Pacific Gas and Electric Company®

Electric Annex

to the Company Emergency Response Plan

[redacted]

Tel: [redacted]
http://www.pge.com

Document Version 5.0
Publish Date: 07/01/2024
Effective Date: 07/01/2024
EMER-3002M

THIS PAGE INTENTIONALLY LEFT BLANK.

Table of Contents

List of Figures

List of Tables

THIS PAGE INTENTIONALLY LEFT BLANK.

Document Control

Electric Operations maintains this Electric Annex. This section records the revisions made to the Electric Annex to the Company Emergency Response Plan (CERP), the responsible persons for its preparation, maintenance, review, updates, and signature authorities for approval.

Change Record

The following table is used to record all changes made to the plan. It describes the revisions made, the locations of the revisions, the names of the persons responsible for the revisions, and dates of revisions:

Section(s) Affected	Person Responsible for Revision	Change	Date
Throughout	[redacted]	Updated reference to access controlled EEP with EOC Sharepoint version, 2022 Public EEP v28.	8/6/24
Throughout		Changed “Troublemen” to ‘Troubleshooters.”	4/5/24
Throughout		Changed Electric Operations Emergency Management Organization (EMO) to ‘electric emergency management”.	5/6/24
Throughout		Replaced “Electric Distribution Operations Emergency Management” with “Emergency Field Operations Emergency Management Specialists.”	5/8/24
Throughout		Updated EFO EMS email address.	5/15/24
Throughout		Replaced “Wildfire and Emergency Operations” with “Wildfire, Emergency, & Operations.”	5/22/24
Reference Documents		Added EMER-4504P-01, 911 Standby Procedure for Major Events.	4/18/24
Change Request Form		Added minor document edit examples.	5/2/24
1.1		Removed reference to FEMA CPG-101 execution.	3/25/24
1.3		Moved subsection 3.2.2.2, Hazard Forecasting and Prediction content under new Assumptions and Hazards subsection 1.4.	3/8/24
1.4		Updated to reflect geographic constraints (e.g., mountains, access and egress limitations within SF Bay Area) related to PG&E Geoscience risk assessment role.	5/1/24
1.4		Added “transformers and above” footnote description.	5/2/24

Section(s) Affected	Person Responsible for Revision	Change	Date
1.4.1	[redacted]	Removed fire mitigation and prevention ontent referenced in CERP, Wildfire and PSPS annexes and TD-1464S.	3/20/24
1.4.1		Added new DSO SOPP model output ontent per New DSO SOPP 5MM.pdf ransmittal and communication.	4/8/24
1.4		Added Incident Monitoring and Status verview subsection.	3/20/24
1.4.4		Added Live Incident Dashboard (LID) verview subsection.	3/20/24
1.4.4		Updated LID content.	4/4/24
1.4.2		Added OMT overview subsection and Troubleshooters footnote description.	3/13/24
1.4.4.2		Added OMT Nested Outages content.	3/21/24
1.5.2		Added RC West footnote description.	5/1/24
1.5.3		Changed coordination level from Electric Operations to Company-wide; changed Transmission System Operations (TSO) eference to Electric System Operations ESO).	4/11/24
1.6		Changed TSO acronym to ESO.	4/11/24
1.6		Change “Electric Dispatch” title and name o Electric Dispatch & Scheduling (ED&S)	4/18/24
2		Organized control center, emergency enter, crew, strike team, task force and ndividual resource content under separate emergency organization and responsibility ubsections.	3/21/24
2.1		Added California SEMS regulations and oundation details.	3/11/24
2.1.1		Added reference to receipt of 911 support alls from police and fire public safety agencies.	5/3/24
2.1.3		Added footnote describing AFW as both an application and process.	5/2/24
2.3		Added CERP subsection 3.2.1 “bottom up” all hazard emergency facility activation ontent.	2/26/24
2.3		Changed language from “the ‘bottom up’” to from the field” relative to scaled DSR, DEC, REC and EOC operations.	5/6/24
2.3.1		Removed duplicative other FA CERP ontent.	3/25/24
2.4.6		Updated to reference multiple job lassifications supporting 911 Standby taffing under ED&S for blue sky and major event response.	5/2/24

Section(s) Affected	Person Responsible for Revision	Change	Date
2.4.9	[redacted]	Added Dispatch Application to operational tools.	5/2/24
3.2		Move “Response Strategies” content from subsection 3.2.3.9 to earlier subsection 3.2.	4/1/24
3.2.2		Noted OEC and REC commander execution roles relative to all-hazard circuit-based strategies.	5/9/24
3.2.3		Removed Electric System Restoration Guidelines reference from Area-Based Assessment/Restoration subsection.	4/12/24
3.2.4		Inserted DASH content under new “Significant Earthquake” subsection.	4/15/24
3.3		Added “IMTs” to activated entities in Table 3 2: Electric Incident Level Activation Matrix	5/15/24
3.4.1		Clarified Communications Only language/definition.	5/15/24
3.5.1.1		Added a new subsection titled “EPC Notifications” per OMT User Manual - Enhanced.pdf., Section III, OEC Tools, 43, EPC Paging.	5/14/24
3.6.2		Added ePage footnote description.	5/8/24
3.15		Updated EPSS content per CERP Wildfire Annex subsection 4.4.1.	3/29/24
3.11.1.2		Added Electric Dispatch & Scheduling Shift Supervisor to Electric Distribution IC calls.	
3.11.2		Updated per completed CAP item 124294495-0009 to reflect WEO Field Operations EMS work in support of OEC and REC overnight job package review and work staging.	5/2/24
3.12		Noted Gas Dispatch’s role as the single point of contact for public agencies reporting emergency incidents; updated 911 standby support entities.	5/2/24
3.12.1		Updated to reference trained coworkers and job classifications supporting 911 standby for blue sky and major event response.	5/2/24
3.12.2		Noted Electric Dispatch focus on 911 support during major events.	5/2/24
3.14.6		Updated to note trouble reports may be generated directly from customers reports via IVRU or online at www.pge.com/outage.	5/14/24
3.14.6		Added CAP 113077017 bubble focused on ensuring tap-lines/radials are ready for service by performing a thorough patrol and check prior to energizing.	7/6/24

Section(s) Affected	Person Responsible for Revision	Change	Date
4	[redacted]	Moved Concept of Operations subsection 3.2.4 Resource Management content to separate Resource Management, Mutual Assistance, and Demobilization section.	4/1/24
4.7		Updated T200 and T300 resource request and deployment order consistent with Electric Annex V4, published 9/5/23.	5/6/24
4.10		Changed base camp references to emergency sites.	5/1/24
4.12		Removed reference to Major Emergency Balancing Account relative to OEC Communications Status.	5/15/24
5		Moved Concept of Operations subsection 3.3 and 3.4 internal and external coordination content to separate Internal and External Coordination and Communication section.	4/1/24
5.1.3		Clarified requirements and language for IAP and Intel Summary development and dissemination.	5/15/24
5.2.1		Updated notification process based on Smart Comms enhancements to be implemented in June 2024.	5/31/24
5.2.2		Removed reference to Book of All Knowledge.	4/18/24
7.2		Updated training course list.	5/9/24
7.2		Added Electric Annex WBT to required training for Electric Emergency Center staff	5/15/24
7.2		Removed reference to Type III credentialling.	5/22/24
Figure 2-1		Added PG&E “Electric Steady State and Emergency Control Centers” graphic	3/21/24
Figure 2-1		Modified graphic to reflect ETEC activation at level 3 or above.	4/15/24
Figure 2-2		Added scaled DSR, OEC, REC and EOC activation organization graphic.	6/6/24
Figure 3-1		Removed the word ‘storm’ from circuit-based response strategy graphic.	5/9/24
Figure 3-2		Removed “Example of STOEC Divided Branches” graphic in lieu of new subsection 2.1.2 content and related Figure 2-1, PG&E Electric Steady State Control and Emergency Centers graphic.	5/9/24
Table 3-1		Updated to describe REC OSC creation of division designations in collaboration with PSC.	5/9/24

Section(s) Affected	Person Responsible for Revision	Change	Date
Table 3-1	[redacted]	Update lines 1, 3 and 4 to note OSC recommendation to Emergency Center Commander.	5/22/24
Appendix D		Updated Directors' Alignment Call agenda with 8/20/23 version.	5/22/24
Appendix G		Updated emergency center addresses.	5/13/24
Appendix H		Added REC Commander, OSC, LSC and PSC position guides.	5/13/24

Recision Log

Number	Title
NA	NA

Reference Documents

Document Number	Title
EMER-1001S	Business Continuity Planning, Training, Exercise, and Improvement Planning Standard
EMER-2001S-F01	Change Request Form
EMER-2001S	Company Emergency Response Plans Standard
EMER-3001M	Company Emergency Response Plan (CERP)
EMER-3002P-01	Electric Operation Estimated Time of Restoration Procedure
EMER-3008M	Emergency Communications Annes
EMER-3012M	Disaster Rebuild Annex
EMER-3101M	Earthquake Annex
EMER-3105M	Wildfire Annex
EMER-3106M	Public Safety Power Shutoff (PSPS) Annex
EMER-4102S	Preventing and Mitigating Fires While Performing PG&E Work
EMER-4510S	Operations Emergency Center (OEC) Activation Requirements Standard
EMER-4510P-01	Operations Emergency Center (OEC) Activation Requirements Procedure
EMER-4501S	Framework for Electric Incident Management Teams Standard
EMER-4502P-01	Electric Operations Work Package Closure Procedure
EMER-4504P-01	911 Standby Procedure for Major Events
TD-2060S	Emergency Electric Corrective Documentation Standard
TD-2060P-01	Routine Emergency – Emergency Estimate Required

Document Number	Title
TD-2060P-01-F01	Electric Emergency Construction Package
TD-2700P-23	Operational use of Temporary Primary Generator on Distribution Primary Lines and Substation Equipment
	Outage Management Tool User Manual

Document Preparer

Name	Position
[redacted]	Expert Technical Writer
	Expert Emergency Management Specialist

SME Document Reviewers

Name	Position
[redacted]	Senior Advisor, Electric Distribution Engineer
	Expert Emergency Management Specialist
	Expert Emergency Management Specialist
	Senior Director, Distribution Grid Operations, Electric Distribution
	Manager, Meteorology/Fire Science
	Senior Manager, Emergency/Restoration, Electric Distribution
	Senior Meteorologist, Meteorology/Fire Science
	Supervisor, Emergency Field Operations Emergency Management Specialists
	Operations Supervisor, Field Operations North
	Director, Distribution Control Center, Systems Operations & Control
	Senior Manager, Emergency Field Operations
	Expert Business System Specialist, Electric Dispatch & Scheduling
	Expert Strategic Analyst, PSPS Program Team

Document Owner

Name	Position
[redacted]	Director, EP&R Strategy and Execution

Document Approvers

Name	Position
Angie Gibson	VP, Emergency Preparedness & Response

2024-22090 Document Routing Request

Print | View Edit Log

Created on:	5/29/2024 1:22:31 PM	Status:	EDR request approved.
Requestor:	[redacted]	Department:	Emergency Preparedness & Response-ET
Document Type:	Guidance Document	Readable by All:	No
Document Title:	CERP Electric Annex		
Dollar Amount:	$0		
Job Order Num:			
ITWR Number:			
Major Work Category:			

Documents

Title	Version
CERP_EA_v5_6_6_24.docx	Original

Consolidate Files

Reviewers/Approvers

Add to CC List

Reviewers	
[redacted]	Approved on 6/3/2024 2:38:45 PM
	Approved on 5/30/2024 10:08:04 AM
	Approved on 5/29/2024 2:12:46 PM
	Approved on 6/5/2024 9:33:36 AM
	Approved on 5/31/2024 1:20:32 PM
	Approved on 5/29/2024 2:19:19 PM
	Approved on 5/30/2024 7:20:51 AM
	Approved on 5/31/2024 11:12:39 AM
Approvers	
[redacted]	Approved on 6/11/2024 8:48:08 AM
Gibson, Angelina	Approved on 7/1/2024 6:37:20 AM

Change Request Form

To request changes, corrections, or additions to this *annex*, the *Company Emergency Response Plan (CERP)* (EMER-3001M), or other associated annexes, submit a request through the online change request.

Proposed changes are significant when they affect the emergency organizational structure, critical operations, key facilities, or execution of the plan. Emergency Preparedness & Response (EP&R) will publish a bulletin to the CERP or annex to cover significant changes in the Guidance Document Library (GDL). EP&R will include the bulletin content/language in the next *Electric Annex* update.

Minor changes will be saved and addressed during the next document update. Minor change examples can include the addition of ad-hoc emergency center job titles created during an incident or event activation. For example, when activating an Operations Emergency Center (OEC), Regional Emergency Center (REC), or the Emergency Operations Center (EOC) for an incident with complex debris removal requirements, company leadership may identify a need for a debris removal organizational component for the incident, e.g., Debris Removal Task Force and/or Task Force Lead. If PG&E leaders subsequently decide to incorporate a position as a permanent option within an OEC, REC, or the EOC, this may be captured using the online change request process for inclusion in an annual CERP or Electric Annex update. Local FA components may also change day-to-day coworker position titles, which though important, may not warrant a mid-cycle bulletin update to the CERP or Electric Annex.

THIS PAGE INTENTIONALLY LEFT BLANK.

1. Introduction

1.1 Purpose of the Annex

The Electric Annex covers Pacific Gas and Electric Company's (PG&E's) electric emergency management organizational structure, roles, responsibilities, and response activities. The annex is designed to assist Electric Operations meet its G.O. 166 compliance obligations and execute the preparedness cycle to minimize damage and inconvenience to the public:

- Serve as the response and recovery plan for governing electric operations during emergency incidents and events (e.g., major electric outages, system failures, and hazards resulting from damage to electric facilities).
- Guide the development of an overall emergency response strategy.
- Educate and train the electric emergency center coworkers and key stakeholders on how to effectively execute the plan.
- Conduct emergency response drills and exercises annually to test the organization's readiness to execute the emergency plan.
- Facilitate execution of the after-action process to improve the emergency response.

Figure 1-1: Preparedness Cycle

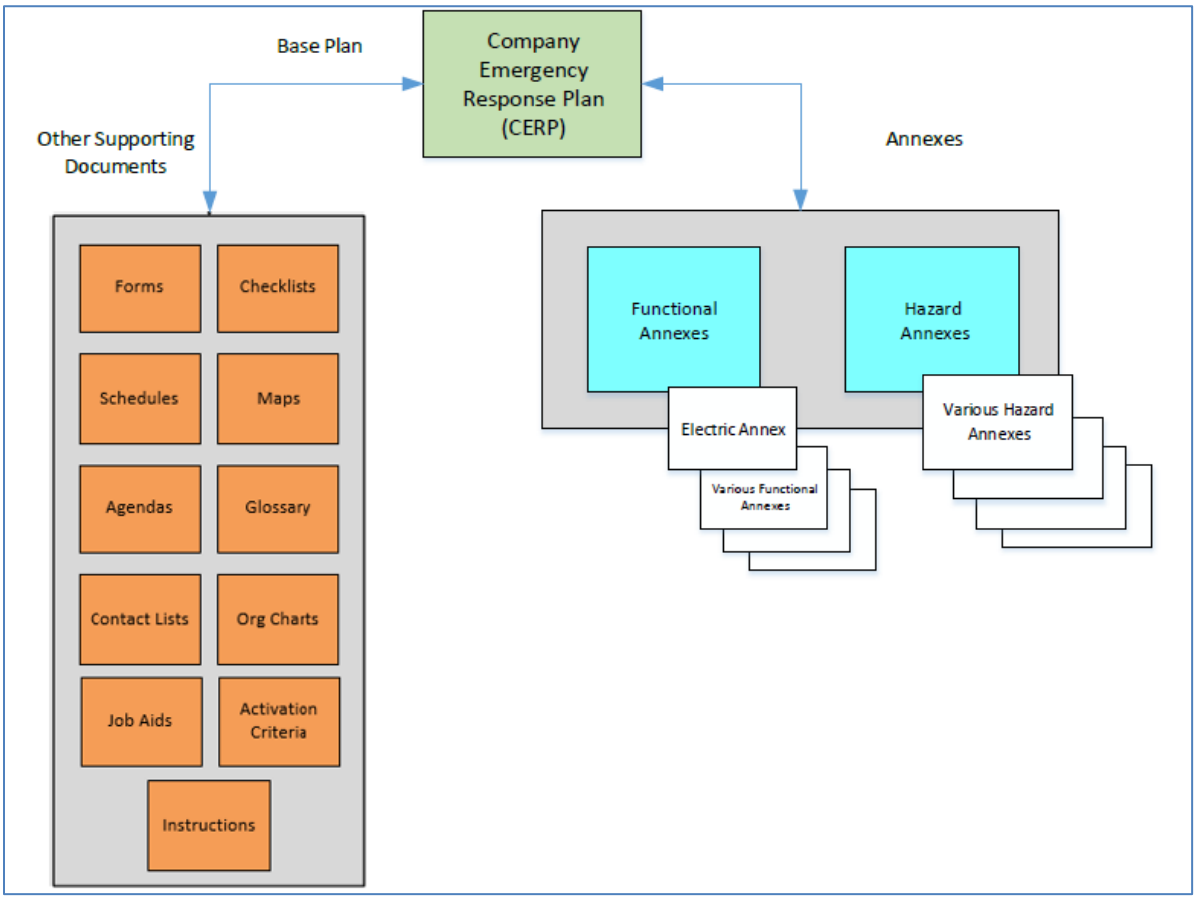
1.2 Scope

The scope of the Electric Annex is to cover emergency preparedness, response, and restoration activities for electric distribution, transmission, and substation operations.

1.3 Electric Annex Overview

The Electric Annex is a functional annex to the Company Emergency Response Plan (CERP). Figure 1-2 illustrates the relationship among the CERP, functional and hazard annexes, and other supporting guidance documents. This is not an all-inclusive list.

Figure 1-2: Electric Annex Relation to CERP and Supporting Documents



1.4 Assumptions and Hazards

PG&E electric assets are vulnerable to damage from a variety of causes (e.g., adverse weather and geological phenomena such as earthquakes and land movement). Resource deployments are often challenged by a variety of geographic constraints depending on the incident access limitations within the Sierra Nevada Mountains, Coast Coastal Range, and the San Francisco Bay Area.

PG&E Meteorology and Geosciences' risk assessment capabilities provide a foundation for the incident and event awareness across the enterprise.

1.4.1 Damage Modeling and Prediction Project Model

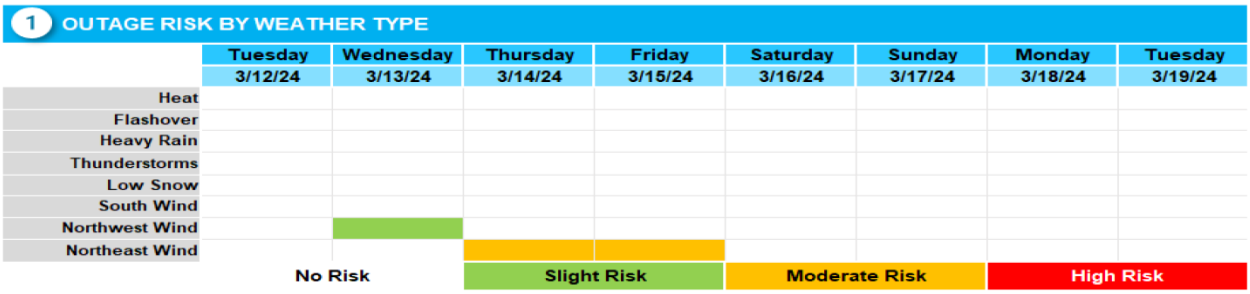
The PG&E Meteorology department has developed the Distribution System Operations Storm Outage Prediction Project (DSO SOPP) model to establish a correlation among adverse weather conditions, electric outages, and resource needs. The model combines historical weather and outage data with weather forecasts and predicts the number of

sustained outages (SOs) at transformer and above level[1] per division. The model also provides an estimate of the resources needed to respond to the level of predicted electric outages. The primary adverse weather threats modeled are wind, rain, low snow, and heat.

SOPP model outage forecasts are assigned a category level (Level 1-5) by comparing predicted levels with long-term historical levels of SOs for a specific division or area. Meteorology sends forecasted data charts, organized into the following three sections, to appropriate email recipients:

Section 1: DSO SOPP Outage Risk by Weather Type uses color codes (red, amber, and green) to forecast the impact risk severity and calculated confidence.

Figure 1-3 Outage Risk by Weather Type Example



Section 2: Systemwide Outage Category Probability (Figure 1-4) provides an eight-day probabilistic forecast of the systemwide impact category. PG&E leaders use the forecasted information to decide the next steps (e.g., initiation of “Director Alignment” calls, mobilization of resources, and/or activation of the EOC) to be able to respond to the emergency.

Figure 1-4 System-Wide Outage Category Probability Example

2 SYSTEM-WIDE OUTAGE CATEGORY PROBABILITY

	Tuesday 3/12/24	Wednesday 3/13/24	Thursday 3/14/24	Friday 3/15/24	Saturday 3/16/24	Sunday 3/17/24	Monday 3/18/24	Tuesday 3/19/24
Category 1	100%	90%	15%	15%	100%	100%	100%	100%
Category 2	0%	10%	85%	85%	0%	0%	0%	0%
Category 3	0%	0%	0%	0%	0%	0%	0%	0%
Category 4	0%	0%	0%	0%	0%	0%	0%	0%
Category 5	0%	0%	0%	0%	0%	0%	0%	0%

Section 3: Outage Forecast and Risk Timing focuses on quantifying the impact due to weather with outage ranges on a divisional, regional, and systemwide scale, with impact risk timing included. As shown in Figure 1-5, the first column in the outage range is a forecast of what is “expected”, with the second representing a forecasted “reasonable-worst case” scenario. Refer to DSOSOPP.png (944×1515) (pge.com) for more information.

An image (Portable Network Graphic or png file) of the combined chart is attached to the email for coworkers who may not have access to the posted chart. The forecasted outages

[1] Electric distribution system outages at the last transformer including all devices between the transformer and source.

and Customers Experiencing Sustained Outage (CESO) ranges are combined in the first chart, followed by a chart having crew combined with troubleshooter[2] ranges. These charts will be duplicated and displayed to the right when an extended forecast is issued. Refer to StaffingCalcs.png (915×1360) (pge.com).

All 19 electric divisions and a systemwide view of each component of the Impact and Staffing Forecast are posted to the DSO Weather page (pge.com). Meteorology provides a forecast for the next 8 days, with divisional charts expanding from 4 to 8 days when an extended forecast is issued. See an example below:

Figure 1-5 Stockton Impact & Staffing Forecast Example

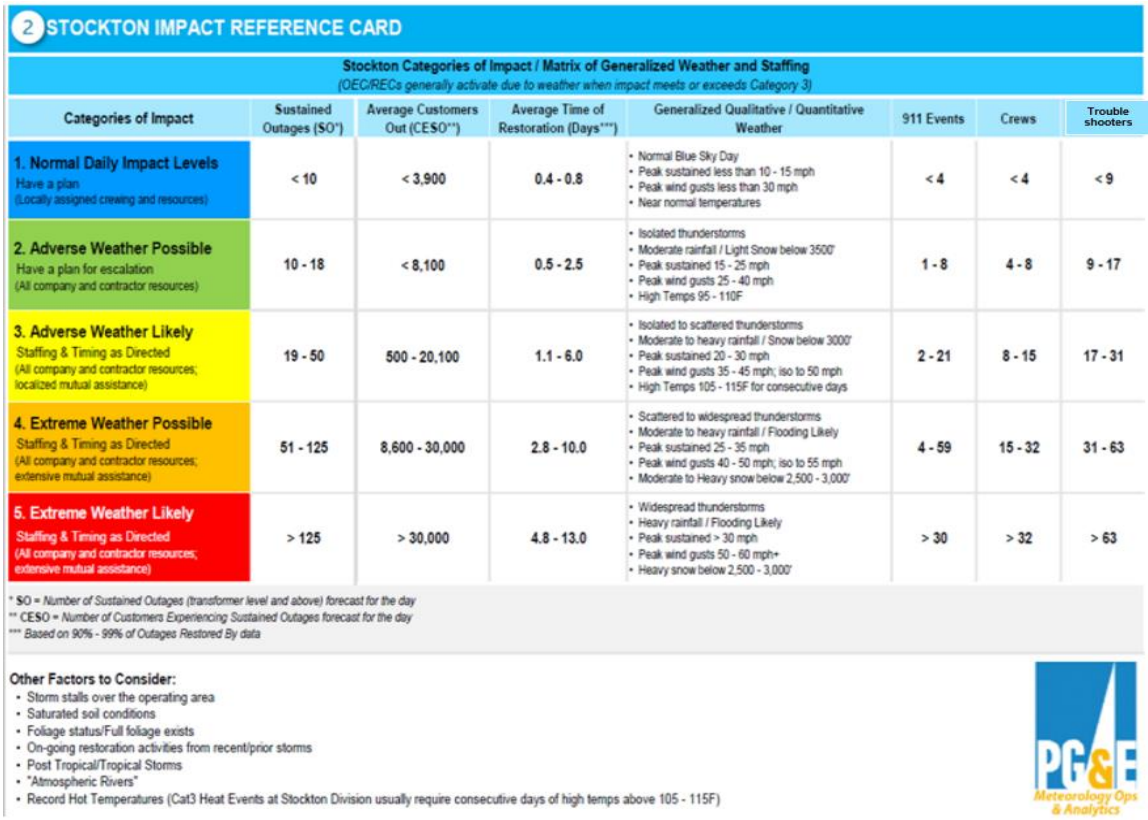
1 STOCKTON IMPACT & STAFFING FORECAST
(Based on the current range of predicted Sustained Outages)

	Tue, 03/12/2024		Wed, 03/13/2024		Thu, 03/14/2024		Fri, 03/15/2024	
	Expect	Worst Case	Expect	Worst Case	Expect	Worst Case	Expect	Worst Case
Predicted Sustained Outages (SO)*	4	5	9	11	10	15	9	11
Predicted Impact Category	1	1	1	2	2	2	1	2
Impact Risk Timing	None		10:00 - 24:00		0:00 - 24:00		0:00 - 16:00	
Customers Experiencing Sustained Outages (CESO)	700	900	1,800	2,300	2,100	3,300	1,800	2,300
Time of Restoration (Days)	0.4 - 0.8	0.4 - 0.8	0.4 - 0.8	0.5 - 2.5	0.5 - 2.5	0.5 - 2.5	0.4 - 0.8	0.5 - 2.5
911 Events	1	1	3	3	3	4	3	3
Crews	2	2	4	5	4	7	4	5
Troubleshooters	4	4	7	9	7	12	7	9

[2] Troubleshooters are emergency response employees who usually work alone and primarily responsible for assessing an outage situation and identifying basic cause, hazard considerations, and repair requirements, primarily on substation, circuit, and mainline outages. Troubleshooters are Qualified Electrical Worker (QEWs) and can make electrical hazards safe. They can also perform some repairs and/or fix minor equipment failures. During the initial response, the troubleshooter is the Incident Commander.

Division and System Impact Reference Cards will be posted. next to each Division and the System Impact and Staffing Forecast on DSO Weather (pge.com).

Figure 1-6 Stockton Impact Reference Card Example



2 STOCKTON IMPACT REFERENCE CARD

Stockton Categories of Impact / Matrix of Generalized Weather and Staffing
(OEC/RECs generally activate due to weather when impact meets or exceeds Category 3)

Categories of Impact	Sustained Outages (SO*)	Average Customers Out (CESO**)	Average Time of Restoration (Days***)	Generalized Qualitative / Quantitative Weather	911 Events	Crews	Trouble shooters
1. Normal Daily Impact Levels Have a plan (Locally assigned crewing and resources)	< 10	< 3,900	0.4 - 0.8	• Normal Blue Sky Day • Peak sustained less than 10 - 15 mph • Peak wind gusts less than 30 mph • Near normal temperatures	< 4	< 4	< 9
2. Adverse Weather Possible Have a plan for escalation (All company and contractor resources)	10 - 18	< 8,100	0.5 - 2.5	• Isolated thunderstorms • Moderate rainfall / Light Snow below 3500' • Peak sustained 15 - 25 mph • Peak wind gusts 25 - 40 mph • High Temps 95 - 110F	1 - 8	4 - 8	9 - 17
3. Adverse Weather Likely Staffing & Timing as Directed (All company and contractor resources; localized mutual assistance)	19 - 50	500 - 20,100	1.1 - 6.0	• Isolated to scattered thunderstorms • Moderate to heavy rainfall / Snow below 3000' • Peak sustained 20 - 30 mph • Peak wind gusts 35 - 45 mph; iso to 50 mph • High Temps 105 - 115F for consecutive days	2 - 21	8 - 15	17 - 31
4. Extreme Weather Possible Staffing & Timing as Directed (All company and contractor resources; extensive mutual assistance)	51 - 125	8,600 - 30,000	2.8 - 10.0	• Scattered to widespread thunderstorms • Moderate to heavy rainfall / Flooding Likely • Peak sustained 25 - 35 mph • Peak wind gusts 40 - 50 mph; iso to 55 mph • Moderate to Heavy snow below 2,500 - 3,000'	4 - 59	15 - 32	31 - 63
5. Extreme Weather Likely Staffing & Timing as Directed (All company and contractor resources; extensive mutual assistance)	> 125	> 30,000	4.8 - 13.0	• Widespread thunderstorms • Heavy rainfall / Flooding Likely • Peak sustained > 30 mph • Peak wind gusts 50 - 60 mph+ • Heavy snow below 2,500 - 3,000'	> 30	> 32	> 63

* SO = *Number of Sustained Outages (transformer level and above) forecast for the day*
** CESO = *Number of Customers Experiencing Sustained Outages forecast for the day*
*** *Based on 90% - 99% of Outages Restored By data*

Other Factors to Consider:
- Storm stalls over the operating area
- Saturated soil conditions
- Foliage status/Full foliage exists
- On-going restoration activities from recent/prior storms
- Post Tropical/Tropical Storms
- "Atmospheric Rivers"
- Record Hot Temperatures (Cat3 Heat Events at Stockton Division usually require consecutive days of high temps above 105 - 115F)

PG&E Meteorology Ops & Analytics

1.4.2 Thunderstorms and Lightning

PG&E Meteorology also issues thunderstorm warnings for divisions when an imminent threat of lightning occurs, regardless of whether the threat was anticipated or communicated in the regular DSO SOPP model dissemination. Real-time lightning data and automated alerts are also available in the PG&E's weather map.

1.4.3 Debris Flow and Landslides

In addition to notifications for slope failures impacting PG&E assets and/or crew and coworkers travel paths, PG&E Geosciences provides notifications for actual or potential debris flows and landslides. While prepared by Geosciences, the Hazard Awareness and Warning Center (HAWC) transmits these notifications to coworkers and other individuals and parties.

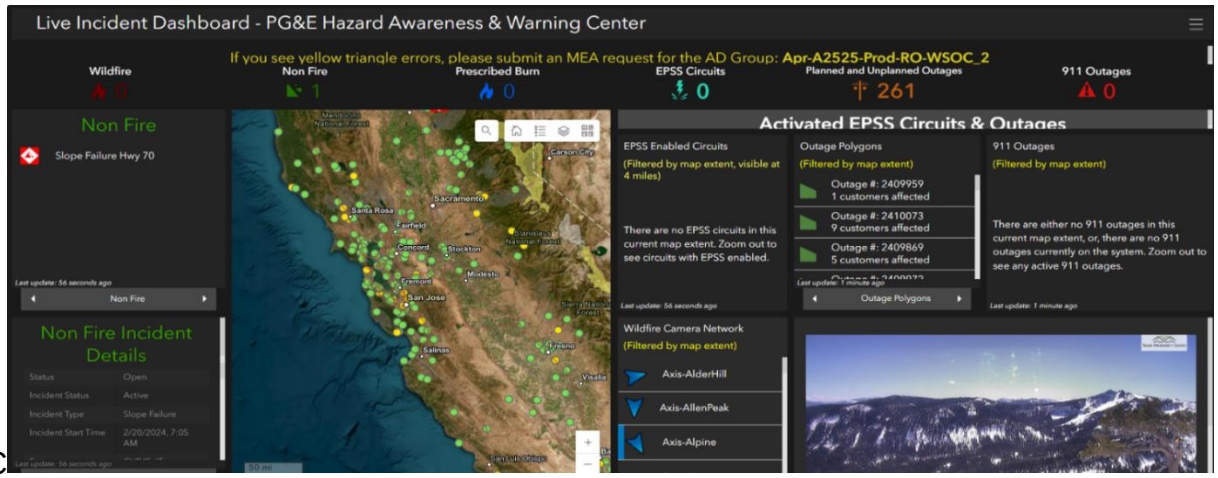
For more information, refer to *EMER-3108M-Extreme Weather Annex*.

1.4.4 Incident Status and Monitoring Tools

1.4.4.1 Live Incident Dashboard

PG&E Hazard Awareness and Warning Center (HAWC) maintains the company's web-based Live Incident Dashboard (LID) (Figure 1-7) at Active Incident Dashboard 2.0 (LID PROD) (arcgis.com). The Environmental Systems Research Institute, Inc. (ESRI) Geographic Information System (GIS)-based tool supports incident and event situational awareness, including the status of activated Enhanced Powerline Safety Setting (EPSS) circuits, planned and unplanned electric outages, locations of wildfires, slope failures, prescribed burns, and 911 calls. To request access to the LID, send an email to HAWCTechTeam@pge.com. This request requires the coworker's supervisor approval.

Figure 1-7: Live Incident Dashboard



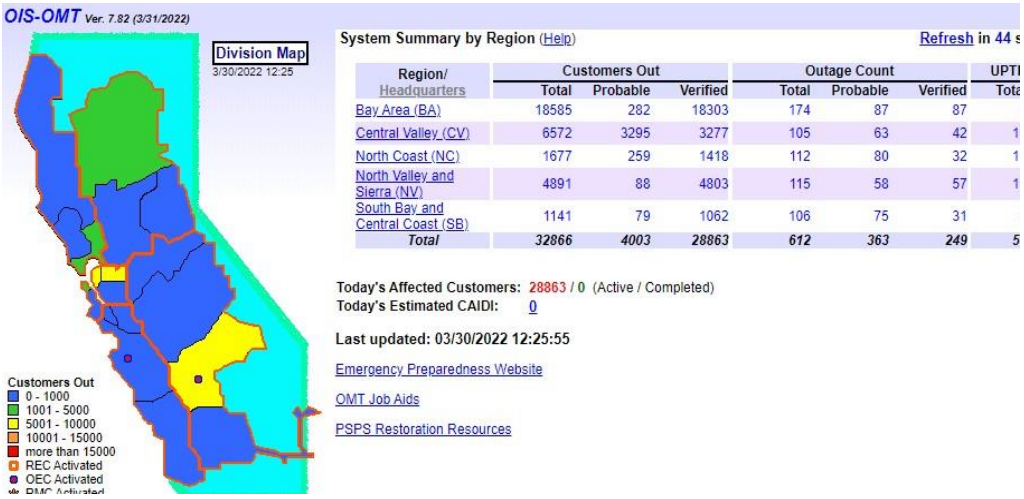
GCC

1.4.4.2 Outage Information System Outage Management Tool

PG&E's web-based Outage Information System (OIS) Outage Management Tool (OMT) provides accurate, real-time information on PG&E electric outages.

Electric distribution operators use the tool to transmit outage information, dispatch electric troubleshooters and crews to outages within the PG&E service area, and identify a "Nested Outage" (i.e., when lower-level outages may be absorbed or rolled up into a new upstream outage) in cases when a customer on a new outage is also associated with a previous outage or an outage occurs within 30 minutes of a previously closed-out outage. Leaders use the OMT to decide whether area emergency centers (AECs), regional emergency centers (RECs), or the Emergency Operations Center (EOC) should be activated to respond to events compromising the PG&E electrical distribution system.

Figure 1-8: OMT General Site – For Users with Read-Only Access Rights



1.5 Regulations and Authorities

This annex, as part of the CERP, complies with the regulations and authorities given below.

1.5.1 Electric Distribution

California Public Utilities Commission (CPUC) General Order Number 166 (G.O. 166) Standards for Operation, Reliability, and Safety During Emergencies and Disasters ensure that electric utilities are prepared for emergencies and disasters[3]. Standard one of G.O. 166 requires utilities to prepare an emergency response plan for anticipated emergencies and major outages to protect life and property and communicate the scope and expected duration of outages.

The Electric Emergency Plan (EEP) for Capacity Emergencies[4] describes the actions PG&E will take to address electric supply and/or capacity shortages as required by the California Independent System Operator (CAISO). Refer to Appendix E for more information.

1.5.2 Electric Transmission

Federal Energy Regulatory Commission (FERC) regulates the transmission and wholesale sale of electricity. FERC oversees North American Electric Reliability Corporation (NERC) in the United States. FERC has delegated the authority to create and enforce compliance with Reliability Standards to NERC.

NERC Reliability Standards define the mandatory reliability requirements for planning and operating the North American Bulk Power System. NERC works closely with six Regional Reliability Organizations (RRO) and has delegated specific authorities and responsibilities to each RRO as approved by FERC. They enforce NERC and regional reliability standards and perform other related functions assigned by NERC. NERC oversees the RROs in this

[3] See G.O. 166 Purpose for further information.
[4] You will need access rights/permission to [redacted].

role to ensure consistency of delegated functions across North America, while allowing for an appropriate degree of flexibility to accommodate regional differences.

The Western Electricity Coordinating Council (WECC) is one of the six RROs in the United States with delegated authority to create, monitor, and enforce mandatory reliability standards within its' geographical area known as the Western Interconnection through a "Delegation Agreement" with NERC.

The California Independent System Operator (CAISO) and Reliability Coordinator (RC) West[5] are registered with NERC to perform specified reliability functions and align to the mandatory requirements of the reliability standards. The CAISO is registered as a Balancing Authority (BA), Reliability Coordinator (RC), Transmission Operator (TOP), and Transmission System Provider (TSP). As a registered BA and RC, the CAISO must coordinate with other registered entities in their territory on several of the reliability standards.

PG&E is registered with NERC for indicated reliability functions and is required to meet or exceed the mandatory requirements of the reliability standards. PG&E's NERC registrations include Distribution Provider (DP), Generator Owner (GO),), Resource Planner (RP), Transmission Owner (TO), TOP, and Transmission Planner (TP). PG&E is one of the registered entities required to coordinate with the CAISO and other registered entities within the Western Interconnection.

CPUC G.O. 166 standards are applicable to electric transmission when unplanned outages occur due to the damage to transmission lines or substations caused by events such as storms, fires, accidents, or terrorism. Utilities may use rotating outages on rare occasions to reduce the demand and prevent uncontrolled spread of outages when power supply is inadequate.

1.5.3 PG&E Electric Emergency Management and Preparedness

Electric Operations Emergency Management teams, including Electric System Operations (ESO) and Emergency Field Operations Emergency Management Specialists (EFO EMS), support the safe, efficient, and affordable delivery of electric services to the customers of our electric infrastructure and communities. For more information about EFO EMS, refer to the EFO EMS website.

The teams work with the functional areas (FAs) across the company to develop and recommend a strategic direction for electric emergency preparedness, response, compliance, process improvement, and public partnerships. They are involved in the implementation of emergency plans and processes, training, emergency exercises/drills, communication, and incident management. ESO and EFO EMS activities include:

[5] The CAISO's Reliability Coordinator (RC) West is the reliability coordinator of record for 42 electric grid balancing authorities and transmission operators in the western United States.

- Support and respond to emergency centers and electric emergencies following the principles of the Incident Command System (ICS).
- Facilitate emergency response and business continuity planning and maintain related documents, such as the Electric Annex, 2022 Electric Emergency Plan (Public) v28 for Capacity Emergencies, and business continuity plans (BCPs).
- Train and conduct exercises to validate the readiness of Regional Emergency Centers (REC), Operations Emergency Centers (OEC), Electric Transmission Emergency Center (ETEC), Electric Distribution Emergency Center (EDEC) and Substation Transmission Operations Emergency Center (STOEC).
- Conduct performance monitoring of key operations and reliability metrics.
- Support EP&R as subject matter experts (SMEs) in submission of plans, compilation of data necessary for the annual G.O. 166 filing, and other data requests.
- Promote the use of the Automated Roster Callout System (ARCOS) to assemble and track first responders and repair crews.
- Participate in industry benchmarking on emergency management solutions and best practices.
- Distribute hard copies of the Electric Annex and BCPs to all OECs, RECs and Distribution Control Centers (DCC).

