

From: Tyrrell, Denise
Sent: 8/24/2014 5:00:33 PM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Cc:
Bcc:
Subject: RE: EOC 6.0 Earthquake Intelligence Summary 8-24-14 at 1616 Op1

Thank you, Brian, for updates throughout today.

From here this looks like a very successful emergency response.

Denise

Sent from my Verizon Wireless 4G LTE smartphone

----- Original message -----

From: "Cherry, Brian K"
Date: 08/24/2014 4:25 PM (GMT-08:00)
To: "Clanon, Paul" , "Tyrrell, Denise" , "Malashenko, Elizaveta I."
Subject: Fwd: EOC 6.0 Earthquake Intelligence Summary 8-24-14 at 1616 Op1

FYI

Brian K. Cherry
PG&E Company
VP, Regulatory Relations
77 Beale Street
San Francisco, CA. 94105
(415) 973-4977

Begin forwarded message:

From: [Redacted]
Date: August 24, 2014 at 4:20:06 PM PDT
To: "Earley, Anthony" <anthony.earley@pge-corp.com<mailto:anthony.earley@pge-corp.com>>, "Johns, Christopher" <CPJ2@pge.com<mailto:CPJ2@pge.com>>, "Williams, Geisha" <GJWD@pge.com<mailto:GJWD@pge.com>>, "Anderson, Barry" <BDAC@pge.com<mailto:BDAC@pge.com>>, "Arndt, William" <WDA7@pge.com<mailto:WDA7@pge.com>>, "Hogan, Patrick" <P1HF@pge.com<mailto:P1HF@pge.com>>, "Kiraly, Gregory" <GKK6@pge.com<mailto:GKK6@pge.com>>, "Lemler, Gregg (ET)" <GLL1@pge.com<mailto:GLL1@pge.com>>, "Abranches, Andrew" <APA4@pge.com<mailto:APA4@pge.com>>, "Van de Wiel, Shirley" <SxVd@pge.com<mailto:SxVd@pge.com>>, "Dasso, Kevin" <KxD4@pge.com<mailto:KxD4@pge.com>>, "Woerner, Bob" <R1WA@pge.com<mailto:R1WA@pge.com>>, "Yeung, Manho" <MxY6@pge.com<mailto:MxY6@pge.com>>, "Agid, Tara" <TLHc@pge.com<mailto:TLHc@pge.com>>, "Kress, Michael A" <MAKn@pge.com<mailto:MAKn@pge.com>>, "Sellheim, Laura" <LAS8@pge.com<mailto:LAS8@pge.com>>, "Swanson, Michael" <MES1@pge.com<mailto:MES1@pge.com>>, "French, Tom (ET)" <tmf2@pge.com<mailto:tmf2@pge.com>>,

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Subject: EOC 6.0 Earthquake Intelligence Summary 8-24-14 at 1616 Op1

EOC Intelligence Summary Update
6.0 Earthquake -- Level 4 Emergency
Event Start Date: 0320 hours on 08-24-14
Time of Update: 1616 hours on 08-24-14

Activations

EOC – Activated at 0600 8-24-14
Northern Region REC
Bay Area Region REC
OECs:

- North Bay
- Sonoma
- Humboldt (communications)
- North Valley (communications)
- Sierra (communications)
- Sacramento (communications)
- Diablo (communications)

ETEC - Emergency Transmission Emergency Center
CCECC - Customer Contact Emergency Coordination Center
MTCC - Materials Transportation Coordination Center
S/T - Substation/Transmission OEC
ITCC- Information Technology Coordination Center

EOC Command Staff

IC: Jason Regan
Planning and Intelligence Section Chief: Redacted
Operations Section Chief: Mark Quinlan
Logistics Section Chief: Redacted
Finance Section Chief: Matt Giesecke
See EOC IAP ICS 203 for full EOC staff list

Tactics Meeting Schedule

Day one: 2000
Day two: 0700, 1000, 1400, 2000

Safety Incidents

- Event Driven stats – injuries/deaths/safety issues
 - o No reported safety incidents
 - o Traffic lights out – night time approaching
 - o Aware of employees physical and mental alertness
 - o EE need to speak up and not be silent if there's a concern.
 - o Crew have adequate night lighting
- Checking with crews

Safety Message:

See attached.

Incident Objectives:

1. No safety or environmental incidents
2. Ensure public and employee safety
3. Respond to all 911 Standby incidents 95% in less than 60 minutes.

