

PSPS Forecasted Elevated Fire Weather Conditions

After Action Report / Improvement Plan

DATE: 10.08.2021

Name	PSPS 10.08.21 IMT Activation	Activation Dates	10.08.21 – 10.12.21
Type / Category	PSPS Activation - Forecasted Elevated Fire Weather Conditions		
<u>Activation Summary, Scenario</u>			
On October 11th, SCE’s meteorologists identified the potential for fire weather conditions in localized portions of Los Angeles and Ventura County. Given this potential, SCE’s meteorology and fire science experts maintained close communication with the Geographic Area Coordination Center (GACC) to evaluate the potential fire weather. During this communication, both agencies indicated agreement with SCE’s forecast. In response to this, SCE activated its PSPS Dedicated IMT on October 8th at approximately 2:00pm to manage this event. SCE ultimately de-energized 40 customers on the Energy and Tuba circuits in Los Angeles and Ventura County during the period of concern on October 11th to October 12th. Service to all customers was restored on October 12th at 2:30pm.			
<u>Strengths:</u>			
SCE has instituted an engagement survey process to capture feedback from State and County public safety partners and critical infrastructure customers during PSPS events. SCE encourages these stakeholders to provide survey feedback in daily coordination calls and also emails links to the engagement survey once the event has concluded. Four participants completed SCE’s engagement survey; of those four, all rated the engagement with SCE as positive.			
<u>Areas for improvement:</u>			
<ul style="list-style-type: none">Coordinating notifications for customers who are served by circuits that have shared ownership between two IOU’s presented some complexities during this event.In some cases, customers may experience a momentary outage during PSPS events while manual switching actions are performed to minimize customer impact. Existing notification protocols may not fully address this nuanced scenario which could create confusion for these customers.In the recent October events, SCE triaged two escalated requests for support received from SCE's Consumer Affairs department. SCE identified an opportunity to collect after-hours contact(s) information from CBO partners to assist in identifying escalated support solutions.			

Corrective Actions

	Area for Improvement	Recommended Solution	Owner	Resolution Date
1.	Coordinating notifications for customers who are served by circuits that have shared ownership between two IOU's introduces complexities.	Coordinate with adjacent IOU's to optimize existing notification protocols for situations where PSPS actions occur on circuits with shared ownership between two IOU's.	"employee name removed"	May 31, 2022
2.	In some cases, customers may experience a momentary outage during PSPS events while manual switching actions are performed to minimize customer impact. Existing notification protocols may not fully address this nuanced scenario which could create confusion for these customers.	Review existing notification protocol to determine if notification protocol can be refined to better address scenarios where a customer is momentarily de-energized pending manual switching action to minimize customer impacts during PSPS events.	"employee name removed"	March 31, 2022
3.	SCE partners with Community Based Organizations (CBO's) during PSPS events to provide support for Medical Baseline customers (including Critical Care) who may be de-energized. In the recent October events, SCE triaged two escalated requests for support received from SCE's Consumer Affairs department. SCE identified an opportunity to collect after-hours contact(s) information from CBO partners to assist in identifying escalated support solutions.	Coordinate with CBO partners to identify after hour contact(s) for addressing escalated AFN requests during events. Develop a protocol to intake and triage requests received after hours into the IMT structure when the AFN liaison role is not activated into a night shift.	"employee name removed"	March 31, 2022