



**PUGET
SOUND
ENERGY**

Public Safety Power Shut offs (PSPS)

During high-risk wildfire weather conditions, PSE may temporarily shut off power lines in some areas to help prevent wildfires from starting. This is called a PSPS, and it's a measure of last resort to keep you and your community safe. PSPS could be used anywhere in PSE's service area if a combination of dangerous conditions are forecast; however, customers in areas at higher risk for wildfire are more likely to experience PSPS.

How PSE will communicate a PSPS



Coordination with emergency response partners and sharing information with local governments, community organizations, and the media.

Alerts and updates: keeping customers and communities informed.



Goal: 2 days notice before a PSPS outage



Call, text, email updates to customers as things progress

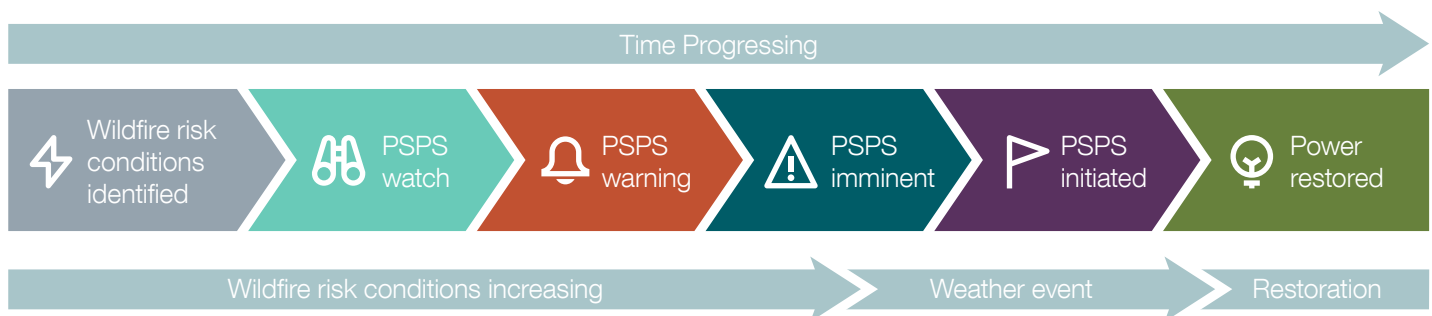


Medical Life Support customers receive enhanced communications



Keep up-to-date at pse.com/outagemap, with or without account.

Timeline of a PSPS



pse.com/psps



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How to prepare for a PSPS outage



Update your information

- Make sure your PSE account's contact information is up-to-date so you can receive PSPS notifications.
- Update any outdated information at pse.com or by calling PSE Customer Care at **1-888-225-5773**.



Have a plan

- Prepare for medical needs. If you have medical equipment in your home that relies on electricity, call Customer Care at **1-888-225-5773** to add Life Support Status to your account.
- Create and practice a family emergency plan and build an emergency kit.



Protect your home

- Sign up for notifications from your county Emergency Management agency and the National Weather Service.
- Learn how to manually open electronically-controlled garage doors or gates.
- Know which natural gas appliances will continue to operate if there's an outage

How power is restored after a PSPS



Once the high-risk weather conditions have subsided, crews will visually inspect the power lines to check for any damage or safety concerns before restoring power. PSE will work to safely restore power as quickly as possible, but there can be challenges if there is limited access or visibility, extensive damage to the system, or active fires nearby. A PSPS outage, which includes the weather event and restoration time, could last several days if damaging winds occur.



We understand that estimated restoration time (ETR) information is important so our customers can plan. We work to provide the most accurate information as quickly as possible on PSE's Outage Map. The time required to establish ETRs varies based on field conditions, the severity of the weather event, and how many line miles need to be patrolled.



Regional ETR: The date/time we expect most customers in a larger region to have their power restored. Some customers will be restored sooner than the regional ETR, while other customers may have their power restored after.

Field ETR: These ETRs are provided by our field personnel once line patrols are complete and a crew has been assigned to make any needed repairs or restore your power.

More resources

- Learn more about PSPS: pse.com/psps
- How to prepare for a PSPS: pse.com/pspsprep
- Learn more about PSE's wildfire mitigation and response: pse.com/wildfirepreparedness
- How to prepare for outages and other emergencies: pse.com/outageresources
- Learn more about PSE's Medical Life Support status: pse.com/medical