



Wildfire and the Oregon Electricity System

Frequently Asked Questions

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General Wildfire Resources

[View wildfire resources, including evacuations, resources, wildfire updates, donations and more.](#)

[Prepare for potential power outages due to wildfire and/or weather-related events.](#)

The Oregon PUC's [Customer Service Center](#) is also available at (503) 378-6600, (TTY or dial 711).

About the PUC

The Oregon Public Utility Commission (PUC) regulates three investor-owned electric utilities (Portland General Electric, Pacific Power, and Idaho Power), as well as three investor-owned natural gas utilities (Avista, Cascade Natural and NW Natural), telephone providers (landline only), and select water utilities. The PUC does not regulate cellphone or internet service providers.

The PUC is part of the Oregon Emergency Response System (OERS) with the Office of Emergency Management. The purpose of the OERS is to coordinate and manage state resources in response to events such as wildfires. The PUC shares responsibility for two Emergency Support Functions (ESFs) in the event of an emergency:

- ESF 2 – Communications – In partnership with the Department of Administrative Services, the PUC coordinates providing state resources to communication service providers to restore service once they are able to evaluate their needs. Wireline and wireless providers work closely with the state to identify key locations. Also, wireless providers may mobilize mobile cellular towers to specific critical locations.
- ESF 12 – Energy – In partnership with the Oregon Department of Energy, the PUC coordinates providing state resources to electric and natural gas utility service providers to restore service in the event of an emergency.

Electric Service in Oregon

In addition to the three investor-owned utilities regulated by the PUC, 38 consumer-owned electric utilities provide electric service in the state. Local boards or municipalities provide oversight of these utilities. Oregon Department of Energy has an [interactive map](#) showing the service territories of these utilities.

The regional federal power marketing administration—Bonneville Power Administration—also operates transmission lines throughout Oregon and across the Northwest.

Service Restoration

What should I do if my power shuts off?

It is wise to always be prepared for an outage. Advice on preparations can be found here:

<https://www.ready.gov/power-outages>

If your power is out, contact your electric utility service provider directly to let them know of your outage. *(Please note there is no need to report an outage if you are a customer in an area where a public safety power shutoffs (PSPS) has been initiated to mitigate fire risk).* Be sure your utility has your current contact information so you can be contacted directly with outage details.

Contact numbers for the regulated electric utilities:

- PGE - 503-464-7777 or 800-544-1795 or [view details online](#)
- Pacific Power – 877-508-5088 or [view details online](#)
- Idaho Power – 800-488-6151 or [view details online](#)

If you are uncertain which utility serves your location, enter your location into the Oregon Department of Energy’s online search at: <https://www.oregon.gov/energy/energy-oregon/pages/find-your-utility.aspx>.

I have a medical condition that requires power. What should I do to prepare?

If you are served by a regulated utility, you should contact your utility before there is an outage to register a Medical Certificate. This allows the utility to proactively identify your needs, though the nature of the outage will determine how quickly they can restore power.

- [Portland General Electric \(PGE\)](#)
- [Pacific Power](#)
- [Idaho Power](#)

If your power is currently shut off due to an outage, contact your local county emergency management office for resources such as shelters, ice, charging facilities, and other necessities. If you have not already registered a Medical Certificate with your utility for your current address, contact your utility to alert them of your medical condition.

Once you have registered a Medical Certificate with your utility, be sure to keep the registration updated if your address or condition changes so that they are aware of your needs in the future.

How long does it take for service to be restored in the event of an outage?

Each outage event is different, but your service provider will have the most accurate estimates for restoration. Keep in mind that lines need to be inspected before they will be re-energized, but that will not be done until any weather-related event has passed.

About Public Safety Power Shutoff (PSPS)

What is a public safety power shutoff?

A Public Safety Power Shutoff (PSPS) is a measure designed to help keep people and communities in high consequence fire-risk areas safe by proactively shutting off electricity during extreme and dangerous weather conditions that might result in catastrophic wildfires. This is done before an emergency event occurs and includes coordination with impacted communities.

