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# CA PSPS Event

## August 2021

Incident Summary, After-Action Report

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Pacific Power

Incident Start Date 08/17/2021

Report submitted by:

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Emergency Manager

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**EVENT SUMMARY**


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PacifiCorp implemented a Public Safety Power Shutoff (PSPS) on August 17, 2021, affecting six circuits near Dunsmuir, CA. PacifiCorp regularly monitors the weather conditions in the Dunsmuir for elevated wildfire risk. On August 16, 2021, PacifiCorp activated its Emergency Operations Center (EOC) due to a forecasted weather event projecting an extreme wildfire risk in the Dunsmuir area during the afternoon on August 17, 2021. Shortly after activation of the EOC, PacifiCorp notified customers of the potential PSPS and moved into a PSPS watch status. In the PSPS watch status, the EOC continued monitoring weather conditions such as sustained wind speed, wind gusts and humidity as well as dynamic forecasts compared to historic localized trends.

PacifiCorp will only implement a PSPS as a measure of last resort. The EOC reviewed and considered real-time weather conditions, local system conditions, input from public safety partners, alternatives to de-energization, outage fragility curves and mitigation options. After balancing these factors, the EOC determined to implement a PSPS. Consequently, PacifiCorp implemented a PSPS on August 17, 2021, at 3:30 PM and de-energized all distribution circuits in the Dunsmuir area. The event impacted a total of six distribution circuits and approximately 1,953 customers, including 19 critical facility customers and 11 Access and Functional Needs (AFN) customers. The event lasted between approximately 4.5 hours and 9.5 hours, depending on circuit restoration timeframes. The event summary tables below describe the event scope as well as customers impacted, including medical baseline customers, tribal communities, and critical facilities.

**Table 1: Utility Infrastructure Impacted**

August 17, 2021 De-Energization Event				
Transmission Lines		Distribution Circuits		Damage / Hazards Observed
In Scope	De-Energized	In Scope	De-Energized	
-	-	6 circuits / 110.1 miles	6 circuits / 110.1 miles	<i>*No damage or hazards observed</i>

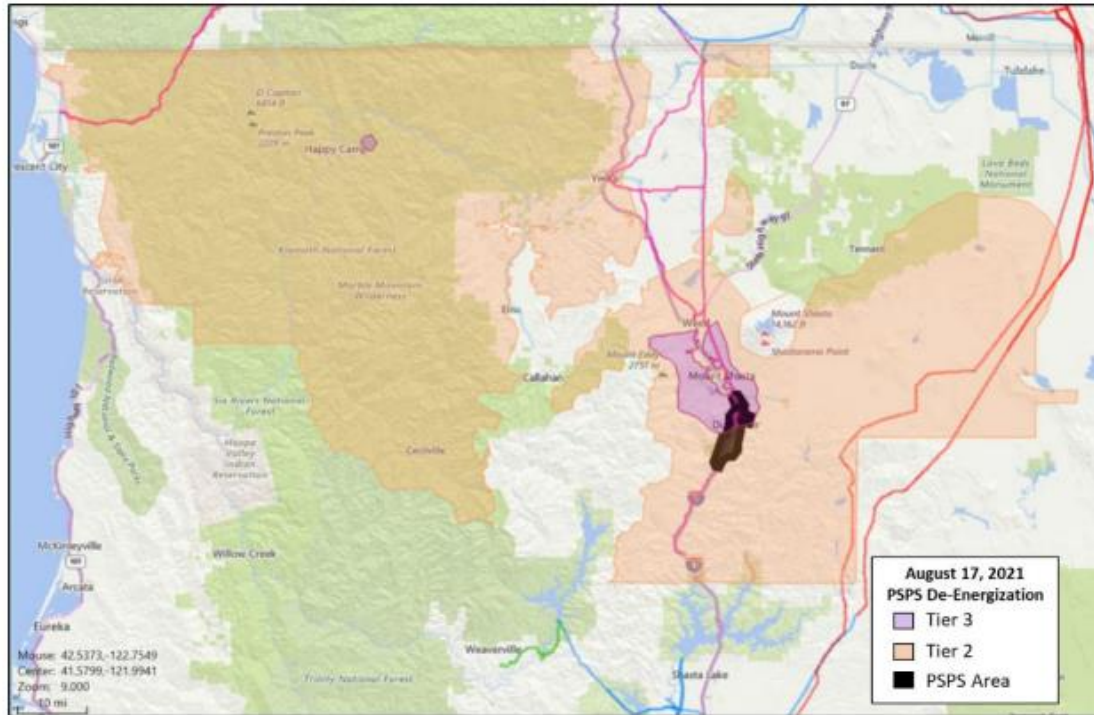
**Table 2: Utility Customers Impacted**

August 17, 2021 De-Energization Event					
Total Customers	Commercial / Industrial		Residential		Tribal Communities
	Total	Critical Facilities <sup>1</sup>	Total	Medical Baseline & AFN	
1,953	275	19	1,678	11	0

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<sup>1</sup> Includes telecommunication providers.

The figure below depicts a map of the de-energized area.



**Figure 1: Map of De-energized area, August 17, 2021 PSSP Event**

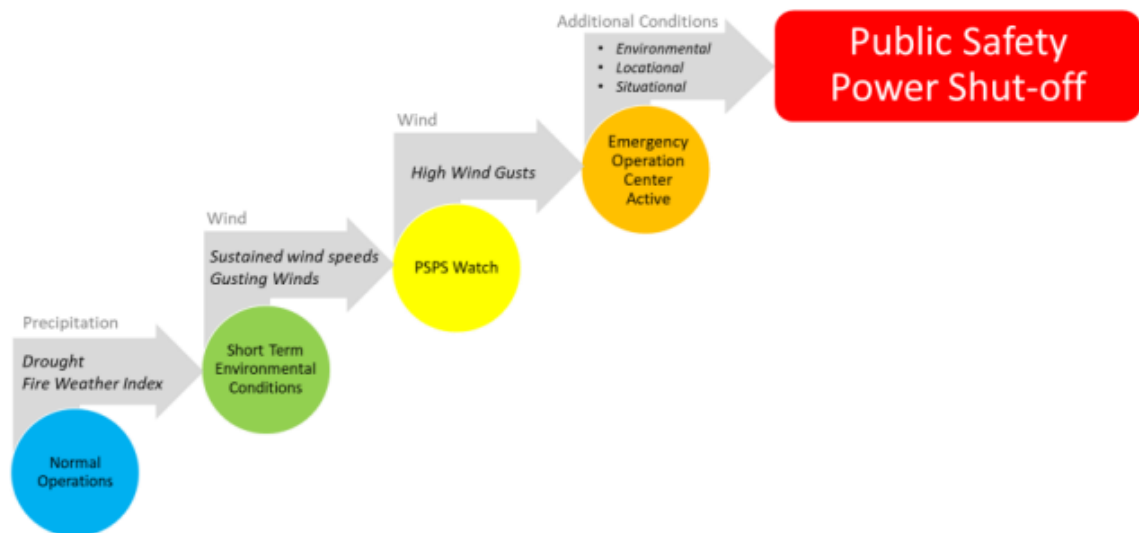
PacifiCorp is sensitive to the ramifications of a Public Safety Power Shutoff (PSPS). Turning off the power is contrary to an electric utility’s core mission and culture. And PacifiCorp understands that turning off power can have negative consequences for customers and the public at large. Concerns range from the economic impact that loss of power can mean to business customers, to the inconvenience for residential customers, to the serious implications in loss of power to AFN or medical baseline customers, who might depend on electric power for life-saving equipment. De-energization can also have an impact on public safety. Many irrigation systems depend on electric power. Communications systems can be impacted. Loss of traffic lights can slow down an evacuation. If a loss of power persists, community water and sewer systems are at risk. For all of these reasons, PSPS is the strategy of last resort.

PacifiCorp is working to reduce the potential of PSPS in the Dunsmuir area. PacifiCorp’s grid hardening plan for this area includes the installation of weather stations, system automation equipment for advanced protection and control, and the implementation of covered conductor to reduce the impact of incidental and vegetation contact during high wind events. The weather stations already installed proved incredibly valuable to assess localized risk and inform decision making. Other grid hardening initiatives are not yet complete. Installation of covered conductor is planned for completion in Dunsmuir in 2022. Upon completion, PacifiCorp anticipates that

covered-conductor projects will materially impact the future decision-making progress and make PSPS substantially less likely or surgically reduce the size and areas of impact.

When forecasted weather conditions raise concern for the potential of a PSPS, EOC considers all available information. In addition to considering the input from PacifiCorp’s meteorological department who monitors available weather data, PacifiCorp mobilizes on-the-ground resources to patrol and assess local conditions. These circuit crews provide input based on real-time risk assessments in the field. For the event on August 17, 2021, PacifiCorp also mobilized a mobile weather station for strategic placement in the area of concern.

Throughout 2021, PacifiCorp’s newly established meteorology department has been working to develop the capability to support real time risk assessments and forecasting and inform decision making protocols during periods of elevated risk such as PSPS assessment and activation. Every day during fire season, this department provides a forecast report covering each of the PSPS zones and other high-risk areas. The reports include temperature, wind speed, humidity and other related weather inputs. These values are then compared with historic trends to identify conditions that will be abnormal or extreme for a given location. Depending on the nature and associated risk, such forecasts may prompt activation of the Emergency Operations Center (EOC) to monitor the real time conditions and changing forecast more closely. As real -time conditions are monitored, the EOC director may decide to move into a PSPS watch scenario and, as real time conditions become more extreme, move toward de-energization. The diagram below demonstrates the general process and escalation from a watch to a de-energization.



**Figure 2: General Decision-Making Process and Escalation to a PSPS Event**

On August 16, 2021, the daily update to the five day forecast indicated a significant shift in potential wind gusts in Dunsmuir, consistent with the 99th percentile of typical historical values for that area, forecasted to occur on August 17, 2021 between 5:00 pm and 10:00 pm.

Additionally, the potential for isolated windrelated outages identified by the company's risk model, the High Risk with a Wind trigger conditions indicated by the GACC 7-Day Significant Fire Potential<sup>2</sup> product, the existing fuels and fire behavior advisory in effect for Northern California, the extreme drought conditions persistent in the area, the increase in the Vapor Pressure Deficit and Keetch-Bryam Drought Index, and the presence of Red Flag Warnings in effect across portions of the operating district and pointed toward the potential for extreme risk circumstances on August 17, 2021. The Emergency Operations Center (EOC) was activated on August 16, 2021, at 1:00 pm to closely monitor the situation. In recognition of the continued forecast of extreme risk, the EOC director decided to execute a PSPS watch on August 16, 2021, at approximately 3:00 pm and commenced notifications to customers, public safety partners, government agencies, and utility regulators immediately. This watch notification included the forecasted risk on August 17, 2021, and the potential for a de-energization on August 17, 2021, at approximately 5:00 pm.

Conditions were continuously monitored by the EOC. On August 17, 2021, at 3:30 pm, after reviewing real time risk, local conditions, input from public safety partners, alternative and mitigation options, the EOC director made the decision to de-energize as a last resort option to ensure public safety. All pertinent circuits were then de-energized by 4:12 pm.

In 2019 and 2020, PacifiCorp employed a set of objective criteria to determine whether a notification was warranted. Recognizing the iterative nature of this process, in 2021, PacifiCorp has worked to refine the metrics as the company seeks to find a balance between adequately warning the public of a potential PSPS event versus raising a false alarm too frequently.

The following forecasted factors were considered in the decision to implement a watch:

- Comparison of forecasted wind gusts to localized history trends (99th Percentile)
- GACC-7 Day Fire Potential Outlook (High Risk with a Wind Trigger)
- Presence of any advisories such as the Fuels and Fire Behavior Advisory in effect for Northern California
- Local drought conditions
- Vapor Pressure Deficit
- Keetch-Byram Drought Index
- Presence of any Red Flag Warnings

In addition, the following real time observations were additionally included in the decision to de-energize:

- Actual wind gusts in the Dunsmuir area approaching the 99th percentile.
- Field observer reports of wind gusts up to 40 mph at Castle Crag State Park
- Observer input regarding any observed precipitation (or other meteorological input)

- Measured wind speeds of 54mph at a PacifiCorp weather station above Dunsmuir.
- Approximate relative humidity of 18% - 26% forecasted to further drop below 15%
- Local public safety officials reported fire response resources were minimal.

