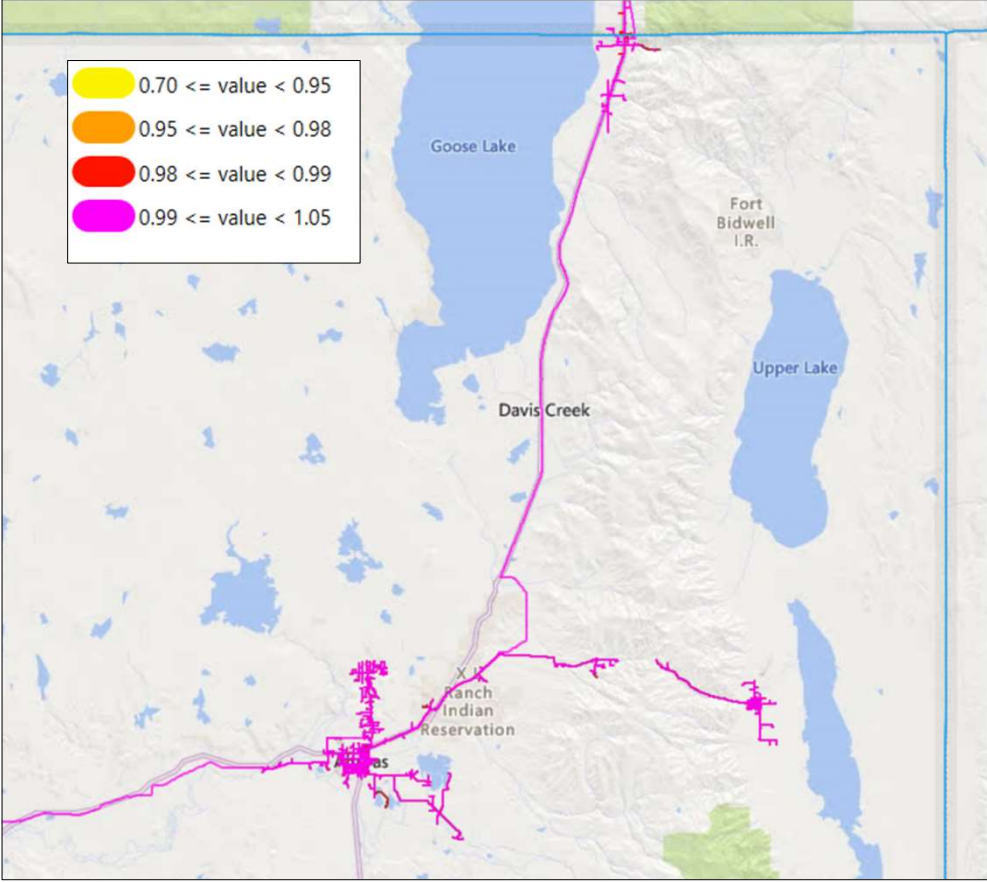
PSPS Watch

PSPS Warning

PSPS Execution



# 72-hr FORECAST – GREATER Wind Gusts and Percentiles



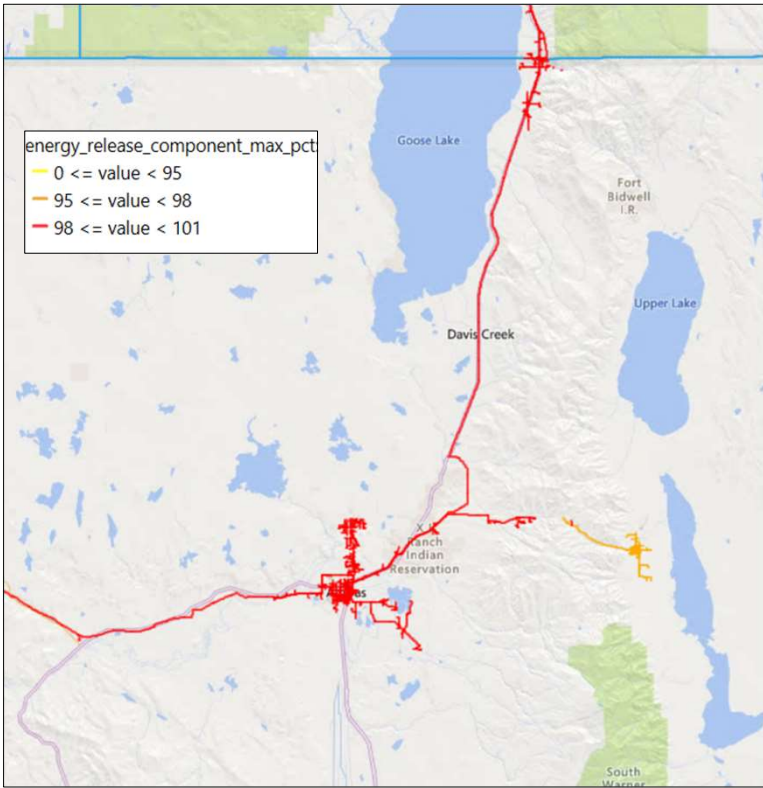
- PacifiCorp’s inhouse WRF models is showing wind gusts exceeding the 99<sup>th</sup> percentile all locations in the Alturas and Lakeview districts for the upcoming wind event.
- Forecasted Wind Speeds:
  - Alturas: 55 mph
  - Surprise Station: 65+ mph
  - New Pine Creek: 65 + mph

**PSPS Watch**    PSPS Warning    PSPS Execution

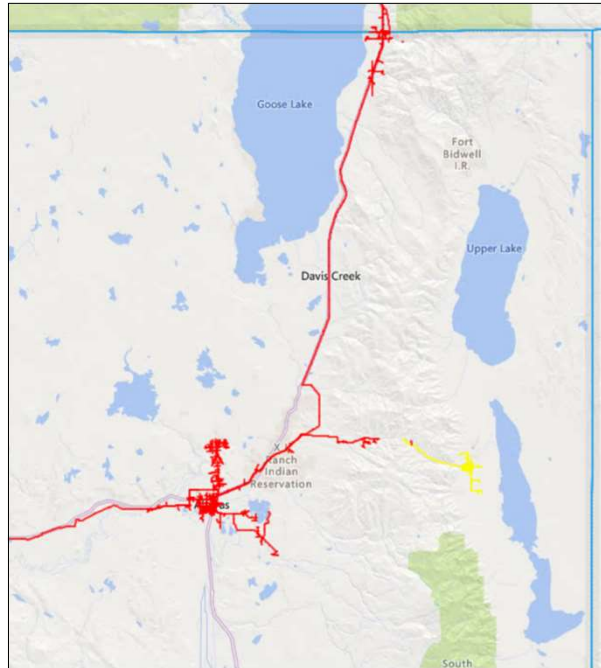


# Fuels Discussion

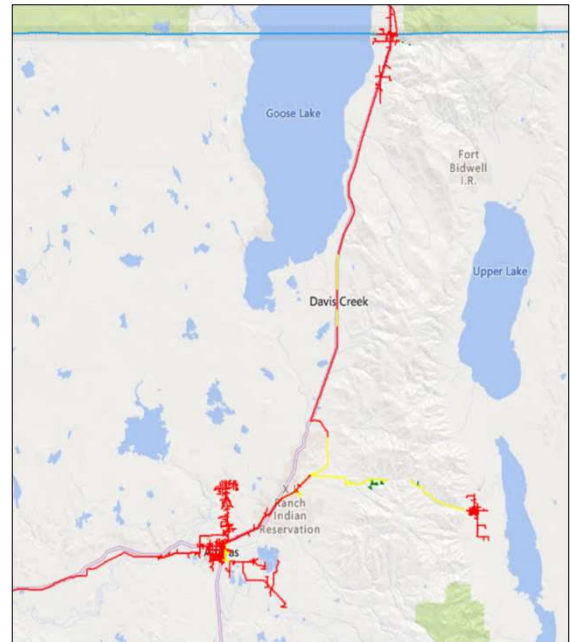
## Energy Release Component (ERC)



## 10 hour fuels



## 100 hour fuels



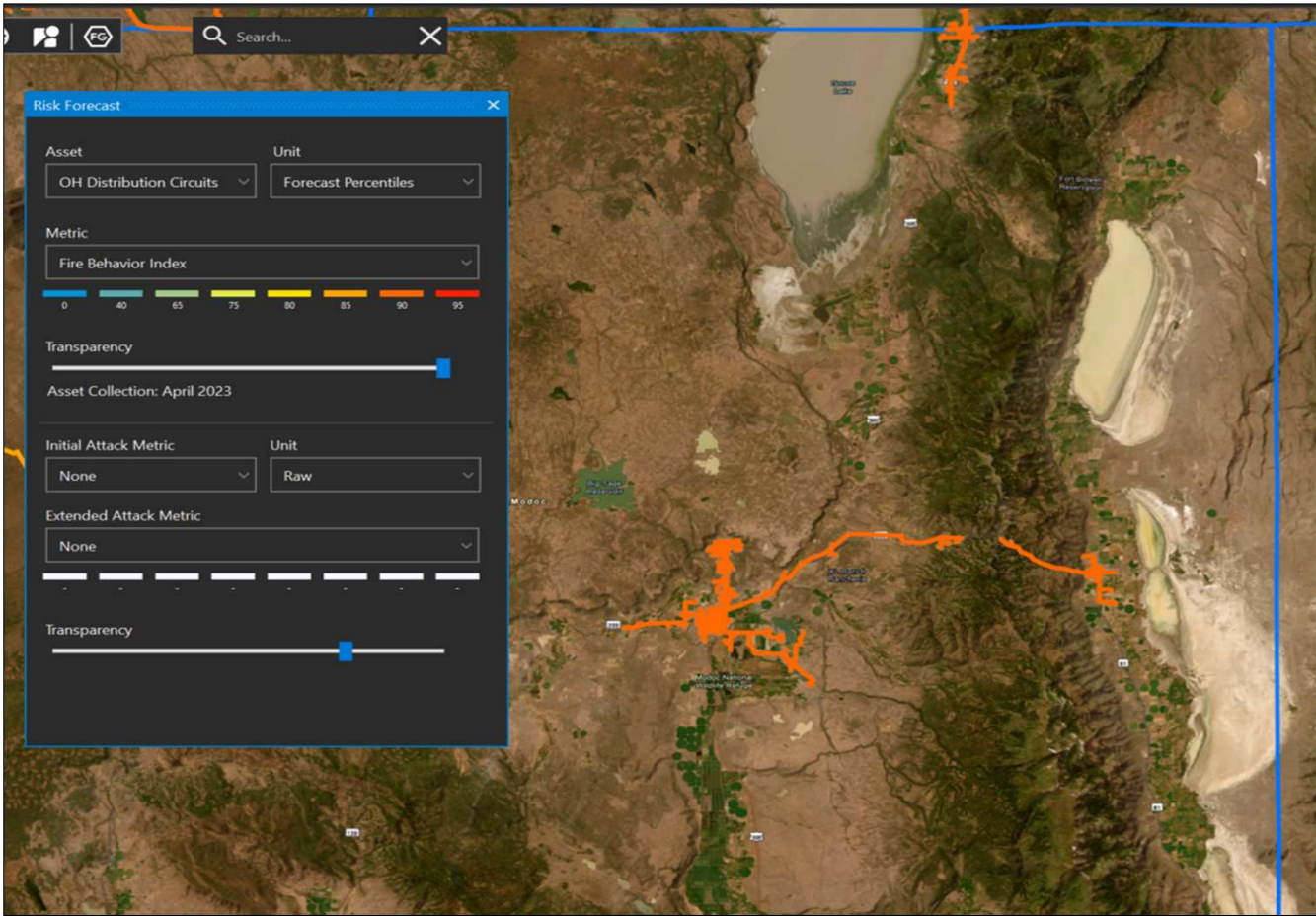
**PSPS Watch**

PSPS Warning

PSPS Execution



# Fire Behavior Index



**PSPS Watch**

PSPS Warning

PSPS Execution



# Affected Circuits

Circuit 5L105 – 123 customers

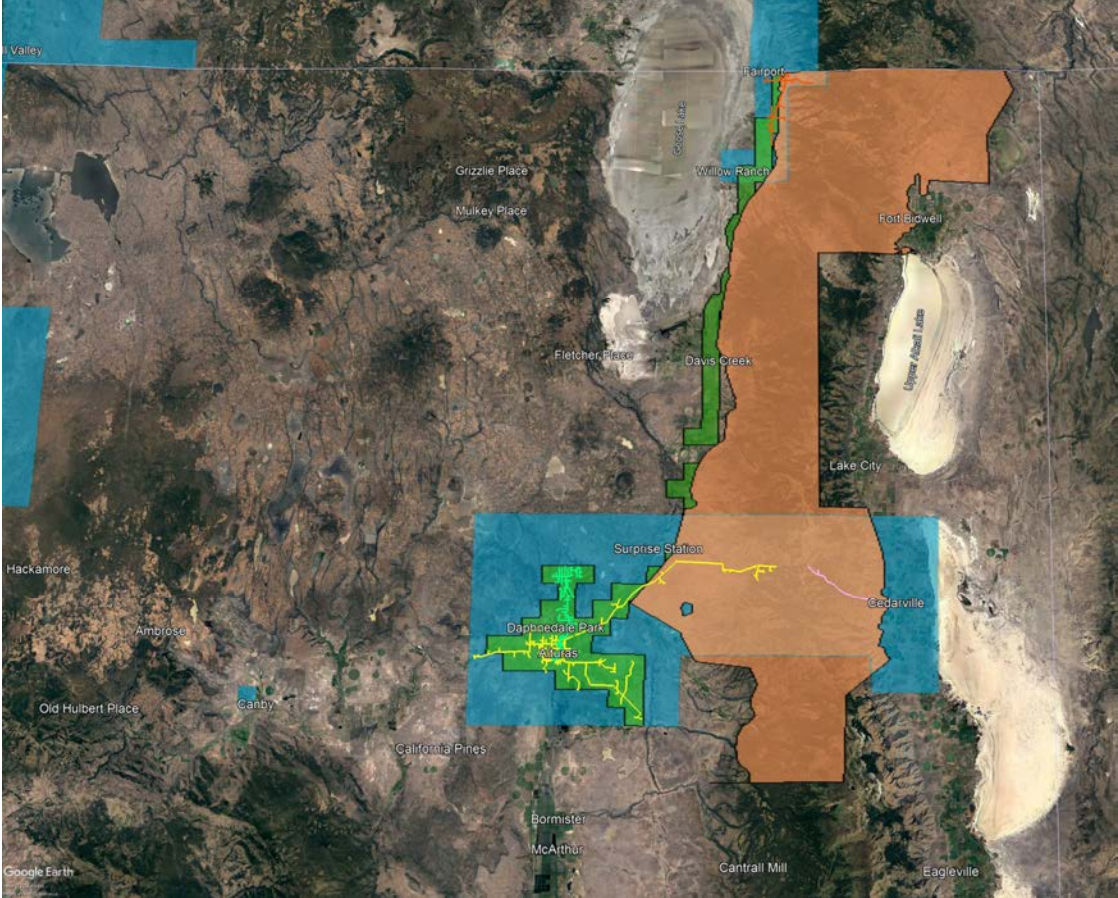
Circuit 5L86 – 894 customers

Circuit 5L87 – 1,395 customers

Circuit 5L97 – 342 customers

**Total customers potentially affected by PSPS:  
2,754**

<b>PSPS Watch</b>	PSPS Warning	PSPS Execution
-------------------	--------------	----------------



# Phase 3

## 48 Hours Prior to Event





## Completed Actions

- Completed CalOES Strategic Warning Center surveys
- Updated CPUC
- Held a Joint Information Team call
- Held CalOES Executive Briefing
- Held Cooperators call

## Next Actions

- Update Public Safety Partner Portal
- Approve messaging for 48-hour timeframe

**Subject Line: (EXERCISE) Public Safety Power Shutoff Planned**

Due to elevated wildfire conditions and expected high, gusty winds, we may turn off power in your area as a safety precaution. The Public Safety Power Shutoff will affect approximately 2,800 customers and begin at approximately 11:30 a.m. on Tuesday, June 25 and could last through June 26.

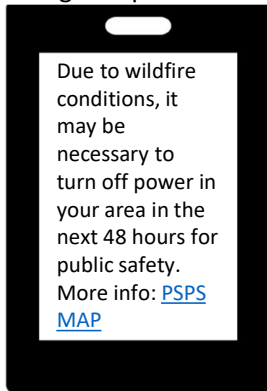
A Public Safety Power Shutoff is a measure to reduce wildfire risk during hazardous fire weather by turning off power. A temporary community resource center may be available to customers to charge devices, stay cool, and access other amenities. We will share the location when that information is available.

Pacific Power is taking additional safety precautions by directing extra personnel and resources to monitor weather impacts on the system. After weather conditions end, a safety patrol will occur to ensure it is safe to re-energize the electrical network.

We will provide an update in the next 24 hours. For a map of affected areas, visit [PacificPower.net/PSPS](http://PacificPower.net/PSPS)

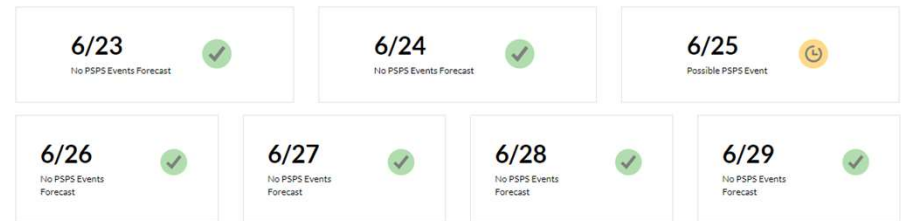
[PSPS MAP](#)

We appreciate your understanding and patience during this important public safety measure.

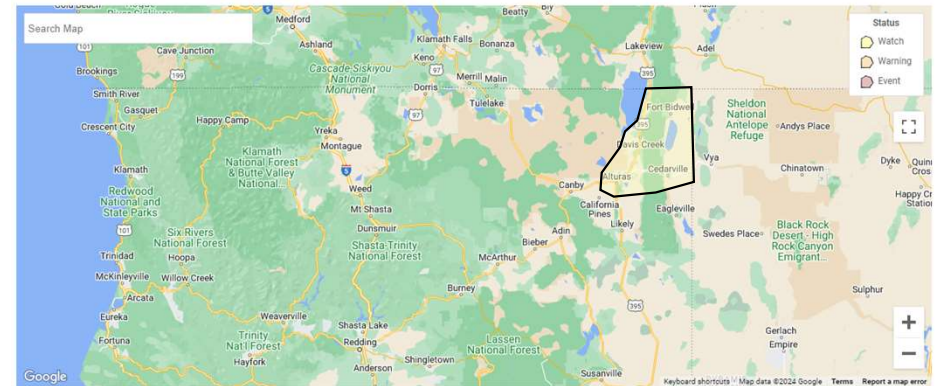


# Customer Messaging

## 7-Day PSPS Forecast



### Check if you're in a Public Safety Power Shutoff area



*\*Some customers outside of Public Safety Power Shutoff areas could be impacted by a Public Safety Power Shutoff due to the interconnected nature of the electrical grid.*

#### DEFINITIONS

- Watch:** This area is being monitored for elevated weather conditions that could possibly lead to a Public Safety Power Shutoff.
- Warning:** This area is being monitored for elevated weather conditions that will likely lead to a Public Safety Power Shutoff.
- Event:** This area is currently experiencing a Public Safety Power Shutoff during elevated weather conditions.

# Phase 4

## 24 Hours Prior to Event



## Completed Actions

- Activated Emergency Coordination Center
- Set call cadence & sent out invites
- Completed CalOES Strategic Warning Center survey
- Notified CPUC
- Held a Joint Information Team call
- CalOES Executive Briefing
- Sent customer messaging

## Next Actions

- Hold Cooperators call
- Update/Initiate Public Safety Partner Portal



# 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	Wx	F
<b>SOUTH WIRES</b>														
Crescent City Area	Crescent City													
Grants Pass Area	Grants Pass													
Klamath Falls Area	Alturas													
	Klamath Falls													
	Lakeview													
Medford Area	Tellico													
	Medford													
Yreka Area	Mt. Shasta													
	Yreka													

## Fire Weather and Fuels

- Forecast remains on track with the following changes:
  - Fire Weather Watches have been upgraded to Red Flag Warnings.
  - Weather computer models continue to show strong winds for higher terrain circuits and have also continued to show a downtrend in speeds for locations in Alturas proper.
  - Timing: Period of strongest winds expected between 12-9 pm, the strongest winds expected between 3-5 pm.

**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

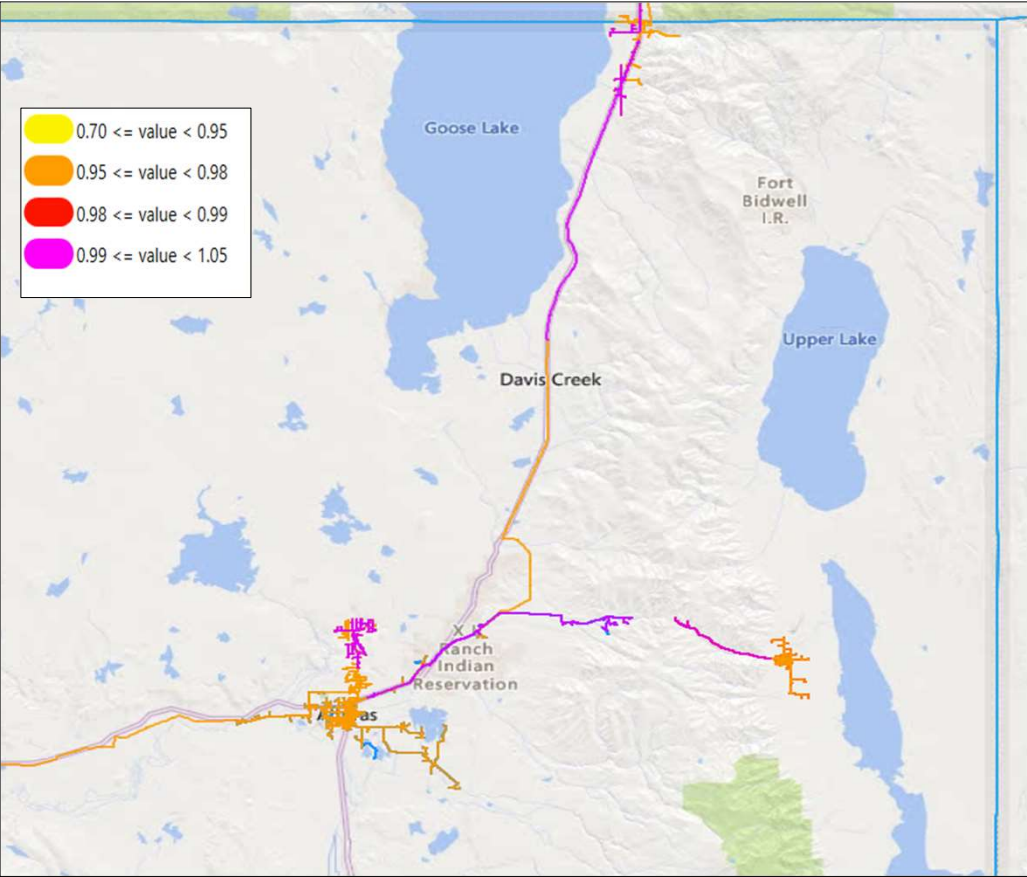
**WILDFIRE RISK (F)**

- Extreme Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

PSPS Watch    **PSPS Warning**    PSPS Execution



# 24-hr FORECAST – Modoc County, CA

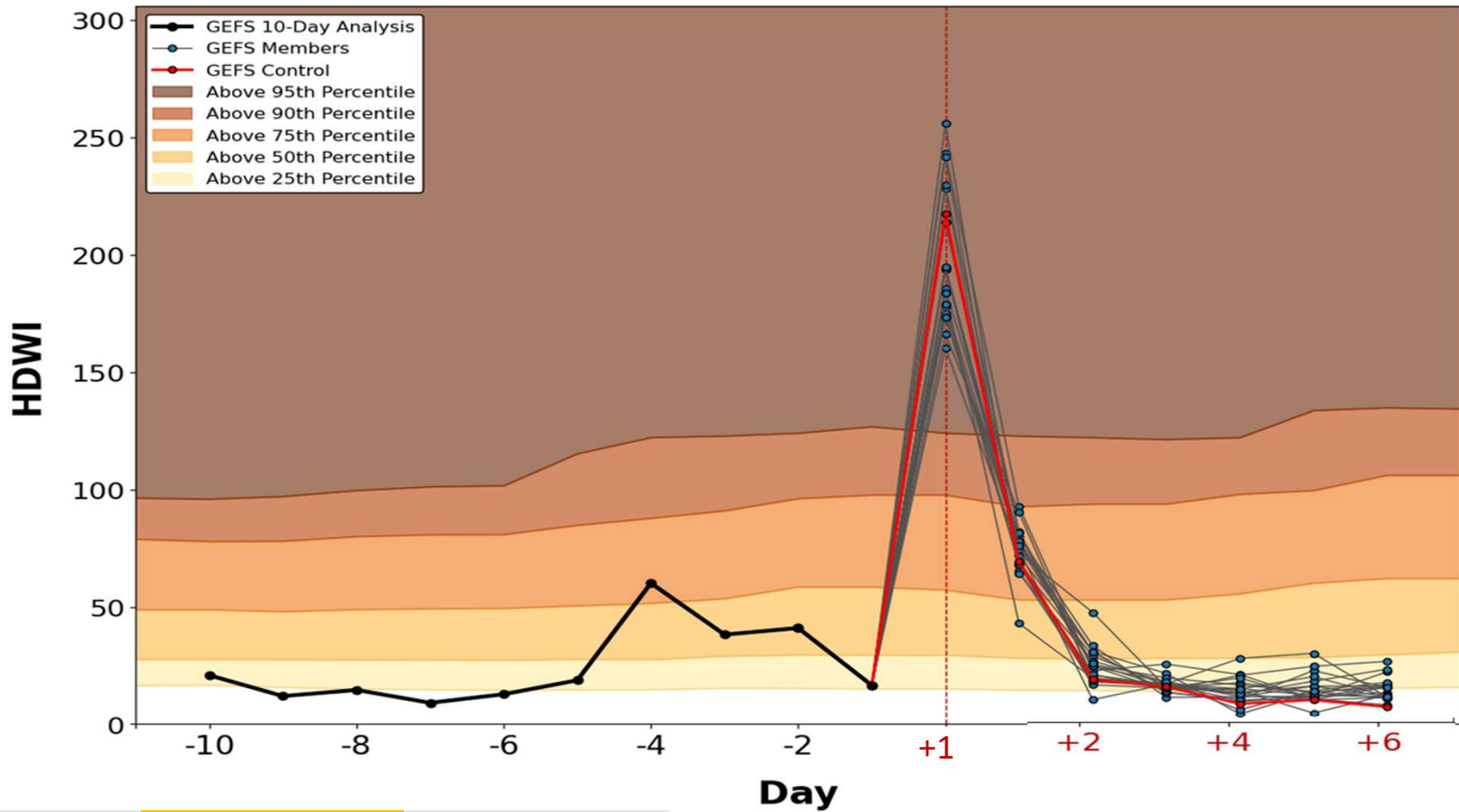


- PacifiCorp’s inhouse WRF model, along with additional external model data continues to advertise a large wind event for the area.
- Forecasted Wind Speeds:
  - Alturas: 40 mph
  - Surprise Station: 55+ mph
  - New Pine Creek: 55+ mph

PSPS Watch    **PSPS Warning**    PSPS Execution

# Max Daily HDWI

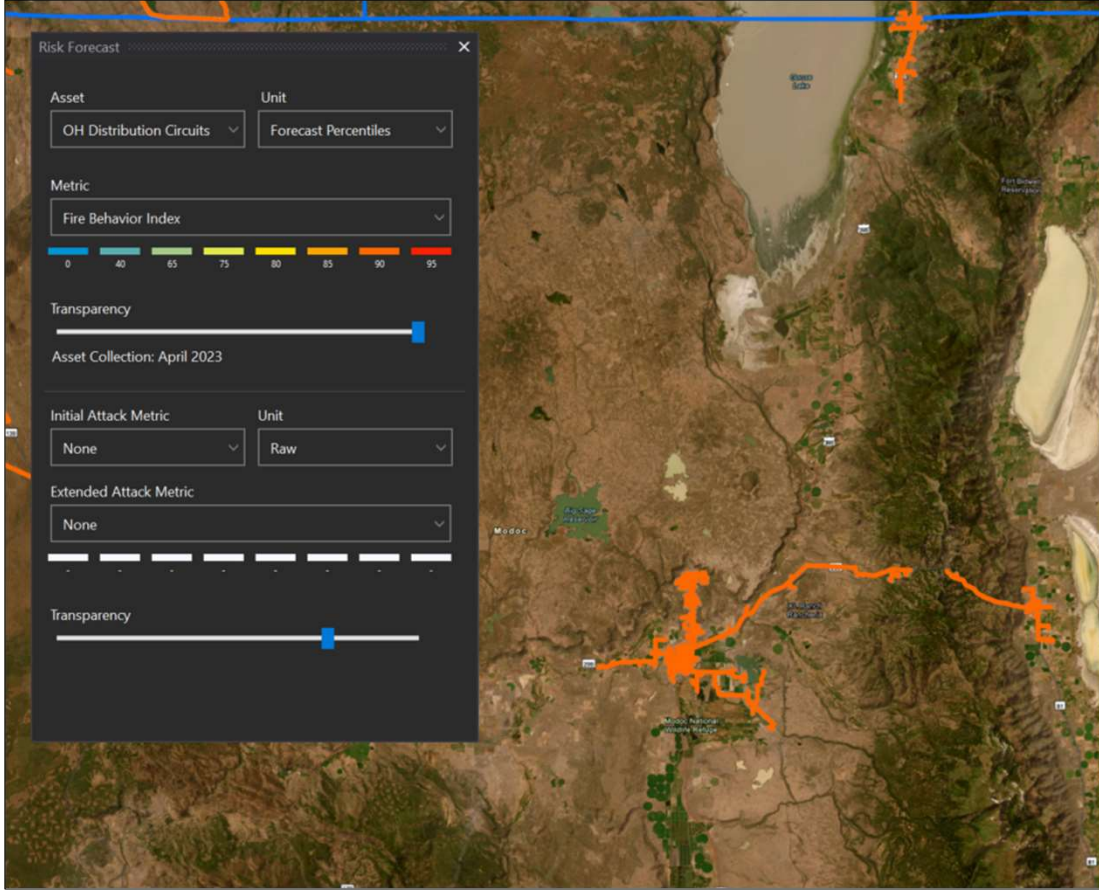
GEFS Analysis and Forecast & 1981-2010 CFSR Climatology



PSPS Watch    **PSPS Warning**    PSPS Execution



# 24-hr Forecast of Fire Behavior Index



- Forecasted fire behavior index values continue to show a high probability for erratic fire behavior.

