

PG&E Emergency Preparedness & Response 2023 PSPS Functional Exercise Observer 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



Agenda

- Exercise Overview
- Exercise Logistics
- Exercise Guidance
- Observer Guidance
- 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"> • Company Emergency Response Plan (CERP) • 2022 PSPS Annex • Others, e.g. FA-specific guidance, External Agency Plans/Procedures
Staffing	<ul style="list-style-type: none"> • EOC, REC, and OEC Incident Management Teams; External Agency Partners

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 (Cont.)

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

Initial Conditions & Player Shift Transition

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

- Initial Conditions will begin with Meteorology (part of player brief and StartEx)
- A “simulated” night shift will approve the IAP and any other collateral and next morning will discuss at transition
- Weather will give an update at each morning transition

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 11th, 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 11th and approximately XX for Friday, May 12th.

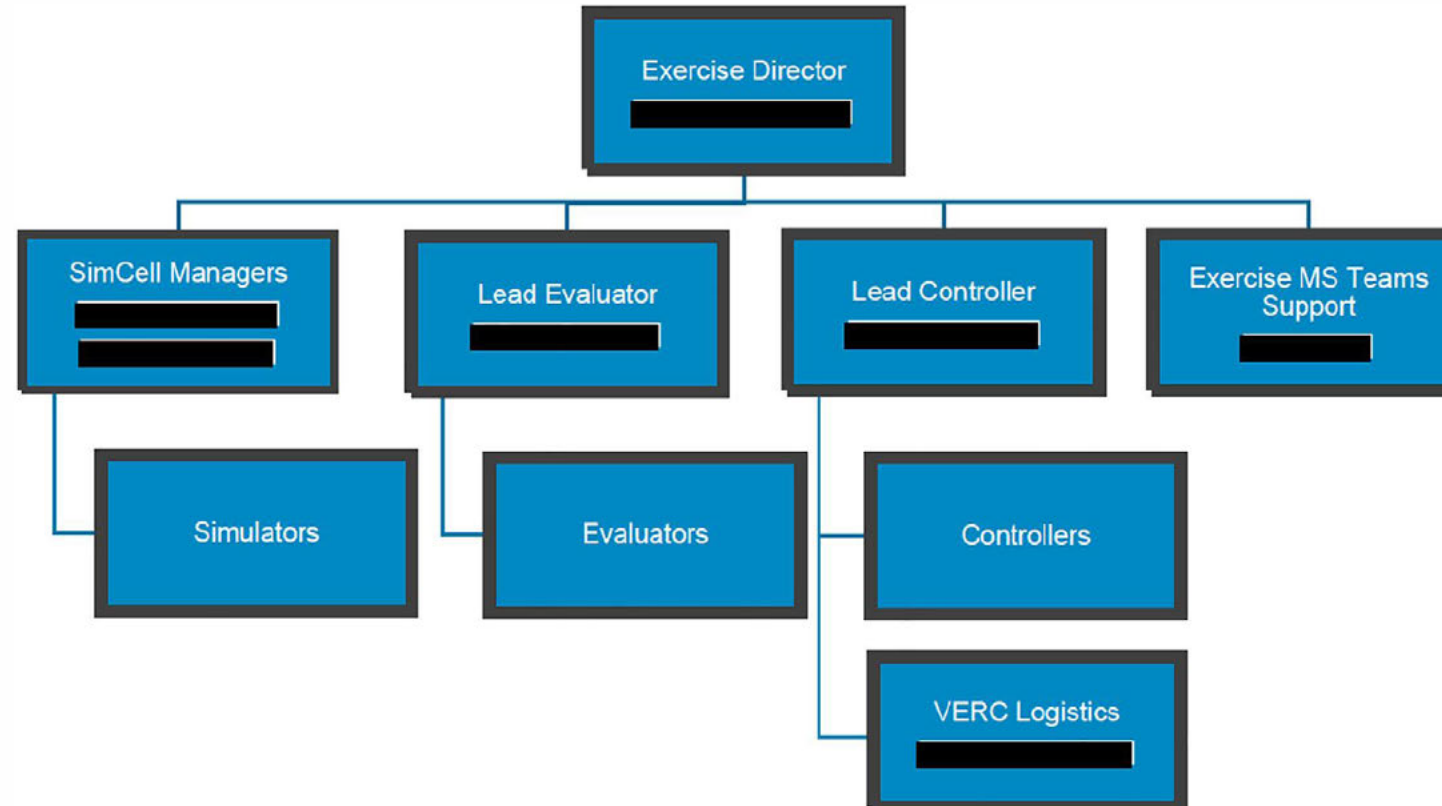
Winds will decrease below outage producing thresholds between 0700 and 0900 hours on Friday, May 12th. DSO SOPP model and derivate products show typical resource requirement for a wind event; no resources have been added to account for increased patrolling needs. Given the extremely dry conditions, Extreme-Plus 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).

