

BEFORE THE  
PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA

**BEAR VALLEY ELECTRIC SERVICE, INC.**

**Annual Report in Compliance with  
General Order No. 166  
2023**

Prepared by:  
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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order instituting Rulemaking for Electric  
Distribution Facility Standard Setting.

R. 96-11-004  
(Filed November 6, 1996)

**ANNUAL REPORT IN COMPLIANCE WITH  
GENERAL ORDER NO. 166 (D.98-07-097)**

**BEAR VALLEY ELECTRIC SERVICE, INC.**

INTRODUCTION

California Public Utilities Commission (CPUC) Decision 98-07-097, dated July 23, 1998, adopted final rules to govern the electric utilities planning and responses to emergencies and major power outages. These rules were revised per Decision 00-05-022 in R.96-11-004, dated May 4, 2000, per Decision 12-01-032 in R.08-11-005, dated January 12, 2012, per Decision 14-05-020 in R.08-11-005, dated May 15, 2014, per Decision 17-12-024 in R.15-05-006, dated December 14, 2017, and per Decision 21-05-019 in R.15-06-00, dated May 20, 2021.

Attached to this Decision 98-07-097 was General Order 166 which “should only apply to Pacific Gas & Electric, Southern California Edison (SCE), San Diego Gas and Electric (SDG&E), Liberty Utilities, LLC (formerly CalPeco Electric, LLC), Pacific Power (PacifiCorp) and any other jurisdictional electric distribution facility.” Bear Valley Electric Service, Inc. submits the following attachments in compliance with General Order No. 166.

## **ANNUAL REPORT**

### Rules

General Order No. 166 established several rules requiring each jurisdictional utility to:

- Prepare an emergency response plan and update the plan annually. Standard 1.
- Enter into mutual assistance agreements with other utilities. Standard 2.
- Conduct annual emergency training and exercises using the utilities emergency response plan. Standard 3.
- Develop a strategy for informing the public and relevant agencies of a major outage. Standard 4.
- Coordinate internal activities during a major outage in a timely manner. Standard 5.
- Notify relevant individuals and agencies of an emergency or major outage in a timely manner. Standard 6.
- Evaluate the need for mutual assistance during a major outage. Standard 7.
- Inform the public and relevant public safety agencies of the estimated time for restoring power during a major outage. Standard 8.
- Train additional personnel to assist with emergency activities. Standard 9.
- Coordinate emergency plans with state and local public safety agencies. Standard 10.
- File an annual report describing compliance with these standards. Standard 11.
- Be subject to a restoration performance for major outages. Standard 12.

- Be subject to a Call Center performance benchmark for major outages. Standard 13.
- Conduct public plan development meetings with state, city and county governments. Standard 14

The following attachments serve to reflect BVES' compliance with the  
aforementioned rules:

- Attachment "A" titled Bear Valley Electric Service Annual Report On Compliance with General Order 166 – Compliance Period January 1, 2022 – December 31, 2022 describes how BVES has complied with the Rules previously listed.
- Attachment "B" titled Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan, describes the key activities to be addressed in the event of an emergency and its response to the disaster.
- Attachment "C" titled Number of Customers for Life Support - (Confidential)
- Attachment "D" titled Mutual Assistance Agreement (Electric and Natural Gas) Among Members of the California Utilities Emergency Association
- Attachment "E" titled Emergency Telephone Numbers – Internal BVES
- Attachment "F" titled BVES 2022 Wildfire Mitigation Plan, dated May 6, 2022 Updated.
- Attachment "G" titled Bear Valley Electric Service Fire Prevention Plan

### **Number of Repair and Maintenance Personnel**

Standard 11 of the General Order 166 further requires "the utility shall report on the number of repair and maintenance personnel in each personnel classification in each county (and total throughout the company) as of December 31 of the current and previous years."

The attached 2022 Table 1 is a compilation of these statistics for the years 2019, 2020, 2021 and 2022 (as of December 31, 2022).

DATED: April 30, 2023

Respectively submitted,

    /s/ Paul Marconi    

President, Treasurer & Secretary  
**Bear Valley Electric Service Inc.**

## **ATTACHMENT A**

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order instituting Rulemaking for Electric  
Distribution Facility Standard Setting.

(U 913 E)

R. 96-11-004  
(Filed November 6, 1996)

BEAR VALLEY ELECTRIC SERVICE  
Annual Report on Compliance  
With General Order 166

Compliance Period: January 1, 2022 – December 31, 2022

Pursuant to General Order 166, Standard 11, Bear Valley Electric Service, Inc. (BVES) hereby submits its report on its compliance with General Order 166 for the period January 1, 2022 through December 31, 2022 (“Compliance Period”). This report demonstrates BVES compliance with each of the fourteen standards of the General Order.

**Standard 1. Emergency and Disaster Preparedness Plan**

The Emergency & Disaster Response Plan (EDRP) is provided to all Bear Valley Electric Service, Inc. (“BVES”) employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated EDRP in order to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The EDRP outlines BVES’ philosophy and procedures for managing major emergencies that may disrupt electric service to its customers or threaten the health and safety of the people in the communities it serves. The EDRP further establishes the structure, processes and protocols for BVES’s emergency response and identifies departments and individuals who are directly responsible for that response and critical support services. In addition, the EDRP provides a

management structure for coordination and deployment of the essential resources necessary for the response.

The EDRP is designed to provide a framework for managing and responding to:

- Large outages
- Numerous smaller outages
- Potential for large outages
- Potential for numerous smaller outages
- Any combination of the above

The EDRP may be invoked as a precautionary measure when there is a strong potential for outages or in response to actual outages. The EDRP is designed to be implemented as needed in conjunction with other procedures, plans, and policies such as:

- Public Safety Power Shutoff Plan
- Wildfire Mitigation Plan
- Field Operations and Engineering Procedures
- Customer Service Procedures
- Other organizations such as State, County, and City Emergency Disaster Plans

The EDRP complies with the requirements set forth in the Public Utilities Commission of the State of California's General Order No. 166, Standards for Operation, Reliability, and Safety during Emergencies and Disasters. The EDRP is included as Attachment B to this Report. Attachment C includes the list of life support customers in the BVES territory that would be included as part of the EDRP.

As noted in Standard 14, on March 23, 2022 BVES organized a public conference for the representatives the City and County to provide consultation for the EDRP.

### **Standard 2. Mutual Assistance Agreement**

BVES is a member of the California Utilities Emergency Association (CUEA) and signatory of the Mutual Assistance Agreement. The agreement is included as Attachment D to this Report.

### **Standard 3. Emergency Training and Exercises**

BVES continues with "on the job training" as well as departmental cross training. The EDRP was reviewed with BVES personnel. In 2022, BVES perform company-wide emergency trainings by performing a tabletop exercise on April 14, 2022 and a functional exercise on June 21, 2022.



**Standard 4. Communications Strategy**

BVES' strategy for communicating with the media, customers, regulatory agencies, and other governmental organizations is included in the EDRP, chapter 5 titled "Emergency and Disaster Response Communications Plan".

As a member of the CUEA, BVES has established ongoing communications with state, county and city governments, agencies, utilities, and other non-government organizations (NGOs). The purpose is to report hazardous conditions affecting BVES service area and vicinity.

**Standard 5. Activation Standard**

BVES experience a weather related outage on November 8 and 9, 2022 which was reported to the CPUC. BVES did not experience any other such events during this compliance period.

**Standard 6. Initial Notification Standard**

BVES does follow the Reporting Procedures outlined by the CPUC for notifying Commission Staff of a major outage or damage exceeding \$50,000.

Commission Staff will be notified through the Commission's web site, <https://ia.cpuc.ca.gov/electricincidents/>. If Internet access is not available, the emergency phone number will be used, 1-800-235-1076.

Also, within four hours of the identification of a major outage or other newsworthy event, BVES will notify the Warning Center at the Office of Emergency Services of the location, possible cause and expected duration of the outage.

BVES experience a weather related outage on November 8 and 9, 2022 which was reported to the CPUC. BVES did not experience any other such events during this compliance period.

Attachment E lists the emergency telephone for BVES employees.

**Standard 7. Mutual Assistance Evaluation Standard**

Mutual Assistance was not needed during this compliance-reporting period.

**Standard 8. Major Outage and Restoration Estimate Communication**

**Standard** BVES experience a weather related outage on November 8 and 9, 2022 which was reported to the CPUC. BVES did not experience any other

such events during this compliance period. In addition, BVES has not incurred a Power Safety Power Shutoff event.

### **Standard 9. Personnel Redeployment Planning Standard**

All employees are to be cross-trained with a different department. Also, BVES trains all of its safety standby personnel to ensure that proper techniques are used at all times. BVES' safety training for standby personnel included the following:

- CPR, AED, and First Aid
- Forklift
- Underground Fault Location
- Hazard Recognition
- Emergency Preparedness in the Home
- Federal Motor Carrier Safety
- Safe Start-Advanced Safety Awareness Review
- Fire Extinguisher Training
- Accident Prevention Manual Review
- Meter Safety
- Grounding
- Power Plant Black Starting
- Natural Gas First Responder Program
- Emergency Action Plan (EAP)

### **Standard 10. Annual Pre-Event Coordination Standard**

As a member of the CUEA, BVES meets quarterly to discuss emergency planning and response issues and opportunities to support the respective organizations in an emergency. CUEA Mutual Aid meetings are attended quarterly.

As a member of Bear Valley Mountain Mutual Aid Association (MMAA), BVES has established ongoing coordinated communications with state, local government (county and city), agencies, utilities, and other non-governmental organizations (NGOs). The purpose is to report hazardous conditions affecting the Bear Valley service area and vicinity. MMAA meetings are held five times per year.

### **Standard 11. Annual Report**

BVES is in compliance with G.O. 166. The March 31, 2022 EDRP was reviewed and approved by BVES management on March 30, 2022. It is included as Attachment B to this Report.

BVES 2022 Wildfire Mitigation Plan is included as Attachment F to this Report.

BVES Fire Prevention Plan is included as Attachment G to this Report.

BVES repair and maintenance personnel is shown in Table 1, which is attached to this Report. As of December 31, 2022, BVES has 14 repair and maintenance personnel located at Big Bear Lake, San Bernardino County.

**Standard 12. Restoration Performance Benchmark for Measured Event**

BVES has less than 150,000 customers and therefore is exempted from this standard.

**Standard 13. Call Center Benchmark for a Measured Event**

BVES has less than 150,000 customers and therefore is exempted from this standard.

**Standard 14. Plan Development Coordination and Public Meeting**

On March 2, 2022, and in compliance with D. 21-05-019, BVES emailed to representatives of the City of Big Bear Lake, the Fire Department, the city Wastewater Department as well representatives of the County of San Bernardino, an invitation to participate in a public conference to provide consultation on the development of the draft ERDP. BVES emails also included a copy of the draft ERDP, a request for comments on the ERDP, and city and county direct contacts. The virtual conference was held on March 23, 2022.

Respectfully submitted,

*Jon Pecchia*

Jon Pecchia  
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Telephone: (909) 866-1656

Dated: April 30, 2023

## **ATTACHMENT B**

**Bear Valley Electric Service, Inc.  
Emergency & Disaster Response Plan**

# **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

March 31, 2022

Approved by: \_\_\_\_\_

Paul Marconi, President, Treasurer, & Secretary

# **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

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**Bear Valley Electric Service, Inc.**  
**Emergency & Disaster Response Plan**

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  - 4.7. Evacuation
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**Bear Valley Electric Service, Inc.  
Emergency & Disaster Response Plan**

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      - 5.5.4.1. Authorized Media Engagement
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- Appendix F: Emergency Response Workflows
- Appendix G: Sample Situation Report (SITREP)
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- Appendix I: Sample Work Order Jacket
- Appendix J: Sample Mutual Assistance Agreement Letter

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

1. **Purpose and Introduction.** The Emergency & Disaster Response Plan (EDRP) is provided to all Bear Valley Electric Service, Inc. (“BVES”) employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated EDRP in order to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The EDRP outlines BVES’ philosophy and procedures for managing major emergencies that may disrupt electric service to our customers or threaten the health and safety of the people in the communities we serve. The EDRP further establishes the structure, processes and protocols for the BVES’s emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

The EDRP is designed to provide a framework for managing and responding to:

- Large outages
- Numerous smaller outages
- Potential for large outages
- Potential for numerous smaller outages
- Any combination of the above

The EDRP may be invoked as a precautionary measure when there is a strong potential for outages or in response to actual outages. The EDRP is designed to be implemented as needed in conjunction with other procedures, plans, and policies such as:

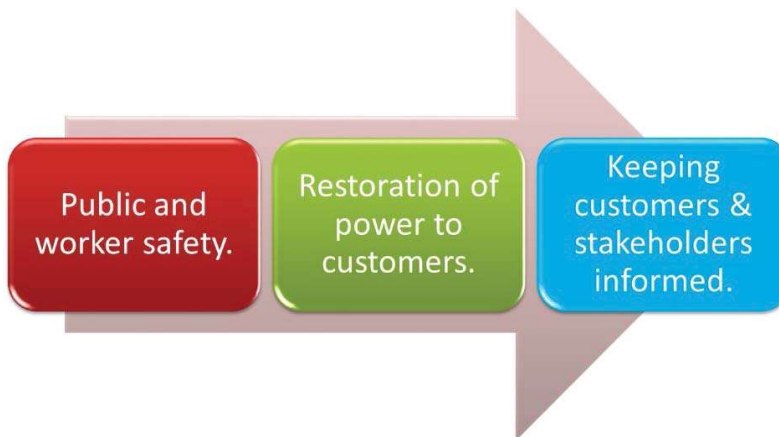
- Public Safety Power Shutdown Plan
- Wildfire Mitigation Plan
- Field Operations and Engineering Procedures
- Customer Service Procedures
- Other organizations such as State, County, and City Emergency Disaster Plans

The EDRP complies with the requirements set forth in the Public Utilities Commission of the State of California’s General Order No. 166, Standards for Operation, Reliability, and Safety during Emergencies and Disasters.

1.1. **Plan Goals.** When an emergency occurs, BVES’ response actions are guided by the following overriding emergency goals (in order of priority):

- **Safety:** Protect the life-safety of our customers, employees and the general public.
- **Restoration of Power:** Restore electric service to customers in a safe and timely manner.
- **Communications:** Keep customers, stakeholders, and staff informed.

## Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan



**Figure 1-1: EDRP Goals**

1.2. **Plan Vision.** BVES strives to meet customer needs through effective risk assessment, mitigation, preparedness, response and communications. Our vision is to achieve excellence in emergency management performance.

1.3. **Plan Policy.** BVES strives to utilize effective emergency management principles that enhance the BVES's ability to provide safe and reliable electric power and its ability to communicate timely and accurate information to customers and stakeholders by:

- Conducting effective risk assessments for operating and business functions;
- Developing appropriate prevention or risk mitigation strategies;
- Implementing comprehensive emergency preparedness programs;
- Responding with appropriate resources to address emergencies;
- Communicating with customers and other stakeholders with timely and accurate information;
- Recovering from events safely and expeditiously; and
- Improving continuously.

Since major outage events and emergencies are rarely similar in all respects, the EDRP is constructed in such a way to provide BVES management with a trained and operationally ready workforce and a response operations process that may be employed as required to deal with the unique aspects of each major outage and emergency event.

The effectiveness of the EDRP is based on BVES' commitment to prepare for, to implement, and to review procedures after each implementation. An after action review process shall facilitate continuous improvement in the BVES's response and restoration processes.

Execution of the appropriate response to affect rapid and safe recovery is dependent upon the scalability of this plan. For example, storm intensities and the number of customers affected vary and, therefore, the level of recovery resources committed to each event is adjusted as appropriate even though the operational concepts remain consistent.

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

1.4. **Plan Responsibility.** It is the responsibility of all Managers and Supervisors to ensure the EDRP is reviewed by all staff and is updated when appropriate. Specific responsibilities are provided throughout the EDRP.

1.5. **General Overview.** BVES customers receive electric service through an overhead and underground distribution system. Extreme weather events such as heavy rain, hail, snow, ice, lightning, high winds, and/or extreme dry heat may adversely impact the integrity of the distribution system, resulting in occasional interruptions of electric service. The distribution system is also susceptible to damages as a result of major disasters, such as earthquakes, flooding, wildfires, and mud and rock slides. Furthermore, in the interest of public safety, BVES may deem it necessary to proactively de-energize large portions of the distribution system to protect the public; for example, BVES may de-energize circuits or portions of circuits during extreme fire threat weather conditions. BVES normally imports power to its service area via Southern California Edison's (SCE) transmission lines. Therefore, the BVES service area may be susceptible to outages caused by events outside of its services area. All of the above may result in major power outages of varying extent and length depending on the severity of the event. Since electricity is a critical element in our daily lives, prompt restoration is a reasonable customer expectation and a BVES goal. In the case of major disasters, rapid and efficient restoration of power; especially to critical infrastructure, is essential to overall community disaster recovery.

The response to customer outages caused by severe weather events, other disasters or events affecting power delivery to the BVES service area is predicated on recognizing and understanding the magnitude of the event as well as the availability of resources to support the restoration process. This plan has been designed to provide a systematic organized response plan for the purpose of promoting a safe and efficient recovery from any of those conditions. Since the potential of sustaining damages is highest for storm situations, the plan specifically addresses these situations but it may easily be adapted to major outages caused by other disasters or causes.

It is also recognized that no plan can possibly predict and cover every emergency situation. Therefore, the EDRP provides a structure that is based on a set of reasonable assumptions for the most likely emergencies requiring emergency response; but it also provides the BVES's Incident Commander the authority, flexibility, and discretion to alter the BVES's emergency response to tailor it to the specific emergency situation in order to optimize the utilization of BVES resources and to achieve the emergency response goals in an effective and efficient manner.

A critical component of the EDRP is close coordination with stakeholders that depend on BVES's service and assistance for their response actions and who may, also, be able to assist BVES in its response actions. The coordination must occur in developing the plan, training on the plan, executing the plan, and in plan refinements. Some of BVES's major stakeholders include:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (California Public Utilities Commission)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Various media and communications companies

Accurate, effective and timely communications with key stakeholders is critical in emergency response and, therefore, it is essential that business relationships be developed before emergency response is necessary. Understanding stakeholders' key staff, contact information, roles and responsibilities, and capabilities are extremely useful in achieving successful emergency response.

### **1.6. Definitions.**

**Accessible:** A condition which permits safe and legal access.

**Access and Functional Needs Populations:** Refers to those populations with access and functional needs as set forth in Government Code § 8593.3. Access and functional needs population consists of individuals, including but not limited to, individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

**Appropriate Regulatory Authority:** The agency or governmental body responsible for regulation or governance of the utility.

**Critical Customers:** Customers requiring electric service for life sustaining equipment.

**Emergency or Disaster:** An event which is the proximate cause of a major outage, including but not limited to storms, lightning strikes, fires, floods, hurricanes, volcanic activity, landslides, earthquakes, windstorms, tidal waves, terrorist attacks, riots, civil disobedience, wars, chemical spills, explosions, and airplane or train wrecks.

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

**Essential Customers:** Customers representing critical infrastructure and Public Safety Partners.

**Major Outage:** Consistent with Public Utilities Code Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

**Measured Event:** A Measured Event is a Major Outage (as defined herein), resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of a utility's electric customer base. A Measured Event is deemed to begin at 12:00 a.m. on the day when more than one percent (simultaneous) of the utility's electric customers experience sustained interruptions. A Measured Event is deemed to end when fewer than one percent (simultaneous) of the utility's customers experience sustained interruptions in two consecutive 24-hour periods (12:00 a.m. to 11:59 p.m.); and the end of the Measured Event in 11:59 p.m. of that 48-hour period.

**Public Safety Partners:** First/emergency responders at the local, state and federal level, water, wastewater and communication service providers , community choice aggregators (CCAs), affected publicly-owned utilities (POUs)/ electrical cooperatives, tribal governments, the Commission, CalOES and CAL FIRE.

**Safety Standby:** Interim activities undertaken to mitigate immediate public safety hazards

**Serviceable Customer:** A customer prepared and properly equipped to receive service where both the customer's electrical service facilities and those facilities of the utility necessary to serve the customer can be legally and physically accessed in a safe manner.

**Sustained Outage:** An electric service interruption (0 voltage) lasting greater than 5 minutes.

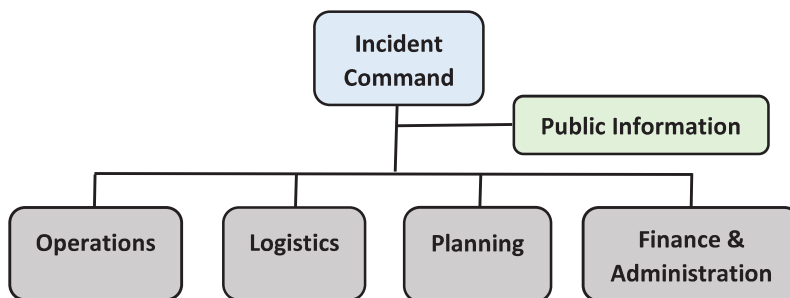
## Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan

2. **Emergency Response Organization.** The EDRP requires that in responding to emergencies, the BVES's staff shall be organized largely based on the Standardized Emergency Management System (SEMS) as interpreted by the BVES. The SEMS structure utilized by BVES is a utility compatible Incident Command Structure (ICS) framework designed to manage emergency incidents and events.

2.1. **Standardized Emergency Management System.** SEMS is an emergency preparedness and response system that has been endorsed by the State of California. It is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. It unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. Additionally, it provides a common structure for all organizations responding to an emergency situation and a means of systematic planning. The benefits of using the SEMS include:

- Use of common terminology among agencies.
- Use of parallel organizational functions among agencies.
- Provides a standard means of systematic planning.

