

**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 2026 PRE-SEASON REPORT**

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July 1, 2026

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In accordance with California Public Utilities Commission Decision (D.) 21-06-034
Bear Valley Electric Service, Inc. (“BVES”) respectfully submits the following 2026 Pre-
Season PSPS report based on the templates developed by the Commission’s Safety and
Enforcement Division.

Respectfully submitted,

BY /s/ Jenny Chen

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BEAR VALLEY ELECTRIC SERVICE, INC.
Public Safety Power Shutoff 2026 Pre-Season Report



Bear Valley Electric Service Inc.

U 913-E

Public Safety Power Shutoff 2026 Pre-Season Report

July 1, 2026

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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 PPS 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.*

BVES Response:

This requirement is not applicable as Bear Valley Electric Service (BVES) has not experienced any PPS events. However, BVES has conducted annual PPS 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 PPS 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 PPS 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 Response:

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 Response:

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. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. 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 Response:

- **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.) –

BVES Response:

- **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, 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 Response:

BVES operates one primary Community Resource Center at its Main Headquarters, located at 42020 Garstin Drive, Big Bear Lake, California 92315. Because this CRC is located at a BVES-owned and operated facility, BVES does not require a third-party CRC site contract to make the facility available during a PSPS event.

BVES has established internal procedures to staff, equip, and activate the CRC when a PSPS event is anticipated or occurring. BVES maintains CRC supplies, portable battery resources, charging equipment, customer information materials, water, snacks, first aid supplies, flashlights, blankets, chairs, and other basic support materials.

BVES also maintains payment information or arrangements with local lodging providers so that temporary lodging assistance may be made available when warranted by customer circumstances, public safety considerations, and anticipated outage duration.

Transportation assistance will be coordinated through Mountain Transit/MARTA or other available transportation providers when warranted by customer circumstances, accessibility needs, and outage duration. BVES will document transportation and lodging assistance provided during any PSPS event, including estimated or actual costs and associated funding sources, in the applicable post-season reporting period.

- 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 Response:

- **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. BVES successfully integrated AFN category tracking into its CIS. This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2026 and beyond.**

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

BVES Response:

- **As of December 31, 2025, BVES has 804 AFN customers identified of which, 170 are MBL customers. The CRC can provide a backup battery station, wireless charging, water, access to cellular network services, and 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 Response:

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.)*

BVES Response:

- **Batteries**
- **Wireless charging stations**
- **Wi-Fi/internet access**
- **Water**
- **Flashlights**
- **First Aid Kits**
- **Ice**
- **Snacks**
- **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.)*

BVES Response:

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 Response:

- **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 a 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 Response:

- In 2025, BVES voluntarily activated two CRCs in response to SCE initiated PSPS events that impacted BVES customers:

CRC Activation #1

January 25, 2025

8:00 a.m. – 10:00 p.m.

BVES Main Headquarters

Approximately 20 attendees

CRC Activation #2

August 4, 2025

8:00 a.m. – 3:00 p.m.

BVES Main Headquarters

Approximately 15 attendees

Both CRCs were opened solely because SCE initiated PSPS events that affected BVES customers. Although BVES was not the initiating utility, we voluntarily provided these resources to support the community.

Because these CRCs were activated in response to upstream utility actions rather than BVES initiated PSPS events, BVES's standard CRC tracking procedures were not initiated. As a result, formal attendance logs and customer feedback surveys were not collected during these events.

- 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 Response:

BVES did not conduct formal CRC customer feedback surveys during the 2025 SCE initiated PSPS related CRC activations because BVES's standard CRC tracking and survey procedures were not initiated for upstream utility events. BVES is not aware of any formal customer complaints regarding the CRC activations.

BVES has identified this as a process improvement item. Going forward, BVES will use a standardized CRC activation checklist for all CRC activations, including activations caused by upstream utility actions. The checklist will include attendance tracking, service and supply tracking, customer feedback forms, and a method to

document any complaints or requests for improvement. BVES will summarize any feedback received and responsive actions taken in the applicable PSPS Post-Season Report.

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

Please incorporate in the above sections how the utility is applying the lessons learned related to CRC in Table 14 of Section VII.

BVES Response:

Although BVES has not initiated a BVES directed PSPS event, BVES voluntarily activated CRC resources in 2025 in response to SCE initiated PSPS impacts affecting BVES customers. These activations provided an opportunity to test CRC logistics, staffing, site readiness, supply availability, customer communications, and documentation procedures under actual outage support conditions.

BVES identified one process improvement from these activations: standard CRC attendance, service/supply, complaint, and feedback tracking should be initiated for all CRC activations, regardless of whether the initiating event is caused by BVES or by an upstream utility. BVES will incorporate this lesson into Table 14 and into its CRC activation checklist.

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.)*

BVES Response:

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 indoor 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 indoor 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, ice, blankets, flashlights, batteries/charging stations, tables, chairs, canopy (if needed to relocate outdoors), generators.
List of Planned Services	Charging for medical supplies, PSPS representatives, Access to cellular network service, wifi/internet access, restrooms
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
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.)

BVES Response:

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) Planning Start Date*
- h. (Estimated) Organization Completion Date*
- i. (Estimated) Equipment Completion Date*
- j. (Estimated) Training Completion Date*
- k. (Estimated) 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 understand and navigate	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensuring external organizations can easily access and utilize information.	Regular updates to tools and resources.	Jan-24	Apr-24	May-24	Jun-24	Jul-24
Seek to identify new programs and resources	On-going recommendations	Non-profit entity	Yes	Continuously improve support	Development of new programs and resources.	Feb-24	Jul-24	Aug-24	Sep-24	Oct-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
needed to mitigate the impacts of PSPS	through the AFN council.			for AFN individuals.						
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 with the whole community	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
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,	On-going recommendations	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
community, and utility to minimize duplication	through the AFN council.									
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 (2024-2025, 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 Response:

In 2025, BVES voluntarily activated CRC resources in response to SCE initiated PSPS events that affected BVES customers. Although BVES was not the initiating utility, BVES opened CRC resources to support affected customers and the broader Big Bear Valley community.

BVES activated CRC resources on January 25, 2025, from 8:00 a.m. to 10:00 p.m. at BVES Main Headquarters with approximately 20 attendees, and on August 4, 2025, from 8:00 a.m. to 3:00 p.m. at BVES Main Headquarters with approximately 15 attendees.

Because these activations were in response to upstream SCE initiated PSPS impacts rather than a BVES initiated PSPS event, some data fields ordinarily associated with a BVES de-energization event are not applicable. BVES has revised its CRC procedures so that attendance logs, service/supply checklists, customer feedback forms, and complaint tracking will be used for all future CRC activations, regardless of whether the initiating event is caused by BVES or an upstream utility.

- Table 3 has no reported BVES values, as BVES did not initiate any PSPS events within its service territory.

Table 3 – Prior Year PSPS CRC Usage Metrics

- a. *Event ID*
- b. *Event Name/Period (PSPS Event Name will match the same event name used during the event and shared with public safety partners)*
- c. *County – 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. Complaints regarding CRC*
- u. Location Address*
- v. Latitude (with at least five digits after decimal point)*
- w. Longitude (with at least five digits after decimal point)*

Table 3 – Prior Year PSPS CRC Usage Metrics	
Event ID	N/A for BVES initiated de-energization; CRCs were opened in response to upstream SCE initiated PSPS impacts.
Event Name/Period	
County or Tribe	
Date Service Area De-energized	

Time Service Area De-energized (24hr. clock)	N/A for BVES initiated de-energization; upstream SCE initiated PSPS impacts.
Date CRC Opened	January 25, 2025; August 4, 2025.
Time CRC Opened	8:00 a.m.; 8:00 a.m.
Date Service Area Re-energized	N/A for BVES initiated re-energization; upstream SCE initiated PSPS impacts.
Time Service Area Re-energized (24hr. clock)	N/A for BVES initiated re-energization; upstream SCE initiated PSPS impacts.
Date CRC Closed	January 25, 2025; August 4, 2025.
Time CRC Closed	10:00 p.m.; 3:00 p.m.
Total Days Opened Total Hours Opened (Integer)	1 day/14 hours; 1 day/7 hours.
Type of CRC (Indoor, Outdoor, Mobile)	Indoor CRC at BVES Main Headquarters.
Average AQI during Operation	Not separately documented for 2025 SCE initiated PSPS related activations.
Was CRC powered by Backup Generation? (yes/no)	Yes
Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)	January 25: Yes. August 4: limited activation hours based on upstream event support needs.
If Not in Compliance with Operation Hour Requirements, Provide an Explanation	August 4 activation closed at 3:00 p.m. based on event/support needs associated with upstream SCE initiated PSPS impacts.
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")	Available CRC support included customer information, charging support, water, basic supplies, and BVES representatives as available.
Total Number of Visitors	Approximately 20; approximately 15.
Complaints regarding CRC	No
Location Address	42020 Garstin Drive, Big Bear Lake, CA 92315.
Latitude (with at least five digits after decimal point)	34.24696 degrees North.

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 Response:

Although BVES has not initiated a BVES directed PSPS event, BVES voluntarily activated CRC resources in 2025 in response to SCE initiated PSPS impacts affecting BVES customers. Those activations identified a documentation and feedback tracking process improvement for future CRC activations.

BVES did not conduct formal CRC customer feedback surveys during the 2025 SCE initiated PSPS related CRC activations. BVES is not aware of any customer complaints regarding those CRC activations.

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)	Implementing.
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.	

Table 4 - Prior Year CRC Customer Feedback	
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 Response:

BVES will apply its CRC activation checklist to future CRC activations. The checklist will include attendance logs, service and supply tracking, customer feedback collection, complaint tracking, and documentation of any AFN or Medical Baseline support provided.

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	Implementing.
Description of Challenge	
Initial Month and Year Challenge Discovered	

Table 5 - Prior Year IOU CRC Challenges	
<i>Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.</i>	
<i>Implementation Start Date</i>	
<i>Estimated Completion Date</i>	
<i>Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)</i>	

Section III. Critical Facilities and Infrastructure Plan

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. 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-I; SED Additional Information.)*

BVES Response:

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 2026-2028 Wildfire Mitigation Plan (WMP), BVES provides electric distribution service to 24,890 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 Response:

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 Response:

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.)*

BVES Response:

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 Response:

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 Response:

BVES has no significant changes to report in this 2026 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*

BVES Response:

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 2026.

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 Response:

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 Response:

BVES reviewed its Critical Facilities and Infrastructure records for the current and prior reporting periods. BVES did not receive any requests from customers to be added to, removed from, or reclassified on the CFI list during the reviewed two year period. Accordingly, BVES did not accept or deny any CFI designation requests during that period. BVES continues to review and update its CFI list at least annually before wildfire season and as needed following exercises, stakeholder engagement, or changes in facility status.

- i. *CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2;*

BVES Response:

D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)

BVES maintains a Critical Facilities and Infrastructure communication list and annually requests updated contact information from CFI representatives. As part of this outreach, BVES requests information regarding backup power capabilities, continuity needs, points of contact, and operational considerations that may be relevant during a PSPS event or other extended outage.

BVES does not currently perform formal engineering assessments of each CFI's internal backup power system. However, BVES tracks whether CFIs have been contacted regarding backup power needs and whether backup power information has been provided or discussed. BVES also coordinates with CFIs, local government, San Bernardino County Office of Emergency Services, first responders, and utility partners to support continuity planning during potential PSPS events.

BVES has also evaluated the role of the Bear Valley Power Plant and proposed future battery storage and solar resources in supporting critical loads during extended outage conditions. Going forward, BVES will continue to document CFI outreach, backup power discussions, self-reported backup generation capability, fuel-duration considerations, and any identified needs or limitations in its CFI list and future PSPS reports

.

- 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 Response:

BVES engages with local government agencies, San Bernardino County Office of Emergency Services, first responders, public safety partners, and CFI representatives to discuss CFI identification, backup power considerations, fuel logistics, and continuity of operations during potential PSPS events.

During the June 17, 2026 PSPS Full-Scale Exercise, BVES specifically tested scenarios involving fuel supply shortages, natural gas supply impacts to BVPP, and potential prolonged outage conditions affecting CFIs and customers with backup generation. This exercise helped BVES evaluate coordination pathways, potential resource constraints, and the need to communicate early with CFIs and public safety partners regarding fuel availability, backup power duration, and outside resource support.

BVES addressed this recommendation during the June 17th 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 Response:

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 an update to the list's contact information with at least two levels of contact per establishment as of May 2026.

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

BVES Response:

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 Response:

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, including where in the plan you have incorporated in any lessons learned.*

BVES Response:

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. 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 Response:

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/– 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	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone	Secondary Contact Email Address	Last Date of Update on Contact	Indicator if CFI has been contacted
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@sbcasd.org	John Everman	Sergeant	909-361-0375	jeverman@sbcasd.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	Ryan Orr	Marketing Director	760-475-2343	ryan.orr@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		Luke Wagner	Fire Chief	909-809-4305	Lwagner@bigbearfire.org	Battalion Chief	Asst. Chief	909-585-1239	Bparham@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

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone	Secondary Contact Email Address	Last Date of Update on Contact	Indicator if CFI has been contacted
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
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	3/20/2026	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	3/20/2026	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	3/20/2026	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	Jaime Shuphe		310-890-4167	Jaime.Shupe@charter.com	3/20/2026	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone	Secondary Contact Email Address	Last Date of Update on Contact	Indicator if CFI has been contacted
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	3/20/2026	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	3/20/2026	Yes
City of Big Bear Lake Department of Water	Utilities	41972 Garstin Dr. Big Bear Lake, CA 92315	San Bernardino		Jason Hall		909-816-7709	Jhall@bigbearlake-dwpca.gov	Ben Burge	Production Supervisor	909-800-7662	Bburge@bigbearlakedwpca.gov	3/20/2026	Yes
Big Bear Area Regional Wastewater Agency (BARWA)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		John Shimm		760-808-1256	jshimmin@bbarwa.org	Troy Bermisdarfer		909-520-2835	tbemisdarfer@bbarwa.org	3/20/2026	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@bbccsd.org	3/20/2026	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone	Secondary Contact Email Address	Last Date of Update on Contact	Indicator if CFI has been contacted
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	3/20/2026	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	3/20/2026	Yes
Big Bear Municipal Water District (MWD)	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		Jared Cheek	General Manager	909-289-5157	Jcheek@bbmwd.net	Tim Bowman		909-809-0795	tbowman@bbmwd.net	3/20/2026	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	3/20/2026	yes
Schools	Bear Valley Unified School District	42271 Moonridge Rd. Big Bear Lake, CA 92315	San Bernardino		Manny Marquez	Superintendent of Schools	909-638-6851	Manny_Marquez@bearvalleyusd.org	Jessica Rawlin	Executive Director of Business Services	760-220-8419	linda_rossado@bearvalleyusd.org	3/20/2026	yes
Big Bear Mountain Resorts	Resorts	880 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Jake Huxman	Sr. Director Facilities	909-708-7380	jhuxman@bbmr.com	Luis Coreas	Director, Electrical Department	909-744-7842	bburke@bbmr.com	3/20/2026	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 Response:

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)	Complete for 2026 update; ongoing annual maintenance.
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.)

BVES Response:

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, and specify if virtual, in-person, or hybrid)*
- 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 17, 2026	June 5, 2026
Ending Date of Exercise	June 17, 2026	June 5, 2026
Total Hours	8 hrs..	4 hrs.
Type of Exercise	Full Scale - Hybrid	Table Top -Hybrid

Region	Big Bear Lake	Big Bear Lake
Counties	<i>San Bernardino</i>	<i>San Bernardino</i>
Number of Utility Personnel	12	10
Number of Public Safety Partners Actively Participating	6	8
Number of AFN Community Representatives Participating	<i>No dedicated AFN community representative participated as a player in the 2026 Full-Scale Exercise. AFN and Medical Baseline customer notification, customer support, CRC activation, and coordination procedures were included in the exercise scenario.</i>	<i>No dedicated AFN community representative participated as a player in the 2026 Tabletop Exercise. AFN and Medical Baseline notification and customer support procedures were discussed/tested.</i>
Total Number of Participants	18	18

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	CA Governor's Office of Emergency Service San Bernardino County Office of Emergency Services CPUC Cal Advocates Randle Communications	San Bernardino County Office of Emergency Services CPUC Randle Communications
Exercise Date Range	June 17, 2026 Full scale	June 5, 2026 Table Top

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

- a. *After-Action Report*

BVES Response:

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. *Provide a short general description of the 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 Response:

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.*

BVES Response:

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.*

BVES Response:

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 Response:

BVES will be issuing its mid-year 2026 survey in June to cover insights and perceptions on recent PSPS exercises and executed mitigations. This is depicted as of June 8, 2026 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 respect to wildfire and PSPS mitigation.

BVES also issued post-event surveys on the PSPS procedures, exercise activities, and insights from the community during the June 5th and June 17th Tabletop and Full-Scale Exercises, respectively.

Table 10 – Survey Summary (Reporting period for this table is prior calendar year)

- 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*
- g. *Total Number of Survey Responses Received*
- 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		
	December 2025 Survey	June 2025 Survey
Period Survey Conducted	BVES conducted 311 surveys (80 phone surveys and 231 web surveys) in December 2025	BVES conducted 313 surveys (80 phone surveys and 233 web surveys) in June 2025
Overall Objectives	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2025-2026 year	BVES conducted the survey to gage how effective our PSPS communication is. Share customer program information Area of Focus: AFN for 2025-2026 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 311 responses.	BVES received a total of 313 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 prior year PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

BVES Response:

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 2025) Surveys

3. *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 Response:

BVES concluded the most recent surveys in June and December, 2025. BVES is preparing for a survey in 2026 with a similar structure. As of the first quarter of 2026, BVES has 1,105 AFN customers.

The results from the survey conducted December 2025 are as follows:

Notable customer survey findings include:

- 23% of customers are considered AFN.
- Of the resources available to the public, customers are most likely to be aware of electrical and wildfire safety information, LIHEAP, and special payment arrangements; 35% have not investigated any of the resources.
- 6% of AFN customers have heard of AFN Self-Identification.

Among those reporting that they rely on electricity for medical needs, 22% are aware of additional notices from BVES.

Based on recent customer research and survey findings, BVES will continue to refine its outreach, education, and engagement strategies to improve customer awareness, participation, and preparedness related to PSPS, wildfire safety, and AFN resources.

While overall awareness of PSPS remains strong, BVES recognizes an opportunity to further increase customer understanding of proactive notification tools. To address this, BVES will:

- Continue promoting the ability for customers to update contact information through the BVES website, bill inserts, social media, and customer service interactions.
- Reinforce messaging that emphasizes the importance of accurate contact information for timely PSPS notifications.
- Incorporate reminders into seasonal wildfire and PSPS communications.

AFN Self-Identification Awareness

Given low awareness and utilization of AFN Self-Identification, BVES will continue to strengthen education and outreach by:

- Integrating AFN Self-Identification messaging into broader PSPS and wildfire communications.
- Leveraging existing outreach channels, including direct mail, bill inserts, digital platforms, and CBO partnerships, to normalize and promote AFN self-identification.
- Encouraging customer service representatives to proactively discuss AFN resources during routine customer interactions.

These corrective actions reflect BVES's commitment to continuous improvement, customer education, and proactive engagement. By building on existing awareness levels and expanding targeted outreach, BVES aims to strengthen customer readiness, improve resource utilization, and enhance overall wildfire and PSPS preparedness.

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 second wave of interviews resulted in two completed CBO interviews.

Notable CBO interview findings include:

- CBOs and emergency service partners demonstrated strong awareness of Public Safety Power Shutoff (PSPS) events, including the reasons for outages and general protocols. Overall, participants expressed satisfaction with BVES communications, noting that outreach is timely, reliable, and primarily delivered through direct channels such as email, phone, and text. Early notification and regular updates were consistently identified as critical, particularly advance notice prior to public notifications, along with clear information on affected areas, estimated duration, and restoration timelines. Participants also indicated that understanding BVES's fire mitigation efforts and infrastructure improvements helps improve public trust and perception of PSPS events.
- While communications were viewed positively, participants identified opportunities to enhance coordination and outreach. These include notifying partner agencies at lower outage thresholds, improving the accuracy and consistency of outage impact information, and

supplementing email notifications with after-hours texts or calls when appropriate. CBOs emphasized the importance of targeted outreach to vulnerable populations, particularly elderly customers and those with medical needs, including information on Medical Baseline programs, backup power resources, and emergency alerts. A multi-channel communication approach combining social media, emergency notification systems, email, direct mail, and radio was recommended to reach both residents and hard-to-reach groups such as out-of-town property managers. English and Spanish were identified as the primary languages needed to support effective community communication.

4. *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 Response:

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 2026:

- **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.**
- **In 2024, BVES successfully integrated AFN category tracking into its CIS. This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2025 and beyond. 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 began 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.**
- **Successfully collaborated with IOUs/SMJUs to implement links on the PrepareForPowerDown.com website that will lead to BVES PSPS website. BVES links will be present in two prominent sections on the PrepareForPowerDown.com website. A major step toward improving regional coordination and public awareness. The SMJU links are in the final stages of going live soon**

5. IOUs must identify and describe any new PSPS preparedness initiatives/actions in responding to the education and outreach survey results including, but is not limited to, the survey key findings, the survey result recommendations, and the significant unfavorable items. (D.19-05-042, Appendix A p.A24; SED Additional Information.)

BVES Response:

BVES identified several new or enhanced PSPS preparedness initiatives in response to education and outreach survey results, CBO interviews, and stakeholder feedback.

Survey results showed that some customers remain unaware of available resources, AFN self-identification, and additional notices available to customers who rely on electricity for medical needs. To address these findings, BVES will implement or continue the following initiatives: increase AFN self-identification outreach; promote customer contact

information updates; expand Medical Baseline and electricity dependent customer resource messaging; continue English and Spanish PSPS preparedness communications; use CBO and public safety partner feedback to improve message timing and regular updates; strengthen coordination with local agencies and CBOs to reach elderly customers, customers with medical needs, part-time residents, visitors, and hard to reach populations; continue promoting personal preparedness; and use future surveys to measure changes in awareness.

BVES will track these actions through its outreach planning process and report progress in future PSPS reports.

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 Response:

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.)*

BVES Response:

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.)*

BVES Response:

The 2026 AFN Core Planning Team is now accounted to be comprised of 8 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*

BVES Response:

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
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

Criteria	Recommendation Type	Description of Recommendation	Party Name	Date of Recommendation	Incorporated into PSPS Protocols?	Reason for Decision Made	Description of PSPS Protocol Change
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.)*

BVES Response:

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.)*

BVES Response:

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.)*

BVES Response:

N/A

Section VI. Notification Plan

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. Describe in the plan all the actions the IOUs have taken, are taking, and will take in preparation for potential PSPS events during the upcoming wildfire season; as part of such description, the IOUs should specify lessons learned from past events, and how they are applying those lessons to their current preparations. 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 Response:

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, and the planning, organization, equipment required, training, and exercise for AFN subset notification plan listed on Table 13**
- 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

BVES Response:

BVES maintains a PSPS Notification Protocols and Procedures Plan that identifies notification objectives, notification timing, approval responsibilities, communication channels, message templates, stakeholder coordination procedures, AFN and Medical Baseline outreach, Cal OES notification steps, public safety partner coordination, cancellation procedures, re-energization notifications, and post-event communications.

BVES uses a multi-channel notification strategy that includes telephone calls, IVR, text messages, email, website updates, social media, press releases, local media, direct coordination with public safety partners, and coordination with local government agencies. Notifications are designed to provide impacted customers and stakeholders with information regarding potential outage timing, affected areas, estimated duration, available resources, CRC availability, safety information, and restoration updates.

BVES's notification procedures include targeted review of Medical Baseline and AFN customer lists when circuits are in scope for possible de-energization. BVES will continue to refine notification procedures through exercises, stakeholder feedback, customer surveys, and lessons learned.

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.)*

BVES Response:

Please see BVES's attached AFN plan, Appendix K. BVES has participated in joint planning, coordination, and feedback efforts related to AFN notification planning. These efforts include participation in the AFN Collaborative Planning Team, AFN Core Planning Team, the Statewide Joint IOU AFN Advisory Council, local PSPS and WMP outreach meetings, CBO interviews, and PSPS exercises involving public safety partners and local government representatives.

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 incorporated recommendations into AFN self-identification outreach, notification procedures, customer-contact updates, CRC support planning, and future exercise planning. BVES will continue documenting joint efforts and resulting protocol changes in future pre-season reports.
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. Planning, Organization, Equipment, Training, and Exercise (POETE) dates will align with Fiscal Year activities.

BVES Response:

BVES sent out an AFN Self-Certification letter in order to help identify additional AFN customers in its service territory. Table 13 below reflects plans to target subset populations within the AFN community.

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) Planning Start Date*
- d. *(Estimated) Organization Completion Date*
- e. *(Estimated) Equipment Completion Date*
- f. *(Estimated) Training Completion Date*
- g. *(Estimated) Exercise Completion Date*
- h. *# of People Planned to be Trained on AFN Notification Plan (during reporting period)*
- i. *#of People Trained on AFN Notification Plan (during reporting period)*

j. List of Types of Training on AFN Notification Plan

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.)*

BVES Response:

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 Response:

BVES has not initiated a BVES directed PSPS event and therefore does not have direct lessons learned from a BVES initiated PSPS. However, BVES has identified lessons learned from annual PSPS exercises and from voluntary CRC activations conducted in response to SCE initiated PSPS impacts affecting BVES customers.

BVES will use Table 14 to document exercise-based and upstream-utility activation lessons that improve BVES's current and future PSPS activities, including CRC documentation, AFN and Medical Baseline notification readiness, CFI backup power and fuel logistics, and AFN representative participation in future exercises.

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. Referenced specific Plan page number(s) and updates from lessons learned, if applicable.*
- h. Implementation Starting Date*
- i. Estimated Completion Date*
- j. Status of Action (e.g., Planning, Implementing, or Complete) (if complete, add date 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)	Implementing; AFN exercise participation item is Planning.
Description of Issue	
Date of Discovery/Applicable Activation	
Risk Priority (high, medium, low)	
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 Response:

BVES utilizes Technosylva wildfire risk modeling software to evaluate BVES' entire service territory down to the circuit level daily by using its Fire Safety Circuit Matrix, which evaluates each distribution circuit and categorizes it as extreme, very high, high, moderate, low or very low wildfire risk. The matrix incorporates several data inputs that are compiled and weighted to generate a wildfire risk mitigation score for each circuit. Inputs include, among other factors:

- Number of customers served on the circuit
- Number of wood poles
- Bare wire overhead circuit miles
- Tree attachments and vegetation exposure
- Inspection data
- Current weather conditions

These factors are analyzed collectively to determine a circuit's relative wildfire risk ranking and to prioritize mitigation planning and operational awareness. Based on this analysis, BVES currently classifies circuits into wildfire risk tiers. At the time of the report, five circuits were categorized as high-risk, seven circuits as moderate risk, and fourteen circuits as low risk.

The Fire Safety Circuit Matrix is maintained as a living document, and BVES re-evaluates circuit risk classifications, mitigation priorities, and weighting factors at least every six months as mitigation measures are implemented or new data becomes available.

BVES also supplements this methodology with advanced wildfire risk modeling tools. In 2022, BVES engaged Technosylva to enhance its risk mapping capabilities using the Wildfire Analyst Enterprise (WFA-E) platform. This system provides:

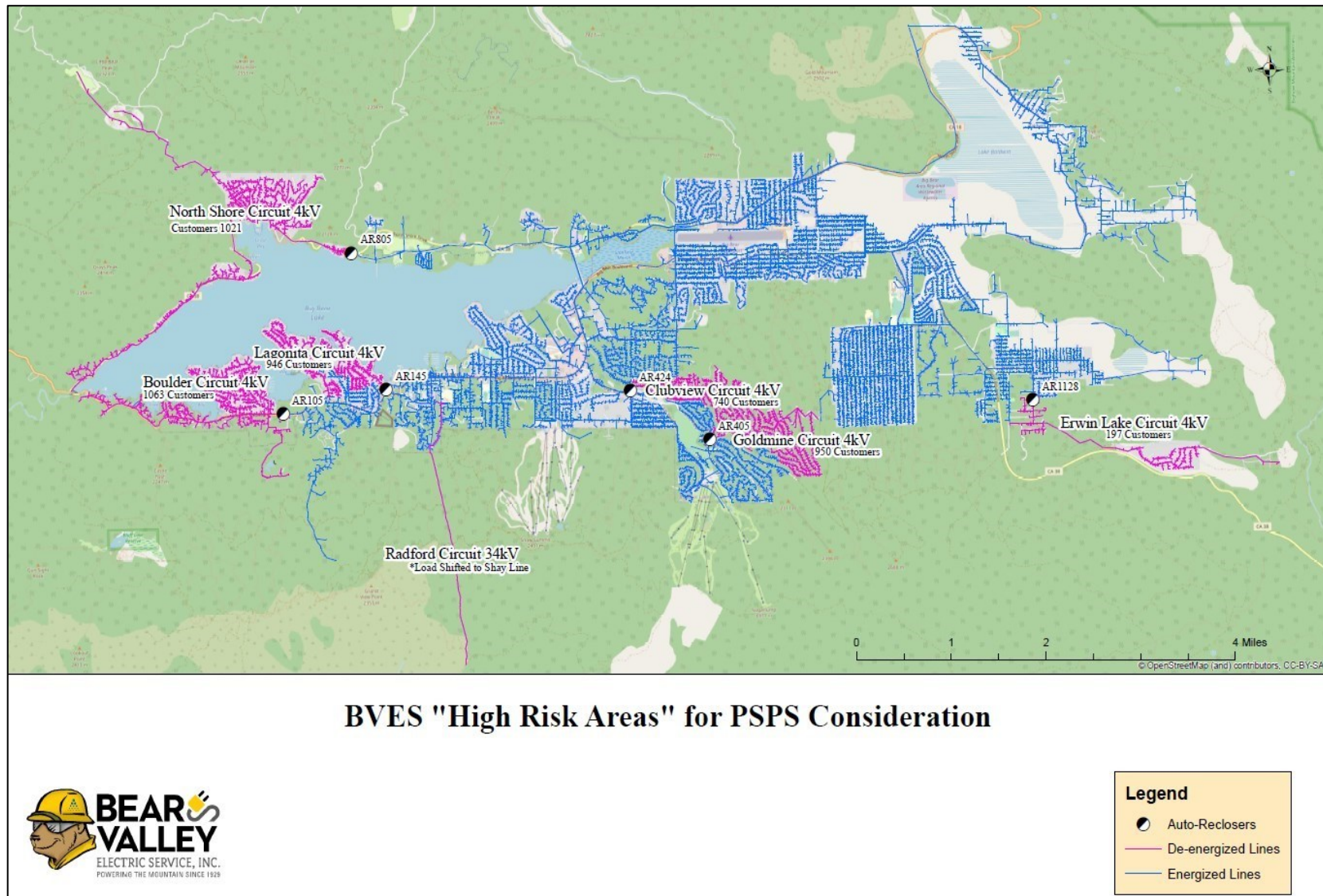
- Real-time wildfire behavior modeling
- Fire spread prediction and impact analysis
- Weather and wildfire risk forecasting
- Asset risk analysis based on historical climatology

In 2023, Technosylva implemented the FireSight modeling platform, which performs asset-level risk analysis using historical climatology, fuels data, and fire spread simulations to assess potential wildfire impacts to BVES infrastructure.

BVES is currently transitioning from the Fire Safety Circuit Matrix toward the DIREXYON risk modeling platform, which will provide a more detailed probabilistic utility risk model that evaluates ignition risk at both the circuit and segment levels. This enhanced modeling capability will further support wildfire mitigation planning and PSPS operational decision-making.

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-I.b; SED Additional Information.)

BVES Response:

BVES has not initiated any PSPS de-energization events during the prior four calendar years. Therefore, the number of times each identified high-risk circuit has been de-energized for BVES initiated PSPS purposes is zero.

Table 15 – High Risk PPS 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 PPS Mitigation (including effect of PPS mitigation/risk-reduction on PPS 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 PPS Circuits					
Circuit Name	North Shore 4kV (Fawnskin Area)	North Shore 4kV	Pioneer 4kV	Boulder 4kV	Holcomb 4kV
Segment ID (optional field)	N/A				
Segment Name (optional field)	N/A				

Table 15 – High Risk PSPS Circuits					
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				
Total MBL Customers	0				
Total AFN Customers (including MBL)	0				
Total CFI	0	0	0	0	0
Total Customers	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*

BVES Response:

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.)*

BVES Response:

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.)*

BVES Response:

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: 2025 PSPS FSX & Wildfire Season Update Presentations and Surveys (Outreach Materials)

Appendix K: [Access and Functional Needs Plan 2026](#)

Appendix L: 2025 Pre-Season Tables 07012026

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.

