

Mill and Mountain Fires

September 22, 2022

Incident Summary, After-Action Report

Pacific Power

Incident Start Date 09/02/2022

Report submitted by:

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Emergency Manager



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EVENT SUMMARY

EXECUTIVE OVERVIEW

On September 2, 2022 PacifiCorp began monitoring a power outage due to a structure fire affecting 8,311 customers in Mt. Shasta and Weed, CA. County Emergency Management declared a State of Emergency at 1600 hrs on September 2, 2022 and issued evacuation notices.

The Mill fire and Mountain fire were combined into one response period due to their close proximity to each other. Both fires were monitored from initial notification on September 2, 2022 until restoration of services on September 6, 2022. Once restoration of damaged poles was complete, customers re-energized and notified, Pacific Power Emergency Management staff moved monitored response to an alternate fire.

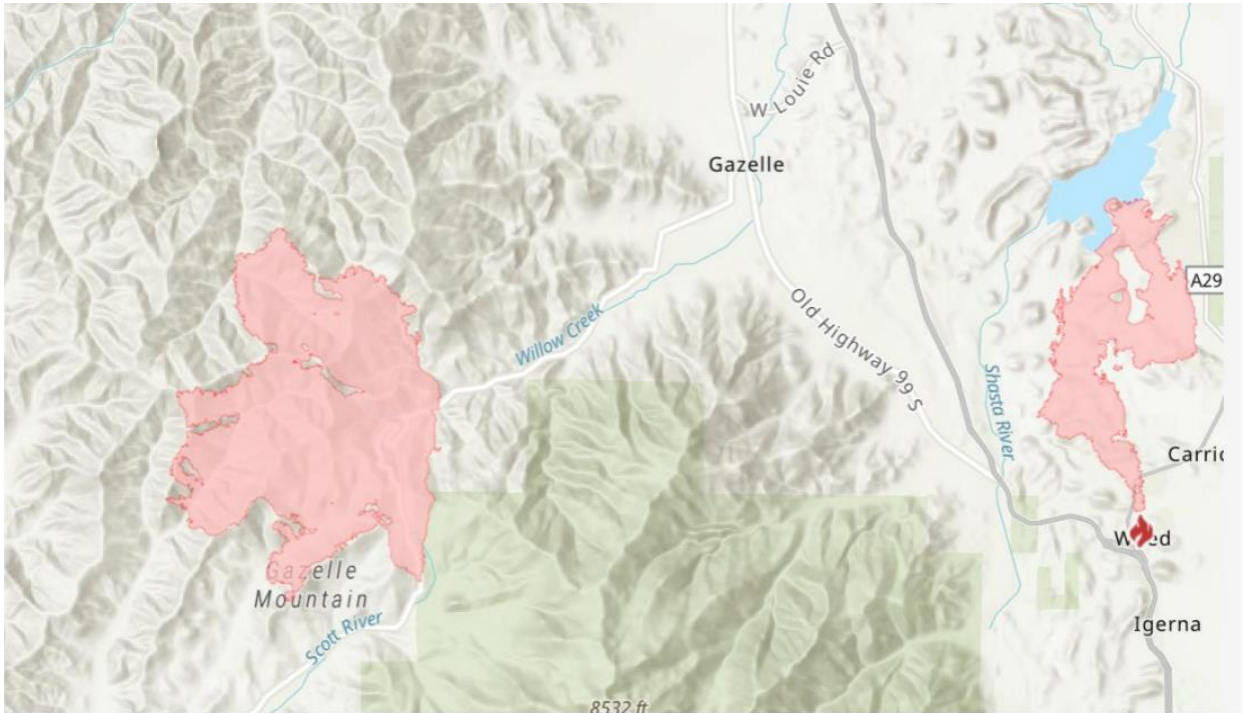
RESPONSE

As of September 6th, the Mill fire remained at 4,263 acres with 55% containment, close to 100 personnel supporting the fire with logistics, transport, line contractors, vegetation management, operations and with four Rocky Mountain Power crews, managers and mechanics. Pacific Power had 19 115-kilovolt transmission poles damaged between 2 different lines, and 61 distribution poles damaged.