The basic SEMS organization structure is shown in Figure 2-1, SEMS Organization:



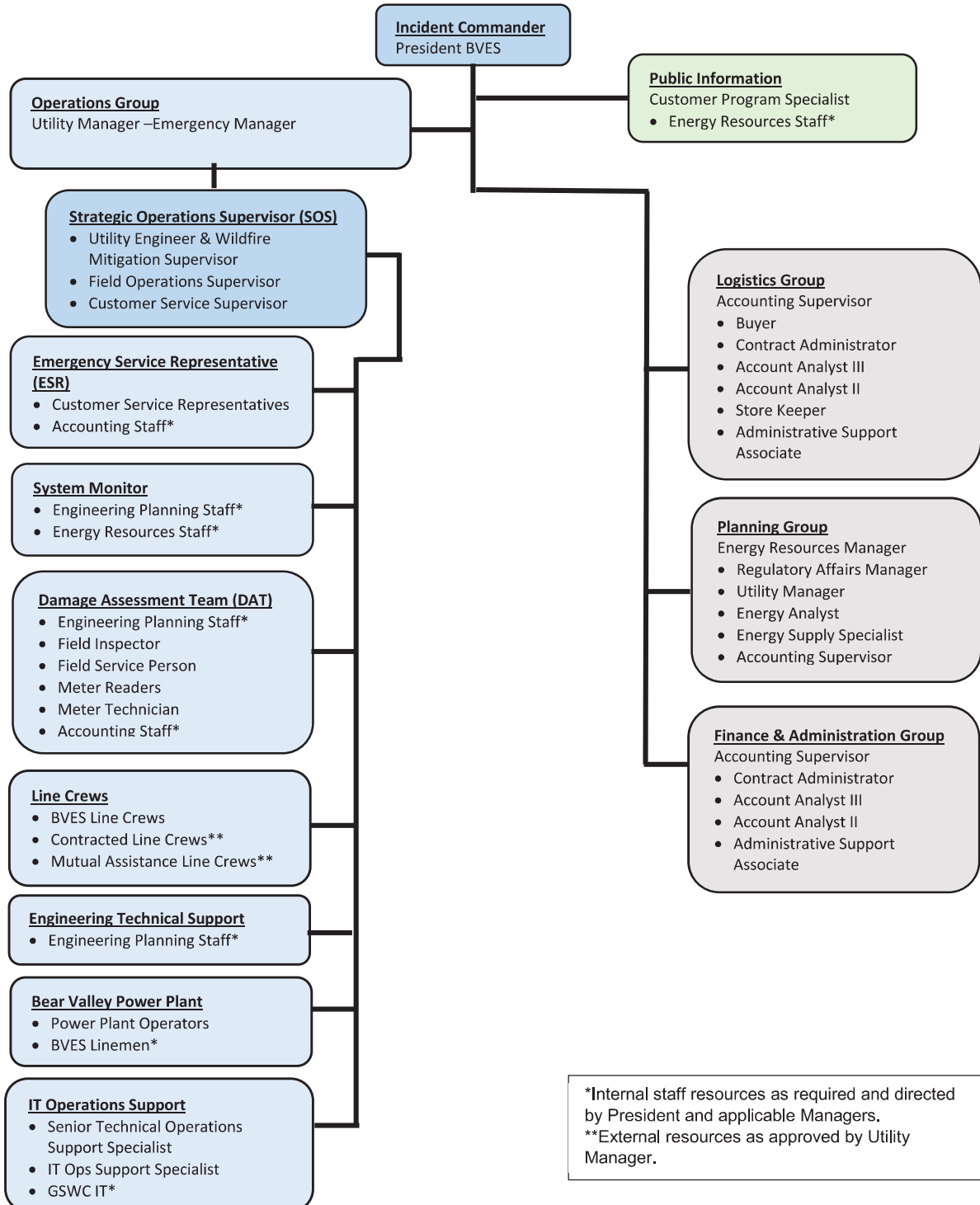
**Figure 2-1: SEMS Organization**

By organizing the response team along the SEMS structure, the BVES emergency response team is able to coordinate with other government and agencies via their corresponding groups. For example, BVES Operations would coordinate directly with the City of Big Bear Lake Emergency Operations Center or the San Bernardino County OES Operations Groups as applicable. Additionally, when BVES sends a representative to these two centers the representative shall already have a good understanding of the emergency response organization.

2.2. **BVES Emergency Organization.** The organization chart presented below in Figure 2-2, BVES Emergency Organization, provides the BVES Emergency Organization structure for the full mobilization (Level 1) of BVES' staff in responding to emergencies per this plan. It is the intent that this organizational structure would operate out of an Emergency Operations Center (EOC) established by BVES and be sustainable for long-term emergency response activities.

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## BVES Emergency Organization



**Figure 2-2: BVES Emergency Organization**

The specific description of roles and responsibilities for the positions in the BVES Emergency Organization are provided in Section 2.4.



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2.3. **BVES Emergency Operations Center (EOC).** An EOC shall be designated for BVES staff use in the event of an emergency. The EOC is the central command and control facility responsible for carrying out the principles of emergency preparedness and emergency response functions described in the EDRP, ensuring public and worker safety, continuity of operations, and timely communications with customers and stakeholders.

An EOC is primarily responsible for strategic direction and operational decisions. Due to the relatively small size of BVES, the Strategic Operations Supervisor (SOS) under the direction of the Operations Group at the EOC shall provide tactical emergency response direction and directly control field assets. The activities under the SOS' management at the EOC shall include all dispatch functions to include customer communications and field operations. For the purpose of the EDRP, when "dispatch" functions are referred to the EOC they are intended for the SOS and supporting team at the EOC.

The common functions of the EOC is to collect, gather and analyze data; make decisions that protect public and worker safety and property; safely maintain and/or restore continuity of operations, within the scope of applicable regulations and laws; and disseminate those decisions to all concerned customers and stakeholders in a timely manner.

2.3.1. The EOC is where the Incident Command, Operations, Planning, Logistics, Financial & Administration, and Public Information groups are located and come together. It serves as the central point for:

- Information gathering and dissemination.
- Directing emergency and restoration operations at both the strategic and tactical level.
- Coordinating with other external agencies and stakeholders.
- Developing and issuing customer and stakeholder communications.
- Evaluating available resources and requesting or relinquishing resources as appropriate.

2.3.2. The EOC shall meet the following requirements:

- Be available for immediate occupancy.
- Have access to backup electrical power.
- Contain access to multiple communication systems such as telephones, mobile phones, VHF radio, internet service, Interactive Voice Response (IVR), etc.
- Be equipped with emergency supplies, system maps and operating information.
- Be capable of sustaining long-term emergency response.

2.3.3. The primary EOC for BVES shall be located at BVES' Main Office at 42020 Garstin Dr., Big Bear Lake, CA 92315 in the "Main Conference Room."

2.3.3.1. The Utility Manager is responsible for ensuring the primary EOC is ready for immediate occupancy. Appendix A, EOC Preparedness and Setup Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. Some items need not be located in the EOC, but should be in close proximity and readily accessible to EOC staff. The Senior Technical Operations Support Specialist shall maintain

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Appendix A up to date as configuration and technology changes are implemented and provide the Administrative Support Associate the latest version of the checklist. The checklist will also be maintained in the EOC.

2.3.3.2. If the primary EOC will not be ready for immediate occupancy, the Utility Manager shall establish an alternate EOC that is ready for immediate occupancy and shall notify BVES staff. Table 2-1 below provides a list of possible alternate EOCs to be considered.

**Table 2-1: Possible Alternate Emergency Operation Centers**

<u>Location</u>	<u>To Be Considered</u>
Operations & Planning spaces at the BVES Main Office	Primary EOC not available. Also consider this site, when scope of emergency response activation is reduced (such as Level 2 activation) and all or most activity is carried out by Field Operations.
BVES's General Office in San Dimas, California	When evacuation of the BVES service area is ordered.
State or County's Incident Commander's base camp	When the BVES Main Office is not accessible.
Other suitable area designated by the Utility Manager	When primary EOC is not accessible or available and the above options are not the optimal location.

2.3.3.3. In selecting an alternate EOC location, the Utility Manager shall at a minimum consider the following factors:

- Safety of BVES emergency response staff
- Location of hazards and potential movement of hazards
- Location of the emergency
- Communications capability and ability to coordinate efficiently with stakeholders
- Location and accessibility to BVES resources (staff, equipment, material, etc.)

2.4. **Roles and Responsibilities.** This section provides the general intended roles and responsibilities of the BVES Emergency Organization shown in Figure 2-2. It should be noted that the Incident Commander and Group Leaders have the authority to modify roles and responsibilities of those under their responsibility to optimally respond to the specific emergency event. When modifications are made, these should be included during the after action report for the event so that possible changes to the EDRP may be considered. BVES has a small staff, therefore, in the interest of sustainability, efficiency and effectiveness, some staff are "dual hatted" and may be assigned multiple roles and responsibilities.

### 2.4.1. Incident Commander

2.4.1.1. President, BVES is the primary BVES staff assigned. Alternates that may be assigned include: Utility Manager, Energy Resources Manager, Regulatory Affairs Manager, or other BVES officials as directed by the Chief Executive Officer (CEO).

2.4.1.2. Incident Commander reports directly to the CEO.

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

2.4.1.3. Overall responsible for organizing and directing the EDRP by providing strategic direction for the emergency response. Activities associated with the Incident Commander are mostly strategic in nature and include, but are not limited to:

- Direct EOC activation. Based on the emergency level and the particular situation surrounding the emergency, may direct partial activation of the EOC.
- Authorize de-activation of the EOC (or any partial de-activation).
- Authorize use of alternate EOC location when appropriate.
- Provide timely and accurate updates to Senior BVES management (CEO, CFO, VP Regulatory Affairs, etc.) of emergency response.
- Approve and/or conduct high-level communications with federal, state, county, and/or city officials as well as other utilities and non-governmental organization (NGOs).
- Approve and/or conduct external communications with media and the public.
- Approve regulatory reports for outages, incidents and accidents (GO-95, GO-128 & GO-166). Work closely with Regulatory Affairs at the General Office (GO).
- Approve situation reports that may be requested by external organizations such as California Utility Emergency Association (CUEA), State of California Office of Emergency Services (OES), San Bernardino County OES, City of Big Bear Lake, California Public Utilities Commission (Safety Enforcement Division and Energy Division), local Incident Commander, etc.
- Ensure Operations, Planning, Logistics, and Finance & Administration Groups (SEMS) are properly resourced to respond to emergency.
- Lead periodic update meetings with the BVES SEMS Group Leaders.
- Approve requests for mutual aid.
- Approve use of emergency contracting and procurement provisions.

### 2.4.2. Public Information Group.

2.4.2.1. Customer Program Specialist is the primary BVES staff assigned to this group. Alternates who may be assigned include: Energy Supply Specialist, Customer Service Supervisor, or others as designated by the Incident Commander. Generally, the Customer Program Specialist and Energy Supply Specialist (or other staff assigned) shall alternate shifts.

2.4.2.2. Public Information reports directly to the Incident Commander on all public information issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to stay informed on the latest status of the emergency response. Attends BVES SEMS leadership meetings.

2.4.2.3. Public Information facilitates communication with all stakeholder groups, including the news media and provides a variety of public information services during an electric system emergency. Activities associated with Public Information include, but are not limited to:

- Develop public engagement strategy and directs all aspects of public messaging.
- Keep customers, stakeholders, BVES management and employees informed on the status of the emergency response including extent of outages, cause of outages, damage and

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casualty assessments, restoration efforts in progress and planned, estimated time to restore service, and updates to the emergency response through widely available communications channels.

- Act as the central point of contact for any external public inquiries.
- Prepare and distribute public information releases for media, website, social media, interactive voice response and two-way text messages, state and local government, and other BVES stakeholders.
- Prepare and distribute responses to media inquiries.
- Coordinate with the General Office and other stakeholder public information officials.
- Work closely with the Incident Commander, public relations contractor and General Office (Regulatory Affairs) on public engagement.
- Work closely with other SEMS Groups to be informed of latest information.
- Provide line crews, customer service and other staff who operate in the field or interact directly with customers with the latest information to be shared with public.
- Coordinate participation in joint press conferences with other stakeholders as needed or directed.
- Organize press conferences as needed or as directed.
- Assist in preparing the Incident Commander and other BVES staff for press conferences and interviews.
- Follow media and social media for discussion of BVES and develop rapid response to dispel erroneous information.
- Update BVES website, social media, local media, interactive voice response and two-way text messages, and other communications platforms as conditions change.
- Activate advertising campaigns with local media when appropriate.

2.4.3. Operations Group. The Operations Group is overall responsible for all of the emergency response actions in the field necessary to safely restore service to customers. As such, this group is made up of customer service, line crews, field operations, engineering and planning, and power generation staff and contractors. The Emergency Manager leads this group.

2.4.3.1. Emergency Manager. Utility Manager is the primary BVES staff assigned. Alternates who may be assigned include: Energy Resource Manager, Utility Engineer & Wildfire Mitigation Supervisor and Field Operations Supervisor. The Emergency Manager reports directly to the Incident Commander. Activities associated with the Emergency Manager are partly strategic and partly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Authorize deviations to the EDRP as necessary to safely, efficiently and effectively execute restoration activities.
- Attend BVES SEMS leadership meetings.
- Issue the work schedule and shift rotations for all staff and contractors assigned to the Operations Group.
- Direct the number of Emergency Service Representatives, System Monitors, Damage Assessment Teams, and Line Crews to be assigned per shift.
- Ensure staff and contractors are adequately rotated to allow for rest and safe operations.
- Authorize overtime labor expense as needed.

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- Direct all restoration and emergency response activities in the field.
- Keep Incident Commander and Public Information informed of progress.
- Drive to obtain and communicate “estimated time of restoration” (ETR) for outages and update this information as the situation progresses.
- Coordinate with other SEMS Groups.
- Constantly evaluate restoration progress and optimize utilization of available resources to safely, efficiently and effectively restore service.
- Identify and request additional resources when needed and stand-down resources when no longer required.
- Coordinate restoration activities with other external entities (City, County, Fire Department, Sheriff, CHP, Forestry Service, CALTRANS, other utilities, contractors, etc.).
- Assign and dispatch a knowledgeable BVES representative to local government and/or agency Incident Command as needed.
- Ensure outages, incidents, and accidents are properly documented.
- Assist in preparing regulatory reports for outages, incidents, and accidents (GO-95, GO-128 & GO-166).
- Prepare external situation reports as requested.
- Ensure cost recovery records and documentation for restoration work are being maintained as requested by the Finance and Administration Group.
- Review weather forecast and other external information to optimize restoration response.
- Prepare mutual aid inquiries and requests.
- Communicate logistics requirements to complete restoration activities.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other operations activities as directed by the Incident Commander.

2.4.3.2. Strategic Operations Supervisor (SOS). The Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, and Customer Service Supervisor are the primary BVES staff assigned. Alternates who may be assigned include: Utility Manager and the Regulatory Compliance Project Engineer. The SOS reports directly to the Emergency Manager. Activities associated with the SOS are mostly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Maintain the “common operational picture” in the EOC. Utilizes the Outage Management System (OMS), Supervisory Control and Data Acquisition (SCADA), CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
- Act as the Emergency Manager’s direct representative in the EOC and direct all operations activities to include all dispatch functions while the EOC is activated. For the purpose of this EDRP, the SOS is equivalent to “Dispatch” and the terms may be used interchangeably.
- Function as the central Dispatch during EDRP implementation. Receive, prioritize, dispatch, and resolve all Field Activities (FA’s) and Transmission and Distribution (T&D) system problems reported by other means per BVES priorities identified in the EDRP.
- Direct all restoration and emergency response activities in the field.

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- Direct and supervise the Emergency Service Representative(s), System Monitor, Damage Assessment Team(s), Line Crews (BVES, contracted and/or mutual aid), Bear Valley Power Plant Operators, IT Operations Support and Contracted Services (for example, snow removal, vegetation management, etc.) in all aspects of EDRP activities.
- Ensure resources are safely, efficiently and effectively deployed per the EDRP priorities and as directed by the Emergency Manager.
- Recommend to the Emergency Manager whether to increase, maintain, or decrease restoration resources to safely, efficiently, and effectively execute the restoration activities.
- Properly document outages, incidents, and accidents.
- Maintain cost recovery records and documentation of work completed as requested by the Finance Group at the General Office.
- Review weather forecast and other external information to optimize restoration response.
- Develop logistics requirements necessary to complete restoration activities.
- Keep Emergency Manager and Public Information informed of progress.
- Update Situation Report.
- Dispatch the Bear Valley Power Plant (BVPP) as needed. Coordinate any logistics necessary to operate the power plant.
- Ensure accurate and detailed status of T&D switches, equipment and facilities are maintained in the EOC and updated as changes occur.
- Approve field switching orders and direct all field switching operations.
- Mostly operate in the EOC but may go out to the field as needed to personally view issues. When departing the EOC, the SOS should designate a knowledgeable staff member to be in charge of the EOC during his absence. It may be advantageous for the off-going SOS to tour outage sites immediately after shift and provide the SOS a report. Alternatively, it may be advantageous for the on-coming SOS to tour outage sites prior to shift.

2.4.3.3. Emergency Service Representative (ESR). BVES staff who are assigned to this task are the Customer Service Representatives and the Customer Service Specialist. The number of ESR staff assigned per shift shall be directed by the Emergency Manager. Other staff may be requested to augment the ESR Team or to augment certain functions of the ESR Team (for example, EOC staff may be used to call back customers as needed). Additionally, the ESR function or some portions of the ESR function may be transferred to BVES's contracted call center during non-business hours when call volume is low. ESR staff reports directly to the SOS. Activities associated with the ESR Team include, but are not limited to:

- Process incoming customer calls.
- Issue FA's as appropriate.
- Route FA's to EOC dispatch for action.
- Update the Outage Management System as applicable.
- Assist EOC Dispatch in organizing and prioritizing incoming FA's as directed by SOS.
- During extremely high volume periods, alternative procedures may be employed to route FA's more efficiently as directed by the Emergency Manager. For example, the ESRs may be requested to route a periodic CSV file from CC&B of new FA's to EOC Dispatch instead of individual FA's.
- May be assigned to provide first layer of sorting FA's by type (outage, line down, etc.) as directed by the SOS.

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- Respond to customer inquiries on system status using latest information from EOC.
- Provide SOS information on customers with “Life Support” and Access and Functional Needs (AFN) customers affected by outages.
- Update IVR and two-way text messages as directed by the SOS.
- Update Customer Care and Billing (CC&B) with results of completed FA’s from EOC.
- Call customers to verify power restoration as directed by SOS.
- Normally ESR staff perform assigned duties in the Customer Service area. The Emergency Manager may direct ESR staff to work at another area.

2.4.3.4. System Monitor. Staff assigned to this position are directed by the Emergency Manager and are generally selected from the following staff: Energy Analyst, Regulatory Compliance Project Engineer, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Substation Technician, Meter Technician, Field Inspector, Senior Account Analyst, Account Analyst, and Administrative Support Associate. Other staff as deemed qualified by the Emergency Manager may also be assigned. Normally, one System Monitor shall be assigned per shift but additional System Monitors may be assigned to certain shifts when activity is expected to be high. The System Monitor reports directly to the SOS. Activities associated with the System Monitor include, but are not limited to:

- Assist the SOS in maintaining the “common operational picture” in the EOC. Utilizes the Outage Management System (OMS), SCADA, CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
- Work closely with Emergency Service Representatives to transfer information.
- Update the Situation Report.
- Assist in receiving, prioritizing, dispatching, and resolving all FA’s and T&D system problems reported by other means per BVES priorities identified in the EDRP.
- Take reports from the Line Crews, Damage Assessment Teams and other field assets and communicate this information to appropriate EOC staff.
- Document outages, incidents, and accidents.
- Maintain cost recovery records and documentation of work completed as requested by the Finance and Administration Group.
- Review weather forecast and other external information and provide this information to the SOS and Emergency Manager.
- Maintain status of the BVPP as needed.
- Assist SOS in maintaining an accurate and detailed status of T&D switches, equipment and facilities in the EOC.
- Assist the SOS in execution of responsibilities as directed.
- Perform assigned duties in the EOC.

2.4.3.5. Damage Assessment Team (DAT). Staff assigned to this team are as directed by the Emergency Manager and are generally selected from the following staff: Field Inspector, Substation Technician, Meter Technician, Field Serviceperson, Meter Readers, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Buyer, Storekeeper, Regulatory Compliance Project Engineer, and Energy Analyst. Other staff as deemed qualified by the Emergency Manager may also be

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assigned to this team. Normally, each DAT shall consist of two people. At least one DAT shall be assigned to each shift. Additional DATs may be assigned to certain shifts when activity is expected to be high. The DAT reports directly to the SOS. Activities associated with the DAT include, but are not limited to:

- Assist the SOS in execution of responsibilities as directed.
- Perform field investigations as directed by SOS.
- Keep the SOS informed of their position when out in the field.
- Provide detailed assessments and documentation including photographs and video of damage to SOS.
- Coordinate with and assist Line Crews as directed by SOS.
- Normally travel in pairs; especially during storm and other potentially hazardous conditions and at night. When conditions are favorable, the Emergency Manager may permit DAT field inspections to be performed by a single person.
- When not in the field, perform duties in the EOC as directed by the SOS.

2.4.3.6. Line Crews. Staff assigned to this crew are BVES Journeyman Lineman Crews (including Apprentice employees). Other BVES staff that are Journeyman Lineman (for example, Field Inspector) may be assigned as needed and directed by the Emergency Manager to augment BVES Line Crews. Emergency Manager may also assign Contracted Line Crews and Line Crews from other utilities through mutual aid agreements. The Emergency Manager shall direct the specific crew sizes, shift lengths and rotations, and functions (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.). The Line Crews report directly to the SOS. Activities associated with the Line Crews include, but are not limited to:

- Perform field activity work (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.) as directed by SOS.
- Keep SOS informed of work progress and developments in the field.
- Keep SOS informed of the status of T&D switches, equipment and facilities.
- Provide information (such as labor hours, equipment usage, and material consumption) to allow the collection of accurate cost recovery records and documentation for work completed.
- Assist in documenting outage and T&D system damage and restorations efforts.
- Consult with SOS on technical issues that may require Engineering & Planning evaluation and input.
- Request additional resources as needed.
- Operate Bear Valley Power Plant engines as directed.

2.4.3.7. Engineering Technical Support. The primary assigned are Engineering and Planning staff (Utility Engineer & Wildfire Mitigation Supervisor, Regulatory Compliance Project Engineer, Utility Planner(s), Wildfire Mitigation & Reliability Engineer, GIS Specialist, Engineering Technician, and Engineering Inspector) as designated by the Emergency Manager. This function may be augmented by mutual aid from other utilities and/or qualified contractors as the Emergency Manager deems necessary. Normally, Engineering Technical Support is an



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“on-call” function as requested by the SOS. Engineering and Planning staff are generally “dual hatted” and perform other EDRP functions as assigned by the Emergency Manager. When there is a need for Engineering Technical Support, the System Monitor and SOS shall prioritize the specific workload for each Engineering and Planning staff (for example, Utility Planner may be pulled from the DAT to perform planning activities such as loading assessments on pole replacements and then return to DAT duties once the engineering work is completed).

2.4.3.8. *BVPP Operators*. Primary assigned are the BVPP Operators. BVES Journeyman Lineman may also be assigned as directed by the Emergency Manager. Additionally, the Emergency Manager may contract out for additional BVPP Operators, if needed. The Emergency Manager shall direct BVPP Operators and their shift schedule as necessary to support the anticipated or actual dispatching of the power plant. The BVPP Operators report directly to the SOS. Activities associated with the BVPP Operators include, but are not limited to:

- Operate the BVPP as directed by SOS.
- Maintain BVPP at the ready when not dispatched.
- Ensure backup systems fully operational.
- Ensure readiness to perform “Black Start” procedure.
- Request additional resources as needed.
- Document materials and labor hours expended.

