

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

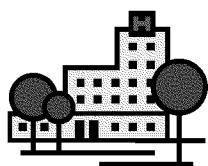


Collapsing the timeline on restoring community priorities

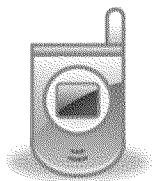
PG&E is partnering with OES leaders throughout our territory to re-evaluate and tier facilities / customers that will enable assessment and repair crews to appropriately prioritize restoration toward life-safety and community normalcy needs

Example prioritization

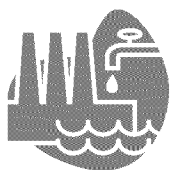
Tier 1



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*

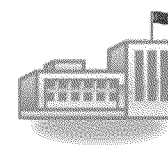
Tier 3



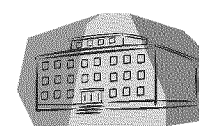
Gas Stations*



Major Refineries



Schools*

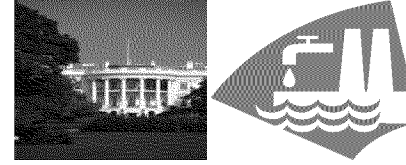


Smaller Shelters
Heating/Cooling Facilities*



*Facility types that will be added to current listings

Tier Priorities for Restoration



Tier 1

Immediate Emergency Response Needs

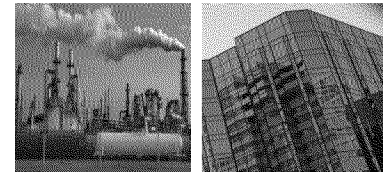
Immediate Response Needs - Hospital
Immediate Response Needs - Police Stations
Immediate Response Needs - Fire Stations
911 Dispatch Centers
Immediate Response Needs - Critical telecom infrastructure
Emergency Operation Centers (Fed, state, county)
Prisons and Jails
Government agencies essential to national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



Tier 2

Supports Emergency Response Needs

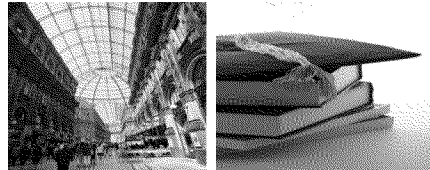
General Hospitals
Other non critical police stations
Other non critical fire stations
Water treatment / Sewage plants
Major evacuation centers / shelters
Major local public transportation centers (BART, ferries)
Major national public transportation centers (airports)
Large grocery stores
Local/state/national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



Tier 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 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?

