Pacific Gas and Electric Company®

Electric Annex

to the Company Emergency Response Plan

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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, and 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
1.1	[redacted]	Added "and G.O. 166" to third paragraph	6/2/2022
1.1	[redacted]	Replaced preparedness cycle graphic with updated graphic from HSEEP (January 2020)	6/2/2022
Throughout document	[redacted]	Lines of business removed; replaced with Functional Business Units	6/2/2022
1.5	[redacted]	Replaced Electric Transmission Operations Emergency Management with Transmission System Operations (TSO)	6/16/2022
1.5	[redacted]	Added "Participate in industry benchmarking on Emergency Management solutions and best practices"	4/13/2022
1.5.1	[redacted]	Added new section	5/19/2022
1.6.1	[redacted]	Changed document approver to VP of Emergency Preparedness & Response	6/30/2022
Throughout document	[redacted]	Replaced "Central Dispatch" with "Restoration Dispatch"	5/15/2022
2.1.3.3	[redacted]	Changed to reflect STOEC reports to the Transmission Branch Director and works with ETEC to respond to priorities and strategies.	4/14/2022
2.2	[redacted]	Added "When assigned to an incident or event, personnel are dedicated to their emergency role and their day-to-day duties become secondary."	6/24/2022
2.2.2	[redacted]	Added definitions for "Emergency Make Safe" and "Infrastructure & Repopulation" Make Safe.	6/24/2022
2.2.5	[redacted]	Added "In addition, the Check In / Out Recorders disseminate appropriate forms and refer incoming staff to safety officers for safety onboarding and tailboarding prior to commencing work. Reference section 3.2.4.1 for details on the Check-In and Check-Out Process."	4/15/2022

Section(s) Affected	Person Responsible for Revision	Change	Date
2.2.6	[redacted]	Replaced "can be staffed Distribution Supervisors, Estimating Supervisors, Mapping Supervisors, Operation Engineers, or Planning Engineers with operational knowledge who are trained to support a circuit based assessment/restoration strategy" with "are assigned by the Incident Commander".	6/2/2022
2.2.7	[redacted]	Added "911" to title	6/2/2022
2.2.7	[redacted]	Added "Staff, including non-electric operations personnel, must not self-deploy to incident response. All staff must obtain approval from their management prior to responding to electric incidents. When responding to incidents, staff should not be engaging in response activities outside of the incident command structure. Staff must be integrated into the response under direction of Central Dispatch and/or the OEC, if activated."	6/2/2022
2.2.9	[redacted]	Added "911 stand-by requests from public agencies" and SAP	4/15/2022
2.2.10	[redacted]	Added new section	4/11/2022
2.3.1	[redacted]	Added STOEC, removed "Directors or Senior Directors" and replaced with "Superintendents and above"	4/14/2022
2.3.4	[redacted]	Added "anomalies, basic cause for equipment alarms" and "repair/replace equipment"	4/7/2022
2.3.6	[redacted]	Added new section, including subsections 2.3.6.1 Vegetation Management, 2.3.6.2 Safety Infrastructure Protection Team (SIPT), 2.3.6.3 Debris Removal, 2.3.6.4 Temporary Generation	4/12/2022
3.1	[redacted]	Added "Communications Only" under Level 1 – Routine	4/1/2022
Throughout document	[redacted]	Replaced "Director of EP&R, Strategy and Execution" and/or "Senior Manager of Emergency and Restoration" and replaced with "EP&R Vice President" or "Supervisor of Electric Distribution Operations Emergency Management"	6/2/2022
3-1	[redacted]	Adjusted Load Shed – EEP column to align with CAISO Operating Procedure 4420 (converted AWE levels Alert, Warning, Stage 1, 2, and 3 to EEA Watch, EEA 1, 2, and 3).	6/9/2022
3.1.1	[redacted]	Removed "call a meeting to review the activation matrix" and replaced with "initiate a Director's Alignment Call"	5/5/2022
3.1.1	[redacted]	Removed "EOC On Call" and replaced with "Electric Distribution Operations Emergency Management Supervisor and Emergency/Restoration Team" and added "(including Communications Only)." Added "In addition, the Electric Distribution Operations Emergency Management Team Supervisor or designee notifies the EP&R Vice President of OEC/REC activations Level 2 or above."	5/5/2022

Section(s) Affected	Person Responsible for Revision	Change	Date
3.1.2.1	[redacted]	Added paragraph and bullet points on Communications Only status	5/5/2022
3.1.2.1	[redacted]	Added "Incidents resulting in financial cost beyond routine emergencies (e.g. 2021 X-1111 San Francisco OEC activation requiring extensive onsite generation support)"	5/5/2022
3.1.2.1	[redacted]	Removed "In addition to the EOC Commander, the Senior Vice President of Electric Operations has pre-designated the following personnel to activate the EOC: Vice President of Electric Distribution Operations, Director of Electric Operations Emergency Management, Director of System Operations and Control, and the Director of EP&R. The Senior Vice President of Electric Operations delegates to Electric Distribution and Electric Transmission Officers and Directors the responsibility for managing emergencies within their assigned areas of responsibilities."	6/21/2022
3.1.2.1	[redacted]	Added "When the DSO SOPP Model forecasts divisions at Level 3 or greater impacts, OEC ICs must proactively activate 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)."	6/24/2022
3.1.3.1	[redacted]	Added "911 Standby Handling Desk, IVRU Message, Communications Only Activations Level 1". Added "Comment, to include: Incident/event name and type, OEC Commander and phone number, Activation Level, If activated for multiple incidents/events, specify activation/deactivation date/time for each individual incident/event"	5/5/2022
3.1.3.1	[redacted]	Removed "EOC On Call IC is notified" and replaced with "EMS Duty Officer, Electric Distribution Operations Emergency Management Supervisor, and EP&R Vice President". Removed "Senior Manager of Emergency and Restoration" and replaced with "Vice President of EP&R"	5/5/2022
3.2.1.2	[redacted]	Added "Electric Operations maintains three preidentified Incident Management Teams (IMTs) to support further staffing needs."	5/5/2022
3.2.1.2	[redacted]	Removed "In addition, each OEC has a designated Sister Division OEC to support any staffing deficiencies during an activation."	5/12/2022
3.2.1.3	[redacted]	Added "E-page is used to call in OEC staff when an OEC is activated."	5/12/2022
3.2.3.2	[redacted]	Added language to clarify three levels for Critical Facility & Infrastructure.	5/19/2022

Section(s) Affected	Person Responsible for Revision	Change	Date
3.2.3.4.1	[redacted]	Added "Electric Distribution Emergency Management Duty Officer (IC Advisor)" and "Distribution Control Center Supervisor"	5/12/2022
3.2.3.5	[redacted]	Added new section "Enhanced Powerline Safety Settings (EPSS)"	4/12/2022
3.2.3.7.1	[redacted]	Added "For Level 2 and above incidents, the Public Safety Specialist (PSS) may work with local government emergency management and the OEC to coordinate 911 standby resources."	5/19/2022
3.2.3.10	[redacted]	Added new section "Electric Incident Management Teams (IMTs) Activation and Transfer of Command"	4/11/2022
3.2.3.13	[redacted]	Removed Level 1 Incidents language and replaced with language from EMER-3002P-01	5/29/2022
3.2.4.1.1	[redacted]	Added new section "Safety Tailboard"	5/19/2022
3.2.4.1.2	[redacted]	Added new section "Work Assignment"	5/19/2022
3.2.4.1.3	[redacted]	Added incident related injury reporting graphic from Electric Annex WBT	5/19/2022
3.2.4.2	[redacted]	Added "The Senior Director for General Construction (GC) and Contractors is the resource owner for contract crews in Distribution and the Senior Director for Transmission and Substation is the resource owner for contract crews in Transmission."	5/19/2022
3.2.4.8	[redacted]	Clarified language to specify M&C supervisor and notification responsibility.	5/19/2022
3.2.5.1	[redacted]	Added "All resources, including local personnel, must demobilize from an incident/event."	5/25/2022
3.2.6	[redacted]	Added new section	5/18/2022
4.1.2	[redacted]	Added new section "Director's Alignment Call"	5/2/2022
4.1.3	[redacted]	Removed section "Daily Operations Briefing"	5/2/2022
4.1.3	[redacted]	Added "after the review by the IC Advisor" and an IAP must be developed and disseminated "for each operational period"	5/20/2022
5.2	[redacted]	Added "Coworker injuries, contractor injuries or public injuries" and "Job Safety Analyses performed, Tailboards completed, Safety observations performed"	6/2/2022
5.6	[redacted]	Added definitions for Major Outage and Measured Event	3/30/2022

Section(s) Affected	Person Responsible for Revision	Change	Date
7	[redacted]	Added "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 minimum all Command and General Staff. The IC Advisor will also invite Contact Center, Distribution Control Center(s), Dispatch and other FBU representatives as needed for Level 3-5 activations."	6/1/2022
7.5	[redacted]	Added "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, financial policies (mutual aid, contracts) etc., refer to BF EO Wildfire / Affordability Business Finance Analyst."	6/1/2022
7.6	[redacted]	Added "Note: Communications Only activations fall under routine emergencies (Level 1) and therefore do not qualify for MEBA and/or CEMA."	6/1/2022
Appendix C.1	[redacted]	Added location for OEC Activation/Deactivation Checklists.	6/3/2022
Appendix C.2	[redacted]	Updated location for contact information.	6/3/2022
Appendix C.3	[redacted]	Added Meeting Agendas	6/3/2022
Appendix D	[redacted]	Added new appendix, "Directors' Alignment Call Agenda Template"	6/5/2022
Appendix H	[redacted]	Added new appendix, "Activation Position Roles and Responsibilities"	6/9/2022
Appendix I	[redacted]	OEC Meeting/Briefing Agenda Template	6/9/2022
Appendix J	[redacted]	Added new appendix, "Electric Annex Regulatory Crosswalk"	6/9/2022

Recision Log

Number	Title
NA	NA

Reference Documents

Document Number	Title

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-4501S	Framework for Electric Incident Management Teams Standard
EMER-4510S	Operations Emergency Center (OEC) Activation Requirements Standard
TD-1464S	Public Safety Power Shutoff Standard
TD-2060P-01	Routine Emergency – Emergency Estimate Required
TD-2060P-01-F01	Electric Emergency Construction Package

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Change Request Form

To request changes, corrections, or additions to the Company Emergency Response Plan (CERP) or associated annexes, submit a completed copy of EMER-2001S-F01, Change Request Form, to EPRCERP@pge.com. EMER-2001S-F01 is located on the Guidance Document Library (GDL): http://pgeweb.utility.pge.com/guidance/pages/EmergencyResponse.aspx.

Proposed changes are significant when they affect the emergency organizational structure, critical operations, key facilities, or execution of the plan; the information will be published by a Bulletin to the CERP or Annex. Minor changes will be saved and addressed during the next document update.

Once the Bulletin is communicated, a copy will be placed under the respective Annex located in the GDL and be included as content in the next Annex update.

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1 Introduction

1.1 Purpose of Annex

The Electric Annex provides an outline of Pacific Gas and Electric Company's (PG&E's) electric emergency management organizational structure, roles, and responsibilities, and describes the activities undertaken in response to electric emergency outage situations.

The Electric Annex is a key element to ensure the company is *prepared for emergencies to safely minimize damage and inconvenience to the public, which may occur as a result of:*

- *Electric system failures*
- *Major outages*
- *Hazards posed by damage to electric facilities*[1]

The Electric Annex's purpose is to execute all phases of the preparedness cycle (see Figure 1-1) (Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide – CPG 101)[2] and G.O. 166 within Electric Operations, including to:

- Serve as the response and recovery plan to govern electric operations during emergency incidents and events
- Guide the development of an overall strategy for managing a response
- Educate and train the electric emergency center personnel and key stakeholders on how to execute the plan
- Provide the foundation for annual drills and exercises to test the organization's ability to execute electric emergency response
- Facilitate execution of the after-action process in order to continuously improve response execution.

[1] See G.O. 166 Purpose
[2] https://www.fema.gov/sites/default/files/2020-05/CPG_101_V2_30NOV2010_FINAL_508.pdf

Figure 1-1: Preparedness Cycle

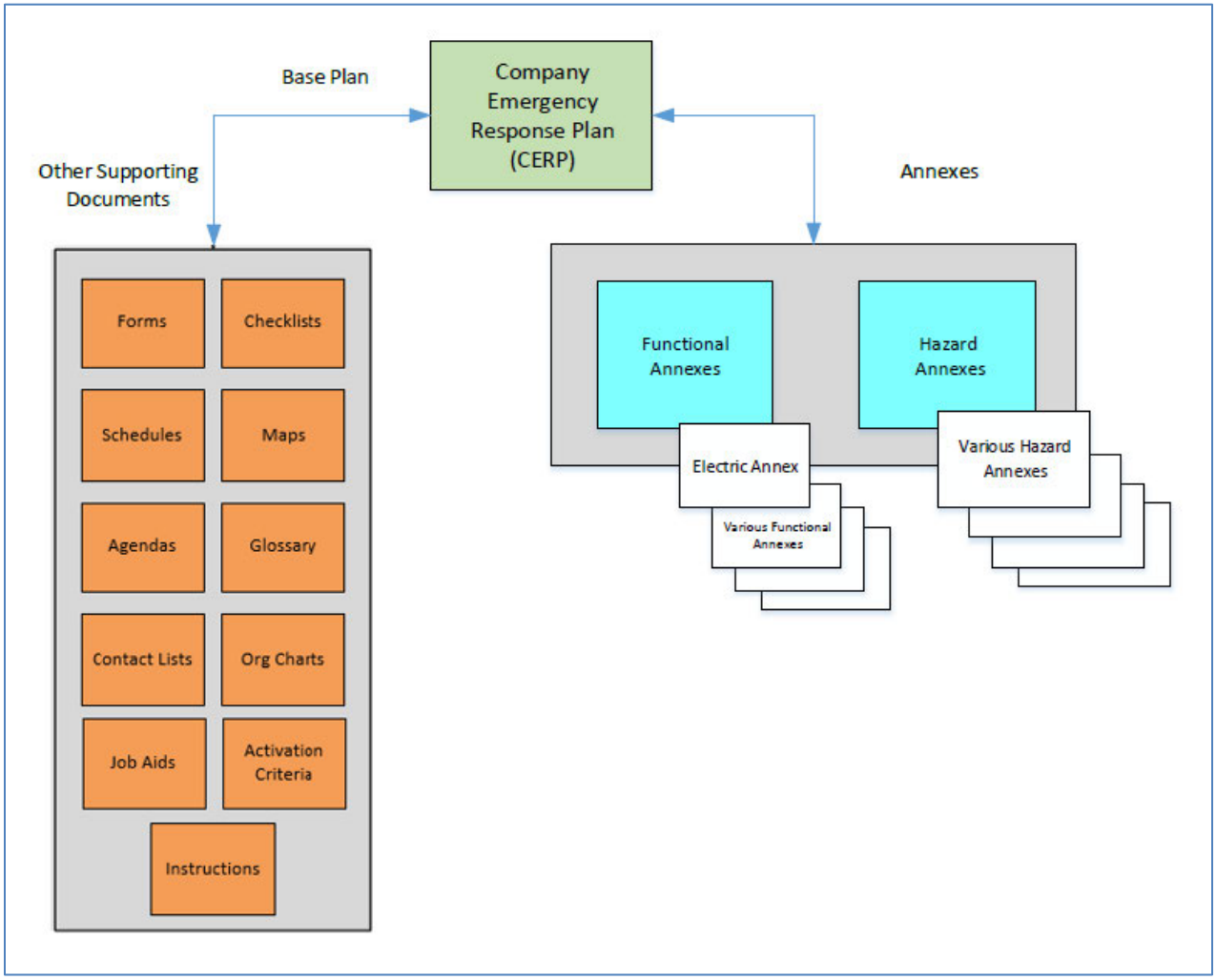
1.2 Scope

The scope of this Electric Annex includes emergency 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 relation between this Annex, the CERP, other annexes, and supporting documents. The following is not an all-inclusive list.

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



1.4 Regulations and Authorities

This Annex, as part of the CERP, complies with the regulations and authorities listed below.

1.4.1 Electric Distribution

California Public Utilities Commission [(CPUC) General Order Number 166 (G.O. 166) Standards for Operation, Reliability, and Safety During Emergencies and Disasters][3] helps ensure that electric utilities are *prepared for emergencies and disasters in order to minimize damage and inconvenience to the public which may occur as a result of electric system failures, major outages, or hazards posed by damage to electric distribution facilities*.[4]

Standard one of G.O. 166 states the utility prepares an emergency response plan setting forth anticipated responses to emergencies and major outages. It indicates the plan should

[3] https://ia.cpuc.ca.gov/gos/GO166/GO166_startup_page.html
[4] See G.O. 166 Purpose for further information.

help to ensure the utility is best able to protect life and property during an emergency or major outage and communicate the scope and expected duration of an outage. The required plan elements outlined in Standard one are included in PG&E's Company Emergency Response Plan (CERP) and Annexes.

Operations Emergency Center (OEC) Activation Requirements Standard (EMER-4510S)[5] defines PG&E's OEC activation criteria, as well as the key roles and responsibilities for proactively managing customer restoration and communication, accelerating PG&E's response time to emergency events, and reducing subjectivity in the decision-making process.

Electric Operations Estimated Time of Restoration Procedure (EMER-3002P-01)[6] provides our customers validation that PG&E is aware of a service interruption, is responding to the outage, and to provide an initial estimation of when service will be restored.

The Disaster Rebuild Annex (EMER-3012M)[7] is a comprehensive repository of plans, procedures, processes, and activities suggested for rebuilding and recovering, including restoring significantly interrupted services caused by disasters, such as wildfires or earthquakes.

The Electric Emergency Plan (EEP) for Capacity Emergencies[8] describes the actions PG&E will take upon receiving orders from the CAISO to address electric supply and/or capacity shortages.

1.4.2 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 to NERC the authority to create and enforce compliance with Reliability Standards.

NERC establishes and enforces Reliability Standards which 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 each RRO specific authorities and responsibilities, as approved by FERC, to enforce NERC and regional reliability standards, and perform other standards-related functions assigned by NERC. NERC oversees the RROs in this role to ensure consistency of delegated functions

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5 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=CURRENT&id=09131aad86e4d462&_docbase=pge_ecm

6 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8eb77d65&format=pdf&_docbase=pge_ecm

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8 Permission must be granted for access: https://pge.sharepoint.com/sites/EOC/SitePages/Welcome.aspx

across North America, while allowing for an appropriate degree of flexibility to accommodate regional differences.

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.

California Independent System Operator (CAISO) and RC West are registered with NERC to perform specified reliability functions which 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 specified reliability functions that align with its business operations and meet or exceed the mandatory requirements of the reliability standards. PG&E's NERC registrations include Distribution Provider (DP), Generator Owner (G.O.), Generator Operator (GOP), Resource Planner (RP), Transmission Owner (TO), Transmission Operator (TOP), and Transmission Planner (TP). PG&E is one of several 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 may cause damage to transmission lines or substations due to events such as storms, fires, accidents, or terrorism. Rotating outages may be planned and utilized on rare occasions to reduce demand and prevent uncontrolled spread of outages when power supply is inadequate.

1.5 Role of Electric Emergency Management and Preparedness

Electric Operations Emergency Management teams, including Electric Transmission System Operations (TSO) and Electric Distribution Operations Emergency Management (EDO EM), support the safe, efficient, and affordable delivery of electric service to the customers of our electric infrastructure and our communities.

To support the recovery of our communities, TSO and EDO EM work with the functional business units (FBUs) and other leaders across Electric Operations to develop and recommend a strategic direction for electric emergency preparedness, emergency response and public partnerships. The team is involved in the implementation of emergency plans and processes, training, emergency exercises/drills, communication, and incident management.

In addition, the team helps promote compliance with company and regulatory policies and practices, as well as continually identify and promote continuous improvement opportunities.

TSO and EDO EM:

- Respond to emergency centers and supports electric emergency incidents and events through advising the principles of the Incident Command System (ICS)
- Facilitate emergency response and business continuity planning; maintains related documents, such as the Electric Annex, Electric Emergency Plan for Capacity Emergencies, and Business Continuity Plans (BCPs)
- Conduct trainings and exercises to ensure the readiness of Regional Emergency Center (REC), Operations Emergency Center (OEC), Electric Transmission Emergency Center (ETEC), and Substation Transmission Operations Emergency Center (STOEC) personnel
- Conduct performance monitoring of key operations and reliability metrics
- Support Emergency Preparedness and Response (EP&R) as subject matter experts (SMEs) in submission of plans and data necessary for the annual G.O. 166 filing and other data requests
- Promote the use of the Automated Roster Callout System (ARCOS), an automated callout and scheduling system that Pacific Gas & Electric (PG&E) uses 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 to all applicable facilities

More information about TSO and EDO EM is available on the EDO EM website[9].

1.5.1 Electric Operations Emergency Management Organization

The Electric Operations Emergency Management Organization (EO EMO) consist of the following:

- DSR
- OEC
- REC
- EDEC
- ETEC
- STOEC
- GCC
- DCC
- Central Dispatch
- EDO EM
- TSO

Refer to Section 2.6 of CERP for additional information on EO EMO.

1.6 Annex Maintenance

[9] http://pgeweb.utility.pge.com/electric/emergency/Pages/default.aspx

1.6.1 Annex Development and Updates

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

CPUC General Order (G.O.) 166 Standard 1D states: The plan shall be updated annually to incorporate changes in procedures, conditions, law or Commission policy. The utility shall submit plan updates as part of the annual report required by Standard 11.

The Electric Annex will be reviewed and revised, as necessary, on an annual basis and submitted to EP&R by end of the Second Quarter (Q2) each year per the *Company Emergency Response Plans Standard* (EMER-2001S).[10] EDO EM will initiate the process, in collaboration with TSO, and will engage the support of departments with relevant responsibilities in this plan.

