

Enhanced Powerline Safety Settings (EPSS) – Electric Operations Restoration Dispatch Requirements

SUMMARY

This utility procedure describes the necessary actions that Electric Operations (EO) Dispatch personnel take when responding to outages that meet ignition criteria.

Level of Use: Informational Use

TARGET AUDIENCE

All EO Dispatch personnel who participate in or respond to electric outage emergency requests during ignition risk periods.

SAFETY

This procedure supports PG&E’s commitment to public safety by ensuring a timely response to potentially hazardous situations in compliance with [California Public Utilities Commission \(CPUC\) General Order \(G.O.\) 166, “Standards for Operation, Reliability, and Safety During Emergencies and Disasters.”](#)

See the [PG&E General Order 166 Handbook](#) for further information.

BEFORE YOU START

READ AND UNDERSTAND [Utility Standard TD-1464S, “Preventing and Mitigating Fires While Performing PG&E Work.”](#)

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PROCEDURE STEPS

1 EO Dispatch Supervisor Procedures

- 1.1 REVIEW the email sent from “EPSS_PMO” (the enhanced powerline safety settings [EPSS] program management office [PMO]) with the subject line “EPSS Enablements – AM System Wide MM/DD/YYYY”; THEN PERFORM the following actions:

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1.1 (continued)

1. OPEN the Excel attachment provided in the email.
2. ACCESS the EPSS PMO SharePoint site AND LOCATE the critical operating equipment (COE) folder.
3. REVIEW the list of COE devices on the SharePoint site AND COMPARE it to the list in the Excel attachment to determine if there is a match.
 - a. For example, when reviewing the file, an item is listed as “BELL11072400”. This indicates the circuit is BELL 1107 with a device number of 2400.
4. IF there are COE devices that are listed for enablement,

THEN SEND an email to the dispatch team.
 - a. PROVIDE verbal confirmation with all area dispatchers where the COE outage requires manual observation (the “Y” value will not be displayed in the EPSS column in the Outage Information System/Outage Management Tool [OIS/OMT]).
 - b. MONITOR OIS/OMT for COE devices that need to be dispatched.

1.2 MONITOR OIS/OMT to ensure all EPSS are dispatched and acted upon.

1.3 IF a [sign of ignition](#) is reported,

THEN PERFORM the following actions:

1. VERIFY if **911** has been contacted.
 - a. IF unable to verify,

THEN CONTACT **911** to report the sign of ignition.
2. CONTACT the Hazard Awareness and Warning Center (HAWC) at **1-800-255-7593**.
3. REPORT to the local Operations Emergency Center (OEC) (if activated) for immediate action. NAVIGATE to the EM activation screen to identify the incident commander (IC), if activated.
4. NOTIFY the Dispatch manager.

1.4 IF an EPSS outage is not responded to within 60 minutes or less,

THEN EMAIL the Dispatch director OR appointed delegate, AND PROVIDE the information shown in [Figure 1](#) on Page 3.

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1.4 (continued)

EPSS Miss Report					
OIS #	Hazard	OIS FNL	EPSS Alert Time	Circuit	Division
ARCOS Callout Start (T-man)	ARCOS Callout Start (FM Tech)	Time Dispatched	Time Enroute	PG&E Onsite Time	Response Time
Preliminary Miss Details					

Figure 1. EPSS Details

2 EO Dispatcher Procedures

- 2.1 MONITOR outages that appear in OIS/OMT that have a “Y” value in the EPSS column or COE, as communicated by the supervisor.
- 2.2 DETERMINE if the outage is planned, by accessing the Outage Dispatch Tool (ODT) AND locating the “Planned #” in the Crew Information section.
- 2.3 VERIFY the outage with the distribution operator (DO), AND DOCUMENT the LAN ID of the DO and whether a troubleman (T-Man) is needed in OIS.
- 2.4 IDENTIFY an available resource that can respond to any outages that meet the ignition risk criteria.
 - 1. IF the available resource has an estimated time of arrival (ETA) within 60 minutes, THEN DISPATCH the resource to the outage within 5 minutes.
 - a. IF unable to dispatch a resource to the outage within 5 minutes, THEN DOCUMENT the reason the resource could not be dispatched in the ODT Remarks section OR in the DSP Remarks section of the dispatch application.
 - 2. IF the outage is within normal business hours (Monday – Friday, 0700 to 1530), THEN PERFORM the steps in [Section 3, “Normal Business Hours Dispatch Procedures,”](#) on Page 4.

