

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

April 15-19, 2024

Player Briefing




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

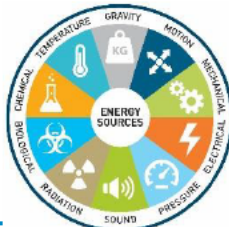


Start When Safe

- 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



On the road, off the phone



Park in a safe location

[SIF prevention field guide](#)

Welcome and Introductions

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



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



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



Purpose

- Review expected responsibilities and actions for Players
- Provide an overview of the 2024 Public Safety Power Shutoff (PSPS) and Wildfire Full Scale Exercise
- Review Virtual Exercise Environment
- Discuss exercise roles and responsibilities of Players during the exercise
- Review exercise rules and expectations including:
 - Timing
 - Player Actions
 - Communications
 - Participant Feedback

Agenda

- Exercise Overview
- Exercise Scenario
- Public Safety Partner Notifications Overview
- Exercise Logistics
- Player Guidance
- Player Communications
- Final Reminders

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 3 rd , 2024
Exercise Scope/Scenario	PSPS Event Region: System Wide Wildfire Event Region: TBD
Location	Virtual (MS Teams) or Vacaville Emergency Response Center (VERC) and corresponding emergency coordination centers
Plans	<ul style="list-style-type: none">• Company Emergency Response Plan (CERP)• PSPS Annex, Wildfire Annex• Others, e.g. FA-specific guidance, External Agency Plans/Procedures
Staffing	<ul style="list-style-type: none">• EOC, REC, and OEC; External Agency Partners; EOC staffing Charlie/Delta

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.

Community Resource Center (CRC) at the VERC

CRC Set Up:

Wednesday, 4/17/24

CRC Team meeting and training video recording

CRC Open

Thursday, 4/18/24

CRC open for viewing 0900 – 1700

All visitors welcome

Friday, 4/19/24

CRC open for viewing 0900 – 1400

All visitors welcome

CRC Demob 1400

Map of CRC Set Up at the VERC (4/17 - 4/19)



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 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

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
- 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, MS Teams chat

Exercise Artificialities (2/2)

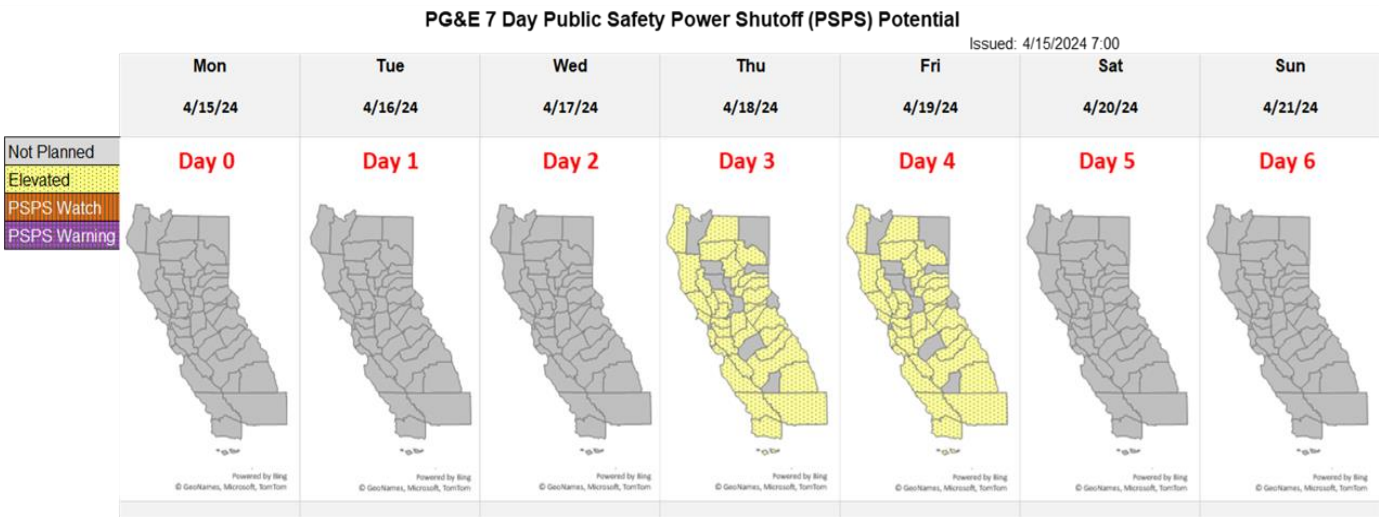
Artificialities are designed to alleviate potential constraints that could detract from exercise realism

- 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

Scenario Overview

Meteorology Overview

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.



