BEFORE THE CALIFORNIA PUBLIC UTILITIES COMMISSION

OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to Examine Electric Utility De-Energization of Power Lines in Dangerous Conditions	Rulemaking 18-12-005 (File December 13, 2018).

BEAR VALLEY ELECTRIC SERVICE, INC. (U 913 E)

PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT

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July 1, 2024

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PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT

In accordance with California Public Utilities Commission Decision (D.) 21-06-034 Bear Valley Electric Service, Inc. ("BVES") respectfully submits the following 2024 Pre-Season PSPS report based on the templates developed by the Commission's Safety and Enforcement Division.

Respectfully submitted,

BY /s/ Jeff Linam

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July 1, 2024

ATTACHMENT A

BEAR VALLEY ELECTRIC SERVICE, INC.

Public Safety Power Shutoff 2024 Pre-Season Report

Bear Valley Electric Service Inc.

U 913-E

Public Safety Power Shutoff 2024 Pre-Season Report

July 1, 2024

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Section I. Authorities

All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:

a. *Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*

   This requirement is not applicable as Bear Valley Electric Service (BVES) has not experienced any PSPS events. However, BVES has conducted annual PSPS exercises, which have provided valuable insights. These exercises have highlighted critical aspects of the planning, coordination, and response efforts while highlighting challenges and logistical needs during a PSPS activation and the operation of the Incident Command Structure (ICS).

   Key insights learned from these exercises include:

   - **Improved understanding of roles and responsibilities within the ICS and the players/Public Safety Partners;**
   - **Enhanced communication and coordination strategies among different groups;**
   - **Identification of logistical challenges and consideration of real-time solutions and resource allocation; and**
   - **BVES has sufficient adjacent support and/or mutual aid to respond effectively to PSPS threats.**

   Further details and specific examples of these lessons learned are discussed in Section IV.

b. *Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

   BVES incorporates this summary in its PSPS Plan, located in Section VIII of this Pre-Season report. As mentioned, BVES has not recorded any

PSPS events to date. Therefore, there are no circuits that have been proactively de-energized as a measure of last resort to combat fire weather threats during the prior four calendar years.

Despite the absence of past PSPS events, BVES has proactively taken steps to prepare for potential de-energization scenarios and mitigate associated risks. These steps include, but are not limited to, risk-based prioritized initiatives to enhance and harden the utility's system, as well as conducting regular inspections and maintenance. To mitigate the potential of PSPS activation, scope, and scale, BVES works to refine its PSPS protocols through simulations and functional exercises. Additionally, BVES engages with its community through public meetings, informational sessions, and direct communications to educate customers about PSPS events, preparedness measures, and available resources. BVES also takes into account its customers with access and functional needs (AFN) designations and provides tailored support, including advance notifications, backup power options, and resources for maintaining critical medical equipment during potential PSPS events.

For a detailed map of the identified circuits at risk and the specific mitigation efforts for each, please refer to Section VIII of this Pre-Season report.

c. *Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014. (Decision (D.) 21-06-034; Appendix A at p. A14, Section K-1.)*

BVES understands many of the Ordering Paragraph reports are only applicable to the large investor-owned utilities (IOUs). BVES has opted to provide a selection of plans, protocols, and resources for good measure and transparency.

Section II. Community Resource Center Plan

1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)

a. CRC objectives (SED Additional Information.) –

- **BVES will make the Community Resource center available from 8:00 a.m. to 10:00 p.m., each day activated.**
- **BVES will have representatives available to provide up to date Public Safety Power Shutoff (PSPS) information.**

b. CRC strategies, actions, and timing (SED Additional Information.) –

- **72- 48 hours before event: BVES will take inventory of all supplies and ensure back-up batteries are fully charged in case they need to be deployed. BVES staff to be notified they are on call for a potential PSPS event.**
- **48-24 hrs. before event: – BVES will set up and deploy CRC, reach out to transportation company, reach out to our lodging contractor to ensure card is on file and lodging will be made available for customers on a limited basis. The CRC will be set up to provide the following services: water, Wi-Fi/internet access, First aid kits, snacks, phone charging, blankets, flashlights, Batteries for charging of medical devices, Access to cellular network services, PSPS representatives, Restrooms, Chairs, and Transportation if available.**
- **1-4 hours before event: – BVES staff will be notified when they need to report to the BVES office and will be briefed with the updated potential PSPS information.**

c. *CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.) –*

- **BVES has an agreement in place with our lodging; transportation company on standby to assist as available.**

d. *Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)*

- **BVES has identified our AFN and Medical Baseline (MBL) customers through our Outage Management System (OMS) which provides BVES a report to identify any AFN and MBL customers affected.**

e. *Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)*

- **As of December 31, 2023, BVES has 684 AFN customers identified of which, 162 are MBL customers. The CRC can provide a backup battery station, wireless charging, water, access to cellular network services, PSPS representatives.**
    - **BVES mails out an AFN self-certification letter to all residential customers, in order to help identify additional AFN customers who may need additional support during a PSPS event. This is monitored and routinely updated.**
-

f. *Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)*

- **BVES has one centrally located CRC that serves our 32 square mile service territory and surrounding Big Bear Lake area.**

g. *Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)*

- **Batteries**
- **Wireless charging stations**
- **Wi-Fi/internet access**
- **Water**
- **Flashlights**
- **First Aid Kits**
- **Ice**
- **Blankets**
- **PSPS Representatives**
- **Up-to-date information on outages**
- **Restrooms**
- **Chairs**
- **Transportation to and from the CRC (if available)**

h. *CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-6.)*

- **Community Resource Centers, Bear Valley Electric Service: https://www.bvesinc.com/safety/community-resource-centers/**

i. *COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)*

- **BVES will evaluate current state and local public health guidance and ensure compliance. If a "safer at home" order is in place, BVES would strive to establish mobile CRC(s) and send them to neighborhoods on rotating basis. If social distancing is in place, BVES would implement social distancing at the CRC(s).**

j. *Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)*

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**
- **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**

k. *CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not seek any customer feedback on CRCs.**

l. *Lessons learned protocol (SED Additional Information.)*

Please include the lessons learned related to CRC in Table 14 of Section VII.

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Therefore, BVES did not have any lessons learned.**
- **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**

2. *The IOUs must provide a list of all CRCs available in the IOUs' service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)*

Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)

- ***a.*** *CRC Unique ID -*
- ***b.*** *Location Name*
- ***c.*** *County or Tribe*
- ***d.*** *CRC Type*
- ***e.*** *Standard Operation Hours*
- ***f.*** *List of Planned Supplies*
- ***g.*** *List of Planned Services*
- ***h.*** *List of Planned AFN Services and Supplies**
- ***i.*** *Contracted -*
- ***j.*** *Date of Contract*
- ***k.*** *Location Address*

l. *Latitude*

m. *Longitude*

** Sub-table(s) may be provided for the Lists.*

Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)	
CRC Unique ID -	BVES has one onsite outdoor CRC located at our office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315
Location Name	BVES Main Headquarters
County or Tribe	San Bernardino County
CRC Type	BVES has one onsite outdoor CRC located at the BVES office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315
Standard Operation Hours	BVES's CRC is open from 8:00 a.m. to 10:00 p.m., when activated for a PSPS event.
List of Planned Supplies	Water, First aid kits, Snacks, Blankets, Flashlights, and Batteries/charging for medical supplies, tables, chairs, canopy, generator.
List of Planned Services	Charging for medical supplies, PSPS representatives, Access to cellular network service,
List of Planned AFN Services and Supplies*	ADA accessible
Contracted	Payment information on file at local lodge.
Date of Contract	No contract required at this time
Location Address	42020 Garstin Dr., Big Bear Lake, Ca 92315
Latitude	34.24696 degrees North

Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)	
Longitude	– 116.88784 degrees West

3. *The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)*

Please see the attachment list for the CRC plan in Appendix A.

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

a. *Recommendation Description –*
b. *Recommended Date – On going recommendations through the AFN council.*
c. *Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health, and healthcare provider) – Recommendations were provided to BVES from the AFN council*
d. *Adopted? Yes*
e. *Reasoning for Adoption/Denial – BVES adopted the definition to standardize terms across electrical utilities.*
f. *Initiative(s) As a Result of Recommendation*
g. *(Estimated) Initiative Planning Start Date*
h. *(Estimated) Initiative Organization Completion Date*
i. *(Estimated) Initiative Equipment Completion Date*
j. *(Estimated) Initiative Training Completion Date*
k. *(Estimated) Initiative Exercise Completion Date*

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

Table 2 - Stakeholders' CRC Recommendations on AFN Needs

Recommendation Description	Recommended Date	Recommending Party Type	Adopted?	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
Standardized the definition of electricity dependent	On-going recommendations through the AFN council.	Non-profit entity	Yes	BVES adopted the definition to standardize terms across electrical utilities.	Implement the standardized definition across all communications and operations.	Jul-24	Aug-24	N/A	Dec-24	Jan-25
Continue execution of established communications plan focused on reaching all AFN segments	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensuring all AFN individuals are well-informed before, during, and after PSPS events.	Regular updates and improvements to the communications plan.	Ongoing	Continuous	N/A	Ongoing	Ongoing
Continuously improve tools to make them easier to	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensuring external organizations can easily access and	Regular updates to tools and resources.	Jan-24	Apr-24	May-24	Jun-24	Jul-24

Recommendation Description	Recommended Date	Recommending Party Type	Adopted?	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
understand and navigate				utilize information.						
Seek to identify new programs and resources needed to mitigate the impacts of PSPS	On-going recommendations through the AFN council.	Non-profit entity	Yes	Continuously improve support for AFN individuals.	Development of new programs and resources.	Feb-24	Jul-24	Aug-24	Sep-24	Oct-24
Enhance existing programs and resources to minimize the impacts of PSPS	On-going recommendations through the AFN council.	Non-profit entity	Yes	Enhance the effectiveness of existing support mechanisms.	Upgraded programs and resources.	Mar-24	Aug-24	Sep-24	Oct-24	Nov-24
Cultivate new partnerships and expand existing partnerships	On-going recommendations through the AFN council.	Non-profit entity	Yes	Leverage community resources for better outreach.	Expanded network of partnerships.	Apr-24	Ongoing	N/A	Ongoing	Ongoing

Recommendation Description	Recommended Date	Recommending Party Type	Adopted?	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
with the whole community										
Share IOU AFN marketing material with the AFN council to explore additional ways to improve outreach	On-going recommendations through the AFN council.	Non-profit entity	Yes	Enhance outreach strategies based on feedback.	Improved outreach materials and strategies.	May-24	Jul-24	N/A	Aug-24	Sep-24
Coordinate and integrate resources with State, community, and utility to minimize duplication	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensure efficient use of resources.	Coordinated resource management.	Jun-24	Nov-24	Dec-24	Jan-25	Feb-25

Recommendation Description	Recommended Date	Recommending Party Type	Adopted?	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
Strive to establish measurable metrics and consistent service levels	On-going recommendations through the AFN council.	Non-profit entity	Yes	Monitor and improve service delivery.	Established metrics and service levels.	Jul-24	Dec-24	N/A	Jan-25	Mar-25
Work to effectively serve and adapt to the needs of individuals with AFN before, during, and after PSPS events	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensure comprehensive support for AFN populations.	Enhanced and adaptable services.	Aug-24	Ongoing	N/A	Ongoing	Ongoing

Additionally, BVES has participated in the AFN Collaborative Planning Team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Throughout 2023-2024, the plan will leverage the Federal Emergency Management Administration's (FEMA's) Comprehensive Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.) –*

    - **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**
    - **Table 3, therefore, has no reported values.**

Table 3 – Prior Year PSPS CRC Usage Metrics

a. *Event ID*
b. *Event Name/Period*
c. *County or Tribe – San Bernadino County*
d. *Date Service Area De-energized*
e. *Time Service Area De-energized (24-hr. clock)*
f. *Date CRC Opened*
g. *Time CRC Opened*
h. *Date Service Area Re-energized*
i. *Time Service Area Re-energized (24-hr. clock)*
j. *Date CRC Closed*
k. *Time CRC Closed*
l. *Total Days Opened Total Hours Opened (Integer)*
m. *Type of CRC (Indoor, Outdoor, Mobile)*
n. *Average AQI during Operation*
o. *Was CRC powered by Backup Generation? (yes/no)*
p. *Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)*
q. *If Not in Compliance with Operation Hour Requirements, Provide an Explanation*

r. *Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")*

s. *Total Number of Visitors*

t. *Location Address*

u. *Latitude (with at least five digits after decimal point)*

v. *Longitude (with at least five digits after decimal point)*

Table 3 – Prior Year PSPS CRC Usage Metrics	
Event ID	Because BVES did not have any PSPS nor activate any CRCs there are no applicable metrics to address the following.
Event Name/Period	
County or Tribe	
Date Service Area De-energized	
Time Service Area De-energized (24hr. clock)	
Date CRC Opened	
Time CRC Opened	
Date Service Area Re-energized	
Time Service Area Re-energized (24hr. clock)	
Date CRC Closed	
Time CRC Closed	
Total Days Opened Total Hours Opened (Integer)	
Type of CRC (Indoor, Outdoor, Mobile)	

Average AQI during Operation	
Was CRC powered by Backup Generation? (yes/no)	
Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)	
If Not in Compliance with Operation Hour Requirements, Provide an Explanation	
Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water "Yes", Charging Station "Yes", Cellular Network Services "Yes", Chairs "Yes", PSPS Information Representatives "Yes", Restrooms "Yes", ADA Accessible "Yes")	
Total Number of Visitors	
Location Address	
Latitude (with at least five digits after decimal point)	

5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.

Table 4 - Prior Year CRC Customer Feedback

a. *Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)*
b. *Customer Feedback Description/ Open Comments on Areas in Need of Improvement*
c. *Feedback Submission Count (for this feedback type)*
d. *Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.*
e. *Initiative Implementation Start Date*

f. Initiative Estimated Completion Date
g. Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)

Table 4 - Prior Year CRC Customer Feedback	
Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.
Customer Feedback Description/Open Comments on Areas in Need of Improvement	
Feedback Submission Count (for this feedback type)	
Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.	
Initiative Implementation Start Date	
Initiative Estimated Completion Date	
Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)	

6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)*

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**
- **Accordingly, BVES cannot describe challenges faced when setting up a CRC. BVES closely monitors the actions of other CA utilities to incorporate their lessons learned into BVES's plans.**

Table 5 - Prior Year IOU CRC Challenges

b. *Challenge Type*

c. *Description of Challenge*

d. *Initial Month and Year Challenge Discovered*

e. *Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.*

f. *Implementation Start Date*

g. *Estimated Completion Date*

h. *Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)*

Table 5 - Prior Year IOU CRC Challenges	
Challenge Type	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not collect insights on prior year CRC challenges.
Description of Challenge	
Initial Month and Year Challenge Discovered	
Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.	
Implementation Start Date	
Estimated Completion Date	
Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)	

Section III. Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles. As recorded in the 2023-2025 Wildfire Mitigation Plan (WMP), BVES provides electric distribution service to 24,261 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,631 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues to work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers.

The information below provides additional detail on the Critical Facilities and Infrastructure Plan (CFI).

a. *CFI objectives (SED Additional Information.)*

BVES will provide information regarding Public Safety Power Shutoff (PSPS) information through this portal for critical facilities and critical infrastructure throughout our community.

b. *CFI strategies, actions, and timing (SED Additional Information.)*

BVES maintains relationships with each of the identified CFI establishment and ensures that notifications are relayed in a timely manner. More details are found within the plans in the Appendices.

c. *CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)*

Public Safety Power Shutoff Portal | Bear Valley Electric Service, Inc. (bvesinc.com): https://www.bvesinc.com/public-safety-power-shutoff-portal/

d. *Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)*

BVES utilized the CPUC's established definition of critical facilities and infrastructure.

This is also depicted in Appendix B under Section 6.4:

6.4. Critical Facilities and Infrastructure. The terms 'critical facilities' and 'critical infrastructure' refer to facilities and infrastructure essential to public safety and that require additional consideration for resiliency during PSPS events. The following provides guidance on what constitutes critical facilities and infrastructure:

6.4.1. Emergency Services Sector
- ***Police Stations***
- ***Fire Stations***
- ***Emergency Operations Centers***

6.4.2. Government Facilities Sector
- ***Schools***
- ***Jails and prisons***

6.4.3. Healthcare and Public Health Sector
- ***Public Health Departments***
- ***Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities***

6.4.4. Energy Sector: Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities.
6.4.5. Water and Wastewater Systems Sector: Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat, and deliver water or wastewater.
6.4.6. Communications Sector: Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals, and cellular sites.
6.4.7. Chemical Sector: Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

e. *Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)*

BVES has no significant changes to report in this 2024 update. BVES has updated contact information and provides that update in this Pre-Season Report.

f. *Maintenance and update process of CFI list (D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)*

The CFI list is reviewed and updated annually before the fire season and as necessary following any major updates or exercises. BVES updated its CFI contact list as of May 2024.

BVES routinely maintains its CFI communication list through means such as pre-season coordination meetings and regular updates to discuss any changes in infrastructure or emergency response needs. The CFI communication list is integrated into the broader Emergency & Disaster Response Plan (ERDP), ensuring consistent communication and coordination during possible PSPS events.

g. *Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)*

BVES does not own or operate grid transmission-level service.

h. *Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)*

BVES did not record any CFI requests last year.

i. *CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)*

BVES does not have any specific backup power assessment efforts or actions. BVES is planning to supply critical loads with a proposed battery storage project and solar array in upcoming years.

Incorporating use of the Bear Valley Power Plant (BVPP), BVES finds it can supply critical loads during a PSPS event, as illustrated during its PSPS Full-Scale Exercise. BVES also note that CFIs have communicated that they have the necessary support to activate their own backup power systems and are also able to coordinate with local emergency services, independently, to prioritize fuel deliveries and other logistical needs.

j. *Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)*

BVES has no new information to report. However, recommendations from the recent Full-Scale PSPS Exercise encouraged BVES to examine potential delays during prolonged outages, particularly regarding diesel fuel availability for both CFIs and residents with backup generation.

BVES addressed this recommendation during the June 3rd PSPS Full-Scale Exercise. The exercise simulated fuel supply shortages at both gasoline (diesel) facilities and natural gas supply issues impacting the BVPP. In these scenarios, which are highly unlikely

but could have significant impacts, BVES prepared for major outages and customer support. This included:

- **Coordinating with AFN (Access and Functional Needs) and MBL (Medical Baseline) communities to ensure critical facilities could maintain power for at least 72 hours before on-site fuel sources were depleted; and**
- **Testing the ability to call for support from outside the San Bernardino mountains, despite potential operational delays.**

These simulations provided valuable insights into the catastrophic nature of layered emergencies involving fuel supply shortages.

k. *Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)*

BVES routinely maintains its CFI communication list. It is accessible within BVES's internal file sharing system and can be received upon request in the form of excel or word. BVES provided a update to the list's contact information with at least two levels of contact per establishment as of May 2024.

l. *Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)*

BVES routinely maintains its CFI communication list and includes tribal communities as part of its outreach. However, there no statistically significant tribal populations within the service area.

m. *Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)*

BVES routinely maintains its CFI communication list. BVES works closely with CFIs to develop contingency plans for maintaining energization during PSPS events, including the identification of personnel resources, backup generation resources and fuel supply logistics.

n. *Lessons learned protocol*

BVES routinely maintains its CFI communication and coordination efforts and incorporates lessons learned into its program when necessary. Since BVES has never enacted a PSPS activation, there are no direct lessons learned from such an event. However, significant insights were gained from recent exercises..

During the May 17th Tabletop Exercise (TTX), BVES confirmed with the San Bernardino County Office of Emergency Services that their contacts will be immediately available to coordinate during a potential PSPS Watch as scenarios escalate. They can also assist with notifications for the broader area, enabling BVES to support its larger community outside of its immediate service area. This capability was reaffirmed during the Full-Scale Functional Exercise (FSX) and will be integrated into the next iteration of BVES's protocols and procedures.

The current Public Safety Partner communications and notifications list has been updated to include this support note, highlighting the ability to assist with notification logistics. This enhancement allows for the generation and relay of messaging that extends beyond BVES's service area and into San Bernardino County.

Please include the lessons learned related to CRC in Table 14 of Section VII.

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential Ordering Paragraphs 21, 30, 33 & 57.)*

BVES Critical Facilities and Infrastructure Plan (Appendix B)

3. ***Table 6 Critical Facilities and Contacts***
    a. *Facility/Infrastructure Name*
    b. *CFI Type*
    c. *CFI Address*
    d. *County/Tribe* – All are San Bernardino County
    e. *Date Identified as CFI*
    f. *Primary Point of Contact Name*
    g. *Primary Point of Contact Title*
    h. *Primary Contact Phone Number*
    i. *Primary Contact Email Address*
    j. *Secondary Point of Contact Name*
    k. *Secondary Point of Contact Title*
    l. *Secondary Contact Phone Number*
    m. *Secondary Contact Email Address*
    n. *Last Date of Update on Contact Information**
    o. *Indicator if CFI has been contacted with backup power needs**
    p. *Date of Contact**
    q. *Indicator if CFI has been assessed with backup power needs (Yes or No)**
    r. *Date of Assessment**
    s. *Results of Assessment**
    t. *Whether or not CFI provided any needed backup power generation (Yes or No)**

*These fields are applicable to PG&E, SCE, and SDG&E only.

While BVES understands certain fields in Table 6 are only applicable to the large IOUs, the utility has opted to provide this information in the attached Appendix L excel workbook.

Note: Table 6 with headings (from above) p. – t. are N/A and not reflected in the table below due to formatting and can be viewed in Appendix L for more detail.

Table 6: Critical Facilities and Infrastructure List

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
Sheriff's Department Big Bear Lake Patrol Station	Law Enforcement	477 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Lt. Kelly Craig	Lieutenant	909-420-5620	kcraig@sbcsd.org	John Everman	Sergeant	909-361-0375	jeverman@sbcsd.org	6/28/24	Yes
Bear Valley Community Hospital	Medical	41870 Gartsin Dr. Big Bear Lake, CA 92315	San Bernardino		John P. McKinney MPT	Director of Physical Therapy/ PIO	909-744-2231	John.McKinney@bvchd.com	Michael Mursick	Director of Facilities	760-987-7344	Michael.mursick@bvchd.com	6/28/24	Yes
Bear Valley Hospice	Medical	909 W Big Bear Blvd. Big Bear City, CA 92314	San Bernardino		Cary Stewart	Medical Director	949-338-7252	admin@bearvalleyhospice.com	Administrator		909-281-2550	info@bearvalleyhospice.com	6/28/24	Yes
Big Bear Fire Department	Fire Department	41090 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jeff Willis	Fire Chief	909-731-4824	jeff.willis@bigbearfire.org	Luke Wagner	Asst. Chief	909-809-4305	lwagner@bigbearfire.org	6/28/24	Yes
City of Big Bear Lake City Hall (includes Emergency Operations Center)	City & County Facilities	39707 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Erik Sund	City Manager	909-633-4011	esund@citybigbearlake.com	Sean Sullivan	Director of Public Service	310-993-7283	ssullivan@citybigbearlake.com	6/28/24	Yes
Verizon Wireless	Communication Providers	42173 ½ Big Bear Blvd. Ste K Big Bear Lake, CA 92315	San Bernardino		Chris Sinner		714-669-3535	chris.sinner@verizonwireless.com	Jane Whang		415-778-1022	jane.whang@verizon.com	6/28/24	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
AT & T Wireless	Communication Providers	No Physical Address, only Cell Tower	San Bernardino		Kevin Quinn		818-731-4000	kq8185@att.com	Joshua Overton		209-406-6712	jo2147@att.com	6/28/24	Yes
Frontier California	Communication Providers	40472 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Bret Plaskey		909-748-7880	bret.p.plaskey@ftr.com	Charlie Born		Office: 916-686-3570, Cell: 530-524-2371	charlie.born@ftr.com	6/28/24	Yes
Sprint	Communication Providers	42124 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jake Osorio		818-317-0276	SPR-Inspections@motive-energy.com	Alicia Smith		818-617-2911	SPR-Inspections@motive-energy.com	6/28/24	Yes
Charter Communications	Communication Providers	40372 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jorge Toruno		909-208-8409	jorge.toruno@charter.com	Lynn Notarianni		720-518-2585	lynn.notariani@charter.com	6/28/24	Yes
T-Mobile	Communication Providers	42156 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Saif Abdullah		714-757-7075	saif.abdullah@t-mobile.com	Steve Kukta		414-572-8358	stephen.h.kukta@t-mobile.com	6/28/24	Yes
KBHR	Radio Stations	649 W Country Club Blvd., Big Bear City, CA 92314	San Bernardino		Cathy Herrick		909-499-4825	cathy@kbhr933.com	Rick Herrick		C: 909-936-7933, W: 909-584-5247	rick@kbhr933.com	6/28/24	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
City of Big Bear Lake Department of Water	Utilities	41972 Garstin Dr. Big Bear Lake, CA 92315	San Bernardino		Danny Ent		909-816-7709	dent@bbldwp.com	Jason Hall	Production Supervisor	909-800-3956	jhall@bbldwp.com	6/28/24	Yes
Big Bear Area Regional Wastewater Agency (BARWA)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		John Shimmin		760-808-1256	jshimmin@bbarwa.org	Troy Bermisdarfer		909-520-2835	tbemisdarfer@bbarwa.org	6/28/24	Yes
Big Bear City Community Services Department (CSD)	Utilities	139 E Big Bear Blvd., Big Bear City, CA 92314	San Bernardino		Glenn Jacklin		909-786-8351	gheilman@bbccsd.org	Jerry Griffith		909-936-3372	jgriffith@bccsd.org	6/28/24	Yes
Edison (SCE)	Utilities	N/A	San Bernardino		Bryan Falconer	Account Manager	626-826-3745	bryan.falconer@sce.com	Lugo Substation		760-956-5801	N/A	6/28/24	Yes
Southwest Gas (SWG)	Utilities	140 Business Center Dr. Big Bear Lake, CA 92315	San Bernardino		Phillip Petteruto	Superintendent of Operations	909-366-4869	phillip.petteruto@swgas.com	SWG Dispatch		1-877-860-6020	scadispatch@swgas.com	6/28/24	Yes
Big Bear Municipal Water District (MWD)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		Mike Stephenson	General Manager	909-289-5157	mstephenson@bbmwd.net	Tim Bowman		909-809-0795	tbowman@bbmwd.net	6/17/24	yes
Airport	Big Bear Airport District	501 W Valley Blvd., Big Bear City, Ca 92314	San Bernardino		Ryan Goss		909-239-5273	rgoss@flybigbear.com	John Melissa	Maintenance III	909-904-7700	Jmelissa@flybigbear.com	6/17/24	yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
Schools	Bear Valley Unified School District	42271 Moonridge Rd. Big Bear Lake, CA 92315	San Bernardino		Dr. Mary Suzuki	Superintendent of Schools	909-638-6851	mary_suzuki@bearvalleyusd.org	Linda Rosado	Executive Director of Business Services	760-220-8419	linda_rosado@bearvalleyusd.org	6/17/24	yes
Big Bear Mountain Resorts	Resorts	880 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Mark Burnett	Sr. Director Facilities	909-725-4017	Mburnett@bbmr.com	Bill Burke	Director, Electrical Department	909-584-0254	bburke@bbmr.com	6/17/24	yes

4. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)

BVES has not added, denied, or taken away customers from its critical facilities and infrastructure list.

Table 7 – List of Requests to Be CFI Over Last Two Years

a. *Facility/Infrastructure Type*
b. *Facility/Infrastructure Location (The city where the CFI customer is located in.)*
c. *Date of Request*
d. *Accepted or Denied?*
e. *Reason for Denial*

Table 7 - List of Requests to Be CFIs Over Last Two Years	
Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)	BVES did not receive any requests for additional CFIs to be established over the last two years.
Customer Feedback Description/Open Comments on Areas in Need of Improvement	
Feedback Submission Count (for this feedback type)	
Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.	
Initiative Implementation Start Date	
Initiative Estimated Completion Date	
Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)	

Section IV. PSPS Exercise Reports

1. *Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both TableTop Exercise (TTX) and PSPS functional exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)*

   The BVES team exhibited an exceptional level of clarity and consistency in articulating the internal actions and protocols needed to successfully implement the PSPS stages. Moreover, they demonstrated their commitment to effective external communication, ensuring that customers, local government agencies, community stakeholders, and the media were well-informed throughout the process.

   Table 8 - PSPS Exercise Summary **(January 1 through December 31 of current year)**

   a. *Starting Date of Exercise*
   b. *Ending Date of Exercise*
   c. *Total Hours of Exercise*
   d. *Type of Exercise (e.g., table-top, functional, full-scale)*
   e. *Region (if applicable)*
   f. *Counties*
   g. *Number of utility personnel participating in the exercise*
   h. *Number of public safety partners actively participating as a player in the exercise*
   i. *Number of AFN community representatives participating as a player in the exercise*
   j. *Total Number of Participants*

Table 8 - PSPS Exercise Summary		
Criteria	**Full Scale**	**Table Top**
Starting Date of Exercise	June 3, 2024	April 17, 2024
Ending Date of Exercise	June 3, 2024	April 17, 2024
Total Hours	*7.5Hrs.*	*3.5 hrs.*
Type of Exercise	Full Scale	Table Top
Region	Big Bear Lake	Big Bear Lake

Counties	*San Bernardino*	*San Bernardino*
Number of Utility Personnel	*19*	*12*
Number of Public Safety Partners Actively Participating	*11*	*10*
Number of AFN Community Representatives Participating	*None disclosed*	*None disclosed*
Total Number of Participants	*32*	*33*

Table 9 - List of Exercise Participating Entities

a. *Name of Entity*

b. *Exercise Date Range*

Table 9 - List of Exercise Participating Entities		
Name of Entities	Cal Fire Big Bear Fire CA Governor's Office of Emergency Service San Bernardino County Office of Emergency Services CPUC Utility Representatives (SCE, PacifiCorp) Local water and communication companies Randal Communications PA Consulting	Cal Fire Big Bear Fire San Bernardino County Office of Emergency Services CPUC Local water and communication companies Randall Communications PA Consulting
Exercise Date Range	June 3, 2024 Full scale	April 17, 2024 Table Top

2. For each exercise, please provide the items below. (SED Additional Information.)

a. *After-Action Report*

BVES maintains its evaluation reports internally and has successfully executed each category of its plan exercise strategy. After-Action reports are located in Appendix J.

b. *What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*

BVES provides informational guidelines ahead of each exercise along with educational material to go over the coordination effort and planned approach. Materials are located across Appendices D, E, F, I, and J.

c. *Please provide copies of the written materials and/or links to web-based information.*

Public Safety Power Shutoff Portal | Bear Valley Electric Service, Inc. (bvesinc.com) : **https://www.bvesinc.com/public-safety-power-shutoff-portal/**

d. *Indicate if this information is also posted in your public safety partner portal.*

Documentation is presented within BVES' portal for varying partners. BVES' evaluation guide is only shared internally.

Section V. Education and Outreach

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

   BVES will be issuing its mid-year 2024 survey in June to cover insights and perceptions on recent PSPS exercises and executed mitigations. This is depicted as of June 10, 2024 on BVES's website for community awareness. This was also discussed at recent PSPS exercises. BVES provided an update to recent mitigations and combined the morning session with an overview and educational awareness into the current activities BVES is undertaking with respects to wildfire and PSPS mitigation.

   BVES also issued post-event surveys on the PSPS procedures, exercise activities, and insights from the community during the May 17th and June 3rd Tabletop and Full-Scale Exercises, respectively.

   As of March 2024, BVES executed 271% of its initial first quarter target of public outreach activities, which are targeted at a minimum of 90 activities. As of March 2024, BVES recorded 244 outreach activities, which includes the Grizzly Newspaper producing advertisements during the workweek regarding WMP or PSPS awareness. One broadcast advertisement occurs each month in addition to this established cadence.

   BVES will provide an update in a future submittal. BVES's December 2023 historical results are still current as reflected in Table 10.

   Table 10 – Survey Summary

   a. *Period Survey Conducted*

   b. *Overall Objectives*

   c. *Surveyed Scope (e.g., pre-season, during-season, post-season, all) – BVES survey conducted was associated with all PSPS communications conducted throughout the year.*

   d. *Methods (e.g., online, text messages, letter, telephone, in-person) – Surveys were conducted online and over the phone.*

   e. *Target Audiences (e.g., residential customer, commercial, CFI, AFN) – BVES reached out to residential and business customers, including CBO's.*

   f. *Total Number of Surveys Sent – BVES sent a total of 90 surveys.*

   g. *Total Number of Survey Responses Received – BVES received a total of 90 responses.*

h. *Indicate if the survey was conducted in all "prevalent" languages, as defined in D.20-03-004 – Survey was conducted in English and Spanish.*

i. *If so, please list the number of "prevalent" languages used during survey – The survey was conducted in one prevalent language which was Spanish.*

j. *If not, please provide an explanation*

Table 10 Survey Summary		
Period Survey Conducted	BVES conducted 358 surveys (85 phone surveys and 273 web surveys) in December 2023 after the June 2023 survey was performed.	BVES conducted 423 surveys on June 22, 2023 for the initial first period PSPS survey of the reportable year
Overall Objectives	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2023-2024 year	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2023-2024 year
Surveyed Scope (e.g., pre-season, during-season, post-season, all) –	BVES survey conducted was associated with all PSPS communications conducted throughout the year. Increased messaging around emergency preparation and readiness AFN self-identification Local organization coordination determination	BVES survey conducted was associated with all PSPS communications conducted throughout the year. Increased messaging around emergency preparation and readiness AFN self-identification Local organization coordination determination
Methods (e.g., online, text messages, letter, telephone, in-person	Surveys were conducted online and over the phone.	Surveys were conducted online and over the phone

Target Audiences (e.g., residential customer, commercial, CFI, AFN)	BVES reached out to residential and business customers, including CBOs; Targeting AFN	BVES reached out to residential and business customers, including CBOs; Targeting AFN
Total Number of Surveys Sent	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer information profile).	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer information profile).
Total Number of Survey Responses Received	BVES received a total of 358 responses.	BVES received a total of 423 responses.
Indicate if the survey was conducted in all "prevalent" languages, as defined in D.20-03-004	Survey was conducted in English and Spanish.	Survey was conducted in English and Spanish.
If so, please list the number of "prevalent" languages used during survey	The survey was conducted in one prevalent language in addition to English, which was Spanish.	The survey was conducted in one prevalent language in addition to English, which was Spanish.
If not, please provide an explanation	N/A	N/A

2. *The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

   BVES provided the following materials accounting for PSPS education and outreach materials in Attachment J of this report:

   - Tabletop Exercise and PSPS Survey
   - Full-Scale Exercise and PSPS Survey

- Pre-Season Outreach Update and PSPS Exercise Presentation
- Wildfire Messaging Awareness (June and December 2023) Surveys

3. *The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the "prevalent" languages requirement as defined in D.20-03-004. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

   BVES conducted this in English and made awareness that materials are available in Spanish, if requested after the presentations. BVES understands that prevalent language is required when 1,000 or more customers are surveyed to have a prevalent language outside of those discussed. BVES also has no tribal communities within its service territory that would require an additional language translation of materials.

   BVES continues to reach out to its CBOs and were invited to BVES's tabletop and full-scale exercises. BVES set up and recorded inventory of the CRC prior to and during the full-scale simulation. While BVES has not had to issue a PSPS activation, BVES personnel regularly takes inventory of available supplies, resources, and ensures the six portable batteries are charged and satellite phones are available.

4. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

   BVES concluded the most recent surveys in June and December, 2023. BVES is preparing for a survey in 2024 with a similar structure. As of the first quarter of 2024, BVES has 694 AFN customers.
   The results from the survey conducted December 2023 are as follows:

   - **BVES remains the primary source for wildfire preparedness information, and vegetation management, BVES Wildfire Mitigation Plan, personal preparedness, and Public Safety Power Shutoff are the most common messages recalled.**
   - **Direct mail is the most cited channel for wildfire preparedness communication, followed closely by email, bill inserts, and social media.**
   - **44% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," significantly lower than June 2023.**
   - **TV News (26%) is now the most common source of PSPS communication, followed by bill inserts. Mentions of email decreased significantly since June.**
   - **PSPS recall is significantly higher among Recallers (60% vs 29%).**
   - **47% say they would first turn to the BVES website for information about a PSPS event; 74% understand the following statement about PSPS: "for areas**

at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather."

- **Notifications via text and email are considered most effective forms of communication from BVES. Larger font is the most helpful element of communications that could be incorporated**
- **BVES remains the primary source for wildfire preparedness information, and vegetation management, BVES Wildfire Mitigation Plan, personal preparedness, and Public Safety Power Shutoff are the most common messages recalled.**
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- **Notifications via text and email are considered most effective forms of communication from BVES. Larger font is the most helpful element of communications that could be incorporated**

Actions Taken

- **85% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire, remaining in line with June 2023. Trimming vegetation around properties remains the most common action taken.**
- **49% are aware of BVES's efforts to prune vegetation around power lines in higher-risk areas. Non-Recallers are significantly more likely than Recallers to indicate that they are not aware of any efforts (43% vs 19%).**
- **42% are aware they can update their contact information with BVES, and 62% of those have done so, in line with June 2023 findings.**
- **Consistent with June 2023 findings, 23% say they know whether their address is in a PSPS area, and 13% are aware of a PSPS map on BVES's website.**

5. *IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)*

BVES summarized this in its recent AFN Quarterly report. The following presents internal effectiveness review and plans for additional enhancements.

- **Effective communication channels include direct mail, email, bill inserts, social media, and the BVES website. These channels will continue to be used**

to direct customers to comprehensive information available on the BVES website.

- **Additional messaging will focus on personal preparedness. While a majority of customers take action to prepare for wildfire season (e.g., trimming vegetation and creating defensible space), fewer customers report preparing an emergency kit or readiness plan. Efforts will be made to increase awareness and action in these areas.**
- **Continue to promote wildfire risk reduction efforts bringing visibility to other rarely seen measures.**
- **Campaigns will be focused around late spring/early summer when fire season preparation is top of mind. Partnerships with local business organizations will also be considered to enhance community outreach and reach part-time residents and visitors to Big Bear.**
- **BVES will evaluate its strategy for reaching customers with medical conditions requiring electricity, as many are not aware of the additional notice provided before a PSPS event. Additional efforts will be made to educate customers about self-reporting their AFN status and available resources.**
- **Customers have expressed a preference for early communication and regular updates if any possibility of a PSPS event. This preference is echoed by CBOs and local agencies.**

Engagement with Community-Based Organizations and Public Safety Partners: BVES continues to engage with community partners and public safety organizations through annual WMP and PSPS community outreach meetings. These meetings focus on planning, participation, and discussing lessons learned and areas for improvement in PSPS procedures. BVES is also developing joint communication and notification plans with CalOES, county and local governments, and representatives of people with AFN to enhance communication efforts.

BVES outlined several steps to improve outreach to AFN and Medical Baseline customers in its first quarter report of 2024:

- **Created a confidentiality agreement to share AFN population data with the City of Big Bear Lake and the Local Fire Department.**
- **Increased advertising regarding PSPS and AFN education.**
- **Ensured effective communication with customers and local government during PSPS events to minimize impacts on AFN population.**
- **Established CBOs partnerships and integrated them into PSPS operations.**
- **Established a PSPS portal for critical facilities to view the AFN customer list.**
- **Made the AFN application available on the website in both English and Spanish.**
- **Mailed an AFN self-identification letter to customers.**
- **Purchased portable batteries to assist Medical Baseline and AFN populations during PSPS events.**

BVES will do an internal review toward more targeted messaging, including broader risk notifications such as air quality, planned storage and solar projects, and other related initiatives. BVES will begin this effort in July 2024 as community outreach will include updates on all areas of utility activities, which

include upcoming resource planning meetings. These workshops provide overlap into the mitigations to reduce PSPS activation likelihood.

6. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3_Template_2023, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)*

   BVES provided these costs in the POSTRS3.

7. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)*

   N/A

8. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)*

   The 2024 AFN Core Planning Team is now accounted to be comprised of 13 organizations representing the diverse needs of the AFN community. BVES has actively participated in Working Group meetings focused on enhancing the accessibility of its education and outreach efforts. The discussions and recommendations from these meetings have played a crucial role in shaping BVES's PSPS protocols and updated messaging.

Table 11 - AFN Outreach Recommendations

a. *Recommendation Type*
b. *Description of Recommendation*
c. *Party Name*
d. *Date of Recommendation*
e. *Incorporated into PSPS Protocols? (Yes or No)*
f. *Reason for Decision Made*
g. *Description of PSPS Protocol Change*

Table 11 – AFN Outreach Recommendations

Criteria	Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols?	Reason for Decision Made	Description of PSPS Protocol Change
Standardized the definition of electricity dependent	Communication & Operations	Implement the standardized definition across all communications and operations	Non-profit entity	On-going recommendations through the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities	Standardized definition used in all PSPS-related communications and operations
Continue execution of established communications plan	Communication & Outreach	Regular updates and improvements to the communications plan focused on reaching all AFN segments	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensuring all AFN individuals are well-informed before, during, and after PSPS events	Continuous updates and improvements in communication strategies and execution
Continuously improve tools to make them easier to understand and navigate	Tools & Resources	Regular updates to tools and resources to ensure external organizations can easily access and utilize information	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensuring external organizations can easily access and utilize information	Regular updates to tools and resources
Seek to identify new programs and resources	Program Development	Development of new programs and resources needed to mitigate the impacts of PSPS	Non-profit entity	On-going recommendations through the AFN council	Yes	Continuously improve support for AFN individuals	New programs and resources developed and implemented
Enhance existing programs and resources	Program Enhancement	Upgraded programs and resources to minimize the impacts of PSPS	Non-profit entity	On-going recommendations through the AFN council	Yes	Enhance the effectiveness of existing support mechanisms	Upgraded programs and resources

Criteria	Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols?	Reason for Decision Made	Description of PSPS Protocol Change
Cultivate new partnerships and expand existing partnerships	Community & Partnerships	Expanded network of partnerships to leverage community resources for better outreach	Non-profit entity	On-going recommendations through the AFN council	Yes	Leverage community resources for better outreach	Expanded network of partnerships
Share IOU AFN marketing material with the AFN council	Communication & Outreach	Improved outreach materials and strategies based on feedback	Non-profit entity	On-going recommendations through the AFN council	Yes	Enhance outreach strategies based on feedback	Improved outreach materials and strategies
Coordinate and integrate resources with State, community, and utility	Resource Coordination	Coordinated resource management to minimize duplication	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensure efficient use of resources	Coordinated resource management
Strive to establish measurable metrics and consistent service levels	Service Metrics	Established metrics and service levels to monitor and improve service delivery	Non-profit entity	On-going recommendations through the AFN council	Yes	Monitor and improve service delivery	Established metrics and service levels
Work to effectively serve and adapt to the needs of individuals with AFN	Service Adaptation	Enhanced and adaptable services to effectively serve AFN populations before, during, and after PSPS events	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensure comprehensive support for AFN populations	Enhanced and adaptable services

9. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)*

   N/A

10. *PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)*

    N/A

11. *PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)*

    N/A

Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.2106-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.)* Please include the lessons learned related to notification in Table 14 of Section VII.

   BVES has attached our PSPS plan (Appendix F) and the Emergency & Disaster Response Plan (EDRP) (Appendix I), which includes all of the following:

   a. **Notification objectives**
   b. **Notification strategies, actions, and timing**
   c. **Notification process planning and improvement**
   d. **Updated/Current Notification script and templates -**
   e. **In-language translations**
   f. **Notification methods**
   g. **Meeting notification timeline requirements**
   h. **Notification accuracy and precision**
   i. **Entity responsible for notifications**
   j. **Consistency of PSPS notification information across all platforms**
   k. **Coordination with stakeholders**
   l. **Affirmative notifications to MBL populations and any self-identified Vulnerable populations**
   m. **Notification strategies on AFN population subsets**
   n. **Public warning of PSPS events such as week-ahead forecasts**
   o. **Notification cancellation**
   p. **Transmission-level customers notification**
   q. **Impacted customer information available to public safety partners from outset of PSPS**
   r. **Secure portal for public safety partners**
   s. **Lessons learned protocol**

2. *Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets*

of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)

Please see BVES's attached AFN plan, Appendix K.

Table 12 - List of Joint Efforts on AFN Notification Plan

- **a.** *Date of Joint Effort*
- **b.** *Participant Type*
- **c.** *Participant Name*
- **d.** *AFN Subsets or Topics Discussed*
- **e.** *Result/Proposal*

Table 12 - List of Joint Efforts on AFN Notification Plan	
Date of Joint Effort	BVES has no reportable joint efforts on an AFN notification plan.
Participant Type	
Participant Name	
AFN Subsets or Topics Discussed	
Result/Proposal	

In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.

BVES sent out an AFN Self-Certification letter in order to help identify additional AFN customers in its service territory. Table 13 below does not currently reflect any unique plans to target subset populations within the AFN community. BVES will review its current AFN listing, as a result of recommendations from the 2024 PSPS exercises, and determine if there are direct needs outside of AFN notification approaches to target any identified unique subset populations.

Table 13 AFN Population Subset Notification Plan (as of cutoff date)

- *a. AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*

b. *Subset Notification Plan*

c. *(Estimated) Initiative Planning Start Date*

d. *(Estimated) Initiative Organization Completion Date*

e. *(Estimated) Initiative Equipment Completion Date*

f. *(Estimated) Initiative Training Completion Date*

g. *(Estimated) Initiative Exercise Completion Date*

Table 13 - AFN Population Subset Notification Plan (as of cutoff date)	
AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)	This is not applicable to BVES at the time of current review of its AFN population and notification needs.
Subset Notification Plan	
(Estimated) Initiative Planning Start Date	
(Estimated) Initiative Organization Completion Date	
(Estimated) Initiative Equipment Completion Date	
(Estimated) Initiative Training Completion Date	
(Estimated) Initiative Exercise Completion Date	

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers*

when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)

N/A

Section VII. PSPS Event Lessons Learned

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)

BVES has not initiated a PSPS event in its service territory and therefore, has no direct lessons learned to present.

Table 14 – PSPS Event Lessons Learned Summary

a. Type of Issue (e.g., CRC, notification)

b. Description of Issue

c. Date of Discovery/Applicable Activation

d. Risk Priority (high, medium, low)

e. Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)

f. Responsive Actions (in detail)

g. Implementation Starting Date

h. Estimated Completion Date

i. Status of Action (e.g., Planning, Implementing, or Complete) If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.

Table 14 – PSPS Event Lessons Learned Summary	
Type of Issue (e.g., CRC, notification)	No lessons learned as BVES has not implemented any PSPS in the subject time period or previously. BVES tracks lessons learned at other utilities and adopts them as appropriate.
Description of Issue	
Date of Discovery/Applicable Activation	
Risk Priority (high, medium, low)	

Table 14 – PSPS Event Lessons Learned Summary	
Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)	
Responsive Actions (in detail)	
Implementation Starting Date	
Estimated Completion Date	
Status of Action (e.g., Planning, Implementing, or Complete)	

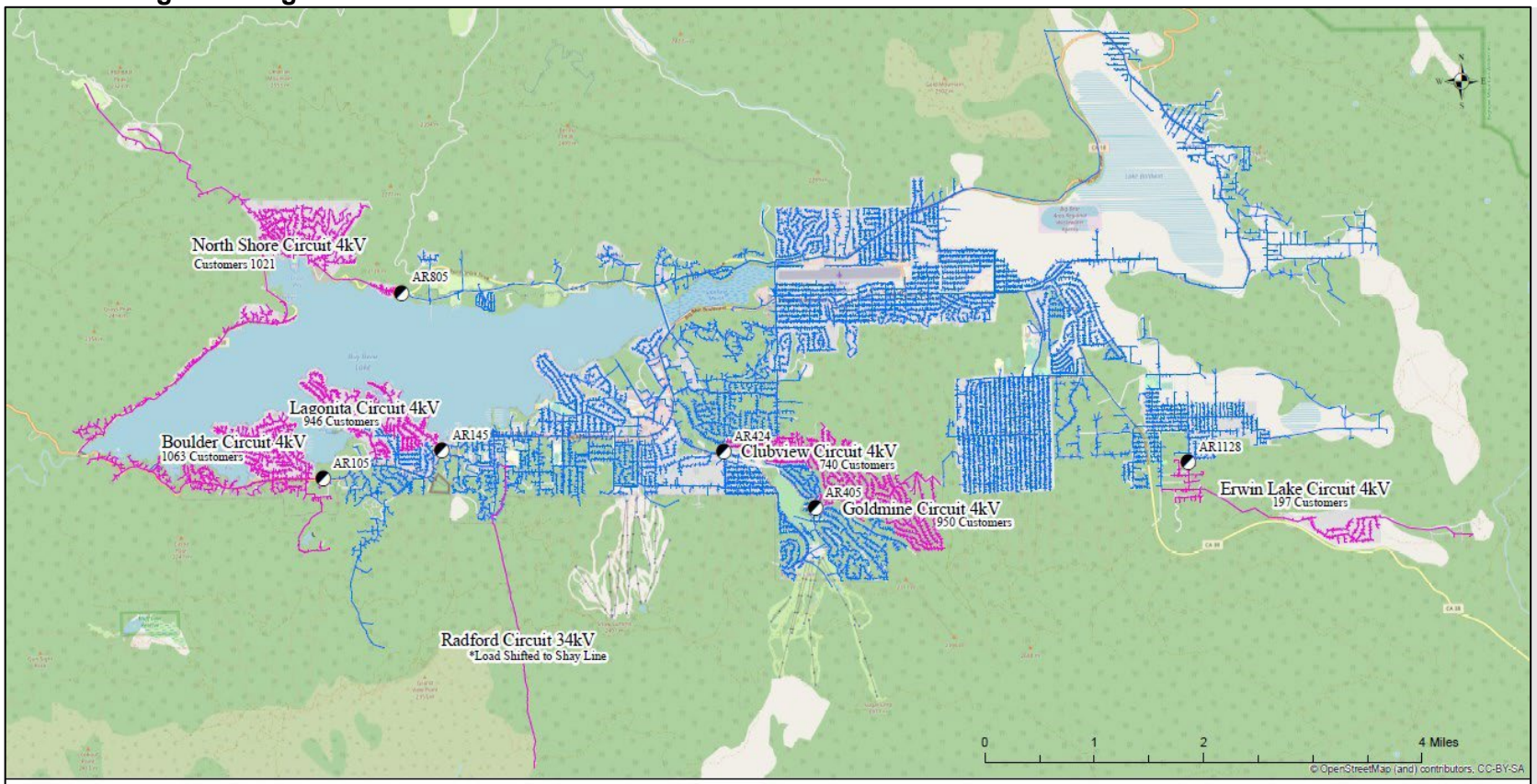
Section VIII. High Risk Circuits

1. *IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

   BVES has not activated any PSPS events and does not have a listing of frequently de-energized circuits. The utility has prioritized high-risk circuits for mitigation over the next ten years and does not anticipate the need to utilize the measure of last resort of initiating a proactive de-energization over time. However, there are circuits identified for de-energization in the event that PSPS triggers are met.

   These circuits are identified in the figure below.

Figure 1: High Risk Areas for PSPS Consideration and Customer Count



2. *IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.2106-034, Appendix at p. A14, Sections K-1.b; SED Additional Information.)*

BVES has not activated any PSPS events.

Table 15 – High Risk PSPS Circuits (as of date of last update)

a. Circuit ID

b. Circuit Name

c. Segment ID (optional field)

d. Segment Name (optional filed)

e. Indicator for Distribution Line or Transmission Line

f. Number of Times De-energized (in last four calendar years)

g. Total MBL Customers

h. Total AFN Customers (including MBL)

i. Total CFI

j. Total Customers

k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)

l. Start Date of Step Implementation

m. Estimated Completion Date

Table 15 – High Risk PSPS Circuits							
Circuit Name	**Radford 34kV**	**North Shore 4kV**	**Erwin 4kV**	**Boulder 4kV**	**Lagonita 4kV**	**Club View 4kV**	**Goldmine 4kV**
Segment ID (optional field)	N/A						
Segment Name (optional field)	N/A						
Indicator for Distribution Line or Transmission Line	Distribution (note: Radford is a sub-transmission line)	Distribution					
Number of Times De-energized (in last four calendar years)	0						

Table 15 – High Risk PSPS Circuits							
Total MBL Customers	0						
Total AFN Customers (including MBL)	0						
Total CFI	0	0	0	0	0	0	0
Total Customers	0	0	0	0	0	0	0
Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)	- Covered Conductor - Replacement of Wood Poles with Fire-Resistant Poles - Enhanced Inspections and Maintenance Programs - Participation in Joint Efforts - Utilization of utility fiber cable for future system monitoring efforts - Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit						
Start Date of Step Implementation	2020	2020					
Estimated Completion Date	2026	2032					

Section IX Others

Section IX requirements are applicable to PG&E, SCE, and SDG&E only.

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)*

   Table 16 – JUPSPSWG Meetings

   a. *Date of Meeting*
   b. *Time of Meeting*
   c. *Report Name*
   d. *Webpage Link to Report*

N/A; Section IX is only applicable to PG&E, SCE, and SDG&E only.

2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)*

N/A; Section IX is only applicable to PG&E, SCE, and SDG&E only.

3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS)events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)*

This section is not applicable to BVES.

Appendix

Appendix A: Community Resource Center

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: PSPS Notification Protocols and Procedures Plan

Appendix D: PSPS Functional Exercise Agenda

Appendix E: PSPS Functional Exercise Scenario

Appendix F: Public Safety Power Shutoff Plan

Appendix G: Quarterly and Functional Exercise Agenda

Appendix H: Functional Exercise Wildfire Threat Situation Manual

Appendix I: Emergency & Disaster Response Plan

Appendix J: 2024 PSPS FSX & Wildfire Season Update Presentations and Surveys (Outreach Materials)

Appendix K: Access and Functional Needs Plan 2024

Appendix L: 2024 Pre-Season Tables 07012024

Appendix A: Community Resource Center Plan

BVES Community Resource Center Plan v.1

Introduction and Overview

In the case of a serious extreme fire danger conditions threaten a portion of the electric system serving a community, it may be necessary for BVES to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff (PSPS). Community Resource Centers (CRC) are designed to provide customers and residents, a safe, energized location to meet their basic power needs (i.e., charging cell phones and laptops and Wi-Fi access where possible), and provide additional up-to-date information in neighborhoods and communities when a PSPS event occurs.

BVES has identified suitable a suitable location for the residents/customers of BVES to collocate in the case of a PSPS. These Community Resource Centers will be community-branded, and fully funded by BVES. In addition, BVES will have dedicated staff onsite who can update contact information and answer PSPS-related questions if conditions permit.

CRC Protocol and Procedures

BVES considers PSPS as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are high for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

Table 8.1-1: Highest Daily Wind Gust and Sustained Wind on High-Risk Days

Highest Daily Wind Gust on High-Risk Days							
Wind Gusts	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**
>55	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0
40 to 49	1	0	0	0	1	1	2
30 to 39	7	7	5	6	1	5	5
20 to 29	43	78	39	64	27	65	51
<20	56	66	74	59	58	90	27
Highest Daily Sustained Wind on High-Risk Days							

Wind Gusts, Sustained	2015	2016	2017	2018	2019	2020	2021
>55	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0
40 to 49	0	0	0	0	0	0	0
30 to 39	0	0	0	0	0	0	1
20 to 29	7	2	6	5	3	7	4
<20	100	149	112	124	84	154	83

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. The CRC shall be operable from 8:00 a.m. to 10:00 p.m. during an active PSPS event. Actual hours of operation will be coordinated and determined by the local government in cases in which early closure of a facility is required due to inability to access a facility until 10:00 p.m. As the CRC is being mobilized, BVES will conduct public outreach and published its vision for necessity of PSPS on its website. The CRC will operate as follows:

1. The Customer Service and Operations Support Supervisor and Customer Program Specialist will be in charge of the CRC.
2. The CRC will be set up and operated by:
    a. Field personnel/warehouse person will set up and assist as needed
    b. Customer Service and Operations Support Supervisor
    c. Customer Program Specialist
3. Security and Access will be conducted by the Customer Service Representatives and Operations Support Specialists.
4. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
5. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
6. The Customer Service and Operations Support team will ensure the CRC contains the following supplies and equipment that are stored in the CRC Storage Container to support CRC operations:
    a. Medical Equipment Access (Generators/power supplies) will be provided for Customers who are on medical devices such as oxygen, etc.
    b. Tents (2)
    c. Water
    d. Snacks (such as crackers, granola bars, etc.…)
    e. Chairs

f. Heaters
g. Extension cords
h. Disposable masks (as necessary)
i. Gloves (as necessary)
j. Hand sanitizer (as necessary)
k. Flashlights
l. Small first aid kits
m. Blankets
n. Surge Protectors
o. Gas tank
p. Generators
q. Wireless internet access point

Although BVES has never had to implement PSPS, BVES is committed to reducing the scope, frequency, and duration of PSPS events should it be necessary, and will only implement PSPS when the safety risk of imminent fire danger is greater than the impact of de-energization. BVES is continuing to conduct PSPS preparedness training and exercises to ensure their staff stays prepared and up to date in the case of PSPS event.

CRC Protocol and Procedures for Access and Functional Needs Customers

BVES has identified the need for the annual CRC plan to detail how the utility service will provide the equitable services and supplies required to serve Medical Baseline (MBL) and Access and Functional Needs (AFN) populations as recommended by state, local, territorial, and tribal stakeholders. BVES has identified their AFN and MBL customers through the utilization of their Outage Management System (OMS) which provides BVES with a report to identify any AFN and MBL customers affected. In the annual CRC plans, the utilities must set forth the specific recommendations made by the SLTT stakeholders.

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. All policies and procedures will still be followed as stated in the section above.

To ensure that all AFN customers are being provide equitable services BVES actively participates in the AFN Collaborative Planning Team, AFN Core Planning Team and provided executive representation on the Statewide Joint AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Beginning in 2022, the plan will leverage the Federal Emergency Management Administration's (FEMA) Comprehensive

Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

CRC Customer Notification

In the event of a PSPS information regarding which locations are open and hours of operation is posted at https://www.bvesinc.com/safety/public-safety-power-shutoff/. BVES posts this information one day before sites are expected to open, or as soon as site details are confirmed within this one-day window. BVES now has the capability to utilize two-way emergency text communications for wildfire threats and PSPS emergency events ONLY.

Appendix B: Critical Facilities and Infrastructure Plan

Critical Facilities and Infrastructure Plan

Introduction and Overview

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to approximately 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES has a substantially smaller customer base over a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison. BVES continues work on system modifications to the Outage Management System (OMS) to allow the recording of AFN customer categories and data beyond medical baseline customers.

Critical Facilities and Infrastructure Notification Protocol and Procedures

BVES considers public safety power shutoff (PSPS) as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are High for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

To support critical facilities, BVES has requested that critical facility providers provide updated contact information for each location, a 72-hour contact, and requested information regarding back-up generation capabilities. Throughout the preparation of a PSPS event, BVES has made significant progress to increase its notification capability toward public safety partners, local and tribal stakeholders, critical facilities and infrastructure partners, and all customers in accordance with the minimum timelines. In the event of a PSPS, BVES will conduct targeted outreach and messaging to provide additional information regarding the timeline of the PSPS.

Critical Facilities and Infrastructure Reporting Protocol and Procedures

Given the importance of these critical facilities for public safety, we provide them with advanced notifications, prioritized restoration (to the extent possible), additional communications and other resources before and during outages.

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

Telecommunications Coordination - during a PSPS, telecommunication providers will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Sync meetings/calls for the latest PSPS information

Water and Transportation Agency Coordination - during a PSPS, water service providers and transportation agencies will receive:

- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information Hospital Coordination – during a PSPS, BVES will continue to coordinate with hospital/public health agency to ensure continuity of operations solutions so facility can operate at 100% capacity.
- The main hospital is located in areas that are less likely or more likely to experience a PSPS

Public Safety Agency Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Local/County Government Agency Coordination - during a PSPS, local/county government agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Resort Community Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Critical Facilities and Infrastructure Restoration of Power

BVES has made significant improvements to its customer notification processes throughout its entirety. We plan to provide expected outage start and finish times at the time of first notification to customers and update relevant impact times throughout the event when appropriate and feasible. All automated notifications will be sent to all Critical Facilities and Infrastructure Partners and the notification will include the estimated time of restoration.

These notifications will be sent daily prior to de-energization through restoration. BVES provides prioritized restoration, backup power evaluation, additional communications, and other resources

before and during power outages to critical facility customers, such as hospital, police and fire stations, communications services, and water providers, who provide services that are essential to public safety.

Below BVES staff have provided a list of various points of contact to notify during an active PSPS based on grid configuration and weather risk, and provided information about backup generation and resources for resiliency planning.

Critical Infrastructure Points of Contact

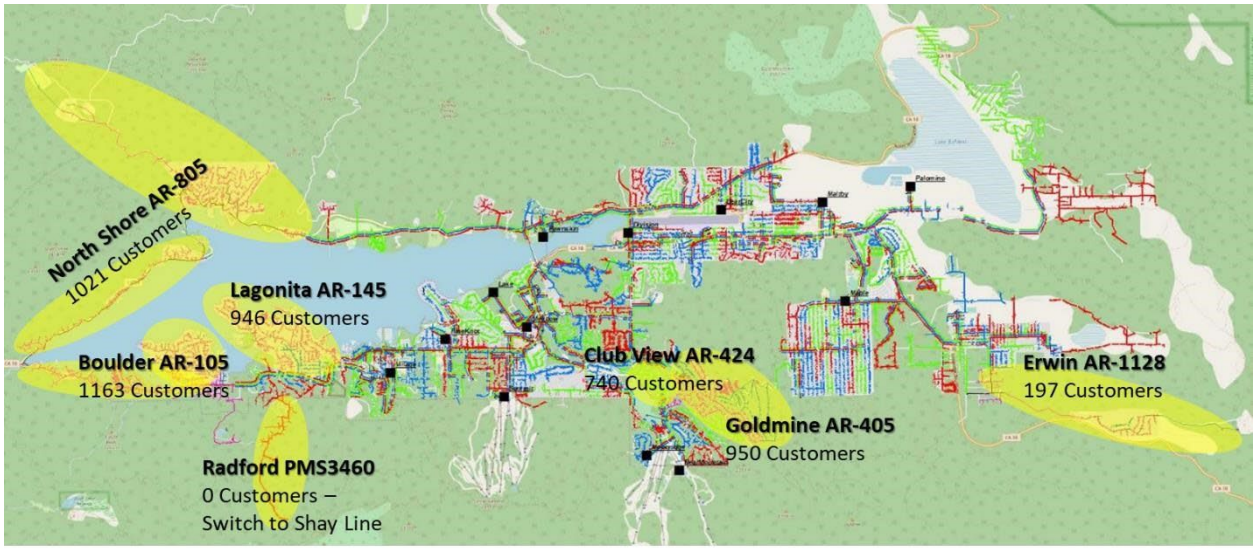
Critical Infrastructure Points of Contact					
Category	**Entity**	**Address**	**Primary**	**Secondary**	**Tertiary**
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station		Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcsd.org	Chris Morsch 626-482-9919 Cmorsch@sbcds.org	John Everman Sergeant (909) 361-0375 jeverman@sbcsd.org
Medical	Bear Valley Community Hospital		John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 John.McKinney@bvchd.com	Megan Meadors Marketing Director and PIO 310-780-5248 megan.meadors@bvchd.com	Shelly Egerer 909-878-8214 Shelly.Egerer@bvchd.com
	Bear Valley Hospice		Cary Stewart 949-338-7252 admin@bearvalleyhospice.com	Administrator 909-281-2550 info@bearvalleyhospice.com	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters-Station 281 41090 Big Bear Blvd		Jeff Willis Fire Chief 909-731-4824 jeff.willis@bigbearfire.org	Mike Maltby Asst Fire Chief 909-731-4887 mmaltby@bigbearfire.org	Battalion Chief (909) 349-2847 Bparham@bigbearfire.org
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)		Erik Sund City Manager 909-633-4011 esund@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette Mote City Council Member 805-233-4034 bmote@citybigbearlake.com
Communications Providers	Verizon Wireless		Chris Sinner (714-669-3535) chris.sinner@verizonwireless.com Jane Whang jane.whang@verizon.com (415) 778-1022 Rex Knowles rex.knowles@verizon.com Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) andy.mills@verizonwireless.com Jesus Roman Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com	jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187
	AT&T Wireless		Kevin Quinn	Doug Burchett	Agnes Luster

			818-731-4000 kq8185@att.com Joshua Overton 209-406-6712 jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266g@att.com	805-320-0088 DB1806@att.com Mark Innes 209-324-4653 mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	619-610-8641 AT2563@att.com Robert Guess 817-550-7481 rg396a@att.com Philip Hawkins ph659n@att.com Paul Sepaniak ps1748@att.com
	Frontier California Inc.		Bret Plaskey (909) 748-7880 bret.p.plaskey@ftr.com Charlie Born Charlie.born@ftr.com Office: (916) 686-3570 Cell: (530) 524-2371	Glenn Leckie 714-375-0415 Glenn.leckie@ftr.com Garrido, Nora nora.y.garrido@ftr.com	Bin Liang 951-723-0736 bin.liang@ftr.com Jonathan.Mejia@ftr.com
	Sprint		Jake Osorio 818-317-0276 SPR-Inspections@motive-energy.com	Alicia Smith 818-617-2911 SPR-Inspections@motive-energy.com	Eric Antonick (925) 852-9282
	Charter Communications		Robert Fisher 760-674-5404 Robert.Fisher@charter.com Lynn Notarianni (720) 518-2585 lynn.notariani@charter.com	Jorge Fregoso 760-688-9526 Jorge.Fregoso@charter.com Torry Somers, VP Regulatory torry.somers@charter.com 310) 765-2185	Jamie Shupe 858-309-8340 Jamie.shupe@charter.com Paul Allen 626-813-8642 Paul.allen@charter.com
	T-Mobile		Saif Abdullah (714) 757.7075 saif.abdullah@t-mobile.com Steve Kukta Stephen.H.Kukta@t-mobile.com (414) 572-8358	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@t-mobile.com

			Vivek Kurisunkal Vivek.kurisunkal@t-mobile.com	Ray Robertson Raymond.Robertson43@t-mobile.com	
Radio Stations	KBHR		Cathy Herrick (909) 499-4825 Cathy@kbhr933.com	Rick Herrick 909-584-5247 Rick@kbhr933.com	Ben Brissey KBHR Weather Meteorologist 909-680-6278 bbrissey@bensweather.com
Utilities	City of Big Bear Lake Department of Water		Danny Ent 909-816-7709 dent@bbldwp.com	Jason Hall Production Supervisor 909-800-3956 jhall@bbldwp.com	Bennett Rossell 909-203-6683 brossell@bbldwp.com.
	Big Bear Area Regional Wastewater Agency (BBARWA)		John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbemisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	Big Bear City Community Services Department (CSD)		Mary Reeves 909-936-9521 mreeves@bbccsd.org	Jerry Griffith 909-936-3372 jgriffith@bbccsd.org	Donna Horn 909-936-0174 dhorn@bbccsd.org
	Edison (SCE)		Bryan Falconer Account Manager (626) 826-3745 Bryan.Falconer@sce.com	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 greg.ferree@sce.com
	South West Gas (SWG)		Phillip Petteruto Superintendent Operations 909-366-4869 phillip.petteruto@swgas.com SWG Dispatch 1-877-860-6020 scadispatch@swgas.com	Sam Pond 760-951-4030 Sam.pond@swgas.com	Ricardo Flores 818-480-8917 ricardo.flores@swgas.com Michael Clausell 760-951-4030 michael.clausell@swgas.com
	Big Bear Municipal Water District (MWD)		Mike Stephenson General Manager 909-289-5157 mstephenson@bbmwd.net	Tim Bowman Facility Manager 909-809-0795 tbowman@bbmwd.net	Ricky Seward 909-241.7487 rseward@bbmwd.net
Airports	Big Bear Airport District		Ryan Goss 909-239-5273	Diane Cartwright Adminastrative Manager	Abby Darling Erickson 909-800-5862

			rgoss@flybigbear.com	909 856-1749 dcartwright@flybigbear.com	aerickson@flybigbear.com
Schools	Bear Valley Unified School District		Dr. Mary Suzuki Superintendent of Schools 909-638-6851 mary_suzuki@bearvalleyusd.org	Linda Rosado Executive Director of Business Services 760-220-8419 linda_rosado@bearvalleyusd.org	Sue Nunes Executive Assistant Sue_Nunes@bearvalleyusd.org
Resorts	Big Bear Mountain Resorts		Mark Burnett Sr. Director Facilities 909-725-4017 Mburnett@bbmr.com	Bill Burke Director, Electrical Dept. 909-856-6912 bburke@bbmr.com	Safety Hotline 909-866-2447

Potentially Affected Critical Infrastructure Points



Appendix C: PSPS Notification Protocols and Procedures Plan

PSPS Notification Protocols and Procedures Plan

Introduction and Overview

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% parttime residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

PSPS Coordination and Strategy

Strategy Overview. Achieving unity of effort provides for the most effective and efficient PSPS Activation. This is best attained through the "4 C's" of emergency preparedness planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees, and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of PSPS event. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

Deploying PSPS requires a coordinated effort across multiple state and local jurisdictions and agencies. Coordination in preparation for PSPS is a shared responsibility between BVES, public safety partners, and local governments; however, BVES is ultimately responsible and accountable for the safe deployment of PSPS. BVES must work with the California Governor's Office of Emergency Services to integrate its warning programs with the agencies and jurisdictions within California that have a role in ensuring that the public is notified before, during, and after emergencies. Throughout this document the collective phrase "Local Government, Agencies, and Partner Organizations" includes applicable local government and agencies, utilities, key non-government, and commercial entities and also includes critical facilities and critical infrastructure. BVES maintains and updates a current list of partners (including but not limited to community stakeholders, external partners, and critical facility stakeholders)

BVES has identified that it is imperative for emergency responders, and local governments to be integrated with one another when communicating PSPS notifications, with the goal that local governments provide supplemental or secondary notifications in the near future given the primary or initial notification to the public provided by utilities. For now, BVES retains ultimate responsibility for notification and communication throughout a PSPS event.

BVES must coordinate with California Governor's Office of Emergency Services (CalOES) and the California Department of Forestry and Fire Protection (CalFire) to engage in a statewide public education and outreach campaign. The campaign must effectively communicate in multiple languages. The campaign must convey, in advance of wildfire season, the immediate and increasing risk of catastrophic wildfires and how to prepare for them, the impacts of PSPS, how the public can prepare for and respond to a PSPS event, what resources are available to the public during these events, what to do in an emergency, how to receive information alerts during a power shutoff, and who the public should expect to hear from and when.

PSPS Protocols and Procedures

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- Extent of the outage – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- Cause of the outage – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- Estimated time of restoration (ETR) – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

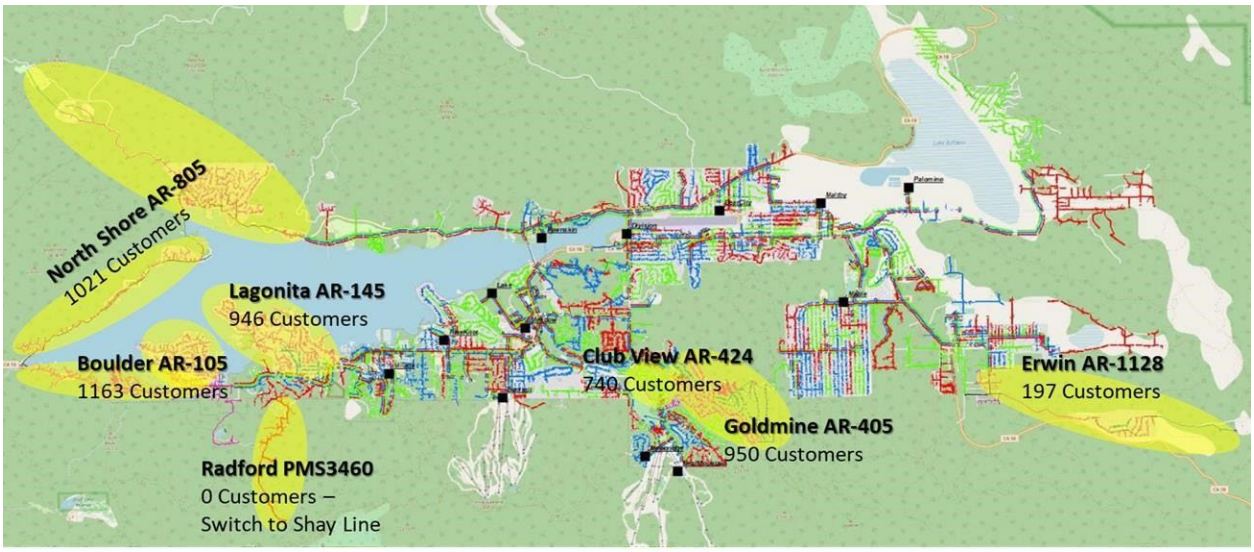


Figure 1: Map of BVES Circuits Across Bear Valley

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the PSPS Notification. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain "call center metrics" that measure customer access to information on customer service calls and web host availability during an active PSPS event.

Establish Multiple and Effective Communication Channels**.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore, is dependent on having many overlapping layers of communications.

- Outbound Communications:
  - Company website o Company social media o Online meetings/broadcasts o Interactive Voice Response System o Press releases to local media o Press conference o Phones – landlines, mobile cellular, and satellite lines o Email o Two-way text messaging o Door hangers o Keeping staff who interact with customers informed with latest message o Advertising o Community workshops and presentations o Mail (for example, flyers, newsletters) o Bill inserts o County and City communication systems o Big Bear Chamber of Commerce email blast o City email blast o Bear Valley local government, agencies, and utilities Public Information Group

- Inbound Communications:
  - Interactive Voice Response System ○ Call center phone lines ○ Company social media ○ Customer service windows ○ Bear Valley local government, agencies, and utilities Public Information Group ○ Phones – landlines, mobile cellular, and satellite lines ○ Email ○ Text messaging ○ Activate internal PSPS list ○ Press inquiries ○ iRestore Reports

- BVES Internal Communications:
  - Phones – landlines, mobile cellular, and satellite lines ○ Email ○ Text messaging ○ FaceTime, Skype, Online Meetings, etc. ○ Intranet – shared drives, internal applications, and SharePoint ○ Radios – VHF ○ Direct reports

There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated. Aside from the multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

1. Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
2. Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
3. Maintaining accurate contact information with key stakeholders (Key External Contacts List) of this plan.

