

# Wildfire Prevention

## Public Safety Power Shutoff (PSPS)

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MARCH 20, 2025

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# PUBLIC SAFETY POWER SHUTOFF (PSPS) ROADSHOW

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## PNM EMPLOYEE AGENDA

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- I. PNM's Wildfire Mitigation Plan
- II. Public Safety Power Shutoff (PSPS)
- III. Customer Notifications during a Public Safety Power Shutoff (PSPS)
- IV. Public Awareness is Key to Public Safety
- V. Call to Action and Resources
- VI. Q & A
- VII. Adjourn

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# PNM'S WILDFIRE MITIGATION PLAN

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## Prevention

- Year-round vegetation management
- On-the-ground situational awareness
- Hardening of our electric system
- Ongoing collaboration with emergency managers and first responders
- Last resort: Public Safety Power Shutoff (PSPS)



Video Source: [https://youtu.be/d6RW\\_fBkr2s](https://youtu.be/d6RW_fBkr2s)

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## WHAT IS A PUBLIC SAFETY POWER SHUTOFF (PSPS)?

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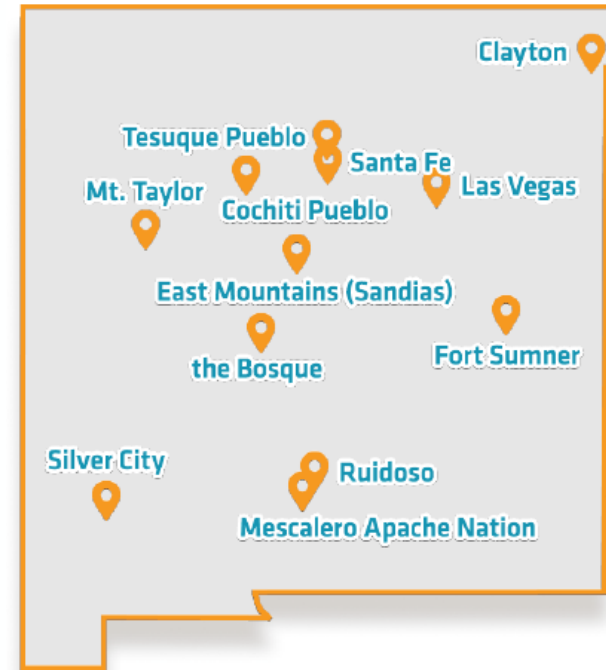
A tool to **keep communities safe by preventing electrical equipment from becoming a possible ignition source.**



PNM may be forced by extreme weather conditions to turn off power on parts of its system in order to avoid starting a wildfire.

## WHO COULD BE IMPACTED BY A PUBLIC SAFETY POWER SHUTOFF?

- Customers served by electrical systems running through High Fire-Risk Areas (HFAs) are more likely to experience a Public Safety Power Shutoff (PSPS).
- Power grid interconnectivity means outages may also impact areas outside of High Fire-Risk Areas (HFAs).



# PUBLIC SAFETY POWER SHUTOFF USED ACROSS UTILITIES



ACCOUNTS & SERVICE ▾    OUTAGES & SAFETY ▾    ENERGY & THE

PSPS Event Information

**AVISTA**

Your Account    Save Energy    Safety    Outages

## Public Safety Power Shutoffs

### Update your contact information

Be sure Avista has your current contact information so we can reach you concerning potential outages. To update your information, visit [myavista.com/profile](https://myavista.com/profile) or call us at (800) 227-9187.



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## Public Safety Power Shutoffs



[Home](#) > [Outage Center](#) > [Outage Types](#) > Public Safety Power Shutoff

## Public Safety Power Shutoff



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# PUBLIC SAFETY POWER SHUTOFF PROCESS

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**Evaluate:** High Fire-Risk Area forecast indicates potential threat of wildfire. PNM wildfire team briefings begin to assess risk and customer impact. PNM notifies emergency managers, first responders and employees.