The table below summarized the specific factors relating to weather considered on August 17, 2021, as part of PacifiCorp’s decision-making process at the time the decision was made to de-energize.

August 17, 2021 De-Energization Event							
Circuit	Nearest Weather Station	Measured at the time of Decision				Experienced During Event	
		Sustained Wind Speed	Wind Gust Speed	Temp.	Humidity	Maximum Gust	Minimum Humidity
8G65	Dunsmuir (PC006)	10 mph	28 mph	78 °F	18%	31 mph	12%
5G69	Soda Creek Ridge (P062C)	24 mph	38 mph	71 °F	26%	54 mph	14%
7G73	Soda Creek Ridge (P062C)	24 mph	38 mph	71 °F	26%	54 mph	14%
7G71	Soda Creek Ridge (P062C)	24 mph	38 mph	71 °F	26%	54 mph	14%
8G95	Dunsmuir (PC006)	10 mph	28 mph	78 °F	18%	31 mph	12%
7G75	Dunsmuir (PC006)	10 mph	28 mph	78 °F	18%	31 mph	12%

As a result of the above combined inputs, PacifiCorp made the decision to de-energize as a last resort to ensure the safety of the company’s customers and communities. The combination of the above factors indicated that the environmental circumstances in Dunsmuir, California reflected an extreme risk scenario. Given the highly rural nature of this area and wide range of larger fires currently being fought or managed in the state of California, the ability for suppression agencies to rapidly respond would have proved challenging, as confirmed by local public safety officials. Therefore, PacifiCorp views the decision to de-energize as the appropriate course of action given the extreme environmental conditions and public safety risk, where the benefit of de-energization and risk of ignition outweighed the potential public safety risks and consequences of de-energization.

Upon activation of the EOC, PacifiCorp deployed 22 additional resources to the Dunsmuir area to perform additional patrols and confirm local conditions. These resources, positioned throughout the watch area to provide real time feedback, confirmed high wind gusts between 1:00 pm and 2:00 pm, approximately three hours earlier than forecasted. After the decision was made to de-energize, these resources remained positioned to provide real time updates throughout the event and inform the decision to re-energize.

Additionally, PacifiCorp evaluated the risk forecast and real time conditions paired with circuit topology to identify opportunities for switching or sectionalizing to mitigate the scope or impact of a potential PSPS.

Given the spread of risk and rural and radial nature of the circuit topology, no switching opportunities were identified. However, sectionalizing of the transmission system was proactively completed to limit the impact of any transmission outages in the general area and expedite patrols for restoration should a transmission outage be experienced at the same time as the de-energization event.

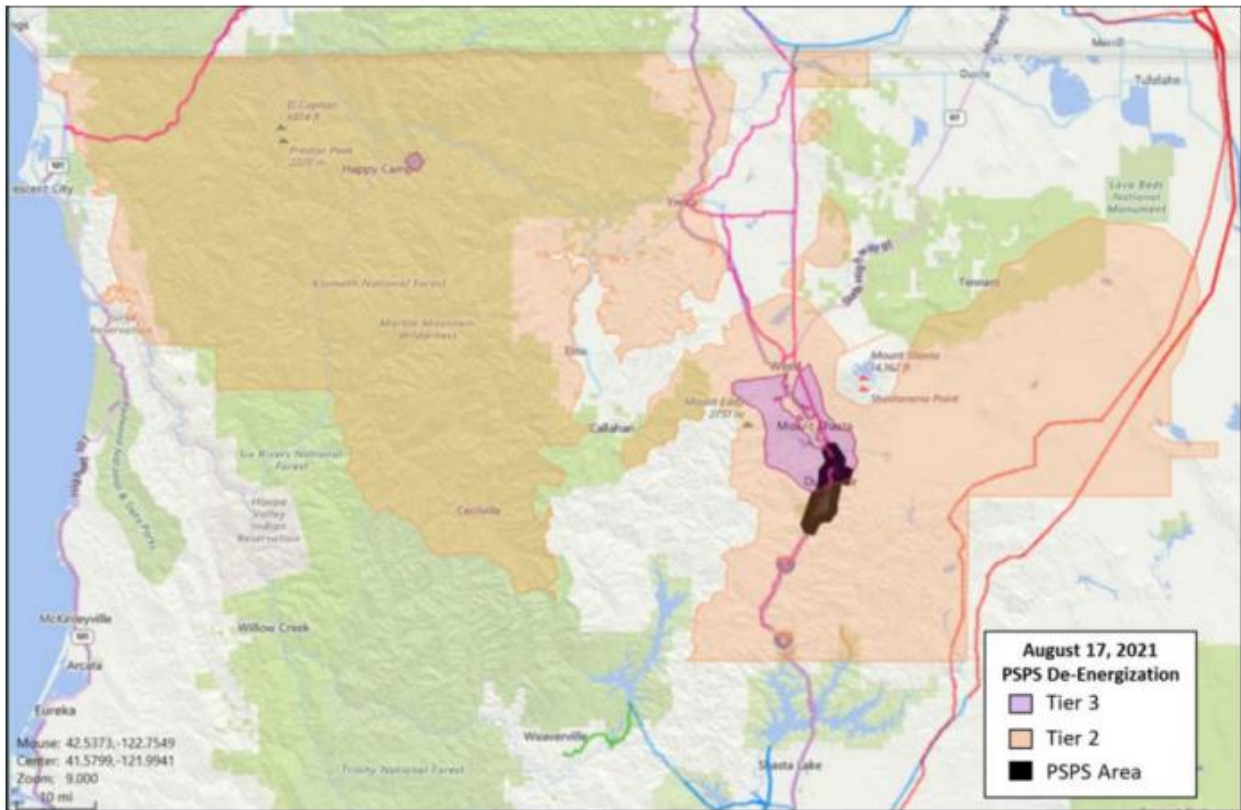
To mitigate the impact to customers during the event, PacifiCorp evaluated sectionalizing options to isolate extreme risk areas and reduce the scope of the event. Because of the radial and rural nature of the circuit topology, no feasible opportunities were identified. With respect to restoration efforts after extreme conditions had subsided, PacifiCorp mobilized a helicopter to assist and supplement ground patrols. These efforts helped to facilitate efficient and timely restoration, limiting the duration of the PSPS.

The following table includes the time, place, and duration of the de-energization event:

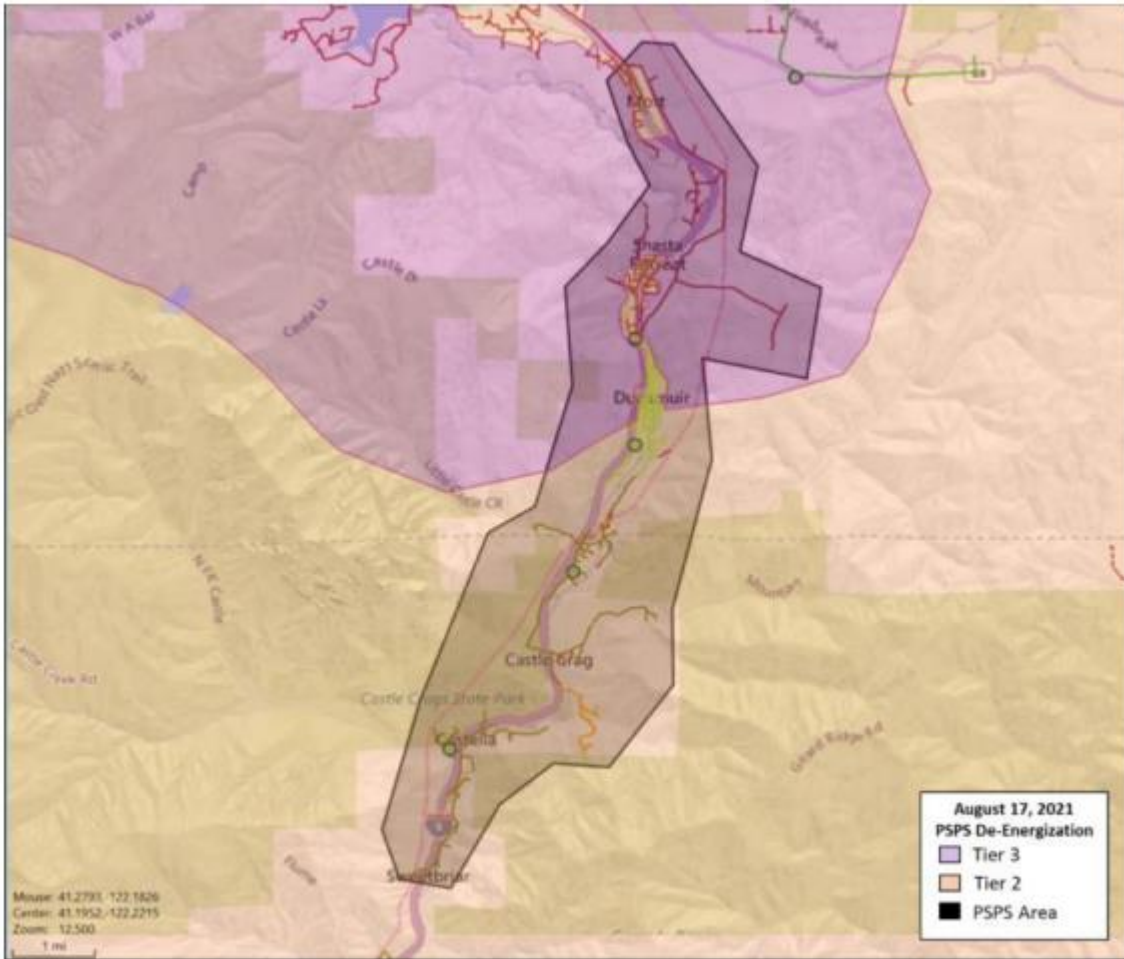
August 17, 2021 De-Energization Event							
Phase <sup>3</sup>	General Location	Begin Date	Begin Time	End Date	End Time	Approximate Duration <sup>4</sup>	Customers Impacted
1	Dunsmuir, CA	8/17/2021	15:41:00	8/18/2021	1:17:00	9 hrs, 36 mins	1,953



The following figures demonstrate the general location of the PSPS event as well as a more detailed view of the circuit topology in scope for the August 17, 2021 de-energization.



**Figure 3:** General Location of PSPS Area



**Figure 4: Detailed View of PSPS Location**

**NOTIFICATION**

Advanced notifications remain a key component of PacifiCorp’s PPS protocols in alignment with state specific regulations. These notifications, which are outlined in PacifiCorp’s 2021 WMP Update, are customized to the various recipients which include public safety partners, state agencies, tribal communities, regulatory agencies, customers, medical baseline and AFN customers, and the general public. The following section describes the notifications, including content and timing, made during the de-energization event on August 17, 2021, consistent with regulatory requirements and PacifiCorp’s PPS protocols.

The California Public Utility Commission was notified via email of the PPS watch on Monday, August 16, 2021, at 5:38 PM, the decision to de-energize on Tuesday, August 17, 2021 at 5:09 PM, and the conclusion of the event on Wednesday, August 18, 2021 at 11:00 AM. See Appendix F – Notifications to CPUC.

The California Governor’s office was notified via a text message to a staff member on August 16, 2021 at 4:54 PM regarding the PSPS watch and potential de-energization. See Appendix H – Notifications to Governor’s Office.

PacifiCorp notified Great Norther Services, a community-based organization serving residents in the impacted area, Tuesday, August 17, 2021 at 9:57AM regarding the PSPS Watch and August 17, 2021 at 2:21 PM regarding the probable de-energization. See Appendix G – Notifications to Community Based Organizations.

PacifiCorp notified all Public Safety Partners, the California Office of Emergency Services and Siskiyou County Office of Emergency Services, via phone or text on August 16, 2021 regarding the PSPS watch, August 17, 2021 regarding the de-energization, August 17, 2021 when restoration was commencing, and on August 18, 2021 when the event was completed.