Conduct Pre-PSPS Outreach and Education. BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and PSPS events. An

important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster.

City and County Outreach

The Customer Support Supervisor and Utility Manager shall coordinate with city and county officials in compliance which requires the following outreach by BVES:

- In developing and adopting a notification plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on the PSPS notification event protocols and procedures plans.

General Public, Customer and Stakeholder Outreach and Education

Utilizing Company website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform, and conduct outreach with the general public, customers, and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan, CRC plan, notification plan and PSPS plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during the event of a PSPS event or an emergency posing a threat to the community BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service

Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred, and back-up means of contact (for example,

mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected, and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE) •
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

Provide Outreach in Prevalent Languages. United States Census data shows that the top three primary languages used in California are English, Spanish, and Chinese (including Cantonese, Mandarin, and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These preplanned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, "BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at www.bves.com."

Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a Company spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether "on the record" or "off the record" automatically becomes a spokesperson for the Company willingly or unwillingly.
Authorized Media Engagement. The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall ensure they have accurate information, develop press releases with the assistance of the Company's public relations firm, and coordinate releases with other organizations such as local government and agencies, and clear press releases with BVES leadership prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.

- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), and restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

Press Release Content. The Public Information Group in coordination with the Utility Manager shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope.

Press releases should make the best attempt at addressing the "who, where, why, what, when, and how" to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, "Highway 38", "from the Fawnskin to West North Shore Dr.", etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of potential damages/problem. Use simple descriptions that a non-utility audience would understand (for example, "car hit a ground mounted transformer causing sufficient damage to take it out of service," "an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line," "loss of power supply from Goldhill due to fault on Southern California Edison equipment," etc.).
- **(When)** Whether or not BVES is conducting any preventative maintenance or shutting down power due to a high-wind threat.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Press Release Protocols. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the Company to the media. Press releases shall be drafted, approved, and released per the protocol shown in the figure below.

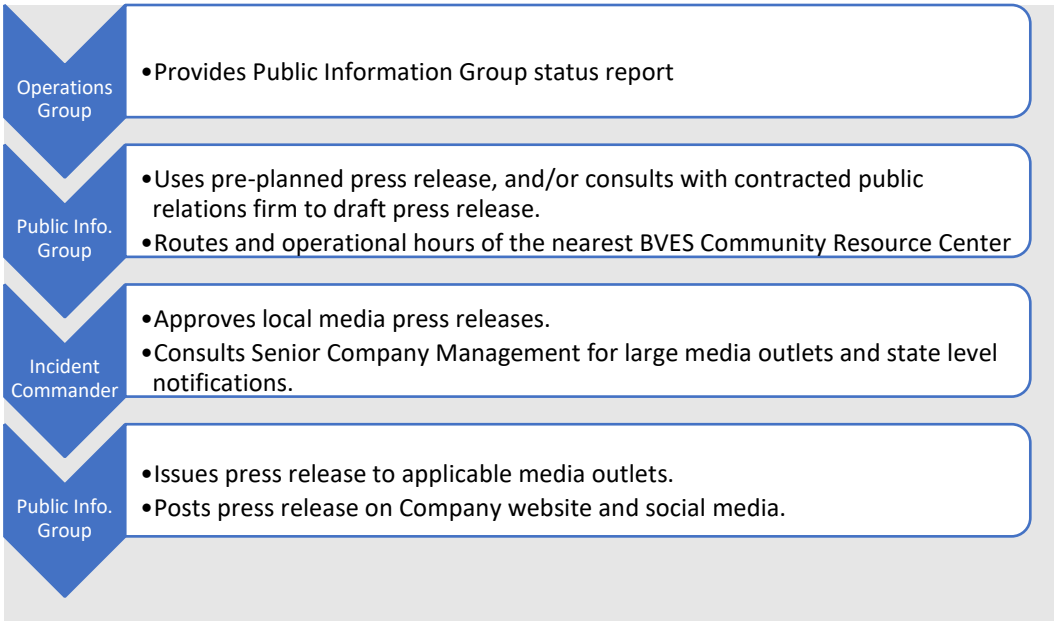


Figure 2: Press Release Protocol

Post PSPS Event Restoration Close-out Statement. Once the PSPS is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the PSPS event and provide any post support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

Customer Support in PSPS. In the event the BVES Utility Manager (President) identifies a need to activate a PSPS event to mitigate a disaster that could result in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement their PSPS protocols/procedures. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols on other forms of customer support.

Restoration Processing and Time. During a PSPS event, BVES shall set up specialized repair teams to expedite repair processing if necessary. If additional support is needed, BVES shall leverage mutual aid programs with other utility resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

Access to Utility Representatives. BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

Access to Outage Reporting and Emergency Communications. During the PSPS event, BVES shall invoke its communications plan to attempt to reach as many customers as feasible with outage and restoration information via multilayered communications channels and multiple languages.

PSPS Points of Contact

Critical Infrastructure Points of Contact					
Category	**Entity**	**Address**	**Primary**	**Secondary**	**Tertiary**
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station		Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcsd.org	Chris Morsch 626-482-9919 Cmorsch@sbcds.org	John Everman Sergeant (909) 361-0375 jeverman@sbcsd.org
Medical	Bear Valley Community Hospital		John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 John.McKinney@bvchd.com	Megan Meadors Marketing Director and PIO 310-780-5248 megan.meadors@bvchd.com	Shelly Egerer 909-878-8214 Shelly.Egerer@bvchd.com
	Bear Valley Hospice		Cary Stewart 949-338-7252 admin@bearvalleyhospice.com	Administrator 909-281-2550 info@bearvalleyhospice.com	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters-Station 281 41090 Big Bear Blvd		Jeff Willis Fire Chief 909-731-4824 jeff.willis@bigbearfire.org	Mike Maltby Asst Fire Chief 909-731-4887 mmaltby@bigbearfire.org	Battalion Chief (909) 349-2847 Bparham@bigbearfire.org
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)		Erik Sund City Manager 909-633-4011 esund@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette Mote City Council Member 805-233-4034 bmote@citybigbearlake.com
Communications Providers	Verizon Wireless		Chris Sinner (714-669-3535) chris.sinner@verizonwireless.com Jane Whang jane.whang@verizon.com (415) 778-1022 Rex Knowles rex.knowles@verizon.com Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) andy.mills@verizonwireless.com Jesus Roman Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com	jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187
	AT&T Wireless		Kevin Quinn 818-731-4000	Doug Burchett 805-320-0088	Agnes Luster 619-610-8641

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	Frontier California Inc.		Bret Plaskey (909) 748-7880 bret.p.plaskey@ftr.com Charlie Born Charlie.born@ftr.com Office: (916) 686-3570 Cell: (530) 524-2371	Glenn Leckie 714-375-0415 Glenn.leckie@ftr.com Garrido, Nora nora.y.garrido@ftr.com	Bin Liang 951-723-0736 bin.liang@ftr.com Jonathan.Mejia@ftr.com
	Sprint		Jake Osorio 818-317-0276 SPR-Inspections@motive-energy.com	Alicia Smith 818-617-2911 SPR-Inspections@motive-energy.com	Eric Antonick (925) 852-9282
	Charter Communications		Robert Fisher 760-674-5404 Robert.Fisher@charter.com Lynn Notarianni (720) 518-2585 lynn.notariani@charter.com	Jorge Fregoso 760-688-9526 Jorge.Fregoso@charter.com Torry Somers, VP Regulatory torry.somers@charter.com 310) 765-2185	Jamie Shupe 858-309-8340 Jamie.shupe@charter.com Paul Allen 626-813-8642 Paul.allen@charter.com
	T-Mobile		Saif Abdullah (714) 757.7075 saif.abdullah@t-mobile.com Steve Kukta Stephen.H.Kukta@t-mobile.com (414) 572-8358 Vivek Kurisunkal	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@t-mobile.com

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	Big Bear Area Regional Wastewater Agency (BBARWA)		John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbemisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	Big Bear City Community Services Department (CSD)		Mary Reeves 909-936-9521 mreeves@bbccsd.org	Jerry Griffith 909-936-3372 jgriffith@bbccsd.org	Donna Horn 909-936-0174 dhorn@bbccsd.org
	Edison (SCE)		Bryan Falconer Account Manager (626) 826-3745 Bryan.Falconer@sce.com	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 greg.ferree@sce.com
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	Big Bear Municipal Water District (MWD)		Mike Stephenson General Manager 909-289-5157 mstephenson@bbmwd.net	Tim Bowman Facility Manager 909-809-0795 tbowman@bbmwd.net	Ricky Seward 909-241.7487 rseward@bbmwd.net
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				dcartwright@flybigbear.com	
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Resorts	Big Bear Mountain Resorts		Mark Burnett Sr. Director Facilities 909-725-4017 Mburnett@bbmr.com	Bill Burke Director, Electrical Dept. 909-856-6912 bburke@bbmr.com	Safety Hotline 909-866-2447

Appendix D: PSPS Tabletop and Functional Exercise Agendas

Bear Valley Electric Service PSPS Tabletop Exercise

Agenda for BVES PSPS Tabletop Simulation

Date: May 17, 2024

Duration: 4 Hours (8:00 AM - 12:00 PM PST)

Location: Hybrid (BVES Main Office and Zoom Virtual)

Instructions and timeline for the Tabletop Simulation are detailed below.

Time	Activity
8:00 AM - 8:15 AM	**Opening and Introduction**
	- Welcome and Opening Remarks
	- Safety Briefing
	- Objectives and Flow of Simulation
8:15 AM - 8:30 AM	**Overview of Exercise Scenario**
	- Scenario Brief
	- Key Triggers and Expected Challenges
8:30 AM - 9:00 AM	**Module 1 - Initial Conditions and Pre-Planning**
	- Scenario Introduction
	- Pre-Planning Actions and Coordination
9:00 AM - 9:30 AM	**Module 2 - Early Response and Notification**
	- Weather Update and Response Strategies
	- Notification Protocols and Stakeholder Coordination
9:30 AM - 10:00 AM	**Module 3 - PSPS Activation**
	- Scenario Escalation
	- Activation Procedures and Emergency Response

Time	Activity
10:00 AM - 10:15 AM	**Break**
10:15 AM - 10:45 AM	**Modules 4 and 5 - Managing the PSPS Event**
	- Continued Scenario Development
	- Public Safety and Information Dissemination
	- Impact on Community and Emergency Services
10:45 AM - 11:15 AM	**Modules 6 and 7 - Re-energization and Recovery**
	- Recovery Planning and Coordination
	- Re-energization Procedures and Public Communications
	- Review of Recovery Efforts
11:15 AM - 11:45 AM	**Module 8 - Debrief and Feedback Collection**
	- Group Debrief Session
	- Insights, Challenges, and Lessons Learned
	- Completion of Feedback Forms
11:45 AM - 12:00 PM	**Closing Remarks and Next Steps**
	- Summary of Key Actions and Follow-Up Steps
	- Final Instructions and Announcements

Stakeholder Roles and Responsibilities

The table below delineates the critical roles and responsibilities assigned to each participant in the PSPS tabletop simulation. Designed to clarify the expectations and functions of all involved parties, it is an essential tool for ensuring that every stakeholder—from utility managers to Public Safety Partner—is fully prepared to engage effectively during the exercise. This preparation enhances BVES's strategic alignment with operational effectiveness and strengthens our collaborative efforts with external agencies and stakeholders.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
President, BVES	Player	Incident Commander	Overall strategic direction, coordination with high-level stakeholders, and approval of critical communications.
Utility Manager	Player	Primary decision-maker during the PSPS events, which means all operations are observed per plan protocols	Directs emergency operations, ensures monitoring of weather conditions, coordinates with local governments and agencies, and activates the Wildfire Response Team (WRT)

Participant Title	Simulation Assignment	Simulation Role	Responsibility
Field Operations Supervisor	Player	Field Operations Leader	Direct field operations related to PSPS, including monitoring weather conditions and managing system lineup and switch operations.
Utility Engineer & Wildfire Mitigation Supervisor	Player	Technical Support	Ensure system designs minimize fire risks and support field operations in line with fire prevention standards.
Customer Program Specialist	Facilitator	Public Information Officer	Manage all external communications, including notifications to the public and liaison with media.
Public Safety Partners (e.g., CAL FIRE, local PD)	Observers	External Coordination	Provide external emergency response coordination and support public safety measures.
Local Government Officials	Observers	Local Government Liaison	Ensure communication and coordination between BV
CPUC Representatives	Observers	Regulatory Compliance	Monitor the compliance of PSPS activities with regulatory requirements.
SCE Representatives	Observers	Utility Coordination	Coordinate with SCE on supply line statuses and joint response strategies.
PA Consulting	Facilitator	Simulation Director	Guide the overall flow of the simulation, ensure all elements align with the objectives, and manage the timing and transitions between modules.
PA Consulting (SME)	Observer	Technical and Scenario Expert	Provide scenario injects, offer expert insights during the simulation, and ensure content accuracy and relevance to real-world applications.
External Firm	Evaluator	Independent Reviewer	Silently review the entire simulation process to provide comprehensive feedback, assessing the effectiveness, adherence to protocols, and areas needing improvement.

Bear Valley Electric Service PSPS Full-Scale Exercise

Agenda for BVES PSPS Full-Scale Simulation

Date: June 3, 2024

Duration: 8 Hours (8:00 AM - 5:00 PM PST; 1-hour lunch break)

Location: Hybrid (BVES Main Office and Zoom Virtual)

Instructions and timeline for the Full-Scale Exercise are detailed below.

Time	Activity
8:00 AM - 8:15 AM	**Opening and Introduction**
	- Welcome and Opening Remarks
	- Safety Briefing
	- Objectives and Flow of Simulation
	- Expectations for Participation / Scenario Engagement
	- BVES Overview and Fire Season Update
8:15 AM - 8:30 AM	**Overview of Exercise Scenario**
	- Scenario Brief
	- Key Triggers and Expected Challenges
	- Participant Actions and Responsibilities
8:30 AM - 9:15 AM	**Module 1 - Initial Conditions and Pre-Planning**
	- Scenario Introduction with Conditions and Weather
	- Pre-Planning Actions and Coordination
	- Identify Any Weather Reporting Discrepancies
	- Players Engage in Pre-Planning Strategies and Decisions
	- CalOES PSPS Ticket System Entry
	- Situation Report Briefing / Daily Operation Briefing

Time	Activity
	- Module Hotwash Discussion
9:15 AM - 10:00 AM	**Module 2 - Early Response and Notification**
	- Weather Update and Response Strategies
	- Notification Protocols and Stakeholder Coordination
	- Players Engage in Timely and Accurate Coordination
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
10:00 AM - 10:15 AM	**Break**
10:15 AM - 11:15 AM	**Module 3 - PSPS Activation**
	- Scenario Escalation
	- Activation Procedures and Emergency Response
	- Players Engage in Realtime Simulation Activation Steps
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
11:15 AM - 12:00 PM	**Module 4 - Managing the PSPS Event**
	- Continued Scenario Development
	- Public Safety and Information Dissemination
	- Impact on Community and Emergency Services
	- Players Engage in Managing Public Safety and Service Continuity
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
12:00 PM - 1:00 PM	**Lunch**
1:00 PM - 1:45 PM	**Module 5 - SCE Lines De-energized**
	- Scenario Update: SCE De-Energizes Primary Feeds
	- Players Engage in Internal and External Actions
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion

Time	Activity
1:45 PM - 2:45 PM	**Module 6 - Re-energization**
	- Recovery Planning and Coordination
	- Re-energization Procedures and Public Communications
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
2:45 PM - 3:00 PM	**Break**
3:00 PM - 3:45 PM	**Module 7 - Recovery**
	- Review of Recovery Efforts
	- Address Issues or Setbacks
	- Module Hotwash Discussion
3:45 PM - 4:30 PM	**Module 8 - Debrief and Feedback Collection**
	- Group Debrief Session
	- Insights, Challenges, and Lessons Learned
	- Completion of Feedback Forms
4:30 PM - 5:00 PM	**Closing Remarks and Next Steps**
	- Summary of Key Actions and Follow-Up Steps
	- Final Instructions and Announcements

Stakeholder Roles and Responsibilities

The table below delineates the critical roles and responsibilities assigned to each participant in the PSPS tabletop simulation. Designed to clarify the expectations and functions of all involved parties, it is an essential tool for ensuring that every stakeholder—from utility managers to Public Safety Partner—is fully prepared to engage effectively during the exercise. This preparation enhances BVES's strategic alignment with operational effectiveness and strengthens our collaborative efforts with external agencies and stakeholders.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
President, BVES	Player	Incident Commander	Overall strategic direction, coordination with high-level stakeholders, and approval of critical communications.
Utility Manager	Player	Primary decision-maker during the PSPS events, which means all operations	Directs emergency operations, ensures monitoring of weather conditions, coordinates with local governments and agencies, and

Participant Title	Simulation Assignment	Simulation Role	Responsibility
		are observed per plan protocols	activates the Wildfire Response Team (WRT)
Field Operations Supervisor	Player	Field Operations Leader	Direct field operations related to PSPS, including monitoring weather conditions and managing system lineup and switch operations.
Utility Engineer & Wildfire Mitigation Supervisor	Player	Technical Support	Ensure system designs minimize fire risks and support field operations in line with fire prevention standards.
Customer Program Specialist	Facilitator	Public Information Officer	Manage all external communications, including notifications to the public and liaison with media.
Public Safety Partners (e.g., CAL FIRE, local PD)	Observers	External Coordination	Provide external emergency response coordination and support public safety measures.
Local Government Officials	Observers	Local Government Liaison	Ensure communication and coordination between BV
CPUC Representatives	Observers	Regulatory Compliance	Monitor the compliance of PSPS activities with regulatory requirements.
SCE Representatives	Observers	Utility Coordination	Coordinate with SCE on supply line statuses and joint response strategies.
PA Consulting	Facilitator	Simulation Director	Guide the overall flow of the simulation, ensure all elements align with the objectives, and manage the timing and transitions between modules.
PA Consulting (SME)	Observer	Technical and Scenario Expert	Provide scenario injects, offer expert insights during the simulation, and ensure content accuracy and relevance to real-world applications.
External Firm	Evaluator	Independent Reviewer	Silently review the entire simulation process to provide comprehensive feedback, assessing the effectiveness, adherence to protocols, and areas needing improvement.

BVES Personnel Role Card

This table serves as a detailed guide to the role assignments for the upcoming PSPS tabletop simulation. It defines the responsibilities and active participation phases for each team member, ensuring that everyone is well-prepared and understands their specific duties during the exercise.

By familiarizing themselves with these role cards in advance, all participants will be better equipped to contribute effectively to the simulation. This preparation is crucial for enhancing

BVES's collective response capabilities and ensuring a coordinated effort across all levels of our utility operations during the simulation.

Role	Participant	Responsibilities	Active Modules
Incident Commander	Paul Marconi	Lead strategic response, coordinate with top-level managers and emergency personnel.	All Modules
Operations Group Lead	Jon Pecchia	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5
Energy Resource Manager (On Simulated Vacation)	Sean Matlock	Role usually includes managing energy resources and coordination during PSPS; responsibilities will be covered by others during the simulation.	Module 1
Strategic Operations Supervisor	Jeff Barber	Support strategic operations planning and alignment with overall emergency strategy.	Modules 1, 2, 3
Logistics and Finance & Administration Group Lead	Cory McClintock	Manage logistics and financial aspects of emergency response, including resource distribution.	Modules 2, 3, 6, 7
Emergency Service Representative and Planning Group Lead	VACANT [Filled in by Sean]	Develop emergency service plans, coordinate across groups for cohesive strategy.	Modules 1, 2, 3
Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou	Optimize engineering systems for extreme conditions, provide technical support.	Modules 1, 3, 4, 5, 6
Public Information Group Lead	Tawny Re	Manage public and stakeholder communications, coordinate with media.	Modules 1, 3, 4, 5, 6, 7
IT Operations Support	Joseph Assalley [OUT, filled in by Vincent]	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, *GIS personnel*, & Jared Hennen	Monitor system performance and weather, provide updates to operational leaders.	Modules 1, 2, 3, 4, 5
Response Teams	Line Crews	Respond to disruptions, ensure equipment readiness.	Modules 3, 4, 5, 6
Damage Assessment Team	Danny Hotchkiss & Richard Nadelman	Assess and report damage, plan repair strategies.	Modules 5, 6, 7
Recorder	Carolyn Kubacki	Document all actions and communications, support data collection for reports.	All Modules

Appendix E: PSPS Functional Exercise Scenario

PSPS Scenario Summary

Scenario Details:

1. **Initial Conditions:**
    - The exercise begins with weather forecasts indicating severe fire risk conditions;
    - High temperatures, low humidity, and strong winds are predicted;
    - There is an issue with one of the reporting weather stations requiring immediate review; and
    - The Fire Potential Index (FPI) model indicates an extreme risk for fire ignition and spread within the BVES service area.
2. **Day 1 - Notification Phase:**
    - BVES monitors weather conditions and begins preparing for a potential PSPS event;
    - Internal briefings are held to update BVES staff on the situation;
    - Coordination with local governments, public safety partners, and other stakeholders is initiated; and
    - Initial notifications are sent to critical facilities and infrastructure (CFI), medically vulnerable populations, and Access and Functional Needs (AFN) communities.
3. **Day 2 - Escalation Phase:**
    - Weather conditions worsen, and the decision is made to initiate PSPS protocols;
    - Further notifications are sent out, including detailed information on the expected duration of the outage and safety tips for residents;
    - BVES begins de-energization procedures in the most at-risk areas, ensuring communication with affected customers; and
    - Coordination with Southern California Edison (SCE) and mutual assistance partners is intensified to manage resource allocation and response efforts.
4. **Days 3-6 - Impact Phase:**
    - BVES field teams conduct patrols to monitor conditions and address any immediate hazards;
    - Community Resource Centers (CRCs) are activated; and
    - Continuous communication is maintained, providing updates on the situation and safety information.
5. **Day 7 - Restoration Phase:**
    - Weather conditions improve, and the decision is made to begin re-energization;
    - BVES field teams conduct detailed inspections to ensure it is safe to restore power;
    - Gradual re-energization of the grid begins; and
    - Communication with stakeholders and the public continues, providing updates on the restoration process.
6. **Post-Event Review:**
    - Once power is fully restored, BVES conducts a comprehensive review of the PSPS event;
    - Feedback is gathered from all participants;
    - The review focuses on identifying successes, challenges, and areas for improvement; and
    - Lessons learned are documented and incorporated into the PSPS plan to enhance future readiness and response.

Appendix F: Public Safety Power Shutoff Plan

Bear Valley Electric Service, Inc. Public Safety Power Shutoff Plan

June 10, 2024

Approved by: Paul MArconi Digitally signed by Paul MArconi Date: 2024.06.10 15:00:56

Paul Marconi, President, Treasurer & Secretary

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6.2. EDRP Communications Procedures
6.3. PSPS Planned Communications
6.4. Critical Facilities and Infrastructure
6.5. Key Partners

7. Compliance with Applicable Statutes and Regulations

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1. Purpose and Overarching Guidelines

1.1. Purpose of PSPS. The purpose of proactive de-energization is to promote public safety by decreasing the risk of utility infrastructure as a source of wildfire ignitions. Generally, proactive de-energization will be referred to as Public Safety Power Shutoff ("PSPS"), which is consistent with the terminology used by the major California investor-owned utilities. As a measure of last resort, PSPS activation is consistent with the statutory obligation to protect public safety pursuant to Public Utilities Codes ("PUCs") § 451 and 399.2(a).

1.2. Purpose of PSPS Plan. This document provides the policies and procedures of Bear Valley Electric Service, Inc. ("BVES" or "Bear Valley") with regard to PSPS and addresses the following operational issues:

- PSPS advance planning and preparations prior to the fire season.
- Procedures leading up to, during, and following extreme fire threat weather events in which PSPS may be invoked. These include BVES's operational fire prevention actions and procedures.
- Public outreach, coordination with local and government officials, advisory boards, public safety partners, representatives of people/communities with access and functional needs ("AFN"), tribal representatives (if applicable), senior citizen groups, business owners, and public health and healthcare providers including those with medical needs. This includes a Community Resource Center ("CRC") and communications regarding PSPS.
- Establish guidelines for PSPS exercises.

1.3. Measure of Last Resort. BVES must only deploy PSPS as a ***measure of last resort*** and must justify why PSPS was deployed over other possible measures or actions. This plan provides the course of action to be followed prior to enacting a PSPS, demonstrating that enacting a PSPS is the measure of last resort.

Customer Engagement. BVES will work to engage its customers and other impacted stakeholders to promote understanding of the purpose of PSPS actions, BVES's process for initiating it, how to safely manage a PSPS event, and the impacts if deployed.

1.4. PSPS Coordination. Deploying PSPS requires a coordinated effort across multiple state and local jurisdictions and agencies. Coordination in preparation for PSPS is a shared responsibility between BVES, public safety partners, and local governments; however, BVES is ultimately responsible and accountable for the safe deployment of PSPS. BVES must work with the California Governor's Office of Emergency Services to integrate its warning programs with the agencies and jurisdictions within California that have a role in ensuring that the public is notified before, during, and after emergencies. Throughout this document, the collective phrase "Local Government, Agencies, and Partner Organizations" includes applicable local government and agencies, utilities, key

non-government and commercial entities, and also includes critical facilities and critical infrastructure. Further discussion is provided in Section 5.

1.5. PSPS Is an Emergency. Consequences of PSPS should be treated in a similar manner as other emergencies that may result in loss of power, such as earthquakes or floods.

1.6. Reporting and Continuous Improvement. BVES must report on lessons learned from each PSPS event, including instances when PSPS protocols are initiated, but de-energization does not occur, to continually improve PSPS practices.

BVES must work together with the other utilities to share information and advice to create effective and safe PSPS programs at each utility and ensure utilities are sharing current and accurate information with public safety partners.

2. Chain of Responsibility

2.1. President holds overall responsibility for the PSPS Plan and ensuring it is properly implemented, resourced, trained upon, executed, and updated as appropriate. Furthermore, the President shall ensure proper communications and coordination with local government, agencies, and customers.

2.2. Utility Manager is responsible for executing the following actions under BVES PSPS Plan:

- Direct emergency operations under this Plan and the EDRP;
- Ensure monitoring of fire potential index (FPI), weather forecasts, and actual weather conditions are properly conducted by appropriate staff;
- Direct (the operational activities related to system line-up and PSPS as warranted;
- Ensure Field Operations staff provide timely and accurate information to the Customer Service Supervisor and other staff performing customer and public information functions;
- Work closely and coordinate with counterparts at local government and agencies leading up to a PSPS event, during PSPS, and during restoration procedures;
- Activate the Wildfire Response Team (WRT) for PSPS procedures
- Determine the appropriate staff composition of the WRT when activated;
- Train or assign training to BVES staff with roles required by this Plan;
- Ensure resources are available to properly execute this plan and identify any gaps in resources to the President as well as proposed remedies;
- Ensure all regulations are followed and required reports are timely submitted to the applicable regulatory bodies, including the Commission and Energy Safety;
- Evaluate whether changes to this plan are warranted and implement any necessary changes.

2.3. Field Operations Supervisor is responsible for executing or directing operations in the field, including:

- Monitor (or direct monitoring) weather advisories, consultant forecasts, and the FPI forecast at least daily;
- Direct and manage operational system line-ups based on conditions as described in this plan;
- Direct and coordinate PSPS procedures in this plan;
- Direct the activities of the WRT;
- Control all switch and system lineup operations;
- Provide (or ensure) timely and accurate information to the Customer Service Supervisor and/or other staff performing customer and public information functions;
- Inform the Utility Manager of any system issues;
- Collect relevant data and maintain documentation including, but not limited to, inspections, operational system lineup, and PSPS activities; and
- Submit to the Utility Manager recommended changes to this plan as warranted.

2.4. Utility Engineer & Wildfire Mitigation Supervisor are responsible for fire prevention planning and engineering design of the electric distribution, sub-transmission and substations, includeing:

- Ensure system design and construction is in compliance with applicable government rules and regulations to mitigate fire;
- Develop distribution, sub-transmission, and substation designs to reduce fire risk;
- Research, evaluate, and source materials fire resistant materials and equipment;
- Develop device protective settings and select fuses to enhance fire prevention while taking into account reliability and the served load;
- Support Field Operations and the WRT as directed by the Utility Manager in the execution of system operations per this plan; and
- Submit recommended changes to this plan to the Utility Manager as warranted.

2.5. Wildfire Mitigation & Reliability Engineer, under the supervision of the Utility Engineer & Wildfire Mitigation Supervisor, will monitor Bear Valley's Wildfire Analyst Enterprise (WFA-E) fire risk (Fire Behavior Index and other applicable consequence models) and the FPI model. The Wildfire Mitigation & Reliability Engineer will send the forecasts (WFA-E fire risk) and FPI to designated Field Operations and Management staff (President, Energy Resource Manager, Utility Manager, Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, Electrical Distribution System Engineer, Customer Programs Specialist, Substation Technician), and other staff as designated by the Utility Manager. In the absence of the Wildfire Mitigation & Reliability Engineer, the above action will be performed by the Electrical Distribution System Engineer or the GIS Specialist as designated by the Utility Engineer & Wildfire Mitigation Supervisor.

2.6. Customer Program Specialist, under the supervision of the Customer Service Supervisor and the Energy Resource Manager, is responsible for the BVES Communications Plan, including:

- Notify (or direct to notify) local government, agency, and customer notifications under this plan;
- Establish and maintain customer communications methods and systems equipment to support proactive de-energization notifications per this plan;
- Train staff assigned to issue customer and public information via media notification statements and customer communications methods;
- Developing (or causing to be developed) the contact list of local government and agencies per this plan;
- Direct a customer education strategy to inform customers about BVES's fire mitigation programs, including PSPS; and
- Submit to the Utility Manager recommended changes to this plan as warranted.

3. Considerations for Plan Activation

3.1. Considerations for PSPS Plan Activation. The BVES service area is susceptible to several conditions in which BVES may activate its PSPS Plan. These are:

- Extreme fire threat weather and fuel conditions in BVES's service area that warrant BVES to implement PSPS on BVES-owned and operated power lines in some or all areas of its service area.
- Extreme fire threat weather and conditions outside of the BVES's service area, in which Southern California Edison (SCE) directs a PSPS on SCE-owned/operated power lines leading to a partial or complete loss of the three SCE supply lines into the BVES service area. This threat is higher than the likelihood that BVES initiates its own PSPS due to the greater presence of extreme fire threat weather and fuel conditions across SCE's territory than in the BVES service area. In such a case, BVES would seek to supply power to its customers using all available power resources.
- In the circumstance that a PSPS is warranted in some or all areas of the BVES service area and SCE has implemented PSPS actions that result in a partial or complete loss of supplies to the BVES service area.

4. BVES Fire Prevention Procedures

4.1. Fire Prevention.

4.1.1. Bear Valley's Wildfire Mitigation Plan provides descriptions of system hardening projects, operations and maintenance programs, and other initiatives being pursued by BVES to mitigate wildfire. This PSPS Plan is an extension of the Wildfire Mitigation Plan's fire prevention efforts.

4.1.2. As system improvements are made and environmental conditions change, the plan will evolve to meet these changes. In creating the plan, BVES has incorporated the input and interests of our stakeholders to ensure that the needs of the community are effectively met while mitigating the risk of wildfire. Community outreach and communications are a key component of this plan, as well as maintaining partnerships with the Big Bear Valley Mountain Mutual Aid Association, City of Big Bear Lake, San Bernardino County, Big Bear Fire Department, Big Bear Lake Sheriff's Department, other local agencies, local utilities, local radio stations, news media, and the public.

4.1.3. PSPS is an operational safety measure of last resort to prevent wildfires. It is logical that the PSPS Plan includes Bear Valley's operational fire prevention plan measures so that the progression of operational steps to be taken by BVES staff is properly sequenced and understood by all stakeholders.

4.1.4. Regulatory Background

Ordering Paragraph 5 of D.12-01-032 required BVES to prepare a Fire Prevention Plan to identify the occurrence of 3-second wind gusts that exceed the structural and mechanical design standards for overhead power-line facilities.

D.14-05-020 modified D.12-01-032 by eliminating the requirement to identify 3-second wind gusts in real time, provided a utility will still address the situation when all three of the following conditions occur simultaneously:

(i) 3-second wind gusts exceed the structural or mechanical design standards for the affected overhead power-line facilities,
(ii) these 3-second gusts occur during a period of high fire danger, and
(iii) the affected facilities are located in a high fire-threat area.

D.14-05-020 also required utilities to identify the specific parts of their service territories where all three conditions listed in Ordering Paragraph l (a) occur simultaneously, based on a minimum probability of 3% over a 50-year period that 3-second wind gusts that exceed the design standards for the affected facilities will occur during a Red Flag Warning in a high fire-threat area. Ordering Paragraph 2 of D.17-12-024 requires each electric investor-owned utility have a fire prevention plan for facilities in the High Fire- Threat District containing the information specified in General Order ("GO") 166, Standard 1, Part E, to the extent applicable to the electric utility's service area and to file a report containing the fire prevention plan annually beginning October 31, 2018.

4.1.5. This plan lists and describes the operational fire prevention measures BVES intends to implement to mitigate the threat of power-line fires generally and in the situation where all three of the conditions listed in GO-166, Standard 1, Part E occur simultaneously. BVES has identified areas potentially susceptible to these conditions. These areas are heavily forested, abundant in available fuel, and could threaten the system when high winds occur. When these

conditions exist, BVES has pre-identified areas that are targeted for PSPS in Appendix B.

4.2. Seasonal Considerations. Understanding BVES' system demand, service area environmental factors, and wildfire risk drivers allows BVES to operate the system in a manner that is optimized for public safety including wildfire mitigation, reliability, and increased quality of service delivered.

The non-winter months (April through October) bring the following characteristics to BVES's service area:

- Lower load demand due to reduced or minimal tourism and no ski resort snowmaking, therefore BVES' load is generally lowest in April, May, September, and October; the load increases somewhat in the summer months of June, July, and August;
- Higher ambient temperatures with low humidity that rarely require air conditioning; and
- Higher wildfire risk due to low moisture content in the service area and increased presence of fuel (dry vegetation).

Therefore, during the winter months, as described above, the BVES distribution system is optimized for safety and reliability. Following the winter season, the system's operational focus is more defensive and optimized almost entirely for fire prevention.

4.3. Daily-to-Real-time Considerations. The daily and even hourly changes in environmental and system conditions can change the risk of wildfire significantly. Therefore, the factors affecting Daily-to-Real-time considerations must be understood and evaluated by the Operations Team to develop the appropriate risk mitigation package on a daily or even more frequently when adverse factors develop or are expected to develop. Some of the factors that the Operations Team needs to consider are:

- **Forecasted and actual weather:** Sustained wind speed, wind gust strength, dryness (humidity), precipitation, etc.
- **Fuel inventory:** Buildup of ground cover vegetation, timber on the ground, thickness of forest, etc.
- **Dryness of fuel:** Dryness of dead vegetation, timber on the ground, etc.
- **System design limitations:** Installed bare conductor configuration, conventional expulsion fuses installed in the system, switches with limited protective and remote control capabilities, etc.
- **T&D equipment failure or degradation:** Protective switch failure, loss of remote connectivity with protective devices, etc.
- **Missed or delayed inspection:** Detailed inspection or patrol per GO-95 missed or delayed, GO-174 inspection missed or delayed, other inspection deemed critical missed or delayed, etc.
- **Delayed correction of fire hazard inspection discrepancies:** Correction of "must

be fixed before fire season" discrepancies, GO-95 discrepancies not corrected within required periodicity, etc.

- **Operational deviations from normal lineup:** Abnormal system lineup due to planned maintenance, system upgrades, equipment degradation, etc.
- **Degradation in situational awareness:** Failure or loss of connectivity with installed weather stations, loss of FPI model, loss of WFA-E application, loss of NFDRS (e.g., during Federal Government shutdown), loss of remote circuit monitoring, loss of HD Alert Camera coverage, etc.
- **Resource degradation:** Insufficient line crews and/or other key operation staff, loss of utility vehicles, etc.

Daily-to-Real-time considerations always override seasonal considerations.

4.4. Pre-Planned Operational Posture. The operational actions to be taken for forecasted and actual weather, fuel inventory, dryness of fuel, and system design limitation consideration factors are easily pre-determined. Whereas the response to the rest of the Daily-to-Real-time consideration factors must be individually evaluated to determine their impact on the overall plan. For example, if certain weather stations suffer a failure, the Utility Manager may require the Wildfire Response Team be deployed sooner in a high wind situation.

4.4.1. **Seasonal Operational Posture**: The following operational actions are to be taken during fire season and are incorporated into BVES's PSPS planning. Generally, BVES considers April to November but specific dates will be recommended by the Field Operations Supervisor and approved by the President based upon current conditions and forecasted weather outlook.

- The Radford Line is de-energized. The line will be ready for re-energization should the load demand require it, for planned maintenance or system upgrades, or for other operational reasons approved by the Utility Manager. The Utility Manager will inform the President of any changes in the status of the Radford Line. Note: *Once the Radford Line Replacement Project is completed and fully operational, the Radford Line will not be de-energized as part of the seasonal operational posture.*
- Certain Auto-Reclosers (ARs) and Switches are placed in "Manual" (e.g., they will not shut and test upon detecting a fault). The Field Operations Supervisor develops a list of the devices to be placed in "Manual" and forwards the list to the Utility Manager and President.
- All Fuse TripSavers shall be placed in "Manual" (i.e., they will not shut and test upon detecting a fault).
- Due to reduced load in non-winter period, the Utility Engineer & Wildfire Mitigation Supervisor developed specific settings for Auto-Recloser and other protective devices in the field to enhance fire prevention. The list of affected devices will be provided to the Utility Manager and the Field Operations Supervisor. Additionally, the Field Operations Supervisor will be provided the settings that the Field Operations staff will be required to set on each device. Engineering staff will not change device settings without the Field Operations Supervisor's authorization.

- When an Auto-Recloser, Switch, or Fuse TripSaver placed in "Manual" due to the above policy trips open, the affected portions of the de-energized circuit or feeder will be patrolled prior to re-energizing them. If the cause is identified and the FPI is "Green," the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk of causing fire.

4.4.2. **Daily-to-Real-time Operational Posture**: The pre-planned operational postures provided in this section take into account the System Design Limitations factor.

BVES' forecasting framework for fire prevention measures relies on use of a Fire Potential Index (FPI) model produced by Technosylva specifically customized for the BVES service area. The FPI model quantifies the fire activity potential over the territory based on different parameters including fuels, terrain, and weather. Table 4-1: Fire Potential Index provides the following categories of FPI:

Table 4-1: Fire Potential Index

FPI categories	FPI value	FPI percentile
Very Low	< 5	<60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99
Extreme	> 37.5	>99

FPI will be used to assist the BVES Team in making operational decisions regarding the sub-transmission and distribution system. As shown in the table

above as FPI increases, the risk of wildfire increases. Therefore, the BVES Team will initiate operational and customer procedures to mitigate wildfire. The FPI is updated at least daily by the Wildfire Mitigation & Reliability Engineer.

As an additional aid and backup to the FPI, the contracted meteorologist integrates the National Fire Danger Rating System (NFDRS) with the detailed local forecast specific to BVES's service area and develops a risk rating as indicated below in Table 4-2: Fuel Dryness and High-Risk Days and Table 4-3: Fire Potential.

Table 4-2: Fuel Dryness and High-Risk Days

Fuel Dryness & High Risk Days	Rating	Description
Green	**Moist**	Little to no risk of fires.
Yellow	**Dry**	Low risk of large fires in the absence of a "High Risk" event.
Brown	**Very Dry**	Low/moderate risk of large fires in the absence of a "High Risk" event.
Orange	**High-Risk Day**	At least a 20% chance of a "Large Fire" due to a combination of either "Dry" or "Very Dry" fuel dryness and a critical burn environment (e.g., Santa Ana winds).
Red	**High-Risk Day**	At least a 20% chance of a "Large Fire" due to a combination of either "Dry" or "Very Dry" fuel dryness and an ignition trigger (lightening).

Table 4-3: Fire Potential

The Field Operations Supervisor will monitor the FPI as reported by the Wildfire Mitigation & Reliability Engineering and indications from installed weather stations, which are equipped with alarms based on actual wind speed, and then direct the proper operational pre-planned response. As indicated in Table 4-4 below, "Brown", "Red", and "Orange" are considered elevated fire threat conditions that require the BVES system to be configured for fire prevention over reliability concerns.

Table 4-4: Operational Direction Based on Fire Potential Index For Overhead Facilities

FPI Category	Very Low and Low	Moderate	High	Very High/Extreme
Auto-Reclosers and Protective Switches with Reclosing Capability	Automatic[1]	Manual (Non-Automatic)	Manual (Non-Automatic)	Manual (Non-Automatic)
Patrol following circuit or feeder outage	No[2,3]	Yes	Yes	Yes
Fuse TripSavers	Automatic[1]	Automatic[1]	Manual (Non-Automatic)	Manual (Non-Automatic)
Designate which circuits are under: (1) Consideration (2) In Scope	No	No	Yes	Yes
Deploy Wildfire Risk Team(s) to circuits "In Scope".	No	No	Yes[4]	Yes
Cease using any spark-producing tools and equipment for circuits under consideration or in scope.	No	No	Yes	Yes
Cease vegetation management work for circuits under consideration or in scope.	No	No	Yes[5]	Yes
Cease "high risk" energized line work for circuits under consideration or in scope.[6]	No	No	Yes	Yes
Forward to Field Operations updated list of medical baseline customers and impacts access and functional needs population.	No	Yes	Yes	Yes
Review Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification lists and procedures.	No	Yes	Yes	Yes
Review customer notification procedures.	No	Yes	Yes	Yes
Activate EOC.	No	No	Yes[7]	Yes
Initiate Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification in accordance with BVES PSPS Procedures.	No	No	Yes[8]	Yes[8]
Initiate customer notification in accordance with BVES PSPS Procedures.	No	No	Yes[8]	Yes[8]
Prepare Bear Valley Power Plant for sustained operations.	No	No	Yes	Yes
Conduct switching operations to minimize impact of potential PSPS activity	No	No	Yes	Yes
Activate first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.	No	No	Yes[9]	Yes[9]
Activate Community Resource Centers.	No	No	Yes[10]	Yes
Invoke Public Safety Power Shutoff.	No	No	Yes[11]	Yes[11]

[1]During the non-winter months, certain devices as developed by the Field Operations Supervisor and approved by the Utility Manager will remain in Manual (Non-Automatic) for the entire period regardless of the wildfire risk.

[2] During the non-winter months, when an Auto-Recloser, Switch, or Fuse TripSaver that was placed in "Manual" due to the above policy trips open, the affected portions of the de-energized circuit or feeder will be patrolled prior to re-energizing them. If the cause is likely known and the fire risk is "Green" or "Yellow," the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk to causing fire.

[3]No patrol is required. Re-test allowed following check of fault indicators, SCADA, other system indicators, and reports from the field. If the re-test fails, a patrol is mandatory.

[4]Based on actual conditions in the area, the Field Operations Supervisor may rescind the requirement to deploy Wildfire Risk Teams.

[5]The Wildfire Mitigation & Reliability Engineer may allow certain vegetation management activities to continue with additional controls to mitigate ignitions in place.

[6]The Field Operations Supervisor will review and designate which work is considered "high risk." Examples of "high risk" work include line work that can result in ignitions such as line work in high vegetation density areas where the line could make contact with vegetation or work that could cause line slap.

[7]If forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. The Utility Manager reduced the scope of the EOC to match actual conditions in the field.

[8]Executive Management will approve initiating notifications.

[9]Executive Management will approve activating first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.

[10]Based on actual conditions in the area, the Energy Resource Manager may rescind the requirement to activate the Community Resource Center.

[11]If actual sustained wind or 3-second wind gusts exceed 55 mph. The President may initiate PSPS if in his judgement the actual conditions in the field pose a significant safety risk to the public.

When sub-transmission and distribution facilities are in areas where the FPI is designated as "High" or higher, the circuit is designated as being under "consideration". When facilities are designated as being under "consideration," the Management and the Operations Team will evaluate the facilities for their condition (material condition, level of grid hardening, level of protective equipment and automation, etc.), status (energized, loading, etc.), scheduled work and maintenance, status of situational awareness monitoring equipment, actual weather, other weather forecasts, staff resources, etc. The Customer Service Team will review notification procedures for the affects area(s).

When sub-transmission and distribution facilities are in areas where the FPI is designated as "Very High" or higher, the circuit is designated as being under "in scope". When facilities are designated as being "in scope," all of the actions required for circuits "under consideration" will be taken. Additionally, the BVES Team will start making preparations for possible PSPS implementation on affected circuits.

Public Safety Power Shutoff (PSPS) Activation Consideration. BVES determined that specific actions per Table 4-4 above should be taken when wind gusts of 3 seconds or more exceed 55 mph and a period of high fire threat danger exists. These conditions are often referred to as "extreme fire threat weather and conditions."

4.4.3. Despite having a proactive and aggressive vegetation management program, vegetation may still contact power lines; for example, in high winds, branches outside the vegetation clearance zone may break and be blown onto bare conductors, and/or trees outside the clearance zone may fall into bare conductors. The specific strength of trees and branches is unknown; therefore, in high winds, it is impossible to predict how every tree and branch in the service territory would be impacted. This condition plays a key role in how BVES has selected its tripwire 3- second wind gust speed for PSPS and designated certain locations as "at risk" locations for proactive de-energization during extreme fire weather conditions.

4.4.4. Changes in vegetation density, circuit improvements such as covering bare wire, or other environmental factors may drive BVES to re-evaluate the designated "at risk" line sections in its system and, therefore, specific line sections may be added, removed or modified to the "at risk" list as appropriate in the future.

4.4.5. Because BVES is not able to determine the strength or health of vegetation

surrounding bare conductors outside of the required vegetation clearance zones, as well as other structures that may come loose and impact BVES distribution facilities. Therefore, BVES may determine a need to proactively de-energize facilities during

high fire threat and high wind conditions. This would be done in close consultation and coordination with local government and agencies.

4.4.6. In determining whether to invoke PSPS, BVES staff considers factors driving "extreme fire weather" and dangerous threat conditions including, but not limited to, the following:

- Design, strength, and other characteristics of distribution overhead facilities.
- Vegetation density.
- FPI.
- High winds.
- Low humidity.
- National Weather Service advisories.
- Local weather forecasts and advisories.
- BVES meteorologist's forecast.
- Observed conditions.
- Information from BVES-installed weather stations.
- Real-time information from trained personnel positioned in high-risk areas.
- Input from state and local authorities and Emergency Management Personnel.
- Fire threat to electric infrastructure.
- Public Safety Risk.

"Extreme fire weather conditions" are deemed to be forecasted or exist when the FPI is High, Very High, or Extreme, high winds (45 mph or greater) are forecasted or measured, and the BVES meteorologist forecasts high fire threat conditions.

If "extreme fire weather conditions" are forecasted or exist, BVES Staff will implement BVES Public Safety Power Shutoff Procedures at the direction of the President.

4.5.5 BVES has identified seven sections of "at risk" areas based on the type of distribution facilities (overhead bare conductions, high voltage, etc.), tree and vegetation density, available dry fuel, and other factors. These "at risk" areas are identified on the map in Appendix A. These areas may be selectively de-energized by "opening" the ARs designated in Table 4-5, Switches to De-energize "At Risk" Areas, below.

Table 4-5: Switches to De-energize "At Risk" Areas

Circuit (AR To Be Opened)	Number of Customers	Number of AFN
Radford 34kV	0*	0
North Shore 4kV (Open AR) 805)	1075	19
Erwin 4 kV (Open AR 1128)	262	8
Boulder 4kV (Open AR 105)	1211	16

Lagonita 4kV (Open AR 145)	1001	9

Club View 4kV (Open AR 424)	772	7
Goldmine 4kV (Open AR 405)	1035	15

*Load is shifted to Shay 34kV line.

BVES expects that if a PSPS is necessary, it should be limited to one or more of these "high-risk" areas. However, the Operations Team must monitor the entire service area and invoke PSPS as a measure of last resort on any BVES circuit when conditions warrant such action.

4.5. Restoration from PSPS. When wind speeds in the affected area where PSPS was invoked calm below 50 mph for a minimum period of 20 minutes, crews may assess if the fire weather conditions have subsided to "safe levels" to begin the restoration of de-energized circuits. However, the crews may extend the calm period beyond 20 minutes, if they determine further gusts of greater than 50 mph are likely based on their direct observation of local conditions or forecasts indicate a high probability of winds picking up to greater than 50 mph. Crews should communicate with the Field Operations Supervisor prior to assessing the situation as "safe levels" so that an evaluation of actual conditions in the field may be merged with the latest forecasted information. Restoration activities include:

- Validating that the extreme fire weather conditions have subsided to safe levels.
- Conducting field inspections and patrols of facilities that were de-energized.
- Repair of any identified immediate hazards (Level 1 inspection conditions)
- Re-energization of inspected circuits.

5. BVES PSPS Procedures

5.1. Emergency Disaster and Response Plan. Section 4 of the BVES Emergency Response and Disaster Plan (EDRP) explains the BVES system sources of power and actions to be taken when there is partial or complete loss of sources of power. Appendix B to the EDRP provides a graphic showing the sources of power available to the BVES system including the SCE supply lines and their capacity. This PSPS Plan provides supplemental guidance in the case of an SCE PSPS event leading to a complete or partial loss of all SCE lines in order to avoid a "black start" of the Bear Valley Power Plant (BVPP). Once PSPS is implemented, outages shall be managed using the guidance of the BVES EDRP and the supplemental guidance of this procedure.

5.2. PSPS Phases. In ***Table 5-1, PSPS Phases for PSPS Procedures***, BVES provides a time-line summary of actions to be taken for PSPS on BVES-owned bare wire overhead power lines affecting some or all of the BVES service area or a SCE- directed PSPS affecting the BVES service area.

It should be noted that weather changes can be sudden and the target timelines may end up being shorter than indicated in Table 5-1. PSPS actions are driven by forecasts and actual conditions in the field. The specific phases are:

- **1. Preparatory Phase:** Conducted annually well before extreme fire threat conditions are expected; or when lessons learned or other conditions warrant updating plans, training, or outreach. This involves the developing of communication and notification plans jointly with stakeholders such as CalOES, county and local governments, independent living centers, and representatives of people/communities with AFN. Review and revise plans for establishing CRC(s). BVES currently holds PSPS exercises to further develop their staff to be readily available to properly activate a PSPS event. For further detail regarding BVES Functional Exercise: Bear Valley Wildfire Threat Situation Manual in Appendix F.
- **2. Warning Phase:** Approximately 4-7 days prior to forecasted extreme fire threat weather and conditions, the warning phase involves assessing whether activating a PSPS may be warranted. If a PSPS is possible or likely, BVES notifies local government, agencies, partner organizations, and customers. This phase includes various levels of notification at the 4-7 days ahead, 4 days ahead, 2-3 days ahead, 1-2 days ahead, and 1-4 hours ahead (PSPS imminent) points in the preparatory process.
- **3. Implementation Phase:** De-energization actions are taken for "at-risk" areas due to observed extreme fire threat weather and conditions or imminent or active SCE- directed PSPS of SCE supply lines to BVES service area.
- **4. Restoration Phase:** This phase enables the safe restoration of power to de- energized circuits following verification that actual extreme fire threat weather and conditions have subsided and/or restoring SCE supply lines when they are re- energized. All de-energized lines must be patrol-inspected for vegetation and equipment hazards and all Level 1 conditions must be remediated before restoring power.
- **5. Reporting and Lessons Learned Phase:** Documenting and reporting to Safety Enforcement Division required information on the PSPS event and capturing lessons learned to ensure future PSPS events benefit from an understanding of what worked and what did not work in previous PSPS events.

5.3. PSPS Exercises. BVES conducts at least one tabletop and one functional simulation exercise annually. These exercises involve participating stakeholders from the Big Bear community and are coordinated with CPUC Cal Fire, Cal OES, communication providers, AFN representatives, and other public safety partners. Additionally, BVES will coordinate with these stakeholders to develop and plan the exercises. The exercises seek to prepare BVES and its community partners for a PSPS event, and enhance their performance, communication protocols, notification practices, and restoration procedures, and test the functionality of the plan to the extent practicable.

BVES will keep detailed records of these plans and submit reports of these exercises to the CPUC as required. BVES will review the exercises to identify strengths and weaknesses of BVES actions and seek to incorporate lessons learned into this Plan and other associated documentation, as appropriate.

Table 5-1: PSPS Phases for PSPS Procedures

Phase	Timeframe	Internal Staff Actions	External Communications and Notifications
Preparatory	**Pre-fire season.** • Conducted annually well before extreme fire threat conditions are expected; or • When lessons learned or other conditions warrant updating plans, training, and/or outreach.	**Planning and Training** • Managers review and update plans and procedures. • Managers ensure staff are trained on PSPS procedures as applicable. • Reach out to media and community-based organizations to ensure consistent awareness of and availability to third parties of all messaging and map data, including application programming interfaces that are used for de- energization events. • Customer Service Department will ensure all equipment and supplies for the CRC are functional and readily available. • Coordinate with stakeholders including CPUC, CalFire, CalOES, communications providers, representatives of people/communities with access and functional needs, and other public safety partners to plan de-energization simulation exercises throughout the utility service territories in the areas with the highest historical and forecasted risk for de-energization in advance of fire season.	**Local Government, Agencies, and Partner Organizations:** • Provide copy of plan and solicit comments. • Incorporate comments as deemed appropriate. • Conduct meetings to discuss procedures. • Update primary and secondary contacts for PSPS communications. • Advisory Board: May consist of public safety partners, communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of people/communities with access and functional needs and vulnerable communities, and academic organizations. **Customer Outreach and Education:** • Post PSPS information and list of PSPS POCs on BVES's website and social media. • Include PSPS information in periodic customer newsletter. • Conduct public workshops. • Provide PSPS notifications via email, telephone calls, Interactive Voice Response (IVR) proactive calling system, and two-way text messaging.
Warning	**4-7 Days Ahead** When forecasts indicate extreme fire threat weather and conditions may occur	**Operations & Planning:** • Evaluate system for possible impact area(s) and ensure resources ready to support PSPS. • Contact SCE Staff and closely follow status of SCE supply lines (Doble, Cushenberry, and Bear Valley/Radford). • Review operational and maintenance status of sub- transmission system. • Review operational and maintenance status of Bear Valley Power Plant (BVPP). • Review operational and maintenance status of Radford Line. • Consider conducting patrol of Radford Line. • Review FPI, WFA-E, National Weather Service (NWS) forecasts, National Fire Danger Rating System (NFDRS) 7- day forecast, and weather and threat assessments from contracted meteorology consultant. • Notify meteorology consultant to provide more frequent forecasts. • Alert customer service to possibility of PSPS. **Customer Service:**	**None**

		• Review and edit as applicable templates for PSPS events and the anticipated impacts on BVES Customers. • Staff drafts notices to Public Affairs consultant for review, significant changes to templates are made. • Create warning notifications to customers via email, telephone calls, IVR proactive calling system, and two- way text messaging.	

Warning	**4 Days Ahead** If continuing and consistent forecasts of extreme fire threat weather and conditions	**Operations & Planning:** • Closely monitor fire weather alerts from various sources with the goal of refining the forecast (FPI, WFA-E, NWS, NFDRS, and meteorology consultant weather and threat assessments). • Continue contacts with SCE Staff and closely follow status of SCE supply lines. If any SCE lines are under "PSPS Consideration," take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Consideration. • Ensure sub-transmission system is in most reliable condition. Defer or secure from planned maintenance. • Ensure BVPP ready to operate. Defer or secure from planned maintenance. • Alert Energy Resource Department of possible extended BVPP operations. • Consider energizing Radford Line, if deemed necessary for reliability. • Closely coordinate with SCE Staff regarding the PSPS status of SCE supply lines. • Ensure BVES-installed weather stations fully operational. • Ensure circuit load monitoring equipment fully operational. • Place BVES staff incident responders on alert. **Customer Service:** • Finalize **"4 Day Alert"** email regarding continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. - provide anticipated impacts on BVES Customers and direction of event. - Obtain President's approval to release. • Issue a press release to local media (newspaper and radio) and post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two- way text messaging.	**Local Government, Agencies, and Partner Organizations:** • Email **"4 Day Alert"** to local government, agencies, and partner organizations' primary and secondary points of contact. • Alert the emergency management community, first responders, and local government first.

Warning	**2-3 Days Ahead** Extreme fire threat weather and conditions forecasted with increasing confidence	**Operations & Planning:** • Continue to closely monitor fire weather alerts. • Prepare staff rotation plans to support continuous field crew operations, BVPP operations, dispatch, and customer service. • Evaluate need for additional resources from mutual aid agreements (CUEA and MMAA) and contracted services. Alert additional resources points of contact. • Set up processes to frequently monitor BVES-installed weather stations. • Review pre-approved field Switching Orders against current system line-up and make changes as applicable with Field Operations Supervisor's approval. • Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders. • Closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable. **Customer Service:** • Finalize **"2-3-Day Notice"** regarding forecasted extreme fire threat weather and conditions, about possible BVES directed PSPS and/or SCE directed PSPS. - Provide anticipated impacts on BVES Customers and direction of event. - Obtain President's approval to release. • Issue a press release to local media (newspaper and radio) and post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two- way text messaging.	**Local Government, Agencies, and Partner Organizations:** • Email **"2-3 Day Notice"** to local government, agencies, and partner organizations' primary and secondary points of contact. • Coordinate with the emergency management community, first responders, and local government first. • Encourage widest dissemination of this information. **Customer Outreach:** • Post **"2-3 Day Notice"** on BVES website and social media. • Issue **"2-3 Day Notice"** press release for local media. • Send out **"2-3 Day Notice"** via IVR. • Send out **"2-3 Day Notice**" via Text • Send out **"2-3 day Notice"** via Email

Warning	**1-2 Days Ahead** Extreme fire threat weather and conditions forecasted with high degree of confidence	**Operations & Planning:** • Continue to closely monitor fire weather alerts and observed conditions from various sources with the goal of refining the forecast. • If needed, request additional resources from mutual aid agreements (CUEA and MMAA) and contracted services). • Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders. ○ Set up CRC and conduct a mock SOE scenario to include testing of all equipment and needed supplies.	**Local Government, Agencies, and Partner Organizations:** • Email **"1-2 Day Notice"** to local government, agencies, and partner organizations' primary and secondary points of contact. • Coordinate with the emergency management community, first responders, and local government first. • Encourage widest dissemination of this information. **Customer Outreach:** • Post **"1-2 Day Notice"** on BVES website and social media. • Issue **"1-2 Day Notice"** press release for local media.

		○ Purchase non-perishable food items to provide to our customers including bottled water. • Continue to closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable. • When directed by the Utility Manager: ○ Staff incident responders called in. ○ Incident dispatch established. ○ Field Crews dispatched to monitor various actual field conditions for extreme fire weather and other dangerous conditions throughout the service area and "at risk" areas. ○ Implement BVES EDRP including staffing the EOC as applicable. **Customer Service:** • Finalize **"1-2 Day Notice"** regarding imminent extreme fire threat weather and conditions, which may result in BVES directed PSPS and/or SCE directed PSPS. - Provide anticipated impacts on BVES Customers and duration of event. - Obtain President's approval to release. • Identify medical baseline and AFN customers that may lose power as result of PSPS. • Issue a press release to local media (newspaper and radio) and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two- way text messaging	• Send out **"1-2 Day Notice"** via IVR. • Send out "1-2 Day Notice" via Text • Activate "1-2 day Notice" via Email

Warning	**1-4 Hours Ahead When De-Energization Imminent.** Extreme fire threat weather and conditions validated by field resources	**Operations & Planning:** • Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS. • Frequently monitor BVES-installed weather stations. • Patrol throughout service area especially "at risk" areas to monitor various actual field conditions for extreme fire weather and other dangerous conditions. • Monitor local wind gusts in "at-risk" areas. **Customer Service:**	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Imminent Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS. • Provide list of customers that may be without power and listed as medical baseline customers to Sheriff Department and Fire Department. **Customer Outreach:**

		• Finalize "**De-energization Imminent Notice"** regarding imminent PSPS de-energization(s) directed by BVES or SCE - Include areas to be de-energized, number of customers without power, and best estimated time to restore (ETR). - Obtain President's approval to release. • Identify medical baseline customers that may lose power. • Identify AFN customers that may lose power as result of PSPS • Issue a press release to local media and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two- way text messaging.	• Post "**De-energization Imminent Notice"** on BVES website and social media. • Issue "**De-energization Imminent Notice"** press releases for local media. • Send "**De-energization Imminent Notice"** via IVR. • Send "**De-energization Imminent Notice** Day Notice" via Text • Send "**De-energization Imminent Notice**" via Email

Implementation	**During de-energization event.** A PSPS event is initiated.	**Operations & Planning:** • Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS. • Frequently monitor BVES-installed weather stations. • Patrol throughout service area especially "at risk" areas to monitor field conditions for extreme fire weather and dangerous conditions. • Monitor local wind gusts. • De-energize circuits in "at risk" areas as wind gusts reach threshold for de-energization as designated by Field Operations Supervisor. • Field Crews may de-energize additional power lines they evaluate as posing a public safety hazard or as directed by Field Operations Supervisor. • Prepare GO-166 major outage and ESRB-8 notifications as applicable. **Customer Service:** • Finalize "**De-energization Notice"** regarding extreme fire threat conditions and actual PSPS de-energization(s) directed by BVES and/or SCE. Must include: - areas de-energized, - number of customers without power, and best estimated time to restore (ETR). Obtain President's approval to release. • Issue **"De-energization Updates"** providing status changes such as when the number of customers without	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS. • Send **"De-energization Updates"** on the PSPS. • Provide list of customers without power and listed as medical baseline and AFN customers to Sheriff Department and Fire Department. • Encourage widest dissemination of this information. • Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of shutting off the power if the outage meets the major outage criteria of GO-166. • Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut off per ESRB-8. **Customer Outreach:** • Post "**De-energization Notice"** and "**De-energization Updates"** (when warranted) on BVES website and social media. • Issue "**De-energization Notice"** and "**De-energization Updates"** (when warranted) press releases for local media. • Send "**De-energization Notice"** and "**De-energization Updates"** (when warranted) via IVR. • Send "De-energization Notice" and "**De-energization Updates"** (when warranted) via Text

		power or ETR(s) change significantly. Obtain President's approval to release. • Identify lists of medical baseline customers without power. • Issue a press release to local media (newspaper and radio) and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two- way text messaging.	• Activate "De-energization Notice" and "**De-energization Updates"** (when warranted) via Email • Communicate with emergency services regarding AFN and medical baseline customers.
Restoration	**Re-energization** Extreme fire conditions subside to safe levels as validated by field conditions	**Operations & Planning:** • Validate extreme fire weather conditions have subsided to safe levels as designated by the Field Operations Supervisor and report these conditions to Dispatch. • Conduct and patrols of de-energized facilities. • Restore power to affected circuits following satisfactory completion of field inspections and patrols. • Conduct switching operations as directed by Field Operations Supervisor to restore systems normal as SCE restores supply lines, as applicable. **Customer Service:** • Finalize **"Intent to Restore"** notice to include ETRs and obtain President's approval to release. • Finalize **"Restoration Complete"** notice to be issued when power is fully restored and obtain President's approval to release. • Breakdown of CRC including removal/storage of all equipment and supplies.	**Local Government, Agencies, and Partner Organizations:** • Send **"Intent to Restore"** notice to local government, agencies, and partner organizations. Encourage widest dissemination of this information. • Coordinate with the emergency management community, first responders, and local government in managing restorations. • Send **"Restoration Complete"** notice to local government, agencies, and partner organizations once power is fully restored or an update if restoration is delayed. **Customer Outreach:** • Post **"Intent to Restore"** notice on BVES website and social media. • Issue **"Intent to Restore"** press release for local media. • Send **"Intent to Restore"** notice via IVR. • Send **"Intent to Restore"** notice via Text • Send **"Intent to Restore"** notice via Email • Post **"Restoration Complete"** notice on BVES website and social media once power is fully restored or an update if restoration is delayed. • Issue **"Restoration Complete"** press release for local media once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via IVR once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via Text once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via Email once

			power is fully restored or an update if restoration is delayed.
Reporting and Lessons Learned	**Post Event**	**Operations & Planning:** • Conduct lessons learned with applicable staff. Utility Manager will include Customer Service and solicit input	**CPUC Safety Enforcement Division:** • File a report (written) to President of SED no later than 10 business days after the Shutoff event ends per ESRB-8.

		from Local Government, Agencies, and Partner Organizations. • Update plan and procedures per the lessons learned, if necessary. • Prepare PSPS Post Event Report required by ESRB-8 and forward to President and Manager of Regulatory Affairs for approval.	

5.4. SCE-Directed PSPS Procedures. Close coordination with SCE is essential to mitigating the impact of any SCE directed PSPS event that would result in a complete or partial loss of SCE supply lines. The following preparatory coordination steps are established:

- Each year, before fire season, BVES Management Team engages SCE Management on coordination for potential and actual PSPS events.
- BVES Management Team updates contact information with the SCE Key Account Manager for the BVES account, upon any change.
- BVES Field Operations staff updates contact information with the SCE Lugo and Colton Control Stations which have direct operational control over the SCE supply lines to BVES.

When PSPS events are forecasted, the SCE Key Account Manager will coordinate with BVES Management and the SCE Lugo and Colton Control Stations will coordinate directly with the designated BVES Field Operations Team until the event is complete or canceled.

Table 5-2, BVES Action for SCE Lines Under PSPS Consideration, provides procedures to implement to best prepare the BVES system for a complete or partial loss of SCE supply lines.

Table 5-2: BVES Action for SCE Lines Under PSPS Consideration

Condition	BVES Action
SCE places Doble or Cushenberry Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Operations & Planning Manager evaluates energizing Radford Line for improved reliability.
SCE places Bear Valley Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on conditions for situational awareness. 2. If Radford is energized, shift loads to Shay Line.
SCE places Doble **and** Cushenberry Lines under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Energize the Radford Line. 3. Prepare for potentially losing all SCE supply lines from Lucerne. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads.
SCE places Doble or Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines from Lucerne. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.
SCE places Doble, Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines into BVES service area. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.

Table 5-3, BVES Action for SCE Lines De-energized Due to PSPS, provides procedures to use in the event of a partial or complete loss of SCE supply lines. These procedures are based on procedures in the BVES EDRP and take into account that BVES will closely coordinate with SCE Staff as follows:

- SCE should provide warnings of impending PSPS on the SCE lines about 2 days prior to the event.
- SCE should provide updates to the status of the lines under PSPS consideration.
- SCE should notify BVES at least 4 hours prior to de-energizing any SCE supply lines to BVES service area.

These timely notifications will allow BVES to take preparatory action to shed load to within the expected capacity of its remaining sources of power and allow BVES to avoid a “blackstart” on the BVPP. Therefore, the procedures of Table 5-3 should be followed during PSPS event. However, if there is a sudden complete or partial loss of SCE supply lines, the procedures in

Section 4 of the BVES EDRP are more appropriate and should be followed as directed by the Utility Manager.

Table 5-3: BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
SCE De-energizes Doble or Cushenberry Line for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Energize Radford Line if needed to meet load demand and reliability. 3. Start up the BVPP as needed to meet load demand. 4. No reduction in load necessary, since the Doble and Cushenberry are capable of carrying the other's load. 5. Implement BVES EDRPn for a partial loss of SCE supply lines.
SCE De-energizes Bear Valley Line for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. If Radford is energized, shift loads to Shay Line prior to de-energizing for PSPS. This should be done about 4 hours prior to the SCE de-energizing the line. 3. If needed, start up the BVPP to meet load demand. 4. If needed, instruct interruptible customers (Bear Mountain Resorts) to reduce load as needed to meet load demand. 5. Implement BVES EDRP for a partial loss of SCE supply lines.
SCE De-energizes Doble or Cushenberry **and** Bear Valley Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Since the Doble and Cushenberry are capable of carrying the other's load, follow the procedure for "SCE De-energizes Bear Valley Line for PSPS" above. 3. Prepare for potentially losing all SCE supply lines into BVES service area. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads. 6. Implement BVES EDRP for a partial loss of SCE supply lines.
SCE De-energizes Doble **and** Cushenberry Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Energize the Radford Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, shift as much of the load to the BVPP and Radford Line as follows: a. Open the Shay and Baldwin ARs. b. "Express" the Radford Line to Meadow Substation without overloading the Radford Line per Field Operations' switching order. c. Start BVPP, place enginators online, and increase load to within the combined capacity of the BVPP and Radford Line. d. Implement BVES EDRP for sustained loss of SCE supplies from Lucerne including "rolling blackout" procedures. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Frequently monitor distribution circuit loads.

Table 5-3: BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
SCE de-energizes Doble, Cushenberry, **and** Bear Valley Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. If the Radford Line is energized, shift loads to the Shay Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, perform the following: a. Start up all BVPP enginators. b. Reduce system load to within the capacity of the BVPP by isolating distribution circuits as directed by the Field Operations Supervisor. c. Once system load is matched with the BVPP capacity, open the Shay and Baldwin ARs. d. Implement BVES EDRP for sustained loss of all SCE supply lines including "rolling blackout" procedures.

PSPS Public Outreach and Communications

5.5. Importance of Public Outreach. Due to the significant impact a PSPS event may have on the community and customers, early and accurate communications must be conducted throughout the PSPS event in coordination with local government, agencies, partner organizations (including emergency management community and first responders, CalOES, local governments, independent living centers, and representatives of people/communities with AFN), and customers. Effective communications are key to allowing stakeholders to take preparatory actions to mitigate the impact of a PSPS event. It is also understood the importance of hosting community workshops to allow for community members to understand the process leading to a PSPS event. BVES hosts exercises and workshops with the community to better prepare customers for a PSPS event. BVES also conducts public safety briefings with the CPUC related to de-energization events, including exercises.

BVES retains ultimate responsibility for notification and communication throughout a PSPS event.

5.6. EDRP Communications Procedures. During the period leading up to the PSPS event, during a PSPS event, and during the restoration period from a PSPS event, the Emergency Response Communications Plan of the EDRP shall be implemented as applicable in conjunction with this plan.

To accomplish this, BVES shall:

- Develop and use a common nomenclature that integrates with existing state and local emergency response communication messaging and outreach and is aligned with the California Alert and Warning Guidelines.
- Develop multimodal notification and communication protocols and systems to reach customers no matter where the customer is located and deliver messaging in a clear and understandable manner.
- Communicate to customers in different languages and in a way that addresses different access and functional needs using multiple modes/channels of communication.
- Establish a Community Resource Center and work with local organizations to promote community safety (see Appendix C Community Resource Center Protocol).

5.7. PSPS Planned Communications. Table 6-1, BVES PSPS Communications Template Listing, is to be prepared by the Customer Program Specialist and preapproved by the President ahead of an expected PSPS event such to allow BVES staff to quickly initiate effective communications with stakeholders during a PSPS event. The templates are designed to provide a standard “fill in the blank” notice that may be amended depending on the specific situation as applicable. Templates shall initially be reviewed and edited as applicable by BVES’s public relations contractor. Additionally, the templates shall be reviewed annually and/or when lessons

learned indicate changes to the templates are appropriate.

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
4-Day Alert	Provides notice of continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES-directed or SCE- directed PSPS. Also, provides anticipated impacts on BVES customers and direction of event.	• Email	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs), and customers (including medical baseline and behind-the-meter).
2-3 Day Notice	Provides notice of forecasted extreme fire threat weather and conditions, which may lead to BVES-directed or SCE-directed PSPS. Provides anticipated impacts on BVES customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
1-2 Day Notice	Provides notice regarding imminent extreme fire threat weather and conditions, which may result in BVES-directed or SCE-directed PSPS. Also, provides anticipated impacts on BVES Customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
De-energization Imminent Notice	Provides notice that BVES-directed or SCE-directed PSPS is imminent (within 1-4 hours) based on extreme fire threat weather and conditions. Also, provides anticipated impacts on BVES customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Notice	Provides notice of extreme fire threat weather and conditions and PSPS de-energization(s) and includes areas de-energized, number of customers without power, and best estimated time to restore (ETR).	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Updates	During de-energization event, provides notice of changes such as when the number of customers without power or ETR changes significantly.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Table 6-1: BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
Intent to Restore	Provides notice that extreme fire threat weather and conditions have subsided, BVES crews are performing post-PSPS restoration inspections, and ETR.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
Restoration Complete	Provides notice that power is fully restored.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

5.8. Critical Facilities and Infrastructure. The terms 'critical facilities' and 'critical infrastructure' refer to facilities and infrastructure essential to public safety and that require additional consideration for resiliency during PSPS events. The following provides guidance on what constitutes critical facilities and infrastructure:

5.8.1. Emergency Services Sector
- Police Stations
- Fire Stations
- Emergency Operations Centers

5.8.2. Government Facilities Sector
- Schools
- Jails and prisons

5.8.3. Healthcare and Public Health Sector
- Public Health Departments

- Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities

5.8.4. Energy Sector: Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities.

5.8.5. Water and Wastewater Systems Sector: Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat, and deliver water or wastewater.