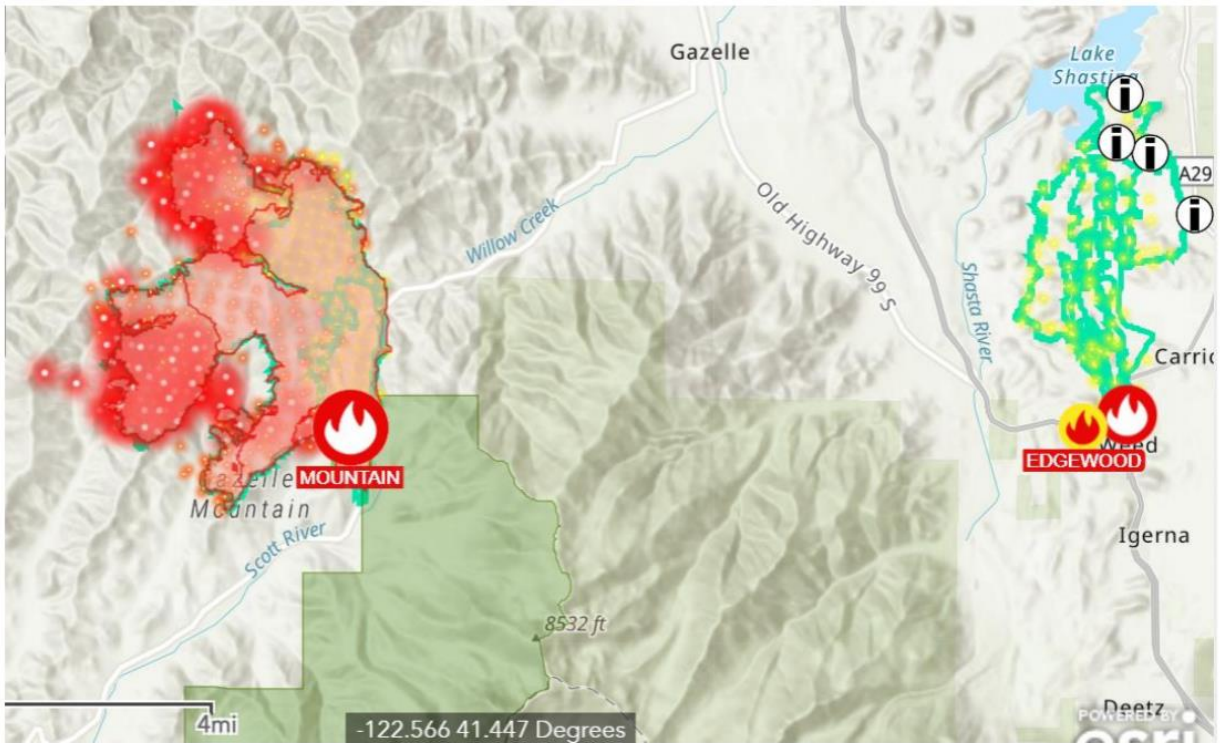
The Mountain fire reported 11,690 acres with 20% containment as of September 6, 2022. Completed assessments on September 5th with no damage to assets. County EM and Sheriff approved to energize on September 5th with all customers restored by September 6th.

County Emergency Management identified priorities for power:

- Hospital
- Assisted Facility (1020 Kingston Road) near the hospital,
- Mt. Shasta County Yard (2829 Pine Grove Drive) and
- Mt. Shasta City Yard (1536 S. Mt. Shasta Blvd) to continue ops and fueling.
- Shasta proper to manage evacuees.



