

From: Cho, Raymond  
Sent: 7/10/2014 2:55:56 PM  
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe); Solis, Maria (Maria.Solis@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: Emergency Exercise

Meredith,

At this time and without seeing the full results report and a benchmark, I can only say that PG&E is on the right track towards an efficient response. Based on one of the earlier incident command briefs, I could see teams were prepared for the situation and were not panicked.

I might have missed them but would like to see members from Cal OES and the CUEA involved in these scaled exercises in the future. Also, if you have concerns or ideas that you feel the CPUC can support please let me know and we can discuss them. I look forward to hearing from your team during the upcoming brief.

Thanks,

Raymond Cho  
415.703.2236  
raymond.cho@cpuc.ca.gov

-----Original Message-----

From: Allen, Meredith [mailto:MEAe@pge.com]  
Sent: Wednesday, July 09, 2014 11:53 PM  
To: Solis, Maria; Cho, Raymond  
Subject: Emergency Exercise

Maria, Raymond,

Below are the major strengths and primary areas of improvements that were identified in the hot washes after the exercise.

Please let me know if you have any questions. Also would be great to get any additional feedback that you have on the exercise. Please call my cell whenever you have a chance.

Thanks,  
Meredith  
415-828-5765

Major Strengths  
Major strengths identified during this exercise are:

\* The ability to recognize and plan for workforce safety and well-being for all emergency responders, and a

commitment to public and workforce safety.

- \* It was noted by several external evaluators and observers, the dedication and synergy that PG&E personnel demonstrated over the two-day exercise in their commitment to emergency preparedness and training for a catastrophic event.

- \* Setting up a functional base camp that served as the ICP for SF OEC and out of area crews to assess and respond to simulated outages throughout the city.

#### Primary Areas for Improvement

Throughout the exercise, several opportunities for improvement in PG&E's ability to respond to the incident were identified. The primary areas for improvement, including recommendations, are as follows:

- \* Make the EOC more functional, better technology that allows a common operating picture, arrange furniture to allow for greater capacity, fix housekeeping issues, and keep all EOC binders, plans, and phone lists up to date.

- \* Align cadence of IST and EWCG calls with EOC meeting schedules. Create and post EOC meeting schedules.

- \* Roles and Responsibility training for all sections and positions within the EOC, REC, OEC and GEC.

- \* Implement a more efficient mechanism for checking personnel in/out, which will help with resource tracking and accountability.

- \* Life Safety needs to resolve the communication issues with the floor wardens and the processes involved in sweeping and reporting in to Facilities.

- \* Currently the Gas Emergency Response Plan (GERP) states that Gas EOC staff will report to the EOC in SF for a dual commodity event. Gas needs to better clarify the concept of the GEC and responders reporting to the different locations.

- \* Gas Operations found gaps in their resource planning and awareness of the Earthquake Playbook and other supporting documents.

PG&E is committed to protecting our customers' privacy.

To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>