PG&E Emergency Preparedness & Response
2024 Public Safety Power Shutoff (PSPS) and Wildfire Full-Scale Exercise (FSE)

April 15-19, 2024

Controller/Evaluator/Simulator Training

TRUSTED AGENT USE ONLY

Safety and Security Orientation

Everyone and everything is always safe

📋 Assign safety roles if in person

Psychological Safety

- Practice transparency and vulnerability
- Avoid blame; learn from mistakes
- Show care and appreciation
- Invite new ideas from all
- Disagree respectfully and with curiosity
- Prioritize mental health by encouraging self-care

Fire

- Exits, escape routes, evacuation
- Fire ext.

Earthquake

- Drop, cover, hold

Medical Emergency

- 911/share location
- First aid/CPR
- AED

Security:

- Active shooter—get out, hide out, take out, call out
- Maintain situational awareness to mitigate hazards

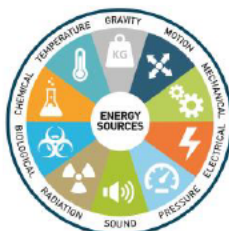### Ergonomics

- Proper ergo
- 30/30: move 30 secs every 30 min

Start When Safe

- Are you physically and mentally able to work?

🌡️ Don't report to work if testing positive for COVID-19 or have cold/flu-like symptoms 🦠

Energy-Based Hazard Wheel

SIF prevention field guide

On the road, off the phone 📵

Park in a safe location

Nurse Care Line 1-888-449-7787 | **Employee Assistance Program (EAP)** mypgebenefits.com | **Workplace Accommodations** mypgebenefits.com

Welcome and Introductions

Director, Strategy and Execution (S&E), Emergency Preparedness & Response (EP&R)

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Manager, S&E, EP&R Training & Exercises

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Emergency Management Specialist, S&E, EP&R Training & Exercises

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Purpose

- Review the exercise concept, structure, and schedule

- Confirm the exercise logistics and venue locations

- Review exercise materials:

  - Controller/Evaluator/Simulator (C/E/S) Handbook

  - Master Scenario Events List (MSEL) and ProFlow

  - Exercise Evaluation Guides (EEGs)

- Discuss roles and responsibilities of Controllers, Simulators, and Evaluators

- Review exercise evaluation methods and criteria

Agenda

- Exercise Overview

- Scenario Overview

- Exercise Guidelines

- Virtual Exercise Logistics

- Controller Training

- Evaluator Training

- Simulator Training

- Reminders

- Next Steps

- Questions

Trusted Agents

Trusted agents must not share scenario information with exercise Players or third parties prior to or during exercise conduct.

- You have insider knowledge of the exercise

- Those who "need to know" should contact EP&R

- Maintain control of exercise documentation at all times and do not make unauthorized copies

- Do not share exercise design information outside of the exercise planning and exercise conduct teams

- During the exercise, share information with Players only as directed in the exercise documentation

Exercise Overview

PSPS and Wildfire Exercise Series Overview

Exercise Name	**2024 PG&E PSPS/Wildfire Exercise Series**
Exercise Dates	**Wildfire Seminar: March 12, 2024** **TTX: March 19, 2024** **FSE: April 15-19, 2024** **Seminar: September 3rd, 2024**
Region	**PSPS Event Region: System Wide** **Wildfire Event Region: North Valley/Sierra**
Exercise Scope/Scenario	A PSPS Event impacting a specific region(s); concurrent wildfire ignition • North Valley/Sierra • North Coast • Central Valley • South Bay/Central Coast • Bay Area
Location	Virtual (MS Teams) or Vacaville Emergency Response Center (VERC) and corresponding emergency coordination centers
Plans	• Company Emergency Response Plan (CERP) • PSPS Annex, Wildfire Annex • Others, e.g. FA-specific guidance, External Agency Plans/Procedures
Staffing	• EOC, REC, and OEC Incident Management Teams; External Agency Partners; EOC staffing Charlie/Delta and on-call IMT

PG&E

Exercise Assumptions

Assumptions help ensure the exercise is realistic, and frame the "rules" for exercise play.

- The exercise will be conducted in a no-fault environment where systems, processes, and outcomes—not individuals—will be evaluated

- The exercise scenario is plausible, and events occur as they are presented

- Exercise simulation contains sufficient detail to allow Players to react to information and situations as if the simulated incident were real

- Participating teams may need to balance exercise play with real-world emergencies. If they occur, real-world emergencies take priority

Internal

Exercise Artificialities

Artificialities are designed to alleviate potential constraints that could detract from exercise realism

- Exercise communication and coordination is limited to participating exercise organizations and venues listed in the Player Phonebook. The SimCell will simulate all other entities or organizations

- Certain positions and agencies will be simulated. Exercise simulation will be realistic and plausible and will contain enough detail from which Players can respond

- Players should physically report to their exercise locations at StartEx, and should presume to be "activated" within the simulated exercise world

- Certain resources may purposefully be unavailable or available only in part to ensure exercise objectives can be accomplished

- Tech down procedures (e.g., satellite phones, radios) will be simulated; all exercise communications will be via telephone and email

Exercise Artificialities (2/2)

Artificialities are designed to alleviate potential constraints that could detract from exercise realism

- Each day of the exercise will serve as one Operational Period with night shift being simulated, providing shift transition collateral every morning

- All phases of a PSPS Event will be exercised

- Day 1 will start with Readiness Posture

- Under no circumstances will power be de-energized during this exercise

Confirmed Objectives

- **Planning:** Implement a PSPS planning cycle according to CERP procedures and ICS principles that uses the circuit information provided to conduct a PSPS, and develop a restoration plan prior to receiving the "All Clear" from the Officer-in-Charge

- **Operational Coordination and Communication:** Implement a response structure that effectively integrates EOC sections, FAs, field crews, and external partners into a cohesive team capable of successfully aligning operational activities with internal and external priorities to safely manage the PSPS and Wildfire event (PSPS patrol assets, qualify and re-qualify patrollers, both air and ground patrols)

- **Public Information and Warning:** Communicate strategic messages to key audiences including PG&E personnel, Public Safety Partners, and customers including developing press releases, social media posts, and FAQs for the public and delivering required notifications to Cal OES, CPUC, and other regulatory bodies

- **Situational Awareness:** Support company-wide situational awareness by establishing and maintaining a common operating picture across the response organizational structure to meet the needs of relevant internal and external stakeholders impacted by PSPS (e.g., critical, medical baseline, and commercial customers)

- **Critical Resources:** Analyze the impacted area to prioritize available resources in a way that reduces physical security concerns and minimizes impacts of the shutoff to company facilities and other critical infrastructure

- **Fire Management and Suppression:** Provide support to firefighting activities to manage and suppress fires of all types and complexities while protecting the lives, property, and the environment in the affected area.

