



Public Safety Power Shutoff (PSPS) 2022 Annual Report

Portland General Electric Company (PGE)





Portland General Electric

2022 Public Safety Power Shutoff Annual Report**2022
PSPS ANNUAL
REPORT**

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Summary

PGE submits its 2022 Annual PSPS Report in compliance with Oregon Administrative Rule (OAR) 860-300-0070(1), Reporting Requirements for Public Safety Power Shutoffs (PSPS), as stated below. In addition, per OAR 860-300-0070(2) the report has been posted to PGE's website.

- (1) The Public Utility is required to file annual reports on de-energization lessons learned, providing a narrative description of all PSPS events which occurred during the fire season. Reports must be filed no later than December 31st of each year.
- (2) Non-confidential versions of the reports required under this section must also be made available on the Public Utility's website.



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Acronyms

BCEM:	PGE's Business Continuity & Emergency Management organization
CET:	PGE's Customer Experience Team
CIMT:	PGE's Corporate Incident Management Team
CRC:	Community Resource Center
EOC:	Emergency Operations Center
ERC:	Energy Release Component
ERT:	Estimated Restoration Time
ESF-12:	The Public Utility Commission of Oregon's Emergency Support Function-12
GIS:	Geographic Information System
HFRZ:	High Fire Risk Zone
IC:	Incident Commander
LWF:	Lead Working Foreman
MRU:	Mobile Response Unit (trailers used during CRC deployment)
NWS:	National Weather Service
ODF:	Oregon Dept. of Forestry
ODHS:	Oregon Dept. of Human Services
ODOE:	Oregon Dept. of Energy
ODOT:	Oregon Dept. of Transportation
OIC:	Officer-In-Charge
OPUC:	Public Utility Commission of Oregon
PAT:	The CIMT's PSPS Assessment Team
PGE:	Portland General Electric
PIO:	Public Information Officer
POA:	Preventative Outage Area.
PSPS:	Public Safety Power Shutoff
QEW:	Qualified Electrical Worker
RFW:	Red Flag Warning (issued by the NWS)
WEA:	Wireless Emergency Alert



Glossary

Cutsheet: Written instruction sheets provided to field operations personnel charged with executing a PSPS event, describing the actions required to operate devices that control the flow of power through the PGE transmission and distribution systems. The cutsheet (also called a switching sheet) authorizes field personnel to take the actions required to de-energize the PSPS Area, affecting the operation, protection, and/or reliability and connectivity of electrical equipment.

Earned Media: Any material written about a person or business that they haven't paid for or created themselves.

High Fire Risk Zone (HFRZ): Identified areas of the PGE service territory that are subject to a heightened risk of wildfires.

NOTE: "HFRZ" and "PSPS Area" are not equivalent terms – there are geographic differences between the HFRZs and the PSPS Areas that overlap them.

Preventative Outage Area: Like PSPS Areas, POAs are areas of PGE's service territory that are de-energized to protect against potential utility-caused ignitions during a period of extreme wildfire risk. Unlike PSPS Areas, POAs are identified during (rather than prior to) potential PSPS events, based on changing meteorological conditions and system topology.

PSPS Areas: Map the PGE infrastructure impacted by the shutdown -- the total area, both inside and outside a given HFRZ, where customers and facilities will lose power during a PSPS event. The activities described in this Report are focused primarily on the PSPS Areas.

Public Safety Power Shutoff: A temporary, pre-planned de-energization of a portion of a utility's infrastructure during periods of extreme fire danger to prevent the electrical system from becoming the source of an ignition which could endanger communities, residents and the power grid.

Utility-Identified Critical Facilities: Facilities PGE identifies that, because of their function or importance, have the potential to threaten life safety or disrupt essential socioeconomic activities if their services are interrupted. Communications facilities and infrastructure are considered Critical Facilities.



EXECUTIVE SUMMARY

PGE's top priority is the safety of the customers and communities in our service territory. PGE executes a Public Safety Power Shutoff (PSPS) as a last resort when severe fire potential and meteorological conditions increase the risk of utility-caused ignitions and wildfire. PGE understands that turning off power causes significant challenges and hardships for customers and communities and takes this decision seriously.

PGE executed only one Public Safety Power Shutoff (PSPS) event during the 2022 Wildfire Season. Beginning on September 6 through September 12, 2022, PGE executed a PSPS event in response to the National Weather Service (NWS) Red Flag Warnings and hazardous fire potential conditions across its service territory. The September 2022 PSPS event impacted all 10 of PGE's identified High Fire Risk Zones (HFRZs), as well as an additional seven Preventative Outage Areas (POAs) that were de-energized in response to observed meteorological and topographical conditions.

In response to fire potential and meteorological conditions including wind, temperature, humidity and fuel moisture content measurements, PGE de-energized the first PSPS Area at 0247¹ on Sept. 9, and de-energized the final segment of its grid (POA 7, in the Sandy area) at 0406 on Sept. 10. Wind and other hazardous conditions began to subside later in the morning of Sept 10, and restoration crews were dispatched to inspect the de-energized feeders and repair any damage prior to restoring power. The event impacted a total of 34,994 customer meters, including 599 Utility-Identified Critical Facilities. PGE delivered PSPS notifications before, during and after the event via multiple communication channels and platforms, established six Community Resource Centers (CRCs) and provided support to affected counties to operate eight additional CRCs. By 2212 on Sept. 11, PGE crews had fully restored power to all 10 PSPS Areas and all seven POAs.

This report summarizes the execution and outcome of the September 2022 PSPS event. It provides an incident overview and describes PGE's processes for PSPS decision-making; PSPS notifications; PGE's engagement before, during, and after the PSPS event with Public Safety Partners, Tribal, State and local governmental entities, and operators of Utility-Identified Critical Facilities; operations during the restoration phase of the event; and lessons learned - both strengths of PGE's response and opportunities for improvement. The report also summarizes metrics of successful execution for all of the above.

¹ During the PSPS event, PGE recorded data and event activity using 24-hour time notation: e.g.: 0247= 2:47 am; 2212= 10:12 pm. 24-hour time notation is used throughout this report.

1 Incident Overview

During the period of Sept. 9-11, 2022, critical fire weather conditions led to a PGE PSPS that de-energized all 10 of PGE's identified HFRZs and seven additional POAs identified during the event, as shown in Figure 1. Please Refer to Appendix 1 for a description of the 10 PGE HFRZs.

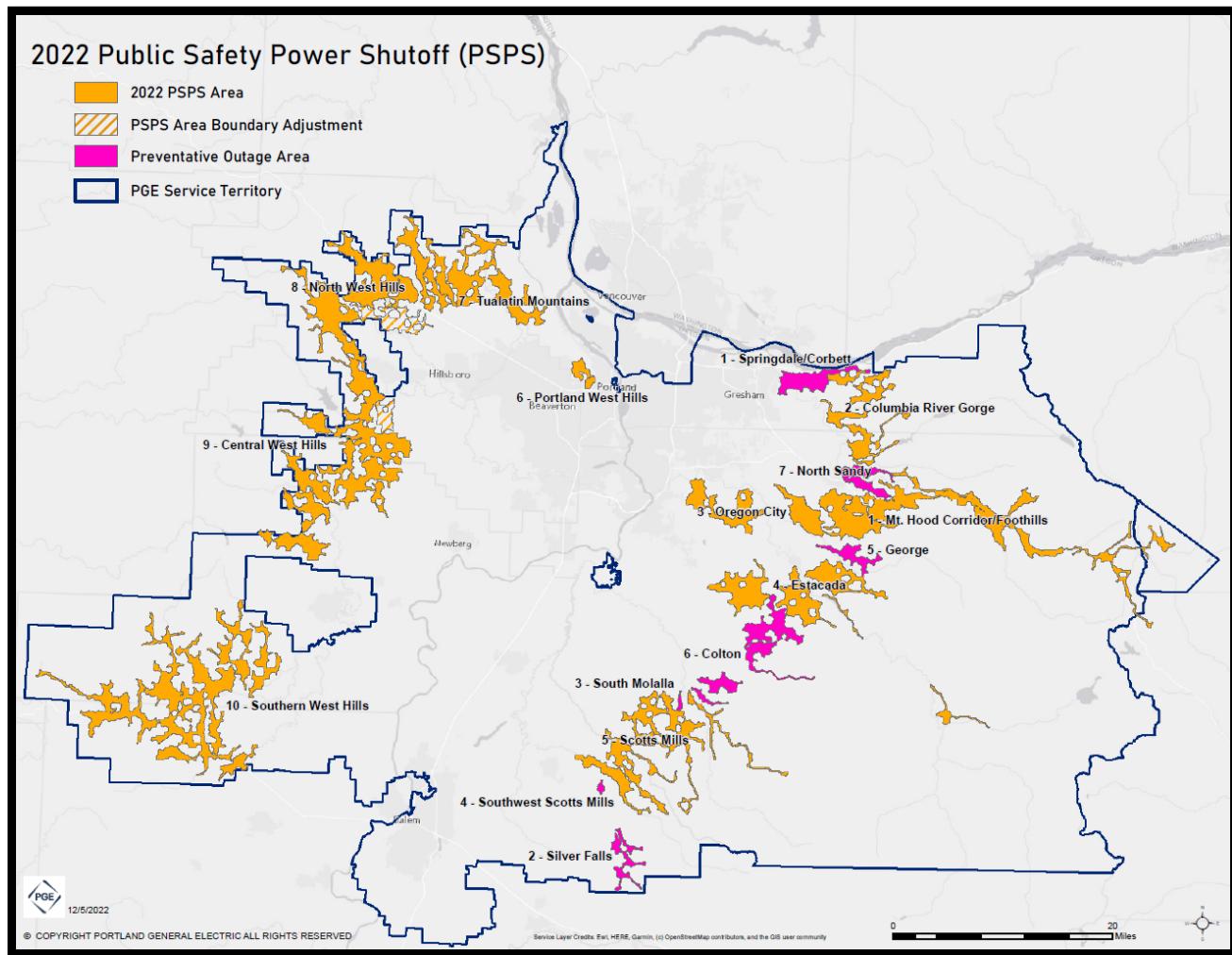


Figure 1: Map of Public Safety Power Shutoff Area & Preventive Outage Areas

As shown in the PSPS Event Timeline (Figure 2), the event began with the de-energization of PSPS Area 1 and POA 3 at 0247 on Sept. 9. It ended with the restoration of power to PSPS Areas 1 and 4 at 2212 on Sept. 11. The longest outage duration was 68 hours in PSPS Area 1 and the shortest was 33 hours in PSPS Area 6:



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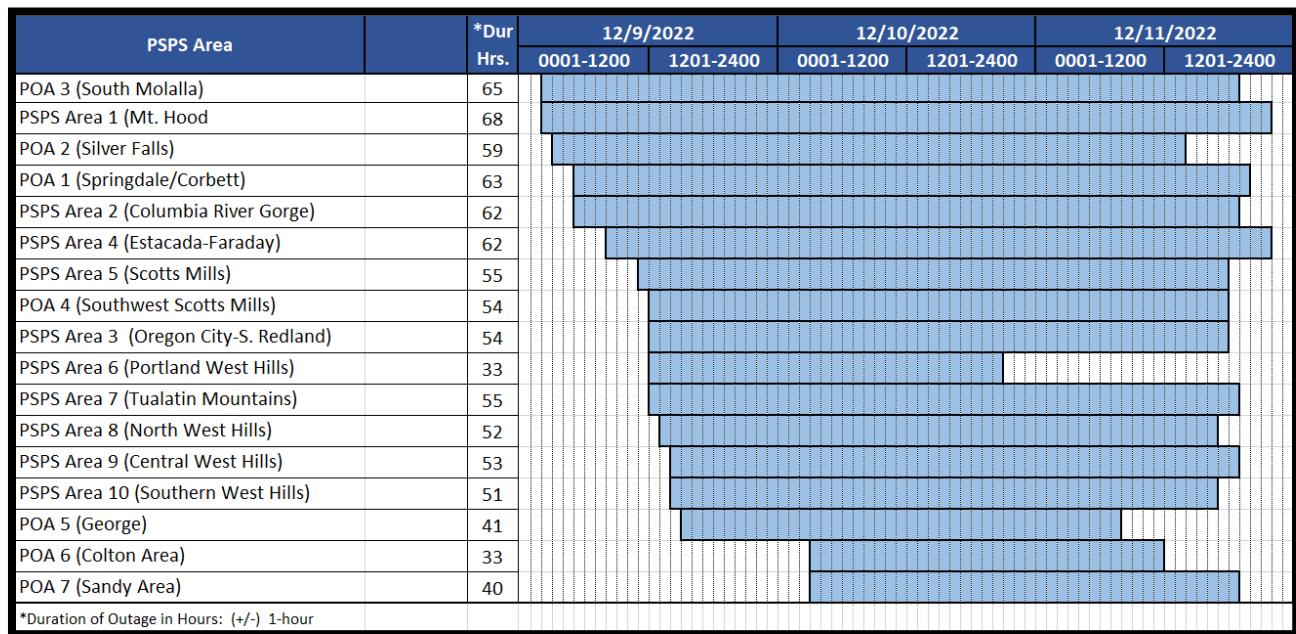
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Figure 2: PSPS Event Timeline



As shown in Figure 3, below, the September 2022 PSPS event impacted 34,994 customer meters (including 599 meters at PGE-Identified Critical Facilities) at the peak of the event.



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Figure 3: Customer and Critical Facility Meters Impacted

PSPS Number	PSPS Name	Total Customer Meters	Critical Facility Meters
1	Mt. Hood Corridor/Foothills	9296	174
2	Columbia River Gorge	524	10
3	Oregon City-S. Redland	1677	39
4	Estacada-Faraday	2442	51
5	Scotts Mills	1752	22
6	Portland West Hills	845	43
7	Tualatin Mountains	1510	21
8	North West Hills	3157	37
9	Central West Hills	4684	61
10	Southern West Hills	5911	103
PSPS Totals		31798	561
POA Number	POA Name		
1	Springdale/Corbett	886	14
2	Silver Falls	200	2
3	South Molalla	124	0
4	Southwest Scotts Mills	28	1
5	George	243	1
6	Colton Area	1060	14
7	Sandy Area	655	6
POA Totals		3196	38
PSPS/POA Totals		34994	599

The monitoring, planning and notifications phases of the September 2022 PSPS event began on Tuesday, Sept. 6, when the National Weather Service (NWS), and PGE meteorologists began forecasting critical fire weather conditions (heat, low relative humidity and fuel moisture content, with strong offshore winds) throughout PGE's service territory. The extreme weather conditions were expected to begin Friday, Sept. 10.

At 0800 on Sept. 6, PGE placed its Corporate Incident Management Team (CIMT) on standby. PGE activated its PSPS Assessment Team (PAT) and convened the group's initial briefing at 1100 that day. At 1500, PGE fully activated its CIMT, with the first full CIMT shift beginning at 0600 on Sept. 7. PGE's Business Continuity & Emergency Management (BCEM) team established the Emergency Operations Center (EOC) for the event at PGE's Integrated Operations Center. At 1300 on Sept. 7, PGE's Incident Commander (IC) escalated PGE's posture to Level 3 - Elevated (PSPS Likely).



By Thursday, Sept. 8, weather models throughout the region confirmed the forecast of steady east-northeast winds of 10-25 mph with gusts up to 55 mph on exposed ridges from the Cascades to the Coast Range, beginning at midnight on Sept. 9. The NWS issued Red Flag Warnings (RFW) impacting all 10 of the HFRZs identified in PGE's 2022 Wildfire Mitigation Plan.

During the course of the September PSPS event, in partnership with PGE's Public Safety Partners, the CIMT identified seven additional POAs (listed below) -- preventive power outages to help reduce the risk of wildfire. These areas were at high risk of fire given unique and extreme weather conditions, including strong wind gusts of up to 35-40 MPH.

Preventative Outages Areas (POAs) -- September 2022 PSPS Event

1. Springdale/Corbett
2. Silver Falls
3. South Molalla
4. Southwest Scotts Mills
5. George
6. Colton
7. Sandy

Meteorological conditions manifested as forecasted in the early morning hours of Sept. 9, triggering PSPS execution and causing wind damage to PGE infrastructure. High winds began to subside by the morning of Sept. 10, and field crews were able to begin patrolling, inspecting lines, making necessary repairs, and restoring power to the impacted areas.

Based on the best available data at the time, PGE reported that the peak number of customer meters out due to PSPS was approximately 37,000. During an active event PGE's outage management systems are being updated through multiple channels. Because of this challenge, we have standard outage classification clean-up and correction processes that provide a more accurate number after the event. As PGE continued to correct outage classification data following the PSPS event, the more accurate number proved to be approximately 35,000 customer meters de-energized. The original 37,000 peak count included customer meters located outside the PSPS Areas which were out due to other factors (e.g., weather, equipment failure, and vegetation causes).

During the peak of the power restoration on Sunday, Sept. 11, PGE deployed nearly 500 operational personnel, including 112 PGE contractors and mutual assistance crew members. Severe meteorological conditions generated 96 wire-down repairs, 21 transformer replacements, and 11 pole replacements across PGE's service territory. Power was fully



restored to all impacted PSPS Areas and POAs by 2212 on Sept. 11. Figure 4 summarizes PSPS operational statistics from the event:

Figure 4: PSPS Operational Statistics

Customer Call Stats	Statistic
Calls Offered to Advisors	22,558
Calls Answered by Advisors	21,707
Abandoned Calls	851
Escalated calls	770
Call Center Staff – Peak Calls	147
Community Resource Centers	
Customers Assisted	2,500 (approximation)
Cases of Water Distributed	800 (approximation)
Bags of Ice Distributed	3,200 (approximation)
Employees who worked at center	50
Mutual Assistance Crews	
BC Hydro – Distribution Crews	2
Snohomish PUD – Distribution Crews	2
Avista – Distribution Crews	2
PG&E Contract Crews – Distribution Crews	10
Contract Crews	
Contract Dock Crews	19
Number of Crews Worked Event	
Circuit Captains	11
Line Crews	104
Vegetation Management Crews	96
Safety	
Minor Injuries/First aid needed	0
Minor Vehicle Incident	1
Equipment Repaired or Replaced	
Poles Replaced	11 ea.
Wire Cable Replaced	3955 ft.
Transformers Replaced	21 ea.



2 Decision-Making Process

2.1 PGE's PSPS Decision-Making Process

During its declared Fire Season, PGE closely monitors and communicates regional weather and wildfire situation/status to operational leadership. Through real-time situational awareness monitoring, PGE can tailor operational and system changes during fire season, thereby increasing safety and operational efficiency.

Year-round, PGE conducts a Daily (Monday-Friday) Operations Call, expanded to include weekend briefings during periods of extreme fire hazard conditions. During PGE-declared fire season, this daily briefing includes, but is not limited to:

- Fire weather forecasts and fire potential specific to PGE's service territory
- Reporting of National Weather Service (NWS)-issued Fire Weather Watches and/or Red Flag Warnings
- Summary of current regional fire activity
- Discussion of PGE's current PSPS Decision Level (if applicable).

