CITY OF RENO

Memorandum

DATE: July 1, 2025

TO: Mayor and City Council

THROUGH: Jackie Bryant, City Manager

FROM: Suzanne Groneman, Environmental Services Manager
Cynthia Esparza, Community Engagement & Services Director

DEPT: Community Engagement & Services

SUBJECT: NV Energy Public Safety Outage Management Process

At the May 21, 2025, City Council meeting, NV Energy provided a brief overview of their process for public safety power outages.

NV Energy has two programs and procedures in place: Public Safety Outage Management (PSOM) and Emergency De-Energization procedures. These programs are part of NV Energy's wildfire mitigation strategy and may impact Reno residents and infrastructure during periods of elevated fire dangers.

PSOM events are initiated when extreme environmental conditions—such as high winds, low humidity, and dry vegetation—pose a severe wildfire risk. NV Energy works closely with weather experts and emergency teams to assess these risks and may proactively shut off power to prevent wildfires. Advance notifications are issued in phases when possible.

Emergency de-energization, by contrast, occurs without advance notice when an active wildfire threatens NV Energy infrastructure and is necessary to protect public safety and support firefighting efforts. Restoration of power depends on ground conditions and safety inspections. NV Energy encourages customers to stay informed, update their contact information, and prepare for outages.

Additional information on these two programs is attached, along with a customer-facing flyer with preparedness tips.

Attachments:

- Public Safety Outage Management and Emergency De-Energization Overview

- Power Safe NV Flyer

Public Safety Outage Management

Safety First: To protect our customers and community from wildfires, NV Energy will implement PSOM during extreme fire danger conditions. This involves shutting off power when specific environmental conditions are met to prevent wildfires caused by power lines or equipment.

Decision Factors: No single factor triggers a PSOM event. NV Energy collaborates with weather experts and local emergency teams to monitor various environmental factors, including:

- Weather conditions (temperature, wind gusts, humidity)
- Dry fuels and vegetation
- Field observations
- Proximity to existing fires

Risk Levels: PSOM procedures are based on risk levels determined through advanced analytics:

- Tier 3: Extreme Risk
- Tier 2: Severe Risk
- Tier 1: Elevated (1E) and Wildland Urban Interface (WUI)

Monitoring and Alerts: NV Energy constantly monitors conditions. When increased risk is detected, the following phases are initiated:

PSOM Monitor Phase: Preliminary response and communication within NV Energy and notifications to external partners.

PSOM Watch: Issued 2-3 days before a potential outage, with notifications to customers and stakeholders.

PSOM Warning: Issued 24 hours before peak risk conditions, indicating an imminent outage unless conditions improve.

Post-Outage: After risk conditions subside, NV Energy crews inspect lines for damage before re-energizing. Customers and stakeholders will be notified once PSOM concludes.

Emergency De-Energization

What is Emergency De-Energization?

- Emergency de-energization occurs when NV Energy shuts off power due to an active uncontrolled and unpredictable wildfire. This action is taken when an

active wildfire gets too close to NV Energy equipment, such as transmission and distribution lines, power lines, poles, and substations.

Why Is This Necessary?

- This measure is necessary because the safety of customers and communities is the top priority. De-energizing power lines protects first responders and prevents contributing to catastrophic wildfire conditions. Additionally, it lowers the risk of secondary ignition.

Tracking Wildfire Conditions

- NV Energy collects and analyzes real-time weather data to predict and monitor wildfire conditions, allowing us to anticipate safety needs and keep our customers and communities safe. Over the last several years, NV Energy has substantially expanded its network of advanced weather stations, creating a situational awareness network that offers 24/7 monitoring of weather conditions. The company monitors fire reporting sources, reviews satellite-detected hot spots and regularly contacts fire and emergency agencies. While we collect information from credible sources on fires approaching our equipment, de-energization decisions may require immediate action.

Restoration

- Restoration times will depend on conditions on the ground, such as containment of the wildfire, speed and direction of the wildfire, potential damage to power lines and equipment, and accessibility. Containment is one of many factors that determine when power restoration will take place, and we cannot decide to restore power based on containment alone. We have a multi-point checklist to determine whether it is safe to restore power, and we may need to delay restoration to allow first responders to safely respond to wildfire conditions. NV Energy will work to restore power to all customers as quickly as possible, but this may need to be done in phases.

Collaboration

- The work of emergency management teams begins well before any wildfire event occurs. Their role is essential in helping us prepare for and respond to emergencies. NV Energy’s emergency management team provides vital community outreach and monitoring, while developing an overall strategy for improved communication and increased coordination with state, federal, and local emergency management teams. Due to the rapid response required for an emergency de-energization, NV Energy may not be able to provide advance notification to public safety partners. Once an emergency de-energization occurs,

NV Energy's emergency management team will consult local public safety partners as needed.

Notification

- Due to the rapid response required for an emergency de-energization, it may not be possible to send advance notifications to customers. When an emergency de-energization occurs, NV Energy's online outage maps will be updated, and customers will receive outage notifications based on their communication preferences. NV Energy will provide updates on the emergency de-energization and potential restoration times.

Impacts to Customers and Communities

- We understand that power outages are inconvenient, and every effort is made to restore power as quickly and safely as possible when they occur. NV Energy encourages customers to prepare for outages by updating their contact information with us, signing up for alerts, and having an emergency kit along with a plan to meet their family's needs during outages and emergency situations. NV Energy takes any de-energization seriously; it is not a decision that is made lightly. These actions are taken to protect the life and safety of our customers and the communities we serve. We have all seen the heartbreak wildfire can cause in a community, and NV Energy is taking actions to mitigate those events ever happening in a community we serve.

Preparing for Public Safety Outage Management

NVEnergy

POWER SAFE NV

To protect the community from the risk of wildfires, NV Energy will shut off power in one or more Public Safety Outage Management (PSOM) zones when certain environmental conditions are met. This helps prevent power lines and other equipment from causing a wildfire.

No single factor drives a PSOM event. NV Energy will closely monitor a number of factors in order to determine whether to shut off power for safety. These factors include, but are not limited to:

- **WEATHER CONDITIONS** Temperature, wind gusts, humidity levels, etc.
- **DRY VEGETATION AS FUEL AND ASSOCIATED ENERGY**
- **FIELD OBSERVATIONS**
- **LOCATION OF ANY EXISTING FIRES**
- **GUIDANCE FROM FIRST RESPONDERS**

BE PREPARED FOR A POWER OUTAGE

Our PSOM events are planned for high fire risk areas, but outages can happen for multiple reasons including weather, vehicle collisions and equipment failure. All NV Energy customers can benefit from having an emergency preparedness plan.

- Update your contact information and sign up for outage alerts through MyAccount at **nvenergy.com**
- If you or permanent members of your household are dependent on electrically operated medical equipment, we encourage you to enroll in our Green Cross program. Visit **nvenergy.com/greencross** for more information.
- Identify backup charging methods for phones
- Keep hard copies of emergency numbers and other important contacts
- Build or restock your emergency kit with flashlights, fresh batteries, first-aid supplies, food and bottled water per the guidelines found at **ready.gov**
- Know how to manually open your garage door
- Understand how to safely operate any backup generators, and ensure they are ready
- Have an alternate plan for storing medications that require refrigeration or using medical devices that need power
- Have a personal safety plan in place for every member of your household including pets and livestock
- Sign up for emergency alerts from your county, so that you can be informed of other wildfire safety related updates

Visit **nvenergy.com/psom** for more information.

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nvenergy.com/powersafenv