5.8.6. Communications Sector: Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals, and cellular sites.

5.8.7. Chemical Sector: Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.

5.9. Key Partners. The following provides the list of pertinent Local Government, Agencies, and Partner Organizations to BVES PSPS notifications. This list overlaps with the list of what is considered critical facilities and infrastructure:

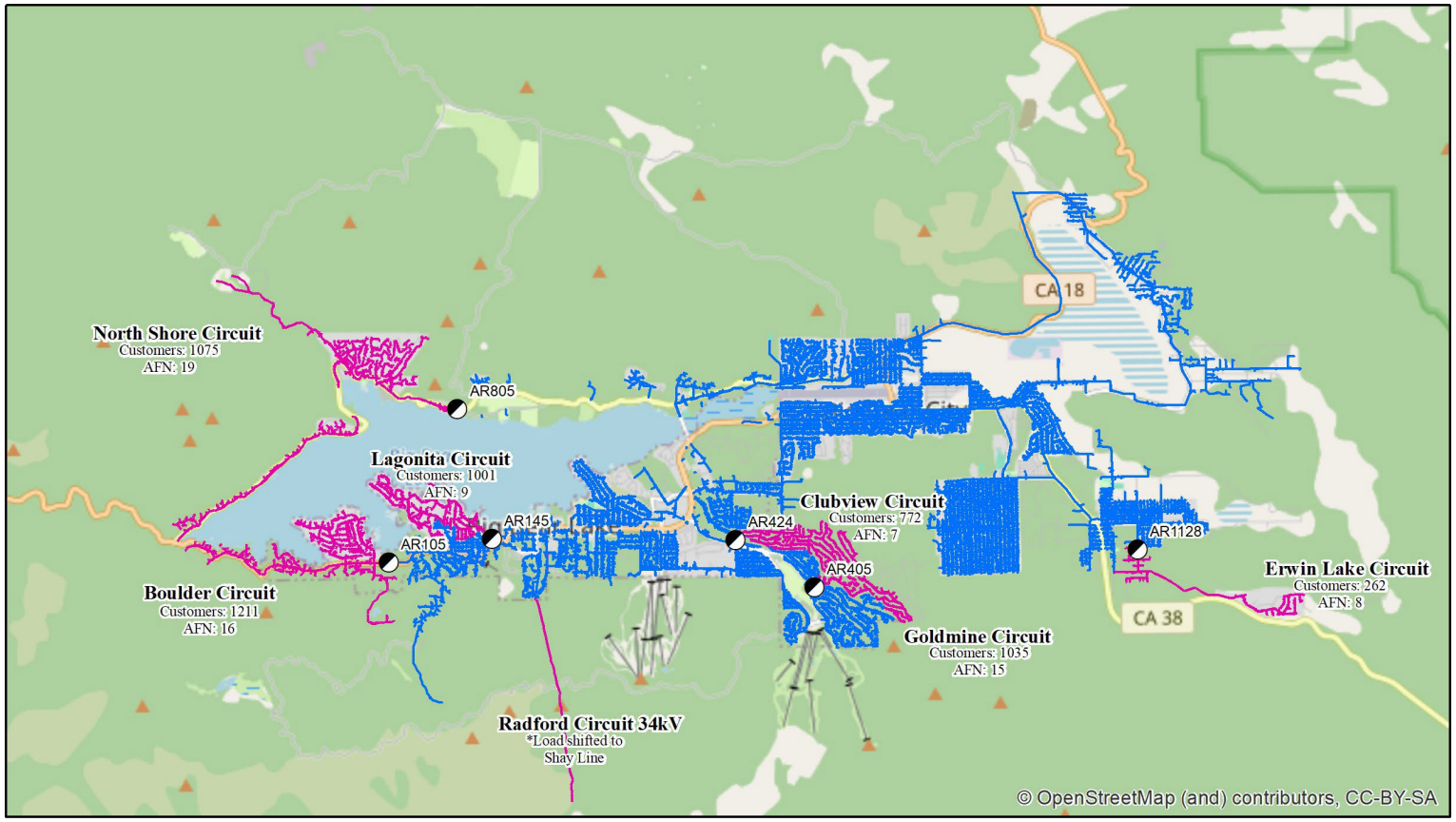
- Local officials (City of Big Bear Lake and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resorts
- Spectrum Communications
- Cell tower providers

Critical Facilities and Infrastructure Plan**.** For further detail regarding BVES' Critical Facilities and Infrastructure Plan processes and procedures.

7 Compliance. This document includes requirements invoked by:

- Safety and Enforcement Division Resolution, Electric Safety and Reliability Branch Resolution ESRB-8 8 of July 12, 2018: Resolution Extending De-Energization Reasonableness, Notification, Mitigation and Reporting Requirements in Decision 12-04-024 to All Electric Investor-Owned Utilities (IOU).
- California Public Utilities Commission Decision 19-05-036 of May 30, 2019: Guidance Decision on 2019 Wildfire Mitigation Plans Submitted Pursuant to Senate Bill 901.
- California Public Utilities Commission Decision 19-05-040 of May 30, 2019: Decision on 2019 Wildfire Mitigation Plans of Liberty Utilities/CalPeco Electric; Bear Valley Electric Service, a Division of Golden State Water Company; and Pacific Power, a Division of PacifiCorp Pursuant to Senate Bill 901.
- California Public Utilities Commission Decision 19-05-042 of May 30, 2019: Decision Adopting De-Energization (Public Safety Power Shutoff) Guidelines (Phase 1 Guidelines).
- California Public Utilities Commission Decision 20-03-004 of March 12, 2020: Decision on Community Awareness and Public Outreach Before, During, and After a Wildfire, and Explaining Next Steps for Other Phase 2 Issues.
- California Public Utilities Commission Decision D20-05-051 of May 28, 2020: Decision Adopting Phase 2 Updated and Additional Guidelines for De-Energization of Electric Facilities to Mitigate Wildfire Risk.
- California Public Utilities Commission Decision D21-06-024 of June 24, 2021: Decision Adopting Phase 3 Revised and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-Energizations) of Electric Facilities to Mitigate Wildfire Risk caused by Utility Infrastructure

Appendix A: BVES "High Risk Areas" for PSPS Consideration



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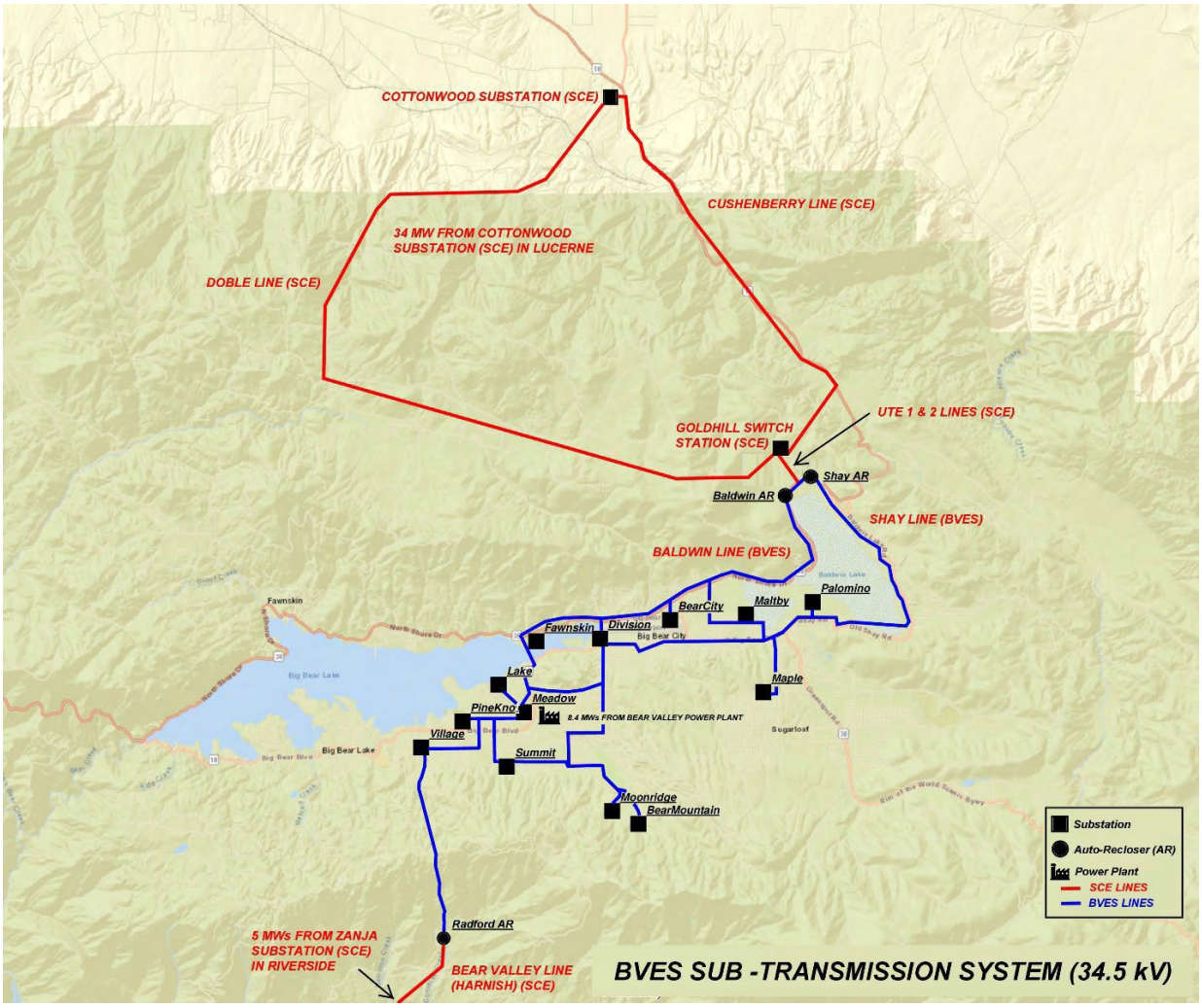
BVES "High Risk Areas" for PSPS Consideration

Legend
- Auto-Recloser
- Energized Lines
- De-energized Lines

Appendix B: BVES Supply Lines, Sources of Power and Sub-Transmission System



APPENDIX C: COMMON ACRONYMS

Acronym	Definition
AAR	After Action Report
COA	Course of Action
DHS	U.S. Department of Homeland Security
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
FE	Functional Exercise
FEMA	Federal Emergency Management Agency
FPI	Fire Potential Index
HSEEP	Homeland Security Exercise and Evaluation Program
HSPD	Homeland Security Presidential Directive
HQ	Headquarters
ICS	Incident Command System
IP	Improvement Plan
ISR	Initial Situation Report
N/A	Not Available
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OPORD	Operations Order
Ops	Operations
POC	Point of Contact
PPD	Presidential Policy Directive
RSOI	Reception, Staging, Onward Movement, and Integration
SitMan	Situation Manual
SME	Subject Matter Expert
SOG	Standard/Standing Operating Guidelines
TBD	To Be Determined
WFA-E	Wildfire Analyst Enterprise

Appendix G: Quarterly and Functional Exercise Agenda

Quarterly and Functional Bear Valley Electric Service PSPS Exercise Agenda

I. Introduction to Participants

a. Welcome remarks by the facilitator and BVES Players;
b. Introduction of key participants, including:
    i. BVES staff;
    ii. Public safety partners;
    iii. Local government representatives; and
    iv. Other stakeholders;
c. Brief overview of the exercise purpose and objectives; and
d. Emphasis on the importance of participation and engagement.

II. Explain BVES's PSPS Plan and History

a. Reintroduce Participants to BVES and PSPS generally and its purpose/objectives;
b. Quick Description of BVES History/Service Territory
    i. Location: 32 square miles of rural and mountainous terrain at approximately 7,000 ft. in the San Bernardino Mountains (80 miles East of Los Angeles);
    ii. Customer base: Approximately 24,500 customers (23,000 residential and 1,500 commercial); and
    iii. Overview of the critical infrastructure and high fire threat districts (HFTD Tier 2 & Tier 3) within the service area;
c. BVES Staff Roles and Responsibilities
    i. Key personnel and their roles in PSPS planning and execution;
    ii. Overview of internal coordination processes and communication protocols; and
    iii. Responsibilities of BVES teams during PSPS events;
d. Coordinated Agency/Organization Notification and Coordination
e. Introduce BVES History of No PSPS Activation,
    i. Investments in Safety to Limit Frequency, Scope, and Duration of Any PSPS Action
    ii. Overview of BVES's proactive measures and investments in infrastructure to prevent the need for PSPS;
    iii. System hardening projects, such as replacing bare power lines with covered conductors; Vegetation management strategies to minimize fire risk; and
    iv. Implementation of advanced technologies for fire risk assessment and monitoring, including the Fire Potential Index (FPI) model;
    v. Achievements in reducing the frequency, scope, and duration of any potential PSPS actions;
f. Discuss Possible PSPS Actions
    i. Criteria and decision-making process for BVES-initiated PSPS;
    ii. Internal protocols and procedures for de-energization and re-energization; and
    iii. Steps BVES takes to prepare for and execute PSPS;
g. From SCE Actions
    i. Coordination with SCE regarding their PSPS actions and impacts on BVES;
    ii. Communication and joint response strategies with SCE; and
    iii. Understanding the interdependencies between BVES and SCE during PSPS events.

III. Overview on Wildfire Mitigation Initiatives

a. System Hardening Projects
    i. Replacing bare power lines with covered conductors;
b. Vegetation Management
    i. Regular trimming and removal of vegetation near power lines;
    ii. Use of satellite imagery and advanced tools for vegetation assessment;
c. Advanced Technologies
    i. Implementation of the FPI model for daily operations;
d. Community Resource Centers (CRC) and Pre-Fire Activities
    i. Locations and services provided;
    ii. Plans for setting up CRCs during PSPS events; and
    iii. Pre-Fire Season Awareness and Community Outreach

IV. Introduction to Inaugural BVES PSPS Functional Exercise

a. Purpose
    i. Test the effectiveness of the BVES PSPS Plan;
    ii. Identify gaps and areas for improvement in the PSPS processes; and
    iii. Enhance coordination and communication with stakeholders.
b. Expectations
c. Participation
    i. Expects all participants to treat this exercise with the seriousness it requires; and
    ii. Minimize distractions and focus on the exercise objectives.
d. Duration and Simulation
    i. The exercise is expected to last up to 3-4 (or 7-8 hours) hours but will simulate multiple days of activity;
    ii. Coverage of periods from notification to final actions post-re-energization;
e. Field Actions
    i. All field actions are to be simulated; no electrical equipment will be operated; and
    ii. Participants will provide detailed explanations of their expected actions;
f. Communication Protocols
    i. All communications shall be prefaced and ended with “exercise, exercise, exercise”; and
    ii. Noting the importance of maintaining clear and consistent communication throughout the exercise.

V. Commence Exercise

a. Introduce Scenario
    i. i. Detailed description of the simulated scenario, including weather conditions and fire risk;
    ii. Timeline of events leading up to the PSPS activation;
    iii. Identify Notification Needs and timeline;
        1. Timeline for initiating notifications based on scenario escalation;
        2. Criteria for determining when to start the notification process;
b. Begin Notification Protocol
c. Notification recipients
    i. List of all stakeholders to be notified, including medically vulnerable and AFN populations;

ii. Methods for reaching different groups (e.g., phone calls, texts, emails, public announcements);
iii. Notification messaging
1. Key information to include in notifications (e.g., reason for PSPS, expected duration, safety tips); and
2. Templates and scripts for notifications;

d. Initiate De-energization Protocol due to worsening circumstances
i. Step-by-step actions for de-energization based on escalating fire risk;
ii. Coordination with internal teams and external partners;
iii. Coordinate Actions with Mutual Assistance Organizations, Public Safety Partners, SCE, and others;
iv. Collaboration with mutual assistance partners to manage resources and response efforts;
v. Coordination with public safety agencies for community support and safety measures;
vi. Joint efforts with SCE and telecommunication providers to ensure communication and service continuity; and
vii. Procedures for updating stakeholders on the status of the PSPS event.

e. Begin restoration exercises
f. Patrols and damage assessment
i. Procedures for initiating patrols to inspect for damage and downed vegetation; and
ii. Documentation and reporting of findings.

g. Restoration actions
i. Steps to safely re-energize the grid and restore power to affected areas;
ii. Coordination with field teams and control centers; and
iii. Communication with stakeholders about the restoration process.

h. Conduct post-restoration activities
i. Community support
j. Monitoring and addressing any residual issues post-restoration; and
k. Evaluation of the restoration process and identification of areas for improvement.

VI. Conclusion and Debrief

a. Discussion of successful aspects of the exercise and effective strategies;
b. Insights from participants and stakeholders;
c. Analyze challenges faced during the exercise and areas needing improvement; and
d. Collect feedback from participants on their experiences and suggestions for improvement.
e. Concluding Statement
i. Summary of key takeaways from the exercise;
ii. Next steps for incorporating lessons learned into the PSPS Plan; and
iii. Acknowledgment of participants' efforts and contributions and the simulation conclusion.

Appendix H: Functional Exercise Wildfire Threat Situation Manual

BVES 2024 Tabletop and Full-Scale PSPS Exercise

Situation Manual

May 17, 2024

June 3, 2024

This Situation Manual (Sit Man) provides exercise participants with tools and guidance for their roles in the exercises. Parts of this material is intended for the exclusive use of exercise planners, facilitators, and evaluators; however, players may view other materials that are necessary to their performance.

Exercise Overview

Exercise Name	Public Safety Power Shutoff (PSPS) Tabletop and Full-Scale Exercise
Exercise Dates	May 17, 2024 and June 3, 2024
Scope	Tabletop exercise (TTX) is planned for 4 hour at BVES and Full Scale Exercise (FSX) is planned for 8 hours. Exercise play is limited to individual offices, BVES conference room, and various areas in the BVES service territory.
Mission Area(s)	Implementation, Mitigation, Response, & Recovery
Core Capabilities	Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response
Objectives	Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.
Threat or Hazard	High Wind & Low Relative Humidity
Scenario	7-day weather forecasts depict extreme fire threat weather conditions to exist within BVES service territory requiring PSPS consideration. BVES service territory experiences extreme fire threat weather conditions causing BVES to implement a PSPS. During the PSPS event; SCE de-energizes supply lines to BVES.
Sponsor	N/A
Point of Contact	Sean Matlock sean.matlock@bvesinc.com Jon Pecchia jon.pecchia@bvesinc.com Paul Marconi paul.marconi@bvesinc.com BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

General Information

Exercise Objectives and Core Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercises. Objectives are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). Objectives and aligned core capabilities are guided by BVES personnel with input by key stakeholders.

Table 1: Exercise Objectives and Associated Core Capabilities

Exercise Objective	Core Capability
Execute PSPS procedures for each respective PSPS Phase	• Ability to complete internal and external actions within the timeframe and phase designated in the PSPS Plan • Coordinate with all relevant stakeholders to ensure seamless implementation of PSPS procedures • Evaluate the effectiveness of PSPS procedural execution through real-time scenario
Execute PSPS notification protocols and procedure plan	• Provide the Public Information Officer (PIO) and customer support group with outage information • Ensure timely and accurate communication to Access and Functional Needs (AFN) and Medical Baseline customers • Utilize GIS data for outage communication and resource allocation • Activate and manage Community Resource Centers (CRCs)

Execute communication protocols	• Inform:
	  ○ CPUC, CalOES
	  ○ Customers
	  ▪ AFN, Medical Baseline
	  ▪ GIS data exchange through portals
	  ▪ Activate CRC

Initiate post-event protocols	• Execute internal (O&P) actions to restore normalcy and evaluate the event's impact • Conduct debrief / Hotwash session • Report all PSPS actions in After-Action report and file with regulators (CPUC Safety Enforcement Division) • Identify corrective actions based on post-event analysis

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those directly participating in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players.** Players are personnel who have an active role in discussing or performing roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- **Observers.** Observers do not directly participate in the exercise. However, they may support the development of player responses to the situation during the discussion by asking relevant questions or providing subject matter expertise.
- **Facilitators.** Facilitators provide situation updates and moderate discussions. They also provide additional information or resolve questions as required. Key Exercise Planning Team members also may assist with facilitation as subject matter experts (SMEs) during the exercise.
- **Evaluators.** Evaluators are assigned to observe and document certain objectives during the exercise. Their primary role is to document player discussions, including how and if those discussions conform to plans, polices, and procedures.

Exercise Structure

This exercise will be a multimedia-facilitated exercise. Players will participate in the following 8 modules:

- Module 1: Pre-Planning Phase (7 – 4 Days Ahead)
- Module 2: **Stage 1** (3 – 2 Days Ahead)
- Module 3: **Stage 2** (1 Day Ahead)
- Module 4: **Stage 3** PSPS De-energization Initiated
- Module 5: SCE De-energizes Goldhill (Doble and Cushenberry parallel circuits, BVPP availability)
- Module 6: **Stage 4** PSPS Re-energization Preparation
- Module 7: **Stage 4** PSPS Re-energization Initiated
- Module 8: **Stage 5** PSPS Event Concluded

Each module begins with an update that summarizes key events occurring within that time period. After the updates, participants review the questions posed within the situation and engage in functional group discussions of appropriate mitigation, response, and recovery issues. For this exercise, the functional groups are as follows:

- Functional group 1: BVES staff
- Functional group 2: BVES staff, SCE points of contact
- Functional group 3: BVES staff, Local agencies/media
- Functional group 4: BVES staff, CalOES, Local and State agencies

After these functional group discussions, participants will engage in a moderated discussion in which a spokesperson from the relevant group will present a synopsis of the group's actions, based on the scenario.

Exercise Guidelines

This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints—even disagreements—may arise and should be handled in a professional and courteous manner.

- **Participation:** Engage actively, contribute insights, and maintain professional conduct.
- **Scenario Response:** Use your knowledge of current plans and capabilities, utilizing only existing assets and resources.
- **Decision-Making:** Decisions made during the exercise are not precedent-setting and may not reflect your organization's final position. Explore multiple options and solutions.
- **Problem-Solving Focus:** Emphasize problem-solving efforts, suggesting and recommending actions to improve PSPS response efforts.
- **Adherence to Protocols:** Follow established exercise protocols and guidelines.
- **Time Management:** Ensure discussions remain focused and productive within the exercise timeline.

Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise and should not allow these considerations to negatively impact their participation. During this exercise, the following apply:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- All players receive information at the same time.

Functional Group Discussion Questions

Throughout the exercise, responses will be provided by the following personnel (not necessarily in this order):

- Incident Commander
- Energy Resource Manager (simulated on vacation) roles will be covered by others
- Operations Group Lead
- Strategic Operations Supervisor
- Logistics Group and Finance & Administration Group Lead
- Emergency Service Representative and Planning Group Lead) Customer Service Supervisor, *vacant*
- Engineering Supervisor ERP roles including Backup Strategic Operations Supervisor
- Public Information Group Lead
- IT Operations Support
- System Monitors
- Response Teams

- Damage Assessment Team
- Recorder – Notes for lessons learned and follow-up reports

All actions are to be simulated. No breakers, switches or equipment will be operated. If applicable, all communication will be prefaced with, "Exercise, Exercise, Exercise."

Forecast Simulation

BVES utilizes a customized Fire Potential Index (FPI) model developed by Technosylva

to quantify fire risk across its service area. This model takes into account various parameters including fuel, terrain, and weather conditions to categorize fire risk levels from Very Low to Extreme. The FPI model is integral to BVES's operational decision-making process, especially regarding sub-transmission and distribution system management.

- **FPI Categories:** Very Low, Low, Moderate, High, Very High, Extreme.
  - Very Low and Low: Automatic reclosers and protective switches; no special patrols.
  - Moderate: Manual switches, patrolling required, review of medical baseline and AFN customer lists.
  - High: Manual switches, patrolling required, notification and coordination with local agencies, potential EOC activation.
  - Very High/Extreme: Comprehensive response including manual switches, patrolling, customer and agency notifications, EOC activation, and PSPS initiation if conditions warrant.
- **Daily Monitoring:** The Wildfire Mitigation & Safety Engineer reviews WFA-E fire risk forecasts and FPI data daily to inform operational decisions.

Exercise Evaluation

Evaluation of the exercise is based on the exercise objectives and aligned capabilities, capability targets, and critical tasks, which are documented in the Exercise Evaluation Guides (EEGs). Evaluators have EEGs for each of their assigned areas. Additionally, players will be asked to complete participant feedback forms. These documents, coupled with facilitator observations and notes, will be used to evaluate the exercise and compile the After-Action Report (AAR).

Module 1: Pre-Planning Phase

Event 1 (7 - 4 days ahead)

September 4, 2024: 9:00AM PST

Scenario Baseline

- **Weather Consultant Report:** The latest 7-day forecast for the BVES service territory highlights concerning weather patterns and escalating fire danger as per the National Fire Danger Rating System (NFDRS) and moving into utilizing the FPI starting in 2024. Participants will need to evaluate and discuss these conditions to strategize the initial pre-planning actions.

Scenario Update

- **Weather Station Discrepancy:** It is actually during the morning briefing that Weather Consultant notifies the Field Operations Supervisor, and subsequently, the Utility Manager, that one of the key weather stations used in conjunction with Technosylva's WFA-E to provide FPI data for the North Shore region, (notably to the east with the Baldwin weather station), is not reporting consistently accurate wind speeds and humidity levels.
- **Coordination with SCE:** BVES responds (*simulate*) and coordinates. SCE raises concerns about the reliability of the FPI data and questions the decision to proceed with PSPS planning based on potentially flawed data.

Simulation Activities

- Investigate the malfunctioning Baldwin weather station and discrepancies with the North Shore station.
- Decide on actions to verify data accuracy and how to proceed with planning despite the discrepancies.
- Address concerns from SCE regarding the reliability of the FPI data and the potential impact on PSPS planning.
- Continue with existing pre-planning activities and coordination needs.

Key Issues

- **Anticipation of High-Fire Risk Days:** Significant fire risk due to low humidity, lack of precipitation, and escalating wind speeds, particularly from Saturday onward.
- **Critical Wind Speeds:** Wind speeds are expected to reach critical levels by the weekend, increasing the urgency for pre-emptive planning and coordination.
- **Discrepancies in Weather Data:** The malfunctioning Baldwin weather station introduces uncertainty in the FPI data, complicating decision-making and coordination efforts.

Wednesday Morning: Forecast Details

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate

Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
Sat. 9/7	Sunny	86	63	8	None	None	35-45 mph	Very High
Sun. 9/8	Sunny	88	65	4	None	None	35-55 mph, gusts to 60 mph	Extreme
Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

BVES Fire Potential Index

Very Low	< 5	< 60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99
Extreme	> 37.5	> 99

Resulting FPI Values of Forecast

Wed. 9/4	Moderate	80-85	10-13.5	Monitor conditions, prepare resources, communicate with stakeholders.
Thurs. 9/5	Moderate	80-85	10-13.5	Monitor conditions, prepare resources, communicate with stakeholders.
Fri. 9/6	High	85-95	13.5-23	Activate pre-PSPS protocols, conduct internal briefings, initiate public awareness campaigns.
Sat. 9/7	Very High	95-99	23-37.5	Implement PSPS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.
Sun. 9/8	Extreme	>99	>37.5	Activate PSPS protocols, de-energize affected circuits, deploy response teams, communicate with all stakeholders.
Mon. 9/9	Extreme	>99	>37.5	Maintain PSPS protocols, continue de-energization, coordinate with SCE and emergency services, ensure public safety.
Tues. 9/10	High	85-95	13.5-23	Monitor conditions closely, prepare for re-energization, communicate re-energization plans with stakeholders.

Weather Forecast Discrepancy Details

9/4	Baldwin	77	51	14	10-15	-	Baseline data	10-13.5	80-85
9/4	North Shore	77	51	14	10-15	-	Consistent with Baldwin	10-13.5	80-85
9/5	Baldwin	78	51	14	5-15	-	Baseline data	10-13.5	80-85
9/5	North Shore	78	51	14	5-15	-	Consistent with Baldwin	10-13.5	80-85
9/6	Baldwin	81	55	9	10-20	-	Baseline data	13.5-23	85-95
9/6	North Shore	81	55	9	10-20	-	Consistent with Baldwin	13.5-23	85-95
9/7	Baldwin	86	63	8	35-45	-	Baseline data	23-37.5	95-99
9/7	North Shore	86	63	8	25-35	-	*Lower wind speed than Baldwin*	23-37.5	95-99
9/8	Baldwin	88	65	4	35-55	60	Baseline data	>37.5	>99
9/8	North Shore	88	65	4	30-50	55	*Slightly lower values than Baldwin*	>37.5	>99
9/9	Baldwin	91	67	3	55-75	90	Baseline data	>37.5	>99
9/9	North Shore	91	67	3	45-70	85	*Lower wind speed and gusts*	>37.5	>99
9/10	Baldwin	85	59	9	10-20	-	Baseline data	13.5-23	85-95
9/10	North Shore	85	59	9	10-20	-	Consistent with Baldwin	13.5-23	85-95

Module 2: Stage 1 (3 days ahead)

Event 2 (3 days ahead, 72hrs+)

September 7, 2024: 9:00AM PST

Scenario Update

- **Weather Update:** The weather consultant provides an urgent update, noting a significant increase in wind speeds, particularly affecting the North Shore, Boulder, and Lagonita circuit regions. These areas now anticipate wind speeds that could exceed safety thresholds for operating equipment.
- **SCE Update:** Southern California Edison (SCE) notifies BVES that the Doble and Cushenberry lines are now on the “monitored circuit list,” with a "period of concern" extending from Saturday the 7th at 6:00 am until Tuesday the 10th at 6:00 am.

Key Issues

- **Localized High Winds:** The updated forecast shows that the north-west part of the service area will experience wind speeds potentially causing tree falls and line damages, increasing the risk for fire ignition.
- **SCE Monitoring:** SCE's notification places additional pressure on BVES to prepare for potential impacts on mutual aid and shared resources, ensuring that contingency plans are ready to be executed.

Simulation Activities

- Schedule an emergency coordination meeting with heads of operations, customer service, and field management to discuss potential refinements
- Enact the communication strategy
- Prepare customer service teams with FAQs and response scripts tailored to the updated risk forecasts, particularly addressing potential outages and safety
- Update the IVR (Interactive Voice Response) system and website to inform customers of the increased risk and potential for PSPS activation.
- Conduct a strategic session with the SCE liaison to discuss the implications of the monitored circuits and coordinate resources.

Module 3: Stage 2 (1 day ahead)

Event 3 (1 day ahead)

September 9, 2024: 9:00AM PST

Scenario Update

- **Weather Update:** Weather consultant provides updated forecast of service territory showing sustained high wind speeds in the North Shore, Boulder, and Lagonita circuit regions and expects winds to exceed 55 mph. SCE informs BVES the Doble and Cushenberry lines remain on the “monitored circuit list” for the same duration of time.
- **SCE Update:** SCE maintains the Doble and Cushenberry lines on the “monitored circuit list,” signaling continued risk and potential for de-energization.

Key Issues

- **Critical Wind Speeds:** The North Shore, Boulder, and Lagonita circuit regions are expected to experience winds exceeding 50 mph, significantly increasing the risk of tree falls, line damage, and fire ignition.
- **Monitoring of SCE Lines:** Continuous monitoring of SCE lines for cohesive response strategies between SCE and BVES

Simulation Activities

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure damage reported by the Bear Valley Fire Department, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Notification strategy to advise the public, including specific messages for AFN and medical baseline communities.

Module 4: Stage 3 PSPS De-energization Initiated

Event 4 (De-energization)

September 10, 2024: 6:00AM PST

Scenario Update

- **Weather Update:** At dawn, the winds in the North Shore, Boulder, and Lagonita circuit regions have intensified, reaching sustained speeds of 55 mph with gusts surpassing 85 mph. This triggers PSPS protocols. Concurrently, the Doble and Cushenberry lines are still flagged on SCE's monitored circuit list due to the heightened fire risk, emphasizing the urgency of the situation.

Key Issues

- **Intense Wind Speeds**: The winds have not only reached but exceeded critical thresholds, posing significant risks of damage and fire across the north-western part of BVES' service territory.
- **Monitoring Critical Lines:** SCE's monitored circuit list continues to include Doble and Cushenberry lines, indicating a sustained period of concern that heightens the stakes for BVES' operational decisions.
- **Infrastructure Challenges:** The Bear Valley Fire Department reports a downed line on the Boulder circuit, identified through an iRestore report, necessitating immediate response to prevent potential fire risks and ensure public safety.

Simulation Activities

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure damage reported by the Bear Valley Fire Department, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Enact the process of notifying and advising the public, including specific messages aimed at reducing panic and ensuring safety.

Module 5: SCE Lines De-energized

Event 5 (SCE De-energizes Goldhill Feed (both Doble and Cushenberry))

September 10, 2024: 11:00AM PST

Scenario Update

As the situation escalates, SCE has de-energized the primary feeds, Doble and Cushenberry, to Big Bear Valley as part of their PSPS measures to combat escalating fire risks. This action occurs while BVES is still operating under its own PSPS due to persistent extreme fire conditions.

Key Issues

- **Ongoing PSPS at BVES:** BVES remains in PSPS mode due to the ongoing severe weather conditions.
- **Disruption in Primary Supply Lines:** The disconnection of SCE's Doble and Cushenberry lines poses significant challenges to BVES's ability to maintain power supply and requires immediate strategic responses to mitigate impact.
- **Complications at Bear Valley Power Plant (BVPP):** A concurrent disruption in the natural gas supply from Southwest Gas further complicates the situation, rendering BVPP unavailable and limiting BVES's power generation capabilities.

Simulation Activities

- **Operational Challenge Simulation:** Role-play the sequence of operational decisions required when SCE's primary feeds are disrupted and subsequently restored, including managing the temporary unavailability of BVPP.
- **Stakeholder Communication Drill:** Practice the formulation and delivery of complex messages under pressure, focusing on maintaining public trust and regulatory compliance during critical infrastructure events.
- **Resource Management Exercise:** Discuss and implement resource allocation strategies to ensure power stability and safety during the transitional phases of de-energization and re-energization.

Module 5 Continued: SCE Lines to be Re-energized

Scenario Update

At 5:00 PM SCE updates that the Doble and Cushenberry lines are no longer under PSPS consideration and anticipates reenergization within the next hour. Southwest Gas also confirms resolution of the supply issue to BVPP.

Module 6: Stage 4 PSPS Re-energization Preparation

Event 6 (Restoration Preparation Phase)

September 10, 2024: 4:00PM PST

Scenario Update

Following the de-escalation of fire weather conditions and the restoration of SCE supply lines, BVES prepares to re-energize the North Shore, Boulder, and Lagonita circuits.

The wind speeds have diminished significantly since 1:00PM PST and are currently below 25 mph., creating a safer environment to initiate power restoration processes.

Key Issues

- **Restoration of SCE Supply Lines:** SCE's supply circuits are no longer on the monitored or de-energized circuit list, indicating a significant reduction in the immediate fire risk and allowing for the preparation of power restoration.
- **Decline in Wind Speeds:** The wind speeds in the affected areas of BVES's service territory have reduced to below 25 mph, making it feasible to proceed with re-energization without high risk of fire danger.

Simulation Activities

- **Safety Protocol Review:** Conduct a briefing with all involved personnel to review safety protocols and confirm that all necessary measures are in place before initiating the re-energization.
- **Operational Drill:** Simulate the step-by-step process of re-energizing the circuits, from the initial go-ahead to the final checks and balance, ensuring that all actions are logged and communicated within the team.
- **Public Information Session:** Role-play the development and delivery of public announcements regarding the restoration, focusing on clarity, accuracy, and reassurance to effectively manage public expectations and maintain trust.

Module 7: Stage 4 continued

PSPS Re-energization Initiated

Event 7 (Re-energization Initiated)

September 10, 2024 (6:00PM PST)

Scenario Update

SCE supply circuits are no longer on the monitored/de-energized circuit list. Winds in the North Shore, Boulder, and Lagonita region continue to steadily drop and are currently below 15 mph. With the SCE supply circuits restored and wind speeds in the North Shore, Boulder, and Lagonita regions continuing to decrease, BVES initiates the process of re-energizing these circuits.

Key Issues

- Subsided Extreme Fire Threat Weather Conditions: The environmental conditions have improved significantly, with wind speeds dropping below 15 mph, thereby reducing the fire risk and allowing for safe re-energization
- **Resuming Operations:** Critical transition from emergency management recovery to normal operational status

Simulation Activities

- **Operational Coordination Drill:** Simulate the technical and logistical steps of re-energizing the power circuits, focusing on the coordination between field crews, engineers, and control centers.
- **Customer Service Role-play:** Practice handling customer calls and inquiries post-re-energization, focusing on providing reassurances and information about the return to normal operations.
- **Stakeholder Communication Session:** Mock up a series of communications to stakeholders, practicing the delivery of clear and concise updates that convey the end of the PSPS event and outline any ongoing recovery efforts.

Module 8: PSPS Event Concluded

Event 8 (Post PSPS Phase)

September 11, 2024 (6:00AM PST)

Scenario Update

With the PSPS event officially concluded, BVES shifts focus to assessing the event's effectiveness, communication, and operational execution. This phase is crucial for gathering insights, implementing improvements, and engaging with both internal stakeholders and the community to enhance future preparedness and response strategies.

Key Issues

- **Evaluation of the PSPS Event:** Comprehensive review of how the event was managed, including successes and areas for improvement.
- **Community and Stakeholder Feedback:** Gathering feedback to understand the community's perception and the effectiveness of communication strategies.

Simulation Activities

- **Operational Review Drill:** Simulate the process of gathering and analyzing operational data to assess the effectiveness of the PSPS measures implemented.
- **Stakeholder Feedback Role-play:** Conduct mock sessions with simulated local government officials and community leaders to practice receiving and integrating feedback.
- **Future Planning Workshop:** Engage in a strategic session to identify potential improvements in equipment, procedures, and stakeholder engagement based on the lessons learned during the PSPS event.

Appendix A: Exercise Schedule

Note: Because this information is updated throughout the exercise planning process, appendices may be developed as stand-alone documents rather than part of the Sit Man.

Time	Activity
[April 13, 2023]	
0000	Registration
0000	Welcome and Opening Remarks
0000	Module 1: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 2: Briefing, Caucus Discussion, and Brief-Back
0000	Lunch
0000	Module 3: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 4: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 5: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 6: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 7: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 8: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Hot Wash
0000	Closing Comments

Appendix B: Potential Exercise Participants

Organizations	
Federal Emergency Management Agency	Federal
US Forest Service	Federal
Bear Valley Electric Service	Private
Southern California Edison	Private
California Office of Emergency Services	State
California Public Utilities Commission	State
California Office of Energy Infrastructure Safety	State
Cal Fire	State
San Bernardino County Office of Emergency Services	Local
Big Bear Fire Department	Local
Big Bear Police Department	Local
Big Bear Public Works	Local
Big Bear Department of Water and Power	Local
City of Big Bear Lake	Local
Big Bear Animal Control	Local
Communication Companies	Local
The Salvation Army	Non-Profit
American Red Cross	Non-Profit

Appendix C: Relevant Plans

FPI Concept of Operations

BVES has implemented use of a Fire Potential Index (FPI) model produced by Technosylva specifically customized for the BVES service area. The FPI model quantifies the fire activity potential over the territory based on different parameters including fuels, terrain and weather.

FPI provides the following categories of FPI:

FPI categories	FPI value	FPI percentile
Very Low	< 5	<60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99
Extreme	> 37.5	>99

FPI will be used to assist the BVES Team in making operational decisions regarding the sub-transmission and distribution system. As shown in the table above as FPI increases, the risk of wildfire increases. Therefore, the BVES Team will initiate operational and customer procedures to mitigate wildfire. These procedures include Public Safety Power Shut-off as a measure of last resort.

Each day the **Wildfire Mitigation & Safety Engineer** (or his alternate in his absence) reviews the WFA-E fire risk (Fire Behavior Index) forecast for the current weather forecast using for the sub-transmission and distribution systems and the FPI model. The **Wildfire Mitigation & Safety Engineer** will send the forecasts (WFA-E fire risk) and FPI to designated **Field Operations** and **Management** staff (President, Energy Resource Manager, Utility Manager, Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, Electrical Distribution System Engineer, Customer Programs Specialist, Substation Technician, and other staff as designated by the Utility Manager).

The table below provides specific operational actions to be implement by the Operations and Customer Service Teams according to the FPI category.

FPI Category	Very Low and Low	Moderate	High	Very High/Extreme
Auto-Reclosers and Protective Switches with Reclosing Capability	Automatic[1]	Manual (Non-Automatic)	Manual (Non-Automatic)	Manual (Non-Automatic)
Patrol following circuit or feeder outage	No[2,3]	Yes	Yes	Yes
Fuse TripSavers	Automatic[1]	Automatic[1]	Manual (Non-Automatic)	Manual (Non-Automatic)
Designate which circuits are under: (1) Consideration (2) In Scope	No	No	Yes	Yes
Deploy Wildfire Risk Team(s) to circuits "In Scope".	No	No	Yes[4]	Yes
Cease using any spark producing tools and equipment for circuits under consideration or in scope.	No	No	Yes	Yes
Cease vegetation management work for circuits under consideration or in scope.	No	No	Yes[5]	Yes
Cease "high risk" energized line work for circuits under consideration or in scope.[6]	No	No	Yes	Yes
Forward to Field Operations updated list of medical baseline customers and impacts access and functional needs population.	No	Yes	Yes	Yes
Review Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification lists and procedures.	No	Yes	Yes	Yes
Review customer notification procedures.	No	Yes	Yes	Yes
Activate EOC.	No	No	Yes[7]	Yes
Initiate Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification in accordance with BVES PSPS Procedures.	No	No	Yes[8]	Yes[8]
Initiate customer notification in accordance with BVES PSPS Procedures.	No	No	Yes[8]	Yes[8]
Prepare Bear Valley Power Plant for sustained operations.	No	No	Yes	Yes
Conduct switching operations to minimize impact of potential PSPS activity	No	No	Yes	Yes
Activate first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.	No	No	Yes[9]	Yes[9]
Activate Community Resource Centers.	No	No	Yes[10]	Yes
Invoke Public Safety Power Shutoff.	No	No	Yes[11]	Yes[11]

[1] **Automatic in Non-Winter Months:** During the non-winter months, certain devices as developed by the Field Operations Supervisor and approved by the Utility Manager will remain in Manual (Non-Automatic) for the entire period regardless of the wildfire risk.

[2] **Patrol Not Required:** During the non-winter months, when an Auto-Recloser, Switch, or Fuse TripSaver that was placed in "Manual" due to the above policy trips open, the affected portions of the de-energized circuit or feeder will be patrolled prior to re-energizing them. If the cause is likely known and the fire risk is "Green" or "Yellow," the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk to causing fire.

[3] **Re-Test Allowed:** No patrol is required. Re-test allowed following check of fault indicators, SCADA, other system indicators, and reports from the field. If the re-test fails, a patrol is mandatory.

[4] **Deployment Based on Conditions:** Based on actual conditions in the area, the Field Operations Supervisor may rescind the requirement to deploy Wildfire Risk Teams.

[5] **Vegetation Management with Controls:** Wildfire Mitigation & Reliability Engineer may allow certain vegetation management activities to continue with additional controls to mitigate ignitions in place.

[6] **High-Risk Work Designation:** The Field Operations Supervisor will review and designate which work is considered "high risk." Examples of "high risk" work include line work that can result in ignitions such as line work in high vegetation density areas where the line could make contact with vegetation or work that could cause line slap.

[7] **Wind Thresholds:** If forecasted sustained wind or 3-second wind gusts expected to exceed 55 or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. The Utility Manager reduced the scope of the EOC to match actual conditions in the field.

[8] **Executive Management Approval:** Executive Management will approve initiating notifications.

[9] **Activate Communication Plans:** Executive Management will approve activating first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.

[10] **Community Resource Center Activation:** Based on actual conditions in the area, the Energy Resource Manager may rescind the requirement to activate the Community Resource Center.

[11] **PSPS Activation:** If actual sustained wind or 3-second wind gusts exceed 55 mph. The Utility Manager may initiate PSPS if in his judgement the actual conditions in the field pose a significant safety risk to the public.

When sub-transmission and distribution facilities are in areas where the FPI is designated as "High" or higher, the circuit is designated as being under "consideration". When facilities are designated as being under "consideration," the **Management** and the **Operations Team** will evaluate the facilities for their condition (material condition, level of grid hardening, level of protective equipment and automation, etc.), status (energized, loading, etc.), scheduled work and maintenance, status of situational awareness monitoring equipment, actual weather, other weather forecasts, staff resources, etc. The **Customer Service Team** will review notification procedures for the affects area(s).

When sub-transmission and distribution facilities are in areas where the FPI is designated as "Very High" or higher, the circuit is designated as being under "in scope". When facilities are

designated as being "in scope," all of the actions required for circuits "under consideration" will be taken. Additionally, the BVES Team will start making preparations for possible PSPS implementation on affected circuits.

PSPS Phases for PSPS Procedures

DRAFT UPDATE (May 31, 2024) PSPS Phases for PSPS Procedures

Phase	Timeframe	Internal Staff Actions	External Communications and Notifications
Preparatory	**Pre-fire season.** • Conducted annually well before extreme fire threat conditions are expected; or • When lessons learned or other conditions warrant updating plans, training, and/or outreach.	**Planning and Training** • Managers review and update plans and procedures. • Managers ensure staff are trained on PSPS procedures as applicable. • Reach out to media and community-based organizations to ensure consistent awareness of and availability to third parties of all messaging and map data, including application programming interfaces that are used for de-energization events. • Customer Service Department will ensure all equipment and supplies for the CRC are functional and readily available. • Coordinate with stakeholders including CPUC, CalFire, CalOES, communications providers, representatives of people/communities with access and functional needs, and other public safety partners to plan de-energization simulation exercises throughout the utility service territories in the areas with the highest historical and forecasted risk for de-energization in advance of fire season.	**Local Government, Agencies, and Partner Organizations:** • Provide copy of plan and solicit comments. • Incorporate comments as deemed appropriate. • Conduct meetings to discuss procedures. • Update primary and secondary contacts for PSPS communications. • Advisory Board: May consist of public safety partners, communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of people/communities with access and functional needs and vulnerable communities, and academic organizations. **Customer Outreach and Education:** • Post PSPS information and list of PSPS POCs on BVES's website and social media. • Include PSPS information in periodic customer newsletter. • Conduct public workshops. • Provide PSPS notifications via email, telephone calls, Interactive Voice Response (IVR) proactive calling system, and two-way text messaging.
Warning	**4-7 Days Ahead** When forecasts indicate extreme fire threat weather and conditions may occur	**Operations & Planning:** • Evaluate system for possible impact area(s) and ensure resources ready to support PSPS. • Contact SCE Staff and closely follow status of SCE supply lines (Doble, Cushenberry, and Bear Valley/Radford). • Review operational and maintenance status of sub-transmission system. • Review operational and maintenance status of Bear Valley Power Plant (BVPP). • Review operational and maintenance status of Radford Line.	**None**

		• Consider conducting patrol of Radford Line. • Review FPI, WFA-E, National Weather Service (NWS) forecasts, National Fire Danger Rating System (NFDRS) 7-day forecast, and weather and threat assessments from contracted meteorology consultant. • Notify meteorology consultant to provide more frequent forecasts. • Alert customer service to possibility of PSPS. **Customer Service:** • Review and edit as applicable templates for PSPS events and the anticipated impacts on BVES Customers. • Staff drafts notices to Public Affairs consultant for review, significant changes to templates are made. • Create warning notifications to customers via email, telephone calls, IVR proactive calling system, and two-way text messaging.	
Warning	**4 Days Ahead** If continuing and consistent forecasts of extreme fire threat weather and conditions	**Operations & Planning:** • Closely monitor fire weather alerts from various sources with the goal of refining the forecast (FPI, WFA-E, NWS, NFDRS, and meteorology consultant weather and threat assessments). • Continue contacts with SCE Staff and closely follow status of SCE supply lines. If any SCE lines are under "PSPS Consideration," take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Consideration. • Ensure sub-transmission system is in most reliable condition. Defer or secure from planned maintenance. • Ensure BVPP ready to operate. Defer or secure from planned maintenance. • Alert Energy Resource Department of possible extended BVPP operations. • Consider energizing Radford Line, if deemed necessary for reliability. • Closely coordinate with SCE Staff regarding the PSPS status of SCE supply lines. • Ensure BVES-installed weather stations fully operational. • Ensure circuit load monitoring equipment fully operational. • Place BVES staff incident responders on alert. **Customer Service:**	**Local Government, Agencies, and Partner Organizations:** • Email **"4 Day Alert"** to local government, agencies, and partner organizations' primary and secondary points of contact. • Alert the emergency management community, first responders, and local government first.

		• Finalize **"4 Day Alert"** email regarding continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. - provide anticipated impacts on BVES Customers and direction of event. - Obtain President's approval to release. • Issue a press release to local media (newspaper and radio) and post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.	
Warning	**2-3 Days Ahead** Extreme fire threat weather and conditions forecasted with increasing confidence	**Operations & Planning:** • Continue to closely monitor fire weather alerts. • Prepare staff rotation plans to support continuous field crew operations, BVPP operations, dispatch, and customer service. • Evaluate need for additional resources from mutual aid agreements (CUEA and MMAA) and contracted services. Alert additional resources points of contact. • Set up processes to frequently monitor BVES-installed weather stations. • Review pre-approved field Switching Orders against current system line-up and make changes as applicable with Field Operations Supervisor's approval. • Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders. • Closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable. **Customer Service:** • Finalize **"2-3-Day Notice"** regarding forecasted extreme fire threat weather and conditions, about possible BVES directed PSPS and/or SCE directed PSPS. - Provide anticipated impacts on BVES Customers and direction of event. - Obtain President's approval to release.	**Local Government, Agencies, and Partner Organizations:** • Email **"2-3 Day Notice"** to local government, agencies, and partner organizations' primary and secondary points of contact. • Coordinate with the emergency management community, first responders, and local government first. • Encourage widest dissemination of this information. **Customer Outreach:** • Post **"2-3 Day Notice"** on BVES website and social media. • Issue **"2-3 Day Notice"** press release for local media. • Send out **"2-3 Day Notice"** via IVR. • Send out **"2-3 Day Notice**" via Text • Send out **"2-3 day Notice"** via Email

		• Issue a press release to local media (newspaper and radio) and post notification on website. • Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.	

Warning	**1-2 Days Ahead**
	Extreme fire threat weather and conditions forecasted with high degree of confidence
		Operations & Planning:
		• Continue to closely monitor fire weather alerts and observed conditions from various sources with the goal of refining the forecast.
		• If needed, request additional resources from mutual aid agreements (CUEA and MMAA) and contracted services).
		• Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders.
		  ○ Set up CRC and conduct a mock SOE scenario to include testing of all equipment and needed supplies.
		  ○ Purchase non-perishable food items to provide to our customers including bottled water.
		• Continue to closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable.
		• When directed by the Utility Manager:
		  ○ Staff incident responders called in.
		  ○ Incident dispatch established.
		  ○ Field Crews dispatched to monitor various actual field conditions for extreme fire weather and other dangerous conditions throughout the service area and "at risk" areas.
		  ○ Implement BVES EDRP including staffing the EOC as applicable.
		
		Customer Service:
		• Finalize **"1-2 Day Notice"** regarding imminent extreme fire threat weather and conditions, which may result in BVES directed PSPS and/or SCE directed PSPS.
			Local Government, Agencies, and Partner Organizations:
			• Email **"1-2 Day Notice"** to local government, agencies, and partner organizations' primary and secondary points of contact.
			• Coordinate with the emergency management community, first responders, and local government first.
			• Encourage widest dissemination of this information.
			
			Customer Outreach:
			• Post **"1-2 Day Notice"** on BVES website and social media.
			• Issue **"1-2 Day Notice"** press release for local media.
			• Send out **"1-2 Day Notice"** via IVR.
			• Send out "1-2 Day Notice" via Text
			• Activate "1-2 day Notice" via Email

		- Provide anticipated impacts on BVES Customers and duration of event. - Obtain President's approval to release. • Identify medical baseline and AFN customers that may lose power as result of PSPS. • Issue a press release to local media (newspaper and radio) and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging	
Warning	**1-4 Hours Ahead When De-Energization Imminent.** Extreme fire threat weather and conditions validated by field resources	**Operations & Planning:** • Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS. • Frequently monitor BVES-installed weather stations. • Patrol throughout service area especially "at risk" areas to monitor various actual field conditions for extreme fire weather and other dangerous conditions. • Monitor local wind gusts in "at-risk" areas. **Customer Service:** • Finalize "**De-energization Imminent Notice"** regarding imminent PSPS de-energization(s) directed by BVES or SCE - Include areas to be de-energized, number of customers without power, and best estimated time to restore (ETR). - Obtain President's approval to release. • Identify medical baseline customers that may lose power. • Identify AFN customers that may lose power as result of PSPS • Issue a press release to local media and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Imminent Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS. • Provide list of customers that may be without power and listed as medical baseline customers to Sheriff Department and Fire Department. **Customer Outreach:** • Post "**De-energization Imminent Notice"** on BVES website and social media. • Issue "**De-energization Imminent Notice"** press releases for local media. • Send "**De-energization Imminent Notice"** via IVR. • Send "**De-energization Imminent Notice** Day Notice" via Text • Send "**De-energization Imminent Notice**" via Email
Implementation	**During de-energization event.** A PSPS event is initiated.	**Operations & Planning:** • Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3,	**Local Government, Agencies, and Partner Organizations:** • Email **"De-energization Notice"** to local government, agencies, and partner organizations. • Coordinate with the emergency management community, first

		BVES Action for SCE Lines De-energized Due to PSPS. • Frequently monitor BVES-installed weather stations. • Patrol throughout service area especially "at risk" areas to monitor field conditions for extreme fire weather and dangerous conditions. • Monitor local wind gusts. • De-energize circuits in "at risk" areas as wind gusts reach threshold for de-energization as designated by Field Operations Supervisor. • Field Crews may de-energize additional power lines they evaluate as posing a public safety hazard or as directed by Field Operations Supervisor. • Prepare GO-166 major outage and ESRB-8 notifications as applicable. **Customer Service:** • Finalize "**De-energization Notice"** regarding extreme fire threat conditions and actual PSPS de-energization(s) directed by BVES and/or SCE. Must include: - areas de-energized, - number of customers without power, and best estimated time to restore (ETR). Obtain President's approval to release. • Issue **"De-energization Updates"** providing status changes such as when the number of customers without power or ETR(s) change significantly. Obtain President's approval to release. • Identify lists of medical baseline customers without power. • Issue a press release to local media (newspaper and radio) and post notification on website. • Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.	responders, and local government in managing outages due to PSPS. • Send **"De-energization Updates"** on the PSPS. • Provide list of customers without power and listed as medical baseline and AFN customers to Sheriff Department and Fire Department. • Encourage widest dissemination of this information. • Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of shutting off the power if the outage meets the major outage criteria of GO-166. • Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut off per ESRB-8. **Customer Outreach:** • Post "**De-energization Notice"** and "**De-energization Updates"** (when warranted) on BVES website and social media. • Issue "**De-energization Notice"** and "**De-energization Updates"** (when warranted) press releases for local media. • Send "**De-energization Notice"** and "**De-energization Updates"** (when warranted) via IVR. • Send "De-energization Notice" and "**De-energization Updates"** (when warranted) via Text • Activate "De-energization Notice" and "**De-energization Updates"** (when warranted) via Email • Communicate with emergency services regarding AFN and medical baseline customers.
Restoration	**Re-energization** Extreme fire conditions subside to safe levels as validated by field conditions	**Operations & Planning:** • Validate extreme fire weather conditions have subsided to safe levels as designated by the Field Operations Supervisor and report these conditions to Dispatch. • Conduct and patrols of de-energized facilities. • Restore power to affected circuits following satisfactory	**Local Government, Agencies, and Partner Organizations:** • Send **"Intent to Restore"** notice to local government, agencies, and partner organizations. Encourage widest dissemination of this information. • Coordinate with the emergency management community, first responders, and local government in managing restorations.

		completion of field inspections and patrols. • Conduct switching operations as directed by Field Operations Supervisor to restore systems normal as SCE restores supply lines, as applicable. **Customer Service:** • Finalize **"Intent to Restore"** notice to include ETRs and obtain President's approval to release. • Finalize **"Restoration Complete"** notice to be issued when power is fully restored and obtain President's approval to release. • Breakdown of CRC including removal/storage of all equipment and supplies.	• Send **"Restoration Complete"** notice to local government, agencies, and partner organizations once power is fully restored or an update if restoration is delayed. **Customer Outreach:** • Post **"Intent to Restore"** notice on BVES website and social media. • Issue **"Intent to Restore"** press release for local media. • Send **"Intent to Restore"** notice via IVR. • Send **"Intent to Restore"** notice via Text • Send **"Intent to Restore"** notice via Email • Post **"Restoration Complete"** notice on BVES website and social media once power is fully restored or an update if restoration is delayed. • Issue **"Restoration Complete"** press release for local media once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via IVR once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via Text once power is fully restored or an update if restoration is delayed. • Send **"Restoration Complete"** notice via Email once power is fully restored or an update if restoration is delayed.
Reporting and Lessons Learned	**Post Event**	**Operations & Planning:** • Conduct lessons learned with applicable staff. Utility Manager will include Customer Service and solicit input from Local Government, Agencies, and Partner Organizations. • Update plan and procedures per the lessons learned, if necessary. • Prepare PSPS Post Event Report required by ESRB-8 and forward to President and Manager of Regulatory Affairs for approval.	**CPUC Safety Enforcement Division:** • File a report (written) to President of SED no later than 10 business days after the Shutoff event ends per ESRB-8.

DRAFT UPDATE (May 31, 2024) BVES Action for SCE Lines Under PSPS Consideration

Condition	BVES Action
SCE places Doble or Cushenberry Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Operations & Planning Manager evaluates energizing Radford Line for improved reliability.
SCE places Bear Valley Line under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on conditions for situational awareness. 2. If Radford is energized, shift loads to Shay Line.
SCE places Doble **and** Cushenberry Lines under PSPS Consideration.	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Energize the Radford Line. 3. Prepare for potentially losing all SCE supply lines from Lucerne. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads.
SCE places Doble or Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines from Lucerne. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.
SCE places Doble, Cushenberry, and Bear Valley Lines under PSPS Consideration	1. Notify key internal staff and brief Field Operations staff on condition for situational awareness. 2. Prepare for potentially losing all SCE supply lines into BVES service area. 3. Prepare for sustained BVPP operations and rolling blackouts. 4. Evaluate distribution circuit loads.

BVES Action for SCE Lines De-energized Due to PSPS

DRAFT UPDATE (May 31, 2024) BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
SCE De-energizes Doble or Cushenberry Line for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Energize Radford Line if needed to meet load demand and reliability. 3. Start up the BVPP as needed to meet load demand. 4. No reduction in load necessary, since the Doble and Cushenberry are capable of carrying the other's load. 5. Implement BVES EDRPn for a partial loss of SCE supply lines.
SCE De-energizes Bear Valley Line for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. If Radford is energized, shift loads to Shay Line prior to de-energizing for PSPS. This should be done about 4 hours prior to the SCE de-energizing the line. 3. If needed, start up the BVPP to meet load demand. 4. If needed, instruct interruptible customers (Bear Mountain Resorts) to reduce load as needed to meet load demand. 5. Implement BVES EDRP for a partial loss of SCE supply lines.
SCE De-energizes Doble or Cushenberry **and** Bear Valley Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Since the Doble and Cushenberry are capable of carrying the other's load, follow the procedure for "SCE De-energizes Bear Valley Line for PSPS" above. 3. Prepare for potentially losing all SCE supply lines into BVES service area. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Evaluate distribution circuit loads. 6. Implement BVES EDRP for a partial loss of SCE supply lines.
SCE De-energizes Doble **and** Cushenberry Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. Energize the Radford Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, shift as much of the load to the BVPP and Radford Line as follows: a. Open the Shay and Baldwin ARs. b. "Express" the Radford Line to Meadow Substation without overloading the Radford Line per Field Operations' switching order. c. Start BVPP, place enginators online, and increase load to within the combined capacity of the BVPP and Radford Line. d. Implement BVES EDRP for sustained loss of SCE supplies from Lucerne including "rolling blackout" procedures. 4. Prepare for sustained BVPP operations and rolling blackouts. 5. Frequently monitor distribution circuit loads.

DRAFT UPDATE (May 31, 2024) BVES Action for SCE Lines De-energized Due to PSPS

Condition	BVES Action
SCE de-energizes Doble, Cushenberry, **and** Bear Valley Lines for PSPS.	1. Notify key staff and brief Field Operations staff on condition for situational awareness. 2. If the Radford Line is energized, shift loads to the Shay Line. 3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, perform the following: a. Start up all BVPP enginators. b. Reduce system load to within the capacity of the BVPP by isolating distribution circuits as directed by the Field Operations Supervisor. c. Once system load is matched with the BVPP capacity, open the Shay and Baldwin ARs. d. Implement BVES EDRP for sustained loss of all SCE supply lines including "rolling blackout" procedures.

BVES PSPS Communications

DRAFT UPDATE (May 31, 2024) BVES PSPS Communications Template Listing			
Template	**Content**	**Media**	**Recipients**
4-Day Alert	Provides notice of continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES-directed or SCE-directed PSPS. Also, provides anticipated impacts on BVES customers and direction of event.	• Email	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs), and customers (including medical baseline and behind-the-meter).
2-3 Day Notice	Provides notice of forecasted extreme fire threat weather and conditions, which may lead to BVES-directed or SCE-directed PSPS. Provides anticipated impacts on BVES customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
1-2 Day Notice	Provides notice regarding imminent extreme fire threat weather and conditions, which may result in BVES-directed or SCE-directed PSPS. Also, provides anticipated impacts on BVES Customers and duration of event.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Template Listing

BVES PSPS Communications Template Listing			
Template	Content	Media	Recipients
De-energization Imminent Notice	Provides notice that BVES-directed or SCE-directed PSPS is	• Email • BVES Website • Social Media	• Local Government, Agencies, and Partner

	imminent (within 1-4 hours) based on extreme fire threat weather and conditions. Also, provides anticipated impacts on BVES customers and duration of event.	• Press Release • IVR Message • Text Message	Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Notice	Provides notice of extreme fire threat weather and conditions and PSPS de-energization(s) and includes areas de-energized, number of customers without power, and best estimated time to restore (ETR).	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Updates	During de-energization event, provides notice of changes such as when the number of customers without power or ETR changes significantly	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
Intent to Restore	Provides notice that extreme fire threat weather and conditions have subsided, BVES	• Email • BVES Website • Social Media • Press Release • IVR Message	• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first

	crews are performing post-PSPS restoration inspections, and ETR.	• Text Message	responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
Restoration Complete	Provides notice that power is fully restored.	• Email • BVES Website • Social Media • Press Release • IVR Message • Text Message	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

Appendix D: Acronyms

Acronym	Term
DHS	U.S. Department of Homeland Security
AAR	After Action Report
AFN	Access and Functional Needs
COA	Course of Action
CRC	Community Resource Center
DHS	U.S. Department of Homeland Security
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
FSX	Full-Scale Exercise
HSEEP	Homeland Security Exercise and Evaluation Program
HQ	Headquarters
ICS	Incident Command System
IP	Improvement Plan
ISR	Initial Situation Report
N/A	Not Available
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OPORD	Operations Order
Ops	Operations
POC	Point of Contact
RSOI	Reception, Staging, Onward Movement, and Integration
Sit Man	Situation Manual
SME	Subject Matter Expert
SOG	Standard/Standing Operating Guidelines
TBD	To Be Determined
TTX	Tabletop Exercise
PSPS	Public Safety Power Shutoff

Appendix E: Exercise Schedule

Agenda for BVES PSPS Tabletop Simulation

Date: June 3, 2024

Duration: 8 Hours (8:00 AM - 5:00 PM PST; 1-hour lunch break)

Location: Hybrid (BVES Main Office and Zoom Virtual)

Instructions and timeline for the Full-Scale Exercise are detailed below.

Time	Activity
8:00 AM - 8:15 AM	**Opening and Introduction**
	- Welcome and Opening Remarks
	- Safety Briefing
	- Objectives and Flow of Simulation
	- Expectations for Participation / Scenario Engagement
	- BVES Overview and Fire Season Update
8:15 AM - 8:30 AM	**Overview of Exercise Scenario**
	- Scenario Brief
	- Key Triggers and Expected Challenges
	- Participant Actions and Responsibilities
8:30 AM - 9:15 AM	**Module 1 - Initial Conditions and Pre-Planning**
	- Scenario Introduction with Conditions and Weather
	- Pre-Planning Actions and Coordination
	- Identify Any Weather Reporting Discrepancies
	- Players Engage in Pre-Planning Strategies and Decisions
	- CalOES PSPS Ticket System Entry
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
9:15 AM - 10:00 AM	**Module 2 - Early Response and Notification**
	- Weather Update and Response Strategies
	- Notification Protocols and Stakeholder Coordination

Time	Activity
	- Players Engage in Timely and Accurate Coordination
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
10:00 AM - 10:15 AM	**Break**
10:15 AM - 11:15 AM	**Module 3 - PSPS Activation**
	- Scenario Escalation
	- Activation Procedures and Emergency Response
	- Players Engage in Realtime Simulation Activation Steps
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
11:15 AM - 12:00 PM	**Module 4 - Managing the PSPS Event**
	- Continued Scenario Development
	- Public Safety and Information Dissemination
	- Impact on Community and Emergency Services
	- Players Engage in Managing Public Safety and Service Continuity
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
12:00 PM - 1:00 PM	**Lunch**
1:00 PM - 1:45 PM	**Module 5 - SCE Lines De-energized**
	- Scenario Update: SCE De-Energizes Primary Feeds
	- Players Engage in Internal and External Actions
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
1:45 PM - 2:45 PM	**Module 6 - Re-energization**
	- Recovery Planning and Coordination
	- Re-energization Procedures and Public Communications
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion

Time	Activity
2:45 PM - 3:00 PM	**Break**
3:00 PM - 3:45 PM	**Module 7 - Recovery**
	- Review of Recovery Efforts
	- Address Issues or Setbacks
	- Module Hotwash Discussion
3:45 PM - 4:30 PM	**Module 8 - Debrief and Feedback Collection**
	- Group Debrief Session
	- Insights, Challenges, and Lessons Learned
	- Completion of Feedback Forms
4:30 PM - 5:00 PM	**Closing Remarks and Next Steps**
	- Summary of Key Actions and Follow-Up Steps
	- Final Instructions and Announcements

Stakeholder Roles and Responsibilities

The table below delineates the critical roles and responsibilities assigned to each participant in the PSPS tabletop simulation. Designed to clarify the expectations and functions of all involved parties, it is an essential tool for ensuring that every stakeholder—from utility managers to Public Safety Partner—is fully prepared to engage effectively during the exercise. This preparation enhances BVES's strategic alignment with operational effectiveness and strengthens our collaborative efforts with external agencies and stakeholders.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
President, BVES	Player	Incident Commander	Overall strategic direction, coordination with high-level stakeholders, and approval of critical communications.
Utility Manager	Player	Primary decision-maker during the PSPS events, which means all operations are observed per plan protocols	Directs emergency operations, ensures monitoring of weather conditions, coordinates with local governments and agencies, and activates the Wildfire Response Team (WRT)
Field Operations Supervisor	Player	Field Operations Leader	Direct field operations related to PSPS, including monitoring weather conditions and managing system lineup and switch operations.
Utility Engineer & Wildfire Mitigation Supervisor	Player	Technical Support	Ensure system designs minimize fire risks and support field operations in line with fire prevention standards.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
Customer Program Specialist	Facilitator	Public Information Officer	Manage all external communications, including notifications to the public and liaison with media.
Public Safety Partners (e.g., CAL FIRE, local PD)	Observers	External Coordination	Provide external emergency response coordination and support public safety measures.
Local Government Officials	Observers	Local Government Liaison	Ensure communication and coordination between BV
CPUC Representatives	Observers	Regulatory Compliance	Monitor the compliance of PSPS activities with regulatory requirements.
SCE Representatives	Observers	Utility Coordination	Coordinate with SCE on supply line statuses and joint response strategies.
PA Consulting	Facilitator	Simulation Director	Guide the overall flow of the simulation, ensure all elements align with the objectives, and manage the timing and transitions between modules.
PA Consulting (SME)	Observer	Technical and Scenario Expert	Provide scenario injects, offer expert insights during the simulation, and ensure content accuracy and relevance to real-world applications.
External Firm	Evaluator	Independent Reviewer	Silently review the entire simulation process to provide comprehensive feedback, assessing the effectiveness, adherence to protocols, and areas needing improvement.

BVES Personnel Role Card

This table serves as a detailed guide to the role assignments for the upcoming PSPS tabletop simulation. It defines the responsibilities and active participation phases for each team member, ensuring that everyone is well-prepared and understands their specific duties during the exercise.

By familiarizing themselves with these role cards in advance, all participants will be better equipped to contribute effectively to the simulation. This preparation is crucial for enhancing BVES's collective response capabilities and ensuring a coordinated effort across all levels of our utility operations during the simulation.

Role	Participant	Responsibilities	Active Modules
Incident Commander	Paul Marconi	Lead strategic response, coordinate with top-level managers and emergency personnel.	All Modules
Operations Group Lead	Jon Pecchia	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5

Role	Participant	Responsibilities	Active Modules
Energy Resource Manager (On Simulated Vacation)	Sean Matlock	Role usually includes managing energy resources and coordination during PSPS; responsibilities will be covered by others during the simulation.	Module 1
Strategic Operations Supervisor	Jeff Barber	Support strategic operations planning and alignment with overall emergency strategy.	Modules 1, 2, 3
Logistics and Finance & Administration Group Lead	Cory McClintock	Manage logistics and financial aspects of emergency response, including resource distribution.	Modules 2, 3, 6, 7
Emergency Service Representative and Planning Group Lead	VACANT [Filled in by Sean]	Develop emergency service plans, coordinate across groups for cohesive strategy.	Modules 1, 2, 3
Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou	Optimize engineering systems for extreme conditions, provide technical support.	Modules 1, 3, 4, 5, 6
Public Information Group Lead	Tawny Re	Manage public and stakeholder communications, coordinate with media.	Modules 1, 3, 4, 5, 6, 7
IT Operations Support	Joseph Assalley [OUT, filled in by Vincent]	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, *GIS personnel*, & Jared Hennen	Monitor system performance and weather, provide updates to operational leaders.	Modules 1, 2, 3, 4, 5
Response Teams	Line Crews	Respond to disruptions, ensure equipment readiness.	Modules 3, 4, 5, 6
Damage Assessment Team	Danny Hotchkiss & Richard Nadelman	Assess and report damage, plan repair strategies.	Modules 5, 6, 7
Recorder	Carolyn Kubacki	Document all actions and communications, support data collection for reports.	All Modules

PSPS Tabletop Exercise Agenda

8:00 AM - 8:15 AM: Opening and Introduction

Welcome Remarks: Introduce objectives and brief participants on the flow of the half-day simulation.

Safety Briefing: Outline safety protocols for those in attendance.

Align with PSPS Procedures: Discuss the Preparatory phase activities including annual updates to plans and staff training. This phase involves discussing the strategic planning and readiness before fire season.

8:15 AM - 8:30 AM: Overview of Exercise Scenario

Scenario Presentation: Provide an overview of the PSPS simulation, including key triggers and expected challenges as outlined in the PSPS Warning Phases.

The scenario is set within a 7-day weather forecast predicting extreme fire threat conditions across BVES service territory. This necessitates consideration of a PSPS activation to mitigate potential fire risks. Key challenges include factors such as maintaining awareness of escalating wind speeds, relative area having low humidity, and coordinating with Southern California Edison (SCE) regarding the status of power supply lines—which are crucial for maintaining power stability in the region as BVES receives its power via SCE supply lines. The scenario will explore BVES's response as the situation develops from initial warnings through to potential PSPS activation and eventual recovery.

- **Scenario Intentions:** Simulates conditions where the Fire Potential Index (FPI) is escalating due to worsening weather and fuel conditions and BVES response
- **Scene:** Customized for the BVES service area and quantifies the fire activity potential, driving operational decisions and the potential activation of a PSPS event
- **Initial Conditions:** The scenario starts with an FPI rating transitioning from 'Moderate' to 'High,' indicating increasing wildfire risk due to dry conditions and strong winds.
- **Key Triggers:** The main triggers include a significant rise in wind speeds and temperature during the watch period, coupled with consistent low humidity and high fuel loads.
- **Anticipated Exercise Challenges:** The simulation will challenge participants to respond to rapid changes in the FPI, requiring quick adjustments in operational and customer communication strategies. Participants will need to coordinate closely with local agencies such as CalFire and CPUC to manage and mitigate potential impacts effectively.

Module 1 (Pre-Planning Phase - *7 Days Ahead*): Discuss the initial PSPS preparations and communications as the weather forecasts begin to indicate severe conditions.

Module 2 (Stage 1 - *3 Days Ahead*): Focus on operational adjustments and readiness as the weather conditions worsen and SCE's monitored circuit list updates.

Module 3 (Stage 2 - *1 Day Ahead*): Final preparations and communications before potential PSPS activation, managing escalating emergency conditions.

Module 4 (Stage 3 - *PSPS De-energization Initiated*): Activation of PSPS, managing immediate impacts and initial emergency responses.

Module 5 (*SCE Lines De-energized*): Address challenges and actions following SCE's de-energization of critical power lines.

Module 6 and 7 (*PSPS Re-energization Preparation and Initiation*): Steps and communications involved in safely restoring power as conditions stabilize.

Module 8 *(PSPS Event Concluded):* Post-event analysis, debriefing, and

Review of Objectives and Roles: Clarify the main objectives of the simulation and the roles of different participants are in line with Internal Staff Actions and External Communications actions

from the PSPS plan (Roles: PSPS Exercise Players, Observers, Facilitators). This includes detailing how BVES coordinates internally and externally prior, during, and after a PSPS event. Objectives align with simulating the dynamic nature of the scenario based on real-time weather updates and operational needs if experiencing a PSPS activation.