This forecast has been customized solely for PG&E utility operations and should not be used for any other purpose or by any other entity. This tool provides an outlook of the potential for a Public Safety Power Shutoff (PSPS) event in the next 7 days. It is not a fire danger forecast. PSPS decisions are made at more granular levels than provided here; thus, only a portion of a county may experience a PSPS event.

Day 0 Mon 4/15/2024			Day 1 Tue 4/16/2024			Day 2 Wed 4/17/2024			Day 3 Thu 4/18/2024			Day 4 Fri 4/19/2024			Day 5 Sat 4/20/2024			Day 6 Sun 4/21/2024		
Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning	Elevated	PSPS Watch	PSPS Warning
									Humboldt			Humboldt								
									Shasta			Shasta								
									Tehama			Tehama								
									Mendocino			Mendocino								
									Marin			Marin								
									Sonoma			Sonoma								
									Lake			Lake								
									Napa			Napa								
									Solano			Solano								
									Yolo			Yolo								
									Butte			Butte								
									Nevada			Nevada								
									Placer			Placer								
									Plumas			Plumas								
									Yuba			Yuba								
									San Mateo			San Mateo								
									Santa Clara			Santa Clara								
									Santa Cruz			Santa Cruz								
									Stanislaus			Stanislaus								
									Alameda			Alameda								
									Contra Costa			Contra Costa								
									Amador			Amador								
									Calaveras			Calaveras								
									El Dorado			El Dorado								
									Mariposa			Mariposa								
									Tuolumne			Tuolumne								
									San Joaquin			San Joaquin								
									Monterey			Monterey								
									San Benito			San Benito								
									Fresno			Fresno								
									Madera			Madera								

Meteorology Overview

The Meteorology Services team will implement a Distribution System Operations (DSO) Storm Outage Prediction Project (SOPP) model to determine the severity of the incident

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.

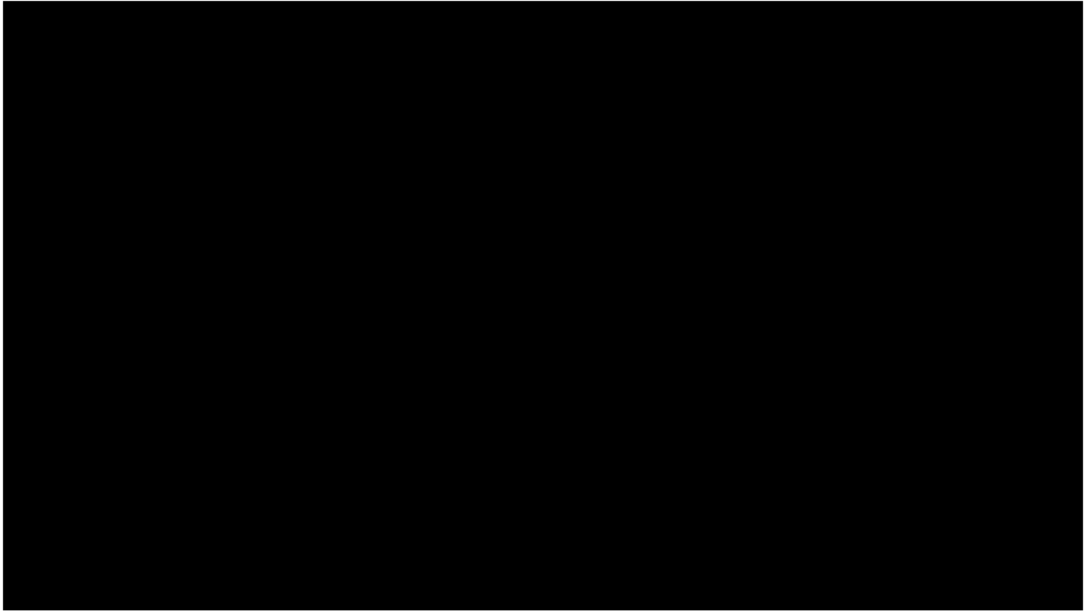
NOTE: The DSO SOPP model provides a forecast of unplanned outages for the entire territory and the estimated customer impacts are not related to those who may be de-energized due to PSPS.

