

PG&E Emergency Preparedness & Response Strategy and Execution 2022 PSPS and Wildfire Full Scale Exercise **Player Briefing**

June 10 & June 13-17, 2022

TRUSTED AGENT USE ONLY





Safety Message

Reminder:

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



Earthquake

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



Fire

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



Active Shooter

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



Medical Emergency

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



Psychological Safety

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



Ergonomics

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



Emergency Planning

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



COVID-19

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



Purpose

- Review expected responsibilities and actions for Players
- Provide an overview of the 2022 Public Safety Power Shutoff (PSPS) & Wildfire Full-Scale Exercise (FSE)
- Review Virtual EOC environment
- Discuss exercise roles and responsibilities of Players during the exercise
- Review exercise rules and expectations including:
 - Timing
 - Player Actions
 - Communications
 - Participant Feedback

Agenda

- Exercise Overview
- Exercise Logistics
- Player Guidance
- Player Communications
- Final Reminders

Exercise Overview

PSPS & Wildfire Exercise Series Overview

Exercise Name	2022 PG&E PSPS & Wildfire Full Scale Exercise	
Exercise Dates	Readiness Posture: June 10 th , 2022 0900-1600 Main Full-Scale Exercise: 13-17, 2022 0600-1800	
Region	PSPS Event: Systemwide Wildfire: TBD	
Exercise Scope/Scenario	A PSPS Event impacting all Regions, with a Wildfire Ignition taking place mid-way through the event	
Location	Virtual (MS Teams), Vacaville Emergency Response Center (VERC) and corresponding field emergency and coordination centers	
Plans	<ul style="list-style-type: none">• Company Emergency Response Plan• PSPS Annex• Wildfire Annex• Others, e.g. LOB-specific guidance, External Agency Plans/Procedures	
Staffing	<ul style="list-style-type: none">• EOC, REC, and OEC Incident Management Teams; Field Crews; External Agency Partners	
EP&R Exercise Team POCs	<ul style="list-style-type: none">• [REDACTED]• [REDACTED]	

Exercise Assumptions

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

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

Exercise Artificialities

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

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

Exercise Artificialities (2/2)

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

- The five days of exercise conduct will be viewed as one Operational Period per day with night shift being simulated, providing shift transition collateral every morning
- All phases of a PSPS Event will be exercised, beginning with Readiness Posture on day 1 of exercise play (refer to the ProFlow in the Exercise Plan)
- Field operations will only patrol a select number of circuits; all other patrol and restoration updates will be simulated
- Under no circumstances will power be de-energized during this exercise

Exercise Objectives: Enterprise-Wide Response

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

Exercise Terminology & Authority

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

PSPS FSE Daily Exercise Schedule & Player Location

Activity	Day 1 (RP)	Day 2-6	Location
Controller, Evaluator, and Simulator (CES) Daily Briefing	0830	0545	CES Daily Brief & Bridge Line
Opening Remarks	0900	--	EOC Main Meeting Invite
STARTEX	0900	--	EOC Main Meeting Invite
RESUMEEX	--	0600	EOC Main Meeting Invite
Exercise Play (w/ working lunch)	0900-1600	0600-1800	EOC Sections Meeting Invites Emergency or Coordination Centers
PAUSEEX/ENDEX	1600	1800	EOC Main Meeting Invite
C/E/S Daily Hotwash	1600	1800	CES Daily Brief & Bridge Line
Section Transitions	1545-1600	1745-1800	EOC Sections Meeting Invites
Player Hotwash		1600 Day 6 only	EOC Main Meeting Invite

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Scenario Overview

Meteorology Scenario

PG&E Meteorology is tracking variable weather conditions. A dry, offshore wind event is expected to develop Thursday, June 16th, 2022, with increasing winds during the late morning timeframe, before reaching peak intensity Thursday evening. Wind speeds are expected to be highly variable, reaching 25 – 35 mph with gusts 45 – 55+ mph across elevated terrain. The Meteorology Services team implements a Distribution System Operations (DSO) Storm Outage Prediction Project (SOPP) model to determine the severity of the incident.

