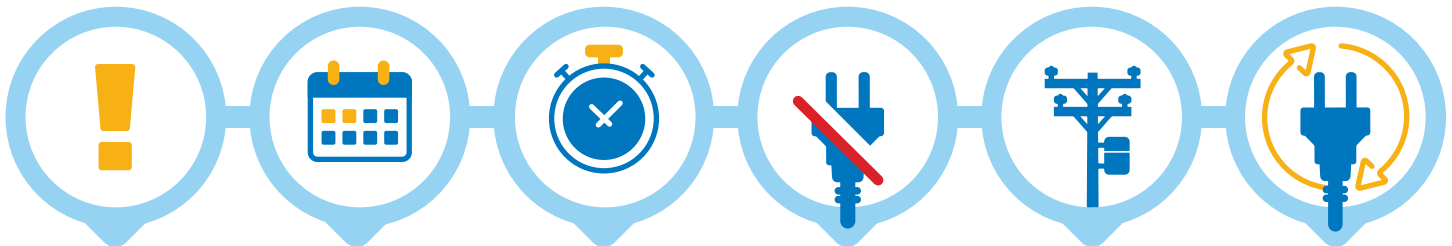
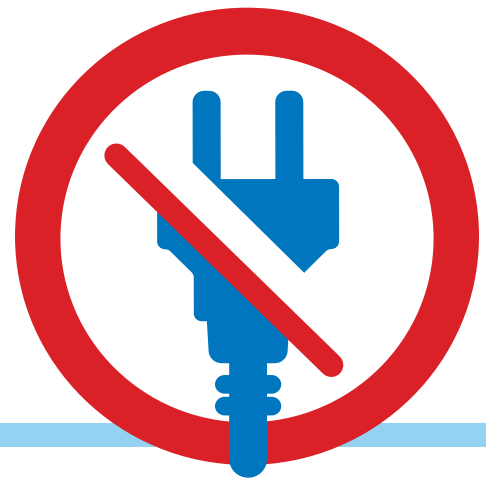


Wildfire Public Safety Power Shutoff FAQs



2-3 DAYS PRIOR PSPS Watch

Sent when a PSPS event is possible.

1-2 DAYS PRIOR PSPS Warning

Sent when a PSPS event is likely.

1-4 HOURS PRIOR PSPS Imminent

Sent when a PSPS event is imminent.

OUTAGE BEGINS PSPS Outage Alert

Sent when a PSPS outage begins.

UPDATES PSPS Updates

Sent as needed and when restoration work begins.

POWER RESTORED PSPS Over

Sent when power has been restored.

What is a Public Safety Power Shutoff (PSPS)?

- Public Safety Power Shutoff (PSPS) means turning off power to select areas when extreme weather makes our equipment unsafe to operate. Public Safety Power Shutoffs are only considered when the risk of a fire is exceptionally high. Visit myavista.com/PSPS to learn more.

When are PSPS events expected to happen?

- During dry weather and high winds, there is a risk that trees, branches, or debris can come in contact with Avista's power lines and other electrical equipment. This could trigger a spark that ignites a fire. Avista monitors conditions closely and makes changes to our settings throughout the hottest months of the year. These enhanced protection settings are the right mitigation for most of the weather we see in our service territory. PSPS is reserved for the most extreme wind and weather conditions.

What is the process to restore service after a PSPS event?

- Avista crews will physically patrol all impacted overhead electric facilities once the weather event has subsided. Avista's facilities cannot be re-energized until all lines are thoroughly inspected. After inspections, lines are re-energized segment by segment.

What is the PSPS notification process?

- We are committed to notifying customers and communities before, during, and after a PSPS event whenever possible, allowing time to prepare for a power disruption. Conditions can change quickly, but we aim to keep those affected as well-informed as we can based on the situation. Please make sure your information is up to date with Avista so we can notify you of a potential outage.



What tools and resources are available to track restoration progress during a PSPS event?

- Avista's outage map, located at myavista.com/outage, will indicate which areas are impacted by a PPS event. We plan to notify impacted customers when restoration has begun.

How long will my power be out during a PPS event?

- Power will remain shut off as long as the threat of wildfire is present. When the threat has passed, crews will patrol the lines to visually check for damage before the power is turned back on.

It's hard to predict how long this process might take. It depends heavily on when conditions return to normal and the amount of damage crews discover. We will work as quickly and as safely as possible to restore power. Given that outages could last several hours or even days, we encourage customers to have an outage plan in place.

Am I being charged for usage while my power is out?

- No, customers are only charged for the energy they use. During a service disruption, there is no energy consumption being registered by the meter.

What is Avista's Wildfire Resiliency Plan?

- Visit myavista.com/wildfire to learn more and to download our current Wildfire Resiliency Plan.

What is Avista's Safe Tree Program?

- We are taking a proactive approach to prevent contact between trees/vegetation and power lines in your area. We want to partner with you, as a landowner, to replace trees on your property that could come into contact with our lines, at no cost to you. Visit myavista.com/wildfire to learn.

How do I report a safety issue?

- In the event of an emergency, call 911. You can reach Avista at **(800) 227-9187**.

What community resources are available during a PPS event?

- Visit myavista.com/outage or call **(800) 227-9187** for more information. 2-1-1 services in both Washington and Idaho are available to help support during outage events. Dial **211** or **(877) 211-9274** in Washington or **211** or **(800) 926-2588** in Idaho.
- We will also be operating Community Resource Centers (CRCs) to provide support during PPS events. The CRCs will be located near the impacted area and will provide water, snacks, device charging, and information regarding the PPS outage.

I didn't get a PPS notification, but my power went out, what should I do?

- Visit myavista.com/outage to view our outage map. If you have questions, please call us at **(800) 227-9187**.

What will happen to my natural gas service during a PPS?

- Your gas service should not be affected, and you do not need to turn your gas off during a Public Safety Power Shutoff (PPS) event. The PPS program is focused on turning off electric lines for safety. Your gas appliances should work unless they require electricity to operate. Visit myavista.com/PPS for more information.

Do I need a login to look for outage information?

- No, it is not necessary to log in to view outage information. Information, when available, will be displayed on our outage map at myavista.com/outage.

What should I pack in an emergency kit?

- Visit myavista.com/outage for more information. Please call us at **(800) 227-9187** if you have questions related to an outage.