

## Business Resiliency After Action Report

Event/Exercise Name	Event - 08.03.2022 PSPS Drill	Drill Dates	08.03.22 – 08.09.22
Type / Category	PSPS Drill - Pressure Testing the Central Data Platform		

### **Activation Summary, Scenario:**

The purpose of this PSPS Drill was to stress test of the PSPS Central Data Platform (CDP) and Integrated PSPS Event Management System (iPEMS) was conducted with the following objectives:

- Test end-user proficiency in executing PSPS workflows, with focus on dispatching required notifications
- Test post-event reporting automation (still pending) by using CDP to populate applicable data tables in post-event reporting template (still pending)\*
- Complex scenario (similar to November 2021) including 245 circuits and over 300,000 customers
- Included fringe customer impacts, emergent weather conditions resulting in incremental circuit impacts during period of concern and simultaneous overlapping de-energization and re-energization activity

### **Strengths:**

- CDP automation significantly improved notification performance and is scalable for large events
- CDP has assisted in identification of underlying data issues

### **Areas for improvement:**

- CDP highlighted source data discrepancies with the potential to result in notification failures, errors in external facing metrics and internal situational awareness inconsistencies across the IMT
- Post event reporting logic does not currently account for new missed notification metrics now available via CDP (e.g. opt-out, missing contact info, etc.)
- Exercise highlighted a continued need to increase recurring position specific training for both core CDP users and surge team members to maintain precision
- Manual intervention is still required to address inconsistencies in customer notification metrics throughout various sections of post-event report

- Post-event report Table 1 Event Summary, Table 5b Circuits De-Energized, and Table 9 Notification Failures are pending logic development and have not been fully automated in CDP

Lessons Learned/Corrective Actions						
#	Priority	Description	Recommended Solution	Category	Owner	Date
1	High	Circuit to customer mapping across source system databases continues to be one of the primary challenges Source data discrepancies will result in errors and discrepancies in notifications, situational awareness data (sce.com, public safety partner portal, CalOES PSPS notification form), and overall situational awareness across the IMT	Partnering with EAD to developing a proposal to identify and remediate circuit to customer mapping discrepancies for HFRA circuits	Data	"employee name removed"	08/31/22
2	High	A subset of HFRA customers are not enrolled (or have opted out) of SCE's PSPS alerts Customer who are not enrolled in PSPS alerts will not receive notifications during events	The PSPS Data and Automation team has already auto-enrolled ~220K HFRA customers in PSPS alerts and will complete remediation for the remaining ~37K customers by 8/30/2022 PSPS data and automation team will continue to monitor un-enrollments and re-enroll customers on a recurring basis until "opt out" feature is disabled In October 2022, the customer opt-out feature for emergency alerts will be disabled	Data	"employee name removed"	08/31/22

3	High	Some customers in High Fire Risk Areas have not provided validated contact information to SCE. As result, they would not be notified during a real event ~5-6K customers have no contact information available and will require additional remediation to resolve if a corresponding BP level contact is not available.	BCD Operations will develop a proposal for accelerating remediation of missing contact information	Data	"employee name removed"	08/31/22
4	High	CDP did not correctly adjust customer and public safety partner metrics when circuits were partially restored due to improving conditions. The circuits were still under period of concern, but partial restored customer counts were not updated in the total customer counts.  In a real event, this would result in errors on sce.com, the public safety partner portal and external engagement metrics (CalOES notification form and external briefing materials)	Discrepancy has been escalated to Palantir for priority remediation	Technology	"employee name removed"	08/31/22
5	High	Core CDP users require additional position specific training on CDP workflows to develop expert proficiency with the application  PSPS surge team members who do not	Consult with OCM/Training experts to refine existing CDP training strategy to include development and routine maintenance of more formal position specific curriculum, job aids, assessments, etc.	People	"employee name removed"	10/01/22

		perform critical tasks using CDP require additional CDP training to achieve baseline proficiency with situational awareness dashboard	Leverage Dedicated PSPS IMT leads to deliver focused CDP training to Dedicated PSPS IMT and impacted surge team members by 10/1/2022			
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