The SOPP is used to predict the daily outage volume and resources needed to respond to weather events. DSO SOPP Model is projecting a Cat 2 system total wind event, with Cat 3 outage totals possible for a couple of divisions, indicating that significant adverse weather is possible. The DSO SOPP model is showing the potential for up to 69,000 customers to be impacted on Thursday, June 16th and around 42,000 for Friday, June 17th.

Winds will decrease below outage producing thresholds between 0700 and 0900 hours on Friday, June 17th. DSO SOPP model and derivate products show typical resource requirement for a wind event; no resources have been added to account for increased patrolling needs. Given the extremely dry conditions, Extreme-Plus fire danger is expected between 1200 Thursday and 1200 Friday in Fire Index Areas (FIA) 120, 130, 140, 175, 180, 190, 241, 246, 247, 248, 280, 282, 300, 305, 320, 330, 335, 340, 345, 348, 424, 427, 428, 430, 438, 440, 445, 448, 500, 505, 508, 510, 512, 518, 520, 530, 535, 540, 588, 590, 651.

Internal Participation

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Electric Distribution▪ Transmission Grid Operations▪ Electric Transmission▪ Electric Field Operations▪ Information Technology▪ Electric Incident Investigations▪ Corporate Safety▪ Corporate Security▪ Corporate Real Estate▪ Strategy and Services (CRESS)▪ Aviation Services▪ Corporate Affairs | <ul style="list-style-type: none">▪ Customer Care▪ Human Resources▪ Marketing & Communications▪ PSPS Technology/Operations▪ Meteorology▪ Public Affairs▪ Temporary Generation▪ Hazard Awareness & Warning Center (HAWC)▪ Finance▪ Vegetation Management▪ Power Generation▪ Gas Operations▪ PPS PMO▪ Safety and Infrastructure Protection Team |
|--|--|

External Participation

- CAL FIRE
- Cal OES
- CPUC
- CA Dept of Water Resources
- NCPA (Transmission Customers)
- Alameda County
- Yolo County
- Yuba County
- Tuolumne County
- Community Based Organizations
- Telecom Agencies
- Governor's Observation Group
- SCE
- AFN Partners

Initial Conditions & Player Shift Transition

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

Public Safety Partner Notifications Overview

Public Safety Partner Notifications (External Participants)

- Mock notifications will be sent to PSPS FSE external players and observers
 - EP&R to provide final lists by 6/6 to prep files for FSE play, separating LNO and CSO lists
 - CSO notifications will have generic information using the approved notification script verbiage
 - LNO notifications will use an FSE specific template for notifications
- LNO and CSO teams will send notifications using back-up notification methods, not Message Broadcast
 - LNO team will use Quorum to send emails and make direct calls to impacted Agency Partners via the PSS/ARep (Public Safety Specialist/Agency Rep) team
 - CSO team will send emails directly to players & observers and make voice notifications/calls (i.e. IVR Phone Messages) to players only using BroadNet (MB back-up tool)
- Notifications sent during the exercise are limited to the following -
 - Advance/Priority (Day 3, June 14th)
 - All Clear/Inspecting (Day 6, June 17th)
- PG&E FSE players will follow the standard notification process for Message Broadcast notifications, in coordination with the Communications Huddle
 - Message Broadcast notifications will not be sent during the exercise
- The CSO AFN Situation Room will follow their standard notification process to CBO FSE participants using Quorum

LNO FSE Notifications Script – Agency Notifications (Email): T-66 (INITIAL) – ADVANCED NOTIFICATION

SUBJECT: PG&E PSPS Outage Alert: On <<ESTIMATED_SHUT_OFF_START_DATE>> power shutoffs may be required for safety in <<CUSTOMER_NAME>>

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

[Exclamation Logo] PSPS Outage Watch

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

<<AD_HOC1_Email>>

•**AREA:** Portions of <<CUSTOMER_NAME>>

•**ESTIMATED SHUTOFF:** Starting between << ESTIMATED_SHUT_OFF_START_DATE>> at << ESTIMATED_SHUT_OFF_START_TIME>> and << ESTIMATED_SHUT_OFF_END_DATE>> at << ESTIMATED_SHUT_OFF_END_TIME>>. We expect weather to improve beginning at << ALL_CLEAR_DATE >> (Time) on << ALL_CLEAR_DATE>> (date). After severe weather has passed, we will inspect equipment before restoring power.

