



# Visitor's Guide to Truckee Planned Power Outages (PSOMs)

*Updated July 20, 2022*

|   |          |
|---|----------|
| <b>PSOM: Public Safety Outage Management</b>                  | <b>1</b> |
| What is a PSOM?   | 1        |
| What is the chain of events leading up to a PSOM?             | 1        |
| What areas will be affected?                                  | 3        |
| How long will the outage last?                                | 3        |
| <b>Before a Power Outage: Advice for Visitors</b>             | <b>3</b> |
| Questions to ask your lodging provider                        | 3        |
| What to pack before your trip                                 | 3        |
| What to do if you are alerted of an outage                    | 3        |
| Sign up for power outage warnings and emergency notifications | 4        |
| Read our visitor's guide to wildfire season                   | 4        |
| <b>During a Power Outage: Advice for Visitors</b>             | <b>4</b> |
| What to expect  | 4        |
| Tips for when the power is out                                | 4        |
| Medical or emergency care during a PSOM                       | 5        |
| Where to get information                                      | 5        |
| <b>Who to Follow on Social Media</b>                          | <b>5</b> |
| Twitter   | 5        |
| Facebook  | 6        |
| <b>Additional Resources</b>                                   | <b>6</b> |

*During extreme fire weather, utility companies may shut off power to Truckee to minimize the risk of wildfire. Whether you're visiting the area or live locally, be prepared for **planned** power shutoffs and know that unplanned outages are also possible during wildfire season.*

## **PSOM: Public Safety Outage Management**

### **What is a PSOM?**

PSOM stands for [Public Safety Outage Management](#), a program by NV Energy to protect high-risk communities during extreme weather events. When there is an imminent threat of fire danger, NV Energy will shut off power delivered via transmission lines to Truckee Donner Public Utility District (TDPUD) and Liberty Utilities.

Liberty Utilities, which services Truckee surrounding areas, will also shut off power as part of their [Public Safety Power Shutoff \(PSPS\) program](#).

### **What is the chain of events leading up to a PSOM?**

1. **Extreme weather is forecast** as determined by NV Energy. Criteria for extreme weather may include high winds, lightning, and/or a [Red Flag Warning](#) by the National Weather Service.
2. **TDPUD sends emergency notifications** 48-24 hours and 12-4 hours before the outage to the owner of the Hotel or Mountain Home. Visitors, make sure you sign up for emergency notifications (see below).
3. **Power is shut off** until the weather event passes.
4. **NV Energy will restore power** to transmission lines once it's determined safe to turn power on. This may take up to 24 hrs to complete.
5. **TDPUD will restore power** to affected areas in Truckee. It may take 8-12 hours for TDPUD to restore power after NV Energy. [Learn more here](#).

# NV Energy PUBLIC SAFETY OUTAGE MANAGEMENT (PSOM)

To protect its customers and community from the risk of extreme weather, NV Energy may turn off power in extreme fire-risk areas during wildfire season. This is known as Public Safety Outage Management (PSOM).



Some factors that determine a PSOM event include:

- A Red Flag Warning
- Forecasted Sustained Winds
- Location of Existing Fire
- Low Humidity
- Field Observations
- Dry Vegetation As Fuel
- Guidance from First Responders

## TDPUD Power Travels a Long Distance



TDPUD is dependent on NV Energy for transmission of electricity. Based on catastrophic wildfire risk, NV Energy will de-energize transmission lines that deliver power to Truckee.



## TIMELINE OF EVENTS

| 01   | 02   | 03  | 04   | 05  |
|--|--|---|--|---|
| <p><b>Extreme Weather Forecasted</b><br/>NV Energy weather specialists forecast potential extreme weather.</p> | <p><b>Early Outage Warning Notification</b><br/>TDPUD will attempt to notify all customers if an NV Energy PSOM is planned between 48-24 hours and 12-4 hours before the outage.</p> | <p><b>Power Shut Off</b><br/>Power is shut off to affected areas to prevent wildfire.</p> | <p><b>Weather Event Over / Start of Inspection Patrols</b><br/>After the weather event is over, NV Energy and TDPUD crews will inspect and patrol transmission and distribution lines to ensure that power can be restored safely. These patrols can take from 12 to 24 hours to complete.</p> | <p><b>Power Restored</b><br/>Once NV Energy has restored power to the transmission system, and after the TDPUD has completed individual distribution line patrols, TDPUD will restore power to affected areas as quickly and safely as possible. Estimated to occur within 8-12 hours after NV Energy restores power.</p> |

**How will you know about a PSOM event?**

Text and email notification 48-24 hours and 12-4 hours before the outage.

**Stay Informed**  
Visit [tdpud.org](http://tdpud.org) and click on the My Account button to update your contact information and sign up for emergency alerts and notifications.  
Sign up for TDPUD Nixle emergency alerts by **texting TDPUD to 333111**.

**BE SAFE, TAKE ACTION**  
For the latest on PSOM events, please visit [tdpud.org/psom](http://tdpud.org/psom) or call 530-587-3896

**Follow TDPUD On:**

## What areas will be affected?

In a PSOM, all TDPUD customers are expected to be without power. This includes Truckee hotels, lodging, restaurants, gas stations and shops. To report an outage to TDPUD, call 530-587-3896. Consult [Liberty Utilities Outage Map](#) to see where the power is out.

## How long will the outage last?

The length of the outage depends on weather conditions, so it's hard to say how long it will last. Before the power is turned on, the entire electric system must be visually inspected. TDPUD expects outages to last "one to a few days."

