



(U 338-E)

# Southern California Edison Company's First Progress Report on the Implementation of De-energization Guidelines set forth in Appendix A of Decision 20-05-051 Phase 2

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## I. Overview

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California's residents, and the electric utilities who serve them, are confronted with the substantial challenges posed by our global climate crisis. As we continue to collectively take action to dramatically reduce greenhouse gases and improve air quality, California is also faced with immediate and unprecedented safety risks from catastrophic wildfires, the magnitude of which even a few years ago was unforeseeable. In the face of such conditions, SCE's foremost mission is the safety of the public, our customers, and our employees. As such, SCE continues to undertake significant efforts to mitigate the risk of wildfires associated with electric facilities.

To that end, SCE has developed a robust infrastructure program to manage wildfire-related risks. The program is aimed at hardening the grid to reduce wildfire risks (*i.e.*, reducing the number of ignitions) and enhancing system resiliency (*i.e.*, reducing electrical infrastructure damage and improving power restoration time during and after a fire event) in our service area. SCE is also conducting ongoing assessments and refinements of our grid hardening program to identify technologies and protocols that may reduce the probability of an ignition event and public exposure to hazardous conditions during periods of high fire risk. Proactive de-energization of power lines, referred to as Public Safety Power Shutoffs (PSPS), is yet another important tool to mitigate wildfire risk.

SCE recognizes that while PSPS lowers the risk of wildfire ignitions, it also creates concerns, including customer disruptions and other risks associated with the loss of power. SCE does not take lightly the use of PSPS to mitigate the risk of wildfires and, based on lessons learned from 2019 PSPS events, has implemented operational enhancements to existing processes and procedures aimed at reducing customer impacts of PSPS going forward. Though SCE expects PSPS events to lessen as we deploy more of our Wildfire Mitigation Plan (WMP) initiatives, PSPS will need to remain available as a tool to mitigate wildfire risk during increased fire danger conditions because real-time weather conditions are difficult to predict especially due to climate change. SCE's capability to isolate circuit segments, and our reliance on real-time weather data and field conditions to inform de-energization decisions will help our efforts to reduce the number of customers impacted by PSPS in the upcoming wildfire seasons, although a longer or more intense fire season could potentially increase PSPS frequency, scale, and duration.

In the 2020 wildfire season, with the improvements SCE has made since last year, under the same conditions we would expect to see a 30 percent reduction in the number of customers affected by future PSPS events, and approximately half of these customers are not expected to experience PSPS at all in 2020.<sup>1</sup> SCE has developed

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<sup>1</sup> Assuming the same conditions as 2019 and not accounting for potential operational impacts due to the COVID-19 pandemic.

circuit-specific plans to reduce the frequency, scope and impact of PSPS on our customers and communities. SCE completed installation of over 850 circuit miles of covered conductor; prioritized the deployment of covered conductor informed by circuit-segment level ignition probability and consequence analysis; and enhanced our risk analysis methodologies. SCE also continued deployment of sectionalization equipment including switches, reclosures, and reconductoring sections of circuits. With the acceleration of covered conductor work combined with circuit sectionalization, the grid hardening initiatives will reduce the frequency of PSPS de-energizations over time under normally expected weather conditions.

SCE also has developed new technical and operational capabilities to improve our ability to strategically execute PSPS. We have dedicated permanent resources to support our Incident Management Team (IMT) in preparation for 2020 wildfire season to monitor and execute PSPS events. SCE will continue to use the Incident Command System (ICS) with the dedicated IMT and other trained resources to conduct all operational activities related to PSPS.

SCE continues to focus on listening to its customers and has partnered with several local and government agencies to understand pain points and opportunities for improving our communications to the impacted stakeholders prior to and during PSPS events. SCE is continually taking this feedback into account as we implement changes to our PSPS processes and protocols to address stakeholder concerns. SCE is committed to continuously improving its PSPS processes as part of its commitment to making PSPS as safe, limited, transparent, and focused on customers – including customers with access and functional needs (AFN) – as possible.<sup>2</sup> In addition, SCE has made progress toward forming the PSPS Working Groups and Advisory Board as required in Decision (D.)20-05-051.

SCE is exploring and implementing changes to our PSPS protocols during the COVID-19 pandemic based on state and local directives, as de-energization remains potentially necessary to support public safety. We recognize the greater inconvenience created by PSPS de-energization events, including for customers working, learning and caring for their loved ones from home during these challenging times. SCE has made and continues to make improvements to our processes and the ways we provide support to customers while following the guidance provided by the Centers for Disease Control (CDC) and other state and local orders. During the pandemic, SCE is continually monitoring the impact of COVID-19 on workforce availability and is developing

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<sup>2</sup> See D.19-05-042, pp. A6 – A7. AFN populations consist of “individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

contingency plans to maintain adequate levels of qualified staff for monitoring, patrols and remediation during PSPS events.

## II. Background

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On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened PSPS Order Instituting Rulemaking (R.)18-12-005 (PSPS OIR) to examine the rules that allow electric utilities, under the Commission's jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California.

In the Rulemaking, the Commission focused on: 1) examining conditions in which proactive de-energization is allowed and potentially limiting it to essential situations; 2) ensuring electric utilities coordinate with state and local level First Responders and align their systems with the Standardized Emergency Management System (SEMS)<sup>3</sup> framework; 3) mitigating the impact of de-energization on vulnerable populations, state and local government and First Responders; 4) providing effective and timely notice to affected stakeholders of possible de-energization and follow-up notice of actual de-energization; and 5) determining best practices for de-energization.

On March 8, 2019, a Scoping Memo was issued dividing the PSPS OIR into two phases, with the first phase to be completed in advance of the 2019 wildfire season. Phase 1 of the PSPS OIR focused on notice and communication issues. On June 4, 2019, the Commission issued PSPS OIR Phase 1 D.19-05-042, which established the PSPS Guidelines. The PSPS OIR Phase 1 Decision also required SCE to submit two reports on its progress toward implementation of the Phase 1 PSPS Guidelines, which it submitted on September 4, 2019, and March 13, 2020 (amended version). Phase 2 of the PSPS OIR was initially established to examine issues outside the scope of Phase 1 and revisit some of the Phase 1 issues that required additional examination and development,<sup>4</sup> but was later revised to consider whether the existing PSPS Guidelines in Resolution ESRB-8 and D.19-05-042 should be amended in light of significant PSPS de-energizations in late 2019.<sup>5</sup>

On January 30, 2020, the assigned Administrative Law Judge (ALJ) issued a ruling requesting comments on proposed Phase 2 guidelines in addition to guidelines adopted in the PSPS OIR Phase 1 Decision and Resolution ESRB-8. Comments were provided by several parties including SCE. The PSPS OIR Phase 2 Decision, D.20-05-051, adopting updated and additional PSPS guidelines, was issued on June 5, 2020. The PSPS OIR Phase 2 Decision required SCE to provide the first progress report within two months after issuance of the decision and a second progress report within six

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<sup>3</sup> SEMS is the fundamental structure for the response phase of emergency management. The system unifies all elements of California's emergency management community into a single integrated system and standardizes key elements.

<sup>4</sup> Assigned Commissioner's Phase 2 Scoping Memo and Ruling, issued August 14, 2019.

<sup>5</sup> Assigned Commissioner's Amended Phase 2 Scoping Memo and Ruling, issued December 19, 2019.

months after issuance of the decision. Pursuant to that directive, SCE hereby submits the first of these two Phase 2 PSPS Progress Reports.

### III. Working Groups and Advisory Board

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To comply with the guidelines provided by the Commission in D.20-05-051, SCE began its efforts to develop PSPS Regional Working Groups and a service territory-wide Advisory Board immediately following the issuance of the decision on June 5, 2020. The collaboration with external stakeholders will help SCE implement lessons learned from previous de-energizations, provide a forum for stakeholders to address and improve PSPS operations, and develop best practices for future PSPS events.

#### A. Working Groups

Pursuant to D.20-05-051, SCE has developed an approach for establishing regional Working Groups with representation from local communities across the entire SCE service area. The purpose of the Working Groups is to ensure there is a formal environment to share lessons learned between SCE and the impacted communities. In addition, these Working Groups will serve as a mechanism for the Commission and the local communities to seek input on lessons learned from prior PSPS de-energization events and alleviate barriers to solutions in future PSPS de-energization events.

SCE's efforts to establish the regional Working Groups began with determining (a) how to define a "region", (b) how many regional Working Groups to create, and (c) which organization within SCE should be responsible for the operations and coordination of the Working Groups and quarterly reporting to the Commission.

SCE considered multiple options to determine how best to represent SCE's service area given its size and complexity. After reviewing several options, SCE has aligned Working Group participation with the regions developed by the California Governor's Office of Emergency Services (Cal OES). This decision was based on several factors, such as (a) Cal OES regions are already defined and cover the entire SCE service area, (b) SCE has already leveraged these regions in prior efforts in working with key groups impacted by PSPS, (c) the number of regions would be manageable for conducting quarterly meetings without making each meeting so large or so small as to be counter-productive, and (d) the approach aligns with SEMS at the local level, which is a framework both Public Safety Partners and SCE use in existing planning frameworks. Using the existing Cal OES regions, we would have three unique, regionalized Working Groups representing the entire SCE service area. The various counties in SCE's service area will be represented in the following Cal OES regions:

- Cal OES Region I – Los Angeles, Orange, Ventura, Santa Barbara
- Cal OES Region V – Kern, Tulare, Fresno, Madera, Tuolumne
- Cal OES Region VI – San Bernardino, Riverside, Mono, Inyo

The Cal OES regions identified above for representation for Working Groups is included in the Appendix of this document. SCE will seek to get representation from various impacted stakeholders for each of the three regional Working Groups. SCE will reach

out the following organizations located in the three Cal OES regions listed above to participate in the Working Groups:

- Small multi-jurisdictional electric utilities
- Community choice aggregators
- Publicly owned electric utilities
- Communications and water service providers
- Tribal and local government entities
- Public Safety Partners
- Representatives of people/communities with AFN and vulnerable communities
- Commission staff
- Cal OES representatives

Working Group meetings will be scheduled quarterly, starting in September 2020, and will currently be held remotely given the COVID-19 restrictions. Potential topics for discussion at the Working Group meetings will include provisioning of Community Resources Centers (CRCs), communication and notification strategies, input on communicating in multiple languages, information sharing, identification of critical facilities and AFN customers, contingency plans, and other emergent or requested topics. The Working Groups will also coordinate with the workshops required by the Microgrid OIR.<sup>6</sup> Based on discussions and feedback received from the Working Groups, SCE may revise and enhance the protocols for PSPS de-energizations.

SCE will also develop a schedule to provide quarterly reports to the Commission on the Working Group activities and progress made during the Working Group meetings. The report will help validate that we have successfully implemented the lessons learned from de-energization events to refine our PSPS processes.

## **B. Advisory Board**

Pursuant to D.20-05-051, SCE developed an approach for establishing a wildfire safety community Advisory Board that would emulate the approach implemented by San Diego Gas & Electric Company (SDG&E) for its wildfire Advisory Board, which was established in 2019. SCE's Advisory Board will consider area-wide de-energization and wildfire issues and provide hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. There will be one Advisory Board for the entire SCE service area and meetings will be scheduled semi-annually, in-line with the structure developed by SDG&E.

SCE began its efforts to create a PSPS Advisory Board immediately after the PSPS OIR Phase 2 Decision issued on June 5, 2020. SCE's initial decisions were to (a) determine which organization within SCE should own the process for operations and

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<sup>6</sup> See D.20-06-017.

coordination of the Advisory Board and (b) what types of third-party organizations should be invited to join the Advisory Board.

Understanding the importance of the Advisory Board, SCE will make every effort to ensure senior-level representatives from the organizations invited to participate are included. Advisory Board meetings will be coordinated with the Working Groups for cohesion.

SCE will reach out to the organizations listed below to participate in the Advisory Board:

- Public Safety Partners
- Communications and water service providers
- Tribal and local government entities
- Business groups
- Nonprofit organizations
- Representatives of people/communities with AFN and vulnerable communities
- Academic organizations

A proposed schedule for the Working Groups and Advisory Board meetings is provided below:

## Working Groups & Advisory Board Calendar

Q1			Q2			Q3			Q4		
JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
		WG Region I WG Region V WG Region VI			WG Region I WG Region V WG Region VI			WG Region I WG Region V WG Region VI			WG Region I WG Region V WG Region VI
			AB Spring						AB Autumn		

Advisory Board Meeting twice a year (bi-annual)

Working Group Meetings four meetings a year (quarterly), for three regions

Peak Wildfire Season

## IV. De-Energization Exercises

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As SCE started preparation for the 2020 wildfire season, one of the key activities was executing end-to-end PSPS de-energization exercises. These PSPS de-energization exercises performed by SCE's IMT focused on validating SCE's (a) ability to comply with and execute the process and protocols of the PSPS events, (b) process improvements and new tool capabilities designed to improve operations and meet compliance requirements, (c) ability to execute PSPS protocols in different potential scenarios that would require PSPS de-energization, (d) ability to correctly comply with and execute the roles and responsibilities of the PSPS IMT and Task Force, and (e) confirm that PSPS activities align with SCE's Wildfire Response Plan. These simulation exercises did not disrupt electric service or violate any communication requirements.

The simulation exercises tested various PSPS activation phases. The active participants in the simulation performed their assigned roles to make strategic and tactical decisions during the routines. Exercises included participation from the IMT, Meteorologists, Task Force, Incident Commander (IC), Live Field Operations, Customer Service, and other key organizations within SCE that are typically involved during PSPS events. Observations during the exercises were documented, and lessons learned will be used for making improvements to PSPS processes and procedures.

To date, SCE has successfully completed six de-energization exercises and, pursuant to D.20-05-051, SCE will provide a report describing the lessons learned from these exercises to the Working Groups and Advisory Board. In addition, SCE will use the lessons learned to refine the design and implementation of PSPS de-energization processes and protocols. Due to the COVID-19 pandemic restrictions, these simulation exercises were performed remotely. These remote exercises also tested SCE's ability to staff a PSPS event without physical presence at the Emergency Operations Center (EOC). These exercises were performed on the following dates:

- May 27, 2020 (external parties invited)
- June 23, 2020
- July 7, 2020
- July 9, 2020
- July 14, 2020
- July 29, 2020 (external parties invited)
- Additional dates for 2020 to be determined

The exercises tested various procedures for a PSPS de-energization event. Four out of the six exercises were performed with just SCE personnel, and external stakeholders were invited to two of the six PSPS de-energization exercise events. Invitations to attend the simulation exercise was extended to the following entities: CPUC, CalFire, Cal OES, local County Offices of Emergency Management/Emergency Services, and Critical Infrastructure providers (e.g., healthcare, water, wastewater, telecommunications, etc.).

The following entities participated in the simulation exercises where external parties were invited:

State, Regional, Federal Partners/Agencies	Local/County Partners	Public Safety Partners
<ul style="list-style-type: none"> <li>• CPUC</li> <li>• Cal OES</li> <li>• CalFire</li> <li>• CalTrans</li> <li>• Edison Electrical Institute (EEI)</li> <li>• California Independent System Operator (CAISO)</li> <li>• North American Electric Reliability Corporation (NERC)</li> <li>• Federal Energy Regulatory Commission (FERC)</li> <li>• Western Electric Coordinating Council (WECC)</li> </ul>	<ul style="list-style-type: none"> <li>• Inyo County</li> <li>• Kern County</li> <li>• LA County</li> <li>• Mono County</li> <li>• Orange County</li> <li>• Riverside County</li> <li>• San Bernardino County</li> <li>• Santa Barbara County</li> <li>• Tulare County</li> </ul>	<ul style="list-style-type: none"> <li>• Cox Communications</li> <li>• AT&amp;T</li> <li>• Sprint</li> <li>• Verizon Wireless</li> <li>• Individual Living Centers (multiple areas)</li> <li>• Kinder Morgan</li> <li>• LA Dept of Water &amp; Power</li> <li>• Golden State Water</li> <li>• Metropolitan Water District</li> </ul>

The simulation exercises began with receiving mock weather forecasts from the SCE meteorologist along with timelines and impacted areas, approximately four to five days prior to the Period of Concern.<sup>7</sup> Approximately 72 hours prior to the Period of Concern, the meteorologist provided updated weather forecasts, including the projected Fire Potential Index (FPI) and wind speeds for each circuit, and estimates of which circuits met the criteria for an elevated fire risk, leading to a preliminary recommendation to activate the PSPS IMT. Once approved by the IC to activate the IMT, all stakeholders were informed of the imminent PSPS event including: Operations Section Chief (OSC), Task Force Lead, Liaison Officer (LNO), Customer Service Lead, Public Information Officer (PIO) Lead, Geographical Information Systems (GIS) team, Customer Care Lead, Logistics Section Chief (LSC), and the Compliance and Planning Section Chief (PSC). Twenty-four hours prior to the expected event, an updated Period of Concern Report was prepared and provided by the meteorologist. At the start of the Period of Concern, the de-energization decision making process was executed for impacted circuits. At the end of the Period of Concern, the decision process for re-energization was executed.

