



**Southern California Edison's Quarterly
Progress Report on PSPS Working
Groups and Advisory Board – Pursuant
to Guidelines set forth in Appendix "A" of
Decision 20-05-051**

Rosemead, CA
May 26, 2021

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I. BACKGROUND

On December 19, 2018, the California Public Utilities Commission (Commission or CPUC) opened Public Safety Power Shutoff (PSPS) Order Instituting Rulemaking (R.)18-12-005 (OIR) to examine the rules that allow electric utilities, under the Commission's jurisdiction, to de-energize power lines in case of dangerous conditions that threaten life or property in California. On June 4, 2019, the Commission issued Decision (D.)19-05-042 (PSPS OIR Phase 1 Decision), which established the PSPS Guidelines, building on directives established in Resolution ESRB-8. On June 5, 2020, the Commission issued D.20-05-051 (PSPS OIR Phase 2 Decision) adopting updated and additional PSPS guidelines.

The PSPS OIR Phase 2 Decision required SCE to convene, at least quarterly, regionalized working groups providing the opportunity for participation from small multi-jurisdictional electric utilities, community choice aggregators (CCAs), publicly owned electric utilities, communications and water service providers, CPUC staff, tribal and local government entities, Public Safety Partners, and representatives of people/communities with access and functional needs (AFN) and vulnerable communities. The purpose of these working groups is to ensure there is a forum to share lessons learned between the impacted communities and the electric investor-owned utilities (IOUs). Components of the de-energization protocols that could be addressed by the Working Groups include the provision of Community Resource Centers (CRCs), communication strategies, information sharing, identification of critical facilities, strategies for supporting AFN people/communities, and contingency plans. SCE is required to report back to the CPUC on the Working Group progress on a quarterly basis.

In addition, the PSPS OIR Phase 2 Decision required SCE to establish an Advisory Board to provide advisory functions regarding de-energization, consisting of Public Safety Partners, communications and water service providers, local and tribal government officials, business groups, non-profit organizations, representatives of AFN people/communities, and academic organizations. SCE is working with this territory-wide Advisory Board to discuss best practices for de-energization issues and safety, community preparedness, regional coordination and the optimal use of existing and emerging technologies.

To comply with the guidelines provided by the Commission in D.20-05-051, SCE formed the PSPS Regional Working Groups and a service area-wide Advisory Board immediately following the issuance of the decision on June 5, 2020. This is the Q1 2021 progress report on SCE's Working Groups and Advisory Board as required by the Commission.

II. WORKING GROUPS

During the third quarter of 2020, SCE established three Working Groups to include representation from various key stakeholders as directed by the Commission. SCE formed three unique regionalized Working Groups that collectively represented the entire SCE service area. The various counties in SCE’s service are represented in alignment with CalOES defined regions.

In Q1 2021, SCE devised a naming convention to assist in identifying each regional working group as follows:

- LA Metro & Coastal Region: Cal OES Region I – Los Angeles, Orange, Ventura, & Santa Barbara County
- Central Region: Cal OES Region V – Kern, Tulare, Fresno, Madera, & Tuolumne County
- Inland Empire & Northern Region: Cal OES Region VI – San Bernardino, Riverside, Mono, & Inyo County

SCE held its Q1 2021 Working Group meetings on March 2, 3 and 4, and additional breakout sessions on March 25 and March 31, 2021. The purpose of the breakout sessions was to ensure Working Group members had sufficient time to review details on PSPS notifications and the new and/or enhanced digital tools (e.g., enhancements to SCE’s website SCE.com and the new Public Safety Partner Portal), as well as the time to provide their feedback. Two sessions were held for each breakout session – a morning and afternoon time option. All Working Group members were invited to attend, including Subject Matter Experts (SMEs) within the Working Group members’ organizations, to ensure we had the right people at the workshops who could provide feedback to us on the website enhancements and the Public Safety Partner Portal.

The schedule of the Q1 and Q2 2021 Working Group meetings is shown in the table below:

Working Group	Q1 2021	Break-Out Sessions	Q2 2021
Central Region (Region V)	March 3, 2021	<u>All</u> Regions Invited	June 1, 2021
LA Metro & Coastal Region (Region I)	March 2, 2021	PSPS Notifications: March 25, 2021	June 2, 2021
Inland Empire & Northern Region (Region VI)	March 4, 2021	SCE Online Tools: March 31, 2021	June 3, 2021

On February 12, 2021, SCE submitted its PSPS Corrective Action Plan to the CPUC. As mentioned in SCE’s PSPS Action Plan, SCE will leverage the Working Groups and Advisory Board to review progress and identify further corrective actions to update the Incident Management Team (IMT) protocols and procedures. In addition, as SCE identifies needed improvements to existing PSPS communications, it will review these improvements with the Working Groups and Advisory Board to solicit feedback.

1. WORKING GROUP MEMBERS

SCE currently has representation from the following stakeholders for each of the three regional Working Groups:

- Small multi-jurisdictional electric utilities
- Community Choice Aggregators (CCAs)
- Publicly owned electric utilities
- Communications and water service providers
- Tribal and local government entities
- Public Safety Partners
- Representatives of people/communities with AFN and vulnerable communities
- Commission staff
- Cal OES representatives
- Others (e.g., Healthcare facilities)

The Q1 2021 Working Group meetings held on March 2, 3, and 4, 2021, were well represented by the members of the Working Group. The list of Working Group members that attended the Q1 2021 meetings are provided in the Appendix of this document.

2. WORKING GROUP MEETING(S) AGENDA AND MINUTES

SCE’s Q1 2021 Working Groups meetings were hosted remotely via Microsoft Teams due to the COVID-19 restrictions. The following topics were discussed during these meetings:

- 2021 PSPS Action Plan
- Reducing the use of PSPS

SCE requested feedback from the participants on the PSPS Action Plan related specifically to PSPS notifications, the Public Safety Partner Portal and outage maps that will be made available on SCE’s website SCE.com.

Region I - The Region I Working Group meeting was held on March 2, 2021. The table below lists key discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	In context of creating new weather forecasting models, a member requested that SCE share when that would be impacting them. The member wanted to know what customers/circuits will be impacted.	SCE responded that it would provide that information to the member.	SCE provided the requested information to the member. No further action required.
2	A member asked as if lines get heavier and require adjustments to the structures that support the wires, as SCE adds covered conductors to lines.	SCE responded that this was correct, and some pole replacements take place as needed. If the pole fails as a result of the covered	No further action required.

		conductor installation, SCE installs a composite pole; if there is equipment on the pole, SCE fixes the pole and installs a fire wrap.	
3	A member requested more specific information regarding grid hardening and asked if SCE can provide street names for circuits impacted by PSPS.	SCE responded it cannot provide street names but can provide circuit information.	SCE provided the required information to the member. No further action required.
4	A member asked what SCE considers as wildfire season.	SCE responded that increasingly it is year-round, however the peak is considered Oct. 1. In general, SCE aims to complete the grid hardening work in advance of Oct. 1, 2021, to be prepared for wildfire season.	No further action required.
5	A member stated that they experienced a lot of wind in the last two weekends. The member asked if SCE uses that data to inform their weather models even though it did not amount to a fire or PSPS event.	SCE stated that this does take place.	No further action required.
6	A member stated that during a previous outage, PSPS re-energization notifications were sent to their residents when the outage was not caused by a PSPS event. The member stated that they were informed this was required because their circuits are impacted by PSPS.	SCE stated that this has been corrected. The root cause of this issue was a larger PSPS notification that was investigated last year and has been corrected.	No further action required.
7	A member requested information on where they can get weather station data.	SCE stated it can share the link with the member.	SCE provided the requested information to the member. No further action required.

SCE requested feedback from members pertaining to PSPS notifications and the development of the new Public Safety Partner Portal. The members provided the following feedback:

For PSPS notifications, SCE should consider:

- Adding county name in the email subject line for the 3-day notification
- Adding circuit names on notifications
- Removing the word “imminent” on notifications
- Simplifying language on notifications

- Providing more information than less
- Adding a color-coding system to the Situational Awareness Notification
- Keeping all existing notifications
- Requesting the situational awareness notifications to be sent out consistently at the same time each day, regardless if the updates are complete or not

For the Public Safety Partner Portal:

- Current mapping tools are not always accurate
- For locations without an address, SCE should provide a service account number

Region V - The Region V Working Group meeting was held on March 3, 2021. The table below lists key discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	<p>During the PSPS Action Plan overview section of the meeting, a member from an Independent Living Center (ILC) stated that they like the idea of reducing the event timeline, and there is a general concern that vulnerable customers need power without interruptions. There are battery solutions, but it doesn't meet every vulnerable customer's needs.</p> <p>ILCs try to provide resources and information, encourage customers to plan for outages. Vulnerable customers are not comfortable with technology or filling out surveys. They asked what more SCE is doing, and what ILCs can do to partner with you to help these customers.</p>	<p>SCE responded that this is an example of a great opportunity for partnership. In 2020, SCE deployed ~700 batteries. Last year, SCE had some supply chain issues due to the COVID pandemic, but those have since been resolved. Eligibility for the battery program has also expanded to approximately 12,000 customers. There will be multiple outreach efforts to reach our customers, but if there are customers we are not able to reach (for any reason), members should let SCE know so it can follow up with the customer. SCE stated it expects a 30% adoption in battery deployments in 2021 and encouraged the partnership and assistance from the members.</p>	<p>SCE will host a working meeting with ILCs early June to discuss partnerships opportunities and PSPS preparedness.</p>
2	<p>With regards to the new Public Safety Partner Portal and updating the Situational Awareness spreadsheet, a member requested SCE embed a link to the new Portal in the Situational Awareness spreadsheet.</p>	<p>SCE appreciated the request and stated this can be done.</p>	<p>A link to the Public Safety Partner Portal will be included on the Situational Awareness notifications sent to Public Safety Partners.</p>

3	A member stated that on the Situational Awareness spreadsheet they only see circuit name and find the information confusing.	SCE will follow up with the member to ensure they understand how to read the spreadsheet.	SCE completed a follow up with the member. The member is a joint customer with SCE and another utility and through discussions, SCE found that their questions pertained to the other utility.
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SCE requested feedback from members pertaining to PSPS notifications and the development of the new Public Safety Partner Portal. The members provided the following feedback:

PSPS Notifications:

- No feedback provided

For the Public Safety Partner Portal:

- ILC customers will not go to the Public Safety Partner Portal; in response, SCE clarified that Portal will be available to Public Safety Partners and not all customers
- Members preferred the approach of going to the Portal for PPS event information, rather than receiving multiple PPS notifications for an event; SCE can send an email to Public Safety Partners when updates occur and when a PPS event is initiated.
- Public Safety Partners want email notice to prompt them to go to the Portal
- Several members stated they like PG&E's Portal; in response, SCE stated that our Portal is based on best practices from PG&E's Portal and lessons learned from discussions with PG&E
- Members stated a need for historic event information

Region VI - The Region VI Working Group meeting was held on March 4, 2021. The table below lists key discussion items and responses that SCE provided during this meeting.

	Participant Questions/Comments	SCE Responses	Action Items
1	Member asked why SCE did not have a PPS event for the wind many experienced the weekend prior (Feb. 26-28, 2021).	SCE stated that wind is one of many factors that can trigger a PPS event; SCE has a fire prediction index, given the geography - vegetation, moisture in the air and such. In the previous weekend, fuel conditions were not conducive for a PPS event.	No further action required.
2	Member stated the need for more backup power programs.	SCE stated the existing backup generation program	No further action required.

		is available to most vulnerable customers in SCE's service area. Fully subsidized battery backup is available to customers on the Medical Baseline program and also enrolled in CARE & FERA as part of the CCBB program.	
3	Member requested customer level detail per circuit; need to know what circuits impact which Service Accounts.	SCE stated it will follow up with the member individually.	Follow up completed; SCE provided the Service Account details for circuits the customer is served by
4	Members requested their own nomenclature ¹ be added to PSPS Notifications.	SCE stated there might be data integrity issues with this request, but will investigate to determine options.	After SCE's CSRP cutover, it was found that adding customer-specific nomenclature will not be possible. SCE has followed up with members who requested the additional field to be added in the PSPS notifications, and discussed that SCE may be able to provide them the requested information separately so they can map the information for their internal purposes.
5	Member requested ILCs have access to the Portal.	SCE responded this will be the plan.	ILCs will have access to the Portal later in the month of June, not upon the first release expected June 1, 2021. No further action required.
6	A member asked if one would need to log in the REST ArcGIS software to access the Portal.	SCE stated the Portal is a stand-alone site and will not require use/log in for REST ArcGIS.	No further action required.
7	One member asked when the Portal will go live.	SCE stated go live will be June 1, 2021.	No further action required.
8	Members asked for a list of Public Safety Partners.	SCE stated it will be sent out with notes to members.	SCE emailed the list of Public Safety Partners to members along with material from this meeting, plus materials from the two

¹ Customers have accounts that may not have a physical address and therefore have developed a naming convention internal to their organization to better identify the location of meters.

			breakout sessions that took place later in March 2021.
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SCE requested feedback from members on what they thought is not working with regards to PSPS notifications and the development of the new Public Safety Partner Portal. The members provided the following feedback:

PSPS Notifications:

- Members like the Situational Awareness spreadsheet and how it is updated twice a day
- Members get too many emails about notifications and like the idea of going to the Portal to find information instead of relying on email notifications
- Staff cannot identify a location based on address

Public Safety Partner Portal:

- Members requested information on log-in requirements for upcoming training and job aids

PSPS Notifications Breakout Session – SCE held PSPS Working Group breakout sessions for PSPS notifications on March 25, 2021. The following topics were discussed:

1. Situational Awareness Notifications
2. Customer Notifications

Some of the key feedback received from the Working Group members included:

- Working group members have different preferences on the frequency of notifications
- Receiving notifications on a consistent timing basis (fixed cadence) is more important than receiving complete updates (when there are large PSPS events)
- Members need assistance on how to find maps on SCE’s website, and recommend that SCE should simplify how to find PSPS/outage status
- Members requested that Public Safety Partners be provided confirmation when Critical Care customers have been notified

PSPS Online Tools Breakout Session - SCE held PSPS Working Group breakout sessions for PSPS Online Tools on March 25, 2021. The following topics were discussed:

1. Public Safety Partner Portal
2. Outage Maps on SCE.com

Some of the key feedback received from the Working Group members included:

- The portal will be useful
- Members appreciate the ability to obtain information from a centralized location with archived information
- Members may not proactively go to the Portal and will need to be prompted to view updates, such as an email notification
- The Portal will be valuable during PSPS events, and should be used for all emergencies in the future

- Training, such as job aids or a demonstration, will be necessary

The agenda and presentations materials for the three Working Group meetings and the breakout sessions are provided in the Appendix of this report.

III. ADVISORY BOARD

SCE developed an approach for establishing a wildfire safety community Advisory Board that would emulate the approach implemented by San Diego Gas & Electric Company (SDG&E). SCE's Advisory Board works on service area-wide de-energization and wildfire issues and provides hands-on, direct involvement and advisory functions on various aspects of PSPS de-energizations. SCE has established one Advisory Board for the entire SCE service area and meetings are scheduled quarterly.