2.4.3.9. *IT Operations Support*. Primary assigned is the Senior Technical Operations Support Specialist and the Technical Operations Support Specialist. GSWC IT resources may provide backup support for this function. IT Support shall report directly to the SOS. Activities associated with IT Support include, but are not limited to:

- Ensures utmost business continuity by monitoring and maintaining EOC, Operations & Planning, Customer Service, Accounting and Energy Resources communications and IT systems are operating properly.
- Provides support to ensure connectivity to critical applications.
- Coordinates communications and IT systems issues with GSWC IT.
- Resolves local IT and network connectivity issues with field equipment and systems (for example, SCADA).
- Coordinates communications and connectivity with other entities as directed.
- Assists with other duties as directed by the SOS.

2.4.4. *Logistics Group*.

2.4.4.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Logistics Group. Alternates that may be assigned include the Senior Accounting Analyst, Buyer or others as designated by the Incident Commander.

2.4.4.2. The Logistic Group shall normally be made up Accounting Supervisor, Senior Account Analyst, Buyer, Storekeeper, Accounting Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

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2.4.4.3. Logistics Group reports directly to the Incident Commander on all logistics issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to provide optimal logistics support to ensure restoration activities are safe, efficient and effective. Activities associated with Logistics Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when logistics work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager and SOS to forecast contracted services, equipment and material requirements for restoration activities.
- Invoke contracts for response services as requested by the Emergency Manager (for example, emergency line work, snow clearing, tree trimming and clearing, etc.).
- Process emergency contracts and procurement requests as needed to support emergency restoration activities.
- Ensure materials for recovery activities are available, issued to Line Crews as needed, and properly documented when utilized or consumed.
- Ensure vehicle fleet fueled, winterized and ready to support response activities.
- Ensure BVES facilities properly functioning to support EOC and response activities.
- Arrange meals as necessary for staff engaged in response activities.
- Arrange lodging and other mobilization logistics for mutual aid and contracted crews as requested by the Emergency Manager.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other logistics activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to logistics.

### 2.4.5. Planning Group.

2.4.5.1. The Energy Resources Manager is the primary BVES staff assigned in charge of the Planning Group. Alternates that may be assigned include the Utility Manager, Regulatory Affairs Manager, or others as designated by the Incident Commander.

2.4.5.2. The Planning Group shall normally be made up of the Regulatory Affairs Manager, Utility Manager, Customer Care and Operations Support Supervisor, Accounting Supervisor, Energy Supply Specialist, Energy Analyst, and other staff as designated by the Incident Commander.

2.4.5.3. The Planning Group reports directly to the Incident Commander on all planning issues and coordinates directly with the leaders of the Operations, Logistics and Finance & Administration Groups to provide optimal planning support to ensure restoration activities are safe, efficient and effective. Activities associated with Planning Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.

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- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager to develop a high level restoration strategy.
- Evaluate the adequacy of response and recommend adjustments as needed.
- Evaluate weather forecasts and other event information to develop contingencies.
- Determine if Catastrophic Emergency Memorandum Account (CEMA) request is appropriate and coordinate with local government officials and Regulatory Affairs on emergency declarations.
- Develop load forecasts and plan sources of energy supply to best meet load demand.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on planning issues.
- Perform other planning activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to plans.

### 2.4.6. Finance & Administration Group.

2.4.6.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Finance and Administration Group. Alternate staff may be assigned include the Energy Resource Manager, Senior Account Analyst, or others as designated by the Incident Commander.

2.4.6.2. The Finance & Administration Group shall normally be made up of the Senior Account Analyst, Account Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.6.3. The Finance & Administration Group reports directly to the Incident Commander on all finance and administration issues and coordinates directly with the leaders of the Operations, Logistics and Planning Groups to provide optimal Finance & Administration support to ensure that restoration activities are safe, efficient and effective. Activities associated with Finance & Administration Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Operations & Logistics Groups to track expenses (labor, invoices for services, materials consumed, etc.).
- Ensure clear guidance provided to groups to ensure expenses properly tracked.
- Treat each event as possible Catastrophic Event, which costs could be authorized for recovery.
- Execute CUEA administrative requirements as needed.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on finance and administration issues.
- Perform other finance and administrative activities as directed by the Incident Commander.

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- Develop lists of lessons learned for after action evaluation and improvements to finance and administration.

2.5. **Plan Changes.** BVES Incident Commander has the authority to modify this plan including the organizational structure as needed to optimally respond to the specific emergency at hand. Specifically, the Incident Commander, must evaluate each emergency situation and determine:

- To what extent should the BVES Emergency Organization be staffed.
- To what extent should the EOC be activated.
- Should additional resources (for example, mutual aid and/or contracted services) be mobilized.

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**3. Emergency Response Event Preparations.**

3.1. **Preparations.** Emergency Response preparations are a long-term process for which each BVES Department must be constantly ready, especially during the winter months. Preparations for emergency response are best achieved through training on the EDRP, continuous evaluation of the plan, coordination and outreach with external stakeholders, provisioning emergency response materials and equipment, and establishing mechanisms to rapidly bring emergency response resources to the service area such as mutual aid agreements, contracts, and other partnering agreements.

3.2. **Emergency Response Preparations Checklist.** Appendix B, Emergency Response Preparations Checklist, is designed to assist Managers and Supervisors in short-term emergency response preparations.

3.2.1. The President shall direct the execution of the Emergency Response Preparations Checklist based on available forecasting information. In general, it is easier to stand down from a forecasted storm event that does not materialize than to ramp up in the middle of a major storm event. Therefore, erring on the side of being ready is always the better choice. The President may direct the suspension of the Emergency Response Preparations Checklist if the forecast changes and it is no longer warranted.

3.2.2. The checklist is ideally triggered at the 96-hour point prior to a potential emergency response event such as a major forecasted winter storm. However, staff must be flexible and understand not all emergency response events will be accurately forecasted; hence, the implementation time of this checklist may be significantly less than 96-hours. In the event that major outages occur without warning, it is still useful to go through the Emergency Response Preparations Checklist and complete the preparatory checklist items as applicable.

3.2.3. The checklist is designed to be all-inclusive of plausible emergency response to storm events for the BVES service area such as winter snow storms. Therefore, certain preparatory items may not be applicable for all emergency response events; for example, vehicle snow chains may not be required during a loss of import power supply lines from Southern California Edison (SCE). The Utility Manager may direct that certain items on the checklist need not be executed as applicable. Additionally, the Utility Manager may direct new preparatory items be added to the checklist depending on specific impending conditions. The Utility Manager shall use this checklist as applicable when extreme fire threat weather that could result in PSPS conditions is forecasted. The Utility Manager shall keep the President informed of any changes to the checklist.

3.2.4. During after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Emergency Response Preparations Checklist should be reviewed for adequacy and updated as applicable.

3.3. **Contingency Operating Procedures.** The Field Operations Supervisor shall develop pre-approved switching orders and operating procedures that would most likely to be used in the more plausible loss of supply and outage scenarios. The Field Operations Linemen, the

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Power Plant Operators, and other applicable BVES Staff should train on these procedures as applicable so that in the event they are needed, the procedures are readily available, approved, and understood by staff. Switching orders and operating procedures should include at a minimum the following:

- BVPP Black Start System Line-up Switching Order.
- BVPP Black Start Engine Startup Procedures (with and without back-up BVPP generator).
- Switching Order to express the Radford SCE Source to Meadow Substation.
- Rolling blackout procedure when only Radford SCE Source and BVPP are available (13.4 MW Capacity Limit).
- Rolling blackout procedure when only BVPP is available (8.4 MW Capacity Limit).
- Load shedding procedures and priorities.
- Proactive de-energization of high risk circuits in the event of extreme fire threat weather.

3.4. **Mobile Emergency Generation.** The Utility Manager shall ensure that there is a contingency plan to connect mobile emergency generators to the BVES system to provide emergency power. The contingency plan should at a minimum include the following:

- Source at least 5 MWs of mobile emergency generation (may be multiple generators) that may be brought to the BVES service area within 24 hours of being requested. If possible, at least two vendor sources should be identified.
- Identify the fuel requirements and replenishment source(s) for the proposed mobile emergency generation.
- Identify the locations in the BVES system where the mobile emergency generators would be located and connected to the BVES system.
- Identify the connection type and ensure that this is compatible with the sourced mobile emergency generators and the BVES system.
- Identify if any networking is required by the supplier for the mobile emergency generators to operate and, if so, how this shall be accomplished.
- Identify any protection needed and ensure that it is available between the source mobile emergency generators and the BVES system connection points.
- Identify the operating control requirements for the sourced mobile emergency generators (for example, monitoring requirements, startup and shutdown procedures, voltage and load regulation, phase synchronization, operating checks and maintenance, operator labor requirements, etc.) and address how these shall be accomplished (for example, supplier shall operate the mobile emergency generators, etc.).

3.5. **Material and Equipment.** Obtaining material and equipment is always a challenge given that the BVES service area is remotely located and at approximately 7,000 feet in mountainous terrain with only three points of access. The roads present a significant challenge to large trucks under most conditions and all vehicles in wintery ice and snow conditions. Therefore, it is essential to the success of BVES' emergency response plan that certain minimum levels of materials and equipment be always readily available in the BVES service area.

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3.5.1. The Utility Manager shall provide the Accounting Supervisor a minimum quantity of T&D equipment and materials to maintain at BVES to allow timely repairs to likely T&D system failures (overhead facilities, underground facilities, and substation equipment). Additionally, the Utility Manager should identify other vital spares to sustain BVPP operations.

3.5.2. The Field Operations Supervisor shall provide the Accounting Supervisor the minimum quantities of materials and supplies necessary to safely operate field crews involved in restoration repairs. These supplies should include items such as traffic control markers and signs, caution cones, portable site lighting, caution lighting, yellow CAUTION tape and red DANGER tape, portable safety barriers, personal protective equipment (PPE), winter and foul weather gear, etc.

3.5.3. All Managers and Supervisors shall ensure that their staff that would be assigned to operate in the field have available to them the appropriate PPE, adequate weather protection (cold weather gear, rain gear, sunscreen and head gear, etc.), and equipment to perform their duties as assigned by the EDRP.

3.5.4. The Buyer and Storekeeper under the supervision of the Accounting Supervisor shall ensure the equipment and materials identified above are stocked to the minimum quantities. Additionally, they shall ensure the identified equipment and materials are readily sourced and may be ordered and delivered in short timeframe.

3.6. **Vehicles.** All Managers and Supervisors are responsible for ensuring that the vehicles and trucks assigned to them and their employees are ready to operate safely and as needed during restoration activities under the anticipated weather and terrain challenges of the BVES services area.

3.6.1. The Accounting Supervisor shall develop a minimum list of equipment for all BVES vehicles to operate safely in the anticipated weather and terrain conditions including snow and ice that are reasonably encountered in the BVES service area (for example, snow tires, snow chains, shovel, first aid kit, light, fire extinguisher, etc.).

3.6.2. The Field Operations Supervisor shall develop a list of any additional equipment necessary for all utility trucks (digger and bucket trucks), work trucks (foreman and Dutyman trucks) and other vehicles used by Field Operations employees to operate safely and as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.3. The Storekeeper under the direction of the Accounting Supervisor shall coordinate with the applicable Managers and Supervisors to ensure all vehicles and trucks are fully equipped, properly serviced, and ready to safely operate as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.4. If a vehicle is not properly equipped, in good working order, and/or safe to operate for the current or anticipated conditions, it should be identified as such by the applicable Manager or Supervisor that is responsible for the vehicle or truck and restricted in use (for example, if a vehicle is not equipped with snow tires and chains, it should not be used in snow conditions).

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3.7. **Contracts for Services.** During emergency restoration response activities, outside contracted services may be required to ensure efficient and effective restoration of electric service. However, it is extremely difficult to source and contract out services on short notice during an emergency. Therefore, Managers and Supervisors should identify the critical contracted services that may be reasonably expected to be needed for restoration activities, source providers of these services, and establish emergency contract agreements in accordance with the BVES's procurement policy.

3.7.1. **Table 3-1** lists the contracted services that should have pre-arranged emergency contract agreements in place.

**Table 3-1: List of Minimum Contingency Contracted Services**

Contracted Service	Responsibility	Additional Emergency Requirement
T&D overhead and underground high voltage utility power line construction.	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
T&D substation and major electrical equipment troubleshooting, repair and replacement services.	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 24 hours.</li> </ul>
T&D work package design and development services.	Utility Engineer & Wildfire Mitigation Supervisor	<ul style="list-style-type: none"> <li>• Onsite within 48 hours.</li> </ul>
Civil construction for utility underground infrastructure repair and construction, road and sidewalk repair and construction, retaining wall repair and construction, backhoe services, hauling and other civil construction services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Crane and lifting Services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Vegetation clearance from high voltage overhead power lines and tree removal.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Airborne inspection, heavy lift and construction services	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> </ul>
Environmental cleanup and mitigation to oil and hazmat spills.	Accounting Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Welding and metal fabrication services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Snow removal for BVES Main Facility and Stockyard, substations and other areas as directed.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 4 hours.</li> </ul>
Troubleshooting, repair and replacement parts for emergency generators (Main Office and BVPP).	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 12 hours.</li> </ul>
Mechanical and electrical troubleshooting, repair services and replacement parts for BVPP equipment and support systems (Waukesha Model VHP7104GSI engine/generator sets).	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 12 hours.</li> </ul>
Utility Truck troubleshooting, repair and support services	Field Operations Supervisor	
Vehicle troubleshooting, repair and support services	Storekeeper	
Diagnostic and technical support services for SCADA and associated network systems.	Senior Technical Operations Support Specialist	



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Contracted Service	Responsibility	Additional Emergency Requirement
Diagnostic and technical support services for Outage Management System (OMS) and related applications.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for Interactive Voice Recording (IVR) and related applications.	Customer Service Supervisor	
Diagnostic and technical support services for BVES's phone system.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's internal and external network and connectivity systems.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's External Website.	Customer Program Specialist	
Public relations (PR) services	Customer Program Specialist	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Provide remote PR response within 2 hours</li> </ul>
Media advertising services	Customer Program Specialist	

3.7.2. Many of the services listed in Table 3-1 are used in the normal course of BVES operations through already established contracts. Where this is the case, it is advantageous to include any additional emergency response requirements rather than sourcing to different suppliers.

3.7.3. The Administrative Support Associate in coordination with the Utility Manager and Accounting Supervisor shall develop a list of Contingency Contracted Services and file the list in Appendix C, Contingency Contracted Services. The list shall be in tabular format and at a minimum include the following information:

- Contractor Entity Name
- Services Provided with brief description of any specific emergency requirements
- Point of Contact
- Contact phone numbers including afterhours numbers
- Main Office location

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.7.4. Where onsite mobilization is required to perform the requested services, Managers and Supervisors should carefully consider the feasibility for the contractor to reach the BVES service area in a timely manner given the remote and mountainous terrain.

3.7.5. When advanced warning or forecasting is available, the Utility Manager may direct pre-positioning of equipment and materials to improve the ability of the contractor to mobilize. For example, a contractor for T&D overhead and underground high voltage utility power line construction may be requested to pre-position trucks at BVES ahead of a snow storm.

3.7.6. When advanced warning or forecasting is available, it is generally useful for Managers and Supervisors alert their points of contact for contracted services that there may be an impending requirement for their services.

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3.8. **Mutual Aid.** Mutual Aid agreements are an efficient and effective resource multiplier available to BVES restoration efforts. Therefore, it is extremely important that these agreements be maintained current and that staff understand what resources they may provide and how to request the resources.

3.8.1. California Utilities Emergency Association. The California Utilities Emergency Association (CUEA) Mutual Aid Agreement allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. BVES shall be an active member of CUEA and shall participate in the Energy Committee meetings and activities as feasible. Generally, CUEA meetings and activities provide information on emergency response planning at other utilities and state agencies. Additionally, CUEA is an excellent forum for organizations to discuss best practices. The Utility Manager shall be responsible for managing CUEA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Inquire about CUEA resources and make formal mutual aid requests in accordance with the CUEA agreement.
- Provide mobilization support such as lodging and meals to responding mutual aid crews and other labor resources provided through CUEA.
- Direct and manage mutual aid crews and other labor resources provided through CUEA.
- Provide logistics support (materials, equipment and other resources as needed) to mutual aid crews and other labor resources provided through CUEA.

The Administrative Support Associate shall ensure CUEA documents are available to the Operations Group and in the EOC.

The Accounting Supervisor shall ensure processes are in place to account for and pay for CUEA mutual aid resources that respond to BVES' aid requests. This shall require close coordination with the Operations Group.

3.8.2. Mountain Mutual Aid Association. The mission of the Big Bear Valley Mountain Mutual Aid Association ("MMAA") is to coordinate and facilitate resources to minimize the impact of disasters and emergencies on people, property, the environment, and the economy. This is accomplished by detailed valley-wide evacuation planning and dedicated support to all involved emergency responders and their agencies. MMAA's vision is to prepare Big Bear Valley citizens, tourists, businesses, and governments to maximize their resistance to disaster through preparedness, mitigation, response, and recovery activities. BVES shall be an active member of MMAA and shall actively participate in the MMAA meetings and activities. This is especially important in establishing strong personal business relationships with key players and stakeholders in the community such that during an emergency event, the BVES Team is working with stakeholders it is already familiar with. **Table 3-2** provides a listing of the MMAA current membership. The Utility Manager shall be responsible for managing MMAA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Coordinate activities with MMAA.
- Request support and resources of MMAA members.

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MMAA has the ability to provide a wide range of direct support to BVES restoration activities during emergency response including traffic controls, road-clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc.

**Table 3-2: Bear Valley Mountain Mutual Aid Association Membership**

Organization		
<ul style="list-style-type: none"> <li>• City of Big Bear Lake</li> <li>• Big Bear Fire Department</li> <li>• San Bernardino County Fire</li> <li>• San Bernardino County Department of Public Health</li> <li>• San Bernardino County Office of Emergency Services (OES)</li> <li>• San Bernardino County Sheriff's Department</li> <li>• San Bernardino County Transportation Authority</li> <li>• San Bernardino County Emergency Communications Service (ECS)</li> <li>• U.S. Forest Service</li> <li>• California Highway Patrol</li> <li>• California Department of Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Big Bear Airport</li> <li>• Big Bear City Community Services District</li> <li>• Big Bear Lake Department of Water &amp; Power</li> <li>• Big Bear Lake Municipal Water District</li> <li>• Big Bear Area Regional Water Authority</li> <li>• Bear Valley Electric Service, Inc.</li> <li>• Southwest Gas</li> <li>• Bear Valley Community Healthcare District</li> <li>• Bear Valley Unified School District</li> <li>• Mountain Area Regional Transit Authority</li> </ul>	<ul style="list-style-type: none"> <li>• Bear Mountain Ski Resorts</li> <li>• Big Bear Chamber of Commerce</li> <li>• Big Bear Lake Resort Association</li> <li>• Big Bear Valley Recreation &amp; Park District</li> <li>• American Red Cross</li> <li>• Big Bear Community Emergency Response Team (CERT)</li> <li>• Big Bear Valley Community Organizations Active in Disaster (COAD)</li> <li>• Big Bear Valley Voluntary Organizations Active in Disaster (VOAD)</li> <li>• Civil Air Patrol</li> <li>• Salvation Army</li> </ul>

**3.9. Communications Layers and Message Deck.** Communications with stakeholders and customers during emergency response is one of BVES' top three priorities. The Customer Service Supervisor with the support of the Customer Program Specialist shall ensure the following:

- Multiple layers of communications are established to reach customers. These should include agreements with local media (newspaper, internet news, radio stations, etc.), BVES Website, BVES social media, Interactive Voice Response (IVR) System, email blast, etc.
- Training applicable staff and testing all of the established communications layers.
- Leveraging the communications platforms available to other stakeholder organizations. For example, the Big Bear Chamber of Commerce has an email blast channel to its member businesses and the City of Big Bear Lake has an email blast channel to many of its residents.
- Developing pre-approved message templates that properly guide staff preparing communications to customers and stakeholders with the necessary information to provide a useful update. For example, pre-staged press releases, website messages, social media messages, IVR messages, etc. on sustained outages may be prepared well in advance of any emergency with "fill-in-the-blanks" for the specific event.

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3.10. **Staff Roster and Recall List.** A critical component of successfully implementing the EDRP is the ability to rapidly recall staff as need. Therefore, it is critical that contact information for each staff be maintained up to date and be made available to staff that would execute the recall.

3.10.1. The Administrative Support Associate is responsible for maintaining and updating the BVES Staff Roster and Recall List. This list shall be filed in Appendix D, BVES Staff Roster and Recall List, to the EDRP. This list shall be reviewed for accuracy each quarter by the Administrative Support Associate and updated as needed.

3.10.2. When new staff join or staff terminate their employment at BVES, the Administrative Support Associate shall update BVES Staff Roster and Recall List.

3.10.3. Additionally, when staff change their contact information, it is essential that they inform their Supervisor and the Administrative Support Associate so that the recall roster may be updated.

3.10.4. The recall roster should include at a minimum employee name, home phone, mobile phone, personal email, and address. It is critically important that the roster have a phone number where the employee may be contacted at any time. The address is important because in a major storm it may be safer and more efficient to send a BVES vehicle to pick up staff to respond to the EDRP and staff up the EOC. Personal email is important because an initial group email blast may be sent to set in motion mobilization of the EOC, while calling each staff member is pursued.

3.10.5. The Administrative Support Associate shall develop and update as necessary a group email address for staff using both their personal and work email addresses for recall purposes.

3.11. **Key External Contacts List.** BVES' ability to contact external stakeholders and resource providers is critical to successfully executing EDRP restoration activities.

3.11.1. The Administrative Support Associate in coordination with Managers and Supervisors shall develop the Key External Contacts List and file the list in Appendix E, Key External Contacts List. The list shall be in tabular format and at a minimum include the following information:

- Key External Contact Entity Name
- Point of Contact
- Contact phone numbers including afterhours numbers
- Email
- Main Office location
- Category of Key External Contact per Table 3-3

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

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3.11.2. Managers and Supervisors should provide the Administrative Support Associate updates to the Key External Contacts List as changes occur.

3.11.3. Table 3-3 provides the minimum key external contact categories that should be included in the Key External Contacts List.

**Table 3-3: Key External Contacts**

<b>Category</b>
• State government, agencies and departments
• Local government, agencies and departments
• Critical Customers
• Public Safety Partners
• Utilities
• Non-governmental organizations (business and community organizations; volunteer relief and aid groups; other disaster relief entities)
• Media groups

3.12. **Emergency Operations Center and BVES Main Facility.** Readiness of the EOC and BVES Main Facility to support EDRP restoration activities on short notice is an essential element to successfully executing the EDRP.

3.12.1. The Utility Manager is responsible for ensuring readiness of the EOC as detailed in Section 2.3. Appendix A, EOC Preparedness Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. The Operations Group should be familiar with this checklist and be trained on setting up the EOC.

