

Business Resiliency After Action Report

Event Name	11.24.2022 SCE PSPS EVENT	Activation Dates	11.22.22 – 11.25.22
Type	PSPS Activation - Forecasted Elevated Fire Weather Conditions		

Activation Summary, Scenario:

On November 21, 2022 SCE's meteorologists identified the potential for dangerous fire weather conditions due to Santa Ana winds and low fuel moisture levels beginning on Thursday, November 24, 2022 in portions of Los Angeles and Ventura counties. Given this forecast, SCE's meteorology and fire science experts consulted the Geographic Area Coordination Center (GACC) for forecast alignment to evaluate potential fire weather impacts. During this consultation, the GACC indicated agreement with SCE's forecast of elevated fire weather for both Los Angeles and Ventura counties. The National Weather Service also issued Red Flag and High Wind Warnings for portions of Los Angeles and Ventura counties for the same time period.

In response to this forecasted fire weather, SCE activated its PSPS dedicated Incident Management Team (IMT) on Tuesday, November 21st at 12 pm to manage this event and began sending advance notifications of potential PSPS to Public Safety Partners, Critical Facilities and Infrastructure customers, and other customers in scope. On November 23rd, SCE's meteorologists identified additional fire weather concerns for Riverside County, and the National Weather Service (NWS) issued an additional Wind Advisory for that area. Ultimately, SCE de-energized 10,828 customers in Los Angeles, Riverside and Ventura counties on November 24th during the Period of Concern based on observed fire weather conditions. This PSPS event concluded on November 25th at 12:23 am when all but one de-energized customer in scope was restored.¹

Because this PSPS event was forecast to potentially impact customers over the Thanksgiving holiday, SCE mobilized all available resources to provide enhanced customer support. Initial customer notifications were sent in advance of the normal 24-48-hour timeframe to ensure customers had awareness of the potential for de-energization as far in advance as possible. SCE also worked in partnership with the Governor's Office of Emergency Services (CalOES) and the California Grocers Association to secure supermarket gift cards and vouchers for de-energized customers that were distributed at SCE's Customer Care locations on Thanksgiving Day.

Strengths:

1. There were no ignitions, staff safety concerns, or injuries resulting from this PSPS event.
2. Strategic pre-positioning of additional assets helped reduce outage duration – all power restored by midnight.
3. The installation of two (2) new weather stations between 11/18 and 11/24 helped to better inform re-energization decisions in locations with sparse real-time situational awareness data.
4. Thorough resource planning mitigated typical holiday staffing shortages.
5. Ops completed 13 load rolls involving 14 circuits, provisionally mitigating up to 14,451 customers.

Areas for improvement:

1. Portions of the Aviator circuit were restored before imminent restoration notices could be sent
2. Cancellation notices for portions of some circuits were not sent within two hours of the decision to cancel or remove those segments from scope
3. One customer on Aviator circuit was inadvertently not restored within 24 hours
4. PSPS notifications were sent to non-HFRA customers in error
5. The process to acquire and distribute gift cards was cumbersome
6. Logistics Unit experienced some challenges with on time departure of supplies and logistics resources resulting in delays
7. The PSPS IMT currently conducts four operational briefing calls per day during activations and, in some cases, our partners attend multiple calls. There may be opportunities to amplify and optimize engagement with public safety partners while reducing possible redundancy.

Corrective Actions Table

#	Priority	Description	Recommended Solution	Category	Owner	Date
1	High	1,611 customers and 1 Public Safety Partner could not be notified before being restored due to the circuit being re-energized faster than expected and before notifications could be sent.	Evaluate process for sending imminent restoration notifications to identify possible opportunities to reduce end-to-end processing time.	Notifications	"employee name removed"	End Q2
2	High	2,807 were not sent cancellation notifications within two hours of the decision to cancel or remove from scope due to the complexity of segment-level decision making intended to minimize customer impacts.	Evaluate process for sending cancellation notices to customers on circuit segments removed from scope to reduce end-to-end processing time in situations where segment-level (and sub-segment level) decision making is necessary to minimize customer impacts.	Notifications	"employee name removed"	End Q2
3	High	One commercial customer on the Aviator circuit was not restored until November 27th due to an isolation device being inadvertently left open.	A cause evaluation is underway that will identify the root cause(s) of the switching error, and corrective action(s) will be implemented to help prevent this from occurring in the future.	Notifications	"employee name removed"	End Q2
4	High	504 customers on a non-HFRA circuit and not in scope for de-energization received Prepare to Restore notices in error. This was due to a process error related to the way the outage code was	A cause evaluation is underway that will identify the root cause(s) of the notification error, and corrective action(s) will be	Notifications	"employee name removed"	End Q2

		interpreted. This circuit was not de-energized.	implemented to help prevent this from occurring in the future.			
5	High	The process to acquire and distribute gift cards was cumbersome, resulting in inefficiencies and delays in distributing gift cards to our customers.	Evaluate a more efficient options for gift cards distribution.	Procedure	"employee name removed"	End Q2
6	High	Logistics Unit experienced some challenges with on time departure of supplies and logistics resources resulting in delays.	Scale up Logistic unit based on size of event to ensure adequate support for logistical related items including but not limited to CRC/CCV's and supplies needed to support locations.	Procedure	"employee name removed"	End Q2
7	Med	The PSPS IMT currently conducts four operational briefing calls per day during activations and, in some cases, our partners attend multiple calls, resulting in possible inefficiencies.	There may be opportunities to amplify and optimize engagement with public safety partners while reducing possible redundancy.	Planning	"employee name removed"	End Q2