

March 5, 2021

Lee Palmer
Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

Re: R.18-12-005 - Southern California Edison Company's Quarterly Report on PSPS Working Groups and Advisory Board, pursuant to Decision 20-05-051

Dear Mr. Palmer:

In accordance with Decision 20-05-051, Appendix A, attached please find Southern California Edison Company's (SCE) quarterly report on PSPS Working Groups and Advisory Board. This report is also being served on the most recent service lists in Rulemaking 18-12-005 and I.19-11-013 and has been made available on SCE's website. The URL for the website is:

Go to www.sce.com/applications;

- Enter "R.18-12-005" in the search box;
- Select the document titled "R1812005 – SCE PSPS Working Groups and Advisory Board – March 2021" to access associated document.

If you have any questions, please feel free to contact me.

Sincerely,

/s/ Nathanael Gonzalez

cc: R.18-12-005 Service List
I.19-11-013 Service List

Enclosure



**Southern California Edison's Quarterly
Progress Report on PSPS Working
Groups and Advisory Board – Pursuant
to Guidelines set forth in Appendix "A" of
Decision 20-05-051**

Rosemead, CA
March 5, 2021

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I. BACKGROUND

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission's jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines, building on directives established in Resolution ESRB-8. On June 5, 2020, the Commission issued D.20-05-051 (PSPS OIR Phase 2 Decision) adopting updated and additional PSPS guidelines.

Among other things, the PSPS OIR Phase 2 Decision required SCE to convene, at least quarterly, regionalized working groups providing the opportunity for participation from small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of people/communities with access and functional needs (AFN) and vulnerable communities. The purpose of these working groups is to ensure there is a forum to share lessons learned between the impacted communities and the electric investor-owned utilities (IOUs). Components of the de-energization protocols that could be addressed by the Working Groups include the provision of Community Resource Centers (CRCs), communication strategies, information sharing, identification of critical facilities, strategies for supporting AFN people/communities, and contingency plans. SCE is required to report back to the CPUC on the Working Group progress on a quarterly basis.

In addition, the PSPS OIR Phase 2 Decision required SCE to establish an Advisory Board to provide advisory functions regarding de-energization, consisting of Public Safety Partners, communications and water service providers, local and tribal government officials, business groups, non-profit organizations, representatives of AFN people/communities, and academic organizations. SCE is working with this territory-wide Advisory Board to discuss best practices for de-energization issues and safety, community preparedness, regional coordination and the optimal use of existing and emerging technologies.

To comply with the guidelines provided by the Commission in D.20-05-051, SCE formed the PSPS Regional Working Groups and a service area-wide Advisory Board immediately following the issuance of the decision on June 5, 2020. This is the Q4 2020 progress report on SCE's Working Groups and Advisory Board as required by the Commission.

II. WORKING GROUPS

During the third quarter of 2020, SCE established three Working Groups to include representation from various key stakeholders as directed by the Commission. Members of the Working Group represented the entire SCE service area. SCE formed three unique, regionalized Working Groups that collectively represented the entire SCE service area. The various counties in SCE’s service are represented in the following Cal OES regions:

- Cal OES Region I – Los Angeles, Orange, Ventura, & Santa Barbara County
- Cal OES Region V – Kern, Tulare, Fresno, Madera, & Tuolumne County
- Cal OES Region VI – San Bernardino, Riverside, Mono, & Inyo County

SCE held its Q3 2020 and Q4 2020 Working Group meetings in September and December 2020. The Q1 2021 Working Group meetings are scheduled for March 2021 as shown in the table below:

Working Group	Q3 2020 (completed)	Q4 2020 (completed)	Q1 2021 (scheduled)
Region I	September 22, 2020	December 1, 2020	March 2, 2021
Region V	September 23, 2020	December 2, 2020	March 3, 2021
Region VI	September 24, 2020	December 3, 2020	March 4, 2021

On February 12, 2021, SCE submitted its PSPS Corrective Action Plan to the CPUC. As mentioned in the Action Plan, SCE will leverage the Working Groups and Advisory Board to review progress and identify further corrective actions to update the Incident Management Team (IMT) protocols and procedures. In addition, as SCE identifies needed improvements to existing PSPS communications, it will review these improvements with the Working Groups and Advisory Board to solicit feedback.

1. WORKING GROUP MEMBERS

SCE currently has representation from the following stakeholders for each of the three regional Working Groups:

- Small multi-jurisdictional electric utilities
- Community Choice Aggregators (CCAs)
- Publicly owned electric utilities
- Communications and water service providers
- Tribal and local government entities
- Public Safety Partners
- Representatives of people/communities with AFN and vulnerable communities
- Commission staff
- Cal OES representatives
- Others (e.g., Healthcare facilities)

The Q4 2020 Working Group meetings held on December 2, 3, and 4, 2020, were well represented by the members, despite SCE being in the middle of PSPS activation during that week. The list of Working Group members that attended the Q4 2020 meetings is provided in the Appendix of this document.

2. WORKING GROUP MEETING(S) AGENDA AND MINUTES

SCE's Q4 2020 Working Groups meetings were hosted remotely via Microsoft Teams due to the COVID-19 restrictions. The following topics were discussed during these meetings:

- Community Resource Centers (CRCs)
- Communication strategies
- Information sharing
- Identification of Critical Infrastructure Providers ¹
- Strategies for supporting AFN people/communities
- Contingency plans

Region I - The Region I Working Group meeting, held on December 1, 2020, discussed the following topics:

1. Situational awareness and the then current PSPS events
2. Fire Management Officer protocols overview
3. Contingency plans when traditional communications fail
4. Critical facilities identification

The table below lists key discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	Working Group member inquired about the number of aircraft in SCE's fleet.	SCE responded they have nine rotor wing helicopters at the helicopter base in Chino. These helicopters are not for firefighting but for poles/lines replacement. SCE also partners with Orange County fire to deploy a twin-engine aircraft that can carry water or fire retardant during wildfires, however it is not SCE owned.	No additional action required.
2	Working Group member noted that when he/she gets notifications, it can get overwhelming. The member suggested that SCE should add circuit names in the subject line since most customers know their circuit names.	SCE acknowledged the suggestion and confirmed they may be able to make these updates prior to next fire season.	SCE is addressing notifications in its PSPS Corrective Action Plan. Additionally, Q1 2021 will include a focus group discussion on elements of the Action Plan to solicit

¹ Critical Infrastructure was defined by the Commission as "facilities and infrastructure that are essential to public safety and that require additional assistance and advance planning to ensure resiliency during de-energization events." D.19-05-042, p. A4.

			feedback to improve PSPS notifications.
3	<p>Working Group member commented about situation for Topanga, which is very rural with lots of grass. It can take 5-7 hours to evacuate and fire can spread fast. Member said they have micro-repeaters that do not have back-up generation when power is down. This requires them to manually notify all impacted people for evacuation, which can take hours. They are looking at alternative solutions that don't require dependency on cell phones, such as sirens or radio networks. They are concerned about the lack of resiliency plans for telecom in their city.</p>	<p>SCE suggested that Topanga should work with their telecom service providers directly to see what else can be done – for other telecom towers or backup generation solutions for micro-repeaters.</p>	<p>SCE continues dialogue with telecom providers to see how SCE can assist them in building up resiliency plans for such unique communities. As part of its Corrective Action Plan, SCE is working with County Offices of Emergency Management to identify remote locations that could require the use of Emergency Radio Broadcasts during PSPS events. In addition, SCE shall coordinate with Public Safety Partners to use in-language public alert system and public radio broadcasts in de-energization impacted areas in situations where internet, cellular, or landline-based communication services are limited. SCE will discuss the recent decisions from CPUC regarding wireline provider resiliency standards at a forthcoming Working Group meeting.</p>
4	<p>Working Group member inquired if gas stations, grocery stores, and pharmacies are part of the notification protocols. Member commented that after an informal survey in their city, most do not have backup systems in place.</p>	<p>SCE responded that as business customers, these places do receive the 2-day, 1-day ahead and imminent notifications if they have subscribed for the notifications and SCE has the contact information. In discussion with many of these business customers, many do have resiliency plans and protocols, though backup</p>	<p>No additional action required. If there is a specific concern brought to surface, SCE's Business Customer Division (BCD) can follow up with specific customer.</p>

		generation may not be feasible for all of them.	
5	Working Group member inquired if SCE has identified “outlier” circuits that are frequently hard to predict, and, therefore, repeated do not receive the 72-hour notification.	SCE responded they may not have a list but will get back to the Working Group to see what they can identify.	SCE is addressing notifications in its PSPS Corrective Action Plan. SCE will be using forecasting and new modeling to make notifications more accurate, which should reduce number of times SCE is not able to send out 72-hour notifications.
6	Working Group member inquired about how to identify if a circuit will impact a critical facility.	SCE responded that we are able to share this information with counties upon a signed Non-Disclosure Agreement (NDA) outside PSPS activation and without an NDA during PSPS activation. SCE is not able to share this information at the city level outside of event periods.	SCE’s Corrective Action Plan discusses development of a Public Safety Partner portal, which will facilitate information sharing with Public Safety Partners. In addition, members can receive this information via the REST service during events.
7	Working Group member requested information to better identify customers within its territory who have been de-energized from sectionalized portions of a circuit	SCE responded that it would follow up with the member to see what information will meet their needs as a CCA.	SCE is working with the CCA who requested this information. SCE will review how this information will help the CCA, and provide the information to meet the CCA’s need as appropriate.
8	Working Group member shared that for some unplanned outages, the outage center on SCE.com was not updated so the public was not aware of details on the outage.	SCE responded they will get back to the member after tracing the source of this issue.	As part of SCE’s Corrective Action Plan, SCE will expand the capability and scope to consolidate the various map-based displays of service interruptions into a single solution to improve the experience for website visitors who need or prefer to see the

			information in a visual, area-wide format.
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Region V - The Region V Working Group meeting, held on December 2, 2020, discussed the following topics:

1. Situational awareness and recent PSPS events
2. Fire Management Officer protocols
3. CRCs and CCVs
4. Customer Care Programs
5. Access and Functional (AFN) customers

The table below lists key various discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	Working Group member explained situations where they will receive a notification for imminent shutdown, then an all clear, and then later another imminent shut down notice. This is causing confusion and doesn't allow for planning. Member said they are aware of circuits within their area, and has those maps, but the maps are not easily found on SCE.com. SCE should make circuit maps easier to find and suggested that they be organized by circuit rather than zip code.	<p>SCE said they have made significant improvements to maps for the public. Customers can type in their address to see if they are on a circuit that is de-energized with restoration time (default is end of period of concern + 24 hours for manual patrol before re-energization).</p> <p>SCE suggested the Working Group member share the notifications with their Account Manager, so SCE can look specifically into this incident.</p> <p>SCE stated zip code notifications are for customers who do not have specific service accounts – they are for people visiting or for broad awareness. Customers with service accounts should sign up for PSPS notifications for their account (email, text, phone) and not zip code notifications.</p>	SCE is addressing notifications in its PSPS Corrective Action Plan. Additionally, in Q1 2021, the Working Groups will include a focus group discussion on elements of the Corrective Action Plan where feedback will inform the final outcome; amongst these topics is PSPS notifications.