3.12.2. Each Manager and Supervisor is responsible for ensuring that facilities and resources under their responsibility are ready to support the EDRP restoration activities.

3.12.3. The Accounting Supervisor is responsible for ensuring the BVES Main Facility is ready to support sustained EOC and EDRP operations to include stocking consumables for EOC and restoration activities, providing staff on-site meals, water and other necessary habitability amenities.

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**4. Emergency Response Procedures.**

**4.1. Emergency Response Plan Implementation and Emergency Operations Center Activation.** BVES responds to emergencies and outages based on the resource requirements to properly resolve the situation in a safe, timely, efficient and effective manner. When the restoration efforts are beyond the capabilities of the normally assigned Field Operations staff and normal Customer Service resources, the EDRP should be implemented.

**4.1.1. Response Levels.** There are three basic outage response levels that BVES uses. Level 1 and 2 pertain to the EDRP and Level 3 refers the normal BVES working hours and afterhours Field Operations and Customer Service outage response procedures and processes. When the EDRP is activated, Level 1 or 2 are used to describe level of EOC activation and restoration response process. Level 3 is the normal Service Crew (or Dutyman for afterhours) response process to outages and system problems during the course of normal T&D operations. The response levels to outages and emergencies are summarized in Table 4-1.

**Table 4-1: BVES Outage and Emergency Response Levels**

Response	Event Type	Action	Comments
<b>Level 1</b>	High Risk Long-term*	EOC fully activated EDRP processes implemented	It is preferred to fully activate EOC and then shift to Level 2 activation, if full response determined to not be necessary.
<b>Level 2</b>	Moderate Risk Short-term	EOC partially activated EDRP processes implemented	Level of EOC activation and EDRP implementation as directed by Utility Manager.
<b>Level 3</b>	Low Risk Short-term	Normal Service Crew/Dutyman and Customer Service processes	These events are normally within the capability of assigned Service Crew or Dutyman to resolve with the normal on call resources.

\*Long-term is generally defined as 12 hours.

**4.1.2. Plan Activation.** The President shall direct activation of the EDRP and, therefore, the EOC and shall also direct the applicable response Level. The President should consider the following in evaluating whether or not to implement the EDRP and, if the EDRP is to be implemented, to what Level (1 or 2) to activate the EOC:

- Will resources beyond BVES' normal outage response posture be required and to what extent? Will external resources (mutual aid and/or contracted services be required)?
- Will the restoration efforts be long-term (generally 12 hours or greater)? If long-term, how long?
- Will the restoration efforts be more efficient if the BVES staff is organized for around the clock customer service and field operations?
- Will the restoration efforts require increased management and logistics support beyond that of the Field Operations Supervisor?
- Is the outage (or high potential for outage) expected to have significant impact on BVES customers and/or stakeholders?

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- Will rapid and close coordination be required with other government and agencies directing response actions to an emergency (for example, Incident Commander for a wildfire in or adjacent the BVES service area)?
- Will communications efforts require increased and dedicated resources beyond the normal Customer Service communications posture?

4.1.2.1. In considering the above factors, the President shall drive to ensure that the BVES response is at the appropriate level to achieve a safe, timely, and prudent allocation of resources in the best interest of customers and other stakeholders.

4.1.2.2. The EDRP will be directed in response to an extended outage as a result of proactive de-energization (public safety power shutdown) to shut off power in high risk areas when extreme fire conditions present a clear and imminent danger to public safety. The focus of implementing the EDRP in this circumstance would be to improve coordination with local government and agencies and provide affected customers relief resources generally through mutual aid (MMAA) as needed. Specific public safety power shutdown procedures are provided separately in the BVES Public Safety Power Shutdown Plan.

4.1.2.3. The President shall direct activation of the EOC in situations where an outage has not yet occurred but the likelihood is significant. An example of a high risk situation is a wildfire that has not yet resulted in outages but has the potential to do so and/or may require rapid and close coordination with the Fire Incident Commander.

4.1.2.4. It is generally preferred to fully activate EOC and then shift to Level 2 activation as conditions warrant. By bringing in the full EOC organization, the staff can be briefed on the situation and then stood down with specific instructions tailored to the Level 2 response requirements.

4.1.2.5. When the EOC is directed to be activated, the President shall designate staff to utilize Appendix D, BVES Staff Roster and Recall List, to alert employees to staff the EOC. Additionally, a group email should be sent out to staff using their work and personal email address.

4.1.2.6. When the EDRP is implemented for training, such as for the annual drill, the Utility Manager shall put controls in place to prevent drill activities from interfering and/or confusing staff, customers, and stakeholders with real-world BVES operations.

4.2. **Essential Elements of Information (EEI).** EEIs are key information that the Incident Commander and EOC Group Leaders need in order to make timely and informed decisions on emergency response. The EEIs listed in Table 4-2, Essential Elements of Information, are critical to the BVES Emergency Leadership Team's ability to assess the emergency situation and decision making in emergency response. Therefore, obtaining this information and continually updating it must be a priority for all staff assigned to the emergency response efforts.

### **Table 4-2: Essential Elements of Information**

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EEI	Remarks
<p>Potential hazards that impact the safety and health of BVES employees, contracted and mutual assistance personnel, first responders, and the public</p>	<p><b>Safety is our top priority.</b> Therefore, it is vitally important to identify potential hazards so that resources may be properly allocated to assessing, mitigating and eliminating the hazards.</p>
<p>Updated common operating picture based on indications and sensors, forecasts, and the accumulation of information from the field</p>	<p>Maintaining a common operating picture is a primary function of the EOC staff so that each Group is able to provide a coordinated and collaborative uniform response to the emergency. Additionally, the common operating picture leads to consistent messaging with customers and stakeholders based on the best available information.</p>
<p>Facility and equipment assessments and operational impacts to BVES' business operations</p> <ul style="list-style-type: none"> <li>• Status of Power Delivery Systems <ul style="list-style-type: none"> <li>○ 34.5 kV sub-transmission system</li> <li>○ Substations</li> <li>○ Distribution system</li> </ul> </li> <li>• Status of Power Supply (<b>Cause of supply disruptions and estimated time of restoration</b>) <ul style="list-style-type: none"> <li>○ SCE Supplies from Goldhill</li> <li>○ SCE Supply from Redlands</li> <li>○ Bear Valley Power Plant</li> </ul> </li> <li>• Status of Communications <ul style="list-style-type: none"> <li>○ Internet connectivity</li> <li>○ SCADA network</li> <li>○ BVES work radios</li> <li>○ Land line phones</li> <li>○ Cell phones</li> <li>○ Internal network connectivity</li> <li>○ Weather station network</li> <li>○ BVES Website</li> <li>○ BVES Social Media</li> </ul> </li> <li>• Status of IT Applications <ul style="list-style-type: none"> <li>○ CC&amp;B</li> <li>○ IVR/two-way text</li> <li>○ OMS</li> <li>○ GIS applications</li> <li>○ SCADA</li> </ul> </li> <li>• Status of facilities, equipment, and materials <ul style="list-style-type: none"> <li>○ Emergency Operations Center</li> <li>○ BVES Main Office</li> <li>○ BVES Yard</li> <li>○ Work trucks and vehicles</li> <li>○ Poles, wire, transformers and other material</li> </ul> </li> </ul>	<p>Identifying causes of power delivery system (T&amp;D) outages and supply disruptions is essential to determining the proper restoration actions to be taken.</p> <p>Maintaining accurate status as conditions in the field change and restoration activities progress throughout the emergency response is key to ensuring restoration resources are properly allocated and optimized at all times.</p> <p>Developing <b>estimated time of restoration (ETR)</b> is critical information that our customers and stakeholders need in order for them plan their responses and mitigations to the outage. ETRs must be updated as they change.</p> <p>Communications are often the weak link in emergency response. During an emergency some communications may be degraded and alternate systems may be necessary. Therefore, understanding the status of communication systems is critical to ensuring connectivity with field crews, damage assessment teams customers, and stakeholders.</p> <p>Many utility activities rely upon IT systems for rapid and efficient response. These systems are also susceptible to degradation during an emergency and workarounds may be necessary. Therefore, identifying IT problems and/or limitations is vital to directing effective restoration activities.</p> <p>As a result of the emergency or for other reasons, facilities and equipment may be degraded and material availability may be limited. Therefore, knowing the status of facilities, equipment, and materials is essential to developing restoration actions.</p>
<p>Status of contracted and mutual aid assistance requests</p>	<p>Outside line crew assistance, tree trimming services, crane support, snow removal services, civil construction services, and other outside assistance is often critical to successfully executing restoration activities. Therefore, is critical to fully understand:</p> <ul style="list-style-type: none"> <li>• Which entity (or entities) are providing resources?</li> <li>• What specific resources they are providing (equipment and personnel)?</li> </ul>



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EEI	Remarks
	<ul style="list-style-type: none"> <li>• How and when will they arrive at BVES's service area?</li> <li>• What logistic support will they require?</li> </ul>
Limitations on access and transportation due to flooding, roadway damage, debris, or other closures	Access to BVES's service area under normal circumstances is limited. During an emergency, it is plausible that some or all of the access may be interrupted, which will significantly impact the ability to bring resources to BVES. Additionally, access to certain areas within the service area may be severely impaired due to the emergency. Therefore, it is critical that the EOC Team fully understand access limitations and have backup plans in place.
Interdependencies between BVES, government agencies, other utilities (water, gas, and electric), and critical infrastructure	Outages may have significant impact on government agencies, other utilities (water, gas, and electric), and critical infrastructure; especially, when their backup systems fail. Therefore, the EOC Team must be fully aware of how outages are impacting the area and coordinate a prioritized restoration plan that fully considers the above.
BVES staff supporting other agencies (for example, Incident Commander representative)	Imbedding a BVES representative with the on scene Incident Commander and/or local government EOCs (City or County) has proven to be highly effective in coordinating emergency response actions. The EOC Team must communicate frequently with the imbedded BVES representative to ensure coordinated and uniform emergency response.

4.3. **Restoration Strategy.** Outage events and emergencies are rarely similar in all respects; therefore, this general restoration strategy is constructed to provide the EOC Team with a scalable and flexible restoration strategies that can be employed as required to deal with the unique aspects of each major outage and emergency event.

4.3.1. Restoration Strategy Assumptions. Restoration strategies and guidance in the EDRP assume that the BVES system is in its **normal winter line-up** as follows:

- Bear Valley Power Plant (BVPP) is available for normal full power operations (8.4 MW).
- Goldhill SCE sub-transmission power lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2) are fully operational and connected to the BVES system at the Shay and Baldwin Auto-Re-closers (34 MW).
- Radford SCE sub-transmission power lines and facilities from Zanja are fully operational and connected to the BVES system at the Radford Auto-Re-closer (5 MW).
- BVES T&D systems are in the normal system line-up.

Therefore, staff must ensure that when implementing guidance provided in the EDRP that they fully understand the current line-up of the BVES system and, if there are deviations to the normal winter line-up, they must properly account for these deviations in their restoration actions. It should be noted that under normal conditions, the Field Operations Supervisor

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controls the system line-up and during EOC activation the system line-up is controlled by the SOS.

4.3.2. Restoration Priorities. The Utility Manager shall direct the specific restoration priorities keeping safety (public and worker) as the top priority. In most cases, based on best available information regarding the situation and available restoration resources, resources shall be dispatched to restore systems to achieve the following restoration priorities:

- **Public safety** in the affected areas;
- **Worker safety** in performing the restoration work;
- **Critical infrastructure** Sheriff's Department, hospital, Fire Department, key City & County facilities, other utility facilities (water, sewage, gas, communications), Airport, Traffic Control, Incident Commander Site, Incident Base Camp, Incident Evacuation Centers, communications (Spectrum and various cell providers), radio stations;
- Major commercial activities critical to **continuity of community services**: gas stations, food stores, supply stores, repair shops, eateries and lodging facilities to support outside first responders (CAL FIRE), as well as financial institutions.
- **Medical Baseline Customers** and **Access and Functional Needs Customers**
- **Number of customers** affected; and
- **Length of time** customers have been without power;

4.3.3. Restoration Progression. In directing restoration efforts to achieve the priorities of Section 4.2.2 above, the Operations Group shall generally find it most efficient to dedicate restoration resources to restoring the following types of facilities in the prescribed order to optimally restore electric service:

- Energy supply sources Southern California Edison (SCE) supply lines, Bear Valley Power Plant (BVPP), etc.
- Sub-transmission circuits (34.5 kV)
- Substations
- Distribution circuits (4 kV)
- Feeders
- Distribution transformers
- Individual customer service lines

Taking into account restoration priorities and progression, Table 4-3 below provides guidance on the restoration priorities for sub-transmission circuits, substations, and distribution circuits. This guidance must be tempered by many factors including the actual cause of the outage(s), available resources, time to conduct repairs, access to repair sites, etc. Therefore, the Utility Manager must have wide discretion when developing the specific restoration priorities and may choose to deviate from the general guidance.

### **Table 4-3: Restoration Priorities for Sub-Transmission Circuits, Substations, and Distribution Circuits**

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Priority	Sub-Transmission Circuit	Substation	Distribution Circuit		Comments
1	Baldwin	Meadow	Garstin		<ul style="list-style-type: none"> <li>• Key critical infrastructure.</li> <li>• Connects BVPP</li> </ul>
2	Shay/Radford	Pineknot Village Maltby Division	Interlaken Boulder Harnish Country Club	Georgia Paradise Erwin Lake Castle Glen	<ul style="list-style-type: none"> <li>• Additional critical infrastructure</li> <li>• Major commercial activities &amp; airport</li> <li>• Large number of residential customer.</li> </ul>
3	NA	Moonridge Maple Bear City Fawnskin Palomino	Eagle Lagonita Fox Farm Clubview Sunset	Goldmine Holcomb Pioneer Sunrise	<ul style="list-style-type: none"> <li>• Mostly residential customers</li> </ul>
4	NA	Bear Mountain Summit Lake	Geronimo Skyline	Lift Pump House	<ul style="list-style-type: none"> <li>• Mostly interruptible customer.</li> </ul>

4.3.4. Loss or Significant Reduction of Energy Supply. BVES normally imports all of the supplies necessary to meet customer demand via SCE power lines and augments the supplies using the BVPP when the maximum capacity from the SCE Cottonwood lines are reached. Table 4-4 provides information on BVES system sources of power.

**Table 4-4: BVES System Sources of Power**

Source	Capacity	Comments
<b>Goldhill:</b> Includes SCE lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2).	34 MW	Connected to the BVES system at the Shay and Baldwin Auto-Re-closers
<b>Radford:</b> Includes SCE line (Bear Valley) and facilities from Zanja.	5 MW	Connected to the BVES system at the Radford Auto-Re-closer
<b>Power Plant:</b> Includes Bear Valley Power Plant (BVPP) generation equipment and facilities.	8.4 MW	Seven 1.2 MW natural gas fired engines
Net Energy Metering & Distributed Energy Resources	3.3 MW	Distributed throughout system. Limited to day-light production only

Table 4-5 provides guidance on some of the more likely loss of energy supply scenarios to the BVES Service Area. Each of these scenarios assumes a complete loss of the affected power source(s). However, it should be realized that it is also possible that certain power sources may be degraded providing some limited capacity instead of being completely lost. In these cases, the Operations Group should follow the framework provided in Table 4-5 modified to take into account the limited supply capacity of the degraded power source(s).

**Table 4-5: Actions for Loss of Supplies**

Actions	Loss of all SCE Supplies (Goldhill & Radford)	Loss of SCE Goldhill Supplies	Loss of SCE Radford Supply	Loss of BVPP
Contact and coordinate with SCE.	Call SCE Lugo Substation and SCE Control Center Colton. Obtain system status, actions in progress or scheduled and	Call SCE Lugo Substation. Obtain system status, actions in progress or scheduled and ETR.	Call SCE Control Center Colton. Obtain system status, actions in progress or scheduled and ETR.	NA

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Actions	Loss of all SCE Supplies (Goldhill & Radford)	Loss of SCE Goldhill Supplies	Loss of SCE Radford Supply	Loss of BVPP
	estimated time of restoration (ETR).			
Assess situation	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.
Activate EOC	Yes – Level 1 Event	Yes – Level 2 Event	No – Level 3 Event	No – Level 3 Event
Switching Operations	Line-up system for BVPP Black Start Procedures	Express Radford to Meadow.	Shift Village Substation to Shay Line	NA
Dispatch BVPP	Execute BVPP Black Start Procedures and Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators as needed based on load.	Conduct actions to repair BVPP.
Interrupt interruptible customers	Will be required to meet demand.	Will be required to meet demand.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.
Rolling blackout procedures	Will be required to meet demand.	Will be required to meet demand.	Not likely required.	Not likely required.
Contract emergency mobile generation	Consider based on ETR if greater than 24 hours.	Consider based on ETR if greater than 24 hours.	Not likely required.	Not likely required.
Public Engagement	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Not likely required.	Not likely required.
Compliance reporting	Conduct CPUC Major Outage Report per GO-166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO-166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO-166 if media coverage expected or occurs.	Not likely required.
Load forecasting	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without Radford Line.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without BVPP.

4.3.5. **Downed Wire Response.** During a major storm, BVES may receive many trouble calls reporting primary and service lines down throughout the service area. Wires down that present an imminent fire or electrocution hazard or are identified as being primary distribution line voltage shall receive top priority. In general, higher priority shall be assigned to calls involving wires blocking state highways or wires down on buildings or vehicles. Personnel investigating downed wire shall determine the wire type (primary, secondary or service conductor) and take actions as directed by the SOS and per Table 4-6, Downed Wire Response.

**Table 4-6: Downed Wire Response**

Conductor	Action
Primary	

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Conductor	Action
	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible (this may require dropping the main BVES supply transmission lines remotely).</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized, area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> </ul>
<b>Secondary</b>	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible.</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible.</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> <li>• If the line is disconnected from the pole, it is not necessary to isolate the area. Simply call the situation into the EOC and proceed to next location as directed by SOS.</li> </ul>

4.3.6. Sub-Transmission and Distribution (T&D) Casualties. The most common cause of outages for the BVES services area are casualties to T&D facilities resulting in a major outage, multiple outages of varying sizes, and/or some combination thereof. Restoration from these outages is mostly dependent on the available resources, which can quickly be overwhelmed if not properly managed.

4.3.6.1. The Operations Group shall prioritize restoration activities and resource allocation according to the general priorities identified in Section 4.3.2 and shall restore T&D facilities in the order listed in Section 4.3.3 to achieve these priorities. In establishing restoration priorities, public and worker safety is always the top priority.

4.3.6.2. SOS balances efforts to conduct repairs while attempting to restore service to as many customers as possible by isolating the damaged facilities to as close to the damage as feasible with the goal of minimizing the number of customers affected by the outage. The SOS should evaluate the time to isolate the damage and restore service to some customers against the estimated time to repair the damage and restore power to all customers. The most efficient and effective course of action shall depend on the extent of damage, availability of resources to conduct repairs, and availability of resources to perform switching operations.

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4.3.6.3. Once damaged facilities are identified to the Operations Group, the SOS shall have the facilities field checked by the Damage Assessment Team (DAT) or by other competent staff, such as nearby field crews, to determine the extent of required repairs needed as well as the ability to isolate the damage and restore power to as many customers as possible.

4.3.6.4. Based on the results of the field check, the SOS shall:

- Determine the priority to repair the damages;
- Direct switching operations to restore power to as many customers as possible, if feasible;
- Determine the repair work scope (for example, temporary repair such as shoring up damaged facilities or permanent repair per BVES construction standards, etc.);
- Assign Engineering Planning resources as deemed necessary (for example, perform pole loading assessments for pole replacements);
- Schedule Field Crew resources as applicable;
- Direct assigned Field Crew to draw necessary materials and conduct repairs;
- Inform and periodically update the Public Information Group and Emergency Service Representatives so that they may keep customers and stakeholders informed; and
- Close out or cause to be closed out the applicable Field Activity.

4.4. **EOC and Emergency Response Workflows.** The EOC and emergency response workflows are designed to:

- Develop and maintain an accurate common operational picture.
- Continually assess damage and develop optimal restoration response.
- Dispatch resources for emergency restoration activities.
- Manage field activity reports.
- Keep customers and other stakeholders informed.
- Ensure restoration activities are properly resourced.

4.4.1. EOC Setup. The EOC shall be set up in accordance with Appendix A, EOC Preparedness and Setup Checklist. The Strategic Operations Supervisor in consultation with the Emergency Manager shall direct which applications are to be displayed on the available large screens and projector and how the white board shall be utilized. The displays should be optimized to provide EOC staff and decision makers an accurate common operational picture based on the best information available.

4.4.2. EOC Staffing. The following staff shall normally be present or represented as applicable in the EOC:

- Incident Commander
- Public Information Group
- Emergency Manager
- Strategic Operations Supervisor (SOS)
- System Monitor
- Damage Assessment Team (DAT) – when not assigned to the field

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- Emergency Service Representative (ESR) – normally located in the Customer Service area to reduce noise level in EOC
- Engineering Technical Support
- IT Operations Support – normally located in IT spaces
- Logistics Group
- Planning Group
- Finance & Administration Group

4.4.3. Managing Field Activities. The Emergency Manager may find it useful to manage Field Activities by utilizing a spreadsheet to track each Field Activity by recording and sorting the following information:

- Field Activity Number
- Date
- Time
- Location
- Circuit
- Substation
- Status (Unassigned/Crew Assigned/Completed)
- ETR
- Grouping (often multiple Field Activities are resolved when a common fault/damage location is repaired)
- Customer call back
- Comments
- Other information as deemed necessary by the Emergency Manager

4.4.4. Workflows. The EOC shall process incoming damage reports and service request as Field Activities using the workflows shown in Appendix F, Emergency Response Workflows. The emergency response workflows are provided for Level 1 and 2 activations. For reference, the Level 3 (normal service response) is also provided. The Utility Manager may direct deviations to the workflows if it is determined that a more effective and efficient workflow process may be achieved. When conducting after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Appendix F, Emergency Response Workflows, should be evaluated for possible changes and improvements, and updated if deemed appropriate.

4.4.5. Situation Report. Developing a common operational picture is an important function of the EOC staff in order to ensure decision making is optimal. One essential tool in developing the common operational picture is to periodically update a Situation Report (SITREP). Appendix G provides an example SITREP. The SITREP should be updated by the SOS at least once per shift and more often if conditions are rapidly changing. The SITREP should be displayed in the EOC and sent to the Incident Commander, Public Information Group, EOC Group Leaders, Emergency Service Representatives, and others as deemed appropriate by the Emergency Manager.