The de-energization simulation exercises included areas with the highest historical and forecasted risk for de-energization and included worst case scenarios of de-energization. These simulation exercises measured de-energization program performance and included tests for: (a) customer and critical facilities notification and communication systems, (b) functioning of EOC virtually through the Microsoft Teams software application, (c) PSPS notification protocols, (d) community resource needs,

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<sup>7</sup> Period of Concern is the time period circuits on the monitored circuit list are subject to potential PSPS.

such as Community Crew Vehicles (CCVs) and CRCs, and (e) de-energization and re-energization processes.

The simulation encompassed the complete PSPS activation process starting from five days prior to the Period of Concern all the way to the de-energization process and re-energization process. The simulation exercises helped test the new tools and processes utilized during PSPS activations, and allowed users to operate and maneuver in the Microsoft Teams platform, which is the application SCE will use during the COVID-19 shelter-in-place orders for coordinating PSPS events. The five-day simulation exercises were compressed to complete the activity in approximately six to seven hours. The exercises used assumptions and artificialities to complete the exercise in the time allotted.

In general, participants found the exercises to be extremely helpful in preparing for an actual PSPS event. Participants also noted the usefulness of the exercises in better familiarizing IMT members with the Microsoft Teams platform for remote activations. During the exercises, SCE identified some key opportunities for improvement for its PSPS processes, which SCE will work to address through further refinements to its training processes. Some of the key observations included:

- (a) The compressed timeline of the simulation exercises did not allow participants to thoroughly participate in their designated roles, specifically the creation of typical deliverables of a PSPS de-energization event,
- (b) Participants appreciated the ability to discuss specific details within their teams, but many felt they needed more time to collaborate with participants in other PSPS workstreams, and
- (c) Several participants felt they needed additional training to walk them through their position-specific requirements.

De-energization exercises are valuable to help validate our readiness to coordinate PSPS events, whether they lead to de-energization or not. Lessons learned during the de-energization exercises were used to enhance the PSPS planning and execution procedures. SCE also plans to continue performing six to seven de-energization exercises per year prior to each wildfire season, and use lessons learned to enhance and improve PSPS processes and procedures. SCE will share the lessons learned and our actions in response to these lessons with the Working Groups and Advisory Board when these entities are established and operational.

## **V. Communication and Notification Strategy**

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SCE continues to make improvements to its communication and notification strategies that were discussed in the Phase 1 PSPS Progress Reports. SCE continues to prioritize promoting customer awareness and education about PSPS as well as implementing lessons learned from past PSPS events. SCE has a suite of initiatives that mitigate the customer impact during a PSPS event and efforts underway that target increased customer communication on wildfire preparedness and education.

### **A. External Outreach**

SCE has continued its coordination, partnership, and collaborative efforts to identify and address the needs of customers impacted by PSPS in 2019. SCE continues to partner with various agencies including community-based organizations (CBOs), local governments and Critical Infrastructure providers to educate, provide outreach, obtain feedback, and develop solutions to customer concerns related to PSPS. We continue to modify and enhance communications that we send to impacted customers, including communications sent via mail, public radio, and email. We do our best to ensure that Public Safety Partners, local governments, the Commission, Cal OES and Critical Infrastructure providers are informed about potential PSPS de-energization events so they can adequately execute their emergency preparedness protocols and procedures. In addition, SCE continually seeks feedback from CBOs and other organizations to confirm that customers impacted by PSPS are receiving adequate communications and the communications along with map data that is shared via SCE's website are clear and comprehensible. SCE understands that insufficient advance notice could risk customers and the public not being adequately prepared during PSPS events. SCE has put the appropriate processes and technology in place to improve the ability for key stakeholders to receive appropriate and timely notifications of potential PSPS events based on a schedule as shown in Table V-1 below.

In 2020, SCE sent approximately 915,000 letters with information about PSPS, emergency preparedness, and SCE's wildfire mitigation work to customers in HFRA and approximately 3,200,000 letters to customers in non-HFRA. In 2020, SCE expects to reach all of its approximately 5,000,000 customer accounts via customer education campaigns to inform them about the purpose of PSPS, emergency preparedness and our wildfire mitigation plan.

In 2019, SCE conducted more than 550 meetings and presentations with local governments, Public Safety Partners, tribal governments, CBOs, and the customers and is continuing similar meetings with the communities prior to the wildfire season in 2020. In 2020, due to the COVID-19 pandemic, SCE has shifted to a virtual platform for its community meetings. To date, SCE has held nine general and community-specific online community meetings where customers were able to learn about SCE's PSPS protocols and grid hardening activities and engage with SCE employees on virtual platforms without the potential risk of exposure to COVID-19 that an in-person meeting could present. SCE has also held similar virtual meetings with a variety of specific stakeholder groups like community organizations, business groups and elected officials. Additionally, we are meeting with local governments, tribal governments, and Public

Safety Partners to educate them on our PSPS protocols and continue to validate that the contact information tracked in the SCE databases is current.

In 2020, prior to the wildfire season, SCE has continued to enhance communications with its community partners and focus significant customer care efforts in communities that were impacted by multiple PSPS de-energizations in 2019. SCE continues to engage with Cal OES, CalFire, and the Commission to identify enhancements for notification protocols during PSPS events. We have increased the frequency of PSPS updates by providing hourly information for the Period of Concern to local governments and First Responders. We will review our communications strategy with the PSPS Working Groups and Advisory Board and use the feedback we receive during these working sessions to continue to enhance our communications strategy for PSPS events. SCE maintains an open invitation for Cal OES and other Public Safety Partners to send a representative to SCE's EOC when a PSPS event is activated. Cal OES and other county emergency management agencies have sent representatives to the SCE EOC during the 2019 PSPS events.

In addition, SCE participates with the other California Investor-Owned Utilities (IOUs) in an external Statewide AFN Advisory Council. This AFN Council is comprised of IOUs, key stakeholders (e.g., Cal OES, CPUC), and statewide CBO's who support the AFN population. The Statewide AFN Council serves as a foundation for successfully serving AFN customers, as it opens the dialogue to discuss unique needs of this most vulnerable population and develops a holistic strategy on how to better serve AFN customers. SCE's efforts in working with the Statewide AFN council will help educate, communicate with, and aid AFN populations in building resiliency during for de-energization events such as PSPS.

In 2020, SCE is providing e-mail notification to Independent Living Centers (ILCs) and some CBOs prior to potential PSPS events. E-mail notifications will refer our external partners to the SCE website for the most updated information. Additional event-driven notifications are sent as needed in the during de-energization, re-energization, and conclusion of PSPS events.

## **B. Notification Plan**

We understand the need for timely and accessible PSPS notifications to impacted customers and communities even if their residences and businesses are not located within the impacted area (such as visitors, workers, persons monitoring family members' wellbeing, and the public at large); and that the communication needs to be available in preferred languages to provide customers the necessary information to prepare for a PSPS de-energization.

During a de-energization event, SCE sends notifications via customer-preferred methods of communication, including SMS texts, voice, TTY, and email. SCE's messages comply with the State of California Alert and Warning Guidelines and can be shared by any public alerting authority that is willing and able to do so. Our methods of communication delivery reach groups that do not have access to other forms of notification (e.g., rural areas that lack access to broadband services). Our notifications are provided in English, Spanish, Chinese (Mandarin & Cantonese for voice

communications), Tagalog, Vietnamese and Korean. These languages were selected because these languages are spoken most widely in the SCE service area.

SCE is also providing zip code-level notifications that allows anyone, including non-SCE customers, to receive information about PSPS by selecting zip codes of interest to them. Zip code-level notification is also available in multiple languages, aligning with SCE's other in-language notifications regarding PSPS.

In addition, SCE uses the Nextdoor application to communicate PSPS events. Nextdoor currently has 2.5 to 3 million verified users in SCE's service area that can be targeted by region, county, city, circuit, or neighborhood for PSPS communications.

SCE is also working on providing area specific PSPS notifications, similar in function to "Amber Alerts," using the Common Alerting Protocol provided by technology partners. These notifications allow SCE to reach people within the PSPS event boundaries without requiring any proactive sign-up process.

In the event of any form of disruption of traditional communication channels, SCE's contingency plans ensure customers impacted by PSPS events are notified in a timely manner. If these disruptions were to occur, SCE would use the Emergency Alert System in conjunction with the communication systems of the impacted counties to notify customers of any PSPS updates. This approach is aligned with the California Alerting and Warning guidelines and has been incorporated into SCE's internal processes. Even though SCE does not control the availability or operation of cellular network services, SCE sites CRCs in locations that have cellular reception under normal circumstances. When a PSPS event is expected, SCE strives to notify telecommunication service providers three days in prior to the potential event so the telecommunication providers can set in motion solutions to ensure service at the CRC location during the event. In addition, D.20-07-011 issued by the Commission on July 16, 2020, requires telecommunication service providers to develop comprehensive resiliency strategies to prepare for catastrophic disasters and power outages. The Commission has ordered telecommunication service providers to develop plans for backup power, network hardening, and temporary facilities as part of this preparedness planning.

**Table V--1**

<b>Stakeholder</b>	<b>Initial Notification (Alert)</b>	<b>Update Notification (Alert)</b>	<b>Imminent Shut down (Warning)<sup>8</sup></b>	<b>De-Energized (Statement)</b>	<b>Preparing for Re-Energization (Statement)<sup>9</sup></b>	<b>Re-Energized (Statement)</b>	<b>PSPS Averted (Statement)</b>
First/ Emergency Responders/ Public Safety Partners, local governments, and tribal governments	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
Critical Infrastructure Providers	72 hours before	48 & 24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
Customers	48 hours before	24 hours before	1-4 hours	When De-Energization Occurs	Before Re-energization Occurs	When Re-Energization Occurs	When circuits are no longer being considered for PSPS
*SCE will target the schedule above to notify customers. Erratic or sudden onset of hazardous conditions that jeopardize public safety may impact SCE's ability to provide advanced notice to customers.							

SCE continues to provide notifications that comply with the guidelines provided by the Commission, as shown on Table V-1 above.

The SCE LNO provides emergency planning-oriented notifications to local and tribal governments and Critical Infrastructure providers starting 72 hours before potential PSPS de-energization. Regular LNO updates are provided to impacted customers and communities every day during the PSPS event, grouped by county. These notifications include specific location and Period of Concern information for each impacted circuit. Additional event-driven notifications are sent to targeted jurisdictions in the event of imminent de-energizations, de-energizations, imminent re-energizations and re-energizations.

Automated notifications are sent to Public Safety Partners, including Critical Infrastructure providers, 72 hours prior to the Period of Concern when possible. Local and tribal government officials, Public Safety Partners and Critical Infrastructure providers can access outage and Period of Concern boundaries for HFRA circuits in the SCE service area for planning purposes through SCE's Representational State Transfer (REST) system. SCE Account Managers have worked closely with telecommunication customers and have provided them with the latest HFRA circuit list impacting their facilities as well as meter and circuit information related to those circuits. In the event of

<sup>8</sup> SCE will make every attempt to notify customers at the 1- to 4-hour warning stage. Given the unpredictability of shifting weather during PSPS, implementation of this timeframe may vary.

<sup>9</sup> SCE will attempt to notify customers before re-energization when possible.

a PSPS event, the notifications sent to telecommunications customers includes monitored facility address and meter numbers.

### **C. Readability and Accuracy of Notifications**

SCE strives to ensure that our customers receive notifications related to potential or active de-energization events that are readable and easy to understand. We continuously improve customer messaging based on the feedback we receive. For example, based on lessons learned from the Dear Neighbor letter sent to customers in 2019, the Dear Neighbor letter for 2020 was revised to make the letter more comprehensive and informative, including using colors and graphics to make the letter more readable. Copies of the 2020 Dear Neighbor letter sent to both the HRFA and non-HFRA customers are provided in the Appendix.

SCE makes every effort to avoid false-negative and false-positive communications<sup>10</sup> during PSPS events. However, since SCE's decision-making process for PSPS events relies heavily on several uncontrollable and rapidly changing factors, such as weather, there are times a message may be a false-positive or false-negative. For example, it is likely that SCE may make a decision to de-energize and communication regarding the de-energization is sent to the impacted customers accordingly; however, due to sudden changes in weather conditions, the decision to de-energize may be reversed. When SCE sends a communication considered to be false-negative or false-positive, SCE will enumerate and explain the circumstances that led to such communication in our post-event ESRB-8 report.

SCE has worked closely with Critical Infrastructure providers to improve communication methods during PSPS events. We are now leveraging REST service, which allows Critical Infrastructure providers and Public Safety Partners to access real-time GIS information of de-energized circuits during PSPS events. We also hosted two resiliency workshops in 2020 for water agencies to discuss resiliency best practices and resources available to assist these agencies with resiliency planning. SCE also participated in events hosted by various water agencies and associations. In addition, we have been meeting monthly with the Hospital Association of Southern California regarding de-energization issues, and SCE presented information on our grid hardening efforts and PSPS communication protocols at the association's regional meetings and board meeting. During PSPS events, SCE provides emergency management officials with data for Critical Infrastructure providers. During the larger PSPS events in 2019, SCE coordinated with the California Utilities Emergency Association (CUEA) to conduct daily operational briefings with Critical Infrastructure providers.

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<sup>10</sup> When an IOU sends a notification to a customer that a de-energization event will occur and this does not happen, this may be considered a false-positive. If a customer is de-energized and does not receive a notification, this may be considered a false-negative.

## **D. Customer Access to PSPS Event Information**

SCE provides our customers and communities access to PSPS information on its website (SCE.com). Improvements to SCE.com made after October 2019 enhanced the public's ability to access precise locality information of potential and active de-energization event impacted service points. The updated [sce.com/psps](https://www.sce.com/psps) webpage provides a map to display each circuit under consideration for de-energization or currently de-energized. A search feature allows visitors to zoom in to the street level, while a pop-up message displays the Period of Concern or outage at the circuit level. Additional information on the website includes:

- Areas that are under consideration for de-energization along with the anticipated start date and time and anticipated end date and time for the Period of Concern
- De-energized circuits with the estimated restoration date and time

A table below the map on the website displays indicates the count of customers potentially impacted by the PSPS event and count of customers who have been de-energized by county.

Community care services, including CCVs and CRCs active during the time of the PSPS de-energization, are also available on the map along with the address, date, and hours of operation. A table below the map on the website lists all of the CCVs and CRCs by county with hours of operation.

This information is readily available on our website in English as well as several other languages, including Spanish, Chinese, Tagalog, Vietnamese and Korean. Customers can search for a specific address and determine if there is a Period of Concern or an existing outage due to PSPS in that area. We are currently enhancing the Emergency Outage Notification System to allow customers to hear and read notifications in their preferred language, with this service being available in the same languages as above.

We continually reach out to CBOs and ILCs, 211 organizations, and other organizations to discuss awareness of PSPS amongst our impacted communities. In the coming months, we will continue this effort to better understand our customers' perception of our PSPS messaging and map data on our website. Based on the discussions and lessons learned, we will continue to improve our communications and how we share information on our website about PSPS. We will also consider doing customer surveys to gather information regarding our communications and website offerings.

## VI. Website Enhancements

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As discussed in the second Phase 1 PSPS Progress Report submitted in March 2020, SCE continues to monitor the PSPS webpage traffic during PSPS events and has made significant improvements to the infrastructure of its website in response to slow response time during an October 2019 PSPS event. SCE also continuously seeks to identify further performance improvements.

Directly following the slow response times in October 2019, SCE performed a bandwidth upgrade to increase website capacity. After increasing the network tunnel capacity bandwidth, the site performance returned to page load times of three to five seconds despite the significantly increased site traffic. This change was enabled by a complete migration of the SCE.com website from on-premise data centers to a Microsoft Azure cloud platform in 2019.