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

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

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

Maps and other event-specific information can be found at [REDACTED].

<<AD_HOC2_Email>>

Thank you,
PG&E Liaison Officer

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

LNO FSE Notifications Script

Agency Notifications (Email): INSPECTING (ALL CLEAR)

SUBJECT: PG&E PSPS Outage Alert: Crews are inspecting equipment

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

[Exclamation Logo] PSPS Inspections

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

<<AD_HOC1_Email>>

In <<CUSTOMER_NAME>>, the estimated restoration is <<ETOR>> (Date) by << ETOR >> (Time).

For more information visit pge.com/pspsportal or pge.com/pspsupdates.

<<AD_HOC2_Email>>

Thank you,
PG&E Liaison Officer

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

CSO FSE Notifications Script – CRITICAL CUSTOMERS / PUBLIC SAFETY PARTNERS

(Email Message): T-66 (Priority) – ADVANCED NOTIFICATION

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

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

HEADLINE: Public Safety Power Shutoff – ADVANCE NOTICE

SUBHEAD: PSPS Outage Watch

Recipients: External Players and Observers

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

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

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

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

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

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

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

Restoration time may change depending on weather and equipment damage.

Maps showing the areas potentially affected by a shutoff can be found at [REDACTED] These are for public safety partner use only. PLEASE DO NOT SHARE THESE LINKS.

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

If this is not the correct email address for 1234 Fake Ave, please call [REDACTED].

RESOURCES TO HELP YOU PREPARE

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

Thank you,

PG&E Customer Service

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

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

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

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

To replay this message at any time, press #.

Recipients: External Players Only

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

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

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

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

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

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

Press # to repeat this message.

Thank you.

CSO FSE Notifications Script – All

(Email Message): INSPECTING/ALL CLEAR NOTIFICATION

SUBJECT: PSPS Outage Alert: Crews are inspecting equipment

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

HEADER LINKS:

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

Recipients: External Players and Observers

HEADLINE: Public Safety Power Shutoff

SUBHEAD: PSPS Equipment Inspections

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

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

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

For more information visit [\[\[pge.com/pspsupdates\]\]](#) or call **[REDACTED]**.

ADDITIONAL RESOURCES

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

Thank you,

PG&E Customer Service

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

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

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

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

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

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

This restoration time may change depending on equipment damage.

Recipients: External Players Only

We recommend all customers have a plan for an extended outage. We will provide daily updates until your power has been restored. For more information visit [REDACTED] or call [REDACTED].

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

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

Press # to repeat this message.

Goodbye.





Virtual Exercise Logistics



EP&R | Strategy & Execution MS Teams Sites



New channel

 Name: Exercise Environment	 Name: Virtual EOC
<div data-bbox="318 449 782 1220"> Exercise Environment ...<ul style="list-style-type: none">GeneralExercise Command ChatExercise Customer Strategy ChatExercise Demobilization Unit ChatExercise EOC Main Floor ChatExercise Finance Admin ChatExercise Intelligence and Investigation ChatExercise Liaison ChatExercise Logistic ChatExercise Operations ChatExercise PIO ChatExercise Planning Section ChatExercise REC and OEC ChatExercise Safety ChatExercise Temp Gen ChatRestricted Exercise Controller Evaluator ... 🔒Restricted Exercise Planners 🔒Restricted Exercise Sim Cell 🔒Tech Exercise Support and File Share</div>	<div data-bbox="994 449 1632 1156"> Virtual EOC ...<ul style="list-style-type: none">GeneralCommandCustomer StrategyEOC Main FloorFinance and AdminICS 214 - Activity LogLiaisonLogisticsOperationsPIOPlanning7 hidden channels</div>

Don't:
Do **not** go
to Virtual
EOC site for
exercise
templates
or files.
Do **not**
store
Exercise
documents
in Virtual
EOC site.