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2.4 (continued)

3. IF the outage is outside normal business hours (1531 to 0659),
 THEN PERFORM the steps in [Section 4, “Outside Business Hours Dispatch Procedures,”](#) on Page 7.

3 Normal Business Hours Dispatch Procedures

Table 1. Dispatching During Normal Business Hours

Normal Business Hours (M-F 0700-1530)	
Resource Type Availability Order	Instructions
Yard T-Man	USE all available tools, including the Field Automation System (FAS) and Daily Work Plan (DWP) to check who is signed in and to locate the closest resource.
Safety and Infrastructure Protection Team (SIPT) crew 24/7 SIPT duty officer: (800) 239-5170	USE the FAS map to locate the closest resource. DISPATCH concurrently with T-Man/Men. CALL engine to confirm acknowledgement of the outage dispatch request. IF no response is received within 5 minutes, THEN SEND an e-page. IF there are no SIPT crews logged into FAS, THEN CONTACT the SIPT crew supervisor AND INFORM the electric dispatch supervisor.
Out of yard/division T-Man who can respond within 60 minutes	USE all available tools, including FAS and the DWP to check who is signed in and to locate the closest resource.
Field metering	USE the FAS map to locate the closest resource; then CONTACT field metering dispatch personnel to notify them of the resource allocation.
Distribution line technician (DLT)	USE the FAS map to locate the closest resource.
Restoration supervisor	CONTACT the local restoration supervisor.
Maintenance and construction (M&C) supervisor	CONTACT the local field operations M&C supervisor.
Compliance inspectors	CONTACT the local compliance supervisor.
Transmission T-Man	CONTACT the Grid Control Center (GCC).
Hydro Switching Center	IF within a hydro area in the Distribution Management System (DMS), THEN CONTACT the hydro switching center.
Gas service representative (GSR)	USE the FAS map to locate the closest resource; then CONTACT Gas Dispatch personnel to dispatch the resource.

- 3.1 PERFORM the following steps, using the information from [Table 1](#) above, to dispatch a resource during normal business hours (M-F 0700-1530) to respond to an outage that has a “Y” value in the EPSS column in OIS/OMT.

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3.1 (continued)

1. IDENTIFY the resource from the first column under the Resource Type Availability Order column in [Table 1](#) on Page 4.
2. FOLLOW the directions from the Instructions column in [Table 1](#).
3. REVIEW FAS and/or DWP to determine if there is an available resource closest to the emergency or outage location that can respond within 60 minutes.
 - a. IF there is an available resource,
THEN DISPATCH the resource to ensure an ETA within 60 minutes.
 - b. IF the resource is **not** available,
THEN LOCATE the next available resource listed in the subsequent row of [Table 1](#).
4. REPEAT [Steps 1 through 3](#) above until an available resource is identified.
5. IF the ETA is 60 minutes or greater from the EPSS checkbox selected on the outage,
THEN immediately NOTIFY the EO Dispatch supervisor.

NOTE

To ensure conditions remain safe for the public, the non-qualified electrical worker (QEW)/non-FAS resource **must** remain on stand-by until released.

- a. IF a call comes in from the resource reporting a hazard or [sign of ignition](#),
THEN OBTAIN the following information, AND PERFORM the actions below:
 - (1) Name of the resource and associated OIS number.
 - (2) Location and details of the ignition or hazard (address and city or Global Positioning System [GPS] coordinates).
 - (3) ADVISE the resource to stand-by in a safe location away from any ignition until a T-Man or QEW arrives to provide relief.
 - (4) DISPATCH a QEW resource to the location, AND PROVIDE the OIS number and standby contact information.
 - (5) NOTIFY a dispatch supervisor.

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3.1 (continued)

- (6) MAKE a note of all steps followed, AND DOCUMENT contact information for the T-MAN or other PG&E resource responding to the call in the OIS/OMT tag.
- (7) NOTIFY the dispatch supervisor when the resource arrives onsite.

