

August 6, 2020

Staff Questions for Electric Investor-Owned Utilities

Public Safety Power Shutoff (PSPS) Public Briefings

August 10, 10-11:30 a.m. – San Diego Gas & Electric Company

August 11, 1:30-3:00 p.m. – Southern California Edison

August 13, 10-11:30 a.m. – Pacific Gas and Electric Company

Scaling of Business Operations: Websites and Customer Call Centers

What specific messages is your company preparing to inform customers and the public about a PSPS event and public health orders about COVID-19?

How will people with mobile phones or low bandwidth be able to check your company's website or call a customer hotline during an event? What notifications will your company send when there is low bandwidth in parts of your service territory during an event? Customers may be unable to access the website due to loss of power or limited telecommunications bandwidth.

How will your company safely expand customer call center staffing during PSPS events given the continued presence of COVID-19?

How have you tested and ensured that your company's website and notification channels will function to provide information to all potentially impacted people during a PSPS event? What languages other than English spoken in the communities you serve will be used in the notifications? What channels will be used to ensure that people with access and functional needs receive the notifications?

Coordination with Local, County and Tribal Governments

Who are the point people from your company for local, county and tribal governments before, during and after PSPS events and what kind of preparation are they conducting with government representatives now? Do you have a comprehensive and easily accessible listing of all your local, county and tribal government contacts? What kind of briefings will your company hold during PSPS events and on what schedule?

What are examples of critical facilities that your company has determined in consultation with local, county, and tribal governments? Are you planning to keep any specific places or buildings energized with temporary generation / temporary microgrids / backup power because of COVID-19, such as food banks, healthcare facilities, or other places? How will you communicate with different groups of people – the public, local governments, critical facilities operators, public safety partners about the status of critical facilities during a PSPS event?

Please provide specific examples of your company's preparation and coordination with regional and state agencies and entities, such as CalTrans, CalTrain, BART, LA Metro, San Diego MTS, water districts, and other such entities.

Accuracy and Availability of Maps

What map will the public see before, during, and after PSPS events, and what map will public safety partners see? Please provide samples of maps that each group will see.`

Do public safety partners know how to use your system to understand the locations of: critical facilities, Medical Baseline customers, Medical Baseline customers who live behind a master meter, and mobile home parks and other master-metered communities?

Has your company tested your notification systems to ensure that notifications reach Medical Baseline customers who live behind master meters? What channels will your company use to reach Medical Baseline customers, including those who live behind master meters?

How can a customer determine if they are on your company's Medical Baseline list and provide or update their information to be included on the list?

How has your company addressed sharing confidential information within your mapping systems with public safety partners?

Mobilizing, Organizing, and Decision-Making for Widespread Emergency Events

How much notice will people who operate critical facilities like hospitals, health care centers, COVID-19 testing sites, telecommunications facilities, water pumping stations, and other places have before your company calls a PSPS event? How will you provide such notice? How will you inform operators of critical facilities and the public who may remain energized with temporary backup generation during a PSPS event?

For critical facilities where backup generation is not placed in advance, what is your company's process for deciding which of those critical facilities will receive backup generation during a PSPS event?

How will the public be able to find out where Community Resource Centers are during an event? What resources will be available at the Community Resource Centers, and how will the facilities be accessible for people with access and functional needs?

How are your employees prepared to manage Community Resource Centers given the continued presence of COVID-19 and public health orders like stay at home, masks, and social distancing?

Will the outdoor Community Resource Center facilities such as tents be able to withstand extreme weather during PSPS events?

Within your company's PSPS and emergency response preparations, how has the presence of COVID-19 been incorporated into your planning and decision-making protocols?

Restoration and Mutual Assistance

What are the resources your company will deploy to know when and where it is safe to restore power? How will you communicate restoration timelines to your public safety partners and to the public, including in languages other than English and to people with access and functional needs?

What is your process for monitoring fires and alerting first responders? What resources will you deploy to assist first responders in the event of a fire?

Steps to Minimize the Scope of PSPS Events

What are the steps your company has taken to minimize the scope of PSPS events? How has your company determined where to make grid investments like temporary generation, weather stations, improved weather forecasting technology, grid monitoring and detection technology, sectionalizing devices, and covered conductor?

What is your company's plan for PSPS events that could happen during the November 2020 elections?

Given the multiple initiatives to enhance your company's PSPS execution, how will your company address the execution risk associated with new tools, processes, and people?

Please provide specific examples of where your company's investment in improvements has reduced the scope of a PSPS event, if a PSPS event has already been conducted this season. If the investment has not reduced the scope of a PSPS event, what is your company's analysis of why not?