Pacific Gas and Electric Company™

# Electric Emergency Operations Plan


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# Table of Contents

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# Preface

This section contains Pacific Gas and Electric Company legal notices and trademarks, and provides information related to the ownership and maintenance of this document.

## Document Control

Emergency Management Department maintains this Electric Emergency Operations Plan document. This section records the revisions made to the plan, and approval of the plan by the persons responsible for its preparation, maintenance, and update.

## Change Record

The following table is used to record all changes made to the plan. It describes the revisions made, the locations of the revisions, the names of the persons responsible for the revisions, and dates of revisions:

| Revision | Page | Author | Date |
|---|---|---|---|
| 1.1 | All | [redacted] | 12/02/2008 |
| 1.2 | All | [redacted] | 1/15/2009 |
| 1.3 | Activation | [redacted] | 2/1/2009 |
| 1.4 | All | [redacted] | 3/2/2009 |
| 1.5 | All | [redacted] | 7/14/2009 |
| 1.6 | All | [redacted] | 8/06/2009 |
| 1.7 | CS Sign Off | [redacted] | 9/29/2009 |
| 1.8 | All | [redacted] | 11/30/09 |
| 1.9 | 7,8,9,10,11,16 & 17 Replace AEC with REC - All | [redacted] | 7/13/10 |
| 2.0 | Divide EO/Gas | [redacted] | 08/31/11 |
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# 1 Emergency Operations Plan Overview

The purpose of the EEOP is to provide an outline of PG&E's electric emergency management organizational structure and describes the activities undertaken in response to electric emergency outage situations. This plan is a key element to ensure the company is prepared for emergencies and disasters in order to minimize damage and inconvenience to the public which may occur as a result of electric system failures, major outages, or hazards posed by damage to electric facilities.

## 1.1 PG&E Emergency Response Policy and Priorities

### 1.1.1 PG&E Company Emergency Response Policy

It is the Pacific Gas and Electric Company's policy to:

- Plan for natural and man-made emergencies such as fires, floods, storms, earthquakes, cyber disruptions, and terrorist incidents
- Respond rapidly and effectively, consistent with the National Incident Management System principles, including the use of the Incident Command System (ICS), to protect the public and to restore essential utility service following such emergencies
- Help to alleviate emergency-related hardships
- Assist communities to return to normal activity

### 1.1.2 PG&E Company Emergency Response Priorities

All PG&E emergency planning and response activities are governed by the following priorities:

- Protect the health and welfare of the public, PG&E responders, and others
- Protect the property of the public, PG&E responders, and others
- Restore gas and electric service and power generation
- Restore critical business functions and move towards business as usual.
- Inform customers, governmental agencies and representatives, the news media, and other constituents

## 1.2 EEOP Purpose

The purpose of the Electric Emergency Operations Plan is to:

- Serve as the recovery and response plan to govern electric operations during emergency events
- Serve as a guide to develop an overall strategy for managing a response to specific disaster
- Serve as a tool to educate and train the Emergency Management Organization (EMO) and key stakeholders on how to execute the plan

- Serve as the basis for developing annual drills and exercises to test the organization's ability to execute emergency response procedures
- Serve as the repository for capturing how continuous improvement efforts impact the EMO emergency operations efforts

## 1.3 Electric Emergency Response Priorities

Utilizing available information and sound judgment, the emergency centers will allocate resources to support established restoration priorities. Procurement and allocation of resources, particularly from unaffected areas or outside sources, may be necessary to support restoration efforts. Priorities are to be re-evaluated throughout the event to ensure optimum allocation and deployment of resources. Response and restoration criteria have been established which are based on the following priorities:

- Make Safe – Respond and make safe for PG&E personnel and the public
- Assess – Obtain an assessment of the extent of the disaster and its impact or potential impact on the company
- Communicate – Communicate timely and accurately, both internally and externally. Provide centralized dissemination of information to company management, employees, major media, state and federal agencies and other key constituencies.
- Restore – Balance the need to provide service to the greatest number of customers in the least amount of time with the need to restore service to small numbers of customers out of power for long durations.

Following an event at any level, PG&E's first priority is to "make safe", including protecting health and protecting property. These priorities are maintained through all phases of response to an emergency. In larger emergencies when resources are constrained, it may be necessary to establish work priorities for restoration of service. These priorities are operationally driven, and are primarily focused on restoring as many customers as soon as possible. Priorities may need to be modified, however, to accommodate the needs of the communities we serve. Work may also need to be coordinated with other infrastructure repairs that may be occurring simultaneously by other utilities, government, and property owners. The EOC will manage priority-setting in a coordinated manner whenever possible, working with local government and other impacted utilities.

The Incident Action Plan will document service restoration priorities, and this information will be used as the basis for messaging from the JIC to internal and external audiences, and for the Liaison Officer to engage in work planning with local government and other business. Changes to priorities will be reflected in updates to the IAP. Essential Customers require electric service to provide essential public health and safety services or meet other CPUC defined criteria. These customers are highlighted in Outage Management Tool reports and their status and restoration can be tracked by the EOC and by customer relationship managers. When priority-setting, PG&E will be mindful of these customers experiencing service interruptions, and will work to expeditiously restore service to them.

## 1.4 Authorities and Responsibilities

### 1.4.1 PG&E Leadership Roles and Responsibilities

(a) The Vice President - Chief Risk and Audit Officer (CRO) is responsible for coordinating utility emergency planning and response activities, including preparation of the Company Emergency Plan and the Corporation Emergency Plan. Through the Corporate Security – Business Continuity and Emergency Planning Department, the CRO monitors compliance with emergency planning requirements and facilitates the preparation and testing of emergency operation plans.

(b) The Executive Vice President – Electric Operations is responsible for ensuring that electric transmission and distribution organizations have effective plans for responding to emergencies. Those plans are developed and tested in coordination with appropriate public entities (e. g., police, fire, water, county Office of Emergency Services organizations, CA-ISO), other Utilities (e. g., SMUD), and key internal PG&E organizations (e. g., Information Technology (IT), Customer Services, Shared Services, Human Resources, and Corporate Affairs.

(b) The Executive Vice President – Electric Operations delegates to Electric Distribution and Electric Transmission Officers and Directors the responsibility for managing emergencies within their assigned areas of responsibilities.

(c) The Senior Vice President – Energy Supply and Chief Nuclear Officer is responsible for responding to emergencies involving nuclear power plants and other generation assets.

(d) The Senior Vice President and Chief Information Officer is responsible for (1) ensuring the IT organization having an effective plan for emergencies involving IT assets, (2) ensuring that the Company's voice and data systems support the Company's overall emergency program, (3) ensuring that there is a requirement within the Systems Development Life Cycle to review emergency response and business continuity needs.

(e) The Corporate Incident Management Team (CIMT) is responsible for providing strategic direction to the Corporation's overall response during a significant emergency event. The CIMT provides guidance to and receives reports and briefings from the Incident Commander. It consists of PG&E Senior Management and is chaired by the Chairman, President and CEO of PG&E Corporation. The CIMT can activate independently of the rest of PG&E's emergency response organization.

Each Officer and Director responsible for emergency planning and response closely coordinates his/her activities with other Officers and Directors with such responsibilities and with appropriate external entities.

Each responsible Officer and Director also ensures that employees responsible for emergency response receive sufficient training to effectively perform those activities and that such training is documented.

### 1.4.2 EOC Member Roles and Responsibilities

(a) Know your role; participate in annual training and participate in annual section/center exercises.

(b) If the San Francisco EOC is accessible and safe for occupancy, EOC members in the General Office will report to Room 118, 245 Market. Members outside San Francisco should attempt to reach the AEOC or the nearest company facility and then contact the EOC for further direction at the following numbers:

| Internal | External |
|---|---|
| 223-[redacted] | (415) 973-[redacted] |

(c) If the San Francisco EOC is inaccessible or determined unsafe for occupancy, EOC members should report to the AEOC, unless directed otherwise. If they believe it will be impossible to reach the AEOC, they should report to the nearest business office or service center and advise the AEOC of their whereabouts. The AEOC contact numbers are as follows:

| Internal | External |
|---|---|
| 227[redacted] | (707) 436-[redacted] |

(d) If the emergency occurs during working hours and causes sufficient damage to the General Office Complex or the surrounding infrastructure rendering the EOC uninhabitable, the Transportation Plan will be implemented for transport of EOC members to the AEOC. EOC members shall meet at a pre-designated location, identify themselves to corporate security staff and await further direction. The Corporate Security Department is responsible for implementing those procedures.

### 1.4.3 Incident Response Delegation of Authority

| Event Type | Event Examples | Incident Commander |
|---|---|---|
| ***LEVEL 3 – EOC Activation*** | [redacted] | |
| Company-wide emergency | Events with the potential to create significant health and public welfare impacts, environmental impact, significant employee resource availability issues, actual or likely costs of over $50 million, technology failure that causes disruption of multiple mission critical processes resulting in the need to activate business continuity plans, national media attention, significant damage to PG&E's brand reputation. Examples: earthquake, catastrophic flood, significant winter/heat storm causing widespread customer outages. | VP Distribution Ops or VP Transmission Ops (primary)<br><br>NOTE: Senior Director, DSO or Director of Emergency Management will assume role of Incident Commander until transfer of command to above Incident Commanders is possible |

| | | |
|---|---|---|
| Electric Transmission Emergency | Under frequency, under voltage, significant loss of transmission facilities which cause or are likely to cause widespread customer outages | VP Transmission |
| Electric Distribution Emergency | Heat, wind, rain, or lightning event which cause or are likely to cause widespread customer outages requiring movement of response resources across regions. | VP Distribution |
| IT Asset Emergency | Mission critical IT infrastructure and or application failure, Operational and or Utility Data Network failure, data center failure, and telecommunication(s) system failure. A mission critical functional impact of greater than 48 hours. | SVP and Chief Information Officer |
| Nuclear[1] and/or Power Generation | Potential radiological risk to the public, imminent or actual dam failure | SVP and CNO (nuclear)<br>VP Power Generation (non-nuclear) |

| | | |
|---|---|---|
| ***LEVEL 2*** | | |
| Electric Transmission Emergency | Localized loss of transmission facilities which cause or are likely to cause significant customer outages or reliability-based path interruptions | Transmission Line Senior Director, Substation, Senior Director, GCC Director |
| Electric Distribution Emergency | Rain, wind, or snow event causing significant customer outages requiring increased number of resources. | Region M&C Director |
| Power Generation Emergency | Oil spill into waterway, chemical release, immediate threat to or destruction of endangered or protected species | Hydro Area Manager or Power Plant Manager |
| IT Asset Emergency | IT infrastructure and or application failure with a critical functional impact of greater than 12 hours. Multiple IT support teams required. | ITCC Commander |
| ***LEVEL 1*** | | |

[1] Any emergency involving Diablo Canyon or Humboldt Bay Power Plants is encompassed within the Diablo Canyon Emergency Plan. The Company Emergency Operations Center will coordinate with the various DCPP emergency organizations in a support role.

| | | |
|---|---|---|
| Electric Transmission Emergency | Incident requiring only local response, limited media interest | System Dispatcher or Electric System Operator |
| Electric Distribution Emergency | Incident requiring only local response, limited media interest | Electric System Operator, who then transfers command to T-man,crew foreman |
| Power Generation Emergency | Incident requiring only local response, limited media interest | Usual first responder (operator, water system operator, Elec Tech, etc.) or local supervision |
| IT Asset Emergency | Incident requiring only local response and support teams | Initial first response to incident by local support teams or supervisors. |

## 1.5 Development, Testing, Activation and Post-Activation of Emergency Operations Plans

### 1.5.1 Development of Electric Emergency Operations Plans

The development of the Electric Emergency Operations Plan is intended to be as flexible and simple as possible because the nature of emergencies will vary, and it is impossible to plan for every contingency. The plan addresses the roles and responsibilities of all impacted employees. The electric emergency operations plan includes the following:

(a) For all employees, including those employees not directly involved with emergency response:

- The line of authority within the department or function
- The immediate life safety/first aid responsibilities
- Expectations if the emergency occurs during working hours
- Expectations if the emergency occurs after hours or on a weekend or holiday
- Employee preparedness responsibilities (emergency supplies, family communication plan, etc.)

(b) Critical functions, prioritized by their importance in achieving the Utility's emergency planning and response priorities.

(c) Key steps for protecting or restoring each critical system and/or function, including the resources, communications systems, computer systems, and other support services that will be necessary to restore the function and the system in an emergency.

(d) The names and contact information for employees responsible for activating and participating in the emergency plan, specifying their areas of responsibility, and identifying backup personnel.

(e) Steps to be taken to ensure timely and thorough communications with various utility emergency management organizations, employees, customers, the news media, governmental agencies, regulators, key vendors and outsourcing partners, and others deemed necessary to support the Company's response to an emergency.

(f) Regulatory requirements specific to that department or business unit that must be complied with. When regulatory requirements specify plan content or format, the plan shall conform to those requirements.

(g) Such other matters as the Officer or Director deems appropriate to ensure timely and effective response to emergencies.

The EEOP is updated and provided annually to the Corporate Security Department, Business Continuity & Emergency Planning section by August 31. Revisions reflect personnel and organizational changes.

### 1.5.2 Testing of Electric Emergency Operations Plans

The Electric Emergency Operations Plan is tested at least annually including conducting exercises with appropriate departments and public agencies based on a simulated emergency. Exercises are conducted in accordance with the Exercise Guidelines published by the Corporate Security Department.

The plan should be revised to reflect any personnel and organizational changes prior to testing. The plan should be reviewed with all employees with emphasis on those designated with primary or backup emergency management responsibilities in the plan. Training should include discussing hypothetical emergencies to ensure that the plan is up-to-date and workable. An exercise is not required if the EEOP is used in the prior 12 months to respond to a major outage.

### 1.5.3 Activation of Emergency Operations Plans

Upon activating an emergency operations plan, an Incident Commander shall be identified. The Incident Commander will direct the responsible employees to:

(a) Notify emergency personnel, management, and external agencies of activation with a brief summary of the incident, the name of the Incident Commander, and the timing of the next incident update;

(b) Evaluate the emergency and develop a response strategy in coordination with the EOC and/or AEOC (if either is activated) or with the appropriate emergency center such as the Joint Information Center (JIC);

(c) Implement the response strategy to stabilize the situation;

(d) Identify and implement actions to alleviate hardships imposed on communities as a result of the emergency;

(e) Resume utility and business operations on a non-emergency basis

(f) Each Incident Commander responsible for responding to an emergency ensures timely and complete submittal of all required reports.

### 1.5.4 Post Activation of Emergency Operations Plans

Following a major outage, the Incident Commander shall:

(a) Prepare a written summary of all significant action taken and submit it to the Corporate Security Department within 20 working days of the event's last operational period. This report should also assign ownership for specific areas needing improvement as well as a timeline for completing each improvement. (*Aggressive due dates should be requested when the criticality and urgency of the event findings warrants them.)*

(b) Distribute the summary to other team members responsible for emergency planning and response and to appropriate external entities.

(c) Notify Corporate Security and others as appropriate, when all improvement items are completed.

(d) Coordinate these activities with the Law and Corporate Security Departments.

(e) Region M&C Directors (REC Commanders) are responsible to ensure their respective REC, OECs, DSRs and Resource Management Centers (RMCs) conduct after-action reviews in a timely manner and ensure action items are documented and completed in OMT. The Director of Management will set expectations to have all Electric Operations (EO) critiques completed within 20 working days and that action items are completed in a timely manner.

Following a major outage involving the Utility, the EEOP will be reviewed to determine whether modifications need to be made in light of the experience gained during the emergency. Such review also is conducted following emergencies not directly involving the Utility when there is an opportunity to strengthen the utility's emergency response capabilities.

## 1.6 Development, Updates and Distribution

### 1.6.1 Emergency Operations Plan Development and Updates

Corporate Security Business Continuity Management & Emergency Planning is responsible for developing, updating and maintaining the Emergency Operations Plan Template in partnership with key utility stakeholders.

This Electric Emergency Operations Plan is updated annually and submitted to the Corporate Security Department by August 31.

### 1.6.2 Emergency Operations Plan Distribution

The Electric Emergency Operations Plan is distributed to the Executive VP of Electric Operations and specific leadership positions in Electric Transmission, Electric Distribution and various support organization leaders. This EEOP is also available on-line under Emergency Preparedness Resources.

# 2 Emergency Plan Activation

## 2.1 PG&E Levels of Emergency Response

Because of the nature of the utility business, PG&E encounters emergencies frequently as a routine aspect of providing gas and electric service, and the vast majority of those emergencies are handled at the local level. Operating departments coordinate among themselves or with supporting departments using Incident Command System principles to resolve emergencies in the most efficient and effective manner.

To ensure a consistent and well-coordinated response to emergencies, the company has adopted the following emergency classification system:

**Level 1: Business as Usual Emergency That Can Be Handled Locally:**

A local emergency involving a relatively small number of customers, generally handled by one operating department within their assigned geographical area, with minimal impact on customers and operations. These incidents generate limited media or governmental interest and are charged to existing tracking orders. This level of emergency does not require the activation of an emergency center.

EXAMPLES: Car pole accident, small environmental spill. (Minimal response resources required)

**Level 2: Emergencies that Require More than Routine Operations Response:**

This is an area-wide or higher profile emergency involving large numbers of customers and/or requiring resources from outside the impacted organization but still within the affected area. The Customer Contact Centers may be required to augment staffing, extend hours of coverage, or utilize technology to manage call volume. This level of emergency is expected to result in increased media and/or government interest and may impact multiple critical customers. A level 2 emergency occurs whenever a local or specialized emergency center is activated.

EXAMPLES: Flooding, major forest fire, area-wide storm, and localized electric transmission emergency.

**Level 3: Extreme Events that may Require Coordination across the Service Territory and may have one or more of the following characteristics:**

A multi-region emergency involving large numbers of customers, and generally requires the movement of construction and other business unit resources across region boundaries. This type of emergency may result in sufficient customer inquiry volume to require activation of the Customer Contact Emergency Coordination Center (CCECC) and use of additional customer contact center support options. A Level 3 emergency is expected to result in extensive inquiries from major media organizations including county, state, and national level government agencies. A level 3 emergency requires activation of the Emergency Operations Center (EOC).

This type of emergency may require full mobilization and prioritization of company-wide resources. It may also affect the company and/or our customers' ability to conduct normal business functions and may require that we coordinate extensively with governmental agencies

*EXAMPLES*: Major storms impacting large areas, involuntary electric curtailments, major electric transmission outages caused by natural or man-made events.

## 2.2 Responsibilities by Activation Level

| Level | Examples | Who Is Monitoring | Who Is Responsible | Communications |
|---|---|---|---|---|
| 1 | Business As Usual Emergencies that Can Be Handled Locally:<br>1. Distribution transformer failure<br>2. Single watershed events | Supervisor is responsible to monitor situation and makes decision to escalate if situation requires additional support. | Local Response Personnel, Supervisor.<br><br>1st on-site is the Incident Commander until situation requires additional support. | Supervisor is informed and may inform SUPT.<br><br>Media Representative (PIO) is authorized to approve external messaging. |
| 2 | Emergencies that require more than Routine 24x7 Operations Response and may have one or more of the following characteristics:<br>1. Extensive local media interest/State media attention<br>2. Requires resources beyond routine 24x7 operations<br>3. An OEC may be fully activated | Local Superintendent is monitoring "likely events" and will activate OEC Commander if situation warrants. | OEC or REC Commander | OEC or REC Commander Informs Line VP<br><br>EOC on-call notified by phone<br><br>EOC on-call notifies DSO Senior Director and Director of Emergency Management<br><br>OEC or REC Commander approves all internal and external communication |
| 3 | Extreme events that may require coordination across the Service Territory and may have one or more of the following characteristics:<br>**1.** Major media interest<br>**2.** May shift resources across boundaries<br>**3.** Significant costs develop/anticipated<br>**4.** Significant infrastructure risk/damage | Line Directors, Vice-Presidents and the Corporate Security Department monitor likely and actual events. | Senior Director of Distribution System Operations with Director of Management as designate.<br><br>The Incident Commander may confer with the Corporate Incident Management Team for resolution of major policy issues. | EOC Incident Commander sets communications expectations for entire EMO.<br><br>The Senior Director of Distributing System Operations with Director of Emergency Management as designate approves all internal and external messaging. |

## 2.3 Activation Process

The Initial Assessment Team or EOC On-Call conducts an initial assessment to determine if any plan/facility should be activated. The first discussion is on the type of event and its likely impact to a PG&E location or staff:

- Is this a local event? Example: limited power outage, fire
- Is this a regional event? Example: flooding, earthquake
- Is this a national event? Example: 9/11
- Is this an international event that spreads across countries or regions? Example: Tsunami, flooding, typhoons.

