NV Energy Public Safety Outage Management Virtual Open House

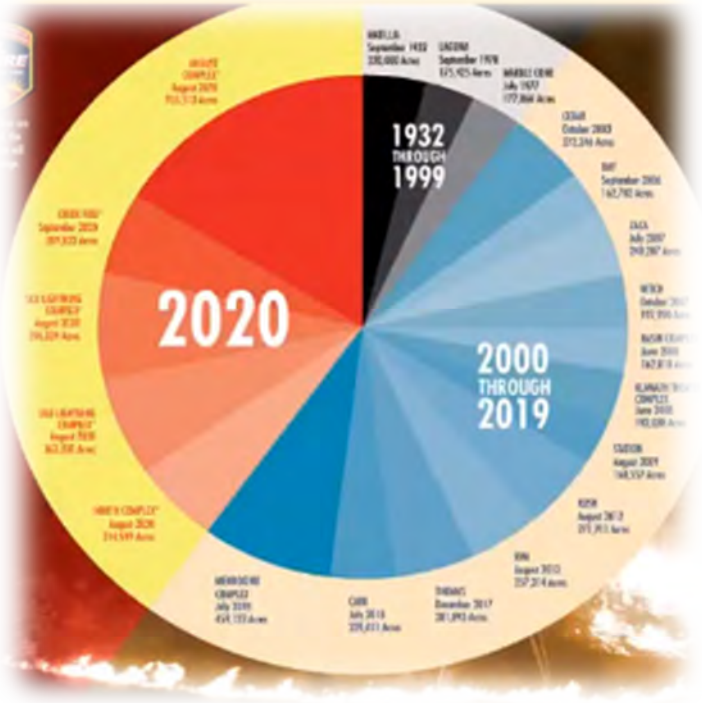
August 25, 2021

Agenda

- Welcome
- Public Safety Outage Management
  - Overview and Criteria
  - Communications
  - Preparation
- Natural Disaster Protection Plan
- Q&A

Wildfire Risk

- August Complex Fire > 1million Acres.
- > 4 million acres burned in 2020



Public Safety Outage Management

- Public Safety Outage Management (PSOM), or proactive de-energization, is an important measure of defense to reduce wildfire risk.

- During a PSOM event, power is temporarily shut off for safety in order to help prevent power lines, or debris blowing into power lines, and other equipment from causing a wildfire. This will be done when certain environmental conditions are met and an evaluation of risk is done with local emergency management teams and other stakeholders.

- PSOM was first approved in 2019 for use in extreme fire-risk zones in Nevada encompassing Mt. Charleston and the Lake Tahoe basin.

- Several fires in 2020 demonstrated that the risk of wildfire exists outside of Lake Tahoe and Mt. Charleston. To address this ever-increasing risk, NV Energy received approval from the Public Utilities Commission of Nevada to create 21 new PSOM zones.

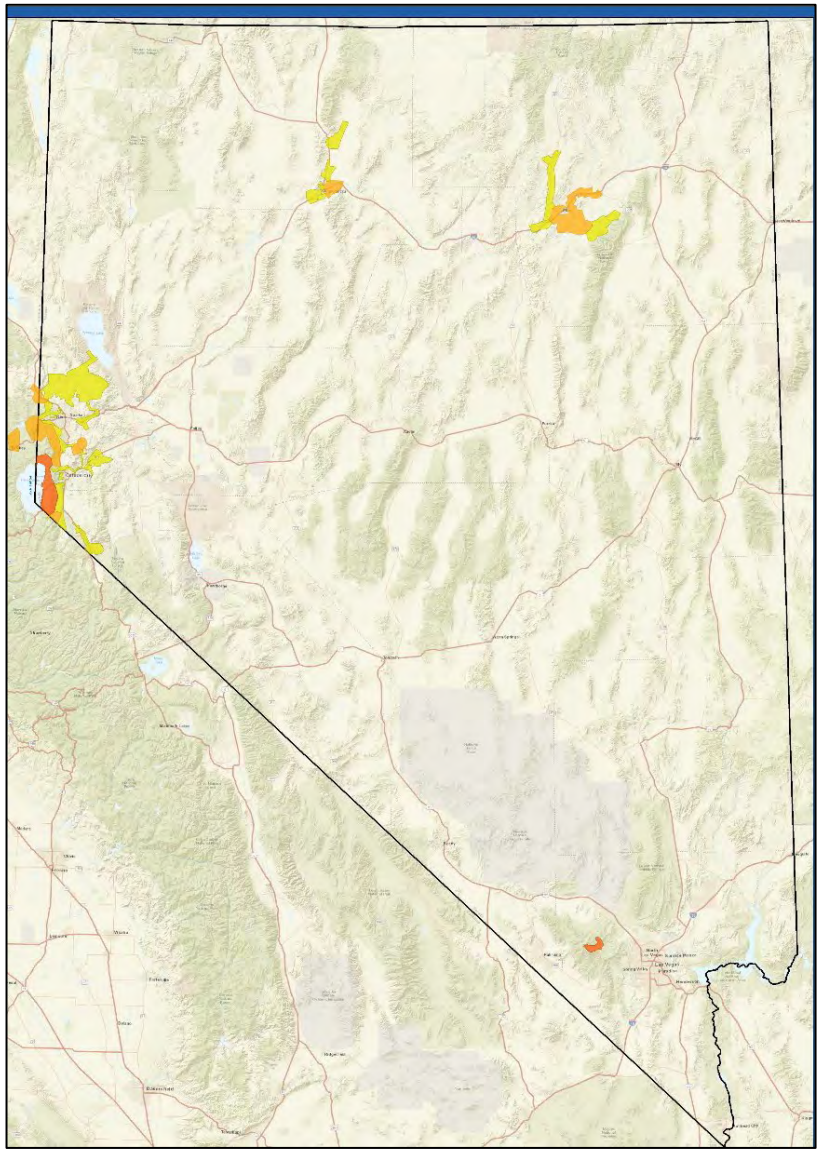
Public Safety Outage Management (PSOM)

