

Preparing for medical needs during a Public Safety Power Shutoff

Puget Sound Energy (PSE) works hard to provide reliable power to all customers, and we understand that it is especially important for customers with medical equipment that relies on electricity at home. During peak wildfire season, we may operate our electric system more conservatively to keep our customers and communities safe. These measures can result in power outages, and we want you to be prepared.

What is a Public Safety Power Shutoff

During high-risk weather conditions, we may use a Public Safety Power Shutoff (PSPS) to prevent wildfires from starting by proactively turning off power. These shutoffs could last several hours or several days, depending on conditions.

What to expect

Our goal is to notify customers 48 hours in advance of the shutoff (this is dependent on the weather forecast) and provide updates at least twice daily. Customers with Life Support status noted in their PSE account will receive phone calls from Customer Care, in addition to regular customer notifications.

Learn more: [PSE.com/PSPS](https://www.pse.com/PSPS)



Life Support status

If you have critical medical equipment at home that relies on electricity, please contact PSE Customer Care at **1-888-225-5773** to learn the steps for adding Life Support status to your account.

Examples of in-home equipment:

- Dialysis equipment
- Ventilators
- Infant apnea monitors
- Feeding or infusion pumps
- Suction machines
- Oxygen concentrators

Preparing for power outages



Update your information

- Sign up for Life Support status by calling Customer Care at **1-888-225-5773**.
- Make sure your PSE account contact information is up to date so we can contact you if there is a PSPS.



Have a plan

- Life Support status is not a guarantee of service—create and practice an emergency plan that accounts for medical needs.
- Learn about specific steps you can take to prepare when a PSPS is possible at [PSE.com/PSPS](https://www.pse.com/PSPS).



Learn more

- Learn more about Life Support status at [PSE.com/Medical](https://www.pse.com/Medical).
- Visit PSE's Outage Map to see potential shutoffs, current outages and estimated times for restoration, or to report an outage at [PSE.com/Outages](https://www.pse.com/Outages).