

# PG&E Emergency Preparedness & Response Strategy and Execution 2022 PSPS & Wildfire Full Scale Exercise

## Controller/Evaluator/Simulator Training

TRUSTED AGENT USE ONLY





## Psychological Safety

- ✓ I'm cared for
- ✓ People have my back and I have theirs
- ✓ It's safe to take risks
- ✓ New ideas are welcome
- ✓ I practice self-care



## Ergonomics

- ✓ Practice **30/30** (every 30 minutes, move & stretch for 30 seconds)
- ✓ Ensure proper ergonomics
- ✓ Use and update RSI Guard



## COVID-19

- ✓ Maintain at least 6' distance where possible
- ✓ Wear your mask
- ✓ Wash hands frequently
- ✓ Visit COVID-19 employee site for latest updates and tips



## Medical Emergency

Know who can perform first aid and CPR. Call 911 if you're alone or share your location with the call leader to send help. If you have an AED, ensure you and others in your household know where it's located and how to use it.



## Fire

Know your exits, escape routes, and evacuation plan. If safe to do so, use your compliant fire extinguisher. Exit the house, and call 911



## Earthquake

Know the safest places to duck, cover, and hold, such as under sturdy desks and tables



## Active Shooter

Get out, hide out, take out, and call 911



## Emergency Planning

- ✓ Update emergency contacts via *PG&E@Work for Me*
- ✓ Create/update a personal emergency preparedness plan

### Report Near Hits - CAP

Definition: A Near Hit is defined as an unplanned event that did not result in harm or injury to employees, contractors or the public, but had the potential to do so

# Purpose

- Review the exercise concept, structure, and schedule
- Confirm the exercise logistics and venue locations
- Review exercise materials:
  - Controller/Evaluator/Simulator (C/E/S) Handbook
  - Master Scenario Events List (MSEL) and ProFlow
  - Exercise Evaluation Guides (EEGs)
- Discuss roles and responsibilities of Controllers, Simulators, and Evaluators
- Review exercise evaluation methods and criteria

# Trusted Agents

**Trusted agents must not share scenario information with exercise Players or third parties prior to or during exercise conduct.**

- You have insider knowledge of the exercise
- Those who “need to know” should contact EP&R
- Maintain control of exercise documentation at all times and do not make unauthorized copies
- Do not share exercise design information outside of the exercise planning and exercise conduct teams
- During the exercise, share information with Players only as directed in the exercise documentation

# Exercise Overview

# PSPS & Wildfire Exercise Series Overview

<b>Exercise Name</b>	<b>2022 PG&amp;E PSPS &amp; Wildfire Full Scale Exercise</b>
<b>Exercise Dates</b>	<b>Readiness Posture: June 10<sup>th</sup>, 2022 0900-1600</b> <b>Main Full-Scale Exercise: 13-17, 2022 0600-1800</b>
<b>Region</b>	<b>PSPS Event: Systemwide</b> <b>Wildfire: Tuolumne County</b>
<b>Exercise Scope/Scenario</b>	A PSPS Event impacting all Regions, with a Wildfire Ignition taking place mid-way through the event
<b>Location</b>	Virtual (MS Teams), Vacaville Emergency Response Center (VERC) and corresponding field emergency and coordination centers
<b>Plans</b>	<ul style="list-style-type: none"><li>• Company Emergency Response Plan</li><li>• PSPS Annex</li><li>• Wildfire Annex</li><li>• Others, e.g. LOB-specific guidance, External Agency Plans/Procedures</li></ul>
<b>Staffing</b>	<ul style="list-style-type: none"><li>• EOC, REC, and OEC Incident Management Teams; Field Crews; External Agency Partners</li></ul>
<b>EP&amp;R Exercise Team POCs</b>	<ul style="list-style-type: none"><li>• [REDACTED]</li><li>• [REDACTED]</li></ul>

# Exercise Assumptions

**Assumptions constitute the implied factual foundation for the exercise and are assumed to be present before the exercise starts.**

- The exercise will be conducted in a no-fault environment wherein systems, processes, and outcomes, not individuals, will be evaluated
- The exercise scenario is plausible, and events occur as they are presented
- Exercise simulation contains sufficient detail to allow Players to react to information and situations as if the simulated incident were real
- Participating teams may need to balance exercise play with real-world emergencies. If they occur, real-world emergencies take priority

# Exercise Artificialities

**Artificialities are designed to alleviate potential constraints that could detract from exercise realism.**

- Exercise communication and coordination is limited to participating exercise organizations and venues listed in the Player communications guide. The SimCell will simulate all other entities or organizations
- Certain positions and agencies will be simulated. Exercise simulation will be realistic and plausible and will contain enough detail from which Players can respond
- Players should physically report to their exercise locations at StartEx, and should presume to be “activated” within the simulated exercise world
- Certain resources may purposefully be unavailable or available only in part to ensure exercise objectives can be accomplished
- Tech down procedures (e.g., satellite phones, radios) will be simulated; all exercise communications will be via telephone and email

# Exercise Objectives: Enterprise-Wide Response

- **Planning:** Implement a PSPS planning cycle according to CERP procedures and ICS principles that uses the circuit information provided to conduct a PSPS, and develop a restoration plan prior to receiving the "All Clear" from the Officer-in-Charge
- **Operational Coordination and Communication:** Implement a response structure that effectively integrates EOC sections, LOBs, field crews, and external partners into a cohesive team capable of successfully aligning operational activities with internal and external priorities to safely manage the PSPS event
- **Public Information and Warning:** Communicate strategic messages to key audiences including PG&E personnel, the public, response partners, and customers including developing press releases, social media posts, and FAQs for the public and delivering required notifications to Cal OES, CPUC, and other regulatory bodies
- **Situational Awareness:** Support company-wide situational awareness by establishing and maintaining a common operating picture across the response organizational structure to meet the needs of relevant internal and external stakeholders impacted by PSPS (e.g., critical, medical baseline, and commercial customers)
- **Critical Resources:** Analyze the impacted area to prioritize available resources in a way that reduces physical security concerns and minimizes impacts of the shutoff to company facilities and other critical infrastructure
- **Fire Management and Suppression:** Provide support to firefighting activities to manage and suppress fires of all types and complexities while protecting the lives, property, and the environment in the affected area.
- **Natural and Cultural Resources:** Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and support to restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