**Mobilization:** High Fire-Risk Area forecast continues to indicate potential threat of wildfire. PNM notifies customers within High Fire-Risk Area.

**De-Energization:** PNM activates Public Safety Power Shutoff (PSPS) isolated to as few customers as possible.

**Restoring:** When weather returns to safe conditions, PNM begins restoration.

**Feedback**

# UTILITY OPERATIONS SITE

The screenshot shows the 'Utility Operations Sandbox' website. The header includes a search bar, navigation links (Home, Workflows, Definitions, About Utility Operations, Admin Stuff), and user information (Not following, Site access). The main content area features four categories: TRANSMISSION, DISTRIBUTION, GENERATION, and CROSS FUNCTIONAL, each with a representative image and a 'Find [Category] Docs' button. A central text block explains the site's purpose as a single source of truth for PNM procedures. A note specifies that department-level documentation for Transmission, Distribution, and Generation is housed here, while Corporate Policies are on iConnect. A 'Find Operations Document Using Viewport' button is located at the bottom.

Utility Operations Sandbox

Home Workflows Definitions About Utility Operations Admin Stuff Edit

+ New Page details Analytics

Draft saved 3/3/2025 Share Edit Republish

TRANSMISSION

DISTRIBUTION

GENERATION

CROSS FUNCTIONAL

Find Transmission Docs

Find Distribution Docs

Find Generation Docs

Find Common Docs

This site provides a single source of truth for all PNM procedures. Whether you are new to the company learning how to do your job, or you are a seasoned employee looking for additional details about an obscure topic, you can use the site to navigate to the relevant documentation.

*NOTE: This site houses department-level documentation for Transmission, Distribution, and Generation.*

Corporate Policies are housed on [iConnect](#).

Find Operations Document Using Viewport



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## NOTIFYING THE COMMUNITY THROUGHOUT PUBLIC SAFETY POWER SHUTOFF

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### Before a Public Safety Power Shutoff (PSPS)

If extreme weather makes a Public Safety Power Shutoff (PSPS) necessary, we will notify you in advance whenever possible:

- **4-7 days ahead:** Monitoring extreme weather forecasts. Notifying local and tribal governments, emergency officials, hospitals, and first responders.
- **2-3 days ahead:** Notifying customers via social media, PNM.com and local news.
- **1 day ahead:** Directly notifying potentially affected customers via PNM emergency alerts.
- **0-4 hours ahead:** Providing customers alerts before power is shut off.



Learn More About  
Wildfire Safety

[www.pnm.com/wildfire-safety](http://www.pnm.com/wildfire-safety)



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## PUBLIC SAFETY POWER SHUTOFF (PSPS) RESTORATION PROCESS

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**Step 1:** Restoration plan in place. Crews and materials ready. Mutual aid crews mobilized. All hands to the call.

**Step 2:** Restoration begins once weather conditions are safe.

**Step 3:** Crews patrol all affected power lines and conduct a step restoration. Patrolling may include foot patrol, vehicle, side-by side or helicopters/drones if safe and available.