1.6 Electric Emergency Management

PG&E electric emergency management consists of the following:

- District Storm Rooms (DSRs)
- Operations Emergency Centers (OECs)
- Regional Emergency Centers (RECs)
- Electric Distribution Emergency Center (EDEC)
- Electric Transmission Emergency Center (ETEC)
- Substation Transmission Operations Emergency Center (STOEC)
- Grid Control Center (GCC)
- Distribution Control Center (DCC)
- Electric Dispatch and Scheduling (ED&S)
- Emergency Field Operations Emergency Management Specialists (EFO EMS)
- Electric System Operations (ESO)

Refer to CERP Section 2.6 for additional information.

1.7 Annex Maintenance

1.7.1 Annex Development and Updates

EP&R is responsible for developing, updating, and maintaining the Company Emergency Response Plan (CERP).

The Electric Annex will be reviewed and revised, as necessary, by end of the second quarter each year per the *Company Emergency Response Plans Standard* (EMER-2001S). PG&E's EP&R will coordinate the process, in collaboration with EMO, and will engage the support of departments with relevant responsibilities in this plan.

The Vice President of EP&R will approve the Electric Annex. The Change Record section in the annex will include a summary of revisions made to the annex.

1.7.2 Annex Distribution

The Electric Annex is distributed to the senior vice president of Electric Operations and specific leadership in Electric Transmission, Electric Distribution, and support organizations.

Hardcopies are kept in emergency centers, including:

- Operations Emergency Centers (OECs)
- Regional Emergency Centers (RECs)
- Emergency Operations Center (EOC)
- Grid Control Center (GCC)
- Distribution Control Centers (DCCs)
- Electric Dispatch & Scheduling (ED&S)

The annex is published in PG&E's EMER Guidance Document Library.

2. Emergency Organization and Responsibilities

2.1 PG&E Emergency Centers

PG&E relies on multiple emergency centers at various operational levels, organized for emergencies under a California Standardized Emergency Management System (SEMS) Incident Command System (ICS) Organization structure. Consistent with California SEMS Regulations[6], the ICS has five core functions[7]: command, operations, planning, logistics, and finance.

As established in California SEMS regulations and explained in SEMS foundation implementing guidance[8], Command Staff at each operational level is responsible for directing, ordering, and/or controlling of resources by virtue of explicit legal and/or organizational delegated authority. General Staff members (Operations, Planning, Logistics, and Finance & Administration) at each level represent and perform the functional aspects of incident command, control, and coordination.

CPUC General Order (G.O.) 166 Standard 1D states: *The plan shall address the utility's efforts to coordinate emergency activities with Essential Customers, and appropriate state and local government agencies. The utility shall maintain lists of contacts at each entity and agency which shall be included in the plan and readily accessible to employees responsible for coordinating emergency communications. The utility shall submit proof of compliance with PUC 768.6(b)(3) as part of the annual report required by Standard 11.*

To effectively accomplish this coordination and communication, the utilities shall adopt and participate in California's Standardized Emergency Management System (SEMS).

However, multi-jurisdictional utilities serving customers outside of California may use an approach consistent with the Federal Emergency Management Agency's National Incident Management System (NIMS) which includes the Incident Command System (ICS) in their emergency disaster and preparedness

2.1.1 Electric Dispatch Centers

PG&E's Electric Dispatch Center in Fresno is open 24/7, 365 days/year and is responsible for dispatching and scheduling troubleshooter resources to outages, compliance equipment inspections, and customer committed work. Electric Dispatch also receives 911 stand-by requests from public safety agencies (e.g., police and fire) and dispatches troubleshooters and trained field resources to respond as quickly as possible.

2.1.2 PG&E Electric Steady State Control and Emergency Centers

Based on electric incident or event requirements, PG&E may operate and/or activate multiple emergency centers.

---

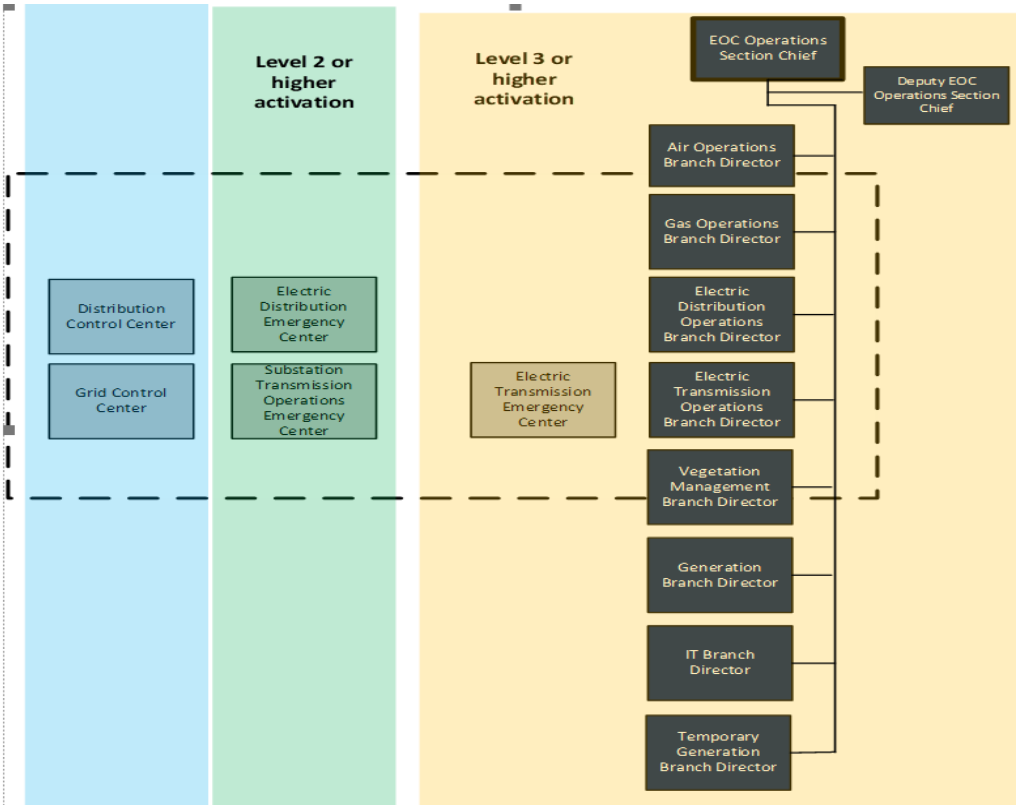
[6] Cal EMA SEMS Regulations

[7] In instances of multiple concurrent threats (e.g., cyber, and physical), a sixth I&I function can be embedded in the Planning Section, Operations Section, Command Staff, or as a separate General Staff section or sections.

[8] State Of California Foundation Standardized Emergency Management Systems (SEMS) California Emergency Management Agency

When activated for a Level 3 or greater incident, PG&E's EOC Operations Section Electric Distribution and Transmission Branches work with the Electric Distribution Emergency Center (EDEC), Substation Transmission Operations Emergency Center (STOEC), and Electric Transmission Emergency Center (ETEC), which in turn work with the Distribution Control Centers (DCCs) and the Grid Control Center (GCC), as outlined in Figure 2-1.

Figure 2-1: PG&E Electric Steady State Control and Emergency Centers



2.1.3 Electric Distribution Control Centers

Electric Distribution Control Centers (DCCs)—located in Concord, Fresno, and Rocklin—monitor and manage the real-time operation of the electric distribution grid and outages—both planned and emergency outages. If an outage occurs, the Distribution Operator (DO) in the DCC operates remote distribution devices through Supervisory Control and Data Acquisition (SCADA) and/or directs field resources to operate distribution devices in the field and substations to reconfigure or reenergize the distribution grid and restore service to customers.

DCC operators also manage all processed, written, checked, and re-evaluated planned outages that have been placed on the real-time desk through Applications for Work (AFW)[9] and are assigned a date for completion. If resources are not available due to reasons such as emergency response and rest periods, planned work applications and job packets will first remain on the desk until COB and then placed into the "Pending" status to be rescheduled.

2.1.4 Grid Control Center

Real-time operation of the PG&E transmission system takes place at the GCC in Vacaville and Rocklin, and is staffed 24/7, 365 days/year. The GCC is in contact with the CAISO daily to perform tasks such as monitor power flows, receive clearance requests, and establish system restoration priorities. The CAISO has overall operational control of our electric transmission facilities, and those of Southern California Edison, San Diego Gas & Electric, and others. The GCC deals with Level 1 and Level 2 emergencies involving electric transmission and is the designated PG&E single point of contact for CAISO.

2.1.5 Substation Transmission Operations Emergency Center

In a Level 2 or greater emergency, the Substation Transmission Operations Emergency Center (STOEC) coordinates damage assessment, information dissemination, and movement of transmission line and substation labor and equipment to assist operating departments in restoring service. The STOEC reports to the EOC Transmission Branch Director and responds to the priorities and strategies set by the EOC Operations Section Chief. Once activated, the STOEC tracks substation and transmission line (T-line) resources and provides the EOC with restoration information and regular situational updates regarding quantity, type, and location of resources within the TSM&C organization. The STOEC also provides technical support to the field, when activated.

2.1.6 Electric Distribution Emergency Center

In preparedness to a forecasted major storm or other emergency, the Electric Distribution Emergency Center (EDEC) will partner with leadership from the impacted departments such as DCCs, field operations, contracting, and general construction to prioritize cancelation of planned work to minimize negative impacts on PG&E's customers. The canceled work will be placed into the "Pending" status and rescheduled for a later date.

[9] "AFW" reflects the application for planned work processed by Distribution Operators. Application for Work is also a web-based tool used to assign and view electric asset switching and may be used system-wide to submit and process work applications to a control center.

.

2.1.7 Electric Transmission Emergency Center

The Electric Transmission Emergency Center (ETEC) provides support to the PG&E Grid Control Center (GCC). ETEC's support includes system restoration support, transmission outage prioritization in collaboration with California Independent System Operator (CAISO) and the EOC, and internal and external communications. For example, the ETEC maintains communication with the CAISO, Western Electricity Coordinating Council (WECC), and other utilities involved in transmission system emergencies.

In a Level 2 or greater emergency, the ETEC may be activated to assist GCC with transmission-related outages and to facilitate communications with the CAISO's EOC. The ETEC is also activated when the CAISO calls for load curtailments. In a Level 3 or greater emergency where the PG&E EOC is activated, the ETEC reports to the Electric Transmission Branch in the EOC.

For details on emergency centers outside of electric distribution and transmission, see the CERP functional annex for that FA.

2.2 Electric Transmission and Substation Emergency Roles

1.7.3 Electric Transmission Branch Director

The Electric Transmission (ET) Branch Director in the EOC coordinates with ETEC and STOEC to support system restoration efforts, transmission outage prioritization, block calculations, and impact studies for de-energization of equipment due to Public Safety Power Shutoff (PSPS), and internal and external communications. The ET Branch Director position is staffed by superintendents and above and reports to the Operations Section Chief in the EOC.

2.2.1 ETEC Lead

The ETEC lead is staffed by transmission supervisors and above in Electric System Operations. ETEC supports the GCC with outage prioritization and serves as the liaison for GCC during an event. The lead also provides direction to STOEC on outage priorities.

2.2.2 Transmission Troubleshooters

Both Electric Transmission troubleshooters and Distribution troubleshooters have the same description and skill sets.

2.2.3 Substation Maintenance Electricians

Substation maintenance electricians are emergency response Qualified Electrical Worker (QEW) coworkers who may work alone. They primarily assess the substation anomalies, basic cause for equipment alarms, hazards, and repair or replace equipment requirements. Electricians may make certain repairs and/or corrections to minor equipment failures.

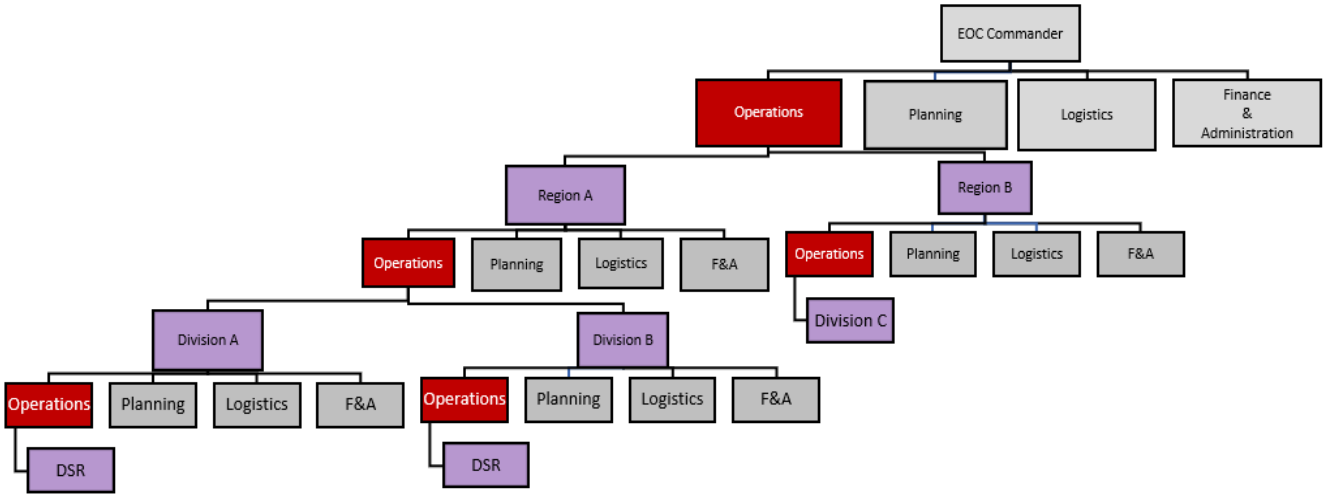
2.2.4 Substation Teams Used in Level 5 Incidents

- Substation damage assessment teams are made up of two coworkers (i.e., electrical, and civil engineers, project managers or maintenance engineers) with knowledge of electric substation equipment. The team consists of non-QEW coworkers for assessing the initial damage inside substations.
- Substation Make Safe teams are made up of maintenance electricians and electrical inspectors and are QEW. Their primary function is to assess damage to substation equipment and to Make Safe, if necessary.
- Substation restoration teams are one or two-coworker teams who work with the transmission and distribution control centers to restore customers and transmission paths. They are made up of maintenance electricians/switching electricians and electrical technicians and are qualified to perform substation switching. They are under the jurisdiction of the GCC and/or the appropriate DCC.
- Substation repair team performs the primary function of repairing or replacing damaged substation equipment. These teams are made up of station construction, substation maintenance, insulation and coating, and test department coworkers.
- Substation standby teams are comprised of insulating and coating, substation maintenance, and construction coworkers. Their primary function is to stand by damaged equipment and facilities presenting a safety hazard to the public. In most cases, the fence surrounding a substation will keep the public away from substation hazards, but in cases where the fence is down or damaged, the company uses standby teams to ensure public safety.

2.3 DSRs, OECs, RECs, and EOC

For most incidents, PG&E Incident Command and support operations scale (see Figure 2-2) from the field level beginning with DSR, then OEC division and REC regional activations, and finally a company EOC activation when guidance thresholds (e.g., customers outages) are exceeded. Generally, the EOC will not be activated for an incident that can be managed out of a DSR, OEC, or at an Electric REC in support of one or more OECs.

Figure 2-2 PG&E Electric Incident Management



2.3.1 District Storm Room

The District Storm Rooms (DSR) responds to local and escalated emergency events and are generally located in a Service Planning and Maintenance yard. They primarily manage the local restoration effort during all levels of emergencies. DSRs are staffed with local support, such as troubleshooters, gas service representatives, meter technicians, estimators, mappers, service planning representatives, and construction crews. Clerical support inputs data into the OMT at this location. Information from assessment resources is added to the job packet and handed off to construction crews. DSRs report to their division's OEC.

2.3.2 Operations Emergency Center

The OEC provides oversight and support at a divisional level. The OEC directs and coordinates the coworkers necessary to assess damages, secure hazardous situations, restore service, and communicate status internally and externally. OECs report to their RECs.

G.O. 166 Standard 1A stipulates that utilities coordinate internal activities in an emergency operations center or use some other arrangement suitable for the purposes of internal coordination.

2.3.3 Regional Emergency Center

The REC provides oversight and support to the OEC(s) at a regional level. As an event escalates, the REC becomes the point of contact for information and escalated OEC issues. When PG&E's EOC is activated, the REC communicates operational status, resource requests, and logistical needs to the EOC.

2.4 Crews, Strike Teams, Task Forces, and Other Resources

When assigned to an incident or event, PG&E coworkers are dedicated to their emergency role and their day-to-day duties become secondary. For the ICS positions used throughout PG&E emergency centers, refer to the CERP, Emergency Organization and Responsibilities Section.

2.4.1 Troubleshooters

G.O. 166 Standard 1F states: *The plan shall describe how the utility will assure the safety of the public and utility employees and the utility's procedures for safety standby. The plan shall include contingency measures regarding the resources required to respond to an increased number of reports concerning unsafe conditions.*

Troubleshooters are QEWs and emergency response coworkers capable of making electrical hazards safe. They usually work alone and assess an outage situation and identify basic cause, hazard considerations, and repair requirements, primarily on substation, circuit, and mainline outages. They may perform some repairs and/or correct minor equipment failures. During the initial response, the troubleshooter is the Incident Commander.

Make Safe crews focus on situations where hazardous conditions have been reported by customers or agencies and require prompt attention (e.g., wire down and cut in the clear). They are typically two-person crews but can also be larger in size depending on the nature of the event and available staffing. These crews consist of a supervisor and/or linemen who are QEWs.

Depending on their experience and training level, they have skill sets similar to troubleshooters. They perform make safe activities and complete assessment assignments under the direction of the dispatch leader located in the OEC or DSR. "Emergency Make Safe" are focused actions taken by utility personnel, authorized by the Authority Having Jurisdiction (AHJ), during an active wildfire to abate conditions where utility infrastructure creates a hazardous condition for evacuees and emergency responders.

This would include, but is not limited to, de-energization, removal of damaged utility equipment from roadways, stabilization of damaged equipment that threatens access, etc., to facilitate evacuations and emergency operations by law enforcement and firefighters.

In support of repopulation, Make Safe crews take are thorough actions in response to priorities established by the AHJ during the "Infrastructure and Repopulation" meetings to abate conditions where utility infrastructure creates a hazardous condition for the safe repopulation of an area. They may take actions such as wreck-out/removal of damaged utility infrastructure posing a hazard in areas (e.g., roadways, homes, and neighborhoods) where the public could repopulate. Remote areas not accessible to the public are generally excluded. During the "Infrastructure and Repopulation" meetings, the AHJ will prioritize zones/areas for repopulation while recognizing that repopulation may occur with or without the restoration of power.

2.4.2 Assessment Crews and Rapid Assessment Strike Teams

Damage assessment crews are one or two-person crews with knowledge of electric field equipment. They often include gas service coworkers paired with electric estimators, compliance inspectors, or work and resource coordinators familiar with the territory. When a significant number of outages occur, damage assessment crews can be established into rapid assessment strike teams.

The rapid assessment strike teams will include estimators, an associate distribution engineer (ADE), a supervisor, and support coworkers. They will perform quick patrolling of damaged areas, conduct damage assessments, and relay information to the incoming

assessment desk at the OEC or DSR. The rapid assessment strike team may also be assigned to the incoming assessment desk to receive assessment from the field and build job packets for the crews.

Damage assessment crews are identified by the emergency centers and approved by the IC. Their primary focus is to determine whether PG&E equipment caused the problem, assess the damage, and determine general magnitude of repairs. This assessment may include estimation of equipment and resources required to repair the damage. The estimator will provide the scope and size of equipment needed for repairs. Assessment crews may also provide 911 Standby until a QEW arrives on site.

2.4.3 Incoming Assessment Desk Leader

The incoming assessment desk is where estimators receive incoming damage assessment from the field and build job packages to provide to the DSR for crew assignment. The incoming assessment desk leader oversees all coworkers for the incoming assessment desk and prioritizes the creation of job packages at the OEC/DSR. The leader is staffed by either an electric ADE or estimating supervisor and reports to the operations section chief (OSC) in the OEC.

2.4.4 Check-in/out Desk Recorder

The check in/out recorders manage the check in/out desk at each emergency center and base camp. They check in coworkers reporting on site to support an incident at the time of their arrival and check them out at the end of each work shift. The recorder reports to the Resource Unit Leader (RESL) in the Planning Section in each emergency center. In addition, the recorders disseminate appropriate check-in and medical forms for coworkers.

2.4.5 Circuit-Based Branch Supervisor

The incident commander assigns circuit-based branch supervisors. They provide direction to the Task Force Leaders (TFLs), coordinate and prioritize work, establish communication between TFLs and the DSR to ensure situational awareness and safety, and participate with the Planning Section in the development of objectives for the action plan for the “Circuit-Based Strategy.”

2.4.6 911-Standby Coworkers

Safety Standby (911 Standby) coworkers are responsible for cordoning off a hazardous condition involving PG&E equipment and/or relieving a 911 public safety agency performing the same safety standby until a qualified electric crew or troubleshooter arrives to clear and/or repair the hazard. This activity and capability is described in more detail in Section 3.12.

2.4.7 Distribution System Operator

A distribution system operator (commonly referred to as DO) is responsible for operating and monitoring an assigned electric distribution jurisdiction. The distribution system operator directs switching and issues clearances, moves electric distribution load, and restores service when trouble occurs. They can open and close devices to reconfigure the

circuit or restore customers using SCADA-enabled devices. The operator also directs field workers for switching and restoration on the electric distribution grid.

2.4.8 EDEC Lead

The EDEC lead is a leader in Electric System Operations & Control (SO&C who supports significant incidents/events with outage prioritization, serves as the liaison for DCCs during incidents/events, and coordinates with ETEC and STOEC on outage priorities. In addition, the EDEC lead coordinates internally within SO&C leadership (DCCs, electric distribution engineering operations, and power quality), and externally with electric operations (dispatch, substation, temporary generation, transmission, field operations), gas operations (dispatch, field operations), and contract management. During incidents/events, EDEC establishes a bridge-line for coordination across critical FAs.

2.4.9 Electric Work & Resource Dispatcher

Electric dispatchers are emergency response coworkers responsible for dispatching troubleshooters to perform work, including:

- 911 stand-by requests from public agencies
- Outages
- Reliability-related tags
- Compliance inspections
- Customer-related work
- Streetlights

Electric Work & Resource Dispatch works 24/7, 365 days/year and utilizes the following operational tools:

1. Dispatch Application (DA)
2. ABB mobile application
3. Outage Information System (OIS)-OMT
4. Systems Applications and Products in Data Process (SAP)

2.4.10 Electric Incident Management Teams

PG&E maintains three pre-identified electric incident management teams (IMTs). These teams eliminate ad-hoc resource/staffing challenges when multiple events occur simultaneously. An IMT is comprised of an IC and the Command and General Staff assigned to an incident. Incident teams, when assembled, have direct authority to plan and execute a response. The teams may be deployed where incident management is needed at the request of the REC Commander, EOC Commander, or EP&R VP. Pre-identified IMTs enhance scalable and flexible operational capabilities and validate adequate continuous coverage. Refer to the *Framework for Electric Incident Management Teams Standard* (EMER-4501S) and the *CERP* Section 2.8.

2.4.11 Safety Infrastructure Protection Team

SIPT resources report to the Asset Protection Branch Director (APBD). They protect PG&E assets from incident damage. The Asset Protection Branch, under the direction of the Operations Section Chief (OSC), manages asset protection as part of the Operations Section. The APBD develops asset protection strategy in consultation with members of the Operations Section, the public safety specialist team, impacted FAs, and the AHJ. The APBD leads the development and execution of the tactical assignments documented in the incident action plan (IAP) and may establish divisions, teams, and units as necessary to support asset protection operations. During non-wildfire incidents (all-hazards) or after a wildfire is declared controlled, the APBD coordinates SIPT activities requested by the OSC.

2.4.12 Debris Removal Team

During electric emergencies, to track and ensure all debris has been removed after repairs, debris removal staff complete Form TD-2060P-01-F01, Electric Emergency Construction Package (formerly JA_733). If Electric and/or Gas Operations needs to remove debris, a job package will remain open until the debris is removed safely.

2.4.13 Temporary Generation Department

Temporary Generation is responsible for collaborating with emergency centers (OEC/REC/EOC) during incidents or events to provide temporary generation to critical and essential customers and critical infrastructure (e.g., hospitals, fire stations, and warming/cooling centers) without power. Temporary Generation may maintain communications with emergency center coworkers (e.g., CSOs, DSR leads, incident commanders) as needed through an emergency center position within the Temporary Generation Branch of the Operations Section. The department also performs the following:

- Work with the public safety specialist (PSS) and AHJ on current incident/event situational status.
- Support System Operations and Control to determine location and loading requirements when needed for primary locations.

3. Concept of Operations

3.1 Emergency Plan Activation

PG&E uses incident levels 1-5 as a tool to understand the complexity of an incident, make decisions, and take actions (e.g., emergency center activations and resources needed) for each level. Refer to the Levels of Emergency section in the CERP for more information.

3.2 Response Strategies

PG&E may use different assessment and restoration strategies based on the complexity of the incident. For example, if there is a small number of outages during a routine response, PG&E uses an order-based strategy. In larger incidents with a greater number of outages, it may no longer be efficient to assign work by individual orders. In this case, work may be assigned by circuits or areas to improve coordination and assessment/restoration time.

3.2.1 Order-Based Strategy

In an order-based strategy, in alignment with the above priorities and depending on the amount of damage, troubleshooters or repair crews are assigned to an individual outage order as needed. For example, in electric distribution, as outages are documented into OMT, a unique OIS number is auto generated for each outage. Centralized electric dispatch will prioritize and assign each outage order to a troubleshooter. Once the troubleshooter completes their assessment, Estimating develops the job package, which is then assigned to a crew to restore customers.

3.2.2 Distribution Circuit or Transmission Line-Based Strategy

In electric distribution, a circuit-based strategy is designed to improve coordination, assessment, and restoration of highly impacted circuits with multiple cases of trouble and can be used on any high-risk circuit. These circuits may warrant a circuit-based assessment and restoration strategy depending on characteristics including, but not limited to, the following:

- Weather forecast
- Actual conditions
- Significant number of outages and damage locations
- Control Center call volume
- Management of outage communications
- Impact to critical and essential customers

The circuit-based strategy is executed by the OEC or REC Commander. The OEC Operations Section may assign a task force to an entire substation, a specific circuit, or a source-side device to manage either pre-identified high-risk circuits or circuits that meet outage and/or hazard thresholds. This task force may include a TFL and strike teams of

troubleshooters, rapid assessment, vegetation management, 911 Standby, and make safe. Refer to Figure 3-1 for an example of a circuit-based task force organization structure.

Troubleshooters make safe and assess the distribution line damage starting from the circuit breaker (CB) or source-side device, at the direction of the electric dispatch, DCC distribution operator, or TFL. They will identify damaged equipment locations, make locations safe, and report findings to the incoming assessment desk.

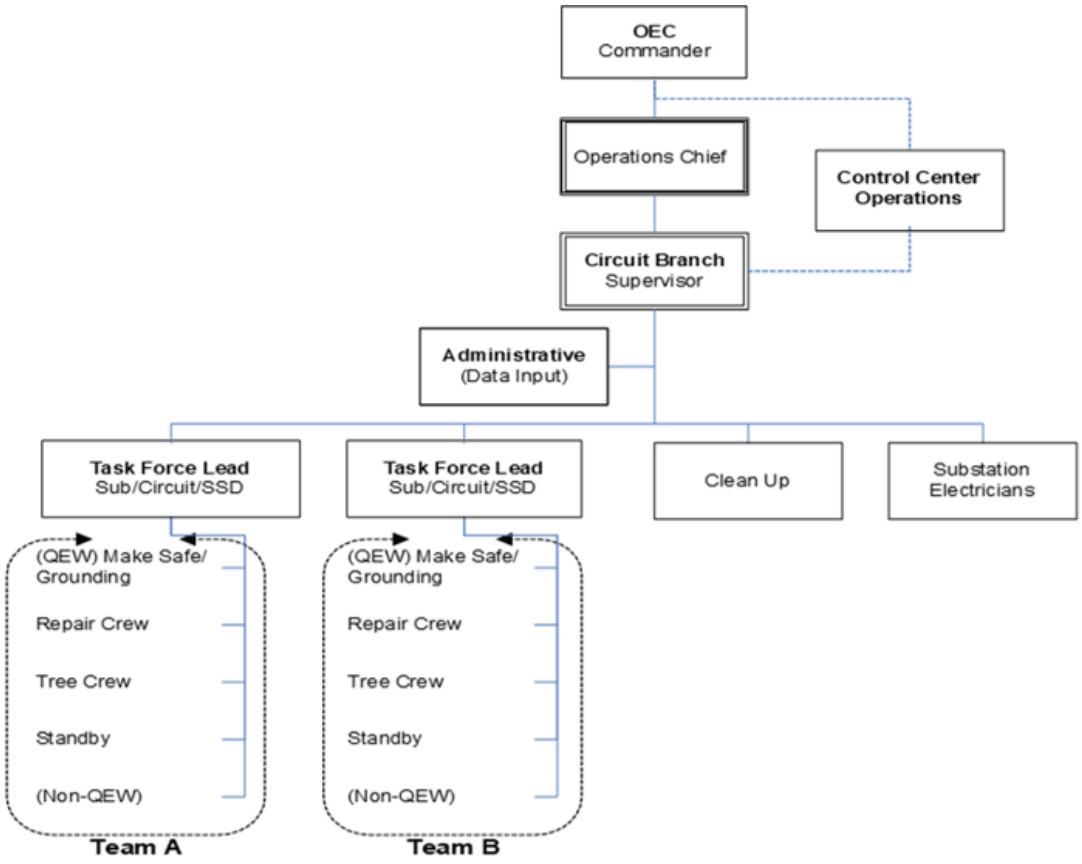
Rapid assessment teams/estimators assess damage or leverage assessment information to develop job packages including loading and sizing materials and equipment. For more information, refer to section 2..

Repair crews follow the troubleshooters and estimators, under the direction of the TFL, and may be responsible for the tasks below:

- Make the distribution line safe.
- Report damages to the DSR, rapid assessment team, or estimator.
- Assess, perform repairs, and restore distribution line sections, as they become available, under the direction of the distribution operator and in alignment with estimating design when appropriate.
- Assess, report, and restore radial/tap lines for damage.

For electric transmission, a line-based strategy may be used to improve coordination, assessment, and restoration of highly impacted lines with multiple cases of trouble. The line-based strategy is implemented at the request of STOEC/ETEC, and additional crews are assigned to the highly impacted lines.

Figure 3-1: Example of the Circuit-Based Organization Structure



3.2.3 Area-Based Assessment/Restoration Strategy (Divisions and Branches)

For a large volume of outages or damage in an area, assigning work based on individual orders is not efficient. Instead, an area-based restoration strategy may be used to assign work by circuits or geographic areas. This approach leverages the scalability of ICS and positions the emergency management organization to mitigate incident complexity resulting from the overlap of geographic area responsibilities.

Table 3-1 provides criteria for organizing and assigning area-based assessment/restoration teams based on the following factors:

- The location and volume of damage or projected damage
- Geography (e.g., an area is divided by a river or a mountain range)
- Customer density

Where possible, the area is determined using the SOPP model prior to an event (e.g., an incoming storm).

Table 3-1: Electric Authority to Determine Areas (Example)

Area Being Divided	Who Determines Areas?	Who Approves Areas?

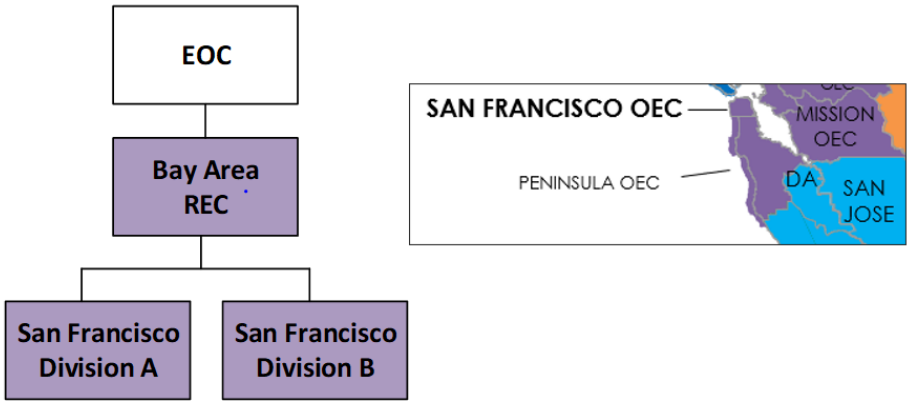
Divide district or division into smaller divisions or branches[10]	REC Operations Section Chief (OSC) recommends areas to Commander in collaboration with the Planning Section Chief (PSC), and with input from the Logistics Section Chief (LSC).	REC Commander
Divide STOEC support into areas/branches	ETEC Lead working with STOEC IC	ETEC Lead
Divide region into smaller divisions or branches	EOC Operations Section Chief (OSC) recommends aeras to Commander in collaboration with the PSC, and with input from LSC on support.	EOC Commander
Any divisions made due to an earthquake	EOC Operations Section Chief (OSC) recommends areas to Commander working together with the PSC, after reviewing the damage model. The LSC also provides input on support.	EOC Commander

In the field, task force teams are assigned to divisions or branches to perform repairs in their area until restoration is complete.

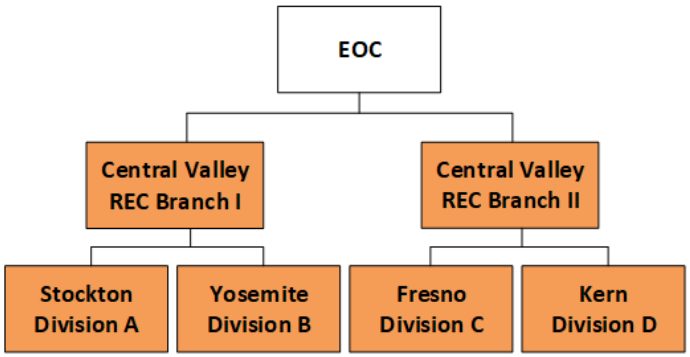
Following a Level 4 or 5 event (e.g., a significant storm or earthquake), damages will be widespread, multiple commodities will be impacted, and thousands of coworkers may be required to restore the system. A single local OEC will not be able to manage multiple major incidents with extensive damage in one division.

To effectively manage the incident or event and maintain an adequate span of control, REC, OEC, and STOEC operational control and support may be aligned with smaller geographic areas (divisions or branches).

Figure 3-2: Example of OEC and REC Divisions and Branches



[10] If activated, the EOC determines and approves the areas with input from the REC and ETEC.



Once a task force has completed restoration of its assigned divided area or if the existing REC, OEC or STOEC is ready to resume responsibility, the divided area will return to the existing emergency center for jurisdictional control.

3.2.4 Significant Earthquake

Following a significant earthquake, a Dynamic Automated Seismic Hazard (DASH) report is published within 15 minutes and provides estimates of damage to support assessment prioritizations. For more information on earthquake response, see the *Earthquake Annex* (EMER-3101M). The EOC Planning Section Chief, in collaboration with the EOC Operations Section Chief, will review the damage model and identify whether they need to activate additional RECs, OECs, and STOECs. The EOC Logistics Section Chief also provides input on their support to the areas. The EOC Commander will approve the plan and notify the REC Commander and the ETEC lead of any needed changes to the organization or jurisdictional control, and whether pre-identified teams (e.g., leadership, administrative, assessors, Service Planning and Maintenance crews) can mobilize and reach the affected area. For more information and graphical examples, see the CERP.

3.2.5 SM&C and STOEC Support for Large Scale Blackouts/Post Disturbance

During Level 1 and 2 incidents, the Substation Maintenance and Construction (SM&C) superintendent and the GCC establish local assessment and restoration priorities locally. When STOEC is activated during Level 3 or greater incidents, priorities are established between the STOEC and the GCC or ETEC, if activated. For localized damages, the local distribution operations may suggest or request priority for restoring distribution customers.

SM&C provides a resource pool to assist in performing switching inside substations, demolition, cleanup, reconstruction work, and other functions. Substation Engineering Services, System Protection, and Automation/SCADA provide engineering services to support restoration, as needed. A few of the strategies used to restore customers impacted by a substation emergency are given below:

- Splitting of buses
- Step restoration supported by transmission and distribution field level switching
- Bypassing of substations to restore downline capacity
- Above ground cabling
- Mobile substation generation
- Transmission-level islanding conditions

These strategies will be facilitated in the IC call process as stated in section .1.

3.2.6 Electric Distribution Critical Customer Strategy

PG&E maintains lists of critical and essential customers in OMT (as defined in the CERP). Outages involving a critical or essential customer are noted in OMT, and the identified circuits are considered for priority assessment and restoration. During the outage, Customer Care will staff the Customer Strategy Officer (CSO) OEC position to serve as the point of contact for the affected customers.

To facilitate efficient restoration of a county's prioritized customers, emergency management, in collaboration with each division's superintendent, has compiled critical customer packages containing customer key information (e.g., map, equipment information, key pictures, and contact information). These packages will be kept at the OEC. When an outage occurs that impacts one of the prioritized customers, the appropriate customer package is quickly assigned to field workers to begin assessment and restoration efforts.

PG&E has also further prioritized its internal list of essential and critical customers for restoration following a catastrophic event. These priorities are reflected in OMT reports, and their status and restoration can be tracked by the EOC/REC/OEC, customer relationship managers, and others.

PG&E's prioritized lists of critical and essential customers will be shared with county governments for their review if the county signs a non-disclosure agreement.

3.2.7 Electric Distribution Catastrophic Event Strategy

If a significant number of outages are related to a catastrophic event, leadership may decide to implement a resource allocation strategy called "60-30-10". This strategy directs resources according to the following model:

- Sixty percent of resources are dedicated to addressing outages having the highest number of customers out of power and/or length of outage, including considerations for equipment with extensive damage or critical equipment (e.g., certain substations).
- Thirty percent of resources are dedicated to the assessment and restoration of the prioritized customers, who were determined in collaboration with our government partners and PG&E's prioritized critical and essential customers. Depending on the type of catastrophic event and the situation in the community, this percentage may also include dedicated resources to key customers to stand up a community quickly.

- Ten percent of resources are dedicated for priority or unique issues encountered throughout the ongoing assessment and restoration process.

3.3 Electric Activation Matrix

G.O. 166 Standard 5 states: *Within one hour of the identification of a major outage, the utility shall begin coordinating its internal resources as set forth in its emergency plan.*

The OEC Outage Triggers Table 1 in EMER-4510S_Operations Emergency Center (OEC) Activation Requirements.pdf contains specific triggers used by the emergency center commanders and EFO EMS to determine whether any emergency centers should be activated. Table 1 is used in anticipation of an event or during an incident.

The vice president of EP&R, director of EP&R SE, EOC on-call commander, and EOC leadership have the authority to initiate a Directors' Alignment Call (see Appendix D).

The OEC/REC notifies the EFO EMS duty officer of all emergency center activations (including Communications Only). The EMS duty officer can be reached at [redacted] (internal) or [redacted] (external). The EFO EMS duty officer notifies the EFO emergency management supervisor and emergency/restoration team of all emergency center activations (including Communications Only). In addition, the EFO emergency management supervisor or designee notifies the senior manager of EFO and the senior director of Electric Program Management, Wildfire, Emergency, & Operations – Emergency Field Operations of OEC/REC activations Level 2 or greater.

Table 3-2: Electric Incident Level Activation Matrix

Note that workload is the primary unit used to determine the need to escalate for Electric Distribution and # of outages/Area of Responsibility (AOR) for Electric Transmission. OEC activations may occur depending on incident complexity and the need to support customer communications, to mobilize resources, or to coordinate response.