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4.4.6. Damage Assessments. The Damage Assessment Team(s) shall be dispatched from the EOC to investigate Field Activities and other damage reports. They shall complete a Damage Assessment form and provide it to the SOS. Appendix H provides a sample Damage Assessment Form. If they have several sites to visit, they may consider taking a picture of the completed form and sending to the EOC. Also, the DAT should take as many pictures needed to identify the damage and allow for the Engineering Team to plan the necessary repair work for the line crews. For example, the DAT should take pictures of any damaged equipment and facilities so that material may be pulled and staged for the line crews. Also, the DAT may make use of tools such as FaceTime to communicate with the EOC and provide the EOC a complete assessment of the damage conditions and the iRestore First Responder app to quickly make a basic report with location and a picture.

4.4.7. Work Orders. The SOS shall direct the use of Work Order jackets for the more complex repairs so that the scope of work performed and material and equipment utilized is properly documented. These Work Order jackets should include one-line diagrams and material sheets as applicable along with specific instructions from Engineering & Planning if warranted. Appendix I provides a sample Work Order Jacket.

4.5. **Resources**. Using best available information, the Utility Manager shall continually assess the following:

- Resources necessary to execute the restoration activities in a safe, effective and efficient manner;
- Available resources in the Service Area;
- Gaps in resource availability to execute the restoration activities in a safe, effective and efficient manner; and
- When resources from outside entities such as CUEA mutual aid and/or contracted resources may be released.

Based on the above assessments, the Utility Manager shall coordinate with the Logistics Group leader to request additional resources as necessary to fill resource gaps and to relinquish resources when no longer required. Possible resources in addition to BVES resources include CUEA mutual assistance, contracted services and Big Bear Valley Mountain Mutual Aid Association.

4.5.1. California Utilities Emergency Association (CUEA). The Utility Manager shall determine if gapped resources are best provided by utilizing the hCUEA Mutual Aid Agreement, which allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. The specific process for requesting and receiving mutual aid from member utilities is provided in the CUEA Mutual Aid Agreement. Table 4-7, CUEA Mutual Assistance Process, provides a summary of the process for requesting and receiving CUEA mutual assistance.

### **Table 4-7: CUEA Mutual Assistance Process**



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Process Step	Responsibility	Amplifying Comments
Determine if CUEA Mutual Aid <b>may</b> be required	Utility Manager	The Operations Group evaluates if CUEA resources may be required and if there is a possibility, this should be communicated to the Logistics Group.
Issue a "Mutual Assistance Inquiry Only"	Logistics Group Leader	<p>Providing the CUEA Staff with a Mutual Assistance Inquiry Only allows the CUEA to alert member utilities so that they may evaluate which resources are available without incurring costs. This request is best made via email but it may also be made via phone call. The following information should be included in the inquiry:</p> <ul style="list-style-type: none"> <li>• BVES Contact Name</li> <li>• BVES Contact Phone Number</li> <li>• BVES Contact Email</li> <li>• Type of Emergency</li> <li>• Type of Assistance Requested</li> <li>• Desired Date &amp; Time Needed</li> <li>• Additional Details or Comments</li> </ul>
Determine that CUEA Mutual Aid <b>is</b> required.	Utility Manager	Obtain Incident Commander's authorization to proceed with CUEA mutual aid request and then, request Logistics Group make arrangements.
Issue a "Mutual Assistance Formal Request"	Logistics Group Leader	<p>Send the CUEA Staff a Mutual Assistance Formal Request with following information:</p> <ul style="list-style-type: none"> <li>• BVES Contact Name</li> <li>• BVES Contact Phone Number</li> <li>• BVES Contact Email</li> <li>• Type of Emergency</li> <li>• Type of Assistance Requested</li> <li>• Desired Date &amp; Time Needed</li> <li>• Additional Details or Comments</li> </ul> <p>This request is best made via email but it may also be made via phone call and then followed up by email.</p>
Pre-arrival coordination	Logistics Group Leader	<p>Once a member utility (referred to as "Assisting Party") agrees to provide resources, the Logistics Group shall work with the Assisting Party point of contact to facilitate all logistics arrangements to include mobilization through demobilization. Specifically, the following information should be obtained:</p> <ul style="list-style-type: none"> <li>• Date and estimated time of arrival of the Assisting Party resources</li> <li>• Name and contact information of the Assisting Party's Team leader</li> <li>• Names and contact information of the Assisting Party Team members</li> <li>• How lodging will be handled <sup>1</sup></li> <li>• How meals will be handled <sup>2</sup></li> </ul>
Mutual Assistance Agreement Letter	Finance & Administration Group Leader	Once the pre-arrival information is verbally agreed upon, the Finance & Administration Group shall draft the Mutual Assistance Agreement Letter, route it to the Utility Manager and Logistics Group Leader for review and to the Incident Commander for approval signature. Appendix G, Mutual Assistance Agreement Letter, provides a sample letter.

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Process Step	Responsibility	Amplifying Comments
Setup Assisting Party in BVES Accounts Payable System	Finance & Administration Group Leader	Coordinate with the Assisting Party to ensure they are able to invoice BVES in accordance with the CUEA Mutual Aid Agreement. Provide the Assisting Party invoicing instructions to ensure timely payments.
Mobilization	Logistics Group Leader	Coordinate with Assisting Party Team Leader and local facilities to ensure lodging is ready and assist in resolving any arrival issues such as providing information on access to Big Bear Lake, chain requirements and any other travel support (such as permission to pass through areas that may be closed to general public).
Arrival Meeting	Utility Manager and Logistic Group Leader	Upon arrival of the Assisting Party, the Utility Manager and Logistic Group Leader shall meet with the Assisting Party Team Leader, introduce key staff, and go over the following: <ul style="list-style-type: none"> <li>• Safety procedures<sup>3</sup></li> <li>• Coordination meetings<sup>4</sup></li> <li>• Communications<sup>5</sup></li> <li>• Work controls and construction standards<sup>6</sup></li> <li>• Material usage<sup>7</sup></li> <li>• Situation update<sup>8</sup></li> </ul>
Tour of Facilities	Utility Manager	Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the Assisting Party with a brief orientation tour of key facilities essential to supporting their work including the following: <ul style="list-style-type: none"> <li>• EOC</li> <li>• Warehouse</li> <li>• Stockyard</li> <li>• Where to park trucks</li> <li>• Material disposal</li> <li>• Hazmat disposal</li> <li>• Other logistics support (for example, where to fuel trucks)</li> </ul>
Demobilization and Departure Out Brief	Utility Manager and Logistic Group Leader	Ensure lodging checkout is completed and bills are paid. Copy receipts. Review material used by Assisting Party and resolve any documentation issues. Discuss any lessons learned or areas for improvement to allow the Assisting Party to be more effective in the future.
Compensation	Utility Manager and Accounting Supervisor	Coordinate with Assisting Party to review invoices in accordance with the CUEA Mutual Aid Agreement with all of the supporting documentation. The Utility Manager should be the approving manager for the invoices.

**Notes:**

<sup>1</sup>It is BVES's responsibility to make lodging arrangements; however, an Assisting Party may desire to make lodging arrangements on their own and be reimbursed per the Mutual Aid Agreement.

<sup>2</sup>It is BVES's responsibility to provide meals; however, an Assisting Party may desire to make meal arrangements on their own and be reimbursed per the Mutual Aid Agreement.

<sup>3</sup>Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.

<sup>4</sup>Agree upon how the Assisting Party shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the Assisting Party to have the Team Leader spend time in the EOC with the Operations Group and out in the field with the Assisting Party crews. Other options include having the Crew Forman check-in before and after each shift.

<sup>5</sup>Establish lines of communications with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.

<sup>6</sup>Brief the Assisting Party on BVES work controls including how work will be directed and construction standards used by BVES. Ensure Assisting Party understands what they are permitted to do and when they must seek Engineering approval for any deviations.

<sup>7</sup>Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.

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Process Step	Responsibility	Amplifying Comments
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<sup>8</sup>Brief the Assisting Party on the current situation, damage assessments and services that the Assisting Party shall be required to perform. This is an excellent opportunity to develop an initial game plan with the Assisting Party.

4.5.2. Contracted Services. Contracted Services as listed in Table 3-1 should be in place such they may be readily requested. The Utility Manager shall determine which contracted services are needed and the specific scope of work and provide this information to the Logistics Group Leader. The Logistics Group Leader shall contact the requested contracts and make the arrangements to receive the services. Appendix C, Contingency Contracted Services, provides contact information for anticipated contract services.

4.5.2.1. The Logistics Group shall work with the contractor(s) to establish the specific estimated time of arrival, mobilization and demobilization support needed, and the onsite contractor supervisor/foreman contact information.

4.5.2.2. Upon arrival of contracted crews, the Utility Manager, Field Operations Supervisor, and Logistic Group Leader shall meet with the contractor supervisor, introduce key staff, and go over the following:

- **Safety procedures:** Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
- **Coordination meetings:** Agree upon how the contractor shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the contractor to have the supervisor spend time in the EOC with the Operations Group and out in the field with the contractor crews. Other options include having the Crew Forman check-in before and after each shift.
- **Communications:** Establish lines of communication with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
- **Work controls and construction standards:** Brief the contractor on BVES work controls including how work shall be directed and construction standards used by BVES. Ensure contractor understands what they are permitted to do and when they must seek Engineering approval for any deviations.
- **Material usage:** Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.
- **Situation update:** Brief the contractor on the current situation, damage assessments and services that the contractor shall be required to perform. This is an excellent opportunity to develop an initial game plan with the contractor.

4.5.2.3. Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the contractor with a brief orientation tour of key facilities essential to supporting their work including the following:

- EOC
- Warehouse
- Stockyard
- Where to park trucks

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- Material disposal
- Hazmat disposal
- Other logistics support (for example, where to fuel trucks)

4.5.2.4. Once the Utility Manager releases the contractor from providing further services, an out brief meeting shall be conducted with the contractor supervisor, Utility Manager and the Logistics Group Leader to ensure the following: lodging checkout is completed and bills are paid (if BVES handled mobilization); review material used by contractor and resolve any documentation issues; and discuss any lessons learned or areas for improvement to allow the contractor to be more effective in the future.

4.5.2.5. If a contract is not in place for contracted services that are determined to be necessary for emergency response actions, the Utility Manager may direct, with the President's prior approval, that emergency contracting procedures per the BVES's procurement policy be executed to obtain the required services. Any verbal service requests should be followed up as soon as feasible in writing (normally by email) by the Logistics Group with the applicable contractor. The email should include the scope of work and price. This should then be followed up with the appropriate procurement documents (for example, contract, service purchase order, etc.).

4.5.3. Big Bear Valley Mountain Mutual Aid Association ("MMAA"). While MMAA does not have power line construction and repair resources, they do have access to significant support resources including traffic controls, road clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc. Therefore, when the Utility Manager determines that some of these resources are needed, he/she shall inform the Logistics Group Leader who shall coordinate with MMAA in accordance with the MMAA Agreement to request and obtain the desired resources. Coordination with MMAA supplied resources should include Point of Contact, resource estimated time of arrival, appropriate briefings and facility tours by the Operations Group (use the guidance in Section 4.3.1), and agreement on reimbursement if applicable.

4.6. **Catastrophic Events Memorandum Account (CEMA)**. CEMA is a process to establish an account to allow utilities to recover the incremental costs incurred to repair, restore or replace facilities damaged during a disaster declared by the appropriate federal or state authorities. If a catastrophic event is declared a state of emergency by the state or federal government, then utilities can record costs caused by the event in this memorandum account. It should be noted that the utility cannot record or request recovery of costs incurred before the date the event is declared a state of emergency. By recording these costs, the utilities can later ask for recovery of these costs from the Commission. The CPUC then reviews these costs and approves them as appropriate.

4.6.1. Anytime the EDRP is activated, accurate records of expenses, labor hours, materials and other costs incurred during the recovery from the disaster shall be maintained such that the

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incremental costs of recovery efforts may be documented in the event CEMA is invoked. The Finance and Administration Group shall provide specific guidance to Staff to ensure accurate records are maintained. Note that often a state of emergency is declared after the event and recovery have transpired, so each EDRP activation should be treated as a CEMA event.

4.6.2. The President shall coordinate with the Regulatory Affairs Manager to ensure that after a state of emergency occurs and BVES begins booking costs resulting from the event, that a letter is sent to the CPUC Executive President within 30 days. The letter shall provide not only the details of the disaster but also an estimate of the costs to be incurred. The Finance and Administration Group shall develop the estimate for the letter with input from the Operations Group.

4.6.3. Regulatory Affairs Manager shall request cost recovery of the CEMA in a formal proceeding. The Utility Manager with assistance from Accounting Supervisor shall provide the necessary details to support Regulatory Affairs in the CEMA filing.

4.7. **Evacuation.** In the event public officials declare an evacuation order, for all or parts of the Big Bear Valley area, staff's first priority is to address the immediate needs and safety of themselves and family, and once that is taken care of then each employee has a role to play as follows.

4.7.1. Critical Workers. Certain staff are considered Critical Workers and are issued an Emergency Pass by the San Bernardino County Sheriff's Department. The Emergency Pass is only to be used for BVES work and in accordance with local authority instructions. The Emergency Pass should never be used for personal reasons. BVES Critical Workers are:

- President
- Utility Manager
- Field Operations Supervisor
- Utility Engineer & Wildfire Mitigation Engineer
- Senior Technical Operations Support Specialist
- All Linemen
- Field Inspector
- Substation Technician
- Meter Technician
- Power Plant Operators
- Other staff as designated by the Utility Manager

Every two years the Administrative Support Associate shall request new Emergency Passes for the BVES staff classified as critical workers. Also, when new staff arrive the Administrative Support Associate shall obtain an Emergency Pass for them if they are classified as critical workers.

4.7.2. Evacuation Order. In the event government authorities declare an evacuation order for the Bear Valley area, all staff shall follow the evacuation procedure. For partial evacuation orders, the Utility Manager shall evaluate the extent and impact of the partial evacuation and determine if this procedure should be executed and if modifications to the procedure are

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warranted. For example, an evacuation order for Fawnskin only would likely result in BVES implementing its EDRP and staffing its EOC, the evacuation procedures would likely not need to be executed.

### 4.7.2.1. Utility Manager shall:

- Direct all non-evacuated staff actions.
- Implement the EDRP.
- Consult the local government Incident Commander (IC) and/or applicable Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES) and determine the desired condition of the distribution system and any support needed.
- Place the distribution system in a safe condition while supporting as practicable the IC's efforts.
- Determine the necessary support staff required to safely operate the system and in consultation with the local government IC where they should be located. If the local government IC determines support staff may safely be located at the BVES Main Office, then that is preferred. If it is not safe to remain at the BVES Main Office, the BVES support staff shall relocate to the Base Camp being utilized by the IC or other designated area as agreed upon by the IC.
- Inform the President of the plan.
- Provide instructions to Critical Workers.
- Release any staff who are no longer needed and direct them to safely evacuate.
- When the evacuation order is lifted, direct restoration activities as needed and the return to normal operations.

### 4.7.2.2. Staff classified as Critical Workers shall:

- Report to the designated area as directed by the Utility Manager. Support staff relocating to the Base Camp or other designated area shall bring utility trucks and equipment as determined necessary by the Utility Manager.
- Dispatch to perform tasks as directed by the Operations Group. BVES staff dispatched to perform tasks in the evacuated areas shall always perform these tasks in at least pairs and shall conduct a communications and status check with the Operations Group at least hourly.
- BVES Staff representative should be assigned to the IC's Base Camp to coordinate any support needed. BVES Representative assigned to the local government IC Base Camp or an EOC shall be designated by the Utility Manager, knowledgeable of the BVES distribution system, and have direct access to the Utility Manager such that IC and/or EOC requests are not delayed.
- Consideration shall also be given to providing BVES Staff representative to supporting Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES).
- Released critical workers in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

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4.7.2.3. Non Critical Worker Staff in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.4. Energy Resources Manager shall:

- Direct all evacuated staff actions.
- If the General Office is not to be used as the evacuation point, designate a suitable area for evacuated staff to gather.
- Perform an accounting of the whereabouts of all BVES staff. Inform the President.
- Setup remote support EOC and establish the Planning, Logistics, and Finance & Administration Groups with available staff.
- Establish continuous and reliable communication lines with Operations Group remaining in the service area.
- Provide resources as requested by the Operations Group.
- Provide updates to President, Regulatory Affairs, and Senior GSWC Staff.
- Make preparations to obtain utility mutual assistance via the California Utilities Emergency Association (CUEA) and/or contracted Linemen as determined necessary by the Operations Group.
- When the evacuation order is lifted, coordinate with the President and Utility Manager the orderly and safe return of staff to the service area.

4.7.2.5. Customer Supervisor shall:

- Establish remote customer service support.
- Update public information media as applicable (press releases, website and social media updates, IVR messages, etc.).

4.8. **End State.** The Utility Manager shall direct the transition from emergency response operations under this plan (Level 1 or 2) to normal operations (Level 3) when the following conditions are met:

- BVES system is no longer at risk for continued disruptions due to the incident.
- BVES power supplies are have been restored to meet service area load demand and are evaluated as reliable.
- BVES sub-transmission system is restored to meet service area power delivery needs and is evaluated as reliable.
- BVES substations and distribution systems are restored to meet service area power delivery needs and are evaluated as reliable.
- Response crews have been demobilized.
- System issues and problems are within the normal Level 3 response capabilities.
- Long-term customer support has been established as necessary (for example, following a declaration of a state of emergency because a disaster has either resulted in the loss or

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disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service) and is capable of being properly managed by the normal supervisory element.

Generally, the transition from Level 1 shall be progressive to Level 2 as emergency response requirements wind down and then to Level 3.

4.9. **After Action Reports.** Once the incident is officially terminated, the Utility Manager shall schedule and conduct formal hot washes/debriefing sessions with applicable staff and have an After Action Report prepared. The After Action Report should include:

- Dates/times of the incident
- Description of the incident
- Level of plan activation and if the EOC was staffed
- Records of public communications that were performed
- List of damages to system
- List of personal deaths, injuries, and other accidents associated with the incident
- List of external (contracted and mutual aid) resources utilized
- Develop incremental cost of emergency response actions
- Lessons learned
- Evaluation on whether or not the plan was properly followed
- Specific improvement actions including assignment of responsibility to complete and due date

A thorough follow-up includes reviewing all plans and procedures, making the necessary revisions from lessons learned, and ensuring distribution to all stakeholders/plan holders.

### 4.10. **Annual Emergency Response Plan Training and Exercise.**

4.10.1. Annual Training. The Utility Manager shall conduct staff training for designated personnel on the Emergency Response Plan in preparation for emergencies and major outages each year just before the winter storm season; typically, in September or October. The training shall be designed to overcome problems identified in the evaluations of responses to a major outage or exercise and shall reflect relevant changes to the plan.

4.10.2. Annual Exercise. The Utility Manager shall conduct an exercise annually using the procedures set forth in this emergency plan. If the BVES uses the Emergency Response Plan during the twelve-month period in responding to an event or major outage, the annual exercise is not required for that period. However, the Utility Manager should also evaluate whether or not staff would benefit from the exercise regardless of the fact that the Emergency Response Plan was utilized within the previous 12-month period. For example, if a major change to the Outage Management System is installed since the last Emergency Response Plan activation, it would be appropriate to at a minimum exercise that portion of the plan.

4.10.3. Exercise Notice. The Utility Manager shall provide no less than ten days' notice of the annual exercise to appropriate state and local authorities, including the CPUC, state and



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regional offices of the OES or its successor, the California Energy Commission, and emergency offices of the counties in which the exercise is to be performed.

4.10.4. Exercise Evaluation. The response to an exercise or major outage shall be evaluated per Section 4.9. The evaluation shall be provided to Regulatory Affairs Manager so that it may be forwarded to the CPUC as part of the report required by GO-166 Standard 11.

4.10.5. Emergency Response Outreach Training. The Utility Manager shall conduct outreach with the county and city emergency response officials and participate as applicable in other emergency exercises designed to address problems on electric distribution facilities or services, including those emergency exercises of the state and regional offices of the OES or its successor, and county emergency offices.

4.11. **Initial Notification**. The Utility Manager shall ensure that the notifications in accordance with the requirements provided in BVES's Electric Utility Emergency Reporting Policy and Procedures are achieved within the required timeframes.

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### **5. Emergency Response Communications Plan.**

5.1. **Strategy Overview.** Achieving unity of effort provides for the most effective and efficient emergency response. This is best attained through the “4 C’s” of disaster planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of the EDRP. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

During a major outage the Operations Group shall make it a priority to provide the following information to the Public Information Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available. Don’t let ETRs become stale (for example, if a posted ETR is extended, update the posting with a revised ETR).

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the EDRP. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain “call center metrics” that measure customer access to information on customer service calls and web host availability during an emergency or disaster.

5.2. **Establish Multiple and Effective Communication Channels.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore is dependent on having many overlapping layers of communications.

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### 5.2.1. Outbound Communications

- BVES website
- BVES social media
- Online meetings/broadcasts
- Interactive Voice Response System
- Press releases to local media
- Press conference
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Two-way text messaging
- Door hangers
- Keeping staff who interact with customers informed with latest message
- Advertising
- Community workshops and presentations
- Mail (for example, flyers, newsletters)
- Bill inserts
- County and City communication systems
- Big Bear Chamber of Commerce email blast
- City email blast
- Bear Valley local government, agencies and utilities Public Information Group

### 5.2.2. Inbound Communications:

- Interactive Voice Response System
- Call center phone lines
- BVES social media
- Customer service windows
- Bear Valley local government, agencies and utilities Public Information Group
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- Activate internal PSPS list
- Press inquiries
- iRestore Reports

### 5.2.3. Internal Communications:

- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- FaceTime, Skype, Online Meetings, etc.
- Intranet – shared drives, internal applications, and SharePoint
- Radios – VHF

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- Direct reports

5.2.4. There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated.

5.2.5. Besides having multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

- Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
- Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
- Maintaining accurate contact information with key stakeholders per Section 3.11 (Key External Contacts List) of this plan.

5.3. **Conduct Pre-Incident Outreach and Education.** BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and emergency preparedness. An important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster. *A community that is knowledgeable and ready for emergency events will be a force multiplier in emergency response actions.*

5.3.1. City and County Outreach. The Utility Manager shall coordinate with city and county officials in compliance with Public Utilities (P.U.) Code Section 768.6, which requires the following outreach by BVES:

- In developing and adopting an emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on draft emergency and disaster preparedness plans.
- Every two years, in order to update and improve BVES's emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within its service area to meet with, and provide consultation to BVES. All recommendations and input will be considered and updated should it be determined to be beneficial for the EDRP. The meeting shall be noticed and shall be conducted in a public setting that allows for the participation of appropriate representatives of counties and cities within the BVES service area. Participating counties and cities shall be provided with the opportunity to provide written and verbal input regarding BVES's emergency and disaster preparedness plan. For purposes of this public meeting, BVES may convene a closed meeting with

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representatives from every city and county within its service area to discuss sensitive security-related information in BVES's emergency and disaster preparedness plan and to solicit comments.