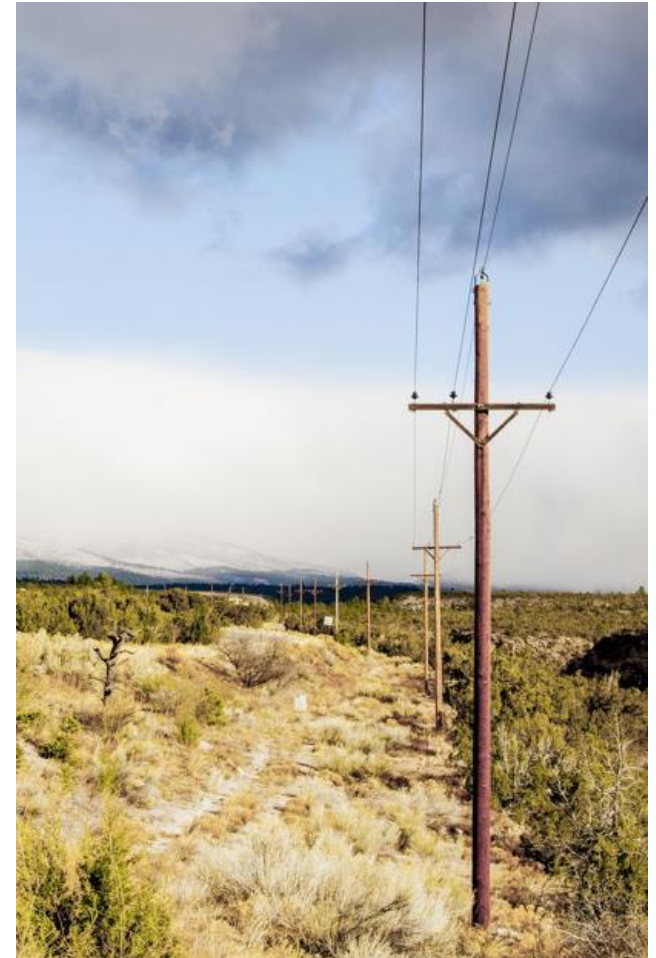
**Example:**

AREA	# LINE MILES TO PATROL
Ruidoso	Up to 180 line-miles
Silver City	Up to 900 line-miles

**Step 4:** Crews document, report and repair any damage.

**Step 5:** Power restored to customers.

*Safe restoration could take hours or days depending on weather conditions, damage, and area.*



# When Wildfires Threaten

We're here to help keep you safe.



Receive SMS  
Outage Alerts

[Learn More](#)

## PUBLIC AWARENESS KEY TO PUBLIC SAFETY

Before a Public Safety Power Shutoff (PSPS), customers living in or near a High Fire-Risk Area should know:

- That they live in or near a High Fire-Risk Area and could be impacted by a Public Safety Power Shutoff (PSPS)
- What a Public Safety Power Shutoff is and why it may be necessary
- What to expect for outage duration in the event of a Public Safety Power Shutoff
- What steps they can take to prepare
- How they can stay informed

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## YEAR-ROUND OUTREACH FOR A YEAR-ROUND ISSUE

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### Direct Customer Outreach

Customer E-Mail

Bill Insert

Bill Message

Door-to-door canvassing to LifeWatch customers

Postcards



### Additional Customer Outreach

Press Release

PNM.com/wildfire-safety refresh

Ongoing local radio interviews in Ruidoso, Silver City, Santa Fe, Albuquerque / East Mountains, Clayton, Las Vegas

Newspaper Ads

Social Media

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# CALL TO ACTION AND RESOURCES

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- Update Contact Information at [PNM.com/login](https://www.pnm.com/login) or Live Chat at [PNM.com](https://www.pnm.com)
- Sign Up for Outage Alerts by texting #REG to 78766 and then #ALERT to 78766
- Follow Us on Facebook @PNMelectric
- Register for LifeWatch and add a secondary account contact at [PNM.com/lifewatch](https://www.pnm.com/lifewatch) if you or someone in your home relies on medical equipment that requires power
- Internal:
  - Be an Employee Ambassador – helping support our customers who may be affected by a Public Safety Power Shutoff (PSPS)

**PNM**

**You Live in a High Fire Risk Area**

Extreme weather conditions pose the threat of wildfires. To help prevent damaged power lines from contributing to wildfires, a Public Safety Power Shutoff (PSPS) may occur.

If extreme weather conditions pose the threat of a wildfire, it may force a Public Safety Power Shutoff (PSPS), which means that you will be without power until it can be safely restored.

Scan the QR code or visit [pnm.com/wildfire-safety](https://www.pnm.com/wildfire-safety) to learn more.

**Learn More About Wildfire Safety**

**Be prepared for a Public Safety Power Shutoff (PSPS)**

- Visit My Account on [PNM.com](https://www.pnm.com) to update your contact details.
- Sign up for alerts by texting #ALERT to 78766 from your mobile phone.
- Prepare an emergency kit with essential items such as medications, medical supplies, flashlights, batteries, battery or crank radio, non-perishable food, water, and important documents.

