

# PSE Emergency Preparedness

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## Agenda

- Safety moment
- Storm preparedness
- Infrastructure & readiness
- Restoring power
- Outage communications
- Customer resources
- Things customers should know
- Emergency preparedness

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## Safety Moment: Downed Power Lines

- Assume it's energized and stay as far away as you can
- Stay in your car. Don't drive over downed power lines
- If you must evacuate, jump away and land with both feet together and shuffle away to safety



If you come across a downed wire of any kind, call 911 or the utility serving the location. For PSE, call **1-888-225-5773**

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## Storm preparedness

PSE's crews are constantly inspecting and maintaining all **26,000+ miles** of our electric grid. Year-round storm preparedness efforts include:

- Vegetation clearing
- Pole replacements
- Covered conductor (tree wire)
- AMI meter upgrades
- Targeted reliability projects
- Cable remediation and undergrounding
- Distribution Automation, e.g., SCADA breakers
- Response training, drills and exercises internally & externally.



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## Readiness Infrastructure

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- PSE has **900+ employees** with emergency response roles.
- We adhere to the National Response Framework and use the Incident Command System, to coordinate with response partners.
- We have an Emergency Coordination Center (ECC) and seven regional storm bases managing local storm response.
  - Dedicated 24/7 on-call and communications teams.



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## Outage Restoration Prioritization

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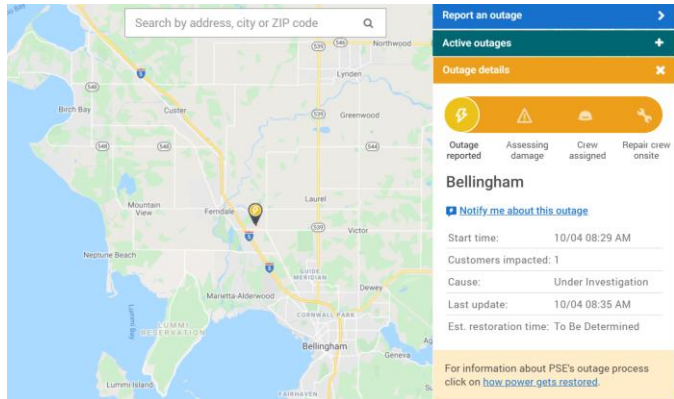
- ◆ First, repair crews focus on restoring power to
  - Essential services such as hospitals
  - Water/wastewater systems, and
  - Transportation
- ◆ Priority power restoration also goes to high-voltage transmission lines that provide power to substations serving large numbers of customers in a broad geographic area
- ◆ Next, crews focus on repairing damage to distribution and service lines – the lines that directly serve homes and businesses
- ◆ Outage restoration prioritization is constantly evolving as we continue to gain knowledge of the situation and respond to emerging issues



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# Communications

- MyPSE app
- Social media
- Situation reports
- Alerts & advisories
- Robo calls as needed
- Storm resources



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# Things customers should know

You might see 3 types of trucks:

1. PSE – Damage Assessment
2. PSE – Electrical first responders
3. Potelco – Lineworker

If the PSE truck leaves and still no power:

- A piece of equipment needs repair and a line crew are needed
- The outage may take extra time
- Clearing right-of-way



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## Things customers should know

Only 2 ways we know you don't have power

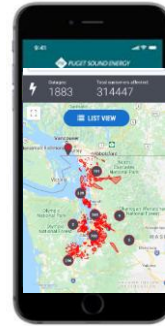
- Reporting your outage
- Substation outage

PLEASE report your power outage!

- myPSE app
- 1-888-CALL PSE

We want to hear from you!

- If you still don't have power - call us back!



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## Be prepared!

What can our customers do right now to prepare for storm season!

- Emergency and preparedness kit
- Look up tips from website
- Back up charger for phone
- Batteries



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## Questions?

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