



Public Safety Power Shutoff (PSPS) Customer Notification Process



- **72 - 48 Hours, Candidate PSPS:** Forecast received. Contact begins with emergency management, the state regulatory authority, media, customers and community-based organizations such as Red Cross. Rocky Mountain Power social channels are updated.
- **24 Hours, Candidate PSPS:** Monitor weather conditions and continue to communicate to emergency management and customers. All customers receive an outbound call in addition to other methods of notification. All social media platforms updated including website. Begin personal contact of identified medical baseline allowance customers.
- **2 Hours, Imminent PSPS:** Two hour imminent alert outbound calls are placed to all customers. List of uncontacted medical baseline allowance customers is provided to the incident commander. All social media platforms updated including website. Emergency management, the media and community-based organizations are updated.
- **1 Hour, Imminent PSPS:** One hour imminent alert outbound calls are placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.
- **Event Begins:** Outbound calls are placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.

Cancellation

When forecasts change and a de-energization is cancelled:

- All customers previously contacted will receive an outbound call using the cancellation script.
- Community leaders will be contacted by their Regional Business Managers
- Social media platforms will be updated and a press release is issued.

Re-energization Begins

- All customers will receive notification of when re-energization begins.
- Community leaders will be contacted by their Regional Business Managers.
- All customers will receive notification when it is completed.

Don't miss out on critical information.

Download our app and update your contact information now at rockymountainpower.net/wildfiresafety

Si necesita hablar con un representante que habla español, llame al 1-888-225-2611.