The figure below provides a visual overview of PGE's typical operations during the various phases of a PSPS event.

What happens during a PSPS event

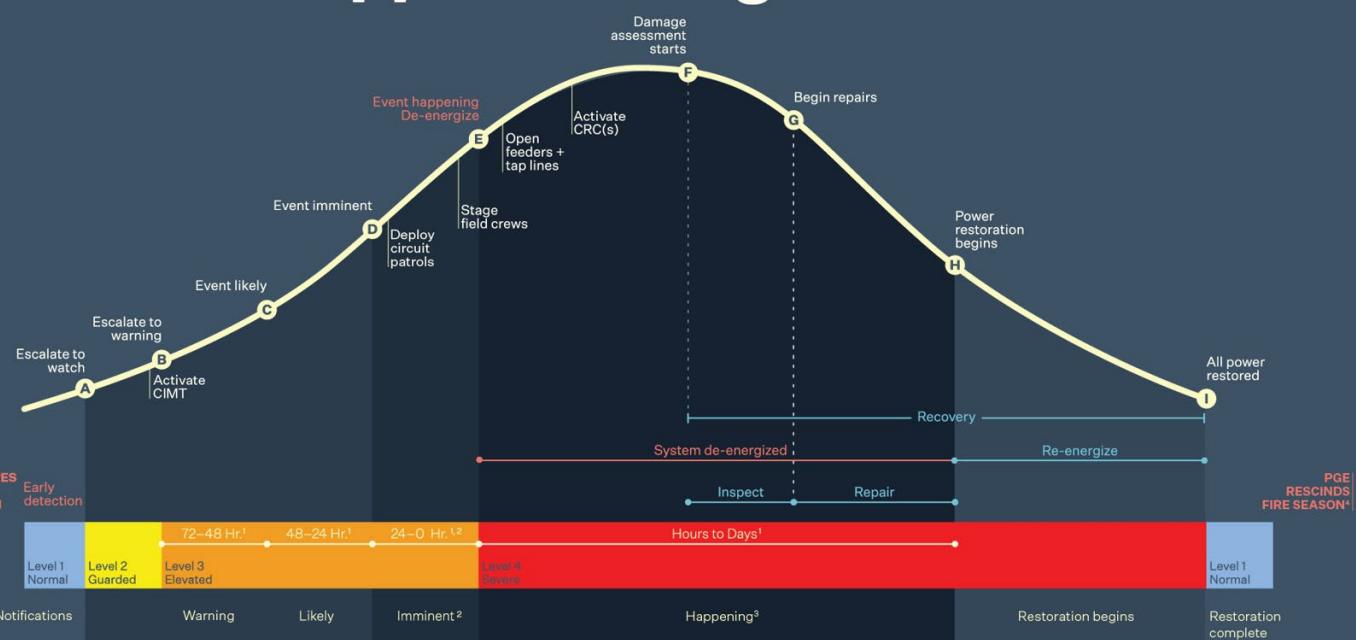


Figure 5: PSPS Event Levels

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PGE closely monitors changing or deteriorating weather conditions, regularly communicating critical updates to affected business units and exchanging information and updates with external Public Safety Partners such as fire agencies, district foresters, and dispatch centers. These partnerships provide PGE with specific, granular situational awareness, assistance with forecast modeling validation, fire suppression resource pre-positioning, and activity/growth updates for fires in proximity to PGE assets.

2.2 PSPS Incident Flow/Cadence

As illustrated in Figure 2, the PSPS decision-making and operational process initiates when PGE escalates from Level 1 – Normal to Level 2 – Guarded (PSPS Watch). At each phase in the PSPS process, PGE initiates required communications with Public Safety Partners, the ESF-12, customers, and stakeholders.

No single factor dictates PGE's decision to initiate a PSPS – the de-energization decision is based on a consideration of multiple environmental conditions. PGE's Director of Wildfire Mitigation & Resiliency (WM&R) makes the decision to escalate to Level 2 – Guarded (PSPS Watch), taking into consideration information provided in the Daily Operations Call, among other factors². At this time, the Corporate Incident Management Team (CIMT) activates its PSPS Assessment Team (PAT).

Once the escalation to Level 2 -- Guarded has taken place, the CIMT Incident Commander (IC) is responsible for the decision to escalate to Level 3 – Elevated (PSPS Warning). This occurs when meteorological and fire potential assessments indicating a high potential for increased wildfire risk remain constant or escalate. Escalation to Level 3 -- Elevated means that a PSPS event is possible within the next 72 hours. PGE's Public Information Officer (PIO) function is activated (and initiates communications processes) at the Level 3 -- Elevated stage, as is the full CIMT.

The Elevated level is divided into three sequential, time-boxed phases, each representing an escalated state of readiness. At each of these phases, PGE issues notifications guided by the recipient lists, content specifications and timelines required under OAR 860-300-0050.

- **PSPS Warning:** 72-48 hours prior to de-energization
- **PSPS Likely:** 48-24 hours prior to de-energization
- **PSPS Imminent:** 4-1 hours prior to de-energization

² Meteorological conditions, fire potential indices, fuel and fire behavior advisories, Haines Index values, and the ODF's Significant Fire Potential ratings all play a role in the escalation/de-escalation decision.

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If environmental conditions stay the same or continue to deteriorate, the IC, in consultation with the CIMT, PGE Operations, Director of WM&R and others, will recommend escalation to Level 4 – Severe (PSPS Event) and propose a de-energization time. The IC will ask the PGE Officer-In-Charge (OIC) for final approval for de-energization.

2.3 Decision-Making During the September 2022 PSPS Event

PGE assessed data (wind, temperature, fuel moisture, and relative humidity) from 59 PGE and regional weather stations across its service territory during the decision-making process leading up to the September 2022 PSPS event. By Sept. 6, conditions on the ground, combined with meteorological forecasts from multiple sources, indicated that all PGE HFRZs were on track to reach the pre-established factors triggering an escalation to Level 2 -- Guarded (PSPS Watch) status.

By Thursday, Sept. 8, models throughout the region confirmed the forecast of steady east-northeast winds of 10-25 mph with gusts up to 55 mph on exposed ridges from the Cascades to the Coast Range, beginning at midnight on Sept. 9. The NWS issued Red Flag Warnings (RFW) impacting all 10 PGE HFRZs. Forecasted meteorological conditions materialized in the early morning hours of Sept. 9, and PGE began PSPS execution.

By 1800 on Sept. 9, wind gust measurements in nine of the 10 HFRZs averaged 22.9 mph. Average fuel moisture content was at the lowest point observed in more than 12 months, six times lower than average for this point in the season. Daytime relative humidity showed an average value of 17 percent across the 10 HFRZs. Wind gusts eventually reached 52 mph in some areas of PGE's service territory.

In addition to the observed and forecasted fire weather conditions, PGE's situation/status (internal) briefings and Public Safety Partner (external) coordination calls confirmed that other conditions would continue to escalate over the next 24 hours, including fuel modeling, Critical Burn Environment, and Oregon Department of Forestry (ODF) fire potential risk levels. During the period of the PSPS event, ODF's Energy Release Component (ERC) index, one of the most significant PSPS data points, neared historic highs for the Northwest Oregon and North Cascades regions, exceeding ODF's "Extreme Risk" criteria.



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Figure 6: Local News - Red Flag Warning

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3 De-Energization Time, Place, and Duration

Early in the first week of September 2022, PGE's operational departments began preparing for a potential PSPS event later in the week.

PGE's Line Operations organization collaborated with personnel at PGE's System Control Center to begin pre-positioning crews and equipment in anticipation of PSPS execution. On Thursday, Sept. 8, crews were provided with cutsheets for the circuits they were assigned to de-energize, and Lead Working Foremen (LWF) began ordering crews to report to their assigned points of isolation to await de-energization orders. PGE dispatched pre-PSPS circuit patrols to report on actual conditions within their assigned PSPS Areas. PGE Engineers updated cutsheets as required and sent them to the LWF. Field crews were informed that the PSPS event would likely impact all 10 of PGE's pre-designated PSPS Areas. Late in the evening of Sept. 8, PGE made the decision to proceed with the PSPS event. At 0247 on Sept. 9, the first PSPS Area (Mt. Hood Corridor) was de-energized. By 1430 on Sept. 9, all 10 PSPS Areas had been de-energized.

In addition to the 10 PSPS Areas, PGE also de-energized seven POAs as an extra precaution to prevent potential utility-caused ignitions. The POAs were identified by the CIMT in response to updated meteorological and system topology data during the event. Because the POAs had not been identified prior to the event, PGE worked closely with Public Safety Partners and other external stakeholders to notify and minimize impacts to customers.

The following figure shows the timeline under which de-energization was executed during the September 2022 PSPS event:



Summary of PSPS Area/POA De-energization				
PSPS Area/POA	Date of De-energization	Time De-energization Initiated	*Dur Hrs	
PSPS Area 1 (Mt. Hood Corridor/Foothills)	09/09/22	0247	68	
PSPS Area 2 (Columbia River Gorge)	09/09/22	0502	62	
PSPS Area 3 (Oregon City-S. Redland)	09/09/22	1206	54	
PSPS Area 4 (Estacada-Faraday)	09/09/22	0816	62	
PSPS Area 5 (Scotts Mills)	09/09/22	1109	55	
PSPS Area 6 (Portland West Hills)	09/09/22	1215	33	
PSPS Area 7 (Tualatin Mountains)	09/09/22	1232	55	
PSPS Area 8 (North West Hills)	09/09/22	1315	52	
PSPS Area 9 (Central West Hills)	09/09/22	1429	53	
PSPS Area 10 (Southern West Hills)	09/09/22	1430	51	
POA 1 (Springdale/Corbett)	09/09/22	0500	63	
POA 2 (Silver Falls)	09/09/22	0308	59	
POA 3 (South Molalla)	09/09/22	0245	65	
POA 4 (Southwest Scotts Mills)	09/09/22	1154	54	
POA 5 (George)	09/09/22	1442	41	
POA 6 (Colton Area)	09/10/22	0432	33	
POA 7 (Sandy Area)	09/10/22	0406	40	
*Duration of Outage in Hours: (+/-) 1-hour				

Figure 7: De-energization Timetable by PSPS Area/POA, Sept 2022

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4 PSPS Notifications

4.1 Notifications Guidance From 2022 PSPS Plan

Please refer to Sections 11.2 (Wildfire Information & Awareness Strategy) and 11.5 (PSPS Notification Strategies) of PGE's 2022 Wildfire Mitigation Plan for details regarding PGE's notifications strategy.

PGE's strategy called for engaging with media representatives at strategic times and providing updates timed to news cycles, to invite coverage that was timely, on-point and provided key information to customers in advance of the major phases of the PSPS event.

4.2 Notifications During the September 2022 PSPS Event

During the September 2022 PSPS event, staff from PGE's Communications, Business Continuity & Emergency Management, Government Affairs/Local Government Affairs, Diversity, Equity & Inclusion, and other organizations worked around the clock to keep customers and other stakeholders informed, provide situational awareness, and meet the notifications requirements defined under OAR 860-300-0050.

As PGE moved through the notification phases (Event Likely, Imminent, Happening, Restoration Begins and Restoration Complete), PGE issued press releases via the FlashAlert service, reaching 280 media outlets and public safety organizations. Additionally, PGE shared social media updates via Twitter and Facebook, again timed to PSPS phase. The PGE website was also updated regularly to reflect the current phase of the event.

Figures 8, 9, 10 and 11 summarize email notifications that PGE sent to customers in the PSPS Areas and the POAs identified once the September 2022 PSPS event was underway.

As shown in Figure 8, PGE issued multiple "Imminent" notifications to customers in PSPS Areas 1 and 4. This was due to the fact that, under OPUC rules, PGE is required to notify customers 1-4 hours prior to the start of the PSPS event; however, actual meteorological conditions did not meet the forecasted levels, and PGE repeatedly delayed de-energization in those PSPS Areas. That is why they received multiple notifications.

Notifications to the POAs are not specifically addressed in the OPUC's PSPS notifications rules. However, PGE made efforts to abide by the spirit of the OPUC's notifications requirements, opting to the extent possible to err on the side of more notifications rather than less.



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Event Order	Message	Audience	Approximate Notification Timeline (+/- 15 minutes)				
			PSPS Area 1	PSPS Area 2	PSPS Area 3	PSPS Area 4	PSPS Area 5
Likely 48-72 hrs.	IMPORTANT: Power outage likely in your area	Critical Facilities, Poles	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49
Likely 24-48 hrs.	IMPORTANT: Power outage likely in your area	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13
Pre-Imminent 12-24 hrs.	URGENT: A power outage will happen soon	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30
Imminent 1-4 hrs.	URGENT: A power outage is about to happen	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 1:55	9/9/22 4:36	9/9/22 8:09	9/9/22 1:55	
	URGENT: A power outage is about to happen	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 2:29		9/9/22 11:44	9/9/22 2:29	9/9/22 2:29
	Correction - URGENT: A power outage is about to happen	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 2:50			9/9/22 2:50	9/9/22 7:09
	URGENT: A power outage is about to happen	Critical Facilities, Poles, Non-managed Customers, Residential, Business				9/9/22 7:09	9/9/22 10:09
Happening	SAFETY UPDATE: Your power has been shut off	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 3:17	9/9/22 6:15	9/9/22 13:09	9/9/22 8:14	9/9/22 11:18
24-hour Updates	PSPS Update from PGE	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30
Restoration Begins	We are in the process of restoring your	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/10/22 21:10	9/10/22 21:10	9/10/22 21:10	9/10/22 21:10	9/10/22 18:02
Restoration Complete	Your power has been restored	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:31	9/12/22 0:28

Figure 8: PSPS Email Notifications (Area 1-5)

NOTE: "Poles" denotes entities that may not be PGE customers, but have infrastructure poles that rely on PGE power: for example, telecommunications or cable/internet providers.

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Figure 9: PSPS Email Notifications (Area 6-10)

Event Order	Message	Audience	Approximate Notification Timeline (+/- 15 minutes)				
			PSPS Area 6	PSPS Area 7	PSPS Area 8	PSPS Area 9	PSPS Area 10
Likely 48-72 hrs.	IMPORTANT: Power outage likely in your area	Critical Facilities, Poles	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49	9/7/22 12:49
Likely 24-48 hrs.	IMPORTANT: Power outage likely in your area	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13	9/7/22 22:13
Pre-Imminent 12-24 hrs.	URGENT: A power outage will happen soon	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30	9/8/22 23:30
Imminent 1-4 hrs.	URGENT: A power outage is about to happen	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 11:15	9/9/22 11:15	9/9/22 11:15	9/9/22 11:15	9/9/22 11:15
Happening	SAFETY UPDATE: Your power has been shut off	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 13:27	9/9/22 13:44	9/9/22 13:44	9/9/22 13:44	9/9/22 13:38
24-hour Updates	PSPS Update from PGE	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30	9/9/22 22:30
Restoration Begins	We are in the process of restoring your power	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/10/22 21:10	9/10/22 18:02	9/10/22 18:02	9/10/22 18:02	9/10/22 18:02
Restoration Complete	Your power has been restored	Critical Facilities, Poles, Non-managed Customers, Residential, Business	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28

The email scripts for POA customer notifications during the September 2022 PSPS event were the same as those found in Appendix 6. The following table summarizes emails sent and delivered metrics for the event:

Figure 10: Preventive Outage Areas (POA)

Event Order	Message	Approximate Notification Timeline (+/- 15 minutes)						
		Springdale Corbett	Silver Falls	Southwest Scotts Mills	South Molalla	George	North Sandy	Colton
Likely 24-48 hrs.	IMPORTANT: Power outage likely in your area	9/8/22 19:44	9/8/22 19:44					
24-hour Updates	PSPS Update from PGE	9/9/22 22:56	9/9/22 22:56					
24-hour Updates	PSPS Update from PGE	9/10/22 0:04		9/10/22 0:04	9/10/22 0:04	9/10/22 0:04		
24-hour Updates	PSPS Update from PGE	9/10/22 8:39					9/10/22 8:39	9/10/22 8:39
Restoration Begins	We are in the process of restoring your power	9/10/22 21:43	9/10/22 20:33	9/10/22 21:43	9/10/22 21:43	9/10/22 21:43	9/10/22 21:43	9/10/22 21:43
Restoration Complete	Your power has been restored	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28	9/12/22 0:28



Figure 11: Email Notification Statistics

Audience	Email Sends	Email Deliveries	Email Delivery Rate	Email Open Rate
Residential, Business	112,523	112,183	99.70 %	63.10 %
Critical Facilities	3,408	3,372	99.10 %	31.89 %
Poles	774	765	98.84 %	41.96 %
POA	5,682	5,654	99.51 %	60.52 %

4.3 Utility-Identified Critical Facilities

PGE provided notifications to 442 owners of Utility-Identified Critical Facilities (including 27 Owners of Communications Facilities) during the September 2022 PSPS event. Please refer to Figures 8 and 9, above, for information about the timing and cadence of these notifications.

4.4 Public Safety Partners

Public safety notifications delivered by Public Safety Partners provided notice to impacted communities, augmenting the previously discussed customer-facing communications platforms. During the September 2022 PSPS, PGE coordinated the delivery of PSPS-related notifications with county and state emergency management staff responsible for administering public alerting programs. County emergency managers can deploy public alerts using the Everbridge public warning platform, which delivers targeted, address-based text messaging to individuals located within zones impacted by natural disasters and other events.

Most residents in PSPS Areas 1-10 received an Everbridge "Event Likely" alert at 0950 on Sept. 8, followed by an "Event Imminent" alert at 2030 the same day. Due to the staggered timing of restoration across the various PSPS Areas, the introduction of POAs and the saturation of other alerts and media coverage surrounding the PSPS event, PGE and its Public Safety Partners elected not to use the Everbridge system for the "Restoration Begins" alert.

PGE also provided direct email updates to Public Safety Partners at various phases of the PSPS event (see Figures 12 and 13, below, for examples):

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Subject: PGE CIMT Activation
Date: Wednesday, September 07, 2022 9:06:00 AM
Attachments: [image003.png](#)
Importance: High

Emergency managers,

We are reaching out to inform you that Portland General Electric's Corporate Incident Management Team (CIMT) has been activated in anticipation of fire weather and Public Safety Power Shutoff (PSPS) conditions that we are monitoring for this weekend. Please stay tuned for an invite to our initial public safety coordination call at 10 am today.

Figure 12: Public Safety Partner Email Content

Subject: Public Safety Partner coordination call

Public Safety Partners,

Please join us for an initial Public Safety Partner coordination call to discuss PGE's response to anticipated high wind and Public Safety Power Shutoff (PSPS) conditions that we are monitoring for this weekend. Please see agenda below. Be advised that communications are also taking place for other government officials and key customers in your area.