PSPS Watch    **PSPS Warning**    PSPS Execution





# Affected Circuits

Circuit 5L105 – 123 customers

Circuit 5L87 – 75 customers

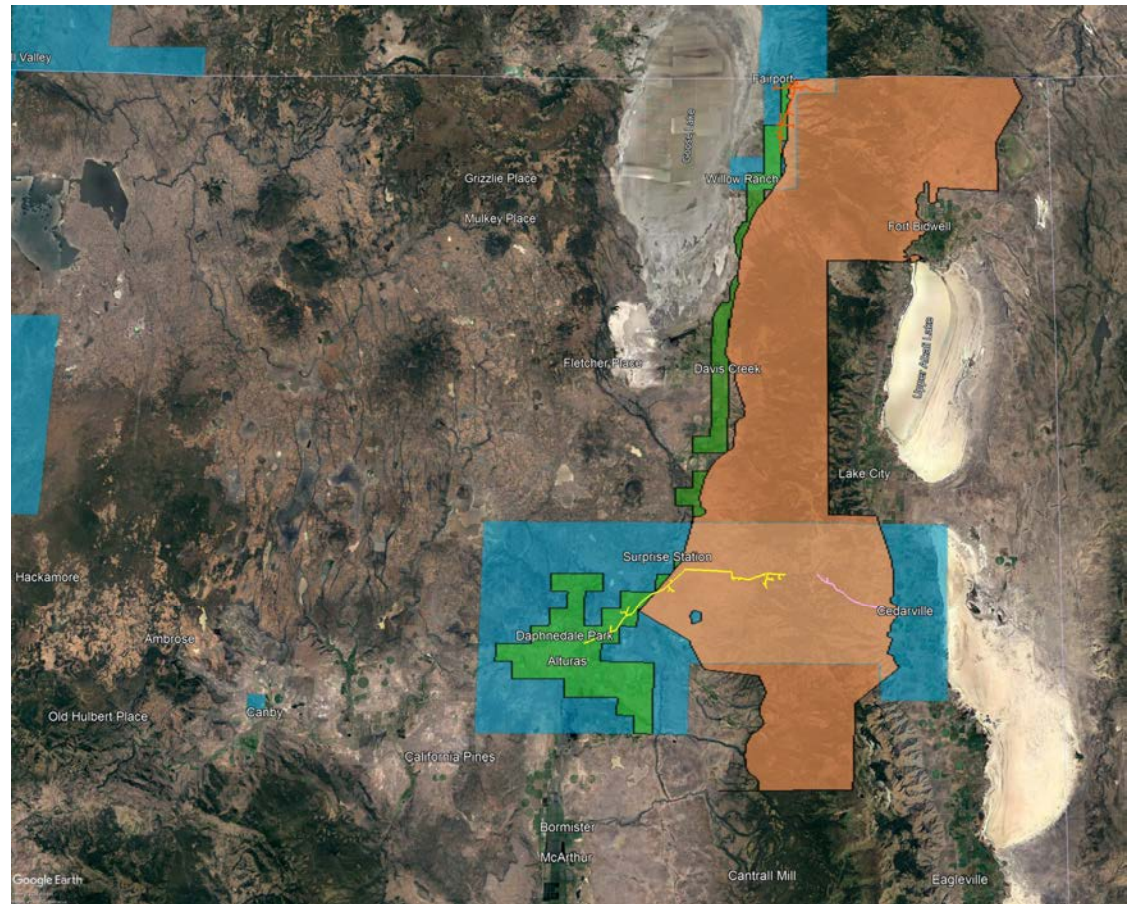
Circuit 5L97 – 342 customers

**Total customers potentially affected by PSPS:  
540**

PSPS Watch

**PSPS Warning**

PSPS Execution

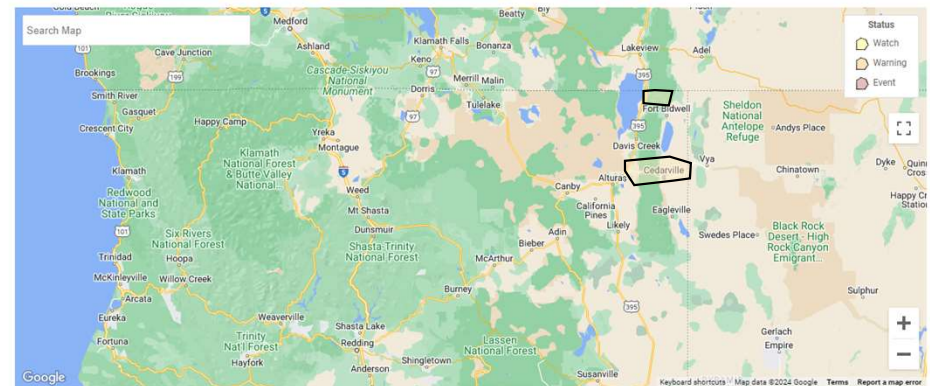


# Customer Messaging

- Standard messaging sent out.
- 3 AFN/MBL customer uncontacted
  - 485 Pencil Road, Alturas, CA 96101
  - 456 Pinecone Drive, Cedarville, CA 96104
  - 1820 County Road 2, NEW PINE CRK, CA 96104



Check if you're in a Public Safety Power Shutoff area



\*Some customers outside of Public Safety Power Shutoff areas could be impacted by a Public Safety Power Shutoff due to the interconnected nature of the electrical grid.

## DEFINITIONS

**Watch:** This area is being monitored for elevated weather conditions that could possibly lead to a Public Safety Power Shutoff.

**Warning:** This area is being monitored for elevated weather conditions that will likely lead to a Public Safety Power Shutoff.

**Event:** This area is currently experiencing a Public Safety Power Shutoff during elevated weather conditions.



# Rumor Control



# Phase 5

## 4 Hours – De-energization



## Completed Actions

- Activated Emergency Coordination Center
- Set call cadence & sent out invites
- Completed CalOES Strategic Warning Center survey
- Notified CPUC
- Held a Joint Information Team call
- CalOES Executive Briefing
- Sent 1-4 hour messaging to customers

## Next Actions

- Hold Cooperators call
- Update/Initiate Public Safety Partner Portal
- Approve messaging for de-energization



# Day of PSPS Event

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>SOUTH WIRES</b>												
Crescent City Area	Crescent City	✓	✓				✓	✓	✓	✓	✓	✓
Grants Pass Area	Grants Pass	✓	✓				✓	✓	✓	✓	✓	✓
Klamath Falls Area	Altura	✓	✓				✓	✓	✓	✓	✓	✓
	Klamath Falls	✓	✓				✓	✓	✓	✓	✓	✓
	Lakeview	✓	✓				✓	✓	✓	✓	✓	✓
Medford Area	Tulelake	✓	✓				✓	✓	✓	✓	✓	✓
	Medford	✓	✓				✓	✓	✓	✓	✓	✓
Yreka Area	Mt. Shasta	✓	✓				✓	✓	✓	✓	✓	✓
	Yreka	✓	✓				✓	✓	✓	✓	✓	✓

## 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**

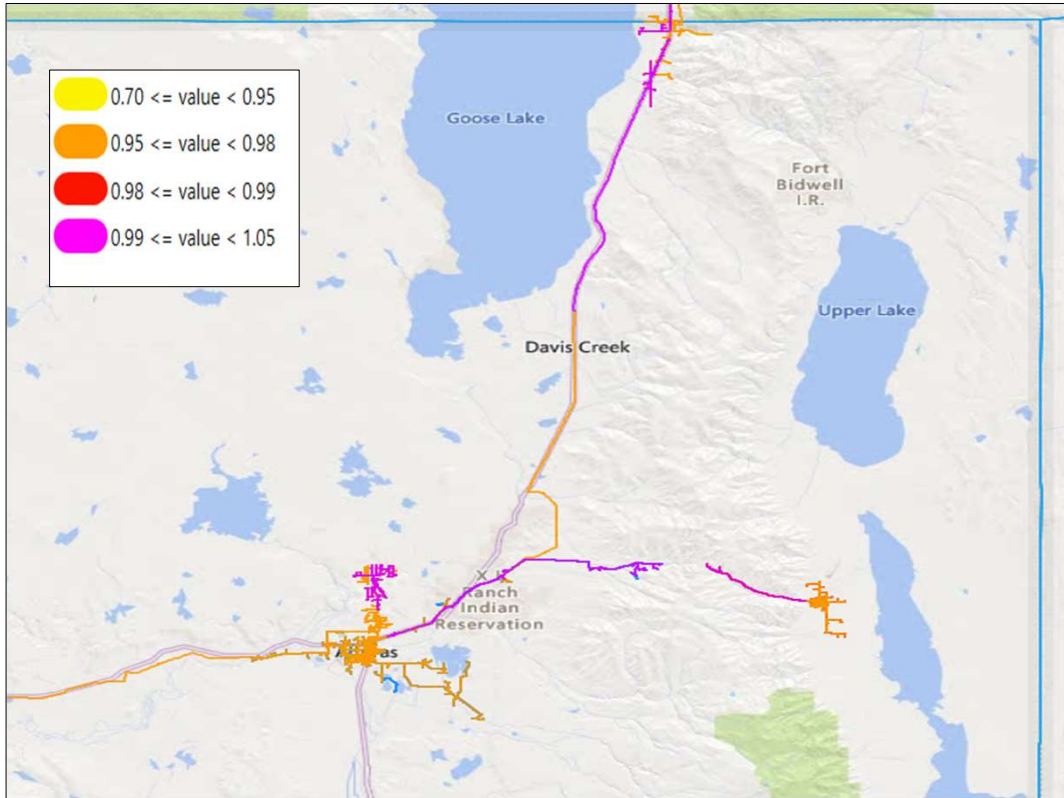
- (W) Wind
- (L) Thunderstorms / Lightning
- (R) Heavy Rain or Flooding

**WILDFIRE RISK (F)**

- Extreme Wildfire Risk
- Significant Wildfire Risk
- Elevated Wildfire Risk
- Low Wildfire Risk
- Non-Fire Season

PSPS Watch    PSPS Warning    **PSPS Execution**

# Morning of PSPS Event – Forecasted Wind Speeds and Percentiles



## Forecasted Max Wind Gusts

Wind Gust Percentiles – AM Model runs

PSPS Watch    PSPS Warning    **PSPS Execution**

## Slide 37

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**HWO** [[@Beall, Stephanie \(PacifiCorp\)](#)] can we update this to the correct info?  
Ward, Horace (PacifiCorp), 2024-05-19T07:28:36.843





# Affected Circuits

Circuit 5L105 – 123 customers

Circuit 5L87 – 75 customers

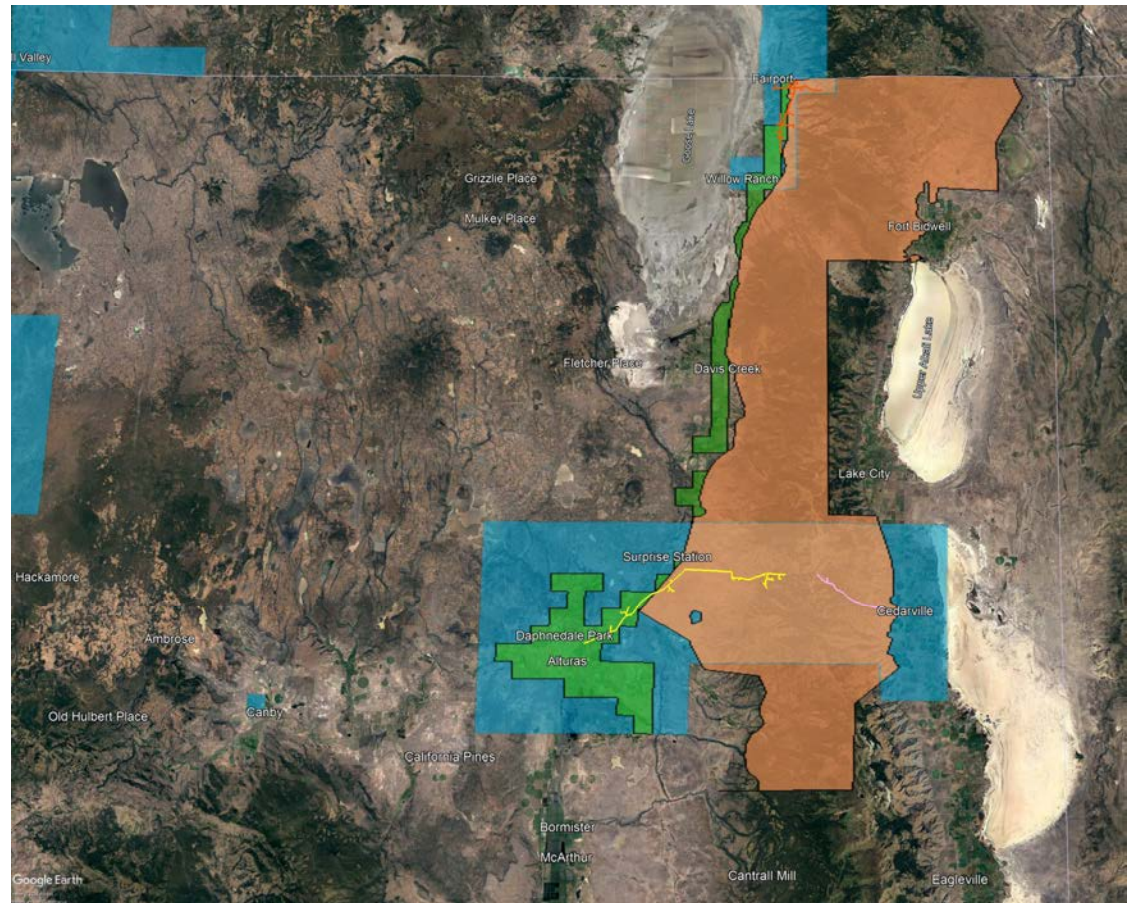
Circuit 5L97 – 342 customers

**Total customers affected by PSPS:  
540**

PSPS Watch

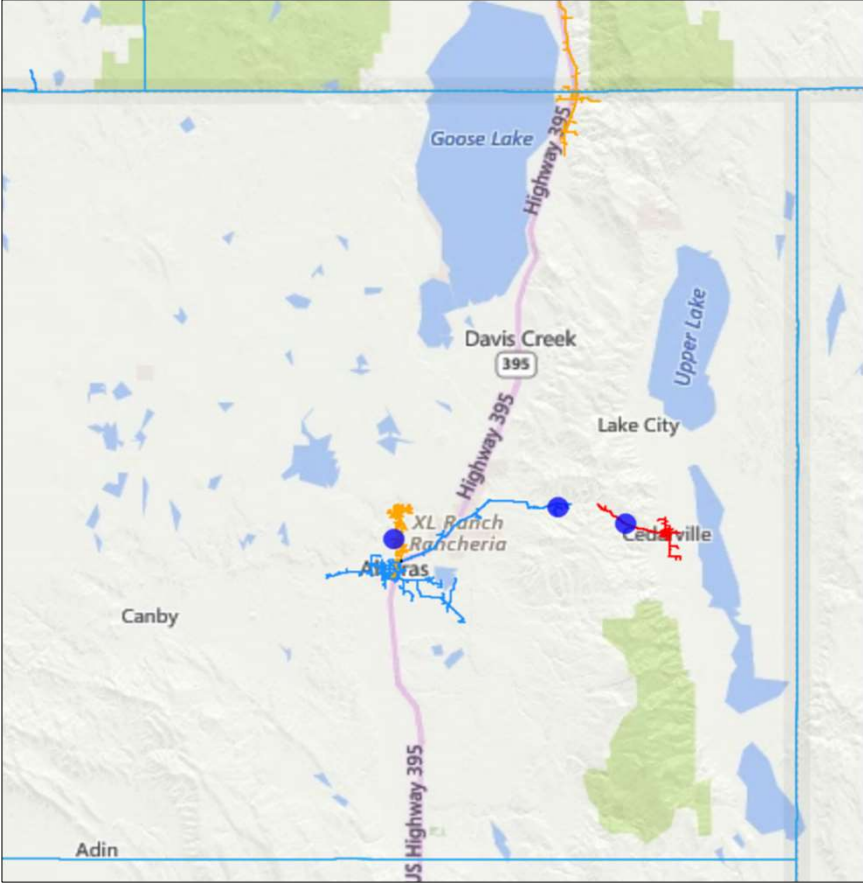
PSPS Warning

**PSPS Execution**





# PSPS Situational Awareness Tools



- Monitoring of Pacific Power Weather Stations (blue dots).
- Additional weather stations including ASOS, RAWs and Department of transportation are used to supplement Pacific Power weather stations.
- Weather station data allows for real-time observation of winds during the event.

PSPS Watch    PSPS Warning    **PSPS Execution**



# PSPS Situational Awareness Tools

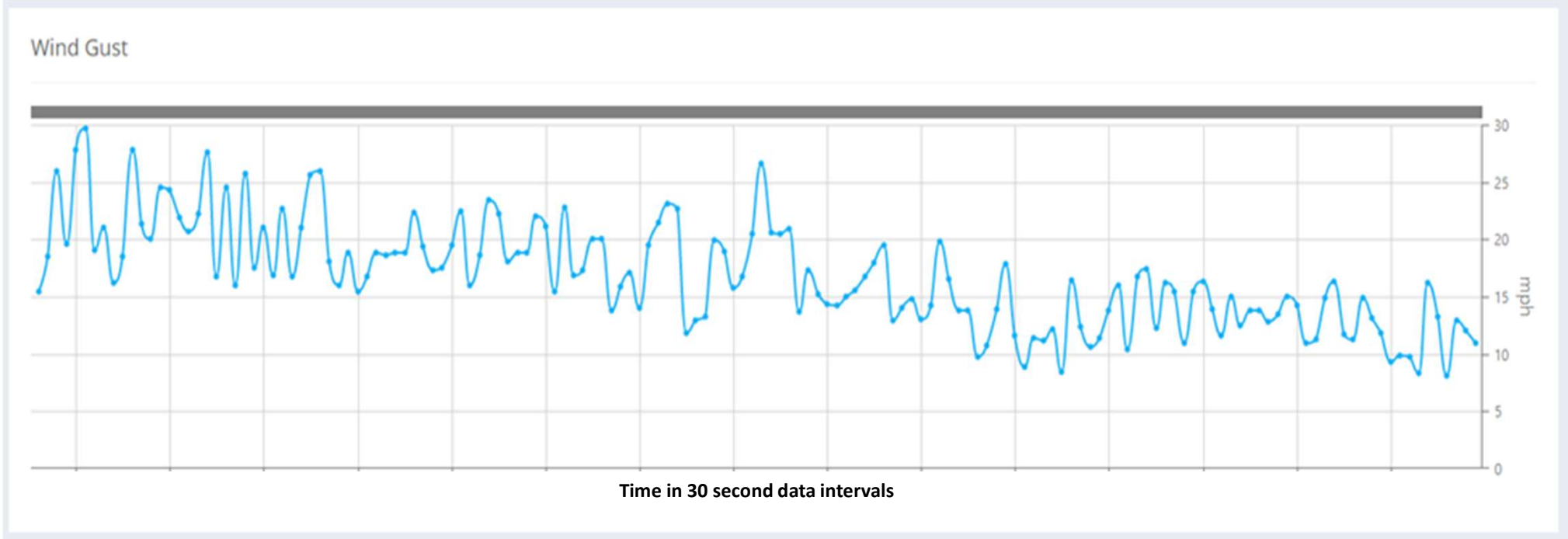


Publicly available data at <http://www.pacificpowerweather.com>

- PSPS Watch
- PSPS Warning
- PSPS Execution**



# PSPS Situational Awareness Tools



PSPS Watch    PSPS Warning    **PSPS Execution**

Subject Line: **(EXERCISE)** Public Safety Power Shutoff Has Begun

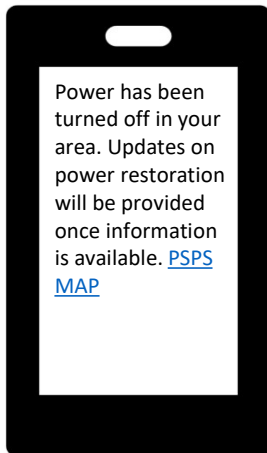
Power has been turned off in your area. Pacific Power will be in your area shortly to begin patrolling power lines, assess what repairs may be needed, and clearing possible debris prior to turning power back on. We will provide updates on when power will be turned back on once that information is available.

Temporary community resource centers are open from open from 8 a.m. to 10 p.m. unless service has been restored) on Tuesday, June 25 and Wednesday, June 26 at these locations:

- Modoc County – Federated Community Church – 307 E 1st St, Alturas, CA 96101

For a map of affected areas and information on preparing for a power outage, visit [PacificPower.net/PSPS](http://PacificPower.net/PSPS). For all non-emergency questions about the Public Safety Power Shutoff, please call Pacific Power [Rocky Mountain Power] at 1-888-221-7070.

We appreciate your understanding and patience during this important public safety measure.

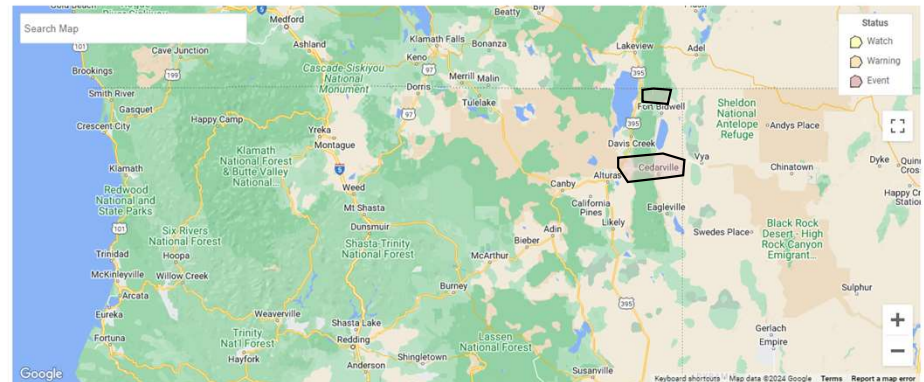


# Customer Messaging

## 7-Day PSPS Forecast



### Check if you're in a Public Safety Power Shutoff area



*\*Some customers outside of Public Safety Power Shutoff areas could be impacted by a Public Safety Power Shutoff due to the interconnected nature of the electrical grid.*

#### DEFINITIONS

**Watch:** This area is being monitored for elevated weather conditions that could possibly lead to a Public Safety Power Shutoff.

**Warning:** This area is being monitored for elevated weather conditions that will likely lead to a Public Safety Power Shutoff.

**Event:** This area is currently experiencing a Public Safety Power Shutoff during elevated weather conditions.

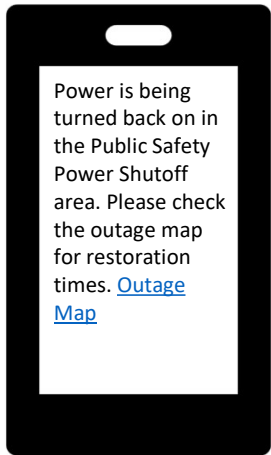
# Phase 6 Restoration

**Subject Line: (EXERCISE) Public Safety Power Shutoff Restoration**

We have patrolled the power lines serving your area and have turned the power back on. If your power has not been restored, please call us at **1-888-221-7070**.

Community safety and preventing wildfires are top priorities for Pacific Power.

Thank you for your patience and understanding during this important public safety event.



# Customer Messaging

A screenshot of the Pacific Power website's "Outages &amp; Safety" section. The page features a navigation menu on the left with options like "Report outage or check status", "Streetlight outages", "Storms &amp; emergencies", "Home &amp; work safety", "Wildfire safety", "Reliability", and "Tree pruning &amp; planting". The main content area includes a "REPORT OUTAGE / CHECK STATUS" button and a map of California. A callout box over the map displays the following information: "Outages: 1", "Est. Restore: Before 10:00 AM on 6/26", "Customers: 41", "Cause: PSPS", "Status: Restoration in Progress", "First Report: 11:45 AM on 6/25", and "Zip: 96104". A legend on the right side of the map defines symbols for "Cluster of Outages", "Planned Outage", and "Safety Shutoff", and includes a "Customer Impact" scale with red circles of varying sizes representing 1-50, 51-100, 101-1000, and &gt;1000 customers affected.

