

# Arizona Public Service

## Public Safety Power Shutoff Program

Version 1.0 – May 24, 2024

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## 2 EXECUTIVE SUMMARY

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The overall risk of wildfires is increasing, and climate change is affecting our environment. As we adapt to these new conditions, the safety of our customers and communities is our top priority. Extreme weather conditions are becoming more common, and these events can threaten our ability to safely operate the electrical grid. Beginning in May 2024, APS is implementing a new tool to protect and provide public safety: **Public Safety Power Shutoff (PSPS)**.

A Public Safety Power Shutoff (PSPS) is defined as the temporary shutoff of electric service within specific areas when extreme weather and other environmental conditions create a highly elevated fire risk. It serves to prevent wildfire ignition from tree strikes, downed wires, equipment failures, or other events exacerbated by adverse environmental conditions. **PSPS is just one piece of an extensive fire mitigation plan** already in place, that reflects our commitment to protecting our customers, communities, and first responders from wildfires.

APS has many tools in our fire mitigation toolkit that reduce risk while causing minimal disruption to our customers, including widespread grid modernization, distribution system hardening, feeder coordination studies, the hazard tree risk assessment program, the defensible space around poles program, and others. Realizing the significant impact an outage causes on our customers, we rely on all of these tools first and only use a PSPS when the conditions in certain areas of our system necessitate significant intervention. The decision to turn off power is not one we take lightly, and APS will work diligently to re-energize the affected areas as quickly as possible while balancing wildfire risk.

If we need to initiate a PSPS, we will work to minimize the number of customers affected and the amount of time they are without power. APS will keep customers and key stakeholders informed about what to expect before and during a PSPS by communicating across a wide range of channels, such as text, email, phone, media, and website. Following a PSPS event, APS will incorporate internal and external feedback and data to continuously improve the PSPS program.

The following sections detail: our preparations and operations for PSPS events, communication with key stakeholders and customers regarding PSPS, procedures APS follows during a PSPS event, and actions APS will take following a PSPS event.

## 3 PSPS PREPAREDNESS AND OPERATIONS OVERVIEW

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### 3.1 PSPS DECISION FACTORS

De-energization protocols are managed by a collaboration of the APS Fire Mitigation Team (FMT) and Incident Management Team (IMT) alongside the Distribution Operations Center (DOC) and Energy Control Center (ECC) operations teams. The decision to preemptively de-energize a feeder requires consideration of many complex factors, including:

- **Ongoing assessments from APS Fire Mitigation Specialists, fire science analysts, and Meteorologists** informed by weather models, data from strategically positioned APS weather stations (e.g., wind speeds), and modeling software (e.g., Fire Potential Index). [Note: Additional details regarding this factor are included below].
- **Real-time situational awareness information** (e.g., burn index) obtained from weather station data and, in some instances, field observers positioned locally in extremely high fire risk areas. [Note: Additional details regarding this factor are included below].
- **Expected impact of de-energizing feeders** on essential services such as public safety agencies, water pumps, traffic controls, etc.

Environmental conditions considered include the following:

- Fuel complexity
- Fuel moisture
- Terrain
- Active fires
- Wind speed and gusting
- Snow mask
- Probability and speed of fire spread

### 3.2 PSPS FEEDER SELECTION CRITERIA

APS has developed a holistic approach to considering feeders for inclusion in the PSPS program by evaluating each feeder against a comprehensive list of criteria. These include:

- **Historical fire impact** (e.g., historical data of wildfire activity across the state)
- **Historical system-to-ground activity** (e.g., data on fires that have been started by electrical systems)
- **Age of infrastructure** (e.g., data on age, condition, and material make-up of infrastructure)
- **Historical weather patterns** (e.g., data on 200+ worst weather days in APS system with correlations to other data and metrics listed above)
- **Historical wind gusts** (e.g., data on wind patterns and high-risk areas)

APS has and will continue to model each feeder (through the FireSight and FireRisk platforms – wildfire risk and modelling platforms by Technosylva that are used by utilities across the globe) to ensure that additional feeders are included in the PSPS program in future years as risks change.