The Electric Annex may be modified due to:

- Lessons learned from exercises, incidents, and events.
- Key changes to emergency response processes, structure, responsibilities, assessment/restoration strategies, etc.
- Feedback generated by PG&E subject matter experts, planning team, internal and external key stakeholders, and users of the annex.
- Changes to laws or regulations pertaining to electric operations emergency management.

Each revision of the Electric Annex will be approved by the Vice President of Emergency Preparedness & Response. Records of revisions to the Electric Annex will be maintained in the change register at the beginning of this document.

Those departments having assigned responsibilities under this annex are obligated to inform EDO EM when organizational or operational changes affecting this plan occur or are imminent.

10 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8d275878&format=pdf&_docbase=pge_ecm

1.6.2 Annex Distribution

The Electric Annex is distributed to the Senior Vice President of Electric Operations and specific leadership positions in Electric Transmission, Electric Distribution, and various support organization leaders. Hard copies can be found in each emergency center location, including:

- Operations Emergency Centers (OECs)
- Regional Emergency Centers (RECs)
- Emergency Operations Center (EOC)
- Grid Control Center (GCC)
- Distribution Control Centers (DCCs)
- Restoration Dispatch

This Annex is also available electronically in PG&E's Guidance Document Library[11] and on the Emergency Management website under Emergency Plans.

[11] http://pgeweb.utility.pge.com/guidance/pages/EmergencyResponse.aspx

2 Emergency Organization and Responsibilities

2.1 Emergency Facilities

2.1.1 PG&E Emergency Centers

PG&E relies on multiple emergency centers at multiple operational levels.

In general, the Company EOC will not activate for an incident that can be managed out of an Operations Emergency Center (OEC), the Gas Emergency Center (GEC) or at an Electric Regional Emergency Center (REC) facility activated in support of one or more OECs.

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

2.1.2 Electric Distribution Emergency Facilities

2.1.2.1 District Storm Room

The District Storm Room (DSR) 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 is staffed with local support, such as Troublemen, gas service reps, meter techs, estimators, mappers, service planning reps and construction crews. Clerical support inputs data 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. DSRs report to their division's Operations Emergency Center (OEC).

2.1.2.2 Operations Emergency Center

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

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.

2.1.2.3 Regional Emergency Center

The Regional Emergency Center (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 managing escalated OEC(s) issues. When PG&E's Emergency Operations Center (EOC) is activated, the REC communicates operational status, resource requests, and logistical needs to the EOC.

2.1.2.4 Restoration Dispatch

Restoration Dispatch is open 24/7, 365 days each year located in Fresno and is responsible for dispatching and scheduling Troublemen resources to outages, compliance equipment inspections, customer committed work, etc. Restoration Dispatch also receives 911 stand-by requests from public agencies and dispatches Troublemen to respond as quickly as possible.

2.1.2.5 Electric Distribution Control Centers

Electric Distribution Control Centers (DCCs) are located in Concord, Fresno, and Rocklin where the real-time operation of the electric distribution grid is monitored and managed – this includes both planned and emergency outages. If an outage occurs, the Distribution Operator (DO) in the DCC helps to restore service to customers by directing field resources to operate distribution devices in the field and to substations to reconfigure or re-energize the distribution grid.

2.1.3 Electric Transmission and Substation Emergency Facilities

2.1.3.1 Electric Transmission Emergency Center

The Electric Transmission Emergency Center (ETEC) is responsible for providing support to 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, as well as 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 PG&E EOC.

2.1.3.2 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 hours per day, 365 days per year. The GCC is in daily contact with the CAISO to monitor power flows, receive clearance requests, and establish system restoration priorities, etc. The CAISO has overall operational control of our electric transmission facilities, as well as 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 with CAISO.

2.1.3.3 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 manpower 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.

2.2 Electric Distribution Emergency Roles and Responsibilities

This section includes information on Electric Distribution emergency roles and responsibilities. When assigned to an incident or event, personnel are dedicated to their emergency role and their day-to-day duties become secondary. For the ICS positions that are used throughout all PG&E's emergency centers, refer to the CERP, Emergency Organization and Responsibilities Section.

2.2.1 Troublemen

Troublemen (T-men) are emergency response employees who usually work alone and whose primary responsibility is to assess an outage situation and identify basic cause, hazard considerations, and repair requirements, primarily on substation, circuit, and mainline outages. This individual can perform some repairs and/or correct minor equipment failures. During the initial response, the T-man is the Incident Commander. T-men are Qualified Electrical Worker (QEWs) and have the ability to make the hazard safe.

2.2.2 Make Safe Crews

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.

Make Safe crews focus on situations where hazardous conditions have been reported by customers, agencies, etc. and require prompt attention (i.e., wire down, 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 foreman and/or linemen who are QEWs. Depending on their experience and training level, they have skill sets similar to T-men. 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 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.

"Repopulation Make Safe" are thorough actions taken by utility personnel, 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.

This would include but is not limited to wreck-out/removal of all damaged utility infrastructure that presents a hazard in areas where the public could reasonably be expected to repopulate, (e.g., roadways, homes, neighborhoods), but would exclude remote areas not generally accessible to the public.

During the “Infrastructure & Repopulation” meetings the AHJ will prioritize zones/areas for repopulation recognizing repopulation may occur with or without the restoration of power; therefore, repopulation make safe this does not include completion of temporary or permanent utility reconstruction.

2.2.3 Assessment Crews and Rapid Assessment Strike Teams

Damage Assessment Crews are one or two-person crews with knowledge of electric field equipment. These crews often include gas service employees who are paired with electric estimators, compliance inspectors, or work and resource coordinators who are familiar with the territory. When there are a significant number of outages, damage assessment crews can be formed into Rapid Assessment Strike Teams.

The Rapid Assessment Strike Teams include estimators, an Associate Distribution Engineer (ADE), a supervisor, and support personnel. The strike teams are responsible for quickly patrolling damaged areas, conducting damage assessments, and relaying information to the Incoming Assessment Desk at the OEC or DSR. Rapid Assessment Strike Team members may also be assigned to the Incoming Assessment Desk to receive assessment information from the field and build job packets for the crews.

Damage assessment crews are identified by the emergency centers and approved by the IC. These Assessment Crews/Strike Teams are used primarily to determine if the problem is located on PG&E equipment, assess the damage, and determine general magnitude of the repair. This assessment may include what equipment and resources may be required to repair the damage. An estimator can size equipment necessary for repairs. Assessment Crews may also serve as 911 standby until a QEW appears on site.

2.2.4 Incoming Assessment Desk Leader

The incoming assessment desk is where estimators receive incoming damage assessment information from the field and build job packages that are provided to the DSR for crew assignment. The Incoming Assessment Desk Leader oversees all personnel and staffing for the incoming assessment desk and prioritizes the creation of job packages at the OEC/DSR. The position is staffed by either an Electric ADE or Estimating Supervisor and reports to the Operations Section Chief (OSC) in the OEC.

2.2.5 Check In / Out Desk Recorder

The Check In / Out Recorders establish and manage the check in/out desk in each emergency center and base camp. They are responsible for ensuring that all personnel that come on site to support an incident are checked in each time they arrive and are checked

out at the end of each work shift and at the end of their assignment. The Recorder reports to the Resource Unit Leader (RESL) in the Planning Section in each emergency center. In addition, the Check In / Out Recorders disseminate appropriate forms and refer incoming staff to safety officers for safety onboarding and tailboarding prior to commencing work. Reference section 3.2.4.1 for details on the Check-In and Check-Out Process.

2.2.6 Circuit-Based Branch Supervisor

Circuit-Based Branch Supervisors are assigned by the Incident Commander. 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. (Refer to section 3.2.3.9.2 for details on circuit-based assessment/restoration.)

2.2.7 911 Standby Personnel

Standby personnel are responsible for cordoning off a hazardous condition and/or relieving a 911 agency until a qualified electric crew or T-man arrives to clear and/or repair the hazard. They are one or two-person crews with limited knowledge of field equipment, and often are staffed by Cable Crew Foremen, Cable Splicers, meter readers, meter technicians, gas service representatives, gas construction workers, and various other employees. Standby crews generally do not have equipment switching skills, or the ability to estimate the magnitude of the repair and restoration timeframe.

Staff, including non-electric operations personnel, must not self-deploy to incident response. All staff must obtain approval from their management prior to responding to electric incidents. When responding to incidents, staff should not be engaging in response activities outside of the incident command structure. Staff must be integrated into the response under direction of Central Dispatch and/or the OEC, if activated.

2.2.8 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. Distribution System Operators can open and close devices to reconfigure the circuit or restore customers using Supervisory Control and Data Acquisition (SCADA) enabled devices. The Distribution System Operator also directs field personnel for switching and restoration on the electric distribution grid.

2.2.9 Restoration Dispatcher

Central Dispatchers are emergency response employees. They are responsible for dispatching all work to T-Men, including:

- 911 stand-by requests from public agencies
- Outages
- Reliability-related tags

- Compliance inspections
- Customer-related work
- Streetlights

They operate out of three separate dispatch systems: (1) ABB Mobile Application and (2) Outage Information System (OIS)/OMT, (3) SAP and work 24/7, 365 days a year.

2.2.10 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 Incident Management Team is comprised of an Emergency Center Commander (IC or EOC Commander) and the Command and General Staff personnel assigned to an incident. Incident teams, when assembled, have direct authority to plan and execute a response. The three teams may deploy anywhere within the service territory where incident management is needed. Pre-identified incident management teams increase operational capabilities that are scalable and flexible and ensures adequate continuous coverage. Refer to EMER-4501S Framework for Electric Incident Management Teams Standard for additional information. See CERP Section 2.8 for additional information on IMTs.

2.3 Electric Transmission and Substation Emergency Roles and Responsibilities

2.3.1 Electric Transmission Branch Director

The Electric Transmission (ET) Branch Director in the EOC coordinates with ETEC and STOEC, which provide system restoration support, transmission outage prioritization, block calculator support, study support 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.

2.3.2 ETEC Lead

The ETEC Lead position is staffed by supervisors and above in Electric Transmission System Operations and reports to the ETEC Branch Director. ETEC supports the GCC with outage prioritization and serve as the liaison for GCC during an event. The ETEC Lead is also responsible for providing direction to STOEC on outage priorities.

2.3.3 Transmission Troublemen

The description for a Transmission T-man is the same as an Electric Distribution T-man, as listed in section 2.2.1.

2.3.4 Substation Maintenance Electricians

Substation Maintenance Electricians are emergency response employees who may work alone and whose primary responsibility is to assess the substation to identify anomalies, basic cause for equipment alarms, hazard considerations, and repair/replace equipment requirement. This individual can make some repairs and/or correcting minor equipment failures. These personnel are QEWs.

2.3.5 Substation Teams Used in Level 5 Incidents

2.3.5.1 Substation Damage Assessment Teams

Substation Damage Assessment Teams are made up of two people (electrical and civil engineers, project managers or Maintenance Engineers) with knowledge of electric substation equipment. These teams consist of non-QEW personnel and are responsible for initial damage assessment inside substations.

2.3.5.2 Substation Make Safe Teams

The 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.

2.3.5.3 Substation Restoration Teams

The Substation Restoration Teams are one to two-person teams that work with the transmission and distribution Control Centers to restore customers and transmission paths. These teams are made up of maintenance electricians / switching electricians and electrical technicians They are qualified to perform substation switching and are under the jurisdiction of the GCC and/or the appropriate DCC.

2.3.5.4 Substation Repair Team

The primary function of a Substation Repair Team is to repair or replace damaged substation equipment. These teams are made up of station construction, substation maintenance, Insulation and Coating, and test department employees.

2.3.5.5 Substation Standby Team

The primary function of the Substation Standby Team is to stand by damaged equipment and facilities which may present a safety hazard to the public. In most cases, the fence surrounding a substation will keep the public away from substation hazards, but there may be cases where the fence is down or damaged. In these cases, standby teams are used to ensure public safety, and are comprised of Insulating and Coating and substation maintenance and construction personnel.

2.3.6 Other Functional Business Units (FBUs)

2.3.6.1 Vegetation Management

Vegetation Management (VM) is responsible for planning and implementing vegetation strategies and tactics for the Operations Section of an emergency center. 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. 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.

Other functions of VM include planning and implementing vegetation patrols to identify abatement and clearing/fuel reduction opportunities as requested, ensuring all work is performed in compliance with State and Federal vegetation clearance requirements and ensuring all resources have proper training and equipment to complete assignments safely in coordination with the Safety Officer.

2.3.6.2 Safety Infrastructure Protection Team (SIPT)

During wildfires or other emergencies, SIPT activities will be coordinated with the Authority Having Jurisdiction (AHJ) and the PG&E Incident Commander (IC) and will follow guidelines established for private fire prevention resources as required under AB 2380. While these teams will not engage in active wildfires without authorization, they help suppress any potential ignition at the work site when protecting PG&E crews and assets. When first responders arrive on scene, SIPT will follow the Incident Command System established by the responding agency.[12]

SIPT resources report to the Asset Protection Branch Director (APBD). The 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 FBUs, 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 SIPT activities as requested by the OSC.

For additional details on both typical work and emergency activities performed by SIPTs, please refer to CERP section 3.1.2

[12] See Wildfire Annex Section 2.2.2.2 for further information.

2.3.6.3 Debris Removal

The Debris Removal Branch of an emergency center is responsible for managing the overall debris removal process. The Debris Removal Branch identifies property locations to store debris removal equipment and debris, completes an Intake Form to acquire land used for debris removal equipment and debris, and coordinates with the Safety Officer to initiate site safety evaluation at the debris sites.

In addition, this branch provides timely updates/coordinate activities with other FBUs related to debris removal and requests and/or releases resources as required by incident objectives with approval from the Incident Commander. During emergencies, to track and ensure all debris has been removed after repairs, debris removal staff complete Form TD-2060P-01-F01, which was updated to account for debris removal on all job packages. If debris needs to be removed by Electric and/or Gas Operations staff, a job package will remain open until the debris is removed as safely as possible.

2.3.6.4 Temporary Generation

Temporary generation is responsible for collaborating with emergency center OEC/REC during incidents/events to provide temporary generation for critical and essential customers to include critical infrastructure (hospitals, fire stations, warming/cooling centers, PR1s, etc.). Temporary Generation staff are responsible for maintaining communications with CSOs, DSR Leads, and the OEC Temporary Generation Branch, providing updates from Authority Having Jurisdiction (AHJ) on current situational status, and working with engineers to determine location and load requirements.

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3 Concept of Operations

3.1 Emergency Plan Activation

PG&E's Incident Levels are a useful decision support tool that helps support PG&E in understanding the complexity of an incident and the actions that may be employed at each level (e.g., emergency center activations, resources needed, etc.).

For additional details on PG&E's Incident Levels, refer to the Levels of Emergency Section in PG&E's CERP[13].

3.1.1 Electric Activation Matrix

The Electric Incident Level Activation Matrix in Table 3-1 contains specific triggers that are used by the Emergency Center Commanders and the Emergency Management Specialist (EMS) Team to determine whether any emergency centers should activate. The Activation Matrix is used in anticipation of an event or during an incident.

G.O. 166 Standard 1D 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 EP&R Vice President, EOC On-Call Incident Commander (IC), and employees with an EOC emergency response leadership role (Commanders, Operations, Planning, Logistics, Finance and Administration Section Chiefs, and the Public Information Officer) have the authority to initiate a Directors' Alignment Call (for more information see Section 4.1.2).

The OEC/REC notifies the Emergency Management Specialist (EMS) Duty Officer of all emergency center activations (including Communications Only). The EMS Duty Officer can be reached at [redacted] (internal) or [redacted] option 1 (external). The EMS Duty Officer notifies the Electric Distribution Operations Emergency Management Supervisor and Emergency/Restoration Team of all emergency center activations (including Communications Only). In addition, the Electric Distribution Operations Emergency Management Supervisor or designee notifies the EP&R Vice President of OEC/REC activations Level 2 or above.

13 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

Table 3-1: 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	T-men 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, 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	T-men 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, 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	T-men 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	T-men 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	T-men 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] 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.

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3.1.2 Activation Process and the Authority to Activate

3.1.2.1 OEC, REC, and EOC

The Emergency Center Commanders and the EOC Commander/EOC On-Call IC utilize the Electric Incident Level Activation Matrix in Table 3-1 and the Operations Emergency Center (OEC) Activation Requirements (EMER-4510S)[14] to determine whether to activate an emergency center, and at what level to activate. 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 and is based on the complexity of the incident. Emergency center personnel roles and responsibilities are included in Appendix H.

A Level 1 emergency is managed locally by following 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 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.

Communications Only status can be initiated from two conditions. First, Communications Only status may be when an OEC decreases from Level 2 or above to Communications only to maintain basic communications and close all job packages and activation documentation. Second, Communications Only status may be 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).

[14] https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=CURRENT&id=09131aad86e4d462&_docbase=pge_ecm

- Emergencies requiring additional support, but not meeting MEBA criteria. See Section 7.6 of this document for additional information.[15]

For Level 2 activations and above, 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
- A division exceeds their division's outage threshold, and field resources (e.g., T-men and crews) are not readily available.
- A division's SOPP Model Forecast predicts inclement weather at Level 2 or above, which may result in a proactive 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 direction of the regional Field Operations Sr. Director/Director
- At the request of the EP&R Vice President, Control Center leadership, Restoration Dispatch leadership, EOC On-Call IC, EOC Commander, or Field Operations On-Call Supervisor

[15] For further information see 4510S Operations Emergency Center Activation Requirements

When the DSO SOPP Model forecasts divisions at Level 3 or greater impacts, OEC ICs must proactively activate 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).

For Level 3 or greater activations, the REC Commander may authorize activation of an REC for reasons including, but not limited to, the following:

- A Level 3 or greater emergency
- A Region's SOPP Model Forecast predicts inclement weather at Level 3 or above, 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 needed 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 better served by managing resources and operations centrally
- Prioritization for the use of resources across regions is necessary

Personnel with the authority to activate the EOC also have the authority to determine if the EOC will activate physically (location to be determined by EOC Commander) or virtually. See CERP[16] for additional information.

Refer to Appendix D for the Emergency Center Activation Checklists.

3.1.2.2 Electric Transmission Emergency Center and Substation Transmission Operations Center

The Electric Transmission Branch Director in the EOC and the Substation Transmission Operations Emergency Center (STOEC) IC use the Electric Incident Level Activation Matrix in Table 3-1 as a guideline to determine whether to activate the Electric Annex, and at what level to activate. 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.

16 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

3.1.3 Notifications

3.1.3.1 Internal

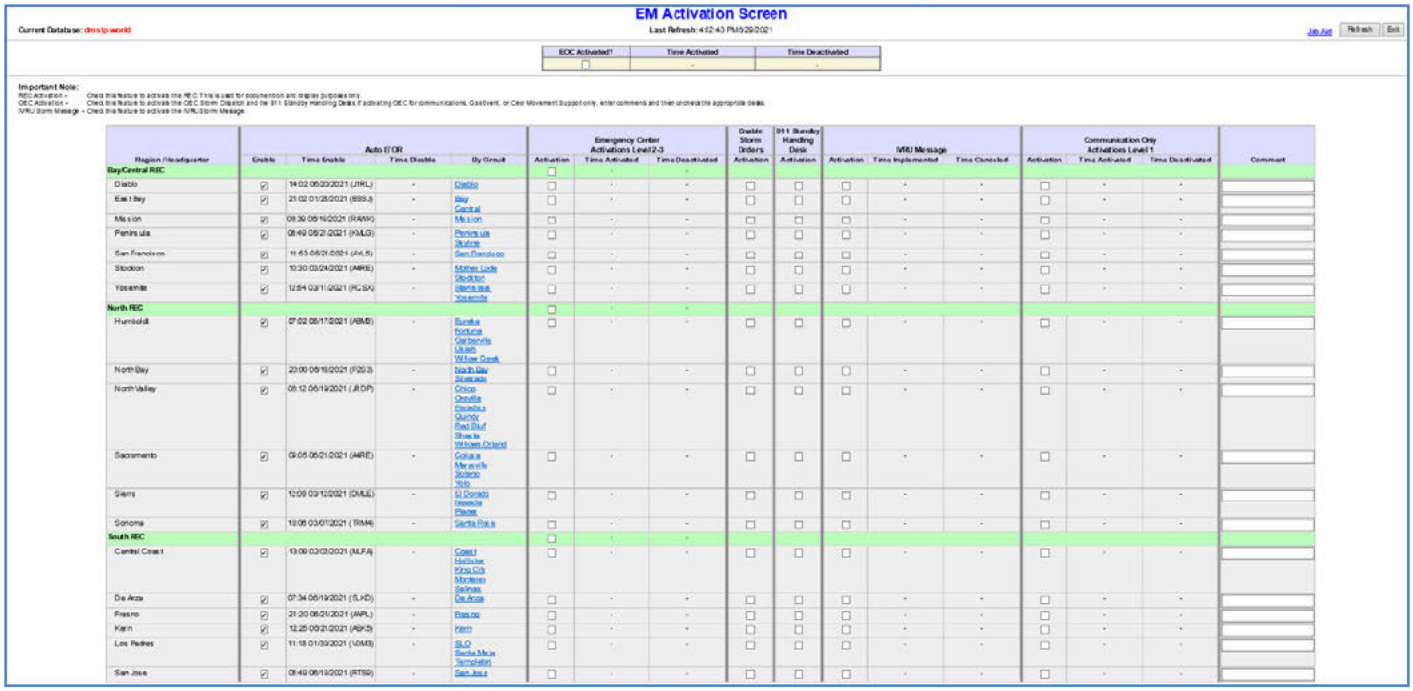
The Emergency Center Commander ensures:

- All emergency center personnel are notified about the emergency, OEC/REC activation, and reporting information according to that emergency center's call-out procedure
- Emergency center email distribution lists and paging lists are used to inform key stakeholders
- Outage Management Tool (OMT) EM Activation Screen (OMT User Manual[17]) is updated:
  - Auto Estimated Time of Restoration (ETORs)
  - Activation Status
  - Enable Storm Orders
  - 911 Standby Handling Desk
  - IVRU Message
  - Communications Only Activations Level 1
  - Comment, to include:
    - Incident/event name and type
    - OEC Commander and phone number
    - Activation Level
    - If activated for multiple incidents/events, specify activation/deactivation date/time for each individual incident/event

[17]https://pge.sharepoint.com/sites/BATs/Procedures%20%20Internal%20Only/Forms/AllItems.aspx?id=%2Fsites%2FBATs%2FProcedures%20%20Internal%20Only%2FOMT%20Support%20Documentation%2FOMT%20User%20Manual%20%2D%20Enhanced%2Epdf&parent=%2Fsites%2FBATs%2FProcedures%20%20Internal%20Only%2FOMT%20Support%20Documentation&p=true&originalPath=aHR0cHM6Ly9wZ2Uuc2hhcmVwb2ludC5jb20vOmI6L3MvQkFUcy9FUkprYU5QekI5UkVtcWd3WjZ0WTRfd0JVVmk4Z2U0d01CQzBGZFI3T1RmWHZnP3J0aW1lPURKMEl4NTQxMlVn

See Figure 3-1 and Figure 3-2 for examples of the updates in OMT.

