

October 31, 2019

VIA ELECTRONIC FILING

Elizaveta Malashenko, Deputy Executive Director
Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102-3298

RE: (U-901-E) PacifiCorp's Annual Report in Compliance with General Order No. 166 (D. 98-07-097)

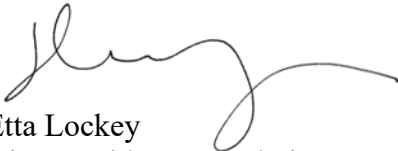
Enclosed is a copy of PacifiCorp's d/b/a Pacific Power, 2019 Annual Report in compliance with General Order No. 166 (D. 98-07-097). A redacted version of this report is also being transmitted electronically to the service list.

PacifiCorp is requesting confidential treatment of certain phone numbers and locations identified in Attachment B, Attachment B supporting documents, Exhibit D, and Exhibit E. To the best of the company's knowledge, this information has not been published externally, and confidential treatment is requested for privacy and security reasons.

Confidential and redacted versions are enclosed, along with the declaration required under D. 16-08-024. The pages that contain confidential information are labeled with the heading "Confidential Subject to Public Utilities Code Section 583 and General Order 66-D" on each page.

Please direct any inquires to Pooja Kishore, California Regulatory Affairs Manager, at (503) 813-7314.

Sincerely,



Etta Lockey
Vice President, Regulation

Enclosures

CC: Edward Randolph, Director - Energy Division

**DECLARATION OF
ETTA LOCKEY (PACIFICORP)**

1. My name is Etta Lockey. My business address is 825 NE Multnomah Street, Suite 2000, Portland, Oregon 97232.

2. I am Vice President, Regulation, for PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company). PacifiCorp is a multi-jurisdictional utility providing electric retail service to customers in California, Idaho, Oregon, Utah, Washington, and Wyoming. PacifiCorp serves approximately 45,000 customers in portions of Del Norte, Modoc, Shasta, and Siskiyou Counties in northern California.

3. This declaration is based on my information and belief and is submitted in accordance with General Order (GO) 66-D of the California Public Utilities Commission (Commission).

4. Section 3.2 of GO 66-D provides that when a utility submits documents for which it seeks confidential treatment to the Commission or staff of the Commission outside of a formal proceeding, the utility must mark the document or applicable portions confidential and provide the basis for confidential treatment specified. Additionally, any such request must be accompanied by a declaration signed by an officer of the requesting company.

5. PacifiCorp hereby requests confidential treatment for certain information contained in its updated 2019 Annual Report in Compliance with Standard 11 of General Order No. 166, including certain phone numbers and location information provided in the company's emergency response plan and the company's transmission and distribution response support and incident plan. This information has not been published externally by the company, and confidential treatment of this data is requested for privacy reasons that protect this data from disclosure under California law.¹ Release of this information (specifically locations identified as emergency operation centers during events) could also result to disruptions in execution of the

¹ Cal. Gov't Code §6254.

company's emergency response plan; accordingly, it is in the public interest to maintain this information as confidential.² Protection of this information will ensure that the company is able to quickly and efficiently respond to emergency conditions without interference.


6. Information regarding requests for disclosure of the information for which PacifiCorp seeks confidential treatment should be directed to the following individuals:

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Pooja Kishore
PacifiCorp
Regulatory Affairs Manager
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I declare under penalty of perjury of the laws of the state of California that the foregoing is true and correct.

Executed in Portland, Oregon, October 31, 2019


Etta Lockey
Vice President, Regulation
PacifiCorp

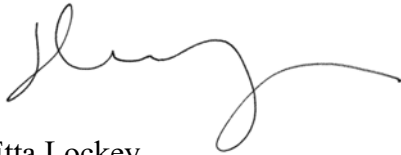
² Cal. Gov't Code, § 6255(a).

October 31, 2019

TO: ALL PARTIES OF RECORD IN RULEMAKING NO. 96-11-004

The 2019 Annual Report in Compliance with General Order 166 for PacifiCorp d/b/a Pacific Power has been filed with the Safety and Enforcement Division at the California Public Utilities Commission. If you desire a copy of this report please send an e-mail to pooja.kishore@pacificorp.com and one will be mailed to you.

Sincerely,



Etta Lockey
Vice President, Regulation

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

Order Instituting Rulemaking for Electric
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the **PACIFICORP (U 901 E) ANNUAL REPORT IN COMPLIANCE WITH GENERAL ORDER NO. 166** on all known parties to the attached service list R.96-11-004 by transmitting an e-mail message with the document attached to each person named in the official service list.

(See the attached Service List R.96-11-004)

Executed on October 31, 2019, at Portland, Oregon.



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Coordinator, Regulatory Operations

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Last Updated on 15-MAR-2018 by: AMT
R9611004 NOPOST

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Attachment A

PacifiCorp

General Order No. 166

Compliance Report

Year Ending June 30, 2019

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

Order Instituting Rulemaking for Electric
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

**PACIFICORP'S (U 901 E)
ANNUAL REPORT IN COMPLIANCE WITH
GENERAL ORDER NO. 166
Compliance Period: July 1, 2018 – June 30, 2019**

Dated: October 31, 2019

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

Order Instituting Rulemaking for Electric
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

**PACIFICORP’S (U 901 E)
ANNUAL REPORT IN COMPLIANCE WITH
GENERAL ORDER NO. 166**

Pursuant to General Order 166, Standard 11, PacifiCorp d/b/a Pacific Power (“PacifiCorp” or “Pacific Power” or “Company”) hereby submits its report on its compliance with General Order 166 for the period July 1, 2018 through June 30, 2019 (“compliance period”). This report demonstrates PacifiCorp’s compliance with each of the thirteen standards of the General Order and is filed as two Attachments (A – 2019 Annual Report with exhibits A through G) and (B – Emergency Response Plan with supplemental annexes 01 through 05).

Standard 1- Prepare an emergency response plan and update the plan annually.

The 2019 PacifiCorp Emergency Response Plan consists of one volume, included as Attachment B.

- The Emergency Response Plan addresses each of the items specified in Standard 1. The following Table 1 sets forth the location in the volume entitled PacifiCorp’s Emergency Response Plan where required elements are covered.
- PacifiCorp does not account for costs associated with emergency equipment as a separate and distinct item (i.e., there is not a separate FERC account number for this item). Therefore, emergency equipment was not included in the company’s most recent general rate case as a discrete line item that PacifiCorp can provide an update on. However, the company’s most recent general rate case application (A. 18-04-002) did include a risk-based investment decision making process to minimize risk and maximize safety on its system.

The overall requested increase to revenue requirement of \$1.06 million is intended – amongst other efforts - to upgrade the company’s power delivery system, continuing to improve emergency preparedness and coordination with public safety organizations, increasing the safety in operation of electric facilities which includes the implementation of the PacifiCorp’s California Fire Prevention Program and California Drought Mitigation Plan. This general rate case application is currently pending before the Commission.

Table 1: Location of Topics Covered in the Emergency Response Plan

<u>Requirement</u>	<u>Page No(s)</u>
A. Internal Coordination	27-36
B. ISO/TSO Coordination	42-44

C. Media Coordination	45-48
D. External and Governmental Coordination	39-42
E. Fire Prevention Plan	Exhibit C
<ul style="list-style-type: none"> • On December 14, 2017, the California Public Utilities Commission (Commission) adopted Decision (D.) 17-12-024, adopting regulations to enhance fire safety in high fire-threat districts. Pursuant to D.17-12-024, ordering paragraph 2, each electric investor-owned utility (IOU) is required to file an annual report beginning October 31, 2018, pursuant to General Order (GO) 166, Standard 11, that contains a fire prevention plan for the Electric IOU’s overhead electric facilities in the high fire-threat district. The fire prevention plan is required to contain the information specified in GO 166, Standard 1, Part E, to the extent applicable to the electric IOU’s service territory. In compliance with D.17-12-024, ordering paragraph 2, PacifiCorp includes its Fire Prevention, Preparedness and Response Plan as Exhibit C to the Emergency Response Plan and as Exhibit C. 	
F. Safety Considerations	Annex 3
G. Damage Assessment	Annex 4: pgs 9-10
H. Restoration Priority Guidelines	Annex 4, pg 9
I. Mutual Assistance	Annex 5
J. Plan Update	
<ul style="list-style-type: none"> • PacifiCorp’s Emergency Response Plan is updated annually. Applicable information regarding company personnel is updated on a regular and frequent basis from the human resources database. The following documents support this section, in order: 00 Emergency Response Plan backbone, 01 Governance Transfer, 02 Executive Policy Group plan, 03 Emergency Operations Center, 04 On-Scene Response, 05 Resourcing and Mutual Assistance. 	

**Standard 2 - Enter into mutual assistance agreements with other utilities.
(00 Emergency Response Plan – Section 4.2, additional detail in Annex 5, agreements in Exhibits A1-A3)**

- PacifiCorp is a member of several mutual assistance organizations, including most significantly, the California Utilities Emergency Association (CUEA) and the Western Energy Institute’s Western Region Mutual Assistance Group (WRMAG), which is coordinated through the Edison Electric Institute’s (EEI) Mutual Assistance Network. The CUEA allows immediate access to regional, state and federal information. CUEA, via the executive director, actively participates in senior leadership and executive level planning sessions and working groups. The executive director serves as the California Office of Emergency Services Utilities Branch liaison at the state operations center or one of the regional operation centers, representing the CUEA member utilities. The WRMAG accesses resources from Western Energy Institute members spanning across areas west of the Rocky Mountains, while EEI has members across the continent accessible when support from outside the western region is necessary.
- These associations, and the agreements which support the mutual assistance arrangements, provide access to many resources across the western region of the United States and also provide streamlined administration during situations where mutual assistance agreements are needed.

- The mutual assistance agreements are provided as Exhibits A1, A2 and A3 of the Emergency Response Plan submitted with this filing (Attachment B).

Standard 3 - Conduct annual emergency training and exercises using the utility's emergency response plan.

(Section 7 of Emergency Response Plan, slides 39-53 of Exhibit F)

- On June 26, 2019 PacifiCorp hosted a tabletop exercise to simulate wildfire mitigation procedures in which a public safety power shutoff was necessary. The tabletop exercise measured the ability of the company and agencies to coordinate effectively and communicate during an event. This exercise was attended by several state, county and local agencies and allowed us to further coordinate response plans and procedures with public sector entities throughout multiple jurisdictions.
- PacifiCorp employees participate in monthly safety meetings to discuss ongoing company safety standards, including responding to emergency situations. Employee telephone numbers are available on an "emergency call out list" which is updated and circulated bi-monthly. Field employee contact information is stored and utilized for automated call-outs through a system called Automated Roster Call-Out System (ARCOS).
- PacifiCorp employees who are responsible for an activity when the Pacific Power Emergency Operations Center (PPEOC) is activated complete a computer-based training course annually. Hands-on classroom training is provided to PPEOC members, as well as National Institute Management System training which is available through Federal Emergency Management Agency's independent study on-line course.

Standard 4 - Develop a strategy for informing the public and relevant agencies of a major outage.

(Section 5.1 of 00 Emergency Response Plan, Section 5.2 of 00 Emergency Response Plan)

- PacifiCorp's strategy for communicating with the media, customers, regulatory agencies, and other governmental organizations is contained in Section 5 of PacifiCorp's Emergency Response Plan.
- During a major event, all communications for Del Norte, Siskiyou, Modoc Counties and Crescent City are directed through the 911 call center. This center acts as a clearing house for communication to relevant agencies along with regional business managers and community leaders for the affected cities.
- PacifiCorp coordinates all aspects of emergency planning with local governments, this includes but is not limited to: availability of cooling/warming centers, availability of backup generators, and coordination with agencies regarding egress.
- Grid Operations Dispatch will establish and maintain communications with the California Independent System Operator (CAISO), Pacific Gas & Electric, and Bonneville Power Administration for bulk electric system and Critical Path facilities, specifically Line 14 and Path 66 transmission lines.

Standard 5 - Coordinate internal activities during a major outage in a timely manner.

(Annex 3 of the Emergency Response Plan, Sections 3, 4, and 5)

- The Pacific Power Emergency Operations Center (PPEOC) can be activated for any event that requires enhanced strategic planning, incident management, communication, and resource coordination. When there is advanced warning of an event that can have potential

widespread impacts to customers and/or company operations (e.g. National Weather service alert), the PPEOC may be activated to facilitate pre-event planning and communications.

- In the event of a major outage that results in PacifiCorp's operation center being without power, a back up generator would supply emergency power to the operation center and the base radio station. Dispatch centers and local operation personnel call employees out based on the level of customers impacted, system information and damage assessment.
- Pacific Power did not experience a major event outage as defined by GO 166 during the July 1 2018 – June 20, 2019 reporting period.¹

Standard 6 – Notify relevant individuals and agencies of an emergency or major outage in a timely manner.

- PacifiCorp will follow the procedures outlined in the Commission's July 29, 2009 Guidelines for Notifying Energy Division of Electrical and Gas Emergencies.

As soon as possible or each time new blocks of circuits are interrupted:

1. Imminent or planned implementation of Interruptible Electric Load Curtailments or Rotating Outages of firm Electric Load by your utility, either ordered by the CAISO (Stage 2 or 3) or made necessary by other emergencies.

Within one hour:

2. Outage of electric service expected to accrue to over 300,000 customer hours, or exceeding 300 megawatts of interrupted load, or affecting more than 10% of your electric customers. (For utilities with fewer than 150,000 customers in California (small utilities), report when 50% of your customers are affected or 30,000 customer hours of interruption are expected to accrue.)

Within one hour:

3. An emergency, involving facilities or personnel, likely to be reported statewide or in more than one major media market.

Within one hour:

4. Interruptions to bulk power supply (generators, transmission lines, or other equipment) that are likely to lead to an ISO declared Stage 2 or 3 emergency on or before the next business day.

Notify by 9 a.m. the next business day:

5. An electric outage affecting more than 30,000 customers, or lasting over 24 hours for 2,500 customers, or expected to total over 60,000 customer hours, or a situation (such as floodwaters threatening a substation) likely to lead to such an outage (Small utilities shall report outages affecting 3,000 customers, or lasting over 24 hours for more than 250 customers, or are expected to accrue to more than 6,000 customer hours.)

Notify as soon as possible:

6. Electric outages associated with Office of Emergency Services declared state of emergency, not otherwise reportable under above criteria.

¹ 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.

Standard 7 - Mutual Assistance Evaluation (Section 4.3 of Emergency Response Plan, Annex 5 of Emergency Response Plan)

- The on-scene commander, Emergency Operations Center Director or their designee has the responsibility to initiate and coordinate Mutual Assistance. Pacific Power's Mutual Assistance Agreements are included in this filing and procedures can be found in Annex 5 of the Emergency Response Plan.
- Pacific Power was not required to utilize or provide mutual assistance during the reporting period of July 1, 2018 to June 30, 2019.

Standard 8 - Inform the public and relevant public safety agencies of the estimated time for restoring power during a major outage (Section 5.2.3 of Emergency Response Plan)

- Within four hours of the identification of a major outage, PacifiCorp's call centers shall make information available to customers through the company's integrated voice response telecommunication system the location of the outage, the cause of the outage, and the expected duration of the outage. PacifiCorp will continue to provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration. When call volume exceeds the integrated voice response system capabilities, PacifiCorp will activate an external call handling system to divert some of the high call volume coming into the business centers and to prevent long queue times and busy signals.
- During a major outage, corporate communications will make proactive contact with the media to provide outage news releases. The releases will include the number of customers and areas affected, estimated duration of outage, and public electrical safety messages as applicable.

Standard 9 - Train additional personnel to assist with emergency activities. (Section 4.1 of the Emergency Response Plan, Section 4.2 of Annex 5 of the Emergency Response Plan)

- Pacific Power utilizes several methods for monitoring and communicating weather warnings issued through the National Weather Service (NWS):
 - Emergency Management participates in NWS webinars related to impending weather events.
 - Emergency Management receives e-mail weather briefings from NWS.
 - The NWS website is available to all company personnel through the Pacific Power Emergency Management Resource Center Website. Field managers monitor this website as well as local resources in respect to their areas, while emergency management, system operators and Emergency Operations Center personnel monitor this information from a more global perspective.
 - Emergency Management proactively works with the Medford Office of the NWS before and during an event (24/7) to provide the latest information field and incident management resources.
- Advance warnings of severe weather, especially events that have the potential for long duration and/or large-scale impacts, are vetted and when appropriate, disseminated to company resources that have an emergency response or incident management function.

- Field operation managers, wires directors, and when needed, company incident commanders, utilize this information to help identify tactical strategies, that can include pre-staging of personnel and equipment, if the situation warrants.
- Employees are cross-trained and a plan is in place for performing safety standby activities and assessing damage during a major outage or when company equipment is involved in emergency response functions.

Standard 10 - Coordinate emergency plans with state and local public safety agencies. (Slides 39-53 of Exhibit B1, Section 4.2 of Emergency Response Plan, Section 5.2.5 of Emergency Response Plan)

- PacifiCorp is a member of several mutual assistance organizations who are incorporated into regular activation processes.
- PacifiCorp coordinates with the Northwest Power Pool and all neighboring entities throughout the grid.
- PacifiCorp routinely updates and exchanges contact information with state, county, and local agencies and also participates in planning exercises when requested.

Standard 11 - File an annual report describing compliance with these standards.

PacifiCorp is in compliance with GO 166, with the submission of this annual report which includes the company’s Emergency Response Plan, which was updated as of October 31, 2019.

- The number of repair and maintenance personnel in each personnel classification, identified by county (and throughout the company) is updated and provided in Table 2 below.

Table 2:
Number of Pacific Power Repair and Maintenance Personnel

Location	June 30, 2018 Number of Personnel	June 30, 2019 Number of Personnel
Alturas	1	1
Crescent City	16	15
Mt. Shasta	5	4
Yreka	31	27
Total California Service Territory	53	47
Total within 2 hour travel time to California Service Territory		104

Standard 12 – Be subject to a restoration performance benchmark for major outages.

- As a utility with fewer than 150,000 electric customers, PacifiCorp qualifies for the exemption D, Attachment 1 Additional Provisions to GO 166.

Standard 13 – Be subject to a call center performance benchmark for major outages. As a utility with fewer than 150,000 electric customers, PacifiCorp qualifies for the exemption C, Attachment 1 Additional Provisions to GO 166.

Table 3:
Table of Contents

Item	Supporting Documents	Compliance Purpose/ Relevant Standard
Attachment A – PacifiCorp Annual GO 166 Compliance Report Year Ending June 30, 2019	See below	Describes how PacifiCorp has complied with the standards listed in GO 166 in compliance with Standard 11
Attachment B – PacifiCorp’s Emergency Response Plan describes the key activities to be addressed in response to an emergency incident or planned event	00 Emergency Response Plan Annex 01 Governance Transfer Group Annex 02 Executive Policy Group Annex 03 Emergency Operations Center Annex 04 On-scene Incident Response Annex 05 Resourcing and Mutual Assistance	Provides PacifiCorp’s Emergency Response Plan and supporting documentation in compliance with Standard 1
Exhibit A – Mutual Assistance Agreements	Exhibit A1 California Utilities Emergency Association (CUEA) Mutual Assistance Agreement Among Members of the Exhibit A2 Intercompany Mutual Assistance Agreement Exhibit A3 Western Region Mutual Assistance Agreement	Provides PacifiCorp’s inter-company and inter-utility mutual assistance agreements, in compliance with Standard 2
Exhibit B – Siskiyou Emergency Response Exercise	Exhibit B1 Siskiyou PSPS Tabletop Exercise Slides 0Exhibit B2 Siskiyou PSPS Tabletop Exercise Evaluation Report	Provides presentation slides and exercise evaluation report in compliance with Standard 3
Exhibit C – Fire Prevention, Preparedness and Response Plan		Provides additional information regarding PacifiCorp’s compliance with D. 17-12-024, ordering paragraph 2 and

		Standard E
Exhibit D – Klamath Emergency Action Plan Meeting		Shows PacifiCorp’s compliance with section 768.6 of the California Public Utilities Code
Exhibit E – Public Safety Power Shutoff Execution		Playbook documenting the company’s process for PSPS events
Exhibit F – Service Restoration Priority – Outreach Efforts	Exhibit F1 Agency Outreach Exhibit F2 California Assistance and Support Programs Brochure	Details PacifiCorp’s efforts to improve identification of medical baseline customers and outreach to agencies and planning partners in support of Standard 1H

Table 3:
Description of Changes

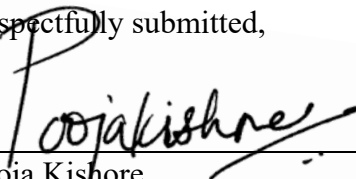
PacifiCorp has modified sections of the Emergency Response Plan per guidance from Safety Enforcement Division in order to provide further clarity regarding PacifiCorp’s compliance actions. The following is a summary of the changes PacifiCorp made to its 2019 Emergency Response Plan during the compliance period.

Part of Document	Section in 2019 Filing	Change
All	All	Emergency Action Center title changed to Emergency Operations Center to become within National Incident Management System (NIMS) guidance
All	All	Charts updated for current incident management structure
ERP	1.5.1	Guidelines for restoration were revised and rewritten
ERP	3.2	System Operations VP added for Incident Management Key Contact
ERP	4.3	Mutual Assistance Agreement List updated
ERP	5.2	CallSO and other transmission operator coordination updated
ERP	5.2.6	Event communications plan updated
ERP Annex 2	8.2	Refined incident control responsibilities
ERP Annex 3		Re-names section for NIMS accuracy
ERP Annex 3		Document renamed from Transmission and Distribution Response Support and Incident Management to Emergency Operations Center

ERP Annex 3	2.3	Updated positions, roles and responsibilities in accordance with NIMS guidance
ERP Annex 3	2.3.2	Deputy EOC Director position established and defined
ERP Annex 3	Appendices	Call agendas updated for all-hazards approach which will work within new incident management structure
ERP Annex 4	2	Updated positions, roles and responsibilities in accordance with NIMS guidance
ERP Annex 5	4.2.3	Formalized state OEM notification
Fire Prevention, Preparedness and Response Plan	All	FPP updated with roadmap addressing additional weather data and analysis, additional weather analysis, more comprehensive explanation of circuits under 3000'
Public Safety Power Shut-off	All	Addition of the company's PSPS execution playbook

DATED: October 31, 2019

Respectfully submitted,



Pooja Kishore
Regulatory Affairs Manager
PacifiCorp

Attachment B

PacifiCorp

Emergency Response Plan

Revised October 31, 2019

PUBLIC VERSION



Rocky Mountain Power | Pacific Power

Emergency Response Plan

INTERNAL USE ONLY

Document Owner: The Emergency Manger is responsible for maintaining this document. This includes scheduling and performing annual reviews and exercises, updating content based on those annual reviews and exercises, and redistributing a new version of the document to stakeholders.

The scale of the exercise will be determined by the company’s President and Chief Executive Officer in coordination with emergency management personnel and key leadership.

Author: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: October 31, 2019 Next Revision: 2020

Emergency Response Plan – October 31, 2019

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Portions of this Plan contain information that raises personal privacy or security concerns. Those portions may be exempt from mandatory disclosure under the Freedom of Information Act (see 5 United States Code §552, 41 Code of Federal Regulations Part 105-60). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with the Critical Infrastructure Information Act of 2002 and is not to be released to the public or other personnel who do not have a valid “need to know” without prior approval of the issuing agency.

Some of the information in this Plan, if made public, could endanger the lives and privacy of employees. In addition, the disclosure of information in this plan could compromise the security of essential equipment, services, and systems of PacifiCorp or otherwise impair its ability to carry out essential functions. Distribution of the plan in whole or in part is limited to those personnel who need to know the information in order to successfully implement the plan.

PacifiCorp distributes copies of the Emergency Response Plan as required to regulatory agencies and as necessary to promote information sharing and facilitate a coordinated interagency continuity effort.

Record of Revisions

Date of Revision	Pages Revised
June 2019	Plan implemented
October 2019	Plan reviewed and revised

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All-Hazards Emergency Response Plan (October 31, 2019)

1 PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

1.1 PURPOSE

The purpose of this plan is to ensure PacifiCorp is prepared for emergencies and disasters which may impact the delivery of electric service. In an effort to minimize damage and the negative impacts of power loss this Emergency Response Plan (ERP) provides tactics, policies, and procedures which are used in response to any emergency incident or planned event which could affect PacifiCorp assets.

The most critical aspect of how PacifiCorp performs during an incident is not written in a detailed plan; it is the teamwork of the Incident Management Team, the ability to follow proven processes and ensuring that we communicate a single message.

1.2 CONCEPT

The PacifiCorp Emergency Management Structure provides a flexible and dynamic central command-and-control function that is activated for incidents and events which require control and support beyond the capabilities of the day-to-day tactical response resources. By implementing the principles of the National Incident Management System the structure is able to provide guidance and support to emergency responses of any size or scope. To provide needed support to tactical resources the Emergency Operations Center collects, gathers and analyzes data; makes decisions to protect life, property and the environment; assists in the continuation of critical business processes and helps facilitate cross-platform incident coordination. This document provides guidelines for responding to, managing and recovering from emergencies. The structure of the Incident Management Team and Emergency Operations Center is defined in greater detail in Section 4.2.2. and in Annex 03 – Emergency Operations Center.

1.3 SCOPE

This plan is intended to be the primary reference material for any emergency or contingency response affecting PacifiCorp employees or assets.

This plan does not replace day to day operational or internal business unit contingency plans.

1.4 SITUATION

1.4.1 PacifiCorp Assets

Asset	<i>Pacific Power</i>
Customers	<i>785,000 in three states</i>
Service Area	<i>35,313 Square Miles</i>
Employees	<i>2,500</i>
Substations	<i>398</i>
Transmission Line Miles	<i>4,392</i>
Distribution Line Miles	<i>26,642</i>

All-Hazards Emergency Response Plan (October 31, 2019)

Pacific Power maintains firefighting equipment which may be used to respond to small ignitions. These resources may be moved into affected areas as needed to support other districts, i.e. Medford, OR resources are available for use in Yreka, CA.