Critical Facilities were notified through a combination of methods. Members within the Joint Use Contract Group at PacifiCorp notified telecom providers via either phone or email regarding the PSPS watch on August 16, 2021, the planned de-energization on August 17, 2021 and the conclusion of the event on August 18,2021. Additionally, PacifiCorp leveraged the Siskiyou County Emergency Manager to notify other critical facilities such as the Castella Fire District, Castle Rock School, Dunsmuir City Office, and the Crag View Water District. See Appendix B – Notification to Critical Facilities.

While not specifically impacted by the watch or de-energization, PacifiCorp notified the Karuk tribe via email as a courtesy on August 16, 2021 at 12:51 PM based on activation of the EOC and August 16, 2021 at 4:02 PM regarding the watch conditions. See Appendix I – Notifications to Tribal Communities.

Customers were notified multiple times leading up to and following the PSPS event via text, phone, and email. The following tables describe the total customer notifications initiated, and customers notified as a part of the event. This table summarizes all customer notifications.

August 17, 2021 De-Energization Event						
Type of Notification	Date	Time	Total Notifications Initiated			
			Total	Phone	Text	Email
PSPS Watch	8/16/2021	17:09:00	3,014	1,953	26	1,035
De-Energization	8/17/2021	15:35:00	2,988	1,953	0	1,035
Restoration	8/17/2021	21:12:00	4,914	1,953	1,926	1,035
Event Over	8/18/2021	8:29:00	4,906	1,953	1,918	1,035
<b>Total</b>	-	-	<b>15,822</b>	<b>7,812</b>	<b>3,870</b>	<b>4,140</b>

Customer notification and De-Energization summary.

August 17, 2021 De-Energization Event		
Customer Impact		
Notification Initiated	Successfully Notified	De-Energized
1,953	1,648	1,953

See Appendix C – Internal Customer Notifications for more information and content.

Once the decision was made to begin restoration, PacifiCorp followed its plan to notify all customers as soon as practical, per the company’s PSPS notification protocols and D.19-05-042. However, PacifiCorp later identified an issue that did not follow the execution of this notification as planned. While initiated in the company’s notification system around 9 pm on August 17, 2021, several outbound calls, emails, and text messages did not get pushed out to customers due to a system overload. This error was not detected until the morning of August 18, 2021, after restoration had been completed. Given that the event concluded overnight, and subsequent notifications had already been successfully pushed to customers indicating that the event was complete, PacifiCorp decided to cancel those undelivered notifications, in order to prevent confusion.

## RESPONSE

The de-energization event experienced on August 17, 2021, only included one phase with step restoration to safely restore service to all customers. The following table summarized the overall timeline for restoration following the “all clear” on August 17, 2021 at 7:24 pm.

August 17, 2021 PSPS De-Energization Event					
Phase <sup>9</sup>	General Location	Begin Date & Time	“All Clear” Date & Time	End Date & Time	Approximate Restoration Time
1	Dunsmuir, CA	8/17/21 15:41	8/17/21 19:24	8/18/21 01:17	5 hrs, 53 min

This overall power restoration is further broken down by circuit in the table below.

August 17, 2021 PSPS De-Energization Event							
Circuit	Begin		“All Clear”		Power Restored		Restoration Time
	Date	Time	Date	Time	Date	Time	
8G65	8/17/21	15:48	8/17/2021	19:24:00	8/17/21 20:34	20:34:00	1 hrs, 10 mins
5G69	8/17/21	15:41	8/17/2021	19:24:00	8/17/21 00:53	0:53:00	5 hrs, 29 mins
7G73	8/17/21	15:41	8/17/2021	19:24:00	8/17/21 22:14	22:14:00	2 hrs, 50 mins
7G71	8/17/21	15:42	8/17/2021	19:24:00	8/17/21 22:11	22:11:00	2 hrs, 47 mins
8G95	8/17/21	16:12	8/17/2021	19:24:00	8/17/21 22:02	22:02:00	2 hrs, 38 mins
7G75	8/17/21	16:12	8/17/2021	19:24:00	8/18/21 01:17	1:17:00	5 hrs, 53 mins

All circuits were restored within 24 hours. See summary below.

Circuit Name	Restoration Time	Reason the Utility was Unable to Restore the Circuit within 24 hours
8G65	1 hrs, 10 mins	Restored within 24 hours
5G69	5 hrs, 29 mins	Restored within 24 hours
7G73	2 hrs, 50 mins	Restored within 24 hours
7G71	2 hrs, 47 mins	Restored within 24 hours
8G95	2 hrs, 38 mins	Restored within 24 hours
7G75	5 hrs, 53 mins	Restored within 24 hours

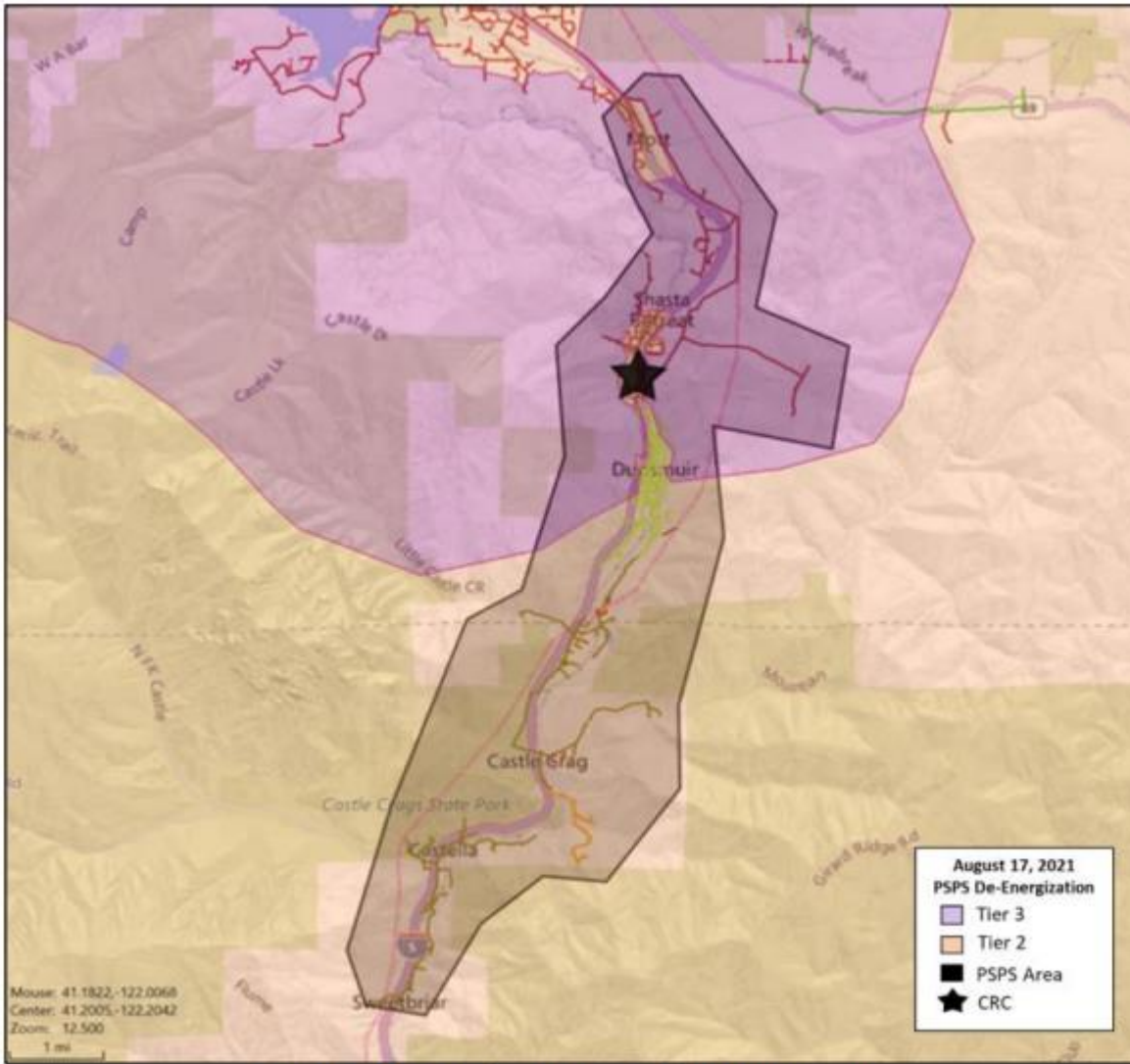
### EVACUATION

The following table describes the location, services, and operating hours for the Community Resource Center made available during the de-energization event. This information was made available to customers and the public via updates to PacifiCorp's PSPS website. See Appendix J – PSPS Website Update.

August 17, 2021 PSPS De-Energization Event			
Name	Address	Operating Hours	Assistance / Services
Dunsmuir Community Center	4841 Dunsmuir Ave Dunsmuir, CA 96025	Tuesday, 8/17/21 from 3:00 PM - 10:00 PM	<ul style="list-style-type: none"> <li>• Shelter from environment</li> <li>• Air conditioning</li> <li>• Potable water</li> <li>• Seating and tables</li> <li>• Restrooms</li> <li>• Charging stations</li> <li>• On-site security</li> <li>• Refrigeration for medicine/infant care</li> <li>• Televisions</li> <li>• On-site medical support</li> <li>• WIFI</li> <li>• PPE</li> </ul>

PacifiCorp did not experience any deviations from CRC requirements or planned services, ADA accessibility, and equipment.

The following map includes the location of each CRC activated as well as the de-energized areas.



**Figure 5: Map of PSPS Area and activated CRC**

## RECOVERY

PacifiCorp closely monitored real-time conditions as well as changing forecasts during the de-energization event. Local resources remained stationed strategically to provide confirmation and assess conditions. Additionally, resources were dispatched to patrol the area and identify any hazards such as contact with objects or vegetation.



## SUMMARY BY DEPARTMENT

### T&D

PacifiCorp patrols prior, during, and after PSPS events and watches to assess local risk and identify hazards or damage to overhead facilities. These patrols may include ground or aerial inspections and are performed by craft personnel. Given the rural nature of the PSPS zone, PacifiCorp performed both aerial and ground patrols during the August 17, 2021, event. As a result of the restoration patrols, no hazards or damage were observed for the de-energization event on August 17, 2021

### SYSTEM OPERATIONS

The following table describes, by circuit, the general location, beginning date and time, ending date and time, approximate duration, and total customer impact of the August 17, 2021 de-energization event in Dunsmuir, CA.

August 17, 2021 De-Energization Event						
Circuit	County	Fire Zone Classification <small>Non-Tier, Tier 2, Tier 3</small>	Begin Date & Time	End Date & Time	Approximate Duration	# of Customers Impacted
8G65	Shasta	Tier 2	8/17/21 15:48	8/17/21 20:34	4 hrs, 46 mins	170
5G69	Siskiyou	Tier 3	8/17/21 15:41	8/17/21 00:53	9 hrs, 12 mins	520
7G73	Siskiyou	Tier 2	8/17/21 15:41	8/17/21 22:14	6 hrs, 33 mins	210
7G71	Siskiyou	Tier 2	8/17/21 15:42	8/17/21 22:11	6 hrs, 29 mins	432
8G95	Shasta/Siskiyou	Tier 2	8/17/21 16:12	8/17/21 22:02	5 hrs, 50 mins	290
7G75	Siskiyou	Tier 2	8/17/21 16:12	8/18/21 01:17	9 hrs, 5 mins	331

PacifiCorp evaluated various alternatives and took additional steps, such as the mobilization of resources and evaluation of sectionalizing opportunities, to mitigate the impact to customers. While the benefit was not actually realized, PacifiCorp additionally performed proactive switching on the transmission system to reduce the impact that an outage on the transmission system could potentially have on the distribution system in the PSPS area.

### CUSTOMER SERVICE

The following table breaks down the customer impact at the circuit level for the de-energization event experienced on August 17, 2021, in and around Dunsmuir, CA including residential, medical baseline, commercial/industrial, and other customers.

