

# 2025 APS Public Safety Power Shutoff (PSPS) Update

March 11, 2025





# PSPS Team



## Internal Partners

- City Emergency Management
- Water Services
- Fire
- Communication & Civic Engagement

## External Partners

- APS
- County Emergency Management

# 2025 FIRE MITIGATION PROGRAM OVERVIEW

# OUR CURRENT PRACTICES ARE COMPREHENSIVE AND MULTI-FACETED



## Vegetation Management

- Comprehensive right-of-way clearance on maintained cycles
- Defensible space around poles (DSAP)
- Hazard tree program



## Grid Hardening Investments

- Ongoing distribution system upgrades
- Mesh pole wrapping
- Non-expulsion fuses
- Steel poles (if truck accessible)



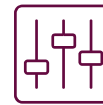
## Asset Inspection

- Enhanced line patrols
- Technology deployments
  - Drone use
  - Infra-red scans



## Monitoring and Awareness

- Dedicated team of meteorologists
- Advanced fire modeling software
- Cameras and weather stations
- Federal & state agency partnerships



## Operational Mitigations

- Non-reclosing strategy
- Public outreach program
- Red Flag Warning protocols
- Public Safety Power Shutoff (PSPS)



**Internal:** 18-person **fire mitigation department** engages across entire APS organization to plan and implement initiatives

**External:** Member of 19 **fire mitigation industry associations**



Independent **third-party reviews** of APS wildfire mitigation plan

# AI Smoke Detection Cameras – 16 currently installed and reporting

**PANO** Closed Incident - #243804 Update Share

Status: **Closed Incident** Start Time: **2024-12-01 12:43** Bearing: **211.3° from [Mount Elden](#)**

**DISCLAIMER:** Incident bearings and lat/long location are in BETA. Please independently verify fire location.

**Mount Elden** • 2024-12-01 12:47

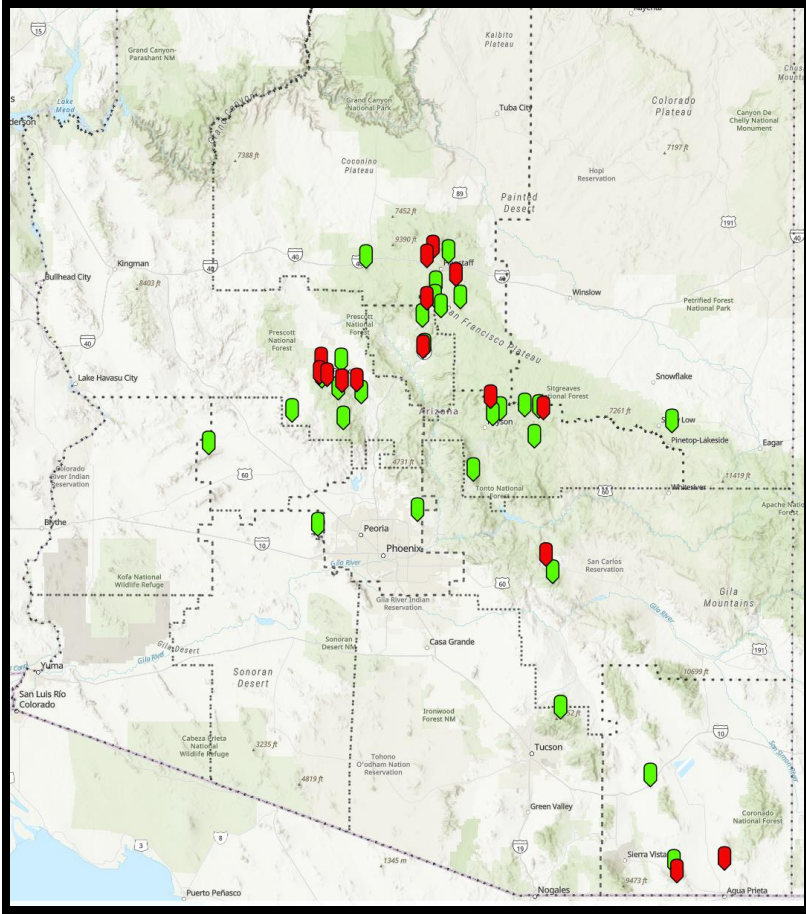
200° 205° 210° 215° 220° 225°

10m 1h

[View Panorama](#)