Additional bandwidth capacity improvements include implementation of a Content Delivery Network solution, resulting in the ability to cache static content pages. SCE also implemented a vNet Peering solution that provides bandwidth auto-scaling capability, performance improvement due to latency reduction, and improved reliability as the number of network hops is reduced. SCE's IT Operations organization provides 24/7 support and has established PSPS incident management protocols for increased monitoring and technical support during de-energization.

In the event of SCE.com site unavailability, SCE has implemented an alternate PSPS website on standby. The alternate website replicates the content for PSPS information and emergency preparedness found on SCE.com. Additionally, the SCE.com cloud-based architecture enables targeted shutdown of non-PSPS transactional services, such as turn-on/turn-off services and bill payment, when required to make additional capacity available for PSPS information. This will provide SCE's customers access to PSPS information without interruption.

SCE is reviewing the options for providing web-based information about electric vehicle (EV) Level 2 and Direct Current Fast Charging (DCFC) charging stations in PSPS affected areas prior to and during a de-energization event. Additional details on EV charging stations is available in our EV Plan.

We continually enhance the content of SCE.com to improve the information about our wildfire mitigation plans, including PSPS activities and how we strive to reduce the impact of PSPS events on our customers. We have leveraged feedback from customers and other stakeholders and worked with professional user experience and user interface design teams to enhance our website to make it user friendly and easy to navigate. However, we continue to solicit feedback to guide our ongoing modifications and improvements.

SCE met with Pacific Gas and Electric Company (PG&E) on June 22, 2020, to discuss PG&E's experiences working with the California Department of Technology (CDT) to

understand lessons learned and how best SCE can initiate our relationship with CDT. We also discussed how CDT collaborated on PG&E's plans for website enhancements and server performance to help provide uninterrupted communications to customers impacted by PSPS events. SCE is scheduled to meet with CDT during the month of August 2020.

## VII. Mitigation of Customer Impacts

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SCE continues to pursue measures to reduce the impacts that PSPS has on customers and is working to enhance its customer care programs. We realize that several of these programs will be impacted by the COVID-19 pandemic and are making modifications to our processes to continue supporting customers while following guidance provided by the CDC and applicable state and local orders.

### A. Community Resource Centers

As required by the PSPS OIR Phase 2 Decision, SCE is submitting a CRC Plan for PSPS support, which outlines SCE's plan to mitigate customer impacts of PSPS de-energization events by activating CRCs that address some of the needs of our customers, including AFN and vulnerable populations, during a PSPS event. The CRC Plan includes protocols for siting and accessibility of CRC locations and a determination of the resources needed to serve the community members who visit the CRC during PSPS events.

The plan also documents SCE's efforts to engage community stakeholders in the development of its CRC plan and will continue to use lessons learned and feedback from de-energization events to improve its CRC protocols for future events.

### B. Backup Generation

As part of SCE's preparation for the 2020 fire season, we offered to meet with state and local Offices of Emergency Management in our service area, with scheduling priority given to communities most affected by PSPS in 2019, wherever possible. SCE used these ongoing meetings to provide an overview and update of PSPS protocols, grid hardening efforts and community engagement. During these meetings, SCE has also made a point to specifically discuss backup generation capabilities for resiliency purposes and solicit input from Public Safety Partners about Critical Infrastructure providers located in their jurisdictions that SCE should consult with to support resiliency in case of PSPS de-energization. As of the date of this Progress Report, no specific requests or recommendations were made to SCE by Public Safety Partners for backup generation. However, when we do receive requests from our Critical Infrastructure providers for assistance with backup generation, we will gladly provide consultative assistance regarding backup generation to help Critical Infrastructure remain online during a PSPS de-energization event.

Similarly, SCE conducted outreach to its Critical Infrastructure providers in a number of sectors throughout SCE's service area. During this outreach, we sought to understand the details of the critical service provided by each customer, the backup generation plans each one has, if any, and the impacts that the COVID-19 pandemic might have on those resiliency plans. This information allows SCE to plan ahead for identified resiliency needs, if appropriate, and provides a heightened sense of situational awareness, which can aid decision making during PSPS events.

In addition to this outreach, SCE also hosted resiliency workshops tailored to specific business customer types. The goal of these workshops was to educate Critical Infrastructure providers on how SCE carries out PSPS protocols and how their businesses might be affected, so they can best prepare for potential impacts from PSPS.

### **C. Customer Resiliency Equipment Incentive**

We understand that having access to backup power and resiliency solutions during extended PSPS events can help reduce the impact of PSPS de-energizations. In addition to the backup generation assistance described above, SCE is also developing a Customer Resiliency Equipment Incentive Program that provides financial support towards the cost of microgrid controls to customers willing to increase resiliency within HFRA. This program targets customers who already have solar and storage, or will be adding such capabilities to their sites, and are willing to redirect the energy in the storage battery to a designated building onsite for use during PSPS or other emergencies. These facilities are required to be open to the public during PSPS events or other emergencies. The majority of customers that have such capabilities at their sites are entities such as schools, local government facilities, and large retailers. This approach allows the use of the designated building as a powered CRC in HFRA. SCE entered into a Customer Agreement to implement a pilot at one site based on the retrofit design (customer already had solar and storage) in February 2019. The implementation is underway and is expected to be completed by the end of summer 2020. If this pilot is successful, SCE will use the findings from this implementation to develop the Customer Resiliency Equipment Incentive Program and pursue the program if funding is approved in its 2021 General Rate Case application.<sup>11</sup>

SCE has also developed and launched (on July 7, 2020) a resiliency program targeting customers who are both income-qualified and critical care and living in tier 2 and 3 HFRA. These customers who have life sustaining medical equipment in their home may be eligible for a backup battery at no cost. The backup battery will be sufficient to power medical equipment for up to 24 hours during a PSPS event for these most vulnerable customers. SCE will coordinate the delivery and installation of the battery for qualified customers. However, if the COVID-19 restrictions continue, SCE may take a virtual approach, directly ship the battery to the customer's residence and provide remote support for installation and education.

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<sup>11</sup> See Application 19-08-013, Exhibit SCE-04 Vol. 5A, p. 83.

## VIII. Restoration of Power

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SCE has implemented procedures to ensure that in the event of a PSPS de-energization, electric service to impacted service points will be restored as soon as possible. Once it is safe to do so, service will be restored within 24 hours of the termination of the de-energization event. SCE has refined its procedures for inspecting its facilities and determining when it is safe to restore circuits based on prevailing conditions, and how to avoid undue delays (e.g., restoration plan developed beforehand, restoration patrols completed, etc.). Starting in the 2020 wildfire season, SCE will activate an Electric Services IMT (ES IMT) for larger-scale PSPS events. The ES IMT will focus on damage assessment and restoration, while the PSPS IMT will focus on monitoring circuits to be de-energized and reducing the impact of de-energization on our customers.

SCE has also implemented a process to identify specific actions taken to address delays in circuit restoration that could result in a circuit not being returned to service within 24 hours of the termination of the de-energization event. SCE will report on instances in which service is not restored within 24 hours, pursuant to D.20-05-051. These reports will be included in the ESRB-8 post de-energization event reporting submitted to the Commission.

SCE makes every effort to inform Public Safety Partners, Critical Infrastructure providers, and impacted customers within one hour of knowing we will re-energize a circuit line. Specifically, PSPS Task Force Leads must provide notifications to the PSPS IMT IC, OSC, Customer Service and LNO to ensure that these notifications can be made to relevant stakeholders and affected populations at the correct time. In situations where there are unintended circumstances that may prevent a safe re-energization, SCE will notify these same stakeholders and customers of the revised timeframe of re-energization.

## IX. Transportation Resilience

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The PSPS OIR Phase 2 guidelines established in D.20-05-051 require that each electric IOU initiate planning efforts toward ensuring that EV drivers have access to charging infrastructure during PSPS de-energization events.

The specific directives provided by the Commission include:

- (a) Implementing pilot projects to investigate the feasibility of mobile and deployable EV “Level 3” fast charging for areas affected by de-energization events;
- (b) Designing a plan, in coordination with EV charging network providers, to reinforce EV charging networks and key charging locations with backup generation; and
- (c) Coordinating with EV network information providers to communicate (on both the utility website and mobile applications), to the extent possible, current location, number, and accessibility of all Level 2 and “Level 3” EV charging stations in proximity to areas potentially impacted by de-energization events prior to and during potential or active de-energization events.

### A. Implementation of Mobile & Deployable DCFC Pilot Projects

The electric IOUs were directed to plan and execute pilot projects by the 2021 wildfire season to investigate the feasibility of mobile and deployable EV DCFC<sup>12</sup> charging for areas affected by PSPS de-energization events. The commission specified that each pilot project will be limited to a spend of \$4 million, with a total spending cap of \$10 million for each IOU.

SCE’s approach to developing the pilot programs includes, but is not limited to, the following:

- SCE will investigate and identify candidate sites that are well suited for locating mobile and deployable charging equipment, are in areas at risk for PSPS events, and where there is ability to site portable battery energy storage and/or fossil generation to power them. This will include identifying candidate sites along major transportation corridors within or in close proximity to HFRA. SCE will then work from this list of potential sites to identify the specific site(s) that can be targeted for pilot installation.
- SCE will work with relevant stakeholders representing the communities with identified pilot target installation sites to deploy mobile DCFC chargers.

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<sup>12</sup> Level 3 is not standardized terminology defined by the Society of Automotive Engineers. The correct terminology is Direct Current Fast Charging (DCFC).

- SCE will work with candidate site owners/operators to determine willingness and ability to participate in deployment of pilot technologies at their location.
- SCE will perform research on the commercial availability of “mobile” or “deployable” DCFC charging stations that may include or could readily integrate with self-contained generation.
- SCE will perform testing on identified solutions to ensure appropriate levels of safety and reliability. This will inform refinements to SCE’s Technical Requirements for portable charging systems to standardize qualification of mobile solutions for future deployments.
- SCE may engage resources from engineering design firms or other third-party entities to develop a custom solution that will facilitate the deployment of mobile DCFC backed by portable battery energy storage and/or fossil generation to power them because the current marketplace may not offer commercially available off-the-shelf solutions.
- SCE will plan to coordinate with PG&E and SDG&E in the search for technology solutions to avoid duplicative efforts.

#### Separate but Complimentary Activities Currently Being Investigated

In addition to the requirements identified in the OIR Phase 2 Decision, SCE is also considering additional opportunities to help our customers with resiliency programs. SCE is currently investigating mobile battery energy storage systems (MBESS) in an independent effort separate from the mobile and deployable pilot projects. If our investigations determine such systems are feasible, these types of systems might also be considered in the form of integrated DCFC solutions to provide charging services in the event of an electricity curtailment or outage event. SCE is also planning to formulate recommendations for new charging station installations that facilitate the incorporation of future interconnection capabilities with mobile and/or deployable backup generation.

SCE has recently purchased an MBESS for testing and piloting energy storage systems. The mobile system of approximately 750 kW, capable of providing about 3 MWhs of energy, was acquired to test its ability to serve as backup power for critical infrastructure/circuits during a power curtailment/outage event. SCE will also plan to explore if a similar system might be deployable to provide backup power for Level 2 or DCFC EV charging systems during a PSPS event. An MBESS system integrated with EV charging equipment is not yet commercially available.

SCE has also started to explore commercially available Level 2 charging solutions through its Charge Ready Schools and Parks pilot program.<sup>13</sup> SCE is currently evaluating Envision Solar’s EV Autonomous Renewable Charger (ARC) technology as a potential solution for more remote sites under the AB 1083 pilot program. The EV ARC is a transportable but permanent EV charging infrastructure solution and supports

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<sup>13</sup> Charge Ready Schools and Parks Pilot was approved in D.19-11-017.

various EVSE and service providers. The technology reportedly generates and stores all its own energy. Envision Solar reported that the EV ARC is providing EV charging to about 100 municipalities in 16 states, and other areas. SCE is planning to investigate the ARC's ability to serve as a possible mobile charging solution for the Assembly Bill (AB) 1083 pilot, and to determine if and how the technology might also be leveraged beyond Level 2 charging services.

SCE is also developing recommendations that impact the construction of new charging station installations that can better facilitate the incorporation of future interconnection capabilities with mobile and/or deployable backup generation. Retrofit and reconstruction options to enable interconnection capability may be cost prohibitive, as compared with pre-construction design changes that may be a lower-cost option to enable future extensibility. SCE will continue to explore how to best address backup power needs, commercially available mobile technology solutions, and potential custom solutions that might be capable of supporting DCFC services.

## **B. Plan to reinforce EV charging networks**

In Decision D.20-05-051, the Commission directed the electric IOUs to design a plan in coordination with EV charging network providers to reinforce networks and key charging locations<sup>14</sup> with backup generation. SCE has outlined its proposal and potential solutions to meet the requirements of this directive and is submitting its plan to the Commission. SCE continues to work diligently to reduce the impacts of PSPS events to customers and understands that access to functioning public EV charging infrastructure is critical for EV customers during PSPS events. In response to the PSPS OIR Phase 2 Decision, SCE has engaged in conversations with internal and external stakeholders, including EV charging network providers and members of SCE's Interconnection and PSPS IMT, to solicit ideas and input in developing its EV Charging Network Reinforcement Plan. SCE has also assessed past PSPS events and evaluated various options in preparing its plan to provide feasible backup generation solutions at key EV charging locations during de-energization events. SCE believes that additional work is required to study, test, and evaluate backup generation technology solutions before developing pilots and deploying any options at scale.

SCE plans to investigate the feasibility, safety implications, and customer benefits of various backup generation technologies as a first step in exploring options to reinforce key EV locations with backup generation. Key findings from SCE's research will be used to inform decisions regarding potential pilots to test solutions, collect data, and explore opportunities for scale.

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<sup>14</sup> Key locations are further defined in SCE's Charging Network Reinforcement Plan.

### C. Communicating EV Charging Station Availability

To ensure the public has clear information about the availability and location of EV charging stations during de-energization events, the Commission directed SCE to coordinate with EV network information providers to communicate (on both the utility website and mobile applications), to the extent possible, current location, number, and accessibility of all DCFC and Level 2 charging stations in proximity to areas potentially impacted by de-energization events prior to and during potential or active de-energization events. SCE is considering various approaches for providing customers with the required information, although this activity remains in the initial exploration stages.

SCE's approach for communicating EV charging station availability includes:

- Taking into Consideration the Customer's Perspective: SCE will plan to investigate how EV drivers typically obtain information about EV charging station availability, and any preference for using currently available platforms, into which information relating to charging stations that are affected by PSPS might be incorporated. SCE will plan to further investigate how customers might prefer to obtain station availability information in advance of, or during, a PSPS event to help maintain a focus on customer preference and identify the tools they might be most likely to utilize.
- EVSE Charging Station Availability Information Provided by 3<sup>rd</sup>-Party Network Provider Applications: Today, many 3<sup>rd</sup>-party entities provide EV charging Applications (Apps), which can be downloaded by a user to a mobile device. These Apps are available to provide EV charging station location and availability information, among other features. Customers often use these Apps for identifying the location and availability of EV charging stations. Currently, SCE does not offer any such App. A potential solution that SCE is considering involves leveraging these 3<sup>rd</sup>-party Apps that already exist in the marketplace and are being used by customers to communicate PSPS related information about EV charging stations.

SCE plans to work with the other IOUs and engage the 3<sup>rd</sup>-party App providers to explore how PSPS-related information might be leveraged and incorporated into their existing platforms as it may relate to EV charging infrastructure. Today, some of the Apps provide information about station availability as it relates to the presence of another vehicle currently charging at that location. The ability to depict temporary unavailability due to power interruption may or may not be something that can be readily incorporated. SCE will explore what information might be able to be communicated, how this information can be shared, what channels might be leveraged for receiving the information, and if and how the data can be used to provide end users with relevant and timely updates.

After analysis of the information gathered from the 3<sup>rd</sup>-party App providers, SCE will be better able to determine if and how information about those stations in

proximity to areas impacted by potential or active PSPS de-energization events can be used, the required frequency of data refresh, and what other requirements might exist. SCE will also better understand the willingness and ability of third parties to incorporate PSPS information into their platforms.