Agenda

- * Welcome
- * Weather update
- * Fire conditions
- * Potential Public Safety Power Shutoff (PSPS) areas
- * Potential wind outages within the service area
- * Potential Community Resource Center (CRC) locations

Microsoft Teams meeting

Figure 13: Public Safety Partner Coordination Call Invitation

4.5 Paid Advertisements

During the September 2022 PSPS event, PGE purchased digital banner advertisements that appeared on various websites targeted to the profile of the desired viewer (in this case, a broad audience reaching everyone 18+ in the PGE service territory). The ads were targeted to reach users within all 10 of the PSPS areas. The ads went live on the following schedule:

- Event Likely (all zones): Sept. 8 (0815)
- Event Happening

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- Sept. 9 (1201) - PSPS Areas 1-5
- Sept. 9 (1249) - All PSPS Areas
- Sept. 10 (0816) - PSPS Areas 1-4, 6

PGE began scaling back its Event Happening advertisements as restoration proceeded on Sept. 10; by 2023 on Sept. 10 PGE paused all Event Happening advertisements.

4.6 Web Updates

PGE updated the PSPS and outage-related content on its www.portlandgeneral.com website at each phase of the September 2022 PSPS event (Watch, Warning, Likely, Imminent, Happening, Restoration, Restoration Complete). In addition, PGE regularly updated web content to display current weather conditions and CRC information (locations, hours of operation). See Appendix 5 for a table of all updates made to PGE's website before and during the event.

The following list summarizes unique site visits to www.portlandgeneneral.com and its wildfire and PSPS-related sub-pages during the period of the PSPS event:

September 7-12, 2022

- 2,893 sessions to <https://portlandgeneral.com/pspis-info>
- 161,707 sessions to <https://portlandgeneral.com/outages-safety/wildfire-outages>
- 5,337 sessions to <https://portlandgeneral.com/en-espanol/apagones-por-incendios-forestales>
- 2,283 sessions to <https://portlandgeneral.com/outages-safety/safety/wildfire-safety>
- 18,394 sessions to <https://portlandgeneral.com/outages-safety/be-prepared>
- 12,456 sessions to <https://portlandgeneral.com/outages-safety/be-prepared/prepare-your-home>
- 1,121 sessions to <https://portlandgeneral.com/en-espanol/prepare-su-hogar>
- 706 sessions to <https://portlandgeneral.com/outages-safety/be-prepared/prepare-your-business>

4.7 Earned Media

PGE issued press releases at the Likely, Imminent, Happening, Restoration Begins and Restoration Complete phases of the September 2022 PSPS. PGE engaged directly with local, regional, and national media throughout, generating a total of 529 stories in top-tier business, regional and local news and broadcast outlets. Most referenced information available on PGE's website. For details and links, please refer to Appendix 2.



PGE's strategy of engaging at strategic times and providing updates timed to news cycles helped effectively generate timely, informative coverage. PGE press releases were distributed via [FlashAlert](#), which reaches 280 newsrooms in Oregon (See Table 8), including non-English-speaking media outlets. The table below shows the date and time each of PGE's PSPS-related press releases were distributed via FlashAlert.

Appendix 3 contains the media releases PGE provided at each phase of the PSPS event.

Figure 14: List of PGE Press Releases During September 2022 PSPS Event

Date/Time	Phase	Press Release Title
9/7/2022 19:45	Likely	PGE Announces Likelihood of Public Safety Power Shutoffs in 10 Areas and Potential for Weather-Related Power Outages
9/8/2022 22:21	Imminent	PGE Solidifies Plans for Public Safety Power Shutoff in 10 PSPS Areas
9/9/2022 16:10	Happening	PGE Shuts Power Off to Help Keep Customers, Communities Safe
9/10/2022 9:29	Non-PSPS	PGE Shuts Off Power in Five New Areas Overnight
9/10/2022 14:56	Restoration Begins	Work Begins to Restore Power for PGE Customers
9/10/2022 19:58	Restoration Begins Update	Work Continues to Restore Power for PGE Customers
9/11/2022 23:42	Restoration Complete	PGE Restores Power to All Customers Impacted by Public Safety Power Shutoff

4.8 Social Media

The following table summarizes PGE's social media posts on Twitter and Facebook at the Likely, Imminent, Happening, Restoration Beginning and Restoration Complete phases of the PSPS. and click/view/share/like metrics during the September PSPS event:

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Figure 15: PGE Social Media Statistics, English & Spanish, September 2022 PSPS Event

PSPS Event Social Media Posts (Eng & Span)						
Site	Posts	Reach	Clicks	Comments	Shares	Likes
Twitter	14	223,216	25,440	732	1,307	608
Facebook	8	304,502	19,819	204	536	594
Total	22	527,718	45,259	936	1,843	1,202

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5 Public Safety Partner, Local & State Government, Tribal, Critical Facilities, & Communications Facilities

5.1 2022 Wildfire Mitigation Plan Guidance on Public Engagement

Please refer to Sections 11.4 (Public Safety Partner Coordination Strategy) and 11.5 (PSPS Notification Strategies) of PGE's 2022 Wildfire Mitigation Plan for details regarding PGE's Public Safety Partner engagement strategy. Throughout the event, CIMT participants from PGE's Business Continuity & Emergency Management (BCEM), Rates & Regulatory Affairs (RaRA), and Government Affairs (GA) organizations conducted direct coordination calls and provided email notifications to the Public Safety Partners, including ESF-12, Local Emergency Management and Oregon Department of Human Services (ODHS).

5.2 Public Safety Partner Engagement

5.2.1 Coordination Call

PGE began its Public Safety Partner engagement process with a coordination call on the afternoon of Sept. 6. PGE started with a list of approximately 70 individual Public Safety Partner contacts; as the event progressed, PGE's contact list grew to approximately 120 individuals. For example, when a state duty officer wasn't part of the original list, they were added. A list of the Public Safety Partners that PGE contacted during the September 2022 PSPS event can be found in Appendix 7.

PGE contacted the Public Safety Partners directly, via email, at various points during the September 2022 PSPS event (please refer to Section 4.2 for examples). In addition, Public Safety Partners were invited to participate in a daily PGE-facilitated Public Safety Partner Coordination Call. Meetings were held every day at 10 AM from Sept. 7-14, and followed a standing agenda (with time for discussion of other issues/circumstances as required):

Public Safety Partner Coordination Call Standing Agenda

- Welcome
- Weather update
- Fire conditions
- Potential Public Safety Power Shutoff (PSPS) areas
- Potential wind outages within the service area
- Potential Community Resource Center (CRC) locations

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5.2.2 Wireless Emergency Alerts (WEA)

Prior to the 2022 wildfire season, PGE developed and exercised a Public Safety Notification Procedure with Public Safety Partners responsible for sending public alerts. Participants weighed the pros and cons of using WEA; both PGE staff and Public Safety Partners agreed to include this method of notification in their portfolio of PSPS notification platforms.

During the September 2022 PSPS event, some jurisdictions supported the planned use of WEA notifications, while others did not due to concerns that it could create confusion. PGE staff, Public Safety Partners, and managers of 911 centers raised concerns about the timing of alerts for some PSPS Areas de-energized during early morning hours – it is problematic for public safety notifications to go out after 9 pm, with the exception of imminent life safety notifications. This concern required adjustments to messaging scripts, often at the last minute.

As expected, the WEA notifications spread beyond their target audience; this led to confusion as some customers located outside the impacted PSPS area received notifications and visited the PGE website or contacted PGE directly to find out whether their power was going to be shut off.

The fact that the September 2022 PSPS event impacted such a wide geographic area led to other utilities (in addition to PGE) notifying customers and other stakeholders of PSPS activities, creating a challenge for counties with multiple electric service providers to manage notifications. This exposed gaps in WEA system functionality. For example, prior to delivering the "PSPS may occur within 24 hours" notification, state emergency management partners convened a coordination call with multiple utilities (including PGE), impacted counties and the ESF 12 to discuss the potential of delivering region-wide WEA alerts rather than a county-by-county approach. Ultimately, the group decided to continue with the county-by-county approach.

5.3 Federal, Local and State Government Engagement

During the September PSPS event, PGE sent notifications to Federal, Tribal, State, County and City representatives, as well as to community-based organizations, food banks and school districts. A record of emails sent to those entities, along with a listing of the organizations contacted, can be found in Appendix 4.

Before, during, and after the September 2022 PSPS event, PGE's Government Affairs/Local Government Affairs organization had 224 separate outgoing email contacts with Local, State and Federal Government and community-based organizations (CBOs), using PGE contact lists for entities including the Oregon Department of Human Services (ODHS), Oregon Department of Transportation (ODOT), Oregon Department of Energy (ODOE), and Oregon Department of Emergency Management (OEM), among others. These contacts occurred at the Level 3 - Elevated (PSPS Warning) phase 72-48 hours prior to the event, Level 3 - Elevated (PSPS Likely) phase 48-24 hours prior, Level 3 - Elevated (PSPS Imminent) phase 4-1 hours prior to the start of the event, at

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the Event In Progress phase (every 24 hours during the event), and at the Re-Energization (multiple daily emails), and Event Complete phases (sent September 11 at 2310). For a complete list of these government and CBO email contacts and a list of the CBOs and school districts PGE contacted during the event, please refer to Appendices 4 and 10, respectively.

5.4 Tribal Engagement

As part of PGE's PSPS notifications strategy, the Confederated Tribes of Grande Ronde Community was notified as part of the Public Safety Partner notifications process. These notifications included direct emails, CRC coordination, and participation in the Public Safety Partner daily information briefing.

5.5 Engagement with Operators of PGE-Identified Critical Facilities

In the leadup to the PSPS event, PGE sent automated notifications to 442 utility-identified Critical Facilities operators to help them analyze and plan for potential de-energization impacts. Notifications were also sent at the Level 3 - Elevated (PSPS Warning) phase 72-48 hours prior to the event, Level 3 - Elevated (PSPS Likely) phase 48-24 hours prior, Level 3 - Elevated (PSPS Imminent) phase 4-1 hours prior to the start of the event, at the Event In Progress phase (every 24 hours during the event), and at the Re-Energization (multiple daily emails), and Event Complete phases (sent September 11 at 2310). A sample notification can be found in Appendix 9. The cadence of these notifications is described in Section 4.2.

5.6 Engagement with Operators of Communications Facilities

In June 2022, PGE sent emails containing a link to geographical information system files regarding areas of anticipated PSPS to Operators of Communications facilities located within the PGE service territory to help them analyze and plan for potential de-energization impacts. The email also included a link to related wildfire information found on the www.portlandgeneral.com website. Please refer to Appendix 8 for a list of recipients. A copy of PGE's June PSPS GIS-Based Platform email is available upon request.



6 Power Restoration

6.1 Power Restoration During September 2022 PSPS Event

By Saturday, Sept. 10, high winds had abated to the point that PGE could begin dispatching inspection crews to begin the Restoration phase of the PSPS event. Crews visually inspected all impacted PGE circuits to identify and repair any damage and verify that re-energization could proceed safely. Fortunately, winds were not severe enough to cause extensive damage – most of the damage PGE crews found was due to downed limbs and trees rendered brittle by the extended drought.

Inspection times varied from 2-6 hours per circuit. Across PGE's service territory, crews found and quickly repaired a total of 3,955 feet of damaged wire cable, 21 damaged transformers and 11 damaged poles. Figures 16 and 17 show examples of storm damage.

Figure 16: Damage to Distribution Pole, September 2022 PSPS Event





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**Figure 17: Fallen Tree Across Power Line**

By 2212 on Sept. 11, crews had restored power to all PSPS Areas and POAs impacted by the event.



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Figure 18: Power Restoration Timetable, September 2022 PSPS Event

Summary of PSPS Area/POA Restoration		
PSPS Area/POA	Date of Power Restoration	Time of Complete Power Restoration
PSPS Area 1 (Mt. Hood Corridor/Foothills)	09/11/22	2212
PSPS Area 2 (Columbia River Gorge)	09/11/22	1944
PSPS Area 3 (Oregon City-S. Redland)	09/11/22	1725
PSPS Area 4 (Estacada-Faraday)	09/11/22	2212
PSPS Area 5 (Scotts Mills)	09/11/22	1840
PSPS Area 6 (Portland West Hills)	09/10/22	2043
PSPS Area 7 (Tualatin Mountains)	09/11/22	1915
PSPS Area 8 (North West Hills)	09/11/22	1645
PSPS Area 9 (Central West Hills)	09/11/22	1915
PSPS Area 10 (Southern West Hills)	09/11/22	1645
POA 1 (Springdale/Corbett)	09/11/22	1921
POA 2 (Silver Falls)	09/11/22	1400
POA 3 (South Molalla)	09/11/22	1840
POA 4 (Southwest Scotts Mills)	09/11/22	1840
POA 5 (George)	09/11/22	0756
POA 6 (Colton Area)	09/11/22	1149
POA 7 (Sandy Area)	09/11/22	1855

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7 Community Resource Centers

7.1 2022 Wildfire Mitigation Plan Guidance on Community Resource Centers (CRCs)

During PSPS events, PGE decides whether to establish CRCs in selected communities to provide critical restoration information, including updates and real-time information, to customers impacted by the outage(s). The CRCs provide other crucial services as well: electronic and/or portable medical device charging, internet access, and clean water and ice, offsetting some of the impacts associated with the PSPS de-energization. Although CRCs are not required under the OPUC rules, PGE believes they are an important factor in minimizing the impacts of PSPS events on the communities we serve.

PGE began the planning process for CRC deployment with the development of its 2022 Mobile Resource Unit Strategy Plan prior to fire season.

PGE pre-identifies multiple potential locations for CRCs within or near each PSPS Area, to provide the flexibility to select the location that best suits customers' needs based on the specifics of the event. Depending on the nature of the event, it may also be possible to serve multiple PSPS-impacted areas from a common CRC location. Pre-identifying multiple CRC locations within each PSPS area gives PGE options if a government agency dictates mandatory evacuations which require the relocation of a CRC. PGE's goal is to locate CRCs as near as possible to the areas impacted by the de-energization, although specific circumstances may make this impractical. Customers located within impacted PSPS Areas receive notifications detailing available CRC locations, hours of operation and services available.

PGE's decision-making process for the potential deployment of CRCs begins during the PSPS Event Likely phase (see Figure 5 for details). PGE notifies Public Safety Partners and Adjacent Public Safety partners as soon as CRC location and activation schedules have been confirmed. PGE strives to have CRCs operational within 24 hours of de-energization and will keep these locations operational as long as there is benefit to the community. This typically means they will be closed the day service is restored.

Please see Figure 19 for a map of the September 2022 PSPS event CRC locations. Figure 20 lists the CRC locations operated by PGE. Additionally, Multnomah, Washington, Clackamas and Yamhill Counties operated resources centers during this event, supported by PGE contributions of bottled water, ice and branded and written materials for distribution to customers.

7.2 CRC Operations During September 2022 PSPS Event

Beginning September 6, when it became apparent that the potential PSPS event would impact multiple HFRZs, PGE's Customer Experience team and its CRC vendor, Fire DAWG, engaged in strategic discussions regarding CRC resource availability and location optimization - how and where to deploy CRC resources to best meet the needs of customers across PGE's service territory.

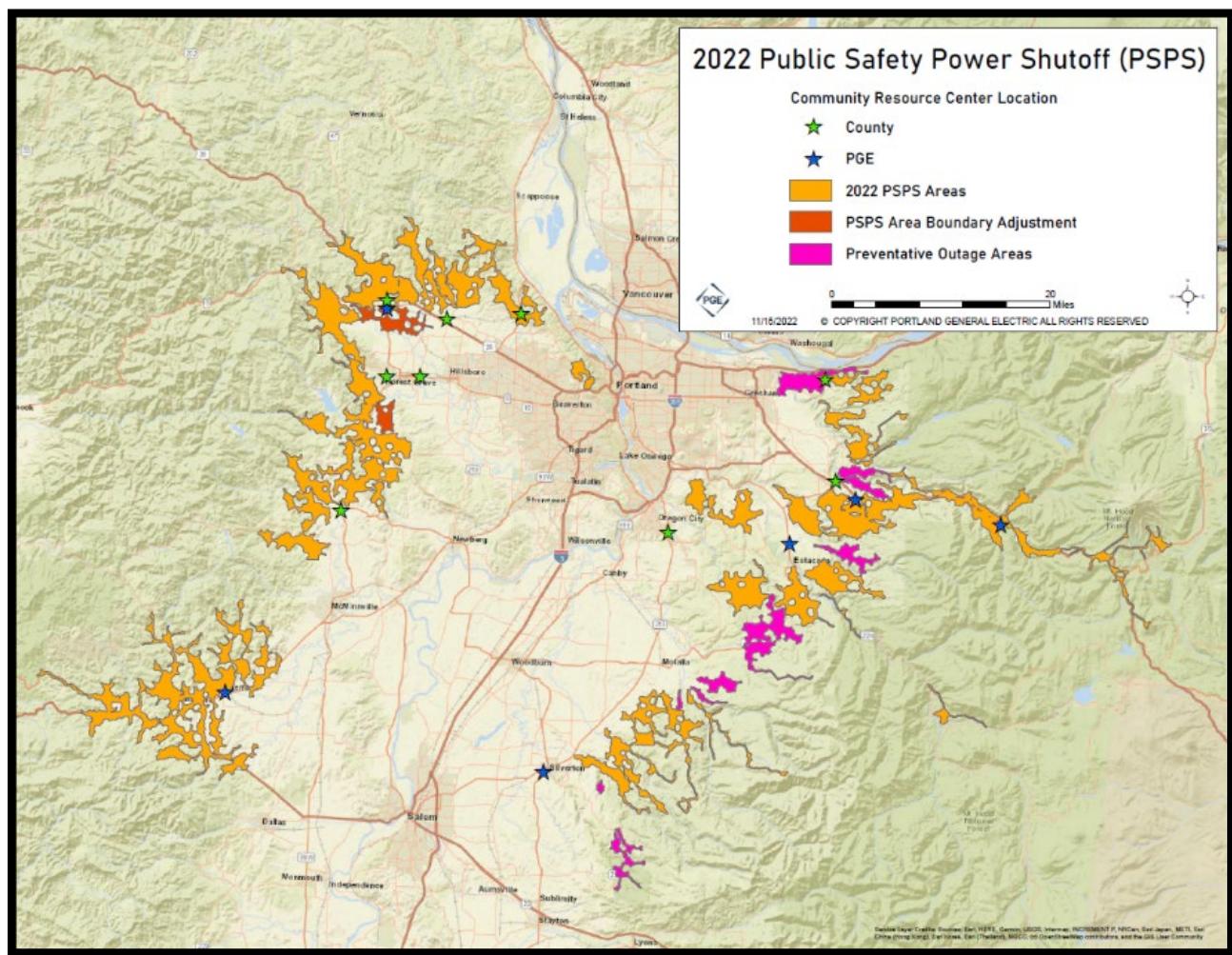


Figure 19: CRC Locations Map, September 2022 PSPS Event

Ultimately, with a total of five Mobile Resource Units (MRUs, or trailers) available from the vendor, PGE identified centralized CRC locations that could, in some instances, provide services to customers from multiple HFRZs. PGE established five CRC locations, supplemented with nine county-run resource centers, for a total of 14 CRC locations (some without trailers)



during the event. On September 7, when PGE escalated to PSPS Warning (Level 3), PGE requested Fire DAWG to begin pre-positioning CRC resources.

