

NV Energy Emergency De-Energization Policy FAQs



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What is emergency de-energization?

When an active wildfire moves close enough to our lines or equipment, we may complete an emergency de-energization of our power lines. This applies to all NV Energy generation, transmission, and distribution facilities.

How does NV Energy decide when to enact an emergency de-energization?

- The safety of our customers and communities is our top priority.
- An emergency de-energization is enacted when an active wildfire gets too close to NV Energy's equipment, such as transmission and distribution lines, power lines, poles and substations.

Why is NV Energy enacting an emergency de-energization?

- For the safety of our customers and the communities that we serve.
- NV Energy will de-energize power lines when an active wildfire is too close to our equipment.
- For the safety of our customers and the communities that we serve, we de-energize power lines to protect first responders on the ground fighting fires, and to avoid contributing to catastrophic wildfire conditions.
- Emergency de-energization lowers the risk of a secondary ignition.

Will customers receive advanced notification before an emergency de-energization event?

- Due to the rapid response required for an emergency de-energization, it may not be possible to send an advance notification 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 communications preferences.
- NV Energy will provide updates on the emergency de-energization and potential restoration times.

When else could NV Energy customers potentially experience a power disruption for wildfires?

FIRE SEASON MODE

- We know that catastrophic fires occur almost entirely within a set of dangerous conditions, such as gusting winds and hot, dry weather.

- Fire season mode is activated on our equipment when fire risk conditions are elevated. These settings are used with devices to de-energize the lines when a fault is detected, reducing the chance of a potential fire ignition.
- When these settings are in place, customers may experience more outages while our crews patrol the area to investigate the fault and safely re-energize the area.

PUBLIC SAFETY OUTAGE MANAGEMENT (PSOM)

- NV Energy may de-energize power lines as a preventative measure during periods of the greatest wildfire risk, through a measure known as a Public Safety Outage Management.
- If possible, NV Energy sends notifications through phone, text and email, before, during and after a PSOM event to keep customers and stakeholders informed, depending on customers' individual notification preferences.
- The decision to implement a PSOM is based on extreme weather and area conditions, including high wind speeds, low humidity and critically dry fuels, and incorporates input from local public safety partners.

EMERGENCY DE-ENERGIZATION

- When an active wildfire moves close enough to threaten our power equipment, we will begin monitoring the fire closely to evaluate its potential spread and impacts to our systems.
- If the fire is moving too close to our equipment, we will carry out an emergency de-energization of our power lines.
- This process helps us make the most effective decisions to avoid additional fire risk and helps protect first responders.

Is emergency de-energization a new policy/strategy/plan for NV Energy

- De-energizations are one of many operational practices that NV Energy may use to mitigate the risk of wildfire.
- These processes have been part of the company's wildfire mitigation plans for years.
- Vegetation management, line inspections and actions taken by our emergency management team represent other operational practices we may use in high wildfire risk areas. Our de-energization protocols are updated regularly to help us deliver safe, reliable power across our service area during high wildfire risk conditions.
- NV Energy can enact an emergency de-energization across its service area.

For more information, visit nvenergy.com/powersafenv



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What impact will emergency de-energizations have on the average NV Energy customer?

- Customers will experience more frequent outages from emergency de-energizations related to wildfires, particularly as wildfire risk grows in the West over time.
 - These outages will vary in duration based on the size, direction and location of the wildfire in question.
- NV Energy encourages customers to prepare for outages by updating their contact information with us, signing up for alerts on MyAccount and having an emergency kit along with a plan to meet their family's needs during outages and emergency situations.
- These de-energizations vary in location, the number of customers impacted and the length of time it took for restoration to occur.

How does NV Energy detect and track wildfires?

- NV Energy monitors fire reporting sources, reviews satellite-detected hot spots and regularly contacts fire and emergency agencies.
- We collect information from credible sources on fires approaching our equipment, but de-energization decisions may require immediate action.
- NV Energy collects and analyzes real-time weather data to predict and monitor wildfire conditions, allowing us to anticipate safety needs and to help keep our customers and communities safe.

What does the restoration process look like for an emergency de-energization? How soon can NV Energy re-energize lines?

- 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.
- 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.

Does NV Energy consult with local jurisdictions or public safety partners before enacting an emergency de-energization?

- 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 emergency management team will consult local public safety partners as needed.
- NV Energy's government relations and major account executives are reaching out to local elected officials and large customers to discuss emergency de-energizations.

Can I file a claim for losses if an emergency de-energization affects production at my business?

- Emergency de-energizations protect customers, communities and first responders and lower the risk of a secondary ignition that could contribute to catastrophic wildfire conditions.
- We understand that power outages are inconvenient, every effort is made to restore power as quickly and safely as possible when they occur.
- Electricity is metered and you are not charged for power during an outage.
- An emergency de-energization ensures the safe delivery of electric service and NV Energy is not liable for product loss as a result.

Are there other power companies across the nation adopting the same kinds of policies and looking at the same type of issues like resiliency?

Wildfire risk has increased across the West over time and western utilities are on the front line of this issue. However, wildfire risk has become a nationwide issue. We have seen major fires in Texas, Hawaii and many other states. This has caused wildfire mitigation to become the number one priority for utility companies across the country.

Lots of industries depend on very high uptime power. Do you project in the future that this is going to have an impact on industry (manufacturing, software, agriculture, etc.) competitiveness over the long term?

While it's challenging to predict the exact future landscape of this policy, we acknowledge the current significant impact of wildfires on various sectors. We recognize that our policy could potentially affect local industries, but it's crucial to remember that our primary commitment is to safety. Balancing industrial competitiveness and safety precautions in the face of wildfires is a complex issue that we are continually navigating.