- BVES shall notify the commission of the date, time, and location of the above meeting. BVES shall memorialize the meeting and shall submit its records of the meeting to the commission.
- BVES may comply with the meeting requirement that is ordered by the Public Utilities Code by : i) making a presentation regarding its emergency and disaster preparedness plan at a regularly scheduled public meeting of each disaster council created pursuant to Article 10 (commencing with Section 8610) of Chapter 7 of Division 1 of Title 2 of the Government Code within BVES' service area; or ii) at a regularly scheduled public meeting of the governing body of each city located within the service area.

5.3.2. General Public, Customer and Stakeholder Outreach and Education (before an emergency). Utilizing BVES website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform and conduct outreach with the general public, customers and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

In addition to the above outreach, the Utility Manager shall endeavor to periodically brief key elements of the EDRP at Big Bear Valley Mountain Mutual Aid Association ("MMAA") meetings, Big Bear Joint Utility meetings, Big Bear Fire Department and Sheriff's Department leadership.

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during emergencies the BVES Leadership Team may seamlessly engage these groups. The

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Utility Manager and Customer Service Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred and back-up means of contact (for example, mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

**5.4. Provide Outreach in Prevalent Languages.** United States Census data shows that the top three primary languages used in California are English, Spanish and Chinese (including Cantonese, Mandarin and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

**5.5. Provide Emergency Incident Communications.** Utilizing the multiple communications channels discussed earlier, the Public Information Group and Emergency Response Leadership Team shall engage and educate the general public, local government and its agencies, and other key stakeholders to provide notification of outages and emergencies, estimated time to restore service, cause of outage (if known), and periodic updates as appropriate. The following sections provide detail on how these communications shall be conducted.

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5.5.1. Set Expectations and Develop Trust. When an emergency occurs, BVES shall communicate with the general public, customers, local government and its agencies, and key stakeholders as soon as possible to set expectations and address emergency issues. When business operations or households are disrupted by power outages, customers expect to know how long they shall be impacted. Thus, estimated restoration times (ETRs) shall be developed, monitored, adjusted and communicated. Establishing ETRs is a key function of the Operations Group. Regulators and local government officials shall be notified regarding the impact to communities per GO 166 Standard 6. Customer Service Supervisor shall:

- Work with BVES's public relations contractor subject matter experts (SMEs) to develop consistent and accurate BVES messaging to customers and stakeholders.
- Employ consistent and frequent multi-channel communications to disseminate information that leverage and reinforce one another.
- Brief employees; especially field staff and customer service representatives, on the latest information so that their interactions with the public are consistent with the messaging.
- Coordinate closely with the Operations Group to provide customers and stakeholders system updates including best known restoration times.
- Ensure that all communications are accurate and always factually correct. If incorrect information is inadvertently issued, then it is important that a correction be issued as soon as known and that the error be acknowledged. If information is not certain, then avoid reporting it or qualify it as appropriate. For example, "BVES has received reports of a downed tree on its power lines on Moonridge Road; field crews have been dispatched to validate the report and assess any damage that may have resulted."
- Strive to be transparent; it is absolutely critical to our credibility and to ensuring that the public, customers and stakeholders have the upmost confidence in our ability to perform our essential public service – providing safe, reliable, and high quality electric service.
- Per GO 166 Standard 6, BVES shall provide an initial notification within one hour of the identification of a major outage or other newsworthy event. BVES shall also notify the Commission and San Bernardino County Warning Center at the Office of Emergency Services of the location, possible cause and expected duration of the outage. The Warning Center at the OES is expected to notify other state and local agencies of the outage. Subsequent contacts between state and local agencies and BVES shall be conducted between personnel identified in advance, as set forth in Standard 4.B (Communications Strategy with Government). From time to time the Commission staff may issue instructions or guidelines regarding reporting.

5.5.2. Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

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5.5.3. Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These pre-planned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, “BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at [www.bves.com](http://www.bves.com).”

5.5.4. Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a BVES spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether “on the record” or “off the record” automatically becomes a spokesperson for the BVES willingly or unwillingly.

5.5.4.1. Authorized Media Engagement. The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall work closely with the Operations Group to ensure they have accurate information, develop press releases with the assistance of the BVES's public relations firm, coordinate releases with other organizations such as local government and agencies, and clear press releases with the President prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the



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emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.
- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

5.5.4.2. Press Release Content. The Public Information Group shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope. As the Operations Group obtains more accurate information from Field Crews, the press releases should be updated accordingly. Additionally, they shall consult with BVES's public relations contractor to develop press releases and an engagement strategy tailored to the specific emergency.

Press releases should make the best attempt at addressing the "who, where, why, what, when, and how" to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

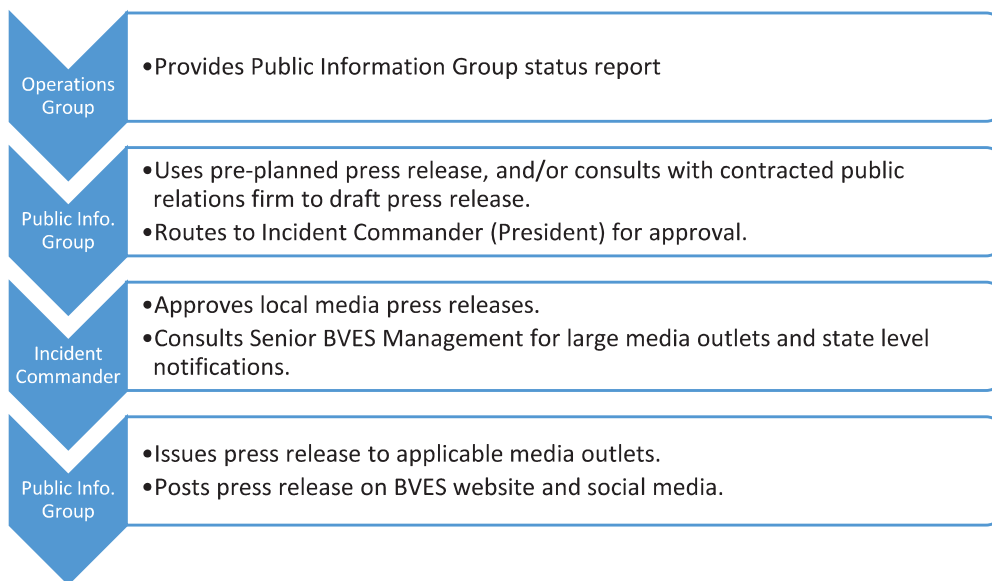
- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, "Moonridge Area", "from the Village to the Dam on the South shore of the lake", "from Pine Knot Ave to Paine Rd on the South Shore of Big Bear Lake", etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of damage/problem. Use simple descriptions that a non-utility audience would understand (for example, "car hit a ground mounted transformer causing sufficient damage to take it out of service," "an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line," "loss of power supply from Goldhill due to fault on Southern California Edison equipment," etc.).

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- **(When)** Whether or not Field Crews are conducting repairs to restore power. If crews are not on site, provide an estimated time of arrival if available.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Pictures of the damage and field crews conducting repairs are always very useful.

5.5.4.3. Press Release Protocols. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the BVES to the media. Press releases shall be drafted, approved, and released per the protocol shown in Figure 5-1, Press Release Protocol.



**Figure 5-1: Press Release Protocol**

5.5.5. Post Emergency Event Close-out Statement. Once the Emergency Response is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the emergency event and provide any post incident support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

5.6. **Reports to the Commission.** The Utility Manager shall ensure required reports to the Commission and its Divisions are made in a timely and complete manner. These reports include:

- Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of an outage if the outage meets the major outage criteria of GO-166.

**Bear Valley Electric Service, Inc.  
Emergency & Disaster Response Plan**

- Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut-off per ESRB-8.
- Provide a report (written) to President of SED no later than 10 business days after the shut-off event ends per ESRB-8.

**Bear Valley Electric Service, Inc.**  
**Emergency & Disaster Response Plan**

6. **Customer Support in Emergencies.** In the event the Governor of California declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement certain customer service actions as described below. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols span customer billing, support for low income, life support, Access and Functional Needs (AFN) customers, and other forms of customer support.

6.1. **Support for Low Income, Life Support and AFN customers.** The Customer Care Team shall freeze low income, life support, and AFN customer accounts and stop all California Alternative Rates for Energy (CARE) High-Usage tracking. The Supervisor shall work with implementation contractors and emergency assistance programs to update affected customers on eligibility requirements and enroll them in assistance programs.

6.2. **Billing Adjustments.** The Customer Care Team shall freeze accounts and stop billing during the disaster event to ensure bills are not estimated or generated for affected customers. Billing shall resume once the case is closed by the Customer Care & Billing (CC&B) technical team, upon notice from the Supervisor.

6.3. **Deposit Waivers.** The Customer Care Team shall add a designated customer contact for all affected customers. The contact shall reside within CC&B for up to one year from the date the emergency ends. This shall allow BVES to easily track the customer's account, so when service is re-established, the utility shall know to waive any associated fees and to expedite customer re-connection.

6.4. **Extended Payment Plans.** The Customer Care Team shall freeze all payments on affected customers' account to avoid affecting their credit. All affected customers shall be notified that an extended payment plan option is available for any past due payments.

6.5. **Suspension of Disconnection and Nonpayment Fees.** The Customer Care Team shall freeze affected customer accounts, so disconnections and nonpayment fees are not generated during the disaster event. Once the emergency ends, the Supervisor and/or Specialist shall contact the CC&B Team to "close" all affected customer cases. This shall automatically transition the customer's account back to the normal state. BVES shall simultaneously begin assisting with service restoration and deposit waivers.

6.6. **Repair Processing and Time.** During emergencies, BVES shall set up specialized repair teams to expedite repair processing. If additional support is needed, BVES shall leverage mutual aid programs with other emergency response resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

6.7. **Access to Utility Representatives.** The BVES Engineering Technician shall arrange for connections and facilitate expedited services. Leveraging its IVR system, BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

**Bear Valley Electric Service, Inc.  
Emergency & Disaster Response Plan**

6.8. **Access to Outage Reporting and Emergency Communications.** During emergencies, BVES shall invoke its emergency communications plan per the EDRP to attempt to reach as many customers as feasible with outage, restoration and recovery information via multilayered communications channels and multiple languages per Section 5.4 of the EDRP.

## **ATTACHMENT D**

MUTUAL ASSISTANCE AGREEMENT  
(Electric and Natural Gas)

AMONG

MEMBERS OF THE  
CALIFORNIA UTILITIES EMERGENCY  
ASSOCIATION

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## 0. DEFINITIONS

As used herein, unless otherwise indicated, the following terms are defined as set forth below.

- 0.1 **Activation:** The initiation of the Assistance and administrative process of this Agreement including: request for Assistance, assessing and communicating the scope of assistance request, assessing and communicating the resources available for Assistance, activation procedures, mutual assistance coordination, and other processes and procedures supporting the Mobilization of Assistance resources.
- 0.2 **Assistance:** Includes all arrangements and preparation for and the actual mobilization of personnel, material, equipment, supplies and/or tools or any other form of aid or assistance, including all related costs and expenses as set forth in this Agreement, provided by an Assisting Party to a Requesting Party, from the time of the official authorization by the Requesting Party and including the return and demobilization by an Assisting Party of its personnel and equipment, also as set forth in this Agreement.
- 0.3 **Deactivation:** The termination of the Assistance and administrative process including: notification of Deactivation, Demobilization planning, identification of applicable costs, processes and procedures supporting Demobilization of resources, provide for invoicing, audit, critique information, and closure of the Assistance.
- 0.4 **Demobilization:** The actual returning of all Assistance resources to the Assisting Party's normal base.
- 0.5 **Emergency:** Any unplanned event that, in the reasonable opinion of the Party to this Agreement, could result, or has resulted, in (a) a hazard to the public, to employees of any Party, or to the environment; (b) material loss to property; or (c) a detrimental effect on the reliability of any Party's electric or natural gas system. The Emergency may be confined to the utility infrastructure or may include community-wide damage and emergency response. An Emergency may be a natural or human caused event.
- 0.6 **Mobilization:** The actual collecting, assigning, preparing and transporting of all Assistance resources.
- 0.7 **Mutual Assistance Liaison:** The person(s) designated by the Requesting Party, and Assisting Party, to coordinate all administrative requirements of the Agreement.

- 0.8 Natural Gas or Gas: The term “natural gas” as used in this Agreement shall include all commercially available forms of natural gas including Synthetic Natural Gas.
- 0.9 Operations Liaison: As described in Section 3.18, the person or persons designated by the Requesting Party to provide direct contact, communications and coordination at the operations level for Assisting Party’s crews and resources at the location of the assistance. This may include but is not limited to: contact and communications for assisting crews, safety information processes and procedures, ensuring coordination of lodging and meals, addressing issues of Equipment requirements, materials requirements, and other logistical issues necessary to ensure safe effective working conditions.
- 0.10 Qualified: The training, education and experience of employees completing an apprenticeship or other industry / trade training requirements consistent with Federal Bureau of Apprenticeships and Training, Department of Transportation Pipeline Safety Regulations, or other recognized training authority or regulation. Training and qualification standards and are the responsibility of the Requesting Party to evaluate, in advance, the acceptable level of qualification for trade employees (i.e. lineman, electrician, fitter, etc.).
- 0.11 Work Stoppages: Any labor disputes, labor union disagreements, strikes, or any circumstance creating a shortage of qualified labor for a company during a non-emergency situation.

# **MUTUAL ASSISTANCE AGREEMENT** **(Electric and Natural Gas)**

## 1. PARTIES

This Mutual Assistance Agreement (hereinafter referred to as “Agreement”) is made and entered into effective September 15, 2005. Each Party is, and at all times it remains a Party, shall be a member in good standing of the California Utilities Emergency Association. Each of the parties that has executed this Agreement may hereinafter be referred to individually as “Party” and collectively as “Parties.” The Parties to this Agreement are listed in Attachment “A” hereto.

## 2. RECITALS

This Agreement is made with reference to the following facts, among others:

- 2.1 Certain of the Parties to this Agreement entered into a prior agreement (“Prior Agreement”) dated December 16, 1994 to provide one another with mutual assistance. This Prior Agreement set forth procedures governing the requesting and providing of assistance in the restoration of electric and/or natural gas service. It is the intention of the Parties that this new Agreement, when signed by the Parties shall be effective for requesting or providing Assistance for the restoration of electric service following natural or man-made Emergencies which may occur on or after the date on which each of the Parties involved in the requesting or providing of Assistance signed this Agreement. Upon execution of this Agreement the Prior Agreement shall terminate, except that any rights or obligations which arose under the Prior Agreement shall remain unaffected by this new Agreement. Upon satisfaction of any such rights or obligations, the Prior Agreement shall be of no further validity or effect.
- 2.2 Being a Party to this Agreement does not by itself assure any Party that Assistance will be provided if, when or as requested. Each Party reserves the sole right to respond or not to respond to requests for Assistance on a case-by-case basis. By signing this Agreement, each Party thereby agrees that any Assistance which is received or given upon the request of a Party to this Agreement shall be subject to each and every one of the terms and conditions of this Agreement.
- 2.3 The Parties own, operate and maintain electric and/or natural gas utility facilities and are engaged in the production, acquisition, transmission, and / or distribution of electricity or natural gas.

- 2.4 Each of the Parties operates and maintains their respective facilities within accepted industry practices and employs skilled and Qualified personnel to operate, repair and maintain such facilities according to such industry practices.
- 2.5 It is in the mutual interest of the Parties to be prepared to provide for Emergency repair and restoration to such services, systems and facilities on a reciprocal basis. The purpose of this new Agreement is to provide the procedures under which one Party may request and receive assistance from another Party. This new Agreement is also designed to allow a new Party to join in the Agreement by signing a copy of this Agreement following the giving of notice to the existing Parties pursuant to Section 6.3 of this Agreement.
- 2.6 Assistance for labor shortages due to Work Stoppages are beyond the scope of this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the Parties have mutually agreed effective on the date set forth on the signature page hereof and agree further as follows:

### 3. SCOPE OF ASSISTANCE

- 3.1 In the event of an Emergency affecting the electrical generation, electrical or natural gas transmission, distribution, and/or related facilities owned or controlled by a Party, such Party ("Requesting Party") may request another Party ("Assisting Party") to provide Assistance. The Assisting Party shall, in its sole discretion, determine if it shall provide such Assistance. If the Assisting Party determines to provide Assistance, such Assistance shall be provided in accordance with the terms and conditions of this Agreement.
- 3.2 Requests for Assistance may be made either verbally or in writing by the Authorized Representative of the Requesting Party and shall be directed to the Authorized Representative of the Assisting Party. Authorized Representatives of the Parties are identified in Attachment "B" hereto and shall be updated upon any change in such Authorized Representative. Upon acceptance of a request for Assistance either verbally or in writing, the Assisting Party shall respond with reasonable dispatch to the request in accordance with information and instructions supplied by the Requesting Party. All requests for Assistance shall follow the procedures described in Attachment "D". The Requesting Party shall also follow the procedures set forth in Attachment "E" for Deactivation of Assistance.
- 3.3 The Requesting Party shall provide the Assisting Party with a description of the work needed to address the Emergency, with the most urgent needs

for Assistance addressed first. If the request is not based on a lack of resources, such information must be stated in the request. The Assisting Party shall use its reasonable efforts to schedule the Assistance in accordance with the Requesting Party's request. However, the Assisting Party reserves the right to recall any and all personnel, material, Equipment, supplies, and/or tools at any time that the Assisting Party determines necessary for its own operations. Any Requesting Party for whom an Operator Qualification (OQ) Program and/or Drug and Alcohol Program under 49 CFR Parts 192 and 199 respectively, is required should pre-screen the other Parties to this Agreement to determine which Parties have compatible regulatory agency accepted programs and may therefore be contacted for assistance. Parties to this agreement agree to make their programs and related records available for review to assist in the pre-screening.

- 3.4 The Requesting Party will provide the name and contact information for the person(s) designated as the Mutual Assistance Liaison(s), the Operations Liaison(s) described in Section 3.18, and person(s) to be designated as supervisory personnel to accompany the crews and Equipment. The Assisting Party will provide the name(s) and contact information for the person(s) designated to be the Mutual Assistance Liaison and the Operations Liaison(s).
- 3.5 All Reasonable Costs and Expenses associated with the furnishing of Assistance shall be the responsibility of the Requesting Party and deemed to have commenced when the Requesting Party officially authorizes the Assisting Party to proceed with Mobilization of the personnel and Equipment necessary to furnish Assistance, and shall be deemed to have terminated after Demobilization when the transportation of Assisting Party personnel and Equipment returns to the work headquarters, individual district office, or home (to which such personnel are assigned for personnel returning at other than regular working hours) is completed.

For the purposes of this Agreement, a Requesting Party shall be deemed to have authorized the Assisting Party to proceed with Mobilization when the Requesting Party signs and submits a formal request to the Assisting Party, in a form substantially similar to that included as Attachment "F". If written information cannot be furnished, a verbal confirmation will be acceptable, with a written confirmation to follow within 24 hours.

The Parties hereto agree that costs arising out of inquiries as to the availability of personnel, material, Equipment, supplies and/or tools or any other matter made by one party to another prior to the Requesting Party authorizing the Assisting Party to proceed with Mobilization, as set forth in this Section 3.5, will not be charged to the potentially Requesting Party.

- 3.6 For purposes of this Agreement, the term “Reasonable Costs or Expenses” shall be defined to mean those costs, expenses, charges, or outlays paid or incurred by an Assisting Party in any approved phase of rendering Assistance to a Requesting Party pursuant to the provisions of this Agreement. Reasonable Costs or Expenses shall be deemed to include those costs and/or expenses that are appropriate and not excessive; under the circumstances prevailing at the time the cost or expense is paid or incurred. Reasonable Costs or Expenses may include, but are not limited to, direct operating expenses such as wages, materials and supplies, transportation, fuel, utilities, housing or shelter, food, communications, and reasonable incidental expenses, as well as indirect expenses and overhead costs such as payroll additives, taxes, insurance, depreciation, and administrative and general expenses. Notwithstanding the above, any such Reasonable Costs or Expenses shall continue to be subject to the provisions of Section 5 of this Agreement regarding Audit and Arbitration.
- 3.7 The Assisting Party and Requesting Party shall mutually agree upon and make all arrangements for the preparation and actual Mobilization of personnel, material, Equipment, supplies and/or tools to the Requesting Party’s work area and the return (i.e. Demobilization) of such personnel, material, Equipment, supplies and/or tools to the Assisting Party’s work area. The Requesting Party shall be responsible for all Reasonable Costs or Expenses incurred by the Assisting Party for Mobilization and/or Demobilization, notwithstanding any early termination of such assistance by the Requesting Party.
- 3.8 Unless otherwise agreed upon in writing, the Requesting Party shall be responsible for providing food and lodging for the personnel of the Assisting Party from the time of their arrival at the designated location to the time of their departure. The food and housing provided shall be subject to the approval of the supervisory personnel of the Assisting Party.
- 3.9 If requested by the Assisting Party, the Requesting Party, at its own cost, shall make or cause to be made all reasonable repairs to the Assisting Party’s Equipment, necessary to maintain such Equipment safe and operational, while the Equipment is in transit or being used in providing Assistance. However, the Requesting Party shall not be liable for cost of repair required by the gross negligence, bad faith or willful acts or misconduct of the Assisting Party.
- 3.10 Unless otherwise agreed the Requesting Party shall provide fuels and other supplies needed for operation of the Assisting Party’s vehicles and Equipment being used in providing Assistance.

