



# APS Wildfire Safety and Fire Mitigation

Providing you with safe, reliable energy is our top priority. We work year-round to prepare for and reduce the risk of wildfire in our communities.

As an energy provider, our role includes partnering with communities, first responders and customers to reduce wildfire risk and prepare for emergencies.

We play our part through long-term planning and ongoing system maintenance to keep people, property and land safe around electricity.

## **Our year-round wildfire preparedness and efforts involve:**

- Maintaining more than 38,000 miles of power lines to ensure safety and reliability.
- Creating defensible space by removing vegetation around poles and substations.
- Using advanced technology to troubleshoot issues more quickly, reduce the number of customers impacted and decrease the duration of outages.
- Working with communities on their emergency preparedness specific to wildfires.
- Keeping customers informed during any power outages that may be necessary to reduce wildfire risk or keep first responders safe.
- Communicating to our partners and the public about our work to prevent wildfires and to promptly restore power after an outage.



## Here are ways you can prepare for wildfire season:

- Create an account online by visiting [aps.com/login](https://aps.com/login). If you already have an account, sign in to be sure your information is current in case we need to reach you.
- Get emergency alerts through local resources and visit [ein.az.gov](https://ein.az.gov) to create an emergency preparedness plan. Get emergency alerts and more information for Yavapai County by visiting [yavapai.az.gov/ready](https://yavapai.az.gov/ready).
- Keep grass, weeds, trees and shrubs trimmed. Dispose of trimmings and trash properly.
- Have flashlights, batteries, a portable cellphone charger and water handy.

## Integrated Vegetation Management Program

Each year, we inspect transmission and distribution lines and clear overgrowth around our equipment within rights of way.

## Protocols During Elevated Fire Conditions

During elevated fire conditions, power outages may be extended until crews can perform visual inspections of lines and remove any potential hazards from around our equipment that could pose fire risks. In the event of a wildfire or during extreme fire risk conditions, power lines may be temporarily taken out of service to protect firefighters, which could result in outages that might last longer than usual. We continue to invest in specialized equipment on our lines to help reduce outage durations for customers.

## Line Inspections and Public Safety Patrols

We conduct an annual patrol of nearly 5,000 miles of overhead lines using drones, vehicles and, in heavily vegetated areas, by foot. Each year, we complete a pole-by-pole inspection and identify necessary maintenance to complete the work ahead of elevated fire conditions.

## Defensible Space Around Poles (DSAP) Program

Proactively creating defensible space within a 10-foot radius around poles helps protect electrical equipment from the impacts of wildfire and prevent wildfire ignitions.

## Customer Communication

We realize that any disruption of power is a major inconvenience to customers. You will receive text or email outage alerts if you have an online account or a cellphone number in our system. If you don't have an online account, create one at [aps.com/login](https://aps.com/login) to easily manage your preferences. To ensure customers are kept informed, we are reaching out in a variety of ways, including:

- Mailed postcards to customers in areas with high fire risk
- Emails and bill messages
- Radio and newspaper ads
- Online Outage Center ([aps.com/outage](https://aps.com/outage)) and Wildfires ([aps.com/wildfires](https://aps.com/wildfires)) pages

[aps.com/wildfires](https://aps.com/wildfires)



# PROTECTING YOU & YOUR COMMUNITY FROM WILDFIRE



At APS, our teams work year-round with public safety partners, first responders and wildfire experts in your community to prevent, reduce and respond to wildfires. As part of our efforts, we're reducing the risk of wildfires from our equipment by:



Inspecting more than 38,000 miles of power lines to clear overgrown vegetation



Creating defensible space by removing vegetation around poles and substations



Using advanced technology to troubleshoot issues more quickly, reduce the number of customers impacted and decrease the duration of outages

## A NEW TOOL TO REDUCE WILDFIRE RISK

Starting May 2024, we're adding a new way to protect you from wildfire, to be used only during extreme fire risk conditions. It's called **Public Safety Power Shutoff**.

In these conditions, we may shut off power to your area to prevent the electric system from starting or contributing to a wildfire through a downed wire or inadvertent spark. This can include periods of high winds, which can cause trees to contact lines and start a wildfire.

The decision to call a safety shutoff is based on several factors that impact the potential for fire and how fast a fire might grow in the area, such as:



Available flammable material in the area, such as dense, dry brush



Terrain that would impact fire direction and growth



Weather, including high wind speed and gusts

These conditions may be occurring away from your home or business, but near APS power lines that provide you power, so it may not be immediately obvious why there is a safety shutoff.