**Learn More About Wildfire Safety**

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## Q & A

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# Wildfire Safety



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# APPENDIX

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# BREAKOUT SESSION

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# COMMUNITY AD

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## When Wildfires Threaten

PNM will help keep you safe.

### What is a Public Safety Power Shutoff?

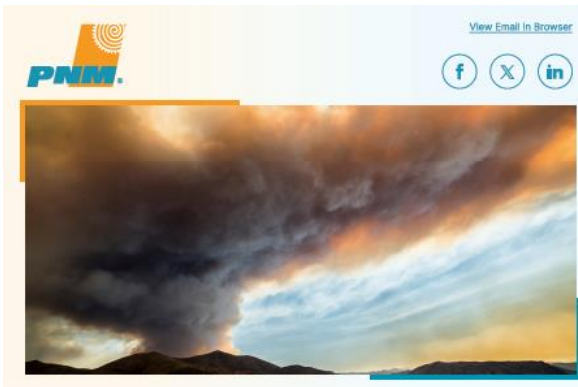
Extreme weather, like strong winds along with dry conditions, can increase the risk of wildfires in some areas. When the threat reaches dangerous levels, we may be forced to implement a **Public Safety Power Shutoff (PSPS)** to prevent power lines from becoming an ignition source. These temporary power shutoffs are a last resort to protect you, your family, and our communities.

### How can you prepare?

1. Visit My Account on [PNM.com](https://www.pnm.com) to update your contact details so we can alert you.
2. Prepare an emergency power outage kit. Visit [pnm.com/wildfire-safety](https://www.pnm.com/wildfire-safety) for more info.
3. If someone in your home relies on medical equipment that requires power, enroll in PNM LifeWatch Medical Needs Program to receive Public Safety Power Shutoff (PSPS) notifications. Visit [pnm.com/lifewatch](https://www.pnm.com/lifewatch) to register.



# EMAIL TO HIGH FIRE-RISK AREAS



## You're in a High Fire Risk Area. Be Safe. Prepare Now.

### Name,

In High Fire Risk Areas like yours, extreme weather conditions pose the threat of wildfires. One tool we use to prevent the spread of wildfires is a **Public Safety Power Shutoff (PSPS)**. A Public Safety Power Shutoff (PSPS) helps ensure that power lines are not an additional source of wildfires. If weather conditions pose the threat of wildfire and a Public Safety Power Shutoff (PSPS) becomes necessary, that means you **will be without power until it can be safely restored**.

None of us can afford to be caught by surprise by wildfires. Now is the time to make sure you are ready. Below, you will find critical information that you will need to help keep you and your family safe and informed, should the threat of a wildfire cause a Public Safety Power Shutoff (PSPS) event.

## Actions to take now in the event of a Public Safety Power Shutoff (PSPS)

- 1. Stay up-to-date to receive important alerts.** PNM will automatically enroll you in outage alerts using the contact information on file for your account. To ensure you receive urgent Public Safety Power Shutoff (PSPS) updates, visit [My Account](#) to update your contact details. You can also sign up for alerts by texting **#ALERT** to **78766** from the mobile phone associated with your account or by calling Customer Service at **888-DIAL-PNM (888-342-5766)**.
- 2. Be prepared for a Public Safety Power Shutoff (PSPS).** Should a Public Safety Power Shutoff (PSPS) be required, your power could be off for an extended period of time until we can safely restore it. Prepare an emergency kit with essential items such as medications, medical supplies, flashlights, batteries, battery or crank radio, non-perishable food, water, and important documents. For more information on how to prepare, visit [pnm.com/wildfire-safety](#).
- 3. Medical Needs at Home?** Register with our [LifeWatch](#) program so we can make sure that the people in your home who have medical needs get important alerts during a Public Safety Power Shutoff (PSPS). [Register Now](#)

## Constantly Working to Keep You Safe

While we can't control extreme weather, we do everything we can to keep you and your family safe from the threat of wildfires. Our crews work year-round to trim trees and clear vegetation away from power lines. We also install special equipment to reroute power when a line must be shut down so we can keep the impact on you as minimal as possible. If you want to know more, go to [pnm.com/wildfire-safety](#).