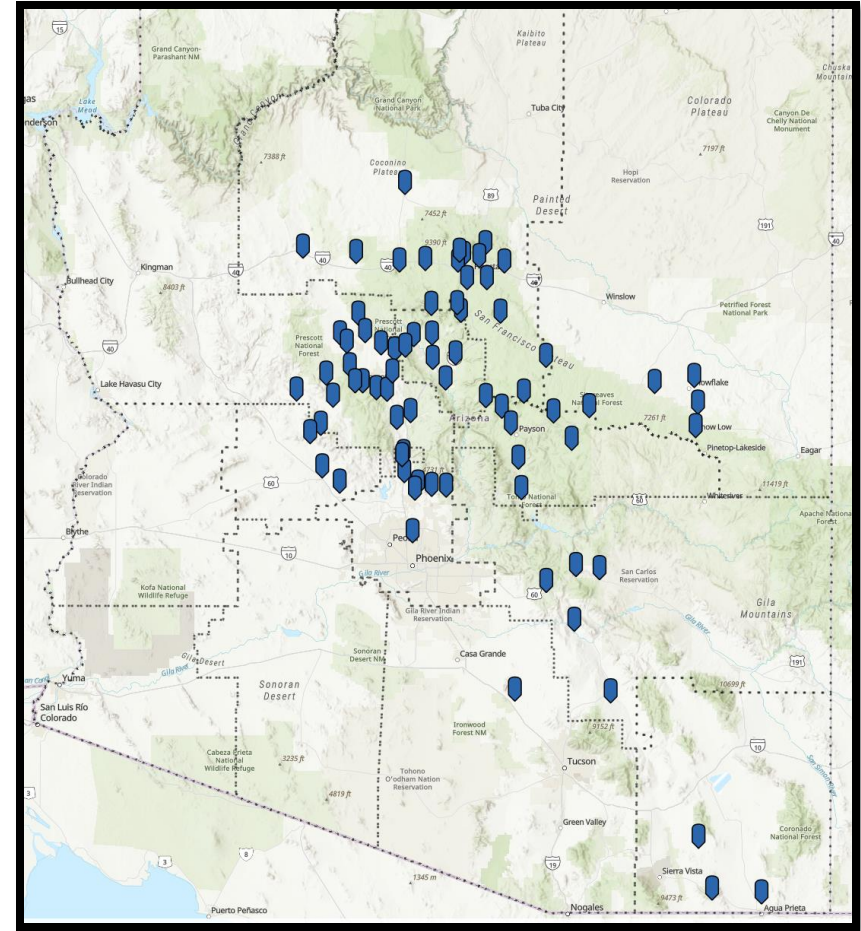
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# Cameras