Figure 7-1: 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	2022	2023	2024
>55	0	0	0	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0	0	0	0
40 to 49	1	0	0	0	1	1	2	0	0	0
30 to 39	7	7	5	6	1	5	5	1	1	1
20 to 29	43	78	39	64	27	65	51	40	40	12
<20	56	66	74	59	58	90	27	23	28	11
Highest Daily Sustained Wind on High Risk Days										
Wind Gusts	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
>55	0	0	0	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0	0	0	0
40 to 49	0	0	0	0	0	0	0	0	0	0
30 to 39	0	0	0	0	0	0	1	0	0	0
20 to 29	7	2	6	5	3	7	4	2	2	0
<20	100	149	112	124	84	154	83	80	79	28

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 inside our Customer Service area. 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 PPS 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 PPS and services available to them.
5. 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 PPS, BVES is committed to reducing the scope, frequency, and duration of PPS events should it be necessary, and will only implement PPS when the safety risk of imminent fire danger is greater than the impact of de-energization. BVES is continuing to conduct PPS preparedness training and exercises to ensure their staff stays prepared and up to date in the case of PPS 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 a 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

Category	Entity	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department t Big Bear Lake Patrol Station	Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcscd.org	Tim Nichols Lieutenant 909-677-7347 mtnichols@sbcscd.org	John Everman Sergeant (909) 361-0375 jeverman@sbcscd.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 t Headquarters- Station 281	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

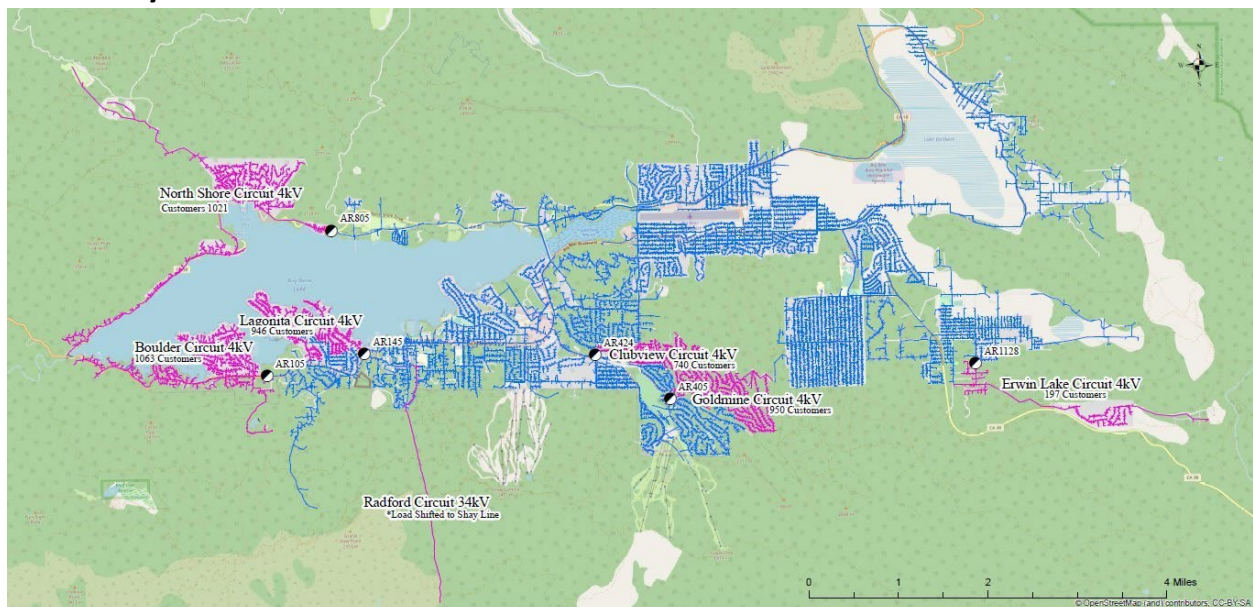
	41090 Big Bear Blvd			
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)	Jeff Mathieu Interim City Manager Personal Cell (909) 633-1575 jeffmathieu@citybigbearlake.com	Sean Sullivan Director of Public Service (310) 993-7283 ssullivan@citybigbearlake.com	Bynette 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 jesus.g.roman@verizon.com Office: (949) 286-7202 Cell: (805) 208-1187	Pedro Luis Carmona Store Manager Big Bear City 909-366-5115 Rudy Reyes, VP & Associate General Counsel rudy.reyes@verizon.com
	AT&T Wireless	Kevin Quinn 818-731-4000 kq8185@att.com Joshua Overton 209-406-6712 jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266q@att.com	Doug Burchett 805-320-0088 DB1806@att.com Mark Innes 209-324-4653 mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	Agnes Luster 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@motiveenergy.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 Dan Gonzalez dan.gonzales@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 Vivek.kurisunkal@t-mobile.com	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson Raymond.Robertson43@tmobile.com	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@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

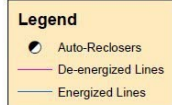
	Big Bear Area Regional Wastewater Agency (BBARWA)	John Shimmin 760-808-1256 jshimmin@bbarwa.org	Troy Bermisdarfer 909-520-2835 tbermisdarfer@bbarwa.org	David Lawrence 818-581-1561 dlawrence@bbarwa.org
	Big Bear City Community Services Department (CSD)	Mary Reeves 909-936-9521 mreeves@bbccsd.org	Jerry 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	Sam Pond 760-951-4030	Ricardo Flores 818-480-8917
		909-366-4869 phillip.petteruto@swgas.com SWG Dispatch 1-877-860-6020 snvdispatch@swgas.com	Sam.pond@swgas.com	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	John Melissa 909-904-7700 jmelissa@flybigbear.com	Ryan Goss 909-239-5273 rgoss@flybigbear.com	Diane Cartwright Adminastrative Manager 909 856-1749 dcartwright@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. 909-584-0254 bburke@bbmr.com	Safety Hotline 909-866-2447

Potentially Affected Critical Infrastructure Points



BVES "High Risk Areas" for PSPS Consideration



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)

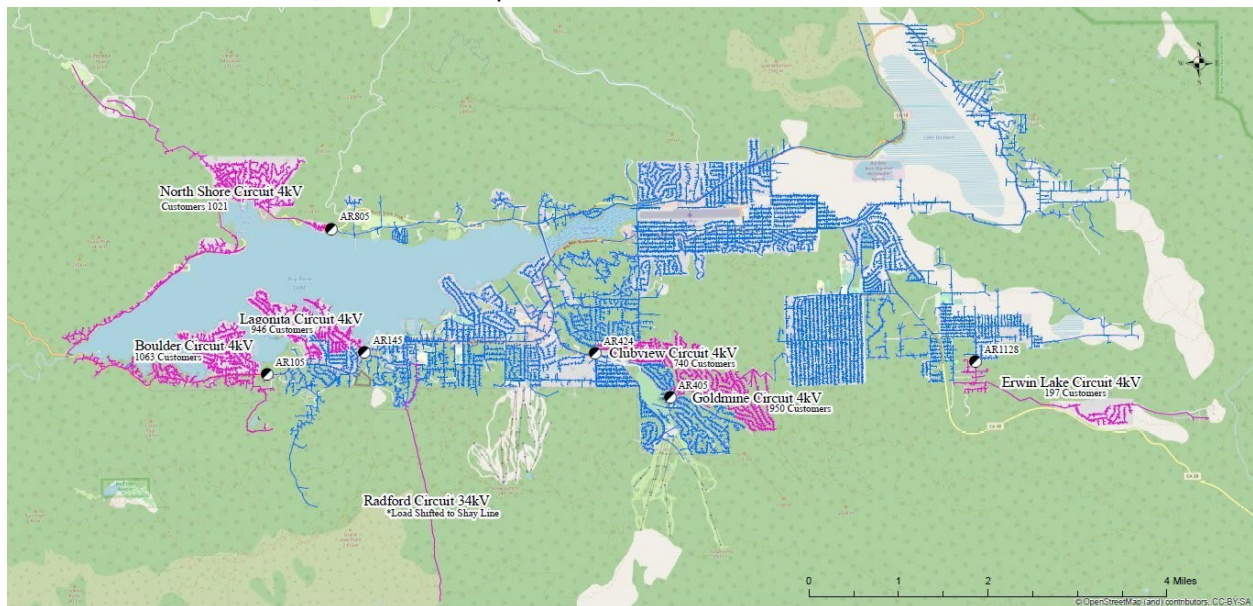
BVES has identified that it is imperative for emergency responders, and local governments to be integrated with one another when communicating PSPS notifications, with the goal that local governments provide supplemental or secondary notifications in the near future given the primary or initial notification 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.



BVES "High Risk Areas" for PSPS Consideration

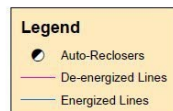


Figure 1: Map of BVES Circuits Across Bear Valley

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
 - Company 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
- 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.

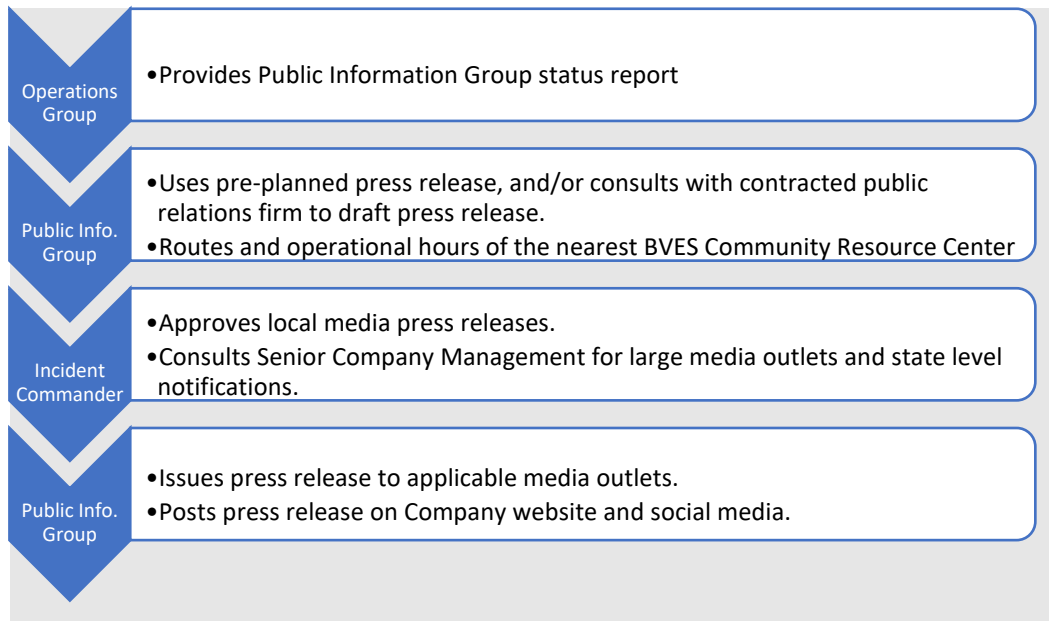


Figure 2: Press Release Protocol

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	Addresses	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station		Lt. Kelly Craig Lieutenant 909-420-5620 Kcraig@sbcscd.org	Chris Morsch 626-482-9919 Cmorsch@sbcscd.org	John Everman Sergeant (909) 361-0375 jeverman@sbcscd.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 kq8185@att.com Joshua Overton 209-406-6712	Doug Burchett 805-320-0088 DB1806@att.com Mark Innes 209-324-4653	Agnes Luster 619-610-8641 AT2563@att.com Robert Guess 817-550-7481

			jo2147@att.com Joshua Mathisen jm6347@att.com John Goddard jg266g@att.com	mi2153@att.com Greg Cherry gc0472@att.com Kristina Cory kt7823@att.com	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.notarianni@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 Vivek.kurisunkal@t-mobile.com	Robert Norton (949) 302.3494 Robert.Norton@t-mobile.com Heather Moelter heathermoelter@dwt.com (503) 778-5406 Ray Robertson Raymond.Robertson43@t-mobile.com	Lowell Handy (619) 980.0010 Albert.Handy@T-Mobile.com Bill Haas william.haas@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 brussell@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 rgoss@flybigbear.com	Diane Cartwright Adminastrative Manager 909 856-1749 dcartwright@flybigbear.com	Abby Darling Erickson 909-800-5862 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

Appendix D: PSPS Tabletop and Functional Exercise Agendas

AGENDA FOR BVES PSPS SIMULATION

Date: June 5 and 17, 2026

Duration: 4-8 Hours (8:00 AM - 5:00 PM PDT; 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 Managements 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.
SME	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.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
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.
SME	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.
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	SME	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5
Energy Resource Manager	Sean Matlock	Managing energy resources and coordination during PSPS	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	Kayla Blackwell (on simulated vacation) and Tawny Re	Develop emergency service plans, coordinate across groups for cohesive strategy, coordination during PSPS.	Modules 1, 2, 3
Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou and Alexis Ravnik	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 and Vincent Martinez	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, Berndt Nording, & 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](#)

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. 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 2026 Tabletop and Full-Scale PSPS Exercise

Situation Manual

June 5, 2026 TTX

June 17, 2026 FSX

This Situation Manual (Sit Man) provides exercise participants with tools and guidance for their roles in the exercises. Parts of this material are 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	June 5, 2026 TTX and June 17, 2026 FSX
Scope	Tabletop exercise (TTX) is planned for 4 hours 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 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 with 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, policies, and procedures.

Exercise Structure

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

- Module 1: Pre-Planning Stage (7 – 4 Days Ahead)
- Module 2: **Stage 1** (3 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
- Operations Group Lead
- Strategic Operations Supervisor

- Logistics Group and Finance & Administration Group Lead
- Emergency Service Representative and Planning Group Lead Customer Service Supervisor (simulated on vacation), covered by Customer Program Specialist
- 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 Composite (FPIC) and Fire Potential Wind Index (FPWI) model developed by Technosylva

to quantify fire risk across its service area. This model takes into account various parameters including fuel, terrain, historic fire records, 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.

- **FPIC Categories:** Very Low, Low, Elevated, 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, EPSS settings, potential EOC activation.
 - Extreme: Comprehensive response including manual switches, patrolling, customer and agency notifications, EOC activation, and PSPS initiation if conditions warrant.

FPWI Categories: Low, Elevated, High, Extreme.

- Low: Automatic reclosers and protective switches; no special patrols.
- Elevated: 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.

- **Extreme:** Comprehensive response including manual switches, patrolling, customer and agency notifications, EOC activation, and PSPS initiation if conditions warrant.
- **Daily Monitoring:** The Wildfire Mitigation Supervisor reviews WFA-E fire risk forecasts and FPIC and FPWI 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 STAGE

(4 days ahead (before 72-hour activation point))

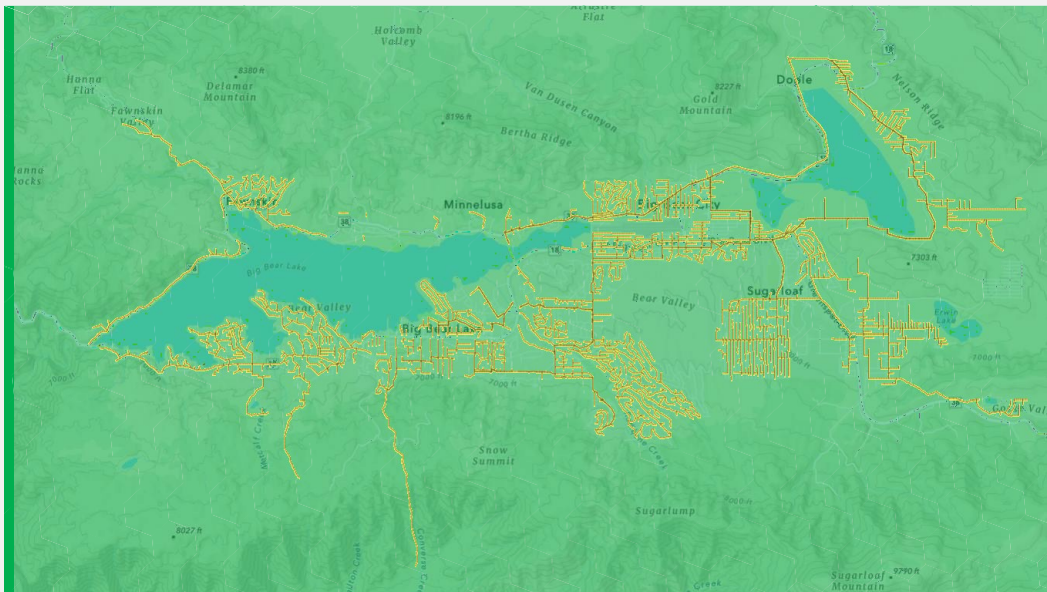
September 3, 2026: 9:00AM PDT

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 FPIC and FPWI starting in 2026. 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, Management, that one of the key weather stations used in conjunction with Technosylva's WFA-E to provide FPWI 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 FPWI data and questions the decision to proceed with PSPS planning based on potentially flawed data.



Thu	9/3	Sunny	77	51	14	None	None	10-15 mph	Moderate
9/3	Low	3	80-90	Monitor conditions, prepare resources, communicate with stakeholders.					
9/3	Elevated	15-18	80-90	Monitor conditions, prepare resources, communicate with stakeholders.					

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 FPWI 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 Sunday onward.
- **Critical Wind Speeds:** Wind speeds are expected to reach critical levels by Monday, increasing the urgency for pre-emptive planning and coordination.
- **Discrepancies in Weather Data:** The malfunctioning Baldwin weather station introduces uncertainty in the FPWI data, complicating decision-making and coordination efforts.

Thursday Morning: Forecast Details

	Date	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Thu	9/3	Sunny	77	51	14	None	None	10-15 mph	Moderate
Fri	9/4	Sunny	78	51	14	None	None	5-15 mph	Moderate
Sat	9/5	Sunny	81	55	9	None	None	10-20 mph	Moderate
Sun	9/6	Sunny	86	58	5	None	None	25-30 mph	High
Mon	9/7	Sunny	89	60	3	None	None	40-65 mph, gusts to 70 mph	Extreme
Tue	9/8	Sunny	85	59	4	None	None	20-30 mph, gusts to 30 mph	High
Wed	9/9	Sunny	82	57	8	None	None	10-20 mph	Moderate

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).
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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).
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2026 PSPS Thresholds

	FPIC- High	FPIC- Extreme
Bare Conductor Circuit	40	35
Bare Conductor Circuit with EPSS Enabled	50	45
Covered Conductor Circuit	65	65

Resulting FPIC Values of Forecast (EPSS Initiation)

9/3	Elevated	15-18	80-90	Monitor conditions, prepare resources, communicate with stakeholders.
9/4	Elevated	15-18	80-90	Monitor conditions, prepare resources, communicate with stakeholders.
9/5	Elevated	15-18	80-90	Activate pre-EPSS protocols, conduct internal briefings, and initiate public awareness campaigns.
9/6	High	18-22	90-95	Implement EPSS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.
9/7	Extreme	> 26	99-100	Implement EPSS, stage field crews, notify public safety partners, prepare for de-energization.
9/8	High	18-22	90-95	Maintain EPSS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.
9/9	Elevated	15-18	80-90	Monitor conditions, prepare resources, communicate with stakeholders.

Resulting FPWI Values of Forecast (PSPS Initiation)

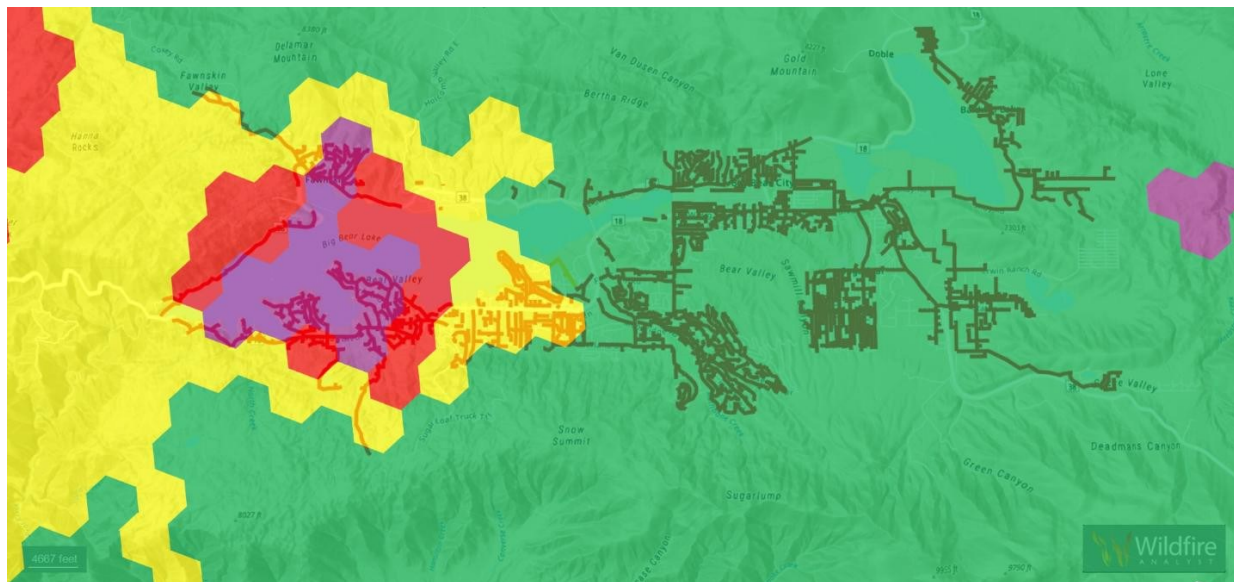
9/3	Low	3	80-90	Monitor conditions, prepare resources, communicate with stakeholders.
9/4	Low	3	70-80	Monitor conditions, prepare resources, communicate with stakeholders.

(Sit Man)

9/5	Elevated	3	90-95	Activate pre-PSPS protocols, conduct internal briefings, initiate public awareness campaigns.
9/6	High	4	95-98	Implement PSPS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.

9/7	Extreme	5	99-100	Implement PSPS, stage field crews, notify public safety partners, prepare for de-energization.
9/8	High	4	95-98	Maintain PSPS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.
9/9	Elevated	3	90-95	Monitor conditions, prepare resources, communicate with stakeholders.

FPIC and FPWI Map of Territory



MODULE 2: STAGE 1 (3 DAYS AHEAD)

(3 days ahead, 72hrs)

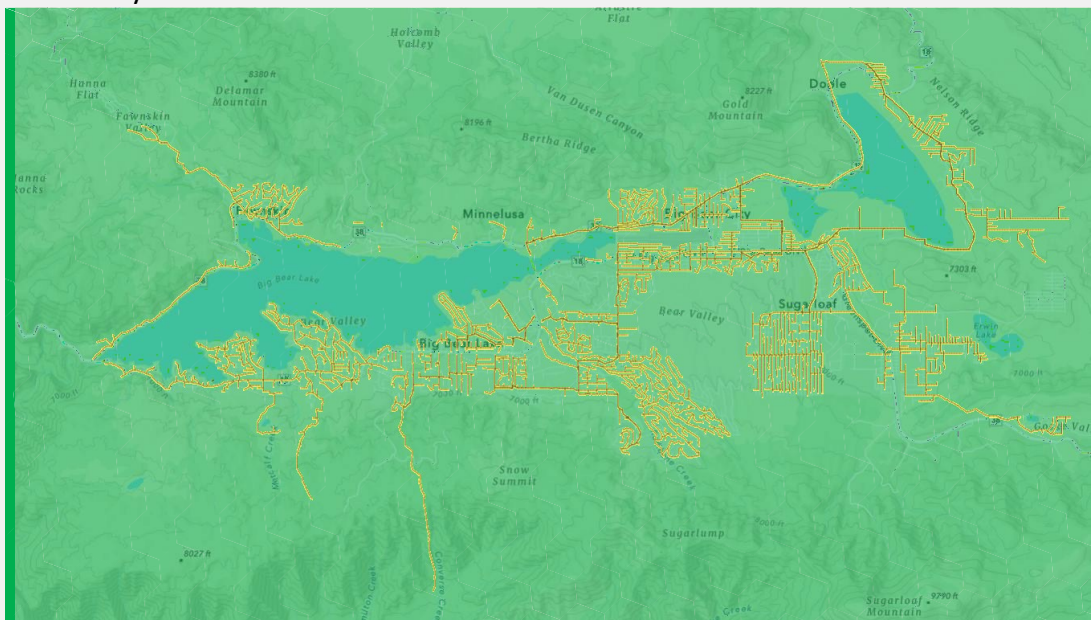
September 4, 2026: 9:00AM PDT

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 Sunday the 6th at 6:00 am until Wednesday the 9th 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 damage, 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.



Fri	9/4	Sunny	78	51	14	None	None	5-15 mph	Moderate
9/4	Low	3	70-80	FPI-Monitor conditions, prepare resources, communicate with stakeholders.					
9/4	Elevated	15-18	80-90	FPIC-Monitor conditions, prepare resources, communicate with stakeholders.					

Simulation Activities

- Schedule an emergency coordination meeting with heads of operations, customer service, and field management to discuss potential refinements
- Enact the communication strategy and open CalOES PSPS Activation ticket
- 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)/Text Power systems 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.
- Same activities continue 2 days ahead.

MODULE 3: STAGE 2 (1 DAY AHEAD)

(1 day ahead)

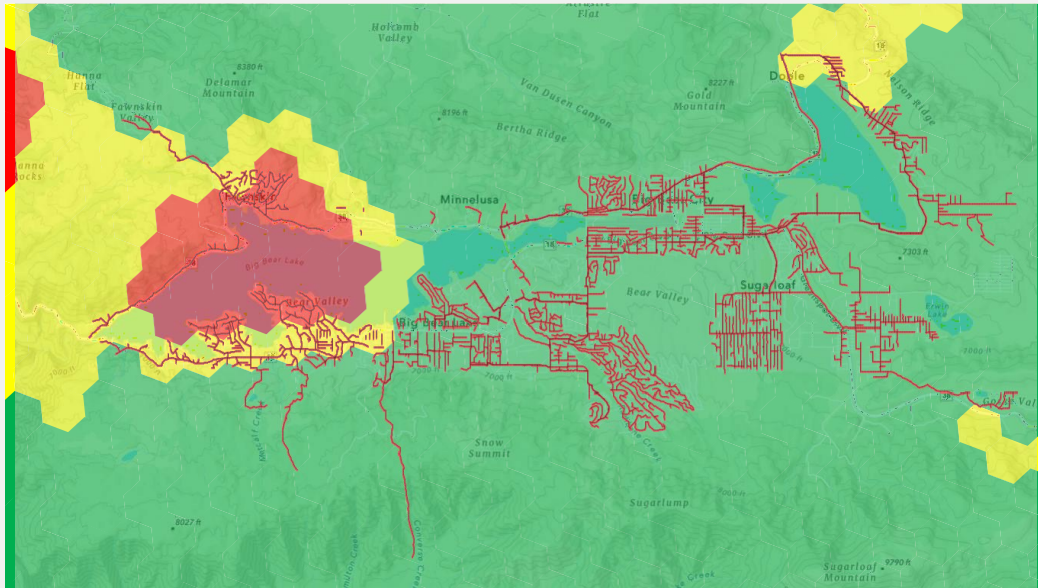
September 6, 2026: 9:00AM PDT

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 50 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



Sun	9/6	Sunny	86	58	5	None	None	25-30 mph	High
9/6	High	4	95-98	Implement PSPS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.					
9/6	High	18-22	90-95	Implement EPSS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.					

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. Update Cal OES PPS ticket and portals.

MODULE 4: STAGE 3 PSPS DE-ENERGIZATION INITIATED

(De-energization)

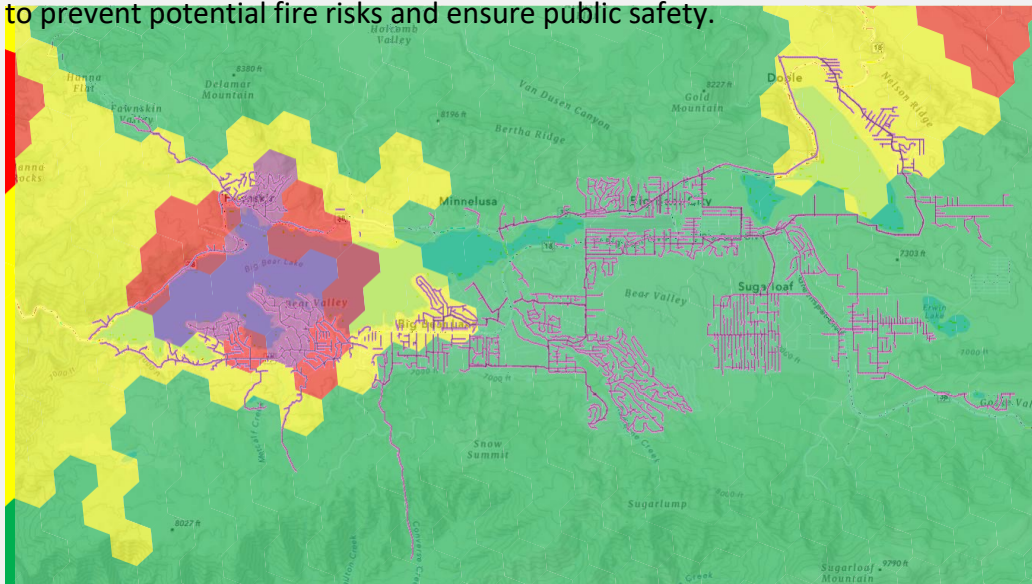
September 7, 2026: 6:00AM PDT

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 70 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.



Mon	9/7	Sunny	89	60	3	None	None	40-65 mph, gusts to 70 mph	Extreme
9/7	Extreme	5			99-100	Implement PSPS, stage field crews, notify public safety partners, prepare for de-energization.			
9/7	Extreme	> 26			99-100	Implement EPSS, stage field crews, notify public safety partners, prepare for de-energization.			

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 and update Cal OES/schedule recurring daily State executive brief.

MODULE 5: SCE LINES DE-ENERGIZED

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

September 7, 2026: 11:00AM PDT

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.
- *Potential cyber-security breach:*
IT received a report that one of its contractors that routinely accesses the SCADA system has been confirmed to have inserted malware on another utility's SCADA system.

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

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 5 Continued: Potential Cyber-security breach

After following the proper cyber-security protocols, it was determined that the BVES SCADA system PC had not been updated causing software malfunctions.

MODULE 6: STAGE 4 PSPS RE- ENERGIZATION PREPARATION

(Restoration Preparation Phase)

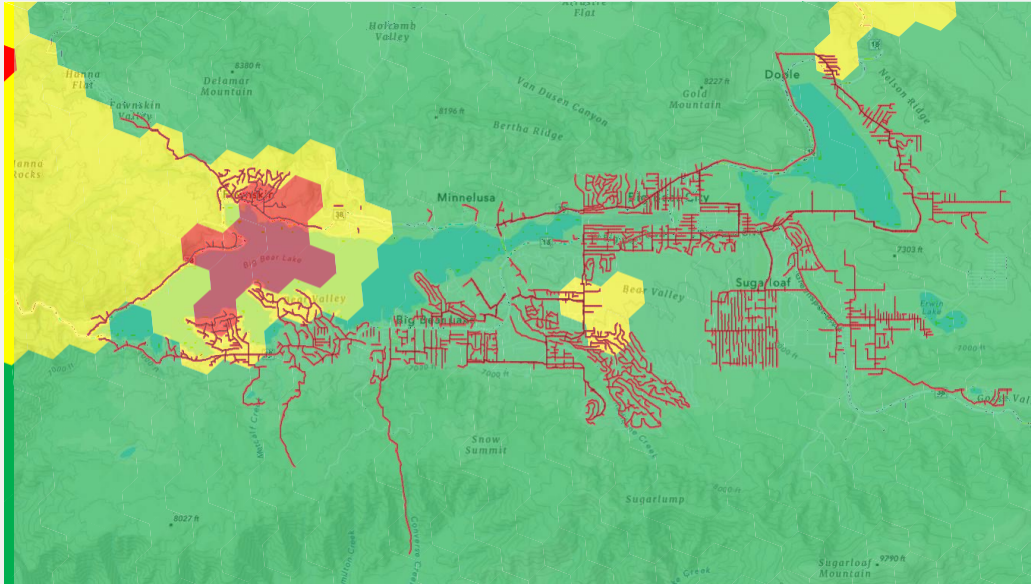
September 8, 2026: 4:00PM PDT

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 PDT 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.



Tue	9/8	Sunny	85	59	4	None	None	20-30 mph, gusts to 30 mph	High
9/8	High	4	95-98	Maintain PSPS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.					
9/8	High	18-22	90-95	Maintain EPSS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.					

Simulation Activities

- **Safety Protocol Review:** Conduct a briefing with all personnel involved 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

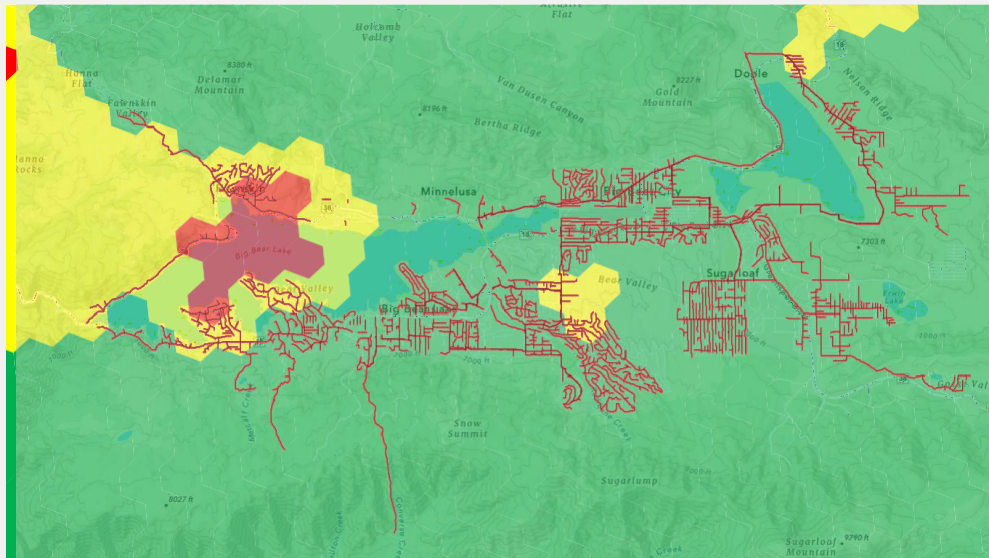
PSPS RE-ENERGIZATION INITIATED

(Re-energization Initiated) September 8, 2026
(6:00PM PDT) **Scenario Update**

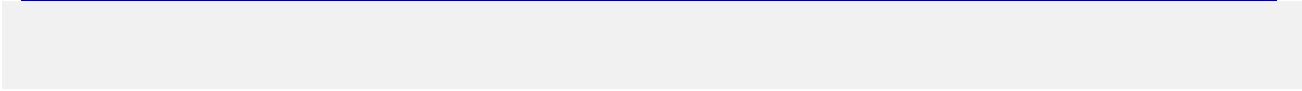
SCE supply circuits are no longer on the monitored/de-energized circuit list. Winds in the North Shore, Boulder, and Lagonita region continue to steadily drop and are currently below 15 mph. With the SCE supply circuits restored and wind speeds in the North Shore, Boulder, and Lagonita regions continuing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



Tue	9/8	Sunny	85	59	4	None	None	20-30 mph, gusts to 30 mph	High
9/8	High	4	95-98	Maintain PSPS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.					
9/8	High	18-22	90-95	Maintain EPSS protocols, continue de-energization posture, coordinate with SCE and emergency services, ensure public safety.					



