

# PG&E Emergency Preparedness & Response 2023 Public Safety Power Shutoff (PSPS) Functional Exercise (FE)

## Player Briefing

May 8-11, 2023



# Safety

## Reminder:

Please do not call in if you are driving; please hang up and dial back in when safe to do so - Observe Phone Free Driving Policy.



### Earthquake

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



### Fire

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



### Active Shooter

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



### Medical Emergency

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



### Psychological Safety

- ✓ We care for each other.
- ✓ Look out for one another.
- ✓ Create a safe space for all.
- ✓ Welcome new ideas from everyone.
- ✓ Practice self-care.



### Ergonomics

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



### Emergency Planning

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



### COVID-19

- ✓ Wash hands frequently
- ✓ Wear a mask when required
- ✓ Get vaccinated if you are able to
- ✓ Follow current CAL-OSHA regulations and local county health orders.
- ✓ Visit COVID-19 employee site for latest updates and tips.

Corporate Security | Nurse Care Line | HR Helpline | Employee Assistance Program

# Welcome and Introductions

**Director, Strategy and Execution (S&E), Emergency Preparedness & Response (EP&R)**



**Manager, S&E, EP&R Training & Exercises**



**Emergency Management Specialist, S&E, EP&R Training & Exercises**



# Purpose

- Review expected responsibilities and actions for Players
- Provide an overview of the 2023 Public Safety Power Shutoff (PSPS)
- Review Virtual EOC environment
- Discuss exercise roles and responsibilities of Players during the exercise
- Review exercise rules and expectations including:
  - Timing
  - Player Actions
  - Communications
  - Participant Feedback



# Agenda

- Exercise Overview
- Exercise Scenario
- Public Safety Partner Notifications Overview
- Exercise Logistics
- Player Guidance
- Player Communications
- Final Reminders

# Exercise Overview

# PSPS Exercise Series Overview

Exercise Name	2023 PG&E PSPS Exercise Series
Exercise Dates	Seminar: APRIL 13, 2023 (NEW DATE) FE: May 8-11, 2023 (NEW DATE) TTX: June 8, 2023 (NEW DATE)
Divisions	TBD
Exercise Scope/Scenario	A PSPS Event impacting specific divisions
Location	Virtual (MS Teams) and Command and General Staff at EOC-Vacaville Emergency Response Center (VERC) and corresponding emergency coordination centers.
Plans	<ul style="list-style-type: none"><li>• Company Emergency Response Plan (CERP)</li><li>• 2022 PSPS Annex</li><li>• Others, e.g. FA-specific guidance, External Agency Plans/Procedures</li></ul>
Staffing	<ul style="list-style-type: none"><li>• EOC, REC, and OEC Incident Management Teams; External Agency Partners</li></ul>

# Exercise Assumptions

**Assumptions help ensure the exercise is realistic, and frame the “rules” for exercise play.**

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



# Exercise Artificialities

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

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

# Exercise Artificialities (2/2)

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

- The four days of exercise conduct will be viewed as one Operational Period per day with night shift being simulated, providing shift transition collateral every morning
- All phases of a PSPS Event will be exercised **EXCEPT** Day 5 (Patrol and Restore)
- Day 1 will start with Readiness Posture
- Field operations will be simulated
- Under no circumstances will power be de-energized during this exercise

# Objectives: Enterprise-Wide Response

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

# Scenario Overview



# Meteorology Scenario

PG&E Meteorology is tracking variable weather conditions. A dry, offshore wind event is expected to develop Thursday, May 11<sup>th</sup>, 2023, with increasing winds during the late morning timeframe, before reaching peak intensity Thursday evening. Wind speeds are expected to be highly variable, reaching 25 – 35 mph with gusts 45 – 55+ mph across elevated terrain. The Meteorology Services team will implement a Distribution System Operations (DSO) Storm Outage Prediction Project (SOPP) model to determine the severity of the incident.

The SOPP is used to predict the daily outage volume and resources needed to respond to weather events. DSO SOPP Model is projecting a Cat 2 system total wind event, with Cat 3 outage totals possible for some divisions, indicating that significant adverse weather is possible. The DSO SOPP model is showing the potential for up to XX customers to be impacted on Thursday, May 11<sup>th</sup> and approximately XX for Friday, May 12<sup>th</sup>.

Winds will decrease below outage producing thresholds between 0700 and 0900 hours on Friday, May 12<sup>th</sup>. DSO SOPP model and derivate products show typical resource requirement for a wind event; no resources have been added to account for increased patrolling needs. Given the extremely dry conditions, Extreme-Plus fire danger is expected between 1200 Thursday and 1200 Friday in Fire Index Areas (FIA) 100, 105, 120, 130, 140, 150, 154, 165, 170, 175, 177, 180, 244, 245, 246, 248, 280, 282, 285, 290, 420, 424, 438, 445, 448, 530, 535, 651.

\*FIA labeled in RED do not have any circuits impacted (according to the TEST circuit shapefile).