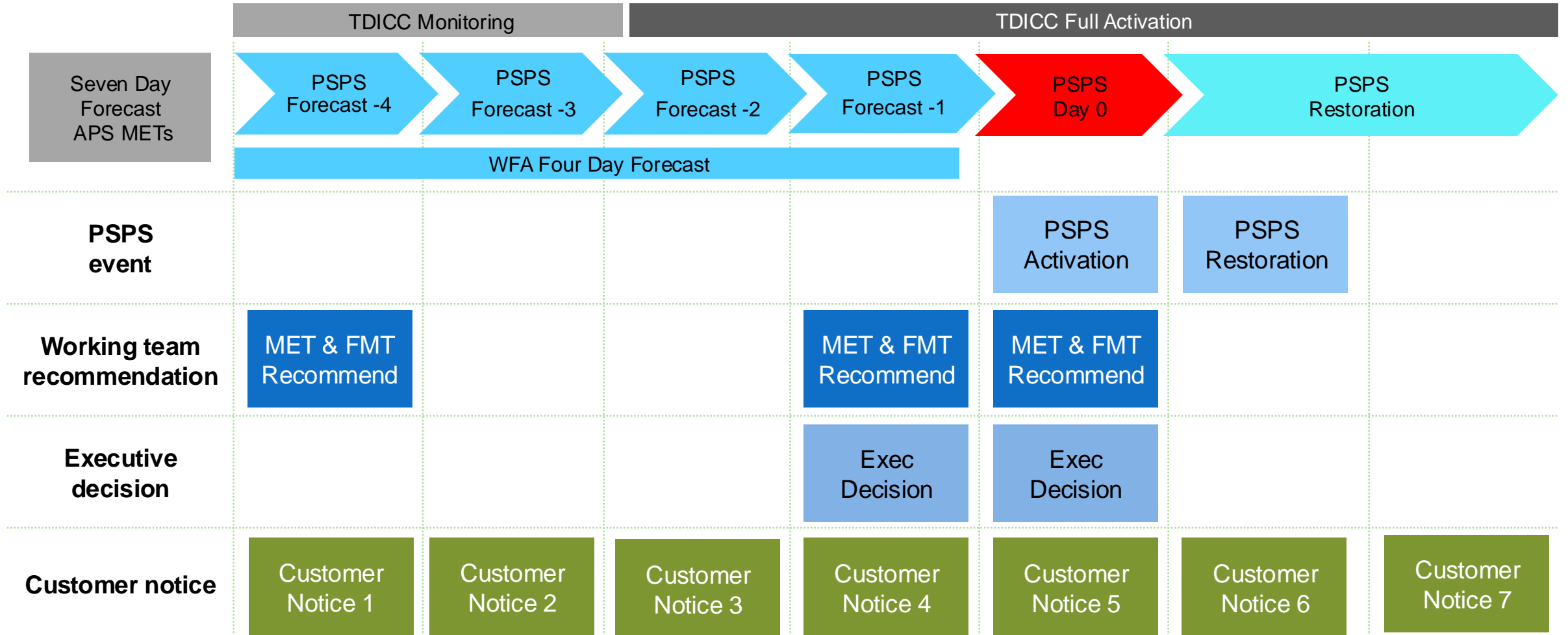


2024 PTZ Cameras: 31  
2024 AI Cameras: 16  
2024 Weather Stations: 75

# Weather Stations

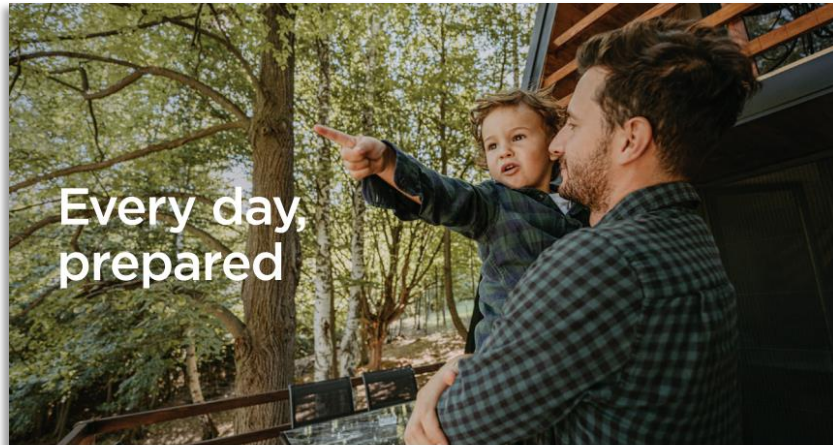


# PSPS LIFE CYCLE



# **Wildfire Mitigation and PSPS Customer Communications**

# We send annual wildfire preparedness material to our customers



Every day,  
prepared

Wildfire preparation protects you,  
the community and first responders



## Messaging Goals

- Educate customers about outages during wildfires
- Encourage customers to prepare now
- Share our proactive work to prevent, reduce and respond to wildfires



# We're providing targeted education to PSPS impacted communities

## Core Messaging

- The purpose of PSPS is to protect our customers, communities and first responders from wildfire.
- PSPS is a tool we expect to use rarely in limited, high fire-risk areas.
- PSPS is just one tool in APS's robust wildfire mitigation toolbox. We work year-round in your community to reduce the risk.