Fire map as of 1500hrs, September 5, 2022 [Mill and Mountain Fire Information | Siskiyou County California](#)



Fire map as of 1500hrs, September 5, 2022 [Mill and Mountain Fire Information | Siskiyou County California](#)

PACIFIC POWER SYSTEM IMPACTS FORECAST MATRIX													
Weather-Related System Impacts (Wx) / District Fire Risk (F) / Operational Response													
NORTH WIRES	Tue. Sep. 6					Wed. Sep. 7		Thu. Sep. 8		Fri. Sep. 9		Sat. Sep. 10	
	Wx	F	CIRC	CUST	Response	Wx	F	Wx	F	Wx	F	Wx	F
Clatsop	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Enterprise	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Hermiston	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Hood River	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Pendleton	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Portland	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Sunnyside	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Walla Walla	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Yakima	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
CENTRAL WIRES													
Albany	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Central Oregon	Green	Orange	4	811	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Coos Bay	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Corvallis	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Cottage Grove	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Dallas	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Junction City	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Lebanon	Green	Yellow				Green	Yellow	Green	Yellow	W	Red	W	Red
Lincoln City	Green	Yellow				Green	Yellow	Green	Yellow	W	Red	W	Red
Roseburg	Green	Yellow				Green	Yellow	Green	Yellow	W	Red	W	Red
Stayton	Green	Yellow				Green	Yellow	Green	Yellow	W	Red	W	Red
SOUTH WIRES													
Alturas	Green	Orange	1	1,385	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Crescent City	Green	Yellow				Green	Yellow	Green	Yellow	Green	Yellow	Green	Yellow
Grants Pass	Green	Orange	10	12,167	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Klamath Falls	Green	Orange	17	5,538	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Lakeview	Green	Orange	1	707	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Medford	Green	Orange	13	14,941	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Tulelake	Green	Orange	2	250	EFR	Green	Orange	Green	Orange	Green	Orange	Green	Orange
Yreka	Green	Orange	34	18,090	EFR - CC	Green	Orange	Green	Orange	Green	Orange	Green	Orange
82	53889	COMMENTS:										DOC ACTIVATED	
TOTAL CIRCUITS IN EFR SETTINGS	TOTAL POTENTIALLY IMPACTED CUSTOMERS											ECC NOT ACTIVATED	
0	0												
CIRCUITS AT RISK OF PSPS	TOTAL CUSTOMERS AT RISK OF PSPS												

Weather-Related System Impacts (Wx)

Outage Potential

- Widespread Outages with Extended Restoration
- Scattered to Widespread Outages
- Isolated to Scattered Outages
- No System Impacts Expected

Spring and Summer Hazards

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

District Fire Risk (F)

- Extreme (Windy & Dry with Gusts > 95th percentile)
- Significant (Windy & Dry OR Hot & Dry with Very Dry Fuels)
- Elevated (Dry Fuels and Dry Weather)
- Low

Fire Risk Operational Response

- AP Air Patrol
- GP Ground Patrol
- EFR Elevate Fire Risk Settings
- ECC ECC Activated
- T Transmission
- D Distribution

ECC / DOC

Department Operations Center (DOC) - A tactical function, provides coordination point for a department's for response activities during major incidents normally established prior to an ECC activation.

Emergency Coordination Center (ECC) - A strategic and support function, provides operational guidance and support to one or more DOC activations. Also reports current situational information to the Executive Policy Group.