Electric utilities have traditionally de-energized lines during an emergency event when facilities are damaged or to protect the safety of emergency responders. A PSPS is a new tool where a utility may pre-emptively shut off power to avoid the risk that an energized line might cause a fire. A PSPS is used as a last resort and must carefully balance the risk of possible fire ignition with the risks of disconnecting an essential service during a time of intense weather and high fire risk. During times of high fire risk, many sources could ignite fires and electricity service may be important to emergency response.

What are the impacts of a PSPS?

A PSPS event has wide-ranging impacts on the ability to initiate and communicate an evacuation, as well as other actions needed for life-safety. These include the ability to communicate, to provide essential supporting services like fueling emergency vehicles or pumping water, and to provide medical care. PSPS events also place heavy burdens on vulnerable households with medical devices, those needing heat/AC or smoke relief, or facing food insecurity. This risk calculation of initiating a PSPS must also account for the fact that restoration of service can take time, because the de-energized system must be physically inspected for damage before being turned back on.

My power was shut off as part of a PSPS – how long can I expect it to last?

A PSPS is intended to prevent ignitions during a weather event, so can be expected to last until the weather conditions improve. When it is safe, the lines are physically inspected for damage and any repairs are done before the power can be turned on. The utility that does the public safety power shutoff will have the most up-to-date estimates of when to expect power.

How do utilities evaluate PSPS areas in advance?

Utilities have reviewed areas for potential PSPSs based on modeling of the fire risk and potential consequences of catastrophic fire. These models rely on historical information to evaluate fire risk and potential impacts to life and property.

Two Oregon regulated utilities have maps of their identified PSPS areas available on their websites.

- [Pacific Power](#)
- [Portland General Electric \(PGE\)](#)

[All electric utilities in Oregon have filed their wildfire mitigation plans](#) with the PUC, which are available online.

Who determines if a PSPS should be implemented?

The utility makes the decision whether to implement a PSPS for public safety based on its knowledge of its equipment and facilities, as well as local weather, wind and humidity conditions. The PUC has been working with regulated investor-owned electric utilities in Oregon to understand and encourage their planning to mitigate wildfire risk, including developing protocols to implement PSPS events in the event they are necessary.

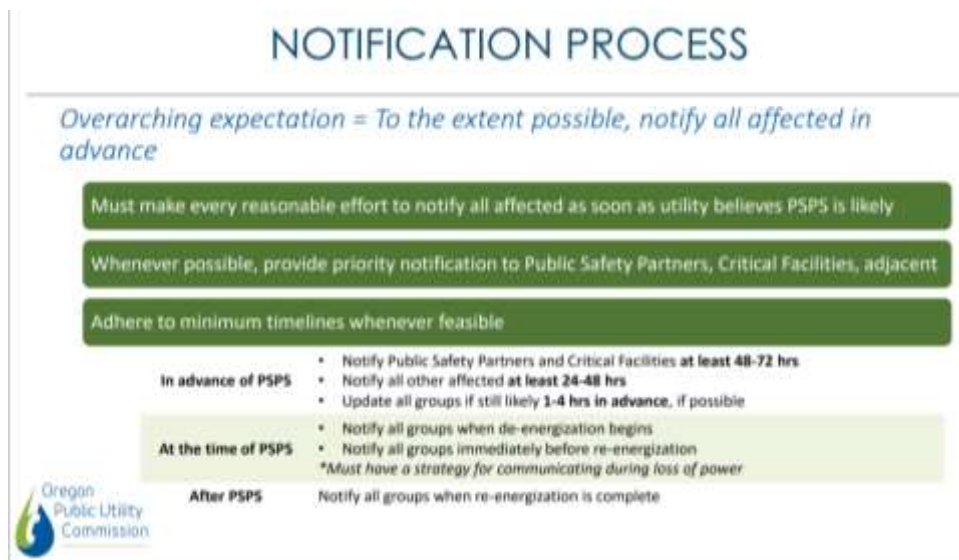
PSPS events need to be closely coordinated with local emergency managers because they can complicate evacuations, communications and other life-safety efforts. The utilities regulated by the PUC began advance local planning and coordination for PSPS with high fire-risk communities in the summer of 2019.

Is my utility required to inform me of a potential PSPS?

