



PSPS Impact Business Check In Ideas for Solutions

This is a summary of challenges and PSPS improvement ideas that came out of the roundtable discussions from business leaders at the January 21st PSPS Golden Business Impact Check In. These are in no particular order.

Challenges

- Conflicting and incorrect information
- Outage texts not identified as home address vs. business address
- Need to build trust in the communication
- Need clear restoration timelines
- Scheduling employees
- Paying employees
- Big season for business made it extra difficult
- Refunds for orders not fulfilled
- High cost of generators
- Security and safety of hotel guests
- Lost revenue
- Lost products, especially for food service industry
- Cell tower overload

How to Improve

- Improve shutoff/outage communication with more accurate and targeted information
- Rebates for mitigation
- Broaden risk definition
- Prioritize technology that will help with the immediate situation (cameras/drones to monitor lines instead of manpower?)
- Replace existing fragile infrastructure to survive current climate conditions or pivot to safer options (long term)
- Improve the distribution system with technology safeguards to isolate risk and limit impact.
- More accountability for Xcel
- City-backed compensation or relief funds
- Reimbursement from Xcel
- Increase power access for businesses: ie: city-managed backup power hubs
- Shared generator programs for small businesses
- Priority restoration designation for certain commercial corridors
- Longer advanced notice of a pending PSPS
- Incentives for landlords to install solar/generators
- City tax or fees relief to help offset losses
- Allow businesses (residents?) to store their own solar power for emergency use
- B2B program to share generators