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 Roleplay:** Practice handling customer calls and inquiries post-re-energization, focusing on providing reassurances and information about the return to normal operations.
- **Stakeholder Communication Session:** Mockup 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. Update Cal OES.

MODULE 8: PSPS EVENT CONCLUDED

(Post PSPS Phase)

September 9, 2026 (6:00AM PDT)

Scenario Update

With the PSPS event officially concluded, BVES shifts focus to assessing the effectiveness of 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.



- **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

lessons learned during the DCDC 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: FPIC AND FPWI CONCEPT OF OPERATIONS

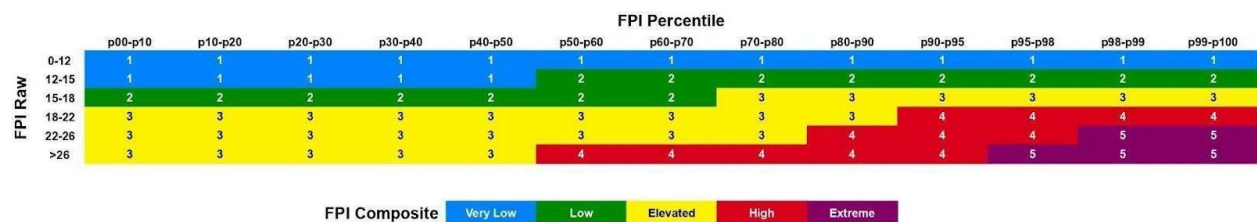
Bear Valley's primary forecasting framework for fire prevention measures relies on use of a Fire Potential Index Composite (FPIC) and Fire Potential Wind Index (FPWI) model produced by Technosylva specifically customized for the BVES service area. FPIC and FPWI are fire danger metrics that reflect environmental conditions strongly related with catastrophic powerline fires. Through standard operating procedures, FPIC and FPWI may be used to support operation decisions, as an input to PSPS decision-making, and making risk informed ignition and wildfire mitigation decisions.

FPI Composite (FPIC) represents the primary operational metric, combining both absolute fire danger conditions FPI Raw (FPIR) and local context FPI Percentile (FPIP) into a discrete rating scale from 1 to 5. As shown in Figure 4-1: Fire Potential Index Composite below, this composite index is derived by matching both FPIR and FPIP bin ranges, with the design specifically focused on identifying the intersection of high danger conditions and low-frequency events that lead to extreme fire potential. The breakpoints for these categories were empirically derived from the analysis of historical fire data to ensure each level corresponds to meaningfully different fire behavior characteristics.

FPIC is a danger index compounded by two metrics:

- **FPI Raw (FPIR)** serves as the foundational metric, predicting fire activity and rate of spread through the integration of environmental variables such as ground fuel content, moisture, and temperature. FPIR values represent absolute environmental conditions conducive to high fire activity and rapid fire spread, enabling direct comparisons across different regions and time periods.
- **FPI Percentile (FPIP)** contextualizes the current FPIR value within the historical record for each specific location. By characterizing the probability of a given FPIR value occurring, FPIP captures local environmental variability and identifies conditions that are extreme relative to local norms. This percentile approach ensures that the index remains sensitive to regional climatological differences while identifying locally anomalous conditions.

Figure C-1: Fire Potential Index Composite

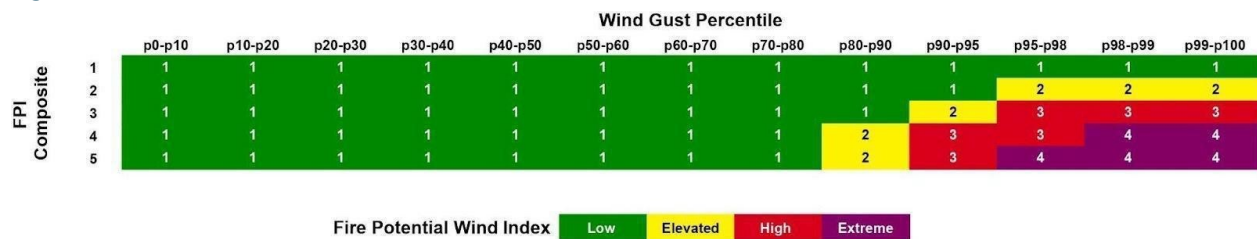


(Sit Man)

The **Fire Potential Wind Index (FPWI)** extends the FPI framework to specifically address utility operational needs, particularly for Public Safety Power Shutoff (PSPS) decision-making. FPWI captures extreme wildfire conditions by combining FPI Composite levels

with wind speed percentiles, recognizing that wind is a critical driver of both powerline-related ignitions and rapid fire spread. As illustrated in Figure 4-2: Fire Potential Wind Index below, FPWI values range from 1 to 4 and are determined by the intersection of FPIC levels (1-5) and wind gust percentiles (0-100). The index design acknowledges that powerline fires often occur during the convergence of elevated fire danger conditions and extreme wind events. For instance, FPWI level 4 conditions only occur when FPIC levels are very high (4) or extreme (5) combined with wind gusts above the 95th percentile, representing the most dangerous conditions for utility infrastructure.

Figure C-2: Fire Potential Wind Index



Fire Potential Wind Index (FPWI) is a **fire danger metric** that captures extreme wildfire conditions by combining FPIC levels with wind gust percentiles, recognizing that wind is a critical driver of both powerline-related ignitions and rapid fire spread. FPWI extends the FPIC framework to specifically address utility operational needs, particularly for Public Safety Power Shutoff (PSPS) decision-making. FPWI is also designed for seamless integration into utility operational workflows through the Wildfire Analyst platform.

FPWI is a danger index compounded by two metrics:

- **FPI Composite (FPIC):** Discrete rating from 1 to 5, matching both FPIR and FPIP bin ranges. Focuses on identifying both high danger and low frequent events leading to extreme fire potential.
- **Wind Gust Percentile:** Position of the wind gust values within a historical record, representing the probability of a value to happen. It represents the local environmental variability and what can be interpreted depicting local context.

FPIC and FPWI will be used to assist the BVES Team in making operational decisions regarding the sub-transmission and distribution system. As FPIC increases, the fire danger increases. Likewise, as FPIC and wind percentile increase, FPWI increases and the wildfire danger increases. Therefore, the BVES Team will initiate operational and customer procedures to mitigate wildfire. The FPIC and FPWI are updated at least daily by the Engineering & Planning Group. Figure 4-3: Technosylva Operational Danger Decision

Suite provides an illustration on how to use FPIC and FPWI.

Figure C-3: Technosylva Operational Danger Decision



The Field Operations Supervisor will monitor the FPIC and FPWI as reported by the Engineering Group and indications from installed weather stations, which are equipped with alarms based on actual wind speed, and then direct the proper operational pre-planned actions as indicated in Table C-1 below. “High” and “Extreme” FPICs are considered elevated fire threat conditions that require the BVES system to be configured for fire prevention over reliability concerns.

Table C-1: Operational Direction Based on FPIC and FPWI For Overhead Facilities

FPWI and FPIC Category	FPWI					FPIC				
	Low	Elevate d	High	Extrem e		Very Low	Low	Elevate d	High	Extrem e
EPSS Implemented on EPSS Designated Devices ¹	No	Yes	Yes	Yes		No	No	No	Yes	Yes
Auto-Reclosers and Protective Switches with Reclosing Capability ²	Field Operations Supervisor Discretion	Manual (Non-reclosing)	Manual (Non-reclosing)	Manual (Non-reclosing)		Field Operations Supervisor Discretion	Field Operations Supervisor Discretion	Manual (Non-reclosing)	Manual (Non-reclosing)	Manual (Non-reclosing)
Patrol following circuit or feeder outage ³	No	Yes	Yes	Yes		NA	NA	NA	NA	NA
Fuse TripSavers ²	Field Operations Supervisor Discretion	Manual (Non-reclosing)	Manual (Non-reclosing)	Manual (Non-reclosing)		Field Operations Supervisor Discretion	Field Operations Supervisor Discretion	Manual (Non-reclosing)	Manual (Non-reclosing)	Manual (Non-reclosing)
Implement enhanced ignition prevention work controls ⁴	NA	Yes	Yes	Yes		NA	NA	NA	NA	NA
Conduct additional patrols in high-risk areas as directed by the Field Operations Supervisor and Wildfire Mitigation & Reliability Engineer.	NA	NA	NA	Yes		NA	NA	NA	NA	NA
Forward to Field Operations updated list of medical baseline customers and impacts access and functional needs population.	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
Review Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification lists and procedures.	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
Review customer notification procedures.	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
Deploy Wildfire Risk Team(s). ⁵	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
Prepare Bear Valley Power Plant for sustained operations.	NA	NA	Yes	Yes		NA	NA	NA	NA	NA

Conduct switching operations to minimize impact of potential PSPS activity	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
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Initiate Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification in accordance with BVES PSPS Procedures. ⁶	No	No	Yes	Yes		NA	NA	NA	NA	NA
Initiate customer notification in accordance with BVES PSPS Procedures. ⁶	No	No	Yes	Yes		NA	NA	NA	NA	NA
Activate first responder, local government and agency, customer and community, and stakeholders PSPS communications plan. ⁶	No	No	Yes ⁹	Yes ⁹		NA	NA	NA	NA	NA
Activate EOC. ⁷	NA	NA	Yes	Yes		NA	NA	NA	NA	NA
Activate Community Resource Centers. ⁸	No	No	Yes ¹⁰	Yes		NA	NA	NA	NA	NA
Invoke Public Safety Power Shutoff per thresholds in Table 4-4. ⁹	No	No	Yes	Yes		NA	NA	NA	NA	NA

¹ See Section 4.8 for instructions.

² Per Section 4.9. Note all reclosing devices are in “Manual” (non-reclosing) from April 1st to October 31st. Reclosing only permitted on SCADA connected devices. See Section 4.9 for instructions.

³ Per Section 4.9. If the cause is identified and the FPWI is “Low,” the Field Operations Supervisor may authorize the Line Crew to test the device once.

⁴ See Section 4.10 for instructions.

⁵ Based on actual conditions in the area, the Field Operations Supervisor will deploy Wildfire Risk Teams as needed.

⁶ President will approve outgoing notifications.

⁷ Utility Manager will approve activating EOC.

⁸ Energy Resource Manager will approve activating Community Resource Center.

⁹ President will approve invoking PSPS.

Table C-2 PSPS Thresholds provide wind thresholds (forecasted or actual sustained wind or 3-second wind gusts) to invoke PSPS given circuit type and FPWI. For bare conductors, the major concern is BVES “blow-ins”. Based on observations from the field that “blow-ins” are occurring or very likely even though the thresholds in Table 4-4 have not been exceeded, a BVES PSPS should be invoked.

Table C-2: PSPS Thresholds

Circuit Type	High	Very High/Extreme
Bare Conductor Circuit	40	35
Bare Conductor Circuit with EPSS Enabled	50	45
Covered Conductor Circuit	65	65

When sub-transmission and distribution facilities are in areas where the FPWI is designated as “High” or “Extreme,” the affected circuit(s) is designated as being “in in scope”. When facilities are designated as being “in scope,” 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 affected area(s). The BVES Team will start making preparations for possible PSPS implementation on the “in scope” circuits.

The pre-planned operational actions provided in this section take into account the System Design Limitations factor.

APPENDIX D: PSPS PHASES FOR PSPS PROCEDURES

Stages	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.

Activating PSPS Protocols/Potential to De-energize	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 patrols of Radford Line. • Review FPI, WFA-E, National Weather Service (NWS) forecasts, National Fire Danger Rating System (NFDRS) 7-day	None
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		forecast, and weather and threat assessments from contracted meteorology consultants. - 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 consultants 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.	

Activating PSPS Protocols/Potential to De-energize	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 contact 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 is 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 are fully operational. • Ensure circuit load monitoring equipment is fully operational. • Place BVES staff incident responders on alert.	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. Cal OES • Submit PSPS state notification form to Cal OES/CSWC • Call CSWC to confirm receipt of the first notification. • Begin required 1330 daily notifications. • Provide initial impacted customers/circuit scope • Share GIS/map’s or outage data if available. • Participating in State Executive Briefings (impacting more than 1,000 customers) • coordinate with Cal OES on impacts. •
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		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.	

Activating PSPS Protocols/Potential to De-energize	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 communication 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	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. Cal OES • Submit PSPS state notification form to Cal OES/CSWC • Call CSWC to confirm receipt of the first notification. • Begin required 1330 daily notifications. • Provide initial impacted customers/circuit scope • Share GIS/map's or outage data if available. • Participating in State Executive Briefings (impacting more than 1,000 customers) • coordinate with Cal OES on impacts. • Customer Outreach: • Post "2-3 Day Notice" on BVES website and social media. • Issue "2-3 Day Notice" press release for local media.
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		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.	• Send out "2-3 Day Notice" via IVR. • Send out "2-3 Day Notice" via Text • Send out "2-3 day Notice" via email

Activating PSPS Protocols/Potential to De-energize	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 communication 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 for 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	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. Cal OES • Submit PSPS state notification form to Cal OES/CSWC • Call CSWC to confirm receipt of the first notification. • Begin required 1330 daily notifications. • Provide initial impacted customers/circuit scope • Share GIS/map’s or outage data if available. • Participating in State Executive Briefings (impacting more than 1,000 customers) • coordinate with Cal OES on impacts. • 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
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		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	

Activating PSPS Protocols/Potential to De-energize	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,	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. Cal OES • Submit Decision to De-Energize notification to Cal OES within 1–4 hours and provide final outage timing and impacted areas. • Submit PSPS state notification form to Cal OES/CSWC
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		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.	• Call CSWC to confirm receipt of the first notification. • Begin required 1330 daily notifications. • Provide initial impacted customers/circuit scope • Share GIS/map's or outage data if available. • Participating in State Executive Briefings (Impacting more than 1,000 customers) • Coordinate with Cal OES on impacts. □ 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

De-energization Initiated	During de-energization event. A PSPS event has been 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:	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
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Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		- 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 be released. - 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 be released. - 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.	power being shut off per ESRB-8. Cal OES - Submit Stage Change Notification (Stage 2) to Cal OES. Continue 1330 reporting and provide real-time updates. Submit PSPS state notification form to Cal OES/CSWC Call CSWC to confirm receipt of the first notification. Begin required 1330 daily notifications. Provide initial impacted customers/circuit scope Share GIS/map’s or outage data if available. Participating in State Executive Briefings (Impacting more than 1,000 customers) Coordinate with Cal OES on emergency impacts and planning 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.
Event Concluded	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.	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

Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		- Conduct switching operations as directed by Field Operations Supervisor to restore systems normally 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.	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. Cal OES - Submit Event Concluded notification to Cal OES once: - All Customers are restored or - The weather threat passes and no shutoffs occurred. - Confirm final restoration numbers/status - Begin post-event reporting requirements. 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.	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.

Stages	Timeframe	Internal Staff Actions	External Communications and Notifications
		- 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.	

BVES Action for SCE Lines Under PSPS Consideration

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 <u>and</u> 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.
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BVES Action for SCE Lines De-energized Due to PSPS

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 is 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 <u>and</u> 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 <u>and</u> 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.

BVES Action for SCE Lines De-energized Due to PSPS	
Condition	BVES Action
SCE de-energizes Doble, Cushenberry, <u>and</u> 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

BVES PSPS Communications Template Listing			
Template	Content	Media	Recipients
4-Day Alert	Provides notice of continuing and consistently 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 Organizations (Includes

	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	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 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).

APPENDIX E: 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 F: EXERCISE SCHEDULE

AGENDA FOR BVES PSPS SIMULATION

Date: June 5 and 17, 2026

Duration: 4-8 Hours (8:00 AM - 5:00 PM PDT; 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 Managements 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.
SME	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.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
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.
SME	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.
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	SME	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5
Energy Resource Manager	Sean Matlock	Managing energy resources and coordination during PSPS	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	Kayla Blackwell (on simulated vacation) and Tawny Re	Develop emergency service plans, coordinate across groups for cohesive strategy, coordination during PSPS.	Modules 1, 2, 3
Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou and Alexis Ravnik	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 and Vincent Martinez	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, Berndt Nording, & 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 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 stage** 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 **Activating PSPS Protocols/Potential to De-energize stages**.

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 areas 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

Module 1 (Pre-Planning Stage - 7 Days Ahead)

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.

- **Initial Conditions:** The scenario starts with an FPIC and FPWI rating transitioning from 'Elevated' 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 FPIC and FPWI, 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.

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

PSPS Scenario Summary

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 stage** 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 FPWI 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
- Introducing scenarios 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 Kayla Blackwell on the expected weather conditions and potential PSPS trigger	Paul Marconi: Outlines preparedness steps and resource allocations Kayla Blackwell: 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 Kayla Blackwell: Addresses the weather data discrepancies, providing an action plan for verification and coordination with SCE	- Facilitate exercise by taking notes on actions and preparing 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 plans, data governance processes, and adjusting resource allocation practices.

Table 3: Module 1 Simulation Activities

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 **Activating PSPS Protocols/Potential to De-energize stage**, particularly **4-7 Days Ahead** actions, which includes awareness of the weather forecast or infrastructure conditions.

Table 4: Module 2 Playbook

Facilitator	PSPS Exercise Team	Observers
- Update on weather conditions and prompt SME 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	SME: 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 of 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 sitting 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 **Activating PSPS Protocols/Potential to De-energize stages**.

Table 5: Module 2 Simulation Activities

Activity	Facilitator	Observers
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
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 **Activating PSPS Protocols/Potential to De-energize stage** 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

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Internal Communications	Coordination Meetings	Finalize EOC preparations.	Conduct a brief mock EOC meeting to review weather updates and refine strategies.
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	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 **Activating PSPS Protocols/Potential to De-energize** and **De-energization Initiated stages** 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 of the activation schema and decision points SMEs provide insights into 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

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 **Activating PSPS Protocols/Potential to De-energize** and **De-energization Initiated stages** 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
- Introducing update that SCE took actions, which affect BVES - Direct SME to manage these operational impacts - Coordinate Damage Assessment Team's immediate actions and reporting	SME: 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

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 considering 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 **Event Concluded stage** 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: 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

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Re-energization Prep Brief	• Prepare for power restoration	• Quick briefing on conditions meeting criteria for re-
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		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 **Event Concluded stage** 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 into 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



Initiate Re-energization	• Start the re-energization process	• Simulate the process of re-energizing circuits, focusing on the procedural steps
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		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 begins - Collect feedback - Encourage lessons learned discussions	All players contribute to the debrief, providing insights into the exercise	Observers and SMEs engage in the evaluation process, providing feedback and suggestions for future improvements

Table 17: Module 8 Simulation Activities

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 backchannel 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 G: 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 Stage)
 - 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 to re-energization steps
 - Module 7 (PSPS Re-energization Initiated)
 - Monitor re-energization process
 - Module 8 (PSPS Event Concluded)
 - Lead debriefs and lessons learned session
-

SME - Operations Group Lead

Roles/Responsibilities:

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

Modules:

- Module 1 (Pre-Planning Stage)
 - 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

Roles/Responsibilities:

- Manage energy resources and coordination during PSPS

Modules:

- Module 1 (Pre-Planning Stage)
-

Jeff Barber - Strategic Operations Supervisor

Roles/Responsibilities:

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

Modules:

Module 1 (Pre-Planning Stage)

- 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

Tawny Re/Kayla Blackwell (on simulated vacation)- Emergency Service Representative and Planning Group Lead

Roles/Responsibilities:

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

Modules:

Module 1 (Pre-Planning Stage)

- 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/Alexis Ravnik-Engineering Supervisor and Backup Strategic Operations Supervisor

Roles/Responsibilities:

- Optimize engineering systems for extreme conditions
- Provide technical support

Modules:

Module 1 (Pre-Planning Stage)

- 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/Kayla Blackwell (on simulated vacation) - Public Information Group Lead

Roles/Responsibilities:

- Manage public and stakeholder communications
- Coordinate with media

Modules:

Module 1 (Pre-Planning Stage)

- 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)

- Communicating 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 SME, & Jared Hennen-System Monitors

Roles/Responsibilities:

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

Modules:

Module 1 (Pre-Planning Stage)

- 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)

- Responding 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)

- Evaluation 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 Stage (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	☐	
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

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	☐	
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

Appendix J: 2025 PSPS FSX & Wildfire Season Update Presentations and
Surveys (Outreach Materials)



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





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 313 surveys were completed between June 3, 2025 and June 18, 2025
 - 📞 Phone: 80 completed surveys from 8,859 records
 - 💻 Web: 233 completed surveys from 13,814 records



Key Findings

Communications

- **82% are aware of wildfire safety communications**, up significantly from December 2024 results (75%).
- **BVES** remains the primary source for wildfire preparedness information, and **Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication (50%), consistent with December 2024 (51%), followed closely by direct mail, bill inserts, and the BVES website.
- **78%** recall seeing, hearing or reading the phrase **"Public Safety Power Shutoff or PSPS,"** up significantly from December 2024 (65%); **PSPS recall is significantly higher among Recallers** (82% vs 56%).
 - **Email (42%)** remains the most common source of PSPS communication, followed by **social media** and the **BVES website**.
- **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 remains the most helpful element of communication that could be incorporated.

Actions Taken

- **87% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, consistent with December 2024 (85%). **Trimming vegetation around properties** remains the most common action taken (90%).
- **52% 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 (42% vs 19%).
- **58%** are aware they can **update their contact information with BVES**, consistent with December 2024 (56%), and 66% of those have done so.
- **44%** say they know **whether their address is in a PSPS area**, consistent with December 2024 (38%), and **23% are aware of a PSPS map on BVES's website**.

AFN and Critical Customers

- **21% of customers are be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **electrical and wildfire safety information, LIHEAP, and special payment arrangements**; 34% have not investigated any of the resources, remaining in line with December 2024 (37%).
- Only 5% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 44% 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.



Recommendations

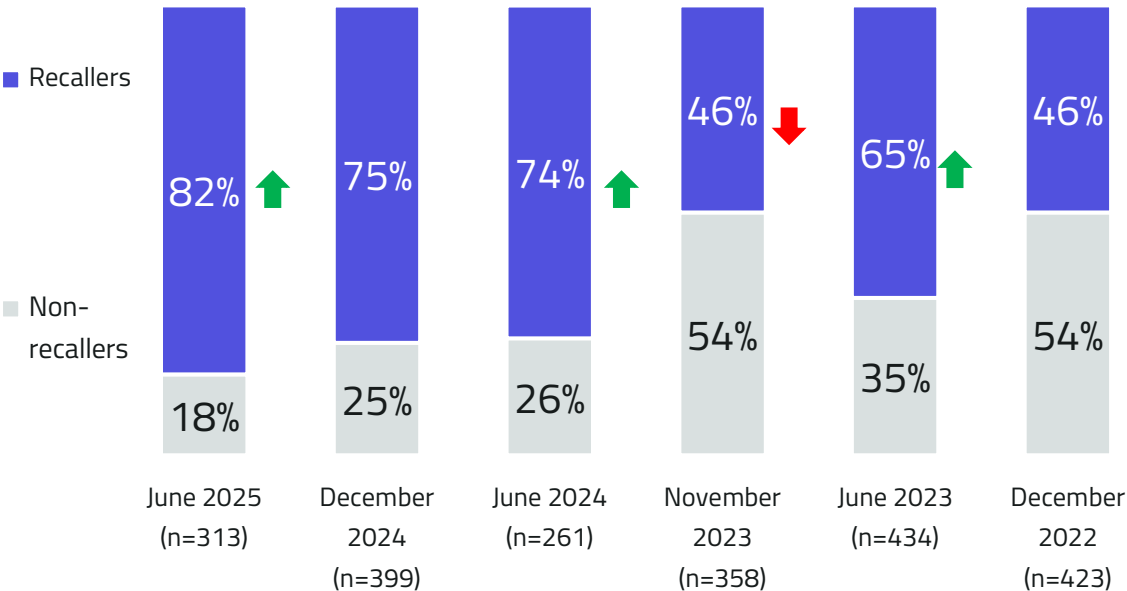
- Continue pushing awareness of PSPS and wildfire safety. Just over eight in ten customers indicated they have seen or heard communications about wildfire safety in the past year, significantly higher than was reported in December 2024, indicating off-season communication efforts may be having the desired impact.
 - Among those recalling communications from BVES, PSPS is the most common message recalled, cited by just over two-thirds of customers.
 - Just under eight in ten say they recall seeing, hearing or reading the phrase PSPS, which is also significantly higher than what was reported in December 2024.
- Continue the use of text messages, emails, direct mail, and bill inserts for customer communications, with a goal of driving customers to the BVES website. Although direct mail takes second place behind email as the most common channel for wildfire preparedness, it is viewed as the clearest and most useful source. Customers continue to indicate notifications via text as the most effective form of communication from BVES, followed by email, and the BVES website is far and away the most common channel customers would turn to first for information relating to PSPS. Roughly half of BVES customers are satisfied with all tested statements about outreach and engagement.
- Continue promoting BVES's efforts towards reducing the risk of wildfires. Despite a relatively steady increase of awareness towards most of BVES' efforts since June 2022, there were declines observed across all efforts in June 2025 compared with December 2024, and a slight increase among those stating they are not aware of any efforts by BVES.
- Continue to focus messaging on personal preparedness. Although 87% took action to prepare for wildfire season, 90% of whom trimmed vegetation around the home or property, fewer than 5% took steps towards keeping gutters clear, preparing emergency kits, or creating emergency readiness plans.
- Look for further opportunities to educate the public on AFN Self-Identification. Only 7% of all customers and 5% of AFN customers are aware of the resource and just 19% of those aware have actually used the resource.



Wildfire Safety Communications Awareness

- Just over eight in ten (82%) customers indicated they have seen or heard communications about wildfire safety in the past year, significantly higher when compared with December 2024
- Recallers are significantly more likely to be age 65+ when compared with Non-Recallers (55% vs 40%)

Communication Awareness



	Recallers (n=256)	Non-Recallers (n=57)
Gender	Male – 48% Female – 46%	Male – 54% Female – 39%
Age	18-54 – 17% 55-64 – 22% 65+ – 55%	18-54 – 28% 55-64 – 26% 65+ – 40%
Median Income	\$104K	\$101K
Home Ownership	Own – 89% Rent – 7%	Own – 82% Rent – 14%
Primary Language is not English	14%	18%
Responded they Rely on Electricity for Medical Needs	15%	18%

Q2 Have you seen or heard any information about wildfire safety in the past year? (n=313; 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



Communication Recall

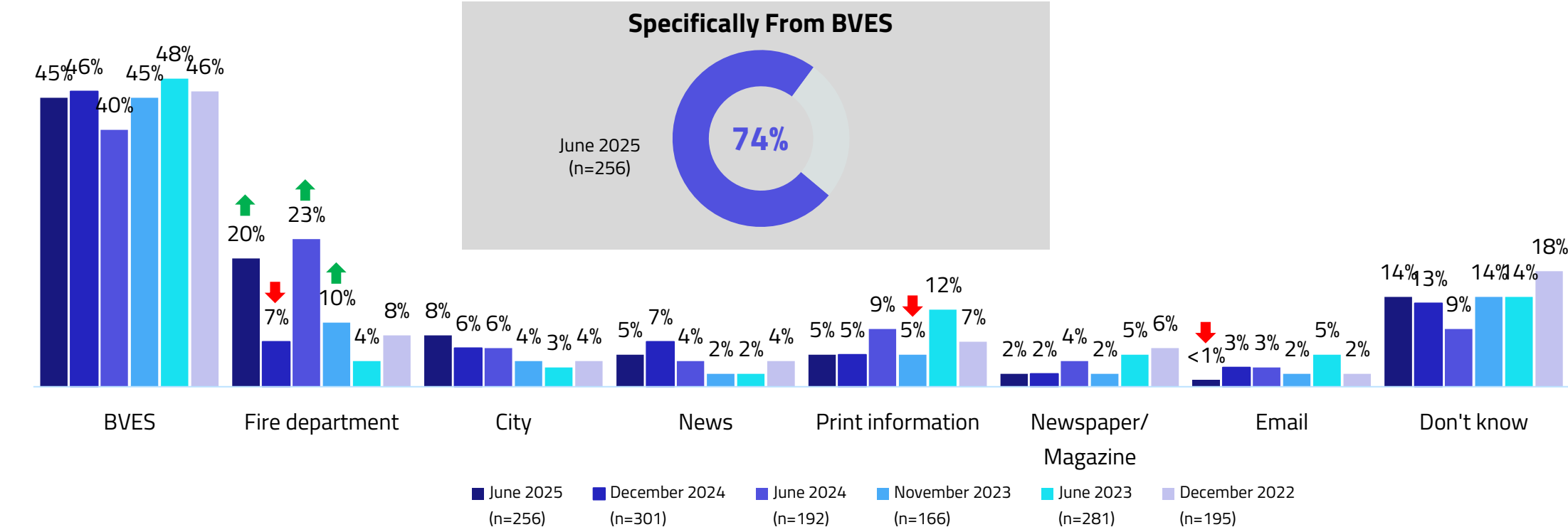
(among those aware of communications)



Sources of Wildfire Preparedness Communications

- Of those aware, just under half (45%) recalled BVES unaided as the source of wildfire preparedness information
- When asked specifically if they had heard any information from BVES, just under three in four (74%) said they had

Wildfire Preparedness Communications Sources
(among those who recall communication)



Q5 Who was the information about wildfire preparedness from? (n=256; Aware of Information)
QBV1 Have you seen or heard any information about wildfire safety specifically from Bear Valley Electric Service in the past year? (n=256; Aware of Information)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Wildfire Preparedness Communications Messages

- Of those who recall communications from BVES, just over two thirds recall messages about PSPS (67%) and just over half recall mentions of vegetation management (55%) and BVES' Wildfire Mitigation Plan (54%)
- Mentions of Community Resource Centers decreased significantly from December 2024

Communications Messages Recalled
(among those who recall communication)

		Dec 2024 (n=230)	June 2024 (n=141)	Nov 2023 (n=166)	June 2023 (n=281)	Dec 2022 (n=195)
Public Safety Power Shutoff	67%	59% ↑	40%	34% ↓	44% ↑	28%
Vegetation Management or clearing forest brush	55%	57%	65%	67% ↑	58%	57%
BVES's Wildfire Mitigation Plan	54%	54%	52%	45%	48%	44%
Personal Preparedness	43%	52%	46%	42%	42%	47%
Notifications & Updating Customer Information	32%	36% ↑	24%	19%	22%	24%
CPUC designation of high wildfire threat areas	23%	26%	27%	19%	20%	25%
Efforts to enhance system reliability	20%	23%	21% ↑	10%	8%	6%
Local Emergency Services – Resources	18%	25%	21%	19%	16%	23%
Medical Needs	16%	22%	14%	17%	15%	17%
Grid and evacuation route hardening	13%	17%	11%	Added June 2024		
Community Resource Centers available for info and support	12% ↓	23%	16%	16%	12%	14%
Local Emergency Services – Support Tools	12%	17%	18%	14%	13%	14%

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Bear Valley Electric Service? (n=190; Aware of Information from BVES)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

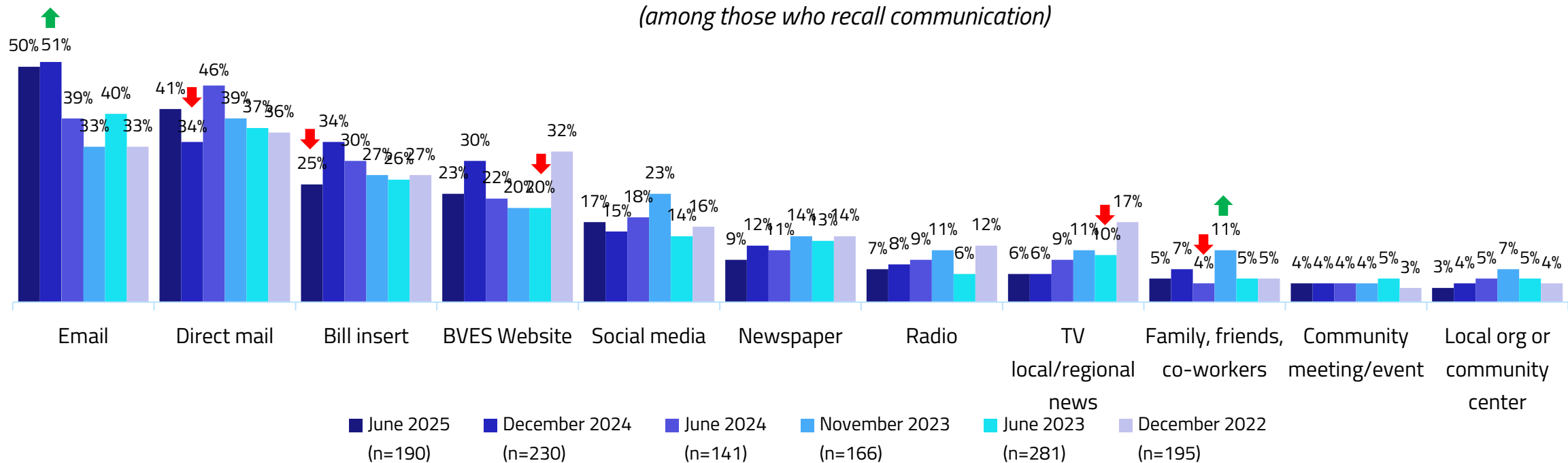


Information Channels for Wildfire Communications

- Email was cited as the most common channel for wildfire preparedness communications, with half (50%) mentioning it, followed by direct mail (41%), and bill inserts (25%).
- Mentions of bill inserts decreased significantly since December 2024