SCE invited key stakeholders to represent the SCE communities on the Advisory Board as directed by the Commission. The PSPS Advisory Board was created during the third quarter of 2020, and the first Advisory Board meeting was held on October 20, 2020.

1. ADVISORY BOARD MEMBERS

SCE reached out to the following organizations, as directed in the PSPS OIR Phase 2 Decision, to request participation in the Advisory Board:

- Public Safety Partners
- Communications and water service providers
- Tribal and local government entities
- Business groups
- Nonprofit organizations
- Representatives of people/communities with AFN and vulnerable communities
- Academic organizations

2. ADVISORY BOARD MEETING(S) AGENDA AND MINUTES

The Q1 2021 Advisory Board meeting was held on March 9, 2021. Stakeholders from all category requirements listed in the Phase 2 Decision were present. The meeting was facilitated by SCE's Advisory Board Co-Chair Erik Takayesu. The first portion of the meeting provided a safety moment, housekeeping overview, and review of agenda topics.

The following topics were discussed during this meeting:

1. PSPS Fire Season Forecast
2. 2021 PSPS Action Plan
3. Public Safety Partner Portal
4. Notifications

At the meeting, SCE shared the 2021 fire season forecast, including an 8- to 14-day precipitation outlook and a 3-month outlook. SCE shared that it was expecting precipitation to continue to be possible during the

first half of March, 2021, with a warm and dry spring expected. There may be a potential earlier start to fire season in 2021 as drought conditions continue to persist.

SCE then shared a status update on the PSPS Action Plan, which was submitted to CPUC on February 12, 2021. The PSPS Action Plan aims at reducing the frequency and scope of PSPS and improve our performance in preparation for peak fire season in 2021. The PSPS Action Plan focuses on the following improvements in 2021:

1. Reduce the Use of PSPS
2. Execute PSPS Events Effectively
3. Mitigate Impacts of PSPS
4. Keep Partners & Customer Informed
5. Enhance & Improve Post-Event Reporting

SCE also shared information on its Public Safety Partner Portal which is being developed in 2021. The Public Safety Partner Portal will be available to Public Safety Partners (as defined by the CPUC) when it is complete. In addition, SCE touched briefly on its website enhancements such as an address outage look up feature and the consolidation of all outages into a single map. SCE then provided an update on PSPS notifications, and what it is doing to improve the clarity, cadence, and accuracy of notifications to better meet customer and stakeholder needs.

The table below provides a summary of the question’s SCE received and the responses SCE provided during the meeting.

	Advisory Board Question/Comments	SCE Responses	Action Plans
1	Member asked SCE to provide 1 or 2 specifics on the increased transparency and decision making.	SCE provided a simplified description of our decision-making process, and how we incorporate external information from our Public Safety Partners to influence those decisions.	No further action required.
2	Member asked if there was a way for SCE to provide the segment IDs vs the circuit ID on the Public Safety Partner Portal Page.	SCE responded that it would go back and see what options we may have to align on those reports.	Feedback was noted and considered in the new Public Safety Partner Portal
3	Member asked if the Public Safety Partner Portal is appropriate to be used for tabletops for Planning and Education?	SCE responded that this would be an appropriate use of the site.	No further action required.
4	Member asked if Portal data will be provided in real time and if will it be automated, or if it will be reliant on SCE staff to updated.	SCE responded that since most of the data is real time it will be difficult to automate. SCE is looking into automating the process as much as possible and looking at the process to ensure timely updates.	No further action required.
5	Member asked if local independent living resource centers qualify as being defined as CPUC Public Safety Partners.	SCE responded that it is expanding the scope of the Portal beyond just Public Safety Partners. The Portal will be Permission based which will limit	No further action required.

		the access to confidential information.	
6	Member asked about the release date for the Portal and wanted to stress the importance of real-time actionable site-specific data.	SCE responded that the Portal will be live on June 1, 2021.	No further action required
7	Member asked what features would be available for the portal on June 1, 2021.	SCE responded that the goal is to have all features available at the beginning of June, 2021. SCE will continue to keep the member updated on the status of the Portal.	No further action required.
8	Member asked if the maps of the circuits will be easily deciphered to identify where the circuits actually are to see where their impacts are.	SCE responded that the maps will provide the requested detail and the maps will be on the Portal to make it more interactive. SCE responded that the GIS Maps are also available for download at this time. These maps are available on SCE.com/maps and is provided by segment.	No further action required.
9	Member experienced 5 or 6 events where they were out of power more than 24 hours. If the member had advance notice, they would be able to plan for generators or other resiliency.	SCE responded that they are working on improving forecasting as a part of the PSPS Action Plan to be able to be a more granular about looking at the start time and location of events. SCE forecast ahead of the event and the day of the event we move to real-time information in 10-minute blocks.	SCE will follow up with member on getting customers signed up for notifications on the reservation.
10	Member asked about general maintenance and other power outage alerts they have received interspersed with PSPS notifications.	SCE responded that: 1) Scheduled maintenance should not be taking place during PSPS events and if so, we need to look into that 2) The outage map on SCE.com will identify the type of outage taking place in an area 3) Emails are being reviewed to ensure the notification is clear for the type of outage.	No further action required.
11	Member wanted to know if two messages a day would be possible at set times (1 in the morning and 1 at night). Right now, messaging is inconsistent and confusing.	SCE captured the feedback for input into the notification planning.	Feedback was noted and will be considered as part of SCE's ongoing efforts to improve the notification process.
12	Member asked about a pipeline facility impacted by PSPS that cannot be	SCE responded with the understanding of the uniqueness of	SCE will be following up with member.

	<p>turned off every time SCE thinks there will be an outage because it takes several hours to restart the pipeline. Since there are so many notifications that come out it would be helpful for the notifications to identify when they are likely for the event to happen.</p>	<p>the pipeline. SCE also responded that there are a few initiatives taking place to apply the feedback and identify opportunities to improve the notification process.</p>	
13	<p>Member offered feedback on notifications, saying they can be overwhelming, and they become white noise. Member recommended consolidating the notifications into the Portal for once location for updates. Member also mentioned that it is critical when there is a circuit that was not in scope initially, for a phone call to be made in advance to customers.</p>	<p>SCE responded by asking members on the call to provide feedback on the suggestion of having more updates on the Portal and less notifications in general. Most members agreed that they would prefer more updates in the portal rather than through notifications.</p>	<p>Feedback was noted and will be considered as part of SCE's ongoing efforts to improve the notification process.</p>

The next Advisory Board meeting is scheduled for June 8, 2021.

IV. APPENDIX

- A. Working Groups Presentations
- B. Advisory Board Presentation
- C. Working Group Meeting Attendees (Q4 2020 Meeting)
- D. Advisory Board Meeting Attendees (Q4 2020 Meeting)

PSPS WORKING GROUP MEMBERS – REGION I

Access & Functional Needs

- **211 Orange County**, Amy Arambulo, Director, Community Programs
- **211, Interface Children & Family Services**, Kelly Brown, 211 Director
- **Independent Living Resource Center**, Jennifer Griffin, Executive Director
- **Service Center for Independent Life**, Larry Grable, Executive Director

Community Choice Aggregators

- **Cal Choice**, Cathy DeFalco, Director
- **Clean Power Alliance of Southern California**, Monique Edwards, Director, Technology, Data & People

Communications & Water Service Providers

- **AT&T**, Josh Overton, Area Manager Network Process & Quality
- **AT&T**, Kevin Quinn, Area Manager
- **California Water Service Co.**, Jim Crawford, District Manager
- **Cox**, Jacques Ballard, Director
- **El Capitan Water Company**, Allen Paneral, Field Operations
- **Metropolitan Water District of Southern California**, Ian Whyte, Emergency Management Program Manager
- **Verizon**, Alvaro Sanchez, Sr. Manager

Local Governments

- **City of Anaheim**, Dukee Lee, General Manager
- **City of Camarillo**, Carmen Nichols, Assistant City Manager
- **City of Fillmore**, Keith Gurrola, Fire Chief
- **City of Goleta**, Michael Baris, Emergency Services Coordinator
- **City of Irvine**, Robert Simmons, Emergency Management Administrator
- **City of Irvine Police Department**, Kristi Hofstetter Batiste, Emergency Management-PSA PT
- **City of La Canada Flintridge**, Mark Alexander, City Manager
- **City of Laguna Beach**, Mike Garcia, Fire Chief
- **City of Malibu**, Susan Duenas, Public Safety Manager
- **City of Newport Beach Fire Department**, Kevin Bass, Fire Marshal
- **City of Santa Barbara Fire/OES**, Yolanda McGlinchey, Emergency Services Manager
- **City of Santa Clarita**, Rebecca Bernstorff, Management Analyst
- **City of Simi Valley**, Brian Gabler, City Manager
- **City of Thousand Oaks**, Nader Heydari, Deputy Director/City Engineer
- **Los Angeles County Public Works**, Robert Scharf, Manager

Other

- **California Public Utilities Commission**, Tony Noll, Project Manager
- **Community Memorial Hospital**, Nancy Thompspon, Emergency Management Manager
- **Kaiser Permanente**, Mitch Saruwatari, Director, National Emergency Management
- **Santa Barbara Cottage Hospital**, Nick Henderson, Vice President, Support Services
- **Southern California Regional Rail Authority**, Eric Poghosyan, Sr. Manager, Facilities & Fleet Maintenance

Public Safety Partners

- **Central Ventura County Fire Safe Council**, Mike LaPlant, Board Chair
- **Montecito Fire Department**, Kevin Taylor, Fire Chief
- **Orange County Fire Authority**, Lori Smith, Fire Marshall
- **Orange County Sheriff's Department**, Janell Harriman, Senior Emergency Management Program Coordinator
- **TCEP - Topanga Coalition for Emergency Preparedness**, James Grasso, Director-Agency Liaison

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q1 Meeting – March 2, 2021

California Offices of Emergency Services Region I

Los Angeles, Orange, Ventura, and Santa Barbara Counties

Energy for What's Ahead®



WELCOME & SAFETY

MIKE BUSHEY

Director
Government, Institutions, Agriculture and Water
Business Customer Division



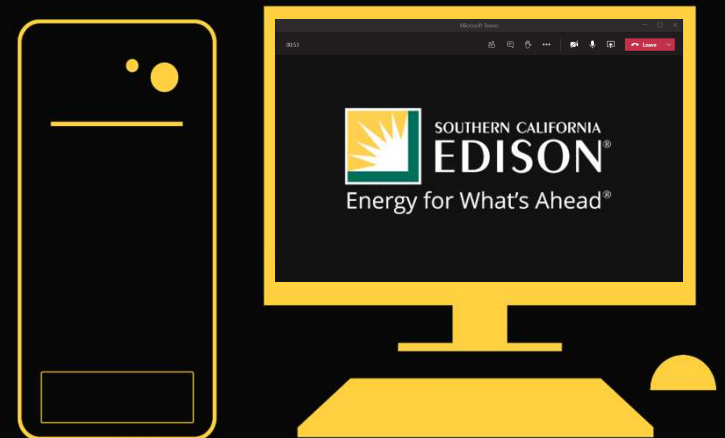
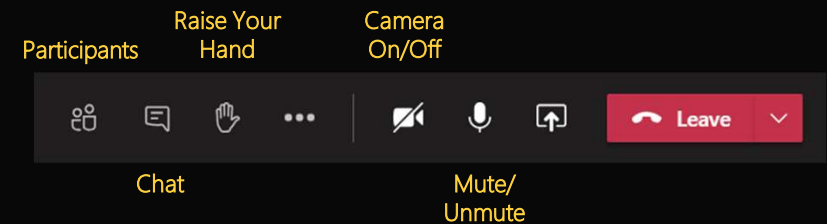
SAFETY MOMENT



Energy for What's Ahead®

HOUSEKEEPING

- Meeting will be recorded
- Use the 'Raise your hand' feature located on your screen if you have a question
- Turn on your camera if you feel comfortable
- You'll be announced when it's your time to ask your question
- Unmute yourself to speak then mute yourself when you are finished with your question
- If you have any issues with using Teams, email us at SCEBusinessCustomerEvents@sce.com



AGENDA – REGION I

TOPIC	PRESENTER	DURATION
Welcome & Safety	Mike Bushey	5 minutes
Information: 2020 Summary & 2021 PSPS Action Plan Overview	Tom Brady	30 minutes
• Reduce the Use of PSPS	Terry Ohanian	
Discussion: 2021 PSPS Action Plan Feedback	Dean Schultz (facilitator)	40 minutes
• PSPS Notifications	Jude Schneider	
• Public Safety Portal & SCE.com Enhancements	Frank Starke	
Q&A and Closing Remarks	Mike Bushey	15 minutes



PSPS 2020 SUMMARY & PSPS ACTION PLAN OVERVIEW

TOM BRADY

Principal Manager
PSPS Response
PSPS Readiness



2020 WILDFIRE SEASON & SCE'S PSPS RESPONSE

- The 2020 wildfire season was the largest recorded in California history – nearly **10,000 wildfires** burned over **4.2 million acres** of the state and claimed **33 lives***
- Wildfires and other environmental conditions underscore the importance of continuing to strengthen electric grid to become **more resilient** in the face of extreme weather events
 - SCE's 2020 improvements primarily focused on sectionalization – reducing the scope and length of PSPS durations, with ~25K customers expected to no longer be in scope for PSPS
 - Largest 2020 event had ~25% fewer customers de-energized than largest event in 2019
 - Sub-transmission de-energizations make up ~1% of total de-energizations; transmission is 0%
- SCE used PSPS **as a measure of last resort** to reduce risk of utility-ignited wildfires under dangerous fire weather conditions; however, several communities experienced repeat events
 - While approximately 220 of our 1,100 circuits in HFRA experienced at least one de-energization, 72 circuits experienced 4 or more de-energizations since 2019
- SCE's **PSPS Action Plan**, submitted Feb. 12, aims to reduce the frequency and scope of PSPS, and improve our performance in preparation for peak fire season in 2021

SCE's PSPS Action Plan focuses on the following categories for improvement in 2021:

1. Reduce the Use of PSPS
2. Execute PSPS Events Effectively
3. Mitigate Impacts of PSPS
4. Keep Partners & Customer Informed
5. Enhance & Improve Post-Event Reporting

Energy for What's Ahead®

* CAL FIRE 2020 Incident Archive

1. REDUCE THE USE OF PSPS

Expedite grid hardening on circuits de-energized 4 or more times since 2019 to **reduce the scope, frequency and duration of PSPS events**

- Replace bare wire with covered conductor that will enable SCE to **raise windspeed thresholds** for de-energization
- Install automated switching devices to isolate **smaller circuit segments** that need to be de-energized
- Review circuits that can be **removed from PSPS scope** based on local and current environmental conditions (e.g., for circuits traversing recent burn scar areas)
- Add new weather stations to **improve situational awareness** and increase accuracy of PSPS operations

By **February 19**, SCE identified 72 circuits for expedited grid hardening and is currently assessing feasibility