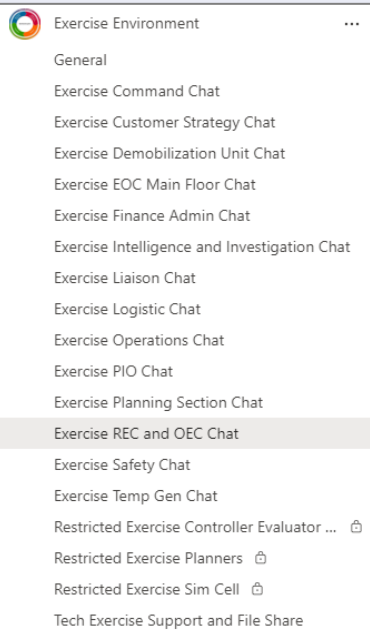
MS Teams Exercise Environment Dos and Don'ts

Don't

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

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

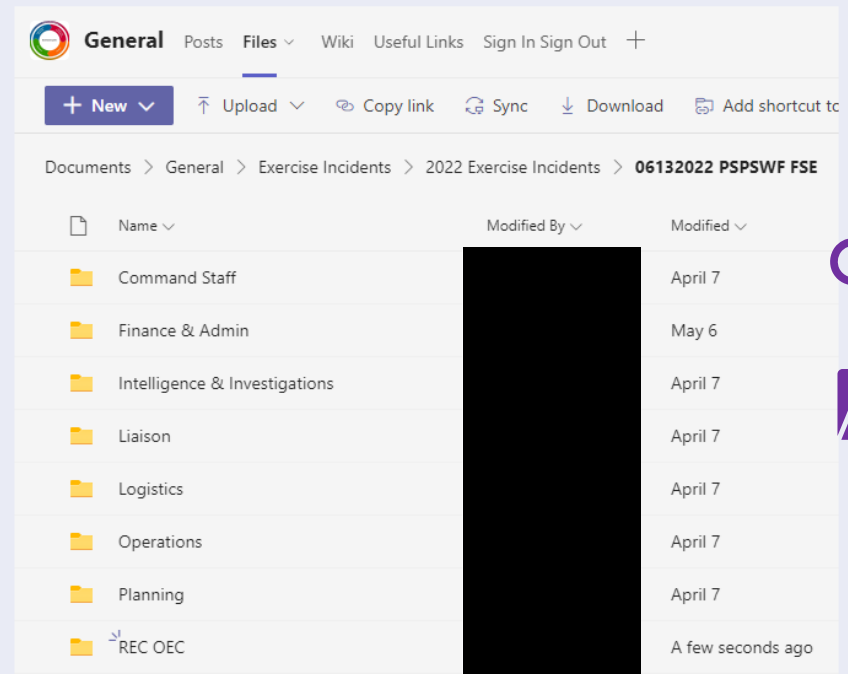
Do **not** store Exercise document in the Channels.



Do: Chat in the channel.

Do

Store Content in **General>Files**




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

MS Teams Exercise Environment Dos and Don'ts

Sample of Templates Posted in Channels Prior to Exercise

Logistics


 **General** Posts **Files** Wiki Useful Links Sign In Sign Out +

+ New Upload Copy link Sync Download Add shortcut to OneDrive

Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Logistics**

Name	Modified By	Modified
06132022 PSPSWF FSE Logistics Docs		May 19
2022 CRC Activations		May 19

Liaison

 **General** Posts **Files** Wiki Useful Links Sign In Sign Out +

+ New Upload Copy link Sync Download Add shortcut to OneDrive

Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Liaison**

Name	Modified By	Modified
01 Situation Reports		6 days ago
02 Liaison Contact Lists & Trackers		6 days ago
03 Call Materials		6 days ago
04 10-Day Report Materials and Notifications		6 days ago
05 Other		6 days ago