# Initial Conditions & Player Shift Transition

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

- A “simulated” night shift will approve the IAP and any other collateral and next morning will discuss at transition
- Weather will give an update

# Exercise Terminology & Authority

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

# PSPS FE Daily Exercise Schedule & Player Location

Activity	Day 1	Day 2-4	Location
<b>Controller, Evaluator, and Simulator (CES) Daily Briefing</b>	0545(RP) 1200 VERC 1230 Virtually	0545	CES Daily Brief & Bridge Line and VERC
<b>Opening Remarks</b>	0600 & 1300	--	EOC Main Meeting Invite and VERC Floor
<b>STARTEX</b>	0600 (RP) EOC Activation 1300	--	EOC Main Meeting Invite and VERC Floor
<b>RESUMEEX</b>	--	0600	EOC Main Meeting Invite and VERC Floor
<b>Exercise Play (w/ working lunch)</b>	0600-1800	0600-1800	EOC Sections Meeting Invites, VERC and Emergency Coordination Centers
<b>PAUSEEX/ENDEX</b>	1800	1800	EOC Main Meeting Invite and VERC Floor
<b>C/E/S Daily Debrief</b>	1745	1745	CES Daily Brief & Bridge Line and VERC
<b>Section Transitions</b>	1745	1745	EOC Sections Meeting Invites, VERC and Emergency Coordination Centers
<b>Player Hotwash</b>		1600 Day 4 only	EOC Main Meeting Invite and VERC Floor



# Internal Participation

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

# External Participation

## ➤ Playing

- Cal OES
- CPUC
- Alameda County
- Mariposa County
- Southwest Strategies for the Community Resource Centers (CRCs)
- Community Based Organizations (CBOs)

## ➤ Observing

- California Foundation for Independent Living Centers (CFILC)
  - Community Based Organizations (CBOs)
- Telecom Agencies
- CPUC
- CAL FIRE
- Napa County
- Placer County
- Fresno County
- City of San Jose
- Butte County

# Public Safety Partner Notifications Overview

## Public Safety Partner Notifications (External Participants)

- Mock notifications will be sent to PSPS FE external players and observers
  - CSO notifications will have generic information using the approved notification script verbiage
  - LNO notifications will use an FE specific template for notifications
- LNO and CSO teams will send notifications using back-up notification methods, not Message Broadcast
  - LNO team will use Quorum to send emails and make direct calls to impacted Agency Partners via the PSS/AREp (Public Safety Specialist/Agency Rep) team
  - CSO team will send emails directly to players & observers and make voice notifications/calls (i.e. IVR Phone Messages) to players only using BroadNet (MB back-up tool)
- PG&E FSE players will follow the standard notification process for Message Broadcast notifications, in coordination with the Communications Huddle
  - Message Broadcast notifications will not be sent during the exercise
- The CSO AFN Situation Room will follow their standard notification process to CBO FE participants using Quorum



**LNO FSE Notifications Script –  
Agency Notifications (Email): T-66 (INITIAL) – ADVANCED NOTIFICATION **email script to be provided by Keadjian****

SUBJECT: PG&E PSPS Outage Alert: On <<ESTIMATED\_SHUT\_OFF\_START\_DATE>> power shutoffs may be required for safety in <<CUSTOMER\_NAME>>

[PG&E Logo] Public Safety Power Shutoff (PSPS) Alert

[Exclamation Logo] PSPS Outage Watch

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff (PSPS).

<<AD\_HOC1\_Email>>

•**AREA:** Portions of <<CUSTOMER\_NAME>>

•**ESTIMATED SHUTOFF:** Starting between <<ESTIMATED\_SHUT\_OFF\_START\_DATE>> at <<ESTIMATED\_SHUT\_OFF\_START\_TIME>> and <<ESTIMATED\_SHUT\_OFF\_END\_DATE>> at <<ESTIMATED\_SHUT\_OFF\_END\_TIME>>. We expect weather to improve beginning at <<ALL\_CLEAR\_DATE>> (Time) on <<ALL\_CLEAR\_DATE>> (date). After severe weather has passed, we will inspect equipment before restoring power.

•**ESTIMATED RESTORATION:** <<ETOR>> (Date) by <<ETOR>> (Time).

Actual shutoff and restoration times may be delayed depending on weather and equipment conditions.

This is an advanced alert for public safety partner use only. Please do not share this information before it is publicly available.

Maps and other event-specific information can be found at [pge.com/pspsportal](http://pge.com/pspsportal) and [pge.com/pspsprioritynotice](http://pge.com/pspsprioritynotice).

<<AD\_HOC2\_Email>>

Thank you,  
PG&E Liaison Officer

*Some of the measures included in this email are contemplated as additional precautionary measures intended to further reduce the risk of wildfires.*

**CSO FSE Notifications Script – CRITICAL CUSTOMERS / PUBLIC SAFETY PARTNERS**  
**(Email Message): T-66 (Priority) – ADVANCED NOTIFICATION**

SUBJECT: Advance-Notice PSPS Outage Watch issued for 06/16/22

EMAIL PREVIEW TEXT: Public Safety Partners: Severe weather may require a power shutoff to help prevent a wildfire.

HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE

SUBHEAD: PSPS Outage Watch

**Recipients: External Players and Observers**

Due to current weather forecasts, your area is currently under a Watch for a Public Safety Power Shutoff.

Current weather forecasts, including high winds and dry conditions, may require us to turn off your power to help prevent a wildfire.

ADDRESS: 1234 Fake Ave, CITY, CA, TUOLUMNE>> County

ESTIMATED SHUTOFF: Thursday, 6/16/22 7:00 am – 1:00 pm

Shutoff times may be delayed if winds arrive later than forecast.

We expect weather to improve by 9:00 am on Friday, 06/17/22. After weather has improved, we will inspect equipment before restoring power.

ESTIMATED RESTORATION: Friday, 06/17/22 by 1:00 pm

Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [\[\[pge.com/pspsprioritynotice\]\]](#). PSPS Portal users can log in at [\[\[pge.com/pspsportal\]\]](#). These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.

We recommend all customers plan for an extended outage. We will provide daily updates until the weather risk has passed or power has been restored. This will include a Warning alert if we have determined it is necessary to turn off your power. Weather forecasts change frequently. Shutoff forecasts will be most accurate the day of the potential outage.

If this is not the correct email address for 1234 Fake Ave, please call 1-866-743-6589.

**RESOURCES TO HELP YOU PREPARE**

- Maps showing the areas potentially affected by a shutoff can be found at [\[\[pge.com/pspsprioritynotice\]\]](#). These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.
- PSPS Portal users can log in at [\[\[pge.com/pspsportal\]\]](#). These are for public safety partner use only. PLEASE DO NOT SHARE THIS LINK.
- To learn more about Public Safety Power Shutoffs, including the criteria used to turn off power, visit [\[\[pge.com/psps\]\]](#)
- For a 7-day Public Safety Power Shutoff forecast, visit [\[\[pge.com/pspsweather\]\]](#)
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911

Thank you,

PG&E Customer Service

Message sent at <<SYSTEM DATE, SYSTEM TIME>>

NOTE: To protect against spam, some email providers may delay delivery

**CSO FSE Notifications Script – – CRITICAL CUSTOMERS / PUBLIC SAFETY PARTNERS**  
**(IVR/Phone Message): T-66 (Priority) – ADVANCED NOTIFICATION**

This is P G and E calling Public Safety Partners with an important message. We are issuing an advance-notice Outage Watch for a Public Safety Power Shutoff. On 06/16/22, power MAY be shut off for safety.

To replay this message at any time, press #.

**Recipients: External Players Only**

Due to current weather forecasts, 1234 Fake Ave is under a Watch for a Public Safety Power Shutoff. Severe weather MAY require us to turn off power to help prevent a wildfire.

ESTIMATED SHUTOFF START TIME: Thursday, 06/16/22 between 7:00 am and 1:00 pm.

ESTIMATED RESTORATION TIME: Friday, 06/17/22 by 11:00 am.

Maps showing the areas potentially affected by a shutoff are at [[pge.com/pspsprioritynotice]]. PSPS Portal users can log in at [[pge.com/pspsportal]] These are for public safety partner use only.  
\*\*PLEASE DO NOT SHARE THESE LINKS\*\*

We will provide daily updates, including an Outage Warning if it becomes necessary to turn off power.

If this is not the correct phone number for 1234 Fake Ave, press 2.

Press # to repeat this message.

Thank you.

## CSO FSE Notifications Script – All (Email Message): INSPECTING/ALL CLEAR NOTIFICATION

SUBJECT: PSPS Outage Alert: Crews are inspecting equipment

EMAIL PREVIEW TEXT: Weather has improved, and crews are inspecting equipment and starting repairs.

HEADER LINKS:

[español](#) [中文](#) [tiếng việt](#) [Tagalog na wika](#) [한국어](#) [русский язык](#)

**Recipients: External Players and Observers**

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Equipment Inspections

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power. We apologize for the disruption and we appreciate your patience.

We expect your service at: **1234 Fake Ave, CITY, Ca, TUOLUMNE>>** County to be fully restored by **Friday, 06/17/22** by **11:00 am** depending on if any repairs are needed.

We will provide daily updates until your power has been restored.

For more information visit [\[\[pge.com/pspsupdates\]\]](#) or call 1-800-743-5002.