- These zones include portions of Humboldt, Lyon, Storey, Elko, and Washoe Counties also with Carson City – representing more than 72,000 customers in northern Nevada.

- These elevated risk areas are located at the wildland-urban interface in many of our communities in northern and western Nevada, which are characterized by areas where the forest transitions to the high desert or by range land, with high concentrations of grass and brush that can burn hot and fast.

- The company has worked minimize the number of customers impacted by developing plans to reroute power, when possible, during a PSOM event.

- Public safety is our primary goal during a PSOM event.



PSOM Criteria

- There are no quantitative thresholds for elevated fire risk zones. NV Energy will look at multiple qualitative factors to assess risk including:
  - Wind speed
  - Condition of vegetation and fuel dryness in and along the rights-of-way
  - Input from key customers
  - Readiness of utilities and telecommunications providers
  - Field observations and input from local fire agencies
  - National Weather Service input
  - Expected duration of conditions
  - Customer Resource Center readiness
  - Condition of infrastructure

Public Safety Outage Management

- Each PSOM zone is monitored individually.
- A PSOM event may be called in one zone, and not another, based on unique weather conditions.
- During a PSOM event, the specific zone(s) will be called out in all customer notifications and outreach.
- Maps of all PSOM zones can be found at nvenergy.com/psom

PSOM Internal Process and Timeline

3-10 days ahead

2 days ahead

1 day ahead

Outage day

Restoration

Preparation | **Outage** | **Power Restored**

- Monitor long-term forecast
- Conduct stakeholder outreach with customers, government and regulatory stakeholders, critical facilities, telecommunications providers neighboring utilities and first responders
- Plan for customer resource center(s), generators, etc.
- Perform specific tasks per the communications plan, including ongoing communications with all stakeholders, including customers

- Validate extreme fire weather conditions
- Notify all stakeholders of outage
- Open customer resource centers

- Confirm conditions fall below thresholds
- Conduct equipment inspections and patrols
- Make repairs, if needed
- Restore power and notify all stakeholders
- Goal is to restore power within 24 hours after conditions pass.