Figure 3-1: EM Activation Screen Sample



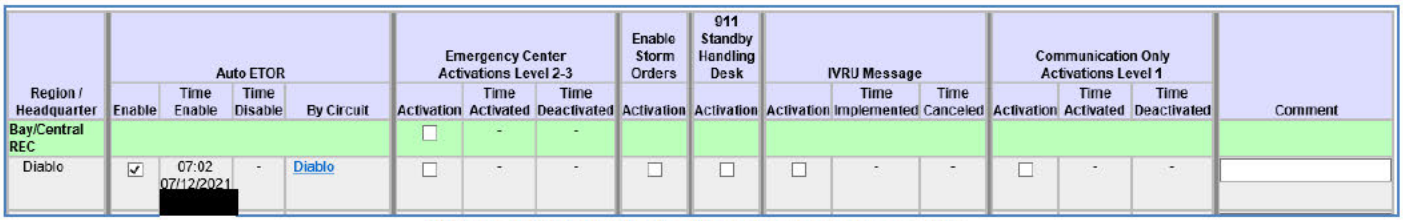


Figure 3-2: EM Activation Screen Close Up

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

- OEC/REC: EMS Duty Officer, Electric Distribution Operations Emergency Management Supervisor, and EP&R Vice President.
- EOC for an electric operations response: EOC Commander notifies the Vice President of EP&R
- ETEC: ETEC staff notifies the EOC via EO EOC Out and EOC All Teams. (Refer to the ETEC Activation Quick Start Guideline for notification details.)
- STOEC: The IC or delegate of the STOEC notifies the Senior Director of Distribution Grid Operations, Vice President of EP&R, Director of Distribution Control Centers, ETEC Lead, GCC, EOC Transmission Branch Director.

3.1.3.2 External

In compliance with Standard Six of G.O. 166, 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 4.2.4 for additional details on major outage reporting.)

When ETEC is activated, the supervising system dispatcher in the GCC notifies the CAISO.

3.2 Emergency Response Process

3.2.1 Readiness

3.2.1.1 Readiness Expectations

All electric employees with roles in emergency centers and/or supporting electric emergencies will be oriented to the Electric Annex, applicable department emergency plans, and their respective emergency centers’ contact list. The following sections provide guidelines to prepare for an emergency event.

Refer to the Emergency Management Website[18] for additional information on Electric Distribution’s Emergency Management Organization (EDO EM) staffing plans, contact lists, training, job aids and processes. Refer to SharePoint[19] for additional Transmission Operations contact lists.

3.2.1.2 Primary and Alternate Emergency Center Positions

Emergency center rosters identify a minimum of two personnel 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 account for organizational changes within the Electric EMO. Electric Operations maintains three preidentified Incident Management Teams (IMTs) to support further staffing needs.

3.2.1.3 Call-Out Processes

Each emergency center maintains an emergency staffing plan and execute the call-out process to ensure adequate staffing levels for every emergency. For OEC and REC personnel, the Senior Directors and Superintendents of Field Operations maintain a roster for a Level 2 and above response, with appropriate contact information. When warranted by the magnitude and/or complexity of an emergency (e.g., earthquake), all levels of the Electric EMO are expected to report immediately for emergency assignment. E-page is used to call in OEC staff when an OEC is activated.

[18] http://pgeweb.utility.pge.com/electric/emergency/Pages/default.aspx

[19] https://sps.utility.pge.com/sites/EOsub/STOEC%20WEEKLY%20ONCALL%20ROTATION/FORMS/ALLITEMS.ASPX

PG&E adheres to International Brotherhood of Electrical Workers (IBEW) and Engineers and Scientists of California (ESC) Company union agreements regarding call-out of bargaining unit classifications for augmentation of resources. The on-call staffing plans are located in ARCOS Crew Manager.

Refer to section 3.2.4.10 for more information on ARCOS (Automated Roster Callout System), an automated callout and scheduling system that PG&E uses to assemble and track first responders and repair crews in response to electric emergency outage situations and/or unplanned events.

3.2.1.4 Emergency Center Personnel Responsibilities

A staffing plan and/or contact list identifies individuals for each emergency center. Their responsibilities include the following:

- Ensures availability during defined schedule.
- Maintains a heightened level of awareness of all potential, forecasted, and in-process emergency events.
- Maintains awareness of the triggers and activities of the respective emergency center or department for each emergency level.

3.2.2 Pre-Event

3.2.2.1 Pre-Event Preparation

Pre-event preparations shall be incorporated into the emergency response and restoration operations at every level of the EO EMO. Appropriate pro-active measures shall be taken when identified triggers detailed in Operations Emergency Center (OEC) Activation Requirements (EMER-4510S)[20] are expected to be met at the direction of the Supervisor of Electric Distribution Emergency Management or the Vice President of EP&R. The Distribution System Operations Storm Outage Prediction Project (DSO SOPP), and TD 1464S (Fire Danger Precautions and Fire Index) are intended to assist the Electric EMO with weather prediction, outage prediction, resource guidelines, and fire awareness.

3.2.2.2 Hazard Forecasting and Prediction

3.2.2.2.1 Damage Modeling and Storm Outage Prediction Project Model

The Distribution and Transmission System Operations Storm Outage Prediction Project (DSO SOPP and T-SOPP) model (Figure 3-3) was developed to link adverse weather conditions to outage and resource needs. The model combines historical weather and outage data with weather forecasts to predict the number of transformer level and above sustained outages (SOs) per division for each of the next four days. The model also provides an estimate of the resources needed to respond to the level of predicted outages.

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20 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=CURRENT&id=09131aad86e4d462&_docbase=pge_ecm

The primary adverse weather threats modeled are wind, rain, low snow, and heat. SOPP model outage forecasts are assigned a category level 1, 2, 3, 4 or 5 based on how the predicted level of SOs compares with long-term historical level of SOs for each specific Division or Area. The model provides specific quantitative forecasts for SOs, customer counts, and resource requirements. An example forecast, as well as a qualitative description of the categories is presented in Table 3-2, Table 3-3, and Table 3-4.

Figure 3-3: DSO and T-SOPP Model Forecasts

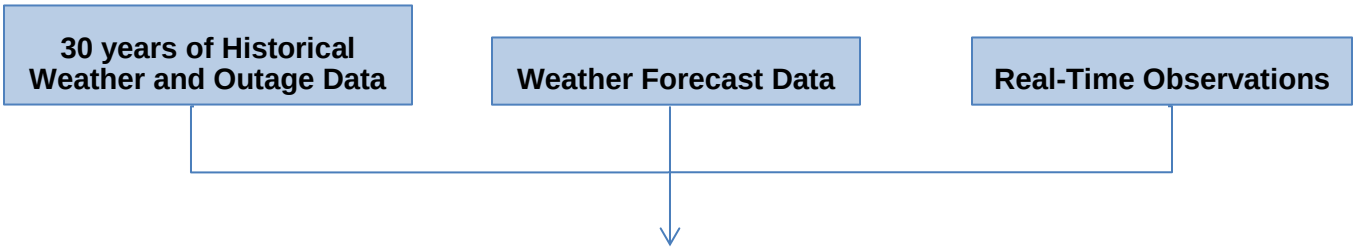

Table 3-2: DSO SOPP Model Forecast

DSO SOPP Model:

DSO SOPP Model Forecast

Issued: Saturday, April 09, 2022 09:57

Transformer Level Outages and Above

Cat	Staffing	Qualitative Weather
Cat 1	Normal, but have a plan	Sig. Adverse weather unlikely
Cat 2	Have a plan for escalation	Adverse weather possible
Cat 3	Staffing & Timing as Directed	Adverse weather likely
Cat 4	Staffing & Timing as Directed	Extreme weather possible
Cat 5	Staffing & Timing as Directed	Extreme weather likely

	Saturday 4/9/2022				Sunday 4/10/2022				Monday 4/11/2022				Tuesday 4/12/2022			
Outages by Division	SO	CESO	TM	CR	SO	CESO	TM	CR	SO	CESO	TM	CR	SO	CESO	TM	CR
North Coast	23	3300	17	11	55	11500	47	33	49	9100	36	25	23	3300	17	11
Humboldt	10	1500	7	5	21	3100	19	13	27	4000	21	15	10	1500	7	5
Sonoma	6	700	5	3	16	3100	14	10	13	2500	9	6	7	900	5	3
North Bay	7	1100	5	3	18	5300	14	10	9	2600	6	4	6	900	5	3
North Valley & Sierra	52	9500	33	22	79	16500	49	35	64	13400	46	32	35	5800	21	14
North Valley	17	3200	12	8	24	4600	21	15	24	4600	21	15	12	2300	9	6
Sierra	10	1000	5	3	15	3400	7	5	24	5400	16	11	11	2500	6	4
Sacramento	25	5300	16	11	40	8500	21	15	16	3400	9	6	12	1000	6	4
Bay Area	18	5500	12	7	34	13700	19	12	38	16500	22	14	18	5300	13	8
San Francisco	2	900	2	1	3	1300	2	1	5	2200	3	2	1	400	2	1
East Bay	3	1400	2	1	6	2700	3	2	7	3900	5	3	4	1800	3	2
Diablo	6	1500	3	2	12	4200	6	4	9	3200	5	3	5	1200	3	2
Peninsula	4	900	3	2	8	4100	5	3	10	5100	6	4	5	1100	3	2
Mission	3	800	2	1	5	1400	3	2	7	2100	3	2	3	800	2	1
South Bay& Central Coast	20	3300	13	8	46	12300	34	23	46	12000	30	20	30	5400	19	13
De Anza	3	500	2	1	7	1800	5	3	8	2100	6	4	4	700	3	2
San Jose	4	1000	2	1	9	3300	5	3	10	3600	6	4	5	1200	3	2
Central Coast	10	1400	7	5	25	6600	21	15	20	5300	13	9	11	1500	7	5
Los Padres	3	400	2	1	5	600	3	2	8	1000	5	3	10	2000	6	4
Central Valley	38	4000	20	13	58	10600	32	22	58	11800	30	20	52	9100	27	18
Stockton	9	1100	5	3	20	5400	13	9	14	3800	7	5	8	1000	5	3
Yosemite	12	1000	6	4	18	3000	9	6	18	3000	9	6	15	2500	7	5
Fresno	14	1500	7	5	15	1600	7	5	16	3000	9	6	17	3200	9	6
Kern	3	400	2	1	5	600	3	2	10	2000	5	3	12	2400	6	4
PG&E SYSTEM	151	25600	95	61	272	64600	181	125	255	62800	164	111	158	28900	97	64

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Notes: SO = Sustained Outages, CESO = Customers Experiencing Sustained Outages, TM = Troublemen, CR = Crews

Table 3-3: DSO SOP Model Forecast Timing by Division

DSO SOPP Model Forecast Timing, by Division

	Saturday 4/9/2022	Sunday 4/10/2022	Monday 4/11/2022	Tuesday 4/12/2022
Timing by Division	Timing	Timing	Timing	Timing
Humboldt	10:00 - 24:00	00:00 - 12:00	02:00 - 20:00	08:00 - 20:00
Sonoma	20:00 - 24:00	00:00 - 24:00	06:00 - 20:00	10:00 - 20:00
North Bay	10:00-14:00 / 20:00-24:00	00:00 - 24:00	08:00 - 20:00	10:00 - 20:00
North Valley	10:00 - 24:00	00:00 - 16:00	04:00 - 20:00	10:00 - 20:00
Sierra	10:00 - 24:00	00:00 - 14:00	08:00 - 20:00	10:00 - 20:00
Sacramento	10:00 - 24:00	00:00 - 14:00	08:00 - 20:00	10:00 - 20:00
San Francisco			08:00 - 20:00	
East Bay	22:00 - 24:00	00:00 - 24:00	08:00 - 20:00	
Diablo	10:00-14:00 / 20:00-24:00	00:00 - 14:00	08:00 - 20:00	10:00 - 20:00
Peninsula	22:00 - 24:00	00:00 - 24:00	08:00 - 22:00	10:00 - 20:00
Mission	20:00 - 24:00	00:00-12:00 / 20:00-24:00	10:00 - 22:00	
De Anza	20:00 - 24:00	00:00 - 24:00	10:00 - 22:00	
San Jose	20:00 - 24:00	00:00 - 24:00	10:00 - 22:00	10:00 - 20:00
Central Coast	20:00 - 24:00	00:00 - 24:00	10:00 - 22:00	10:00 - 20:00
Los Padres			14:00 - 24:00	10:00 - 20:00
Stockton	10:00-14:00 / 20:00-24:00	00:00 - 14:00	12:00 - 22:00	10:00 - 20:00
Yosemite	10:00-14:00 / 20:00-24:00	00:00 - 14:00	14:00 - 24:00	10:00 - 20:00
Fresno	10:00-12:00 / 20:00-24:00	00:00 - 14:00	16:00 - 24:00	10:00 - 20:00
Kern			16:00 - 24:00	10:00 - 20:00

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Note: Timing reflects the risk period of outage producing weather for any division at elevated Cat 1 or above

Table 3-4: Transmission SOPP

Restricted to PG&E Transmission Function Employees - Do Not Distribute

Transmission SOPP

Model Forecast

Forecast Issued: Wed

Cat	Qualitative Weather
Cat 1	Significant adverse weather outages unlikely
Cat 2	Adverse weather outages possible
Cat 3	Adverse weather outages likely
Cat 4	Significant adverse weather outages likely
Cat 5	Extreme adverse weather outages likely

System Risk	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed
Outage Forecast & Total Risk	5 - 11	37 - 58	4 - 9	0 - 2	0 - 2	1 - 5	1 - 5	1 - 5
Outage Risks by Weather Type								
South Wind								
North East Wind								
North West Wind								
Heat								
Low Snow								
Lightning								
Heavy Rain								
Flashover								

Area Forecast	Wed	Thu	Fri	Sat
Area 1	0 - 1	2 - 4	0 - 1	0 - 1
Area 2	0 - 1	1 - 3	0 - 1	0 - 1
Area 3	0 - 1	5 - 10	0 - 1	0 - 1
Area 4	0 - 1	6 - 12	3 - 5	0 - 1
Area 5	0 - 1	2 - 4	0 - 1	0 - 1
Area 6	0 - 1	7 - 11	0 - 1	0 - 1
Area 7	2 - 5	9 - 16	0 - 2	0 - 2

ATS - Meteorology Services

Area Timing	Wed	Thu	Fri	Sat
Area 1		02:00 - 14:00		
Area 2		02:00 - 14:00		
Area 3		02:00 - 14:00		
Area 4		10:00 - 24:00		
Area 5		06:00 - 24:00		
Area 6		00:00 - 18:00		
Area 7	14:00 - 24:00	00:00 - 16:00		

Note: Timing reflects the most intense period of outage producing weather per Transmission Area

3.2.2.2.2 Severe Weather Notifications

Weather Warnings will be issued for any division where there is an imminent threat of severe weather within the next 12 hours unless the imminent threat was already anticipated and/or communicated through the regular DSO SOPP Model dissemination.

Thunderstorm Warnings are a special case and will be issued for any division where there is an imminent threat of lightning within the next 12 hours, regardless of whether this threat was anticipated or communicated in the regular DSO SOPP Model dissemination.

PG&E Geosciences also provides notifications for debris flows and landslides. For additional information, please see *Wildfire Annex*,[21] EMER-3105M (section 4.4.5).

3.2.2.2.3 Weather-Related Plans (Wildfire Mitigation Plan, TD-1464S, Public Safety Power Shutoff)

G.O. 166 Standard 1E states: Those electric utilities identified below shall have a Fire Prevention Plan that describes the measures the electric utility intends to implement, both in the short run and in the long run, to mitigate the threat of power-line fire ignitions in situations that meet all of the following criteria: (i) The force of 3-second wind gusts exceeds the maximum working stress specified in General Order 95, Section IV, for installed overhead electric facilities; (ii) the installed overhead electric facilities affected by these 3-second wind gusts are located in geographic areas designated as the first or second highest fire threat area on a fire-threat map adopted by the Commission in Rulemaking (R.) 08-11-005; and (iii) the 3-second wind gusts occur at the time and place of a Red Flag Warning issued by United States National Weather Service. The requirement to prepare a fire-prevention plan applies to: (1) Electric utilities in Imperial, Los Angeles, Orange, Riverside, Santa Barbara, San Bernardino, San Diego, and Ventura counties; and (2) electric utilities in all other counties with overhead electric facilities located in areas of high fire risk as determined by such utilities in accordance with Decision 12-01-032 issued in Phase 2 of R.08-11-005.

PG&E Wildfire Mitigation Plan

PG&E's Wildfire Mitigation Plan reflects PG&E's policy on fire prevention pre-planning, threat mitigation, and fire readiness and response. The plan also outlines the actions that PG&E takes to prevent and mitigate the risk of fire ignitions associated with the operation of overhead electric power facilities. In accordance with General Order 166, PG&E's Wildfire Mitigation Plan satisfies the requirement for a Fire Prevention Plan.

Utility Standard: Fire Danger Precautions in Hazardous Fire Areas (TD-1464S)

This standard establishes precautions for PG&E employees and contractors performing work on behalf of PG&E to follow when traveling to or performing work on any forest, brush, or grass-covered land. The standard outlines requirements that must be taken when performing work using equipment, tools, and/or vehicles whose use could result in the ignition of a fire.

Automatic notification via e-mail and e-page has been made available to PG&E employees and contractors to enhance fire danger awareness.

Public Safety Power Shutoff (PSPS)

The *Public Safety Power Shutoff (PSPS) Annex* (EMER-3106M) outlines processes and commitments for implementing a PSPS. Given the continued and growing threat of extreme weather and wildfires, and as an additional precautionary measure following the 2017 and 2018 wildfires, PG&E developed its PSPS program in 2018. A PSPS is a proactive de-energization of PG&E equipment as a measure of last resort to reduce wildfire risk. A PSPS will only be done when gusty winds and dry conditions, combined with a heightened

21 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8d28a4e2&format=pdf&_docbase=pge_ecm

fire risk, are forecasted to threaten a portion of PG&E's electric system. For additional information regarding the PSPS process, please see the *PSPS Annex*, EMER-3106M[22].

3.2.2.2.4 Non Weather-Related Warnings

Non-weather-related warnings may be obtained from several sources, including operations reports covering load status and alerts from the state or local Office of Emergency Services (OES).

3.2.2.3 Pre-Event Notification

Upon receipt of a weather warning, weather watch, weather advisory, or non-weather-related warning, each level of supervision that supports an incident or event (field support, OEC/REC staff, DCC staff, Restoration Dispatch) the Electric Operations' EMO (Emergency Management Organization) will advise pre-designated personnel and take the appropriate pre-event actions. Such actions include placing personnel on alert status; advising employees to pack overnight bags in advance; reviewing emergency plans; identifying key personnel available for assessment and restoration activities; pre-staging personnel; evaluating supplies and equipment; and canceling non-critical meetings. Affected emergency centers may activate in anticipation of an event occurrence.

3.2.2.4 Briefings and Conference Calls

Regional Sr. Directors (REC Commander), Superintendents (OEC Commander), and Construction Supervisors (Branch Directors) coordinate and conduct pre-event conference calls within their regions/divisions to discuss activation, staffing, materials, pre-staging, and pre-arranged overtime (POT) resources.

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. In the event we receive a weather forecast indicating a higher level complexity event (Cat 4 or 5), the Director of Emergency Preparedness and Response conducts an Enterprise alignment briefing for Electric Operations Officers, Sr. Directors, and key emergency response personnel to discuss the situation and to identify pre-event actions (see section 4.1.2 for more information).

3.2.2.5 Available and Pre-Arranged Resources

When forecasted conditions warrant (e.g., PSPS, winter storms, heat events, etc.), the Supervisor of Electric Distribution Emergency Management or the Vice President of Emergency Preparedness and Response, may request that RECs and OECs submit plans in advance of the event for the number and classification of personnel 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 personnel who are available to respond, including personnel

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22 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8cfdcadb&format=pdf&_docbase=pge_ecm

scheduled for normal 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 to meet the minimum staffing levels as identified in the DSO SOPP model. In this case, 212 call-out lists provide supplemental personnel should they be needed.

3.2.2.6 Pre-Staging Resources

When indicated by the nature and severity of the pre-event forecast, the Supervisor of Electric Distribution Emergency Management or the Vice President of Emergency Preparedness and Response may direct pre-staging of crews, personnel and/or certain equipment in areas expected to be severely impacted. Electric Operations Officers will be advised of all pre-event actions. REC Commanders, 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 including pre-arranging personnel at the distribution centers, specialty stores and service centers, as well as verifying service center inventory stocking levels are adequate to support the event.

