



Safety & Enforcement Division



Emergency Response Basics

November 10, 2016



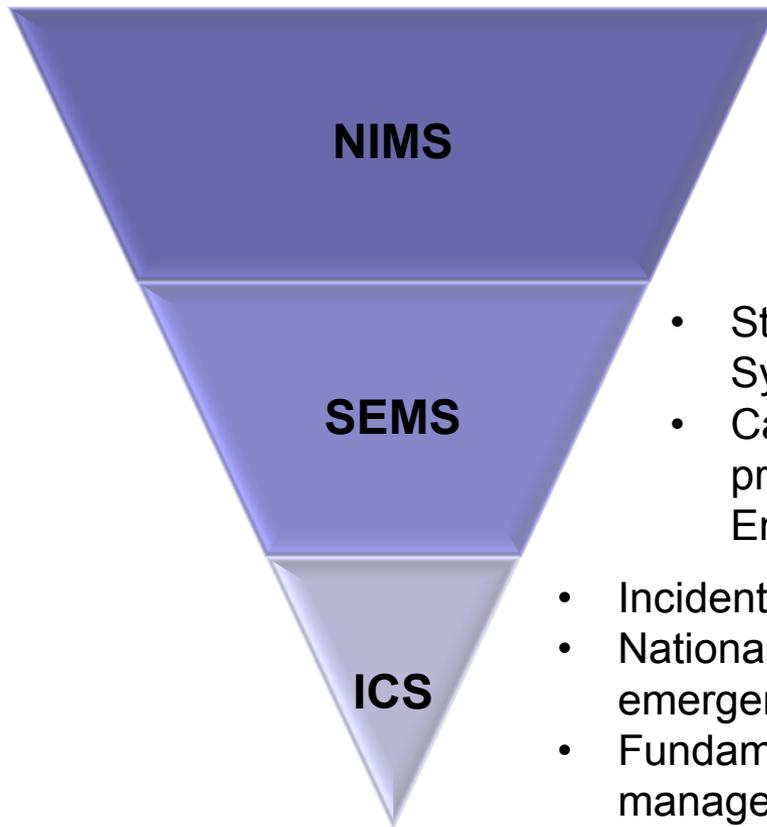


Five Phases of Emergency Management





State and Federal Standards are a Foundation for Emergency Response

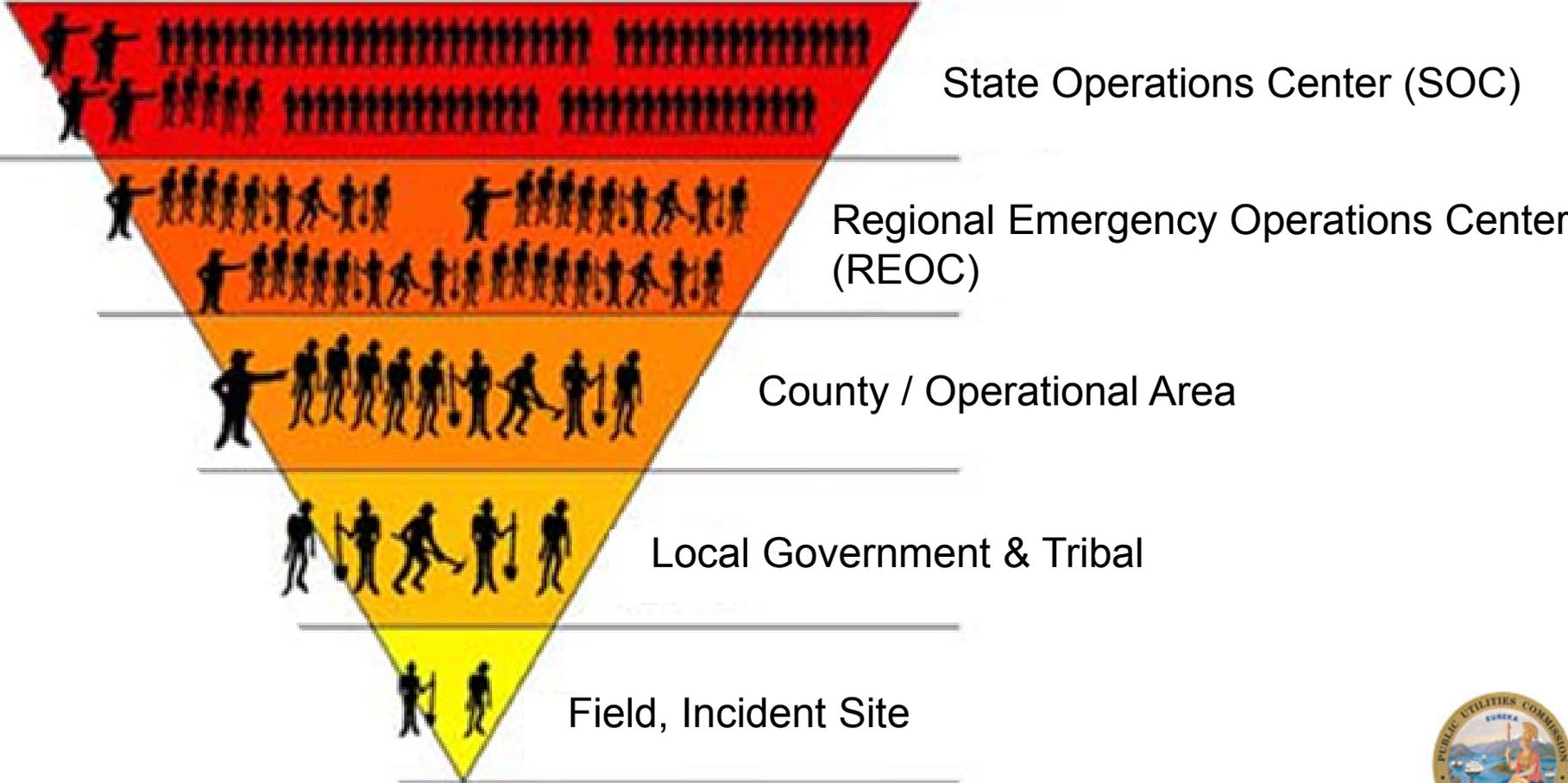


- National Incident Management System (NIMS)
- Federal level - maintained and propagated by Federal Emergency Management Agency (FEMA)
- Standardized Emergency Management System (SEMS)
- California State level – maintained and propagated by California Governor’s Office of Emergency Services (Cal OES)
- Incident Command System (ICS)
- Nationally used standard for on-scene emergency management
- Fundamental elements of incident management in NIMS and SEMS