### 3.3 PSPS FEEDER LIST

Thirteen APS feeders are included in the PSPS program in 2024. These thirteen feeders are located throughout northern Arizona in Coconino, Gila, and Yavapai counties and are listed below:

- Capital Butte 04
- Delano 10
- Elden 02
- Kirkland Junction 10
- Kirkland Junction 12
- Lonesome Valley 10
- Poland Junction 03
- Preacher Canyon 06
- Sedona 14
- Soldier Trail 01
- Tonto 14
- White Spar 12
- Woody Mountain 10

These APS feeders will be monitored throughout the 2024 fire season for potential Public Safety Power Shutoffs. As the threat of wildfires increases and environmental conditions evolve, we expect the program to expand to include additional feeders in the future as determined through an ongoing evaluation process.

### 3.4 PSPS ACTIVATION AND MONITORING HIGH LEVEL FLOW

If the environmental thresholds are met to call a PSPS, the event will follow this general order:

1. At first indication of a potential event (typically 5 days out), APS engages with public safety partners (e.g., emergency management) and begins initial preparations and readiness procedures for the possibility of a PSPS if conditions continue to escalate. APS meteorology and fire science staff continue to monitor and update forecasts.
2. Once the event seems likely (typically 4 days out), APS notifies a wide range of stakeholders, impacted customers, and community members that may be affected if a PSPS is called. APS meteorology and fire science staff continue to monitor and update forecasts.
3. One day prior, APS again assesses real-time conditions with our Fire Mitigation Team and Meteorologists and determines if a PSPS will be called.
4. Within two hours of the weather event beginning, APS de-energizes the affected PSPS areas and APS field crews adjust equipment to help prepare the system to be re-energized when it is safe to do so.
5. While weather conditions remain at a high-risk level, APS continues communication with customers and communities impacted by the PSPS, while facilitating collaboration between APS field crews, local authorities, and community organizations. Meanwhile, the Fire Mitigation Team and Meteorologists continue to monitor grid and environmental conditions.

6. Once the environmental conditions have passed, field crews will conduct patrols of lines that were de-energized. After they have finalized their assessments, and made any needed repairs, power is safely restored to customers.
7. Once affected feeders and customers are fully restored to normal conditions, APS continues to monitor the area for further action if necessary.

Detailed information regarding the notification and communication with stakeholders, customers, and community members is included in the Outreach and Communication section.

## 4 OUTREACH AND COMMUNICATION

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### 4.1 COORDINATION WITH PUBLIC SAFETY PARTNERS, COMMUNITIES, AND CUSTOMERS

The proposed PSPS customer journey is informed by our pre-fire season customer outreach program, industry best practices, as well as our own communications and customer experience learnings. APS partners, communities, and customers can trust that APS will strive to keep them informed of a PSPS before, during, and after events. We are taking measures to deliver to PSPS-impacted customers information about the PSPS program, reasoning for implementing the PSPS program, how it will impact them, and timely, transparent, frequent, and accurate in-event information.

APS intends to continuously improve and iterate on outreach initiatives based on customer feedback and the evolution of underlying technologies.

#### 4.1.1 Customer Outreach

Outreach and coordination with customers are segmented into four time periods: pre-fire season, days preceding a potential PSPS event, the day of a PSPS event, and following a PSPS event.

- Pre-fire season (February through May):
  - Audience: All customers on PSPS-affected feeders
  - Frequency: Multiple broader fire mitigation messages, in addition to one PSPS-specific informational broadcast before fire season
  - Purpose: Inform customers of the PSPS program, encourage customers to register and update their contact information, and explain what customers need to do to prepare
  - Communication methods\*: A combination of direct mail, email (if available), digital ads, social ads, radio, newspaper, website, regional media, and public meetings (Arizona Corporation Commission, county boards of supervisors, town and city councils)
  
- Days preceding potential PSPS event:
  - Audience: Impacted customers
  - Frequency: Once daily for up to four days leading up to the expected PSPS event in the normal case, otherwise each day leading up to the event that is available in the case of an event which comes up more quickly
  - Purpose: Notify specific customers of fire conditions which may necessitate a PSPS in their area on a specific date
  - Communication methods\*: Text, email, phone, website, media
  