2	Working Group member inquired if the maps are current.	SCE responded that customers can find maps from the following locations: SCE.com/maps, and SCE.com/pspss during activations. In addition, counties can request specific maps via REST GIS services.	No additional action required.
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Region VI - The Region VI Working Group meeting, held on December 3, 2020, discussed the following topics:

1. Situational awareness and recent PSPS events
2. Fire Management Officer protocols
3. Communications and Information Sharing
4. REST GIS Service

The table below lists key discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	Working Group member said after receiving a notification from their SCE Account Manager, they reached out to switching centers and are often informed that their lines are not under consideration, which seems to contradict updates they hear otherwise. Member is confused on the terminology used by the substation and would like to get specific info from substation to know exactly what is going on.	SCE responded that the account manager can work with the member to understand the issue better.	SCE account manager followed up with the customer individually. The account manager learned the customer was getting updates from another customer. SCE offered to send relevant updates directly to this customer (including information as Transmission Agreement holder). SCE account manager also reviewed substation terminology with the customer; the language used with the Incident Management Team (IMT) is very consistent and specific; however, other substation operators who are not involved or formally trained on the IMT may use other terms loosely and cause confusion. This will be reviewed internally at SCE to avoid confusion in the future.
2	Working Group member commented that communication is important during PSPS and the biggest challenge is getting the	SCE understands that notification fatigue is an issue, and notification	SCE is addressing notifications in its PSPS Corrective Action Plan. Additionally, Q1 2021 WG will include a focus group discussion on elements of the Action Plan

	<p>information to impacted stakeholders and on time. Due to early notifications that may not translate into events, customers experience notification fatigue. Messaging needs to get more targeted, and the member recommended SCE build a tool where they can enter an address to see if a customer is impacted. Member also stated that they need information on medical baseline customers and asked if SCE has reached out to all critical care customers.</p>	<p>improvements are being evaluated in 2021.</p> <p>SCE also explained that customers can already enter an address on sce.com to see if they are impacted.</p>	<p>where feedback will inform the final outcome; amongst these topics is PSPS Notifications.</p>
3	<p>Working Group member inquired if special software is needed to access the maps.</p>	<p>SCE explained maps on sce.com do not require special software, however if members want to use the REST GIS maps, then they need the ArcGIS software with knowledgeable software users who can navigate and utilize the information.</p>	<p>No additional action required.</p>
4	<p>Working Group member asked if they can get the name of the circuit when they type the customer's address into the PSPS locator tool on the SCE.com.</p>	<p>SCE responded that they don't have this functionality yet on sce.com, but circuit names would be readily available with REST GIS layers.</p>	<p>No additional action required.</p>

The agenda and presentations for the three Working Group meetings are provided in the Appendix of this report.

III. ADVISORY BOARD

SCE developed an approach for establishing a wildfire safety community Advisory Board that would emulate the approach implemented by San Diego Gas & Electric Company (SDG&E). SCE's Advisory Board works on service area-wide de-energization and wildfire issues and provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. SCE has established one Advisory Board for the entire SCE service area and meetings are scheduled quarterly.

SCE invited key stakeholders to represent the SCE communities on the Advisory Board as directed by the Commission. The PSPS Advisory Board was created during the third quarter of 2020, and the first Advisory Board meeting was held on October 20, 2020.

1. ADVISORY BOARD MEMBERS

SCE reached out to the following organizations, as directed in the PSPS OIR Phase 2 Decision, to request participation in the Advisory Board:

- Public Safety Partners
- Communications and water service providers
- Tribal and local government entities
- Business groups
- Nonprofit organizations
- Representatives of people/communities with AFN and vulnerable communities
- Academic organizations

2. ADVISORY BOARD MEETING(S) AGENDA AND MINUTES

The Q4 2020 Advisory Board meeting was held on December 15, 2020. Stakeholders from all category requirements listed in the Phase 2 Decision were present. The meeting was facilitated by SCE's Advisory Board Chair Donald Daigler and Co-Chair Erik Takayesu. The first portion of the meeting provided a safety moment, housekeeping overview, and review of agenda topics. The following topics were discussed during this meeting:

1. PSPS forecast for the rest of the year
2. Summary of PSPS activations in 2020 (to-date)
3. Lessons learned from PSPS events during the year
4. PSPS notifications

At the meeting, SCE shared the forecast of the weather patterns through end of 2020, and the 8- to 14-day precipitation outlook through the end of December 2020. SCE shared that it was expecting continued drier-than-normal weather with very little precipitation expected across Southern California through the end of December; fuels would remain drier than normal for this time of year while precipitation remains scarce and PSPS events may continue at a moderate to high frequency level until significant rains occur.

SCE shared that it has more than 1,300 switching playbooks that allows for increased flexibility and reducing number of customers impacted during PSPS events. The average restoration time decreased from 27 hours to 19 hours in 2020 vs. 2019. In addition, SCE now has four times more CRCs available across its service area, most with expanded hours.

SCE also shared that it is facing challenges identifying the right circuits to monitor and, during some PSPS events, it had to de-activate circuits that were not on the original watch list. SCE is also sometimes unable to send all the required notifications to customers in a timely manner. In some events when PSPS monitoring or de-energization occurs in the same timeframe as weather-related or rotating outages, notifications can be confusing about whether an outage is due to a PSPS event, a storm or a rotating outage.

SCE shared that customers have raised concerns about PSPS notifications. Some of the concerns raised include: (a) notification fatigue from receiving multiple notifications as required in the PSPS Guidelines; (b) missed imminent notifications; (c) confusing notification language; (d) spreadsheets that conflict with text; and (e) frustrating map experience on SCE.com.

SCE discussed opportunities for systemic changes before the 2021 typical high-fire season. Such initiatives will include: (a) reviewing all communications and communication systems; (b) completing the Customer Service Re-platform project, which will allow SCE to update the online user experience; (c) increasing automation and (d) obtaining feedback and responding to our customers, communities and partners. In addition, SCE is currently reviewing options to revise the customer notifications and make website enhancements.

The table below provides a summary of the question’s SCE received and the responses SCE provided during the meeting.

	Advisory Board Question/Comments	SCE Responses	Action Plans
1	Advisory Board member inquired if battery packs are provided at CCV and CRC locations during PSPS events.	SCE responded that SCE provides customers with kits that have portable batteries that are fully charged, which can charge up to 4 cell phones and half of a laptop.	No additional action required.
2	Advisory Board member asked if there was a way for SCE to align the National Weather Service and the Southern GACC weather report to help the pre-positioning for planning.	SCE responded they will review what options may be available to align those reports.	SCE to look into alignment with NWS and Southern GACC.
3	Advisory Board member asked what feedback had been received on the SCE outage maps.	SCE provided the following response: 1) Public safety information is sent out at 72 hours to Public Safety Partners on REST service, but SCE does not post it on the public-facing site until 48 hours before the event because SCE aligns with notifications that go out at 48 hours. There is more confidence in the details at 48 hours. 2) SCE has separate maps for PSPS and other types of outages that may confuse participants because a customer that was in scope for a PSPS outage would not see an unrelated de-energization on the PSPS map. One temporary solution for this issue is that SCE has provided references to specify what each map is meant for (PSPS vs. other outage).	SCE is planning improvements on sce.com as part of its PSPS Corrective Action Plan which will address feedback on SCE outage maps.
4	Advisory Board member asked if municipal utilities fall into the Public Safety Partners stakeholder group.	SCE responded that municipal utilities are considered Public Safety Partners, however their notifications are from	No additional action required.

		<p>a different source as other Public Safety Partners.</p> <p>Rather than sending emails to city officials, SCE's operations team, which is embedded within the Incident Management Team, deals directly with the operations teams within the municipal utilities to provide information.</p>	
5	Advisory Board member asked if SCE is looking at changing the platform or tools to deliver more accurate and timely information and, if so, what the timing is of this change.	SCE responded that they are looking at an automation system and other ways to provide more consistency to notifications, including one notification system that will provide more automation and accuracy.	SCE is addressing notifications in its PSPS Corrective Action Plan.
6	Advisory Board member inquired to see what the timing of the notification automation would be.	SCE responded that the timing for such a change is complicated, but SCE has already started looking at an end-to-end assessment of the entire notification process.	SCE is addressing notifications in its PSPS Corrective Action Plan.
7	Advisory Board member asked what might happen to the customers that do not have the means to relocate during the PSPS due to being disabled or low-income. Advisory Board member said a service they had started in San Diego/Orange County is partnering with SDG&E and 211 for the County to receive referrals with temporary lodging during the Red Flag warnings/PSPS.	<p>SCE responded that they have limited fully subsidized hoteling. SCE recently launched a program for customers that provide a 15-20% hotel discount to customers during PSPS events.</p> <p>SCE also has other programs to mitigate the impacts of PSPS (e.g., a program to provide free battery backup to income qualified customers that are dependent on medical equipment in the home that reside in a high fire risk area) and is working with independent living centers and 211 organizations to determine additional solutions.</p>	No additional action required.
8	Advisory Board asked SCE to review the 66kv substation in Simi Valley where they currently have a large project underway.	SCE responded that it will circle back with the Advisory Board member and follow up.	SCE will follow up with member.
9	Advisory Board member asked when and if the recording from the meeting would be available.	SCE responded that the recording would be made available shortly.	SCE provided recording to members.

The next Advisory Board meeting is scheduled for March 9, 2021.