People/Resources

- Are lives in danger? Is there an impact for our people?
- Is there a life safety issue – public or PG&E?
- Are your current resources (people and materials) overwhelmed?

Facilities

- Is a PG&E facility at risk?
- Are multiple PG&E facilities at risk?

Technology

- Is there a disruption or threat to technology services (e.g., telecom, network, data)?
- Are you bringing in out of area resources requiring technology support?

Financial

- Does the situation require the unplanned purchase of gas or power?
- Does the situation have a significant financial impact for PG&E?

PG&E Reputation/Brand and Customer Impact

- Does the event have a reputation impact for PG&E? Media or regulatory spotlight?
- Does the situation have a significant impact for customers?

## 2.4 PG&E Activation Matrix

The activation matrix is to be used by the EOC On-Call to determine whether to activate the plan. Once the decision is made to activate the plan, the activation matrix will be used to determine the appropriate activation level.

The EOC On-Call and employees with an emergency response leadership role (Commanders, Operations, Planning and Intelligence, Corporate Infrastructure, Logistics, and Finance and Admin Section Chiefs, and the Public Information Officer) have the authority to call a meeting to review the activation matrix.

The EOC on-call is notified of all Level 2 and above activations. The EOC on-call can be reached at 8-223-[redacted] or (415) 973[redacted].

The authority to activate the plan resides with the EOC Incident Commander.

| **Activation Matrix** | | | |
|---|---|---|---|
| | **Level 1** | **Level 2** | **Level 3** |
| **DESCRIPTION** | **Local Incidents (day-to-day)** | **OEC / REC Activation** | **EOC Activation** |
| **Incident** | **Local Incidents** | **Divisions / Area-Wide Incident -** Requires resources beyond routine 24x7 operations | **Multiple Divisions / Area-Wide Incidents and High Profile Events** (major storm, wildfires, flooding, earthquake, pandemic) |
| **DSO SOPP - Storm Outage Predictive Project** | Cat 1 and 2 outage forecast: normal outage and crew expectations | Cat 3 and Cat 4 outage forecast: triggers weather notifications. Crew and troublemen estimates are forecasted | Cat 4 and Cat 5 outage forecast: triggers weather notifications. Crew and troublemen estimates are forecasted |
| **Work Resources** | Local Resources / Resources may move within division | Resource moves within region. Resources may move between regions. | Resource moves between regions. Significant need for outside resources (i.e. Contractors and Mutual Aid) |
| **Sustained Outages** | N/A | See OEC Activation Requirements | Cat 4 and Cat 5 outage levels |
| **Customers Out** | N/A | > 30,000 Customers out at one time | > 100,000 customers out at one time |
| **Restoration Duration** | 1 day | 1-3 days | 2 – 7 days |
| **Load Shed - EEP** | N/A | Localized EEP | Localized EEP / System-Wide |
| **Materials Inventory** | Existing inventory adequate | Forecasted storm inventory may or may not be adequate. May need escalated support to procure materials | Storm inventory are not adequate. Escalated support is needed to procure materials. |
| **Customer Experience** | Normal | Increased attention within division or region with potential national news attention | In conjunction with loss of electric service, increased local state, and national attention |

# 3 Emergency Management Organization (EMO)

The ICS structure allows PG&E to respond to the different levels of emergencies, and maintain the flexibility to adapt to different emergency events. Within the EMO, the company utilizes various emergency centers, both within and outside of electric operations to support the event.

## 3.1 Operations Centers

### 3.1.1 Emergency Operations Center (EOC)

**Purpose/Function:** The EOC provides oversight and support to the EMO. The EOC will set system level priorities and strategies. The EOC communicates the status of the response effort to senior management, emergency centers and departments involved in the emergency event. The EOC is the central location for approval of all event communications. The EOC compiles system-wide status and damage information; ensures information systems are functioning properly. The EOC coordinates internal resource deployments and the use of contractors and mutual assistance. The EOC has the authority to activate any emergency center and mobile command center(s) based on event.

### 3.1.2 Regional Emergency Center (REC)

**Purpose/Function:** The REC provides oversight and support to the OEC(s) at a region level. As an event escalates, the REC becomes the point of contact for information and managing escalated OEC(s) issues. During a level 3 event, the REC communicates operational status, resource requests, and logistical needs to the EOC.

### 3.1.3 Operations Emergency Center (OEC)

**Purpose/Function:** The OEC is comprised of corresponding positions that are found in both the REC and EOC. The OEC directs and coordinates the personnel necessary to assess damages, secure hazardous situations, restore service, and communicate status information internally and externally.

### 3.1.4 District Storm Room (DSR)

**Purpose/Function:** The DSR responds to local and escalated emergency events and is generally located in a Maintenance & Construction (M&C) yard. The DSR is comprised of corresponding positions that are found in both the OEC and REC. The main function of the DSR is to manage the local restoration effort during Levels 2-3 emergencies. The DSR is staffed with local support such as: troublemen, gas service reps, meter techs, estimators, mappers, and M&C crews. Clerical support inputs data into the OMT at this location. Information from assessment resources is added to the job packet and then handed off to construction crews for repairs to be performed. Job packets are created by the Work Packet Lead generally led by employees from the Estimating and Mapping departments.

### 3.1.5 Electric Transmission Emergency Center (ETEC)

**Purpose/Function:** The ETEC is responsible for prioritizing and executing transmission system outage restoration efforts with the CAISO, and the EOC. The ETEC maintains communication with the CAISO, Western Energy Coordinating Council (WECC) and other utilities involved in transmission system emergencies.

Real Time Operation of the PG&E Transmission System takes place at Vacaville System Dispatch. It is located at [redacted] and is staffed 24 hours per day, 365 days per year. Vacaville System Dispatch is in daily contact with the California Independent System Operator (CAISO) to monitor the power flows, receive clearance requests, and establish system restoration priorities, etc. The CAISO has overall operational control of our electric transmission facilities as well as those of Southern California Edison, San Diego Gas & Electric and others. Vacaville System Dispatch is the designated PG&E single point of contact with CAISO. Vacaville System Dispatch deals with Level 1 and Level 2 emergencies involving electric transmission.

In a Level 2 or 3 Emergency, the Electric Transmission Emergency Center (ETEC) is activated to assist System Dispatch with transmission related outages and to facilitate communications with the CAISO's Emergency Operations Center. The ETEC is also activated when the CAISO calls for load curtailments.

### 3.1.6 Transmission Line Coordination Center (TLCC)

**Purpose/Function:** In a Level 2-3 Emergency, the TLCC will respond to the priorities and strategies set by the ETEC. The TLCC will also provide regular situational updates to ETEC. Once activated, the TLCC assumes responsibility for coordinating damage assessment, information dissemination, and resource and equipment movement. The TLCC tracks T-Line resources and provides ETEC with updates regarding quantity, type and location of resources within the T-Line organization. The TLCC also provide technical support to the field when activated.

## 3.2 Support Centers

### 3.2.1 Customer Contact Emergency Coordination Center (CCECC)

**Purpose/Function**: The CCECC coordinates Contact Center response to emergencies under the direction of the Emergency Operations Manager (Work Force Management [WFM] Manager). When activated, the CCECC assumes the responsibility from the WFM Routing Team for compiling and reporting contact center facility and operational status information.

During high outage volume situations, call wait times are mitigated by use of network prompters, use of high call volume applications (e. g., 21st Century and AT&T Voice Tone), adjusting Contact Centers operating hours, and expanding the Customer Service Representative (CSR) workforce. The CCECC provides reports to the EOC and/or the Joint Information Center (JIC) during Level 3 emergency.

### 3.2.2 Joint Information Center (JIC)

**Purpose/Function**: The Joint Information Center coordinates all incident-related public information activities. The JIC develops all messaging internal and external and obtains approval from the Incident Commander. The JIC is a part of the Command Staff in the EOC.

### 3.2.3 Materials and Transportation Coordination Center (MTCC)

**Purpose/Function**: The MTCC is responsible for ensuring procurement and transportation organizations are fully supporting the restoration effort by addressing all materials and equipment concerns. The MTCC reports into the EOC's Logistics section during Level 3 activation.

### 3.2.4 Resource Management Centers (RMC)

**Purpose/Function**: The RMC is an additional resource for clerical and estimating resources. Union call-out procedures are followed.

### 3.2.5 Facilities Coordination Center (FCC)

**Purpose/Function**: The FCC oversees the damage assessment effort for company facilities. The FCC dispatches civil engineering and building and environmental support specialists to inspect damaged facilities. The FCC reports into the EOC's Corporate Infrastructure section during Level 3 activation.

### 3.2.6 Human Resources Coordination Center (HRCC)

**Purpose/Function**: The HRCC is responsible for coordinating employee wellness (e. g., benefits, workers compensation, compensation, leave of absence, employee assistance and medical care), and managing labor relations. The Employee Message Center (EMC) reports to the HRCC. Through the Joint Information Center, the HRCC keeps employees informed about the impact of the emergency on the company and communicates expectations of employees. The HRCC reports to the Employee Care Branch Leader in the Logistics section of the EOC.

### 3.2.7 Work Force Management Routing Team (WFMRT), Contact Centers

**Purpose/Function**: To ensure calls are handled with a minimum of wait time to the customer through the management of the call routing software in the 1-800 carrier and the Contact Center's voice processing equipment.

### 3.2.8 Information Technology Coordination Center (ITCC)

**Purpose/Function**: The ITCC is responsible for information technology emergency response. ITCC manages major IT system interruptions by developing an overall IT restoration response. The ITCC team represents Application Services, Cyber Security, Computing, Network & Telecommunications and User Support. The ITCC reports into the EOC's Corporate Infrastructure section during Level 3 activation.

### 3.2.9 Employee Message Center (EMC)

**Purpose/Function**: The primary purpose of the Employee Message Center (EMC) (effective during Level 3 only) is to serve as a connection point for employees and families to exchange messages with each other during significant events.

It is expected that during a level 3 emergency (e.g., urban earthquake), employees may not be able to directly communicate with their families and will require a central point where they may leave and retrieve messages to/from their family members. This is intended to limit the number of employee-related calls that find their way into the PG&E's contact centers. The EMC is designed to help alleviate employee anxiety concerning their family's well-being. It is expected that activation will occur within 2 hours of a major disaster. The phone numbers for the EMC in Sacramento are 1-877[redacted] (1-877-674-[redacted]) and PG&E 8-720[redacted]. The EMC is currently located in Sacramento at the [redacted]

# 4 Emergency Response Process

## 4.1 Readiness

### 4.1.1 Readiness Expectations

All employees involved with emergency response will be oriented to the EEOP, applicable department emergency plans, and their respective emergency centers' contact list. The following sections provide guidelines to prepare for an emergency event.

Refer to the EP Website for additional information on EMO staffing plans, contact lists, job aids and processes: Emergency Preparedness.

### 4.1.2 Employee Emergency Preparedness

This section provides employees with an overview of what to do at work and at home during an emergency, including catastrophic and seismic events.

**Work-related Reporting Expectations**

**During Business Hours**

- In major emergencies, where it is safe to do so, employees will be relocated to a safe location either inside or outside of the building
- In extensive emergencies, the company will direct employees to go home as soon as it is safe to do so. If an employee has an emergency response role they should report to their supervisor for direction.
- Emergency response roles are defined as having a role in a PG&E emergency center (e.g. Operations Emergency Center or District Storm Room) or an operational response effort to emergency events (i.e. troublemen, system operator)
- To prepare for instances when employees are unable to leave work due to an emergency for an extended period of time, employees should maintain a supply of prescription medication and extra clothing at normal workstation locations

**During Non-Business Hours**

- If a major emergency (e.g. 6.0 or greater earthquake or a major fire) occurs during non-business hours, employees should remain at home and await contact from their supervisor or leadership unless they have been assigned an emergency response role
- If you have an emergency response role, report to the location specified in your emergency plan
- If your job is essential to the restoration of power, report to your normal reporting location or the PG&E facility closest to your place of residence. Immediately contact your supervisor for further instructions.

- If your job is *not* essential to the restoration of power and/or emergency response, stay at home and your supervisor will contact you and let you know when and where to report

## Personal Emergency Preparedness Guidelines

### Preparedness prior to an emergency event

The experience of a serious emergency event can be frightening and disorienting. For that reason it's important to be very familiar with safety procedures. That way, when the emergency event happens, you will simply follow emergency response procedures instead of panicking. Prior planning and practice will help you stay calm: calmness will improve your ability to respond as needed.

- Strap your water heater to the wall
- Don't put flammable materials anywhere but on the bottom shelf
- Learn how to shut off your gas, water and electricity
- Ensure emergency kits are available
- Select an out-of-town relative or friend who would live outside of the impacted area during a major disaster as your emergency contact. When separated, family members can call this person to report their safety, or to leave messages.
- Conduct practice drills with all family members making sure everyone knows which areas of your house and property are "safer" than others
- Choose a place to meet following the event
- Consider learning CPR and basic first aid

### During seismic emergencies: Find a safe place

**Indoors:** take as few steps as possible to find a "safe" area. These include inside corners of rooms (with walls that don't face outside), doorframes and under sturdy furniture. Stay away from windows, bookcases and shelving that could fall on you. Use stairs, not elevators.

**Outdoors:** get into an open area away from trees, buildings and power lines. If driving, pull over and stay inside your car until the shaking stops. Don't trust overpasses and bridges to be safe after a major shock.

### After the event: Cover the necessities

- **First check yourself for injuries, and then check others.** Give first aid if you know it, but don't move seriously injured people unless they are in immediate danger.

- **Do you smell natural gas** at any gas appliance, including your water heater? If so, your gas line may have ruptured. This situation requires immediate and calm action. Open all windows and doors, turn off the valve, and notify the relevant utility.
- Do not shut off the gas line unnecessarily (i.e. if there's no gas smell) -- it may take days or weeks to restore service
- **Check for water leaks and electrical systems damage.** For the electrical system, check for frayed wires, sparks, or the smell of hot insulation. If a utility line breaks, turn off the circuit breaker or water valve.
- **Check your house for structural damage:** cracks on the roof, chimney or foundation are signs of possible serious damage. Your house may not be safe during an aftershock. If so, seek out alternative temporary shelter.
- **Turn on your battery powered radio for instructions and news**
- If running water is available (and your gas line is OK), boil that water at least 10 minutes until your local water supply is declared safe
- **Keep the streets clear for emergency vehicles;** avoid driving just to have a look around
- **Keep the phone lines clear** as well, except to report emergencies

### 4.1.3 Primary and Alternate Positions

Designated positions for emergency response activities are to be at a minimum 3 deep at the EOC, REC, and OEC level. All other centers are also expected to maintain 3 deep staffing rotations. It is recommended to go 4 deep in all roles, if possible. The alternates must be qualified to assume the designated roles and responsibilities. Staffing plans and contact lists must be reviewed and updated regularly to account for organizational changes within the EMO.

### 4.1.4 Call-Out Procedures

Each emergency center will maintain call-out procedures to ensure adequate staffing levels for every emergency. When warranted by the magnitude of a significant emergency (e.g., earthquake), all levels of the EMO are expected to report immediately for emergency assignment. The Director of Emergency Management and the EOC On-Call will maintain a roster, with appropriate contact information, for key emergency response personnel..

PG&E will adhere to International Brotherhood of Electrical Workers (IBEW) and Engineers and Scientist of California (ESC) Company union agreements regarding call-out of bargaining unit classifications for augmentation of resources.

### 4.1.5 Emergency Center On-Call Responsibilities

A staffing plan and/or contact list will identify on-call individuals for each emergency center. The on-call responsibilities include the following:

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

### 4.1.6 Emergency Facilities (Primary and Alternate)

The EOC, ETEC, REC, OEC, DSR, and RMC must define a location for designated emergency personnel to coordinate response to an emergency. These emergency centers include office equipment, supplies, information data systems, backup power, and other resources needed to coordinate emergency response activities. A pre-determined alternate facility with backup power must be identified in the event that the facility is not available. Refer to the EP Website Emergency Preparedness for primary and alternate locations3.1.1 Emergency Employee Staffing Expectations

## 4.2 Pre-Event

### 4.2.1 Pre-Event Preparation – Summary

Pre-event preparations shall be incorporated into the emergency response and restoration operations at every level of the EMO. Appropriate pro-active measures shall be taken when identified triggers have been met at the direction of the EOC Incident Commander. The Distribution System Operations Storm Outage Prediction Project (DSO SOPP), and UO S1464 (Fire Danger Precautions and Fire Index) are intended to assist the EO EMO with weather prediction, outage prediction, resource guidelines, and fire awareness.

### 4.2.2 Distribution System Operations – Storm Outage Prediction Project (SOPP)

The DSO SOPP model was developed to link adverse weather conditions to outage and resource needs. The model combines historical weather and outage data with weather forecasts to predict the number of transformer level and above Sustained Outages (SOs) per division for each of the next four days. The model also provides an estimate of the resources needed to respond to the level of predicted outages. The primary adverse weather threats modeled are wind, rain, low snow, and heat. DSO SOPP model outage forecasts are assigned a category level 1, 2, 3, 4 or 5 based on how the predicted level of SOs compares with long term historical level of SOs for each specific Division. The model provides specific quantitative forecasts for SOs, customer counts, and resource requirements. An example forecast as well as a qualitative description of the categories is presented in the table below.

# DSO SOPP Model Forecast

Issued: Thursday, August 09, 2012 14:29

Transformer Level Outages and Above

| Cat | Staffing | Qualitative Weather |
|---|---|---|
| Cat 1 | Normal | Adverse weather unlikely |
| Cat 2 | Normal, but have a plan | Adverse weather possible |
| Cat 3 | Staffing & Timing as Directed | Adverse weather likely |
| Cat 4 | Staff to Model, Timing as Directed | Extreme weather possible |
| Cat 5 | Staff to Model, Timing as Directed | Extreme weather likely |

| | | Thursday 8/9/2012 | | | | Friday 8/10/2012 | | | | Saturday 8/11/2012 | | | | Sunday 8/12/2012 | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Outages by Division | | SO | CESO | TM | CR | SO | CESO | TM | CR | SO | CESO | TM | CR | SO | CESO | TM | CR |
| Northern Region | Humboldt | 4 | 400 | 4 | 3 | 4 | 400 | 4 | 3 | 3 | 300 | 3 | 2 | 4 | 400 | 4 | 3 |
| | Sonoma | 5 | 700 | 4 | 3 | 5 | 700 | 4 | 3 | 5 | 700 | 4 | 3 | 4 | 600 | 3 | 2 |
| | N. Valley | 6 | 500 | 5 | 4 | 7 | 600 | 5 | 4 | 12 | 2300 | 8 | 7 | 6 | 500 | 5 | 4 |
| | Sac | 8 | 1700 | 5 | 4 | 12 | 2500 | 6 | 5 | 10 | 2100 | 6 | 5 | 5 | 500 | 3 | 2 |
| | Sierra | 7 | 800 | 4 | 3 | 8 | 900 | 5 | 4 | 12 | 2700 | 7 | 6 | 7 | 800 | 4 | 3 |
| Bay Area Region | North Bay | 4 | 700 | 3 | 2 | 4 | 700 | 3 | 2 | 3 | 500 | 3 | 2 | 2 | 400 | 2 | 1 |
| | San Fran | 1 | 500 | 2 | 1 | 1 | 500 | 2 | 1 | 1 | 500 | 2 | 1 | 1 | 500 | 2 | 1 |
| | East Bay | 2 | 1100 | 2 | 1 | 3 | 1600 | 3 | 2 | 2 | 1100 | 2 | 1 | 2 | 1100 | 2 | 1 |
| | Diablo | 10 | 3500 | 6 | 5 | 9 | 3200 | 5 | 4 | 9 | 3200 | 5 | 4 | 4 | 1200 | 3 | 2 |
| Central Coast Region | Peninsula | 2 | 500 | 2 | 1 | 3 | 800 | 3 | 2 | 3 | 800 | 3 | 2 | 2 | 500 | 2 | 1 |
| | Mission | 7 | 2100 | 4 | 3 | 8 | 2400 | 5 | 4 | 7 | 2100 | 4 | 3 | 2 | 700 | 2 | 1 |
| | DeAnza | 2 | 400 | 2 | 1 | 3 | 600 | 3 | 2 | 3 | 600 | 3 | 2 | 2 | 400 | 2 | 1 |
| | San Jose | 4 | 1200 | 3 | 2 | 4 | 1200 | 3 | 2 | 8 | 2900 | 5 | 4 | 3 | 900 | 2 | 1 |
| | Cent. Coast | 5 | 800 | 4 | 3 | 6 | 1000 | 5 | 4 | 4 | 700 | 3 | 2 | 5 | 800 | 4 | 3 |
| | Los Padres | 3 | 500 | 3 | 2 | 3 | 500 | 3 | 2 | 2 | 300 | 2 | 1 | 3 | 500 | 3 | 2 |
| Central Valley Region | Stockton | 9 | 2400 | 5 | 4 | 9 | 2400 | 5 | 4 | 9 | 2400 | 5 | 4 | 9 | 2400 | 5 | 4 |
| | Yosemite | 9 | 1500 | 5 | 4 | 14 | 2300 | 7 | 6 | 15 | 2500 | 7 | 6 | 13 | 2100 | 6 | 5 |
| | Fresno | 12 | 2200 | 7 | 6 | 19 | 3600 | 9 | 8 | 21 | 3900 | 9 | 8 | 20 | 3700 | 9 | 8 |
| | Kern | 7 | 1400 | 4 | 3 | 10 | 2000 | 5 | 4 | 13 | 2600 | 6 | 5 | 12 | 2400 | 6 | 5 |
| PG&E | TOTAL | 107 | 22900 | 74 | 55 | 132 | 27900 | 85 | 66 | 142 | 32200 | 87 | 68 | 106 | 20400 | 69 | 50 |

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

# DSO SOPP Model Forecast Timing, by Division

| | | Thursday 8/9/2012 | Friday 8/10/2012 | Saturday 8/11/2012 | Sunday 8/12/2012 |
|---|---|---|---|---|---|
| Timing by Division | | Timing | Timing | Timing | Timing |
| Northern Region | Humboldt | | | | |
| | Sonoma | | | | |
| | N. Valley | | | 16:00 - 20:00 | |
| | Sac | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | |
| | Sierra | | | 16:00 - 20:00 | |
| Bay Area Region | North Bay | | | | |
| | San Fran | | | | |
| | East Bay | | | | |
| | Diablo | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | |
| Central Coast Region | Peninsula | | | | |
| | Mission | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | |
| | DeAnza | | | | |
| | San Jose | | | 16:00 - 20:00 | |
| | Cent. Coast | | | | |
| | Los Padres | | | | |
| Central Valley Region | Stockton | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 |
| | Yosemite | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 |
| | Fresno | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 |
| | Kern | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 | 16:00 - 20:00 |

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Note: Timing reflects the most intense period of outage producing weather for any division at Cat 2 or above

### 4.2.3 Severe Weather Notifications

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

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

### 4.2.4 Fire Index and UO S1464

PG&E Fire Index

During fire season, through arrangements with the California Department of Forestry (CDF), the Fire Protection (Cal Fire), and the United States Forest Service, the Grid Control Center (GCC) is notified daily of "extreme" or "very high" zone ratings for the 106 designated Fire Zones located in the PG&E territory. The Grid Control Center updates the PG&E Fire Adjective Index site. This is done on a daily basis by 9:00 a.m. and becomes effective at 8:00 a.m. the following day.

