

DON'T FIND YOURSELF UNPREPARED IN THE DARK.

In recent years, wildfires have intensified in California, and utilities are taking action to reduce fire risks related to utility infrastructure. During extreme weather events, a utility may shut off power to electric lines in high threat areas to prevent wildfire. This is called a public safety power shutoff, or PSPS. The City of Palo Alto Utilities (CPAU) has a wildfire mitigation plan that outlines activities by CPAU and other City departments to mitigate the threat of wildfires associated with overhead electric lines and associated equipment.

We have identified the Foothills as an area at elevated risk for wildfire, and want to make sure you are prepared if the unexpected happens.

WHAT YOU CAN EXPECT FROM US:



WILDFIRE PREVENTION

Vegetation management, electric line inspections, prioritized maintenance, tree trimming and inspection to prevent contact with electric lines.



SAFETY INSPECTIONS

If a PSPS is necessary, once conditions subside, CPAU must inspect the lines in affected areas **during daylight hours** before power is safely restored.



EARLY WARNING NOTIFICATION

The City will aim to send customer alerts if anticipating a potential PSPS.



POWER RESTORATION

Power outages could last multiple days depending on weather severity and other factors.



ONGOING UPDATES

Through social media, email, phone call, text, website, and/or other emergency notification systems such as AlertSCC and genasys Protect (Zonehaven).



FUTURE ACTIVITIES

Rebuilding, replacing, rerouting overhead lines and poles; refining construction practices; improving communication systems; coordinating with other utilities.

HOW YOU CAN PREPARE:

- Have a safety plan in place for everyone in the house or building, including pets.
- Plan for any medical needs, such as medications that need to be refrigerated, or devices that require power.
- Build or restock your emergency supply kit, including food, water, flashlights, a radio, fresh batteries, first aid supplies and cash.
- If you own a backup generator, ensure it is ready to safely operate.
- Sign up for AlertSCC at alertscc.org and genasys Protect (Zonehaven) at community.zonehaven.com

In the event of an emergency, dial 9-1-1. For non-emergency public safety issues, call (650) 329-2413. For questions during a power shutoff, please contact Utilities Customer Service at (650) 329-2161.



CITY OF
PALO ALTO
UTILITIES

Persons with disabilities who require materials in an appropriate alternative format, auxiliary aids, or modifications to policies or procedures to access City meetings, programs, or services should contact the City's ADA Coordinator George Hoyt at (650) 329-2550 or by emailing ADA@cityofpaloalto.org.
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