Figure 20: PGE Community Resource Centers (CRC)

PGE Community Resource Centers (CRC)					
County	Site Name	Address	Operating Days/Hour	Site Type	Amenities Provided
Marion	Silverton Safeway	301 Westfield St, Silverton	7am -7pm	PGE MRU/CRC	Bottled water, 5lb ice bags, device charging, Wi-Fi, PSPS information
Washington	Banks Jims Thriftway	12350 NW Main St, Banks			
Yamhill	Sheridan High School	433 S Bridge St, Sheridan			
Clackamas	Welches Elementary School	24901 E Salmon River Rd, Welches			
Clackamas	Firwood ElementarySchool	42900 SE Trubel Rd, Sandy*			

*PGE's Estacada CRC location (First Baptist Church) was relocated to Sandy after Day 1 due to a fire.

Figure 20: County-Run Resource Centers

County Community Resource Centers (CRC)					
County	Site Name	Address	Operating Days/Hour	Site Type	Amenities Provided
Multnomah	Corbett Fire Station	36930 E Historic Columbia River Highway, Corbett	N/A	County Run Site	N/A
Multnomah	TVFR West Hills Fire Station	11646 NW Skyline Blvd, Portland			
Washington	North Plains Library	31334 SW Commercial St, North Plains			
Washington	Forest Grove Library	2114 Pacific Ave, Forest Grove			
Washington	Banks Public Library	42461 NW Market St, Banks			
Washington	Cornelius Public Library	1340 N Adair St, Cornelius			
Clackamas	Clackamas Community College	19600 S Molalla Ave, Oregon City			
Clackamas	AntFarm Café and Bakery	39140 Proctor Blvd, Sandy			
Yamhill	Yamhill City Hall	205 S Maple St, Yamhill			

Beginning the morning of Sept. 9 and continuing until the impacted PSPS Area was re-energized, PGE's CRCs staffed by PGE volunteers, operated from 7 am to 7 pm. They provided customers with bottled water, ice, portable device charging, and PSPS event update information. PGE made numerous adjustments to its CRC strategy in response to changing circumstances:

- Moved the Estacada CRC location (Estacada First Baptist Church) to the alternate location in Sandy (Firwood Elementary School) in response to a fire
- Added staff to accommodate unexpectedly high demand in some locations
- Worked with affected counties to provide water, ice, and branded and written materials (signage, t-shirts, brochures etc.) to the government-run sites established to serve the communities located within the seven ad hoc POAs.

In all, PGE's CRC locations served more than 2,500 customers during the PSPS event.

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Figure 21: CRC Volunteers, September 2022 PSPS Event

A representative sample of the customer feedback PGE CRC volunteers received during the event included:

- Customers were grateful for the services provided at CRCs
- Customers wanted more frequent and accurate updates about when their power would be restored
- Customers were frustrated by the fact that their power had been turned off, given the less-severe-than-forecasted meteorological conditions at their location
- Customers were grateful that PGE was present - that CRCs are invaluable and a positive expression of PGE's care for their community.
- Customers were frustrated that a CRC was not established at a specific site location.

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8 Lessons Learned from this Event

8.1 Strengths

8.1.1 Crisis Communications

- PGE, in coordination with external partners, communicated timely and effectively with customers.

8.1.2 Whole Community

- Stakeholder communications were robust and comprehensive
- On-the-fly adjustments to community support strategies were effective
- Working collaboratively with PGE, some counties operated their own resource centers at public locations, while PGE donated supplies to these locations for distribution to impacted communities.

8.1.3 Operations

- Additional recloser installations prior to the event enabled PGE to reduce the September 2022 PSPS event's customer impacts
- The expanded (for 2022) network of PGE weather stations provided an accurate view of meteorological conditions closer to PGE infrastructure when compared to other weather stations in the regional network.

8.2 Opportunities for Improvement

8.2.1 Rule-Required Notifications

- Advise and support Public Safety Partners to host a workshop to clarify cross-jurisdictional coordination responsibilities for alerts and warnings as this event impacted electric utilities beyond PGE.
- PGE and Public Safety Partners should evaluate the use of Wireless Emergency Alerts for PSPS events and define policies and agreements to facilitate its successful and beneficial deployment and reduce "overspray" confusion for notification recipients.

Prior to the 2023 Wildfire Season, PGE will continuously improve our notification and documentation processes.

8.2.2 Operations

- Define additional internal controls for PSPS areas to more precisely align appropriate PSPS boundaries and actual outage areas.

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- Review mitigation tools for PSPS Areas based on experiences from the 2022 PSPS event -- Invest in additional tools and equipment to allow more targeted and automated control of PSPS areas
- Update PSPS area data to include Critical Facilities with consideration for seasonality such as back-to-school dates.
- Create processes to assist with the community support and notifications challenges associated with the dynamic nature of designating POAs, in real-time, during a PSPS event.
- During future PSPS events, PGE will evaluate how to best leverage resources to perform circuit patrols and field weather observations.
- Continue to refine cutsheet development process to enhance PSPS execution.

8.2.3 Whole Community

- Establish and document clear lines of responsibility between PGE and Public Safety Partners for CRCs, locations, and information sharing.
- Evaluate the use of Wireless Emergency Alerts for PSPS events, with our Public Safety Partners, to reduce "overspray" (and, in some cases, "underspray") confusion for notification recipients.
- Assess options to improve the PSPS map functionality and simplify the customer experience.

8.2.4 Community Resource Centers

- Review site locations using updated criteria and finalize contracts for all locations.
- Formalize CRC volunteer strategy, templates, and training.
 - Supplemental employees signed up and trained in advance of the PSPS event.
- Renew contract with CRC vendor for 2023 wildfire season; incorporate vendor recommendations into contract.
- Plan prior to fire season for expanded scenarios – identify CRC locations and ensure that adequate MRUs and supplies are available even if all 10 HFRZs are impacted by a PSPS event.

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9 Appendices

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Appendix 1. Geographic Description of PGE's 2022 PSPS Areas

PSPS Area 1: Mt. Hood Corridor/Foothills

Following the Mt. Hood Highway, this area includes Douglass Ridge, Marmot and Brightwood, Welches, Zigzag, Rhododendron, Government Camp, and other surrounding areas. The Bull Run area north of Sandy is also included in this area.

PSPS Area 2: Columbia River Gorge

Beginning east of the Sandy River near Troutdale, this area includes Springdale, Corbett, Latourell and follows the Sandy River south to include Aims and Bull Run. The northeast corner terminates at Shepperd's Dell State Natural Area.

PSPS Area 3: Oregon City

Covering areas south of the Clackamas River, this area is bordered by Holcomb Creek to the west, Foster Creek to the east and includes Logan, Cedarhurst Park, and portions of Redland.

PSPS Area 4: Estacada

This area includes parts of South Upper Highland Road, including Highland and Upper Highland, and an area along the Woodburn-Estacada Highway and the Clackamas Highway, including Garfield and Dodge, and the recreation area Promontory Park. The southwestern corner of this area follows Clackamas Highway 224 and includes Three Lynx, terminating at Lake Harriet.

PSPS Area 5: Scotts Mills

This area includes Scotts Mills, Wilhoite, Glen Avon, and portions of Butte Creek Road, Abiqua Road Northeast, South Dickey Prairie Road and others. The southwestern corner terminates at the western edge of Santiam State Forest and the furthest east corner follows Pine Creek, terminating south of Emerald Lake.

PSPS Area 6: Portland West Hills

The southern edge of this area is bordered by Sunset Highway 26. The eastern edge borders Macleay Park and the west border closely follows NW Miller Road from Highway 26, terminating south of Bonny Slope. This area includes Sylvan, Green Hills and part of West Slope.

PSPS Area 7: Tualatin Mountains

From NW Pumpkin Ridge Road to the east to NW Newberry Road to the west, this area includes portions of NW Skyline Boulevard, NW Shadybrook Road, NW Collins Road, and others.

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PSPS Area 8: Northwest Hills

This area goes along NW Dersham Road (North of Highway 26) following Dairy Creek past NW Meacham Road, Plentywater Creek, Bump Reservoir and NW Shermans Mill Road. This area also includes Mountaintdale along Highway 6 and Sunset Highway 26, incorporating Manning and Staley's Junction, and terminates on the northwest corners of NW Strassel Road and Nehalem Highway 47. The northwest corner terminates before Buxton on Highway 47.

PSPS Area 9: Central West Hills

This area follows Highway 6, incorporating Glenwood, Kansas City, Gales Creek, Watts. It then continues south along Highway 47, incorporating Stimson Mill, Seghers, Cherry Grove, Gaston, Dellwood, Wapato, Laurelwood, Cove Orchard, Lunnville. This area does not include city of Yamhill but does include Pike and follows northwest along NW Turner Creek Road, terminating at Menafee Park. The southern corner is split across NW Moores Valley Road and NW Puddy Gulch Road, and forks north at NW Rockyford Road and NW Oak Ridge Road. Does not include Fairdale or Carlton.

PSPS Area 10: Southern West Hills

This area follows Highway 18 from Erratic Rock State Natural Site and includes Bellevue, Gopher, Sheridan, Shipley, Willamina, Gold Creek, Valley Junction, Fort Hill, and Grand Ronde. It includes a northwest section from Valley Junction along Hebo Road (Highway 22) and Grand Ronde Agency and Midway. The western corner extends along Hebo Road and terminates before NF-2234 and Conklin Creek. From Gold Creek moving southeast along Willamina-Salem Highway 22, it incorporates Buell and Salt Creek (where the furthest southern edge of the area terminates).



Appendix 2. Earned Media Coverage During September 2022 PSPS Event

Print/Online

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- The Associated Press: [High winds to pose severe wildfire risk in Pacific Northwest \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
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- The Associated Press: [California weather helps firefighters but unleashes floods \[apnews.com\]](#), Sept. 12, 2022



- Notable reprints: [ABC News \[abcnews.go.com\]](#), [Bloomberg News \[bloomberg.com\]](#), [US News and Report \[usnews.com\]](#), [Fox News \[foxnews.com\]](#) and more
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- Portland Monthly: [Rolling Power Outages Are Planned around Portland as East Winds Kick U \[nam02.safelinks.protection.outlook.com\]](#), Sept. 9, 2022
- Portland Tribune: [High fire danger forecasted in Portland, across state \[nam02.safelinks.protection.outlook.com\]](#), Sept. 7, 2022
- Portland Tribune: [PGE shuts off power in five more areas \[pamplinmedia.com\]](#), Sept. 9, 2022
- Portland Tribune: [Red Flag Warning: High fire danger continues Saturday \[pamplinmedia.com\]](#), Sept. 10, 2022
 - Notable reprints: [West Linn Tidings \[pamplinmedia.com\]](#), [The Outlook \[pamplinmedia.com\]](#), [Woodburn Independent \[pamplinmedia.com\]](#) & more
- Power Grid: [After a weekend of PSPS events, PGE says all customers are restored \[power-grid.com\]](#), Sept. 12, 2022
- That Oregon Life: [Air Quality Expected to Improve Soon As 18 Wildfires Still Blaze in Northwest \[thatoregonlife.com\]](#), Sept. 11, 2022
- The Register-Guard: [Oregon wildfire updates: PGE and Pacific Power detail power shutoffs for 42,000 \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
- The Register Guard: [EWEB, Lane Electric to shut off power for thousands in Lane Co. ahead of high winds \[registerguard.com\]](#), Sept. 10, 2022
- Salem Reporter: [With fire risk high, power shutoffs planned Friday, Saturday in Santiam Canyon \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
- The Spokesman-Review: [Wildfire closes Stevens Pass, sends residents and hikers fleeing, and drops ash across Western Washington \[spokesman.com\]](#), Sept. 11, 2022
- Statesman Journal: ['A dangerous week': East winds, storms in Oregon could spread wildfires \[nam02.safelinks.protection.outlook.com\]](#), Sept. 7, 2022
- Statesman Journal: [Power may be cut to 42,000 Oregon homes due to extreme wildfire danger \[nam02.safelinks.protection.outlook.com\]](#), Sept. 7, 2022



- Statesman Journal: [Tips for potential power shutoffs due to Oregon wildfires \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
 - Notable reprints: [The Register-Guard \[nam02.safelinks.protection.outlook.com\]](#)
- Statesman Journal: [Live updates: Power shutoff; Oakridge evacuation; air quality, Sept. 9, 2022](#)
- Statesman Journal: [Live updates: Power outage, wildfire, air quality updates \[statesmanjournal.com\]](#), Sept. 10, 2022
 - Notable reprints: [MSN \[msn.com\]](#), [The Register-Guard \[registerguard.com\]](#) & more
- Salem Statesman Journal: [Wildfire updates: Power returns for some near Salem, Oakridge area \[yahoo.com\]](#), Sept. 11, 2022
 - Notable Reposts: [Yahoo! News \[yahoo.com\]](#)
- The Seattle Times: [Wildfire updates: Evacuations ordered in Skykomish \[seattletimes.com\]](#), Sept. 11, 2022
- Univision Portland: [Early blackouts begin in parts of Oregon to prevent fires \[nam02.safelinks.protection.outlook.com\]](#), Sept. 9, 2022
- Univision Portland: [Emiten aviso de bandera roja para Oregon y suroeste de Wash. por peligro de incendios \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
- Univision Portland: [Power companies announce blackouts to prevent wildfires in Oregon \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
- USA Today: [Intentional power cuts to thousands of people in Oregon may lessen fire danger \[nam02.safelinks.protection.outlook.com\]](#), Sept. 9, 2022
 - Notable reprints: [Yahoo! News \[nam02.safelinks.protection.outlook.com\]](#)
- The Wall Street Journal: [California Wildfires Force Evacuations, While Fire Threat in Oregon Causes Power Shutdowns \[wsj.com\]](#), Sept. 9, 2022
- Willamette Week: [Oregon Electrical Utilities Warn of Possible Power Outages to Prevent Wildfires, Including in Portland's West Hills \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022
- Willamette Week: [Wildfire Smoke Is Turning Portland's Air Orange. Where's It Coming From?, Sept. 10, 2022 \[wweek.com\]](#)
- Yamhill County's News Register: [Willamina schools close; relief center available in Sheridan \[nam02.safelinks.protection.outlook.com\]](#), Sept. 9, 2022
- Yakima Herald-Republic: ['Critical' fire weather in forecast for this weekend; smoke visible in Yakima \[nam02.safelinks.protection.outlook.com\]](#), Sept. 8, 2022

Broadcast Citations

- Full report & clippings are [available HERE \[app.criticalmention.com\]](#)
 - 378 clips as of 9/11 at 4:30 p.m. PT

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Appendix 3. PGE Media Releases from September 2022 PSPS Event

1. PSPS Likely Phase

PGE ANNOUNCES LIKELIHOOD OF PUBLIC SAFETY POWER SHUTOFFS IN 10 AREAS AND POTENTIAL FOR WEATHER-RELATED POWER OUTAGES

Customer safety will drive a decision in the next 24-48 hours

PORLAND, Ore., Sept. 7th, 2022 –Portland General Electric announced that it is monitoring dangerous, high-risk fire conditions and is increasingly likely to call public safety power shutoffs (PSPSs) in 10 areas that are at a higher fire risk, affecting approximately 30,000 customer meters. A PSPS is when PGE turns off power in a limited, high-risk area to help reduce the risk of wildfire and to help protect people, property, and the environment.

PGE is actively monitoring conditions and will make the decision based on factors including wind speed, temperature, humidity and the dryness of trees and brush, field observations and information from local fire departments and agencies. PGE will continue to monitor conditions for the next 24-48 hours and will provide an update. If conditions persist, PGE aims to provide up to four hours of notice before turning off power.

Weather forecasts indicate strong, gusty winds are predicted across PGE's service area, starting as early as Friday morning. "PGE works year-round to help keep our system safe and resilient from wildfire, including managing over 2.2 million trees along 12,000 miles of power lines," said Larry Bekkedahl, senior vice president of Advanced Energy Delivery, PGE. "However, we are expecting extreme winds that could cause outages. We are preparing to have crews at the ready to begin repairing damage following the high winds, as soon as conditions are safe."

The 10 PSPS areas are shown in the map below. Customers in these areas should check portlandgeneral.com/pmps to confirm if their power may be impacted. PGE encourages everyone who may be impacted by a PSPS or a weather-related outage to make an emergency plan and prepare an outage kit using the preparedness information that PGE sent to customers and that is also available on PGE's website.

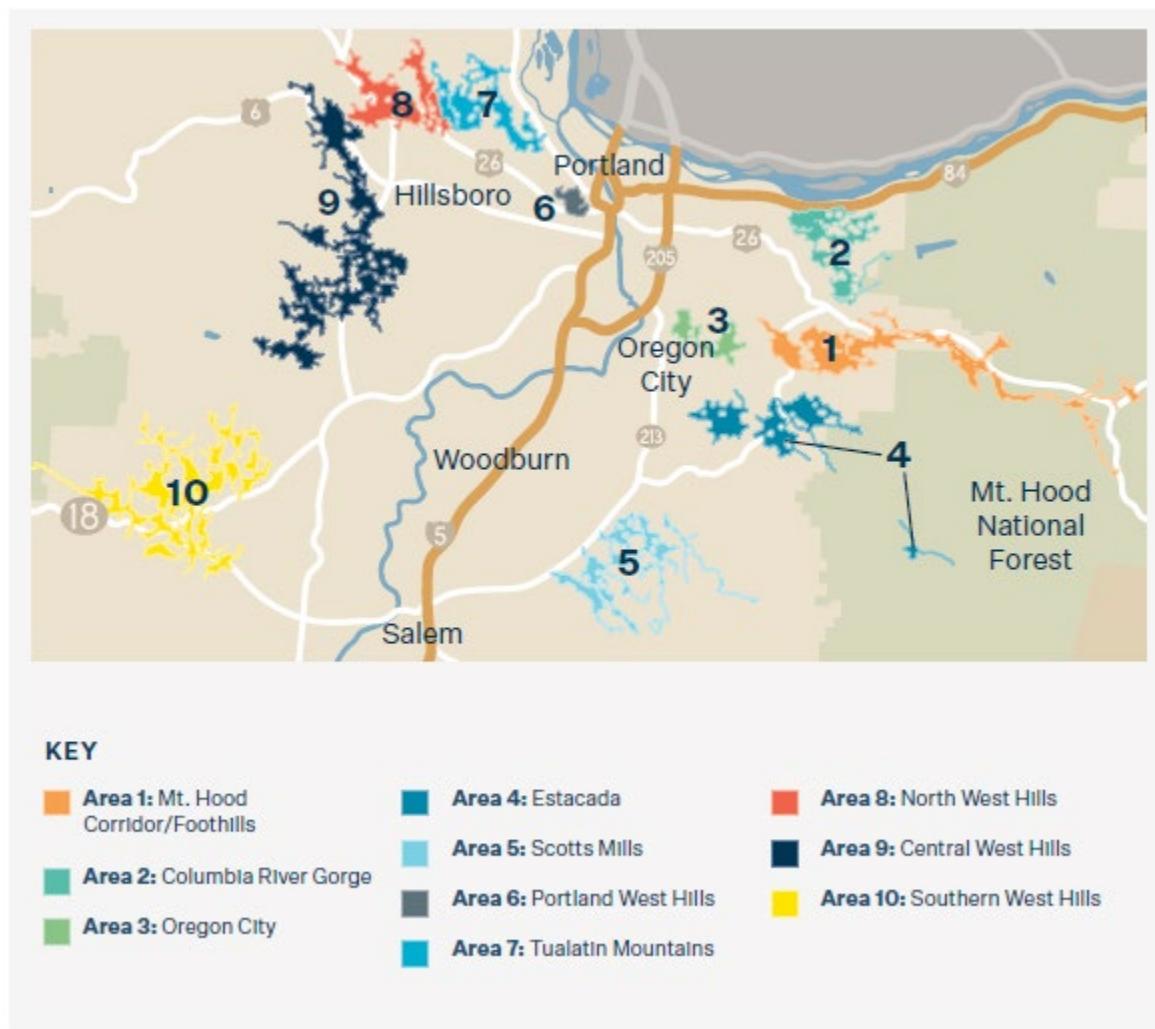
If PGE calls a PSPS in these areas, PGE will shut off power as long as necessary to protect against the risk of fire. A PSPS can last for multiple days. After weather conditions return to normal, PGE will begin to visually inspect its equipment and make any repairs necessary to safely re-energize lines. Based on current information, PGE estimates a PSPS could be called on Friday morning, and power could be out through Saturday night. Assuming this event duration and no damage to our system, power restoration would begin Sunday morning and power to customers could be restored by Monday night.