Severity	Level	Expected Field Resources	Restoration Duration	EDO Workload [1]	Expected Customers Out (Electric)[2]	# ET Outages / AOR[1]	Load Shed – EEP[4]	Actions[5]	Emergency Centers	External Interest/Media/Reputation	Incident/Weather Examples
Catastrophic	5	Troubleshooters 710 Crews 560	>6 Days	>32x Workload (>2080 Sos)	>750,000 Customers Out	>14	System Wide/Multiple Day Event EEA3 – Firm Load Interruptions (C, D, E, I)	Mutual Aid C – EOC Activation, D -Temp Gen, E -Islanding, I -Drop requested load	OEC, REC, STOEC, ETEC, IMT, EOC, and IST Activation	Catastrophic emergency or customer issue with extensive public, media, government, and regulator interest across multiple regions and at the state, national, and international level. Potential reputational risk.	Major to catastrophic storm event, wind 60+ mph (EDO) or >75 mph (ET), significant earthquake, firestorm with catastrophic impact to infrastructure, Cyber Incident – control of grid assets by foreign group
Severe	4	Troubleshooters 220 Crews 170	2 – 6 Days	10x – 32x workload (651 – 2080 Sos)	>300,000 Customers Out	10 – 14	System Wide/Single Day Event EEA3 – Firm Load Interruptions (C, D, E, I)	Resources move between regions, contractors, may require Mutual Aid C – EOC Activation, D – Temp Gen, E -Islanding, I -Drop requested load	OEC, REC, STOEC, ETEC, IMT and EOC Activation	Severe emergency or customer issue with considerable public, media, regulatory and government interest across multiple regions, and at the state and national level. Potential reputational risk.	Major heat or winter storm, wind 40 – 60 mph (EDO) or >60 mph (ET), significant earthquake, wildland fire that results in de-energizing customers and major damage to infrastructure, fire affecting major paths, Cyber Incident – slow system response times, limited awareness at grid control.
Serious	3	Troubleshooters 120 Crews 100	1 – 3 Days	4x – 10x workload (261 – 650 Sos)	>100,000 Customers Out	7 – 10	Localized Flex Alert (A, B, D) EEA Watch (C, D) EEA1 (C, D, F) EEA 2 (C, D, G) (EEA3 (C, D, H)	Resources moved within Region, may need to move between Regions A – Workplan Adjustments, B – Readiness Posture, C -EOC Activation, D -Temp Gen, E – Islanding, F -Communicate with Public Safety Partners, G -Communicate to Customers, H – Capable to shed load in 10 minutes	OEC or STOEC activation; REC, ETEC, and EOC activation possible	Local/Regional emergency or customer issue with increased public, media, government and/or regulatory interest. Potential reputational risk.	Significant heat or winter storm, wind 35-50 mph (EDO) or >50 mph (ET), significant earthquake[3], wildland fire that results in de-energizing customers and significant damage to infrastructure, Cyber Incident – malware affecting SCADA, EMS, DMS systems, ET: total loss of EMS or SCADA loss of 500kV or 230kV substation
Elevated	2	Troubleshooters 75 Crews 55	<24 hours Typically, could be up to 2 days	2x – 4x Workload (130 – 260 Sos)	>20,000 Customers Out	5 – 7	Restricted Maintenance Operations (A)	Resources mainly local, may need to move within Region A – Workplan Adjustments	OEC and STOEC activation possible	Local emergency or customer issue with increased public, media, government, and/or regulatory interest	Moderate heat or winter storm, wind 30-40 mph (EDO) or > 35 mph (ET), wildland fire that results in de-energizing customers and minor damage to infrastructure, Cyber Incident – virus detected or DMS or EMS system with loss of 3 or more substations' visibility in SCADA
Routine	1	Troubleshooters 44 Crews 25	<24 hours	Normal – 2x Workload (<130 Sos)	<20,000 Customers Out	<5	N/A	Local Resources Only	No Activation; Communication Only	Routine local incident with no to little public or media interest	Car pole, normal operations, light weather, virus detected, or phishing directed at electric operations, single circuit outage

[1] Workload is the primary unit used to determine the need to escalate and is based on the number of unplanned sustained outages (Sos) for Electric Distribution Operations (EDO) and # outages/Area of Responsibility (AOR) for Electric Transmission (ET).
[2] Customer counts are an SOPP output based on workload.3
[3] Geosciences recommended the qualitative description of "significant earthquake" rather than listing a specific magnitude for Levels 3 – 5.
[4] Load Shed-EEP column reflects the CAISO Energy Emergency Alert (EEA) Levels are aligned to the respective item in the Actions column.
[5] Actions column reflects the legend for the CAISO Energy Emergency Alert Levels which are aligned to the respective item in the Load Shed-EEP column.

THIS PAGE INTENTIONALLY LEFT BLANK.

3.4 Activation Process and the Authority to Activate

3.4.1 OEC, REC, and EOC

The Emergency Center Commanders and the EOC on-call IC utilize the Table 1 OEC Outage Triggers in the *Operations Emergency Center (OEC) Activation Requirements* (EMER-4510S) to determine whether they need to activate an emergency center and decide about an activation level. While the EOC on-call IC can conduct an initial assessment and recommend the activation of a plan/facility to the appropriate emergency center commander, the decision to activate an emergency center is at the discretion of the emergency center commander who will consider the following factors:

- Incident complexity
- OMT transformer and above outage trigger guidance

Emergency center roles and responsibilities are included in Appendix H.

Level 1 emergencies are managed locally using existing procedures and does not involve the activation of an emergency center. In an escalating event or if a division's outage thresholds are met, central electric dispatch or the on-call supervisor notifies the on-call OEC commander about the nature of the event and the potential need to activate the OEC.

The Communications Only status can be initiated under the following two conditions:

- When all of an activated OEC's assessments have been completed and there are no further anticipated weather/hazard impacts, the OEC may go into Communications Only status to complete work packages and documentation.
- When an OEC increases from routine status because of a need for increased communication and awareness due to potential emergency activations or weather events

Communications Only is used in the following cases:

- Pre-staging of resources based on EOC direction
- Resource support for other impacted OECs
- Significant media impacts
- Large non-incident major events (e. g., conventions)
- Outages involving potentially significant environmental impact(s)
- Emergencies requiring additional support, but not meeting MEBA criteria (see Section 6.6 of this annex and *Operations Emergency Center (OEC) Activation Requirements* (EMER-4510S)

The on-call OEC Commander (e.g., field operations superintendent) may authorize activation of an OEC for reasons including, but not limited to, the following:

- A Level 2 or greater emergency
- At the direction of the regional Field Operations senior director/director

- A division exceeds its outage threshold, and field resources (e.g., troubleshooters and crews) are not readily available
- A division's SOPP model forecast predicts inclement weather at Level 2 or above which may result in an activation
- Incidents resulting in financial cost beyond routine emergencies (e.g., 2021 X-1111 San Francisco OEC activation requiring extensive onsite generation support)
- At the request of the vice president of EP&R, control center leadership, electric dispatch leadership, EOC Commander, or field operations on-call supervisor

When the DSO SOPP model forecasts divisions at Level 3 or greater, an OEC must proactively activate per SOPP timing prior to incoming weather/impacts for the purposes of actively monitoring impacts and staffing appropriately when outage thresholds are met per Operations Emergency Center (OEC) Activation Requirements (EMER-4510S).

The REC commander may authorize activation of an REC for reasons including, but are not limited to, the following:

- A Level 3 or greater emergency
- A region's SOPP model forecast predicts inclement weather at Level 3 or greater, which may result in a proactive activation
- Multiple OECs are activated
- At the request of the OEC commander, EOC commander, EOC on-call IC, or the EP&R Vice President

The EOC commander may authorize activation of the EOC and support centers for reasons including, but not limited to, the following:

- Multiple RECs are activated
- At the request of the EOC on-call IC or REC commander
- Response to the emergency would be served better by managing resources and operations centrally
- Prioritization for the use of resources across regions is necessary

Coworkers with the authority to activate the EOC can activate the EOC physically (location will be determined by the EOC Commander) or virtually. See the CERP for more information. Refer to Appendix C for the Emergency Center Activation Checklists.

3.4.2 Electric Transmission Emergency Center and Substation Transmission Operations Center

The Electric Transmission Branch Director in the EOC and the STOEC IC use the Electric Incident Level Activation Matrix in Table 3-2 to determine whether to activate the Electric Annex and determine activation level. The Electric Transmission Emergency Center (ETEC) is activated due to a system emergency, at the request of the ETEC lead or the ETEC Branch Director. The STOEC IC can also determine whether to activate the STOEC.

3.5 Notifications

3.5.1 Internal

The emergency center (OEC/REC/EOC) commander ensures the following:

- All emergency center coworkers are notified about the emergency, OEC/REC activation, and reporting information in accordance with the emergency center's call-out procedure.
- Emergency center email distribution and paging lists are used to inform key stakeholders.

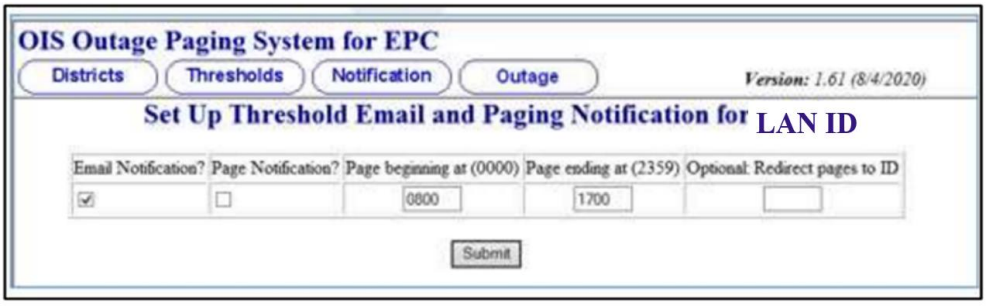
Additional notifications are made when the following emergency centers are activated:

- OEC or REC IC notifies the EMS duty officer, Electric Distribution Operations Emergency Management supervisor, and EP&R VP.
- For an electric operations response, the EOC Commander notifies the vice president of EP&R.
- ETEC coworkers notify the EOC via EO EOC Out and EOC teams. Refer to the ETEC Activation Quick Start Guideline for more information.
- The IC or delegate of the STOEC notifies the senior director of Distribution Grid Operations, EP&R VP, director of Distribution Control Centers, ETEC lead, GCC, and EOC transmission branch director.

3.5.1.1 EPC Notifications

PG&E's EPC Paging system can notify coworkers when electric outage thresholds are exceeded in OMT (Figure).

Figure 3-3 Example Email and Paging Notification Screen



The EPC Paging system was designed for engineering, procurement, and construction (EPCs) and operations, maintenance & construction (OM&C) coworkers who need an early warning when electric outage conditions are escalating, EPC leads and other authorized users can set up a personal configuration for the notifications they want to receive, including:

- Monitoring
- Sending notifications
  - When customer outages exceed a threshold
  - When transformer outages exceed a threshold

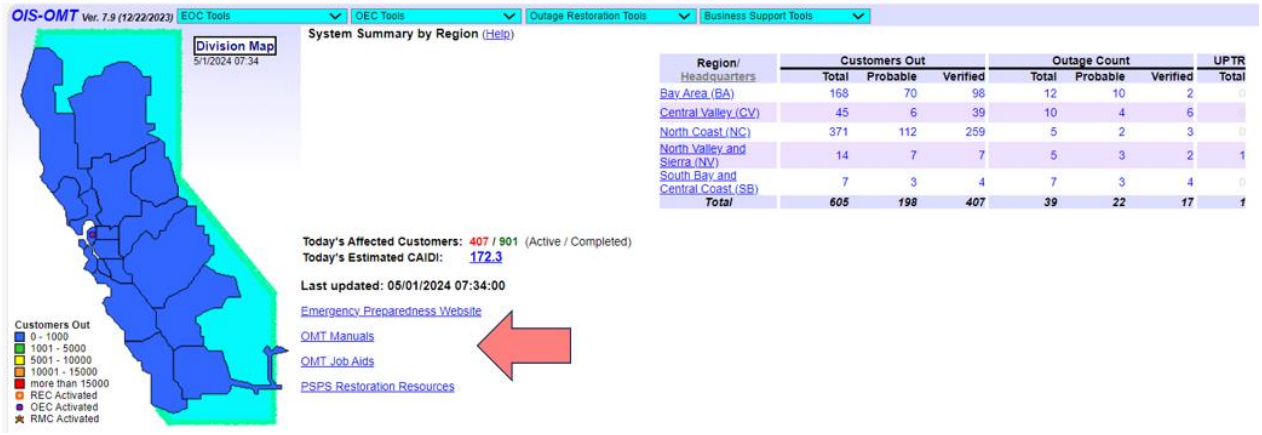
- When device outages exceed a threshold
- When source outages exceed a threshold for individual large outages

Notifications can be received by email or ePage via text on iPhone. To request an EPC account, submit a completed T&D Business Applications (pge.com) Intake Form to the T&D Business Application Team.

3.5.2 Activation Data in OMT

A copy of the Outage Management Tool User Manual is available on the OMT main screen at OMT Main Menu (pge.com).

Figure 3-4 OMT User Manual Location

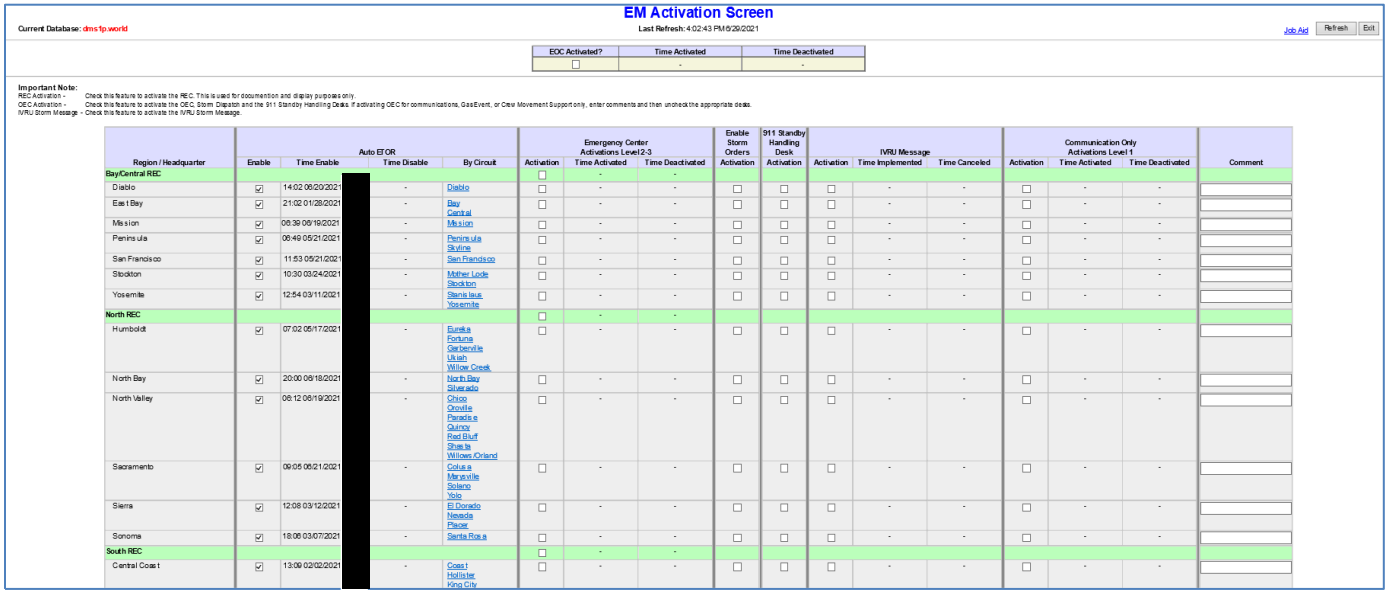


Data values available on the OMT EM Activation screen includes the following and provide "ETOR" information to the customers:

- Auto Estimated Time of Restoration (ETORs)
- Activation Status
- Enable Storm Orders
- 911 Standby Handling Desk
- IVRU Messages
- Communications Only Activations Level 1
- Comments, to include:
  - Incident/Event name and type
  - OEC Commander and phone number
  - Activation level
  - If activated for multiple incidents/events, specify activation/deactivation date and time for each individual incident/event

See figures 3-3 and 3-4 for example of OMT data.

Figure 3-5: EM Activation Screen Sample



EM Activation Screen

Current Database: dms1p.world

Last Refresh: 4:02:43 PM 6/29/2021

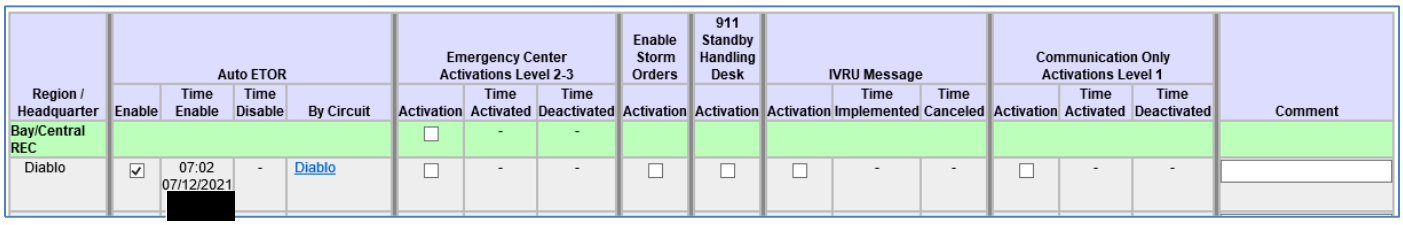
Job Aid | Refresh | Exit

EOC Activated?	Time Activated	Time Deactivated
☐	-	-

Important Note:
REC Activation - Check this feature to activate the REC. This is used for documention and display purposes only.
OEC Activation - Check this feature to activate the OEC, Storm Dispatch and the 911 Standby Handling Desks. If activating OEC for communications, Gas Event, or Crew Movement Support only, enter comments and then uncheck the appropriate desks.
IVRU Storm Message - Check this feature to activate the IVRU Storm Message.

Region / Headquarter	Auto ETOR				Emergency Center Activations Level 2-3			Enable Storm Orders	911 Standby Handing Desk	IVRU Message			Communication Only Activations Level 1			Comment
	Enable	Time Enable	Time Disable	By Circuit	Activation	Time Activated	Time Deactivated	Activation	Activation	Activation	Time Implemented	Time Canceled	Activation	Time Activated	Time Deactivated	
Bay/Central REC					☐	-	-									
Diablo	☑	14:02 06/20/2021	-	Diablo	☐	-	-	☐	☐	☐	-	-	☐	-	-	
East Bay	☑	21:02 01/28/2021	-	Bay Central	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Mission	☑	06:39 06/19/2021	-	Mission	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Peninsula	☑	06:49 05/21/2021	-	Peninsula Skyline	☐	-	-	☐	☐	☐	-	-	☐	-	-	
San Francisco	☑	11:53 05/21/2021	-	San Francisco	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Stockton	☑	10:30 03/24/2021	-	Mother Lode Stockton	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Yosemite	☑	12:54 03/11/2021	-	Stanislaus Yosemite	☐	-	-	☐	☐	☐	-	-	☐	-	-	
North REC					☐	-	-									
Humboldt	☑	07:02 05/17/2021	-	Eureka Fortuna Garberville Ukiah Willow Creek	☐	-	-	☐	☐	☐	-	-	☐	-	-	
North Bay	☑	20:00 06/18/2021	-	North Bay Silverado	☐	-	-	☐	☐	☐	-	-	☐	-	-	
North Valley	☑	06:12 06/19/2021	-	Chico Oroville Paradise Quincy Red Bluff Shasta Willows /Orland	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Sacramento	☑	09:05 05/21/2021	-	Colusa Marysville Solano Yolo	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Sierra	☑	12:08 03/12/2021	-	El Dorado Nevada Placer	☐	-	-	☐	☐	☐	-	-	☐	-	-	
Sonoma	☑	18:06 03/07/2021	-	Santa Rosa	☐	-	-	☐	☐	☐	-	-	☐	-	-	
South REC					☐	-	-									
Central Coast	☑	13:09 02/02/2021	-	Coast Hollister King City	☐	-	-	☐	☐	☐	-	-	☐	-	-	

Figure 3-6: EM Activation Screen Close Up



Region / Headquarter	Auto ETOR				Emergency Center Activations Level 2-3			Enable Storm Orders	911 Standby Handling Desk	IVRU Message			Communication Only Activations Level 1			Comment
	Enable	Time Enable	Time Disable	By Circuit	Activation	Time Activated	Time Deactivated	Activation	Activation	Activation	Time Implemented	Time Canceled	Activation	Time Activated	Time Deactivated	
Bay/Central REC					☐	-	-									
Diablo	☑	07:02 07/12/2021	-	Diablo	☐	-	-	☐	☐	☐	-	-	☐	-	-	

Direct Link: [Storm Districts/Cause Code 16/Enable Storm Orders/911 Standby Handling Desk (pge.com)]

3.5.3 External Notifications

In compliance with G.O. 166 Standard 6, within one hour of the identification of a major outage or other newsworthy event, PG&E notifies the CPUC and the warning center at California Office of Emergency Services (Cal OES) of the location, possible cause, and expected duration of the outage. PG&E generally treats “newsworthy events” as incidents within the category of Level 3 or greater emergency, where the EOC is activated. Refer to Section 6 for information on major outage reporting. When ETEC is activated, the supervising system dispatcher in the GCC notifies the CAISO.

3.6 Expectations

Electric coworkers with emergency center roles or providing support during electric emergencies will be oriented to the Electric Annex, applicable department emergency plans, and their respective emergency centers’ contact list. Refer to the EFO EMS website for more information on EFO EMS staffing plans, contact lists, training, job aids, and processes. Refer to the SharePoint for additional transmission operations contact lists.

3.6.1 Primary and Alternate Emergency Center Positions

Emergency center rosters identify a minimum of two coworkers for each Command and General Staff position in the OECs and RECs. The alternates must be qualified to assume the designated roles and responsibilities. Staffing plans and contact lists must be reviewed and updated regularly to capture organizational changes within electric emergency management. Electric Operations maintains three preidentified incident management teams (IMTs) to support additional staffing needs.

3.6.2 Call-Out Processes and Reporting

Each emergency center maintains an emergency staffing plan and executes the call-out process to check adequate staffing levels for every emergency. For OEC and REC coworkers, the senior directors and superintendents of field operations maintain a roster for a Level 2 and greater response, with the appropriate contact information. When warranted by the magnitude and/or complexity of an emergency (e.g., earthquake), all levels of electric emergency management are expected to report immediately for emergency assignment. OEC coworkers are notified of the time and location to report for OEC activation via EPage/email[11].

PG&E adheres to International Brotherhood of Electrical Workers (IBEW) and Engineers and Scientists of California (ESC) union agreements regarding call-out of bargaining unit classifications for augmentation of resources. The on-call staffing plans are located in ARCOS. Refer to the ARCOS section for responders and repair crew tracking in response to electric emergency outages and/or unplanned events.

3.6.3 Emergency Center Responsibilities

A staffing plan and/or contact list identifies individuals for each emergency center and are responsible for the following:

- Validate availability during defined schedule.
- Maintain a heightened level of awareness of all potential, forecasted, and in-process emergencies.
- Maintain awareness of the triggers and activities of the respective emergency center or FA for each emergency level.

[11]For outage emergencies, PG&E leaders can send text pages to coworkers following the instructions at EPAGE WEB.docx for coworkers with communication devices entered into the EPage system. Epage is an internal messaging service currently used by various PG&E users and internal applications to send pages or text messages to a user's wireless device.

3.7 Pre-Event Planning

3.7.1 Pre-Event Preparation

Pre-event preparations will be incorporated into the emergency operations at every level of electric emergency management. Appropriate proactive measures are required when identified triggers are met in *Operations Emergency Center (OEC) Activation Requirements* (EMER-4510S).. The DSO SOPP and EMER-4102S, Preventing and Mitigating Fires While Performing PG&E Work are intended to assist electric emergency management with weather forecast, outage prediction, resource guidelines, and fire awareness.

3.7.2 Pre-Event Notification

Upon receipt of a weather warning, weather watch, weather advisory, or non-weather-related warning, each level of supervision (e.g., field support, OEC/REC, DCC, and electric dispatch) that supports an incident or event, will advise pre-designated coworkers and take the appropriate pre-event actions. These actions can include placing coworkers on alert status, reviewing emergency plans, identifying key coworkers available for assessment and restoration activities, pre-staging coworkers, coordinating with the planned outage team to consider canceling planned outages, evaluating supplies and equipment,).

3.7.3 Briefings and Conference Calls

Regional senior directors (REC commander), superintendents (OEC commander), and construction supervisors (branch directors) coordinate and conduct pre-event conference calls within their regions/divisions to determine available pre-arranged overtime (POT) coworkers[12] and materials.

Upon receipt of a weather forecast indicating a system Cat 3 weather event, the supervisor of Electric Distribution emergency management conducts a briefing for Electric Operations. If a weather forecast indicates a higher-level complexity event (i.e., Cat 4 or 5), the director of EP&R, SE conducts an enterprise alignment briefing for electric operations officers, senior directors, and key emergency response coworkers to discuss the situation and to identify pre-event actions, and available and pre-arranged resources.

When forecasted conditions warrant (e.g., PSPS, winter storms, and heat events), the vice president of EP&R or delegate may request that RECs and OECs submit plans in advance of the event for the number and classification of coworkers who will be available to respond based on SOPP model outputs. Resource plans are developed two to three days in advance of a forecasted event and updated daily until the event occurs. Available resources include all coworkers who are available to respond, including coworkers scheduled for regular shifts, those pre-arranged or held-over, and those signed up for the 212 call-out list. Depending on the event, pre-arranged resources (either crews on shift or those held over) can be expected

[12] Prearranged work is defined under subsection 208.12 of the January 1, 2022 IBEW Local 1245/PG&E Bargaining Unit Letter of Agreement (ibew1245.com) as work for which advance notice has been given by the end of the coworker's preceding work period on a workday.

to meet the minimum staffing levels as identified in the DSO SOPP model. In this case, 212 call-out lists provide supplemental coworkers if needed.

3.7.4 Pre-Staging Resources

Based on the nature and severity of the pre-event forecast, the supervisor of Electric Distribution emergency management or EP&R VP may direct pre-staging of crews, coworkers, and certain equipment in areas expected to be severely impacted. They will advise electric operations officers of all pre-event actions. REC and OEC Commanders, with support from their respective Logistics Sections, may also activate local staging areas.

As necessary, EOC Logistics will work with the Material and Transportation Coordination Center (MTCC) to support resource requirements. The requirements include pre-arranging coworkers at the distribution centers, specialty materials (e.g., oil spill control and containment equipment) maintained at the Applied Technology Center (ATC) in San Ramon or the West Sacramento Bill Pay Center, as well as verifying that service center inventory stocking levels are adequate to support the event.

3.7.5 Planned AFW Evaluation & Planned Outage Coordinator Notification

When moving resources out of an area, emergency management leadership will do the following:

- Evaluate work assigned under future, planned AFWs that were going to be performed by the vacating resources.
- Check whether other local resources may be assigned to perform the work or move it to the “pending” status.
- Inform the planned outage coordinator.
- Notify PG&E customers that their service will not be interrupted due to maintenance activities as originally communicated.

3.8 IBEW Represented Coworker Compensation

In general, IBEW-represented coworkers will, per subsection 208.2 of the January 1, 2022 IBEW Local 1245/PG&E Bargaining Unit Letter of Agreement (ibew1245.com), be paid overtime compensation at the rate of one and one-half times the straight rate of pay, except that the time worked in excess of 12 consecutive hours and continuing until the coworker is dismissed from such work shall be paid at the rate of two times the employee’s straight rate of pay.

When, at the request of a PG&E supervisor in charge, IBEW-represented coworkers report for pre-arranged work on workdays outside of their regular work hours, the coworkers will per subsection 208.12 of the January 1, 2022 IBEW Local 1245/PG&E Bargaining Unit Letter of Agreement (ibew1245.com) be paid overtime compensation for actual work time and travel time, however, if the coworker continues to work into or beyond the coworker’s regular work

hours, overtime compensation will be limited to travel time from the coworker's home and for actual work time up to the coworker's regular work hours.

3.9 Assessment, Restoration, and 911 Response

3.9.1 Systemwide Disturbance Prioritization Guidelines

A systemwide disturbance is significantly different from a localized event and will need prioritization guidance as opposed to individual outages.

G.O. 166 Standard 1H states: *The plan shall include guidelines for setting priorities for service restoration. In general, the utility shall set priorities so that service is*

The priorities below may change depending on the complexity of the incident.

Following a systemwide electrical disturbance, PG&E and/or the reliability coordinator/balancing authority may initiate a restoration plan. The restoration objectives and strategies are covered in PG&E's Electric System Restoration Guidelines (ESRG). The ESRG aligns with the over-arching System Restoration Plan developed by the Reliability Coordinator in accordance with NERC standard EOP-005. Assessment and restoration priorities are as follows (in order of prioritization from highest to lowest, but note that some of the following may be executed simultaneously):

- Safety
- Restoration of off-site power to Diablo Canyon Power Plant (DCPP)
- Restoration of power to major generating stations
- Restoration of the transmission system backbone
- Restoration of power to peaking plants
- Restoration of control centers
- Restoration of local transmission
- Restoration of interconnected operation
- Restoration of customer load
- Restoration of defense critical electrical infrastructure

The company considers priority restoration of customers such as individuals on life support, hospitals, fire departments, police stations, critical communication centers, emergency shelters, sewage treatment plants, and critical water-pumping stations. During emergency events, all levels of the organization must coordinate its efforts with local and state governments.

3.9.2 Transmission Outages

The following priorities are applicable for any unplanned transmission outages:

- Safety
- Potential equipment overload

- Generation
- Source outage time (More than 24 hours)
- Customers (number) impacted and length of outage
- Load (MW) impacted
- Customers (number) at risk for additional outage(s)
- Load (MW) at risk for additional outage(s)

3.9.3 Response and Restoration Criteria

Utilizing available information and sound judgment, the emergency centers allocate resources to support established restoration criteria and priorities. Restoration priorities are to be re-evaluated throughout the event to ensure optimum allocation and deployment of resources. Response and restoration criteria have been established, which are based on the following priorities:

- Respond and Make Safe for the public and PG&E coworkers.
- Assess outages and damages.
- Communicate timely and accurately, both internally and externally.
- Balance the need to provide restoration service to the maximum number of customers in the least amount of time with the need to restore service to small numbers of customers out of power for long durations.
- Perform recovery efforts for the long-term replacement of damaged infrastructure to support customer rebuild and continuation of load to serve. For additional information, reference the *Disaster Rebuild Annex* (EMER-3012M).

Following an event at any level, PG&E's first priority is to "Make Safe," including protecting health and property. The "PG&E emergency response objectives/priorities" stated in the CERP are maintained through all phases of response to an emergency.

In larger emergencies, when resources are constrained, work priorities for restoration of service must be established. These priorities are operationally driven and are primarily focused on restoring as many customers as soon as possible. Priorities may need to be modified to accommodate the needs of the communities we serve. Work may also need to be coordinated with other infrastructure repairs that may be occurring simultaneously by other utilities, government, and property owners. The OEC/REC/EOC (dependent on the level of emergency) will manage priority/objective-setting in a coordinated manner whenever possible, working with local government and other impacted utilities.

The IAP covers the incident and operational period objectives. These represent the strategies and tactics necessary to manage an incident during an operational period[13]. In

13 An operational period is the period scheduled for executing a given set of actions in the IAP. For example, the length of the operational period may be 12 hours in the beginning of the incident and adjusted over time, as needed. PG&E traditionally uses a 24-hour operational period.

alignment with the ICS structure and specifically with the planning cycle, changes to an incident's objectives/priorities are reflected in updates to the IAP.

PG&E maintains lists of "Essential and Critical Customers". Essential customers require electric service to continue to provide essential public health and safety services or meet other criteria set by the CPUC. To be classified as "Essential", a customer must apply to PG&E for the designation. Essential designations are managed in CC&B. Three levels for Critical Facility & Infrastructure designation have been determined solely by PG&E and are for internal use only:

- Level 1: Public Safety Partners
- Level 2: High Impact Critical
- Level 3: Critical

Critical customers are highlighted in the OMT reports, so the OEC/REC/EOC, customer relationship managers, and other coworkers can track status and restoration.

The specific designations are summarized in the following table. A detailed summary is posted on https://pge.wiki/Critical_Customer_Designation.

Table 3-3: Customer Designations

Levels (1-3)	Level 1	Level 2	Level 3
Critical Designation	**Public Safety Partners**	**High Impact Critical**	**Critical**
OMT Designations • CC: Critical • PR: Pandemic Response* • TT: Telecommunications • SC: Schools/Higher Ed	CC1, PR1, TT1 or TT2	CC2, SC1, SC2	CC3 or SC3
PR: Pandemic Response is a temporary designation based on needs			

3.10 Outage Duration Guidelines

The outage duration is considered when prioritizing outages. The objective is to address all customers within the first 24 hours of the beginning of their outage. Electric emergency management leadership (e.g., OEC/REC/EOC Commander) will continually monitor the event and the affected outages of extended duration. At a certain point, during the event, based on the electric emergency management leadership's judgment, dedicated resources will be assigned to extended duration multiple or single customer outages.

Electric emergency management leadership will take the following actions:

- Define the number of assessment crews to dedicate to single customer outages and extended duration outages.
- Define the number of repair crews to dedicate to single customer outages and extended duration outages.

- Engage Customer Strategy to validate that appropriate communications (e.g., interactive voice response or IVR, text messaging, media, and contact center messaging) are accurate and timely.

3.11 Coordination Among Transmission, Distribution, and Substation

3.11.1 Level 1 Coordination

3.11.1.1 Sustained Transmission-Level Outages

For a sustained transmission level outage, the GCC will coordinate with T-line, substation, distribution, system protection, and transmission operations engineering to produce a comprehensive plan on how to assess and restore the system (e.g., distribution back ties, alternate transmission sources, and generator).

Responsibilities of FAs are given below:

- GCC initiates call-out for evaluation of incident, notifies internal and external stakeholders, initiates IC calls, as needed, determines coworker requirements for restoration strategies.
- T-line patrols lines for the cause.
- Substation checks and assesses substations.
- System protection provides fault location and relay information.
- Transmission Operations Engineering evaluates current system conditions for additional system reliability issues and restoration strategies.
- Distribution immediately begins working on back ties for customer restoration if transmission source to distribution remains out of service for more than five minutes. Distribution will also coordinate with Customer Care for customer communications and ETOR management.

3.11.1.2 Sustained Distribution-Level Outages

Electric Distribution may initiate an IC call during Level 1 operations with a focus on the restoration of customers, the identification of the fault location, and materials and resources needed for repairs if a sustained distribution-level outage having one or more of the following occurs:

- Large mainline outages over 1,000 customers
- Large media event—brand-level impact, Electric Reporting Criteria
- Sensitive or commercial customers
- Distribution feeder integrity—deliberate load shedding due to system conditions
- Load at risk—high customer impact for emergency repairs

Key participants in the IC call include:

- Field operations superintendent (IC) supporting mobilization of repair crews
- Electric Distribution Emergency Management Duty Officer (IC Advisor)
- Restoration senior manager
- Corporate communications representative (PIO) to support information through media channels
- Business Energy Solutions (BES) and business operations teams under Business Development and Customer Engagement supporting communication to critical and essential customers (CSO)
- Public Affairs (LNO) for communication to our public partners
- Distribution control center supervisor
- Electric Dispatch & Scheduling shift supervisor

Other stakeholders, such as transmission and substation leadership, may participate to support engagement from their respective organizations, depending on incident complexity.

3.11.2 Level 2 or Greater Coordination

Within Electric Operations, the different electric organizations have a mutual support relationship as explained in Section 2. This relationship requires coordination of work and resource prioritization to restore service safely and efficiently to customers. In Level 2 and Level 3 events, where an OEC and/or STOEC are activated, the OEC works directly with STOEC to coordinate actions. When the REC and ETEC are activated, the OEC and STOEC summarize their actions to REC and the ETEC.

When the STOEC/ETEC is activated, ETEC provides STOEC with the priorities. STOEC initiates a situation call to cover the communicated information with the GCC, STOEC Operations Section Chief, STOEC Planning Section Chief, and the OEC Commander and develop the operational period objectives and an implementation plan. Afterwards, STOEC initiates an IC call to communicate the plan to needed stakeholders.

Depending on incident complexity, when both transmission and distribution outages occur, Electric Transmission may be included as a Transmission Branch within the Operations Section in an OEC's IMT. This Transmission Branch Director will serve as a key liaison between STOEC and Electric Distribution to improve coordination, assessment, and restoration time.

During more complex events resulting in a significant number of outages or damage, the EOC will be activated. The EOC Operations Section Chief will designate Transmission, Distribution and Substation Branches in the EOC Operations Section to manage the response more effectively.

CAP# 124294495-0009

Issue: Per 2022 winter storm incident after action analysis, OECs did not have enough support to fulfill work requests. Incident-related resource decisions appeared to be made top-down, instead of relying on resources needs identification at the local level.

Resolution: EFO EMS will work to ensure OECs are staffed at night to support coworkers in the field overnight, reviewing job packages, and staging work for the morning.

When activated for a Level 2 or greater incident, the Wildfire, Emergency, & Operations EFO EMS team will coordinate with OEC and REC Commanders to assist, as required, with overnight job package creation and work staging for daytime operations.

See section 3 of the *Company Emergency Response Plan (CERP)* (EMER-3001M) for additional information.

3.12 911 Standby Response

G.O. 166 Standard 1F states: *The plan shall describe how the utility will assure the safety of the public and utility employees and the utility's procedures for safety standby. The plan shall include contingency measures regarding the resources required to respond to an increased number of reports concerning unsafe conditions.*

During emergencies, damaged utility equipment can pose a public safety hazard. Often in these scenarios, the first notification is through a governmental public safety dispatch center (e.g., a 911 dispatch center) and agencies from disciplines such as fire and police will arrive at the site of the hazard to protect the public. In these situations, the public safety agencies need to be relieved by PG&E coworkers so that they can be free to respond to additional priorities. PG&E provides a dedicated phone line (888) 743-4911, supported 24/7, for public safety agencies to provide notification when they are standing by a utility emergency. Promptly relieving these agencies becomes critical for public safety and is a requirement of utilities according to General Order 166. Therefore, PG&E provides "safety standby to protect the public from any hazards. During large-scale events when a significant number of hazard incidents may exist, this activity is scaled-up in accordance with the requirements of General Order 166 Standard 9 as described in sections 3.12.1 and 3.12.2 (below).

Gas Dispatch acts as the single point of contact (POC) for public agencies reporting emergency incidents. After Gas Dispatch receives a call from an agency notifying PG&E they are standing by for an electric emergency, Gas Dispatch sends this information to PG&E's

Electric Dispatch and Scheduling team who then dispatches PG&E response coworkers to the site[14].

For a Level 1 incident, a troubleshooter is called to respond. If the troubleshooter is not available, or their ETA is greater than 45 minutes, 911 Standby or Make Safe teams are dispatched. To ensure a timely response to agencies, PG&E uses a 911-agency callback process. When agencies call PG&E requesting onsite relief, they may request a callback to confirm relief coworkers have been dispatched and receive an estimated time of arrival (ETA).

PG&E has established callback expectations as given below:

- Contact the requesting agency within 20 minutes of their initial request.
- Provide the agency with an estimated time of arrival for PG&E relief coworkers.
- Update the information and call notification in OMT and monitor until the agency has been relieved.

For Level 2 and greater incidents, a public safety specialist (PSS) may coordinate with local government emergency management and the OEC to support 911 standby response.

3.12.1 911-Standby Coworkers

To comply with G.O. 166 Standard 9, Personnel Redeployment Standard, PG&E scales additional coworkers to support 911 standby incidents during storm and catastrophic events in accordance with EMER-4504P-01-911 Standby Procedure (Rev 0).pdf.

G.O. 166 Standard 9 states: *The utility shall maintain a training and redeployment plan for performing safety standby activities and assessing damage during a major outage. The utility should plan to have personnel available to augment the number of employees whose duties include safety standby and damage assessment activities. The utility shall identify and train additional employees to perform safety standby activities and assess damage during emergencies requiring such activities and major outages, and in lieu of their normal duties.*

Standby coworkers are one or two-person crews with knowledge of field equipment and are trained and qualified to perform 911 Standby response. 911-Standby training is facilitated by PG&E leadership and assisted by a QEW. During larger events, ED&S may utilize additional work groups for 911-standby resource support, including but not limited to:

- Field Metering
- Gas Resource Management
- Gas Field Service
- Local office Gas M&C
- SIPT (during winter only)
- Vegetation Management Inspections

[14] See TD-2201P-01 Restoration Dispatch 911 Response and TD-2204P-01 Restoration Dispatch 911 Call

- Functional leaders of any other classifications assigned as 911 Standby resources

When possible, for an advanced-notice event (e.g., a severe weather event), resources are pre-staged based on the forecasted SOPP model. They monitor a location until a qualified electric crew, Make Safe crew, or troubleshooter arrives to abate the hazard or effect the repair. 911-Standby coworkers are dispatched as "Standby" to each location using the Outage Tool (ODT) in OMT. Outage orders with a crew type of "Standby" will be prioritized to ensure a troubleshooter or Make Safe crew is dispatched to address public safety conditions and relieve the 911 Standby workers.

3.12.2 911 Standby for Major Events

In major events, such as earthquakes or extreme weather events, Gas Dispatch will staff an appropriate number of resources to take incoming calls from 911 dispatch centers. Electric Dispatch and Scheduling (ED&S) also has coworkers (clerical), if needed, to take 911 standby calls at the Fresno Resource Management Center (RMC).