### Public Safety Power Shutoff

*Protecting you and your community from wildfire*

At APS, our teams work year-round with public safety partners, first responders and wildfire experts in our communities to prevent, reduce and respond to wildfires. As part of our efforts, we're reducing the risk of wildfires by:

- inspecting more than 38,000 miles of power lines to clear overgrown vegetation
- creating defensible space by removing vegetation around poles and substations
- using advanced technology to troubleshoot issues more quickly, reduce the number of customers impacted and decrease the duration of outages

#### A new tool to reduce wildfire risk

While we have had a proactive wildfire prevention program for many years, we are expanding the number of methods and techniques we use to reduce wildfire risk, due to increasing extreme weather conditions.

Starting May 2024, we're adding a new way to protect our customers, employees and communities from wildfire, to be used only during extremely high-fire risk conditions. It's called **Public Safety Power Shutoff (PSPS)**.

In these conditions, we may shut off power to your area to prevent the electric system from starting or contributing to a wildfire through a downed wire or inadvertent spark. This can include periods of high winds, which can cause trees to contact lines and start a wildfire.

The decision to call a Public Safety Power Shutoff is based on several factors that impact the potential for fire and how fast a fire might grow in the area, such as:





Available combustible material in the area, such as dense, dry brush

These conditions may be occurring away using a planned safety outage.

## PROTEGIÉNDOSE A TI Y A TU COMUNIDAD CONTRA INCENDIOS FORESTALES

Estamos introduciendo una nueva herramienta para reducir el riesgo de incendios forestales. Descubre lo que significa para ti.



# We're providing targeted education to PSPS impacted communities

## Core Messaging

- Public Safety Power Shutoffs impact a limited number of customers in high fire-risk communities to keep people safe.
- If fire-risk conditions increase to the level where a PSPS might be necessary, we will provide advance notification to impacted customers that we may shut off power.
- While we work year-round to maintain a reliable and resilient system, outages can occur. Customers can take simple steps to prepare for an outage of any kind.

### Public Safety Power Shutoff

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The decision to call a Public Safety Power Shutoff is based on several factors that impact the potential for fire and how fast a fire might grow in the area, such as:



Available combustible material in the area, such as dense, dry brush

These conditions may be occurring away from your area, using a planned safety outage.



## PROTEGIÉNDOSE A TI Y A TU COMUNIDAD CONTRA INCENDIOS FORESTALES

Estamos introduciendo una nueva herramienta para reducir el riesgo de incendios forestales. Descubre lo que significa para ti.



# We're informing customers now on what they can expect, how they can prepare ahead of time and sharing partner resources

## Wildfire Preparedness Customer Contact Campaign

- Call-to-action for customers to update and/or confirm that their contact information is accurate and complete (English and Spanish)
- Mid-late February: postcard, email and targeted social media

## PSPS-impacted Customer Campaign

- Education and awareness (what is a safety shutoff, why, how it will work, etc.) (English and Spanish)
- Early March: brochure, **aps.com/psps**
- Early March: email

## Wildfire Preparedness Education Campaign

- Education and awareness about wildfire safety and fire mitigation (English and Spanish)
- Mid-March: postcard and email

## Media Outreach

- Targeted outreach in high-risk fire communities
- Mid-March: fire mitigation news release

## PROTECTING YOU & YOUR COMMUNITY FROM WILDFIRE



At APS, our teams work year-round with public safety partners, first responders and wildfire experts in your community to prevent, reduce and respond to wildfires. As part of our efforts, we're reducing the risk of wildfires from our equipment by:

- Inspecting more than 38,000 miles of power lines to clear overgrown vegetation
- Creating defensible space by removing vegetation around poles and substations
- Using advanced technology to troubleshoot issues more quickly, reduce the number of customers impacted and decrease the duration of outages

### A NEW TOOL TO REDUCE WILDFIRE RISK

Starting May 2024, we're adding a new way to protect you from wildfire, to be used only during extreme fire risk conditions. It's called **Public Safety Power Shutoff**.

In these conditions, we may shut off power to your area to prevent the electric system from starting or contributing to a wildfire through a downed wire or inadvertent spark. This can include periods of high winds, which can cause trees to contact lines and start a wildfire.