Staffing and mileage chart for travel distance and time to/from districts legend: m = miles; h = hours; min = minutes

Facilities Managed Location	Full-time/part-time union employees as of 6/30/19	Physical Address	City	State	Zip	Alturas Operations Center 708 Hwy 395 N, Alturas, CA 96101	Crescent City Service Center 1054 Northcrest Drive, Crescent City 95531	Mt. Shasta Office 412 Mill Street, Mount Shasta, CA 96067	Yreka Service Center & Mechanic Shop 310 S. Main St, Yreka, CA 96097	Yreka Power Building 1842 S Oregon St, Yreka, CA
Albany Rubber Shop	2	1910 Rye St. SE	Albany	OR	97321	312 m (5 h 19 mins)	261 m (4 h 34 min)	293 m (4 h 35 min)	256 m (4 h 2 min)	256 miles (4 h 1 min)
Alturas Operations Center	1	708 Hwy 395 N	Alturas	CA	96101	0	278 m (5 h 10 min)	129 m (2 h 24 min)	164 m (2 h 48 min)	162 m (2 h 46 min)
Bend Metering (Clausen St.)		63820 Clausen Road, Suite 100	Bend	OR	97701	229 m (3 h 52 min)	276 m (5 h 12 min)	221 m (3 h 47 min)	227 m (3 h 54 min)	226 m (3 h 52 min)
Bend Operations Service Center	47	328 NE Webster Ave	Bend	OR	97701	230 m (3 h 54 min)	273 m (5 h 8 min)	217 m (3 hr 44 min)	224 m (3 h 51 min)	223 m (2 h 48 min)
Bend Power Office (Tech Ops)		201 SW Columbia St	Bend	OR	97702	229 m (3 h 53 min)	271 m (5 h 7 min)	217 m (3 hr 44 min)	224 m (3 h 51 min)	222 m (3 h 48 min)
Clatsop Operations Center (Warrenton)	20	2340 SE Dolphin Ave	Warrenton	OR	97146	461 m (8 h)	411 m (7 h 30 min)	442 m (7 h 20 min)	405 m (6 h 45 min)	408 m (6 h 49 min)
Coos Bay Operations Center	14	135 W Lockhart Ave	Coos Bay	OR	97420	331 m (5 h 45 min)	132 m (2 h 39 min)	252 m (4 h 19 min)	215 m (3 h 43 min)	217 m (3 h 44 min)
Cottage Grove Office	2	1481 Gateway Blvd	Cottage Grove	OR	97424	280 m (4 h 44 min)	201 m (3 h 40 min)	234 m (3 h 42 min)	197 m (3 h 8 min)	200 m (3 h 6 min)
Crescent City Service Center	9	1054 Northcrest Drive	Crescent City	CA	95531	277 m (5 h 12 min)	0	198 m (3 h 39 min)	161 m (3 h 4 min)	163 m (3 h 5 min)
Enterprise Office	4	111 W. North Street	Enterprise	OR	97828	449 m (7 h 55 min)	649 m (11 h 16 min)	573 m (9 h 45 min)	579 m (9 h 52 min)	578 m (9 h 45 min)
Grants Pass Operations Center	31	1420 Williams Hwy	Grants Pass	OR	97527	196 m (3 h 30 min)	81 m (1 h 44 min)	117 m (1 h 59 min)	80.3 (1 h 23 min)	82.7 m (1 h 25 min)
Hood River Customer Service Center	10	1290 Tucker Rd.	Hood River	OR	97031	369 m (6 h 28 min)	390 m (7 h 12 min)	357 m (6 h 20 min)	363 m (6 h 25 min)	362 m (6 h 25 min)
Klamath Falls Operations	43	1950 Mallard Lane	Klamath Falls	OR	97601	97.9 m (1 hr 42 min)	184 m (3 h 36 min)	78.6 m (1 h 24 min)	85.2 m (1 hr 30 min)	83.7 m (1 h 28 min)
Lakeview Operations Center		1339 S. 3rd St.	Lakeview	OR	97630	53.7 m (54 min)	282 m (5 h 19 min)	174 m (3 h 6 min)	180 m (3 h 12 min)	179 m (3 h 11 min)
Lincoln City Office	4	416 NE Highway 101	Lincoln City	OR	97367	392 m (6 h 53 min)	256 m (5 h 36 min)	374 m (6 h 13 min)	337 m (5 h 31 min)	339 m (5 h 37 min)
Madras Operations Center	3	1655 NW Mill St.	Madras	OR	97741	274 m (4 h 45 min)	317 m (6 h 10 min)	262 m (4 h 37 min)	268 m (4 h 40 min)	267 m (4 h 41 min)
Medford Service Center	61	925 South Grape St	Medford	OR	97501	169 m (3 h 4 min)	113 m (2 h 22 min)	87.4 m (1 h 31 min)	50.5 m (53 min)	52.9 m (58 min)
Mt. Shasta Office	4	412 Mill St.	Mt. Shasta	CA	96067	128 m (2 h 20 min)	198 m (3 h 41 min)	0	37.5 m (39 min)	36.1 m (38 min)
Pendleton Operations Center	12	4235 Westgate	Pendleton	OR	97801	390 m (6 h 53 min)	532 m (9 h 10 min)	455 m (7 h 38 min)	462 m (7 h 39 min)	460 m (7 h 39 min)
Portland Metro Operations Center	28	7544 NE 33rd Dr	Portland	OR	97211	385 m (6 h 51 min)	334 m (6 h 29 min)	367 m (6 h 23 min)	330 m (5 h 46 min)	333 m (5 h 55 min)
Portland Power	25	8111 NE Columbia Blvd	Portland	OR	97218	387 m (6 h 55 min)	336 m (6 h 29 min)	369 m (6 h 27 min)	332 m (5 h 50 min)	335 m (5 h 57 min)
Prineville Office	3	803 NW Warehouse Way	Prineville	OR	97754	263 m (4 h 32 min)	307 m (5 h 58 min)	251 m (4 h 25 min)	258 m (4 h 28 min)	256 m (4 h 28 min)
Roseburg Customer Service Center	37	4025 Old Hwy 99 South	Roseburg	OR	97471	259 m (4 h 21 min)	147 m (2 h 54 min)	180 m (2 h 57 min)	143 m (2 h 21 min)	145 m (2 h 19 min)
Sweet Home Meter Reader Site	1	4550 Highway 20	Sweethome	OR	97386	306 m (5h 21 min)	264 m (4 h 46 min)	297 m (4 h 48 min)	260 m (4 h 11 min)	262 m (4 h 10 min)
Stayton - BRF		525 Wilco Rd	Stayton	OR	97383	330 m (5 h 36 min)	279 m (4 h 58 min)	412 m (4 h 59 min)	275 m (4 h 23 min)	278 m (4 h 22 min)
System Power Control Center (PCC)	27	9951 SE Ankeny St	Portland	OR	97216	386 m (6 h 35 min)	334 m (6 h 14 min)	368 m (6 h 3 min)	331 m (5 h 34 min)	333 m (5 h 39 min)
Willamette Operations/Albany Office	66	830 Old Salem Rd. NE	Albany	OR	97321	312 m (5 h 14 min)	261 m (4 h 36 min)	294 m (4 h 39 min)	257 m (4 h 2 min)	259 m (4 h)
Willamette Power Office		1247 Montgomery St. SE	Albany	OR	97321	313 m (5 h 18 min)	261 m (4 h 41 min)	295 m (4 h 43 min)	258 m (4 h 7 min)	260 m (4 h 5 min)
Yreka Service Center & Mechanic Shop	23	310 S. Main St	Yreka	CA	96097	163 m (2 h 46 min)	161 m (3 h 10 min)	37.5 m (38 min)	0	1.5 m (4 min)
Yreka Power Building		1842 S. Oregon St.	Yreka	CA	96097	162 m (2 h 46 min)	163 m (3 h 12 min)	36 m (37 min)	1.5 m (4 min)	0

All-Hazards Emergency Response Plan (October 31, 2019)

1.4.2 Hazard Analysis

There are various hazards which could affect any of the facilities within PacifiCorp. The specific hazards include, but are not limited to emergency events such as earthquakes, landslides, man-made hazards and space weather. These hazards should be identified, mitigated and response and recovery should be planned.

The following table shows the risk analysis for each project. Each column is given a rating of Low (L), Medium (M), or High (H). The overall rating is a combination of the probability of an event combined with the rating with highest impact from the impact categories. The overall rating is calculated using the probability combined with the highest rating from the impact columns and is shown as a two letter rating such as LM. An LM rating would mean that the probability was deemed Low (L) and the highest impact potential was deemed Medium (M). These ratings take into account existing mitigation strategies. Therefore, any column with an overall High (H) rating on either half of the rating should be considered for further mitigation actions.

Hazard	Probability (L,M,H)	Impact with existing mitigation (Low, Medium, High)					Overall
		People	Property	Operations	Environment	Financial	
Natural							
Earthquake	L	H	H	M	M	H	LH
Tsunami	L	H	H	H	H	H	LH
Landslide	M	L	M	M	L	M	MM
Flood	M	M	M	M	M	M	MM
Wildfire	M	L	M	L	M	L	MM
Space Weather	L	L	L	M	L	M	LM
Volcanic	L	M	M	M	M	M	LM
Man-made							
Sabotage	L	M	M	M	L	M	MM
Vandalism	M	L	M	L	L	L	MM
Terrorism	L	L	M	L	M	M	LM
Vehicle IED	L	M	M	L	M	M	LM
IED	L	M	M	M	L	L	LM
Water Poisoning	L	M	L	L	M	L	LM

1.4.3 Mitigation Overview

Mitigation strategies are ongoing and are continuously being updated. See current risk assessment for further information.

Physical Mitigation

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Within the PacifiCorp facilities are inherent mitigation strategies such as the way substations or dams are constructed and their ability to withstand environmental or man-made incidents. Sensors are set in key locations in order to provide immediate detection of problems which could lead to an emergency.

Transmission and Wild Loading:

PacifiCorp standard TA 021 for wind & ice loading are guided by the National Electric Safety Code (NESC), which adopts American Society of Civil Engineers standard ASCE 7-16 and GO 95 (California). PacifiCorp's standard incorporates NESC Heavy, NESC Medium, Extreme Wind, Extreme Ice, GO 95 and other combinations of weather cases to design the transmission lines, structures and its foundation. PacifiCorp uses wind velocity recommended in the NESC wind charts and the GO 95 wind maps along with possible consideration of high wind for canyons, hills and escarpments.

Examples of the various criteria are as follows:

Weather Cases	Ice(inch)	Wind(MPH)	Temp(Deg F)
NESC Heavy(Certain Wyoming Area):	0.5	40	0
NESC Medium:	0.25	40	15
Extreme Wind:	0	85 or 90	60
Extreme ice	1	0	30

PacifiCorp reviews NESC, ASCE 7-16 and GO 95 each code revision cycle. Below is the wind chart from PacifiCorp standard TA 021 as an example.

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TA 021 General—Design

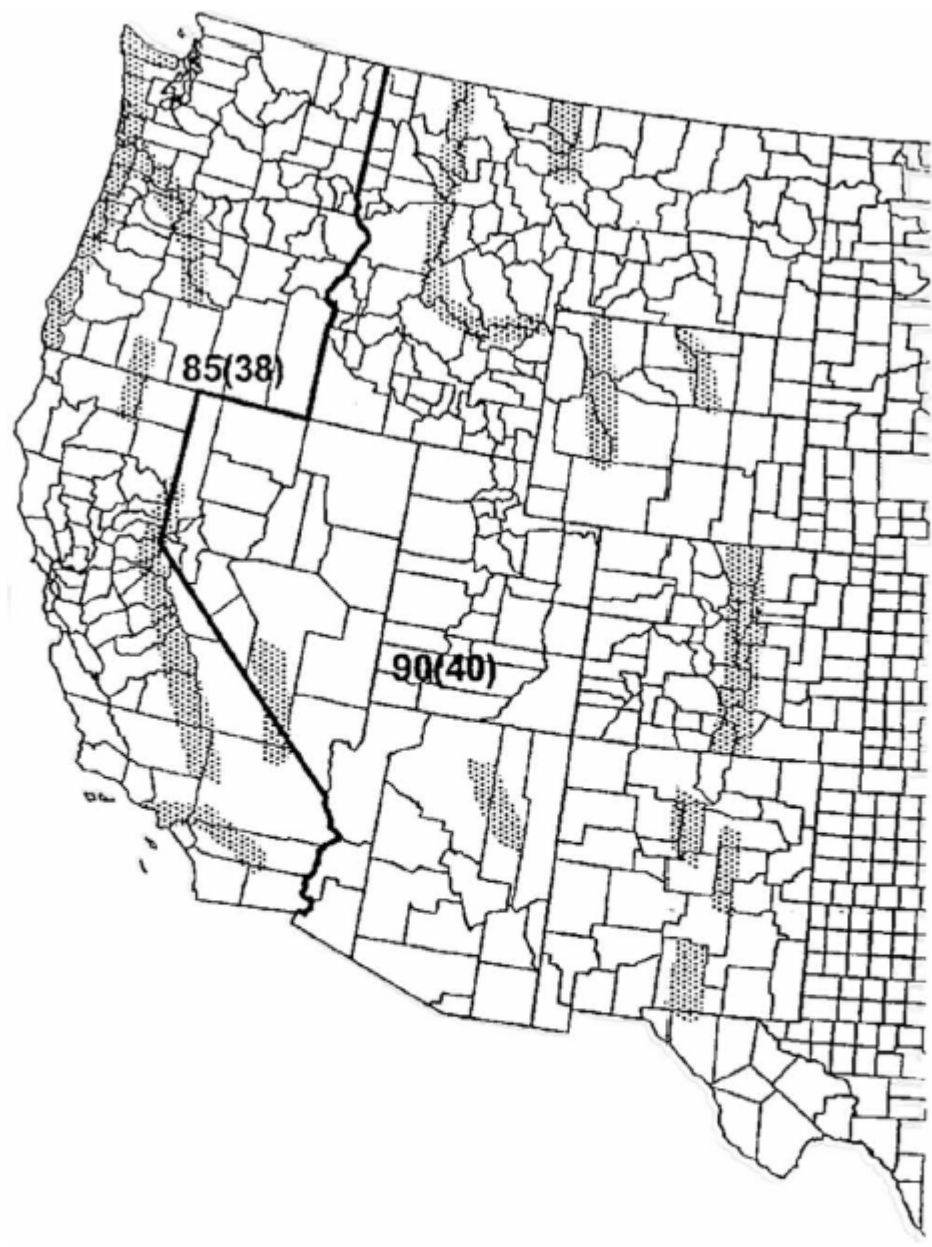


Figure 3—Basic Wind Speeds

Transmission Construction Standard
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Last Reviewed: 10 Oct 17



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TA 021 General—Design

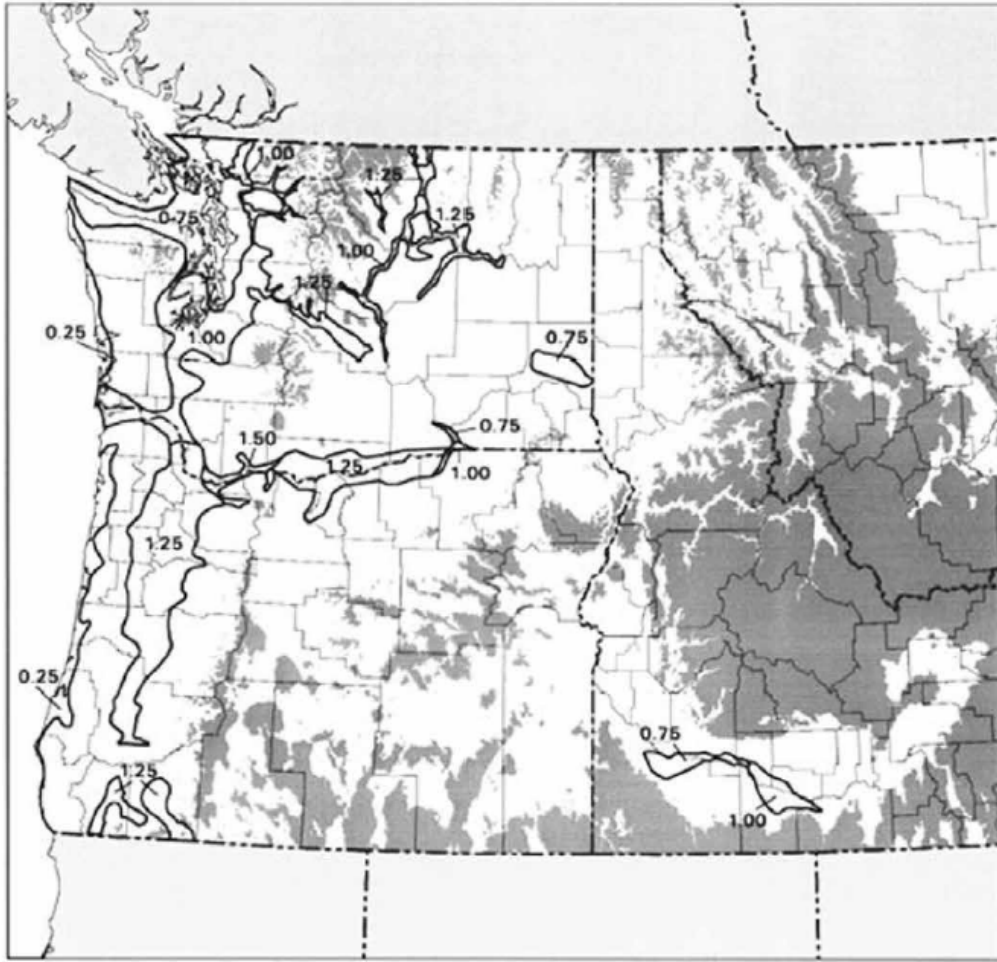


Figure 9—50-year Mean Recurrence Intercal Uniform Ice Thickness due to Freezing Rain with Concurrent 3-s Gust Wind Speeds: Pacific Northwest

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All-Hazards Emergency Response Plan (October 31, 2019)

Distribution:

PacifiCorp's distribution standards are guided by the loading conditions set forth by the NESC as Medium or Heavy and under GO 95 as Light and Heavy. Company standard EA021 lays out the areas within the company service territory where each loading condition applies. There are some special consideration zones such as the area in and around the Columbia River Gorge where additional requirements have been established due to heavy ice and wind loading conditions.

Loading Condition	Ice(inch)	Wind(MPH)	Wind Pressure (psf)
NESC Heavy:	0.5	40	4
NESC Medium:	0.25	40	4
CA Light:	0	56	8
CA Heavy:	0.5	49	6

PacifiCorp reviews any changes in NESC or California GO 95 codes for wind and ice loading parameters.

The following figures are taken from PacifiCorp standard EA021 that help guide distribution line design:

All-Hazards Emergency Response Plan (October 31, 2019)

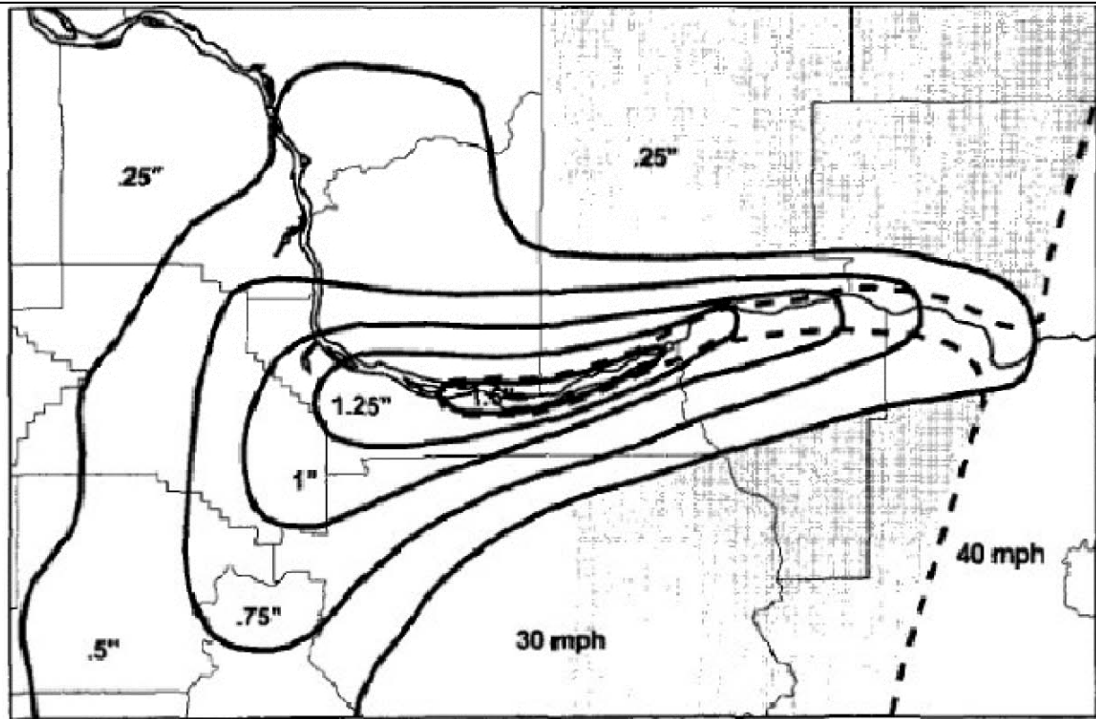
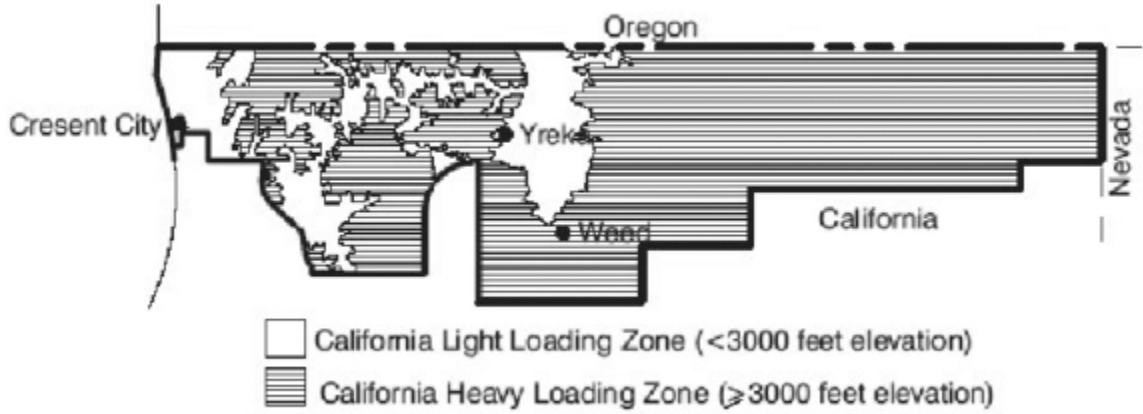


Figure 3—Uniform Ice Thickness with Concurrent Wind, Columbia River Gorge (NESC Figure 250-3(e))



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Operational Mitigation

Day to day operations help mitigate any risks by providing a hands on approach to detection. The company performs daily, weekly, monthly and annual inspections which are designed to detect problems before they become major issues.

Ongoing training and exercises with all response personnel will be conducted no less than annually. These training and exercise events will allow opportunities to mitigate consequences based on personnel actions.

PacifiCorp uses operational data, such as momentary and sustained outages to identify where circuit modifications need to occur. This approach establishes thresholds for outage events and when those thresholds are exceeded (when outages are no longer random but indicative of a persistent issue), field engineers and operational staff interrogate devices and perform targeted line inspections and, based on these findings, may identify the need for remediation, such as re-sagging, installation of spacers, or intersetting poles. These findings may also precipitate fuse coordination activities as well.

Structures are replaced and/or upgraded based on a variety of triggers. These can include the results on intrusive testing (conducted on a periodic basis in compliance with General Order 165). If joint users request attachment authority for poles with insufficient strength, poles may be replaced to accommodate their attachments. Further, if PacifiCorp is re-conductoring or modifying its circuit equipment and, upon strength calculations, determines that the new installation will not meet Section IV of General Order 95, a pole upgrade will be required. Finally, if inclement weather results in damaged poles and/or crossarms, pole replacement may be accomplished in connection with restoration activities.

PacifiCorp patrols its equipment in compliance with Public Resources Code (PRC) 4292, evaluates its subject poles in compliance with PRC 4293, and conducts vegetation management in compliance with General Order 95, Rule 35. It also coordinates with the California Department of Fire and Forestry and the United States Department of Forestry.

PacifiCorp evaluates the need for line clearance expansion as it conducts inspections throughout its system. Further, as discussed above, identified anomalies on the system may also highlight the need for additional reconfiguration of circuits.

1.5 OUTAGE PROCEDURES – RESTORATION

Restoration is coordinated based on expected outage duration and level of damage to determine when an appropriate handoff or escalation is needed. In general, priorities are set such that service is restored first to critical and essential customers, and so that the largest number of customers receive service in the shortest amount of time.

The dispatcher and/or local operations managers will coordinate field response. Crews are assembled in the area(s) being impacted by the outage. Based on expected outage duration and material damage, the logistics are handled by the Emergency Operations Centers.

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PacifiCorp employees are assigned radios in their company vehicles, and cell phones are provided to appropriate managers as a backup alternative. Satellite telephones may also be used as an alternate communication means.

1.5.1 General Guidelines

Though there may be exceptions, the following represents system restoration priorities, from highest priority to lower priority:

1. Transmission substations and associated lines.
2. Sub-transmission substations and associated lines.
3. Three-phase feeders.
4. Single-phase primary lines.
5. Service wires on the low-voltage side of the transformer.

Exception to this priority listing could include: situations endangering life and property, critical customers, and restoration performed at the request of civil authorities. These exceptions shall be handled by the Incident Management Team on a case-by-case basis.

1.5.2 Outage Procedures – Restoration Guidelines for Critical Customers

Overview: Critical customers are those who rely on PacifiCorp to provide electrical power for the vital sustainment of life, essential service to a community or large revenue customers who are important financially to both the company and the community.

There are three categories of critical customers that PacifiCorp serves:

1. **Life Support Customers:** Life support customers are those residential customers who depend on electrical power to maintain machinery or equipment vital to sustainment of life. These may include dialysis machines, breathing apparatus or other critical medical equipment needed. PacifiCorp will make every attempt to restore these customers as soon as possible.
2. **Key Customers:** Key customers are those who use electrical power to provide an essential service to a community. These customers could include police, fire, hospitals, airports, television, and radio stations. The locations and specific requirements of these customers shall be determined and tracked locally and these customers shall be given priority, as practical, during restoration efforts. These customers usually have some type of backup generation that automatically engages when there is a loss of AC power.
3. **Strategic Customers:** Strategic customers are typically large-revenue customers who are important financially to both the company and the community. Typically, these customers are manufacturing plants but they also may be government installations, municipalities or other entities. These customers may have backup or self-generation that allows them to continue all or part of their activities upon loss of utility power. These power systems, if they feed into the utility's local system, are already coordinated with the utility prior to the disaster. Strategic customers are assigned account representatives who should be involved with all contacts with these customers before, during, and after an emergency.

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2 PLAN DEVELOPMENT AND MAINTENANCE

Facilitated by emergency management, this document will be reviewed and updated annually by key stakeholders; including, but not limited to field operations, substation operations, safety, region dispatch west, and GIS solutions.

Training and exercising the plan, will:

- Include involvement of stakeholders and Emergency Operations Centers in support of Plan activities.
- Support plans, processes, personnel, and systems being validated.
- Correct shortfalls identified through after-action reports and corrective action programs for exercises and real-world activations.
- After-action reports should identify planning needs, staffing requirements, process refinement, equipment shortages, and training needs.
- The corrective action program should include an improvement plan that outlines the need, provides a prioritization, identifies resources required, assigns the corrective action, and monitors completion.

The Emergency Management staff coordinate revisions and updates of the plan and its components. The plan is updated according to the instruction above or in response to a major revision of plan guidance or upon direction from the President and CEO. The Emergency Management staff will review the Plan on an annual basis and collate suggested updates.

Lessons learned from events and exercises are reviewed to identify areas for improvement to the plan.

- Plan – identify hazards and adapt the incident response and recovery framework.
- Execute – utilize the incident response and recovery framework.
- Measure – evaluate the performance of the company in responding to an exercise or actual crisis or emergency.
- Correct – adjust the incident response and recovery framework to reflect findings of the post-crisis or emergency evaluation.

Audit / Update	Frequency
Overall Plan	Annually or post-audit
Roles and Responsibilities	Post-event or post-incident
Action Plans	Post-event or post-incident
Key Position Training	Semiannually
Role Assignments	Annually
Staff Contact Information	Annually or as staffing changes occur
Stakeholder Contact Information	Annually

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Energy Emergency Action Plan	Annually or with changes in FERC / WECC requirements and / or internal procedures
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3 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

3.1 INTERDEPENDENCIES

Common policies, procedures and emergency provisions applicable to all PacifiCorp divisions are owned and maintained by the primary division or business unit. Applicable policies, procedures and emergency provisions not owned or maintained by PacifiCorp, are included in the PacifiCorp disaster and risk planning program framework documents by reference or inclusion.

Examples of areas where common policies, procedures and emergency provisions exist include, but are not limited to:

- Portland and Salt Lake Control Centers.
- Pacific Power main grid/ systems operations.
- Portland Customer Contact Center and Wasatch Customer Collection Center.
- Metering business systems support.
- Pacific Power corporate functions: finance, human resources, procurement, information technology, internal and external communications.

Primary and supporting documents incorporated, cited or referenced herein include:

- Pacific Power Energy Supply Emergency Procedures.
- Pacific Power Energy Emergency Curtailment Plan.
- Pacific Power System Restoration Plan – Transmission Grid Operations.
- Emergency Operating Plan – Pacific Power System Operations.

Transmission Grid Operations Operating Procedures:

- Transmission Grid Operating Procedures - PCC-107 - Generation Alerts.
- Transmission Grid Operating Procedures - PCC-108 - Capacity and Energy Emergency Procedure for PACE and PACW.
- Transmission Grid Operating Procedure - PCC-600 - Grid Operations Emergency & Trouble Notification Guidelines.

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- Transmission Grid Operating Procedures - PCC-605 - Issuing Directive and Communicating Effectively.

North American Electric Reliability Corporation (NERC) Standards:

- NERC Standard - EOP-001-2 - Emergency Operations Planning.
- NERC Standard - EOP-003-2 - Load Shedding Plans.

3.2 AUTHORITY, GOVERNANCE AND POLICIES

The plan is promulgated under the authority of the President and CEO of Pacific Power. The president delegates authority, during absences and in the immediate management of incidents and emergencies, to designated members in the organizational chain of command. Corporate governance reflects the process to be used under normal circumstances. A response to crisis may require changes to corporate governance to allow for appropriate response to the crisis. In all cases, a normal governance returns to normal as soon as possible.

Governance	Key Contact
Incident Management	Vice-President T&D Operations Vice-President System Operations
Human Resources	Director, Human Resources
Procurement	Director, Sourcing & Procurement

3.3 GENERAL GUIDELINES:

The Emergency Operations Center Director (*see section 4.2.2*) is authorized to approve variances to governance. Approval of governance variances must be documented and signed by the Director at the time of the action.

At the conclusion of the crisis, all governance variances are to be summarized with appropriate follow-up. The follow-up may include:

- notifying procurement of goods and service procured outside of normal governance to allow documentation of commercial terms and contractual relationships established
- notifying human resources and / or labor relations of decisions made outside of normal governance to allow for follow-up on any employees or union issues
- notifying business unit finance of all decisions made outside of normal governance for follow-up on appropriate accounting or disclosure requirements

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3.4 FACILITY SECURITY

The existing physical security plan includes methods for securing evacuated facilities and for providing increased security to field, incident management and volunteer workers.

