

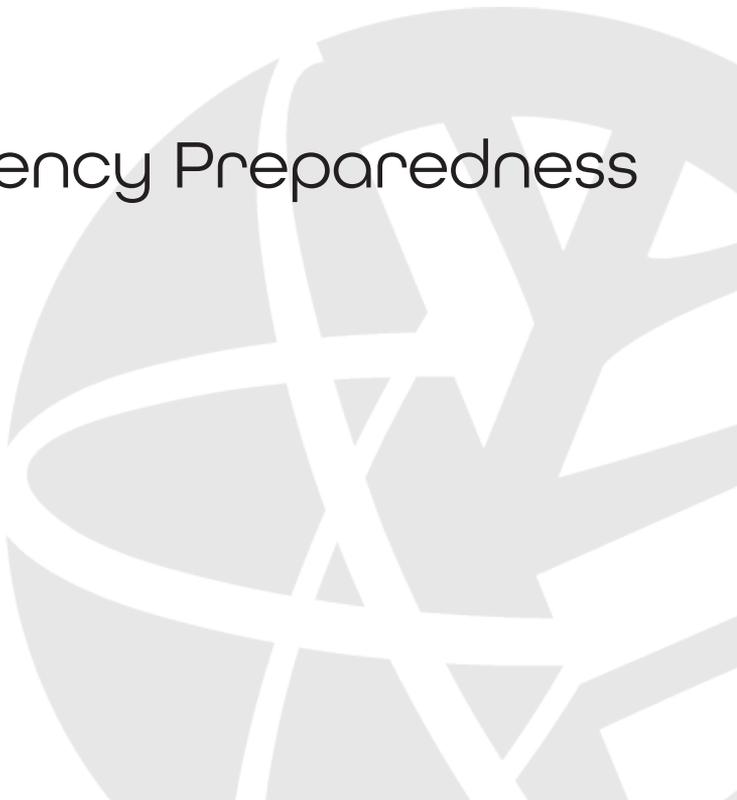
LOS ALAMOS



Department of Public Utilities

Electric, Gas, Water, and Wastewater Services

Emergency Preparedness



Who is DPU?

The Department of Public Utilities is **county-owned**. Established under Article 5 of the 1968 Charter for the Incorporated County of Los Alamos, the DPU falls under the jurisdiction of the Board of Public Utilities. Community members apply, interview and then are appointed by Council to 5-year terms.

Interested in BPU? Learn more at ladpu.com/BPU

Our service area includes a population of 19,419 citizens and includes residential, commercial, schools, and County customers – all maintained by 100 employees.

DPU, and only DPU, provides Los Alamos County with **electric, natural gas, water and wastewater services**. You might have noticed our mascots making appearances...



Restoring Power

1. Assessment

Crews immediately begin restoration work while assessing the full extent of damage, which may take hours for large-scale events. During this phase:

- Accurate restoration times for specific areas are often not available.
- Except for very small outages, updates are provided via DPU's social media channels and local media.
- In the unlikely event of widespread outages that pose health or safety threats, the Code Red emergency alert system may be used.

2. Substations, Main Lines, Critical Facilities

LAC has two substation power sources:

- Townsite Switch Station (LAC-owned but supplied by a Los Alamos National Laboratory (LANL) substation)
- White Rock area substation (LAC-owned)

Priority is given to:

- Repairing outages at LANL substation (by LANL crews).
- Restoring main lines serving large numbers of customers.
- Powering critical infrastructure such as hospitals, wastewater treatment plants, communication systems, water pumps & wells, and schools.

3. Taps and Service Lines

After main line restoration:

- Repair damage to tap lines branching off main lines (serving neighborhoods or areas like the ski area).
- Fix individual service lines to homes. During this stage, estimated restoration times are provided through social media and local media.

Transformer Boxes



- Keep your distance. Electric transformer boxes house transformers fed by 13,600 volts of electricity.
- Don't plant trees and shrubs too close to it. Roots can grow around underground power lines presenting a potential hazard for anyone that tries to remove that plant.
- To work on the transformers safely, electric linemen need at least 8 feet of clearance in front and 3 feet on the other three sides.
- Do not try to remove trees and shrubs near boxes on your own! DPU's linemen will remove them.
- Even when situated on private property, all transformer boxes are on county electric easements.
- When planting vegetation, call for locates by dialing 811 first even if a transformer is not in the area. Contact NM811 at least 2 days before digging. You can also submit a locate request online at www.NM811.org. Click on "I'm About to Dig."
- Learn more at ladpu.com/boxes

Public Safety Power Shutoffs

During spring and summer (the windy and wildfire seasons), you may see news or social media posts about **Public Safety Power Shutoffs—or PSPS**—a program launched by PNM. While electric customers in Los Alamos County get their electricity from DPU (not PNM), it's important to know if and how PNM's program may impact you.

Why?

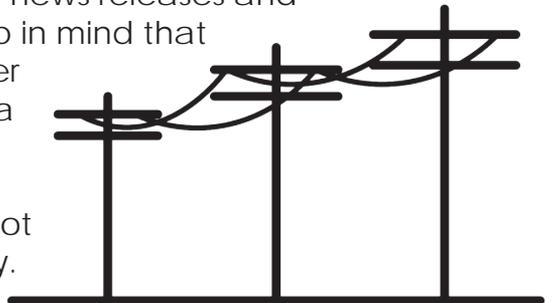
- PSPS actions are a last resort and only implemented when extreme weather like strong winds and dry conditions increase wildfire risk.