8:30 AM - 9:15 AM: Module 1 - Initial Conditions and Pre-Planning

Scenario Introduction: Facilitators introduce the simulation effectively and ensure that SMEs are engaged to respond to questions and identify areas where complexities may arise during the initial conditions leading up to the PSPS decision. This mirrors the portion of the PSPS Preparatory phase within the PSPS protocols where procedures, plans, and strategies are reviewed and updated when necessary.

Key Update: During the morning briefing, it is discovered that the Baldwin weather station has malfunctioned, causing discrepancies in reported wind speeds and humidity levels compared to the North Shore weather station. SCE raises concerns about the reliability of the FPI data and questions the decision to proceed with PSPS planning based on potentially flawed data.

Align with External Communications: Emphasize coordination with stakeholders such as CPUC, CalFire, and local agencies as per PSPS procedures, which involves reaching out to entities directly to corroborate PSPS event activities.

Table 2: Module 1 Playbook

Facilitator	PSPS Exercise Team	Observers
• Introduce scenario and objectives • Prompt **Paul Marconi** to explain current PSPS protocols and pre-planning strategies with emphasis on coordination • Facilitators detail the malfunctioning Baldwin weather station and the resulting data discrepancies • Facilitate discussion with **Sean Matlock** on the expected weather conditions and potential PSPS trigger	• **Paul Marconi:** Outlines preparedness steps and resource allocations • **Sean Matlock:** Provides detailed forecast and highlights areas of concern that may affect the PSPS decision-making • **Paul Marconi:** Discusses contingency plans and measures to verify data accuracy • **Sean Matlock:** Addresses the weather data discrepancies, providing an action plan for verification and coordination with SCE	• Facilitate exercise by taking notes on actions and prepare questions to relate the protocols and forecasting methods discussed • **SMEs** on standby for insights and technical questions as the scenario begins • Note observer insights on the handling of data discrepancies and decision-making processes • SMEs provide feedback on proposed solutions and identify potential areas of improvement

Group Discussion: Participants discuss initial actions and decision-making based on the scenario, focusing on reliability of the weather data, contingency planes, data governance processes, and adjusting resource allocation practices.

Table 3: Module 1 Simulation Activities

Activity	Objective	Description
Brief Weather Analysis Discussion	• Quickly assess critical fire risk days from the 7-day forecast	• Facilitators present forecast details and lead a rapid discussion on potential impacts and pre-planning steps. Include the discrepancy in Baldwin weather station data and its implications.
Resource Checklist Review	• Confirm readiness of resources	• Key participants confirm readiness status verbally, including plans to address the weather station data discrepancy.
Quick Communication Plan Outline	• Outline key messages for stakeholders based on the high-risk days	• Outline essential communication points. Participants suggest communication timing and methods briefly, considering how to communicate the data discrepancy and its impact on PSPS planning.
Strategic Decisions Flash Round	• Make fast-paced decisions based on the weather scenario	• Present critical decision points (e.g., activation of communication plans, staging resources). Include decisions on handling the weather station discrepancy and ensuring accurate data verification.

9:15 AM - 10:00 AM: Module 2 - Early Response and Notification

Update on Evolving Scenario: Introduction of new developments based on the PSPS Warning phase, particularly 4-7 Days Ahead actions, which includes awareness into the weather forecast or infrastructure conditions.

Table 4: Module 2 Playbook

Facilitator	PSPS Exercise Team	Observers
• Update on weather conditions and prompt **Jon Pecchia** to discuss operational readiness and any adjustments based on the updated forecast • Engage **Cory McClintock** to elaborate on the logistics and resourcing staging areas at the utility operations site and affiliated and known coordination sites	• **Jon Pecchia:** Coordinates operational teams and reviews the PSPS checklist for readiness • **Cory McClintock:** Arranges logistics, ensuring all equipment and personnel are assigned and made aware of roles	• Review the readiness plans (PSPS Plan operational Guidelines and SitMan) • Capture insights on the coordination process for best practice alignment • SMEs begin to introduce potential logistical challenges or siting and amenity issues

Group Activity: Execute notification protocols and discuss coordination with local agencies and media, paralleling the customer service actions described in the PSPS procedures for Warning phases.

Table 5: Module 2 Simulation Activities

Activity	Objective	Description
Urgent Weather Briefing	• Quickly address urgent weather updates	• Facilitators present a concise update on increasing wind speeds in critical areas, emphasizing urgent safety concerns
Rapid Response Planning	• Sync immediate response strategies	• Brief discussion on immediate operational adjustments required, including potential PSPS activation and resource staging

Activity	Objective	Description
Quick Stakeholder Update	• Inform stakeholders of urgent developments	• Send a simulated quick alert to stakeholders, including local government and emergency services, regarding the wind update
Crisis Communication Drill	• Practice emergency public communication	• Role-play a quick press release or social media update to inform the public about potential PSPS due to high winds

10:00 AM - 10:15 AM: Break

Short break.

10:15 AM - 11:15 AM: Module 3 - PSPS Activation

Scenario Escalation: Facilitators introduce complications such as increased fire risk or communication failures. This reflects the Warning phase where BVES evaluates the immediate threats while preparing for possible de-energization

Simulation Exercise: Participants enact the PSPS activation procedures and discuss immediate response strategies.

Table 6: Module 3 Playbook

Facilitator	PSPS Exercise Team	Observers
• Begin with detailed discussion on last-minute preparations with **Emergency Service Representative**, with focus on emergency response and health service coordination • Prompt **Tom Chou** to begin with assessments and finalizing infrastructure and engineering needs that may need to be addressed before a PSPS activation	• **Emergency Service Representative:** Finalizes the strategy for emergency response planning and coordination with liaises and local first responders • **Tom Chou:** Maintains all technical systems such that the selected circuits for PSPS de-energization are not faced with any last-minute engineering concerns	• Review the emergency preparedness process and steps on preparing any utility engineering or infrastructure assessments • **SMEs** discuss unforeseen technical hurdles during emergency scenarios

Table 7: Module 3 Simulation Activities

Category	Activity	Objective	Simulation Activity
Internal Communications	Coordination Meetings	• Finalize EOC preparations.	• Conduct a brief mock EOC meeting to review weather updates and refine strategies.

Category	Activity	Objective	Simulation Activity
	Updates to All Staff	• Ensure staff awareness.	• Role-play key communication points.
Customer Service Actions	Preparatory Training	• Refresh staff on handling PSPS communications.	• Role-play handling increased customer inquiries using updated scripts.
External Communications	Public Notifications	• Inform the public about potential PSPS activation.	• Draft / present it in a simulated press briefing.
	Stakeholder Engagement	• Update stakeholders on potential PSPS actions.	• Conduct brief with local government and emergency responders to coordinate messaging.
PSPS Consideration for SCE	Resource and Response Coordination	• Coordinate closely with SCE regarding monitored lines.	• Brief strategy session discussing SCE updates and BVES's corresponding actions.

11:15 AM - 12:00 PM: Module 4 - Managing the PSPS Event

Continued Scenario Development: Discuss impact on the community, emergency services, and critical infrastructure as detailed in the Warning and Implementation phases of the PSPS procedures.

Role Play and Discussion: Participants respond to the scenario, focusing on maintaining public safety and information dissemination as outlined in the PSPS protocols.

Table 8: Module 4 Playbook

Facilitator	PSPS Exercise Team	Observers
• PSPS activation is initiated • Manage communications between **Paul Marconi**, system operations, and operational leaders to simulate real-time responses	• **Paul Marconi:** Directs the PSPS activation, which includes the coordination of actions that result in de-energized lines • **System Monitors:** report on system integrity and load management	• Review the activation schema and decision points • **SMEs** provide insights on potential system failures, considerations during an actual event, or customer impact scenarios

Role Play and Discussion: Participants respond to the scenario's demands, focusing on maintaining public safety and information dissemination.

Table 9: Module 4 Simulation Activities

Activity	Objective	Description
PSPS Implementation Brief	• Initiate PSPS procedures	• Quickly review the decision to initiate PSPS, outlining the immediate steps to start de-energization
Emergency Response Sync	• Coordinate rapid response actions	• Facilitate a quick coordination call with emergency responders to discuss immediate PSPS impacts and actions
Impact Assessment Drill	• Assess initial impacts of PSPS	• Conduct a fast-paced assessment of the initial impacts on critical infrastructure and public safety

12:00 PM - 1:00 PM: Lunch

Lunch.

1:00 PM - 1:45 PM: Module 5 - SCE Lines De-energized

Continued Scenario Development: Discuss impact on the community, emergency services, and critical infrastructure as detailed in the Warning and Implementation phases of the PSPS procedures.

Role Play and Discussion: Participants respond to the scenario, focusing on maintaining public safety and information dissemination as outlined in the PSPS protocols.

Table 10: Module 5 Playbook

Facilitator	PSPS Exercise Team	Observers
• Introduce update that SCE took actions, which affect BVES • Direct **Jon Pecchia** to manage these operational impacts • Coordinate **Damage Assessment Team's** immediate actions and reporting	• **Jon Pecchia:** Addresses SCE line impacts and coordinates with **SCE representatives** with updates • **Damage Assessment Team** evaluates the extent and impacts on service and reports findings	• Note the response to the SCE de-energization and the effectiveness of the inter-utility coordination • **SMEs** discuss alternative power-routing solutions or emergency power provisions

Role Play and Discussion: Participants respond to the scenario's demands, focusing on maintaining public safety and information dissemination.

Table 11: Module 5 Simulation Activities

Activity	Objective	Description
SCE Line Update	• Communicate SCE de-energization status	• Brief on SCE's actions affecting the service area, focusing on the de-energization of primary feeds
Resource Coordination	• Align resources post-SCE updates	• Quick planning session to adjust resources and response plans in light of SCE's de-energization
Public Safety Communication	• Update the public and local agencies	• Simulate urgent public and agency communications to discuss the current status and expected next steps

1:45 PM - 2:45 PM: Module 6 - Re-energization

Introduction to Recovery Phase: Conditions for safe re-energization and steps to begin recovery aligning with the Restoration phase of the PSPS procedures.

Table 12: Module 6 Playbook

Facilitator	PSPS Exercise Team	Observers
• Guide steps for re-energization, focusing on safety and public communication • Engage **Tawny Re** to manage and oversee public communications about re-energization timelines	• **Tom Chou:** A Safety checks and arranges technical teams to begin the re-energization process • **Tawny Re:** Releases information to the public, ensuring transparency and manages expectations for power restoration	• Review public communication effectiveness and the utility's ability to be ready for power restoration • **SMEs** prepare scenarios for potential re-energization setbacks or any public misunderstanding

Table 13: Module 6 Simulation Activities

Activity	Objective	Description
Re-energization Prep Brief	• Prepare for power restoration	• Quick briefing on conditions meeting criteria for re-energization and the steps to begin restoring power
Public Communication Prep	• Ready communication for public about re-energization	• Prepare brief public announcements detailing the re-energization timeline and safety information

2:45 PM - 3:00 PM: Break

Short break.

3:00 PM - 3:45 PM: Module 7 - Recovery

Recovery Phase: Conditions for safe re-energization and steps to begin recovery aligning with the Restoration phase of the PSPS procedures.

Table 14: Module 7 Playbook

Facilitator	PSPS Exercise Team	Observers
• Announce the start of re-energization procedures and alert all team members for smooth transition from PSPS activation to power restoration • Monitor and facilitate the resolution of any arising issues during the re-energization process	• **Paul Marconi:** A Oversees the re-energization activities and protocols	• Document re-energization schema and identify and issues, which may need addressing in future drills • **SMEs** offer insight on system stability and emergency response during the re-energization phase

Group Discussion: Plan and coordinate the recovery process, including public communication and evaluation of resources as per the PSPS protocol.

Table 15: Module 7 Simulation Activities

Activity	Objective	Description
Initiate Re-energization	• Start the re-energization process	• Simulate the process of re-energizing circuits, focusing on the procedural steps and safety checks required
Monitor System Stability	• Ensure system stability during re-energization	• Conduct a quick review of system responses and stability as power is restored to the affected areas

3:45 PM - 4:30 PM: Module 8 – PSPS Event Concluded, Debrief and Feedback Collection

Group Debrief: Open floor for participants to share insights, challenges faced, and lessons learned, reflecting the Reporting and Lessons Learned post-event phase in PSPS procedures.

Table 16: Module 8 Playbook

Facilitator	PSPS Exercise Team	Observers
• Hot Wash feedback session begin • Collect feedback • Encourage lessons learned discussions	• **All players** contribute to the debrief, providing insights on the exercise	• **Observers** and **SMEs** engage in the evaluation process, providing feedback and suggestions for future improvements

Table 17: Module 8 Simulation Activities

Activity	Objective	Description
Post-PSPS Review	• Analyze the PSPS event and initial recovery steps	• Facilitate a brief session to review the PSPS actions taken, focusing on effectiveness and areas for improvement
Stakeholder Debrief	• Engage with stakeholders post-event	• Conduct quick debriefs with key stakeholders to gather feedback and discuss lessons learned

Feedback Forms: Distribute and collect feedback forms to gather input on exercise effectiveness and areas for improvement.

4:30 PM - 5:00 PM: Closing Remarks and Next Steps

Summary of Key Actions: Highlight the critical takeaways and any follow-up actions.

Adjourn: Acknowledge all participants and officially close the simulation.

Additional Notes:

- Ensure all materials, such as the situation manual, role cards, and evaluation forms, are distributed prior to the exercise day.
- Set up a back-channel for communication among facilitators to manage the flow and timing of the exercise.
- Prepare for technical support throughout the simulation to assist with any issues in the hybrid setup.

Appendix F: Exercise Role Cards

Paul Marconi - Incident Commander

Roles/Responsibilities:

- Overall strategic direction
- Coordination with high-level stakeholders
- Approval of critical communications

Modules:

- Module 1 (Pre-Planning Phase)
  - Lead strategic response
  - Brief team on current PSPS protocols
- Module 2 (Stage 1 - 3 Days Ahead)
  - Oversee coordination meetings and emergency response plans
- Module 3 (Stage 2 - 1 Day Ahead)
  - Conduct EOC briefings
- Module 4 (PSPS De-energization Initiated)
  - Direct PSPS activation, manage immediate impacts
- Module 5 (SCE Lines De-energized)
  - Address operational impacts of SCE's actions
- Module 6 (PSPS Re-energization Preparation)
  - Guide re-energization steps
- Module 7 (PSPS Re-energization Initiated)
  - Monitor re-energization process
- Module 8 (PSPS Event Concluded)
  - Lead debrief and lessons learned session

Jon Pecchia - Operations Group Lead

Roles/Responsibilities:

- Assess operational readiness
- Coordinate resource allocation
- Ensure field crew preparedness

Modules:

- Module 1 (Pre-Planning Phase)
  - Coordinate operational teams
- Module 2 (Stage 1 - 3 Days Ahead)
  - Discuss operational readiness and adjustments
- Module 3 (Stage 2 - 1 Day Ahead)
  - Oversee final preparations
- Module 4 (PSPS De-energization Initiated)
  - Manage real-time operational responses
- Module 5 (SCE Lines De-energized)
  - Coordinate response to SCE's de-energization

Sean Matlock - Energy Resource Manager (On Simulated Vacation)

Roles/Responsibilities:

- Manage energy resources and coordination during PSPS (covered by others during the simulation)

Modules:

- Module 1 (Pre-Planning Phase)
  - Responsibilities covered by other team members

Jeff Barber - Strategic Operations Supervisor

Roles/Responsibilities:

- Support strategic operations planning
- Ensure alignment with overall emergency strategy

Modules:

Module 1 (Pre-Planning Phase)

- Assist in strategic planning and resource allocation

Module 2 (Stage 1 - 3 Days Ahead)

- Support in operational readiness discussions

Module 3 (Stage 2 - 1 Day Ahead)

- Aid in finalizing preparations

Cory McClintock - Logistics and Finance & Administration Group Lead

Roles/Responsibilities:

- Manage logistics and financial aspects
- Ensure resource distribution

Modules:

Module 2 (Stage 1 - 3 Days Ahead)

- Elaborate on logistics and resourcing

Module 3 (Stage 2 - 1 Day Ahead)

- Prepare logistics for emergency response

Module 6 (PSPS Re-energization Preparation)

- Oversee resource allocation for re-energization

Module 7 (PSPS Re-energization Initiated)

- Manage logistics during re-energization

VACANT - Emergency Service Representative and Planning Group Lead

Roles/Responsibilities:

- Develop emergency service plans
- Coordinate across groups for cohesive strategy

Modules:

Module 1 (Pre-Planning Phase)

- Develop and discuss emergency service plans

Module 2 (Stage 1 - 3 Days Ahead)

- Coordinate with field teams

Module 3 (Stage 2 - 1 Day Ahead)

- Finalize strategy for emergency response

Tom Chou - Engineering Supervisor and Backup Strategic Operations Supervisor

Roles/Responsibilities:

- Optimize engineering systems for extreme conditions
- Provide technical support

Modules:

Module 1 (Pre-Planning Phase)

- Provide technical insights

Module 3 (Stage 2 - 1 Day Ahead)

- Ensure technical readiness

Module 4 (PSPS De-energization Initiated)

- Assess infrastructure and technical needs

Module 5 (SCE Lines De-energized)

- Address technical issues during SCE de-energization

Module 6 (PSPS Re-energization Preparation)

- Prepare technical teams for re-energization

Tawny Re - Public Information Group Lead

Roles/Responsibilities:

- Manage public and stakeholder communications
- Coordinate with media

Modules:

Module 1 (Pre-Planning Phase)

- Prepare communication materials

Module 3 (Stage 2 - 1 Day Ahead)

- Oversee public notifications

Module 4 (PSPS De-energization Initiated)

- Manage real-time public communications

Module 5 (SCE Lines De-energized)

- Communicate impacts to public and stakeholders

Module 6 (PSPS Re-energization Preparation)

- Oversee public communications for re-energization

Module 7 (PSPS Re-energization Initiated)

- Update public on re-energization process

Joseph Assalley - IT Operations Support

Roles/Responsibilities:

- Ensure functionality of IT systems
- Support emergency operations

Modules:

All Modules

- Maintain IT systems and support communications

Sherri Duchateau, GIS [VACANT], & Jared Hennen - System Monitors

Roles/Responsibilities:

- Monitor system performance and weather
- Provide updates to operational leaders

Modules:

Module 1 (Pre-Planning Phase)

- Monitor weather and system conditions

Module 2 (Stage 1 - 3 Days Ahead)

- Provide updates on conditions

Module 3 (Stage 2 - 1 Day Ahead)

- Continue monitoring and updates

Module 4 (PSPS De-energization Initiated)

- Report on system integrity during PSPS

Module 5 (SCE Lines De-energized)

- Monitor system impacts from SCE actions

Line Crews - Response Teams

Roles/Responsibilities:

- Respond to disruptions
- Ensure equipment readiness

Modules:

Module 3 (Stage 2 - 1 Day Ahead)

- Prepare for potential deployments

Module 4 (PSPS De-energization Initiated)

- Respond to de-energization impacts

Module 5 (SCE Lines De-energized)

- Manage response to SCE de-energization

Module 6 (PSPS Re-energization Preparation)

- Prepare for re-energization actions

Danny Hotchkiss & Richard Nadelman - Damage Assessment Team

Roles/Responsibilities:

- Assess and report damage
- Plan repair strategies

Modules:

Module 5 (SCE Lines De-energized)

- Evaluate and report on damage from de-energization

Module 6 (PSPS Re-energization Preparation)

- Plan and coordinate repair strategies

Module 7 (PSPS Re-energization Initiated)

- Execute repair plans and support re-energization

Caroline Kubacki - Recorder

Roles/Responsibilities:

- Document all actions and communications
- Support data collection for reports

Modules:

All Modules

- Record activities and ensure accurate documentation

Checklist for Observers / Non-Participants

Module 1: Pre-Planning Phase (7 Days Ahead)

Activity	Completed	Comments
Coordination Meeting	☐	
Internal Staff Updates	☐	
Weather Station Discrepancy Resolution	☐	
Customer Service Preparations	☐	
Public and Stakeholder Notifications	☐	
Review of Weather Forecasts	☐	

Module 2: Stage 1 (3 Days Ahead)

Activity	Completed	Comments
Emergency Coordination Meeting	☐	
Updated Internal Communications	☐	
Customer Service Readiness	☐	
Public Information Dissemination	☐	
Coordination with SCE	☐	
Data Sharing / Transfer / CalOES	☐	
Daily Operations Meeting	☐	

Module 3: Stage 2 (1 Day Ahead)

Activity	Completed	Comments
EOC Briefings	☐	

Activity	Completed	Comments
System Readiness Checks	☐	
Customer Service Training	☐	
Public and Stakeholder Engagement	☐	
Final Preparations for PSPS	☐	
Daily Operations Meeting	☐	

Module 4: Stage 3 PSPS De-energization Initiated

Activity	Completed	Comments
Activation of PSPS Protocols	☐	
Infrastructure Failure Management	☐	
Public Safety Communications	☐	
Coordination with Emergency Services	☐	
Resource Allocation	☐	
Daily Operations Meeting	☐	

Module 5: SCE Lines De-energized

Activity	Completed	Comments
Operational Adjustments	☐	
Load Management Strategies	☐	
Communication with BVPP	☐	
External Stakeholder Communication	☐	
Public Information Updates	☐	
Daily Operations Meeting	☐	

Module 6: Stage 4 PSPS Re-energization Preparation

Activity	Completed	Comments
Preparation for Re-energization	☐	

Activity	Completed	Comments
Internal Coordination	☐	
Public and Stakeholder Notifications	☐	
Infrastructure Checks	☐	
Resource Allocation	☐	
Daily Operations Meeting	☐	

Module 7: Stage 4 PSPS Re-energization Initiated

Activity	Completed	Comments
Initiation of Re-energization	☐	
System Stability Monitoring	☐	
Public Safety Communications	☐	
Coordination with SCE	☐	
Resource Management	☐	
Daily Operations Meeting	☐	

Module 8: Post-PSPS Event

Activity	Completed	Comments
Debriefing with Internal Teams	☐	
Public and Stakeholder Debriefings	☐	
Evaluation of PSPS Actions	☐	
Lessons Learned Documentation	☐	
Future Improvement Planning	☐	

Appendix I: Emergency & Disaster Response Plan

Bear Valley Electric Service, Inc.

Emergency & Disaster Response Plan

March 31, 2022

Digitally signed by Paul Marconi

Paul Marconi Date: 2022.03.30 13:29:45

Approved by:

Paul Marconi, President, Treasurer, & Secretary

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1. **Purpose and Introduction.** The Emergency & Disaster Response Plan (EDRP) is provided to all Bear Valley Electric Service, Inc. ("BVES") employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated EDRP in order to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The EDRP outlines BVES' philosophy and procedures for managing major emergencies that may disrupt electric service to our customers or threaten the health and safety of the people in the communities we serve. The EDRP further establishes the structure, processes and protocols for the BVES's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

The EDRP is designed to provide a framework for managing and responding to:

- Large outages
- Numerous smaller outages
- Potential for large outages
- Potential for numerous smaller outages
- Any combination of the above

The EDRP may be invoked as a precautionary measure when there is a strong potential for outages or in response to actual outages. The EDRP is designed to be implemented as needed in conjunction with other procedures, plans, and policies such as:

- Public Safety Power Shutdown Plan

- Wildfire Mitigation Plan
- Field Operations and Engineering Procedures
- Customer Service Procedures
- Other organizations such as State, County, and City Emergency Disaster Plans

The EDRP complies with the requirements set forth in the Public Utilities Commission of the State of California's General Order No. 166, Standards for Operation, Reliability, and Safety during Emergencies and Disasters.

1.1. **Plan Goals.** When an emergency occurs, BVES' response actions are guided by the following overriding emergency goals (in order of priority):

- **Safety:** Protect the life-safety of our customers, employees and the general public.
- **Restoration of Power:** Restore electric service to customers in a safe and timely manner.
- **Communications:** Keep customers, stakeholders, and staff informed.

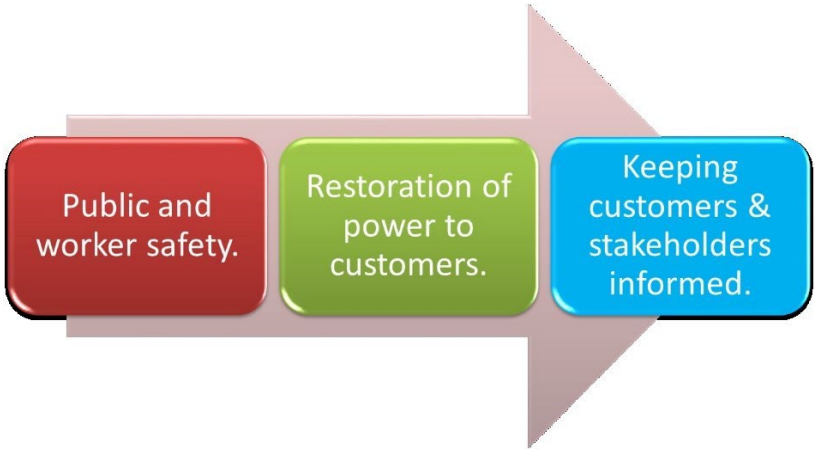


Figure 1-1: EDRP Goals

1.2. **Plan Vision.** BVES strives to meet customer needs through effective risk assessment, mitigation, preparedness, response and communications. Our vision is to achieve excellence in emergency management performance.

1.3. **Plan Policy.** BVES strives to utilize effective emergency management principles that enhance the BVES's ability to provide safe and reliable electric power and its ability to communicate timely and accurate information to customers and stakeholders by:

- Conducting effective risk assessments for operating and business functions;
- Developing appropriate prevention or risk mitigation strategies;
- Implementing comprehensive emergency preparedness programs;
- Responding with appropriate resources to address emergencies;

- Communicating with customers and other stakeholders with timely and accurate information;
- Recovering from events safely and expeditiously; and
- Improving continuously.

Since major outage events and emergencies are rarely similar in all respects, the EDRP is constructed in such a way to provide BVES management with a trained and operationally ready workforce and a response operations process that may be employed as required to deal with the unique aspects of each major outage and emergency event.

The effectiveness of the EDRP is based on BVES' commitment to prepare for, to implement, and to review procedures after each implementation. An after action review process shall facilitate continuous improvement in the BVES's response and restoration processes.

Execution of the appropriate response to affect rapid and safe recovery is dependent upon the scalability of this plan. For example, storm intensities and the number of customers affected vary and, therefore, the level of recovery resources committed to each event is adjusted as appropriate even though the operational concepts remain consistent.

1.4. **Plan Responsibility.** It is the responsibility of all Managers and Supervisors to ensure the EDRP is reviewed by all staff and is updated when appropriate. Specific responsibilities are provided throughout the EDRP.

1.5. **General Overview.** BVES customers receive electric service through an overhead and underground distribution system. Extreme weather events such as heavy rain, hail, snow, ice, lightning, high winds, and/or extreme dry heat may adversely impact the integrity of the distribution system, resulting in occasional interruptions of electric service. The distribution system is also susceptible to damages as a result of major disasters, such as earthquakes, flooding, wildfires, and mud and rock slides. Furthermore, in the interest of public safety, BVES may deem it necessary to proactively de-energize large portions of the distribution system to protect the public; for example, BVES may de-energize circuits or portions of circuits during extreme fire threat weather conditions. BVES normally imports power to its service area via Southern California Edison's (SCE) transmission lines. Therefore, the BVES service area may be susceptible to outages caused by events outside of its services area. All of the above may result in major power outages of varying extent and length depending on the severity of the event. Since electricity is a critical element in our daily lives, prompt restoration is a reasonable customer expectation and a BVES goal. In the case of major disasters, rapid and efficient restoration of power; especially to critical infrastructure, is essential to overall community disaster recovery.

The response to customer outages caused by severe weather events, other disasters or events affecting power delivery to the BVES service area is predicated on recognizing and understanding the magnitude of the event as well as the availability of resources to support the restoration process. This plan has been designed to provide a systematic organized response plan for the purpose of promoting a safe and efficient recovery from any of those conditions. Since the potential of sustaining damages is highest for storm situations, the plan specifically

addresses these situations but it may easily be adapted to major outages caused by other disasters or causes.

It is also recognized that no plan can possibly predict and cover every emergency situation. Therefore, the EDRP provides a structure that is based on a set of reasonable assumptions for the most likely emergencies requiring emergency response; but it also provides the BVES's Incident Commander the authority, flexibility, and discretion to alter the BVES's emergency response to tailor it to the specific emergency situation in order to optimize the utilization of BVES resources and to achieve the emergency response goals in an effective and efficient manner.

A critical component of the EDRP is close coordination with stakeholders that depend on BVES's service and assistance for their response actions and who may, also, be able to assist BVES in its response actions. The coordination must occur in developing the plan, training on the plan, executing the plan, and in plan refinements. Some of BVES's major stakeholders include:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (California Public Utilities Commission)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Various media and communications companies

Accurate, effective and timely communications with key stakeholders is critical in emergency response and, therefore, it is essential that business relationships be developed before emergency response is necessary. Understanding stakeholders' key staff, contact information, roles and responsibilities, and capabilities are extremely useful in achieving successful emergency response.

1.6. **Definitions.**

Accessible: A condition which permits safe and legal access.

Access and Functional Needs Populations: Refers to those populations with access and functional needs as set forth in Government Code § 8593.3. Access and functional needs population consists of individuals, including but not limited to, individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

Appropriate Regulatory Authority: The agency or governmental body responsible for regulation or governance of the utility.

Critical Customers: Customers requiring electric service for life sustaining equipment.

Emergency or Disaster: An event which is the proximate cause of a major outage, including but not limited to storms, lightning strikes, fires, floods, hurricanes, volcanic activity, landslides, earthquakes, windstorms, tidal waves, terrorist attacks, riots, civil disobedience, wars, chemical spills, explosions, and airplane or train wrecks.

Essential Customers: Customers representing critical infrastructure and Public Safety Partners.

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.

Public Safety Partners: First/emergency responders at the local, state and federal level, water, wastewater and communication service providers, community choice aggregators (CCAs), affected publicly-owned utilities (POUs)/ electrical cooperatives, tribal governments, the Commission, CalOES and CAL FIRE.

Safety Standby: Interim activities undertaken to mitigate immediate public safety hazards

Serviceable Customer: A customer prepared and properly equipped to receive service where both the customer's electrical service facilities and those facilities of the utility necessary to serve the customer can be legally and physically accessed in a safe manner.

Sustained Outage: An electric service interruption (0 voltage) lasting greater than 5 minutes.

2. **Emergency Response Organization.** The EDRP requires that in responding to emergencies, the BVES's staff shall be organized largely based on the Standardized Emergency Management System (SEMS) as interpreted by the BVES. The SEMS structure utilized by BVES is a utility compatible Incident Command Structure (ICS) framework designed to manage emergency incidents and events.

2.1. **Standardized Emergency Management System.** SEMS is an emergency preparedness and response system that has been endorsed by the State of California. It is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. It unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. Additionally, it provides a common structure for all organizations responding to an emergency situation and a means of systematic planning. The benefits of using the SEMS include:

- Use of common terminology among agencies.
- Use of parallel organizational functions among agencies.
- Provides a standard means of systematic planning.

The basic SEMS organization structure is shown in Figure 2-1, SEMS Organization:

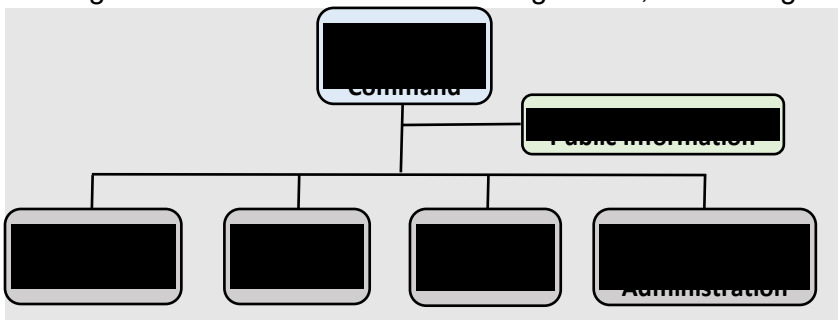


Figure 2-1: SEMS Organization

By organizing the response team along the SEMS structure, the BVES emergency response team is able to coordinate with other government and agencies via their corresponding groups. For example, BVES Operations would coordinate directly with the City of Big Bear Lake Emergency Operations Center or the San Bernardino County OES Operations Groups as applicable. Additionally, when BVES sends a representative to these two centers the representative shall already have a good understanding of the emergency response organization.

2.2. **BVES Emergency Organization.** The organization chart presented below in Figure 22, BVES Emergency Organization, provides the BVES Emergency Organization structure for the full mobilization (Level 1) of BVES' staff in responding to emergencies per this plan. It is the intent that this organizational structure would operate out of an Emergency Operations Center (EOC) established by BVES and be sustainable for long-term emergency response activities.

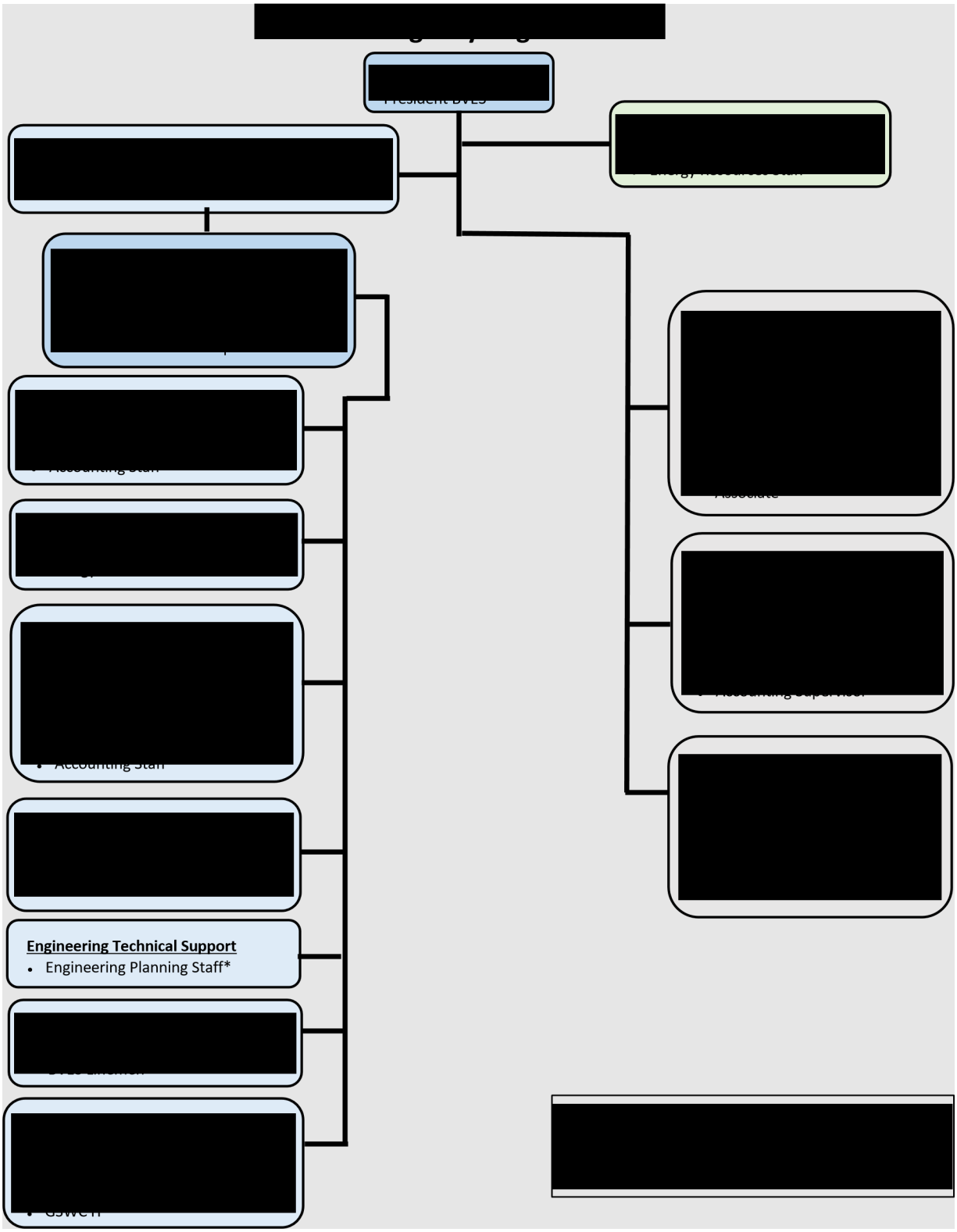

Engineering Technical Support
• Engineering Planning Staff*

Figure 2-2: BVES Emergency Organization

The specific description of roles and responsibilities for the positions in the BVES Emergency Organization are provided in Section 2.4.

2.3. **BVES Emergency Operations Center (EOC).** An EOC shall be designated for BVES staff use in the event of an emergency. The EOC is the central command and control facility responsible for carrying out the principles of emergency preparedness and emergency response functions described in the EDRP, ensuring public and worker safety, continuity of operations, and timely communications with customers and stakeholders.

An EOC is primarily responsible for strategic direction and operational decisions. Due to the relatively small size of BVES, the Strategic Operations Supervisor (SOS) under the direction of the Operations Group at the EOC shall provide tactical emergency response direction and directly control field assets. The activities under the SOS' management at the EOC shall include all dispatch functions to include customer communications and field operations. For the purpose of the EDRP, when "dispatch" functions are referred to the EOC they are intended for the SOS and supporting team at the EOC.

The common functions of the EOC is to collect, gather and analyze data; make decisions that protect public and worker safety and property; safely maintain and/or restore continuity of operations, within the scope of applicable regulations and laws; and disseminate those decisions to all concerned customers and stakeholders in a timely manner.

2.3.1. The EOC is where the Incident Command, Operations, Planning, Logistics, Financial & Administration, and Public Information groups are located and come together. It serves as the central point for:

- Information gathering and dissemination.
- Directing emergency and restoration operations at both the strategic and tactical level.
- Coordinating with other external agencies and stakeholders.
- Developing and issuing customer and stakeholder communications.
- Evaluating available resources and requesting or relinquishing resources as appropriate.

2.3.2. The EOC shall meet the following requirements:

- Be available for immediate occupancy.
- Have access to backup electrical power.
- Contain access to multiple communication systems such as telephones, mobile phones, VHF radio, internet service, Interactive Voice Response (IVR), etc.
- Be equipped with emergency supplies, system maps and operating information.
- Be capable of sustaining long-term emergency response.

2.3.3. The primary EOC for BVES shall be located at BVES' Main Office at 42020 Garstin Dr., Big Bear Lake, CA 92315 in the "Main Conference Room."

2.3.3.1. The Utility Manager is responsible for ensuring the primary EOC is ready for immediate occupancy. Appendix A, EOC Preparedness and Setup Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. Some items need not be located in the EOC, but should be in close proximity and readily accessible to EOC staff. The Senior Technical Operations Support Specialist shall maintain Appendix A up to date as configuration and technology changes are implemented and provide the Administrative Support Associate the latest version of the checklist. The checklist will also be maintained in the EOC.

2.3.3.2. If the primary EOC will not be ready for immediate occupancy, the Utility Manager shall establish an alternate EOC that is ready for immediate occupancy and shall notify BVES staff. Table 2-1 below provides a list of possible alternate EOCs to be considered. **Table 2-1: Possible Alternate Emergency Operation Centers**

Location	**To Be Considered**
Operations & Planning spaces at the BVES Main Office	Primary EOC not available. Also consider this site, when scope of emergency response activation is reduced (such as Level 2 activation) and all or most activity is carried out by Field Operations.
BVES's General Office in San Dimas, California	When evacuation of the BVES service area is ordered.
State or County's Incident Commander's base camp	When the BVES Main Office is not accessible.
Other suitable area designated by the Utility Manager	When primary EOC is not accessible or available and the above options are not the optimal location.

2.3.3.3. In selecting an alternate EOC location, the Utility Manager shall at a minimum consider the following factors:

- Safety of BVES emergency response staff
- Location of hazards and potential movement of hazards
- Location of the emergency
- Communications capability and ability to coordinate efficiently with stakeholders
- Location and accessibility to BVES resources (staff, equipment, material, etc.)

2.4. **Roles and Responsibilities.** This section provides the general intended roles and responsibilities of the BVES Emergency Organization shown in Figure 2-2. It should be noted that the Incident Commander and Group Leaders have the authority to modify roles and responsibilities of those under their responsibility to optimally respond to the specific emergency event. When modifications are made, these should be included during the after action report for the event so that possible changes to the EDRP may be considered. BVES has a small staff, therefore, in the interest of sustainability, efficiency and effectiveness, some staff are "dual hatted" and may be assigned multiple roles and responsibilities.

2.4.1. *Incident Commander*

2.4.1.1. President, BVES is the primary BVES staff assigned. Alternates that may be assigned include: Utility Manager, Energy Resources Manager, Regulatory Affairs Manager, or other BVES officials as directed by the Chief Executive Officer (CEO).

2.4.1.2. Incident Commander reports directly to the CEO.

2.4.1.3. Overall responsible for organizing and directing the EDRP by providing strategic direction for the emergency response. Activities associated with the Incident Commander are mostly strategic in nature and include, but are not limited to:

- Direct EOC activation. Based on the emergency level and the particular situation surrounding the emergency, may direct partial activation of the EOC.
- Authorize de-activation of the EOC (or any partial de-activation).
- Authorize use of alternate EOC location when appropriate.
- Provide timely and accurate updates to Senior BVES management (CEO, CFO, VP Regulatory Affairs, etc.) of emergency response.
- Approve and/or conduct high-level communications with federal, state, county, and/or city officials as well as other utilities and non-governmental organization (NGOs).
- Approve and/or conduct external communications with media and the public.
- Approve regulatory reports for outages, incidents and accidents (GO-95, GO-128 & GO166). Work closely with Regulatory Affairs at the General Office (GO).
- Approve situation reports that may be requested by external organizations such as California Utility Emergency Association (CUEA), State of California Office of Emergency Services (OES), San Bernardino County OES, City of Big Bear Lake, California Public Utilities Commission (Safety Enforcement Division and Energy Division), local Incident Commander, etc.
- Ensure Operations, Planning, Logistics, and Finance & Administration Groups (SEMS) are properly resourced to respond to emergency.
- Lead periodic update meetings with the BVES SEMS Group Leaders.

- Approve requests for mutual aid.
- Approve use of emergency contracting and procurement provisions.

2.4.2. Public Information Group.

2.4.2.1. Customer Program Specialist is the primary BVES staff assigned to this group. Alternates who may be assigned include: Energy Supply Specialist, Customer Service Supervisor, or others as designated by the Incident Commander. Generally, the Customer Program Specialist and Energy Supply Specialist (or other staff assigned) shall alternate shifts.

2.4.2.2. Public Information reports directly to the Incident Commander on all public information issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to stay informed on the latest status of the emergency response. Attends BVES SEMS leadership meetings.

2.4.2.3. Public Information facilitates communication with all stakeholder groups, including the news media and provides a variety of public information services during an electric system emergency. Activities associated with Public Information include, but are not limited to:

- Develop public engagement strategy and directs all aspects of public messaging.
- Keep customers, stakeholders, BVES management and employees informed on the status of the emergency response including extent of outages, cause of outages, damage and casualty assessments, restoration efforts in progress and planned, estimated time to restore service, and updates to the emergency response through widely available communications channels.
- Act as the central point of contact for any external public inquiries.
- Prepare and distribute public information releases for media, website, social media, interactive voice response and two-way text messages, state and local government, and other BVES stakeholders.
- Prepare and distribute responses to media inquiries.
- Coordinate with the General Office and other stakeholder public information officials.
- Work closely with the Incident Commander, public relations contractor and General Office (Regulatory Affairs) on public engagement.
- Work closely with other SEMS Groups to be informed of latest information.
- Provide line crews, customer service and other staff who operate in the field or interact directly with customers with the latest information to be shared with public.
- Coordinate participation in joint press conferences with other stakeholders as needed or directed.
- Organize press conferences as needed or as directed.
- Assist in preparing the Incident Commander and other BVES staff for press conferences and interviews.

- Follow media and social media for discussion of BVES and develop rapid response to dispel erroneous information.
- Update BVES website, social media, local media, interactive voice response and two-way text messages, and other communications platforms as conditions change.
- Activate advertising campaigns with local media when appropriate.

2.4.3. Operations Group. The Operations Group is overall responsible for all of the emergency response actions in the field necessary to safely restore service to customers. As such, this group is made up of customer service, line crews, field operations, engineering and planning, and power generation staff and contractors. The Emergency Manager leads this group.

2.4.3.1. *Emergency Manager*. Utility Manager is the primary BVES staff assigned. Alternates who may be assigned include: Energy Resource Manager, Utility Engineer & Wildfire Mitigation Supervisor and Field Operations Supervisor. The Emergency Manager reports directly to the Incident Commander. Activities associated with the Emergency Manager are partly strategic and partly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Authorize deviations to the EDRP as necessary to safely, efficiently and effectively execute restoration activities.
- Attend BVES SEMS leadership meetings.
- Issue the work schedule and shift rotations for all staff and contractors assigned to the Operations Group.
- Direct the number of Emergency Service Representatives, System Monitors, Damage Assessment Teams, and Line Crews to be assigned per shift.
- Ensure staff and contractors are adequately rotated to allow for rest and safe operations.
- Authorize overtime labor expense as needed.

Direct all restoration and emergency response activities in the field.

•Keep Incident Commander and Public Information informed of progress.

•Drive to obtain and communicate "estimated time of restoration" (ETR) for outages and update this information as the situation progresses.

•Coordinate with other SEMS Groups.

•Constantly evaluate restoration progress and optimize utilization of available resources to safely, efficiently and effectively restore service.

•Identify and request additional resources when needed and stand-down resources when no longer required.

•Coordinate restoration activities with other external entities (City, County, Fire Department, Sheriff, CHP, Forestry Service, CALTRANS, other utilities, contractors, etc.).

•Assign and dispatch a knowledgeable BVES representative to local government and/or agency Incident Command as needed.

•Ensure outages, incidents, and accidents are properly documented.

•Assist in preparing regulatory reports for outages, incidents, and accidents (GO-95, GO-128 & GO-166).

•Prepare external situation reports as requested.

•Ensure cost recovery records and documentation for restoration work are being maintained as requested by the Finance and Administration Group.

•Review weather forecast and other external information to optimize restoration response.

•Prepare mutual aid inquiries and requests.

•Communicate logistics requirements to complete restoration activities.

•Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.

•Perform other operations activities as directed by the Incident Commander.

2.4.3.2. *Strategic Operations Supervisor (SOS)*. The Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, and Customer Service Supervisor are the primary BVES staff assigned. Alternates who may be assigned include: Utility Manager and the Regulatory Compliance Project Engineer. The SOS reports directly to the Emergency Manager. Activities associated with the SOS are mostly tactical in nature and include, but are not limited to:

•Ensure public, employee and contractor safety is top priority in all restoration activities.

•Maintain the "common operational picture" in the EOC. Utilizes the Outage Management System (OMS), Supervisory Control and Data Acquisition (SCADA), CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.

•Act as the Emergency Manager's direct representative in the EOC and direct all operations activities to include all dispatch functions while the EOC is activated. For the purpose of this EDRP, the SOS is equivalent to "Dispatch" and the terms may be used interchangeably. Function as the central Dispatch during EDRP implementation. Receive, prioritize, dispatch, and resolve all Field Activities (FA's) and Transmission and Distribution (T&D) system problems reported by other means per BVES priorities identified in the EDRP.

•Direct all restoration and emergency response activities in the field.
Direct and supervise the Emergency Service Representative(s), System Monitor, Damage Assessment Team(s), Line Crews (BVES, contracted and/or mutual aid), Bear Valley Power Plant Operators, IT Operations Support and Contracted Services (for example, snow removal, vegetation management, etc.) in all aspects of EDRP activities.

•Ensure resources are safely, efficiently and effectively deployed per the EDRP priorities and as directed by the Emergency Manager.

•Recommend to the Emergency Manager whether to increase, maintain, or decrease restoration resources to safely, efficiently, and effectively execute the restoration activities.

•Properly document outages, incidents, and accidents.

•Maintain cost recovery records and documentation of work completed as requested by the Finance Group at the General Office.

•Review weather forecast and other external information to optimize restoration response.

•Develop logistics requirements necessary to complete restoration activities.

•Keep Emergency Manager and Public Information informed of progress.

•Update Situation Report.

•Dispatch the Bear Valley Power Plant (BVPP) as needed. Coordinate any logistics necessary to operate the power plant.

•Ensure accurate and detailed status of T&D switches, equipment and facilities are maintained in the EOC and updated as changes occur.

•Approve field switching orders and direct all field switching operations.

•Mostly operate in the EOC but may go out to the field as needed to personally view issues.
When departing the EOC, the SOS should designate a knowledgeable staff member to be in charge of the EOC during his absence. It may be advantageous for the off-going SOS to tour outage sites immediately after shift and provide the SOS a report. Alternatively, it may be advantageous for the on-coming SOS to tour outage sites prior to shift.

2.4.3.3. *Emergency Service Representative (ESR)*. BVES staff who are assigned to this task are the Customer Service Representatives and the Customer Service Specialist. The number of ESR staff assigned per shift shall be directed by the Emergency Manager. Other staff may be requested to augment the ESR Team or to augment certain functions of the ESR Team (for example, EOC staff may be used to call back customers as needed). Additionally, the ESR function or some portions of the ESR function may be transferred to BVES's contracted call center during non-business hours when call volume is low. ESR staff reports directly to the SOS. Activities associated with the ESR Team include, but are not limited to:

•Process incoming customer calls.

•Issue FA's as appropriate.

•Route FA's to EOC dispatch for action.

•Update the Outage Management System as applicable.

•Assist EOC Dispatch in organizing and prioritizing incoming FA's as directed by SOS.

During extremely high volume periods, alternative procedures may be employed to route FA's more efficiently as directed by the Emergency Manager. For example, the ESRs may be requested to route a periodic CSV file from CC&B of new FA's to EOC Dispatch instead of individual FA's.

•May be assigned to provide first layer of sorting FA's by type (outage, line down, etc.) as directed by the SOS.

Respond to customer inquiries on system status using latest information from EOC.

•Provide SOS information on customers with "Life Support" and Access and Functional Needs (AFN) customers affected by outages.

•Update IVR and two-way text messages as directed by the SOS.

•Update Customer Care and Billing (CC&B) with results of completed FA's from EOC.

•Call customers to verify power restoration as directed by SOS.

•Normally ESR staff perform assigned duties in the Customer Service area. The Emergency Manager may direct ESR staff to work at another area.

2.4.3.4. *System Monitor*. Staff assigned to this position are directed by the Emergency Manager and are generally selected from the following staff: Energy Analyst, Regulatory Compliance Project Engineer, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Substation Technician, Meter Technician, Field Inspector, Senior Account Analyst, Account Analyst, and Administrative Support Associate. Other staff as deemed qualified by the Emergency Manager may also be assigned. Normally, one System Monitor shall be assigned per shift but additional System Monitors may be assigned to certain shifts when activity is expected to be high. The System Monitor reports directly to the SOS. Activities associated with the System Monitor include, but are not limited to:

•Assist the SOS in maintaining the "common operational picture" in the EOC. Utilizes the Outage Management System (OMS), SCADA, CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.

•Work closely with Emergency Service Representatives to transfer information.

•Update the Situation Report.

•Assist in receiving, prioritizing, dispatching, and resolving all FA's and T&D system problems reported by other means per BVES priorities identified in the EDRP.

•Take reports from the Line Crews, Damage Assessment Teams and other field assets and communicate this information to appropriate EOC staff.

•Document outages, incidents, and accidents.

•Maintain cost recovery records and documentation of work completed as requested by the Finance and Administration Group.

•Review weather forecast and other external information and provide this information to the SOS and Emergency Manager.

•Maintain status of the BVPP as needed.

•Assist SOS in maintaining an accurate and detailed status of T&D switches, equipment and facilities in the EOC.

•Assist the SOS in execution of responsibilities as directed.
Perform assigned duties in the EOC.

2.4.3.5. *Damage Assessment Team (DAT)*. Staff assigned to this team are as directed by the Emergency Manager and are generally selected from the following staff: Field Inspector, Substation Technician, Meter Technician, Field Serviceperson, Meter Readers, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Buyer, Storekeeper, Regulatory Compliance Project Engineer, and Energy Analyst. Other staff as deemed qualified by the Emergency Manager may also be assigned to this team. Normally, each DAT shall consist of two people. At least one DAT shall be assigned to each shift. Additional DATs may be assigned to certain shifts when activity is expected to be high. The DAT reports directly to the SOS. Activities associated with the DAT include, but are not limited to:

- Assist the SOS in execution of responsibilities as directed.
- Perform field investigations as directed by SOS.
- Keep the SOS informed of their position when out in the field.
- Provide detailed assessments and documentation including photographs and video of damage to SOS.
- Coordinate with and assist Line Crews as directed by SOS.
- Normally travel in pairs; especially during storm and other potentially hazardous conditions and at night. When conditions are favorable, the Emergency Manager may permit DAT field inspections to be performed by a single person.
- When not in the field, perform duties in the EOC as directed by the SOS.

2.4.3.6. *Line Crews*. Staff assigned to this crew are BVES Journeyman Lineman Crews (including Apprentice employees). Other BVES staff that are Journeyman Lineman (for example, Field Inspector) may be assigned as needed and directed by the Emergency Manager to augment BVES Line Crews. Emergency Manager may also assign Contracted Line Crews and Line Crews from other utilities through mutual aid agreements. The Emergency Manager shall direct the specific crew sizes, shift lengths and rotations, and functions (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.). The Line Crews report directly to the SOS. Activities associated with the Line Crews include, but are not limited to:

- Perform field activity work (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.) as directed by SOS.
- Keep SOS informed of work progress and developments in the field.
- Keep SOS informed of the status of T&D switches, equipment and facilities.
- Provide information (such as labor hours, equipment usage, and material consumption) to allow the collection of accurate cost recovery records and documentation for work completed.

- Assist in documenting outage and T&D system damage and restorations efforts.
- Consult with SOS on technical issues that may require Engineering & Planning evaluation and input.
- Request additional resources as needed.
- Operate Bear Valley Power Plant engines as directed.

2.4.3.7.*Engineering Technical Support*. The primary assigned are Engineering and Planning staff (Utility Engineer & Wildfire Mitigation Supervisor, Regulatory Compliance Project Engineer, Utility Planner(s), Wildfire Mitigation & Reliability Engineer, GIS Specialist, Engineering Technician, and Engineering Inspector) as designated by the Emergency Manager. This function may be augmented by mutual aid from other utilities and/or qualified contractors as the Emergency Manager deems necessary. Normally, Engineering Technical Support is an "oncall" function as requested by the SOS. Engineering and Planning staff are generally "dual hatted" and perform other EDRP functions as assigned by the Emergency Manager. When there is a need for Engineering Technical Support, the System Monitor and SOS shall prioritize the specific workload for each Engineering and Planning staff (for example, Utility Planner may be pulled from the DAT to perform planning activities such as loading assessments on pole replacements and then return to DAT duties once the engineering work is completed).

2.4.3.8.*BVPP Operators*. Primary assigned are the BVPP Operators. BVES Journeyman Lineman may also be assigned as directed by the Emergency Manager. Additionally, the Emergency Manager may contract out for additional BVPP Operators, if needed. The Emergency Manager shall direct BVPP Operators and their shift schedule as necessary to support the anticipated or actual dispatching of the power plant. The BVPP Operators report directly to the SOS. Activities associated with the BVPP Operators include, but are not limited to:

- Operate the BVPP as directed by SOS.
- Maintain BVPP at the ready when not dispatched.
- Ensure backup systems fully operational.
- Ensure readiness to perform "Black Start" procedure.
- Request additional resources as needed.
- Document materials and labor hours expended.

2.4.3.9. *IT Operations Support*. Primary assigned is the Senior Technical Operations Support Specialist and the Technical Operations Support Specialist. GSWC IT resources may provide backup support for this function. IT Support shall report directly to the SOS. Activities associated with IT Support include, but are not limited to:

- Ensures utmost business continuity by monitoring and maintaining EOC, Operations & Planning, Customer Service, Accounting and Energy Resources communications and IT systems are operating properly.
- Provides support to ensure connectivity to critical applications.

- Coordinates communications and IT systems issues with GSWC IT.
- Resolves local IT and network connectivity issues with field equipment and systems (for example, SCADA).
- Coordinates communications and connectivity with other entities as directed.
- Assists with other duties as directed by the SOS.

2.4.4. Logistics Group.

2.4.4.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Logistics Group. Alternates that may be assigned include the Senior Accounting Analyst, Buyer or others as designated by the Incident Commander.

2.4.4.2. The Logistic Group shall normally be made up Accounting Supervisor, Senior Account Analyst, Buyer, Storekeeper, Accounting Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.4.3. Logistics Group reports directly to the Incident Commander on all logistics issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to provide optimal logistics support to ensure restoration activities are safe, efficient and effective. Activities associated with Logistics Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when logistics work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager and SOS to forecast contracted services, equipment and material requirements for restoration activities.
- Invoke contracts for response services as requested by the Emergency Manager (for example, emergency line work, snow clearing, tree trimming and clearing, etc.).
- Process emergency contracts and procurement requests as needed to support emergency restoration activities.
- Ensure materials for recovery activities are available, issued to Line Crews as needed, and properly documented when utilized or consumed.
- Ensure vehicle fleet fueled, winterized and ready to support response activities.
- Ensure BVES facilities properly functioning to support EOC and response activities.
- Arrange meals as necessary for staff engaged in response activities.
- Arrange lodging and other mobilization logistics for mutual aid and contracted crews as requested by the Emergency Manager.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other logistics activities as directed by the Incident Commander.

- Develop lists of lessons learned for after action evaluation and improvements to logistics.

2.4.5. Planning Group.

2.4.5.1. The Energy Resources Manager is the primary BVES staff assigned in charge of the Planning Group. Alternates that may be assigned include the Utility Manager, Regulatory Affairs Manager, or others as designated by the Incident Commander.

2.4.5.2. The Planning Group shall normally be made up of the Regulatory Affairs Manager, Utility Manager, Customer Care and Operations Support Supervisor, Accounting Supervisor, Energy Supply Specialist, Energy Analyst, and other staff as designated by the Incident Commander.

2.4.5.3. The Planning Group reports directly to the Incident Commander on all planning issues and coordinates directly with the leaders of the Operations, Logistics and Finance & Administration Groups to provide optimal planning support to ensure restoration activities are safe, efficient and effective. Activities associated with Planning Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager to develop a high level restoration strategy.
- Evaluate the adequacy of response and recommend adjustments as needed.
- Evaluate weather forecasts and other event information to develop contingencies.
- Determine if Catastrophic Emergency Memorandum Account (CEMA) request is appropriate and coordinate with local government officials and Regulatory Affairs on emergency declarations.
- Develop load forecasts and plan sources of energy supply to best meet load demand.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on planning issues.
- Perform other planning activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to plans.

2.4.6. Finance & Administration Group.

2.4.6.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Finance and Administration Group. Alternate staff may be assigned include the

Energy Resource Manager, Senior Account Analyst, or others as designated by the Incident Commander.

2.4.6.2. The Finance & Administration Group shall normally be made up of the Senior Account Analyst, Account Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.6.3. The Finance & Administration Group reports directly to the Incident Commander on all finance and administration issues and coordinates directly with the leaders of the Operations, Logistics and Planning Groups to provide optimal Finance & Administration support to ensure that restoration activities are safe, efficient and effective. Activities associated with Finance & Administration Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to "on call" when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Operations & Logistics Groups to track expenses (labor, invoices for services, materials consumed, etc.).
- Ensure clear guidance provided to groups to ensure expenses properly tracked.
- Treat each event as possible Catastrophic Event, which costs could be authorized for recovery.
- Execute CUEA administrative requirements as needed.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on finance and administration issues.
- Perform other finance and administrative activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to finance and administration.

2.5. **Plan Changes.** BVES Incident Commander has the authority to modify this plan including the organizational structure as needed to optimally respond to the specific emergency at hand. Specifically, the Incident Commander, must evaluate each emergency situation and determine:

- To what extent should the BVES Emergency Organization be staffed.
- To what extent should the EOC be activated.
- Should additional resources (for example, mutual aid and/or contracted services) be mobilized.

3. Emergency Response Event Preparations.

3.1. **Preparations.** Emergency Response preparations are a long-term process for which each BVES Department must be constantly ready, especially during the winter months. Preparations for emergency response are best achieved through training on the EDRP, continuous evaluation of the plan, coordination and outreach with external stakeholders, provisioning emergency response materials and equipment, and establishing mechanisms to rapidly bring emergency response resources to the service area such as mutual aid agreements, contracts, and other partnering agreements.

3.2. **Emergency Response Preparations Checklist.** Appendix B, Emergency Response Preparations Checklist, is designed to assist Managers and Supervisors in short-term emergency response preparations.

3.2.1. The President shall direct the execution of the Emergency Response Preparations Checklist based on available forecasting information. In general, it is easier to stand down from a forecasted storm event that does not materialize than to ramp up in the middle of a major storm event. Therefore, erring on the side of being ready is always the better choice. The President may direct the suspension of the Emergency Response Preparations Checklist if the forecast changes and it is no longer warranted.

3.2.2. The checklist is ideally triggered at the 96-hour point prior to a potential emergency response event such as a major forecasted winter storm. However, staff must be flexible and understand not all emergency response events will be accurately forecasted; hence, the implementation time of this checklist may be significantly less than 96-hours. In the event that major outages occur without warning, it is still useful to go through the Emergency Response Preparations Checklist and complete the preparatory checklist items as applicable.

3.2.3. The checklist is designed to be all-inclusive of plausible emergency response to storm events for the BVES service area such as winter snow storms. Therefore, certain preparatory items may not be applicable for all emergency response events; for example, vehicle snow chains may not be required during a loss of import power supply lines from Southern California Edison (SCE). The Utility Manager may direct that certain items on the checklist need not be executed as applicable. Additionally, the Utility Manager may direct new preparatory items be added to the checklist depending on specific impending conditions. The Utility Manager shall use this checklist as applicable when extreme fire threat weather that could result in PSPS conditions is forecasted. The Utility Manager shall keep the President informed of any changes to the checklist.

3.2.4. During after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Emergency

Response Preparations Checklist should be reviewed for adequacy and updated as applicable.

3.3. **Contingency Operating Procedures.** The Field Operations Supervisor shall develop pre-approved switching orders and operating procedures that would most likely to be used in the more plausible loss of supply and outage scenarios. The Field Operations Linemen, the Power Plant Operators, and other applicable BVES Staff should train on these procedures as applicable so that in the event they are needed, the procedures are readily available, approved, and understood by staff. Switching orders and operating procedures should include at a minimum the following:

- BVPP Black Start System Line-up Switching Order.
- BVPP Black Start Engine Startup Procedures (with and without back-up BVPP generator).
- Switching Order to express the Radford SCE Source to Meadow Substation.
- Rolling blackout procedure when only Radford SCE Source and BVPP are available (13.4 MW Capacity Limit).
- Rolling blackout procedure when only BVPP is available (8.4 MW Capacity Limit).
- Load shedding procedures and priorities.
- Proactive de-energization of high risk circuits in the event of extreme fire threat weather.

3.4. **Mobile Emergency Generation.** The Utility Manager shall ensure that there is a contingency plan to connect mobile emergency generators to the BVES system to provide emergency power. The contingency plan should at a minimum include the following:

- Source at least 5 MWs of mobile emergency generation (may be multiple generators) that may be brought to the BVES service area within 24 hours of being requested. If possible, at least two vendor sources should be identified.
- Identify the fuel requirements and replenishment source(s) for the proposed mobile emergency generation.
- Identify the locations in the BVES system where the mobile emergency generators would be located and connected to the BVES system.
- Identify the connection type and ensure that this is compatible with the sourced mobile emergency generators and the BVES system.
- Identify if any networking is required by the supplier for the mobile emergency generators to operate and, if so, how this shall be accomplished.
- Identify any protection needed and ensure that it is available between the source mobile emergency generators and the BVES system connection points.
- Identify the operating control requirements for the sourced mobile emergency generators (for example, monitoring requirements, startup and shutdown procedures, voltage and load regulation, phase synchronization, operating checks and maintenance, operator labor

requirements, etc.) and address how these shall be accomplished (for example, supplier shall operate the mobile emergency generators, etc.).

3.5. **Material and Equipment.** Obtaining material and equipment is always a challenge given that the BVES service area is remotely located and at approximately 7,000 feet in mountainous terrain with only three points of access. The roads present a significant challenge to large trucks under most conditions and all vehicles in wintery ice and snow conditions. Therefore, it is essential to the success of BVES' emergency response plan that certain minimum levels of materials and equipment be always readily available in the BVES service area.

3.5.1. The Utility Manager shall provide the Accounting Supervisor a minimum quantity of T&D equipment and materials to maintain at BVES to allow timely repairs to likely T&D system failures (overhead facilities, underground facilities, and substation equipment). Additionally, the Utility Manager should identify other vital spares to sustain BVPP operations.

3.5.2. The Field Operations Supervisor shall provide the Accounting Supervisor the minimum quantities of materials and supplies necessary to safely operate field crews involved in restoration repairs. These supplies should include items such as traffic control markers and signs, caution cones, portable site lighting, caution lighting, yellow CAUTION tape and red DANGER tape, portable safety barriers, personal protective equipment (PPE), winter and foul weather gear, etc.

3.5.3. All Managers and Supervisors shall ensure that their staff that would be assigned to operate in the field have available to them the appropriate PPE, adequate weather protection (cold weather gear, rain gear, sunscreen and head gear, etc.), and equipment to perform their duties as assigned by the EDRP.

3.5.4. The Buyer and Storekeeper under the supervision of the Accounting Supervisor shall ensure the equipment and materials identified above are stocked to the minimum quantities. Additionally, they shall ensure the identified equipment and materials are readily sourced and may be ordered and delivered in short timeframe.

3.6. **Vehicles.** All Managers and Supervisors are responsible for ensuring that the vehicles and trucks assigned to them and their employees are ready to operate safely and as needed during restoration activities under the anticipated weather and terrain challenges of the BVES services area.

3.6.1. The Accounting Supervisor shall develop a minimum list of equipment for all BVES vehicles to operate safely in the anticipated weather and terrain conditions including snow and ice that are reasonably encountered in the BVES service area (for example, snow tires, snow chains, shovel, first aid kit, light, fire extinguisher, etc.).

3.6.2. The Field Operations Supervisor shall develop a list of any additional equipment necessary for all utility trucks (digger and bucket trucks), work trucks (foreman and Dutyman trucks) and other vehicles used by Field Operations employees to operate safely and as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.3. The Storekeeper under the direction of the Accounting Supervisor shall coordinate with the applicable Managers and Supervisors to ensure all vehicles and trucks are fully equipped, properly serviced, and ready to safely operate as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.4. If a vehicle is not properly equipped, in good working order, and/or safe to operate for the current or anticipated conditions, it should be identified as such by the applicable Manager or Supervisor that is responsible for the vehicle or truck and restricted in use (for example, if a vehicle is not equipped with snow tires and chains, it should not be used in snow conditions).

3.7. **Contracts for Services.** During emergency restoration response activities, outside contracted services may be required to ensure efficient and effective restoration of electric service. However, it is extremely difficult to source and contract out services on short notice during an emergency. Therefore, Managers and Supervisors should identify the critical contracted services that may be reasonably expected to be needed for restoration activities, source providers of these services, and establish emergency contract agreements in accordance with the BVES's procurement policy.

3.7.1. **Table 3-1** lists the contracted services that should have pre-arranged emergency contract agreements in place.

Table 3-1: List of Minimum Contingency Contracted Services

Contracted Service	Responsibility	Additional Emergency Requirement
T&D overhead and underground high voltage utility power line construction.	Utility Manager	• Must have 24/7 contact. • Onsite within 8 hours.
T&D substation and major electrical equipment troubleshooting, repair and replacement services.	Utility Manager	• Must have 24/7 contact. • Onsite within 24 hours.
T&D work package design and development services.	Utility Engineer & Wildfire Mitigation Supervisor	• Onsite within 48 hours.

Civil construction for utility underground infrastructure repair and construction, road and sidewalk repair and construction, retaining wall repair and construction, backhoe services, hauling and other civil construction services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Crane and lifting Services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Vegetation clearance from high voltage overhead power lines and tree removal.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Airborne inspection, heavy lift and construction services	Utility Manager	• Must have 24/7 contact.
Environmental cleanup and mitigation to oil and hazmat spills.	Accounting Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Welding and metal fabrication services.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 8 hours.
Snow removal for BVES Main Facility and Stockyard, substations and other areas as directed.	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 4 hours.
Troubleshooting, repair and replacement parts for emergency generators (Main Office and BVPP).	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 12 hours.
Mechanical and electrical troubleshooting, repair services and replacement parts for BVPP equipment and support systems (Waukesha Model VHP7104GSI engine/generator sets).	Field Operations Supervisor	• Must have 24/7 contact. • Onsite within 12 hours.
Utility Truck troubleshooting, repair and support services	Field Operations Supervisor	
Vehicle troubleshooting, repair and support services	Storekeeper	
Diagnostic and technical support services for SCADA and associated network systems.	Senior Technical Operations Support Specialist	
Contracted Service	**Responsibility**	**Additional Emergency Requirement**

Diagnostic and technical support services for Outage Management System (OMS) and related applications.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for Interactive Voice Recording (IVR) and related applications.	Customer Service Supervisor	
Diagnostic and technical support services for BVES's phone system.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's internal and external network and connectivity systems.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's External Website.	Customer Program Specialist	
Public relations (PR) services	Customer Program Specialist	• Must have 24/7 contact. • Provide remote PR response within 2 hours
Media advertising services	Customer Program Specialist	

3.7.2. Many of the services listed in Table 3-1 are used in the normal course of BVES operations through already established contracts. Where this is the case, it is advantageous to include any additional emergency response requirements rather than sourcing to different suppliers.

3.7.3. The Administrative Support Associate in coordination with the Utility Manager and Accounting Supervisor shall develop a list of Contingency Contracted Services and file the list in Appendix C, Contingency Contracted Services. The list shall be in tabular format and at a minimum include the following information:

- Contractor Entity Name
- Services Provided with brief description of any specific emergency requirements
- Point of Contact
- Contact phone numbers including afterhours numbers
- Main Office location

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.7.4. Where onsite mobilization is required to perform the requested services, Managers and Supervisors should carefully consider the feasibility for the contractor to reach the BVES service area in a timely manner given the remote and mountainous terrain.

3.7.5. When advanced warning or forecasting is available, the Utility Manager may direct prepositioning of equipment and materials to improve the ability of the contractor to mobilize. For example, a contractor for T&D overhead and underground high voltage utility power line construction may be requested to pre-position trucks at BVES ahead of a snow storm.

3.7.6. When advanced warning or forecasting is available, it is generally useful for Managers and Supervisors alert their points of contact for contracted services that there may be an impending requirement for their services.

3.8. **Mutual Aid.** Mutual Aid agreements are an efficient and effective resource multiplier available to BVES restoration efforts. Therefore, it is extremely important that these agreements be maintained current and that staff understand what resources they may provide and how to request the resources.

3.8.1. California Utilities Emergency Association. The California Utilities Emergency Association (CUEA) Mutual Aid Agreement allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. BVES shall be an active member of CUEA and shall participate in the Energy Committee meetings and activities as feasible. Generally, CUEA meetings and activities provide information on emergency response planning at other utilities and state agencies. Additionally, CUEA is an excellent forum for organizations to discuss best practices. The Utility Manager shall be responsible for managing CUEA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Inquire about CUEA resources and make formal mutual aid requests in accordance with the CUEA agreement.
- Provide mobilization support such as lodging and meals to responding mutual aid crews and other labor resources provided through CUEA.
- Direct and manage mutual aid crews and other labor resources provided through CUEA.
- Provide logistics support (materials, equipment and other resources as needed) to mutual aid crews and other labor resources provided through CUEA.

The Administrative Support Associate shall ensure CUEA documents are available to the Operations Group and in the EOC.

The Accounting Supervisor shall ensure processes are in place to account for and pay for CUEA mutual aid resources that respond to BVES' aid requests. This shall require close coordination with the Operations Group.

3.8.2. Mountain Mutual Aid Association. The mission of the Big Bear Valley Mountain Mutual Aid Association ("MMAA") is to coordinate and facilitate resources to minimize the impact of disasters and emergencies on people, property, the environment, and the economy. This is

accomplished by detailed valley-wide evacuation planning and dedicated support to all involved emergency responders and their agencies. MMAA's vision is to prepare Big Bear Valley citizens, tourists, businesses, and governments to maximize their resistance to disaster through preparedness, mitigation, response, and recovery activities. BVES shall be an active member of MMAA and shall actively participate in the MMAA meetings and activities. This is especially important in establishing strong personal business relationships with key players and stakeholders in the community such that during an emergency event, the BVES Team is working with stakeholders it is already familiar with. **Table 3-2** provides a listing of the MMAA current membership. The Utility Manager shall be responsible for managing MMAA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Coordinate activities with MMAA.
- Request support and resources of MMAA members.

MMAA has the ability to provide a wide range of direct support to BVES restoration activities during emergency response including traffic controls, road-clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc.