By **June 1**, SCE will implement risk-informed circuit exceptions

By **October 1**, SCE will complete key circuit hardening in areas most impacted by PSPS prior to peak fire season



Reduce the
Use of PSPS

Execute PSPS
Events Effectively

Mitigate Impacts
of PSPS

Keep Partners &
Customers Informed

Enhance &
Improve Post-Event
Reporting

Energy for What's Ahead®

2. EXECUTE PSPS EVENTS EFFECTIVELY

Enhance weather and fuels forecasting to better inform decision-making during PSPS operations, including accuracy and precision of notifications

- By **September**, two supercomputers and machine-learning models will enable more precise and granular forecasts, **reducing variance** between customers notified and those de-energized

Beginning in **March**, **engage our public safety partners** and solicit feedback on our PSPS protocols and preparedness ahead of 2021 fire season

Began monthly meetings in **February** to **improve coordination** with CAL OES and align on standard operating guide, processes and procedures

Improve our website, sce.com/pmps, to make it easier for customers to look up the status of events

By **June 1**, improve precision and **re-design content for PSPS notifications**; clearer and more timely information to better prepare for – and manage through – PSPS events

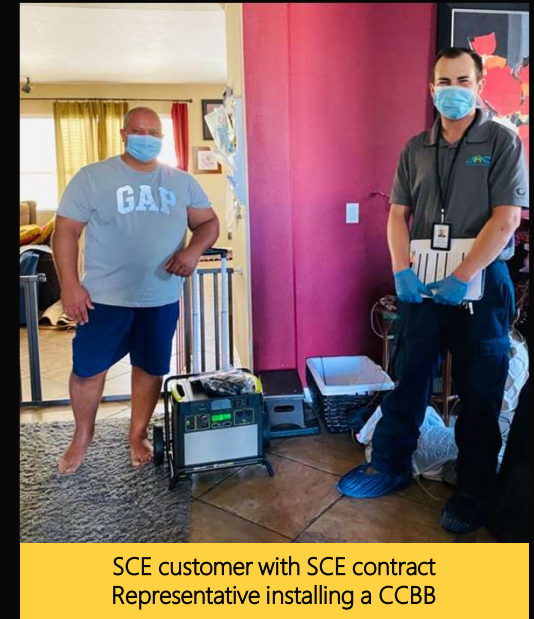
- Exploring moving customers from ZIP code alerts to more precise premise-level alerts to **reduce notification fatigue** and further **improve clarity** in communications



3. MITIGATE IMPACTS OF PSPS

Increase enrollment in customer programs that provide resiliency and back-up power

- Expanded Critical Care Back-up Battery (CCBB) program eligibility, from 2,500 to 12,000 customers, to include all eligible HFRA Medical Baseline customers enrolled in CARE or FERA
 - February 26 – Started direct mail, email, and outbound phone calls to expanded customer base
 - In March and April – Launch education, outreach, including partnership with community-based organizations, social media ads, community meetings
- Increase promotion of rebates for portable batteries, generators, and incentives for whole house storage systems
- Expand community resiliency zones by enabling remote sites with back-up power
 - Engage county and community leaders in remote communities
- Identify up to 15 community resource centers to enable on-site back-up power



4. KEEP PARTNERS & CUSTOMERS INFORMED

Increase customer outreach and education in advance of PSPS events

- By **April**, create new ads on wildfire and PSPS mitigation, customer preparedness and community investments to mitigate the impacts and reduce the need for PSPS
- By **March 31**, expand marketing of Medical Baseline; by **July 1** expand verification of notification deliveries to Medical Baseline and self-certified customers
- From **June to July**, conduct customer research and strengthen partnerships to more effectively identify and assess needs of Access and Functional Needs population; by **July**, create dedicated AFN webpage

Increase coordination and engagement with public safety partners and stakeholders

- By **June 1**, launch SCE's **Public Safety Partner Portal** to improve situational awareness and enable better coordination of event response
- Continue ongoing stakeholder and community engagement, including with tribal and local governments, to share information and seek feedback on proposed improvements



Digital banner ads for Medical Baseline customers, launched January 2021



5. ENHANCE & IMPROVE POST-EVENT REPORTING

Completed **initial gap analysis** of report template, considering comments from intervenors, public safety partners, and Commission in 2020 and 2021

- Identified areas where additional information is needed to fully explain SCE's PSPS events (e.g., data accuracy, separating multiple periods of concern, comprehensively reporting complaints, providing notification status of medical baseline customers)

Implement changes to report template based on gap analysis in preparation for 2021 fire season

- **February 4** post-event report submittal **made initial clarifying changes** to format and content (e.g., clearer attachments, additional transparency of decision-making processes), acknowledging that more work needs to be done

Actively **participate in Phase 3 of PSPS OIR** to seek clarity on information provided in post-event reports

- Benchmark with IOU partners and work closely with Commission staff to confirm that any changes to content, structure and measurements are clear and meet intention of requirements



REDUCE THE USE OF PSPS

TERRY OHANIAN

Director
Grid Hardening Execution
PSPS Readiness



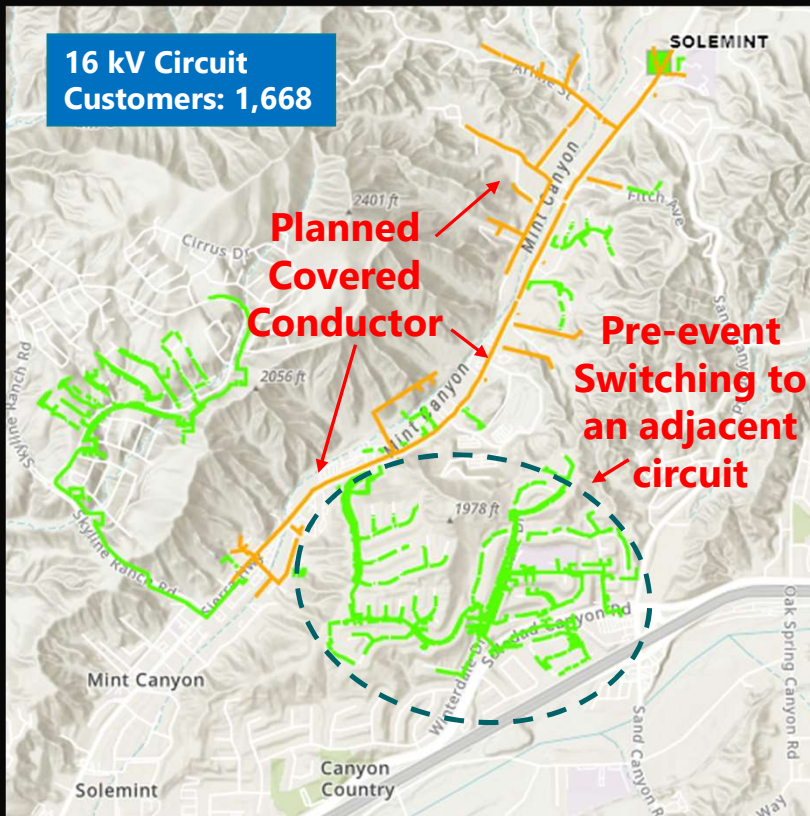
REDUCE THE USE OF PSPS

- SCE is putting specific emphasis on those communities most impacted by PSPS as part of our Action Plan, while continuing work on other circuits subject to PSPS
- Grid hardening will make circuits more resilient in the face of extreme weather and reduce the scope, frequency and duration of PSPS events
- Tools to reduce use of PSPS include:
 - Replacing bare wire with covered conductor to raise windspeed thresholds for de-energization
 - Installing automated switching devices to isolate and protect additional customers from experiencing PSPS
 - Reviewing possible circuit exceptions to reduce the scope of PSPS based on environmental conditions (e.g., for circuits traversing recent burn scar areas)
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Energy for What's Ahead®

EXAMPLE OF REDUCING THE USE OF PSPS



2021 Mitigation Plan

- Covered Conductor installed on all existing OH
 - 2021 Covered Conductor (4.6 mi)
 - 2022 Covered Conductor (3.0 mi) expedited to 2021
- Pre-event switching to an available adjacent circuit

Benefits

Circuit	2020 Experience			Mitigated Experience
	PSPS Window Start	Max Duration (hours)	Customer Interruptions (CI)	Mitigation Plan Benefits
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- Three events **fully eliminated** & one event **reduced** assuming identical weather and operating conditions

ACTION PLAN MILESTONES

Corrective Action #	Description/Deliverables	Milestone/Deadline	Status
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2021 PSPS ACTION PLAN FEEDBACK

**FACILITATOR:
DEAN SCHULTZ**

Advisor
Customer Insights
Customer Service



PSPS NOTIFICATIONS

JUDE SCHNEIDER

Senior Advisor
PSPS Response
PSPS Readiness



PSPS NOTIFICATIONS

We are committed to improving the clarity, cadence, and accuracy of notifications to better meet customers' and stakeholders' needs

BEFORE

- Increase notification sign-ups
- Redirect customers on ZIP code alerts to customer alerts to better suit their needs
- Evaluate notification cadence for both public safety partners and customers

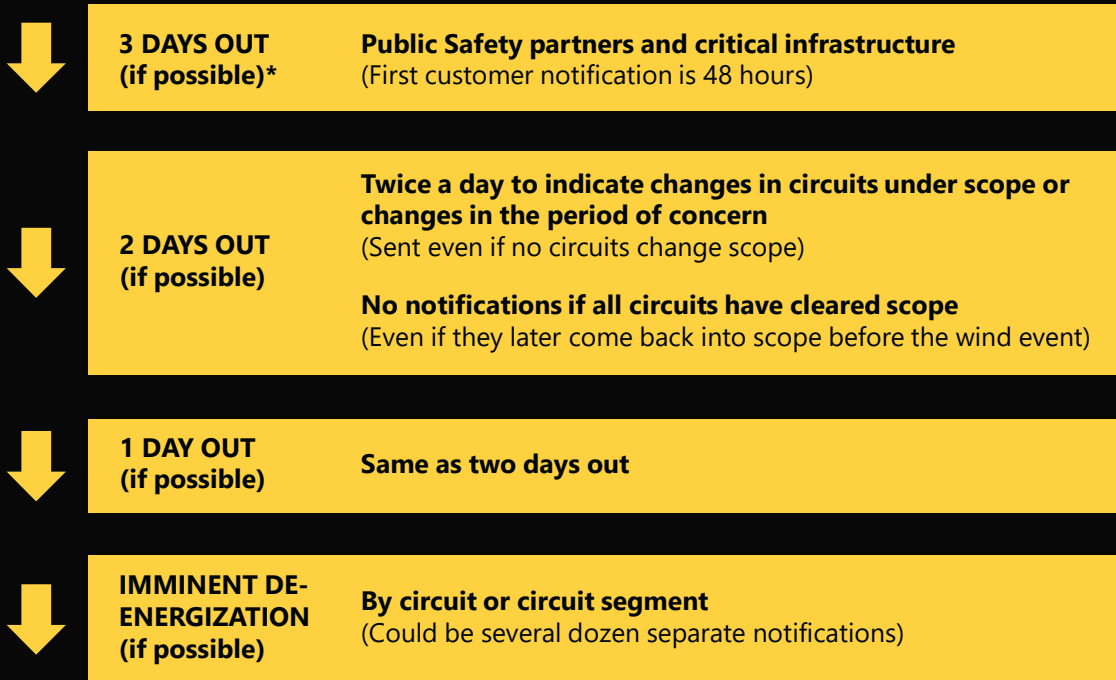
DURING

- Clarify language and information to provide more transparency to customers
- Reduce notification confusion
- Partner with the County Offices of Emergency Management to explore the use of Emergency Radio Broadcast for areas with poor cell service

AFTER

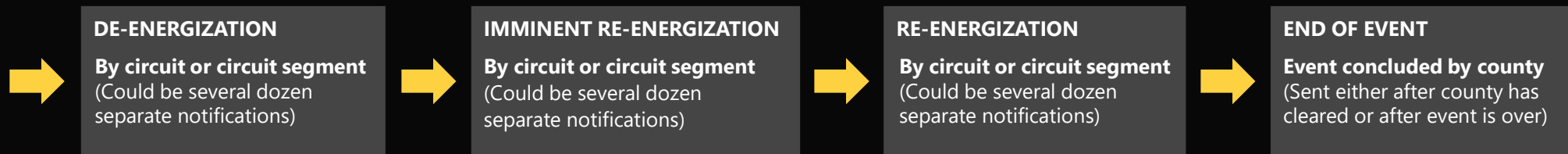
- Measure customer satisfaction & gather feedback after every PSPS event
- Commitment to continuous program improvement

CURRENT PSPS NOTIFICATION CADENCE



THOUGHT STARTERS

- Are there too many notifications? If so, what could we remove or adjust?
- Any information missing? What else could we provide to help inform residents?
- What is confusing?
- Should we reduce the list of city recipients? Send to a single email which you can control the distribution of?
- What about getting information from a Public Safety Portal rather than notifications?
- And in general, what else could we improve?



* Public Safety partners only

PUBLIC SAFETY PORTAL & SCE.COM ENHANCEMENTS

FRANK STARKE

Senior Advisor
Marketing & Digital
Customer Service



PUBLIC SAFETY PORTAL FOR PSPS

- **Public Safety Partner Portal will be available to CPUC defined Public Safety Partners**
- **In order to access the Portal, customers will need to register for the site and approve a user agreement**
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 - Critical facilities and identified medical baseline customers
- PSPS Policies & Procedures
- PSPS Sample Notifications

IN-EVENT (CURRENT AND PAST EVENTS) information used to get active PSPS information and archived PSPS event information. The section will include the following:

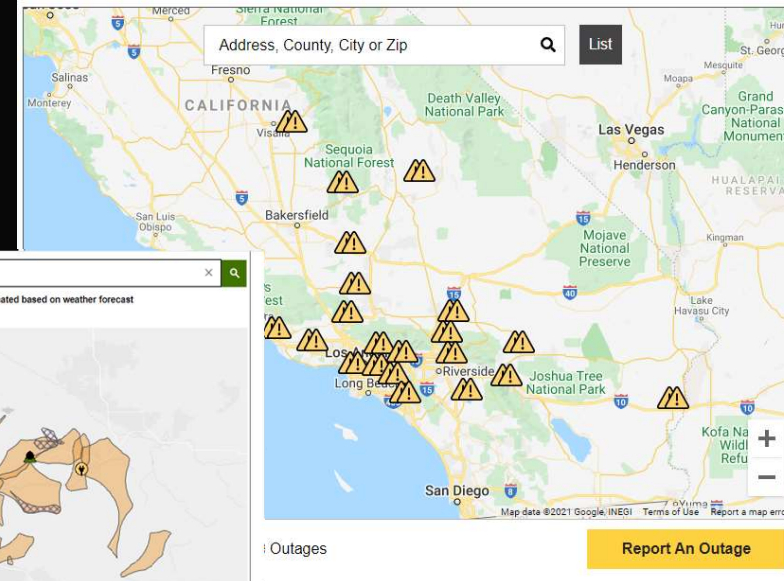
- Event-specific information and maps: GIS layers, Google Earth file (KMZ), Shapefile, PDF, File Geodatabase, GeoJSON, Feature Collection
- PSPS Outage areas (online interactive map) and estimated restoration times
- Summary of all impacted customers
 - List of critical facilities and identified medical baseline customers
- Reporting need: situational awareness and data
- Archive of inactive past event details

SCE.COM ENHANCEMENTS

- Address **outage look up** feature on SCE.com
 - Punch in their address to see status of outage (if applicable)
- Consolidating **all outages** into single map (e.g., Maintenance, Repair, PSPS, Rotating Outages)
 - Click on/off feature for different types of outages

View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration time. Need a place to stay? Click [HERE](#) to find hotel discounts (at participating hotels) for customers experiencing an extended outage.