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4 DIRECTION, CONTROL AND COORDINATION**4.1 NOTIFICATION**

Upon identification of an incident, notification will occur in the following order based on level of severity:

1. District Manager
2. Wires/Substation/Grid Operations Director
3. Emergency Operations Center Director (if appropriate) or Emergency Manager
4. Appropriate Vice President/Managing Director
5. Chief Executive Officer
6. Berkshire Hathaway Energy Chief Executive Officer

Looking at the ability to ensure the correct people are made aware of any alerts, we have deemed two notification paths for specific events and recommend the following process:

1. Dispatch and Emergency Management will receive email and/or text via cell phone notifications for all hazard alerts from the National Weather Service and United States Geological Survey and will make notifications based on alert severity
 - a. Upon notification via Email from either United States Geological Survey or the National Weather Service/National Oceanic and Atmospheric Administration the grid shift supervisor execute notifications using the following guidelines:

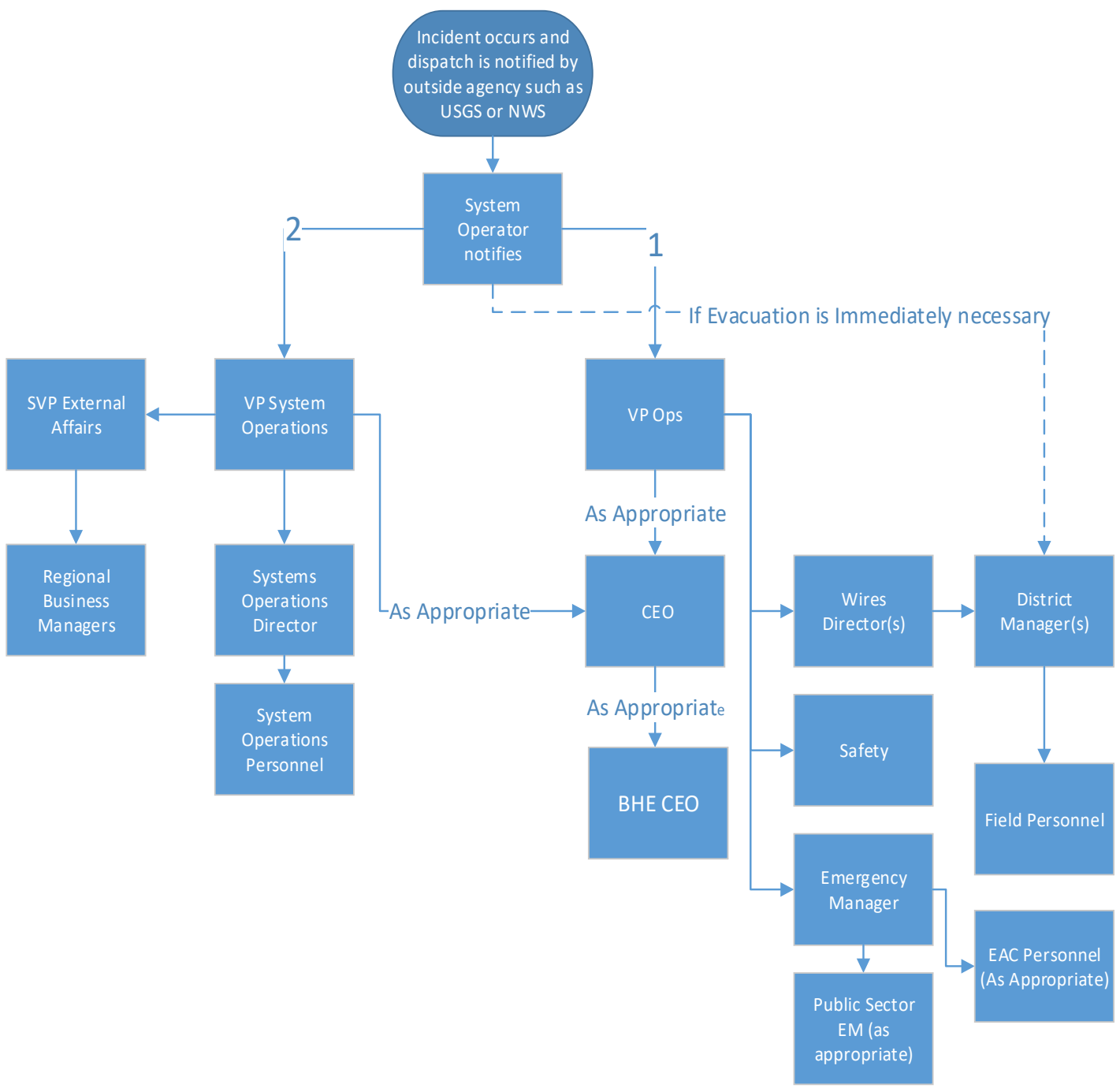
	CEO	VP System Operations	VP Operations	Emergency Manager	Grid Operations	Wires Director(s)	District Manager	Field Personnel
Tsunami	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
Earthquake >= 5.0 Magnitude <50 miles distant	As Needed	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
Volcano/Ashfall	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
Tornado within service area	As Needed	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)
Earthquake >= 5.0 Magnitude >50 miles distant without Tsunami Alert	No	No	No	YES-E-mail	YES-E-mail	No	No	No
Fire Weather Watch/Red Flag Warning	No	Yes - Immediate	Yes - Immediate	Yes - Immediate	Yes - Immediate	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)

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- 2. If other methods are unavailable and manual notification is required, the following notification tree will be implemented:



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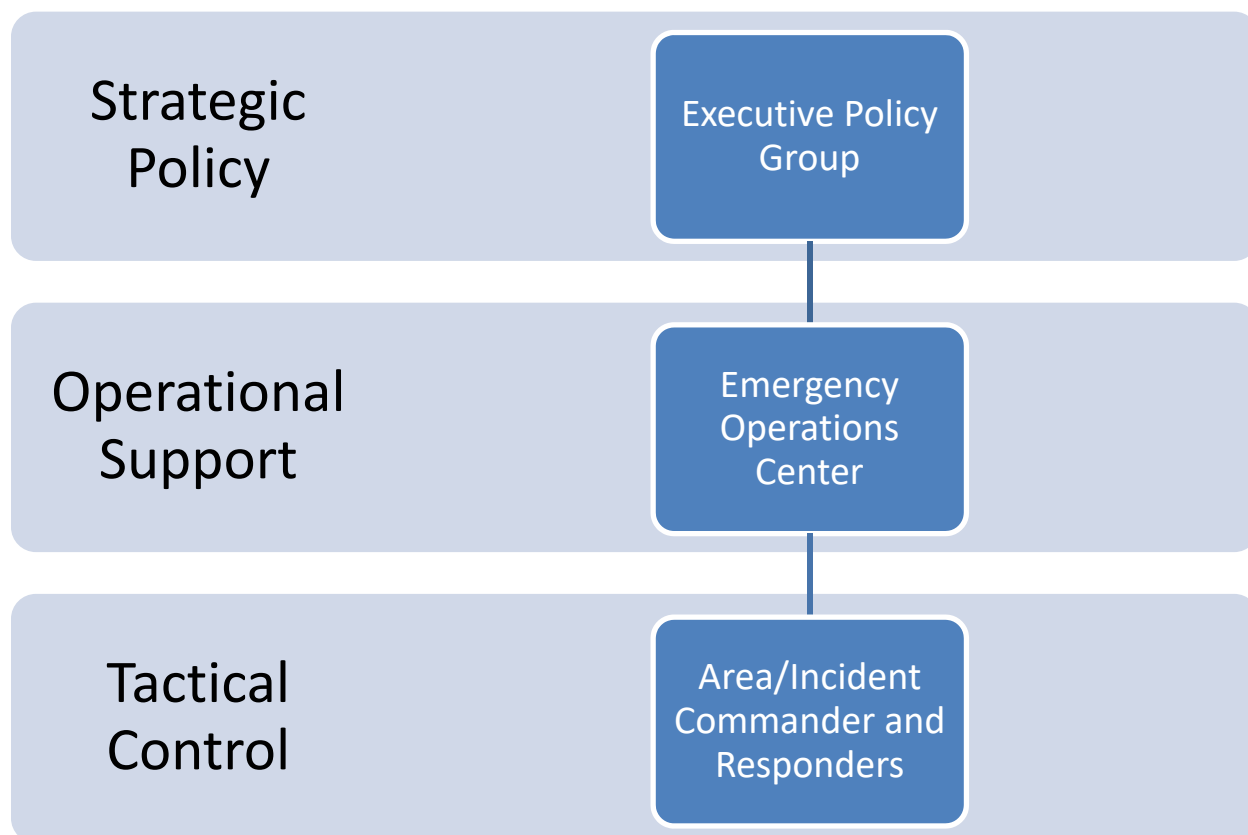
4.2 COMMAND AND CONTROL

4.2.1 Berkshire Hathaway Emergency Operations Organization

Berkshire Hathaway Energy has established an Emergency Operations Guide to provide support to other business units during a crisis. PacifiCorp's plan, organization and roles are subordinate to and in support of this plan.

4.2.2 PacifiCorp Organization Hierarchy.

PacifiCorp has established command and control functions that are in place and scalable based on the size and complexity of the incident. These procedures are discussed in-depth in Annexes 2-4.



Definitions:

- Strategic Policy – highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should create broad policy and goal statements for the subordinate levels to achieve.

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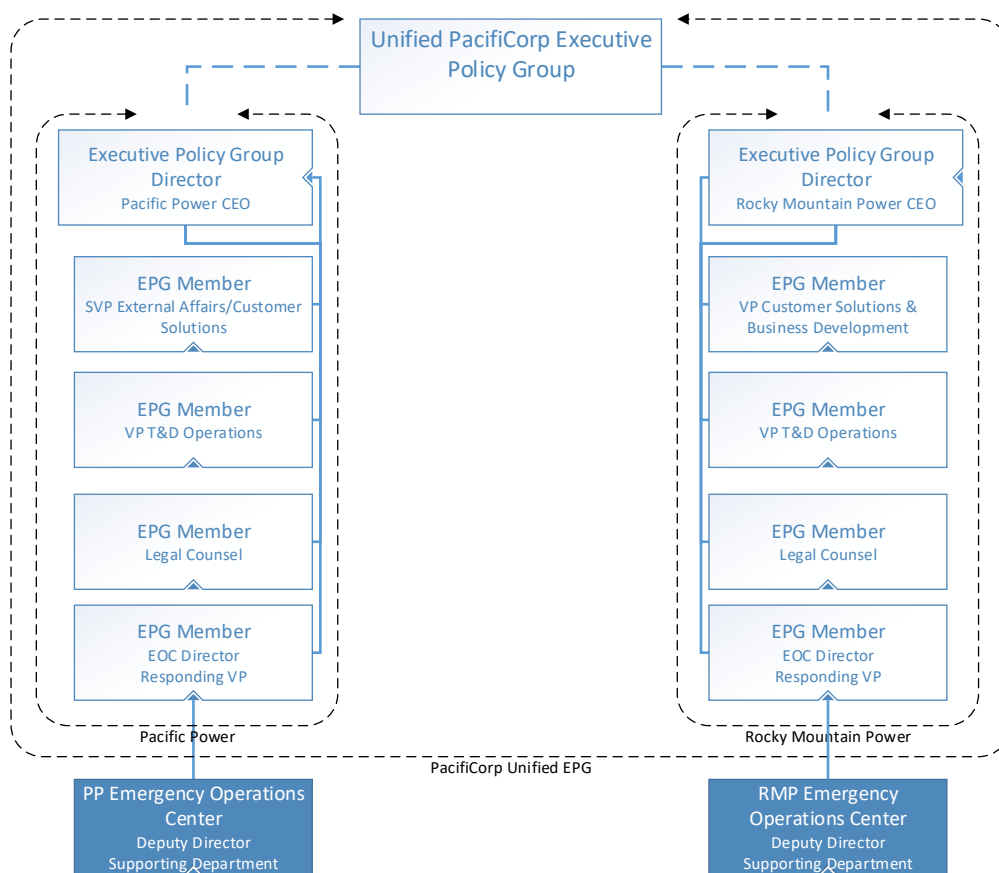
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- Operational Support – a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where the big picture planning takes place.
- Tactical Control – the actual execution of the response. This level represents the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning.

Executive Policy Group

Strategic Policy is created at and disseminated from this level. Executive Policy Groups report appropriate information to this level from the tactical and operational levels.

PacifiCorp Executive Policy Group



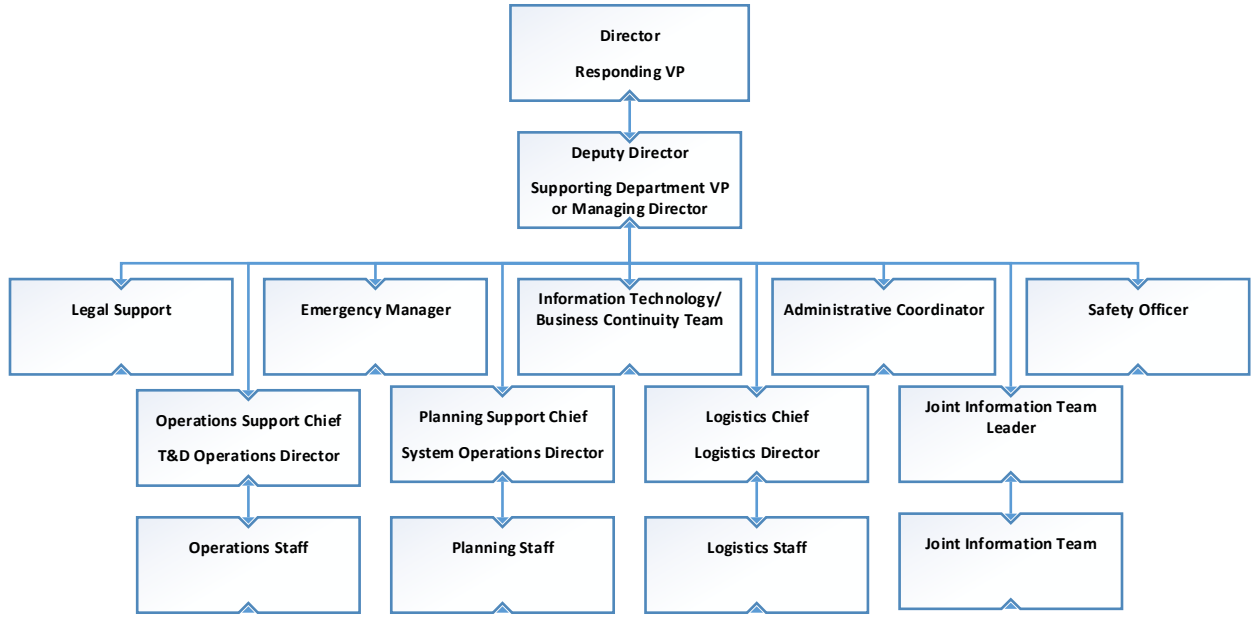
Emergency Operations Center

Provides operational guidance and support to department's tactical response. Also reports current situational information to the Executive Policy Group.

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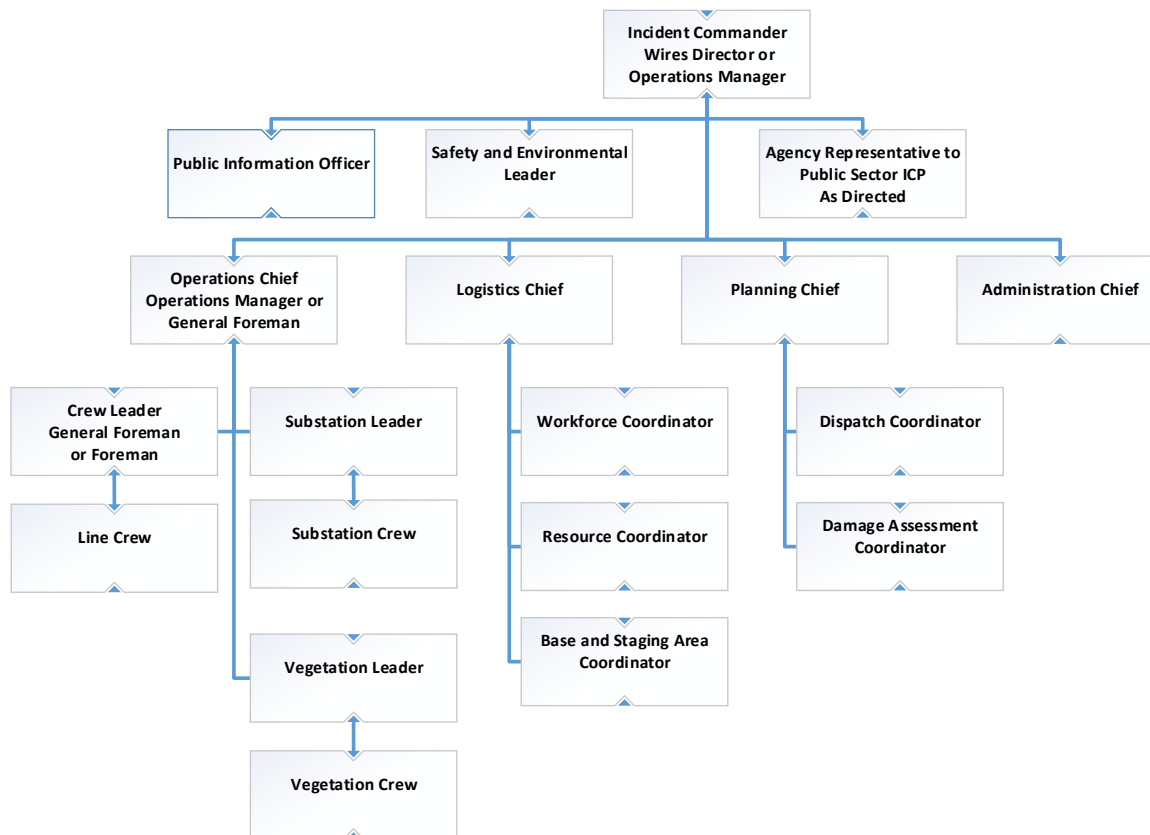
Tactical Control

Each area's Tactical Control will have the same command organization with differences in staffing below the Operations Chief(s) based on specific incident management needs. The incident management organization will be as follows:

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4.2.3 Orders of succession

In the event that certain executives who have roles in the response to and restoration of an incident are unable to fulfill their duties, the following lists their order of succession:

Pacific Power President and Chief Executive Officer

- 1) Vice President Transmission and Distribution Operations
- 2) Senior Vice President, External Affairs and Customer Solutions

Vice President, Transmission and Distribution System Operations

- 1) Director, Transmission and Grid Operations
- 2) Director, Regional System Operations

Vice President, Transmission and Distribution Operations

- 1) Director, Delivery Assurance
- 2) Director, Transmission and Distribution Operations Support

Managing Director, Renewable Generation

- 1) Director, Civil Engineering

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2) Director, Electrical Engineering

4.3 MUTUAL ASSISTANCE AGREEMENTS

PacifiCorp is a party to several pre-existing mutual assistance agreements. These agreements outline arrangements and details to provide assistance before during and after an emergency and facilitate the rapid mobilizations of equipment and supplies. *(See Annex 5 for further information)*

- Western Regional Mutual Assistance Agreement (WRMAA)
- Inter-Company Agreement
- California Utility Emergency Association (CUEA)

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5 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

5.1 EMERGENCY COMMUNICATIONS

5.1.1 Internal Communications

The primary communications system used is the company radio system. The system is designed with redundant systems and power backups for emergency situations. PacifiCorp personnel utilize vehicles equipped with two-way radios under Federal Communications Commission license. These radios can communicate with Grid Operations, Hydro Control Centers, surrounding mobile units and portable radios, via fixed base stations which are located at PacifiCorp facilities, and with PacifiCorp's microwave radio system. The PacifiCorp radio communications section has conducted a study which shows the radio system to be survivable and redundant. However, there may be some limitations/inoperability to the computer based radio assets. Handheld and vehicle mounted radios will continue to operate even if the system's backbone is broken. The system's repeaters will continue to operate independently from the main system, therefore we will be able to maintain a useful level of connection across each area at a minimum. If repeaters are not working, the radios still have line of sight capabilities for direct communications as needed.

The PacifiCorp landline telephone system serves as backup. In addition, employees carry cellular telephones and have access to satellite phone communications at many key locations. PacifiCorp employees may utilize the Government Emergency Telecommunications Service (GETS), a program that allows us prioritization on busy land-based telephone circuits during emergencies if they have been issued a GETS card.

Key personnel have also been given access to the additional Wireless Priority Service (WPS), which gives priority on cell towers. The WPS is an additional service connected to GETS to which a few employees have access. WPS provides an additional layer of priority for cell phone networks. WPS has an ongoing monthly charge as well as a per-call charge, so it is limited to specific employees at this time. WPS is activated by dialing *272 on a cell phone prior to calling the GETS hotline number (if a GETS connection is needed).

PacifiCorp Emergency Operations Bridge Line

A conference bridge line has been established for immediate conference calling during an incident (503-251-5293). Dispatch and Grid Operations also have a bridge line established for contingency operations which may be used as needed (503-251-5292 and 503-251-5291).

Emergency Operations Center (EOC) Announcement Line

The EOC announcement line has been established to provide EOC members with basic information before, during and after an event occurs. Although this line will primarily be used during major, catastrophic events, the incident commander can request the use of this communication tool at any time.

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Emergency Conference Call Line

Hydro Resources has a standing conference call hotline to use during major incidents. This line can be used immediately and does not require PacifiCorp computer or phone resources to use, although there are per-user, per-call fees associated and it should be used for emergencies only.

Activation Notification Example

All activation communication is sent from the EOC or Emergency Management Mailbox to EOC Notification. The following is an example out of an “activation communication:”

SUBJECT (e-mail subject line): EOC Activation Notification—severe winter storm, Northern California
(E-mail text): The Emergency Operations Center (EOC) has been ACTIVATED as of 3:20 p.m. (PST) due to a severe winter storm in California.

- At this time, approximately 6,000 customers have been impacted, primarily in the Crescent City and Yreka area.
- Operations personnel have been mobilized and are currently in assessment mode.
- Operations and general planning meetings will be scheduled immediately following this notification.
- If your participation is required or requested, you will receive meeting information in forthcoming notices.

Response Director: <insert name>

Skype for Business

Skype can be utilized for:

- instant messaging to individuals and groups
- on-demand or scheduled audio and web conferencing

Information Management

An active SharePoint site has been established for use during contingencies. This site will be where we store all of the pertinent information for the current situation’s response and recovery. Some information is preloaded onto the site, however all EOC members have the ability to save whatever they might need into their specific position’s folder.

Mobile Satellite Phone Instructions

A number of facilities have satellite phones for use when primary phone systems are unavailable. Employees at these facilities should be fully trained on the use of satellite phones. Testing of the phones will be completed monthly at a minimum.

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5.2 EXTERNAL COMMUNICATIONS

5.2.1 Public Information Officer

The Public Information Officer is the primary external voice of the company. Any information released by the Public Information Officer **must** be approved by the highest level incident management leadership prior to release. Current External Communications Plans provide specific actions for Public Information Officers.

5.2.2 Business and Community Outreach and Coordination

Business and community outreach entails coordinating with community leaders, non-governmental organizations (NGOs), business leaders (managed accounts), and political leaders at the city and county level. Because of the number of communities the company serves, a network of Regional Business Managers (RBMs) will be utilized to assist with local response and recovery, both at the city and county level. The plan will include coordination with business customers and their recovery, facilitation of community activities where company engagement is needed, and communication with local leaders and their emergency operations center.

An appropriate use of Regional Business Managers would also be as a Liaison Officer to their respective district's local emergency management agencies in coordination with Emergency Management and/or the company Emergency Operations Center.

5.2.3 Customer Service

Within four hours of the identification of a major outage, PacifiCorp's call centers shall make information available to customers through the company's integrated voice response telecommunication system the location of the outage, the cause of the outage, and the expected duration of the outage. PacifiCorp will continue to provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration.

PacifiCorp has additional channels for communicating the status, including projected duration and restoration of a major outage:

- An automated call back system places outbound phone messages for customers to receive updates on the status of the outage including restoration times. An additional call is placed when restoration is completed. Customers' still experiencing outages are able to immediately notify the company their power is still out and a new outage order is automatically sent to system operations.
- Customers can also elect to receive texts or emails with updated outage information.
- An outage map on the company's website will begin to display information on outages as soon as the system operations reports an outage. The customer count, the time the outage

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began, the expected restoration time, the cause, and the status of the crew responding to the outage by zip code. The website will be updated with community resource information as it becomes available.

- A mobile application allows customers to view the same information from the website's outage map as well as report an outage from a customer's phone.
- All social media channels are updated with the information available from the outage map as well as community resource information.

During all emergencies, it is the responsibility of customer service to:

- Handle customer calls promptly
- Collect, record and dispatch customer details accurately for Portland and Salt Lake City control centers
- Provide quick and accurate situation updates for the customer as they become available from distribution
- Provide prompt escalation procedures for customer complaints and special assistance requests
- Provide support for major customers (commercial & industrial representatives)
- Complete outbound customer notification and update calls as directed
Ensure that Portland and Salt Lake City control centers are notified whenever an emergency is identified

The on-call customer service manager's principal responsibility is to escalate alert status based on information received from either the Portland or Salt Lake City control centers.

Upon receiving notification of an emergency, the on-call customer services manager must take the following actions as appropriate for the situation;

- Acknowledge the alert status with the appropriate control center manager
- Establish the following details with the control center manager;
 - Details of the emergency (if known).
 - Area covered.
 - Number of customers affected.
 - Estimated restoration times.
- Confirm hourly updates to be provided as a minimum requirement.
- Notify/confirm the readiness of the customer service Emergency Operations Center
- Undertake any duties delegated by the customer service Emergency Operations Center director
- Liaise with other on-call customer services managers to ensure a state of readiness should any further escalation be required
- Liaise with other on-call customer services managers to confirm the customer service Emergency Operations Center is operational
-

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When call volume exceeds the integrated voice response system capabilities, PacifiCorp will activate an external call handling system to divert some of the high call volume coming into the business centers and to prevent long queue times and busy signals.

5.2.4 Governmental Affairs and Regulatory Coordination

Policy, strategic and tactical level information for coordinating with the various political and regulatory entities, including federal resources (e.g., Department Of Energy and North American Energy Reliability Corporation), state regulators and governors. The plan ensures the company maintains direct lines of communications to critical regulatory and political entities to provide accurate and timely information and also for facilitation of requests for assistance from public and private resources to expedite assessment and restoration work.

This position would act as a Liaison Officer to the highest (state or federal) level Response Coordination Center while leveraging partnerships between PacifiCorp and government agencies in order to either provide key information or facilitate requests which would allow expedited assessment or restoration efforts.

Upon activation of the Pacific Power Emergency Operations Center, PacifiCorp will provide notification to the California Electric Emergencies and Urgent Events website (<https://ia.cpuc.ca.gov/electricincidents>). Updates will be provided on a regular basis for the duration of the event. The notifications will contain information related to the location, cause, the number of customers without power, number of crews and equipment working to restore power and number of employees involved in the restoration.

Public Utility Commission Notification

State public utility commissions will be notified of:

- Major events - or a significant event that:
 - Exceeds the design limits of the electric power system, or,
 - Causes extensive damage to the electric power system, or,
 - Results in more than 10% of customers in an operating area losing supply.
- Newsworthy outage - Such as an outage to a major public facility, etc.
- Outage with associated property damage - in excess of \$50,000.
- Public or Employee Electrical Contact - should be reported immediately to System Dispatch. System Dispatch will pass the necessary information on to Risk Management who will provide the required notices to the state public utility commission.

Operations Managers will notify Regulatory contacts of outages. Regulatory contacts will notify state public utility commissions as appropriate.

Regulatory cell phone - available 24 hours a day [REDACTED]

Directory of Pacific Power Contacts

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- Kathleen Sauer (Primary Liaison) [REDACTED]
- Autumn Braithwaite (Secondary Liaison) [REDACTED]
- Melissa Nottingham (Alternate Liaison) [REDACTED]

Commission Contacts

California

- Energy Division Emergency e-mail usrb@cpuc.ca.gov
- Accidents – Safety Branch (800) 235-1076
- Website – <https://ia.cpuc.ca.gov/electricincidents> or <https://www.cpuc.ca.gov/emrep/>

Oregon

- Lori Koho (503) 378-8225
- Rick Carter (503) 580-4542
- e-mail puc.esafety@state.or.us

Washington

- David Nightingale (360) 664-1154
- Deborah Reynolds (360) 664-1255
- Tom Schooley (360) 664-1307

California Specific Guidelines for Notification

- Pacific Power will designate and report major outages using the major outage definition from the CPUC General Order No. 166 Standards for Operation, Reliability, and Safety during Emergencies and Disasters, adopted July 23, 1998, shown below.

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.

Electric Emergencies and Urgent Events

1. Imminent or planned implementation of Interruptible Electric Load Curtailments or Rotating Outages of Firm Electric Load, either ordered by the CAISO (Stage 2 or 3) or made necessary by other emergencies.

Notify California Commission as soon as possible every time you interrupt new blocks of circuits. Report:

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- Start time and anticipated duration of the Curtailments or Rotating Outages
- Interruptible Load or Firm Load Rotating Outage Blocks/Groups and sub blocks/groups to be interrupted
- Total amount of Interruptible Load Curtailments or Firm Load Outages and major locations (counties and cities) of firm load to be interrupted
- Contact person for this emergency, with contact numbers

2. Outage of electric service expected to accrue to over 300,000 customer hours, or exceeding 300 megawatts of interrupted load, or affecting more than 10% of your electric customers (For utilities with fewer than 150,000 customers in California (small utilities), report when 50% of your customers are affected or 30,000 customer hours of interruption are expected to accrue.)

Notify California Commission within one hour. Report:

- Possible cause of the outage, time and location of the initiating event
- Approximate number and location (by county/city) of customers affected
- Work necessary to restore service
- Estimated time of service restoration
- Contact person for this emergency, with contact numbers

3. An emergency, involving your facilities or personnel, likely to be reported statewide or in more than one major media market.

Notify California Commission within one hour. Report:

- What happened, where, when, and how
- Any effects on electric service
- Any injuries, hospitalizations, or casualties
- Any property damage.
- Steps being taken to resolve the emergency.
- Time the situation is expected to return to normal.
- Contact person for this emergency, with contact numbers.

4. Interruptions to bulk power supply (generators, transmission lines, or other equipment controlled by you) that are likely to lead to an ISO declared Stage 2 or 3 emergency on or before the next business day.

- Notify California Commission within one hour. Report:
- The cause of the interruption, time and location of initiating event.
- Factors that would mitigate or worsen the emergency.
- Location and number of customers potentially affected.
- The expected duration of the low capacity situation.
- Contact person for this event, with contact numbers.