DSO SOPP Model Forecast

Issued: Monday, April 15, 2024 08:00

Transformer Level Outages and Above

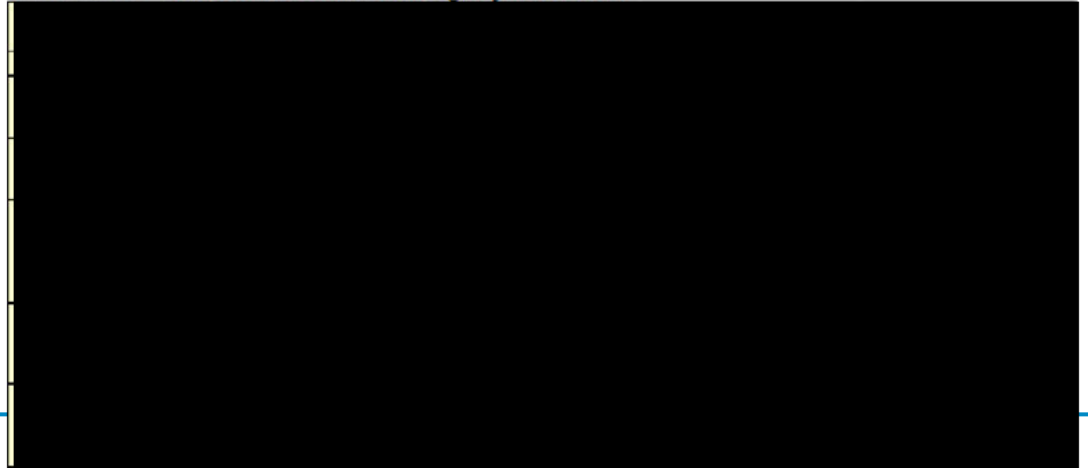
Cat	Staffing	Qualitative Weather
Cat 1	Normal, but have a plan	Sig. Adverse weather unlikely
Cat 2	Have a plan for escalation	Adverse weather possible
Cat 3	Staffing & Timing as Directed	Adverse weather likely
Cat 4	Staffing & Timing as Directed	Extreme weather possible
Cat 5	Staffing & Timing as Directed	Extreme weather likely



PG&E Internal Use Only Meteorology Operations & Analytics

Notes: SO = Sustained Outages, CESO = Customers Experiencing Sustained Outages, TM = Troublemens, CR = Crews

DSO SOPP Model Forecast Timing, by Division



PG&E Internal Use Only Meteorology Operations & Analytics

Note: Timing reflects the risk period of outage producing weather for any division at elevated Cat 1 or above

Meteorology Overview

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

Initial Conditions & Player Shift Transition

Players will receive a transition briefing to level-set initial StartEx conditions and ResumeEx conditions.

- A “simulated” night shift will approve the IAP and any other collateral and next morning will discuss at transition **with the controller**
- State of the World briefings will be between days at ResumeEx updating participants of overnight activities
- Weather will give an update at Startex and throughout the exercise
- HAWC and meteorology will report out conditions through-out the exercise