4 Outside Business Hours Dispatch Procedures

Table 2. Dispatching Outside of Business Hours (1531-0659)

After Hours (1531– 0659)	
Resource Type Availability Order	Instructions
Yard T-Man	USE all available tools, including FAS and the DWP to check who is signed in and to locate the closest resource.
Out of yard/division T-Man who can respond within 60 minutes	USE all available tools, including FAS and the DWP to check who is signed in and to locate the closest resource.
Call-out order for Automated Roster Call Out System (ARCOS) RT, MMP, MST, FMP, AMST	START the ARCOS callout.
On-call supervisor	CONTACT the on-call restoration supervisor and on-call M&C supervisor.
Compliance inspectors	CONTACT the local compliance supervisor AND START the ARCOS callout.
DLT	START the ARCOS callout.
Transmission T-Man	CONTACT the Grid Control Center (GCC) at [REDACTED] or [REDACTED].
GSR	CONTACT the Gas Dispatch Supervisor Line at [REDACTED] for available resources or to request that Gas Dispatch personnel run ARCOS.

4.1 PERFORM the following steps using [Table 2](#) above to dispatch a resource outside normal business hours (1531 to 0659) to respond to an outage that meets the ignition risk criteria.

1. IDENTIFY the resource from the first column under the Resource Type Availability Order in [Table 2](#).
2. FOLLOW the directions from the Instructions column in [Table 2](#).
3. REVIEW FAS or DWP to determine if there is an available resource closest to the emergency or outage order location who can respond within 60 minutes.
 - a. IF there is an available resource,

THEN DISPATCH the resource to ensure an ETA within 60 minutes.

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4.1.3 (continued)

- b. IF a resource is **not** available,

THEN LOCATE the next available resource listed in the subsequent row of [Table 2](#) on Page 6.
 - c. IF the tag has not been assigned to a resource at the 10-minute mark,

THEN INFORM the Electric Dispatch supervisor.
 - d. IF the ETA is extended 60 minutes or greater,

THEN INFORM the Electric Dispatch supervisor.
 4. REPEAT [Steps 1 through 3](#) on Page 6 until an available resource is identified.
 5. IF the outage is a non-hazard tag,

THEN DISPATCH the resource to the address indicated beneath the first call section in ODT.
 - a. IF an address is not listed,

THEN CLICK in the trouble reports to send the resource to the address with a trouble report.
 - b. IF a call comes in from the resource reporting a hazard or [sign of ignition](#),

THEN OBTAIN the following information, AND PERFORM the actions below:
 - (1) Name of the resource and associated OIS number.
 - (2) Location and details of ignition or hazard (address and city or GPS coordinates).
 - (3) ADVISE the resource to stand-by in a safe location away from any ignition until a T-Man or QEW arrives to provide relief.
 - (4) DISPATCH a QEW resource to the location AND PROVIDE the OIS number and stand-by contact information.
 - (5) NOTIFY a dispatch supervisor.
 6. MAKE a note of all steps followed, AND DOCUMENT contact information for the T-Man or other PG&E resource responding to the call in the OIS/OMT tag.

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4.1 (continued)

7. IF a non-QEW or non-FAS user is responding,

THEN DISPATCH the resource to the imminent hazard or first call AND PERFORM the following actions:
 - a. DOCUMENT the resource LAN ID and phone number in ODT remarks.
 - b. PROVIDE the resource with the OIS number AND ASK the resource to notify Dispatch upon arriving onsite.
 - c. PROVIDE the contact information of the QEW/T-Man who will be responding.
 - d. IF a call comes in from the resource reporting a hazard or [sign of ignition](#),

THEN OBTAIN the following information, AND PERFORM the actions below:
 - (1) Name of the resource and associated OIS number.
 - (2) Location and details of ignition or hazard (address and city or GPS coordinates).
 - (3) ADVISE the resource to stand-by in a safe location away from any ignition until a T-Man or QEW arrives to provide relief.
 - (4) DISPATCH a QEW resource to the location AND PROVIDE the OIS number and stand-by contact information.
 - (5) NOTIFY a dispatch supervisor.
8. MAKE a note of all the steps followed AND DOCUMENT contact information for the T-Man or other PG&E resource responding to the call in the OIS/OMT tag.
9. NOTIFY the dispatch supervisor when the resource arrives onsite.