If PGE calls a PSPS in these areas, Community Resource Centers will likely be opened to provide information, water, ice, Wi-Fi and access to charging for personal electronics. More information will be provided in future updates.

PGE is communicating directly with customers in the impacted areas and will also communicate through the news media, on portlandgeneral.com/pmps and on social media, @PortlandGeneral on Twitter and @PortlandGeneralElectric on Facebook, among other channels.

Customer service is available at 503-228-6322 and service advisors can assist customers in more than 200 languages.



###

About Portland General Electric Company: Portland General Electric (NYSE: POR) is a fully

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integrated energy company based in Portland, Oregon. The company serves approximately 900,000 customers with a service area population of 2 million Oregonians in 51 cities. PGE owns 16 generation plants across Oregon and other Northwestern states and maintains and operates 14 public parks and recreation areas. For more than 130 years, PGE has powered the advancement of society, delivering safe, affordable, and reliable energy to Oregonians. PGE and its approximately 3,000 employees are working with customers to build a clean energy future. Together with its customers, PGE has the No. 1 voluntary renewable energy program in the U.S. PGE is committed to achieving at least an 80% reduction in greenhouse gas emissions from power served to customers by 2030 and 100% reduction by 2040. In 2021, PGE became the first U.S. utility to join The Climate Pledge. For the eighth year in a row PGE achieved a perfect score on the 2021 Human Rights Campaign Foundation's Corporate Equality Index, a national benchmarking survey and report on corporate policies and practices related to LGBTQ workplace equality. In 2021, PGE, employees, retirees, and the PGE Foundation donated \$4.8 million and volunteered 15,760 hours with more than 300 nonprofits across Oregon. For more information visit www.PortlandGeneral.com/news.

Contact Info:

PGE Communications, PGECommunications@pgn.com; 503-464-2067

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2. PSPS Imminent Phase

PGE SOLIDIFIES PLANS FOR PUBLIC SAFETY POWER SHUTOFF IN 10 PSPS AREAS

Given expected weather conditions PGE also asks all customers to prepare for outages

PORLAND, Ore., Sept. 8, 2022 – Due to the imminent high, gusty winds during extreme fire conditions, Portland General Electric announced today that it will initiate a public safety power shutoff (PSPS) for approximately 30,000 customer homes and businesses located in 10 designated PSPS areas and two additional areas with high fire risk. The 10 designated PSPS areas are as follows: Mt. Hood Corridor and Foothills (Area 1); Columbia River Gorge (Area 2); Oregon City (Area 3); Estacada (Area 4); Scotts Mills (Area 5); Portland West Hills (Area 6); Tualatin Mountains (Area 7); Northwest Hills (Area 8); Central West Hills (Area 9); and Southern West Hills (Area 10). In partnership with local officials, we are also planning preventive outages in two additional areas: Silverdale/Corbett and Silver Falls. These actions are a proactive measure to reduce the risk of wildfire during these extreme fire conditions and to help protect people, property and the communities we serve.

Winds are expected to increase overnight at higher elevations and move across our service territory through Friday morning into the afternoon. The most critical weather conditions are

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anticipated for late Friday evening into Saturday morning. Based on current information, PGE estimates public safety power shutoffs in PSPS areas will start Friday morning between 12:00 a.m. and noon. If the event duration is as anticipated and assuming there is no damage to our system, power restoration could begin as early as Saturday evening. Damage to our equipment and/or system could create delays in restoration timing.

Estimated power shut off start times by area for Friday, Sept. 9 are as follows:

- Area 1: 3:00 a.m.-6:00 a.m.
- Area 2: 5:00 a.m.-8:00 a.m.
- Area 3: 8:00 a.m.-11:00 a.m.
- Area 4: 3:00 a.m.-6:00 a.m.
- Area 5: 5:00 a.m.-8:00 a.m.
- Areas 6, 7, 8 and 9: 10:00 a.m.-1:00 p.m.
- Area 10: 11:00 a.m.-2:00 p.m.

In addition, while the following areas are not in the designated high fire risk zones or in the PSPS areas, because of the imminent high winds, the extreme fire conditions currently found in Oregon and in partnership with local officials, the areas of Silverdale/Corbett and Silver Falls will also experience preventive outages. We expect the outages for these two areas to start Friday, Sept. 9 between 5:00 a.m. and 8:00 a.m.

Crews will be standing by, and as weather conditions allow PGE, will begin to physically inspect power lines and equipment and make any repairs necessary to safely restore power. PGE will provide updates at least every 24 hours until all customers regain power through email, text, social media, press releases, and at portlandgeneral.com.

At this time, PGE customers, and particularly those located in the 10 designated PSPS areas should go to portlandgeneral.com/pmps and confirm if power to their address is scheduled to be turned off. After shutoff customers will receive an email and/or text notification confirming we are aware their power is out.

Weather conditions, particularly the high wind, create the potential for outages both within and outside of the high fire risk zones, so we encourage all customers to prepare to activate their emergency plan, gather their outage kit and if they rely on electricity for medical needs, implement their backup plan. Additionally, given the extreme weather conditions, PGE encourages all customers to be aware of their surroundings, pay extra attention to signage and to avoid downed power lines.

To help affected customers and communities during the event, PGE currently plans to open at least 5 Community Resource Centers from 7:00 a.m. to 7:00 p.m. every day, until power is fully restored to the areas. Information, bottled water, ice, access to charging for personal devices and Wi-Fi will be available. More information can be found on portlandgeneral.com/pmps; current planned locations include:

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- Area 1: Welches Elementary School, 24901 E Salmon River Rd, Welches
- Area 1, 2, 3, 4: Estacada Baptist Church, 29101 SE Eagle Creek Rd, Estacada
- Area 5: Silverton Safeway, 301 Westfield St, Silverton
- Area 7,8, 9: Banks Jim's Thriftway, 12350 NW Main St, Banks
- Area 9,10: Sheridan High School, 433 S Bridge St., Sheridan

PGE is communicating directly with customers in the impacted areas and is raising awareness through news media, social media and other channels. Customers can find the latest information on portlandgeneral.com and on social media -- @PortlandGeneral on Twitter and @PortlandGeneralElectric on Facebook. Customers can speak with customer service advisors by calling 503-228-6322. Our advisors can provide assistance in more than 200 languages.

###

About Portland General Electric Company: Portland General Electric (NYSE: POR) is a fully integrated energy company based in Portland, Oregon. The company serves approximately 900,000 customers with a service area population of 2 million Oregonians in 51 cities. PGE owns 16 generation plants across Oregon and other Northwestern states and maintains and operates 14 public parks and recreation areas. For more than 130 years, PGE has powered the advancement of society, delivering safe, affordable, and reliable energy to Oregonians. PGE and its approximately 3,000 employees are working with customers to build a clean energy future. Together with its customers, PGE has the No. 1 voluntary renewable energy program in the U.S. PGE is committed to achieving at least an 80% reduction in greenhouse gas emissions from power served to customers by 2030 and 100% reduction by 2040. In 2021, PGE became the first U.S. utility to join The Climate Pledge. For the eighth year in a row PGE achieved a perfect score on the 2021 Human Rights Campaign Foundation's Corporate Equality Index, a national benchmarking survey and report on corporate policies and practices related to LGBTQ workplace equality. In 2021, PGE, employees, retirees, and the PGE Foundation donated \$4.8 million and volunteered 15,760 hours with more than 300 nonprofits across Oregon. For more information visit www.PortlandGeneral.com/news.

Contact Info:

PGE Communications, PGECommunications@pgn.com; 503-464-2067

3. PSPS Happening Phase

PGE SHUTS POWER OFF TO HELP KEEP CUSTOMERS, COMMUNITIES SAFE

Dangerous conditions, extreme fire danger expected to prolong outage

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PORLAND, Ore., Sept. 9, 2022 – As of 1 p.m. today, PGE turned off power to approximately 30,000 customer homes and businesses located in 10 designated PSPS areas and two additional areas with high fire risk as a safety measure to help protect people, property and the environment.

The 10 designated PSPS areas are as follows: Mt. Hood Corridor and Foothills (Area 1); Columbia River Gorge (Area 2); Oregon City (Area 3); Estacada (Area 4); Scotts Mills (Area 5); Portland West Hills (Area 6); Tualatin Mountains (Area 7); Northwest Hills (Area 8); Central West Hills (Area 9); and Southern West Hills (Area 10).

In partnership with local officials, PGE also implemented preventive outages in two additional areas: Silverdale/Corbett and Silver Falls. PGE turned off power in these limited areas with higher risk of fire in response to unique and extreme weather conditions. If there is need identified by PGE and emergency responders to proactively shut off power in other areas to protect people and property, we will do so.

If the event duration is as anticipated and assuming there is no damage to our system, power restoration could begin as early as Saturday evening. Damage to our equipment and/or system could create delays in restoration timing. To help reduce the impact on affected customers and communities, PGE will provide updates at least every 24 hours until power is fully restored.

PGE Community Resource Centers are open from 7:00 a.m. to 7:00 p.m. every day, until power is fully restored to the areas. Information, bottled water, ice, access to charging for personal devices and Wi-Fi will be available. More information can be found on portlandgeneral.com/pbps; locations include:

- Area 1: Welches Elementary School, 24901 E Salmon River Rd, Welches
- Area 1, 2, 3, 4: Estacada Baptist Church, 29101 SE Eagle Creek Rd, Estacada
- Area 5: Silverton Safeway, 301 Westfield St, Silverton
- Area 7,8, 9: Banks Jim's Thriftway, 12350 NW Main St, Banks
- Area 9,10: Sheridan High School, 433 S Bridge St., Sheridan

The State of Oregon and several counties are also providing resources. Call 2-1-1 or 1-866-698-6155 for a complete list of resources in your area.

PGE will monitor conditions and as soon as weather conditions return to normal, will begin inspecting all power lines and equipment to make necessary repairs so lines and equipment can be safely re-energized. PGE, contract and mutual assistance crews are preparing the system for restoration and responding to unplanned outages caused by high gusty winds, and when weather normalizes, will work as quickly as safety allows to restore power.

PGE will continue communicating directly with customers in the impacted areas and will

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share information with news media, social media and other channels. Customers can find the latest information on portlandgeneral.com/pmps, by following PGE on social media -- @PortlandGeneral on Twitter and @PortlandGeneralElectric on Facebook or by calling customer service at 503-228-6322. Our advisors can provide assistance in more than 200 languages.

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4. Preventative Outage Area De-Energization Announcement

PGE SHUTS OFF POWER IN FIVE NEW AREAS OVERNIGHT

High winds and emergency response necessitate unplanned outages

PORLAND, Ore., Sept. 10, 2022 – As of 5:00 a.m. today, PGE has turned off power in limited portions of five new areas, increasing the total number of preventive power outages to help reduce the risk of wildfire to seven since early Friday morning. We currently have a total of approximately 37,000 customer homes and businesses currently without power.

The five new preventive power outages occurred in limited portions of Southwest Scotts Mills, South Molalla, George, Colton and Sandy, affecting approximately 1,675 customers. These areas were at higher risk of fire given unique and extreme weather conditions including strong wind gusts of up to 40 MPH, which also necessitated a location change for

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one of PGE's Community Resource Center locations. De-energization decisions are made in partnership with local government partners and fire agencies to help protect people and property by mitigating fire potential as strong dry winds, low relative humidity and an unstable atmosphere exacerbate fire conditions statewide.

Current forecasts predict extreme weather conditions to subside this afternoon. Unless conditions change and assuming no damage to PGE's system, power restoration could begin as early as this evening. Damage to our equipment and/or system could delay efforts to restore power to customers. PGE will continue providing updates at least every 24 hours until power is fully restored.

To help reduce the impact on affected customers and communities, PGE Community Resource Centers will remain open from 7:00 a.m. to 7:00 p.m. every day, until power is fully restored to the areas. Information, bottled water, ice, access to charging for personal devices and Wi-Fi will be available. More information is available on portlandgeneral.com/pbps; locations include:

Welches Elementary School, 24901 E Salmon River Rd, Welches

Firwood Elementary School, 42900 SE Trubel Rd, Sandy

Silverton Safeway, 301 Westfield St, Silverton

Banks Jim's Thriftway, 12350 NW Main St, Banks

Sheridan High School, 433 S Bridge St., Sheridan

The State of Oregon and several counties are also providing resources. Call 2-1-1 or 1-866-698-6155 for a complete list of resources in impacted areas. As soon as weather conditions safely allow, PGE will begin inspecting all power lines and equipment to make any necessary repairs to lines and equipment so power can be safely turned on. PGE, contract and mutual assistance crews are preparing for restoration and responding to unplanned outages caused by high gusty winds. PGE will continue communicating with customers in the impacted areas and will share information with news media, social media and other channels. Customers can find the latest information on portlandgeneral.com/pbps, by following PGE on social media -- @PortlandGeneral on Twitter and @PortlandGeneralElectric on Facebook or by calling customer service at 503-228-6322. Our advisors can provide assistance in more than 200 languages.

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5. Restoration Begins Phase

WORK BEGINS TO RESTORE POWER FOR PGE CUSTOMERS

Crews at work re-energizing and restoring part of PGE's system following safety-related shutoffs

PORLAND, Ore., Sept. 10, 2022 – Service is starting to come back on for 5,365 Portland General Electric customers in the Southern West Hills and restoration efforts are underway for another 9,385 customers in the Scotts Mills, Central West Hills, North West Hills and Tualatin Mountain areas among 10 Public Safety Power Shutoff (PSPS) areas. Restoration efforts are also underway in Silver Falls, an area where PGE proactively turned power off in response to strong wind gusts and extreme fire conditions to help protect people and communities. Estimated restoration times for these areas will be available on portlandgeneral.com/outages.

Conditions in these areas began returning to normal earlier today, allowing PGE crews, contractors, and mutual assistance crews from Avista, BC Hydro, PG&E and the Snohomish Public Utility District to begin patrolling and visually inspecting all PGE lines and equipment. Repairs were not needed on the main backbone in the Southern West Hills area, allowing power to be turned on for some customers. Restoration is expected to start in PSPS areas including Scotts Mills, Central West Hills, North West Hills and Tualatin Mountain, and in Silver Falls, which was shut off as a preventive measure. Restoration will begin in these areas if patrols and inspections indicate conditions are safe.

Strong winds continue gusting in the remaining five PSPS areas and in six additional areas where PGE implemented preventive power shutoffs in partnership with local government officials and fire agencies. Current weather conditions are stabilizing in our southwest service area, however gusty winds near Mt. Hood are anticipated to bring extreme conditions later this evening. When weather conditions allow, crews will begin patrolling, inspecting and repairing any damaged lines and equipment so that power may safely be restored.

Safety is our top concern. PGE appreciates the patience of customers who have been without power and those waiting for their service to be restored and will continue providing updates at least every 24 hours on portlandgeneral.com/pmps. Crews will work as soon as weather allows and then as quickly as safely possible to restore the remaining approximately 17,000 customers affected by PGE's proactive outages.

To help affected customers and communities during the event, PGE currently will continue operating 5 [Community Resource Centers](#) from 7:00 a.m. to 7:00 p.m. every day, until power is fully restored in all areas. Information, bottled water, ice, access to charging for personal devices and Wi-Fi will be available.

- Welches Elementary School, 24901 E Salmon River Rd, Welches

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- Firwood Elementary School, 42900 SE Trubel Rd, Sandy
- Silverton Safeway, 301 Westfield St, Silverton
- Banks Jim's Thriftway, 12350 NW Main St, Banks
- Sheridan High School, 433 S Bridge St., Sheridan

The latest information and updates are available on portlandgeneral.com/pmps and through customer service at 503-228-6322, where representatives can assist in more than 200 languages. PGE is also providing updates on Facebook and Twitter, in addition to direct communications with customers.

###

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6. Restoration Complete Phase

PGE RESTORES POWER TO ALL CUSTOMERS IMPACTED BY PUBLIC SAFETY POWER SHUTOFF

PGE, contractors and mutual assistance crews complete safety-related inspections, repairs.

PORLAND, Ore., Sept. 11, 2022 – Today, Portland General Electric finalized restoration to customers impacted by the company's proactive public safety power shut-off (PSPS) and preventive power shutoffs implemented on Sept. 9 and 10. These safety measures affecting

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17 areas and approximately 37,000 customers were taken in response to extreme fire conditions and hot, strong wind gusts.

"PGE appreciates our customers' patience as we prioritized the safety of people and communities where we work, live and serve," said Larry Bekkedahl, senior vice president of Advanced Energy Delivery, PGE. "This critical work was completed through close collaboration with community leaders and emergency responders."

Nearly 500 operational personnel including 112 PGE, contractor and mutual assistance crews worked around-the-clock shifts patrolling, inspecting and making necessary repairs to safely restore power from PSPS and preventive outages.

PGE's Community Resource Centers served approximately 2475 people during the course of the event, providing access to charging for personal electronics, Wi-Fi and distributing ice and water.