# Exercise Terminology and Authorities

- **STARTEX:** Start of the exercise
  - Can only be called by the Exercise Director or Lead Controller
- **PAUSEEX:** Global or local brief suspension in play
  - Global PAUSEEX is called by the Exercise Director or Lead Controller when all organizational units will pause exercise operations for a short period of time or between exercise conduct days
  - Local PAUSEEX is called by the on-site Controller and communicated to the Lead Controller and Exercise Director when a localized safety issue or brief training moment is required
- **RESUMEEX:** Resumption of the exercise
  - Called by the Exercise Director or Lead Controller to resume exercise play after a short pause or to start a subsequent exercise conduct day
- **ENDEX:** End of the exercise
  - Can only be called by the Exercise Director or Lead Controller once time has run out or the exercise objectives have been accomplished

# PSPS FSE Daily Exercise Schedule & Player Location

Activity	Day 1 (RP)	Day 2-6	Location
<b>Controller, Evaluator, and Simulator (CES) Daily Briefing</b>	0830	0545	CES Daily Brief & Bridge Line
<b>Opening Remarks</b>	0900	--	EOC Main Meeting Invite
<b>STARTEX</b>	0900	--	EOC Main Meeting Invite
<b>RESUMEEX</b>	--	0600	EOC Main Meeting Invite
<b>Exercise Play (w/ working lunch)</b>	0900-1600	0600-1800	EOC Sections Meeting Invites Emergency or Coordination Centers
<b>PAUSEEX/ENDEX</b>	1600	1800	EOC Main Meeting Invite
<b>C/E/S Daily Hotwash</b>	1600	1800	CES Daily Brief & Bridge Line
<b>Section Transitions</b>	1545-1600	1745-1800	EOC Sections Meeting Invites
<b>Player Hotwash</b>		1600 Day 6 only	EOC Main Meeting Invite

**CONFIDENTIAL**

# Scenario Overview

# Meteorology Scenario

PG&E Meteorology is tracking variable weather conditions. A dry, offshore wind event is expected to develop Thursday, June 16<sup>th</sup>, 2022, with increasing winds during the late morning timeframe, before reaching peak intensity Thursday evening. Wind speeds are expected to be highly variable, reaching 25 – 35 mph with gusts 45 – 55+ mph across elevated terrain. The Meteorology Services team implements a Distribution System Operations (DSO) Storm Outage Prediction Project (SOPP) model to determine the severity of the incident.

The SOPP is used to predict the daily outage volume and resources needed to respond to weather events. DSO SOPP Model is projecting a Cat 2 system total wind event, with Cat 3 outage totals possible for a couple of divisions, indicating that significant adverse weather is possible. The DSO SOPP model is showing the potential for up to 69,000 customers to be impacted on Thursday, June 16<sup>th</sup> and around 42,000 for Friday, June 17<sup>th</sup>.

Winds will decrease below outage producing thresholds between 0700 and 0900 hours on Friday, June 17<sup>th</sup>. DSO SOPP model and derivate products show typical resource requirement for a wind event; no resources have been added to account for increased patrolling needs. Given the extremely dry conditions, Extreme-Plus fire danger is expected between 1200 Thursday and 1200 Friday in Fire Index Areas (FIA) 120, 130, 140, 175, 180, 190, 241, 246, 247, 248, 280, 282, 300, 305, 320, 330, 335, 340, 345, 348, 424, 427, 428, 430, 438, 440, 445, 448, 500, 505, 508, 510, 512, 518, 520, 530, 535, 540, 588, 590, 651.

# Internal Participation

- Electric Distribution
- Transmission Grid Operations
- Electric Transmission
- Electric Field Operations
- Information Technology
- Electric Incident Investigations
- Corporate Safety
- Corporate Security
- Corporate Real Estate
- Strategy and Services (CRESS)
- Aviation Services
- Corporate Affairs
- Customer Care
- Human Resources
- Marketing & Communications
- PSPS Technology/Operations
- Meteorology
- Public Affairs
- Temporary Generation
- Hazard Awareness & Warning Center (HAWC)
- Finance
- Vegetation Management
- Power Generation
- Gas Operations
- PSPS PMO
- Safety and Infrastructure Protection Team

# External Participation

- CAL FIRE
- Cal OES
- CPUC
- Public Safety Partners  
County/State/Tribal/  
Local Agencies
- CA Dept of Water  
Resources
- NCPA (Transmission  
Customers)
- Community Based Organizations
- Telecom Agencies
- Governor's Observation Group
- SCE
- AFN & CBO Partners

# Initial Conditions & Player Shift Transition

Players will receive a transition briefing to level-set initial StartEx conditions and ResumeEx conditions.

# Exercise Guidelines

# Safety and Real-World Emergencies

- Safety and real-world emergencies take priority over exercise events
  - If there is an unsafe situation, stop activity
  - Report all minor accidents and injuries to the Lead Controller
  - For all major accidents or injuries, call 911
- **“REAL-WORLD EMERGENCY”** is the designated phrase that indicates there is a real emergency

# Communications Plan

- **Player Communications**

- Primary methods of Player communication will be phone and email
- All non-face-to-face and written communication will start and end with **“This is an exercise”** or **“EXERCISE EXERCISE EXERCISE”**
- Players will not send communications to departments and agencies that are not participating in the exercise

- **Controller/Evaluator/Simulator Staff Communications**

- Primary method of communication with Lead Controller/Lead Evaluator:
  - **MS Teams Chat** via **Controller/Evaluator/Simulator (C/E/S) Daily Brief & Bridge line**
  - Communication between Controllers and the SimCell is encouraged via **MS Teams Chat** within the **Simulation Cell Bridge Line**

Players should **ONLY** email Players that are listed in the Exercise Phone Book. **DO NOT** use any real-world distribution lists (e.g., “EO EOC Out”) or email anyone outside of exercise play.