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5. An electric outage affecting more than 30,000 customers, or lasting over 24 hours for 2,500 customers, or expected to total over 60,000 customer hours, or a situation (such as floodwaters threatening a substation) likely to lead to such an outage. (Small utilities shall report outages affecting 3,000 customers, or lasting over 24 hours for more than 250 customers, or are expected to accrue to more than 6,000 customer hours.) Notify California Commission by 9 a.m. the next business day. Report:

- The cause and time of the interruption, and name and location of facilities affected
- Starting and end times of the outage
- Location (by county and city) and number of customers affected
- Number of customers for whom the outage exceeded four hours
- If the outage is ongoing, when service will be restored
- Contact person for this event, with contact numbers

6. Electric outages associated with Office of Emergency Services declared states of emergency, not otherwise reportable under above criteria. Notify California Commission as soon as possible. Report:

- Cause of the outage.
- Starting and end times of the outage.
- Location (by county and city) and number of customers affected.
- Number of customers for whom the outage exceeded four hours.
- If the outage is ongoing, when service will be restored.
- Movements of emergency crews between regions.
- Mutual assistance requests to other utilities.
- Contact person for this event, with contact number.

5.2.5 Coordination With Adjacent Transmission Operators And Balancing Authorities

The grid operators coordinate tasks with adjacent transmission operators, balancing authorities and the Reliability Coordinator whenever an action or task may affect external entities.

PacifiCorp follows all NERC standards surrounding operating reserves, PacifiCorp's obligations on operating reserves, and notification requirements for inability to maintain operating reserves. PacifiCorp is a member of the Northwest Power Pool (NWPP) reserve sharing group, which allows multiple entities across the Western Interconnection to share reserve resources. PacifiCorp has an obligation to maintain its reserves for contributions into the NWPP, but the NWPP itself will respond with its reserves when PacifiCorp has a qualifying event such as sudden loss of generation.

If PacifiCorp is unable to meet its reserve obligations, for any reason, including supply drops to operating reserves of less than 7%, 5%, and 3%, PacifiCorp Grid Operations would immediately contact the Reliability Coordinator (RC) and request that they place us in an Energy emergency

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Alert 1 (EEA 1). This alert goes to the entire RC footprint and to neighboring RCs. EEA 1 is a NERC defined energy emergency alert that signifies that the BA is experiencing conditions where all available generation resources are committed to meeting firm Load, firm transactions, and reserve commitments, and is concerned about sustaining its required contingency reserves. If the situation becomes worse, and supply drops further, there are additional steps of EEA declarations up to EEA 3 where manual firm load shedding occurs.

The EEA declaration allows PacifiCorp to ask for reserves from the NWPP to meet their obligations and if needed, purchase emergency power from neighboring entities.

Tasks must be coordinated whenever initiated and may include:

- Ensuring all appropriate information is exchanged regarding tasks to be performed as specified in the Northwest Power Pool (NWPP) Reserve Sharing agreement and NWPP Energy Emergency Plan (See Supporting Collateral Materials).
- Maintaining appropriate voltage levels at all points of interconnection (see “PAC Interchange Map” in Supporting Collateral Material for a list of interconnection points).
- Providing information regarding system status including status of the primary control center, key facility outages (generation and transmission), demand and energy requirements, reserve levels, and level of assistance available to help mitigate the emergency.
- Ensuring adjacent transmission operators are using correct and applicable Path Limits or the most restrictive until agreement is possible, and notifying the Reliability Coordinator of those Path Limits.
- Maintaining appropriate transmission loading on interconnections and paths.
- Coordinating generation dispatch to help maintain line loadings within limits.
- Mitigating SOL and/or IROL conditions to keep path within limits.
- Ensuring coordination with adjacent balancing authorities, transmission operators and the Reliability Coordinator regarding tie line restoration and phase angle adjustment.
- Ensuring proper notification and timing of Schedule and e-Tag curtailments.
- Sharing information regarding crews and personnel available to provide emergency assistance.
- For example, line crews may help neighboring systems that have sustained damage from storms or earthquakes.
- Maintaining close communication providing periodic updates regarding the status of the emergency and outlook for resolution.
- Notification when the emergency has passed and the system is operating normally.
- Ensuring all restoration steps between balancing authorities are coordinated with balancing authorities, transmission operators and the Reliability Coordinator.
- Ensuring all energy emergency conditions are coordinated with balancing authorities, transmission operators and the Reliability Coordinator.

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- Ensuring all emergency reactive assistance is coordinated with balancing authorities, transmission operators and the Reliability Coordinator.

Other tasks require notification and coordination, typically, with adjacent transmission operators, balancing authorities and the Reliability Coordinator. However, some situations may allow discretion. If there is any question regarding whether a task may affect external entities, the task must be coordinated. These tasks may include, but are not limited to:

- Operation of phase shifters
- Re-dispatch generation
- Reactive adjustments

5.2.6 Event Communications Plan

Pacific Power personnel will receive notification of a potential event as early as feasible prior to activation of an event. Information provided will include the current or forecasted weather conditions and additional key variables triggering an event, the affected area, customer count and the date and time of the event.

The goal is for the Pacific Power Emergency Manager to begin notifying local authorities, emergency management services and for the company to begin notifying customers as early as possible in advance of a potential event which could result in a loss of power.

Public Safety Authorities, Local Municipalities, Emergency Responders

The company's Emergency Manager will notify the appropriate local agencies based on the area that is identified to be impacted by the event. Pacific Power will work with agencies to minimize the impact of power loss as much as possible and fully communicate the impacted areas and expected duration. Notifications will be documented for reporting purposes after the event has ended.

Pacific Power Public Information Officer (PIO) Responsibilities

If an event were to happen, two company PIOs would be deployed to manage public-facing communications for the duration of the event. A Pacific Power PIO would travel to the incident command center in the impacted area to be an onsite resource for local officials, coordinate and lead media events and serve as an additional public information liaison between the Pacific Power Emergency Manager and County and City officials. A secondary Pacific Power PIO will coordinate public-facing communications via Pacific Power's Emergency Operations Center located in Portland.

Responsibilities:

- Determine, according to direction from the company Emergency Manager, any limits on information release.
- Develop accurate, accessible and timely information for use in press/media briefings.

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- Conduct media briefings, and if necessary, in coordination with county sheriff PIO, fire and rescue PIO and local EMS PIO.
- Develop a schedule of media briefings and Facebook Live events based on the level of media interest in the event and estimated duration of the event.
- Arrange for tours and other interviews or briefings that may be required.
- Monitor and forward media information that may be useful to incident planning.
- Maintain current information, summaries, and/or displays on the incident.
- Make information about the incident available to incident personnel.
- Participate in planning meetings.

Pacific Power Customer Care Center

Prior to, during and after an event, customers will be instructed to call the Pacific Power customer care center for questions and concerns. Instructing customers to contact Pacific Power for non-emergency, outage-related questions and concerns will be repeated across all applicable Pacific Power channels, in media advisories and media interviews. Local 911 dispatch and emergency services are encouraged to redirect customers to the Pacific Power customer care center for non-emergency, outage-related questions and concerns. Additional customer care staff will be activated as needed prior to and during the event. The customer care number is 1-866-221-7070.

Customer Communications

- The list of affected customers (generated by System Operations from the impacted circuits) is sent to the Customer Contact Center.
- Using this list, the Customer Contact Center will begin sending notifications utilizing preapproved scripts for each state of the timeline notification process.

Method of Notification

- Affected customers will be contacted by text, email, or phone call based on their preference. If no preference is selected, a phone call will be made to the primary phone number on the account.
- Event messages will be posted on social media, Pacific Power website and media advisories sent via FlashAlert.

Communication Timeline

Upon identification of a major outage communications will be distributed to media outlets, customers and the general public with information regarding the nature of the outage, estimated restoration time and any other pertinent information within 4 hours of initial damage assessments.

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If an event is anticipated or forecasted the communications goal will be in accordance with the following schedule, however the schedule will be reduced if conditions do not allow for advance notification. In these cases, the company will notify customers as soon as possible.

72 Hours	Situational awareness notification to Emergency Management Agencies and activation of Emergency Operations Center
48 Hours	Initial public notification
24 Hours	Public and emergency management agency warning
Event Begins	Loss of power occurs
Re-energization Begins	Re-energization beginning notification to all within affected area
Re-energization Completed	Re-energization notification/confirmation to all within affected area
Cancellation of Event	Event cancellation notification

72 Hours: Pacific Power Emergency Operations Center is activated.

- Using the Planned Outage Notification process Grid Operations will extract a list of potentially impacted customers.
- Critical customer list is provided to Incident Commander.
- Corporate Communication begins drafting communications for Regional Business Managers, call center agents, the customer advocacy team, and any other internal/external stake holders per recommendation of Incident Commander.

48 Hour Warning: Customer notification begins at 48 hours prior to a forecasted event.

- Company website updated to reflect potentially affected power loss event area.
- 48 hour alert script is launched and customers are contacted by telephone, text, or email based on the customer's identified preference.
- All company social media platforms are updated with the alert.
- A media advisory is issued via FlashAlert.

24 Hours: Public and emergency notification.

- Additional notification by text or emails may also be sent to customers.
- All company social media platforms are updated with the 24 hour alert.
- A media advisory is issued via FlashAlert.
- Facebook Live briefing streamed via Pacific Power company profile.
- Medical needs or life support customers identified are personally contacted by call center agents.

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- All successful contacts will be tracked in order to provide the Incident Commander a list of uncontacted customers. This list will be shared with local emergency services.

Event Begins: The event begin script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the event begins script.
- A media advisory is issued via FlashAlert.

Re-energization Initiated: The re-energization initiated script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the re-energization initiated script.
- A media advisory is issued via FlashAlert.

Re-energization Completed: The re-energization completed script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the re-energization completed script.
- A media advisory is issued via FlashAlert.

Vulnerable Customer Outreach

- Known vulnerable customers (i.e. medical conditions) will receive additional outreach from the company requesting they evaluate the safety of their situations and consider a back-up plan in case of a shut off or any emergency outage.
 - Additional communications will encourage customers dependent on electricity for medical needs to self-identify with Pacific Power.
- 24 hours prior to an event, additional phone calls will be made to this population and successful contacts will be tracked.
 - Additional outreach coordination with local emergency management and health services for customers not successfully contacted will also take place prior to a power loss event.
 - Pacific Power will rely on local emergency management and health services to coordinate vulnerable population outreach between 24 hours and the beginning of the event.
- If the County or state is able to share their vulnerable population phone numbers, Pacific Power Customer Care will make personal calls to each household on the lists.

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- Frequency of calls will be determined by estimated duration of the event. All calls will be tracked and a spreadsheet of successful and unsuccessful calls will be shared with local partners for additional on-the-ground outreach in order to improve customer contact information for any potential future events.

Outbound Customer Call Scripts – Samples

48 Hour Warning Alert

Hello this is Pacific Power with a warning about a possible power loss event in your area. Due to extreme conditions, power may be turned off on [Insert DATE, TIME or RANGE] to reduce the occurrence of a fast-spreading, catastrophic wildfire. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive an additional notification in the next 24 hours about the outage or a cancellation notice if the forecasted conditions change. Visit our outage map at www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

24 Hour Alert

Hello this is Pacific Power with a warning about a possible power loss event in your area. Due to extreme weather conditions, power may be turned off at [Insert DATE, TIME or RANGE]. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive additional notifications in the next few hours about the outage or a cancellation notice if the forecasted conditions change. Visit our outage map at www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

Event Begins

Hello this is Pacific Power with notice about a Power loss event in your area. Due to extreme conditions in your area, power was turned. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive an additional notification throughout the outage and at the beginning of restoring the power. Please visit our outage map at www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

Re-energization Initiated

Hello this is Pacific Power with notice power is being turned back on in your area. It is expected to take approximately [Insert X hours/days or RANGE] hours to complete the restoration process. Please visit our outage map at www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

Re-energization Completed

Hello this is Pacific Power with notice that power restoration in your area is complete. If you still do not have power, please make sure to check your main breaker. If power is still out, please

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contact us at 1-888-221-7070 or text 'Outage' to 722797. Pacific Power appreciates your patience. Thank you.

Cancellation

Hello this is Pacific Power. The forecasted Power loss event in your area is cancelled. Extreme weather conditions changed and eliminated the need for a public safety power shut off. If conditions change requiring a public safety power shut off, you will receive notification. Please visit www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

No Prior Notice

Hello this is Pacific Power with an important message about a power loss event. Due to extreme weather conditions, power was turned off at [DATE/TIME]. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive additional notification throughout the outage and when we begin power restoration. Please go to our outage map at www.pacificpower.net for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

Social Media Holding Messages

1. Power Loss Alert: For safety, we have turned off power in portions of [City/County name] (approx. X,XXX customers. More information at pacificpower.net).
2. Power Loss Update: The estimated duration of the event is [Duration] impacting portions of [City/County name] (approx. X,XXX customers). More information at pacificpower.net.
3. Power Loss Alert: For all non-emergency questions about the Power loss event impacting [City/County name], call Pacific Power customer care at 1-888-221-7070.
4. Power Loss Update: Hazardous conditions have passed. Crews completed line patrols and power was restored to all impacted customers in [City/County name].

6 SHELTERING, EVACUATION AND ACCOUNTABILITY

6.1 AT FACILITIES

Each area and facility has a customized sheltering and evacuation plan in place. These plans should be trained upon assignment to a facility and reviewed annually.

If there are injuries it is recommended to establish a Casualty Collection Point for all victims to congregate if they are movable in order to expedite medical triage and response.

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6.2 AIR AMBULANCE LANDING ZONES

The purpose is to establish helicopter landing zones (“LZ”) which can be used for medical evacuation or other urgent circumstances, with the focus of site selection being on remote sites that are typically more than a 20-minute ambulance ride from a local hospital. The need for LZs has presented itself in the past, so this effort aims to address the need in case such sites would be needed in the future.

6.2.1 Site Selection

Specific LZ sites are selected based on criteria provided by representatives of the North West Association of Aeromedical Responders. The following are medical helicopter landing requirements:

- *100’x100’ flat piece of ground (slope less than 5 degrees);*
- *Must be free of overhead obstructions (power lines, trees, etc.), buildings, people and animals;*
- *Air to ground direct communications should be available, channel 1 (152.1125Mhz) on the company radios meet this requirement*
- *Ground should be fairly solid; And*
- *Corners of zone should be marked with lights.*

Site information and coordinates will be shared with local emergency response agencies. While LZ sites may be located on PacifiCorp-owned property, some may be located at existing LZ locations (e.g. North Umpqua USFS Toketee Ranger Station) or on other land. Existing LZ spots operated by other agencies will not receive a LZ kit.

6.2.2 Kits

LZ locations on PacifiCorp property will be assigned a special red bag kit that includes four (4) orange or red LED lights that can be used day or night to mark the corners of the LZ.

6.2.3 Setup for Emergencies

Setting up the LZ will be done only if it is desired by local first responders and if there are trained personnel available to assist. The ultimate authority on whether a medical helicopter should be summoned or should land is up to the local first responders (fire and emergency medical services) and/or the flight pilot. Having the sites pre-selected can assist local first responders during medical emergencies so they do not have to locate another site or take a patient several miles away by ambulance, but the final decision is theirs. Weather and high call volume also play factors.

It is also important for staff to understand that EMS crews can perform stabilization treatment on patients once they arrive or during an ambulance ride. A few minutes’ savings in distance that

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the EMS crews may take to another designated LZ will not make a measurable difference in a patient's ability to survive as long as EMS crews are able to perform work.

Operations

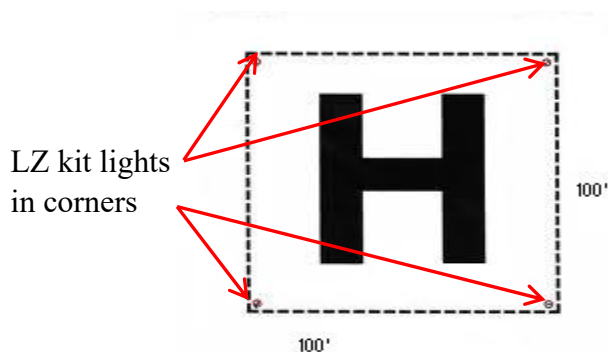
If there is a major medical emergency or need for helicopter evacuation:

- Staff should remind the emergency responders of the PacifiCorp LZ site established for that location if one is needed (if the responders want to go elsewhere, do not argue);
- If use of the PacifiCorp LZ site is desired, staff shall offer use of the LZ Kit and help setting it up (again, do not argue with responders if they do not want the help).

If responders ask for assistance with setting up the LZ Kit, please follow these instructions:

- Make sure that the area of the LZ is clear of people, animals, vehicles and anything else that may be a hazard to a helicopter.
- Lights should be set up on each corner of the pre-established LZ location in a square pattern approximately 100 feet by 100 feet (100'x100'). This can be walked out "foot by foot" and does not need to be exact. Responders should be able to guide you on this.
- Regardless of time of day, push the button on the bottom of each light twice until the light is on steady and not blinking.
- Leave the LZ and await further instructions from emergency responders.

LZ setup.



EXAMPLE OF LANDING ZONE SET-UP WITH LIGHTS IN CORNERS

6.2.4 LZ Kit Maintenance

LZ Kits Must Be Maintained for Emergency Use. Kits should be easily accessible in the event of an emergency. Kits should be checked at least twice annually and lights should be tested (see next section). Batteries shall be replaced as needed as quickly as possible (see manual enclosed with LZ Kit for battery compartment opening instructions). Staff shall not use any portion of the

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kit light for any purpose other than LZ operations and training and shall not use bag, batteries or other kit parts for any other purpose. If kit parts are broken or missing, contact emergency management.

6.2.5 Landing Zone Operation

The On-Scene Commander will:

- Select LZ sites and communicate site coordinates and information to dispatch and/or local emergency response agencies;

The District Manager will:

- Check location and operability of LZ kits at least twice a year (if assigned).

The Emergency Manager will:

- Assist with ongoing LZ kit deployment review training on an annual basis.

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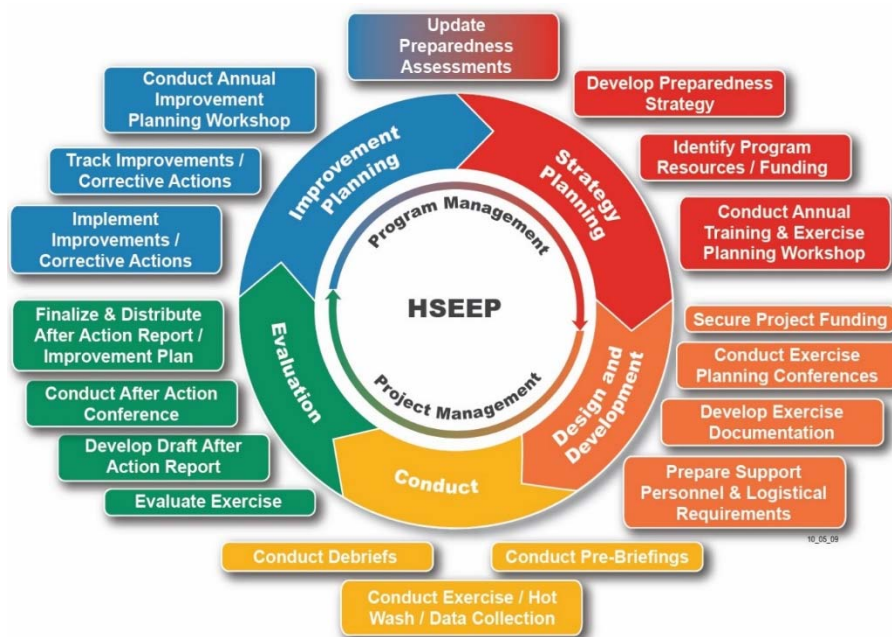
7 EXERCISE AND EVALUATION

A good exercise and evaluation program will enhance the planning process and create the best plans which are capable of providing guidance for any response.

The Homeland Security Exercise and Evaluation Program (HSEEP) is cyclical and complimentary. The cycle creates an environment of constant improvement and/or evaluation. Although not required by FERC, using HSEEP as a guide will allow supporting EMAs to potentially be approved for grants to help fund their participation in the event.

7.1 TABLETOP AND FUNCTIONAL EXERCISE PLANNING

Exercise planning will be completed in accordance with the Homeland Security Exercise and Evaluation Program as much as possible. We will include all appropriate planning conferences as needed for each event. (Objectives Workshop, Master Scenario Event List Coordination, and Initial, Middle and Final Planning Conferences as a minimum).



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Commission (California, Oregon and/or Washington) and balancing authorities will be notified at least 10 days prior to any exercise.

- It is necessary to assemble an Exercise Planning Team who will design, develop, conduct, and evaluate the exercise. It is beneficial to include members of organizations and agencies that are participating in the exercise, but not participants themselves.

7.1.4 Objectives and Requirements meeting

- The next step in developing an exercise is writing *objectives* which define what should be accomplished by conducting the exercise. The needs assessment, scope, and purpose statement should be examined very closely during objective writing to address expected benefits of the exercise and what emergency actions are to be taken. Emergency response organizations will typically develop objectives based on a pre-developed list of core capabilities and critical tasks that they want to focus on. Exercise objectives should be simple, measurable, achievable, realistic, and task-oriented. There should be a limited number of objectives, typically three to seven depending on the complexity of the exercise.

7.1.5 Initial Planning Conference

- Initial Planning Conference is the planning step which the initial scenario is discussed along with task assignments for coordination prior to the Middle or Final Planning Conference.

7.1.6 Participant Invite Letter

- The individuals involved in the exercise should be those people who are responsible for the coordination and implementation of the EAP. They should be those individuals from the licensee and authorities that would be most active during a disaster.

7.1.7 Master Scenario Event Listing Creation

- The next step is to prepare a *scenario*. A scenario is a short written story that sets the scene for the exercise. It is an account composed of a few paragraphs that provides conditions that allow the exercise participants to demonstrate proficiency and competency in their roles. The job of the scenario is to get the exercise participants into the exercise as if they were confronting a real situation. The scenario should be written so that it helps participants understand the situation and reflect a sense of concern, urgency, and excitement.
- While setting the scene for the simulated emergency and providing the technical details that depict conditions and events, the scenario should NOT provide participants with ALL the information necessary to respond to a situation. Participants will gather additional details during the exercise as the events unfold. The scenario should NOT suggest possible responses to the simulated emergency.
- For tabletop exercises, a **Situation Manual** can be prepared for each participant. The manual includes an introduction, scenario, participant questions, and references.

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7.1.8 Middle and Final Planning Conferences

- The Middle and Final Planning Conferences are the steps in which the most planning is completed. These steps provide completion of the scenario and finalization of most coordination. Depending on the complexity of the exercise a Middle Planning Conference may not be required.

7.1.9 Evaluator Coordination

- Inviting evaluators from other utilities to attend exercises is recommended. Other outlooks can only help to improve our processes.

7.1.10 Tabletop Exercise

- Tabletop exercises are typically held in conference rooms. If the number of participants totals about 25 or less, the exercise is typically run in a classroom-style setting with a single facilitator leading the discussion of the group. With larger numbers of participants it is beneficial to separate organizations by their function (e.g., electrical operations, county emergency responders, and state emergency responders) at different tables. Each table will have a facilitator/evaluator to lead a discussion of the scenario and ask questions. A spokesperson for each table will report out key findings to the entire room.
- The methodology of a tabletop exercise is an open-ended discussion in a meeting format through a facilitator. The discussion is allowed to be interrupted by questions and participant comments. The effectiveness is determined by feedback from participants and the impact this feedback has on evaluating and revising policies, plans, and procedures. There is no utilization of equipment or deployment of resources.
- The facilitator will begin the tabletop session by reading a scenario, or a portion of the scenario, which will set the scene for the simulated event. The scenario will briefly describe what has happened and what is known about the situation at that moment. For example, the first statement of a scenario could be:
 - “After two weeks of heavy rains, the project’s gates are fully-open and are passing a record flow of 10,000 cfs. During the previous night, reservoir levels have risen 2.5 feet above normal levels to elevation 80 ft. This is three feet beneath the crest of the embankment. A member of the maintenance crew has just observed a new seep at the toe of the embankment near the low level outlet.”
- Following the scenario, or a portion of the scenario, the facilitator will typically pose problem statements and ask participants to explain how they would react. The following are issues which may be discussed during the tabletop exercises:
 - Who has primary notification responsibility?
 - What information is needed by the different players?
 - What actions would each of the primary players take?
 - Is the priority of calls on the notification flowchart appropriate?

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- What are each emergency management authorities' actions, responsibilities, and considerations with regard to evacuations?
- Where will shelters be set up?
- Where will the Emergency Operations Center be set up?
- What evacuation routes are available?
- Who determines if outside assistance is needed?
- Are adequate resources available? If not, where can they be gotten?
- Who is providing public information and how?
- Facilitators for tabletop exercises monitor the pace and flow of the exercise by introducing the scenario and stimulating specific discussion. They are also ensuring that no single participant dominates the exercise. The facilitator leads the exercise and makes sure every participant discusses their role during the exercise.

Key milestones for Tabletop Exercises are:

Milestone	Schedule
Objective Creation and Exercise Scope	6 Months Prior
Initial Planning Conference	6 Months Prior
Begin Creating Presentation	3 Months Prior
Middle Planning Conference (if needed)	3 Months Prior
Player Invites	3 Months Prior
Presentation Finalization	1 Month Prior
Final Planning Conference	1 Month Prior
Exercise Execution	
Hotwash	Immediately upon exercise completion
After Action Report	60 Days after Exercise
Remedial Action Plan	30-90 days after report finalized
Remedial Action Monitoring	Ongoing

7.1.11 Functional Exercise

- Functional Exercises require the most planning and create the best opportunity to observe the plan in action to provide either validation or improvement potential. Functional Exercises will be coordinated with all planholders for participation, objective building, and scenario development. Key personnel will be used as evaluators to ensure the best remediation can take place after the exercise.
- The facilitator begins the Functional Exercise by reading a scenario, or a portion of the scenario, which sets the scene for the simulated event. The scenario briefly describes what has happened and what is known at this point. For example, the first statement of a scenario could be:

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- “After two weeks of heavy rains, the project’s gates are fully open and are passing a record flow of 10,000 cfs. During the previous night, reservoir levels have risen 2.5 feet above normal levels to elevation 80 ft. This is three feet beneath the crest of the embankment. A member of the maintenance crew has just observed a new seep at the toe of the embankment near the low level outlet.”
- From this information the exercise players would then act out their role based on the information provided.

Key milestones for Functional Exercises are:

Milestone	Schedule
Exercise Date Selection	No less than 9 Months prior to exercise
Objective Creation and Exercise Scope	6 Months Prior
Initial Planning Conference	6 Months Prior
MSEL Creation	3 Months Prior
Middle Planning Conference	3 Months Prior
Player Invites	3 Months Prior
MSEL Finalization	1 Month Prior
Final Planning Conference	1 Month Prior
Exercise Execution	
Hotwash	Immediately upon exercise completion
After Action Report	60 Days after Exercise
Remedial Action Plan	30-90 days after report finalized
Remedial Action Monitoring	Ongoing

7.1.12 Hotwash

- At the conclusion of the exercise, an oral after-action review typically called a *Hot Wash* should be conducted with exercise participants, planning team members, facilitators, and evaluators.

The review should focus on

- roles and responsibilities
- necessary communications, and
- The adequacy of materials, equipment, and staff levels.
- The review should address the procedures that worked well and the procedures that did not work well. Responses from all participants involved in the exercise should be considered.
- Input should be received both orally and in writing through feedback forms.

7.2 EXERCISE REPORTS

Standardized exercise reporting is key to repeatable results. With these standardized formats we will be able to compare and contrast one exercise with another as easily as possible. After an

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exercise we will issue the *After Action Survey*. (See Appendix B) Once the survey is completed and returned to the exercise leader the report itself will be written and approved based on the data the evaluation team. (See Appendix C)

7.3 REMEDIAL ACTION PROGRAM

The Remedial Action Program is a key component to creating change in processes and/or plans which have been found in need of improvement via an exercise activity. The AAR status report (Appendix D) shows the format in which these reports will be written. All incomplete improvement projects will be kept in a single document within the exercise planning folder on the shared drive. There should be a quarterly meeting between all of the offices listed in the AAR.

8 TRANSITION TO RECOVERY OPERATIONS

Upon completion of the initial response, the transition to recovery will begin. This is accomplished through the activation of appropriate Business Continuity Plans and the transition from immediate emergency operations to the controlled restoration to pre-incident status.

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9 APPENDICES

APPENDIX A – AFTER ACTION REPORTING

After Action Reporting (AAR)

The After Action Report (AAR) process brings together a team of people to ensure:

- Successes are identified to promote programs, processes and training that worked well.
- New ideas or observations are captured and evaluated for possible program improvements.
- Issues which occurred during the event are vetted and documented.

In this process participants learn with and from each other as they identify and implement solutions to problems. Instead of writing an event story from just an emergency management perspective, the EM function facilitates and supports participants who develop and shape their own goals and objectives. This process is designed to be flexible and expandable depending upon the need and can be either basic (simple), or complex.

In other words; after some incidents a small team can take a moment to reflect on how the incident unfolded, identifying successes and issues and making corrections as needed. However, when large-scale or complex incidents occur, we may need to involve resources from many disciplines to do a thorough evaluation, getting feedback from many perspectives.

After reading this document, you will be able to:

- Understand the differences between a complex and basic AAR.
- Understand the roles and responsibilities on an AAR Team.
- Know the guidelines for determining AAR type and who can request a complex AAR.
- Understand the types of information that should be documented by role and responsibility.
- Understand the process for report development and after-action reporting.

The AAR evaluates processes, training, tools and documentation...NOT THE PEOPLE!

Individual performance issues during an incident are addressed through normal company processes. This process does not supersede any other company methods for incident/event evaluation or reporting.

Documenting the Event

Everyone should maintain a written record of issues, observations and successes. Although some information will need to be captured through post-event surveys, debriefing (“hot wash”) sessions and interviews, a written record of all key decisions should be made while the event is occurring.