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**Appendix 4. PGE Local, State, Federal Government and Community-Based Organization Email Contacts During September 2022 PSPS Event, by Event Phase**

Date	Time	Type of Log Item	Activity Information	Organization
9/7/2022	9:53 a.m.	email	likely; 48-72 hours	Governor's office
9/7/2022	9:56 a.m.	email	likely; 48-72 hours	OEM
9/7/2022	10:01 a.m.	email	likely; 48-72 hours	ODOE
9/7/2022	10:26 a.m.	email	likely; 48-72 hours	Congress
9/7/2022	7:22 p.m.	email	imminent; 24-48 hours	Governor's office
9/7/2022	7:27 p.m.	email	imminent; 24-48 hours	OEM
9/7/2022	7:32 p.m.	email	imminent; 24-48 hours	ODOE
9/7/2022	7:30 p.m.	email	imminent; 24-48 hours	Congress
9/8/2022	8:37 p.m.	email	happening; 1-4 hours	Governor's office
9/8/2022	8:38 p.m.	email	happening; 1-4 hours	OEM
9/8/2022	8:39 p.m.	email	happening; 1-4 hours	ODOE
9/8/2022	8:41 p.m.	email	happening; 1-4 hours	Congress
9/8/2022	10:39 p.m.	email	in progress	Governor's office
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	1:01 p.m.	email	in progress	Governor's office
9/9/2022	1:06 p.m.	email	in progress	OEM
9/9/2022	1:08 p.m.	email	in progress	ODOE
9/9/2022	1:12 p.m.	email	in progress	Congress
9/10/2022	12:28 p.m.	email	in progress	Governor's office
9/10/2022	12:31 p.m.	email	in progress	OEM
9/10/2022	12:33 p.m.	email	in progress	ODOE
9/10/2022	12:37 p.m.	email	in progress	Congress



Date	Time	Type of Log Item	Activity Information	Organization
9/10/2022	3:26 p.m.	email	re-energization	Governor's office
9/10/2022	3:32 p.m.	email	re-energization	OEM
9/10/2022	3:35 p.m.	email	re-energization	ODOE
9/10/2022	3:36 p.m.	email	re-energization	Congress
9/10/2022	3:46 p.m.	email	re-energization	Congress
9/10/2022	5:24 p.m.	email	re-energization	Governor's office
9/10/2022	5:25 p.m.	email	re-energization	OEM
9/10/2022	5:26 p.m.	email	re-energization	ODOE
9/10/2022	5:27 p.m.	email	re-energization	Congress
9/10/2022	5:28 p.m.	email	re-energization	Congress
9/11/2022	9:14 a.m.	email	re-energization	Governor's office
9/11/2022	9:15 a.m.	email	re-energization	OEM
9/11/2022	9:16 a.m.	email	re-energization	ODOE
9/11/2022	9:17 a.m.	email	re-energization	Congress
9/11/2022	9:18 a.m.	email	re-energization	Congress
9/11/2022	2:34 p.m.	email	re-energization	Governor's office
9/11/2022	2:34 p.m.	email	re-energization	OEM
9/11/2022	2:35 p.m.	email	re-energization	ODOE
9/11/2022	2:36 p.m.	email	re-energization	Congress
9/11/2022	2:36 p.m.	email	re-energization	Congress
9/11/2022	4:05 p.m.	email	re-energization	Governor's office
9/11/2022	4:06 p.m.	email	re-energization	OEM
9/11/2022	4:06 p.m.	email	re-energization	ODOE
9/11/2022	4:06 p.m.	email	re-energization	Congress
9/11/2022	4:06 p.m.	email	re-energization	Congress
9/11/2022	5:05 p.m.	email	re-energization	Governor's office
9/11/2022	5:05 p.m.	email	re-energization	OEM
9/11/2022	5:06 p.m.	email	re-energization	ODOE
9/11/2022	5:06 p.m.	email	re-energization	Congress
9/11/2022	5:07 p.m.	email	re-energization	Congress
9/11/2022	6:27 p.m.	email	re-energization	Governor's office
9/11/2022	6:28 p.m.	email	re-energization	OEM



Date	Time	Type of Log Item	Activity Information	Organization
9/11/2022	6:28 p.m.	email	re-energization	ODOE
9/11/2022	6:28 p.m.	email	re-energization	Congress
9/11/2022	6:28 p.m.	email	re-energization	Congress
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	9:48 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	9:53 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	9:56 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	9:59 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	10:00 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	10:02 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	10:04 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	10:05 a.m.	email	likely; 48-72 hours	Legislators
9/7/2022	7:38 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:40 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:41 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:43 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:44 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:47 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:48 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:49 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:49 p.m.	email	imminent; 24-48 hours	Legislators
9/7/2022	7:51 p.m.	email	imminent; 24-48 hours	Legislators
9/8/2022	8:50 p.m.	email	happening; 1-4 hours	Legislators



Date	Time	Type of Log Item	Activity Information	Organization
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	10:24 a.m.	email	in progress	Legislators
9/9/2022	12:20 p.m.	email	in progress	Legislators
9/9/2022	12:38 p.m.	email	in progress	Legislators
9/9/2022	1:19 p.m.	email	in progress	Legislators
9/9/2022	1:31 p.m.	email	in progress	Legislators
9/9/2022	1:39 p.m.	email	in progress	Legislators
9/9/2022	1:40 p.m.	email	in progress	Legislators
9/10/2022	3:41 p.m.	email	re-energization	Legislators
9/10/2022	4:50 p.m.	email	re-energization	Legislators
9/10/2022	5:40 p.m.	email	re-energization	Legislators
9/10/2022	5:55 p.m.	email	re-energization	Legislators
9/10/2022	5:58 p.m.	email	re-energization	Legislators
9/10/2022	6:05 p.m.	email	re-energization	Legislators
9/10/2022	6:06 p.m.	email	re-energization	Legislators
9/10/2022	6:09 p.m.	email	re-energization	Legislators
9/10/2022	6:40 p.m.	email	re-energization	Legislators
9/11/2022	9:22 a.m.	email	complete	Legislators
9/11/2022	1:21 p.m.	email	complete	Legislators
9/11/2022	1:27 p.m.	email	complete	Legislators
9/11/2022	4:33 p.m.	email	complete	Legislators
9/11/2022	5:25 p.m.	email	complete	Legislators
9/11/2022	5:43 p.m.	email	complete	Legislators
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	9:47 a.m.	text	likely; 48-72 hours	ODOT
9/7/2022	9:50 a.m.	email	likely; 48-72 hours	ODOT
9/7/2022	9:07 p.m.	email	imminent; 24-48 hours	ODOT
9/8/2022	8:41 p.m.	email	happening; 1-4 hours	ODOT
9/8/2022	8:48 p.m.	text	happening; 1-4	ODOT



Date	Time	Type of Log Item	Activity Information	Organization
hours				
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	11:11 a.m.	email	in progress	ODOT
9/10/2022	1:43 p.m.	email	in progress	ODOT
9/10/2022	4:00 p.m.	email	re-energization	ODOT
9/10/2022	8:12 p.m.	email	re-energization	ODOT
9/11/2022	7:17 p.m.	email	re-energization	ODOT
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/12/2022	8 a.m.	email	complete	ODOT
9/7/2022	9:54 a.m.	email	likely; 48-72 hours	Clackamas county and cities
9/8/2022	8:34 p.m.	email	happening; 1-4 hours	Clackamas county and cities
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	7:58 a.m.	email	in progress	Clackamas county and cities
9/11/2022	5:41 p.m.	email	complete	Clackamas county and cities
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	10:10 a.m.	email	likely; 48-72 hours	ODHS
9/8/2022	7:10 a.m.	email	imminent; 24-48 hours	ODHS
9/8/2022	8:55 a.m.	email	imminent; 24-48 hours	CBO's, schools, food banks
9/8/2022	9:07 p.m.	email	happening; 1-4 hours	ODHS
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/10/2022	3:29 p.m.	email	re-energization	ODHS
9/10/2022	8:51 p.m.	email	re-energization	CBO's, schools, food banks



Date	Time	Type of Log Item	Activity Information	Organization
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/13/2022	8:32 a.m.	email	complete; data provided	ODHS
9/14/2022	11:22 a.m.	email	complete; data provided	ODHS
9/7/2022	9:49 a.m.	email	likely; 48-72 hours	Governor's office
9/7/2022	11:09 a.m.	email	likely; 48-72 hours	Governor's office
9/7/2022	9:27 p.m.	email	imminent; 24-48 hours	Governor's office
9/8/2022	8:33 p.m.	email	happening; 1-4 hours	Governor's office
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	10:22 a.m.	email	in progress	Governor's office
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	10:25 a.m.	email	likely; 48-72 hours	Washington/Columbia counties and cities
9/7/2022	4:59 p.m.	email	imminent; 24-48 hours	Washington/Columbia counties and cities
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	10:03 a.m.	email	likely; 48-72 hours	Marion county and cities
9/7/2022	10:06 a.m.	email	likely; 48-72 hours	Marion county and cities
9/7/2022	10:08 a.m.	email	likely; 48-72 hours	Marion county and cities
9/7/2022	8:14 p.m.	email	imminent; 24-48 hours	Marion county and cities
9/7/2022	8:15 p.m.	email	imminent; 24-48 hours	Marion county and cities



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9/7/2022	8:15 p.m.	email	imminent; 24-48 hours	Marion county and cities
9/8/2022	8:28 p.m.	email	happening; 1-4 hours	Marion county and cities
9/8/2022	8:36 p.m.	email	happening; 1-4 hours	Marion county and cities
9/8/2022	8:37 p.m.	email	happening; 1-4 hours	Marion county and cities
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	10:23 a.m.	email	in progress	Marion county and cities
9/10/2022	3:47 p.m.	email	re-energization	Marion county and cities
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	9:50 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	9:53 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	9:58 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	10:12 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	10:18 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	10:33 a.m.	email	likely; 48-72 hours	Yamhill county and cities
9/7/2022	8:11 p.m.	email	imminent; 24-48 hours	Yamhill county and cities
9/7/2022	8:13 p.m.	email	imminent; 24-48 hours	Yamhill county and cities
9/7/2022	8:14 p.m.	email	imminent; 24-48 hours	Yamhill county and cities
9/7/2022	8:16 p.m.	email	imminent; 24-48 hours	Yamhill county and cities
9/7/2022	8:16 p.m.	email	imminent; 24-48	Yamhill county and



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Date	Time	Type of Log Item	Activity Information	Organization
			hours	cities
9/8/2022	8:28 a.m.	email	happening; 1-4 hours	Yamhill county and cities
9/8/2022	8:32 p.m.	email	happening; 1-4 hours	Yamhill county and cities
9/8/2022	8:43 p.m.	email	happening; 1-4 hours	Yamhill county and cities
9/8/2022	8:46 p.m.	email	happening; 1-4 hours	Yamhill county and cities
9/8/2022	8:53 p.m.	email	happening; 1-4 hours	Yamhill county and cities
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/10/2022	3:21 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:46 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:46 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:47 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:48 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:48 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:49 p.m.	email	re-energization	Yamhill county and cities
9/10/2022	3:51 p.m.	email	re-energization	Yamhill county and cities
9/11/2022	5:19 p.m.	email	complete	Yamhill county and cities
9/11/2022	5:22 p.m.	email	complete	Yamhill county and cities
9/11/2022	5:25 p.m.	email	complete	Yamhill county and cities
9/11/2022	5:27 p.m.	email	complete	Yamhill county and cities
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts



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9/7/2022	10:30 a.m.	email	likely; 48-72 hours	Wasco county
9/8/2022	8:50 p.m.	email	happening; 1-4 hours	Wasco county
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/10/2022	3:50 p.m.	email	re-energization	Wasco county
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	10:27 a.m.	email	likely; 48-72 hours	Hood River county
9/8/2022	8:49 p.m.	email	happening; 1-4 hours	Hood River county
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/10/2022	3:50 p.m.	email	re-energization	Hood River county
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	10:24 a.m.	email	likely; 48-72 hours	Polk county
9/7/2022	8:17 p.m.	email	imminent; 24-48 hours	Polk county
9/8/2022	8:48 p.m.	email	happening; 1-4 hours	Polk county
9/9/2022	2:17 a.m.	email	in progress	All GA, LGA contacts
9/9/2022	6:01 a.m.	email	in progress	All GA, LGA contacts
9/10/2022	3:49 p.m.	email	re-energization	Polk county
9/11/2022	11:10 p.m.	email	complete	All GA, LGA contacts
9/7/2022	9:53 a.m.	email	likely; 48-72 hours	Governor's office



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Appendix 5. PGE Website Updates During September 2022 PSPS Event**PSPS Likely Phase**

A yellow banner at the top of the page contains the following text:

We're monitoring conditions in all PSPS areas for a possible Public Safety Power Shutoff to help reduce wildfire potential. It's a good time to make sure you have a plan in place. Estamos monitoreando las condiciones en todas las áreas de PSPS en cuanto a una posible Interrupción del Suministro Eléctrico por Motivos de Seguridad Pública para ayudar a reducir la posibilidad de que haya incendios forestales. Es un buen momento para asegurarse de tener un plan.

The main navigation bar includes links for My Account, Outages & Safety, Clean Energy Choices, Save Money, About Us, Help / Ayuda, and Working With PGE. There are also Sign in and Register buttons. A search bar is located at the top right.

The page title is "Active PSPS Info". Below it, a sub-headline says "Get details on any active or impending PGE Public Safety Power Shutoffs". A blue button labeled "En Español" is visible.

PSPS higher-risk areas

This map shows parts of our service territory that are at a higher risk for a safety-related outage. The light blue areas are not in an active PSPS. Areas in yellow are in an active PSPS or will be shortly.

Click on an area to see more information, or enter your address in the box on the upper right to pinpoint your location so you can see if you are in a higher-risk area. [Learn how we identified these higher-risk areas.](#)

[View full-page map](#)



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We're here to help

We hope we don't have to call a Public Safety Power Shutoff this fire season, but if we do, we'll likely set up a mobile Community Resource Center to provide some relief. Learn more in this video.

[>>](http://portlandgeneral.com/psspsinfo)

معلومات متوفرة بلغتك

သင့်ဘာသာစကားမြင့် အချက်အလက်

以您母语提供的信息

以您母語提供的資訊

اطلاعات به زبان شما

情報を見る

사용자 언어로 정보 확인

Tuáñr zuban ot mazé maaluma

Informații în limba dvs.

Информация на вашем языке

Maclumaad Kuqoran Luuqadaada

Información en su idioma

Taarifa katika Lugha Yako

Thông tin trong ngôn ngữ của quý vị

Active PSPS FAQs

Find answers to common questions about any active Public Safety Power Shutoffs [here](#). You can also find general FAQs about what a PSPS is or why we would call one on our [Wildfire Outages](#) page.



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How long could power be out in a PSPS? ▾

Why was my area designated as a PSPS area? ▾

Will a Community Resource Center be available in every PSPS zone? ▾



Media gallery

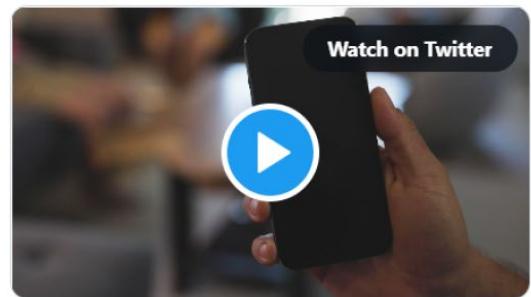
Looking for visuals? Find photos, b-roll and other resources on our [Media Gallery](#).



Portland General
@portlandgeneral · [Follow](#)



We all want energy that's reliable, affordable and sustainable. When you shift your energy use during times of high demand, you help use more sustainable energy resources that help build a clean energy future for everyone. bit.ly/3AwzKEJ





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COMPANY	Sustainability	Investors	CUSTOMER SERVICE	OUTAGES, EMERGENCIES & POWER PROBLEMS
PGE at a Glance	Regulatory Documents	Suppliers	503-228-6322	503-464-7777
News Room	New Businesses	Wholesale	800-542-8818	or 800-544-1795
Careers	Construction		7am-7pm, Monday – Friday	24 Hours
Climate Goals	Business Distribution Services		Help Center	
			En Español	

Event Happening Phase

The safety of our customers is always our top priority. Due to high, gusty winds a Public Safety Power Shutoff is in place in some areas. [Learn more.](#)

La seguridad de nuestros clientes es siempre la máxima prioridad. Debido a los fuertes vientos, hemos implementado una Interrupción del Suministro Eléctrico por Motivos de Seguridad Pública en algunas áreas. [Aprende más.](#)

[My Account](#) [Outages & Safety](#) [Clean Energy Choices](#) [Save Money](#) [About Us](#) [Help / Ayuda](#) [Working With PGE](#)

[Home](#) > [Active PSPS Info](#) Feedback

[En Español](#)

Latest updates

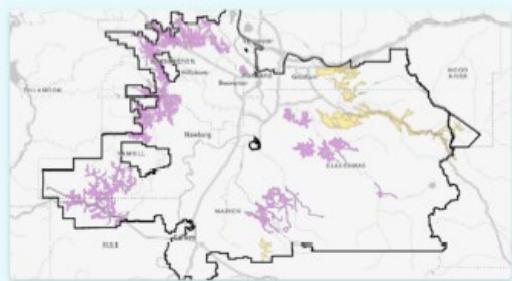
We will update this section daily with the latest updates.

- Area 1: Mt. Hood Corridor/Foothills: Power Off
- Area 2: Columbia River Gorge: Power Off
- Area 3: Oregon City: Power Off
- Area 4: Estacada: Power Off
- Area 5: Scotts Mills: Power Off
- Area 6: Portland West Hills: Power Off
- Area 7: Tualatin Mountains: Power Off
- Area 8: North West Hills: Power Off
- Area 9: Central West Hills: Power Off
- Area 10: Southern West Hills: Power Off



In addition, while the following areas are not in the designated high fire risk zones or in the PSPS areas, because of the imminent high winds, the extreme fire conditions currently found in Oregon and in partnership with local officials, the areas below will also experience preventive outages.

- Preventive Outage Area - Silver Falls: Power Off
- Preventive Outage Area - Silverdale/Corbett: Power Off
- Preventive Outage Area - Southwest Scotts Mills: Power Off
- Preventive Outage Area - South Molalla: Power Off
- Preventive Outage Area - George: Power Off
- Preventive Outage Area - Colton: Power Off
- Preventive Outage Area - North Sandy: Power Off



PSPS higher-risk areas

The interactive map allows you to click on an area to see more information. Enter your address in the search box to pinpoint your location so you can see if you are in a higher-risk area. Learn how we identified these [higher-risk areas](#). Areas in yellow are in an active PSPS or will be shortly. The light purple areas are in a high-risk area but not currently in an active PSPS.