IV. APPENDIX

- A. Working Groups Presentations
- B. Advisory Board Presentation
- C. Working Group Meeting Attendees (Q4 2020 Meeting)
- D. Advisory Board Meeting Attendees (Q4 2020 Meeting)

PSPS WORKING GROUP MEMBERS – REGION I

Access & Functional Needs

- **211 Orange County**, Amy Arambulo, Director, Community Programs
- **211, Interface Children & Family Services**, Kelly Brown, 211 Director
- **Service Center for Independent Life**, Larry Grable, Executive Director

Community Choice Aggregators

- **Clean Power Alliance of Southern California**, Monique Edwards, Director, Technology, Data & People
- **Clean Power Alliance of Southern California**, Sean Swe, Manager, Load Forecasting & Analysis

Communications & Water Service Providers

- **AT&T**, John Goddard, Director, Public Safety
- **AT&T**, Kevin Quinn, Area Manager Mobility Ops
- **California Water Service Co.**, Jim Crawford, District Manager
- **Cox**, Jacques Ballard, Director
- **El Capitan Water Company**, Allen Paneral, Field Operations
- **Metropolitan Water District of Southern California**, Ian Whyte, Emergency Management Program Manager
- **Verizon**, Alvaro Sanchez, Sr. Manager

Local Governments

- **City of Camarillo**, Carmen Nichols, Assistant City Manager
- **City of Goleta**, Michael Baris, Emergency Services Coordinator
- **City of Irvine**, Robert Simmons, Emergency Management Administrator
- **City of Irvine Police Department**, Kristi Hofstetter Batiste, Emergency Management-PSA PT
- **City of La Canada Flintridge**, Mark Alexander, City Manager
- **City of Malibu**, Susan Duenas, Public Safety Manager
- **City of Newport Beach Fire Department**, Kevin Bass, Fire Marshal
- **City of Santa Barbara Fire/OES**, Yolanda McGlinchey, Emergency Services Manager
- **City of Santa Clarita**, Rebecca Bernstorff, Management Analyst
- **City of Thousand Oaks**, Nader Heydari, Deputy Director/City Engineer
- **City of Thousand Oaks**, Grahame Watts, Emergency Services Manager

Other

- **California Public Utilities Commission**, Shelby Chase, Regulatory Analyst
- **California Public Utilities Commission**, Cindy Chen, Analyst
- **California Public Utilities Commission**, Hope Christman, Government & Community Liaison
- **California Public Utilities Commission**, Stephanie Green, Manager
- **California Public Utilities Commission**, Anthony Noll, Program Manager
- **California Public Utilities Commission**, Junaid Rahman, Sr. Regulatory Analyst
- **California Public Utilities Commission**, Grady Tunnell
- **California Public Utilities Commission**, Mabel Wu, Analyst
- **Kaiser Permanente**, Mitch Saruwatari, Director, National Emergency Management
- **Southern California Regional Rail Authority**, Eric Poghosyan, Sr. Manager, Facilities & Fleet Maintenance

Public Safety Partners

- **Central Ventura County Fire Safe Council**, Mike LaPlant, Board Chair
- **Montecito Fire Department**, Kevin Taylor, Fire Chief
- **Orange County Sheriff's Department**, Janell Harriman, Senior Emergency Management Program Coordinator
- **TCEP - Topanga Coalition for Emergency Preparedness**, James Grasso, Director-Agency Liaison

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q4 Meeting – December 1, 2020

California Offices of Emergency Services Region I

Los Angeles, Orange, Ventura, and Santa Barbara Counties

Energy for What's Ahead®



WELCOME & SAFETY

JEANNE BOYCE

Director
Government, Institutions,
Agriculture & Water
Business Customer Division



SAFETY MOMENT

Sign up for PSPS alerts: sce.com/pspsalerts



Text Alerts

- Text **ENROLL** to **28954** to sign up



Voice Alerts

- Call **1-855-549-3800** to sign up



Email Alerts



Nextdoor Alerts



Google Public Safety Alerts

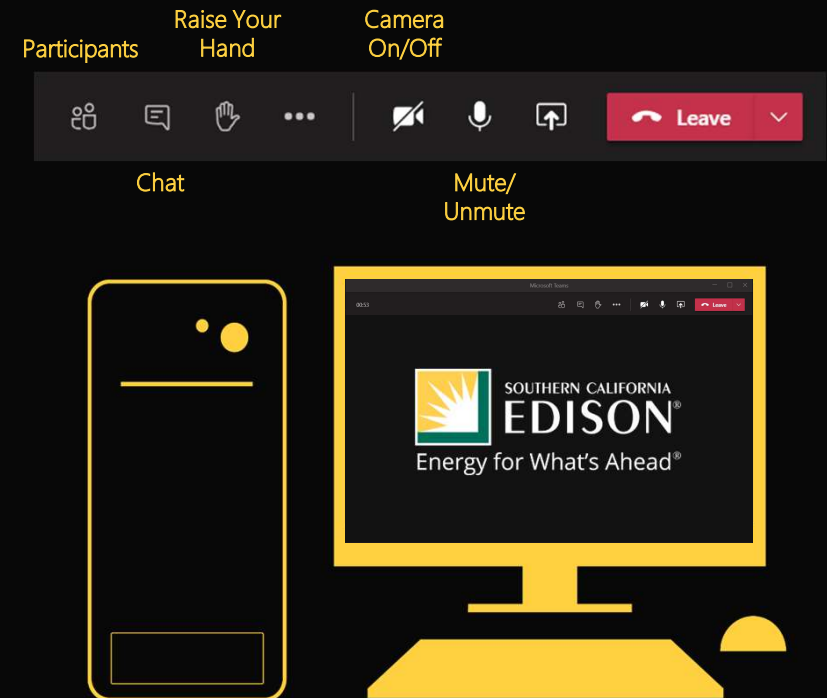


Nixle Community Alerts

Energy for What's Ahead®

HOUSEKEEPING

- Meeting will be recorded
- Use the 'Raise your hand' feature located on your screen if you have a question
- Turn on your camera if you feel comfortable
- You'll be announced when it's your time to ask your question
- Unmute yourself to speak then mute yourself when you are finished with your question
- If you have any issues with using Teams, email us at SCEBusinessCustomerEvents@sce.com



Energy for What's Ahead®

AGENDA – REGION I

TOPIC	PRESENTER	DURATION
Welcome & Safety	Jeanne Boyce	5 minutes
Situational Awareness & Recent Events	Tom Brady	20 minutes
Fire Management Officer Protocols	Scott Brown	20 minutes
PSPS Working Group Feedback	Chris Tran (facilitator)	
Contingency Plans for When Traditional Communication Fails	Bob Stiens	15 minutes
Critical Facility Identification	Bob Stiens	15 minutes
Roundtable	All	10 minutes
Closing Remarks	Jeanne Boyce	5 minutes



SITUATIONAL AWARENESS & RECENT EVENTS

THOMAS BRADY

Principal Manager
Wildfire Response
Business Resiliency



POTENTIAL CUSTOMER IMPACTS

COUNTIES	RESIDENTIAL	ESSENTIAL USE	MAJOR	MEDICAL BASELINE	CRITICAL CARE	TOTAL
Kern	7,454		229	261	48	7,992
Kern, Los Angeles, Ventura	2,350		99	30	3	2,482
Kern, Tulare	1,044	3	46	23	3	1,119
Los Angeles	24,830	20	674	589	98	26,211
Los Angeles, Orange	2,642		48	12	2	2,704
Los Angeles, San Bernardino	2,487	1	131	79	16	2,714
Los Angeles, Ventura	4,672	6	248	101	18	5,045
Orange	13,397	4	573	228	30	14,232
Orange, Riverside	2,943	2	86	65	4	3,100
Orange, Riverside, San Bernardino	1,234		79	28	4	1,345
Riverside	40,061	11	1,345	1,224	264	42,905
Riverside, San Bernardino	11,412	1	336	393	89	12,231
San Bernardino	48,494	10	1,331	1,121	178	51,134
San Diego	5		3			8
Tulare	459	1	3	3		466
Ventura	31,028	13	1,113	587	98	32,839
GRAND TOTAL	194,512	72	6,344	4,744	855	206,527

Impacted Tribes: Morongo Band of Mission Indians, Pechanga Band of Luiseño Indians, San Manuel Band of Mission Indians, Soboba Band of Luiseño Indians

Energy for What's Ahead®

CRITICAL INFRASTRUCTURE IMPACTS

COUNTIES	COMMUNICATIONS SECTOR	WATER & WASTEWATER SYSTEM SECTOR
Kern	55	118
Los Angeles	188	73
Orange	201	94
Riverside	148	234
San Bernardino	143	321
Tulare		16
Ventura	152	220
GRAND TOTAL	887	1,076

2020 SCE PSPS EVENTS

- **Where we are getting better**
 - Over 1,300 switching playbooks allow for increased flexibility and reducing number of customers impacted during events
 - Average restoration time is down from 27 hours to 19 hours
 - More accurate notifications
 - A dedicated team that responds virtually
 - More than 4x as many customer resource centers available across territory with expanded hours
- **Where we are still challenged**
 - Zeroing in on the right circuits to watch: some circuits de-activated that were not on our original watch list
 - Getting all notifications out in a timely manner
 - Confusing array and cadence of notifications – PSPS vs. storm vs. rotating outages – zip code and customer and partner notifications
- **Opportunities to do some systemic changes in the off-season**
 - Review of all communications and systems
 - Completion of our Customer Service Re-platform will allow us to update online experience
 - More automation
 - Listening and responding

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FIRE MANAGEMENT OFFICER PROTOCOLS

SCOTT BROWN

Senior Advisor
Wildfire Response
Business Resiliency



PSPS WORKING GROUP FEEDBACK

CHRIS TRAN

Senior Manager
Local Governments & Partnerships
Business Customer Division



CONTINGENCY PLANS WHEN TRADITIONAL COMMUNICATIONS FAIL

BOB STIENS

Senior Advisor
Government Relations
Local Public Affairs



ALERT & WARNING ROLES & RESPONSIBILITIES

State of California

- Assisting in coordination and when necessary/appropriate, issuing of public warning and alerting activities that affect multiple Operational Areas
 - SCE is required to share information when IMT is activated

Operational Areas

- Coordinating with all Alerting Authorities within an Operational Area and Operational Areas within same Local EAS Plan, as needed to effectively manage an incident and prepare and warn the public
 - SCE is required to share information when IMT is activated

Investor Owned Utilities

- Performing customer notifications during outages
 - PSPS
 - Rotating Outages
 - Heat Storm
 - SCE is required to share information when IMT is activated
 - SCE is the primary source of customer notifications

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NEXT STEPS: CATASTROPHIC OUTAGE PLANNING

Scenario: All Hazard

- Large scale outages impacting all primary communications
- SCE would potentially need assistance from Public Alerting Authorities to share messaging

Discussion Questions

- How can we partner together to distribute messaging?
 - 1) When SCE notification system is working properly
 - 2) When SCE notification system is not working properly
 - 3) When Emergency Broadcast System is or is not working properly
- How do Public Safety Partners communicate to areas with low- to no-broadband or other communication coverage?

Needs Assessment

- Legal considerations/agreements
- Training/Testing of plans



CRITICAL FACILITIES IDENTIFICATION

BOB STIENS

Senior Advisor
Government Relations
Local Public Affairs



CRITICAL FACILITIES & INFRASTRUCTURE

“The electric investor owned utilities must, in addition to developing their own list of critical facilities and critical infrastructure based on the adopted definition, work in coordination with first/emergency responders and local governments to identify critical facilities within the electric investor owned utilities’ service territories”

Definition of critical facilities and critical infrastructure

- Emergency Services Sector
- Government Services
- Healthcare and Public Health Sector
- Energy Sector
- Water and Wastewater Sector
- Communications Sector
- Chemical Sector
- Transportation Sector



IDENTIFICATION & SHARING OF CRITICAL FACILITIES & INFRASTRUCTURE

SCE activities to identify facilities

- Utilized the NAICS/SIC in its customer database to identify critical facilities and infrastructure
- Requested additional facilities from County Operational Areas
- Met with customers to verify the accuracy of the critical facilities and infrastructure lists

What else can SCE do?