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



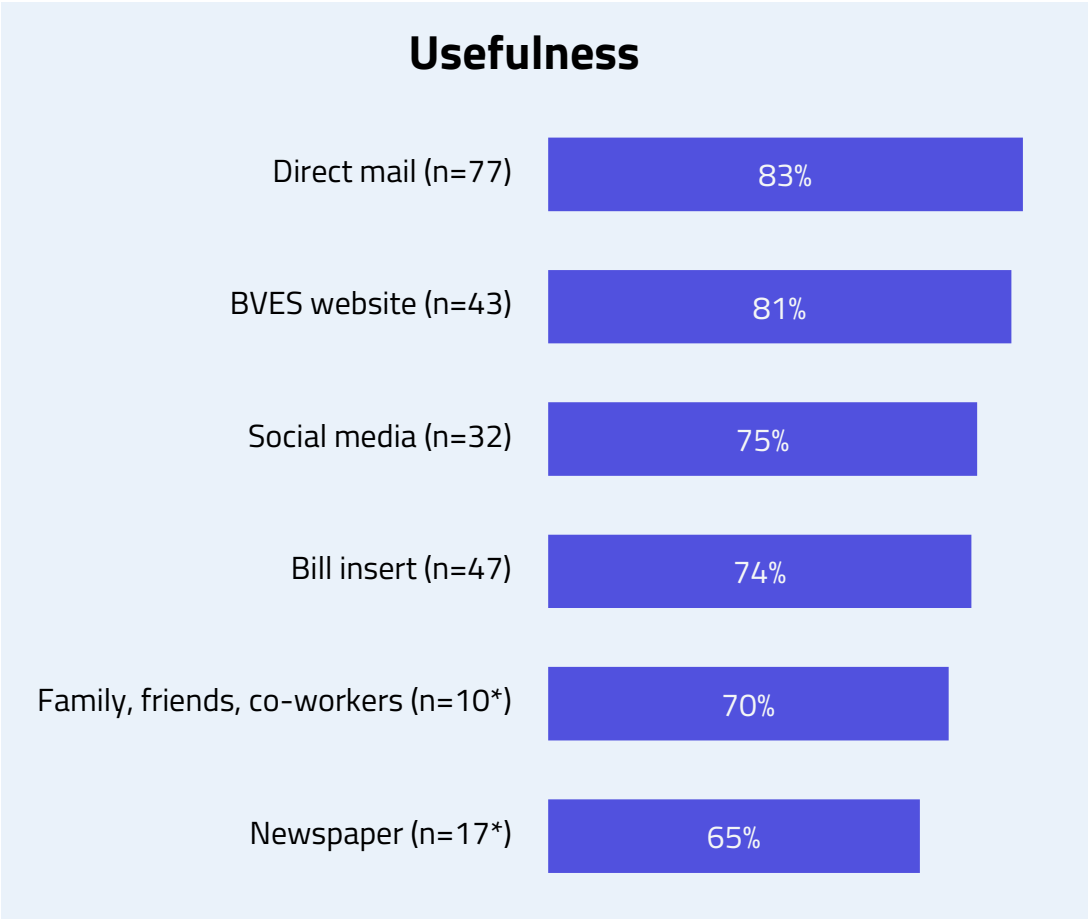
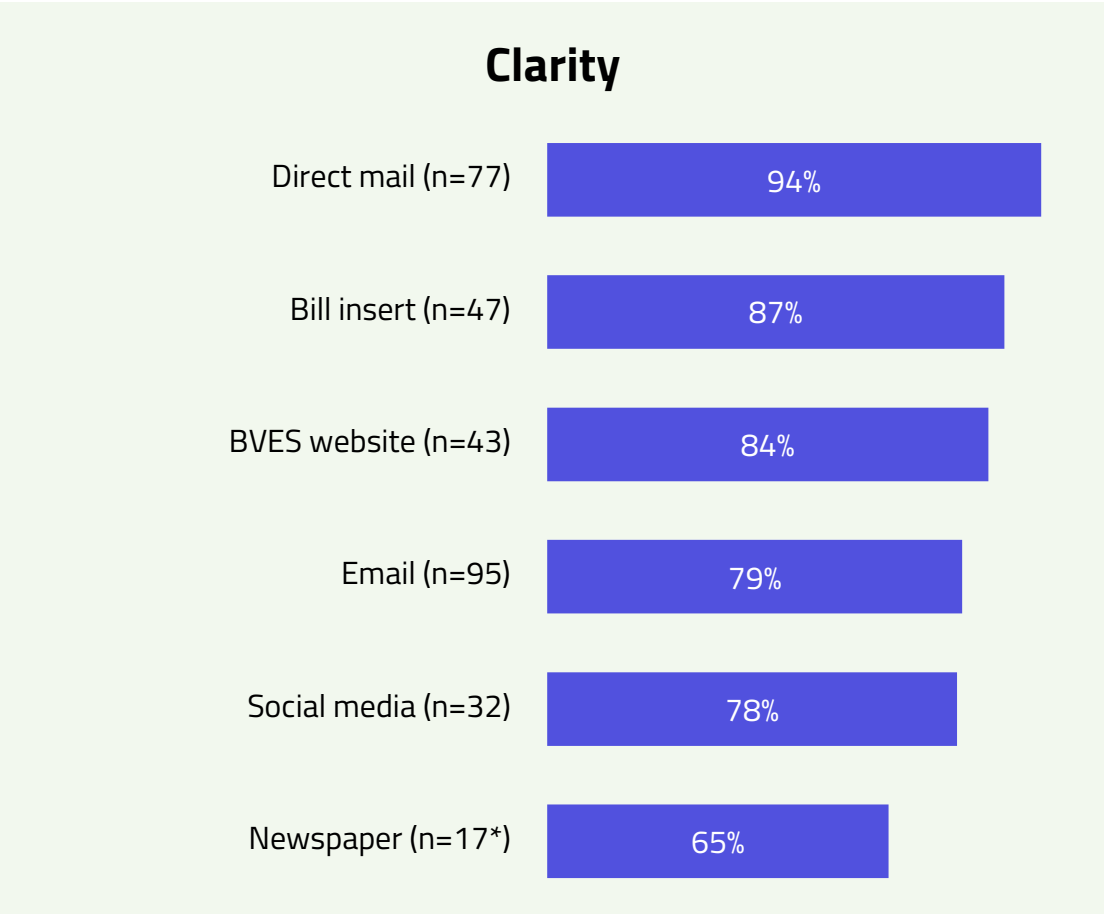
Q4 Where did you see or hear the information from Bear Valley Electric Service about wildfire preparedness? (n= 190; Aware of Information from BVES)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Information Usefulness and Clarity

- In terms of clarity, direct mail (94%), bill inserts (87%), and the BVES website (84%) are rated the highest; direct mail (83%), the BVES website (81%), and social media (75%) are considered the most useful among those recalling the resources



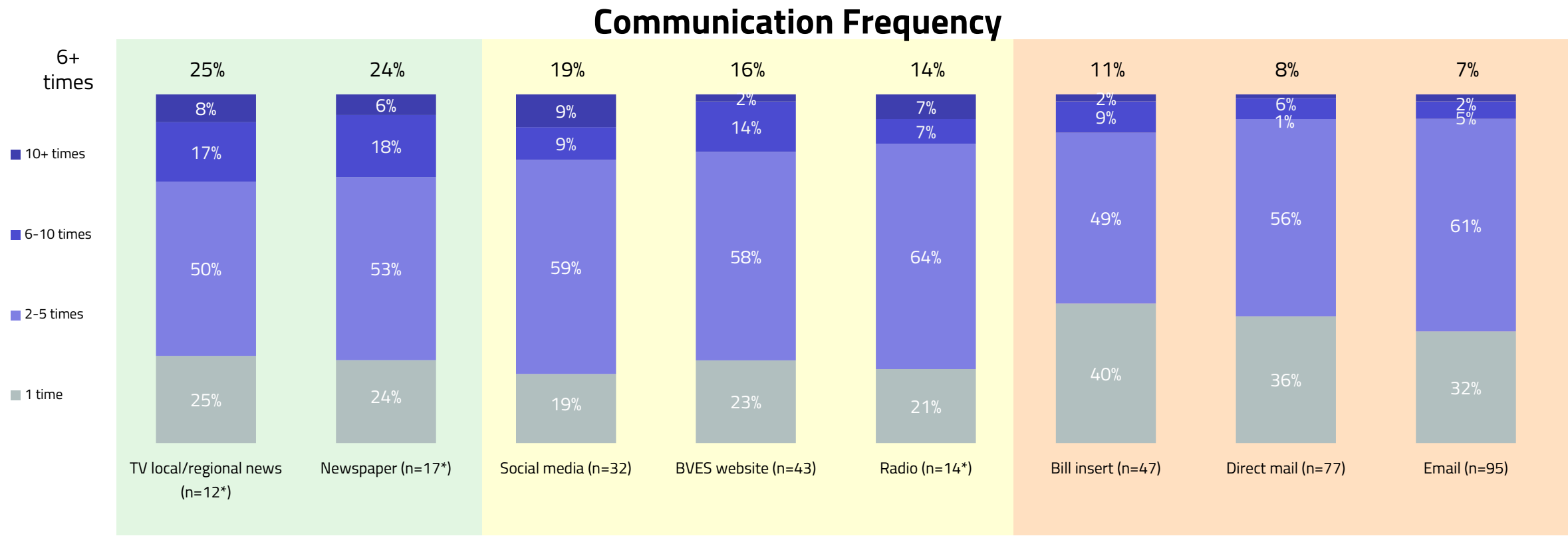
Q4A How useful was the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)
Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)

*Small sample size (n<30)



Communication Frequency

- Roughly one in four report hearing messages about wildfire preparedness from TV local/regional news (25%) and newspaper (24%) more than six times during the last six months, followed by social media, the BVES website, and radio



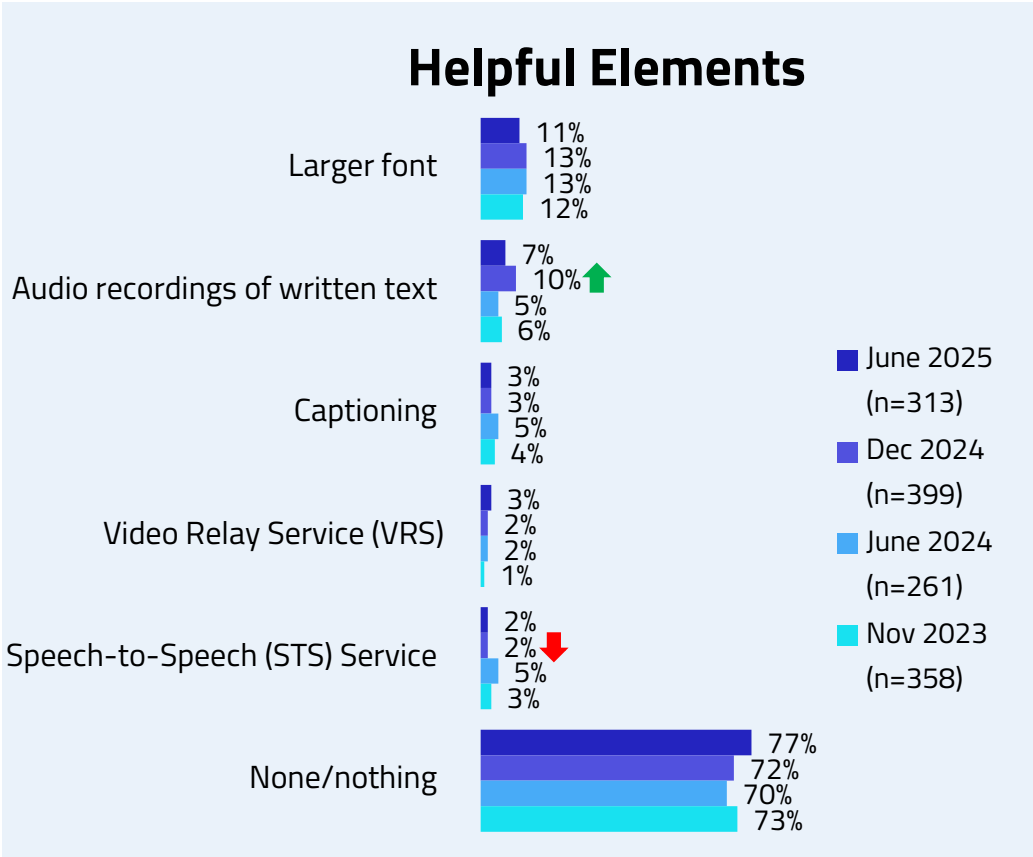
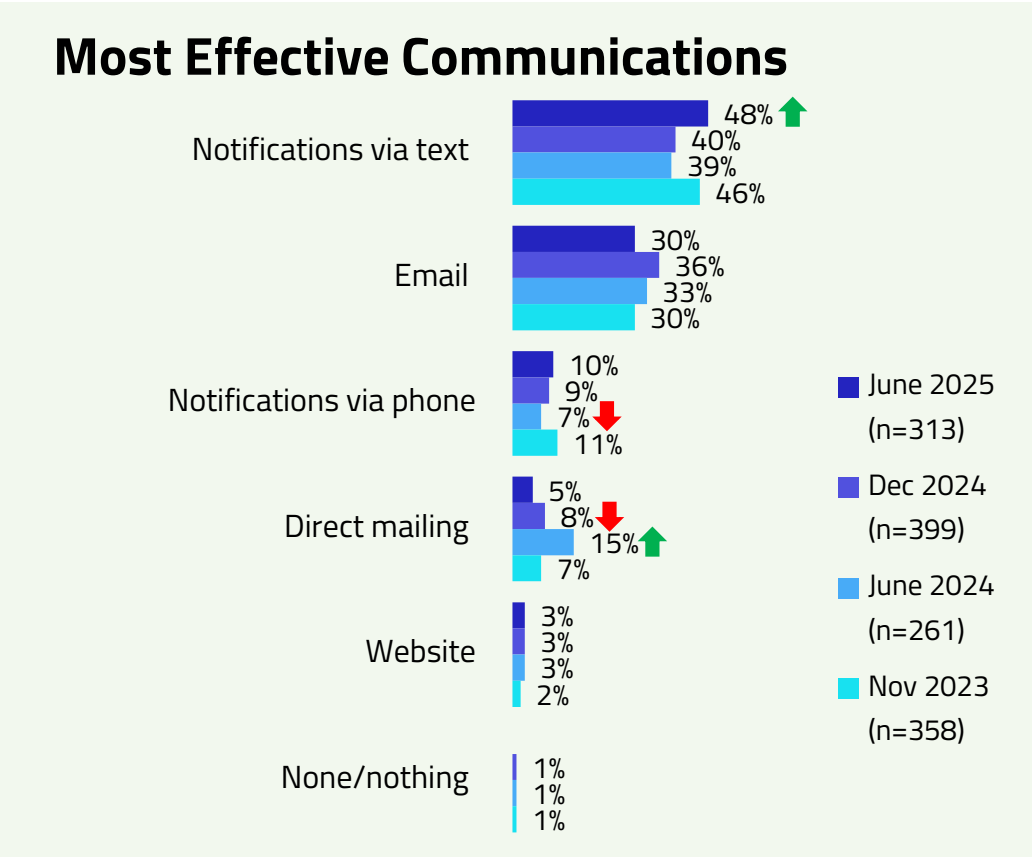
Q5A. In the past 6 months, how often do you recall seeing, hearing or receiving messages about wildfire preparedness? (n-sizes vary; Aware of Communication)

*Small sample size (n<30)



Effective and Helpful Communication

- Notifications via text remain seen as the most effective form of communication from BVES (48%), followed by email (30%); larger font remains as the most helpful (11%) element that could be incorporated
- Mentions of notifications via text as most effective form of communication increased significantly since December 2024 (48% vs 40%)



QA6. What method of communication from Bear Valley Electric Service do you find most effective? (n=313; Total)
QA12. Regardless of how communications from Bear Valley Electric Service are received, which, if any, of the following would be helpful for you? (n=313; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

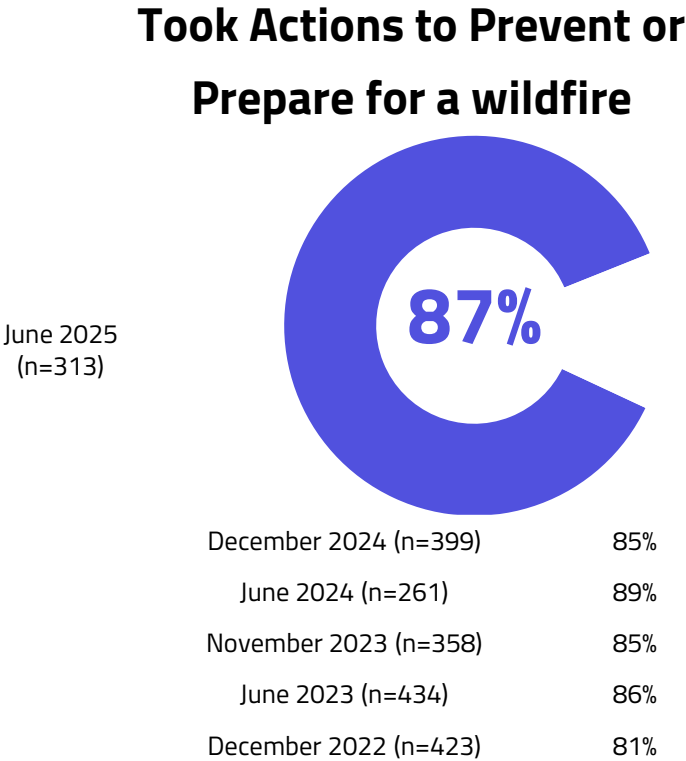


Wildfire Preparedness Actions Taken



Wildfire Preparedness

- Just under nine in ten respondents (87%) have taken actions to prevent or prepare their home or business in the event of a wildfire, staying in line with previous results (85% in December 2024)
- Trimming vegetation remains the most common action taken, mentioned by 90% of respondents who have taken action; mentions of all actions taken remain consistent with December 2024



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=313; Total)
Q6A. What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=273; Took actions)

Actions Taken <i>(among those taking action)</i>	June 2025 (n=273)	December 2024 (n=340)	June 2024 (n=232)	November 2023 (n=305)	June 2023 (n=375)	December 2022 (n=341)
Trimmed vegetation around home or property	90%	89%	90%	88%	91%	83%
Created defensible space	19%	19%	13%	16%	13%	23%
Clearing roof/gutter	4%	5%	4%	4%	4%	5%
Watering/installed watering systems (sprinklers, hoses, etc.)	4%	2%	2%	2%	2%	2%
Prepared an emergency kit	3%	3%	1%	2%	2%	4%
Prepared an emergency readiness plan and contact information	--	1%	2%	1%	1%	1%

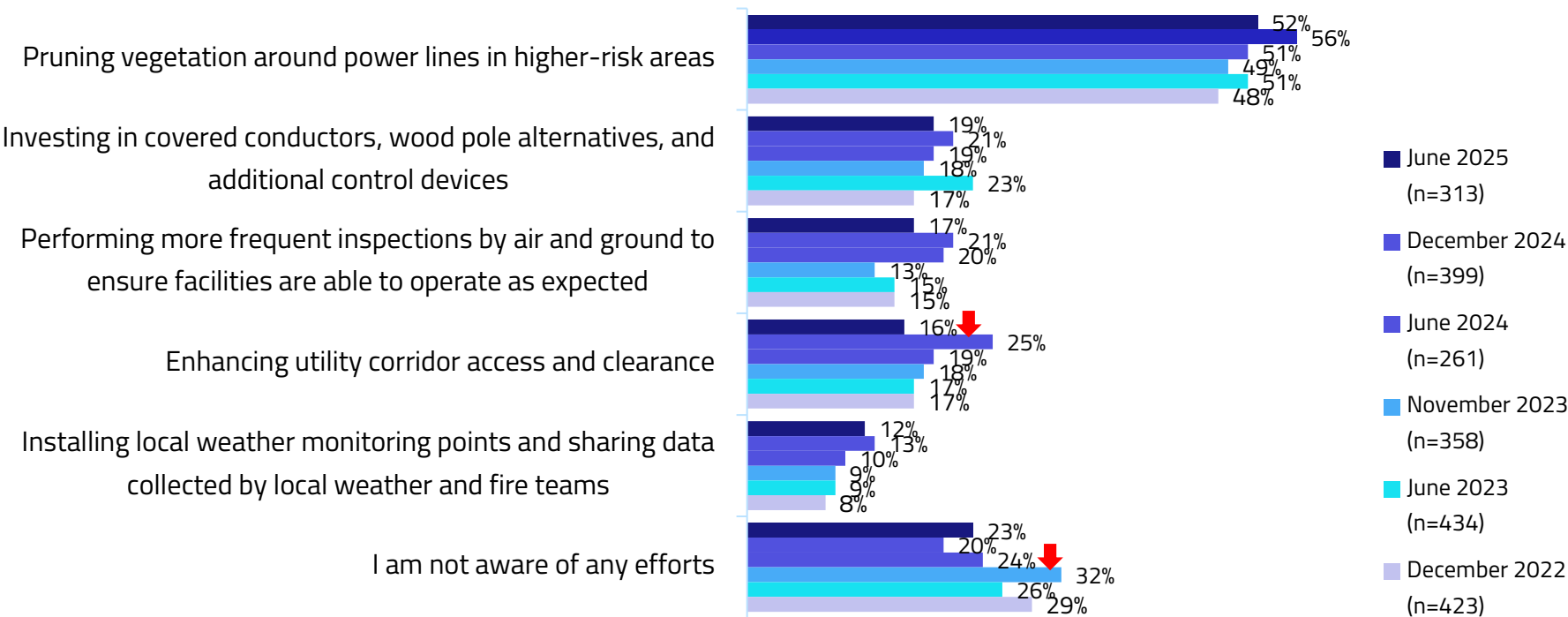
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of BVES's Efforts

- Consistent with previous results, just over half are aware of BVES pruning vegetation around power lines in higher-risk areas (52%); mentions of enhancing utility corridor access and clearance saw a significant decrease from December 2024 (16% vs 25%)
- **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=313; 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



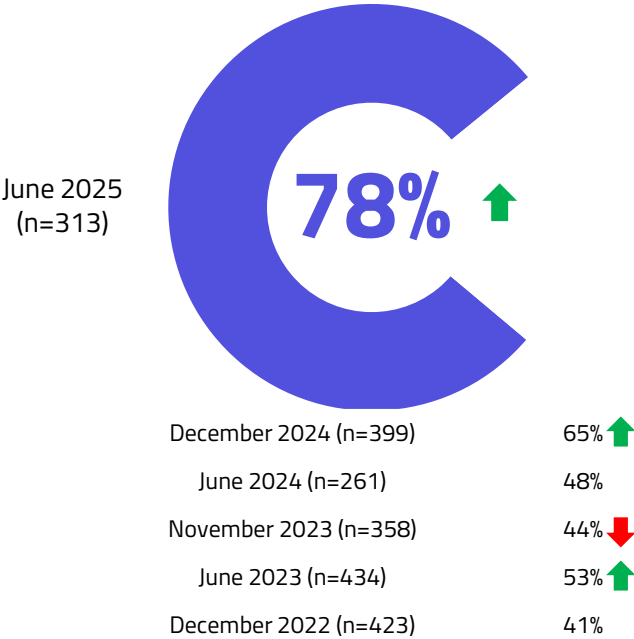
Awareness of Public Safety Power Shutoff



PSPS Awareness

- Just under eight in ten (78%) say they recall seeing, hearing or reading the phrase PSPS, up significantly compared with December 2024 (65%); **Recallers** are significantly more likely to recall PSPS than Non-Recallers (82% vs. 56%)
- Email (42%) remains the most common source of PSPS communication followed by social media (24%) and the BVES website (24%); mentions of family, friends, co-workers saw significant increases, while mentions of non-BVES websites saw significant decreases when compared with last wave

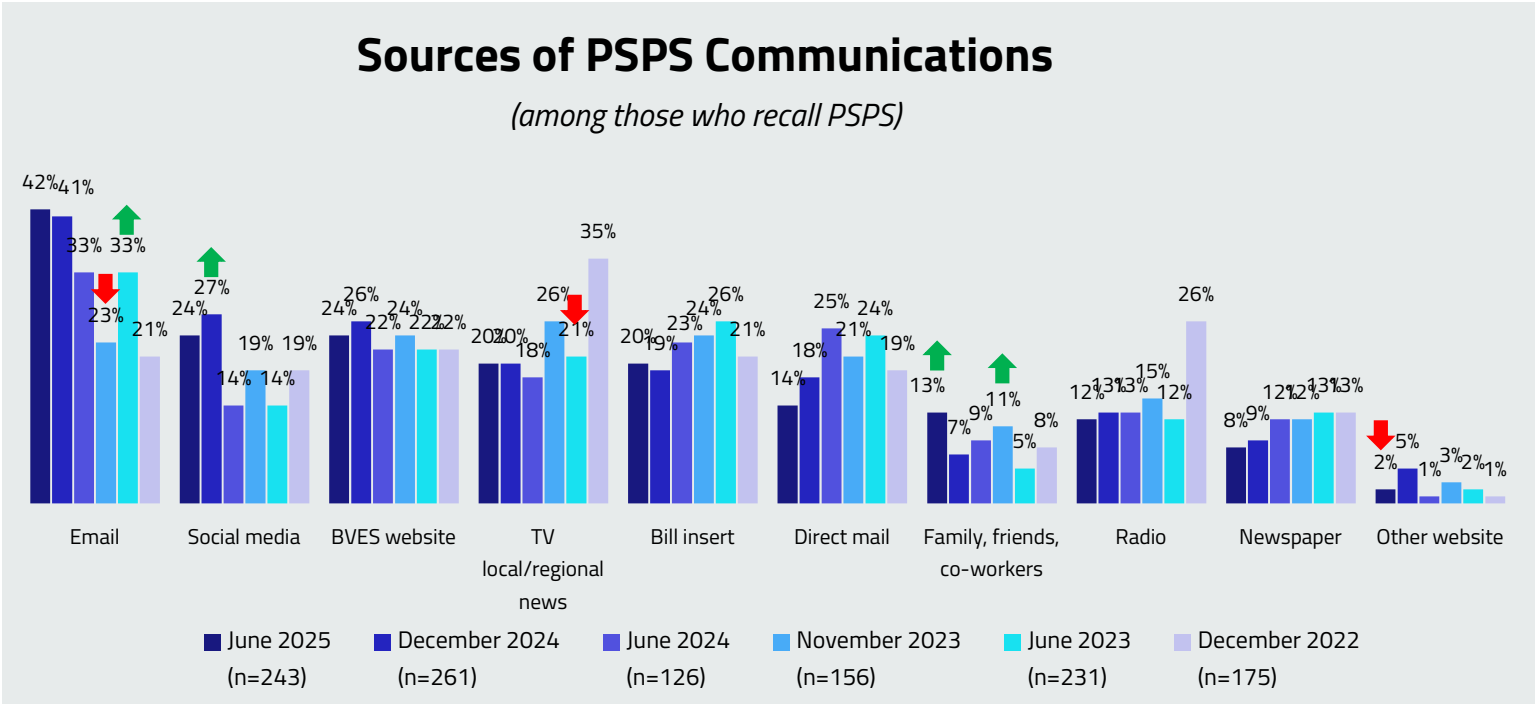
PSPS Recall



Q8. In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=313; Total)
Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=243; Recall PSPS Communications)

Sources of PSPS Communications

(among those who recall PSPS)



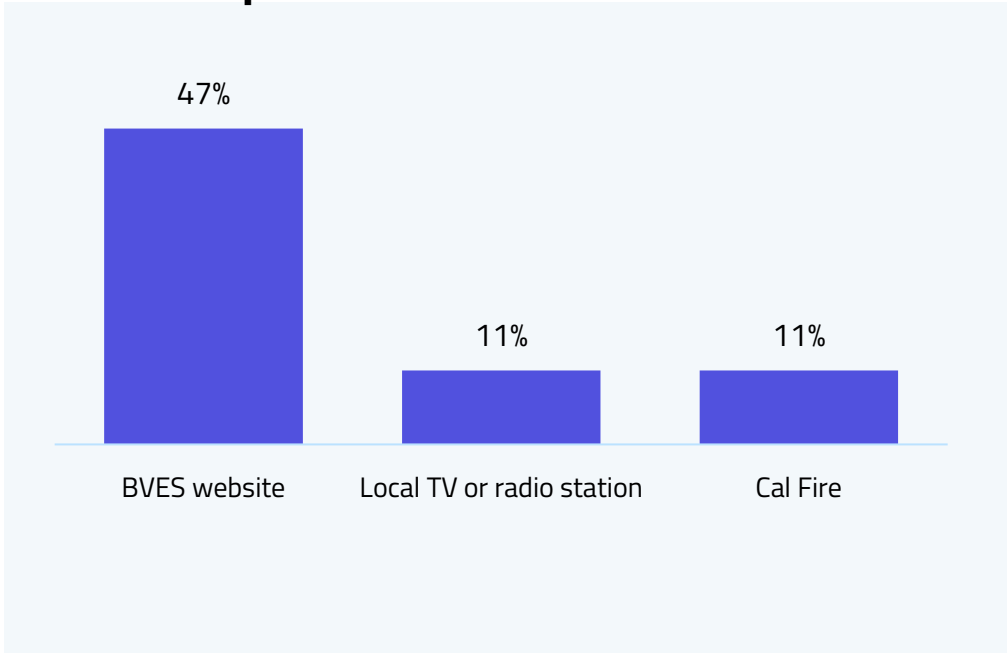
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Just under three in four (74%) 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 previous results

Top 3 Sources of PSPS Information



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=243; Recall PSPS)
Q10.. What is your understanding of a Public Safety Power Shutoff? (n=243; Recall PSPS)

PSPS Understanding

	June 2025 (n=243)	Dec 2024 (n=261)	June 2024 (n=126)	Nov 2023 (n=156)	June 2023 (n=231)	Dec 2022 (n=175)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	74%	78%	75%	74%	71%	70%
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%	57%	54%	56%	48%	46%
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%	51%	54% ↑	42%	40%	46%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	27%	33%	33%	37%	29%	38%
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%	29%	31%	29%	26%	28%

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 Arrows signify statistical difference at the 95% confidence level compared to the previous wave

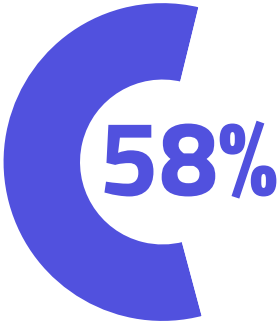


Contact Information for PSPS

- Just under six in ten (58%) are aware they can update their contact information with BVES, consistent with December 2024 results (56%); among **Recallers** awareness is higher than among Non-Recallers (63% vs 39%)
- Two thirds (66%) of those aware they can update their information have done so, consistent with previous findings

Awareness of Ability to Update Contact Information for PSPS

June 2025
(n=313)

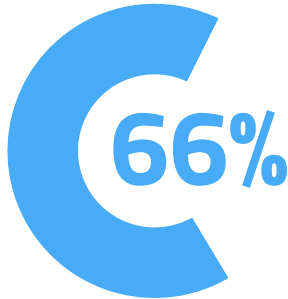


December 2024 (n=399)	56%
June 2024 (n=261)	47%
November 2023 (n=358)	42%
June 2023 (n=434)	46%
December 2022 (n=423)	43%

Have Updated Contact Information

(among those aware they can update contact info)

June 2025
(n=183)



December 2024 (n=225)	58%
June 2024 (n=122)	61%
November 2023 (n=151)	62%
June 2023 (n=200)	57%
December 2022 (n=184)	61%

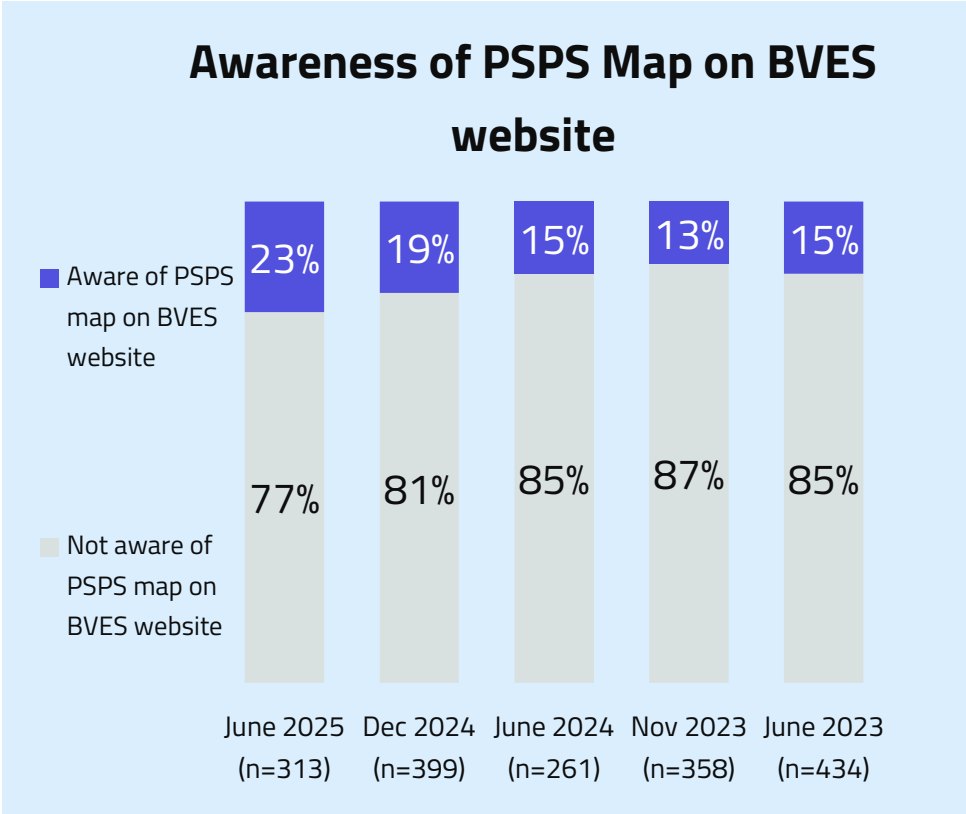
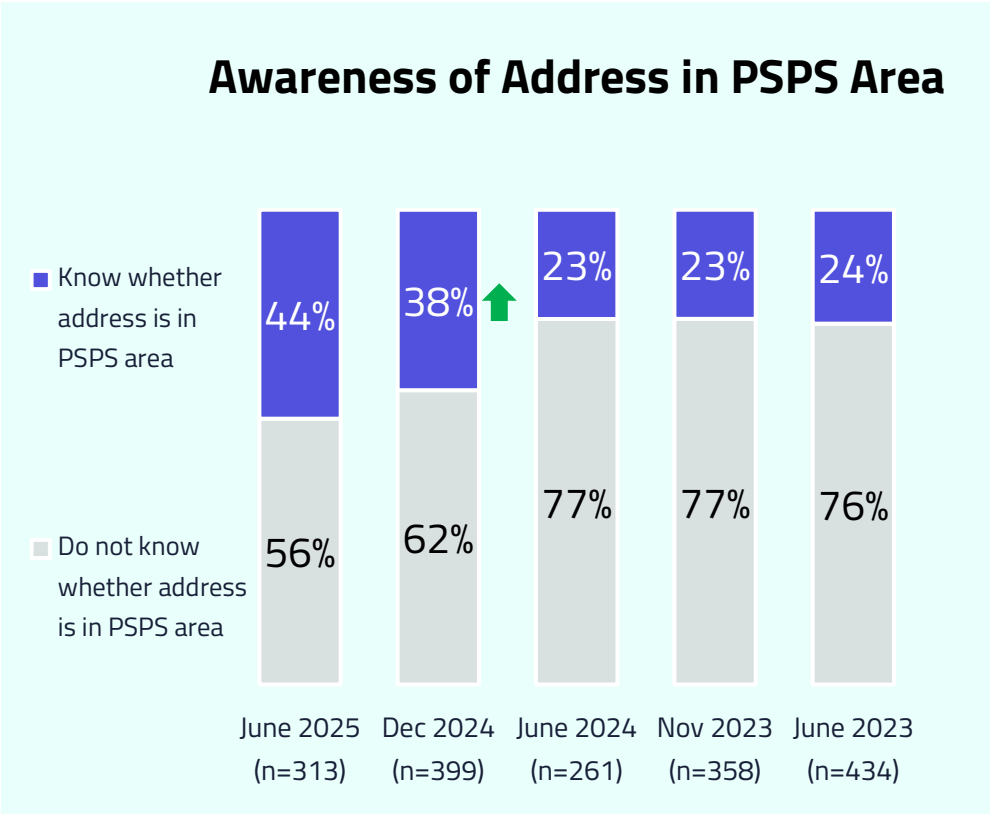
Q11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=313; Total)
Q11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=183; Aware of Information Update)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of PSPS Location Status

