

From: Cho, Raymond  
Sent: 7/11/2014 9:28:38 AM  
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)  
Cc:  
Bcc:  
Subject: RE: Emergency Exercise

No follow up on your part but I think Emily with FEMA is in direct contact with Angie now so thanks for setting up the call in. Angie was very helpful in validating the issues and opportunities that FEMA and Cal OES brought forth in the meeting.

Thanks again!

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

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

From: Allen, Meredith [<mailto:MEAe@pge.com>]  
Sent: Thursday, July 10, 2014 8:29 PM  
To: Cho, Raymond  
Subject: RE: Emergency Exercise

Raymond,

Thank you for the feedback. Great point on CalOES and CUEA. I will pass along to the team. I believe we had hoped to have them at the May drill but our exercise conflicted with the state drill, which will not be an issue for November.

I appreciate your offer to discuss new approaches. We will definitely take you up on that.

Also, I spoke with Angie this morning and she mentioned that she was able to join the call yesterday. I'm glad that worked out. Please let me know if you think there is any additional follow up required.

Meredith

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

From: Cho, Raymond [<mailto:Raymond.Cho@cpuc.ca.gov>]  
Sent: Thursday, July 10, 2014 2:56 PM  
To: Allen, Meredith; Solis, Maria  
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.

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