- 3.11 Unless otherwise agreed to by the Parties, the Requesting Party shall provide field communications Equipment and instructions for the Assisting Party's use. The Assisting Party shall exercise due care in use of the Equipment and return the Equipment to the Requesting Party at the time of departure in like condition; provided, however, if repairs are necessary the Requesting Party will be financially responsible unless such repairs are necessitated by the gross negligence, bad faith or willful acts or misconduct of the Assisting Party.
- 3.12 Employees of the Assisting Party shall at all times continue to be employees of the Assisting Party, and such employees shall at no time and for no purpose be deemed to be employees of the Requesting Party.
- 3.13 Wages, hours and other terms and conditions of employment applicable to personnel provided by the Assisting Party, shall continue to be those of the Assisting Party.
- 3.14 If the Assisting Party provides a crew or crews, it shall assign supervisory personnel as deemed necessary by the Assisting Party, who shall be directly in charge of the crew or crews providing Assistance.
- 3.15 All time sheets, Equipment and work records pertaining to personnel, material, vehicles, Equipment, supplies and/or tools provided by the Assisting Party shall be kept by the Assisting Party for invoicing and auditing purposes as provided in this Agreement.
- 3.16 No Party shall be deemed the employee, agent, representative, partner or the co-venturer of another Party or the other Parties in the performance of activities undertaken pursuant to this Agreement.
- 3.17 The Parties shall, in good faith, attempt to resolve any differences in work rules and other requirements affecting the performance of the Parties' obligations pursuant to this Agreement.
- 3.18 The Requesting Party and Assisting Party shall each provide an Operations Liaison to assist with operations, personnel and crew safety. These individuals shall be the link between the Parties and keep the crews apprised of safety, operational, and communication issues.
- 3.19 All work performed by the Parties under this Agreement shall conform to all applicable Laws and Good Utility Practices.
- 3.20 All workers performing work under this Agreement shall follow their own employer's established safety and other operation rules. Each Party will use its best reasonable effort to respect the safety and work practices of the

other Party, and will at all times cooperate in the interest of the safety of both Parties. Where it is not possible for both Parties to safely and independently follow their own safety and work practices, field personnel will discuss and mutually agree upon the safety and work practices for both Parties for the particular work at issue

#### 4. PAYMENT

- 4.1 The Requesting Party shall reimburse the Assisting Party for all Reasonable Costs and Expenses that are appropriate and not excessive, under the circumstances prevailing at the time the cost or expense is paid or incurred by the Assisting Party as a result of furnishing Assistance. Such costs and expenses shall include, but not be limited to, the following:
- (a) Employees' wages and salaries for paid time spent in Requesting Party's service area and paid time during travel to and from such service area, plus the Assisting Party's standard payroll additives to cover all employee benefits and allowances for vacation, sick leave, holiday pay, retirement benefits, all payroll taxes, workers' compensation, employer's liability insurance, administrative and general expenses, and other benefits imposed by applicable law or regulation.
  - (b) Employee travel and living expenses (meals, lodging, and reasonable incidentals).
  - (c) Cost of Equipment, materials, supplies and tools at daily or hourly rate, including their normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to replace or repair Equipment, materials, supplies, and tools (hereinafter collectively referred to as the "Equipment", which are expended, used, damaged, or stolen while the Equipment is being used in providing Assistance; provided, however, the Requesting Party's financial obligation under this Section 4.1 (c): (i) shall not apply to any damage or loss resulting from the gross negligence, bad faith or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible property insurance which applies to such damage or loss.
  - (d) Cost of vehicles provided by Assisting Party for performing Assistance at daily or hourly rate, including normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to repair or replace vehicles which are damaged or stolen while the vehicles are used in providing



Assistance; provided, however, that Requesting Party's financial obligation under this Section 4.1 (d): (i) shall not apply to any damage or loss resulting from the gross negligence, bad faith or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible first-party physical damage insurance which applies to such loss.

- (e) Administrative and general costs which are properly allocable to the Assistance to the extent such costs are not chargeable pursuant to the foregoing subsections.
  - (f) Overtime costs incurred by the Assisting Party in their service territory as a result of Assistance provided to the Requesting Party.
- 4.2 Unless otherwise mutually agreed to, the Assisting Party shall invoice the Requesting Party at the address designated on Attachment "B" for all Reasonable Costs and Expenses of the Assisting Party in one invoice. If the Assistance extends beyond a thirty (30) day period, invoicing can occur monthly unless otherwise agreed upon in writing. The Assisting Party shall provide the invoice in substantially the form set forth in Attachment "G".
- 4.3 The Requesting Party shall pay such invoice in full within sixty (60) days of receipt of the invoice, and shall send payment to the Assisting Party at the address listed in Attachment "B" unless otherwise agreed to in writing.
- 4.4 Delinquent payment of invoices shall accrue interest at a rate of twelve percent (12%) per year prorated by days until such invoices are paid in full.

## 5. AUDIT AND ARBITRATION

- 5.1 A Requesting Party has the right to designate its own qualified employee representative(s) or its contracted representative(s) with a management/accounting firm who shall have the right to audit and to examine any cost, payment, settlement, or supporting documentation relating to any invoice submitted to the Requesting Party pursuant to this Agreement.
- 5.2 A request for audit shall not affect the obligation of the Requesting Party to pay amounts due as required herein. Any such audit(s) shall be undertaken by the Requesting Party or its representative(s) upon notice to the Assisting Party at reasonable times in conformance with generally

accepted auditing standards. The Assisting Party agrees to reasonably cooperate with any such audit(s).

- 5.3 This right to audit shall extend for a period of two (2) years following the receipt by Requesting Party invoices for all Reasonable Costs and Expenses. The Assisting Party agrees to retain all necessary records/documentation for the said two-year period, and the entire length of this audit, in accordance with its normal business procedures.
- 5.4 The Assisting Party shall be notified by the Requesting Party, in writing, of any exception taken as a result of the audit. In the event of a disagreement between the Requesting Party and the Assisting Party over audit exceptions, the Parties agree to use good faith efforts to resolve their differences through negotiation.
- 5.5 If ninety (90) days or more have passed since the notice of audit exception was received by the Assisting Party, and the Parties have failed to resolve their differences, the Parties agree to submit any unresolved dispute to binding arbitration before an impartial member of an unaffiliated management/accounting firm. Arbitration shall be governed by the laws of the State of California. Each Party to an arbitration will bear its own costs, and the expenses of the arbitrator shall be shared equally by the Parties to the dispute.

## 6. TERM AND TERMINATION

- 6.1 This Agreement shall be effective on the date of execution by at least two Parties hereto and shall continue in effect indefinitely, except as otherwise provided herein. Any Party may withdraw its participation at any time after the effective date with thirty (30) days prior written notice to all other Parties.
- 6.2 As of the effective date of any withdrawal, the withdrawing Party shall have no further rights or obligations under this Agreement except the right to collect money owed to such Party, the obligation to pay amounts due to other Parties, and the rights and obligations pursuant to Section 5 and Section 7 of this Agreement.
- 6.3 Notwithstanding Section 12, additional parties may be added to the Agreement, without amendment, provided that thirty 30 days notice is given to all Parties and that any new Party agrees to be bound by the terms and conditions of this Agreement by executing a copy of the same which shall be deemed an original and constitute the same agreement executed by

the Parties. The addition or withdrawal of any Party to this Agreement shall not change the status of the Agreement among the remaining Parties.

## 7. LIABILITY

- 7.1 Except as otherwise specifically provided by Section 4.1 and Section 7.2 herein, to the extent permitted by law and without restricting the immunities of any Party, the Requesting Party shall defend, indemnify and hold harmless the Assisting Party, its directors, officers, agents, employees, successors and assigns from and against any and all liability, damages, losses, claims, demands actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to any property, which results from the furnishing of Assistance by the Assisting Party, unless such death or injury to person, or damage to property, is caused by the gross negligence or willful misconduct of the Assisting Party.
- 7.2 Each Party shall bear the total cost of discharging all liability arising during the performance of Assistance by one Party to the other (including costs and expenses for reasonable attorneys' fees and other costs of defending, settling, or otherwise administering claims) which results from workers' compensation claims or employers' liability claims brought by its own employees. Each Party agrees to waive, on its own behalf, and on behalf of its insurers, any subrogation rights for benefits or compensation paid to such Party's employees for such claims.
- 7.3 In the event any claim or demand is made, or suit or action is filed, against the Assisting Party, alleging liability for which the Requesting Party shall indemnify and hold harmless the Assisting Party, Assisting Party shall notify the Requesting Party thereof, and the Requesting Party, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it, in its sole discretion, deems necessary or prudent. However, Requesting Party shall consult with Assisting Party during the pendency of all such claims or demands, and shall advise Assisting Party of Requesting Party's intent to settle any such claim or demand. The Party requesting indemnification should notify the other Party in writing of that request.
- 7.4 The Equipment which the Assisting Party shall provide to the Requesting Party pursuant to Section 3 above, is accepted by the Requesting Party in an "as is" condition, and the Assisting Party makes no representations or warranties as to the condition, suitability for use, freedom from defect or otherwise of such Equipment. Requesting Party shall utilize the Equipment at its own risk. Requesting Party shall, at its sole cost and expense, defend, indemnify and hold harmless Assisting Party, its

directors, officers, agents, employees, successors and assigns, from and against any and all liability, damages, losses, claims, demands, actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to any property, arising out of the utilization of the Equipment by or for the Requesting Party, or its employees, agents, or representatives, unless such death, injury, or damage is caused by the gross negligence, bad faith or willful misconduct of the Assisting Party.

- 7.5 No Party shall be liable to another Party for any incidental, indirect, or consequential damages, including, but not limited to, under-utilization of labor and facilities, loss of revenue or anticipated profits, or claims of customers arising out of supplying electric or natural gas service, resulting from performance or nonperformance of the obligations under this Agreement.
- 7.6 Nothing in Section 7, Liability, or elsewhere in this Agreement, shall be construed to make the Requesting Party liable to the Assisting Party for any liability for death, injury, or property damage arising out of the ownership, use, or maintenance of any watercraft (over 17 feet in length) or aircraft which is supplied by or provided by the Assisting Party. It shall be the responsibility of the Assisting Party to carry liability and hull insurance on such aircraft and watercraft as it sees fit. Also, during periods of operation of watercraft (over 17 feet in length) or aircraft in a situation covered by this Agreement, the Party which is the owner/lessee of such aircraft or watercraft shall use its best efforts to have the other Parties to this Agreement named as additional insures on such liability coverage.

## 8. GOVERNING LAW

This Agreement shall be interpreted, governed and construed by and under the laws of the State of California as if executed and to be performed wholly within the State of California.

## 9. AUTHORIZED REPRESENTATIVE

The Parties shall, within thirty 30 days following execution of this Agreement, appoint Authorized Representatives and Alternate Authorized Representatives, and exchange all such information as provided in Attachment "B". Such information shall be updated by each Party prior to January 1st of each year that this Agreement remains in effect, or within 30 days of any change in Authorized Representative or Alternate Representative.

The Authorized Representatives or the Alternate Authorized Representatives shall have the authority to request and provide Assistance.

#### 10. ASSIGNMENT OF AGREEMENT

No Party may assign this Agreement, or any interest herein, to a third party, without the written consent of the other Parties.

#### 11. WAIVERS OF AGREEMENT

Failure of a Party to enforce any provision of this Agreement, or to require performance by the other Parties of any of the provisions hereof, shall not be construed to waive such provision, nor to affect the validity of this Agreement or any part thereof, or the right of such Parties to thereafter enforce each and every provision. This Agreement may not be altered or amended, except by a written document signed by all Parties.

#### 12. ENTIRE AGREEMENT

This Agreement and the Exhibits referenced in or attached to this Agreement constitute the entire agreement between the Parties concerning the subject matter of the Agreement. It supersedes and takes the place of all conversations the Parties may have had, or documents the Parties may have exchanged, with regard to the subject matter, including the Prior Agreement.

#### 13. AMENDMENT

No changes to this Agreement other than the addition of new Parties shall be effective unless such changes are made by an amendment in writing, signed by each of the Parties hereto. A new Party may be added to this Agreement upon the giving of 30 days notice to the existing Parties and upon the new Party's signing a copy of this Agreement as in effect upon the date the new Party agrees to be bound by each and every one of the Agreement's terms and conditions.

#### 14. NOTICES

All communications between the Parties relating to the provisions of this Agreement shall be addressed to the Authorized Representatives of the Parties, or in their absence, to the Alternate Authorized Representative as identified in Attachment "B". Communications shall be in writing, and shall be deemed given

if made or sent by e-mail with confirmation of receipt by reply email, confirmed fax, personal delivery, or registered or certified mail postage prepaid. Each Party reserves the right to change the names of those individuals identified in Attachment “B” applicable to that Party, and shall notify each of the other Parties of such change in writing. All Parties shall keep the California Utilities Emergency Association informed of the information contained in Attachment “B” and reply to all reasonable requests of such association for information regarding the administration of this Agreement.

## 15. GENERAL AUTHORITY

Each Party hereby represents and warrants to the other Parties that as of the date this Agreement is executed by the Parties: (i) the execution, delivery and performance of this Agreement have been duly authorized by all necessary action on its part and it has duly and validly executed and delivered this Agreement; (ii) the execution, delivery and performance of this Agreement does not violate its charter, by-laws or any law or regulation by which it is bound or governed, and (iii) this Agreement constitutes a legal, valid and binding obligation of such Party enforceable against it in accordance with the terms hereof, except to the extent such enforceability may be limited by bankruptcy, insolvency, reorganization of creditors’ rights generally and by general equitable principles.

## 16. ATTACHMENTS

The following attachments to this Agreement are incorporated herein by this reference:

Attachment A Parties to the Agreement;

Attachment B Names and Address of Authorized Representative(s)/Invoicing;

Attachment C Custodianship of Agreement;

Attachment D Procedures for Requesting and Providing Assistance;

Attachment E Procedures for Deactivation of Assistance;

Attachment F Request for Assistance Letter;

Attachment G Invoice.

16. SIGNATURE CLAUSE

This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one and the same agreement.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly authorized officers as of the dates set forth below.

Company Name: \_\_\_\_\_

Signature of Officer: \_\_\_\_\_

Title of Officer: \_\_\_\_\_

Date Executed: \_\_\_\_\_

# ATTACHMENT C

## *Custodianship of Agreement*

Responsibilities of the California Utilities Emergency Association's Mutual Assistance Agreement (Electric) Custodian are:

- A. Request all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative, as identified in Attachment "B", no later than December 15 of each year.
- B. Distribute annual update of Attachment "B" no later than January 15 of each year.
- C. Coordinate and facilitate meetings of the parties to the Agreement, as necessary, to include an after action review of recent mutual assistance activations and document changes requested by any party to the Agreement. An annual meeting will also be held to review general mutual assistance issues.
- D. Assist and guide utilities interested in becoming a party to the Agreement by providing a copy of the existing Agreement for their review and signature.
- E. Facilitate any necessary reviews of the Agreement.



# ATTACHMENT D

## *Procedures for Requesting and Providing Assistance*

- A. The Requesting Party shall include the following information, as available in its request for Assistance:
  - A.1 A brief description of the Emergency creating the need for the Assistance;
  - A.2 A general description of the damage sustained by the Requesting Party, including the part of the electrical or natural gas system, e.g., generation, transmission, substation, or distribution, affected by the Emergency;
  - A.3 The number and type of personnel, Equipment, materials and supplies needed;
  - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
  - A.5 The name of individuals employed by the Requesting Party who will coordinate the Assistance;
  - A.6 A specific time and place for the designated representative of the Requesting Party to meet the personnel and Equipment being provided by the Assisting Party;
  - A.7 Type of fuel available (gasoline, propane or diesel) to operate Equipment;
  - A.8 Availability of food and lodging for personnel provided by the Assisting Party; and
  - A.9 Current weather conditions and weather forecast for the following twenty-four hours or longer.
  
- B. The Assisting Party, in response to a request for Assistance, shall provide the following information, as available, to the Requesting Party:
  - B.1 The name(s) of designated representative(s) to be available to coordinate Assistance;
  - B.2 The number and type of crews and Equipment available to be furnished;
  - B.3 Materials available to be furnished;
  - B.4 An estimate of the length of time that personnel and Equipment will be available;
  - B.5 The name of the person(s) to be designated as supervisory personnel to accompany the crews and Equipment; and
  - B.6 When and where Assistance will be provided, giving consideration to the request set forth in section A.6. above.

# ATTACHMENT E

## *Procedures for Deactivation of Assistance*

- A. The Requesting Party shall, as appropriate, include the following in their Deactivation:
  - A.1 Number of crews returning and, if not all crews are returning, expected return date of remaining crews.
  - A.2 Notification to the Assisting Party of the time crews will be departing.
  - A.3 Information on whether crews have been rested prior to their release or status of crew rest periods.
  - A.4 Current weather and travel conditions along with suggested routing for the Assisting Party's return.
  
- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
  - B.1 Return of any Equipment, material, or supplies, provided by the Requesting Party.
  - B.2 Provide any information that may be of value to the Requesting Party in their critique of response efforts.
  - B.3 Estimation as to when invoice will be available.
  - B.4 Invoice to include detail under headings such as labor charges (including hours) by normal time and overtime, payroll taxes, overheads, material, vehicle costs, fuel costs, Equipment rental, telephone charges, administrative costs, employee expenses, and any other significant costs incurred.
  - B.5 Retention of documentation as specified in Section 5.3 of the Mutual Assistance Agreement.
  - B.6 Confirmation that all information pertaining to the building, modification, or other corrective actions taken by the Assisting Party have been appropriately communicated to the Requesting Party.

# **ATTACHMENT F**

## **Letter Requesting Assistance**

Date

Assisting Party Name

Assisting Party Address

In recognition of the personnel, material, Equipment, supplies and/or tools being sent to us by [name of Assisting Party] in response to a request for mutual assistance made by [Requesting Party] on [date of request], we agree to be bound by the principles noted in the California Utilities Emergency Association Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of Assistance Required)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

[Signature of Authorized Representative of Requesting Party]

## **ATTACHMENT G**

### **SUPPLEMENTAL INVOICE INFORMATION**

Sections 4 and 5 of this Mutual Assistance Agreement provide for the accumulation of costs incurred by the Assisting Party to be billed to the Requesting Party for Assistance provided. Each utility company has their own accounts receivable or other business enterprise system that generates their billing invoices. Generally these invoices do not provide for a breakdown of costs that delineate labor hours, transportation costs, or other expenses incurred in travel to and from the Assistance, or the subsequent repair of equipment that may be necessary.

This attachment provides guidelines, format and explanations of the types of cost breakdown, and supportive information and documentation that are important to accompany the invoice for providing of mutual assistance. It is intended to provide sufficient information to the Requesting Party at the time of invoice to minimize an exchange of detail information requests that may delay the payment of the invoice.

This information in no way eliminates the requesting Party's ability to audit the information or request additional cost detail or documentation.

Supplemental Invoice Information is a recommendation and not a requirement.

The form is available electronically from the Agreement Custodian.



**CUEA MUTUAL ASSISTANCE AGREEMENT  
(ELECTRIC – NATURAL GAS)  
SUPPLEMENTAL INVOICE INFORMATION**

**This supplemental invoice information detail is submitted pursuant to Sections 4.0 and 5.0 of the CUEA, Mutual Assistance Agreement for Electric and Natural Gas, for assistance provided. (RP = Requesting Party, AP = Assisting Party)**

AP Invoice Date: _____	RP Purchase Order # <b>1</b> _____
AP Invoice #: _____	RP Reference or W/O# <b>2</b> _____
Bill To: <b>3</b> <small>(Requesting Party)</small>	Remit To: <b>4</b> <small>(Assisting Party)</small>
Address: _____	Address: _____
_____	_____
_____	_____
Phone: _____	Phone: _____
Attention: <b>5</b> _____	Attention: <b>6</b> _____
Name or Description of Event: _____	
Location of Assistance or Event: _____	
Assistance / Billing Period: _____	From: <b>7</b> _____ To: <b>8</b> _____
Date Assistance Accepted: _____	
Date Demobilization Complete: _____	

**LABOR 1: Employee Wages and Salary while at RP Service Area **9****

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums: _____	_____	_____	_____	<b>LABOR 1 Subtotal:</b> _____

**LABOR 2: Employee Wages and Salary while traveling to and from RP Service Area **10****

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums: _____	_____	_____	_____	<b>LABOR 2 Subtotal:</b> _____

**LABOR 3: Employee Wages and Salary of service and support personnel not traveling to RP Service Area **11****

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums: _____	_____	_____	_____	<b>LABOR 3 Subtotal:</b> _____

**LABOR 4: Overtime Wages and Salary Incurred in AP Service Area as a Result of Assistance **12****

Labor:	Hours	Wages	Additives	
Overtime and Premiums: _____	_____	_____	_____	<b>LABOR 4 Subtotal:</b> _____

**LABOR TOTAL** **TOTAL Wages, Salaries and Payroll Additives:** \_\_\_\_\_

**MATERIALS: Cost of materials, supplies, tools, and repair or replacement of non-fleet equipment used in assistance **13****  
**MATERIALS TOTAL** **TOTAL Materials, Equipment, etc. and Additives:** \_\_\_\_\_

**TRANSPORTATION: Cost of vehicles and equipment including parts and repairs and Additives (No Wages)**  
 Fleet Costs: (Hourly or Use Charge for vehicles and equipment and Additives) **14** \_\_\_\_\_  
 Repair Costs: (Cost of repair or replacement of vehicles and equipment, excluding labor) **15** \_\_\_\_\_  
**TRANSPORTATION TOTAL** **TOTAL Vehicles, Equipment, etc. and Additives:** \_\_\_\_\_

**EXPENSE: Cost of transporting employees and equipment, to and from RP's Service area, and living expenses not provided by RP.**  
 Transportation Expense: Cost to transport vehicles and equipment (fleet) to and from RP Service Area **16** \_\_\_\_\_  
 Travel Expense: Cost to transport personnel, airfare etc., (non-fleet equip/tools) to and from RP Service Area **17** \_\_\_\_\_  
 Living Expense: Cost of meals, lodging and incidentals not provided by RP or incurred during travel **18** \_\_\_\_\_  
 Meals: \_\_\_\_\_ Lodging: \_\_\_\_\_ Incidentals: \_\_\_\_\_  
**EXPENSE TOTAL** **TOTAL Transportation, Travel and Living and Additives:** \_\_\_\_\_

**ADMINISTRATIVE & GENERAL COSTS: Cost properly allocable to the Assistance and not charged in above sections **19****

**ADMINISTRATIVE & GENERAL TOTAL**

**TOTAL Administrative & General:** \_\_\_\_\_

All costs and expenses of Assisting Company are summarized in this Invoice.

**Pay This Amount:**

( A Form W-9, Request for Taxpayer Identification Number and Certification, has been included with this invoice.) **20**

## Instructions and Explanations

This information provides a breakdown of costs incurred in the providing of assistance, and is intended to provide sufficient details to allow Requesting Party to expedite payment by minimizing requests for detailed information. This detailed breakdown, and supportive documentation, should supplement the remittance invoice normally generated by the utility's business enterprise or accounts receivable systems.