- **Natural and Cultural Resources:** Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and to preserve, conserve, rehabilitate, and support to restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

Scenario Overview

Meteorology Scenario

Initial Scope as of Monday, April 15, 2024:

PG&E Meteorology is tracking variable weather conditions. A dry, offshore wind event is expected to develop Thursday, April 18th, 2024, with increasing winds during the late morning timeframe, before reaching peak intensity Thursday evening. Wind speeds are expected to be highly variable, reaching 25 – 35 mph with gusts 45 – 55+ mph across elevated terrain. The Meteorology Services team will implement a Distribution System Operations (DSO) Storm Outage Prediction Project (SOPP) model to determine the severity of the incident.
The DSO SOPP is used to predict the daily outage volume and resources needed to respond to weather events.
DSO SOPP Model is projecting a Cat 2 system total wind event, with Cat 3 outage totals possible for some divisions, indicating that significant adverse weather is possible. The DSO SOPP model is showing the potential for up to 56,500 customers to be impacted on Thursday, April 18th and approximately 64,600 for Friday, April 19th.
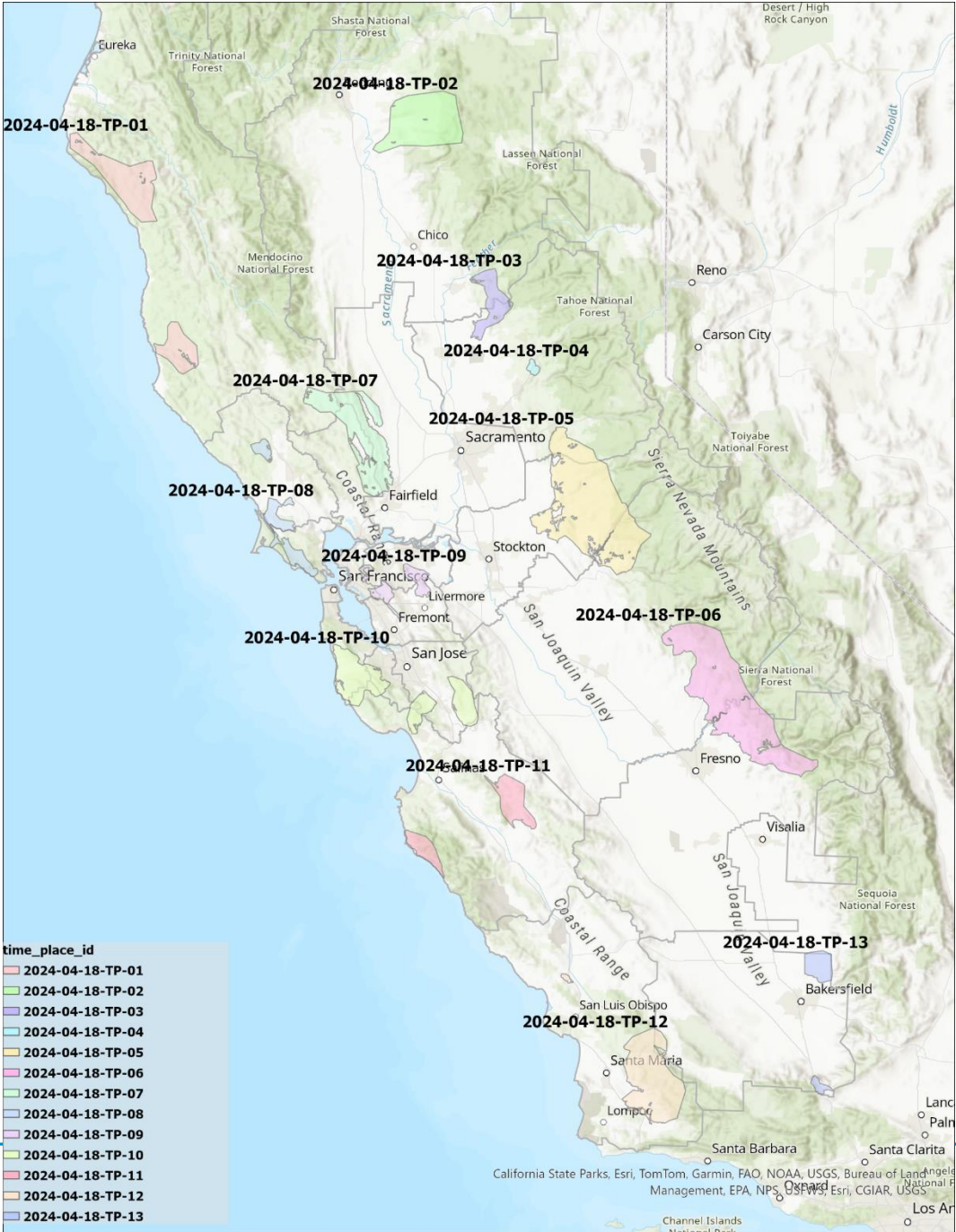
NOTE: The DSO SOPP model provides a forecast of unplanned outages for the entire territory and the estimated customer impacts are not related to those who may be de-energized due to PSPS.

Winds will decrease below outage producing thresholds between 0700 and 0900 hours on Friday, April 19th. DSO SOPP model and derivate products show typical resource requirement for a wind event; no resources have been added to account for increased patrolling needs. Given the extremely dry conditions, Extreme-Plus fire danger is expected between 1400 Thursday and 1000 Friday in Fire Index Areas (FIA) 105, 140, 150, 154, 175, 177, 180, 185, 190, 244, 246, 247, 248, 250, 280, 282, 300, 305, 320, 330, 335, 340, 345, 348, 350, 360, 370, 400, 420, 424, 427, 428, 430, 438, 440, 448, 450, 490, 500, 507, 510, 512, 518, 520, 525, 530, 535, 540, 545, 553, 560, 575, 582, 585, 586, 588, 590, 651.