Regards,

Mike Mertz

Senior Vice President of New Mexico Operations



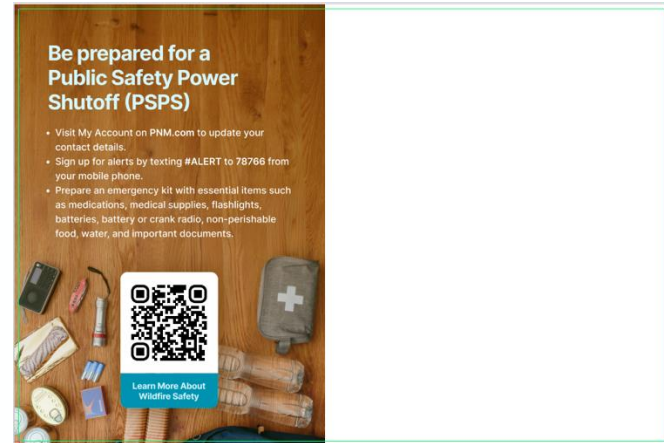
Learn More  
About  
Wildfire  
Safety



# POSTCARD AND BILL INSERT TO HIGH FIRE-RISK AREAS



Postcard



Bill Insert



# EMERGENCY MANAGERS FACT SHEET

## Wildfire Safety High Fire Risk Preparedness



PNM urges its customers to stay safe and stay prepared as extreme weather conditions pose the threat of wildfires. PNM has identified the following High Fire Risk Areas are at an increased threat of wildfires: the Bosque, Clayton, Cochiti Pueblo, East Mountains (Sandias), Fort Sumner, Las Vegas, Mescalero Apache Nation, Mt. Taylor, Ruidoso, Santa Fe, Silver City, and Tesuque Pueblo. These High Fire Risk Areas and neighboring communities should be prepared for a potential Public Safety Power Shutoff (PSPS) which is a tool PNM uses to ensure that power lines are not a source of wildfires – leaving customers without power until it can be safely restored.

### Public Safety Power Shutoff (PSPS)

A Public Safety Power Shutoff (PSPS) is used to keep communities safe by preventing electrical equipment from becoming a possible ignition source. Extreme weather like strong winds along with dry conditions can increase the risk of wildfires in some areas. When the threat reaches dangerous levels, PNM may be forced to implement a Public Safety Power Shutoff (PSPS) to prevent power lines from becoming an ignition source.

A Public Safety Power Shutoff (PSPS) helps prevent wildfires by shutting off power temporarily when these conditions pose a severe risk.

A Public Safety Power Shutoff (PSPS) may be used when weather conditions create a significant fire risk, including:

- High winds that could cause power lines to arc or fall.
- Low humidity that increases fire spread potential.
- Dry vegetation that acts as fuel.
- On-the-ground observations of fire hazards.

### Before a Public Safety Power Shutoff (PSPS)

If extreme weather makes a Public Safety Power Shutoff (PSPS) necessary, PNM will notify local and tribal governments, emergency officials, hospitals, and first responders ahead of a potential Public Safety Power Shutoff (PSPS). PNM will also notify affected customers in advance of a PSPS whenever possible, understanding that weather conditions could develop rapidly.

### During a Public Safety Power Shutoff (PSPS)

- Power is turned off to reduce wildfire risk.
- Customers with updated contact information in their PNM account will receive updates via text, email or phone call.
- We provide estimated restoration times as conditions evolve. The length of the power outage will depend on several factors:
  - o How long severe weather conditions persist before it is safe for PNM crews to patrol the system to inspect for damage.
  - o How many miles of lines must be patrolled, and how difficult and remote the terrain is that crews must travel.
  - o The extent of damage severe weather causes to the system and how long it takes crews to make repairs.

