

PUBLIC SAFETY POWER SHUTDOWN INFORMATION

NOTE: PG&E is the authority on all matters pertaining to the PSPS program, current and potential outages and supplying information about power restoration. Please direct callers to PG&E at (866) 743-6589 or online at pge.com/pspsupdates.

Q: How long will the Public Safety Power Shutoff last?

A: Power will remain out for as long as extreme and dangerous weather conditions pose a potential fire risk. After a Public Safety Power Shutoff event, your energy company will inspect and repair power lines and equipment so that power can be safely restored. Depending on the severity of the weather and other factors, power outages could last several hours or multiple days – so it's important that you and your family have an emergency plan in place.

Outage updates:

http://critweb-outage.pgealerts.com/?WT.mc_id=Vanity_pge-outages

Q: What is a Public Safety Power Shutoff

A: A Public Safety Power Shutoff (PSPS) is an operational practice that PG&E may use to preemptively shut off power in high fire risk areas to reduce fire risk during extreme and potentially dangerous weather conditions. Learn more about Public Safety Power Shutoffs at prepareforpowerdown.com.

Q: What sort of notifications can I expect if Public Safety Power Shutoff is going to occur?

A: Early Warning Notification – Your energy company will aim to send customer alerts before shutting off power.

Ongoing Updates – Your energy company will provide ongoing updates through social media, local news outlets and their website.

Safety Inspections – After extreme weather has passed, your energy company will inspect the lines in affected areas before power is safely restored.

Power Restoration – Power outages could last multiple days depending on the severity of the weather and other factors. It is important that you and your family have an emergency preparedness plan in place.

Q: Where can I find general information about public safety power shutoffs in other languages?

THE POWER OF BEING PREPARED: What is a Public Safety Power Shutoff? In order to keep communities safe, your local energy company may need to turn off power during extreme weather or wildfire conditions. This is called a Public Safety Power Shutoff. <https://prepareforpowerdown.com/>

SAFETY DURING A PSPS OUTAGE

Q: What do I do after the power goes off?

- Unplug or turn off appliances, equipment and electronics to avoid damage caused by surges when the power is restored.
- Leave a single lamp on to alert you when the power returns. Then, turn your appliances on, one at a time.
- Your refrigerator will keep food cold for about 4 hours and a full freezer will keep its temperature for about 48 hours—as long as the freezer and refrigerator doors are kept closed.
- Be sure to use generators, camp stoves or charcoal grills outdoors only. Do not use a gas stove for heat.
- Use flashlight lights. Avoid using candles. Use [this list](#) for additional fire safety tips during a power outage.

Q: How do I keep food and medication safe during an extended power outage or emergency?

A: During a prolonged power outage, your food may become unsafe to eat and increase your risk of illness. Medications that need to be refrigerated may also become less effective or stop working. It is important to plan ahead and protect your health during a power outage.

- If you are not certain food is safe, throw it out
- If you have lost power for a prolonged period of time, discard the contents of your refrigerator/freezer:
- Perishable food such as meat, poultry, seafood, milk, and eggs that are not kept adequately refrigerated or frozen may cause illness if consumed, even when they are thoroughly cooked. The decision whether to discard or to save food is listed in the guide, [“Refrigerated Food and Power Outages: When to Save It and When to Throw It Out.”](#)
- Refrigerated food should be safe as long as the power was out for no more than 4 hours and the refrigerator door was kept shut. Discard any perishable food (such as meat, poultry, fish, eggs, or leftovers) that has been at temperatures above 40° F for 2 hours or more (or 1 hour if temperatures are above 90° F).
- Some drugs require refrigeration to keep their strength, including many liquid drugs.
- When the power is out for a day or more, throw away any medication that should be refrigerated, unless the drug’s label says otherwise.
- If a life depends on the refrigerated drug, but the medications have been at room temperature, use them only until a new supply is available.
- Replace all refrigerated drugs as soon as possible.
- Consult your pharmacist with questions about medication storage and maintaining a supply during a prolonged outage. A list of commonly used refrigerated medications and the length of stability is listed in the [following guide](#).

Q: How do I sign-up for Emergency Notifications?

Alert Marin: Go to www.alertmarin.com

En español: <https://tinyurl.com/y4r8gwnb>

Nixle: Text any zip code to 888777 and receive real-time **alerts** and advisories. Go to www.nixle.com and register. Alerts are customizable.

PGE PSPS Notifications: https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page

RESOURCES AVAILABLE FOR RESIDENTS EXPERIENCING A PSPS OUTAGE:

NOTE: Marin County Residents with medical (non-emergency) needs can speak to a Marin County Health and Human Services social worker by calling (415) 457-INFO. An HHS social worker can help connect the resident with several local resources, including special considerations for seniors, medically fragile, or people experiencing food insecurity.

Q: I am experiencing food insecurity. Where can I access food?

A: Use the [SF-Marin Food Locator tool](#) to find food assistance in San Francisco and Marin. This tool can help you locate weekly free groceries, monthly food boxes for seniors, one-time emergency food, or help to enroll in CalFresh (food stamps). Alternatively, you can visit the Marin County Community resource guide: <https://www.marinhhs.org/resources/Food>.

Q: What can I do to be prepared with my water use plan during and after a power shutoff?

A:

During a power shutoff:

Turn off your sprinkler system.

Conserve water. Reduce your indoor use so there is more water available for firefighting.

After a power shutoff:

When the power is back on, remember to reset your sprinkler system to avoid overwatering.