Operational Period 1 Objectives:

1. All critical/essential assessed by noon, restored by 2000
2. Gas--Compute 80% of distribution leak survey by 0800 8/25
3. Gas—Transmission leak survey by noon today
4. Gas--Develop relight plan by 0800
5. Electric—All mainline patrolled, cut in clear, energized by 1500
6. Electric—Work packages developed for all known work locations by 1500
7. Electric--All tap lines restored by 0000

Weather Summary

1400 Update Highlights:

- No significant adverse weather is expected for the next several days
- Updated DSO SOPP model below shows increased outage volume totals in Sonoma and North Bay due to improved intel
- Outage volume is a result of the 6.0M earthquake this morning - some information:
USGS<http://earthquake.usgs.gov/earthquakes/eventpage/nc72282711?utm_source=divr.it&utm_medium=facebook
> Aftershock Probability Report<<http://www.ncedc.org/recenteqs/QuakeAddons/NC72282711.html>>
- Fair weather with extensive night/morning marine clouds forecast tomorrow with some pockets of mist drizzle possible
- Fair and warmer Tuesday through Thursday with maximum temperatures across the interior reaching near 100
- Cooler over the Labor Day weekend with a slight chance of showers - details unclear at this time

Next weather update Monday August 25 at 0730 unless conditions change

North Bay/Silverado Earthquake Customer Impact (as of 8/24 as of 1550):

Total Affected North Bay: 59,355

Restored: 47,355

Remaining: 12,000

Outages: 151 Outages (33 verified)

Extended Duration Customers:

24-48 hours = 0

48-72 hours = 0

Greater than 72 hours = 0

911 Standby: (as of 0845)

Standby Relief within 1 hour: 100%

Zero 911 standbys at this time

ETEC Transmission Sustained Outage Summary

- There were no Transmission outages due to the 8/24/2014 0320 American Canyon earthquake.
- Substation inspections: all substations inspected and no issues found except for 1 Napa substation (column structural issue)
- T-line inspections: all Tlines inspected and there were no issues

Customer Summary

Voltage

Total Customers Impacted

Customers Still Out

Customers Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

Line Summary

Voltage

Total Lines Impacted

Lines Still Out

Lines Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

Bank Summary

Voltage

Total Banks Impacted

Banks Still Out

Banks Restored

500

0

0

0

230

0

0

0

115

0

0

0

70

0

0

0

60

0

0

0

Total

0

0

0

Other Equipment Summary

500
0
0
0
230
0
0
0
115
0
0
0
70
0
0
0
60
0
0
0

Total

0

0

0

Damaged Equipment Summary

Equipment

Total Units Affected

Total Units
Still Damaged

Total Units Repaired

Poles

0

Towers

0

Spans

0

Framing

0

Damaged Equipment (as of 1539 for Bay Area Region only)

0 poles
0 Transformers
0 Services
7 Primary span
0 Secondary Span
5 x-arms

Gas Operations

- The number of Gas Customers impacted 20
- 335 Immediate Response tags completed and 14 dispatched.
- 261 Priority 1 tags completed, 179 dispatched, and 11 to be dispatched.
- Gas Distribution facilities identified HIGH and MEDIUM HIGH impact by the DASH report. Includes facilities on 34 plats. Survey is foot survey with standard leak survey equipment. No GD main leaks currently found during leak survey.
- Surveys of facilities on 17 plats completed. Remaining Surveys to be completed around 4:00 pm.
- Aerial patrol of Gas Transmission lines currently in progress. Aerial leak survey of transmission lines planned for Tuesday due to equipment not currently being in state.
- Picarro vehicle currently inspecting Napa business district for leaks.
- Plans for additional distribution leak survey are currently being planned.

Resource Unit

- Electric
 - o 15 substation inspectors, combination of electricians, linemen, and transmission troublemen
 - o 2 helicopters
 - o North Bay:

- § 31 t-men, 30 en route
- § 5 GC crews working, 24 en route
- § 5 Division crews, 2 coming available
- § 2 contract crews
- § 19 2-man assessment crews
 - o Sonoma:
 - § 10 t-men
 - § 6 Division crews
 - Gas
 - o North Bay:
 - § 8 leak surveyors (foot patrol) on site, 3 more en route from Sonoma
 - § 2 Picarro vehicles
 - § 71 GSRs
 - § 7 crews (consisting of 25 M&C T200 Gas Personnel)
 - o Sonoma
 - § 0 leak surveyors (all 3 have been dispatched to North Bay)
 - § 6 GSRs
 - § 2 I&R resources looking for land slides
 - One commander, one sprinter MCVs at Sonoma Airport
 - Base camp may need to be set up in Napa, to be determined.
 - Road Closures:
 - o Hwy 37 (both directions)
 - o Hwy 121 (both directions)
 - o Caldecott Tunnel, WB-CA-24, (Right Bore)
 - RECs Open:
 - o Northern Region
 - o Bay Area Region
 - OECs Open:

- o Humboldt (comm)
- o North Valley (comm)
- o Sierra (comm)
- o Sacramento (comm)
- o Diablo (comm)
- o North Bay
- o Sonoma

PIO / JIC:

We've received approximately 60 earthquake-related media calls from throughout the service area, including calls from national media outlets.