Exercise Guidelines

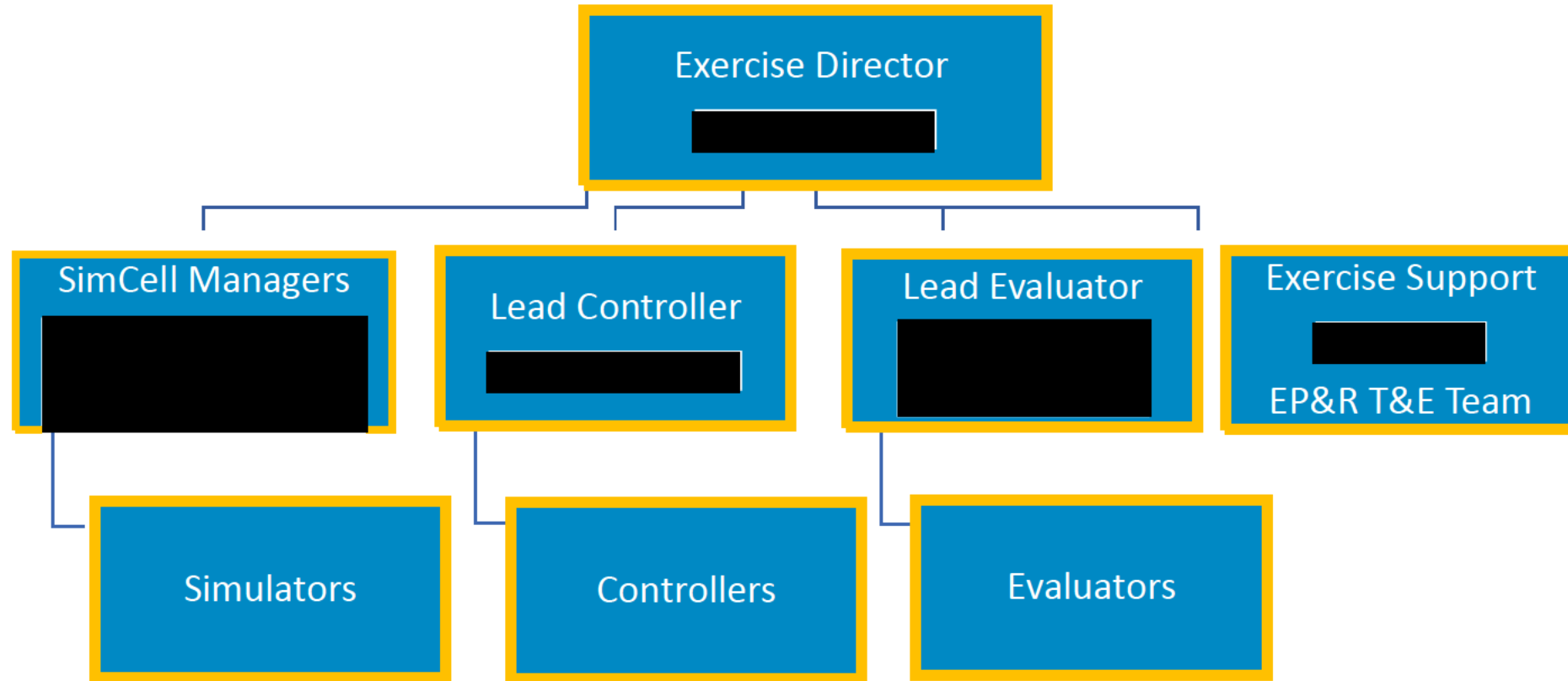
Exercise Terminology & Authority

- **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

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:** Controllers 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



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	Click here to join the meeting.	C/E/S only
Sim Cell	0600-1800	0600-1800	0600-1600	Click here to join the meeting	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
Evening Shift Transitions with Controller	1730	1730	—	EOC Sections Meeting Invites	P, O, C/E
C/E/S Debrief	1745	1745	1530 (CES hotwash)	Click here to join the meeting.	C/E/S only
ENDEX	—	—	1600	—	All
*Player Hotwash	—	—	1615	Click here to join the meeting	All