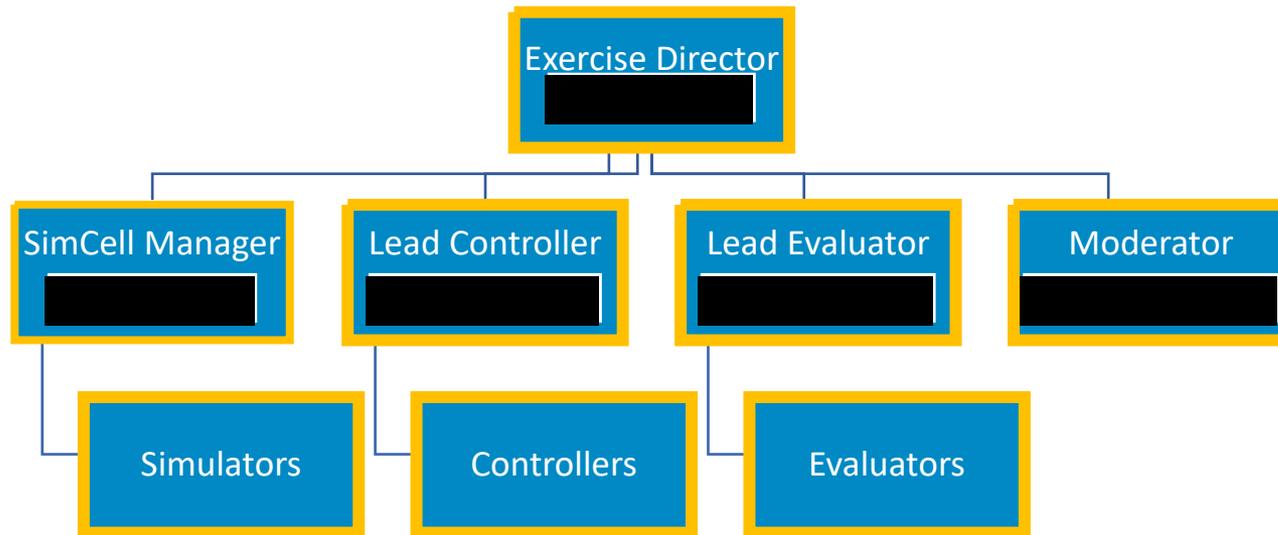
# Exercise Materials

Document Type	Audience	Purpose
<b>Exercise Plan (ExPlan)</b>	All	Provides participants with a synopsis of the exercise
<b>Controller/Evaluator/Simulator (C/E/S) Handbook</b>	Controllers, Simulators, Evaluators	Describes the roles and responsibilities of exercise Controllers, Evaluators and Simulators, as well as the procedures they should follow during the exercise
<b>Master Scenario Events List (MSEL)</b>	Controllers, Simulators, Evaluators	Contains a chronological listing of the events that drive exercise play
<b>Exercise Evaluation Guides (EEGs)</b>	Evaluators	Provides Evaluators with information on what they should expect to see during exercise play

# Exercise Roles

- **Players:** Players are personnel who perform their regular roles and responsibilities during the exercise. Players initiate actions in response to the simulated emergency.
- **Controllers:** Controller's plan and manage exercise play, set up and operate the exercise sites, and/or portray the roles of organizations or individuals that are not playing in the exercise
- **Simulators:** Simulators are control staff personnel who role play nonparticipating organizations or individuals
- **Evaluators:** Evaluators observe and document performance against established exercise objectives and critical tasks in accordance with Exercise Evaluation Guides (EEGs)
- **Observers:** Observers visit or view selected segments of the exercise. Observers do not play in the exercise, nor do they perform any control or evaluation functions
- **Support Staff:** The exercise support staff includes individuals who perform administrative and logistical support tasks during the exercise

# Exercise Control Organization



# Virtual Exercise Logistics

# Exercise Environment in MS Teams

Use and Access for Members and Guests		
	Internal Participants with LAN ID Controller/Evaluator/Simulator (CES) Player and Observer	External Participants without LAN ID Controller/Evaluator/Simulator Player and Observer
<b>Role</b>	CES, Players, Observers are the role(s) in the exercise.	CES, Players, Observers are the in the exercise.
<b>Access</b>	CES, Players, Observers with LAN ID will have Member access.	CES, Players, Observers without ID will have Guest access.
<b>Functionality</b>	<p>Members have full functionality in MS Teams with access to chat and files.</p> <ul style="list-style-type: none"> <li>○ access chat via meeting link</li> <li>○ share content via chat in channels</li> <li>○ edit messages</li> </ul> <p>Members shall not</p> <ul style="list-style-type: none"> <li>● create private channels</li> <li>● store exercise collateral in channels</li> <li>● delete and restore channels</li> <li>● add, remove, upload apps</li> <li>● delete messages</li> </ul>	<p>CES, Players, Observers can join Teams meetings by dialing in or a meeting link.</p> <p>CES, Players, Observers have lin functionality but can view presentations and chat via mee link.</p>
	<p>Internal and External Observers shall not</p> <ul style="list-style-type: none"> <li>● engage in conversation</li> <li>● use the chat feature during the exercise</li> </ul>	
<b>Typical Activities</b>	<ul style="list-style-type: none"> <li>● Cooperator Calls (dial in)</li> <li>● Scheduled MS Teams Meetings</li> <li>● MS Teams Open Bridge Meetings</li> <li>● Information Sharing via Chat</li> </ul>	<ul style="list-style-type: none"> <li>● Cooperator Calls (dial in)</li> <li>● Scheduled MS Teams Meetings</li> <li>● MS Teams Open Bridge Meeting</li> <li>● Information Sharing via Chat</li> </ul>