Exercise Roles

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

Exercise Control Organization



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
Controller, Evaluator, and Simulator (CES) Daily Briefing	0545(RP) 1200 VERC 1230 Virtually	0545	CES Daily Brief & Bridge Line and VERC
Opening Remarks	0600 & 1300	--	EOC Main Meeting Invite and VERC Floor
STARTEX	0600 (Readiness Posture-Virtual) EOC Activation 1300	--	EOC Main Meeting Invite and VERC Floor
RESUMEEX	--	0600	EOC Main Meeting Invite and VERC Floor
Exercise Play (w/ working lunch)	0600-1800	0600-1800 (except day 4)	EOC Sections Meeting Invites, VERC and Emergency Coordination Centers
PAUSEEX/ENDEX	1800	1800 Day 4 @ 1600	EOC Main Meeting Invite and VERC Floor
C/E/S Daily Debrief	1745	1745 Day 4 @ 1545	CES Daily Brief & Bridge Line and VERC
Section Transitions	1745	1545	EOC Sections Meeting Invites, VERC and Emergency Coordination Centers
Player Hotwash		1615 Day 4 only	EOC Main Meeting Invite and VERC Floor

2023 FE ProFlow

☎ Co Op Call (1200) & State Call (1530)

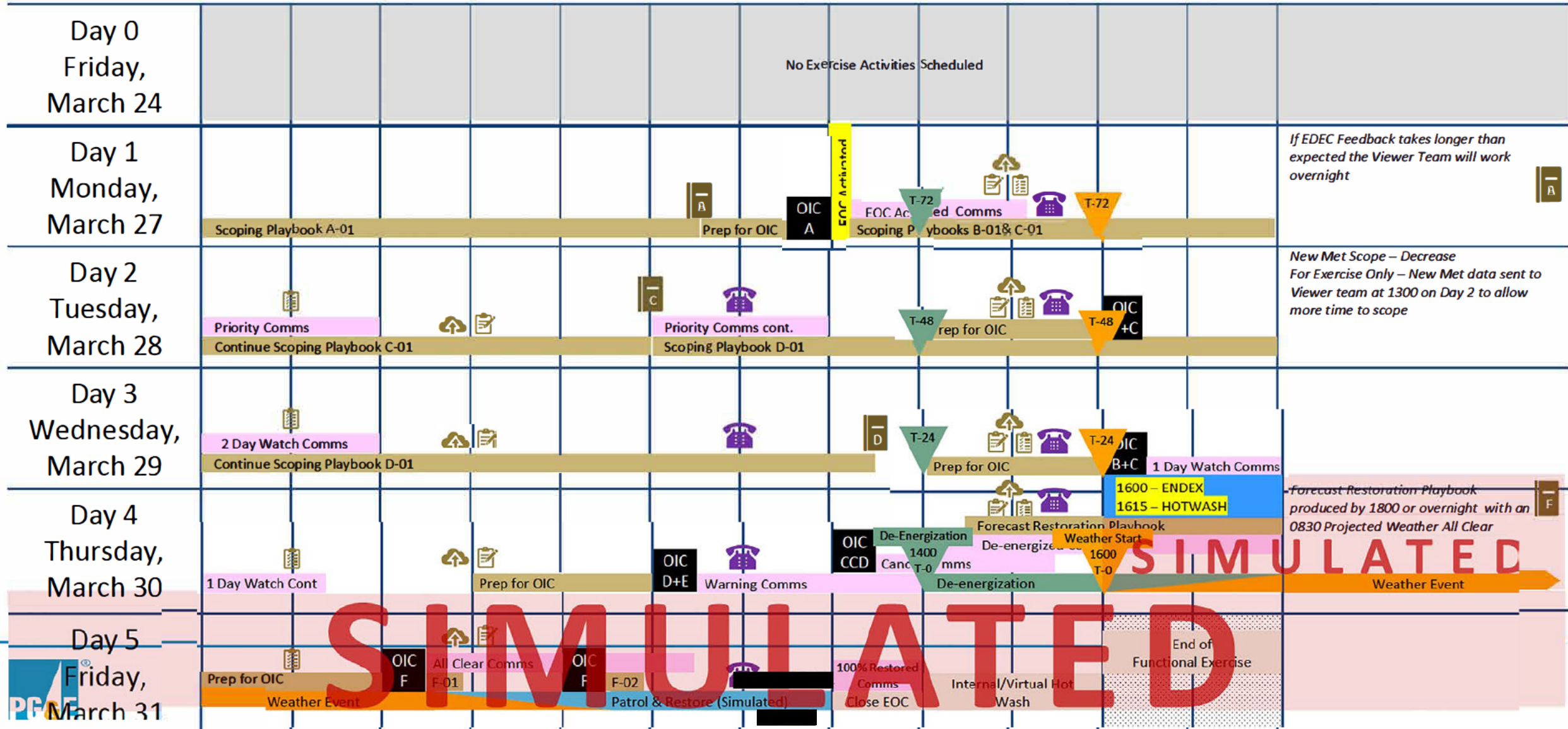
📄 Ext Sit Report (0900 & 1500)