#### ADDITIONAL RESOURCES

- If you rely on power to operate a medical device or assistive technology for independent living needs or you experience food loss additional support may be available. For more information visit [\[\[pge.com/disabilityandaging\]\]](#)
- If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [\[\[pge.com/disabilityandaging\]\]](#)
- To view city/county level information, including Community Resource Centers where you can charge devices visit [\[\[pge.com/pspsupdates\]\]](#)
- To look up additional addresses that may be affected, visit [\[\[pge.com/addresslookup\]\]](#)
- To view a general area map of the potential outage area, visit [\[\[pge.com/pspsmaps\]\]](#)
- Get outage tips and a sample emergency plan at [\[\[pge.com/outageprep\]\]](#)
- For generator safety tips visit [\[\[pge.com/generatorsafety\]\]](#)
- To learn more about Public Safety Power Shutoffs including the criteria used to turn off power, visit [\[\[pge.com/psps\]\]](#)
- For a 7-day Public Safety Power Shutoff forecast visit [\[\[pge.com/pspsweather\]\]](#)
- If you see a downed power line, assume it is energized and extremely dangerous, and report it immediately by calling 911

Thank you,

PG&E Customer Service

Message sent at <<SYSTEM DATE, SYSTEM TIME>>

NOTE: To protect against spam, some email providers may delay delivery

**CSO FSE Notifications Script – All**  
**(IVR/Phone Message): INSPECTING/ALL CLEAR NOTIFICATION**

This is PG&E calling with a PSPS outage alert. To continue in English press 1.

Weather conditions have improved, and crews are inspecting equipment to determine how quickly we can safely restore power at your location 1234 Fake Ave.

ESTIMATED RESTORATION TIME: Friday, 06/17/22 by 11:00 am

This restoration time may change depending on equipment damage.

**Recipients: External Players Only**

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [\[\[pge.com/pspsupdates\]\]](#) or call 1-800-743-5002.

If you rely on power to operate life-sustaining medical devices or have access and functional needs, additional support may be available. For more information, visit [\[\[pge.com/disabilityandaging\]\]](#)  
We apologize for the disruption and we appreciate your patience

To opt out of call notifications to this number for the remainder of this outage, press 2.

Press # to repeat this message.

Goodbye.

# Dial In Meetings (no Outlook Invite)

Time	Call Name	Call Description and Purpose
7:00	Liaison Team Check In (no observers)	The Liaison Branch Director will host this meeting twice daily to provide situational awareness of the potential PSPS event by reviewing the latest Situation Report. This will also be an opportunity for Liaison team to raise questions from agencies that require EOC support. External participants are to observe only, no engagement with the team during this call will be allowed.
10:00	Operational Areas & Tribal Cooperators Call (simulated)	The purpose of this meeting is to provide situational awareness related to the current PSPS event and provide an opportunity for your local agency to ask questions.
12:00	System Wide Cooperators Call	The purpose of the PSPS Systemwide Cooperators Call is to provide situational awareness to Public Safety Partners within the service territory. This includes local and tribal elected officials, staff and emergency managers, telecommunications providers, water agencies, emergency hospitals, publicly owned utilities, community choice aggregators, transportation authorities and community-based organizations within PG&E's electrical service territory, not just those in scope. No Q&A will take place during this call. External partners are directed to the PG&E representative for additional information.
2:00	Liaison Team Check In	The Liaison Branch Director will host this meeting twice daily to provide situational awareness of the potential PSPS event by reviewing the latest Situation Report. This will also be an opportunity for Liaison team to raise questions from agencies that require EOC support. External participants are to observe only, no engagement with the team during this call will be allowed.
3:00 (simulated)	Operational Areas & Tribal Cooperators Call	The purpose of this meeting is to provide situational awareness related to the current PSPS event and provide an opportunity for your local agency to ask questions. (SIMULATED)
3:30	State Executive Briefing	The purpose of this meeting is to provide situational awareness to state agencies and provide an opportunity for state agencies to ask questions."



# Virtual Exercise Logistics



## EP&R | Strategy & Execution MS Teams Sites



New channel

 Name: Exercise Environment	 Name: Virtual EOC
<div data-bbox="639 448 1090 1223"><div data-bbox="639 448 1090 486">Exercise Environment ...</div><div data-bbox="698 505 766 529">General</div><div data-bbox="698 544 907 568">Exercise Command Chat</div><div data-bbox="698 582 975 606">Exercise Customer Strategy Chat</div><div data-bbox="698 621 988 645">Exercise Demobilization Unit Chat</div><div data-bbox="698 659 952 684">Exercise EOC Main Floor Chat</div><div data-bbox="698 698 945 722">Exercise Finance Admin Chat</div><div data-bbox="698 736 1067 761">Exercise Intelligence and Investigation Chat</div><div data-bbox="698 775 876 799">Exercise Liaison Chat</div><div data-bbox="698 813 884 838">Exercise Logistic Chat</div><div data-bbox="698 852 912 876">Exercise Operations Chat</div><div data-bbox="698 891 851 915">Exercise PIO Chat</div><div data-bbox="698 929 960 953">Exercise Planning Section Chat</div><div data-bbox="698 968 927 992"><b>Exercise REC and OEC Chat</b></div><div data-bbox="698 1006 871 1031">Exercise Safety Chat</div><div data-bbox="698 1045 907 1069">Exercise Temp Gen Chat</div><div data-bbox="698 1083 1080 1108">Restricted Exercise Controller Evaluator ...</div><div data-bbox="698 1122 963 1146">Restricted Exercise Planners</div><div data-bbox="698 1160 960 1185">Restricted Exercise Sim Cell</div><div data-bbox="698 1199 1009 1223">Tech Exercise Support and File Share</div></div>	<div data-bbox="1302 448 1921 1158"><div data-bbox="1302 448 1921 486">Virtual EOC ...</div><div data-bbox="1378 505 1493 529">General</div><div data-bbox="1378 544 1518 568">Command</div><div data-bbox="1378 582 1612 606">Customer Strategy</div><div data-bbox="1378 621 1582 645">EOC Main Floor</div><div data-bbox="1378 659 1633 684"><b>Finance and Admin</b></div><div data-bbox="1378 698 1658 722"><b>ICS 214 - Activity Log</b></div><div data-bbox="1378 736 1480 761">Liaison</div><div data-bbox="1378 775 1500 799">Logistics</div><div data-bbox="1378 813 1526 838">Operations</div><div data-bbox="1378 852 1447 876"><b>PIO</b></div><div data-bbox="1378 891 1508 915"><b>Planning</b></div><div data-bbox="1378 929 1607 953">7 hidden channels</div></div>