Utility Operations Standard: Fire Danger Precautions in Hazardous Fire Areas (UO S1464)

UO S1464 is a standard issued by PG&E providing all employees precautionary information when working, traveling, or operating in hazardous fire areas. This document contains specific precautions to be taken by employees and supervisors while in the Fire Danger zones.

UO S1464 states that employees must adhere to specific requirements when operating in "very high" and "extreme" zone ratings. Automatic notification via e-mail and e-page has been made available for all PG&E employees in order to enhance fire danger awareness.

### 4.2.5 Non-Weather Related Warnings

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

### 4.2.6 Pre-Event Notification

Upon receipt of a weather warning, weather watch, weather advisory, or non-weather related warning, each level of the Electric Operations (EO) EMO will ensure that pre-designated personnel are advised and that appropriate pre-event actions are taken. This may include placing personnel on alert status; advising employees to pack overnight bags in advance; reviewing emergency plans; identifying key personnel available for restoration activities; pre-staging personnel; evaluating supplies and equipment; and canceling non-critical meetings. If warranted, affected EMO centers may be activated in anticipation of an event occurrence.

### 4.2.7 Briefings and Conference Calls

Region Directors (REC Commander), Superintendents (OEC Commander), and Construction Supervisors (Branch Directors) will be coordinating and conducting pre-event conference calls within their regions to discuss activation, staffing, materials, pre-staging, and pre-arranged overtime (POT) resources.

Upon receipt of a significantly adverse weather forecast (i. e., Cat 4 or 5), the Director of Emergency Management will arrange for a briefing to be conducted for Electric Operations Officers, Directors, and key emergency response personnel to discuss the situation and to identify pre-event actions to be implemented.

### 4.2.8 Available and Pre-Arranged Resources

When forecasted conditions warrant, the EOC Incident Commander may request that RECs, OECs and DSRs submit plans in advance of the event for the number and classification of personnel who will be available to respond. These counts are often requested 2 to 3 days in advance of a forecasted event and updated daily until the event occurs. Available resources include all personnel who are available to respond, including personnel scheduled for normal shifts, those pre-arranged or held-over, and those signed up for the 212 call-out list. Depending on the event, pre-arranged resources (either crews on shift or those held over) can be expected to meet the minimum staffing levels as identified in the DSO SOPP model. In this case, 212 call-out lists provide supplemental personnel should they be needed.

### 4.2.9 Pre-Staging Resources

When indicated by the nature and severity of the pre-event forecast, the EOC Incident Commander may direct pre-staging of crews, personnel and/or certain equipment in areas expected to be severely impacted. Electric Operations Officers will be advised of all pre-event actions to be implemented. REC Commanders, OEC Commanders with support from their respective logistics sections may also activate local staging areas.

Four material staging areas have been pre-identified, one or more of which may be activated based on the anticipated or actual impacted region(s). These staging areas include:

- Lakeville Substation
- Livermore Training Center
- Metcalf
- Fresno (backup)

## 4.3 Assessment, Restoration and 911 Emergency Response

### 4.3.1 Response and Restoration Criteria

Utilizing available information and sound judgment, the emergency centers will allocate resources to support established restoration criteria and priorities. Restoration priorities are to be re-evaluated throughout the event to ensure optimum allocation and deployment of resources. Response and restoration criteria have been established which are based on the following priorities:

- Make Safe - respond and make safe for the public and PG&E personnel.
- Assess - assess outages and damages.
- Communicate – communicate timely and accurately, both internally and externally.
- Restore – balance the need to provide service to the greatest number of customers in the least amount of time with the need to restore service to small numbers of customers out of power for long durations.

### 4.3.2 Prioritization Guidelines

Restoration priorities are as follows (in order of prioritization from highest to lowest):

- Control area interconnections [redacted] – Per Western Electricity Coordinating Council (WECC) Interconnection Disturbance Assessment and Restoration Guidelines: "The strongest ties reconnecting the islands should be closed first to prevent further tripping of weak ties. Generally this means that [redacted] ties in the major loop [redacted]) must be restored before lower voltage ties."
- Generation
- Transmission
- Substation
- Distribution circuit breakers and recloser/interrupter zones
- Distribution sectionalizer/fuse zones
- Distribution transformers and individual services
- Consideration should be given to requests for priority restoration of customers such as individuals on life support, hospitals, fire departments, police stations, critical communications centers, emergency shelters, sewage treatment plants, and critical water pumping stations. During emergency events, it is imperative that all levels of the organization coordinate its efforts with local and state governments.

### 4.3.3 Outage Duration Guidelines

Outage duration will be considered when prioritizing outages. The objective is to ensure that ALL customers are addressed within the first 24 hours of the beginning of their outage. The EMO leadership (e. g., EOC, REC, OEC Incident Commander) will continually monitor the event and the affected outages of extended duration. At a certain point during the event, based on the EMO leadership's judgment, dedicated resources will be assigned to extended duration multiple or single customer outages.

The EMO leadership will:

- Define the number of assessment crews that will be dedicated to single customer outages and extended duration outages (i.e. 1-T-man and 2-Make Safe).

- Define the number of repair crews that will be dedicated to single customer outages and extended duration outages (i.e. 2-Headquarter Crews).
- Engage Customer Strategy to ensure appropriate Interactive Voice Response (IVR), Media and Contact Center messaging is accurate and timely.

### 4.3.4 Assessment Goals and Guidelines

The guidelines and goals of Assessment Teams will be consistent with the restoration criteria and guidelines. Within those guidelines the following will be considered:

- Safety
- Hazards
- Customer count
- Outage duration
- Crew type and availability
- Current crew activity
- Efficient routing of crews
- Other priority considerations identified by external sources (i.e. critical customers, requirements of government agencies)
- Weather conditions

### 4.3.5 Assessment Functions

There are two key functions to the assessment process

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

As a general guideline, Troublemen (T-men) and Make Safe Crews should attempt to restore power if the repair can be conducted within one hour of determining the problem. This guideline excludes sectionalizing as directed by the distribution control centers or to make the location safe.

### 4.3.6 Assessment Process

The assessment process begins with the Dispatch Lead in the OEC. This position oversees the First Responder Dispatcher and the Assessment Information Lead. Field assessment personnel (T-man, Make Safe, and Substation personnel) assess damage and report back to the Assessment Information Team in the OEC or DSR. The Assessment Information Team ensure work requiring design and compliance specifications is processed by estimating. Assessment information is placed in a job packet and is handed off to the Repair Branch Director of the local service yard in the District Storm Room (DSR). The

Repair Branch Director assigns work to crews for repairs. Often during Level 2-3 emergencies, when there are not enough troublemen to assess outage locations for damaged equipment and circuit abnormalities, non-QEW resources serve as standby crews and damage assessment crews to perform specific functions as noted below.

### 4.3.7 Assessment Teams

A brief explanation of each type Assessment Team is provided below:

**(a) Troublemen (T-men)**

T-Men are emergency response employees who usually work alone and whose primary responsibility is to assess the outage situation to identify basic cause, hazard considerations, and repair requirements. This individual is capable of making some repairs and/or correcting minor equipment failures. During initial response the T-man will be the Incident Commander. T-men use the Field Automation System (FAS) units in their vehicles to update information directly to the Outage Information System (OIS). T-men primarily focus on substation, circuit, and mainline outages, which are frequently restored by the operation of switching equipment. Restoration may only require resetting some circuit reclosers and/or breakers. Under the direction of the control center, the Troublemen perform most switching assignments necessary to locate and isolate outages.

T-men who are coming from outside of the respective headquarters are provided with local maps, emergency contact numbers (police, fire, hospitals), and any other information such as hotels and restaurants.

**(b) Make Safe Crews**

Make Safe Crews are two-person crews consisting of linemen classifications who are qualified electrical workers. Depending on their experience and training level, they have skill sets similar to Troublemen and perform make safe and assessment assignments under the direction of the Dispatch Lead located in the OEC or DSR. The Make Safe crews focus on situations where hazardous conditions have been identified and require prompt attention (i.e., wire down, cut in the clear). Make Safe teams can also be paired up with Gas Service Representatives (GSR) to expedite assessment information updates to OIS from FAS.

**(c) Damage Assessment Crews**

Damage Assessment Crews are one or two-person crews with knowledge of electric field equipment. These crews often include gas service employees who are paired with electric estimators, compliance inspectors, work and resource coordinators, or vegetation resource coordinators who are familiar with the territory. The gas service employee has an FAS unit in the vehicle which communicates outage information to OIS. Consulting Utility Foresters (CUF) are contract employees that patrol overhead electric lines for potential or existing vegetation conflicts. They are familiar with the division's circuits and overhead line configuration; however, they are not qualified electrical workers. CUFs can be utilized in remote areas or areas that need to be foot patrolled and can identify the outage cause relaying accurate location descriptions.

The Damage Assessment Crews are not considered to be "qualified electric workers"; they do not have equipment switching skills and do not perform this type of work. Rather, they are used primarily to determine if the problem is located on PG&E's equipment and assess the damage and determine general magnitude of the repair, including what equipment and resources may be required. The estimator is able to size equipment necessary for repairs. The gas service person creates a materials list on the FAS unit which is sent to the Outage Management Tool. If necessary, Assessment Crews may also cordon off hazardous conditions for public safety and guard a location until a standby crew arrives or a qualified electric work appears on site.

### 4.3.8 911 Standby Process

During emergency events, downed utility equipment can pose a public safety hazard. Often in these scenarios, governmental agencies such as fire and police personnel will arrive at the site of the hazard to protect the public. In these situations, the agencies need to be relieved by PG&E personnel so that they can be free to respond to additional priorities. During large-scale events when a significant number of hazards may exist, promptly relieving these agencies becomes critical for public safety. Therefore, PG&E operates a 911 Standby Process, where PG&E personnel relieve on-site agency personnel and in turn protect the public from any hazards.

### 4.3.9 911 Agency Call-Back Process

After fielding a call from an agency asking for 911 standby relief, PG&E 911 standby dispatchers will dispatch PG&E personnel to the site. To ensure a timely response to agencies, PG&E utilizes a 911 agency call-back process. When agencies call PG&E requesting on-site relief, they may request a call-back to confirm relief personnel have been dispatched and receive an estimated time of arrival (ETA).

PG&E has established call-back expectations as follows:

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

### 4.3.10 911 Standby Personnel

Standby personnel often cordon off hazardous conditions for public safety and determine the safety parameters of the outage. These employees guard a location until a qualified electric crew or T-man arrives to clear and or repair the hazard.

Standby personnel are one or two-person crews with limited knowledge of field equipment. These crews often consist of meter readers, meter technicians, gas service representatives, or gas construction workers. Standby crews generally do not have equipment switching skills, or the ability to estimate the magnitude of the repair and restoration timeframe. They are used primarily as "standby" to relieve a 911 agency.

### 4.3.11 911 Standby Kits

Standby kits have been established for use by non-traditional employees performing duties as standby crews. Standby crews are utilized to relieve 911 agencies standing by company facilities that potentially could endanger the public.

At a minimum, standby kits will include the following items:

- Traffic cones (5)
- Flares (10)
- Barricade tape (2 rolls)
- Flashlights (2)
- Gloves (2 pair)
- Hard hats (2)
- Safety vests (2)
- Raingear (Optional)

### 4.3.12 911 Standby Tech-Down Process

PG&E has established a backup plan to be utilized during a tech-down. The tech-down procedure will utilize tech-down mailboxes in Outlook for each region. The call back request will be entered and submitted to 911 standby mailboxes, which will be monitored and updated using the same process as outlined in PG&E's [redacted]

### 4.3.13 Restoration Work Plan and Strategic Worksheet

To support the development of a restoration and resource movement strategy during an event, PG&E has begun to utilize a tool to forecast the system-wide Estimated Time of Restoration (ETOR) and Estimated Time of Assessment (ETA). The Restoration Work Plan was built to identify geographic areas that may be in need of more personnel to support restoration efforts. The tool utilizes current and forecasted outage and resource counts to estimate the total time of restoration on system-wide, regional and divisional levels. Historical assessment and restoration times for the current type of weather event and geography drive resource productivity assumptions. By comparing the ETOR across all PG&E divisions, incremental resources can be directed towards those geographies which need them most. The Restoration Work Plan can also be used to analyze the impact of any number of scenarios. For example, the impact on overall ETOR of additional adverse weather of the additional of mutual assistance crews can be modeled.

The Emergency Response Strategic Worksheet works in tandem with the Restoration Work Plan by enhancing the ability of Emergency Management personnel to develop local tactical plans. By supporting the development of ETORs and ETAs, the Strategic Worksheet enhances the development of local resource allocation plans. Estimates are created by inputting resources, outages, and equipment damage into the worksheet and can be utilized in any type of event.

## 4.4 Resource Management Process

During any emergency event, PG&E personnel play the central role in restoring power to customers. Resources must be organized, assigned, directed, tracked and otherwise managed throughout the duration of an event in order to effectively respond to an event. The following describes PG&Es approach to resource management during emergency events.

### 4.4.1 Check-In and Check-Out Process

Resource management begins with an accurate check-in and out process for personnel. Understanding which resources you have at an event is critical to effective response, and that tracking begins by checking personnel into an event.

The Resource Unit will establish and oversee the check-in/out function at designated incident locations. To establish a check-in/out desk, the Resource Unit Lead will assign a Recorder to each location where resources will check-in and out. If the Resource Unit has not been activated, the Incident Commander or Planning Section Chief owns the responsibility for setting up the check-in/out process.

After designating a Recorder to manage a check-in/out desk at each facility, the Recorder ensures that every personnel arriving to work an event must check themselves into the event before working. Recorders must have an adequate supply of check-in forms, and be briefed on the frequency for reporting check-in information to the Resource Unit. Keeping accurate accounts of all checked-in personnel is vital as tracking resources is essential for personnel safety, accountability, and fiscal control.

### 4.4.2 Mutual Aid & Mutual Assistance Agreements

The term "Mutual Aid," in the context of this plan, is intended to mean any IBEW contract crew or an IBEW crew from another utility. The company has established agreements with IBEW contractors and other utilities to provide or receive assistance to restore electric and gas service in a major emergency. There are written agreements with other utilities for providing assistance upon request by furnishing personnel, equipment, and/or expertise in a specified manner.

Under these agreements (i. e., California Utilities Emergency Association (CUEA) and Western Region Mutual Assistance Agreement (WRMAA)), utilities can request "Mutual Assistance" under standardized procedures where special contracts and authorizations must occur. The agreements in place identify the business relationship between PG&E and the responding utilities regarding the arrangements necessary to onboard the incoming employees.

**(a) Triggers for Requesting**

Prior to and continuously throughout an event, the EOC Incident Commander shall begin the process of evaluating and documenting the need for mutual assistance. The EOC Incident Commander will recommend the need for mutual assistance to the respective Vice President in Electric Operations. The recommendation will be based on the inadequacy of existing resources to restore customers in a timely manner.

Conditions triggering this determination include, but are not limited to:

- All PG&E resources have or will be committed.
- Service restoration cannot be completed within 48 hours.
- It is the opinion of the EOC Incident Commander that additional resources will significantly reduce the time needed to complete restoration.
- Mobilization and travel time of Mutual Assistance Crews.

**(b) Supervision of Crews**

General Construction (GC) will provide supervision and support to mutual assistance crews. While each responding utility is required to provide supervisors with the personnel contingent, GC will provide support and coordinate assignment of work locations through the Region leadership. In instances where it is impractical for GC to provide supervision, the EOC will assign this responsibility. Reporting location will ensure check-in and check-out of reporting personnel, as well as providing emergency medical and contact information before assignment.

**(c) Record Keeping**

The Finance and Administration Section will ensure all applicable time for mutual aid & mutual assistance personnel is logged and tracked, including any associated costs for equipment repairs and required personnel expenses. Mutual aid agreements with IBEW contractors and other utilities require the responding agency to submit a detailed billing of work. Mutual assistance from other utilities requires the detailed submittal of a bill to PG&E within 90 days. The Emergency Recovery Program will provide oversight to ensure invoice accuracy and prompt payment to responding utilities.

### 4.4.3 Deployment Priorities

Decisions regarding allocation and deployment of resources should be based on priorities that govern assessment or restoration. Additional criteria to be considered include:

- Location of resources and time to mobilize
- Crew complement (size, expertise, equipment)
- Financial impact

### 4.4.4 Order of Deployment

The order for requesting and deploying personnel resources across region boundaries include:

- GC and/or Distribution Crews from within region
- GC and/or Distribution Crews from adjacent region GC and/or Distribution Crews from non-impacted region(s)
- HQ electric construction Crews from non-impacted region(s)
- Contract Crews
- Mutual Assistance Crews

### 4.4.5 Resource Movement Authorization

The Region M&C Director (REC Commander) has authority to move resources within a respective region. The Director of Emergency Management has the authority to move resources across region boundaries during Level 1-2 emergency. The EOC Commander has sole authority and responsibility for all resource allocation and deployment during Level 3 emergencies. Upon obtaining necessary officer approval, the EOC may also request contractor and mutual assistance resources. During Level 3 emergencies, the EOC Commander deploys resources in accordance with priorities and strategies recommended by the Operations Section, P&I Section, and Logistics Section.

### 4.4.6 Resource Movement Management

During emergencies resource movement logistics are managed by different roles. The table below defines which party executes this responsibility.

| Activation Level | Managing Authority |
|---|---|
| Level 1 Division | Local Supervisor |
| Level 2 REC/OEC | Region Logistics Section Chief |
| Level 3 EOC | EOC Logistics Section Chief |

### 4.4.7 Resource Movement Tracking

PG&E requires that any resource that moves across a divisional boundary must be tracked in the OMT Resource Tracking Tool. This tracking of resource transfers ensures transparent movement of resources and reinforces personnel safety.

To initiate a resource transfer, the personnel being transferred must be entered into OMT. It is the requirement of the "Sending" organization to enter the crew information, destination, dispatch time, and Estimated Time of Arrival (ETA) into the Resource Tracking Tool in OMT. It is the "Receiving" organization's responsibility to enter the arrived, release, and completion times in the same tool.