EVACUATION

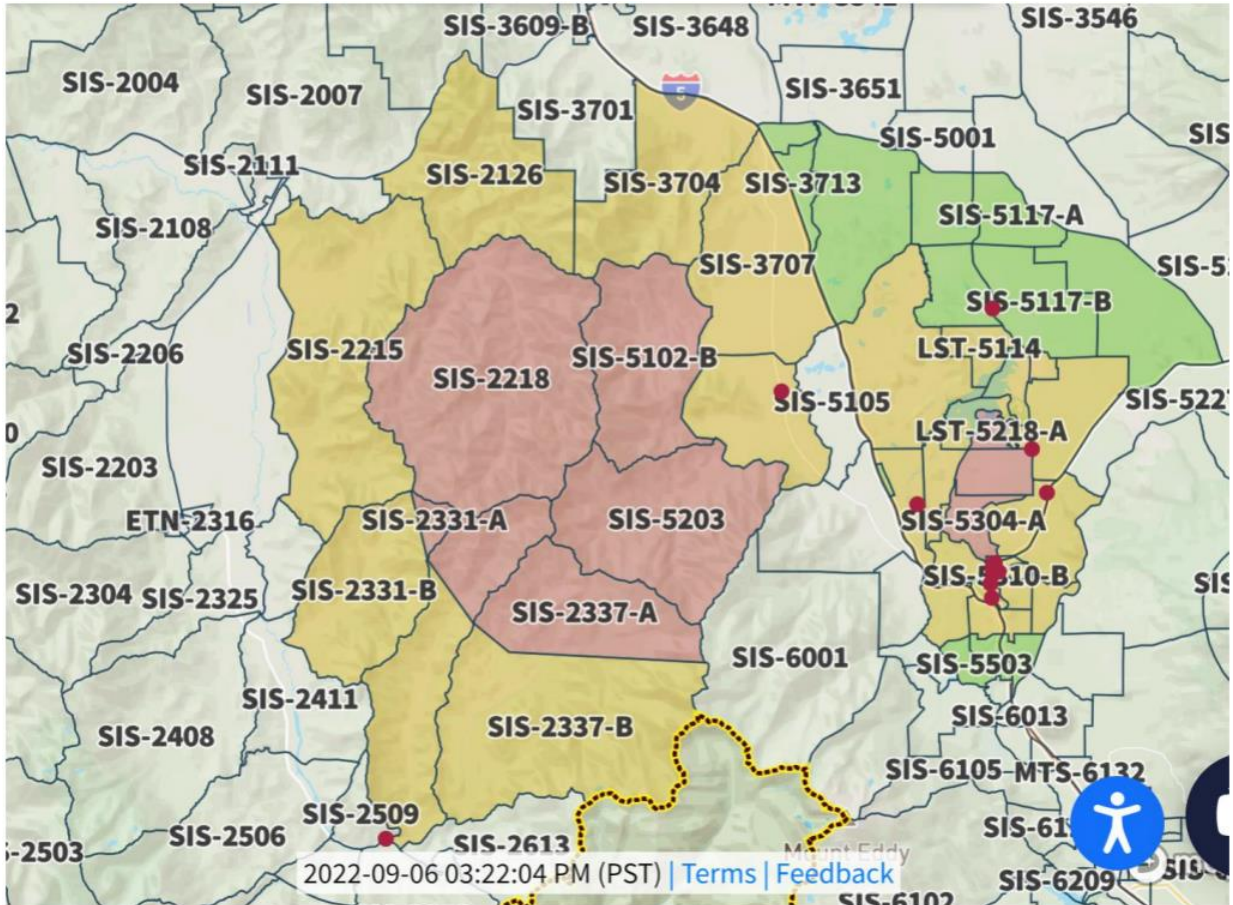
County Emergency Management sent mandatory evacuation notices covering the Mill Fire for over 4,000 residents starting September 2nd through September 12th. Evacuation shelters were set up at the following locations:

Evacuation Shelters

- Karuk Wellness Center, 1403 Kahtishraam, Yreka
- Animal Shelters
 - Large Animals: Siskiyou Fairgrounds (530) 340-1038 250 Sharps Road, Yreka
 - Dog Shelter: Rescue Ranch (530) 842-0829 2216 E Oberlin Rd, Yreka
 - Cat Shelter: Siskiyou Fairground Armory Building, 1712 Fairlane Rd., Yreka, CA 96097

The company provided a 500-megawatt generator for the Weed Community Resource Center who provides free meals to the school children in the area.

The below map shows locations of evacuation areas:



Evacuation area as of 150hrs 09/06/2022 [Office of Emergency Services](#) | [Siskiyou County California](#)

RECOVERY

The company replaced 30 poles damaged from the Mill Fire. Service was restored by September 6th to the Shastina customers able to take service with meters removed for those unserviceable. The Weed substation was re-energized that morning restoring approximately 500 customers that were in an inaccessible area.

Completed assessments on September 5th with no damage to assets from the Mountain fire. County EM and Sheriff approved to energize on September 5th with all customers restored by September 6th.



SUMMARY BY DEPARTMENT

T&D

- The fire burned through the 115-69kV corridor just north of Weed substation.
- Close to 10,000 impacted meters.
- A total of 10 crews from Vegetation worked on clearing.
- Five total crews between Weed and Weed junction on the 115-kilovolt transmission line, trying to remove the closest trees first and work away.
- Four RMP crews started on the morning of September 5th, changing out distribution poles. They worked with two managers and a mechanic. Two additional logistics workers were deployed from Medford.
- Mt Shasta Hospital and the assisted living facility were re-energized in the evening on September 2nd. The hospital was also connected to a 500-megawatt generator as a backup.