### Don't:

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

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

### Do:

Sign-In and Out in Virtual EOC

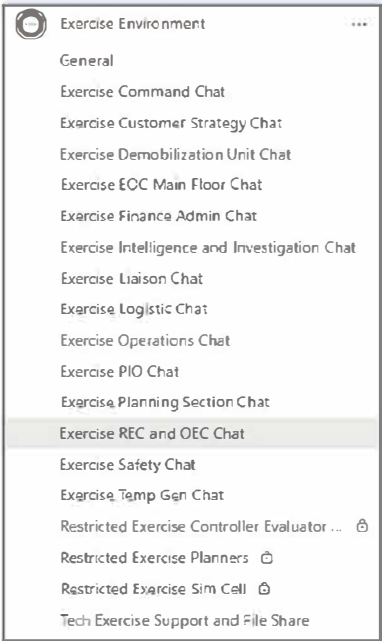
Fill-Out ICS 214 in Virtual EOC



MS Teams Exercise Environment Dos and Don'ts

Don't

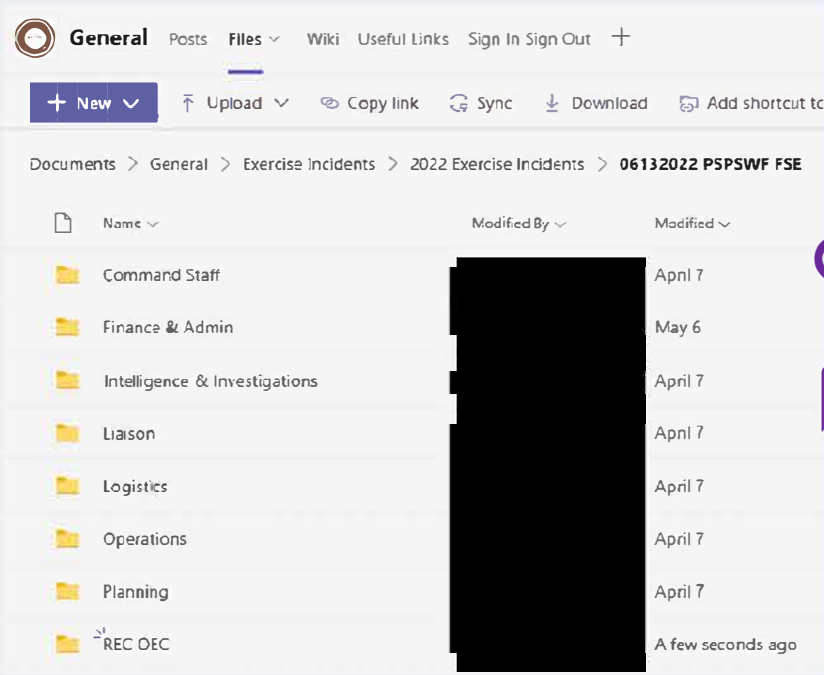
Do **not** go to Virtual EOC site for exercise templates or files.  
Do **not** store Exercise documents in Virtual EOC site.  
Do **not** store Exercise document in the Channels.



Do: Chat in the channel.

Do

Store Content in **General>Files**



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

# Systems Operations

System Operations			
Owner	System	QA/Live/Simulated	Purpose
PSPS Technology	PSPS Viewer	QA	Used to develop playbooks, customer impact lists, customer notification files, transmission lists
	PSPS Portal	Live-Production Mode	Provides PSPS impact visibility to approved SLTT and externals
	PSPS Foundry	Live	
Customer Care	On-Track Tool	Simulated	Used to track door knock status complete/incomplete
Operations	Outage Management Tool (OMT)	QA	Electric outage monitoring and mitigation
HAWC	SIPT Viewer (Field Observation Dashboard)	Simulated	Aggregates real-time field observations from SIPT crews
	Live Incident Dashboard	Simulated	Intelligence and monitoring Situational Awareness
Resource Unit	ARCOS	QA	Resource tracking

NOTE: Sacramento and Sierra Divisions are also using OMT for a separate exercise, please disregard outage in those divisions

# Observer Guidance

Regulatory Relations has provided the following guidance.