Enter an address, county, zip code or place to see if it is impacted:

Monitoring for PSPS from: 12/23/2020 3:00 AM to: 12/24/2020 12:00 PM. End date is estimated based on weather forecast
County: Los Angeles

Current PSPS Status

Power Is Shut Off		Power Shutoff Under Consideration	
Of SCE's 5 million customers:	341 (< 1%)	Of SCE's 5 million customers:	170,010 (3.4%)
Los Angeles County	154 customers	Kern County	6,927 customers
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PSPS Event

Maintenance/Repair Outages

Energy for What's Ahead®

Q&A AND CLOSING REMARKS

MIKE BUSHEY

Director
Government, Institutions, Agriculture and Water
Business Customer Division



REMINDERS

Q2 2021 Meetings

- **CalOES Region I:** Los Angeles, Orange, Ventura, and Santa Barbara Counties – **June 1** from **9-10:30 a.m.**
- **CalOES Region V:** Kern, Tulare, Fresno, Madera, and Tuolumne Counties – **June 2** from **9-10:30 a.m.**
- **CalOES Region VI:** San Bernardino, Riverside, Mono, and Inyo Counties – **June 3** from **9-10:30 a.m.**
- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at SCEBusinessCustomerEvents@sce.com
- **Thank you** for your participation!



ENCOURAGE YOUR COMMUNITIES

STAY INFORMED



- Visit [sce.com/wildfire](https://www.sce.com/wildfire)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – sce.com/wildfire

SCE Notifications

- Sign up for PSPS alerts – sce.com/pspсалerts
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

- PSPS maps and information – sce.com/pspсал
- Role of weather in PSPS – sce.com/fireweather
- CPUC wildfire maps – cpuc.ca.gov/wildfiresinfo
- Fire cameras – alertwildfire.org

Preparedness

- SCE outage tips – sce.com/outagetips
- SCE emergency preparedness – sce.com/beprepared
- SCE Medical Baseline Program – sce.com/medicalbaseline
- CAL FIRE fire-preparedness – readyforwildfire.org
- Red Cross emergency preparedness – redcross.org/prepare
- FEMA emergency preparedness – ready.gov

Vegetation Management

- Vegetation Management – sce.com/safety/power-lines; contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – marketplace.sce.com
- Self Generation Incentive Program (SGIP) – sce.com/sgip or selfgenca.com

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook

Energy for What's Ahead®

PSPS WORKING GROUP MEMBERS – REGION V

Access & Functional Needs

- **Community Action Partnership of Kern (211)**, Irene Fonseca, 211 Supervisor
- **Independent Living Center of Kern County**, Jan Lemucchi, LTSS Manager

Communications & Water Service Providers

- **AT&T**, Josh Overton, Area Manager
Network Process & Quality
- **AT&T**, Kevin Quinn, Area Manager
- **Charter**, Shannon Campbell, Director of NW
Regional Operations Center

Local Governments

- **City of Tehachapi**, Greg Garrett, City
Manager

Other

- **California Association of Health Facilities**, Jason Belden, Director, Emergency Preparedness & Physical Plant Services
- **California Public Utilities Commission**, Anthony Noll, Program Manager

Publicly Owned Utilities

- **Bear Valley Community Services District**, Bill Malinen, General Manager
- **Golden Hills Community Services District**, Susan Wells, General Manager

Public Safety Partners

- **Kern County**, Alan Christensen, County Emergency Manager
- **Madera County Sheriff's Office**, Joseph Wilder; Sergeant

Tribal Governments

- **Tule River Tribal Council**, Joe Boy Perez, Director, Emergency Management

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q1 Meeting – March 3, 2021

California Offices of Emergency Services Region V

Kern, Tulare, Fresno, Madera, and Tuolumne Counties

Energy for What's Ahead®



WELCOME & SAFETY

MIKE BUSHEY

Director
Government, Institutions, Agriculture and Water
Business Customer Division



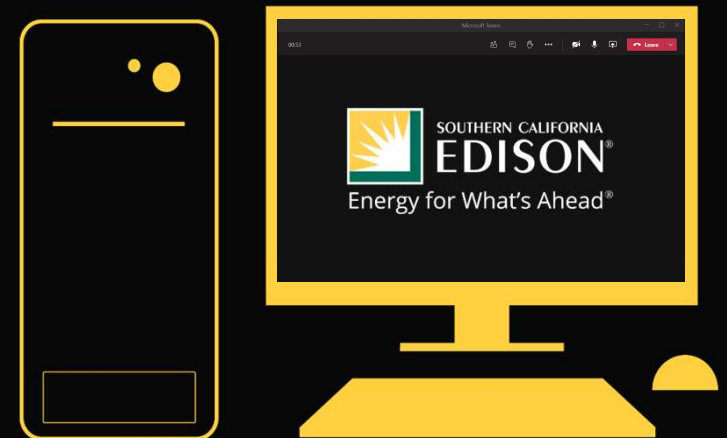
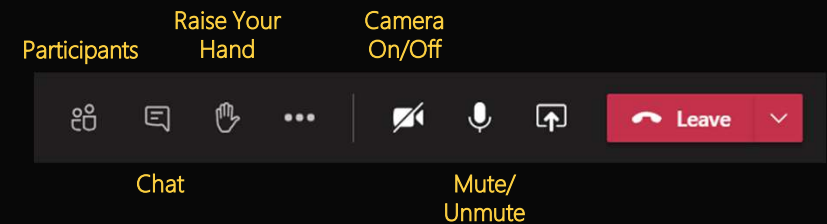
SAFETY MOMENT



Energy for What's Ahead®

HOUSEKEEPING

- Meeting will be recorded
- Use the '**Raise your hand**' feature located on your screen if you have a question
- Turn on your camera if you feel comfortable
- You'll be announced when it's your time to ask your question
- Unmute yourself to speak then mute yourself when you are finished with your question
- If you have any issues with using Teams, email us at **SCEBusinessCustomerEvents@sce.com**



AGENDA – REGION V

TOPIC	PRESENTER	DURATION
Welcome & Safety	Mike Bushey	5 minutes
Information: 2020 Summary & 2021 PSPS Action Plan Overview	Erik Takayesu	30 minutes
• Reduce the Use of PSPS	Terry Ohanian	
Discussion: 2021 PSPS Action Plan Feedback	Dean Schultz (facilitator)	40 minutes
• PSPS Notifications	Jude Schneider	
• Public Safety Portal & SCE.com Enhancements	Frank Starke	
Q&A and Closing Remarks	Mike Bushey	15 minutes



PSPS 2020 SUMMARY & PSPS ACTION PLAN OVERVIEW

ERIK TAKAYESU

Vice President
PSPS Readiness



2020 WILDFIRE SEASON & SCE'S PSPS RESPONSE

- The 2020 wildfire season was the largest recorded in California history – nearly **10,000 wildfires** burned over **4.2 million acres** of the state and claimed **33 lives***
- Wildfires and other environmental conditions underscore the importance of continuing to strengthen electric grid to become **more resilient** in the face of extreme weather events
 - SCE's 2020 improvements primarily focused on sectionalization – reducing the scope and length of PSPS durations, with ~25K customers expected to no longer be in scope for PSPS
 - Largest 2020 event had ~25% fewer customers de-energized than largest event in 2019
 - Sub-transmission de-energizations make up ~1% of total de-energizations; transmission is 0%
- SCE used PSPS **as a measure of last resort** to reduce risk of utility-ignited wildfires under dangerous fire weather conditions; however, several communities experienced repeat events
 - While approximately 220 of our 1,100 circuits in HFRA experienced at least one de-energization, 72 circuits experienced 4 or more de-energizations since 2019
- SCE's **PSPS Action Plan**, submitted Feb. 12, aims to reduce the frequency and scope of PSPS, and improve our performance in preparation for peak fire season in 2021

SCE's PSPS Action Plan focuses on the following categories for improvement in 2021:

- 1. Reduce the Use of PSPS**
- 2. Execute PSPS Events Effectively**
- 3. Mitigate Impacts of PSPS**
- 4. Keep Partners & Customer Informed**
- 5. Enhance & Improve Post-Event Reporting**

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* CAL FIRE 2020 Incident Archive

PSPS ACTION PLAN

- Reduce the **use** of PSPS
- Execute PSPS events **more effectively with transparency** into the decision-making process
- Mitigate the **impacts** of PSPS events
- Keep partners and customers **clearly and consistently** informed
- **Enhance** and **improve** post-event reporting



REDUCE THE USE OF PSPS

TERRY OHANIAN

Director
Grid Hardening Execution
PSPS Readiness



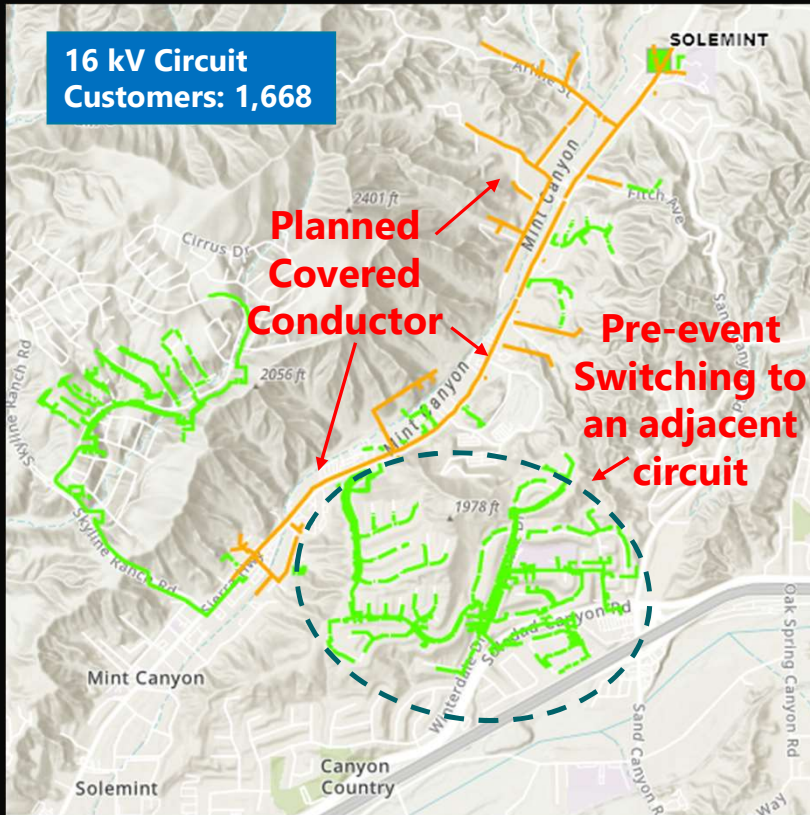
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Energy for What's Ahead®

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**FACILITATOR:
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Advisor
Customer Insights
Customer Service



PSPS NOTIFICATIONS

JUDE SCHNEIDER

Senior Advisor
PSPS Response
PSPS Readiness



PSPS NOTIFICATIONS

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- Redirect customers from ZIP code alerts to customer alerts to better suit their needs
- Evaluate notification cadence to reduce confusion

DURING

- Update language and content to provide more clarity and transparency
- Improve accuracy and timeliness
- Partner with the County Offices of Emergency Management to explore the use of Emergency Radio Broadcast for areas with poor cell service

AFTER

- Measure customer satisfaction & gather feedback after every PSPS event
- Commitment to continuous program improvement

PUBLIC SAFETY PARTNER NOTIFICATIONS

In-scope notifications (including County spreadsheets)

3 DAYS OUT
(if possible)

Public Safety partners and critical infrastructure
(First customer notification is 48 hours)

2 DAYS OUT
(if possible)

Twice a day to indicate changes in circuits under scope or changes in the period of concern
(Sent even if no circuits change scope)

No notifications if all circuits have cleared scope
(Even if they later come back into scope before the wind event)

1 DAY OUT
(if possible)

Same as two days out

THOUGHT STARTERS

- Are there too many notifications? If so, what could we remove or adjust?
- Any information missing? What else could we provide to help inform residents?
- What is confusing?
- Should we reduce the list of city recipients? Send to a single email which you can control the distribution of?
- What about getting information from a Public Safety Portal rather than notifications?
- And in general, what else could we improve?

In-event notifications (by circuit or segment)

IMMINENT DE-ENERGIZATION

DE-ENERGIZATION

IMMINENT RE-ENERGIZATION

RE-ENERGIZATION

END OF EVENT

Event concluded by County
(Sent either after County has cleared or after event is over)

PUBLIC SAFETY PORTAL & SCE.COM ENHANCEMENTS

FRANK STARKE

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Marketing & Digital
Customer Service



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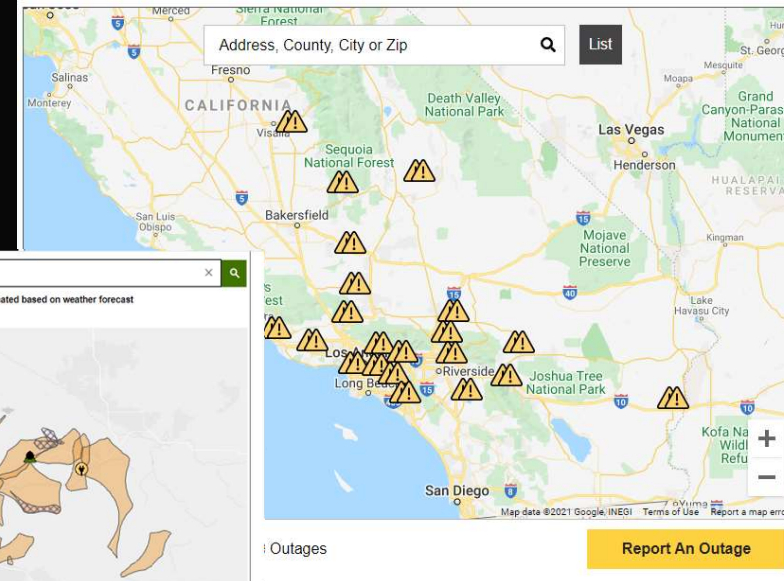
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 - Click on/off feature for different types of outages

View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration time. Need a place to stay? Click [HERE](#) to find hotel discounts (at participating hotels) for customers experiencing an extended outage.



Enter an address, county, zip code or place to see if it is impacted.

