

Southern California Edison
2023-WMPs – 2023-WMPs

DATA REQUEST SET OEIS - P - WMP _ 2023 - SCE - 009

To: Energy Safety
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Job Title: Advisor
Received Date: 6/27/2023

Response Date: 6/30/2023

Question 02a:

Regarding Lessons Learned:

- a. In Table 10-1 Lessons Learned some entries require clarification to identify the lesson learned and related information. These include, but are not limited to, lessons numbered three, four, and fourteen. Please provide further information per page 208 the Technical Guidelines, for each lesson learned the electrical corporation must identify: [...]
- i. Brief description of the lesson learned that informed improvement to the WMP [...]
 - ii. Reference to the documentation that describes and substantiates the need for improvement including
 - (1) Where relevant, a hyper linked section and page number in the appendix of the WMP
 - (2) Where relevant, the title of the report, date of the report, and link to the electrical corporation web page where the report can be downloaded
 - (3) If any lessons learned were derived from quantifiable data, visual/graphical representations of these lessons learned in the supporting documentation.

Response to Question 02a:

This response addresses lessons learned #3 and #4, as identified in the data request prompt.

SCE included lesson learned #3 and #4 in Table 10-1 to highlight SCE's effort to continuously improve PSPS execution. SCE develops After-Action Reports following all PSPS exercise and real-world events to evaluate lessons learned and identify areas for improvement. Specific lessons learned from PSPS Exercises and real-world events are captured in After-Action Reports, which were provided in SCE's response to DATA REQUEST SET OEIS-P-WMP_2023-SCE-006, Q2.

An example of a lesson learned that resulted in SCE updating and improving its training exercise (lesson learned #3) can be found in the After-Action Report titled *02_2922.05.16-PSPS FE Series After Action Report*. It was observed that "surge team members were uncomfortable accessing and obtaining information from CDP (Central Data Platform) and need further instruction/practice on the process." As a result of this, SCE conducted CDP Drill in August 2022 to increase proficiency.

The After-Action Report lesson learned that resulted in the proposed improvements stated in lesson learned number #4 from Table 10-1 is as follows:

Line	Proposed WMP Improvement	2022 AAR Date	Observation
1	SCE is in the process of auto-enrolling all customers that live in the High Fire Risk Area not currently enrolled to receive PSPS alerts.	07.22.2022	Some customers in High Fire Risk Areas have not enrolled in or opted out of SCE's PSPS alerts. As a result, they could not be notified during this event.
2	In December 2022, SCE will also discontinue the customer opt-out feature for PSPS alerts and begin auto-enrolling customers during account sign-up	09.09.2022	Some customers in High Fire Risk Areas have not enrolled in or opted out of SCE's PSPS alerts. As a result, they could not be notified during this event.
3	SCE is in the process of enhanced outreach to these customers to confirm their contact information and enroll them in PSPS notifications.	09.09.2022	Some customers in High Fire Risk Areas have not provided validated contact information to SCE. As result, they could not be notified during this event
4	Evaluate process for sending imminent restoration notifications to identify possible opportunities to reduce end-to-end processing time.	11.22.2022	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.
5	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.	11.22.2022	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.
6	SCE will continue refining its PSPS event management capabilities to improve timeliness and accuracy of notifications	n/a	See Line 4 and 5.