The decision to call a safety shutoff is based on several factors that impact the potential for fire and how fast a fire might grow in the area, such as:

- Available flammable material in the area, such as dense, dry brush
- Terrain that would impact fire direction and growth
- Weather, including high wind speed and gusts

These conditions may be occurring away from your home or business, but near APS power lines that provide you power, so it may not be immediately obvious why there is a safety shutoff.

### A TOOL WE EXPECT TO USE RARELY

We recognize safety shutoffs create hardships for our customers and communities. However, we are committed to public safety, and preventing fires is a top priority.

### STAY INFORMED IF THERE IS A SAFETY SHUTOFF IN YOUR AREA

We encourage you to create an account online by visiting [aps.com/login](https://aps.com/login), or if you already have an account, sign in to be sure your account information is up to date with your email address and cell phone number. You can also update your contact information by calling the APS Customer Experience Center at (800) 253-9405. When your contact information is current, it helps us keep you informed during an outage.



Scan to [aps.com/login](https://aps.com/login)

### HOW CAN I STAY SAFE & PREPARED?

- Get emergency alerts in your area and have an emergency plan for your family and pets. Coconino County: [coconino.az.gov/ready](https://coconino.az.gov/ready) | Gila County: [readygila.com](https://readygila.com) | Yavapai County: [yavapalaz.gov/ready](https://yavapalaz.gov/ready)
- Store important phone numbers for medical providers, family, friends, and APS in your cell phone or near your home phone.
- Make sure your cell phone is fully charged, and if possible, consider buying a portable charger.
- Keep your APS account number readily available.
- Have resources ready like flashlights, batteries, a radio, non-perishable food items that are easy to prepare without power, including pet and baby food and extra water, at least one gallon per person per day.
- Stock utensils and basic tools like a non-electric can opener.
- Make sure you have a basic first-aid kit, medications and toiletries.
- Learn to manually open your automatic garage door or security gates.
- During an outage, check [aps.com/outages](https://aps.com/outages) for cooling shelters, community resources and dry ice reimbursements. During an event, resources will be available on our outage map.

### MEDICALLY SENSITIVE CUSTOMERS

In the event of an outage, we will make every effort to notify vulnerable customers on our Medical Care Program who depend on electricity for life-saving medical equipment. If you or someone in your household has a life-threatening illness or uses critical medical equipment, we encourage you to apply for the Medical Care Program. You will need to enroll each year. Learn more at [aps.com/medical](https://aps.com/medical).

- **Create an APS account.** Already have an account? Make sure your contact information is up to date with your email address and cell phone number to receive alerts by signing in to your [aps.com](https://aps.com) account.
- Get emergency alerts in your area and have an emergency plan for your family and pets.
  - Coconino County: [coconino.az.gov/ready](https://coconino.az.gov/ready)
  - Gila County: [readygila.com](https://readygila.com)
  - Yavapai County: [yavapalaz.gov/ready](https://yavapalaz.gov/ready)

## Q&A



### WHERE WILL PUBLIC SAFETY POWER SHUTOFFS BE CALLED?

Safety shutoffs could impact customers in the highest fire-risk communities located in northern Arizona. These communities include parts of Coconino, Gila and Yavapai counties.

### HOW & WHEN WILL I BE NOTIFIED OF A SAFETY SHUTOFF?

We will communicate with impacted customers often and at regular intervals via email, text or phone call if a safety shutoff is expected or if one occurs. For example, you'll receive:

- Planning notification in advance based on extreme weather and fire condition forecasts
- Updated timing each day leading up to a shutoff
- Safety shutoff cancellation, if weather and fire conditions improve
- Status updates with an estimate of when power will turn back on and/or information on resources available

Please verify your contact information is up to date on your [aps.com](https://aps.com) account. Text and email alerts are the fastest ways for us to reach you.

*Note: Extreme weather can be erratic and may impact the exact timing of advance notification.*

### HOW LONG WILL MY ELECTRICITY BE OUT IF A PUBLIC SAFETY POWER SHUTOFF IS NECESSARY?

The time span of a Public Safety Power Shutoff can depend on how long extreme weather conditions last and extent of damage to electrical lines and equipment. Once extreme fire risk conditions diminish, field crews will inspect the lines that were shut off. If there is no damage, electricity will be restored during daylight hours. In most cases, power will be restored after about 20 hours, but the actual duration will depend on current weather conditions and if any equipment repairs are needed.