Monitoring for PSPS from: 12/23/2020 3:00 AM to: 12/24/2020 12:00 PM. End date is estimated based on weather forecast
County: Los Angeles

Don't see your outage here? [View Standard Outage Map](#)

Current PSPS Status

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PSPS Event

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SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

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- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow [@SCE](https://twitter.com/SCE) on Twitter and Facebook

Energy for What's Ahead®

APPENDIX



1. REDUCE THE USE OF PSPS

Expedite grid hardening on circuits de-energized 4 or more times since 2019 to **reduce the scope, frequency and duration of PSPS events**

- Replace bare wire with covered conductor that will enable SCE to **raise windspeed thresholds** for de-energization
- Install automated switching devices to isolate **smaller circuit segments** that need to be de-energized
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Reduce the
Use of PSPS

Execute PSPS
Events Effectively

Mitigate Impacts
of PSPS

Keep Partners &
Customers
Informed

Enhance &
Improve Post-
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Began monthly meetings in **February** to **improve coordination** with CAL OES and align on standard operating guide, processes and procedures

Improve our website, sce.com/psps, to make it easier for customers to look up the status of events

By **June 1**, improve precision and **re-design content for PSPS notifications**; clearer and more timely information to better prepare for – and manage through – PSPS events

- Exploring moving customers from ZIP code alerts to more precise premise-level alerts to **reduce notification fatigue** and further **improve clarity** in communications



3. MITIGATE IMPACTS OF PSPS

Increase enrollment in customer programs that provide resiliency and back-up power

- **Expanded Critical Care Back-up Battery (CCBB) program eligibility**, from 2,500 to 12,000 customers, to include all eligible HFRA Medical Baseline customers enrolled in CARE or FERA
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SCE customer with SCE contract Representative installing a CCBB



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- By **April**, create **new ads** on wildfire and PSPS mitigation, customer preparedness and community investments to mitigate the impacts and reduce the need for PSPS
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Digital banner ads for Medical Baseline customers, launched January 2021



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PSPS WORKING GROUP MEMBERS – REGION VI

Access & Functional Needs

- **Community Access Center**, Paul Van Doren, Executive Director
- **Interface Children & Family Services**, Yasmeen Ali, Disaster Project Coordinator
- **Rolling Start, Inc.**, Lisa Hayes, Executive Director

Communication & Water Service Providers

- **AT&T**, Josh Overton, Area Manager Network Process & Quality
- **AT&T**, Kevin Quinn, Area Manager
- **Eastern Municipal Water District**, Samuel Robinson, Energy Program Manager
- **Mammoth Community Water District**, Clay Murray, Operations Superintendent
- **T-Mobile**, Justin Clayden, Senior Manager, Engineering Operations

Community Choice Aggregators

- **Cal CCA**, Barbara Boswell, Director

Local Governments

- **City of Corona**, Tom Moody, General Manager
- **Town of Mammoth Lakes**, Stuart Brown, Parks & Recreation Director & PIO

Other

- **California Public Utilities Commission**, Anthony Noll, Program Manager
- **Desert Hills Premium Outlets**, Cristian Contreras, Operations Director

Publicly Owned Utilities

- **Anza Electric Cooperative**, Jennifer Williams, Government Relations Liaison
- **Bear Valley Electric Service, Inc.**, Paul Marconi, President & Treasurer
- **Riverside Public Utilities/Southern California Public Power Authority**, Richard De Aragon, Electric Operations Manager
- **Western Community Energy**, Don Ries, Project Manager

Public Safety Partners

- **Idyllwild Fire Protection District**, Mark Lamont, Fire Chief
- **Inyo County**, Kelley Williams, Emergency Services Manager
- **San Bernardino County Fire Office of Emergency Services**, Aminah Mears, Emergency Services Officer

Tribal Governments

- **29 Palms Band of Mission Indians**, Anthony Madrigal, Director, Tribal Development
- **Agua Caliente Band of Cahuilla Indians**, Ray Bradbury, Emergency Services Director
- **Bridgeport Indian Colony**, Rodney Martin, Tribal Administrator
- **Morongo Band of Mission Indians**, Floyd Velasquez, EMS Administrator
- **Pechanga Western Electric**, Pi-Ta Pitt, General Manager
- **San Manuel Band of Mission Indians**, Tom Woodard, Disaster Services Manager
- **Soboba Band of Luiseno Indians**, Kenneth McLaughlin, Director, Public Works

PUBLIC SAFETY POWER SHUTOFF (PSPS) WORKING GROUP

Q1 Meeting – March 4, 2021

California Offices of Emergency Services Region VI

San Bernardino, Riverside, Mono, and Inyo Counties

Energy for What's Ahead®



WELCOME & SAFETY

MIKE BUSHEY

Director

Government, Institutions, Agriculture and Water
Business Customer Division



SAFETY MOMENT



**DOWNED WIRE?
STAY AWAY.
CALL 911.**

 SOUTHERN CALIFORNIA
EDISON

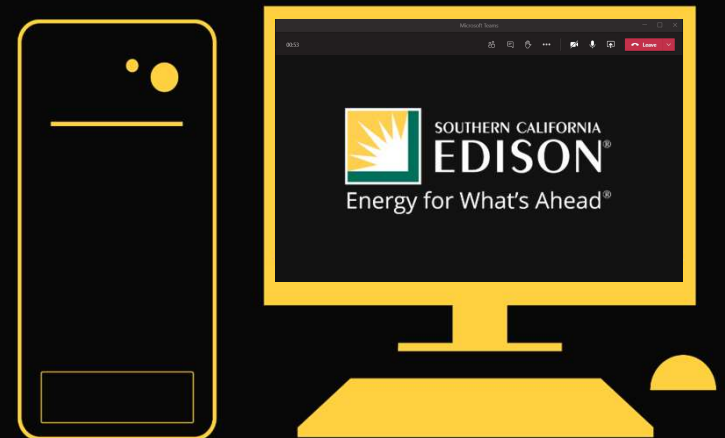
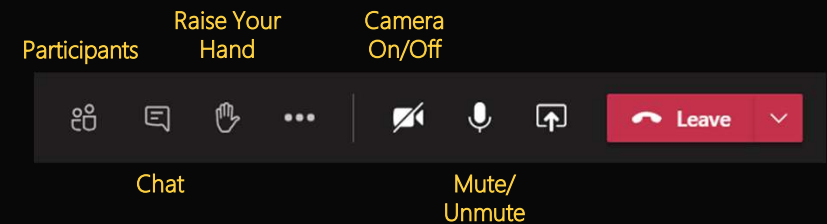
The advertisement features a bright yellow background. On the left, a black silhouette of a utility pole stands with a single wire extending from it. This wire curves down and then loops back to the right, ending in a frayed, exposed end. On the right side of the image, a squirrel is perched on a tree trunk, looking towards the viewer with its mouth open as if speaking. The overall scene is a visual metaphor for a downed power line.



Energy for What's Ahead®

HOUSEKEEPING

- Meeting will be recorded
- Use the '**Raise your hand**' feature located on your screen if you have a question
- Turn on your camera if you feel comfortable
- You'll be announced when it's your time to ask your question
- Unmute yourself to speak then mute yourself when you are finished with your question
- If you have any issues with using Teams, email us at SCEBusinessCustomerEvents@sce.com



AGENDA – REGION V

TOPIC	PRESENTER	DURATION
Welcome & Safety	Mike Bushey	5 minutes
Information: 2020 Summary & 2021 PSPS Action Plan Overview	Erik Takayesu	30 minutes
• Reduce the Use of PSPS	Terry Ohanian	
Discussion: 2021 PSPS Action Plan Feedback	Dean Schultz (facilitator)	40 minutes
• PSPS Notifications	Jude Schneider	
• Public Safety Portal & SCE.com Enhancements	Frank Starke	
Q&A and Closing Remarks	Mike Bushey	15 minutes



PSPS 2020 SUMMARY & PSPS ACTION PLAN OVERVIEW

ERIK TAKAYESU

Vice President
PSPS Readiness



2020 WILDFIRE SEASON & SCE'S PSPS RESPONSE

- The 2020 wildfire season was the largest recorded in California history – nearly **10,000 wildfires** burned over **4.2 million acres** of the state and claimed **33 lives***
- Wildfires and other environmental conditions underscore the importance of continuing to strengthen electric grid to become **more resilient** in the face of extreme weather events
 - SCE's 2020 improvements primarily focused on sectionalization – reducing the scope and length of PSPS durations, with ~25K customers expected to no longer be in scope for PSPS
 - Largest 2020 event had ~25% fewer customers de-energized than largest event in 2019
 - Sub-transmission de-energizations make up ~1% of total de-energizations; transmission is 0%
- SCE used PSPS **as a measure of last resort** to reduce risk of utility-ignited wildfires under dangerous fire weather conditions; however, several communities experienced repeat events
 - While approximately 220 of our 1,100 circuits in HFRA experienced at least one de-energization, 72 circuits experienced 4 or more de-energizations since 2019
- SCE's **PSPS Action Plan**, submitted Feb. 12, aims to reduce the frequency and scope of PSPS, and improve our performance in preparation for peak fire season in 2021

SCE's PSPS Action Plan focuses on the following categories for improvement in 2021:

- 1. Reduce the Use of PSPS**
- 2. Execute PSPS Events Effectively**
- 3. Mitigate Impacts of PSPS**
- 4. Keep Partners & Customer Informed**
- 5. Enhance & Improve Post-Event Reporting**

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* CAL FIRE 2020 Incident Archive

PSPS ACTION PLAN

- Reduce the **use** of PSPS
- Execute PSPS events **more effectively with transparency** into the decision-making process
- Mitigate the **impacts** of PSPS events
- Keep partners and customers **clearly and consistently** informed
- **Enhance** and **improve** post-event reporting



REDUCE THE USE OF PSPS

TERRY OHANIAN

Director
Grid Hardening Execution
PSPS Readiness



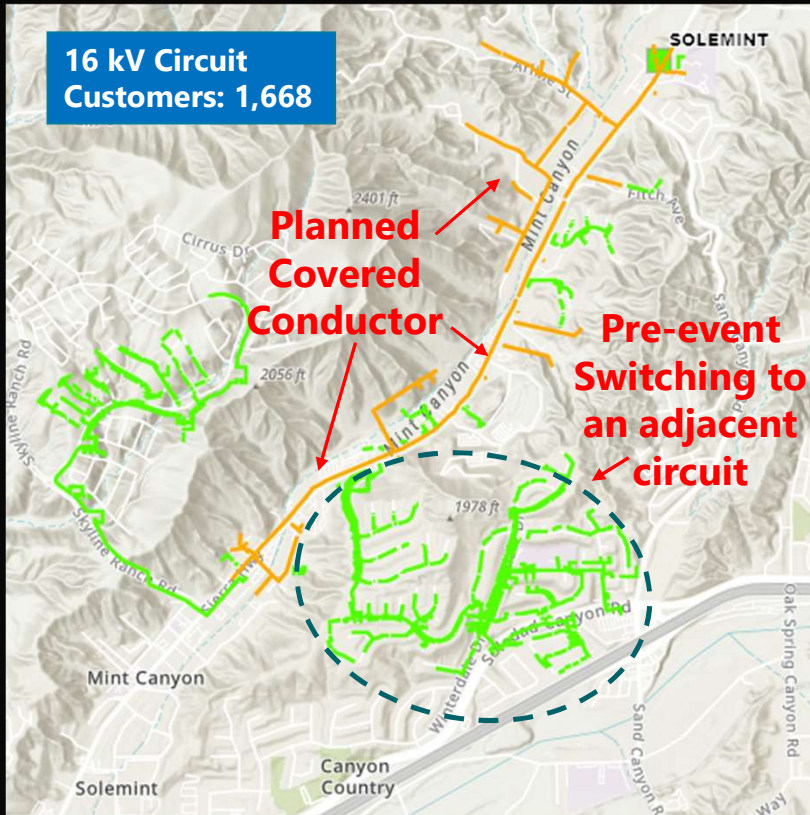
REDUCE THE USE OF PSPS

- SCE is putting specific emphasis on those communities most impacted by PSPS as part of our Action Plan, while continuing work on other circuits subject to PSPS
- Grid hardening will make circuits more resilient in the face of extreme weather and reduce the scope, frequency and duration of PSPS events
- **Tools to reduce use of PSPS include:**
 - Replacing bare wire with **covered conductor** to raise windspeed thresholds for de-energization
 - Installing **automated switching devices** to isolate and protect additional customers from experiencing PSPS
 - Reviewing possible **circuit exceptions** to reduce the scope of PSPS based on environmental conditions (e.g., for circuits traversing recent burn scar areas)
 - Adding **new weather stations** to improve situational awareness and increase accuracy of PSPS operations



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EXAMPLE OF REDUCING THE USE OF PSPS



2021 Mitigation Plan

- Covered Conductor installed on all existing OH
 - 2021 Covered Conductor (4.6 mi)
 - 2022 Covered Conductor (3.0 mi) expedited to 2021
- Pre-event switching to an available adjacent circuit

Benefits

Circuit	2020 Experience			Mitigated Experience
	PSPS Window Start	Max Duration (hours)	Customer Interruptions (CI)	Mitigation Plan Benefits
Arlene 16 kV	11/24	26.9	1,668	REDUCED DURATION & CUSTOMERS
	11/29	6.4	703	NO PSPS
	12/4	35.1	703	NO PSPS
	12/16	26.3	712	NO PSPS

- Three events **fully eliminated** & one event **reduced** assuming identical weather and operating conditions

ACTION PLAN MILESTONES

Corrective Action #	Description/Deliverables	Milestone/Deadline	Status
1.A Expedited Grid Hardening	<ul style="list-style-type: none"> Identify Circuits potentially in scope for Expedited Hardening 	Feb. 19, 2021	Completed
	<ul style="list-style-type: none"> Complete Circuit Segment Reviews for Identified Circuits 	Mar. 15, 2021	On Target
	<ul style="list-style-type: none"> Finalize Circuit Mitigation Plans 	Apr. 15, 2021	On Target
	<ul style="list-style-type: none"> Complete Construction per Plans 	Sept. 1, 2021	On Target
	<ul style="list-style-type: none"> Complete Post-Construction Activities 	Oct. 1, 2021	On Target
1.B Circuit Segment Exceptions	<ul style="list-style-type: none"> Circuit Segment Exception Analysis for Exception Requests in Queue as of Feb. 12, 2021 	Mar. 31, 2021	On Target
	<ul style="list-style-type: none"> Circuit Segment Exception Approval and Implementation for Exception Requests in Queue as of Feb. 12, 2021 	Jun. 1, 2021	On Target

2021 PSPS ACTION PLAN FEEDBACK

**FACILITATOR:
DEAN SCHULTZ**

Advisor
Customer Insights
Customer Service



PSPS NOTIFICATIONS

JUDE SCHNEIDER

Senior Advisor
PSPS Response
PSPS Readiness



PSPS NOTIFICATIONS

We are committed to improving the clarity, cadence, and accuracy of notifications to better meet customers' and stakeholders' needs

BEFORE

- Increase notification sign-ups
- Redirect customers from ZIP code alerts to customer alerts to better suit their needs
- Evaluate notification cadence to reduce confusion

DURING

- Update language and content to provide more clarity and transparency
- Improve accuracy and timeliness
- Partner with the County Offices of Emergency Management to explore the use of Emergency Radio Broadcast for areas with poor cell service

AFTER

- Measure customer satisfaction & gather feedback after every PSPS event
- Commitment to continuous program improvement

PUBLIC SAFETY PARTNER NOTIFICATIONS

In-scope notifications (including County spreadsheets)

3 DAYS OUT
(if possible)

Public Safety partners and critical infrastructure
(First customer notification is 48 hours)

2 DAYS OUT
(if possible)

Twice a day to indicate changes in circuits under scope or changes in the period of concern
(Sent even if no circuits change scope)

No notifications if all circuits have cleared scope
(Even if they later come back into scope before the wind event)

1 DAY OUT
(if possible)

Same as two days out

THOUGHT STARTERS

- Are there too many notifications? If so, what could we remove or adjust?
- Any information missing? What else could we provide to help inform residents?
- What is confusing?
- Should we reduce the list of city recipients? Send to a single email which you can control the distribution of?
- What about getting information from a Public Safety Portal rather than notifications?
- And in general, what else could we improve?

