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Facing wildfire season together

What PNM customers need to know about preparation, prevention and power

(Albuquerque, NM) – With wildfire risk on the rise, PNM is working to equip customers with the information they need to stay safe and prepared. The company is encouraging residents in High Fire Risk Areas to plan ahead and is outlining how PNM will communicate during critical wildfire events as part of its efforts to support statewide wildfire mitigation.

PNM is urging customers to prepare for wildfire season.

- Create a Wildfire Safety Plan with multiple contacts including friends and family who can provide you with support.
- 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.
- 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 service at [PNM.com/lifewatch](https://www.pnm.com/lifewatch) to ensure people in your home with medical needs get important alerts.
- Make sure PNM has your current contact details to receive important Public Safety Power Shutoff (PSPS) alerts. Update your contact information by logging into your PNM account at [PNM.com](https://www.pnm.com).

New Public Safety Power Shutoff alert system to keep customers informed before, during and after extreme weather

Preparedness is an essential part of wildfire safety, and PNM is committed to supporting that readiness with timely, transparent information. In addition to sharing preparedness tips, PNM is rolling out a new alert Public Safety Power Shutoff system to keep customers in High Fire Risk Areas informed before, during, and after extreme weather events.

HFRAs include Clayton, Cochiti Pueblo, East Mountains (Sandias), Las Vegas, Mescalero Apache Nation, Ruidoso, Santa Fe, Silver City and Tesuque Pueblo.

Customers in these areas will receive clear, timely updates from PNM through the preferred contact method listed on their account. The Public Safety Power Shutoff alert system follows a tiered sequence:

- **Advisory:** Two days before severe weather conditions are forecasted. Customers should consider what steps to take to prepare for the possibility of extended power outages.
- **Watch:** One day before severe weather conditions are forecasted. PNM may need to implement a Public Safety Power Shutoff (PSPS) as a last resort, but it may still be avoided. Customers should be prepared.
- **Warning:** Real-time weather data tracks with forecasts. A decision to implement a Public Safety Power Shutoff (PSPS) will be made quickly, but it may still be avoided. Customers should prepare for extended power outages.

This tiered approach gives customers time to prepare and understand what to expect if a Public Safety Power Shutoff (PSPS) is implemented. While Public Safety Power Shutoff (PSPS) events remain rare, they are possible in HFRA when a combination of factors such as high winds, low humidity, and extremely dry vegetation creates conditions where energized power lines could contribute to a wildfire. Public Safety Power Shutoff (PSPS) will always be a last resort to protect lives, homes, and communities.

Customers can find wildfire preparedness tips, PSPS information, and resources for high-risk areas at [PNM.com/wildfire-safety](https://www.pnm.com/wildfire-safety).

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About PNM

PNM is the largest electricity provider in New Mexico serving nearly 550,000 customers. PNM is committed to transitioning its electricity to 100% carbon free while ensuring a reliable and resilient power system. Visit [PNM.com](https://www.pnm.com) for more information.