

# City of Lompoc's Customer Notification Plan for PG&E's Public Safety Power Shutoff (PSPS) Program

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# Overview

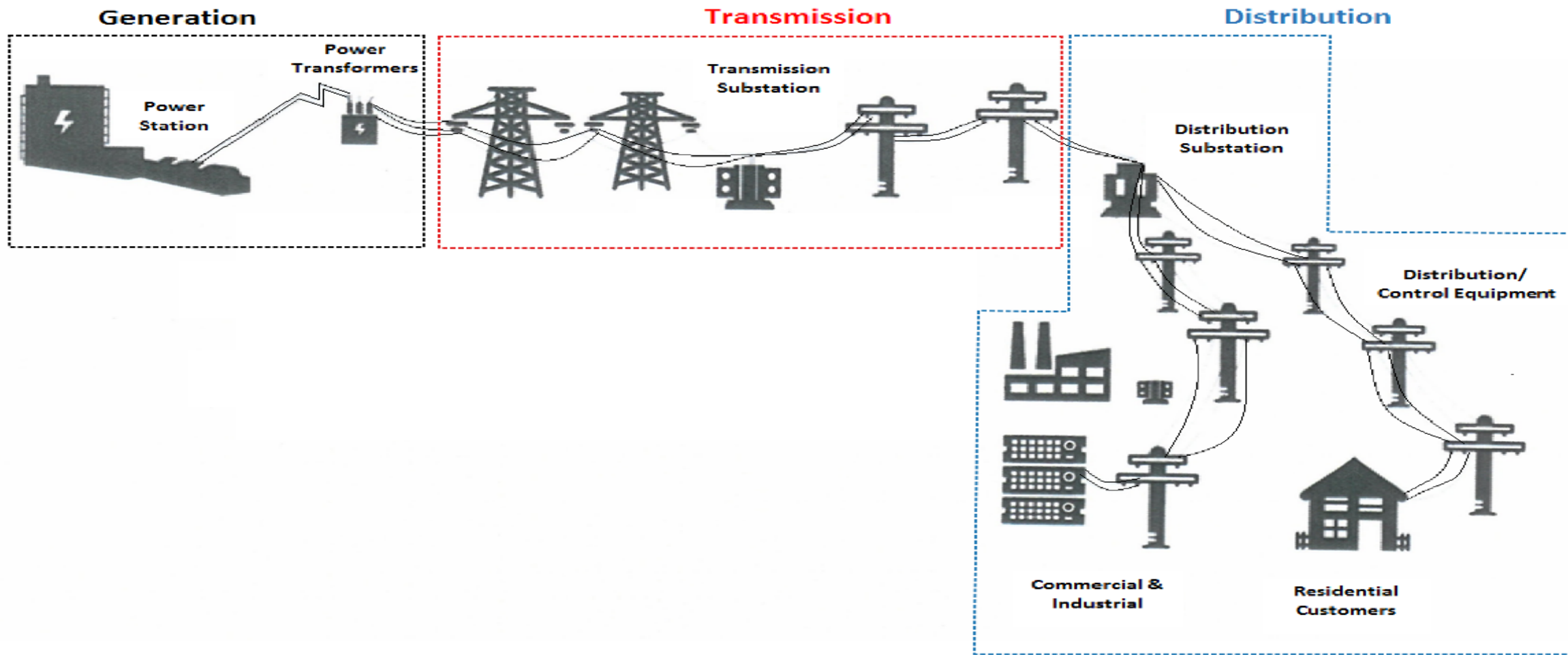
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# Lompoc Electric

- City of Lompoc owns its own Electric Utility
- Established in 1923
- City of Lompoc owns its power generation, distribution facilities and uses PG&E for transmission



# Electric Utility Model



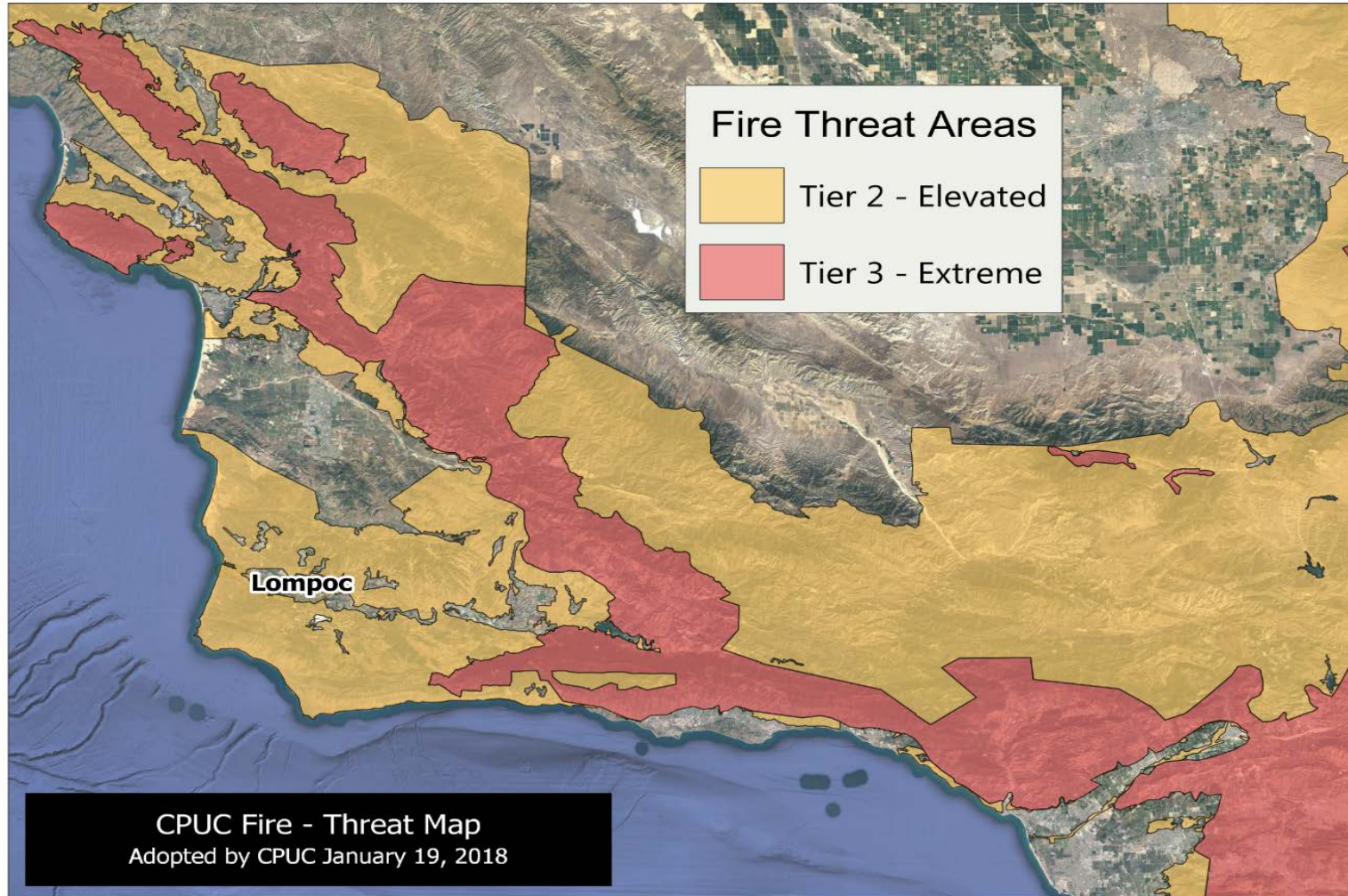
# Public Safety Power Shutoff (PSPS) Background

