



A future-ready grid

Using advanced technology to deliver safe, reliable power



Safety and reliability are our top priorities. As extreme weather conditions and elevated wildfire risk become more common, we're making important updates across our system and building a hardened, future-ready grid.

- Installing thousands of miles of covered wires, fire-resistant poles and more
- Expanding our vegetation management practices to address emerging risks
- Integrating advanced technology and a dedicated meteorology team to better understand weather's impact on our system and respond in real time

Physical Infrastructure

Covered conductors

Power lines are protected by a thick, rigid cover to reduce likelihood of sparks.



Aerial spacers

Suspended from a non-energized cable, spacers protect covered conductors from falling limbs and other hazards.

Fire-resistant poles

Power poles are designed for resilience in extreme conditions.

Undergrounding

Selective undergrounding (where applicable) protects power lines from inclement weather.

Vegetation Management

Air and ground surveillance

Aerial and ground patrols monitor conditions to identify potential hazards.

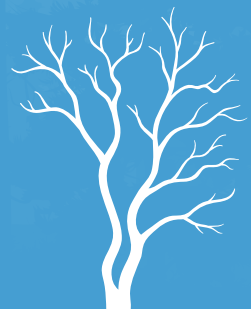


Vegetation clearance and tree pruning

Crews conduct ongoing vegetation clearance to ensure safety buffers around infrastructure.

Tree removal

Identifying and removing potentially hazardous, dead or dying trees.

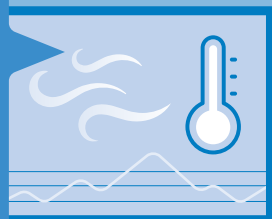


Advanced Technology

AT CONTROL CENTERS

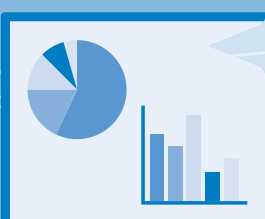
Weather tracking

Meteorologists track weather across the grid using 30 years of weather data and wildfire history to identify and respond to emerging risks.



Control settings

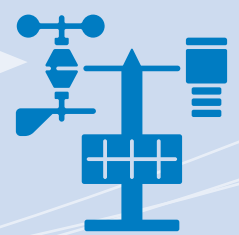
Operations specialists at our control centers can remotely adjust equipment settings to manage risk.



IN THE FIELD

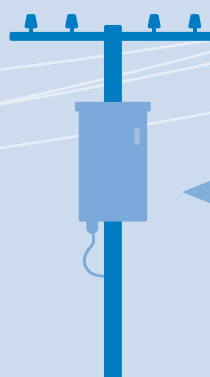
Weather stations

Stations are installed on power poles to collect and relay data about conditions in the field.



Advanced reclosers

Remotely operable relays can be adjusted based on changing weather conditions. During elevated wildfire risk, these reclosers can react to a potential fault in milliseconds.



With this layered approach, we're reducing risk and investing in resilience and reliability for the long term.

Leading with innovation and action

In a time of increasingly extreme weather, we're dedicated to the safety of our customers, our communities and our teams. By investing in advanced technology, professional expertise and local partnerships, we're contributing to a safer, more resilient West, now and for years to come.

REAL-TIME MONITORING

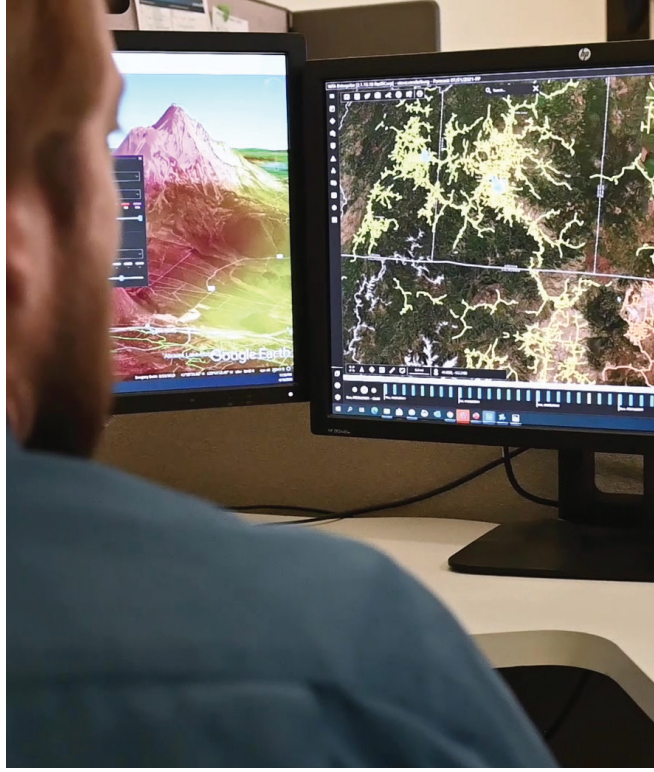
We track conditions on the ground through a growing network of weather stations that monitor temperature, humidity, wind speed and direction, with additional sensors reporting on the moisture and temperature of nearby ground conditions.

DYNAMIC MODELING

With better monitoring, we can build more dynamic and precise weather models. We compare our forecasts to 30 years of meteorological and fire weather data to more accurately evaluate potential fire risk and impact to the community — and take action when and where it's needed.

PRECISE ADJUSTMENTS

Our lines are equipped with reclosers that can help clear temporary faults and ensure greater reliability during wetter months. When we identify an elevated fire risk, we remotely adjust the settings, making them more sensitive where needed.



INFRASTRUCTURE HARDENING

Field teams are actively hardening infrastructure throughout our service areas — making poles more fire-resistant, moving power lines underground where appropriate and much more.

VEGETATION MANAGEMENT

Our activities include using aerial and ground patrols to identify potential hazards, removing trees before they can come into contact with lines and expanding vegetation clearance around poles.

PUBLIC SAFETY POWER SHUTOFF

In response to elevated fire-risk conditions, we may proactively turn off power in specific areas. These planned shutoffs are done in partnership with local emergency authorities, and only when needed.



What you can do

When it comes to safety, everyone has a role to play. Here are a few steps you can take today to stay safe and informed.

KEEP CONTACT INFORMATION UP TO DATE

Sign into your account at **PacificPower.net** to make sure your contact information is current and accurate, so we can keep you updated in the event of a power outage.

REQUEST HELP FOR MEDICAL NEEDS

If you or someone in your home has electricity-dependent medical needs, call us at **1-888-221-7070** to let us know so we can provide additional outreach prior to a Public Safety Power Shutoff.

SIGN UP FOR TEXT ALERTS

In your account settings, you can choose to receive alerts by text, email or phone in the event of an outage.

USE OUR MOBILE APP

Track outages, update contact info and do more with our free Pacific Power app.

TEXT OR CALL US

Text **OUT** to **722797** to report your outage or **STAT** to check status. You can also report outages or check status by calling **1-877-508-5088**.

Si necesita hablar con un representante que habla español, llame al **1-888-225-2611**.