### 4.4.8 Out-of-Region Crew Packets

All headquarters will maintain crew packets, containing region-specific information to assist out-of-region crews and Mutual Aid Crews participating in the local restoration effort. The Operation Emergency Center (OEC) Logistics Section Chief will ensure that the information contained in the packet is current and available in sufficient quantities.

At a minimum the following information will be provided:

- Local radio frequencies

- Location of medical facilities
- Phone numbers of appropriate emergency centers and control centers
- Local maps
- Additional information may include: unique safety information, local restaurants, etc.

### 4.4.9 Demobilization – Release of Resources

The Director of Emergency Management will develop a formal demobilization process. The demobilization process will be executed in reverse order of the deployment process noted in section 6.5.3. The EOC point of contact will be notified when additional resources are not needed. Once demobilization has been initiated, the sending and receiving REC Logistics Section Chiefs will be kept apprised of all impacted resource movement during the demobilization process.

# 5 Communications

## 5.1 Internal and External Communications

Communication links shall be established and maintained throughout all levels of the EMO to support the delivery of regular status updates to internal stakeholders, customers, external agencies and the media. The communication requirements outlined in the EEOP provide a minimum expected level of communication. Additional reporting is encouraged when necessary, to ensure a clear understanding of the situation locally, within regions, and on a system-wide basis.

These reporting requirements do not replace established PG&E internal and external reporting requirements. Internal reporting requirements include operations leadership, Safety, Health & Claims (SH&C), Corporate Security, Environmental Operations, and Gas Control Centers. External reporting requirements may include the California Public Utility Commission (CPUC), California Independent System Operators (CAISO), and Western Electric Coordinating Council (WECC).

## 5.2 Communication Methods

Methods for communicating information include, in order of system availability:

- Automated Systems (i.e. Outage Information System/Outage Management Tool (OIS/OMT) and FAS/OIS)
- Email
- Facsimile
- PG&E telephone system
- Local telephone system
- Wireless telephone
- Company courier
- Radios and satellite phones

## 5.3 Intelligence Reporting

The schedule for providing current information will be established soon after the activation of each EMO level. Reporting schedules to the EOC (Level 3) will be designed to allow sufficient time for compiling, analyzing, and summarizing information before reporting to the next level.

The EOC Planning and Intelligence Chief will prepare and communicate the reporting schedule.

### 5.3.1 Pre-event reporting

Pre-event summary reporting offers the Emergency Management Director and Incident Commander an assessment of readiness plans. The report includes crew availability counts, including pre-arranged, normal staffed and call-out resources, as well ICS role staffing lists. Safety tailboards, weather updates and the current DSO SOPP model are included to help pre-planning efforts. Pre-activation checklists provide guidance on the steps required for preparation and activation. Checklists are available at the EOC Web Page.

### 5.3.2 Incident Intelligence Summary (Form 209)

Upon request, all identified Emergency Centers will provide their intelligence summaries using ICS form 209 to the EOC Operations Chief and the Planning and Intelligence Section Chief. The EOC P&I Chief will summarize the information into a system-level intelligence summary. The EOC Planning and Intelligence (P&I) documentation lead will distribute by e-mail the system intelligence summary at intervals determined by the P&I Section Chief. The Incident Intelligence Summary typically includes the following information, as appropriate:

- Incident name
- Incident objectives
- Safety incident summary
- Total customers affected
- Total number of outages
- Affected essential and critical customers
- Percent customers restored
- Forecasted assessment and restoration
- Distribution and transmission damage
- Weather conditions
- Resources working, required, and requested
- Significant and noteworthy events

### 5.3.3 Event Summary Report

The Event Summary report consolidates pertinent information to provide a succinct review of an emergency event. Distributed across the PG&E organization, the report summarizes the event while providing performance metrics to measure response efforts. Details include a weather summary, safety incidents, financial cost and reliability metrics including customer outages and minutes. System damage incurred and significant outages summaries are also provided. This report is distributed by the Incident Commander to PG&E leadership to summarize the event.

## 5.4 Joint Information Center and Customer Strategy

The Joint Information Center (JIC) serves as the conduit of information to internal and external stakeholders. The JIC addresses all external agency and media inquiries and prepares external messaging that are used by the liaison, customer, and media teams across the PG&E service territory. The JIC chief serves as the Incident Commander's PIO. The JIC must receive approval for all messages from the Incident Commander. The JIC also interfaces with the Diablo Canyon Power Plant (DCPP) Emergency Operations Facility, as appropriate.

The Liaison Officer will coordinate PG&E's emergency response and restoration efforts with City, County, and State OES. The Liaison Office may be required to respond to an activated County OES as the single point of contact for PG&E. The Liaison Officers across the PG&E service territory shall maintain contact lists of local government and emergency response agencies.

If necessary, the Liaison Officer may also request City, County, or State OES activation to assist utility response. If conditions warrant, the Liaison Officer will request city or county to declare a State of Emergency of affected county(s) to support potential utility financial recovery for the event.

The Customer Strategy Officer will work closely with the PIO and Liaison Officer to communicate to our customers. The Customer Strategy Officer serves as an advocate for our customers by providing updates to our customers, addressing issues with our customers, and communicating high priority outage concerns to our operations team.

The EOC serves as the single point of contact with State OES and California Utility Emergency Association – Utilities Operations Center (CUEA-UOC) during a Level 3 activation.

## 5.5 Customer Outage Communications

PG&E deploys several methods to communicate with customers when they experience an outage, including via Customer Service Representatives, the PG&E website, and Automated Interactive Voice Response (IVR) telecom systems.

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

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

**Estimate Time of Restoration (ETOR)**: ETORs are provided to customers when available. ETORs and their accuracy are important components of customer satisfaction. As such, providing accurate ETORs are a key focus for outage dispatchers, assessment and repair personnel

**Estimated Time of Information (ETOI)**: During larger events, accurate ETORs may not immediately be available due to the large influx of outages. In these events, PG&E can provide customers with ETOIs that forecast when additional information on their outage will be available.

**Crew Status:** When available, crew status information can be provided to customers. Statuses such as "Awaiting T-men", "T-men On-Site", "Awaiting Crew", and "Crew On-Site" give customers additional context for the progress of the restoration effort.

**Other Customer Comments:** T-men and Assessment teams can provide additional comments about an outage to a customer to convey additional information.

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

# 6 Performance Indicators

## 6.1 Indicator Evaluation

Performance indicators are used to monitor response and recovery performance during Level 2-3 emergencies. Key indicators are monitored and evaluated during an event so that actions can be taken to quickly make adjustments to the response plan. Post-event evaluation of indicators is used to improve processes, increase efficiency and revise emergency plans. Some indicators have established measurements while others are subjectively evaluated during the event or during post-event critiques.

## 6.2 Safety

**Indicators will be used to:**

- Monitor safety practices.
- Determine if safety practices are consistent with established company standards.
- Ensure that hazardous conditions reported to PG&E are identified for response.

**Indicator:**

- Employee Injuries
- Public Injuries
- Vehicle Accidents
- Response time to immediate response notifications

## 6.3 Assessment

**Indicators will be used to:**

- Monitor the timeliness of compiling a comprehensive damage assessment.
- Determine resource movement needs.
- Determine restoration forecast.
- Determine the need for Mutual Assistance and Contractor Crews.
- Monitor the timeliness of 911 Agency Relief.

**Indicator:**

- Outage assessment rate
- Appropriate prioritization of outages, to include duration
- Use of non-traditional assessment teams
- Number of standby crews utilized to relieve 911 Agencies

- Number of Mutual Assistance and Contractor resources

## 6.4 Internal and External Communications

**Indicators will be used to:**

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

**Indicator:**

- Contact Center Average Speed of Answer (ASA)
- IVR Take Rate performance
- Estimated Time of Restoration (ETOR) Accuracy
- ETOR Timeliness
- Number of ETOR updates
- Outage Basic 5 Information

## 6.5 Restoration

**Indicators will be used to:**

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

**Indicator:**

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

## 6.6 Reliability Metrics

**Customer Average Interruption Duration Index (CAIDI)**

- Number of customer minutes of interruption divided by the total number of customers interrupted

**System Average Interruption Duration Index (SAIDI)**

- SAIDI is the sum of all customer interruption duration divided by the number of customers served.

**System Average Interruption Frequency Index (SAIFI)**

- SAIFI is the number of customer interruptions divided by the number of customers served.

**Momentary Average Interruption Frequency Index (MAIFI)**

- MAIFI is the total number of customer momentary interruptions divided by the number of customers served.

# 7 Training and Exercises

## 7.1 Training Program

The Director of Emergency Management is responsible for maintaining an ongoing training program for EMO personnel. The intent of the program is to ensure understanding of emergency response procedures and practices. Position-based training and use of technology are key focus areas of the training program. The use of ICS is emphasized in the training program to ensure an effective overall response and alignment with public agencies.

Each director and superintendent responsible for emergency planning and response is also responsible for ensuring that personnel identified in emergency plans are trained annually and that this training is documented. Directors and superintendents with emergency response roles are expected to maintain adequate workforce redundancy for each emergency response position. Cross-training of new or less experienced personnel in various emergency roles, and involvement of less experienced personnel in emergency exercises and events, facilitates the development of an adequate emergency response workforce.

Based upon the assigned emergency role, employee training should include some, or all, of the following:

- Emergency Management Operations Overview
- Role-based Training
- Outage Management Tool
- Event Strategy Workshops
- Technology Down Processes
- Standby Training
- ICS CBTs 100 and 200
- Instructor-led classes ICS 300 and 400

## 7.2 Exercise Program

The Director of Emergency Management is responsible for scheduling, conducting, and evaluating the required exercises. Exercises are intended to examine the effectiveness of the emergency plans. Performance will be evaluated against established objectives and processes. Gaps identified during the exercises must be documented. Actions to close gaps must be tracked to completion.

### 7.2.1 Testing of Company Plan

Company policy and the California Public Utilities Commission (CPUC) General Order 166 require annual exercises with appropriate departments and public agencies based on simulated emergency events. This requirement can be waived in lieu of an actual event dependent upon the event's scope and structure.

The Corporate Security Department will provide direction and support services to assist with plan testing. Documentation of training and exercises must be submitted to Corporate Security as part of the annual plan update requirement.

### 7.2.2 Quarterly Exercise Requirements

The Director of Emergency Management recommends quarterly region-based exercises. This requirement acknowledges that at a minimum, one Region Emergency Center may exercise its plan and/or one facet of that plan each quarter (e.g., an OEC's overall operations is exercised one quarter and then the dispatch process is exercised the following quarter). A table top exercise can fulfill the quarterly exercise requirement. It is prudent to exercise each Region's emergency centers (REC, OEC, and DSR) and their critical processes (e.g., Dispatching T-man and Assessment Crews) often enough to ensure that the participants are proficient in their roles and responsibilities. The quarterly exercise policy can be waived if there has been an actual incident and agreement has been reached with the Region Director and the Director of Emergency Management.

### 7.2.3 Annual Electric Emergency Plan Exercise (EEP)

Electric Operations' Transmission Operations department is responsible for annually conducting an EEP exercise with Transmission and Distribution (T&D) departments, other departments identified in the EEP, and the CAISO.

# 8 After-Action Reports, Event Logs and Records

After-action reviews are to be conducted by each emergency center within 20 business days after the end of an event. The purpose of the review is to identify strengths and opportunities. All critiques will address the performance indicators identified in the EEOP. After-action reviews will be held, summarized, and inputted into OMT no later than 20 working days after the end date of the event. Aggressive due dates can be requested dependent on the criticality and urgency of the event findings. As requested, the Director of Emergency Management will provide After-action review summaries to the Vice President of DO and Corporate Security.

## 8.1 Preparation for Formal After-Action Reviews

Emergency centers may conduct separate after action reviews in preparation for the formal after action meeting. For example, control centers and district storm rooms (DSRs) may perform their own after action reviews following an event. The frontline supervisors will lead the Control Center and DSR critiques. These emergency centers will send a point of contact to represent their findings during the formal after action review meeting.

## 8.2 Emergency Center After-Action Review Plans

Emergency centers will identify corrective actions, assign action item leads, and designate due dates. These action items will be inputted into the OMT. After Action reviews will be facilitated by the emergency preparedness specialist and led by Region Directors (REC Commanders) and M&C Superintendents (OEC Commanders) to ensure completeness of action plans. Strengths and opportunities identified during after action reviews will be communicated to the affected EMO stakeholders for future reference. Significant strengths will be communicated to the Director of Emergency Management for incorporation into future plans and will be shared system- wide as "Best Practices" by the emergency preparedness specialists. Improvement opportunities will be addressed in a prioritized manner.

## 8.3 Event Logs

All operating centers are responsible to maintain an event log to document aspects of the restoration effort. This will include the date and time of key activities, decisions, contacts made, and similar topics. Completed logs shall be archived in accordance with the company's policies for record retention.

## 8.4 Record Keeping

All departments and headquarters, as outlined throughout this plan, shall follow Emergency Operations reporting procedures and record keeping. Documentation of all significant events is required to effectively document response and restoration efforts. Local IAPs will be archived on a shared drive/SharePoint site as determined by the Director of Emergency Management. In addition, established PG&E requirements governing reporting, record keeping and record retention will be observed. Records

will assist in developing post-event critiques and the Event Summary Report which will be used to document and continuously improve the emergency response and restoration process.

## 8.5 Financial Records

The Finance and Administration Chief in the OEC shall record time worked on the emergency and shall track and maintain records of expenses associated with response and restoration. All charges will be made to the Work Order designated to cover the emergency, as appropriate. Standard accounting procedures are to be followed

# 9 OIS/OMT Workaround Process

## 9.1 Workaround Summary

This section discusses the outage information system and addresses the associated tech down procedures that must be implemented upon loss of technology.

Mission critical processes (MCP) must have Business Continuity Plans (BCP) in place to address loss of facilities, technologies or resources. A BCP outlines specific responsibilities and procedures upon loss of a mission critical process. Key Electric Operations MCPs are "Safely Response to Unplanned Events" and "Manage Emergency Response". Technology Down procedures are needed if loss of technology impacts a mission critical process. A common term for this type of procedure is tech down.

OIS / OMT is a critical technology application for outage response. Tech down procedure, Code Black, is in place for the loss of OIS / OMT, also known as a Code Black.

If an unplanned Tech-Down event exceeds three hours in duration during Levels 1-3, the event shall warrant a specific critique.

## 9.2 OIS/OMT Overview

OMT is utilized during all emergency levels. OMT will be the sole source of customer outage information. http://www/omt/. Multiple OMT screens are used depending on the level and type of emergency. The tool provides comprehensive information to all company personnel. The information reported includes customer counts, customer outages, damage assessments, service restoration, and crew movement. The information allows users to make timely and informed decisions concerning restoration forecasts and resource utilization.

The OIS/OMT (i.e. crew status and restoration times) system is linked to Customer Care systems (e.g., CC&B, IVR) and is used to provide information to customers impacted by an outage. Please see Section 12 Appendix C for OIS/OMT Job Aid.

## 9.3 Workaround Process

### 9.3.1 Triggers

Contact Center Operations will make notifications to initiate the "Code Black" Tech-Down procedures when Customer Service Representatives (CSRs) are unable to enter trouble reports into OIS/OMT. Notifications will be made to initiate and conclude the tech-down procedures utilizing e-page and e-mail. Customer Care will generate Trouble Reports in On Line Tech-Down Version 3 (OLDT3) to the tag alert mailboxes in Outlook. The Electric Dispatch group will monitor and manage the tags in Outlook and notify the Customer Traffic Control Center (CTCC) of large outages during Level 1. OECs will monitor and manage the process during Levels 2-3. Tech Down (procedure).

### 9.3.2 OMT Technology-Down Form Process

The OMT Tech-Down Form Process is expected to mitigate the impact caused by the unavailability of OIS/OMT. The OIS/OMT Tech-Down Form (OLTD3 or Integrated Logging Information System [ILIS] Form) is processed through the Outlook Electric Mailboxes by either the Distribution Operators (DO) or Electric Dispatch. During activations, Electric Dispatch will utilize the form to dispatch, log outage information, and send the information to the REC Commander and OEC Commander, during a Level 2-3 emergency. Upon completion of the information requested, the REC Commander and OEC Commander will note status in their IAP and either fax or e-mail the information to the Emergency Operations Center (EOC). For more detail, see the OIS/OMT Tech-Down Job Aid.

The following information will be used to provide intelligence during a Code Black OIS Tech-Down:

- Customer Outage Updates
- Damaged Material Status
- Crew Movement Status
- Damage Facility Status

### 9.3.3 Technology-Down Training

Conduct, at a minimum, annual training for those emergency responders responsible for dispatching outage orders and accessing the Tech-Down mailboxes.

### 9.3.4 Technology-Down Critique

As stated earlier, debriefings and critiques are to be conducted by each emergency center as soon after an emergency event as practical to capture essential details. Tech-Down critiques will be submitted to the Director of Emergency Management no later than 20 working days after the event. The Director of Emergency Management will provide critiques to the VP, DO and Corporate Security, as requested.

# 10 Appendix A – Contact / Notification List

## 10.1 Emergency Response Personnel Contact Lists

Contact Lists are located in the Emergency Preparedness Website:

http://pgeatwork/EO/EOE/Emergency/Pages/default.aspx

## 10.2 Additional Lists

The following lists are also located in the Emergency Preparedness Website:

- The County OES Contact List
- The Key Contact Information for all REC/OEC EMO Facilities

# 11 Appendix B – Emergency Response Forms

An Incident Action Plan (IAP) is a plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods. All current PG&E ICS forms can be found on the Emergency Preparedness Website along with many job aids, templates and process that are used during emergencies http://pgeatwork/corporatesecurity/Pages/default.aspx.

For this section, please consider any relevant forms that your team would use in their response to an emergency, or would be generally useful to have included in your department's Emergency Operations Manual.

## 11.1 ICS Forms

| PG&E ICS Form | Form Title | Prepared By |
|---|---|---|
| ICS 201 | Incident Briefing | Initial Incident Commander |
| ICS 202 | Incident objectives | Planning Section Chief |
| ICS 203 | Organization Assignment List | Resource Unit Leader |
| ICS 204 | Assignment List | Resource Unit Leader & Ops Section Chief |
| ICS 205 | Communications Plan | Communications Unit Leader |
| ICS 206 | Medical Plan | Medical Unit Leader |
| ICS 207 | Organization Chart | Resource Unit Leader |
| ICS 208 | Safety Message/ Plan | Safety Officer |
| ICS 209 | Incident Status Summary | Situation Unit Leader |
| ICS 211 | Incident Check-In List | Resource Unit Leader |
| ICS 214 | Unit Log | All Sections and Units |
| ICS 215 | Operational Worksheet | Ops Section Chief |
| ICS 215a | Hazard Risk Analysis Worksheet | Ops Section Chief and Safety Officer |
| ICS 221 | Demobilization Checkout | Demobilization Unit Leader |

## 11.2 Emergency Response Checklists

The Emergency Operations Plan position checklists can be accessed using the attached links. These templates serve as a guide for the template user to create a checklist for each role in the plan's emergency response structure.

Current generic position checklist templates can be found at:

http://pgeatwork/EO/EOE/Emergency/Pages/default.aspx

Current REC and OEC position checklists can be found at:

http://pgeatwork/EO/EOE/Emergency/Pages/default.aspx

# 12 Appendix C – Job Aids

This section has been pre-populated with three universally relevant job aids. It is the template user's responsibility to enter any additional relevant job aids to their specific Emergency Operations Plan.

## 12.1 Three-Way Communication

*What it is*

The person originating the communication is the sender and is responsible for verifying that the receiver understands the message as intended. The receiver makes sure he or she understands what the sender is saying. First, the sender gets the attention of the receiver and clearly states the message. Second, the receiver repeats the message in a paraphrased form, which helps the sender know if the receiver understands the message. During this exchange, the receiver restates equipment-related information exactly as spoken by the sender. Third, the sender informs the receiver whether the message is properly understood, or corrects the receiver and restates the message.

The weakest link of a communication is often the third leg, because the sender may assume the receiver heard the message. If the receiver does not understand the message, he or she should ask for clarification, confirmation, or repetition of the message. If practical, it is helpful to support three-way communication with other information aids, such as procedures, work packages, and indicators.

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*Why it's important*

Three-way communication is used to promote a reliable transfer of information and understanding, with the goal of helping to assure correct action.

