WHAT IS A PUBLIC SAFETY POWER SHUTOFF

Under threat of wildfire and extreme weather, utility shuts off power to electric lines in high threat areas to prevent wildfire.

What: For public safety, power lines are deenergized

When: During extreme weather events (gusty, dry) combined with fire risk

Where: Areas at greatest risk of wildfire, susceptible to power line ignited fire

Who: Pacific Gas & Electric (PG&E) or City of Palo Alto Utilities (CPAU)

CONTACT US

City of Palo Alto Utilities Customer Support Services
(650) 329-2161
UtilitiesCustomerService@cityofpaloalto.org
cityofpaloalto.org/PSPS

FOLLOW US

Twitter @PAUtilities
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WHAT YOU CAN EXPECT

- Early Warning Notification - CPAU will aim to send customer alerts when receiving notice of PSPS, as conditions change, & before shutting off power if needed.

- Ongoing Updates - CPAU will provide ongoing updates through social media, email, phone call, text, local news outlets, website & AlertSCC if needed.

- Safety Inspections - After extreme weather has passed, CPAU will inspect the lines in affected areas before power is safely restored.

- Power Restoration - Power outages could last multiple days depending on the severity of the weather and other factors. Please have an emergency preparedness plan in place.

COMMUNICATION PROTOCOL

Phased Communication Approach
General Public
Foothills customers

Email
Text
Phone Call
Social Media
AlertSCC

Key Account Representatives
Website:

cityofpaloalto.org/pspss
Automated message on
Interactive Voice Recording - (650) 329-2161

WILDFIRE PREVENTION

- Increased vegetation management
- Electric line inspections
- Prioritized maintenance
- Additional staff training
- Tree trimming & inspection to prevent contact with electric lines

HIGH FIRE THREAT AREAS

Palo Alto - West of Highway 280 (Foothills) considered at Elevated Risk for utility associated wildfires.

Stricter requirements for construction, clearance between utility lines & vegetation

FUTURE ACTIVITIES

- Rebuilding, replacing, rerouting overhead lines & poles
- Refining construction practices
- Improving communication systems
- Coordinating activities with PG&E