Table 3-2: Bear Valley Mountain Mutual Aid Association Membership

Organization		
• City of Big Bear Lake • Big Bear Fire Department • San Bernardino County Fire • San Bernardino County Department of Public Health • San Bernardino County Office of Emergency Services (OES) • San Bernardino County Sheriff's Department • San Bernardino County Transportation Authority • San Bernardino County Emergency Communications Service (ECS) • U.S. Forest Service	• Big Bear Airport • Big Bear City Community Services District • Big Bear Lake Department of Water & Power • Big Bear Lake Municipal Water District • Big Bear Area Regional Water Authority • Bear Valley Electric Service, Inc. • Southwest Gas • Bear Valley Community Healthcare District • Bear Valley Unified School District	• Bear Mountain Ski Resorts • Big Bear Chamber of Commerce • Big Bear Lake Resort Association • Big Bear Valley Recreation & Park District • American Red Cross • Big Bear Community Emergency Response Team (CERT) • Big Bear Valley Community Organizations Active in Disaster (COAD) • Big Bear Valley Voluntary

• California Highway Patrol • California Department of Transportation	• Mountain Area Regional Transit Authority	Organizations Active in Disaster (VOAD) • Civil Air Patrol • Salvation Army

3.9. **Communications Layers and Message Deck.** Communications with stakeholders and customers during emergency response is one of BVES' top three priorities. The Customer Service Supervisor with the support of the Customer Program Specialist shall ensure the following:

- Multiple layers of communications are established to reach customers. These should include agreements with local media (newspaper, internet news, radio stations, etc.), BVES Website, BVES social media, Interactive Voice Response (IVR) System, email blast, etc.
- Training applicable staff and testing all of the established communications layers.
- Leveraging the communications platforms available to other stakeholder organizations. For example, the Big Bear Chamber of Commerce has an email blast channel to its member businesses and the City of Big Bear Lake has an email blast channel to many of its residents.
- Developing pre-approved message templates that properly guide staff preparing communications to customers and stakeholders with the necessary information to provide a useful update. For example, pre-staged press releases, website messages, social media messages, IVR messages, etc. on sustained outages may be prepared well in advance of any emergency with "fill-in-the-blanks" for the specific event.

3.10. **Staff Roster and Recall List.** A critical component of successfully implementing the EDRP is the ability to rapidly recall staff as need. Therefore, it is critical that contact information for each staff be maintained up to date and be made available to staff that would execute the recall.

3.10.1. The Administrative Support Associate is responsible for maintaining and updating the BVES Staff Roster and Recall List. This list shall be filed in Appendix D, BVES Staff Roster and Recall List, to the EDRP. This list shall be reviewed for

accuracy each quarter by the Administrative Support Associate and updated as needed.

3.10.2. When new staff join or staff terminate their employment at BVES, the Administrative Support Associate shall update BVES Staff Roster and Recall List.

3.10.3. Additionally, when staff change their contact information, it is essential that they inform their Supervisor and the Administrative Support Associate so that the recall roster may be updated.

3.10.4. The recall roster should include at a minimum employee name, home phone, mobile phone, personal email, and address. It is critically important that the roster have a phone number where the employee may be contacted at any time. The address is important because in a major storm it may be safer and more efficient to send a BVES vehicle to pick up staff to respond to the EDRP and staff up the EOC. Personal email is important because an initial group email blast may be sent to set in motion mobilization of the EOC, while calling each staff member is pursued.

3.10.5. The Administrative Support Associate shall develop and update as necessary a group email address for staff using both their personal and work email addresses for recall purposes.

3.11. **Key External Contacts List.** BVES' ability to contact external stakeholders and resource providers is critical to successfully executing EDRP restoration activities.

3.11.1. The Administrative Support Associate in coordination with Managers and Supervisors shall develop the Key External Contacts List and file the list in Appendix E, Key External Contacts List. The list shall be in tabular format and at a minimum include the following information:

- Key External Contact Entity Name
- Point of Contact
- Contact phone numbers including afterhours numbers
- Email
- Main Office location
- Category of Key External Contact per Table 3-3

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.11.2. Managers and Supervisors should provide the Administrative Support Associate updates to the Key External Contacts List as changes occur.

3.11.3. Table 3-3 provides the minimum key external contact categories that should be included in the Key External Contacts List.

Table 3-3: Key External Contacts

Category
• State government, agencies and departments
• Local government, agencies and departments
• Critical Customers
• Public Safety Partners
• Utilities
• Non-governmental organizations (business and community organizations; volunteer relief and aid groups; other disaster relief entities)
• Media groups

3.12. **Emergency Operations Center and BVES Main Facility.** Readiness of the EOC and BVES Main Facility to support EDRP restoration activities on short notice is an essential element to successfully executing the EDRP.

3.12.1. The Utility Manager is responsible for ensuring readiness of the EOC as detailed in Section 2.3. Appendix A, EOC Preparedness Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. The Operations Group should be familiar with this checklist and be trained on setting up the EOC.

3.12.2. Each Manager and Supervisor is responsible for ensuring that facilities and resources under their responsibility are ready to support the EDRP restoration activities.

3.12.3. The Accounting Supervisor is responsible for ensuring the BVES Main Facility is ready to support sustained EOC and EDRP operations to include stocking consumables for EOC and restoration activities, providing staff on-site meals, water and other necessary habitability amenities.

4. Emergency Response Procedures.

4.1. Emergency Response Plan Implementation and Emergency Operations Center

Activation. BVES responds to emergencies and outages based on the resource requirements to properly resolve the situation in a safe, timely, efficient and effective manner. When the restoration efforts are beyond the capabilities of the normally assigned Field Operations staff and normal Customer Service resources, the EDRP should be implemented.

4.1.1. Response Levels. There are three basic outage response levels that BVES uses. Level 1 and 2 pertain to the EDRP and Level 3 refers the normal BVES working hours and afterhours Field Operations and Customer Service outage response procedures and processes. When the EDRP is activated, Level 1 or 2 are used to describe level of EOC activation and restoration response process. Level 3 is the normal Service Crew (or Dutyman for afterhours) response process to outages and system problems during the course of normal T&D operations. The response levels to outages and emergencies are summarized in Table 4-1.

Table 4-1: BVES Outage and Emergency Response Levels

Response	Event Type	Action	Comments
Level 1	High Risk Long-term*	EOC fully activated EDRP processes implemented	It is preferred to fully activate EOC and then shift to Level 2 activation, if full response determined to not be necessary.
Level 2	Moderate Risk Short-term	EOC partially activated EDRP processes implemented	Level of EOC activation and EDRP implementation as directed by Utility Manager.
Level 3	Low Risk Short-term	Normal Service Crew/Dutyman and Customer Service processes	These events are normally within the capability of assigned Service Crew or Dutyman to resolve with the normal on call resources.

*Long-term is generally defined as 12 hours.

4.1.2. Plan Activation. The President shall direct activation of the EDRP and, therefore, the EOC and shall also direct the applicable response Level. The President should consider the following in evaluating whether or not to implement the EDRP and, if the EDRP is to be implemented, to what Level (1 or 2) to activate the EOC:

- Will resources beyond BVES' normal outage response posture be required and to what extent? Will external resources (mutual aid and/or contracted services be required)?
- Will the restoration efforts be long-term (generally 12 hours or greater)? If long-term, how long?
- Will the restoration efforts be more efficient if the BVES staff is organized for around the clock customer service and field operations?

- Will the restoration efforts require increased management and logistics support beyond that of the Field Operations Supervisor?
- Is the outage (or high potential for outage) expected to have significant impact on BVES customers and/or stakeholders?
- Will rapid and close coordination be required with other government and agencies directing response actions to an emergency (for example, Incident Commander for a wildfire in or adjacent the BVES service area)?
- Will communications efforts require increased and dedicated resources beyond the normal Customer Service communications posture?

4.1.2.1. In considering the above factors, the President shall drive to ensure that the BVES response is at the appropriate level to achieve a safe, timely, and prudent allocation of resources in the best interest of customers and other stakeholders.

4.1.2.2. The EDRP will be directed in response to an extended outage as a result of proactive de-energization (public safety power shutdown) to shut off power in high risk areas when extreme fire conditions present a clear and imminent danger to public safety. The focus of implementing the EDRP in this circumstance would be to improve coordination with local government and agencies and provide affected customers relief resources generally through mutual aid (MMAA) as needed. Specific public safety power shutdown procedures are provided separately in the BVES Public Safety Power Shutdown Plan.

4.1.2.3. The President shall direct activation of the EOC in situations where an outage has not yet occurred but the likelihood is significant. An example of a high risk situation is a wildfire that has not yet resulted in outages but has the potential to do so and/or may require rapid and close coordination with the Fire Incident Commander.

4.1.2.4. It is generally preferred to fully activate EOC and then shift to Level 2 activation as conditions warrant. By bringing in the full EOC organization, the staff can be briefed on the situation and then stood down with specific instructions tailored to the Level 2 response requirements.

4.1.2.5. When the EOC is directed to be activated, the President shall designate staff to utilize Appendix D, BVES Staff Roster and Recall List, to alert employees to staff the EOC. Additionally, a group email should be sent out to staff using their work and personal email address.

4.1.2.6. When the EDRP is implemented for training, such as for the annual drill, the Utility Manager shall put controls in place to prevent drill activities from interfering and/or confusing staff, customers, and stakeholders with real-world BVES operations.

4.2. **Essential Elements of Information (EEI).** EEIs are key information that the Incident Commander and EOC Group Leaders need in order to make timely and informed decisions on emergency response. The EEIs listed in Table 4-2, Essential Elements of Information, are

critical to the BVES Emergency Leadership Team's ability to assess the emergency situation and decision making in emergency response. Therefore, obtaining this information and continually updating it must be a priority for all staff assigned to the emergency response efforts.

Table 4-2: Essential Elements of Information

EEI	Remarks
Potential hazards that impact the safety and health of BVES employees, contracted and mutual assistance personnel, first responders, and the public	**Safety is our top priority.** Therefore, it is vitally important to identify potential hazards so that resources may be properly allocated to assessing, mitigating and eliminating the hazards.
Updated common operating picture based on indications and sensors, forecasts, and the accumulation of information from the field	Maintaining a common operating picture is a primary function of the EOC staff so that each Group is able to provide a coordinated and collaborative uniform response to the emergency. Additionally, the common operating picture leads to consistent messaging with customers and stakeholders based on the best available information.

Facility and equipment assessments and operational impacts to BVES' business operations
• Status of Power Delivery Systems
  o 34.5 kV sub-transmission system
  o Substations
  o Distribution system
• Status of Power Supply (**Cause of supply disruptions and estimated time of restoration**)
  o SCE Supplies from Goldhill
  o SCE Supply from Redlands
  o Bear Valley Power Plant
• Status of Communications
  o Internet connectivity
  o SCADA network
  o BVES work radios
  o Land line phones
  o Cell phones
  o Internal network connectivity
  o Weather station network
  o BVES Website
  o BVES Social Media
• Status of IT Applications
  o CC&B
  o IVR/two-way text
  o OMS
  o GIS applications
  o SCADA
• Status of facilities, equipment, and materials
  o Emergency Operations Center
  o BVES Main Office
  o BVES Yard
  o Work trucks and vehicles
  o Poles, wire, transformers and other material
	Identifying causes of power delivery system (T&D) outages and supply disruptions is essential to determining the proper restoration actions to be taken.
	
	Maintaining accurate status as conditions in the field change and restoration activities progress throughout the emergency response is key to ensuring restoration resources are properly allocated and optimized at all times.
	
	Developing **estimated time of restoration (ETR)** is critical information that our customers and stakeholders need in order for them plan their responses and mitigations to the outage. ETRs must be updated as they change.
	
	Communications are often the weak link in emergency response. During an emergency some communications may be degraded and alternate systems may be necessary. Therefore, understanding the status of communication systems is critical to ensuring connectivity with field crews, damage assessment teams customers, and stakeholders.
	
	Many utility activities rely upon IT systems for rapid and efficient response. These systems are also susceptible to degradation during an emergency and workarounds may be necessary. Therefore, identifying IT problems and/or limitations is vital to directing effective restoration activities.
	
	As a result of the emergency or for other reasons, facilities and equipment may be degraded and material availability may be limited. Therefore, knowing the status of facilities, equipment, and materials is essential to developing restoration actions.

Status of contracted and mutual aid assistance requests	Outside line crew assistance, tree trimming services, crane support, snow removal services, civil construction services, and other outside assistance is often critical to successfully executing restoration activities. Therefore, is critical to fully understand: • Which entity (or entities) are providing resources? • What specific resources they are providing (equipment and personnel)?

EEI	Remarks
	• How and when will they arrive at BVES's service area? • What logistic support will they require?
Limitations on access and transportation due to flooding, roadway damage, debris, or other closures	Access to BVES's service area under normal circumstances is limited. During an emergency, it is plausible that some or all of the access may be interrupted, which will significantly impact the ability to bring resources to BVES. Additionally, access to certain areas within the service area may be severely impaired due to the emergency. Therefore, it is critical that the EOC Team fully understand access limitations and have backup plans in place.
Interdependencies between BVES, government agencies, other utilities (water, gas, and electric), and critical infrastructure	Outages may have significant impact on government agencies, other utilities (water, gas, and electric), and critical infrastructure; especially, when their backup systems fail. Therefore, the EOC Team must be fully aware of how outages are impacting the area and coordinate a prioritized restoration plan that fully considers the above.
BVES staff supporting other agencies (for example, Incident Commander representative)	Imbedding a BVES representative with the on scene Incident Commander and/or local government EOCs (City or County) has proven to be highly effective in coordinating emergency response actions. The EOC Team must communicate frequently with the imbedded BVES representative to ensure coordinated and uniform emergency response.

4.3. **Restoration Strategy.** Outage events and emergencies are rarely similar in all respects; therefore, this general restoration strategy is constructed to provide the EOC Team with a scalable and flexible restoration strategies that can be employed as required to deal with the unique aspects of each major outage and emergency event.

4.3.1. Restoration Strategy Assumptions. Restoration strategies and guidance in the EDRP assume that the BVES system is in its **normal winter line-up** as follows:

- Bear Valley Power Plant (BVPP) is available for normal full power operations (8.4 MW).

- Goldhill SCE sub-transmission power lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2) are fully operational and connected to the BVES system at the Shay and Baldwin Auto-Re-closers (34 MW).
- Radford SCE sub-transmission power lines and facilities from Zanja are fully operational and connected to the BVES system at the Radford Auto-Re-closer (5 MW).
- BVES T&D systems are in the normal system line-up.

Therefore, staff must ensure that when implementing guidance provided in the EDRP that they fully understand the current line-up of the BVES system and, if there are deviations to the normal winter line-up, they must properly account for these deviations in their restoration actions. It should be noted that under normal conditions, the Field Operations Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the SOS.

4.3.2. Restoration Priorities. The Utility Manager shall direct the specific restoration priorities keeping safety (public and worker) as the top priority. In most cases, based on best available information regarding the situation and available restoration resources, resources shall be dispatched to restore systems to achieve the following restoration priorities:

- **Public safety** in the affected areas;
- **Worker safety** in performing the restoration work;
- **Critical infrastructure** Sheriff's Department, hospital, Fire Department, key City & County facilities, other utility facilities (water, sewage, gas, communications), Airport, Traffic Control, Incident Commander Site, Incident Base Camp, Incident Evacuation Centers, communications (Spectrum and various cell providers), radio stations;
- Major commercial activities critical to **continuity of community services**: gas stations, food stores, supply stores, repair shops, eateries and lodging facilities to support outside first responders (CAL FIRE), as well as financial institutions.

• Medical Baseline Customers and Access and Functional Needs Customers • Number of customers affected; and

- **Length of time** customers have been without power;

4.3.3. Restoration Progression. In directing restoration efforts to achieve the priorities of Section 4.2.2 above, the Operations Group shall generally find it most efficient to dedicate restoration resources to restoring the following types of facilities in the prescribed order to optimally restore electric service:

- Energy supply sources Southern California Edison (SCE) supply lines, Bear Valley Power Plant (BVPP), etc.
- Sub-transmission circuits (34.5 kV)
- Substations
- Distribution circuits (4 kV)
- Feeders

- Distribution transformers
- Individual customer service lines

Taking into account restoration priorities and progression, Table 4-3 below provides guidance on the restoration priorities for sub-transmission circuits, substations, and distribution circuits. This guidance must be tempered by many factors including the actual cause of the outage(s), available resources, time to conduct repairs, access to repair sites, etc. Therefore, the Utility Manager must have wide discretion when developing the specific restoration priorities and may choose to deviate from the general guidance.

Table 4-3: Restoration Priorities for Sub-Transmission Circuits, Substations, and Distribution Circuits

Priority	Sub-Transmission Circuit	Substation	Distribution Circuit	Comments
1	Baldwin	Meadow	Garstin	• Key critical infrastructure. • Connects BVPP
2	Shay/Radford	Pineknot Village Maltby Division	Interlaken Boulder Harnish Country Club Georgia Paradise Erwin Lake Castle Glen	• Additional critical infrastructure • Major commercial activities & airport • Large number of residential customers
3	NA	Moonridge Maple Bear City Fawnskin Palomino	Eagle Lagonita Fox Farm Clubview Sunset Goldmine Holcomb Pioneer Sunrise	• Mostly residential customers
4	NA	Bear Mountain Summit Lake	Geronimo Skyline Lift Pump House	• Mostly interruptible customer.

4.3.4. Loss or Significant Reduction of Energy Supply. BVES normally imports all of the supplies necessary to meet customer demand via SCE power lines and augments the supplies using the BVPP when the maximum capacity from the SCE Cottonwood lines are reached. Table 4-4 provides information on BVES system sources of power.

Table 4-4: BVES System Sources of Power

Source	Capacity	Comments
Goldhill: Includes SCE lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2).	34 MW	Connected to the BVES system at the Shay and Baldwin Auto-Re-closers
Radford: Includes SCE line (Bear Valley) and facilities from Zanja.	5 MW	Connected to the BVES system at the Radford Auto-Re-closer
Power Plant: Includes Bear Valley Power Plant (BVPP) generation equipment and facilities.	8.4 MW	Seven 1.2 MW natural gas fired engines
Net Energy Metering & Distributed Energy Resources	3.3 MW	Distributed throughout system. Limited to day-light production only

Table 4-5 provides guidance on some of the more likely loss of energy supply scenarios to the BVES Service Area. Each of these scenarios assumes a complete loss of the affected power source(s). However, it should be realized that it is also possible that certain power sources may be degraded providing some limited capacity instead of being completely lost. In these cases, the Operations Group should follow the framework provided in Table 4-5 modified to take into account the limited supply capacity of the degraded power source(s).

Table 4-5: Actions for Loss of Supplies

Actions	**Loss of all SCE Supplies (Goldhill & Radford)**	**Loss of SCE Goldhill Supplies**	**Loss of SCE Radford Supply**	**Loss of BVPP**
Contact and coordinate with SCE.	Call SCE Lugo Substation and SCE Control Center Colton. Obtain system status, actions in progress or scheduled and	Call SCE Lugo Substation. Obtain system status, actions in progress or scheduled and ETR.	Call SCE Control Center Colton. Obtain system status, actions in progress or scheduled and ETR.	NA
Actions	**Loss of all SCE Supplies (Goldhill & Radford)**	**Loss of SCE Goldhill Supplies**	**Loss of SCE Radford Supply**	**Loss of BVPP**
	estimated time of restoration (ETR).			

Assess situation	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.
Activate EOC	Yes – Level 1 Event	Yes – Level 2 Event	No – Level 3 Event	No – Level 3 Event
Switching Operations	Line-up system for BVPP Black Start Procedures	Express Radford to Meadow.	Shift Village Substation to Shay Line	NA
Dispatch BVPP	Execute BVPP Black Start Procedures and Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators as needed based on load.	Conduct actions to repair BVPP.
Interrupt interruptible customers	Will be required to meet demand.	Will be required to meet demand.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.
Rolling blackout procedures	Will be required to meet demand.	Will be required to meet demand.	Not likely required.	Not likely required.
Contract emergency mobile generation	Consider based on ETR if greater than 24 hours.	Consider based on ETR if greater than 24 hours.	Not likely required.	Not likely required.
Public Engagement	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Not likely required.	Not likely required.
Compliance reporting	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 if media coverage expected or occurs.	Not likely required.
Load forecasting	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without Radford Line.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without BVPP.

4.3.5. Downed Wire Response. During a major storm, BVES may receive many trouble calls reporting primary and service lines down throughout the service area. Wires down that present an imminent fire or electrocution hazard or are identified as being primary distribution line voltage shall receive top priority. In general, higher priority shall be assigned to calls involving wires blocking state highways or wires down on buildings or vehicles. Personnel investigating downed wire shall determine the wire type (primary, secondary or service conductor) and take actions as directed by the SOS and per Table 4-6, Downed Wire Response.

Table 4-6: Downed Wire Response

Conductor	Action
Primary	
Conductor	**Action**
	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible (this may require dropping the main BVES supply transmission lines remotely). • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized, area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.
Secondary	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible. • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.

Service	• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible. • Warn others to stay clear. • Isolate the area by setting up CAUTION tape and traffic cones and barriers. • Call into the EOC the exact location (address and pole numbers). • If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized. • Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS. • If the line is disconnected from the pole, it is not necessary to isolate the area. Simply call the situation into the EOC and proceed to next location as directed by SOS.

4.3.6. Sub-Transmission and Distribution (T&D) Casualties. The most common cause of outages for the BVES services area are casualties to T&D facilities resulting in a major outage, multiple outages of varying sizes, and/or some combination thereof. Restoration from these outages is mostly dependent on the available resources, which can quickly be overwhelmed if not properly managed.

4.3.6.1. The Operations Group shall prioritize restoration activities and resource allocation according to the general priorities identified in Section 4.3.2 and shall restore T&D facilities in the order listed in Section 4.3.3 to achieve these priorities. In establishing restoration priorities, public and worker safety is always the top priority.

4.3.6.2. SOS balances efforts to conduct repairs while attempting to restore service to as many customers as possible by isolating the damaged facilities to as close to the damage as feasible with the goal of minimizing the number of customers affected by the outage. The SOS should evaluate the time to isolate the damage and restore service to some customers against the estimated time to repair the damage and restore power to all customers. The most efficient and effective course of action shall depend on the extent of damage, availability of resources to conduct repairs, and availability of resources to perform switching operations.

4.3.6.3. Once damaged facilities are identified to the Operations Group, the SOS shall have the facilities field checked by the Damage Assessment Team (DAT) or by other competent staff, such as nearby field crews, to determine the extent of required repairs needed as well as the ability to isolate the damage and restore power to as many customers as possible.

4.3.6.4. Based on the results of the field check, the SOS shall:

- Determine the priority to repair the damages;

- Direct switching operations to restore power to as many customers as possible, if feasible;
- Determine the repair work scope (for example, temporary repair such as shoring up damaged facilities or permanent repair per BVES construction standards, etc.);
- Assign Engineering Planning resources as deemed necessary (for example, perform pole loading assessments for pole replacements);
- Schedule Field Crew resources as applicable;
- Direct assigned Field Crew to draw necessary materials and conduct repairs;
- Inform and periodically update the Public Information Group and Emergency Service Representatives so that they may keep customers and stakeholders informed; and
- Close out or cause to be closed out the applicable Field Activity.

4.4. **EOC and Emergency Response Workflows.** The EOC and emergency response workflows are designed to:

- Develop and maintain an accurate common operational picture.
- Continually assess damage and develop optimal restoration response.
- Dispatch resources for emergency restoration activities.
- Manage field activity reports.
- Keep customers and other stakeholders informed.
- Ensure restoration activities are properly resourced.

4.4.1. EOC Setup. The EOC shall be set up in accordance with Appendix A, EOC Preparedness and Setup Checklist. The Strategic Operations Supervisor in consultation with the Emergency Manager shall direct which applications are to be displayed on the available large screens and projector and how the white board shall be utilized. The displays should be optimized to provide EOC staff and decision makers an accurate common operational picture based on the best information available.

4.4.2. EOC Staffing. The following staff shall normally be present or represented as applicable in the EOC:

- Incident Commander
- Public Information Group
- Emergency Manager
- Strategic Operations Supervisor (SOS)
- System Monitor
- Damage Assessment Team (DAT) – when not assigned to the field
- Emergency Service Representative (ESR) – normally located in the Customer Service area to reduce noise level in EOC
- Engineering Technical Support
- IT Operations Support – normally located in IT spaces
- Logistics Group
- Planning Group

- Finance & Administration Group

4.4.3. Managing Field Activities. The Emergency Manager may find it useful to manage Field Activities by utilizing a spreadsheet to track each Field Activity by recording and sorting the following information:

- Field Activity Number
- Date
- Time
- Location
- Circuit
- Substation
- Status (Unassigned/Crew Assigned/Completed)
- ETR
- Grouping (often multiple Field Activities are resolved when a common fault/damage location is repaired)
- Customer call back
- Comments
- Other information as deemed necessary by the Emergency Manager

4.4.4. Workflows. The EOC shall process incoming damage reports and service request as Field Activities using the workflows shown in Appendix F, Emergency Response Workflows. The emergency response workflows are provided for Level 1 and 2 activations. For reference, the Level 3 (normal service response) is also provided. The Utility Manager may direct deviations to the workflows if it is determined that a more effective and efficient workflow process may be achieved. When conducting after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Appendix F, Emergency Response Workflows, should be evaluated for possible changes and improvements, and updated if deemed appropriate.

4.4.5. Situation Report. Developing a common operational picture is an important function of the EOC staff in order to ensure decision making is optimal. One essential tool in developing the common operational picture is to periodically update a Situation Report (SITREP). Appendix G provides an example SITREP. The SITREP should be updated by the SOS at least once per shift and more often if conditions are rapidly changing. The SITREP should be displayed in the EOC and sent to the Incident Commander, Public Information Group, EOC Group Leaders, Emergency Service Representatives, and others as deemed appropriate by the Emergency Manager.

4.4.6. Damage Assessments. The Damage Assessment Team(s) shall be dispatched from the EOC to investigate Field Activities and other damage reports. They shall complete a Damage Assessment form and provide it to the SOS. Appendix H provides a sample Damage Assessment Form. If they have several sites to visit, they may consider taking a picture of the

completed form and sending to the EOC. Also, the DAT should take as many pictures needed to identify the damage and allow for the Engineering Team to plan the necessary repair work for the line crews. For example, the DAT should take pictures of any damaged equipment and facilities so that material may be pulled and staged for the line crews. Also, the DAT may make use of tools such as FaceTime to communicate with the EOC and provide the EOC a complete assessment of the damage conditions and the iRestore First Responder app to quickly make a basic report with location and a picture.

4.4.7. Work Orders. The SOS shall direct the use of Work Order jackets for the more complex repairs so that the scope of work performed and material and equipment utilized is properly documented. These Work Order jackets should include one-line diagrams and material sheets as applicable along with specific instructions from Engineering & Planning if warranted. Appendix I provides a sample Work Order Jacket.

4.5. **Resources.** Using best available information, the Utility Manager shall continually assess the following:

- Resources necessary to execute the restoration activities in a safe, effective and efficient manner;
- Available resources in the Service Area;
- Gaps in resource availability to execute the restoration activities in a safe, effective and efficient manner; and
- When resources from outside entities such as CUEA mutual aid and/or contracted resources may be released.

Based on the above assessments, the Utility Manager shall coordinate with the Logistics Group leader to request additional resources as necessary to fill resource gaps and to relinquish resources when no longer required. Possible resources in addition to BVES resources include CUEA mutual assistance, contracted services and Big Bear Valley Mountain Mutual Aid Association.

4.5.1. California Utilities Emergency Association (CUEA). The Utility Manager shall determine if gapped resources are best provided by utilizing the hCUEA Mutual Aid Agreement, which allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. The specific process for requesting and receiving mutual aid from member utilities is provided in the CUEA Mutual Aid Agreement. Table 4-7, CUEA Mutual Assistance Process, provides a summary of the process for requesting and receiving CUEA mutual assistance.

Table 4-7: CUEA Mutual Assistance Process

Process Step	Responsibility	Amplifying Comments

Determine if CUEA Mutual Aid **may** be required	Utility Manager	The Operations Group evaluates if CUEA resources may be required and if there is a possibility, this should be communicated to the Logistics Group.
Issue a "Mutual Assistance Inquiry Only"	Logistics Group Leader	Providing the CUEA Staff with a Mutual Assistance Inquiry Only allows the CUEA to alert member utilities so that they may evaluate which resources are available without incurring costs. This request is best made via email but it may also be made via phone call. The following information should be included in the inquiry: • BVES Contact Name • BVES Contact Phone Number • BVES Contact Email • Type of Emergency • Type of Assistance Requested • Desired Date & Time Needed • Additional Details or Comments
Determine that CUEA Mutual Aid **is** required.	Utility Manager	Obtain Incident Commander's authorization to proceed with CUEA mutual aid request and then, request Logistics Group make arrangements.
Issue a "Mutual Assistance Formal Request"	Logistics Group Leader	Send the CUEA Staff a Mutual Assistance Formal Request with following information: • BVES Contact Name • BVES Contact Phone Number • BVES Contact Email • Type of Emergency • Type of Assistance Requested • Desired Date & Time Needed • Additional Details or Comments This request is best made via email but it may also be made via phone call and then followed up by email.

Pre-arrival coordination	Logistics Group Leader	Once a member utility (referred to as "Assisting Party") agrees to provide resources, the Logistics Group shall work with the Assisting Party point of contact to facilitate all logistics arrangements to include mobilization through demobilization. Specifically, the following information should be obtained: • Date and estimated time of arrival of the Assisting Party resources • Name and contact information of the Assisting Party's Team leader • Names and contact information of the Assisting Party Team members • How lodging will be handled [1] • How meals will be handled [2]
Mutual Assistance Agreement Letter	Finance & Administration Group Leader	Once the pre-arrival information is verbally agreed upon, the Finance & Administration Group shall draft the Mutual Assistance Agreement Letter, route it to the Utility Manager and Logistics Group Leader for review and to the Incident Commander for approval signature. Appendix G, Mutual Assistance Agreement Letter, provides a sample letter.
Process Step[12]	**Responsibility**	**Amplifying Comments**
Setup Assisting Party in BVES Accounts Payable System	Finance & Administration Group Leader	Coordinate with the Assisting Party to ensure they are able to invoice BVES in accordance with the CUEA Mutual Aid Agreement. Provide the Assisting Party invoicing instructions to ensure timely payments.
Mobilization	Logistics Group Leader	Coordinate with Assisting Party Team Leader and local facilities to ensure lodging is ready and assist in resolving any arrival issues such as providing information on access to Big Bear Lake, chain requirements and any other travel support (such as permission to pass through areas that may be closed to general public).

[1] It is BVES's responsibility to make lodging arrangements; however, an Assisting Party may desire to make lodging arrangements on their own and be reimbursed per the Mutual Aid Agreement.

[2] It is BVES's responsibility to provide meals; however, an Assisting Party may desire to make meal arrangements on their own and be reimbursed per the Mutual Aid Agreement.

Arrival Meeting	Utility Manager and Logistic Group Leader	Upon arrival of the Assisting Party, the Utility Manager and Logistic Group Leader shall meet with the Assisting Party Team Leader, introduce key staff, and go over the following:
		• Safety procedures[1] • Coordination meetings[2] • Communications[3] • Work controls and construction standards[4] • Material usage[5] • Situation update[8]
Tour of Facilities	Utility Manager	Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the Assisting Party with a brief orientation tour of key facilities essential to supporting their work including the following: • EOC • Warehouse • Stockyard • Where to park trucks • Material disposal • Hazmat disposal • Other logistics support (for example, where to fuel trucks)

[1] Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
[2] Agree upon how the Assisting Party shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the Assisting Party to have the Team Leader spend time in the EOC with the Operations Group and out in the field with the Assisting Party crews. Other options include having the Crew Forman check-in before and after each shift.
[3] Establish lines of communications with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
[4] Brief the Assisting Party on BVES work controls including how work will be directed and construction standards used by BVES. Ensure Assisting Party understands what they are permitted to do and when they must seek Engineering approval for any deviations.
[5] Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.

Demobilization and Departure Out Brief	Utility Manager and Logistic Group Leader	Ensure lodging checkout is completed and bills are paid. Copy receipts. Review material used by Assisting Party and resolve any documentation issues. Discuss any lessons learned or areas for improvement to allow the Assisting Party to be more effective in the future.
Compensation	Utility Manager and Accounting Supervisor	Coordinate with Assisting Party to review invoices in accordance with the CUEA Mutual Aid Agreement with all of the supporting documentation. The Utility Manager should be the approving manager for the invoices.

Notes:

Process Step	Responsibility	Amplifying Comments

[8]Brief the Assisting Party on the current situation, damage assessments and services that the Assisting Party shall be required to perform. This is an excellent opportunity to develop an initial game plan with the Assisting Party.

4.5.2. Contracted Services. Contracted Services as listed in Table 3-1 should be in place such they may be readily requested. The Utility Manager shall determine which contracted services are needed and the specific scope of work and provide this information to the Logistics Group Leader. The Logistics Group Leader shall contact the requested contracts and make the arrangements to receive the services. Appendix C, Contingency Contracted Services, provides contact information for anticipated contract services.

4.5.2.1. The Logistics Group shall work with the contractor(s) to establish the specific estimated time of arrival, mobilization and demobilization support needed, and the onsite contractor supervisor/foreman contact information.

4.5.2.2. Upon arrival of contracted crews, the Utility Manager, Field Operations Supervisor, and Logistic Group Leader shall meet with the contractor supervisor, introduce key staff, and go over the following:

- **Safety procedures:** Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
- **Coordination meetings:** Agree upon how the contractor shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the contractor to have the supervisor spend time in the EOC with the Operations Group and out in the field with the contractor crews. Other options include having the Crew Forman check-in before and after each shift.
- **Communications:** Establish lines of communication with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
- **Work controls and construction standards:** Brief the contractor on BVES work controls including how work shall be directed and construction standards used by BVES. Ensure

contractor understands what they are permitted to do and when they must seek Engineering approval for any deviations.

- **Material usage:** Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.
- **Situation update:** Brief the contractor on the current situation, damage assessments and services that the contractor shall be required to perform. This is an excellent opportunity to develop an initial game plan with the contractor.

4.5.2.3. Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the contractor with a brief orientation tour of key facilities essential to supporting their work including the following:

- EOC
- Warehouse
- Stockyard
- Where to park trucks
- Material disposal
- Hazmat disposal
- Other logistics support (for example, where to fuel trucks)

4.5.2.4. Once the Utility Manager releases the contractor from providing further services, an out brief meeting shall be conducted with the contractor supervisor, Utility Manager and the Logistics Group Leader to ensure the following: lodging checkout is completed and bills are paid (if BVES handled mobilization); review material used by contractor and resolve any documentation issues; and discuss any lessons learned or areas for improvement to allow the contractor to be more effective in the future.

4.5.2.5. If a contract is not in place for contracted services that are determined to be necessary for emergency response actions, the Utility Manager may direct, with the President's prior approval, that emergency contracting procedures per the BVES's procurement policy be executed to the obtain the required services. Any verbal service requests should be followed up as soon as feasible in writing (normally by email) by the Logistics Group with the applicable contractor. The email should include the scope of work and price. This should then be followed up with the appropriate procurement documents (for example, contract, service purchase order, etc.).

4.5.3. Big Bear Valley Mountain Mutual Aid Association ("MMAA"). While MMAA does not have power line construction and repair resources, they do have access to significant support resources including traffic controls, road clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals,

cooling centers, restroom and shower stations, etc. Therefore, when the Utility Manager determines that some of these resources are needed, he/she shall inform the Logistics Group Leader who shall coordinate with MMAA in accordance with the MMAA Agreement to request and obtain the desired resources. Coordination with MMAA supplied resources should include Point of Contact, resource estimated time of arrival, appropriate briefings and facility tours by the Operations Group (use the guidance in Section 4.3.1), and agreement on reimbursement if applicable.

4.6. Catastrophic Events Memorandum Account (CEMA). CEMA is a process to establish an account to allow utilities to recover the incremental costs incurred to repair, restore or replace facilities damaged during a disaster declared by the appropriate federal or state authorities. If a catastrophic event is declared a state of emergency by the state or federal government, then utilities can record costs caused by the event in this memorandum account. It should be noted that the utility cannot record or request recovery of costs incurred before the date the event is declared a state of emergency. By recording these costs, the utilities can later ask for recovery of these costs from the Commission. The CPUC then reviews these costs and approves them as appropriate.

4.6.1. Anytime the EDRP is activated, accurate records of expenses, labor hours, materials and other costs incurred during the recovery from the disaster shall be maintained such that the incremental costs of recovery efforts may be documented in the event CEMA is invoked. The Finance and Administration Group shall provide specific guidance to Staff to ensure accurate records are maintained. Note that often a state of emergency is declared after the event and recovery have transpired, so each EDRP activation should be treated as a CEMA event.

4.6.2. The President shall coordinate with the Regulatory Affairs Manager to ensure that after a state of emergency occurs and BVES begins booking costs resulting from the event, that a letter is sent to the CPUC Executive President within 30 days. The letter shall provide not only the details of the disaster but also an estimate of the costs to be incurred. The Finance and Administration Group shall develop the estimate for the letter with input from the Operations Group.

4.6.3. Regulatory Affairs Manager shall request cost recovery of the CEMA in a formal proceeding. The Utility Manager with assistance from Accounting Supervisor shall provide the necessary details to support Regulatory Affairs in the CEMA filing.

4.7. **Evacuation.** In the event public officials declare an evacuation order, for all or parts of the Big Bear Valley area, staff's first priority is to address the immediate needs and safety of themselves and family, and once that is taken care of then each employee has a role to play as follows.

4.7.1. Critical Workers**.** Certain staff are considered Critical Workers and are issued an Emergency Pass by the San Bernardino County Sheriff's Department. The Emergency Pass is only to be used for BVES work and in accordance with local authority instructions. The Emergency Pass should never be used for personal reasons. BVES Critical Workers are:

- President
- Utility Manager
- Field Operations Supervisor
- Utility Engineer & Wildfire Mitigation Engineer
- Senior Technical Operations Support Specialist
- All Linemen
- Field Inspector
- Substation Technician
- Meter Technician
- Power Plant Operators
- Other staff as designated by the Utility Manager

Every two years the Administrative Support Associate shall request new Emergency Passes for the BVES staff classified as critical workers. Also, when new staff arrive the Administrative Support Associate shall obtain an Emergency Pass for them if they are classified as critical workers.

4.7.2. Evacuation Order. In the event government authorities declare an evacuation order for the Bear Valley area, all staff shall follow the evacuation procedure. For partial evacuation orders, the Utility Manager shall evaluate the extent and impact of the partial evacuation and determine if this procedure should be executed and if modifications to the procedure are warranted. For example, an evacuation order for Fawnskin only would likely result in BVES implementing its EDRP and staffing its EOC, the evacuation procedures would likely not need to be executed.

4.7.2.1. *Utility Manager* shall:

- Direct all non-evacuated staff actions.
- Implement the EDRP.
- Consult the local government Incident Commander (IC) and/or applicable Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES) and determine the desired condition of the distribution system and any support needed.
- Place the distribution system in a safe condition while supporting as practicable the IC's efforts.
- Determine the necessary support staff required to safely operate the system and in consultation with the local government IC where they should be located. If the local government IC determines support staff may safely be located at the BVES Main Office, then that is preferred. If it is not safe to remain at the BVES Main Office, the BVES support staff shall relocate to the Base Camp being utilized by the IC or other designated area as agreed upon by the IC.
- Inform the President of the plan.
- Provide instructions to Critical Workers.

- Release any staff who are no longer needed and direct them to safely evacuate.
- When the evacuation order is lifted, direct restoration activities as needed and the return to normal operations.

4.7.2.2. *Staff classified as Critical Workers* shall:

- Report to the designated area as directed by the Utility Manager. Support staff relocating to the Base Camp or other designated area shall bring utility trucks and equipment as determined necessary by the Utility Manager.
- Dispatch to perform tasks as directed by the Operations Group. BVES staff dispatched to perform tasks in the evacuated areas shall always perform these tasks in at least pairs and shall conduct a communications and status check with the Operations Group at least hourly.
- BVES Staff representative should be assigned to the IC's Base Camp to coordinate any support needed. BVES Representative assigned to the local government IC Base Camp or an EOC shall be designated by the Utility Manager, knowledgeable of the BVES distribution system, and have direct access to the Utility Manager such that IC and/or EOC requests are not delayed.
- Consideration shall also be given to providing BVES Staff representative to supporting Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES).
- Released critical workers in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.3. *Non Critical Worker Staff* in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.4. *Energy Resources Manager* shall:

- Direct all evacuated staff actions.
- If the General Office is not to be used as the evacuation point, designate a suitable area for evacuated staff to gather.
- Perform an accounting of the whereabouts of all BVES staff. Inform the President. • Setup remote support EOC and establish the Planning, Logistics, and Finance & Administration Groups with available staff.
- Establish continuous and reliable communication lines with Operations Group remaining in the service area.
- Provide resources as requested by the Operations Group.

- Provide updates to President, Regulatory Affairs, and Senior GSWC Staff.
- Make preparations to obtain utility mutual assistance via the California Utilities Emergency Association (CUEA) and/or contracted Linemen as determined necessary by the Operations Group.
- When the evacuation order is lifted, coordinate with the President and Utility Manager the orderly and safe return of staff to the service area.

4.7.2.5. *Customer Supervisor* shall:

- Establish remote customer service support.
- Update public information media as applicable (press releases, website and social media updates, IVR messages, etc.).

4.8. **End State.** The Utility Manager shall direct the transition from emergency response operations under this plan (Level 1 or 2) to normal operations (Level 3) when the following conditions are met:

- BVES system is no longer at risk for continued disruptions due to the incident.
- BVES power supplies are have been restored to meet service area load demand and are evaluated as reliable.
- BVES sub-transmission system is restored to meet service area power delivery needs and is evaluated as reliable.
- BVES substations and distribution systems are restored to meet service area power delivery needs and are evaluated as reliable.
- Response crews have been demobilized.
- System issues and problems are within the normal Level 3 response capabilities.
- Long-term customer support has been established as necessary (for example, following a declaration of a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service) and is capable of being properly managed by the normal supervisory element.

Generally, the transition from Level 1 shall be progressive to Level 2 as emergency response requirements wind down and then to Level 3.

4.9. **After Action Reports.** Once the incident is officially terminated, the Utility Manager shall schedule and conduct formal hot washes/debriefing sessions with applicable staff and have an After Action Report prepared. The After Action Report should include:

- Dates/times of the incident
- Description of the incident
- Level of plan activation and if the EOC was staffed
- Records of public communications that were performed

- List of damages to system
- List of personal deaths, injuries, and other accidents associated with the incident
- List of external (contracted and mutual aid) resources utilized
- Develop incremental cost of emergency response actions
- Lessons learned
- Evaluation on whether or not the plan was properly followed
- Specific improvement actions including assignment of responsibility to complete and due date

A thorough follow-up includes reviewing all plans and procedures, making the necessary revisions from lessons learned, and ensuring distribution to all stakeholders/plan holders.

4.10. **Annual Emergency Response Plan Training and Exercise.**

4.10.1. Annual Training. The Utility Manager shall conduct staff training for designated personnel on the Emergency Response Plan in preparation for emergencies and major outages each year just before the winter storm season; typically, in September or October. 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.

4.10.2. Annual Exercise. The Utility Manager shall conduct an exercise annually using the procedures set forth in this emergency plan. If the BVES uses the Emergency Response Plan during the twelve-month period in responding to an event or major outage, the annual exercise is not required for that period. However, the Utility Manager should also evaluate whether or not staff would benefit from the exercise regardless of the fact that the Emergency Response Plan was utilized within the previous 12-month period. For example, if a major change to the Outage Management System is installed since the last Emergency Response Plan activation, it would be appropriate to at a minimum exercise that portion of the plan.

4.10.3. Exercise Notice. The Utility Manager shall provide no less than ten days' notice of the 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.

4.10.4. Exercise Evaluation. The response to an exercise or major outage shall be evaluated per Section 4.9. The evaluation shall be provided to Regulatory Affairs Manager so that it may be forwarded to the CPUC as part of the report required by GO-166 Standard 11.

4.10.5. Emergency Response Outreach Training. The Utility Manager shall conduct outreach with the county and city emergency response officials and participate as applicable 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.

4.11. **Initial Notification.** The Utility Manager shall ensure that the notifications in accordance with the requirements provided in BVES's Electric Utility Emergency Reporting Policy and Procedures are achieved within the required timeframes.

5. Emergency Response Communications Plan.

5.1. **Strategy Overview.** Achieving unity of effort provides for the most effective and efficient emergency response. This is best attained through the "4 C's" of disaster planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of the EDRP. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

During a major outage the Operations Group shall make it a priority to provide the following information to the Public Information Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available. Don't let ETRs become stale (for example, if a posted ETR is extended, update the posting with a revised ETR).

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the EDRP. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain "call center metrics" that measure customer access to information on customer service calls and web host availability during an emergency or disaster.

5.2. **Establish Multiple and Effective Communication Channels.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters

and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore is dependent on having many overlapping layers of communications.

5.2.1. Outbound Communications

- BVES website
- BVES social media
- Online meetings/broadcasts
- Interactive Voice Response System
- Press releases to local media
- Press conference
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Two-way text messaging
- Door hangers
- Keeping staff who interact with customers informed with latest message
- Advertising
- Community workshops and presentations
- Mail (for example, flyers, newsletters)
- Bill inserts
- County and City communication systems
- Big Bear Chamber of Commerce email blast
- City email blast
- Bear Valley local government, agencies and utilities Public Information Group

5.2.2. Inbound Communications:

- Interactive Voice Response System
- Call center phone lines
- BVES social media
- Customer service windows
- Bear Valley local government, agencies and utilities Public Information Group
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- Activate internal PSPS list
- Press inquiries
- iRestore Reports

5.2.3. Internal Communications:

- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- FaceTime, Skype, Online Meetings, etc.
- Intranet – shared drives, internal applications, and SharePoint
- Radios – VHF
- Direct reports

5.2.4. There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated.

5.2.5. Besides having multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

- Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
- Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
- Maintaining accurate contact information with key stakeholders per Section 3.11 (Key External Contacts List) of this plan.

5.3. **Conduct Pre-Incident Outreach and Education.** BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and emergency preparedness. An important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster. *A community that is knowledgeable and ready for emergency events will be a force multiplier in emergency response actions*.

5.3.1. City and County Outreach. The Utility Manager shall coordinate with city and county officials in compliance with Public Utilities (P.U.) Code Section 768.6, which requires the following outreach by BVES:

- In developing and adopting an emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.

- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on draft emergency and disaster preparedness plans.
- Every two years, in order to update and improve BVES's emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within its service area to meet with, and provide consultation to BVES. All recommendations and input will be considered and updated should it be determined to be beneficial for the EDRP. The meeting shall be noticed and shall be conducted in a public setting that allows for the participation of appropriate representatives of counties and cities within the BVES service area. Participating counties and cities shall be provided with the opportunity to provide written and verbal input regarding BVES's emergency and disaster preparedness plan. For purposes of this public meeting, BVES may convene a closed meeting with representatives from every city and county within its service area to discuss sensitive security-related information in BVES's emergency and disaster preparedness plan and to solicit comments.
- BVES shall notify the commission of the date, time, and location of the above meeting. BVES shall memorialize the meeting and shall submit its records of the meeting to the commission.
- BVES may comply with the meeting requirement that is ordered by the Public Utilities Code by : i) making a presentation regarding its emergency and disaster preparedness plan at a regularly scheduled public meeting of each disaster council created pursuant to Article 10 (commencing with Section 8610) of Chapter 7 of Division 1 of Title 2 of the Government Code within BVES' service area; or ii) at a regularly scheduled public meeting of the governing body of each city located within the service area.

5.3.2. General Public, Customer and Stakeholder Outreach and Education (before an emergency). Utilizing BVES website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform and conduct outreach with the general public, customers and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES

- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

In addition to the above outreach, the Utility Manager shall endeavor to periodically brief key elements of the EDRP at Big Bear Valley Mountain Mutual Aid Association ("MMAA") meetings, Big Bear Joint Utility meetings, Big Bear Fire Department and Sheriff's Department leadership.

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during emergencies the BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred and back-up means of contact (for example, mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

5.4. **Provide Outreach in Prevalent Languages.** United States Census data shows that the top three primary languages used in California are English, Spanish and Chinese (including Cantonese, Mandarin and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

5.5. **Provide Emergency Incident Communications.** Utilizing the multiple communications channels discussed earlier, the Public Information Group and Emergency Response Leadership Team shall engage and educate the general public, local government and its agencies, and other key stakeholders to provide notification of outages and emergencies, estimated time to restore service, cause of outage (if known), and periodic updates as appropriate. The following sections provide detail on how these communications shall be conducted.

5.5.1. Set Expectations and Develop Trust. When an emergency occurs, BVES shall communicate with the general public, customers, local government and its agencies, and key stakeholders as soon as possible to set expectations and address emergency issues. When business operations or households are disrupted by power outages, customers expect to know how long they shall be impacted. Thus, estimated restoration times (ETRs) shall be developed, monitored, adjusted and communicated. Establishing ETRs is a key function of the Operations Group. Regulators and local government officials shall be notified regarding the impact to communities per GO 166 Standard 6. Customer Service Supervisor shall:

- Work with BVES's public relations contractor subject matter experts (SMEs) to develop consistent and accurate BVES messaging to customers and stakeholders.
- Employ consistent and frequent multi-channel communications to disseminate information that leverage and reinforce one another.
- Brief employees; especially field staff and customer service representatives, on the latest information so that their interactions with the public are consistent with the messaging.
- Coordinate closely with the Operations Group to provide customers and stakeholders system updates including best known restoration times.
- Ensure that all communications are accurate and always factually correct. If incorrect information is inadvertently issued, then it is important that a correction be issued as soon as known and that the error be acknowledged. If information is not certain, then avoid reporting it or qualify it as appropriate. For example, "BVES has received reports of a downed tree on its power lines on Moonridge Road; field crews have been dispatched to validate the report and assess any damage that may have resulted."
- Strive to be transparent; it is absolutely critical to our credibility and to ensuring that the public, customers and stakeholders have the upmost confidence in our ability to perform our essential public service – providing safe, reliable, and high quality electric service.

- Per GO 166 Standard 6, BVES shall provide an initial notification within one hour of the identification of a major outage or other newsworthy event. BVES shall also notify the Commission and San Bernardino County Warning Center at the 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. Subsequent contacts between state and local agencies and BVES shall be conducted between personnel identified in advance, as set forth in Standard 4.B (Communications Strategy with Government). From time to time the Commission staff may issue instructions or guidelines regarding reporting.

5.5.2. Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

5.5.3. Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These pre-planned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, "BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at www.bves.com."

5.5.4. Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a BVES spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether "on the record" or "off the record" automatically becomes a spokesperson for the BVES willingly or unwillingly.

5.5.4.1. *Authorized Media Engagement.* The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall work closely with the Operations Group to ensure they have accurate information, develop press releases with the assistance of the BVES's public relations firm, coordinate releases with other organizations such as local government and agencies, and clear press releases with the President prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.
- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

5.5.4.2. *Press Release Content.* The Public Information Group shall develop press releases from pre-planned press release templates as feasible. These are especially useful in

the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope. As the Operations Group obtains more accurate information from Field Crews, the press releases should be updated accordingly. Additionally, they shall consult with BVES's public relations contractor to develop press releases and an engagement strategy tailored to the specific emergency.

Press releases should make the best attempt at addressing the "who, where, why, what, when, and how" to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, "Moonridge Area", "from the Village to the Dam on the South shore of the lake", "from Pine Knot Ave to Paine Rd on the South Shore of Big Bear Lake", etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of damage/problem. Use simple descriptions that a non-utility audience would understand (for example, "car hit a ground mounted transformer causing sufficient damage to take it out of service," "an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line," "loss of power supply from Goldhill due to fault on Southern California Edison equipment," etc.).
- **(When)** Whether or not Field Crews are conducting repairs to restore power. If crews are not on site, provide an estimated time of arrival if available.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Pictures of the damage and field crews conducting repairs are always very useful.

5.5.4.3. *Press Release Protocols*. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the BVES to the media. Press releases shall be drafted, approved, and released per the protocol shown in Figure 5-1, Press Release Protocol.

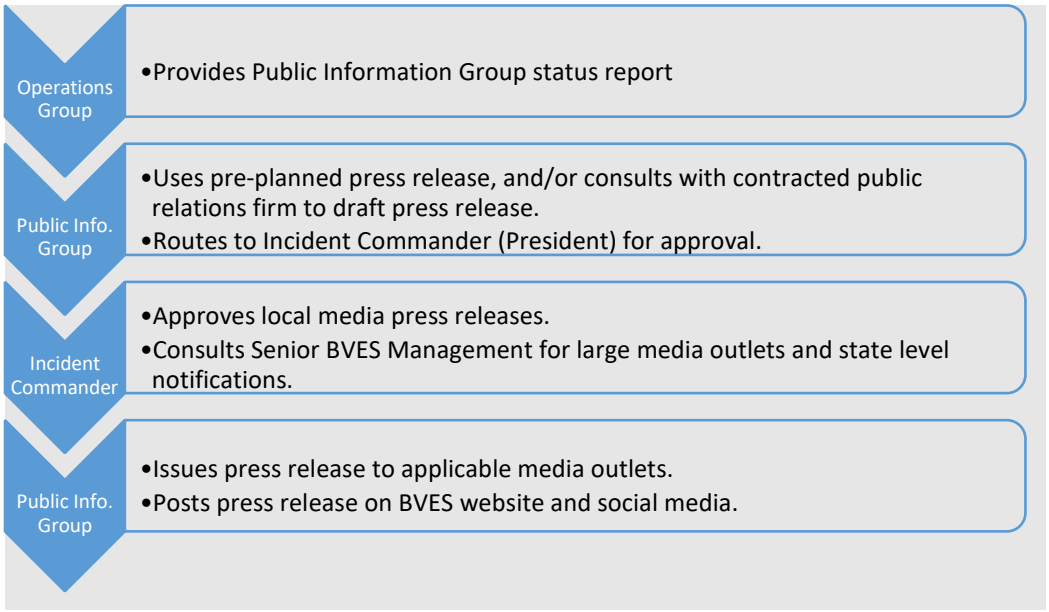


Figure 5-1: Press Release Protocol

5.5.5. Post Emergency Event Close-out Statement. Once the Emergency Response is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the emergency event and provide any post incident support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

5.6. **Reports to the Commission.** The Utility Manager shall ensure required reports to the Commission and its Divisions are made in a timely and complete manner. These reports include:

- Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of an outage if the outage meets the major outage criteria of GO-166.
- Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut-off per ESRB-8.
- Provide a report (written) to President of SED no later than 10 business days after the shutoff event ends per ESRB-8.

6. **Customer Support in Emergencies.** In the event the Governor of California declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement certain customer service actions as described below. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols span customer billing, support for low income, life support, Access and Functional Needs (AFN) customers, and other forms of customer support.

6.1. Support for Low Income, Life Support and AFN customers. The Customer Care

Team shall freeze low income, life support, and AFN customer accounts and stop all California Alternative Rates for Energy (CARE) High-Usage tracking. The Supervisor shall work with implementation contractors and emergency assistance programs to update affected customers on eligibility requirements and enroll them in assistance programs.

6.2. **Billing Adjustments.** The Customer Care Team shall freeze accounts and stop billing during the disaster event to ensure bills are not estimated or generated for affected customers. Billing shall resume once the case is closed by the Customer Care & Billing (CC&B) technical team, upon notice from the Supervisor.

6.3. **Deposit Waivers.** The Customer Care Team shall add a designated customer contact for all affected customers. The contact shall reside within CC&B for up to one year from the date the emergency ends. This shall allow BVES to easily track the customer's account, so when service is re-established, the utility shall know to waive any associated fees and to expedite customer re-connection.

6.4. **Extended Payment Plans.** The Customer Care Team shall freeze all payments on affected customers' account to avoid affecting their credit. All affected customers shall be notified that an extended payment plan option is available for any past due payments.

6.5. **Suspension of Disconnection and Nonpayment Fees.** The Customer Care Team shall freeze affected customer accounts, so disconnections and nonpayment fees are not generated during the disaster event. Once the emergency ends, the Supervisor and/or Specialist shall contact the CC&B Team to "close" all affected customer cases. This shall automatically transition the customer's account back to the normal state. BVES shall simultaneously begin assisting with service restoration and deposit waivers.

6.6. **Repair Processing and Time**. During emergencies, BVES shall set up specialized repair teams to expedite repair processing. If additional support is needed, BVES shall leverage mutual aid programs with other emergency response resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

6.7. **Access to Utility Representatives.** The BVES Engineering Technician shall arrange for connections and facilitate expedited services. Leveraging its IVR system, BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

6.8. **Access to Outage Reporting and Emergency Communications.** During emergencies, BVES shall invoke its emergency communications plan per the EDRP to attempt to reach as many customers as feasible with outage, restoration and recovery information via multilayered communications channels and multiple languages per Section 5.4 of the EDRP.

Appendix J: 2024 PSPS FSX & Wildfire Season Update Presentations and Surveys (Outreach Materials)

2024 PSPS FSX Presentation[1]

BVES PSPS FSX Exercise

June 3, 2024

8am – 5pm

Sean Matlock – Energy Resource Manager, BVES

Sarah Liuba – Principal Consultant, PA Consulting

[1] Incorporates 2024 TTX presentation material. The May 17th TTX PSPS presentation deck is available upon request and was not included due to duplicative information and system file constraints.

Agenda

1. Intro and Overview
2. Tabletop Exercise Scenario
3. Modules 1-2: Pre-Planning & Early Response
4. *Break*
5. Modules 3-4: PSPS Activation & Event Management
6. *Lunch*
7. Modules 5-6: SCE De-energization & Re-energization
8. *Break*
9. Module 7-8: Recovery & Debrief
10. Closing and Next Steps

Safety Minute

Emergency Exits In case of an emergency, follow these designated paths of egress.

- **Side Exit:** Located on the side of the conference room, leading directly to the parking lot area where the CRC (Customer Resource Center) will be set up
- **Front Exits:** Two streamlined paths leading to the entrance doors
- **In Case of Emergency:** Gather near utility yard (east of conference room)

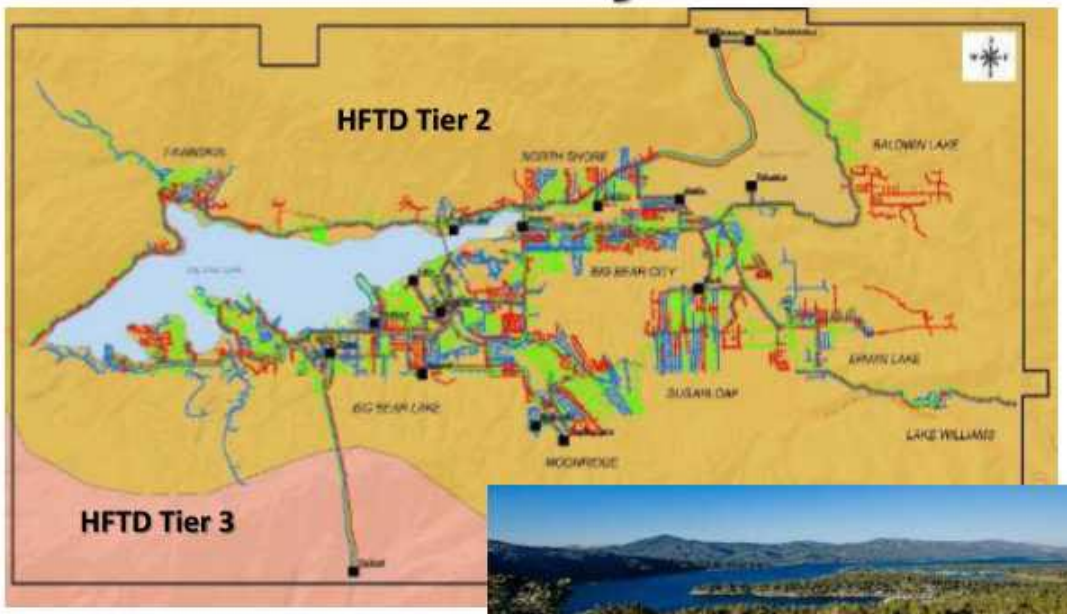
Safety Protocols Be aware of your surroundings and report any safety hazards

- First aid kits and AED (Automated External Defibrillator) are located near the main entrance
- Adhere to all BVES safety protocols and guidelines
- Wear appropriate PPE (Personal Protective Equipment) if required

Remember Safety is everyone's responsibility. Stay alert, follow the guidelines, and report any concerns immediately.

BEAR VALLEY ELECTRIC SERVICE

Service Territory Overview



Location: 32 square miles of rural and mountainous terrain at approximately 7,000 ft. in San Bernardino Mountains (80 miles East of Los Angeles).

- Heavy vegetation density and mostly dry environment (80.5%).
- Entire Service Territory in High Fire Threat District (Tiers 2 & 3).
- Entire Service Territory in Heavy Loading District (>3,000 ft.).

Key jurisdictions: County of San Bernardino, City of Big Bear Lake, U.S. Forest Service.

Customers: approximately 24,500

- 23,000 residential and 1,500 commercial

Power Supplies: BVES system is entirely within the balancing area under the control of the California Independent System Operator. Supply lines to BVES are owned and operated by Southern California Edison.

Wildfire Mitigation Plan Update

FPI Model Adoption and Implementation

- Developed and tailored to BVES's service territory
- Daily use in operations, wildfire potential assessment, and with PSPS decision-making

Initiative Objectives and Target Updates

- AiDash – satellite imagery for rapid assessment / prioritization of vegetation management
- iSIU Pilot Program – installing camera systems on poles for continuous monitoring in collaboration with Green Grid, Inc.

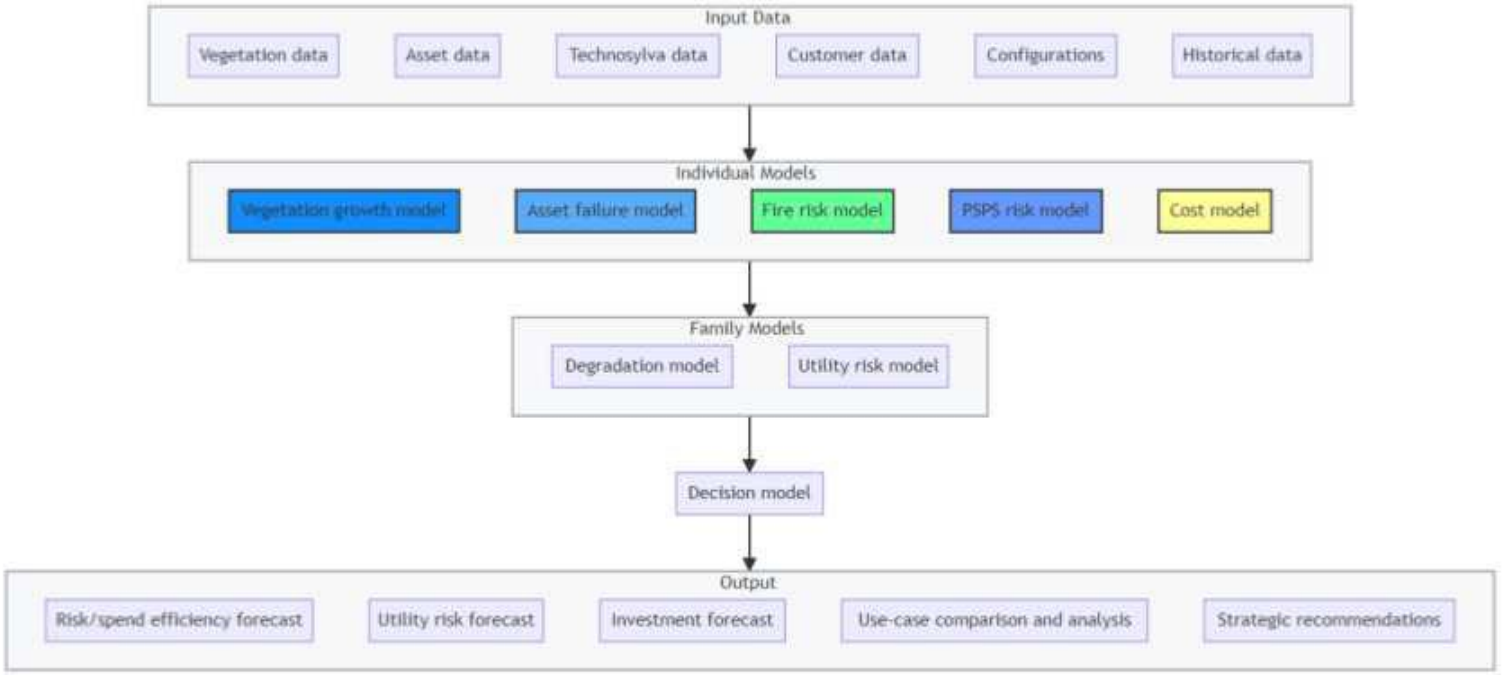
Continued Improvement

- QA/QC process updated for asset inspections
- Adjustments made to end-of-year 2025 targets based on revised GIS data
- Focus on Technology and Risk-Based Decision Making

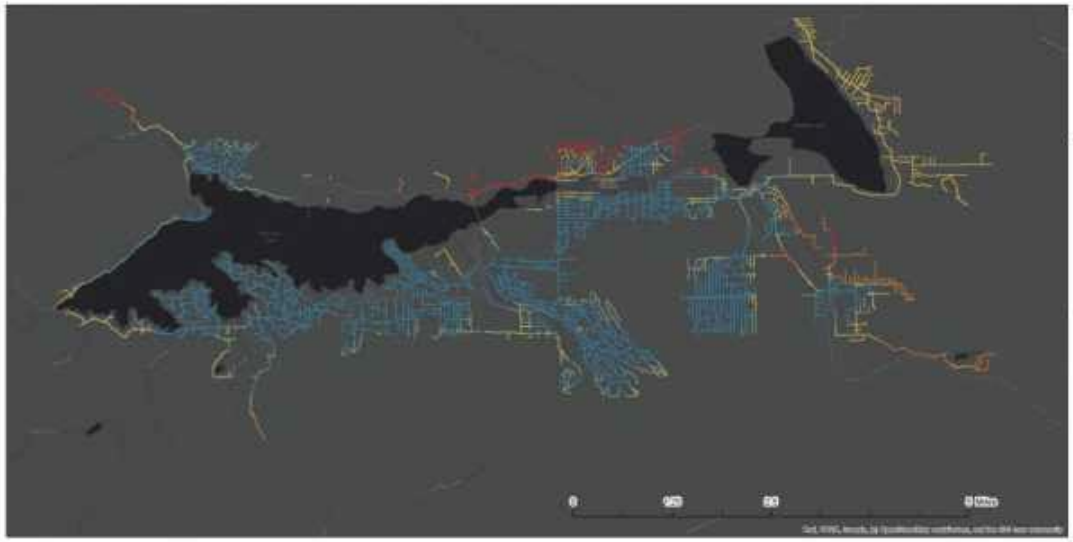
Risk Model Enhancement

- DIREXYON advanced fire risk modeling
  - Key areas for enhancement:
    - *Equipment ignition likelihood;*
    - *Contact from vegetation ignition likelihood;*
    - *Contact by object ignition likelihood;*
    - *Wildfire spread likelihood;*
    - *Wildfire hazard intensity;*
    - *Wildfire exposure potential;*
    - *Wildfire vulnerability;*
    - *PSPS exposure potential; and*
    - *Vulnerability of community to PSPS*
- Full operation expected by Q4 2024
- Focus on integrating decision-making policies and a comprehensive evaluation of network conditions
- No other fundamental changes to the risk model, which may affect top rated circuits

Wildfire Mitigation Strategic Planning

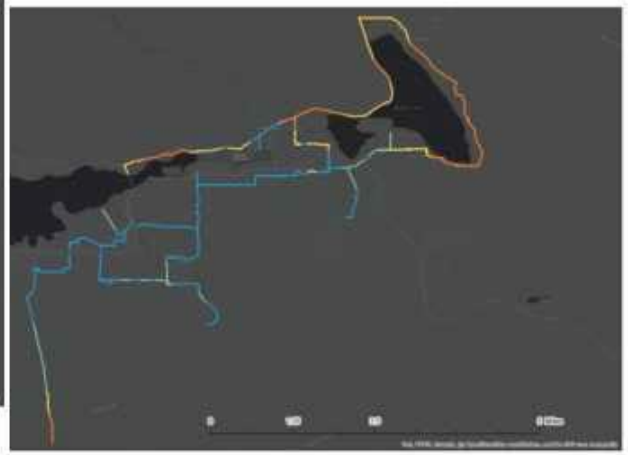


Wildfire Risk Reduction Model (Unmitigated)



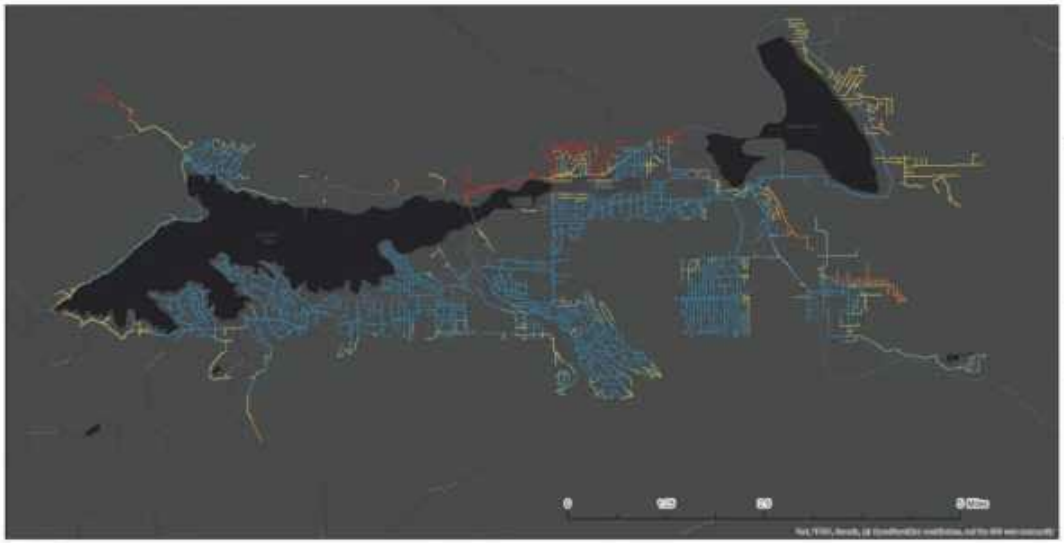
Legend
Distribution Lines Expected 2023 Unmitigated
Expected 98th Percentile Acres Burned

Overhead Distribution Lines with Fire Sight Expected Risk Attributes Unmitigated



Overhead Sub-Transmission Lines with Fire Sight Expected Risk Attributes Unmitigated

Wildfire Risk Reduction Model (Mitigated)



Legend
Distribution Lines Expected 2023
Expected 98th Percentile Acres Burned

Overhead Distribution Lines with Fire Sight Expected Risk Attributes 2023

Overhead Sub-Transmission Lines with Fire Sight Expected Risk Attributes

Exercise Overview

Exercise Name	PSPS Table-Top and Full-Scale Events
Exercise Dates	TTX: May 17, 2024 FSX: June 3, 2024
Mission Area(s)	Implementation, Mitigation, Response, & Recovery
Scope	Full-Scale Exercise (FSX) is planned for 8 hours. Exercise play is limited to individual offices, BVES conference room, and various areas in the BVES service territory. All activities are simulated (i.e., no activations are issued).
Objectives	Introduce BVES personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.
Threat or Hazard	High Wind & Low Relative Humidity

Exercise Overview

Scenario	7-day weather forecasts depict extreme fire threat weather conditions to exist within BVES service territory requiring PSPS consideration. BVES service territory experiences extreme fire threat weather conditions causing BVES to implement a PSPS. During the PSPS event; SCE de-energizes supply lines to BVES.
Sponsor	NA
Point of Contact	Sean Matlock sean.matlock@bvesinc.com Jon Pecchia jon.pecchia@bvesinc.com Paul Marconi paul.marconi@bvesinc.com BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

General Information

Exercise Objects and Core Capabilities: The following exercise objectives describe the expected outcomes for the exercises. Objectives are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). Objectives and aligned core capabilities are guided by BVES personnel with input by key stakeholders.

Exercise Objects	Core Capability
Execute PSPS procedures for each respective PSPS Phase	Ability to complete internal and external actions within the timeframe and phase designated in the PSPS Plan
Execute PSPS notification protocols and procedure plan	Provide public information officer/customer support group with required outage information during PSPS
Execute communication protocols	Inform: • CPUC, CalOES • Customers (AFN, Medical Baseline) • GIS data exchange through portals, • Activate CRC
Initiate Post-Event Protocols	Execute internal (O&P) and external (CPUC Safety Enforcement Division) actions

BVES Key Team Participants

- **Paul Marconi** (Incident Commander)
- **Sean Matlock** (Moderator Support and Step In for Emergency Service Representative) – *simulated on vacation. Energy Resource Manager roles will be covered by others.*
- **Jon Pecchia** (Operations Group Lead)
- **Jeff Barber** (Strategic Operations Supervisor)
- **Cory McClintock** (Logistics Group and Finance & Administration Group Lead)
- **(Emergency Service Representative and Planning Group Lead)** Customer Service Supervisor, *vacant*
- **Tom Chou** (Engineering Supervisor ERP roles including Backup Strategic Operations Supervisor) – *Backup by **Alexis Ravnik***
- **Tawny Re (**Public Information Group Lead)
- **Joseph Assalley** (IT Operations Support) – *filled in by **Vincent Martinez***
- **Sherri Duchateau, GIS Personnel, & Jared Hennen** (System Monitors)
- **Line Crews** (Response Teams)
- **Danny Hotchkiss & Richard Nadelman** (Damage Assessment Team)
- **Carolyn Kubacki** (Recorder) – Notes for lessons learned and follow-up reports

All actions are to be simulated. No breakers, switches or equipment will be operated. If applicable, all communication will be prefaced with, "Exercise, Exercise, Exercise."

Exercise Guidelines

This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints—even disagreements—may arise and should be handled in a professional and courteous manner.