MS Teams Exercise Environment Dos and Don'ts

Special Groups

Customer, PIO
Safety store in
Command
Staff

The screenshot shows the MS Teams interface for the 'Command Staff' group. The top navigation bar includes 'General', 'Posts', 'Files', 'Wiki', 'Useful Links', 'Sign In', and 'Sign Out'. Below the navigation bar, there are buttons for '+ New', 'Upload', 'Copy link', 'Sync', 'Download', and 'Add shortcut to OneDrive'. The breadcrumb trail indicates the path: Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Command Staff**. A table lists the files and folders in the group:

Name	Modified By	Modified
Customer	[Redacted]	May 27
PIO	[Redacted]	May 27
Safety	[Redacted]	May 27

Temp Gen
store in
Operations

The screenshot shows the MS Teams interface for the 'Operations' group. The top navigation bar includes 'General', 'Posts', 'Files', 'Wiki', 'Useful Links', 'Sign In', and 'Sign Out'. Below the navigation bar, there are buttons for '+ New', 'Upload', 'Copy link', 'Sync', 'Download', and 'Add shortcut to OneDrive'. The breadcrumb trail indicates the path: Documents > General > Exercise Incidents > 2022 Exercise Incidents > 06132022 PSPSWF FSE > **Operations**. A table lists the files and folders in the group:

Name	Modified By	Modified
Temp Gen	[Redacted]	May 27

Virtual EOC Exercise Environment in MS Teams

Use and Access for Members and Guests		
	Internal Participants with LAN ID Controller/Evaluator/Simulator (CES) Player and Observer	External Participants without LAN ID Controller/Evaluator/Simulator (CES) Player and Observer
Role	CES, Players, Observers are the role(s) in the exercise.	CES, Players, Observers are the role(s) in the exercise.
Access	CES, Players, Observers with LAN ID will have Member access.	CES, Players, Observers without a LAN ID will have Guest access.
Functionality	<p>Members have full functionality in MS Teams with access to chat and files.</p> <ul style="list-style-type: none"> ○ access chat via meeting link ○ share content via chat in channels ○ edit messages <p>Members shall not</p> <ul style="list-style-type: none"> • create private channels • store exercise collateral in channels • delete and restore channels • add, remove, upload apps • delete messages 	<p>CES, Players, Observers can join MS Teams meetings by dialing in or using a meeting link.</p> <p>CES, Players, Observers have limited functionality but can view presentations and chat via meeting link.</p>
Typical Activities	<p>Internal and External Observers shall not</p> <ul style="list-style-type: none"> • engage in conversation • use the chat feature during the exercise 	
	<ul style="list-style-type: none"> • Cooperator Calls (dial in) • Scheduled MS Teams Meetings • MS Teams Open Bridge Meetings • Information Sharing via Chat 	<ul style="list-style-type: none"> • Cooperator Calls (dial in) • Scheduled MS Teams Meetings • MS Teams Open Bridge Meetings • Information Sharing via Chat

Virtual EOC Exercise Environment in MS Teams

EOC Section (Teams Channel in the Exercise Environment)	LOB	Controller/Evaluator
Exercise Operations Environment	ED	Controller/Evaluator for each LOB/ EOC Section
	ET	
	Gas	
	IT	
	Vegetation Management	
	Power Gen	
	DCCP	
	Temp Gen	
Exercise Command Environment	Safety	
	Legal	
	EOC Commander	
Exercise Planning Environment	Meteorology	
	PSPS Tech	
	HAWC	
Exercise Customer Strategy Environment	Customer Care	
Exercise Finance and Admin Environment	Human Resources	
	Finance	
Exercise Logistics Environment	Logistics	
	Security	
	CRESS	
Exercise Public Information PIO Environment	Marketing and Communications	
Exercise Liaison Environment	Corporate Affairs	
REC & OEC Posting Channel	REC & OEC	

Virtual EOC Exercise Environment in MS Teams

EOC Section (Teams Channel)	LOB/Planners	Controller/Evaluator
SimCell	Controllers/Simulators/Exercise Design Team	Controller/Evaluator from each LOB/ EOC Section
Controller/Evaluator	Controllers/Evaluators/Exercise Design Team	
Exercise Support		

Dial In Meetings (no Outlook Invite)

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

Observer Guidance

Observer Guidance

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

- Multiple external agencies are on hand to observe the exercise.
- They will have unrestricted access to all the rooms and conference calls established using MS Teams.
- PG&E has instructed observers not to participate or engage with Players in the exercise.
- While observers should not interrupt or ask questions about the exercise, please notify Tracey Vardas, Exercise Director immediately if this should happen.