3.2.3 Assessment, Restoration and 911 Emergency Response

3.2.3.1 Prioritization Guidelines

A system-wide disturbance has significant differences from a localized event, which results in prioritization guidelines for a system-wide disturbance versus individual outages, as listed below. The priorities below may change depending on the complexity of the incident.

3.2.3.1.1 System-wide Electrical Disturbance

Following a system-wide 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.[23] Assessment and restoration priorities are as follows (in order of prioritization from highest to lowest, but note some of the following may be executed simultaneously):

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 restored first to critical and essential customers, and so that the largest number of customers receive service in the shortest amount of time.

- Safety
- Restoration of off-site power to Diablo Canyon Power Plant (DCPP) Restoration of power to major generating stations

[23] https://www.nerc.net/standardsreports/standardssummary.aspx

- 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

Consideration should be given to requests for priority restoration of customers such as individuals on life support, hospitals, fire departments, police stations, critical communications centers, emergency shelters, sewage treatment plants, and critical water pumping stations. During emergency events, it is imperative that all levels of the organization coordinate its efforts with local and state governments.

3.2.3.1.2 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)

3.2.3.2 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:

- **Make Safe** - respond and make safe for the public and PG&E personnel.
- **Assess** - assess outages and damages.
- **Communicate** – communicate timely and accurately, both internally and externally.
- **Restore** – balance the need to provide service to the greatest 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.

- **Recovery** – the longer-term replacement of damaged infrastructure to support customer rebuild and resumption of load to serve. For additional information, reference the Disaster Rebuild Annex (EMER-3012M).[24]

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 Company Emergency Response Plan (CERP) are maintained through all phases of response to an emergency.

In larger emergencies when resources are constrained, it may be necessary to establish work priorities for restoration of service. These priorities are operationally driven and are primarily focused on restoring as many customers as soon as possible. Priorities may need to be modified, however, 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 Incident Action Plan (IAP)[25] documents the incident and operational period objectives. These represent the strategies and tactics necessary to manage an incident during an operational period[26]. In alignment with the ICS construct 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 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 this designation. Essential designations are managed in CC&B. There are three levels for Critical Facility & Infrastructure: Level 1: Public Safety Partners, Level 2: High Impact Critical, and Level 3: Critical. This designation is determined solely by PG&E and are fore internal use only.

Critical customers are highlighted in the Outage Management Tool reports, and their status and restoration can be tracked by the OEC/REC/EOC, customer relationship managers, and other company personnel.

The specific designations are summarized in the following table. A detailed summary can be found here: https://pge.wiki/Critical_Customer_Designation

Levels (1-3)	Level 1	Level 2	Level 3

24 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8c982296&format=pdf&_docbase=pge_ecm

25 For more information, see the National Incident Management System (NIMS) Doctrine and Section 4.1.3

26 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 at the start of the incident and adjusted over time, as operations require. PG&E traditionally uses a 24 hour operational period.)

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

3.2.3.3 Outage Duration Guidelines

Outage duration will be considered when prioritizing outages. The objective is to ensure that ALL customers are addressed within the first 24 hours of the beginning of their outage. The Electric EMO 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 EMO leadership's judgment, dedicated resources will be assigned to extended duration multiple or single customer outages.

The Electric EMO leadership will:

- Define the number of assessment crews that will be dedicated to single customer outages and extended duration outages.
- Define the number of repair crews that will be dedicated to single customer outages and extended duration outages.
- Engage Customer Strategy to ensure appropriate communications (i.e., Interactive Voice Response (IVR), text messaging, Media, and Contact Center messaging) are accurate and timely.

3.2.3.4 Coordination Between Transmission, Distribution and Substation

3.2.3.4.1 Level 1 Coordination

Sustained Transmission-Level Outages

If there is a sustained transmission level outage, the GCC will coordinate with T-line, Substation, Distribution, System Protection, and Transmission Operations Engineering to come up with a comprehensive plan on how to assess and restore the system (e.g., Distribution back ties, alternate transmission sources, generator, etc.).

Below are the responsibilities by FBU:

- GCC—initiates call out for evaluation of incident, notifies internal and external stakeholders, initiates IC call, as needed, determines personnel requirements for restoration strategies
- T-line—patrols line for cause
- Substation—statuses and assesses substation

- System protection—provides fault location and relay information
- Transmission Operations Engineering—evaluates current system conditions for additional system reliability issues and restoration strategies
- Distribution—if transmission source to distribution remains out of service for greater than five minutes, distribution will immediately start working on back ties for customer restoration, if available. Distribution will also coordinate with the Customer Care Organization for customer communications and manage ETORs.

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 repair if there is a sustained distribution-level outage that includes one or more of the following:

- Large mainline outages over 1000 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) to support 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
- The Business Energy Solutions (BES) and Business Operations teams under Business Development and Customer Engagement support communication to critical and essential customers (CSO)
- Public Affairs (LNO) for communication to our public partners
- Distribution Control Center Supervisor
- Other stakeholders, such as Transmission and Substation leadership, may participate to support engagement from their respective organizations, depending on incident complexity

3.2.3.4.2 Level 2 or Above Coordination

Within Electric Operations there is a parent-child relationship between the different electric organizations as referenced above in section 2.3. This relationship requires coordination of work and resource prioritization to safely and efficiently restore service 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 then initiates a situation call with the GCC, STOEC Operations Section Chief, STOEC Planning Section Chief, and the OEC Commander to develop the operational period objectives and implementation plan. Next, STOEC initiates an IC call to communicate the plan to needed stakeholders.

Depending on incident complexity when there are both transmission and distribution outages, Electric Transmission may be included as a Transmission Branch within the Operations Section in an OEC's Incident Management Team (IMT). This Transmission Branch Director helps serve as a key liaison between STOEC and Electric Distribution, which results in improved coordination and assessment/restoration time.

During more complex events where there is a significant number of outages or damage, the EOC will activate and the EOC Operations Section Chief will designate Transmission, Distribution and Substation Branches in the EOC Operations Section to more effectively manage the response. See section 5 of the *Company Emergency Response Plan (CERP)*[27] for additional information.

3.2.3.5 Enhanced Powerline Safety Settings (EPSS)

PG&E has adjusted the sensitivity of electric equipment on some distribution circuits in high fire-risk areas to automatically turn off power within one-tenth of a second when there is a hazard, like a tree branch falling into a line. Unexpected outages may occur when elevated wildfire risk is present. This is most likely from May to November. Prior to restoring power, the impacted lines must be patrolled and inspected for damage, which may cause delays in restoration. OECs may activate to coordinate resources for patrol and restoration. For additional information see Section 4.2.1 of the Wildfire Annex (EMER-3105M).

3.2.3.6 Damage Assessment

3.2.3.6.1 Assessment Goals and Guidelines

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.

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

27 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

- 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

3.2.3.6.2 Assessment Functions

There are two key functions to the assessment process:

- Field personnel initially assess the damage and make repairs if possible.
- Office personnel manage the information using OMT to ensure the assessment information is timely and accurate throughout the restoration process. By ensuring accurate information, the customer will receive quality information.

As a general guideline, T-men 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.

3.2.3.6.3 Transmission Assessment Process

During Level 1 incidents, the GCC contacts a Transmission T-man to respond, as well as system protection to provide the fault location information. The Transmission T-man goes to the fault location, conducts an assessment, and reports back to the GCC. If there is a repair location, they report their findings to the GCC and the T-line Supervisor. The T-line Supervisor then determines the resources needed and implements a callout for crew assembly.

During STOEC / ETEC activations, the ETEC Lead works with the GCC to prioritize the order in which the assessment takes place. The ETEC Lead then provides direction to the STOEC IC, so they can prioritize resources for dispatch to execute the assessment plan.

In the event of an earthquake, PG&E's Dynamic Automated Seismic Hazard (DASH) notification system will alert lines of business of the potential risk and assets that may require inspection within 15 minutes of the earthquake. More information regarding DASH and PG&E's process for earthquake response can be found in the Earthquake Annex (EMER-3101M).[28]

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28 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8c4a8156&format=pdf&_docbase=pge_ecm

3.2.3.6.4 Substation Assessment Process

During Level 1 incidents, the GCC or DCC contacts an electrician to respond, as well as system protection to provide the fault location information. The electrician statuses the substation, assesses any substation trouble, and reports their findings to the GCC or DCC and the Substation Supervisor. The Substation Supervisor then determines the resources needed and implements a callout for crew assembly.

During STOEC / ETEC activations, the ETEC Lead works with the GCC to prioritize the order in which the assessment takes place. The ETEC Lead then provides direction to the STOEC IC so they can prioritize resources for dispatch to execute the assessment plan.

System Protection supports all outages and protection questions, and provides an on-call Protection Engineer, whenever assistance is needed. For smaller issues, the GCC or DCC directly calls the Protection Engineers that support the area.

3.2.3.6.5 Distribution Assessment Process

The assessment process begins with Central Dispatch in Fresno, which handles dispatching all electric work to T-men. T-men then assess the outage situation and use the Field Automated System (FAS) units in their vehicles to update information in OMT. In the event the 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-faulted zones. A troubleman is also concurrently dispatched to validate the outage location, identify the specific damage, and manually perform further switching and restoration of customers, where possible.

T-men 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, the T-men perform most switching assignments necessary to locate and isolate outages. If the T-men 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 a Level 2 or greater activation, if additional assessment teams are needed (Make Safe and assessment), the OEC Commander determines, in collaboration with the Operations Section Chief and Planning Section Chief, what assessment teams will be needed and where they will be deployed 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 personnel 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. 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 then assigns work to crews for repairs.

As indicated in section 2.2, often during Level 2 or greater emergencies, 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

employee who has an FAS unit in the vehicle. The FAS unit can then be used to communicate outage information, resource deployment status, and materials to OMT, and immediately supports accurate messaging to the customer.

When there are a significant number of outages, 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, conduct damage assessments, 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 Central Dispatch retains control of dispatching all T-men and 911 Standby personnel, the Restoration Supervisor is located at the OEC and coordinates and communicates the assessment priority and status with Central Dispatch.

3.2.3.6.6 Dispatch and Increased Outage Volume

Central Dispatch retains dispatch of all tags and T-men until the outage volume overwhelms their available resources and bandwidth. At that point, Central Dispatch can delegate part or all of their dispatch responsibilities to the OEC Dispatch.

Central Dispatch will determine if additional resources are needed to field the increase outage volume. Restoration dispatchers and Troubleman will be called in to support and meet customer safety requirements. The Restoration 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 that the OEC is activated in the appropriate division.

In addition to assisting with the dispatch of T-men and 911 Standby, the OEC will also dispatch non-T-men assessment resources (i.e., estimators, crews, etc.) to assess outages.

3.2.3.6.7 Job Package Process

The job package process is a critical element of PG&E's response to electric emergencies. The job package and job package process provides critical review steps and information to support employee and contractor safety. Refer to Figure 3-4 for a high-level process flow diagram on the following job package process.

Outage information comes into PG&E in the following ways:

- Customer call to report power outages and hazards
- Customer online report of power outage
- 911 agency call to report hazards
- Smart meter
- SCADA

The CCOutage (Customer Care Outage) is used by the Customer Service Representatives to enter customer call information in a Trouble Report, and by Gas Dispatch to enter 911 agency call information. This entry automatically generates an OMT Trouble Report. Central Dispatch then dispatches T-men to make safe and perform the assessment. OMT Trouble Reports are also generated direct from customers who report an outage via the automated phone system (IVR) or online at www.pge.com/outage. (During larger events, the OEC may instead dispatch damage assessors or Rapid Assessment Strike Teams to conduct the assessment.) The field personnel (i.e., T-men, damage assessors, or Rapid Assessment Strike Teams) conduct the assessment and provide the following via either FAS or the Inspect Application. In the event that technology is unavailable, the following information will be communicated to the incoming assessment desk at the DSR[29] via phone and manually entered into OMT:

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

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

- T-men 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 in to 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, starts 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. After this:

- If it involves facilities that require loading or sizing (e.g., transformers, poles, etc.), an estimator's input is needed, and they create 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.

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

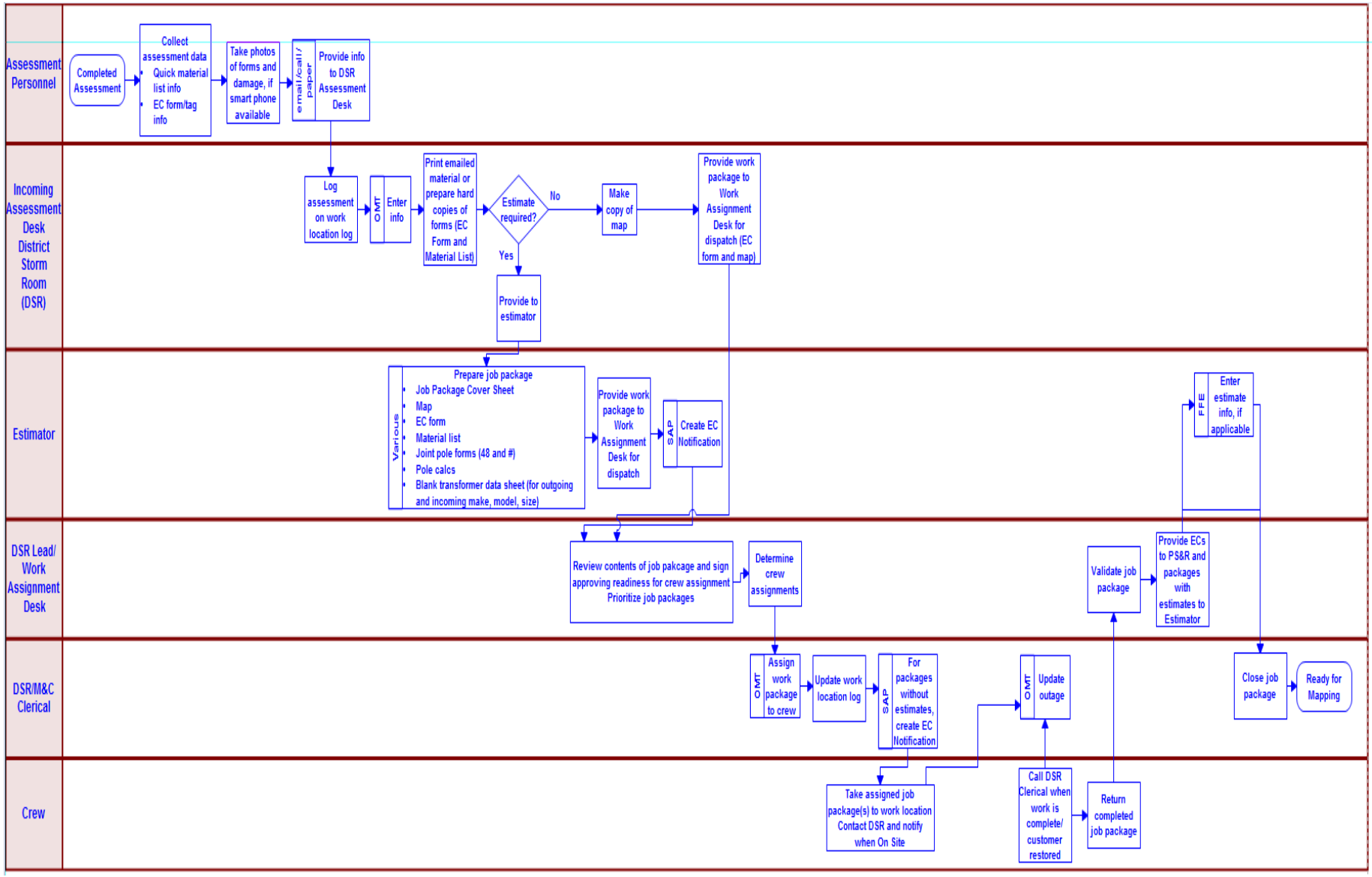
Job packages include the following information:

- Job Package Cover Sheet (Form TD-2060P-01-F01)
- 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)

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 personnel (e.g., clerical support, field engineers, estimating, construction supervisors, etc.) then enter job package crew assignments in OMT and maintain the work location log. Refer to Figure 3-4.

Crews take their assigned job packages to the work location and contact the DSR or use OMT mobile and indicate that 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 in to the DSR when they return from the field, the crew foreman 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 and closed out and the work location log is updated to document the return of the job package.

Figure 3-4: Job Package Process



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In a circuit-based strategy, the task force conducts the process in Figure 3-4 out in the field or at a base camp. Additional details include:

- Estimators may be integrated with task forces to create and assign job packages/EC Notifications in the field or at a base camp.
- The TFL calls the Control Center to true up outage locations with OMT.
- The TFL also brings the information in to 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 in section 3.2.3.9.3 for details.) In this case, the process above remains the same, whether the incoming assessment desk and work assignment desk are located at the DSR, in the field, or at a base camp.

As mentioned previously, Transmission may be integrated into the DSR/OEC when there are both transmission and distribution outages. When there is a transmission line outage that does not impact distribution, the main steps of the process above are still followed. (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).

3.2.3.7 911 Standby Call 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 emergency events, downed utility equipment can pose a public safety hazard. Often in these scenarios, the first notification is through 911 and governmental agencies such as fire and police personnel will arrive at the site of the hazard to protect the public. In these situations, the agencies need to be relieved by PG&E personnel so that they can be free to respond to additional priorities. PG&E provides a dedicated phone line[30], supported 24/7 365 days a year, for public safety agencies to provide notification when they are standing by a utility emergency. During large-scale events when a significant number of hazards may exist, promptly relieving these agencies becomes critical for public safety. Therefore, PG&E operates a 911 Standby Process, where PG&E personnel relieve on-site agency personnel and, in turn, protect the public from any hazards.

3.2.3.7.1 911 Standby Process

After Gas Dispatch receives a call from an agency notifying PG&E they are standing by an emergency, Gas Dispatch sends this information to PG&E Central Dispatch who

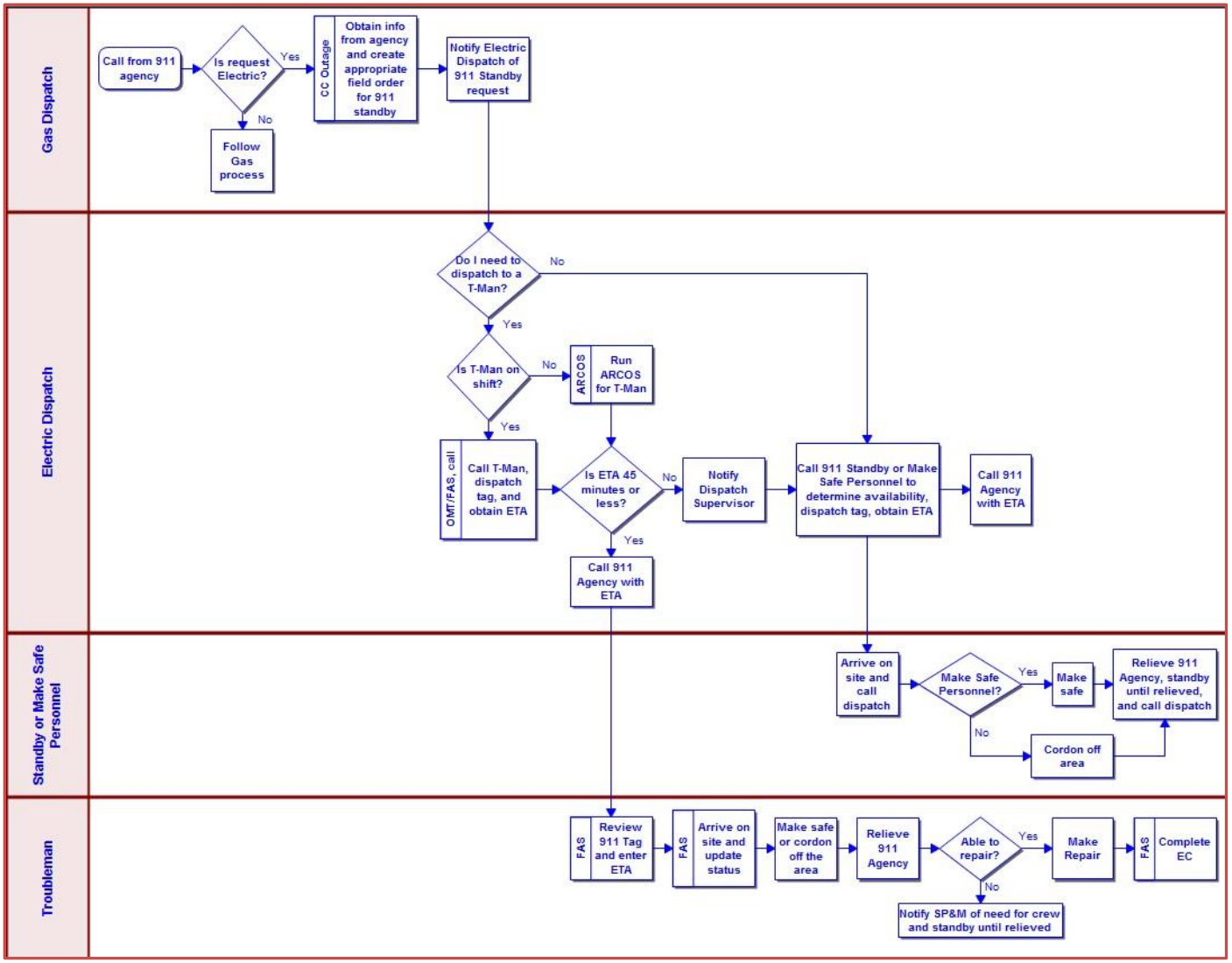
[30] (888) 743-4911

dispatches PG&E personnel to the site. (Refer to Figure 3-5 for a high-level 911 standby process flow diagram.)[31]

For a Level 1 incident, a T-man is called to respond. If the T-man is not available, or their ETA is greater than 45 minutes, 911 standby or make safe personnel are dispatched. During larger events, such as a storm, Central Dispatch may first call the following to determine if 911 standby resources are available:

- Restoration Supervisor
- Field Operations
- Field Metering Operations
- Gas Operations

Figure 3-5: 911 Standby Process



[31] For further information see TD-2201P-01 Restoration Dispatch 911 Response and TD-2204P-01 Restoration Dispatch 911 Call

To ensure a timely response to agencies, PG&E uses a 911 agency callback process. When agencies call PG&E requesting on-site relief, they may request a callback to confirm relief personnel have been dispatched and receive an estimated time of arrival (ETA).