# End of Exercise



# Hotwash

**Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event**

- Strengths
- Areas for Improvement

**Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners**

- Strengths
- Areas for Improvement

**Please take the time to complete the feedback form by visiting:**  
**<https://forms.office.com/r/F5zpqx8PWv> or following this link**



# Hotwash

**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

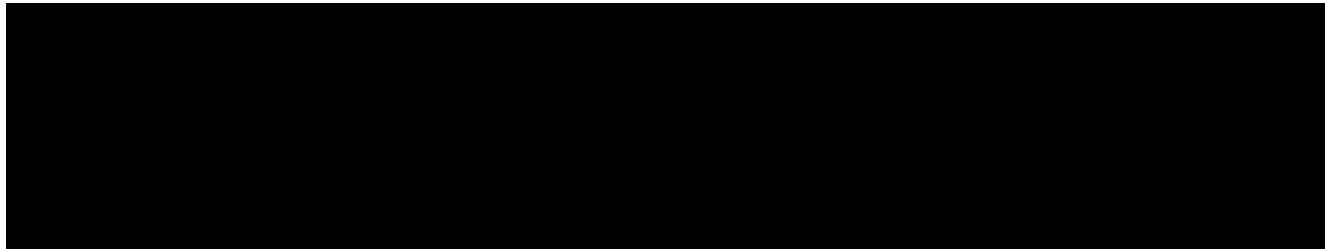
**Please take the time to complete the feedback form by visiting:**  
**<https://forms.office.com/r/F5zpqx8PWv> or following this link**





## Questions and Comments

For more information about our  
emergency management program  
please contact:



**Emergency Management Duty Officer 503-331-4498**

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**Report a power outage**

1-877-508-5088

**Customer service**

1-888-221-7070

**ATTACHMENT 8**

**REDACTED**

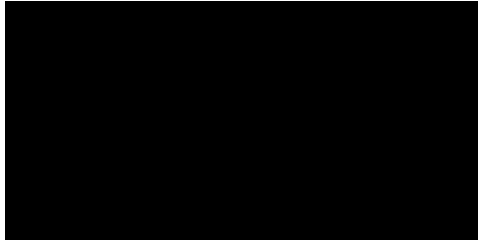

# Modoc County PSPS FE

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Exercise Plan  
June 25, 2024

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>	Modoc County PSPS Functional Exercise	
<b>Exercise Dates</b>	June 25, 2024	
<b>Scope</b>	Functional Exercise, planned for three hours from the participants home locations. Exercise play is limited to the identified affected area. No other incidents	
<b>Focus Area(s)</b>	Response	
<b>Capabilities</b>	Public Information and Warning	
<b>Objectives</b>	<ol style="list-style-type: none"> <li>1. Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event</li> <li>2. Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners</li> </ol>	
<b>Threat/Hazard</b>	Extreme fire weather and environmental conditions	
<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>	Pacific Power, Modoc County, California Public Utilities Commission, California Office of Emergency Services, CalFire, Bureau of Land Management, US Forest Service, Modoc County Public Health, City of Alturas Public Works, City of Alturas Fire Marshals Office, Modoc Medical Center.	
<b>Point of Contact</b>		

## 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
Evaluate Pacific Powers ECC activation, communications procedures, and tools throughout a PSPS event	Public Information and Warning
Evaluate Public Safety Partner Portal for ease of information sharing and dissemination to partners	Public Information and Warning

**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

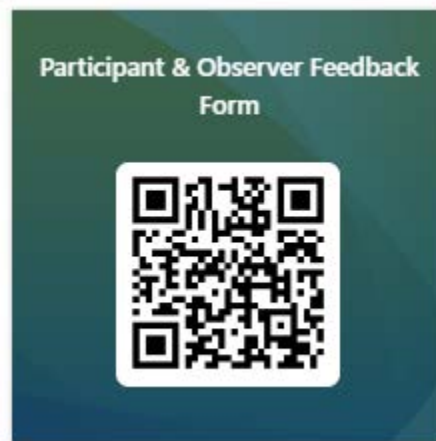
### ***During the Exercise***

- 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. The form can be accessed via Microsoft forms at this link: <https://forms.office.com/r/F5zpqx8PWv> or by visiting the QR code posted below
- 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

### Evaluator Directory

Name	Agency	Location	Phone	Email

All other exercise communications will occur in the Teams meeting linked here or in the invitation you received:

### Microsoft Teams [Need help?](#)

**Join the meeting now** ([https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_Nzk5MzgyN2EtOGYzNC00YjQ4LTgzNzQtN2U5NzBINGEyZWU1%40thread.v2/0?context=%7b%22Tid%22%3a%227c1f6b10-192b-4a83-9d32-81ef58325c37%22%2c%22Oid%22%3a%22c00b013d-32b0-4c77-ba0a-b51ce5445b82%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_Nzk5MzgyN2EtOGYzNC00YjQ4LTgzNzQtN2U5NzBINGEyZWU1%40thread.v2/0?context=%7b%22Tid%22%3a%227c1f6b10-192b-4a83-9d32-81ef58325c37%22%2c%22Oid%22%3a%22c00b013d-32b0-4c77-ba0a-b51ce5445b82%22%7d))

Meeting ID: 237 229 750 745

Passcode: LuiUfY

### Dial in by phone

[+1 563-275-5003](tel:+15632755003), [647763628#](tel:+1647763628) United States, Davenport

[Find a local number](#)

Phone conference ID: 647 763 628#

### Join on a video conferencing device

Tenant key: [berkshirehathawayenergy@m.webex.com](mailto:berkshirehathawayenergy@m.webex.com)

Video ID: 115 546 983 3

[More info](#)

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

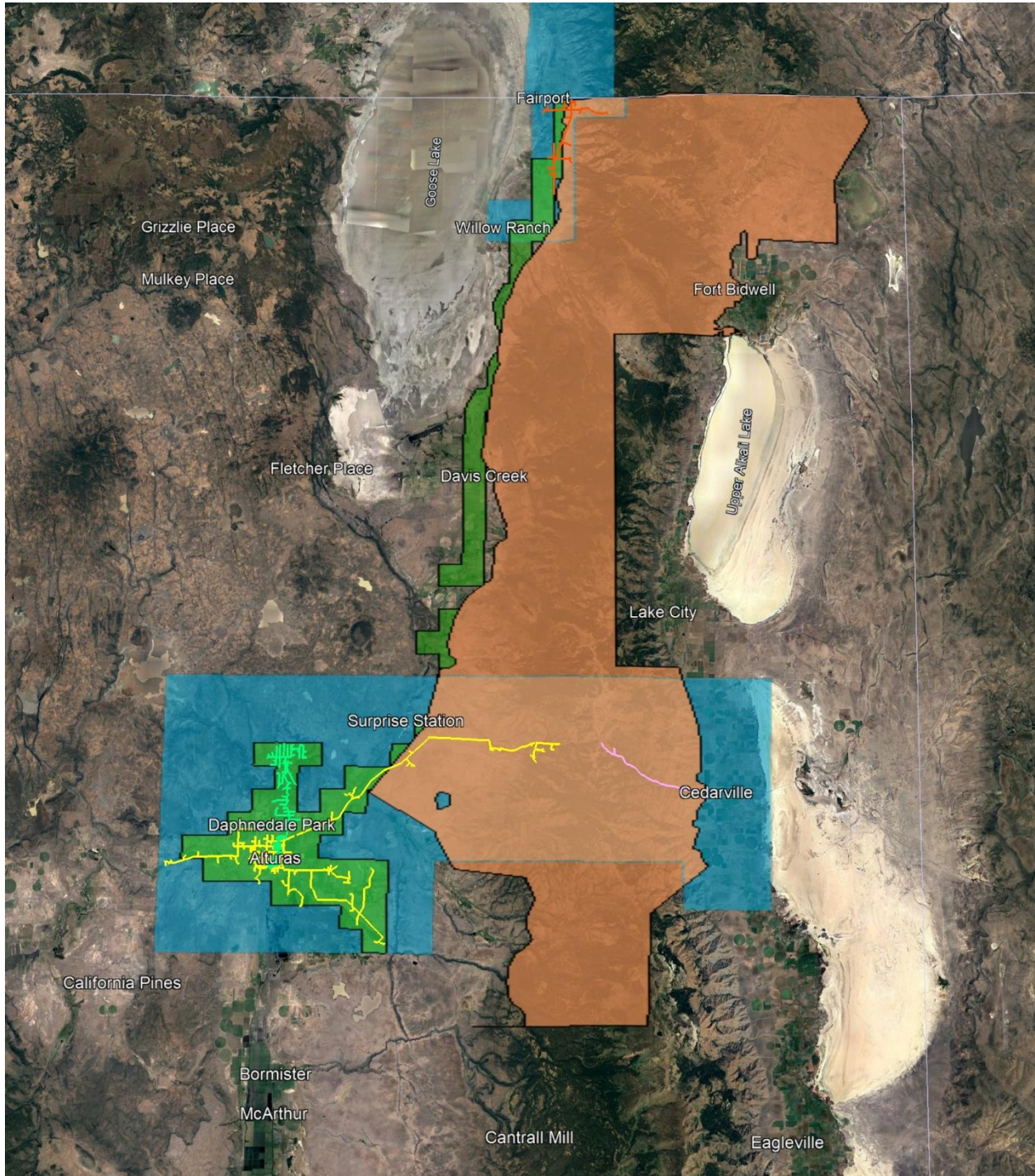
## APPENDIX B: EXERCISE PARTICIPANTS

<b>Participating Organizations</b>
<b>Federal</b>
United States Forest Service (USFS)
Bureau of Land Management (BLM)
<b>State</b>
California Governor's Office of Emergency Services (CalOES)
California Department of Forestry and Fire Protection (CalFire)
California Public Utilities Commission (CPUC)
<b>Modoc County</b>
Office of Emergency Services
Health Services
Public Works
Fire Marshals Office
<b>Telecommunications</b>
Frontier Communications
T-Mobile
Verizon
AT&T
<b>Private Partner Agencies</b>
Pacific Power
PG&E
FireDAWG
Modoc Medical Center

## APPENDIX C: EXERCISE SCHEDULE

Event	Time
Welcome and Introductions	9:00 AM
PSPS Workshop	9:10 AM
Exercise Overview	9:30 AM
Phase 1: Event Notification	9:40 AM
Phase 2: 72 Hours Prior to Event	9:50 AM
Phase 3: 48 Hours Prior to Event	10:10 AM
Phase 4: 24 Hours Prior to Event	10:20 AM
Phase 5: 4 hours prior to event initiation	10:50 AM
Phase 6: Restoration	11:20 AM
Hotwash	11:45 AM
End of Exercise & Closing Comments	12:00 PM

## 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 Modoc 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
  - Local and state stakeholder calls
  - Event coordination

### Tribal, County, Private and State Participants

- Following notification from the utility, initiate and response actions as identified in your internal plans and utilize the Public Safety Partner Portal to receive and gather information.



## 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

**ATTACHMENT 9**

## Schultz, Traci (PacifiCorp)

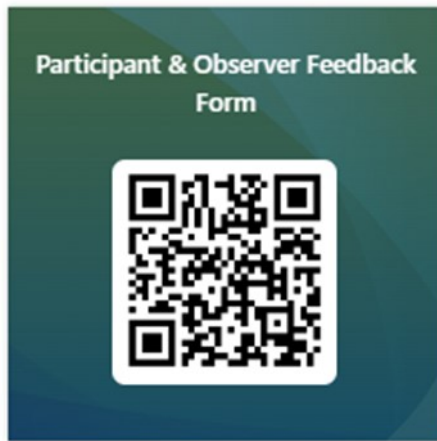
---

**From:** Ward, Horace (PacifiCorp)  
**Sent:** Tuesday, June 25, 2024 7:49 AM  
**To:** Anthony.Noll@cpuc.ca.gov; Karen.Valencia@CalOES.ca.gov; frank.bigelow@fire.ca.gov; melynda.moran@cisa.dhs.gov; ASHLEY.LERNER@cisa.dhs.gov; Mark.Hillskotter@fire.ca.gov; Stephen.Volmer@fire.ca.gov; Amanda.Moyer@CalOES.ca.gov; Ronald.DeMayo@CalOES.ca.gov; Rsweet@modocsheriff.us; William.Laustalot@CalOES.ca.gov; Ronald.DeMayo@cpuc.ca.gov; Yotsov, Eleonore (PacifiCorp); Jeff.Fuentes@fire.ca.gov; mwwb@pge.com; Steve.Walker@fire.ca.gov; Jasen.Vela@CalOES.ca.gov; jeff.lee@pge.com; J6LY@pge.com; Karin.Nguyen@cpuc.ca.gov; asavage@blm.gov; josph.johnston2@usda.gov; chrisswasey@co.modoc.ca.us; alturasfire@cityofalturas.us; wfarnam@cityofalturas.us; j.wills@modocmedicalcenter.org; Lampkin, Chester (PacifiCorp); Averyt, Tyler (PacifiCorp); Schultz, Traci (PacifiCorp); Nerski, Jacquelyn (PacifiCorp); Beall, Stephanie (PacifiCorp); Gutierrez, Simon; Chowdhury, Pampi (PacifiCorp); Frazee, Hallie (PacifiCorp); Wright, Adrian (PacifiCorp)  
**Cc:** julie@firedawg.net; ir079r@att.com; Justin Clayden (justin.clayden1@t-mobile.com); Leonard.Kiolbasa@libertyutilities.com; shannon.chapman@charter.com; Travis Mclvor; Drinkwater, Jill (PacifiCorp); Andres, Todd (PacifiCorp); Whitman, Cooper (PacifiCorp); Meyer Jr, Alan (PacifiCorp); bschenone@co.siskiyou.ca.us; danna.diamond@verizonwireless.com; Kite, Kristy (PacifiCorp); Curry, Mike (PacifiCorp); bradsvec@frontier.com; Ryan.Sandler@noaa.gov; dtague@co.lake.or.us; Phillips, Gunnar (PacifiCorp); Ashley L Ostrander; Shriver, Gregory; Tiffany Martinez; Chen, Xuan "Cindy"; Wu, Mabel; Chester Robertson; Thomas, Derek@CalOES; Tanya Schulz; Garcia, Mario; Reidel, Christopher; Rangle, Jesse; Dale, Kortney (PacifiCorp); Smith, Deanna (PacifiCorp); Tracy Sides; Corbly, Lisa (PacifiCorp); Lippert, Kimberly (PacifiCorp); Whitesides, Jonathan (PacifiCorp); Gonzalez, Miranda (PacifiCorp); Hoskins, Amy (PacifiCorp); Klaiber, Steven  
**Subject:** RE: Pacific Powers Modoc County PSPS Functional Exercise  
**Attachments:** 2024 Modoc County CA FE -EXPLAN.pdf

Greetings partners,

Please join us for our 2024 Modoc County Public Safety Power Shutoff Functional Exercise. This will be a hybrid event where Pacific Powers Emergency Coordination Center will be fully activated while running through the key components of our Public Safety Power Shutoff Plan with a focus on all of the communications that occur with partners and the public. Please see the attached Exercise Plan and updated schedule below.

Following the exercise, please fill out a participant/observer feedback form by following this link <https://forms.office.com/r/F5zpqx8PWv> or scanning the below QR code.



Below you will find the specifics of the event and the Teams Meeting/Call-in information.

<b>What</b>	Pacific Powers Modoc County Public Safety Power Shutoff Functional Exercise	
<b>When</b>	Tuesday, June 25 <sup>th</sup> , 2024, 9:00am – 12:00pm	
<b>Where</b>	Virtual	
<b>Why</b>	To validate Pacific Powers communications procedures.	
<b>Who</b>	Public safety and community-based organizations in Modoc County including: <ul style="list-style-type: none"> <li>• Modoc County Office of Emergency Services</li> <li>• Modoc County Public Health</li> <li>• City of Alturas Public Works</li> <li>• City of Alturas Fire Marshals Office</li> <li>• California Public Utilities Commission</li> <li>• California Office of Emergency Services</li> <li>• CalFire</li> <li>• Bureau of Land Management</li> <li>• US Forest Service</li> <li>• Modoc Medical Center</li> <li>• Telecomm Providers</li> <li>• Pacific Power</li> <li>• Surprise Valley Electric</li> <li>• PG&amp;E</li> </ul>	
<b>Exercise Schedule</b>	Event	Time
	Welcome and Introductions	9:00 AM
	PSPP Workshop	9:10 AM
	Exercise Overview	9:30 AM
	Phase 1: Event Notification	9:40 AM
	Phase 2: 72 Hours Prior to Event	9:50 AM
	Phase 3: 48 Hours Prior to Event	10:10 AM
	Phase 4: 24 Hours Prior to Event	10:20 AM
	Phase 5: Event Initiation to All Clear	10:50 AM
	Phase 6: Restoration	11:20 AM
	Hotwash	11:45 AM
	End of Exercise & Closing Comments	12:00 PM
<b>Exercise Points of Contact</b>	Primary – Horace Ward, 503-347-9778, <a href="mailto:horace.ward@pacificcorp.com">horace.ward@pacificcorp.com</a> Secondary – Tyler Averyt, 503-319-6901, <a href="mailto:tyler.averyt@pacificcorp.com">tyler.averyt@pacificcorp.com</a>	

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## Microsoft Teams [Need help?](#)

### [Join the meeting now](#)

Meeting ID: 237 229 750 745

Passcode: LuiUfY

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### Dial in by phone

[+1 563-275-5003,647763628#](#) United States, Davenport

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Phone conference ID: 647 763 628#

### Join on a video conferencing device

Tenant key: [berkshirehathawayenergy@m.webex.com](#)

Video ID: 115 546 983 3

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**ATTACHMENT 10**

**Pacific Power/Liberty/Bear Valley Electric Service**  
**2023 Wildfire Outreach Web Questionnaire – Wave 2**

Date: October 31, 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, X/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
- 26 Local agency (e.g., Health and Human Services)
- 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, X/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
Q	Local agency (e.g., Health and Human Services)	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, X/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
Q	Local agency (e.g., Health and Human Services)	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, X/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	
Q	Local agency (e.g., Health and Human Services)	
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
- 99 Other: \_\_\_\_\_
- 97 Don't know

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
- 99 Other: \_\_\_\_\_
- 97 I don't know
- 88 I am not aware of any efforts

**Ask QN1-QN4 if PACIFIC POWER**

QN1 Are you aware that you can call Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN2 In the past year, have you called Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN3 What specific topics about wildfire safety and preparedness did you call to ask about?  
**RANDOMIZE; MULTIPLE MENTIONS**  
*Select all that apply.*

- 11 Public Safety Power Shutoff – De-Energization of Power, Maps
- 12 Weather Stations
- 13 Vegetation Management
- 14 System Hardening
- 15 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 16 Local Emergency Services – Support Tools
- 17 Local Emergency Services – Resources
- 18 Notifications & Updating Customer Information
- 19 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 20 Community Resource Centers available for information and support
- 21 Fire High Consequence Areas

- 22 Elevated Fire Risk (EFR) settings
- 23 Pacific Power's Wildfire Protection Plan
- 24 Generator Rebate Program
- 25 Free Portable Battery Program

99 Other: \_\_\_\_\_

QN4 When you called Pacific Power about wildfire safety and preparedness, did you feel you got the information that you needed?

- 1 Yes
- 2 No

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, X/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 X (formerly Twitter)
- 99 Other: \_\_\_\_\_
- 97 Don't know

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.
- 99 Other: \_\_\_\_\_
- 97 I don't know

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 BVES**

Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?

- 1 Yes
- 2 No

**ASK Q13 IF BVES**

Q13 Are you aware of a map on 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

**ASK Q14B IF PACIFIC POWER OR BVES**

Q14b. Do you currently have an active Medical or Life Support Equipment Certificate?

- 1 Yes, I have an active certificate
- 2 No, I have an expired certificate
- 3 No, I have never had a certificate
- 7 I don't know



**ASK Q14E IF LIBERTY**

Q14e. Are you enrolled in Liberty's Medical Baseline Allowance Program?

- 1 Yes, currently enrolled
- 2 No, but previously enrolled
- 3 No, have never enrolled
- 7 I don't know

Q14c. A Medical or Life Support Equipment Certificate must be completed by a qualified medical professional certifying that a member of the household is using medical equipment on a regular basis required to maintain life or has a medical condition that would be adversely affected if electric service is disconnected. Are you aware that medical certificates require annual renewal?

- 1 Yes
- 2 No

**ASK Q14D IF PACIFIC POWER**

Q14d. Are you aware that customers with an active medical certificate and are enrolled in the California Alternate Rates for Energy (CARE) program are eligible to participate in the Pacific Power's Free Portable Battery program?

- 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, RANDOMIZE**

- 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
- 99 Other (specify) **[ANCHOR]**
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**

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	Access and Functional Needs (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)

**ASK IF PACIFIC POWER AND IF A7L=1**

G1 Where did you hear about Pacific Power's Generator Rebate Program? **RANDOMIZE**

*Select all that apply.*

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 18 Friends, family, or co-workers
- 99 Other (specify)

**ASK IF PACIFIC POWER**

G2 Thinking specifically about Pacific Power's Generator Rebate Program, how would you prefer to receive information from Pacific Power about the program? **RANDOMIZE**

*Select all that apply.*

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 99 Other (specify)
- 88 I would not want to receive information about the Generator Rebate Program

**ASK IF PACIFIC POWER**

G3 What information about Pacific Power's Generator Rebate Program would be important for you to know? **RANDOMIZE**

*Select all that apply.*

- 11 How to apply for a rebate
- 12 The rebate amount
- 13 Specific generators that qualify
- 14 Retailers that sell qualifying generators
- 15 Other types of financial assistance programs available
- 16 Whether I qualify for a rebate
- 99 Other (specify)
- 88 I would not want any information about the Generator Rebate Program

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	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	<b>[PACIFIC POWER OR BVES]</b> 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 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	Access and Functional Needs (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	<b>[PACIFIC POWER OR BVES]</b> 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
- 99 Other (specify)
- 88 None of these apply

**IF A11=11-15, FLAG AS AFN**

**ASK L2=L4 IF LIBERTY**

**ASK L2 IF AFN**

L2 Are you aware that Liberty looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L3 Do you recall receiving direct communication regarding available Liberty customer programs and/or preparedness?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the “during PSPS” context covered earlier in the survey?

- 1 Yes
- 2 No

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) / [liberty@mdcinvoke.com](mailto:liberty@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 OR IF AFN] 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.

**IF Q14=1:**

**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 AFN:**

**During the survey, you mentioned that you identified with an access and functional need. To self-identify, visit: <https://california.libertyutilities.com/south-lake-tahoe/forms/afn-customer-application.html>**

For questions about the survey or data collection, please email [liberty@mdcinvite.com](mailto:liberty@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/>**

**ATTACHMENT 11**

**Pacific Power/Liberty/Bear Valley Electric Service**  
**2024 Wildfire Outreach Web Questionnaire – Wave 1**

Date: February 15, 2024  
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

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**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, X/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
- 34 Local agency (e.g., Health and Human Services)
- 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, X/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
Q	Local agency (e.g., Health and Human Services)	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, X/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
Q	Local agency (e.g., Health and Human Services)	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, X/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	
Q	Local agency (e.g., Health and Human Services)	
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
- 99 Other: \_\_\_\_\_
- 97 Don't know

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
- 99 Other: \_\_\_\_\_
- 97 I don't know
- 88 I am not aware of any efforts

**Ask QN1-QN4 if PACIFIC POWER**

QN1 Are you aware that you can call Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN2 In the past year, have you called Pacific Power to get information about wildfire safety and preparedness?

- 1 Yes
- 2 No → **SKIP TO Q8**

QN3 What specific topics about wildfire safety and preparedness did you call to ask about?  
**RANDOMIZE; MULTIPLE MENTIONS**  
*Select all that apply.*

- 11 Public Safety Power Shutoff – De-Energization of Power, Maps
- 12 Weather Stations
- 13 Vegetation Management
- 14 System Hardening
- 15 Personal Preparedness – What to do when power is out, how to prepare emergency kits, defensible space, etc.
- 16 Local Emergency Services – Support Tools
- 17 Local Emergency Services – Resources
- 18 Notifications & Updating Customer Information
- 19 Medical Needs – Plan for any medical needs (e.g., meds needing to be refrigerated, devices requiring power)
- 20 Community Resource Centers available for information and support
- 21 Fire High Consequence Areas

- 22 Elevated Fire Risk (EFR) settings
- 23 Pacific Power's Wildfire Protection Plan
- 24 Generator Rebate Program
- 25 Free Portable Battery Program

99 Other: \_\_\_\_\_

QN4 When you called Pacific Power about wildfire safety and preparedness, did you feel you got the information that you needed?

- 1 Yes
- 2 No

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, X/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 X (formerly Twitter)
- 99 Other: \_\_\_\_\_
- 97 Don't know

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.
- 99 Other: \_\_\_\_\_
- 97 I don't know

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 BVES**

Q12 Do you know whether your address is located in a Public Safety Power Shutoff area?

- 1 Yes
- 2 No

**ASK Q13 IF BVES**

Q13 Are you aware of a map on 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

**ASK Q14B IF PACIFIC POWER OR BVES**

Q14b. Do you currently have an active Medical or Life Support Equipment Certificate?

- 1 Yes, I have an active certificate
- 2 No, I have an expired certificate
- 3 No, I have never had a certificate
- 7 I don't know

**ASK Q14E IF LIBERTY OR PACIFIC POWER**

Q14e. Are you enrolled in Pacific Power/Liberty Liberty's Medical Baseline Allowance Program?

- 1 Yes, currently enrolled
- 2 No, but previously enrolled
- 3 No, have never enrolled
- 7 I don't know

Q14c. A Medical or Life Support Equipment Certificate must be completed by a qualified medical professional certifying that a member of the household is using medical equipment on a regular basis required to maintain life or has a medical condition that would be adversely affected if electric service is disconnected. Are you aware that medical certificates require annual renewal?

- 1 Yes
- 2 No

**ASK Q14D IF PACIFIC POWER**

Q14d. Are you aware that customers with an active medical certificate and are enrolled in the California Alternate Rates for Energy (CARE) program are eligible to participate in the Pacific Power's Free Portable Battery program?

- 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, RANDOMIZE**

- 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
- 99 Other (specify) **[ANCHOR]**
- 88 None of these would be helpful **[ANCHOR; EXCLUSIVE]**

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	Access and Functional Needs (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)

**ASK IF PACIFIC POWER AND IF A7L=1**

G1 Where did you hear about Pacific Power's Generator Rebate Program? **RANDOMIZE**

*Select all that apply.*

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 18 Friends, family, or co-workers
- 99 Other (specify)

**ASK IF PACIFIC POWER**

G2 Thinking specifically about Pacific Power's Generator Rebate Program, how would you prefer to receive information from Pacific Power about the program? **RANDOMIZE**

Select all that apply.

- 11 Pacific Power website
- 12 Email
- 13 Direct mailing
- 14 Bill insert
- 15 Community meetings: in person
- 16 Community meetings: virtual
- 17 Social media (e.g., blogs, Facebook, X/Twitter)
- 99 Other (specify)
- 88 I would not want to receive information about the Generator Rebate Program

**ASK IF PACIFIC POWER**

G3 What information about Pacific Power's Generator Rebate Program would be important for you to know? **RANDOMIZE**

Select all that apply.

- 11 How to apply for a rebate
- 12 The rebate amount
- 13 Specific generators that qualify
- 14 Retailers that sell qualifying generators
- 15 Other types of financial assistance programs available
- 16 Whether I qualify for a rebate
- 99 Other (specify)
- 88 I would not want any information about the Generator Rebate Program

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	Access and Functional Needs (AFN) Self-Identification	1	2	8
F	Special Payment Arrangements	1	2	8
G	<b>[PACIFIC POWER OR BVES]</b> 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 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	Access and Functional Needs (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	<b>[PACIFIC POWER OR BVES]</b> 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
- 99 Other (specify)
- 88 None of these apply

**IF A11=11-15, FLAG AS AFN**

**ASK L2=L4 IF LIBERTY OR PACIFIC POWER**

**ASK L2 IF AFN**

L2 Are you aware that [\[Pacific Power/Liberty\]](#)~~Liberty~~ looks to identify households with access and functional needs to provide targeted communication and earlier notification of PSPS?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L3 Do you recall receiving direct communication regarding available [\[Pacific Power/Liberty\]](#)~~Liberty~~ customer programs and/or preparedness?

- 1 Yes
- 2 No

**ASK L3 IF AFN OR A9A=1 OR Q14=1 OR LIST=CRITICAL**

L4 Do you or members of your household engage with Community Based Organizations or local Health and Human Services agencies within your community outside of the “during PSPS” context covered earlier in the survey?

- 1 Yes
- 2 No

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) / [liberty@mdcinvoke.com](mailto:liberty@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 OR IF AFN] 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.

**IF Q14=1:**

**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 AFN:**

**During the survey, you mentioned that you identified with an access and functional need. To self-identify, visit: <https://california.libertyutilities.com/south-lake-tahoe/forms/afn-customer-application.html>**

For questions about the survey or data collection, please email [liberty@mdcinvite.com](mailto:liberty@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/>**



**ATTACHMENT 12**

# Wildfire Messaging Awareness

November 2023



## Prepared by

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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 549 surveys, including 33 from critical customers, were completed between November 7 and December 5, 2023
  - Phone: 85 completed surveys
  - Web: 464 completed surveys

# Key Findings

**77% are aware of wildfire safety communications, up from March 2023 (52%) and November 2022 (67%). Pacific Power** remains the primary sources for wildfire preparedness information, and **personal preparedness** (59%) and **Public Safety Power shutoff** (53%) are the most common messages recalled, the latter up significantly from March 2023 (31%)

**Email, social media, and the Pacific Power website** are the most common channels for wildfire communications. Mentions of TV news and bill inserts as channels for wildfire communication has decreased significantly since last wave (25% vs 32% and 14% vs 20%).

**Bill inserts, email, and radio** are considered the clearest sources for information about wildfire preparedness, with the **Pacific Power website** considered the most useful source.

**58% are aware of their ability to contact Pacific Power for wildfire safety information, but only 10% of those aware have done so.** Of those who have contacted, notifications and updating customer information is the most common topic discussed.

**75% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, up from March 2023 (69%). **Trimming vegetation around properties** remains the most common action taken, while those who have created a defensible space has decreased from March 2023 (21% vs 27%). Recallers remain more likely than Non-Recallers to say they have taken actions (**79%** vs 64%).

**62% 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.

**66% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** which is up significantly from both March 2023 (51%) and November 2022 (56%). **Email** has taken the place of TV News as the main source of PSPS communication, followed by **social media**. **Recallers** are significantly more likely than Non-Recallers to mention email (**50%** vs 34%) and the Pacific Power website (**27%** vs 12%)

**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** 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 up significantly from March 2023**, with roughly half of customers indicating they are satisfied with each type

**Awareness of Pacific Power's Generator Rebate Program increased significantly** from 5% in March 2023 to 26% in November 2023. Of the **customers aware of Pacific Power's Generator Rebate program, 32% heard of the program either through the Pacific Power website or email, with email as the preferred source of information.** Whether customers qualify for a rebate is the topic customers consider to be most important.

**Almost two thirds (64%) are aware of the ability to update their contact information** with Pacific Power to receive notifications prior to PSPS events, up from March 2023 (58%); and 67% of those report doing so.

**Almost two thirds (63%) are aware of Pacific Power's website where information on PSPS events may be found**, up from March 2023 (55%). Awareness of website is higher among Recallers than Non-Recallers (67% vs 49%).

Of those relying on electricity for medical needs more than one quarter (25%) are aware Pacific Power provides additional notices.

3% 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 the communication strategy employed during Summer 2023; awareness of communications from Pacific Power has increased dramatically from March 2023 and November 2022, and awareness of PSPS has also improved. The percentage mentioning Pacific Power as a source of information about wildfire preparedness has increased significantly during this time as well.

Similarly, the campaign to promote the Generator Rebate Program has been highly successful, with a large increase in awareness. However, awareness of the Generator Rebate Program still lags behind other measures, and there is room to continue increasing awareness.

Continue to use email and social media to reach customers and drive them to the Pacific Power website. Additionally, offline communications (bill inserts or letters/flyers) should also be used to reach those in the community with limited access to the internet or technology.

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 and can help reach those with limited access to other broadly available information sources.

Continue messaging into the off-season to maintain the high level of awareness currently reported. Following the trend from previous waves, awareness is considerably higher after the wildfire season.

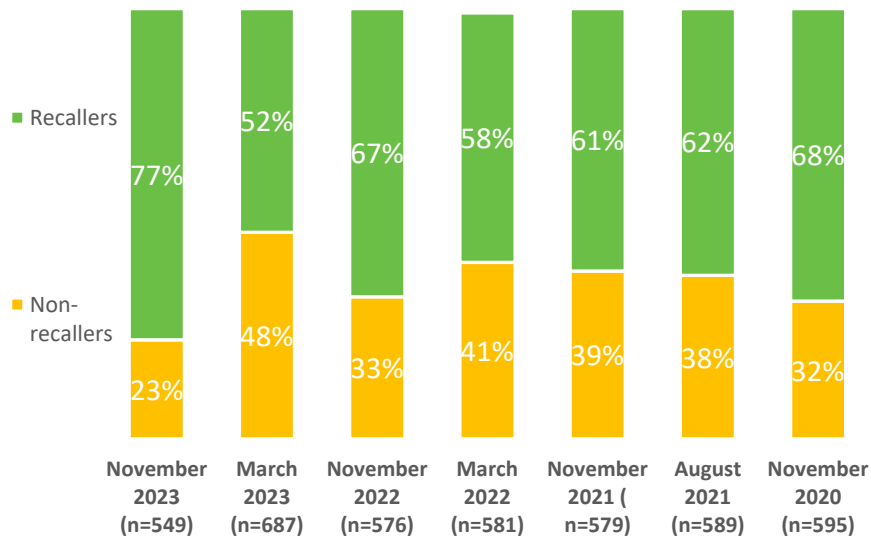
Recall of PSPS is now higher than has been reported in the past. Continue efforts to disseminate communications through email, social media, and TV news to maintain awareness. Focus communication on being prepared in the event of an outage, whether due to PSPS or other factors.