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All resources assigned to an incident are asked to maintain a log of events. Although each role will have unique types of information to focus on, there are two general topics that apply to everyone:

1. ***Safety and environment***: all communications and key decisions made related to safety and the environment, such as; messages, briefings, concerns or reported incidents.
2. ***Communications***: all communications made to resources outside the incident organization, including the media, public utility commission and our customers.

Consider the following when keeping your log of events:

- What is it?
- When did it happen?
- Who said it?
- Who approved it?
- Who implemented it?
- Why did it happen?
- What was the outcome?

Conducting an Event Summary, After Action Reporting (AAR) Process

There are two types of AAR processes that can be performed at PacifiCorp; basic and complex. **Basic AARs** are used for smaller events which have limited duration, scope and impact; however, there are still likely to be lessons learned. **Complex AARs** are performed for large-scale, long duration, high impact or complex events where safety, communication, customer and/or business process impacts require a detailed review.

The following table provides guidelines for determining whether to order a basic or complex report. In the end, the experience of those who were involved in event will determine the level needed.

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Consideration	ES AAR Type
The EOC was not activated and the incident was limited in size, complexity, duration and scope.	Basic
The EOC was activated ; however, the incident was limited in size, complexity, duration and scope.	Basic
PacifiCorp played a limited role during the event (e.g. providing mutual assistance)	Basic
There were numerous safety or environmental issues, near misses or external communication issues.	Complex
There were internal communication issues between departments or platforms, or there were issues related to external communications, such as with customers, regulators or the media.	Complex
There were numerous regulatory complaints and/or a potential for regulatory fines.	Complex
There are anticipated or realized impacts to the company's image	Complex
A formal inquiry is expected by external resources, such as regulatory, city, county, state and federal agencies or, special interest groups	Complex
There were issues which did or, could have had life-safety, environmental, or outage restoration impacts.	Complex
There was a noted lack of understanding of how to utilize processes and tools related to incident to incident management by multiple EOC members leading to serious incident management issues.	Complex

The AAR process can be implemented after any event, where collaborative learning and issue resolution could be beneficial to company personnel, contractors or customers.

Requesting a complex AAR

There are five positions that can formally request a complex AAR:

1. **Company president:** the company president can request a complex AAR for any event.
2. **Vice president:** a vice president whose area was impacted by the incident (e.g. field operations and system operations).
3. **Director:** a director, whose area was impacted during the incident, can formally request an AAR for any event. These resources should work together with their vice president to make this request.

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4. ***On-Scene Commander or Response Director:*** any incident commander who participated in an event can formally request an AAR. When there are multiple shifts and commanders who worked the event, all who assumed the role of commander should collaborate to determine if a complex AAR is required.
5. ***Emergency Management:*** Any incident which required increased management beyond the local level, mutual assistance, coordination with the public sector, or multiple geographically dispersed incidents may require a complex AAR at the request of Emergency Management.

AAR Team

The following outlines suggested positions for an AAR Team. Regardless of whether it is basic or complex, a team leader and facilitator position should be appointed. The team leader and facilitator can perform multiple roles or can assign other positions to the team.

Team Leader

The leader provides oversight to the team, ensuring a smooth and seamless process from beginning to end. Responsibilities include:

- Dedicates members to the team, based on recommendations from emergency management or company leadership.
- Identifies deadlines for information collection and reporting.
- Ensures that the team stays on task and is meeting deadlines.
- Reports progress to executive leadership (if applicable).
- Mediates between PacifiCorp departments, PacifiCorp companies and the team.
- Approves communication with external resources, and the use of their information in the report.
- Reviews and approves the final report.

For complex AARs, the team leader will typically be the emergency management director, a director from the area impacted by the event or, the incident commander who had primary responsibility for the event. For basic AARs, the team leader may be a director, manager or supervisor.

Regardless of whether performing a complex or basic AAR, delegation of authority is issued to the team leader, who is ultimately responsible and accountable for the quality and content of the report.

Facilitator

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This position is analogous to a project manager. For a basic AAR, the facilitator needs to be a good listener and have solid facilitation skills. More complex evaluations require a facilitator skilled in reflective listening, interviewing techniques, and event sequence re-creation. Most importantly, the complex AAR facilitator should have a solid understanding of the lessons learned process, with past experience in conducting AARs.

Documentation, Administrative Specialist

For complex AARs, there may be a lot of documentation and the reports can be quite lengthy. In these instances, bringing in a writer-editor/documentation specialist is a good idea. T&D support resources that have a communication function and are familiar with the incident, or resources from the communications department can be utilize for this position.

Area Subject Matter Experts

For complex AARs, EOC members, along with managers and supervisors from other areas who were involved in the event will be asked to provide subject matter expertise and documentation to the process.

External Subject Matter Expert

For some incidents, external resources are needed to enhance the process to better document the event history. Examples include:

- Fire personnel who may provide statistics or incident management tactics on wildland fires.
- National Weather Service personnel, who may provide additional information on a storm's impact and duration or, supporting graphics that, can be introduced into the report to help tell the story.
- Other utility emergency managers who may provide feedback and story lines on mutual assistance processes

Before involving external resources in the process, the facilitator should get approval from the team leader, and any information used in the report should have approval from the external source providing it.

Technical Specialist

Specialist who may not have been involved in the incident, but can provide technical information may be needed to enhance the report or provide after-the-fact information. Examples include GIS mapping personnel who can provide storm and fire maps, finance personnel who can provide financial data related to storm work, or seasoned field personnel who can evaluate aspects of assessment and restoration work based on past experience.

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Conducting a Basic AAR

Basic AARs are usually performed locally at individual offices and can be facilitated by a director, manager, or supervisor. Although a basic AAR requires limited resources, a few roles should be established, including a team leader, facilitator and documentation and administration specialist.

For basic AARs, a debriefing session and interview process may be the most effective method when working with a small group to identify successes, observations, issues and actions. Issues and observations should be linked to specific actions that have an assigned resource and specified target dates (issue = action).

The output from this process should be a brief summary of what happened (event summary), and a simple action-tracker to address issues and observations captured during debriefing and interview process.

Conducting a Complex AAR

Requests for complex AARs are made to emergency management, or in their absence, the Vice President of System Operations. Typically, it takes 4-5 weeks to finalize a complex AAR.

1. Establish a team leader – this is typically assigned by the requesting executive or incident commander.
2. Establish a team – this is performed by the team leader. At a minimum, the team should include:
 - a) Team leader.
 - b) Facilitator.
 - c) Documentation, administration specialist.
 - d) Area subject matter experts.
2. Collect information – the documentation / administration specialist collects:
 - a) Master log of events.
 - b) Individual log of events.
 - c) Debriefing session notes.
3. Conduct a survey – the facilitator distributes a survey to AAR participants and other actively engaged in the event.
4. Collect data specific to the event – although much of this information may come from the survey processes and log of events, the facilitator or documentation and administration specialist may need to collect additional data, including:

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- a) Weather data.
 - b) Call statistics.
 - c) Resources assigned to the event (total number by type).
 - d) Customers out, hazards, inferred outages (peak numbers).
 - e) Safety and environmental hazards.
 - f) Material used.
 - g) Specialized equipment deployed (number and type).
 - h) Event related costs.
5. Conduct follow-up interviews – the facilitator conducts interviews with event participants to clarify successes, observations, issues, and recommended actions to address the observations or issues.
 6. Document and review rough draft – the documentation / administration specialist, story teller and facilitator collaborate to develop a rough draft of the AAR, based on information collection, interviews and surveys, and reviews it with the team in preparation for report development.

Information Collection

After the AAR type and team has been established, facilitated learning and information collection begins. There are four primary ways information will be collected:

1. Debriefing sessions.
2. Log of events.
3. Participant surveys.
4. Interviews.

Debriefing Session

Whenever possible, the incident commander and other leadership that participated in the event should conduct a debriefing session or “hot wash” immediately after the event concludes, while information is still fresh in the participants minds. These are informal and open discussions on:

- **Successes:** tools, processes, pre event training and documentation that worked well.
- **Issues:** identifies what issues occurred related to tools, processes, and documentation, as well as where additional training may be needed.
- **Solutions:** solutions to the issues that were discussed (if readily available).

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- **Observations:** ideas that came up during the event that may improve tools, processes, pre event training and documentation for future events.

These sessions can be conducted with the entire incident team; however, it may be more effective for smaller groups or individual teams (e.g. business, community, and external communications) to help expedite the process. Smaller groups can also be less intimidating to the participants.

Before conducting a debriefing session, select a leader and a documentation resource. Information gathered during these sessions will help feed the more complex process. For basic AARs that do not involve a larger team, this may be all that is needed to complete the process.

Log of Events

The master and individual log of events is collected by the team leader or facilitator and vetted by the team for historical purposes to identify the successes and opportunities for improvement.

Participant Survey

For complex AARs, and when working with a larger group, it may be more effective to use a combination of debriefing sessions and surveys. A survey allows the participants to think through and describe their responses in writing. The facilitator will implement the survey process (contact emergency management for a survey template).

The survey has 6 sections:

1. Name and department: the survey can be completed by an individual or on behalf of an entire team (List all this that participated in the survey).
2. Roles and responsibility: describe the roles and responsibilities that were played by participants during the event. As an example; *John Smith is normally finance director at the company; however, during the incident, he was the information coordinator in the EOC.*
3. Successes: this section identifies documentation, tools, processes and training that worked well during, or in preparation for this event. As an example; *the emergency management website was well organized and I was able to easily find forms and information related to road closures during the event.*
4. Issues/opportunities for improvement: describe specific issues that occurred during the event, with focus on documentation, tools, processes and training. As an example; *there were not enough survival packs available for crews, and some restoration efforts were delayed on the second day of the event while additional survival packs were being procured.*

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5. Solutions: Based on the issues identified in section #4 of the survey, describe possible solutions to each issue. As an example; *verify available stock of survival packs before each winter storm season.*
6. Observations: This section allows the survey participate to provide other information that can enhance the FLA process. This may include statistics, graphics, pictures or other data that may be relative to the event. This is also an area to vet ideas that came up during the event on how we can improve response, recovery and incident management for future events.

Participant Interviews

For complex events, especially when safety, environmental or external communication issues occurred, it may be necessary to conduct interviews with event participants to validate or expand on information provided through the survey or debriefing processes. The goal is to ensure that historical facts and recommendations are accurately captured in the final report.

The event facilitator and documentation and administration specialist will work with individuals or small groups to schedule and conduct the interviews.

Report Development

The report complexity is based on the type of AAR performed. Although this section will focus on writing a complex AAR, the table below provides some guidelines for each type.

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Complex AAR	Basic AAR
<p>1. Cover page: Company logo, descriptive picture, AAR heading, submitted by, date of incident, date of report.</p> <p>2. Executive summary: a one or two-page summary of the incident, with highlighted lessons learned.</p> <p>3. Summary by department: a brief summary that describes each department's response and key activities related to the incident. For the field, this would include resource counts by skill-set.</p> <p>4. Lessons learned (see past examples):</p> <ul style="list-style-type: none"> a. Successes b. Observations c. Issues, which include associated after-action report numbers d. After-action items <p>5. Appendices:</p> <ul style="list-style-type: none"> a. Examples of social media. b. Pictures/images, such as damage to facilities. c. List of PUC communications. d. Customer communications / outbound calling, web postings. e. Report contributions – a list of all resources who participated in the process. 	<p>1. Summary: one or two paragraph executive summary of the incident.</p> <p>2. Narrative or chronology: A brief overview of what happened, told in the form of a timeline or narrative.</p> <p>3. Lessons learned (see past examples):</p> <ul style="list-style-type: none"> a. Successes. b. Observations. c. Issues. d. After-action items, based on the observations and issues. <p>4. Appendices: such as damage pictures/images.</p> <p>5. Report contributions: a list of all resources who participated in the process.</p>

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Basic AAR

The basic report can be as short as a few pages, and completed by any individual with report writing skills. The report should be brief and to the point. When applicable, make safety and environmental successes and issues a key component of the report.

Complex AAR

The complex report provides a more detailed analysis of the event.

Event Summary

The event summary (*executive summary*), provides an overview of how the event evolved, who it impacted, how it impacted our customer and/or business processes, how we responded as a company, and how we managed through the event. Whenever possible throughout the document, images or pictures that help tell the story should be imbedded in the report.

Some key pieces of information in this section may include:

- Storm or incident description – what was it, how did it evolve and what were the impacts?
- Locations impacted – what districts were impacted or business processes interrupted by the event?
- Hazards – what were the hazards (e.g. road closures, downed trees)
- Major safety or environmental impacts – what were they and how were they handled?
- Activation – what were the key decisions in determining EOC activation, or why the EOC was not activated (provide activation dates and times).
- Personnel – what type and how many people responded to the incident?
- Evolving event – how did the event unfold and what were the key decisions made along the way?
- Closure – if the EOC was activated, when was it closed and why (e.g. all customers restored)?

This section also includes information on how each department played a role in the event, including key decisions or actions by department, and critical statistics, such as call volume, material counts and resources working the event.

Successes

Documenting our successes are nearly as important as identifying and correcting issues; because they help promote existing processes, tools, training and documentation and may lead to expansion of programs, particularly those related to training. This section also provides an

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opportunity to recognize groups or functions that performed particularly well during the event. Examples of a success statement include:

- Keeping flagger and tree crews assigned to the same line crews ensured consistency throughout the event. Trees Inc. communication and coordination with field personnel was excellent, and fit the scope of the event.
- Coordination between emergency management, Yreka field operations manager and Siskiyou county emergency management helped facilitate clearing roads using public sector foresters.

Observations

In some cases information provided by participants is neither an issue nor a success. They may simply be observations which could mitigate future issues or enhance existing processes.

Examples observations include:

- A best practices guideline or “event start-up” checklist would enhance the start of a major event, ensuring consistency amongst field locations. (AAR item #1).
- A demobilization plan or checklist would assist with coordination of finance processes and post-event documentation management (AAR item #2).

In the report, observations can be listed simply as bullet points; however, note the AAR # assigned at the end; observations, in most cases, may require additional follow. Any observation that requires an action, should be assigned in the after-action section of the report

Issues (opportunities for improvement)

Uncovering our issues is the foundation of the report. The goal is to learn from our past mistakes through open and honest dialog, finding solutions to the issues, and implementing change to ensure a problem is not repeated. When documenting an issue, the team should clearly identify what happened and how it did, or could have impacted the incident. Examples of issue statements include:

- Lack of centralized spare equipment tracking processes slowed down deployment of specialized equipment to the event location (AAR item #3).
- EOC positions that were being filled for an operational period were not always known to all EOC members, which led to confusion about who was on shift and who was at rest (AAR item #4).

For the report, issues can be listed simply as bullet points; however, note the AAR # assigned at the end; issues will require additional follow (**ACTION**). Issues should be assigned an action in the *after-action* section of the report.

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After-Action

The after-action section of the report provides clear and measurable steps to address issues and observations. Before the after-action section is completed, the team will agree on the actions and assignments along with the target dates to complete each task.

The following table provides an example of the after-action section of the report:

ID	Action Item/Recommendation	Responsible Person(s)	Due Date
1	<ul style="list-style-type: none"> Develop, document and implement a centralized spare, specialized equipment tracking and inventory process. 	<ul style="list-style-type: none"> J. Smith B. Smoot 	Completed
2	<ul style="list-style-type: none"> Review current processes for obtaining information for CAM's and RCM personnel in between general planning meetings. 	<ul style="list-style-type: none"> D. Guy P. Johansson 	Completed

Report Review and Approval Process

Once the story teller completes the draft plan, the AAR team reconvenes (virtual or in person) to review, edit and approve the plan. The draft plan is then submitted to key stakeholders for final review and approval. Any edits made based on stakeholder input will be resubmitted to the team for final approval.

Once the plan is completed, the team leader submits the report to all stakeholders, including the executive(s) who requested the AAR. The report will be disbursed by the executive(s) as they deem appropriate.

Tracking and Reporting After-Action Progress

Once the report is finalized, all after-action assignments will be tracked to completion.

Basic AAR

The team leader is responsible for tracking and reporting progress on all assignments. Progress on assignments should be reported no less than quarterly until all tasks are completed. Leadership from the area reporting on assignments will determine who receives monthly or quarterly AAR reporting; however, it is recommended that emergency management personnel are always included on progress reports.

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Complex AAR

Emergency management will be responsible for tracking and reporting on all after-action report assignments.

Summary

Regardless of whether is a complex or basic, it's anticipated that changes will be made on assignments after the initial report is completed. This could include:

- Combining similar assignments for efficiency
- Determining that an assignment requires a long-term solution, removing it from the after-action report, and placing it on a department's or company's strategic plan
- Determining that the issue does not need to be addressed. In some cases, after additional investigation, it could be determined that an issues did not occur, or that the issues was based more on personal performance, rather than universal issue that can be resolved process change, documentation, training or tools.

No matter the complexity, the actions which follow are most important to mitigating issues and improving performance during future events.

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APPENDIX B– AFTER ACTION SURVEY**Participant(s)**

Provide your name and department.

If more than one person participated in this survey, list all those that contributed.

Roles and Responsibilities

Briefly describe your role and responsibility during this event.

What Worked Well (Successes)?

Identify documentation, tools, processes and training that worked well during, or in preparation for this event.

Issues (opportunities for improvement)

Identify any issues that occurred during this event.

Focus on documentation, tools, processes and training.

Solutions

Based on the issues you identified in section #4, describe possible solutions or enhancements to improve response, recovery and management of potential future incidents.

Focus on documentation, tools, processes and training.

Notes/Comments/Observations

Provide other information that may be helpful in developing the event summary and after-action report for this incident (*graphics, pictures, data, and general comments.*)

If needed, attach to e-mail

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APPENDIX C – AFTER ACTION REPORT FORMAT



Title

After Action Report

Pacific Power

Emergency Management

Date

Report submitted by:

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(INSERT TABLE OF CONTENTS HERE AND UPDATE HEADINGS WITH STYLE TOOLS)

Event Summary

Executive Overview

Summary by Department

The following information provides an overview by department for this event.

Lessons Learned

This *Lessons Learned* section provides information on processes, training and tools (e.g., forms and plans) that worked well, observations that were made and issues that occurred which provide opportunities for improvement.

Successes

TBD

Observations

TBD (AAR item #?)

The actions identified below are based input received from those that participated in the event. The following actions correlate to observations and issues identified on page?

Assignment of Actions

Note: “*Responsible Person(s)*” will track the assignment to completion; however, may task others to perform the actual work.

ID	Action Item/ Recommendation	Expected Outcome	Responsible Person(s)	Due Date
1				
2				
3				
4				
5				
6				
7				
8				

Appendices

Report Contributions

The following company personnel provided information that contributed to this report.

Last, first Title and area

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APPENDIX D – REMEDIAL ACTION PLAN REPORT TEMPLATE



Title

Remedial Action Plan – status report

Pacific Power

Renewable Resources

Hydro Resources

Date

Submitted by:

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(INSERT TABLE OF CONTENTS HERE)

Remedial Action Plan

The actions listed below were identified during the after action process.

ID	Action Item/Recommendation	Type	Responsible Person(s)	Due Date
1				
2				
3				
4				
5				
6				
7				
8				

Note: “Responsible Person(s)” will track the assignment to completion; however, may task others to perform the actual work.

Overview

This report provides current status for each action, as well as updates that have been provided through the tracking process. Updates will be distributed monthly to personnel who have assignments, along with key report stakeholders.

A final report will be distributed to those who contributed to the event summary and AAR; once all the actions are resolved (*status reports are also available upon request.*)

Status	Description
On target (green)	The task is on target
Target at risk (yellow)	The task is at risk of not being completed by the original due date
Missed target (red)	The target date has been missed
Completed (blue)	The task has been completed
Not started	The task has not been started by the assignee
In progress	The task is actively being worked
Stopped	Activity on the task has been stopped or will be delayed. No new target date is available

Status Report – Open Actions

Task name – After-Action Assignment, AAR#?

Description:

Assigned to:

Expected outcome:

Status:

Notes:

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APPENDIX E – KEY AGENCY CONTACTS DIRECTORYExternal Contacts

Agency/Organization	Name	Primary Phone	Secondary Phone
Red Cross Washington	Blue Mountain Office (SE Washington)	509-525-7380	
California State Emergency Management	Boland, Don	916-845-8517	
Del Norte County EM	Kymmie Scott	707-464-7255	
Edison Electric Institute	EI main number	202-508-5000	
Federal Emergency Management Association (FEMA)	FEMA– general questions	800-621-FEMA (3362)	
Modoc County EM	A.J. McQuarrie	530-233-4416	
Northwest Interagency Coordination Center (wildland fire)	Dan O'Brien	503-808-2732	503-701-2552
Siskiyou County OEM	Jasen Vela	530-841-2155	
State of Oregon	Oregon State Public Utility Commission	800-522-2404	
State of Oregon	Oregon Department of Transportation (ODOT)	888-275-6368	
State of Washington	Washington State Department of Transportation (WSDOT)	866-936-8246	
State of Washington	Washington State Emergency Operations Center (EOC)	800-854-5406	253-912-4900
Western Energy Institute	WEI Main Number	503-231-1994	

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Rocky Mountain Power | Pacific Power

Annex 01

Governance Transfer



Emergency Response Plan
Annex 1 – Governance Transfer (October 31, 2019)

Document Owner: Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on feedback from annual reviews and exercises, and redistributing any new version of this document to stakeholders.

The scale of the exercise will be determined by the President and CEO in coordination with T&D operations emergency management and Hydro emergency services leadership.

Author: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: 10/31/2019 Next Revision: 2020

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Continuity of Leadership Policy 1

Plan Overview

Governance transfer planning establishes defined procedures that allow leadership of a company to continue its essential functions in case of a catastrophic event. The purpose of this policy is to establish a protocol for temporary transfer of leadership during a time of crisis when leaders, including the President and CEO may be unable to perform their duties.

Purpose

This plan outlines steps that will be taken to ensure governance transfer during any event which incapacitates the affected utility executive leadership to the point of ineffectiveness. As referenced throughout this document, the “affected utility” is the utility experiencing a catastrophic event while the “supporting utility” is the utility providing leadership during such event. Depending on the circumstances the affected utility could be Pacific Power or Rocky Mountain and vice versa.

Objectives

- Provide the criteria for activation.
- Outline the strategic approach.
- Outline general roles and responsibilities by the executive team.
- Provide operational steps to be taken by the affected utility and supporting utility executive teams.

Scope

Strategic and operational information related to initiation of governance transfer, initial incident coordination and response actions at the leadership level until such time that leadership at the affected utility is restored or partially restored. This plan is not intended to replace the impacted utility’s emergency plans and standard operating procedures; in the event of the activation of this policy, the impacted utility will also implement their local emergency operations plans and structure.

Assumptions

- Initial notification of the event may be through an external source (e.g., media, USGS notification) or an identified major grid anomaly resulting in notification from region dispatch east.
- The affected utility leadership is unable to fulfill their roles for at least 72 hours and the supporting utility leadership must immediately assume responsibility until the affected utility leadership can be reestablished at an alternate location.
- It will be hours or possibly days before leadership from the affected utility can begin communication with the supporting utility.
- Leadership from the supporting utility, and other non-affected Berkshire Hathaway Energy utility platforms are available to respond and assist with coordination.

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- Initial communications may be limited to satellite phones and GETS cards
- Communication lines in parts of the affected utility service territory may be constrained (high traffic) and/or limited due to damage to regional telecommunication systems.
- Corporate systems used for communications may be unavailable for a period of time across PacifiCorp, including email, telephone, fax, internet, instant messaging, and video conferencing.

The event will cause power outages across the west. The grid will stabilize and power will be restored to areas outside the impacted area within hours.

- Personnel outside of the disaster area have little or no damage and are available to respond; the affected utility employees within the affected area have had some impact and are not available to respond.
- There are employee injuries and fatalities in the impact area.
- All company facilities in the impact area have sustained at least some damage and cannot be occupied for a period of time.
- There will immediate attention on the event by the media, customers, and local, state and federal entities.
- National and regional mutual assistance processes, which will initially be managed by the supporting utility, will be initiated within the first 24 hours.

Roles and Responsibilities

Affected Utility President and CEO, or designee:

- Automatically relinquishes authority based on the assumption that all communications are not operational when there has been a catastrophic event. This allows an immediate assumption of leadership by the supporting utility until communications are reestablished.
- Makes every attempt to establish communications to their staff, the supporting utility leadership or other BHE leadership when a catastrophic event occurs.
- If communication systems are available and transfer of control is necessary, the CEO requests activation of the policy and subsequent plans and relinquishes authority to the supporting utility leadership when they and/or their staff are unable to perform duties necessary to help ensure continuity of operations.
- Resumes authority when leadership functions are restored adequately enough to ensure continuity of operations.

Supporting Utility President and CEO, or designee:

- Performs the duties as both the affected utility and the supporting utility President and CEO when made aware of a regional disaster by activating this plan and any other necessary plans.

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- Assumes communications with affected utility leadership is impossible until contacted by key the affected utility personnel.
- Initiates communication processes to other BHE company presidents to notify of activation of this policy and any subsequent plans.
- Provides adequate staffing and assistance to maintain supporting utility operations, while assisting in the restoration of the affected utility leadership and continuity of operations.
- Coordinates initial response actions outlined in the Emergency Management Plan.
- Requests assistance from other BHE company presidents to ensure continuity of operations.
- Shares in leadership responsibilities when requested by the affected utility president, or designee.
- Relinquishes presidential and other leadership powers back to the affected utility when requested by the affected utility president, or designee.

Activation Criteria

At the time of a disaster, if leadership personnel are unable to perform their duties, the affected utility President and CEO, or designee, will temporarily relinquish authority to the president and CEO of the supporting utility to make key decisions related to staffing, communications, finance and other presidential powers, until such time that the affected utility leadership can be reestablished. This activation occurs under two circumstances:

1. Once a catastrophic event has occurred in the affected utility service territory the assumption is made that communication is lost to its leadership and/or the company's leadership is impacted and unable to perform their responsibilities. This assumption will be executed based on no contact with the affected utility leadership within 30 minutes of incident notification.
2. The President and CEO of the affected utility, or designee, formally requests implementation of this policy from the supporting utility president and CEO following a major incident (e.g., regional disaster) to ensure continuity of leadership.

Actions

Critical Task List during Event Notifications and Initial Response (0-2 hours Estimated)

Objectives	Assumptions
<ul style="list-style-type: none"> • Ensure life-safety • Implement BHE company notification processes. • Activate continuity of leadership. • Activate the supporting utility emergency management processes. • Schedule initial planning meetings. 	<p>The supporting utility staff will first be notified of the event by:</p> <ul style="list-style-type: none"> • Region dispatch east who will notice a major grid disturbance. • Media outlets. • Contact from the affected utility resources outside the major impact area. • Satellite phone call from the president and CEO or vice president of operations of PacifiCorp. • A Peak RC WECCNet message (if email is available) generated by Grid Operations. • Primary communication to and from the impacted area will be via company radio. Satellite phone and use of cellular phones equipped with GETS/WPS will be used as alternate communications means. • The affected utility’s offices sustained damage and cannot be occupied for a period of time. • Company telephone systems and corporate applications (e-mail) is unavailable for all of PacifiCorp and most communication will be via cellular or satellite phones.

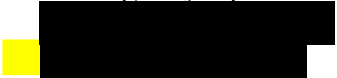
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The supporting utility

Action	Responsible
<p>In the absence of communication from the affected utility leadership, call the affected utility President to determine if response actions are required</p> <ul style="list-style-type: none"> • Rocky Mountain Power President Gary Hoogeveen 801-220-7813 – Office [REDACTED] – Cell • Pacific Power President & CEO Stefan Bird 503-813-5336 – Office [REDACTED] – Cell [REDACTED] – Satellite <p><i>The assumption that Governance Transfer actions are necessary will be based on the absence of contact with The affected utility leadership within 30 minutes after incident notification.</i></p>	<p>President and CEO, or designee</p>
<p>Identify and assign a Response Director/Commander to lead the initial response</p>	<p>President and CEO, or designee</p>
<p>Activate the supporting utility emergency management structure and establish a meeting place and time, leaving adequate time to conduct initial communication and grid condition assessments. Include The affected utility managers and directors from operation centers and regional business managers outside the impacted areas. If corporate telephony systems are unavailable, utilize WPS cell phones, GETS and AT&T conferencing to conduct the meeting.</p>	<p>Emergency Operations Center Director or designee</p>
<p>Transfer Customer Service, Region Dispatch and Grid functions from the affected control center to the supporting control center. Consider resource constraints for these functions.</p>	<p>Emergency Operations Center Director or designee</p>

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Action	Responsible
<p>Notify BHE Chairman, President & CEO of the situation and ascertain if the BHE Emergency Operations Center (EOC) should be activated</p> <p></p> <p>Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.</p> <p>Request through the BHE Coordinating Executive that all BHE companies assess resource capabilities/availability for possible deployment through intercompany mutual assistance. Resources include:</p> <ul style="list-style-type: none"> ○ Assessors ○ T&D linemen ○ Substation journeymen ○ Relay technicians and wiremen ○ Communications technicians ○ Mechanics ○ Safety representatives ○ Field equipment and material ○ Others, as determined necessary for the situation 	<p>President and CEO, or designee</p>
<p>Provide initial talking points to the Wasatch Customer Collection Center and other external facing entities (company message).</p>	<p>Public Information Officer</p>
<p>Initiate a call-down to all eastern company generating facilities (event notification)</p>	<p>Emergency Operations Center Generation Chief</p>
<p>Coordinate the following actions (if appropriate), providing oversight to region dispatch and the supporting utility emergency management:</p> <ul style="list-style-type: none"> ● Activation of the Grid Operations Alternate Control Center (GOACC) at SCC. ● Grid status, stabilization activities and coordination with PEAK RC. ● Radio checks to all affected utility areas and call-downs to affected utility cell and satellite phones at operations centers inside the impacted area to determine communication capability and to get first-hand account of incident impacts. 	<p>Emergency Operations Center Director or designee</p>
Action	Responsible
<p>Initiate a call-down to the affected utility cell and satellite phones for the affected utility operations centers outside the impacted area to:</p> <ul style="list-style-type: none"> ● Confirm leadership is en route/in place at Yakima, Walla Walla, Pendleton, Bend or Klamath Falls site. 	<p>Emergency Operations Center Director or designee</p>

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Emergency Response Plan
 Annex 1 – Governance Transfer (October 31, 2019)

<ul style="list-style-type: none"> • Verify actions that are being taken at each site to ready alternate EOC and staging areas. • Collect information related to outages, corporate applications access, communications, and known impacts. 	
<p>Initiate a call-down to regional business managers (RBMs) outside the impacted area to verify:</p> <ul style="list-style-type: none"> • Locations where RBMs will be staged. • Actions that the RBMs will take initially for customer and community outreach and coordination. 	<p>Emergency Operations Center Director or designee</p>
<p>Establish a time (schedule EOC meeting) with BHE company leadership. If corporate telephone systems are unavailable, utilize AT&T conferencing systems or BHE conferencing systems. .</p>	<p>Emergency Operations Center Director or designee.</p>
<p>Initiate a call-down for hydro facilities (begin with Merwin) via radio, landline, cell or satellite phones to determine communication capability and to receive update of incident impacts.</p>	<p>Emergency Operations Center Generation Chief</p>

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Critical Task List during Event Notifications and Initial Response Incident Management – Annex Activation (>2 hours)

Objectives	Assumptions
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Reestablish affected utility leadership. 	<ul style="list-style-type: none"> • All BHE companies are focused on response to the incident (not a multi-event scenario) and the supporting utility remains in charge for at least the first 72 hours. • Communications will primarily be through the use of company radio, landline, cellular, and satellite services in the impact area. • Corporate applications, including e-mail and telephony services may be limited or unavailable. • There will be injuries and fatalities to the affected utility personnel in the impact area. • The affected utility personnel in the impacted area may not be able to respond for an expanded period of time, including executive staff.