When call and outage volume exceeds ED&S available resources to meet compliance and operational criteria during major events, ED&S will focus their efforts on incident safety standby monitors (911 Standby). In such instances, ED&S may work with OECs to transfer and delegate part, or all, of their work responsibilities to OECs.

3.13 Make Safe

If the volume of outages exceeds the number of troubleshooters, Title 200 (M&C division) crews can be broken up into two-person teams to address hazardous conditions. The dispatch leader in the OEC teams will manage these teams, and prioritize, dispatch, and track performed work. When outage volumes are reduced to a manageable point, Make Safe teams are remobilized and redeployed as crews to repair and restore service.

3.14 Damage Assessment

The guidelines and goals of assessment teams will be consistent with the restoration criteria and prioritization guidelines. Within those guidelines, the following will be considered:

- Safety
- Hazards
- Customer count
- Outage duration
- Crew type and availability
- Current crew activity
- Efficient routing of crews
- Other priority considerations identified by external sources (i.e., critical customers, requirements of government agencies)
- Weather conditions

G.O. 166 Standard 1G states: *The plan shall describe the process for assessing damage and, where appropriate, the use of contingency resources required to expedite a response to the emergency. The plan will generally describe how the utility will set priorities, facilitate communication, and restore service.*

3.14.1 Assessment Functions

The assessment process has two key functions given below:

- Field coworkers initially assess the damage and make repairs if possible.
- Office coworkers manage the information using OMT to ensure the customers receive quality and accurate information timely throughout the restoration process.

As a general guideline, troubleshooters and Make Safe crews should attempt to restore power if the repair can be conducted within one hour of determining the problem. This guideline excludes sectionalizing, as directed by the distribution control centers, or to make the location safe.

3.14.2 Transmission Assessment Process

During Level 1 incidents, the GCC contacts the following:

- A transmission troubleshooter to respond to the incident.
- System Protection to provide the fault location information.

The troubleshooter travels to the fault location, conducts an assessment, and reports back to the GCC. If they determine a repair location, they report their findings to the GCC and the T-line supervisor. The supervisor uses the information to determine the resources needed and implement a callout for crew assembly.

During STOEC/ETEC activations, the ETEC lead works with the GCC to prioritize and execution order of the assessments. The ETEC lead then provides directions to the STOEC IC, so they can prioritize resources for dispatch to execute the assessment plan.

In the event of an earthquake, the PG&E's DASH notification system will FAs of the potential risk and assets that may require inspection within 15 minutes of the earthquake. Refer to *Earthquake Annex* (EMER-3101M) for more information.

3.14.3 Substation Assessment Process

During Level 1 incidents, the GCC or DCC contacts the following:

- An electrician to respond to the incident.
- System Protection to provide the fault location information.

The electrician provides status updates to the substation, assesses any substation trouble, and reports findings to the GCC or DCC and the substation supervisor. The substation supervisor will determine the resources needed and implement a callout for crew assembly.

During STOEC/ETEC activations, the ETEC lead works with the GCC to prioritize the order for assessments. The ETEC lead provides the priorities and direction to the STOEC IC to be able to prioritize resources for dispatch and execute the assessment plan.

System Protection supports all outages, responds to protection questions, and provides an on-call protection engineer as needed. For smaller issues, the GCC or DCC directly calls the protection engineer support for the area.

3.14.4 Distribution Assessment Process

The assessment process begins with Central Electric Dispatch in Fresno, which handles dispatching all electric work to troubleshooters. Dispatched troubleshooters assess the outage situation and use the Field Automated System (FAS) units in their vehicles to update the information in OMT. If a circuit has Fault Location Isolation and Service Restoration (FLISR) technology installed and enabled, the FLISR devices automatically isolate the fault location and restore customers in non-fault zones. A troubleshooter is also concurrently dispatched to validate the outage location, identify the specific damage, and manually perform further switching and restoration of customers, where possible.

Troubleshooters primarily focus on substation, circuit, and mainline outages, which are frequently restored by the operation of switching equipment. Under the direction of the control center, troubleshooters perform most switching assignments necessary to locate and isolate outages. If the troubleshooters are not able to conduct the repair on their own and a repair crew is needed, the Service Planning and Maintenance supervisor dispatches the repair crew.

During Level 2 or greater activations, if additional assessment teams are needed for Make Safe and assessments, the OEC Commander determines, in collaboration with the Operations Section Chief and Planning Section Chief, the need for assessment teams and the deployment location to support the response.

The additional assessment crews are managed by the OEC dispatch leader, with support from the incoming assessment desk leader. The field assessment coworkers assess damage and report information to the incoming assessment desk leader in the OEC or DSR. The incoming assessment desk leader monitors OMT and ensures work requiring design and compliance specifications are processed by Estimating. The assessment information is placed in a job packet and is handed off to the Repair Branch Director of the local service yard in the District Storm Room (DSR). The Repair Branch Director will assign work to crews for repairs.

As indicated in section 2.4, during Level 2 or greater emergencies, often non-qualified electrical workers (non-QEW resources) serve as standby and damage assessment teams to perform specific functions. These non-QEW resources can be paired with a gas service coworker who has an FAS unit in the vehicle. They may use the FAS unit to communicate outage information, resource deployment status, and materials to OMT, and immediately supports accurate messaging to the customer.

When a significant number of outages occur, rapid assessment strike teams are requested through the OEC or REC Logistics Section (after local estimator resources have been exhausted). These teams quickly patrol damaged areas, assess damage, and relay the information to the incoming assessment desk at the DSR/OEC. This assessment information enables the efficient dispatch of crews to make repairs and restore power to customers in a timely manner when there is a high outage volume.

During OEC activations, where electric dispatch retains control of dispatching troubleshooters, the Restoration supervisor is at the OEC and coordinates and communicates the assessment priority and status with electric dispatch.

3.14.5 Dispatch and Increased Outage Volume

Electric Dispatch retains dispatch of all tags and troubleshooters until the outage volume overwhelms their available resources and bandwidth. At that point, electric dispatch will solely focus on managing 911-emergency response centrally and can delegate part or all of their assessment dispatch responsibilities to the OEC dispatch.

Electric Dispatch will determine if additional resources are needed to field the increased outage volume. Electric dispatchers and troubleshooters will be called in to support and meet customer safety requirements. The electric dispatch manager or supervisor(s) will work with the OEC Commander to evaluate the need for additional resources. Once this has been determined, the field operations superintendent or distribution control manager or supervisor(s) will reach out to the field operations superintendent to request activation of the OEC in the appropriate division.

In addition to assisting with the dispatch of troubleshooters, the OEC will also dispatch non-troubleshooter assessment resources (e.g., estimators and crews) to assess outages. The OEC will assist with prioritizing Make Safe crews to relieve 911 standby.

3.14.6 Job Package Process

The job package process is a critical element of PG&E's response to electric emergencies. The job package process provides critical review steps and information to support employee and contractor safety.

The company receives the outage information from the following:

- Customer calls to report power outages and hazards
- Customer online reports of power outage
- 911 calls to report hazards
- Smart meters
- SCADA

Customer service representatives use the Customer Care (CC) outage tool to enter customer call information in a trouble report, and gas dispatch uses the CC outage tool to enter 911 call information. This entry automatically generates an OMT trouble report. Once the report is generated, Electric Dispatch dispatches troubleshooters to Make Safe and perform the assessment. OMT trouble reports are also generated directly from customers who report an outage via PG&E's Interactive Voice Response Unit (IVRU)[15] at 1-800-743-5002 or online at www.pge.com/outage. During larger events, the OEC (instead of Electric Dispatch) may dispatch damage assessors or Rapid Assessment Strike teams to conduct the assessment. The field coworkers (e.g., troubleshooters, damage assessors, or rapid assessment strike teams) conduct the assessment and provide the following via either FAS or the Inspect application:

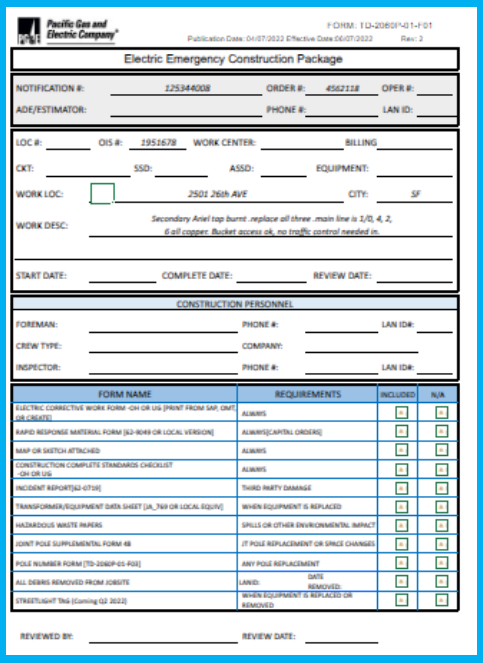
- List of materials needed
- Damage information
- Photos
- Location information

If technology is unavailable, the information will be communicated to the

CAP# 113077017 – Serious Injury and Fatality (SIF) Potential

During storm restoration efforts on February 7, 2017, in Watsonville, accurate trouble and crew location information was not visible to the operator and the tap-line/radial was not in a condition where it was safe to energize. A crew energized a tap-line/radial to test it after completing repairs (located at Trabing Road) and was unaware that repairs on the same line were incomplete at a second location (Fiesta Way).

Adherence TD-2060P-01, Estimating or Routine Emergency Electric Corrective Restoration (PPSOT-GUID-000013505.pdf), and use of the TD-2060P-01-F01_Cover Sheet.xlsx (sharepoint.com) form (below) allows District Storm Room Supervisors or their delegates to ensure compliance with minimum job package requirements prior to handing off to a crew for execution of restoration.



Pacific Gas and Electric Company®

Electric Emergency Construction Package

NOTIFICATION #: 125344008 ORDER #: 4562118 OPER #:
ADE/ESTIMATOR: PHONE #: LAN ID:

LOC #: OIS #: 1951678 WORK CENTER: BILLING
CKT: SSD: ASSD: EQUIPMENT:
WORK LOC: 2501 26th AVE CITY: SF
WORK DESC: Secondary Ariel tap burnt .replace all three .main line is 1/0, 4, 2, 6 all copper. Bucket access ok, no traffic control needed in.
START DATE: COMPLETE DATE: REVIEW DATE:

CONSTRUCTION PERSONNEL

FOREMAN: PHONE #: LAN ID#:
CREW TYPE: COMPANY:
INSPECTOR: PHONE #: LAN ID#:

FORM NAME	REQUIREMENTS	INCLUDED	N/A
ELECTRIC CORRECTIVE WORK FORM -SH OR US [PRINT FROM SAP, OMT OR CREATE]	ALWAYS	☐	☐
RAPID RESPONSE MATERIAL FORM [62-9049 OR LOCAL VERSION]	ALWAYS[CAPITAL ORDERS]	☐	☐
MAP OR SKETCH ATTACHED	ALWAYS	☐	☐
CONSTRUCTION COMPLETE STANDARDS CHECKLIST -SH OR US	ALWAYS	☐	☐
INCIDENT REPORT[62-0719]	THIRD PARTY DAMAGE	☐	☐
TRANSFORMER/EQUIPMENT DATA SHEET [JA_769 OR LOCAL EQUIV]	WHEN EQUIPMENT IS REPLACED	☐	☐
HAZARDOUS WASTE PAPERS	SPILLS OR OTHER ENVIRONMENTAL IMPACT	☐	☐
JOINT POLE SUPPLEMENTAL FORM 48	JT POLE REPLACEMENT OR SPACE CHANGES	☐	☐
POLE NUMBER FORM [TD-2060P-01-F02]	ANY POLE REPLACEMENT	☐	☐
ALL DEBRIS REMOVED FROM JOBSITE	LAN ID: DATE REMOVED:	☐	☐
STREETLIGHT TAG [Coming Q2 2022]	WHEN EQUIPMENT IS REPLACED OR REMOVED	☐	☐

REVIEWED BY: REVIEW DATE:

[15] When a customer calls into the PG&E 800-PGE-5002 outage notification line to report an outage and Customer Care and Billing (CC&B) obtains a match with their phone number and customer account, they will hear an automated pre-scripted voice message informing the customer of whether PG&E is aware of their outage and their current outage status. If PG&E cannot obtain a match between the phone number and account, PG&E's Outage Information System (OIS) provides the customer with a pre-scripted voice message of the four largest outages (greater than 30 customers) within their area code and prefix. If the customer chooses to speak to a customer service representative, this information also appears on the customer account screen.

incoming assessment desk or branch at the DSR[16] via phone and manually entered into OMT.

The way information is provided to the incoming assessment desk depends on the technology available. For example:

- Troubleshooters, field metering and GSRs can enter the following information in FAS—ETA or ETOR, comments for the Customer Service Representative (CSR), repair time, IVR cause, and materials information. The data entered in FAS/Mobile Application (MA) is automatically updated in OMT, and an EC notification is automatically created for the incoming assessment desk to view.
- Damage assessors and Rapid Assessment Strike teams may call or bring the information into the incoming assessment desk if a smartphone is not available.
- If a smartphone is available, damage assessors and Rapid Assessment Strike teams take pictures of the damage, the material list, and the location details (latitude/longitude and address) and email it to the incoming assessment desk.

The incoming assessment desk validates the information, initiates the Electric Corrective (EC) form (or prints the EC form if received electronically), logs the information on the work location log, and enters or validates the information in OMT. Once this is completed, the following actions are taken:

- If facilities require loading or sizing (e.g., transformers and poles), an estimator's input is needed, and the estimator creates the job package.
- If an estimator's input is not needed, a field compliance specialist, estimator, or clerk provides the EC form and map to the Work Assignment desk for dispatch of a repair crew.

Job packages include the following information:

- Job Package cover sheet (TD-2060P-01-F01_Cover Sheet.xlsx (sharepoint.com))
- EC form
- Map
- Material list
- Transformer/Equipment data sheet
- Pole Numbering form
- Form 48: Emergency/Urgent Joint Pole Replacements
- Incident Report form (62-0719) and Hazardous Waste form (if needed)
- Pictures (latitude//longitude readings are included on pictures or on the map)
- Circuit Map Change sheet (if needed)

[16] An incoming assessment desk may also be located at a base camp or in the field during a circuit or area-based strategy.

Once the job package/EC Notification creation is completed, it is provided directly to the DSR Lead or, for larger events, to the work assignment desk. Next, the DSR Lead, or work assignment desk reviews each job package for completeness, approves the job package by signing the cover sheet, prioritizes the job packages and determines crew assignments. Assigned coworkers (e.g., clerical support, field engineers, estimating, and construction supervisors) then enter job package crew assignments in OMT and maintain the work location log.

Crews take their assigned job packages to the work location and contact the DSR or use OMT mobile to indicate they are on site. The DSR will update OMT indicating the onsite of the crew. The crew will then complete the work in accordance with PG&E construction standards and call the clerk in the DSR or use OMT mobile and indicate when the customers are restored/work is completed. The clerk then updates OMT indicating the work is completed. The crews bring the completed job package back into the DSR when they return from the field, the crew supervisor signs the job package and EC notification as completed, ensures any redline changes are properly documented on the job sketch and EC notification(s). The DSR will then review the job package for completeness and identification of any incomplete documentation (IDOC) errors. The EC notification(s) and job package process are then validated, closed out, and documented as returned within the work location log consistent with the *Major Electric Work Package Procedure* (EMER-4502P-01).

In a circuit-based strategy, the task force conducts the process out in the field or at a base camp:

- Estimators may be integrated with task forces to create and assign job packages/EC Notifications in the field or at a base camp.
- The task force leader (TFL) calls the control center to true-up outage locations with OMT.
- The TFL also brings the information into the DSR, where they validate and provide quality control, and then send the EC Notification to Public Safety & Regulatory to conduct the close-out process.

In larger events, an area-based strategy may be used where a district or division may be divided into smaller geographic areas or branches (refer to Area-Based Strategy Section 3.2.3). This process remains the same, whether the incoming assessment and work assignment desks are located at the DSR, in the field, or at a base camp.

Transmission may be integrated into the DSR/OEC when both transmission and distribution outages occur. When a transmission line outage does not impact the distribution, the main steps of the process above are still followed (i.e., a log is created at an incoming assessment desk, transmission estimators provide needed input to the job packages, and the work assignment desk dispatches the job packages to the crews).

3.15 Enhanced Powerline Safety Settings (EPSS)

Enhanced Powerline Safety Settings (EPSS) is a protection scheme installed on all distribution and select transmission circuits within the High Fire Risk Area. When EPSS is enabled, power automatically turns off within one-tenth of a second if a threat is detected on

the line that could result in an ignition. EPSS is a protective technology that allows line protection devices, such as line reclosers, to address faults of varying magnitude and rapidly de-energize the line. These faults may occur due to vegetation striking a line, animal interference, third-party interference (e.g., a vehicle hitting a line) or equipment failure. Distribution circuits enabled with EPSS are configured to clear high-current bolted fault conditions at 100 milliseconds or less. EPSS settings also allow circuit breakers and reclosers to clear faults beyond fuses. This allows clearance of all fuse-protected circuit segments with ganged three-phase interruption to prevent back feed into the fault.

Historically, outages that occur while EPSS is enabled, on average, last approximately three hours. When any outage occurs while EPSS is enabled, coworkers are required to respond to the outage location within 60 minutes to ensure an ignition has not occurred. In 2023, EPSS was 72% effective in reducing CPUC reportable ignitions from occurring on distribution powerlines in HFRA.

3.16 Electric IMTs Activation and Transfer of Command

Consistent with the *Electric Incident Management Teams Standard*, EMER-4501S. PG&E incident management teams may be activated when an incident reaches or is anticipated to reach a Level 4 or 5 based on the PG&E CERP incident levels matrix.

The transfer of command process is the same when the OEC transfers to the IMT and the IMT back to the OEC. All objectives will be clearly transitioned between incident management structures.

3.16.1 Capacity Emergencies

During a systemwide capacity event, the GCC directs the execution of the CAISO's orders. In a localized event, the GCC maintains the integrity of the electric system. Refer to 2022 Electric Emergency Plan (Public) v28.

3.16.2 Restoration Work Plan and Strategic Worksheet

To support the development of a restoration and resource movement strategy during an event, PG&E uses a tool to forecast the systemwide ETA and ETOR.

G.O. 166 Standard 2 requires California electric utilities to enter into mutual assistance agreement(s) to the extent that such agreements are practical and would improve emergency response. G.O. 166 Standard 2 stipulates that agreements include:

A. Resources that are available to be shared
B. Procedures for requesting and providing assistance
C. Provisions for payment, cost recovery, liability, and other financial arrangements
D. Activation and deactivation criteria review

The restoration workplan was built to identify geographic areas that may be in need of more coworkers to support restoration efforts. The tool utilizes current and forecasted outage and resource counts to estimate the total time of restoration on system-wide, regional, and divisional levels. Historical assessment and restoration times for the current type of weather event and geography drive resource productivity assumptions. By comparing the ETOR across all PG&E divisions, incremental resources can be directed towards those geographies that need them most. The restoration workplan can also be used to analyze the impact of any number of scenarios. For example, the impact on the overall

ETOR due to an incoming storm or the addition of mutual assistance crews can be forecasted.

The Emergency Response Strategic Worksheet (in the Emergency Management website under Templates) works in tandem with the restoration workplan. This enhances the ability of emergency management to develop local tactical plans. By supporting the development of ETORs and ETAs, the Strategic Worksheet enhances the development of local resource allocation plans. Estimates are created by entering resources, outages, and equipment damage into the worksheet that can be utilized and continually updated during an event.

3.16.3 ETA and ETOR

In accordance with G.O. 166 Standard 8, A and B, it is important to regularly provide accurate and timely ETA and ETORs to our customers. The ETOR validates the customers that PG&E is aware of a service interruption, is responding to the outage, and is providing an initial estimation of the time-of-service restoration.

ETOR roles and responsibilities within Electric Distribution Operations include:

- Assist in setting expectations for PG&E customers by providing accurate and reliable information in a timely manner.
- Use for unplanned Level 1 ETORs, including Auto-ETOR and 1st manual ETORs.

Note that this is not used for planned outage events or Level 2 and greater outages (*Electric Operations Estimated Time of Restoration*, EMER-3002P-01).

During transmission/substation sustained outages, Transmission/Substation provides an ETOR to the control center on a coordination call.

During Level 2-5 events, it is essential to continue to provide accurate communications to our customers. In these more complex events, the Auto-ETOR is often disabled, and an outage communications strategy is determined to provide more realistic estimates to our customers.

Listed below are the roles and responsibilities in developing an ETA/ETOR Strategy:

- Command & General Staff develop the ETA/ETOR strategy and operational period objective recommendations.
- The emergency center commander reviews and approves the ETA/ETOR strategy and objectives.
- The Operations Section Chief directs data entry for ETA input, using the forecasted assessment time as a guideline.

G.O. 166 Standard 8A states: *Within 4 hours of the identification of a major outage, the utility shall make information available to customers through its call center and notify affected Essential Customers, state and local public agencies, and the media of the major outage, its location, expected duration and cause. The utility shall provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration.*

G.O. 166 Standard 8B states: *Within 4 hours of the initial damage assessment and the establishment of priorities for restoring service, the utility shall make available through its call center and notify affected Essential Customers, state and local public agencies, and the media of the estimated service restoration times by geographic area. If the utility is unable to estimate a restoration time for a certain area, the utility shall so state.*

G.O. 166 Standard 8C states: *The utility shall provide periodic restoration time estimate updates at predetermined or otherwise designated intervals for the duration of any emergency or disaster.*

G.O. 166 Standard 8D states: *The plan shall delineate methods for restoration estimate methodology, and for evaluating the accuracy of those forecasts following any emergency or disaster.*

Once assessment has taken place and the outage is in the restoration filter in OMT, the supervisor in the DSR directs data entry of an ETOR that accounts for resource availability, repair time, and weather conditions.

When a circuit-based strategy is used, the Operations Section Chief or their Deputy, directs data entry for ETA/ETOR.

Customer Care works with Government Relations, external media, and contact centers to use other forms of communications to provide outage information to customers in OMT and to escalate issues to the emergency center commander.

4. Resource Management, Mutual Assistance, and Demobilization

4.1 Work Prioritization and Resource Management

Work priorities defined in the operational period objectives in the Incident Action Plan (IAP) are operationally driven and are primarily focused on restoring as many customers and responding to the emergency as safely, efficiently, and quickly as possible. To complete the work efficiently, resources must be managed, including organizing, assigning, and tracking resources.

G.O. 166 Standard 7 requires PG&E to evaluate the need for mutual assistance during a Major Outage, as defined by the CPUC. PG&E's evaluation of the need for mutual assistance involves a multi-step process that is repeated for the duration of events or incidents.

Generally, PG&E considers the use of mutual assistance based on the following conditions:

- In advance of an impending storm that could cause significant damage based on DSO SOPP model and PSPS forecasts
- Whether or not the number of available PG&E resources and contractors are adequate in relation to the size and scale of an emergency and the restoration timeline
- Travel time for supporting utilities

The type of work is also a factor. Personnel needed to support the emergency response may require specialized training on PG&E assets.

4.2 Automated Roster Callout System (ARCOS)

ARCOS is an automated callout and scheduling system and is used to assemble and track responders and repair crews in response to electric emergency outage situations or unplanned events. By using ARCOS over manual methods, PG&E can automate and streamline the callout process and reduce outage duration times for customers (due to faster callout and onsite times). PG&E uses the following modules of the ARCOS suite for day-to-day operations and major storm events:

- ARCOS Callout is used to call union employees via phone, email, and text messaging services to respond to unplanned events, in adherence with their bargaining agreements.
- System Outage Staffing (SOS) is used to identify and callout resources based on qualifications or location. It is also utilized to conduct an interactive callout where employees can respond to targeted questions, such as, "Can you respond?"
- SIREN is used to broadcast mass notifications to employees, partners, and other organizations in the event of an emergency.

The ARCOS system is administered by the ARCOS Support Team in Electric Dispatch and Scheduling department. They can be reached at ARCOSTraning@pge.com. Job Aids and other information are available at [redacted].

4.2.1 ARCOS Crew Manager

Tracking coworker resources is essential for safety, accountability, and fiscal control. Furthermore, resources must be organized, assigned, and directed to accomplish incident objectives and managed to adjust to changing conditions.

The Crew Manager module of the ARCOS incorporates real-time, touchscreen, drag and drop management of crews for both day-to-day operations and major storm events. This also centralizes crews into a single database while providing distributed access to operations managers, field supervisors, and crew leaders via touchscreen, interactive whiteboards, tablets, smartphones, and personal computers. Tracking includes documenting all resource check-ins and check-outs daily and transfer of resources across division lines in Crew Manager and any transfers across division line.

ARCOS Crew Manager has a Contractor Response Portal called Resource Assist to allow contractors to manage their own rosters, which is automatically populated in the Crew Management module.

4.3 Out-of-Region Crew Packets

All headquarters maintain crew packets, containing region-specific information to assist out-of-region and mutual aid crews participating in the local restoration effort. The division superintendent checks that the information contained in the packet is current and available in sufficient quantities. At a minimum, the following information will be provided:

- Local radio frequencies
- Location of medical facilities (ICS 206)
- Location and layout of base camps (Logistics provides this)
- Phone numbers of appropriate emergency centers and control centers
- Local maps
- Additional information such as unique safety information (ICS 208) and local restaurants

4.4 Check-In and Check-Out Process

Resource Management begins with an accurate check-in and out process for responding coworkers. Understanding the resource availability, status, and location during an event is critical to a safe and effective response. Resources must check in/out daily through the check in/out desk at their assigned incident location (e.g., EOC, REC, OEC, base camp, and staging area).

CAP# 120600375 (Yosemite) – Serious Injury and Fatality (SIF) Recommendation – Resource Track and accountability.

The Resource Unit will establish and oversee the check-in/out function at designated incident locations. To establish the desk, the Resource Unit leader will assign a recorder to each location where resources will check-in and out daily. If the Resource Unit has not been activated, the Commander or Planning

Section Chief owns the responsibility for setting up the check-in/out process.

After designating a recorder to manage a check-in/out desk at each facility, the recorder ensures that all coworkers arriving to work to support an event check into the event before working. Recorders must have an adequate supply of check-in forms, access, and training in ARCOS Crew Manager and be briefed on the frequency for reporting check-in information to the Resource Unit.

After checking in, the recorder and/or lead will direct resources to safety officers with an onboarding package for crews and tailboarding prior to commencing field work. For non-field resources, the safety officer and/or delegate will onboard and go over relevant safety tailboards. At the end of the operational period, the recorder or lead will check that all coworkers are accounted for, and where resources are not accounted for, communicate to their leaders.

4.4.1 Safety Tailboard

Upon checking in, all coworkers receive a safety briefing or safety tailboard prior to starting their work assignment. To address safety tailboard delivery inconsistencies, six essential question elements were developed (also known as “Start with Six”) to assist with effective pre-job tailboard delivery. “Start with Six” information can be utilized with the LiveSafe and SafetyNet applications.

4.4.2 Work Assignment

All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander. Arriving field coworkers should report to the Incident Command Post (ICP), which may be in an emergency center, other facility, or in the field. Refer to Section 2.1 on tracking crews in ARCOS. Once checked in, crews will receive work packages from the DSR lead or their delegate. Refer to Section for details on creation, distribution, and completion of job packages.

4.4.3 Incident Related Injury Reporting

All coworkers will receive a safety briefing before commencement of work. The ICS uses unity of command, meaning that each person is accountable to only one designated leader to whom they report at the scene of an incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Once assigned to an incident, coworkers report only to their designated supervisor in the ICS structure.

CAP# 120600375 (Yosemite) – Serious Injury and Fatality (SIF) Recommendation – Safety

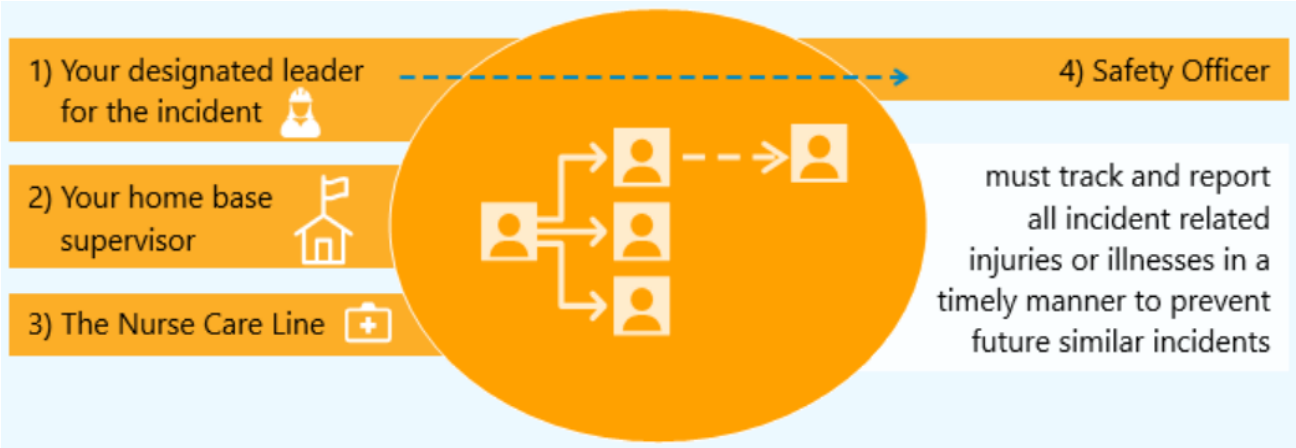
In the event of an incident related injury, coworkers assigned in response to incidents must immediately notify the following:

- Their direct lead or supervisor (i.e., to whom they are assigned during the incident)
- Their home base supervisor

- The Nurse Care Line per their program, department, or FA procedures

Leads/Supervisors who are notified of any incident related injury or illness must notify the Safety Officer assigned to the activated emergency center. The Safety Officer must track and report all incident related injuries or illnesses in a timely manner.

Figure 4-1: Injury Reporting Process



4.5 PG&E Contract Crew Support

PG&E has contracts in place to use contracted crew and/or equipment resources during incidents where company resources alone are not able to restore our electric infrastructure in a timely manner. The senior director for General Construction and Contractors (GCC) is the resource owner for GCC and contract crews in Distribution. The senior director for transmission and substation is the resource owner for contract crews in transmission.

4.5.1 Contracts for Emergency Response

PG&E Sourcing issues contract agreements on an annual basis to help in restoring electric service during an emergency response. Agreements are established with contractors to provide assistance upon request and include furnishing coworkers, equipment, and/or expertise in a specific manner. During an emergency, Logistics manages the contracts and issues emergency purchase orders.

4.5.2 Contract Crew Request

Once a need arises for contract crews, the contract resource owner (projects & construction, field operations, and T-line) makes an initial call to determine current contractor availability on property. If more contract crews are needed, the contract logistics manager contacts the contractors for additional resources. If a shortage of resources still exists, the EEI/mutual assistance process is followed to release contract crews from other utilities.

4.5.3 Dispatch and Supervision of Contract Crews

The contract resource owner dispatches contract resources based on the direction of the EOC Operations Section. The owner provides crew counts and availability to the EOC

Resource Management Unit leader. The EOC Resource Management Unit leader directs the contract resource owner on the location to send the contract crews.

The contract resource owner manages contract crew support and works with the Operations Section in the OECs/RECs to provide supervisors/inspectors to support contract crews when they arrive at a base camp or alternative work location.

The contract resource owner is responsible for providing supervisors/inspectors of contract crews after they check in at the local area.

4.5.4 Recordkeeping of Contractor Charges

The Projects and Construction (P&C) administration ensures all applicable time for contract crew coworkers and associated costs for equipment repairs and expenses are logged and tracked. The administration, in conjunction with the distribution supervisor, reviews and approves Labor, Material and Equipment (LM&E) sheets to validate time and work completion. The P&C administration enters and tracks costs in their tracking database and enters goods receipts into SRM/SAP to initiate the payment process.

4.6 Mutual Assistance

The term "Mutual Assistance," in the context of this annex, means any crew from another utility. The company has established agreements, i.e., California Utilities Emergency Association (CUEA) and Western Region Mutual Assistance Agreement (WRMAA), with other utilities to provide or receive assistance for restoring electric and gas services during a major emergency. There are written agreements with other utilities for providing assistance, upon request, and includes furnishing coworkers, equipment, and/or expertise in a specific manner. Refer to the CERP on how to evaluate the need for mutual assistance, the request process, and recordkeeping.

G.O. 166 Standard 1I states: *The plan shall describe how the utility intends to employ resources available pursuant to mutual assistance agreements for emergency response. Mutual assistance shall be requested when local resources are inadequate to assure timely restoration of service or public safety. Mutual assistance need not be requested if it would not substantially improve restoration times or mitigate safety hazards. The plan shall recognize the need to communicate mutual assistance activities with the State Office of Emergency Services, through the UOC/OES Utility Branch, during an emergency.*

The supervision of mutual assistance crews is the same as for contract crews. Refer to the CERP for more information on mutual assistance.

G.O. 166 Standard 2 states: *The utility shall enter into mutual assistance agreement(s), such as those facilitated by the California Utilities Emergency Association, to the extent that such agreements are practical and would improve emergency response. The utility shall submit the agreements annually to CPUC designated staff as part of the report required by Standard 11.*

4.7 Deployment Order and Priorities

Decisions regarding allocation and deployment of resources should be based on priorities governing the assessment or restoration. Refer to the CERP for additional details on deployment priorities.

G.O. 166 Standard 7 states: *No later than 4 hours after the onset of a major outage, the utility shall begin the process of evaluating and documenting the need for mutual assistance. The utility is not required to seek assistance if it would not substantially expedite restoration of electric service or promote public safety. The utility should reevaluate the need for assistance throughout the period of the outage.*

The coworker resource request and deployment order includes, but is not limited to:

- Division
  - T200 distribution (Field Ops division crews) from within the impacted division
  - T300 (General Construction crews) from within the impacted division
  - T200 transmission from within the impacted division (given there are no transmission impacts or risk)
  - Contract from within the impacted division
- Region
  - T300 distribution from within the impacted region
  - T200 distribution from within the impacted region
  - Contract from within the impacted region
- System
  - T300 from less impacted regions
  - T300 and T200 transmission from less impacted regions (given there are no transmission impacts or risk)
  - T200 distribution from less impacted regions
  - Contract from less impacted regions
- Non-electric resources
- Non-PG&E Resources
  - Contract crews released from outside utilities to support our emergencies
  - Mutual assistance crews

4.8 Resource Movement Authorization

The VP of EP&R has the authority to move resources across region boundaries during a Level 2 or greater emergency when the EOC is not activated and in pre-event preparations. In Level 2 emergencies, the OEC Commander has the authority to move resources within their respective division to facilitate restoration of service. In a Level 3 emergency, when the REC is activated, the REC Commander has the authority to move resources within their respective region. The on-call EOC Commander or VP of EP&R, has the authority to move resources across region boundaries. In this case, the EOC Resource Management Unit leader will activate to support the mobilization of resources.

In a Level 4 or greater emergency where the EOC is activated, the EOC Commander has the authority for all resource allocation and deployment. Resources are deployed in accordance with priorities and strategies recommended by the EOC Operations, Planning, and Logistics Sections. In addition, once officer approval is received, contractors and mutual assistance can be activated.

ETEC develops the resource plan based on input from electric distribution and transmission. Once the ETEC lead approves the plan, ETEC communicates the plan to STOEC to execute. STOEC will manage the transmission repair workforce during an incident.

4.8.1 Resource Movement Management

During emergencies, resource movement logistics are managed by different roles. The following table defines the party that executes this responsibility.

Table 4-1: Resource Managing and Ordering Authorities

Activation Level	Ordering Authority (Distribution)	Managing Authority (Distribution)	Ordering Authority (Transmission & Substation)	Managing Authority (Transmission & Substation)
Level 1 Division/Area	Local supervisor or above	Local supervisor or above	Local supervisor or above	Local supervisor or above
Level 2 OEC/STOEC	OEC Logistics Section Chief	OEC Resource Unit	STOEC Logistics Section Chief	STOEC Resource Unit
Level 3 or greater OEC/REC/ETEC	REC Logistics Section Chief	REC Resource Unit	Logistics Section Chief	Resource Unit
Level 3 or greater EOC	EOC Logistics Section Chief (non-coworkers request); EOC Crew Logistics (coworkers)	EOC Resource Unit	EOC Logistics Section (non-coworkers request); EOC Crew Logistics (coworkers)	EOC Resource Unit

4.9 Resource Request Process

4.9.1 Resource Request Process for Electric Transmission and Substation

For Electric Transmission and Substation, during Level 1 incidents, the supervisor secures resources locally. If additional resources are needed, it is escalated to the superintendent, who assists with securing additional resources.

If STOEC or ETEC is activated, the field requests additional resources from the STOEC's Operations Section, which then makes the request to Logistics for additional resources. Upon receipt of the request, Logistics looks within the same area first to secure additional resources. If resources are not available in the same area, Logistics looks to fulfill the request from adjacent areas. If no resources are available, the STOEC Logistics Section Chief submits the request to the EOC Electric Transmission Branch Director, who will

provide the request to the EOC Resource Management Unit leader for coworkers and the EOC Planning Section Chief for non-coworkers' resources.

4.9.2 Resource Request Process for Electric Distribution

4.9.2.1 For Level 1 Incidents

For Electric Distribution local headquarters (yards), the division on-call Maintenance and Construction (M&C) supervisor uses the 212-process to secure Title-200 resources locally. If additional resources are needed, the on-call M&C supervisor calls other local headquarters (yards) within that division and/or contacts the local contract crew supervisor for resources. If needed, the on-call M&C supervisor notifies the local M&C superintendent of resource needs. The M&C superintendent notifies the local GC superintendent of any resource needs not met by division or local contract crews.

If more resources are needed outside the division, the on-call M&C supervisor contacts the on-call M&C supervisors from adjacent divisions within the region. The supervisors can use ARCOS to call out resources from the 212-list in neighboring divisions.

If more resources are needed outside the region, the M&C superintendent will call the EMS duty officer to request support. The EMS duty officer at that time would contact the EOC on-call Resource Management Unit leader.

When moving resources out of area, work assigned under future, planned AFWs that were going to be performed by the vacating resources will be evaluated to determine if other local resources will be assigned to perform work or if the work should be left pending. They will also inform and notify the planned outage coordinator and PG&E customers that their service will not be interrupted due to maintenance activities as originally communicated.

4.9.2.2 For Level 2 or Greater Incidents

Resource requests are submitted to the OEC Logistics Section. If they do not have enough resources within the division/region, the following guidelines are used based on whether the REC is activated:

- If REC is not activated, the OEC Logistics Chief will call the EMS Duty Officer to request support. The Duty Officer at that time would contact the EOC on-call Resource Management Unit leader or the EMS supervisor.
- If REC is activated, the OEC Logistics Chief will call the REC Logistics Chief with the request. The REC Logistics Chief then works with the REC Resource Unit to determine the availability of resources.

If the EOC is activated, the following guidelines are used:

- The REC Logistics Chief submits the request to the EOC Resource Management Unit for coworkers and the EOC Logistics Chief for non-coworker resources.
- The coworkers resource requests are validated during the daily tactics meeting held by the EOC Operations Section to align on system priorities and objective execution.

- The EOC Resource Management Unit leader will determine whether resources are available in another region. If the request can be filled, both the sending and receiving REC Logistics Chiefs are informed.
- If existing resources are not available, the EOC Resource Management Unit leader requests count of available resources from the Contractor Management and the Mutual Assistance manager and decides the resources to activate after obtaining required EOC Commander/Officer approvals.

