

*Southern California Edison*  
*2022-WMPs – 2022 Wildfire Mitigation Plan Updates*

**DATA REQUEST SET O E I S - S C E - 2 2 - 0 0 3**

**To: Energy Safety**  
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**Job Title: Sr. Manager Compliance and Training**  
**Received Date: 3/22/2022**

**Response Date: 3/25/2022**

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**Question 23:**

Field Employee Training – Feedback Collection:

- a. Section 7.3.6.4 Personnel work procedures and training in conditions of elevated fire risk states that SCE continues to refine its training program based on feedback from field employees and its QC program. Please provide the following:
- i. How is feedback currently collected from field employees? Please provide examples.
  - ii. How often is feedback solicited?
  - iii. How is feedback incorporated into the training program? Please provide examples of feedback received and what change(s) were made to the training based on that feedback.

**Response to Question 23:**

- i. Field employee training is provided annually prior to peak fire season. Throughout the year, Field Employees are engaged via PSPS-focused virtual, cloud-based meetings and Information Summits to share up-to-date information, listen to their concerns, and reinforce communication protocols to ensure our frontline workforces are prepared and PSPS events are executed successfully. During these meetings, informal feedback is collected via two-way verbal discussion, video chat, and email exchanges. Formal feedback methods are currently being developed and will be incorporated in future training activities to further enhance our training program's effectiveness.
- ii. Field Employee engagements are conducted at least monthly.
- iii. Feedback is synthesized, discussed, and if appropriately aligned with learning objectives, is incorporated into training activities. In 2021, feedback and comments from field employees suggested more clarity was needed concerning PSPS line patrol activities such as PSPS photo requirement procedure, and field tool applications. Applicable training modules were updated to address the feedback received. PSPS line patrol training changes included the addition of patrolling scenarios under various operating and high wind conditions and examples of when, where, and how to capture photos of hazardous conditions including wind induced circuit damage. Additional changes added to training content encompassed instructional details explaining the proper use of field tools such as handheld weather stations.