<b>August 17, 2021 De-Energization Event</b>					
Circuit	Total Customers	Commercial / Industrial		Residential	
		Total	Critical Facilities <sup>5</sup>	Total	AFN / Medical Baseline
8G65	170	23	2	147	0
5G69	520	81	8	439	2
7G73	210	39	3	171	0
7G71	432	75	2	357	2
8G95	290	37	4	253	1
7G75	331	20	0	311	6
<b>Total</b>	-	<b>275</b>	<b>19</b>	<b>1,678</b>	<b>11</b>

## EXTERNAL COMMUNICATIONS

For the de-energization event on August 17, 2021, the rapidly changing weather and environmental conditions did not allow for all planned notifications to be conducted as planned. For example, the risk event was initially forecasted on August 16, 2021, not allowing for a 48-hour notification given that the forecast event occurred during the afternoon of August 17, 2021. Additionally, the rapidly changing conditions during the afternoon of August 17, 2021, required the acceleration of the de-energization, originally planned to begin around 5:00 PM, to be moved to 3:30 PM, eliminating the possibility for a 1- hour or 2-hour notification.

Therefore, this event included four major notifications: (1) De-energization warning 24 hours in advance, (2) De-energization beginning with approximately 0–1-hour notice, (3) restoration beginning, and (4) event completion. The table below summarizes PacifiCorp’s planned notifications per requirements in D.19-05- 042 and whether or not these notifications were implemented according to plan.



August 17, 2021 De-Energization Event			
Notice	Type of Notification	Approximate Date / Time	Implemented According to Plan
48-72 hours	De-energization Warning to Public Safety Partners / Priority Customers	-	[not possible due to rapidly changing forecast]
24-48 hours	De-energization Warning	August 16, 2021 5:09 PM	✓
1-4 Hours <sup>6</sup>	De-energization Imminent	-	[not possible due to rapidly changing real time events]
Event Begins	De-energization Begins	August 17, 2021 3:35 PM	✓
As Re-energization Begins	Re-energization Begins	August 17, 2021 9:12 PM	See Section 5.4
Once Re-energization is Completed	Re-energization Completed	August 18, 2021 8:29 AM	✓
Cancellation of Event	De-energization Event Canceled	N/A	N/A

During a PSPS event, PacifiCorp performs positive or affirmative communication with medical baseline customers in the form of personal calls, emails, and even coordinates with public safety partners to perform home visits where possible and needed. The table below summarizes the number timing, responsible party, and success rate for affirmative notifications made as a part of this event.

August 17, 2021 De-Energization Event					
Category	Total Customers	Notification Attempts Made	Approximate Timing of Attempts	Notification Made By (Utility, Public Safety Partner)	Successful Positive Notifications
AFN & Medical Baseline	11	2	8/16/21 3:30 PM & 8:00 PM	Utility	6
AFN & Medical Baseline	11	1 <sup>7</sup>	8/17/21 2:30 PM	Utility	9

<sup>6</sup> Per rapidly changing conditions and real time local feedback, the de-energization was moved from 5:00 pm to 3:30 pm, eliminating the capability to provide additional advanced notifications.

<sup>7</sup> Rapidly changing actual conditions did not allow for multiple attempts as completed during the August 16, 2021 notification.

In addition to the above table, PacifiCorp leveraged Siskiyou OES, a key public safety partner, to perform home visits where a positive notification could not be made via phone.



## LESSONS LEARNED

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This “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.

### SUCSESSES

- Coordination between on scene and IC immediately established
- PacifiCorp notified public safety partners via various means such as website information to CalOES, telephone conversations with Siskiyou County OES which included information such as PSPS phase, timing of event, current outages, restoration timing and other situational information.
- To support the management and response during the PSPS watch and de-energization, PacifiCorp created and provided pertinent shape files via email to all Public Safety Partners, the California Office of Emergency Services and Siskiyou County Office of Emergency Services.
- PacifiCorp has received no formal customer complaints or claims related to the PSPS event which occurred on August 17, 2021.
- PacifiCorp responded to a number of public comments on social media disagreeing with the need and decision to de-energize on August 17, 2021 and attempted to engage, educate, and explain the extreme risk and need to de-energize in order to maintain public safety. No formal complaint was made resulting from the engagement or feedback on social media.

### OBSERVATIONS

- PacifiCorp’s outbound calling and notification system is managed by an external contractor. PacifiCorp is currently working with this contractor to perform a more detailed root cause of failure analysis to understand why the restoration notifications were not properly pushed to customers.
- Real time production of GIS mapping data was more challenging to produce and distribute than anticipated. Challenges delayed the ability to share with public safety partners; ability to expedite this process in the future will allow for better planning.
- CRC information can be communicated better to customers. Incorporating scripts for automated phone calls to customers providing CRC information will be helpful.
- Confirmation of notifications was delayed and inconsistent. Delays in the detection of notification errors resulted in a deviation from the notification plan.



**AFTER-ACTION REPORT (AAR)**

The actions identified below are based input received from those that participated in the event. The following actions correlate to observations and issues identified on page 18.

**ASSIGNMENT OF ACTIONS**







ID	Action Item/Recommendation	Type	Responsible Person(s)	Due Date
1	<ul style="list-style-type: none"> <li>• Identify a more efficient process to automate or best streamline data sharing from PacifiCorp to public safety agencies.</li> </ul>		<ul style="list-style-type: none"> <li>• Emergency Management and Corporate Communications</li> </ul>	
2	<ul style="list-style-type: none"> <li>• Additional messaging to be created and amended for future PSPS events based on CRCs opening in impacted areas.</li> </ul>		<ul style="list-style-type: none"> <li>• Emergency Management and Corporate Communications</li> </ul>	
3	<ul style="list-style-type: none"> <li>• Implementation of corrective actions:               <ul style="list-style-type: none"> <li>○ Upon activation of the EOC, PacifiCorp intends to notify the contractor that manages the external notification system and place emergency technical support on call to support notification requirements and trouble shoot any errors in real time throughout the duration of the event.</li> <li>○ PacifiCorp intends to increase education for call center personnel to recognize these types of errors and establish processes to make corrections in more timely manner.</li> <li>○ PacifiCorp intends to implement new steps the PSPS protocols than include quicker verification of notifications after each type of notification is completed.</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Emergency Manager</li> </ul>	

**Note:** “Responsible Person(s)” will track the assignment to completion; however, may task others to perform the actual work.







APPENDICES

**Appendix A – Weather and Risk Assessment Supporting Documentation**

**August 16, 2021 Weather Briefing**

	
<b>WEATHER FORECAST FOR AUG 16-20</b>	
<b>KEY TAKEAWAYS</b> <ul style="list-style-type: none"> <li>• Gusty north winds to near the 99<sup>th</sup> percentile, low humidity, and extremely dry fuels will contribute to a high wildfire risk in Dunsmuir Tuesday evening and night;             <ul style="list-style-type: none"> <li>○ A <u>PSPS WATCH</u> MAY BE NECESSARY.</li> </ul> </li> </ul>	
<b>FIRE WEATHER</b>	
	<ul style="list-style-type: none"> <li>• Gusty north winds, low humidity, and very dry fuels will bring a High Risk for significant wildfire potential in Northern CA, especially along I-5 in and south of Dunsmuir.</li> <li>• Fire Weather Watch for areas south of Dunsmuir Tue 8 PM through Wed 8 PM for gusty north winds and low humidity.</li> <li>• Fire Weather Watch for Klamath and Alturas areas Tuesday afternoon and evening.</li> <li>• PSPS Watch may be necessary from Dunsmuir south to Delta for Tuesday evening into Wednesday morning.</li> </ul>
<b>WIND</b>	
	<ul style="list-style-type: none"> <li>• Gusty north winds at or near the 99<sup>th</sup> percentile are forecast Tuesday evening and night along I-5 in and south of Dunsmuir; wind-related system impacts possible.</li> <li>• Gusty west to northwest winds to near the 95<sup>th</sup> percentile through the Gorge and along the east slopes of the northern Cascades each afternoon and evening through Tuesday.</li> </ul>
<b>THUNDERSTORM / LIGHTNING</b>	
	<ul style="list-style-type: none"> <li>• No thunderstorms expected</li> </ul>
<b>EXCESSIVE HEAT</b>	
	<ul style="list-style-type: none"> <li>• No excessive heat expected</li> </ul>
<b>HEAVY RAIN / FLOODING</b>	
	<ul style="list-style-type: none"> <li>• No flooding expected</li> </ul>

**August 17, 2021 Weather Briefing**

	
<b>WEATHER FORECAST FOR AUG. 17-21</b>	
<b>KEY TAKEAWAYS</b> <ul style="list-style-type: none"> <li>Gusty north winds to near the 99<sup>th</sup> percentile, low humidity, and extremely dry fuels will contribute to a high wildfire risk in Dunsmuir today and tonight.             <ul style="list-style-type: none"> <li>A PSPS MAY BE NECESSARY.</li> </ul> </li> </ul>	
<b>FIRE WEATHER</b>	
	<ul style="list-style-type: none"> <li>Gusty north winds, low humidity, and very dry fuels will bring a <b>HIGH RISK</b> for significant wildfire potential today and tonight in Northern CA, especially along I-5 in and south of Dunsmuir.             <ul style="list-style-type: none"> <li>VPD, KBDI, and FFWI thresholds to be met</li> <li>Wind gusts may reach the 99<sup>th</sup> percentile (30-35 mph)</li> <li>Fuels are critically dry and PSPS may be necessary</li> </ul> </li> <li><b>Red Flag Warning</b> for areas of south-central Oregon and northern California from 2 to 10 PM PDT today due to strong gusty winds and low humidity. The warning covers the districts of Crescent City, Yreka, Tulelake, Alturas, Klamath Falls and Lakeview.</li> </ul>
<b>WIND</b>	
	<ul style="list-style-type: none"> <li>Gusty north winds at or near the 99<sup>th</sup> percentile is likely late this afternoon and evening along I-5 in and south of Dunsmuir.             <ul style="list-style-type: none"> <li>Wind-related system impacts possible.</li> </ul> </li> <li>Gusty west to northwest winds near the 95<sup>th</sup> percentile through the Gorge and along the east slopes of the northern Cascades this afternoon and evening.</li> </ul>
<b>THUNDERSTORM / LIGHTNING</b>	
	<ul style="list-style-type: none"> <li>No thunderstorms expected.</li> </ul>
<b>EXCESSIVE HEAT</b>	
	<ul style="list-style-type: none"> <li>No excessive heat expected.</li> </ul>
<b>HEAVY RAIN / FLOODING</b>	
	<ul style="list-style-type: none"> <li>No flooding expected.</li> </ul>

## GACC Fuels and Fire Behavior Advisory

### Fuels and Fire Behavior Advisory

#### Northern California

August 17, 2021 to August 31, 2021



**Subject:** Potential for extreme fire behavior due to critically low live and dead fuel moistures, very dry conditions resulting from persistent drought, minimal snowpack and spring precipitation, and elevated fire danger rating values across much of northern California.

**Discussion:** Fires burning in northern California are exhibiting extreme fire growth based on critical fuel conditions. Fire spread is fuel driven and does not depend on wind to spread. Surface fuels are very receptive to embers. Long range spotting, area ignition, and group torching is occurring on large fires frequently.

**Difference from normal conditions:** Northern California is in a drought; currently with 90% at Extreme to Exceptional levels. The drought is expected to persist or intensify throughout the fire season. Deficient rainfall and snowpack with early melt off has resulted in fuels that are below average in dryness, with record setting conditions for most areas.