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Emergency Response Plan
 Annex 1 – Governance Transfer (October 31, 2019)

The supporting utility

Actions	Responsible
<p>Annex Assignments (2-5): Assign annexes 2-5 to the supporting utility leadership to provide oversight, facilitate implementation and report progress with the assistance the supporting utility staff (delegated responsibility) until incident management duties are returned to the affected utility.</p> <p>Annex 2 – Executive Policy Group Annex 3 – Emergency Action Center Annex 4 – On-Scene Response Annex 5 –Resourcing and Mutual Assistance</p> <p>Transition of control is considered complete upon completion of Annex 1 combined with the initiation of Annexes 2, 3, 4, and 5</p>	<p>Executive Policy Group Director or designee</p>
<p>Conduct an all-hands meeting (include the affected utility local resources):</p> <ul style="list-style-type: none"> • Review initial impact assessments and communication capabilities. • Review grid stability and mitigation actions. • Verify plan annex assignments and initial actions (reports from each area). • Establish response priorities. • Develop and execute on external and internal communications. • Develop a plan for deployment of resources to assist in staging set-up and incident coordination in Klamath Falls, Bend and Yakima (for a Pacific Power incident). • Establish regular meetings (operational periods for planning and reporting). 	<p>Executive Policy Group Director or designee</p>
<p>Verify activation of the National Response Event, EEI mutual assistance and regional mutual assistance group (RMAG) processed.</p>	<p>Emergency Operations Center Director or designee</p>

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Emergency Response Plan
 Annex 1 – Governance Transfer (October 31, 2019)

Action	Responsible
Within the first 4-6 hours after notification conduct a BHE all hands executive emergency meeting with focus on: <ul style="list-style-type: none"> • Resource procurement and deployment • Establishment of a travel and expense organization • National and regional communications 	Emergency Operations Center Director or designee
Deploy resources to identified locations in and around Klamath Falls, OR, Bend, OR and Yakima, WA for incident coordination and staging area operations (for a Pacific Power incident).	Emergency Operations Center Director or designee
Facilitate on-going leadership and coordination activities until leadership is reestablished at the affected utility.	Emergency Operations Center Director or designee

PacifiCorp

Action	Responsible
Once relocated to an alternate command location, assess executive leadership and PPEOC member staffing and coordinate with the supporting utility on transfer of leadership or shared leadership roles for incident coordination.	President and CEO, or designee
Upon completion of Annexes 1, 2, 3 and appropriate understanding of the status of any other activated annexes, control is transitioned from the supporting utility to the affected utility.	President and CEO, or designee

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Continuity of Leadership Policy

Policy Number EM001

Approved: _____ Pacific Power, President and CEO	_____
	Effective Date
Approved: _____ Rocky Mountain Power, President and CEO	_____
	Effective Date
Supersedes Rev. No: N/A	Issued: June 1, 2019

Purpose: Establishes a policy for continuity of leadership during times of crisis at PacifiCorp.

Scope: This document outlines a general policy, including criteria in which it will be utilized, for continuity of leadership during times of crisis. This document does not provide a plan; detailed steps for activation, or critical tasks associated with a specific type of event.

Overview: Continuity of leadership planning is the principle of establishing defined procedures that allow leadership of a company to continue its essential functions in case of a catastrophic event. Their presence promotes public confidence in the company’s ability to ensure life-safety, minimize property losses, promote environmental responsibility, ensure operational excellence, and serve customers, while maintaining its financial strength as an industry leader. The purpose of this policy is to establish a protocol for temporary transfer of leadership during a time of crisis, when the President and CEO, and other leaders may be unable to perform their duties.

Statement: At the time of a disaster, where leadership are unable to perform their duties, the Pacific Power President and CEO, or designee, temporarily relinquishes authority to the president and CEO of Rocky Mountain Power or vice versa to make key decisions related to staffing, communications, finance and other presidential powers, until such time that leadership can be reestablished. The policy is applied in two circumstances:

1. A catastrophic event has occurred in the affected service territory, communication is lost to its leadership, and it’s assumed that the company’s leadership may be impacted and unable to perform their responsibilities.
2. The affected President and CEO, or designee, formally requests implementation of the policy with the supporting president and CEO following a major incident to ensure continuity of leadership.

In each instance, the affected president and CEO maintains ultimate authority to relinquish or retain their presidential powers, assuming communication is available. In some cases, the

president and CEO of each company may agree to share responsibilities until normal operations are restored.

Responsibilities:*Affected president and CEO, or designee:*

- Automatically relinquishes authority when there has been a catastrophic event and communication systems are unavailable; an assumption of leadership by the supporting company until communications are reestablished.
- Makes every attempt to establish communications to their staff, supporting leadership or other BHE leadership when a catastrophic event occurs.
- When communication systems are available; requests activation of the policy and subsequent plans, and relinquishes authority to supporting leadership when they and/or their staff are unable to perform duties necessary to help ensure continuity of operations.
- Works with the leadership of the supporting company to share leadership responsibilities when only partial leadership functions at the affected company can be performed.
- Resumes authority when leadership functions are restored adequately enough to ensure continuity of operations.

Supporting president and CEO, or designee:

- Performs the duties as both Pacific Power and Rocky Mountain Power CEO and president when the policy and subsequent plans are activated, either by request of the CEO and president of the affected company, or when communication cannot be made to affected leadership.
- Initiates communication processes to other BHE company presidents to notify of activation of this policy and any subsequent plans.
- Shares in leadership responsibilities when requested by the affected president, or designee.
- Relinquishes presidential and other leadership powers when requested by the affected president, or designee.

Related documents: None

Approvals: If applicable, these approval resources have also reviewed this document and submitted their approval:

Name	Title	Date
	N/A	

Changes to this policy must be approved by the president and CEO of both Pacific Power and Rocky Mountain Power.

Emergency Response Plan

Annex 2 – Executive Policy Group



Rocky Mountain Power | Pacific Power

Annex 02

Executive Policy Group

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Emergency Response Plan

Annex 2 – Executive Policy Group

Document Owner: Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content, and distributing a new version to document stakeholders.

The scale of the annual exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Authors: Jeff Bolton Teresa Connors Perez
Version: 1.0
Origination Date: 6/1/2019
Last Revision: 10/31/2019
Next Revision: 2020

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Emergency Response Plan

Annex 2 – Executive Policy Group

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1 OVERVIEW

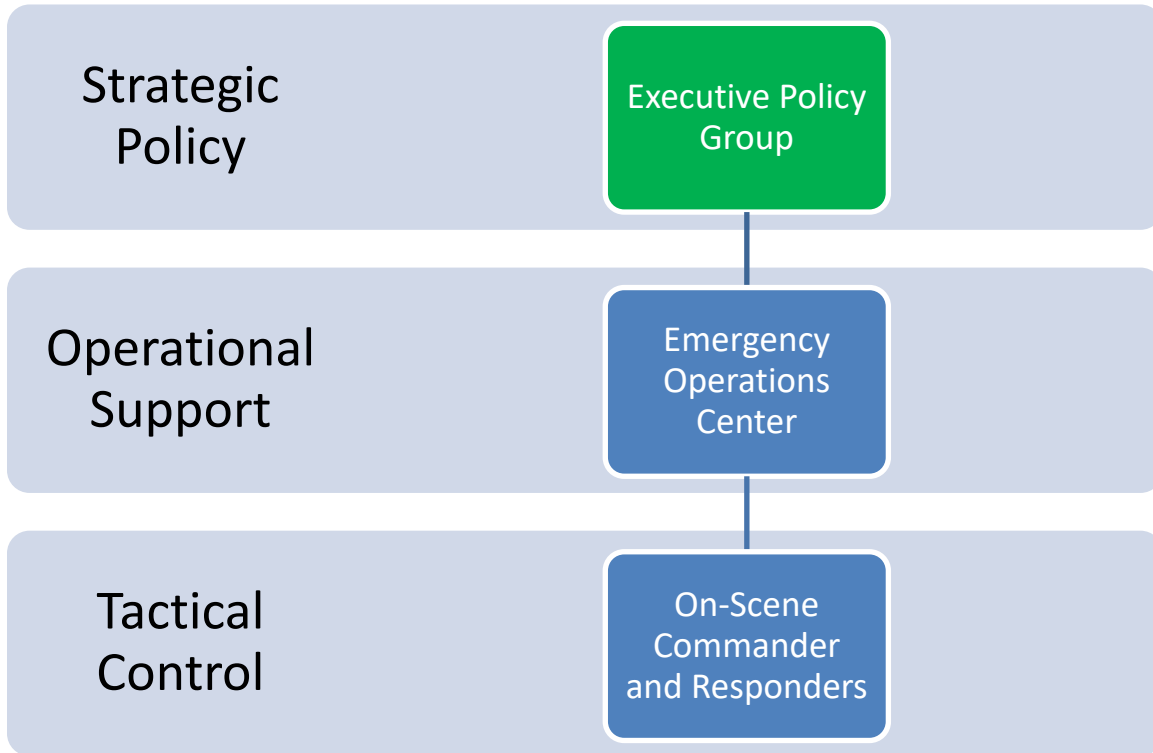
1.1 PURPOSE

This annex outlines steps that will be taken to manage any incident or event through activation, management, operation and deactivation of the company's Executive Policy Group. The Executive Policy Group is a unified group of representatives from Pacific Power and Rocky Mountain Power that provide support to the company during emergency incidents or events.

1.2 CONCEPT

The PacifiCorp emergency management structure provides a flexible and dynamic central command-and-control function that is activated for incidents and events which may require control and support beyond the capabilities of the day-to-day response resources. By implementing the principles found within the National Incident Management System, the structure is able to provide guidance and support to emergency responses of any size or scope. The Executive Policy Group provides needed support to operational resources through the following functions: (1) it collects, gathers and analyzes data; (2) makes decisions to protect life, property and the environment; (3) assists in the continuation of critical business processes; and (4) helps facilitate cross-platform incident coordination. This document provides guidelines that the Executive Policy Group follow for responding to, managing and transitioning to recovery from any emergency.

1.2.1 Organization Hierarchy.



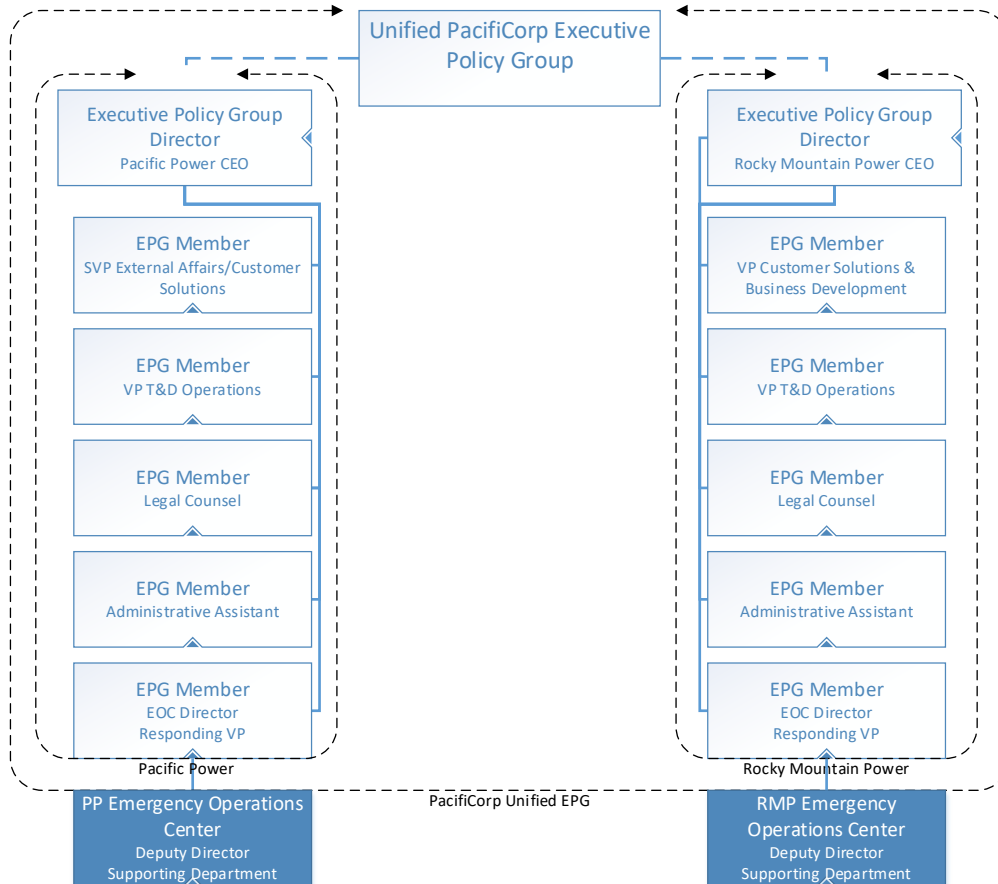
Definitions:

- Strategic Policy – highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should make broad policy and goal statements for the subordinate levels to achieve
- Operational Support – a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where incident support takes place.
- Tactical Control – the actual execution of the response. This level is the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning

2 EXECUTIVE POLICY GROUP

Strategic policy is created at and disseminated from this level. The Executive Policy Group report appropriate information to this level from the tactical and operational levels.

PacifiCorp Executive Policy Group



2.1 ROLES AND RESPONSIBILITIES

2.1.1 Executive Policy Group Director

- Provide high level priorities, goals and objectives for response
- Establish appropriate policy directives in support of response priorities
- Overall approval authority for all internal and external strategic messaging

2.1.2 Executive Policy Group Member

- Craft, review, and distribute public messaging upon approval from Executive Policy Group Director.

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Emergency Response Plan

Annex 2 – Executive Policy Group

All other positions will continue within their normal business responsibilities while conducting contingency operations.

3 ACTIVATION CRITERIA

Executive Policy Group activation will be based on severity of the incident and need for strategic support. The number of districts, customers without power, political or reputational damage, and publicity or media attention with the incident are key considerations to determine the need for Executive Policy Group activation.

When possible, the Chief Executive Officer may proactively establish command and control by activating the Executive Policy Group in anticipation of an event or incident.

Although activations are ultimately left to the judgement of the Chief Executive Officer, the following are examples of when Executive Policy Group activation may be appropriate:

- High profile locations are impacted;
- Limited resources are available for response;
- Mutual assistance requested;
- Key locations which could cause cascading effect to grid are impacted;
- Environmental damage concerns exist;
- Public sector emergency agency response (Fire, Police, Public Works, etc.) is occurring;
- Anticipated or forecasted manmade or natural events which may lead to political or reputational consequences;
- Events that may have safety or environmental impacts;
- Threats or incidents related to physical or cyber security;
- Anticipated or forecasted manmade or natural events that could impact the company's ability to continue critical business processes; or
- Events that require enhanced communication with the media or public agencies.

4 TYPES OF ACTIVATION

4.1 PHYSICAL ACTIVATION

This activation requires each group member to report to an identified location for contingency operations. Historically, a physical activation has been the preferred method to allow better collaboration during the situation.

4.2 VIRTUAL ACTIVATION

A virtual activation occurs when participants share information, make decisions and deploy resources remotely through technological tools without being present in the actual command center. Key benefits of virtual activation include:

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5.1.3 Alternate Command and Control Locations

The following alternate locations have been identified for potential Executive Policy Group operations in order of preference:



6 ACTIVATION LEVELS

The level which the Executive Policy Group operates is flexible during an activation. The level is determined by available staff, strategic support requirements and the judgement of the Executive Policy Group Director. The activation levels are:

Activation Level	Description	Staffing
Level 1 Not Activated	Routine monitoring of situation. No event or incident anticipated.	Not staffed or configured for operations. Situational awareness maintained by emergency management.
Level 2 Activated	Situation has developed which requires enhanced monitoring and coordination or a situation has developed which requires coordination extending beyond normal work duties.	May be staffed with a few personnel focused on situational awareness, partially staffed, or fully staffed with or without 24 hour operations based on Response Director guidance.

7 EXECUTIVE POLICY GROUP ACTIVATION

7.1 NOTIFICATION

Activation of the Executive Policy Group can be requested by any department director or higher who needs, or anticipates the need for enhanced communication and incident coordination capabilities. The decision to activate and the Executive Policy Group staffing will be made by the Chief Executive Officer.

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Annex 2 – Executive Policy Group

The following email will also be sent to the Notification email group:

SUBJECT (e-mail subject line): Executive Policy Group Activation Notification—*<Insert incident type>*

(E-mail text): The Executive Policy Group has been ACTIVATED as of *<Insert time and date>* due to *<Insert incident description>*

- At this time, approximately *<Insert number>* customers are impacted, primarily in the *<Insert affected area description>* area.
- Operations personnel have been mobilized and are currently in assessment mode.
- Planning meetings will be scheduled immediately following this notification.
- If your participation is required or requested, you will receive meeting information in forthcoming notices.

Executive Policy Group Director: *< Chief Executive Officer or designee>*

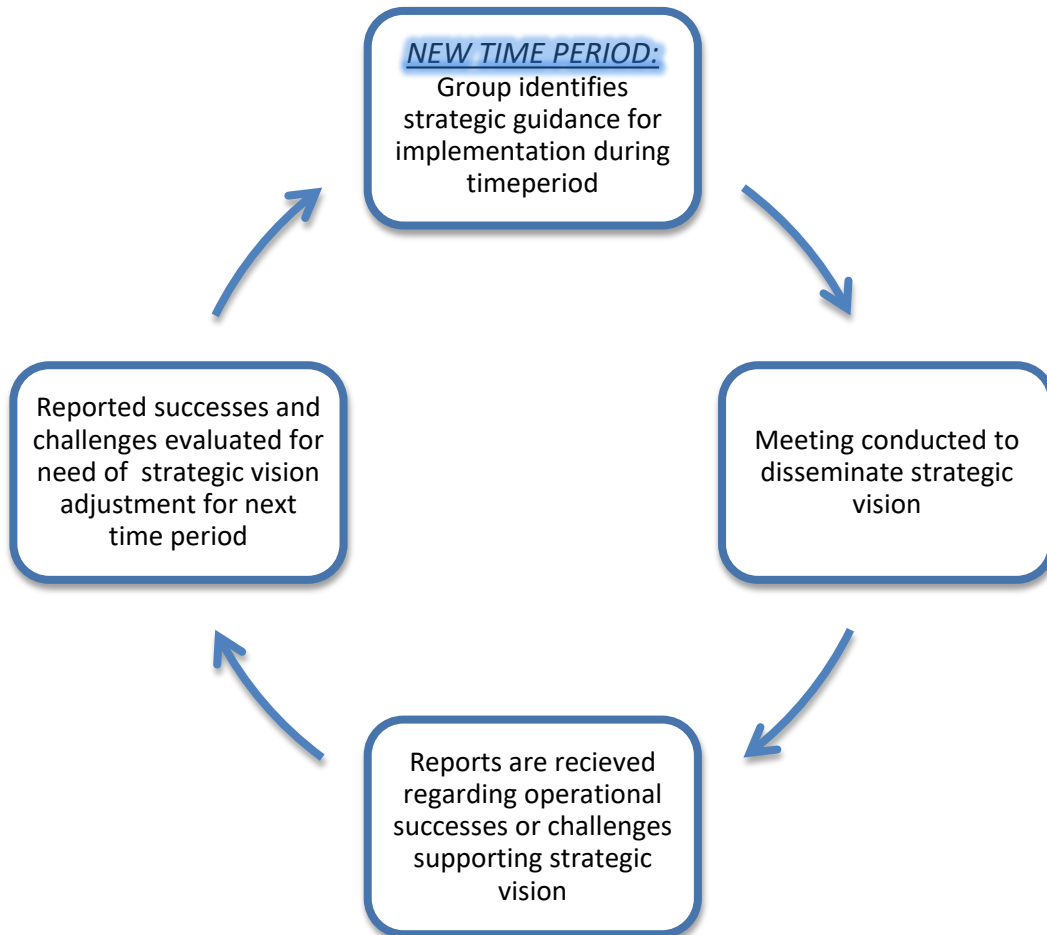
7.2 INITIAL RESPONSE

- Establish incident management leadership (i.e., the person that will be in in charge for this incident).
- Establish an initial meeting time and location where Executive Policy Group members will assemble
- Unless otherwise directed by the Executive Policy Group Director, proceed to the primary Executive Policy Group facility at [REDACTED]
- If [REDACTED] is unavailable, proceed to the [REDACTED].
- Notify supporting company Emergency Management of the incident and request standby for assistance with incident coordination.

If Executive Policy Group members or local leadership are unavailable, contact supporting company emergency management for assistance with communication and coordination.

8 INCIDENT STABILIZATION AND CONTROL

8.1 EXECUTIVE POLICY GROUP OPERATIONAL CYCLE



A “time period” is a flexible amount of time between the beginning and the end of an operational cycle. Initially this may be as short as a few hours, as operations progress and the situation is controlled the time period may be extended to a day or longer.

8.2 INCIDENT CONTROL

Response to incidents and emergencies is based on the severity and potential impact. Initial steps include:

- Assess situation;
- Ensure personnel and public safety;
- Address fuel, shelter, food, water, sanitation and security issues for workers;
- Address human resources and employees/family mass care services (e.g., mental health, medical, payroll, temporary shelter and financial assistance services); and
- Coordinate with state and federal agencies.

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Emergency Response Plan

Annex 2 – Executive Policy Group

- Restore or normalize communication services (voice, radio, and microwave);
- Coordinate internal and external communications;
- Prevent damage to the environment, systems and property;
- Provide essential services;
- Designate the location for ongoing Executive Policy Group functions;
- Verify customer service status (inbound/outbound calls);
- Designate a communication process with customer service, field and substation operations;
- Conduct planning sessions with available Executive Policy Group resources. Topic considerations may include:
 - Resource availability.
 - Environmental impacts and mitigation.
 - Updates by department.
 - Cross-platform coordination.
 - Facility damage assessments.
 - System status.
 - IT systems availability.
 - Business processes impacted by the event and recovery capability.
 - Communication processes to key stakeholders, customers, media and other external entities.
 - Availability and need for food, water, shelter, sanitation and security for workers.
 - Executive Policy Group staffing rotations.

9 EXECUTIVE POLICY GROUP DEACTIVATION

Upon completion of the incident, defined as management of the situation without the need for Executive Policy Group support, the Executive Policy Group will be deactivated.

Any notes, documents or reports created by the Executive Policy Group should be compiled and provided to Emergency Management for inclusion in any after action reporting.

The following correspondence will be sent to any entity which was made aware of the Executive Policy Group activation:

<i>SUBJECT (e-mail subject line):</i> Executive Policy Group Deactivation Notification— <i><Insert incident type></i>
--

<i>(E-mail text):</i> The Executive Policy Group has been DEACTIVATED as of <i><Insert time and date></i> due to <i><Insert incident description></i> Executive Policy Group Director: <i><insert name></i>

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10 EXECUTIVE POLICY GROUP ACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions 		
Actions	Responsible	Reference Section
Receive requests from appropriate director or higher and decide if activation is necessary	President and CEO/designee	4
Decide on type (physical location or virtual), location (primary or alternate) and level of activation (enhanced, partial or full) and notify requesting department(s) of decision	President and CEO/designee	5, 6, 7
Send Email to notification group	Emergency Manager	8.1
In accordance with the Berkshire Hathaway Energy (BHE) Emergency Operations Guide¹: Notify Bill Fehrman (BHE Coordinating Executive) at 515-281-2326 (office) or [REDACTED] (cell) of the situation and ascertain if the BHE Emergency Operations Center (BHE EOC) should be activated. a. Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.	President and CEO/designee	BHE Emergency Operations Guide
Receive situational update from affected department(s)	Executive Policy Group Director	
<i>Upon completion of activation, continue to the Operation Cycle Checklist</i>		

¹ The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the emergency management organization.

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11 EXECUTIVE POLICY GROUP OPERATION CYCLE CHECKLIST

Objectives		
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions. • This section will be repeated for each time period 		
Actions	Responsible	Reference Section
<p>Establish time for strategic planning meeting with Executive Policy Group</p> <p>Key items to consider during planning meetings:</p> <ul style="list-style-type: none"> ○ Safety concerns ○ Current capabilities ○ Current staffing levels ○ Damage assessment ○ Resources lost ○ Transportation routes and access ○ External messaging ○ Political and reputational effects 	Executive Policy Group Director	9
Identify any guidance which should be disseminated through departments	Executive Policy Group Director	3
Receive updated reports from departments regarding operational successes and challenges	Executive Policy Group Members	3
Adjust staffing levels and/or type and location of Executive Policy Group as appropriate based on situational changes	Executive Policy Group Director	
Conduct meeting to adjust strategic guidance based on updated information	Executive Policy Group Director	9
<i>Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.</i>		3

12 EXECUTIVE POLICY GROUP DEACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions 		
Actions	Responsible	Reference Section
Upon notification or executive decision that Executive Policy Group support is no longer necessary, begin deactivation process	Executive Policy Group Director	10
Gather any documentation generated and provide to Emergency Management for after action reporting	Executive Policy Group Members	10
Send Email notification of deactivation of Executive Policy Group	Executive Policy Group Director	10
Upon deactivation return to normal business duties		



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Annex 03

Emergency Operations Center

Annex 3 – Emergency Operations Center

Document Owner: The manager of emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content, and distributing any new version of the document stakeholders.

Authors: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: 10/31/2019 Next Revision: 2020
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1 PLAN OVERVIEW

1.1 PURPOSE

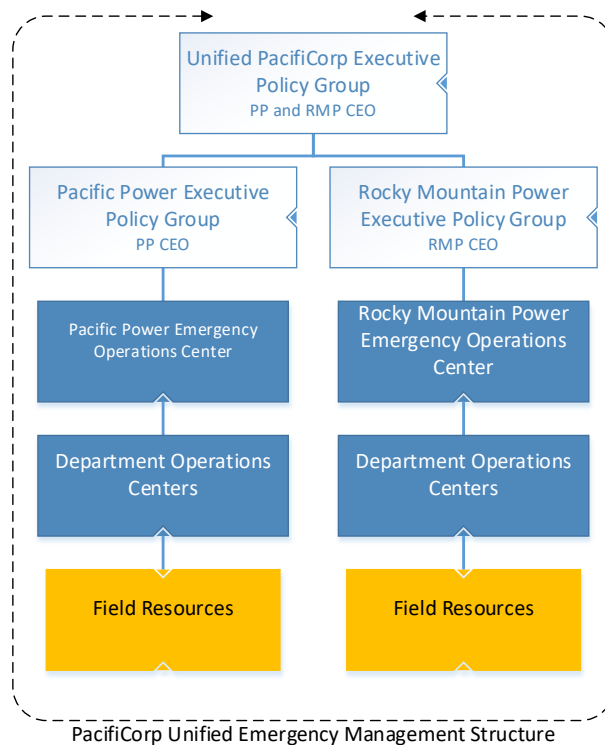
This plan outlines the steps which will be taken to manage any incident through activation, management, operation and deactivation of the Emergency Operations Center (EOC).

1.2 CONCEPT

The company emergency management structure provides a flexible and dynamic central command-and-control function for incidents which may require control and support beyond the capabilities of the day-to-day response resources. By implementing the principles found within the National Incident Management System, the structure is able to provide guidance and support to responses of any size or scope. To provide needed support to operational resources the Emergency Operations Center collects, gathers and analyzes data; makes decisions to protect life, property and the environment; assists in the continuation of critical business processes and helps facilitate cross-platform incident coordination. This document provides guidelines for responding to, managing and transitioning to recovery from any emergency.