In May of 2022, the PUC adopted permanent rules for investor-owned utilities (PGE, PacifiCorp, Idaho Power) regarding public safety power shutoffs. Temporary rules were implemented for the 2021 wildfire season while permanent rules were being finalized. The rules lay out specific communication requirements for these utilities to inform public safety partners, state agencies, local jurisdictions and the public of the need to implement a PSPS to minimize wildfire risk, as well as provide updates at least every 24 hours until service is restored.

View the press release that we distributed in May on this issue at: <https://www.oregon.gov/puc/news-events/Documents/PR-202206.pdf>. This link provides a link to the order explaining the rules.

The rules states a general expectation and sets a minimum notification timeline that must be followed “whenever feasible.” The approved minimum notification standards are:



PUC Response to Wildfire Risk

How has the PUC been preparing for changing wildfire risks in Oregon?

The PUC requires the regulated utilities to proactively manage emerging safety and reliability risks such as wildfire, earthquake or cybersecurity threats. Following the wildfires in California, the PUC urgently began engaging our utilities and stakeholders to bring this changing fire risk to the forefront.

- The PUC required the regulated investor-owned utilities to present on their wildfire mitigation planning efforts at public meetings in the spring of 2019, 2020, and 2021. Utility planning is data driven and based on lessons learned in other jurisdictions. These lessons include, among other things, enhanced vegetation management (tree and brush trimming), system hardening investments, and developing criteria and protocols for proactively de-energizing lines (Public Safety Power Shut-Offs).
- The PUC hosted utility regulatory commissioners and wildfire experts from across the West in August 2019 to share lessons learned, emerging best practices, and actions taken throughout the region. [View the presentations from that event.](#)
- In July 2019, the PUC visited communities in Southern Oregon that might face PSPS events given the high consequence fire risk identified in the area. The PUC invited local community leaders, utilities, and emergency managers to tour the Oregon Department of Forestry (ODF) Detection Center in Central Point, Oregon; attendees also heard an update on Pacific Power and ODF's collaboration on fire identification and early warning systems for transmission infrastructure in the area. The PUC met with local leaders in Jackson and Josephine counties to hear concerns about PSPS events and fire risk. Later in 2019, PUC representatives also met with Hood River County leaders to hear their concerns with the potential economic and life-safety impacts of PSPS activation.
- The PUC served as a resource to the Oregon Governor's Council on Wildfire Response, formed by Governor Brown's Executive Order 19-01 in January 2019. The PUC also was a resource to the Legislature as they considered legislation to implement those recommendations in the 2020 legislative session.
- In the summer of 2020, the PUC launched the Oregon Wildfire Electricity Collaborative in response to Governor Brown's Executive Order 20-04. To date, the Collaborative hosted a series of workshops to assist regulated electric companies, consumer-owned utilities, and operators of electrical distribution systems to develop and share best practices for mitigating wildfire risk. [Learn more.](#)

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NOTIFICATION PROCESS

Overarching expectation = To the extent possible, notify all affected in advance

- Must make every reasonable effort to notify all affected as soon as utility believes PSPS is likely
- Whenever possible, provide priority notification to Public Safety Partners, Critical Facilities, adjacent
- Adhere to minimum timelines whenever feasible

In advance of PSPS	<ul style="list-style-type: none">• Notify Public Safety Partners and Critical Facilities at least 48-72 hrs• Notify all other affected at least 24-48 hrs• Update all groups if still likely 1-4 hrs in advance, if possible
At the time of PSPS	<ul style="list-style-type: none">• Notify all groups when de-energization begins• Notify all groups immediately before re-energization <p><i>*Must have a strategy for communicating during loss of power</i></p>
After PSPS	<ul style="list-style-type: none">• Notify all groups when re-energization is complete



How does the PUC ensure that the utilities operate their systems safely?

As an economic regulator of investor-owned utilities, the PUC’s primary role is to decide what rates a utility may charge customers. As part of the ratemaking process, the PUC reviews whether the utility has sufficient revenue to pay for reasonable costs to operate and maintain its system in a safe manner. This includes costs for proper infrastructure, vegetation management, and facility maintenance.

The PUC can review the conduct of a utility and exclude costs from customer rates if those costs are related to unsafe or unreasonable actions, whether or not there were specific safety rules governing the situation. Utility costs that are not included in customer rates must be covered by utility shareholders—*i.e.*, taken out of the utility’s profits.