#### Concerns to Firefighters and the Public:

- Energy Release Component (ERC) at numerous weather stations set record maximums already this year and are running at or above the 97<sup>th</sup> percentile in most cases. Expect increased fire intensity and spread rates in these areas. Early season extreme fire behavior has been observed in both light and heavy fuels. **Anticipate increased spread rates, spotting, and active nighttime burning.**
- The combination of persistent drought and record-low rainfall and snowpack amounts has led to very low live and dead fuel moistures. Low 1000-hour fuel moistures have been evidenced by complete consumption of dead fuels on recent fires. Live fuel moistures in grasses, shrubs and trees, have already reached critical levels in many areas of Northern California due to limited green-up this spring. **Expect fires to ignite easier and spread faster. Do not expect fires to exhibit reduced fire behavior when entering areas of live fuels; anticipate increased spread rates and spotting.**
- Direct attack is often not feasible under regular diurnal wind conditions with ground resources. And aviation utilization is often insufficient in moderating rate of spread without immediate heavy ground resource response. **Anticipate higher resistance to control in all fuel types.**
- Already this year, Northern California has experienced large fire activity and multiple team deployments. California will likely experience an extended fire season. It is important to be mindful of and manage fatigue for all resources. **Everyone, every day, returns home safely.**

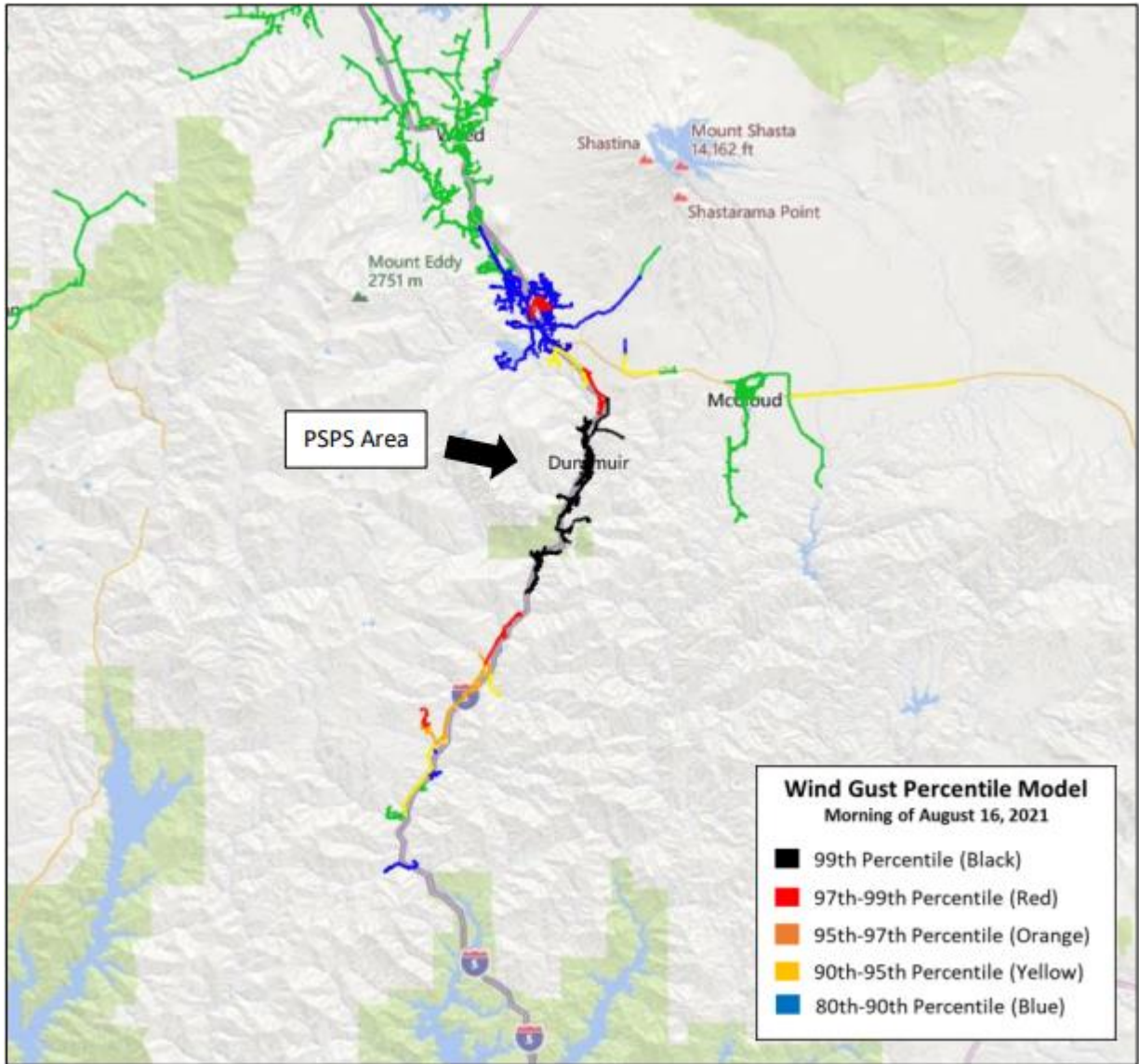
#### Mitigation Measures:

- Local and inbound fire personnel need to be aware that fire behavior across the state is exceeding normal expectations for this time of the year. **Local briefings need to be thorough and highlight specific fire environment conditions. These include but are not limited to local weather forecasts, Pocket Cards, ERC's, live and dead fuel moistures.**
- Suppression actions need to be based on good anchor points, escape routes, and safety zones. **Remember LCES. Experienced lookouts are essential under these conditions.**
- Base all actions on current and expected behavior of the fire. **Augment initial attack resources as incident activity dictates.**

**Area of Concern:** Northern California except for the following Predictive Service Areas: North Coast and Bay Marine, west of Highway 101 in Mid-Coast to Mendocino and Diablo-Santa Cruz, and the north eastern portion of Far Eastside.



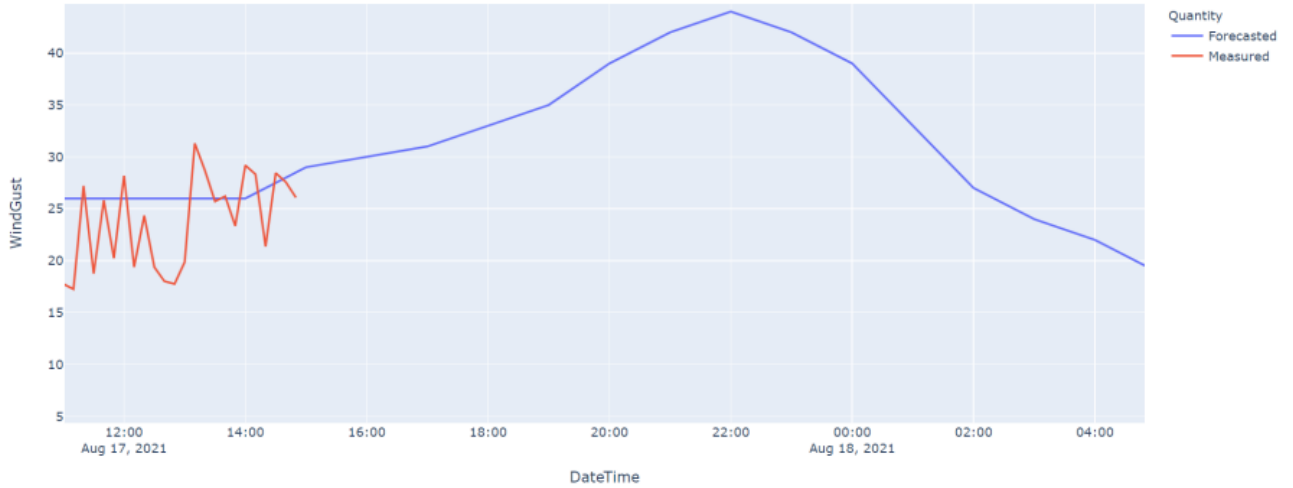
**Wind Gust Percentile Risk Model – Morning of August 17, 2021**





### Measured vs Forecasted Winds Leading up to De-Energization

Measured vs. Forecasted Wind Gust at PC006



### Area Specific Wind Related Outage Risk Assessment

OpArea	Date	Max Gu	Gust Av	Max GL	Averagi	Max FF	FFWI A	Max FF	Averagi	VegDri	VegDer	FuelVeg	Circuit	Estimated Outages
MT SHASTA	8/17/2021	27.87525	19.22678	0.708156	0.413365	42.51873	29.52741	0.918592	0.640449	3.743908	72.11994	0.18812	8325	2

## Appendix B – Notification to Critical Facilities

### PSPS Watch Event Notification - Example

**From:** Winchester, Diana (PacifiCorp) <Diana.Winchester@pacificorp.com>  
**Sent:** Monday, August 16, 2021 7:55 PM  
**To:** pge\_psp@list.att.com; jo2147@att.com; INNES, MARK C <mi2153@att.com>; rg396a@att.com; SAWI, MARYANNE <ms6246@att.com>; MAGOOLAGHAN, PAUL G <pm3094@att.com>  
**Subject:** PSPS Watch event - Dunsmuir, CA

This email is notify you of an upcoming PSPS event in the Dunsmuir, CA area.

- Due to extreme fire conditions and an approaching dry offshore wind event, PacifiCorp has issued a Public Safety Power Shutoff watch for parts of Dunsmuir south to Shotgun Creek located in southern Siskiyou county in California
- The watch will remain in effect from Tuesday evening into Wednesday.
- Community Resource Center is being established at the Dunsmuir Community Center located at 4841 Dunsmuir Avenue
- An area map and additional wildfire safety and PSPS information can be found at [pacificpower.net/psps](http://pacificpower.net/psps)
- Additional updates will be provided on Tuesday August 17

In addition to this email, I will be contacting you via phone to notify you of the upcoming PSPS watch event.

Let me know if you have any questions.  
Regards,

#### **Diana Winchester**

Joint Use Administration

Manager - Contracts and Permits | office 503.813.6590 | mobile 503-250-1189

PacifiCorp | Rocky Mountain Power



## PSPS De-Energization Notification

**From:** Winchester, Diana (PacifiCorp) <Diana.Winchester@pacificorp.com>  
**Sent:** Tuesday, August 17, 2021 7:36 PM  
**To:** noc.support@one.verizon.com; vzwonenocam@verizonwireless.com; Metcalf, Michael K <mike.metcalf@verizonwireless.com>; Barr, Gennie <Gennie.Barr@verizonwireless.com>; David H Schultz <david.schultz@verizonwireless.com>; Dustin Wilson <dustin.wilson@verizonwireless.com>; Ron Sager <Ron.Sager@verizonwireless.com>  
**Subject:** UPDATE to PSPS de-energization event - Dunsmuir, CA 15:30PM

This email is to inform you that the winds have peaked earlier than originally forecasted and we are currently patrolling our lines so we can commence restoration activities.

There will be an update soon letting you when we anticipate restoration efforts to be completed. At this time, we are looking at having restoration efforts completed by midnight.

At least one more email will be sent later this evening.

### Diana Winchester

Joint Use Administration

Manager - Contracts and Permits | office 503.813.6590 | mobile 503-250-1189

PacifiCorp | Rocky Mountain Power



## Appendix C – Internal Customer Notifications

### PSPS Watch Customer Notification Script

#### Phone and Email Script

Hello this is PacifiCorp with an important safety message. We are closely monitoring forecasted weather conditions in parts of Dunsmuir and Castella located in southern Siskiyou county in California. The Public Safety Power Shutoff watch covers 2,053 customers and remains in effect from Tuesday evening into Wednesday.

PacifiCorp is taking additional safety precautions by directing additional restoration personnel and resources to monitor weather impact on the system.

If conditions are met, a Public Safety Power Shutoff is a proactive measure to mitigate wildfire risk in the face of hazardous fire weather conditions including extreme low humidity, dry vegetation and sustained high winds and elevated counts on key weather indexes.

We will provide updates should we need to issue a Public Safety Power Shutoff in your area. Thank you and we appreciate your understanding and patience during this important public safety measure.

Puede hablar con un agente de servicio al cliente sobre cómo prepararse y qué medidas de seguridad tomar para los incendios forestales. Llame al 888-225-2611.

#### TEXT NOTIFICATION

Areas in Dunsmuir and Castella, California are under a Public Safety Power Shutoff watch beginning Tuesday evening. Learn more at [pacificpower.net/psps](http://pacificpower.net/psps).

### PSPS 2-Hour Customer Notification Script

#### Phone and Email Script

Hello this is PacifiCorp with an important safety message. Due to a combination of strong winds and extreme wildfire conditions, PacifiCorp will apply a Public Safety Power Shutoff to approximately 1,952 customers in an area from Dunsmuir south to Castella in southern Siskiyou county, California beginning at 3:30 pm today.