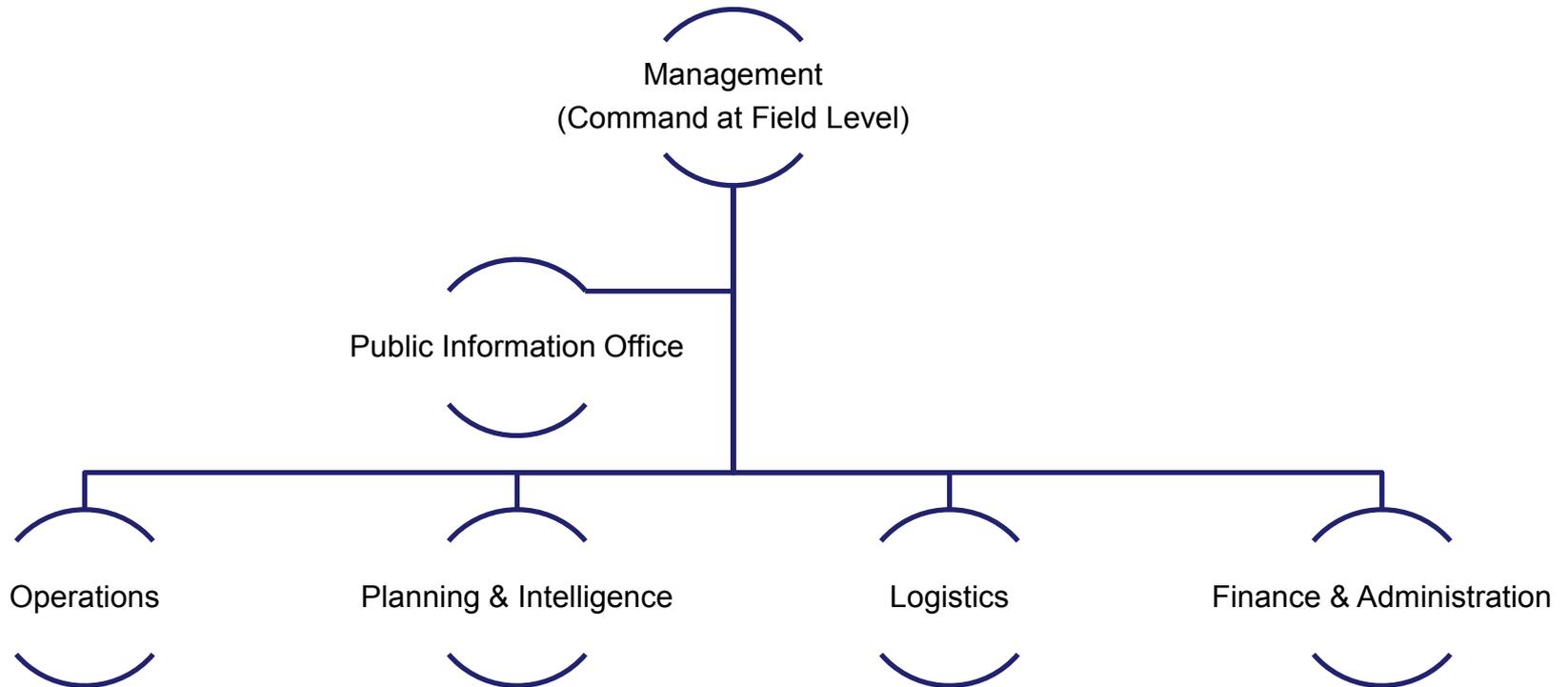


Progressive Emergency Response Levels

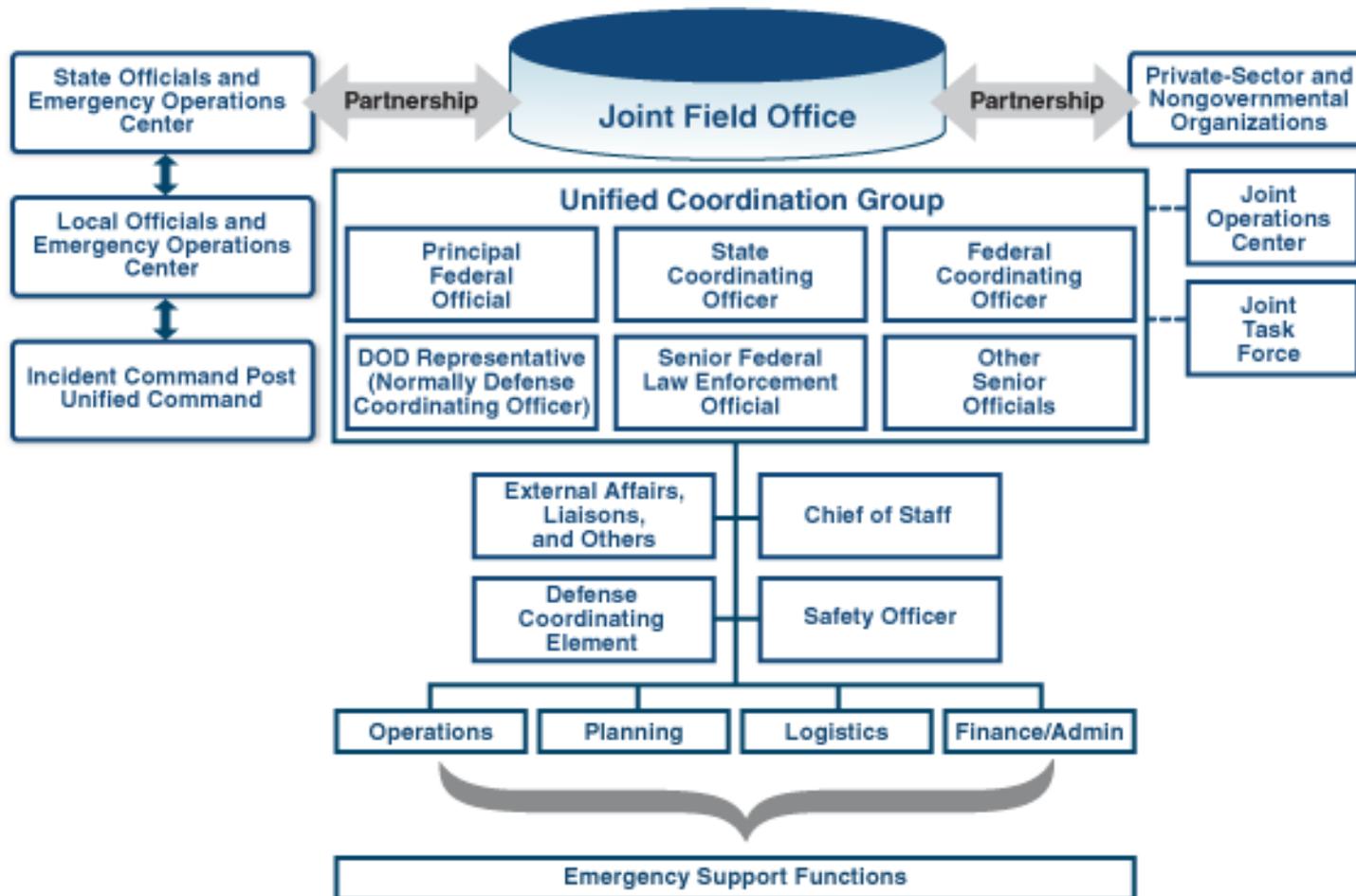




Basic Structure of Emergency Response Under ICS

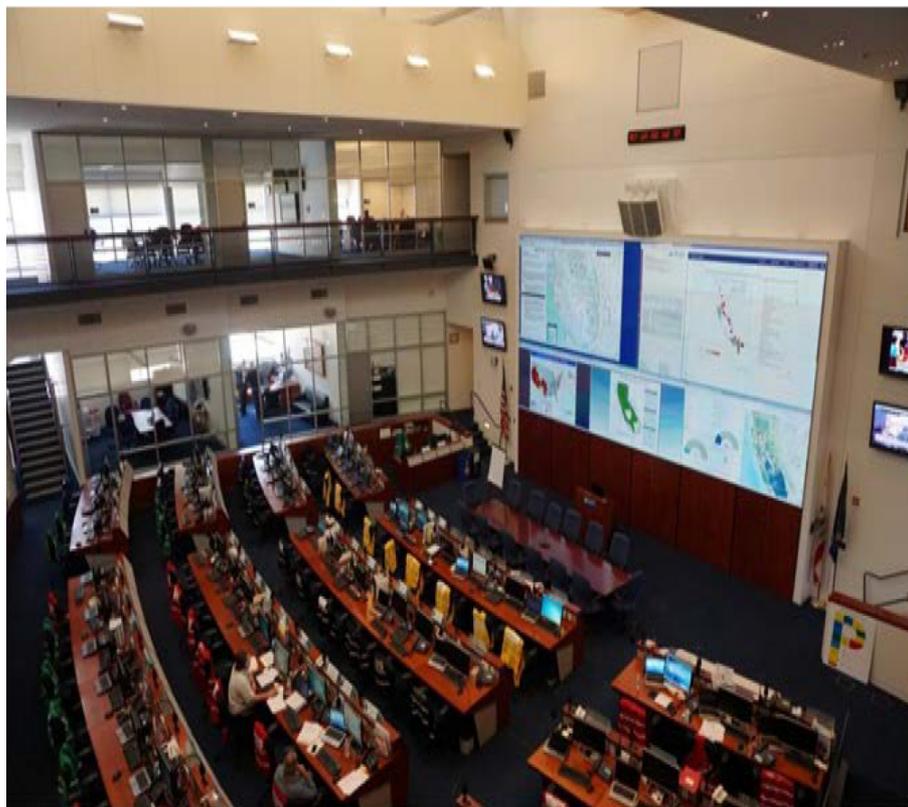


ICS Structure is the Same for All Incident Levels





Knowledge of ICS is Essential for Effective Response



- NIMS, SEMS & ICS have been developed so that all entities involved in an emergency can speak the same language
- ICS is used on incidents of all sizes – utilities activate their Emergency Operation Centers (EOCs) for many reasons
- CPUC leadership needs to know the basics to effectively communicate with sister agencies, regulated entities and others





CPUC Emergency Response Plan and Protocols



California Public Utilities Commission

Internal Emergency Response Plan and Protocols

Roles and Responsibilities During an Emergency or Catastrophic Event

Document covers CPUC main roles:

- Partner with CalOES & other state agencies
- Dispatch investigators on site
- Monitor the response of the regulated entities
- Provide accurate and timely information to the public
- Coordinate with local government officials
- Ensure internal CPUC communication regarding the incident

October 2015



The document also includes a check-list of top activities that need to happen within 1 hour, 8 hours, 24 hours, 1 week and beyond.





