

# How long will my power be out?

Once the wildfire threat is over, here are the 7 steps we take to get your power back on:

1



Protect public safety and clear downed power lines

2



Assess generation facilities for damage

3



Visually inspect and repair transmission lines

4



Repair substations

5



Visually inspect and repair distribution lines

6



Visually inspect and repair tap lines

7



Connect individual customers

Assess and prioritize essential community services and critical infrastructure

## Stay informed

Visit [portlandgeneral.com/wildfireoutages](http://portlandgeneral.com/wildfireoutages) to learn more or call us at **503-228-6322** for the latest updates. Our customer service advisors can assist you in more than 200 languages.

معلومات متوفرة بلغتك

သင့်ဘာသာစကားဖြင့် 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

Macluumaad Kuqoran Luuqadaada

Información en su idioma

Taarifa katika Lugha Yako

[portlandgeneral.com/pspsinfo](http://portlandgeneral.com/pspsinfo)  
**503-228-6322**



# Wildfire season: Be safe. Be prepared.

As Oregon's weather gets hotter and drier, wildfires can hit suddenly and grow quickly, increasing the likelihood of a Public Safety Power Shutoff. We're preparing, and we encourage you to do the same.

# What is a Public Safety Power Shutoff?

If extreme weather conditions threaten our ability to safely operate the electrical grid, we may turn off power in certain high-risk areas. This safety measure is called a Public Safety Power Shutoff, or PSPS.

**We consider many factors when we're deciding whether a PSPS is necessary, including:**



**High winds**



**Low humidity levels**



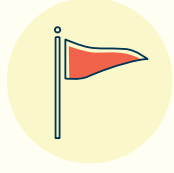
**Dry vegetation**



**Real-time observations from the field**



**Temperature**



**Red Flag Warning**



**Collaboration with local, state and regional agencies**

Because Public Safety Power Shutoffs can last multiple days, it's important that we're all prepared and you have an emergency plan in place.

## How we prepare for wildfires year-round

We take extra precautions to protect people, property and natural environments. Every year, we look at our service areas and assess the need for enhanced tree and brush clearing. We modify or replace equipment where needed to increase fire resistance and reduce the risk of an ignition.

## Here's what you can expect

If we need to activate a PSPS, we work to minimize the number of people impacted and the length of time without power.

### **KEEPING YOU INFORMED**

Before, during and after a PSPS, we'll provide information and updates about what's happening in many ways. Be sure to update your contact information with us so we can stay in communication.

### **SUPPORTING OUR COMMUNITIES**

During a PSPS, our Community Resource Centers will provide information, water, charging for electronic devices and Wi-Fi access.

### **RESTORING YOUR POWER SAFELY**

When it's safe to do so, our crews visually inspect our lines and equipment mile-by-mile for damage and make necessary repairs, working as quickly as safety allows to restore power. Take a look at our graphic on the back to see what steps we take to get your power back on safely.

You can find more at  
**[portlandgeneral.com/wildfireoutages](https://portlandgeneral.com/wildfireoutages)**.

# Steps you should take to prepare

Depending on weather conditions and other factors, a Public Safety Power Shutoff could last multiple days. We recommend placing items in waterproof and rodent-proof containers and replenishing your kit at least once a year.

**1 STAY IN THE KNOW**  
*Update your contact information with us so we can stay in touch.*



**2 CREATE AN OUTAGE KIT**  
*and make sure everyone in your home knows where to find it.*



Some basic items to include:

- Emergency phone numbers, including PGE Customer Service: 503-228-6322. **Our customer service advisors can assist you in 200+ languages.**
- Flashlights or headlamps
- Battery-powered or hand-crank radio
- Extra batteries (especially for oxygen tanks or other medical equipment)
- Electronic device chargers, including a car charger
- Water, one gallon per person per day, especially if you rely on an electric pump for water
- Frozen cold packs or water bags/bottles to keep food and medicine cold until you can get ice
- Nonperishable food and a can opener, pots, pans and utensils
- Portable cooler
- Board games, books and playing cards
- Outdoor barbecue, gas grill or camp stove, plus fuel and a lighter or matches

**3 MAKE A PLAN**  
*to keep your family and your home safe during an outage.*



- Plan ahead to relocate with a friend, family member or to a shelter, especially if you have a medical condition that requires electricity or if you'll need to work or learn from home during an outage.
- Plan for medical needs so you can still power medical equipment during an outage and consider enrolling in our Medical Certificate program. This will help us proactively communicate with you about outages. Visit **portlandgeneral.com/medical** or call 503-612-3838 to learn more about the program.
- Consider buying a backup generator and follow manufacturers' guidelines for its safe operation.
- Plan for feeding and watering pets or livestock if you rely on an electric pump for water.
- Get more information from your county's website or the **National Fire Protection Association**, the **Red Cross** and **Ready.gov**.

## HELP YOUR DEVICE BATTERY LAST:

- Don't turn it off – your tablet or phone uses more battery when being turned off and on, so use sleep mode instead.
- Manually disable Bluetooth and notifications you don't need (leave emergency notifications on).
- Turn Wi-Fi off when not needed.
- Turn the brightness of the display down as low as possible.
- Close apps when you're done using them.

Find additional preparation tips at **portlandgeneral.com/prepare**.