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5 Dispatch Procedures for Critical Operating Equipment (COE) Outages

Table 3. Dispatching EPSS Outages for COE

Regular and After-Hours	
Resource Type Availability Order	Instructions
Yard T-Man	USE all available tools, including FAS and the DWP, to check who is signed in and to locate the closest resource.
Safety and Infrastructure Protection Team (SIPT) crew 24/7 SIPT duty officer: (800) 239-5170	USE the FAS map to locate the closest resource. Dispatch concurrently with T-Man/Men. CALL engine to confirm acknowledgement of the outage dispatch request. IF there are no SIPT crews logged into FAS, THEN CONTACT the SIPT crew supervisor AND INFORM the electric dispatch supervisor.
Out of yard/division T-Man who can respond within 60 minutes	USE all available tools, including FAS AND the DWP, to check who is signed in and to locate the closest resource.
Call-out order for ARCOS: MMP, MST, FMP, AMST	CONTACT the FM dispatcher during normal business hours. START the ARCOS callout after hours.
On-call Restoration and M&C supervisor	CONTACT the on-call field ops supervisor.
Compliance inspectors	CONTACT the local compliance supervisor AND START ARCOS callout.
DLT	USE the FAS map to locate the closest resource (during normal business hours). START the ARCOS callout after hours.
Transmission T-Man	CONTACT the Grid Control Center (GCC) at [REDACTED] or [REDACTED].
Hydro Switching Center	IF within a hydro area in DMS, THEN CONTACT the hydro switching center.
GSR	CONTACT the Gas Dispatch Supervisor Line at [REDACTED] for available resources or to request that Gas Dispatch personnel run ARCOS.

NOTE

A SIPT **must** be sent in conjunction with the identified co-workers on a COE outage where EPSS settings are to be enabled (**applies during regular and after-hours**).

- 5.1 PERFORM the following steps using the information from [Table 3](#) above, to dispatch a resource (during regular and after-hours) to respond to a COE outage.
1. FOLLOW the directions from the Instructions column in [Table 3](#).
 2. REVIEW FAS or DWP to determine if there is an available resource closest to the emergency or outage order location who can respond within 60 minutes.

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5.1.2 (continued)

- a. IF there is an available resource,
THEN DISPATCH the resource to ensure an ETA within 60 minutes.
 - b. IF a resource is **not** available,
THEN LOCATE the next available resource listed in the subsequent row of [Table 3](#) on Page 9.
 - c. IF the tag has not been assigned to a resource at the 10-minute mark,
THEN INFORM the Electric Dispatch supervisor.
 - d. IF the ETA is extended 60 minutes or greater,
THEN INFORM the Electric Dispatch supervisor.
3. REPEAT [Steps 1 through 3](#) on Page 9 until an available resource is identified.
 4. IF the outage is a non-hazard tag,
THEN DISPATCH the resource to the address indicated beneath the first call section in ODT.
 - a. IF an address is not listed,
THEN CLICK in the trouble reports to send the resource to the address with a trouble report.
 - b. IF a call comes in from the resource reporting a hazard or [sign of ignition](#),
THEN OBTAIN the following information, AND PERFORM the actions below:
 - (1) Name of the resource and associated OIS number.
 - (2) Location and details of ignition or hazard (address and city or GPS coordinates).
 - (3) ADVISE the resource to stand-by in a safe location away from any ignition until a T-Man or QEW arrives to provide relief.
 - (4) DISPATCH a QEW resource to the location and provide the OIS number and stand-by contact information.
 - (5) NOTIFY a Dispatch supervisor.

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5.1 (continued)

5. MAKE a note of all steps followed, AND DOCUMENT contact information for the T-Man or other PG&E resource responding to the call in the OIS/OMT tag.
6. IF a non-qualified electric worker or non-FAS user is responding,

THEN DISPATCH the resource to the imminent hazard or first call AND PERFORM the following actions:
 - a. DOCUMENT the resource's LAN ID and phone number in ODT remarks.
 - b. PROVIDE the resource with the OIS number AND ASK the resource to notify Dispatch upon arriving onsite.
 - c. PROVIDE the contact information of the QEW/T-Man who will be responding.
 - d. IF a call comes in from a resource reporting a hazard or [sign of ignition](#),

THEN OBTAIN the following information, AND PERFORM the actions below:
 - (1) Name of resource and associated OIS number.
 - (2) Location and details of ignition or hazard (address and city or GPS coordinates).
 - (3) ADVISE resource to stand-by in a safe location away from any ignition until a T-Man or QEW arrives to provide relief.
 - (4) DISPATCH a QEW resource to the location, AND PROVIDE the OIS number and stand-by contact information.
 - (5) NOTIFY a dispatch supervisor.
7. MAKE a note of all steps followed AND DOCUMENT contact information for the T-man or other PG&E resource responding to the call within the OIS/OMT tag.
8. NOTIFY the Dispatch supervisor when the resource arrives onsite.