Time Places (13TPs)

Counties Impacted

Alameda	Placer
Amador	Plumas
Butte	San Benito
Calaveras	San Joaquin
Contra Costa	San Luis Obispo
El Dorado	San Mateo
Fresno	Santa Barbara
Humboldt	Santa Clara
Kern	Santa Cruz
Lake	Shasta
Madera	Solano
Marin	Sonoma
Mariposa	Stanislaus
Mendocino	Tehama
Monterey	Tulare
Napa	Tuolumne
Nevada	Yolo

Wildfire Scenario

Wildfire Impact:

- Sierra Division
- Ignition Tuesday 4/16
- Fire will progress throughout remainder of FSE
- Ignition will NOT be related to any PG&E Assets
- No PSPS events involved
- Impacts Blue Canyon Hydro facilities
- Impacts Drum Canal
- HAWC will generate numerous other unrelated ignition notifications

2024 DRAFT FSE Pro Flow

Co-Op Call (1200) & State Call (1530)
Playbook Available
Wildfire Activity
Ext Sit Report (0900 & 1500)
Portal Update (0900 & 1500)
Cal OES Form (0700 & 1500)

Dx – 201 Circuits (maybe shrunk)
EDEC Feedback only on Region 5 (80k customer)
Tx – 20 Lines

| | 0600 | 0700 | 0800 | 0900 | 1000 | 1100 | 1200 | 1300 | 1400 | 1500 | 1600 | 1700 | 1800 | Overnight |

Day 1 — Monday, April 15

Priority Comms Sequence

Met Scope **v1**
Readiness Posture Mtg
UG Mapping Alignment
A
EOC Activated
T-72
T-72
Readiness Posture
EOC Activated Comms
Priority Comms
Playbook A-01 & Tx Direct Impacts
EDEC + ETEC Feedback (region 5 only)

A-01: 100k Customer Impacts (TBC)
TX: FTL, 10 lines (TBC) (2-3 hours to complete)
Simulate: nightshift completes Priority comms

If ETEC/EDEC Feedback takes longer than expected the EDEC Team will work overnight

Day 2 — Tuesday, April 16

2 Day Watch Comms Sequence

Scoping Operating Review
C
Met Scope **v2**
T-48
T-48
Playbooks B-01 & C-01
TX Comms (C-01)
OIC B
2 Day Watch Comms (CO-1)
EDEC PBC Review
Prep for OIC
Scoping Playbook C-02
EDEC + ETEC Feedback
Wildfire Scope
B

New Meteorology Scope – Decrease (cancel) & Increase (net new)

Day 3 — Wednesday, April 17

1 Day Watch Comms Sequence

Scoping Operating Review
T-24
T-24
OIC B
Cancel Comms (C-02Rev1)
1 Day Watch Comms (C-02Rev1) Net New Included
D
Playbook C-02Rev1 (EDEC/ETEC Included)
EDEC + ETEC Feedback and Power Flow Analysis
Playbook D-02
EDEC Feedback
Wildfire Scope
Confirm Delay Comms Sequence
OIC CD

Forecast Restoration Playbook produced by 1800 or overnight with an 0830 Projected Weather All Clear

Day 4 — Thursday, April 18

Warning Comms Sequence

De-Energization 1400 T-0
Weather Start 1600 T-0
Forecast Restoration Playbook
De-energized Comms
Playbook D-02
Prep for OIC
OIC D
Warning Comms (D-02)
De-energization
Weather Event
Wildfire Scope
F

Day 5 — Friday, April 19

Restore Comms Sequence

OIC F
F-01
OIC F
F-02
Damage forms Submitted
Prep for OIC
All Clear Comms
Patrol & Restore
100% Restored Comms
1600 – ENDEX
1615 – HOTWASH
End of Full Scale Exercise
Weather Event
Wildfire Scope
Close EOC

Damage forms submitted by 11am

OIC F for all central valley regions at 0700. Meeting completed no later than 0800.

Internal

Initial Conditions & Player Shift Transition

- A "simulated" night shift will approve the IAP and any other collateral and next morning will discuss at transition **with controller**

- State of the World briefings will be between days at ResumeEx

- Weather will give an update at Startex and throughout the exercise

- HAWC and meteorology will report out conditions of the Bowman Fire through out the exercise

Exercise Terminology & Authority

- **STARTEX:** Start of the exercise
  - Can only be called by the Exercise Director or Lead Controller

- **PAUSEEX:** Global or local brief suspension in play
  - Global PAUSEEX is called by the Exercise Director or Lead Controller when all organizational units will pause exercise operations for a short period of time or between exercise conduct days
  - Local PAUSEEX is called by the on-site Controller and communicated to the Lead Controller and Exercise Director when a localized safety issue or brief training moment is required

- **RESUMEEX:** Resumption of the exercise
  - Called by the Exercise Director or Lead Controller to resume exercise play after a short pause or to start a subsequent exercise conduct day

- **ENDEX:** End of the exercise
  - Can only be called by the Exercise Director or Lead Controller once time has run out or the exercise objectives have been accomplished

Daily Exercise Schedule & Player Location

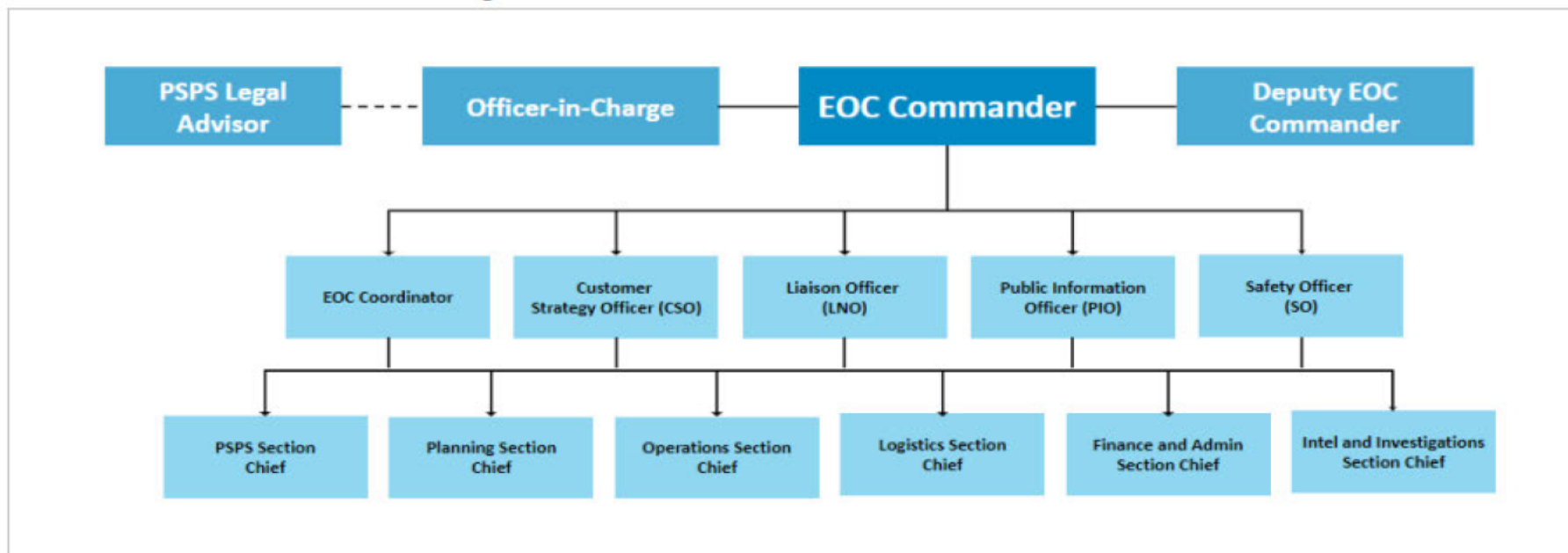| Activity	Day 1	Day 2-4	Day 5	Meeting Link Location	Who attends?
C/E/S Daily Brief and Bridge Line	0530 RP 1230 EOC	0545	0545	CES Bridge Line	C/E/S only
Sim Cell	0600-1800	0600-1800	0600-1600	Sim Cell Bridge Line	C/E/S only
*STARTEX Opening Brief	0600 RP 1300 EOC	—	—	Click here to join the meeting	All
Exercise Play (WL)	0600-1800	0600-1800	0600-1600	EOC Sections Meeting Invites Emergency Coordination Center Meeting Invites	All
Morning Shift Transitions with Controller	—	0600	0600	EOC Sections Meeting Invites	P, O, C/E
*PAUSEEX	1800	1800	—	Click here to join the meeting	All
*RESUMEEX (State of the World)	—	0600	0600	Click here to join the meeting	All
C/E/S Debrief	1745	1745	1545	—	C/E/S only
Evening Shift Transitions with Controller	1745	1745	1530	EOC Sections Meeting Invites	P, O, C/E
ENDEX	—	—	1600	—	All
*Player Hotwash	—	—	1615	Click here to join the meeting	All
	WL = Working Lunch RP = Readiness Posture EOC (A) = Activation	C/E/S = Controller, Evaluator, Simulator P = Player O = Observer	*NOTE: StartEx, PauseEx, ResumEx, and Hotwash are all the same link and titled "internal player invite" when opened. This is the Main EOC floor.		