Player Guidance

Safety and Real-World Emergencies

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

Communications Plan

- **Player Communications**

- Primary methods of Player communication will be phone and email
- All non-face to face communication will start and end with **“This is an exercise”** or **“EXERCISE EXERCISE EXERCISE”**
- Players will not send communications to departments and agencies that are not participating in the exercise

- **Controller/Evaluator/Simulator Staff Communications**

- Primary method of communication with Lead Controller/Lead Evaluator:
 - **MS Teams Chat** via **Controller/Evaluator/Simulator (C/E/S) Daily Brief & Bridge line**
 - Communication between Controllers and the SimCell is encouraged via **MS Teams Chat** within the **Simulation Cell Bridge Line**

Players should **ONLY** email Players that are listed in the Exercise Phone Book.
DO NOT use any real-world distribution lists (e.g., “EO EOC Out”) or email anyone outside of exercise play.

Before the Exercise

- On Day 1, Join MS Teams by 0900 (If your position is part of the Readiness Posture). If not, you are welcome to still join at that time, but only to observe.
- All other Players will join the FSE at RESUME-EX on Day 2- 6/13 at 0600
- Review appropriate documents
 - Company Emergency Response Plan (CERP)
 - PSPS Annex
 - Position Checklists
 - LOB Specific Annexes
 - Exercise Phone Book
 - ExPlan

During the Exercise (1/2)

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

During the Exercise (2/2)

- Be aware that Controllers/Evaluators may ask you to describe activities, decisions, or other considerations that you are taking throughout exercise conduct
- Maintain a log of your activities using the ICS-214. Note: New for 2022, the ICS-214 will be completed electronically. A link to the online form will be provided.
- Complete the daily Hotwash form via the link provided by the Plans Section.

After the Exercise

- Participate in the Player Hotwash immediately following EndEx at 1600 on Day 6- 6/17
- Your ICS-214 activity log and any notes or materials generated from the exercise are now automatically populated to a spreadsheet. They will be reviewed for potential inclusion in the After-Action Report (AAR) by the Exercise Team

Player Communications

Communications Plan

- **Player Communications**

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

**Players should ONLY email Players that are listed in the Exercise Phone Book.
DO NOT use any real-world distribution lists (e.g., “EO EOC Out”) or email anyone
outside of exercise play.**

