

Southern California Edison
2022-WMPs – 2022 Wildfire Mitigation Plan Updates

DATA REQUEST SET O E I S - S C E - 2 2 - 0 0 3

To: Energy Safety
Prepared by: Sandra Labib
Job Title: Senior Advisor
Received Date: 3/22/2022

Response Date: 3/25/2022

Question 06:

PSPS Communications:

- a. Similarly, in answering maturity survey question F.III.b. What share of customers are communicated to regarding forecasted PSPS events? Your utility's responses Last year were: Present state ii; as of January 1, 2023 v. Your utility's responses this year were: Present state ii; as of January 1, 2023 ii. (NOTE: ii. >95% of customers and >99% of MBL in advance of PSPS action; v. >99.9% of customers and 100% of MBL in advance of PSPS action).
- i. To what does SCE attribute a decrease in customers communicated with in advance of PSPS action?
- ii. How does SCE plan to improve this metric in 2023?

QFIIIb.

F.III.b What share of customers are communicated to regarding forecasted PSPS events?

Your utility's responses last year were:

Present:

As of January 1, 2023:

ii
v

	i. Affected customers are poorly communicated to, with a significant portion not communicated to at all	ii. PSPS event are communicated to >95% of affected customers and >99% of medical baseline customers in advance of PSPS action	iii. PSPS event are communicated to >98% of affected customers and >99.5% of medical baseline customers in advance of PSPS action	iv. PSPS event are communicated to >99% of affected customers and >99.9% of medical baseline customers in advance of PSPS action	v. PSPS event are communicated to >99.9% of affected customers and 100% of medical baseline customers in advance of PSPS action
Present	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
As of January 1, 2023	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Response to Question 06:

- i. SCE changed the 2023 projected maturity from Category v to Category ii in the 2022 WMP Maturity Model survey to align its response with its corporate goal. This change does not signify “a decrease in customers communicated with” relative to “Present.”

SCE also plans to modify its response to the 2022 WMP Maturity Model survey for “Present” from Category ii to Category i based on validated notification data from 2021 PSPS events.

After SCE submitted its WMP Maturity Model responses in January 2022, and in advance

of filing SCE's 2021 Post-Season Report in March 2022, SCE identified discrepancies in some data contained in its 2021 PSPS Post-Event Reports, notably around its customer notification data. Upon discovery of these discrepancies, SCE conducted a good faith quality assurance effort to validate certain key post-event report metrics, including the total number of customers de-energized, total number of customers notified/cancelled, missed pre-de-energization notifications, and missed cancellation notifications.

This effort resulted in updates to these metrics that SCE included in its 2021 Post-Season Report,¹ and for purposes of SCE's maturity model responses, should result in a corresponding reduction for its "Present" score from Category ii to Category i because SCE was not able to "communicate to > 95% of affected customers in advance of PSPS action" in 2021.

The larger scale events that occurred in late 2021 strained the limits of SCE's legacy processes resulting in delays in processing updated weather forecasts and informing pre-event notification efforts. These processing delays were intensified by our efforts to send pre-event notifications at the segment level to account for circuit segments with covered conductor and higher thresholds. This was especially prevalent in SCE's November 24, 2021 event, where weather conditions rapidly escalated during the event, and it was necessary to de-energize customers without prior notification.

- ii. Starting in 2021, SCE began automating its PSPS IMT workflows, using Foundry, a tool developed by Palantir. Although these new capabilities were not operationalized at the time the November PSPS events, we have since operationalized core capabilities across our PSPS Incident Management Team to reduce processing time and minimize the potential for error. This project is expected to improve SCE's notification process in 2022 and beyond, and is described further in SCE's 2022 WMP Update, Chapter 8 beginning on page 538. In addition, SCE continues to enhance and refine its situational awareness and weather forecasting capabilities. SCE expects its maturity model score to improve to Category ii for the next maturity model survey.

¹ See SCE's Amended 2021 Post-Season Report is available at <https://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M461/K182/461182763.PDF>