### After a Public Safety Power Shutoff (PSPS)

- We inspect power lines and equipment for safety before restoring power.
- Our outage map will show restored areas in real time.



### Do you live in a High Fire Risk Area (HFA)?

If you live in one of these areas, you may experience a Public Safety Power Shutoff. We would only implement as a last resort, but we want you to be prepared just in case.

*"The safety of our customers and the communities we serve is our number one priority," said PNM President and CEO Don Tarry. "PNM crews work year-around to reduce wildfire risk in our service area but in extreme weather conditions public safety concerns may require that power be shut off to some customers living near high fire risk areas. We are urging customers to be prepared for that possibility."*

## Be prepared for a Public Safety Power Shutoff (PSPS)

### PNM Actions

#### #1 Update your contact information.

Make sure PNM has your current contact details to receive urgent Public Safety Power Shutoff (PSPS) alerts. Visit [PNM.com/login](https://www.pnm.com/login) to update your contact information.

#### #2 Sign-up for outage alerts.

- Sign up via text message:
  - o Step One: Text #REG to 78766 from the phone number associated with your account. You must send the text from the phone number associated with your account.
  - o Step Two: Text #ALERT to 78766.
- Sign up online:
  - o Step One: Login to your [PNM.com/login](https://www.pnm.com/login) account.
  - o Step Two: On the Account Summary page scroll to the Alerts & Notifications section.
  - o Step Three: Click the Sign Up link next to Outage Alerts.
  - o Step Four: On the Managing Alerts & Notifications page use the dropdown to select to receive Outage Alerts by phone call, email or text.
  - o Step Five: Click the Save Changes button.
- Sign up via chat:
  - o Step One: Visit [PNM.com](https://www.pnm.com) to start a Live Chat.
  - o Step Two: Click the Live Chat button on the right side of the screen.
  - o Step Three: Ask the PNM representative to register you to receive Outage Alerts via either text, email or an automated phone call.
- Sign up by calling us:
  - o Step One: Dial 1-888-DIAL-PNM (1-888-342-5766) between the hours of 7:30 a.m. to 6:00 p.m., Monday to Friday.
  - o Step Two: Ask the PNM representative to register you for Outage Alerts by text, email or an automated phone call.

#### #3 Register for LifeWatch.

If someone in your home relies on electric-powered medical equipment, have a backup power source and enroll in PNM's LifeWatch program for notifications. Register at [PNM.com/lifewatch](https://www.pnm.com/lifewatch).

### Outage Preparedness Tips from the American Red Cross

- Identify trusted individuals that can help you or that need your help.
- Sign up for free emergency alerts from your local government.
- Have a backup battery or a way to charge your cell phone.
- Gather food, water, and medicine. Stores and pharmacies might be closed.
- Organize supplies into a Go-Kit and a Stay-at-Home Kit.
- If using a generator, keep it outside in a well-ventilated area away from windows.

Visit [PNM.com/wildfire-safety](https://www.pnm.com/wildfire-safety) for more tips on how to prepare for wildfire season.



Reduce the risk of a wildfire ahead of extreme weather

- Trim trees and vegetation around your home.
- Clear gutters and debris to prevent fire spread.
- Keep an emergency power outage kit ready.
- Identify primary and alternate evacuation routes.
- Create a plan with three people willing to assist you during a power outage.



Scan the QR code for wildfire safety information from PNM



Scan the QR code for information from the Red Cross



# PRESS RELEASE



FOR IMMEDIATE RELEASE: Feb. 17, 2025

Media Contact: Eric Chavez, 505-967-7624, [eric.chavez2@pnm.com](mailto:eric.chavez2@pnm.com)

## PNM urges customers to prepare for wildfire season

*Extreme weather could force a Public Safety Power Shutoff for customers in high fire risk areas*

(ALBUQUEURQUE, NM) – With spring nearing extreme weather conditions including high winds increase the threat of wildfires. PNM is proactively reaching out to customers near high fire-risk areas reminding them to be prepared for a potential Public Safety Power Shutoff (PSPS) which can leave them without power until it can be safely restored. A PSPS helps ensure that power lines are not a source of wildfires.