- Day(s) of PSPS event:
  - Audience: Impacted customers
  - Frequency: One to four hours prior to shutoff, dependent on time of day, and then each day the event continues
  - Purpose: Notify customers of impending or continuing PSPS event, as well as timeline for expected restoration and additional resources for information or assistance (e.g., APS website and phone number)

- Communication methods\*: A combination of text, email, phone, website, targeted social media, outage map, media
- Cancellation of PSPS event
  - Audience: Impacted customers
  - Frequency: In the event of PSPS event cancellation
  - Purpose: Notify customers of PSPS event cancellation
  - Communication methods\*: Text, email, phone, website, media
- After PSPS event:
  - Audience: Impacted customers
  - Frequency: Once when power is restored, and once in the following day(s)
  - Purpose: Announce completion of PSPS event and provide additional resources for customers to provide feedback or seek help if still experiencing outages
  - Communication methods\*: Text, email, phone, website, outage map, call-backs

\*Note: APS will attempt to contact each impacted customer with up to two forms of communication through the various stages of an event. We will prioritize text first as the most immediate form of communication, email second, and phone-call/dialer third. If there is only one form of contact on file for a customer, that will be the prioritized communication method. The APS website and outage map will be updated and available before and during PSPS events for all impacted and non-impacted customers. APS also has a 24/7 Customer Care Center for customers who would like to speak with an advisor to answer questions and receive information.

#### 4.1.2 Community and Public Safety Partners Outreach

APS has focused on educating our community partners on the PSPS program. APS has initiated communication and will continue to collaborate and interface with the following stakeholder and community groups regarding the PSPS program:

- **Arizona Corporation Commission**
- **State Government** (including the Governor’s Office of Resiliency, the Governor’s Energy Policy Advisor, the Department of Emergency and Military Affairs, Legislative Districts 1, 6, and 7, the Chairs of the House and Senate Committee for Natural Resources Energy and Water)
- **Local Government** (including county level authorities and emergency managers in Yavapai, Coconino, and Gila counties, and city and town officials in Flagstaff and other towns across northern Arizona)
- **Media** (local news stations and papers, as well as news releases, feature stories, and interviews with reporters)

Outreach and coordination with community partners, public safety partners, local agencies, and charitable organizations are spearheaded by APS regional Public Affairs Managers (PAMs) among other APS representatives. PAMs will work directly with community partners and county emergency managers to communicate daily throughout the full timeline of a PSPS event. As part of this close coordination, counties and the Red Cross, on a case-by-case basis, intend to activate relief centers and/or shelters if an event is planned for 8+ hours. APS will also provide ice reimbursement to all affected APS customers

48-hours in advance, and will deliver dry ice, or wet/bagged ice if no dry ice is available, to a PSPS event area 24-hours in advance of the outage.

## 4.2 SUPPORT FOR SPECIAL AUDIENCES AND CRITICAL CUSTOMERS

APS is particularly aware of the heightened impact a PSPS event could have on critical customers, including medical facilities, schools, and important infrastructure. APS has reached out to key accounts and critical customers about the PSPS program and broader APS Fire Mitigation efforts by providing information on how to prepare for power outages, including communications related to safety measures and emergency needs. In addition to the above customer outreach, key accounts and identified critical customers will be notified directly by their assigned APS Account Manager.

## 4.3 SUPPORT FOR VULNERABLE POPULATIONS

APS is particularly aware of the heightened impact a PSPS event could have on vulnerable customers, including medically sensitive customers and elderly populations. APS will make additional efforts to notify vulnerable customers who depend on electricity for medical equipment. The APS [Medical Care Program](#) (MCP) sends advanced communications to relevant customers to help them prepare for PSPS events. This includes information on how to prepare for an outage and how to register with emergency management resources in their area.

APS's Medical Care Program is for customers who have a household member with a life-threatening illness or use critical medical equipment that requires electricity that has been verified by a licensed medical professional and registered and certified annually with APS.

In the event a PSPS is going to be called, Medical Care Program customers will receive outreach daily from APS in the form of a live phone call in addition to the identified customer outreach preceding the PSPS event. If the customer needs to relocate during the event, the extra lead time and outreach for MCP customers should allow enough time to arrange special transportation that can accommodate medical equipment through an outside caregiver, local organization, or medical transport.