- Providing Publicly Accessible EV Charging Station Availability Information through SCE's Website: SCE plans to explore workable solutions to provide information about PSPS impacted Level 2 and DCFC charging sites, to the extent possible through SCE.com. These solutions will then be evaluated based on customer perspective findings identified above. SCE plans to explore various options for sharing this information, including:
  - The ability to acquire and share information about publicly accessible Level 2 and DCFC charging stations from the US Department of Energy's EV Charging Station Locations mapping tool and database. This information might then be leveraged to identify sites to include in mapping tools that SCE develops.
  - The concept of overlaying the EV charging station location data set into already existing GIS data sets that depict circuit boundaries. SCE currently leverages and incorporates additional data sets to identify the location of CRCs and CCVs. Adding the EV charging location data as another layer may yield the benefit of providing users with a single, more encompassing, holistic view of PSPS-impacted areas and customer services provided. SCE will need to further explore the ability to, and impacts arising from, bringing in this additional data set into the ARC GIS application. Further exploration of how the data is currently formatted, what changes might be required to incorporate, rate of refresh, and data presentment are additional technical considerations required to ensure the data can be leveraged, incorporated and presented.
  - The ability to integrate information about PSPS-impacted EV charging sites on SCE.com in light of SCE's current conversion to SAP (SCE's Customer Service Re-Platform Project (CSRP), which is currently underway). If there are significant system impacts arising from the required changes to SCE.com and other back-end systems in order to incorporate the Level 2 and DCFC charging information into existing SCE mapping tools, SCE may explore the ability to create links within SCE.com to other external micro-sites hosted outside of SCE.com that can provide the necessary information. Currently, SCE has implemented broad-scale system freezes in order to accommodate the implementation of SAP/CSRP. These system freezes may impact our timelines for implementation of a proposed solution. Constructing a microsite external to SCE.com might serve as a short-term solution.
  - SCE will also explore the ability to provide proactive notification to potential EV drivers who might reside in PSPS HFRA during PSPS events. In

designing PSPS Customer Care pilot initiatives for EV drivers, SCE has begun to identify EV driver customers in areas that have been highly impacted by PSPS events by appending circuit information to SCE's Clean Fuel Reward Program customer list, which indicates some SCE customers who have recently purchased or leased an EV. SCE will investigate the feasibility of leveraging this information and methodology to identify EV drivers that will potentially be impacted by PSPS events and make them aware of information relating to the availability of Level 2 and DCFC charging stations in their areas.

## **X. Transparency**

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Based on requirements provided by the Commission in both Resolution ESRB-8 and Decision D.19-05-042, SCE continues to provide post-event reports within ten days after every PSPS event. With several lessons learned from 2019, SCE has continuously sought to improve PSPS information provided on our website to ensure that our customers are better able to understand the various efforts underway to reduce the need to rely on active de-energization as a way to mitigate wildfire risk. We continue to enhance our website regularly to provide the most relevant and current information on PSPS. It is important to note that SCE may experience challenges with significant website updates in 2020-2021 due to the implementation of its CSRP project.

SCE is currently in the process of replacing its obsolete Customer Service System with a more modern, stable and agile SAP-based customer technology platform. The enhancements to the website may be impacted due to limitations of a system freeze by the CSRP project. Implementation of website enhancements will need to align its schedule with the CSRP release schedule.

### **A. Post-Event Reporting**

SCE provides information on all potential and actual PSPS de-energization events in its post-event reports. These reports are provided to the Director of the Commission's Safety and Enforcement Division after each PSPS event in accordance with the Commission's requirements.

As of June 2020, these reports include a detailed description of the quantitative and qualitative factors considered in each de-energization event. Specifically, these reports describe the factors that led to the PSPS event and explain why SCE decided to call for, sustain and curtail the de-energization event. These reports provide an event summary and responses to post-event reporting questions as required by the Commission. Reports include details on weather conditions observed during the Period of Concern, and factors considered for making the decision to notify and de-energize customers). In addition, reports provide the list of circuits impacted, the timelines leading to the event, high-level overview of the weather conditions, explanation of how we determined that the benefits of de-energization outweighed potential public safety risks, etc. These reports can be found on SCE's website at [www.sce.com/wildfire](http://www.sce.com/wildfire) under "Reports to the CPUC."

SCE's decision to de-energize is based on careful consideration of multiple factors and, therefore, notification of a potential PSPS event is intended to serve as a precursor to alert the public about the potential issues of public safety, not an absolute prediction that an actual de-energization will take place. SCE only uses PSPS de-energization when there are no other reasonable alternatives to mitigate identified risks to public safety. SCE considers the following factors prior to a potential PSPS event:

- National Weather Service (NWS) Red Flag Warnings for counties that contain SCE circuits in high fire risk areas
- Ongoing assessments from SCE’s in-house meteorologists informed about high resolution weather models and strategically deployed weather stations (e.g., wind speeds, humidity, and temperature)
- The SCE Fire Potential Index (FPI) rating, an internal tool that utilizes both modeled weather and fuel conditions
- Real-time situational awareness information obtained from field observers positioned locally in high fire risk areas identified as at risk for extreme fire weather conditions
- Specific concerns from local and state fire authorities, emergency management personnel, and law enforcement regarding public safety issues
- Expected impact of de-energizing circuits on essential services such as public safety agencies, water pumps, traffic controls, etc.
- Other operational considerations to minimize potential wildfire ignitions including current known state of individual circuit conditions.

SCE remains committed to continuously improving our processes and welcomes input from Public Safety Partners, community representatives and local governments on ways we can work together to enhance existing processes, improve communication and coordination amongst impacted entities, and minimize the impact of PSPS events on external stakeholders.

## **B. Wildfire Mitigation Plan Transparency**

SCE’s website provides information explaining the work SCE is undertaking to reduce wildfire risk and mitigate the need for PSPS de-energization events, including information on vegetation management and system hardening. SCE is in the process of updating, expanding, and re-organizing this information to provide organized, clear, and comprehensive information in a customer-friendly way, in compliance with D.20-05-051. The enhancements are currently expected be completed in the third quarter of 2020.

In addition to these website updates to provide transparency on its wildfire mitigation programs, SCE will provide the required updates in its WMP in 2021.<sup>15</sup> These updates will include short-, medium-, and long-term actions that SCE will take to reduce the impact and need for de-energization events to mitigate wildfire risk.

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<sup>15</sup> See D.20-05-051, Appendix A, pp. 9-10.

## XI. Medical Baseline and AFN

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As required by the PSPS OIR Phase 2 Decision, on June 1, 2020, SCE submitted its AFN Plan (included in the Appendix of this document), which outlines SCE's plan to support individuals who identify as AFN before, during and following PSPS de-energization events. SCE continues to enhance its plan as we learn more about the needs of these populations. SCE will submit, as required, a quarterly update beginning in September 2020 regarding its progress toward meeting its plan and the impact of its efforts to address the AFN population during PSPS de-energization events. In addition, SCE will submit a revised plan by January 31 of each following year.

In Section 5.1.1 of the June 1, 2020 AFN Plan, SCE discussed its process for identifying Critical Care customers who would potentially receive in-person notifications. Customers who are enrolled in SCE's Medical Baseline Program and whose physician has indicated that the equipment is used for life support purposes (*i.e.*, customer cannot be without life support equipment for at least two hours) are identified upon enrollment as Critical Care customers. Critical Care customers receive additional contacts prior to disconnection or interruptions of service. When a PSPS event is forecasted, SCE takes additional measures to provide these customers with alerts and notifications, including in-person notifications, if necessary.

SCE also monitors sent and undelivered PSPS notifications for Critical Care customers. When SCE is unable to confirm that a Critical Care customer has received PSPS notifications, SCE attempts to contact them directly. In those circumstances where SCE is unable to contact those Critical Care customers, SCE will deliver an in-person notification.

Section 2 of the June 1, 2020 AFN Plan provided details on the external outreach being performed in developing and improving the AFN Plan. The purpose of this collaboration is to identify assistance required by current and potentially eligible medical baseline customers during de-energization events. SCE's outreach efforts include customer research, customer feedback/surveys, and consultation with external stakeholders through various forums such as:

- SCE Consumer Advisory Panel
- ILC partnerships
- Statewide AFN Council
- CPUC Disadvantaged Communities Advisory Group
- Environmental and Social Justice Coordination Forum
- Regional Working Groups and Advisory Board

SCE provides medical baseline and critical facility customer information to local and tribal governments when requested. When medical baseline and critical facility information is provided, it is marked confidential as applicable.

## **XII. Appendix**

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The Appendix contains the following information:

- A. AFN Plan
- B. Dear Neighbor Letter – 2020 HFRA
- C. Dear Neighbor Letter – 2020 Non-HFRA
- D. PSPS Newsletters – 2020 HFRA
- E. PSPS Newsletters – 2020 Non-HFRA
- F. Cal OES Regions

## A. AFN Plan



**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

**FILED**  
06/01/20  
04:59 PM

Order Instituting Rulemaking to  
Examine Electric Utility De-  
energization of Power Lines in  
Dangerous Conditions.

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) ACCESS AND  
FUNCTIONAL NEEDS PLAN FOR PUBLIC SAFETY POWER SHUTOFF SUPPORT  
PURSUANT TO COMMISSION DECISION IN PHASE TWO OF R.18-12-005**

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Dated: **June 01, 2020**

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE  
STATE OF CALIFORNIA**

Order Instituting Rulemaking to  
Examine Electric Utility De-  
energization of Power Lines in  
Dangerous Conditions.

Rulemaking 18-12-005

**SOUTHERN CALIFORNIA EDISON COMPANY'S (U 338-E) ACCESS AND  
FUNCTIONAL NEEDS PLAN FOR PUBLIC SAFETY POWER SHUTOFF SUPPORT  
PURSUANT TO COMMISSION DECISION IN PHASE TWO OF R.18-12-005**

Southern California Edison Company (SCE) hereby submits its Access and Functional Needs Plan for Public Safety Power Shutoff Support Pursuant to Commission Decision in Phase Two of R.18-12-005, attached hereto Attachment A.

Respectfully submitted,

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June 01, 2020

**Attachment A**

Southern California Edison's Access and  
Functional Needs Plan for Public Safety  
Power Shutoff Support Pursuant to  
Commission Decision in Phase Two of  
R.18-12-005

June 1, 2020



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# 1 Introduction

Pursuant to the California Public Utilities Commission’s (CPUC or Commission) Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk (Decision),<sup>1</sup> Southern California Edison Company (SCE) provides the following plan regarding its efforts to address people/communities with access and functional needs (AFN) during de-energization events (“AFN Plan”). SCE will supplement this information in future required quarterly and annual updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during de-energization events.

As defined in the Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (OIR) Phase 1 decision,<sup>2</sup> AFN populations consist of “individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.”

SCE performed an analysis to identify the percentage of the SCE customer base that meets this definition of AFN and found that approximately 80% of SCE’s total customer population would qualify as people with access and functional needs, according to the definition in the Phase 1 decision. While SCE efforts will encompass the entire AFN population with specific needs, SCE will provide more attention and resources to the most vulnerable. As an example, a customer might have multiple simultaneous needs (e.g., disabled, low-income, has medical equipment, and is limited-English speaking). These AFN customers could be considered more “vulnerable” than other customers.

This AFN Plan focuses on the most vulnerable populations in SCE’s service area, such as medical baseline and low income customers. It includes a summary of the research, feedback and external input that has shaped the AFN population support strategy, the programs that serve these vulnerable customers, the preparedness outreach approaches that are focused on vulnerable populations, and the in-event AFN customer communications. SCE will provide a quarterly update of this AFN Plan, as required.

## 2 External Feedback and Consultation

### 2.1 Customer Feedback / Research

#### 2.1.1 Customer Research

SCE is committed to further understanding and responding to the needs of our AFN customers during PSPS events; therefore, we have partnered with stakeholders such as community-based organizations (CBOs), independent living centers (ILCs), and public agencies to research and learn more about the needs of our AFN customers. Additionally, we plan to continue reaching out to customers directly for feedback through surveys and community outreach events.

#### 2.1.2 Customer Feedback/Surveys

In early 2020, SCE conducted surveys that assessed the effectiveness of our 2019 customer communications and community outreach efforts, including a wide range of wildfire-related topics.

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<sup>1</sup> The Decision was adopted by the Commission on May 28, 2020.

<sup>2</sup> Decision 19-05-042, pp. A6 – A7.

The surveys were conducted with about 2,000 residential and 700 business customers in both HFRA and non-HFRA areas in our service territory. Customers were given the option to take the surveys in English or Spanish. Additionally, SCE conducted monthly surveys—offered in English, Spanish, and additional languages—to monitor perceptions of SCE’s commitment to protect communities from the risks of wildfires and customer awareness of SCE’s PSPS program. AFN customers were included in these surveys, with approximately 25% of the responding customers indicating they have an individual in the home who has some sort of disability. In reviewing the survey data across the sample groups, there are virtually no significant differences between the responses provided by those with disabilities in their household versus those without.

In 2020, SCE is developing surveys that will specifically target its AFN populations and will use those results to enhance support to its AFN population during PSPS.

## **2.2 Consultation with Interested Parties and Advisory Councils**

SCE engages with diverse community stakeholders to inform and focus ongoing efforts to increase effective AFN outreach and awareness. SCE’s Wildfire Mitigation Plan (WMP) outlined its strategy and objectives in reaching the all-encompassing definition of AFN within its territories from 2020-2022.<sup>3</sup> SCE supports existing relationships with CBOs throughout its territory and is working to expand those relationships with trusted agencies that support our AFN customers.

SCE engages with CBOs at both the state and local levels. In addition, SCE participates in weekly meetings with other IOUs and state agencies to provide real-time updates and share best practices and lessons learned on community outreach and engagement. On the local level, SCE continues to build on existing nonprofit relationships and build new partnerships with CBOs including faith-based and grassroots organizations in HFRA. SCE prioritizes participation in CBO collaboratives with diverse member organizations serving AFN populations. SCE regularly engages in meetings with the Inland Empire Disability Coalition, Inland Empire Concerned African American Churches, and California State Council on Developmental Disabilities’ Safety Committee.

### **2.2.1 SCE’s Consumer Advisory Panel**

SCE has regularly engaged and consulted with members of its Consumer Advisory Panel (CAP), which meets three times per year. The CAP includes diverse community stakeholders across SCE’s service area. Members are leaders in the nonprofit, community, and business sectors that represent various AFN and consumer groups including communities of color, veterans, disabled, LGBTQ, and low-income customers. For the past three years, CAP members have regularly been briefed on SCE’s wildfire mitigation efforts and provided feedback that has helped shape SCE’s customer service and outreach into these diverse communities. In 2019, SCE appointed two new CAP members who live and work in HFRAs including an executive director of an independent living center. Since the state’s stay-at-home order has been in place, SCE has convened the CAP more frequently with bi-monthly meetings planned through the end of 2020. PSPS and wildfire mitigation have been standing topics of discussion and consultation on all recent agendas. SCE will continue to consult and partner with CAP members who are eager to provide support in reaching AFN and diverse communities. These activities will include the bi-monthly meetings, one-on-one engagements, and joint meetings/presentations with local stakeholders.

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<sup>3</sup> See SCE’s 2020-2022 WMP, pp. 5-110 to 5-117.

## 2.2.2 Independent Living Centers

SCE established partnerships with eight designated ILCs across its service area to prepare AFN communities for PSPS. The ILCs are dedicated to increasing independence, access and equal opportunity for people with disabilities. Collectively, they provide direct services to the following counties within SCE's service area: Inyo, Kern, Los Angeles, Mono, Orange, Riverside, San Bernardino, Santa Barbara and Ventura Counties.

SCE's ILC partnerships will leverage the subject matter expertise of AFN advocates and members of the AFN community to provide appropriate, accessible and impactful education and outreach to SCE's AFN customers. Outreach will promote enrollment in SCE's Medical Baseline<sup>4</sup> Program, which also offers SCE customers the ability to receive enhanced notifications for PSPS events and will include workshops and trainings to provide preparedness education and assistance in applying for the Medical Baseline Program. The planned AFN outreach activities will be closely monitored and adjusted as needed through regular meetings with individual ILCs, as well as larger meetings with all eight ILCs. Additionally, SCE begins engaging its ILCs and other CBOs when de-energization events are unfolding so that they can be prepared to aid their impacted populations based upon the areas of impact.

SCE convened the California Foundation for Independent Living Centers members in our service territory in January and May 2020 and hosted them in February 2020 for a tour and presentation of our Emergency Operations Center.