PG&E has established callback expectations, as follows:

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

For Level 2 and above incidents, the Public Safety Specialist (PSS) may work with local government emergency management and the OEC to coordinate 911 standby resources.

3.2.3.7.2 911 Standby Personnel

In accordance with General Order 166 Standard 9; Personnel Redeployment Standard, PG&E trains additional personnel to support 911 standby request during storm and catastrophic events. When possible, resources are pre-staged based on forecasted SOPP model impact. These employees guard a location until a qualified electric crew, make safe crew, or T-man arrives to clear and or repair the hazard.

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 personnel are one or two-person crews with limited knowledge of field equipment. These crews often consist of meter readers, meter technicians, gas service representatives, or gas construction workers. Standby crews generally do not have equipment switching skills, or the ability to estimate the magnitude of the repair and restoration timeframe. They are used primarily as “standby” to relieve a 911 agency. 911 Standby training is facilitated by PG&E leadership using established training material and including the presence of a qualified electrical worker to assist in training facilitation.

911 Standby personnel are dispatched to each location using the Outage Dispatch Tool (ODT) in OMT. Personnel are dispatched using the crew type “Standby”. Outage orders with a crew type of “Standby” will be prioritized to ensure a T-man or make safe is dispatched to address to public safety condition and relieve the 911 standby personnel.

3.2.3.7.3 911 Calls on Large Events

In large events, such as earthquakes, Gas Dispatch will staff the appropriate amount of resources to take incoming 911 agency calls. Central Dispatch also has personnel, if needed, to take 911 standby calls at the Fresno RMC, which consists of clerical employees.

When the outage volume from the number of 911 calls overwhelms Central Dispatch’s available resources and bandwidth to dispatch tags to 911 standby personnel, Central

Dispatch can delegate part or all their dispatch responsibilities to the OEC. Refer to section 3.2.3.6.6 for details.

3.2.3.8 Make Safe

If the volume of outages exceeds the number of T-men, Title 200 (M&C division) crews can be broken up into two-person teams to address hazardous conditions. These teams are managed by the Dispatch Leader in the OEC, who is responsible for prioritizing, dispatching, and tracking all work performed. When outage volumes reduce to the point manageable by the T-men, these make safe teams are remobilized as crews and redeployed to repair and restore service.

3.2.3.9 Response Strategies

PG&E may use different assessment and restoration strategies based on the complexity of each 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 areas or circuits to improve coordination and assessment/restoration time.

3.2.3.9.1 Order-based Strategy

In an order-based strategy, in alignment with the above-mentioned priorities and depending on the amount of damage, T-men or repair crews are assigned to each individual outage order, as appropriate. For example, in Electric Distribution, as outages come into OMT, a unique OIS number is automatically created for each outage. Central Dispatch then prioritizes and assigns each outage order to a T-man. Once the T-man completes their assessment, estimating develops the job package which is then assigned to a crew to repair or replace damaged infrastructure and restore customers.

3.2.3.9.2 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 circuit identified as high risk. 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 implemented at the request of the OEC or REC Commander, and EOC Operations Section. In a circuit-based strategy, a task force may be assigned to an entire substation, a specific circuit, or source side device to manage either pre-identified

high-risk circuits, or circuits that meet outage and/or hazard thresholds during a storm event. This task force may be comprised of a TFL and the following strike teams: T-men, rapid assessment, vegetation management, 911 standby, and make safe. (Refer to Figure 3-6 for an example circuit-based task force organization structure.)

T-men make safe/assess the primary line damage starting from the circuit breaker (CB) or source side device, at the direction of dispatch, the DCC Distribution Operator, or the TFL. They then identify damaged equipment locations, make locations safe, and report findings to the Incoming Assessment Desk.

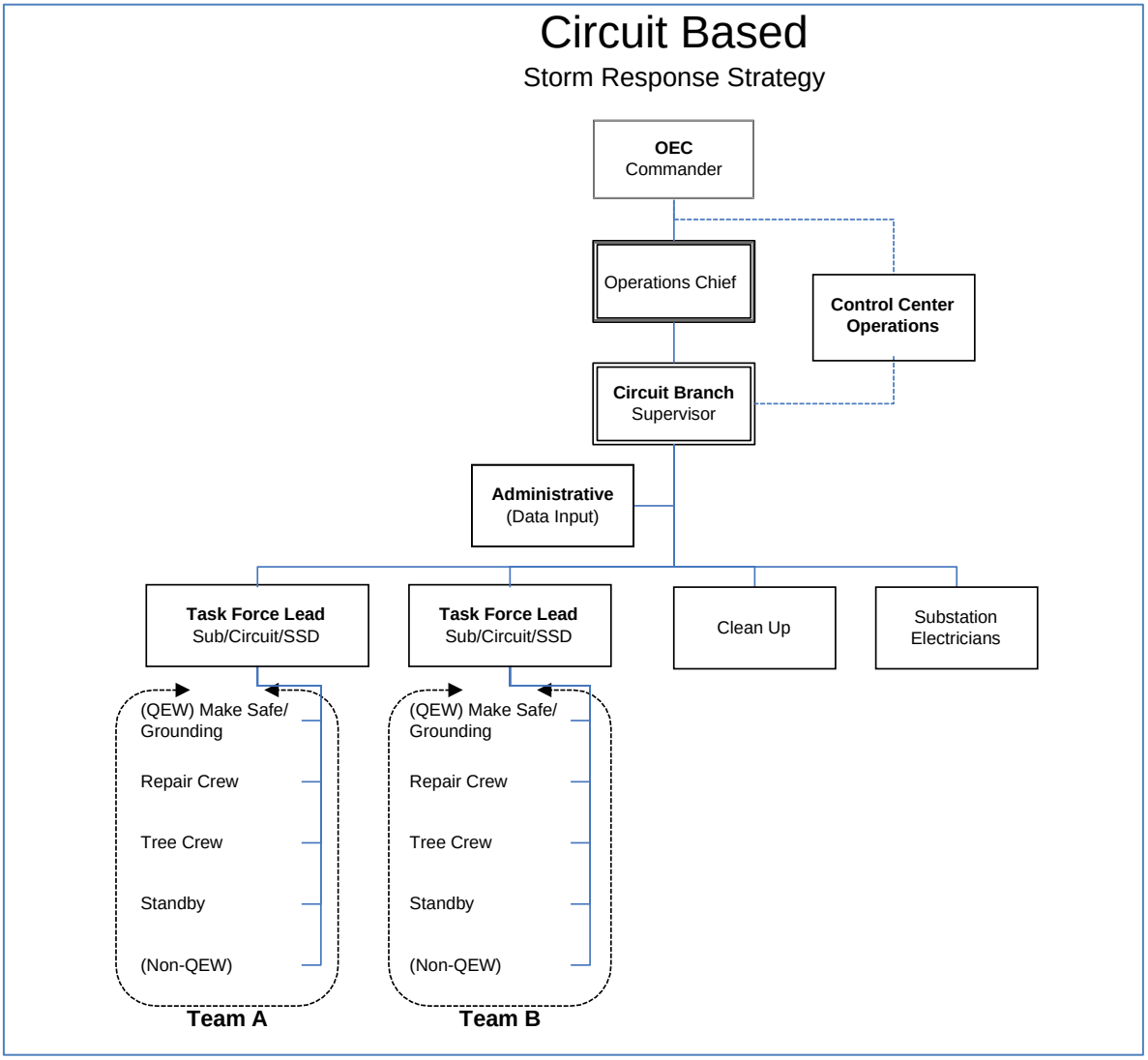
Rapid assessment teams/estimators assess damage or leverage assessment information to develop job packages including loading and sizing materials and equipment. For more information, refer to section 2.2.3.

Repair crews follow the T-men and estimators, under the direction of the TFL, and can be responsible for any of the tasks below:

- Making the primary main line safe
- Reporting damage to the DSR, rapid assessment team, or estimator
- Making repairs and restoring primary main line sections, as they become available, under the direction of the Distribution Operator and in alignment with estimating design when appropriate
- Assessing radial/tap lines for damage, report, repair, and restore

For Electric Transmission, a Line-Based Strategy may be followed 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 3-6: Example Circuit-Based Organization Structure



3.2.3.9.3 Area-Based Assessment / Restoration Strategy (Branches)

When there is a larger volume of outages or damage in an area, it is no longer efficient to assign work based on individual orders. Instead, an area-based restoration strategy is used to assign work by geographic areas or circuits. 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.

The positions listed in Table 3-5 determine how to divide an area, based on:

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

Where possible, the determination of the areas is made using the SOPP Model prior to an event, such as an incoming storm, etc.

Table 3-5: Electric Authority to Determine Areas

Area Being Divided	Who Determines Areas?	Who Approves Areas?
Divide district or division into smaller areas/branches[32]	REC Planning Section Chief in collaboration with the Operations Section Chief (OSC), and with input from the Logistics Section Chief (LSC).	REC Commander
Divide STOEC into areas/branches[33]	ETEC Lead working with STOEC IC	ETEC Lead
Divide region into smaller areas/branches	EOC Planning Section Chief in collaboration with the OSC, and with input from LSC on support.	EOC Commander
Any divisions made due to an earthquake	EOC Planning Section Chief working together with the OSC, after reviewing the damage model. The LSC also provides input on support.	EOC Commander

In the field, Task Force Teams are assigned to Branches and are responsible for all damages in their area until restoration is completed.

Following a Level 4 or 5 event, such as a significant storm or earthquake, damages will be widespread, multiple commodities will be impacted, and thousands of personnel may be required to restore the system. It is not enough for one local OEC to manage many major incidents with extensive damage in one division, for example.

To effectively manage the event and maintain an adequate span of control, the REC's, OEC's, or STOEC's operational control may be divided into smaller areas (or Branches), as needed. (Refer to Figure 3-6, Figure 3-7, and Figure 3-8 for example branches.)

[32] If the EOC is activated, the determination and approval of the areas are made at the EOC, with input from the REC and ETEC.
[33] Ibid.

Figure 3-7: Example of OEC or REC Divided into Branches

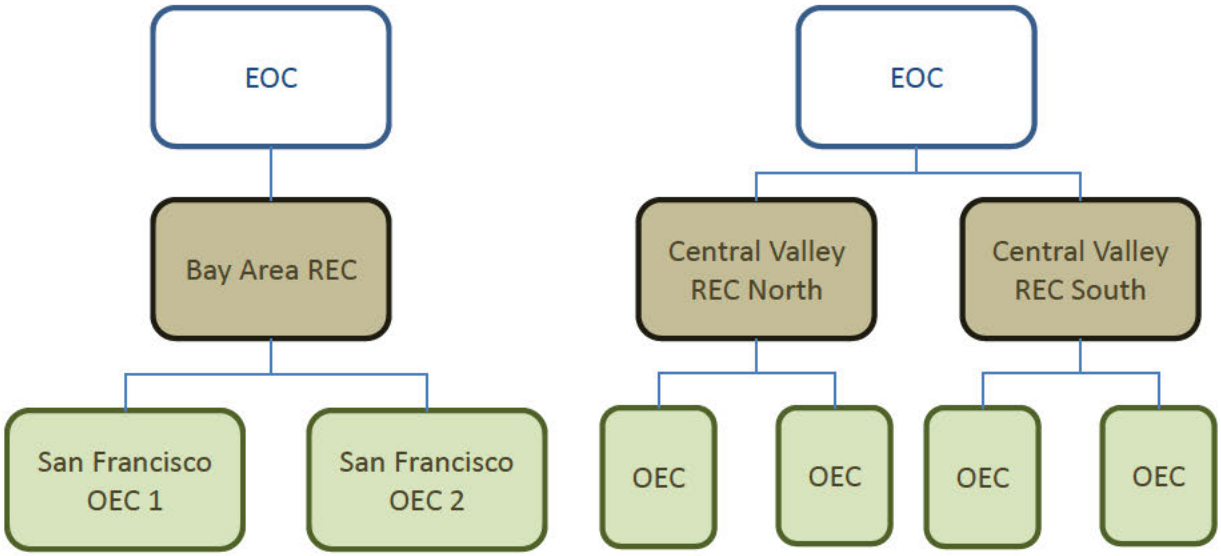
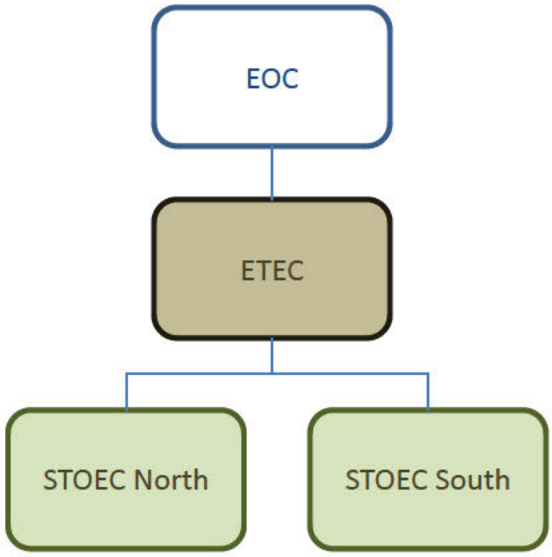


Figure 3-8: Example of STOEC Divided into Branches



Following a significant earthquake, a DASH report is published within 15 minutes and provides information and estimates of damage to support assessment prioritizations. For more information on earthquake response please see the Earthquake Annex (EMER-3101M).[34] The EOC Planning Section Chief, in collaboration with the EOC Operations Section Chief, will review the damage model information and identify if additional RECs,

34 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8c4a8156&format=pdf&_docbase=pge_ecm

OECs and STOECs are needed. The EOC Logistics Section Chief also provides input on whether they can support the areas, and the EOC Commander approves the plan.

The EOC Commander, or designee, then notifies the REC Commander and the ETEC Lead of any needed changes to the organization or jurisdictional control, such that pre-identified teams (leadership, administrative, assessors, Service Planning and Maintenance crews, etc.) can mobilize and make their way to the affected area. (For additional information and graphical examples, please see the CERP[35]).

Once a divided area has completed restoration of its responsible 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.

When an operator becomes aware of a system disturbance and large-scale outage, Figure 3-9 (as taken from the Electric System Restoration Guidelines) provides a strategic and prioritized approach to system restoration.

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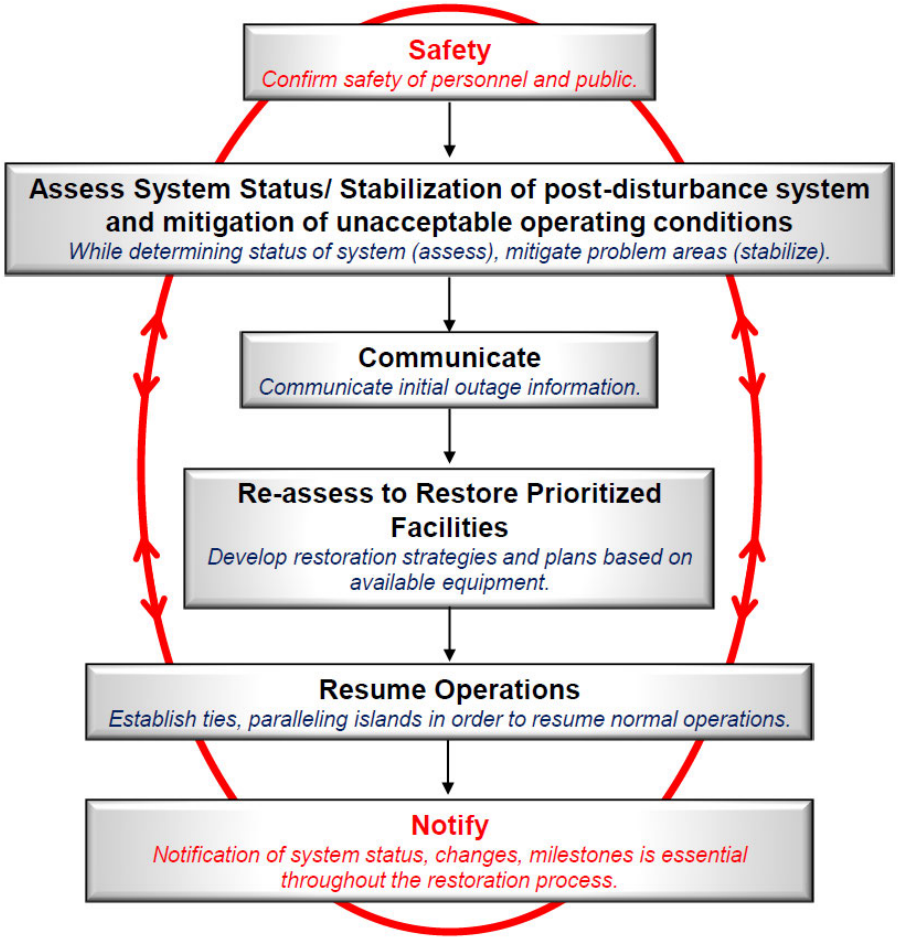
Figure 3-9: Electric Transmission Restoration Strategy for Large Scale Blackouts / Post Disturbance



The first priority is to confirm the safety of personnel and the public. Next, in the event of a partial or complete system outage, the system must be assessed to determine the status and state of the system and facilities, and if conditions exist that require the mitigation of unacceptable operating conditions.

Initial outage information is then communicated to the following (not necessarily in this order):

- CAISO
- System Dispatchers in the GCC
- Transmission and Distribution Operators
- Short-Term Electric Supply
- Federal, State, and Local authorities and agencies
- Generating plant personnel
- Substation personnel
- Management
- Exterior Generating entities

- Corporate Public Relations

In alignment with the prioritization guidelines mentioned in section 3.2.3.1, re-assessment is then conducted to restore prioritized facilities, generation, and loads. (Note the utilization of load focuses on the stabilization of the system rather than the immediate need to restore customers.)

PG&E and CAISO can resume normal operations once the system restoration emergency has been terminated, authority has been returned to CAISO, and CAISO has lifted the suspension on CAISO markets. Normal operations can resume at the point in the restoration process when the next load to be restored is not driven by the need to control frequency or voltage.

Steps for resuming normal operations include:

- Establishing additional transmission ties, starting with restoring the strongest ties first.
- Synchronizing/paralleling islands

It is essential throughout the restoration process that changes in system status, changes, and milestones, etc. are communicated. Notifications should be made to:

- Reliability Coordinator
- WECC
- Balancing Authorities
- Transmission and Distribution Operators
- External Government agencies
- Corporate entities
- Internal News media

For additional information on black start resources and restoration principles, refer to the Electric System Restoration Guidelines (ESRG).[36]

3.2.3.9.4 Electric Transmission Restoration Strategy for Large Scale Blackouts / Post Disturbance

During Levels 1 and 2 incidents, assessment and restoration priorities are established locally between the Substation Maintenance and Construction (SM&C) Superintendent and the GCC. When STOEC is activated during Level 3 or greater incidents, priorities are established between the STOEC and the GCC, or ETEC, if activated. In the event of only localized damage, the local Distribution Operations organizations may suggest or request priority for restoring distribution customers.

[36] Contact Electric Transmission for access.

SM&C provides a resource pool that can 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 activities, as needed.

The following are some of the strategies to restore customers impacted by a substation emergency:

- 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

Execution of these strategies will be facilitated in the IC call process, as stated in section 3.2.3.4.1.

3.2.3.9.5 Electric Distribution Critical Customer Strategy

PG&E currently maintains in OMT lists of critical and essential customers (as defined in section and the CERP[37]). When an outage occurs involving a critical or essential customer, it is noted in OMT, and those circuits are considered for priority assessment and restoration. During the outage event, the Customer Care Organization will staff the Customer Strategy Officer (CSO) OEC position to serve as the affected customer's point of contact.

To facilitate efficient restoration of a county's prioritized customers, Emergency Management, in collaboration with each division's Superintendent, has put together critical customer packages that include key information on the customer (e.g., map, equipment information, key pictures, contact information, etc.). 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 personnel 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 other company personnel. 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.

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37 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

3.2.3.9.6 Electric Distribution Catastrophic Event Strategy

When there is a significant volume of outages 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:

- 60% of resources are dedicated to addressing outages that have the highest number of customers out of power and/or length of outage, including considerations for equipment with extensive damage or equipment that is especially critical (e.g., certain substations, etc.).
- 30% of resources are dedicated to the assessment and restoration of the prioritized customers, that 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 dedicating resources to key customers that are required to stand up a community quickly (i.e., community normalcy customers).
- 10% of resources are dedicated for priority or unique issues encountered throughout the ongoing assessment and restoration process.

3.2.3.10 Electric Incident Management Teams (IMTs) Activation and Transfer of Command

Incident Management Teams may be activated based on the following criteria but is not limited to the below criteria. When an incident reaches or is anticipated to reach a level four or higher based on the PG&E CERP incident levels matrix.

Transfer of command is moving the responsibility for incident command from one Incident Management Team to another IMT or management structure. Transfer of command may occur when requested by the IMT IC or designee when deemed necessary for effectiveness, the need to relieve personnel on incidents of extended duration or personal emergencies arise. The primary focus is to ensure an effective transfer of command of incident management and safety is considered in all functional areas. The transfer of command takes place face-to-face (when possible) and includes a briefing. The transfer of command plan details how one Incident Management Team (IMT) will transfer delegated authority for the management of the incident to another IMT or IC. The initial Incident Commander will remain in charge until transfer of command is complete.[38] The transfer of command process is the same for when the OEC transfers to the IMT and the IMT back to the OEC. All objectives will be clearly transitioned between incident management structures.