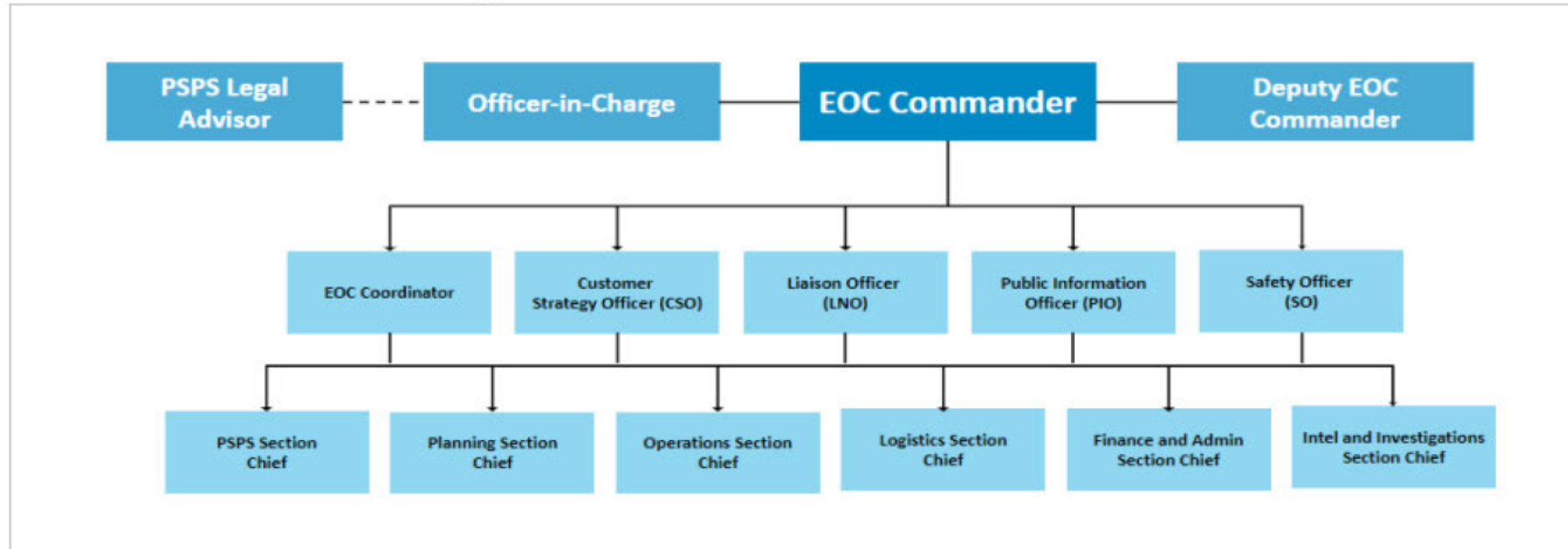
- All PG&E participants requiring access to the VERC must submit an access request for “VERC All Gates” and “VERC General” through **MyPhysicalAccess**. This must be completed at least 1-2 days prior to the exercise.
- EOC Section Meeting invites will include the C/E distribution list and Observer List

Readiness Posture (Virtual)

3.4.5 Readiness Posture Overview

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



- PPS Section Chief
- Planning Section Chief
- PPS Scoping Unit Leader
- PPS Scoping Specialist
- TAHS
- DAHS
- PPS External Reporting Unit Leader
- PPS Portal Specialist
- PPS 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 PPS Application Task Force Lead
- Vegetation Management Branch Director

Virtual Exercise Logistics and Exercise Materials

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	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 Environment

For internal EOC participants:

- General>>Check-in and out
- R&R and OT based on check-in/out
- All PSPS/WF FSE personnel will use **8210897** for all expenses, including timecards
- ICS 214 everyday
- Hotwash link
- **1. Exercise Support** Channel for participants to get admin/Teams help
- Quick Reference Guides and useful links

The screenshot displays the Microsoft Teams interface for the 'Exercise Environment'. The left sidebar shows a list of channels, with 'General' highlighted. A red arrow points to this channel. The main window shows a 'Check In/Out List' form. The form has a title bar with 'General' and a 'Save' button. The form fields are as follows:

- Name ***: Enter a name or email address. (Red text: You can't leave this blank.)
- Employee Personnel Number ***: Enter value here.
- Event Name ***: 2024.04.15 PSPS & Wildfire FSE Exer...
- Emergency Center ***: EOC. (Text: Please note which emergency center you are assigned to: EOC, REC, OEC etc.)
- Emergency ICS Position ***: —
- Date Time In**: 4/9/2024 01:50 PM
- Date Time Out**: Enter a date. 3:30PM
- Team Name ***: —
- Shift Inquiry**: ☒ Regularly scheduled day on (ext hours possible), ☐ Regular day off / Weekend, ☐ Night shift, ☐ Holiday. (Text: What sort of day is this for you?)
- Workstation ***: ☐ In-Person, ☐ Remote
- Supervisor's LAN**: Enter value here.
- Test - People**: Enter a name or email address.
- Attachments**: Add attachments.