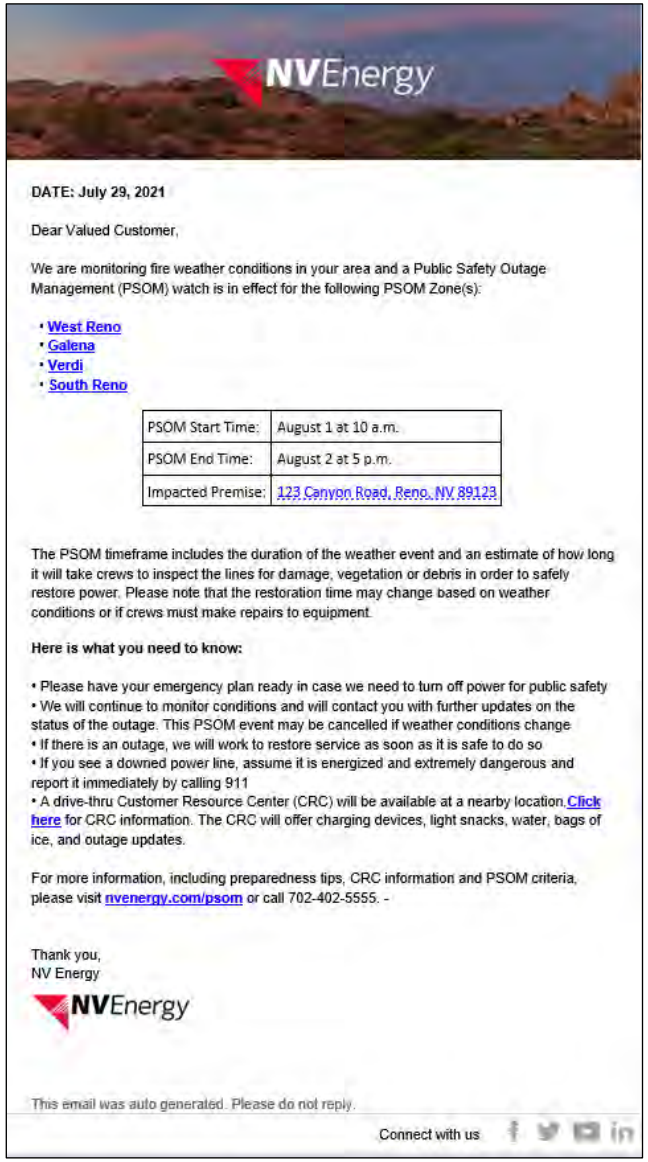
PSOM Communications

- Communication Goals
  - Create awareness of PSOM
  - Encourage outage/emergency preparedness including Green Cross
  - Drive awareness of personal fire safety measures including creation of defensible space
- Direct Outreach
  - Letters sent via mail to impacted customers
  - Public open house events
  - Ongoing stakeholder and large customer communication
  - Advance notice for Green Cross customers, telecommunications infrastructure and critical facilities
  - Customer notifications
- News Media
- Social Media
- Paid Media
- NV Energy Website – nvenergy.com/psom
- Community Partnerships/Grass Roots

PSOM Communications

What You Can Expect:

- We will provide impacted customers 48 hours notice, when possible, of a PSOM event via phone, text and email.
  - Outage start time and duration
- Following the initial notification, we will provide regular updates.
  - Change in outage start time or duration
  - Event cancellation
  - Power restoration
- Information will also be provided via:
  - nvenergy.com
  - News media
  - Social media
  - Paid media



NVEnergy

DATE: July 29, 2021

Dear Valued Customer,

We are monitoring fire weather conditions in your area and a Public Safety Outage Management (PSOM) watch is in effect for the following PSOM Zone(s):

- West Reno
- Galena
- Verdi
- South Reno

PSOM Start Time:	August 1 at 10 a.m.
PSOM End Time:	August 2 at 5 p.m.
Impacted Premise:	123 Canyon Road, Reno, NV 89123

The PSOM timeframe includes the duration of the weather event and an estimate of how long it will take crews to inspect the lines for damage, vegetation or debris in order to safely restore power. Please note that the restoration time may change based on weather conditions or if crews must make repairs to equipment.

Here is what you need to know:

- Please have your emergency plan ready in case we need to turn off power for public safety
- We will continue to monitor conditions and will contact you with further updates on the status of the outage. This PSOM event may be cancelled if weather conditions change
- If there is an outage, we will work to restore service as soon as it is safe to do so
- If you see a downed power line, assume it is energized and extremely dangerous and report it immediately by calling 911
- A drive-thru Customer Resource Center (CRC) will be available at a nearby location. Click here for CRC information. The CRC will offer charging devices, light snacks, water, bags of ice, and outage updates.

For more information, including preparedness tips, CRC information and PSOM criteria, please visit nvenergy.com/psom or call 702-402-5555. -

Thank you,
NV Energy

NVEnergy

This email was auto generated. Please do not reply.

Connect with us

PSOM Customer Support

- Customer Resource Centers
  - Drive thru set-up: Provides information, bags of ice, water, light snacks and charging devices
  - CRC locations information is available at nvenergy.com/psom

- Green Cross Customers - Offered hotel accommodations.

- Cell on Wheels engaged to boost cell signal.

- Work with telecommunications providers so they can provide generators to their infrastructure.

Public Safety Outage Management Readiness

- Ensure we have your **updated contact information** at **nvenergy.com/myaccount**.
- **Call 775-834-4444 to** sign up for our **Green Cross Program if you depend on electricity** for 24/7 life support equipment. We will provide advance notification of any planned outage.
- Have a **personal outage safety plan** in place for every member of your household including pets and livestock.
  - “Go-bag” that includes batteries, flashlights, charging devices, water, food, etc.
- **Sign up for emergency alerts** from your county so that you can be informed of other wildfire safety-related updates.
- More outage preparedness and fire safety **tips are available at nvenergy.com/psom** and **livingwithfire.com**.

Natural Disaster Protection Plan Overview

- We understand that a PSOM event is never convenient, and it is our goal to reduce the need for these outages through our ongoing and future investments to make our grid more resilient through our Natural Disaster Protection Plan.
    - Since 2019, we've inspected nearly 40,000 wooden poles in the extreme and high fire risk areas of Nevada, making the needed critical repairs and vegetation management corrections
    - Installed 30 weather stations and 10 AI wildfire alert cameras in extreme and high fire risk areas to help improve situational awareness. We are working to install 10 more cameras and 35 additional weather stations.

Natural Disaster Protection Plan Overview

- Increased the frequency of our vegetation management cycles in high fire risk areas.
  - Since 2020, more than 37,000 unhealthy or hazard trees in these areas have been trimmed or removed for safety.
- Partnered with state and local fire agencies to remove brush, grass and other vegetation from under our power lines and other equipment.
- Hired two fire mitigation specialists
- Evaluating the use of covered conductor
- Installing non-expulsion fuses
- Replacing wood poles with iron and steel poles in some locations
- Rebuilding circuits in full or in part
- Eliminating tree attachments
- Using drone inspections of equipment and vegetation

Q&A

Email questions to ndpp@nvenergy.com
Visit nvenergy.com/psom for more information