- Just over four in ten (44%) know whether their address is in a PSPS area, consistent with December 2024 (38%)
- **Recallers** are significantly more likely than Non-Recallers to know whether their address is in a PSPS area (49% vs 21%)



Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=313; 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=313; Total)

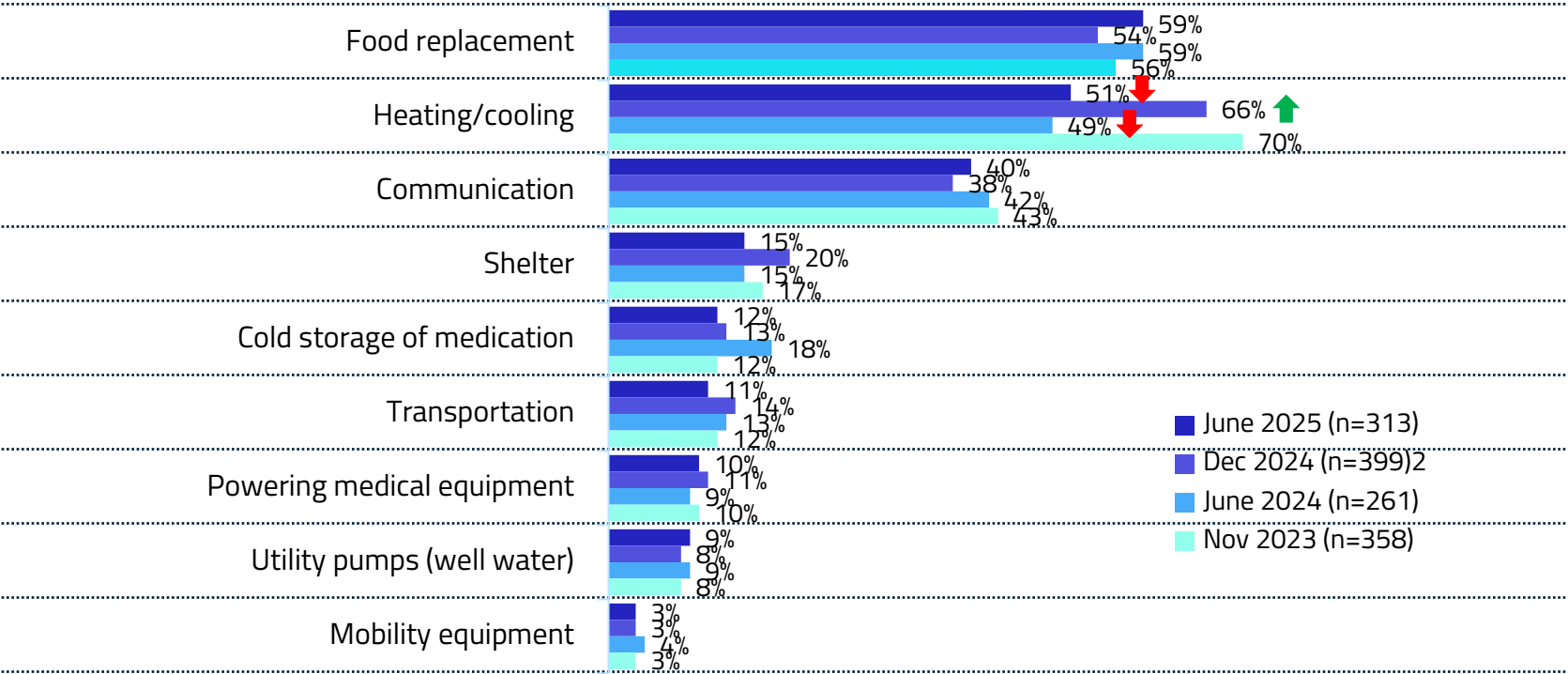
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (59%), heating/cooling (51%), and communication (40%)
- Mentions of heating/cooling as a perceived concern decreased significantly since December 2024 (51% vs 66%)

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=313; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Medical Needs and Language Preferences

Just over one in seven (15%) 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 (50% vs 12%)

Just over four in ten of those relying on electricity for medical needs are aware BVES provides additional notices prior to a PSPS event (44%)

15% of customers indicated they have a primary language other than English; English remains preferred for communications for almost all respondents

- Nearly all customers (98%) indicating their primary language is not English still stated they prefer all communications in English as opposed to another language; Spanish is identified as the second most preferred language (1%)

97% of respondents indicated it would not be helpful for them or anyone else in their household **to receive communications in another language**

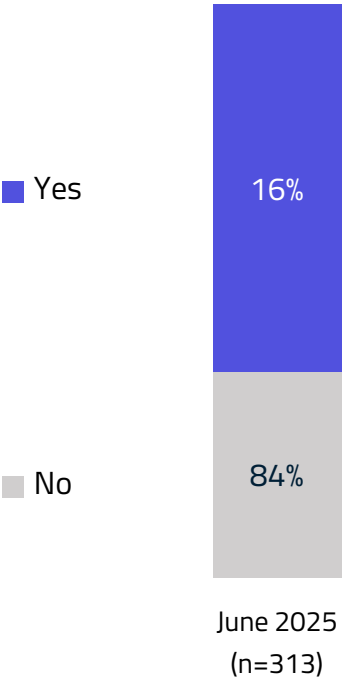
Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=313; Total)
Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=61; Rely on electricity for medical needs)
Q15. Is your primary language other than English? (n=313; Total)
Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=313; Total)
Q16B. What is your preferred language to receive communications? (n=313; Total)



Self-Identified AFN Status

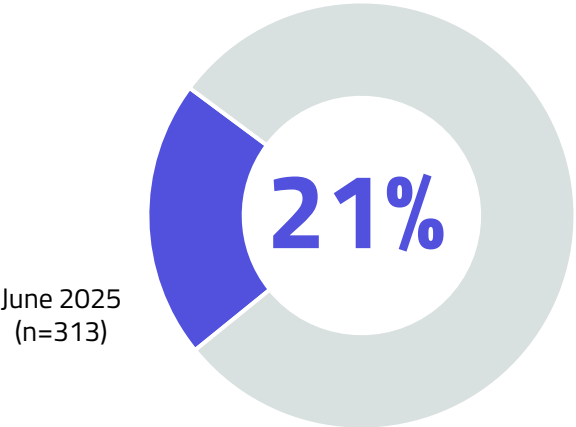
- Just under one in six (16%) say someone in their household is at increased risk of harm to health, safety, or independence during a power outage

Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage

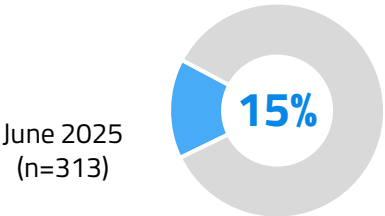


QA13. Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=313; Total)
QA14. For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=50; A13=Yes)
Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=313; Total)

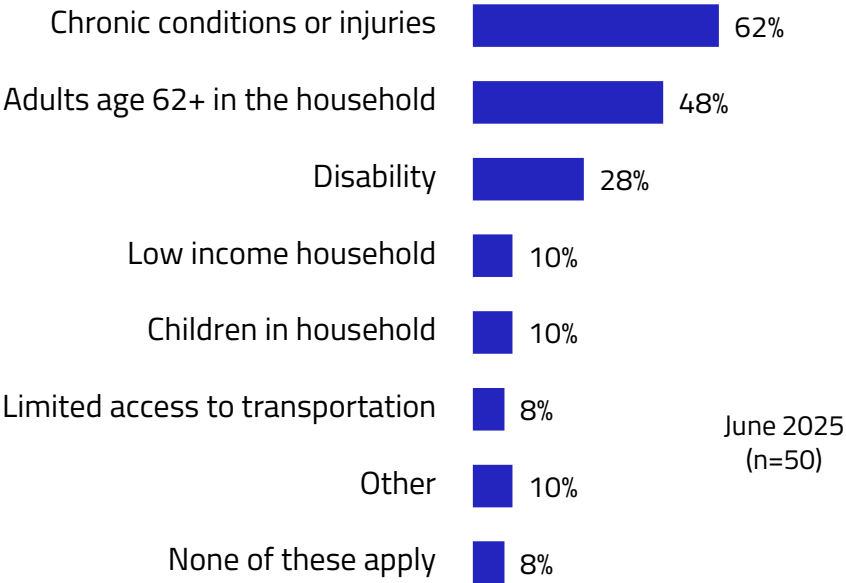
Access and Functional Needs



Relies on Electricity for Medical Needs



Reasons For Increased Risk of Harm During Power Outage



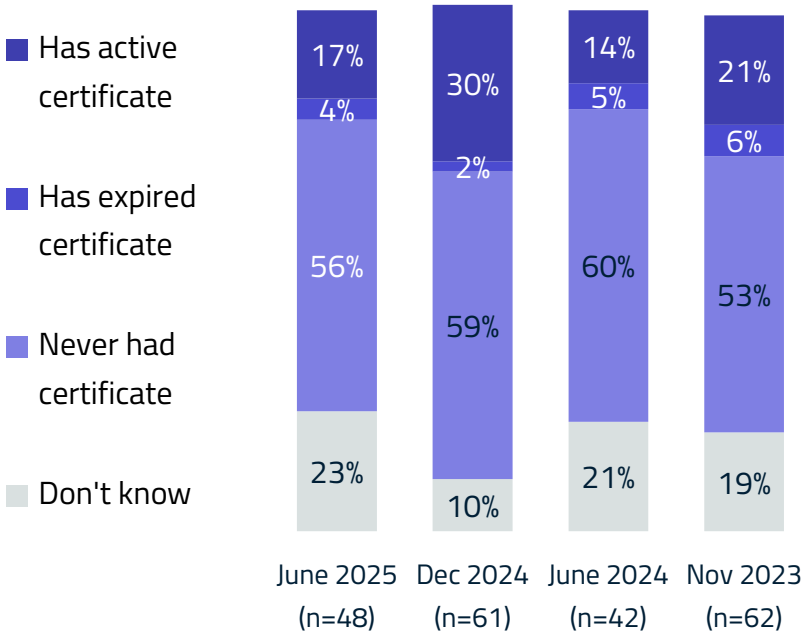


Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, 17% currently have an active Medical or Life Support Certificate and 33% are aware that the Medical or Life Certificate requires annual renewal

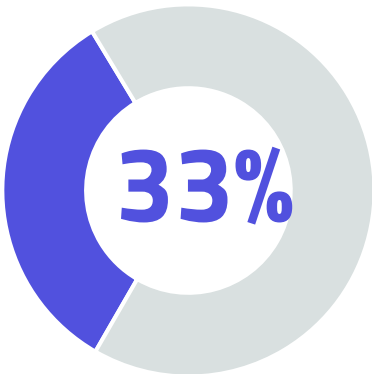
Active Medical or Life Support Equipment Certificate

(among those with medical needs)



Aware Certificates Require Annual Renewal

(among those with medical needs)



June 2025
(n=48)

December 2024 (n=61)	25%
June 2024 (n=42)	31%
November 2023 (n=62)	29%

Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=48; Rely on electricity for medical needs)
Q14C Are you aware that medical certificates require annual renewal? (n=48; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

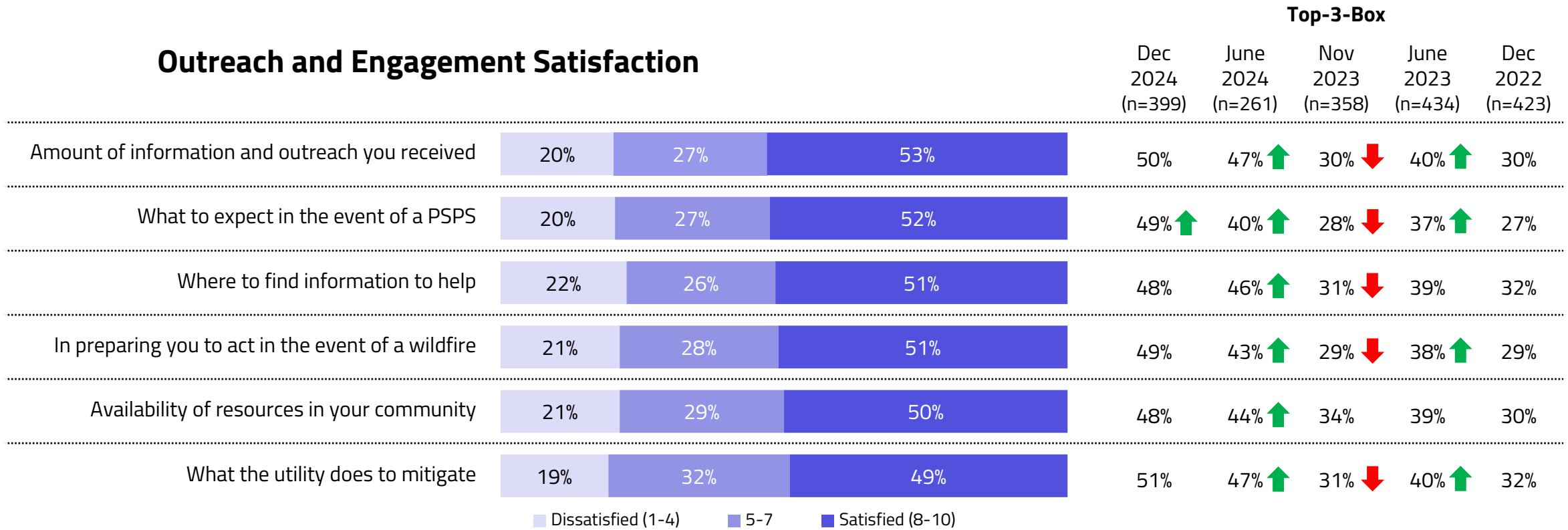


Post-PSPS



Outreach and Engagement Satisfaction

- Roughly half (49% to 53%) of customers report being satisfied with all statements about outreach and engagement
- Satisfaction with all outreach and engagement remains consistent with December 2024
- **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 information you receive? (n=313; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Notifications

- Just over half (51%) say that notifications should be sent if there is any possibility of a PSPS; another 36% feel that notifications should only be sent if there is a high likelihood of a PSPS, consistent with previous waves

PSPS Notifications Perception	June 2025 (n=313)	Dec 2024 (n=399)	June 2024 (n=261)	Nov 2023 (n=358)	June 2023 (n=434)	Dec 2022 (n=423)
Notifications should be sent if there is any possibility of a PSPS	51%	51%	52%	49%	49%	49%
Notifications should only be sent if there is a high likelihood of a PSPS	36%	36%	38%	35%	37%	38%
Notifications should only be sent if a PSPS is certain to occur	12%	13%	10% 	15%	13%	13%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=313; Total)

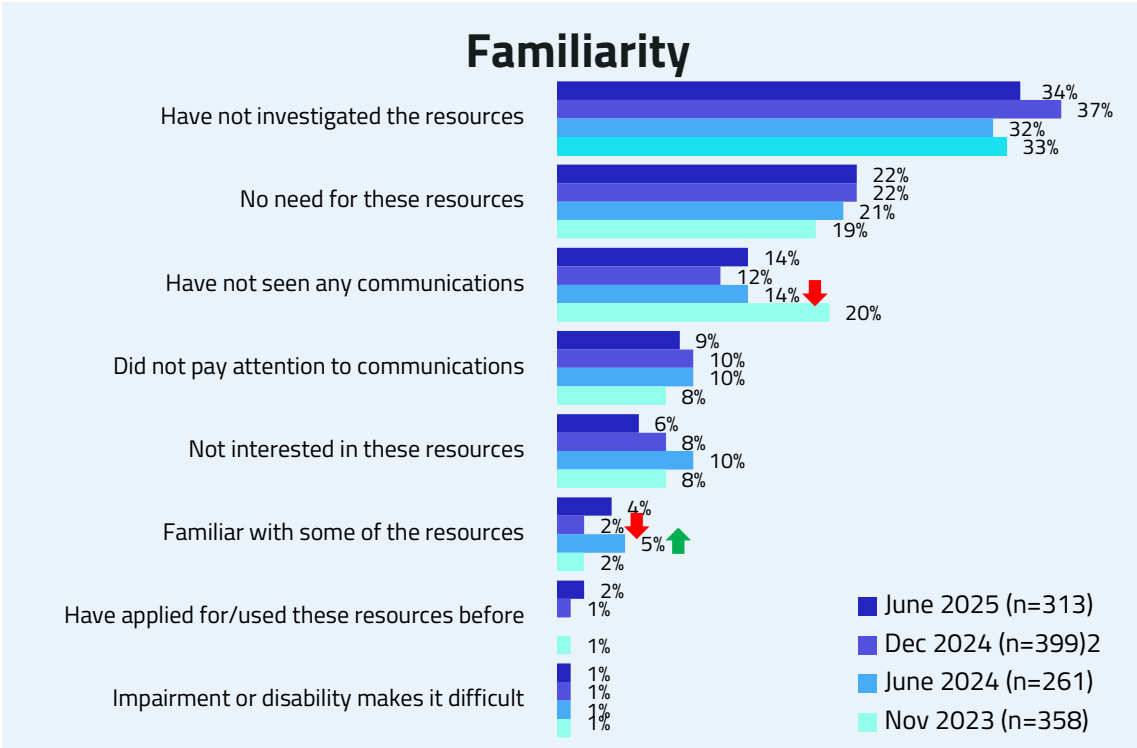
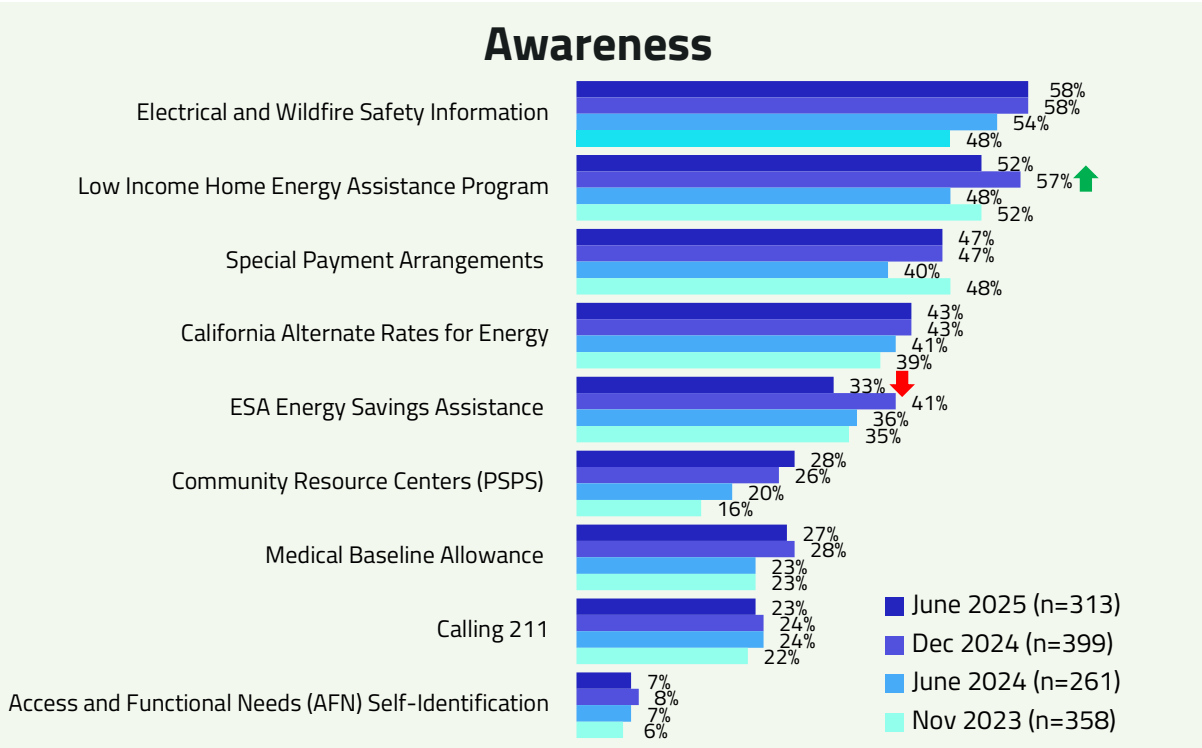


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness and Familiarity of Resources

- Of the resources available to the public, roughly half indicated they were aware of the Electrical and Wildfire Safety Information (58%) and Low-Income Home Energy Assistance Program (52%); just over one third (34%) indicate they “have not investigated the resources”
- Awareness of the ESA Energy Savings Assistance program saw a significant decrease since December 2024 (33% vs 41%)
- **Recallers** are significantly more likely than Non-Recallers to indicate they were aware of the ESA Energy Savings Assistance program, LIHEAP, and Electrical and Wildfire Safety Information



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=313; Total)

QA8. What statement best describes your familiarity with the resources you just reviewed? (n=313; Total)

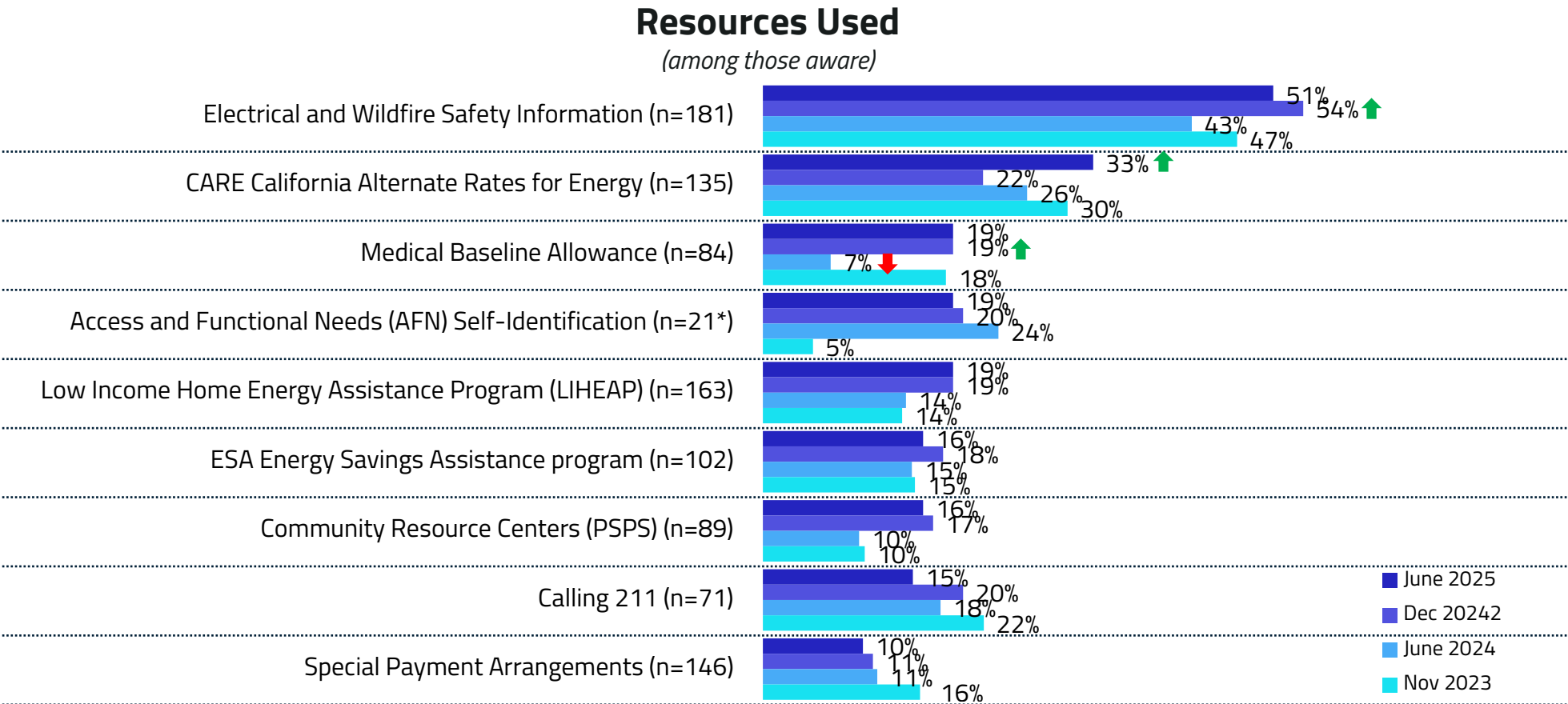


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Resources Used

- Of those aware of the resources available, just over half (51%) have used Electrical and Wildfire Safety Information, consistent with December 2024 (54%)
- Among those aware, use of CARE has increased significantly since December 2024 (33% vs 22%)

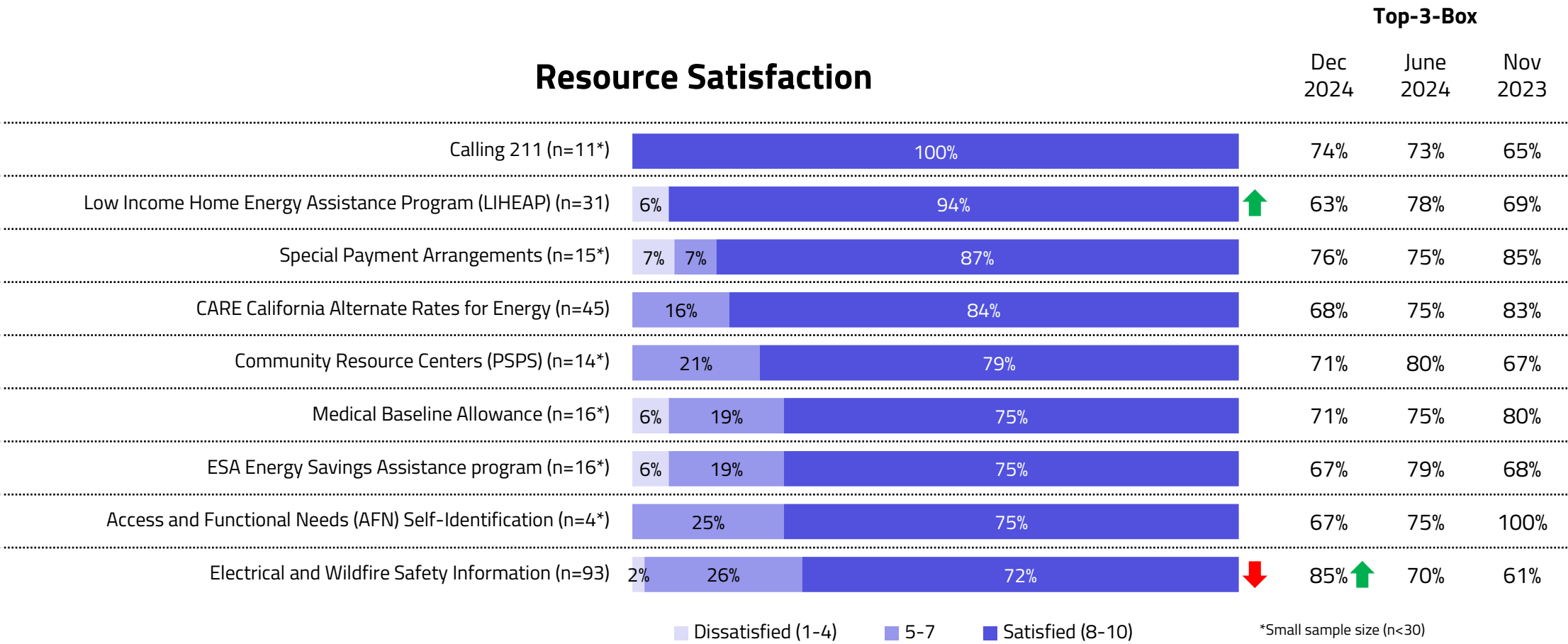


QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)



Satisfaction with Resources Used

- Satisfaction is highest among those calling 211 and those who have used the LIHEAP, which saw a significant increase when compared with December 2024 (94% vs 63%)



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)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Critical & AFN Customer Summary



Key Metrics: Random vs Critical Customers

	Random Customer (n=283)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	83%	73%
Aware of Communications from BVES (among those aware)	46%	36%
Took Action to Prevent or Prepare for a Wildfire	88%	77%
Recall PSPS	78%	73%
Would Turn to BVES Website for PSPS Info	47%	41%
Aware of Ability to Update Contact Info for PSPS	58%	63%
Know if Address is in PSPS Area	45%	33%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	48%	77%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	30%	73%
Aware of AFN self-identification	7%	7%

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=283)	Critical Customer (n=30)
Gender	Male – 49% Female – 45%	Male – 57% Female – 40%
Age	18-54 – 19% 55-64 – 23% 65+ – 52%	18-54 – 23% 55-64 – 23% 65+ – 50%
Median Income	\$109K	\$50K
Home Ownership	Own – 89% Rent – 7%	Own – 77% Rent – 20%
Average Length in Home	12.0 years	13.5 years
Live in Big Bear Year Round	47%	57%
Vacation Rental (among those living in Big Bear part time)	19%	25%
Primary Language is not English	15%	13%
Responded they Rely on Electricity for Medical Needs	12%	50%

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=66)	Non-AFN Customer (n=247)
Aware of Wildfire Safety Communications	76%	83%
Aware of Communications from BVES (among those aware)	42%	46%
Took Action to Prevent or Prepare for a Wildfire	83%	88%
Recall PSPS	74%	79%
Would Turn to BVES Website for PSPS Info	49%	46%
Aware of Ability to Update Contact Info for PSPS	64%	67%
Know if Address is in PSPS Area	45%	44%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	52%	50%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	44%	--
Aware of AFN Self-Identification	5%	7%

Bold denotes statistically significant difference between AFN and Non-AFN Customers



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=66)	Non-AFN Customer (n=247)
Gender	Male – 50% Female – 44%	Male – 49% Female – 45%
Age	18-54 – 24% 55-64 – 23% 65+ – 48%	18-54 – 18% 55-64 – 23% 65+ – 53%
Median Income	\$64K	\$113K
Home Ownership	Own – 89% Rent – 8%	Own – 87% Rent – 9%
Average Length in Home	11.9 years	12.2 years
Live in Big Bear Year Round	58%	45%
Vacation Rental (among those living in Big Bear part time)	14%	20%
Primary Language is not English	9%	17%
Responded they Rely on Electricity for Medical Needs	73%	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers



CBO Interviews



CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in June 2025.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$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

Current Communications

- Participants at government agencies report personal contacts with BVES leadership through email, phone calls, or tabletop planning sessions
- The medical provider interviewed reported seeing customer-facing notifications about PSPS, but is not aware of communications targeted specifically to businesses or community stakeholders
- Communications from BVES cover a range of topics including PSPS, outage response, infrastructure planning, and emergency preparedness
- All participants are satisfied with the communications they receive from BVES, but there are improvement opportunities:
 - Information about road closures during maintenance or infrastructure upgrades
 - More involvement with in-person community events
 - Providing a map of specific locations where outages are located
 - Notifications when power is turned off and restored
- Information about fire mitigation, safety, PSPS, and infrastructure improvements are appreciated, and participants feel BVES is doing a good job keeping them informed
- Participants do recall some public-facing communications from BVES related to PSPS and fire safety; these communications were primarily via email and social media

Spreading the Word

- For public-facing communications, participants recommend social media, email, robocalls, email, text, direct mail, radio, road signs, flyers with QR codes, and appearances at local events
 - Social media is an effective way to reach many in the community, and will help spread messages via word of mouth to those not using social media
 - Direct communications, including email and mailings are effective for reaching people, particularly in non-urgent situations
 - Tabling at local events is recommended to reach the community at large, as well as connecting with those in the business community and with partner agencies
 - KBHR is mentioned as a strong partner for relaying public safety information, although the public's use of radio is perceived to be declining
- Partnering with local agencies and stakeholders is expected to be an effective way to help ensure messages are received by the public
- Reaching visitors is a continuing challenge; working with local businesses, the chamber of commerce, and Air BnB hosts as well as roadside signage is recommended, although there is concern Air BnB property managers will not want to create cancellations due to PSPS
- English and Spanish are the primary languages required