A Community Resource Center is open today at the Dunsmuir Community Center from 3 p.m. to 10 p.m. and Wednesday from 8 a.m. to 10 p.m., if needed based on restoration times. The center is located at the Dunsmuir Community Center at 4841 Dunsmuir Ave, Dunsmuir, CA 96025, to support customers. The center will provide the following services: Air conditioning, water, Seating and tables, Restrooms, Wi-Fi, charging stations and other services.

PacifiCorp is taking additional safety precautions by directing additional restoration personnel and resources to monitor weather impact on the system.

We will provide additional updates when restoration efforts begin and when service is restored. Thank you and we appreciate your understanding and patience during this important public safety measure.

**TEXT NOTIFICATION**

Areas in Dunsmuir and Castella, California will experience a Public Safety Power Shutoff beginning Tuesday at 4 pm. Learn more at [pacificpower.net/psps](http://pacificpower.net/psps).

**Text Notification – Spanish**

Áreas en Dunsmuir y Castella, California experimentarán un corte de energía de seguridad pública a partir del martes a las 3:30 pm. Obtenga más información en [pacificpower.net/psps](http://pacificpower.net/psps).

**PSPS Restoration in Progress Customer Notification Script****Outbound phone, email and text script**

Hello, this is PacifiCorp with an important update. Crews have begun service restoration after a short Public Safety Power Shutoff was initiated due to forecasted weather and extreme fire conditions. Some customers will remain without power into the night as crews continue to patrol lines to check for obstructions or damage. We will notify customers when the restoration process is complete and service is restored to all customers. We appreciate your patience during this public safety measure. Thank you.

**PSPS Restoration in Progress Customer Notification Script****Phone and Email Script**

Hello this is PacifiCorp with an update on the Public Safety Power Shutoff. The event has concluded. A combination of strong winds and extreme wildfire conditions necessitated a brief Public Safety Power Shutoff to approximately 1,952 customers in an area from Dunsmuir south to Castella in southern Siskiyou County, California. Power has been restored to all customers. Community safety and mitigating against wildfire risk are top priorities for us. Gusty winds and debris blowing near electric facilities were observed early in the event, but the gusty winds didn't last as long as initially projected. We appreciate your patience and understanding during this important public safety measure. Thank you.

Hola, esta es un llamada de PacifiCorp con informacion sobre el corte de energía de seguridad pública. El evento ha concluido. Una combinación de fuertes vientos y condiciones extremas de incendios forestales requirió un breve corte de energía de seguridad pública a aproximadamente 1,952 clientes desde el sur de Dunsmuir hasta Castella, en el sur del condado de Siskiyou, California. Se ha restablecido la energía a todos los clientes.

La seguridad de la comunidad y la mitigación contra el riesgo de incendios forestales son las principales prioridades para nosotros. Los vientos fuertes se observaron al principio del evento, pero los vientos no duraron tanto como se proyectó inicialmente. Agradecemos su paciencia y comprensión durante esta importante medida de seguridad pública. Gracias.

**TEXT NOTIFICATION**

The Public Safety Power Shutoff for areas in Dunsmuir and Castella, California has concluded. Learn more at [pacificpower.net/psps](http://pacificpower.net/psps).

## Appendix D - External Public Messaging / Media Releases

### PSPS Notification – De-Energization Notification

Contact:  
PacifiCorp media line  
503-813-6018

FOR IMMEDIATE RELEASE  
August 17, 2021

### **PacifiCorp to start Public Safety Power Shutoff in portions of southern Siskiyou County, California at 3:30 p.m. Tuesday, Aug 17**

DUNSMUIR, Calif. (August 17, 2021) — Due to a combination of strong dry offshore winds and extreme wildfire conditions, PacifiCorp will apply a Public Safety Power Shutoff to approximately 1,952 customers in an area from Dunsmuir south to Castella and east to Shotgun Creek in southern Siskiyou county, California. The power shutoff will begin today, Tuesday, August 17 at 3:30 p.m. and will stay in effect until weather conditions are safe to re-energize the electrical network. Crews are staged and are ready to patrol lines when weather conditions improve; current forecasts indicate restoration could begin around 10 pm. Electric service will be restored once crews determine lines are clear and repairs, if needed, are complete.

A Community Resource Center will open Tuesday from 3 p.m. to 10 p.m. and Wednesday from 8 a.m. to 10 p.m., if needed based on restoration times. The center is located at the Dunsmuir Community Center at 4841 Dunsmuir Ave, Dunsmuir, CA 96025. The center will provide the following services:

- Shelter from environment
- Air conditioning
- Potable water
- Seating and tables
- Restroom facilities
- On-site medical support
- Refrigeration for medicine and/or baby needs
- On-site security
- Communications capability such as Wi-Fi access, cellphone, satellite phone, radio, etc.
- Charging stations for cellphones, AM/FM/Weather radios, computers, etc.
- Televisions

“The safety of the communities we serve is our highest priority,” said Curtis Mansfield, senior vice president of system operations. “We’re taking this extraordinary precaution because the right combination of factors for a potentially extreme and hard-to-fight fire event are present today. We take the decision to turn off power seriously and the impact on these communities. With the current extreme wildfire conditions, it’s important we act on all fire mitigation measures. We appreciate our customers understanding and patience.”

Customers can use the interactive map at [www.pacificpower.net/pssp](http://www.pacificpower.net/pssp) to see if they are located in a

PSPS area. Some customers outside of the designated PSPS area might be impacted due to the interconnected nature of the circuits. Customers are encouraged to be prepared and have an outage kit ready.

Turning off power during a Public Safety Power Shutoff is done to prevent wind-blown or falling debris from making contact with energized power lines. PacifiCorp crews will actively patrol and remove debris from lines and make repairs if needed. Once line inspections are complete and extreme weather conditions have subsided, PacifiCorp will re-energize the lines.

The company began notifying customers about the Public Safety Power Shutoff on Monday through phone calls, email and text messages. Affected customers will continue to receive updates through ongoing communications through the duration of the PSPS.

PacifiCorp urges customers to verify their contact information is up to date. Customers can do this by logging into their online account at [pacificpower.net](http://pacificpower.net) or calling PacifiCorp customer care at 1-888-221-7070.

**For all non-emergency questions about the PSPS, customers and the public should call PacifiCorp at 1-888-221-7070.**

Puede hablar con un agente de servicio al cliente sobre cómo prepararse y qué medidas de seguridad tomar para los incendios forestales. Llame al 888-221-7070.

请致电 888-221-7070，向客服专员了解森林火灾安全与防范详情。

請致電 888-221-7070，向客服專員瞭解森林火災安全與防範詳情。

Unsere Mitarbeiter im Kundenservice beraten Sie gerne zu Waldbrandvorsorge und -bekämpfung. Sie erreichen uns unter 888-221-7070.

Lub chaw sawv cev saib xyuas tub lag luam yuav sib tham nrog koj txog ntawm kev nyab xeeb txog hluav taws hav zoov kub thiab kev npaj txhij. Thov hu rau 888-221-7070.

Ang isang ahente ng pangangalaga sa customer ay maaaring makipag-usap sa iyo tungkol sa kaligtasan at paghahanda sa mabilis na kumakalat na sunog o wildfire. Mangyaring tumawag sa 888-221-7070.

Một đại diện chăm sóc khách hàng có thể trao đổi với quý vị về an toàn cháy rừng và cách chuẩn bị sẵn sàng cho cháy rừng. Vui lòng gọi 888-221-7070.

Whak nheo bene llun xhinlago nha nhelee, akre unha lkues nha bii llaxgenha dá ghapchi nhada kate xde yii lixhe. Nheo: 888 221 7070

Kui kan'ani xi na'l kaston'o sa'a ña kutua'ani te ña kui kidani ta kiño'o yuku yoton, kan'ani 888-221-7070.

**PSPS Notification – Final De-Energization Notification**

Contact:  
PacifiCorp media line  
503-813-6018

FOR IMMEDIATE RELEASE  
August 17, 2021

**PacifiCorp to start Public Safety Power Shutoff in portions of southern Siskiyou County, California at 3:30 p.m. Tuesday, Aug 17**

DUNSMUIR, Calif. (August 17, 2021) — Due to a combination of strong winds and extreme wildfire conditions, PacifiCorp will apply a Public Safety Power Shutoff to approximately 1,952 customers in an area from Dunsmuir south to Castella and east to Shotgun Creek in southern Siskiyou County, California. The power shutoff will begin today, Tuesday, August 17 at 3:30 p.m. and will stay in effect until weather conditions are safe to re-energize the electrical network. Crews are staged and are ready to patrol lines when weather conditions improve; current forecasts indicate restoration could begin around 10 pm. Electric service will be restored once crews determine lines are clear and repairs, if needed, are complete.

A Community Resource Center will open Tuesday from 3 p.m. to 10 p.m. and Wednesday from 8 a.m. to 10 p.m., if needed based on restoration times. The center is located at the Dunsmuir Community Center at 4841 Dunsmuir Ave, Dunsmuir, CA 96025. The center will provide the following services:

- Shelter from environment
- Air conditioning
- Potable water
- Seating and tables
- Restroom facilities
- On-site medical support
- Refrigeration for medicine and/or baby needs
- On-site security
- Communications capability such as Wi-Fi access, cellphone, satellite phone, radio, etc.
- Charging stations for cellphones, AM/FM/Weather radios, computers, etc.
- Televisions

“The safety of the communities we serve is our highest priority,” said Curtis Mansfield, senior vice president of system operations. “We’re taking this extraordinary precaution because the right combination of factors for a potentially extreme and hard-to-fight fire event are present today. We take the decision to turn off power and the impact on these communities seriously. With the current extreme wildfire conditions, it’s important we act on all fire mitigation measures. We appreciate our customers understanding and patience.”

Customers can use the interactive map at [www.pacificpower.net/psps](http://www.pacificpower.net/psps) to see if they are located in a PSPS area. Some customers outside of the designated PSPS area might be impacted due to the interconnected nature of the circuits. Customers are encouraged to be prepared and have an outage kit ready.



The company began notifying customers about the Public Safety Power Shutoff on Monday through phone calls, email and text messages. Affected customers will continue to receive updates through ongoing communications through the duration of the PSPS.

PacifiCorp urges customers to verify their contact information is up to date. Customers can do this by logging into their online account at [pacificpower.net](http://pacificpower.net) or calling PacifiCorp customer care at 1-888-221-7070.

**For all non-emergency questions about the PSPS, customers and the public should call PacifiCorp at 1-888-221-7070.**

Puede hablar con un agente de servicio al cliente sobre cómo prepararse y qué medidas de seguridad tomar para los incendios forestales. Llame al 888-221-7070.

请致电 888-221-7070，向客服专员了解森林火灾安全与防范详情。

請致電 888-221-7070，向客服專員瞭解森林火災安全與防範詳情。

Unsere Mitarbeiter im Kundenservice beraten Sie gerne zu Waldbrandvorsorge und -bekämpfung. Sie erreichen uns unter 888-221-7070.

Lub chaw sawv cev saib xyuas tub lag luam yuav sib tham nrog koj txog ntawm kev nyab xeeb txog hluav taws hav zoov kub thiab kev npaj txhij. Thov hu rau 888-221-7070.

Ang isang ahente ng pangangalaga sa customer ay maaaring makipag-usap sa iyo tungkol sa kaligtasan at paghahanda sa mabilis na kumakalat na sunog o wildfire. Mangyaring tumawag sa 888-221-7070.

Một đại diện chăm sóc khách hàng có thể trao đổi với quý vị về an toàn cháy rừng và cách chuẩn bị sẵn sàng cho cháy rừng. Vui lòng gọi 888-221-7070.

Whak nheo bene llun xhinlago nha nhelee, akre unha lkues nha bii llaxgenha dá ghapchi nhada kate xde yii lixhe. Nheo: 888 221 7070

Kui kan'ani xi na'l kaston'o sa'a ña kutua'ani te ña kui kidani ta kiño'o yuku yoton, kan'ani 888-221-7070.