## 4.4 ANSWERS TO EXPECTED QUESTIONS FROM CUSTOMERS

In anticipation of concerns from customers, APS has put together a list of FAQs and corresponding answers to be provided through the APS website ([aps.com/psps](https://aps.com/psps)) and other communication channels. The FAQ addresses general inquiries regarding PSPS, concerns on customer impact, concerns on PSPS duration and frequency, and other topics.

## 5 PSPS EVENT COORDINATION AND OPERATIONS

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In the event of a PSPS, APS has developed a series of procedures to ensure key customer and stakeholder communication, channels to facilitate coordination with local agencies and community partners, and patrol plans to safely re-energize the affected areas as quickly as possible.

### 5.1 COORDINATION WITH LOCAL AGENCIES

In the event of a PSPS, APS will proactively engage local emergency managers and public safety agencies. APS regional Public Affairs Managers (PAMs) will notify county emergency managers and communicate with them continuously in the days leading up to and during a PSPS event. APS will also provide advance notifications to the Red Cross. APS will work closely with county-level authorities and the Red Cross to establish and activate relief centers and/or shelters.

APS will also collaborate directly with fire agencies, emergency operations centers, and other stakeholders throughout the PSPS timeline. APS has an established Fire Mitigation Specialist (FMS) role that coordinates fire mitigation strategies broadly and serves as a point of contact for agency partners, fire personnel, and emergency managers during elevated fire conditions and PSPS events.

### 5.2 SERVICES PROVIDED

APS will work closely with county-level authorities and the Red Cross to establish and activate relief centers and/or shelters.

Ice reimbursement will be authorized for all affected APS Customers 48-hours in advance, and we will deliver dry ice or wet/bagged ice to a PSPS event area 24-hours in advance. Where possible, the delivery site will be the same location as a potential relief center and/or shelter. APS personnel will hand out ice.

### 5.3 DE-ENERGIZATION PLAN FOR AFFECTED AREAS

APS has developed a comprehensive plan to de-energize electric lines and equipment in the event of a PSPS. This plan involves the coordination of various APS personnel and resources before and during a PSPS event. An overview of the plan is included below:

#### 5.3.1 Prior to De-energization

1. **Initial Coordination and Planning:** Before a de-energizing a feeder, the APS Fire Mitigation Team (FMT) collaborates with the Energy Control Center (ECC), Distribution Operations Center (DOC), and field teams to plan the de-energization. This involves deciding the steps to safely shut down power in the affected area and determining the impact on specific customers and the broader system.
2. **Advance Notification and Setup:** As soon as the FMT determines that a PSPS event seems likely—typically four days in advance—they instruct the Distribution Field Planner (DFP) to review prewritten switching orders for the appropriate feeders. The switching orders are pre-defined for each of the 13 PSPS feeders.
3. **Resource Staging:** Field teams are positioned strategically based on a detailed PSPS Patrol Plan to ensure readiness for immediate action once a PSPS is confirmed.

### 5.3.2 Execution of De-energization

1. **Execution of Switching Orders:** Following the FMT's directive, the operations teams at the DOC and ECC execute the switching orders, aligning with the prepared field resources to ensure a coordinated de-energization. Field resources confirm proper shutoff of field devices.
2. **System Management:** The ECC and DOC teams follow established procedures to minimize the number of affected customers by sectionalizing the impacted feeders.

## 5.4 PATROL AND RE-ENERGIZATION PLAN FOR AFFECTED AREAS

When a PSPS event is called, APS mobilizes field resources and dispatches patrol crews to monitor the affected feeder areas and infrastructure. The patrol crews will follow pre-developed patrol plans which outline a number of activities to ensure grid integrity and facilitate timely re-energization of the feeders. These include:

- Visually inspecting grid infrastructure
- Identifying areas susceptible to fire ignition
- Communicating any additional necessary actions to the relevant parties (e.g., communicating with the Vegetation Management Team in case of plant overgrowth)

APS has developed a separate, comprehensive Patrol Plan for each of the 13 feeders covered in the PSPS program. The plans include:

- A map of the feeder in question (and the surrounding area)
- Overview of vehicles, personnel, and other resources required
- Positioning, timing, and logistics for all personnel involved in the patrol
- Information on the number of customers (including medical) and key accounts in the affected area
- Estimated time of the patrol

These Patrol Plans follow the format outlined by the Incident Command System (ICS) 201 form used by the Federal Emergency Management Agency (FEMA). These standardized forms ensure that all involved agencies and personnel are familiar with their format and use, which facilitates a coordinated response.