4.10 Emergency Sites Determination and Electric Operations Staffing

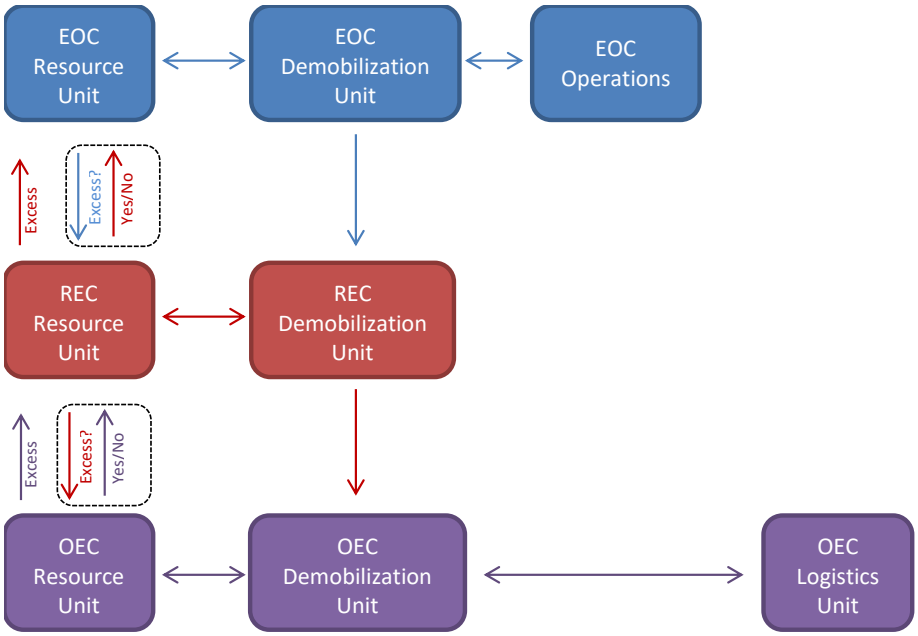
Based on electric damage modelling and requests for emergency sites submitted to the EOC, the EOC Operations Section works collaboratively with the OECs, RECs, the EOC Planning Section, and the EOC Logistics Section to determine the number and locations of emergency sites including base camps, staging areas, micro sites, material laydown areas, rally safety points, and landing zones if needed. Once the request for a site is approved by the EOC commander, Operations determines the appropriate resources including coworkers to dispatch to each site to support the incident.

For a catastrophic incident, several IMTs are pre-identified, paired with IMTs from a different region, and pre-trained on each other's areas. They can be quickly secured from outside the impacted area to staff the emergency sites. For additional details emergency sites refer to the Logistics Annex. For details on IMTs, refer to the CERP.

4.11 Demobilization/Release of Resources

Demobilization includes overseeing and validating the safe and efficient return of resources to their original location when they are no longer needed to support the response. Planning for demobilization starts right after the resource mobilization process begins to facilitate accountability of resources. See Figure 4-2 for an example of the demobilization process. All resources, including local coworkers, must demobilize from an incident/event.

Figure 4-2: Example Demobilization Process



The order for demobilization is executed in reverse of the deployment order and includes, but is not limited to[17]:

- Non-PG&E Resources
  - Mutual assistance crews
  - Contract crews from outside utilities
- Non-electric resources – System
  - Contract from less impacted regions
  - T200 distribution from less impacted regions
  - T300 transmission and T200 transmission from less impacted regions
  - T300 distribution from less impacted regions
- Non-electric resources – Region
  - Contract from within the impacted region
  - T200 distribution from within the impacted region
  - T300 distribution from within the impacted region
- Non-electric resources – Division
  - Contract from within the impacted division
  - T300 transmission and T200 transmission from within the impacted division

[17] The demobilization of resources should follow the order outlined in this section. There may be exceptions to the demobilization order based on the timing of outages and assigned resources.

- T300 distribution from within the impacted division
- T200 distribution from within the impacted division

The demobilization process can be initiated from the field level or from the top down. Ultimately, the highest-level activated emergency center makes decisions on whether resources can demobilize or should be reallocated. This decision is based both on information passed up from the lower-level emergency centers, as well as from information garnered through analytic tools.

Below are the responsibilities by section/unit in the demobilization process:

4.11.1 Emergency Center Commander

Approve the demobilization plan for their emergency center.

4.12 Resource Unit

- Identify excess resources in collaboration with the section chiefs and Demobilization Unit and inform their emergency center commander.
- Check with the Resource Unit at the next level's emergency center to see if resources are needed elsewhere and whether demobilization is authorized.
- Once approval is secured to demobilize, the Resource Unit notifies their Logistics Section and the Demobilization Unit of the excess resources.

If the Resource Unit and Demobilization Unit are not staffed during an incident, the Planning Section Chief is responsible for these functions.

4.12.1 REC/OEC Demobilization Function

- In collaboration with the Resource Unit, assess the current and projected resource needs and obtain the identification of surplus resources and probable release times.
- Forward demobilization instructions for field resources from the EOC.
- Create the demobilization plan and monitor its implementation for their emergency center. The demobilization plan includes responsibilities for implementing the demobilization plan, the release priorities and procedures, demobilization process, and directories if needed (e.g., maps and telephone listings).
- Communicate with the sending and receiving offices and the released coworkers to ensure the safe and efficient return of resources.

4.12.2 EOC Demobilization Unit

- Create the demobilization plan for the EOC.
- Work with Ops Section Chief and Resource Unit to identify excess resources.
- Create instructions for the RECs to direct REC and OEC demobilization of field resources (e.g., order for the demobilization of resources, demobilization checklist, and safety considerations).

- Demobilize outside contract and out of region PG&E crews (i.e., communicate with the RECs who is coming back and when, notify the contract unit to release crews, call outside utilities to notify them when resources have been released, and confirm that acquired numbers equal released numbers).
- Receive the release date and instructions for mutual assistance crew demobilization from the Mutual Assistance lead or designee.
- Keep the sending and receiving REC Logistics Chiefs and Resource Units apprised of resource movement during the demobilization process.

4.12.3 Mutual Assistance Unit

- Oversee the demobilization of mutual assistance crews including safety tailboard, post event evaluation, demobilization checklist, completed timecards, and completed job packages.
- Communicate the demobilization of mutual assistance crews to both the assisting utility headquarters and mutual assistance field liaison or mutual assistance crew manager.
- Maintain contact with the mutual assistance crews until they reach their home service area or home base.

4.12.4 Logistics Section

Order and/or restock supplies/equipment to ensure operational readiness.

4.12.5 Guidance When Excess Resources are Identified at the OEC[18]

The OEC Resource Unit identifies excess resources in collaboration with Operations and the Demobilization Unit, informs the OEC Commander, and contacts the REC Resource Unit before approving the demobilization of resources.

The REC Resource Unit checks to see if the resources can be used elsewhere in the region. If not, it initially checks with the EOC, if activated, to see if the resources are needed elsewhere in the system. If the resources are not needed elsewhere, and the EOC provides permission to demobilize resources, the REC Resource Unit informs the OEC Resource Unit that they can demobilize.

The OEC Resource Unit informs the OEC Demobilization Unit and Logistics of the excess resources. The OEC Demobilization Unit communicates with the sending and receiving offices to ensure the safe return of coworkers, and Logistics orders and/or restocks supplies/equipment.

[18] For Electric Transmission, the process is the same. For example, excess resources are identified at the DSR and communicated to STOEC, the Electric Transmission Branch Director, and then the EOC to ensure resources are not needed elsewhere before demobilizing.

4.12.6 Guidance When Excess Resources are Identified in the EOC

The EOC Resource Unit identifies excess resources system-wide in collaboration with Operations and the Demobilization Unit. It then informs the EOC Commander and contacts the respective REC Resource Unit(s) to confirm if the REC or OECs in its area have excess resources.

The REC Resource Unit checks to see if the resources referenced by the EOC are considered excess, working with the OEC(s) Resource Unit(s). The REC Resource Unit then reports this finding to the EOC Resource Unit.

The EOC Resource Unit reconvenes with the EOC Operations and EOC Demobilization Unit, and they make a final decision on which resources to demobilize or reassign. The EOC Commander is also informed.

If the decision is made to demobilize, the EOC Resource Unit instructs the EOC Demobilization Unit to work with the REC Demobilization Unit(s) to demobilize the selected excess resources.

The REC Demobilization Unit informs the appropriate OEC Demobilization Unit(to work with their respective Logistics sections and the OEC Mutual Assistance Coordinator to coordinate demobilization of the identified excess resources.

The OEC Demobilization Unit communicates with the sending and receiving offices to ensure the safe return of coworkers, and Logistics orders and/or restocks supplies/equipment.

4.12.7 System Restoration to Normal Configuration

Following a catastrophic disaster, equipment shortages may occur, and non-standard equipment may be used at first to efficiently restore customers. As much as possible, the system should be brought back in compliance before fully demobilizing.

4.13 Deactivation

OECs may deactivate or use Communications Only status once an incident/event ends and resources have been demobilized. An OEC may continue to close notifications in Communications Only status (see Section 3.4.1 for additional information on Communications Only).

Deactivation includes using the Communications Only status to indicate continued resource support for other impacted OECs or emergencies requiring additional support. See EMER-4510S Operations Emergency Center (OEC) Activation Requirements for more information. Notifications/job packages must be closed before completing OEC deactivation. See TD-2060S Emergency Electric Corrective Documentation Standard for more information.

An emergency compliance specialist will review all notifications for completion or extension per G.O. 95 requirements prior to deactivation. Once the emergency hazard has been mitigated, for long-term work (such as in a wildfire rebuild and system hardening), a new lower priority notification must be created under the appropriate Maintenance Activity Type

(MAT) code and turned over to a rebuild team or project manager prior to deactivation as stated in EMER-3012M Disaster Rebuild Annex.

5. Internal and External Coordination and Communication

5.1 Internal Coordination and Communication

5.1.1 Pre-Event Planning

Depending on the DSO SOPP Model forecasted system emergency level (i.e., Category 2-5), the OEC/REC/EOC Commander provides pre-event planning of assessment and readiness activities to the VP of EP&R. Planning includes crew availability count (pre-arranged or POT, regular staffed and call-out resources) as well ICS staffing lists. Safety tailboards, weather updates, and the current DSO SOPP model are included to help pre-planning efforts. Pre-activation checklists provide guidance on the steps required for preparation and activation. Checklists are available at the Emergency Management website.

G.O. 166 Standard 1A stipulates that utilities coordinate internal activities in an emergency operations center or use some other arrangement suitable for the purposes of internal coordination.

5.1.2 Directors' Alignment Call

EP&R may hold pre-event Directors' Alignment Calls up to 72 hours prior to the forecasted weather impact. The intent of this call is to align the FAs for a safe, effective, and coordinated response. See Appendix D for a sample agenda. During Directors' Alignment Calls, FA reporting may include, but is not limited to:

- Safety considerations
- Proactive activations (required for OEC Level 3 or higher forecasted events)
- Staffing plans for forecasted weather response (POT, 212)
- Resource needs (e.g., logistics, storm orders, staffing)
- Consideration of canceling planned work as resources are assigned to support emergency activities

5.1.3 Incident Action Plan and Intelligence Summary Reports

One of the cornerstones of ICS is the coordination of multiple stakeholders in a single response using the concept of management by objectives. This requires a high level of coordination and situational awareness to develop a Common Operating Picture (COP). This is supported by using the IAP and the intelligence summary, which align response coworkers and key supporting stakeholders. The IAP is an oral or written plan for the next operational period that ensures a common understanding of objectives, communications, contact information, resources, and reflects the overall strategy for managing an incident.

The Planning Section Chief is responsible for the preparation and dissemination of these documents, after the review by the IC Advisor. Below is information on some key plans and reports produced in the OEC/REC/EOC.

- During emergency activations, not exceeding one operational period, an oral IAP may be used. An operational period's duration may be extended past 24 hours if conditions are not dramatically changing.
- During emergency activations with multiple operational periods, a written IAP must be developed and disseminated for each operational period.
- The intelligence summary typically includes information on customer impact, damaged equipment or assets, weather, and other incident summary information. Upon request, all identified emergency centers provide intelligence summaries to EOC Situation Status Unit.
- During emergency activations, an intelligence summary must be developed and disseminated each operational period.

5.1.4 Initial Executive Briefing

The initial executive briefing consolidates pertinent information to provide a succinct review of an emergency event for company executives. Details may include a weather summary, safety incidents, environmental risk and compliance, activated emergency centers, external partners and/or cooperative operations, financial cost and reliability metrics including customer outages and duration. As needed, system damage and significant outage summaries may also be provided. This report is distributed by the EOC Commander to PG&E leadership to summarize the event. See CERP Appendix E.1.2 for details.

5.1.5 ETEC Spreadsheet

The ETEC spreadsheet is created and maintained by ETEC and shared with STOEC to reflect the status of all transmission outages during an incident or event. The information is summarized and provided to the EOC for inclusion in the EOC intelligence summary.

5.1.6 Systems Information Management

PG&E uses the following critical applications during emergencies to manage the electric system and to share information. For technical support information, refer to Appendix C.6.

5.1.7 Electric Distribution

The following systems are some of the critical applications used in Electric Distribution Operations during emergency events:

- The OMT is used by the emergency management organization to gather and report information on customer outages, damage assessments, service restoration, and crew movements in emergency events affecting the PG&E system. Refer to Appendix C.5 for an OMT job aid.

- The FAS application, developed by Ventyx, is used by customer care and billing to enter work orders and send FAS information to AFW, SAP, or OIS. FAS is used by electric restoration troubleshooters, gas service representatives, field meter technicians, dispatchers, and supervisors to assign, dispatch, and complete field work orders.
- Distribution Management System (DMS) is an application designed to assist the Control Center and field operating coworkers to monitor & control the entire distribution network efficiently and reliably. DMS has a network component/connectivity model of the distribution system. It is integrated with Customer Information System (CIS), Geographical Information System (GIS), and Interactive Voice Response (IVR) System. By combining the locations of outage calls from customers with knowledge of the locations of the protection devices (such as circuit breakers) on the network, a rule engine is used to predict the locations of outages. Based on this, restoration activities are charted out and crews are dispatched. This results in improved reliability and quality of service, in terms of reducing outages, minimizing outage time, and providing timely outage communications to our customers.
- SCADA allows the operator to analyze and control the electrical system from a remote location.
- SAP is used to track emergency jobs as they move through their lifecycle. This tool is used to plan, track, and charge labor, and schedule work. SAP is integrated with FAS, so damaged locations that are assessed by field resources and entered into FAS are automatically sent to SAP.

5.1.7.1 Electric Transmission

The following systems are some of the critical applications used in Transmission and Electric System Operations during emergency events:

- Energy Management System (EMS) is used by Grid Control Center (GCC) to monitor the Bulk Electric System (BES). EMS has a contingency analysis application that allows for the analysis of the power system in order to identify the overloads and problems that can occur due to a contingency. (A contingency is the failure or loss of an element or a change of state of a device in the power system.) This application uses a computer simulation to evaluate the effects of removing individual elements from a power system. EMS also provides SCADA functions, alarm categories, network study capability, state estimator, and exception reports.
- SCADA allows the operator to analyze and control the electrical system from a remote location.
- Grid Messaging System (GMS) is a data messaging system used to convey information related to WECC-wide events.
- Remedial Action Scheme (RAS) is a protection scheme designed to detect pre-determined system conditions and automatically take corrective actions that may include, but are not limited to, curtailing or tripping generation or other sources, curtailing, or tripping load, or reconfiguring the system.

- Transmission Outage Tracking and Logging Tool (TOTL) is used by the Transmission Grid Control Center to track and log event information that includes office item reports, work cards, interruption reports, log details, and log notifications.

5.2 External Coordination

5.2.1 Customer Outage Communications

PG&E deploys several methods to communicate with customers when they experience an outage, including via Customer Service Representatives, the PG&E website, social media, Customer Preference and Notification (CPAN) via email, text, or voice message, and Automated IVR telecom systems. When available, PG&E provides situational messaging up front on the toll-free numbers.

G.O. 166 Standard 8 stipulates that within four hours of the identification of a major outage that California electric utilities make information available on the expected duration and cause of customer outages. G.O. 166 Standard 8 further stipulates that restoration priorities be provided within four hours of initial damage assessment.

G.O. 166 Standard 4A states: *The communications strategy shall describe how the utility will provide information to customers by way of its call center and other communications media before, during and immediately following a major outage. The strategy shall anticipate the use of radio, television, newspapers, mail, and electronic communications media.*

The plan shall consider and address alternative communication strategies in the event the above methods are unavailable during an emergency, which may include in-person contact with customers.

Communication may not rely exclusively on online strategies, because this would exclude all people who regularly have limited or no internet access, as well as those who generally have some access but whose access is disrupted by the emergency.

The utility's general communication obligations apply during an emergency.

The plan shall include methods for identifying and contacting Critical Customers and Access and Functional Needs Populations before and during an emergency or disaster.

The utility should endeavor to partner with local governments and agencies to encourage identification of access and functional needs populations through those agencies, allowing the utility and local jurisdictions to provide up front education and outreach and communication during an emergency or disaster, in formats appropriate to individual access and functional needs populations. However, utilities are not required to develop a comprehensive contact list of access and functional needs customers or to share individual customer information with local jurisdictions.

The plan should be compatible with Public Safety Power Shut-off Guidelines.

Accurate and timely customer outage communications are a vital component of improving customer satisfaction, especially during large events.

PG&E attempts to provide customers with the following set of details on their specific outage, as soon as they are available:

- **Initial Disturbance Notification:** Informing customers that PG&E is investigating a potential outage near their address
- **Estimated Time of Restoration (ETOR)**: Once outage has been verified, ETORs are provided to customers. ETORs and their accuracy are important components of customer satisfaction. As such, providing accurate ETORs are a key focus for outage dispatchers, assessment, and repair coworkers.
- **Restoration Notification:** A notification is sent upon service restoration that includes outage cause if available.
- **Other Customer Comments:** Customer Care teams can provide additional comments about an outage to a customer to convey additional information.

When using proactive outage communications via CPAN, the following is communicated:

- Acknowledgement: PG&E is aware your power is out, number of customers affected
- Cause and ETOR(s): Cause of the outage when power will be restored
- Restoration: Your power was restored

5.2.2 Public Information and Government Coordination

Refer to the Company Emergency Response Plan (CERP), *Emergency Communications Annex* (EMER-3008M) for details on how PG&E coordinates public information. The CERP also contains information on how PG&E coordinates with governmental agencies.

G.O. 166 Standard 1C states: *The plan shall address the utility's provision of timely and complete information available to the media before, during and immediately after a major outage. Such information shall include estimated restoration times and a description of potential safety hazards if they exist.*

G.O. 166 Standard 4B states: *The communications strategy shall include pre-event coordination with appropriate state and local government agencies, including the appropriate methods for information exchange, to enhance communications activities during and immediately following a Major Outage.*

5.2.3 CAISO Coordination

In Level 1 and 2 emergencies involving electric transmission, GCC is the designated PG&E single point of contact with CAISO. During any outage activity, GCC is in communication with the ISO and provides them with operational information. GCC is also in daily contact with CAISO to monitor power flows and receive clearance requests.

In a Level 3 or greater emergency, the ETEC may be activated to assist GCC with transmission related outages and to facilitate communications with the CAISO.

During a systemwide capacity event, the GCC receives notifications and instructions from the CAISO. Refer to Appendix F.

G.O. 166 Standard 1D states: *The plan shall address the utility's efforts to coordinate emergency activities with Essential Customers, and appropriate state and local government agencies. The utility shall maintain lists of contacts at each entity and agency which shall be included in the plan and readily accessible to employees responsible for coordinating emergency communications. The utility shall submit proof of compliance with PUC 768.6(b)(3) as part of the annual report required by Standard 11.*

To effectively accomplish this coordination and communication, the utilities shall adopt and participate in California's Standardized Emergency Management System (SEMS).

However, multi-jurisdictional utilities serving customers outside of California may use an approach consistent with the Federal Emergency Management Agency's National Incident Management System (NIMS) which includes the Incident Command System (ICS) in their emergency disaster and preparedness plans as long as they demonstrate in their GO 166 Annual Reports that they have discussed how they will coordinate planning and response with Essential Customers, and appropriate governmental entities.

5.2.4 Major Outage Reporting

CPUC G.O. 166 states that a major outage occurs when 10 % of PG&E's serviceable customers experience a simultaneous, non-momentary interruption of service. A measured event is defined as a major outage resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of PG&E's customer base. Refer to G.O. 166 for details on when a measured event begins and ends.

G.O. 166 Standard 4C states: *The communications strategy will describe how the utility will coordinate its communications with the ISO and/or the TO. The utility shall cooperate with the ISO/TO to coordinate the information provided to customers, media, and governmental agencies when the operation of the transmission system affects customer service.*

Per G.O. 166 Standard 6, within one hour of the identification of a major outage or other newsworthy event, PG&E shall notify the CPUC and the Warning Center at Cal OES of the location, possible cause, and expected duration of the outage. For purposes of this standard, PG&E generally treats "newsworthy events" as incidents within the category of Level 3 or greater emergency where the EOC is activated.

G.O. 166 Standard 6 specifies that within one hour of the identification of a major outage or other newsworthy event, PG&E shall notify the Commission and Warning Center at the State Office of Emergency Services of the location, possible cause, and expected duration of the outage. The Warning Center at the OES is expected to notify other state and local agencies of the outage.

For major outages, PG&E may activate its EOC. PG&E's EOC Activation and Deactivation Checklist will be used upon activation of the EOC, including emergency reporting to CPUC, the Cal OES Warning Center, and the CUEA. In addition, PG&E will describe major outages and measured events that occur within the reporting period in its G.O. 166 report to the Commission each year.

Standard Eight of G.O. 166, "Major Outage and Restoration Estimate Communication Standard," states the following:

- Within 4 hours of the identification of a major outage, the utility shall make information available to customers through its call center and notify the media of the major outage, its location, expected duration and cause. The utility shall provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration.
- Within 4 hours of the initial damage assessment and the establishment of priorities for restoring service, the utility shall make available through its call center and to the media the estimated service restoration times by geographic area. If the utility is unable to estimate a restoration time for a certain area, the utility shall so state.

G.O. 166 Standard 8A states: *Within 4 hours of the identification of a major outage, the utility shall make information available to customers through its call center and notify affected Essential Customers, state and local public agencies, and the media of the major outage, its location, expected duration and cause. The utility shall provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration.*

G.O. 166 Standard 13A states: *A utility's call center performance during a Measured Event shall be presumed reasonable if the percent busies calculation is lower than Level-1, and presumed unreasonable if the percent busies calculation is greater than Level-2. These presumptions are rebuttable. Performance equal to or between Level-1 and Level-2 is subject to no presumption.*

Level-1 is defined as 30% busies over the day of the outage (12:00 a.m. to 11:59 p.m.).

Level-2 is defined as 50% busies over the day of the outage (12:00 a.m. to 11:59 p.m.) plus at least 50% busies in each of six one-hour increments (these increments need not be consecutive).

PG&E has established technology interfaces to allow outage information and restoration times to be made immediately available to customers through the call center's IVR system as soon as Troubleshooters in the field or OEC's enter the ETOR. The outage information is also supplied automatically to the pge.com website, where customers and the media can secure real-time access information on outages.

In addition, depending on incident complexity, PG&E may conduct targeted outbound calling, live agent calling, door-to-door outreach, and facilitate town-hall meetings.

PG&E's Public Information Office coordinates external communications with the media. Following a major outage, the Public Information Office continues to provide outage information to the media. Refer to the Workforce Management/Contact Center Operations Annex (WFM/CCO) for additional details on customer and media communications.)

G.O. 166 Standard 13B states: *Percent busies calculation measures the levels of busy signals encountered by customers at the utility's switch and that of its contractors. Mutual aid partners are not considered "contractors" for purposes of this standard and busies encountered as a result of mutual aid assistance are not included in measurements to which this standard applies.*

Percent busies indicator is measured on a 24-hour basis for outage-related calls (on energy outage and general call lines) from the time the Measured Event begins (12:00 a.m. to 11:59 p.m.), and separately for each 24-hour period until the Measured Event ends.

Either of the following methods for calculating percent busies is acceptable:

- *Percent of call attempts reaching the utility which receive a busy signal*
- *Percent of time that trunk line capacity is exhausted.*

PG&E includes a description of our compliance with Standard 8 in the annual G.O. 166 report.

G.O. 166 Standard 11 states: *The utility shall annually report to the CPUC and other appropriate governmental agencies by October 31 regarding its compliance with this general order for the previous twelve months ending June 30. The annual report shall identify and describe any modifications to the utility's emergency plan.*

Further, the utility shall report on the number of repair and maintenance personnel in each personnel classification in each county (and total throughout the company), as of June 30 of the current and previous year.

5.2.5 Other Thresholds for Regulatory Reporting

The following are other thresholds for regulatory reporting:

- The Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 titled IEEE Guide for Electric Power Distribution Reliability Indices covers the methodology used for calculating thresholds for identifying and adjusting for excludable major event days to evaluate performance of the electric transmission and distribution system.
- Commission Resolution E-4184 covers reporting incidents that result in fatalities, personal injuries, media coverage, and damage to property.
- Electric Emergency Incident and Disturbance Report (Form OE 417) from Department of Energy (DOE)
- NERC Reliability Standard EOP-004-4

6. Performance Indicators

6.1 Indicator Evaluation

Performance indicators are used to monitor response and recovery performance during Level 2 or greater emergencies. Key indicators are monitored and evaluated during an event so that actions can be taken to quickly adjust the response plan. Post-event evaluation of indicators is used to improve processes, increase efficiency, and revise emergency plans. Some indicators have established measurements while others are subjectively evaluated during the event or during post-event critiques.

6.2 Safety and Environmental

Indicators used are given below:

- Coworker, contractor, or public injuries
- Preventable motor vehicle incidents (PMVIs)
- Hazardous material spill or release
- Response time to immediate response notifications
- Near Hit incidents
- Work procedure errors or human performance events
- Job Safety Analyses performed
- Tailboards completed
- Safety observations performed

Indicators will be used to accomplish the following:

- Monitor safety practices and environmental compliance.
- Determine if safety and environmental practices are consistent with established company standards and all applicable regulations.
- Ensure that hazardous or at-risk environmental conditions reported to PG&E are identified for response.

6.3 Assessment

Indicator used are given below:

- Outage assessment rate
- Appropriate prioritization of outages, to include duration
- Use of non-traditional assessment teams
- Number of standby crews utilized to relieve 911 Agencies
- Number of Mutual Assistance and Contractor resources

Indicators will be used to accomplish the following:

- Monitor the timeliness of compiling a comprehensive damage assessment.
- Determine resource movement needs.
- Determine restoration forecast.
- Determine the need for Mutual Assistance and Contractor Crews.
- Monitor the timeliness of 911 Agency Relief.

6.4 Restoration

Indicator used are given below:

- Customer restoration times
- Critical Transmission Line restored against forecast
- Outage restoration rate against forecast
- Number of customers experiencing extended duration outages

Indicators will be used to accomplish the following:

- Monitor the timeliness of customer restoration.
- Evaluate the effectiveness of resource management.
- Monitor forecast vs. actual restoration times.

6.5 Internal and External Communications

Indicator used are given below:

- Contact Center Average Speed of Answer (ASA)
- IVR Take Rate performance
- Outbound Messaging Attempt Results
- Customer Sentiment Data
- Estimated Time of Restoration (ETOR) Accuracy
- ETOR Timeliness
- Number of ETOR updates

Outage Basic 5 Information (five basic pieces of information to complete in OMT—materials, estimated repair time (ERT), ETA, or ETOR, customer comments, and cause)

Indicators will be used to accomplish the following:

- Ensure that timely and consistent information is being communicated to internal and external entities

- Gauge the quality of outage information reported to our customers.

6.6 Reliability Metrics

Customer Average Interruption Duration Index (CAIDI)

Number of sustained customer outage minutes of interruption divided by the total number of customers interrupted.

G.O. 166 Standard 12A states: *A utility's restoration performance during a Measure Event shall be presumed reasonable if the CAIDI is 570 or below, and presumed unreasonable if the CAIDI is above 570. These presumptions are rebuttable.*

G.O. 166 Standard 12B states: *CAIDI stands for Customer Average Interruption Duration Index and is computed using the following equation:*

$$\frac{\text{total customer minutes of interruption}}{\text{total number of customer interruptions}}$$

If a single customer experiences more than one sustained interruption during a Measured Event, each interruption shall count as a separate customer interruption. CAIDI shall be measured from the beginning of the Measured Event and shall continue until all customers experiencing interruptions during the Measured Event have been restored.

G.O. 166 Standard 12C states: *Customer minutes of interruption caused by outages of Transmission Facilities owned by the utility during a Measured Event are included in the calculation of CAIDI for purposes of this standard.*

Customer minutes of interruption attributable to utility compliance with ISO directives, including its protocols, tariffs, transmission agreements or other written or verbal instructions specific to the event, which prevent the utility from restoring service it is otherwise able to provide shall be excluded in the calculation of CAIDI for purposes of this standard.

System Average Interruption Duration Index (SAIDI)

SAIDI is the sum of all sustained customer outage minutes divided by the total number of customers served.

System Average Interruption Frequency Index (SAIFI)

SAIFI is the number of sustained customer interruptions divided by the total number of customers served.

Momentary Average Interruption Frequency Index (MAIFI)

MAIFI is the total number of customer momentary interruptions divided by the total number of customers served.

Major Outage: Consistent with Public Utilities Code, Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

Measured Event: A Measured Event is a Major Outage (as defined herein), resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of a utility's electric customer base. A Measured Event is deemed to begin at 12:00 a.m. on the day when more than one percent (simultaneous) of the utility's electric customers experience sustained interruptions. A Measured Event is deemed to end when fewer than one percent (simultaneous) of the utility's customers experience sustained interruptions in two consecutive 24-hour periods (12:00 a.m. to 11:59 p.m.); and the end of the Measured Event in 11:59 p.m. of that 48-hour period.

Note: A momentary outage lasts 5 minutes or less and a sustained outage lasts more than 5 minutes.

7. Training and Exercises

Under CPUC's *G.O. 166* and as mandated by PG&E *Business Continuity Planning, Training, Exercise, and Improvement Planning Standard,* (EMER-1001S), coworkers with an emergency role are trained and participate in an annual exercise. For additional information regarding training, see section 3.7 in the *Company Emergency Response Plan (CERP),* (EMER-3001M).

G.O. 166 Standard 10 states: *The utility shall annually coordinate emergency preparations with appropriate state, county, and local agencies and the ISO/TO. As part of such activities, the utility shall establish and confirm contacts and communication channels, plan the exchange of emergency planning and response information, and participate in emergency exercises or training.*

When profiling coworkers for CERP Electric Annex training, PG&E will identify individuals with the appropriate expertise in relation to electric asset operations and customer support.

7.1 Electric Transmission Training and Exercise Program

Electric System Operations department is responsible for annually conducting a 2022 Electric Emergency Plan (Public) v28 exercise with Transmission and Distribution (T&D) departments, other departments identified in the EEP.

G.O. 166 Standard 3 states: *(3A) The utility shall conduct an exercise annually using the procedures set forth in the utility's emergency plan. If the utility uses the plan during the twelve-month period in responding to an event or major outage, the utility is not required to conduct an exercise for that period. Resources that are available to be shared. (3B) The utility shall annually evaluate its response to an exercise or major outage. The evaluation shall be provided to the CPUC as part of the report required by Standard 11. (3C) The utility shall annually train designated personnel in preparation for emergencies and major outages. The training shall be designed to overcome problems identified in the evaluations of responses to a major outage or exercise and shall reflect relevant changes to the plan. (3D)The utility shall provide no less than ten* days' *notice of its annual exercise to appropriate state and local authorities, including the CPUC, state and regional offices of the OES or its successor, the California Energy Commission, and emergency offices of the counties in which the exercise is to be performed. The utility shall participate in other emergency exercises designed to address problems on electric distribution facilities or services, including those emergency exercises of the state and regional offices of the OES or its successor, and county emergency offices.*

Electric System Operations also conducts:

Restoration training exercises (multiple) — system-wide exercises on grid restoration concepts, principles, and protocols.

Capacity exercises (multiple) that review system-wide and smaller localized areas of concern procedures

Transfers of control from Vacaville (primary location) to Rocklin (back up) to ensure Grid Control Center (GCC) system dispatcher has executed the process each year.

Continuing education session training to provides education hours for system dispatchers, to comply with NERC regulations and to maintain NERC certification.

7.2 Electric Distribution Training Program

The vice president of EP&R is responsible for the coordination of an ongoing training program for electric emergency management coworkers. The intent of the program is to ensure understanding of emergency response procedures and practices. Position-based

training and use of technology are key focus areas of the training program. The use of ICS is emphasized in the training program to ensure an effective overall response and alignment with public agencies.

Each senior director and superintendent responsible for emergency planning and response is also responsible for ensuring that coworkers identified in emergency plans are trained annually and training is documented. Senior directors and superintendents with emergency response roles are expected to maintain adequate workforce redundancy for each emergency response position. Cross-training of new or less experienced coworkers in various emergency roles, and the involvement of less experienced coworkers in emergency exercises and events, facilitates the development of an adequate emergency response workforce.

The PG&E Learning Governance Committee authorized the requirement that all company emergency responders complete California Specialized Training Institute (CSTI) training for assigned Emergency Operations Center (EOC) positions. Based upon the assigned emergency role in OECs and RECs, electric emergency management support coworker training should include:

- G-606 California Standardized Emergency Management System (SEMS) Introductory Course
- IS-100 Introduction to the Incident Command System, ICS 100
- IS-200 ICS for Single Resources and Initial Action Incidents, ICS 200
- IS-230d Fundamentals of Emergency Management
- IS-368 Including People with Disabilities & Others with Access & Functional Needs in Disaster Operations, or G-197, Integrating Access and Functional Needs into Emergency Management
- IS-700 An Introduction to the National Incident Management System
- IS-706 NIMS Intrastate Mutual Aid – An Introduction
- IS-800 National Response Framework – An Introduction
- G-191 ICS Field/EOC Interface Workshop
- G-611 EOC Section/Position Specific Training
- G-626E EOC Action Planning
- G-775 EOC Management and Operations
- EPRS-9010 – Company Emergency Response Plan (CERP) is an introduction to the CERP and an overview of current-year changes.
- ICS-300 Intermediate Incident Command System for Expanding Incidents (required for all Command and General Staff positions in the EOC and Field Incident Management Teams)
- EPRS-9011 Electric Annex to the CERP Web Based Training (WBT)

  In addition to the above training, electric emergency center coworkers will be providing training or on the job mentored support on:

- Role-based/position specific training
- Outage Management Tool (OMT)
- Event Strategy Workshops
- Technology Down Processes
- 911 Standby Training
- Emergency Management SharePoint
- ARCOS Crew Manager
- Assessment, Repair, and Restore Process and Procedures

7.3 Electric Distribution Exercise Program

The vice president of EP&R is responsible for the coordination of scheduling, conducting, and evaluating required exercises in accordance with the Homeland Security Exercise and Evaluation Program (HSEEP) Exercises are intended to examine the effectiveness of the emergency plans. Performance will be evaluated against established objectives and processes. Gaps identified during the exercises must be documented. Actions to close gaps must be tracked to completion.

7.3.1 Testing of Plan

Company policy and the California Public Utilities Commission (CPUC) General Order 166 require annual exercises with appropriate departments and public agencies based on simulated event/incident. This requirement can be waived in lieu of an actual event/incident dependent upon the scope and structure. Electric Operations Emergency Management oversees and manages the testing of the Electric Annex. The documentation of training and exercises is submitted to EP&R Training & Exercise division to facilitate alignment of response processes and procedures across the enterprise and is included in the annual G.O. 166 filing.

G.O. 166 Standard 3D states: *The utility shall provide no less than ten* days' notice *of its annual exercise to appropriate state and local authorities, including the CPUC, state and regional offices of the OES or its successor, the California Energy Commission, and emergency offices of the counties in which the exercise is to be performed. The utility shall participate in other emergency exercises designed to address problems on electric distribution facilities or services, including those emergency exercises of the state and regional offices of the OES or its successor, and county emergency offices.*

7.3.2 Quarterly Exercise Recommendations

The vice president of EP&R recommends quarterly region-based exercises. This recommendation acknowledges that at a minimum, one Regional Emergency Center (REC) may exercise its plan and/or one facet of that plan each quarter (e.g., an OEC's overall operations is exercised one quarter and then the dispatch process is exercised the following quarter). A tabletop exercise can fulfill the quarterly exercise requirement. It is prudent to exercise emergency centers (REC, OEC, and DSR) within a region and their critical processes (e.g., dispatching troubleshooter and assessment crews) often enough to ensure that the employees are proficient in their roles and responsibilities. The quarterly

exercise policy can be waived if there has been an actual event/incident and agreement has been reached with the regional senior director and the vice president of EP&R.

8. After-Action Reports, Event Logs, and Records

Every PG&E emergency center is required to conduct after-action meetings (AAM) within 20 business days of deactivation of the center for all activations meeting the criteria outlined in *Operations Emergency Center (OEC) Activation Requirements* (EMER-4510S) for Level 2-5 emergency activations. AAMs are not conducted for Level 1 – Routine emergencies, including Communications Only activations. For Level 2 activations, the OEC Commander may choose to provide written feedback rather than hold a formal meeting. After action items may be provided directly to the IC Advisor and/or the OEC Commander for consideration. For Level 3-5 activations, an IC Advisor will coordinate and facilitate an AAM, including at a minimum all command and general staff. The IC Advisor will also invite contact centers, distribution control centers, dispatch, and other FAs as needed for Level 3-5 activations.

8.1 Preparation for Formal After-Action Meetings

Emergency centers may conduct separate hotwashes and/or after-action meetings in preparation for the formal after-action meeting. For example, control centers and DSRs may perform their own after-action meeting and/or hotwash following an event. The frontline supervisors will lead the control center and DSR reviews. These emergency centers may send a representative to present their findings during the formal after-action meeting. An online hotwash form is used.

8.2 Emergency Center After-Action Report

Emergency centers hold an AAR meeting to discuss strengths and areas of opportunity. If trending issues are identified, corrective actions and action item leads will be determined. These action items are entered into the Corrective Action Program (CAP). Strengths and opportunities identified during after-action reviews are communicated to the affected EMO stakeholders for future reference. Significant strengths will be communicated to the supervisor of Electric Emergency Management for incorporating into plans, training, and exercises and will be shared systemwide as “best practices” by EFO EMS. Improvement opportunities will be addressed in a prioritized manner.

8.3 ICS 214 Unit Log

All positions in the emergency centers maintain an ICS-214 Unit Log to document significant aspects of the response and restoration effort. This will include the date and time of key activities, decisions, contacts made, and similar topics. Completed logs are archived in accordance with the company’s policies for record retention. The length of time the company must retain records is established in the Information & Records Retention Schedule), GOV-7101S, Attachment 1.

8.4 Records Management

All departments and headquarters, as outlined throughout this plan, must follow emergency operations reporting and records management procedures. Documentation of all significant events is required to effectively document response and restoration efforts.

Planning Section Chiefs are responsible for the following:

- Archive IAPs on a SharePoint site as determined by the supervisor of Electric Distribution Operations Emergency Management.
- Upload documentation to the SharePoint site in the designated folders.
- Observe established PG&E requirements governing reporting, records management, and record retention.

The maintenance of accurate documentation will assist in the development of post-event critiques, the event summary report, audits, and data requests, which will be used to document and continuously improve the emergency response and restoration process.

8.5 Financial Considerations and Financial Records

The Finance and Administration Chief in the OEC, in conjunction with the Emergency Recovery program manager, monitors and ensures all work and costs incurred in responding to the emergency event are properly captured and recorded to each appropriate Plant Maintenance (PM) event order designated for each respective emergency event. All charging should be consistent with the Electric Major Event Charging guidelines. There is a hand-off back to the Emergency Program when the OEC/REC deactivates, so the Finance Section Chief can demobilize. For finance questions related to MEBA/CEMA/routine, refer to the emergency/restoration electric program manager. For finance questions related to timekeeping, capital vs. expense, and financial policies (e.g., mutual aid and contracts), refer to BF EO business finance analyst.

8.6 Cost Recovery

PG&E forecasts all emergency-related expenditures using two categories: routine emergencies (Level 1) and major emergencies (Levels 2-5). Within these categories, PG&E uses major work categories (MWC) to record expenditures for capital and expense.

Note: “Communications Only” activations fall under routine emergencies (Level 1) and do not qualify for MEBA and/or CEMA.

- Routine - Routine emergency work is recorded in MWCs BH – Corrective Maintenance Expense and MWC 17 – Emergency Response Capital.
- **MWC BH** Corrective Maintenance Expense: During routine (Level 1) conditions, overhead or underground-related outages occur for many reasons. In response to these outages, troubleshooters and crews make the situation safe, restore power to customers, isolate the trouble location, and make repairs. Activities of this nature are considered an expense, and the costs are recorded in MWC BH.
- **MWC 17** Emergency Response Capital: The work in MWC 17 is similar to that of MWC BH and involves routine emergency work that meets capital accounting criteria, such as equipment replacements, rather than repairs.
- Major Emergency Balancing Account (MEBA):MEBA is used to recover expenses and capital revenue requirements resulting from responding to major emergencies, not otherwise recoverable through the Catastrophic Events Memorandum Account

(CEMA) mechanism. Orders must be created by the county. Costs related to CEMA-eligible events may be recorded to the MEBA only if authority is expressly provided by the CPUC through a decision on a CEMA application or similar type of relief request. PG&E will return any unspent MEBA amounts to customers or recover from customers any actual amounts above the authorized amounts annually as part of Annual Electric True-up (AET) advice letter.