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.

# Wildfire Safety Communications Awareness

- Just over three-quarters (77%) say they have seen or heard communications about wildfire safety in the past year, significantly higher than March 2023 (52%)
- Recallers are more likely than Non-Recallers to be 55-64 years of age (22% vs 13%) or 65 years of age or older (56% vs 43%), while Non-Recallers are more likely to be age 18-54 (40% vs 19%)

## Communication Awareness



	Recallers (n=420)	Non-Recallers (n=129)
Gender	Male – <b>39%</b> Female – 56%	Male – 26% Female – <b>67%</b>
Age	18-54 – 19% 55-64 – <b>22%</b> 65+ – <b>56%</b>	18-54 – <b>40%</b> 55-64 – 13% 65+ – 43%
Median Income	<b>\$51K</b>	\$45K
Home Ownership	Rent – 20% Own – 74%	Rent – 24% Own – 67%
Primary Language is not English	14%	18%
Responded they Rely on Electricity for Medical Needs	26%	21%

# Communication Recall (among those aware of communications)

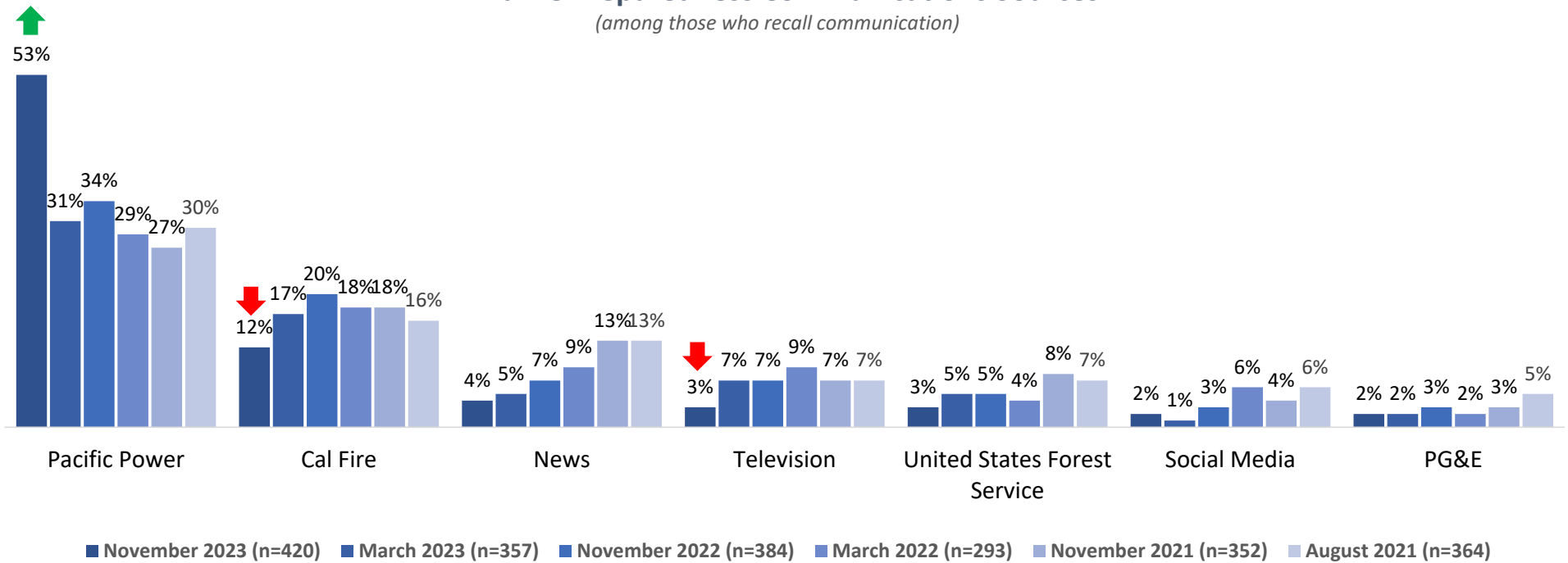


# Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of communication about wildfire preparedness (53%) and mentions of Pacific Power are significantly higher than in March 2023 (31%)
- Mentions of CalFire and television have decreased significantly from March 2023 (12% vs 17% and 3% vs 7%, respectively)

## Wildfire Preparedness Communications Sources

(among those who recall communication)





# Wildfire Preparedness Communications Messages

- Since March 2023, a significant increase has been seen for messages concerning Public Safety Power Shutoff (53% vs 31%), notifications & updating customer information (36% vs 28%), Pacific Power’s wildfire mitigation plan (35% vs 28%), community resource centers (30% vs 24%), offering a generator rebate program (24% vs 3%), and enhanced wildfire safety settings (23% vs 17%)
- A significant decrease since March 2023 has been seen for messages concerning vegetation management (40% vs 57%) and CPUC designation (20% vs 26%)

## Communications Messages Recalled (among those who recall communication)

		March 2023 (n=357)	Nov 2022 (n=384)	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)
Personal Preparedness	59%	61%	62%	61%	53%	51%
Public Safety Power Shutoff – De-Energization of Power	53% ↑	31%	33%	32%	37%	40%
Vegetation Management	40% ↓	57%	52%	65%	68%	66%
Notifications & Updating Customer Information	36% ↑	28%	29%	24%	20%	22%
Pacific Power's Wildfire Mitigation Plan	35% ↑	28%	30%	25%	27%	27%
Local Emergency Services – Resources	32%	34%	36%	32%	39%	42%
Community Resource Centers	30% ↑	24%	25%	19%	27%	34%
Local Emergency Services – Support Tools	29%	25%	30%	27%	25%	23%
Offering a Generator Rebate Program	24% ↑	3%	3%	Added November 2022		
Enhanced Wildfire Safety Settings	23% ↑	17%	15%	Added November 2022		
Medical Needs – Plan for any medical needs	22%	20%	19%	24%	32%	32%
CPUC designation of high wildfire threat areas	20% ↓	26%	22%	21%	24%	23%
Weather Stations	10%	10%	13%	15%	20%	21%

# Information Channels for Wildfire Communications

- More than half of respondents mention email (54%), a significant increase since March 2023
- Those 65 years of age or older are more likely than those 18-44 years of age to mention the Pacific Power website, TV news, bill inserts, community meeting or event, newspaper, and other website (33% vs 20%, 31% vs 12%, 16% vs 6%, 15% vs 4%, 10% vs 2%, and 8% vs 2%, respectively) and are more likely than those 45-64 years old to mention TV news and direct mail (31% vs 20% and 20% vs 11%, respectively)

## Information Channels for Wildfire Preparedness Communications

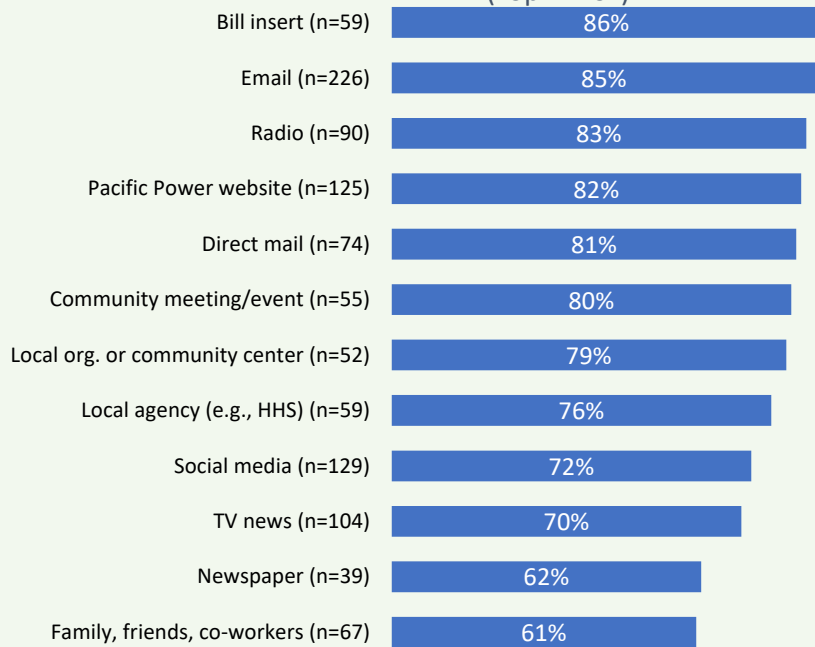
(among those who recall communication)

	March 2023 (n=357)	Nov 2022 (n=384)	March 2022 (n=293)	Nov 2021 (n=352)	Aug 2021 (n=364)
Email	54% ↑	36%	40%	29%	36%
Social Media	31%	31%	34%	36%	38%
Pacific Power Website	30%	25%	23%	28%	22%
TV News	25% ↓	32%	32%	38%	38%
Radio	21% ↑	13%	12%	14%	15%
Direct Mail	18%	21%	24%	17%	17%
Family, Friends, Co-Workers	16%	18%	17%	26%	20%
Bill Insert	14% ↓	20%	18%	16%	16%
Local agency (e.g., Health and Human Services)	14%	Added November 2023			
Community Meeting or Event	13%	13%	11%	13%	13%
Local Organization or Community Center	12%	14%	10%	15%	13%
Newspaper	9%	12%	17%	22%	20%
Other Website	8% ↑	5%	4%	21%	24%

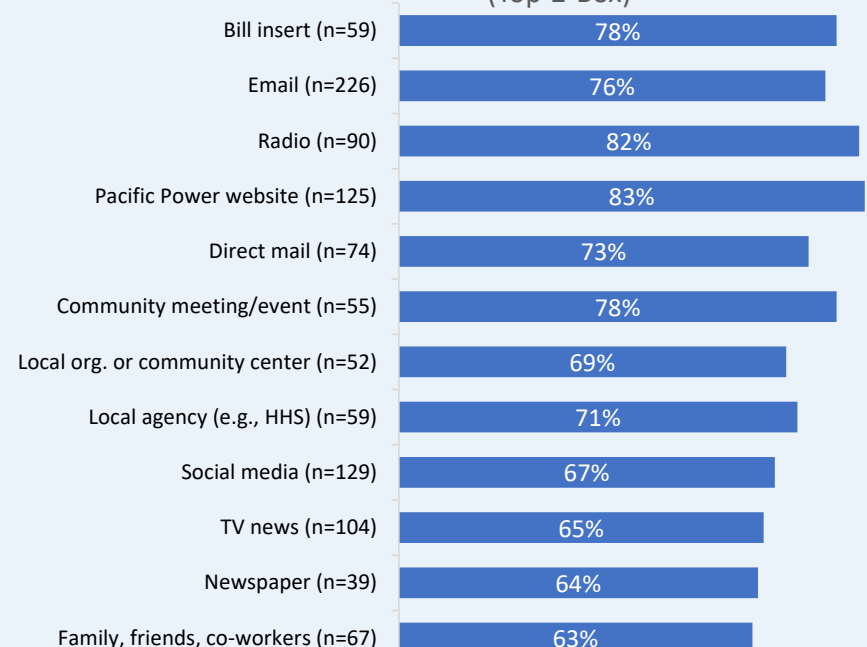
# Information Usefulness and Clarity

- Bill inserts are rated highest in terms of clarity (86%), followed by email (85%) and radio (83%)
- With respect to usefulness, the Pacific Power website (83%) is most useful, followed by radio (82%), bill inserts (78%), and community meetings/events (78%)

## Clarity (Top-2-Box)

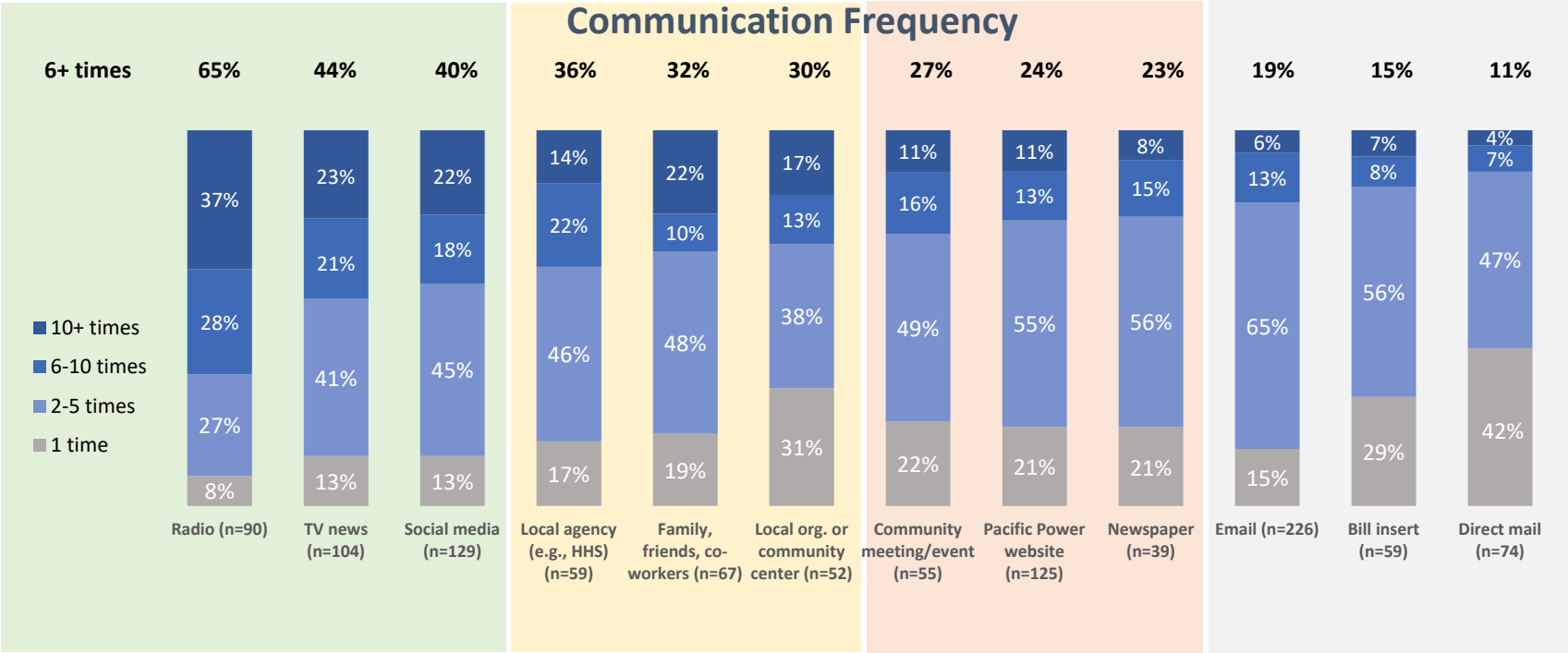


## Usefulness (Top-2-Box)



# Communication Frequency

- Respondents say they most frequently see or hear messages about wildfire preparedness from radio, TV news, social media, local agencies, family, friends, coworkers, and local organizations or community centers

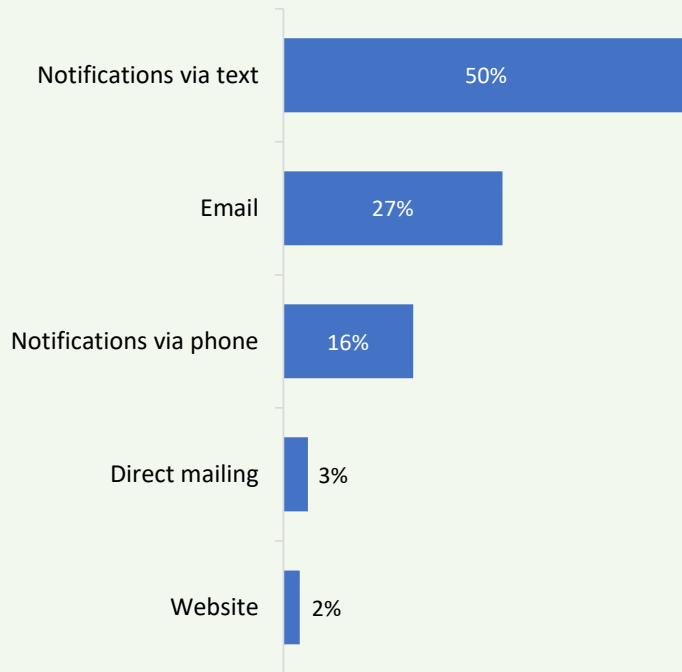


Q5A In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=420; Aware of Communication)

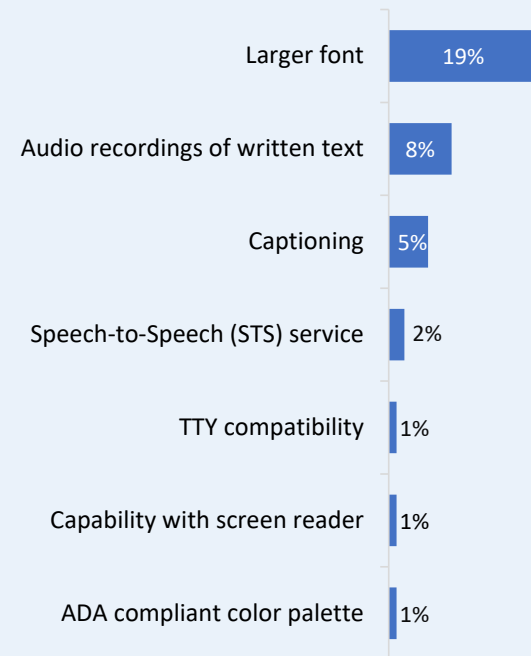
# Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Pacific Power (50%) followed by email (27%); larger font is considered the most helpful (19%) element that could be incorporated

## Most Effective Communications



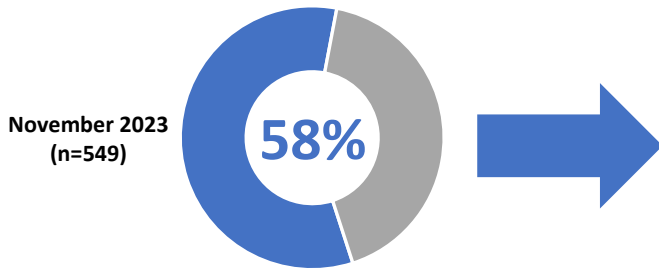
## Helpful Elements



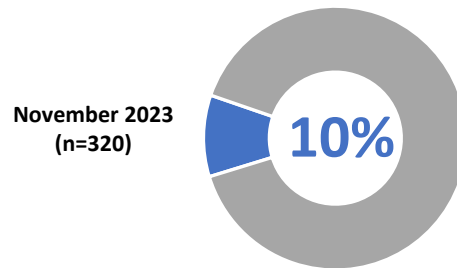
# Awareness and Use of Pacific Power Information

- Over half (58%) are aware they can contact Pacific Power for wildfire safety information
- Of those aware, 10% have contacted Pacific power for wildfire safety information
- Among those who have contacted, notifications and updating customer information and PSPS are the most common topic discussed, and 78% report they received the information needed

## Awareness of Ability to Contact Pacific Power for Wildfire Safety Information



## Have Contacted Pacific Power for Wildfire Safety Information (among those aware)



Received Needed Information	Nov 2023 (n=32)
Yes	78%
No	22%

## Wildfire Topics Discussed

(among those who contacted Pacific Power)

Nov 2023 (n=32)

Notifications & Updating Customer Information	44%
Public Safety Power Shutoff – De-Energization of Power	41%
Local Emergency Services – Resources	25%
Generator Rebate Program	25%
Community Resource Centers	22%
Personal Preparedness	19%
Local Emergency Services – Support Tools	16%
Elevated Fire Risk (EFR) settings	16%
Power outage info (duration, etc.)	16%
Fire High Consequence Areas	13%
Vegetation Management	9%
Medical Needs – Plan for any medical needs	9%
Free Portable Battery Program	9%

13

QN1 Are you aware that you can call Pacific Power to get information about wildfire safety and preparedness? (n=549; Total)  
 QN2 In the past year, have you called Pacific Power to get information about wildfire safety and preparedness? (n=320; Aware can call)  
 QN3 What specific topics about wildfire safety and preparedness did you call to ask about? (n=32; Have called)  
 QN4 When you called Pacific Power about wildfire safety and preparedness, did you feel you got the information that you needed? (n=32; Have called)

POWERING YOUR GREATNESS

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

**Bold** denotes statistically significant difference between categories

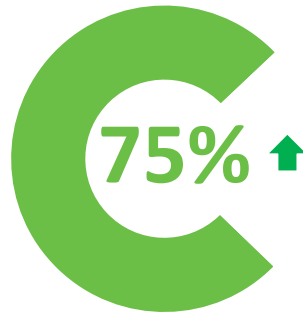
## Wildfire Preparedness Actions Taken



# Wildfire Preparedness

- Three-quarters say they have taken actions to prevent or prepare their home or business in the event of a wildfire, significantly higher than in March 2023 (69%); Recallers are significantly more likely than Non-Recallers to say they have taken actions (79% vs 64%)
- Non-Recallers are significantly more likely than Recallers to have trimmed vegetation around their home or property (80% vs 63%)
- Less than 1% of customers mentioned participating in a generator rebate program, up slightly from 0% in March 2023 but down from 8% in November 2022

## Took Actions to Prevent or Prepare for a wildfire



March 2023 (n=687)	69%
November 2022 (n=576)	71%
March 2022 (n=581)	73%
November 2021 (n=579)	73%
August 2021 (n=589)	73%

## Actions Taken

(among those taking action)

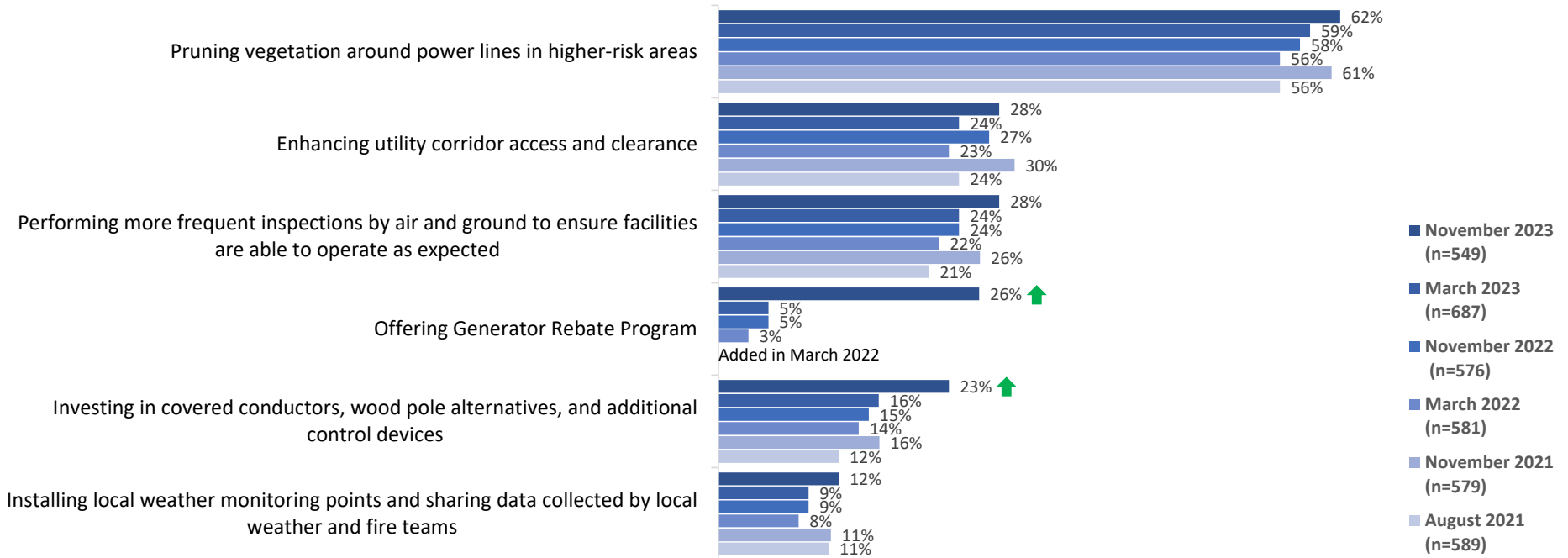
	Total		Nov		March	
	Nov 2021 (n=420)	Aug 2021 (n=431)	2023 (n=414)	2022 (n=408)	2023 (n=474)	2022 (n=423)
Trimmed vegetation around home or property	75%	75%	66%	69%	71%	71%
Created defensible space	18%	17%	21%	26%	27%	34%
Prepared an emergency kit	13%	14%	14%	12%	10%	12%
Watering/installed watering systems	8%	11%	6%	5%	6%	10%
Prepared an emergency readiness plan and contact information	7%	15%	4%	3%	2%	10%
Participated in generator rebate program	Added March 2022		<1%	8%	--	--



# Awareness of Pacific Power's Efforts

- Awareness of Pacific offering a generator rebate program and investing in covered corridors, wood pole alternatives, and additional control devices increased significantly from March 2023 (26% vs 5% and 23% vs 16%, respectively)
- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (62%)
- 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

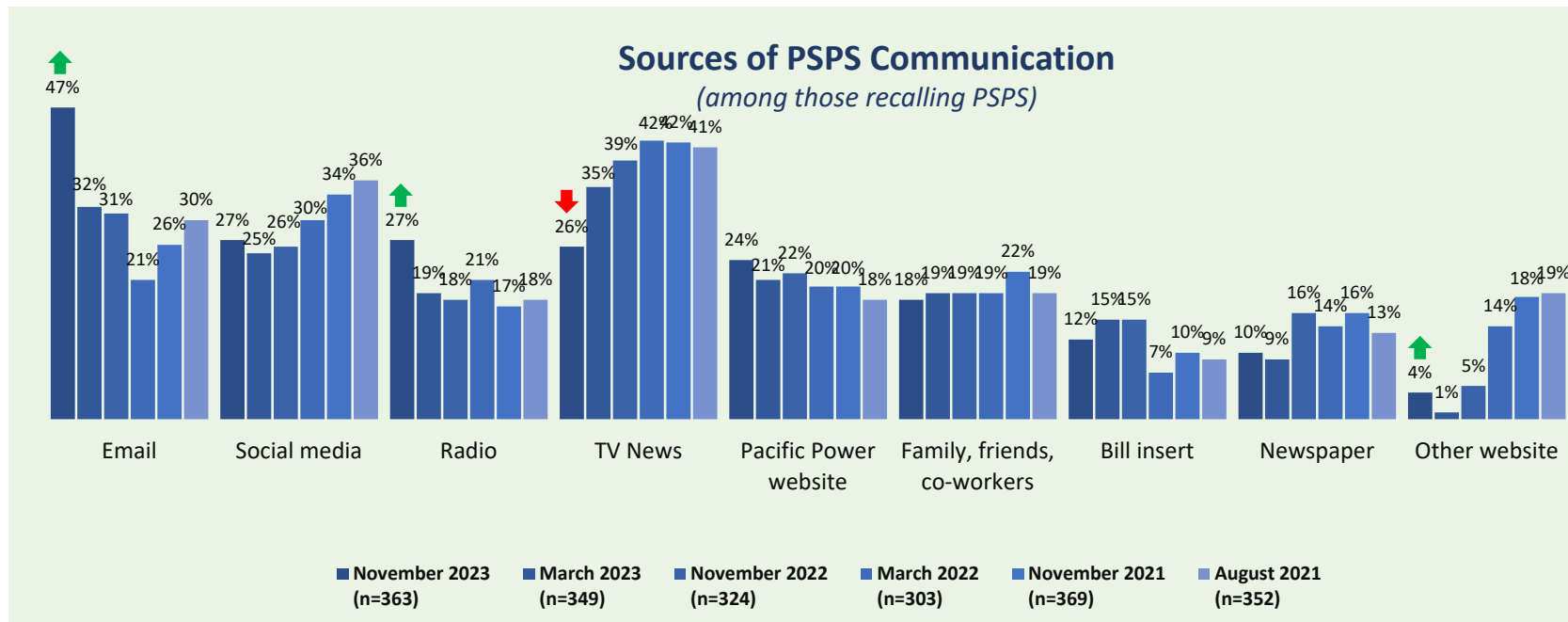
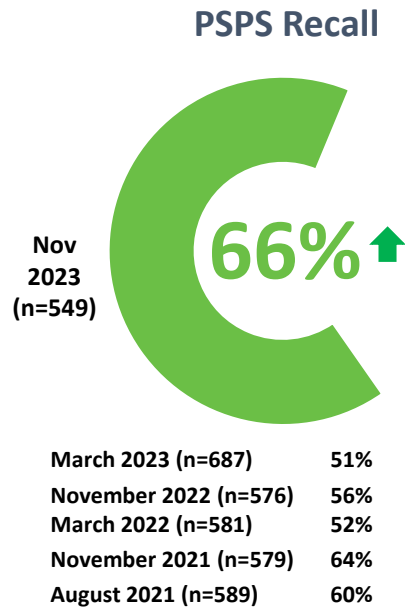




