

# Storm Preparedness

October 2023



*PUGET  
SOUND  
ENERGY*

# Agenda

- Safety moment
- Storm preparedness
- Infrastructure & readiness
- Customer resources
- How we restore power
- Things customers should know
- Outage communications

# 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 from 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**

# 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 management
- Pole replacements
- Covered conductor (tree wire)
- Targeted reliability projects
  - Cable remediation and undergrounding
- Distribution automation, ex. SCADA breakers
- AMI meter upgrades



# Readiness Infrastructure

- We have **900+ employees** with emergency response roles.
- We have **seven regional storm bases** managing local storm response.
  - Dedicated 24/7 on-call teams.
- Emergency Coordination Center (ECC)
  - Dedicated 24/7 on-call teams.
- Dedicated communications team at bases and ECC.

# How power gets restored

## **Transmission lines**

- Crews focus first on restoring power to high-voltage transmission lines

## **Substations**

- Substations serve large numbers of customers in a broad geographic area

## **Distribution lines**

- Crews then repair damage to distribution and service lines – the lines that directly serve homes and businesses

# 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 lineworker and crew are needed
- The outage may take extra time
- Clearing right-of-way



# Things customers should know

Only 2 ways we know you don't have power

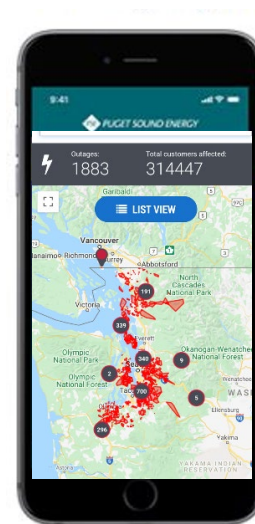
- Reporting your outage
- Substation outage

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!





# Communications

- Outage map
- Report an outage
- myPSE app
- Social media
- Situation reports
- Storm resources
- Alerts & advisories
- Emergency operations

The screenshot displays the PSE outage map interface. On the left is a map of the Bellingham area, including locations like Birch Bay, Custer, Mountain View, Ferndale, Neptune Beach, Lummi Bay, Lummi Island, Lummi Reservation, Fairhaven, Bellingham, Geneva, Ag, Dewey, Victor, Laurel, Greenwood, Lynden, and Northwood. A search bar at the top of the map says "Search by address, city or ZIP code". A yellow lightning bolt icon is placed on the map near Ferndale. On the right is a sidebar with a blue header "Report an outage" with a right arrow. Below it is a dark teal section "Active outages" with a plus icon. Then is an orange section "Outage details" with a close icon. Below these are four orange buttons with icons: a lightning bolt for "Outage reported", a warning triangle for "Assessing damage", a person for "Crew assigned", and a wrench for "Repair crew onsite". The sidebar then shows the title "Bellingham" followed by a link "Notify me about this outage". Below this are four rows of information: "Start time: 10/04 08:29 AM", "Customers impacted: 1", "Cause: Under Investigation", and "Last update: 10/04 08:35 AM". The final row says "Est. restoration time: To Be Determined". At the bottom of the sidebar is a yellow box with the text "For information about PSE's outage process click on [how power gets restored](#)."

# 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



# Safety & preparedness resources

Our most up-to-date information is available on our storm landing page at [pse.com/storm](https://pse.com/storm)

- This page highlights ways PSE is preparing and ways customers can prepare.
- Information for emergency responders including our energy system restoration plan.
  - We provide first responders the support they need to protect the public and themselves during electric and natural gas emergencies, including training videos, near-miss bulletins

# Local updates



In Thurston County PSE has:

- 1,331 miles of pipes and overhead wire
- 1,942 miles of underground cable
- 32 Substations
- 994 Gas Mains
- 138,837 electricity customers
- 57,183 natural gas customers

A large, semi-transparent rectangular box with rounded corners is centered on the slide. Inside this box, on the right side, is a faded image of a three-bladed wind turbine against a light sky. A thin white vertical line is positioned to the left of the 'Contact info' text.

# Questions?

Contact info