In-event notifications (by circuit or segment)

IMMINENT DE-ENERGIZATION

DE-ENERGIZATION

IMMINENT RE-ENERGIZATION

RE-ENERGIZATION

END OF EVENT

Event concluded by County
(Sent either after County has cleared or after event is over)

PUBLIC SAFETY PORTAL & SCE.COM ENHANCEMENTS

FRANK STARKE

Senior Advisor
Marketing & Digital
Customer Service



PUBLIC SAFETY PORTAL FOR PSPS

- **Public Safety Partner Portal will be available to CPUC defined Public Safety Partners**
- **In order to access the Portal, customers will need to register for the site and approve a user agreement**
- **Information in the Portal only applies to PSPS circuits (not an entire city, etc.)**

PLANNING (PRE-EVENT) information to help for planning purposes when there is no active PSPS event. The section will include the following:

- PSPS planning maps: GIS layers, Google Earth file (KMZ), Shapefile, PDF, File Geodatabase, GeoJSON, Feature Collection
- Circuit maps
- Summary of potentially impacted customers
 - Critical facilities and identified medical baseline customers
- PSPS Policies & Procedures
- PSPS Sample Notifications

IN-EVENT (CURRENT AND PAST EVENTS) information used to get active PSPS information and archived PSPS event information. The section will include the following:

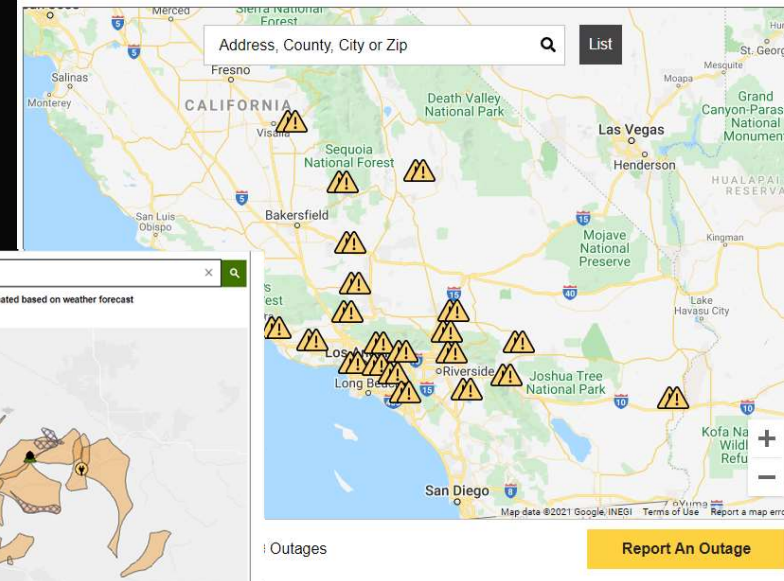
- Event-specific information and maps: GIS layers, Google Earth file (KMZ), Shapefile, PDF, File Geodatabase, GeoJSON, Feature Collection
- PSPS Outage areas (online interactive map) and estimated restoration times
- Summary of all impacted customers
 - List of critical facilities and identified medical baseline customers
- Reporting need: situational awareness and data
- Archive of inactive past event details

SCE.COM ENHANCEMENTS

- Address **outage look up** feature on SCE.com
 - Punch in their address to see status of outage (if applicable)
- Consolidating **all outages** into single map (e.g., Maintenance, Repair, PSPS, Rotating Outages)
 - Click on/off feature for different types of outages

View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration time. Need a place to stay? Click [HERE](#) to find hotel discounts (at participating hotels) for customers experiencing an extended outage.



Enter an address, county, zip code or place to see if it is impacted.

Monitoring for PSPS from: 12/23/2020 3:00 AM to: 12/24/2020 12:00 PM. End date is estimated based on weather forecast
County: Los Angeles

Don't see your outage here? [View Standard Outage Map](#)

Current PSPS Status

Power Is Shut Off		Power Shutoff Under Consideration	
Of SCE's 5 million customers:	341 (< 1%)	Of SCE's 5 million customers:	170,010 (3.4%)
Los Angeles County	154 customers	Kern County	6,927 customers
Riverside County	83 customers	Los Angeles County	31,627 customers
San Bernardino County	9 customers	Orange County	9,641 customers

PSPS Event

Maintenance/Repair Outages

Energy for What's Ahead®

Q&A AND CLOSING REMARKS

MIKE BUSHEY

Director
Government, Institutions, Agriculture and Water
Business Customer Division



REMINDERS

Q2 2021 Meetings

- **CalOES Region I:** Los Angeles, Orange, Ventura, and Santa Barbara Counties – **June 1** from **9-10:30 a.m.**
- **CalOES Region V:** Kern, Tulare, Fresno, Madera, and Tuolumne Counties – **June 2** from **9-10:30 a.m.**
- **CalOES Region VI:** San Bernardino, Riverside, Mono, and Inyo Counties – **June 3** from **9-10:30 a.m.**
- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at **SCEBusinessCustomerEvents@sce.com**
- **Thank you** for your participation!



ENCOURAGE YOUR COMMUNITIES

STAY INFORMED



- Visit [sce.com/wildfire](https://www.sce.com/wildfire)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – [cpuc.ca.gov/wildfiresinfo](https://www.cpuc.ca.gov/wildfiresinfo)
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

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- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

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Please mute your microphone. We will get started shortly.

PUBLIC SAFETY POWER SHUTOFF (PSPS) ADVISORY BOARD

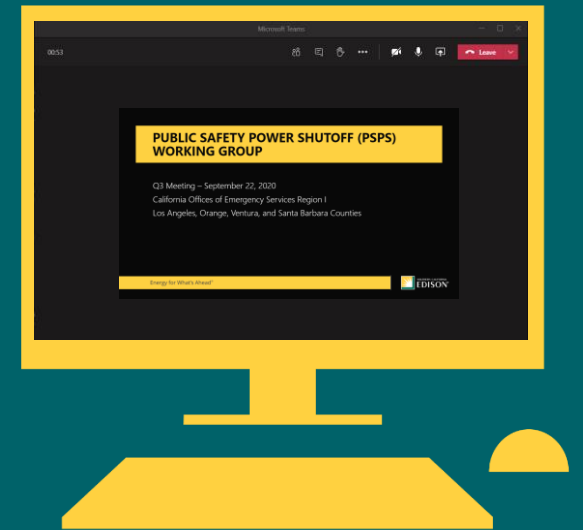
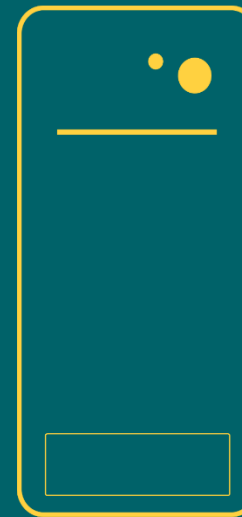
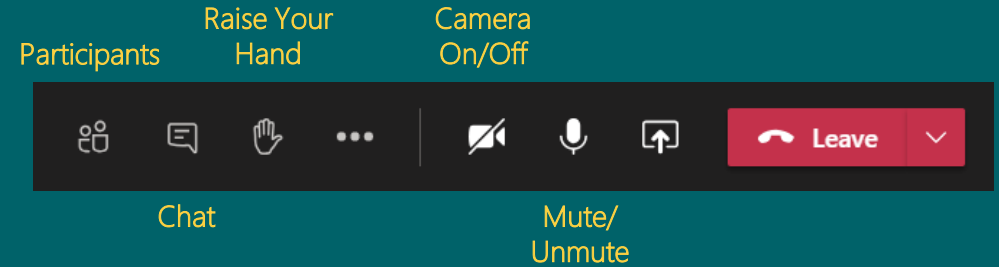
Q1 Meeting – March 9, 2021

SAFETY MOMENT



HOUSEKEEPING

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PSPS ADVISORY BOARD ATTENDEES

- Public Safety Partners
 - Fire/Law/Emergency Management
- Communications and Water Service Providers
- Tribal Governments
- Local Governments
- Representatives from Access and Functional Needs Customers
- Business Groups
- Non-Profits
- Academic Organizations



WELCOME

ERIK TAKAYESU

Vice President
PSPS Readiness



AGENDA

TOPIC	PRESENTER	DURATION
Safety and Housekeeping	Christine Angulo	5 minutes
Welcome	Erik Takayesu	5 minutes
2021 Fire Season Forecast	Tom Rolinski	10 minutes
Facilitated Discussions: <ul style="list-style-type: none">2021 PSPS Readiness Action PlanPublic Safety Partner PortalNotifications Update	Erik Takayesu Frank Starke Jude Schneider	15 Minutes 25 Minutes 25 Minutes
Closing Remarks	Erik Takayesu	5 minutes