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*When to apply*

Consider using three-way communication in verbal conversations involving:

- the operation or alteration of plant equipment
- the condition of plant equipment or the value of an important parameter
- the performance of steps or actions using an approved procedure
- task assignments that impact plant equipment or plant activities
- the safety of personnel, the environment, or the plant

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*Coaching tips*

Observers should coach on the following attributes if they are not adequately demonstrated:

- Sender uses the receiver's name to get receiver's attention
- Sender speaks facing the receiver or makes eye contact when it is practical to do so
- Sender takes responsibility for what is said and heard
- Sender and receiver states his or her name and work location when using a telephone or radio
- Sender waits to communicate with someone already engaged in another conversation
- Sender states a manageable amount of information in one message, and uses several messages to convey multiple actions
- Sender provides enough information that is needed so as to allow the receiver to understand the message
- Sender verifies receiver understood the message
- Receiver not reluctant to ask for clarification of the message
- Receiver permits communication to complete before taking action
- Receiver writes the message on paper when there are more than two items to remember
- Receiver only given information related to the immediate task
- Receiver mentally focused with the task at hand
- Workers do not overuse the tool for non-operational communications
- Workers use three-way communication regardless of expediting the task
- Messages are stated loudly enough to be heard
- Workers enunciate words clearly
- Workers are cognizant of miscommunication conflicts that can develop between *what* is said (content) and *how* it is said (feelings)

## 12.2 Phonetic Alphabet

*What it is*

The phonetic alphabet specifies a word for each letter of the English alphabet. By using a word for each letter there is less chance that the person listening will confuse the letters. For example, some letters sound alike when spoken and can easily be confused such as "D" and "B". Using the phonetic alphabet, "**D**elta" and "**B**ravo" are more easily differentiated. The effects of noise, weak telephone or radio signals, and an individual's accent are reduced through the use of the phonetic alphabet.

People use the phonetic alphabet and unit designators when describing unique identifiers for specific components. When the only distinguishing difference between two component labels is a single letter, then the **phonetic alphabet** form of the letter should be substituted for the distinguishing character. For example, 2UL-18L and 2UL-18F would be stated "two U L eighteen LIMA" and "two U L eighteen FOXTROT." Using the phonetic alphabet is unnecessary when using standard approved acronyms, such as "RHR" (residual heat removal).

When communicating operational information important to safety, people can use key words to convey specific meanings. For instance, individuals use the term "STOP" to immediately terminate any action or activity to avoid harm. "CORRECT" confirms understanding. "WRONG" conveys an incorrect understanding of the meaning of the intended message. Similarly, other words can be reserved for special meanings related to the organization's operational activities.

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*Why it's important*

Several letters in the English language sound alike and can be confused in stressful or noisy situations.

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*When to apply*

- When communicating alphanumeric information related to plant equipment noun names
- When the sender or receiver might misunderstand, such as sound-alike systems, high noise areas, poor reception during radio or telephone communications

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*How to do it*

| Letter | Word | Letter | Word | Letter | Word | Letter | Word |
|---|---|---|---|---|---|---|---|
| A | Alpha | H | Hotel | O | Oscar | V | Victor |
| B | Bravo | I | India | P | Papa | W | Whiskey |
| C | Charlie | J | Juliet | Q | Quebec | X | X-ray |
| D | Delta | K | Kilo | R | Romeo | Y | Yankee |
| E | Echo | L | Lima | S | Sierra | Z | Zulu |
| F | Foxtrot | M | Mike | T | Tango | | |
| G | Golf | N | November | U | Uniform | | |

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*Coaching tips*

Observers should coach on the following attributes if they are not adequately demonstrated:

- Workers use phonetics for equipment label designations, safeguard trains, electrical phases, or channel designations
- Workers avoid using phonetic words other than those designated
- Workers have a standard list of accepted acronyms and abbreviations
- Workers avoid the use of similar-sounding words that have different meanings such as increase and decrease
- Workers use specific or standard terms and avoid slang terminology

## 12.3 Incident Command System (ICS)

The Incident Command System (ICS) is a standardized all-hazard incident management system. It provides a systematic, proactive approach for all levels of government, nongovernmental organizations, and the private sector to work together in an incident, in order to reduce the loss of life and property and harm to the environment. The ICS framework can grow or shrink to meet different needs. This flexibility makes it a very cost effective and efficient management approach for both small and large situations. A poorly managed incident response can be devastating to our Company, our health and safety. With so much at stake, we must effectively manage our response efforts. The Incident Command System allows us to do so. ICS is a proven management system based on successful business practices.

Homeland Security Presidential Directive 5 (HSPD-5) calls for a National Incident Management System (NIMS) and identifies steps for improved coordination of Federal, State, local, and private industry response to incidents and how to prepare for such a response. The key feature of NIMS is the Incident Command System.

As a PG&E "first responder" you will interface with Police, Fire and other agencies who are trained and established to use the Incident Command System. PG&E has adopted the Incident Command System as our method for preparing for and responding to emergency situations. PG&E's leadership has invested a great deal of time learning ICS and has begun its implementation. Over the next year PG&E will learn Incident Command System through training and exercise.

In a PG&E level 1 emergency (business as usual) there will be little change for the "first responder". The "first responder" could be the Incident Commander (IC) as the first person at the scene of an incident although his/her job responsibilities will not vary from what they are today. If the incident is too large or grows beyond the control of the "first responder" he/she should call for their Supervisor or on-call Supervisor.

The Incident Command System (ICS) represents a core set of doctrine, concepts, principles, terminology, and organizational processes that enables effective, efficient, and collaborative incident management. Is based on proven management principles, implemented through a wide range of management features including the use of common terminology, clear text, and a modular organizational structure. ICS emphasizes effective planning, including management by objectives and reliance on an Incident Action Plan. Maintaining a manageable span of control ensures full utilization of all incident resources. Finally, ICS supports responders and decision makers by providing the data they need through effective information and intelligence management.

**Common Terminology and Clear Text**

The ability to communicate within the ICS is absolutely critical. Avoid using acronyms. All communications should be in plain English. Use clear text, do not use PG&E specific codes, or jargon. ICS establishes common terminology allowing diverse incident management and support entities to work together. Common ICS Positions titles are utilized, such as Officer, Chief, Director, Supervisor, or Leader. Your ICS title most likely **will not** reflect your "PG&E day time title".

**Modular Organization**

The ICS organizational structure is flexible, based on the size and complexity of the incident. As incident complexity increases, the organization expands as functional responsibilities are delegated. When needed, separate functional elements can be established. As the ICS organizational structure expands, the number of management positions also expands to adequately address the requirements of the incident. In ICS, only those functions or positions necessary for a particular incident will be filled.

**Planning Process and Incident Acton Plan (IAP)**

All levels of an ICS organization must have a clear understanding of the actions required to manage the incident. Management by objectives is an approach used in Incident Command to communicate actions throughout the entire PG&E organization. In ICS, considerable emphasis is placed on developing effective planning. The planning process provides the foundation for successful resolution of incidents. The planning process will:

- Provide a clear and accurate picture of the current situation
- Effectively predict probable courses of the event (best and worst case)
- Involve alternative strategies (plan A, B, C, and D)
- Create a foundation for a realistic IAP for the next operational period (Note: the Incident Acton Plan (IAP) is a product of the planning process)

There are five primary phases of the planning process that are generally the same regardless of the type and complexity of the incident. These are not different from what we do today.

1. **Understand the Situation**
   This first phase involves gathering, recording, analyzing, and displaying a clear and accurate picture of the incident evolving at the moment.

2. **Establish Incident Objectives and Strategy**
   The second phase involves determining an effective strategy and formulating and prioritizing the incident objectives. PG&E objectives should be based on the following:

   - Life safety of responders and others
   - Incident stabilization
   - Property Preservation
   - Recovery / Restoration

3. **Develop the Plan**
   The third phase involves determining the tactical direction and the specific resources needed for implementing the strategy for one operational period.

4. **Prepare and Disseminate the Plan**
   The fourth phase involves preparing the plan in a format that is appropriate for the size and complexity of the incident. For a PG&E Level 1 emergency (Business as Usual) this will almost

always be a verbal plan. For incidents with multiple operational periods or a PG&E Level 2 or higher emergency more formal written Incident Action Plans (IAPs) are necessary.

**5. Execute, Evaluate, and Revise the Plan**

The fifth phase of this cyclical process is to execute and evaluate the plan in order to ensure success. The command team must regularly compare planned progress with actual progress. Adjustments in the plan can then be made as new information emerges or conditions change or adjustments can be implemented in the IAP for the next operational period.

**Span of control**

Span of control pertains to the number of individuals that one leader can manage effectively during an emergency. Span of control is the key to effective, efficient and safe incident management. Effective span of control on incidents may vary but should not exceed **one (1) leader to seven (7) reporting**. Along with span of control ICS utilizes, **Unity of command** which means that every individual is accountable to only one designated leader to whom they report at the scene of an incident. These principles clarify reporting relationships and eliminate the confusion caused by multiple, conflicting directives.

**Command Functions**

The command function may be carried out in two ways:

1. **Single Command** is an incident where the Incident Commander (IC) will have complete responsibility for incident management. A Single Command may be simple, involving only an Incident Commander (PG&E level 1 emergency), or it may be a complex organizational structure requiring emergency centers to open, like the Operations Emergency Center (OEC) or the Region Emergency Center (REC).

   In a PG&E level 1 emergency, the first responder on the incident will be the Incident Commander (IC) and has overall command of response until:

   - Relieved by a more appropriately qualified person (Like the supervisor or on-call Supervisor)
   - Changes in the incident require jurisdictional or agency changes (Fire or Police)
   - Makes good management sense
   - Normal turnover of personnel on long or extended incidents (Shift Change)

   The Incident Commander (IC) has responsibilities for all functions until delegation of those functions. Although other staff positions may be left unfilled, there is always an Incident Commander (IC).

   Incident Command Responsibilities include, but aren't limited to:

   - Initial assessment and communication
   - Establish Incident Command structure and communicate
   - Utilize Emergency Plan Checklists to ensure proper notifications are made

- Effectively manage as conditions change
- Initiate and maintain incident log
- Participate in Unified ICS, if needed

2. **Unified Command** is an incident where responding agencies with responsibility for the incident share in the incident management. If a Unified Command is needed, the participating Incident Commanders share equal command and responsibility. Each commander retains his own authority. Under a Unified Command, a single, coordinated Incident Action Plan will direct all activities. The Incident Commanders will supervise a single Command and General Staff organization and speak with one voice.

**Accountability**

Effective accountability during incident operations is essential at all levels. Individuals must abide by PG&E policies and guidelines and any applicable local, State, or Federal rules and regulations. The following guidelines must be adhered to:

- **Check-In**: All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.
- **Incident Action Plan**: Response operations must be directed and coordinated as outlined in the IAP.
- **Unity of Command**: Each individual involved in an incident operation will be assigned to only one supervisor.
- **Span of Control**: Supervisors must be able to adequately supervise and control their subordinates, as well as communicate with and manage all resources under their supervision.
- **Resource Tracking**: Supervisors must record and report resource status changes as they occur.

Additional training is available to give a better understanding of the Incident Command System. To take ICS 300/400 classroom training, please follow the instructions below:

1. Open Internet Explorer
2. Under the "My Stuff" menu, choose "PG&E@Work For Me"
3. Click "My Learning"
4. In the search box, enter CORP-ICS0
5. In the list of courses that show up, choose the class and location you would like to take. By clicking on the black arrow to the left
6. Verify this is the correct class. Field classes are 3 days and EOC classes are 2 days in length.
7. Click "Enroll".

The prerequisites for ICS 300/400 are two web based trainings, ICS 100 and 200. Please allow yourself 4 hours for each training to complete. If you have already taken PG&E ICS 100 and PG&E ICS 200 or ICS 100 and ICS 200 from another agency you do not need to take PG&E's version of ICS 100 and 200.

To take the ICS 100 and 200 web based training follow the steps below.

1. Open Internet Explorer
2. Under the "My Stuff" menu, choose "PG&E@Work For Me"
3. Click "My Learning"
4. In the search box, enter either CORP-ICS1WBT or CORP-ICS2WBT
5. In the list of courses that show up, choose either CORP-ICS1 or CORP-ICS2
6. Click "Enroll"
7. Click "Launch Incident Command System"
8. Complete the entire course as instructed by the online training
9. Once done, click "My Learning"
10. Click "My Training History" and validate that your training has been recorded properly.

Additional training is available outside of PG&E. Click here to access FEMA's ICS 100 Computer Based Training for Public Works.

## 12.4 Planning Process

Effective planning provides the foundation for successful mitigation of incidents. The entire Command and General staff participates in the planning process and in developing the Incident Action Plan (IAP). The planning process must:

- Provide a clear and accurate picture of the current situation and resource status.
- Effectively predict probably courses of the event (best and worst case).
- Involve alternative strategies (plan A, B, C, and d).
- Create a foundation for a realistic IAP for the next operational period.

There are five primary phases of the planning process that are generally the same regardless of the type and complexity of the incident. The IC on simple incidents must develop and communicate a simple plan through oral briefings. More complex incidents require a more complete, time consuming planning process and written Incident Action Plan (IAP) prepared by an entire Incident Management Team (IMT).

**Five Phase of the Planning Process**

**Understand the Situation** This first phase involves gathering, recording, analyzing, and displaying a clear and accurate picture of the incident evolving at the moment.

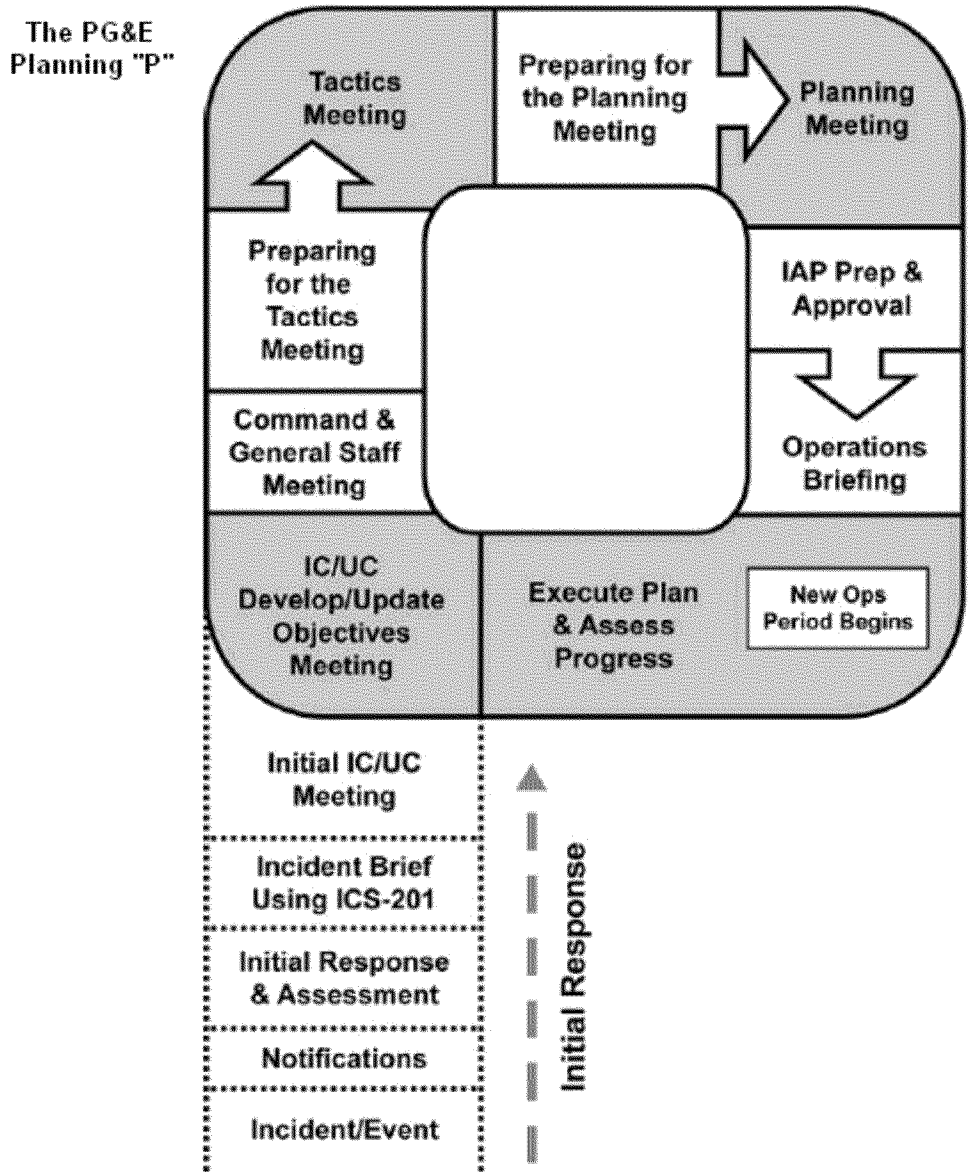
**Establish Incident objectives and Strategy** The second phase involves determining an effective strategy and formulating and prioritizing the incident objectives. The strategy and objectives must consider alternative strategies.

**Develop the Plan** The third phase involves determining the tactical direction and the specific

resources needed for implementing the strategy for one operational period. Prior to formal planning meetings, each member of the command and general staff is responsible for gathering the necessary information so that they can successfully and collectively develop the plan.

**Prepare and Disseminate the Plan** The fourth phase involves preparing the plan in a format that is appropriate for the size and complexity of the incident. For initial response this will likely be notes for an oral briefing and oral assignments or orders. For incidents with multiple operational periods more formal written IAPs are necessary.

**Execute, Evaluate, and Revise the Plan** The fifth phase of this cyclical process is to execute and evaluate the plan in order to ensure success. The command team must regularly compare planned progress with actual progress. Adjustments in the plan can then be made as new information emerges or conditions change or adjustments can be implemented in the IAP for the next operational period.



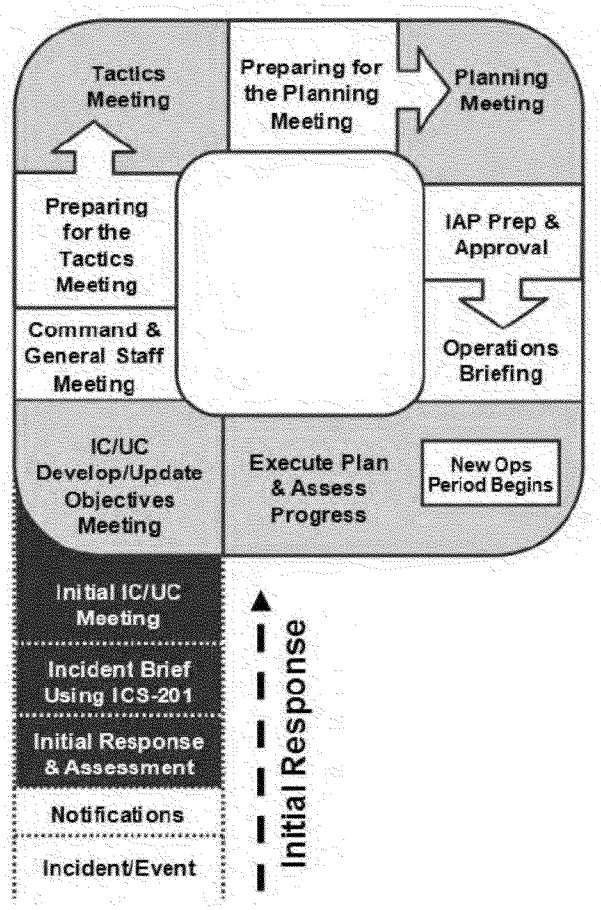

The Planning "P" is a guide to the process and steps involved in planning for an incident. The leg of the "P" describes the initial response period: Once the incident/event begins, the steps are Notifications, (using PG&E's notification matrix for guidance) Initial Response & Assessment, (using PG&E's assessment matrix for guidance) Incident Briefing Using ICS 201, and Initial Incident Command (IC) / Unified Command (UC) Meeting.

At the top of the leg of the "P" is the beginning of the first operational planning period cycle. In this circular sequence, the steps are IC/UC Develop/Update Objectives Meeting, Command and General Staff Meeting, Preparing for the Tactics Meeting, Tactics Meeting, Preparing for the Planning Meeting, Planning Meeting, IAP Prep & Approval, and Operations Briefing.

At this point a new operational period begins. The next step is Execute Plan & Assess Progress, after which the cycle begins again.

## Initial Response

Planning begins with a thorough size-up that provides information needed to make initial management decisions. The ICS Form 201 provides Command Staff with information about the incident situation and the resources allocated to the incident.