- PSPS is PG&E's attempt to help prevent the start of a wildfire from electric utility equipment. The PSPS Program began in 2019.
- PSPS will occur if extreme fire danger conditions threaten a portion of the electric system. PG&E can shut off power to transmission lines feeding Lompoc even if a fire is not in our area.
- PSPS could last **more than two** days – PG&E advises customers to be prepared for multi-day outages.
- PSPS events are beyond our control - will impact the City of Lompoc.
- Because we understand that our customers will not be reached by PG&E's marketing campaign, we will do our best to provide basic information about PSPS events to our customers that PG&E has made available.
- No PSPS event occurred in the Lompoc area in 2019.





## Areas at most risk for PSPS events



- PG&E's transmission lines traverse through the higher risk area
- Areas that have been designated by the CPUC as Elevated risk (Tier 2) or Extreme risk (Tier 3) for wildfires

# When will a PSPS event happen?

While no single factor will drive a Public Safety Power Shutoff, some factors include:



## A RED FLAG WARNING

declared by the National Weather Service



## LOW HUMIDITY LEVELS

generally 20% and below



## FORECASTED SUSTAINED WINDS GENERALLY ABOVE 25 MPH AND WIND GUSTS IN EXCESS OF APPROXIMATELY 45 MPH,

depending on location and site-specific conditions such as temperature, terrain and local climate



## CONDITION OF DRY FUEL

on the ground and live vegetation (moisture content)



## ON-THE-GROUND, REAL-TIME OBSERVATIONS

from PG&E's WSOC and field observations from PG&E crews



# Who will be without power?

## All of Lompoc's Electric Customers

- Businesses
- Hospitals
- Schools
- Residential Customers
- Utilities
- City Facilities
- Public Safety Facilities





# PSPS Customer Notification Plan

## Beginning of Summer (Summer 2020)



Educate customers about PSPS events.



Provide information supplied by PG&E officials to all customers on most media platforms.

**PUBLIC SAFETY**  
**POWER**  
**SHUTOFF**



## Upon PG&E's Notification of an Event and During a PSPS Event



Notify Critical Account customers of PSPS events before they happen by phone.



Provide customers with information and updates supplied by PG&E officials on available media platforms.

## Educate Customers about PSPS Events



Issue press release following this presentation.



Mail PSPS informational flyer to all customers with utility bill.



Provide information on City website and social media and on City's radio and television stations.



Contact Key and Critical Account Customers by phone.



Direct customers to PG&E's website for additional information on preparing for PSPS events and outage information.






# Upon PG&E's Notification of an Event and During a PSPS Event

 **Customer Notification will be dependent on PG&E.** They have assured us that they will try to give 48 hours advance notice. First notice may be as little as 24 hours due to weather conditions.

## **Contact Critical Account Customers by telephone**

- Utilities, Public Safety Agencies, Schools
- Hospitals and Healthcare Facilities
- Medical Discount Customers

## **Provide Information about PSPS events to all customers**

-  Press releases upon PG&E notification and during PSPS event.
-  City website, social media, City radio and television stations, if available.
-  Direct customers to PG&E for information. PG&E has assured us that they will be providing updates on their website and advertisements through television and social media.





## Summary

- Lompoc owns its Electric Utility - Customers benefit from lower rates, and high reliability.
- PG&E's PSPS program will impact all customers.
- PSPS is beyond our control - will do our best to educate and communicate information to customers about PG&E's PSPS events.
- We urge customers to prepare for PSPS events.
- Resources to help customers prepare:
  - [www.cityoflompoc.com](http://www.cityoflompoc.com)
  - [www.ReadySBC.org](http://www.ReadySBC.org)
  - [www.pge.com](http://www.pge.com)

**PUBLIC SAFETY**  
**POWER**  
**SHUTOFF**





# Questions

- Thank you