### HOW CREWS GET POWER BACK ON AFTER A PUBLIC SAFETY POWER SHUTOFF

- 1 Patrol lines and look for damage**  
Get eyes on lines via crew or drone; determine what repairs are needed
- 2 Make site safe for repairs**  
Redirect traffic; secure job site
- 3 Make repairs**  
Remove damaged equipment; trim trees; dig holes; install poles; string power lines; safety checks
- 4 Restore power**  
Notify customers; clean up job site

Questions? To learn more about Public Safety Power Shutoff, visit [aps.com/safetyshutoff.405](https://aps.com/safetyshutoff.405).



Mailer distributed to customers in April 2024

[aps.com/pssp](https://aps.com/pssp) website content

# Here is how you can help us keep customers updated and ready

- PIOs working together: We want to partner with you and collaborate on messaging during an event.
  - News Release Process
  - Social Media
  - Media Interviews
  
- Received a media call? We're here to help.
  
- 24-Hour APS Media Hotline: 602-250-2277
  
- Please drive impacted community members to [aps.com/psps](https://aps.com/psps) for the latest information.
  
- Have a preparedness page? Consider linking directly to the [aps.com/outages](https://aps.com/outages), [aps.com/psps](https://aps.com/psps) and [aps.com/wildfires](https://aps.com/wildfires).

## How can Arizonans prepare?

While APS crews prepare year-round, customers can take the following steps to be ready:

- Remove overgrown vegetation, trash or debris around your property.
- Build an emergency supplies kit that includes items such as non-perishable food, water, flashlights, batteries and a portable cell phone charger. Have a plan and emergency contact list ready.
- Download the APS app or visit [aps.com/outagecenter](https://aps.com/outagecenter) and create an online account to receive text or email alerts and safety tips in case of a power outage.
- Update your contact information with APS to ensure you receive important information.
- Sign up for your county's emergency alert system.

For more information on APS's wildfire prevention programs, visit [aps.com/wildfires](https://aps.com/wildfires).





# City EM



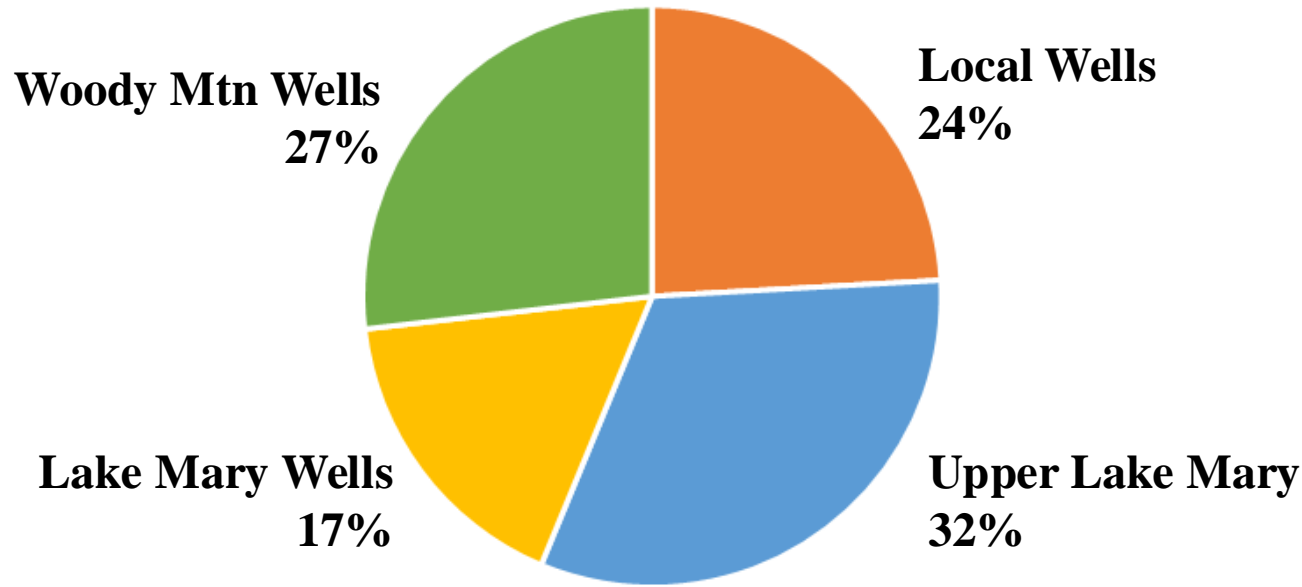
- Preparedness Campaign
- PSPS Task Force
  - Evaluated, Developed Mitigation and Response Strategies
- PSPS Event
  - Notification to PSPS Task Force, Senior Officials, and Elected Officials
  - Communication with APS, County EOC, State, & NGO's
  - Daily Updates



