



2022 Public Safety Power Shutoff (PSPS) and Wildfire (WF) Full-Scale Exercise June 10th, 13-17th, 2022

Observer Guide



2022 PSPS WF FULL-SCALE EXERCISE (FSE)

OBSERVER GUIDE

- 1. Purpose**

The purpose of the Observer Guide is to provide:

 - an overview of the exercise schedule
 - guidelines for your role as an observer
 - practical information related to MS Teams
- 2. Virtual Logistics**

Date and Time of Exercise: **June 13-17**

PG&E will host this exercise in an MS Teams Meeting Invite. Other secondary on-line resources, portals, web sites, etc. will be used as needed. Hazard Awareness and Warning Center (HAWC) programs and meteorology tools that detect and mitigate threats will be utilized as appropriate for the scope of exercise. Using products that would be found in a real-world environment, scenario(s) will be fabricated.
- 3. Observer Guidelines**

The observer role is a controlled and limited role. Communication between players and observers is not allowed during the exercise. Observers should reach out to the Exercise Design Team if they have any questions or comments. Refer all observer questions to the observer's Point of Contact POC, [REDACTED]
- 4. Outlook Meetings and Dial-In Meetings**

Outlook Meetings
Observers will be invited via an Outlook Invite by individual EOC Players to all meetings that are being scheduled within the EOC Sections. You can choose which meetings to attend in a listening mode. Contact your Exercise Lead or Representative to advise you if you are unsure of which meetings to attend. MS Teams Meeting Invites include an External Dial-In Phone Number. Observers can attend calls in a listening mode by dialing in using the referenced information.

Dial In Meetings
Outlook invites will not be sent for Dial In Meetings. For an overview of Dial In Meetings with phone numbers and passcodes, refer to the Quick Reference Guide for Dial In Meetings in Appendix.

USE AND ACCESS FOR MEMBERS AND GUESTS MS TEAMS

	Internal Participants with LAN ID Controller/Evaluator/Simulator (CES) Player and Observer	External Participants without LAN ID Controller/Evaluator/Simulator (CES) Player and Observer
Role	CES, Players, Observers are the role(s) in the exercise.	CES, Players, Observers are the role(s) in the exercise.
Access	CES, Players, Observers with LAN ID will have Member access.	CES, Players, Observers without a LAN ID will have Guest access.
Functionality	<p>Members have full functionality in MS Teams with access to chat and files.</p> <ul style="list-style-type: none"> • access chat via meeting link • share content via chat in channels • edit messages <p>Members shall not</p> <ul style="list-style-type: none"> • create private channels • store exercise collateral in channels • delete and restore channels • add, remove, upload apps • delete messages 	<p>CES, Players, Observers can join MS Teams meetings by dialing in or using a meeting link.</p> <p>CES, Players, Observers have limited functionality but can view presentations and chat via meeting link.</p>
	<p>Internal and External Observers shall not</p> <ul style="list-style-type: none"> • engage in conversation • use the chat feature during the exercise 	
Typical Activities	<ul style="list-style-type: none"> • Cooperator Calls (dial in) • Scheduled MS Teams Meetings • MS Teams Open Bridge Meetings • Information Sharing via Chat 	<ul style="list-style-type: none"> • Cooperator Calls (dial in) • Scheduled MS Teams Meetings • MS Teams Open Bridge Meetings • Information Sharing via Chat

EXERCISE SCHEDULE AND LOCATIONS

Table 1 MS Teams Exercise Environment Schedule and Player Location

Activity	Day 1 Readiness Posture	Day 2-6 Main FSE	Meeting Link- Location	Who attends?
C/E/S Daily Brief and Bridge Line	0830	0545		C/E/S
SimCell Bridge Line	NA	0600-1800 Day 2-5 1600 Day 6		S
Opening Remarks/Safety Brief	0900			All
STARTEX	0900			All
RESUMEEX		0600		All
Morning Shift Section Transitions		0615-0630		All
Exercise Play	0900-1600	0600-1430 (WL)		All
PAUSEEX/ENDEX	1600	1800 Day 2-5 1600 Day 6		All
C/E/S Check-in	1600	1800		C/E/S
Evening Shift Section Transitions	1545-1600	1745-1800		All
Player Hotwash		1600-1700 Day 6		All
SC=Shift Change All Section Chiefs will schedule their own meetings with appropriate staff for Shift Change.	R=Readiness A=Activation WL=Working Lunch			C/E/S=Controller Evaluator Simulator P= Player O=Observer

5. **Internal Participation**
- Electric Distribution
 - Transmission Grid Operations
 - Electric Transmission
 - Electric Field Operations
 - Information Technology
 - Electric Incident Investigations
 - Corporate Affairs
 - Corporate Safety
 - Corporate Security
 - Corporate Real Estate Strategy and Service (CRESS)
 - Aviation Services
 - Supply Chain Logistics
 - Customer Care
 - Human Resources
 - Marketing & Communications
 - PSPS Technology/Operations
 - Meteorology
 - Temporary Generation
 - Hazard Awareness & Warning Center (HAWC)
 - Finance
 - Supply Chain
 - Vegetation Management
 - Power Generation
 - Gas Operations
 - PSPS PMO
 - Safety & Infrastructure Protection Teams (SIPT)

6. **External Participation**
- CAL FIRE State Responsibility Area (SRA)
 - Cal OES
 - CPUC
 - Public Safety Partners County/Tribal/Local Agencies
 - Federal Monitor
 - Community Based Organizations
 - Telecom
 - Governor’s Observation Group
 - USFS Federal Responsibility Area (FRA)

7. **Observer Guidelines**

The observer role is a controlled role and limited to observation and listening. Communication between players and observers is not allowed during the exercise.

