

Emergency Preparedness & Response

2024 Public Safety Power Shutoff (PSPS) Tabletop Exercise (TTX)

Breakout Session A Customer Strategy, Liaison, PIO, External Partners

March 19, 2024




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

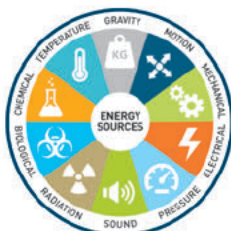


Start When Safe



- 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



EP&R | PSPS Tabletop Agenda

| Time | Activity | Facilitator |
|-----------|---|---|
| 0830-0900 | Check In | [REDACTED] |
| 0900-0910 | Safety | Safety Officer-In Person [REDACTED] |
| 0910-0935 | Welcome & Introductions/Roll Call | [REDACTED] |
| 0935-0955 | PSPS Program Update | [REDACTED] |
| 0955-1000 | Scenario Overview | [REDACTED] |
| 1000-1030 | Group Facilitated Discussion - Module 1 | [REDACTED] |
| 1030-1230 | Facilitated Discussion Sessions - Modules 2-4 Breakout A: Customer/Liaison/PIO/External Partners Breakout B: PSPS Team/IT/EDEC/ETEC Breakout C: Command and General Staff - EOC/REC/OEC | Breakout A – [REDACTED] Breakout B – [REDACTED] Breakout C – [REDACTED] |
| 1230-1300 | Lunch | |



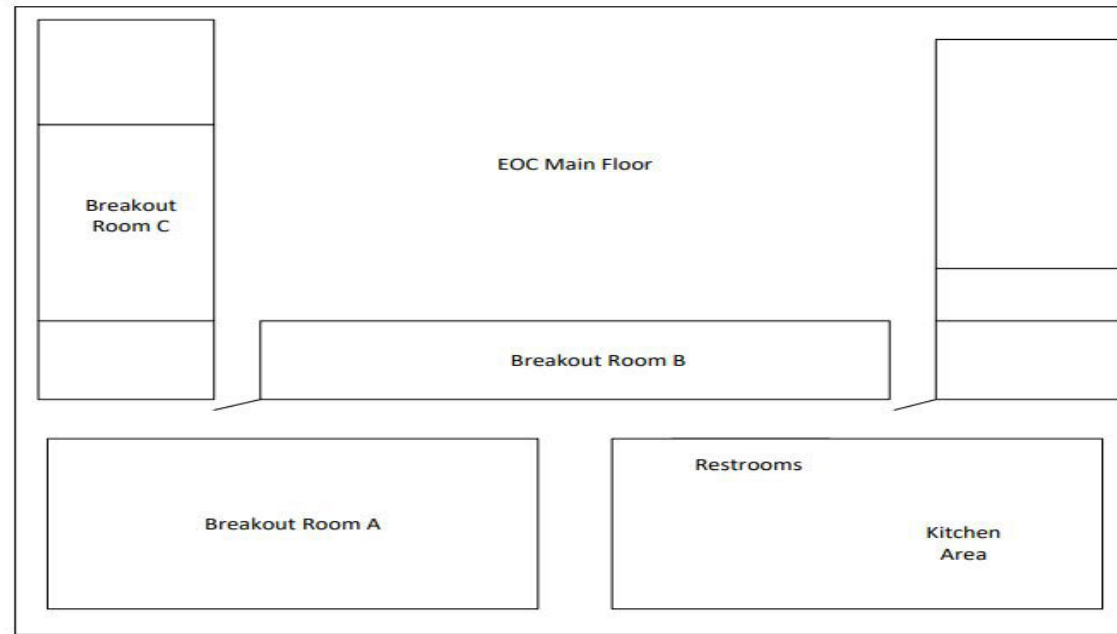
EP&R | PSPS Tabletop Agenda

| Time | Activity | Facilitator |
|-----------|--|---|
| 1300-1330 | Continue Facilitated Discussions on Modules 2-4 in Breakout rooms | Breakout A – [REDACTED] Breakout B – [REDACTED] Breakout C – [REDACTED] |
| 1330-1350 | Cross Functional Discussion and Breakout Report Outs Module 2 <ul style="list-style-type: none">• EOC Activation• Event Scoping• Planning and Notification | [REDACTED] |
| 1350-1410 | Module 3 <ul style="list-style-type: none">• De-energization and Notification• Event Monitoring | |
| 1410-1430 | Module 4 <ul style="list-style-type: none">• All-Clear• Patrol and Restore• Notification | |
| 1430-1500 | Wrap-Up, Hot Wash, Closing Remarks | [REDACTED] |



EP&R | TTX Rooms Layout

PG&E Emergency Operations Center (EOC)
2024 PSPS Tabletop Exercise Room Diagram



Main
Entrance

Parking Lot



EP&R | Teams Rules of Engagement

- This is a Hybrid Format Exercise. All Players will be given an opportunity to participate regardless of their location.
- Please keep your audio connection on mute when not speaking.
- Ensure your computer sound is muted if you called in from a phone to prevent feedback when speaking.
- Please do not interrupt when others are speaking, use the hand raise tool to get the facilitator's attention.
- Each Player will be given the opportunity to provide feedback on every question. Open dialogue is encouraged.
- Please turn on your video when engaging in the discussion.
- Send chat messages to the entire group for ease of monitoring.