END of Instructions

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DEFINITIONS

Critical operating equipment (COE): An electric asset in a state of disrepair or that is not operating as designed and, if not fixed or replaced, compromises the operational flexibility of the grid. The devices have reclosing cut out but require an enhanced level of protection by the Safety and Infrastructure Protection Team (SIPT) when outages occur in these protection zones (until the devices can be repaired/replaced and EPSS settings installed).

Daily Work Plan (DWP): A daily summary organized by yard that identifies the shifts and geographic locations of field technicians used to assign work in the Field Automated System (FAS).

Enhanced powerline safety settings (EPSS): The process for implementing enhanced powerline safety settings on devices protecting zones that intersect high fire risk areas. The EPSS program has identified high fire risk area (HFRA) protection zones with devices and circuit breakers that are currently capable as well as others that are incapable of taking EPSS settings (COE). The devices have reclosing cut out but require an enhanced level of protection by SIPT when outages occur in these protection zones (until the devices can be repaired/replaced and EPSS settings installed).

Hazard Awareness and Warning Center (HAWC): A department that monitors, communicates, and facilitates responses to threats that have potential to impact customers, infrastructure, and communities.

Outage: An interruption of electric service at the customer level and above.

Outage Dispatch Tool (ODT): A web-based response application for emergency (unplanned) outages residing on the Outage Information System (OIS) platform. It is designed for efficient retrieval and dissemination of information throughout the organization.

Outage Information System (OIS): An outage management system that allows operators to identify distribution outages and report historical information. It also helps the utility inform the customer of the outage situation and restoration status. OIS works in conjunction with a call handling system referred to as an interactive voice response (IVR) system.

Qualified electrical worker (QEW): A qualified person who meets the following specifications:

- 2 years training and experience with high-voltage circuits and equipment.
- Demonstrated (by performance) familiarity with the work to be performed and hazards involved.

Sign of ignition: Arcing, sparking, fire, smoke, smoldering or burn marks on the ground.

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IMPLEMENTATION RESPONSIBILITIES

The director responsible for EO Dispatch must review and authorize this procedure.

The EO Dispatch supervisor must ensure that personnel who perform EPSS response activities are trained and knowledgeable on the instructions in this procedure.

EO Dispatch and Scheduling personnel must comply with the instructions in this procedure.

Personnel must perform only those tasks for which they are qualified or trained, as outlined in their job description.

GOVERNING DOCUMENT

[Utility Standard TD-2202S, "Electric Operations Restoration Dispatch and Scheduling Operating Practices"](#)

COMPLIANCE REQUIREMENT / REGULATORY COMMITMENT

[CPUC G.O. 166, "Standards for Operation, Reliability, and Safety During Emergencies and Disasters"](#)

Records and Information Management:

Information or records generated by this procedure must be managed in accordance with the Enterprise Records and Information Management (ERIM) program policy, standards, and Enterprise Records Retention Schedule (ERRS). Refer to [GOV-7101S, "Enterprise Records and Information Management Standard,"](#) and related standards. Management of records includes, but is not limited to:

- Integrity
- Storage
- Retention and Disposition
- Classification and Protection

REFERENCE DOCUMENTS

Developmental References:

[PG&E General Order 166 Handbook](#)

[Utility Standard TD-1464S, "Preventing and Mitigating Fires While Performing PG&E Work"](#)

Supplemental References:

NA

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APPENDICES

NA

ATTACHMENTS

NA

DOCUMENT REVISION

This utility procedure cancels Utility Procedure TD-2202P-01, “Enhanced Powerline Safety Settings (EPSS) – Electric Operations Restoration Dispatch Requirements,” Rev. 0, dated 09/01/2022.

DOCUMENT APPROVER

██████████, Director, Dispatch and Scheduling

DOCUMENT OWNER

██████████, Manager, Dispatch

DOCUMENT CONTACT

██████████, Manager, Dispatch

REVISION NOTES

Where?	What Changed?
Entire document	Updated the entire document.
Document Approver, Document Owner, and Document Contact	Updated document approver, owner, and contact information.