## Incident Briefing

**When** - Transition from the Incident Commander to the Incident Management Team

**Facilitator** - Current Commander or Planning Section Chief

**Attendees** - Incident Commander / Unified Commander and Command and General Staff

## Incident Commander / Unified Commander

- ☐ Receives briefing from the IC/UC or PSC using ICS 201
- ☐ Assesses operational requirements
- ☐ Determines current/future organizational and response requirements and objectives

## Incident Briefing (ICS 201) Agenda

**Using ICS 201 as an outline, include:**

- ☐ Current situation
- ☐ Priorities, issues and objectives
- ☐ Current and planned actions
- ☐ Current incident management organization
- ☐ Resource assignments
- ☐ Resources en route and/or ordered
- ☐ Facilities established
- ☐ Incident potential

**Initial IC/UC Meeting**

**When** – The Incident Commander / Unified Commander is formed prior to the first meeting

**Facilitator** - Current Incident Commander / Unified Commander or Planning Section Chief

**Attendees** - Only Incident Commander's that will comprise the Unified Command

**Incident Commander**

☐ Negotiates UC participation

☐ Clarifies UC roles & responsibilities

☐ Negotiates and agrees on key decisions including:

- ☐ Jurisdictional boundaries;
- ☐ Name of the incident;
- ☐ Overall incident management organization;
- ☐ Location of ICP, facilities, and support;
- ☐ Operational Period length and start time;
- ☐ Deputy IC assignments; and other key Command and General staff and technical support as needed

**Operations**

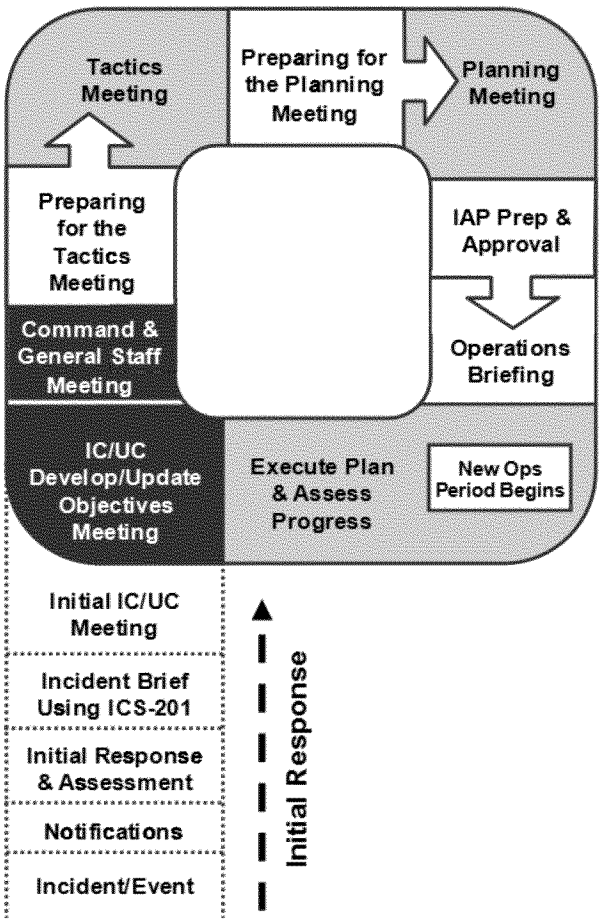
☐ Briefs UC members on current operations

**Planning**

☐ If available, facilitates and documents meeting

**Logistics & Finance/Administration**

☐ May not be activated at this time



**The Start of Each Planning Cycle**

The Incident Command / Unified Command establish incident objectives that cover the entire course of the incident. For complex incidents, it may take more than one operational period to accomplish the incident objectives. The cyclical planning process is designed to take the overall incident objectives and break them down into tactical assignments for each operational period. It is important that this initial overall approach to establishing incident objectives establish the course of the incident, rather than having incident objectives only address a single operational period. In addition to establishing the Incident objectives Incident Command / Unified Command will establish the next Operational Period. Incident Commander / Unified Commander will work with the Planning Section Chief to develop a schedule of all the Planning "P" meetings for the Operational Period.

**IC/UC Objectives Meeting**

**When** - Prior to C&GS Meeting

**Facilitator** - IC/UC member or PSC

**Attendees** - IC/UC members & selected staff

**Command**

- ☐ Identifies incident priorities
- ☐ Identifies priorities, limitations, and constraints
- ☐ Develops incident objectives
- ☐ Identifies key procedures
- ☐ Develops tasks for Command and General Staff
- ☐ Agrees on division of UC workload

**Operations**

- ☐ May be present if required

**Planning**

- ☐ Facilitates and documents meeting
- ☐ Proposes draft objectives to Command

**Command and General Staff Meeting:** The Incident Commander / Unified Commander may meet with the Command and General Staff to gather input or to provide immediate direction that cannot wait until the planning process is completed. This meeting occurs as needed and should be as brief as possible.

**When** - Prior to Tactics meeting

**Facilitator** – Planning Section Chief

**Attendees** - Incident Command / Unified Command members, Situation Unit Leader & Documentation Unit Leader

**Command**

☐ Reviews key decisions, priorities, constraints, limitations, objectives, and procedures

☐ Presents/reviews functional work assignments (tasks) to the Command and General Staff members

☐ Reviews status of open actions, work assignments (tasks) from previous meetings

**Operations**

☐ Provides update on current operations

**Planning**

☐ Facilitates and documents meeting

☐ Sets up meeting room

**Situation Unit Leader**

☐ Provides update on current situation and projections if available

**Documentation Unit Leader**

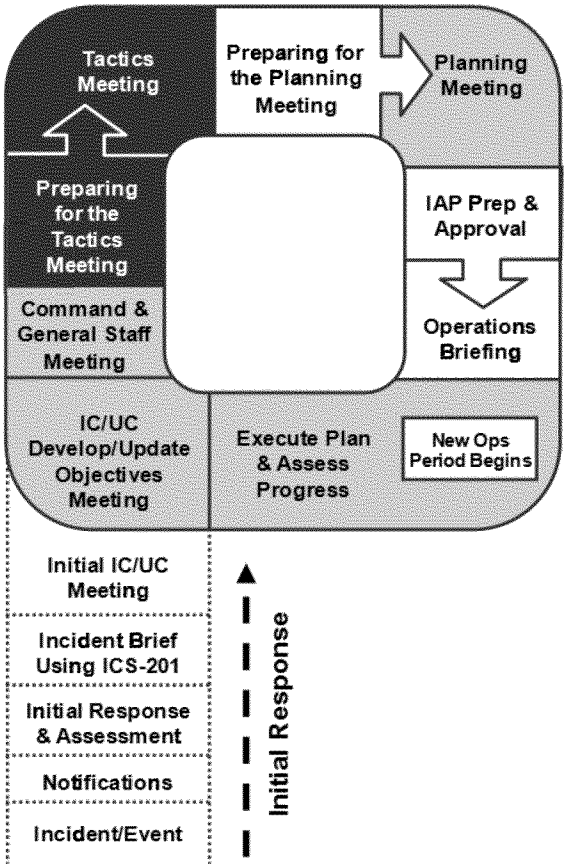
☐ Documents meeting and distributes meeting materials

**Preparing for the Tactics Meeting**

**When** - Prior to Tactics Meeting

**Facilitator** – Planning Section Chief

**Attendees** – Operations Section Chief & Safety Officer (This is a work session, **not** a meeting)




**Operations**

- ☐ Develops draft strategies and tactics for each operationally oriented incident objective
- ☐ Develops alternative and/or contingency strategies and tactics
- ☐ Outlines work assignments (tactics) and required resources using ICS 215
- ☐ Develops/outlines Operations Section organization for next operational period

**Planning**

- ☐ Facilitates process
- ☐ Reviews incident objectives and agrees on those that are the responsibility of the Operations Section to complete
- ☐ Ensures Technical Specialists are included and prepared to contribute as appropriate
- ☐ Presents situation information and provides projections

**Safety Officer**

- ☐ Begins to develop the Hazard Risk Analysis ICS 215a

**Tactics Meeting**

The purpose of the Tactics Meeting is to review the tactics developed by the Operations Section Chief.

**When** - Prior to Planning Meeting

**Facilitator** – Planning Section Chief

**Attendees** - Planning Section Chief, Operations Section Chief, Safety Officer, Logistics Section Chief, and Resources Unit Leader, Situation Unit Leader, Documentation Unit Leader & Technical Specialist as needed

**Planning**

☐ Sets up meeting room

☐ Facilitates meeting

☐ Presents current situation and provides projections

☐ Presents resources status

☐ Documents meeting

**Operations**

☐ Briefs current operations

☐ Presents strategies, tactics, and resource needs using the Operational Planning Worksheet ICS 215

☐ Identifies alternative strategies

☐ Presents the Operations Section Organization

**Safety**

☐ Identifies potential hazards and recommends mitigation measures

☐ Presents the Incident Safety Analysis ICS 215a

**Logistics**

☐ Contributes logistics information as necessary

☐ Determines support requirements based on the ICS 215 (i.e., facilities and other logistical infrastructure)

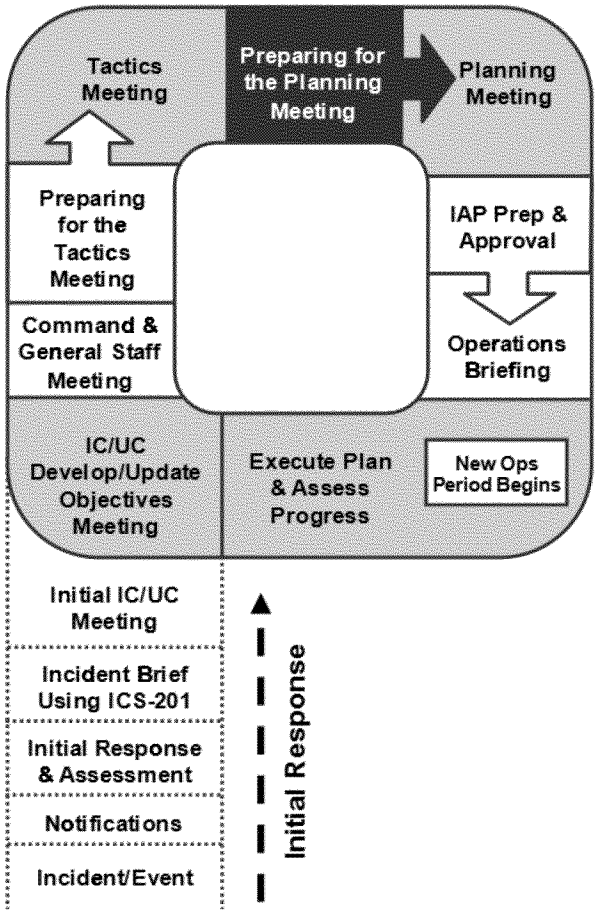
☐ Prepares to order needed resources

☐ Presents situation information and provides projections

**Preparing for the Planning Meeting**

Following the Tactics Meeting, preparations are made for the Planning Meeting, to include the following actions coordinated by the Planning Section:

- Review the ICS Form 215 developed in the Tactics Meeting.
- Review the ICS Form 215A, Incident Safety Analysis (prepared by the Safety Officer), based on the information in the ICS Form 215.
- Assess current operations effectiveness and resource efficiency.
- Gather information to support incident management decisions.




**Preparing for the Planning Meeting**

**When** - Prior to Planning Meeting

**Facilitator** - Planning Section Chief

**Attendees** - This is not a meeting but a period of time

**Command**

☐ Prepares further guidance/clarification

☐ As needed, meets informally with appropriate staff members

**Operations**

☐ Prepares on-going operations update (ICS form 209)

☐ Prepares final draft ICS 215

☐ Coordinates with other staff (DSRs in an electric event) as needed

**Planning**

☐ Sets up meeting room

☐ Develops resource, support, and overhead requests and submits to Logistics after the planning meeting

☐ Publishes/distributes meeting schedule and ensures attendees are prepared (Posted Agenda)

☐ Makes duplicate documents for Command that are needed to support presentations

- [ ] Evaluate the current situation and decide whether the current planning is adequate for the remainder of the operational period (i.e., until next plan takes effect)
- [ ] Advise the Incident Commander and the Operations Section Chief of any suggested revisions to the current plan as necessary
- [ ] Establish a planning cycle for the Incident Command
- [ ] Determine Planning Meeting attendees in consultation with the Incident Commander
- [ ] Establish the location and time for the Planning Meeting.
- [ ] Ensure that planning boards and forms are available
- [ ] Notify necessary support staff about the meeting and their assignments
- [ ] Ensure that a current situation and resource briefing will be available for the meeting
- [ ] Obtain an estimate of resource availability for use in planning for the next operational period
- [ ] Obtain necessary policy, legal, or fiscal constraints for use in the Planning Meeting

**Logistics**

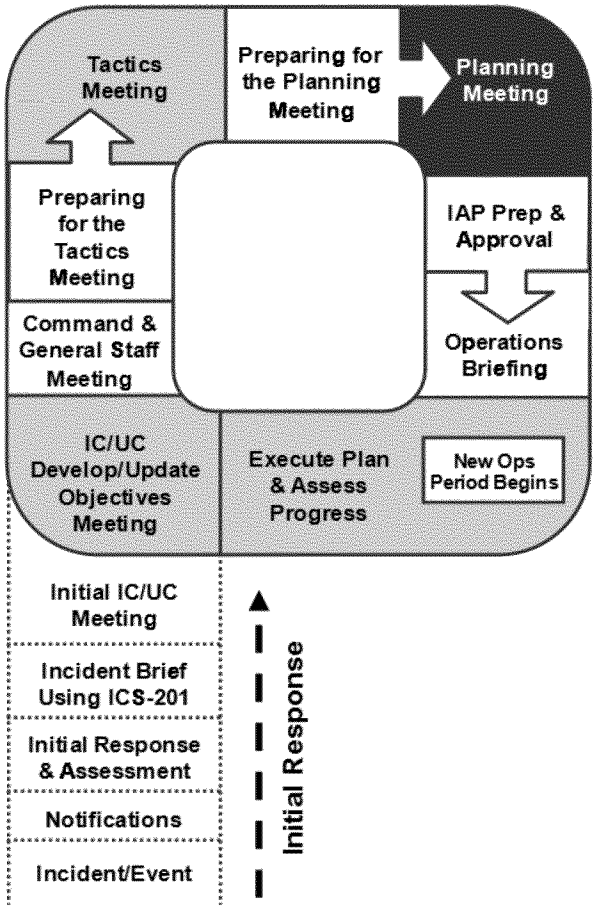
- [ ] Prepares resources orders to support IAP (submitted after the planning meeting)
- [ ] Prepares for Planning Meeting
- [ ] Verifies support requirements Finance/Admin
- [ ] Prepares for Planning Meeting
- [ ] Verifies financial and administrative requirements

**Planning Meeting**

The Planning Meeting provides the opportunity for the Command and General Staff to review and validate the operational plan as proposed by the Operations Section Chief. Attendance is required for all Command and General Staff. Additional incident personnel may attend at the request of the Planning Section Chief or the Incident Commander. The Planning Section Chief conducts the Planning Meeting following a fixed agenda.

The Operations Section Chief delineates the amount and type of resources he or she will need to accomplish the plan. The Planning Section's "Resources Unit" will have to work with the Logistics Section to accommodate.

At the conclusion of the meeting, the Planning Section Staff will indicate when all elements of the plan and support documents are required to be submitted so the plan can be collated, duplicated, and made ready for the Operational Period Briefing.




**When** - After the Tactics meeting

**Facilitator** – Planning Section Chief

**Attendees** - Incident Commander / Unified Commander, Command and General Staff, Situation Unit Leader Documentation Unit Leader, & Technical Specialists as needed

**Command**

☐ Ensures all of Command's direction, priorities and objectives have been met

☐ Provides further direction and resolves differences as needed

☐ Gives tacit approval of proposed plan

**Operations**

☐ Provides overview of current Operations

☐ Presents a plan of action that includes strategies, tactics, contingencies, resources, organization structure, and overall management considerations (i.e., divisions/groups, etc.)

**Planning**

☐ Facilitates meeting

☐ Briefs current situation

☐ Provides projections

☐ Documents meeting

**Logistics**

☐ Briefs logistical support/services and resource ordering status

☐ Discusses operational facility issues

**Finance/Admin**

☐ Briefs administrative and financial status/projections, etc.

**Command Staff**

☐ Discusses and resolves any Safety, Liaison and Media considerations and issues

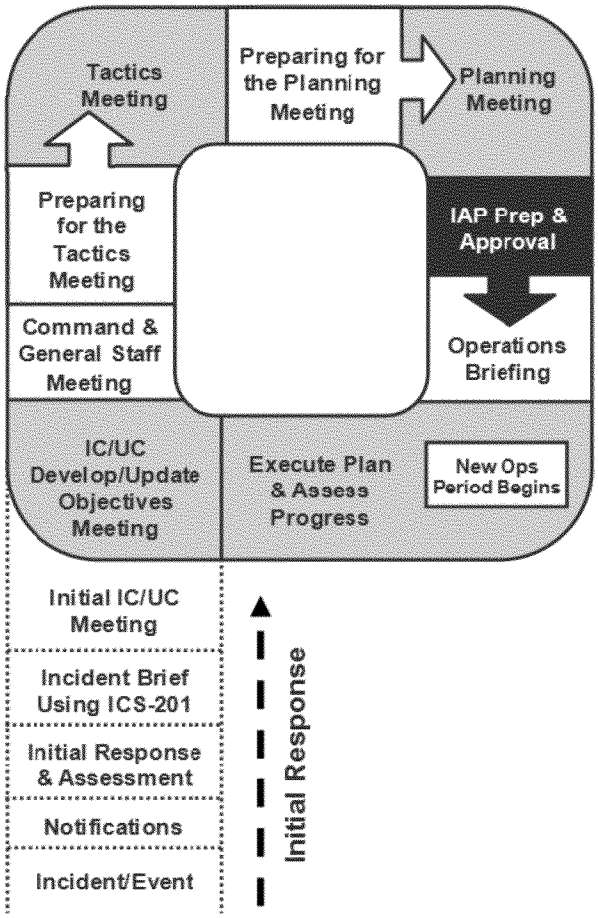
**IAP Preparation and Approval**

The next step in the Incident Action Planning Process is plan preparation and approval.

For simple incidents of short duration, the Incident Action Plan (IAP) will be developed by the Incident Commander and communicated to subordinates in a verbal briefing. The planning associated with this level of complexity does not demand the formal planning process.

Certain conditions result in the need for the Incident Commander to engage a more formal process. A written IAP should be considered whenever:

- The incident continues into the next Operational Period.
- A number of ICS organizational elements are activated (typically when General Staff Sections are staffed).
- It is required by PG&E policy.
- A Hazmat incident is involved.




**When** - Immediately following the Planning Meeting, the Planning Section Chief assigns the deadline for products.

**Facilitator** - Planning Section Chief

**Attendees** - This is not a meeting but a period of time

**Command**

☐ Reviews, approves and signs IAP

**Operations**

☐ Provides required information for inclusion into IAP

☐ Works with Planning to ensure that the chart and ICS 204(s) are complete

**Planning**

☐ Facilitates gathering of required documents and assembles IAP

☐ Reviews IAP for completeness

☐ Provides completed IAP to IC/UC for review/approval

☐ Makes sufficient copies of the IAP

☐ Distributes IAP to appropriate team members and files original

**Logistics**

☐ Reviews Logistics Section products for completeness (ICS 205, ICS 206, etc.)

☐ Provides logistics information for IAP

☐ Verifies resources ordered/status

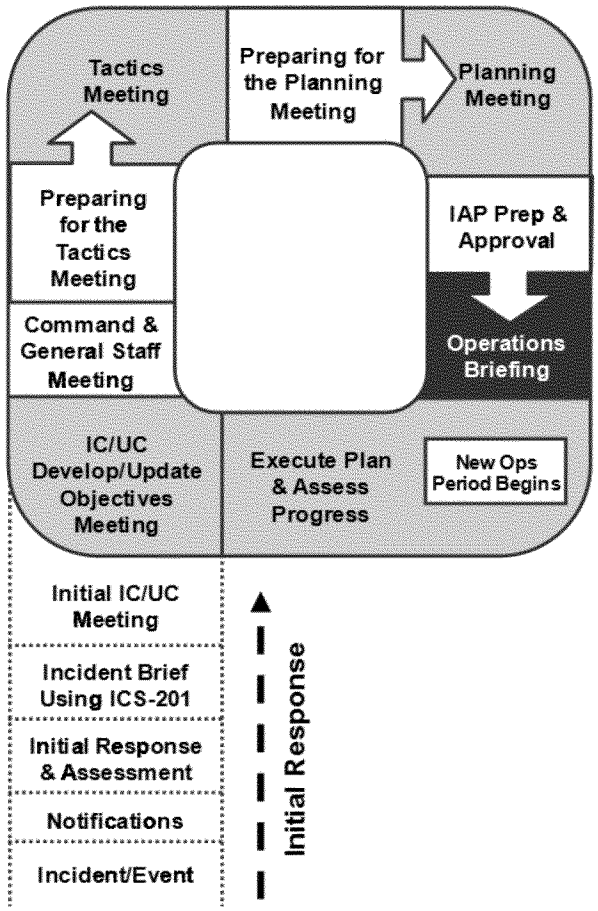
**Finance/Admin**

☐ Verifies financial and administrative requirements for IAP

**Operations Period Briefing**

The Operations Period briefing is conducted at the beginning of each Operational Period and presents the Incident Action Plan to supervisors of tactical resources.