CPUC Memorandum of Understanding With Cal OES



MEMORANDUM OF UNDERSTANDING BETWEEN THE CALIFORNIA PUBLIC UTILITIES COMMISSION AND THE CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES



The California Public Utilities Commission (CPUC) and California Governor's Office of Emergency Services (Cal OES) (collectively the Parties) enter into this Memorandum of Understanding (MOU) to coordinate emergency planning, response recovery and mitigation functions between the Parties for emergency and non-emergency purposes.

ROLES AND RESPONSIBILITIES

Cal OES is charged with preparing and protecting California from all hazards and threats whether natural or man-made. Cal OES is both the State's homeland security department and its emergency management agency. Cal OES oversees the State's 911 system and plans and prepares for, responds to, mitigates, and aids in recovery from the effects of disasters and emergencies that threaten lives, property, and the environment. Cal OES is responsible for coordinating the emergency response efforts of all state agencies and departments in times of an emergency. Cal OES is also responsible for deploying resources under the Master Mutual Aid Agreement throughout the state. Cal OES has an existing MOU with the California Utilities Emergency Association (CUEA), a member organization that facilitates emergency issues for utilities, that describes mutual support and operations between the organizations.

The CPUC regulates investor-owned critical infrastructure and utility services, which are vulnerable to natural disasters and/or man-made disruptions. The CPUC ensures that regulated services are delivered in a safe, reliable manner. During an emergency, CPUC's role includes, but it is not limited to, the following:

- Dispatch trained staff to the scene of the incident to investigate;
- Monitor the response of regulated entities;
- Provide accurate and timely information regarding utility safety to the public and local governments;
- Coordinate with local governments; and
- Provide assistance to other government agencies with a direct role in emergency responses.

SHARED PRIORITIES

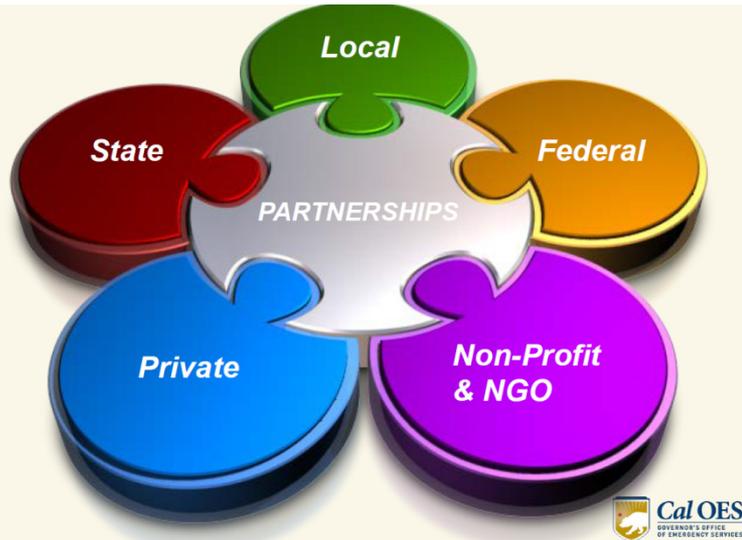
The following priorities are shared by CPUC and Cal OES for effective communication and coordination during emergency and non-emergency operations:

- The Memorandum of Understanding (MOU) was signed by CPUC and Cal OES in September, 2016
- Discusses shared priorities and responsibilities of each agency across several categories, including:
 - Disaster preparedness
 - Oversight of Infrastructure Operators
 - Disaster Response and Recovery
 - Government and Business Continuity
- Includes agreement of training CPUC staff at all levels in NIMS, SEMS and ICS





Next Steps: Increasing CPUC-Wide Understanding of Emergency Response



- Broaden CPUC participation in Emergency Response Exercises
- Increase the depth of review of utility emergency response plans
- Develop training requirements for CPUC staff, including obtaining FEMA certifications for select personnel
- Increase CPUC's ability to directly participate in Emergency Response through Emergency Operations Centers (EOCs) at utility, regional and state levels





Additional Resources and Document Links

- CPUC Emergency Response Plan and Protocols:
- CPUC & Cal OES MOU Agreement:
- List of Upcoming Emergency Response Exercises:
<http://www.cpuc.ca.gov/General.aspx?id=6442451501>

- Additional Resources through Cal OES:
<http://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system>

- Additional Resources though FEMA:
<https://www.fema.gov/national-incident-management-system>