- All PG&E participants requiring access to the VERC must submit an access request for "VERC All Gates" and "VERC General" through **MyPhysicalAccess.** This must be completed at least 1-2 days prior to the exercise.

- EOC Section Meeting invites will include the C/E distribution list and Observer List

Internal

Readiness Posture (Virtual)

Figure 3-14 shows combined overview of Readiness Posture focus areas based on text in section 3.4.7.

Figure 3-14: Readiness Posture – Structure and Focus Areas

- PSPS Section Chief
- Planning Section Chief
- PSPS Scoping Unit Leader
- PSPS Scoping Specialist
- TAHS
- DAHS
- PSPS External Reporting Unit Leader
- PSPS Portal Specialist
- PSPS Notifications Specialists

- Planning Section Chief
- Deputy Planning Section Chief
- MIC
- Situation Unit Leader
- Situation Unit Support
- Situation Unit Support Data Analyst
- Documentation Unit Leader
- HAWC Lead

- Operations Section Chief
- Distribution Branch Director
- Transmission Branch Director
- Vegetation Management Branch Director
- Temporary Generation Branch Lead
- ITCC PSPS Application Task Force Lead
- Vegetation Management Branch Director

Internal Participation

- Electric Distribution
- Electric Transmission
- Electric Field Operations
- Information Technology
- Electric Incident Investigations
- Corporate Safety
- Corporate Security
- Corporate Real Estate Strategy and Services (CRESS)
- Aviation Services
- Corporate Affairs
- PSPS PMO
- Safety and Infrastructure Protection Team (simulated)

- Customer Care
- Human Resources
- Marketing & Communications
- PSPS Technology/Operations
- Meteorology (simulated)
- Temporary Generation (simulated)
- Hazard Awareness & Warning Center (HAWC)
- Finance
- Vegetation Management
- Power Generation
- Gas Operations
- Materials and Sourcing
- Land Management
- Environmental Management

External Participation

➢ Playing

- Cal OES
- Alameda County
- Mariposa County
- Winter FD
- Yolo County
- Shasta County
- Marin County
- Madera County
- California Foundation for Independent Living Centers (CFILC)
- Community Based Organizations (CBOs)
- NCPA

➢ Observing

- Telecom Companies
- CPUC
- CBOs
- Cal Fire
- City of Lompoc Electric
- SCE
- SDG&E
- Tennessee Valley Authority
- Ernst & Young
- California State Schools
- XCEL Energy
- Sierra County
- Calaveras County
- Shasta County
- Fresno County

Exercise Guidelines

Safety and Real-World Emergencies

- Safety and real-world emergencies take priority over exercise events

    - If there is an unsafe situation, stop activity

    - Report all minor accidents and injuries to the Lead Controller

    - For all major accidents or injuries, call 911

- "**REAL-WORLD EMERGENCY**" is the designated phrase that indicates there is a real emergency

Communication Rules of Engagement

- **Player Communications**

  - Primary methods of Player communication will be phone and email

  - All non-face to face communication will start and end with **"This is an exercise"** or **"EXERCISE EXERCISE EXERCISE"**

  - Players will not send communications to departments and agencies that are not participating in the exercise

- **Controller/Evaluator/Simulator Staff Communications**

  - Primary method of communication with Lead Controller/Lead Evaluator:

    - **MS Teams Chat** via **Controller/Evaluator/Simulator (C/E/S) Bridge Line**

    - Communication between Controllers and the SimCell is encouraged via **MS Teams Chat** within the **Simulation Cell Bridge Line**

Players should ONLY email Players that are listed in the Exercise Phone Book.