3.2.3.11 Capacity Emergencies

During a system-wide capacity event, it is the GCC duty to direct the execution of the CAISO’s orders. In a localized event, the GCC is responsible for maintaining the integrity of

[38] For additional information see EMER-4501S Framework for Electric Incident Management Teams Standard

the electric system. For additional information, please refer to PG&E's 2020 Electric Emergency Plan Revision 26.0[39].

3.2.3.12 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 system-wide Estimated Time of Arrival (ETA) and Estimated Time of Restoration (ETOR). The Restoration Work Plan was built to identify geographic areas that may be in need of more personnel 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 Work Plan 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.

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 Emergency Response Strategic Worksheet (located in the Emergency Management Website under Templates) works in tandem with the Restoration Work Plan by enhancing the ability of Emergency Management personnel 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 inputting resources, outages, and equipment damage into the worksheet and can be utilized and continually updated during an event.

3.2.3.13 ETA and ETOR

In accordance with G.O. 166 Standard 8, A and B, it is important to regularly provide accurate and timely Estimated Time of Arrivals (ETAs) and Estimated Time of Restorations (ETORs) to our customers, in addition to quickly and safely restoring their service.

The purpose of the ETOR is to provide our customers validation that PG&E is aware of a service interruption, is responding to the outage, and to provide an initial estimation

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 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 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.*

[39]Access permission required for this site: https://pge.sharepoint.com/sites/EOC/SitePages/Welcome.aspx

of when service will be restored. Defines basic ETOR roles and responsibilities within Electric Distribution Operations.

- *Assists in setting expectations for PG&E customers by providing accurate and reliable information in a timely manner*
- *Is used for unplanned Level 1 ETORs, including Auto ETOR and 1st manual ETORs.*
- *Is not used for planned outage events.*
- *Is not used for Level 2 and above outages.* [40]

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.
- 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 input 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.

For additional details on communicating ETORs to our customers, refer to section 4.2.1 Customer Outage Communications and section 4.2.4 Major Outage Reporting.

3.2.4 Resource Management

[40] See EMER-3002P-01 Electric Operations Estimated Time of Restoration Procedure for further information.

As in any work situation, work must be prioritized in an emergency event. These priorities, noted as 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. However, to complete the work, resources must be managed. This includes organizing, assigning, and tracking resources (personnel, equipment, materials). The following describes PG&Es approach in Electric Operations to resource management during emergency events.

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.

3.2.4.1 Check-In and Check-Out Process

Resource management begins with an accurate check-in and out process of responding personnel. Understanding the resource availability, status, and location during an event is critical to a safe and effective response.

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 a check-in/out 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 personnel arriving to work an event must check themselves 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. Maintaining and tracking the status of all personnel through the check-in process is vital and essential for personnel safety, accountability, and fiscal control.

All resources must check in/out daily through the check in/out desk at their assigned incident location (e.g., EOC, REC, OEC, Base Camp, Staging Area, etc.).

3.2.4.1.1 Safety Tailboard

Upon checking in, all personnel 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.

3.2.4.1.2 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 personnel should report to the Incident Command Post (ICP), which may be in an Emergency Center, other facility, or in the field. Refer to section 3.2.4.10.1 on tracking crews in ARCOS Crew Manager. Once checked in, crews will receive work packages from the DSR Lead or their delegate. Refer to section 3.2.3.6.7 for details on creation, distribution, and completion of job packages.

3.2.4.1.3 Incident Related Injury Reporting

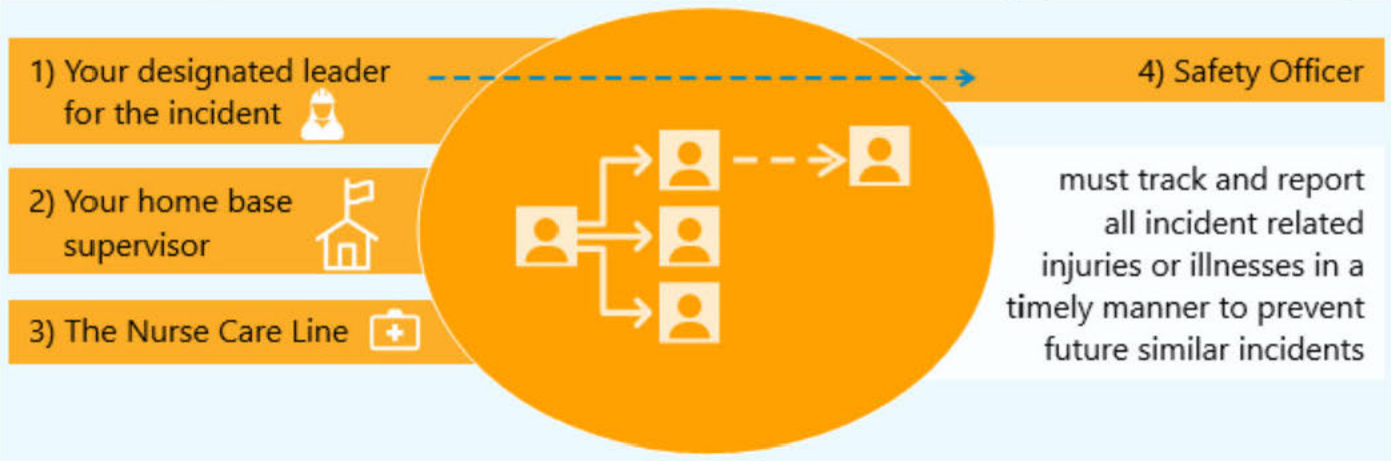
All personnel will receive a safety briefing before commencement of work. The ICS uses unity of command, meaning that each person is accountable to only one designated leader to whom he/she reports at the scene of an incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives. Once assigned to an incident, personnel 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 personnel assigned in response to incidents must immediately notify:

- Their direct lead, supervisor, etc. (i.e., to whom they are assigned during the incident)
- Their home base supervisor, etc.
- And the Nurse Care Line per their program, department or LOB procedures.

Leads, supervisors, etc., 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.

3.2.4.2 PG&E Contract Crew Support

PG&E has contracts in place to use contract 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 (GC) and Contractors is the resource owner for contract crews in Distribution and the Senior Director for Transmission and Substation is the resource owner for contract crews in Transmission.

3.2.4.2.1 Contracts for Emergency Response

The Sourcing Department 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 includes furnishing personnel, equipment, and/or expertise in a specified manner. During an emergency event, Logistics is responsible for managing the contracts and issuing emergency purchase orders.

3.2.4.2.2 Contract Crew Request

Once a need arises for contract crews, the Contract Resource Owner (Projects & Construction, Field Operations, 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 there is still a shortage of resources, the EEI/Mutual Assistance process is followed to release contract crews from other utilities.

3.2.4.2.3 Dispatch and Supervision of Contract Crews

The Contract Resource Owner dispatches contract resources based on the direction of the EOC Operations Section (Contract Resource 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 where to send the contract crews.)

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.

3.2.4.2.4 Record Keeping

The P&C administration ensures all applicable time for contract crew personnel is logged and tracked, including any associated costs for equipment repairs and required personnel expenses. 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 data base and enters goods receipts into SRM/SAP to initiate the payment process.

Refer to section 3.2.4.10.1 on tracking contract crews in ARCOS Crew Manager.

3.2.4.3 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.

3.2.4.3.1 Agreements and Requesting Mutual Assistance

The term "Mutual Assistance," in the context of this Annex, is intended to mean any crew from another utility. The company has established agreements [i.e., California Utilities Emergency Association (CUEA) and Western Region Mutual Assistance Agreement (WRMAA), etc.] with other utilities to provide or receive assistance to help restore electric and gas service during a major emergency. There are written agreements with other utilities for providing assistance, upon request, and includes furnishing personnel, equipment, and/or expertise in a specified manner.

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.

Refer to the CERP on how to evaluate the need for mutual assistance, the request process, and record keeping.

G.O. 166 Standard 8 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.

3.2.4.3.2 Supervision of Mutual Assistance Crews

The supervision of mutual assistance crews is the same as for contract crews. Refer to the CERP[41] for more information on Mutual Assistance.

41 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

3.2.4.4 Deployment Order and Priorities

Decisions regarding allocation and deployment of resources should be based on priorities that govern assessment or restoration. Refer to the CERP[42] for additional details on deployment priorities.

The order for requesting and deploying personnel resources includes, but is not limited to:

- Division
  - T200 distribution (Field Ops division crews) from within the impacted division
  - T300 distribution (General Construction crews) from within the impacted division
  - T300 transmission and 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 distribution from less impacted regions
  - T300 transmission 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

3.2.4.5 Resource Movement Authorization

The Vice President 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

42 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

where the REC is activated, the REC Commander has the authority to move resources within their respective region. The on-call EOC Commander or Vice President 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 Section, Planning Section, and Logistics Section. In addition, upon obtaining necessary officer approval, contractors and mutual assistance can be activated.

For Electric Transmission, ETEC develops the resource plan, based on input from electric distribution and transmission. When the ETEC Lead approves the plan, ETEC then communicates the plan to STOEC to execute. (STOEC is responsible for managing the transmission repair workforce during an incident.)

3.2.4.6 Resource Movement Management

During emergencies, resource movement logistics are managed by different roles. Table 3-6 defines which party executes this responsibility.

Table 3-6: 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-personnel request); EOC Crew Logistics (personnel)	EOC Resource Unit	EOC Logistics Section (non-personnel request); EOC Crew Logistics (personnel)	EOC Resource Unit

3.2.4.7 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, a request for additional resources is called in from the field to STOEC's Operations Section. The Operations Section 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, and the Electric Transmission Branch Director provides the request to the EOC Resource Management Unit Leader for personnel and the EOC Planning Section Chief for non-personnel resources.

3.2.4.8 Resource Request Process for Electric Distribution

3.2.4.8.1 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 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. Then ARCOS can be used to callout 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.

3.2.4.8.2 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 and the:
  - 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.
  - 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 REC Logistics Chief submits the request to the EOC Resource Management Unit for personnel and the EOC Logistics Chief for non-personnel resources.
  - The personnel 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 if there are resources 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 available resource numbers from the Contracting Manager and the Mutual Assistance Manager, and decides which resources to activate, upon obtaining needed EOC Commander/Officer approvals.

3.2.4.9 Base Camp Determination and Electric Operations Staffing

Based on the Electric Damage Model and submitted requests for base camps 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 base camps, staging areas, micro sites, and material laydown areas if needed. Once the request for the site is approved by the EOC commander, Operations determines the appropriate resources including personnel to dispatch to each site to support the incident.

In the event of a catastrophic incident, several IMTs are pre-identified, paired with IMTs from a different Region, and pre-trained on each other's areas. As a result, these IMTs can be quickly secured from outside the impacted area to staff the base camps.

For additional details on base camps, staging areas, micro sites, and material laydown areas refer to the Logistics Annex. For details on IMTs, refer to the CERP.

3.2.4.10 ARCOS—Automated Roster Callout System

ARCOS, or Automated Roster Callout System, is an automated callout and scheduling system that PG&E uses to assemble and track first responders and repair crews in response to electric emergency outage situations / 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 on-site times).

PG&E uses the following modules of the ARCOS Suite for day-to-day operations, as well as 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 call out 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.

3.2.4.10.1 ARCOS Crew Manager

Tracking resources (i.e., personnel) efficiently is essential for safety, accountability, and fiscal control. Failing to effectively track resources can lead to accidents and injuries. Furthermore, resources must be organized, assigned, and directed to accomplish incident objectives and managed to adjust to changing conditions.

Crew Manager is a module of the ARCOS software suite that incorporates real-time, touch screen, drag and drop management of crews – for both day-to-day operations and major storm events. It also centralizes crews into a single database while providing distributed access to Operations Managers, Field Supervisors and Crew Leaders via touch-screen, interactive whiteboards, tablets, smartphones, and personal computers.

PG&E requires that ALL resources working an event are to be tracked in the ARCOS Crew Manager. This tracking ensures visibility of resources and reinforces personnel safety. Tracking includes documenting all resource check-ins and check-outs daily in Crew Manager, as well as any transfers across division lines.

3.2.4.11 Out-of-Region Crew Packets

All headquarters maintain crew packets, containing region-specific information to assist out-of-region crews and Mutual Aid Crews participating in the local restoration effort. The division superintendent ensures 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 may include unique safety information (ICS 208), local restaurants, etc.

3.2.5 Demobilization/Release of Resources

3.2.5.1 Demobilization Process

Demobilization includes overseeing and validating the safe and efficient return of resources to their original location and status when they are no longer needed to support the response. Planning for demobilization starts soon after the resource mobilization process begins to facilitate accountability of resources. See Figure 3-10 on page 3-56 for an example of the demobilization process. All resources, including local personnel, must demobilize from an incident/event.

The order for demobilization is executed in reverse of the deployment order and includes, but is not limited to[43]:

- Non-PG&E Resources

[43] 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.

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

The demobilization process involves two-way communications. It can be initiated from the bottom up 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.

To ensure personnel safety and to prevent resources from being released in one area when they are needed in another, it is essential that a demobilization process is followed. Below are the responsibilities by section/unit in the demobilization process:

Resource Unit[44]:

- Identifies excess resources in collaboration with the Section Chiefs and Demobilization Unit and informs their emergency center commander.
- Checks with the Resource Unit at the next level's emergency center to see if resources are needed elsewhere and whether demobilization is authorized. The highest-level activated emergency center makes the ultimate decision to demobilize resources. For example, when open, the EOC considers information and recommendations from the REC/OEC, but it ultimately makes final demobilization decisions.

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

- Once approval is secured to demobilize, the Resource Unit notifies their Logistics Section and the Demobilization Unit of the excess resources.

REC/OEC Demobilization Function[3]:

- In collaboration with the Resource Unit, assesses the current and projected resource needs and obtains the identification of surplus resources and probable release times.
- Forwards demobilization instructions for field resources from the EOC.
- Creates the demobilization plan and monitors its implementation for their emergency center. The demobilization plan includes the release priorities, demobilization process, any specific release procedures, responsibilities for implementing the demobilization plan, and directories, if needed (e.g., maps, telephone listings, etc.).
- Communicates with the sending and receiving offices, as well as the released personnel, to ensure the safe and efficient return of resources.

EOC Demobilization Unit:

- Creates the demobilization plan for the EOC.
- Work with Ops Section Chief and Resource Unit to identify excess resources.
- Creates instructions for the RECs to direct REC and OEC demobilization of field resources (e.g., order for the demobilization of resources, demobilization checklist, safety considerations).
- Is responsible for the demobilization of outside contract, mutual assistance crews, and out of region PG&E crews (i.e., communicates with the RECs who is coming back and when, notifies the contract unit to release crews, calls outside utilities to notify them when resources have been released, confirms the number acquired equals number released).
- Keeps the sending and receiving REC Logistics Chiefs and Resource Units apprised of resource movement during the demobilization process.

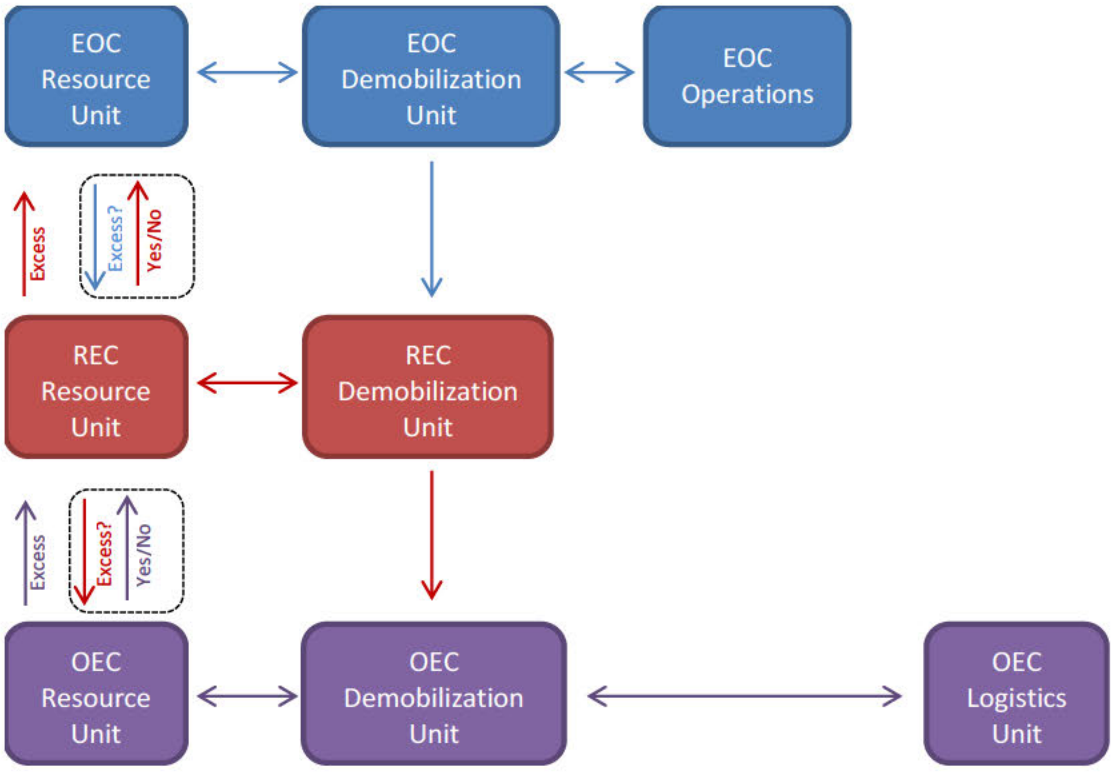
Emergency Center Commander:

- Approves the demobilization plan for their emergency center.

Logistics Section:

- Orders and/or restocks supplies/equipment to ensure operational readiness.

Figure 3-10: Example Demobilization Process



Example Process for When Excess Resources Are Identified At the OEC[45]

- 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 personnel, and Logistics orders and/or restocks supplies/equipment.

[45] 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.

Example Process for 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(s) informs the appropriate OEC Demobilization Unit(s) to work with their respective Logistics sections 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 personnel, and Logistics orders and/or restocks supplies/equipment.

3.2.5.2 System Restoration to Normal Configuration

Following a catastrophic disaster, there may be equipment shortages, 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.

3.2.6 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 3.1 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, but not meeting MEBA criteria.[46] Notifications must be closed before complete OEC deactivation.[47] For long term rebuild work (such as in a wildfire), open notifications must be turned over to a Rebuild Team or project manager prior to deactivation.[48]

[46] See EMER-4510S Operations Emergency Center (OEC) Activation Requirements for further information.
[47] See TD-2060S Emergency Electric Corrective Documentation Standard for further information.
[48] See Section 2.3 of EMER-3012M Disaster Rebuild Annex for additional information.

4 Coordination and Communication

4.1 Internal Coordination and Communication

4.1.1 Pre-event Planning

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.

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 Vice President of EP&R . Planning includes crew availability counts (pre-arranged or POT, normal staffed and call-out resources) as well ICS role 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.[49]

4.1.2 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 FBUs for a safe, effective, and coordinated response. See Appendix D for a sample agenda.

During Directors' Alignment Calls, FBU 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 (logistics, storm orders, staffing, etc.)

4.1.3 Incident Action Plan and Intelligence Summary Reports

As documented in CERP[50], PG&E aligns its emergency preparedness and response practices with the public constructs National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and ICS. 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

[49] http://pgeweb.utility.pge.com/electric/emergency/Pages/default.aspx

[50] https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

Incident Action Plan and the Intelligence Summary, both of which support alignment of response personnel and key supporting stakeholders. The Planning Section Chief is responsible for the preparation and dissemination of both of these documents, after the review by the IC Advisor. For details on these reports and links to templates, refer to the CERP.[51] Below is information on some key plans and reports produced in the OEC/REC/EOC.

The Incident Action Plan (IAP) is an oral or written plan for the next operational period that ensures a common understanding of objectives, communications, contact information, resources, etc. and reflects the overall strategy for managing an incident.

- During a Level 1 and Level 2 not exceeding one operational period, an oral IAP **may be used.**
- During a Level 2 or greater and exceeding one operational period 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. The EOC Situation Unit also creates a system-level intelligence summary, at intervals determined by the Planning Section Chief.

- During a Level 2 or greater activation, an Intelligence Summary **must be developed and disseminated.**
- The Situation Unit creates other incident documentation as determined by the Planning Section Chief.

4.1.4 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 partner and/or cooperative operations, financial cost and reliability metrics including customer outages and minutes. As needed, system damage and significant outages 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.

4.1.5 ETEC Spreadsheet

The ETEC Spreadsheet is created initially and maintained by ETEC and shared with STOEC to reflect the status of all transmission outages during an event. The information is summarized and provided to the EOC for inclusion in the EOC Intelligence Summary.

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51 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=PUBLISHED&id=09131aad8b54d83c&format=pdf&_docbase=pge_ecm

4.1.6 Systems Information Management

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

4.1.6.1 Electric Distribution

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

- 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. Refer to Appendix D.5 for an OMT Job Aid.
- The Field Automated System (FAS) is a software application developed by Ventyx. Work Orders are input by Customer Care and Billing, Application for Work, SAP, or OIS and then sent to FAS. FAS is then used by Electric Restoration T-men, 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 personnel 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 (Supervisory Control and Data Acquisition) allows the operator to analyze and control the electrical system from a remote location.
- Systems Applications and Products in Data Process (SAP) is used to track emergency jobs as they move through their life cycle. It is a tool that is used to plan, track, and charge labor and to 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.

4.1.6.2 Electric Transmission

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

- Energy Management System (EMS) is a tool 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 (Supervisory Control and Data Acquisition) 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.
- RAS (Remedial Action Scheme) 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) – An application used by the Transmission Grid Control Center to track and log event information that includes office items report, work cards, interruption reports, and log details and notifications.

4.2 External Coordination

4.2.1 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.

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

- **Cause of Outage**: Once an assessment is complete, PG&E assessment personnel provide information on the cause of the outage. This information is provided to customers when available.