- Do local governments maintain lists of critical facilities and infrastructure they can share with SCE?
 - Can local governments help identify the critical facilities and infrastructure ?
 - Would local governments use this list during PSPS events?
 - Shared during events during events using a secure service
 - Provide upon execution of an NDA
- What additional outreach should SCE do with critical facilities and infrastructure to assure our lists are up to date?
- Are there other types of customers that should be included?

ROUNDTABLE



ALL

Energy for What's Ahead®

CLOSING REMARKS

JEANNE BOYCE

Director
Government, Institutions,
Agriculture & Water
Business Customer Division



REMINDERS

Q1 2021 Meetings

- **CalOES Region I:** Los Angeles, Orange, Ventura, and Santa Barbara Counties – **March 2** from **9-11 a.m.**
- **CalOES Region V:** Kern, Tulare, Fresno, Madera, and Tuolumne Counties – **March 3** from **9-11 a.m.**
- **CalOES Region VI:** San Bernardino, Riverside, Mono, and Inyo Counties – **March 4** from **9-11 a.m.**
- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at SCEBusinessCustomerEvents@sce.com
- **Thank you** for your participation!



ENCOURAGE YOUR COMMUNITIES

STAY INFORMED



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- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

Energy for What's Ahead®

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspсалerts](https://www.sce.com/pspсалerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – [energized.edison.com/newsletter](https://www.energized.edison.com/newsletter)

Situational Awareness

- PSPS maps and information – [sce.com/pspсал](https://www.sce.com/pspсал)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook

Energy for What's Ahead®

PSPS WORKING GROUP MEMBERS – REGION V

Access & Functional Needs

- **Independent Living Center of Kern County**, Jan Lemucchi, LTSS Manager

Communications & Water Service Providers

- **AT&T**, John Goddard, Director, Public Safety

Local Governments

- **City of Tehachapi**, Greg Garrett, City Manager

Other

- **California Association of Health Facilities**, Jason Belden, Director, Emergency Preparedness & Physical Plant Services
- **California Public Utilities Commission**, Cindy Chen, Analyst
- **California Public Utilities Commission**, Hope Christmas, Government & Community Liaison
- **California Public Utilities Commission**, Stephanie Green, Manager
- **California Public Utilities Commission**, Anthony Noll, Program Manager
- **California Public Utilities Commission**, Nav Pay, Local Government & Community Liaison
- **California Public Utilities Commission**, Junaid Rahman, Sr. Regulatory Analyst
- **California Public Utilities Commission**, Joan Weber, Sr. Utilities Engineer
- **California Public Utilities Commission**, Mabel Wu, Analyst

Publicly Owned Utilities

- **Bear Valley Community Services District**, Bill Malinen, General Manager
- **Golden Hills Community Services District**, Susan Wells, General Manager

Public Safety Partners

- **Kern County**, Alan Christensen, County Emergency Manager
- **Madera County Sheriff's Office**, Joseph Wilder, Sergeant

Tribal Governments

- **Tule River Tribal Council**, Joe Boy Perez, Director, Emergency Management

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q4 Meeting – December 2, 2020

California Offices of Emergency Services Region V

Kern, Tulare, Fresno, Madera, and Tuolumne Counties

Energy for What's Ahead®



WELCOME & SAFETY

JEANNE BOYCE

Director
Government, Institutions,
Agriculture & Water
Business Customer Division



SAFETY MOMENT

Sign up for PSPS alerts: sce.com/pspsalerts



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Voice Alerts

- Call **1-855-549-3800** to sign up



Email Alerts



Nextdoor Alerts



Google Public Safety Alerts

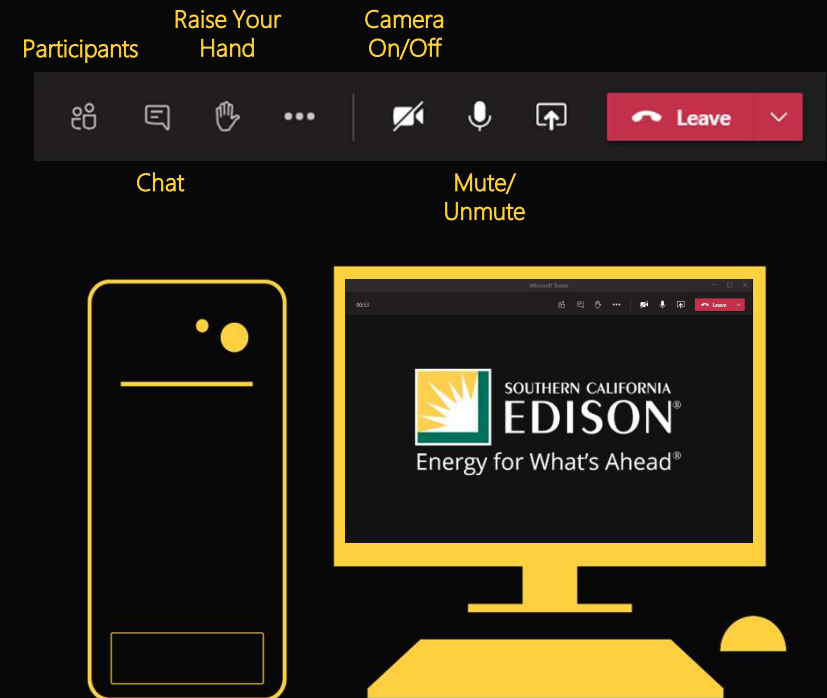


Nixle Community Alerts

Energy for What's Ahead®

HOUSEKEEPING

- Meeting will be recorded
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- Turn on your camera if you feel comfortable
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Energy for What's Ahead®

AGENDA – REGION V

TOPIC	PRESENTER	DURATION
Welcome & Safety	Jeanne Boyce	5 minutes
Situational Awareness & Recent Events	Tom Jacobus	20 minutes
Fire Management Officer Protocols	Scott Brown	20 minutes
Roundtable	Chris Tran (facilitator) All	10 minutes
PSPS Working Group Feedback	Chris Tran (facilitator)	
Community Resource Centers, Community Crew Vehicles, & Customer Care Programs	Kari Gardner	15 minutes
Access & Functional Needs	Kari Gardner	15 minutes
Closing Remarks	Chris Tran	5 minutes



SITUATIONAL AWARENESS & RECENT EVENTS

THOMAS JACOBUS

Principal Manager
Business Continuity
Business Resiliency



POTENTIAL CUSTOMER IMPACTS

COUNTIES	RESIDENTIAL	ESSENTIAL USE	MAJOR	MEDICAL BASELINE	CRITICAL CARE	TOTAL
There are several counties in scope:						
Kern						
Los Angeles						
Ventura	224,495	76	7,125	5,440	1,007	238,143
Orange						
San Bernardino						
Riverside						
San Diego						

Impacted Tribes: Morongo Band of Mission Indians, Pechanga Band of Luiseño Indians, San Manuel Band of Mission Indians, Soboba Band of Luiseño Indians

CRITICAL INFRASTRUCTURE IMPACTS

COUNTIES	COMMUNICATIONS SECTOR	WATER & WASTEWATER SYSTEM SECTOR
Kern	83	164
Los Angeles	161	71
Orange	208	99
Riverside	156	281
San Bernardino	144	322
Tulare		16
Ventura	260	283
GRAND TOTAL	1,012	1,236

2020 SCE PSPS EVENTS

- **Where we are getting better**
 - Over 1,300 switching playbooks allow for increased flexibility and reducing number of customers impacted during events
 - Average restoration time is down from 27 hours to 19 hours
 - More accurate notifications
 - A dedicated team that responds virtually
 - More than 4x as many customer resource centers available across territory with expanded hours
- **Where we are still challenged**
 - Zeroing in on the right circuits to watch: some circuits de-activated that were not on our original watch list
 - Getting all notifications out in a timely manner
 - Confusing array and cadence of notifications – PSPS vs. storm vs. rotating outages – zip code and customer and partner notifications
- **Opportunities to do some systemic changes in the off-season**
 - Review of all communications and systems
 - Completion of our Customer Service Re-platform will allow us to update online experience
 - More automation
 - Listening and responding

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FIRE MANAGEMENT OFFICER PROTOCOLS

SCOTT BROWN

Senior Advisor
Wildfire Response
Business Resiliency



PSPS WORKING GROUP FEEDBACK

CHRIS TRAN

Senior Manager
Local Governments & Partnerships
Business Customer Division



ROUNDTABLE



ALL

Energy for What's Ahead®

**COMMUNITY RESOURCE
CENTERS**

**COMMUNITY CREW
VEHICLES**

**CUSTOMER CARE
PROGRAMS**

KARI GARDNER

Senior Manager
Consumer Affairs
Customer Service



COMMUNITY RESOURCE CENTERS

- Action
- Agua Dulce
- Bishop
- Cabazon
- Claremont
- Coachella
- Fontana
- Goleta
- Grand Terrace
- Idyllwild
- Long Beach
- Los Angeles
- Lytle Creek
- Moorpark
- Orange
- Palmdale
- Pasadena
- Porterville
- Rancho Cucamonga
- Running Springs
- San Bernardino
- San Fernando
- Santa Clarita
- Santa Barbara
- Santa Paula
- Simi Valley
- Stevenson Ranch
- Tehachapi
- Three Rivers
- Twin Peaks
- Ventura
- Victorville



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COMMUNITY CREW VEHICLES

SCE currently has a fleet of 8 Community Crew Vehicles

- Implemented to enhance Community Resource Center capabilities
- All staff trained with COVID-19 safety in mind
- Vehicles retrofitted specifically for PSPS use
- Enabling flexibility and mobility to support events across SCE's service territory