Awareness of Public Safety Power Shutoff

# PSPS Awareness

- Two-thirds (66%) indicate seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," significantly higher than in March 2023 (51%); Recallers are significantly more likely than Non-Recallers to be aware of PSPS (73% vs 45%)
- Email has taken the place of TV news as the main source of PSPS communication and is mentioned at a significantly higher rate than in March 2023 (47% vs 32%); Recallers are significantly more likely than Non-Recallers to mention email (50% vs 34%) and the Pacific Power website (27% vs 12%)
- Mentions of radio and other websites are also significantly higher than in March 2023 (27% vs 19% and 4% vs 1%, respectively)



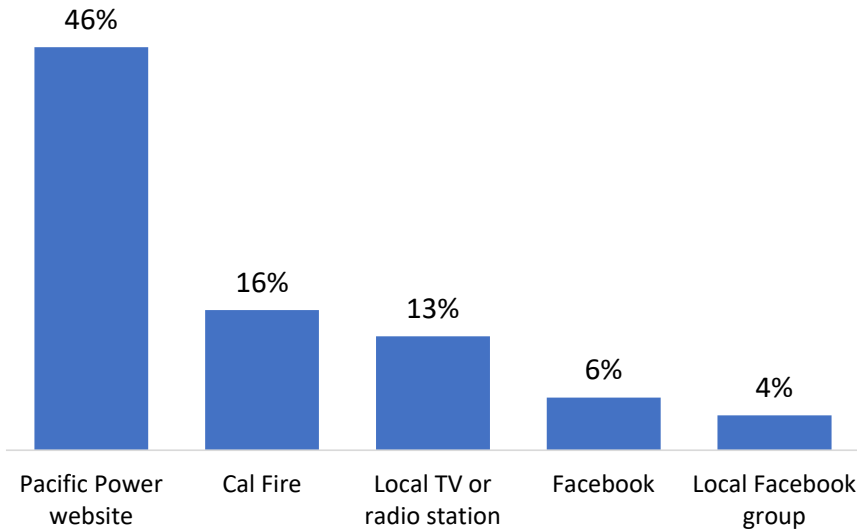
Q8 In the past year, do you recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS?" (n=549; Total)  
 Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=363; Recall PSPS communication)

↑ ↓ 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 (46%)
- 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 understand that “the likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid”

## Top 5 Sources of PSPS Information



## PSPS Understanding

	Nov 2023 (n=363)	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%	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.	63%	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.	51%	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.	38%	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.	28%	31%	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=363; Recall PSPS)  
 Q10. What is your understanding of a Public Safety Power Shutoff? (n=363; Recall PSPS)

Bold denotes statistically significant difference between Recallers and Non-Recallers

# Awareness of Resources

- Seven in ten (71%) indicate they are aware of the Low Income Home Energy Assistance Program, followed by three fifths saying they are aware of Electrical and Wildfire Safety Information (61%), special payment arrangements, and CARE California Alternate Rates for Energy (58%)
- 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)	71%	73%	65%
Electrical and Wildfire Safety Information	61%	<b>69%</b>	36%
Special Payment Arrangements	58%	<b>61%</b>	47%
CARE California Alternate Rates for Energy	58%	<b>61%</b>	49%
ESA Energy Savings Assistance program	37%	<b>39%</b>	29%
Community Resource Centers (PSPS)	37%	<b>39%</b>	28%
Offering a Generator Rebate Program	34%	<b>37%</b>	23%
Residential Energy Audit	29%	<b>32%</b>	17%
Calling 211	20%	22%	16%
Offering a Free Portable Battery Program	15%	<b>17%</b>	5%
Medical Baseline Allowance	13%	<b>16%</b>	4%
Access and Functional Needs (AFN) Self-Identification	7%	<b>8%</b>	3%

# Familiarity of Resources













- Over two fifths (46%) report that they have not investigated the resources
- Non-Recallers are significantly more like to report they have not seen any communications about resources (27% vs 10%)

Familiarity		Recaller (n=420)	Non-Recaller (n=129)
Have not investigated the resources	46%	47%	40%
Have not seen any communications	14%	10%	<b>27%</b>
No need for these resources	13%	14%	10%
Did not pay attention to communications	6%	5%	8%
Familiar with resources	5%	6%	--
Not interested in these resources	3%	3%	5%
Impairment or disability makes it difficult to learn about these resources	2%	3%	1%
Unaware of resources	1%	2%	1%
Interested in resources	1%	1%	2%
Have applied for resources before	1%	1%	1%
Contain good information	1%	1%	1%
Do not qualify for resources	1%	1%	--

# Resources Used

- Of those who are aware of the resources available, over half (56%) have used electrical and wildfire safety information, followed by just under half (49%) who have used the California Alternate Rates for Energy

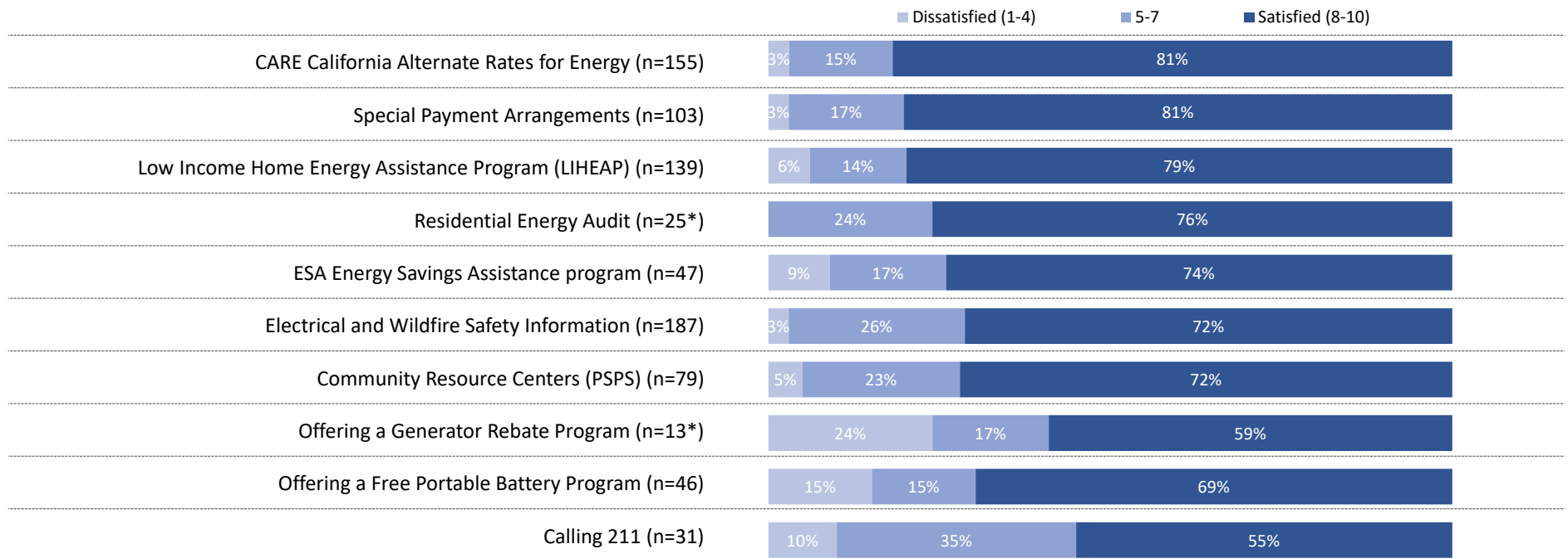
## Resources Used (among those who are aware)

			Recaller	Non-Recaller
Electrical and Wildfire Safety Information (n=335)		56%	<b>59%</b>	38%
CARE California Alternate Rates for Energy (n=318)		49%	49%	49%
Community Resource Centers (PSPS) (n=201)		39%	42%	28%
Low Income Home Energy Assistance Program (LIHEAP) (n=389)		36%	36%	36%
Special Payment Arrangements (n=318)		32%	31%	38%
Calling 211 (n=111)		28%	29%	25%
Offering a Generator Rebate Program (n=184)		25%	26%	20%
ESA Energy Savings Assistance program (n=203)		23%	25%	16%
Offering a Free Portable Battery Program (n=80)		16%	16%	14%
Access and Functional Needs (AFN) Self-Identification (n=37)		16%	15%	25%
Residential Energy Audit (n=158)		16%	16%	14%
Medical Baseline Allowance (n=71)		11%	12%	--

# Satisfaction With Resources Used

- Among those using the various resources available, satisfaction is highest with California Alternate Rates for Energy and special payment arrangements

## Resource Satisfaction

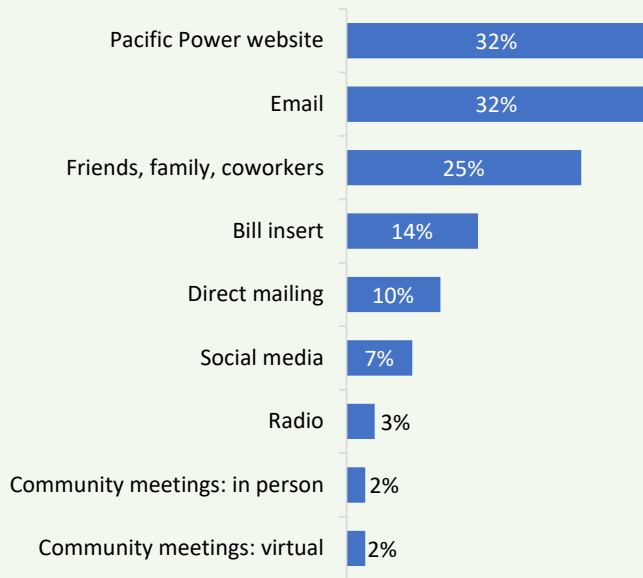




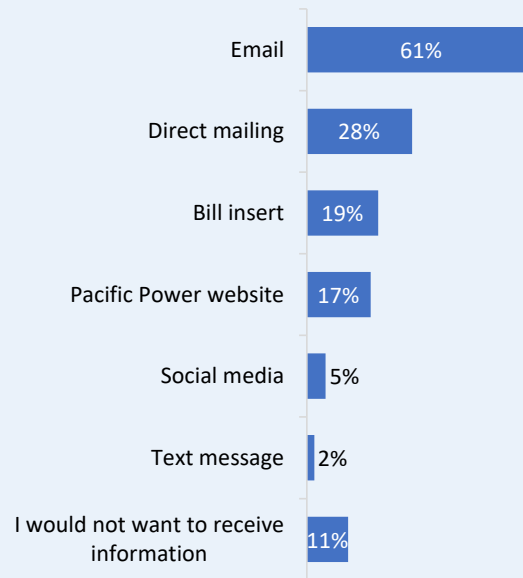
# Generator Rebate Program

- One-third (32%) indicate they heard of Pacific Power’s Generator Rebate Program from the Pacific Power website or Email; email is the most preferred (66%) source of communication for information about the Generator Rebate Program
- Customers indicate information about whether they qualify for a rebate and how to apply for a rebate to be highly important (61% and 55%, respectively)

## Program Information Source



## Preferred Source



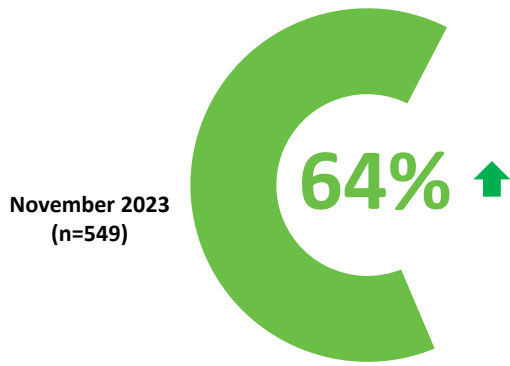
## Important Information

Whether I qualify for a rebate	61%
How to apply for a rebate	55%
Specific generators that qualify	52%
The rebate amount	49%
Retailers that sell qualifying generators	40%
Other types of financial assistance programs available	36%
I would not want any information	18%

# Contact Information for PSPS

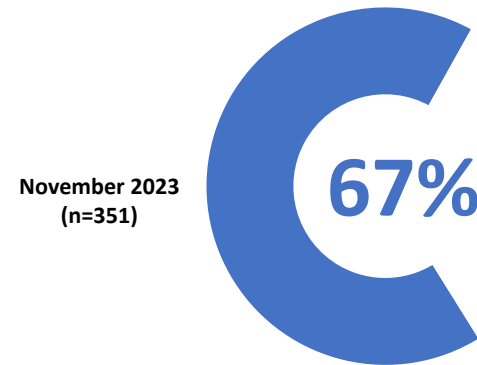
- Almost two thirds (64%) of customers are aware they can update their contact information with Pacific Power, up significantly from March 2023; awareness among Recallers remains significantly higher than Non-Recallers (70% vs 45%)
- Seven in ten (67%) of those aware they can update their information have done so, consistent with previous findings

## Awareness of Ability to Update Contact Information for PSPS



March 2023 (n=687)	58%
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)*

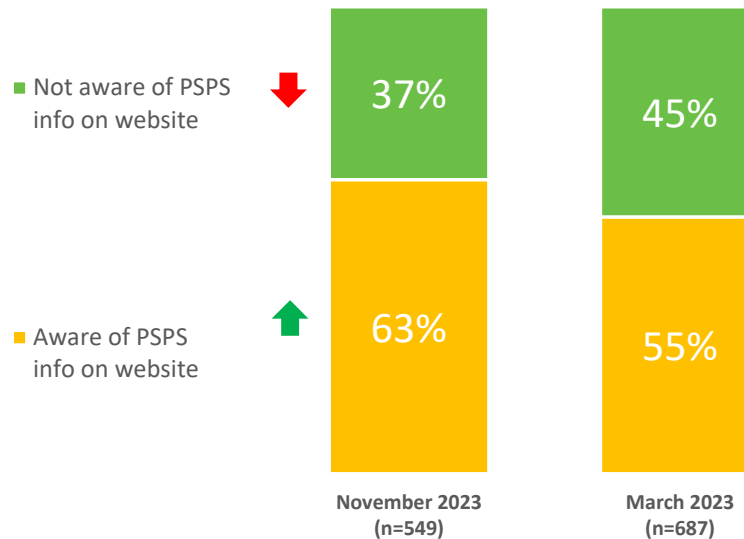


March 2023 (n=400)	70%
November 2022 (n=313)	65%
March 2022 (n=293)	64%
November 2021 (n=340)	65%
August 2021 (n=301)	64%

# Awareness of PSPS Event Information

- Almost two thirds (63%) of respondents are aware they may locate information about a PSPS event on Pacific Power’s website, up significantly from March 2023
- 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 (67% vs 49%)

## 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 (48% vs 24%)

Of those relying on electricity for medical needs, 43% are aware Pacific Power provides additional notices, significantly higher than in March 2023

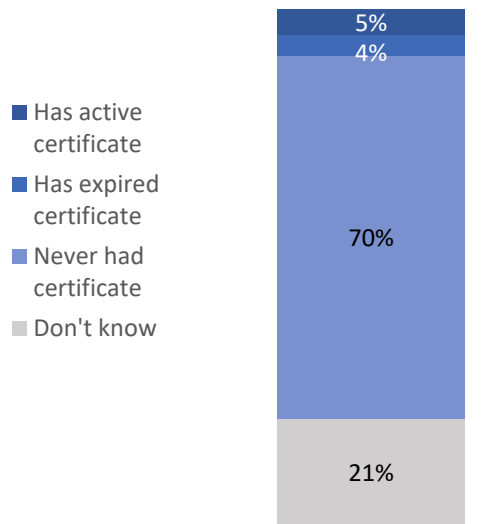
**English is not a primary language for one in ten customers (15%), but is still preferred for communications for the vast majority (97%)**

- Out of all respondents, 16 (3%) 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 (2% of all respondents) and Japanese (<1%) are the only non-English languages mentioned

# Medical Support Certificate Usage

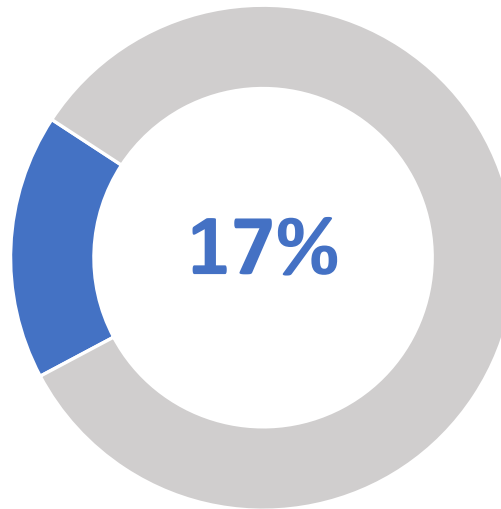
- Of the customers who rely on electricity for medical equipment, only 5% currently have an active Medical or Life Support Certificate
- Only 17% are aware that the Medical or Life Certificate requires annual renewal and 20% are aware that an active certificate would enable them to participate in the Oregon Medical Baseline Battery Rebate Program
- Customers who are aware they can contact Pacific Power for wildfire safety information are more likely than those unaware to be aware of annual renewal (22% vs 8%) and to be aware of eligibility to participate in the Oregon Medical Baseline Battery Rebate Program (29% vs 6%)

**Active Medical or Life Support Equipment Certificate**  
*(among those with medical needs)*



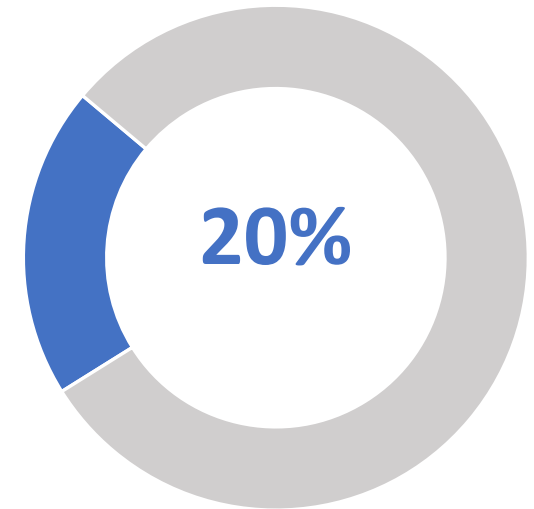
November 2023 (n=138)

**Aware Certificates Require Annual Renewal**  
*(among those with medical needs)*



November 2023 (n=138)

**Awareness of Eligibility for Battery Rebate Program**  
*(among those with medical needs)*



November 2023 (n=138)

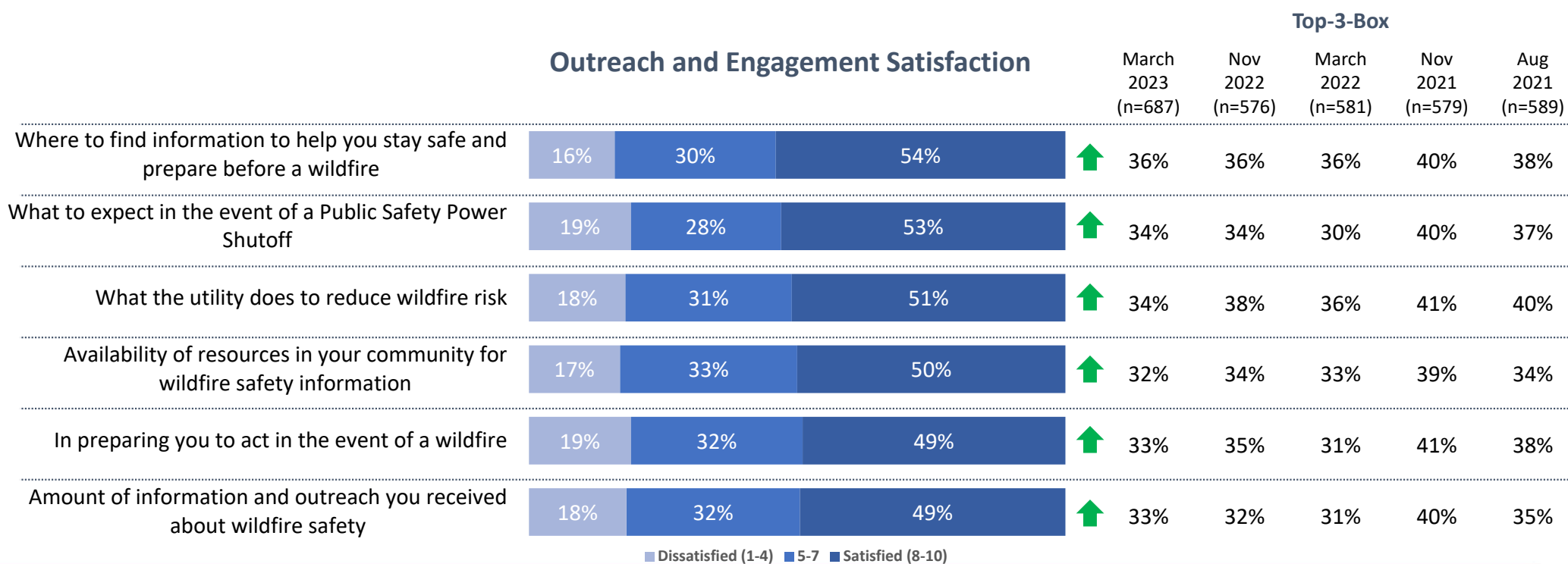
Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=138; Rely on electricity for medical needs)

Q14C Are you aware that medical certificates require annual renewal? (n=138; Rely on electricity for medical needs)

Q14D Are you aware that customers with an active medical certificate are eligible to participate in the Oregon Medical Baseline Battery Rebate program? (n=138; Rely on electricity for medical needs)

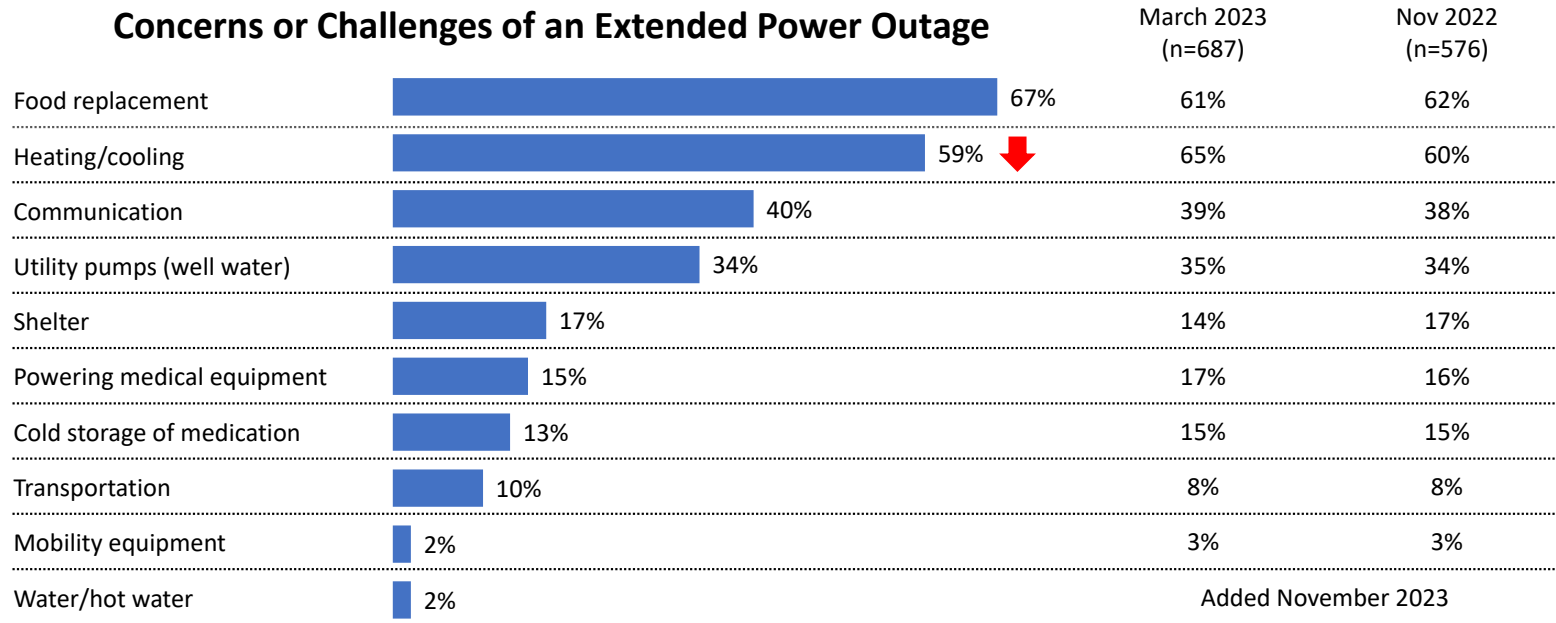
# Outreach and Engagement Satisfaction

- Roughly half (49% to 54%) of customers report being satisfied with all statements about outreach and engagement
- Satisfaction with all statements about outreach and engagement is significantly higher than in March 2023



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (67%), heating/cooling (59%), and communication (40%)



Post-PSPS





# PSPS Notifications

- Half (54%) say that notifications should be sent if there is any possibility of a PSPS, inline with March 2023 (52%)

PSPS Notifications Perception	Nov	March	Nov	March
	2023 (n=549)	2023 (n=687)	2022 (n=576)	2022 (n=581)
Notifications should be sent if there is any possibility of a PSPS	54%	52%	51%	50%
Notifications should only be sent if there is a high likelihood of a PSPS	35%	35%	34%	33%
Notifications should only be sent if a PSPS is certain to occur	11%	14%	15%	17%

## Critical Customers Summary





# Key Metrics: Random vs. Critical Customers

	Random Customers (n=516)	Critical Customers (n=33)
Aware of Wildfire Safety Communications	77%	67%
Aware of Communications from Pacific Power (among those aware)	54%	36%
Took Action to Prevent or Prepare for a Wildfire	76%	73%
Recall PSPS	<b>68%</b>	30%
Would Turn to Pacific Power Website for PSPS Info	46%	40%
Aware of Ability to Update Contact Info for PSPS	64%	67%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	50%	55%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	43%	50%



# Demographic Profiles: Random vs. Critical Customers

	Random Customers (n=516)	Critical Customers (n=33)
Gender	Male – 37% Female – 58%	Male – 27% Female – 73%
Age	18-54 – 23% 55-64 – 19% 65+ – <b>55%</b>	18-54 – 39% 55-64 – 33% 65+ – 27%
Median Income	<b>\$51K</b>	\$24K
Home Ownership	Rent – 20% Own – <b>74%</b>	Rent – <b>39%</b> Own – 55%
Primary Language is not English	14%	<b>30%</b>
Responded they Rely on Electricity for Medical Needs	24%	<b>48%</b>

Bold denotes statistically significant difference between Random and Critical customers



# Key Metrics: AFN vs. Non-AFN

	AFN Customers (n=478)	Non-AFN Customers (n=71)
Aware of Wildfire Safety Communications	<b>78%</b>	65%
Aware of Communications from Pacific Power (among those aware)	52%	54%
Took Action to Prevent or Prepare for a Wildfire	76%	69%
Recall PSPS	66%	66%
Would Turn to Pacific Power Website for PSPS Info	47%	38%
Aware of Ability to Update Contact Info for PSPS	65%	59%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	51%	44%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	43%	--



# Demographic Profiles: AFN vs Non-AFN

	AFN Customers (n=478)	Non-AFN Customers (n=71)
Gender	Male – <b>38%</b> Female – 58%	Male – 25% Female – 63%
Age	18-54 – 18% 55-64 – 19% 65+ – 61%	<b>18-54 – 65%</b> 55-64 – 28% 65+ – --
Median Income	\$44K	<b>\$79K</b>
Home Ownership	Rent – 20% Own – <b>75%</b>	Rent – 30% Own – 58%
Primary Language is not English	17%	--
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=549)	Random Customers (n=516)	Critical Customers (n=33)
AFN (NET)	87%	87%	88%
Age 65+	53%	<b>55%</b>	27%
<\$40K income	32%	31%	<b>55%</b>
Chronic conditions or injuries	24%	23%	<b>33%</b>
Limited access to transportation	7%	7%	<b>21%</b>
Physical, developmental, or intellectual disability	21%	18%	<b>64%</b>
Non-English language needs	2%	2%	3%
Medical need	25%	24%	<b>48%</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

- Emergency services agencies report direct communications between themselves, other agencies, and Pacific Power for wildfire safety issues and power outages
  - Communications are typically direct and personal, using email, phone or text, between emergency services and Pacific Power
  - In-person meetings, table-top exercises, and community meetings are considered particularly effective, especially concerning emergency situations that may involve evacuations or the need for resource centers
  - Emergency messaging services are used during emergencies when reaching out to the public; however, given the isolated and rural nature of many communities, it is important for offline communications methods to be employed, such as message boards for personal contact
- Agencies report clear lines of communication between agencies and with utility partners; a mix of personal relationships and regular exercises helps keep lines of communication open and clear
- During emergency wildfire situations, one tribal agency reported that Pacific Power was spread thin and unable to be as responsive as typical; while it is understood that resources should be placed where need is greatest, it is worth noting that other areas of the service territory can be more vulnerable in those scenarios

