



Frequently Asked Questions During a Public Safety Power Shutoff

Will I have water during a PSPS?

In the event of a power outage, the City of Santa Rosa's water and sewer systems will be supported by back-up generators and pumps. During a power outage, the City is prepared to maintain normal water service.

While these back-up generators are expected to minimize impacts to customers caused by planned power shutoffs, there may be situations when delivery capabilities are reduced. Due to the anticipated length of this power outage (more than 24 hours), customers are asked to minimize indoor water use, and curtail outdoor water irrigation to help maintain water supply for public health, sanitation, and fire protection needs.

To learn more about ways to save water, please visit srcity.org/watersmart

Will CityBus be in operation?

During the power outage, Santa Rosa CityBus will operate on a regular schedule. Due to signal light outages, delays will likely occur throughout the system as well as delays in making connections between CityBus, Sonoma County Transit, SMART, Golden Gate Transit and Petaluma Transit. **Riders are advised to plan ahead and allow for extra travel time.**

The customer service kiosk at the Downtown Transit Mall will be closed. Santa Rosa riders will be able to CityBus for free on Wednesday, October 9. Additional days of fare free rides will be evaluated based on the duration of the outage.

For Rider Safety Tips during a power outage and additional information visit srcity.org/busdetours

Will there be additional public safety personnel during the power outage?

Yes, the Santa Rosa Fire Department has staffed an additional four engines. There are also more than twenty additional fire engines staffed across the County.

The Santa Rosa Police Department will have extra officers patrolling areas included in the outages.

For information about Sonoma Sherriff patrols please visit socoemergency.org or call 2-1-1

Will traffic signals be in operation?

During a power outage, please drive with caution as traffic signals will likely be affected. Please remember in the event of a signal outage, treat the intersection as a 4-way stop. Please reduce your speed and be aware of your surroundings—bicyclists, pedestrians and animals may be difficult to see.

Will schools be open?

Schools affected by a PSPS may decide to close their campuses. For information on closures at k-12 schools visit: <https://www.scoe.org/cs/blank/print/htdocs/storm-update.html>

For Sonoma State University visit: <http://bit.ly/ssupsp>

For Santa Rosa Junior College visit: <https://pr.santarosa.edu/srjc-important-updates>

Will cell service be impacted?

The City of Santa Rosa has been in contact with cell phone providers that have cell phone towers within city limits. These cell phone providers have indicated that they have backup systems and teams staffed to keep the generators fueled. Due to the extent of the power shutoff event across the state, these teams will most likely be stretched thin. In the case that the generators run out of power, some providers may use Cell on Wheels (COWs). A COW is a portable cellular station that is used to provide temporary cellular network coverage for emergency situations.

How can I charge my devices if the power is out?

PG&E will open a Community Resource Center for impacted residents in Sonoma County at the Santa Rosa Veterans Memorial Building located at 1351 Maple Avenue in Santa Rosa. Restrooms, bottled water, electronic-device charging and air-conditioned seating for up to 100 will be available. The Community Resource Center will be open Wednesday, October 9, from 8 a.m. to 8 p.m. and will open daily until the power is restored.

I cannot find the answer to my question, what can I do next?

Please call 2-1-1

For additional details and locations, visit www.SoCoEmergency.org or www.srcity.org/emergency.