

System Improvement Outage – Video Transcript

Hello, My name is Brian Ambrosini, I'm a senior manager in our customer emergency planning and operations team supporting the EPSS program. We know it's difficult whenever there is a power outage.

System improvement outages are outages that we are working to improve both the safety and reliability of our power lines and as a result we also keep our EPSS settings on because it's important to us to make sure that we are maintaining wildfire protection while we are doing critically important work to either underground or system harden our equipment and sometimes that results in an outage. First and foremost we are here for the safety and support of our community and to stop catastrophic wildfires from starting

We know that it's difficult anytime that someone loses power and we are looking everyday diligently to what the cause of the outage was, how many customers were impacted, what the duration was, so that we can find ways to be more surgical and minimize that impact on our customers. Because it's important for us to not only be able to protect our customers, but improve our customer experience year over year.