Today's messages highlights efforts to restore power safely and quickly and stress what to do to stay safe. We issued an initial statement at 8 a.m. and sending the next statement before 1 p.m.

We also continue to share safety tips through our social media and internal channels. Contact centers, IVRs, pge.com<<http://pge.com>> have also been updated.

We have a media representative providing onsite support in the North Bay region handling local media interest.

Governmental Relations

Local GovRel: Team onsite working in Napa OEC and at City of Napa EOC. Local City and County elected officials (Councilmembers and Board of Supervisors) and appointed officials (Fire, Police, Dept of Pub Works, Emergency Management) are being kept informed of our efforts to assess, repair and restore the damage. Worked with County PIO for joint statement earlier today. Response has been positive and appreciative. Next City of Napa press conference at 5pm.

Fed Affairs: Made direct contact with Congressman Thompson and Huffman and Senators Feinstein and Boxer offices. None of the offices have indicated that they received any constituent complaints as of yet. Continue to provide updates on regular basis.

Sacramento: Providing updates as need to legislative leadership offices on as-needed basis.

Community Relations: Red Cross Evacuation Center has been established at the Crosswalk Community Church at 2590 First Street, Napa. It is open 24/7 for basic needs--shelter, food, and mental & physical health support. PG&E is donating \$5,000 to the Red Cross to support the evacuation center. (Amount was determined in partnership with Red Cross)

Regulatory Relations: Continuing to provide updates to CPUC and CEC commissioners and CPUC leadership.

Customer Strategy
Customer Sentiment
Neutral to Positive

Critical Customers/Extended Outages

Redacted – concerned about ETOR and its length

Redacted Generator does not cover their total need.

Customer Communications

IVR messaging will be revised to align with current media release. Call center will send out IVR calls to customers this evening whose outage will be extend into tomorrow.

Customers are taking advantage of mobile/web outage capabilities to view outages, report outages, and receive outage updates. Refining website to display local information and graphics to impacted counties.

Customer strategy to be deployed beginning tomorrow to provide in-person service to red-tagged business and residential customers, as well as offer safety checks by GSRs

Contact Center

Total Calls

12,814

CSR Calls Handled

1,890

Emergency Calls Handled

1,624

IVR Handled Calls

2,417

TFC

6,883

Current Interval Emergency ASA

0:15

Emergency ASA for the day

1:26

Total ASA for the day

5:51

Logistics:

Information Technology

No outages at this time. Ventyx is fully functional. ITCC activated.

Safety

- No safety issues at this time

Environmental

- No safety issues at this time

Fleet Transportation

- Command unit and sprinter has arrived at the Napa airport, 1535 Airport Blvd, Napa
- Fuel storage tanks at Napa and surrounding locations being topped off
- No additional equipment requests at this time

Materials Operations

- Fremont DC picking and staging restoration material for deployment to the base camp at the Napa Airport
- No material issues or shortages reported at this time

Sourcing/Planning (Materials)

- No material issues or shortages to report at this time
- Safety and restoration material distributors notified to be on standby for support

Facilities

- Napa Service center has been inspected and is cleared to re-occupy
- Napa CSO inspected and cleared for Monday business operations
- CRESS is partnering with substation to inspect 30 sites: 10 complete and remainder to be inspected by 8 p.m. So far no issues to report.
- [Redacted] elevator operational. inspecting [Redacted] now (near the EOC). Then [Redacted] Elevators are functional and did not trip off during the EQ
- EOC air issue is resolved. CRESS is monitoring.
- Providing facility support for OECs and RECs

Base Camp

- Base camp will be set up at Napa Airport

- Third party logistics Colbalt notified and in process of mobilizing

Environmental Message

No changes from the last environmental update with respect to any spill incidents.

Financial Key Messages

- Job packages must be reviewed for completeness so any missing data can be supplied
- Accurate timecards and tags in SAP must be entered timely
- P-Card receipts (attached to P-Card Receipt Form) must provide detailed information
- All orders have been established and communicated for both the gas and electric operations.

EOC

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

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