Reference Section Explanations: (Numbers correspond to sections on preceding supplemental invoice page(s).)  
*(Information in parentheses and italics are references to the related section of the CUEA MAA)*

- 1** If Requesting Company has designated a Purchase Order to be used for this remittance, provide the PO number in this space.
- 2** If Requesting Company has designated a Work Order or Tracking number to be used for this remittance, provide the number here.
- 3** This "Bill To" address is designated by the Requesting Party and may be the same as the Billing / Payment Address as it appears on the Assisting Company's "Attachment B" of the Agreement. *(Sec. 4.2)*
- 4** This "Remittance Address" is the address specified on the Assisting Company's Primary Invoice.
- 5** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Requesting Party's designated Mutual Assistance Coordinator.
- 6** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Assisting Party's designated Mutual Assistance Coordinator.
- 7** The date the assistance was agreed to commence. *(Sec. 3.2)*
- 8** The date the assistance demobilization is complete. *(Sec. 3.7) (Note: subsequent repair or replacement costs incurred by the AP may be realized and billed past this date, as noticed by the AP to the RP in writing.)*
- 9** Labor 1: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time worked in the Requesting Party's service area, and does NOT include time or pay for travel to, or from, the Requesting Party's service area. Labor 1 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) *(Sec. 4.1(a))*
- 10** Labor 2: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for travel to, or from, the Requesting Party's service area, and does NOT include time worked in RP's service area. Labor 2 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and

Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) *(Sec. 4.1(b))*



- 11** Labor 3: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for employees, management, or supervision that is directly attributed to the assistance, but did NOT travel to the Requesting Party's service area. Labor 3 total may include support services in the Assisting party's own service area such as warehouse, fleet, Assistance Liaisons, administrative and coordination personnel. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). (Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (Sec. 4.1)
- 12** Labor 4: This total includes only overtime pay and additives that are incurred by the Assisting Party for emergency response in the Assisting Party's service area, that is directly attributable to the providing of assistance. This total requires detailed support information and explanation provided to the Requesting Party prior to the inclusion of costs for assistance. (Sec. 4.1 (f))
- 13** Materials: This total includes all non-fleet equipment, tools and supplies, provided by Assisting Party's warehouse or other supplier that was used, consumed, or has normally applied overhead costs or depreciation, as outlined in the agreement. (Sec. 4.1 (c))
- 14** Transportation: This total includes the hourly or use charge of vehicles and equipment, and normally applies overheads and additives, for all vehicles and equipment used in the providing of assistance. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 15** Transportation: This total includes cost of repair or replacement of vehicles or equipment used in the providing of assistance, by AP, dealer service, or contracted repairs, including all normally applies overheads and additives. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 16** Transportation Expense: This total includes only the incurred costs of transporting, by contractor or entity other than the AP or RP, the fleet vehicles and equipment to RP's service area, and return to AP's home base. (Supportive information such as contract carrier's invoice or trip tickets is recommended.)
- 17** Travel Expense: These include all costs incurred by AP for the transportation of personnel to and from the RP's service area. These include airfare, cab fare, rental vehicles, or any other transportation not provided by the RP. It also included the transportation or shipping costs of non-fleet tools or equipment to and from the RP's service area. (Sec. 4.1)
- 18** Living Expense: This includes all meals, lodging, and incidentals incurred during travel to and from RP's service area. It includes any of these costs incurred while working in the RP's service area that were not provided by the RP. (Sec. 4.1(b))
- 19** Administrative and General Costs: This includes all costs that are allocable to the Assistance, to the extent that they are not included in all the foregoing costs identified in this invoice. (Sec. 4.1(e))

**20** Form W-9, Tax Identification and Certification: This standard tax form should be completed and accompany this form, unless such information has been previously transmitted to the Requesting Company.

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

**BEAR VALLEY ELECTRIC SERVICE  
FIRE PREVENTION PLAN**

**Prepared by:  
BEAR VALLEY ELECTRIC SERVICE, Inc.  
A Subsidiary of American States Water Company  
P.O. Box 1547  
Big Bear Lake, CA 92315-1547**

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Revise and  
Clarify Commission Regulations Relating to the  
Safety of Electric Utility and Communications  
Infrastructure Provider Facilities

Rulemaking 08-11-005  
(Filed November 6, 2008)

**BEAR VALLEY ELECTRIC SERVICE  
FIRE PREVENTION PLAN  
In Compliance with Decision 12-01-032 and Decision 14-05-020  
Updated 2022**

Nguyen Quan  
Golden State Water Company  
Bear Valley Electric Service

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April 1, 2022

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APPENDIX A: BVES FIRE THREAT MAP

APPENDIX B: BVES SERVICE TERRITORY EXTREME WIND MAP

## I. PURPOSE

Bear Valley Electric Service, Inc. (“BVES”) provides this Fire Prevention Plan in compliance with California Public Utilities Commission (“Commission”) Decision (“D.”) 12-01-032 and D.14-05-020. This document describes measures implemented by BVES to mitigate the threat of overhead power-line fire ignitions within its service territory.

Ordering Paragraph 5 of D.12-01-032 required BVES to prepare a Fire Prevention Plan to identify the occurrence of 3-second wind gusts that exceed the structural and mechanical design standards for overhead power-line facilities. D.14-05-020 modified D.12-01-032 by eliminating the requirement to identify 3-second wind gusts in real time, provided a utility will still address the situation when all three of the following conditions occur simultaneously: (i) 3-second wind gusts exceed the structural or mechanical design standards for the affected overhead power-line facilities, (ii) these 3-second gusts occur during a period of high fire danger, and (iii) the affected facilities are located in a high fire-threat area.<sup>1</sup> D.14-05-020 also required utilities to identify the specific parts of their service territories where all three conditions listed in Ordering Paragraph 1(a) occur simultaneously, based on a minimum probability of 3% over a 50-year period that 3-second wind gusts which exceed the design standards for the affected facilities will occur during a Red Flag Warning in a high fire-threat area.<sup>2</sup>

In accordance with D.12-01-032, D.14-05-020, and General Order (“GO”) 166, this Fire Prevention Plan lists and describes the fire prevention measures BVES intends to implement, both in the short run and in the long run, to mitigate the threat of power-line fires generally and in the situation where all three of the conditions listed in Ordering Paragraph 1(a) of D.14-05-020 occur simultaneously. BVES’ Fire Prevention Plan also identifies, in Appendix B, those portions of BVES’ service territory where the following three conditions may occur simultaneously: (i) 3-second wind gusts exceed the structural or mechanical design standards for the affected overhead power-line facilities, (ii) these 3-second gusts occur during a period of high fire danger, and (iii) the affected facilities are located in a high fire-threat area. BVES’ Fire Prevention Plan also lists other fire-threat indicators used by BVES to timely detect and/or forecast elevated fire-weather conditions that increase the risk of fire associated with BVES’ overhead power-line facilities.

BVES’ Fire Prevention Plan is an inventory of the organizational and operational activities that BVES undertakes in order to address the risk of fire in its service territory. BVES’ Fire Prevention Plan is a “living document” that is shared with stakeholders, community leaders and

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<sup>1</sup> D.14-05-020, Ordering Paragraph 1(a)

<sup>2</sup> D.14-05-020, Ordering Paragraph 1(c)

the public. The goal is to ensure that the Fire Prevention Plan is continuously improved and remains effective.

## **II. GENERAL DESCRIPTION OF BVES SERVICE AREA**

BVES service territory is a 17 square mile area surrounding Big Bear Lake located at approximately 7,000 feet in the San Bernardino Mountains. The BVES service area includes the City of Big Bear Lake and the unincorporated areas of San Bernardino County known as Big Bear City, Sugarloaf, Fawnskin, Baldwin Lake, Erwin Lake and Lake Williams. The San Bernardino Mountains and forests are managed by the United States Forest Service, California Environmental Protection Agency, and the California Department of Fish and Wildlife.

### **A. Minimizing Source of Fire Ignition**

BVES' Fire Prevention Plan is based on the goal of minimizing the probability that the various components of its electric distribution system, which includes one generation plant, 205 miles of overhead and 54 miles of underground conductors and 13 substations, might become the original or contributing source of ignition for a fire. BVES' distribution system is interconnected into the California Independent System Operator ("CAISO") controlled grid through transmission and distribution facilities owned, controlled, and operated by Southern California Edison Company ("SCE"). In addition, BVES receives imported energy, which is wheeled over the SCE-owned lines, at two delivery points in the BVES system: the Goldhill and the Harnish delivery points.

BVES evaluates the changes and improvements to its physical assets that could and should be made in order to achieve the above noted goals and it also utilizes a maintenance plan consistent with these evaluations.

#### **1. Mapping High Risk Fire Areas in the BVES Service Territory**

BVES utilizes the resources provided by the California Department of Forestry and Fire Protection ("CalFIRE") to map the fire threat areas located within and surrounding the BVES service territory. Mapping data are available on the CalFIRE Fire and Resource Assessment Program ("FRAP") website.

The 2014 Map of the BVES Fire Threat Zone and Highest Risk Fire Area is shown in Appendix A. (Due to its size this map is available upon request).



## **2. Inspection Program and Defects Remediation**

In compliance with General Order 165, BVES has established an Inspection Program that requires overhead facilities to undergo a detailed inspection at least every five years and a visual inspection at least every other year.

- A detailed inspection involves a close visual inspection of the facility that is intended to identify minor defects. These minor defects include, but are not limited to: tree clearances, brush clearances, open wire secondary clearance, corona effect on cross-arms, visibility strips and pole-tags, and rotten poles.
- A visual inspection is intended to identify gross defects. These gross defects include, but are not limited to: broken cross-arms, damaged insulators, sagging wires and leaking transformers.
- Defects that have been identified are scheduled for repairs in priority order.
- Defects that pose an ignition risk in high fire threat areas must be corrected, at a minimum, within 30 days following its detection. These defects include, but are not limited to: broken poles, tree limbs on open primary or secondary lines, and downed power lines.
- Non-fire risk defects must be corrected in priority order within 59 months following their detection.
- In addition to the regular inspection of its distribution system, BVES inspects on an annual basis two lines that are shared with SCE. The first line is the Radford Line from the Harnish station located in the Village area of the City of Big Bear Lake to Camp Radford in the Santa Ana Canyon where the SCE line ends. The Radford Line is inspected by foot patrol or helicopter aerial inspection depending on weather conditions. The Radford/Harnish transmission line traverses heavily forested areas and steep mountain slopes. The second line is the Ute Line that connects to the SCE's Goldhill Substation near Lake Baldwin in Big Bear Valley. BVES receives the majority of its power via the SCE's Goldhill substation. SCE's Ute Line connects BVES' Baldwin and Shay Lines to the Goldhill substation. BVES performs an annual patrol inspection of the Ute Line. This inspection is in addition to routine inspections performed by SCE.

### **III. FIRE-PREVENTION MEASURES IN COMPLIANCE WITH COMMISSION ORDER**

In D.12-01-032, Ordering Paragraph 4, and D.14-05-020, Ordering Paragraph 1(a), the Commission directs BVES' Fire Prevention Plan to address situations where two weather conditions and one locational situation occur simultaneously: (i) 3-second wind gusts exceed the structural or mechanical design standards of BVES' overhead power-line facilities; (ii) the 3-

second wind gusts occur during a period of high fire danger; and (iii) BVES' affected facilities are located in a high fire-threat area. In addition, D.14-05-020, Ordering Paragraph 1(b) requires BVES' Fire Prevention Plan to list and describe the fire-prevention measures BVES intends to implement, both in the short run and in the long run, to mitigate the threat of power-line fires generally and in the situation where all three of the conditions listed in Ordering Paragraph 1(a) occur simultaneously.

- As shown in the attached Map (Appendix A) to BVES' Fire Prevention Plan, the vast majority of BVES' distribution line facilities are located in High (orange color) and Very High (red color) Fire Threat areas. Those facilities that are located closer to the lake, where there are fewer trees, are in the Moderate (yellow color) Fire Threat area.
- The National Weather Service broadcasts alerts regarding hot and dry weather as well as high wind conditions in the affected areas and issues "Red Flag Warnings" in relation to high fire threat, high wind gusts and drought conditions in areas of Southern California and San Bernardino County that includes the BVES service territory. In addition, based on the National Weather Service broadcasts, the US Forest Service updates its fire threat warning appropriately. BVES strictly adheres to these warnings and deploys its services crews to conduct continuous patrols in between service calls whenever a Red Flag Warning or US Forest Service fire threat warning is issued. Additionally, BVES consults with the Fire Department on "Red Flag Warnings" to determine if further preventative actions are warranted.

#### **A. Measures to Mitigate Ignitions**

- BVES has implemented an annual tree-trimming and tree inspection program to ensure that branches and debris will be less likely to come into contact with power-lines. The program is in compliance with the minimum vegetation clearances required by GO 95, Rule 35; Table 1.
- BVES' tree-trimming contractor and BVES crews maintain an aggressive schedule to patrol all lines based on a priority order. Work orders for follow up tree trimming and vegetation management are then created.
- Each summer, BVES de-energizes the Radford/Harnish line to prevent potential fire ignition as it traverses heavily forested areas. A detailed inspection of the line is performed in October of each year before the line is re-energized from November through April to serve the winter loads.
- In addition to the National Weather Service and the US Forest Service warnings, BVES monitors the Emergency Digital Information Service ("EDIS") issued by the Governor's Office of Emergency Services to determine whether a "Red Flag Warning" has been

issued. If a warning has been issued, then BVES will act on the following counter-measures:

- BVES will repurpose its on-duty field personnel to patrol its overhead lines, provided it is safe to do so.
- Electrical workers will be directed to clear branches or debris that are discovered to be on or too close to power-lines.
- BVES operations personnel will monitor the speed of three-second wind gusts for speeds exceeding 48 mph to set reclosers on overhead lines to non-reclose.
- Should a circuit outage occur, then the entire affected portion of the circuit must be patrolled to ensure that all defects have been found and remediated before restoring service.

#### **IV. IDENTIFICATION OF BVES SERVICE TERRITORY WHERE SIMULTANEOUS FIRE-THREAT CONDITIONS MAY OCCUR**

In D.14-05-020, Ordering Paragraph 1(c), the Commission directs BVES to identify the specific parts of its service territory where all three of the following conditions occur simultaneously: (i) 3-second wind gusts exceed the structural or mechanical design standards for the affected overhead power-line facilities, (ii) these 3-second gusts occur during a period of high fire danger, and (iii) the affected facilities are located in a high fire-threat area. In making this identification of areas of its service territory, BVES utilized a minimum probability of 3% over a 50-year period (1 occasion in 1,642 years), as directed in Ordering Paragraph 1(c).<sup>3</sup> A map identifying the areas of BVES' service territory where all three of the conditions specified in Ordering Paragraph 1(a) may occur simultaneously, based on a minimum probability of a 1 in 1,642 year event, is included as Appendix B. (Due to its size this map is available upon request).

#### **V. CHAIN OF RESPONSIBILITY**

The Operations Superintendent: This Superintendent is responsible for the maintenance of electric facilities and the supervision of tree trimming tasks by BVES crews along services and primary lines. The Superintendent also oversees overhead lines inspection crews and ensures the follow-up repairs of any found defects.

The Engineering Supervisor: This Supervisor is responsible for fire prevention planning and design. The Supervisor researches and evaluates materials that would reduce fire risk and directs engineers to design new construction in a manner that reduces the risk of fire. The Supervisor

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<sup>3</sup> See also D.14-05-020, pp. 25-29.

also coordinates the protection of BVES' electric system to reduce fire risk in the event of power outages.

The Operations and Planning Manager: This Manager is responsible for emergency operations, oversees engineering designs and standards, organizes GO 95/165 inspection cycles, manages operational activities related to the power-on and the de-energization of circuits as needed, and monitors all compliance with public agencies' rules and regulations.

The Emergency Operations Center Director: The Director is responsible for all operations and administration of BVES. During potential catastrophic events, such as Red Flag Warnings or winter storms that might lead to extensive power outages, the Director supervises all aspects of the emergency operations, including regular and timely communications with the media, fire department, city officials, the Sheriff's department and other emergency services representatives.

## **VI. OPERATIONS PLANNING AND TRAINING**

BVES Engineering and Operations will continue to evaluate materials and methods to reduce the risk of fire ignition.

- Operations personnel shall be instructed in the correct work practices and in the use of new materials and equipment.
- Training, vegetation management and education relating to fire prevention and mitigation will continue to be a top priority.

BVES strives to maintain safe, reliable service for its facilities and to its customers.

## **VII. THE BIG BEAR VALLEY COMMUNITY WILDFIRE PROTECTION PLAN**

BVES would like to emphasize that while the Commission has ordered BVES to prepare a separate Fire Prevention Plan, BVES' fire prevention efforts are not separated or unrelated to the communities and districts surrounding its service territory. BVES serves the City of Big Bear Lake as well as unincorporated communities located in the Big Bear Valley. Big Bear Valley is nestled in the San Bernardino National Forest and it supports year round activities for snow skiing, fishing, boating, hiking, mountain biking, etc. More important is that the City of Big Bear Lake and the unincorporated communities are listed in the Federal Registry as communities at high risk to wild fires. The effects of the drought and the alarming increase in the death rate of various trees within the San Bernardino National Forest has led communities in Big Bear Valley to propose measures that can reduce the threat of fire and at the same time restore the health of the forest.

The resulting measures are contained in the Big Bear Valley Community Wildfire Protection Plan, which was collaboratively developed by City of Big Bear Lake Fire Department, Big Bear City Fire Department, Big Bear Fire Protection District, San Bernardino County Fire Department, and California Department of Forestry and Fire Protection.<sup>4</sup>

The Big Bear Valley Community Wildfire Protection Plan recommends 13 mitigation measures. These measures include the prioritization and coordination of mitigation treatments on private/public lands to reduce fire risks while promoting biodiversity, the review of fire related building codes, the mandates to develop a landscape plan on all new dwellings and a minimum setback of 5 and/or 10 feet separation between dwellings, the establishment of oversight functions with City/County Fire departments, the administration of a public education and outreach program, the search for funds to construct a dedicated emergency operations center, the implementation of vegetation management on public and private properties, and the involvement of timber harvesters and environmental groups to identify the beneficial use of trees that have been removed and the restoration of forests.

## **VIII. CONCLUSION**

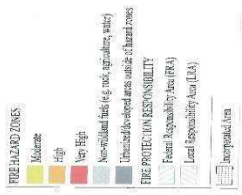
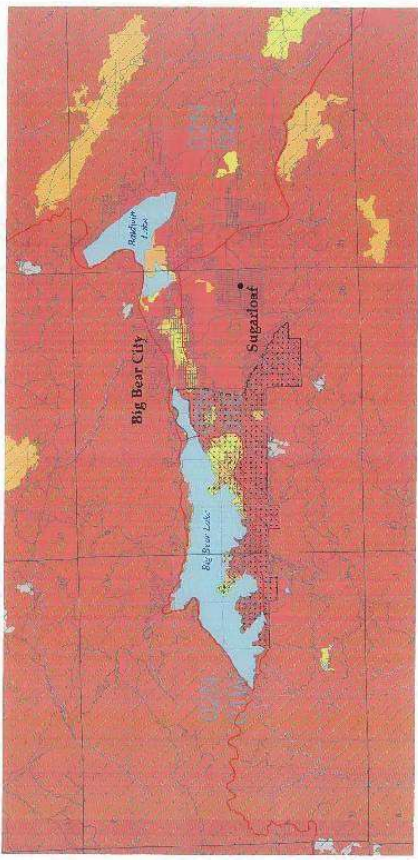
The BVES Fire Prevention Plan is part and parcel of the wider ranging Big Bear Valley Community Wildfire Protection Plan. The former is a “living document” that is closely related to the latter as part of BVES’ mission to provide its customers safe and reliable services.

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<sup>4</sup> Source: Big Bear Valley Community Wildfire Protection Plan, Final Plan “A Systems Approach”, June 2006 and Addendum, October 2010

**APPENDIX A**

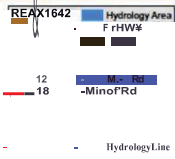
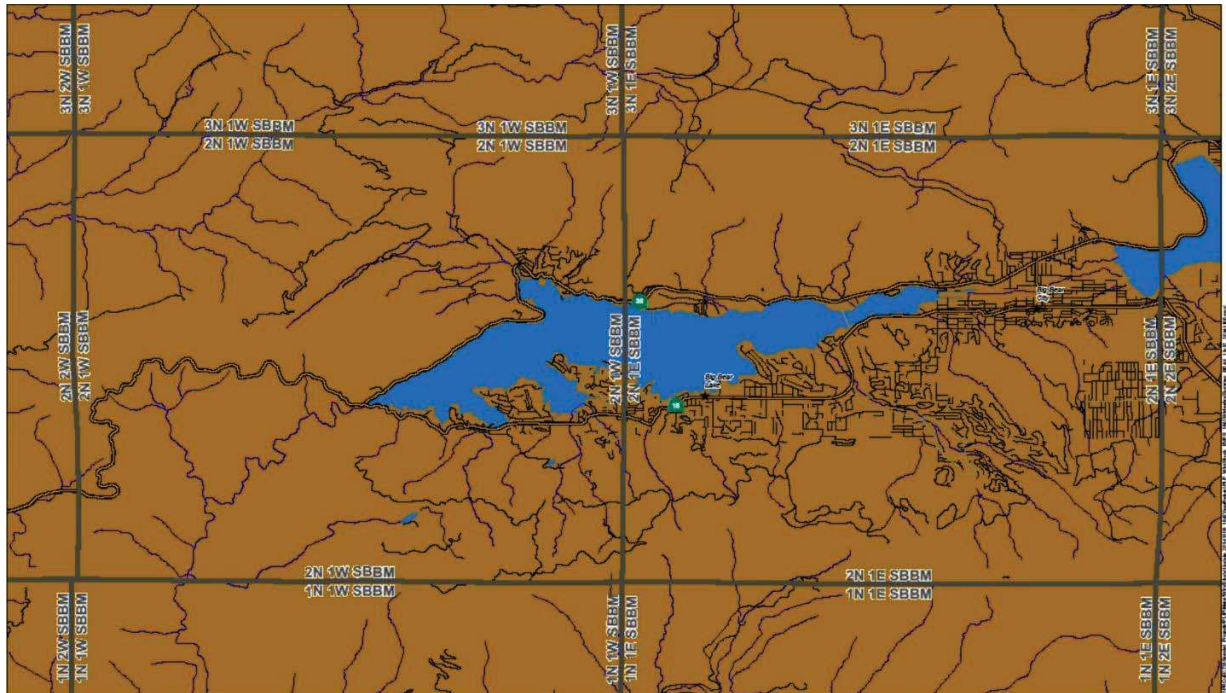
**BVES FIRE THREAT MAP**



# **APPENDIX B**

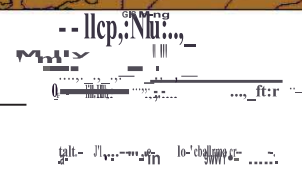
## **BVES SERVICE TERRITORY EXTREME WIND MAP**





**SCE Wind Load Study**

1642 Summer/Winter Combined Maximum Wind Ratings  
Elevation Corrected for 6# at 3000Ft



**LEGEND - SCE Wind Load Map**

Wind Rating	
(#)	MOB
6#	48
8#	56
12#	68
18#	84
24#	96

Note: SCE 2012 RE,AX Wind Study based on second wind gusts at a height of 20 feet

## **TABLE 1**

# TABLE 1

## BEAR VALLEY ELECTRIC SERVICE

### NUMBER OF REPAIR AND MAINTENANCE PERSONNEL

As of January 1, 2022 to December 31, 2022

	<b>San Bernardino County</b>				<b>Total Company</b>			
<u>Personnel Classification</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Repair and Maintenance	11	14	14	14	11	14	14	14

**END**