- Catastrophic Events Memorandum Account (CEMA): A utility may not use the CEMA unless an event is declared a disaster by the appropriate federal or state authorities. The utility must seek recovery of the costs recorded in the CEMA through an administrative law proceeding separate from the General Rate Case. The CPUC examines all costs recorded in the account for reasonableness and checks other sources of recovery such as insurance before allowing recovery of costs in rates. A provision for a CEMA was approved in 1991 by the CPUC for energy and water utilities under its jurisdiction. This allows utilities to record eventual recovery (through rates) for reasonable, incurred costs in restoring service, performing repairs or replacing facilities, and complying with government orders following a catastrophic event.

THIS PAGE INTENTIONALLY LEFT BLANK

Appendix A. Acronyms and Glossary

A.1 Acronym List

Acronym	Definition
AAM	After-Action Meeting
AAR	After-Action Report
ADE	Associate Distribution Engineer
AFW	Application for Work
AHJ	Authority Having Jurisdiction
APBD	Asset Protection Branch Director
ARCOS	Automated Roster Callout System
ASA	Average Speed of Answer
ATC	Applied Technology Center
BES	Business Energy Solutions
BES	Bulk Electric System
CAIDI	Customer Average Interruption Duration Index
CAISO	California Independent System Operator
Cal OES	California Governor's Office of Emergency Services
CAP	Corrective Action Program
CEMA	Catastrophic Events Memorandum Account
CERP	Company Emergency Response Plan
CIS	Customer Information System
COP	Common Operating Picture
CPAN	Customer Preference and Notification
CPUC	California Public Utilities Commission
CSR	Customer Service Representative
CUEA	California Utilities Emergency Association
DASH	Dynamic Automated Seismic Hazard
DCC	Distribution Control Center
DCPP	Diablo Canyon Power Plant
DMS	Distribution Management System
DO	Distribution Operator
DOE	Department of Energy
DSO	Distribution System Operations
DSO SOPP	Distribution System Operations Storm Outage Prediction Project
DSR	District Storm Room
EC	Electric Corrective
EDEC	Electric Distribution Emergency Center
EEA	Energy Emergency Alert
EFO	Emergency Field Operations
EEP	Electric Emergency Plan
EM	Emergency Management (Electric Operations)
EMO	Electric Emergency Management Organization

Acronym	Definition
EMS	Emergency Management Specialist
EMS	Energy Management System
ENOC	Enterprise Network Operations Center
EO	Electric Operations
EO EMO	Electric Operations Emergency Management Organization
EOC	Emergency Operations Center
EP&R	Emergency Preparedness and Response
ERT	Estimated Repair Time
ESO	Electric System Operations
ESRG	Electric System Restoration Guidelines
ESRI	Environmental Systems Research Institute, Inc.
ET	Electric Transmission
ETA	Estimated Time of Arrival
ETEC	Electric Transmission Emergency Center
ETOI	Estimated Time of Information
ETOR	Estimated Time of Restoration
FAS	Field Automated System
FA	Functional Area
FEMA	Federal Emergency Management Agency
FERC	Federal Emergency Regulatory Commission
FLISR	Fault Location Isolation and Service Restoration
GCC	Grid Control Center
GDL	Guidance Document Library
GIS	Geographical Information System
GMS	Grid Messaging System
G.O.	General Order (for CPUC)
GOP	Generator Operator
GRC	General Rate Case
HAWC	Hazard Awareness and Warning Center
IAP	Incident Action Plan
IC	Incident Commander
ICS	Incident Command System
IDOC	Incomplete Documentation
IEEE	Institute of Electrical and Electronics Engineers
IMT	Incident Management Team
IVR	Interactive Voice Response
MAT	Maintenance Activity Type
M&C	Maintenance and Construction
MA	Mobile Application
MAIFI	Momentary Average Interruption Frequency Index
MEBA	Major Emergency Balancing Account
MTCC	Materials and Transportation Coordination Center
MW	Megawatt

Acronym	Definition
MWC	Major Work Categories
NERC	North American Electric Reliability Corporation
NIMS	National Incident Management System
OEC	Operations Emergency Center
OES	Office of Emergency Services
OIS	Outage Information System
OMT	Outage Management Tool
OSC	Operations Section Chief
PM	Plant Maintenance
PMVI	Preventable Motor Vehicle Incidents
POT	Pre-arranged Overtime
P&C	Projects and Construction
PSPS	Public Safety Power Shutoff
PSC	Planning Section Chief
PSS	Public Safety Specialist
QEW	Qualified Electrical Worker
RAS	Remedial Action Scheme
RC	Reliability Coordinator
REC	Regional Emergency Center
RMC	Resource Management Center
RMT	Resource Management Tool
RRO	Regional Reliability Organizations
RESL	Resource Unit Leader
SAIDI	System Average Interruption Duration Index
SAIFI	System Average Interruption Frequency Index
SAP	Systems Applications and Products in Data Process
SCADA	Supervisory Control and Data Acquisition
SEMS	Standardized Emergency Management System
SIPT	Safety Infrastructure Protection Team
SME	Subject Matter Expert
SO	Sustained Outages
SO&C	System Operations & Control
SOS	System Outage Staffing
STOEC	Substation Transmission Operations Emergency Center
T&D	Transmission and Distribution
T-line	Transmission Line
Troubleshooters	Troubleshooters
T-SOPP	Transmission System Operations Storm Outage Prediction Project
TCC	Telecommunications Control Center
TFL	Task Force Lead
TO	Transmission Owner
TOP	Transmission Operator
TOTL	Transmission Outage Tracking and Logging Tool

Acronym	Definition
TP	Transmission Planner
TSP	Transmission System Provider
WECC	Western Electric Coordaining Council
WRMAA	Western Region Mutual Assistance Agreement

Appendix B. Contact/Notification Lists

B.1 Emergency Response Coworkers Contact Lists

OEC/REC staffing rosters are located on the Emergency Management Website under "OEC/REC Roster" located here.

Emergency Operations Center On-Call List is located here.

Transmission Operations Contact Lists are located on SharePoint.

THIS PAGE INTENTIONALLY LEFT BLANK

Appendix C. Tools, Job Aids, Training Aids, and Other Reference Materials

C.1 Emergency Center Activation Checklists

The OEC Activation/Deactivation Checklists are located on the EFO EMS SharePoint.

C.2 Electric Distribution Emergency Center Locations

Emergency center, alternate locations, and contact information lists are located in the Manage Electric Response (OECs and RECs) Business Continuity Plan. Hard copies are located in each OEC. Contact the EMS Duty Officer for further information.

C.3 Electric Conference Call Agendas for Activation

EOC Meeting Agendas: Click [redacted] and then select Section Chief Meeting Agendas.

REC/OEC Meeting Agendas: Initial Incident Briefing, Operations Briefing, Objectives Meeting, Command & General Staff Meeting, Tactics Meeting, and Planning Meeting agendas are located on the EFO SharePoint and Appendix A.

C.4 After Action Report Template and Instructions

After Action Report template and instructions can be found here.

C.5 Outage Management Tool Job Aids

The Outage Management Tool (OMT) is a web-based application that is used by the emergency management organization to gather and report information on customer outages, damage assessments, service restoration, and crew movements in emergency events affecting the PG&E system.

OMT Overview Job Aids are available at the following links, which provide information on OMT reports and tools, system requirements, login, and technical support information.

EP&R - Job Aids - All Documents (sharepoint.com)

OMT User Manual

PSPS OMT User Guide

C.6 Technical Support

For FAS or DMS Support, contact the TSC at 415-973-9000, PG&E Line at 8-223-9000. The TSC Analyst will then contact the On Call DMS Admin (DMSAdmin@pge.com).

For OMT issues related to OMT installation and setup and OMT Tech Down contact: TSC at 415-973-9000.

Normal Work Hours

Primary contact - Technology Service Center (TSC at 415-973-9000)

Secondary contact - Local Emergency Management Specialist (EMS)

If unknown, contact the EMS Duty Officer at [redacted] or EMS Duty Officer at [redacted]

After Work Hours and Weekends

Primary contact - Telecommunications Control Center (TCC)

ENOC Shift [redacted]

Secondary contact - Technology Service Center (TSC at 415-973-9000)

For OMT issues related to creating, modifying, or removing OMT User Accounts, formal OMT Training, Operational Support, ideas, suggestions, and general inquiries, contact your local EMS. [redacted] or EMS Duty Officer at [redacted]

C.7 ICS, Planning Process, and Key CERP Job Aids

Refer to the Company Emergency Response Plan (CERP) for additional details and job aids for the following:

- Incident Command System (ICS)
- Planning Process
- Three-Way Communication
- Phonetic Alphabet

Appendix D. Directors' Alignment Call Agenda Template

The suggested topics below are for discussion in preparation for a significant incident or event. The Directors' Alignment Call focuses around current and forecasted conditions, resource availability, and planning tactics. This information can be modified depending on the event scope and complexity.

Directors' Alignment Call
08-20-2023

- Current SOPP
- Realtime Outage Impacts
- Infrared Pacific Loop
- Weather Page

Agenda

- Introduction
- Safety Discussion
- Meteorology
- HAWC
- Geosciences
- ET
  - GCC ETEC (system status, load at risk and grid stability)
  - Transmission Line M&C/Contractors
  - Substation M&C
- ED
  - Distribution Grid Operations
    - Dispatch
    - DCC (system status, load at risk and grid stability)
  - Field Operations (resource plans, staffing, priority planned work, By Sr. Director:
    - South Bay and Central Coast Region
    - Bay Region
    - Central Valley Region
    - North Coast Region
    - North Valley-Sierra Region
  - Field Operations Readiness (REC/OEC)
  - General Construction
- Distribution Design and Estimating Support
- New Business
- GIS/Mapping Support
- Contract Construction
- System Inspections
- Gas Operations
- Power Generation
- Diablo Canyon Power Plant (DCPP)
- Temporary Generation
- Vegetation Management

- Air Operations
- Logistics
- Information Technology
- Emergency Preparedness & Response Oversight and EOC readiness
    - EOC Team Alpha (Days)
    - EOC Team Bravo (Nights)
        - EOC Team Charlie (Days) Starting Monday 8/21 0600
    - EOC Team Delta (Nights) Starting Monday 8/21
- Review and validation of meeting content or Action Items

- Action 1:
- Action 2:

Appendix E. Electric Emergency Plan for Capacity Emergencies

The California Independent System Operator (CAISO) operates the state's transmission grid. When it is determined that operating reserves are inadequate to meet the Western Electricity Coordinating Council (WECC) Standards, the CAISO initiates actions to address the imbalance between available system resources and system demand.

The Electric Emergency Plan (EEP) for Capacity Emergencies describes the actions PG&E will take upon receiving orders from the CAISO to address electric supply and/or capacity shortages. This plan is located at 2022 Electric Emergency Plan (Public) v28.

THIS PAGE INTENTIONALLY LEFT BLANK

Appendix F. Other Useful Links

Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101

California Public Utilities Commission (CPUC) General Order Number 166 (G.O. 166) Standards for Operation, Reliability, and Safety During Emergencies and Disasters

Emergency Management website

Operations Emergency Center (OEC) Activation Requirements (EMER-4510S)

Outage Management Tool (OMT) User Manual

Transmission Operations Contact Lists

Wildfire Annex (EMER-3105M)

PSPS Annex (EMER-3106M)

Disaster Rebuild Annex (EMER-3012M)

Routine Emergency – Emergency Estimate Required (TD-2060P-01)

THIS PAGE INTENTIONALLY LEFT BLANK

Appendix G. Primary and Alternate Sites (EOC, RECs, OECs, ETEC, and STOEC)

For short duration and primary work-site interruptions, employees may work from home, if possible. If the primary facility is inaccessible and an alternate site would be more appropriate for an extended period of time, the Business Continuity Team will consider the alternate site or other facility accommodation. The alternate site location, level of readiness of the facility, and if there are other alternate sites suitable for recovering the essential functions are detailed in the table below.

Primary Site	Alternate Site	Other (please specify)
North Coast REC [redacted] Santa Rosa, 95403	[redacted], Santa Rosa	Remote/telework
Humboldt OEC [redacted]., Eureka	[redacted], Ukiah	Remote/telework
Sonoma OEC [redacted] Santa Rosa	[redacted] Santa Rosa	Remote/telework
North Bay OEC [redacted]., San Rafael	Napa Yard/DSR [redacted] Napa	Remote/telework
North Sierra REC [redacted]., Sacramento	[redacted], Sacramento	Remote/telework
North Valley OEC [redacted]., Redding	[redacted]., Chico	Remote/telework
Sacramento OEC [redacted], Woodland	Marysville Service Center [redacted]., Marysville, CA 95901	Remote/telework
Sierra OEC [redacted] Auburn	[redacted]., Grass Valley	Remote/telework
Bay Area REC [redacted]. San Francisco	[redacted], San Carlos	Remote/telework
Mission OEC [redacted]., Hayward	[redacted], Fremont	Remote/telework
Peninsula OEC [redacted] San Carlos	Colma Yard/DSR [redacted] Daly City	Remote/telework
Diablo OEC [redacted] Concord	Antioch Yard/DSR [redacted] Antioch	Remote/telework
East Bay OEC	Richmond Yard/DSR	Remote/telework

Primary Site	Alternate Site	Other (please specify)
[redacted]., Oakland	[redacted] Richmond	
San Francisco OEC [redacted], S.F.	San Carlos Yard/DSR [redacted]., San Carlos	Remote/telework
South Bay/Central Coast REC [redacted], Morgan Hill	[redacted] San Jose	Remote/telework
De Anza OEC [redacted]., Cupertino	[redacted]. San Jose CA	Remote/telework
San Jose OEC [redacted]. San Jose CA	[redacted], San Jose	
Central Coast OEC [redacted]., Santa Cruz	Salinas Yard [redacted]., Salinas	Remote/telework
Los Padres OEC [redacted] San Luis Obispo	Santa Maria Yard/District Storm Room (DSR) [redacted]., Santa Maria	Remote/telework
Central Valley REC [redacted], Fresno	[redacted]., Bakersfield	Remote/telework
Stockton OEC [redacted]., Stockton	[redacted]., Jackson	Remote/telework
Yosemite OEC [redacted], Merced	[redacted] Sonora	Remote/telework
Fresno OEC [redacted] Fresno	[redacted]., Lemoore	Remote/telework
Kern OEC [redacted] Bakersfield	[redacted], Wasco	Remote/telework
ETEC [redacted] Vacaville	Rocklin GCC [redacted]., Rocklin	
STOEC [redacted]. Vacaville	Bishop Ranch [redacted] San Ramon	
North Distribution Control Center [redacted] Rocklin	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)
Central Distribution Control Center [redacted] Concord	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)
South Distribution Control Center [redacted]	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)

Primary Site	Alternate Site	Other (please specify)
Fresno		
Electric Dispatch and Scheduling [redacted]t Fresno		
Electric Dispatch and Scheduling [redacted] Concord		

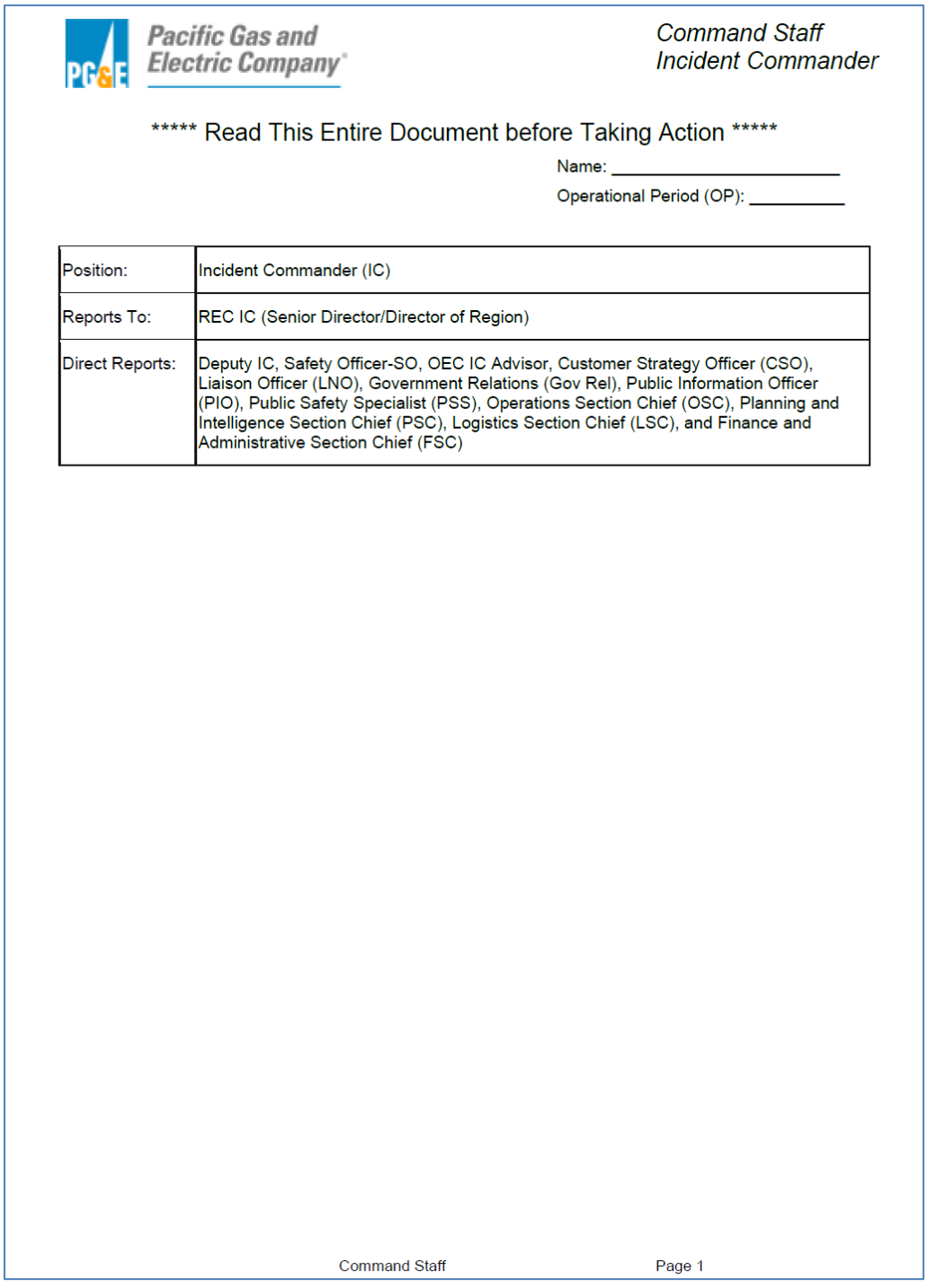
THIS PAGE INTENTIONALLY LEFT BLANK

Appendix H. Activation Position Roles and Responsibilities

The current ICS position guides for Command and General Staff are located on the EFO SharePoint.

H.1 Incident Command Workgroup

Incident Commander



Pacific Gas and Electric Company

Command Staff
Incident Commander

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Incident Commander (IC)
Reports To:	REC IC (Senior Director/Director of Region)
Direct Reports:	Deputy IC, Safety Officer-SO, OEC IC Advisor, Customer Strategy Officer (CSO), Liaison Officer (LNO), Government Relations (Gov Rel), Public Information Officer (PIO), Public Safety Specialist (PSS), Operations Section Chief (OSC), Planning and Intelligence Section Chief (PSC), Logistics Section Chief (LSC), and Finance and Administrative Section Chief (FSC)

Command Staff Page 1

Pacific Gas and Electric Company

Command Staff
Incident Commander

Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Power Generation Annex – EMER 3004M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] • [redacted] Emergency Management Specialist (EMS) Team On Call • [redacted] • Elec Ops DO Grid Ops Emergency Management Specialists [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement
Position Description:	The IC is responsible for the command function at all times. The IC may use one or more deputies to perform specific tasks, reduce the IC's span of control, or work in a relief capacity.

Pacific Gas and Electric Company

Command Staff
Incident Commander

Primary Responsibilities:	• Overall management of the incident. • Determine and notify appropriate Incident Command Post (ICP) / OEC Command and General Staff for the incident (i.e., CSO, LNO, Gov Rel, SO, PIO, PSS, OSC, PSC, LSC, FSC). • Determine appropriate Operations Section Subject Matter Experts - SMEs (i.e., Geo-Sciences, Maintenance and Construction-M&C, Estimating, General Construction (GC) Field Services-FS, etc.). • Managing the Command and General Staff. • Establish incident and operational objectives. • Accountable for the safety and wellbeing (fatigue, ergonomics, life safety, etc.) of all responding personnel. • Confirm adequate safety measures and messages are in place. • Promote use of the Planning P process. • Review and approve all internal and external communications. • Determine the Operational Period timeframe. • Coordinate with external entities, as necessary. • Provide ICS documents to the Documentation Unit Leader (DOCL). • Confirm the After-Action Meeting (AAM) and/or Hotwash is scheduled and completed.

✓		**Pre-Deployment**
	1	Review this IC Position Guide
	2	Review Position Guides for all personnel under your supervision.

✓		**Initial Actions**
	1	Meet with Command and General Staff to conduct initial briefing and identify immediate resource needs.
	2	Confirm proper staffing is established. The OEC Commander will assume the duties/responsibilities of any positions that are not filled.
	3	Establish Operational Periods and reporting cadence (once a day, multiple times) for Intel Summary updates and other communications.
	4	Develop initial Incident and Operational Objectives with the Command and General Staff during the initial Operational Period using the SMART model.

Pacific Gas and Electric Company

Command Staff
Incident Commander

✓		**Initial Actions**
	5	Hold operational, tactics, and planning briefings as needed.
	6	Participate in the OEC/REC coordination call. Establish communications with the REC Director as needed (Note: the REC will support OEC operations).
	7	Determine need for additional support.
	8	Approve/Communicate Incident and Operational Objectives to stakeholders (IAP and Incident Summary).
	9	Document actions and decisions on ICS Form 214 (Daily Activity Log).

✓		**Operations**
	1	Manage the Command Staff and General Staff.
	2	Review/Revise Incident and Operational Objectives as needed.
	3	Support development of Operational Periods and reporting cadence (once a day, multiple times) for Intel Summary updates and other communications.
	4	Communicate Incident Objectives and Operational Period Objectives to stakeholders.
	5	Determine and communicate support needs for the next Operational Period.
	6	Approve personnel schedules for all Operational Periods.
	7	Confirm the Command and General Staff Meetings are conducted per the Planning P as needed.
	8	Provide the Plans Section Chief (PSC) with updated objectives for current and next Operational Period.
	9	Participate in OEC/REC/EOC operational briefings as requested.
	10	Consider activation of the Job Package Creation Unit Leader position under the Planning and Intelligence section for proactive development of job packages prior to arrival of incoming resources.

✓		**Demobilization**

	1	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	2	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	3	Sign out using the ICS Form 211 (Check-In/Check-Out).
	4	Notify local supervisor of safe arrival to reporting destination.
	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • Elec Ops DO Grid Ops Emergency Management Specialists [redacted] • EMS Duty Officer – [redacted]

Incident Commander Advisor

Pacific Gas and Electric Company

Command Staff
Incident Commander Advisor

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Incident Commander (IC) Advisor
Reports To:	Incident Commander (IC)
Direct Reports:	None

Pacific Gas and Electric Company

Command Staff
Incident Commander Advisor

Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Operations Emergency Center (OEC) Activation Requirements EMER-4510S Disaster Rebuild Annex – EMER 3012M Framework for Electric Incident Management Teams Standard – EMER 3005M Operations Emergency Center (OEC) Activation Requirements Power Generation Annex – EMER 3004M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] • [redacted] Emergency Management Specialist (EMS) Team On Call • [redacted] Elec Ops DO Grid Ops Emergency Management Specialists [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement
Position Description:	The IC Advisor is responsible for advising the IC at the OEC and REC and providing guidance on managing the emergency center and incident. This includes but not limited to providing guidance to the IC on when to activate, deactivate, OMT/Hawking, which positions to fill, writing incident and operational objectives, providing ICS template forms, reviewing documents such as the situation report when requested, and attending Command and General Staff calls.

Pacific Gas and Electric Company

Command Staff
Incident Commander Advisor

Primary Responsibilities:	• Advise IC for the overall management of the incident. • Advise IC on appropriate / OEC Command and General Staff for the incident (i.e., CSO, LNO, Public Affairs, SO, PIO, PSS, OSC, PSC, LSC, FSC). • Advise IC on appropriate Operations Section Subject Matter Experts - SMEs (i.e., Geo-Sciences, Maintenance and Construction-M&C, Estimating, General Construction (GC) Field Services-FS, etc.). • Advise IC on incident and operational objectives. • Advise IC on the accountable for the safety and wellbeing (fatigue, ergonomics, life safety, etc.) of all responding personnel. Coordinate with the SO and IC to ensure adequate safety measures and messages are in place. • Advise IC to promote use of the Planning P process. • Advise IC and Planning Section Chief on Incident Action Plan and Intelligence Summary report cadence and review before distribution. • Advise IC on activation guidelines (EMER-4510S), triggers and monitoring of OMT found here. EMER-4510S. • Coordinate with IC to schedule and facilitate After-Action Meeting (AAM) and/or Hotwash. Ensure it is scheduled and completed.

✓		**Pre-Deployment**
	1	Review this IC Advisor Position Guide.
	2	Advise IC/PSC at OEC/REC on activating once outage threshold has been met per EMER-4510S, requesting storm orders, answering questions, and resource support.
	3	Review other Position Guides that will be activated.

✓		**Initial Actions**
	1	Advise IC to reference the Activation Checklist for items such as conducting a Command Staff and General Staff Meeting, Initial Operations Briefing, and identify immediate resource needs.
	2	Advise IC to confirm proper staffing is established. The OEC IC will assume the duties/responsibilities of any Command and General Staff positions that are not filled.
	3	Advise IC on establishing Operational Periods, meeting, and reporting cadence (once a day, multiple times) for Incident Action Plans, Intel Summary updates and other communications.

Pacific Gas and Electric Company

Command Staff
Incident Commander Advisor

✓		**Initial Actions**
	4	Work with IC and PSC to develop/review initial Incident and Operational Objectives with the Command and General Staff during the initial Operational Period using the SMART model.
	5	Advise IC and General Staff on participating in the OEC/REC coordination call. Establish communications with the REC Director as needed (Note: the REC will support OEC operations).
	6	Advise IC and General Staff on determining need for additional support.
	7	Advise IC to document actions and decisions on ICS Form 214 (Daily Activity Log).
	8	Confirm IC/PSC populates the activation screen in OMT.
	9	Advise IC/PSC to work with the Hawk team to identify someone that can monitor OMT during activation hours and after hours.

✓		**Operations**
	1	Advise IC on managing the OEC/REC Command Staff and assuming the duties/responsibilities of any positions that are not filled.
	2	Advise IC on engaging with SO, advising IC on safety, ensuring SO information is included in IAP, etc.
	3	Advise IC on engaging customer strategy/CSO for timely communication to impacted customers.
	4	Advise IC on review/revise Incident and Operational Objectives and communicate to stakeholders as needed.
	5	Advise IC on evaluating/assessing the Operational Period and reporting cadence as the incident/event progresses.
	6	Advise IC on determining and communicating support needs for the next Operational Period.
	7	Advise IC on approving personnel schedules for all Operational Periods.
	8	Advise IC on completing an IAP and Intel Summary each operational period and reviewing/approving them before they are distributed.
	9	Advise IC on confirming the Command and General Staff Meetings are conducted per the Planning P as needed.

Pacific Gas and Electric Company

Command Staff
Incident Commander Advisor

✓		Operations
	10	Advise IC on providing the Plans Section Chief (PSC) with updated objectives for current and next Operational Period.
	11	Participate in OEC/REC/EOC Command and General Staff Meetings.
	12	Monitor OMT (outage thresholds, activation screen, ETORs).
	13	Advise IC/Planning Section Chief to start collecting information for the Hotwash/After Action Report (AAR) /After Action Meeting (AAM).

✓		Demobilization
	1	Advise IC to have packages closed out prior de-activation and remain in Communications Only if there is still a need to close out packages and no additional impacts from the storm are anticipated.
	2	Advise the IC to engage with Planning Section Chief to implement the OEC Demobilization Plan.
	3	Schedule and facilitate an AAM for level 3 activations or above. Ensure Functional Business Units (FBU) are invited to the AAM such as Safety Officer, PSS, Electric Distribution Control Centers and other relevant stakeholders. Emergency centers may conduct separate hotwashes and/or after-action meetings in preparation for the formal after-action meeting. For example, control centers and district storm rooms (DSRs) may perform their own after-action meeting and/or hotwash following an event. The frontline supervisors will lead the Control Center and DSR critiques. These emergency centers will send a point of contact to represent their findings during the formal after-action meeting. A hotwash form can be found OEC Hotwash Form Reference EMER-3002M Electric Annex for additional details found here. EMER-3002M
	4	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	5	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	6	Sign out using the ICS Form 211 (Check-In/Check-Out).
	7	Notify local supervisor of safe arrival to reporting destination.
	8	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • Elec Ops DO Grid Ops Emergency Management Specialists [redacted] • EMS Duty Officer - [redacted]

Command Staff Page 5

OEC Public Information Officer

Pacific Gas and Electric Company

Command Staff
OEC Public Information Officer (PIO)

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	OEC Public Information Officer (PIO)
Reports To:	OEC Incident Commander
Direct Reports:	None
Resources:	
Position Description:	The PIO is responsible for interfacing with the media
Primary Responsibilities:	• Develop and release approved incident information to the media. • Determine staffing needs and personnel as appropriate for OEC and EOC Public Information Office. • Monitor the public's reaction to incident information and pass along, as needed. • Manage reactive and proactive media inquiries. • Establish any restrictions for media access. • Arrange for tours and other interviews. • Obtain news media information that may be useful for incident planning. • Maintain current information summaries and/or displays that would be useful to the media. • Facilitate social media requests, such as review Nixle and other social media posts from local partners. • Capture images and video to support positive storytelling. • Coordinate interviewees, safety personnel and locations for video production.

✓		**Initial Actions**
	1	Ensure actions and decisions are noted on Form 214 (Unit Log)
	2	Ensure proper staffing is established
	3	Meet with the OEC Commander and Section Chiefs to identify immediate resource needs.
	4	Prepare and include necessary public information/media impacts for all internal reports
	5	Prepare talking points and obtain approval from the OEC Commander or deputies

Pacific Gas and Electric Company

Command Staff
OEC Public Information Officer (PIO)

✓		**Initial Actions**
	6	Participate with the Section Chiefs to develop incident objectives during the initial Operational Period using the SMART model

✓		**Operations**
	1	Manage the public information staff if assigned. This would include PG&E public information staff assigned to field
	2	Determine Public Information staffing needs for the next Operational Period
	3	Approve Public Information personnel schedule for the next Operational
	4	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting
	5	Develop all internal and external communications strategy and messaging during an emergency
	6	Ensure all information being shared with external audiences is timely, accurate, and consistent
	7	Ensure media released are approved by the OEC Commander before released.
	8	Ensure proper engagement and outreach with public/media are conducted in the field if needed
	9	Evaluate and ensure that incident objectives are accomplished

✓		**Demobilization**
	1	Ensure all documentation is collected per ERIM procedures
	2	Leave a forwarding phone number with the appropriate person according to the Safety Officer or the OEC Commander
	3	Sign out using the ICS Form 211 (Check-In/Out) and 221 (Demobilization Release)

Public Safety Specialist

Pacific Gas and Electric Company

Command Staff
Public Safety Specialist (PSS)

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Public Safety Specialist (PSS)/Agency Representative (AREP)
Reports To:	Incident Commander (IC)
Direct Reports:	None. Coordinates with Authority having Jurisdiction (AHJ) and Liaison Officer
Resources:	Performing PSS AREP Duties CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Gas Emergency Response Plan (GERP) EMER-3003M Environmental Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Power Generation Annex – EMER 3004M PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]
Position Description:	Public Safety Specialist (PSS)/Agency Representative (AREP) is assigned to communicate risks/hazards and unsafe situations and collaborate with emergency management/AHJ during critical incidents

Command Staff Page 1

Pacific Gas and Electric Company

Command Staff
Public Safety Specialist (PSS)

Primary Responsibilities:	• Assess and communicate risks/hazards and unsafe situations to AHJ • Maintain awareness of active and developing situations • Provide updates from AHJ on current situation • Participate in appropriate Planning P meetings • Attend daily briefings

✓		**Pre-Deployment**
	1	Review this Position Guide

✓		**Initial Actions**
	1	Document actions and decisions on ICS Form 214 (Activity Log)
	2	Ensure proper staffing is established
	3	Meet with the IC and General Staff to identify immediate resource needs and operational objectives
	4	Evaluate pre-treatment opportunities to all PG&E assets as necessary and continue to evaluate as the incident progresses
	5	Establish communications with CAL FIRE/USFS and/or AHJ IMT
	6	Participate with the Command and General Staff to develop incident objectives during the initial Operational Period using the SMART model

✓		**Operations**
	1	Make Safe (Emergency Vs Repopulate "Make Safe")
	2	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, Planning Meetings, Strategy Meetings, AHJ IMT Meetings, CAL FIRE/USFS (Cooperators) Meetings
	3	Anticipate movement or expansion of the incident and the potential threat to PG&E infrastructure
	4	Coordinate all efforts with SIPT Supervisors when assigned

Pacific Gas and Electric Company

Command Staff
Public Safety Specialist (PSS)

✓		Operations
	5	Receive daily PG&E assets maps from PG&E's GIS group from intelligence obtained from the National Interagency Fire Center (NIFC) FTP server
	6	Work with GIS to determine buffers around the fire's current perimeter and have a clear conversation with the AHJ that if the fire reaches these "Trigger Points"
	7	Negotiate with AHJ to gain the entire circuit where possible
	8	Assure the IMT or AHJ clearly understands when repopulation occurs, PG&E performing repairs and restoration can block roads and limits the public's ability to access areas under construction due to equipment and vegetation management work
	9	Provide the PG&E IC or P&I Section Chief a brief daily summary of fire intelligence for the REC/EOC report out
	10	Coordinate with the AHJ and Air Operations Branch Director for all flights for all hazards
	11	Confirm the ICS Form 211(Check-In/Check-Out) is utilized and completed by all reporting personnel
	12	Confirm we have access from AHJ for impacted sites

✓		Demobilization
	1	Debrief (Liaison Officer or AHJ)
	2	Complete transition to designated rebuild staff
	3	Confirm all documentation is collected per ERIM procedures
	4	Leave a contact phone number with the appropriate person to confirm your safe arrival home.
	5	Demobilize using the ICS Form 221 (Demobilization Check-Out)
	6	Sign out using the ICS Form 211 (Check-In/Out)
	7	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Command Staff Page 3

Safety Officer

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

SUMMARY

The Safety Officer (SO), a member of the Command Staff, is responsible for monitoring and assessing hazardous, unsafe situations and developing measures for assuring personnel safety. The Safety Officer will correct unsafe acts or conditions through the regular line of authority, although they (Safety Officer) may exercise emergency authority to stop or prevent unsafe acts when immediate action is required.

Only one Safety Officer will be assigned for each incident by division. The Safety Officer may have an Assistant Safety Officers (ASO) as necessary.

TARGET AUDIENCE

This standard operating procedure targets PG&E Enterprise Health and Safety personnel

TABLE OF CONTENTS

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

Primary Responsibilities

Position:	Safety Officer (SO)
Reports To:	Incident Commander (IC)
Direct Reports:	Assistant Safety Officers (ASO)
Resources:	Field Safety Specialist (FSS)
Primary Responsibilities:	• Assess and communicate risks/hazards and unsafe situations • Confirm a site safety and health plan is developed (emergency action plan) • Develop safety measures or communications to promote personnel safety (i.e., safety flash, event specific QR code, etc.) • Correct unsafe acts or conditions, implement corrective actions and or mitigations • Maintain awareness of active and developing situations • Prepare safety message for the Incident Action Plan (IAP) • Initiate and/or conduct accident investigations for injuries, vehicle, and equipment damage, near misses and good catches • Assign Field Safety Specialist (FSS) as needed to meet operational needs • Participate in appropriate planning meetings • Provide ICS documents to the Documentation Unit Leader (DOCL) • Establish a common operating picture around risk with incident leadership and resources • Establish Incident within Incident Standard Operating Procedures (SOPs) • Establish event specific QR code and upload all relevant documentation (ICS forms, tailboards, hazard communications, etc.) • Assist operations personnel in planning for and responding to medical emergencies • Develop event specific SafetyNet Channel • Trend SafetyNet observations for positive and at-risk behaviors. Communicate findings to Incident Commander and General Staff • Participate in After Action Reviews (AARs)

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

Prepare and Mobilize

✓		Prepare and Mobilize
	1	Ensure individual readiness
	2	Obtain information and materials as needed
	3	Travel to Incident Command Post (ICP) and check in

Initial Actions

✓		Initial Actions
	1	Brief with Command and General Staff for incident overview
	2	Develop ICS Form 202 (Incident Objectives) during the initial Operational Period using the SMART model
	3	Identify immediate resource needs (both personal and PPE)
	4	Prepare ICS Form 206 (Medical Plan), 208 (Safety Message), and 215A (Hazard Risk Analysis Worksheet)
	5	Establish event specific QR code and upload all relevant documentation (ICS forms, tailboards, hazard communications, etc.)
	6	Establish an event specific EH&S teams page for documentation retention
	7	Document actions and decisions on ICS Form 214 (Activity Log)

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

Daily Operations

✓		Daily Operations
	1.	Participate in the Command and General Staff daily planning meetings
	2.	Develop ICS Form 202 (Incident Objectives) for next operational period using the SMART model
	3.	Communicate objectives, priorities, work assignments, and performance expectations
	4.	Monitor incident operations and advise the IC on matters relating to the health and safety of incident resources (i.e., trend SafetyNet observations for positive and at-risk behaviors)
	5.	Monitor health and wellness of incident personnel including fatigue, smoke exposure, illness, injury, etc., and ensure mitigations are in place. Develop and distribute safety flashes, including, immediate actions and lessons learned
	6.	Order additional Field Safety Specialist (FSS) as necessary to meet operational needs utilizing the ICS Form 213 (Resource request form)
	7.	Adjust actions based on changing information and evolving situation awareness. Develop and implement contingency plans. Communicate changing conditions to assigned resources and supervisors
	8.	Monitor performance and provide immediate and regular feedback to assigned personnel
	9.	Complete, post and communicate the ICS Form 208 (Safety Message) in coordination with the Logistics Service Branch Director
	10.	Provide ICS documents to the Documentation Unit Leader (DOCL)
	11.	Evaluate and confirm that all safety related objectives are completed
	12.	Update event specific QR code with relevant documentation (ICS forms, tailboards, hazard communications, etc.)