## A TOOL WE EXPECT TO USE RARELY

We recognize safety shutoffs create hardships for our customers and communities. However, we are committed to public safety, and preventing fires is a top priority.





## STAY INFORMED IF THERE IS A SAFETY SHUTOFF IN YOUR AREA

We encourage you to create an account online by visiting [aps.com/login](https://aps.com/login), or if you already have an account, sign in to be sure your account information is up to date with your email address and cell phone number. You can also update your contact information by calling the APS Customer Experience Center at **(800) 253-9405**. When your contact information is current, it helps us keep you informed during an outage.



Scan to visit  
[aps.com/login](https://aps.com/login)

## HOW CAN I STAY SAFE & PREPARED?

	Get emergency alerts in your area and have an emergency plan for your family and pets. Coconino County: <a href="https://coconino.az.gov/ready">coconino.az.gov/ready</a>   Gila County: <a href="https://readygila.com">readygila.com</a>   Yavapai County: <a href="https://yavapaiaz.gov/ready">yavapaiaz.gov/ready</a>	<input type="checkbox"/>
	Store important phone numbers for medical providers, family, friends, and APS in your cell phone or near your home phone.	<input type="checkbox"/>
	Make sure your cell phone is fully charged, and if possible, consider buying a portable charger.	<input type="checkbox"/>
	Keep your APS account number readily available.	<input type="checkbox"/>
	Have resources ready like flashlights, batteries, a radio, non-perishable food items that are easy to prepare without power, including pet and baby food and extra water, at least one gallon per person per day.	<input type="checkbox"/>
	Stock utensils and basic tools like a non-electric can opener.	<input type="checkbox"/>
	Make sure you have a basic first-aid kit, medications and toiletries.	<input type="checkbox"/>
	Learn to manually open your automatic garage door or security gates.	<input type="checkbox"/>
	During an outage, check <a href="https://aps.com/outages">aps.com/outages</a> for cooling shelters, community resources and dry ice reimbursements. During an event, resources will be available on our outage map.	<input type="checkbox"/>

### MEDICALLY SENSITIVE CUSTOMERS

In the event of an outage, we will make every effort to notify vulnerable customers on our Medical Care Program who depend on electricity for life-saving medical equipment. If you or someone in your household has a life-threatening illness or uses critical medical equipment, we encourage you to apply for the Medical Care Program. You will need to enroll each year. Learn more at [aps.com/medical](https://aps.com/medical).







## WHERE WILL PUBLIC SAFETY POWER SHUTOFFS BE CALLED?

Safety shutoffs could impact customers in the highest fire-risk communities located in northern Arizona. These communities include parts of Coconino, Gila and Yavapai counties.

## HOW & WHEN WILL I BE NOTIFIED OF A SAFETY SHUTOFF?

We will communicate with impacted customers often and at regular intervals via email, text or phone call if a safety shutoff is expected or if one occurs. **For example, you'll receive:**

 <p>Planning notification in advance based on extreme weather and fire condition forecasts</p>	 <p>Updated timing each day leading up to a shutoff</p>	 <p>Safety shutoff cancellation, if weather and fire conditions improve</p>	 <p>Status updates with an estimate of when power will turn back on and/or information on resources available</p>
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Please verify your contact information is up to date on your [aps.com](https://aps.com) account. Text and email alerts are the fastest ways for us to reach you.

*Note: Extreme weather can be erratic and may impact the exact timing of advance notification.*

## HOW LONG WILL MY ELECTRICITY BE OUT IF A PUBLIC SAFETY POWER SHUTOFF IS NECESSARY?

The time span of a Public Safety Power Shutoff can depend on how long extreme weather conditions last and extent of damage to electrical lines and equipment. Once extreme fire risk conditions diminish, field crews will inspect the lines that were shut off. If there is no damage, electricity will be restored during daylight hours. In most cases, power will be restored after about 20 hours, but the actual duration will depend on current weather conditions and if any equipment repairs are needed.

## HOW CREWS GET POWER BACK ON AFTER A PUBLIC SAFETY POWER SHUTOFF



**Questions?** To learn more about Public Safety Power Shutoff, visit [aps.com/safetyshutoff](https://aps.com/safetyshutoff). Our Customer Experience Team is also here to help. Call **(800) 253-9405**.