# EP&R | Strategy & Execution MS Teams Sites

 Name: Exercise Environment	 Name: Virtual EOC
 Exercise Environment ... <ul style="list-style-type: none"><li>General</li><li>Exercise Command Chat</li><li>Exercise Customer Strategy Chat</li><li>Exercise Demobilization Unit Chat</li><li>Exercise EOC Main Floor Chat</li><li>Exercise Finance Admin Chat</li><li>Exercise Intelligence and Investigation Chat</li><li>Exercise Liaison Chat</li><li>Exercise Logistic Chat</li><li>Exercise Operations Chat</li><li>Exercise PIO Chat</li><li>Exercise Planning Section Chat</li><li><b>Exercise REC and OEC Chat</b></li><li>Exercise Safety Chat</li><li>Exercise Temp Gen Chat</li><li>Restricted Exercise Controller Evaluator ... 🔒</li><li>Restricted Exercise Planners 🔒</li><li>Restricted Exercise Sim Cell 🔒</li><li>Tech Exercise Support and File Share</li></ul>	 Virtual EOC ... <ul style="list-style-type: none"><li>General</li><li>Command</li><li>Customer Strategy</li><li>EOC Main Floor</li><li><b>Finance and Admin</b></li><li><b>ICS 214 - Activity Log</b></li><li>Liaison</li><li>Logistics</li><li>Operations</li><li><b>PIO</b></li><li><b>Planning</b></li><li>7 hidden channels</li></ul>



New channel

Don't:  
Do **not** go to Virtual EOC site for exercise templates or files.  
Do **not** store Exercise documents in Virtual EOC site.



# Exercise Environment in MS Teams

EOC Section (Teams Channel in the Exercise Environment)	LOB	Controller/Evaluator
Exercise Operations Environment	ED	Controller/Evaluator for each LOB/ EOC Section
	ET	
	Gas	
	IT	
	Vegetation Management	
	Power Gen	
	D CPP	
	Temp Gen	
Exercise Command Environment	Safety	
	Legal	
	EOC Commander	
Exercise Planning Environment	Meteorology	
	PSPS Tech	
	HAWC	
Exercise Customer Strategy Environment	Customer Care	
Exercise Finance and Admin Environment	Human Resources	
	Finance	
Exercise Logistics Environment	Logistics	
	Security	
	CRESS	
Exercise Public Information PIO Environment	Marketing and Communications	
Exercise Liaison Environment	Corporate Affairs	
REC & OEC Posting Channel	REC & OEC	

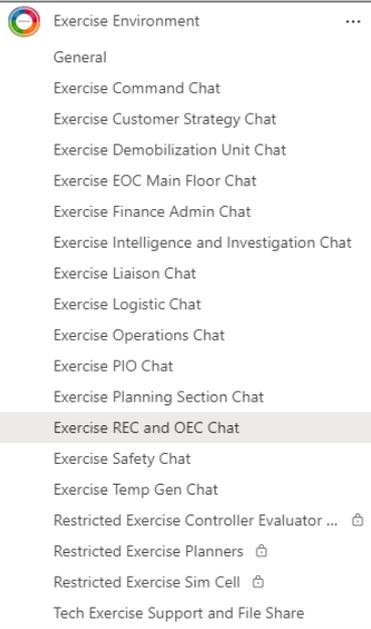
## MS Teams Exercise Environment Dos and Don'ts

### Don't

Do **not** go to Virtual EOC site for exercise templates or files.

Do **not** store Exercise documents in Virtual EOC site.

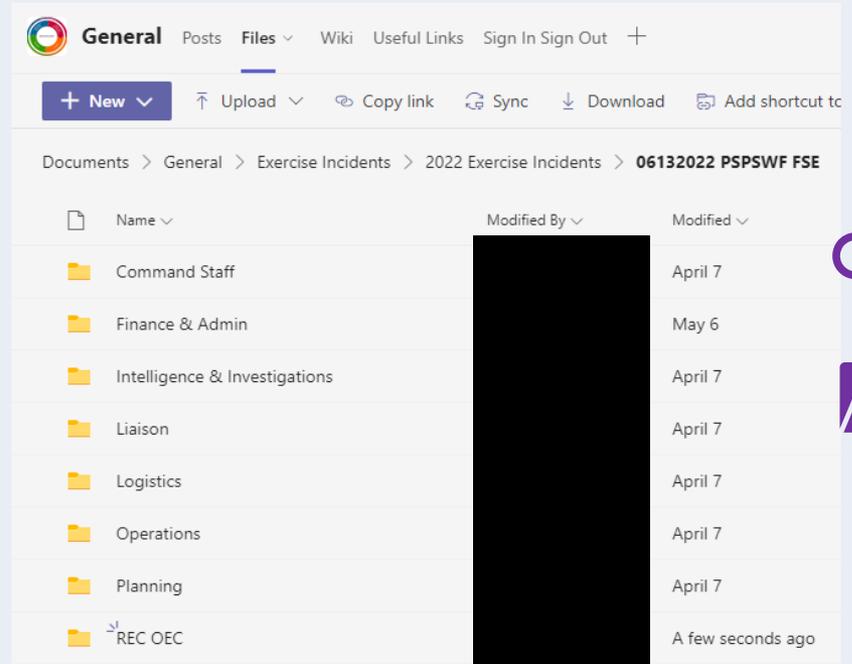
Do **not** store Exercise document in the Channels.



Do: Chat in the channel.