CUSTOMER SERVICE

Customer notifications to evacuated customers were conducted with a focus on consumer protections. Developed talking points for customer service reps with customer calls.

See detailed customer notifications in Appendix A-C.

EXTERNAL COMMUNICATIONS

The Regional Business Manager and Pacific Power Emergency Manager maintained regular communications with the Mayor of Weed, Cal Fire, Siskiyou County Emergency Management and other elected officials.

See Appendix C for social media notifications.



LESSONS LEARNED

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

- Most replacement poles that were damaged was completed by September 6th, allowing a faster restoration response and re-energization for customers.
- Generators deployed to critical facilities.
- Weed substation was energized on September 6th.

- No damage to assets on the Mountain fire. County EM and Sheriff approved customer re-energization quickly.
- Over 100 personnel responded to supporting the Mill and Mountain fires.

OBSERVATIONS

- Operations awaiting clearance from CalFire to re-energize customers
- CPUC briefed daily on operations and response.



AFTER-ACTION REPORT (AAR)

The actions identified below are based input received from those that participated in the event.

ASSIGNMENT OF ACTIONS

ID	Action Item/Recommendation	Type	Responsible Party	Due Date
1	<ul style="list-style-type: none"> • Need to develop a restoration considerations checklist. 		<ul style="list-style-type: none"> • Emergency Manager 	
2	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> • 	

Note: “Responsible Party” will track the assignment to completion; however, may task others to perform the actual work.

APPENDICES

Appendix A – Customer Talking Points/FAQ

California Emergency Declaration and Customer Protections - Mill Fire Talking Points

9/2/2022

Background:

Approximately 9,775 customers faced an outage at 1pm on September 2 because of the ongoing Mill Fire. As of noon on September 3, 2022, we still have 5,360 customers without service. A majority of the remaining impacted customers are in the Weed and Shastina areas where fire has damaged transmission and distribution facilities.

Due to the dynamic situation, some restoration efforts have been hampered or delayed.

Additionally, the recent declaration of a wildfire-related state of emergency in Siskiyou County due to the wildfire entitles Pacific Power residential and small business customers certain relief protections.

They are designed to protect customers from financial impacts due to a potential disaster-related loss of service. These protections are in place for at least twelve months, starting September 2, 2022.

Talking Points:

What is Pacific Power doing to restore service?

Our hearts go out to customers and communities affected by the Mill Fire. We understand the importance of electric service during an emergency and are taking every step possible to restore service. Our priority restoration efforts began with Mt. Shasta hospital and elderly care center, which was restored late evening on September 2, 2022. Additional restoration efforts include:

- Sending additional crews and resources to the area.
- Working with local fire and rescue, emergency management and other groups to assess critical needs and accessing impacted areas.
- Once it is safe to do so and crews are allowed access, personnel will begin restoring service to customers.
- Bringing in generators to power essential services such as hospitals and water services.
- The outage map on pacificpower.net will have the latest service restoration times once that information is available.

There are at least two emergency shelters in the area, but please check with your local government's emergency management office for the latest information. Those shelters are

- Karuk Wellness Center, 1403 Kahtishraam, Yreka
- Yreka Community Center, 810 North Main St. Yreka

What billing and payment customer protections are in place?

Pacific Power is providing customers impacted by the fire billing and payment relief in a variety of forms. This is a challenging time for many of our Siskiyou County customers and we're working to help them through this difficult period.

We will continue to identify impacted customers, who will automatically have the following relief applied to their accounts:

1. Waiving deposit requirements for one year for affected customers seeking to re-establish service, and expediting move-in and move-out service requests;

2. Removing charges for the time that the residence or business was unoccupied as a result of the emergency;
3. Discontinuing billing if your residence or small business premises are unserviceable;
4. Prorating any monthly access charge or minimum charges if billing is discontinued during a billing cycle;
5. Implementing payment plan options;
6. Suspending disconnection for nonpayment and associated fees, and waiving deposit and late fee requirements;
7. For qualifying low-income residential customers, in disaster-impacted zip codes, suspending California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) program removals to avoid unintentional loss of the discounted rate, along with; freezing standard and high-usage reviews for the CARE} program;
8. Stopping new CARE or FERA recertification and verification requests that require impacted customers to provide current income information.