2021 Fire Season Forecast

TOM ROLINSKI

Expert
Fire Science

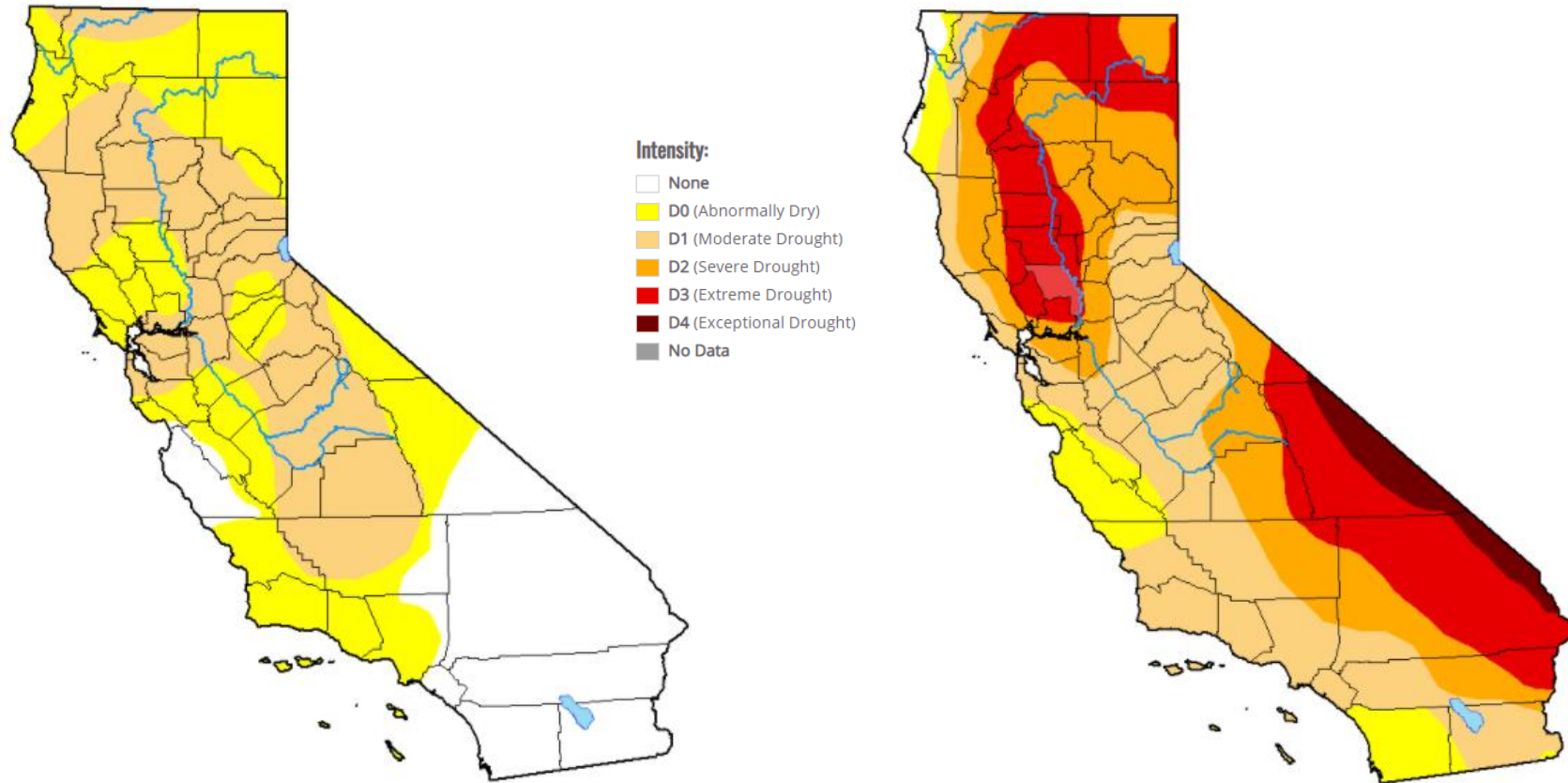


Fire Season Outlook

United States Drought Monitor

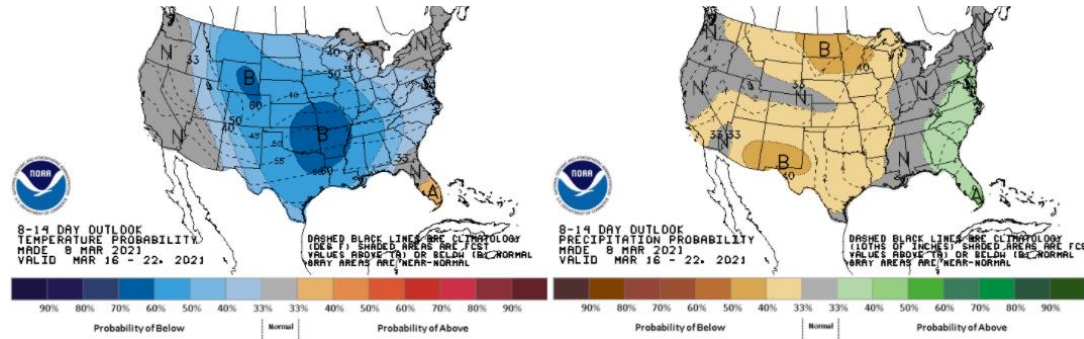
March 3, 2020

March 4, 2021

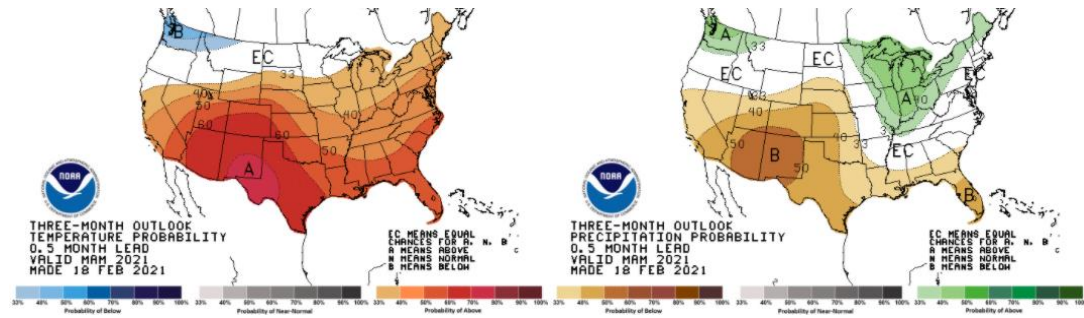


Fire Season Outlook

8-14-Day Outlook



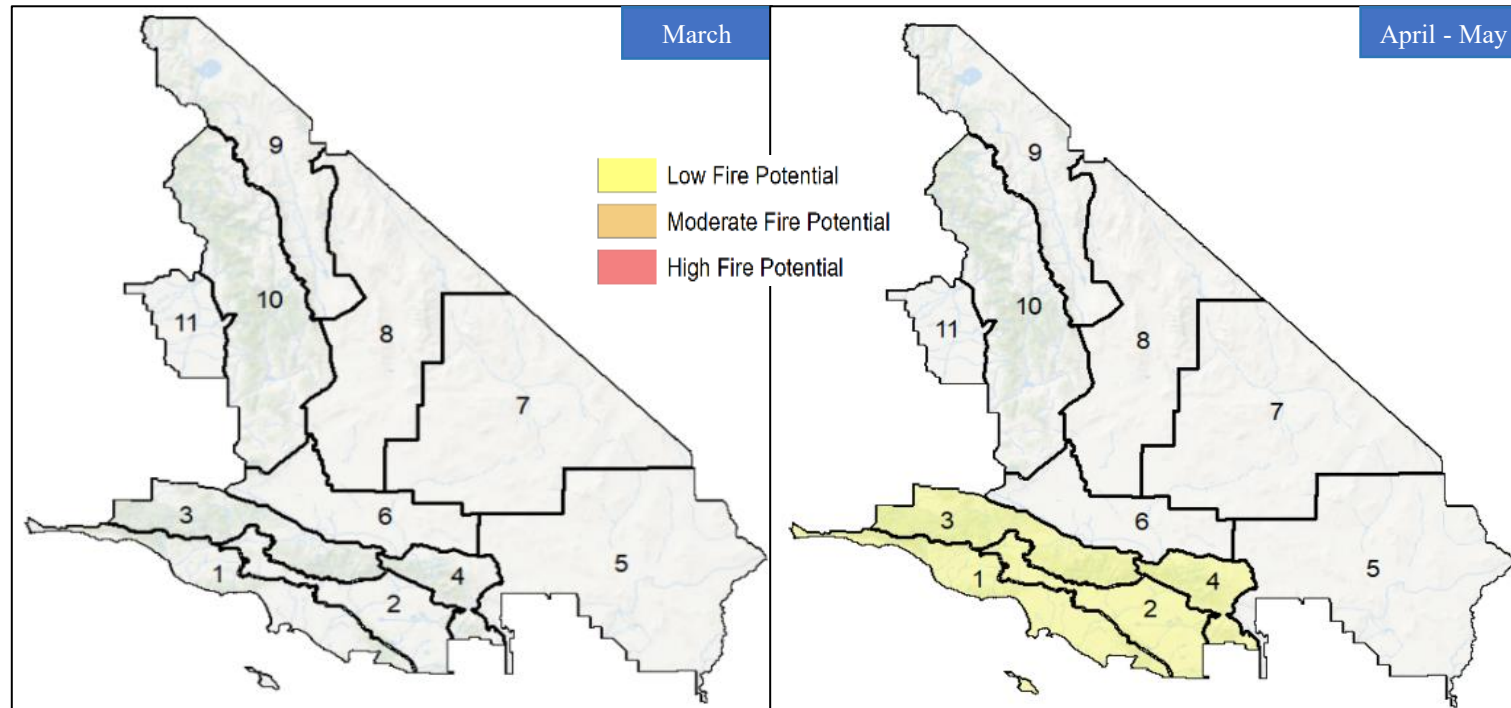
3 Month Outlook



Fire Season Outlook

Summary

- Precipitation will continue to be possible during the first half of March.
- A warmer and drier than normal spring is expected.
- There is a potential earlier start to fire season.
- Drought conditions continue to persist.



2021 PSPS ACTION PLAN

ERIK TAKAYESU

Vice President
PSPS Readiness



2020 WILDFIRE SEASON & SCE'S PSPS RESPONSE

- The 2020 wildfire season was the largest recorded in California history – nearly **10,000 wildfires** burned over **4.2 million acres** of the state and claimed **33 lives***
- Wildfires and other environmental conditions underscore the importance of continuing to strengthen electric grid to become **more resilient** in the face of extreme weather events
 - SCE's 2020 improvements primarily focused on sectionalization – reducing the scope and length of PSPS durations, with ~25K customers expected to no longer be in scope for PSPS
 - Largest 2020 event had ~25% fewer customers de-energized than largest event in 2019
 - Sub-transmission de-energizations make up ~1% of total de-energizations; transmission is 0%
- SCE used PSPS **as a measure of last resort** to reduce risk of utility-ignited wildfires under dangerous fire weather conditions; however, several communities experienced repeat events
 - While approximately 220 of our 1,100 circuits in HFRA experienced at least one de-energization, 72 circuits experienced 4 or more de-energizations since 2019
- SCE's **PSPS Action Plan**, submitted Feb. 12, aims to reduce the frequency and scope of PSPS, and improve our performance in preparation for peak fire season in 2021

SCE's PSPS Action Plan focuses on the following categories for improvement in 2021:

- 1. Reduce the Use of PSPS**
- 2. Execute PSPS Events Effectively**
- 3. Mitigate Impacts of PSPS**
- 4. Keep Partners & Customer Informed**
- 5. Enhance & Improve Post-Event Reporting**

PSPS ACTION PLAN

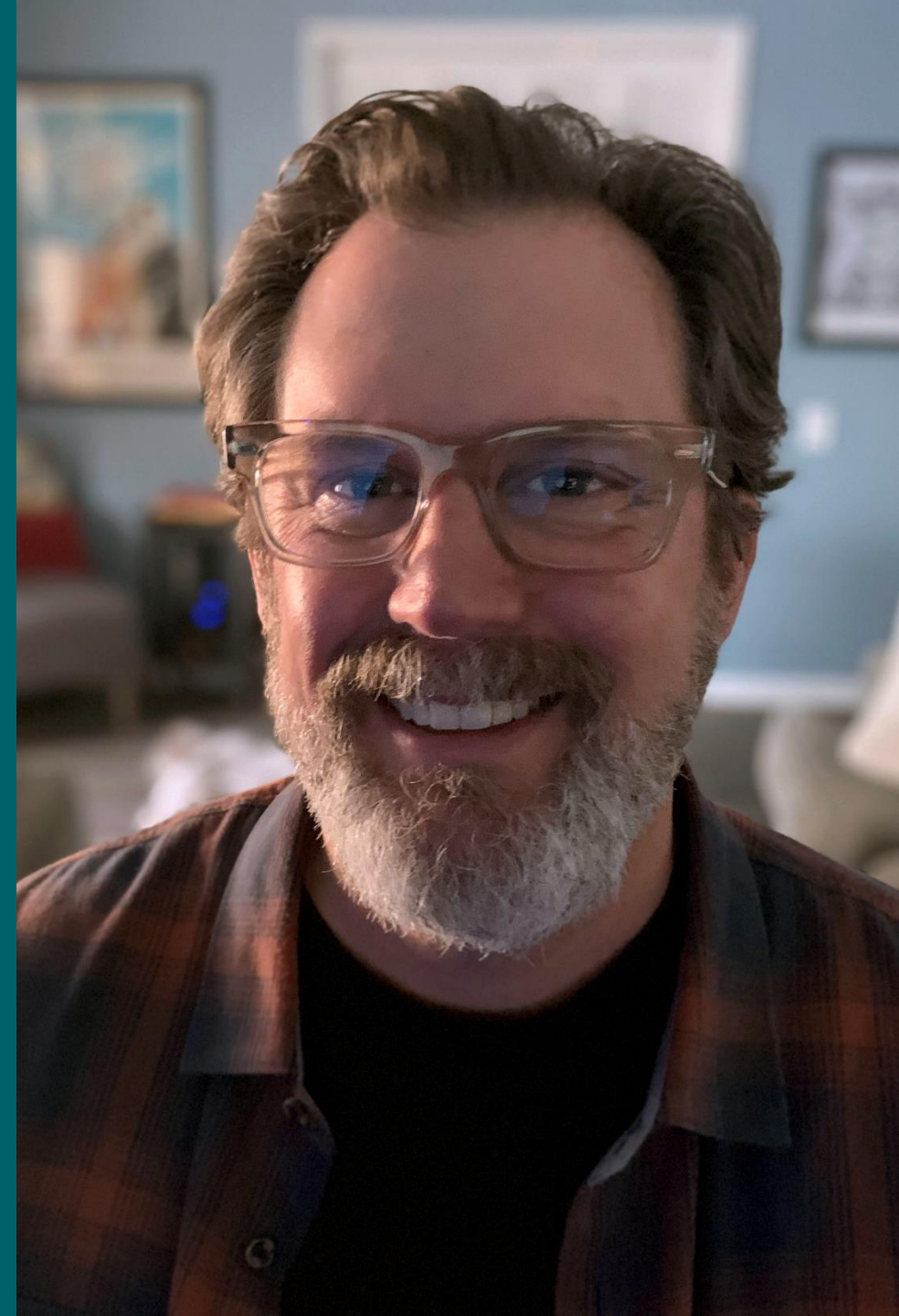
- Reduce the **use** of PSPS
- Execute PSPS events **more effectively with transparency** into the decision-making process
- Mitigate the **impacts** of PSPS events
- Keep partners and customers **clearly and consistently** informed
- **Enhance** and **improve** post-event reporting



PUBLIC SAFETY PORTAL & SCE.COM ENHANCEMENTS

FRANK STARKE

Senior Advisor
Marketing & Digital
Customer Service



PUBLIC SAFETY PORTAL FOR PSPS

- **Public Safety Partner Portal will be available to CPUC defined Public Safety Partners**
- **In order to access the Portal, customers will need to register for the site and approve a user agreement**
- **Information in the Portal only applies to PSPS circuits (not an entire city, etc.)**

PLANNING (PRE-EVENT) information to help for planning purposes when there is no active PSPS event. The section will include the following:

- PSPS planning maps: GIS layers, Google Earth file (KMZ), Shapefile, PDF, File Geodatabase, GeoJSON, Feature Collection
- Circuit maps
- Summary of potentially impacted customers
 - Critical facilities and identified medical baseline customers
- PSPS Policies & Procedures
- PSPS Sample Notifications

IN-EVENT (CURRENT AND PAST EVENTS) information used to get active PSPS information and archived PSPS event information. The section will include the following:

- Event-specific information and maps: GIS layers, Google Earth file (KMZ), Shapefile, PDF, File Geodatabase, GeoJSON, Feature Collection
- PSPS Outage areas (online interactive map) and estimated restoration times
- Summary of all impacted customers
 - List of critical facilities and identified medical baseline customers
- Reporting need: situational awareness and data
- Archive of inactive past event details

SCE.COM ENHANCEMENTS

- Address **outage look up** feature on SCE.com
 - Punch in their address to see status of outage (if applicable)
- Consolidating **all outages** into single map (e.g., Maintenance, Repair, PSPS, Rotating Outages)
 - Click on/off feature for different types of outages

View Current Power Outages

Select an icon on the map to learn more about the outage and our estimated restoration time. Need a place to stay? Click [HERE](#) to find hotel discounts (at participating hotels) for customers experiencing an extended outage.

Address, County, City or Zip

Enter an address, county, zip code or place to see if it is impacted.

Monitoring for PSPS from: 12/23/2020 3:00 AM to: 12/24/2020 12:00 PM. End date is estimated based on weather forecast
County: Los Angeles

Outages

Enter an address, county, zip code or place to see if it is impacted.

Monitoring for PSPS from: 12/23/2020 3:00 AM to: 12/24/2020 12:00 PM. End date is estimated based on weather forecast
County: Los Angeles

Current PSPS Status

Power Is Shut Off		Power Shutoff Under Consideration	
Of SCE's 5 million customers:	341 (< 1%)	Of SCE's 5 million customers:	170,018 (3.4%)
Los Angeles County	154 customers	Kern County	6,927 customers
Riverside County	83 customers	Los Angeles County	31,627 customers
San Bernardino County	9 customers	Orange County	9,641 customers

Maintenance/Repair Outages

PSPS NOTIFICATIONS

JUDE SCHNEIDER

Senior Advisor
PSPS Response
PSPS Readiness



PSPS NOTIFICATIONS

We are committed to improving the clarity, cadence, and accuracy of notifications to better meet customers' and stakeholders' needs

BEFORE

- Increase notification sign-ups
- Redirect customers from ZIP code alerts to customer alerts to better suit their needs
- Evaluate notification cadence to reduce confusion

DURING

- Update language and content to provide more clarity and transparency
- Improve accuracy and timeliness
- Partner with the County Offices of Emergency Management to explore the use of Emergency Radio Broadcast for areas with poor cell service

AFTER

- Measure customer satisfaction & gather feedback after every PSPS event
- Commitment to continuous program improvement

PUBLIC SAFETY PARTNER NOTIFICATIONS

In-scope notifications (including County spreadsheets)

↓
3 DAYS OUT
(if possible)

Public Safety partners and critical infrastructure
(First customer notification is 48 hours)

↓
2 DAYS OUT
(if possible)

Twice a day to indicate changes in circuits under scope or changes in the period of concern
(Sent even if no circuits change scope)

No notifications if all circuits have cleared scope
(Even if they later come back into scope before the wind event)

1 DAY OUT
(if possible)

Same as two days out

In-event notifications (by circuit or segment)

↓
IMMINENT DE-ENERGIZATION

DE-ENERGIZATION

IMMINENT RE-ENERGIZATION

RE-ENERGIZATION

END OF EVENT

Event concluded by county
(Sent either after county has cleared or after event is over)

THOUGHT STARTERS

- **Are there too many notifications? If so, what could we remove or adjust?**
- **Any information missing? What else could we provide to help inform residents?**
- **What is confusing?**
- **Should we reduce the list of city recipients? Send to a single email which you can control the distribution of?**
- **What about getting information from a Public Safety Portal rather than notifications?**
- **And in general, what else could we improve?**

CLOSING REMARKS

ERIK TAKAYESU

Vice President
PSPS Readiness



REMINDERS

2021 Meetings

- June 2021 Tues. June 8th (9-10:30am)
- September 2021 Tues. Sept. 14th (9-10:30am)
- December 2021 Wed. Dec. 15th (9:30-11am)

- **Summary report** will be provided
- Please complete our **survey**
- If you have any questions, email us at **PSPSIMTADMIN@sce.com**
- **Thank you** for your participation!