Energy for What's Ahead®

PSPS CUSTOMER CARE GO-BAGS

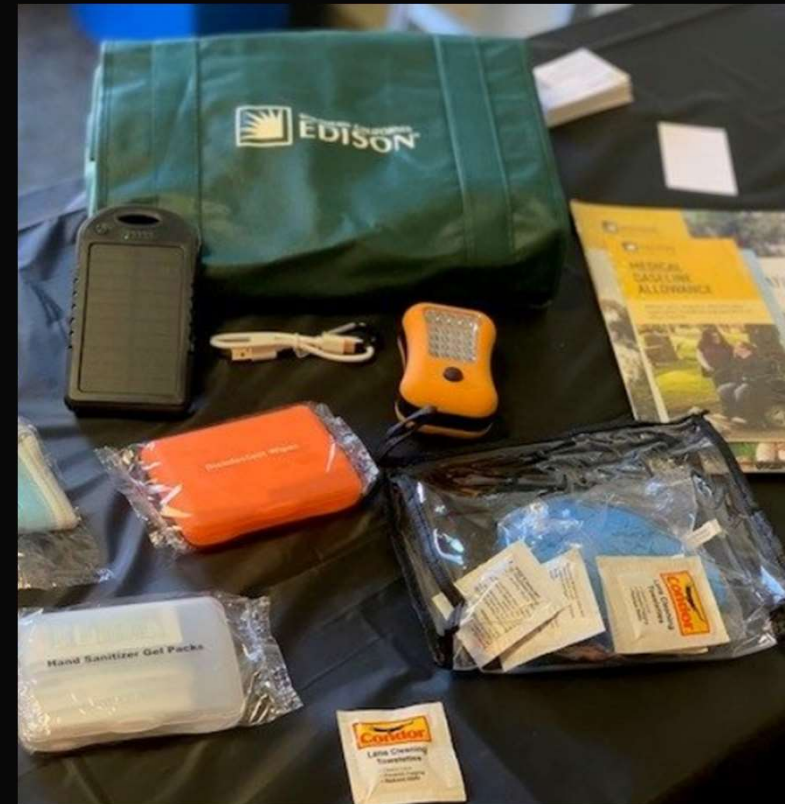
Reusable Bag

- Fact sheets (~12 fact sheets)
- Customer survey letter with link
- LED lightbulb (not shown) or flashlight
- Pre-charged USB solar phone battery charger
- Personal Protection Equipment (mask, hand sanitizers, etc.)
- Ice voucher (Rite Aid or Smart & Final)

Also Included (Not Shown)

- Bottled water
- Light snack

Sample items, no product endorsement intended



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PSPS CUSTOMER CARE RESILIENCY REBATES



**Portable Power Station
\$50 Rebate**



**Portable Generator for Well Water Dependent
Customers in HFRA's \$300-\$500 Rebate**

Energy for What's Ahead®

CRITICAL CARE BACKUP BATTERY PROGRAM



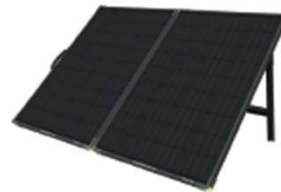
CRITICAL CARE BACKUP BATTERY PROGRAM

Be prepared in the event of an unexpected power outage.

Get a **free**, clean-energy backup battery to operate your medical device during an outage.



Portable Backup Battery



Solar Panels

Introducing our Critical Care Backup Battery Program

Our Critical Care Backup Battery (CCBB) Program offers a free portable backup battery to power your medical device in the event of a power outage. And, should the power outage be an emergency that requires you to evacuate, this portable, temporary power may help while you relocate to safety.

What are the qualifications to participate in the program?*

- You must be identified as a Critical Care customer through SCE's Medical Baseline program whose

Battery Size	Dimension and Weight
1.5 kW	<ul style="list-style-type: none"> 10.1 x 15.3 x 10.4" 43 lbs
3.0 kW	<ul style="list-style-type: none"> 10.1 x 15.3 x 13.1" 78 lbs Roll cart
6.0 kW	<ul style="list-style-type: none"> 10.1 x 15.3 x 17" 106 lbs Roll cart
Solar Panels	<ul style="list-style-type: none"> 200 Watts total 44" L x 6" W x 29" H 43 lbs Storage case

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PSPS MOBILE GENERATOR STRATEGY



Example Use Community Resource Centers & Resiliency Zones



Example Use Critical infrastructure & Microgrids

Energy for What's Ahead®

ACCESS & FUNCTIONAL NEEDS

KARI GARDNER

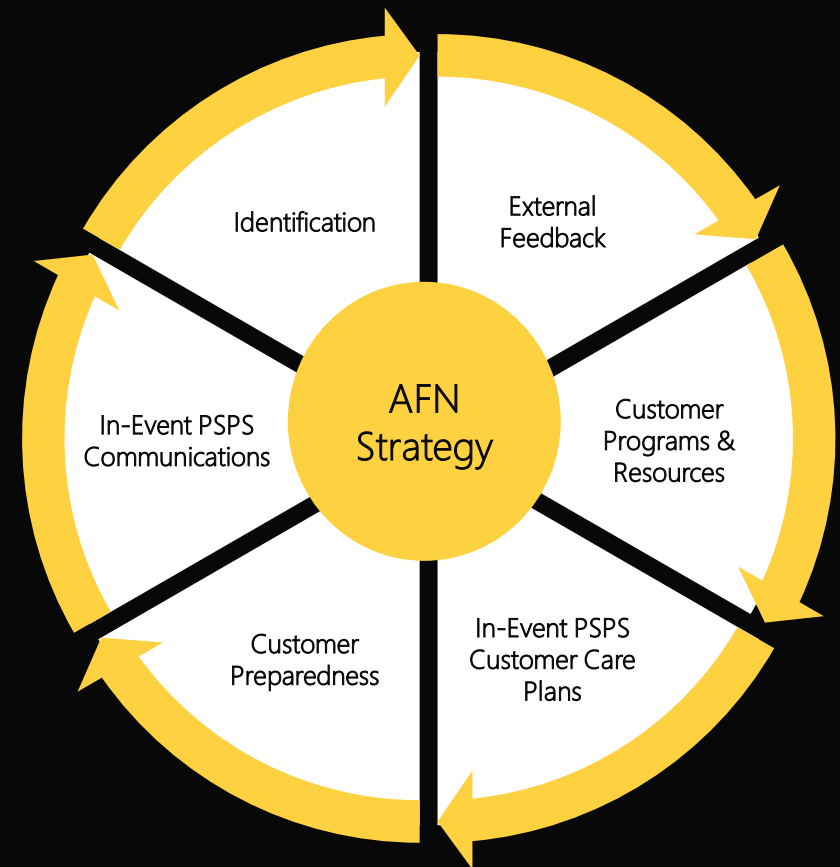
Senior Manager
Consumer Affairs
Customer Service



ACCESS & FUNCTIONAL NEEDS

Populations consist of individuals who have/are:

- Developmental or intellectual disabilities
- Physical disabilities
- Chronic conditions
- Injuries
- Limited English proficiency
- Non-English speaking
- Older adults
- Children
- People living in institutionalized settings
- Low income
- Homeless
- Transportation disadvantaged
- Pregnant



*CPUC Definition adopted by D.19-05-052, pp. A6-A7.

REACHING VULNERABLE COMMUNITIES

- Engaging with our most **vulnerable customers** to improve their resiliency
- **Launched programs to aid vulnerable populations** during event, e.g., Critical Care Battery Backup Program (CCBP), rebate programs, hotel vouchers
- Sponsoring the statewide AFN Advisory Council
- Partnering with **community-based organizations** and **community stakeholders**
- **Supporting resiliency**, working with existing philanthropic partners and deploying customer programs for PSPS preparedness, all-hazard awareness and emergency planning
- Amplifying awareness and easing the enrollment process of **SCE's medical baseline program**
- Included customer care team in SCE's PSPS **Incident Management Team focused on supporting customers** impacted by PSPS with emphasis on vulnerable populations
- Notifications to **Critical Care Customers**: SCE monitors sent and undelivered PSPS notifications for these customers



Energy for What's Ahead®

CLOSING REMARKS

CHRIS TRAN

Senior Manager
Local Governments & Partnerships
Business Customer Division



REMINDERS

Q1 2021 Meetings

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SIGN UP



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- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



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- Power outage tips

Energy for What's Ahead®

HELPFUL INFORMATION & RESOURCES

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SCE Notifications

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- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – [energized.edison.com/newsletter](https://www.energized.edison.com/newsletter)

Situational Awareness

- PSPS maps and information – [sce.com/pspсал](https://www.sce.com/pspсал)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook

Energy for What's Ahead®

PSPS WORKING GROUP MEMBERS – REGION VI

Access & Functional Needs

- **Community Access Center**, Faustino Alvarez, Program Director
- **Interface Children & Family Services**, Yasmeen Ali, Disaster Project Coordinator
- **Rolling Start, Inc.**, Lisa Hayes, Executive Director
- **Rolling Start, Inc.**, Bruce Morgan, Emergency Management/PSPS Coordinator

Communication & Water Service Providers

- **AT&T**, John Goddard, Director, Public Safety
- **T-Mobile**, Justin Clayden, Senior Manager, Engineering Operations

Local Governments

- **City of Corona**, Tom Moody, General Manager
- **Town of Mammoth Lakes**, Stuart Brown, Parks & Recreation Director & PIO

Other

- **California Public Utilities Commission**, Cindy Chen, Analyst
- **California Public Utilities Commission**, Hope Christmas, Government & Community Liaison
- **California Public Utilities Commission**, Anthony Noll, Program Manager
- **California Public Utilities Commission**, Junaid Rahman, Sr. Regulatory Analyst
- **California Public Utilities Commission**, Joan Weber, Sr. Utilities Engineer
- **California Public Utilities Commission**, Mabel Wu, Analyst

Publicly Owned Utilities

- **Anza Electric Cooperative**, Kevin Short, General Manager
- **Anza Electric Cooperative**, Jennifer Williams, Government Relations Liaison
- **Bear Valley Electric Service, Inc.**, Paul Marconi, President & Treasurer
- **Eastern Municipal Water District**, Samuel Robinson, Energy Program Manager
- **Riverside Public Utilities**, Richard De Aragon, Electric Operations Manager
- **Western Community Energy**, Don Ries, Project Manager

Public Safety Partners

- **Inyo County**, Kelley Williams, Emergency Services Manager
- **San Bernardino County Fire Office of Emergency Services**, Aminah Mears, Emergency Services Officer

Tribal Governments

- **Agua Caliente Band of Cahuilla Indians**, Robert Bradbury, Emergency Manager
- **Agua Caliente Band of Cahuilla Indians**, Samantha Byrd, Emergency Services Coordinator
- **Bridgeport Indian Colony**, Zaira Gonzales, Deputy Tribal Executive Officer
- **Bridgeport Indian Colony**, Rodney Martin, Tribal Administrator
- **Morongo Band of Mission Indians**, David Ellsworth, Emergency Manager
- **Morongo Band of Mission Indians**, Dana Lane, Project Manager/EOC Manager
- **Morongo Band of Mission Indians**, Floyd Velasquez, EMS Administrator

Energy for What's Ahead®

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q4 Meeting – December 3, 2020