### Do

Store Content in **General>Files**



Do: Create and upload exercise content in the folder related to your section in **General>Files**.

## MS Teams Exercise Environment Dos and Don'ts Sample of Templates Posted in General Prior to Exercise

### Logistics

General Posts Files Wiki Useful Links Sign In Sign Out +

+ New Upload Copy link Sync Download Add shortcut to OneDrive

Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PPSWF FSE > **Logistics**

Name	Modified By	Modified
06132022 PPSWF FSE Logistics Docs	[REDACTED]	May 19
2022 CRC Activations	[REDACTED]	May 19

### Liaison

General Posts Files Wiki Useful Links Sign In Sign Out +

+ New Upload Copy link Sync Download Add shortcut to OneDrive

Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PPSWF FSE > **Liaison**

Name	Modified By	Modified
01 Situation Reports	[REDACTED]	6 days ago
02 Liaison Contact Lists & Trackers	[REDACTED]	6 days ago
03 Call Materials	[REDACTED]	6 days ago
04 10-Day Report Materials and Notifications	[REDACTED]	6 days ago
05 Other	[REDACTED]	6 days ago

# MS Teams Exercise Environment Dos and Don'ts

## Special Groups

Customer, PIO  
Safety store in  
Command  
Staff

The screenshot shows the file explorer interface for the 'Command Staff' group. The breadcrumb path is: Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Command Staff**. The interface includes a top navigation bar with 'General', 'Posts', 'Files', 'Wiki', 'Useful Links', 'Sign In', and 'Sign Out'. Below this is a toolbar with options: '+ New', 'Upload', 'Copy link', 'Sync', 'Download', and 'Add shortcut to OneDrive'. A table lists the files and folders:

Name	Modified By	Modified
Customer	[Redacted]	May 27
PIO	[Redacted]	May 27
Safety	[Redacted]	May 27

Temp Gen  
store in  
Operations

The screenshot shows the file explorer interface for the 'Operations' group. The breadcrumb path is: Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Operations**. The interface includes a top navigation bar with 'General', 'Posts', 'Files', 'Wiki', 'Useful Links', 'Sign In', and 'Sign Out'. Below this is a toolbar with options: '+ New', 'Upload', 'Copy link', 'Sync', 'Download', and 'Add shortcut to OneDrive'. A table lists the files and folders:

Name	Modified By	Modified
Temp Gen	[Redacted]	May 27

# Controller Training

# Controller Responsibilities 1/2

Controllers issue exercise information/direction to Players as required, monitor the exercise timeline and direct pace of play, and may prompt or initiate certain Player actions and injects to the Players to ensure exercise continuity.

- Controllers will be located at the CCECC, OEC, REC, GCC/EETEC, STOEC, DCC/EDEC, ITCC/ENOC, and in the virtual Exercise Environment EOC and MS Teams Meetings
- All Controllers report to the Lead Controller
  - If Players are overwhelmed, inform the Lead Controller so that they can work with the Sim Cell to slow exercise pace
  - If play is slow or lacking activity, inform the Lead Controller so that they can work with the Sim Cell to better challenge Players
- All Controllers need to make sure they are invited to their section's meetings  
(e.g., If you are a controller for Operations Section, make sure the Section Chief has you invited to all meetings)

# Controller Responsibilities 2/2

Controllers issue exercise information/direction to Players as required, monitor the exercise timeline and direct pace of play, and may prompt or initiate certain Player actions and injects to the Players to ensure exercise continuity.

- Report any simulation issues to the Sim Cell via MS Teams Sim Cell Meeting Invite **Chat** or call the Sim Cell Manager (in Exercise Phone Book)
- Supervise the safety of all exercise participants
- Maintain the MSEL, including times that injects are delivered and their current status

# Controller Roles (1/2)

Player Unit	Name
Customer Care	[REDACTED]
SIPT	NA
Safety	[REDACTED]
Human Resources	[REDACTED]
IT	[REDACTED]
PSPS Plans	[REDACTED]
Emergency Field Ops	[REDACTED]
HAWC	[REDACTED]
Gas	[REDACTED]
Electric Distribution	[REDACTED]

# Controller Roles 2/2

Player Unit	Name
Finance	[REDACTED]
PA/LNO	[REDACTED]
CRESS	[REDACTED]
Transmissions Grid Ops	[REDACTED]
Logistics	[REDACTED]
Corporate Security	[REDACTED]
PIO	[REDACTED]
Temp Gen	[REDACTED]
Land/Environmental	[REDACTED]
EOC Command Room	[REDACTED]
EOC Operations	[REDACTED]
EOC Planning (not PSPS)/EOC Coordinator	[REDACTED]
Veg Mgt.	[REDACTED]

# Controller Instructions (1/2)

## Before the Exercise:

- Review the C/E/S Handbook and the MSEL
- Report to C/E/S Bridge Line by 0830 for Readiness Posture if applicable
- Report to C/E/S Bridge Line by 0545 for a morning brief Day 2-6

## During the Exercise:

- Monitor the exercise timeline, MSEL, and pace of the exercise
- Help your Evaluator capture key issues for the After-Action Report (AAR)
- Provide key data or injects to Players as stated in the MSEL
- Do not give information to Players about scenario progress or other participants' methods of problem resolution
- Do not make up information

# Controller Instructions (2/2)

## PauseEx and EndEx:

- Encourage Players to complete the HotWash Feedback Forms via link
- Meet with your Evaluator(s) to ensure that your team captured all salient points from the exercise
- Attend the daily Debrief using the **Controller/Evaluator/Simulator (C/E/S) Daily Brief & Bridge line**
- Attend the 1-hour Hotwash Session at the End of Day 6 with all exercise participants
- At the end of Day 6, please turn in all your exercise materials to the Lead Controller

# Evaluator Training

# Evaluator Responsibilities (1/1)

Evaluators use EEGs to document observations, capture unresolved issues, and analyze exercise results. Evaluators do not interfere with exercise flow or Player action.