## Before a Power Outage: Advice for Visitors

### Questions to ask your lodging provider

- **What supplies will be provided in the event of a power outage?** Ask about flashlights, batteries, nonperishable food, bottled water, and other emergency items.
- **How will you be notified of a power outage or wildfire evacuation?** Sign up for emergency alerts (below) and ask how your lodging provider will notify you of emergency events.
- **Is a backup generator available?** If you are staying in a mountain home, a generator may be provided for backup power. Always operate according to instructions and read this [generator safety checklist](#).

### What to pack before your trip

- Backup battery charger
- Spare charging cords
- Reusable water bottle
- [Physical map of Truckee](#)
- Small first aid kit
- Flashlight with fresh batteries

### What to do if you are alerted of an outage

- Practice manually opening electronic entries such as key card locks, garage doors, gates, and pin pads.
- Get gas or charge your electric vehicle.
- Charge your phone and backup battery charger.
- Stock up on nonperishable food items. Keep a manual can opener handy.
- Get bottled drinking water. It's recommended to have 1 gallon per person per day.

- Fill coolers with ice.
- Locate flashlights and spare batteries.
- Make a plan for your pets and their needs.
- Make a plan for medical devices that require power.
- Look up your [Evacuation Zone #](#) using your lodging address. Save this number on your phone and on paper.
- If you are staying in a mountain home, call your property manager or host if you have questions.

## Sign up for power outage warnings and emergency notifications

Planned outages will typically come with advance notice of 24-48 hours before the power shutoff. Here's how you can find out if an outage is happening:

1. **If you are not a TDPUD customer but want TEXT ALERTS for TDPUD outages, text TDPUD to 333111 to sign up for Nixle.**
2. If you own a home in Truckee, update your [TDPUD contact information](#) to get email and text alerts ahead of a PSOM. Liberty Utilities customers should call 1-800-782-2506 to update their contact information and get alerts.
3. Check the [Truckee-Tahoe Travel Alert](#).
4. Emergencies may occur during an outage. [Sign up for Code Red](#) for email and text alerts from Truckee Police, Truckee Fire Protection District, and Nevada County. [Learn more.](#)

## Read our visitor's guide to wildfire season

During the summer and fall, fires may be burning in other parts of California with little to no effect on Truckee-Tahoe. Be prepared by reading our [Visitors Guide to Wildfire Season](#) for everything you need to know.

## During a Power Outage: Advice for Visitors

### What to expect

When the power goes out, it may not be possible to get gas, ice, or other commodities; cell phones may lag as towers experience high congestion; and restaurants, grocery stores, retail shops, and other businesses may be closed.

### Tips for when the power is out

1. Stay hydrated!
2. Limit phone use to conserve battery for alerts and keep communication lines open for emergencies.

3. Avoid driving unless necessary. Street lights may be out.
4. Keep your fridge, freezer, and coolers closed as much as possible.
5. Eat perishable foods first.
6. Unplug appliances and electrical devices to avoid a surge when the power comes back on.
7. Use generators and camp stoves outside, 20 ft from windows, to avoid carbon monoxide poisoning. [View generator safety checklist](#).
8. Be patient, kind, and remember we're in this together!

## Medical or emergency care during a PSOM

[Tahoe Forest Hospital](#), located at 10121 Pine Ave in Truckee, will operate on back-up power during a PSOM. The hospital will be able to provide medical and emergency care, although some elective services and procedures may not be available. If you are experiencing an urgent or life-threatening emergency, go to the nearest [Emergency Department](#) or [Urgent Care](#) clinic immediately.

## Where to get information

- Check [www.tdpud.org](http://www.tdpud.org). Updates and alerts will be displayed on their emergency banner.
- Read the [Truckee-Tahoe Travel Alert](#).
- Dial 2-1-1 for NON emergency information. Speak with a live operator about road conditions & closures, fire preparedness, emergency shelters and more. [Learn about 211 Connecting Point](#).
- Tune into [101.5 FM Truckee Tahoe Radio](#), 1670 AM, or 780 AM – KOH for emergency broadcasts.
- [Sign up for Code Red emergency notifications](#) by text, email, and phone from Town of Truckee and Nevada County.
- [Sign up for Placer Alerts](#) for emergency notifications from Placer County.
- View the [Ready Nevada County Dashboard and map](#).

*If you are experiencing an emergency, call 911.*

## Who to Follow on Social Media

### Twitter

- [Truckee Donner Public Utility District \(TDPUD\)](#)
- [Liberty Utilities Lake Tahoe](#)
- [Nevada County Office of Emergency Services](#)

- [Nevada County Sheriff's Office](#)
- [Placer County Sheriff's Office](#)
- [Truckee Fire](#)
- [CHP Truckee](#)
- [Nevada County](#)
- [Placer County](#)
- [National Weather Service Reno](#)

## Facebook

- [Truckee Donner Public Utility District \(TDPUD\)](#)
- [Liberty Utilities Tahoe](#)
- [Town of Truckee](#)
- [Nevada County, CA](#)
- [Truckee Fire Protection District](#)
- [Truckee Police](#)

## Additional Resources

- [Public Safety Outage Management \(PSOM\) from TDPUD](#)
- [Wildfire Emergency Preparedness from TDPUD](#)
- [Public Safety Power Shutoffs from Liberty Utilities](#)
- [Power Outage Information from ReadyForWildfire.org](#)
- [Power Outage Tips from Ready.gov](#)
- [Preparing for an Emergency from Truckee Police](#)

---

*Disclaimer - Information provided on [VisitTruckeeTahoe.com](#) (including and not limited to text, video, graphics, audio or photos) is for educational and informational purposes only. Use of information provided on this page or any other VisitTruckeeTahoe.com page is at your own risk. Refer to official government, agency and emergency services websites for official information. [Privacy, Terms & Conditions](#).*