Customers living in high fire risk areas could be affected by a PSPS during extreme weather conditions, including:

- Clayton
- Cochiti Pueblo
- East Mountains (Sandias)
- Las Vegas
- Mescalero Apache Nation
- Ruidoso
- Santa Fe
- Silver City
- Tesuque Pueblo

PNM will send direct communications such as emails, postcards and bill messages to these customers advising them how to prepare in the event that extreme weather conditions require PNM to implement a PSPS. A PSPS would only be implemented in specific areas where wildfire risk is the highest. PNM would provide as much advance notice as possible to affected customers.

"The safety of our customers and the communities we serve is our number one priority," said PNM President and CEO Don Tarry. "PNM crews work year-around to reduce wildfire risk in our service area but in extreme weather conditions public safety concerns may require that power be shut off to some customers living near high fire risk areas. We are urging customers to be prepared for that possibility."

### REPORTER TOOL KIT

**Video / B-Roll (Crews managing vegetation to mitigate wildfire risk)**

[Click here to download video.](#)

#### Quotes

"The safety of our customers and the communities we serve is our number one priority. PNM crews work year-around to reduce wildfire risk in our service area but in extreme weather conditions public safety concerns may require that power be shut off to some customers living near high fire risk areas. We are urging customers to be prepared for that possibility"

- PNM President and CEO

Customers who have questions or would like additional information about the PSPS process and how to prepare can contact PNM at [wildfire.safety@pnm.com](mailto:wildfire.safety@pnm.com)

#### What to expect

In the event that a customer is affected by a PSPS they can expect PNM to restore power as soon as is safely possible. The length of the power outage will depend on several factors:

1. How long severe weather conditions persist before it is safe for PNM crews to patrol the system to inspect for damage.
2. How many miles of lines must be patrolled, and how difficult and remote the terrain is that crews must travel.
3. The extent of damage severe weather causes to the system and how long it takes crews to make repairs.

Before, during and after a PSPS, PNM will provide frequent updates to customers using its outage alert system, online at [PNM.com](http://PNM.com), on social media and in partnership with local media. PNM has also reached out to local government agencies and first responders in communities near high fire risk areas to ensure coordination in the event of a Public Safety Power Shutoff.

#### How to prepare

- **Stay informed.** PNM will automatically enroll customers who live near high fire-risk areas to receive urgent PSPS alerts. To make sure they receive these alerts customers can go to My Account at [pnm.com](http://pnm.com) to update their contact details or by calling PNM Customer Support at (888) 342-5766. Customers can also sign up for alerts by texting #ALERT to 78766 from a mobile phone associated with their account.
- **Plan ahead.** During a PSPS Customers should take steps to be prepared until the power can be restored safely.
  - ✓ Build or restock an emergency preparedness kit including essential items such as medications, medical supplies, flashlights, batteries, battery or crank radio, non-perishable food, water, important documents and pet supplies.
  - ✓ Ensure that you keep cell phones and other battery powered devices charged during wildfire season.
  - ✓ Know where the manual release lever of your garage door opener is located and how to operate it in case you need to leave your home.
  - ✓ Keep at least a half tank of gas in your car. Gas stations rely on electricity to power their pumps.
  - ✓ If you or a family member uses medical equipment that requires electricity, talk to a doctor or health care provider about how you can prepare for its use during a power outage. Register with PNM's LifeWatch to ensure people in your home with medical needs get important alerts.
  - ✓ Create a Wildfire Safety Plan with multiple contacts including friends and family who can provide you with support.

Visit [pnm.com/wildfire-safety](http://pnm.com/wildfire-safety) for more tips on how to prepare for wildfire season.

###



# WEBSITE



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## When Wildfires Threaten

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## What is a Public Safety Power Shutoff?