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
 - Using social media to reach the public, encouraging partner entities to repost content and sharing safety messages from other local agencies
 - Educating the public about how to prepare for an extended power outage (having food/water, food preservation, filling gas tanks, having generator ready)
 - Providing information about road closures for the public and transportation agencies
 - Providing detailed maps of outage locations, so medical responders can target their efforts
 - Proactive communications about PSPS and explaining the criteria for events, and continuing to let people know about BVES' mitigation efforts and infrastructure improvements
 - Outreach to let customers know about Medical Baseline and the additional alerts, and encouraging them to make preparations (e.g., have generator or spare oxygen tanks)
 - Providing timely notice about potential PSPS events and providing timely updates as circumstances change
 - Maintaining regular communication with partner agencies and coordinating actions

PSPS Events

- All are aware of PSPS, and most interviews happened after the recent PSPS event
- Participants understand the changing nature of PSPS and the challenges that brings when planning/preparing for an event
 - Early notification is important (as much notice as possible), with regular updates as conditions evolve
 - Important information includes where outages are expected, the estimated duration, regular updates, and notices when power is expected to be restored and when it is restored
- Those with medical needs and the elderly are most at risk, and it is important to provide them education, resources, and advanced notification when possible
- Helping the public understand why PSPS outages can occur, and the steps BVES is taking to mitigate the risk are expected to improve public perception
- Provide information about sources for weather data (or the raw data) to partner agencies and organizations to provide as much transparency as possible
- Roadside signs and radio are cited as ways to reach visitors during events, and providing educational information to property managers in advance and posting information on tourist-facing websites is recommended to help ensure visitors are prepared (especially if using medical equipment that requires electricity)



Demographic Profiles



Respondent Profiles

Gender	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
Male	50%	48%	54%
Female	45%	46%	39%
Age			
18 to 24	<1%	--	2%
25 to 34	2%	2%	4%
35 to 44	5%	5%	9%
45 to 54	12%	11%	14%
55 to 64	23%	22%	26%
65 or over	52%	55%	40%
Prefer not to say	56	6%	5%

Renter/Homeowner	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
Own	88%	89%	82%
Rent	8%	7%	14%
Prefer not to say	4%	4%	2%
Household Income			
Less than \$20,000	6%	5%	11%
\$20,000 to \$39,999	5%	5%	4%
\$40,000 to \$59,999	8%	7%	12%
\$60,000 to \$89,999	9%	10%	2%
\$90,000 to \$129,999	14%	13%	16%
\$130,000 to \$199,999	8%	9%	7%
\$200,000 or more	15%	15%	14%
Prefer not to say	35%	36%	35%

- Q17. What is your gender? (n=313; Total)
- Q18. What is your age category? (n=313; Total)
- Q19. Do you own or rent your home? (n=313; Total)
- Q20. Which of the following best describes your annual household income? (n=313; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles

Years In Home	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
Less than 2 years	12%	12%	12%
2-3 years	9%	8%	16%
3-5 years	11%	10%	14%
6-10 years	20%	19%	23%
10-19 years	14%	14%	11%
20+years	28%	30%	19%
Prefer not to say	6%	7%	5%

Occupancy	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
Live in Big Bear year-round	48%	47%	51%
Live in Big Bear part time	43%	44%	39%
Prefer not to say	9%	9%	11%

Vacation Rental	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
Yes	19%	20%	14%
No	81%	80%	86%

Q21. How long have you lived in your home? (n=313; Total)
Q22. Do you live in your home in Big Bear year-round, or part time? (n=313; Total)
Q23. Is your home in Big Bear a vacation rental? (n=124; Live in Big Bear part time)

*Small sample size (n<30)
Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=313)	Recallers (n=256)	Non-Recallers (n=57)
AFN (NET)	21%	20%	28%
Age 65+	52%	55%	40%
<\$40K income	11%	10%	14%
Chronic conditions or injuries	62%	62%	62%
Physical, developmental, or intellectual disability	28%	32%	15%
Limited access to transportation	8%	5%	15%
Non-English language needs	15%	14%	18%
Medical need	15%	15%	18%

Bold denotes statistically significant difference between Recallers and Non-Recallers



Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - Jakob.Lahmers@mdcresearch.com





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 311 surveys were completed between December 8, 2025 and December 23, 2025
 - 📞 Phone: 80 completed surveys from 8,256 records
 - 💻 Web: 231 completed surveys from 14,262 records



Key Findings

Communications

- **77% are aware of wildfire safety communications**, consistent with June 2025 results (82%).
- **BVES** remains the primary source for wildfire preparedness information, and **Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness** are the most common messages recalled.
- **Email** remains the most cited channel for wildfire preparedness communication (47%), consistent with June 2025 (50%), followed by the BVES website, direct mail, and bill inserts.
- **82% recall seeing, hearing or reading the phrase “Public Safety Power Shutoff or PSPS,”** consistent with June 2025 (78%); **PSPS recall is significantly higher among Recallers (85% vs 70%).**
 - **Email (36%)** remains the most common source of PSPS communication, followed by **social media** and the **BVES website**.
- **42%** say they would first turn to the **BVES website** for information about a PSPS event; **78%** 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 remains the most helpful element of communication 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, consistent with June 2025 (87%). **Trimming vegetation around properties** remains the most common action taken (84%), though it saw a significant decrease from June (90%).
- **52% 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 (41% vs 19%).
- **58%** are aware they can **update their contact information with BVES**, consistent with June 2025 (58%), and 72% of those have done so.
- **56%** say they know **whether their address is in a PSPS area**, up significantly from June 2025 (44%), and **28% are aware of a PSPS map on BVES's website**.

AFN and Critical Customers

- **23% of customers are considered AFN**, consistent with June 2025 (21%).
- Of the resources available to the public, customers are most likely to be aware of **electrical and wildfire safety information, LIHEAP, and special payment arrangements**; 35% have not investigated any of the resources, remaining in line with June 2025 (34%).
- Only 6% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 22% are aware of additional notices from BVES, down significantly from June 2025 (44%).



Recommendations

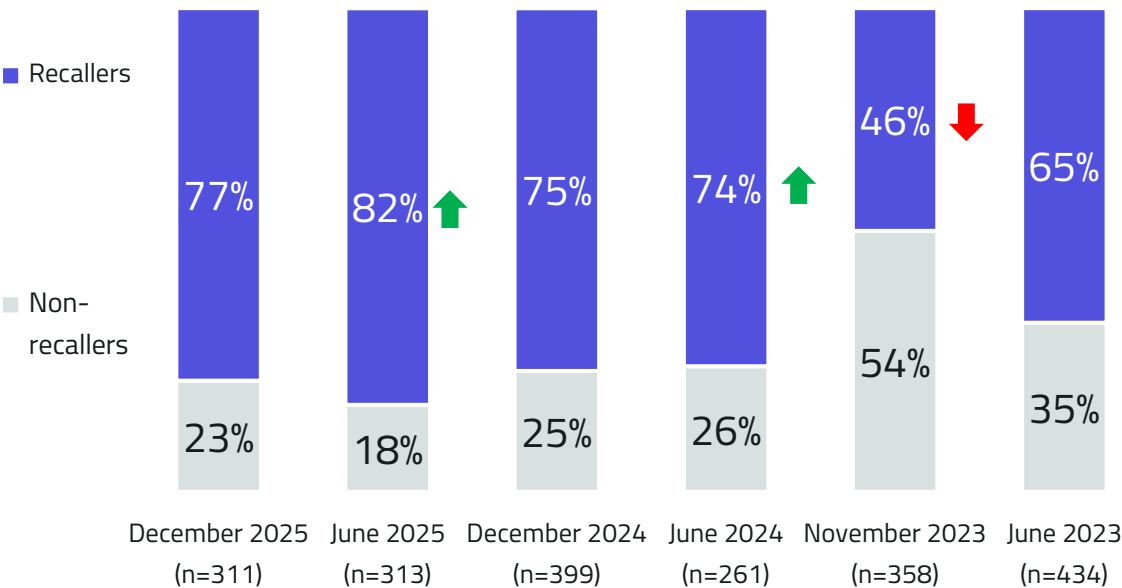
- Continue to educate customers on resources offered through the BVES website relating to PSPS and wildfire safety. In December 2025, roughly eight in ten customers indicated they have seen or heard the phrase Public Safety Power Shutoff or PSPS in the past year, consistent with what was reported in June 2025 (78%). Among the 74% of customers who recall seeing or hearing information about wildfire safety directly from BVES over the past year, PSPS was the most recalled (61%). Despite relatively high awareness of PSPS, just under six in ten (58%) are aware they can update their contact information with BVES to receive proactive notifications prior to a PSPS event and, of those aware, roughly seven in ten have done so.
 - Just over one in four (28%) are aware of the map on the BVES website where one can check whether an address is located in a Public Safety Power Shutoff area and check the status, though this metric has slowly increased from 13% in November 2023.
 - Similarly, only 5% of all customers and 6% of AFN customers are aware of Access and Functional Needs (AFN) Self-Identification and just 20% of those aware have actually used the resource.
- Continue to publicize efforts being made by BVES to reduce wildfire risk. Pruning vegetation around power lines in higher-risk areas is the BVES effort most customers are aware of (52%), but other efforts see a steep drop from there, with the second most noticeable effort identified as investing in covered conductors, wood pole alternatives, and additional control devices, mentioned by just 22% of customers. One out of every four (24%) customers say they are not aware of any efforts being made by BVES, consistent with June 2025 results (23%). Customers who have not seen or heard any information about wildfire safety over the past year are twice as likely as those who have to say they're unaware of any of the efforts being made by BVES.
- Keep pressing the message of personal preparedness. Although most customers (86%) say they took action to prepare for wildfire season, with 84% saying they trimmed vegetation around the home or property, less than 5% of those took any of the relatively smaller steps like clearing their roof or gutters, preparing fire extinguishers, preparing emergency kits, or creating evacuation or emergency readiness plans.



Wildfire Safety Communications Awareness

- Just over three in four (77%) customers indicated they have seen or heard communications about wildfire safety in the past year, consistent with June 2024
- Recallers are significantly more likely to be male when compared with Non-Recallers (55% vs 38%)

Communication Awareness



	Recallers (n=240)	Non-Recallers (n=71)
Gender	Male – 55% Female – 40%	Male – 38% Female – 54%
Age	18-54 – 21% 55-64 – 20% 65+ – 53%	18-54 – 27% 55-64 – 13% 65+ – 54%
Median Income	\$107K	\$76K
Home Ownership	Own – 87% Rent – 7%	Own – 82% Rent – 7%
Primary Language is not English	17%	18%
Responded they Rely on Electricity for Medical Needs	15%	18%

Q2 Have you seen or heard any information about wildfire safety in the past year? (n=311; 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



Communication Recall

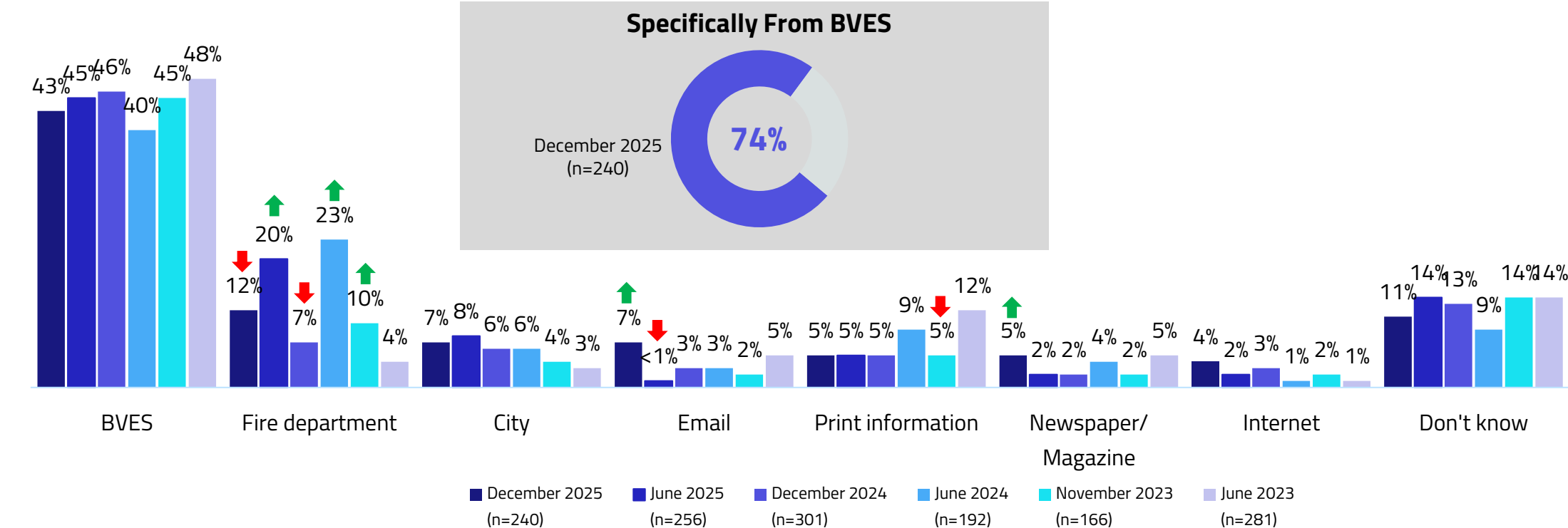
(among those aware of communications)



Sources of Wildfire Preparedness Communications

- Of those aware, just over four in ten (43%) recalled BVES unaided as the source of wildfire preparedness information
- When asked specifically if they had heard any information from BVES, just under three in four (74%) said they had

Wildfire Preparedness Communications Sources
(among those who recall communication)



Q5 Who was the information about wildfire preparedness from? (n=240; Aware of Information)
QBV1 Have you seen or heard any information about wildfire safety specifically from Bear Valley Electric Service in the past year? (n=240; Aware of Information)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Wildfire Preparedness Communications Messages

- Of those who recall communications from BVES, just over six in ten recall messages about PSPS (61%) and roughly half recall mentions of vegetation management (52%) and BVES' Wildfire Mitigation Plan (48%)

Communications Messages Recalled
(among those who recall communication)

		June 2025 (n=190)	Dec 2024 (n=230)	June 2024 (n=141)	Nov 2023 (n=166)	June 2023 (n=281)
Public Safety Power Shutoff	61%	67%	59% ↑	40%	34% ↓	44%
Vegetation Management or clearing forest brush	52%	55%	57%	65%	67% ↑	58%
BVES's Wildfire Mitigation Plan	48%	54%	54%	52%	45%	48%
Personal Preparedness	39%	43%	52%	46%	42%	42%
Notifications & Updating Customer Information	26%	32%	36% ↑	24%	19%	22%
CPUC designation of high wildfire threat areas	24%	23%	26%	27%	19%	20%
Efforts to enhance system reliability	19%	20%	23%	21% ↑	10%	8%
Medical Needs	19%	16%	22%	14%	17%	15%
Local Emergency Services – Resources	18%	18%	25%	21%	19%	16%
Community Resource Centers available for info and support	15%	12% ↓	23%	16%	16%	12%
Local Emergency Services – Support Tools	14%	12%	17%	18%	14%	13%
Grid and evacuation route hardening	10%	13%	17%	11%	Added June 2024	

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Bear Valley Electric Service? (n=178; Aware of Information from BVES)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

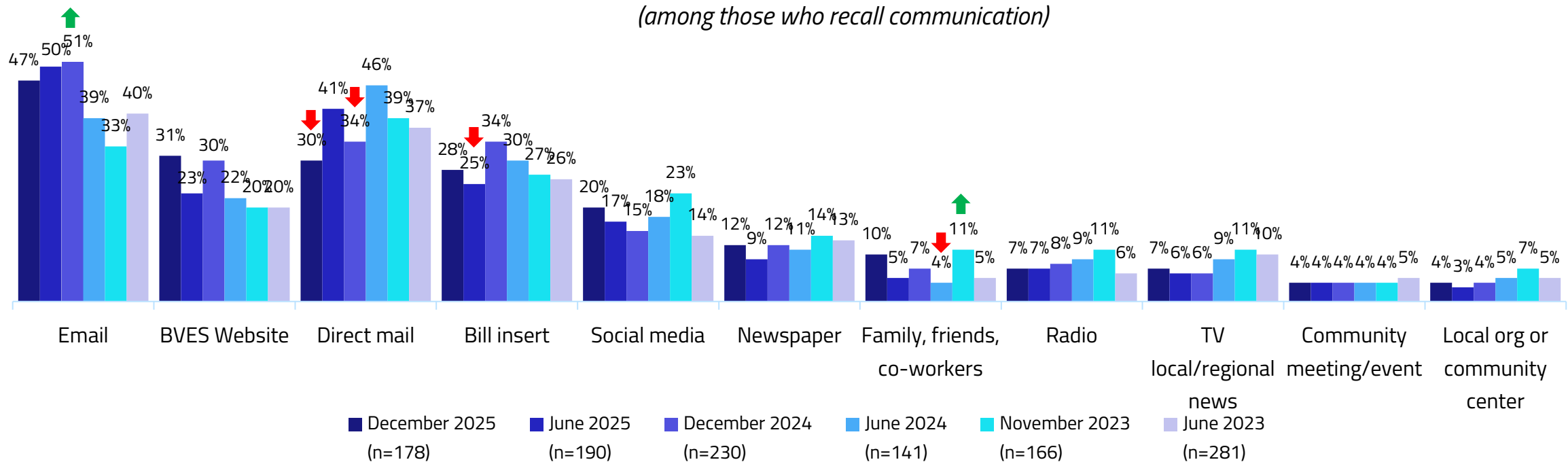


Information Channels for Wildfire Communications

- Email remains the most common channel for wildfire preparedness communications, with just under half (47%) mentioning it, followed by the BVES website (31%), direct mail (30%), and bill inserts (28%).
- Mentions of direct mail decreased significantly since June 2025

Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



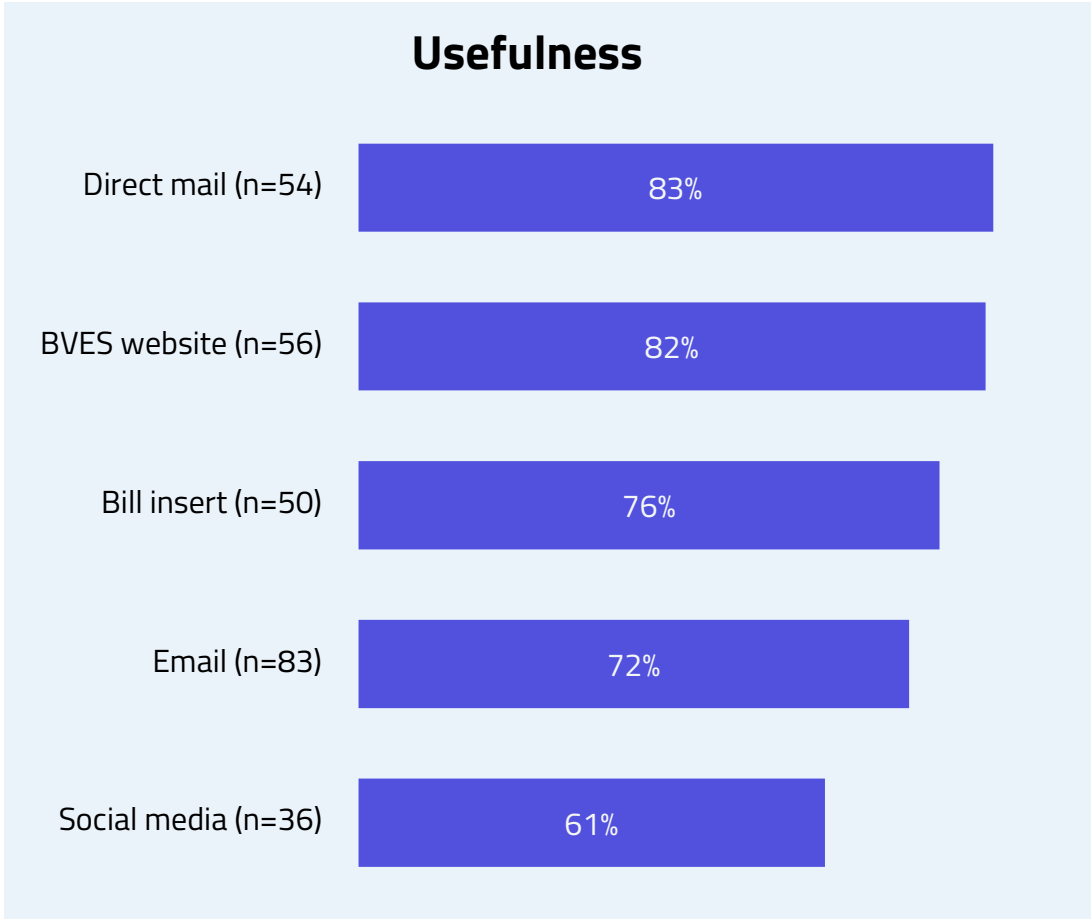
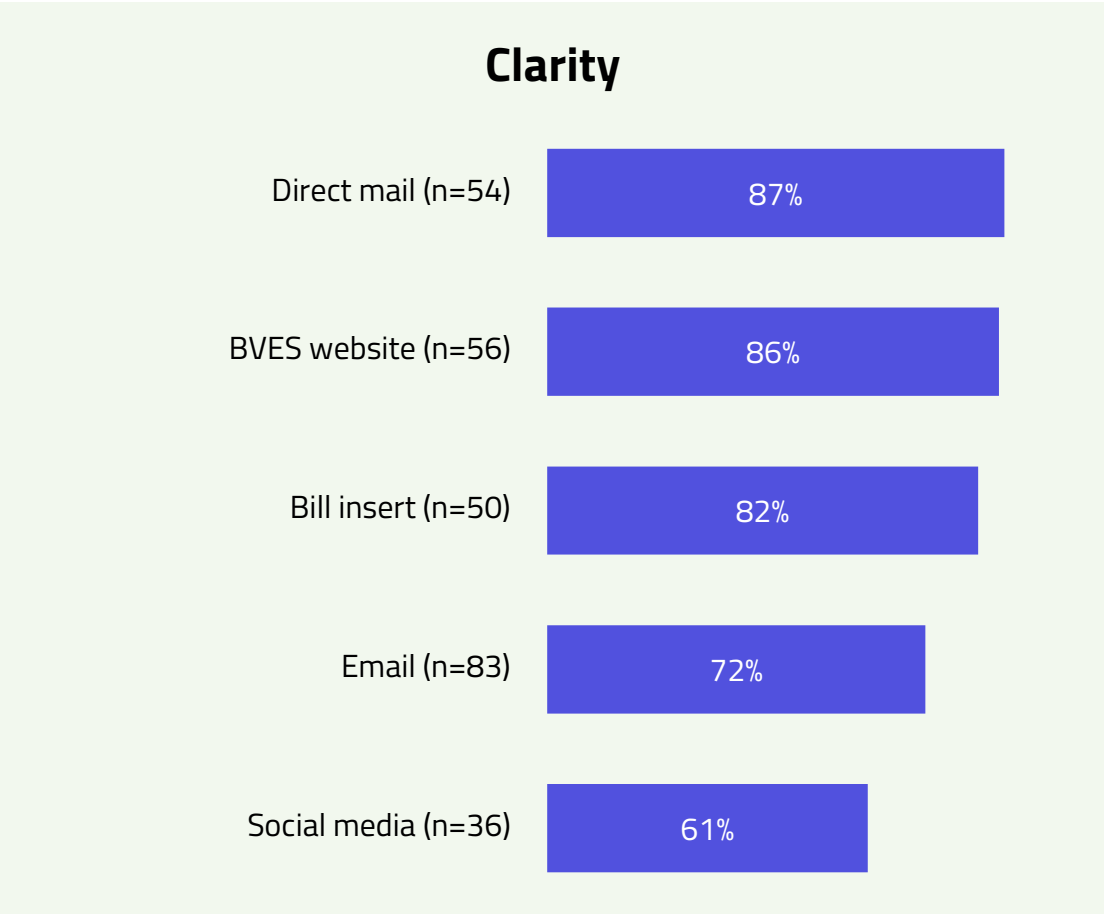
Q4 Where did you see or hear the information from Bear Valley Electric Service about wildfire preparedness? (n= 178; Aware of Information from BVES)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Information Usefulness and Clarity

- In terms of clarity, direct mail (87%), the BVES website (86%), and bill inserts (82%) are rated the highest; direct mail (83%), the BVES website (82%), and bill inserts (76%) are considered the most useful among those recalling the resources

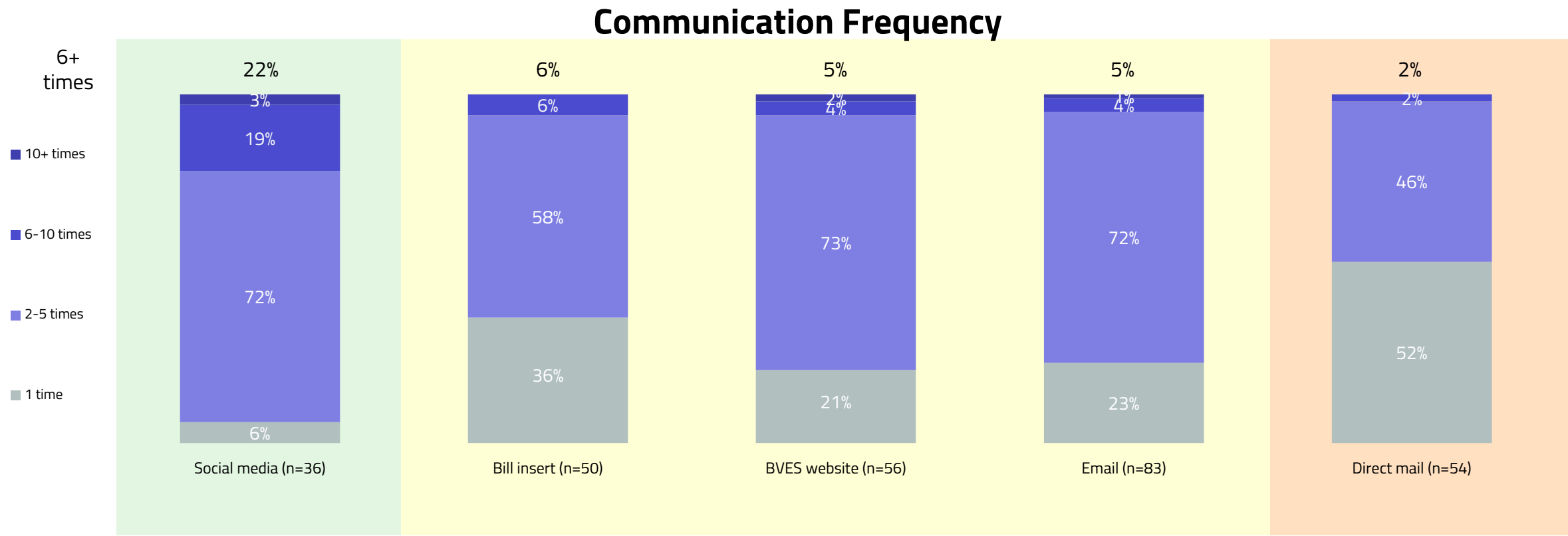


Q4A How useful was the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)
Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)



Communication Frequency

- Roughly one in five report hearing messages about wildfire preparedness from social media (22%) more than five times during the last six months

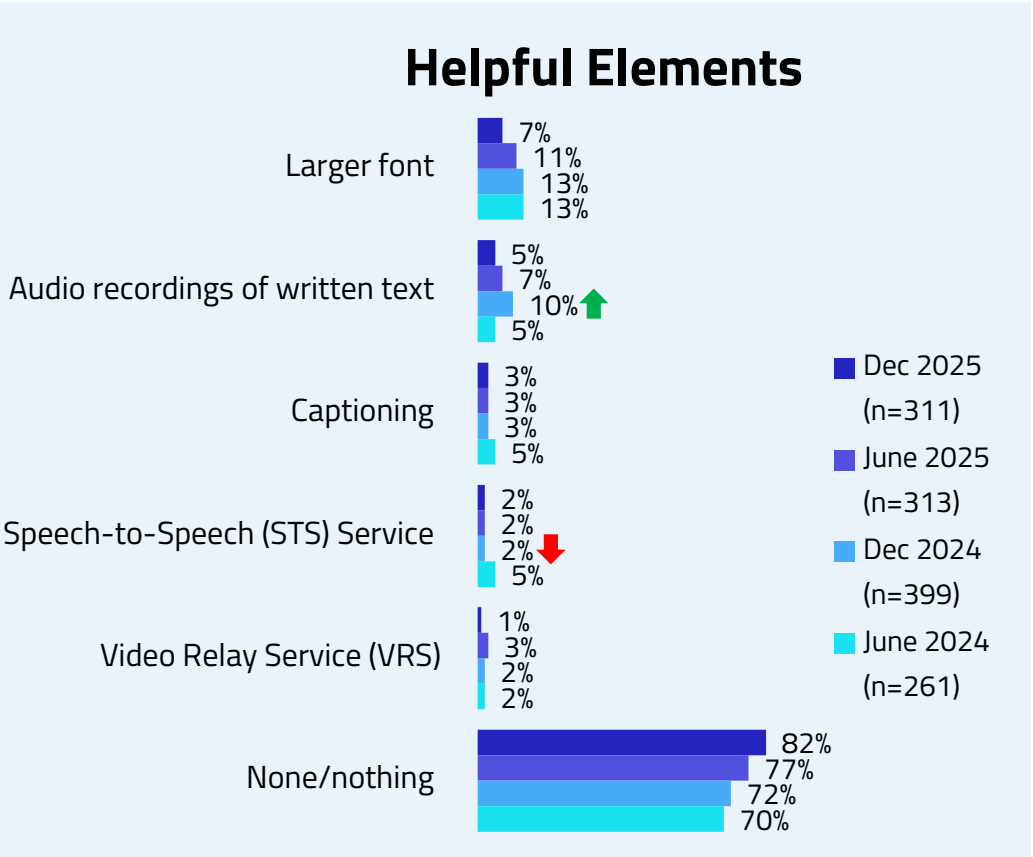
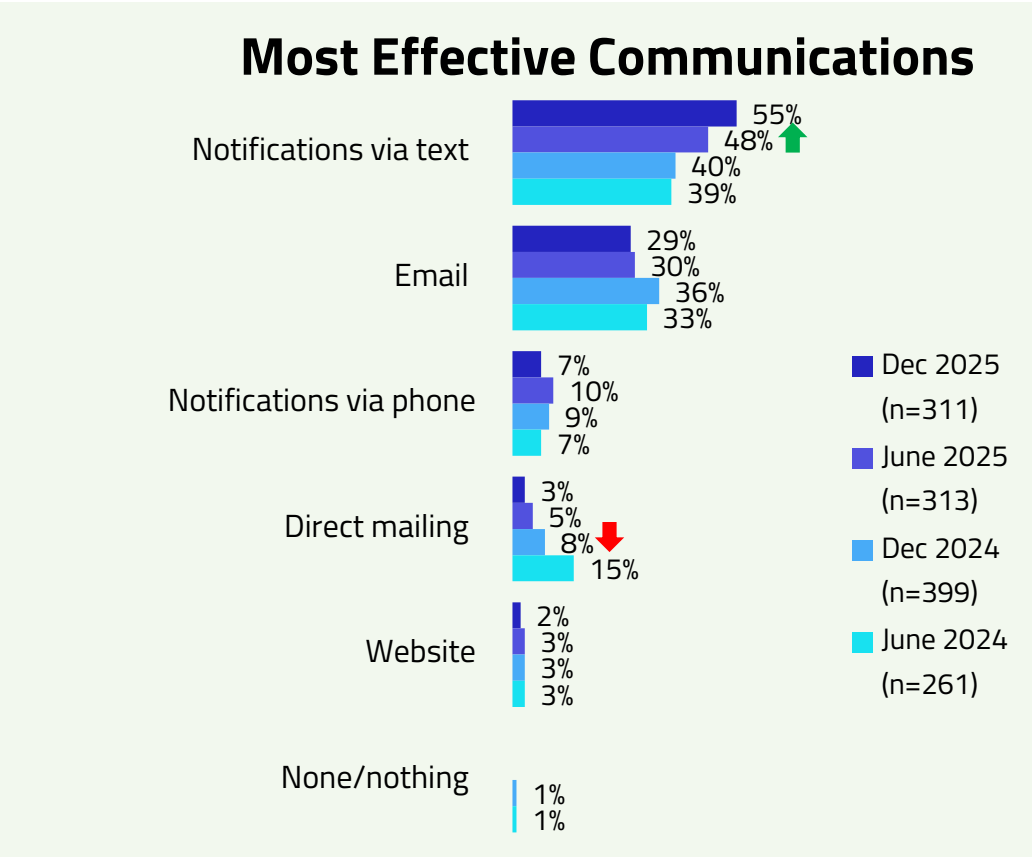


Q5A. In the past 6 months, how often do you recall seeing, hearing or receiving messages about wildfire preparedness? (n-sizes vary; Aware of Communication)



Effective and Helpful Communication

- Notifications via text continue to be the most effective form of communication from BVES (55%), followed by email (29%); larger font remains as the most helpful (7%) element that could be incorporated
- Critical customers are more likely than Random customers to say notifications via text are most effective (80% vs 52%)



QA6. What method of communication from Bear Valley Electric Service do you find most effective? (n=311; Total)
QA12. Regardless of how communications from Bear Valley Electric Service are received, which, if any, of the following would be helpful for you? (n=311; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