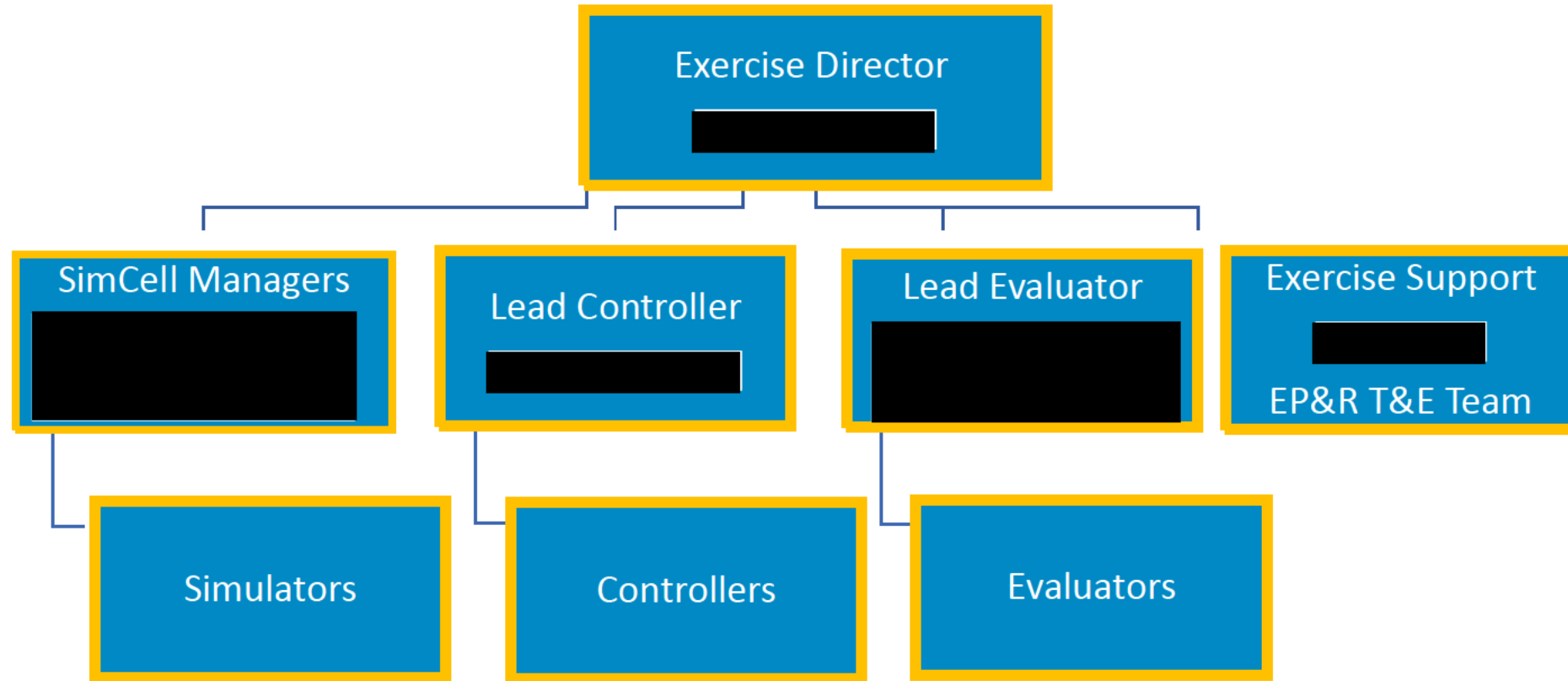**DO NOT use any real-world distribution lists (e.g., "EO EOC Out") or email anyone outside of exercise play.**

Exercise Materials

Document	Audience	Purpose	Developed by
Exercise Plan (ExPlan)	Players and Observers	Provides participants with a synopsis of the exercise	EP&R
External Observer Guide (VERC Public Safety Partner Guide)	External Observers	Accompanies the Exercise Plan and provides external observers with guidelines for coming in person	EP&R
Controller/Evaluator/ Simulator (C/E/S) Handbook	Controllers, Simulators, and Evaluators	Describes the roles and responsibilities of exercise controllers and evaluators, as well as the procedures they should follow during the exercise	EP&R
Master Scenario Events List (MSEL)	Controllers, Simulators, and Evaluators	Contains a chronological listing of the events aka injects that drive exercise play	EP&R, Exercise Planners
Exercise Evaluation Guides (EEGs)	Evaluators	Provides evaluators with information on what they should expect to see and evaluate during exercise play	EP&R, Exercise Planners
Initial Conditions Slides	Controllers, Simulators, and Evaluators	Provides detailed scenario information prior to START-EX	EP&R, Exercise Planners
State-of-the-World Slides/Docs	Players, Controllers, Simulators, and Evaluators	Provides a high-level overview of exercise scenario information prior to RESUME-EX between exercise conduct days	EP&R, Exercise Planners
Exercise Phone Book	Players, Controllers, Simulators, and Evaluators	Provides a list of who is playing and their contact information to use during the exercise	EP&R

Exercise Roles

- **Players:** Players are personnel who perform their regular roles and responsibilities during the exercise. Players initiate actions in response to the simulated emergency.

- **Controllers:** Controller's plan and manage exercise play, set up and operate the exercise sites, and/or portray the roles of organizations or individuals that are not playing in the exercise

- **Simulators:** Simulators are control staff personnel who role play nonparticipating organizations or individuals

- **Evaluators:** Evaluators observe and document performance against established exercise objectives and critical tasks in accordance with Exercise Evaluation Guides (EEGs)

- **Observers:** Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions

- **Exercise Support:** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise. There will be a channel on the Exercise Environment where you can go to get support.

Exercise Control Organization

Virtual Exercise Logistics

Exercise Environment

For CES participants:

1. Check-in and out
   (CES staff use "other" dropdown)
2. ICS 214 everyday
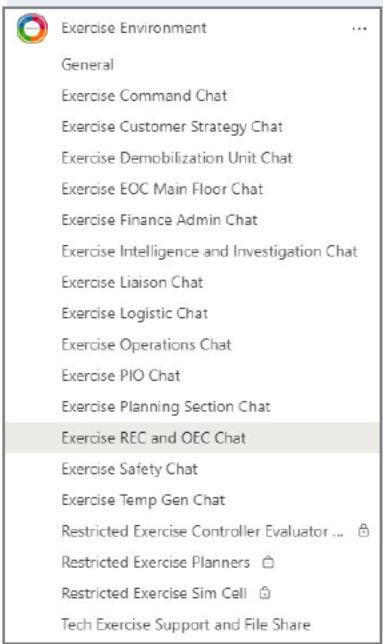3. Hotwash link
4. Access to 3 restricted channels
5. **Controllers** to help players use these links