- Understand the exercise scenario, overall objectives, LOB objectives, and core capabilities, as well as the plans, policies, and procedures of the LOBs being evaluated (CERP, PSPS Annex, LOB plans)
- Use EEGs to document performance relative to LOB-specific critical tasks and objectives
  - Observe and analyze exercise play to identify strengths and opportunities for improvement
- **Exercise Evaluation Goal:** Assess an organization's capabilities to accomplish a mission, function, or objective
- **Evaluation is accomplished by:**
  - Closely observing exercise play and collecting performance data
  - Analyzing exercise performance data against expected outcomes and reporting outcomes in the After-Action Report (AAR)

# Evaluator Responsibilities (2/2)

- Inform the Lead Evaluator of problems related to exercise design
- All Evaluators need to make sure they are invited to their section's meetings  
(e.g., If you are an evaluator for Operations Section, make sure the Section Chief has you invited to all meetings)

# Evaluator Roles (1/2)

Player Unit	Name
Customer Care	[REDACTED]
SIPT	NA
Safety	[REDACTED]
Human Resources	[REDACTED]
IT	[REDACTED]
PSPS Ops/Plan/Tech	[REDACTED]
Emergency Field Ops	[REDACTED]
HAWC	[REDACTED]
Electric Distribution	[REDACTED]

# Evaluator Roles 2/2

Player Unit	Name
Finance	[REDACTED]
PA/LNO	[REDACTED]
CRESS	[REDACTED]
Transmissions Grid Ops	[REDACTED]
Logistics	[REDACTED]
Corporate Security	[REDACTED]
PIO	[REDACTED]
Temp Gen	[REDACTED]
Land/Environmental	[REDACTED]
EOC Command Room	[REDACTED]
EOC Operations	[REDACTED]
EOC Planning (not PSPS)	[REDACTED]
Veg Mgt.	[REDACTED]

# Exercise Evaluation Guides (EEG)

- Provides Evaluators with consistent standards and guidelines for observation, data collection, analysis, and report writing
- Evaluators' document major decisions, discussions, and how critical tasks have been met
- Use the strengths and areas for improvement identified by Evaluators in EEGs to develop the AAR

EXERCISE DATA COLLECTION				
<b>Objective 1 Planning:</b> Implement a PSPS planning cycle according to CERP procedures and ICS principles that uses the circuit information provided to conduct a PSPS and develop a restoration plan prior to receiving the "All Clear" from the Officer-in-Charge.				
Overall Performance Rating				
Objective	Performed	Performed with Challenges	Not Performed	N/A
Critical Tasks	Rating			
<i>Record observations (for each critical task) Note areas of strength (best practice) and areas needing improvement (in the form of a problem statement)</i>	Performed	Performed With Challenge	Not Performed	N/A
1. Attend and participate in Command & General Staff (C&GS), Tactics, Strategy, and other meetings as necessary as part of the PG&E Planning P operational cadence within the EOC				
<b>CT 1 Observations:</b>				

# Evaluation Notes: What to Record

- **Observe –**
  - Creative Player problem-solving and best practices
  - Application of identified plans and policies
  - Equipment and technology issues in relation to Player efforts
- **Record –**
  - Player action in relation to scenario events
  - Key decisions made by Players
  - Deviations from current plans, policies, and procedures
  - Challenges or problems identified
- **Identify Where –**
  - Plans, policies, or procedures need clarification or modification
  - Organizational structure is unclear or organizational issues need resolution
  - Additional equipment, systems, or trainings are needed
- **Answer –**
  - What happened vs. what was supposed to happen?
  - If there is a difference, why?
  - What is the impact of the difference?
  - What is the root cause?

# Exercise After Action Report (AAR)

The AAR will reflect Player performance across the functional exercise.

- Company-wide strengths and areas for improvement, best practices, and root cause analysis with exercise-specific examples and nuances
- Informed by all exercise participants (Evaluators, Simulators, Controllers, and Players)
- Objective-related findings and performance ratings for each EOC section
- Corrective actions and improvement plan to enhance emergency response processes and other company plans, policies, and procedures, personnel training, and future performance in exercises/activations

# Evaluator Instructions (1/2)

## Before the exercise:

- Review the C/E/S Handbook, MSEL, and EEGs
- Report to C/E/S Bridge Line by 0830 for Readiness Posture if applicable
- Report to C/E/S Bridge Line by 0545 for a morning brief Day 2-6

## During the exercise:

- Stay in close proximity to Player decision-makers
  - Document when, how, and what time a decision was made or implemented
- Record all significant events you observe; Evaluate the actions of Players, not the Players themselves
- Assess if the Players achieve the critical tasks outlined in the EEGs; Focus on the process and the outcome
- **Do not** interact with Players unless necessary to clarify action

# Evaluator Instructions (2/2)

## PauseEx and Endex:

- Encourage Player HotWash everyday at PauseEx via HotWash Link
- Attend the daily Debrief using the **Controller/Evaluator/Simulator (C/E/S) Daily Brief & Bridge line**
- Scan/Type up your EEGs and all notes and give to the Lead Evaluator NLT June 24, 2022
- Ensure Player/Controller notes, whiteboard drawings, etc. are collected and properly recorded
- Connect as necessary with any relevant offsite Controllers who may have observed major Player discussions, decisions, or other activities
- Attend the 1-hour Hotwash Session at the End of Day 6 with all exercise participants

# Simulator Training

# Simulator Responsibilities

Simulators are control staff personnel who role play as nonparticipating organizations or individuals in accordance with instructions provided in the MSEL.