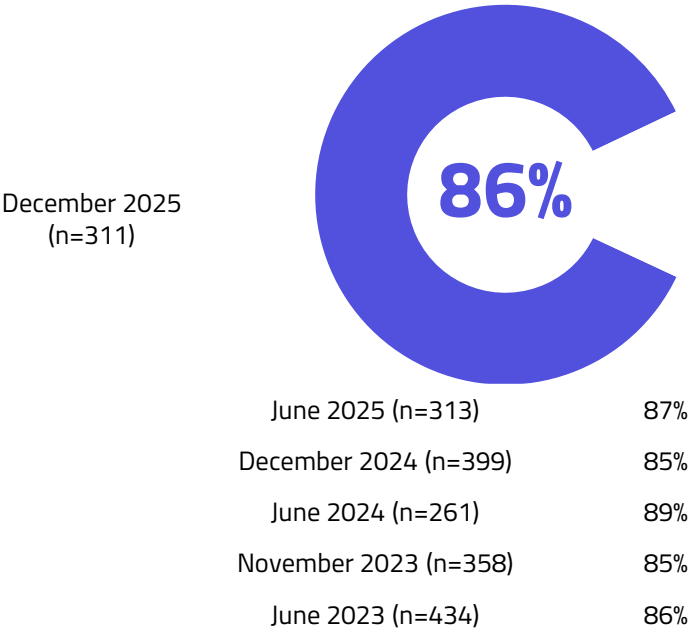
Wildfire Preparedness Actions Taken



Wildfire Preparedness

- Just under nine in ten respondents (86%) have taken actions to prevent or prepare their home or business in the event of a wildfire, staying in line with previous results (87% in June 2025)
- Trimming vegetation remains the most common action taken, mentioned by 84% of respondents who have taken action, though down significantly from June 2025 (90%)

Took Actions to Prevent or Prepare for a wildfire



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=311; Total)
Q6A. What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=269; Took actions)

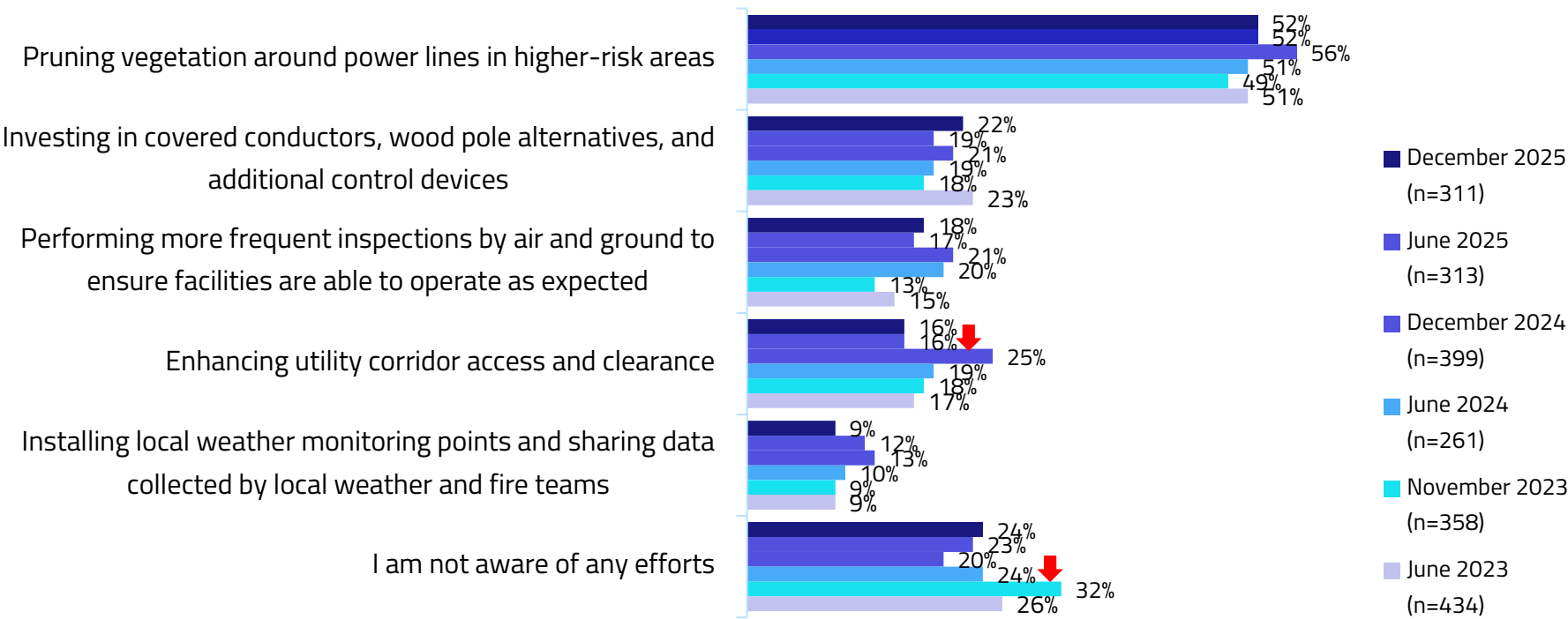
Actions Taken <i>(among those taking action)</i>	December 2025 (n=269)	June 2025 (n=273)	December 2024 (n=340)	June 2024 (n=232)	November 2023 (n=305)	June 2023 (n=375)
Trimmed vegetation around home or property	84%	90%	89%	90%	88%	91%
Created defensible space	18%	19%	19%	13%	16%	13%
Clearing roof/gutter	4%	4%	5%	4%	4%	4%
Prepared fire extinguishers	2%	2%	2%	1%	3%	2%
Replaced roof	2%	1%	1%	1%	3%	1%

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Awareness of BVES's Efforts

- Consistent with previous results, just over half are aware of BVES pruning vegetation around power lines in higher-risk areas (52%)
- **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=311; 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.



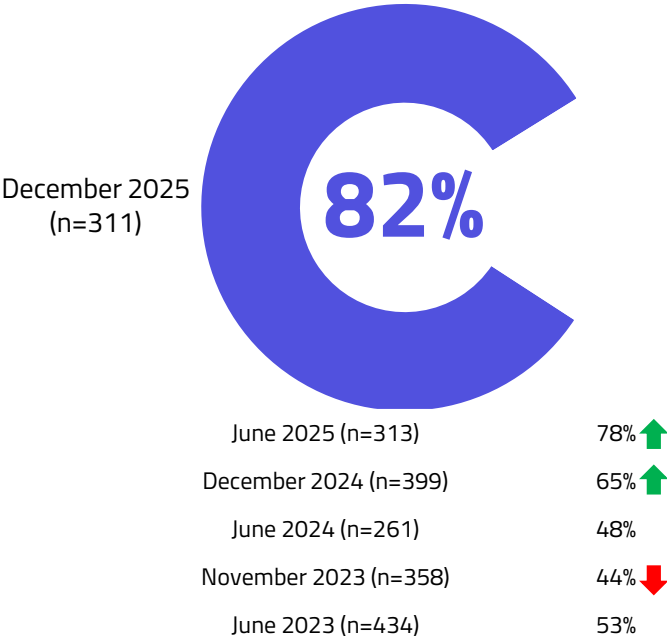
Awareness of Public Safety Power Shutoff



PSPS Awareness

- Just over eight in ten (82%) say they recall seeing, hearing or reading the phrase PSPS, consistent with June 2025 (78%); **Recallers** are significantly more likely to recall PSPS than Non-Recallers (85% vs. 70%)
- Email (36%) and social media (36%) are the most common source of PSPS communication, followed by the BVES website (30%); mentions of social media saw a significant increase, while mentions of TV news, bill inserts, and direct mail saw significant decreases when compared with last wave

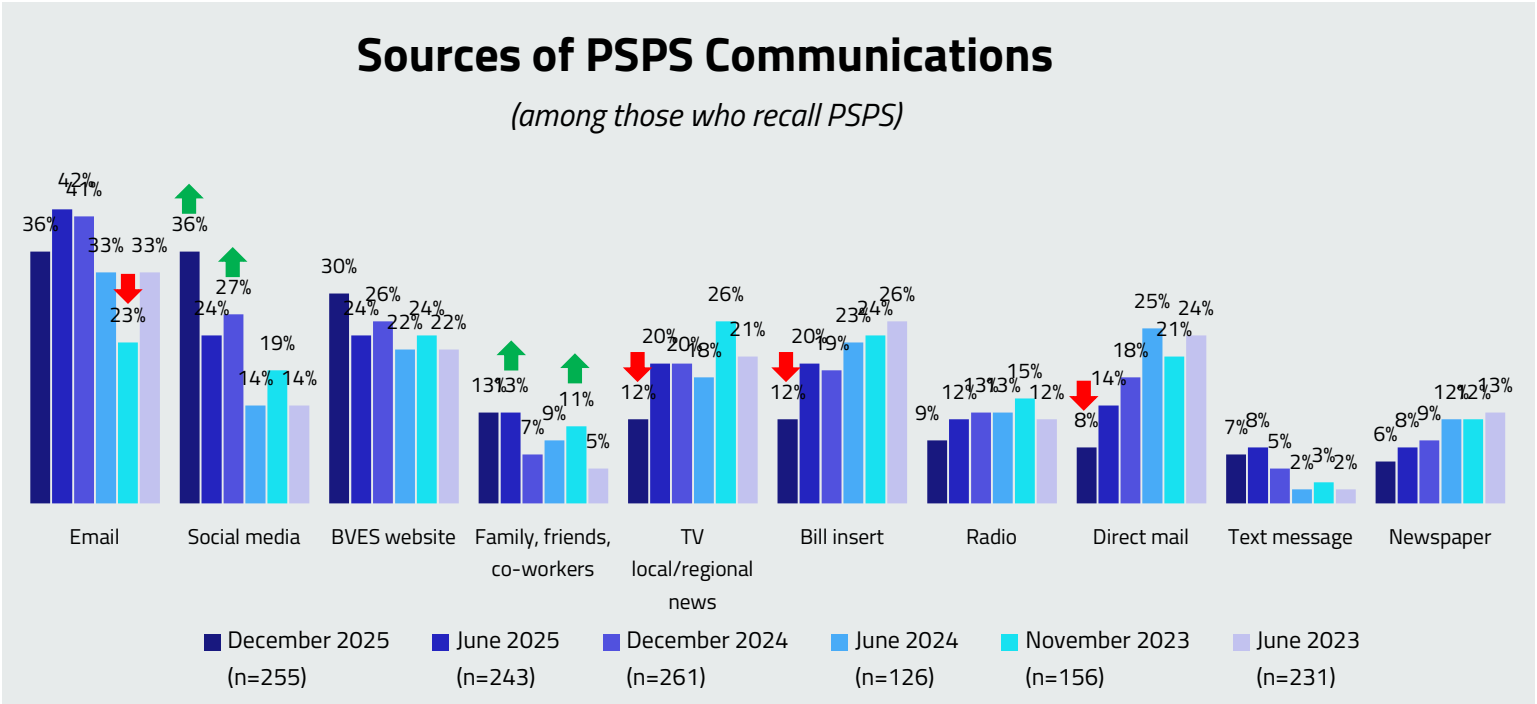
PSPS Recall



Q8. In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=311; Total)
Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=255; Recall PSPS Communications)

Sources of PSPS Communications

(among those who recall PSPS)



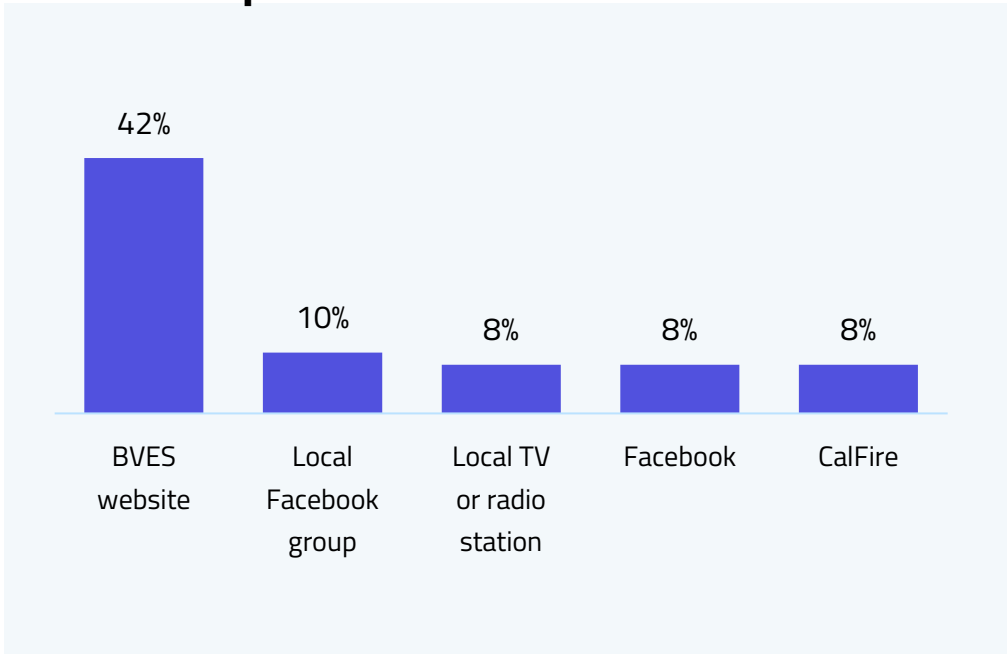
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Just under eight in ten (78%) 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 previous results

Top 3 Sources of PSPS Information



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=255; Recall PSPS)
Q10.. What is your understanding of a Public Safety Power Shutoff? (n=255; Recall PSPS)

PSPS Understanding

	Dec 2025 (n=255)	June 2025 (n=243)	Dec 2024 (n=261)	June 2024 (n=126)	Nov 2023 (n=156)	June 2023 (n=231)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	78%	74%	78%	75%	74%	71%
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%	48% ↓	57%	54%	56%	48%
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%	40% ↓	51%	54% ↑	42%	40%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	35%	27%	33%	33%	37%	29%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	22%	26%	29%	31%	29%	26%



Arrows signify statistical difference at the 95% confidence level compared to the previous wave

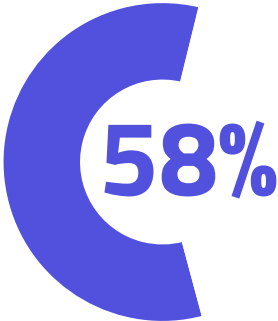


Contact Information for PSPS

- Just under six in ten (58%) are aware they can update their contact information with BVES, consistent with June 2025 results (58%); awareness is higher among **Recallers** than among Non-Recallers (63% vs 42%)
- Just over seven in ten (72%) of those aware they can update their information have done so, consistent with previous findings

Awareness of Ability to Update Contact Information for PSPS

December 2025
(n=311)

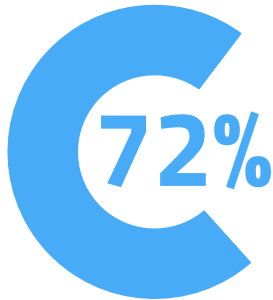


June 2025 (n=313)	58%
December 2024 (n=399)	56%
June 2024 (n=261)	47%
November 2023 (n=358)	42%
June 2023 (n=434)	46%

Have Updated Contact Information

(among those aware they can update contact info)

December 2025
(n=180)



June 2025 (n=183)	66%
December 2024 (n=225)	58%
June 2024 (n=122)	61%
November 2023 (n=151)	62%
June 2023 (n=200)	57%

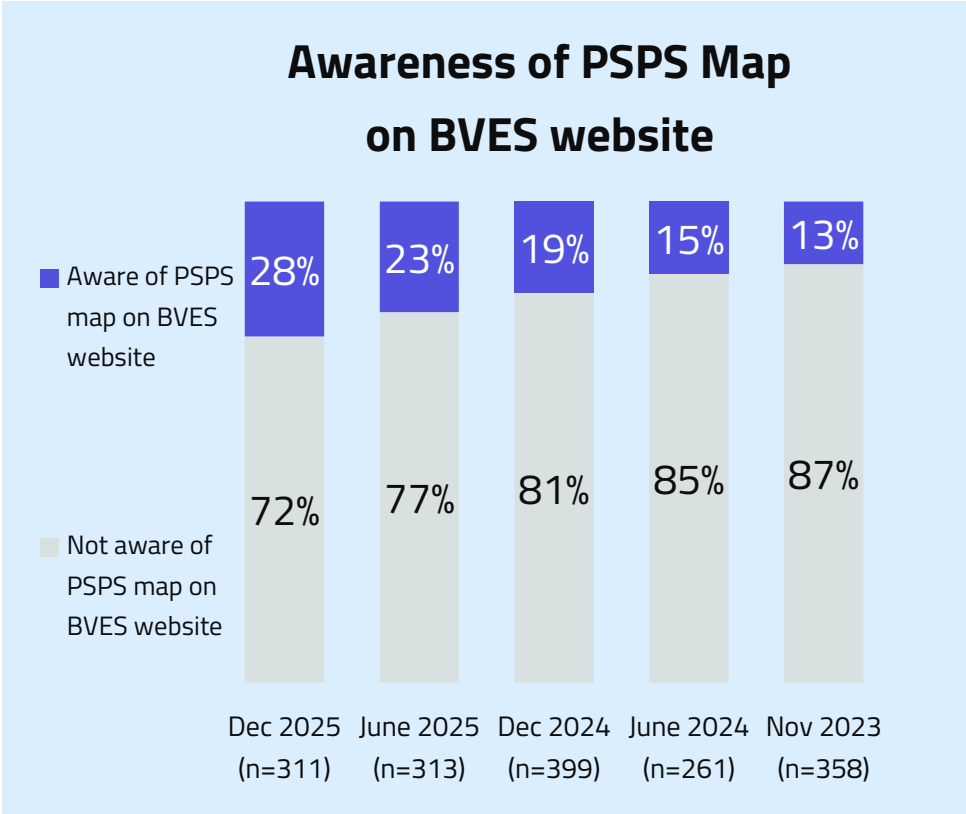
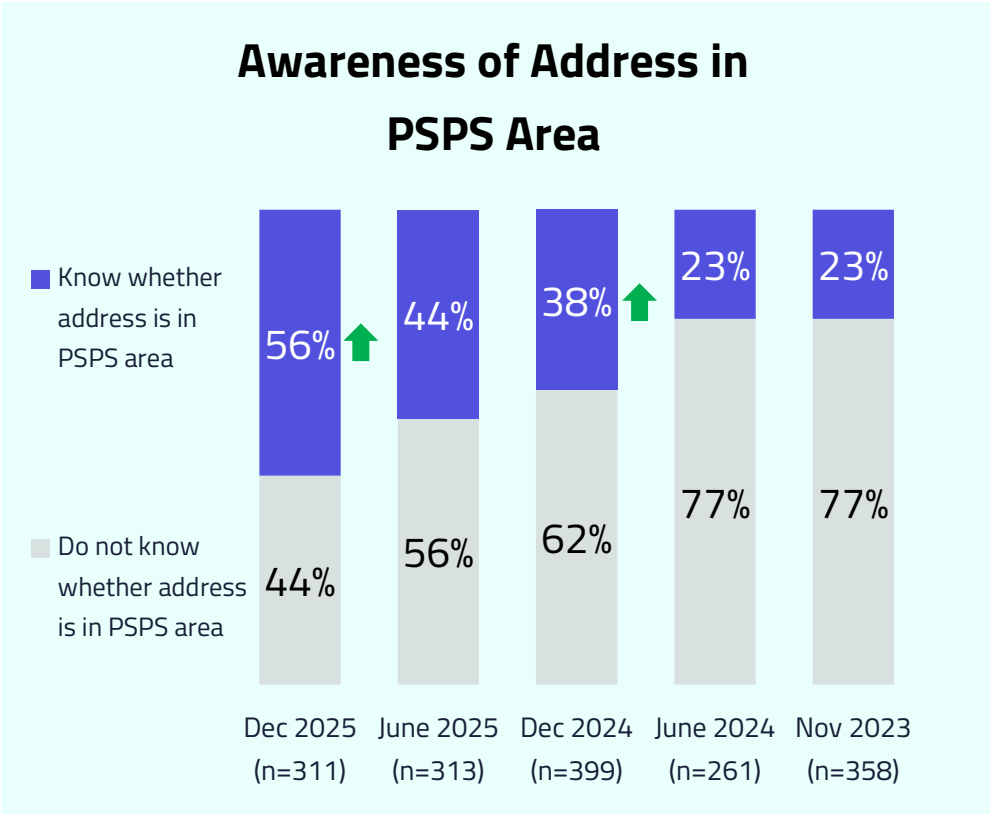
Q11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=311; Total)
Q11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=180; Aware of Information Update)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness of PSPS Location Status

- Just under six in ten (56%) know whether their address is in a PSPS area, up significantly since June 2025 (44%)
- **Recallers** are significantly more likely than Non-Recallers to know whether their address is in a PSPS area (62% vs 38%)



Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=311; 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=311; Total)

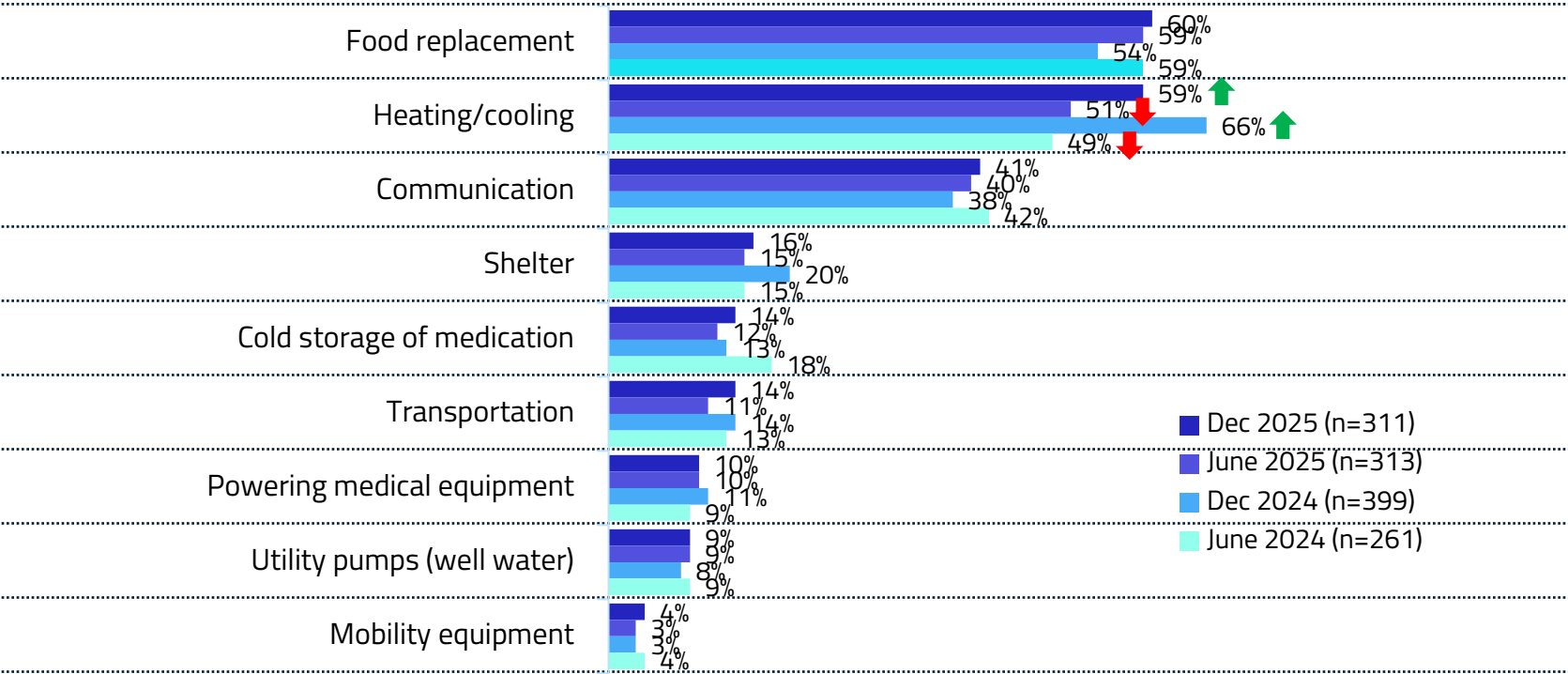
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (60%), heating/cooling (59%), and communication (41%)
- Mentions of heating/cooling as a perceived concern increased significantly since June 2025 (59% vs 51%)

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=311; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Medical Needs and Language Preferences

Roughly one in six (16%) 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 (60% vs 11%)

Just over one in five (22%) of those relying on electricity for medical needs are aware BVES provides additional notices prior to a PSPS event, down significantly since June 2025 (44%)

17% of customers indicated they have a primary language other than English; English remains preferred for communications for almost all respondents

- Nearly all customers (98%) say they prefer all communications in English as opposed to another language; Spanish is identified as the second most preferred language (2%)

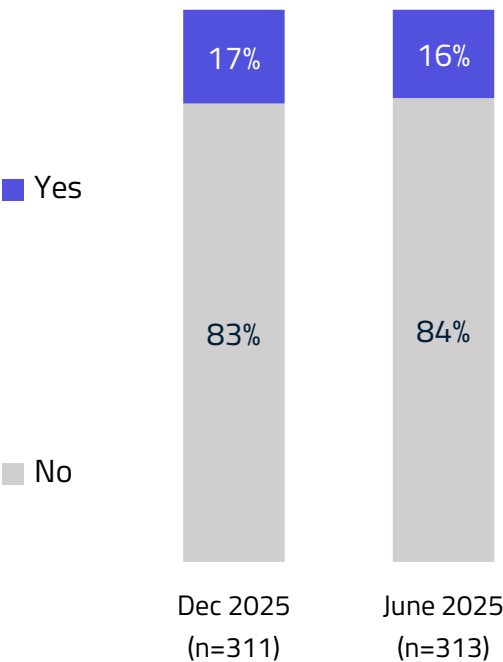
98% of respondents indicated it would not be helpful for them or anyone else in their household **to receive communications in another language**

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=311; 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=49; Rely on electricity for medical needs)
Q15. Is your primary language other than English? (n=311; Total)
Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=311; Total)
Q16B. What is your preferred language to receive communications? (n=311; Total)

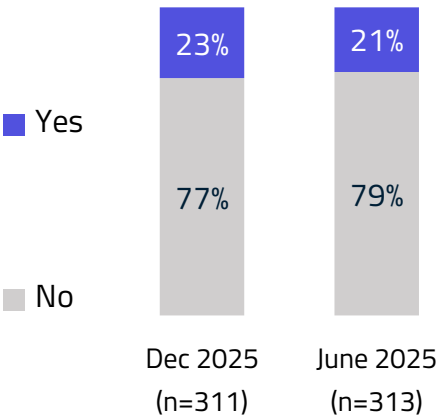
Self-Identified AFN Status

- Just under one in four (23%) customers are identified as having Access and Functional Needs

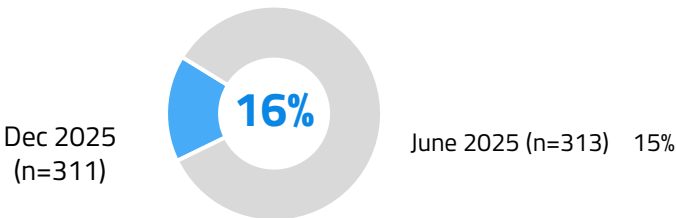
Households With Increased Risk of Harm to Health, Safety, and Independence During Power Outage



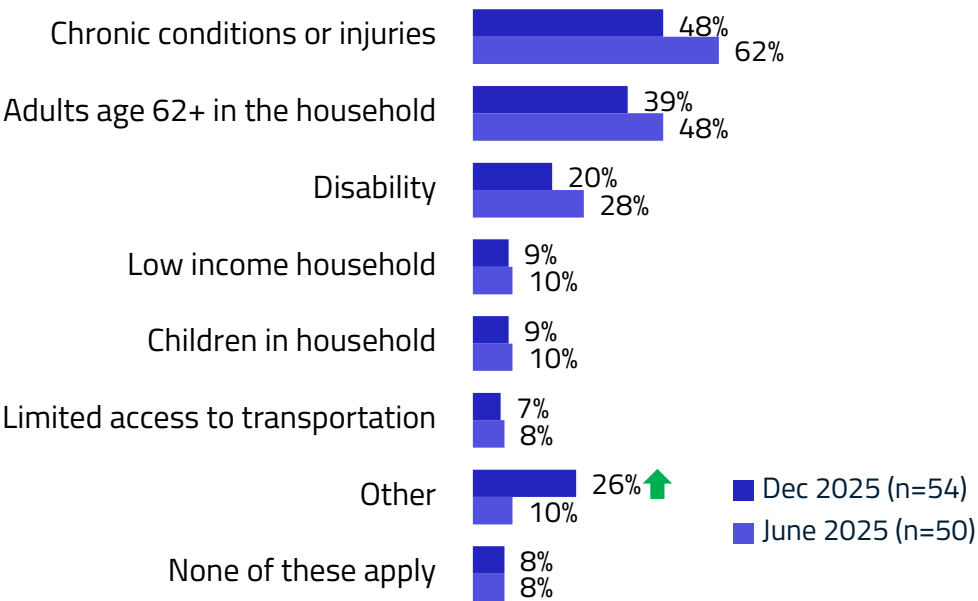
Access and Functional Needs



Relies on Electricity for Medical Needs



Reasons For Increased Risk of Harm During Power Outage



QA13. Are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=311; Total)
QA14. For what reasons are you, or anyone else in your household, at increased risk of harm to health, safety, and independence during a power outage? (n=54; A13=Yes)
Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=311; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

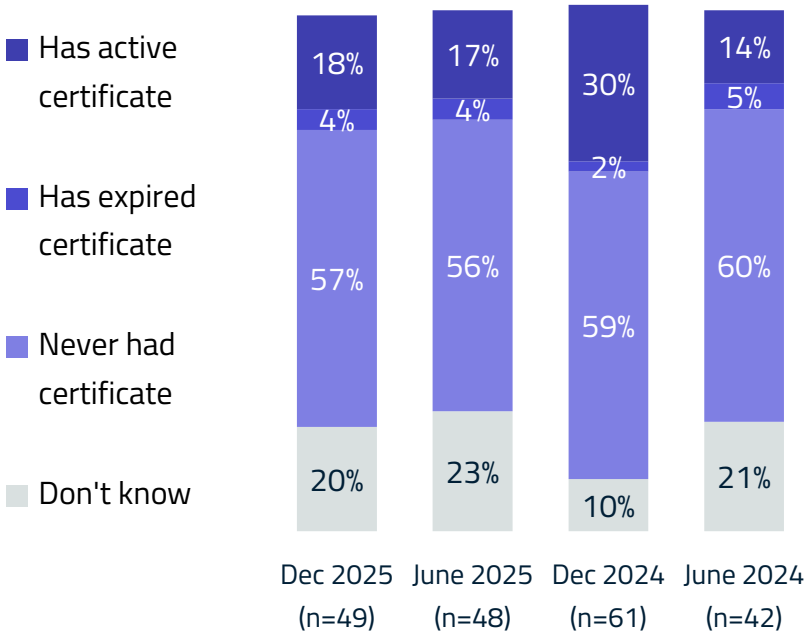


Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, 18% currently have an active Medical or Life Support Certificate and 27% are aware that the Medical or Life Certificate requires annual renewal, consistent with previous waves

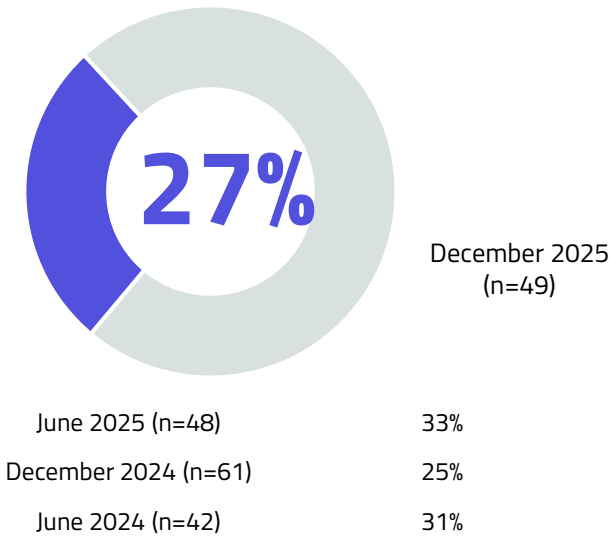
Active Medical or Life Support Equipment Certificate

(among those with medical needs)



Aware Certificates Require Annual Renewal

(among those with medical needs)



Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=49; Rely on electricity for medical needs)
Q14C Are you aware that medical certificates require annual renewal? (n=49; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

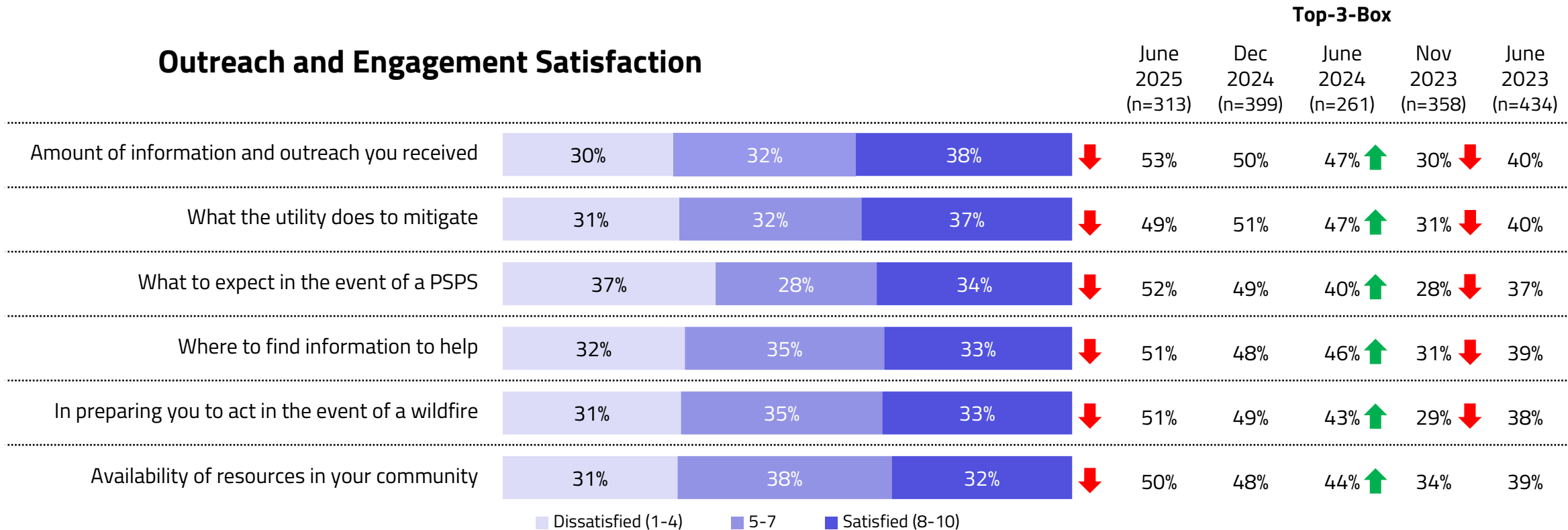


Post-PSPS



Outreach and Engagement Satisfaction

- Roughly one third (32% to 38%) of customers report being satisfied with all statements about outreach and engagement
- Satisfaction with all outreach and engagement saw significant decreases when compared with June 2025
- **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 information you receive? (n=311; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