California Offices of Emergency Services Region VI

San Bernardino, Riverside, Mono, and Inyo Counties

Energy for What's Ahead®



WELCOME & SAFETY

ZANKU ARMENIAN

Director
Public Affairs



SAFETY MOMENT

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Google Public Safety Alerts

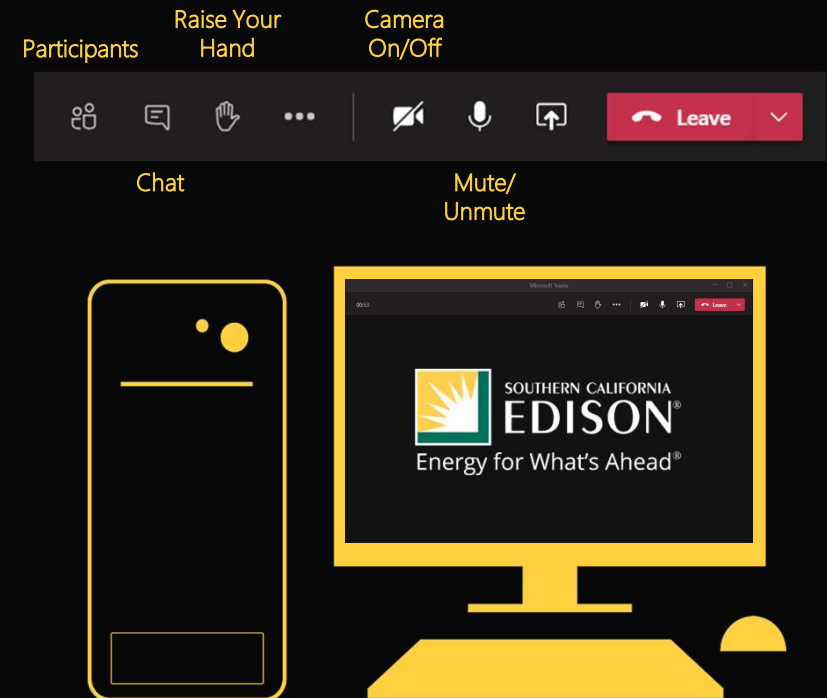


Nixle Community Alerts

Energy for What's Ahead[®]

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Energy for What's Ahead®

AGENDA – REGION VI

TOPIC	PRESENTER	DURATION
Welcome & Safety	Zanku Armenian	5 minutes
Situational Awareness & Recent Events	Tom Jacobus	20 minutes
Fire Management Officer Protocols	Scott Brown	20 minutes
PSPS Working Group Feedback	Chris Tran (facilitator)	
Communication & Information Sharing	Ryan Stevenson	15 minutes
REST GIS Service	Chris Diaz	15 minutes
Roundtable	All	10 minutes
Closing Remarks	Zanku Armenian	5 minutes



SITUATIONAL AWARENESS & RECENT EVENTS

TOM JACOBUS

Principal Manager
Business Continuity
Business Resiliency



POTENTIAL CUSTOMER IMPACTS

Groups Impacted	Number Impacted (preliminary numbers)
Total Customers	293,545
Medical Baseline	6,669
Critical Care Customers	1,268
Current Customers De-Energized	46,973
Current Medical Baseline De-Energized	424
Total Customers De-Energized At Peak	57,852
Current Customers Restored	10,879
Current Medical Baseline Restored	50

Impacted Tribes: Morongo Band of Mission Indians, Pechanga Band of Luiseño Indians, San Manuel Band of Mission Indians, Soboba Band of Luiseño Indians

2020 SCE PSPS EVENTS

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Energy for What's Ahead®

FIRE MANAGEMENT OFFICER PROTOCOLS

SCOTT BROWN

Senior Advisor
Wildfire Response
Business Resiliency



PSPS WORKING GROUP FEEDBACK

CHRIS TRAN

Senior Manager
Local Governments & Partnerships
Business Customer Division



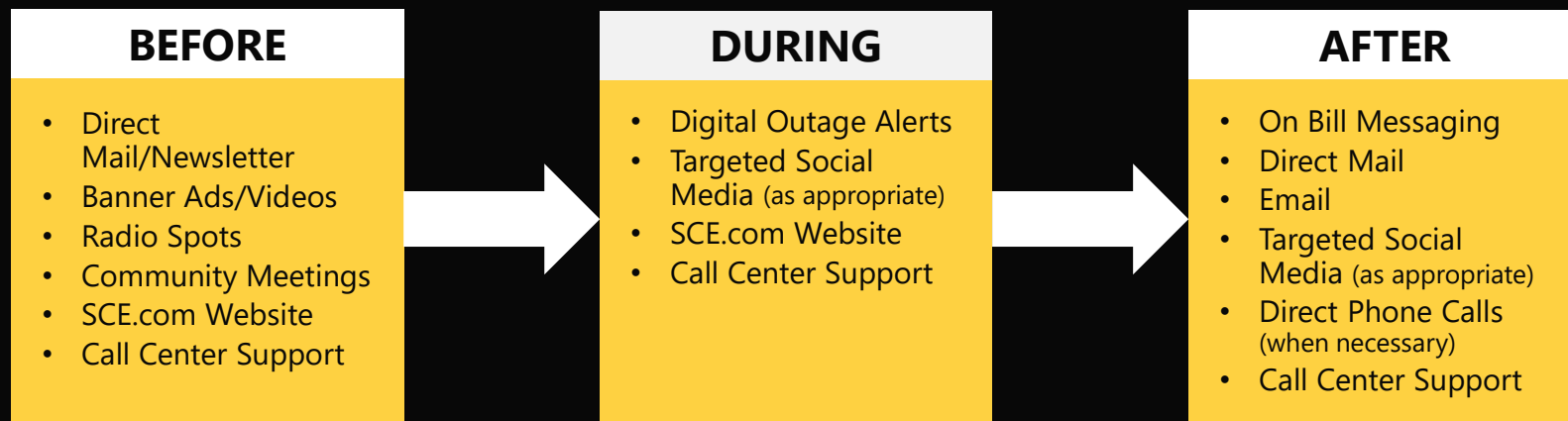
COMMUNICATION & INFORMATION SHARING

RYAN STEVENSON

Senior Advisor
Safety & Climate
Regulatory Affairs



WILDFIRE EDUCATION, AWARENESS & PUBLIC OUTREACH APPROACH



COMMUNITY BASED ORGANIZATIONS

- 50 CBOs selected and awarded. Kickoff Training held 10/28 & 10/29
- Facilitate outreach to low-income, multicultural, disabled, seniors and hard-to reach communities
- Primary focus for funded CBOs is High Fire Risk Areas (Roughly 25% of SCE's service territory)
- Leveraging relationships with over 1400+ non-funded CBOs to ensure territory-wide coverage

Energy for What's Ahead®

GROUP DISCUSSION

"The Investor Owned Utilities and Small and Multi-Jurisdictional Utilities shall reach out to the telecommunications, water and transport utilities in their territory in order to partner with language access services and Community Based Organization relationships those utilities may have."

1. What language access services or community members are you currently partnering with to get public safety-oriented information out to your customers?
 - Access and Functional Needs?
 - No Broadband?
2. What strategies, channels and tactics do you find most effective for communicating with customers who have:
 - Access and Functional Needs?
 - No Broadband?
3. What impact (if any) has COVID-19/social distancing had on your public safety customer communications and outreach efforts?
4. Please share any best practices/lessons learned that we can mutually leverage thru continued partnership/collaboration.

EDISON
Energy for What's Ahead

Our response to COVID-19
We've made some changes due to COVID-19, including suspending service disconnections for reside...
More

Quick Services
Your Home
Your Business
Customer Support
Partners & Vendors
Outage Center
Safety

Wildfire Safety

Wildfire Mitigation Efforts
Public Safety Power Shutoffs
Public Safety Power Shutoff Alerts
Weather and PSPS
Community Safety Events
Customer Resources & Support

Wildfire Safety

Evolving climate conditions throughout California have made wildfires a year-round concern to many communities. With about a quarter of SCE customers residing in high-risk fire areas, addressing the prevention and mitigation of wildfires is one of our top priorities. SCE has invested in a variety of improvements and innovations to help prevent wildfires and act quickly when they occur.

How Public Safety Power Shutoffs (PSPS) help prevent wildfires

During high-risk conditions for a wildfire, we may temporarily shut off power to your neighborhood. This can prevent our electric system from becoming a source of ignition. Proactive shutoffs are temporary and meant to keep you and your community safe. Learn more about PSPS and sign up for alerts [here](#).

Experiencing a Public Safety Power Shutoff?

View the live map and other helpful resources for customers who may be experiencing a Public Safety Power Shutoff.

[View More](#)

How do I prepare for a Public Safety Power Shutoff?

PSPS Alerts
Sign up for alerts so you know when a Public Safety Power Shutoff may occur and when your power is restored.
[Sign up for Alerts >](#)

Emergency Preparedness
Learn how you can be better prepared for unexpected outages and other emergencies.
[Learn More >](#)

Customer Care Programs
Take advantage of programs and services that can help you prepare for a PSPS.
[Find Out More >](#)

How can I stay safe and informed?

Wildfire Mitigation
Wildfires are a constant threat to SCE customers, employees, and the public. See what we're doing to help prevent them.
[Find Out More >](#)

Weather and PSPS
Weather plays a big role in elevating fire conditions. Learn how evolving climate conditions and weather patterns affect wildfire risk.
[Learn More >](#)

Community Meetings
Attend a Community Safety Meeting to learn more about wildfire prevention and ask questions.
[Learn More >](#)

REST GIS SERVICE

CHRIS DIAZ


Senior Specialist
GIS Tech Spec
Transmission & Distribution



REST SERVICE & PURPOSE


- Representational State Transfer (REST) is a web-based tool that provides password-protected access to information stored in an ArcGIS Online system
- The SCE REST allows pre-enrolled users access to PSPS-related GIS layers, as well as sensitive, critical information relating to Public Safety Power Shutoff (PSPS) events in our service territory
- GIS map layers are also available at [sce.com/maps](https://www.sce.com/maps)
- Authorized users can view both PSPS circuit outage boundaries and the associated aggregate customer information related to the circuit
- This service is updated twice daily during PSPS events to maintain current status of monitored circuits


AGOL GROUP – LINK PROVIDED WITH REST



SCE-CAL OES-PSPS-Outage

Owner: [SCE_EOC](#)

Created: Apr 24, 2019 Last Updated: Jun 5, 2019 Viewable by:  Group Members

 Delete Group


This group is to share SCE information with emergency management partners at the state and county.