Following the Operations Period Briefing supervisors will meet with their assigned resources for a detailed briefing on their respective assignments.




**Operational Briefing**

**When** - Approximately 1 hour prior to shift change

**Facilitator** – Planning Section Chief

**Attendees** - Incident Commander / Unified Commander, Command and General Staff, Branch Directors, Division Supervisors, Task Force/Strike Team Leaders, Unit Leaders and others as appropriate

**Command**

☐ Provides guidance/clarification

☐ Provides leadership presence and motivational remarks

**Operations**

☐ Provides Operations Briefing for next operational period

☐ Ensures ICS 204 tasking is clear

**Planning**

☐ Sets up briefing area

☐ Facilitates Command and General Staff and attendees briefing responsibilities

☐ Resolves questions

☐ Explains support plans as needed

**Logistics**

☐ Briefs transportation, communication, and supply issues

**Finance/Admin**

☐ Briefs administrative issues and provides financial report

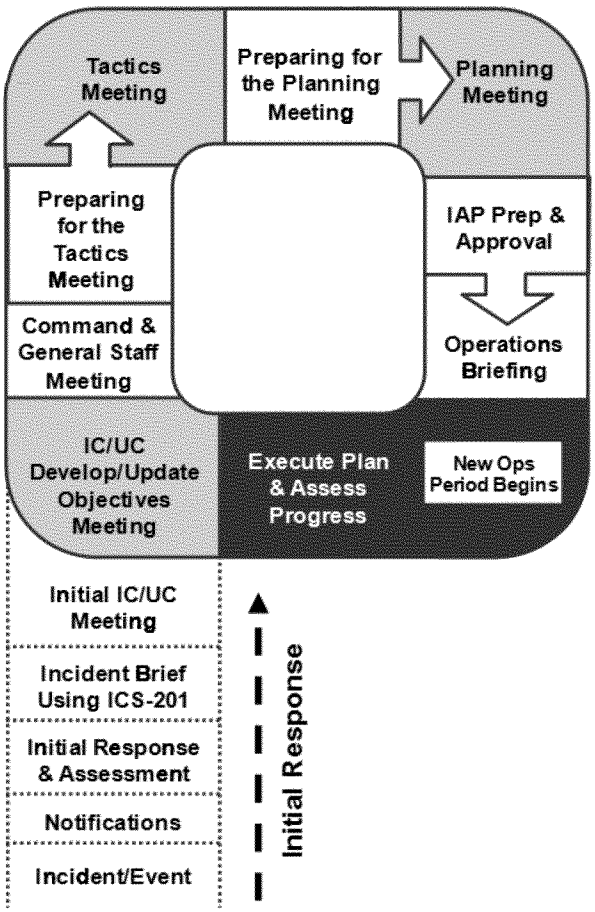
**Staff briefs**

☐ Operations, Logistics, Safety, Public Information, and Inter-agency and Intelligence issues

**Execute Plan and Assess Progress**

The Operations Section directs the implementation of the plan. The supervisory personnel within the Operations Section are responsible for implementation of the plan for the specific Operational Period.

The plan is evaluated at various stages in its development and implementation. The Operations Section Chief may make the appropriate adjustments during the Operational Period to ensure that the objectives are met and effectiveness is assured.




**Incident Commander (IC/UC)**

- ☐ Monitors ongoing incident management activities
- ☐ Considers Best Response practices, evaluates prior decisions, direction, priorities, and task assignments

**Operations**

- ☐ Monitors ongoing operations and makes strategic and tactical changes as necessary
- ☐ Measures/ensures progress against assigned objectives

**Special Purpose Meetings**

Special Purpose meetings are most applicable to larger incidents requiring an Operational Period Planning Cycle, but may also be useful during the Initial Response Phase.

**Business Management Meeting**

The purpose of this meeting is to develop and update the Business Management Plan for finance and logistical support. The agenda could include: documentation issues, cost sharing, cost analysis, finance requirements, resource procurement, and financial summary data. Attendees normally include the Finance/Administration Section Chief (FSC), Cost Unit Leader, Procurement Unit Leader, and Logistics

Section Chief (LSC), Situation Unit Leader, and Documentation Unit Leader.

**Agency Representative (AREP) Meeting**

This meeting is held to update AREPs and ensure that they can support the IAP. It is conducted by the Liaison Officer (LNO), and attended by AREPs. It is most appropriately held shortly after the Planning Meeting in order to present the plan (IAP) for the next operational period. It allows for minor changes should the plan not meet the expectations of the AREPs.

**Media Briefing**

This meeting is conducted at the Joint Information Center (JIC), or at a location near the incident. (It is not necessary to establish a JIC for all incidents.) Its purpose is to brief the media and the public on the most current and accurate facts. It is set up by the Public Information Officer (PIO), moderated by an IC/UC spokesperson, and features selected spokespersons. Spokespersons should be prepared by the PIO to address anticipated issues. The briefing should be well planned, organized, and scheduled to meet the media's needs.

**Technical Specialist Meeting**

Meetings to gather Technical Specialist input for the IAP.

**Demobilization Planning Meeting**

This meeting is held to gather functional requirements from Command, Command Staff, and General Staff that would be included in the incident Demobilization Plan. Functional requirements would include: safety, logistics, and fiscal considerations and release priorities that would be addressed in the plan. Attendees normally include: Command, OSC, PSC, LSC, FSC, LNO, SO, Intelligence Officer, PIO and Demobilization Unit Leader. The Demobilization Unit Leader then prepares a draft Demobilization Plan to include the functional requirements and distributes to Command, Command Staff, and General Staff for review and comment.

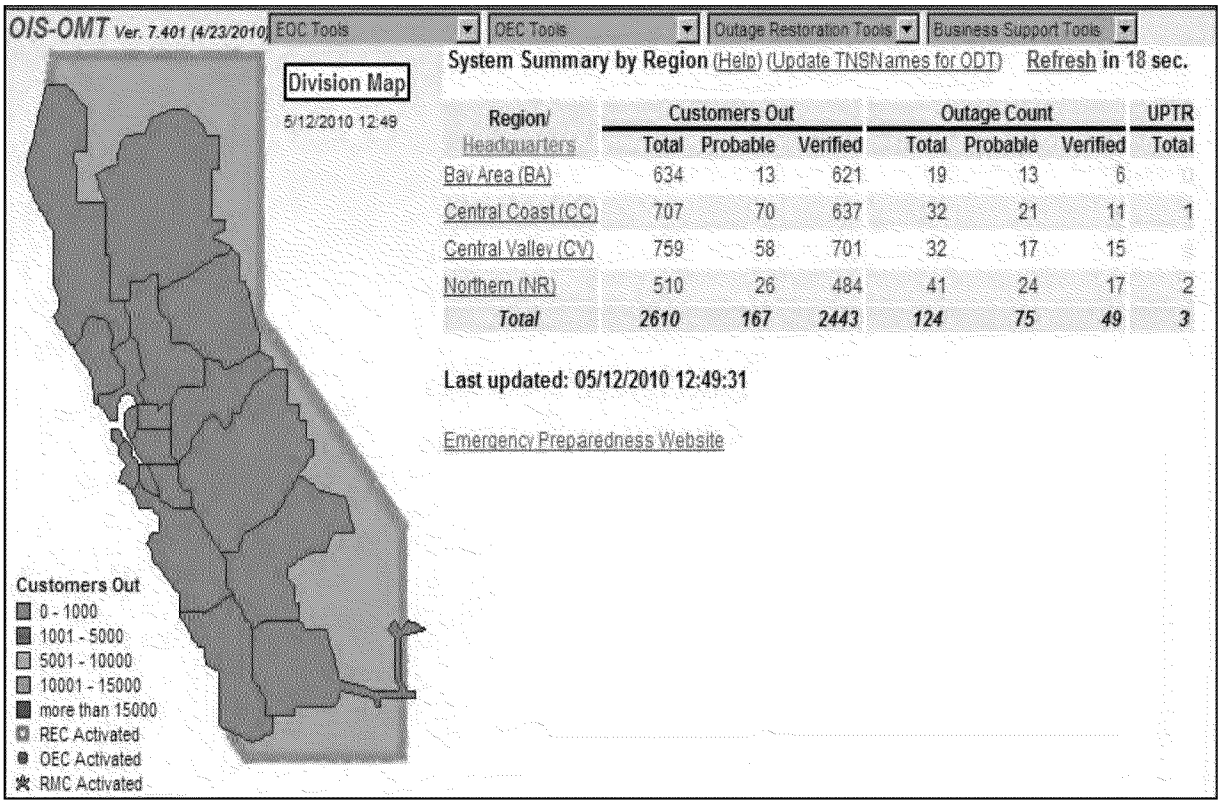
**Public Meetings**

These meetings are held to communicate with the public the progress being made and other important information to keep them informed and understanding the operations and management of the incident.

# 12.5 Outage Management Tool (OMT)

## 12.5.1 OMT Overview

The Outage Management Tool (OMT) is a web based application, developed and designed by a team of PG&E employees. It is utilized by the emergency management organization to gather and report information on customer outages, damage assessments, service restoration, and crew movements in major emergency events affecting the PG&E system.




## 12.5.2 Installation

SYSTEM REQUIREMENTS

- Microsoft Internet Explorer 5.0 or higher version
- Microsoft ODBC for Oracle
- SQL*Net for Oracle

## 12.5.3 Contacts

Contact the TSC at 223-[redacted] to have OMT installed in your P.C.

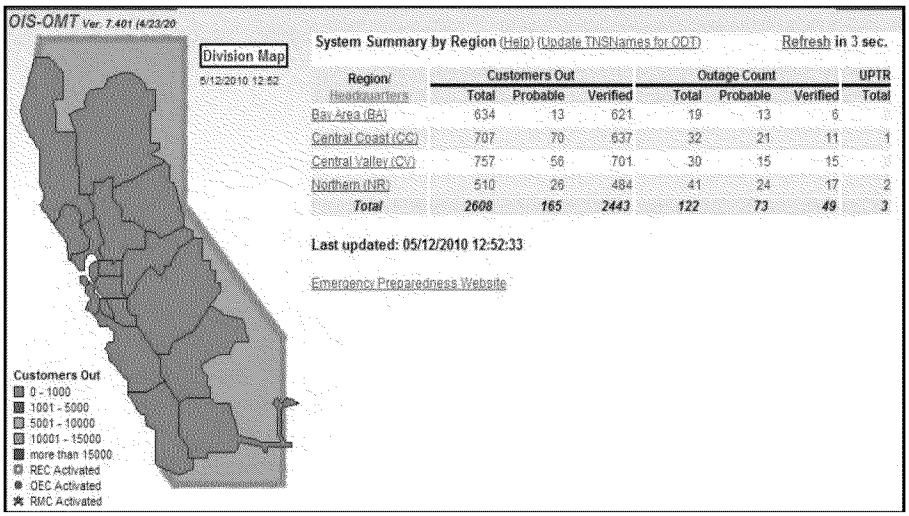
Contact the Tech Team for technical issues (see EP Website) Emergency Preparedness

## 12.5.4 Starting the Application

### OMT – Public Site – Login access rights NOT REQUIRED

Users who do not have OMT login access will be directed to the OMT Public Site that is available to all PG&E employees. This site provides general system-wide outage information. The three-drop down modules are not available for users who do not have login access rights. This site can be accessed directly at company website http://www/omt .

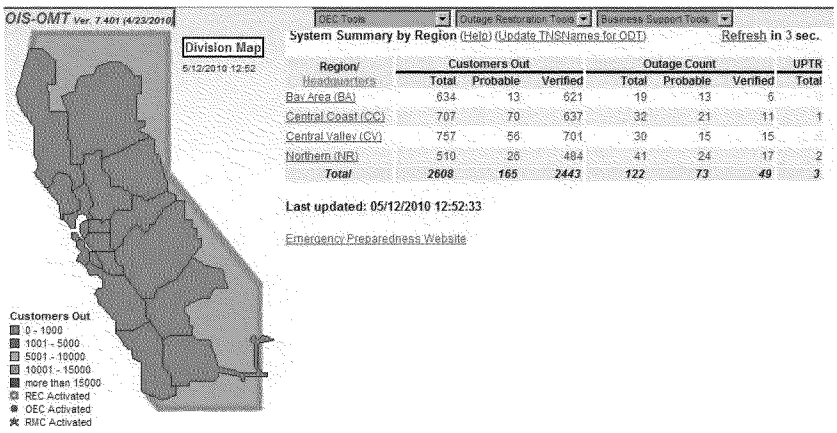
### OMT Public Site - Users with NO login rights




### OMT – Restricted Site – Login access rights REQUIRED

Users will have access to the OMT home page and specific drop down menu selections depending on their login access rights. The OMT home page provides general system-wide outage information.

### Outage Management Tool Home Page – Users with log in rights



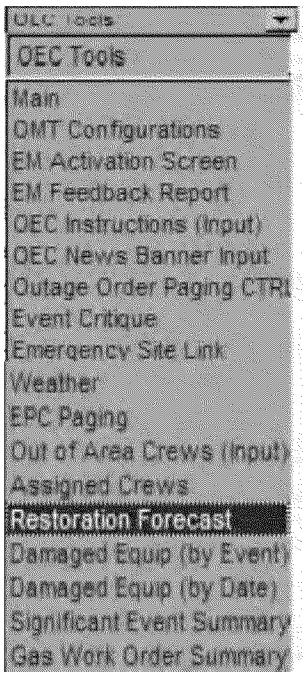
With log in rights, users have access to three-drop down menu selections:

**OEC Tools** (restricted access – All EOC/REC/Div Leads and designated backup personnel) - This module consists of screens used for emergency activations, EEP instructions, and emergency event resources and restoration forecasts. Primary users are the management teams that provide oversight and guidance during restoration efforts.

**Outage Restoration Tools** (restricted, intended for users who perform outage updates and/or need detailed information regarding outages). This module consists of screens used to update outages and retrieve status reports. Primary users are the restoration teams that directly manage restoration efforts in the field.

**Business Support Tools** (restricted access – read only, intended for CTCC, Media and Energy Solutions and Service personnel). This module consists of screens used to provide general information to the Contact Centers, Media and company employees regarding electric emergency events.

**OEC Tools**

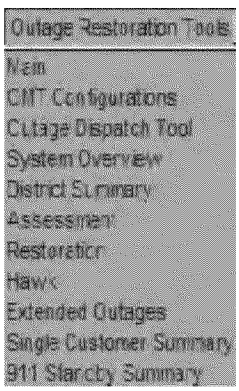



This module consists of the following screens:

- **Main** -This screen brings you back to the System Map and the main drop down choices.
- **OMT Configurations** - User preference setting for district selections, outage filters and audible alerts.
- **EM Activation Status** -This screen identifies which OECs/RECs/RMCs are activated and the status of the Storm Dispatch and 911 Standby Handling Desks.
- **EM Feedback Stream Report** - This report is used to monitor outage activity and evaluate how effective our response is to emergency events.

- **OEC Instructions** - This screen indicates which OECs have staffing instructions that have not yet been completed. From this site users can acknowledge receipt of and completion of a staffing instruction. In addition, comments may be entered for each instruction.
- **OEC News Banner** - This screen is used to enter a banner message that streams along the bottom of OMT Outage Lists screen. It is used for rapid internal communications.
- **Outage Order Paging CTRL** - This screen allows those with administrative rights to setup the OMT Dispatch paging criteria for a given headquarter.
- **Emergency Site Link** - This screen allows the OEC to view the company emergency status and details of curtailment and rotating outage events.
- **Weather** - Link to a company weather report.
- **EPC Paging** - Users can set up an e-page and e-mail outage notification service.
- **Out of Region Crews** - This screen is used to manage the out of region crew activity between region boundaries. The information entered into this screen is shared with the EOC.
- **Assigned Crews** - This screen provides users with the total crew resources, by classification, being utilized within a region or division.
- **Restoration Forecast** - This screen is used to forecast restoration of customers, within a region or division which are affected by an outage during an emergency event. This screen is updated by 0700 and 1600 each day of an emergency.
- **Damaged Equipment by Event** - This screen provides users with the total material resources utilized within a region or for a specific division.
- **Damaged Equipment by Date** - This screen provides users with the total material resources utilized within a region or for a specific division.
- **Significant Events Summary** - This screen is used to communicate significant events (media events, environmental hazard, employee injuries, structure damages, vehicle accident, security issues, etc.) to the EOC and emergency organizations

**Outage Restoration Tools**

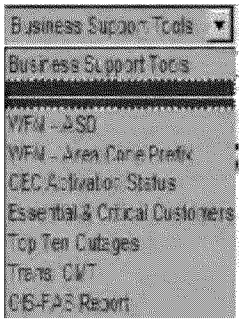


This module consists of screens used to update outages and retrieve status reports.

- **OMT Configuration** - This screen allows users to setup their audible alerts, outage filters, and district access.
- **Outage Dispatch Tool (ODT)** - This screen allows users to update specific outages. Users can make crew assignments, input customer comments, and enter ETOR and the outage trouble cause information. The user can also dispatch using Mobil Application (MA) through the ODT.
- **System Overview** - Provides an overview of the status of all outages and customer counts in each district.
- **District Summary** - Provides a detailed overview of all outages within the selected district(s). This screen also provides access to the Task Force Filter when Task Force Leaders are being used during Level 2 and 3 Events. Also, the Rubber Glove screen showing jobs doing hot work is available here as well.
- **Assessment** - This screen was designed for dispatching of initial responders to outages. Outages that DO NOT have a trouble cause entered will appear on this report. This includes outages with cause code 0 (unknown), 14 (patrolling), or 16 (storm).
- **Restoration** - This screen was designed for dispatching of crews to outages that have already been assessed. This report includes outages with cause code 13, 15 (planned shutdown) & 18 (EEP).
- **Hawk** - This screen provides a list of outages that have ETA/ETOR information that requires attention.
- **Extended Outages** - This screen is used to display a list of outages with extended durations.
- **Single Customer Summary** - This screen allows users to manage single customer outages more efficiently.
- **911 Standby Summary screen** - This screen is used to manage call back with ETA, 911 dispatch and track Standby Crews.
- **Customer Information** - This screen provides users with the ability to query by customer account information and retrieve outage status details.
- **Crew Management** - These screens allows users to create, delete or modify crew information, and view the crew's status to determine their job assignments.
- **Feeder and Device Info** - This application is used to obtain substation and circuit device information (customer counts, amperage, equipment locations, equipment rating, fault duty, etc.)
- **Outage History by City report** - This report generates a list of restored transformer level and above outages that are sorted by city for a specified headquarters.
- **Outage History by Outage #** - This report generates a list of all resolved OIS outages, affecting greater than 1 customer for the entire PG&E territory or by a specific headquarters.

- **Current Outage by City report** - This report generates a list of active transformer level and above outages that are sorted by city for a specific headquarters. Also noted, is the total outage duration and a breakdown of the outage duration for the customers affected during the restoration process.
- **Crew Dispatch Report** - This report generates a list of all FAS and non – FAS crew dispatch assignments for the entire PG&E territory or for a specific headquarter.
- **System Summary by Region** - This report generates a listing of outage and customer counts, by percent probable and verified, for a given region, headquarter and district level.
- **Unknown Premise TR (UPTR)** - This report lists all of the trouble calls received by the Contact centers that cannot be matched in OIS with a service point ID. These trouble calls must be managed separately from OIS.

**Business Support Tools (restricted access - OIS Users)**




This module consists of the following screens:

- **WFM ASD** - This screen allows users to view the status of electric outages occurring throughout the PG&E service territory and for each outage provides a brief description of the region served.
- **WFM Region Code Prefix** - This report provides users with a list of Area Codes and prefixes that are impacted for a given circuit outage. This screen is used by the WFM Routing Group to route customer trouble calls for IVR updates.
- **OEC Activation Status** - This screen provides activation status for the following: OEC activation, Storm Dispatch, 911 Standby. OEC comments can also be entered.
- **Essential and Critical Customers** - This screen provides a summary of Essential and Critical customers affected by an outage with high level outage status.
- **Top Ten Outages** - This screen displays the top 10 largest outages occurring on the system and their outage status.
- **Trans OMT**- Provides a means to retrieve reports for current and historical transmission line and equipment interruptions and forced outages.
- **OIS - FAS Report** -This report is used to monitor and track the utilization of the FAS application by field resources.