- **Participation:** Engage actively, contribute insights, and maintain professional conduct
- **Scenario Response:** Use your knowledge of current plans and capabilities, utilizing only existing assets and resources
- **Decision-Making:** Decisions made during the exercise are not precedent-setting and may not reflect your organization's final position. Explore multiple options and solutions
- **Problem-Solving Focus:** Emphasize problem-solving efforts, suggesting and recommending actions to improve PSPS response efforts
- **Adherence to Protocols:** Follow established exercise protocols and guidelines
- **Time Management:** Ensure discussions remain focused and productive within the exercise timeline

Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those directly participating in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players**: Players are personnel who have an active role in discussing or performing roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulation.
- **Observers**: Observers do not directly participate in the exercise. However, they may support the development of player responses to the situation during the discussion by asking relevant questions or providing subject matter expertise.
- **Facilitators**: Facilitators provide situation updates and moderate discussions. They also provide additional information or resolve questions as required. Key Exercise Planning Team members also may assist with facilitation as subject matter experts (SMEs) during the exercise.
- **Evaluators**: Evaluators are assigned to observe and document certain objectives during the exercise. Their primary role is to document player discussions, including how and if those discussions conform to plans, polices, and procedures.

Exercise Assumptions and Artificialists

In any functional exercise, assumptions and artificialities may be necessary due to time constraints and logistical limitations. Participants should accept these elements as part of the exercise and not let them hinder their roles and actions.

Exercise participants should accept that assumptions and artificialities are inherent in any exercise and should not allow these considerations to negatively impact their participation.

During this exercise, the following apply:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated without attributing fault
- The exercise scenario is *plausible*, The exercise is conducted in a setting where capabilities, plans, systems, and processes are evaluated without attributing fault
- Injects are pre-prepared and will be introduced during the exercise through activity interruptions as the scenario unfolds. All participants will receive information simultaneously
- **Complexities and Injects** are aimed intended to stimulate discussion, stress test procedures, and socialize common themes. They are not meant to impede the exercise or cause undue stress

REMEMBER

- Assumptions and artificialities are inherent and necessary for a full functional exercise
- Engage fully without letting low likelihood events and uncommon elements affect participation negatively
- Focus on learning and improving processes in a collaborative environment

Exercise Structure

This exercise will be a multimedia-facilitated exercise. Players will participate in the following 8 modules:

- Module 1: Pre-Planning Phase (7-4 Days Ahead)
- Module 2: **Stage 1** (3-2 Days Ahead)
- Module 3: **Stage 2** (1 Day Ahead)
- Module 4: **Stage 3** PSPS de-energization initiated
- Module 5: SCE de-energizes Goldhill: Doble and Cushenberry parallel circuits, BVPP availability
- Module 6: **Stage 4** PSPS Re-energization Preparation
- Module 7: **Stage 4** PSPS Re-energization Initiated
- Module 8: **Stage 5** PSPS Event Concluded

Each module begins with an update that summarizes key events occurring within that time period. After the updates, participants review the questions posed within the situation and engage in functional group discussions of appropriate mitigation, response, and recovery issues.

- Functional Group 1: BVES staff
- Functional Group 2: BVES staff, SCE points of contact
- Functional Group 3: BVES staff, Local agencies/media
- Functional Group 4: BVES staff, CAL OES, Local and State agencies

After these functional group discussions, participants will engage in a moderated discussion in which a spokesperson from the relevant group will present a synopsis of the group's actions, based on the scenario.

Forecast Simulation

BVES utilizes a customized Fire Potential Index (FPI) model developed by Technosylva to quantify fire risk across its service area. This model considers various parameters including fuel, terrain, and weather conditions to categorize fire risk levels from Very Low to Extreme. The FPI model is integral to BVES's operational decision-making process, especially regarding sub-transmission and distribution system.

FPI Categories: Very Low, Low, Moderate, High, Very High, Extreme.

- Very Low and Low: Automatic reclosers and protective switches; no special patrols.
- Moderate: Manual switches, patrolling required, review of medical baseline and AFN customer lists.
- High: Manual switches, patrolling required, notification and coordination with local agencies, potential EOC activation.
- Very High/Extreme: Comprehensive response including manual switches, patrolling, customer and agency notifications, EOC activation, and PSPS initiation if conditions warrant.

Daily Monitoring: The Wildfire Mitigation & Safety Engineer reviews WFA-E fire risk forecasts and FPI data daily to inform operational decisions.

Exercise Evaluation

- **Evaluation:** This PSPS FSX exercise is based on the exercise objectives and aligned capabilities, capability targets, and critical tasks, which are documented in the Exercise Evaluation Guides (EEGs).
  - Evaluators have EEGs for each of their assigned areas.
- **Feedback Forms:** Additionally, players will be asked to complete participant feedback forms.
  - These documents, coupled with facilitator observations and notes, will be used to evaluate the exercise and compile the After-Action Report (AAR).

Module 1: Pre-Planning Phase

Event 1 (7- 4 days ahead)

September 4, 2024: 9:00AM PST

Scenario Baseline

- **Weather Consultant Report:** The latest 7-day forecast for the BVES service territory highlights concerning weather patterns and escalating fire danger as per the National Fire Danger Rating System (NFDRS) and moving into utilizing the FPI starting in 2024. Participants will need to evaluate and discuss these conditions to strategize the initial pre-planning actions.

Module 1: Pre-Planning Phase

Event 1 (7- 4 days ahead)

September 4, 2024: 9:00AM PST

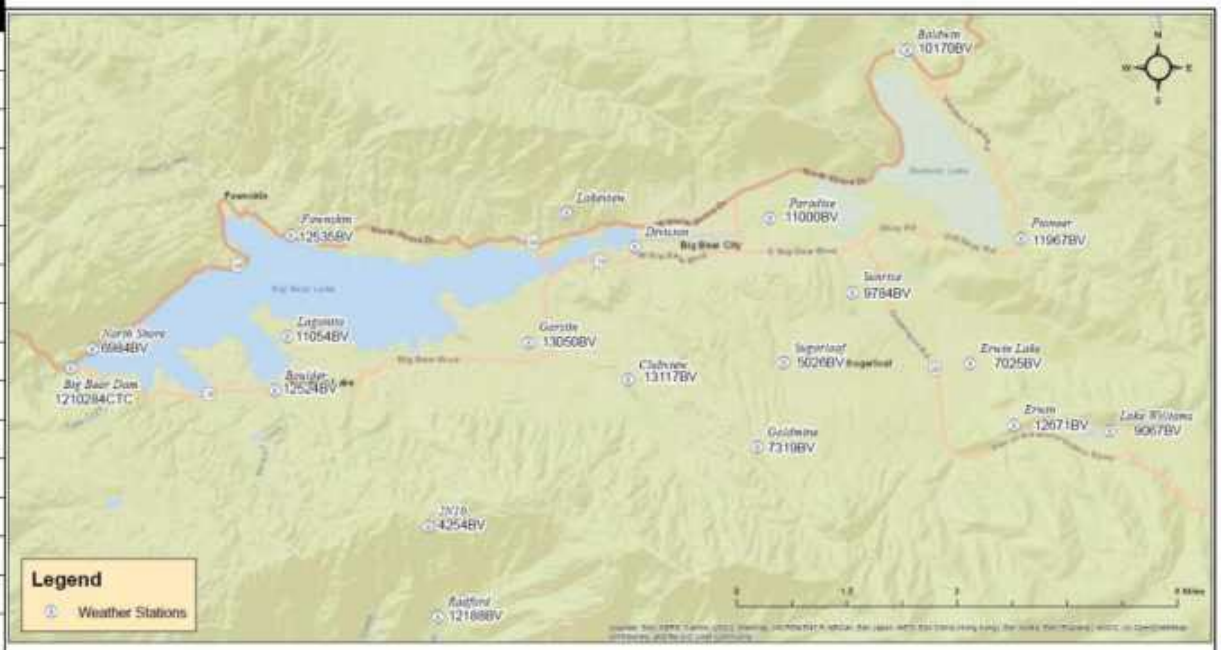
Scenario Baseline

- **Weather Consultant Report:** The latest 7-day forecast for the BVES service territory highlights concerning weather patterns and escalating fire danger as per the National Fire Danger Rating System (NFDRS) and moving into utilizing the FPI starting in 2024. Participants will need to evaluate and discuss these conditions to strategize the initial pre-planning actions.

Scenario Update

- **Weather Station Discrepancy:** It is actually during the morning briefing that Weather Consultant notifies the Field Operations Supervisor, and subsequently, the Utility Manager, that one of the key weather stations used in conjunction with Technosylva's WFA-E to provide FPI data for the North Shore region, (notably to the east with the Baldwin weather station), is not reporting consistently accurate wind speeds and humidity levels.
- **Coordination with SCE:** BVES responds (*simulate*) and coordinates. SCE raises concerns about the reliability of the FPI data and questions the decision to proceed with PSPS planning based on potentially flawed data.

Name	Pole #	Year	Location
Big Bear Dam	1210284CTC	2020	Big Bear Dam
North Shore	6984BV	2019	North Shore Drive
Fawnskin	12535BV	2020	Fawnskin Village
Division	In substation	2020	Division Substation
Paradise	11000BV	2019	Paradise Valley
Baldwin	10170BV	2020	Baldwin Lake Area
Pioneer	11967BV	2019	Pioneer Town
Erwin Lake	7025BV	2019	Erwin Lake
Erwin	12671BV	2019	Erwin Valley
Lake Williams	9607BV	2019	Lake Williams
Sunrise	9784BV	2019	Sunrise Road
Sugarloaf	5026BV	2020	Sugarloaf Mountain Area
Clubview	13117BV	2019	Clubview Drive
Goldmine	6940BV	2019	Goldmine Road
Garstin	13050BV	2019	Garstin Drive
Boulder	12524BV	2019	Boulder Bay Area
Lagunita	11054BV	2019	Lagunita Lodge
2N10	4254BV	2021	Forest Route 2N10
Radford	12188BV	2020	Radford Camp Road
Lake View	-	2021	Lake View Point



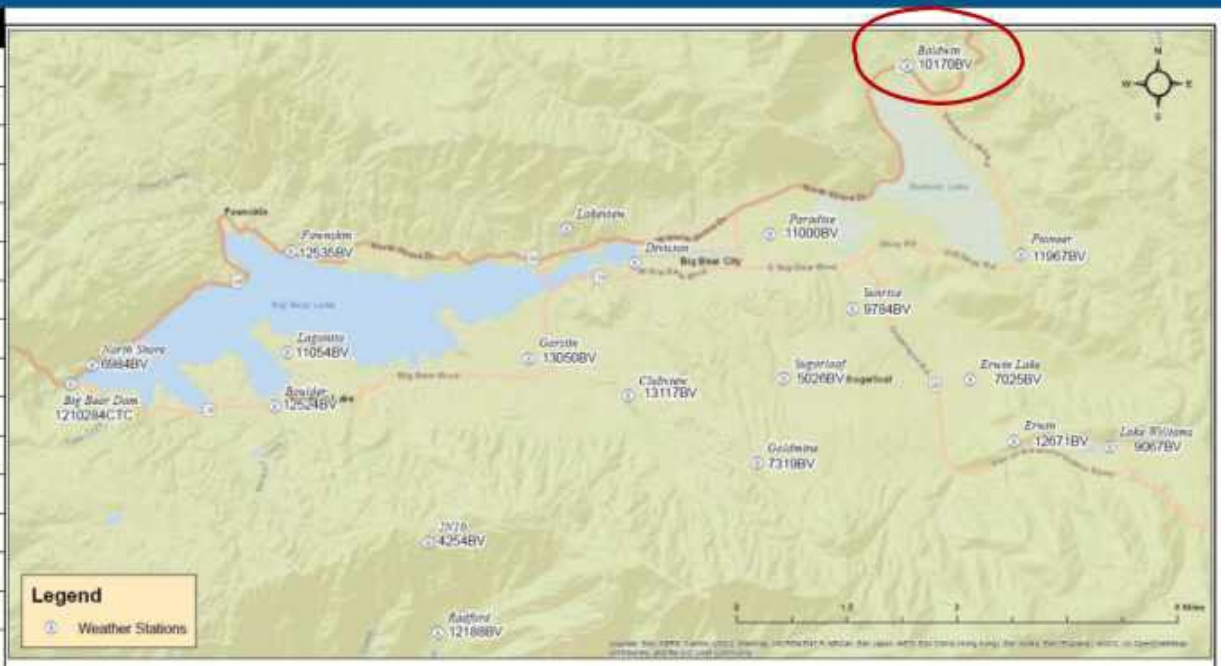
Weather Station Locations

BEAR VALLEY ELECTRIC SERVICE, INC.

Powering The Mountain Since 1929

Bear Valley Electric Service, Inc.

Name	Pole #	Year	Location
Big Bear Dam	1210284CTC	2020	Big Bear Dam
North Shore	6984BV	2019	North Shore Drive
Fawnskin	12535BV	2020	Fawnskin Village
Division	In substation	2020	Division Substation
Paradise	11000BV	2019	Paradise Valley
Baldwin	**10170BV**	**2020**	**Baldwin Lake Area**
Pioneer	11967BV	2019	Pioneer Town
Erwin Lake	7025BV	2019	Erwin Lake
Erwin	12671BV	2019	Erwin Valley
Lake Williams	9607BV	2019	Lake Williams
Sunrise	9784BV	2019	Sunrise Road
Sugarloaf	5026BV	2020	Sugarloaf Mountain Area
Clubview	13117BV	2019	Clubview Drive
Goldmine	6940BV	2019	Goldmine Road
Garstin	13050BV	2019	Garstin Drive
Boulder	12524BV	2019	Boulder Bay Area
Lagunita	11054BV	2019	Lagunita Lodge
2N10	4254BV	2021	Forest Route 2N10
Radford	12188BV	2020	Radford Camp Road
Lake View	-	2021	Lake View Point



Weather Station Locations

BEAR VALLEY ELECTRIC SERVICE, INC.

Powering The Mountain Since 1929

Bear Valley Electric Service, Inc.

Module 1: Pre-Planning Phase

Simulation Activities:

- Receiving daily reports and interruption for discrepancy information
- Investigate the Baldwin weather station and discrepancies with the North Shore station
- Decide on actions to verify data accuracy and how to proceed with planning despite the discrepancies
- Address concerns from SCE regarding the reliability of the FPI data and the potential impact
- Continue with existing pre-planning activities and coordination needs

Key Issues:

- **Anticipation of High-Fire Risk Days:** Significant fire risk due to low humidity, lack of precipitation, and escalating wind speeds, particularly from Saturday onward.
- **Critical Wind Speeds:** Wind speeds are expected to reach critical levels by the weekend, increasing the urgency for pre-emptive planning and coordination.
- **Discrepancies in Weather Data:** The malfunctioning Baldwin weather station introduces uncertainty in the FPI data, complicating decision-making and coordination efforts.

Module 1: Pre-Planning Phase

BVES Fire Potentialal Index

FPI Categories	FPI Value	FPI Percentile
Very Low	< 5	< 60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99
Extreme	> 37.5	> 99

Resulting FPI Values*

Date	Fire Risk	FPI Percentile	FPI Value	Required Actions
Wed. 9/4	Moderate	80-85	10-13.5	Monitor conditions, prepare resources, communicate with stakeholders.
Thurs. 9/5	Moderate	80-85	10-13.5	Monitor conditions, prepare resources, communicate with stakeholders.
Fri. 9/6	High	85-95	13.5-23	Activate pre-PSPS protocols, conduct internal briefings, initiate public awareness campaigns.
Sat. 9/7	Very High	95-99	23-37.5	Implement PSPS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.
Sun. 9/8	Extreme	>99	>37.5	Activate PSPS protocols, de-energize affected circuits, deploy response teams, communicate with all stakeholders.
Mon. 9/9	Extreme	>99	>37.5	Maintain PSPS protocols, continue de-energization, coordinate with SCE and emergency services, ensure public safety.
Tues. 9/10	High	85-95	13.5-23	Monitor conditions closely, prepare for re-energization, communicate re-energization plans with stakeholders.

(*) BVES recently moved to incorporate the FPI operational designations as its decision-making values for PSPS activation. These are currently under development and are subject to change by the FSX exercise.

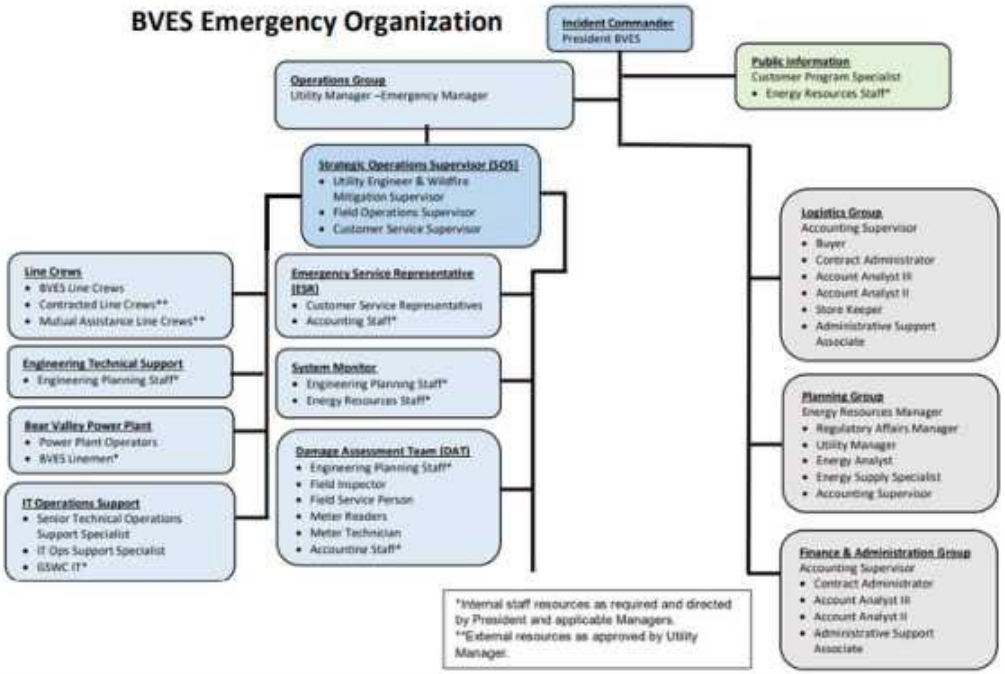
Module 1: Pre-Planning Phase - Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
Sat. 9/7	Sunny	86	63	8	None	None	35-45 mph	Very High
Sun. 9/8	Sunny	88	65	4	None	None	35-55 mph, gusts to 60 mph	Extreme
Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 1: Pre-Planning Phase - Forecast

Date	Weather Station	High (°F)	Low (°F)	Humidity (%)	Wind Speed (mph)	Wind Gusts (mph)	Discrepancy Note	FPI Value	FPI Percentile
9/4	Baldwin	77	51	14	10-15	-	Baseline data	10-13.5	80-85
9/4	North Shore	77	51	14	10-15	-	Consistent with Baldwin	10-13.5	80-85
9/5	Baldwin	78	51	14	5-15	-	Baseline data	10-13.5	80-85
9/5	North Shore	78	51	14	5-15	-	Consistent with Baldwin	10-13.5	80-85
9/6	Baldwin	81	55	9	10-20	-	Baseline data	13.5-23	85-95
9/6	North Shore	81	55	9	10-20	-	Consistent with Baldwin	13.5-23	85-95
9/7	Baldwin	86	63	8	35-45	-	Baseline data	23-37.5	95-99
9/7	North Shore	86	63	8	25-35	-	*Lower wind speed than Baldwin*	23-37.5	95-99
9/8	Baldwin	88	65	4	35-55	60	Baseline data	>37.5	>99
9/8	North Shore	88	65	4	30-50	55	*Slightly lower values than Baldwin*	>37.5	>99
9/9	Baldwin	91	67	3	55-75	90	Baseline data	>37.5	>99
9/9	North Shore	91	67	3	45-70	85	*Lower wind speed and gusts*	>37.5	>99
9/10	Baldwin	85	59	9	10-20	-	Baseline data	13.5-23	85-95
9/10	North Shore	85	59	9	10-20	-	Consistent with Baldwin	13.5-23	85-95

Module 1: ICS EOC Round Up (Daily)



Module 1: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?

Module 2: Stage 1 (3 Days Ahead)

Event 2 (3 days ahead, 72hrs+)

September 7, 2024: 9:00AM PST

Scenario Update:

- **Weather Update:** The weather consultant provides an urgent update, noting a significant increase in wind speeds, particularly affecting the North Shore, Boulder, and Lagonita circuit regions. These areas now anticipate wind speeds that could exceed safety thresholds for operating equipment.
- **SCE Update:** Southern California Edison (SCE) notifies BVES that the Doble and Cushenberry lines are now on the “monitored circuit list,” with a "period of concern" extending from Saturday the 7th at 6:00 am until Tuesday the 10th at 6:00 am.

Key Issues:

- **Localized High Winds:** The updated forecast shows that the north-west part of the service area will experience wind speeds potentially causing tree falls and line damages, increasing the risk for fire ignition.
- **SCE Monitoring:** SCE's notification places additional pressure on BVES to prepare for potential impacts on mutual aid and shared resources, ensuring that contingency plans are ready to be executed.

Module 2: Stage 1 (3 Days Ahead)

Simulation Activities:

- Schedule an emergency coordination meeting with heads of operations, customer service, and field management to discuss potential refinements
- Enact the communication strategy
- Prepare customer service teams with FAQs and response scripts tailored to the updated risk forecasts, particularly addressing potential outages and safety
- Update the IVR (Interactive Voice Response) system and website to inform customers of the increased risk and potential for PSPS activation.
- Conduct a strategic session with the SCE liaison to discuss the implications of the monitored circuits and coordinate resources.

Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
Sat. 9/7	Sunny	86	63	8	None	None	35-45 mph	Very High
Sun. 9/8	Sunny	88	65	4	None	None	35-55 mph, gusts to 60 mph	Extreme
Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 2: Stage 1 (3 Days Ahead)

Questions

1. What, internal, communications take place 3 days out from the forecasted high fire risk days?
2. What, internal, customer service actions take place 3 days out from the forecasted high fire risk day?
3. What, external, communications take place 3 day out from the forecasted high fire risk day?
4. What internal actions need to take place due to PSPS consideration of SCE lines?

Module 2: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?



BREAK (15 minutes)

Module 3: Stage 2 (1 Day Ahead)

Event 3 (1 day ahead)

September 9, 2024: 9:00AM PST

Scenario Update:

- **Weather Update:** Weather consultant provides updated forecast of service territory showing sustained high wind speeds in the North Shore, Boulder, and Lagonita circuit regions and expects winds to exceed 55 mph. SCE informs BVES the Doble and Cushenberry lines remain on the "monitored circuit list" for the same duration of time.
- **SCE Update:** SCE maintains the Doble and Cushenberry lines on the "monitored circuit list," signaling continued risk and potential for de-energization.

Key Issues:

- **Critical Wind Speeds:** The North Shore, Boulder, and Lagonita circuit regions are expected to experience winds exceeding 50 mph, significantly increasing the risk of tree falls, line damage, and fire ignition.
- **Monitoring of SCE Lines:** Continuous monitoring of SCE lines for cohesive response strategies between SCE and BVES
- **Infrastructure Challenges:** The Bear Valley Fire Department reports a downed line on the Boulder circuit, identified through an iRestore report, necessitating immediate response to prevent potential fire risks and ensure public safety.

Module 3: Stage 2 (1 Day Ahead)

Simulation Activities:

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure damage reported by the Bear Valley Fire Department, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Notification strategy to advise the public, including specific messages for AFN and medical baseline communities.

Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
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Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 3: Stage 2 (1 Day Ahead)

Questions

1. What, internal, communications take place 1 day prior to forecasted high fire risk days?
2. What, internal, customer service actions take place 1 day prior to forecasted high fire risk day?
3. What, external, communications take place 1 day prior to the forecasted high fire risk day?
4. What internal actions need to take place due to PSPS consideration of SCE lines?

Module 3: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?

Module 4: Stage 3 PSPS De-Energization (Continued)

Event 4 (De-energization)

September 10, 2024: 6:00AM PST

Scenario Update:

- **Weather Update:** At dawn, the winds in the North Shore, Boulder, and Lagonita circuit regions have intensified, reaching sustained speeds of 55 mph with gusts surpassing 85 mph. This triggered PSPS protocols. Concurrently, the Doble and Cushenberry lines are still flagged on SCE's monitored circuit list due to the heightened fire risk, emphasizing the urgency of the situation.

Key Issues:

- **Intense Wind Speeds**: The winds have not only reached but exceeded critical thresholds, posing significant risks of damage and fire across the north-western part of BVES's service territory.
- **Monitoring Critical Lines:** SCE's monitored circuit list continues to include Doble and Cushenberry lines, indicating a sustained period of concern that heightens the stakes for BVES's operational decisions.

Module 4: Stage 3 PSPS De-Energization Initiated

Simulation Activities:

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure damage reported by the Bear Valley Fire Department, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Enact the process of notifying and advising the public, including specific messages aimed at reducing panic and ensuring safety.

Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
Sat. 9/7	Sunny	86	63	8	None	None	35-45 mph	Very High
Sun. 9/8	Sunny	88	65	4	None	None	35-55 mph, gusts to 60 mph	Extreme
Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 4: Stage 3 PSPS De-Energization Initiated

Questions

1. What, internal, communications take place upon BVES implementing PSPS?
2. What, internal, customer service and O&P actions take place when BVES implements a PSPS?
3. What, external, communications take place when BVES implements a PSPS? (Local government and customer outreach)
4. What internal actions need to take place due to PSPS consideration of SCE lines?

Module 4: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?



LUNCH (1 hour)

Module 5: SCE Lines De-Energized

Event 5 (SCE De-energizes Goldhill Feed (both Doble and Cushenberry))

September 10, 2024: 11:00AM PST

Scenario Update:

As the situation escalates, SCE has de-energized the primary feeds, Doble and Cushenberry, to Big Bear Valley as part of their PSPS measures to combat escalating fire risks. This action occurs while BVES is still operating under its own PSPS due to persistent extreme fire conditions.

Key Issues:

- **Ongoing PSPS at BVES:** BVES remains in PSPS mode due to the ongoing severe weather conditions.
- **Disruption in Primary Supply Lines:** The disconnection of SCE's Doble and Cushenberry lines poses significant challenges to BVES's ability to maintain power supply and requires immediate strategic responses to mitigate impact.
- **Complications at Bear Valley Power Plant (BVPP):** A concurrent disruption in the natural gas supply from Southwest Gas further complicates the situation, rendering BVPP unavailable and limiting BVES's power generation capabilities.

Module 5: SCE Lines De-Energized

Simulation Activities:

- **Operational Challenge Simulation:** Role-play the sequence of operational decisions required when SCE's primary feeds are disrupted and subsequently restored, including managing the temporary unavailability of BVPP.
- **Stakeholder Communication Drill:** Practice the formulation and delivery of complex messages under pressure, focusing on maintaining public trust and regulatory compliance during critical infrastructure events.
- **Resource Management Exercise:** Discuss and implement resource allocation strategies to ensure power stability and safety during the transitional phases of de-energization and re-energization.

Module 5: SCE Lines De-Energized

Questions

1. What internal actions need to take place due to the de-energization of SCE lines?
2. What external communications need to take place due to the de-energization of SCE lines?
3. What communications need to take place with BVPP due to the de-energization of SCE lines?

Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
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Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 5: CONTINUED

At 5:00 PM SCE updates that the Doble and Cushenberry lines are no longer under PSPS consideration and anticipates reenergization within the next hour. Southwest Gas also confirms resolution of the supply issue to BVPP.

Questions

1. What internal actions need to take place to prepare for the re-energization of SCE lines?
2. What external communications need to take place to prepare for the re-energization of SCE lines?
3. Southwest Gas informs BVES that the supply issue has been resolved.

Module 5: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?

Module 6: Stage 4 PSPS Re-Energization Preparation

Event 6 (Restoration Preparation Phase)

September 10, 2024: 4:00PM PST

Scenario Update:

Following the de-escalation of fire weather conditions and the restoration of SCE supply lines, BVES prepares to re-energize the North Shore, Boulder, and Lagonita circuits. The wind speeds have diminished significantly since 1:00PM PST and are currently below 25 mph., creating a safer environment to initiate power restoration processes.

Key Issues:

- **Restoration of SCE Supply Lines**: SCE's supply circuits are no longer on the monitored or de-energized circuit list, indicating a significant reduction in the immediate fire risk and allowing for the preparation of power restoration.
- **Decline in Wind Speeds**: The wind speeds in the affected areas of BVES's service territory have reduced to below 25 mph, making it feasible to proceed with re-energization without high risk of fire danger.

Module 6: Stage 4 PSPS Re-Energization Preparation

Simulation Activities:

- **Safety Protocol Review**: Conduct a briefing with all involved personnel to review safety protocols and confirm that all necessary measures are in place before initiating the re-energization.
- **Operational Drill**: Simulate the step-by-step process of re-energizing the circuits, from the initial go-ahead to the final checks and balance, ensuring that all actions are logged and communicated within the team.
- **Public Information Session**: Role-play the development and delivery of public announcements regarding the restoration, focusing on clarity, accuracy, and reassurance to effectively manage public expectations and maintain trust

Module 6: Stage 4 PSPS Re-Energization Preparation

Questions

1. What internal actions need to take place to prepare for the re-energization of the North Shore, Boulder, and Lagonita circuits?
2. What external actions and communications need to take place to prepare for the re-energization of the North Shore, Boulder, and Lagonita circuits?

Forecast

	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Wed. 9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Thurs. 9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Fri. 9/6	Sunny	81	55	9	None	None	10-20 mph	High
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Mon. 9/9	Sunny	91	67	3	None	None	55-75 mph, gusts to 90 mph	Extreme
Tues. 9/10	Sunny	85	59	9	None	None	10-20 mph	High

Module 6: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?



BREAK (15 minutes)

Module 7: Stage 4 Continued PSPS Re-energization Initiated

Event 7 (Re-energization Initiated)

September 10, 2024: 6:00PM PST

Scenario Update:

SCE supply circuits are no longer on the monitored/de-energized circuit list. Winds in the North Shore, Boulder, and Lagonita region continue to steadily drop and are currently below 15 mph. With the SCE supply circuits restored and wind speeds in the North Shore, Boulder, and Lagonita regions continuing to decrease, BVES initiates the process of re-energizing these circuits.

Key Issues:

- **Subsided Extreme Fire Threat Weather Conditions**: The environmental conditions have improved significantly, with wind speeds dropping below 15 mph, thereby reducing the fire risk and allowing for safe re-energization
- **Resuming Operations**: Critical transition from emergency management recovery to normal operational status

Module 7: Stage 4 Continued PSPS Re-energization Initiated

Simulation Activities:

- **Operational Coordination Drill:** Simulate the technical and logistical steps of re-energizing the power circuits, focusing on the coordination between field crews, engineers, and control centers.
- **Customer Service Role-play:** Practice handling customer calls and inquiries post-re-energization, focusing on providing reassurances and information about the return to normal operations.
- **Stakeholder Communication Session:** Mock up a series of communications to stakeholders, practicing the delivery of clear and concise updates that convey the end of the PSPS event and outline any ongoing recovery efforts.

Module 7: Stage 4 Continued

Questions

1. What, internal, communications and actions take place upon BVES re-energizing the North Shore, Boulder, and Lagonita circuits?
2. What, internal, customer service and O&P actions take place when BVES re-energizes?
3. What, external, communications take place when BVES re-energizes? (Local government and customer outreach)

Module 7: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?

Module 8: PSPS Event Concluded

Event 8 (Post PSPS Phase)

September 11, 2024: 6:00AM PST

Scenario Update:

With the PSPS event officially concluded, BVES shifts focus to assessing the event's effectiveness, communication, and operational execution. This phase is crucial for gathering insights, implementing improvements, and engaging with both internal stakeholders and the community to enhance future preparedness and response strategies.

Key Issues:

- **Evaluation of the PSPS Event:** Comprehensive review of how the event was managed, including successes and areas for improvement.
- **Community and Stakeholder Feedback:** Gathering feedback to understand the community's perception and the effectiveness of communication strategies.

Module 8: PSPS Event Concluded

Simulation Activities:

- **Operational Review Drill:** Simulate the process of gathering and analyzing operational data to assess the effectiveness of the PSPS measures implemented.
- **Stakeholder Feedback Role-play:** Conduct mock sessions with simulated local government officials and community leaders to practice receiving and integrating feedback.
- **Future Planning Workshop:** Engage in a strategic session to identify potential improvements in equipment, procedures, and stakeholder engagement based on the lessons learned during the PSPS event.

Module 8: PSPS Event Concluded

Questions

1. What internal actions and communications take place during the post-PSPS event phase?
2. What external actions and communications take place during the post-PSPS event phase? (e.g., Local government and customer outreach)
3. What additional considerations (parties, actions, etc.) were needed or would be helpful to better facilitate these actions in the future?

Module 8: Questions and Reflections

What questions do you have on the module?

Should we refine any plans, procedures, checklists?

FINAL DISCUSSION



Questions?

Our Values

In pursuing our mission, the board of directors, management and the company's employees are guided by the shared Values presented below:

- **Integrity** - Building trust through honest communications and doing what is right
- **Teamwork** - Maximizing efficiency through collaboration and individual strengths
- **Respect** - Valuing diversity and treating all stakeholders with fairness
- **Excellence in Service** - Striving for excellence and quality in everything we do
- **Accountability** - Taking ownership of one's actions

PSPS-Related Stories from Other Utilities

CA Wildfire Technology Advances

Improved grid hardening:

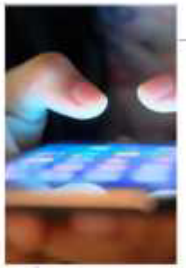
- Utilities are replacing bare power lines with covered conductor and undergrounding power lines in high-risk areas.
- This helps reduce the risk of equipment failures that could spark wildfires during extreme weather.

Enhanced weather monitoring and forecasting:

- Utilities are using advanced weather stations, fire modelling, and collaboration with research labs to better predict and respond to severe fire weather conditions.
- This allows them to make more targeted and informed PSPS decisions. AI is becoming increasingly important in the prediction.

Increased customer support:

- Utilities are providing more resources to help customers prepare for and cope with PSPS events, such as portable battery programs, generator rebates, and community resource centers.
- This helps mitigate the impacts on customers and increase overall satisfaction post event.



Improved communication and coordination:

- Utilities are enhancing their notification systems and collaborating more closely with local agencies, tribes, and critical customers to ensure timely and effective communication before, during, and after PSPS events.

2023 PSPS Post Season Lessons Learned

- **Communication and Notification Improvements**:
  - Ensuring timely and accurate dissemination of information across various platforms and to Public Safety Partners is crucial.
    - Nearly all utilities report having a percentage of communication undelivered with uninformative responses from best-in-class providers. Utilities should ensure multiple avenues per customer to ensure max coverage.
  - Addressing concerns regarding excessive or inaccurate notifications to customers and Public Safety Partners.
    - Customers report being frustrated with too much communication. Perhaps allow options to select number of updates received in addition to ensure the communication is accurate and efficient.
  - Clarifying the necessity and compliance with CPUC guidance for overnight notifications during PSPS events.
    - Some utilities reported not fully understanding this requirement and need updated guidance.
  - Addressing gaps in customer data impacting notifications and reporting.
    - Utilities should develop strategies to ensure customers are enrolled in PSPS alerts and validating customer-to-circuit mapping for proper assignment.
- **Operational Coordination and Standardization**:
  - Standardizing naming conventions and processes across different operational aspects to minimize confusion and errors.
    - During tabletop exercises, participants reported confusion in the naming convention. Ensure simple naming conventions when disseminating information. Consider colors/numbers and clear/concise naming. Consider using an unfamiliar audience to see if they can understand the convention
- **Situational Awareness and Training**:
  - Providing further training and standardization to ensure all personnel are proficient in hosting operational briefings and calls.
    - Personal communicated not being proficient or consistent in all aspects of communication. Consider a standardization template and memo for communication.
  - Conducting position-specific training and exercises to improve situational awareness, especially regarding scope changes during PSPS events.

2023 PSPS Post Season Lessons Learned

- **Resource Management and Deployment:**
  - Streamlining processes and tools to reduce processing times for customer notifications and playbook development.
  - Utilities reported excess time necessary for both procedures. Consider reviewing current times and investigating more efficient alternatives. (2hrs reported for each)
  - Evaluating and enhancing supply management processes to anticipate and manage increased customer traffic during larger PSPS events.
  - Large utilities report hosting capacity issues for webpages during critical event times. Consider necessary IT upgrades to deal with peak traffic based on historical need and future projections.
- **Community Resource Center (CRC) Activation and Line Patrolling:**
  - Recognizing CRC activation as critical and incorporating more CRC exercises for preparedness.
  - Establishing clearer guidelines for weather assessment and patrol initiation, including nighttime patrols.
  - Enhancing exercises with functional line patrolling elements for realism and utility.
  - State Executive Meeting Contacts and Employee Impact Considerations:
  - Ensuring the accuracy of State Executive Meeting contacts at the beginning of each fire season.
  - Incorporating considerations for employee impacts during PSPS events and testing relocation strategies if necessary.

June 2023 Survey

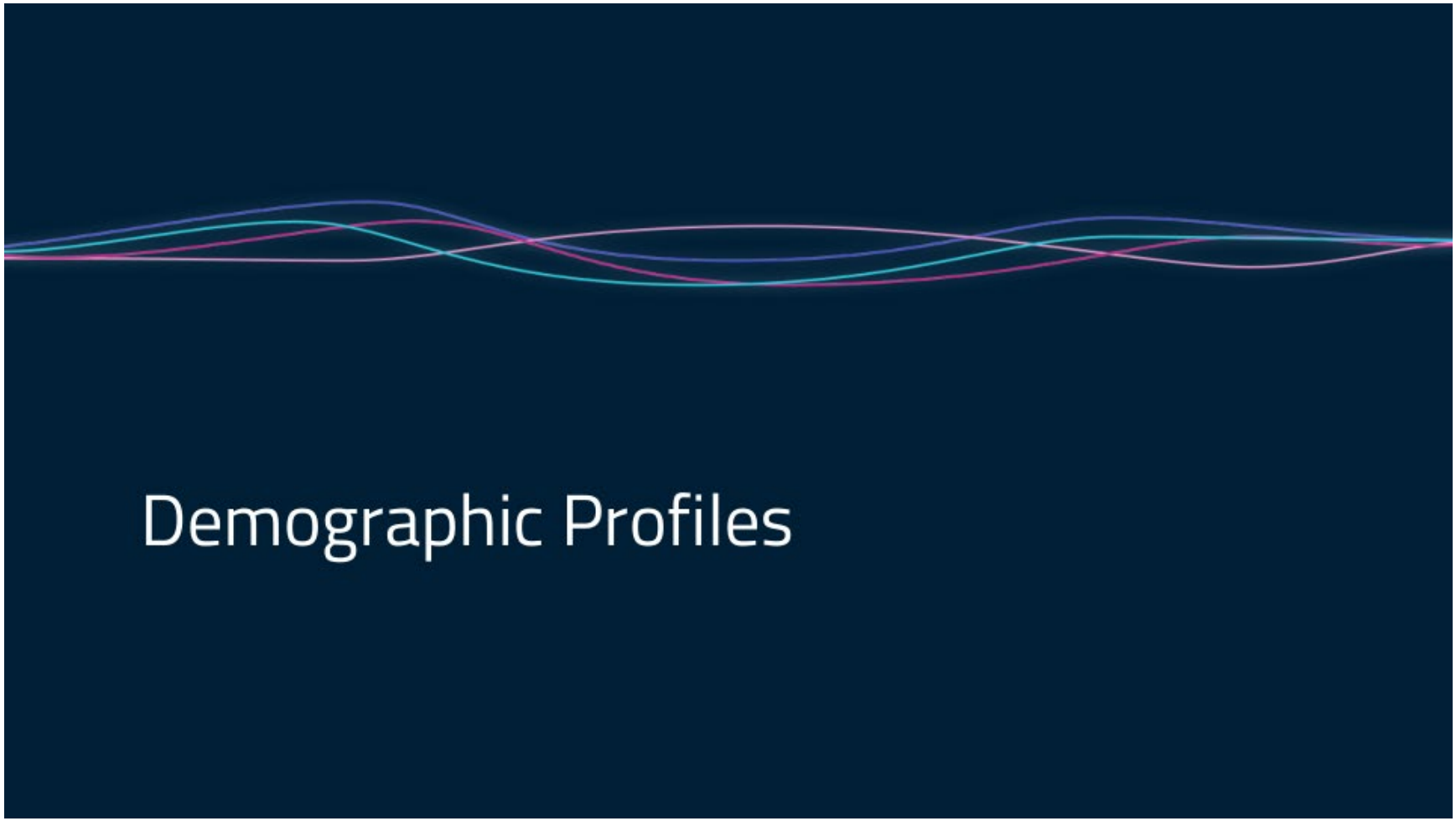
Respondent Profiles

Gender	Total (n=434)	Recallers (n=281)	Non-Recallers (n=153)
Male	49%	51%	45%
Female	47%	47%	48%
Age			
18 to 24	<1%	<1%	1%
25 to 34	3%	2%	5%
35 to 44	5%	2%	**10%**
45 to 54	12%	9%	**16%**
55 to 64	22%	25%	18%
65 or over	52%	**56%**	44%
Prefer not to say	5%	4%	7%

Renter/Homeowner	Total (n=434)	Recallers (n=281)	Non-Recallers (n=153)
Own	86%	**89%**	81%
Rent	9%	7%	11%
Prefer not to say	3%	2%	6%
Household Income			
Less than $20,000	6%	6%	6%
$20,000 to $39,999	11%	9%	14%
$40,000 to $59,999	7%	8%	5%
$60,000 to $89,999	10%	10%	9%
$90,000 to $129,999	11%	12%	8%
$130,000 to $199,999	13%	14%	10%
$200,000 or more	14%	14%	14%
Prefer not to say	29%	27%	33%

Q17. What is your gender? (n=434; Total)
Q18. What is your age category? (n=434; Total)
Q19. Do you own or rent your home? (n=434; Total)
Q20. Which of the following best describes your annual household income? (n=434; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers


Demographic Profiles

CBO Interviews

Useful Information/Resources

- The most effective ways BVES can support CBOs in preparing the community include:
  - Send direct mailings with information about wildfire safety and PSPS; mailings should be timed for late spring/early summer
  - Sharing/creating content that can be shared by local organizations and government entities on social media, as well as reposting information from fire/public safety agencies will reach most of the community (although not all of the elderly population)
  - Sharing accurate information about PSPS events, and providing timely updates as circumstances change
  - Explaining the criteria for PSPS, who makes the decisions (BVES, in partnership with local agencies, or lawmakers in Sacramento)
  - Providing information about steps to take in the event of an extended power outage (food storage, safety tips, having food/water that can be consumed without power, etc.)
  - Providing information about evacuation plans and what to do in the event of a fire
- When communicating about PSPS, it is also important to include information about the steps BVES is doing to mitigate the risk of needing PSPS; explaining proactive steps can help alleviate frustration about the situation

PSPS Events

- All are aware of PSPS, with different levels of detailed understanding; some recall detailed communications from BVES while others have a general idea of the concept of proactive power outages
- All understand the changing nature of PSPS and the challenges that brings when planning/preparing for an event
  - Most prefer early notification, with notice that updates will be provided as conditions change
  - CBOs want to see information about when the outage is expected, the estimated duration, and notices when power is expected to be restored and when it's restored
- Those with medical needs and the elderly are considered most at risk, and it is important to provide them education and resources
  - Hospitals are prepared with generators, but grocery stores could require special support to ensure the community has access to food and to prevent spoilage
  - Organizations supporting the homeless may also require special attention to ensure they are able to serve their clients during an extended outage
  - Food storage and replacement is also a concern for individuals, particularly those most vulnerable
  - The perception is that BVES maintains a list of people with medical needs, and CBOs and local government organizations do not have that information

CBO Interviews

Current Communications

- CBOs recall communications about creating defensible space, with some messaging attributed to BVES and some to local fire departments or other local agencies
- There is also recall of specific BVES efforts around tree trimming to reduce the risk of fire in the area
- Most mention a targeted specific campaign about fire prevention and defensible space, what the utility is doing, and what residents and business owners can do to mitigate fire risk
  - Recalled communications include a mix of email and printed materials but specific messages are not cited
  - In-person meetings and personal contact with BVES officials are also mentioned
  - There was also limited recall of social media activity, but no specifics around timing, topics, etc.
- There is some recall of regulatory filings, and programs such as CARE were not specifically mentioned by the CBOs interviewed this wave
- The BVES website was cited as a useful resource for information, suggesting outreach efforts have served to drive people to the site

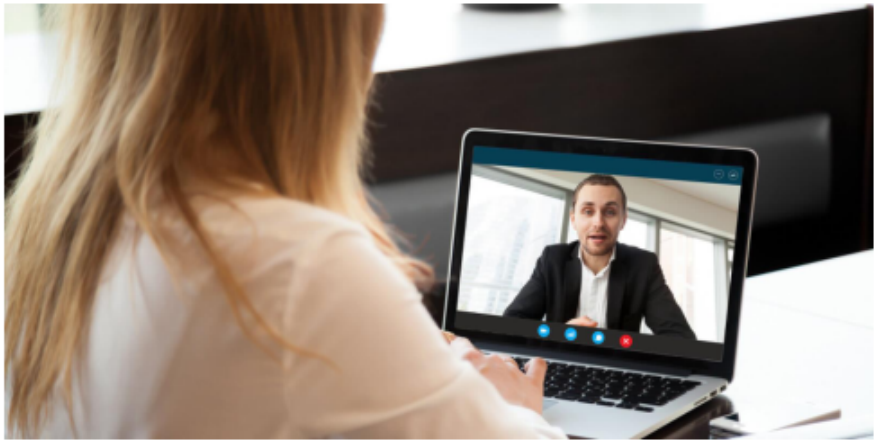
Spreading the Word

- CBOs are willing to help share the message about fire safety and PSPS
  - Business-centered organizations are able to use their social media and web presence to pass along information to local businesses, which can then share information with the community; re-posting content on social media is seen as the most widely effective way of providing information
  - Reaching local businesses is seen as the most effective method of reaching the tourist population who are not BVES customers and would not receive direct communications
  - Partnership with the National Forest Service is another potential opportunity to reach visitors who are on day trips and may not be patronizing local businesses or have a limited stay in the community
  - It is important to provide an accurate source of information, and using the BVES website and the websites of trusted partners can help ensure people have access to reliable information; social media can be used to direct people to the websites
  - Local radio and print can help, but don't have as wide of a reach, are not as timely, and are unlikely to reach non-local audiences
- English and Spanish are the primary languages, with French, Portuguese, and Chinese cited as languages for some tourist groups

CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in June 2023.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid $100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES




CBO Interviews

Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=355)	**Non-AFN Customer (n=79)**
Gender	Male – 49% Female – 46%	Male – 47% Female – 51%
Age	18-54 – 14% 55-64 – 19% **65+ – 63%**	**18-54 – 53%** **55-64 – 37%** 65+ – 0%
Median Income	$82K	**$145K**
Home Ownership	**Rent – 10%** Own – 86%	Rent – 4% Own – 90%
Primary Language is not English	**18%**	--
Responded they Rely on Electricity for Medical Needs	**19%**	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers

Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=355)	Non-AFN Customer (n=79)
Aware of Wildfire Safety Communications	66%	61%
Aware of Communications from BVES (among those aware)	48%	50%
Took Action to Prevent or Prepare for a Wildfire	86%	87%
Recall PSPS	55%	47%
Would Turn to BVES Website for PSPS Info	48%	49%
Aware of Ability to Update Contact Info for PSPS	47%	43%
Know if Address is in PSPS Area	25%	20%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	39%	41%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	**27%**	--
Aware of AFN Self-Identification	2%	1%

Bold denotes statistically significant difference between AFN and Non-AFN Customers

Demographic Profiles: Random vs Critical Customers

	Random Customer (n=404)	**Critical Customer (n=30)**
Gender	Male – 49% Female – 46%	Male – 43% Female – 57%
Age	**18-54 – 22%** 55-64 – 23% 65+ – 50%	18-54 – 3% 55-64 – 13% **65+ – 70%**
Median Income	$105K	$40K
Home Ownership	Rent – 8% **Own – 88%**	**Rent – 23%** Own – 67%
Primary Language is not English	**15%**	3%
Responded they Rely on Electricity for Medical Needs	12%	**60%**

Bold denotes statistically significant difference between Random and Critical Customers

Key Metrics: Random vs Critical Customers

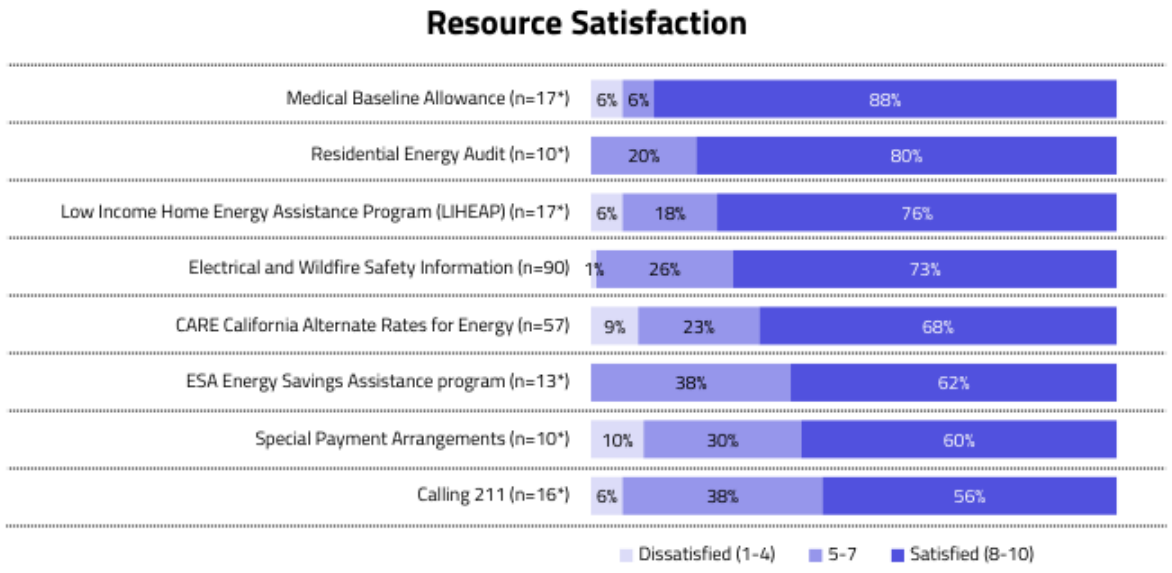
	Random Customer (n=404)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	**66%**	47%
Aware of Communications from BVES (among those aware)	48%	43%
Took Action to Prevent or Prepare for a Wildfire	**88%**	70%
Recall PSPS	54%	43%
Would Turn to BVES Website for PSPS Info	48%	46%
Aware of Ability to Update Contact Info for PSPS	46%	47%
Know if Address is in PSPS Area	24%	17%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	38%	**60%**
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	25%	33%
Aware of AFN self-identification	2%	3%

Bold denotes statistically significant difference between Random and Critical Customers


Critical & AFN Customer Summary

Satisfaction with Resources Used

- Satisfaction is high among those using Medical Baseline Allowance, Residential Energy Audit, LIHEAP, ESA, and CARE
- More than half are satisfied with all resources

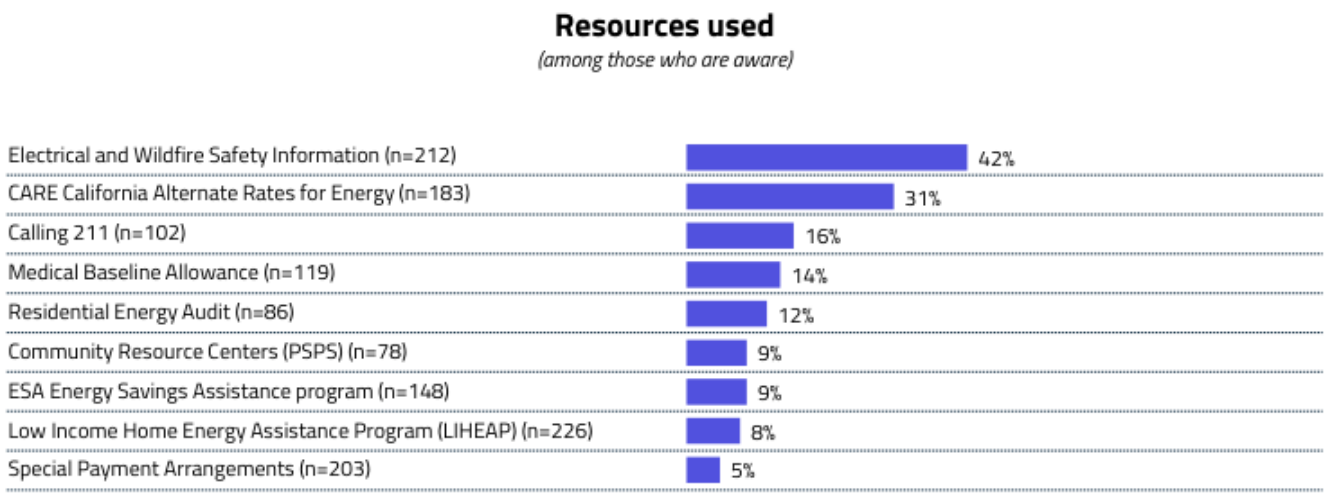


QA10. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? (n varies; Used Resources)

*Small sample size (n<30)

Resources Used

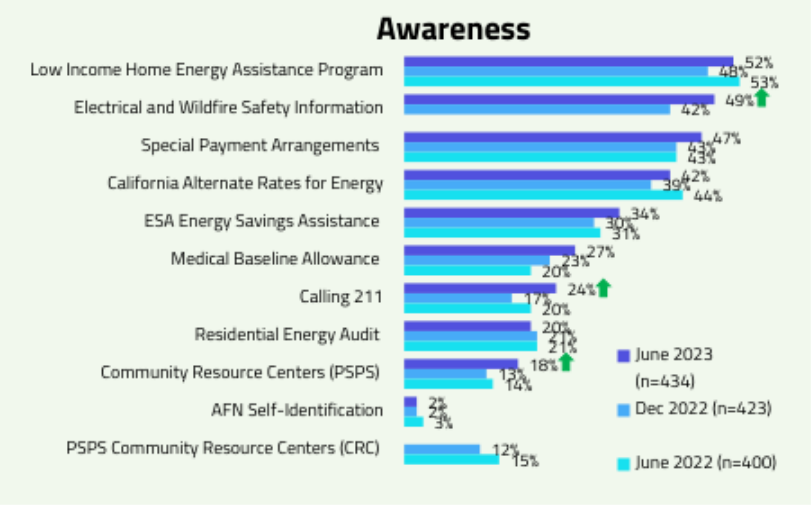
- Of those who are aware of the resources available, more than two in five (42%) have used Electrical and Wildfire Safety Information, one third (31%) have used CARE, one in six have used Calling 211 (16%), and one in seven have used Medical Baseline Allowance (14%)

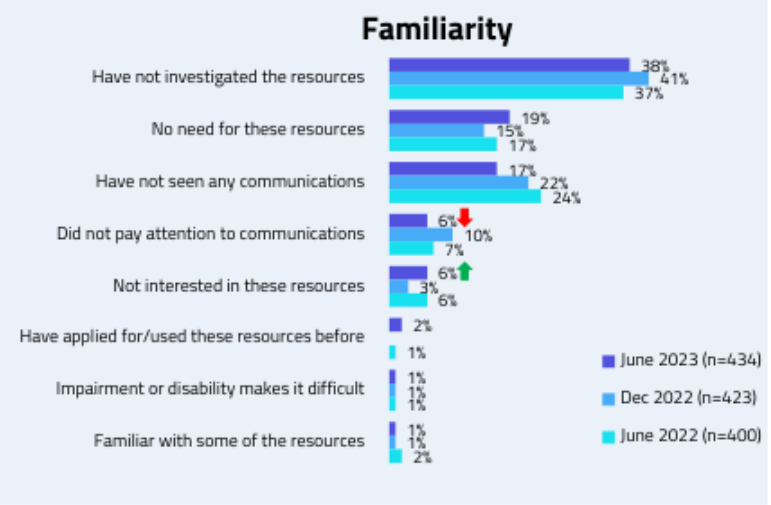


QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)

Awareness and Familiarity of Resources

- Of the resources available to the public, more than half indicated they were aware of the Low-Income Home Energy Assistance Program (52%), Electrical and Wildfire Safety Information (49%) and Special Payment Arrangements (47%); almost two in five (38%) indicate they "have not investigated the resources"
- Awareness of Electrical and Wildfire Safety Information, Calling 2-1-1, and Community Resource Centers (PSPS) increased since previous wave
- Only 2% of AFN customers are aware of AFN Self-Identification
- **Recallers** are significantly more likely to indicate they were aware of most of the available resources





QA7. BVES supports a number of resources that are available to the public. Before today, which of the following resources have you heard of?) (n=434)
QA8. What statement best describes your familiarity with the resources you just reviewed?) (n=434)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Notifications

- Almost half (49%) say that notifications should be sent if there is any possibility of a PSPS; another 37% feel that notifications should only be sent if there is a high likelihood of a PSPS

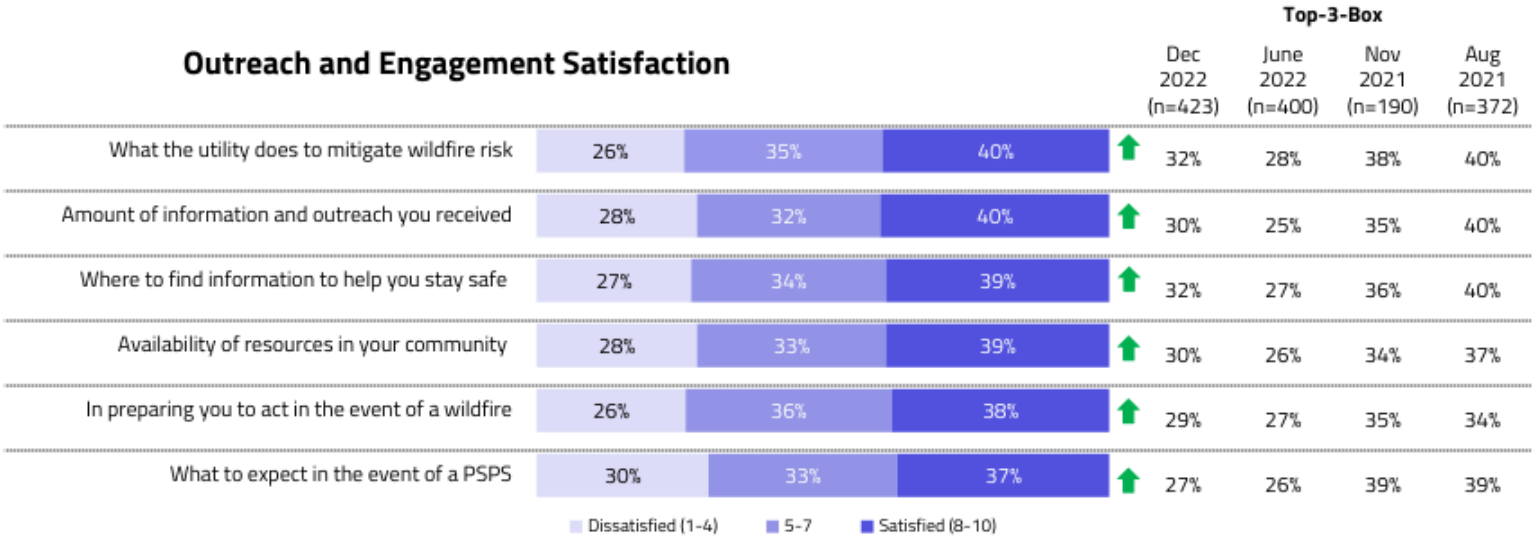
PSPS Notifications Perception	June 2023 (n=434)	Dec 2022 (n=423)	June 2022 (n=400)	Nov 2021 (n=190)
Notifications should be sent if there is any possibility of a PSPS	49%	49%	51%	46%
Notifications should only be sent if there is a high likelihood of a PSPS	37%	38%	38%	36%
Notifications should only be sent if a PSPS is certain to occur	13%	13%	11%	17%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=434; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Outreach and Engagement Satisfaction

- Satisfaction with outreach and engagement has increased significantly since December 2022
- **Recallers give significantly higher satisfaction ratings** for all outreach and engagement metrics evaluated



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=434; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave


Post-PSPS

Medical Needs and Language Preferences

One in seven (15%) responded that they rely on electricity for medical needs, consistent with last wave (17%)

A significantly greater proportion of **critical customers** say they rely on electricity for medical needs (60% vs 12%)

Just over one quarter of those relying on electricity for medical needs are aware BVES provides additional notices prior to a PSPS event (27%)

15% of customers indicated they have a primary language other than English; English remains preferred for communications for almost all respondents (99%)

- Nearly all customers indicating their primary language is not English still stated they prefer all communications in English as opposed to another language

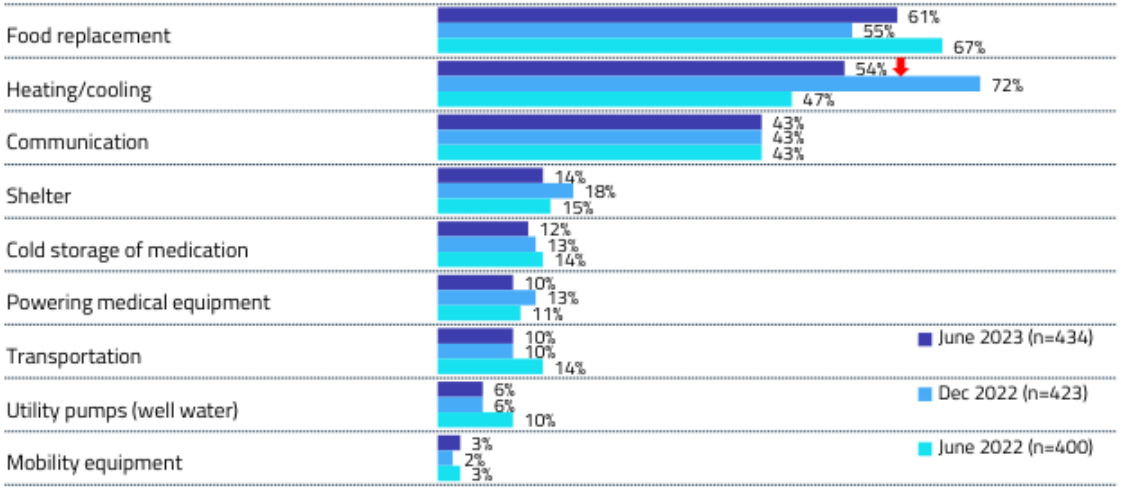
98% of respondents indicated it would not be helpful for them or anyone else in their household **to receive communications in another language**

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=434; Total)
Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=66; Rely on electricity for medical needs)
Q15. Is your primary language other than English? (n=434 Total)
Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=434; Total)
Q16B. What is your preferred language to receive communications? (n=434; Total)

Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (61%), heating/cooling (54%), and communication (43%)
- Mentions of heating/cooling as a perceived concern or challenge decreased significantly since December 2022 (54% vs 72%)

Concerns or Challenges of an Extended Power Outage

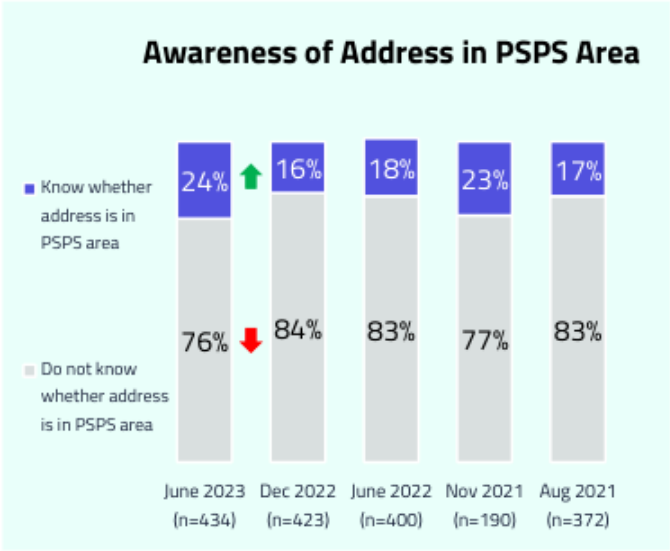


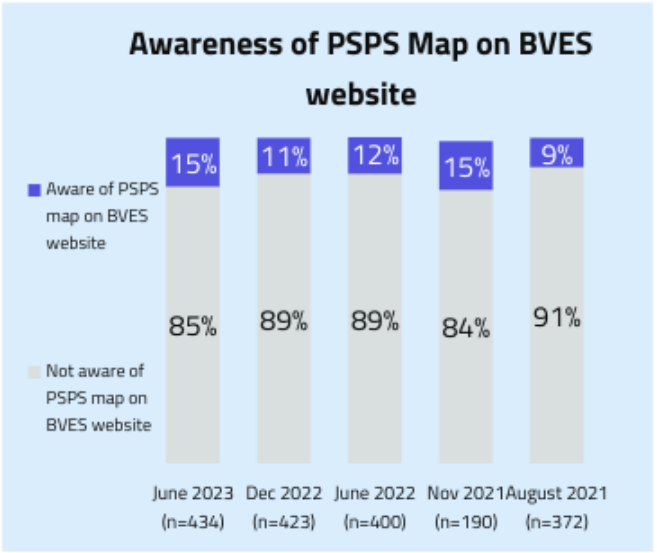
QA5. In the event of an extended power outage, what are your most significant concerns or challenges? (n=434)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Awareness of PSPS Location Status

- Nearly one quarter know whether their address is in a PSPS area (24%), significantly higher than in December 2022 (16%)
- **Recallers** are significantly more likely than Non-Recallers to indicate awareness of whether their address is in a PSPS area (30% vs 12%)





Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=434 Total)
Q13. Are you aware of a map on BVES's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=434 Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Contact Information for PSPS

- Just under half (46%) are aware they can update their contact information with BVES, consistent with December 2022 results (43%); among **Recallers** awareness is higher than among Non-Recallers (57% vs 27%)
- Almost three in five (57%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS

December 2022 (n=423)	43%
June 2022 (n=400)	37%
November 2021 (n=190)	43%
August 2021 (n=372)	43%

Have Updated Contact Information

(among those aware they can update contact info)

December 2022 (n=184)	61%
June 2022 (n=149)	57%
November 2021 (n=82)	59%
August 2021 (n=153)	62%

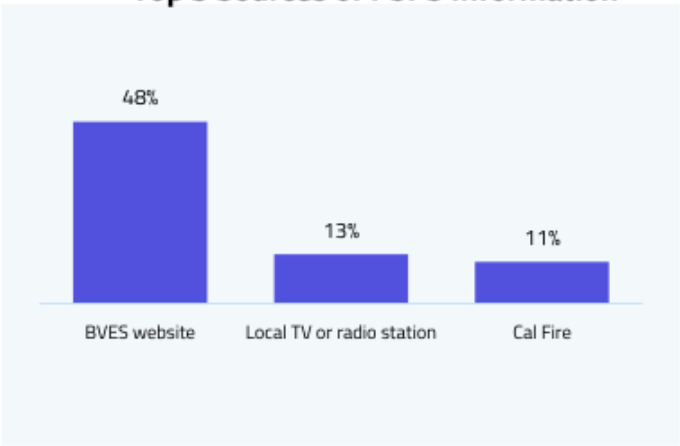
Q11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=434 Total)
Q11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=200; Aware of Information Update)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Seven in ten understand that a PSPS means "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather," in line with December 2022

Top 3 Sources of PSPS Information



PSPS Understanding	June 2023 (n=231)	Dec 2022 (n=175)	June 2022 (n=162)	Nov 2021 (n=79)	Aug 2021 (n=156)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	71%	70%	75%	81%	76%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	48%	46%	56%	59%	56%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	40%	46%	40%	49%	53%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	29%	38%	36%	38%	41%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	26%	28%	Added December 2022		

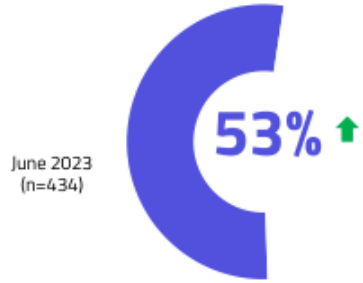
Q9. *Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=231 Recall PSPS)*
Q10. *What is your understanding of a Public Safety Power Shutoff? (n=231 Recall PSPS)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Awareness

- More than half (53%) say they recall seeing, hearing or reading the phrase PSPS, up from 41% in November
- **Recallers** are significantly more likely to recall PSPS than Non-Recallers customers (67% vs. 29%)
- Email (33%) is the most common source of PSPS communication followed by bill inserts (26%); the percentage mentioning email increased significantly since December 2022 (33% vs 21%), while the percentage mentioning TV news and radio decreased significantly since December 2022 (21% vs 35% and12% vs 26%, respectively)

PSPS Recall



December 2022 (n=423)	41%
June 2022 (n=400)	41%
November 2021 (n=190)	42%
August 2021 (n=372)	42%

Sources of PSPS Communications

(among those who recall PSPS)

Q8. *In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=434; Total)*
Q8A. *Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=231; Recall PSPS Communications)*

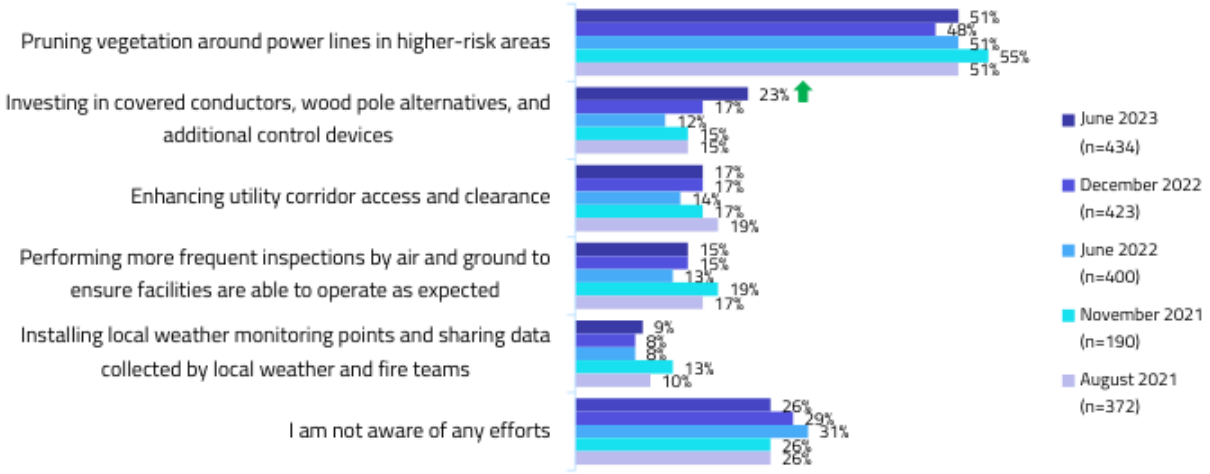
Arrows signify statistical difference at the 95% confidence level compared to the previous wave


Awareness of Public Safety Power Shutoff

Awareness of BVES's Efforts

- Consistent with previous results, half are aware of BVES pruning vegetation around power lines in higher-risk areas (51%)
- Since December 2022, awareness has increased significantly for investing in covered conductors, wood pole alternatives, and additional control devices (23% vs 17%)
- **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of BVES' efforts

Awareness of BVES' Efforts to Reduce Wildfire Risk



Q7. What efforts by BVES are you aware of to reduce the risk of wildfire? (n=434; Total)

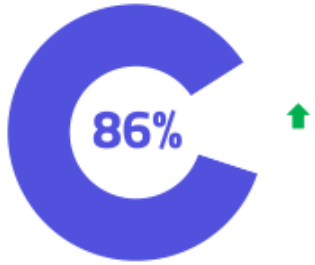
Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers

Wildfire Preparedness

- Almost nine in ten respondents (86%) have taken actions to prevent or prepare their home or business in the event of a wildfire, significantly higher than previous results (81% in December 2022)
- Trimming vegetation remains the most common action taken, mentioned by 91% of respondents who have taken action, significantly higher than in December 2022 (83%); mentions of creating defensible space decreased significantly from December 2022 (13% vs 23%)