Observers should reach out to the Exercise Design Team if they have any questions or comments.

Observers will be invited to meetings by leads or section chiefs or EOC players.

Observers should consult with their leads for advice on which meetings they should plan to attend.

Start of day and end of day meetings will take place in the EOC Main Floor Meeting Invite. All Observers are welcome to attend EOC Main Floor meetings, but their role is limited to observation and listening.

8. **Early Check In Requirement** To facilitate quick attendance rosters, we ask that you use the early check in link to check in as early as **the day or night before** OR the **morning of** for each day of the exercise. You will also check out using the same link. The Link will be provided in an email.

Please remember:

- **The automated check in link is not related to your MS Teams meeting link that you will use on the day of the exercise. These are 2 different links.**
- **You will need to use the meeting link provided in your meeting invite to join the FSE exercise each day.**
- **Please check in before and check in after the exercise.**

For Observers checking into the exercise, please follow the instructions at the top of every section in the automated form. Make sure to click **OTHER** and add "Observer". When checking-in, only fill in the personal information & **check-in section** and skip over the **check-out** process by pressing **Submit**. When checking-out, only fill in personal information & skip over the **check-in section** then complete **check-out section**.

9. **MS Teams Rules of Engagement** MS Teams allows for communications through meeting invites. Please observe the following rules of engagement:

- Remember to mute your MS Teams audio when not speaking.
- UNMUTE yourself to speak.
- VERIFY your computer sound is muted if you called in from a phone to prevent feedback when speaking.
- USE the hand raise tool to get the presenter's attention.
- Do not interrupt when others are speaking.
- ENSURE you select "Leave" to exit the meeting space upon departure to avoid any confusion about your status in the call should an emergency at your site occur.

Reach out to the moderator [REDACTED] for any MS Teams technical issues.

MS Teams is designed for Internet audio. For the best sound and convenience, Teams joins directly from the application over the Internet. IF you must use phone service (e.g., those with poor bandwidth), please manually call into the meeting to join; do NOT use the Call Me feature. For the best sound quality

please only use the following preferred choices to join Teams meetings:

1. DIAL the phone number presented in the meeting invite and enter the Conference ID # presented when prompted.
2. IF you have a headset for your laptop or are able to use your computer's speaker and microphone:
3. OPEN the Teams application on your computer, click the Calendar icon on the left navigation bar, click your meeting invite, and then click the Join button.
4. If you're not in front of a computer to use the Teams desktop or web application, try using your Teams mobile app on your iPhone instead
5. OPEN the Teams mobile app, CLICK the Calendar icon on the bottom of your screen, and then CLICK the Join button associated with your meeting.

For additional information, please contact 



ACRONYMS

This acronym list is a combination of commonly used terms by PG&E and FEMA.

If the acronym or term you are looking for is not presented here, please also visit:



[PG&E Acronyms](#)



[FEMA Glossary](#)

[Acronyms, Abbreviations, & Terms A Capability Assurance Job Aid FEMA P-524 2009](#)

AAR	After-Action Report
C/E/S	Controller/Evaluator/Simulator
Cal OES	California Governor's Office of Emergency Services
CCECC	Customer Contact Emergency Coordination Center
CERP	Company Emergency Response Plan
CFILC	California Foundation for Independent Living Centers
CPUC	California Public Utilities Commission
CRESS	Corporate Real Estate Strategy and Services
CSO	Customer Strategy Officer
CWSP	Community Wildfire Safety Program
DCC	Distribution Control Center
DSO	Distribution System Operations
EDEC	Electric Distribution Emergency Center
EEG	Exercise Evaluation Guide
EndEx	End of Exercise
EOC	Emergency Operations Center
EP&R	Emergency Preparedness and Response
ETEC	Electric Transmission Emergency Center
ExPlan	Exercise Plan
FAQ	Frequently Asked Question
FCC	Facility Coordination Center
FEMA	Federal Emergency Management Agency
FIN	Finance & Administration Section
FSE	Full Scale Exercise
GCC	Grid Control Center
HAWC	Hazard Awareness and Warning Center

HRCC	Human Resources Coordination Center
HSEEP	Homeland Security Exercise and Evaluation Program
I&I	Intelligence & Investigation Section
ICS	Incident Command System
ITCC	Information Technology Coordination Center
LNO	Liaison Officer
LOB	Line of Business
LOG	Logistics Section
MSEL	Master Scenario Events List
MTCC	Materials and Transportation Coordination Center
OIC	Officer-in-Charge
OPS	Operations Section
PauseEx	Pause Exercise
PG&E	Pacific Gas & Electric
PIO	Public Information Officer
PLANS	Planning Section
PMO	Project Management Office
PSPS	Public Safety Power Shutoff
QLR	Quick Look Report
QRG	Quick Reference Guide
REC	Regional Emergency Center
ResumeEx	Resume Exercise
SimCell	Simulation Cell
SIPT	Safety and Infrastructure Protection Teams
SLTT	State, Local, Tribal, and Territorial
SO	Safety Officer
SOPP	Storm Outage Prediction Project