SCE-CAL OES-PSPS-Outage

Overview Content

Filters: 1 - 2 of 2 Type: Layers Clear filters

- Item Type
- Maps
- Layers
 - Feature Layers
 - Tile Layers
 - Map Image Layers
 - Imagery Layers
 - Scene Layers
 - Tables
 - Layer Files
- Scenes
- Apps
- Tools
- Files
- Notebooks




SCE_PSPS_Monitor_and_Planned_Outage_Areas_EOS_Active_Events

Feature Layer by [SCE_EOC](#)

SCE_PSPS_Monitor_and_Planned_Outage_Areas

Created: Aug 5, 2019 Updated: Jun 4, 2020 View Count: 16,231



SCE_PSPS_Monitor_and_Planned_Outage_Areas_EOS_Planning

Feature Layer by [SCE_EOC](#)

SCE_PSPS_Monitor_and_Planned_Outage_Areas

Created: Aug 5, 2019 Updated: Sep 11, 2019 View Count: 3,794

Content Page

Energy for What's Ahead®

SAMPLE MAP WINDOW

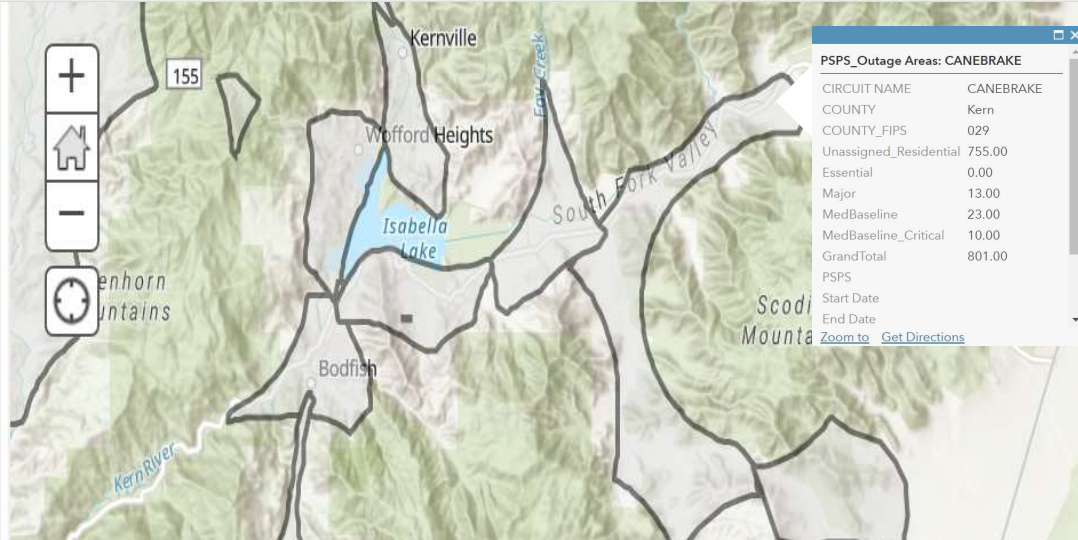
Home ▾ SCE_PSPS_Monitor_and_Planned_Outage_Areas_EOS_Planning

Details + Add ▾ | Basemap | Analysis

About Content Legend

Contents

- SCE PSPS Monitor and Planned Outage Areas EOS Planning
- Topographic



PSPS_Outage Areas: CANEBRAKE

CIRCUIT NAME	CANEBRAKE
COUNTY	Kern
COUNTY_FIPS	029
Unassigned_Residential	755.00
Essential	0.00
Major	13.00
MedBaseline	23.00
MedBaseline_Critical	10.00
GrandTotal	801.00
PSPS	
Start Date	
End Date	
Zoom to	Get Directions

Energy for What's Ahead®

ROUNDTABLE



ALL

Energy for What's Ahead®

CLOSING REMARKS

ZANKU ARMENIAN

Director
Public Affairs



REMINDERS

Q1 2021 Meetings

- **CalOES Region I:** Los Angeles, Orange, Ventura, and Santa Barbara Counties – **March 2** from **9-11 a.m.**
- **CalOES Region V:** Kern, Tulare, Fresno, Madera, and Tuolumne Counties – **March 3** from **9-11 a.m.**
- **CalOES Region VI:** San Bernardino, Riverside, Mono, and Inyo Counties – **March 4** from **9-11 a.m.**
- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at SCEBusinessCustomerEvents@sce.com
- **Thank you** for your participation!



ENCOURAGE YOUR COMMUNITIES

STAY INFORMED



- Visit [sce.com/wildfire](https://www.sce.com/wildfire)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

Energy for What's Ahead®

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspсалerts](https://www.sce.com/pspсалerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – [energized.edison.com/newsletter](https://www.energized.edison.com/newsletter)

Situational Awareness

- PSPS maps and information – [sce.com/pspсал](https://www.sce.com/pspсал)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook

Energy for What's Ahead®

PUBLIC SAFETY POWER SHUTOFF (PSPS) ADVISORY BOARD

Q4 Meeting – December 15, 2020



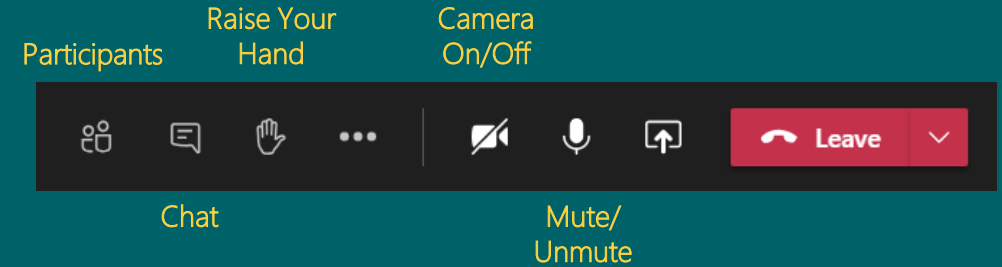
SAFETY MOMENT



Energy for What's Ahead[®]

HOUSEKEEPING

- Meeting will be recorded
- Use the 'Raise your hand' feature located on your screen if you have a question
- You'll be announced in the chat when it's your time to ask your question
- Unmute yourself to speak then mute yourself when you are finished with your question
- If you have any issues with using Teams, email us at PSPSIMTADMIN@sce.com



WELCOME

DONALD DAIGLER

Director
Business Resiliency



PSPS ADVISORY BOARD ATTENDEES

- Public Safety Partners
 - Fire/Law/Emergency Management
- Communications and Water Service Providers
- Tribal Governments
- Local Governments
- Representatives from Access and Functional Needs Customers
- Business Groups
- Non-Profits
- Academic Organizations



Roll Call

AGENDA – 12/15 @ 2pm

TOPIC	PRESENTER	DURATION
Safety and Housekeeping	Christine Angulo	5 minutes
Welcome / Announcements / News	Donald Daigler	5 minutes
PSPS Forecast for the rest of the year	Tom Rolinski	10 minutes
2020 PSPS Replay and Lessons Learned	Tom Brady	15 Minutes
Notification Requirements	Jude Schneider	20 minutes
Roundtable	All	30 minutes
Closing Remarks	Donald Daigler	5 minutes

PSPS Forecast

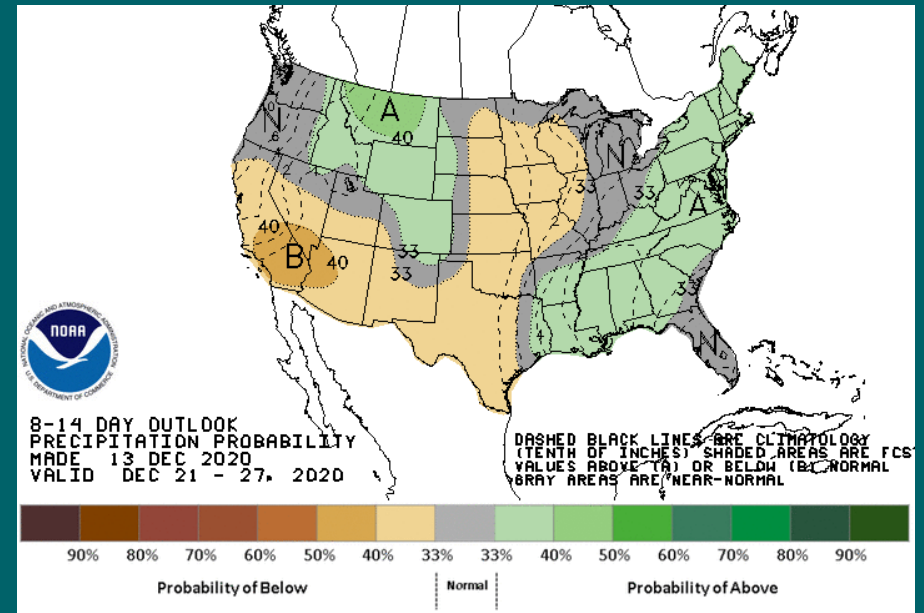
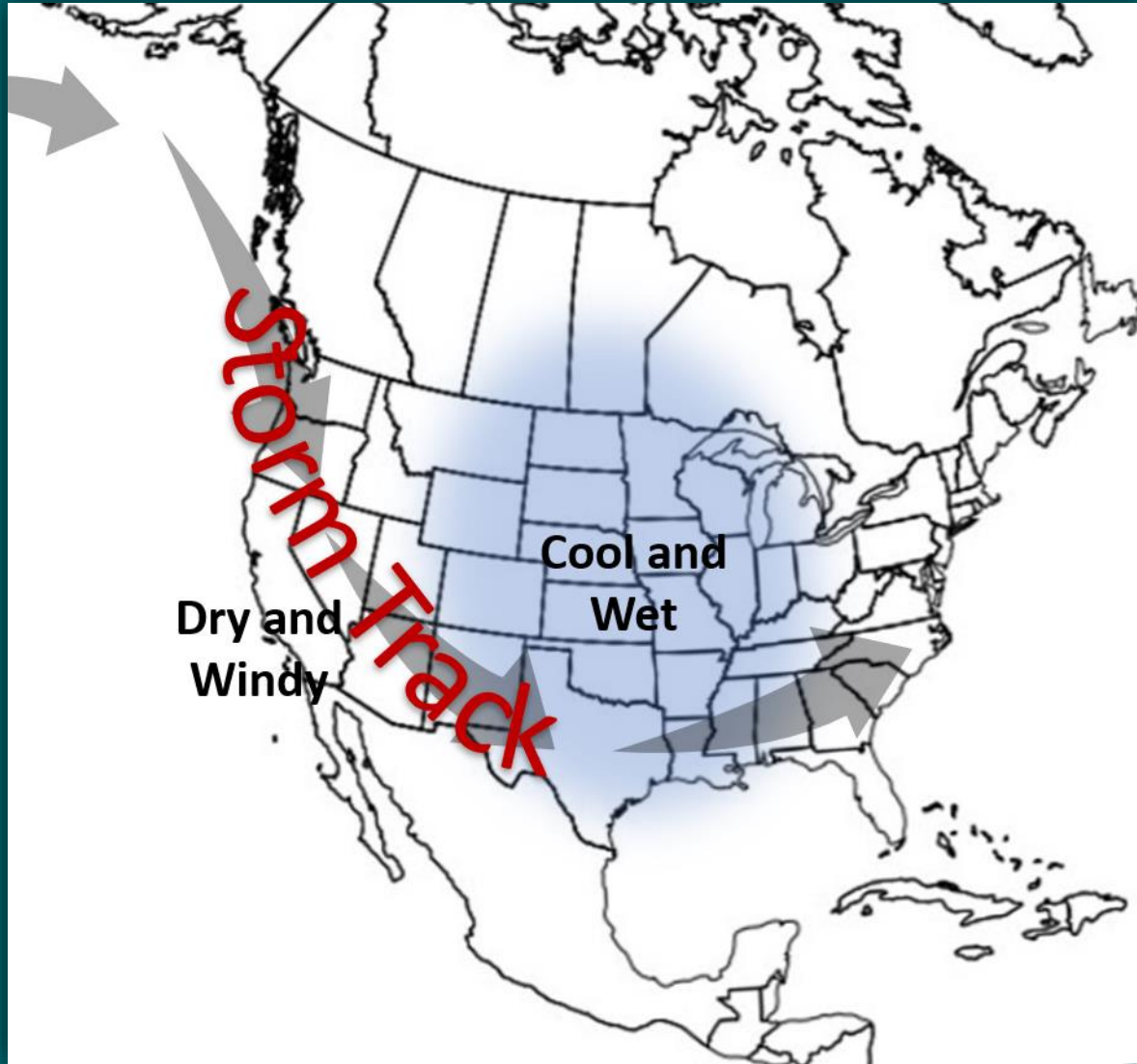
TOM ROLINSKI