## 2.2.3 Statewide AFN Council

SCE's mission is to safely and reliably deliver affordable clean energy to the customers and communities it serves. SCE is committed to understanding the unique and diverse needs of its AFN customer populations and has committed resources and funding to support the launch of the first Statewide AFN Advisory Council in partnership with the Joint Utilities. As stated in the PSPS OIR Phase 1 decision, "the electric investor owned utilities must make a diligent effort to identify AFN populations within their customer base."<sup>5</sup>

SCE worked with the other Independently Owned Utilities (IOUs) to establish an external AFN Advisory Council, comprised of a diverse group of recognized CBO leaders supporting the AFN population as well as members and advocates from within the AFN community. SCE expects the Statewide AFN Council will serve as an appropriate foundation for successfully serving its AFN customers. The AFN Council opens the dialogue to discuss unique needs of this most vulnerable population and to develop a holistic strategy on how to better serve our AFN customers. The board of the AFN Council will be comprised of IOUs, state leaders (e.g., Cal OES, CPUC), and statewide CBO leaders who support the AFN population.

The initial kick-off of this Advisory Council is scheduled for June 15, 2020. The Statewide Advisory Council will aid all stakeholders in developing and executing upon meaningful strategies to serve its AFN populations and provide independent expertise to help ensure that utility customer programs incorporate best practices to improve service now and in the future. The Council will also help utilities and other stakeholders further develop their AFN strategies to ensure robust programs that will

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<sup>4</sup> The Medical Baseline Program provides additional low-cost electricity to any customer who uses an electrically operated medical device in their home as authorized by their physician or physician designee. Note that the requirement for the device to be authorized by a physician has been suspended during the COVID-19 pandemic.

<sup>5</sup> D.19-05-042, Appendix A, pp. A12.

adequately and appropriately educate, communicate with, and aid its AFN populations in building resiliency for de-energization events such as PSPS.

#### **2.2.4 CPUC Disadvantaged Communities Advisory Group**

Senate Bill 350 (De Leon, 2015), as codified in Public Utilities Code section 400(g), requires the CPUC and the California Energy Commission (Energy Commission) to establish a Disadvantaged Communities Advisory Group consisting of representatives from disadvantaged communities (Advisory Group). The Advisory Group is to review and provide advice on proposed clean energy and pollution reduction programs and determine whether those proposed programs will be effective and useful in disadvantaged communities.

The Energy Commission and the CPUC adopted the Charter for the Advisory Group on December 13, 2017, in Energy Commission Resolution 17-13-2, and on December 14, 2017, in CPUC Resolution E-4893, respectively. The Advisory Group meets on a quarterly basis in locations across the state.

Disadvantaged communities are areas throughout California that most suffer from a combination of economic, health and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes, as well as high incidence of asthma and heart disease.

Although living in a disadvantaged community does not necessarily mean that a person belongs to an AFN population, there is likely some overlap. In addition, disadvantaged communities in SCE's service area have some overlap within SCE's HFRA. SCE is committed to engaging with this Advisory Group, as well as the various other advisory councils and groups described in this Plan, to provide information about its wildfire mitigation activities, including PSPS. SCE also intends to inform the Advisory Group of its activities for outreach, education and resiliency building for its AFN populations.

#### **2.2.5 Environmental and Social Justice (ESJ) Coordination Forum**

SCE has created an internal, cross-functional ESJ Forum to support: (1) taking the needs and concerns of ESJ communities into consideration as we conduct our business, so as to minimize disparate impacts between communities; and (2) proactively expanding access to clean energy and resiliency resources and services in these communities.

The ESJ Forum can help SCE enhance its AFN strategies by: (1) coordinating ESJ activities and communications internally and externally; (2) providing input on new and ongoing ESJ policies, programs, and projects, (3) providing recommendations to SCE management on important ESJ issues; and (4) supporting a company-wide culture that routinely takes ESJ issues into consideration as SCE conducts its work.

The CPUC's 2019 ESJ Action Plan defines an ESJ Community broadly as a community where residents are:

- Predominantly communities of color or low-income,
- Underrepresented in the policy setting or decision-making process,
- Subject to a disproportionate impact from one or more environmental hazards, and
- Likely to experience disparate implementation of environmental regulations and socio-economic investments in their communities.

The intent of this definition is to ensure that it is inclusive. These communities are further defined using more traditional categories that include but are not limited to:

- Disadvantaged communities located in the top 25% of communities identified by Cal EPA's CalEnviroScreen (the traditional definition),
- Low-income census tracts below 80% of the State or Area Minimum Income (Note: not all low-income areas are located in disadvantaged communities since CalEnviroScreen weighs air quality heavily in addition to financial indicators), and
- All tribal lands (tribal lands belong to sovereign governments and as such are not included in many state/federal screening methods such as CalEnviroScreen; however, the majority of tribal lands would fall into either the low-income or disadvantaged community category when their data is compared against the screening criteria).

The ESJ Forum provides extraordinary value when taking the needs and concerns of ESJ communities into consideration as we conduct our business so as to minimize disparate impacts between communities and proactively expand access to clean energy and resiliency resources and services in these communities. Naturally there is overlap between the ESJ and AFN populations and, therefore, SCE will leverage these efforts as it advances its AFN Plan.

### **2.2.6 Regional Working Groups and Advisory Board**

SCE is actively engaging with organizations and agencies today that serve individuals identified as AFN customers to gain insights to the unique and diverse needs of this population of customers. SCE's AFN Plan includes organizing Regional Working Groups and Advisory Boards that will further serve to enhance its overall AFN strategy. As described in this Plan, SCE has numerous engagements with Advisory Boards and Working Groups and is currently evaluating the structures and charters of those forums to identify gaps while coordinating efforts to meet the spirit of the Decision.

## **3 Customer Programs and Available Resources**

### **3.1 Resources for Vulnerable Populations**

#### **3.1.1 Critical Care Battery Back-up Program**

IN 2020, SCE is implementing its Critical Care Battery Back-up (CCBB) Program that will aid SCE's most vulnerable customers during PSPS de-energization events. The purpose of the program is to provide a fully subsidized portable backup battery solution to eligible customers in SCE's service area, which will aim to provide sufficient power to operate the customers medical devices for up to twenty-four hours in the event of any de-energization. Customers that are Income Qualified Critical Care (IQCC)<sup>6</sup> in HFRA Tiers 2 and 3 will be eligible for this program.

SCE's CCBB will:

- Promote clean portable electric battery back-up solutions and reduce reliance on fossil fuel generators,
- Appropriately size batteries based on load consumption analysis conducted during customer assessment,
- Fully subsidize a solution for all eligible customers, and
- Provide a simple customer experience with no upfront costs that is modeled around SCE's Direct Install program.

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<sup>6</sup> IQCC customers are those that are enrolled in both an income-qualified program such as California Alternate Rates for Energy or Family Electric Rate Assistance and Critical Care.

SCE is beginning outreach to eligible customers and plans to deliver approximately 2,500 batteries to eligible customers in 2020. SCE described this program in its WMP and its 2021 GRC application (A.19-08-013).

### **3.1.2 Medical Baseline**

SCE encourages customers who require the use of electrically operated medical equipment to sign up for the Medical Baseline Program. SCE conducts outreach to raise customer awareness about this program using the following tactics:

- Quarterly bill inserts directing customers to [www.sce.com/medicalbaseline](http://www.sce.com/medicalbaseline), [www.sce.com/psps](http://www.sce.com/psps) and [www.sce.com/wildfire](http://www.sce.com/wildfire).
- Conversations with customer service representatives in SCE's contact center or in person at community events,
- Information provided at Community Resource Centers (CRC) or by Community Crew Vehicles (CCV) during PSPS de-energization events,
- Partnerships with CBOs and other agencies to raise awareness of and increase enrollment in the program.

SCE recently made significant enhancements to its Medical Baseline Program to aid customers by allowing customers to enroll through an online process (while continuing to accept paper applications). Additionally, in response to the COVID-19 pandemic, SCE temporarily suspended all Medical Baseline re-verifications to ensure that customers are not removed from the program because they are unable to visit their physicians during the "safer at home" orders. SCE also temporarily relaxed the requirement of providing a physician's signature to initially enroll in the program during the pendency of these orders.

SCE's Medical Baseline Program provides customers electricity at a discounted rate. In addition, this program provides more tailored customer care, for instance by allowing customers to list other individuals to receive important alerts and notifications about their electric account through multiple contact methods, which may be crucial during de-energization events or emergencies. For those identified as relying on medical equipment for life support, SCE takes additional measures to confirm these customers receive the outbound alerts and notifications for PSPS events, including sending a representative to their door to deliver the message, if necessary.

SCE works directly with local offices of emergency services to share information about its most vulnerable customers so that they are aware of the customers in their communities that may require assistance during PSPS events.

## **3.2 Self-Generation Incentive Program (SGIP)**

SCE is committed to promoting clean energy solutions that expand the growth of distributed generation in disadvantaged communities and increase customer resiliency in HFRA. To support this goal, the statewide SGIP has been modernized with targeted incentives for resiliency related to wildfires and for low-income customers. The program provides financial incentives for the installation of energy storage to meet all or a portion of the electric energy needs of a home or business.

The purpose of the SGIP is to reduce greenhouse gas emissions, demand, and customer electricity purchases, increase electric system reliability through improved transmission and distribution system utilization, as well as create market transformation for distributed energy resource technologies.

The SGIP's Equity Resiliency Incentive program offers incentives for resiliency options to vulnerable customers with limited income. SCE launched these new incentives to its customers and has already fully subscribed its first budget allotment. SCE intends to request CPUC approval to increase the budget allotment.

### **3.3 Community Resource Centers (CRCs) & Community Crew Vehicles (CCVs)**

During PSPS events, SCE establishes CRCs at third-party facilities as a public destination offering device charging, information, Wi-Fi or cellular service, water, light snacks, a sitting area, and access to restrooms. CRCs and CCVs have three-pronged extension cords that enable charging of most home medical equipment. Some CRCs may also have refrigeration for temporary storage of medication. In response to the COVID-19 pandemic, some features may not always be available as SCE tailors its CRCs to meet state and local social distancing requirements. In addition to CRCs, SCE deploys CCVs equipped with backup power so that customers can charge their personal mobile devices and continue to receive information/updates from SCE about the outage, listen for relevant public safety broadcasts, and/or connect with friends and family concerned with their well-being during PSPS events. CRCs and CCVs are not specifically targeted to AFN populations, but they are vital resources for these customers, as well as SCE's overall customer population.

### **3.4 Resiliency Zones**

SCE established the Resiliency Zones pilot to energize limited essential services in rural communities. SCE is targeting seven rural communities (Tehachapi, Acton, Agua Dulce, Idyllwild, Bridgeport/Lee Vining, Mammoth, Cabazon), and up to three sites per community, including the installation of a transfer switch to accommodate temporary backup generation dispatched during the PSPS period of concern. SCE is targeting site readiness by third quarter of 2020.

### **3.5 211 Referral Service**

In 2019, SCE established partnerships with seven 211 service providers throughout the SCE service territory where customers can receive information suitable for their unique needs during PSPS events or other emergencies. 211 organizations provide free information and referral services using rich data and access to live, trained specialists to connect people to services in their communities 24/7. As part of the partnership, 211 service providers will be assessing current capabilities and developing or augmenting their databases with AFN resources and referrals.

### **3.6 SCE Programs Serve Low-Income Customers**

SCE promotes relevant programs that serve AFN customers in advance of PSPS events to support preparedness, cost savings and resiliency. SCE understands that some of our customers may be experiencing COVID-19-related financial hardship due to quarantine, illness, caring for loved ones or business closures. These income-qualifying customers can apply for assistance to pay their electric bill.

#### **Energy Assistance Fund (EAF)**

EAF is designed to provide a one-time assistance to our customers facing financial hardship.

#### **Income Qualified Programs: CARE and FERA**

SCE provides income-qualifying households discounted rates on their electric bill. The CARE

program provides qualifying customers a discount of about 30 percent and FERA provides a discount of 18 percent on the monthly bill.

## **4 Customer Preparedness Outreach & Community Engagement**

### **4.1 Direct-to-Customer Outreach**

#### **4.1.1 Advertising campaign educating customers about preparing for power shutoffs**

The 2020 PSPS campaign continues SCE's effort to educate all SCE customers, particularly in HFRA, about PSPS, alert sign-up, emergency preparation (including for those who use a life-saving device or other medical equipment) and SCE's wildfire mitigation work. The campaign is currently in six languages (English, Spanish, Chinese, Korean, Vietnamese and Tagalog) and will expand to additional languages (Khmer, French, Russian, Japanese, Arabic, German, Farsi, Punjabi and Armenian) by year end.

#### **4.1.2 Letters about potential power shutoffs planned for all customers in service territory**

The 2020 Dear Neighbor newsletters (HFRA and non-HFRA) focusing on PSPS and wildfire mitigation are being mailed to all customers starting at the end of May through early June 2020. The HFRA newsletter focuses on PSPS, including our notification process and decision-making factors for PSPS. The non-HFRA newsletter focuses on emergency preparedness and includes an overview of PSPS. Both versions provide an update on our wildfire mitigation efforts, helpful emergency preparedness websites and ways to sign up for alerts. A list of SCE customer service contact numbers and PSPS website (in-language versions, where available) was provided in English, Spanish, Chinese, Korean, Vietnamese, Cambodian, Tagalog, Arabic, Armenian, Farsi, French, German, Japanese, Punjabi and Russian. These letters are sent to SCE customers, including AFN customers.

### **4.2 Participation in Community Events**

#### **4.2.1 On-going community meetings held in high fire risk areas**

Since 2018, SCE has hosted more than 35 community meetings in areas that could be impacted by PSPS and is continuing to hold such meetings in 2020. SCE invites every customer within HFRA to learn about PSPS, what to expect before, during and after events, and to interact with agencies that support resiliency planning. Additionally, SCE customer service representatives are available to update contact preferences (this service was not available for the on-line meetings held in response to COVID-19-related restrictions on in-person meetings) and explain how customers can update contact information on SCE's website. The 2020 on-line community meetings use the Skype Meeting Broadcast platform and offer closed captioning in six languages (English, Spanish, Chinese, Vietnamese, Korean, and Tagalog). Recorded versions of the meetings are posted to SCE's YouTube channel, which provides the ability to view closed captioning in several different languages, including the 15 languages that are prevalent in SCE's service territory. SCE also provided American Sign Language (ASL) translation for hearing-impaired customers at the in-person community meetings. SCE is also looking to add ASL translations to the recorded on-line community meetings.

#### **4.2.2 Meetings with cities, counties and tribal governments**

In 2020, SCE will continue to regularly engage with local government officials, tribal staff and first responders to educate stakeholders on SCE's 2020-2022 WMP and its potential impact on their communities. These meetings will focus on educating local and tribal governments about the PSPS de-energization process and how the company will communicate and work with government agencies and emergency operations during outages. SCE will solicit advice on outreach to the AFN population in meetings with County Operational Areas.

### **4.3 CBO Engagement/Community Partnerships**

In 2019, SCE formed, and enhanced, partnerships with trusted and reputable organizations that work directly with AFN customers. SCE is partnering with Mixteco/Indigena Community Organizing Project to coordinate direct outreach to community members and to deliver PSPS public service announcements in the indigenous languages of Mixteco, Zapoteco and Purepecha. SCE is also partnering with 211 service providers and ILCs throughout the service territory, as noted above.

## **5 In-Event PSPS Customer Communications**

### **5.1 Event Notifications**

As documented in the 2020 WMP, SCE understands its stakeholders have different needs and require varying methods of alerting and warning to ensure proper notification. For example, first responders, public safety partners, and local governments require as much lead time as practical to begin contacting constituents and preparing to respond to potential de-energization. To support this need, SCE generally provides priority notification to these agencies upon activation of its emergency operations center, typically 72 hours before a potential PSPS event. Additional alerting and warning update notifications are made at 24-hour intervals to coordinate with these agencies. SCE begins initial alerting and warning messaging to remaining customers up to 48 hours in advance of a potential PSPS event.

SCE has a comprehensive plan for communicating with its customers during emergencies, especially during outages, which includes a schedule of notifications for repair (unplanned) outages and maintenance (scheduled) outages. Automated outbound notifications are sent to customers via the customer's preferred method of contact (including email and text message) when an outage occurs, as outage restoration times are determined or shifted, and upon conclusion of the outage. For maintenance outages, SCE provides advanced notice to customers at least three days prior to the outage, but usually up to two weeks prior. SCE provides an automated reminder 24 hours ahead of the scheduled outage and SCE's Outage Map on SCE.com provides customers with outage information in their service location. Notifications are offered in multiple languages.

