

**2022 PSPS Functional Exercise**  
**After Action Report / Improvement Plan**  
**DATE: 06.10.2022**

<b>Name</b>	<b>PSPS - IMT Functional Exercise</b>	<b>Activation Dates</b>	<b>05.16.22 - 05.19.22</b>
<b>Type / Category</b>	<b>PSPS FSE – Santa Ana Elevated Weather Event/PSPS Threshold Conditions</b>		

**Activation Summary, Scenario:**

**Exercise Summary:**

The operations based functional exercise series provided a forum for participants to enhance their knowledge, understanding, and ability to implement appropriate actions to mitigate, prepare, respond, and recover from a PSPS event. The seven-hour exercise was conducted four times between May 16 to May 19, 2022 and was designed to allow participants to exercise Public Safety Power Shutoff (PSPS) de-energization, re-energization, planning and monitoring, delivery of notifications and other pertinent activities as outlined in existing company PSPS protocols.

The exercise included dedicated PSPS IMT members, rostered surge IMT personnel, and external entities and stakeholders. In total more than 500 participants, including support staff and Simulation Cell personnel, participated over the four days. The scenario used in the exercises was designed to help prepare SCE personnel to respond to PSPS events and to fulfill California Public Utilities Commission (CPUC) regulatory requirements. The following capabilities were assessed as part of these exercises: Operational Coordination, Public Information and Warning, Public Safety Partner Coordination, and Community Resilience.

**Scenario:**

All four exercises were conducted using the following scenario:

In the days leading up to Start of Exercise (StartEx), SCE Meteorology has forecast a Santa Ana wind event that is projected to meet or exceed PSPS threshold levels across Ventura, Los Angeles, Orange, Riverside and San Bernardino Counties. Santa Ana conditions are expected to bring High Fire Danger to Southern CA Mountain areas, and Red Flag Warnings, Wind Advisories, and Fire Weather Watches are active in the impacted areas within SCE service territory.

The PSPS Incident Management Team (IMT) is activated, and SCE begins to send out notifications to impacted customers and public safety partners and set up customer care resources in these areas. Operations Section has been coordinating with Meteorology to identify the impacted circuits and subsequently informs the Customer Care Branch. The PSPS IMT continues to assess abnormal conditions and downstream impacts for potentially affected circuits to determine actions as the event progresses.

On the morning of StartEx, SCE Weather services validates the weather models as consistent, and predictions continue to indicate Elevated or Extreme Fire Weather conditions. At approximately E+2 hours, new forecasts indicate weather conditions exceeding PSPS thresholds in Santa Barbara County to occur at E+48 hours, triggering planning phases 2A-

2B to be initiated. By this point, weather conditions for the first PSPS area have dropped below the PSPS threshold and de-energizations are already underway.

### **Strengths:**

- **Objective 1: Operational Coordination**

- Player application of newer operational tools, specifically iPEMS and the Centralized Data Platform (CDP), improved the timeliness of decision making and information sharing
- Use of iPEMS for determining nuanced circuit-by-circuit de-energizations heightened IMT-wide awareness and precision
- Command staff demonstrated heightened situational awareness when factoring customer impacts and mitigation strategy

- **Objective 2: Public Information and Warning**

- External Engagement players (PIOs, LNOs, AREPs, Customer Care) disseminated event information effectively, in a timely manner, and consistent with PSPS protocol expectations

- **Objective 3: Public Safety Partner Coordination**

- AFN Supervisor players were proactive in coordinating with external partners, including by forwarding requests and information appropriately

- **Objective 4: Community Resilience**

- Command Staff efficiently coordinated with Logistics and Customer Care personnel to discuss prioritization of restoration efforts for the most at-risk populations (Critical Care, Medical Baseline, Self-Certified, and Public Safety Partners)
- Ventura Healthcare Coalition's participation in the exercise and subsequent coordination with the IMT promoted and strengthened SCE's partnership in furthering community resiliency efforts, particularly within the healthcare sector.

### **Areas for improvement:**

- **Objective 1: Operational Coordination**

- Surge team members were uncomfortable accessing and obtaining information from CDP and need further instruction/practice on the process
- Each county had to be pulled separately in the CDP, creating delays in obtaining and synchronizing data between CDP, iPEMS, and SCE.com information
- The RESL was unable to obtain an accurate list of FSRs

- **Objective 2: Public Information and Warning**

Further define the actions around coordinating with the Customer Contact Center to ensure they can tailor their messaging to customers who call into the call center.

### Lessons Learned/Corrective Actions Table

#	Exercise Objective	Priority	Description	Recommended Solution	Capability	Owner	Date
1	Operational Coordination	Medium	Some PSPS Surge Team members need additional proficiency in new CDP.	1. Will rely on dedicated PSPS IMT and fully trained surge team members to oversee PSPS execution using Foundry until all IMT members are qualified  2. Providing additional Surge team inclusion in drills; Enhancing position-specific training to include Foundry modules when applicable	Technology	"employee name removed"	12/30/22
2	Operational Coordination	High	CDP does not currently separate event metric data at the county level for in-event reporting and external engagement, resulting in manual and time-intensive data processing.	Enhance the CDP application to allow users to query situational awareness data by county	Technology	"employee name removed"	09/30/22
3	Operational Coordination	High	The Customer Contact Center needs situational awareness during PSPS events to ensure they can	The task of communicating and coordinating with the Customer Call Center needs to be codified in the Internal	Communications	"employee name removed"	09/30/22

#	Exercise Objective	Priority	Description	Recommended Solution	Capability	Owner	Date
			tailor their messaging to customers who call into the call center.	Engagement Specialist position description.			
4	Operational Coordination	High	The RESL was not able to obtain a fully accurate list of FSRs when the Customer Care Branch Director initially made the request to deploy door-knocks.	The Customer Care Branch Director needs to manage the end-to-end process for secondary verification. The RESL is only responsible for sending out the initial request to the FSR Supervisor for door knock request by district. This distinction needs to be codified within a procedure.	Communication	"employee name removed"	09/30/22