Expert
Fire Science



8-14 Day Precipitation Outlook through the end of December

Fall & Early Winter Weather Pattern



- Continued drier than normal with very little precipitation expected across Southern California through the end of December
- Fuels will remain drier than normal for this time of year where precipitation remains scarce
- PSPS events will continue at a moderate to high frequency level until significant rains occur

2020 PSPS Replay and Lessons Learned

THOMAS BRADY

Principal Manager
Business Resiliency



PSPS ACTIVATIONS IN 2020

2020	Monitored Circuits*	De-energized Circuits	De-energized Customers
June	35	0	0
July	1	0	0
August	2	1	17
September	114	6	252
October	128	62	36,376
November	274	51	22,696
December**	303	130	68,464

- Approximately **127,805** customers were de-energized
- Longest outage **57 hours**
- Average outage **18 hours**
- Out of the **3,173,084** customers on these circuits that could have been de-energized only **127,805 (4%)** customers were shut off

*Circuits forecasted to meet or exceed thresholds

**December numbers are preliminary as we are still conducting data validation

2020 SCE PSPS EVENTS

- **Where we are getting better**
 - Over 1,300 switching playbooks allow for increased flexibility and reducing number of customers impacted during events
 - Average restoration time is down from 27 hours to 19 hours
 - More accurate notifications
 - A dedicated team that responds virtually
 - More than 4x as many customer resource centers available across territory with expanded hours
- **Where we are still challenged**
 - Zeroing in on the right circuits to watch: some circuits de-activated that were not on our original watch list
 - Getting all notifications out in a timely manner
 - Confusing array and cadence of notifications – PSPS vs. storm vs. rotating outages – zip code and customer and partner notifications
- **Opportunities to do some systemic changes in the off-season**
 - Review of all communications and systems
 - Completion of our Customer Service Re-platform will allow us to update online experience
 - More automation
 - Listening and responding

Notification Requirements

JUDE SCHNEIDER

Senior Advisor
Stakeholder Engagement
Business Resiliency



NOTIFICATION PAIN POINTS

- Out of the **3,173,084** customers on these circuits that could have been de-energized only **127,805 (4%)** customers were shut off
- What we have heard:
 - Too many notifications, resulting in over-notification
 - Too few notifications, resulting in missed imminent notifications
 - Confusing notification language
 - Spreadsheets that conflict with text
 - Frustrating map experience on SCE.com

INCREMENTAL CHANGES NOW AND SYSTEMIC CHANGES IN THE OFF-SEASON

Now

- Text revisions
- Web page enhancements

Later

- Update maps and online experience
- Cleaner automated messaging directly tied to outage information

PSPS NOTIFICATIONS MATRIX

Required SCE	Stakeholder	Initial Notification (Alert*)	Update Notification (Alert*)	Imminent Shutoff (Warning*)	De-energized (Statement*)	Re-energized (Statement*)	All-clear/Event concluded
Required	First & Emergency Responders, Public Safety Partners (Jurisdictional)	3 days or 72 hours	2 days/ one day out (48 hours /24 hours)	1-4 hours	When shutoffs occur	When power is restored	When all circuits in a county are out of the period of concern and all power has been restored (or transferred)
SCE			Twice a day beginning 2 days out if possible				
Required	Critical Infrastructure Providers (Operational: telecoms, water, wastewater, etc)	3 days or 72 hours	Once a day	1-4 hours	When shutoffs occur	When power is restored	By circuit
SCE							
Required	Customers	2 days or 48 hours	One day /24 hours out	1-4 hours	When shutoffs occur	When power is restored	To all customers who had been in scope, regardless of whether they were de-energized
SCE							

***Aligned with California Alerting and Warning Guidelines**

ROUNDTABLE

ALL



CLOSING REMARKS

DONALD DAIGLER

Director
Business Resiliency



REMINDERS

2021 Meetings

- March 2021 Tues. Mar. 9th (9-10:30a)
- June 2021 Tues. June 8th (9-10:30am)
- September 2021 Tues. Sept. 14th (9-10:30am)
- December 2021 Wed. Dec. 15th (9:30-11am)

- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at **PSPSIMTADMIN@sce.com**
- **Thank you** for your participation!



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- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
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- Have a safety preparedness plan and basic supplies ready
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HELPFUL INFORMATION & RESOURCES

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Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – cpuc.ca.gov/wildfiresinfo
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
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- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
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- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow [@SCE](#) on Twitter and Facebook

Appendix C - Working Group Meeting Attendees (Q4 2020 Meeting)

Region I	Region V	Region VI
<ul style="list-style-type: none"> • AFN: 211 - Orange County; 211 - Interface Children & Family Services; Service Center for Independent Life LA; Independent Living Resource Center Santa Barbara • CCA: Cal Choice, Clean Power Alliance of Southern California • Communications Provider: AT&T; Cox; Verizon • Healthcare: Community Memorial Hospital, Kaiser Permanente, Santa Barbara Cottage Hospital • Local Government: City of Camarillo; City of Goleta; City of Irvine; City of La Canada Flintridge; City of Malibu; City of Santa Clarita; City of Thousand Oaks • Public Safety Partner: Central Ventura County Fire Safe Council; City of Newport Beach Fire Department; Montecito Fire Protection District; Orange County Fire Authority; Orange County Sheriff's Department; Topanga Coalition Emergency Preparedness, City of Santa Barbara Fire/OES; City of Fillmore Fire Department; Laguna Beach Fire Department • Publicly Owned Utility: City of Anaheim; Los Angeles Public Works • Transportation: Southern California Regional Rail Authority • Water Entity: California Water Services Co., El Capitan Mutual Water Company; Metropolitan Water District • Other: California Public Utilities Commission 	<ul style="list-style-type: none"> • AFN: Community Action Partnership of Kern (211); Independent Living Center of Kern County • Communications Provider: AT&T, Charter Communications • Healthcare: California Association of Health Facilities • Local Government: City of Tehachapi • Public Safety Partner: Kern County Emergency Services Management; Madera County Emergency Services Management • Tribal Government: Tule River Tribal Council • Water Entity: Bear Valley Community Services District; Golden Hills Community Services District • Other: California Public Utilities Commission 	<ul style="list-style-type: none"> • AFN: Community Access Center; Interface Children and Family Services (211 for Mono/Inyo); Rolling Start, Inc. • CCA: Cal Choice; Desert Community Energy; Western Community Energy • Communications Provider: AT&T; T-Mobile • Local Government: City of Mammoth Lakes; City of Corona • Public Safety Partner: Idyllwild Fire Protection District; Inyo County Emergency Services Management; Mtn Rim Fire Safe Council; Pine Cove Property Owners Association; San Bernardino County Fire Office of Emergency Services; San Bernardino County Sheriff's Department; San Bernardino County VOAD/COAD • Publicly Owned Utility: Anza Electric Cooperative; Bear Valley Electric Service, Inc.; Riverside Public Utilities; Western Community Energy; Pechanga Western Electric; Riverside Public Utility • Tribal Government: 29 Palms Band of Mission Indians; Agua Caliente Band of Cahuilla Indians; Bishop Paiute Tribe; Bridgeport Indian Colony; Morongo Band of Mission Indians; San Manuel Band of Mission Indians; Soboba Band of Luiseno Indians; Utu Gwaitu Tribe of the Benton Reservation • Water Entity: Desert Hot Springs/Mission Springs Municipal Water District; Eastern Municipal Water District; Mammoth Community Water District; Rancho CA Water District • Other: California Public Utilities Commission

Blue - Invited, but unable to participate
 Black - Attended

Appendix D - Advisory Board Meeting Attendees (Q4 2020 Meeting)

Advisory Board
<ul style="list-style-type: none"> • Academic Organization: Desert Research Institute, San Jose State University • AFN: State Council on Developmental Disabilities • Business Group: Association of California Water Agencies, California Large Energy Consumers Association (CLECA) (2 invited, 2 attended), California Manufacturers & Technology Association (CMTA) (2 invited, 1 attended), Southern California Public Power Authority • CCA: California Community Choice Association • Communication Provider: AT&T, Cox Communications, T-Mobile, Crown Castle, Frontier Communications (2 invited), Verizon • Healthcare/Hospital: Northern Inyo Health (2 invited), Hospital Association of Southern California • Local Government: California State Association of Counties, League of California Cities, Southern California Association of Governments • Non-Profits: 211, Red Cross Central, Salvation Army, CUEA • Public Safety Partner: Fresno County Emergency Manager, Fresno Fire Department, Fresno Law Enforcement, Inyo County Emergency Manager, Inyo Fire Department, Inyo Law Enforcement, Kern County Emergency Manager, Kern Fire Department, Kern Law Enforcement, Los Angeles County Emergency Manager, Los Angeles Fire Department, Los Angeles Law Enforcement, Mono County Emergency Manager, Mono Fire Department, Mono Law Enforcement, Orange County Emergency Manager, Riverside County Emergency Manager, San Bernardino County Emergency Manager, San Bernardino Fire Department, San Bernardino Law Enforcement, Santa Barbara County Emergency Manager, Tulare County Emergency Manager, Tulare Fire Department, Tulare Law Enforcement, Tuolumne County Emergency Manager, Tuolumne Fire Department, Tuolumne Law Enforcement, Ventura County Emergency Manager, Ventura Fire Department, Ventura Law Enforcement • Tribal Government: Soboba Band of Luiseno Indians • Water Entity: Las Virgenes Municipal Water District, Santa Clarita Valley Water Agency, Eastern Municipal Water District, Inland Empire Utility Agency

Blue - Invited, but unable to participate

Black - Attended