- Multiple external agencies are on hand to observe the exercise.
- **Internal Observers** will have unrestricted access to all the channels, meetings and conference calls established using MS Teams. **External observers** will be able to observe the meetings on MS Teams and at the VERC, with no access to the Virtual Exercise Environment.
- PG&E has instructed observers not to participate or engage with Players in the exercise.
- While observers should not interrupt or ask questions about the exercise, please notify [REDACTED], Exercise Director immediately if this should happen.

# Player Guidance

# Safety and Real-World Emergencies

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

# Before the Exercise

- On Day 1, Join MS Teams before 0600 **(If your position is part of the Readiness Posture)**. If not, you are welcome to still join at that time, but only to observe.
- All other Players will join the FE on Day 1 @1300 for EOC activation. (Virtual and in-person)
- Command and General Staff to be at VERC along with \*\*you may want to come to VERC earlier to setup ready to go
- Review appropriate documents
  - Company Emergency Response Plan (CERP)
  - 2022 PSPS Annex
  - Position Checklists
  - LOB Specific Annexes
  - Exercise Phone Book
  - ExPlan

# During the Exercise (1/2)

- Ensure you sign into the **MS Teams Virtual EOC** to get credit for the exercise each day
- If you are an external player, please use the link that was sent to check in and out daily.
- Respond to exercise events and information as if the PSPS event were real, unless otherwise directed by an exercise controller
- Obtain necessary information through existing channels. Simulators and controllers will give you only information they are directed to disseminate
  - Avoid engaging in personal conversations with controllers, evaluators, simulators, or other players
- Ask your assigned Controller if you have any questions regarding the exercise
- Recognize that every effort has been made by the exercise planning team to balance realism with the scope of the exercise to create an effective learning and evaluation environment, even though some aspects of the scenario may seem impossible



## During the Exercise (2/2)

- Be aware that Controllers/Evaluators may ask you to describe activities, decisions, or other considerations that you are taking throughout exercise conduct
- Maintain a log of your activities using the ICS-214. Please use the link in the **Virtual EOC** next to the sign-in and sign-out link
- Complete the daily Hotwash form via the link provided by the Plans Section.

# After the Exercise

- Participate in the Player Hotwash immediately following EndEx at 1600 on Day – 5/11
- Your ICS-214 activity log and any notes or materials generated from the exercise are now automatically populated to a spreadsheet. They will be reviewed for potential inclusion in the After-Action Report (AAR) by the Exercise Team

# Player Communications

# Communications Rules of Engagement

- **Player Communications**

- Primary methods of Player communication will be phone and email
- All spoken and written communication will start and end with **“This is an exercise”** or **“EXERCISE EXERCISE EXERCISE”**
- Players will not send communications to departments and agencies that are not participating in the exercise
- In the event of a real emergency, say: **“Real-World Emergency”**
- In no instance will exercise communication interfere with real-world emergency communications
- A list of contact information related to the exercise will be available in the Exercise Phone Book before StartEx

Players should **ONLY** email Players that are listed in the Exercise Phone Book.