📅 Playbook Available

🏠 Portal Update (0900 & 1500)

📋 Cal OES Form (0700 & 1500)

0600 0700 0800 0900 1000 1100 1200 1300 1400 1500 1600 1700 1800 Overnight



SIMULATED

Internal Participation

- | | |
|---|---|
| <ul style="list-style-type: none">▪ 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▪ Land and Environmental | <ul style="list-style-type: none">▪ 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
- Madera 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

Observer 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

Regulatory Relations has provided the following guidance in the event an external observer begins engaging with players during the exercise.

- Multiple external agencies are on hand to observe the exercise.
- They will have unrestricted access to all conference calls established using MS Teams.
- 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 if this should happen.
- Visitors to the VERC should follow the VERC visitor guide (next slide)

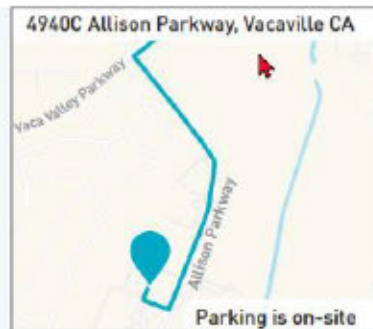
VERC Visitor Guide



Pacific Gas and Electric Company (PG&E) activates its Emergency Operations Center (EOC) to respond to hazards for customer safety.

Public Safety Partner Access

- If a member of your organization plans to embed in PG&E's EOC, please inform your PG&E Liaison EOC contact and share:
 - Your vehicle type
 - The estimated time of arrival
 - Whether you require access accommodations
- VERC Security Staff will be notified and allow you access through the parking lot gate located in front of the VERC.
 - Upon arrival to the gate, press the button in the phone box to speak to security.
- Please sign in at the front security desk with a photo ID (i.e., government, agency, etc.) to verify your identity.
- Your Liaison EOC contact will also be at the front security desk to provide you with materials to wear until departure from PG&E's EOC:
 - Visitor vest
 - Emergency contact label (to be filled out and displayed on your vest)



VERC Public Safety Partner Guide Continued

Code of Conduct and Safety

Public Safety Partners visiting the VERC witness EOC personnel perform essential duties and access EOC information first-hand. During your visit, please refrain from:

- Participating in disruptive behavior
- Removing sensitive documents
- Taking photographs, audio recordings or video recordings
- Live-streaming EOC activities

In the event of an exercise, please avoid asking questions to participants unless you are an exercise player.

If you are experiencing COVID-19 or other illness/symptoms, we ask that you stay home to protect others.

What to Expect

While embedded your Liaison EOC contact will:

- Provide you with a tour and safety orientation
- Show you your temporary work area and provide WiFi information
- Confirm your visitors' schedule, including meeting times and opportunities for observation

What to Bring

- Laptop and charger
- Phone charger
- Pen and paper
- Refillable water bottle (as needed)
- Food and beverages*

**Food, snacks and beverages are available at the VERC, as well as microwaves/refrigerators for use. Gifting rules may apply, food/beverages consumed by agency partners may be considered a gift and reported as such.*

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of wildfire. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2023 Pacific Gas and Electric Company. All rights reserved. 05/03/2023.