## PSPS Conclusion Notification

Contact:  
PacifiCorp media line  
503-813-6018

FOR IMMEDIATE RELEASE  
August 17, 2021

### **PacifiCorp concludes Public Safety Power Shutoff for portions of southern Siskiyou County, California**

DUNSMUIR, Calif. (August 17, 2021) — A combination of strong winds and extreme wildfire conditions necessitated a brief Public Safety Power Shutoff to 1,952 customers in an area from Dunsmuir south to Castella in southern Siskiyou County, California. The power shutoff began yesterday, Tuesday, August 17 at 3:30 p.m. Weather conditions at 6:00 pm allowed a step restoration plan to be executed with the last pocket of customers re-energized by 1:30 am.

“Community safety and mitigating against wildfire risk are top priorities for us,” said Curtis Mansfield, senior vice president of system operations. “Weather stations and field observers reported gusty winds in the region, but the gusty winds didn’t last as long as initially projected. We appreciate our customers’ patience and understanding during this important public safety measure.”

At the time of de-energization, winds were forecasted to trend upward through the afternoon into the late evening. Wind gusts reached 54mph on the hills above Dunsmuir with on the ground reports of wind gusts of up to 40mph in Castle Crag State Park and winds in the city gusting up to 31mph. Humidity dropped to below 15 percent. Additional crews were staged in the area prior to the shutoff and patrolled lines when weather conditions improved.

The company began notifying customers about the Public Safety Power Shutoff on Monday through phone calls, email and text messages and has notified customers the event has concluded and service was returned to all customers. For more information on wildfire mitigation practices, please visit [www.pacificpower.net/psps](http://www.pacificpower.net/psps).

Puede hablar con un agente de servicio al cliente sobre cómo prepararse y qué medidas de seguridad tomar para los incendios forestales. Llame al 888-221-7070.

请致电 888-221-7070, 向客服专员了解森林火灾安全与防范详情。

請致電 888-221-7070, 向客服專員瞭解森林火災安全與防範詳情。

Unsere Mitarbeiter im Kundenservice beraten Sie gerne zu Waldbrandvorsorge und -bekämpfung. Sie erreichen uns unter 888-221-7070.

Lub chaw sawv cev saib xyuas tub lag luam yuav sib tham nrog koj txog ntawm kev nyab xeeb txog hluav taws hav zoov kub thiab kev npaj txhij. Thov hu rau 888-221-7070.

Ang isang ahente ng pangangalaga sa customer ay maaaring makipag-usap sa iyo tungkol sa kaligtasan at paghahanda sa mabilis na kumakalat na sunog o wildfire. Mangyaring tumawag sa 888-221-7070.

Một đại diện chăm sóc khách hàng có thể trao đổi với quý vị về an toàn cháy rừng và cách chuẩn bị sẵn sàng cho cháy rừng. Vui lòng gọi 888-221-7070.

Whak nheo bene llun xhinlago nha nhelee, akre unha lkues nha bii llaxgenha dá ghapchi nhada kate xde yii lixhe. Nheo: 888 221 7070

Kui kan'ani xi na'l kaston'o sa'a ña kutua'ani te ña kui kidani ta kiño'o yuku yoton, kan'ani 888-221-7070.

## Appendix E – External Public Messaging / Social Media

### PSPS Watch Notification

#### SOCIAL MEDIA AND WEB UPDATE

We are closely monitoring forecasted weather conditions in parts of Dunsmuir and Castella located in southern Siskiyou county in California. We have issued a Public Safety Power Shutoff watch which covers 2,053 customers and remains in effect from Tuesday evening into Wednesday.

The safety of the communities we serve is our top priority and issuing a Public Safety Power Shutoff watch lets our customers know there is a potential for a controlled outage Tuesday. Our meteorology team and operations professionals are actively monitoring the dry offshore wind event and we're ready to respond if conditions worsen in the area. We will send additional updates customers if a PSPS is necessary or when the watch event concludes.

Puede hablar con un agente de servicio al cliente sobre cómo prepararse y qué medidas de seguridad tomar para los incendios forestales. Llame al 888-225-2611.

## **PSPS 2 Hour Notification**

### **SOCIAL MEDIA AND WEB UPDATE**

Due to a combination of strong winds and extreme wildfire conditions, PacifiCorp will apply a Public Safety Power Shutoff to approximately 1,952 customers in an area from Dunsmuir south to Castella in southern Siskiyou county, California beginning at 3:30 pm today.

A Community Resource Center is open today at the Dunsmuir Community Center from 3 p.m. to 10 p.m. and Wednesday from 8 a.m. to 10 p.m., if needed based on restoration times. The center is located at the Dunsmuir Community Center at 4841 Dunsmuir Ave, Dunsmuir, CA 96025, to support customers. The center will provide the following services: Air conditioning, water, Seating and tables, Restrooms, Wi-Fi, charging stations and other services.

The safety of the communities we serve is our top priority. PacifiCorp is taking additional safety precautions by directing additional restoration personnel and resources to monitor weather impact on the system.

We will provide additional updates when restoration efforts begin and when service is restored. Thank you and we appreciate your understanding and patience during this important public safety measure.

### **SOCIAL MEDIA AND WEB UPDATE - Spanish**

Debido a una combinación de fuertes vientos y condiciones extremas de incendios forestales, PacifiCorp aplicará un corte de energía de seguridad pública a aproximadamente 1,952 clientes en una área desde Dunsmuir al sur hasta Castella en el sur del condado de Siskiyou, California beginning at 3:30 pm today.

Un Centro de Recursos Comunitarios está abierto hoy en el Centro Comunitario de Dunsmuir a partir de las 3 p.m. a las 10 p.m. y miércoles de 8 a.m. a 10 p.m., si es necesario según los tiempos de restauración.

El centro está ubicado en el Centro Comunitario de Dunsmuir en 4841 Dunsmuir Ave, Dunsmuir, CA 96025, para brindar apoyo a los clientes. El centro brindará los siguientes servicios: Aire acondicionado, agua, mesas y sillas, baños, wifi, estaciones de carga y otros servicios.

La seguridad de las comunidades a las que servimos es nuestra principal prioridad. PacifiCorp está tomando precauciones de seguridad adicionales asignando a personal y recursos de restauración adicionales para monitorear el impacto del clima en el sistema.

Gracias y apreciamos su comprensión y paciencia durante esta importante medida de seguridad pública.

## **PSPS Restoration in Progress Notification**

### **SOCIAL MEDIA AND WEB UPDATE**

Siskiyou County PSPS Update: Crews have begun service restoration after a short Public Safety Power Shutoff was initiated due to forecasted weather and extreme fire conditions. Some customers will remain without power into the night as crews continue to patrol lines to check for obstructions or damage. We will notify customers when the restoration process is complete and service is restored to all customers. We appreciate your patience during this public safety measure.

## **PSPS Conclusion Notification**

### **SOCIAL MEDIA AND WEB UPDATE**

The Public Safety Power Shutoff for an area from Dunsmuir south to Castella in southern Siskiyou County, California has concluded. A combination of strong winds and extreme wildfire conditions necessitated a brief Public Safety Power Shutoff to approximately 1,952 customers. Power has been restored to all customers.

Community safety and mitigating against wildfire risk are top priorities for us. Strong, gusty winds and debris blowing near electric facilities were observed early in the event, but the gusty winds didn't last as long as initially projected. We appreciate your patience and understanding during this important public safety measure.

El evento ha concluido. Una combinación de fuertes vientos y condiciones extremas de incendios forestales requirió un breve corte de energía de seguridad pública a aproximadamente 1,952 clientes desde el sur de Dunsmuir hasta Castella, en el sur del condado de Siskiyou, California. Se ha restablecido la energía a todos los clientes.

La seguridad de la comunidad y la mitigación contra el riesgo de incendios forestales son las principales prioridades para nosotros. Los vientos fuertes se observaron al principio del evento, pero los vientos no duraron tanto como se proyectó inicialmente. Agradecemos su paciencia y comprensión durante esta importante medida de seguridad pública. Gracias.

## Appendix F – Notifications to CPUC

### PSPS Watch Notification

**From:** Nottingham, Melissa (PacifiCorp) <Melissa.Nottingham@pacificorp.com>  
**Sent:** Monday, August 16, 2021 5:38 PM  
**To:** PPSNotification@cpuc.ca.gov  
**Cc:** Braithwaite, Autumn (PacifiCorp) <Autumn.Braithwaite@pacificorp.com>;  
leslie.palmer@cpuc.ca.gov  
**Subject:** PSPS Watch Siskiyou and Shasta County

All,

PacifiCorp is in a PSPS **watch status** for the city of Dunsmuir in Siskiyou county south to the city of Shotgun Creek in Shasta county.

The afternoon's forecast predicts wind gusts up to 35 mph coupled with dry conditions in the area which drove the decision to institute a PSPS watch. Should forecasted conditions develop requiring the implementation of a PSPS, the estimated duration is identified below.

Date: August 17, 2021  
Estimated Start time: 17:00 pm  
Estimated End Time: 20:00 pm  
Restoration Duration: To be Determined  
Potential customers impacted: 2053  
AFN Customers: 11

The company is currently contacting critical facilities, CalOES, Cal Fire, Siskiyou County emergency management and meetings are scheduled for the morning of August 17.

Customers are receiving notifications via outbound calls, emails, updates to social media, and press releases.

AFN customers are receiving personal calls from PacifiCorp employees.

Updates will be provided when and if the PSPS Watch move to a decision to de-energize, when it is initiated, when restoration begins, and when restoration is complete.

Please let me know if you have any additional questions.

Thank you,

Melissa Nottingham  
Manager, Customer Advocacy & Tariff Policy  
Office: 503-813-5136 | Mobile: 971-280-0927 [melissa.nottingham@pacificorp.com](mailto:melissa.nottingham@pacificorp.com)

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## PSPS Decision to De-Energize

**From:** Nottingham, Melissa (PacifiCorp) <Melissa.Nottingham@pacificorp.com>  
**Sent:** Tuesday, August 17, 2021 5:09 PM  
**To:** PSPSNotification@cpuc.ca.gov; Noll, Anthony <Anthony.Noll@cpuc.ca.gov>;  
leslie.palmer@cpuc.ca.gov  
**Cc:** Kishore, Pooja (PacifiCorp) <Pooja.Kishore@pacificorp.com>; Braithwaite, Autumn (PacifiCorp)  
<Autumn.Braithwaite@pacificorp.com>  
**Subject:** Update: PSPS Decision to De-Energize Siskiyou and Shasta County

All,

Date: August 17, 2021  
Start time: 15:30 pm  
Estimated End Time: 20:00 pm  
Restoration Duration: To be Determined  
Potential customers impacted: 1952  
AFN Customers: 10

PacifiCorp began de-energization at 3:30 pm today for the Dunsmuir area. The event was moved up due to winds increasing ahead of the original forecast. Gusts in the canyon are report at 30 to 35 mph. The number of customers impacted decreased to 1952, and the AFN number was reduced to 10.

While the wind event is expected to end at around 10:00 pm, restoration may be prolonged and last until morning to allow for line inspections. Some areas may not be fully inspected until daylight. The company has brought Oregon crews into Dunsmuir to expedite the restoration times by increasing available resources.

A CRC was opened at 3:00 at 4841 Dunsmuir Ave in Dunsmuir. Customers will have access to air conditioning, charging stations, water, and if needed, medical attention.

The company is currently contacting critical facilities, CalOES, Cal Fire, and Siskiyou County emergency management.

Customers are receiving notifications via outbound calls, emails, updates to social media, and press releases.

AFN customers are receiving personal calls from PacifiCorp employees. Four AFN customers did not respond to a phone call, and emergency management in the area is visiting those home to ensure these customers are prepared and any additional needs are addressed.