**DO NOT** use any real-world distribution lists (e.g., “EO EOC Out”) or email anyone outside of exercise play.

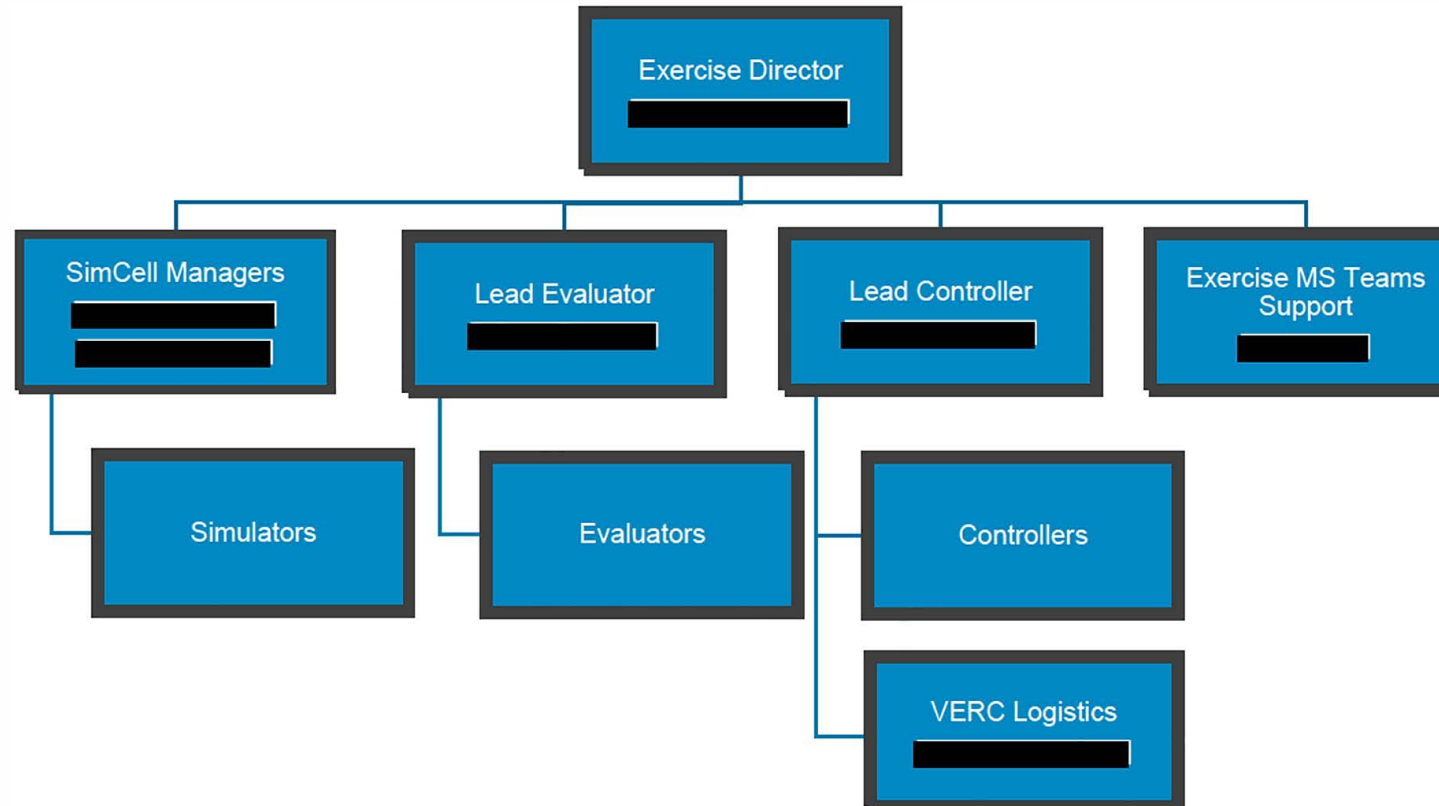
# Exercise Roles

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

# Exercise Materials

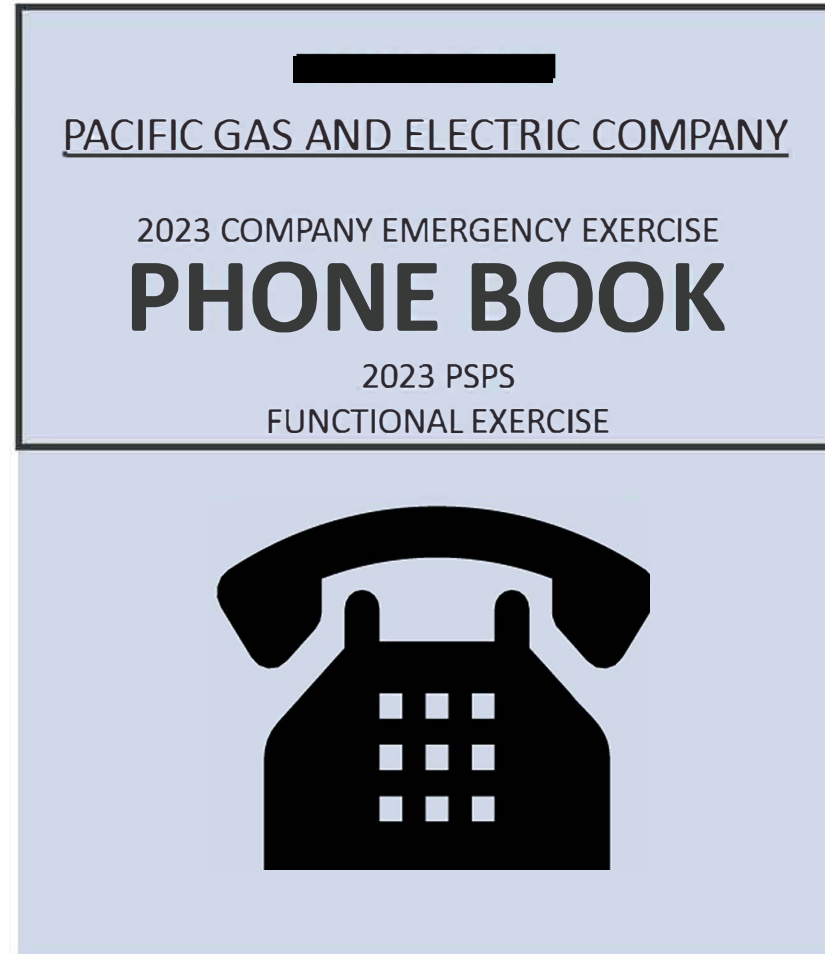
Document	Audience	Purpose	Developed by
Exercise Plan (ExPlan)	Players and Observers	Provides participants with a synopsis of the exercise	EP&R
Observer Guide	Observers	Provides observers with guidelines during the exercise.	EP&R
Controller/Evaluator/ Simulator (C/E/S) Handbook	Controllers, Simulators, and Evaluators	Describes the roles and responsibilities of exercise controllers and evaluators, as well as the procedures they should follow during the exercise	EP&R
Master Scenario Events List (MSEL)	Controllers, Simulators, and Evaluators	Contains a chronological listing of the events aka injects that drive exercise play	EP&R, Exercise Planners
Exercise Evaluation Guides (EEGs)	Evaluators	Provides evaluators with information on what they should expect to see and evaluate during exercise play	EP&R, Exercise Planners
Initial Conditions Slides	Controllers, Simulators, and Evaluators	Provides detailed scenario information prior to START-EX	EP&R, Exercise Planners
State-of-the-World Slides/Docs	Players, Controllers, Simulators, and Evaluators	Provides a high-level overview of exercise scenario information prior to RESUME-EX between exercise conduct days	EP&R, Exercise Planners
Exercise Phone Book	Players, Controllers, Simulators, and Evaluators	Provides a list of who is playing and their contact information to use during the exercise	EP&R