Took Actions to Prevent or Prepare for a wildfire



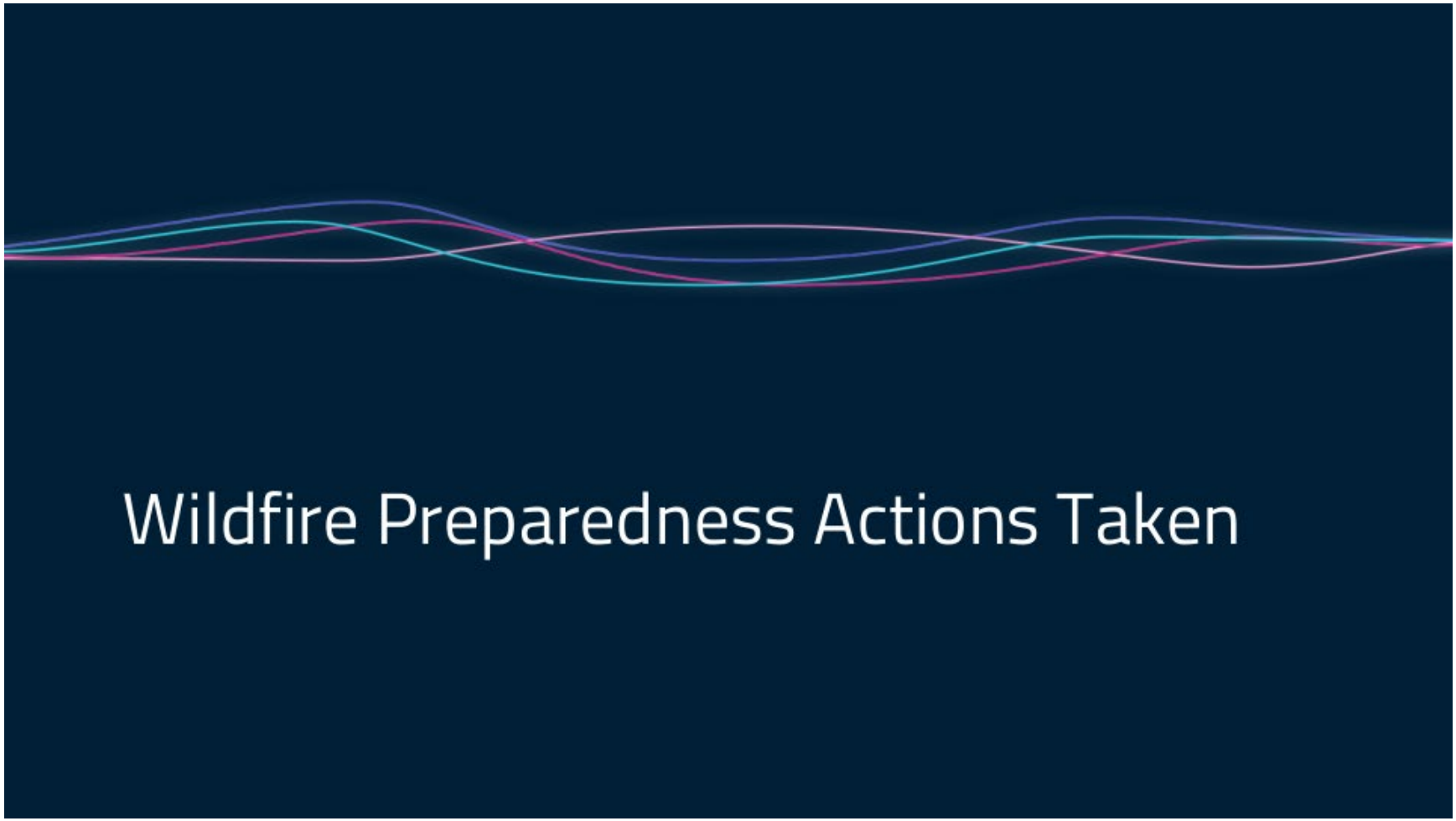
June 2023 (n=434)

December 2022 (n=423)	81%
June 2022 (n=400)	79%
November 2021 (n=190)	75%
August 2021 (n=372)	83%

Actions Taken *(among those taking action)*	**June 2023 (n=375)**	**December 2022 (n=341)**	**June 2022 (n=315)**	**November 2021 (n=143)**	**August 2021 (n=309)**
Trimmed vegetation around home or property	91% ↑	83%	84%	92%	88%
Created defensible space	13% ↓	23%	24%	8%	14%
Clearing roof/gutter	4%	5%	3%	3%	--
Prepared an emergency kit	2%	4%	2%	5%	4%
Watering/installed watering systems	2%	2%	4%	3%	2%
Prepared an emergency readiness plan and contact information	1%	1%	5%	2%	4%

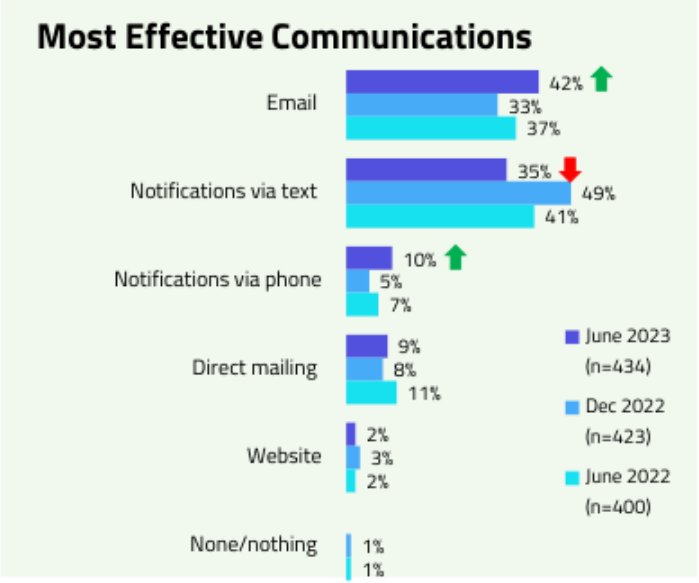
Q6. *In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=434; Total)*
Q6A. *What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=375; Took actions)*

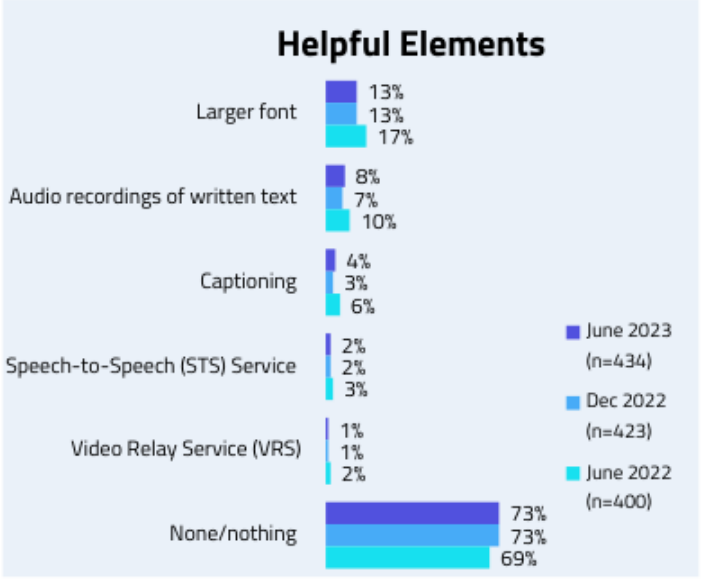
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave


Wildfire Preparedness Actions Taken

Effective and Helpful Communication

- Email is considered most effective form of communication from BVES (42%) followed by notifications via text (35%); larger font is the most helpful (13%) element that could be incorporated
- Mentions of email and notifications via phone as most effective form of communication increased significantly since December 2022 (42% vs 33% and 10% vs 5%, respectively), while mentions of notifications via text decreased significantly since December 2022 (35% vs 49%)



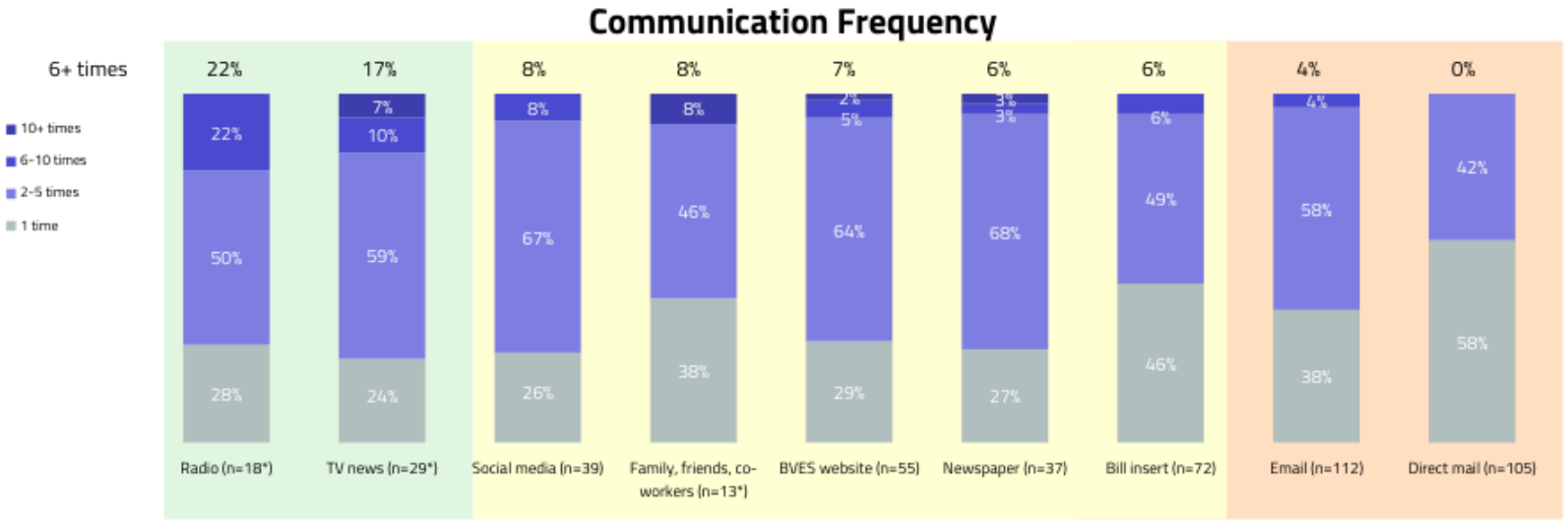


Q46. What method of communication from Bear Valley do you find most effective? (n=434)
Q412. Regardless of how communications from Bear Valley are received, which, if any, of the following would be helpful for you? (n=434)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Communication Frequency

- Around one in five report hearing messages about wildfire preparedness on the radio and TV news more than six times during the last six months; direct communications from BVES (bill inserts, website, email, direct mail) were seen less frequently

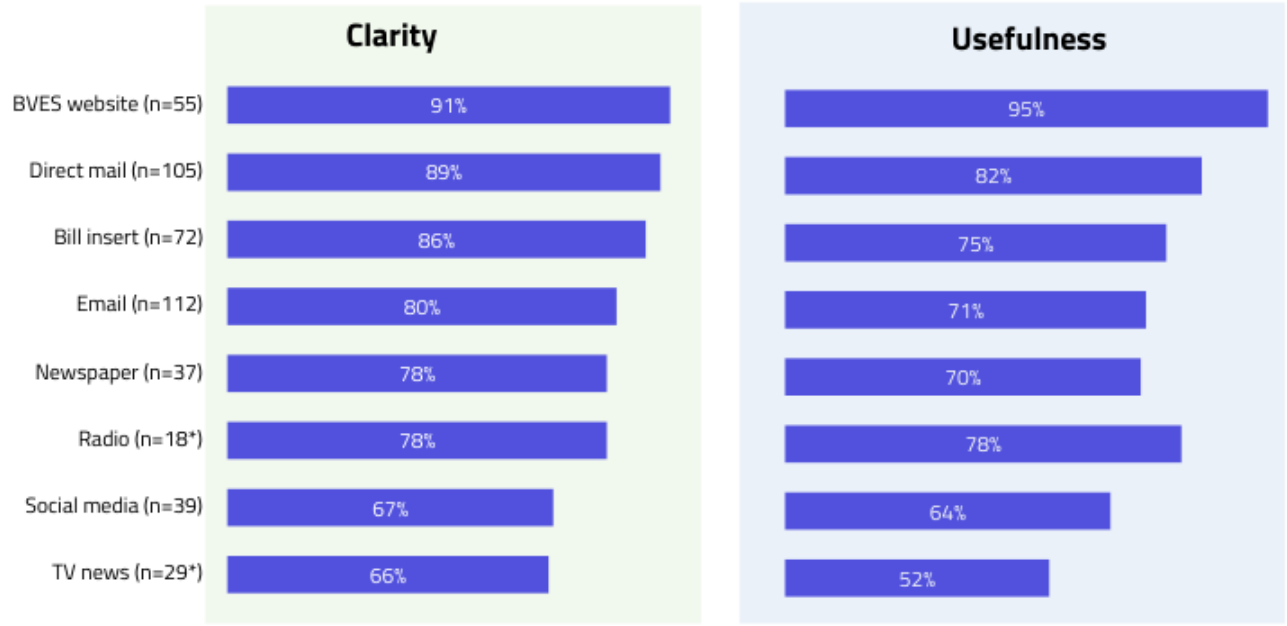


Q5A *In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=281; Aware of Communication)*

*Small sample size (n<30)

Information Usefulness and Clarity

- In terms of clarity, the BVES website is rated the highest, followed by direct mail and bill inserts; the BVES website, direct mail, and radio are considered highly useful among those recalling the resources



Q4A How useful was the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)
Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)

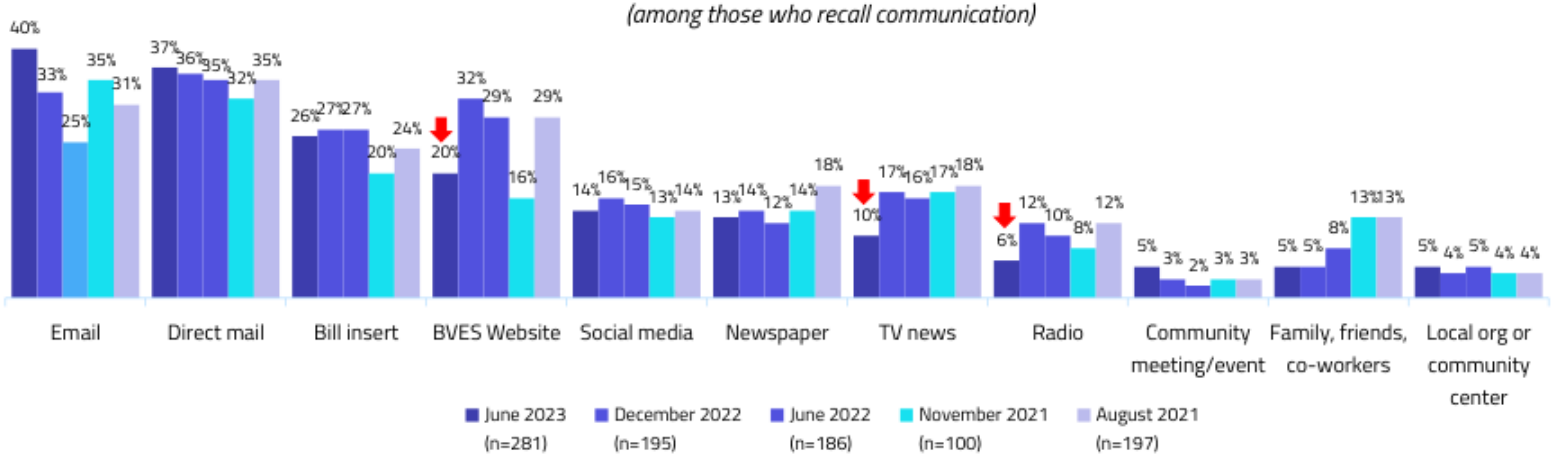
*Small sample size (n<30)

Information Channels for Wildfire Communications

- Email was cited as the most common channel for wildfire preparedness communications, with four in ten mentioning it (40%), followed by direct mail (37%), and bill inserts (26%)
- Mentions of the BVES website, TV news, and radio decreased significantly since December 2022 (20% vs 32%, 10% vs 17%, and 6% vs 12%; respectively)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



Q4 *Where did you see or hear the communications about wildfire preparedness? (n=281; Aware of Communication)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Wildfire Preparedness Communications Messages

- Of those who recall communications, more than half recall messages about vegetation management (58%), followed by BVES' Wildfire Mitigation Plan (48%), and Public Safety Power Shutoff (44%)
- Mentions of Public Safety Power Shutoff increased significantly since December 2022 (44% vs 28%)

Communications Messages Recalled

(among those who recall communication)

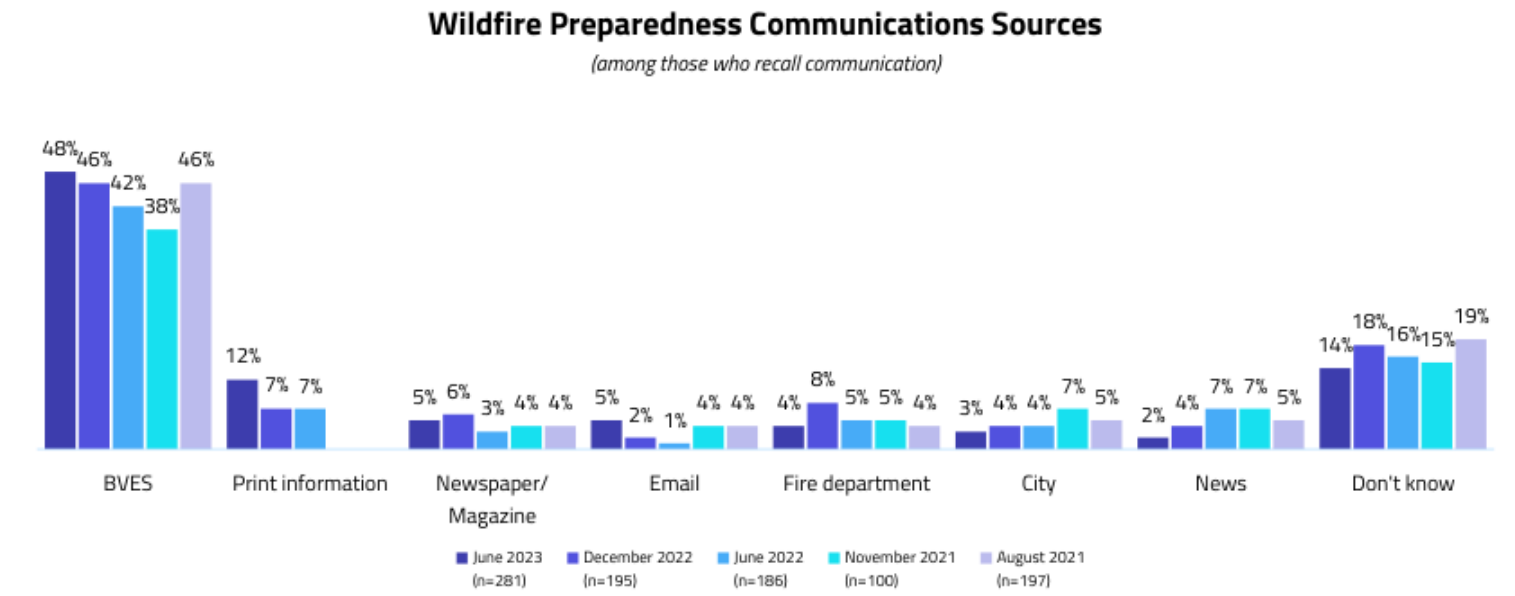
		Dec 2022 (n=195)	June 2022 (n=186)	Nov 2021 (n=100)	Aug 2021 (n=197)
Vegetation Management	58%	57%	53%	52%	56%
BVES's Wildfire Mitigation Plan	48%	44%	42%	40%	50%
Public Safety Power Shutoff	44% ↑	28%	30%	24%	35%
Personal Preparedness	42%	47%	44%	42%	52%
Notifications & Updating Customer Information	22%	24%	19%	16%	28%
California Public Utility Commission designation of high wildfire threat areas	20%	25%	22%	21%	25%
Local Emergency Services – Resources	16%	23%	16%	5%	14%
Medical Needs	15%	17%	16%	20%	22%
Enhanced Wildfire Safety Settings	15%	17%	Added December 2022		
Local Emergency Services – Support Tools	13%	14%	9%	11%	18%
Community Resource Centers available for information and support	12%	14%	8%	7%	14%
System Hardening	8%	6%	3%	2%	7%
Weather Stations	7%	10%	8%	2%	12%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n=281; Aware of Communication)

↑↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Sources of Wildfire Preparedness Communications

Of those aware of communications, almost half (48%) cited BVES as the source of wildfire preparedness communication



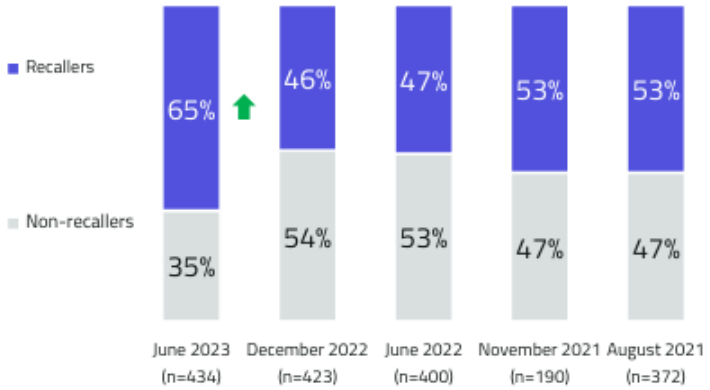
Q5 Who was the communication about wildfire preparedness from? (n=281; Aware of Communication)


Communication Recall
(among those aware of communications)

Wildfire Safety Communications Awareness

- Two thirds (65%) of customers indicated they have seen or heard communications about wildfire safety in the past year, significantly higher than in December 2022

Communication Awareness



	Recallers (n=281)	**Non-Recallers** (n=153)
Gender	Male – 51% Female – 47%	Male – 45% Female – 48%
Age	18-54 – 15% 55-64 – 25% **65+ – 56%**	**18-54 – 32%** 55-64 – 18% 65+ – 44%
Median Income	$100K	$90K
Home Ownership	Rent – 7% **Own – 89%**	Rent – 11% Own – 81%
Primary Language is not English	12%	18%
Responded they Rely on Electricity for Medical Needs	12%	**22%**

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=434; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers

Recommendations

- Maintain efforts to promote wildfire safety and PSPS. Awareness of both safety communications and PSPS have increased notably compared to December 2022. Awareness of communications specific to PSPS have also increased.
- Continue utilizing email, direct mail, bill inserts, and the BVES website as the channels for communications, and use direct communications from BVES (including social media) to refer customers to more comprehensive information on the BVES website.
- In addition to BVES's efforts and property preparedness, focus messaging on personal preparedness. While nearly nine in ten took action to prepare for wildfire season, and most report either trimming vegetation or creating defensible space, few report preparing an emergency kit or emergency readiness plan.
- Continue efforts to promote BVES's efforts to reduce the risk of wildfire. Awareness of pruning vegetation remains strong, but awareness of other measures lags behind. An improvement was noted for investing in covered conductors, wood pole alternatives, additional control devices, and weather monitoring points. The messaging strategy for this effort appears to be effective and may serve as a roadmap for communicating other efforts.
- Continue leveraging email, bill inserts, direct mail, and the BVES website to educate consumers about PSPS, and focus campaigns around late spring/early summer when preparation for fire season is top of mind in the community. Consider partnerships with local business organizations as a resource for community outreach as well as a method to reach tourists and day-trippers.
    - Evaluate the strategy used to reach those with medical conditions requiring electricity, since most are not aware BVES provides additional notice prior to a PSPS event.
    - Consider additional effort to educate customers about self-reporting their AFN status and any additional resources available to them.
- Most customers would like to be notified if there is any possibility of a PSPS event. Early communication followed by regular updates as conditions change is preferred.

Key Findings

Communications

- **65% are aware of wildfire safety communications**, significantly higher than December 2022 results
- **BVES** remains the primary source for wildfire preparedness information, and **vegetation management, BVES Wildfire Mitigation Plan,** and **Public Safety Power Shutoff** are the most common messages recalled.
- **Email** is the most cited channel for wildfire preparedness communication, followed closely by direct mail, bill inserts, and the BVES Website.
- **53%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** significantly higher than December 2022.
  - **Email (33%)** is now the most common source of PSPS communication, followed by **bill inserts.** Mentions of TV news and radio decreased significantly since December.
  - **PSPS recall is significantly higher among recallers** (67% vs 29%).
- **48%** say they would first turn to the **BVES website** for information about a PSPS event; **71%** understand the following statement about PSPS: "**for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather**."
- Notifications via email and text are considered most effective forms of communication from BVES. Larger font is the most helpful element of communications that could be incorporated

Actions Taken

- **86% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, significantly higher than in December 2022. **Trimming vegetation around properties** remains the most common action taken.
- **51% are aware of BVES's efforts to prune vegetation** around power lines in higher-risk areas. **Non-Recallers** are significantly more likely than Recallers to indicate that they are not aware of any efforts (48% vs 14%).
- **46%** are aware they can **update their contact information with BVES**, and 57% of those have done so, in line with December 2022 findings.
- In a significant increase since December 2022, 24% say they know **whether their address is in a PSPS area**, and **15% are aware** of a **PSPS map on BVES's website.**

AFN and Critical Customers

- **82% of customers are be considered AFN**.
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, electrical and wildfire safety information,** and **special payment arrangements**; 38% have not investigated any of the resources.
- Only 2% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 27% are aware of additional notices from BVES.
- 98% of respondents indicated it would not be helpful to receive communications in a language other than English.

Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Bear Valley Electric Service (BVES) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of BVES's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- BVES residential and business customers in California
- BVES critical customers

Methodology

- Customers were surveyed at random from BVES customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 434 surveys, including 30 from critical customers, were completed between June 6, 2023 and June 22, 2023
  - Phone: 80 completed surveys
  - Web: 354 completed surveys

Wildfire Messaging Awareness

Prepared by

MDC Research

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Respondent Profiles – AFN Criteria

	Total (n=434)	Recallers (n=281)	Non-Recallers (n=153)
AFN (NET)	82%	83%	80%
Age 65+	52%	**56%**	44%
<$40K income	17%	15%	20%
Chronic conditions or injuries	14%	14%	14%
Physical, developmental, or intellectual disability	11%	12%	9%
Limited access to transportation	5%	4%	6%
Non-English language needs	16%	14%	19%
Medical need	15%	12%	**22%**

Bold denotes statistically significant difference between Recallers and Non-Recallers

December 2023 Survey

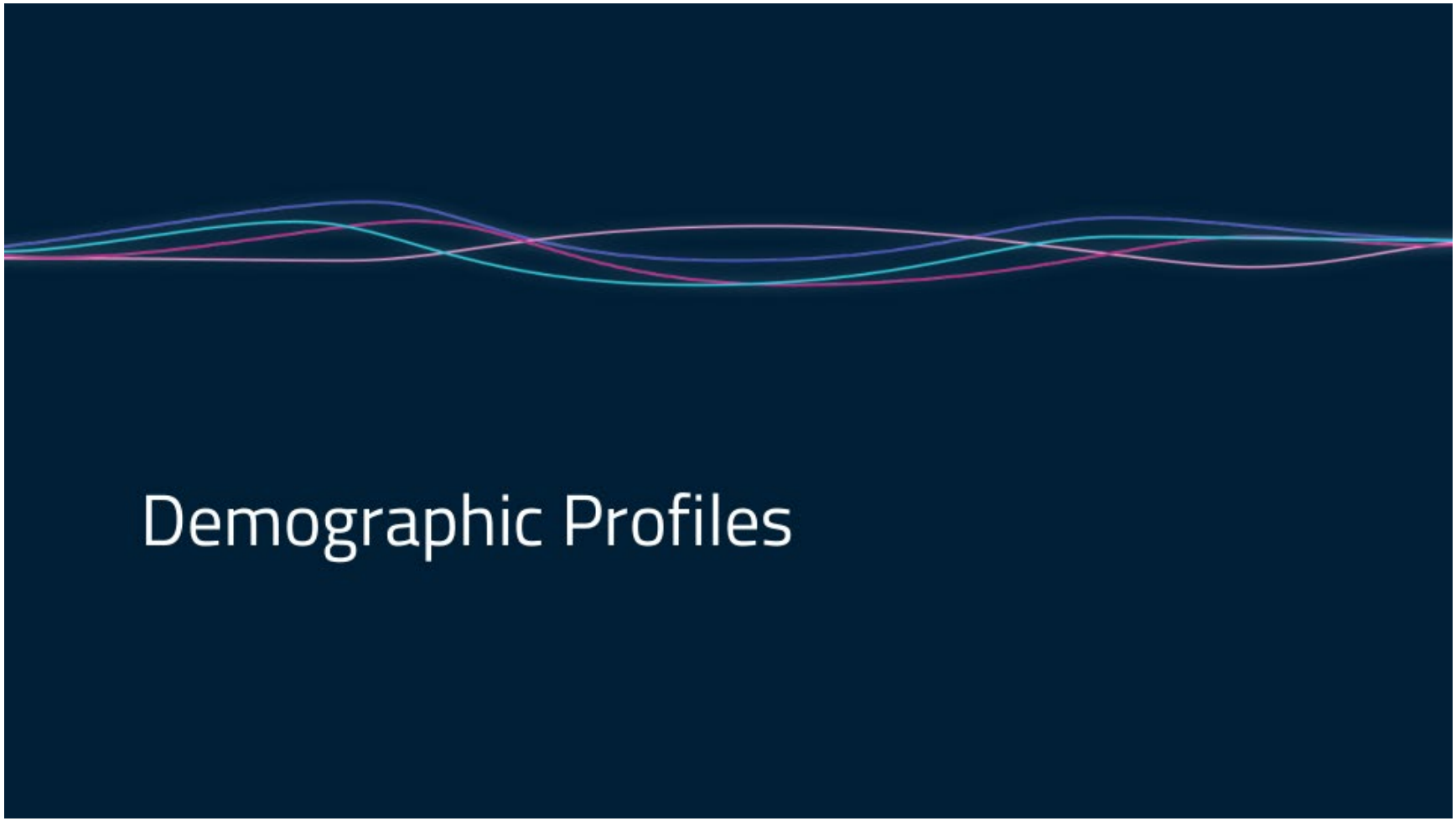
Respondent Profiles

Gender	Total (n=358)	Recallers (n=166)	Non-Recallers (n=192)
Male	49%	45%	53%
Female	46%	**51%**	41%
Age			
18 to 24	<1%	--	1%
25 to 34	4%	2%	6%
35 to 44	10%	6%	**14%**
45 to 54	14%	13%	15%
55 to 64	23%	24%	22%
65 or over	43%	**52%**	36%
Prefer not to say	5%	2%	**7%**

Renter/Homeowner	Total (n=358)	Recallers (n=166)	Non-Recallers (n=192)
Own	85%	87%	84%
Rent	9%	10%	9%
Prefer not to say	4%	2%	**6%**
Household Income			
Less than $20,000	5%	5%	5%
$20,000 to $39,999	9%	9%	9%
$40,000 to $59,999	9%	7%	10%
$60,000 to $89,999	10%	12%	8%
$90,000 to $129,999	13%	16%	10%
$130,000 to $199,999	12%	12%	12%
$200,000 or more	15%	11%	**19%**
Prefer not to say	27%	28%	27%

Q17. What is your gender? (n=358; Total)
Q18. What is your age category? (n=358; Total)
Q19. Do you own or rent your home? (n=358; Total)
Q20. Which of the following best describes your annual household income? (n=358; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers


Demographic Profiles

CBO Interviews

Useful Information/Resources

- The most effective ways BVES can support the community in preparing the community include:
  - Direct mailings and bill inserts with information about wildfire safety and PSPS; mailings should be timed for late spring/early summer
  - Sharing/creating content that can be shared by local organizations and government entities on social media, as well as reposting information from safety agencies
  - Sharing accurate information about PSPS events, and providing timely updates as circumstances change
  - Educating the public about PSPS and explaining the criteria for PSPS events; participation in local town hall-style events
  - Providing information about steps to take in the event of an extended power outage (food storage, safety tips, having food/water that can be consumed without power, having gas in vehicle, etc.)
  - Targeted communications for those with medical needs or with mobility issues (e.g., seniors in the area) that are less likely to have access to social media
  - Maintaining regular communication with emergency services, coordinating actions, and providing support for critical operations (e.g., hospitals) to maintain services
  - Educate the public about steps BVES is taking to mitigate the risk of wildfires and PSPS outages

PSPS Events

- Most are aware of PSPS, with different levels of detailed understanding; those in emergency management roles participate in regular planning with multiple agencies in the area, including BVES
- All understand the changing nature of PSPS and the challenges that brings when planning/preparing for an event
  - Most prefer early notification, with regular updates as conditions evolve
  - It is important to provide information about when the outage is expected, the estimated duration, and notices when power is expected to be restored and when it's restored
- Those with medical needs and the elderly are considered most at risk, and it is important to provide them education and resources
  - The perception is that BVES and the fire department maintain a list of people with medical needs, but the Sheriff and city do not get involved unless there is an emergency call
  - Hospitals are prepared with generators, but have limited ability to operate without power, so preparation and communications are critical
- While the public is generally prepared for weather-related power outages, most are short in nature and do not involve the potential for evacuations
  - Education about what to expect for a potentially lengthy PSPS outage is needed, and will help ensure people are prepared during the summer season

CBO Interviews

Current Communications

- Recall of communications from BVES is mixed; those in emergency management roles mention meetings to plan for PSPS events, and those not in emergency-specific roles do not recall messaging from BVES about wildfire safety or PSPS
- There was recall of messages from BVES about the need to trip vegetation on property to stay clear of power lines and away from structures, as well as messages about the efforts BVES is taking to mitigate the risk of power lines starting a fire
- Those involved in emergency management mention multi-agency in-person meetings and tabletop exercises, and direct personal communications from BVES via phone, email, and text
  - Topics include evacuation planning, emergency shelters, communication plans, and plans for power restoration
  - It was noted that the hospital is on a priority line so their power will be restored first
  - The hospital also has specific plans for back up power using generators, and about relocating patients and staff for length power outages
- Municipalities and public safety agencies feel the majority of fire safety communications should be handled by the Big Bear Fire Authority, with BVES providing supporting information related to the electrical system
  - Communications about preparing for potential outages, BVES' mitigation efforts, and safety around power lines are welcome

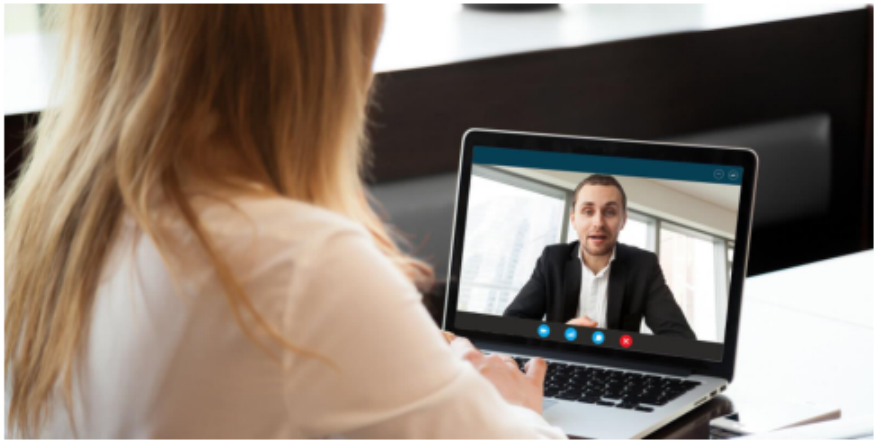
Spreading the Word

- Local organizations are willing to help share the message about fire safety and PSPS
  - Social media is cited as a means to reach the public, and local agencies and organizations are willing to repost content from BVES or provide links to BVES; there is also an opportunity for BVES to share their content about fire safety
  - The city's electronic publication Elevation 6752 is another partnership opportunity for BVES to educate the public about preparedness; email newsletters are another opportunity
- Bill inserts, print media, printed flyers, and local radio are also important to reach members of the community who are not regularly on social media or have limited access to technology or connectivity
- Signage is important to reach visitors to the area who are not exposed to direct communications from BVES and are unlikely to see social media content
  - Working with property management companies is a potential way to reach visitors from out of town
  - Despite communications efforts, the Sheriff's department still expects to go door to door during an emergency to reach those from out of the area not exposed to communications
- English and Spanish are the primary languages required

CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in November 2023.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid $100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES




CBO Interviews

Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=259)	**Non-AFN Customer (n=99)**
Gender	Male – 49% Female – 48%	Male – 51% Female – 39%
Age	18-54 – 16% 55-64 – 21% **65+ – 60%**	**18-54 – 62%** **55-64 –28%** 65+ – 0%
Median Income	$81K	**$166K**
Home Ownership	Rent – 11% Own – 85%	Rent – 6% Own – 86%
Primary Language is not English	**3%**	--
Responded they Rely on Electricity for Medical Needs	**24%**	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers

Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=259)	Non-AFN Customer (n=99)
Aware of Wildfire Safety Communications	**51%**	34%
Aware of Communications from BVES (among those aware)	45%	44%
Took Action to Prevent or Prepare for a Wildfire	86%	83%
Recall PSPS	46%	36%
Would Turn to BVES Website for PSPS Info	43%	**64%**
Aware of Ability to Update Contact Info for PSPS	44%	38%
Know if Address is in PSPS Area	22%	26%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	36%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	**18%**	--
Aware of AFN Self-Identification	5%	8%

Bold denotes statistically significant difference between AFN and Non-AFN Customers

Demographic Profiles: Random vs Critical Customers

	Random Customer (n=339)	**Critical Customer (n=19*)**
Gender	Male –50% Female – 44%	Male – 32% **Female – 68%**
Age	**18-54 – 30%** 55-64 – 23% 65+ – 43%	18-54 – 11% 55-64 – 32% 65+ – 47%
Median Income	$110K	$37K
Home Ownership	Rent – 9% **Own – 87%**	Rent – 16% Own – 63%
Primary Language is not English	**2%**	0%
Responded they Rely on Electricity for Medical Needs	13%	**89%**

*Small sample size (n<30)
Bold denotes statistically significant difference between Random and Critical Customers

Key Metrics: Random vs Critical Customers

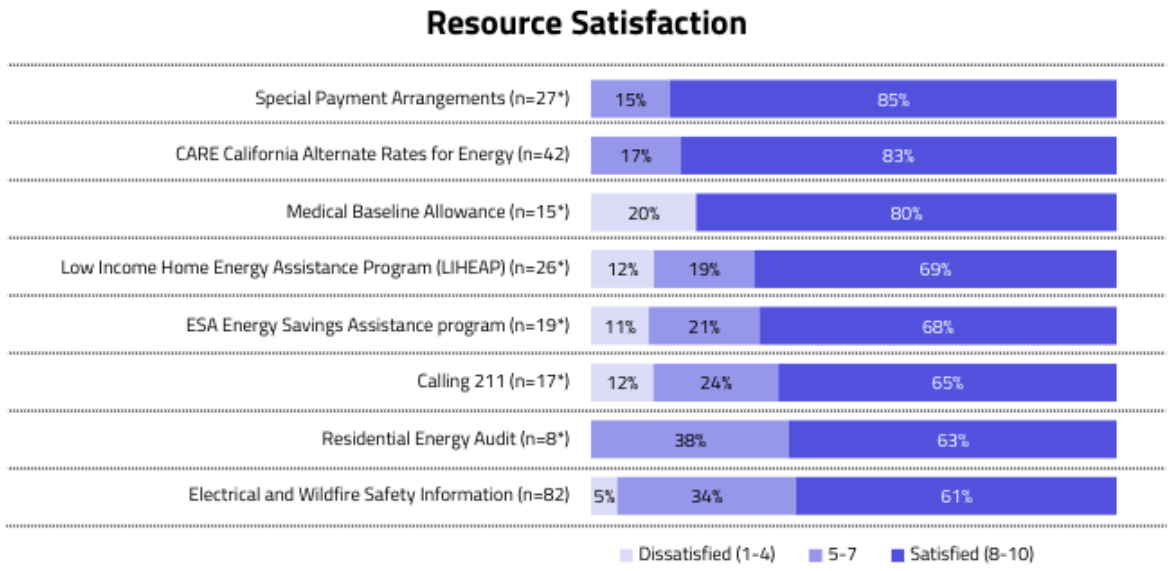
	Random Customer (n=339)	Critical Customer (n=19*)
Aware of Wildfire Safety Communications	46%	58%
Aware of Communications from BVES (among those aware)	44%	64%
Took Action to Prevent or Prepare for a Wildfire	85%	95%
Recall PSPS	43%	53%
Would Turn to BVES Website for PSPS Info	49%	30%
Aware of Ability to Update Contact Info for PSPS	41%	58%
Know if Address is in PSPS Area	22%	37%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	53%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	13%	29%
Aware of AFN self-identification	6%	5%

*Small sample size (n<30) Bold denotes statistically significant difference between Random and Critical Customers


Critical & AFN Customer Summary

Satisfaction with Resources Used

- Satisfaction is high among those using Special Payment Arrangements, CARE, and Medical Baseline Allowance
- More than six in ten are satisfied with all resources



QA10. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? (n varies; Used Resources)

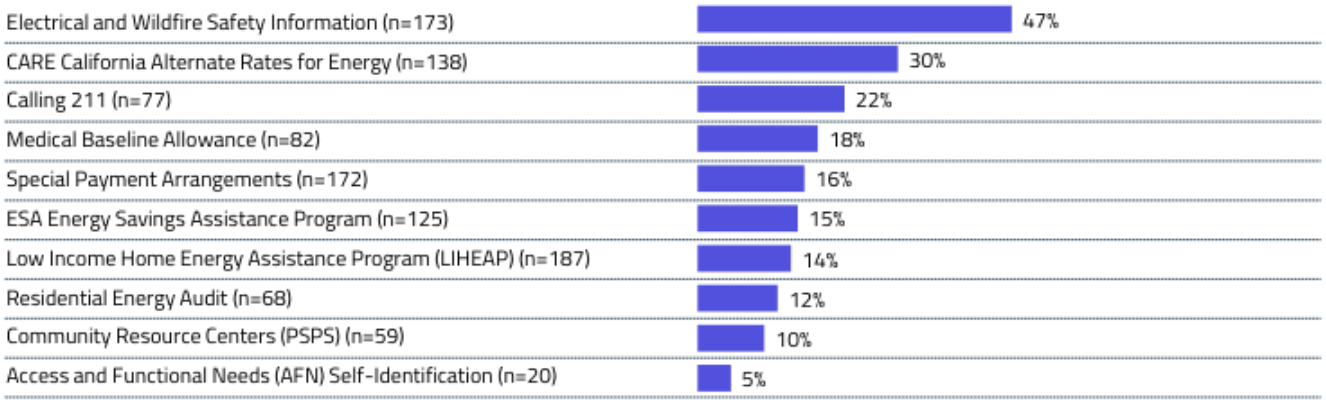
*Small sample size (n<30)

Resources Used

- Of those who are aware of the resources available, just under half (47%) have used Electrical and Wildfire Safety Information, three in ten (30%) have used CARE, and roughly one in five have used Calling 211 (22%) and Medical Baseline Allowance (18%)

Resources used

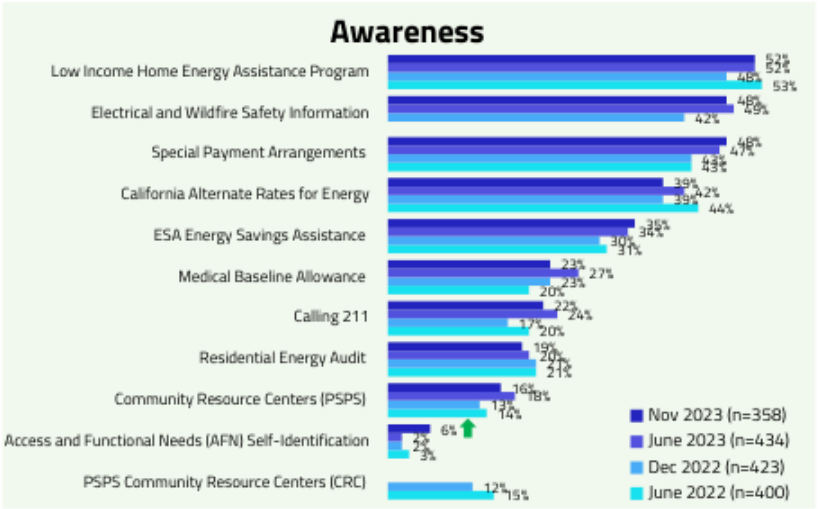
(among those who are aware)

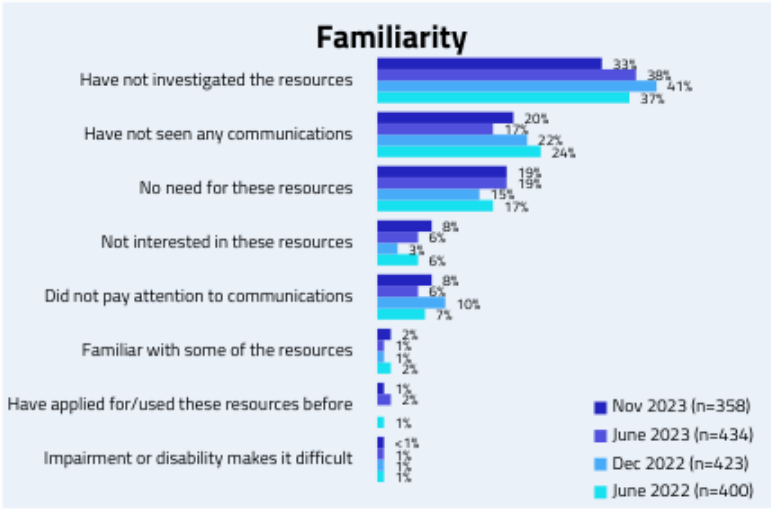


QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)

Awareness and Familiarity of Resources

- Of the resources available to the public, less than half indicated they were aware of the Low Income Home Energy Assistance Program (52%), Electrical and Wildfire Safety Information (48%) and Special Payment Arrangements (48%); one third (33%) indicate they "have not investigated the resources"
- Only 5% of AFN customers are aware of AFN Self-Identification, though this is up from what was reported in June 2023 (2%)
- **Recallers** are significantly more likely to indicate they were aware of most of the available resources





QA7. BVES supports a number of resources that are available to the public. Before today, which of the following resources have you heard of?) (n=358)
QA8. What statement best describes your familiarity with the resources you just reviewed?) (n=358)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Notifications

- Almost half (49%) say that notifications should be sent if there is any possibility of a PSPS; another 35% feel that notifications should only be sent if there is a high likelihood of a PSPS

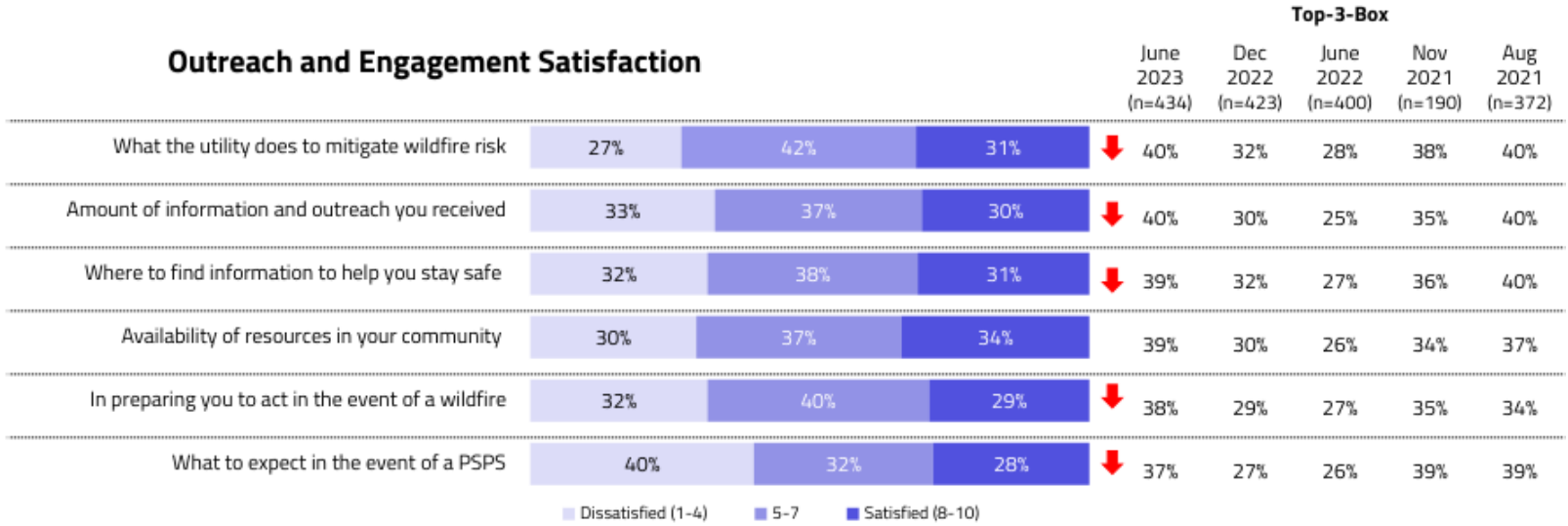
PSPS Notifications Perception	Nov 2023 (n=358)	June 2023 (n=434)	Dec 2022 (n=423)	June 2022 (n=400)	Nov 2021 (n=190)
Notifications should be sent if there is any possibility of a PSPS	49%	49%	49%	51%	46%
Notifications should only be sent if there is a high likelihood of a PSPS	35%	37%	38%	38%	36%
Notifications should only be sent if a PSPS is certain to occur	15%	13%	13%	11%	17%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=358; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Outreach and Engagement Satisfaction

- Satisfaction with outreach and engagement has decreased significantly since June 2023
- **Recallers give significantly higher satisfaction ratings** for all outreach and engagement metrics evaluated



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the outreach and engagement you receive? (n=358; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

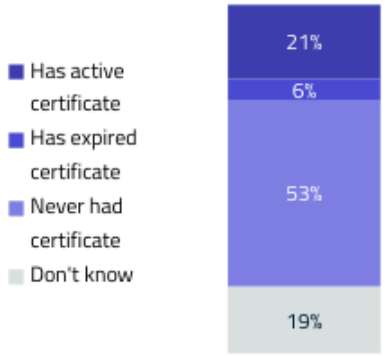

Post-PSPS

Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, 21% currently have an active Medical or Life Support Certificate and 29% are aware that the Medical or Life Certificate requires annual renewal
- Critical customers are significantly more likely than Random customers to have an active certificate (47% vs 11%) and to be aware the certificate requires annual renewal (65% vs 16%)

Active Medical or Life Support Equipment Certificate

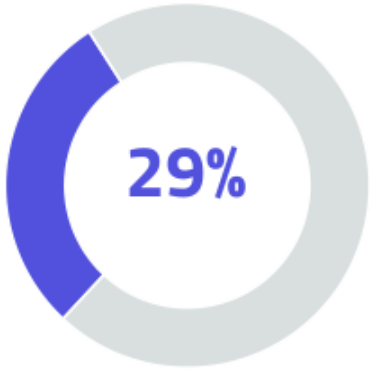
(among those with medical needs)



November 2023 (n=62)

Aware Certificates Require Annual Renewal

(among those with medical needs)



November 2023 (n=62)

Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=62; Rely on electricity for medical needs
Q14C Are you aware that medical certificates require annual renewal? (n=62; Rely on electricity for medical needs
Q14D Are you aware that customers with an active medical certificate are eligible to participate in the Oregon Medical Baseline Battery Rebate program? (n=62; Rely on electricity for medical needs)

Medical Needs and Language Preferences

One in six (17%) responded that they rely on electricity for medical needs, consistent with last wave (15%)

A significantly greater proportion of **critical customers** say they rely on electricity for medical needs (89% vs 13%)

Less than one in five of those relying on electricity for medical needs are aware BVES provides additional notices prior to a PSPS event (18%)

15% of customers indicated they have a primary language other than English; English remains preferred for communications for almost all respondents (98%)

- Nearly all customers indicating their primary language is not English still stated they prefer all communications in English as opposed to another language

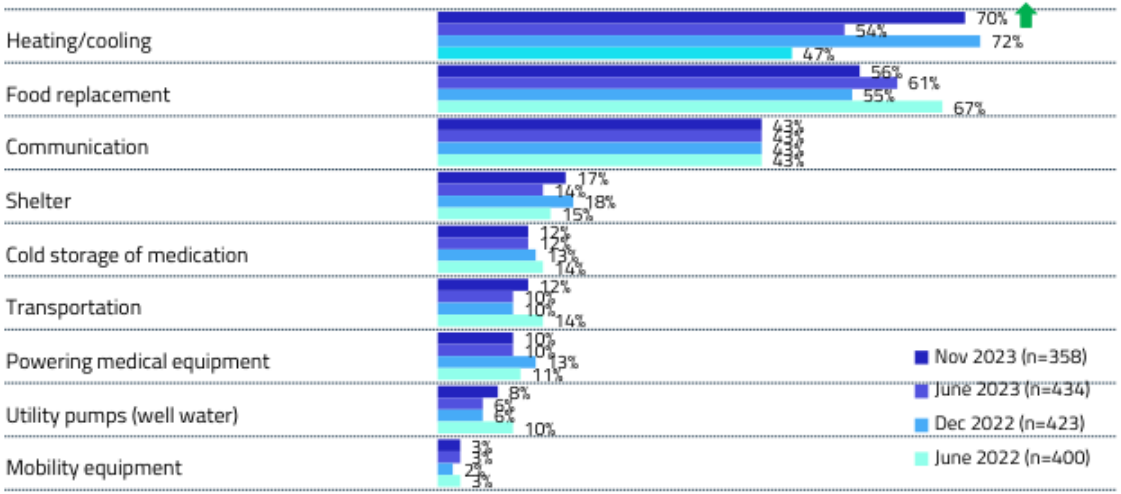
97% of respondents indicated it would not be helpful for them or anyone else in their household **to receive communications in another language**

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=358; Total)
Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=62; Rely on electricity for medical needs)
Q15. Is your primary language other than English? (n=358 Total)
Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=358; Total)
Q16B. What is your preferred language to receive communications? (n=358; Total)

Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (70%), food replacement (56%), and communication (43%)
- Mentions of heating/cooling as a perceived concern or challenge increased significantly since June 2023 (70% vs 54%)
- **Recallers** are significantly more likely to mention powering medical equipment as a concern or challenge (14% vs 7%)

Concerns or Challenges of an Extended Power Outage

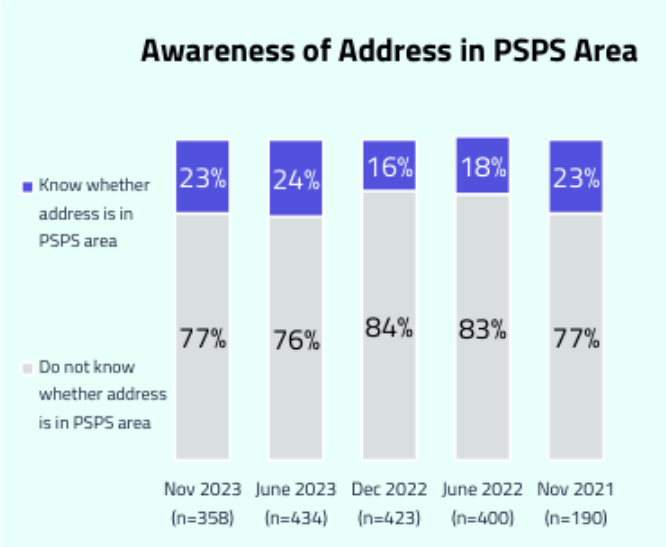


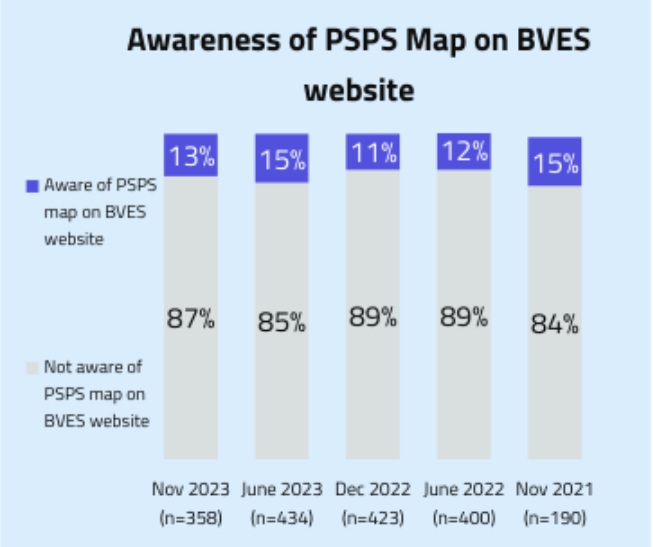
QA5. In the event of an extended power outage, what are your most significant concerns or challenges? (n=358)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Awareness of PSPS Location Status

- Nearly one quarter know whether their address is in a PSPS area (23%), in line with what was reported in June 2023 (24%)
- **Recallers** are significantly more likely than Non-Recallers to indicate awareness of whether their address is in a PSPS area (34% vs 14%)





Q12. *Do you know whether your address is located in a Public Safety Power Shutoff area? (n=358 Total)*
Q13. *Are you aware of a map on BVES's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=358 Total)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Contact Information for PSPS

- Just over four in ten (42%) are aware they can update their contact information with BVES, consistent with June 2023 results (46%); among **Recallers** awareness is higher than among Non-Recallers (55% vs 31%)
- Just over six in ten (62%) of those aware they can update their information have done so

Awareness of Ability to Update Contact Information for PSPS

June 2023 (n=434)	46%
December 2022 (n=423)	43%
June 2022 (n=400)	37%
November 2021 (n=190)	43%
August 2021 (n=372)	43%

Have Updated Contact Information

(among those aware they can update contact info)

June 2023 (n=200)	57%
December 2022 (n=184)	61%
June 2022 (n=149)	57%
November 2021 (n=82)	59%
August 2021 (n=153)	62%

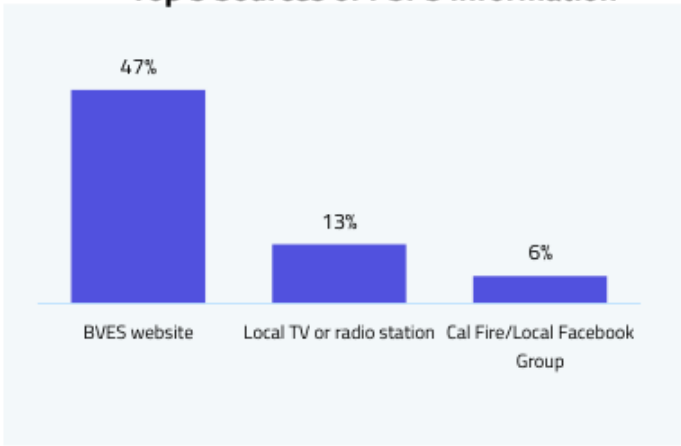
Q11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=358 Total)
Q11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=151; Aware of Information Update)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Seven in ten understand that a PSPS means "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather," in line with June 2023

Top 3 Sources of PSPS Information



PSPS Understanding

	Nov 2023 (n=156)	June 2023 (n=231)	Dec 2022 (n=175)	June 2022 (n=162)	Nov 2021 (n=79)	Aug 2021 (n=156)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	74%	71%	70%	75%	81%	76%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	56%	48%	46%	56%	59%	56%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	42%	40%	46%	40%	49%	53%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	37%	29%	38%	36%	38%	41%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	29%	26%	28%	Added December 2022		

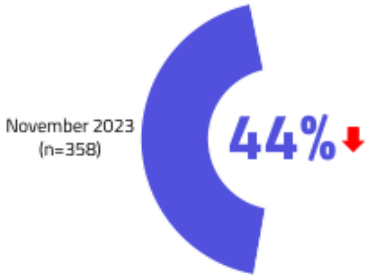
Q9. *Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n= 156 Recall PSPS)*
Q10. *What is your understanding of a Public Safety Power Shutoff? (n=156 Recall PSPS)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

PSPS Awareness

- Just over four in ten (44%) say they recall seeing, hearing or reading the phrase PSPS, down significantly from what was reported in June 2023 (53%); **Recallers** are significantly more likely to recall than Non-Recallers (60% vs. 29%)
- TV News (26%) is the most common source of PSPS communication followed by bill inserts (24%) and the BVES website (24%); the percentage mentioning email decreased significantly since June 2023 (23% vs 33%), while the percentage mentioning family, friends, and co-workers increased significantly (11% vs 5%)

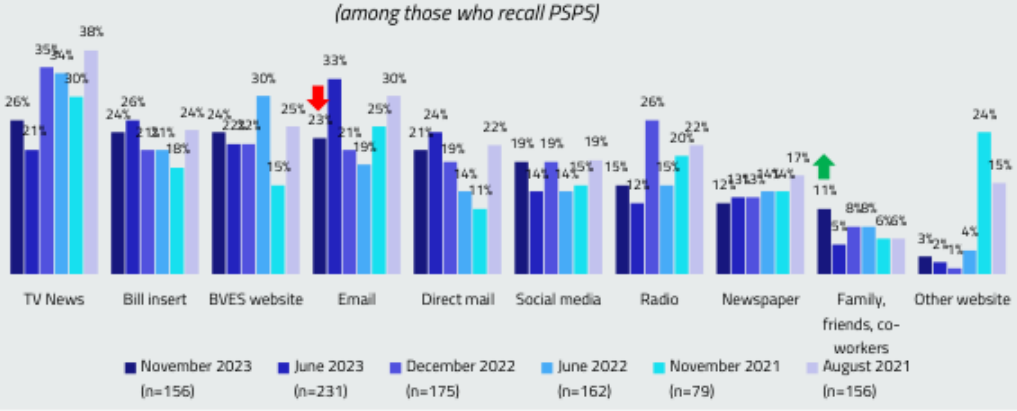
PSPS Recall



June 2023 (n=434)	53%
December 2022 (n=423)	41%
June 2022 (n=400)	41%
November 2021 (n=190)	42%
August 2021 (n=372)	42%

Sources of PSPS Communications

(among those who recall PSPS)



Q8. In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=358; Total)
Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=156; Recall PSPS Communications)

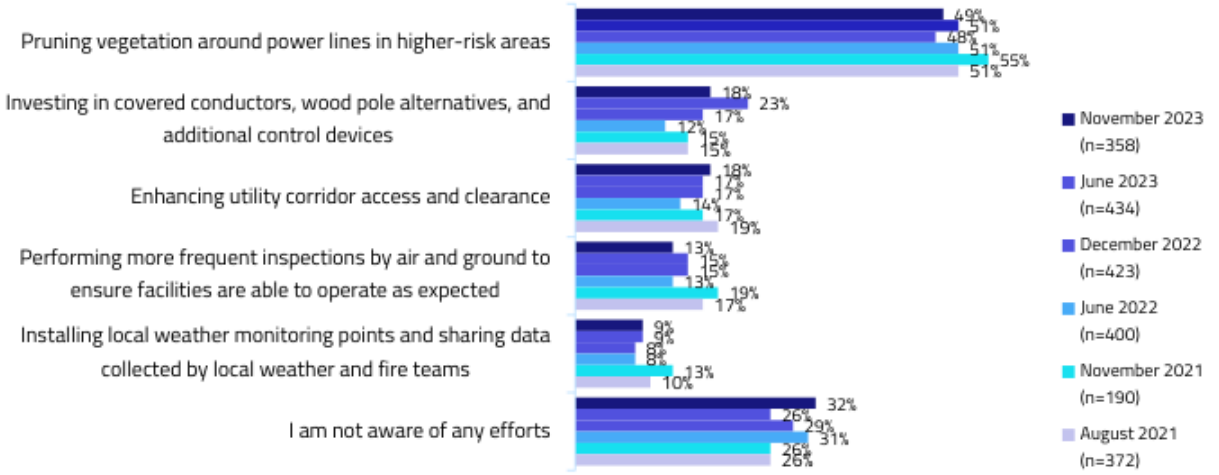
Arrows signify statistical difference at the 95% confidence level compared to the previous wave


Awareness of Public Safety Power Shutoff

Awareness of BVES's Efforts

- Consistent with previous results, half are aware of BVES pruning vegetation around power lines in higher-risk areas (49%)
- Since June 2023, awareness has remained consistent across all efforts evaluated
- **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of BVES' efforts

Awareness of BVES' Efforts to Reduce Wildfire Risk



Q7. What efforts by BVES are you aware of to reduce the risk of wildfire? (n=358; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers

Wildfire Preparedness

- Almost nine in ten respondents (85%) have taken actions to prevent or prepare their home or business in the event of a wildfire, staying in line with previous results (86% in June 2023)
- Trimming vegetation remains the most common action taken, mentioned by 88% of respondents who have taken action; creating a defensible space is the second most common action taken, mentioned by 16% of respondents

Took Actions to Prevent or Prepare for a wildfire

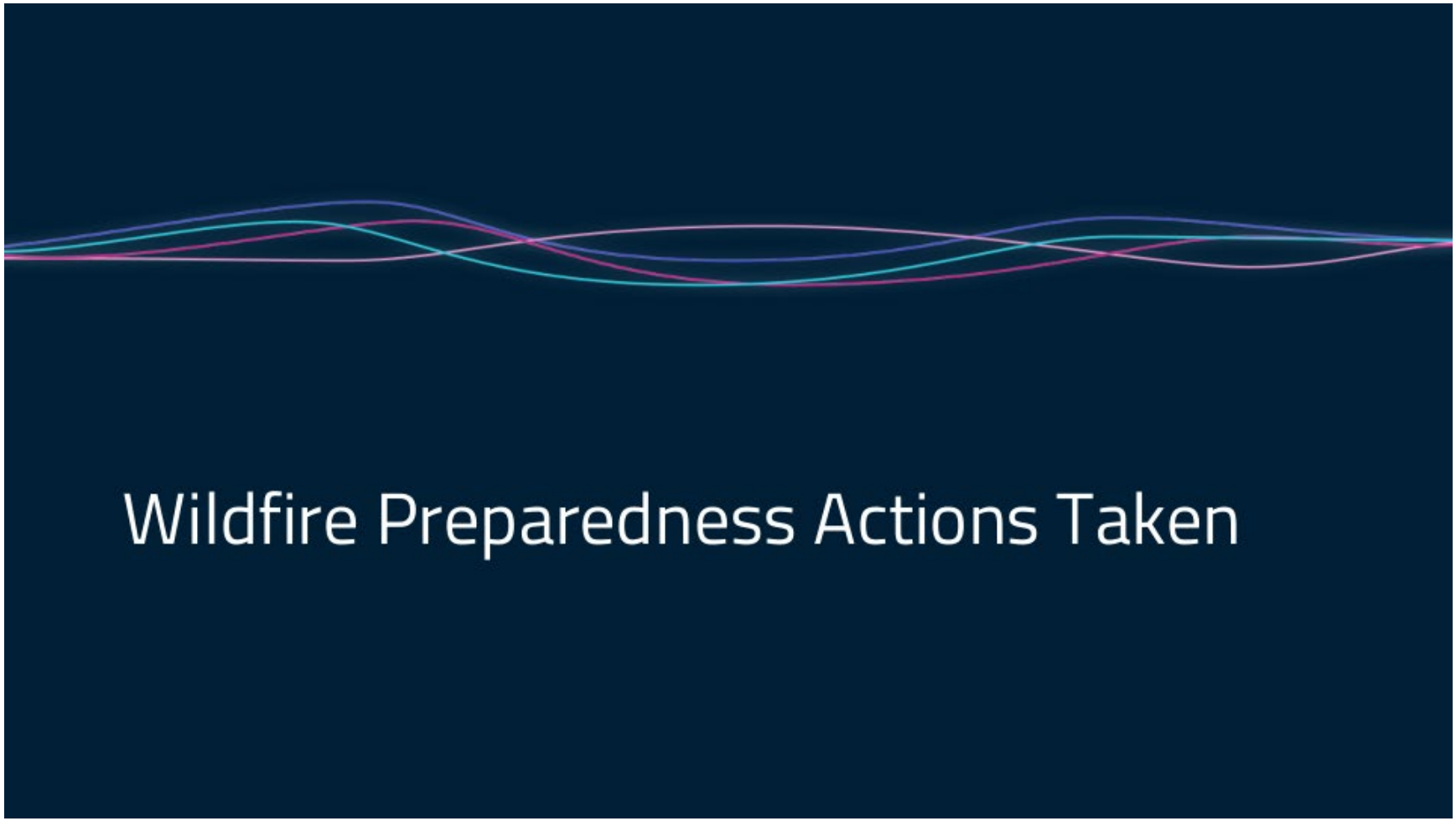
November 2023 (n=358)

June 2023 (n=434)	86%
December 2022 (n=423)	81%
June 2022 (n=400)	79%
November 2021 (n=190)	75%
August 2021 (n=372)	83%

Actions Taken *(among those taking action)*	November 2023 (n=305)	June 2023 (n=375)	December 2022 (n=341)	June 2022 (n=315)	November 2021 (n=143)	August 2021 (n=309)
Trimmed vegetation around home or property	88%	91%	83%	84%	92%	88%
Created defensible space	16%	13%	23%	24%	8%	14%
Clearing roof/gutter	4%	4%	5%	3%	3%	--
Prepared an emergency kit	2%	2%	4%	2%	5%	4%
Watering/installed watering systems	2%	2%	2%	4%	3%	2%
Prepared an emergency readiness plan and contact information	1%	1%	1%	5%	2%	4%

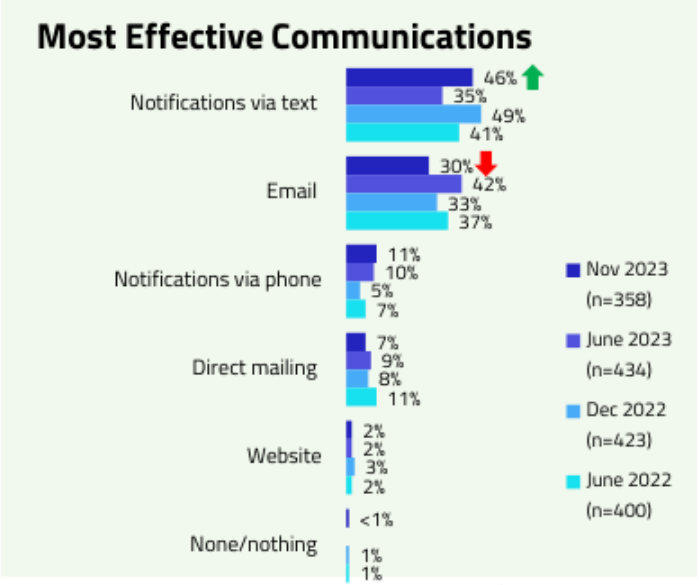
Q6. *In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=358; Total)*
Q6A. *What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=305; Took actions)*

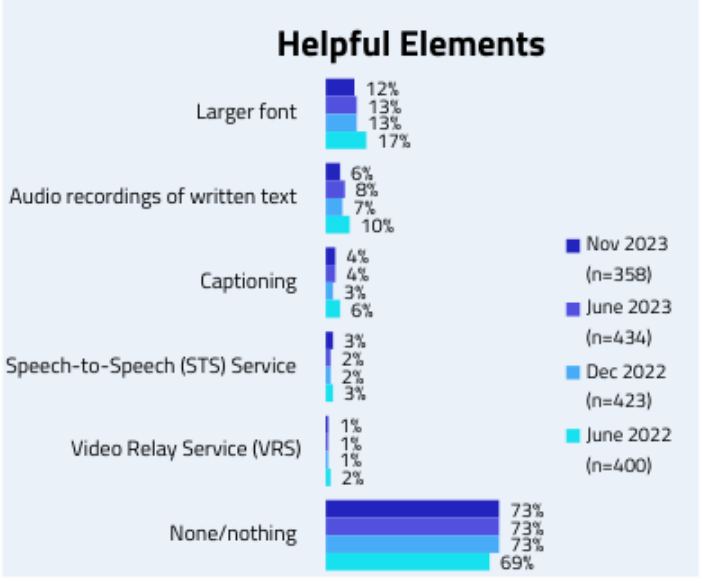
Arrows signify statistical difference at the 95% confidence level compared to the previous wave


Wildfire Preparedness Actions Taken

Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from BVES (46%) followed by email (30%); larger font is the most helpful (12%) element that could be incorporated
- Mentions of notifications via text as most effective form of communication increased significantly since June 2023 (46% vs 35%), while mentions of notifications via email decreased significantly since June 2023 (30% vs 42%)



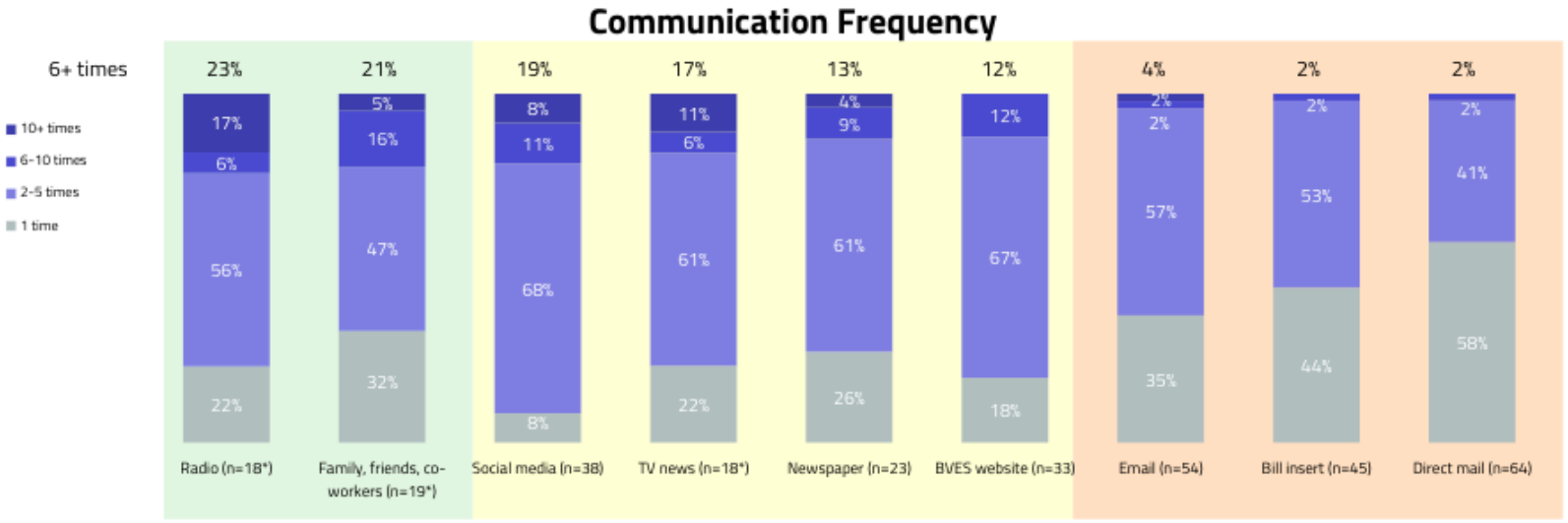


Q46. What method of communication from Bear Valley do you find most effective? (n=358)
Q412. Regardless of how communications from Bear Valley are received, which, if any, of the following would be helpful for you? (n=358)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Communication Frequency