- All Simulators will operate from the **MS Teams Sim Cell meeting invite** and use the **locked Sim Cell Channel** on the Exercise Environment for documentation
- Simulators act as trusted agents during exercise conduct due to their insider knowledge of the exercise and must not share scenario information with exercise Players or third parties prior to conduct
- Simulators function semi-independently under the supervision of the SimCell Manager, enacting roles in accordance with instructions provided in the scenario updates

# Simulator Roles (SimCell) 1/2

Player Unit	Name
Customer Care	[REDACTED]
SIPT	
Safety	
Human Resources	
IT	
PSPS Ops/Plan/Tech	
Gas	
HAWC	
Electric Distribution	

# Simulator Roles (SimCell) 2/2

Player Unit	Name
Finance	
PA/LNO	
CRESS	
Transmissions Grid Ops	
Logistics	
Corporate Security	
PIO	
Temp Gen	
Land/Environmental	
Veg Mgt.	

# Simulator Instructions 1/2

## Before the exercise:

- Review the C/E/S Handbook and the MSEL
- There are no injects or simulators needed on Day 1 for Readiness Posture
- Report to **C/E/S Bridge Line** by 0545 for a morning brief Day 2-6

## During the exercise:

- **Simulators will work in the Simulation Cell Bridge Line**
- Send injects to the appropriate Player, at the appropriate time, and as detailed within the MSEL
- Respond to and document Player requests by simulating various roles
- Do not release an inject without approval from the SimCell Manager
  - Coordinate any modifications to the MSEL with the SimCell Manager
  - Record ad hoc injects and send them to SimCell Manager

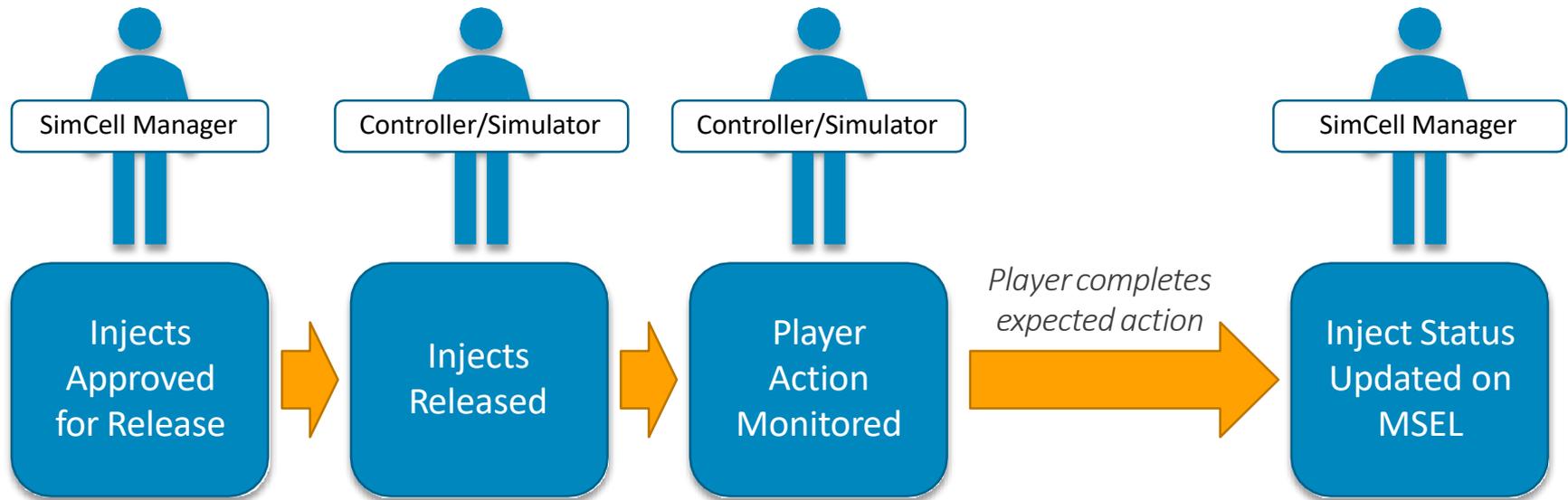
# Simulator Instructions 2/2

## PauseEx and Endex:

- Attend the daily Debrief/Hotwash using the **Controller/Evaluator/Simulator (C/E/S) Daily Brief & Bridge line**
- Attend the 1-hour Hotwash Session at the End of Day 6 with all exercise participants
- Please turn in all your exercise materials/notes to the Sim Cell Manager NLT June 24, 2022

# Sim Cell Operations

# MSEL Inject Life Cycle



- Controllers/Simulators will take appropriate action to deliver inject as noted in the MSEL (e.g., phone call, email)

# How to Deliver an Inject

Simulators will receive an electronic copy of the MSEL in the Teams Sim Cell Channel

