

# Preparing for medical needs during a Public Safety Power Shutoff (PSPS)

PSE works hard to provide reliable service to all customers, and we understand that is especially important for customers with life support equipment or medical emergencies at home. Examples of in-home equipment include:

- dialysis equipment
- ventilators
- infant apnea monitors
- feeding or infusion pumps
- suction machines
- oxygen concentrators
- ventricular assist devices

## How a PSPS works

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. A PSPS outage, which includes the weather event and restoration time, could last several days if damaging winds occur.

Customers with Medical Life Support status noted in their PSE account will receive earlier notification of PSPS, when possible, via phone call, in addition to regular customer alerts. PSE cannot guarantee uninterrupted utility service, and we strongly encourage customers with medical needs to create an emergency plan and consider investing in a backup power source to be prepared for outages and emergencies.

## Steps to take in advance



Please contact PSE Customer Care at **1-888-225-5773** to learn the steps for adding Life Support status to your account



Please make sure your PSE account contact info is up-to-date so we can alert you if there's PSPS in your area



Life Support Status is not a guarantee of service. Have an emergency place in place in case you lose power.

## More resources

- Learn more about PSPS: [pse.com/psps](https://pse.com/psps)
- How to prepare for a PSPS: [pse.com/pspsprep](https://pse.com/pspsprep)
- Learn more about PSE's wildfire mitigation and response: [pse.com/wildfirepreparedness](https://pse.com/wildfirepreparedness)
- How to prepare for outages and other emergencies: [pse.com/outageresources](https://pse.com/outageresources)