[View Live Map](#)



Change(s) Requested	Date	Time	Time Completed
PSPS Warning (72-48 Hours Prior)			
Mobile Banner Update 48 - 72 hours (English)	9/7/2022	10:38 AM	11:04 AM
Mobile Banner Update 48 - 72 hours (Spanish)	9/7/2022	10:38 AM	11:04 AM
Website Banner Update 48 - 72 hours (English)	9/7/2022	10:38 AM	11:04 AM
Website Banner Update 48 - 72 hours (Spanish)	9/7/2022	10:38 AM	11:04 AM
Mobile Banner Update 48 - 72 hours (Spanish)	9/7/2022	11:58 AM	12:53 PM
Website Banner Update 48 - 72 hours (Spanish)	9/7/2022	11:58 AM	12:53 PM
Mobile Banner Update 24 - 48 (English)	9/7/2022	5:30 p.m.	6 p.m.
Mobile Banner Update 24 - 48 (Spanish)	9/7/2022	5:30 p.m.	6 p.m.
Website Banner Update 24- 48 hours (English)	9/7/2022	5:30 p.m.	6 p.m.
Website Banner Update 24 - 48 hours (Spanish)	9/7/2022	5:30 p.m.	6 p.m.
Published Active PSPS page	9/7/2022	5:30 p.m.	6 p.m.
Wildfire Outage Page - CTA for Active PSPS	9/7/2022	6:30 p.m.	8:00 p.m.
Can we make the home page alert banner clickable in the meantime to go straight to Wildfire Outages & PSPS?	9/8/2022		1:10 PM
Updated /psps vanity URL to direct to Wildfire Outages page	9/8/2022	9:50 AM	9:50 AM
Update active PSPS web page info in English & Spanish	9/8/2022	9:50 AM	
Update PSPS CTA block on wildfire outages page in English and Spanish	9/8/2022	9:50 AM	
Update CRC location information on PSPS web page in English & Spanish	9/8/2022	9:50 AM	
Add the /active-psps-info link to the left nav to be published when we move to imminent.	9/8/2022	10:00 AM	4:00 PM
Please add a line: Learn more about how to prepare and what to expect. and make the sentence a link to <i>/outages-safety/wildfire-outages</i>	9/8/2022	11:00 AM	1:10 PM
Copy updates to Active PSPS page	9/8/2022	1:15 PM	
Posted new GIS map	9/8/2022	8:30 AM	3:00 PM
portlandgeneral.com/psps." (including the period) be made to correct a linking issue from this website	9/8/2022	11:55 AM	12:20 PM
Event Likely (48-24 Hours Prior)			
Can we make the home page alert banner clickable in the meantime to go straight to Wildfire Outages & PSPS?	9/8/2022		1:10 PM
Update active PSPS web page info in English & Spanish	9/8/2022	9:50 AM	



Change(s) Requested	Date	Time	Time Completed
Update PSPS CTA block on wildfire outages page in English and Spanish	9/8/2022	9:50 AM	
Update CRC location information on PSPS web page in English & Spanish	9/8/2022	9:50 AM	
Add the /active-psps-info link to the left nav to be published when we move to imminent.	9/8/2022	10:00 AM	
Please add a line: Learn more about how to prepare and what to expect. and make the sentence a link to <i>/outages-safety/wildfire-outages</i>	9/8/2022	11:00 AM	4:00 PM
Copy updates to Active PSPS page	9/8/2022	1:15 PM	1:10 PM
Posted new GIS map	9/8/2022	8:30 AM	
portlandgeneral.com/psps." (including the period) be made to correct an linking issue from this website	9/8/2022	11:55 AM	3:00 PM
Update En Espanol button to go to Active PSPS in Spanish page	9/8/2022	3:30 PM	12:20 PM
Update active PSPS web page info in English & Spanish	9/8/2022	9:50 AM	3:35 PM
PSPS Imminent (4-1 Hours Prior)			
Mobile Banner Update 1-4 hours (English)	9/8/2022	10:00 PM	
Mobile Banner Update 1-4 (Spanish)	9/8/2022	10:00 PM	
Website Banner Update 1-4 (English)	9/8/2022	10:00 PM	
Website Banner Update 1-4 (Spanish)	9/8/2022	10:00 PM	
Made updates to active PSPS page	9/8/2022	10:00 PM	
Updated all English and Spanish redirects for Event Imminent	9/8/2022	10:00 PM	
Newsroom page updated with newest press release	9/8/2022	10:35 PM	
Updated home page hero to link to active PSPS page	9/8/2022	10:00 PM	
Updated latest info section on active PSPS for Spanish	9/8/2022	11:45 p.m.	12:10 a.m.
Up[dated CRC info on Spanish page with English Accordion	9/9/2022	12:05 a.m.	12:30 a.m.
Event Happening			
Broadcast message - PSPS happening	9/9/2022	1:20 a.m.	
Mobile App - PSPS happening	9/9/2022	2:25 a.m.	
Broadcast message - PSPS happening - consolidation to make it more general	9/9/2022	4:15 a.m.	
Mobile App - PSPS happening - consolidation to make it more general	9/9/2022	4:15 a.m.	
Homepage hero text update	9/9/2022	1:20 a.m.	



Change(s) Requested	Date	Time	Time Completed
Time updates on Active PSPS page - English	9/9/2022	1:20 a.m.	
Time updates on Active PSPS page - Spanish	9/9/2022	2:05 a.m.	
Time updates on Active PSPS page - ENG/SPN	9/9/2022	2:20 a.m.	
Time updates on Active PSPS page - ENG/SPN	9/9/2022	4:15 a.m.	
Added CRC info in Spanish	9/9/2022	4:15 a.m.	
Updated copy on CRC video page - English/Spanish	9/9/2022	4:40 a.m.	
Change Area 2 to power off status	9/9/2022	4:50 a.m.	
Add Power Off Status to Silverdale and Silver Falls preventative areas	9/9/2022	5 a.m.	
Updated translated names of areas on Spanish Active PSPS page	9/9/2022	5:10 a.m.	
Adjusted placement of Preventive Outage Areas and updated "Preventative" to "Preventive" on Active PSPS page - ENG/SPN	9/9/2022	6:06 a.m.	6:56 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	6:58 a.m.	7:26 a.m.
Add Power Off Status to Estacada - ENG/SPN	9/9/2022	7:08 a.m.	7:52 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	8:14 a.m.	9:21 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	8:37 a.m.	9:21 a.m.
Header update on Active PSPS page - ENG	9/9/2022	9:27 a.m.	10:21 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	9:39 a.m.	10:21 a.m.
Add Power Off Status to Scott Mills - ENG/SPN	9/9/2022	10:07 a.m.	10:56 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	10:31 a.m.	10:56 a.m.
Time updates on Active PSPS page - ENG/SPN	9/9/2022	11:10 a.m.	11:51 a.m.
Add Power Off Status to Oregon City - ENG/SPN	9/9/2022	11:39 a.m.	12:21 p.m.
Add Power Off Status to all areas	9/9/2022	12:29 p.m.	12:45 p.m.
Added new hero image and button, created new messaging block to Wildfire Outages page - ENG	9/9/2022	7:00 a.m.	2:30 p.m.
Added new messaging block and FAQ to Active PSPS page - ENG	9/9/2022	7:00 a.m.	2:30 p.m.
Add GIS map translation component to Spanish active PSPS page	9/9/2022	3:00pm	5:22pm
Add GIS map translation component to Spanish active Wildfire & Outages page	9/9/2022	3:00pm	5:22pm
Make latest updates section 2 columns on the English Active PSPS page and Spanish PSPS page	9/9/2022	3:03pm	5:22pm
Add GIS map component to PSPS Info Multilanguage page	9/9/2022	3:45pm	5:22pm
Change YT CRC Spanish video background to white	9/9/2022	4:18pm	5:22pm
Add FAQ question to Active PSPS info Spanish page	9/9/2022	4:22pm	6:20pm



Change(s) Requested	Date	Time	Time Completed
Update Active PSPS info English page to say "All locations will be open 7 am to 7 pm each day during the event"	9/9/2022	5:06pm	5:22pm
Update Active PSPS info Spanish page to say "All locations will be open 7 am to 7 pm each day during the event"	9/9/2022	5:06pm	6:20pm
Revert updates section to single column on the English Active PSPS page and Spanish Active PSPS page (2 column showed funky on mobile)	9/9/2022	8:14pm	8:14pm
Update copy underneath "Active PSPS info" page title on Active PSPS English page	9/9/2022	8:51pm	9:07pm
Update copy underneath "Active PSPS info" page title on Active PSPS Spanish page	9/9/2022	8:51pm	9:30pm
Add three locations to preventive outage area list on English Active PSPS page	9/9/2022	9:59pm	10:43pm
Add three locations to preventive outage area list on Spanish Active PSPS page	9/9/2022	9:59pm	10:43pm
Update text in preventive outage to refer to areas "below" vs Silverdale/Corbett/Silver Falls - active PSPS English page	9/9/2022	10:14pm	10:43pm
Update text in preventive outage to refer to areas "below" vs Silverdale/Corbett/Silver Falls - active PSPS Spanish page	9/9/2022	10:14pm	10:43pm
Update CRC location to show Estacada Closed (ENG)	9/10/2022	6:05 a.m.	6:10 a.m.
Update new Preventive Outage Locations - Colton and North Sandy (ENG/SPN)	9/10/2022	6:15 a.m.	6:20 a.m.
Update CRC location to show Estacada closed (SPN)	9/10/2022	6:30 a.m.	6:47 a.m.
Add Sandy CRC information (ENG/SPN)	9/10/2022	7:07 a.m.	7:30 a.m.
Change North to Norte on Spanish updates	9/10/2022	7:26 a.m.	7:30 a.m.
Change order of preventive outage list	9/10/2022	9:30 a.m.	9:45 a.m.
Add new TPQA - the weather doesn't seem extreme English/Spanish	9/10/2022	2:15 PM	4:30 PM
Restoration Begins			
Broadcast message updates for restoration	9/10/2022	1:30 PM	4:30 PM
Broadcast message update - simplify restoration language + Spanish	9/10/2022	5:00 PM	8:30 PM
Mobile app restoration begins language	9/10/2022	8:00 PM	8:30 PM
Banner restoration begins	9/10/2022	8:00 PM	8:30 PM
Update active PSPS page with current info for restoration English/Spanish	9/10/2022	1:30 PM	4:30 PM
Update message block image featuring map	9/10/2022	5:20 PM	8:30 PM



Change(s) Requested	Date	Time	Time Completed
Restoration begins	9/10/2022	8:00 PM	8:30 PM
Homepage restoration begins update	9/10/2022	8:00 PM	8:30 PM
Spanish language edits	9/10/2022	8:00 PM	8:30 PM
Active PSPS page update sub head language English / Spanish	9/10/2022	9:00 PM	9:30 PM
Update PSPS map image on Active PSPS page	9/11/2022	7:30 AM	8:20 AM
Update broadcast message to remove second sentence English/Spanish	9/11/2022	8:34 AM	9:00 AM
Updated mobile app banner to remove second sentence English/Spanish	9/11/2022	8:34 AM	9:00 AM
Update Active PSPS page with "have also experienced" English	9/11/2022	8:34 AM	9:00 AM
Update active PSPS page with new CRC hours and other minor language English/Spanish	9/11/2022	9:26 AM	10:10 AM
Fixed Spanish copy showing up in English Active PSPS page	9/11/2022	10:13 AM	10:24 AM
Update Active PSPS page with power restored for Colton and George	9/11/2022	1:18 PM	1:50 PM
Update Active PSPS page with power restored for Silver falls (English)	9/11/2022	3:43pm	3:53pm
Update Active PSPS page with power restored for Silver falls (Spanish)	9/11/2022	3:43pm	3:53pm
Update Active PSPS page with power restored for area 10 (English)	9/11/2022	4:56pm	5:09pm
Update Active PSPS page with power restored for area 10 (Spanish)	9/11/2022	4:56pm	5:09pm
Update Active PSPS page with power restored for area 3 (English)	9/11/2022	5:32 PM	5:52pm
Update Active PSPS page with power restored for area 3 (Spanish)	9/11/2022	5:32 PM	5:52pm
Remove Silverton CRC center from Active PSPS page (English)	9/11/2022	6:16pm	6:53pm
Remove Sheridan CRC center from Active PSPS page (English)	9/11/2022	6:16pm	6:53pm
Remove banks CRC center from Active PSPS page (English)	9/11/2022	6:16pm	6:53pm
Remove Silverton CRC center from Active PSPS page (Spanish)	9/11/2022	6:16pm	6:53pm
Remove Sheridan CRC center from Active PSPS page (Spanish)	9/11/2022	6:16pm	6:53pm
Remove banks CRC center from Active PSPS page (Spanish)	9/11/2022	6:16pm	6:53pm
Update Active PSPS page with power restored for area 5 (English)	9/11/2022	7:14pm	7:59pm
Update Active PSPS page with power restored for area em3 (English)	9/11/2022	7:14pm	7:59pm
Update Active PSPS page with power restored for area em4 (English)	9/11/2022	7:14pm	7:59pm
Update Active PSPS page with power restored for area 5 (Spanish)	9/11/2022	7:14pm	7:59pm
Update Active PSPS page with power restored for area em3 (Spanish)	9/11/2022	7:14pm	7:59pm
Update Active PSPS page with power restored for area em4 (Spanish)	9/11/2022	7:14pm	7:59pm



Change(s) Requested	Date	Time	Time Completed
Update Active PSPS page with power restored for area 7 (English)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area 9 (English)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area em7 (English)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area 7 (Spanish)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area 9 (Spanish)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area em7 (Spanish)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area 8 (Spanish)	9/11/2022	7:42pm	7:59pm
Update Active PSPS page with power restored for area 8 (English)	9/11/2022	7:42pm	7:59pm
Remove closed-Estacada CRC (English)	9/11/2022	7:42pm	8:48pm
Remove closed-Estacada CRC (Spanish)	9/11/2022	7:42pm	8:48pm
Revise CRC location to reference "all locations below" (English)	9/11/2022	7:50pm	8:48pm
Revise CRC location to reference "all locations below" (Spanish)	9/11/2022	7:50pm	8:48pm
Update Active PSPS page with power restored for area 2 (Spanish)	9/11/2022	7:49pm	7:59pm
Update Active PSPS page with power restored for area 2 (English)	9/11/2022	7:49pm	7:59pm
Update Active PSPS page with power restored for area em1 (Spanish)	9/11/2022	7:49pm	7:59pm
Update Active PSPS page with power restored for area em1 (English)	9/11/2022	7:49pm	7:59pm
Update Active PSPS page with power restored for area 1 (Spanish)	9/11/2022	10:35pm	10:43pm
Update Active PSPS page with power restored for area 1 (English)	9/11/2022	10:35pm	10:43pm
Update Active PSPS page with power restored for area 4 (Spanish)	9/11/2022	10:35pm	10:43pm
Update Active PSPS page with power restored for area 4 (English)	9/11/2022	10:35pm	10:43pm
Update active PSPS page with current info for restoration English/Spanish	9/10/2022	1:30 PM	4:30 PM
Update message block image featuring map	9/10/2022	5:20 PM	8:30 PM
Restoration begins	9/10/2022	8:00 PM	8:30 PM
Homepage restoration begins update	9/10/2022	8:00 PM	8:30 PM
Spanish language edits	9/10/2022	8:00 PM	8:30 PM
Active PSPS page update sub head language English / Spanish	9/10/2022	9:00 PM	9:30 PM
Update PSPS map image on Active PSPS page	9/11/2022	7:30 AM	8:20 AM
Update broadcast message to remove second sentence English/Spanish	9/11/2022	8:34 AM	9:00 AM
Updated mobile app banner to remove second sentence English/Spanish	9/11/2022	8:34 AM	9:00 AM



Change(s) Requested	Date	Time	Time Completed
Update Active PSPS page with "have also experienced" English	9/11/2022	8:34 AM	9:00 AM
Update active PSPS page with new CRC hours and other minor language English/Spanish	9/11/2022	9:26 AM	10:10 AM
Fixed Spanish copy showing up in English Active PSPS page	9/11/2022	10:13 AM	10:24 AM
Update Active PSPS page with power restored for Colton and George	9/11/2022	1:18 PM	1:50 PM
Update Active PSPS page with power restored for Silver Falls (English)	9/11/2022	3:43pm	3:53pm
Update Active PSPS page with power restored for Silver Falls (Spanish)	9/11/2022	3:43pm	3:53pm
Update Active PSPS page with power restored for area 10 (English)	9/11/2022	4:56pm	5:09pm
Update Active PSPS page with power restored for area 10 (Spanish)	9/11/2022	4:56pm	5:09pm
Update Active PSPS page with power restored for area 3 (English)	9/11/2022	5:32 PM	5:52pm
Update Active PSPS page with power restored for area 3 (Spanish)	9/11/2022	5:32 PM	5:52pm
Restoration Complete			
Add restoration complete web banner	9/11/2022	10:35pm	10:43pm
Add restoration complete mobile banner	9/11/2022	10:35pm	10:43pm
Removed banner on mobile app and website	9/12/2022	6:15 AM	8:00 AM
Update Active PSPS page with power restored for all areas header (Spanish)	9/11/2022	10:35pm	10:43pm
Update Active PSPS page with power restored for all areas header (English)	9/11/2022	10:35pm	10:43pm
Homepage header update all areas restored	9/11/2022	11:21pm	11:34pm

**Appendix 6. Sample PGE Customer Email Content by Event Phase****PSPS Likely Email Content**

If conditions persist, an outage in your area is likely in the next 24 hours

Based on a range of considerations like wind speed, temperature, humidity and the dryness of trees and brush, fire danger will become extreme in your area over the next couple of days.

It's looking very likely that we'll need to turn off power in the next 24 hours to reduce the risk of wildfires. This emergent de-energization is a last-resort safety measure to keep you, your property and the community safe.

Where this may happen:

This outage will likely impact areas of Silver Falls and Corbett. These communities are not in our 2022 PSPS Areas that you will see on our website. However, out of extreme caution, we have identified the need to shut off power in these additional areas. We're continuously improving our equipment and are always working to reduce the number of customers impacted.

We know outages are disruptive, so if a shutoff happens, we'll work to keep it as short as possible. However, an emergent de-energization can last multiple days – and can go on even after weather conditions return to normal. That's because our crews need to visually inspect all equipment and make any necessary repairs before restoring power.



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If you haven't already, now's the time to [make sure you're prepared by having an emergency plan](#).

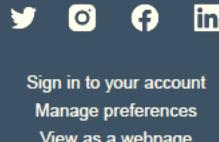
If you have medical needs that require electricity, please make sure to have your [backup plan ready](#). If you're enrolled in our Medical Certificate program, our customer service advisors will stay in touch with you via phone before and during this event.

What will happen next:

If dangerous conditions persist, we'll provide another update about 1 to 4 hours prior to power being shut off. We believe it's important to overcommunicate during this critical time and you'll probably hear from us in multiple ways.

We appreciate your patience and your preparedness as we all work together to keep our communities safe. If you have any questions, give us a call at 503-228-6322. Our customer service advisors can assist you in more than 200 languages.

[Wildfire Outages Info](#)



[Sign in to your account](#)

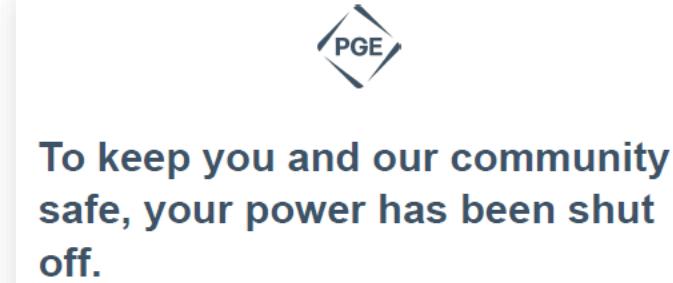
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PSPS Event Happening Email Content



To keep you and our community safe, your power has been shut off.