## Spreading the Word

- Emergency services and tribal agencies appreciate partnership with Pacific Power for communication about wildfire safety, preparedness, and PSPS, and are interested in working together to reach the community
  - Information shared across multiple agencies is typically passed on to the public using official channels including as agency public information officers, city or county government, or through official social media channels
  - Offline communications (mailings, flyers, print, radio) are important to reach the elderly community and those in rural areas with limited connectivity
  - Agencies are willing and interested in reposting or linking to content from Pacific Power related to electric safety or outages; they do prefer Pacific Power focus on the factors they own, and leave evacuation preparation, etc. to emergency management agencies
  - Community meetings can also be an effective way to reach the public, and provides an opportunity for Pacific Power's to participate
  - Emergency automated phone or text messages (e.g., reverse 911) is used in emergency situations, as well as physically posting messages as well as door to door canvassing, in the event of emergencies but this is not suitable for informational communications
  - Direct communications by Pacific Power is recommended, including mailings, emails, or social media engagement; it is important to use multiple methods to reach the entire community
- English and Spanish are the primary languages required; the Karuk and Yurok languages are spoken within the tribal communities

# CBO Interviews

## Useful Information/Resources

- The most effective information and resources Pacific Power can provide to help prepare the community include:
  - Education about PSPS, and ensuring the community is aware of the program and understands why PSPS events may be triggered
  - Information about Pacific Power's efforts to mitigate the risk of fire in the area and that an outage is a last resort to maintain safety
  - 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
  - Special outreach to those with medical needs, particularly those in isolated rural areas, to ensure they have the support needed to weather an extended outage
- There is interest in programs to provide generators to tribal and rural communities, who are far removed from support resources and are vulnerable to food spoilage and more likely to have medical needs that rely on electricity
- For emergency response agencies, maintaining close contact during fire or PSPS events is crucial
  - This is generally a strength of Pacific Power, although resources were constrained during the fire events of Summer 2023
  - Sharing communications across agencies is highly important, and participation in the interagency firesafe council helps ensure all agencies are on the same page with information and resources

## PSPS Events

- Due to the constantly changing nature of PSPS events, frequent communication with emergency services agencies and the public is highly important
  - Emergency response agencies understand that situations frequently change and the need for flexibility around PSPS events; regular and timely communication is key to handling fluid circumstances
  - Early communication is helpful if possible; it is perceived to be better to provide proactive notifications and then updates if a PSPS is no longer necessary or if timing changes
  - Public-facing educational content about preparation is recommended during the off-season with a big informational push in the 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=549)	Recallers (n=420)	Non-Recallers (n=129)
Male	36%	<b>39%</b>	26%
Female	59%	56%	<b>67%</b>
Age			
18 to 24	1%	<1%	2%
25 to 34	5%	4%	<b>10%</b>
35 to 44	9%	8%	<b>15%</b>
45 to 54	9%	7%	13%
55 to 64	20%	<b>22%</b>	13%
65 or over	53%	<b>56%</b>	43%
Prefer not to say	3%	3%	5%

Renter/Homeowner	Total (n=549)	Recallers (n=420)	Non-Recallers (n=129)
Own	73%	74%	67%
Rent	21%	20%	24%
Other	2%	2%	3%
Prefer not to say	4%	4%	5%
Household Income			
Less than \$20,000	13%	12%	17%
\$20,000 to \$39,999	19%	20%	17%
\$40,000 to \$59,999	18%	19%	16%
\$60,000 to \$89,999	14%	15%	12%
\$90,000 to \$129,999	11%	12%	9%
\$130,000 to \$199,999	4%	4%	5%
\$200,000 or more	2%	3%	1%
Prefer not to say	18%	16%	24%

# Respondent Profiles: AFN vs. Non-AFN

Gender	Total (n=549)	AFN (n=478)	Non-AFN (n=71)
Male	36%	<b>38%</b>	25%
Female	59%	58%	63%
Age			
18 to 24	1%	1%	--
25 to 34	5%	4%	<b>14%</b>
35 to 44	9%	7%	<b>25%</b>
45 to 54	9%	6%	<b>25%</b>
55 to 64	20%	19%	28%
65 or over	53%	61%	--
Prefer not to say	3%	3%	7%

Renter/Homeowner	Total (n=549)	AFN (n=478)	Non-AFN (n=71)
Own	73%	<b>75%</b>	58%
Rent	21%	20%	30%
Other	2%	2%	4%
Prefer not to say	4%	3%	8%
Household Income			
Less than \$20,000	13%	15%	--
\$20,000 to \$39,999	19%	22%	--
\$40,000 to \$59,999	18%	17%	25%
\$60,000 to \$89,999	14%	12%	<b>27%</b>
\$90,000 to \$129,999	11%	9%	<b>21%</b>
\$130,000 to \$199,999	4%	4%	6%
\$200,000 or more	2%	2%	6%
Prefer not to say	18%	18%	15%

**ATTACHMENT 13**

# Wildfire Messaging Awareness

March 2024



## Prepared by

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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 465 surveys, including 30 from critical customers, were completed between March 3 and March 17, 2024
  - Phone: 80 completed surveys
  - Web: 385 completed surveys

# Key Findings

**55% are aware of wildfire safety communications, down from November 2023 (77%). Pacific Power** remains the primary sources for wildfire preparedness information, and **personal preparedness (65%)** and **vegetation management (47%)** are the most common messages recalled, the latter up significantly from November 2023 (40%)

**Email, the Pacific Power website, and social media** are the most common channels for wildfire communications, though mentions of **email** are down significantly when compared with November 2023 (43% vs. 54%).

**The Pacific Power website, bill inserts, email, and other websites** are considered the clearest sources for information about wildfire preparedness, with the **Pacific Power website** considered most useful.

**53% are aware of their ability to contact Pacific Power for wildfire safety information, but only 7% of those aware have done so.** Of those who have contacted, vegetation management (41%) and personal preparedness (41%) are the most common topics discussed, and all received the information needed.

**67% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, down significantly from November 2023 (75%). **Trimming vegetation around properties** remains the most common action taken, up significantly from November 2023 (74% vs 66%). Creating a defensible space is the second most common action taken (21%).

**60% 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.

**57% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** which is down significantly from November 2023 (66%). **Email** is the main source of PSPS communication, though decreased significantly from November 2023 (35% vs 47%). **Recallers** are significantly more likely than Non-Recallers to mention the Pacific Power website (28% vs 13%), family, friends, co-workers (19% vs 10%), and newspaper (15% vs 5%).

**80%** 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** remain the most common concerns during an extended power outage.

**Half of respondents (51%)** agree that **notifications should be sent if there is any possibility of a PSPS**, and another 38% say **notifications should be sent if there is a high likelihood.**

**Satisfaction with half of outreach and engagement decreased from November 2023**, but remains higher than March 2023. Two fifths of customers indicate they are satisfied with each type.

**Awareness of Pacific Power's Generator Rebate Program continues to remain higher than results from one year ago.** One third (34%) indicated they were aware of the program in March 2024 and in November 2023, up from 8% in March 2023 and 7% in November 2022. Of the **customers aware of Pacific Power's Generator Rebate program, 39% heard of the program through the Pacific Power website, though email is the preferred source of information.** Whether customers qualify for a rebate is the topic customers consider to be most important.

**Just under three fifths (56%) are aware of the ability to update their contact information** with Pacific Power to receive notifications prior to PSPS events, down significantly from November 2023 (64%). 70% of those aware report updating their information.

**Just over half (55%) are aware of Pacific Power's website where information on PSPS events may be found,** a significant decline compared with November 2023 (63%).

Of those relying on electricity for medical needs, more than one quarter (36%) 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

Evaluate the off-season communication strategy to identify ways to remain relevant during cold or wet months. Even after a spike in communication awareness in November 2023, likely driven by fire activity, awareness is now down to typical pre-season levels. Recall of email messages is down from November while other information channels remain consistent, suggesting either a reduction in email cadence or decreased relevance; email remains a top preference for communications.

Consider adapting the messaging around vegetation management, local emergency services, medical needs, and CPUC designation of high wildfire threat areas to other topics. These metrics have all increased since November 2023, but recall did not show significant increases in November 2023, suggesting that communication strategy rather than recent fire experience may have driven the increased awareness.

Continue efforts to promote the Generator Rebate Program. Awareness remains at levels seen in November 2023 when awareness increased dramatically, and programs involving generators have the potential to offer year-round relevance due to winter storms.

Continue to use email and social media to reach customers and drive them to the Pacific Power website. Additionally, offline communications (bill inserts or letters/flyers) should also be used to reach those in the community with limited access to the internet or technology.

Maintain efforts to leverage local organizations or community centers to reach the community. Also consider a booth at local events (e.g., county fairs) where flyers can be handed out and encourage word of mouth.

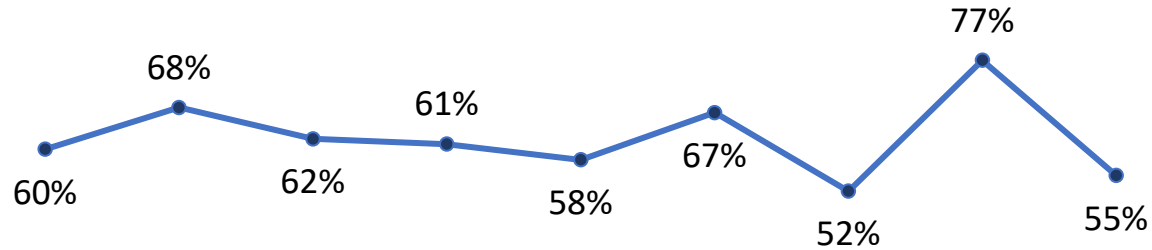
Recall of PSPS is down from November 2023, but remains higher than the past 2 pre-season waves. While important to continue efforts through email, social media, and TV news to maintain awareness, additional off-season emails about being prepared in the event of an outage due to PSPS or winter weather could potentially help keep communications relevant during the winter.

Continue efforts to educate the public about the steps Pacific Power is taking to mitigate the risk of wildfires, that a shutdown is the last resort, and that Pacific Power is committed to restoring power as quickly as safely possible. Additionally, consider messaging about Pacific Power's efforts in responding to the 2023 fires.

# Wildfire Safety Communications Awareness

- Just over half (55%) say they have seen or heard communications about wildfire safety in the past year, significantly lower than November 2023 (77%) and consistent with March 2023 findings
- Recallers are more likely than Non-Recallers to be male (44% vs 32%), while Non-Recallers are more likely to be female (63% vs 52%) and age 18–54 (30% vs 21%)

Communication Awareness



May 2020 (n=712)	November 2020 (n=595)	August 2021 (n=589)	November 2021 (n=579)	March 2022 (n=581)	November 2022 (n=576)	March 2023 (n=687)	November 2023 (n=549)	March 2024 (n=465)
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	Recallers (n=256)	Non-Recallers (n=209)
Gender	Male – <b>44%</b> Female – 52%	Male – 32% Female – <b>63%</b>
Age	18-54 – 21% 55-64 – 20% 65+ – 56%	18-54 – <b>30%</b> 55-64 – 19% 65+ – 48%
Median Income	\$49K	\$40K
Home Ownership	Rent – 21% Own – 75%	Rent – 23% Own – 70%
Primary Language is not English	11%	12%
Responded they Rely on Electricity for Medical Needs	25%	27%

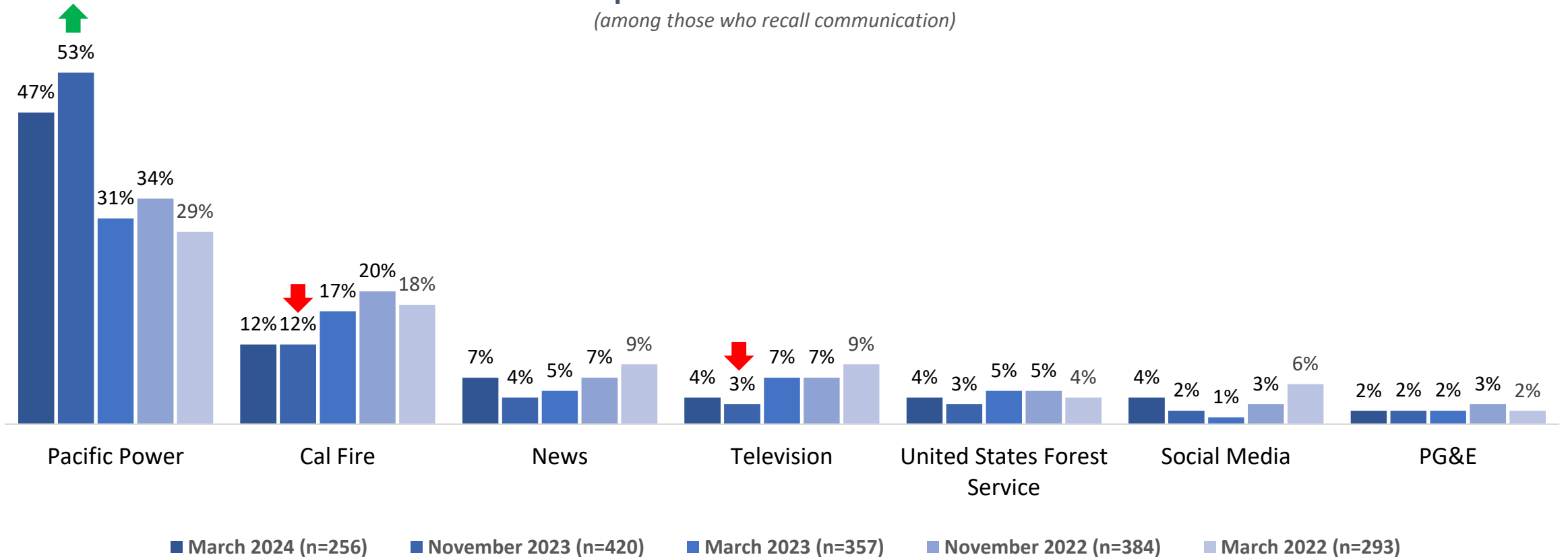
# Communication Recall (among those aware of communications)



# Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of communication about wildfire preparedness (47%) though mentions of Pacific Power are slightly lower than in November 2023 (53%)

**Wildfire Preparedness Communications Sources**  
(among those who recall communication)



# Wildfire Preparedness Communications Messages

- Since November 2023, a significant increase has been seen for messages concerning vegetation management (47% vs 40%), local emergency services – resources (39% vs 32%), planning for medical needs (33% vs 22%), and CPUC designation of high wildfire threat areas (30% vs 20%)

## Communications Messages Recalled

(among those who recall communication)


		Nov 2023 (n=420)	March 2023 (n=357)	Nov 2022 (n=384)	March 2022 (n=293)
Personal Preparedness	65%	59%	61%	62%	61%
Vegetation Management	47% ↑	40%	57%	52%	65%
Public Safety Power Shutoff – De-Energization of Power	46%	53%	31%	33%	32%
Local Emergency Services – Resources	39% ↑	32%	34%	36%	32%
Pacific Power's Wildfire Mitigation Plan	35%	35%	28%	30%	25%
Medical Needs – Plan for any medical needs	33% ↑	22%	20%	19%	24%
Notifications & Updating Customer Information	32%	36%	28%	29%	24%
Community Resource Centers	31%	30%	24%	25%	19%
Local Emergency Services – Support Tools	31%	29%	25%	30%	27%
CPUC designation of high wildfire threat areas	30% ↑	20%	26%	22%	21%
Offering a Generator Rebate Program	26%	24%	3%	3%	Added Nov 2022
Enhanced Wildfire Safety Settings	20%	23%	17%	15%	Added Nov 2022
System Hardening	13%	12%	10%	8%	6%

# Information Channels for Wildfire Communications

- Just over two in five respondents mention email (43%), a significant decrease since November 2023
- Those 65 years of age or older are more likely than those 18-44 years of age to mention the Pacific Power website, TV news, bill inserts, and newspapers (37% vs 19%, 33% vs 6%, 22% vs 6%, 16% vs 3%; respectively)

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

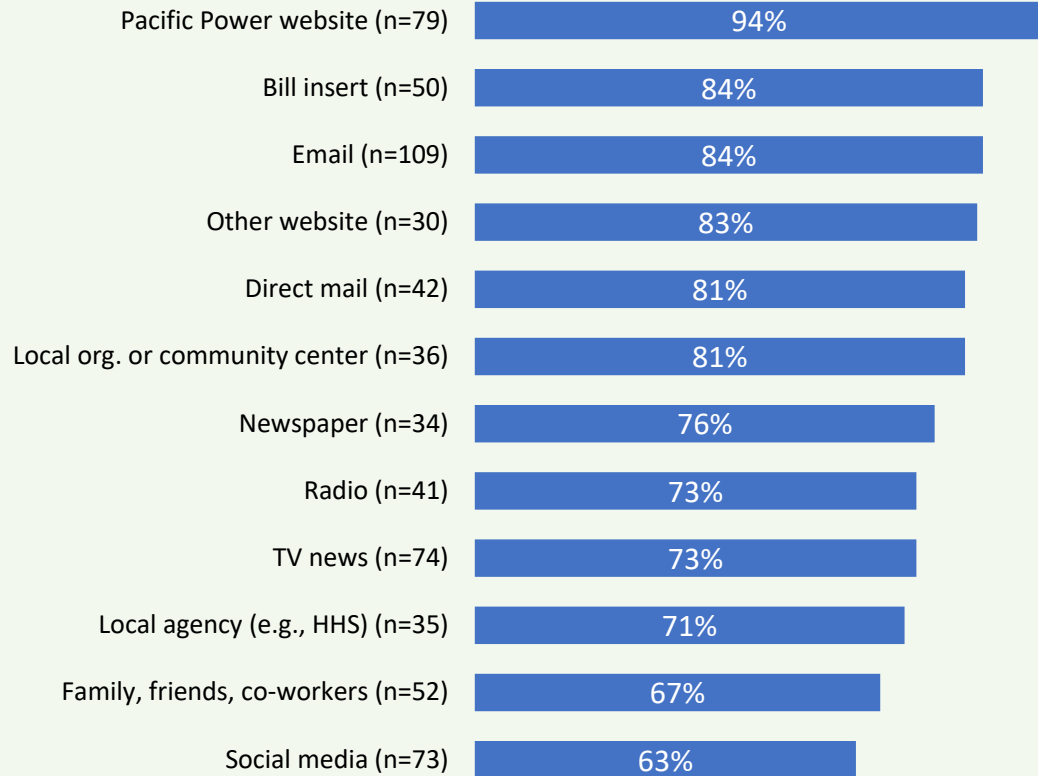
		Nov 2023 (n=420)	March 2023 (n=357)	Nov 2022 (n=384)	March 2022 (n=293)
Email	43% 	54%	36%	40%	29%
Pacific Power website	31%	30%	25%	23%	28%
Social Media	29%	31%	31%	34%	36%
TV News	29%	25%	32%	32%	38%
Family, friends, co-workers	20%	16%	18%	17%	17%
Bill insert	20%	14%	20%	18%	16%
Radio	16%	21%	13%	12%	26%
Direct mail	16%	18%	21%	24%	15%
Local agency (e.g., HHS)	14%	14%	Added November 2023		
Local organization or community center	14%	12%	14%	10%	13%
Newspaper	13%	9%	12%	17%	22%
Other website	12%	8%	5%	4%	21%
Community meeting or event	11%	13%	13%	11%	--



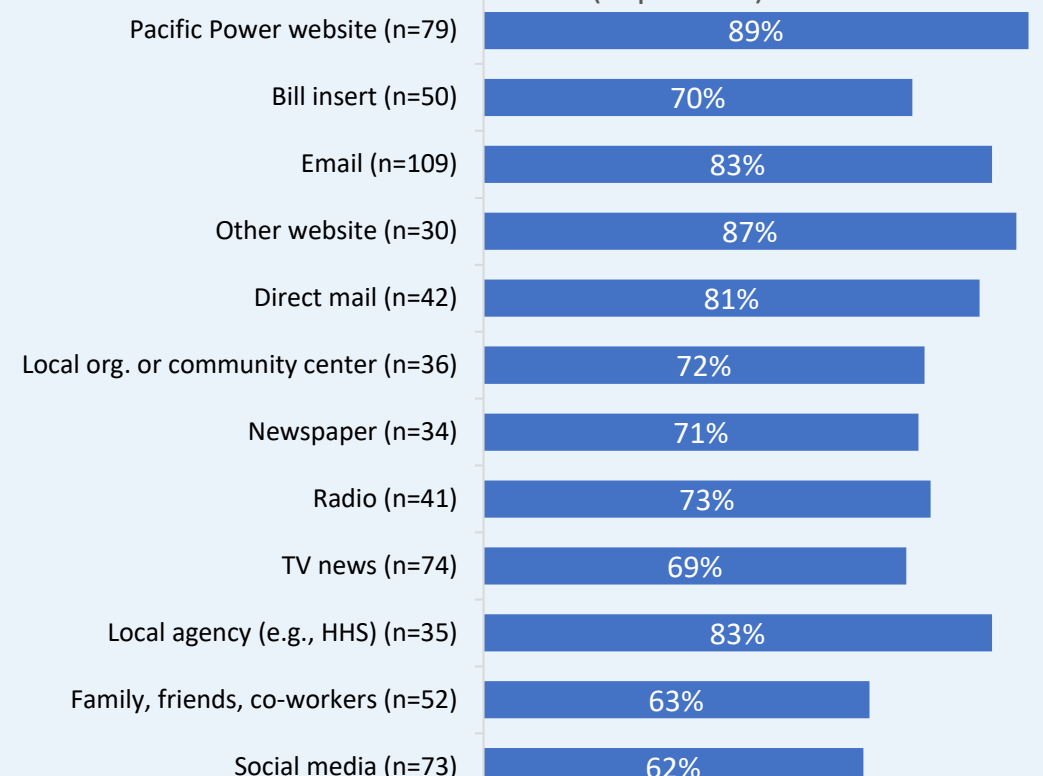
# Information Usefulness and Clarity

- The Pacific Power website is rated highest in terms of clarity (94%), followed by bill inserts (84%) and email (84%)
- With respect to usefulness, the Pacific Power website (89%) is most useful, followed by other websites (87%), emails (83%), and local agencies (83%)

## Clarity (Top-2-Box)

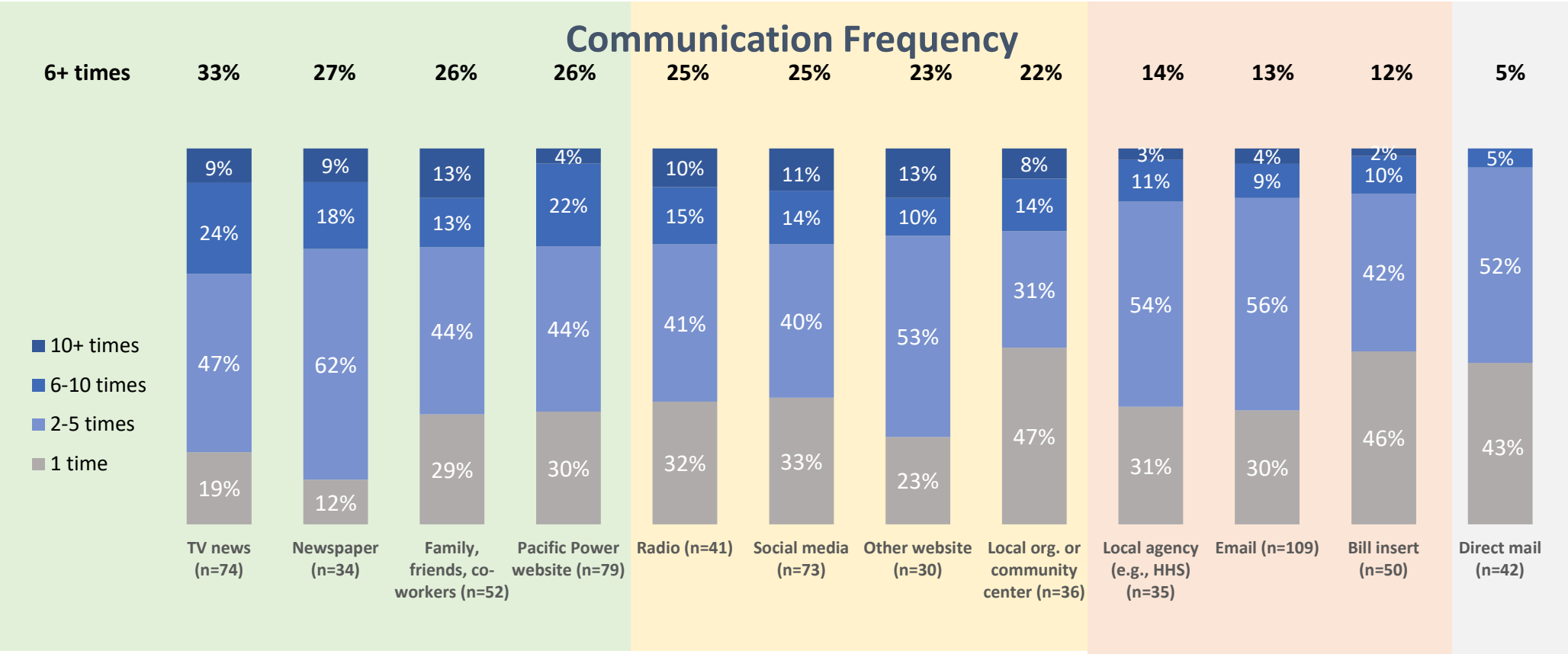


## Usefulness (Top-2-Box)



# Communication Frequency

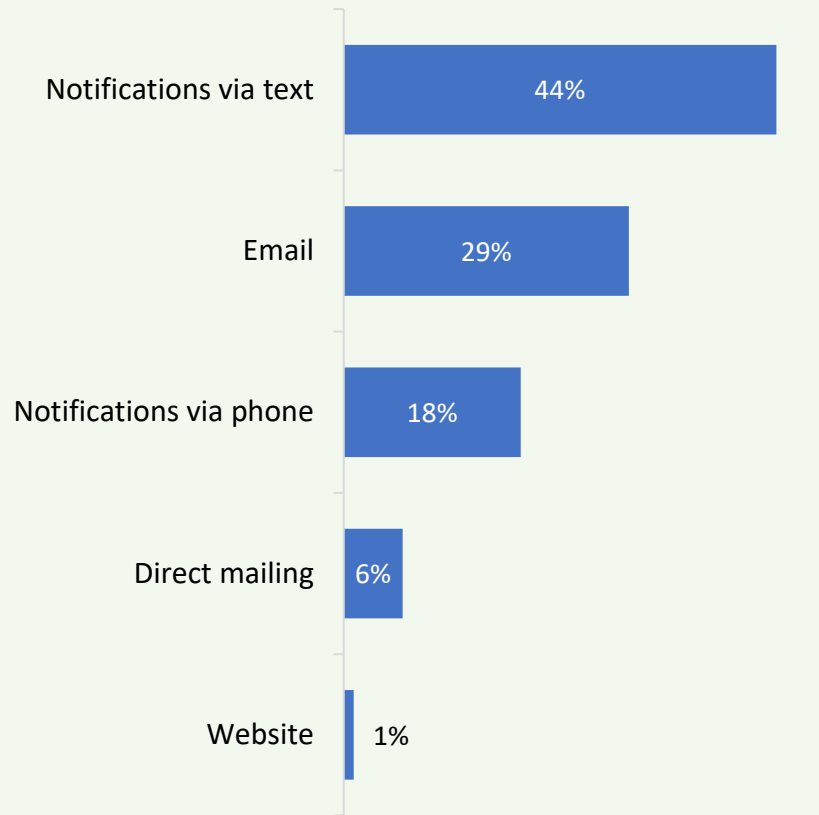
- Respondents say they most frequently see or hear messages about wildfire preparedness from TV news, newspaper, family, friends, coworkers, and the Pacific Power website



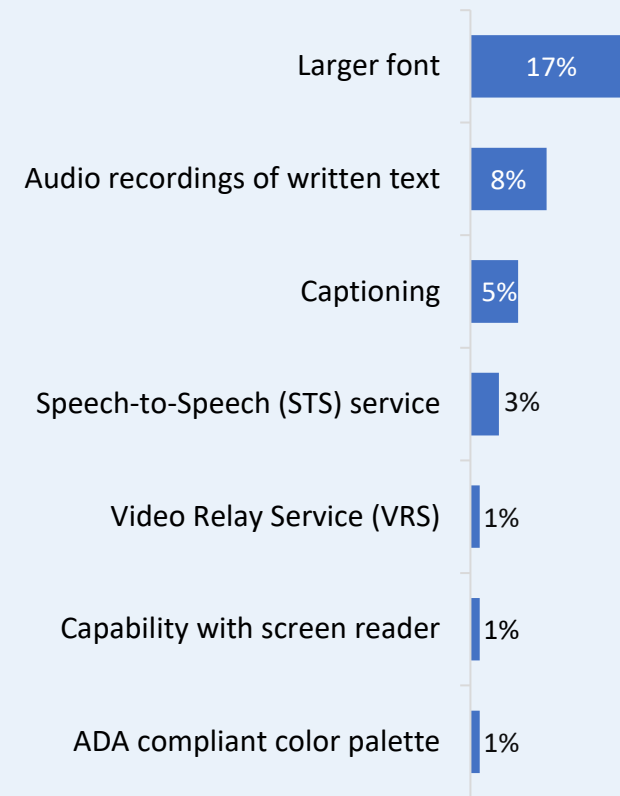
# Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from Pacific Power (44%) followed by email (29%); larger font is considered the most helpful (17%) element that could be incorporated