EP&R | Exercise Disclaimers & Expectations

Disclaimers

- This is an Emergency Preparedness **EXERCISE**.
- All dialogue, chat messages, and graphic visual aids are intended to assist Players in mitigating the **SIMULATED** PSPS and Wildfire Events portrayed.
- While the scenario provided is plausible, in no way is the simulation intended to portray any real event. Any such similarity is purely coincidental.
- This Tabletop Exercise is an **open, low-stress, no-fault environment**.
- **Decisions are not precedent-setting and may not reflect your organization's final position on an issue.** The exercise is exploratory and serves to identify issues, as well as multiple options and possible solutions.

Expectations

- The Exercise will accomplish the following:
 - Satisfy existing compliance requirements as defined by the California Public Utilities Commission
 - Test the ability of PG&E to prepare for, respond to, mitigate, and recover from a PSPS Event IAW the PSPS Annex to the Company Emergency Response Plan, and other relevant documents that contain PSPS-related policies and procedures.
 - All Players who are speaking should be on camera.

Observer Guidelines

- The observer role is a controlled and limited role.
- Communication between players and observers is **not** allowed during the exercise. This includes posting messages in the chat feature of MS Teams.
- Observers may contact the Exercise Design Team if they have any questions or comments.
- All Players who are speaking shall be on camera.



EP&R | PSPS TTX Objectives

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

Objective 2 — 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 event.

Objective 3 — Public Information and Warning: Communicate strategic and required messages to key audiences including PG&E personnel, the public, response partners, and customers including developing press releases, social media posts, and frequently asked questions (FAQs) for the public and delivering required notifications to California Governor's Office of Emergency Services (Cal OES), California Public Utilities Commission (CPUC), and other regulatory bodies.

Objective 4 — 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).

Objective 5 — 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.

Objective 6 — Natural and Cultural Resources: Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

WELCOME!

Facilitator

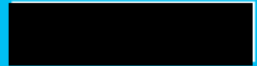


Emergency Management Specialist, EP&R, S&E, Training & Exercises

Evaluators



Business Operations Specialist, Principal, Customer Strategy



Electric Program Manager, Principal, Regulatory Relations



Director, Communications



Supervisor, Public Safety Specialists



Breakout Session A

Customer

Liaison

PIO

External Partners





2024 FSE Pro Flow

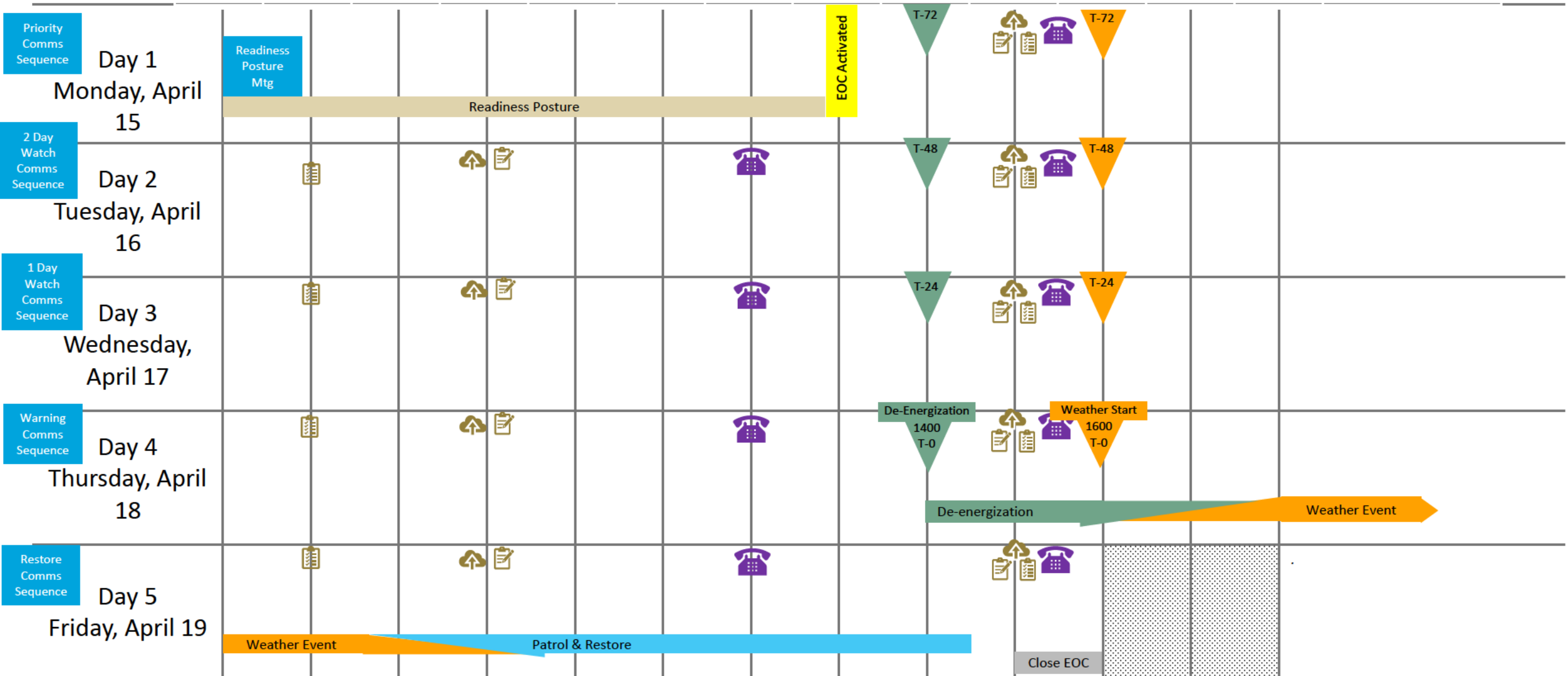
Co-Op Call (1200) & State Call (1530)