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

Incident Response & Reporting

✓		Incident Response & Reporting
	1.	Notify Incident Commander of the safety incident
	2.	Secure the scene and make safe
	3.	Gather initial incident information
	4.	Safety Officer will notify REC or EOC Safety Officer of the safety incident
	5.	In the event of a serious injury or fatality (SIF) Call 415-973-8700 and select option 1 (Employee fatality, serious injury or illness, electrical contact or flash, or any contact or inquiry by CAL/ OSHA)
	6.	Work related injuries or discomfort, Employee or Supervisor shall call the 24/7 Nurse Report Line at 1-888-449-7787 (Internal PG&E Only)
	7.	If determined to be a potential SIF, complete the enterprise Initial Incident Report form (IIR)
	8.	For motor vehicle incidents (MVI) Employee or Supervisor shall submit a Motor Vehicle Incident Report using the mobile app or online intake form. In addition, PG&E law department shall be notified while still at the scene, if possible
	9.	Contractor related incidents will be managed as stated above with the exception of steps 6 & 8. In addition, PG&E Contractor Safety shall be notified of the incident and assume contractor reporting guidelines
	10.	Environmental Releases, call 1-800-874-4043, Employee Assistance Program (EAP), call 1-888-445-4436
	11.	Suspicious Activity Reporting Call Corporate Security at [redacted] Utilize the LiveSafe App as appropriate
	12.	Report out on incidents daily during Command and General staff meetings
	13.	All Incidents shall be tracked on the ICS 214 Activity Log and added to the IAP

Command Staff Safety Officer

Document

✓		Document
	1	Complete and submit appropriate accident, incident, and other safety reports
	2	Complete and submit ICS Form 202 (incident objectives)
	3	Complete and submit ICS Form 206 (Medical plan)
	4	Complete and submit ICS Form 208 (Safety message)
	5	Complete and submit ICS Form 211 (Check-In/Check-Out)
	6	Complete and submit ICS Form 212 (Incident demobilization vehicle inspection)
	7	Complete and submit ICS Form 213 (General message & resource request form)
	8	Complete and submit ICS Form 214 (Activity log)
	9	Complete and submit ICS Form 215A (Hazard Risk Analysis Worksheet)
	10	Complete and submit ICS Form 221 (Demobilization check-out)
	11	Complete and submit ICS Form 225 (Incident personnel performance rating)
	12	Confirm all documentation is collected per ERIM procedures

Pacific Gas and Electric Company

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

Demobilization

✓		Demobilization
	1	Coordinate an efficient transfer of position duties when demobilizing
	2	During transfer of command ensure continuity of operations and exchange critical safety information
	3	Review incident demobilization plan to ensure appropriate safety guidelines
	4	Debrief your direct reports
	5	Confirm all documentation is collected per ERIM procedures
	6	Leave a contact phone number with the appropriate person to confirm your safe arrival home.
	7	Sign out using the ICS Form 211 (Check-In/Out)
	8	Complete ICS Form 212 (Incident demobilization vehicle inspection)
	9	Sign out using the ICS Form 221 (Demobilization Check-Out)

After Action Review

✓		After Action Review
	1	Incident personnel performance rating (ICS 225 Form)
	2	Participate in the event After Action Review meeting (AARs)

Pacific Gas and Electric Company®

Publication Date: 03/17/2022 Rev: 3

Command Staff Safety Officer

TRAINING

U.S. DEPARTMENT OF HOMELAND SECURITY DEDICATION TO SERVE IN THE TIME OF CRISIS

- FEMA IS-100, Introduction to Incident Command System
- FEMA IS-200, ICS for Resources and Initial Action Incident
- FEMA IS-300, FEMA DHS ICS All Hazards Safety Officer
- FEMA IS-700, National Incident Management System (NIMS)
- FEMA IS-800, National Response Framework

DOCUMENT APPROVER

Vice President Enterprise Health and Safety

Director Enterprise Health and Safety

DOCUMENT OWNER

[redacted] Supervisor Enterprise Health and Safety

[redacted] Supervisor Enterprise Health and Safety

SUPPORTING DOCUMENTS

ICS form 202, incident objectives_;
ICS_206_Medical Plan_2021.pdf
ICS form 208_Safety Message_2021.pdf
ICS_212_Vehicle Inspection_2021.pd
ICS form 213, general message_20
ICS form-214_Activity Lo
ICS form 215a, incident action plan
ICS form 221, Demobilization Che
ICS form 225, Incident Personnel F

PG&E Internal ©2022 Pacific Gas and Electric Company. All rights reserved. Page 8 of 8

OEC Customer Strategy Officer

Pacific Gas and Electric Company

Command Staff
OEC Customer Strategy Officer

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	OEC Customer Strategy Officer
Reports To:	OEC Commander
Direct Reports:	Customer Strategy Staff
Resources:	Wiki, Teams Channels, and/or CCER (reporting templates, schedule, etc.)
Position Description:	The Customer Strategy Officer serves as an **advocate for our customer** by: • Providing updates to our customers • Addressing issues with our customers • Communicating high priority outage concerns to our emergency operations teams
Primary Responsibilities:	Assesses customer concerns to **develop customer strategies** and gathers information regarding: • Critical and Essential customers • Customer Contact Emergency Coordination Center (CCECC) on Contact Center and Local Office performance, informational needs, issues, etc. • Local Customer Experience (LCE) and Business Energy Solutions (BES) local and segment customer issues **Communicates customer concerns** to operation personnel and key partners: • CSO Provides guidance to Incident Commander (IC) regarding prioritization strategy for critical customer issues or escalations • Partners with the Public Information Officer (PIO) and Liaison Officer to develop and implement customer recovery strategies • Coordinates with the PIO and/or IC to approve all customer specific communications for the field • Advises IC team regarding need for IVR out-bound communications, talking points and social media updates

✓		**Initial Actions**
	1	Document actions and decisions on ICS Form 214 (Unit Log)
	2	Ensure proper staffing is established
	3	Meet with the OEC Commander and Section Chiefs to identify immediate resource needs

Command Staff Page 1

Pacific Gas and Electric Company

Command Staff
OEC Customer Strategy Officer

✓		Initial Actions
	4	Prepare and include necessary information about customers' impact for all internal reports
	5	Participate with the Section Chiefs to develop incident objectives during the initial Operational Period using the SMART model

✓		Operations
	1	Manage the Customer Strategy Support Section
	2	Determine Customer Strategy Section staffing needs for the next Operational Period
	3	Approve Customer Strategy Section personnel schedule for the next Operational Period
	4	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting
	5	Ensure all customers impacted have the proper information and are well informed
	6	Ensure the Contact Centers (WFM team) have the proper information for Interactive Voice Recording (IVR) and messaging. If EOC and/or the REC is activated, coordinates with the CSO teams as appropriate regarding messaging.
	7	Coordinate with the Public Safety Specialist (PSS) in the field to ensure appropriate engagement and outreach are conducted in the field, if needed
	8	Evaluate and ensure that incident objectives are accomplished

✓		Demobilization
	1	Debrief your direct reports in the field
	2	Ensure all documentation is collected per ERIM procedures
	3	Identifies appropriate on-call CSO resources and DLT/DOS contacts for the Safety Officer or the OEC Commander. Link to OEC CSO Staffing Plan.
	4	Ensure Form 221 (Demobilization Release) is completed by direct reports in the field
	5	Sign out using the ICS Form 211 (Check-in/Out) and ICS Form 221(Demobilization Release)

Command Staff Page 2

H.2 Operations Workgroup

Pacific Gas and Electric Company

Operations Section
Operations Section Chief

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Operations Section Chief (OSC)
Reports To:	Incident Commander (IC)
Direct Reports:	Restoration Branch, Branch Directors, Task Force Leads, Hawk, DSR Leads

Pacific Gas and Electric Company

Operations Section
Operations Section Chief

Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Power Generation Annex – EMER 3004M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement
Position Description:	The Operations Section is responsible for managing tactical operations at the incident site to reduce immediate hazards, save lives and property, establish situation control, and restore normal conditions.

Pacific Gas and Electric Company

Operations Section
Operations Section Chief

Primary Responsibilities:	• Work with the Planning and Intelligence Section Chief (PSC) and the Incident Commander (IC) in evaluating the current situation • Organize the Operations Section effectively to promote manageable span of control and safe operations of all Operation Section personnel • Direct the preparation of unit operational plans • Request and/or release resources as required by incident objectives • Direct the execution of the operations portion of the Incident Action Plan (IAP) • Participate in the Planning P meetings • Provide periodic status reports to the IC • Make recommendations to the Planning Section for demobilization of operations resources • Provide ICS documents to the Documentation Unit Leader (DOCL) • Provide timely updates/coordinate activities with impacted lines of business

✓		**Pre-Deployment**
	1	Review this Position Guide
	2	Review Position Guides for all personnel under your supervision

✓		**Initial Actions**
	1	Designate Check-In and Check-Out location(s) for all field personnel and/or Incident Command Posts (ICP) using the ICS Form 211 (Check-In/Out)
	2	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out)
	3	Confirm proper staffing is established. The OSC will assume the duties/responsibilities of positions not filled in the Operations Section
	4	Meet with the Command and General Staff to identify immediate needs
	5	Identify any specialized resources that need to be requested from the REC
	6	Work closely with P&I Resource Unit Lead (RESL) and Logistics Section Chief (LSC) for personnel and equipment needs
	7	Participate with the Command and General Staff to develop incident objectives during the initial Operational Period using the SMART model

Pacific Gas and Electric Company

Operations Section
Operations Section Chief

✓		**Initial Actions**
	8	Document actions and decisions on ICS Form 214 (Activity Log)

✓		**Operations**
	1	Manage the Operations Section
	2	Determine Operations Section staffing needs for the next Operational Period
	3	Approve the Operations Section personnel schedule for the next Operational Period
	4	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting
	5	Provide Operation Section's daily objectives to the Planning Section
	6	Assist the Safety Officer in developing risk/hazards analysis for tactical operations using ICS Form 215A (Hazard Risk Analysis Worksheet)
	7	Continually evaluate the status of incident/operational objectives
	8	If customers are impacted, provide the Customer Strategy Officer (CSO) incident information needed to generate an outbound Interactive Voice Recording (IVR) with the Contact Centers after the approval of the IC
	9	Determine the number and type of job packages and acquire appropriate personnel to support
	10	Determine the need for any specialized resources and calculating resource requirements (type, counts)
	11	Provide ICS and incident documents to the Documentation Unit Leader (DOCL)

✓		**Demobilization**
	1	Debrief your direct reports and field personnel.

Operations Section Page 4

	2	Confirm all documentation is collected per ERIM procedures.
	3	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	4	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	5	Sign out using the ICS Form 211 (Check-In/Out).
	6	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Asset Protection Branch Director

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Asset Protection Branch Director (APBD) - OEC/REC - SIPT
Reports To:	Operations Section Chief (OSC)
Direct Reports:	N/A

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M System Hardening During Emergency Response – EMER 4004S VM Wildfire Response Guidance TD-7101M GO 95 Rule 35 PRC 4292 & 4293 Letter Agreement 19-36-PGE (SIPT) California Assembly Bill 2380 (2018) APBD Checklist VM Emergency Preparedness Team • [redacted] Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team on Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

Position Description:	The Asset Protection Branch Director (APBD) is responsible for protecting PG&E assets from incident damage. The Asset Protection Branch, under the direction of the Operations Section Chief (OSC), manages asset protection as part of the operations section. The APBD develops asset protection strategy in consultation with members of the operations section, the Public Safety Specialist team, impacted PG&E lines of business (LOB's), and the Authority Having Jurisdiction (AHJ). The APBD leads the development and execution of the tactical assignments documented in the Incident Action Plan (IAP) and may establish divisions, groups, and units as necessary to support asset protection operations. During non-wildfire incidents (all-hazards), or after a wildfire is declared controlled, the APBD coordinates Safety and Infrastructure Protection Teams (SIPT) activities as requested by the OSC.

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

Primary Responsibilities:	• Identifying all PG&E assets at risk (electric, gas, power-gen, telecom, other) within the incident area • Developing asset protection priorities based upon input from the OSC and PG&E lines of business (LOB) • Working with the PG&E Public Safety Specialist (PSS) to obtain AHJ permission to operate within the incident area • Working with LOB's, determines and assigns SIPT resource needs to support non-wildfire incidents (all-hazards), such as storms, earthquakes, and other large-scale emergencies. • Developing an operational strategy to protect PG&E assets • Ordering sufficient resources to support asset protection strategy • Developing and implementing the asset protection plan • Providing field supervision of asset protection resources • Ensuring coordination with AHJ field resources during asset protection operations • Working with Vegetation Management to minimize accidental ignitions • Providing wildfire safety escorts to PG&E LOB's • Providing safety standby/EMS support as needed • Ensuring AHJ Incident Action Plan (IAP) has been reviewed and all asset protection operations are coordinated and compliant with AHJ IAP. • Ensuring AHJ communications are identified and utilized. • Planning and implementing asset protection strategies, in coordination with PSS and LOB's. • Providing timely updates/coordinate activities with EOC, SIPT Leadership, and PSS • Ensuring all resources have proper training and equipment to complete assignments safely. • Establishing a cadence of receiving and reporting progress on field operations and maintain thorough and accurate records of all work performed. • Supporting PIO and Liaison efforts to provide updates to impacted communities and public agencies. • Participating in the Planning P meetings, as requested. • Maintaining applicable incident documentation and submit to the Documentation Unit Leader (DOCL), as requested.

✓		**Pre-Deployment**
	1	Review this Position Guide.
	2	Gather critical information pertinent to the assignment.

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

✓		**Pre-Deployment**
	3	Confirm mobilization status of ordered and assigned asset protection resources.
	4	Obtain incident situation status from PSS, PG&E IC or AHJ.

✓		**Initial Actions**
	1	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out) or local procedure.
	2	Establish a common operating picture with Command & General Staff (C&G), IC, and assigned personnel
	3	Participate in the development of operational objectives for asset protection during the initial Operational Period using the SMART model.
	4	Establish communications with PSS, AHJ, SIPT field resources, SIPT Leadership, and OEC/REC Operations Section Chief, as applicable.
	5	Receive incident briefing from PSS or AHJ and obtain required AHJ approval's.
	6	Facilitate and coordinate the ordering of asset protection resources.
	7	Establish branch organizational structure, reporting procedures, and chain of command of assigned resources.
	8	Document actions and decisions on ICS Form 214 (Activity Log).

✓		**Operations**
	1	Coordinate with the Operations Section Chief to plan and implement asset protection strategies, primarily by receiving a prioritization of critical assets to be protected and/or treated.

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

✓		Operations
	2	Assigns SIPT resources to support non-wildfire incident needs (make-safe, wreck-out, 911 standby, etc.)
	3	Prioritize work to be completed in the field and communicate with SIPT Group Supervisors and/or SIPT crews.
	4	Ensure priorities and tactics, including any changes, are communicated, and understood throughout the branch and Operations Section.
	5	Maintain awareness/accountability of assigned personnel's location, personal safety, and welfare at all times. Ensure all resources have proper training and equipment to complete assignments safely under current and predicted conditions.
	6	Coordinate with the Safety Officer to support development of the risk/hazards analysis for tactical operations using ICS Form 215A (Hazard Risk Analysis Worksheet). Ensure Safety's awareness of Asset Protection activity in the field and the provision of Safety personnel to provide briefings and observe activity for any safety issues. Ensure the Risk Management Process is established and maintained throughout the branch.
	7	Ensure adequate resource levels and logistical support are maintained to perform operations safely and efficiently.
	8	Ensure documentation of asset protection activities, through the Field Maps app.
	9	Provide regular updates to the Operations Section Chief on asset protection progress, such as number of poles treated, gas valve lots cleared, facility's cleared, etc.
	10	Fulfill requests for updates or information (PIO, Liaison Officer's, EOC, SIPT Leadership, etc.).
	11	Participate in the emergency center daily meetings as requested.
	12	Provide requested ICS and incident documentation to the Documentation Unit Leader (DOCL).

Pacific Gas and Electric Company

Operations Section
Asset Protection Branch Director

✓		**Demobilization**
	1	Debrief your direct reports and field personnel.
	2	Confirm all documentation is collected per ERIM procedures.
	3	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	4	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	5	Check out of the Emergency Center using the ICS Form 211 (Check-In/Out) or local procedure.
	6	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: EP&R Electric Emergency Management Specialist (EMS) Team on Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Operations Section Page 7

Debris Removal Branch

Pacific Gas and Electric Company

Operations Section
Debris Removal Branch

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Debris Removal Branch
Reports To:	Operations Section Chief (OSC)
Direct Reports:	Spoils Supervisor, Debris Removal Crews (Crew Foreman, Equipment Operators, Gas Construction Operators, Utility Workers, Traffic Control, and Welders)

Operations Section Page 1

Pacific Gas and Electric Company

Operations Section
Debris Removal Branch

Resources:	CERP Company Emergency Response Plan EMER-3001M Environmental Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Power Generation Annex – EMER 3004M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement
Position Description:	The Debris Removal Branch is responsible for managing the overall debris removal process.

Pacific Gas and Electric Company

Operations Section
Debris Removal Branch

Primary Responsibilities:	• Work with the Operations Section Chief on daily basis. • Manage overall debris removal process. • Request and/or release resources as required by incident objectives. • Participate in the OEC operations tactics meetings, safety briefings, and field site meetings. • Provide timely updates/coordinate activities with other lines of business related to debris removal.

✓		**Pre-Deployment**
	1	Review this Position Guide.
	2	Review Position Guides for all personnel under Debris Removal Branch.

✓		**Initial Actions**
	1	Designate check-in and check-out process for all field personnel reporting to the Debris Removal Branch.
	2	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out).
	3	Find property locations to store debris removal equipment and debris.
	4	Fill out Intake Form to acquire land used for debris removal equipment and debris.
	5	Identify and request crews needed to build out debris sites (Crew Foreman, Equipment Operators, Gas Construction Operators, Utility Workers, and Welders).
	6	Get approvals from Incident Commander, Public Safety Specialist, Environmental, and Cultural for debris removal sites to be released and setup contacts.
	7	Establish traffic control pattern for debris removal sites.
	8	Display signage at debris removal sites.
	9	Contact Environmental for metal and wood pole debris bins.
	10	Contact Materials Department for garbage dumpsters.
	11	Contact rental companies for 40 steel plates, excavators, and forklifts.

Pacific Gas and Electric Company

Operations Section
Debris Removal Branch

✓		**Initial Actions**
	12	Contact Safety Officer to initiate site safety evaluation at the debris sites.
	13	Document actions and decisions on ICS Form 214 (Activity Log).

✓		**Operations**
	1	Manage the overall debris removal process at all sites.
	2	Determine staffing needs for the next operational period.
	3	Dump trucks dump debris loads onto steel plates in the debris sites.
	4	Groundman's Crews separate metal from poles.
	5	Equipment Operators separate wood and mental into the appropriate bins.
	6	Participate in OEC operations tactics calls and other briefings providing daily totals of wood and metal bins filled and swapped out, completion of build out of debris sites, and demobilization sites.
	7	Assist the Safety Officer in developing risk/hazards analysis for tactical operations for debris removal using ICS Form 215A (Hazard Risk Analysis Worksheet).
	8	Contact Safety Officer for any safety incidents for both gas and electric operations.
	9	Contact Environmental Team for any environmental impacts or incidents.

✓		**Demobilization**
	1	Debrief your direct reports and field personnel.
	2	Confirm all documentation is collected per ERIM procedures.
	3	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.

	4	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	5	Sign out using the ICS Form 211 (Check-In/Out).
	6	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

District Storm Room Leader

Pacific Gas and Electric Company

Operations Section
District Storm Room Leader

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	District Storm Room (DSR) Leader
Reports To:	Operations Section Chief (OSC)
Direct Reports:	OMT Hawk, Task Force Leader
Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M PSPS Annex – EMER 3106M PSPS Standard 1000S PSPS - 1000P-01 PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex Earthquake Annex System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] IBEW 1245, Title 200, 300, and Clerical Letter of Agreement ESC Local 5 Letter of Agreement

Operations Section Page 1

Pacific Gas and Electric Company

Operations Section
District Storm Room Leader

Position Description:	The DSR Leader responds to local and escalated emergency events and is generally located in a Service Planning and Maintenance yard. The main function of the DSR is to manage the local restoration effort during all levels of emergencies. The DSR Leader position is staffed with local support, such as Troublemen, gas service reps, meter techs, estimators, mappers, service planning reps, clerical support, and construction crews. The DSR oversees updates entered into the Outage Management Tool (OMT) at this location. Information from assessment resources is added to the job packet and then handed off to construction crews for repairs to be performed. DSR Leaders report to their division's Operations Emergency Center (OEC) Operations Section Chief (OSC).

Primary Responsibilities:	• Manage the local restoration effort during all levels of emergencies.
	• Confirm validation of outage information from all sources before distribution (e.g. being placed on any status board or reported out).
	  ○ Number of outages (assessment and restoration)
	  ○ Job packages created (needed for resources)
	  ○ Number of job locations, estimated/need estimating
	• Oversee OMT activities and ensure work requiring design and compliance specifications are processed by estimating.
	• Provide OMT outage updates to the Plans Section Chief (PSC) for the Incident Action Plan (IAP) for each Operational Period.

✓		**Pre-Deployment**
	1	Review this Position Guide
	2	Review Position Guides for all personnel under your supervision

✓		**Initial Actions**
	1	Stand up a team in the DSR (usually in the service center)
	2	Notify Operations Section Chief when staffed
	3	Establish communications and expectations with the Operational Emergency Center or DSR
	4	Email incident folder location and instructions for SharePoint to all incident personnel
	5	Ensure work location log is created for the event/incident
	6	Document actions and decisions on Incident Command System (ICS) Form 214 (Activity Log)

Pacific Gas and Electric Company

Operations Section
District Storm Room Leader

✓		**Operations**
	1	Report to the Operations Section Chief (OSC) when updating/creating work packages for repairs or completion
	2	Provide updates to the work location log via the Document Unit Leader
	3	Collect hard-copies, scan, upload all incident documents to incident SharePoint location
	4	Ensure OMT is updated hourly or when changes occur
	5	Oversee OMT activities and ensure work requiring design and compliance specifications are processed by estimating

✓		**Demobilization**
	1	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home
	2	Demobilize using the ICS Form 221 (Demobilization Check-Out)
	3	Sign out using the ICS Form 211 (Check-In/Check-Out) and ARCOS
	4	Notify local supervisor of safe arrival to reporting destination
	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Operations Section Page 3

Mapping Lead

Pacific Gas and Electric Company

Operations Section
ADM&I Mapping Lead

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	GIS Mapping - OEC/REC
Reports To:	Operations Section Chief
Direct Reports:	N/A
Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M System Hardening During Emergency Response – EMER 4004S GO 95 Rule 35 PRC 4292 & 4293 Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] ESC Local 5 Letter of Agreement MAP-4205WBT – Emergency Response for Electric Mappers Electric Mapping Manual

Operations Section Page 1

Pacific Gas and Electric Company

Operations Section
ADM&I Mapping Lead

Position Description:	ADM&I Mapping can assist with duties befitting a Mapper and an Advanced Mapper as they are skilled towards. Requests that are not related to mapping can cause delays in actual mapping work that needs to be completed. It is important that requests follow the Incident Command System standardized management approach, including Management by Objectives and Incident Action Planning, to ensure that tasks and activities are properly managed and achieved. (See FEMA IS-200) Mappers are not responsible for requests that are not related to GIS. Mappers who receive a request for a task that is not included in the "GIS Mapper @ Base Camp" Task column need to forward the request to their supervisor or the appropriate team for processing. (Please see 5MM-Electric GIS Mapping and Analytics Support for EOC/OEC Base Camps) **Support will be provided remotely unless there is an express reason for onsite. For winter storm, rain, and wind events support will be done remotely. For large scale major events ie.. Fires, earthquakes or other catastrophic large scale events, mappers will be available for on site support.** If an event requires Mappers to be onsite due to critical and necessary reasons, these reasons should be provided during the request so we may arrange a Mapping Supervisor to be present as well as our Mappers. The GIS Mapper can be onsite (if deemed necessary by mapping leadership) to assist with routine map requests and tasks specified below for larger scale major events. The Advanced GIS Mapper will act as a mapping lead remotely and can assist with simple to complex map creation. This includes working with onsite mapper to create custom maps based on the event needs. This position is meant to supplement the GIS Mapper position by taking on requests that are too complex for a regular standing GIS Mapper. Contact ADM&I Mapping Leadership Group and advise them the type of work needed and the number of job packages estimated (Mapping will establish the resources required for the scope of work indicated) Based on type of work and estimated number of job packages, resources will be provided to the requester. • [redacted]

Operations Section Page 2

Pacific Gas and Electric Company

Operations Section
ADM&I Mapping Lead

Primary Responsibilities:	• Job Package review after Crew Foreman, Construction Supervisor, and clerical staff have reviewed for completeness and accuracy.
	• PSPS existing maps
	• 1000' scale event wall maps with fire footprint
	• Fire index shows terrain and fire progress (print only)
	• Overview & Patrol Maps
	• Overview PSPS Segments - shows all the color-coded line segments (alpha, bravo) that are affected
	• Create Simple Ad-hoc Maps (Example – Assets with SAP ID annotated)
	• The following tasks will be supported remotely
	  ○ Specialty Maps and Subsets (Example – Maps showing only specific assets and notification location pins)
	  ○ Patrol Maps with pin #'s, *Note: estimating needs to provide required Kml/Kmz file
	  ○ Circuit Specific PSPS Segment Maps
	  ○ Create Complex Ad-hoc Maps (Example – Map showing assets and fire footprint)

✓		**Pre-Deployment**
	1	Review this Position Guide.

✓		**Initial Actions**
	1	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out) or local procedure.
	2	Participate with the Command and General Staff to understand the status of the incident and identify immediate needs.
	3	Participate in the development of operational objectives for Mapping during the initial Operational Period using the SMART model.
	4	Get Familiarized with impacted area and prepare maps that will be used most with the highest number of assets impacted.
	5	Work with construction Leads and estimating Leads to create a 1000' scale overview map with incident footprint for rebuild planning and construction progress recording.

Pacific Gas and Electric Company

Operations Section
ADM&I Mapping Lead

✓		**Initial Actions**
	6	Help to print assessment maps.
	7	Document actions and decisions on ICS Form 214 (Activity Log).

✓		**Operations**
	1	(On site large scale major event) Print those days current event map with current event footprint overlayed on GIS assets map, Created by GIS analyst. (Large Overview Map).
	2	(On site large scale major event) Work with crews to print Ad-Hoc maps / assessment maps.
	3	Remotely Print Overview Maps with notification pin #'s, *Note: estimating needs to provide required Kml/Kmz file.
	4	(On site large scale major event / Remotely for smaller scale wind and winter storm events) Review job packages once Crew Foreman, Repair supervisor, clerical quality control team have verified they are complete and accurate.
	5	When not directly supporting event tasks, mappers will be completing GIS mapping tasks updating assets in GIS related to event, or when no work related to the event is needed then other routine asset updates to ensure operations has up to date information in DMS to safely operate system. Also to ensure timely updates are made to WEBVIEWER system used by field personal.
	6	(On site large scale major event) Create and maintain up to date 1000' scale event wall maps with fire footprint for estimating planning and construction rebuild strategizing and tracking purposes.

✓		**Demobilization**
	1	Debrief your direct reports.
	2	Confirm all documentation is collected per ERIM procedures.
	3	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.

Pacific Gas and Electric Company

Operations Section
ADM&I Mapping Lead

	4	Contact mapping leadership of demobilization and safe arrival to destination.
	5	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	6	Check out of the Emergency Center using the ICS Form 211 (Check-In/Out) or local procedure.
	7	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Operations Section Page 5

OMT Hawk

Pacific Gas and Electric Company

Operations Section
Emergency Center OMT Hawk

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Emergency Center OMT Hawk
Reports To:	Operations Section Chief (OSC)
Direct Reports:	None
Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M PSPS Annex – EMER 3106M PSPS Training (specify) System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) IMT Common Responsibilities Checklist Business Applications Team (BAT) OnCall • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] IBEW 1245 (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of agreement
Position Description:	The Outage Management Tool (OMT) Hawk is appointed by the Incident Commander (IC). The Hawk responds to local escalated emergency events and is generally located in the OEC. The function of the OMT Hawk is to manage and update OMT. The Hawk may oversee one or all storm rooms within the division or support an OEC or REC to ensure accurate information is captured in OMT (ETA, ETORs, Crews, and updated messaging for customers). The Hawk monitors OMT to ensure the most accurate information is provided to all lines of business as well as customers. Information and updates are provided by Operations Section Chief, DSR supervisors, TFL, and CSO. The information in OMT provides the REC, EOC, local governmental agencies, Liaison Office-LNO (Public Affairs Representatives, Public Safety Specialists-PSS) and Customer Strategy Officers updated and accurate information. Consideration must be given to the clerical bargaining unit letter of agreement via the clerical supervisor for data entry into OMT. Hawks may need clerical staff to update OMT.

Operations Section Page 1

Pacific Gas and Electric Company

Operations Section
Emergency Center OMT Hawk

Primary Responsibilities:	• Support restoration effort during all levels of emergencies through maintaining current outage information in OMT. • Elevate ETORs in yellow (30 minutes to expire) or red (expired) status to appropriate leadership in the field or emergency center (DSR, OEC, REC). • Update ETORs prior to expiration with updated information from the field. • Confirm validation of outage information from all sources before distribution (e.g., being placed on any status board or reported out). • Update OMT with crew information. • Provide OMT outage updates for the Incident Action Plan (IAP) for each Operational Period (in coordination with DSR Leader and Planning Section Chief). • Respond to emergency center in person. Remote support of this position can be difficult due to assignment of crews, coordination with local supervisors, etc.

✓		**Pre-Deployment**
	1	Review this Position Guide.
	2	Review all applicable training and job aids.

✓		**Initial Actions**
	1	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out).
	2	Notify Operations Section Chief when staffed.
	3	Establish communications with DSR lead who will provide outage information and updates from the field for OMT.
	4	Document actions and decisions on Incident Command System (ICS) Form 214 (Activity Log).

✓		**Operations**
	1	OMT/Restoration Filter – Oversee data entry of accurate ETORs.
	2	Confirm outage "Basic 5 Information" (ensure five basic pieces of information are complete in OMT for correct and accurate situational awareness): • Comments for customers • Repair Time • ETA and/or ETOR (as appropriate – see attached Job Aid) • IVR Cause • Material Information
	3	Update crew information as requested by Emergency Center DSR Lead.

Pacific Gas and Electric Company

Operations Section
Emergency Center OMT Hawk

✓		Operations
	4	PSPS Events – Monitor OMT for data entered by EOC, REC, OECs as PSPS Events are a "top-down" data entry process. Manage OMT with Mass Updates as provided by Playbooks from EOC. PSPS Job Aid
	5	Assist in clearing completed outages in OMT as directed by the TFL or DSR Lead who communicates with the Distribution Control Center (DCC) and Distribution Operator (DO).
	6	Escalate OMT issues (IT problems, workload, etc.) to Operations Section Chief for awareness.
	7	Resolve OMT operational issues: **Normal Work Hours** • Primary contact – Business Applications Team (BAT Team) [redacted] • Secondary contact - Local Emergency Management Specialist (EMS) [redacted] option 1. **After Work Hours and Weekends** • Primary contact – Business Applications Team (BAT Team) [redacted] or [redacted] • Secondary contact - Technology Service Center (TSC) 415-973-9000 Contact your local EMS / IC Advisor for OMT issues related to creating, modifying or removing OMT User Accounts, formal OMT Training, Operational Support, ideas, suggestions and general inquiries.

✓		Demobilization
	1	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	2	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	3	Check out using the ICS Form 211 (Check-In/Check-Out).
	4	Notify local supervisor of safe arrival to reporting destination.
	5	Provide EP&R Electric Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS Team [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Operations Section Page 3

Temporary Generation Branch

Pacific Gas and Electric Company

Operations Section
Temporary Generation Branch

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Temporary Generation Branch
Reports To:	Operations Section Chief
Direct Reports:	Temporary Generation Contractors
Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Power Generation Annex – EMER 3004M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M PSPS Training (specify) Electric TD-1464S-01 Electric TD-1464P-01 Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M Canal Entry Emergency Response Plan EMER – 3011M System Hardening During Emergency Response – EMER 4004S OMT Job Aids (specify) OMT Training (specify) Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement

Command Staff Page 1

Pacific Gas and Electric Company

Operations Section
Temporary Generation Branch

Position Description:	Collaborate with emergency center OEC/REC during incidents/events for temporary generation for critical and essential customers to include critical infrastructure (hospitals, fire stations, warming/cooling centers, PR1s, etc.).
Primary Responsibilities:	• Work with Operations Sections Chief and DSRs • Maintain communications with CSOs, DSRs Leads, Temporary Generation Branch • Provide updates from Authority Having Jurisdiction (AHJ) on current situation • Participate in appropriate Planning P meetings • Attend daily OEC briefings as required

✓		**Pre-Deployment**
	1	Review this Position Guide
	2	Review direct reports Position Guides

✓		**Initial Actions**
	1	Ensure proper staffing is established
	2	Meet with the IC and Operations Section Chief to identify immediate resource needs
	3	Participate with the Operations Section Chief to develop operational objectives during the initial Operational Period using the SMART model

✓		**Operations**
	1	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meetings as required
	2	Confirm we have access from AHJ for impacted sites
	3	Assist the Safety Officer in developing risk/hazards analysis for tactical operations using ICS Form 215A (Hazard Risk Analysis Worksheet)
	4	Work with engineers to determine location and load requirements
	5	Identify onsite facility contacts (PG&E resources such as Troublemen and electrician)

Command Staff Page 2

Pacific Gas and Electric Company

Operations Section
Temporary Generation Branch

✓		**Operations**
	6	Monitor OMT for restorations
	7	Maintain communication with OEC Operations Section Chief, IC and CSO who will communicate with the REC Temporary Generation Branch who will communicate with EOC REC Temporary Generation Branch.

✓		**Demobilization**
	1	Debrief your direct reports
	2	Complete transition to designated rebuild staff
	3	Leave a contact phone number with the appropriate person to confirm your safe arrival home.
	4	Confirm all documentation is collected per ERIM procedures.
	5	Demobilize using the ICS Form 221 (Demobilization Check-Out)
	6	Sign out using the ICS Form 211 (Check-In/Out)
	7	Provide EP&R Electric Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Command Staff Page 3

Vegetation Management Lead

Pacific Gas and Electric Company

Operations Section
Vegetation Management Lead

***** Read This Entire Document before Taking Action *****

Name: _____

Operational Period (OP): _____

Position:	Vegetation Management Lead (VML)
Reports To:	Operations Section Chief (OSC)
Direct Reports:	N/A
Resources:	CERP Company Emergency Response Plan EMER-3001M Electric Annex EMER-3002M Disaster Rebuild Annex – EMER 3012M Logistics Annex – EMER 3005M Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 PSPS Standard 1000S PSPS - 1000P-01 PSPS Annex – EMER 3106M Wildfire Annex EMER 3105M Earthquake Annex EMER 3101M System Hardening During Emergency Response – EMER 4004S VM Wildfire Response Guidance TD-7101M GO 95 Rule 35 PRC 4292 & 4293 VM Emergency Preparedness Team • [redacted] Business Applications Team (BAT) On Call • [redacted] • [redacted] EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager [redacted] IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) ESC Local 5 Letter of Agreement

Operations Section Page 1

Pacific Gas and Electric Company

Operations Section
Vegetation Management Lead

Position Description:	Vegetation Management (VM) is responsible for planning and implementing vegetation strategies and tactics for the Operations Section. The VM Lead oversees the coordination and implementation of requested VM field operations to ensure they are performed in a safe, effective, and timely manner. In the Emergency Center, the VM Lead maintains communication on needs and progress with field crews, other Emergency Center personnel, the Emergency Operation Center (EOC) VM Branch Director and VM Leadership.
Primary Responsibilities:	• Develop strategies and tactics to manage vegetation response in the field in response to IC objectives. • Plan and implement vegetation patrols to identify abatement and clearing/fuel reduction opportunities as requested before, during, and after events. • Ensure all resources have proper training and equipment to complete assignments safely. Coordinate with Safety Officer to provide safety messaging and observation of field resources. • Prioritize limited resources. Escalate resource needs to alternate Regions or EOC for assistance. • Ensure all work is performed in compliance with State and Federal vegetation clearance requirements. • Establish a cadence of receiving and reporting progress on field operations and maintain thorough and accurate records of all work performed. • Provide timely updates/coordinate activities with other Regions, EOC, and VM Leadership. • Support PIO and Liaison efforts to provide updates to impacted communities and public agencies. • Participate in the Planning P meetings, as requested. • Maintain applicable incident documentation and submit to the Documentation Unit Leader (DOCL), as requested.

✓		**Pre-Deployment**
	1	Review this Position Guide.

✓		**Initial Actions**
	1	Check into the Emergency Center using the ICS Form 211 (Check-In/Check-Out) or local procedure.
	2	Participate with the Command and General Staff to understand the status of the incident and identify immediate needs.

Pacific Gas and Electric Company

Operations Section
Vegetation Management Lead

✓		**Initial Actions**
	3	Develop operational objectives for VM during the initial Operational Period using the SMART model.
	4	Establish communications with crew leads, VM Emergency Preparedness, and EOC VM Branch Director, as applicable.
	5	Identify any additional resources that need to be requested from other Regions.
	6	Consider need for pre-event patrols.
	7	Document actions and decisions on ICS Form 214 (Activity Log).

✓		**Operations**
	1	Coordinate with the Operations Section Chief to plan and implement vegetation patrols in impacted areas to identify abatement and clearing/fuel reduction opportunities.
	2	Prioritize work to be completed in the field and communicate with crew supervisors.
	3	Maintain awareness of assigned personnel's location, personal safety, and welfare at all times. Ensure all resources have proper training and equipment to complete assignments safely under current and predicted conditions.
	4	Coordinate with the Safety Officer to support development of the risk/hazards analysis for tactical operations using ICS Form 215A (Hazard Risk Analysis Worksheet). Ensure Safety's awareness of Vegetation activity in the field and the provision of Safety personnel to provide briefings and observe activity for any safety issues.
	5	Ensure adequate resource levels are maintained to perform operations safely.
	6	Maintain records of tree work performed. Ensure compliance with all existing State and Federal vegetation clearance requirements.
	7	Provide daily updates to Operations Section Chief on units removed or mitigated allowing operations to plan for restoration efferts.
	8	Fulfill requests for updates or information (PIO, Liaison Officer's, EOC, VM Leadership, Distribution Health Specialist, etc.).

Pacific Gas and Electric Company

Operations Section
Vegetation Management Lead

✓		**Operations**
	9	Participate in the emergency center daily meetings as requested.
	10	Provide requested ICS and incident documentation to the Documentation Unit Leader (DOCL).

✓		**Demobilization**
	1	Debrief your direct reports and field personnel.
	2	Confirm all documentation is collected per ERIM procedures.
	3	Leave a contact phone number with the appropriate person in the emergency center to confirm your safe arrival home.
	4	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	5	Check out of the Emergency Center using the ICS Form 211 (Check-In/Out) or local procdure.
	6	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices related to this document or OMT Hawk processes: EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted] • EP&R Electric EMS Duty Officer Pager: [redacted]

Operations Section Page 4

H.3 Planning Workgroup

Pacific Gas and Electric Company

Planning Section
Planning Section Chief

***** Read This Entire Document before Taking Action *****

Position:	Planning Section Chief (PSC)
Reports To:	Incident Commander (IC)
Direct Reports:	Situation Unit Leader (SITL), Resources Unit Lead (RESL), Documentation Unit Lead (DOCL), Demobilization Unit Leader (DEML), Technical Specialists (as needed)

References:	• CERP Company Emergency Response Plan EMER 3001M
	• Electric Annex EMER- 3002M
	• Disaster Rebuild Annex – EMER 3012M
	• Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01
	• PSPS Standard 1000S
	• PSPS - 1000P-01
	• PSPS Annex – EMER 3106M
	• PSPS Training (specify)
	• Electric TD-1464S-01
	• Electric TD-1464P-01
	• Wildfire Annex EMER 3105M
	• Earthquake Annex EMER 3101M
	• System Hardening During Emergency Response – EMER 4004S
	• OMT Job Aids (specify)
	• OMT Training (specify)
	• Business Applications Team (BAT) On Call
	  ○ [redacted]
	  ○
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]
	  ○
	• IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement)
	• ESC Local 5 Letter of Agreement
	• Order Closure Training Packet (in development)

Suggested Training	• IS-100: Introduction to the Incident Command System, ICS-100 • IS-200: Basic Incident Command System for Initial Response, ICS-200 • ICS-300: Intermediate Incident Command System for Expanding Incidents • FEMA Independent Study (IS)-700: National Incident Management System, An Introduction • FEMA IS-800: National Response Framework, An Introduction • IS-2900: National Disaster Recovery Framework (NDRF) Overview • E/G/L 0191: Emergency Operations Center/Incident Command System Interface • E/L 0965: National Incident Management System Incident Command System All Hazards Resources and Demobilization Unit Leaders Course, or equivalent

Planning & Intelligence Section Page 1

Pacific Gas and Electric Company

Planning Section
Planning Section Chief

Position Description:	The Planning Section Chief oversees collection, evaluation, and dissemination of information about the incident and status of resources. Assists with communicating situation status, predicting probable course of incident events, preparing alternative strategies for the incident, and submitting incident status reports. The Planning Section Chief acts as an information hub and driver for processes and Planning Section deliverables during each Operational Period.
Primary Responsibilities:	• Work with the Command and General Staff in evaluating the current situation and objectives. • Staff, organize, and supervise the Planning Section. Plan for relief and replacement of staff, as appropriate. • Complete and distribute the Incident Action Plan (IAP) and the Intelligence Summary (Situation Report) • Distribute the IAP and Intelligence Summary to all appropriate incident personnel • Schedule and facilitate the Planning P meetings • Provide periodic status reports to the IC • Provide ICS documents to the Documentation Unit Leader (DOCL)

✓		**Pre-Deployment**
	1	Ensure program/day-to-day supervisor is aware and approves response job assignment • Coordinate with the Safety Officer to send appropriate safety tailboards to incoming personnel
	2	Review the Planning Section Chief Position Guide
	3	Review position guides for staff under your supervision
	4	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.)
	5	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work location

✓		**Initial Actions**
	1	Work with the Check-in/Check-out Recorder to ensure Check-In and Check-Out is implemented using the ICS Form 211 (Check-In/Out) in the OEC and all field site locations as necessary (See Check-In/Check-Out Desk Process) • Sign in on ICS 211 Form, ARCOS, and LiveSafe Application as necessary.