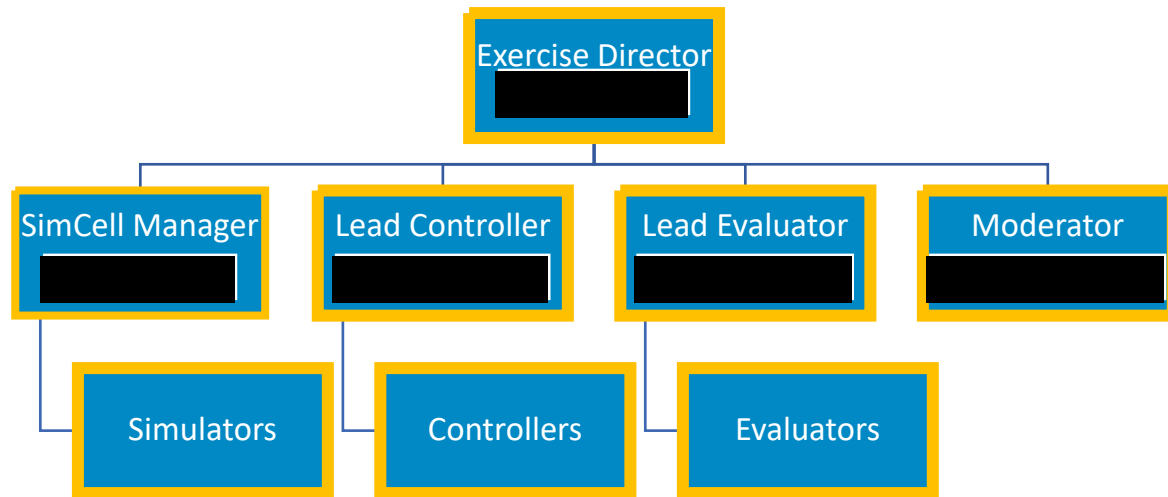
Exercise Materials

Document Type	Audience	Purpose
Exercise Plan (ExPlan)	All	Provides participants with a synopsis of the exercise
Controller/Evaluator/ Simulator (C/E/S) Handbook	Controllers, Evaluators, Simulators	Describes the roles and responsibilities of exercise Controllers, Evaluators, and Simulators, as well as the procedures they should follow during the exercise
Master Scenario Events List (MSEL)	Controllers, Evaluators, Simulators	Contains a chronological listing of the events that drive exercise play
Exercise Evaluation Guides (EEGs)	Evaluators	Provides Evaluators with information on what they should expect to see during exercise play

Exercise Roles

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

Exercise Control Organization



Exercise Phone Book

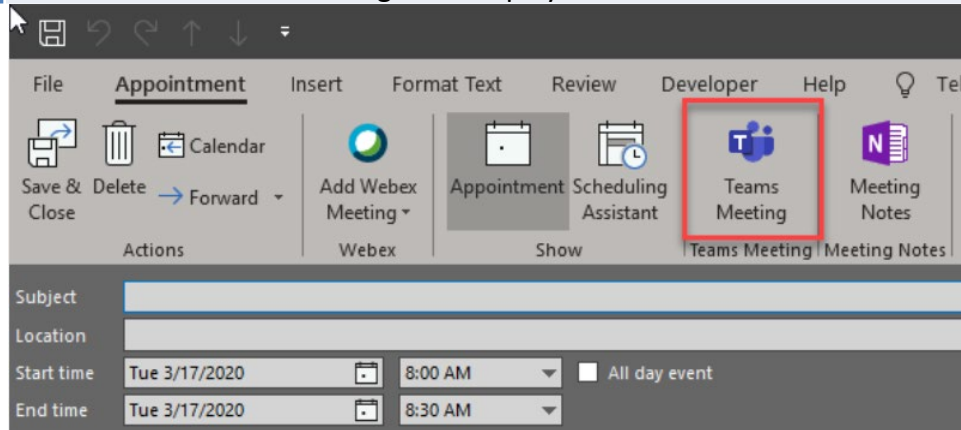
- Reference for all communications related to the exercise
- Includes contact information for individuals, groups, external agencies, off-site addresses, all player positions, and simulated entities



Exercise Meeting Invites

Meeting Invite Reminders

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



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

Contacting the SimCell

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

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

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

Final Reminders

Review ExPlan

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

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

Logistics & Materials

Exercise Logistics

Location: Virtual MS Teams and corresponding field emergency and coordination centers

- **Dates:** June 10th (RP),13-17th 2022

Exercise Materials

- Review appropriate materials prior to StartEx (e.g., PSPS Annex, Company Emergency Response plan (CERP), ExPlan, LOB specific annexes, position checklist)
- All other materials will be provided during the exercise

Contacts

- **Contact the EP&R Exercise Team with remaining questions**
 - Exercise Director- [REDACTED]
 - Lead Controller – [REDACTED]
 - SimCell Manager – [REDACTED]
 - Lead Evaluator – [REDACTED]
 - Moderator- [REDACTED]

Questions

PG&E Emergency Preparedness & Response Strategy and Execution 2022 PSPS and Wildfire Full Scale Exercise **Player Briefing**

June 10 & June 13-17, 2022

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