Once the environmental conditions which necessitated the PSPS event have passed, the steps in the following subsections are executed.

### 5.4.1 Patrol and Repair

1. **Line Patrol:** Before re-energization, a thorough patrol of the power lines is conducted to ensure they are safe to re-energize.
2. **Repair:** Should any system components require repair, the appropriate crews will be immediately dispatched to repair or replace those components

### 5.4.2 Re-energization

1. **Power Restoration:** Once the FMT gives the all-clear, the operations team re-energizes the affected feeders using the designated breakers or devices.

2. **Safety Checks:** Should any component trip upon re-energization, a repeat patrol is undertaken to ensure no underlying issues remain that could pose risks.
3. **Documentation:** The FMT, ECC, and DOC supervisors complete all necessary reports and logs to document actions taken during the PSPS and to gather insights for improving future responses.

## 6 POST-PSPS EVENT PROCEDURES AND OPERATIONS

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### 6.1 REPORTING

APS will adhere to reporting protocols to document and evaluate each PSPS event. These may include, but are not limited to:

- System impact reports
- Necessary reports or filings with regulatory bodies or agencies
- Internal review reports and processes

APS will continue to refine our reporting protocols to enhance transparency and accountability. APS intends to regularly update our reporting practices to ensure they meet both regulatory standards and our internal goals for continuous improvement and operational excellence.

### 6.2 CUSTOMER AND STAKEHOLDER FOLLOW-UP

Following a PSPS event, APS plans to engage with customers and community stakeholders to gather feedback and provide updates. These may include, but are not limited to:

- Customer surveys and interviews
- Community debriefs, town halls, or other live events
- Ongoing collaboration with agencies and key customers
- Public reports and press releases
- Press conferences
- Additional direct outreach and communication (via email, website, and/or mail)

APS is committed to deepening our engagement with customers and stakeholders after each PSPS event. We intend to enhance our feedback mechanisms and strengthen our community relationships to build trust and ensure that our programs align with community needs and expectations.

### 6.3 PSPS PROGRAM IMPROVEMENT AND ITERATION

APS intends to use stakeholder feedback and internal review processes to continuously update and refine the PSPS program. These iteration plans may include, but are not restricted to:

- Operational adjustments (e.g., improved communication strategies and timelines)
- Improvements in training and development (e.g., event simulations or drills, training programs for PSPS responders, etc.)
- Enhanced monitoring and data analysis (e.g., improved monitoring and prediction tools, enhanced data collection, etc.)

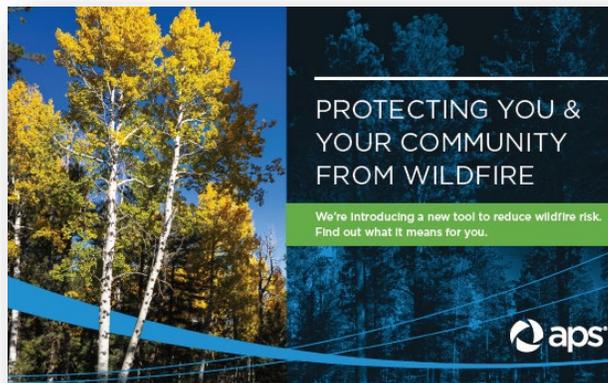
APS plans to continuously evolve the PSPS program by integrating additional innovative technologies and strategies, and by listening to customer feedback to minimize PSPS impacts and enhance our overall fire mitigation efforts.