In late 2019, SCE implemented zip code-level alerting for PSPS events. Zip code alerting enables non-SCE accountholder populations to enroll to receive PSPS notifications based on their preferred zip code(s) within the SCE service area. In 2020, SCE will further enhance zip code-level alerting to include in-language notifications in alignment with its existing notification abilities for SCE customers. Furthermore, SCE is in discussions with technology partners to use public alert messaging to notify anyone in an area affected by an active PSPS without them needing to sign up for alerts on SCE.com. This capability is similar to "Amber Alerts" and leverages the Common Alerting Protocol technology.

#### **5.1.1 Medical Baseline Notifications and In-Person Notifications for Life Support Customers**

Customers who are enrolled in SCE's Medical Baseline Program and whose physician has indicated

that the equipment is used for life support purposes (i.e., customer cannot be without life support equipment for at least two hours) are identified upon enrollment as Critical Care customers. Critical Care customers receive additional contacts prior to disconnection or interruptions of service. When a public safety event is forecasted, SCE takes additional measures to provide these customers with alerts and notifications, including using in-person notifications, if necessary.

SCE also monitors sent and undelivered PSPS notifications. When SCE is unable to confirm that a Critical Care customer has received PSPS notifications, SCE attempts to contact them directly. In those circumstances where SCE is unable to contact those critical care customers, SCE will deliver an in-person notification.

## **5.2 Media**

### **Facebook and Twitter**

SCE uses social media to provide PSPS communication updates, such as locations of deployed CCVs or activated CRCs.

### **Nextdoor Application**

SCE uses Nextdoor as an additional platform to communicate with its customers in targeted neighborhoods during a PSPS event. Only customers who are registered on the Nextdoor App for their specific neighborhood would see the communication.

## **5.3 Notification Effectiveness**

In 2019, SCE conducted after-action reviews with impacted emergency management agencies to solicit feedback on its PSPS process, including SCE's notification and outreach efforts. SCE intends to continue and enhance these meetings in 2020. In addition to the after-action review meetings, SCE held routine calls with county emergency management agencies to coordinate planning and response efforts, including discussion of how SCE notifies and engages customer groups. SCE also solicited feedback from its critical infrastructure partners regarding its PSPS communications in workshops. In addition, during the larger PSPS events in 2019, SCE coordinated with the California Utilities Emergency Association to conduct daily operational briefings with critical infrastructure providers, where they could discuss the effectiveness of SCE's communications.

SCE conducted post-wildfire season surveys with both residential and business customers from December 2019 to March 2020, which included demographics questions about customers with disabilities and medical equipment need.

## **5.4 Website**

On SCE's website (SCE.com), customers can find content about SCE's wildfire mitigation efforts, learn tips for how to become more resilient during major events and receive up-to-date information regarding PSPS in their area. Radio, digital banners/videos and social media advertisements also drive visitors to SCE.com for more information. SCE also maintains a toll-free (1-800) phone line staffed with trained personnel from SCE's customer operations who receive calls from impacted customers as a priority.

SCE.com is WCAG 2.0 AA compliant. We have designed and tested the site to support visitors who use a wide range of assistive technology to access the internet, including screen readers, and have optimized our maps to support visitors with color blindness. We have also translated our website into five languages, Spanish, Korean, Chinese, Vietnamese, and Tagalog.

## **5.5 Call Center Support**

Customer service representatives continue to support our customers during PSPS events by answering questions, addressing concerns, and escalating potential issues that arise.

B. Dear Neighbor Letter – 2020 HFRA

## Important Update:

# POWER SHUTOFFS TO HELP PREVENT WILDFIRES

Dear Neighbor,

As Californians, we are witnessing the alarming impact of climate change in the form of bigger, more devastating wildfires. We know that everyone has a role in preparing for any disaster. At Southern California Edison, along with energy companies across the state, we continue to take steps to keep our communities and employees safe. This includes strengthening our equipment, keeping trees and vegetation clear of our power lines and using technology to help with early detection of wildfires.

The area in which you receive your electrical service has been designated a **High Fire Threat District** (<https://ia.cpuc.ca.gov/firemap/>) by the California Public Utilities Commission. If weather conditions indicate fire danger is elevated — for example, if there are strong winds and the vegetation is dry — we may temporarily shut off power to customers in your area. This is called a Public Safety Power Shutoff (PSPS), and it is meant to keep communities safe.

### How Public Safety Power Shutoff (PSPS) Works

- When elevated fire conditions present a clear danger, we may shut off power temporarily on specific power lines for the safety of the public.
- We intend to notify affected customers approximately two days in advance of a potential power shutoff. This notification will be via email, text or telephone call. We may also send another notice to customers about one day before a potential power shutoff.
- In advance of PSPS events, SCE will also notify local governments, the emergency management community and first responders.
- We will keep customers updated regularly, via our website and social media channels. We will also notify affected customers once crews have patrolled the area and determined it is safe to restore power.

### What You Can Do to Prepare

- Sign up for alerts at [www.sce.com/outagealerts](http://www.sce.com/outagealerts).
- Learn more and update your contact information at: [www.sce.com/psps](http://www.sce.com/psps).
- Have an emergency plan in place for every member of your household, including your pets. For additional preparedness resources: [www.caloes.ca.gov](http://www.caloes.ca.gov), [www.readyforwildfire.org](http://www.readyforwildfire.org).
- Stay away from downed power lines and call 911 or 1-800-655-4555.
- Customers who have medical conditions that require electrically operated medical equipment should have a backup power system in place such as a generator. Customers with critical medical needs can learn more at [www.sce.com/psps](http://www.sce.com/psps).

Shutting off power temporarily to customers is not something we take lightly and we thank you for your support. We understand that being without power can be disruptive to you whether at home, school or work. Please know that public safety around our electrical equipment is our highest priority.

### Here are some additional safety tips during an outage:

- Disconnect all sensitive electronics to prevent damage or loss of data. If you have a portable gas generator, use it outdoors during a power outage. Never use it indoors.
- Never connect a generator to your home's circuit breaker panel. This can cause "backfeeding," which could electrocute utility workers when trying to restore your power. Always work with a qualified electrical worker when installing back up generation.
- Consider obtaining extra fuel for your generator for extended outages since local fueling stations may be without power. Keep fuel in approved containers in a safe location away from ignition sources.
- If you have electric gates or garage doors, learn how to operate them manually.

Together, we can reduce the threat that wildfires pose to our communities. We are working day and night to meet aggressive targets to mitigate wildfire risk. Please bear with us as we work to keep you and your community safe.

Sincerely,



Phil Herrington  
Senior Vice President, Transmission & Distribution

Como habitantes de California, observamos directamente el alarmante impacto del cambio climático con incendios forestales más intensos y devastadores. Por todo esto, queremos que nuestros usuarios estén preparados para los cortes del servicio eléctrico. Si las condiciones climáticas nos indican un riesgo elevado de incendio, es posible que activemos un corte eléctrico temporal a los usuarios de estas zonas en riesgo. Esto se conoce como corte del suministro eléctrico por motivos de seguridad pública y tiene como objetivo mantener la seguridad de la comunidad. Actualice su información de contacto en: [sce.com/psps](http://sce.com/psps) y regístrese para recibir alertas en [www.sce.com/outagealerts](http://www.sce.com/outagealerts). Usaremos esta información para enviarle alertas mediante llamadas telefónicas, mensajes de texto y correos electrónicos automáticos, en lo posible, antes del corte eléctrico. Para más información visite: [sce.com/PSPS](http://sce.com/PSPS).

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Là người dân California, chúng ta đang chứng kiến tác động đáng cảnh báo về biến đổi khí hậu với những vụ cháy rừng lớn hơn, có sức tàn phá mạnh hơn và chúng tôi muốn khách hàng chuẩn bị sẵn sàng cho việc mất điện. Nếu điều kiện thời tiết cho thấy có nguy cơ hỏa hoạn tăng cao, chúng tôi có thể tạm cúp điện đối với các khách hàng trong cộng đồng của quý vị. Đây gọi là Cắt Điện vì An Toàn Công Cộng, nghĩa là giữ cho cộng đồng của quý vị được an toàn. Cập nhật thông tin liên lạc của quý vị tại: [sce.com/psps](http://sce.com/psps) và ghi danh nhận cảnh báo tại [www.sce.com/outagealerts](http://www.sce.com/outagealerts). Chúng tôi sẽ sử dụng thông tin này để cảnh báo quý vị bằng những cuộc gọi tự động, tin nhắn và email tự động tại bất cứ thời điểm và địa điểm nào có thể được, trước khi có PSPS. Để biết thêm thông tin, xin ghé vào: [sce.com/PSPS](http://sce.com/PSPS).

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캘리포니아 주민들은 더욱 심각해진 여러 산불 사태를 보면서 기후 변화의 엄청난 영향력을 실감하고 있으며 저희는 여러분이 정전에 잘 대비할 수 있기를 바랍니다. 화재 위험이 높은 기상 조건에서 저희는 지역 사회 내 고객들에게 일시적으로 전력 공급을 차단할 수 있습니다. 이는 지역 사회의 안전을 지키기 위한 것으로 공공 안전 전원 차단(Public Safety Power Shutoff, PSPS)이라고 합니다. 여러분의 연락 정보를 [sce.com/psps](http://sce.com/psps) 에서 업데이트하고 [www.sce.com/outagealerts](http://www.sce.com/outagealerts)에서 알림을 신청하세요. 이 정보를 사용하여 해당 시간과 장소의 고객에게 공공 안전 전원 차단이 발생하기 전에 자동 전화와 문자, 이메일을 통해 알림을 보내드립니다. 자세한 내용은 [sce.com/PSPS](http://sce.com/PSPS)를 참조하세요.

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Bilang mga taga-California, nakikita natin ang nakakabahalang kinalalabasan ng pagbabago ng klima na may mas malaki, mas nakasisirang mga wildfire, at nais naming maging handa ang mga customer namin para sa pagputol ng kuryente. Kapag pinapakita sa atin ang kalagayan ng panahon na tumataas ang panganib ng sunog, maaari naming putulin pangsamantala ang kuryente para sa mga customer sa inyong komunidad. Tinatawag itong Public Safety Power Shutoff, at naglalayong panatilihin ang iyong komunidad. I-update ang iyong impormasyon pampang-ugnay sa: [sce.com/psps](http://sce.com/psps) at mag-sign up para sa mga babala sa [www.sce.com/outagealerts](http://www.sce.com/outagealerts). Gagamitin natin ito para babalaan kayo sa pamamagitan ng automated na mga tawag, at mga text at email, kung kailan at kung saan maaari bago sa isang PSPS. Para sa higit pang impormasyon: [sce.com/PSPS](http://sce.com/PSPS).

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我們加州人正在目睹氣候變化帶來的驚人影響，野火及其破壞性越來越大，而我們希望我們的客戶能為停電做好準備。如果天氣狀況表明火災危險在升高，我們可能會暫時給您所在社區的客戶斷電。這稱為公共安全斷電，目的就是為了確保社區的安全。造訪網站 [sce.com/psps](http://sce.com/psps) 更新您的聯絡資訊，並在這個網站 [www.sce.com/outagealerts](http://www.sce.com/outagealerts) 上註冊接收預警。在公共安全斷電發生之前，我們會盡可能使用此資訊通過自動電話、簡訊和電子郵件提醒您。欲瞭解更多資訊，請造訪[sce.com/PSPS](http://sce.com/PSPS)。

## C. Dear Neighbor Letter – 2020 Non-HFRA

## Important Update:

# POWER SHUTOFFS TO HELP PREVENT WILDFIRES

Dear Neighbor,

All Californians must be prepared for natural disasters like earthquakes and wildfires. At Southern California Edison, we are doing our part to keep communities safe. We are strengthening our equipment, clearing vegetation away from power lines and using technology for early detection of wildfires.

We may also use Public Safety Power Shutoffs (PSPS) where power is temporarily shut off to help reduce the likelihood of a wildfire and keep communities safe. PSPS is most likely to affect those in high fire risk areas (<https://ia.cpuc.ca.gov/firemap>), but it is important that all communities be prepared. **For more information about PSPS, visit: [sce.com/psps](https://sce.com/psps).**

When an emergency occurs, you could be without power for an extended period of time. You can take steps now to be prepared by having an emergency plan and kit in place for every member of your household.

**You can also stay in touch with us by updating your contact information and signing up for outage alerts at [sce.com/outagealerts](https://sce.com/outagealerts) or by calling 1-800-655-4555.** When an outage occurs, we will notify you by email, text or phone call depending on your preference.

### What You Can Do to Prepare

- Have an emergency plan in place for every member of your household, including your pets. Please visit [sce.com/outagetips](https://sce.com/outagetips). For additional preparedness resources, visit: [caloes.ca.gov](https://caloes.ca.gov) or [readyforwildfire.org](https://readyforwildfire.org).
- Stay away from downed power lines — call 911 or 1-800-655-4555.
- If you or someone in your household has a medical condition that requires electrically operated medical equipment, you should have a backup power system in place such as a generator. You can learn more at [sce.com/psps](https://sce.com/psps).
- If you have electric gates or garage doors, learn how to operate them manually.

Here are some additional safety tips during an outage:

- Disconnect all sensitive electronics to prevent damage or loss of data. If you have a portable gas generator, use it outdoors during a power outage. Never use it indoors.
- Never connect a generator to your home's circuit breaker panel. This can cause "backfeeding" which could electrocute utility workers when trying to restore your power. Always work with a qualified electrical worker when installing backup generation.
- If you have a generator, consider obtaining extra fuel since local fueling stations may be without power. Keep fuel in approved containers in a safe location away from ignition sources.
- In case of any emergency, please follow the direction of local law enforcement and firefighters.
- We understand that being without power can be disruptive to you whether at home, school or work. Please know that public safety around our electrical equipment is our highest priority and we thank you for your patience and support.

Sincerely,



Phil Herrington

Senior Vice President, Transmission & Distribution

Todos los habitantes de California deben estar preparados para desastres naturales como terremotos e incendios forestales. En SCE, queremos que nuestros usuarios también estén preparados para apagones. Si las condiciones climáticas nos indican que el peligro de incendio es elevado, es posible que interrumpamos temporalmente el servicio eléctrico a nuestros usuarios. Esto se denomina corte del suministro eléctrico por motivos de seguridad pública. Las personas que viven en zonas de alto riesgo (<https://ia.cpuc.ca.gov/firemap>) son las más susceptibles de verse afectadas por estos cortes, pero es importante que todas las comunidades estén preparadas. Regístrese para recibir alertas de cortes eléctricos en [sce.com/outagealerts](https://sce.com/outagealerts). En la medida de lo posible, antes de activar un corte del suministro eléctrico por motivos de seguridad pública le enviaremos una alerta mediante llamada telefónica, mensaje de texto o correo electrónico. Para obtener más información: [sce.com/PSPS](https://sce.com/PSPS).

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Mọi người dân California đều phải chuẩn bị trước những thiên tai như động đất và cháy rừng, chúng tôi cũng muốn khách hàng chuẩn bị cho tình huống cắt điện. Nếu điều kiện thời tiết cho thấy nguy cơ cháy tăng cao, chúng tôi có thể tạm thời cắt điện. Đây được gọi là Cắt Điện Vì An Toàn Công Cộng (PSPS). PSPS rất có thể sẽ ảnh hưởng tới những người sống trong khu vực có nguy cơ cháy cao (<https://ia.cpuc.ca.gov/firemap>), nhưng điều quan trọng là tất cả các cộng đồng đều phải chuẩn bị sẵn sàng. Ghi danh nhận cảnh báo cắt điện tại [sce.com/outagealerts](https://sce.com/outagealerts). Chúng tôi sẽ cảnh báo cho quý vị bằng cách gọi điện, gửi tin nhắn hoặc email, những lúc và nơi có thể thực hiện được, trước mỗi lần cắt điện PSPS. Để biết thêm thông tin, xin vào trang mạng: [sce.com/PSPS](https://sce.com/PSPS).