- Around one in five report hearing messages about wildfire preparedness on the radio and from family, friends, and co-workers more than six times during the last six months; direct communications from BVES (bill inserts, website, email, direct mail) were seen less frequently

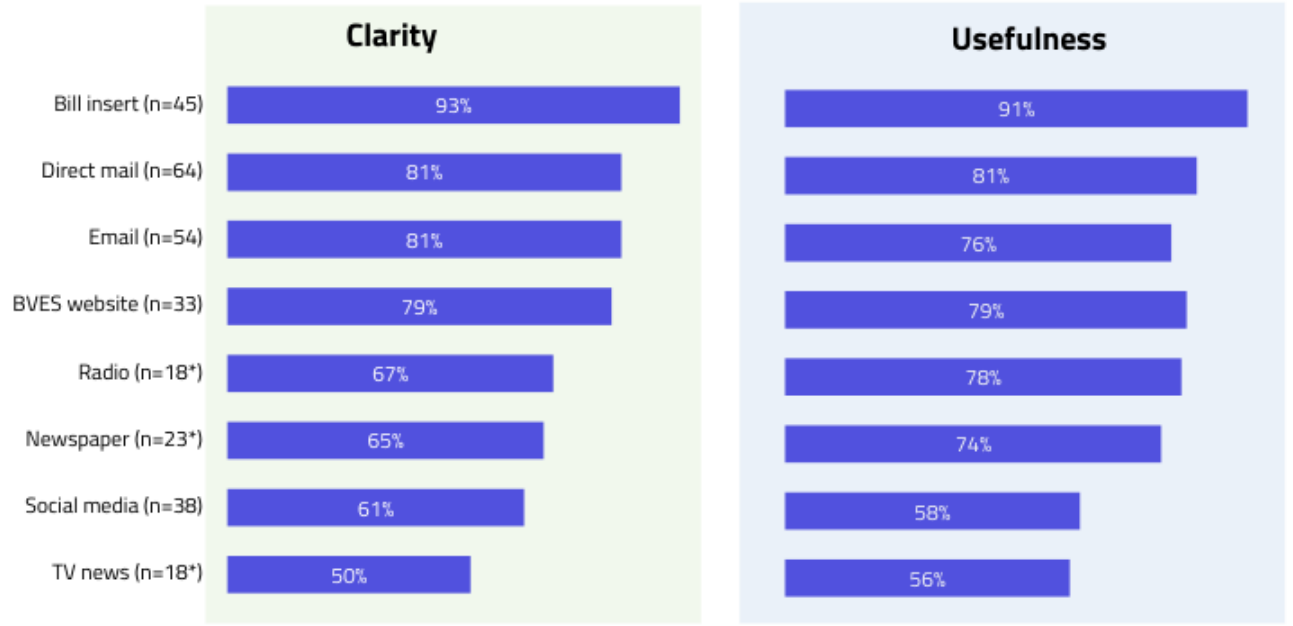


Q5A *In the past 6 months, how often do you recall seeing, hearing or seeking messages about wildfire preparedness? (n=166; Aware of Communication)*

*Small sample size (n<30)

Information Usefulness and Clarity

- In terms of clarity, bill inserts are rated the highest, followed by direct mail and email; bill inserts, direct mail, and BVES website are considered highly useful among those recalling the resources



Q4A How useful was the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)
Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)

*Small sample size (n<30)

Information Channels for Wildfire Communications

- Direct mail was cited as the most common channel for wildfire preparedness communications, with just under four in ten mentioning it (39%), followed by email (33%), and bill inserts (27%)
- Mentions of the social media and family, friends, co-workers increased significantly since June 2023 (23% vs 14% and 11% vs 5%; respectively)

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

Q4 *Where did you see or hear the communications about wildfire preparedness? (n=166; Aware of Communication)*

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Wildfire Preparedness Communications Messages

- Of those who recall communications, two thirds recall messages about vegetation management (67%), followed by BVES' Wildfire Mitigation Plan (45%), and Personal Preparedness (42%)
- Mentions of Public Safety Power Shutoff decreased significantly since June 2023 (34% vs 44%)

Communications Messages Recalled

(among those who recall communication)

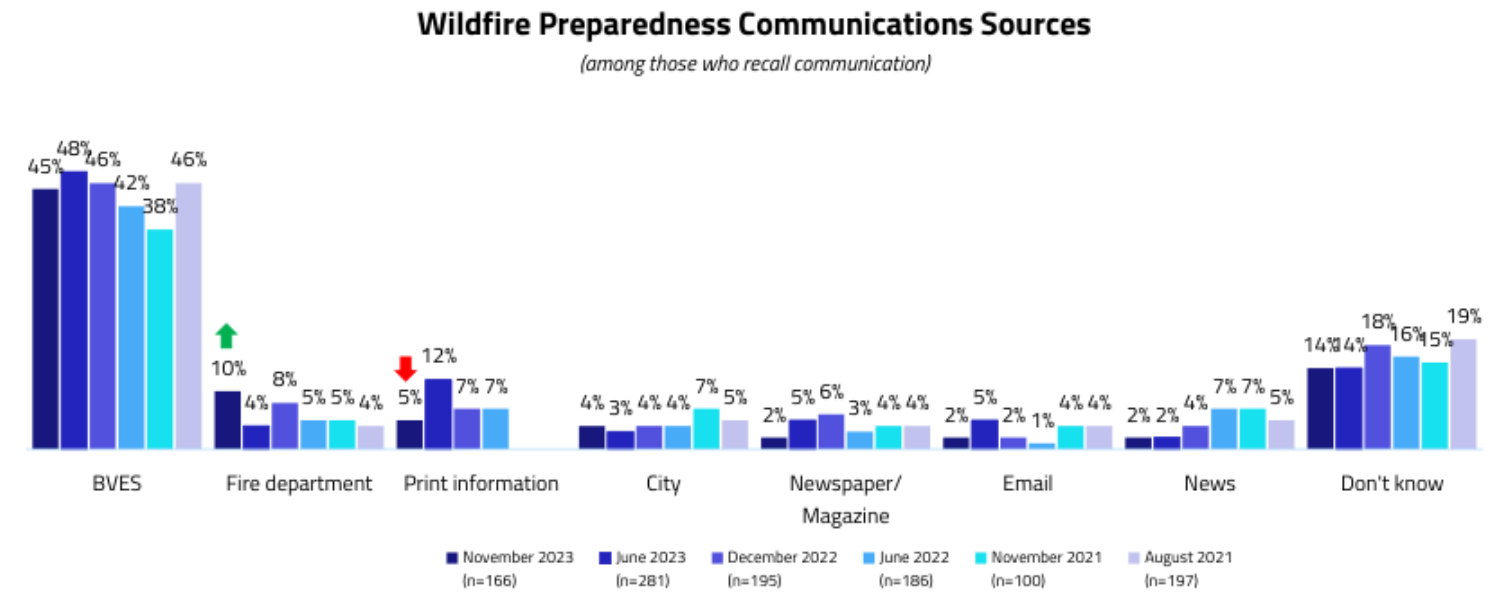
	June 2023 (n=281)	Dec 2022 (n=195)	June 2022 (n=186)	Nov 2021 (n=100)	Aug 2021 (n=197)
Vegetation Management 67% ↑	58%	57%	53%	52%	56%
BVES's Wildfire Mitigation Plan 45%	48%	44%	42%	40%	50%
Personal Preparedness 42%	42%	47%	44%	42%	52%
Public Safety Power Shutoff 34% ↓	44%	28%	30%	24%	35%
Local Emergency Services – Resources 19%	16%	23%	16%	5%	14%
California Public Utility Commission designation of high wildfire threat areas 19%	20%	25%	22%	21%	25%
Notifications & Updating Customer Information 19%	22%	24%	19%	16%	28%
Medical Needs 17%	15%	17%	16%	20%	22%
Enhanced Wildfire Safety Settings 17%	15%	17%	Added December 2022		
Community Resource Centers available for information and support 16%	12%	14%	8%	7%	14%
Local Emergency Services – Support Tools 14%	13%	14%	9%	11%	18%
Weather Stations 12%	7%	10%	8%	2%	12%
System Hardening 10%	8%	6%	3%	2%	7%

Q3 What were the messages of the communications you saw or heard about wildfire preparedness? (n= 166; Aware of Communication)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Sources of Wildfire Preparedness Communications

- Of those aware of communications, almost half (45%) cited BVES as the source of wildfire preparedness communication



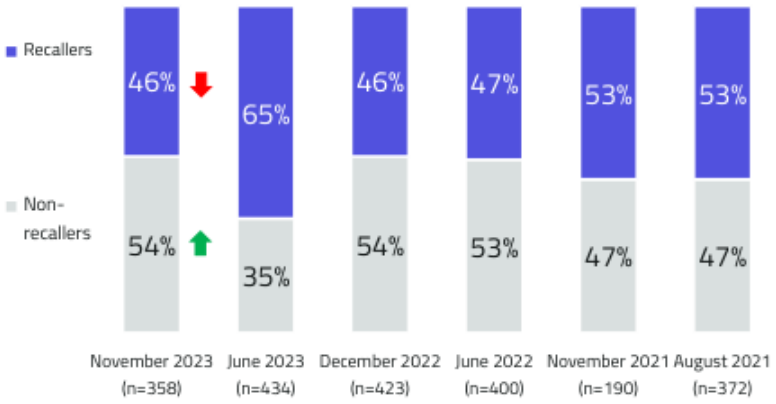
Q5 *Who was the communication about wildfire preparedness from? (n=166; Aware of Communication)*


Communication Recall
(among those aware of communications)

Wildfire Safety Communications Awareness

- Just under half (46%) of customers indicated they have seen or heard communications about wildfire safety in the past year, significantly lower than in June 2023

Communication Awareness



	Recallers (n=166)	**Non-Recallers** (n=192)
Gender	Male – 45% **Female – 51%**	Male – 53% Female – 41%
Age	18-54 – 22% 55-64 – 24% **65+ – 52%**	**18-54 – 35%** 55-64 – 22% 65+ – 36%
Median Income	$95K	$104K
Home Ownership	Rent – 10% Own – 87%	Rent – 9% Own – 84%
Primary Language is not English	13%	17%
Responded they Rely on Electricity for Medical Needs	**22%**	13%

Q2 Have you seen or heard any communications about wildfire safety in the past year? (n=358; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers

Recommendations

- Evaluate efforts to promote wildfire safety and PSPS. Awareness of both safety communications and PSPS have decreased notably compared to June 2023, and are now in line with waves prior to June 2023.
- Continue utilizing direct mail, email, bill inserts, social media, and the BVES website as the channels for communications. These direct messages from BVES (including social media) can be used to refer customers to more comprehensive information on the BVES website.
- In addition to BVES's efforts and property preparedness, focus messaging on personal preparedness. While nearly nine in ten took action to prepare for wildfire season, and most report either trimming vegetation or creating defensible space, few report preparing an emergency kit or emergency readiness plan.
- Continue efforts to promote BVES's efforts to reduce the risk of wildfire. Awareness of pruning vegetation remains strong, but awareness of other measures lags behind, and one third are not aware of any efforts. The messaging strategy for pruning vegetation appears to be effective and may serve as a roadmap for communicating other efforts.
- Continue leveraging TV news, bill inserts, the BVES website, and email to educate consumers about PSPS, and focus campaigns around late spring/early summer when preparation for fire season is top of mind in the community. Consider partnerships with local business organizations as a resource for community outreach as well as a method to reach tourists.
    - Evaluate the strategy used to reach those with medical conditions requiring electricity, since most are not aware BVES provides additional notice prior to a PSPS event.
    - Consider additional effort to educate customers about self-reporting their AFN status and any additional resources available to them.
- Most customers would like to be notified if there is any possibility of a PSPS event. Early communication followed by regular updates as conditions change is preferred, and this preference is echoed by CBOs and local agencies.

Key Findings

Communications

- **46% are aware of wildfire safety communications**, significantly lower than June 2023 results
- **BVES** remains the primary source for wildfire preparedness information, and **vegetation management, BVES Wildfire Mitigation Plan, personal preparedness,** and **Public Safety Power Shutoff** are the most common messages recalled.
- **Direct mail** is the most cited channel for wildfire preparedness communication, followed closely by email, bill inserts, and social media.
- **44%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** significantly lower than June 2023.
  - **TV News (26%)** is now the most common source of PSPS communication, followed by **bill inserts.** Mentions of email decreased significantly since June.
  - **PSPS recall is significantly higher among Recallers** (60% vs 29%).
- **47%** say they would first turn to the **BVES website** for information about a PSPS event; **74%** understand the following statement about PSPS: "**for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather**."
- Notifications via text and email are considered most effective forms of communication from BVES. Larger font is the most helpful element of communications that could be incorporated

Actions Taken

- **85% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, remaining in line with June 2023. **Trimming vegetation around properties** remains the most common action taken.
- **49% are aware of BVES's efforts to prune vegetation** around power lines in higher-risk areas. **Non-Recallers** are significantly more likely than Recallers to indicate that they are not aware of any efforts (43% vs 19%).
- **42%** are aware they can **update their contact information with BVES**, and 62% of those have done so, in line with June 2023 findings.
- Consistent with June 2023 findings, 23% say they know **whether their address is in a PSPS area**, and **13% are aware** of a **PSPS map on BVES's website.**

AFN and Critical Customers

- **72% of customers are be considered AFN**.
- Of the resources available to the public, customers are most likely to be aware of **LIHEAP, electrical and wildfire safety information,** and **special payment arrangements**; 33% have not investigated any of the resources.
- 5% of AFN customers have heard of AFN Self-Identification, up from June 2023 (2%).
- Among those reporting that they rely on electricity for medical needs, 18% are aware of additional notices from BVES.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English.

Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Bear Valley Electric Service (BVES) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of BVES's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

Target Audience

- BVES residential and business customers in California
- BVES critical customers

Methodology

- Customers were surveyed at random from BVES customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 358 surveys, including 19 from critical customers, were completed between November 7, 2023 and December 5, 2023
  - Phone: 85 completed surveys from 9,873 records
  - Web: 273 completed surveys from 8,268 records

Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com

Respondent Profiles – AFN Criteria

	Total (n=358)	Recallers (n=166)	Non-Recallers (n=192)
AFN (NET)	72%	**80%**	66%
Age 65+	43%	**52%**	36%
<$40K income	17%	15%	20%
Chronic conditions or injuries	14%	14%	14%
Physical, developmental, or intellectual disability	57%	**68%**	47
Limited access to transportation	5%	5%	5%
Non-English language needs	16%	13%	18%
Medical need	17%	**22%**	13%

Bold denotes statistically significant difference between Recallers and Non-Recallers

BVES 2024 Tabletop & Full-Scale Exercise Feedback Form

Public Safety Power Shutoff Activation

May 17, 2024

June 3, 2024

Exercise Overview

Exercise Name	Public Safety Power Shutoff (PSPS) Tabletop and Full-Scale Exercise
Exercise Dates	May 17, 2024 and June 3, 2024
Scope	Tabletop exercise (TTX) is planned for 4 hour at BVES and Full Scale Exercise (FSX) is planned for 8 hours. Exercise play is limited to individual offices, BVES conference room, and various areas in the BVES service territory.
Mission Area(s)	Implementation, Mitigation, Response, & Recovery
Core Capabilities	Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response
Objectives	Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.
Threat or Hazard	High Wind & Low Relative Humidity
Scenario	7-day weather forecasts depict extreme fire threat weather conditions to exist within BVES service territory requiring PSPS consideration. BVES service territory experiences extreme fire threat weather conditions causing BVES to implement a PSPS. During the PSPS event; SCE de-energizes supply lines to BVES.
Sponsor	N/A
Point of Contact	Sean Matlock sean.matlock@bvesinc.com Jon Pecchia jon.pecchia@bvesinc.com Paul Marconi paul.marconi@bvesinc.com BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

TTX PSPS Exercise Feedback Form

This exercise aims to evaluate and enhance our preparedness and response procedures for potential PSPS activations. As an *Observer*, your role is to provide detailed feedback on participant performance, protocol efficacy, notable insights, and identify any procedural gaps.

Instructions:

- **Observation:** Diligently observe participant activities. Use the checklist to track completed actions and note deviations from planned procedures.
- **Evaluation:** Provide concise comments on participant performance for each module. Identify strengths, areas for improvement, and procedural gaps.
- **Feedback Collection:** Complete the feedback form at the end of each module as time allows. Otherwise, take brief, focused notes during the exercise to guide simulation feedback collection.
- **Follow-Up Actions:** Post-exercise, BVES will review the collective feedback and prepare a summary in its After-Action Report. Use the feedback to guide future exercises and refine PSPS procedures.

Your contributions are critical to ensuring the safety and reliability of our services during PSPS events. Thank you for your participation.

Participant Information

Name	
Role *(highlight)*	PLAYER | FACILITATOR | OBSERVER | EVALUATOR
Organization	
Department	
Email	
Phone	

Checklist for Observers / Non-Participants

Module 1: Pre-Planning Phase (7 Days Ahead)

Activity	Completed	Comments
Coordination Meeting	Y / N	
Internal Team Updates	Y / N	
Customer Service Preparations	Y / N	
Public and Stakeholder Notifications	Y / N	
Review of Weather Forecasts	Y / N	

Module 2: Stage 1 (3 Days Ahead)

Activity	Completed	Comments
Emergency Coordination Meeting	Y / N	
Updated Internal Communications	Y / N	
Customer Service Preparations	Y / N	
Public Information Dissemination	Y / N	
Coordination with SCE	Y / N	

Module 3: Stage 2 (1 Day Ahead)

Activity	Completed	Comments
EOC Briefings	Y / N	
System Readiness Checks	Y / N	
Customer Service Preparations	Y / N	
Public and Stakeholder Engagement	Y / N	
Final Preparations for PSPS	Y / N	

Module 4: Stage 3 PSPS De-energization Initiated

Activity	Completed	Comments
Activation of PSPS Protocols	Y / N	
Infrastructure Failure Management	Y / N	
Public Safety Communications	Y / N	
Coordination with Emergency Services	Y / N	
Resource Allocation	Y / N	

Module 5: SCE Lines De-energized

Activity	Completed	Comments
Operational Adjustments	Y / N	
Load Management Strategies	Y / N	
Communication with BVPP	Y / N	
External Stakeholder Communication	Y / N	
Public Information Updates	Y / N	

Module 6: Stage 4 PSPS Re-energization Preparation

Activity	Completed	Comments
Preparation for Re-energization	Y / N	
Internal Coordination	Y / N	
Public and Stakeholder Notifications	Y / N	
Infrastructure Checks	Y / N	
Resource Allocation	Y / N	

Module 7: Stage 4 PSPS Re-energization Initiated

Activity	Completed	Comments
Initiation of Re-energization	Y / N	
System Load Monitoring	Y / N	
Public Safety Communications	Y / N	
Coordination with SCE	Y / N	
Resource Allocation Management	Y / N	

Module 8: Post-PSPS Event

Activity	Completed	Comments
Debriefing with Internal Teams	Y / N	
Public and Stakeholder Debriefings	Y / N	
Evaluation of PSPS Actions	Y / N	
Lessons Learned Documentation	Y / N	
Future Improvement Planning	Y / N	

BVES PSPS TTX and FSX Survey

TTX FORM: MAY 17, 2024

FSX FORM: JUNE 3, 2024

General Feedback

1. *Overall, how would you rate BVES's PSPS Exercise? (highlight)*

   Excellent

   Good

   Fair

   Poor

2. *What were the strengths of the exercise?*

   Answer: *[Type response]*

3. *What areas need improvement?*

   Answer: *[Type response]*

4. *Do you feel the posted exercise objectives were met? (highlight)*

   Yes

   No

   If "No," Please explain: *[Type response]*

Simulation Feedback: Modules 1 - 8

Module 1: Initial Conditions and Pre-Planning

1. *How effective was the scenario introduction and stakeholder coordination?*

   Answer: *[Type response]*

2. *Were the objectives and roles clearly defined?*

   Answer: *[Type response]*

3. *How were the PSPS activation procedures discussed in reference to the forecast?*

   Answer: *[Type response]*

4. *Suggestions for improvement?*

   Answer: *[Type response]*

Module 2: Early Response and Notification

1. *How effective was the response to the updated weather scenario?*

   Answer: *[Type response]*

2. *Was the communication plan executed effectively?*

   Answer: *[Type response]*

3. *Suggestions for improvement?*

   Answer: *[Type response]*

Module 3: PSPS Activation

1. *How well did the team handle the scenario escalation and activation procedures?*

   Answer: *[Type response]*

2. *Were the emergency response actions appropriate and timely?*

   Answer: *[Type response]*

3. *Were there concerns with community outreach or notification strategies?*

   Answer: *[Type response]*

4. *Suggestions for improvement?*

   Answer: *[Type response]*

Module 4 and 5: Managing the PSPS Event

1. *How effective was the continued scenario development and role play?*

   Answer: *[Type response]*

2. *Were the communication and coordination efforts sufficient?*

   Answer: *[Type response]*

3. *How would you characterize the process of activating the Community Resource Center?*

   Answer: *[Type response]*

4. *Suggestions for improvement?*

Answer: *[Type response]*

Module 6 and 7: Re-energization and Recovery

1. *How well was the recovery phase introduced and executed?*

   Answer: *[Type response]*

2. *Was the re-energization process smooth and effective?*

   Answer: *[Type response]*

3. *How were communications handled, especially to vulnerable populations?*

   Answer: *[Type response]*

4. *Suggestions for improvement?*

   Answer: *[Type response]*

Module 8: Debrief and Feedback Collection

1. *How would you describe the debrief session coordination?*

   Answer: *[Type response]*

2. *Were key takeaways and lessons learned adequately captured?*

   Answer: *[Type response]*

3. *Suggestions for improvement?*

   Answer: *[Type response]*

AFTER-ACTION REPORTS

Bear Valley electric service, inc.
2024 PSPS TTX

April 17, 2024

Overview

Project Background and Description

The Bear Valley Electric Service (BVES) PSPS Table-Top is designed to enhance preparedness and response capabilities for potential Public Safety Power Shutoff (PSPS) events.
This exercise involves key stakeholders, including BVES employees, regulatory bodies like CPUC, CalOES, local partners. The primary focus is on testing communication protocols, coordination efforts, and operational procedures to ensure an effective response to PSPS scenarios. Players engaged in simulated PSPS events to identify strengths, gaps, and areas for improvement. The exercise aimed to foster collaboration, refine emergency plans, and ensure that all stakeholders are well-prepared to manage and mitigate the impacts of PSPS events on the community.

Project Scope

Table Top exercise (TTX) was planned for 4 hour at BVES. Exercise play was limited to individual offices, BVES conference room, and various areas in the BVES service territory. The scope encompassed the simulation of unlikely, but high-impact events to evaluate and enhance BVES's preparedness and response capabilities.
The exercise involved key stakeholders, including BVES employees, representatives from regulatory bodies and community members. It aimed to test and refine communication protocols, coordination efforts, and operational procedures. The exercise scenarios focused on managing and mitigating the impacts of PSPS events, particularly for individuals with AFN. Through this exercise, participants identified strengths, gaps, and areas for improvement, fostering collaboration and enhancing the overall emergency response plan.

High-Level Requirements

Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.

High-Level Requirements	Description
Stakeholder Engagement	Involvement of BVES employees, regulatory bodies such as the CPUC, consulting partners like PA Consulting, and other relevant stakeholders.
Scenario Development	Creation of realistic PSPS event scenarios that reflect potential challenges and complexities.
Communication Protocols	Evaluation and testing of internal and external communication strategies to ensure timely and accurate information dissemination.
Coordination Efforts	Assessment of coordination mechanisms between BVES and external agencies, including local government, emergency services, and community-based organizations.
Operational Procedures	Examination of existing operational procedures and identification of areas for improvement to enhance response effectiveness.
AFN Support	Specific focus on the needs of individuals with access and functional needs, ensuring their safety and support during PSPS events.
Feedback Mechanism	Implementation of a robust feedback system to capture lessons learned, strengths, and areas for improvement from all participants.
Compliance and Reporting	Ensuring all exercise activities align with regulatory requirements and generating comprehensive reports for internal review and regulatory submission.

- This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, may arise and should be handled in a professional and courteous manner.
- Respond to the scenario using your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.
- Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve PSPS response efforts. Problem-solving efforts should be the focus.
- Ability to incorporate automated routing and notifications based on business rules

Deliverables

Exercise Objective	Core Capability
Execute PSPS procedures for each respective PSPS Phase	• Ability to complete internal and external actions within the timeframe and phase designated in the PSPS Plan
Execute PSPS notification protocols and procedure plan	• Provide public information officer/customer support group with required outage information during PSPS
Execute communication protocols	• Inform: ○ CPUC, CalOES ○ Customers ▪ AFN, Medical Baseline ▪ GIS data exchange through portals ▪ Activate CRC
Initiate Post-Event Protocols	• Execute internal (O&P) and external (CPUC Safety Enforcement Division) actions

Implementation Plan

Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response

Implementation Plan	Details
Logistics	**Planning and Coordination**: Identify participants, set date/venue, develop scenarios, distribute materials.
	Technology and Equipment: Set up communication systems, arrange AV equipment, ensure IT support.
	Participant Preparation: Conduct briefings, distribute roles and responsibilities.
Process for Enacting Protocols	**Scenario Execution**: Initiate scenario, execute PSPS procedures phase by phase.
	Communication Protocols: Ensure internal and external communication, inform CPUC, CalOES, customers, activate CRCs, use GIS data.
	Operational Procedures: Follow PSPS Plan, document actions.
	Post-Event Protocols: Conduct debriefing, review and analyze actions, report findings.

High-Level Timeline/Schedule

April 17, 2024

Time	Activity
8:00 AM - 8:15 AM	Participant Arrival and Registration
8:15 AM - 8:30 AM	Welcome and Opening Remarks
8:30 AM - 9:00 AM	Scenario Introduction and Briefing
9:00 AM - 10:00 AM	Phase 1: Execute PSPS Procedures
10:00 AM - 11:00 AM	Phase 2: Execute Notification and Communication Protocols
11:00 AM - 12:00 PM	Phase 3: Post-Event Protocols and Debriefing
12:00 PM	Closing Remarks and Adjournment

Based on collective input from the hot-wash and lessons learned debrief, the table top exercise went well. Staff members were knowledgeable in regards to PSPS requirements and conducted themselves in a professional manner. Suggested improvements are as follow:

1. Enhance coordination and communication among internal teams to ensure seamless execution of PSPS protocols and for witnessing purposes of the exercise;
2. Develop more detailed and specific scenarios to test a wider range of potential challenges and complexities and more aligned injects;
3. Increase the frequency and depth of training sessions to further improve staff familiarity with PSPS requirements and procedures;
4. Implement more robust documentation practices to capture all actions and decisions made during the exercise;
5. Strengthen the feedback loop by incorporating more structured and systematic debrief sessions to gather comprehensive insights from all participants after each module occurs; and
6. Improve the integration of GIS data exchange through established portals to ensure accurate and timely information dissemination, which is a process that can delay actual events.

Bear Valley electric service, inc.
2024 PSPS TTX

June 3, 2024

Overview

Project Background and Description

The Bear Valley Electric Service (BVES) PSPS full-scale Functional Exercise was designed to enhance preparedness and response capabilities for potential Public Safety Power Shutoff (PSPS) events.
This exercise involves key stakeholders, including BVES employees, regulatory bodies like CPUC, CalOES, local partners. The primary focus is on testing communication protocols, coordination efforts, and operational procedures to ensure an effective response to PSPS scenarios. Players engaged in simulated PSPS events to identify strengths, gaps, and areas for improvement.
The exercise aimed to foster collaboration, refine emergency plans, and ensure that all stakeholders are well-prepared to manage and mitigate the impacts of PSPS events on the community.

Project Scope

The Full-Scale Functional Exercise conducted by BVES on June 3rd was designed to rigorously test and evaluate the utility's preparedness and response capabilities for potential PSPS events. This exercise involved comprehensive participation from BVES employees, regulatory bodies such as the California Public Utilities Commission (CPUC), other regulators, and other key stakeholders. The objective was to simulate real-world PSPS scenarios to assess the effectiveness of communication protocols, coordination efforts, and operational procedures in a high-pressure environment.
The exercise scenarios were meticulously developed to reflect potential challenges and complexities that BVES might face during actual PSPS events. Throughout the exercise, participants engaged in dynamic simulations that required immediate decision-making, coordination, and execution of PSPS protocols. This full-scale approach allowed BVES to identify strengths, gaps, and areas for improvement in their existing PSPS plan.

High-Level Requirements

Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.

Requirement	Description
Stakeholder Engagement	Involve BVES employees, regulatory bodies (CPUC), utility reps, emergency services, local government, and community organizations
Scenario Development	Create detailed and realistic PSPS event scenarios that mimic actual conditions and potential challenges
Communication Protocols	Test and validate internal and external communication strategies to ensure timely and accurate information dissemination to all stakeholders
Coordination Efforts	Assess and enhance coordination mechanisms between BVES, regulatory bodies, emergency services, local government, and community organizations
Operational Procedures	Execute and evaluate existing operational procedures, ensuring all actions align with the PSPS Plan and identifying areas for improvement
AFN Support	Ensure specific focus on the needs of individuals with access and functional needs, providing tailored support during PSPS events
Real-Time Execution	Implement real-time simulations requiring immediate decision-making, resource allocation, and operational adjustments

Feedback Mechanism	Implement a robust feedback system to capture real-time observations, lessons learned, strengths, and areas for improvement from all participants
Compliance and Reporting	Ensure all exercise activities align with regulatory requirements and prepare comprehensive reports for internal review and regulatory submission
Resource Deployment	Test the deployment of physical resources, including personnel, equipment, and communication tools, to validate readiness and response capabilities

- This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints, even disagreements, may arise and should be handled in a professional and courteous manner.
- Respond to the scenario using your knowledge of current plans and capabilities (i.e., you may use only existing assets) and insights derived from your training.
- Decisions are not precedent setting and may not reflect your organization's final position on a given issue. This exercise is an opportunity to discuss and present multiple options and possible solutions.
- Issue identification is not as valuable as suggestions and recommended actions that could improve PSPS response efforts. Problem-solving efforts should be the focus.
- Ability to incorporate automated routing and notifications based on business rules

Deliverables

Exercise Objective	Core Capability
Execute PSPS procedures for each respective PSPS Phase	• Demonstrate the ability to complete internal and external actions within the specified timeframe and phase designated in the PSPS Plan, ensuring all operational steps are followed accurately
Execute PSPS notification protocols and procedure plan	• Effectively provide the public information officer and customer support group with the required outage information during PSPS events, ensuring clear and timely communication to all stakeholders

Execute communication protocols	• Inform:
	  ○ CPUC, CalOES
	  ○ Customers
	  ▪ AFN, Medical Baseline
	  ▪ GIS data exchange through portals
	  ▪ Activate CRC

Coordinate with External Agencies	• Establish and maintain effective coordination with external agencies, including local government, emergency services, and community organizations, to ensure a unified response.

Resource Deployment and Management	• Test the deployment of physical resources, including personnel, equipment, and communication tools, to validate readiness and response capabilities.
Real-Time Decision Making and Adaptation	• Implement real-time decision-making processes and operational adjustments based on evolving scenarios and conditions.
Initiate Post-Event Protocols	• Execute internal (O&P) and external (CPUC Safety Enforcement Division) actions

Implementation Plan

Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response

Implementation Plan	Details
Logistics	**Planning and Coordination**: Identify participants, set date/venue, develop scenarios, distribute materials
	Technology and Equipment: Set up communication systems, arrange AV equipment, ensure IT support
	Participant Preparation: Conduct briefings, distribute roles and responsibilities
Process for Enacting Protocols	**Scenario Execution**: Initiate scenario, execute PSPS procedures phase by phase
	Communication Protocols: Ensure internal and external communication, inform CPUC, CalOES, customers, activate CRCs, use GIS data
	Operational Procedures: Follow PSPS Plan, document actions
	Resource Deployment: Deploy personnel, equipment, and communication tools to validate readiness and response capabilities
	Real-Time Decision Making: Implement real-time decision-making processes and operational adjustments based on evolving scenarios
	Post-Event Protocols: Conduct debriefing, review and analyze actions, report findings

High-Level Timeline/Schedule

June 3, 2024

Time	Activity
8:00 AM - 8:30 AM	Participant Arrival and Registration
8:30 AM - 9:00 AM	Welcome and Opening Remarks
9:00 AM - 9:30 AM	Scenario Introduction and Briefing
9:30 AM - 11:00 AM	Phase 1: Execute PSPS Procedures
11:00 AM - 11:15 AM	Break
11:15 AM - 12:45 PM	Phase 2: Execute Notification and Communication Protocols
12:45 PM - 1:15 PM	Lunch Break
1:15 PM - 2:45 PM	Phase 3: Resource Deployment and Real-Time Decision Making
2:45 PM - 3:00 PM	Break
3:00 PM - 4:00 PM	Phase 4: Post-Event Protocols and Debriefing
4:00 PM - 4:30 PM	Closing Remarks and Adjournment

Based on collective input from the hot-wash and lessons learned debrief, the Full-Scale Functional Exercise (FSX) conducted on June 3rd went well. Staff members were knowledgeable regarding PSPS

requirements and conducted themselves in a professional manner. Suggested improvements are as follows:

1. Enhance coordination and communication among internal teams to ensure seamless execution of PSPS protocols and for witnessing purposes of the exercise;
2. Develop more detailed and specific scenarios to test a wider range of potential challenges and complexities and more aligned injects;
3. Increase the frequency and depth of training sessions to further improve staff familiarity with PSPS requirements and procedures;
4. Implement more robust documentation practices to capture all actions and decisions made during the exercise;
5. Strengthen the feedback loop by incorporating more structured and systematic debrief sessions to gather comprehensive insights from all participants after each module occurs;
6. Improve the integration of GIS data exchange through established portals to ensure accurate and timely information dissemination, which is a process that can delay actual events;
7. Enhance real-time decision-making processes to adapt more effectively to evolving scenarios during PSPS events;
8. Increase the focus on resource deployment and management to validate readiness and response capabilities; and
9. Foster greater collaboration with external agencies, including local government, emergency services, and community organizations, to ensure a unified response during PSPS events.

Appendix K: BVES Access and Functional Needs Plan

Bear Valley
Electric Service, Inc.
A Subsidiary of American States Water Company

BEAR VALLEY ELECTRIC SERVICE, INC.'S

PLAN TO SUPPORT POPULATIONS WITH ACCESS AND FUNCTIONAL NEEDS DURING PUBLIC SAFETY POWER SHUTOFFS IN 2024

JANUARY 31, 2024

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EXECUTIVE SUMMARY

In preparation for the submission of Bear Valley Electric Service, Inc.'s (BVES) Plan to Support Populations with Access and Functional Needs during Public Safety Power Shutoffs in 2024, BVES has participated in the Access and Functional Needs (AFN) Collaborative Planning team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. To support individuals with AFN during potential PSPS events, BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Beginning in 2024, that plan will leverage the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide six-step Process. To measure progress on the implementation of that plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is "Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS." BVES followed the same outline as identified with the statewide AFN Collaborative Planning Team to address "Who," "What," and "How" to support individuals with AFN and mitigate risks associated with PSPS events.

WHY

As climate conditions change, wildfires have become a year-round threat. When wildfire

conditions present a safety risk to our customers and communities, electric utilities may call for a PSPS as a measure of last resort.

A PSPS, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

WHO

The Joint IOU Statewide AFN Advisory Council[2] and AFN Core Planning Team developed a definition of Electricity Dependent individuals[3] that this Plan seeks to support. That definition remains unchanged from 2022.

Electricity Dependent Definition: Individuals who are at an increased risk of harm to their

health, safety and independence during a Public Safety Power Shutoff for reasons including, but not limited to:

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health

- Mobility and Movement
- Communication

WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs have worked to identify the goals, objectives, and potential opportunities for enhancements in 2024, outlined in this Plan.

The overarching goal is to mitigate impacts of a PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

INTRODUCTION

As climate conditions change, our region is facing drier and hotter weather conditions making wildfires a year-round threat. The IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to the safety of our customers and communities, electric utilities may call for a PSPS as a measure of last resort. Public Safety Power Shutoff (PSPS) de-energization activations disrupt the everyday lives of all individuals impacted. This 2024 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed incorporating elements from the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the FEMA Comprehensive Preparedness Guide six-step Process, BVES attended AFN Core Planning Team meetings and observed the execution of a "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. BVES utilized this template to develop an AFN plan for 2024, despite never implementing a PSPS ever before. BVES acknowledges the significant variance in available resources, system limitations and geographical differences that are evident when compared to larger IOUs throughout the state.

BVES will file their annual plan with the CPUC by January 31 of each year regarding its planned efforts to address people/communities with AFN during PSPS. Additionally, the IOUs will provide the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS.

Subject Matter Experts (Engage the Whole Community)

Each of the IOUs have engaged regional and statewide AFN stakeholders from a broad-spectrum of various expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community- based planning, planning that is for the whole community and involves the whole community, is crucial to the success of any plan.

On August 16, 2023, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with Core Planning Team members on September 14, 2023. The 2024 AFN Core Planning Team is comprised of 13 organizations representing the diverse needs of the AFN community.

Joint IOUs	San Diego Gas & Electric
	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)
AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
AFN Core Planning Team	American Red Cross
	Bear Valley Electric Service, Inc.
	California Department of Developmental Services (CDDS)
	California Foundation for Independent Living Centers (CFILC)
	Center for Accessible Technology (C4AT)
	Deaf Link, Inc.
	Disability Action Center (DAC)
	Disability Policy Consultant
	Interface Children & Family Services 211
	Liberty Utilities
	North Los Angeles Regional Center (NLACRC)
	Redwood Coast Regional Center (RCRC)
	San Diego Regional Center (SDRC)

As a key component to engage the whole community in planning, BVES is also planning to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS Working Groups (SMJU focus) and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on BVES's customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs ability to mitigate the impacts of wildfire safety strategies, namely PSPS, and other emergencies throughout California.

AFN Experts:

- Wildfire Community Advisory Meetings
- Big Bear Fire Safe Council
- Local Government
- Cal OES
- CBOs
- SMJU Collaboration

1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS

1.1 Purpose/Background

During extreme weather or wildfire conditions, electric utilities may proactively turn off power for public safety, as a measure of last resort. Public Safety Power Shutoffs (PSPS) disrupt the everyday lives of all impacted individuals.

The purpose of BVES' plan to support populations with access and functional needs during Public Safety Power Shutoffs is to mitigate the impacts of public safety power shutoff on access and functional needs individuals served by the utility through improved customer outreach, education, assistance programs and services.

BVES is focused on building foundational connections and expanding existing networks within the Big Bear community to continually improve awareness and support of AFN needs.

BVES continues to work to understand existing local resources and establish relationships required to support the AFN population throughout the service territory. In addition, BVES will continue coordinating with the Statewide Collaborative Planning Team to make informed improvements through observing practices from larger IOU and agency proven successes.

BVES continues to seek methods of improvement in data collection and analysis, while improving the existing limitations that exist within CIS, OMS and GIS systems. BVES continuously works to vigorously enhance and improve their CIS to record additional AFN categories of customers and is striving to consistently work on OMS integration and testing.

System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2024 and beyond.

1.2 Scope

Leveraging the FEMA Comprehensive Preparedness Guide 6 Step Process BVES along with the IOUs and SMJUs collaborated with the AFN Core Planning Team and have worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

Access and Functional Needs is defined by the California Government Code §8593.3 as: *"individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant."*

Recognizing this is a very broad audience, this plan focuses on minimizing the impact of a PSPS on electricity dependent individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term "electricity dependent." This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available.

The utilities are filing individual versions of their 2024 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

1.3 Situation Overview

1.3.1 Hazard Analysis Summary – Definition of Risks

FEMA Step *2: Understand the Situation. Understanding the consequences of a potential incident require gathering information about the potential AFN of residents within the community.*

"Understand the Situation," continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The key risk identified by the Core Planning team in 2023, which continues into 2024 is "*Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to a PSPS."*

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS

1.3.2 AFN Population - AFN Identification

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 23,218 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,477 commercial, industrial and public-authority customers, including two ski resorts and the local waste-water treatment facility. BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of December 31, 2023, the CIS system identifies (162) Medical Base Line (MBL) customers marked as AFN customers. BVES total AFN customers (684).

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems. Data tracking continues to be reviewed for areas of improvement to allow BVES more visibility into the AFN customer population. In 2022, BVES explored options to establish the ability to track AFN categories of customers beyond MBL in the CIS, including the following categorical

identifiers: AFN customers enrolled in low-income programs, AFN customers with a physical, intellectual or developmental disability, AFN customers with a chronic condition or injury, AFN customers identified with limited English proficiency, AFN customers in households with older adults / children, AFN homeless / transportation disadvantaged customers, and an additional AFN category for customers who wish to self-identify but may not necessarily fit into the aforementioned categories.

As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL is anticipated to be integrated into the OMS in the near future and further refined throughout 2024.

- List of Risks and Hazards - Potential Consequences

BVES understands the risk analysis completed by the AFN Core Planning Team and has found it helpful in understanding the variety of diverse risks that exist for AFN populations.

- Customer Research and Surveys

In 2023, BVES partnered with MDC Research to execute two waves of surveys to measure the public's awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Surveys were available to customers in English and Spanish.

The first wave of surveys conducted between June 2023 resulted in completion of 434 surveys, including 30 from critical customers. The second wave of surveys conducted in December 2023 resulted in completion of 358 surveys, including 19 from critical customers.

Notable customer survey findings include:

- BVES remains the primary source for wildfire preparedness information, and vegetation management, BVES Wildfire Mitigation Plan, personal preparedness, and Public Safety Power Shutoff are the most common messages recalled.
- 47% say they would first turn to the BVES website for information about a PSPS event; 74% understand the following statement about PSPS: "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather."
- 85% have taken action to prevent wildfires or to prepare their home or business for the event of a wildfire, remaining in line with June 2023. Trimming vegetation around properties remains the most common action taken.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English.

Key Takeaways:

- Evaluate efforts to promote wildfire safety and PSPS within the upcoming calendar year with efforts to bolster existing community awareness of both safety communications and PSPS.
- BVES will conduct more community outreach events in 2024 with greater focus on supporting Medical Baseline, AFN, tribal, multi-lingual residents, and other demographics, which may help improve future procedures for PSPS Plan and notification coordination updates.
- Telecommunication support will also be investigated within the 2024 calendar year with reports on possible cellular-on-wheels or other mobile technologies, which may be readily dispatched during major outage events, wildfires and PSPS activations.

In addition to customer surveys, MDC Research conducted Community Based Organization interviews to request feedback and gather suggestions on the most effective approaches to PSPS

communication within the community. The first wave of interviews resulted in two completed CBO interviews, whereas the second wave resulted in four completed CBO interviews.

Notable CBO interview findings include:

- Community Based Organizations interviewed expressed a willingness and ability to share BVES PSPS preparedness information to the community during typical interactions, through social media and by handing out printed materials provided by BVES.

- English and Spanish are the primary languages required for effective communication in the communities BVES provides service to.

- Simplified, easy-to-understand written communications are of importance to reach individuals with all levels of reading comprehension.

Additional survey information used to inform BVES' approach in effectively reaching customers include findings that email remains the most commonly recalled channel for wildfire preparedness communication. In terms of clarity, direct mail is rated the highest; bill inserts and other websites are rated as the most useful sources of information about wildfire preparedness. Customers say they most often recall seeing or hearing messages about wildfire on TV news, social networks and through word of the mouth.

In 2024, BVES plans to seek out additional resources to collaborate with in executing surveys and research specific to AFN needs before, during and after PSPS events. BVES also plans to explore availability of existing resources and identification of gaps that may exist through further discussions and expansion of relationships with agencies, cities, counties and local organizations.

- Accessibility Webpage and Feedback

BVES plans to continue improvements in accessibility of their webpage. Improvements include the addition of 211 resource information on the web, as well as successful development of a self-identification tool for AFN customers in both Spanish and English languages.

1.3.3 Success Measures and Metrics

BVES intends to integrate key performance indicators (KPIs) to measure impacts of PSPS. These indicators include understanding the percentage of individuals with AFN who were aware of what support and resources were available to them during PSPS and the percentage of individuals with AFN who reported being satisfied with level of utility communication around PSPS preparedness and event updates. BVES plans to obtain this information by including these indicators in future AFN surveys. Additional methods to monitoring effectiveness in AFN support include monitoring web traffic and self-identification tool utilization rates, as well as tracking AFN attendance at CRC locations during PSPS events.

1.3.4 Capability Assessment - Statewide/Local Research

FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.

BVES has assessed the current state of resources given the matrix provided to the AFN Collaborative Working Team.

PSPS IOU Resource Matrix – Overview *offered in 2020

Resources		PacifiCorp	Liberty	BVES
Community Resource Centers	Wi-fi, ADA-accessible restroom, bottled water, snacks, charging, chairs, ice, event information & area/weather items	x	x	x
Power Resiliency	Portable backup batteries for Medical Baseline customers			x
	Generator Rebate Program			
Food Replacement	Food Bank Partnerships			
	Meals on Wheels			
	Community Resource Center – Hot meals			
	Grocery Gift Cards		x	
	Food delivery			
Transportation				x
Lodging			x	x
IOU Customer Communications	Annual Preparedness Outreach	x	x	x
	In Language Materials	x	x	x
	Accessible Materials	x	x	x
	CBO Partners	x	x	x
Training	General Information	x	x	x
	Tabletop exercises and full-scale exercises	x	x	x
Community Engagement	IOU hosted events, Webinars, Advisory Boards, Working Groups	x	x	x
PSPS Notifications	Account Holders	x	x	x
	Non-Account Holders (PG&E/SDG&E Address; SCE Zip Code)	x	x	
	Broad: via multicultural media, CBOs, and social media	x	x	x
Notification Confirmation (Phone retries & in person doorbell rings)	Life Support/Critical Care	x	x	x
	Medical Baseline	x	x	x
	Self Certified Vulnerable Customer Status	x		

FEMA: Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.

Community Resource Centers: BVES continues to work to establish agreements with community partners and facilities throughout the service territory in preparation for PSPS events. More information on CRCs can be found in section 2.1.2.

Power Resiliency: Section 2.1.5 provides detail on BVES's current state.

Food Replacement: BVES is exploring options to fulfill this.

Transportation: BVES does not currently partner with transportation / paratransit services and plans to seek out existing transportation / paratransit services. BVES has reached out to the local public transportation service (MARTA) and was informed that they may be able to assist with non-medical transportation on an as available basis.

Lodging: BVES has contracted lodging services for customers during significant outage events on an as needed basis and looks to continue partnership with local organizations to remain aware of community needs.

IOU Customer Communications:

BVES conducts annual preparedness outreach and has an established communications plan for PSPS preparedness communication.

In Language / Accessible Materials: BVES provides all PSPS toolkit information in English and Spanish. BVES looks to continually improve accessibility of materials throughout 2024.

CBO Partners: BVES communicates with Community Based Organizations throughout the service territory and is currently focused on expanding CBO networks throughout 2024.

Training: BVES regularly conducts training, tabletop and PSPS exercises for all BVES employees to prepare for potential PSPS events.

Community Engagement: BVES hosts community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups. BVES also discusses PSPS preparation with CBOs during physical and/or virtual meetings throughout the year. BVES provides PSPS materials to CBOs, city, county and school contacts proactively.

PSPS Notifications:

Account holders: BVES provides PSPS notification to account holders. See section 2.2 for more information.

Non-account holders: BVES plans to provide PSPS notification to non-account holders, such as Public Safety Partners, Critical Infrastructure contacts and CBOs. See section 2.2 for more information.

Community Based Organizations: BVES provides PSPS notification through a variety of communication channels. See section 2.2 for more information.

Notification Confirmation: BVES confirms PSPS notification receipt of all potentially impacted MBL customers. BVES treats all MBL customers as critical customers. See section 2.2 for more information.

1.4 Planning Assumptions

- For most PSPS events, there is likely to be advanced notice
- The scope of PSPS events can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS events may occur concurrent with unrelated emergencies

2. CONCEPT OF OPERATIONS

2.1 Preparedness/Readiness (Before Power Shutoff)

2.1.1 AFN Identification Outreach

BVES plans to execute AFN identification outreach through a variety of channels. Additional methods of AFN identification include CBO and community outreach targeted efforts to encourage AFN self-identification and increase awareness of resource availability.

2.1.2 AFN Support Resources

- 211 Care Coordination & Referral Service

BVES plans to continue to engage contacts throughout the State of California to increase collaboration. 2-1-1 offers support to residents of San Bernardino County.

BVES successfully implemented a webpage dedicated to 211 customer resource information during 2022. BVES does not currently participate in 211 Care Coordination contracts, however, 211 partnership is an area of focus and further exploration.

- Resource Planning and Partnerships

BVES anticipates further exploration of CBO and agency partnerships on an ongoing basis in terms of AFN specific support and resource planning.

2.1.3 Back-Up Power

BVES has program material from SCE's Critical Care Back up battery (CCBB) program and is in the process of incorporating this information into our operating practices. We have staff available to deploy batteries on a small scale and educate each customer on the basic functionality of each battery unit. BVES also has an 8.4MW natural gas generation station in its service territory, available to produce energy during emergency events.

2.1.4 Customer Assistance Programs

- Medical Baseline Allowance Program (MBL)
- Energy Saving Assistance (ESA) Program
- California Alternate Rates for Energy (CARE)

2.1.5 Emergency Operations Centers

BVES will activate their Emergency Operations Center (EOC) if forecasted sustained wind or 3-second wind gusts expected to exceed 55 mph or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. Under normal conditions the Field Operations Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the Storm Operations Supervisor (SOS).

2.1.6 PSPS Preparedness Outreach and Community Engagement

- Advisory Councils
- CBO Outreach

BVES seeks out opportunities to provide PSPS preparedness information through established Community Based Organizations regularly throughout the year. BVES leadership has fostered a working relationship with the City of Big Bear Lake, where the city manager has a direct line of communication with the President of BVES.

BVES executes customer outreach to share information about customer programs (CARE, ESA, MBL) and PSPS awareness through a variety of methods including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (multicultural media), digital ads, print ads and through call center staff. AFN identification and available resource communication will be a focus.

As a result of recent MDC Research customer and CBO survey results, areas of focus include increased messaging around preparation of emergency kits and readiness.

Suggestions provided by customer and CBO feedback highlight the effectiveness of increased use of email, local media and driving website traffic to existing PSPS information.

Development of additional materials related to AFN self-identification and available resources is an area of focus.

Customer recall increased significantly between the recent two waves of MDC surveys in terms of emergency services communications. BVES plans to consider ways to further partner with local organizations and emergency services to more effectively reach customers.

Utilizing CBO networks and targeted customer program outreach including multi-family housing, community events and direct mailings are an identified area of opportunity to expand customer communications in terms of AFN identification and increase customer awareness of available resources.

- Tribal Engagement

  BVES does not have a tribal community in its service territory.

- Marketing and Communications

BVES has developed the following communications outreach plan to notify access and functional needs (AFN) customers of pertinent Public Safety Power Shutoff (PSPS) status updates, including ongoing proactive education.

BVES will continue to engage AFN customers throughout the year, and especially during wildfire season, to educate on the PSPS determination and notification process and how customers can prepare for prolonged de-energization through the following channels:

Community Meetings: BVES will host community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups.

Website: BVES will publish and maintain PSPS web copy outlining BVE's determination and notification process and detailing ways for customers to prepare, including information specific to AFN populations.

Social Media: BVES will post content to Facebook notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.

Customer Email: BVES will distribute an email notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.

Bill Insert/Mail: BVES will distribute a bill insert/mailer notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.

BVES plans to assess and enhance communication accessibility. Notable areas of focus are additional Spanish language support and AFN available resource and self-identification information accessibility on BVES webpages.

- Translations

BVES call centers provide customer access to bilingual (Spanish and English) Customer Service Representatives.

2.1.7 Community Resource Centers (CRCs)

BVES has established an internal working group comprised of representatives from a variety of departments including Emergency Management and Wildfire Mitigation to focus on Community Resource Center planning. The group meets to develop plans, determine priorities, and execute required action for CRC preparedness. This internal group continues to develop a thorough approach to CRC execution and collaborates externally with community stakeholders.

BVES plans to provide snacks, water, device charging ability, Wi-Fi, ADA accessible restrooms, resource information, BVES Customer Service staff (including bilingual representation when possible), portable cell phone chargers, and blankets at CRC location. CRC location present a unique opportunity for program enrollment, PSPS preparedness information sharing and AFN identification, and BVES plans to provide information on CARE, ESA and MBL programs at its CRC. PSPS Toolkit information will be shared in English and Spanish at CRC location.

2.2 PSPS Activation (Emergency Operation Center activated)

2.2.1 MBL Customer Communication

To identify MBL customers for an event, BVES identifies MBL customers with accounts in the potentially impacted PSPS zone. The MBL notification sequence is as follows:

1. OMS notification
2. Two-way Text Communication
3. If no positive contact, phone call to customer from customer service representative.
4. If no positive contact, physical site visit to the residence.
5. If no positive contact, door hanger notification left at the residence.

To contact MBL customers behind master metered accounts, BVES consults a list of master meter locations to determine if these meters are in the Public Safety Power Shut-off ("PSPS") de-energization zone. Each master meter has a database that provides behind-the-meter information. From this database, BVES can determine if there are MBL customers, who they are, and what units they occupy. The communication steps utilized for MBL customer contact also apply to master meter MBL customer contact.

- PSPS Notifications

BVES will notify AFN customers before, during and after a PSPS through the following channels (posted and updated as needed):

OMS Alerts: BVES OMS system is alerted of an outage, identifies the outage area, identifies the customers affected, and will distribute an alert through the OMS system notifying customers of the status of the PSPS.

Two-way Text Communications: BVES has the capability of notifying customers who opted in for two-way text communications of an outage, the status of an outage, and restoration of an outage.

Community-Based Organizations (CBO): BVES will notify CBOs that serve AFN populations of the status of the PSPS and request that they distribute the alert to their contact list. CBOs may include:

- Unhoused shelters
- Food banks
- Special needs programs

Critical Facilities & Infrastructure: BVES will notify critical facilities and infrastructure of the status of the PSPS and request that they distribute the alert to their own contact lists.

Critical facilities and infrastructure include:

- Police stations
- Fire stations
- Big Bear Community Hospital

Website: BVES will publish an alert to the website notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Social Media: BVES will post content to Facebook notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

Customer Email: BVES will distribute an email to all customers affected by a PSPS, including those in the AFN community notifying them of the status of the PSPS and outlining safety information specific to their needs. An enhancement will include Spanish language messaging within PSPS customer emails.

News Release: BVES will distribute a news release to local media outlets alerting customers of the status of the PSPS and outlining safety information specific to AFN populations. In 2021, BVES added multicultural media outlets to lists of media contacts utilized for PSPS notification.

Customer Service Representatives (CSR): BVES will provide CSRs with information specific to safety guidelines and resources for AFN customers during a PSPS.

All content intended for customers will be translated and disseminated in English and Spanish, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages. All digital content intended for customers will additionally be compliant with ADA regulations.

2.3 Recovery (After - Power has been restored)

2.3.1 AFN Customer Support

- After Action Reviews and Reports

- BVES intends to continue partnerships with local organizations to remain aware of customer needs before, during and after PSPS events.

- Lessons Learned and Feedback
- Customer Surveys
- BVES has created a confidentiality agreement in order to share its AFN population with the City of Big Bear Lake and the Local Fire Department. This is ongoing.
- BVES continues to increase advertising regarding PSPS, AFN education. In the next quarter and / or subsequent quarter(s) within 2024, BVES will conduct a campaign to engage more vulnerable populations as it continues to refine its outreach, communication, and notification plans.
- During a PSPS event, BVES will effectively communicate with its customers and work with local government officials to minimize any impacts on its AFN population. No notable changes occurred during this reporting period.
- BVES will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. No changes occurred over this quarter to report.
- Has established a Public Safety Power Shutoff (PSPS) portal for its critical facilities to view BVES's AFN customer list. BVES ensures updates are routinely made and will provide information as outreach campaigns occur and annual reports are filed.
- BVES's AFN application will continue to be available on its website in both English and Spanish. No other third prevalent language is identified within BVES' territory.
- BVES AFN self-identification letter was mailed to BVES customers within the quarter to capture any new or changed statuses.
- Purchase portable batteries in case of a PSPS event to assist Medical Baseline and AFN populations. Amenities at CRCs will be updated with these resources.

An area of opportunity for BVES is expansion of customer, CBO and public safety partner surveys before and after PSPS events.

3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION

3.1 Customer Privacy SMJU

BVES has entered into new confidentiality agreements with both the City of Big Bear Lake and the Big Bear Fire Department to begin the process of data sharing amongst agencies. BVES has also developed new contacts and working relationships with the local Red Cross representatives in its district, as well as other community organizations such as the Mountain Mutual Aid Association and Fire Safe Big Bear. Other efforts to contact visually and hearing-impaired citizens is underway by reaching out to the California Council of the Blind, the Center for Access Technology, Disability Disaster Access Program & Resources, and NorCal Services for the Deaf and Hard of Hearing to better identify customers of need.

4. AUTHORITIES AND REFERENCES

4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166

The Emergency Response Plan (ERP) is provided to all "BVES employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated ERP to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The ERP further establishes the structure, processes and protocols for the Company's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

Appendix L: 2024 Pre-Season Tables 07012024

(Attached Excel File)

Table 1 - List of Available Community Resource Centers
As of 06/3/2024

CRC Unique ID	Location Name	County/Tribe	CRC Type	Standard Operation	List of Planned Supplies	List of Planned Services	List of Planned AFN Services and Supplies	Contracted (Yes or No)	Date of Contract	Location Address	Latitude	Longitude
1	BVES Main Headquarters	San Bernardino	Outdoor	8:00 a.m. to 10:00 p.m. during a PSPS event	Water, First aid kits, Snacks, Blankets, Flashlights, and Batteries/charging for medical supplies	Charging for medical supplies, PSPS re	Water, First aid kits, Snacks, Blankets, Flashli	No		42020 Garstin Dr. Big Bear Lake, CA 92315	34.2460060809431	116.8856724

Table 2 - Stakeholders' CRC Recommendations on AFN Need
From 06/01/2023 through 05/31/2024

Recommendation Description	Recommended Date	Recommending Party Type	Adopted? (Yes or No)	Reasoning for Adoption/Denial	Initiative(s) As a Result of Recommendation	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date
Standardized the definition of electricity dependent	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Continue execution of established communications plan focused on reaching all AFN segments	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Continuously improve tools to make them easier to understand and navigate, while making it easier for external organizations to access information	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Seek to identify new programs and resources needed to mitigate the impacts of PSPS	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Enhance existing programs and resources to minimize the impacts of PSPS	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Cultivate new partnerships and expand existing partnerships with the whole community to reach individuals with AFN	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Share IOU AFN marketing material with the AFN council to explore additional ways to improve outreach.	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Coordinate and integrate resources with State, community and utility to minimize duplication	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Strive to establish measurable metrics and consistent service levels	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A
Work to effectively serve and adapt to the needs of individuals with AFN before, during and after PSPS events	On-going	Non- profit - Recommendations were provided to BVES from the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities.	N/A	N/A	N/A	N/A	N/A	N/A

Table 3 – Prior Year PSPS CRC Usage Metrics

From 06/01/2023 through 05/31/2024 - BVES has never invoked a PSPS event

Event ID	Event Name/Period	County or Tribe	Date Service Area De-energized	Time Service Area De-energized (24-hr. clock)	Date CRC Opened	Time CRC Opened	Date Service Area Re-energized	Time Service Area Re-energized (24-hr. clock)	Date CRC Closed	Time CRC Closed	Total Days Opened (fractions in tenths of 14-hr. span)	Total Hours Opened (Integer)	Type of CRC (Indoor, Outdoor, Mobile)	Was CRC powered by Backup Generation? (yes/no)	Operation Hour Compliance Indicator (Yes or No	If Not in Compliance, Provide Explanation	Bottle Water	Charging Station	Cellular Network Services	Chairs	List additional fields for each of other supplies and services provided during PSPS event	Total Number of Visitors	Number of AFN Visitors	Location Address	Latitude	Longitude

Because BVES did not have any PSPS nor activate any CRCs there are no applicable metrics to address the following.

Table 4 -- Prior Year CRC Customer Feedback
From 06/01/2023 through 05/31/2024

Customer Feedback Type	Description	Submission Count	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status as of DD/MM/YYY (Planning, Implementing, or Complete)

BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.

Table 5 - Prior Year IOU CRC Challenges
From 06/01/2023 through 05/31/2024

Challenge Type	Description of Challenge	Initial Month and Year Challenge Discovered	Initiative(s)/Responsive Action(s)	Implementation Start Date	Estimated Completion Date	Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)

BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not collect insights on prior year CRC challenges.

Table 6 - Critical Facilities and Infrastructure List
As of 06/28/2024

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with backup power needs*	Date of Contact*	Indicator if CFI has been assessed with backup power needs*	Date of Assessment*	Results of Assessment*	Whether or not CFI provided any needed backup power generation (Yes or No)*
Sheriff's Department Big Bear Lake Patrol Station	Law Enforcement	477 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Lt. Kelly Craig	Lieutenant	909-420-5620	kcraig@sbcsd.org	John Everman	Sergeant	909-361-0375	jeverman@sbcsd.org	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Bear Valley Community Hospital	Medical	41870 Gartsin Dr. Big Bear Lake, CA 92315	San Bernardino		John P. McKinney MPT	Director of Physical Therapy/ PIO	909-744-2231	John.McKinney@bvchd.com	Michael Mursick	Director of Facilities	760-987-7344	Michael.mursick@bvchd.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Bear Valley Hospice	Medical	909 W Big Bear Blvd. Big Bear City, CA 92314	San Bernardino		Cary Stewart	Medical Director	949-338-7252	admin@bearvalleyhospice.com	Administrator		909-281-2550	info@bearvalleyhospice.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Big Bear Fire Department	Fire Department	41090 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jeff Willis	Fire Chief	909-731-4824	jeff.willis@bigbearfire.org	Luke Wagner	Asst. Chief	909-809-4305	lwagner@bigbearfire.org	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
City of Big Bear Lake City Hall (includes Emergency Operations Center)	City & County Facilities	39707 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Erik Sund	City Manager	909-633-4011	esund@citybigbearlake.com	Sean Sullivan	Director of Public Service	310-993-7283	ssullivan@citybigbearlake.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Verizon Wireless	Communication Providers	42173 ½ Big Bear Blvd. Ste K Big Bear Lake, CA 92315	San Bernardino		Chris Sinner		714-669-3535	chris.sinner@verizonwireless.com	Jane Whang		415-778-1022	jane.whang@verizon.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
AT & T Wireless	Communication Providers	No Physical Address, only Cell Tower	San Bernardino		Kevin Quinn		818-731-4000	kq8185@att.com	Joshua Overton		209-406-6712	jo2147@att.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Frontier California	Communication Providers	40472 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Bret Plaskey		909-748-7880	bret.p.plaskey@ftr.com	Charlie Born		Office: 916-686-3570, Cell: 530-524-2371	charlie.born@ftr.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Sprint	Communication Providers	42124 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jake Osorio		818-317-0276	SPR-Inspections@motive-energy.com	Alicia Smith		818-617-2911	SPR-Inspections@motive-energy.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Charter Communications	Communication Providers	40372 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jorge Toruno		909-208-8409	jorge.toruno@charter.com	Lynn Notarianni		720-518-2585	lynn.notariani@charter.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
T-Mobile	Communication Providers	42156 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Saif Abdullah		714-757-7075	saif.abdullah@t-mobile.com	Steve Kukta		414-572-8358	stephen.h.kukta@t-mobile.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
KBHR	Radio Stations	649 W Country Club Blvd., Big Bear City, CA 92314	San Bernardino		Cathy Herrick		909-499-4825	cathy@kbhr933.com	Rick Herrick		C: 909-936-7933, W: 909-584-5247	rick@kbhr933.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
City of Big Bear Lake Department of Water	Utilities	41972 Garstin Dr. Big Bear Lake, CA 92315	San Bernardino		Danny Ent		909-816-7709	dent@bbldwp.com	Jason Hall	Production Supervisor	909-800-3956	jhall@bbldwp.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Big Bear Area Regional Wastewater Agency (BARWA)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		John Shimmin		760-808-1256	jshimmin@bbarwa.org	Troy Bermisdarfer		909-520-2835	tbemisdarfer@bbarwa.org	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Big Bear City Community Services Department (CSD)	Utilities	139 E Big Bear Blvd., Big Bear City, CA 92314	San Bernardino		Glenn Jacklin		909-786-8351	gheilman@bbccsd.org	Jerry Griffith		909-936-3372	jgriffith@bbccsd.org	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Edison (SCE)	Utilities	N/A	San Bernardino		Bryan Falconer	Account Manager	626-826-3745	bryan.falconer@sce.com	Lugo Substation		760-956-5801	N/A	6/28/24	Yes	6/3/2024	No	N/A	N/A	No
Southwest Gas (SWG)	Utilities	140 Business Center Dr. Big Bear Lake, CA 92315	San Bernardino		Phillip Petteruto	Superintendent of Operations	909-366-4869	phillip.petteruto@swgas.com	SWG Dispatch		1-877-860-6020	scadispatch@swgas.com	6/28/24	Yes	6/3/2024	No	N/A	N/A	No

Big Bear Municipal Water District (MWD)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino	Mike Stephenson	General Manager	909-289-5157	mstephenson@bbmwd.net	Tim Bowman		909-809-0795	tbowman@bbmwd.net	6/17/24	yes	6/3/2024	No	N/A	N/A	No
Airport	Big Bear Airport District	501 W Valley Blvd., Big Bear City, Ca 92314	San Bernardino	Ryan Goss		909-239-5273	rgoss@flybigbear.com	John Melissa	Maintenance III	909-904-7700	Jmelissa@flybigbear.com	6/17/24	yes	6/3/2024	No	N/A	N/A	No
Schools	Bear Valley Unified School District	42271 Moonridge Rd. Big Bear Lake, CA 92315	San Bernardino	Dr. Mary Suzuki	Superintendent of Schools	909-638-6851	mary_suzuki@bearvalleyusd.org	Linda Rosado	Executive Director of Business Services	760-220-8419	linda_rosado@bearvalleyusd.org	6/17/24	yes	6/3/2024	No	N/A	N/A	No
Big Bear Mountain Resorts	Resorts	880 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino	Mark Burnett	Sr. Director Facilities	909-725-4017	Mburnett@bbmr.com	Bill Burke	Director, Electrical Department	909-584-0254	bburke@bbmr.com	6/17/24	yes	6/3/2024	No	N/A	N/A	No

Table 7 – List of Requests to Be CFIs Over Last Two Years
From 06/01/2023 through 05/31/2024

Facility/Infrastructure Name	Facility/Infrastructure Location	Request Date	Accepted or Denied?	Reason for Denial

BVES has not received any requests for additional CFIs to be established over the reflected period.

Table 8 - PSPS Exercise Summary
From 07/01/2023 through 06/31/2024

Starting Date of Exercise	Ending Date of Exercise	Total Hours of Exercise	Type of Exercise	Region	Counties	Number of utility personnel participating in the exercises	Number of PSP actively participating as a player	Number of AFN community members participating as a player	Total Number of Participants
17-Apr-24	17-Apr-24	3.5	Table Top	Big Bear	San Bernardir	12	10	N/A	33
3-Jun-24	3-Jun-24	7.5	Full Scale	Big Bear	San Bernardir	19	11	N/A	32

Table 9 - List of Exercise Participated Entities
From 07/01/2023 through 06/31/2024

Name of Entity	exercise Date Range
Cal Fire	April 17th and June 3rd Exercises
Big Bear Fire	April 17th and June 3rd Exercises
CA Governor's office of Emergency Service	April 17th and June 3rd Exercises
San Bernardino County Office of Emergency Service	April 17th and June 3rd Exercises
Local water and communication companies	April 17th and June 3rd Exercises
CPUC	April 17th and June 3rd Exercises
PacifiCorp	June 3rd
Randle Communications	April 17th and June 3rd Exercises
PA Consulting	April 17th and June 3rd Exercises

Table 10 – Survey Summary
From 06/01/2023 through 05/31/2024

Period of Survey Conducted	Overall Objectives	Surveyed Scope	Methods	Target Audiences	Total Number of Surveys Sent	Total Number of Survey Responses Received	Was survey conducted in all "prevalent" languages, as defined in D.20-03-004?	If so, please list the number of "prevalent" languages used during survey	If not, please provide an explanation
BVES conducted 358 surveys (85 phone surveys and 273 web surveys) in December 2023 after the June 2023 survey was performed.	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2023-2024 year	BVES survey conducted was associated with all PSPS communications conducted throughout the year. Increased messaging around emergency preparation and readiness AFN self-identification Local organization coordination determination	Phone and web	BVES reached out to residential and business customers, including CBOs; Targeting AFN	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer	358	Yes	English and Spanish	N/A
BVES conducted 423 surveys on June 22, 2023 for the initial first period PSPS survey of the reportable year	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2023-2024 year	BVES survey conducted was associated with all PSPS communications conducted throughout the year. Increased messaging around emergency preparation and readiness AFN self-identification Local organization coordination determination	Phone and web	BVES reached out to residential and business customers, including CBOs; Targeting AFN	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer	423	Yes	:nglish and Spanish	N/A

Table 11 - AFN Outreach Recommendations
From 06/01/2023 through 05/31/2024

Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols? (Yes or No)	Reason for Decision Made	Description of PSPS Protocol Change
Standardized the definition of electricity dependent	Implement the standardized definition across all communications and operations.	Non-profit entity	On-going recommendations through the AFN council.	Yes	BVES adopted the definition to standardize terms across electrical utilities.	Standardized definition used in all PSPS-related communications and operations.
Continue execution of established communications plan	Regular updates and improvements to the communications plan focused on reaching all AFN segments.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Ensuring all AFN individuals are well-informed before, during, and after PSPS events.	Continuous updates and improvements in communication strategies and execution.
Continuously improve tools to make them easier to understand and navigate	Regular updates to tools and resources to ensure external organizations can easily access and utilize	Non-profit entity	On-going recommendations through the AFN council.	Yes	Ensuring external organizations can easily access and utilize information.	Regular updates to tools and resources.
Seek to identify new programs and resources	Development of new programs and resources needed to mitigate the impacts of PSPS.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Continuously improve support for AFN individuals.	New programs and resources developed and implemented.
Enhance existing programs and resources	Upgraded programs and resources to minimize the impacts of PSPS.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Enhance the effectiveness of existing support mechanisms.	Upgraded programs and resources.
Cultivate new partnerships and expand existing partnerships	Expanded network of partnerships to leverage community resources for better outreach.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Leverage community resources for better outreach.	Expanded network of partnerships.
Share IOU AFN marketing material with the AFN council	Improved outreach materials and strategies based on feedback.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Enhance outreach strategies based on feedback.	Improved outreach materials and strategies.
Coordinate and integrate resources with State, community, and utility	Coordinated resource management to minimize duplication.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Ensure efficient use of resources.	Coordinated resource management.
Strive to establish measurable metrics and consistent service levels	Established metrics and service levels to monitor and improve service delivery.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Monitor and improve service delivery.	Established metrics and service levels.

Work to effectively serve and adapt to the needs of individuals with AFN	Enhanced and adaptable services to effectively serve AFN populations before, during, and after PSPS events.	Non-profit entity	On-going recommendations through the AFN council.	Yes	Ensure comprehensive support for AFN populations.	Enhanced and adaptable services.

Table 12 - List of Joint Efforts on AFN notification Plan

From 06/01/2023 through 05/31/2024

Date of Joint Effort	Participant Type	Participant Name	AFN Subsets or Topics Discussed	Result/Proposal

BVES has no reportable joint efforts on an AFN notification plan.

Table 13 - AFN Population Subset Notification Plan

As of 05/31/2024

AFN Population Type	Subset Notification Plan	(Estimated) Initiative Planning Start Date	(Estimated) Initiative Organization Completion Date	(Estimated) Initiative Equipment Completion Date	(Estimated) Initiative Training Completion Date	(Estimated) Initiative Exercise Completion Date

This is not applicable to BVES at this time. Further subset determination is planned following the 2024 survey period.

Table 14 – PSPS Event Lessons Learned Summary

From 06/01/2023 through 05/31/2024 - BVES has never invoked a PSPS event

Type of Issue	Description of Issue	Date of Discovery	Risk Priority	Overall Resolution	Responsive Actions	Implementation Starting Date	Estimated Completion Date	Status of Action (e.g., Planning, Implementing, or Complete)

No lessons learned as BVES has not implemented any PSPS in the subject time period or previously. BVES tracks lessons learned at other utilities and adopts them as appropriate. Several takeaways are provided as lessons on protocols and operational logistics through the simulations played out during the TTX and FSX events.

Table 15 – High Risk PSPS Circuits
As of 05/31/2024

Circuit ID	Circuit Name	Segment ID	Segment Name	Indicator for Distribution Line or Transmission Line	Number of Times De-energized (in last four calendar years)	Total MBL Customers	Total AFN Customers	Total CFI	Total Customers	Steps Toward Risk-reduction and PSPS Mitigation	Start Date of Step Implementation	Estimated Completion Date
	Radford 34kv			Distribution (Sut	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2026
	North Shore 4Kv			Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032
	Erwin 4kv			Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032
	Boulder 4kv			Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032
	Lagonita 4kv			Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032

Club View 4kv	Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032
Goldmine 4kv	Distribution	0	0	0	0	0	`-Covered Conductor -Replacement of Wood Poles with Fire-Resistant Poles -Enhanced Inspections and Maintenance Programs -Participation in Joint Efforts -Utilization of utility fiber cable for future system monitoring efforts -Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit	2020	2032

Table 16 – JUPSPSWG Meetings
From 06/01/2023-05/31/2024

Date of Meeting	Time of Meeting	Report Name	Webpage Link to Report

BVES does not have any reportable insights and seems to be applicable to the large IOUs only