# 7 APPENDICES

## 7.1 APPENDIX A: CUSTOMER COMMUNICATION TIMELINE

	Pre-Fire Season (Phase I)	Pre-Fire Season (Phase II)	4 Days Out	3 Days Out	2 Days Out	1 Day Out	Day 0	1 - 4 Hours Out	Cancellation (if needed)	Power Shut-Off	Prepare to Restore	Power On	Post-Event
<b>AUDIENCE</b>	13 Operational Districts	13 PSPS Feeders	Impacted Customers, Emerg. Critical	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers	Impacted Customers
<b>TRIGGER</b>	Feb - May	Mar - May	4 days out	3 days out	2 days out	1 day out	Day of	1-4 hours out	Event cancelled	Outage created in ADMS	TDICC Update	Outage restored in ADMS	Event end
<b>CHANNELS</b>	<ul style="list-style-type: none"> <li>Direct mail</li> <li>Email</li> <li>Digital ads</li> <li>Social media</li> <li>Radio</li> <li>Newspaper</li> </ul>	<ul style="list-style-type: none"> <li>Direct mail</li> <li>Email</li> <li>Website</li> <li>Regional media</li> <li>Targeted social media</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Website</li> <li>Targeted social media</li> </ul>	<ul style="list-style-type: none"> <li>Outage map</li> </ul>	<ul style="list-style-type: none"> <li>Text</li> <li>Email</li> <li>Dialer</li> <li>Outage map</li> <li>Website</li> <li>IVR callbacks</li> </ul>	<ul style="list-style-type: none"> <li>Website (update avail. for 24 hrs post event)</li> </ul>
<b>CONTENT</b>	Higher level fire mitigation, encourage customers to sign up for alerts (if unregistered) or verify/update their contact information (This is not PSPS specific messaging)	What is PSPS, what do customers need to do to prepare, direct customers to customers who have not registered, are missing phone contact info	APS Alert: High winds & fire conditions are in the forecast. For safety, we may need to shut off power on [Mon, 10/10] for [insert address]. We continue to monitor as weather patterns may change. Follow latest updates & see community resources at <a href="https://aps.com/PSPS">aps.com/PSPS</a> or call us at (800)253-9405. To unsubscribe, text STOP.	APS Alert: High winds & fire conditions are in the forecast. For safety, we may need to shut off power on [Mon, 10/10] for [insert address]. We continue to monitor as weather patterns may change. Follow latest updates & see community resources at <a href="https://aps.com/PSPS">aps.com/PSPS</a> or call us at (800)253-9405. To unsubscribe, text STOP.	APS Outage Warning: High winds & fire conditions are in the forecast. For safety, we may need to shut off power on [Mon, 10/10] for [insert address]. We continue to monitor as weather patterns may change. Follow latest updates & see community resources at <a href="https://aps.com/PSPS">aps.com/PSPS</a> or call us at (800)253-9405. To unsubscribe, text STOP.	APS Outage Warning: High winds & fire conditions are in the forecast. For safety, we may need to shut off power on [Mon, 10/10] for [insert address]. We continue to monitor as weather patterns may change. Follow latest updates & see community resources at <a href="https://aps.com/PSPS">aps.com/PSPS</a> or call us at (800)253-9405. To unsubscribe, text STOP.	APS Outage Expected: For safety, we are planning to shut off power around [insert time AM/PM] today for [address] due to wind-driven fire risk. Your power may be out for an extended amount of time. Visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> for the latest information & community resources or call us at (800)253-9405. To unsubscribe, text STOP.	APS Outage: We need to shut off power at [address] due to wind-driven fire risk. Your power will be turned off around [5:30 PM] today. Weather & changing conditions could affect timing. Follow updates & see community resources: <a href="https://aps.com/PSPS">aps.com/PSPS</a> or call (800)253-9405. To unsubscribe, text STOP.	APS Outage Update: We have monitored conditions & determined a shutoff is no longer needed at [ADDRESS] on [5 PM, Mon, 10/10]. We will update you if weather patterns change. Thank you for your patience. Visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> for more information or call us at (800)253-9405. Please share your feedback here[link]. To unsubscribe, text STOP.	<p><b>Initial Power Shut-off</b> APS Outage: For safety, we shut off power at [address] due to wind-driven wildfire risk. Restoration is projected for [5 PM, Mon, 10/10] but could take longer if repairs are needed. Visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> for the latest information &amp; community resources or call (800)253-9405. To unsubscribe, text STOP.</p> <p><b>ETR Updates (email/text /outage map)</b> APS Outage Update: The projected restoration date and time for [address] is 5 PM, Mon, 10/10. Thank you for your patience. Visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> for the latest information &amp; community resources or call us at (800)253-9405. To unsubscribe, text STOP.</p> <p><b>24-HR Check-in</b> APS Outage: Power remains off at [address] due to wind-driven wildfire risk. Restoration is projected on [5 PM, Mon, 10/10] but could take longer if we find damage. Visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> for the latest restoration estimates &amp; community resources or call (800)253-9405. To unsubscribe, text STOP.</p>	Update that winds have calmed and we are inspecting lines for damage before restoring	APS Outage Update: Good news – power is back on at [address]. If you are still without power, please call us at (800) 253-9405. We care about your safety & know outages are inconvenient. Thank you for your patience. To learn more about Public Safety Power Shutoffs visit <a href="https://aps.com/PSPS">aps.com/PSPS</a> . Please share your feedback here[link]. To unsubscribe, text STOP.	Event ended and thank you