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Một người dân California là bạn cần phải chuẩn bị trước những thiên tai như động đất và cháy rừng, chúng tôi cũng muốn khách hàng chuẩn bị cho tình huống cắt điện. Nếu điều kiện thời tiết cho thấy nguy cơ cháy tăng cao, chúng tôi có thể tạm thời cắt điện. Đây được gọi là Cắt Điện Vì An Toàn Công Cộng (PSPS). PSPS rất có thể sẽ ảnh hưởng tới những người sống trong khu vực có nguy cơ cháy cao (<https://ia.cpuc.ca.gov/firemap>), nhưng điều quan trọng là tất cả các cộng đồng đều phải chuẩn bị sẵn sàng. Ghi danh nhận cảnh báo cắt điện tại [sce.com/outagealerts](https://sce.com/outagealerts). Chúng tôi sẽ cảnh báo cho quý vị bằng cách gọi điện, gửi tin nhắn hoặc email, những lúc và nơi có thể thực hiện được, trước mỗi lần cắt điện PSPS. Để biết thêm thông tin, xin vào trang mạng: [sce.com/PSPS](https://sce.com/PSPS).

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Kailangang maging handa ang lahat ng mga taga-California sa mga natural na kalamidad gaya ng mga lindol at mga wildfire [di-makontrol na sunog], at gusto naming maging handa ang aming mga kustomer sa mga pagkawala ng kuryente. Kapag natukoy namin batay sa lagay ng panahon na naging mas mapanganib ang sunog, posible naming pansamantalang putulin ang kuryente ng mga kustomer. Ang tawag dito ay Pagputol ng Kuryente para sa Kaligtasan ng Publiko (Public Safety Power Shutoff o PSPS). Pinakamalamang na maapektuhan ng PSPS ang mga taong nasa mga lugar na pinakamapanganib sa sunog (<https://ia.cpuc.ca.gov/firemap>), pero mahalagang handa ang lahat ng mga komunidad. Mag-sign up para sa mga alerto sa pagkawala ng kuryente sa [sce.com/outagealerts](https://sce.com/outagealerts). Bibigyan ka namin ng alerto sa pamamagitan ng tawag sa telepono, text o email, kung kailan at saan ito mangyayari, bago ang isang PSPS. Para sa higit pang impormasyon: [sce.com/PSPS](https://sce.com/PSPS).

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所有加州人都必須為地震和森林火災等自然災害做好準備，我們也希望客戶能為斷電做好準備。如果天氣狀況表明火災危險在升高，我們可能會暫時給客戶斷電。這就是公共安全斷電。雖然公共安全斷電最有可能影響火災風險高的地區 (<https://ia.cpuc.ca.gov/firemap>)，所有社區也都必須做好準備。請造訪 [sce.com/outagealerts](https://sce.com/outagealerts)，註冊接收斷電提醒。在公共安全斷電發生之前，我們會儘可能透過電話、簡訊和電子郵件提醒您。欲瞭解更多資訊，請瀏覽 [sce.com/PSPS](https://sce.com/PSPS)。

## D. PSPS Newsletters –2020 HFRA



# PUBLIC SAFETY POWER SHUTOFFS

Information for High Fire Risk Areas

May 2020

**PREPARE FOR WILDFIRE SEASON**  
Full details inside.

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We understand what a stressful time this is, and how important it is for all our customers and their families to have access to electricity at home. Our employees and our families live in the neighborhoods we serve, and we share your concerns about power outages at this difficult time.

However, as in past years, when there is a high risk for a wildfire, we may temporarily shut off power to your neighborhood to prevent our electric system from becoming the source of an ignition.

Factors and conditions we evaluate include Red Flag warnings, high winds, low humidity, dry vegetation, on-the-ground observations, input from emergency management officials and first responder agencies and public safety risk.



## DID YOU KNOW?

### How You Can Sign Up for PSPS Alerts

You can sign up for PSPS alerts using your address or ZIP code by visiting [sce.com/psps](https://www.sce.com/psps). You can choose to receive your notifications by text, email or phone call. You can also receive alerts on Nextdoor. (Sign up at [nextdoor.com](https://www.nextdoor.com).)



[sce.com/psps](https://www.sce.com/psps)

### Helpful Resources During PSPS

When a PSPS is called, we will make our Community Crew Vehicles and Community Resource Centers available for phone charging, Wi-Fi, snacks, water and outage updates. For more information and locations, visit [sce.com/psps](https://www.sce.com/psps) during the PSPS event. (Please note that the stay-at-home order will affect these plans.)

## TO LEARN MORE ABOUT PUBLIC SAFETY POWER SHUTOFFS AND HOW TO SIGN UP FOR OUTAGE ALERTS

Customer Service	1-800-655-4555	<a href="https://www.sce.com/psps">sce.com/psps</a>
Spanish	1-800-441-2233	<a href="https://www.sce.com/es/psps">sce.com/es/psps</a>
한국어	1-800-628-3061	<a href="https://www.sce.com/ko/psps">sce.com/ko/psps</a>
中文	1-800-843-8343	<a href="https://www.sce.com/zh-hans/psps">sce.com/zh-hans/psps</a>
TIẾNG VIỆT	1-800-327-3031	<a href="https://www.sce.com/vi/psps">sce.com/vi/psps</a>
Cambodian	1-800-843-1309	<a href="https://www.sce.com/vi/psps">sce.com/vi/psps</a>
Tagalog	1-800-655-4555	<a href="https://www.sce.com/tl/psps">sce.com/tl/psps</a>
Arabic	1-800-655-4555	
Armenian	1-800-655-4555	
Farsi	1-800-655-4555	
French	1-800-655-4555	
German	1-800-655-4555	
Japanese	1-800-655-4555	
Punjabi	1-800-655-4555	
Russian	1-800-655-4555	

Para obtener más información sobre los Cortes del suministro eléctrico por motivos de seguridad pública, incluyendo el proceso de inscripción para recibir alertas de apagones, y cómo contactarnos:

জনালীন সংস্করণে অন্তর্ভুক্ত করা হয়েছে। অন্যান্য বিকল্প সেবা সার্ভিসেস অন্তর্ভুক্ত করা হয়েছে।

若要瞭解更多有關安全斷電的資訊，包括如何訂閱停電通知以及如何聯絡我們：

Để tìm hiểu thêm về Cắt Điện vì An Toàn Công Cộng, bao gồm cách đăng ký nhận cảnh báo cắt điện, và cách liên lạc với chúng tôi:

សំណុំព័ត៌មានសម្រាប់អ្នកប្រើប្រាស់សេវាអន្តរជាតិរបស់យើង ត្រូវបានបង្ហាញនៅទីនេះ។

U pang alamín ang higit pa tungkol sa mga Pagpapayat ng Kuryente para sa Kaligtasan ng Publiko (Public Safety Power Shutoffs), kabilang ang tungkol sa kung paano magpapatala para sa mga babalang may kaugnayan sa pagkawala ng kuryente, at kung paano makikipag-ugnayan sa amin:

لمعرفة المزيد عن إجراءات السلامة العامة، يرجى الاتصال بنا:

Համայնական անվտանգության համակարգի մասին ավելի մանրամասն տեղեկությունները հասանելի է համայնական կայքէջում:

برای کسب اطلاعات بیشتر در مورد قطع برق در صورت اضطرار، لطفاً با ما تماس بگیرید:

Pour en savoir plus sur les coupures électriques de sécurité publiques, y compris comment vous inscrire au panne de courant et comment nous joindre:

Für weitere Informationen über Stromabschaltungen zur öffentlichen Sicherheit, einschließlich zur Anmeldung für Benachrichtigungen über Ausfälle per E-Mail und wie Sie uns erreichen können, besuchen Sie uns unter:

計画停電 (PSPS) に関する情報や、停電アラートの受信登録方法などについてお問い合わせは、下記をご覧ください。

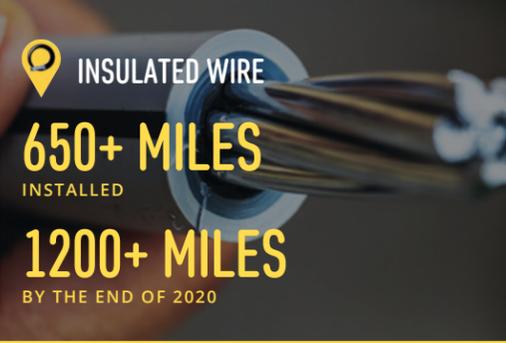
ਮਨੁੱਖੀ ਸੇਵਾਵਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਨੂੰ ਸੁਰੱਖਿਅਤ ਢੰਗ ਨਾਲ ਬੰਦ ਕਰਨ ਦੀ ਸਲਾਹ ਦਿੱਤੀ ਜਾਂਦੀ ਹੈ।

Точно так же о том, как подписаться на оповещения о перебоях, и как связаться с нами:

## UPDATE ON OUR WILDFIRE MITIGATION EFFORTS

As California prepares for the 2020 wildfire season, our crews continue to perform ground and aerial inspections and install high-tech tools to help make communities more resilient and reduce the number of proactive power shutoffs.

You may see our crews working by air or ground to inspect electrical equipment or vegetation around our equipment. Our employee crews wear SCE photo ID badges and company uniforms. In most cases, vehicles will have SCE logos or “SCE approved contractor” decals.

 <p><b>WILDFIRE CAMERAS</b></p> <p><b>161</b> CAMERAS INSTALLED THOROUGHLY COVERING HIGH FIRE RISK AREAS</p>	 <p><b>INSULATED WIRE</b></p> <p><b>650+ MILES</b> INSTALLED</p> <p><b>1200+ MILES</b> BY THE END OF 2020</p>
 <p><b>WEATHER STATIONS</b></p> <p><b>850+</b> INSTALLED BY THE END OF 2020</p>	 <p><b>INCIDENT MANAGEMENT TEAM</b></p> <p><b>500+</b> QUALIFIED RESPONSE TEAM MEMBERS, WHO ARE ON CALL FOR DUTY 24/7</p>
 <p><b>ENHANCED INSPECTIONS</b></p> <p>CONTINUE ADVANCING INSPECTIONS TO ADDRESS WILDFIRE RISKS IN 2020</p>	 <p><b>PROTECTIVE DEVICES</b></p> <p><b>12,000+</b> FUSES AND REMOTE CONTROLLED SECTIONALIZING DEVICES APPLIED TO INTERRUPT ELECTRICAL CURRENT MORE QUICKLY &amp; BOOST RELIABILITY BY SEGMENTING CIRCUITS TO ISOLATE PROBLEMS</p>

## EMERGENCY PREPAREDNESS



An emergency can happen at any time. You can help your family be prepared with a safety preparedness plan, some basic supplies and advance planning. Whether a pandemic, an earthquake or a wildfire, preparedness will help everyone cope better and stay safer.

If you depend on electrically powered medical equipment, plan to have a backup power source. You may be eligible for SCE’s Medical Baseline program. Learn about the program and how to apply at [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline).

## PSPS CONSIDERATION FACTORS AND NOTIFICATION PROCESS

If conditions indicate extreme fire danger in an area with a high risk of wildfires — for example, if there are strong winds, low humidity, dry vegetation and there is a fire threat to electric structures or a public safety risk — we may temporarily shut off power to some customers.

We will send multiple notifications before, during and after a PSPS is called. To see if you are impacted during a PSPS, enter your address at [sce.com/psps](https://www.sce.com/psps) and get the latest updates, including period of concern and estimated restoration time. The interactive outage map will also show the location of available resources, including Community Crew Vehicles and Community Resource Centers.

### Public Safety Power Shutoff Decision Timeline

<b>4-7 DAYS AHEAD</b>	When forecasts indicate extreme weather, SCE will begin predictive modeling to assess potential impact.	PLANNING AND MONITORING
<b>3 DAYS AHEAD</b>	SCE will monitor government-issued indices that may signify an impending critical weather event. Internal predictive weather models are refined. The PSPS Incident Management Team (IMT) is activated.	
<b>2 DAYS AHEAD</b>	Critical or extreme fire weather conditions are forecasted. Coordinate with local government and emergency responders first. Initiate notifications on possible power shutoff.	
<b>1 DAY AHEAD</b>	Extreme fire weather conditions imminent; continued modeling and more accurate forecasts determine affected areas. Continue to coordinate and communicate with local government, agencies and customers of possible power shutoff.	
<b>POWER SHUTOFF</b>	Extreme fire weather present and dangerous conditions validated by field resources; notify local government, agencies and customers of power shutoff.	OUTAGE
<b>POWER RESTORATION</b>	Extreme fire weather subsides to safe levels and conditions validated by field resources; inspections and patrols of equipment begin, then power is restored to affected communities; agencies and customers notified of power restoration.	

Erratic or sudden onset of hazardous conditions that jeopardize public safety may impact SCE’s ability to provide advance notice to customers.

## HELPFUL EMERGENCY PREPAREDNESS WEBSITES

- [sce.com/covid19](https://www.sce.com/covid19)
- [sce.com/beprepared](https://www.sce.com/beprepared)
- Ready.LA.Gov
- Ready OC
- Santa Barbara EOC
- Ventura County
- San Bernardino County
- Riverside County
- Kern County OES
- Inyo County OES
- Mono County OES
- Madera County OES
- Fresno County OES
- Tulare County OES
- Kings County
- 211 Social Services

- [lacounty.gov/emergency/emergency-survival-guide](https://lacounty.gov/emergency/emergency-survival-guide)
- [readyoc.org](https://readyoc.org)
- [countyofsb.org/ceo/sbcoem.sbc](https://countyofsb.org/ceo/sbcoem.sbc)
- [ventura.org/emergency-services](https://ventura.org/emergency-services)
- [wp.sbcounty.gov/dph/programs/prp/preparing-for-emergencies](https://wp.sbcounty.gov/dph/programs/prp/preparing-for-emergencies)
- [rivcoready.org/Have-a-Plan/Power-Outages](https://rivcoready.org/Have-a-Plan/Power-Outages)
- [kerncountyfire.org/2-uncategorised/1448-office-of-emergency-services](https://kerncountyfire.org/2-uncategorised/1448-office-of-emergency-services)
- [inyocounty.us/services/emergency-services](https://inyocounty.us/services/emergency-services)
- [monocounty.ca.gov/sheriff/page/emergency-services](https://monocounty.ca.gov/sheriff/page/emergency-services)
- [maderacounty.com/government/sheriff/office-of-emergency-services](https://maderacounty.com/government/sheriff/office-of-emergency-services)
- [co.fresno.ca.us/departments/public-health/office-of-emergency-services-oes](https://co.fresno.ca.us/departments/public-health/office-of-emergency-services-oes)
- [oes.tularecounty.ca.gov/oes](https://oes.tularecounty.ca.gov/oes)
- [countyofkings.com/departments/emergency-preparedness](https://countyofkings.com/departments/emergency-preparedness)
- [211.org](https://211.org)



## E. PSPS Newsletters –2020 Non-HFRA



## UPDATE ON OUR WILDFIRE MITIGATION EFFORTS

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## WHAT YOU CAN DO TO PREPARE

- When an emergency occurs, you could be without power for an extended period of time. Have an emergency plan in place for every member of your household, including your pets. Please visit [sce.com/beprepared](https://sce.com/beprepared) for helpful tips.
- Stay away from downed power lines — call **911** or **1-800-655-4555**.
- If you depend on electrically powered medical equipment, plan to have a backup power source. You may also be eligible for SCE's Medical Baseline program. Learn about the program and how to apply at [sce.com/medicalbaseline](https://sce.com/medicalbaseline).
- Know about your city or county's emergency plans.
- If you have electric gates or garage doors, learn how to operate them manually.