- **Smart Meter Metrics Report** – This report is used to evaluate that usage of the OIS/OMT Smart Meter ping capability and financial benefits attained by avoided dispatch.

### 12.5.5 OMT Technical Support

For OMT issues related to the following:

- OMT Installation and Setup
- OMT Technology Down

Normal Work Hours:

- Primary contact - Technology Service Center (TSC)
- Secondary contact - Local Emergency Preparedness Coordinator (EPC)

After Work Hours and Weekends:

- Primary contact - Call the Telecommunications Control Center (TCC)
- Secondary contact - Technology Service Center (TSC)

OMT issues relating to the following:

- Creating, Modifying Or Removing OMT User Accounts
- Formal OMT Training
- Operational Support - Application issues
- Ideas, Suggestions, or General Inquires

Primary contact - Local Emergency Preparedness Coordinator (EPC)

### 12.5.6 OMT Training Material

OMT job aid can be accessed from the following web site:

Emergency Preparedness Training

# 13 Appendix D – Glossary

## 13.1 Glossary

**ACTION PLAN:** (See Incident Action Plan)

**AGENCY**: An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation) or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency, and Multi-agency.)

**ALLOCATED RESOURCES**: Resources dispatched to an incident.

**AREA COMMAND**: An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple Incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

**ASSIGNED RESOURCES**: Resources checked in and assigned work tasks on an incident.

**ASSIGNMENTS**: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

**ASSISTANT**: Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

**AVAILABLE RESOURCES**: Incident-based resources which are ready for deployment.

**BASE**: The location at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be collocated with the Base.

**BRANCH**: The organizational level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

**CACHE**: A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

**CHECK-IN**: The process whereby resources first report to an incident.

**CHAIN OF COMMAND**: A series of management positions in order of authority.

**CHIEF**: The ICS title for individuals responsible for command of functional sections: Operations, Planning, Logistics, and Finance/Administration.

**CLEAR TEXT**: The use of plain English in radio communications transmissions. No Ten Codes or agency-specific codes are used when utilizing Clear Text.

**COMMAND**: The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

**COMMAND POST**: (See Incident Command Post.)

**COMMAND STAFF**: The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander. They may have an assistant or assistants, as needed.

**COMMUNICATIONS UNIT**: An organizational unit in the Logistics Section responsible for providing communication services at an incident. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Center.

**COMPACTS**: Formal working agreements among agencies to obtain mutual aid.

**COMPENSATION UNIT/CLAIMS UNIT**: Functional unit within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

**COMPLEX**: Two or more individual incidents located in the same general area which are assigned to a single Incident Commander or to Unified Command.

**COORDINATION**: The process of systematically analyzing a situation, developing relevant information, and forming appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc.

**COORDINATION CENTER**: Term used to describe any facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

**COST SHARING AGREEMENTS**: Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be oral between authorized agency or jurisdictional representatives at the incident.

**COST UNIT**: Functional unit within the Finance/Administration Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

**CREW**: (See Single Resource.)

**DELEGATION OF AUTHORITY**: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Many agencies require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

**DEPUTY**: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.

**DEMOBILIZATION UNIT**: Functional unit within the Planning Section responsible for assuring orderly, safe, and efficient demobilization of incident resources.

**DIRECTOR**: The ICS title for individuals responsible for supervision of a Branch.

**DISPATCH**: The implementation of a command decision to move a resource or resources from one place to another.

**DISPATCH CENTER**: A facility from which resources are assigned to an incident.

**DIVISION**: Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

**DOCUMENTATION UNIT**: Functional unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the incident.

**EMERGENCY MANAGEMENT COORDINATOR/DIRECTOR**: The individual within each political subdivision that has coordination responsibility for jurisdictional emergency management.

**EMERGENCY MEDICAL TECHNICIAN (EMT):** A health-care specialist with particular skills and knowledge in pre-hospital emergency medicine.

**EMERGENCY OPERATIONS CENTER (EOC)**: A pre-designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

**EMERGENCY OPERATIONS PLAN**: The plan that each jurisdiction has and maintains for responding to appropriate hazards.

**EVENT**: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

**FACILITIES UNIT**: Functional unit within the Support Branch of the Logistics Section that provides fixed facilities for the incident. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

**FIELD OPERATIONS GUIDE**: A pocket-size manual of instructions on the application of the Incident Command System.

**FINANCE/ADMINISTRATION SECTION**: The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

**FUNCTION**: In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function.

**GENERAL STAFF**: The group of incident management personnel reporting to the Incident Commander. They may each have a deputy, as needed. The General Staff consists of:

- Operations Section Chief
- Planning Section Chief
- Corporate Infrastructure Section Chief
- Logistics Section Chief
- Finance/Administration Section Chief

**GENERIC ICS**: Refers to the description of ICS that is generally applicable to any kind of incident or event.

**GROUP**: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (See Division.) Groups are located between Branches (when activated) and Resources in the Operations Section.

**HIERARCHY OF COMMAND**: (See Chain of Command.)

**ICS NATIONAL TRAINING CURRICULUM**: A series of 17 training modules consisting of instructor guides, visuals, tests, ad student materials. The modules cover all aspects of ICS operations. The modules can be intermixed to meet specific training needs.

**INCIDENT**: An occurrence either human caused or by natural phenomena, that requires action by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources.

**INCIDENT ACTION PLAN**: Contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The Plan may be oral or written. When written, the Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

**INCIDENT COMMANDER**: The individual responsible for the management of all incident operations at the incident site.

**INCIDENT COMMAND POST (ICP)**: The location at which the primary command functions are executed. The ICP may be collocated with the incident base or other incident facilities.

**INCIDENT COMMAND SYSTEM (ICS)**: A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

**INCIDENT COMMUNICATIONS CENTER**: The location of the Communications Unit and the Message Center.

**INCIDENT MANAGEMENT TEAM**: The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

**INCIDENT OBJECTIVES**: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic

expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

**INFORMATION OFFICER**: A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

**INITIAL ACTION**: The actions taken by resources which are the first to arrive at an incident.

**INITIAL RESPONSE**: Resources initially committed to an incident.

**INCIDENT SUPPORT ORGANIZATION**: Includes any off-incident support provided to an incident. Examples would be Agency Dispatch centers, Airports, Mobilization Centers, etc.

**JURISDICTION** : The range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political/geographical (e.g., city, county, state, or federal boundary lines) or functional (e.g., police department, health department, etc.). (See Multijurisdiction.)

**JURISDICTIONAL AGENCY**: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

**KIND**: Refers to the nature of a resource i.e. Single, Strike Team, etc.

**LEADER**: The ICS title for an individual responsible for a Task Force, Strike Team, or functional unit.

**LIAISON OFFICER**: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

**LOGISTICS SECTION**: The Section responsible for providing facilities, services, and materials for the incident.

**LIFE-SAFETY**: Refers to the joint consideration of both the life and physical well being of individuals.

**MANAGERS**: Individuals within ICS organizational units that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

**MANAGEMENT BY OBJECTIVES**: In ICS, this is a top-down management activity which involves a three-step process to achieve the incident goal. The steps are: establishing the incident objectives, selection of appropriate strategy(s) to achieve the objectives, and the tactical direction associated with the selected strategy. Tactical direction includes: selection of tactics, selection of resources, resource assignments, and performance monitoring.

**MESSAGE CENTER**: The Message Center is part of the Incident Communications Center and is collocated or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

**MOBILIZATION**: The process and procedures used by all organizations federal, state, and local for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**MOBILIZATION CENTER**: An off-incident location at which emergency service personnel and equipment are temporarily located pending assignment, release, or reassignment.

**MULTI-AGENCY INCIDENT**: An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

**MULTI-AGENCY COORDINATION (MAC)**: A generalized term which describes the functions and activities of representatives of involved agencies and/or jurisdictions who come together to make decisions regarding the prioritizing of incidents, and the sharing and use of critical resources. The MAC organization is not a part of the on-scene ICS and is not involved in developing incident strategy or tactics.

**MULTI-AGENCY COORDINATION SYSTEM (MACS)**: The combination of personnel, facilities, equipment, procedures, and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi-agency or multijurisdictional environment. A MAC Group functions within the MACS.

**MULTIJURISDICTION INCIDENT**: An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

**MUTUAL AID AGREEMENT**: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**NATIONAL INTERAGENCY INCIDENT MANAGEMENT SYSTEM (NIIMS)**: A program consisting of five major subsystems which collectively provide a total systems approach to all-risk incident management. The subsystems are: The Incident Command System, Training, Qualifications and Certification, Supporting Technologies, and Publications Management.

**OEC**: Operations Emergency Center

**OFFICER**: The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Information.

**OPERATIONAL PERIOD**: The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

**OPERATIONS SECTION**: The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

**OUT-OF-SERVICE RESOURCES**: Resources assigned to an incident but unable to respond for mechanical, rest, or personnel reasons.

**OVERHEAD PERSONNEL**: Personnel who are assigned to supervisory positions which include Incident Commander, Command Staff, General Staff, Directors, Supervisors, and Unit Leaders.

**PLANNING MEETING**: A meeting held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan.

**PLANNING SECTION**: Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of Incident Action Plans. The Section also maintains information on the current and forecasted situation, and on the status of resources assigned to the incident. Includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

**REC**: Region Emergency Center

**RECORDERS**: Individuals within ICS organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration Units.

**REINFORCED RESPONSE**: Those resources requested in addition to the initial response.

**REPORTING LOCATIONS**: Location or facilities where incoming resources can check-in at the incident. (See Check-in.)

**RESOURCES**: Personnel and equipment available, or potentially available, for assignment to incidents. Resources are described by kind and type, e.g., ground, water, air, etc., and may be used in tactical support or overhead capacities at an incident.

**SAFETY OFFICER**: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

**SECTION**: That organization level with responsibility for a major functional area of the incident, e.g., Operations, Planning, Logistics, Finance/Administration. The Section is organizationally between Branch and Incident Commander.

**SECTOR**: Term used in some applications to describe an organizational level similar to an ICS Division or Group. Sector is not a part of ICS terminology.

**SEGMENT**: A geographical area in which a task force/strike team leader or supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.

**SERVICE BRANCH**: A Branch within the Logistics Section responsible for service activities at the incident. Includes the Communications, Medical, and Food Units.

**SINGLE RESOURCE**: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work supervisor that can be used on an incident.

**SPAN OF CONTROL**: The supervisory ratio of from three-to-seven individuals, with five-to-one being established as optimum.

**STAGING AREA**: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by the Operations Section.

**STRATEGY**: The general plan or direction selected to accomplish incident objectives.

**STRIKE TEAM**: Specified combinations of the same kind and type of resources, with common communications and a leader.

**SUPERVISOR**: The ICS title for individuals responsible for command of a Division or Group.

**SUPPORTING MATERIALS**: Refers to the several attachments that may be included with an Incident Action Plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

**SUPPORT RESOURCES**: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections, or the Command Staff.

**TACTICAL DIRECTION**: Direction given by the Operations Section Chief which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

**TASK FORCE**: A combination of single resources assembled for a particular tactical need, with common communications and a leader.

**TEAM**: (See Single Resource.)

**TECHNICAL SPECIALISTS**: Personnel with special skills that can be used anywhere within the ICS organization.

**TYPE**: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides managers with additional information in selecting the best resource for the task.

**UNIFIED AREA COMMAND**: A Unified Area Command is established when incidents under an Area Command are multijurisdictional. (See Area Command and Unified Command.)

**UNIFIED COMMAND**: In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability.

**UNIT**: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

**UNITY OF COMMAND**: The concept by which each person within an organization reports to one and only one designated person.

## 13.2 Incident Command System Acronyms

**ALS** Advanced Life Support

**AC** Area Command

**ACP** Area Command Post

**AOBD** Air Operations Branch Director

**AOR** Area of Responsibility

**ARC** American Red Cross

**AREP** Agency Representative

**ASG** Air Support Group

**ATC** Air Traffic Control

**ATF** Alcohol, Tobacco, Firearms, and Explosives (Bureau of)

**ATSDR** Agency for Toxic Substance Disease Registry

**BLS** Basic Life Support

**CBIRF** Chemical/Biological Incident Response Force

**CBRNE** Chemical, Biological, Radiological, Nuclear

**CCCD** Chemical Causality Care Division (USAMRICD)

**CDC** Center for Disease Control and Prevention

**CFR** Code of Federal Regulations

**CISM** Critical Incident Stress Management

**COG** Continuity of Government

**COOP** Continuity of Operations

**COML** Communications Unit Leader

**COMP** Compensation/Claims Unit Leader

**COST** Cost Unit Leader

**DHS** Department of Homeland Security

**DIC** Deputy Incident Commander

**DIVS** Division/Group Supervisor

**DMAT** Disaster Medical Assistance Team

**DMORT** Disaster Mortuary Operational Response Team

**DMOB** Demobilization Unit Leader

**DOC** Department Operations Center

**DOCL** Documentation Unit Leader

**DoD** Department of Defense **DOE** Department of Energy

**DP** Display Processor

**EMAC** Emergency Management Assistance Compact

**EMS** Emergency Medical Services

**EMT** Emergency Medical Technician

**EOC** Emergency Operations Center

**EOP** Emergency Operations Plan

**EPA** Environmental Protection Agency

**ETA** Estimated Time of Arrival

**FAA** Federal Aviation Administration

**FACL** Facilities Unit Leader

**FBI** Federal Bureau of Investigation

**FDUL** Food Unit Leader

**FEMA** Federal Emergency Management Agency

**FOG** Field Operations Guide

**FSC** Finance Section Chief

**GIS** Geographic Information System

**GSUL** Ground Support Unit Leader

**HAZMAT** Hazardous Materials

**HHS** Department of Health & Human Services

**HLSA** Homeland Security Act

**HMRU** HazMat Response Unit

**IAP** Incident Action Plan

**IC** Incident Commander

**ICP** Incident Command Post

**ICS** Incident Command System

**IC or UC** Incident Command or Unified Command

**IMT** Incident Management Team

**ITS** Information Technology Specialist

**JIC** Joint Information Center

**JIS** Joint Information System

**LAN** Local Area Network

**LEPC** Local Emergency Planning Committee

**LNO** Liaison Officer

Logistics Section Chief

**MAC** Multiagency Coordination

**MACS** Multagency Coordination System

**MEDL** Medical Unit Leader

**MOU** Memorandum of Understanding

**NEST** Nuclear Emergency Support Team

**NG** National Guard

**NGO** Nongovernmental Organization

**NIC** NIMS Integration Center

**NIMS** National Incident Management System

**NRF** National Response Framework

**NWCG** National Wildfire Coordinating Group

**OPBD** Operations Branch Director

**OSC** Operations Section Chief

**OSD** Office of the Secretary of Defense

**OSHA** Occupational Safety and Health Administration

**PIO** Public Information Officer

**POLREP** Pollution Report

**PPE** Personal Protective Equipment

**PROC** Procurement Unit Leader

**PSC** Planning Section Chief

**PVO** Private Voluntary Organization

**R&D** Research and Development

**RESL** Resource Unit Leader

**RESTAT** Resources Status

**RFI** Request for Information

**ROSS** Resource Ordering System

**SAR** Search and Rescue

**SDO** Standards Development Organizations

**SITSTAT** Situation Status

**SITL** Situation Unit Leader

**SITREP** Situation Report

**SM** Security Manager

**SO** Safety Officer

**SOG** Standard Operating Guideline

**SOP** Standard Operating Procedure

**SPUL** Supply Unit Leader

**STAM** Staging Area Manager

**SUBD** Support Branch Director

**SVBD** Service Branch Director

**TES** Threatened and Sensitive Species

**TFL** Task Force Leader

**TFR** Temporary Flight Restriction

**TIME** Time Unit Leader

**UC** Unified Command

**USAR** Urban Search and Rescue

**USC** United States Code

**VIP** Very Important Person

## 13.3 PG&E System Acronyms

**ACS** Automated Communication System

**AEOC** Alternate Emergency Operations Center

**ASRC** Area Service Resource Coordinator

**BCM** Business Continuity Management

**CAISO** California Independent System Operator

**CAL-EMA** California Emergency Management Agency

**CCECC Customer Contact Emergency Coordination Center**

**CO** Customer Operations

**CMRC** California/Mexico Reliability Coordinator

**CPUC** California Public Utilities Commission

**CRE** Corporate Real Estate

**ITCC** Information Technology Control Center

**CTRC** Computer & Telecommunications Restoration Center

**DCPP** Diablo Canyon Power Plant

**DOE** Department of Emergency

**DRP** Disaster Recovery Plan

**DSR** District Storm Room

**EDIS** Emergency Digital Information System

**EDS** Energy Data Systems

**EEOP** Electric Emergency Operations Plan

**EEP** Electrical Emergency Plan

**EMC** Employee Message Center

**EMO** Emergency Management Organization

**EO** Electric Operations

**EOC** Emergency Operations Center

**EPC** Emergency Process Coordinator

**ES&S** Energy Solutions and Sales

**ETEC** Electric Transmission Emergency Center

**EXCCC** External Communications Coordination Center

**FCC** Facilities Coordination Center

**FFIOC** Fairfield Information Operation Center

**FLS** First Line Supervisor (or Field Crew Foreman)

**HRCC** Human Resources Coordination Center

**HVCA** AT&T VoiceTone

**IAP** Incident Action Plan

**ICS** Incident Command System

**ISO** Independent System Operators

**ISP** Independent Storage Providers

**IT-GTS** STS support group for GTS

**ITCC** Information Technology Coordination Center

**IVRU** Interactive Voice Response Unit

**JIC** Joint Information Center

**M&C** Maintenance & Construction

**MTCC** Materials and Transportation Coordination Center

**MOU** Memorandum of Understanding

**NERC** North American Electrical Reliability Corporation

**OEC** Operations Emergency Center

**OES** Office of Emergency Services

**OIS** Outage Information System

**OMT** Outage Management Tool

**PIO** Public Information Officer

**REC** Region Emergency Center

**RMC** Resource Management Center

**SFIOC** San Francisco Information Operation Center

**SGC** System Gas Control (OP&C)

**TCC** Telecommunications Control Center

**TLCC** Transmission Line Coordination Center

**TOC** Transmission Operations Center

**TSC** Technology Service Center

**TSP** Transmission System Planning

## 13.4 Diablo Canyon Power Plant Acronyms

| Acronym | Definition |
|---|---|
| ANI | American Nuclear Insurers |
| CAS | Central Alarm Station |
| CP | Casualty Procedure |
| CNO | Chief Nuclear Officer |
| DCISC | Diablo Canyon Independent Safety Committee |
| EAL | Emergency Action Level |
| EAS | Emergency Alert System |
| ECL | Emergency Classification Level |
| ED | Emergency Director |
| EDMG | Extensive Damage Mitigation Guideline |
| EEC | Energy Education Center |
| EOF | Emergency Operations Facility |
| EOP | Emergency Operating Procedure |
| EPIP | Emergency Plan Implementing Procedure |
| EPRI | Electric Power Research Institute |
| EPZ | Emergency Planning Zone |
| ERO | Emergency Response Organization |
| EWS | Early Warning System |
| FEMA | Federal Emergency Management Agency |
| FMT | Field Monitoring Team |
| FOF | Force on Force |
| FRMAC | Federal Radiological Monitoring Assessment Center |
| GE | General Emergency |
| GOTL | General Office Technical Liaison |
| HP | Health Physicist |

| | |
|---|---|
| INPO | Institute of Nuclear Power Operations |
| IPZ | Ingestion Pathway Zone |
| JIC | Joint Information Center |
| KI | Potassium Iodide |
| LOCA | Loss of Coolant Accident |
| NEI | Nuclear Energy Institute |
| NUE | Notification of Unusual Event |
| NRC | Nuclear Regulatory Commission |
| NSOC | Nuclear Safety Oversight Committee |
| OEL | Offsite Emergency Laboratory |
| OSC | Operational Support Center |
| PAC | Phone Assistance Center |
| PAZ | Protective Active Zone |
| PIC | Pressurized Ion Chamber |
| PED | Personal Electronic Dosimeter |
| RCS | Reactor Coolant System |
| REM | Roentgen Equivalent Man (1 REM = 1000 milli-REM) |
| RP | Radiation Protection |
| SAMG | Severe Accident Management Guideline |
| SAE | Site Area Emergency |
| SAS | Security Alarm Station |
| SEC | Site Emergency Coordinator |
| SFM | Shift Foreman |
| SGISFM | Safeguards InformationShift Foreman |
| SGTRSGI | Steam Generator Tube RuptureSafeguards Information |
| SMSGTR | Shift ManagerSteam Generator Tube Rupture |
| TSCSM | Technical Support CenterShift Manager |

| | |
|---|---|
| UDACTSC | Unified Dose Assessment CenterTechnical Support Center |
| UDAC | Unified Dose Assessment Center |