

Is it true that PGE is proactively shutting off power to prevent wildfires?

Yes. We care about the safety of our communities and that means ensuring you have a safe and reliable supply of electricity. With that, we have contingency plans to temporarily shut off power in certain high risk areas, as a last resort, if fire danger becomes so extreme it's necessary to protect lives and property.

Right now, unfortunately, we need to implement those plans in a very limited, heavily forested area near Mt. Hood, affecting about 4,000 customers. We'll restore power as quickly as safety allows, and the vast majority of our nearly 900,000 customers won't be involved.

The forecast calls for extremely dry, warm, windy conditions. We don't want to shut off power, but under these conditions any electrical spark created by debris or tree limbs blowing into power lines – or wind damage to our equipment – could ignite a potentially catastrophic wildfire. We need to do what's necessary to help keep our customers safe.

Are you coordinating your wildfire safety plans with local, state and federal fire protection agencies?

Yes. It's critical we work closely with local and state emergency managers as well as state and federal land management agencies as we do this. We consulted with them as we developed our plans and are coordinating so we're ready to share information and support each other's wildfire prevention and response efforts. We're also working with them to help keep residents and visitors in the affected area informed.

Who approved your plan?

We're regulated by the Oregon Public Utility Commission and have followed their guidance as we develop our wildfire mitigation plans.

What criteria do you use to decide if you'll call a PSPS?

Proactive power shutoffs can be necessary as a public safety measure when extreme hot, dry conditions combine with sustained high winds that can damage power lines or blow tree limbs or debris into the lines, sparking a fire. Our part of Oregon doesn't typically see this combination of factors, but the climate is changing and extreme weather events are becoming more common.

Other factors that affect this are location and geography: Most of our customers live in communities that are at lower risk of wildfire and are easily accessed by emergency responders and firefighting equipment, so it's unlikely we would ever need to call a public safety power shutoff there.

The heavily forested, relatively isolated communities along the Highway 26 corridor, from Brightwood to Government Camp, are more vulnerable to wildfire and harder to protect, so we have focused our public safety power shutoff contingency plans there.

We also have transmission lines in Central Oregon where extreme heat and drought are more common in the summer. It's possible we might have to deenergize those as a wildfire mitigation measure, but that wouldn't necessarily lead to a power outage for our customers.

How will I know if PGE is going to shut off power due to high fire danger?

Earlier this week we started reaching out to local agencies to let them know this could happen, and we ramped up that effort with direct customer communications in recent days as the weather forecast became more certain. We wanted to give customers time to prepare, and now are making every effort to keep people fully informed by phone, text or email. We're also sharing information with local emergency managers like fire and police departments as well as the news media so they can help get word out to the community.

If you haven't already: Log into your account at www.portlandgeneral.com and make sure you've updated your contact information, including your email address and mobile phone number, so we can reach you with notifications or updates during this emergency.

What are doing to help people during the time their power is shut off?

We know not having power is a big deal, and we want to thank our customers for their patience and understanding during this safety disruption. We also know there are things we can do to make this a bit easier. Beginning Tuesday, September 8 at 9 a.m., we will be at Welches Elementary School, 24901 E. Salmon River Rd., with resources to help.

- The center will be open everyday during the public safety power shutoff from 9 a.m. to 6 p.m.
- PGE team members will be on hand to answer questions and help customers
- We'll have snacks, water, ice, phone/technology charging, as well as portable bathrooms and hand washing stations
- With safety in mind, customers may remain in their car and we'll safely load supplies. And we'll have face coverings and social distance safety measures in place for customers who want to get out to charge up or use the bathroom.

What can I do to protect my property from wildfire?

Just as we clear brush and trees away from power lines, it's important for you to create a defensible space around your property and have a plan for how you and your family will stay safe from wildfire.

For information and tips, visit the National Fire Protection Association's [website](#).