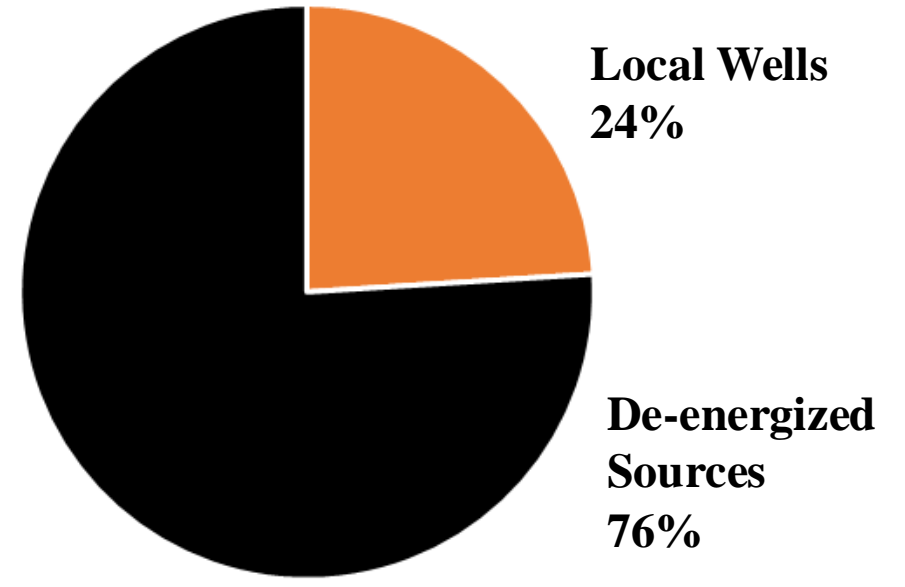
# Water Services

**A PSPS event will de-energize roughly 75% of Flagstaff's potable water supplies.**

**Current Potable Water Sources**



**De-energized Sources**



**Local Wells will be unaffected by APS PSPS events**



# Water Services



## Water Production

- Generators will be deployed to critical sources
  - Raw Water Pump Station (Upper Lake Mary, 1 generator)
  - Woody Mtn Well Field (half of wells, 3 generators)
- Crews will be notified to be on stand-by
  - Plant operations will go to 24-hour schedule
  - CDL drivers will haul fuel & shuttle generators
- Water storage will be maximized (1.8 days)
- Little to no redundancy
  - May lead to using water in storage.



# Water Services



## Water Reclamation (Wildcat Hill)

- 24-hour fuel storage on-site (4,300 gallons)
- Carter/Rhinehart Oil available to bring single or tandem trucks up
  - 3,000 or 6,000 gallons
- Public Works is willing to help
- Rio de Flag plant will be unaffected



# Fire



- Fire protection during APS initiated power outages
  - Fire flow to be unimpacted for fire hydrants and automatic sprinkler systems
    - Assuming water system production and distribution remains functional
    - Assuming an increase in daily consumption does not occur



# Public Messaging and Outreach

## Public Affairs

- The City will amplify messaging directly from APS on the scope and duration of a PSPS
- Key City messages may include
  - Any impact to City water sources
  - Water conservation strategies as needed



# PSPS Team



Questions?