## HELPFUL EMERGENCY PREPAREDNESS WEBSITES

- [sce.com/covid19](https://sce.com/covid19)
  - [sce.com/beprepared](https://sce.com/beprepared)
  - Ready.LA.Gov
  - Ready OC
  - Santa Barbara EOC
  - Ventura County
  - San Bernardino County
  - Riverside County
  - Kern County OES
  - Inyo County OES
  - Mono County OES
  - Madera County OES
  - Fresno County OES
  - Tulare County OES
  - Kings County
  - 211 Social Services
- [lacounty.gov/emergency/emergency-survival-guide](https://lacounty.gov/emergency/emergency-survival-guide)  
[readyoc.org](https://readyoc.org)  
[countyofsb.org/ceo/sbcoem.sbc](https://countyofsb.org/ceo/sbcoem.sbc)  
[ventura.org/emergency-services](https://ventura.org/emergency-services)  
[wp.sbcounty.gov/dph/programs/prp/preparing-for-emergencies](https://wp.sbcounty.gov/dph/programs/prp/preparing-for-emergencies)  
[rivcoready.org/Have-a-Plan/Power-Outages](https://rivcoready.org/Have-a-Plan/Power-Outages)  
[kerncountyfire.org/2-uncategorised/1448-office-of-emergency-services](https://kerncountyfire.org/2-uncategorised/1448-office-of-emergency-services)  
[inyocounty.us/services/emergency-services](https://inyocounty.us/services/emergency-services)  
[monocounty.ca.gov/sheriff/page/emergency-services](https://monocounty.ca.gov/sheriff/page/emergency-services)  
[maderacounty.com/government/sheriff/office-of-emergency-services](https://maderacounty.com/government/sheriff/office-of-emergency-services)  
[co.fresno.ca.us/departments/public-health/office-of-emergency-services-oes](https://co.fresno.ca.us/departments/public-health/office-of-emergency-services-oes)  
[oes.tularecounty.ca.gov/oes](https://oes.tularecounty.ca.gov/oes)  
[countyofkings.com/departments/emergency-preparedness](https://countyofkings.com/departments/emergency-preparedness)  
[211.org](https://211.org)



## SAFETY TIPS DURING A POWER OUTAGE



- Disconnect all sensitive electronics to prevent damage or loss of data. If you have a portable gas generator, use it outdoors during a power outage. Never use it indoors.
- Never connect a generator to your home's circuit breaker panel. This can cause "backfeeding," which could electrocute utility workers when trying to restore your power. Always work with a qualified electrical worker when installing backup generation.
- If you have a generator, consider obtaining extra fuel since local fueling stations may be without power. Keep fuel in approved containers in a safe location away from ignition sources.
- In case of any emergency, please follow the direction of local law enforcement and firefighters.

We understand that being without power can be disruptive to you whether at home, school or work. Please know that public safety around our electrical equipment is our highest priority and we thank you for your patience and support.

## F. Cal OES Regions



# Governor's Office of Emergency Services Southern Region Operational Area Assignments



Updated as of June 2020

## Southern Region Branch

4671 Liberty Ave #283  
Los Alamitos, CA 90720  
(562) 795-2900 Main  
(562) 795-2963 Fax

## Regional Administrator (acting)

Jim Acosta  
(562) 795-2900

## Deputy Regional Administrator

Dan Weiss  
(562) 795-2900

## Law

Operations Chief Sherri Sarro (760) 405-4782 Office  
Reg I Paul Walters (310) 877-6814 Cellular  
Reg IA Ryan Smith (916) 628-6880 Cellular  
Reg VI Kent Miller (760) 522-0349 Cellular

## Fire

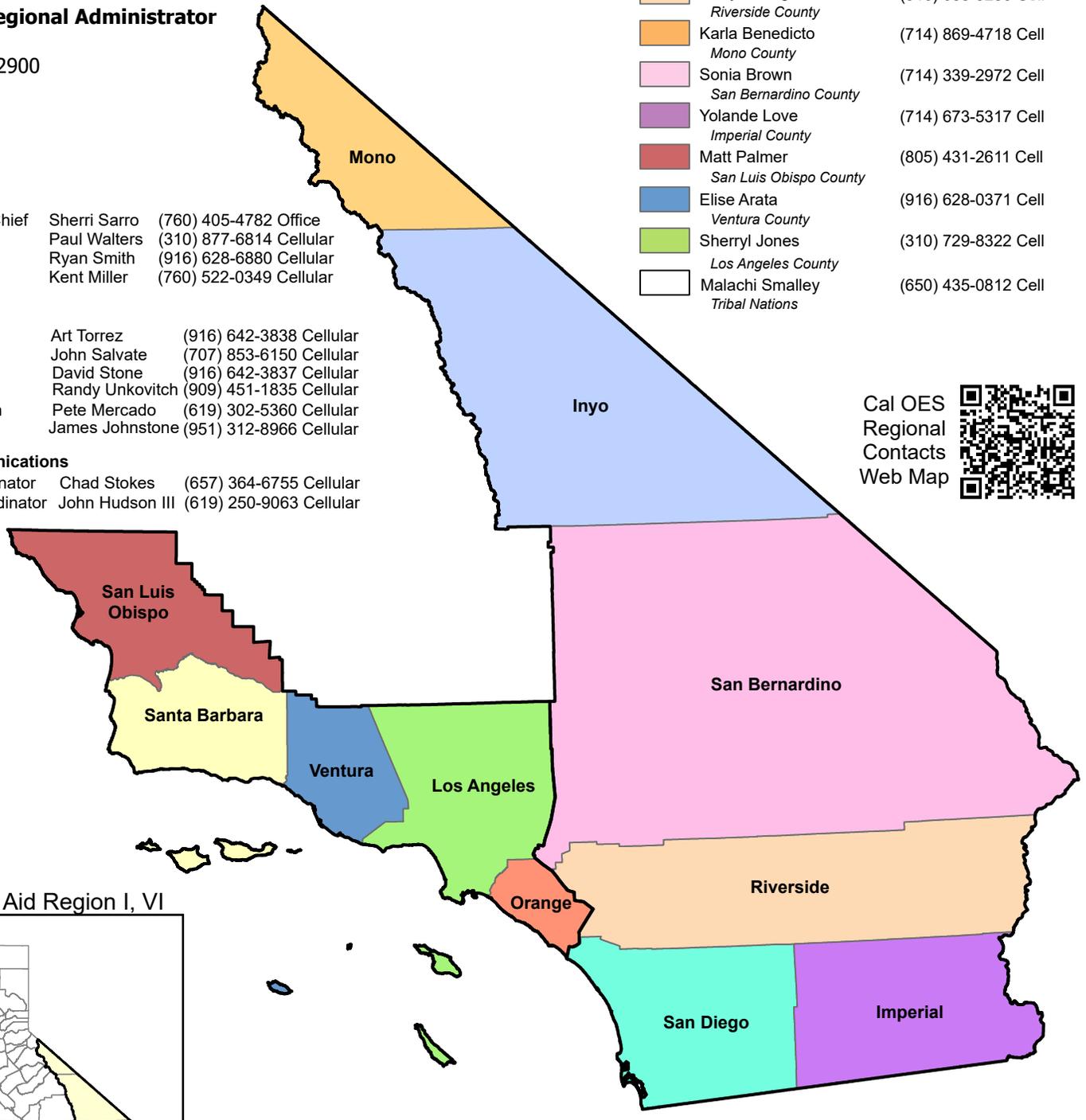
Deputy Chief Art Torrez (916) 642-3838 Cellular  
Reg I North John Salvate (707) 853-6150 Cellular  
Reg I South David Stone (916) 642-3837 Cellular  
Reg VI North Randy Unkovitch (909) 451-1835 Cellular  
Reg VI South Pete Mercado (619) 302-5360 Cellular  
Firescope James Johnstone (951) 312-8966 Cellular

## Telecommunications

Reg I Coordinator Chad Stokes (657) 364-6755 Cellular  
Reg VI Coordinator John Hudson III (619) 250-9063 Cellular

## Emergency Service Coordinator

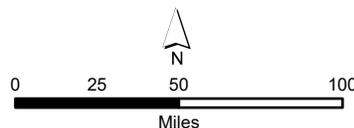
	Cruz Ponce San Diego County	(714) 330-1026 Cell
	Douglas Huls Santa Barbara County	(714) 732-9646 Cell
	Justin Duke Inyo County	(916) 926-9854 Cell
	Gregory McKeown Orange County	(916) 208-2525 Cell
	Cody Gallagher Riverside County	(916) 658-3280 Cell
	Karla Benedicto Mono County	(714) 869-4718 Cell
	Sonia Brown San Bernardino County	(714) 339-2972 Cell
	Yolande Love Imperial County	(714) 673-5317 Cell
	Matt Palmer San Luis Obispo County	(805) 431-2611 Cell
	Elise Arata Ventura County	(916) 628-0371 Cell
	Sherryl Jones Los Angeles County	(310) 729-8322 Cell
	Malachi Smalley Tribal Nations	(650) 435-0812 Cell



Cal OES  
Regional  
Contacts  
Web Map



Mutual Aid Region I, VI

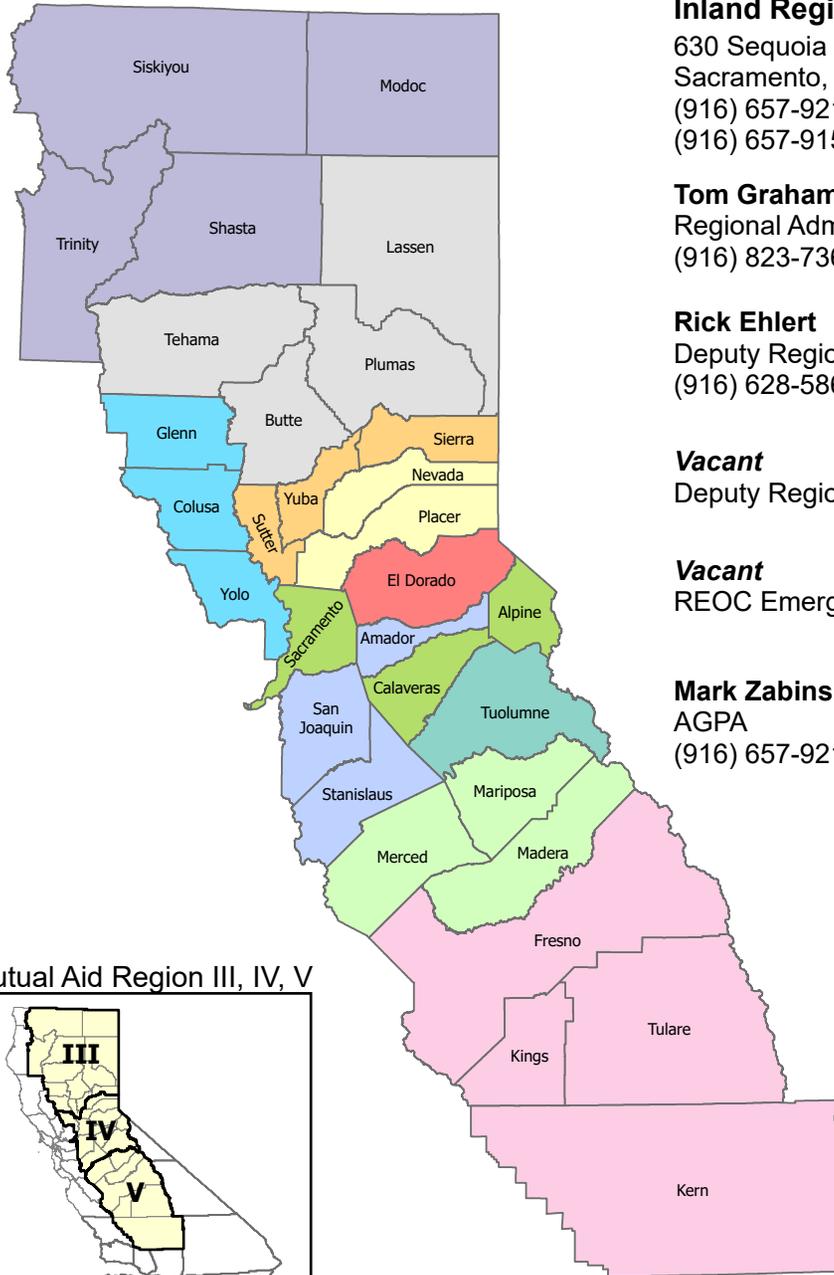




# Inland Region Operational Area Assignments

As of May 2020

## Emergency Services Coordinators



### Inland Region Branch

630 Sequoia Pacific Blvd., MS 31  
 Sacramento, CA 95811  
 (916) 657-9210 Mainline  
 (916) 657-9153 Fax

### Tom Graham

Regional Administrator  
 (916) 823-7360 Cell

### Rick Ehler

Deputy Regional Administrator - North  
 (916) 628-5860 Cell

### Vacant

Deputy Regional Administrator - South

### Vacant

REOC Emergency Services Coordinator

### Mark Zabinski

AGPA  
 (916) 657-9210 Office

- Kim Nielsen, Senior North Team (916) 616-1403 Cell  
*El Dorado County*
- Robert Goyeneche (916) 694-9906 Cell  
*Siskiyou, Modoc, Shasta, Trinity Counties*
- Rod Daugherty (916) 612-4242 Cell  
*Lassen, Plumas, Butte, Tehama Counties*
- Kyle Noderer (916) 709-5492 Cell  
*Glenn, Colusa, Yolo Counties*
- Lindsey Stanley (916) 995-9372 Cell  
*Sierra, Yuba, Sutter Counties*
- Sarah Murdock (916) 661-0329 Cell  
*Nevada and Placer Counties*
- Dana Ellis, Senior South Team (916) 205-8920 Cell  
*Tuolumne County*
- Patti Tran (916) 709-3497 Cell  
*Alpine, Sacramento, Calaveras Counties*
- Elsy Votino (916) 869-2766 Cell  
*Amador, San Joaquin, Stanislaus Counties*
- Walt Kent (916) 396-9292 Cell  
*Mariposa, Madera, Merced Counties*
- Terri Meorado (559) 259-9890 Cell  
*Tulare, Kings, Kern, Fresno Counties*

## Law Enforcement Coordinators

- Reg III Troy Clegg (916) 531-5456 Cell  
Ron Quigley (530) 526-0922 Cell
- Reg IV Celeste Fowler (559) 284-2203 Cell
- Reg V Dennis Smithson (916) 317-0397 Cell  
Jared McCormick (916) 531-2711 Cell

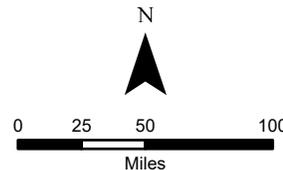
## Fire & Rescue Coordinators

- Reg III Pat Titus (916) 634-9225 Cell  
Steve Sjotvedt (916) 634-9225 Cell
- Reg IV Corey Zander (916) 712-6771 Cell  
Kit Bailey (530) 307-1307 Cell
- Reg V Bill Bondshu (559) 284-1580 Cell  
Javier Lara (559) 412-1016 Cell

## Tactical Communications Coordinators

- Reg III Mike Beckstrand (916) 838-1193 Cell
- Reg IV Jeff Howell (916) 275-7393 Cell
- Reg V Ben Green (916) 275-7421 Cell

Mutual Aid Region III, IV, V



Cal OES  
 Regional  
 Contacts  
 Web Map





# Governor's Office of Emergency Services Coastal Region Operational Area Assignments

As of June 2020



Mutual Aid Region II



## Coastal Region Branch

2333 Courage Drive, Suite H  
Fairfield, CA 94533

### Lee Dorey

Acting Regional Administrator  
(916) 203-9175 - Cellular

### Artis Souza

Deputy Regional Administrator  
(916) 591-1044 - Cellular

### Vacant

Deputy Regional Administrator

### Memoree McIntire

Senior Emergency Services  
Coordinator  
(510) 220-0185 - Cellular

### Adam Amaral

Senior Emergency Services  
Coordinator  
(831) 444-1351 - Cellular

### Mo Shafaghi

Associate Governmental  
Program Analyst (AGPA)  
(707) 862-2372 - Office  
(916) 591-1071 - Cellular

## Emergency Services Coordinator

	Brian Buckhout	(916) 628-5897
	Byron Green	(916) 330-0933
	Edwin Warford	(916) 591-0314
	Garrett Thomsen	(916) 206-1470
	Jennifer Gordon	(916) 698-4909
	Memoree McIntire	(510) 220-0185
	Melanie Gilbert	(510) 882-7145
	Sarah Finnigan	(707) 330-6240
	Shauna Polk	(650) 400-4147
	Gabe Kearney	(916) 926-9542
	Adam Amaral	(831) 444-1351
	Kelly Riley	(916) 500-2544

## Law Coordinator

Greg Smith (510) 207-8976 Cellular

## Fire Coordinators

### Reg II North

Mark Courson (916) 281-4484 Cellular

### Reg II South

David Franklin (650) 436-2185 Cellular

## Earthquake and Tsunami Coordinator

Kevin Miller (510) 326-1141 Cellular

## Ports and Harbors

Robert Butchart (510) 816-7416 Cellular

## Telecommunications

Ben Green (916) 275-7421 Cellular

Cal OES  
Regional  
Contacts  
Web Map