How long are these protections expected to last?

The protections will be in force at least through September 2, 2023, but that period may be extended by the Governor.

Appendix B – Media Holding Statement

Media holding statement:

Our hearts go out to customers and communities affected by the Mill Fire. We understand the importance of electric service during an emergency and are taking every step possible to restore service. This includes:

- Sending additional crews and resources to the area.
- Working with local fire and rescue, emergency management and other groups to assess critical needs and accessing impacted areas.
- Once it is safe to do so and crews are allowed access, personnel will begin restoring service to customers.
- Bringing in generators to power essential services such as Mt. Shasta hospital, an elderly care center, and water services
- The outage map on pacificpower.net will have the latest service restoration times once that information is available.

Media Talking Points:

What is the status of Pacific Power’s efforts to restore power?

At the peak of the event there were 9775 customers without service. As of noon today (September 3, 2022), we still have 5360 customers without service. A majority of the remaining impacted customers are in the Weed and Shastina areas where fire has damaged transmission and distribution facilities.

Our priority restoration efforts began with Mt. Shasta Hospital and an elderly care facility, which we were able to restore power to during the late evening on September 2nd. The hospital is also connected to a backup generator until we can establish a secondary feed. We continue to work with local fire and rescue and emergency management to assess critical needs.

[then pivot to efforts in statement above]

Is Pacific Power providing billing and payment relief for affected customers?

Pacific Power is providing customers impacted by the fire billing and payment relief in a variety of forms. This is a challenging time for many of our Siskiyou County customers and we're working to help through this difficult period.

We will continue to identify impacted customers, who will automatically have the following relief applied to their accounts:

- Removed charges for the time that the residence or business was unoccupied as a result of the emergency;
- Discontinued billing in the event that a customer's residence or small business premises becomes unserviceable;
- Stopped billing to residences and businesses that were damaged or destroyed by the fire;
- Notified customers of payment plan options, and suspended disconnection for nonpayment and associated fees;
- Waived deposit requirements for affected customers seeking to reestablish service for one year. We are also expediting move in and move out service requests;

For the most up to date information, or to access additional assistance, customers can reach out to our customer care team at **1-888-221-7070**

Appendix C – Customer Messaging: Mail

Dear customer,

Pacific Power is providing customers impacted by the recent fire with billing and payment relief in a variety of forms. This is a challenging time for many of our Siskiyou County customers and we're here to help.

You have been identified as eligible for disaster-related relief designed to protect you from financial impacts due to wildfire-related loss of service. Pacific Power has automatically applied the following payment relief options to your account; **you do not need to take any action.**

These protections are in place for at least 12 months, starting September 2, 2022.

The wildfire-related relief protections include:

1. Waiving deposit requirements for one year for affected customers seeking to re-establish service; and expediting move-in and move-out service requests;
2. Stopping billing for estimated usage attributed to the time that the residence or business was unoccupied as a result of the emergency;

3. Discontinuing billing if your residence or small business premises are unserviceable;
4. Prorating any monthly access charge or minimum charges if billing is discontinued during a billing cycle;
5. Implementing payment plan options;
6. Suspending disconnection for nonpayment and associated fees, and waiving deposit and late fee requirements;
7. For qualifying low-income residential customers, in disaster-impacted zip codes, suspending California Alternate Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) program removals to avoid unintentional loss of the discounted rate, along with; freezing standard and high-usage reviews for the CARE program;
8. Stopping new CARE or FERA recertification and verification requests that require impacted customers to provide current income information.