2 INCIDENT MANAGEMENT TEAM ORGANIZATION

2.1 ORGANIZATION HIERARCHY



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Definitions:

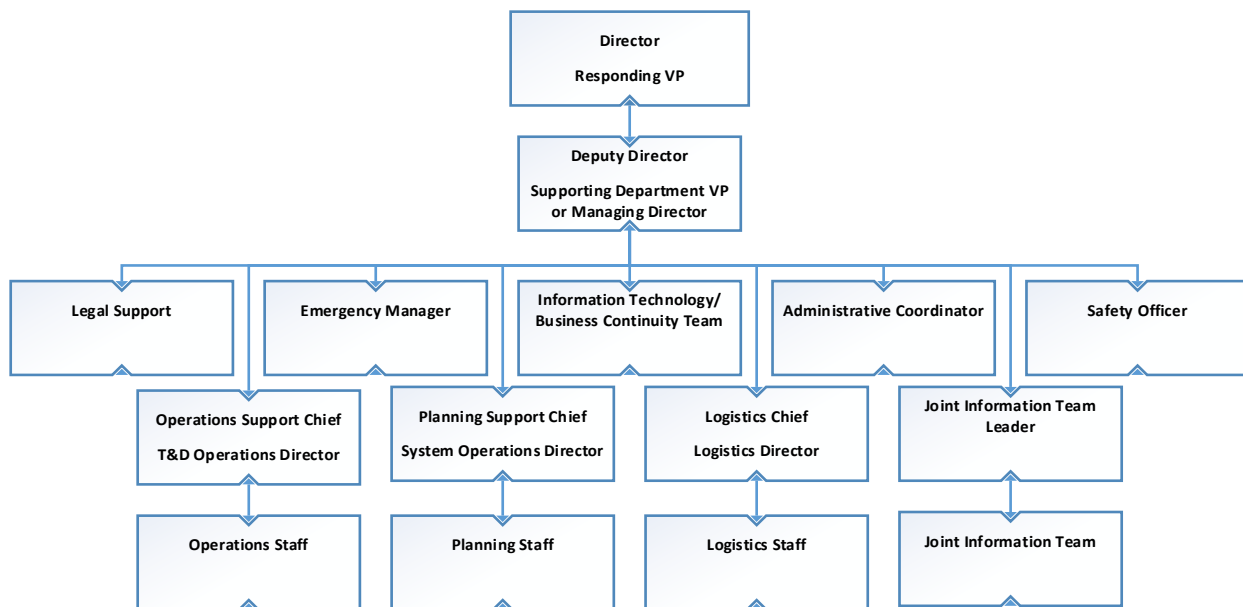
- Strategic Policy is the highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should make broad policy and goal statements for the subordinate levels to achieve.
- Operational Support is a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where the big picture planning takes place.
- Tactical Control is the actual execution of the response. This level is the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning

2.2 EXECUTIVE POLICY GROUP

The Executive Policy Group is discussed in Annex 2 and is responsible for the strategic policy direction during widespread or complex incidents.

2.3 EMERGENCY OPERATIONS CENTER

The EOC provides operational guidance and support to the tactical response resources and reports current situational information to the Executive Policy Group. The EOC organizational structure is designed to be scalable based on situational needs. The following example is for a full activation during a complex situation:



2.3.1 Emergency Operations Center Organization

The EOC Command Staff, listed below, is responsible for the overall management of the response at both the tactical control and strategic support levels. The tactical control area positions are those

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Annex 3 – Emergency Operations Center

responsible for the responding field operations crews and those in the operational support area are responsible for providing requested support to the tactical crews.

Command Staff	Operational Support	Tactical Control
EOC Director/Deputy Director	Business and Community Liaison Officer	Operations Chief(s)
Area/Incident Commander(s)	Tariff Coordinator	Dispatch
System Operations Chief	Customer Service Officer	Vegetation Management
Operations Support Chief	HR Coordinator	Response Crews
Planning Support Chief	IT Coordinator	Base and Staging Area Manager
Logistics Chief	Environmental Officer	Incident Command Post Liaison Officer
Generation Chief	Administration Support	
Emergency Manager	Material Coordinator	
Safety Officer	Transportation Coordinator	
Joint Information Team Leader	Workforce Coordinator	
Legal and Risk Officer	Base and Staging Area Coordinator	

2.3.2 Roles and Responsibilities

The EOC is led by the EOC Director and EOC Deputy Director, who have overall responsibility for incident supported by the rest of the Command Staff (identified in the table above).

EOC Director and Deputy EOC Director

The EOC Director has been delegated the authority to manage all incident-related activities, establish priorities and allocate company resources. The EOC Deputy Director will assist with all EOC Director roles and responsibilities. The EOC Deputy Director and must be equally qualified to become EOC Director if needed.

Roles and responsibilities include:

- Activates and demobilizes the EOC;
- Establishes and manages the incident organization;
- Identifies planning schedules (operational periods) and work schedules;
- Directs activation of mutual assistance agreements when applicable;
- Establishes incident priorities;
- Leads all operational support meetings;
- Ensures incident activities are documented;
- Approves all internal and external communication; and
- Represents the EOC at the Executive Policy Group.

2.3.2.1 Command Staff

Area/Incident Commander

Area/Incident Commander roles and responsibilities are discussed in Annex 4 (On-Scene Response and Stabilization).

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Public Information Officer (PIO)

The PIO coordinates and facilitates all media information, responds to media requests and proactively provides approved incident information to local, regional and national news organizations. Roles and responsibilities include:

- Ensures control of a single message being delivered by all EOC members, the EOC Director or EOC Deputy Director approves any information the PIO releases.
- Establishes the schedule for news briefings and media releases.
- Provides regular updates on media requests to the incident organization.
- Advises EOC Director or EOC Deputy Director on information dissemination and media relations.

Legal and Risk Officer

The Legal and Risk Officer is activated as an advisory position, at the highest level activated command structure, anytime a risk exists for the event to become litigious or has potential compliance impacts. Roles and responsibilities include:

- Provides legal counsel and guidance to the EOC Director or EOC Deputy Director for the Emergency Operations Center;
- Collaborates with counsel of response-partners to ensure the company's response activities are in compliance with existing laws, regulation and guidelines; and
- Evaluates the possibility of future claims and litigation.

Safety Officer

The safety officer coordinates all safety related activities, working with the EOC and the field. Roles and responsibilities include:

- Leads the Safety Staff;
- Coordinates safety and environmental information with the EOC Director or EOC Deputy Director;
- Establishes the safety strategy and implements a deployment strategy for safety coordinators;
- Ensures all safety incidents are reported;
- Evaluates the initial conditions of the event and provides a safety message to the on-scene commander; and
- Prepares appropriate safety messages for internal and external dissemination.

Emergency Manager

The Emergency Manager assists the EOC Director with EOC activation, maintains incident command protocols and helps ensure consistent and accurate event communication. Roles and responsibilities include:

- Coordinates incident-related activities with other public and private sector emergency managers;

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- Assists with set-up of the EOC;
- Ensures protocols are followed in coordination with the EOC Director;
- Assists with information development and management; and
- Assists with requests for mutual assistance (inbound and outbound).

Administration and Finance Section Chief

This position's primary function is to ensure a well-coordinated information management process throughout the event. Roles and responsibilities include:

- Leads the Administration and Finance Section;
- Validates accuracy of gathered data and information during planning meetings;
- Manages all incident related documentation;
- Manages completion, review, EOC Director or EOC Deputy Director's approval and distribution of the Incident Update Report;
- Monitors appropriate EOC and Field Operations Mailboxes for requests;
- Relays issues or concerns related to administrative tasks and information management to the EOC Director or EOC Deputy Director;
- Tracks costs, analyzes cost data, makes estimates, and recommends cost savings measures;
- Provides central point for data collection and report finalization;
- Tracks personnel and equipment time;
- Processes claims for accidents and injuries;
- Collects data concerning emerging issues, corrective actions, and lessons learned during activations; and
- Works with logistics to ensure resources are procured.

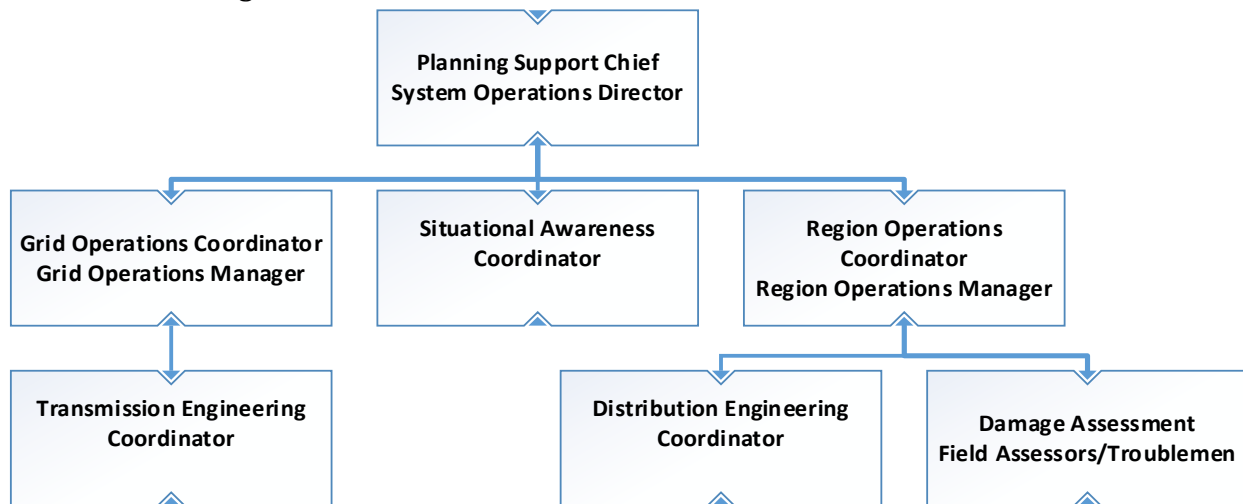
Logistics Chief

This position works with both tactical and EOC personnel, managing resource information from a global perspective. Roles and responsibilities include:

- Leads the Logistics Section;
- Communicates and collaborates with tactical response and other staff on incident requirements and available workforce;
- Provides recommendations to the EOC Director or EOC Deputy Director on how to maximize the effectiveness of all personnel;
- Coordinates with emergency management on mutual assistance requests from other utilities;
- Orders and tracks arrival of commodities, teams, and personnel ordered or arranged by staff to support on-scene incident management operations;
- Plans, prepares, implements, and evaluates all logistics functions needed to support response, EOC and staff; and
- Identifies requirements for contractors, specialized vehicles and services, helicopters, and/or additional personnel from outside sources

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2.3.2.2 Planning Section

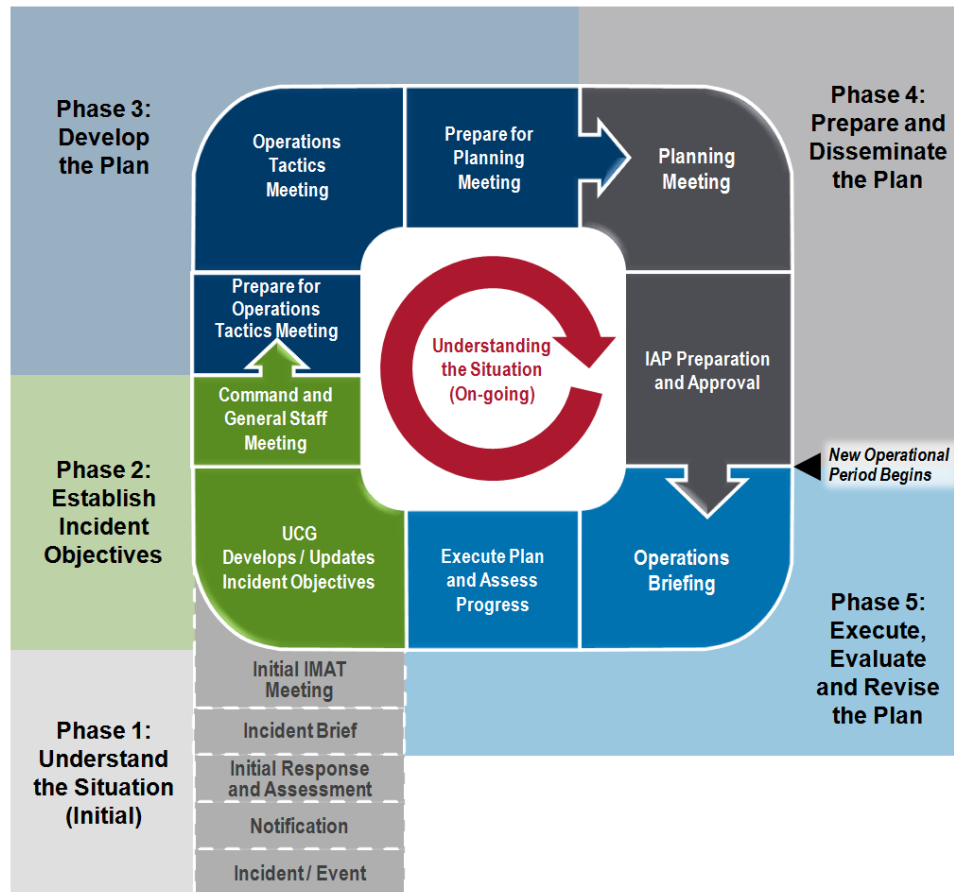


Planning Support Chief

During an activation, the Planning Support Chief is responsible for coordinating the Incident Action Plan. Roles and responsibilities include:

- Ensures all safety and environmental protocols are included in the Incident Action Plan;
- Manages the planning process;
- Manages Technical Specialists;
- Leads all planning meetings;
- Ensures incident activities are documented;
- Collates data from initial and ongoing assessment of incident-related damage and needs, conduct impact analyses, and executes planning and resource decisions with assessment results;
- Facilitates information sharing across various centers and jurisdictions involved in an incident and with senior leadership;
- Maintains and displays situation status;
- Gathers, analyzes, and disseminates information and intelligence;
- Compiles, manages and generates the Incident Action Plan through the use of the Emergency Operations Center Planning Process (shown in the chart below)

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- Develops alternative strategies;
- Maintains and displays situation status;
- Prepares the Demobilization Plan; and
- Maintains an event log.

Grid Operations Coordinator

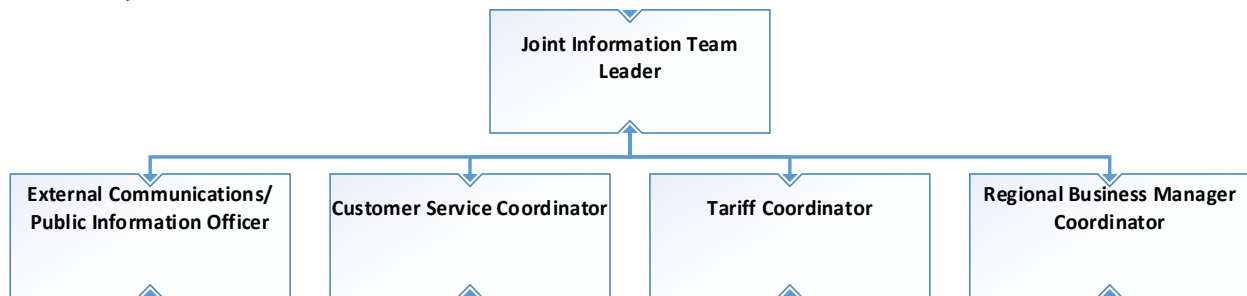
The System Grid Coordinator is responsible for identifying, reporting and analyzing the current and forecasted status of the overall grid.

Roles and responsibilities include:

- Providing current outage status to Planning Chief; and
- Coordinating restoration efforts directly with Transmission Owners and California Independent System Operator (CAISO) as appropriate by:
 - Identifying potential cascading outages; Tracking number of customers out of service and outage timing; and
 - Advising on which part of the grid to energize during restoration operations.

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2.3.2.3 Joint Information Team



Regional Business Manager Coordinator

The business and community liaison officer is responsible for coordinating event-related information and EOC activities with business and community staff who work in the field.

Roles and responsibilities include:

- Establishes regular communication with business and community leaders and field resources;
- Works with public and private sector resources to establish warming or cooling shelters and provides shelter information to the command team for media, customer service and public utility commission updates;
- Proactively calls managed accounts in the affected area;
- Reports customer concerns to the Planning Chief; and
- Participates in joint information sessions with the PIO, when applicable.

Customer Service Coordinator

The customer service officer maintains an overall picture of the emergency in terms of its effect on company customers and the Customer Service Center (CSC).

Roles and responsibilities include:

- Implements the customer service incident strategy in coordination with the EOC (e.g., staffing, overtime);
- Relays customer needs, concerns or complaints being fielded by CSC representatives or through technology (e.g., social media, company website);
- Reports on customer service systems performance (technology);
- Collaborates with the PIO, business and community officer, tariff and information coordinators on outage status, ETRs and warming or cooling shelter information for customers;
- Ensures approved and timely messages are crafted and installed on the IVR system, website and social media outlets; and
- Coordinates and ensures completion of automated customer callbacks.

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Tariff Coordinator

The tariff coordinator is the EOC liaison to the public utility commission (PUC) throughout an event.

Roles and responsibilities include:

- Notifies the PUC of EOC activation and closure status;
- Develops and provides regular, approved updates to the PUC and fields PUC requests and coordinates responses with the EOC Director or EOC Deputy Director;
- Notifies the Planning Chief of customer complaints filed with the PUC; and
- Provides advice to the EOC regarding compliance with PUC regulatory requirements.

2.3.2.4 Administration Section



Administration Support Specialist

The Administration Support Specialist provides critical administration and coordination services to the EOC.

Roles and responsibilities include:

- Assists coordination of operations and general planning meetings at the request of the Administration Chief;
- Assists the EOC Director or EOC Deputy Director and Emergency Manager with EOC activation;
- Assists with the rotation schedule and shift change information; and
- Assists in acquiring meals, beverages and lodging for EOC personnel.

Labor Relation (HR) Coordinator

The labor relations coordinator provides guidance and coordinates information with field operations managers and labor union officials, in collaboration with EOC personnel.

Information Technology (IT) Coordinator

The IT coordinator ensures critical systems related to outage management remain operational throughout the incident and is the liaison to IT organizations regarding EOC information. This position reports directly to the Administration Chief.

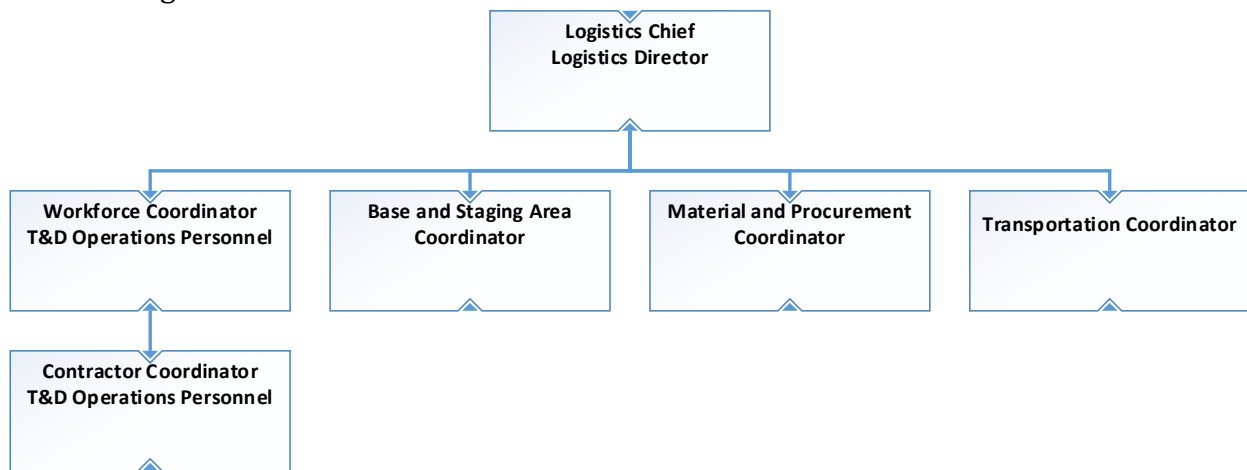
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Roles and responsibilities include:

- Implements an IT “change freeze” at the request of the EOC Director or EOC Deputy Director;
- Coordinates and liaises with the ITEAC;
- Monitors and reports on performance of business-critical systems;
- Responds to technology concerns, issues and requests from the EOC or field operations districts impacted by the event; and
- Escalates technology issues in the IT organizations to ensure rapid response and resolution.

2.3.2.5 Logistics Section



Material Coordinator

The logistics coordinator provides support to field personnel, acquiring and distributing tools and materials for assessment and restoration work.

Roles and responsibilities include:

- Identifies and implements a strategy to distribute and stage materials based on projected incident needs; and
- Ensures an appropriate compliment of logistics personnel to support the incident.

Transportation Coordinator

The Transportation Coordinator provides support to field personnel and works with the Warehouse Coordinator on all aspects of transportation, vehicle and equipment needs.

Roles and responsibilities include:

- Fulfills identified vehicle and equipment needs;
- Secures chartered and commercial transportation;
- Determines best routes for personnel and equipment deployment;
- Ensures sufficient supplies of fuel for vehicles and equipment;

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- Works with Department of Transportation and other public resources on port-of-entry, assisting crew and equipment movement in the impacted area; and
- Ensures an appropriate compliment of mechanics.

Workforce Coordinator

The Workforce Coordinator provides information regarding crew capability, location and availability. The Workforce Coordinator will also works with the Transportation and Warehouse Coordinators to ensure the workforce has the needed supplies and equipment to complete assigned tasks.

Roles and responsibilities include:

- Tracking workforce assignments and locations;
- Coordinating appropriate staffing levels at affected locations;and
- Trackibg work rest cycles based on situation.

Base and Staging Area Coordinator

The Base and Staging Area Coordinator manages material, personnel and logistical needs of all established base camps and staging areas.

Roles and responsibilities include:

- Ensuring the base camps and staging areas are well stocked with needed materials;
- Ensuring no base camps or staging areas are assigned more personnel than they can support; and
- Coordinating housing and subsistence for responding personnel.

2.3.2.6 Safety Staff

Environmental Officer

The Environmental Officer coordinates all environmental related activities. This position reports directly to the Safety Officer.

Roles and responsibilities include:

- Establishes the environmental strategy;
- Implements a deployment strategy for environmental coordinators; and
- Ensures all environmental incidents are reported.

2.3.3 Simple Situation Emergency Operations Center

For less complex situations the full staffing of the EOC may not be required. For those responses the company begins with a simpler organizational structure. In some cases the roles and responsibilities for multiple previously listed positions will be assumed by a single person. For example the Logistics, Administration and Finance Chief could assume Administration and Finance Chief and Logistics Chief Roles and Responsibilities.

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2.4 ON-SCENE COMMAND AND TACTICAL CONTROL

Level for tactical action responsibility. Provides situational updates to appropriate EOC.

Tactical Control typically focuses on the activities at the incident scene. These resources identify and implement the tactics for response and recovery, while all other resources under the EOC Director or EOC Deputy Director provides support to the tactical or operational areas who implement the tactical plan.

The on-scene tactical response is discussed in Annex 4.

3 ACTIVATION CRITERIA

This plan may be activated when normal operations capabilities are exceeded and immediate action is required. Response to incidents and emergencies are based on the severity and potential impact. Initial steps include:

- Assess situation.
- Ensure personnel and public safety.
- Coordinate internal and external communications.
- Prevent damage to the environment, systems and property.
- Provide essential services.
- Temporarily assign emergency work.
- Invoke emergency authorization to procure and allocate resources.
- Activate and staff an Emergency Operations Center.

Activation of the EOC can be requested by anyone who needs, or anticipates the need for, enhanced communication and incident coordination. The ultimate decision to activate the EOC falls to the designated EOC Director or EOC Deputy Director. When possible, the EOC Director or EOC Deputy Director will proactively establish command and control by activating the EOC in anticipation of an event or incident.

Activation of the Emergency Operations Center may occur for a number of reasons. Some examples are:

Situation
Multi District outages which may create competition for resources
Response requires mutual assistance activation
Potential for political or media attention
Over 50% of district customers out of service
Assessment and restoration times predicted to be beyond 24 hours
Predicted weather which will likely cause widespread outages or impact the company's critical business processes
Any situation which may not be controllable at the local level
Physical or cyber security threats

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On-scene Commander request
EOC Director or EOC Deputy Director, Emergency Manager or Executive request
Safety or environmental impacts
Activation of business continuity plan(s)
Support of public sector emergency agency response (fire, police, public works, etc.)

To request activation:

- Contact any one of the company’s designated EOC Directors, EOC Deputy Directors or the Emergency Manager for assessment.
- If activation is necessary the EOC Director will determine the appropriate activation level.

4 TYPES OF ACTIVATION

4.1 PHYSICAL ACTIVATION

Physical activation requires each group member to respond to an identified location for contingency operations. A physical activation is the preferred method to allow better collaboration during the situation.

4.2 VIRTUAL ACTIVATION

A virtual activation moves the physical location into cyberspace through a variety of technological tools. This activation occurs when participants can share information, make decisions and deploy resources without being present in the actual command center. Key benefits of virtual activation include:

- Safety: Allows members to stay in a safe location when travel may present a risk.
- Timing: allows participants to begin managing the event immediately, rather than waiting for a team to assemble at a physical location.

4.3 PHYSICAL AND VIRTUAL HYBRID

The most common activation is a hybrid of both the physical and virtual activation. Some staff will be in the physical location while others are able to assist from other locations through virtual means.

5 ACTIVATION LEVELS

The level which the Emergency Operations Center operates is flexible during an activation. The level is determined by available staff, strategic support requirements and the judgement of the Emergency Operations Center Director. The activation levels are:

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Activation Level	Description	Staffing
Level 1 Not Activated	Routine monitoring of situation. No event or incident anticipated.	Not staffed or configured for operations. Situational awareness maintained by emergency management.
Level 2 Activated	Situation has developed which requires enhanced monitoring and coordination or a situation has developed which requires coordination extending beyond normal work duties.	May be staffed with a few personnel focused on situational awareness or partially staffed or fully staffed with or without 24 hour operations based on EOC Director or EOC Deputy Director guidance.

6 PACIFIC POWER EOC LOCATIONS

6.1 PRIMARY LOCATION

The EOC is a secured location on [REDACTED]

Because PCs are not available for each position, activated staff should bring their laptop, charger and network cables.

6.2 SECONDARY LOCATION

The secondary location for the EOC is at the [REDACTED]

This is a secured location. To activate this facility, contact corporate business continuity or emergency management.

Directions from Interstate 5, [REDACTED]

[REDACTED]

This location is approximately [REDACTED]

6.3 OTHER COMMAND AND CONTROL LOCATIONS

The following alternate locations have been identified for potential EOC operations in order of preference:

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If Rocky Mountain Power has assumed control of the situation command and control will be conducted [REDACTED]

7 EMERGENCY OPERATIONS CENTER ACTIVATION

7.1 NOTIFICATION

Upon the decision to activate the EOC the following should be called immediately:

- EOC Director or EOC Deputy Director
 - Upon notification decide appropriate EOC staff level.
- Emergency Manager.

The following email will also be sent to the _EOC Notification email group:

SUBJECT (e-mail subject line): Emergency Operations Center Activation Notification—
<Insert incident type>

(E-mail text): The Emergency Operations Center (EOC) has been ACTIVATED as of *<Insert time and date>* due to *<Insert incident description>*

- At this time, approximately *<Insert number>* customers are impacted, primarily in the *<Insert affected area description>* area.
- Operations personnel have been mobilized and are currently in assessment mode.
- Operations and general planning meetings will be scheduled immediately following this notification.
- If your participation is required or requested, you will receive meeting information in forthcoming notices.

EOC Director or EOC Deputy Director: *<insert name>*

7.2 INITIAL RESPONSE

- Establish incident management leadership
- Establish an initial meeting time and location where Emergency Operations Center members will assemble.
- Unless otherwise directed by the Emergency Operations Center Director, proceed to the primary Emergency Operations Center facility at [REDACTED]
- If [REDACTED] is unavailable, proceed to the [REDACTED]
- Notify Rocky Mountain Power Emergency Management of EOC Activation for situational awareness in the event additional support is required.

If Emergency Operations Center members or local leadership are unavailable, contact supporting company emergency management for assistance with communication and coordination.

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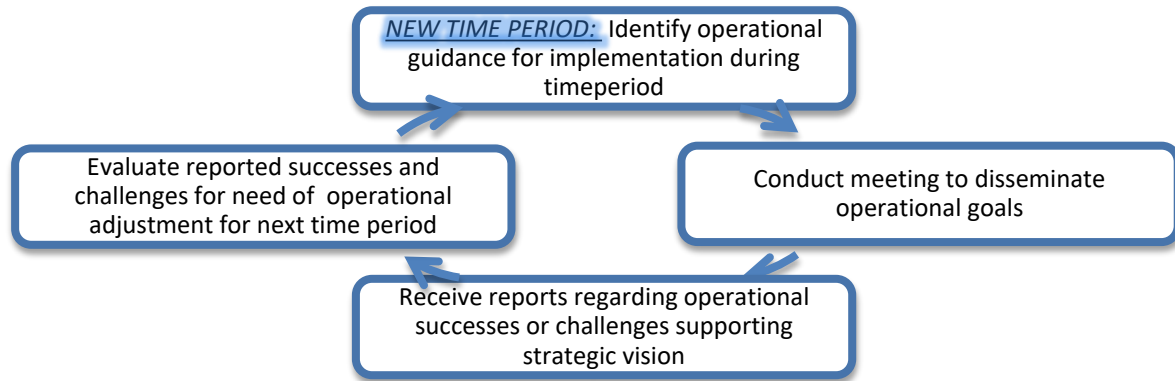
8 INCIDENT STABILIZATION AND CONTROL

8.1 INCIDENT STABILIZATION AND CONTROL

Response to incidents and emergencies is based on the severity and potential impact. Initial steps include:

- Assess situation.
- Ensure personnel and public safety.
- Fuel, shelter, food, water, sanitation and security issues for workers.
- Human resources and employees/family mass care services (e.g., mental health, medical, payroll, temporary shelter and financial assistance services).
- Coordinating with state, county and city agencies.
- Restore or normalize communication services (voice, radio, and microwave).
- Coordinate internal and external communications.
- Prevent damage to the environment, systems and property.
- Provide essential services.
- Designate the location for ongoing Emergency Operations Center functions.
- Verify customer service status (inbound/outbound calls).
- Designate a communication process with customer service, field and substation operations.
- Conduct planning sessions with available Emergency Operations Center resources. Topic considerations may include:
 - Resource availability.
 - Environmental impacts and mitigation.
 - Fuel availability.
 - Updates by department.
 - Cross-platform coordination.
 - Facility damage assessments.
 - System status.
 - IT systems availability.
 - Business processes impacted by the event and recovery capability.
 - Communication processes to key stakeholders, customers, media and other external entities.
 - Availability and need for food, water, shelter, sanitation and security for workers.
 - Emergency Operations Center staffing rotations.