Thank you,

Melissa Nottingham  
Manager, Customer Advocacy & Tariff Policy  
Office: 503-813-5136 | Mobile: 971-280-0927 [melissa.nottingham@pacificorp.com](mailto:melissa.nottingham@pacificorp.com)

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## PSPS Conclusion

**From:** Nottingham, Melissa (PacifiCorp) <Melissa.Nottingham@pacificorp.com>  
**Sent:** Wednesday, August 18, 2021 11:00 AM  
**To:** PPSNotification@cpuc.ca.gov  
**Cc:** Noll, Anthony <Anthony.Noll@cpuc.ca.gov>; leslie.palmer@cpuc.ca.gov; Kishore, Pooja (PacifiCorp) <Pooja.Kishore@pacificorp.com>; Braithwaite, Autumn (PacifiCorp) <Autumn.Braithwaite@pacificorp.com>  
**Subject:** Conclusion of PacifiCorp PSPS Event August 17, 2021

Update for PacifiCorp Dunsmuir PSPS event:

Date: August 17, 2021  
Start time: 15:30  
End Time: 01:30  
Restoration Duration: 7 Hours  
Potential customers impacted: 1952  
AFN Customers: 10

At approximately 18:00 on August 17, weather stations and field observations reported the wind gust were diminishing sooner than the original forecast.

Step restoration activities began at 18:00 and were completed by 01:17, August 18.

Please see press release for a brief summary.

## **PacifiCorp concludes Public Safety Power Shutoff for portions of southern Siskiyou County, California**

DUNSMUIR, Calif. (August 18, 2021) — A combination of strong winds and extreme wildfire conditions necessitated a brief Public Safety Power Shutoff to 1,952 customers in an area from Dunsmuir south to Castella in southern Siskiyou County, California. The power shutoff began yesterday, Tuesday, August 17 at 3:30 p.m. Weather conditions at 6:00 pm allowed a step restoration plan to be executed with the last pocket of customers re-energized by 1:30 am.

“Community safety and mitigating wildfire risk are top priorities for us,” said Curtis Mansfield, senior vice president of system operations. “Weather stations and field observers reported gusty winds in the region, but the gusty winds didn’t last as long as initially projected. We appreciate our customers’ patience and understanding during this important public safety measure.”

At the time of de-energization, winds were forecasted to trend upward through the afternoon into the late evening. Wind gusts reached 54mph on the hills above Dunsmuir with on the ground reports of wind gusts of up to 40mph in Castle Crag State Park and winds in the city gusting up to 31mph. Humidity dropped to below 15 percent. Additional crews were staged in the area prior to the shutoff and patrolled lines when weather conditions improved.

The company began notifying customers about the Public Safety Power Shutoff on Monday through phone calls, email and text messages and has notified customers the event has concluded and service was

returned to all customers. For more information on wildfire mitigation practices, please visit [www.pacificpower.net/psps](http://www.pacificpower.net/psps).

## Appendix G – Notifications to Community Based Organizations

**From:** Nottingham, Melissa (PacifiCorp)  
**Sent:** Tuesday, August 17, 2021 9:57 AM  
**Subject:** PacifiCorp PPS Watch for Dunsmuir and Castella

All,

PacifiCorp is in a PPS **watch status** for the city of Dunsmuir in Siskiyou county south to the city of Shotgun Creek in Shasta county.

The afternoon's forecast predicts wind gusts up to 35 mph coupled with dry conditions in the area which drove the decision to institute a PPS watch. Should forecasted conditions develop requiring the implementation of a PPS, the estimated duration is identified below.

Date: August 17, 2021  
Estimated Start time: 17:00 pm  
Estimated End Time: 20:00 pm  
Restoration Duration: To be Determined  
Potential customers impacted: 2053  
AFN Customers: 11

Customers are receiving notifications via outbound calls, emails, updates to social media, and press releases.

AFN customers are receiving personal calls from PacifiCorp employees.

I will provide an update if the watch event is cancelled or if the decision is made to move forward with the PPS. If a Customer Resource Center is set up for customers, I will provide that information as soon as possible.

Please note our webpage will be updated to provide additional information.

[Public Safety Power Shutoff \(pacificpower.net\)](http://www.pacificpower.net)

Please let me know if you have any additional questions.

Thank you,

Melissa Nottingham  
Manager, Customer Advocacy & Tariff Policy  
Office: 503-813-5136 | Mobile: 971-280-0927 [melissa.nottingham@pacificcorp.com](mailto:melissa.nottingham@pacificcorp.com)

**From:** Nottingham, Melissa (PacifiCorp)  
**Sent:** Tuesday, August 17, 2021 2:21 PM  
**To:** [hsolus@gnservices.org](mailto:hsolus@gnservices.org); [mjwells@gnservices.org](mailto:mjwells@gnservices.org); [bcaporaso@gnservices.org](mailto:bcaporaso@gnservices.org)  
**Cc:** Spires, Charity (PacifiCorp) <[Charity.Spires@pacificorp.com](mailto:Charity.Spires@pacificorp.com)>  
**Subject:** RE: PacifiCorp PSPS Watch for Dunsmuir and Castella

Hello,

In case you have any contact from customers, the company is opening a Community Resource Center in Dunsmuir at 4841 Dunsmuir Ave in Dunsmuir.

As you are the closest CBO we have in the area, I hope this information will be helpful if you receive any contact.

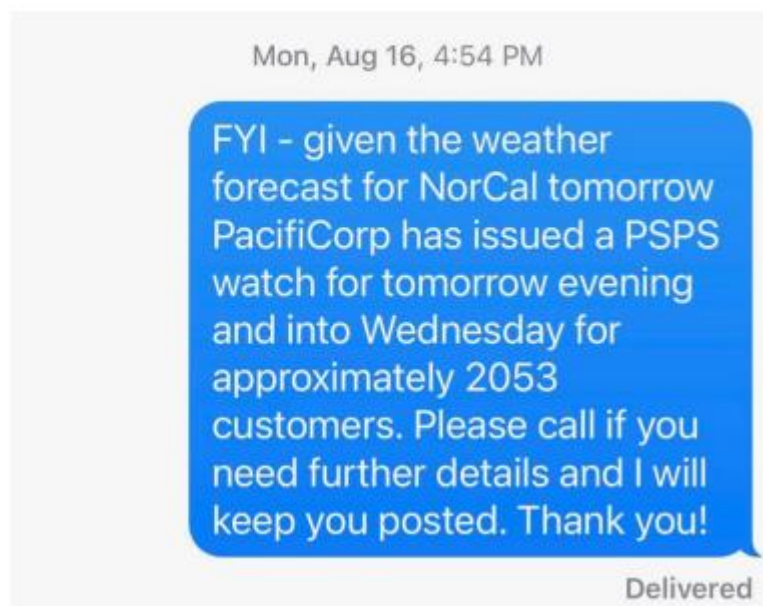
Please forward as you see appropriate.

If a PSPS occurs, the outage will occur between five pm and ten pm. Although restoration may be delayed due the completion of patrols at night. Prior to turning the power back on, we patrol the lines to check for any debris or limbs blown onto the lines. In that case the outage could last for some customers into the morning hours.

Thanks,  
Melissa

## Appendix H – Notifications to Governor’s Office

Date: August 16, 2021  
Time: 4:54 PM  
Method: Text Message



## Appendix I – Notifications to Tribal Communities

### Courtesy Notifications to Karuk Tribe

**From:** Andres, Todd (PacifiCorp)  
**Sent:** Monday, August 16, 2021 12:51 PM  
**To:** Joshua Saxon <[jsaxon@karuk.us](mailto:jsaxon@karuk.us)>  
**Subject:** Quick Call

Josh, when you have a minute, please give me a call on my cell phone (541) 591-9617.

Thank you,

Todd Andres  
Regional Business Manager  
PacifiCorp

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**From:** Andres, Todd (PacifiCorp)  
**Sent:** Monday, August 16, 2021 4:02 PM  
**Subject:** PSPS watch in the Dunsmuir area

Josh, hope all is going well. I want to provide you and a few of your team members of a PSPS Watch that will occur in the Dunsmuir area tomorrow. Although this will not impact tribal lands, I do know you have tribal members throughout Siskiyou County.

Currently, we will be in a watch mode starting tomorrow at 5 p.m. and running to 10 p.m. A watch is where we have PacifiCorp staff watching our infrastructure in an area of high winds and low humidity (among a number of other thresholds)

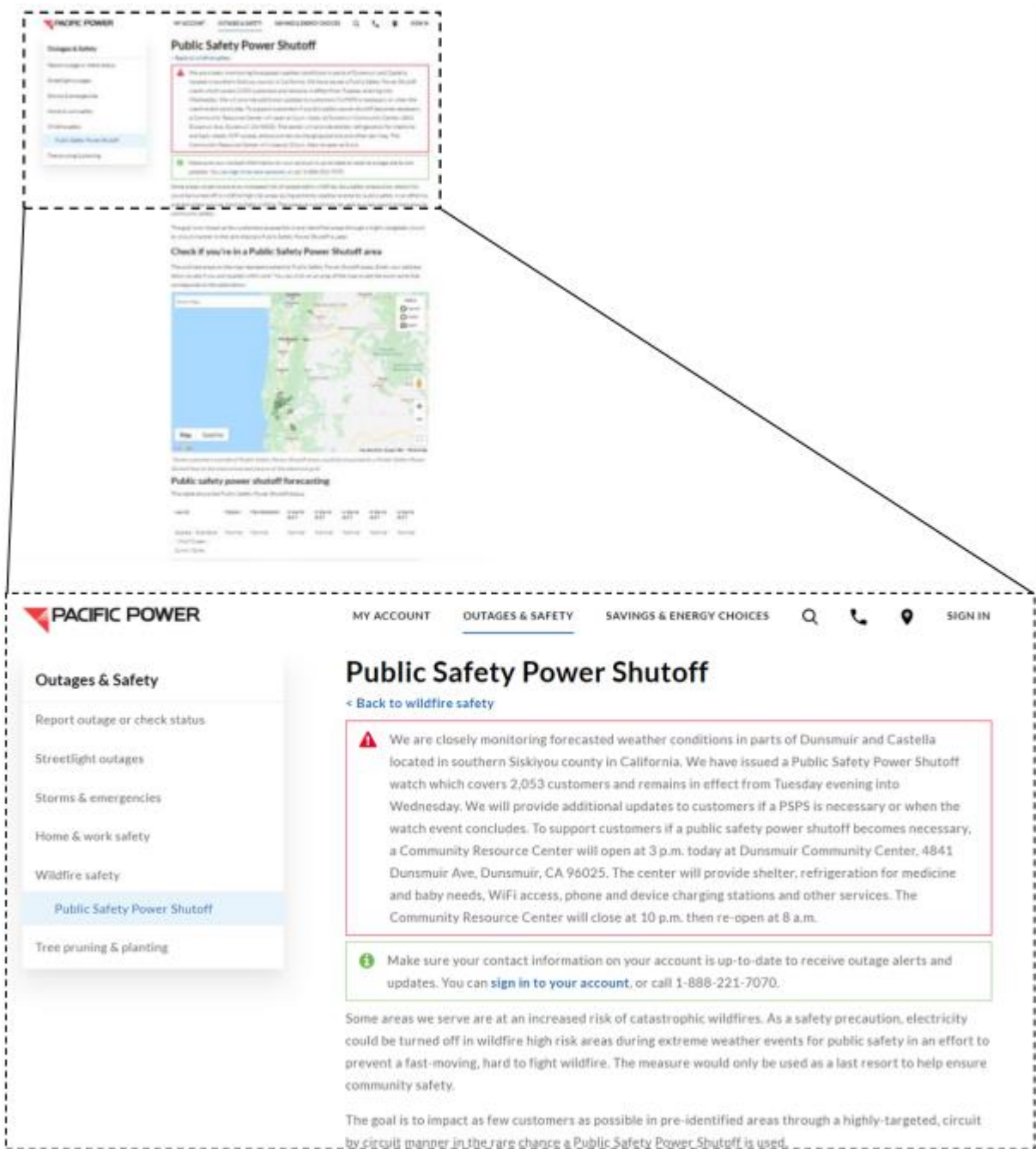
Again, this is in the Dunsmuir area. As we continue to get closer to this time, and additional weather information is studied, this watch could change. I will keep you posted as I learn more.

Please feel free to any of your team members to reach out to me at 541-591-9617 if you have any questions or concerns.

Thank you,

Todd Andres  
Regional Business Manager  
PacifiCorp  
541-591-9617

## Appendix J – PSPS Website Update



### REPORT CONTRIBUTIONS

The following company personnel provided information that contributed to this report.

Bolton, Jeff ..... Emergency Manager