Pacific Gas and Electric Company

Planning Section
Planning Section Chief

✓		Initial Actions
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled
	3	Ensure proper staffing is established appropriate to size/scale of incident or event. The PSC will assume the duties/responsibilities of positions not filled in the Planning Section.
	4	Confirm OEC Command and General Staff availability for incident/event and contact information
	5	Confirm the Operational Briefing is scheduled within 60 minutes of the OEC becoming operational • If the situation warrants, contact Meteorologist to call into conference call briefings with updates
	6	Determine the Planning P Meeting schedule using ICS Form 230 (Meeting Schedule). Coordinate Planning P Meeting Schedule with other activated emergency centers (i.e. OECs, REC, EOC, CALFIRE Basecamp, etc.), as needed.
	7	Participate with the Command and General Staff to develop incident and operational objectives during the initial Operational Period using the SMART model
	8	Establish communications with the REC as necessary (if activated)
	9	Coordinate with the Safety Officer to ensure ICS 206 is completed for each District Storm Room (DSR)
	10	Confirm personnel information is updated in ARCOS and emergency contact information is updated and on file

✓		Operations
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Determine Planning Section staffing needs for the next Operational Period
	3	Regularly check in with IC regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period

Pacific Gas and Electric Company

Planning Section
Planning Section Chief

✓		Operations
	4	Facilitate the Planning P meetings, which include Command and General Staff Meeting, Initial Incident Briefing, Operational Briefing, Tactics Meeting, and Planning Meeting • Confirm meeting agendas are utilized and reflect the current staffing structure for briefing and meeting report outs • Confirm meeting invites are sent in a timely manner to appropriate personnel
	5	In coordination with Command and General Staff, adjust Incident and Operational Objectives as needed
	6	Provide ICS documents, including ICS Form 214 (Activity Log), and submit to the Documentation Unit Leader (DOCL)
	7	Continue to ensure proper staffing is established appropriate to size/scale of incident or event. Coordinate with other sections as needed to continue onboarding new personnel
	8	If a Situation Unit Leader is not staffed, perform the following duties. Reference the SITL Position Guide link below for further details: • Collaborate with the DOCL to create/update the Intelligence Summary and/or ICS 201 (Incident Briefing) and send to PSC as soon as possible depending on incident type/event. • Collaborate with Technical Specialists and mapping support to develop and maintain incident specific displays • Reference the SITL Position Guide for additional information
	9	If a Documentation Unit Leader is not staffed, perform the following duties. Reference the DOCL Position Guide link below for further details: • Oversee the collection, validation, organization, analysis, distribution, and storage of incident information, files, forms, IAPs, information releases and reports • Compile ICS Forms for the IAP for each Operational Period • Send IAP to IC Advisor to review before submitting to IC for final approval • Coordinate all components of work package creation and closure • Reference the DOCL Position Guide for additional information
	10	If a Resource Unit Leader is not staffed, perform the following duties. Reference the RESL Position Guide link below for further details: • Establish Check-in/Out Process for OEC and Field Personnel • Prepare the ICS 203, ICS 204, and ICS 207 and submit to DOCL • Establish, maintain and communicate resource tracking system, including resource status information on personnel and equipment • Reference the RESL Position Guide for additional information

Planning & Intelligence Section Page 4

Pacific Gas and Electric Company

Planning Section
Planning Section Chief

✓		**Operations**
	11	If a Demobilization Unit Leader is not staffed, perform the following duties. Reference the DEML Position Guide link below for further details: • Oversees the collection, evaluation and dissemination of information on the demobilization of all incident resources • Manages the coordination, dissemination, and implementation of the demobilization plan in coordination with the Safety Officer • Reference the DEML Position Guide for additional information

✓		**Demobilization**
	1	Debrief your direct reports, response supervisor, and incoming backfill (if necessary) on the current situation, response actions, unmet needs, etc. Confirm ICS 221 is completed by response direct reports
	2	Confirm all documentation is collected per ERIM procedures and stored physically/electronically (coordinate with DOCL)
	3	Sign out using the ICS 211 Form (Check-in/Check-out)
	4	Complete the ICS Form 221 (Demobilization Check-Out) and sign out
	5	Submit comments to response supervisor for discussion and possible inclusion in the after-action meeting; topics include: • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues

Demobilization Unit Leader

Pacific Gas and Electric Company

Planning Section
Demobilization Unit Leader

***** Read This Entire Document before Taking Action *****

Position:	Demobilization Unit Leader (DEML)
Reports To:	Planning Section Chief (PSC)
Direct Reports:	None

References:	• CERP Company Emergency Response Plan EMER 3001M
	• Electric Annex EMER- 3002M
	• Disaster Rebuild Annex – EMER 3012M
	• Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01
	• PSPS Standard 1000S
	• PSPS - 1000P-01
	• PSPS Annex – EMER 3106M
	• PSPS Training (specify)
	• Electric TD-1464S-01
	• Electric TD-1464P-01
	• Wildfire Annex EMER 3105M
	• Earthquake Annex EMER 3101M
	• System Hardening During Emergency Response – EMER 4004S
	• OMT Job Aids (specify)
	• OMT Training (specify)
	• Business Applications Team (BAT) On Call
	  ○ [redacted]
	  ○
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]
	  ○
	• IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement)
	• ESC Local 5 Letter of Agreement
	• Order Closure Training Packet (in development)

Suggested Training	• IS-100: Introduction to the Incident Command System, ICS-100 • IS-200: Basic Incident Command System for Initial Response, ICS-200 • ICS-300: Intermediate Incident Command System for Expanding Incidents • FEMA Independent Study (IS)-700: National Incident Management System, An Introduction • FEMA IS-800: National Response Framework, An Introduction • IS-2900: National Disaster Recovery Framework (NDRF) Overview • E/G/L 0191: Emergency Operations Center/Incident Command System Interface • E/L 0965: National Incident Management System Incident Command System All Hazards Resources and Demobilization Unit Leaders Course, or equivalent

Planning Section Page 1

Pacific Gas and Electric Company

Planning Section
Demobilization Unit Leader

Position Description:	The DEML is responsible for coordinating an Incident Demobilization Plan in coordination with the appropriate Regional Emergency Center (REC), if activated, that includes specific instructions for all staff and resources that will require demobilization.
Primary Responsibilities:	• Oversees the collection, evaluation and dissemination of information on the demobilization of all incident resources • Manages the coordination, dissemination, and implementation of the demobilization plan • Monitors demobilization process and progress • Confirm Safety Officer is included in the demobilization process as needed • Provide ICS documents to the Documentation Unit Leader (DOCL) as needed, including ICS 221, etc.

✓		**Pre-Deployment**
	1	Ensure program/day-to-day supervisor is aware and approves response job assignment.
	2	Review the Demobilization Unit Leader (DEML) Position Guide
	3	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.)
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work location.

✓		**Initial Actions**
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled

✓		**During Event/Incident (Ongoing)**
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Regularly check in with PSC regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period

Pacific Gas and Electric Company

Planning Section
Demobilization Unit Leader

✓		**During Event/Incident (Ongoing)**
	3	Check in regularly with OEC staff for resource demobilization needs: • Coordinate with Resource Unit Leader to review resource list and incident records to determine probable size of incident/event demobilization effort • Identify surplus resources and probable release time • Coordinate with IC Advisor as needed on demobilization process
	4	Work with REC (if activated), PSC, and IC Advisor on implementation and dissemination, of the Demobilization Plan.
	5	Attend all appropriate meetings and briefings.
	6	Provide ICS documents to the Documentation Unit Leader (DOCL), complying with ERIM procedures for all incident documents • Document actions and decisions on ICS Form 214 (Activity Log) and submit to DOCL
	7	Collect any equipment from resources being demobilized
	8	Ensure ICS 221 forms are completed for demobilized staff and forms are submitted to DOCL

✓		**Demobilization**
	1	Debrief your direct reports, response supervisor, and incoming backfill (if necessary) on the current situation, response actions, unmet needs, etc.
	2	Confirm all documentation is collected per ERIM procedures
	3	Return any equipment
	4	Receive safety briefing from Safety Officer and complete the ICS Form 221 (Demobilization Check-Out) and sign out
	5	Submit comments to response supervisor for discussion and possible inclusion in the after-action meeting; topics include: • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues

Documentation Unit Leader

Pacific Gas and Electric Company

Planning Section
Documentation Unit Leader (DOCL)

***** Read This Entire Document before Taking Action *****

Position:	Documentation Unit Leader (DOCL)
Reports To:	Planning and Intelligence Chief (PSC)
Direct Reports:	None

References:	• CERP Company Emergency Response Plan EMER 3001M
	• Electric Annex EMER- 3002M
	• Disaster Rebuild Annex – EMER 3012M
	• Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01
	• PSPS Standard 1000S
	• PSPS - 1000P-01
	• PSPS Annex – EMER 3106M
	• PSPS Training (specify)
	• Electric TD-1464S-01
	• Electric TD-1464P-01
	• Wildfire Annex EMER 3105M
	• Earthquake Annex EMER 3101M
	• System Hardening During Emergency Response – EMER 4004S
	• OMT Job Aids (specify)
	• OMT Training (specify)
	• Business Applications Team (BAT) On Call
	  ○ [redacted]
	  ○
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]
	  ○
	• IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement)
	• ESC Local 5 Letter of Agreement
	• Order Closure Training Packet (in development)

Suggested Training	• IS-100: Introduction to the Incident Command System, ICS-100 • IS-200: Basic Incident Command System for Initial Response, ICS-200 • ICS-300: Intermediate Incident Command System for Expanding Incidents • FEMA Independent Study (IS)-700: National Incident Management System, An Introduction • FEMA IS-800: National Response Framework, An Introduction • IS-2900: National Disaster Recovery Framework (NDRF) Overview • E/G/L 0191: Emergency Operations Center/Incident Command System Interface • E/L 0965: National Incident Management System Incident Command System All Hazards Resources and Demobilization Unit Leaders Course, or equivalent

Planning Section Page 1

Pacific Gas and Electric Company

Planning Section
Documentation Unit Leader (DOCL)

Position Description:	The DOCL is responsible to oversee the collection, organization, analysis, and distribution of incident information. Confirm that information collected from all sources is validated before being placed on any status board or reported out. Develop an Incident Action Plan (IAP) for each Operational Period, based on objectives. Work with clerical supervisor, estimating and mapping to ensure complete documentation of work packages in the field. Work with Operations Section to prioritize printing of work packages for the field.
Primary Responsibilities:	• Oversee the collection, organization, analysis, distribution, and storage of incident information, files, forms, IAPs, information releases and reports • Confirm that information from all sources is validated before being placed on any status board or reported out • Support the development of the Intelligence Summary and/or ICS Form 201 – Incident Briefing • Compile ICS Forms for the IAP for each Operational Period • Coordinate all components of work package creation and closure

✓		**Pre-Deployment**
	1	Ensure program/day-to-day supervisor is aware and approves response job assignment.
	2	Review DOCL Position Guide
	3	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.)
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work location.

✓		**Initial Actions**
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled
	3	Implement the ERIM procedures for all incident documents • Set-up a location (e.g. a banker's box) for onsite collection and temporary storage of physical incident records • Confirm adequate print and copy support (e.g. Xerox/copy machines, paper) • Email incident folder location and instructions for SharePoint to all incident personnel

Pacific Gas and Electric Company

Planning Section
Documentation Unit Leader (DOCL)

✓		**Initial Actions**
	4	In coordination with Operations and Logistics Sections, evaluate size of incident/event and determine if additional clerical resources are needed
	5	Coordinate with Logistics Section to determine if additional sites are needed for resources

✓		**Operations**
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Assist the Situation Unit Leader (SITL) in updating/creating the Intelligence Summary and/or ICS Form 201 (Incident Briefing) and distribute an approved version to stakeholders as soon as possible depending on incident type/event
	3	Regularly check in with PSC regarding incident and Section status, assignments and needs for the next operational period.
	4	Compile ICS Forms for the IAP and distribute approved version to stakeholders • Gather forms from appropriate stakeholders (i.e. ICS 203, 206, etc) • Complete IAP, checking for errors and complete, validated information • Coordinate with PSC for IAP deadlines and distribution schedule • Send IAP to IC Advisor to review before submitting to IC for final approval • Distribute approved IAP to stakeholders based on established distribution lists • For detailed steps, please see IAP Job Aide (insert link here when developed)
	5	Collect hard-copies, scan, upload all ICS Forms to incident SharePoint location • Implement the ERIM procedures for all incident documents • Work with personnel to collect appropriate documentation related to job packages

	6	• Print job packages for field crews and organization packages based on restoration strategy
		• Review submitted job packages for:
		  ○ Signatures and LAN ID
		  ○ Identify process to send packages back to Operations Section to collect necessary information
		  ○ Contractor company information
		  ○ Follow Order Closure Guide (insert link)

Pacific Gas and Electric Company

Planning Section
Documentation Unit Leader (DOCL)

✓		**Operations**
	7	• Document actions and decisions on ICS Form 214 (Activity Log) and submit to DOCL

✓		**Demobilization**
	1	Debrief your direct reports, response supervisor, and incoming backfill (if necessary) on the current situation, response actions, unmet needs, etc. • Coordinate with PSC for scaling down IAP cadence and demobilizing resources
	2	Confirm all documentation is collected and stored physically/electronically per ERIM procedures
	3	Sign out using the ICS Form 221 (Demobilization Check-Out)
	4	Submit comments to response supervisor for discussion and possible inclusion in the after-action meeting; topics include: • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues

Resource Unit Leader

Pacific Gas and Electric Company

Planning Section
Resource Unit Leader

***** Read This Entire Document before Taking Action *****

Position:	Resource Unit Leader (RESL)
Reports To:	Planning Section Chief (PSC)
Direct Reports:	None
References:	• CERP Company Emergency Response Plan EMER 3001M • Electric Annex EMER- 3002M • Disaster Rebuild Annex – EMER 3012M • Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01 • PSPS Standard 1000S • PSPS - 1000P-01 • PSPS Annex – EMER 3106M • PSPS Training (specify) • Electric TD-1464S-01 • Electric TD-1464P-01 • Wildfire Annex EMER 3105M • Earthquake Annex EMER 3101M • System Hardening During Emergency Response – EMER 4004S • OMT Job Aids (specify) • OMT Training (specify) • Business Applications Team (BAT) On Call o [redacted] o • Emergency Management Specialist (EMS) Team On Call o [redacted] o • IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) • ESC Local 5 Letter of Agreement • Order Closure Training Packet (in development)

Planning Section Page 1

Pacific Gas and Electric Company

Planning Section
Resource Unit Leader

Suggested Training	• IS-100: Introduction to the Incident Command System, ICS-100 • IS-200: Basic Incident Command System for Initial Response, ICS-200 • ICS-300: Intermediate Incident Command System for Expanding Incidents • FEMA Independent Study (IS)-700: National Incident Management System, An Introduction • FEMA IS-800: National Response Framework, An Introduction • IS-2900: National Disaster Recovery Framework (NDRF) Overview • E/G/L 0191: Emergency Operations Center/Incident Command System Interface • E/L 0965: National Incident Management System Incident Command System All Hazards Resources and Demobilization Unit Leaders Course, or equivalent
Position Description:	RESL tracks all personnel resources, determines what resources have been assigned to the incident, their status, location and potential resource needs.
Primary Responsibilities:	• Establish ICS 211 – Check-in/Out for OEC and Field Personnel • Prepare the ICS 203 – Organization Assignment List • Prepare the ICS 207 – Organizational Chart (posters) • Prepare appropriate parts of the ICS 204 – Assignment Lists • Establish,maintain and communicate resource tracking system, including resource status information on personnel and equipment • Provide all ICS documents to the Documentation Unit Leader (DOCL)

✓		**Pre-Deployment**
	1	Ensure program/day-to-day supervisor is aware and approves response job assignment.
	2	Review RESL Position Guide
	3	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.)
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work location.

Pacific Gas and Electric Company

Planning Section
Resource Unit Leader

✓		Initial Actions
	1	Work with the OSC to ensure Check-In and Check-Out is implemented using the ICS Form 211 (Check-In/Out) in the OEC and other field site entry locations as needed. • Sign in on ICS 211 Form, ARCOS, and LiveSafe Application as necessary.
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled
	3	Meet with the Command and General Staff to identify immediate resource needs for both the OEC and the field

✓		Operations
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Gather, post, and maintain incident resource status; maintain master roster of all resources checked into the OEC and field sites as needed: • Provide resource status reports to appropriate requesters (i.e. section chiefs, Customer Strategy Officer, Public Information Officer, Safety Officer, etc.) • Work with the LSC for personnel and equipment needs in the OEC and the field
	3	Keep in contact with field sites to track resources as assigned, available, and rest periods and advise the OEC, if applicable • Establish contacts with the OEC and field sites to track resource status as assigned, available, and rest periods
	4	Complete the ICS Form 204 (Assignment List) for assigned field and OEC personnel for the next Operational Period; send to the DOCL for the IAP
	5	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting. Conduct resource status updates at meetings and briefing as required by the PSC. • During the Tactics Meeting and throughout the incident, identify resource needs from the OSC and the LSC

Pacific Gas and Electric Company

Planning Section
Resource Unit Leader

✓		**Operations**
	6	Regularly check in with PSC regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period.
	7	Prepare the ICS Form 203 (Organization Assignment List) for OEC personnel
	8	Prepare the ICS Form 207 (Organization Chart) for OEC personnel • Post the ICS Form 207 (Organization Chart) for OEC personnel
	9	Gain approval from the PSC of personnel schedule for the next Operational Period for the OEC and field sites. Confirm all jobs and/or locations are assigned with the correct staff for all Operational Periods
	10	Provide ICS documents to the Documentation Unit Leader (DOCL)

✓		**Demobilization**
	1	Debrief your direct reports, response supervisor, and incoming backfill (if necessary) on the current situation, response actions, unmet needs, etc.
	2	Ensure ERIM standards are followed for incident documentation
	3	Sign out using the ICS 221 (Demobilization Check-Out)
	4	Submit comments to response supervisor for discussion and possible inclusion in the after-action meeting; topics include: • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues

Situation Unit Leader

Pacific Gas and Electric Company

Planning Section
Situation Unit Leader

***** Read This Entire Document before Taking Action *****

Position:	Situation Unit Leader (SITL)
Reports To:	Planning Section Chief (PSC)
Direct Reports:	None

References:	• CERP Company Emergency Response Plan EMER 3001M
	• Electric Annex EMER- 3002M
	• Disaster Rebuild Annex – EMER 3012M
	• Electric Operations Estimated Time of Restoration Procedure EMER – 3002P-01
	• PSPS Standard 1000S
	• PSPS - 1000P-01
	• PSPS Annex – EMER 3106M
	• PSPS Training (specify)
	• Electric TD-1464S-01
	• Electric TD-1464P-01
	• Wildfire Annex EMER 3105M
	• Earthquake Annex EMER 3101M
	• System Hardening During Emergency Response – EMER 4004S
	• OMT Job Aids (specify)
	• OMT Training (specify)
	• Business Applications Team (BAT) On Call
	  ○ [redacted]
	  ○
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]
	  ○
	• IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement)
	• ESC Local 5 Letter of Agreement
	• Order Closure Training Packet (in development)

Planning Section Page 1

Pacific Gas and Electric Company

Planning Section
Situation Unit Leader

Suggested Training:	• IS-100: Introduction to the Incident Command System, ICS-100 • IS-200: Basic Incident Command System for Initial Response, ICS-200 • ICS-300: Intermediate Incident Command System for Expanding Incidents • FEMA Independent Study (IS)-700: National Incident Management System, An Introduction • FEMA IS-800: National Response Framework, An Introduction • IS-2900: National Disaster Recovery Framework (NDRF) Overview • E/G/L 0191: Emergency Operations Center/Incident Command System Interface • E/L 0965: National Incident Management System Incident Command System All Hazards Resources and Demobilization Unit Leaders Course, or equivalent
Position Description:	The SITL collects and analyzes the incident information. Evaluates the implementation process to make sure it's working. Ensures a smooth and safe transition to resume back to normal work activities.
Primary Responsibilities:	• Collect and analyze incident information • Conduct situation updates at Planning P meetings and briefings • Work with the Planning Section Chief (PSC) and Documentation Unit Lead (DOCL) to create/update the Incident Action Plan (IAP), the Situation Status Report (SIT STAT) and/or ICS Form 201 – Incident Briefing • Display incident information to promote Common Operating Picture (COP) • Provide ICS documents to the Documentation Unit Leader (DOCL)

✓		**Pre-Deployment**
	1	Ensure program/day-to-day supervisor is aware and approves response job assignment.
	2	Review SITL Position Guide
	3	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.)
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work location.

✓		**Initial Actions**
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled

Pacific Gas and Electric Company

Planning Section
Situation Unit Leader

✓		Operations
	1	Check in and check out using appropriate tools (i.e. ICS 211 Form, ARCOS, and LiveSafe Application as necessary)
	2	Regularly check in with PSC regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period
	3	Participate appropriate meetings and briefings
	4	Provide intelligence to PSC for briefings and meeting report outs
	5	Collaborate with the DOCL to create/update the Intelligence Summary and/or ICS 201 (Incident Briefing) and send to PSC as soon as possible depending on incident type/event. • Reporting cadence determined by length and complexity of event (refer to Electric Annex for additional information). • Obtain updated EEIs from established sources and share information appropriately
	6	Collaborate with the DOCL to create/update the IAP and display in OEC or electronically via Teams/Sharepoint
	7	Confirm single point of contact for transmission and distribution clearances
	8	Work with Resource Unit Lead (RESL) and Logistics Section Chief (LSC) for Planning Section personnel and equipment needs • Obtain intelligence for all staffing and equipment need/changes for Intelligence Summaries and other situational reports
	9	Document actions and decisions on ICS Form 214 (Activity Log) and submit to the DOCL
	10	Collaborate to develop and maintain incident specific displays (these may be maps, forms, weather reports, damage assessment information. Contact GIS Tech Specialist to assist with map over lays for fire incidents and/or other GIS specific information (Outage Management Tool (OMT), Tactical Analysis Mapping Integration (TAMI), CALFIRE Maps, Flood Maps)

✓		Demobilization
	1	As necessary, debrief your direct reports, response supervisor, and incoming backfill (if necessary) on the current situation, response actions, unmet needs, etc.
	2	Confirm all documentation is collected and sent to DOCL per ERIM procedures

Pacific Gas and Electric Company

Planning Section
Situation Unit Leader

	3	Complete the ICS Form 221 (Demobilization Check-Out) and sign out
	4	Submit comments to response supervisor for discussion and possible inclusion in the after-action meeting; topics include: • Review of pertinent position descriptions and operational checklists • Recommendations for procedure changes • Section accomplishments and issues

H.4 REC Positions

Regional Emergency Center
REC Commander

Position:	Regional Emergency Center (REC) Commander
Reports To:	Emergency Operations Center (EOC) Distribution Branch Director (if activated) and/or VP, Electric Distribution Operations
Direct Reports:	REC Deputy IC, Safety Officer (SO), IC Advisor, Customer Strategy Officer (CSO), Liaison Officer (LNO), Public Information Officer (PIO), Public Safety Specialist (PSS), Operations Section Chief (OSC), Planning Section Chief (PSC), Logistics Section Chief (LSC), and Finance and Administrative Section Chief (FSC), Operations Emergency Center (OEC) ICs
Resources:	Company Emergency Response Plan (CERP) and Annexes - 3000 Hazard-specific Annexes - 3100 Emergency Response Supporting Documents - 4000 Electric Emergency Guidance and Other Supporting Documents - 4500 Public Safety Power Shutoff (GDL) Business Applications Team (BAT) • BAT Team Service Intake Form (T&D Business Applications (pge.com) • On Call Phon [redacted] • On Call Emai Emergency Management Specialist (EMS) Team On Call • [redacted] • Electric Operations Emergency Management Sharepoint Site
Position Description:	The REC Commander makes appropriate response strategy decisions, resolves section conflicts, sets strategic objectives, and coordinates with and provides regular communication to the EOC. Other duties include approval and oversight of REC Incident Action Plans (IAP) and Intelligence Summaries and establishing directives necessary for effective operations. The REC Commander is responsible for establishing priorities, setting limitations and constraints, and establishing operational guidelines and measures in the form of key decisions and protocols.
Primary Responsibilities:	• Ensure emergency procedures have been activated through proper protocols, (i.e. emergency personnel, and external agencies) • Assess incident/event priorities and resource needs • Establish REC priorities and objectives for the operational period • Oversee overall regional management of the incident/event in support of OECs • Maintain communications with the EOC • Develop and implement the response and recovery strategies, and assure it is coordinated with external agencies through the PSS when appropriate • Protect the health and welfare of the public and PG&E responders; the property of the company and public; and the environment that could become impacted by PG&E response actions

Command Staff Page 1

Regional Emergency Center
REC Commander

✓		Pre-Deployment
	1	Review this REC Commander Position Guide.
	2	Review Position Guides for all personnel under your supervision.
	3	Request advisories for road closures, hazard areas and suggested routes for travel from Safety.
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work locations.
	5	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.).

✓		Initial Actions
	1	Initiate transfer of command, if necessary, from initial responding personnel. Meet with REC Command and General Staff and OECs to conduct initial briefing and identify immediate resource needs and priorities. Gather critical information, such as damage assessments, safety/hazard information, customer at risk, facility status, and political/cultural sensitivities.
	2	Activate REC in Outage Management Tool (OMT) EM Activation Screen per the Electric Annex based on coordination and support needs of OECs and send notifications. Determine and communicate whether REC activation will be supported in-person or hybrid.
	3	Reinforce all REC staff and OEC ICs check in and out in utilizing appropriate methods (i.e. ICS 211, EOC check in tools, Emergency Contact Form).
	4	Confirm proper staffing is established and staffing notifications are sent. The REC Commander will assume the duties/responsibilities of any positions that are not filled and approves/ensures any demobilized, but still needed, positions are backfilled.
	5	Establish and adjust Operational Periods and reporting cadence (once a day, multiple times) for Incident Action Plans (IAP), Intel Summary updates and other communications throughout the incident/event.
	6	Develop and adjust Incident and Operational Objectives with the Command and General Staff during the initial Operational Period using the SMART model. Approve and communicate Incident and Operational Objectives to stakeholders via Intelligence Summary and IAP.
	7	Hold REC/OEC operational, tactics, and planning briefings as needed.

✓		Initial Actions
	8	Participate in appropriate EOC coordination calls as needed. Establish communications with the EOC Operations Section as needed if the EOC is activated.
	9	Identify initial support needs for REC and/or OECs (i.e. equipment, materials, staffing).
	10	Establish and assign maintenance of the ICS 214 (Unit Log) that chronologically describes the key actions taken during your shift on the ICS Form 214 (Daily Activity Log).
	11	Review/approve emergency activation documentation (i.e. IAP, Intel Summary, ICS 214) methods are established and stored on the Emergency Management Sharepoint Site for documentation retention.

✓		Operations
	1	Manage the Command Staff and General Staff, including checking in for updates, management needs, overall job package management, and customer/external agency escalations from OECs.
	2	Check with the Planning Section Chief and the Logistics Section Chief to ensure sufficient resources have been provided to the OECs. Request additional support needs from EOC for the next Operational Period if not available in the Region.
	3	Monitor the need for demobilizing resources as necessary during the incident/event and request a Demobilization Plan from the EOC (if activated). If EOC is not activated, REC to develop Demobilization Plan and communicate to OECs.
	4	Participate in REC/EOC briefings as appropriate per the Planning P.
	5	Maintain financial oversight for incident/event (i.e. cost tracking, completion of Labor, Materials, and Equipment (LM&E)).

✓		Demobilization
	1	Leave a contact phone number with the appropriate person in the emergency center. Notify the emergency center and local supervisor of safe arrival home and/or to next reporting destination.
	2	Implement the Demobilization Plan and communicate appropriately with OECs, including dissemination of appropriate safety tailboards and advised routes for travel.
	3	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	4	Check out using appropriate methods (i.e. ICS Form 211).

	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices. Coordinate with the IC Advisor to distribute Hotwash Forms and schedule the After-Action Meeting (AAM): • Emergency Field Operations - Electric Emergency Management Specialists • [redacted] • EMS Duty Officer – [redacted]

Command Staff Page 4

Pacific Gas and Electric Company

Regional Emergency Center
Logistics Section Chief

Position:	Regional Emergency Center (REC) Logistics Section Chief (LSC)
Reports To:	REC Commander
Direct Reports:	REC Logistics Section Deputy Chief, Service Branch Director, Support Branch Director
Resources:	Company Emergency Response Plan (CERP) and Annexes - 3000 Hazard-specific Annexes - 3100 Emergency Response Supporting Documents - 4000 Electric Emergency Guidance and Other Supporting Documents - 4500 Public Safety Power Shutoff (GDL) Business Applications Team (BAT) • BAT Team Service Intake Form (T&D Business Applications (pge.com) • On Call Phone [redacted] • On Call Email: [redacted] Emergency Management Specialist (EMS) Team On Call • [redacted] Electric Operations Emergency Management Sharepoint Site
Position Description:	The REC LSC is responsible for supporting Operations Emergency Centers (OEC) with personnel, facilities, services, and materials in support of the incident response. The LSC participates in developing and implementing the REC Incident Action Plan (IAP) and activates and supervises branches and Units within the Logistics section.
Primary Responsibilities:	• Work with the EOC, REC Staff and OECs in providing current and anticipated support for incident requirements (i.e. equipment, materials, communications, staffing, services) • Prepare for and participate in Planning P meetings • Coordinate with EOC Logistics Chiefs and participate in EOC resource meetings as needed

✓		**Pre-Deployment**
	1	Review this Logistics Section Chief (LSC) Position Guide.
	2	Review Position Guides for all personnel under your supervision.
	3	Request advisories for road closures, hazard areas and suggested routes for travel from Safety.
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work locations.

	5	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.).

✓		**Initial Actions**
	1	Utilize appropriate methods (i.e. ICS 211, EOC check in tools, Emergency Contact Form) for Check in.
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled.
	3	Ensure proper staffing is established and maintained appropriate to size/scale of incident or event. The LSC will assume the duties/responsibilities of positions not filled in the REC Logistics Section.
	4	Meet with the REC Command and General Staff to identify immediate needs (i.e. MCV, emergency field sites, personnel, equipment) to support OECs
	5	Coordinate with OEC Logistics Section Chief for any field support needs
	6	Establish and communicate the process for resource requesting, ordering and order tracking.
	7	Coordinate with the Command and General Staff to develop and adjust incident and operational objectives every Operational Period using the SMART model throughout the incident/event.
	8	Maintain communications with the EOC as necessary (if activated) and participate in resource meetings as necessary.
	9	Coordinate with Planning Section for timing of when to submit ICS documentation.

✓		**Operations**
	1	Regularly check in with REC Commander regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period.
	2	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting

✓		Operations
	3	Work with the REC Commander and Planning Section Chief (PSC) to order emergency field sites, personnel, and/or equipment resources that need to be requested from the EOC (if activated) or other areas within the Region. Continually track movement and status of resources in and out of the Region. Monitor need for demobilization of resources as necessary.
	4	Complete an ICS 205 (Communications Plan) and 214 (Daily Activity Log).
	5	When requesting field employees from out of the area to report to the OEC, confirm the appropriate personnel and equipment for the incident/event with OEC Logistics Section Chief. Confirm order, receipt, and tracking of requested personnel and equipment.
	6	Work with the Materials and Transportation Coordination Center (MTCC) for support as needed.

✓		Demobilization
	1	Leave a contact phone number with the appropriate person in the emergency center. Notify the emergency center and local supervisor of safe arrival home and/or to next reporting destination.
	2	Implement the Demobilization Plan and communicate appropriately with OECs, including dissemination of appropriate safety tailboards and advised routes for travel.
	3	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	4	Check out using appropriate methods (i.e. ICS Form 211).
	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices. Coordinate with the IC Advisor to distribute Hotwash Forms and schedule the After-Action Meeting (AAM): • Emergency Field Operations - Electric Emergency Management Specialists • [redacted] • EMS Duty Officer – [redacted]

Position:	Regional Emergency Center (REC) Operations Section Chief (OSC)
Reports To:	REC Commander
Direct Reports:	REC Operations Section Deputy Chief, Branch Directors, Hawk
Resources:	Company Emergency Response Plan (CERP) and Annexes - 3000 Hazard-specific Annexes - 3100 Emergency Response Supporting Documents - 4000 Electric Emergency Guidance and Other Supporting Documents - 4500 Public Safety Power Shutoff (GDL) Business Applications Team (BAT) • BAT Team Service Intake Form (T&D Business Applications (pge.com) • On Call Phone: [redacted] • On Call Email: Emergency Management Specialist (EMS) Team On Call • [redacted] Electric Operations Emergency Management Sharepoint Site
Position Description:	The REC OSC is responsible for supporting Operations Emergency Centers (OEC) tactical operations, such as managing operations at the incident site to reduce immediate hazards, save lives and property, establish situation control, and restore normal conditions. The OSC participates in developing and implementing the REC Incident Action Plan (IAP) and activates and supervises branches and Units within the Operations Section.
Primary Responsibilities:	• Work with the Planning Section Chief (PSC) and the REC Commander in evaluating the current situation • Support OEC strategies, objectives, tactics, and outage information management • Participate in Planning P meetings • Provide periodic status reports to the REC Commander • Make recommendations to the REC PSC for demobilization of resources

✓		Pre-Deployment
	1	Review this Operations Section Chief (OSC) Position Guide
	2	Review Position Guides for all personnel under your supervision
	3	Request advisories for road closures, hazard areas and suggested routes for travel from Safety.
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work locations.
	5	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.).

✓		Initial Actions
	1	Utilize appropriate methods (i.e. ICS 211, EOC check in tools, Emergency Contact Form) for Check In.
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled.
	3	Ensure proper staffing is established appropriate to size/scale of incident/event. The OSC will assume the duties/responsibilities of positions not filled in the REC Operations Section.
	4	Coordinate with OECs for any specialized resources that need to be requested from the EOC (if activated) or other areas within the Region.
	5	Work closely with REC Commander, REC Planning Section Chief (PSC) and Logistics Section Chief (LSC) for personnel and equipment needs.
	6	Coordinate with the Command and General Staff to develop and adjust incident/event and operational objectives every Operational Period using the SMART model throughout the incident/event.
	7	Maintain communications with the EOC as necessary (if activated).
	8	Coordinate with the Safety Officer to ensure appropriate tailboards are distributed to REC and OECs.

Pacific Gas and Electric Company

Regional Emergency Center
Operations Section Chief

✓		Operations
	1	Regularly check in with REC Commander regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period.
	2	Determine Operations Section staffing needs for the next Operational Period
	3	Coordinate with Customer Strategy Officer (CSO) and REC Hawk to assist OECs with monitoring and guidance for ETORs in accordance with EMER 3002P-01.
	4	Participate in the Planning P meetings, which include Command and General Staff Meeting, Tactics Meeting, and Planning Meeting.
	5	Provide Operation Section's operational objectives to the Planning Section.
	6	Coordinate with the Safety Officer to develop risk/hazards analysis for tactical operations using ICS Form 215A (Hazard Risk Analysis Worksheet).
	7	Complete an ICS 214 (Daily Activity Log).

✓		Demobilization
	1	Leave a contact phone number with the appropriate person in the emergency center. Notify the emergency center and local supervisor of safe arrival home and/or to next reporting destination.
	2	Implement the Demobilization Plan and communicate appropriately with OECs, including dissemination of appropriate safety tailboards and advised routes for travel.
	3	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	4	Check out using appropriate methods (i.e. ICS Form 211).

	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices. Coordinate with the IC Advisor to distribute Hotwash Forms and schedule the After-Action Meeting (AAM): • Emergency Field Operations - Electric Emergency Management Specialists • [redacted] • EMS Duty Officer – [redacted]

Pacific Gas and Electric Company

Regional Emergency Center
Planning Section Chief

Position:	Regional Emergency Center (REC) Planning Section Chief (PSC)
Reports To:	REC Commander
Direct Reports:	REC Planning Section Deputy Chief, Situation Unit Leader (SITL), Resources Unit Lead (RESL), Documentation Unit Lead (DOCL), Demobilization Unit Leader (DEML)
References:	Company Emergency Response Plan (CERP) and Annexes - 3000 Hazard-specific Annexes - 3100 Emergency Response Supporting Documents - 4000 Electric Emergency Guidance and Other Supporting Documents - 4500 Public Safety Power Shutoff (GDL) Business Applications Team (BAT) • BAT Team Service Intake Form (T&D Business Applications (pge.com) • On Call Phone [redacted] • On Call Email: Emergency Management Specialist (EMS) Team On Call • [redacted] • Electric Operations Emergency Management Sharepoint Site
Position Description:	The REC Planning Section Chief oversees collection, evaluation, and dissemination of information about the incident and status of resources. Assists with communicating situation status, predicts probable course of incident events, prepares alternative strategies for the incident, and develops the REC Incident Action Plan (IAP) and Intelligence Summary. The Planning Section Chief acts as an information hub and driver for processes and Planning Section deliverables during each Operational Period.
Primary Responsibilities:	• Work with the Command and General Staff in evaluating the current situation and objectives. • Oversee the collection, analysis, reporting and display of situation information and verify its accuracy. • Complete and distribute the Incident Action Plan (IAP) and the Intelligence Summary (Situation Report). • Schedule and facilitate REC/OEC coordination calls. • Provide periodic status reports to the REC Commander and act as a point of contact for incident related data reported from OECs.

✓		**Pre-Deployment**
	1	Review this Planning Section Chief (PSC) Position Guide.
	2	Review Position Guides for all personnel under your supervision.

	3	Request advisories for road closures, hazard areas and suggested routes for travel from Safety.
	4	Ensure (test) access to IT systems with e-mail/intranet communication to increase communication and document sharing with all Sections. Identify backup remote work locations.
	5	Ensure all proper equipment is obtained and brought to reporting location (i.e. site access, safety equipment, IT equipment, FR clothing, personal items, etc.).

✓		**Initial Actions**
	1	Utilize appropriate methods (i.e. ICS 211, EOC check in tools, Emergency Contact Form) for Check in.
	2	Establish contact and obtain transition briefing/assignments from response supervisor and/or from outgoing staff being backfilled.
	3	Ensure proper staffing is established appropriate to size/scale of incident or event. The PSC will assume the duties/responsibilities of positions not filled in the REC Planning Section.
	4	Confirm OEC Command and General Staff availability for incident/event and contact information.
	5	Confirm the REC/OEC coordination calls are scheduled.
	6	Determine the Planning P Meeting schedule using ICS Form 230 (Meeting Schedule).
	7	Coordinate with REC Commander for reporting cadence (once a day, multiple times) for Incident Action Plans (IAP), Intel Summary updates and other communications throughout the incident/event.
	8	Coordinate with the Command and General Staff to develop and adjust incident and operational objectives every Operational Period using the SMART model throughout the incident/event.
	9	Maintain communications with the EOC as necessary (if activated).
	10	Coordinate with the Safety Officer to ensure appropriate tailboards are distributed to REC and OECs.

Pacific Gas and Electric Company

Regional Emergency Center
Planning Section Chief

✓		Operations
	1	Coordinate with OECs to gather work package counts, significant outage status and other incident related information.
	2	Regularly check in with REC Commander regarding incident and Section status, assignments, steps taken to resolve critical issues, and projected actions and needs for the next operational period.
	3	Facilitate the Planning P meetings, which include Command and General Staff Meeting, Initial Incident Briefing, Operational Briefing, Tactics Meeting, and Planning Meeting.
	4	Assist OECs with monitoring and guidance for ETORs in accordance with EMER 3002P-01.
	5	Complete an ICS 214 (Daily Activity Log).
	6	Develop and distribute and Incident Action Plan (IAP) and Intelligence Summary.
	7	Establish, maintain and communicate resource tracking system, including resource status information on personnel and equipment.
	8	Monitor the need for demobilizing resources as necessary during the incident/event and request a Demobilization Plan from the EOC (if activated). If EOC is not activated, REC to develop Demobilization Plan and communicate to OECs.

✓		Demobilization
	1	Leave a contact phone number with the appropriate person in the emergency center. Notify the emergency center and local supervisor of safe arrival home and/or to next reporting destination.
	2	Implement the Demobilization Plan and communicate appropriately with OECs, including dissemination of appropriate safety tailboards and advised routes for travel.
	3	Demobilize using the ICS Form 221 (Demobilization Check-Out).
	4	Check out using appropriate methods (i.e. ICS Form 211).

✓		Demobilization
	5	Provide Emergency Management Specialist Team (EMS) with any issues, areas of improvement and best practices. Coordinate with the IC Advisor to distribute Hotwash Forms and schedule the After-Action Meeting (AAM): • Emergency Field Operations - Electric Emergency Management Specialists • [redacted] • EMS Duty Officer – [redacted]