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 and television.

- **Estimated Time of Restoration (ETOR)**: ETORs are provided to customers when available. 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 personnel.

- **Estimated Time of Information (ETOI)**: During larger events, accurate ETORs may not immediately be available due to the large influx of outages. In these events, PG&E can provide customers with ETOIs that forecast when additional information on their outage will be available.
- **Crew Status:** When available, crew status information can be provided to customers. Statuses such as “Awaiting T-men”, “T-men On-Site”, “Awaiting Crew”, and “Crew On-Site” give customers additional context for the progress of the restoration effort.
- **Other Customer Comments:** T-men and Assessment 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
- ETA: A crew is on the way
- Cause and ETOR(s): Cause of the outage, when power will be restored
- Conditional: A new condition may impact your outage
- Restoration: Your power was restored

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

4.2.2 Public Information and Government Coordination

Refer to the Company Emergency Response Plan (CERP), Emergency Communications Annex (EMER-3008M)[52], and the Emergency Communications Plan (The Book of All Knowledge) 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.

G.O. 166 Standard 1D states: The plan shall address the utility's efforts to coordinate emergency activities with appropriate state and local government agencies. The utility shall maintain lists of contacts at each agency which shall be included in the plan and readily accessible to employees responsible for coordinating emergency communications. The utilities may address the use by governmental agencies of California's Standardized Emergency Management System (SEMS).

4.2.3 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.

G.O. 166 Standard 1B states: The plan shall provide for utility coordination with the ISO, including gathering, processing, and disseminating information from the ISO, and providing information regarding how the utility will establish priorities and estimates of service restoration. A utility that does not deal directly with the ISO shall describe how it will coordinate its efforts with the TO.

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.

During a system-wide capacity event, the GCC receives notifications and instructions from the CAISO. Refer to Appendix P, Electric Emergency Plan (EEP) For Capacity Emergencies[53].

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.

4.2.4 Major Outage Reporting

CPUC General Order No. 166 (G.O. 166), states that a major outage occurs when 10 percent 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-

52 https://edrm.comp.pge.com/D2/servlet/Download?auth=basic&event_name=open&version=CURRENT&id=09131aad8861d9be&format=pdf&_docbase=pge_ecm

53 https://pge.sharepoint.com/sites/EOC/SitePages/Welcome.aspx

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.)

Per Standard Six of G.O. 166, 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 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.

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 T-men in the field enter the ETOR. The outage information is also supplied automatically to the pge.com website, where customers and the

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).

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.

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'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 Emergency Communication (The Book of All Knowledge) and the Workforce Management/Contact Center Operations Annex (WFM/CCO) for additional details on customer and media communications.)

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

4.2.5 Other Thresholds for Regulatory Reporting

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.

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

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5 Performance Indicators

5.1 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.

5.2 Safety and Environmental

Indicators will be used to:

- 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.

Indicator:

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

5.3 Assessment

Indicators will be used to:

- 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.

Indicator:

- 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

5.4 Restoration

Indicators will be used to:

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

Indicator:

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

5.5 Internal and External Communications

Indicators will be used to:

- Ensure that timely and consistent information is being communicated to internal and external entities
- Gauge the quality of outage information reported to our customers.

Indicator:

- 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)

5.6 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.

6 Training and Exercises

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

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.

6.1 Electric Transmission Training and Exercise Program

Electric Transmission System Operations department is responsible for annually conducting an Electric Emergency Plan (EEP)[54] 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.

Transmission 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.

6.2 Electric Distribution Training Program

The Vice President of EP&R is responsible for maintaining an ongoing training program for Electric EMO personnel. The intent of the program is to ensure understanding of

[54] Permission must be granted for access: https://pge.sharepoint.com/sites/EOC/SitePages/Welcome.aspx

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 Sr. Director and Superintendent responsible for emergency planning and response is also responsible for ensuring that personnel identified in emergency plans are trained annually and that the training is documented. Sr. 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 personnel in various emergency roles, and the involvement of less experienced personnel 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) Type III credentialing for their assigned Emergency Operations Center (EOC) positions. Based upon the assigned emergency role in OECs and RECs, employee training should include some, or all, of the following:

- 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-700 An Introduction to the National Incident Management System
- IS-800 National Response Framework – An Introduction
- EPRS-9010 – Company Emergency Response Plan (CERP) is an introduction to the CERP and an overview of current-year changes.

In addition to the above training, electric emergency center personnel will be provided:

- 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

6.3 Electric Distribution Exercise Program

The Vice President of EP&R is responsible for scheduling, conducting, and evaluating the required exercises. 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.

6.3.1 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 emergency events. This requirement can be waived in lieu of an actual event dependent upon the event's scope and structure. Electric Operations Emergency Management oversees and manages the testing of the Electric Annex. The documentation of training and exercises are submitted to EP&R to facilitate alignment of response processes and procedures across the enterprise and 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.

6.3.2 Quarterly Exercise Requirements

The Vice President of EP&R recommends quarterly region-based exercises. This requirement 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 T-man and Assessment Crews) often enough to ensure that the participants are proficient in their roles and responsibilities. The quarterly exercise policy can be waived if there has been an actual incident and agreement has been reached with the Region Sr. Director and the Vice President of EP&R.

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7 After-Action Reports, Event Logs, and Records

After-Action Meetings (AAM) are to be conducted by each emergency center within 20 business days of deactivation of the center for all activations meeting the criteria outlined in EMER-4510S, "Operations Emergency Center (OEC) Activation Requirements" for Level 2-5 incidents. 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 minimum all Command and General Staff. The IC Advisor will also invite Contact Center, Distribution Control Center(s), Dispatch and other FBU representatives as needed for Level 3-5 activations.

G.O. 166 Standard 3 requires California utilities to annually evaluate their response to exercises or major outages as part of the utility's annual G.O. 166 filing.

7.1 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 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 may send a representative to present their findings during the formal after-action meeting. A hotwash form can be found here.[55]

7.2 Emergency Center After-Action Report

Emergency centers identify corrective actions, assign action item leads, and designate due dates. These action items are entered into the Corrective Action Program (CAP). Strengths and opportunities identified during after action reviews will be communicated to the affected EMO stakeholders for future reference. Significant strengths will be communicated to the Supervisor of Electric Distribution Operations Emergency Management for incorporation into plans, training, and exercises and will be shared system wide as "Best Practices" by EDO EM. Improvement opportunities will be addressed in a prioritized manner.

7.3 ICS 214 Unit Log

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

[55] https://pge.sharepoint.com/:w:/s/EPRIntranetArtifacts/EWGNJY7mzTRFh_U-1JRyYmUBm-ll1OoyVhJumya6oL7wmQ?e=w5dkfc

7.4 Records Management

All departments and headquarters, as outlined throughout this plan, shall follow Emergency Operations reporting procedures and records management. Documentation of all significant events is required to effectively document response and restoration efforts. Planning Section Chiefs are responsible to:

- 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, all of which will be used to document and continuously improve the emergency response and restoration process.

7.5 Financial Considerations and Financial Records

The Finance and Administration Chief in the OEC, in conjunction with the Emergency Recovery Program Manager, shall monitor 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, financial policies (mutual aid, contracts) etc., refer to BF EO Business Finance Analyst.

7.6 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 therefore 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, T-men and crews make the situation safe, restore power to customers and isolate the trouble location so repairs can be made. Activities of this nature are expense related 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) – The purpose of MEBA is to recover actual 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 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 to customers any unspent MEBA amounts 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 closely all costs recorded in the account for reasonableness, as well as other sources of recovery such as insurance, before allowing for 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. The purpose of the account is to allow utilities to record for eventual recovery (through rates) the reasonable costs they incur in restoring service, repairing, or replacing facilities, and complying with government orders following a catastrophic event.

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8 Appendices

Appendix B, Acronyms and Glossary

Appendix C, Contact / Notification Lists

Appendix D, Tools, Job Aids, Training Aids, and Other Reference Materials

Appendix E, Directors' Alignment Call Agenda Template

Appendix F, Electric Emergency Plan for Capacity Emergencies

Appendix G, Other Useful Links

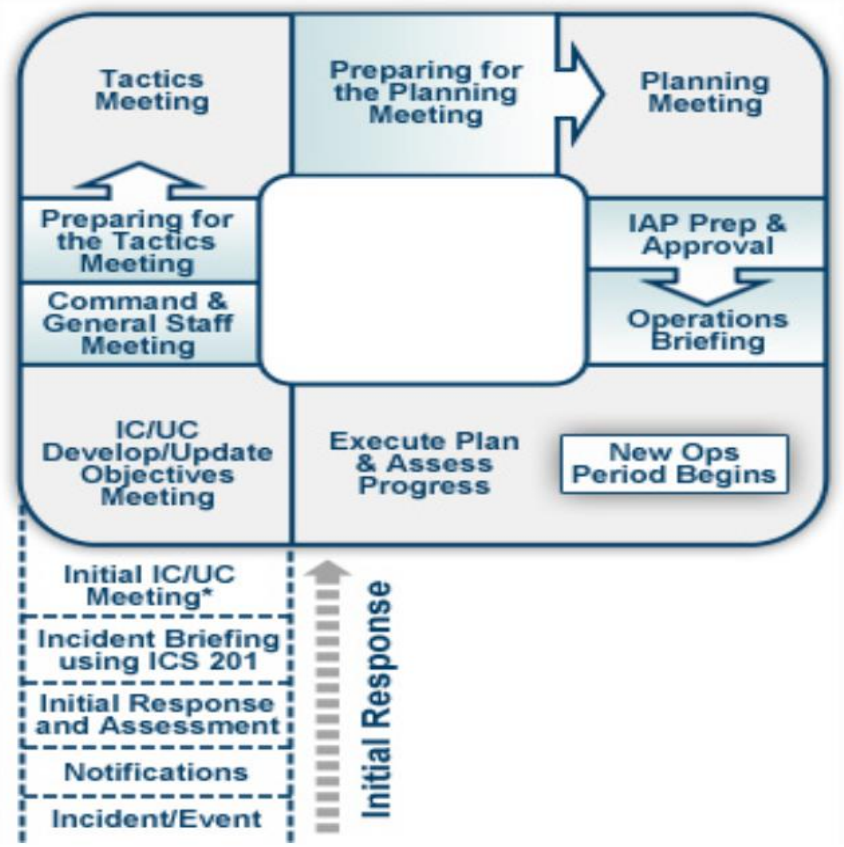
Appendix H, Primary and Alternate Sites (EOC, RECs, OECs, ETEC, and STOEC)

Appendix I, Activation Position Roles and Responsibilities

Appendix A. Appendix J, OEC Meeting/Briefing Agenda Templates

Meeting information below (i.e., attendees, agendas, etc.) can be modified based on OEC operational needs. Meetings can also be combined, depending on OEC operational needs. Meeting order below is based on the order of meetings/briefings per the "Planning P" model.

A.1 Planning P Model



A.2 Initial Incident Briefing

Facilitator – Incident Commander or Planning Section Chief

Purpose: The Initial Incident Briefing gives the Command and General Staff situational information, including constraints and limitations, to make informed decisions.

Attendees: Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, Public Information Officer, Customer Strategy Officer, Operations Section Chief (OSC), (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

1. Roll Call (Planning Section Chief)
2. Safety Message (Safety Officer)
3. Weather (Meteorology)
4. Incident Overview (Incident Commander)
5. Brief Outs/Issues (Planning Section Chief)
    - Run through Roll Call
6. Closing Comments (Incident Commander)
7. Action Items (Planning Section Chief)

A.3 Operational Briefing

Facilitator – Planning Section Chief

Purpose: The PSC conducts the operations briefing before each operational period begins, ensuring that those who need the information have access to it. The purpose is to roll out the IAP for the upcoming operational period. The OSC may adjust work assignments or resource allocations during the briefing.

Attendees – Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, PIO, Customer Strategy Officer, Operations Section Chief, (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

1. Roll Call (Plans Section Chief)
2. Safety Message (Safety Officer)
3. Weather Update (Meteorology)
4. Opening Comments (OEC Commander)
   - High level overview, Provide leadership presence and guidance
5. Incident Overview (Planning Section Chief)
   - Next operational period objectives
6. Report outs
   - Safety Officer
   - Customer Strategy Officer
   - Government Relations
   - Public Information Officer
   - Liaison Officer
   - Public Safety Specialist
   - Operations
   - Planning
   - Logistics
   - Finance

A.4 Objectives Meeting

Facilitator – Planning Section Chief

Purpose: The Objectives Meeting provides the opportunity for the Incident Commander, Operations Section Chief, Planning Section Chief, and IC Advisor to review the proposed objectives for the next operational period.

Preparation: Updated objectives for the next operational period should be sent to the Planning Section Chief and/or Documentation Unit Leader PRIOR to this meeting by the Section Chiefs.

Agenda:

7. Roll Call (Planning Section Chief)
   - Incident Commander
   - Operations Section Chief
   - Planning Section Chief
   - Documentation Unit Leader
   - IC Advisor
8. Safety Message (Planning Section Chief)
9. Review Incident Objectives (Planning Section Chief)
10. Review Operational Objectives (Operations Section Chief)
11. Confirm Incident and Operational Objectives (Planning Section Chief)
12. Closing Comments (Incident Commander)

A.5 Command and General Staff Meeting

Facilitator – Planning Section Chief

Purpose: The C&G Meeting provides the opportunity for the Incident Commander (IC) to meet with the staff to gather input or to provide immediate direction. It is also the opportunity for the IC to articulate and approve incident objectives for the next operational period and to share important information regarding incident management. The IC presents the priorities and incident objectives and articulates guidance on how incident operations will proceed. The participants review the incident objectives and discuss strategies for accomplishing the objectives.

Agenda:

13. Roll Call (Planning Section Chief)
    - Incident Commander
    - Meteorology
    - Public Safety Specialist
    - Safety Officer
    - Liaison Officer
    - Public Information Officer
    - Customer Strategy Officer
    - Operations Section Chief
    - District Storm Room Leads
    - Planning Section Chief
    - Situation Unit Leader
    - Documentation Unit Leader
    - Resource Unit Leader
    - Logistics Section Chief
    - Finance Section Chief
    - IC Advisor
14. Weather (Meteorology)
15. Safety Message (Safety Officer)
16. Opening Comments (IC)
    - Name of the Incident
    - Operational Period length and start Time
    - Other key Command/General Staff and technical support as needed

17. Incident Overview (Situation Unit Leader/Planning Section Chief)
    - Current Outage Overview
        - Total Customers Out
        - Total Outages in Assessment
        - Total Outages in Restoration
    - Job Package Overview
        - Total Job Packages in Estimating
        - Total Job Packages Assigned
    - Resources
        - Total Troublemen
        - Total Crews
18. Report Outs, Constraints, Limitations, Shortfalls (Planning Section Chief)
    - Safety Officer
    - Plans Section Chief – Include reminders
    - Operations Chief
    - Public Safety Specialist
    - Logistics Chief
    - Finance and Admin Chief
    - Public Information Officer
    - Customer Strategy Officer
    - Liaison Officer
19. Present Incident Objectives for Upcoming Operational Period (Planning Section Chief)
20. Closing Comments (IC)

A.6 Tactics Meeting

Facilitator – Planning Section Chief

Purpose: The purpose of this meeting is to review and finalize the draft ICS Form 215s. To accomplish this, the OSC leads participants in reviewing the work assignment drafts to determine whether they are complete and whether they support the incident and operational objectives. Participants also identify gaps and duplication in work assignments and resolve any conflicts or coordination issues. Participants also consider resource and logistical issues and identify shortfalls, excesses, safety issues, and the accuracy of the incident map.

Attendees: Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, PIO, Customer Strategy Officer, Operations Section Chief, (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

21. Roll Call (Plans Section Chief)

22. Safety Message (Safety Officer)

23. Opening Comments (Plans Section Chief)
    - Name of the Incident
    - Location of the Operations Emergency Center (OEC)
    - Operational Period length and start Time
    - Command/General Staff and technical support as needed

24. Incident Overview (Plans Section Chief)
    - Present current situation and
    - Present resources status
    - Provide projections

25. Strategies and Tactics (Operations Chief)
    - Develop strategies and tactics for work assignments
    - Identify resource assignments and needs
    - Identify alternate strategies

26. Assign Tactics to Teams/Department (division of work)

27. Safety (Safety Officer)
    - Identify potential hazards and recommends mitigation measures
    - Create the Hazard Risk Analysis ICS 215a

28. Logistics (Logistics Chief)
    - Determine support requirements based on facilities, logistical infrastructure, etc.
    - Prepare to order needed resources
    - Present situation information and projections

A.7 Planning Meeting

Facilitator – Planning Section Chief

Purpose: The purpose of the Planning Meeting is to gain concurrence of all participating sections for the next operational period. The meeting provides the opportunity for the Command and General Staff, as well as other incident management personnel and organizations to discuss and resolve any outstanding issues before assembling the IAP. After the review has been completed and updates have been made, C&GS affirm their commitment to support the plan.

Attendees: Incident Commander, Meteorology, Public Safety Specialist, Safety Officer, Liaison Officer, Public, Information Officer, Customer Strategy Officer, Operations Section Chief, District Storm Room Leads, Planning Section Chief, Situation Unit Leader, Documentation Unit Leader, Resource Unit Leader, Logistics Section Chief, Finance Section Chief, IC Advisor

Agenda:

29. Roll Call (Planning Section Chief)
30. Safety Message (Safety Officer)
31. Weather (Meteorology)
32. Opening Remarks (Incident Commander)
33. Incident Objective Review (Planning Section Chief)
34. Present and Review Operational Objectives & Plan (Operations Section Chief)
35. Review Open Actions/Issues (Planning Section Chief)
36. Solicit Feedback/Commitment from C&GS to Support the Plan (Planning Section Chief)
    - Run through Roll Call to solicit approval or ask for exceptions
37. Obtain IC Approval of the IAP (Planning Section Chief)
38. Closing Comments (Incident Commander)

Electric Annex Regulatory Crosswalk

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Appendix B. Acronyms and Glossary

B.1 Acronym List

Acronym	Definition
AAM	After-Action Meeting
AAR	After-Action Report
ADE	Associate Distribution Engineer
ARCOS	Automated Roster Callout System
ASA	Average Speed of Answer
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
EDO EM	Electric Distribution Operations Emergency Management
EEA	Energy Emergency Alert
EEP	Electric Emergency Plan
EM	Emergency Management (Electric Operations)
EMO	Emergency Management Organization
EMS	Emergency Management Specialist
EMS	Energy Management System
ENOC	Enterprise Network Operations Center

Acronym	Definition
EO	Electric Operations
EO EMO	Electric Operations Emergency Management Organization
EOC	Emergency Operations Center
EP&R	Emergency Preparedness and Response
ERT	Estimated Repair Time
ESRG	Electric System Restoration Guidelines
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
FBU	Functional Business Unit
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)
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
M&C	Maintenance and Construction
MA	Mobile Application
MAIFI	Momentary Average Interruption Frequency Index
MEBA	Major Emergency Balancing Account
MTCC	Material and Transportation Coordination Center
MW	Megawatt
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

Acronym	Definition
OSC	Operations Section Chief
PM	Plant Maintenance
PMVI	Preventable Motor Vehicle Incidents
POT	Pre-arranged Overtime
PSPS	Public Safety Power Shutoff
QEW	Qualified Electrical Worker
RAS	Remedial Action Scheme
RC	Reliability Coordinator
REC	Regional Emergency 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
SO	Sustained Outages
SOS	System Outage Staffing
STOEC	Substation Transmission Operations Emergency Center
T&D	Transmission and Distribution
T-line	Transmission Line
T-men	Troublemen
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
TP	Transmission Planner
TSO	Transmission System Operations
TSP	Transmission System Provider
WECC	Western Electric Coordaining Council
WRMAA	Western Region Mutual Assistance Agreement

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Appendix C. Contact / Notification Lists

C.1 Emergency Response Personnel Contact Lists

On Call Lists for OEC/REC personnel are located on the Emergency Management Website under “OEC/REC Roster” located here.

On Call list for EOC members

Transmission Operations Contact Lists are located on SharePoint.

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

D.1 Emergency Center Activation Checklists

The OEC Activation/Deactivation Checklists are located on the EDO EM SharePoint.

D.2 Electric Distribution Emergency Center Locations

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

D.3 Electric Conference Call Agendas for Activation

- **EOC Pre-Event, Planning, Tactics and Logistics Meeting Agendas**: Click http://wss/EO/sites/EP/EOC/PI%20Documentation%20Unit/Forms/AllItems.aspx, 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 EDO EM SharePoint and Appendix I.

D.4 After Action Report Template and Instructions

After Action Report template and instructions can be found here:

http://pgeweb.utility.pge.com/electric/emergency/Pages/default.aspx

D.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 under development. at the following link provides information on all the reports and tools available in OMT, system requirements, login, and technical support information. Detailed job aids on OMT are also provided at:

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

D.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], Option 1.

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], Option 1).

D.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 E. 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.