PSPS Notifications

- Just over half (52%) say that notifications should be sent if there is any possibility of a PSPS; another 33% feel that notifications should only be sent if there is a high likelihood of a PSPS, consistent with previous waves

PSPS Notifications Perception	Dec 2025 (n=311)	June 2025 (n=313)	Dec 2024 (n=399)	June 2024 (n=261)	Nov 2023 (n=358)	June 2023 (n=434)
Notifications should be sent if there is any possibility of a PSPS	52%	51%	51%	52%	49%	49%
Notifications should only be sent if there is a high likelihood of a PSPS	33%	36%	36%	38%	35%	37%
Notifications should only be sent if a PSPS is certain to occur	14%	12%	13%	10%↓	15%	13%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=311; Total)

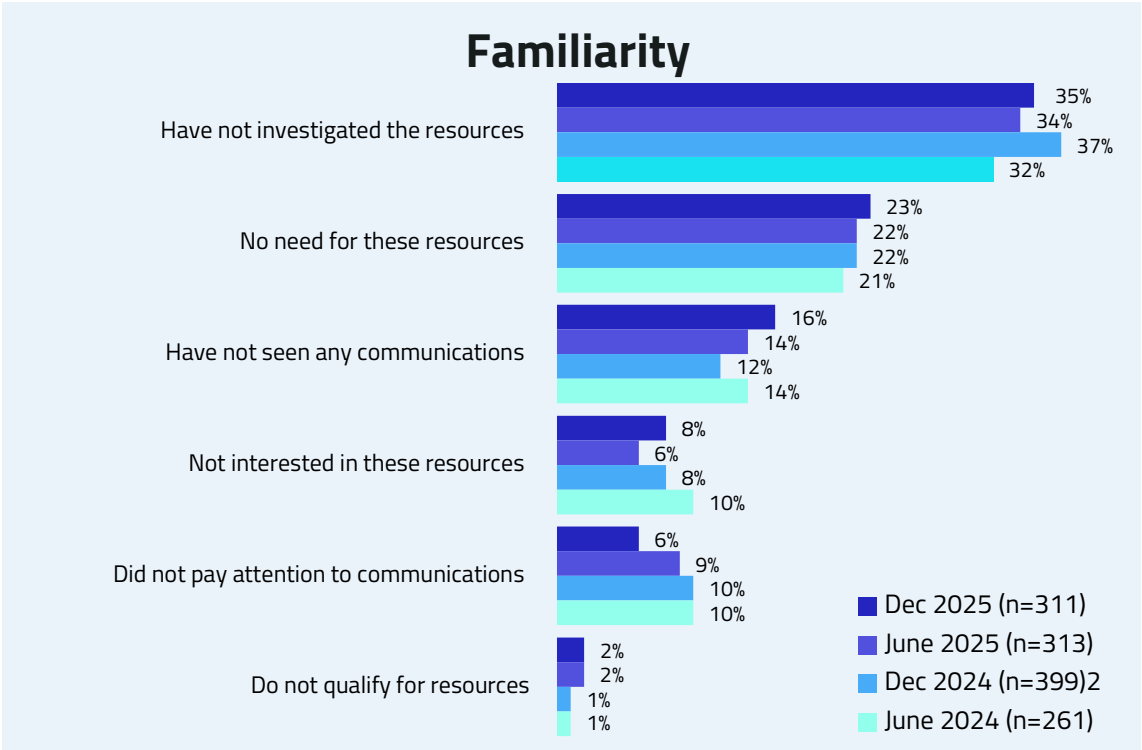
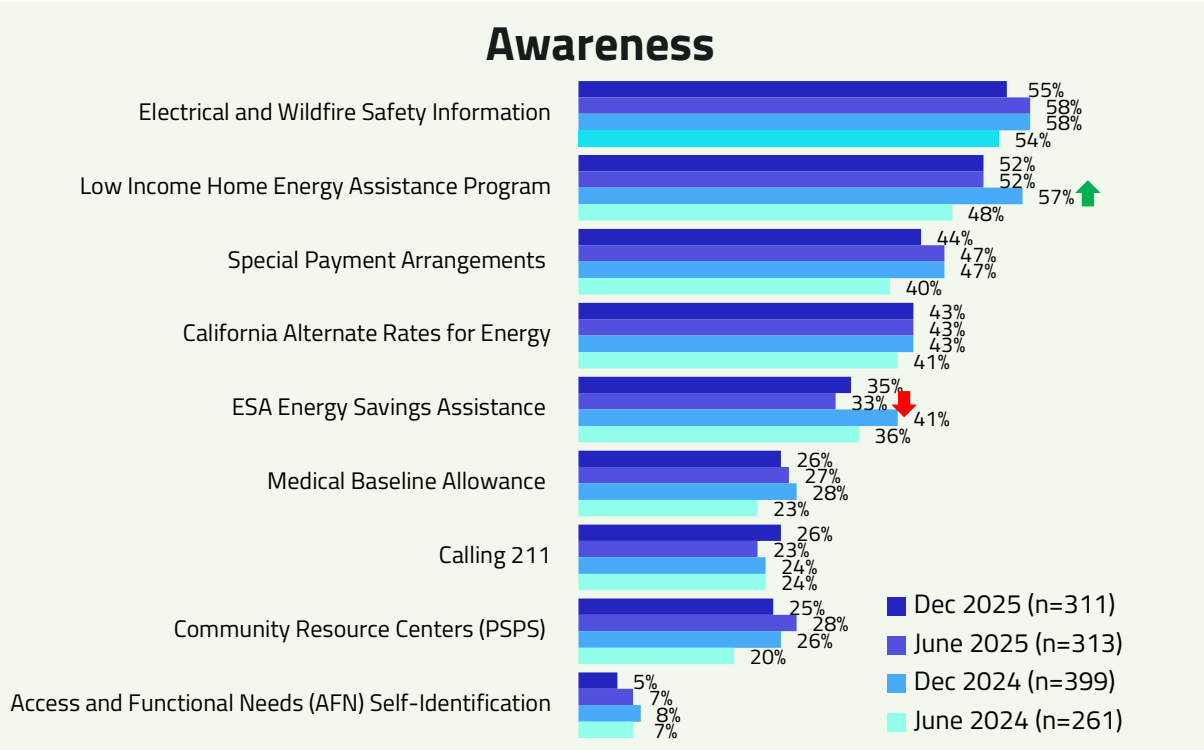


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Awareness and Familiarity of Resources

- Of the resources available to the public, roughly half indicated they were aware of the Electrical and Wildfire Safety Information (55%) and Low-Income Home Energy Assistance Program (52%); just over one third (35%) indicate they “have not investigated the resources”
- Recallers** are significantly more likely than Non-Recallers to indicate awareness of most resources and to say they have not investigated resources or have no need for them



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=311; Total)

QA8. What statement best describes your familiarity with the resources you just reviewed? (n=311; Total)

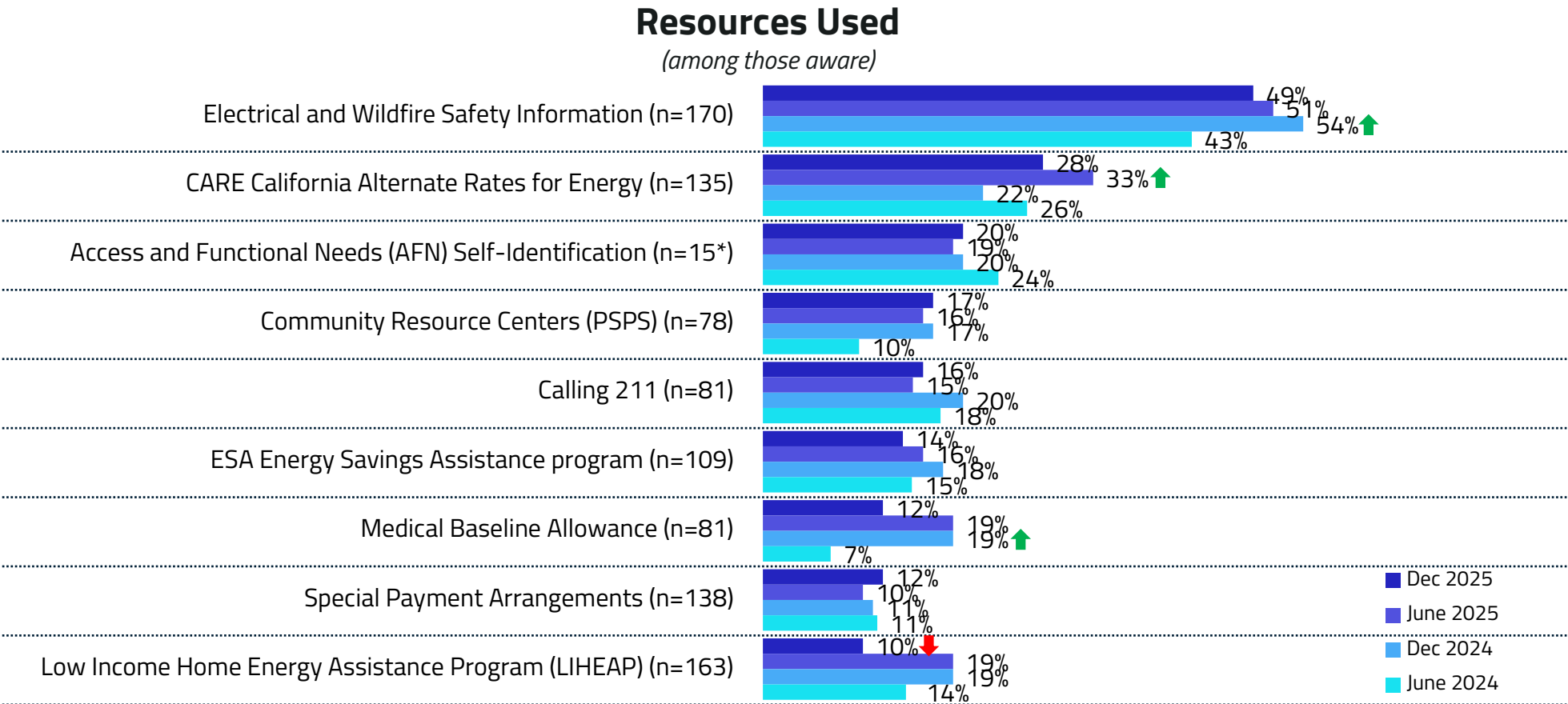


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Resources Used

- Of those aware of the resources available, just under half (49%) have used Electrical and Wildfire Safety Information, consistent with June 2025 (51%)
- Among those aware, use of LIHEAP has decreased significantly since June 2025 (10% vs 19%)



QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)

*Small sample size (n<30)

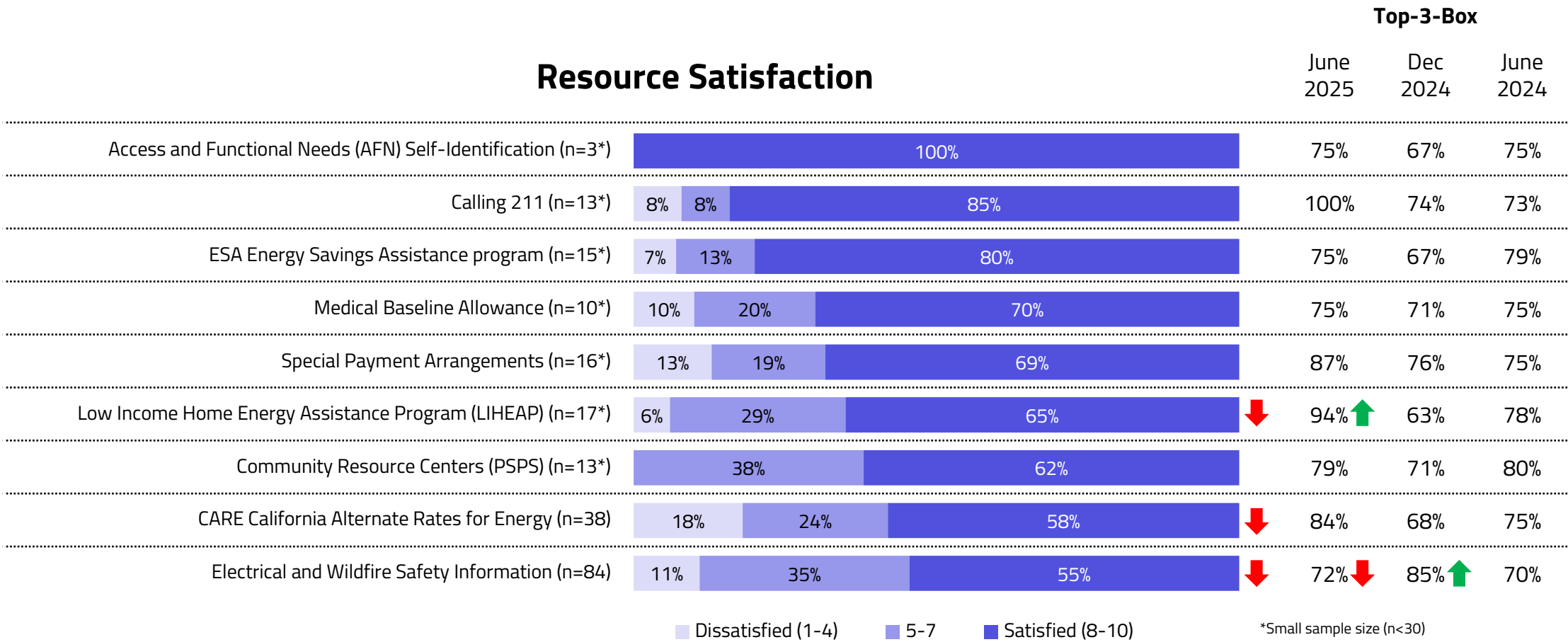


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Satisfaction with Resources Used

- Satisfaction is highest among those who have used AFN Self-Identification and calling 211
- Satisfaction with LIHEAP, CARE, and Electrical and Wildfire Safety Information saw significant decreases from June 2025



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)
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



Critical & AFN Customer Summary



Key Metrics: Random vs Critical Customers

	Random Customer (n=281)	Critical Customer (n=30)
Aware of Wildfire Safety Communications	79%	63%
Aware of Communications from BVES (among those aware)	42%	47%
Took Action to Prevent or Prepare for a Wildfire	87%	80%
Recall PSPS	84%	67%
Would Turn to BVES Website for PSPS Info	43%	25%
Aware of Ability to Update Contact Info for PSPS	58%	53%
Know if Address is in PSPS Area	58%	37%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	32%	27%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	23%	22%
Aware of AFN self-identification	5%	3%

Bold denotes statistically significant difference between Random and Critical Customers



Demographic Profiles: Random vs Critical Customers

	Random Customer (n=281)	Critical Customer (n=30)
Gender	Male – 52% Female – 42%	Male – 47% Female – 53%
Age	18-54 – 24% 55-64 – 18% 65+ – 52%	18-54 – 7% 55-64 – 23% 65+ – 67%
Median Income	\$109K	\$40K
Home Ownership	Own – 88% Rent – 6%	Own – 67% Rent – 17%
Average Length in Home	12.0 years	14.3 years
Live in Big Bear Year Round	50%	57%
Vacation Rental (among those living in Big Bear part time)	17%	9%
Primary Language is not English	18%	13%
Responded they Rely on Electricity for Medical Needs	11%	60%

Bold denotes statistically significant difference between Random and Critical Customers



Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=71)	Non-AFN Customer (n=240)
Aware of Wildfire Safety Communications	72%	79%
Aware of Communications from BVES (among those aware)	45%	42%
Took Action to Prevent or Prepare for a Wildfire	83%	88%
Recall PSPS	80%	83%
Would Turn to BVES Website for PSPS Info	33%	34%
Aware of Ability to Update Contact Info for PSPS	55%	59%
Know if Address is in PSPS Area	59%	55%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	17%	36%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	22%	--
Aware of AFN Self-Identification	6%	5%

Bold denotes statistically significant difference between AFN and Non-AFN Customers



Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=71)	Non-AFN Customer (n=240)
Gender	Male – 45% Female – 46%	Male – 53% Female – 42%
Age	18-54 – 23% 55-64 – 15% 65+ – 54%	18-54 – 23% 55-64 – 19% 65+ – 53%
Median Income	\$60K	\$115K
Home Ownership	Own – 72% Rent – 14%	Own – 90% Rent – 5%
Average Length in Home	11.9 years	12.3 years
Live in Big Bear Year Round	65%	47%
Vacation Rental (among those living in Big Bear part time)	16%	16%
Primary Language is not English	20%	17%
Responded they Rely on Electricity for Medical Needs	69%	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers



CBO Interviews



Qualitative Interviews

Two in-depth interviews were conducted with emergency services organizations in the BVES territory in December 2025.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES





Qualitative Interviews

Current Communications

- Participants at emergency services organizations report personal contacts with BVES administration, primarily through email, phone calls, and text messages
- Both agencies report strong and timely communications from BVES, which typically revolve around outages (planned and unplanned, including PSPS), infrastructure improvements, and tree trimming and clearance around power lines
- Important types of information include fire mitigation efforts, safety, PSPS planning/preparation, and infrastructure improvements
- While participants are satisfied with the communications from BVES, there are some improvement opportunities:
 - Provide notifications to agencies if outages affect more than 250 customers (the current standard is 1,000)
 - Ensure the community impacts of outages are accurate and updated
 - Send text or call after hours, in addition to a more detailed email which can be referenced as needed
- Participants do recall some public-facing communications from BVES related to PSPS and outage planning, primarily via email

Spreading the Word

- For public-facing communications, participants recommend social media, email, emergency notification systems, email, text, direct mail, and radio
 - Social media is an effective way to reach many in the community, and will help spread messages via word of mouth to those not using social media
 - There is some willingness and ability to amplify social media messages, although some agencies prefer to only pass on messages from BVES (rather than posting their own) and others prefer to let BVES handle all messaging to keep information coming straight from the source
 - Direct communications, including email and mailings are effective for reaching people, particularly in non-urgent situations
 - It is recommended to encourage the public to sign up for general emergency alerts, so they are alerted to PSPS, outages, or other types of emergencies in the area
- Reaching property owners can be a challenge, as many vacation homes are operated by out-of-town property managers overseeing multiple properties; it is critical that they receive messages about vegetation clearance to help mitigate the risk of fire
- English and Spanish are the primary languages required



Qualitative 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 sent on a regular basis, with more frequency during the late spring and summer
 - Using social media to reach the public, encouraging partner agencies to repost, and sharing messages from local agencies
 - Educating the public about how to prepare for an extended power outage (having food/water, food preservation, filling gas tanks, having generator ready)
 - Providing information about PSPS and explaining the criteria for events, BVES' mitigation efforts, and infrastructure improvements to help prevent the need for PSPS
 - Outreach to let customers know about Medical Baseline and the additional alerts, and encouraging them to make preparations (e.g., have generator or spare oxygen tanks)
 - Providing timely notice about potential PSPS events and providing timely updates as circumstances change
 - Maintaining regular communication with partner agencies, including details about where outages are located, the number of customers affected, and estimated restoration times
 - Support for grant funding to help with tree removal and utility clearances throughout the area

PSPS Events

- All are familiar with PPS, including the reasons behind the outages, and the typical protocols
- Participants understand the changing nature of PPS and the challenges that brings when planning/preparing for an event
 - Early notification is important (ideally at least 5 hours before public notification), with regular updates as conditions evolve
 - Important information includes where outages are expected, the number of customers impacted, the estimated duration, and when power is expected to be restored
- Those with medical needs and the elderly are most at risk; it is important to provide them information about resources for backup power and advanced notification, and communicating how they can opt into these resources
- Helping the public understand why PPS outages can occur, and the steps BVES is taking to mitigate the risk are expected to improve public perception
- Promote enrollment with emergency notification apps in addition to messages from BVES to ensure the public is able to receive messages about all types of emergencies in addition to PPS
- Continue efforts to engage with property managers and remote property managers, so they can provide information to short term renters or hotel guests, and so they can be proactive in preparing properties to mitigate fire risk



Demographic Profiles



Respondent Profiles

Gender	Total (n=311)	Recallers (n=240)	Non-Recallers (n=71)
Male	51%	55%	38%
Female	43%	40%	54%
Age			
18 to 24	--	--	--
25 to 34	4%	3%	4%
35 to 44	9%	6%	17%
45 to 54	10%	12%	6%
55 to 64	18%	20%	13%
65 or over	53%	53%	54%
Prefer not to say	6%	6%	7%

Renter/Homeowner	Total (n=311)	Recallers (n=240)	Non-Recallers (n=71)
Own	86%	87%	82%
Rent	7%	7%	7%
Prefer not to say	5%	4%	10%
Household Income			
Less than \$20,000	5%	4%	6%
\$20,000 to \$39,999	8%	6%	13%
\$40,000 to \$59,999	8%	8%	6%
\$60,000 to \$89,999	12%	10%	15%
\$90,000 to \$129,999	11%	13%	4%
\$130,000 to \$199,999	13%	13%	13%
\$200,000 or more	14%	15%	8%
Prefer not to say	32%	31%	35%

- Q17.

What is your gender? (n=311; Total)
- Q18.

What is your age category? (n=311; Total)
- Q19.

Do you own or rent your home? (n=311; Total)
- Q20.

Which of the following best describes your annual household income? (n=311; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles

Years In Home	Total (n=311)	Recallers (n=240)	Non-Recallers (n=71)
Less than 2 years	11%	12%	10%
2-3 years	12%	12%	11%
4-5 years	11%	10%	13%
6-10 years	18%	16%	24%
11-19 years	16%	17%	11%
20+ years	29%	30%	23%
Prefer not to say	4%	3%	8%

Occupancy	Total (n=311)	Recallers (n=240)	Non-Recallers (n=71)
Live in Big Bear year-round	51%	50%	54%
Live in Big Bear part time	42%	45%	35%
Prefer not to say	7%	5%	11%

Vacation Rental	Total (n=132)	Recallers (n=107)	Non-Recallers (n=25*)
Yes	16%	19%	4%
No	84%	81%	96%

Q21. How long have you lived in your home? (n=311; Total)
Q22. Do you live in your home in Big Bear year-round, or part time? (n=311; Total)
Q23. Is your home in Big Bear a vacation rental? (n=124; Live in Big Bear part time)

*Small sample size (n<30)
Bold denotes statistically significant difference between Recallers and Non-Recallers



Respondent Profiles – AFN Criteria

	Total (n=311)	Recallers (n=240)	Non-Recallers (n=71)
AFN (NET)	23%	21%	28%
Age 65+	53%	53%	54%
<\$40K income	12%	10%	18%
Chronic conditions or injuries	48%	54%	35%
Physical, developmental, or intellectual disability	20%	19%	24%
Limited access to transportation	7%	--	24%
Non-English language needs	17%	17%	18%
Medical need	16%	15%	18%

Bold denotes statistically significant difference between Recallers and Non-Recallers

Bear Valley electric service, inc.

2026 PSPS FSX

June 17, 2026

Overview

Project Background and Description

- i** 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, and 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

- i** The Full-Scale Functional Exercise conducted by BVES on June 17th 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

- i** 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

i	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

i 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

i June 3, 2024

Time	Activity
8:00 AM - 8:15 AM	Opening and Introduction
8:15 AM - 8:30 AM	Overview of Exercise Scenario
8:30 AM - 9:15 AM	Module 1 – Initial Conditions and Pre-Planning
9:15 AM - 10:00 AM	Module 2 – Early Response and Notification
10:00 AM - 10:15 AM	Break
10:15 AM - 11:15 AM	Module 3 – PSPS Activation
11:15 AM - 1200 PM	Module 4 – Managing the PSPS Event
12:00 PM - 1:00 PM	Lunch
1:00 PM - 1:40 PM	Module 4 - Continued
1:40 PM - 2:15 PM	Module 5 – SCE Lines D-energized
2:15 PM - 2:45 PM	Module 6 – Re-energization
2:45 PM – 3:40 PM	Module 7 - Recovery
3:40 PM – 3:50 PM	Module 8 – Conclusion and Closing Remarks
3:50 PM – 4:00 PM	Debrief/ Hotwash

Based on collective input from the hot-wash and lessons learned debrief, the Full-Scale Functional Exercise (FSX) conducted on June 17th went well. Staff members were knowledgeable regarding PSPS requirements and conducted themselves in a professional manner. Suggested improvements are as follows:

1. Increase coordination and communication among internal teams to ensure seamless execution of PSPS protocols and use correct verbs to ensure we are executing actions in real-time.
2. Implement more robust documentation practices to capture all actions and decisions made during the exercise while ensuring seamless transitions from one topic to another.
3. Strengthen the understanding of the CaLOES system to ensure zero short falls of when to report.
4. 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.
5. Enhance real-time decision-making processes to adapt more effectively to evolving scenarios during PSPS events.
6. Ensure all notifications both internally and externally are documented appropriately and continue to proceed upward through the correct channels for every scenario.
7. Foster greater collaboration with external agencies, including local government, emergency services, and community organizations, to ensure a unified response during PSPS events.

Bear Valley electric service, inc.

2026 PSPS TTX

June 5, 2026

Overview

Project Background and Description

- i** *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

- i** *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

- i** *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

i	Exercise Objective	Core Capability
	Execute PSPS procedures for each respective PSPS Stage	• 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

i 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

i June 5, 2026

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 Overview
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 - 11:30 AM	Phase 3: Post-Event Protocols and Closing Remarks
11:30 AM - 12:00 PM	Questions and Debrief

Based on collective input from the hot-wash and lessons learned debrief, the tabletop exercise went well. Staff members were knowledgeable in regards to PSPS requirements and conducted themselves in a professional manner. Suggested improvements are as follow:

- Enhance coordination and communication amongst Customer Service Representatives to stay abreast of the most up to date information to convey to all customers.

2. Develop an internal safeguard for SCADA to ensure integrity to the system and potential security breach; firewall or 3rd party safety measures.
3. Increase wind threshold warnings at the weather stations to alarm SCADA; 4 day FPI/FPWI warning system.
4. Ensure all internal teams become familiar with the new FPWI/FPI map.
5. Strengthen internal familiarity with operations by incorporating the Program Contingency Guide to better understand the process of reenergization.
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.

BVES 2026 Tabletop & Full-Scale Exercise Feedback Form

Public Safety Power Shutoff Activation

Feedback/Evaluation Form

June 5, 2026 TTX

June 17, 2026 FSX

BVES 2026 Tabletop & Full-Scale Exercise Feedback Form

Public Safety Power Shutoff Activation

Feedback/Evaluation Form

June 5, 2026 TTX

June 17, 2026 FSX

Exercise Overview

Exercise Name	Public Safety Power Shutoff (PSPS) Tabletop and Full-Scale Exercise
Exercise Dates	June 5, 2026 TTX and June 17, 2026 FSX
Scope	Tabletop exercise (TTX) is planned for 4 hours 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 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	Noah Rodriguez
TTX Role (highlight)	PLAYER FACILITATOR OBSERVER/EVALUATOR OBSERVER/SME
Organization	Randle Communications
Department	Public Relations/Communications
Email	nrodriguez@randlecommunications.com
Phone	(916) 579-2887

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 Survey

General Feedback

1. Overall, how would you rate BVES's PSPS Tabletop Exercise? (highlight)

Excellent

Good

Fair

Poor

2. What were the strengths of the exercise?

Answer:

3. During the tabletop exercise, the BVES team demonstrated clear, coordinated communication while outlining the internal actions and protocols necessary to effectively execute each stage of the PSPS process. The team also emphasized the importance of proactive external communication, showing a strong commitment to keeping customers, local government agencies, community stakeholders and the media informed throughout the exercise.

4. What areas need improvement?

Answer: **N/a**

5. 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: **Very effective.**

2. Were the objectives and roles clearly defined?

Answer: **Yes.**

3. How were the PSPS activation procedures discussed in reference to the forecast?

Answer: **They were outlined clearly by Customer Service Supervisor, Kayla Blackwell at the beginning of the call.**

4. Suggestions for improvement?

Answer: ***N/a.***

Module 2: Early Response and Notification

1. *How effective was the response to the updated weather scenario?*

Answer: ***Very effective.***

2. *Was the communication plan executed effectively?*

Answer: ***Yes.***

3. *Suggestions for improvement?*

Answer: ***N/a.***

Module 3: PSPS Activation

1. *How well did the team handle the scenario escalation and activation procedures?*

Answer: ***The BVES team handled the scenario escalation and activation procedures very well.***

2. *Were the emergency response actions appropriate and timely?*

Answer: ***Yes.***

3. *Were there concerns with community outreach or notification strategies?*

Answer: ***No.***

4. *Suggestions for improvement?*

Answer: ***N/a.***

Module 4 and 5: Managing the PSPS Event

1. *How effective was the continued scenario development and role play?*

Answer: ***Very effective.***

2. *Were the communication and coordination efforts sufficient?*

Answer: ***Yes.***

3. *How would you characterize the process of activating the Community Resource Center?*

Answer: ***Efficient and effective.***

4. *Suggestions for improvement?*

Answer: **No.**

Module 6 and 7: Re-energization and Recovery

1. *How well was the recovery phase introduced and executed?*

Answer: ***The recovery phase was introduced and executed very well.***

2. *Was the re-energization process smooth and effective?*

Answer: **Yes.**

3. *How were communications handled, especially to vulnerable populations?*

Answer: ***Communications with vulnerable populations were handled very well.***

4. *Suggestions for improvement?*

Answer: **No.**

Module 8: Debrief and Feedback Collection

1. *How would you describe the debrief session coordination?*

Answer: ***The debrief session recapped all the events covered during the table-top exercise.***

2. *Were key takeaways and lessons learned adequately captured?*

Answer: **Yes.**

3. *Suggestions for improvement?*

Answer: ***N/a.***

Exercise Overview

Exercise Name	Public Safety Power Shutoff (PSPS) Full-Scale Exercise
Exercise Dates	June 5, 2026 TTX and June 17, 2026 FSX
Scope	Tabletop exercise (TTX) is planned for 4 hours 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 Paul Marconi paul.marconi@bvesinc.com BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

FSX 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	Noah Rodriguez
FSX Role <i>(highlight)</i>	PLAYER FACILITATOR OBSERVER/EVALUATOR OBSERVER/SME
Organization	Randle Communications
Department	Public Relations/Communications
Email	nrodriguez@randlecommunications.com
Phone	(916) 579-2887

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 FSX Survey

General Feedback

6. Overall, how would you rate BVES's PSPS Full-Scale Exercise? (highlight)

Excellent

Good

Fair

Poor

7. What were the strengths of the exercise?

Answer:

8. During the full-scale exercise, the BVES team effectively demonstrated clear and coordinated communication while outlining the internal actions and protocols needed to execute each phase of the PSPS process. The team also showed a strong dedication to external communication, ensuring that customers, local government agencies, community stakeholders, and the media remained well-informed throughout the event.

9. What areas need improvement?

Answer: *N/a*

10. 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

5. How effective was the scenario introduction and stakeholder coordination?

Answer: **Very effective.**

6. Were the objectives and roles clearly defined?

Answer: **Yes.**

7. How were the PSPS activation procedures discussed in reference to the forecast?

Answer: **They were outlined clearly by Customer Service Supervisor, Kayla Blackwell at the beginning of the call.**

8. Suggestions for improvement?

Answer: *N/a.*

Module 2: Early Response and Notification

4. How effective was the response to the updated weather scenario?

Answer: **Very effective.**

5. *Was the communication plan executed effectively?*

Answer: **Yes.**

6. *Suggestions for improvement?*

Answer: **N/a.**

Module 3: PSPS Activation

5. *How well did the team handle the scenario escalation and activation procedures?*

Answer: **The BVES team handled the scenario escalation and activation procedures very well.**

6. *Were the emergency response actions appropriate and timely?*

Answer: **Yes.**

7. *Were there concerns with community outreach or notification strategies?*

Answer: **No.**

8. *Suggestions for improvement?*

Answer: **N/a.**

Module 4 and 5: Managing the PSPS Event

5. *How effective was the continued scenario development and role play?*

Answer: **Very effective.**

6. *Were the communication and coordination efforts sufficient?*

Answer: **Yes.**

7. *How would you characterize the process of activating the Community Resource Center?*

Answer: **Efficient and effective.**

8. *Suggestions for improvement?*

Answer: **No.**

Module 6 and 7: Re-energization and Recovery

5. *How well was the recovery phase introduced and executed?*

Answer: **The recovery phase was introduced and executed very well.**

6. *Was the re-energization process smooth and effective?*

Answer: **Yes.**

7. *How were communications handled, especially to vulnerable populations?*

Answer: ***Communications with vulnerable populations were handled very well.***

8. *Suggestions for improvement?*

Answer: ***No.***

Module 8: Debrief and Feedback Collection

4. *How would you describe the debrief session coordination?*

Answer: ***The debrief session recapped all the events covered during the full-scale exercise.***

5. *Were key takeaways and lessons learned adequately captured?*

Answer: ***Yes.***

6. *Suggestions for improvement?*

Answer: ***N/a.***

Appendix K: Access and Functional Needs Plan 2026