At the bottom of the form are 'Save' and 'Cancel' buttons.

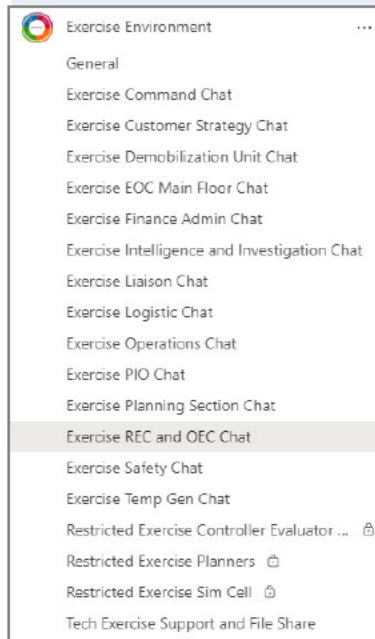
MS Teams Exercise Environment Dos and Don'ts

Don't

Do **not** go to Virtual EOC site for exercise templates or files.

Do **not** store Exercise documents in Virtual EOC site.

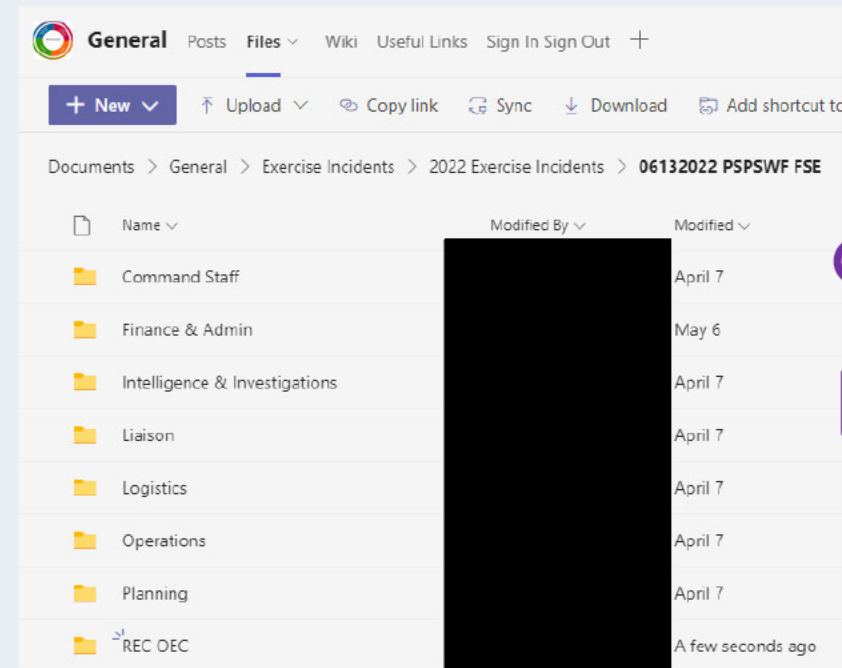
Do **not** store Exercise document in the Channels.



Do: Chat in the channel.

Do

Store Content in **General>Files**



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

Emergency or Coordination Center Operations

Functional Areas	Emergency or Coordination Center	Full-Scale Exercise Status
Customer Care	CCECC	Staffed
EP&R Customer Care Operations	VERC EOC	Staffed
	CCECC	Staffed
	OECs	Stockton, Fresno, Yosemite, and Kern OECs Staffed All others Simulated
	REC	Central Valley Staffed All others Simulated
	GCC/ETEC	Staffed
IT	STOEC (Substation/T-Line)	Simulated
Logistics	EDEC	Staffed
IT	ITCC/ENOC	Staffed
Logistics	MTCC	Simulated
Planning	HAWC	Staffed
Facilities	FCC	Staffed

