



Eugene Water & Electric Board

4200 Roosevelt Blvd.
Eugene, OR 97402-6520
541-685-7000
www.eweb.org

EWEB's new Public Safety Power Shutoff (PSPS) Enhanced Support Program

Do you or a loved one rely on electricity to keep medications cold or to use life-sustaining medical equipment or mobility devices? If so, it's important to have an emergency plan in place for a planned or unexpected power outage.

We know that no one likes to lose power, and power outages during the heat of summer and wildfire season can create a different set of challenges for residents. This is especially true for customers who rely on electricity for medications, medical equipment, and mobility devices. That's why we're offering enhanced support for customers who may need additional assistance during a summer outage, such as a Public Safety Power Shutoff or PSPS.

A PSPS is an operational practice EWEB may use to preemptively shut off power to reduce wildfire risks during extreme and potentially dangerous weather conditions.

Sign up for the PSPS Enhanced Support Program so we can support you with:

- Direct phone call notification 24-48 hours ahead of a Public Safety Power Shutoff (PSPS).
- Coordination and information sharing with helping agencies and emergency services for critical unmet needs.

Who's eligible for this program?

- Customers who reside within EWEB's High Risk Fire Zones in south Eugene and the McKenzie Valley (or a caregiver or guardian of someone who resides within the high-risk territory).
- Customers with medical equipment or a medical need for electricity (such as a fridge for insulin).
- Customers who have significant health risks and mobility constraints.

The PSPS Enhanced Support Program does not:

- Mean your power is restored first in an outage, so it's important to have a power outage plan in place.

Ways to sign-up:

1. Return the enclosed paper form using the return address envelope provided.
2. Go to www.eweb.org/psps and fill out the online sign-up form.

If you have any questions, you can contact us at 541-685-7451.



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PSPS Enhanced Support Program Sign-up form

Customer/Account Holder Name: _____

Guardian or Caregiver name (if applicable): _____

Primary Phone Number: _____ - _____ - _____

Secondary Phone Number: _____ - _____ - _____

Email Address: _____

Service Address: _____ City _____ Zip Code: _____

Preferred Language: _____ Other Language: _____

Emergency Contact Phone Number: _____ - _____ - _____

Emergency Contact Email Address: _____

Do you, or someone in your household have communication challenges that would make it difficult to receive or understand phone notifications, such as hearing impairments? Yes

Do you, or someone you care for, rely on electricity for:

Life sustaining medical equipment

Refrigerated medication storage

Mobility Devices

Other - Explain: _____

We are in the process of developing this program and the resources we offer. Please let us know what type of assistance would be most useful for you (check all that apply):

Direct notification about a Public Safety Power Shutoff

Support in building a power outage safety plan

Assistance in obtaining supplies to create a household emergency supply kit

Safety and wellness checks during a PSPS if you choose to remain at home

Assistance with finding or getting transportation to a safe place during a PSPS (hotel, community center, etc.)

Other - Explain: _____

By initialing below, you acknowledge that the information you have provided may be shared with external agencies or emergency services as needed to provide you with additional assistance.

_____ Yes, I understand