Internal Observers



EP&R | Strategy & Execution MS Teams Sites



New channel

	Name: Exercise Environment		Name: Virtual EOC
	<div data-bbox="644 454 1093 1223"><div data-bbox="644 454 1093 496"> Exercise Environment ...</div><div data-bbox="700 504 1093 1223"><div>General</div><div>Exercise Command Chat</div><div>Exercise Customer Strategy Chat</div><div>Exercise Demobilization Unit Chat</div><div>Exercise EOC Main Floor Chat</div><div>Exercise Finance Admin Chat</div><div>Exercise Intelligence and Investigation Chat</div><div>Exercise Liaison Chat</div><div>Exercise Logistic Chat</div><div>Exercise Operations Chat</div><div>Exercise PIO Chat</div><div>Exercise Planning Section Chat</div><div>Exercise REC and OEC Chat</div><div>Exercise Safety Chat</div><div>Exercise Temp Gen Chat</div><div>Restricted Exercise Controller Evaluator ...</div><div>Restricted Exercise Planners</div><div>Restricted Exercise Sim Cell</div><div>Tech Exercise Support and File Share</div></div></div>		<div data-bbox="1324 454 1918 1158"><div data-bbox="1324 454 1918 496"> Virtual EOC ...</div><div data-bbox="1381 504 1918 1158"><div>General</div><div>Command</div><div>Customer Strategy</div><div>EOC Main Floor</div><div>Finance and Admin</div><div>ICS 214 - Activity Log</div><div>Liaison</div><div>Logistics</div><div>Operations</div><div>PIO</div><div>Planning</div><div>7 hidden channels</div></div></div>

During the Exercise

- If you are an external Observer, please use the link that will be sent to check in and out daily.
- The observer role is a controlled role and limited to observation and listening. Communication between players and observers is not allowed during the exercise.
- Observers should reach out to the Exercise Design Team if they have any questions or comments.
- Observers will be invited to meetings by leads or section chiefs or EOC players.
- Observers should consult with their leads for advice on which meetings they should plan to attend.
- Start of day and end of day meetings will take place in the EOC Main Floor Meeting Invite. All Observers are welcome to attend EOC Main Floor meetings, but their role is limited to observation and listening.

Exercise Roles

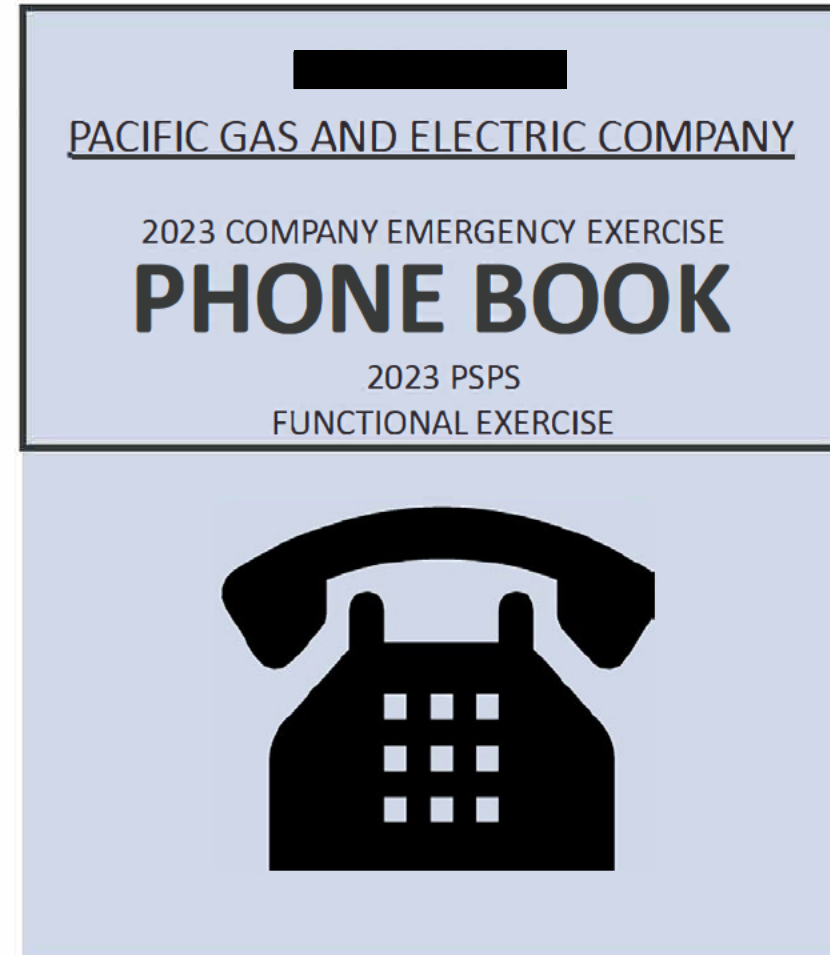
- **Players:** Players are personnel who perform their regular roles and responsibilities during the exercise. Players initiate actions in response to the simulated emergency.
- **Controllers:** Controller's plan and manage exercise play, set up and operate the exercise sites, and/or portray the roles 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 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



Final Reminders

Documents

All information in this briefing is covered in more detail in the ExPlan and Visitor Guide

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

- **Visitor Guide**
 - Visiting the VERC
 - Security
 - Code of Contact & Safety

Questions

PG&E Emergency Preparedness & Response 2023 PSPS Functional Exercise Observer Briefing

May 8-11, 2023