# Exercise Control Organization



# Exercise Phone Book

- Reference for all communications related to the exercise
- Includes contact information for individuals, groups, external agencies, off-site addresses, all player positions, and simulated entities

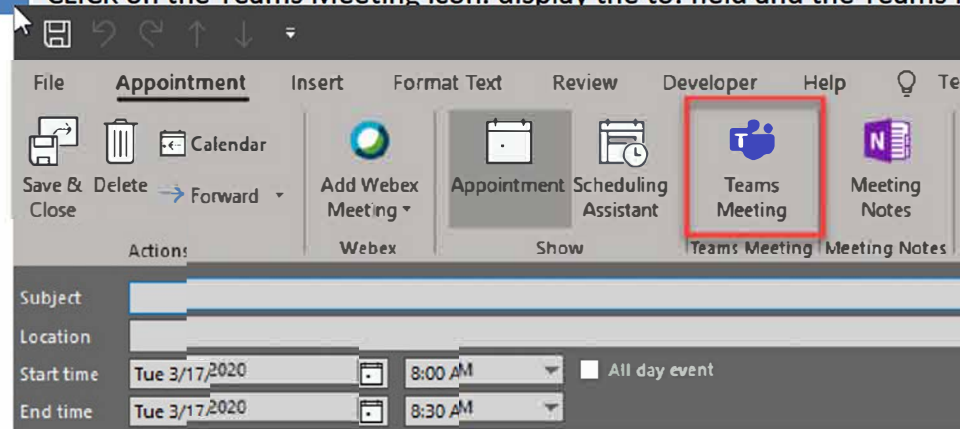




# Exercise Meeting Invites

## Meeting Invite Reminders

- 1 OPEN your Outlook Calendar to schedule a meeting. Use Outlook to create your meeting invite-not Teams.
- 2 CLICK anywhere in the Calendar to schedule a blank meeting.
- 3 CLICK on the Teams Meeting icon. display the to: field and the Teams Meeting information



- 4 INVITE players based on contact info in the phone book or the Exercise Developed Form 203 and 204  
\*Making a distribution list is an option.

# Contacting the SimCell

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

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

**NOTE:** *Players will refer to the Exercise Phone Book for information on how to contact specific Simulated agencies or FAs*

# Final Reminders

# Review ExPlan

All information in this briefing is covered in more detail in the ExPlan.

- **ExPlan**
  - Exercise and Scenario Overview
  - Exercise Rules and Guidance
  - Exercise Evaluation
  - Player Information and Guidance
  - Player Instructions
  - Exercise Participants

# Logistics & Materials

## Location:

- Virtual MS Teams, Vacaville Emergency Response Center (VERC), and emergency coordination centers
- VERC participants to book their own hotels and during the exercise Finance team will play you how to expense it

## MS Teams:

- Sign-in and out, fill-out ICS 214 on **Virtual EOC**, fill out hotwash links as they are emailed to you, and keep all documentation in the General File of the **Exercise Environment**
- All internal players will be added to the environment by **Friday May 5<sup>th</sup>**

## Exercise Materials:

- Review appropriate materials prior to StartEx (e.g., PSPS Annex, Company Emergency Response plan (CERP), ExPlan, FA specific annexes, position checklist)
- Exercise Plan to be added to the main invite and located in the Teams Exercise Environment General tab
- All other materials will be provided during the exercise

# Questions

# PG&E Emergency Preparedness & Response 2023 Public Safety Power Shutoff (PSPS) Functional Exercise (FE)

## Player Briefing

May 8-11, 2023