MS Teams Exercise Environment Dos and Don'ts

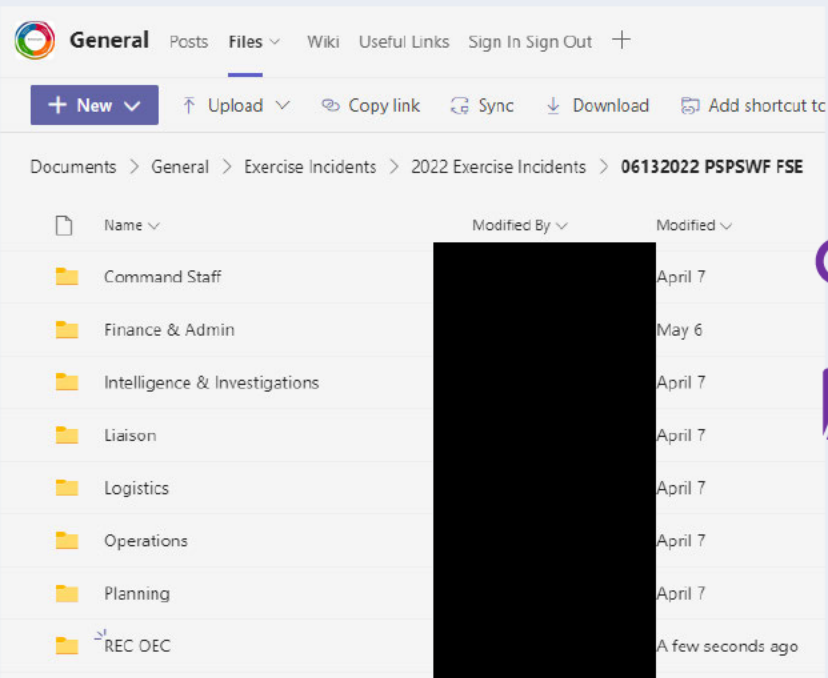| Don't	Do Store Content in **General>Files**
Do **not** go to Virtual EOC site for exercise templates or files. Do **not** store Exercise documents in Virtual EOC site. Do **not** store Exercise document in the Channels.	

Don't column:

Exercise Environment
- General
- Exercise Command Chat
- Exercise Customer Strategy Chat
- Exercise Demobilization Unit Chat
- Exercise EOC Main Floor Chat
- Exercise Finance Admin Chat
- Exercise Intelligence and Investigation Chat
- Exercise Liaison Chat
- Exercise Logistic Chat
- Exercise Operations Chat
- Exercise PIO Chat
- Exercise Planning Section Chat
- Exercise REC and OEC Chat
- Exercise Safety Chat
- Exercise Temp Gen Chat
- Restricted Exercise Controller Evaluator ...
- Restricted Exercise Planners
- Restricted Exercise Sim Cell
- Tech Exercise Support and File Share

Do: Chat in the channel.

Do column:

General   Posts   Files ∨   Wiki   Useful Links   Sign In Sign Out   +

+ New ∨   ↑ Upload ∨   Copy link   Sync   ↓ Download   Add shortcut to

Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE

	Name ∨	Modified By ∨	Modified ∨
📁	Command Staff		April 7
📁	Finance & Admin		May 6
📁	Intelligence & Investigations		April 7
📁	Liaison		April 7
📁	Logistics		April 7
📁	Operations		April 7
📁	Planning		April 7
📁	REC OEC		A few seconds ago

Do: Create and upload exercise content in the folder related to your section in **General>Files.**

PG&E

Controller Training

Controller Responsibilities 1/2

Controllers issue exercise information/direction to Players as required, monitor the exercise timeline and direct pace of play, and *may* prompt or initiate certain Player actions and injects to the Players to ensure exercise continuity.

- Controllers will be located at the EOC, RECs/OECs, Control Centers and in the virtual Exercise Environment including Outlook meetings in close proximity to their players.

- All Controllers report to the Lead Controller

  - If Players are overwhelmed, inform the Lead Controller so that they can work with the Sim Cell to slow exercise pace

  - If play is slow or lacking activity, inform the Lead Controller so that they can work with the Sim Cell to better challenge Players

- <u>All Controllers need to make sure they are invited to their section's meetings via C/E distro list updated by</u> ███████████

  (e.g., If you are a controller for Operations Section, make sure the Section Chief has you invited to all meetings)

Controller Responsibilities 2/2

Controllers issue exercise information/direction to Players as required, monitor the exercise timeline and direct pace of play, and may prompt or initiate certain Player actions and injects to the Players to ensure exercise continuity.

- Report any simulation issues to the Sim Cell via MS Teams Sim Cell Meeting Invite **Chat** or call the Sim Cell Manager (in Exercise Phone Book)

- Supervise the safety of all exercise participants

- Maintain the MSEL, including times that injects are delivered and their current status

Controller Instructions (1/2)

Before the Exercise:

- Review the C/E/S Handbook and the MSEL

- Report to C/E/S Bridge Line by **0530** for Readiness Posture if applicable (Day 1)

  - refer to PSPS Annex and Phone book if you are unsure if you are part of Readiness Posture

- All other C/E/S staff **NOT** part of Readiness report to Bridge Line by **1230** (Day 1)

During the Exercise:

- Monitor the exercise timeline, MSEL, and pace of the exercise

- Conduct transition briefs simulating the night shift handing over to the day shift between days (ad hoc injects)

- Help your Evaluator capture key issues for the After-Action Report (AAR)

- Provide key data or injects to Players as stated in the MSEL, do not make up information

- Do not give information to Players about scenario progress or other participants' methods of problem resolution

Controller Instructions (2/2)

PauseEx and EndEx:

- Encourage Players to complete the HotWash via link

- Meet with your Evaluator(s) to ensure that your team captured all salient points from the exercise

- Attend the daily Debrief using the **Controller/Evaluator/Simulator (C/E/S) Bridge line**

- Attend the 30-minute CES Hotwash Session at the End of Day 4 at 1530 and the Player Hotwash Session at 1615

- At the end of Day 4, please turn in all your exercise materials to the Lead Evaluator

Evaluator Training

Evaluator Responsibilities (1/1)

Evaluators use EEGs to document observations, capture unresolved issues, and analyze exercise results. Evaluators do not interfere with exercise flow or Player action.

- Evaluators will be located at the EOC, RECs/OECs, Control Centers and in the virtual Exercise Environment including Outlook meetings in close proximity to their players.
- Understand the exercise scenario, overall objectives, and core capabilities, as well as the plans, policies, and procedures of the FAs being evaluated (CERP, PSPS Annex, Wildfire Annex, FA plans)

- Use EEGs to document performance relative to Section-specific critical tasks

  - Observe and analyze exercise play to identify strengths and opportunities for improvement

- **Exercise Evaluation Goal:** Assess an organization's capabilities to accomplish a mission, function, or objective

- **Evaluation is accomplished by:**

  - Closely observing exercise play and collecting performance data
  - Analyzing exercise performance data against expected outcomes and reporting outcomes in the After-Action Report (AAR)

Evaluator Responsibilities (2/2)

- Inform the Lead Evaluator of problems related to exercise design

- All Controllers & Evaluators need to make sure they are invited to their section's meetings via C/E distro list updated by ████████████

  - (e.g., If you are a controller/evaluator for Operations Section, make sure the Section Chief has you invited to all meetings)

Exercise Evaluation Guides (EEG)

- Provides Evaluators with consistent standards and guidelines for observation, data collection, analysis, and report writing

- Evaluators' document major decisions, discussions, and how critical tasks have been met

- Use the strengths and areas for improvement identified by Evaluators in EEGs to develop the AAR

EXERCISE DATA COLLECTION

Objective 1 Planning: Implement a PSPS planning cycle according to CERP procedures and ICS principles that uses the circuit information provided to conduct a PSPS and develop a restoration plan prior to receiving the "All Clear" from the Officer-in-Charge.