Restock your supply as needed to prepare for future power shutoffs.

Q: How do I keep my pets safe during an extended power outage or emergency?

A:

1. Make sure all pets are wearing collars and ID tags. Accidents can happen when the power goes out, and the easiest way for someone to return a pet to you is via the information contained on the tags. Tags should also contain your address in the event that your phone is not working at the time of the power outage.

2. Keep pets warm and dry in winter, and cool in the summer. Pets react just as much as we do to changes in temperature, so make sure your furry friend is staying as comfortable as possible. Open windows and shade will help them keep cool in the summer, while moving your pets bedding to the center of the house will help retain more heat in the winter. In the event of more extreme temperature changes, it may be wise to board your animal at a veterinarian's office or boarding facility until power is restored. You could also reach out to friends or family to see if they are able to accommodate your pet until the power is back on.

3. Make sure dry food is being kept in an airtight container in a cool, dry place. This will prohibit bugs from getting into the food and mold from growing. Fresh, clean water should always be available to your pets. Pay attention to water alerts and advisories for your pets as well as your human family members.

4. Make sure your animals are only outside under supervision and check the ground for downed power lines. There may be work crews in the area that can startle your animal, or pieces of fencing may need to be removed for repairs to begin. If you do see a downed power line, stay inside and report the line to your electrical company.

5. Keep your pet as close to their normal routine as possible. This will help eliminate some of the stress they experience from the power outage and help to keep them calm. If your pet is currently on medication, seek assistance from your veterinarian if you have any concerns about being able to store it properly in the home.

If you are unable to provide care for your pet during a power outage, for any reason, contact your veterinarian or [Marin Humane](#) at (415) 883-4621 to see what other options may be available to you and your pet.

PERSONAL PREPAREDNESS FOR A PSPS EVENT

Q: What can I do to prepare for a Public Safety Power Shutoff?

- Have a personal safety plan in place for every member of your household (including pets).
- Plan for any medical needs like 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.
- Identify backup charging methods for phones.
- Learn how to manually open your garage door.
- If you own a backup generator, ensure it is ready to safely operate. Be sure that you are familiar with all the applicable safety guidelines and manufacturer Instructions for backup power sources or other emergency kit supplies. It is important not to put yourself or your family at risk by using these items improperly. [Download this generator fact sheet to learn more.](#)

Q: What should I do to prepare for potential outage? Ask yourself these 4 questions:

1. How will I receive emergency alerts and warnings?

When possible, PG&E will notify customers of a possible Public Safety Power Shutoff. Register for PG&E's [Wildfire Safety Shutoff Alerts](#) so PG&E can contact you when the power needs to be shut off for safety. Also, register for emergency alerts at both [Alert Marin](#) and [Nixle](#) to receive notifications about other emergencies that may effect your safety. Learn more about [Marin County's Emergency Alert and Warning Tools](#).

2. What is my shelter plan? Collect items you'll need to evacuate using [Ready Marin's Grab & Go Checklist](#) and prepare to shelter-in-place for at least 5 days using [Ready Marin's Build a Kit Checklist](#).

3. What is my evacuation route? If you need Electricity and Battery-Dependent Assistive Technology and Medical Devices, especially life support equipment (e.g., ventilators, apnea monitors, dialysis machines), ***you should consider staying with friends or family during a prolonged power outage.***

4. What is my family/household communication plan? Build a support team of people who will help you in an emergency if necessary. The real first responders in an emergency are often your neighbors, friends and co-workers. If you complete your Family Emergency Communication Plan online at [ready.gov/make-a-plan](#), you can print it onto a wallet-sized card and share with your support team.

Q: What if I need Electricity and Battery-Dependent Assistive Technology and Medical Devices?

A: Keep emergency phone numbers handy, have a backup location where you can go, make sure your energy company is aware of you medical device. Consider a safe backup source of power (generator or uninterruptible power supply). Establish a list of people you can contact to help you in an emergency. Residential customers who have special energy needs due to qualifying medical conditions should sign up for the [Medical Baseline Program](#) through their energy company. In addition to a lower rate on your monthly energy bill, this program can help by providing extra notifications in advance of a Public Safety Power Shutoff.

1. Contact your care provider or medical equipment supplier for information specific to your circumstances.
2. Update your contact information with PG&E at pge.com/mywildfirealerts or call 1-866-743-6589.
3. Follow FEMA's recommendations in its [Power Outage Information Sheet](#)
4. Review and update the American with Disabilities Act's [Emergency Power Planning Checklist](#) every 6 months

Q: What are additional preparedness resources?

A: ready.gov – Disaster preparedness information from the U.S. Department of Homeland Security

readyforwildfire.org – CAL FIRE's wildfire preparedness website

cpuc.ca.gov/wildfiresinfo – Information on the CPUC's wildfire safety efforts

caloes.ca.gov – California Governor's Office of Emergency Services website

cafiresafecouncil.org – California Fire Safe Council website

noaa.gov – National Oceanic and Atmospheric Administration website

For more information on emergency notifications, visit caloes.ca.gov or for more on wireless emergency alerts, visit calalerts.org.

Q: Can I still visit public parks and open space?

A: Parks and open space access

Marin open space preserve use restricted. For list of current closures, please visit:

<https://www.marincountyparks.org/parkspreserves/alerts-and-closures>

For information on State parks in Marin:

<https://www.parks.ca.gov/ParkIndex>

For information on National parks in Marin:

<https://www.nps.gov/planyourvisit/alerts.htm>