System Operations

Owner	System	QA/Live/Simulated	Purpose
PSPS Technology	PSPS Viewer	QA	Used to develop playbooks, customer impact lists, customer notification files, transmission lists
	PSPS Portal	Live	Provides PSPS impact visibility to approved SLTT and externals
	PSPS Foundry	Live	Situation Reports and Playbooks
Customer Care	On-Track Tool	Simulated	Used to track door knock status complete/incomplete
Operations	Outage Management Tool (OMT)	QA	Electric outage monitoring and mitigation
HAWC	SIPT Viewer (Field Observation Dashboard)	Simulated	Aggregates real-time field observations from SIPT crews
	Live Incident Dashboard	Simulated	Intelligence and monitoring Situational Awareness
Resource Unit	ARCOS	QA	Resource tracking

Player Guidance

Before the Exercise

- On Day 1, Join Main EOC Invite at 0600 **(If your position is part of the Readiness Posture)**. If not, you are welcome to still join at that time, but only to observe.
- All other Players will join the exercise on Day 1 @1300 for EOC activation. (Virtual and in-person)
- Command and General Staff to be at VERC along with others
- Review appropriate documents
 - Company Emergency Response Plan (CERP)
 - PSPS Annex
 - Wildfire Annex
 - Position Guides
 - FA Specific Annexes
 - Exercise Phone Book
 - Exercise Plan

During the Exercise (1/2)

- Ensure you sign into the **MS TEAM Exercise Environment** to get credit for the exercise each day
- If you are an external player, please use the link that was sent to check in and out daily.
- Respond to exercise events and information as if the event were real, unless otherwise directed by an exercise controller
- Obtain necessary information through existing channels. Simulators and controllers will give you only information they are directed to disseminate
 - Avoid engaging in personal conversations with controllers, evaluators, simulators, or other players
- Ask your assigned Controller if you have any questions regarding the exercise
- Recognize that every effort has been made by the exercise planning team to balance realism with the scope of the exercise to create an effective learning and evaluation environment, even though some aspects of the scenario may seem impossible
- Use the Exercise Support channel in the Exercise Environment for any admin issues, such as check-in or meeting invites, etc.

During the Exercise (2/2)

- Be aware that Controllers/Evaluators may ask you to describe activities, decisions, or other considerations that you are taking throughout exercise conduct
- Maintain a log of your activities using the ICS-214. Please use the link in the **Exercise Environment** next to the check-in and check-out link
- Complete the daily Hotwash form via the link provided by the Plans Section and in the Exercise Environment

After the Exercise

- Participate in the Player Hotwash immediately following EndEx at 1615 on Day 5
- Your ICS-214 activity log and any notes or materials generated from the exercise are now automatically populated to a spreadsheet. They will be reviewed for potential inclusion in the After-Action Report (AAR) by the Exercise Team

Player Communications

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
- **“EMERGENCY TRAFFIC”** is the designated phrase that indicates there is a real emergency