ENCOURAGE YOUR COMMUNITIES

STAY INFORMED



- Visit [sce.com/wildfire](https://www.sce.com/wildfire)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter at energized.edison.com

SIGN UP



- PSPS alerts
- SCE's Medical Baseline program
- SCE programs and rebates

BE PREPARED



- Have a safety preparedness plan and basic supplies ready
- Power outage tips

HELPFUL INFORMATION & RESOURCES

SCE Wildfire Webpage – [sce.com/wildfire](https://www.sce.com/wildfire)

SCE Notifications

- Sign up for PSPS alerts – [sce.com/pspsalerts](https://www.sce.com/pspsalerts)
- Sign up for the Energized by Edison Wildfire Mitigation Newsletter – energized.edison.com/newsletter

Situational Awareness

- PSPS maps and information – [sce.com/psps](https://www.sce.com/psps)
- Role of weather in PSPS – [sce.com/fireweather](https://www.sce.com/fireweather)
- CPUC wildfire maps – cpuc.ca.gov/wildfiresinfo
- Fire cameras – [alertwildfire.org](https://www.alertwildfire.org)

Preparedness

- SCE outage tips – [sce.com/outagetips](https://www.sce.com/outagetips)
- SCE emergency preparedness – [sce.com/beprepared](https://www.sce.com/beprepared)
- SCE Medical Baseline Program – [sce.com/medicalbaseline](https://www.sce.com/medicalbaseline)
- CAL FIRE fire-preparedness – [readyforwildfire.org](https://www.readyforwildfire.org)
- Red Cross emergency preparedness – [redcross.org/prepare](https://www.redcross.org/prepare)
- FEMA emergency preparedness – [ready.gov](https://www.ready.gov)

Vegetation Management

- Vegetation Management – [sce.com/safety/power-lines](https://www.sce.com/safety/power-lines); contact 1-800-655-4555 or safetrees@sce.com

Rebates

- SCE Marketplace (rebates and programs) – [marketplace.sce.com](https://www.marketplace.sce.com)
- Self Generation Incentive Program (SGIP) – [sce.com/sgip](https://www.sce.com/sgip) or [selfgenca.com](https://www.selfgenca.com)

Social Media

- Follow @SCE on Twitter and Facebook

APPENDIX

Energy for What's Ahead®



2020 Wildfire Season and SCE's PSPS Response

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1. Reduce the Use of PSPS

Expedite grid hardening on circuits de-energized 4 or more times since 2019 to **reduce the scope, frequency and duration of PSPS events**

- Replace bare wire with covered conductor that will enable SCE to **raise windspeed thresholds** for de-energization
- Install automated switching devices to isolate **smaller circuit segments** that need to be de-energized
- Review circuits that can be **removed from PSPS scope** based on local and current environmental conditions (e.g., for circuits traversing recent burn scar areas)
- Add new weather stations to **improve situational awareness** and increase accuracy of PSPS operations

By **February 19**, SCE identified 72 circuits for expedited grid hardening and is currently assessing feasibility

By **June 1**, SCE will implement risk-informed circuit exceptions

By **October 1**, SCE will complete key circuit hardening in areas most impacted by PSPS prior to peak fire season



Reduce the Use of PSPS

Execute PSPS Events Effectively

Mitigate Impacts of PSPS

Keep Partners and Customers Informed

Enhance and Improve Post-Event Reporting

2. Execute PSPS Events Effectively

Enhance weather and fuels forecasting to better inform decision-making during PSPS operations, including accuracy and precision of notifications

- By **September**, two supercomputers and machine-learning models will enable more precise and granular forecasts, **reducing variance** between customers notified and those de-energized

Beginning in **March**, **engage our public safety partners** and solicit feedback on our PSPS protocols and preparedness ahead of 2021 fire season

Began monthly meetings in **February** to **improve coordination** with CAL OES and align on standard operating guide, processes and procedures

Improve our website, sce.com/psps, to make it easier for customers to look up the status of events

By **June 1**, improve precision and **re-design content for PSPS notifications**; clearer and more timely information to better prepare for – and manage through – PSPS events

- Exploring moving customers from ZIP code alerts to more precise premise-level alerts to **reduce notification fatigue** and further **improve clarity** in communications



3. Mitigate Impacts of PSPS

Increase enrollment in customer programs that provide resiliency and back-up power

- **Expanded Critical Care Back-up Battery (CCBB) program eligibility**, from 2,500 to 12,000 customers, to include all eligible HFRA Medical Baseline customers enrolled in CARE or FERA
 - **February 26** – Started direct mail, email, and outbound phone calls to expanded customer base
 - **In March and April** – Launch education, outreach, including partnership with community-based organizations, social media ads, community meetings
- **Increase promotion** of rebates for portable batteries, generators, and incentives for whole house storage systems
- **Expand community resiliency zones** by enabling remote sites with back-up power
 - Engage county and community leaders in remote communities
- Identify up to 15 community resource centers to enable **on-site back-up power**



SCE customer with SCE contract representative installing a CCBB



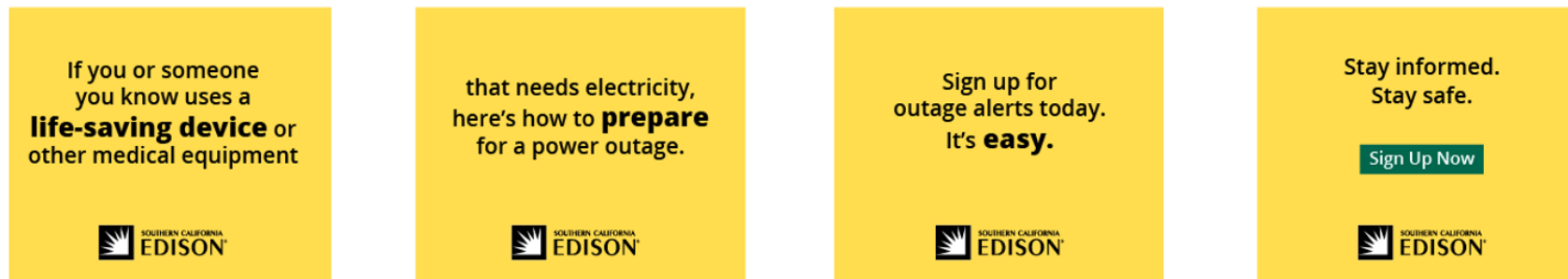
4. Keep Partners and Customers Informed

Increase customer outreach and education in advance of PSPS events

- By **April**, create **new ads** on wildfire and PSPS mitigation, customer preparedness and community investments to mitigate the impacts and reduce the need for PSPS
- By **March 31**, **expand marketing** of Medical Baseline; by **July 1** **expand verification of notification deliveries** to Medical Baseline and self-certified customers
- From **June to July**, conduct customer research and strengthen partnerships to more effectively **identify and assess needs of Access and Functional Needs population**; by **July**, create dedicated **AFN webpage**

Increase coordination and engagement with public safety partners and stakeholders

- By **June 1**, launch SCE's **Public Safety Partner Portal** to improve situational awareness and enable better coordination of event response
- Continue ongoing **stakeholder and community engagement**, including with **tribal and local governments**, to share information and seek feedback on proposed improvements



Above: Digital banner ads for Medical Baseline customers, launched January 2021



5. Enhance and Improve Post-Event Reporting

Completed initial gap analysis of report template, considering comments from intervenors, public safety partners, and Commission in 2020 and 2021

- Identified areas where additional information is needed to fully explain SCE's PSPS events (e.g., data accuracy, separating multiple periods of concern, comprehensively reporting complaints, providing notification status of medical baseline customers)

Implement changes to report template based on gap analysis in preparation for 2021 fire season

- **February 4** post-event report submittal **made initial clarifying changes** to format and content (e.g., clearer attachments, additional transparency of decision-making processes), acknowledging that more work needs to be done

Actively **participate in Phase 3 of PSPS OIR** to seek clarity on information provided in post-event reports

- Benchmark with IOU partners and work closely with Commission staff to confirm that any changes to content, structure and measurements are clear and meet intention of requirements



Next Steps

Initiated **bi-weekly meetings with the CPUC** to track progress on PSPS Action Plan commitments and submitting bi-weekly update filings on specific actions taken to implement PSPS Action Plan

Continue to host **PSPS Working Group and PSPS Advisory Board meetings** to engage stakeholders, seek input and share updates on PSPS progress and opportunities for improvement

- PSPS Working Group meetings scheduled for **March 2, 3, and 4**
- PSPS Advisory Board meeting scheduled for **March 9**

Planning additional meetings with **local communities, tribes, critical infrastructure customers and public safety partners** including:

- Ongoing meetings with elected officials representing communities most impacted by PSPS
- Currently identifying dates in **late March** for hosting three virtual community meetings for most impacted communities
- Hosting a PSPS workshop for tribal governments in our service area on **March 25**
- Meeting with each county office of emergency management in our service area

Continue to engage stakeholders, incorporate feedback and provide regular updates as we improve our PSPS program and implement our PSPS Action Plan

Appendix C - Working Group Meeting Attendees (Q1 2021 Meeting)

Region I	Region V	Region VI
<ul style="list-style-type: none"> • AFN: 211 - Orange County; 211 - Interface Children & Family Services; Service Center for Independent Life LA; Independent Living Resource Center Santa Barbara • CCA: Cal Choice; Clean Power Alliance of Southern California • Communications Provider: AT&T; Cox; Frontier Communications; Crown Castle; Verizon • Healthcare: Community Memorial Hospital, Kaiser Permanente; Santa Barbara Cottage Hospital • Local Government: City of Camarillo; City of Goleta; City of Irvine; City of La Canada Flintridge; City of Malibu; City of Moorpark; City of Santa Clarita; City of Simi Valley; City of Thousand Oaks • Public Safety Partner: Central Ventura County Fire Safe Council; City of Newport Beach Fire Department; Montecito Fire Protection District; Orange County Fire Authority; Orange County Sheriff's Department; Topanga Coalition Emergency Preparedness, City of Santa Barbara Fire/OES; City of Fillmore Fire Department; Laguna Beach Fire Department • Publicly Owned Utility: City of Anaheim; Los Angeles Public Works • Transportation: Southern California Regional Rail Authority • Water Entity: California Water Services Co., El Capitan Mutual Water Company; Metropolitan Water District; Moulton Nigel Water District • Other: Amgen; California Public Utilities Commission 	<ul style="list-style-type: none"> • AFN: Community Action Partnership of Kern (211); Independent Living Center of Kern County • Communications Provider: AT&T, Charter Communications; Comcast • Healthcare: California Association of Health Facilities • Local Government: City of Tehachapi • Public Safety Partner: Kern County Emergency Services Management; Madera County Emergency Services Management • Tribal Government: Tule River Tribal Council • Water Entity: Bear Valley Community Services District; Golden Hills Community Services District • Other: California Public Utilities Commission 	<ul style="list-style-type: none"> • AFN: Community Access Center; Interface Children and Family Services (211 for Mono/Inyo); Rolling Start, Inc. • CCA: Desert Community Energy; Western Community Energy • Communications Provider: AT&T; T-Mobile • Healthcare: California Hospice and Palliative Care Association • Local Government: City of Mammoth Lakes; City of Corona • Public Safety Partner: Idyllwild Fire Protection District; Inyo County Emergency Services Management; Mtn Rim Fire Safe Council; Pine Cove Property Owners Association; San Bernardino County Fire Office of Emergency Services; San Bernardino County Sheriff's Department; San Bernardino County VOAD/COAD • Publicly Owned Utility: Anza Electric Cooperative; Bear Valley Electric Service, Inc.; Western Community Energy; Pechanga Western Electric; Riverside Public Utility • Tribal Government: 29 Palms Band of Mission Indians; Agua Caliente Band of Cahuilla Indians; Bishop Paiute Tribe; Bridgeport Indian Colony; Morongo Band of Mission Indians; San Manuel Band of Mission Indians; Soboba Band of Luiseno Indians; Tule River Tribe; Utu Gwaitu Tribe of the Benton Reservation • Water Entity: Desert Hot Springs/Mission Springs Municipal Water District; Eastern Municipal Water District; Mammoth Community Water District, Rancho CA Water District • Other: Desert Hills Premium Outlet/CABAZON; California Public Utilities Commission

Blue - Invited, but unable to participate

Black - Attended

Appendix D - Advisory Board Meeting Attendees (Q1 2021 Meeting)

Advisory Board
<ul style="list-style-type: none"> • Academic Organization: Desert Research Institute, San Jose State University • AFN: State Council on Developmental Disabilities • Business Group: Association of California Water Agencies, California Large Energy Consumers Association (CLECA) (2 invited, 1 attended), California Manufacturers & Technology Association (CMTA) (2 invited, 1 attended), Southern California Public Power Authority • CCA: California Community Choice Association, Clean Power Alliance of Southern California • Communication Provider: AT&T, Cox Communications, T-Mobile, Crown Castle, Frontier Communications (2 invited), Verizon • Healthcare/Hospital: Northern Inyo Health (2 attended), Hospital Association of Southern California • Local Government: California State Association of Counties, League of California Cities, Southern California Association of Governments • Non-Profits: 211, Red Cross Central, Salvation Army, CUEA, United Way • Public Safety Partner: Fresno County Emergency Manager, Fresno Fire Department, Fresno Law Enforcement, Inyo County Emergency Manager, Inyo Fire Department, Inyo Law Enforcement, Kern County Emergency Manager, Kern Fire Department, Kern Law Enforcement, Los Angeles County Emergency Manager, Los Angeles Fire Department, Los Angeles Law Enforcement, Mono County Emergency Manager, Mono Fire Department, Mono Law Enforcement, Orange County Emergency Manager, Riverside County Emergency Manager, San Bernardino County Emergency Manager, San Bernardino Fire Department, San Bernardino Law Enforcement, Santa Barbara County Emergency Manager, Tulare County Emergency Manager, Tulare Fire Department, Tulare Law Enforcement, Tuolumne County Emergency Manager, Tuolumne Fire Department, Tuolumne Law Enforcement, Ventura County Emergency Manager, Ventura Fire Department, Ventura Law Enforcement • Tribal Government: Soboba Band of Luiseno Indians • Water Entity: Las Virgenes Municipal Water District, Santa Clarita Valley Water Agency, Eastern Municipal Water District, Inland Empire Utility Agency, Irvine Ranch Water District

Blue - Invited, but unable to participate

Black - Attended