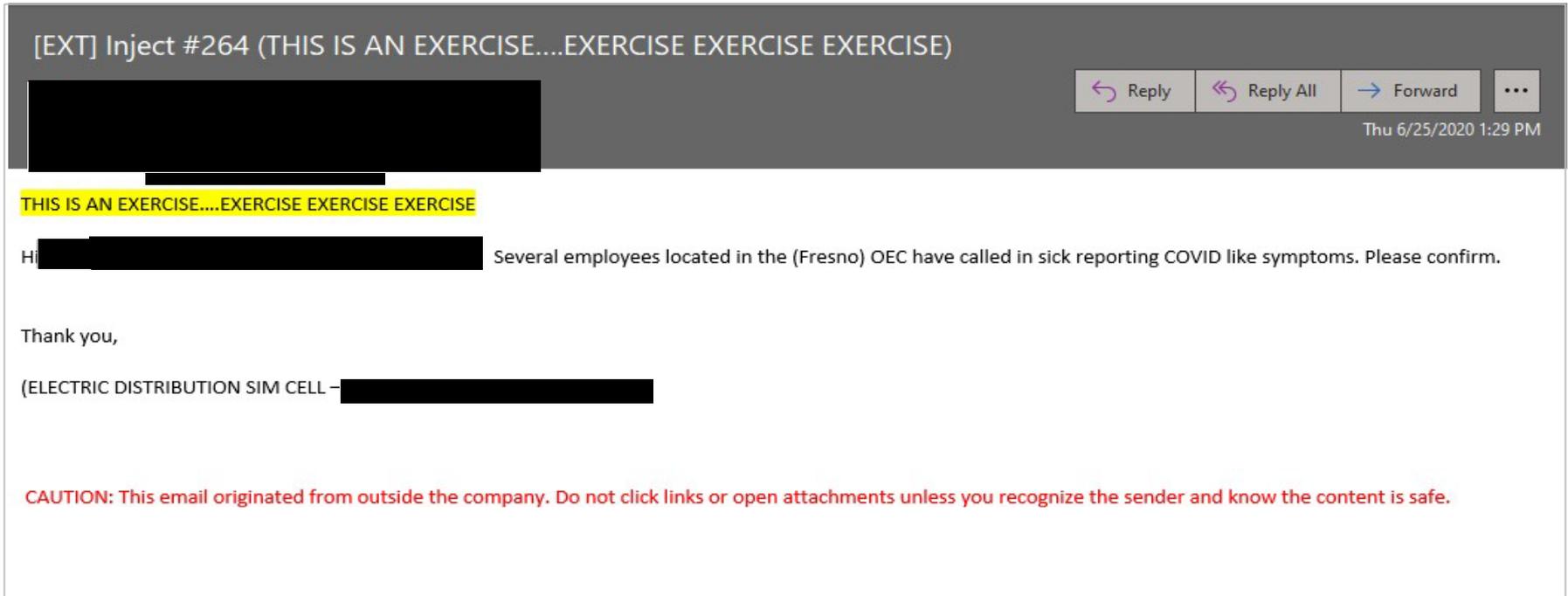
- Send injects to the appropriate Player, at the appropriate time, and as detailed within the MSEL and when released by Sim Cell Manager.
- Identify the inject method (phone, email, or text including Teams' chat), inject date, and inject time
- Identify the name of the simulated position by whom the inject is delivered

# How to Deliver an Inject

Simulators will receive an electronic copy of the MSEL in the Teams Sim Cell Channel

- Identify the inject recipient and their contact information
- Simulators should record inject responses and the time in the “Notes” section of the Master Scenario Events List (MSEL).
- Maintain a log of activities using the ICS Form 214 (Word doc). Many times, this log may include documentation of activities that may be missed by a Controller/Evaluator
  - Simulators should upload completed ICS Form(s) 214 to the designated folder in the SimCell channel
- The Final Version of the MSEL will be located in MS Teams Sim Cell Channel; **DO NOT EDIT**

# Send Injects via Email, Text, Teams Chat, or Phone Call



- When delivering via a **phone call**, **text** or **Teams Chat** please use **“EXERCISE EXERCISE EXERCISE”** to start the inject script
- Please add EP&R Ex Team to your email Cc line

# MSEL Tracking Process

## A live version of the MSEL for tracking will be projected in the SimCell Teams Meeting

- Simulators deliver injects based on release times defined in the MSEL
- Simulators will communicate inject status via MS Teams Chat with the SimCell Manager
- The MSEL and the release of injects will be tracked using an Excel spreadsheet, and each inject will be shaded to indicate status

Color	Meaning
Open	Inject not yet released
Approved	Inject approved for release
Out	Inject Delivered
Closed	Inject Closed (Player(s) has met expected action)
Cancelled	Inject cancelled (by SimCell Manager)
Red	Inject issue (delayed entry, wrong recipient, etc.)

# Contacting the SimCell (1/2)

- **What Players should expect when contacting the SimCell:**
  - Accurate and realistic answers to inquiries
  - Situational information and updates
- **What Players should not expect when contacting the SimCell:**
  - All the answers to inquiries
  - Misinformation
  - Immediate resolution (Simulators may tell Players that they may call back)

# Contacting the SimCell (2/2)

**Player communications should only be sent to participating organizations and the SimCell**

- **Players should contact the Sim Cell to:**
  - Obtain or provide information regarding an inject
  - Contact a department or agency that is not playing
  - Contact the private sector and/or vendors that are not playing
- **Players should not contact the Sim Cell if:**
  - The information sought can be attained from a Player
- Players will refer to the Exercise Phone Book for information on how to contact specific Simulated

# Reminders



# Final Reminders

- **Do not share this information prior to the exercise**
- Work within your role
- Do not interfere with exercise play
- Always begin communications with, **“This is an exercise”** or **“EXERCISE EXERCISE EXERCISE”**
- Refer to the C/E/S Handbook and other documents or contact the Lead Controller if you have any questions or problems
- Refer all real-world media inquiries to the Exercise Director, [REDACTED]
- Participate in C/E/S Briefings
- Safety comes first

# Contacts

- **Contact the EP&R Exercise Team with remaining questions**
  - Exercise Director- [REDACTED]
  - Lead Controller – [REDACTED]
  - SimCell Manager – [REDACTED]
  - Lead Evaluator – [REDACTED]
  - Moderator- [REDACTED]

# Next Steps

# Next Steps

- Obtain C/E/S Handbook, EEGs (Evaluators only), Phone Book, and MSEL if you have not done so already
  - CES Handbook and EEGs on Teams Exercise Environment in C/E Channel
- **Conduct:** June 10 (Readiness Posture) June 13-17 (Day 2-6)
  - Report to your exercise location at 0830 (Day 1 for Readiness Posture)
  - Report to your exercise location at 0545 (Day 2-6)
- Review all exercise materials prior to conduct including initial conditions and shift transition information

# Questions?

# PG&E Emergency Preparedness & Response Strategy and Execution

## 2022 PSPS & Wildfire Full Scale Exercise

### Controller/Evaluator/Simulator Training

TRUSTED AGENT USE ONLY