## 7.2 APPENDIX B: FIRE MITIGATION BROCHURE AND MAILER



### 7.3 APPENDIX C: UPDATE CONTACT INFORMATION FIRE MITIGATION CARD

**Por favor crea una cuenta o actualiza tu información de contacto.**

Conforme se acerca la temporada de incendios forestales, te aconsejamos crear una cuenta en línea visitando [aps.com/login](https://aps.com/login). Si ya tienes una cuenta, ingresa y asegúrate de que la información de tu cuenta esté actualizada con tu correo electrónico y número de teléfono móvil en caso de que necesitemos comunicarnos contigo.

También puedes escanear el código QR a continuación o actualizar tu información de contacto llamando al Centro de Servicio al Cliente de APS al (602) 371-6861 (metro Phoenix) o al (800) 253-9405 (otras áreas).

Tu seguridad nos importa. En condiciones de alto riesgo de incendios, es posible que tengamos que prolongar los apagones hasta que las cuadrillas puedan revisar las líneas visualmente y eliminar vegetación o cualquier peligro potencial alrededor de nuestros equipos que pudiera presentar un riesgo de incendio. Cuando tu información de contacto está al día, nos ayuda a mantenerte informado durante cada paso.



Escanea para registrarte o ingresar a tu cuenta.  
[aps.com/login](https://aps.com/login)

CS#2402604




**Please create an account or update your contact information.**

As wildfire season approaches, we encourage you to create an account online by visiting [aps.com/login](https://aps.com/login). If you already have an account, sign in to be sure your account information is up to date with your email address and cell number in case we need to contact you.

You can also scan the QR code below or update your contact information by calling the APS Customer Experience Center at (602) 371-7171 (metro Phoenix) or (800) 253-9405 (other areas).

We care about your safety. During elevated fire conditions, we may have to prolong power outages until crews can perform visual inspections of lines and remove any vegetation or potential hazards from around our equipment that could pose a fire risk. When your contact information is current, it helps us keep you informed every step of the way.

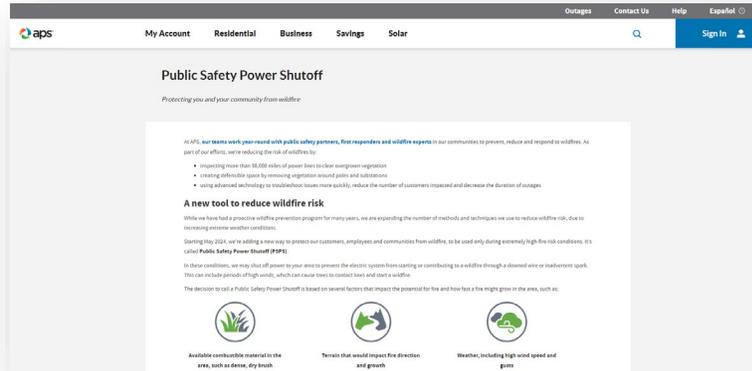


Scan to register or sign in.  
[aps.com/login](https://aps.com/login)

CS#2402604




## 7.4 APPENDIX D: APS.COM/PSPS WEBPAGE



## 7.5 APPENDIX E: PSPS MAP

