

NV Energy Emergency De-Energization FAQs



What is emergency de-energization

If an uncontrollable and/or unpredictable wildfire gets too close to NV Energy infrastructure such as distribution, transmission, or generation facilities we will turn off the power in the threatened area to reduce the risk of our equipment contributing to the ongoing fire.

How does NV Energy decide when to enact an emergency de-energization?

Our team—including meteorologists, fire experts, and operations staff—closely monitors active fires. If a fire becomes unpredictable and approaches our equipment, we will de-energize for safety. Factors like wind, temperature, and fire behavior influence how large the outage is and how long it lasts.

Why does NV Energy implement emergency de-energization?

The safety of our customers and communities is our number one priority. When an active wildfire gets too close to NV Energy infrastructure we will turn off the power to the threatened area to reduce the risk of our equipment contributing to the ongoing fire through secondary ignitions.

Will customers receive advanced notification before an emergency de-energization event?

Because emergency de-energizations require a rapid response, we're often unable to provide advance notice. When one does occur, NV Energy's online outage map will be updated right away, and automated notifications will be sent to customers who are signed up through MyAccount. We'll also keep customers informed using their preferred contact method, and share updates—including estimated restoration times—on our website and social media channels.

Does NV Energy implement other kinds of public safety outages?

Yes, NV Energy uses three proactive de-energization strategies to protect the public from extreme wildfire risk.

Fire Season Settings

During times of increased fire risk, we will set our lines to fire season settings. These settings make lines more sensitive during high fire risk periods.

If a hazard like vegetation or debris is detected, the line automatically turns off to prevent potential ignitions. Before power can be restored, crews must manually inspect the line to confirm no damage or debris remains.

Public Safety Outage Management (PSOM)

NV Energy may temporarily shut off power lines as a safety precaution during periods of extreme wildfire risk. This process is called Public Safety Outage Management (PSOM). These outages are forecasted in advance, and we notify customers 24–48 hours before the outage begins when possible.

Emergency De-energization

As a last resort, NV Energy may shut off power when an active wildfire gets dangerously close to our equipment. This emergency de-energization helps prevent our infrastructure from making the fire worse and protects nearby communities.

Is emergency de-energization a new policy/strategy for NV Energy

De-energizing power lines is one of several tools NV Energy uses to reduce wildfire risk. While this practice has been part of our wildfire mitigation strategy for years, we formally introduced our Emergency De-Energization policy in 2024 to provide clearer guidelines and support smoother implementation. We regularly update these protocols to help ensure safe, reliable power—especially during periods of high wildfire danger.

What impact will emergency de-energizations have on the average NV Energy customer?

As wildfire risk continues to grow across the West, customers may experience more frequent outages due to emergency de-energizations. The length and impact of these outages will vary depending on the wildfire's size, location, and movement.

To stay prepared, we encourage customers to:

- Make sure their contact information is up to date in MyAccount
- Sign up for outage alerts
- Have an emergency kit ready
- Create a plan to meet their family's needs during outages or emergencies

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How does NV Energy detect and track wildfires?

NV Energy's team of experts actively monitor wildfire conditions by reviewing satellite-detected hot spots, tracking fire reports, and staying in close contact with fire and emergency agencies. We rely on credible sources to identify fires that may threaten our equipment, but sometimes decisions to de-energize must be made immediately. We also collect and analyze real-time weather data to help predict wildfire behavior. This allows us to respond quickly and take steps to protect our customers and communities.

What does the restoration process look like for an emergency de-energization?

Restoration times after an emergency de-energization depend on several factors, including wildfire containment, the fire's speed and direction, any damage to power lines or equipment, and how easily crews can access the area. While we work to restore power as quickly as possible, safety is our top priority—and power will only be turned back on when it's safe to do so. To receive updates on estimated restoration times, customers should sign up for outage notifications through NV Energy's MyAccount.

Does NV Energy consult with local jurisdictions or public safety partners before enacting an emergency de-energization?

Because emergency de-energizations require a rapid response, NV Energy may not be able to provide advance notice to public safety partners. However, once an outage occurs, we coordinate closely with responding agencies to ensure all partners are informed and aware of the outage and its impacts. Since adopting the Emergency De-Energization policy, we've worked proactively with public safety partners to build awareness and strengthen collaboration around this safety measure.

Can I file a claim for losses if an emergency de-energization affects production at my business?

Emergency de-energizations protect customers and communities by lowering the risk of a secondary ignition that could contribute to catastrophic wildfire conditions. We understand that power outages are inconvenient, every effort is made to restore power as quickly and safely as possible when they occur. Electricity is metered and you are not charged for power during an outage. An emergency de-energization ensures the safe delivery of electric service and NV Energy is not liable for product loss as a result.

Are there other power companies across the nation adopting similar policies?

Wildfire risk has increased across the West over time and western utilities are on the front line of this issue. However, wildfire risk has become a nationwide issue. We have seen major fires in Texas, Hawaii and many other states. This has caused wildfire mitigation to become the number one priority for utility companies across the country.

What else is NV Energy doing to reduce wildfire risk?

NV Energy is taking multiple steps to reduce wildfire risk. Our Power Safe NV team leads efforts like enhanced vegetation management, rebuilding and upgrading power lines, and regular equipment inspections. We've also added wildfire cameras and weather stations to improve real-time awareness. As a last resort, we may use proactive outages—like emergency de-energizations—to help keep communities safe.

For more information, visit nvenergy.com/powersafenv



This is what **we do**
NV Energy.