











## Customer Options for Consideration to Increase Resilience in the Face of PSPS and Wildfires 2020

<p>Customers need to <b>contact their local electrical power utility</b> and ascertain that they have their current contact information. This will be used by the electric power utility to provide advanced alerts on the need to shutoff power. Discuss the Public Safety Power Shutoff (PSPS) processes and how/when they will be alerted before the PSPS is implemented. Register to be alerted. Refer to the prepare for power down webpage for more information on the PSPS and how to be prepared - <a href="https://prepareforpowerdown.com/">https://prepareforpowerdown.com/</a>. Learn more from your energy company and the resources that they offer:</p> <p><b>Southern California Edison (SCE) information</b>          Visit <a href="https://www.sce.com/safety/wildfire/pssp">https://www.sce.com/safety/wildfire/pssp</a>   Phone: 1-800-655-4555   <a href="https://marketplace.sce.com/">https://marketplace.sce.com/</a></p> <p><b>San Diego Gas &amp; Electric Company (SDG&amp;E) information</b>          Visit <a href="https://www.sdge.com/wildfire-safety/public-safety-power-shutoffs">https://www.sdge.com/wildfire-safety/public-safety-power-shutoffs</a>   Phone: 1-800-411-7343   <a href="https://marketplace.sdge.com/">https://marketplace.sdge.com/</a></p> <p><b>Pacific Gas and Electric Company (PG&amp;E) information</b>          Visit <a href="https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page">https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page</a>   email - <a href="mailto:wildfiresafety@pge.com">wildfiresafety@pge.com</a>   Phone: 1-866-743-6589   <a href="https://marketplace.pge.com/">https://marketplace.pge.com/</a></p> <p>The <a href="https://prepareforpowerdown.com/">https://prepareforpowerdown.com/</a> webpage also has guidance for those dependent on electricity for medical devices, and advises having emergency contacts, backup locations to go to, making the power utility aware of electrical-medical needs, having backup power, and knowing others who can help and know how to operate the equipment.</p>	   
<p>Inform the customers of the <b>activities that the Public Water System</b> has done to be more resilient to the PSPS and wildfires – e.g., efforts to control vegetation and maintain a defensible space, keeping reservoirs full during a PSPS alert, placing emergency generators and backup power at critical locations to maintain potable water service, and identifying different valve configurations to maintain service.</p>	 <p style="text-align: center;"><b>Your Logo Here</b></p>
<p>Customers need to establish and maintain the 100 feet (or more) <b>defensible space</b> around their facilities. Customers can learn more about wildfires and defensible space at the following CalFire webpage - <a href="https://www.fire.ca.gov/">https://www.fire.ca.gov/</a> and review/verify multiple ingress and ingress pathways.</p>	

<p>Inform customers on what they can do if they receive notifications and messages such as precautionary boil water notices, how they can <b>disinfect their drinking water</b> as needed, and where they can <b>find drinking water</b> in their home when service is curtailed. During emergencies in their home, customers can find potable water in their hot water heater tank, ice cubes, bathroom water supply tank, etc.</p> <p>During a PSPS event, customers need to <b>conserve water</b> so that existing supplies may last longer until the PSPS event is over and the PWS is able to resume normal service.</p> <p>Customers can ascertain that they maintain a necessary <b>supply of emergency water</b>, e.g., week’s supply of potable water.</p>	 <p>The image shows a yellow triangular warning sign with a red exclamation mark and the text "BOIL WATER Advisory in Effect". Below the sign is a photograph of a clear glass filled with water.</p>
<p>Customers can secure or acquire necessary <b>emergency generators</b> and/or batteries for critical functions. Consider planning on fueling and operation for an extended time in case of a long power outage. Consider contacting the electric utility provider as there may be customer resources and information available</p>	 <p>The image shows a red and black portable generator with a carrying handle.</p>
<p>Customers can stay tuned to their <b>local news for updates</b> and keep an eye on the climate. National Weather Service - <a href="https://www.weather.gov/">https://www.weather.gov/</a>. National Oceanic and Atmospheric Administration - <a href="https://www.noaa.gov/">https://www.noaa.gov/</a>.</p>	 <p>The image contains several logos: NOAA, National Weather Service, and a graphic showing "MEDIA" with sub-categories: INTERNET, TELEVISION, RADIO, MAGAZINES, and NEWSPAPERS.</p>
<p>Customers can increase their resilience by following guidance such as the American Red Cross – <b>get a kit, make a plan, be informed</b> - <a href="https://www.redcross.org/">https://www.redcross.org/</a> and <a href="https://www.redcross.org/content/dam/redcross/atg/PDF_s/Preparedness_Disaster_Recovery/Disaster_Preparedness/Be-Red-Cross-Ready-Preparedness-Factsheet.pdf">https://www.redcross.org/content/dam/redcross/atg/PDF_s/Preparedness_Disaster_Recovery/Disaster_Preparedness/Be-Red-Cross-Ready-Preparedness-Factsheet.pdf</a>. Customers can also consider obtaining contact information for their local public health entity as needed.</p>	 <p>The image shows the American Red Cross logo, which consists of a red cross on a white background with the text "American Red Cross" below it.</p>