Agenda

- Safety
- Incident & System Summary
- Meteorology
- HAWC
- Geosciences
- Electric Transmission
    - GCC ETEC (system status, load at risk and grid stability)
    - Transmission Line
    - Transmission Contractor
    - Substation STOEC
- Electric Distribution
    - Distribution Grid Operations
        - Dispatch (T-man, 911 Standby)
        - DCC (system status, load at risk and grid stability)
    - Field Operations (resource plans, staffing, priority planned work)
        - South Bay and Central Coast
        - Bay Area
        - Central Valley
        - North Coast
        - North Valley and Sierra
    - Distribution Design and Estimating Support
- Contract Construction
- General Construction
- System Inspections
- Gas Operations
- Power Generation
- Temporary Generation

- Vegetation Management
- Air Operations
- Logistics
- Information Technology
- Emergency Preparedness & Response Oversight and EOC readiness
- Review and action items

Appendix F. 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:

https://sps.utility.pge.com/sites/eep/SHARED%20DOCUMENTS/FORMS/ALLITEMS.ASPX[56]

[56] Access permission required for this site

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Appendix G. 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)

CAP# 113077017 – Serious Injury and Fatality (SIF) Recommendation – add a link to TD-2060P-01

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Appendix H. 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		Remote / telework
Humboldt OEC		Remote / telework
Sonoma OEC		Remote / telework
North Bay OEC	Napa Yard/DSR	Remote / telework
North Sierra REC		Remote / telework
North Valley OEC		Remote / telework
Sacramento OEC	Marysville Service Center	Remote / telework
Sierra OEC		Remote / telework
Bay Central REC		Remote / telework
Mission OEC	Livermore Training Facility	Remote / telework
Peninsula OEC	Colma Yard/DSR	Remote / telework
Diablo OEC	Antioch Yard/DSR	Remote / telework

Primary Site	Alternate Site	Other (please specify)
East Bay OEC	Richmond Yard/DSR	Remote / telework
San Francisco OEC	San Carlos Yard/DSR	Remote / telework
South REC		Remote / telework
San Jose/De Anza OEC		Remote / telework
Central Coast OEC	Salinas Yard	Remote / telework
Los Padres OEC	Santa Maria Yard/District Storm Room (DSR)	Remote / telework
Central Valley REC		Remote / telework
Stockton OEC		Remote / telework
Yosemite OEC		Remote / telework
Fresno OEC		Remote / telework
Kern OEC	o	Remote / telework
ETEC	GSC	Rocklin GCC
TELEC	Bishop Ranch	
STOEC	Bishop Ranch	
North Distribution Control Center in	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)
Central Distribution Control Center	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)

Primary Site	Alternate Site	Other (please specify)
[redacted]		
South Distribution Control Center [redacted]	Alternate Distribution Control Center	San Ramon Valley Conference Center (SRVCC)
Electric Dispatch and Scheduling [redacted]		
Electric Dispatch and Scheduling [redacted]		

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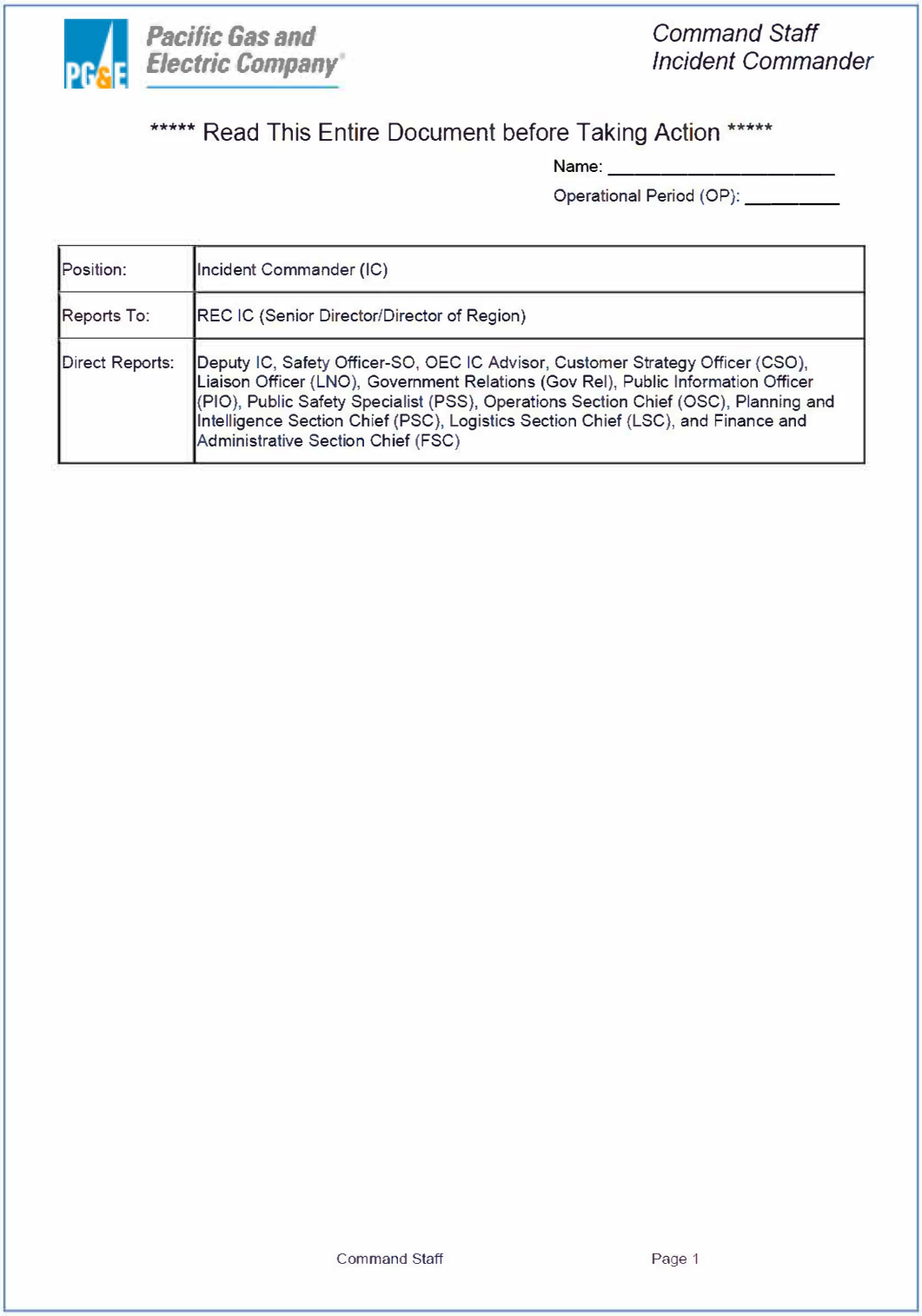
Appendix I. Activation Position Roles and Responsibilities

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

I.1 Incident Command Workgroup



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]@pge.com Emergency Management Specialist (EMS) Team On Call • [redacted] • Elec Ops DO Grid Ops Emergency Management Specialists [redacted]@pge.com 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

Command Staff Page 4

	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] option 1

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 EMER3002M 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]@pge.com Emergency Management Specialist (EMS) Team On Call • [redacted] Elec Ops DO Grid Ops Emergency Management Specialists [redacted]@pge.com 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 appropriated/ 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.

Command Staff Page 4

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]@pge.com • EMS Duty Officer – [redacted]

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

Command Staff Page 1

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 21d (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): ____e__e__

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]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted]@pge.com • 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]@pge.com • 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

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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

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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®

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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 1-800-691-0410. 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

Pacific Gas and Electric Company®

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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

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®

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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
form-214_Activity Lo
ICS form 215a, incident action plan
ICS form 221, Demobilization Che
ICS form 225, Incident Personnel F

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)

I.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

Operations Section Page 1

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] • [redacted]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted]@pge.com • 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 21d (Check-In/Out)
	2	Check into the Emergency Center using the ICS Form 21d (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.

	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]@pge.com • 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 Wildfre 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]@pge.com Business Applications Team (BAT) On Call • [redacted] • [redacted]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team on Call • EP&R Electric EMS [redacted]@pge.com • 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).

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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]

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]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted]@pge.com • 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 OES 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 EMSn [redacted]@pge.com • 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] • [redacted]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted]@pge.com • 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]@pge.com • 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): n n

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]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS, [redacted]@pge.com • 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 Mapperr@ 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]

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 mapsǿ 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 eventǿ 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.

	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]@pge.com • EP&R Electric EMS Duty Officer Pager: [redacted]

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] • [redacted]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS Team [redacted]@pge.com • 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] [redacted]@pge.com • Secondary contact - Technology Service Center (TSC) [redacted] Contact your local EMSr 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]pge.com • EP&R Electric EMS Duty Officer Pager: [redacted]

Temporary Generation Branch

Pacific Gas and Electric Company

Operations Section
Temporary Generation Branch

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

Name: n n n n n n n n

Operational Period (OP): n n

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]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted]@pge.com • 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)

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]@pge.com • 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): n n

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 • VMEmergencyPreparedness@pge.com Business Applications Team (BAT) On Call • [redacted] • [redacted]@pge.com EP&R Electric Emergency Management Specialist (EMS) Team On Call • EP&R Electric EMS [redacted]@pge.com • 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
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 21d (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 performedoEnsure 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 requestedo
	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 EM[redacted]@pge.com • EP&R Electric EMS Duty Officer Pager:[redacted]

I.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]
	  ○ [redacted]@pge.com
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]
	  ○ [redacted]@pge.com
	• 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 21d (Check-In/Out) in the OEC and all field site locations as necessary (See Check-In/Check-Out Desk Process) • Sign in on ICS 21d 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]
	  o [redacted]@pge.com
	• Emergency Management Specialist (EMS) Team On Call
	  • [redacted]
	  • [redacted]@pge.com
	• 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]
	  • [redacted]pge.com
	• Emergency Management Specialist (EMS) Team On Call
	  • [redacted]
	  • [redacted]pge.com
	• 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

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 21d 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: o Signatures and LAN ID o Identify process to send packages back to Operations Section to collect necessary information o Contractor company information o Follow Order Closure Guide (insert link)

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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
	  ○ [redacted]@pge.com
	• Emergency Management Specialist (EMS) Team On Call
	  ○ [redacted]@pge.com
	• IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement)
	• ESC Local 5 Letter of Agreement
	• Order Closure Training Packet (in development)

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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.

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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

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Situation Unit Leader

Pacific Gas and Electric Company

Planning Section
Situation Unit Leader

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

Position:	Situation Unit Leader (SitTL)
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 [redacted]@pge.com • Emergency Management Specialist (EMS) Team On Call • [redacted] • [redacted]@pge.com • IBEW 1245, (Title 200, 300, and Clerical Letter of Agreement) • ESC Local 5 Letter of Agreement • Order Closure Training Packet (in development)

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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

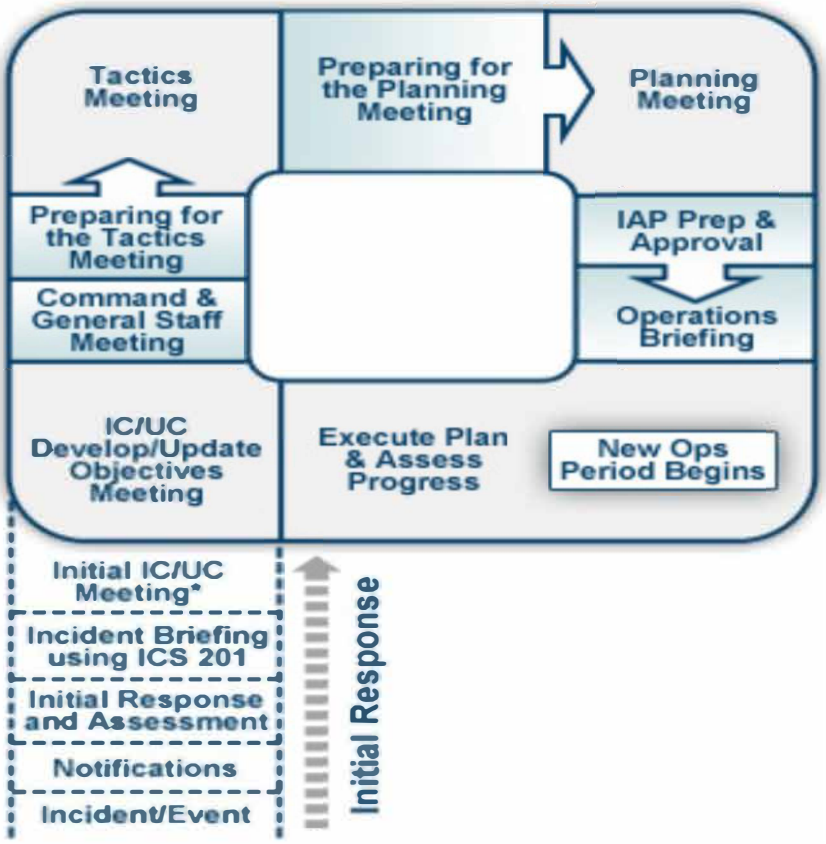
Planning Section
Situation Unit Leader

	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

Appendix J. OEC Meeting/Briefing Agenda Templates

Meeting information below (i.e., attendees, agendas, etc.) can be modified based on OEC operational needs. Meetings can also be combined, depending on OEC operational needs. Meeting order below is based on the order of meetings/briefings per the "Planning P" model.

J.1 Planning P Model



J.2 Initial Incident Briefing

Facilitator – Incident Commander or Planning Section Chief

Purpose: The Initial Incident Briefing gives the Command and General Staff situational information, including constraints and limitations, to make informed decisions.

Attendees: Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, Public Information Officer, Customer Strategy Officer, Operations Section Chief (OSC), (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

39. Roll Call (Planning Section Chief)
40. Safety Message (Safety Officer)
41. Weather (Meteorology)
42. Incident Overview (Incident Commander)
43. Brief Outs/Issues (Planning Section Chief)
    - Run through Roll Call
44. Closing Comments (Incident Commander)
45. Action Items (Planning Section Chief)

J.3 Operational Briefing

Facilitator – Planning Section Chief

Purpose: The PSC conducts the operations briefing before each operational period begins, ensuring that those who need the information have access to it. The purpose is to roll out the IAP for the upcoming operational period. The OSC may adjust work assignments or resource allocations during the briefing.

Attendees – Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, PIO, Customer Strategy Officer, Operations Section Chief, (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

46. Roll Call (Plans Section Chief)

47. Safety Message (Safety Officer)

48. Weather Update (Meteorology)

49. Opening Comments (OEC Commander)
    - High level overview, Provide leadership presence and guidance

50. Incident Overview (Planning Section Chief)
    - Next operational period objectives

51. Report outs
    - Safety Officer
    - Customer Strategy Officer
    - Government Relations
    - Public Information Officer
    - Liaison Officer
    - Public Safety Specialist
    - Operations
    - Planning
    - Logistics
    - Finance

J.4 Objectives Meeting

Facilitator – Planning Section Chief

Purpose: The Objectives Meeting provides the opportunity for the Incident Commander, Operations Section Chief, Planning Section Chief, and IC Advisor to review the proposed objectives for the next operational period.

Preparation: Updated objectives for the next operational period should be sent to the Planning Section Chief and/or Documentation Unit Leader PRIOR to this meeting by the Section Chiefs.

Agenda:

52. Roll Call (Planning Section Chief)
    - Incident Commander
    - Operations Section Chief
    - Planning Section Chief
    - Documentation Unit Leader
    - IC Advisor
53. Safety Message (Planning Section Chief)
54. Review Incident Objectives (Planning Section Chief)
55. Review Operational Objectives (Operations Section Chief)
56. Confirm Incident and Operational Objectives (Planning Section Chief)
57. Closing Comments (Incident Commander)

J.5 Command and General Staff Meeting

Facilitator – Planning Section Chief

Purpose: The C&G Meeting provides the opportunity for the Incident Commander (IC) to meet with the staff to gather input or to provide immediate direction. It is also the opportunity for the IC to articulate and approve incident objectives for the next operational period and to share important information regarding incident management. The IC presents the priorities and incident objectives and articulates guidance on how incident operations will proceed. The participants review the incident objectives and discuss strategies for accomplishing the objectives.

Agenda:

58. Roll Call (Planning Section Chief)
    - Incident Commander
    - Meteorology
    - Public Safety Specialist
    - Safety Officer
    - Liaison Officer
    - Public Information Officer
    - Customer Strategy Officer
    - Operations Section Chief
    - District Storm Room Leads
    - Planning Section Chief
    - Situation Unit Leader
    - Documentation Unit Leader
    - Resource Unit Leader
    - Logistics Section Chief
    - Finance Section Chief
    - IC Advisor

59. Weather (Meteorology)

60. Safety Message (Safety Officer)

61. Opening Comments (IC)
    - Name of the Incident
    - Operational Period length and start Time
    - Other key Command/General Staff and technical support as needed

62. Incident Overview (Situation Unit Leader/Planning Section Chief)
    - Current Outage Overview
        - Total Customers Out
        - Total Outages in Assessment
        - Total Outages in Restoration
    - Job Package Overview
        - Total Job Packages in Estimating
        - Total Job Packages Assigned
    - Resources
        - Total Troublemen
        - Total Crews
63. Report Outs, Constraints, Limitations, Shortfalls (Planning Section Chief)
    - Safety Officer
    - Plans Section Chief – Include reminders
    - Operations Chief
    - Public Safety Specialist
    - Logistics Chief
    - Finance and Admin Chief
    - Public Information Officer
    - Customer Strategy Officer
    - Liaison Officer
64. Present Incident Objectives for Upcoming Operational Period (Planning Section Chief)
65. Closing Comments (IC)

J.6 Tactics Meeting

Facilitator – Planning Section Chief

Purpose: The purpose of this meeting is to review and finalize the draft ICS Form 215s. To accomplish this, the OSC leads participants in reviewing the work assignment drafts to determine whether they are complete and whether they support the incident and operational objectives. Participants also identify gaps and duplication in work assignments and resolve any conflicts or coordination issues. Participants also consider resource and logistical issues and identify shortfalls, excesses, safety issues, and the accuracy of the incident map.

Attendees: Incident Commander, Public Safety Specialist, Safety Officer, Liaison Officer, PIO, Customer Strategy Officer, Operations Section Chief, (DSR'S), Plans Section Chief, Situation Unit Leader, Documentation Unit Lead, Resource Unit Lead, Logistics Chief, Finance Section Chief, and IC Advisor

Agenda:

66. Roll Call (Plans Section Chief)

67. Safety Message (Safety Officer)

68. Opening Comments (Plans Section Chief)
    - Name of the Incident
    - Location of the Operations Emergency Center (OEC)
    - Operational Period length and start Time
    - Command/General Staff and technical support as needed

69. Incident Overview (Plans Section Chief)
    - Present current situation and
    - Present resources status
    - Provide projections

70. Strategies and Tactics (Operations Chief)
    - Develop strategies and tactics for work assignments
    - Identify resource assignments and needs
    - Identify alternate strategies

71. Assign Tactics to Teams/Department (division of work)

72. Safety (Safety Officer)
    - Identify potential hazards and recommends mitigation measures
    - Create the Hazard Risk Analysis ICS 215a

73. Logistics (Logistics Chief)
    - Determine support requirements based on facilities, logistical infrastructure, etc.
    - Prepare to order needed resources
    - Present situation information and projections

J.7 Planning Meeting

Facilitator – Planning Section Chief

Purpose: The purpose of the Planning Meeting is to gain concurrence of all participating sections for the next operational period. The meeting provides the opportunity for the Command and General Staff, as well as other incident management personnel and organizations to discuss and resolve any outstanding issues before assembling the IAP. After the review has been completed and updates have been made, C&GS affirm their commitment to support the plan.

Attendees: Incident Commander, Meteorology, Public Safety Specialist, Safety Officer, Liaison Officer, Public, Information Officer, Customer Strategy Officer, Operations Section Chief, District Storm Room Leads, Planning Section Chief, Situation Unit Leader, Documentation Unit Leader, Resource Unit Leader, Logistics Section Chief, Finance Section Chief, IC Advisor

Agenda:

74. Roll Call (Planning Section Chief)

75. Safety Message (Safety Officer)

76. Weather (Meteorology)

77. Opening Remarks (Incident Commander)

78. Incident Objective Review (Planning Section Chief)

79. Present and Review Operational Objectives & Plan (Operations Section Chief)

80. Review Open Actions/Issues (Planning Section Chief)

81. Solicit Feedback/Commitment from C&GS to Support the Plan (Planning Section Chief)
    - Run through Roll Call to solicit approval or ask for exceptions

82. Obtain IC Approval of the IAP (Planning Section Chief)

83. Closing Comments (Incident Commander)

Appendix K. Electric Annex Regulatory Crosswalk

Regulation	Location in Electric Annex
GO 166 Standard 1a	Electric Annex Section 1.5 Electric Annex Section 4.1.1
GO 166 Standard 1b	Electric Annex Section 4.2.3
GO 166 Standard 1c	Electric Annex Section 4.2.2
GO 166 Standard 1d	Electric Annex Section 3.1.1 Electric Annex Section 4.2.2
GO 166 Standard 1f	Electric Annex Section 2.2.2 Electric Annex Section 3.2.2.2.3 Electric Annex Section 3.2.3.6 Electric Annex Section 3.2.3.7
GO 166 Standard 1h	Electric Annex Section 3.2.3
GO 166 Standard 1i	Electric Annex Section 3.2.4.3.1
GO 166 Standard 1j	Electric Annex Section 1.6
GO 166 Standard 2	Electric Annex Section 3.2.4.3
GO 166 Standard 3	Electric Annex Section 6 Electric Annex Section 7
GO 166 Standard 3c	Electric Annex Section 6.2
GO 166 Standard 3d	Electric Annex Section 6.3.1
GO 166 Standard 4a	Electric Annex Section 4.2.1
GO 166 Standard 4b	Electric Annex Section 4.2.2
GO 166 Standard 4c	Electric Annex Section 4.2.3
GO 166 Standard 5	Electric Annex Section 6.2 Electric Annex Section 1.5
GO 166 Standard 6	Electric Annex Section 3.1.3.2 Electric Annex Section 4.2.4
GO 166 Standard 7	Electric Annex Section 3.2.4
GO 166 Standard 8	Electric Annex Section 1.5 Electric Annex Section 3.2.13 Electric Annex Section 4.2.1 Electric Annex Section 4.2.4
GO 166 Standard 9	Electric Annex Section 1.5 Electric Annex Section 3.2.3.7.2 Electric Annex Section 6.2
GO 166 Standard 10	Electric Annex Section 6
GO 166 Standard 11	Electric Annex Section 4.2.4
GO 166 Standard 12	Electric Annex Section 5.6

Regulation	Location in Electric Annex
GO 166 Standard 13a	Electric Annex Section 4.2.4
GO 166 Standard 13b	Electric Annex Section 4.2.4