Ext Sit Report (0900 & 1500)

Portal Update (0900 & 1500)

Cal OES Form (0700 & 1500)

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



Module 2

EOC ACTIVATION EVENT SCOPING PLANNING AND NOTIFICATION





Module 2 - EOC Activation, Event Scoping, Planning and Notifications

Liaison Officer (LNO)

20. What notifications would LNO make during scoping and planning?

Customer

21. What is the process for Notifications for Transmission customer brought into scope 1 day before De-energization (DEEN)? Would that meet compliance requirements?

Public Information Officer (PIO)

22. How do you determine your initial set of talking points for the event?

County OES Participants (Yolo/Marin/Madera)/PSS

23. If a county has a critical infrastructure item that needs to be escalated to PG&E's attention, to whom should you direct your concerns?



Module 2 - EOC Activation, Event Scoping, Planning and Notifications

Public Information Officer

24. Who receives the news release, and when?

Liaison Officer/PSS/Madera County

25. The PSS for Madera County has forwarded a request for a CRC in their county that will be open from 0800-2200, what steps should be taken to ensure Madera's needs are accounted for?

Customer

26. Cancellation notifications 2-days in advance of DEEN.

- a. How do we identify cancelled customers and send notifications?
- b. How do we notify if they come back into scope the next day?



Module 2 - EOC Activation, Event Scoping, Planning and Notifications

Public Information Officer

27. How do you support media outlets in other languages?

Liaison Officer/PSS/Marin County

28. In looking at potential mitigations for the incoming PSPS event, there is a tree that was previously slated for removal but has had local community pushback on said removal. In scoping the event, the PSPS team has found that removing the problematic tree would ensure a circuit serving 532 customers could stay energized during the entire wind event. The local PSS has informed you that Yolo OES would like you to remove the tree to ensure an extended loss of power does not occur. Who should you escalate this to and what steps should you take to determine if PG&E should remove or leave the tree?

Module 3

DE-ENERGIZATION AND NOTIFICATION EVENT MONITORING





Module 3 - De-energization and Notifications, Event Monitoring

Liaison

29. How does the Communications Sequence adapt when Time-places have staggered start and end times?

Customer

30. How do we determine where Customer Resource Centers (CRC) should be set up, and when to demob a CRC?

Liaison, Customer, Externals

31. How does Liaison coordinate with Customer and PIO sections to ensure alignment in external messaging?

County OES Participants

32. If you need to check on potential changes in scope of the PSPS where can you find that information (web, meetings, direct contact)?



Module 3 - De-energization and Notifications, Event Monitoring

PIO

33. Under what conditions would you hold a public / media briefing?

Customer

34. Warning communications requires 1-4 hours before De-Energization. How do we ensure proper staffing and support is in place if that occurs overnight?

Liaison

35. Madera County would like to share the SitRep with a organization that does not have access to the PSPS Portal. How should you respond?

Customer

36. a. How are Backup Generation requests vetted for approval?
b. What factors are taken into consideration?
c. How do we handle multiple requests in one area that may exceed our capabilities?

PIO

37. Are you coordinating with other public agency PIOs?

Module 4

ALL CLEAR PATROL AND RESTORE NOTIFICATION





Module 4: All Clear, Patrol and Restore, and Notifications

Liaison Officer

38. What are the most critical messages sent to agencies during the all-clear timeframe and how are the messages sent?

County OES Participants

39. Do you find post-event photos of damage that could have resulted in an ignition valuable to share with your communities on social media?

PIO

40. What are the most critical messages sent during the ALL-CLEAR timeframe?

Customer

41. How are Estimated Time Of Restoration (ETOR). Update, All Clear, and Power Restored notifications sent? Is it the same as the process before De-Energization?

Lunch



Q&A Discussion & Reports Outs

Report outs to Plenary Session after Lunch

LNO, Customer, PIO, External Partners

- 1. Module 2**
- 2. Module 3**
- 3. Module 4**