

# Community Priorities and Priority Access Routing



# Critical and Essential Infrastructure & County Priority Discussions

## What are we trying to accomplish?

- ✓ Understanding county priorities and expectations of PG&E with the goal of allocating necessary restoration resources to bring about community normalcy as fast as possible
- ✓ Review and update current critical and essential list in a tiered and analytical fashion based upon categories (i.e. life safety, emergency response infrastructure, transportation, etc.)
- ✓ Help counties in their decision-making process locating emergency facilities based upon proximity to key PG&E electrical infrastructure
- ✓ Lifeline discussion and agreement
- ✓ Greater collaboration



# Kickoff Meetings with County OES in 9 Bay Area Counties

## Feedback

1. Need a better definition of critical/essential
2. Should have consistent categories/tiers of customers for each county
3. Need help identifying community normalcy facilities based on proximity to PG&E's critical infrastructure
4. Flexibility to make changes to restoration priorities based on the incident



# Critical and Essential Infrastructure & County Priority Approach

## Approach for identification of critical/essential

### Initial Approach

- Begin with 'top 5' infrastructure identification with County OES
- Test implementation strategies of 'top 5' with regions and divisions in catastrophic event playbooks, processes, and exercises

### Full Program Approach

- Develop a tiering strategy to appropriately prioritize restoration efforts on critical/essential (i.e. immediate response trauma centers vs. general or specialized care hospitals)
- Create a process for regular updates and refreshes with County OES on listings

## Implementation approach on operationalizing priorities (PG&E):

- Identify each facility's location based upon substation and feeder location
- Develop documented playbooks with location information for each division and train M&C operations on prioritization strategy
- Adapt outage tracking technology to incorporate refreshed listings and tiering approaches
- Create tracking system for internal and external communication requirements

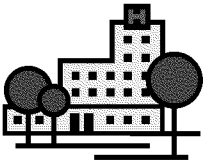


# Collapsing the timeline on restoring community priorities

PG&E is partnering with OES leaders throughout our territory to re-evaluate and tier facilities / customers that will enable assessment and repair crews to appropriately prioritize restoration toward life-safety and community normalcy needs

## Example prioritization

### Tier 1



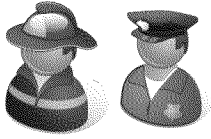
Trauma Hospitals



Critical Telecom Infrastructure



Water Treatment Facilities



911 Dispatch Centers  
Major FD/PD stations



Government agencies  
critical to national  
defense



Public transportation  
(BART, ferries)

### Tier 2



Evacuation Centers\*



Major grocery Stores\*

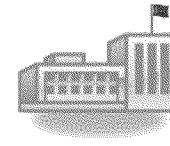
### Tier 3



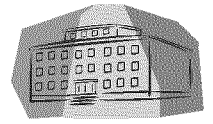
Gas Stations\*



Major Refineries



Schools\*

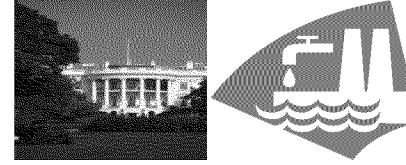


Smaller Shelters  
Heating/Cooling Facilities\*



\*Facility types that will be added to current listings

# Tier Priorities for Restoration



## Tier 1

### Immediate Emergency Response Needs

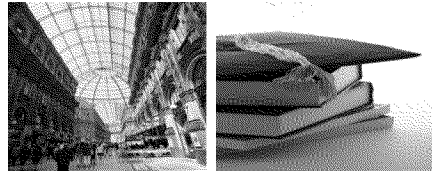
Immediate Response Needs - Hospital  
Immediate Response Needs - Police Stations  
Immediate Response Needs - Fire Stations  
911 Dispatch Centers  
Immediate Response Needs - Critical telecom infrastructure  
Emergency Operation Centers (Fed, state, county)  
Prisons and Jails  
Government agencies essential to national defense



## Tier 3

### Community Normalcy

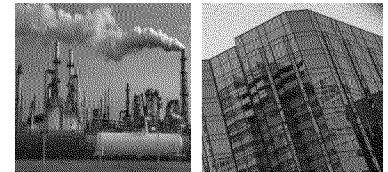
Shopping Centers (that are not evacuation centers)  
Gas Stations  
Electricity required economic hubs  
Smaller shelters / heating / cooling centers  
Radio / TV broadcasting facilities  
Fuel refineries  
Smaller grocery stores  
Higher education facilities



## Tier 2

### Supports Emergency Response Needs

General Hospitals  
Other non critical police stations  
Other non critical fire stations  
Water treatment / Sewage plants  
Major evacuation centers / shelters  
Major local public transportation centers (BART, ferries)  
Major national public transportation centers (airports)  
Large grocery stores  
Local/state/national government staging sites  
Skilled nursing facilities  
Other non-critical telecom infrastructure



## Tier 4

### Critical Customer Listing

Large commercial / industrial customers  
General education schools (that are not evacuation centers)  
Other customers on the current critical customer listing

# Emergency Communications Plan



# Emergency Communications Plan Development

## What are we trying to accomplish?

- ✓ We want to ensure that PG&E is speaking with “one voice” during an emergency and transparently sharing timely, consistent and accurate information with employees and external audiences
- ✓ To help achieve this goal, PG&E is in the process of developing a comprehensive, emergency communications plan with detailed procedures for all hazards that can impact the company (i.e. catastrophic earthquakes, winter storms, heat waves, wildfires, etc.)
- ✓ The plan includes emergency communication tactics and strategies for customers, the news media and government officials
- ✓ The plan also includes detailed roles and responsibilities for PG&E’s Joint Information Center staff at system-wide, regional and local emergency centers (Public Information Officer, Liaison Officer and Customer Strategy Officer and their staff)





# Emergency Communications Plan Development

## What are we trying to accomplish?

- ✓ To develop a best-in-class emergency communications plan, PG&E is benchmarking with other utilities who have experience in managing large-scale catastrophic events
  - ✓ Florida Power & Light for storms
  - ✓ SDG&E for wildfires
  - ✓ Utilities who use WebEOC
  - ✓ FPL for social media during emergencies
- ✓ We're adopting strategies to include detailed and comprehensive instructions on how to execute and manage all communication channels so anyone with limited knowledge can post content on these channels (news releases, social media, employee channels, Currents)
- ✓ Adopted strategies also include a regular and consistent timeline throughout the day for meetings, message updates and distribution of information to employees and external audiences



# Emergency Communications Plan Development

## Training

- ✓ To introduce employees to new processes, roles and responsibilities PG&E has planned several opportunities for training and practice

| <u>DATE</u>            | <u>EVENT</u>                      | <u>STATUS</u>            |
|------------------------|-----------------------------------|--------------------------|
| November 2013          | GridExII                          | Complete                 |
| April 2014             | Joint Information Center training | Complete                 |
| May 2014               | Company earthquake exercise       | Complete                 |
| September/October 2014 | Role specific training            | Planning and development |
| November 2014          | Company earthquake exercise       | Planning and development |
| April 2015             | Joint Information Center training | Planning and development |
| May 2015               | Company earthquake exercise       | Planning and development |

- ✓ PG&E also practices its emergency communications during local emergency exercises
- ✓ Immediately after exercises and real events, we conduct a “hot wash” to identify opportunities for improvement, lessons learned and what worked well



**Questions?**