Overall Performance Rating

Objective	Performed	Performed with Challenges	Not Performed	N/A

Critical Tasks		Rating		
Record observations (for each critical task) Note areas of strength (best practice) and areas needing improvement (in the form of a problem statement)	Performed	Performed With Challenge	Not Performed	N/A
1. Attend and participate in Command & General Staff (C&GS), Tactics, Strategy, and other meetings as necessary as part of the PG&E Planning P operational cadence within the EOC				

CT 1 Observations:

Evaluation Notes: What to Record

- **Observe –**
  - Creative Player problem-solving and best practices
  - Application of identified plans and policies
  - Equipment and technology issues in relation to Player efforts

- **Record –**
  - Player action in relation to scenario events
  - Key decisions made by Players
  - Deviations from current plans, policies, and procedures
  - Challenges or problems identified

- **Identify Where –**
  - Plans, policies, or procedures need clarification or modification
  - Organizational structure is unclear or organizational issues need resolution
  - Additional equipment, systems, or trainings are needed

- **Answer –**
  - What happened vs. what was supposed to happen?
  - If there is a difference, why?
  - What is the impact of the difference?
  - What is the root cause?

Exercise After Action Report (AAR)

The AAR will reflect Player performance across the functional exercise.

- Company-wide strengths and areas for improvement, best practices, and root cause analysis with exercise-specific examples and nuances

- Informed by all exercise participants (Evaluators, Simulators, Controllers, and Players)

- Objective-related findings and performance ratings for each section

- Corrective actions and improvement plan to enhance emergency response processes and other company plans, policies, and procedures, personnel training, and future performance in exercises/activations

Evaluator Instructions (1/2)

Before the exercise:

- Review the EEG, C/E/S Handbook and the MSEL

- Report to C/E/S Bridge Line by **0530** for Readiness Posture if applicable (Day 1)

  - refer to PSPS Annex and Phone book if you are unsure if you are part of Readiness Posture

- All other C/E/S staff **NOT** part of Readiness report to Bridge Line by **1230** (Day 1)

During the exercise:

- Stay in close proximity to Player decision-makers

  - Document when, how, and what time a decision was made or implemented

- Record all significant events you observe; Evaluate the actions of Players, not the Players themselves

- Assess if the Players achieve the critical tasks outlined in the EEGs; Focus on the process and the outcome

- **Do not** interact with Players unless necessary to clarify action

Evaluator Instructions (2/2)

PauseEx and Endex:

- Encourage Player HotWash everyday at PauseEx via HotWash Link

- Attend the daily Debrief using the **Controller/Evaluator/Simulator (C/E/S) Bridge Line**

- Ensure Player/Controller notes, whiteboard drawings, etc. are collected and properly recorded

- Connect as necessary with any relevant offsite Controllers who may have observed major Player discussions, decisions, or other activities

- Attend the 30-minute CES Hotwash Session at the End of Day 4 at 1530 and the Player Hotwash Session at 1615

- Scan/Type up your EEGs and all notes and give to the Lead Evaluator **NLT one week from exercise, April 26, 2024**

Simulator Training

Simulator Responsibilities

Simulators are control staff personnel who role play as nonparticipating organizations or individuals in accordance with instructions provided in the MSEL.

- All Simulators will operate from the **MS Teams Sim Cell meeting invite** and use the **locked Sim Cell Channel** on the Exercise Environment for documentation

- Simulators act as trusted agents during exercise conduct due to their insider knowledge of the exercise and must not share scenario information with exercise Players or third parties prior to conduct

- Simulators function semi-independently under the supervision of the SimCell Managers, enacting roles in accordance with instructions provided in the scenario updates

Simulator Instructions 1/2

Before the exercise:

- Review the C/E/S Handbook and download a copy of the MSEL for taking notes (do not edit)

- Report to C/E/S Bridge Line by **0530** for Readiness Posture if applicable (Day 1)

  - refer to PSPS Annex and Phone book if you are unsure if you are part of Readiness Posture

- All other C/E/S staff **NOT** part of Readiness report to Bridge Line by **1230** (Day 1)

- After morning CES brief, report to Sim Cell Bridge Line by **0600**

During the exercise:

- Simulators will work in the Simulation Cell Bridge Line
- **Occasionally look at current MSEL in case of changes such as numbering of injects (Sim Cell Channel of Exercise Environment)**
- Send injects to the appropriate Player, at the appropriate time, and as detailed within the MSEL
- Respond to and document Player requests by simulating various roles

Simulator Instructions 2/2
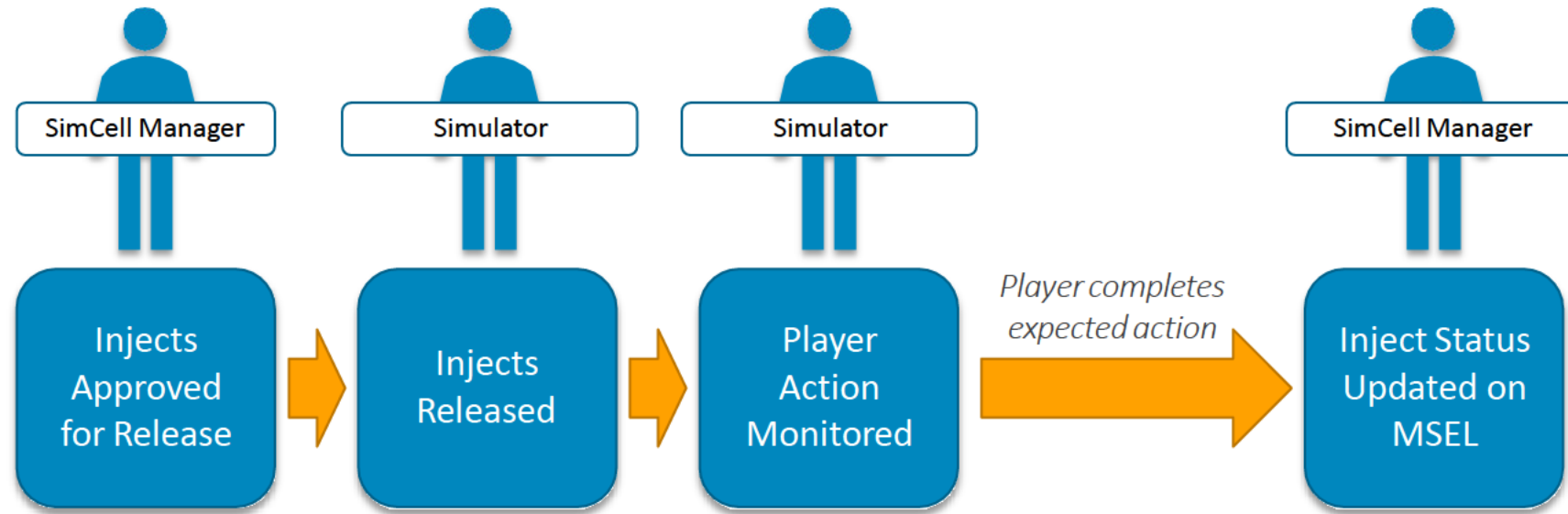
During the exercise:

- Do not release an inject without approval from the SimCell Manager
  - Coordinate any modifications to the MSEL with the SimCell Manager
  - Record ad hoc injects and send them to SimCell Manager

PauseEx and Endex:

- Attend the daily Debrief/Hotwash using the **Controller/Evaluator/Simulator (C/E/S) Bridge line**

- Attend the 30-minute CES Hotwash Session at the End of Day 4 at 1530 and the Player Hotwash Session at 1615

- At the end of Day 4, please turn in all your exercise materials to the Lead Evaluator

Sim Cell Operations

MSEL Inject Life Cycle

SimCell Manager → **Injects Approved for Release** → **Simulator** → **Injects Released** → **Simulator** → **Player Action Monitored** → *Player completes expected action* → **SimCell Manager** → **Inject Status Updated on MSEL**

- Simulators will take appropriate action to deliver inject as noted in the MSEL (e.g., phone call, email)

How to Deliver an Inject

**Simulators will receive an electronic copy of the MSEL in the
Teams Sim Cell Channel**

- Send injects to the appropriate Player, at the appropriate time, and as detailed within the MSEL and when released by Sim Cell Manager.

- Identify the inject method (phone, email, or text including Teams' chat), inject date, and inject time

- Identify the name of the simulated position by whom the inject is delivered

How to Deliver an Inject

Simulators will receive an electronic copy of the MSEL in the Teams Sim Cell Channel

- Identify the inject recipient and their contact information

- Simulators should record inject responses and the time in the "Notes" section of the Master Scenario Events List (MSEL).

- Maintain a log of activities in the MSEL doc. Many times, this log may include documentation of activities that may be missed by a Controller/Evaluator

- The Final Version of the MSEL will be located in MS Teams Sim Cell Channel; **DO NOT EDIT**

Send Injects via Email, Text, Teams Chat, or Phone Call

[EXT] Inject #264 (THIS IS AN EXERCISE....EXERCISE EXERCISE EXERCISE)

↩ Reply   ↩ Reply All   → Forward   ...

Thu 6/25/2020 1:29 PM

Cc ⊞ EP&R Team

THIS IS AN EXERCISE....EXERCISE EXERCISE EXERCISE

Hi ___ this is Ken Wells, VP of Electric Distribution. Several employees located in the (Fresno) OEC have called in sick reporting COVID like symptoms. Please confirm.

EPRTrainingandExercises@pge.com

Thank you,

(ELECTRIC DIST ____)

CAUTION: This email originated from outside the company. Do not click links or open attachments unless you recognize the sender and know the content is safe.

- When delivering via **a phone call**, **text** or **Teams Chat** please use **"EXERCISE EXERCISE EXERCISE"** to start the inject script

- Please add <u>EPRTrainingandExercises@pge.com</u> to your email Cc line

- **HIGHLY** recommend writing up your email injects prior to the exercise!

PG&E ®

MSEL Tracking Process

A live version of the MSEL for tracking will be projected in the SimCell Teams Meeting

- Simulators deliver injects based on release times defined in the MSEL

- Simulators will communicate inject status via MS Teams Chat with the SimCell Manager

- The MSEL and the release of injects will be tracked using an Excel spreadsheet, and each inject will be shaded to indicate status

Color	Meaning
Open	Inject not yet released
Approved	Inject approved for release
Out	Inject Delivered
Closed	Inject Closed (Player(s) has met expected action)
Cancelled	Inject cancelled (by SimCell Manager)
Red	Inject issue (delayed entry, wrong recipient, etc.)

Contacting the SimCell (1/2)

- **What Players should expect when contacting the SimCell:**

  - Accurate and realistic answers to inquiries

  - Situational information and updates

- **What Players should not expect when contacting the SimCell:**

  - All the answers to inquiries

  - Misinformation

  - Immediate resolution (Simulators may tell Players that they may call back)

Contacting the SimCell (2/2)

Player communications should only be sent to participating organizations and the SimCell

- **Players should contact the Sim Cell to:**

  - Obtain or provide information regarding an inject

  - Contact a department or agency that is not playing

  - Contact the private sector and/or vendors that are not playing

- **Players should <u>not</u> contact the Sim Cell if:**

  - The information sought can be attained from a Player

- Players will refer to the Exercise Phone Book for contacts of Simulated participants/orgs

Reminders

Final Reminders

- **Do not share this information prior to the exercise**

- Work within your role

- Do not interfere with exercise play

- Always begin communications with, **"This is an exercise"** or **"EXERCISE EXERCISE EXERCISE"**

- Refer to the C/E/S Handbook and other documents or contact the Lead Controller ▮▮▮▮▮▮▮▮▮ if you have any questions or problems

- Refer all real-world media inquiries to the Exercise Director, ▮▮▮▮▮▮▮▮▮

- Participate in C/E/S Briefings

- **Safety comes first**

Next Steps

Next Steps

Obtain from the Exercise Environment:

- C/E/S Handbook and EEGs in the CES restricted channel

- ExPlan and Phone Book in the General channel

- MSEL in the restricted Sim Cell Channel

- External Observer Guide is in the General channel

- **Conduct:** April 15-19, 2024 (0600-1800 everyday)
  - Report to your exercise location at 0530 Virtually (Day 1 for Readiness Posture)
  - Report to your exercise location at 1230 Virtually or at VERC (Day 1)

- Review all exercise materials prior to conduct including initial conditions and shift transition information

- All PG&E participants requiring access to the VERC, must submit an access request for "VERC All Gates" and "VERC General" through **MyPhysicalAccess.** This must be completed at least 1-2 days prior to the exercise.

Questions?