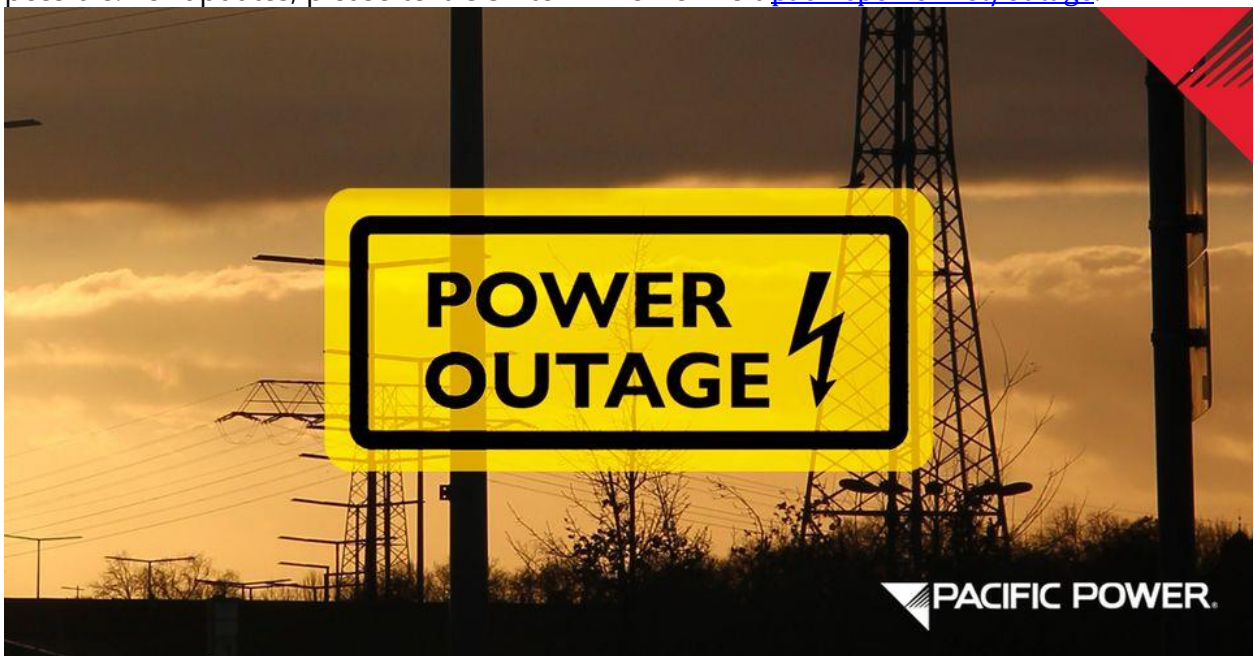
Please reach out to our customer care team at **1-888-221-7070** if you have any questions.

We're here for you.

Social Media:

9/2/2022

We're aware of a power outage affecting 8,311 customers in Mt. Shasta and Weed, CA. The cause is due to a structure fire. Crews are working to restore power as safely and quickly as possible. For updates, please text OUT to 722797 or visit pacificpower.net/outage.



9/3/2022

Our hearts go out to customers and communities affected by the Mill Fire. We understand the importance of electric service during an emergency and are taking every step possible to restore service. Pacific Power is working with local fire and rescue to assess needs, prioritizing restoring electrical service to essential services such as hospitals and water services, and sending additional crews to the area. Stay safe and be cautious around possible downed power lines or damaged equipment. Restoration updates are reflected on the outage map on pacificpower.net.

Mill Fire Update: As of 8 p.m. Sept. 3, service has been restored to 75% of customers. Crews continue to assess damage and make repairs. This work could take up to 48 hours before service is returned to the remaining customers. Crews are working as quickly and safely as possible when they are able to access impacted areas.

9/4/2022

Mill Fire Update: Repair work is underway in the WEED area with the goal to restore service to most customers TUESDAY afternoon. Crews continue to assess damage in the LAKE SHASTINA and other impacted areas where access is permitted. A service restoration time for those areas is not available yet.

9/6/2022

Mill Fire Update: Personnel continue to make progress restoring service to approx. 2,200 customers. Some parts of Lincoln Heights and surrounding areas are still inaccessible. Once crews are allowed in, we will work as quickly and safely as possible to restore service.



REPORT CONTRIBUTIONS

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

Bolton, Jeff Emergency Manager