Updated September 12, 2022

In some areas of utility operations, the PUC sets out specific rules in advance. For instance, the PUC has adopted minimum vegetation management requirements, and the PUC's Safety team performs field inspections to review vegetation management across the state. These rules generally require actions to trim trees, clear around poles and lines, and to manage the vegetation in the utility's right-of-way around their equipment. It is important to note that the PUC's rules do not address the challenges of identifying and removing dead or dangerous trees outside the utility's right-of-way.

Following the findings of the Oregon Wildfire Response Council, the PUC included a review of vegetation management in the expected scope of the wildfire mitigation plan rulemaking launched in August 2020. Vegetation management has also been a focal point for several of the PUC's public events on wildfire since 2019. View the [PUC's Vegetation Management Fact Sheet](#) for more information.

Who investigates wildfires?

Various fire agencies, with expertise in fire forensics, conduct fire investigations. On federal lands, the Bureau of Land Management and the U.S. Forest Service have jurisdiction over fires. On other lands in Oregon:

- The Oregon Department of Forestry has jurisdiction over state-owned forests or those with forest protections.
- The State Fire Marshall has jurisdiction under [ORS 476.030](#).
- Local fire departments may also investigate local fires.
- The State Police and Sheriffs will investigate if the fire is related to criminal activity.

Accurate, objectively determined facts from wildfire investigations are necessary to guide future actions of the PUC.

What happens if a utility caused a fire?

The PUC monitors fire investigations while waiting for final determinations by the investigating agency before evaluating the implications for the utilities we regulate and customers we serve. It is important to note that any liability for damage caused by a fire will be decided through private litigation. The PUC does not have authority to award damages; the PUC's jurisdiction is limited to customer rates and service disputes between customers and investor-owned utilities.

Could a utility bury power lines underground for safety?

Underground lines may face less risk during high wind events, but can face other risks such as flooding events and can take longer to repair when there is an outage. They are also substantially more expensive than overhead lines, particularly when serving rural areas where there are fewer customers per mile of a line. Utilities across the fire-prone West have found specific places where underground lines are a good solution to limit fire risk and many others where they are not.

Every hardware solution to reduce fire risk, including undergrounding, needs a thoughtful evaluation to ensure it is effectively reducing risk for communities. It may be there are less expensive solutions or that no solution short of PSPS will effectively manage the risk during extreme weather events.

Do weather events and/or wildfires impact electric bills?

Let's begin with how electric rates are set for customer bills. As the economic regulator of investor-owned utilities, the PUC decides what rates Portland General Electric Company (PGE), PacifiCorp (dba Pacific Power), and Idaho Power Company may charge their customers.

The PUC sets rates for these utilities through formal processes that involve a careful review of a utility's costs to provide service. These are called 'rate cases' and have similar rules as civil court proceedings. By law, the PUC is required to set rates that provide the utility the opportunity to collect enough money to pay for reasonable expenses and to earn a reasonable return on investments it has made into the facilities and equipment that provide service.

The PUC uses a forward-looking process to set rates, using estimates of the utility's costs. Setting rates is similar to establishing a budget as part of a business planning process. Rate cases generally focus on costs that are expected in the future and not on money the utility spent in the past. Once rates are set they can only be changed by the PUC through another formal process.

To set rates, the PUC examines how much money the utility reasonably needs to operate and maintain its system in a safe way. The PUC does a careful review of the utilities' costs for infrastructure (e.g. poles, wires, and substations), as well as operating costs like tree trimming, equipment maintenance, and staff time, among others.

Although rates are set based on costs going forward, a utility can file a request between rate cases to track new costs related to an unexpected event, such as the costs to restore power after an unusually bad storm. By tracking the costs, later the PUC may consider whether to allow these costs in future customer bills. Tracking those costs is called a "deferral." The PUC has allowed deferrals for a variety of reasons, including to track increased costs to a utility resulting from unexpected events and to track reductions to utility costs that benefit ratepayers, such as corporate tax cuts.

Approval of deferral requests will not immediately change customer rates because deferral only allows the costs to be tracked for later consideration. Any decision to include those costs in customer bills will happen only in a future rate proceeding after a full consideration of all the facts about the costs and the utility's actions. There is no set schedule for when rate proceedings happen.