## Most Effective Communications



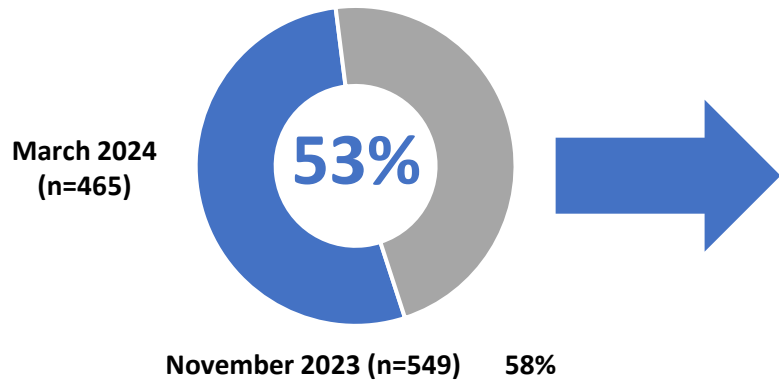
## Helpful Elements



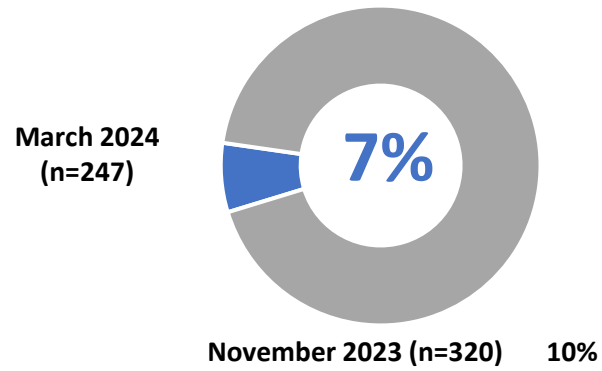
# Awareness and Use of Pacific Power Information

- Over half (53%) are aware they can contact Pacific Power for wildfire safety information
- Of those aware, 7% have contacted Pacific power for wildfire safety information
- Among those who have contacted, vegetation management and personal preparedness are the most common topics discussed, and all report they received the information needed

## Awareness of Ability to Contact Pacific Power for Wildfire Safety Information



## Have Contacted Pacific Power for Wildfire Safety Information (among those aware)



Received Needed Information	March 2024 (n=17)
Yes	100%
No	--

## Wildfire Topics Discussed (among those who contacted Pacific Power)

Topic	March 2024 (n=17)
Vegetation Management	41%
Personal Preparedness	41%
Medical Needs – Plan for any medical needs	35%
Local Emergency Services – Resources	29%
Pacific Power’s Wildfire Protection Plan	29%
Notifications & Updating Customer Information	29%
Public Safety Power Shutoff – De-Energization of Power	18%
Local Emergency Services – Support Tools	18%
Fire High Consequence Areas	18%
Free Portable Battery Program	18%
Elevated Fire Risk (EFR) settings	12%
Generator Rebate Program	12%
Community Resource Centers	6%
Weather Stations	6%

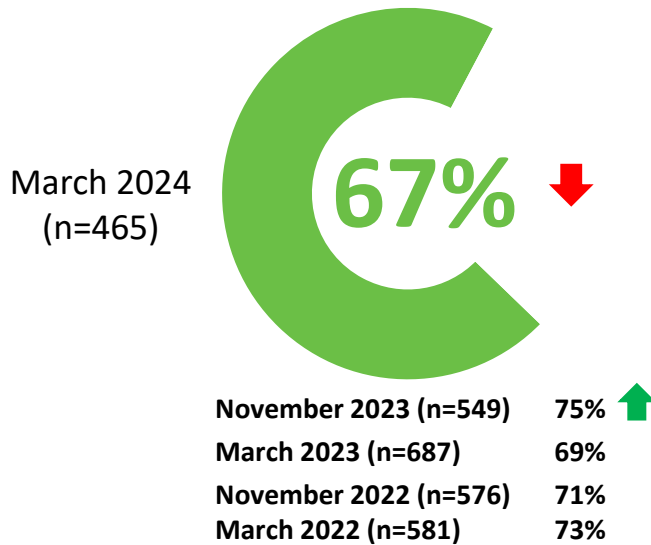
# Wildfire Preparedness Actions Taken



# Wildfire Preparedness

- Almost seven in ten (67%) say they have taken actions to prevent or prepare their home or business in the event of a wildfire, significantly lower than in November 2023 (75%); those with income higher than \$40k and those who own their home are significantly more likely than those with lower incomes and those who rent to have taken actions (72% vs 60% and 74% vs 47%, respectively)
- Random customers, AFN customers, and those above the age of 65 are significantly more likely than Critical customers, non-AFN customers, and those under the age of 65 to have trimmed vegetation around their home or property (76% vs 50%, 77% vs 57%, 81% vs 61%; respectively)
- No customers mentioned participating in a generator rebate program this wave, down from <1% in March 2023 and 8% in November 2022

## Took Actions to Prevent or Prepare for a wildfire



### Actions Taken

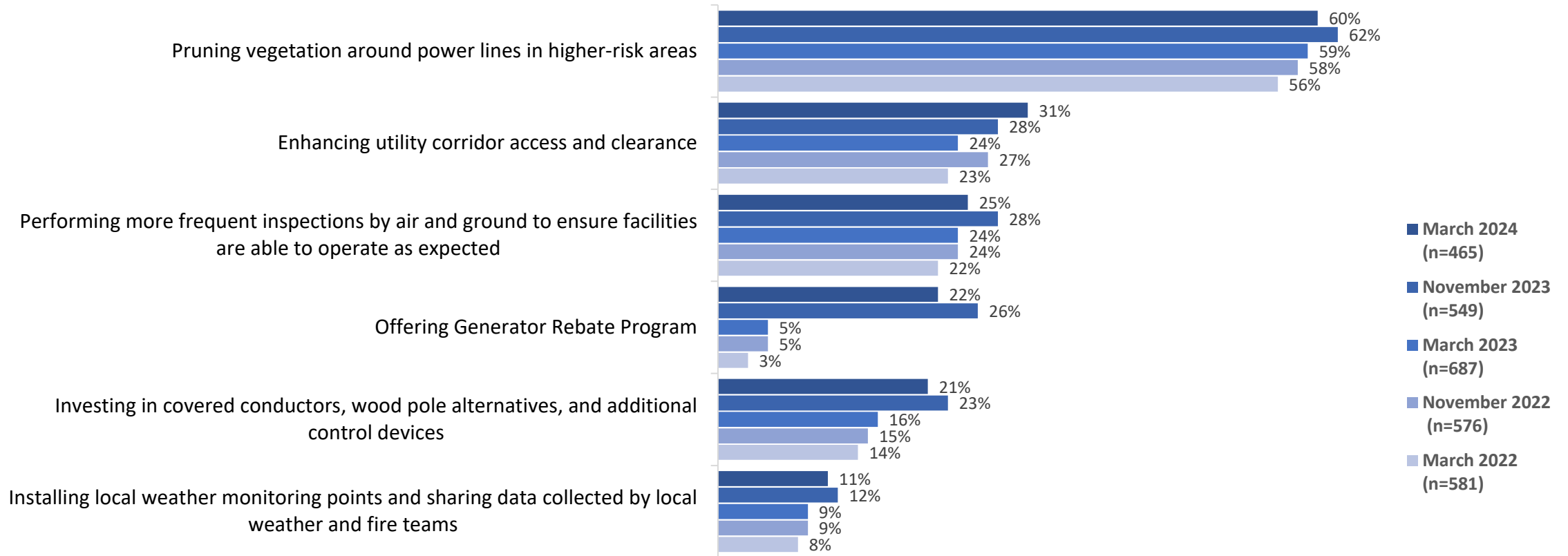
(among those taking action)

Actions Taken	Total				
	March 2024 (n=313)	Nov 2023 (n=414)	March 2023 (n=474)	Nov 2022 (n=408)	March 2022 (n=423)
Trimmed vegetation around home or property	74% ↑	66%	71%	69%	71%
Created defensible space	21%	21%	27%	26%	34%
Prepared an emergency kit	9% ↓	14%	10%	12%	12%
Purchased/readied a generator	7%	7%	2%	--	--
Watering/installed watering systems	5%	6%	6%	5%	10%
Prepare to evacuate/exit plan	5%	5%	8%	8%	--

# Awareness of Pacific Power's Efforts

- Awareness of Pacific Power efforts to reduce the risk of wildfire is consistent with 2023 findings
- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (60%)
- 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



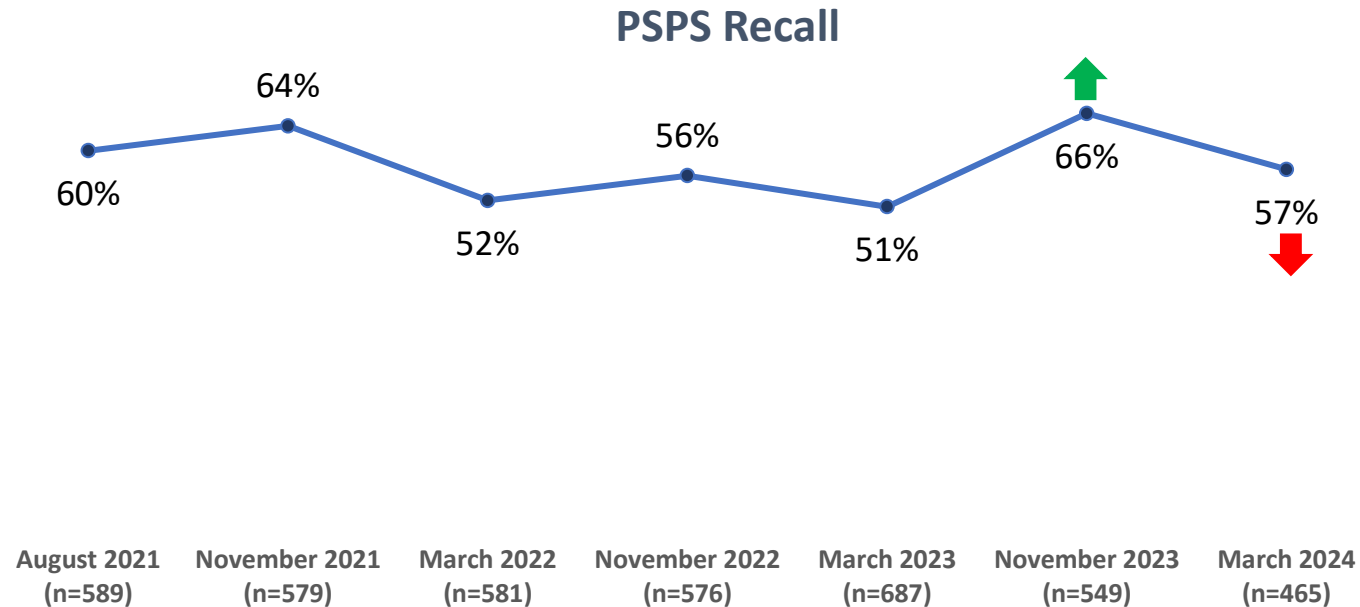


Awareness of Public Safety Power Shutoff



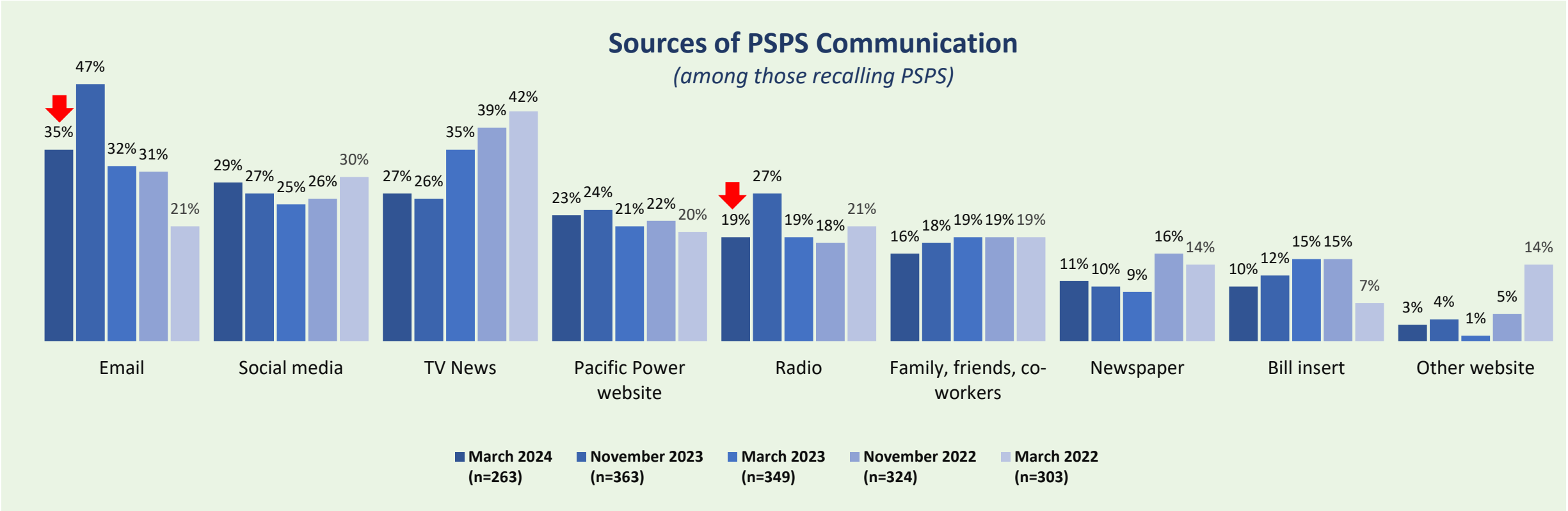
# PSPS Awareness

- Almost three-fifths (57%) indicate seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," significantly lower than in November 2023 (66%)
- Recallers, customers with medical needs, and those who own their home are significantly more likely to be aware of PSPS than Non-Recallers, customers without medical needs, and those who rent (66% vs 44%, 66% vs 53%, 60% vs 46%; respectively)



# PSPS Awareness Sources

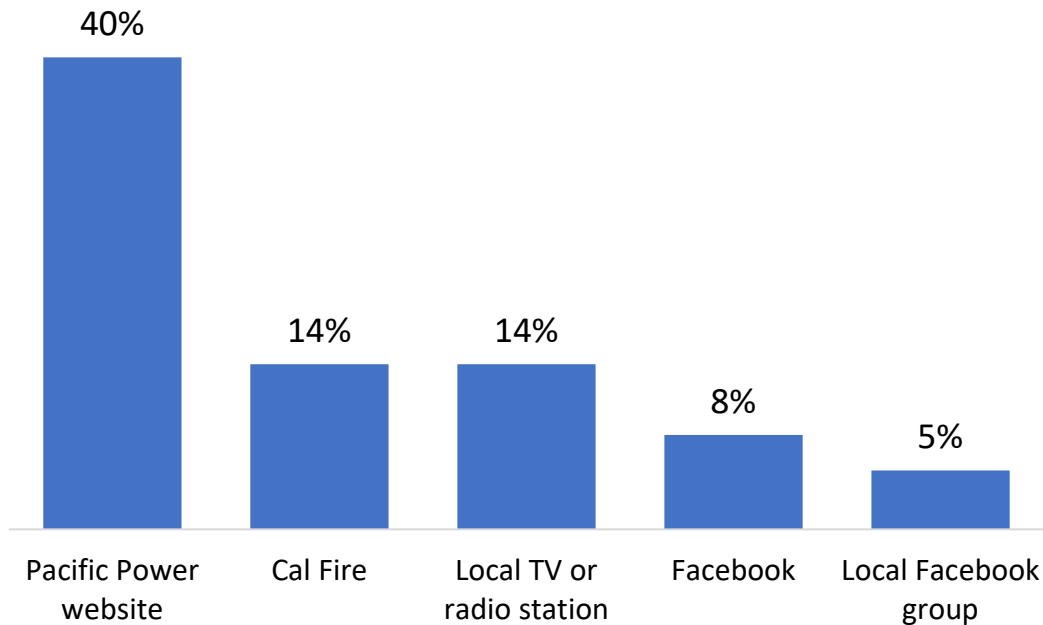
- Email is the main source of PSPS communication but is mentioned at a significantly lower rate than in November 2023 (35% vs 47%); Recallers are significantly more likely than Non-Recallers to mention the Pacific Power website (28% vs 13%), family, friends, co-workers (19% vs 10%), and newspaper (15% vs 5%)
- Mentions of radio are also significantly lower than in November 2023 (19% vs 27%)



# PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers would turn to for PSPS information (40%)
- 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” (80%)
- Understanding of PSPS events is consistent between Recallers and Non-Recallers

## Top 5 Sources of PSPS Information



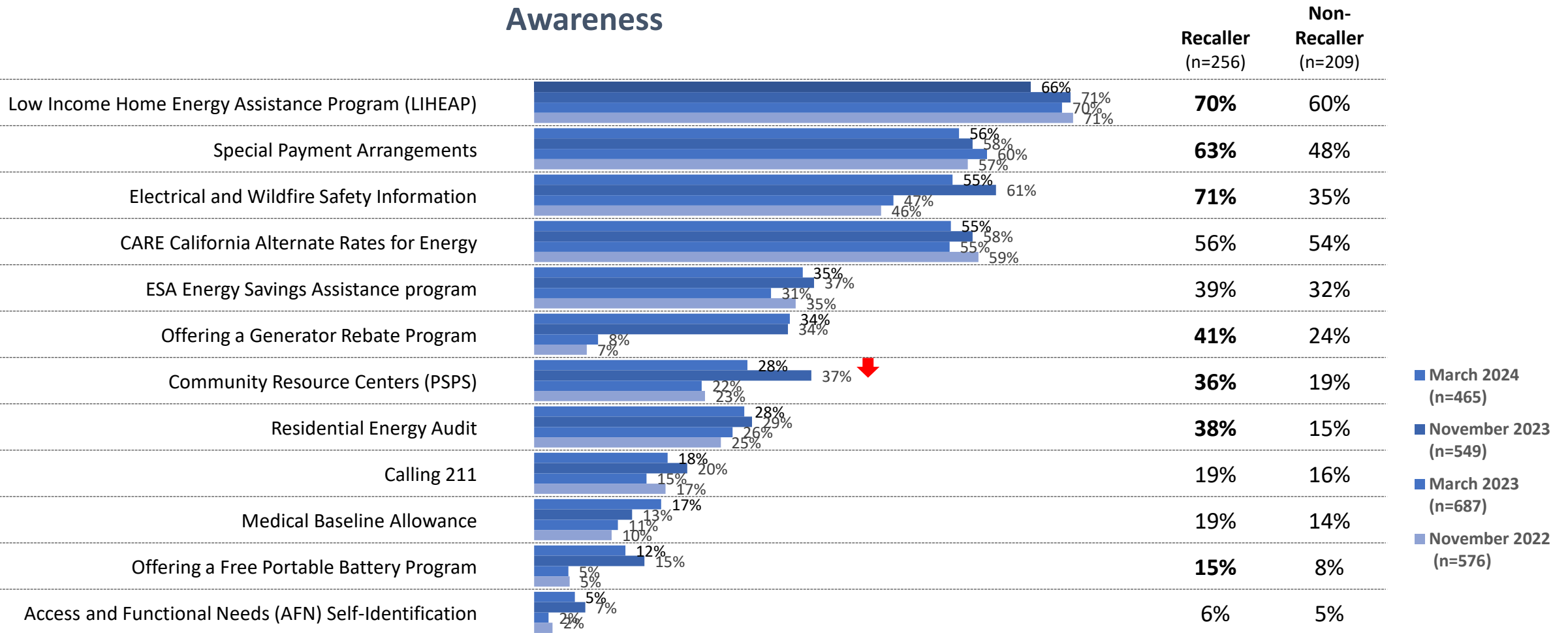
## PSPS Understanding

	Mar 2024 (n=263)	Nov 2023 (n=363)	Mar 2023 (n=349)	Nov 2022 (n=324)	Mar 2022 (n=303)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	80%	77%	77%	77%	80%
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.	59%	63%	57%	57%	64%
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.	54%	51%	52%	48%	52%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	33%	38%	42%	35%	38%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	25%	28%	31%	26%	Added in November 2022

# Awareness of Resources

- Two thirds (66%) indicate they are aware of the Low Income Home Energy Assistance Program, followed by just over half saying they are aware of Special Payment Arrangements (56%), Electrical and Wildfire Safety Information (55%), and CARE 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



# Familiarity of Resources

- Just under half (45%) report that they have not investigated the resources
- Non-Recallers are significantly more like to report they have not seen any communications about resources (24% vs 13%)

Familiarity		Recaller (n=256)	Non-Recaller (n=209)
Have not investigated the resources	45%	48%	41%
Have not seen any communications	18%	13%	<b>24%</b>
No need for these resources	13%	15%	10%
Did not pay attention to communications	8%	8%	7%
Impairment or disability makes it difficult to learn about these resources	3%	2%	4%
Not interested in these resources	3%	2%	4%
Familiar with resources/some of the resources	2%	2%	1%
Have applied for/used these resources before	2%	2%	1%
They have good information	1%	1%	1%
Do not qualify for resources	1%	1%	1%
I'm interested/would like to learn more about the resources	1%	1%	1%

# Resources Used

- Of those who are aware of the resources available, half (50%) have used electrical and wildfire safety information, followed by just under half (49%) who have used the California Alternate Rates for Energy

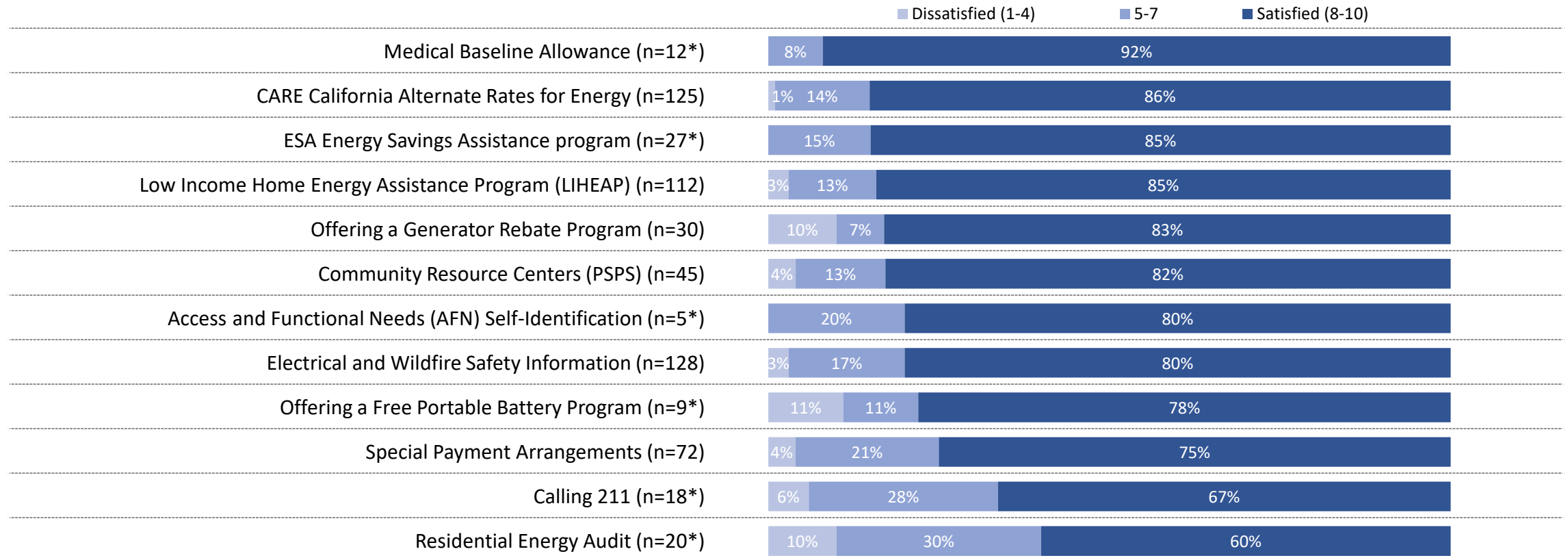
## Resources Used (among those who are aware)

		Recaller	Non-Recaller
Electrical and Wildfire Safety Information (n=257)	50%	54%	41%
CARE California Alternate Rates for Energy (n=256)	49%	44%	55%
Low Income Home Energy Assistance Program (LIHEAP) (n=305)	37%	34%	40%
Community Resource Centers (PSPS) (n=131)	34%	32%	41%
Special Payment Arrangements (n=261)	28%	25%	32%
Calling 211 (n=82)	22%	20%	24%
Access and Functional Needs (AFN) Self-Identification (n=25*)	20%	27%	10%
Offering a Generator Rebate Program (n=157)	19%	13%	<b>31%</b>
ESA Energy Savings Assistance program (n=165)	16%	12%	23%
Offering a Free Portable Battery Program (n=56)	16%	18%	12%
Residential Energy Audit (n=129)	16%	16%	13%
Medical Baseline Allowance (n=78)	15%	12%	21%

# Satisfaction With Resources Used

- Among those using the various resources available, satisfaction is highest with Medical Baseline Allowance, California Alternate Rates for Energy, and the Energy Savings Assistance program

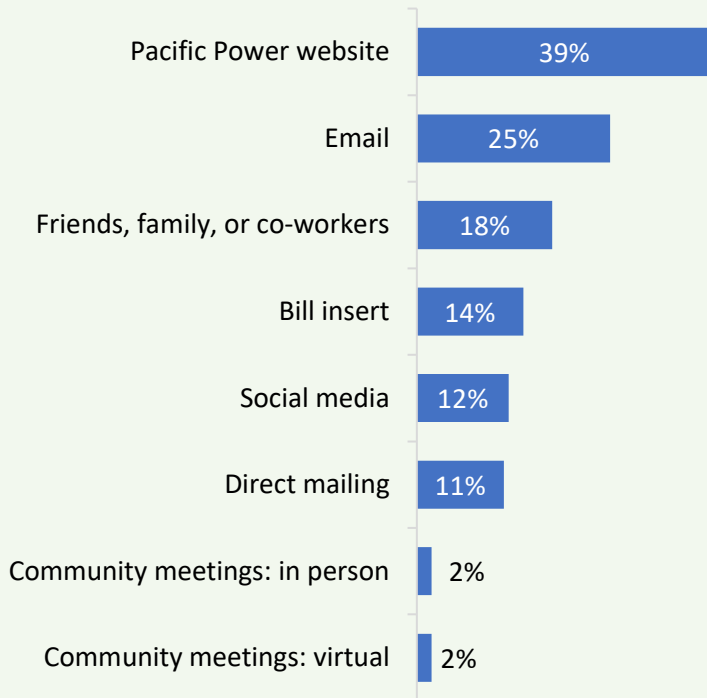
## Resource Satisfaction



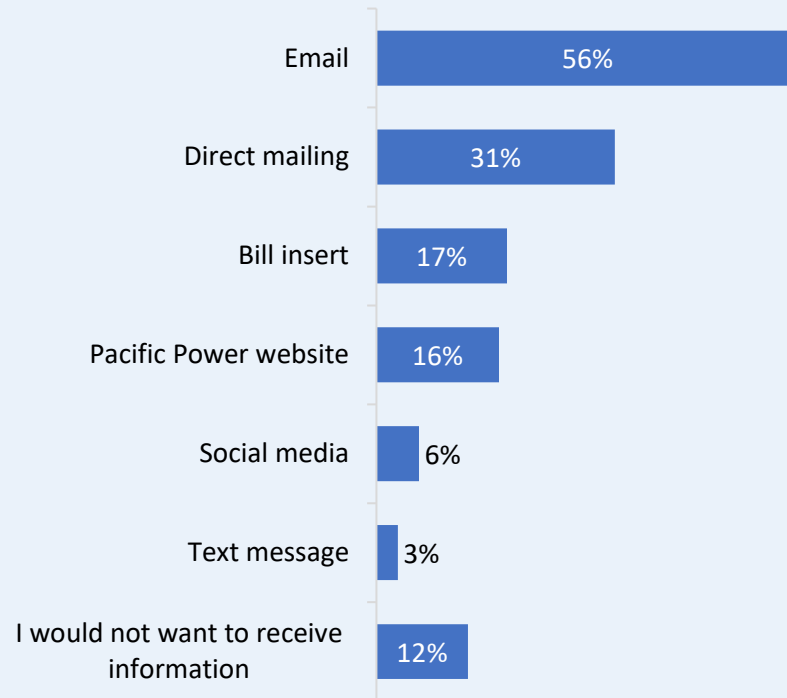
# Generator Rebate Program

- Just under two fifths (39%) of those aware of Pacific Power’s Generator Rebate Program indicate they learned of it through the Pacific Power website; email is the most preferred (56%) source of communication for information about the Generator Rebate Program
- Customers indicate information about whether they qualify for a rebate and how to apply for a rebate to be highly important (60% and 52%, respectively)

## Program Information Source



## Preferred Source



## Important Information

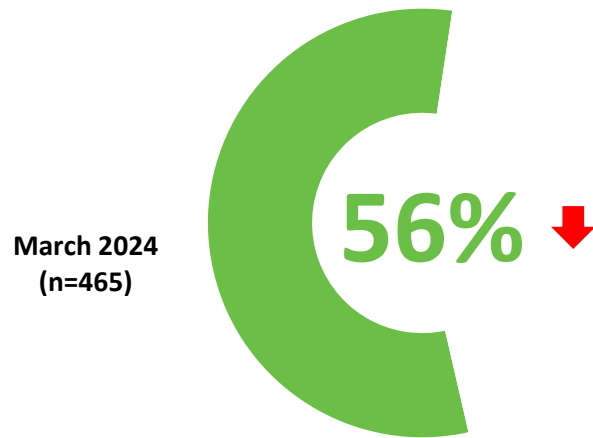
Whether I qualify for a rebate	60%
How to apply for a rebate	52%
Specific generators that qualify	51%
The rebate amount	47%
Retailers that sell qualifying generators	37%
Other types of financial assistance programs available	35%
I would not want any information	20%