As we recently shared with you, dangerously hot, dry conditions have been increasing the risk of fire in areas of the **Mt. Hood Corridor/Foothills**. Because your safety and that of our community is our top concern, those risks have reached the point where it's become necessary to activate a Public Safety Power Shutoff, or PSPS.

How long this PSPS will last:

We'll do everything we can to restore your power as soon as possible. However, because of **imminent high, gusty winds during extreme fire** conditions and the associated risk levels, it's hard to say exactly when that may be. Two things have to happen: (1) Dangerous weather conditions will need to pass, and (2) Our crews will need to visually inspect all the lines and make any necessary repairs to be sure everything is safe.

We estimate power will be restored in this time frame: **When weather conditions allow, PGE will physically inspect powerlines and equipment and make any repairs necessary.** But remember, conditions can change quickly and this is just an estimate.

We have resources to support you:



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PGE will likely be opening Community Resource Centers for impacted customers during a PSPS. We'll be providing information, water, ice, Wi-Fi and charging for electronics. Visit [our website](#) for hours and location information. You can find other helpful resources at [211.org](#) or on your county's website.

Keeping you updated:

We'll be as transparent as possible by keeping you updated about this PSPS and when your power will be back on. Please visit [our website](#) for the most up-to-date information.

Thank you for partnering with us to keep everyone safe. We realize this is a scary time, so if you have any questions, remember you can always give us a call at 503-228-6322. Our customer service advisors can assist you in more than 200 languages.

[Wildfire Outages Info](#)

Your address(es) below is/are in the area where power will be shut off:

- Ns Old Lp Just E Po Cbn1 , Government Camp Or 97028

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PSPS 24-Hour Update Email Content

An update about your power shut off

Because weather conditions have created a dangerous risk of fire in your area, we have activated a Public Safety Power Shutoff, or PSPS, to keep you, your property and the community safe.

As of 1:00pm this afternoon, 10 PSPS areas have been shut off as a wildfire precaution. In partnership with local officials, PGE also implemented preventive outages in your additional area. PGE turned off power in these limited areas with higher risk of fire due to unique and extreme weather conditions.

For maps of PSPS areas and current outages, visit portlandgeneral.com.

How long the outage will last:

We know this is disruptive, so we are doing all we can to keep the outage as short as possible. However, two things need to happen before power can be restored: (1) Dangerous weather conditions will need to pass, and (2) Our crews will need to visually inspect all the lines and make any necessary repairs to be sure everything is safe.

PGE is monitoring conditions and as soon as weather conditions return to normal, will begin inspecting all power lines and equipment to make necessary repairs so lines and equipment can be safely re-energized. If the event duration is as anticipated and assuming there is no damage to our system, power restoration could begin as early as Saturday evening. Damage to our



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equipment and/or system could create delays in restoration timing.

PGE will provide updates at least every 24 hours until power is fully restored.

Where help is available:

PGE has opened Community Resource Centers for impacted customers during the PSPS. We are providing information, water, ice, Wi-Fi and charging for electronics. Visit our website for hours and location information.

You can find other helpful resources at 211info.org or on your county's website.

How to stay informed:

We'll keep you updated about restoration timelines via email, social media and updates on [our website](#). We realize this is a challenging time, so if you have any questions, remember you can always give us a call at 503-228-6322. Our customer service advisors can assist you in more than 200 languages.

[Wildfire Outages Info](#)



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PSPS Restoration Begins Email Content



The Preventive Outage is ending and we're working to restore your power

We know it's very disruptive to have your power turned off, but we appreciate your patience during this Preventive Outage in areas of [Springdale/Corbett](#).

Crews are currently responding to any downed lines, repairing damage and visually inspecting equipment to make sure it's safe to restore your power.

As work continues, we'll share any new or relevant information as soon as we have it. Please know we won't stop until everyone's power is back on.

We have started restoration for your area. For information about your individual restoration time, visit [our website](#). And, if you have any questions, remember you can always call us at 503-228-6322 where our customer service advisors can assist you in more than 200 languages.

[Wildfire Outages Info](#)



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PSPS Restoration Complete Email Content



**The Preventive Outage is over
and your power has been
restored**

Thank you for your patience during the recent Preventive Outage in areas of **Springdale/Corbett**. We realize it was a difficult and disruptive time. The immediate threat has passed, our crews have completed their work and, according to our records, your power has been restored.

If for some reason your power is still out, please call us right away at 503-228-6322.

Wildfires in Oregon are an ongoing threat, so please know we'll continue to monitor conditions so we can help keep our customers and communities safe. Thank you for your partnership in this effort.

[Wildfire Outages Info](#)



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Appendix 7. Representation of PGE Public Safety Partner Contact List, September 2022 PSPS Event

Jurisdiction/Organization	Role/Position Name
Canby Fire District	Fire Chief
City of Banks	City Manager
City of Banks	Public Works
City of Corbett	Fire Chief
City of Cornelius	Fire Chief
City of Estacada	City Manager
City of Gresham	Fire Chief
City of Oregon City	Administration
City of Oregon City	Public Works
City of Portland/Portland Bureau of Emergency Mgmt	24/7 Duty Officer
City of Portland/Portland Bureau of Emergency Mgmt	24/7 Back Up Duty Officer
City of Portland/Portland Bureau of Emergency Mgmt	ECC
City of Portland/Portland Bureau of Emergency Mgmt	Director
City of Portland/Portland Bureau of Emergency Mgmt	Operations Manager
City of Portland/Portland Bureau of Emergency Mgmt	Operations Coordinator
City of Portland/Portland Bureau of Emergency Mgmt	Business Continuity Planner
City of Sandy	Police
City of Scotts Mills	City Manager
Clackamas Co. Disaster Mgmt	Duty Officer
Clackamas Co. Disaster Mgmt	Interim Director
Clackamas Co. Disaster Mgmt	Interim Deputy Disaster Manager
Clackamas Co. Disaster Mgmt	Operations Coordinator
Clackamas County - Disaster Management	Public Affairs
Clackamas County - Disaster Management	Community Planning Coordinator
Clackamas County Communications PSAP	PSAP Operations Supervisor
Clackamas County Communications PSAP	Director, Dept of Communications
Columbia County 911 PSAP	Executive Director
Columbia County 911 PSAP	Operations Manager
Columbia County Emergency Management	Emergency Management Director
Confederated Tribes of Grand Ronde	Emergency Management Director
Confederated Tribes of Grand Ronde	Emergency Management Coordinator
Dallas FD	Fire Chief
DAS	Statewide Interoperability Coordinator (SWIC)
Everbridge	Technical Account Manager, Professional Services
Gaston FD	Fire Chief
Hood River County 911 PSAP	9-1-1 Supervisor
Hood River County 911 PSAP	9-1-1 Commander
Hood River County 911 PSAP	9-1-1 Supervisor
Hood River County Emergency Management	Emergency Management Director



Jurisdiction/Organization	Role/Position Name
Marion Co. Emergency Mgmt	Emergency Manager
Marion Co. Emergency Mgmt	Emergency Preparedness Coordinator
Marion Co. Emergency Mgmt	Emergency Director
Marion County 911 PSAP	Operations Supervisor
Marion County 911 PSAP	Operations Supervisor
Marion County 911 PSAP	Director of Communications
Marion County Emergency Management	EM Program Coordinator
Marion County Emergency Management	EM Program Coordinator
Mt. Angel Fire District	Fire Chief
Multnomah Co. Emergency Mgmt	Operations Division Chief
Multnomah Co. Emergency Mgmt	Director
Multnomah Co. Emergency Mgmt	Senior Emergency Management Planner
Multnomah County 911 PSAP	Director
Multnomah County 911 PSAP	Operations Manager
Multnomah County 911 PSAP	Assistant Operations Manager
Multnomah County Emergency Management	PIO
New Carlton Fire District	Fire Chief
North Plains Police Department	Police Chief
OEM	Executive Duty Officer OEM EDO
OEM	Communications Officer
OPUC/ESF 12	Emergency Preparedness Manager (ESF 12,2 and SRF 6)
Oregon Department of Human Services	Emergency Preparedness Coordinator
Oregon Department of Human Services	Emergency Preparedness Coordinator
Polk County Emergency Mgmt	Emergency Mgr
Polk County Emergency Mgmt	EM Coordinator
Portland Bureau of Emergency Management	Public Information Officer
Portland Bureau of Emergency Management	Emergency preparedness coordinator
Tualatin Valley Fire & Rescue	Deputy Chief of Operations
Wasco County Emergency Mgmt	Emergency Manager
Washington Co. Emergency Mgmt	Emergency Mgr
Washington Co. Emergency Mgmt	Emergency Mgmt Supervisor
Washington Co. Emergency Mgmt	Emergency Mgmt Coordinator
Washington Co. Emergency Mgmt	Emergency Mgmt Coordinator
Washington County 911 PSAP	Assistant Director
Washington County 911 PSAP	Director
Washington County 911 PSAP	Operations Supervisor
Washington County 911 PSAP	Operations Manager
Washington County Emergency Management	Emergency Management Coordinator
Yamhill County 911 PSAP	Executive Director
Yamhill County Emergency Mgmt	Emergency Mgr

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Appendix 8. List of Operators of Communication Facilities

PSPS PGE GIS-Based Platform - Below is a list of Operators of Communication Facilities that were sent links to GIS files

1. T-Mobile
2. T-Mobile West
3. Ziply
4. Sprint
5. Centurylink
6. Electric Lightwave
7. Comcast
8. Frontier
9. Qwest Wireless
10. CBS Oregon
11. Verizon Wireless
12. AT&T
13. Northwest Fiber
14. Molalla Telephone
15. Comcast
16. William T Hayes
17. Twisted Pair Incorporated
18. Tata Communications
19. Barklen LLC
20. AAT Communications Corp
21. Verizon Wireless
22. Sylvan Towers
23. Spring / Nextel
24. Cascade Utilities
25. Wave Broadband
26. Astound Broadband
27. Newpath Networks / Crown Castle

**Appendix 9. Sample Critical Facility Email Content****If conditions persist, an outage in your area is likely in 48 to 72 hours**

As you know, it's been very hot and dry around Oregon this summer. Because of that, and based on a range of considerations like wind speed, temperature, humidity and the dryness of trees and brush, fire danger will become extremely dangerous in your area over the next couple of days.

It is looking very likely that we'll need to temporarily turn off power in the next 48 to 72 hours to reduce the risk of wildfires. This Public Safety Power Shutoff, or PSPS, is a last-resort safety measure to keep you, your property and the community safe, and will only happen if absolutely necessary.

Where this may happen:

This outage will likely impact the area of **Estacada**. Specific address information, if available, can be found at the bottom of this email.

For more details about which areas could be impacted, and how long the outage could last, see our [online map](#). And keep in mind that because power lines can serve communities miles away, even those outside a higher risk area may experience an outage.

We know outages are disruptive, so if a shutoff happens, we'll work to keep it as short as possible. However, a PSPS can last multiple days – and can go on even after weather conditions return to normal. That's because our crews need



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to visually inspect all equipment and make any necessary repairs before restoring power.

What you can do to prepare:

If you haven't already, now's the time to [make sure you're prepared](#) by having an emergency plan for a safety-related outage.

If you have medical needs that require electricity, please make sure to have your [backup plan ready](#). If you're enrolled in our Medical Certificate program, our customer service advisors will stay in touch with you via phone before and during a PSPS.

What will happen next:

If dangerous conditions persist, we'll provide another update 24 to 48 hours prior to power being shut off. In fact, because we believe it's important to overcommunicate during this critical time, you'll probably hear from us in multiple ways.

We'll also set up a [Community Resource Center](#) for affected customers where we'll provide information, water, ice and charging for electronics.

We appreciate your patience and your preparedness as we all work together to keep our communities safe. If you have any questions, give us a call at 503-228-6322. Our customer service advisors can assist you in more than 200 languages.

[WILDFIRE OUTAGES INFO](#)



- 23723 S Fellows Rd, Beavercreek



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Appendix 10. List of Community-Based Organizations and School Districts Contacted by PGE During September 2022 PSPS Event

Organization
211
Adelante Mujeres
Affiliated Tribes of the Northwest Indians
African American Alliance for Home Ownership
Albertina Kerr Centers
Beaverton Education Foundation
Bienestar
Birch Community Services
Black United Fund of Oregon, Inc.
Boys & Girls Club of Salem
Boys & Girls Club of Salem
Boys & Girls Clubs of Portland Metro
Bradley Angle
Camp Fire Columbia
CARES Northwest
Cascade Behavioral Health
Causa
Central City Concern
Centro Cultural de Washington County
Chehalem Youth & Family Services
Clackamas County
Clackamas Women's Services
Community Action (Washington County)
Community Action Partnership of Oregon (CAPO)
Community Services Network
Confederated Tribes of Grand Ronde
David Douglas Educational Foundation
Dayton Education Foundation
DePaul Treatment Centers
Estacada Area Food Bank
Farmworker Housing Development Corporation
Garten
Gresham-Barlow Education Foundation
Hillsboro Schools Foundation
Hispanic Metropolitan Chamber of Commerce
Home Forward
Human Solutions
Impact NW
Incight
JOIN
Kinship House
Liberty House
LifeWorks NW
Marion-Polk Food Share Inc.
Metropolitan Family Services



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Mid-Willamette Valley Community Action
Multnomah County
NAMI
Neighborhood House
New Avenues for Youth
Newberg FISH Emergency Services
Northwest Housing Alternatives
Northwest Pilot Project, Inc.
Oregon Building Congress
Oregon Energy Fund
Oregon Native American Chamber
Our House of Portland
Outside In
Partners for a Hunger Free Oregon
Portland African American Leadership Forum
Portland Homeless Family Solutions
Portland Housing Center
Proud Ground
Raphael House of Portland
Ride Connection, Inc.
Rose Haven
Rose Initiative
SAGE
Salem Harvest
Salem Multicultural Institute
Salem Schools Foundation
Self Enhancement, Inc.
Sisters Of The Road
SnowCap
St. Vincent dePaul
The Salvation Army
Transition Projects
Trillium Family Services
TriMet
United Way of the Columbia-Willamette
Urban League
Virginia Garcia Memorial Foundation
Wallace Medical Concern
William Temple House
Yamhill Community Action Partnership
YWCA of Greater Portland
Food Banks
Organization
Oregon Food Bank
Allen Temple Food Pantry
Aloha Church of God



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Banks Community Food Bank
Beavercreek United Church of Christ
Beaverton SDA
Bethel Congregational Church
C3 Church Food Pantry
CAO Shelter Home EFB
Cascade Vineyard Church King's Kindness Ministries
Catholic Charities Food Pantry
CCC Recuperative Care Program
Clackamas Co. H3S (CWS)
Clackamas Service Center Day and Night Markets
Clay St Table - First Unitarian (Pop Up)
Clay St Table - Pantry
Colton Helping Hands
Community Hands Up
Cornelius United Methodist Church
Crossroads Food Bank
EMO NE Emergency Food Program
Estacada Area Food Bank
Esther's Pantry
Evergreen Christian Center Food Pantry
First Baptist Church EFB
Food for Families
Food Resource at Turning Point Church
Foothills Community Church EFB
Forest Grove Foursquare Church
Forest Grove Spanish SDA
Francis Center
Genesis Community Fellowship Food Pantry
Gladstone SDA
Good Roots Community Church
Hand Up Project - People's Pantry
Helping Hands (Sherwood)
Hereford House Food Pantry
Hilland Christian Center
Hillsboro Seventh Day Adventist
Hillsboro Spanish SDA
Holy Trinity Food Closet
HOPE First Baptist
HOPE First Presbyterian
HOPE United Methodist Church
King's Cupboard
Lift Urban Portland
Linnton Community Center EFB
Mainspring Portland (formerly FISH Emergency Services)
Milwaukie Spanish Seventh Day Adventist
Molalla Christian Church



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Molalla Service Center
Murray Hills Christian Church
Neighborhood House Community Services
Neighborhood Missions
New Day Family Church (Tree of Life)
North Plains Senior Center EFB
Open Door Counseling EFB
Outside In - Milwaukie High School Based Health Ctr
Parkrose United Methodist Church
Portland Adventist Community Services
Portland Open Bible Community Pantry
Rock Creek Church EFB
Salvation Army Gresham
Salvation Army Moore St Center
Salvation Army Portland Tabernacle Family Services
Salvation Army TV Citadel
Sandy Community Action EFB
Sharon Community Services SDA
Sherwood Essential Needs Hub
SnowCap
St Andre Bessette Catholic Church
St Francis CAC
St Luke Lutheran Church EFB
St Mark's Lutheran Church
St Matthew Lutheran Pantry
Sunset Presbyterian Church - Helping Hands
SVDP All Saints
SVDP Ascension
SVDP Blessed Frederic at Holy Cross
SVDP Christ the King
SVDP Holy Family
SVDP Holy Redeemer
SVDP Immaculate Heart
SVDP Our Lady of Sorrows
SVDP Sacred Heart
SVDP St Agatha
SVDP St Aloysius
SVDP St Andrew
SVDP St Anne
SVDP St Anthony (Portland)
SVDP St Anthony (Tigard)
SVDP St Cecilia (Beaverton)
SVDP St Charles
SVDP St Elizabeth Ann Seton (Aloha)
SVDP St Henry
SVDP St Ignatius
SVDP St James



SVDP St John Fisher
SVDP St John the Apostle
SVDP St John the Baptist
SVDP St Joseph the Worker
SVDP St Juan Diego
SVDP St Louise
SVDP St Matthew (Hillsboro)
SVDP St Michael
SVDP St Patricks Canby
SVDP St Peter
SVDP St Pius X (Cedar Mill)
SVDP St Rita
SVDP St Rose
SVDP St Therese
Tigard Covenant Church - Barb's Pantry
Tigard UMC- Bethlehem House of Bread
Trinity Community Church
True Life Fellowship
Tualatin School House Pantry
U.Me.Us Food Pantry
Union Gospel Mission Food Pantry
Unity of Beaverton
University Park ACS
Wapato Valley Church
Westside Food Brigade
William Temple House
Willowbrook Food Pantry
Wilsonville Community Sharing
Zarephath Pantry
<i>School Districts</i>
Organization
Amity School District
Banks School District
Beaverton School District
Cascade School District
Corbett School District
Dayton School District
Estacada School District
Forest Grove School District
Gaston School District
Gervais School District
Gladstone School District
Gresham Barlow School District
Hillsboro School District
Lake Oswego School District
Molalla River School District



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Mt. Angel School District
Newberg School District
North Clackamas School District
North Marion School District
Oregon City School District
Oregon Trail School District
Portland Public Schools
Reynolds School District
Salem-Keizer School District
Scappoose School District
Sherwood School District
Silver Falls School District
St. Helens School District
Tigard Tualatin School District
West Linn-Wilsonville School District
Willamina School District
Woodburn School District
Yamhill Carlton School District