Communications Rules of Engagement

- **Player Communications**

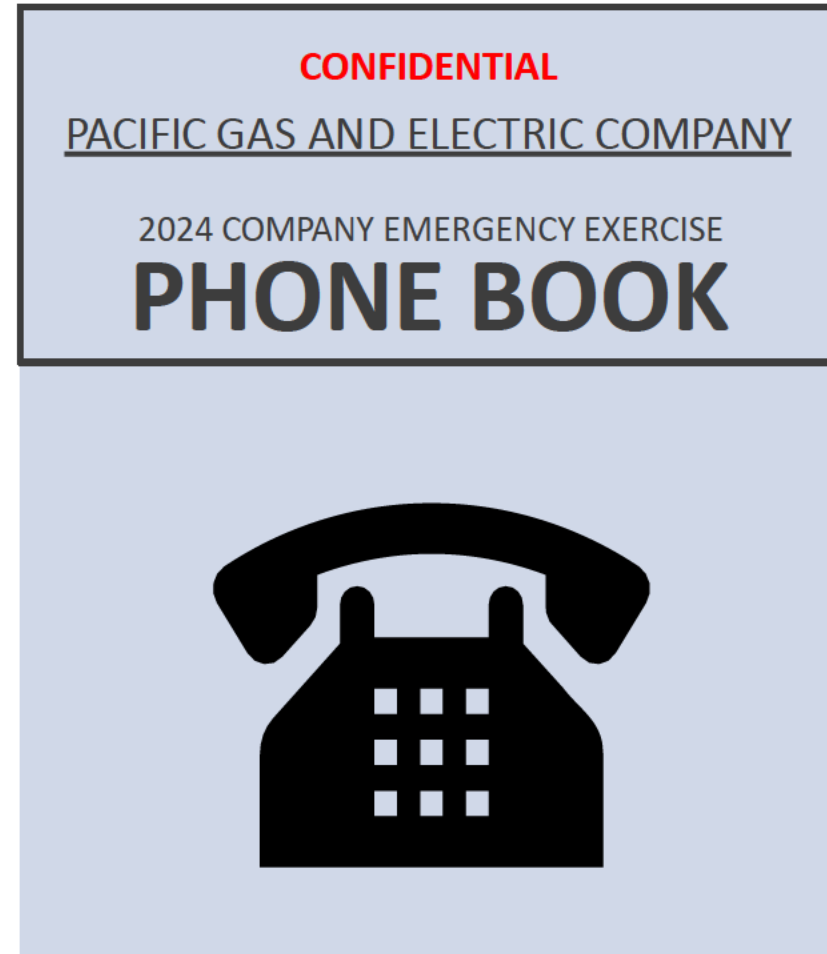
- Primary methods of Player communication will be phone, email, meetings, and MS Teams chat
- All spoken and written communication will start and end with **“This is an exercise”** or **“EXERCISE EXERCISE EXERCISE”**
- Players will not send communications to departments and agencies that are not participating in the exercise
- In the event of a real emergency, say: **“Emergency Traffic”**
- In no instance will exercise communication interfere with real-world emergency communications
- A list of contact information related to the exercise will be available in the Exercise Phone Book before StartEx
- **Use the ICS 203 in the IAP for the most up-to-date roster for the EOC, all external agencies and other PG&E facilities will be listed in the phone book**

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 Phone Book

- Reference for all communications related to the exercise
- Includes contact information for individuals, groups, external agencies, off-site addresses, all player positions, and simulated entities



Contacting the Simulation Cell

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

- **What Players should expect when contacting the Sim Cell:**
 - Accurate and realistic answers to inquiries
 - Situational information and updates
- **What Players should not expect when contacting the Sim Cell:**
 - All the answers to inquiries
 - Misinformation
 - Immediate resolution (Simulators may tell Players that they may call back)

NOTE: *Players will refer to the Exercise Phone Book for information on how to contact specific Simulated agencies or FAs*

Observer Guidance

Regulatory Relations has provided the following guidance.

- Multiple external agencies and internal staff are on hand to observe the exercise in person and virtually
- **Internal Observers** will have unrestricted access to the exercise environment, meetings and conference calls established using MS Teams.
- **External observers** will be able to observe the meetings through Outlook invites and at the VERC, with no access to the Virtual Exercise Environment.
- PG&E has instructed observers not to participate or engage with Players in the exercise.
- While observers should not interrupt or ask questions about the exercise, please notify [REDACTED], Exercise Director if observers need further assistance.

Final Reminders

Logistics & Materials

Location:

- Virtual MS Teams, Vacaville Emergency Response Center (VERC), and emergency coordination centers
- VERC participants to book their own hotels and get **MyPhysicalAccess** (“VERC- General” and “VERC-All Gates”) to the VERC. During the exercise Finance team will players you how to expense it and it is also in the Exercise plan

MS Teams:

- Sign-in and out, fill-out ICS 214 on **Exercise Environment**, fill out hotwash links as they are emailed to you, and keep all documentation in the General File of the **Exercise Environment**
- All internal players have been added to the environment, please let us know if you do not have access

Exercise Materials:

- Review appropriate materials prior to StartEx (e.g., PSPS Annex, Company Emergency Response plan (CERP), ExPlan, FA specific annexes, position checklist)
- Exercise Plan to be added and located in the Teams Exercise Environment General tab
- All other materials will be provided during the exercise
- External partners will receive the exercise documents via email by 4/12/24

Questions