When?

- Here in Los Alamos County, PNM's shutoffs don't necessarily mean shutoffs for us. Our electric system includes redundant feeds that enable us to cover the loss of power from alternate transmission lines. With the advance notice that PNM provides for its PSPS actions, we should have time to reconfigure our system to avoid disruption.

Communication?

- Get your information about local PSPS actions from DPU. When we may be impacted within Los Alamos County, DPU, as your electric provider, will notify customers through news releases and social media. Keep in mind that you may encounter messaging about a PSPS that impacts our neighboring communities but not Los Alamos County.



Who You Might See



Electrical Distribution
~Line Repair~



Gas Water Sewer
~Gas Meter Check~



Gas Water Sewer
~Water Meter Change-out~



Gas Water Sewer
~Water Line Repair~

Southwest Fire Defense
~Contracted Tree Trimming~



Customer Care
~All of Your Questions~

Communication

DPU keeps our **community informed** via:

- www.losalamosnm.us
- Local media
- Facebook – @DPU1968
- Instagram – @lacdpu
- YouTube – @Public Utilities
- Pinterest – @LosAlamosDPU
- LinkTree – @ladpu
- Nextdoor – Los Alamos County



DPU Scoop, the monthly bill insert, can be received as an email, with the mailed bill, and available as a PDF at ladpu.com/inserts. Past inserts can be viewed at that link as well.

Special notifications (texts, phone calls, emails) are sent in the event of utility emergencies and planned electrical outages impacting those that voluntarily register for the **Life-Sustaining Medical Equipment Alert** (ladpu.com/medequip).

You might receive a call from the **Customer Care Center** (505.662.8333) if your account is past-due, an excessive water leak is discovered on your account, if a normal payment method bounces back, or for some other account anomaly.

Staying Cool

If you have power:

- Close windows and window treatments during sunny hours.
- Install cellular shades, window films, or blackout curtains for added thermal insulation.
- Use fans strategically to move air from cooler areas to warmer areas. Put a fan in an open window to blow in cooler night air.
- Set ceiling fans to rotate counterclockwise in the summer.
- If you use room fans with air conditioning, you can set AC 4 degrees warmer without impacting comfort.
- Run your dryer at night or hang your clothes outside.
- Take cool showers and baths.
- Visit a Cooling Station! These are air conditioned places where you can cool off and drink water to get



relief from the heat without pressure to buy. In Los Alamos County: County-owned public buildings, White Rock Visitor Center, Nature Center, Senior Centers, Los Alamos Co-op Market, Smiths, Natural Grocers, American Legion Post 90 and Bathtub Row Brewing Co-op.

If you don't have power:

- Seek out family, friends, neighbors or public places that do have power and AC.
- Wear loose, lightweight, light-colored clothing.
- Close and cover windows to keep out heat and sunlight.
- Drink lots of water.
- DO NOT open fridges and freezers for the cool air.
- Use hand fans and spray bottles.

Keeping Warm

If you don't have power:

- Close off unneeded parts of your home and concentrate people, plants, and pets into one smaller room.
- DO NOT use outdoor cooking grills or your gas oven to heat spaces.
- Take care if utilizing indoor wood fireplaces.
- Wear layers.
- Cover windows with heavy window treatments.
- For prolonged heat outages, open cabinet doors that house plumbing. Set faucets to a very slow stream to prevent freezing.
- Seek out family, friends, neighbors or public places that do have power and heat.
- Stay hydrated.



If you do have power:

- Set fans to rotate clockwise in the winter.
- Move furniture away from radiators and heating vents. Clean or replace filters.
- Close window coverings at night.
- Draft-proof your home.

Medical Equipment Alerts

The DPU maintains a **voluntary medical equipment alert program** for customers who use life-sustaining, electrically powered, medical equipment for the preservation of health or life. This list helps us to identify individuals with special notification requirements of planned utility outages and assists us in prioritizing repairs for unplanned outages.

We attempt to provide special notification above normal notification procedures to registered community members when a planned power interruption is scheduled.

Although we work hard to maintain and improve the reliability of the electric system, we cannot guarantee that a power outage will never occur. It is the responsibility of the individual to have a backup system and/or a plan of action in the event of a power outage.

We ask that those who are registered re-enroll once a year so that we can keep the list current. After a year, customers who do not re-enroll are removed from the list.

If you would like to register yourself or a member of your household, please contact the Customer Care Center at (505) 662-8333 or at CustomerCare@lacnm.us, OR register online at ladpu.com/medequip.

Wildfire Evacuations

Los Alamos County follows the Ready, Set, Go guidance for wildfire preparations.

Sign up for Code Red for instant evacuation notices at lacnm.com/codered.

Utilities-related preparations might include:

- Eliminating outdoor water use to ensure sufficient water pressure to fill tanker trucks and other fire fighting efforts.
- Powering off devices and appliances before you evacuate to reduce unnecessary draw in the event of a power outage while you are gone.
- **DO NOT turn off utilities to your home.** DPU will handle turnoffs on a neighborhood scale, if it becomes necessary



#FriendsAndNeighbors
#Community



Connect With Us

(505) 662-8333 / ladpu.com/dpu