# Contact Information for PSPS

- Just under three fifths (56%) of customers are aware they can update their contact information with Pacific Power, down significantly from November 2023; awareness among Recallers remains significantly higher than Non-Recallers (63% vs 48%)
- Seven in ten (70%) of those aware they can update their information have done so, consistent with previous findings

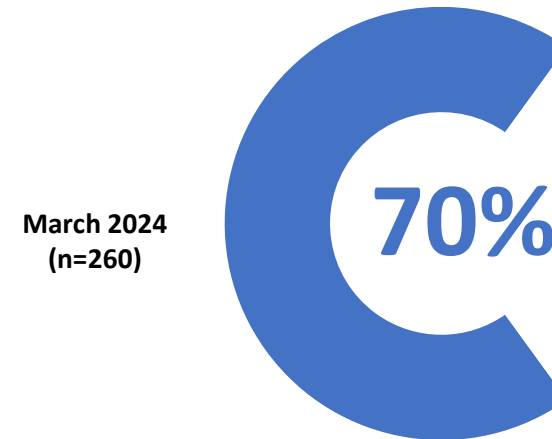
## Awareness of Ability to Update Contact Information for PSPS



November 2023 (n=549)	64%
March 2023 (n=687)	58%
November 2022 (n=576)	54%
March 2022 (n=581)	50%

## Have Updated Contact Information

(among those aware they can update contact info)



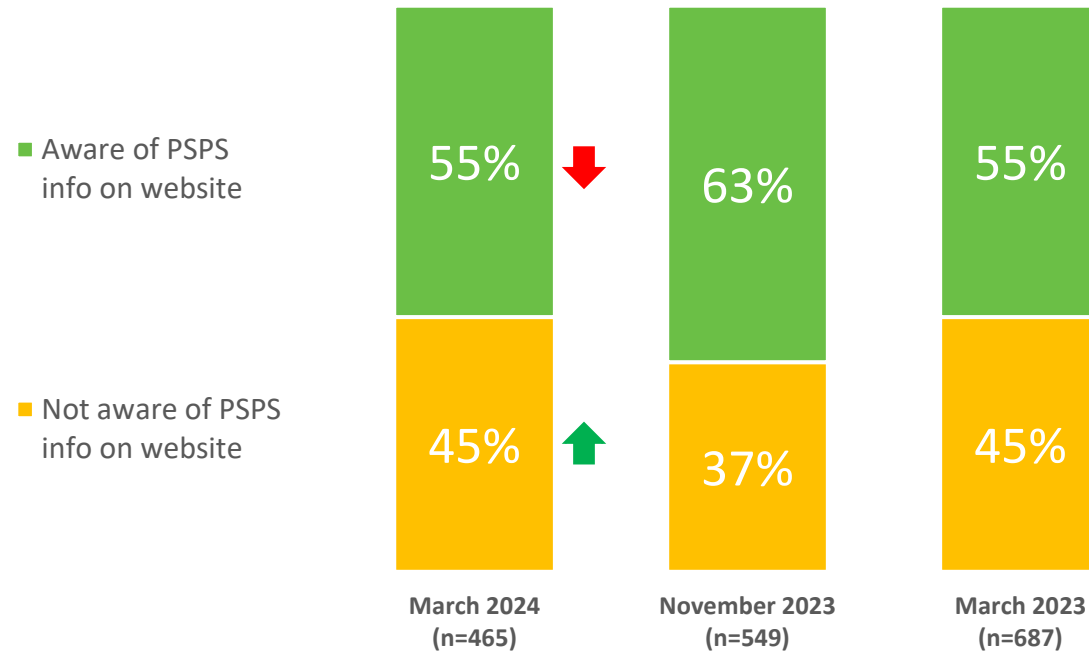
November 2023 (n=351)	67%
March 2023 (n=400)	70%
November 2022 (n=313)	65%
March 2022 (n=293)	64%



# Awareness of PSPS Event Information

- Just over half (55%) of respondents are aware they may locate information about a PSPS event on Pacific Power’s website, down significantly from November 2023
- Though not significant, Recallers are slightly more likely than Non-Recallers to indicate they are aware of PSPS information that may be found on Pacific Power’s website (59% vs 50%)

## Awareness of PSPS Information on Pacific Power Website



# Medical Needs and Language Preferences

One quarter (26%) 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 (43% vs 25%)

Of those relying on electricity for medical needs, 36% are aware Pacific Power provides additional notices, consistent with findings from November 2023

**English is not a primary language for one in ten customers (11%), but is still preferred for communications for the vast majority (98%)**

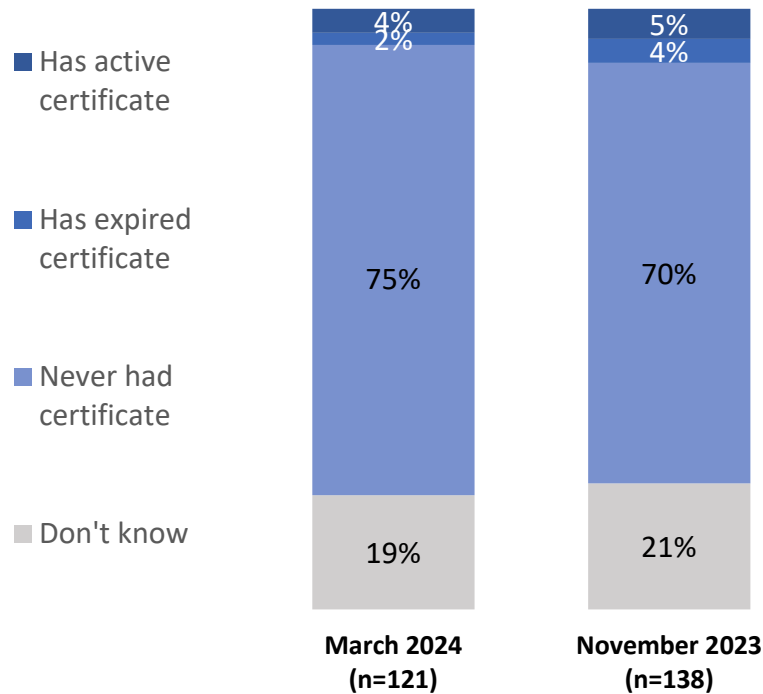
- Out of all respondents, 10 (2%) say it would be helpful for them or anybody else in their household to receive communication in another language
- When asked what their preferred language would be to receive communications from Pacific Power, Spanish (1% of all respondents) and Chinese (<1%) are the only non-English languages mentioned

# Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, only 4% currently have an active Medical or Life Support Certificate
- Only 15% are aware that the Medical or Life Certificate requires annual renewal, consistent with November 2023

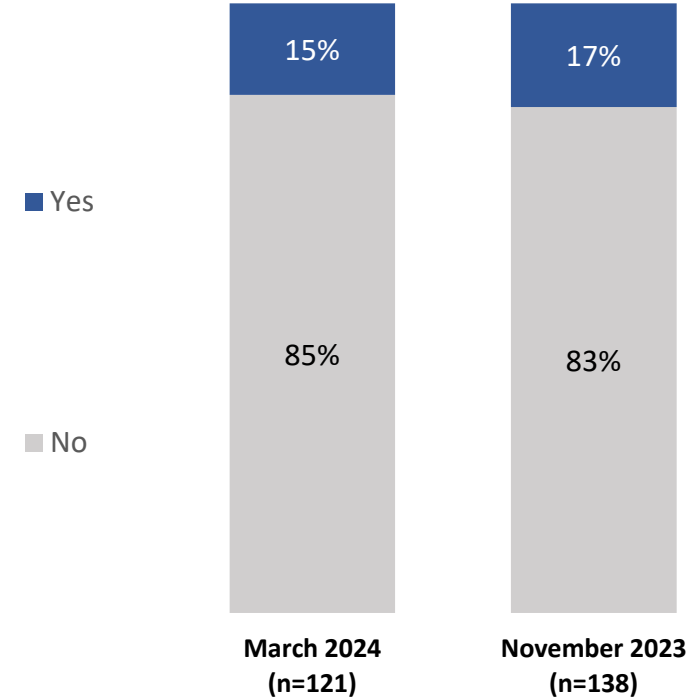
## Active Medical or Life Support Equipment Certificate

(among those with medical needs)



## Aware Certificates Require Annual Renewal

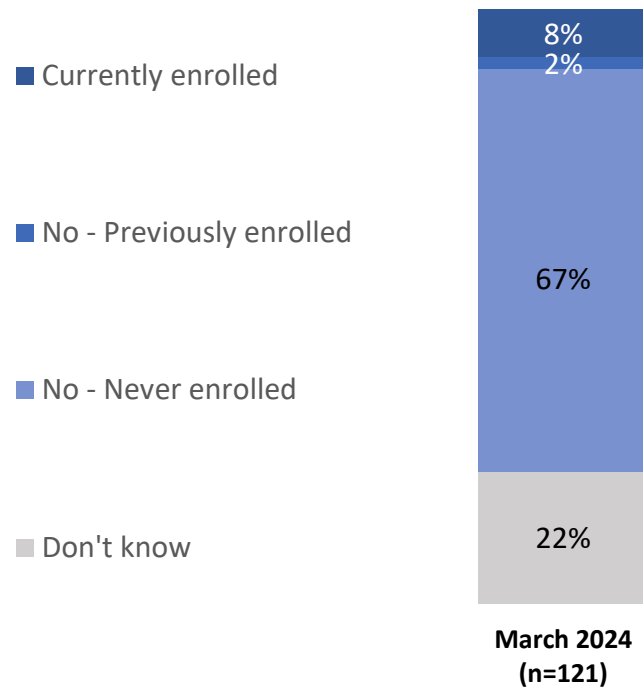
(among those with medical needs)



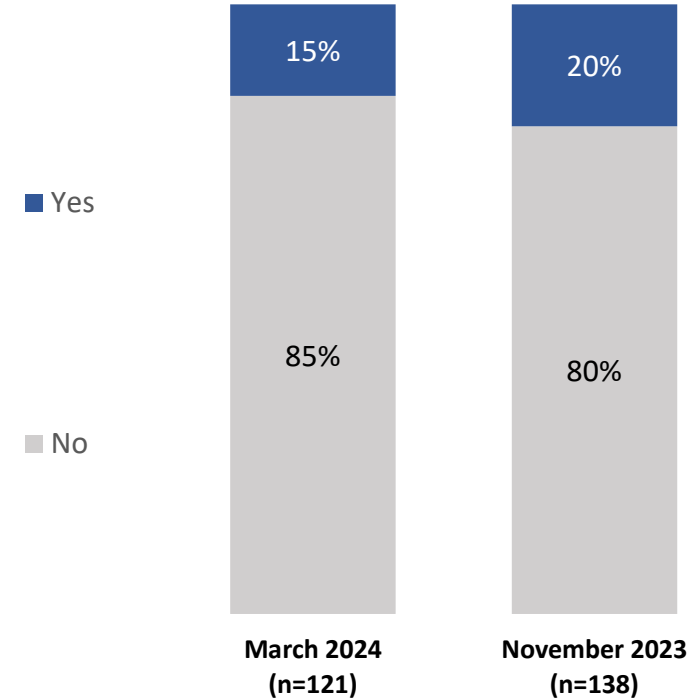
# Medical Support Certificate Usage

- Only 8% of customers who rely on electricity for medical equipment self report enrollment in the Medical Baseline Allowance Program
- Of the customers who rely on electricity for medical equipment, 15% are currently aware of that those with an active medical certificate and are enrolled in CARE are eligible to participate in the Pacific Power Free Portable Battery program, consistent with November 2023 findings

**Enrolled in Medical Baseline Allowance Program**  
(among those with medical needs)



**Awareness of Eligibility for Free Portable Battery Program**  
(among those with medical needs)

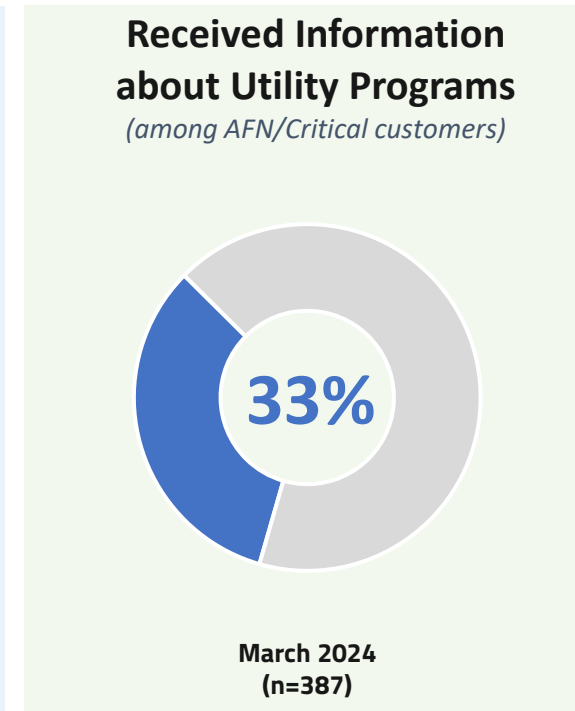
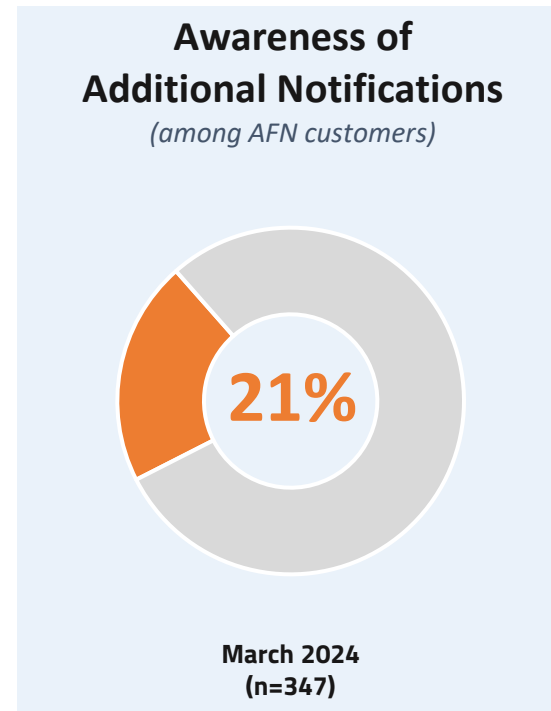


# Access and Functional Needs Resources

- Among customers who indicated they have access and functional needs, 20% are aware of additional notifications and communications available
- 33% of Critical or AFN customers have received information from Pacific Power about programs available and 19% indicate they engage with Community Based Organizations, outside of a PSPS context

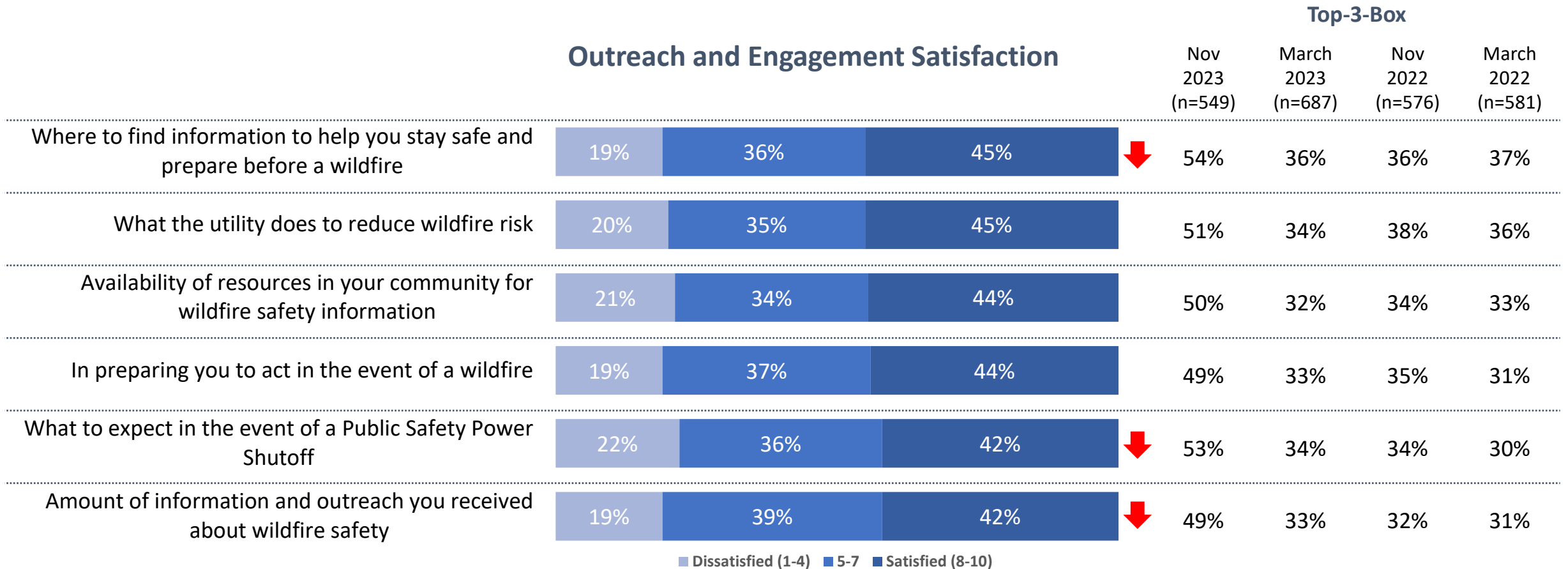
## Access and Functional Needs

	March 2024 (n=465)
Adults age 62+ in household	61%
Chronic conditions or injuries	26%
Physical, developmental, or intellectual disability	21%
Limited access to transportation in case of emergency	10%
Limited English proficiency	1%
None of these apply	25%



# Outreach and Engagement Satisfaction

- Roughly half (42% to 45%) of customers report being satisfied with all statements about outreach and engagement
- Satisfaction with outreach and engagement is lower than in November 2023, but remains significantly higher than March 2023



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (65%), heating/cooling (55%), and communication (40%)
- Mentions of mobility equipment and the duration of the outage as concerns increased since November 2023

Concerns or Challenges of an Extended Power Outage		Nov 2023 (n=549)	March 2023 (n=687)	Nov 2022 (n=576)
Food replacement	65%	67%	61%	62%
Heating/cooling	55%	59%	65%	60%
Communication	40%	40%	39%	38%
Utility pumps (well water)	35%	34%	35%	34%
Shelter	17%	17%	14%	17%
Powering medical equipment	16%	15%	17%	16%
Cold storage of medication	16%	13%	15%	15%
Transportation	10%	10%	8%	8%
Mobility equipment	5% ↑	2%	3%	3%
Generator	2%	1%	--	--
Length of power outage	2% ↑	<1%	--	--
Fuel (general)	2%	--	--	--



Post-PSPS



# PSPS Notifications

- Half (51%) say that notifications should be sent if there is any possibility of a PSPS, inline with November 2023 (54%)

<b>PSPS Notifications Perception</b>	March 2024 (n=465)	Nov 2023 (n=549)	March 2023 (n=687)	Nov 2022 (n=576)	March 2022 (n=581)
Notifications should be sent if there is any possibility of a PSPS	51%	54%	52%	51%	50%
Notifications should only be sent if there is a high likelihood of a PSPS	38%	35%	35%	34%	33%
Notifications should only be sent if a PSPS is certain to occur	11%	11%	14%	15%	17%

# Critical Customers Summary





# Key Metrics: Random vs. Critical Customers

	Random Customers (n=435)	Critical Customers (n=30)
Aware of Wildfire Safety Communications	55%	53%
Aware of Communications from Pacific Power (among those aware)	47%	44%
Took Action to Prevent or Prepare for a Wildfire	68%	60%
Recall PSPS	57%	47%
Would Turn to Pacific Power Website for PSPS Info	41%	29%
Aware of Ability to Update Contact Info for PSPS	54%	<b>77%</b>
Satisfied with Availability of Resources in Community for Wildfire Safety Info	43%	<b>70%</b>
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	32%	<b>69%</b>

# Demographic Profiles: Random vs. Critical Customers

	Random Customers (n=435)	Critical Customers (n=30)
Gender	Male – 39% Female – 56%	Male – 30% Female – 67%
Age	18-54 – 23% 55-64 – 19% 65+ – <b>55%</b>	18-54 – <b>50%</b> 55-64 – 23% 65+ – 23%
Median Income	<b>\$46K</b>	\$31K
Home Ownership	Rent – 21% Own – 73%	Rent – 33% Own – 67%
Primary Language is not English	<b>12%</b>	3%
Responded they Rely on Electricity for Medical Needs	25%	<b>43%</b>



# Key Metrics: AFN vs. Non-AFN

	AFN Customers (n=411)	Non-AFN Customers (n=54)
Aware of Wildfire Safety Communications	55%	52%
Aware of Communications from Pacific Power (among those aware)	47%	46%
Took Action to Prevent or Prepare for a Wildfire	68%	65%
Recall PSPS	56%	63%
Would Turn to Pacific Power Website for PSPS Info	39%	50%
Aware of Ability to Update Contact Info for PSPS	55%	59%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	<b>46%</b>	28%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	36%	--

Bold denotes statistically significant difference between AFN and Non-AFN customers

# Demographic Profiles: AFN vs Non-AFN

	AFN Customers (n=411)	Non-AFN Customers (n=54)
Gender	Male – 39% Female – 56%	Male – 33% Female – 63%
Age	18-54 – 19% 55-64 – 19% 65+ – 60%	18-54 – <b>72%</b> 55-64 – 22% 65+ – --
Median Income	\$39K	<b>\$93K</b>
Home Ownership	Rent – 22% Own – 73%	Rent – 22% Own – 70%
Primary Language is not English	13%	--
Responded they Rely on Electricity for Medical Needs	29%	--

# Respondent Profiles – AFN Criteria

	Total (n=465)	Random Customers (n=435)	Critical Customers (n=30)
AFN (NET)	88%	89%	83%
Age 65+	53%	<b>55%</b>	23%
<\$40K income	37%	36%	50%
Chronic conditions or injuries	26%	26%	30%
Limited access to transportation	10%	9%	17%
Physical, developmental, or intellectual disability	21%	18%	<b>57%</b>
Non-English language needs	12%	13%	10%
Medical need	26%	25%	<b>43%</b>





# 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

- Organizations report differing levels of communications from Pacific Power related to wildfire mitigation and PSPS
  - Those directly involved in emergency response operations report direct communication with Pacific Power representatives via email, phone, and in-person interactions
  - All recall customer-facing communications about creating defensible space, general wildfire safety, and Pacific Power's efforts to trim trees, clear brush, and maintain power poles and lines
- With the degree of fire activity in the area during the summer of 2023, all recall roadside signs, radio communications, flyers, and social media content related to the fires from a variety of sources
- In addition to communications about wildfire mitigation and PSPS, organizations report other types of engagement with Pacific Power, including pole storage, assistance programs, and infrastructure projects
- Those in direct contact with Pacific Power report strong communications, and praise the level of engagement from their contact, particularly during the challenging 2023 wildfire season

## Spreading the Word

- Recommended methods for reaching the community about wildfire safety and PSPS preparation include printed materials, email, social media, radio, signage, and in-person events
  - Direct mail, bill inserts, and emails from Pacific Power are key methods for customers to hear directly from the utility
  - All mention the potential for Pacific Power to have a presence at local events such as fairs, which generate a large amount of foot traffic from locals and those visiting the area
  - Social media is commonly mentioned, primarily Facebook, and provides the ability to reach large numbers directly, through partnerships with local organizations, and through local Facebook groups
  - Radio is considered an important communication source, particularly for those without connectivity, or during times of emergency when the power is out
  - Partnership with local agencies is an important opportunity for Pacific Power to reach more vulnerable populations (e.g., elderly, those with medical needs, low income, non-English speakers, rural communities etc.)
- All agree that April-May is the optimal time for educational outreach and to encourage preparation for fire season and the potential for PSPS
- English, Spanish, and Hmong are mentioned as primary languages spoken, with smaller groups speaking Lao and Tolowa (although most Tolowa speakers also speak English)

# CBO Interviews

## Useful Information/Resources

- The most effective information Pacific Power can provide to help prepare the community include:
  - Information about clearing brush and vegetation from property
  - Details about the steps Pacific Power is taking to mitigate the risk of fire and help preparations for outages
  - Messages about how to prepare for an outage, including having fresh water, non-perishable food, and access to charging devices for phones
  - Helping provide information about where to go in the event of a fire or extended outage
- All agree that there is an opportunity for Pacific Power to provide resources in preparation for, and during outages:
  - Programs to provide generators, or discounts/rebates on purchasing generators
  - Support with community resource centers, including providing generators for power, charging equipment, food/water, and cooking resources
  - Helping ensure vulnerable customers are aware of generator programs and providing support in accessing those resources
- Participation in fire safe council meetings with local fire, Cal Fire, USFS, and local government organizations is encouraged
- Continued coordination with emergency response organizations during fires and PSPS events to support streamlined response for the community

## PSPS Events

- Leading up to, and during PPS events, frequent communication with emergency services agencies and the public is highly important
  - The changing nature of weather conditions triggering PPS means that it will be an evolving situation, and agencies understand that; providing as much notice as possible and then regular updates is highly important
  - Advance planning for providing emergency generators for shelters, food service, and emergency responders is critical; coordination during fire safe council meetings is an opportunity to refine and formalize planning ahead of fire season
  - Public-facing educational content about preparation is recommended during the late spring before fire season ramps up
- It is important for Pacific Power to focus on providing resources for electricity and ensuring safety of the electrical grid, and funneling emergency communications through emergency response agencies and their PIOs
  - Agencies want to be sure public-facing messages are consistent and accurate during fire events
  - The county can alert residents through reverse 911, social media, and local radio stations; social media messages can be reposted so the original official messaging from the county remains intact
- Special attention is required for those needing medical equipment, the elderly, low-income residents, and those in very isolated rural areas



Demographic Profiles

# Respondent Profiles

Gender	Total (n=465)	Recallers (n=256)	Non-Recallers (n=209)
Male	38%	<b>44%</b>	32%
Female	57%	52%	<b>63%</b>
Age			
18 to 24	1%	<1%	1%
25 to 34	6%	4%	<b>9%</b>
35 to 44	10%	8%	11%
45 to 54	9%	9%	9%
55 to 64	20%	20%	19%
65 or over	53%	56%	48%
Prefer not to say	3%	2%	3%

Renter/Homeowner	Total (n=465)	Recallers (n=256)	Non-Recallers (n=209)
Own	72%	75%	70%
Rent	22%	21%	23%
Other	2%	2%	2%
Prefer not to say	3%	3%	4%
Household Income			
Less than \$20,000	13%	12%	15%
\$20,000 to \$39,999	24%	23%	25%
\$40,000 to \$59,999	13%	14%	12%
\$60,000 to \$89,999	12%	13%	11%
\$90,000 to \$129,999	11%	13%	9%
\$130,000 to \$199,999	4%	4%	5%
\$200,000 or more	3%	3%	2%
Prefer not to say	20%	19%	21%

# Respondent Profiles: AFN vs. Non-AFN

Gender	Total (n=465)	AFN (n=411)	Non-AFN (n=54)
Male	38%	39%	33%
Female	57%	56%	63%
Age			
18 to 24	1%	1%	--
25 to 34	6%	5%	<b>17%</b>
35 to 44	10%	7%	<b>30%</b>
45 to 54	9%	7%	<b>26%</b>
55 to 64	20%	19%	22%
65 or over	53%	60%	--
Prefer not to say	3%	2%	6%

Renter/Homeowner	Total (n=465)	AFN (n=411)	Non-AFN (n=54)
Own	72%	73%	70%
Rent	22%	22%	22%
Other	2%	2%	4%
Prefer not to say	3%	3%	4%
Household Income			
Less than \$20,000	13%	15%	--
\$20,000 to \$39,999	24%	27%	--
\$40,000 to \$59,999	13%	13%	15%
\$60,000 to \$89,999	12%	11%	22%
\$90,000 to \$129,999	11%	9%	<b>26%</b>
\$130,000 to \$199,999	4%	3%	<b>13%</b>
\$200,000 or more	3%	3%	2%
Prefer not to say	20%	19%	22%

**ATTACHMENT 14**



	A	B	C	D	E	F	G
1	<b>Education and Outreach Cost</b>						
2	For Reporting Period						
3							
4	<b>PSPS E&amp;O Program Type</b>	<b>E&amp;O Program Description and Method</b>	<b>Approximate Number of People Reached</b>	<b>Cost Incurred By IOU</b>	<b>Names of Entities (IOU, CBO, etc.)</b>	<b>Costs Incurred By Other Entities</b>	<b>Total Cost for (Prior Year)</b>
5	Research Phase 2 (November 2023)	CA Wildfire Messaging Awareness Survey	549	\$17,857	Pacific Power	\$0	\$17,857
6	Research Phase 1 (March 2024)	CA Wildfire Messaging Awareness Survey	687	\$17,857	Pacific Power	\$0	\$17,857
7							\$0
8							\$0
9							\$0
10							\$0
11							\$0
12							\$0
13							\$0
14							\$0
15							\$0
16							\$0
17							\$0
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25							\$0
26							\$0
27							\$0
28							\$0
29							\$0
30							\$0
31							\$0
32							\$0
33	<b>Total</b>		1236	\$35,714		\$0	\$35,714