8.2 EMERGENCY OPERATIONS CENTER OPERATIONAL CYCLE



A “time period” is a flexible amount of time between the beginning and the end of an operational cycle. Initially this may be as short as a few hours, as operations progress and the situation is controlled the time period may be extended to a day or longer.

8.3 OPERATIONS PLANNING CALL

8.3.1 Attendance

The following will attend the call:

Mandatory attendance	Optional Attendance	Tactical Control
EOC Director	Environmental Officer	Operations Chief
EOC Deputy Director	Administrative Coordinator	Dispatch
Area Commander	Material Coordinator	Vegetation Management
Incident Commander	Transportation Coordinator	
Operations Support Chief	Workforce Coordinator	
Logistics Chief	Outage Monitor	
System Operations Chief	Base and Staging Area Coordinator	
Emergency Manager	System Grid Coordinator	
Safety Officer		

8.3.2 Agenda

See Appendix A

8.4 INFORMATION AND MESSAGING CALL

8.4.1 Attendance

The following will attend the call:

Command Staff	Operational Support
EOC Director	Joint Information Leader
EOC Deputy Director	Public Information Officer
Area and/or Incident Commander	Business and Community Liaison Officer
Operations Support Chief	Tariff Coordinator
Logistics Chief	Customer Service Officer
Planning Support Chief	HR Coordinator
Emergency Manager	IT Coordinator
Safety Officer	

8.4.2 Agenda

See Appendix C

9 EMERGENCY OPERATIONS CENTER DEACTIVATION

Upon completion of the incident defined as the point when the On-scene Commander is able to provide command and control of the situation without EOC support, the EOC will be deactivated. The following correspondence will be sent to any entity which was made aware of the EOC activation:

SUBJECT (e-mail subject line): Pacific Power Emergency Operations Center Deactivation Notification—*<Insert incident type>*

(E-mail text): The Pacific Power Emergency Operations Center (EOC) has been DEACTIVATED as of *<Insert time and date>* due to *<Insert incident description>*

- At this time, approximately *<Insert number>* customers remain impacted, primarily in the *<Insert affected area description>* area.
- Oversight for operational response has transitioned from the Pacific Power Emergency Operations Center to local district operations.

EOC Director or EOC Deputy Director: *<insert name>*

10 EMERGENCY OPERATIONS CENTER ACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions 		
Actions	Responsible	Reference Section
Receive requests from appropriate director or higher and decide if activation is necessary.	EOC Director or Deputy Director	3
Decide on type (physical location or virtual), location (primary or alternate) and level of activation (enhanced, partial or full) and notify requesting department(s) of decision.	EOC Director or Deputy Director	4, 5 & 6
Send Email to notification group.	EOC Director or Deputy Director	7.1
Identify initial Emergency Operations Center activation staffing and appropriate activation locations or activate virtually.	EOC Director or Deputy Director	7.2
EOC staff will respond to designated location or activate virtually as directed.	EOC Staff	5
Conduct initial Operations Call for situational update and response status.	EOC Director or Deputy Director	8.2
Initiate immediate actions for Life Safety and Incident Stabilization actions.	EOC Director or Deputy Director	8.4
Upon completion of activation, continue to the Operation Cycle Checklist.		

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11 EMERGENCY OPERATIONS CENTER OPERATION CYCLE CHECKLIST

Objectives
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions. • This section will be repeated for each time period

Actions	Responsible	Reference Section
Identify goals for next time period.	EOC Director	8.1
Conduct Operations Planning Meeting.	EOC Director	8.2 & Appendix A
Compile notes from Operations Planning Meeting.	Administration Chief	Appendix B
Identify external messaging.	EOC Director	
Conduct General Planning Meeting.	EOC Director	8 & Appendix C
Monitor response, receive reports from On-scene Commander.	EOC Director	8
Evaluate progress through time period.	EOC Director	8
Adjust goals as necessary if needed.	EOC Director	8
Update Executive Policy Group on situation and forecasted actions	EOC Director	
Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.		

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12 EMERGENCY OPERATIONS CENTER DEACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> • Complete response priorities 		
Actions	Responsible	Reference Section
Make decision to deactivate Emergency Operations Center.	EOC Director	
Return dispatch control to dispatch department.	EOC Director	
Notify Executive Policy Group or CEO of deactivation.	EOC Director	
Send E-mail to appropriate distro list of EOC Deactivation.	Emergency Manager	
Close EOC and return facility to day to day configuration.	Emergency Manager	
Upon deactivation return to normal business duties.		

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13 APPENDIX A – INITIAL EOC ACTIVATION MEETING AGENDA

Initial EOC Activation Conference Call



PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold

Emergency Operations Center Director – opens the call, conducts roll-call and reports on:

- Safety - issues and procedures to be followed
- Situation – current update
- Other information, as applicable

Report on the following as called upon:

1. **Emergency Manager:**
 - a. current / forecast weather conditions
 - b. Public sector contact and requests
2. **Planning Section Chief**
 - a. System status/Customer count
 - b. De-energization / re-energization switching plans
3. **Operations Section Chief**
 - a. Initial situation assessment
 - b. Current capability for response
 - c. Forecasted resource shortfalls
4. **All Participants:**
 - a. issues / needs
5. **Emergency Operations Center Director**
 - a. REMINDER TO LOG ALL COMMUNICATIONS - SEND TO EOC SUPPORT
 - b. summary remarks and instructions
 - c. announce next operations call @a.m. / p.m. Local Time

14 APPENDIX B – OPERATIONS PLANNING MEETING AGENDA

Operations Planning Conference Call



PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold

- **Emergency Operations Center Director – opens the call, conducts roll-call and reports on:**
 - Safety - issues and procedures to be followed
 - Situation – current update
 - Labor – rules of pay applicable for event
 - Other information, as applicable
- **Emergency Manager:**
 - Current / forecast weather conditions
 - Public sector contact and requests
- **Operations Section Chief / Circuit Crew Coordinator:**
 - Circuit assessments
 - Vegetation management
- **Grid / System Operations**
 - De-energization / re-energization switching plans
- **Transmission Engineering Coordinator:**
 - Transmission assets in impacted FHCA and PSPS areas
 - System modifications to minimize impact area
- **Distribution Engineering Coordinator**
 - Distribution assets in impacted FHCA and PSPS areas
 - Work underway in area / possible impact to system configuration
 - System modifications to minimize impact area
 - Generator information
- **Asset Condition Coordinator:**
 - Asset condition
- **Environmental Coordinator**
 - Interaction with federal / state agencies
 - Environmental concerns
- **All Participants:**
 - Issues / needs
- **Emergency Operations Center Director**
 - REMINDER TO LOG ALL COMMUNICATIONS - SEND TO EOC SUPPORT
 - Summary remarks and instructions
 - Announce next operations call @ a.m. / p.m. MT

15 APPENDIX C – OPERATIONS PLANNING MEETING NOTES

EVENT NAME: enter event name **DATE/TIME:** of meeting note approval/distribution

1. Current status and planning:
 - Safety or environmental issues to report
 - Current and forecasted weather conditions
 - Percentage of area assessed
 - Estimated time to complete assessments
 - Estimated time of restoration for areas assessed
 - Resource status by type (working, resting, in-route) :
 - Assessors
 - Internal line-crews
 - Contract line-crews
 - Servicemen
 - Tree crews
 - Support personnel (mechanics, logistics, service coordinators, managers, etc.)
 - Specialized equipment in use and/or needed (e.g. Snowcats)
 - Resource strategy (projected resource requirements, rotations, deployment approach)
 - Estimated times of restoration
2. Issues:
 - Conditions impeding restoration or recovery efforts (e.g. road closures, safety issues, etc.)
 - Fleet / equipment
 - Material
 - Desktop / IT
3. **Question and answer session:** document relevant open discussion items
4. Expected actions: List action items
5. **Reviewed and approved:** list name of IC and other reviewers and approves

16 APPENDIX D – INFORMATION AND MESSAGING MEETING AGENDA

Information and Messaging Conference Call



PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold

Emergency Operations Center Director – opens the call, conducts roll-call and reports on:

- Safety - issues and procedures to be followed
- Situation – current update
- Current Resources in affected area
- Circuit Assessment completion update

Engineering update

Emergency Management/Public Sector Partnership update

Other department updates

- Customer Service
- Regulatory/Tariff
- Regional Business Managers
- Public Information Officer

Emergency Operations Center Director

- Summary remarks and instructions
- Announce next Information and Messaging call @a.m. / p.m. local time

17 APPENDIX E – EOC SITUATION STATUS (SITSTAT) REPORT

Event Name:	Storm name
Event Start Date:	Date that event started
SitStat Number:	SitStat number
SitStat Date and Time:	Month day, year, time
Last Planning Meeting:	Month day, year, time
Districts Impacted:	Districts/operating areas impacted by the event
Customers Without Service:	Current customer outage count (as of HH:MM)
Field Resources Working:	Total number of field resources working the event (company/contract/mutual assistance)
EOC Organization	
EOC personnel name and position	EOC personnel name and position

Background

Provide some background about when, where and how the event started, and EOC activation, districts impacted and brief overview on current status (see example).

District Status

District Name:

- Customers out:
- Safety and environmental issues or concerns:
- Area assessed and estimated time to complete assessments:
- Estimated time of restoration:
- Resources :
 - Assessors:
 - Internal line personnel:
 - Contract and mutual assistance line personnel:
 - Tree personnel:
 - Wire watchers:
 - Support personnel (mechanics, logistics, service coordinators, managers, etc.):
- Resource outlook/strategy: working, resting and enroute; shift changes...
- Conditions impeding restoration or recovery efforts: e.g., downed trees, snow and other factors. Provide specific impedances when possible.

Current and Forecasted Weather

Overview of current and forecasted weather for the impacted area.

Area Updates

Environmental, Health and Safety:

Public Information (Media):

Business and Community:

Customer Service:

Tariff (utility commission/regulatory):

Information Technology:

Other:

Actions

Action	Responsible	Due Date/Time

EOC Organization Changes (shift change)

Note EOC position changes prior to the next planning meeting.

Next Operations Planning Meeting

Time/Date

Next General Planning Meeting

Time/Date

On-Scene Commander SitStat Report Approval

Approved by: Name, time/date



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Annex 4

On-scene Incident Response

INTERNAL USE ONLY

Annex 4 - On-scene Response and Incident Stabilization

Document Owner: The director of T&D operations emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The scale of the exercise will be determined by the President and CEO in coordination with the company emergency management personnel and key leadership.

Authors: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: Next Revision: 2020 Last Exercise Type: Functional

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Annex 4 - On-scene Response and Incident Stabilization

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1 OVERVIEW

1.1 PURPOSE

This plan outlines the steps that will be taken by on scene operations personnel in order to respond to and mitigate consequences of any level of emergency within the PacifiCorp service area.

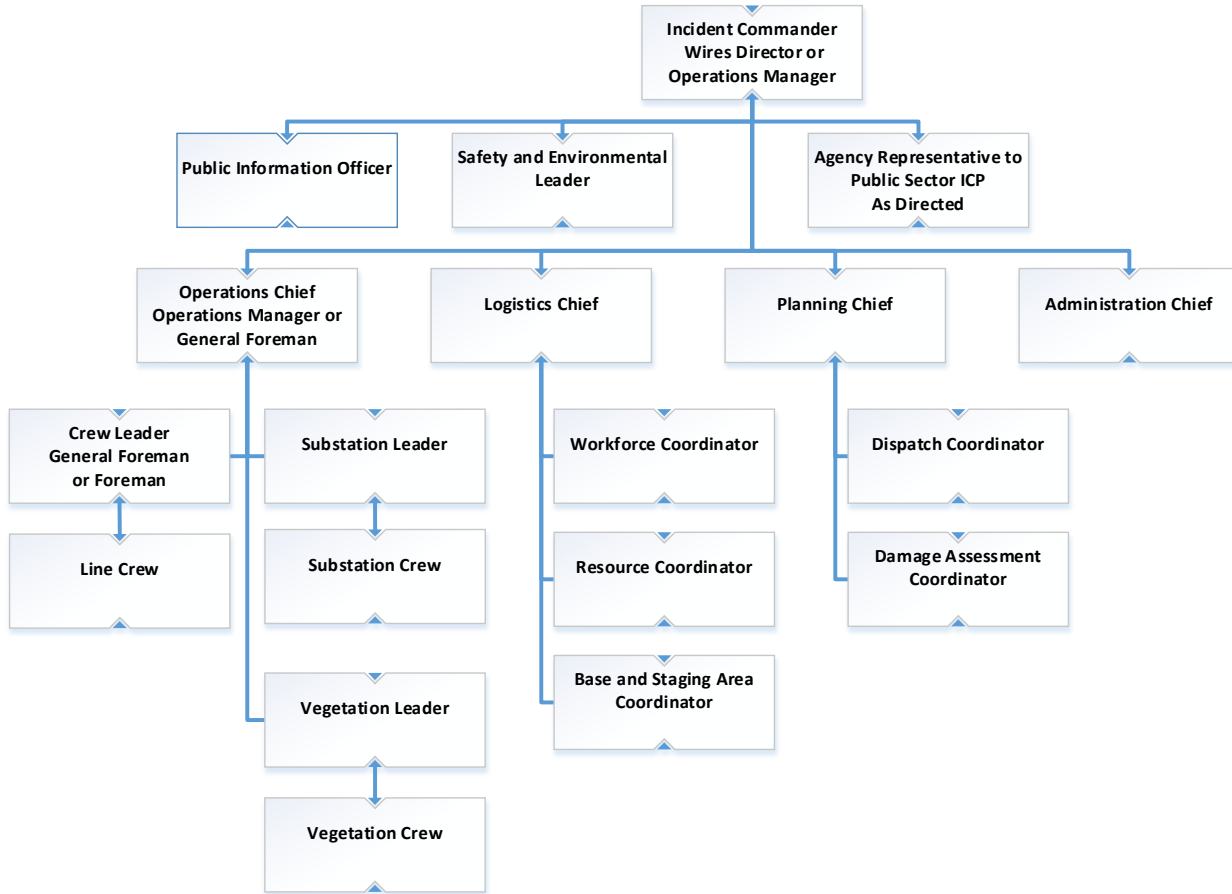
1.2 ACTIVATION CRITERIA

This annex will be activated for any emergency response. This plan is intended to be scalable based on incident complexity.

2 ROLES AND RESPONSIBILITIES

2.1 INCIDENT MANAGEMENT STAFF

The on-scene organization will be:



2.1.1 Incident Commander

During an event, the Incident Commander is delegated the authority to manage all incident-related activities, establish priorities and allocate company resources. The Incident Commander may join with other agencies and become part of a unified command structure as partners with equal command authority for incident management.

Roles and responsibilities of an Incident Commander include:

- Leadership in the field
- On-scene control
- Establish response priorities, incident objectives and strategies
- Request activation of the Emergency Action Center (EAC) in coordination with the Response Director. *(if needed)*
-

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Annex 4 - On-scene Response and Incident Stabilization

- IC will assume all duties of subordinate positions until those positions are activated
- Ensures all safety and environmental protocols are followed
- Establishes and manages the incident organization, expanding and contracting the organization as needed
- Requests activation of mutual assistance agreements (when applicable and pursuant to procedures in Annex 05 of the Emergency Response Plan)
- Enforces incident priorities
- Attends all Operational planning meetings and provides operational update using the Operations Conference Call Worksheet in Appendix A
- Ensures incident activities are documented
- Responsible for overall control of response
- Develops and implements strategy and tactics to carry out the incident objectives
- Organizes, assigns, and supervises the tactical field resources
- Supervises air operations and those resources in a staging area
- Requests assistance for additional personnel and equipment through the appropriate EAC
- Coordinates or assigns responsibility to ensure food and lodging is available for field resources
- Maintains a written record of incident-related activities
-

Any Deputy On-scene Commanders (OSC) possess the same qualifications of an OSC.

2.1.2 Incident Command Post Agency Representative

Responds to the Public Sector's Incident Command Post to provide information to the On-Scene Commander, Operations Chief and Emergency Manager as appropriate. This may be for daily meetings or full time assignment to the Incident Management Team based on public sector request.

2.1.3 Operations Chief

The Operations Chief directs, coordinates and manages deployment, assessment and restoration work for their respective districts. This position reports directly to the On-Scene Commander.

Roles and responsibilities include:

- Executes event tactics at the direction of the On Scene Commander.
- Ensures safety briefings are completed with all personnel.
- Ensures safety protocols are followed in the field.
- Ensures reporting of environmental issues.
- Manages work schedules.
- Coordinates shift changes.
- Ensures consistent and accurate communication between the field and region dispatch.
- Provides regular updates to the On Scene Commander on situation status and resources.

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Annex 4 - On-scene Response and Incident Stabilization

- Ensures appropriate use of materials, personnel and equipment to meet the needs of the event.
- Requests assistance for additional personnel and equipment through the On Scene Commander (if needed).
- Provides regular updates to the appropriate EAC on situation status and resources.
- Ensures adequate staging of materials, personnel and equipment to meet the needs of the event.
- On-site tactical control of all operations and responding personnel
- Leader for execution of Incident Response Plan
- Assigns circuit captains and areas of responsibility
- Assigns / coordinates with Incident Commander damage assessment personnel and replacement crews
- Ensures field packets for crews working on restoration have all necessary information in them

2.1.4 Operations Section

The following are members of the Operations Chief's Staff and report directly to the Operations Chief:

Response Teams

Response Teams are on scene completing tasks as directed by the Operations Chief or On-scene Commander

Vegetation Management Leader

The Vegetation Management Leader is responsible for all aspects of securing and coordinating vegetation management crews.

2.1.5 Logistics Chief

2.1.6 Logistics Section

The following are members of the Logistics Chief's Staff and report directly to the Logistics Chief:

Resource Manager

- Ensures all necessary material is available, or will be delivered to complete restoration efforts

Base and Staging Area Manager

Coordinate material, personnel and logistical needs of one established base camp and/or staging area

Roles and responsibilities include:

- Ensuring the base camp and/or staging area is/are well stocked with needed materials
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Annex 4 - On-scene Response and Incident Stabilization

- Ensuring no base camp or staging area is assigned more personnel than they can support
- Coordinating housing and subsistence for responding resources within the base camp
- Coordinate resource and material needs with Base Camp and Staging Area Coordinator
- Maintain accountability of personnel within Base Camp and/or Staging Area
- Execute Base and Staging Area Set-up and Operation Annex

Workforce Manager:

- Oversees all timekeeping, maintaining/updating workforce information
- Coordinates with On-Scene Commander or Operations Chief regarding personnel requirements for damage assessors, estimating, vegetation management personnel
- Coordinates and ensures all housing issues have been resolved

2.1.7 Planning Chief

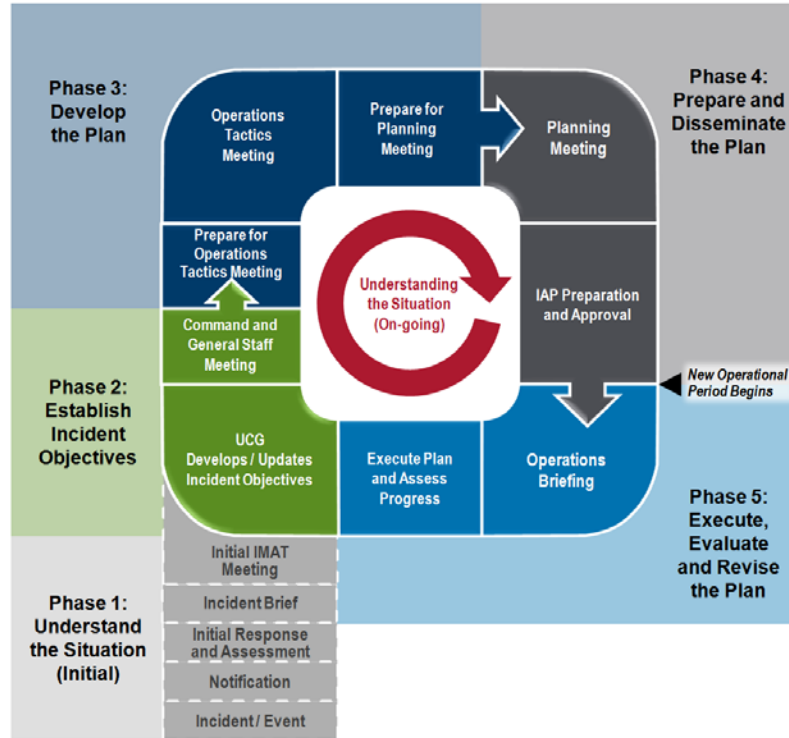
During an activation, the Planning Chief is responsible for creating the Incident Action Plan.

Roles and responsibilities include:

- Ensures all safety and environmental protocols are included in the Incident Action Plan.
- Manages the planning process.
- Leads all planning meetings.
- Ensures incident activities are documented.
- Collates data from initial and ongoing assessment of incident-related damage and needs, conducts impact analyses, and executes planning and resource decisions with assessment results.
- Facilitates information sharing across various centers and jurisdictions involved in an incident and with senior leadership
- Maintains and displays situation status
- Gathers, analyzes, and disseminates information and intelligence
- Compiles, manages and generates the Incident Action Plan through the use of the Emergency Operations Center Planning Process.

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Annex 4 - On-scene Response and Incident Stabilization



2.1.8 Planning Section

The following are members of the Planning Section and report directly to the Planning Chief:

Dispatch Coordinator

The dispatch coordinator is responsible for all activities related to region dispatch, working in coordination with field resources and the EAC.

Roles and responsibilities include:

- Identifies and implements a staffing strategy based on field activities and reports this strategy to Operations Chief.
- Ensures consistent and accurate communication with the field, customer service and 911 call centers.

Damage Assessment

- Determining the extent and nature of damage to the system is essential for determining the level of response required
- Damage assessment personnel include journeyman linemen, meter men, estimators, engineers, and other technical staff helping to assess damages. This information will be provided back to the circuit captain, and field management who are ultimately responsible for the restoration effort
- The operations manager will use this information to assign restoration priorities and determine whether additional resources and/or specialized equipment are required. The operations manager will also use this information to communicate material requirements to logistics

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Annex 4 - On-scene Response and Incident Stabilization

- When an area is experiencing widespread and extensive damage, an initial field survey of transmission, substations, and feeder circuits will be implemented, and a circuit captain may be placed in charge of a specific geographic area or region. A simple one-line drawing of the district broken into grids may be found in Appendix A. In assessing damage, knowledgeable employees will be dispatched to estimate the extent of the damage.
 - *Damage Assessors are ONLY to REPORT damages they observe. They DO NOT stop and repair damage when they see it*
- Damage Assessors are expected to follow the guidelines below:
 - Practice all aspects of safety:
 - Assume all downed wire is energized
 - Wear all PPE including safety toed shoes, hard hat, safety eyewear
 - Delay damage assessment if weather conditions are deemed unsafe for company employees
 - Address public safety hazards immediately by barricading the area until a wire safety watcher arrives or a troubleman is onsite
 - Ensure route and outage information is organized for efficient hazard and outage assessment
 - Keep radio on at all times
 - Locate outage and identify all necessary material and appropriate crew size (single unit or crew)
 - Complete a Field Damage Assessment form for each outage ID#
 - Leave a door hanger for any customer-owned equipment in need of repairs (e.g. meter base, riser)
 - Relay information after each outage ID# to the circuit captain, or call the Medford local dispatch (Coordinators) at 541-776-5497
 - Use the damage assessment form to collect the following information:
 - Location
 - Damaged facilities/equipment:
 - Transmission
 - Primary
 - Service
 - Trees
 - Estimates for restoration:
 - Crew hours
 - Crew complement (single man/crew work)
 - Equipment
 - Material
 - Access/Flaggers

2.1.9 Public Information Officer

- Responds to all media, customer/community and governmental inquiries

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Annex 4 - On-scene Response and Incident Stabilization

2.1.10 Safety Officer

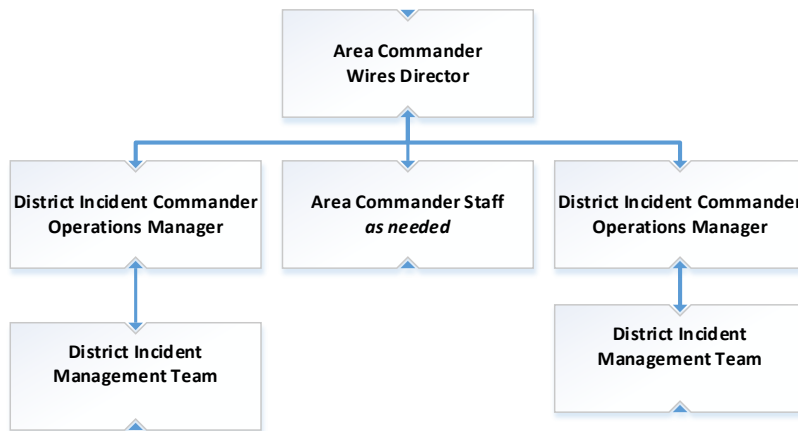
- Provides all personnel with safety brief prior to roll-out
- Coordinate all safety considerations for public and utility employees
- Coordinates any environmental and/or spill issue
- Track and evaluate all reports of unsafe conditions
- Establish contingency measures for any reported unsafe conditions or predicted hazards

Circuit Captain

- Ensures all safety rules are in place
- Coordinates troublemen and assessors
- Assigns crews to the prioritized facilities
- Coordinates tree crews to increase efficiency of crew work
- Communicates with local dispatch or Portland Control Center critical information on circuit damages, system status, and crew locations (*see Appendix D for phone numbers*)
- Requests material and equipment requirements
- Provides a central point of contact for all assigned personnel
- Reports any environmental issues to the Safety Coordinator (*see Appendix D for functional assignment*)
- Coordinates with operations manager to rotate personnel to ensure rest periods and meals are provided in an efficient manner to ensure restoration efforts are maximized
- Responds to customer inquiries or calls the Communications Coordinator to respond
- Provides clear overview to relief circuit captains

3 AREA COMMAND

In the event multiple districts are affected and the potential for resource competition exists, an area command will be established to manage the tactical response.



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Annex 4 - On-scene Response and Incident Stabilization

3.1.1 Area Commander

During an event, the Area Commander is delegated the authority to manage all area response activities, establish priorities and allocate company resources. Roles and responsibilities include:

- Leadership for multiple Incident Commanders
- Establish response priorities, incident objectives and strategies
- Request activation of the Emergency Action Center (EAC) in coordination with the Response Director. *(if needed)*
- Assume all duties of subordinate positions until those positions are activated
- Ensure all safety and environmental protocols are followed
- Request activation of mutual assistance agreements (when applicable)
- Enforce incident priorities
- Attend all Operational planning meetings and provide operational update using the Operations Conference Call Worksheet in Appendix A
- Ensure incident activities are documented
- Request assistance for additional personnel and equipment through the appropriate EOC
- Coordinate or assign responsibility to ensure food and lodging is available for field resources
- Maintain a written record of incident-related activities

4 LINE CLEARANCE AND TAGGING

A tagging system is used to protect personnel while working on the system. All work on equipment and lines and all switching are under the jurisdiction of Portland grid and region operators.

- You must notify the operator for approval and clearance before making circuit changes on the main lines (opening or closing line breakers, line corners, switches, reclosers).
- After obtaining approval, tag your main opening with a RED TAG.
- Clearance on all lines shall be done through Portland control center.
- Under no circumstance shall any piece of line equipment be considered de-energized until adequate shorts and grounds are in place.
- Be sure you notify the Portland operator to clear your tag and remove it before going off duty for that shift.

5 MAPPING

Individual district maps can be found in the appropriate district appendix.

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6 ACTIVATION CHECKLIST

Objectives	
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions 	

Actions	Responsible
Notification	Dispatch
Identify Agency Representative and dispatch them to the Incident Command Post if public sector response has occurred	District Manager
Identify crews for response	Dispatch or District Manager
Provide crews appropriate situational update and district	District Manager
Appendix	
Initiate crew response	Dispatch or District Manager
Notify appropriate director of situation and response	District Manager
<i>Upon completion of activation, continue to the Operation Cycle Checklist</i>	

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6.1 OPERATION CYCLE CHECKLIST

Objectives
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Continue Incident Management functions. • This section will be repeated for each time period

Actions	Responsible
Identify objectives for next time period	Area/Incident Commander
Create work plan	Operations Chief
Coordinate operational actions with Region System Operations	Dispatch Coordinator
Dispatch crews to appropriate jobs	Region Dispatch or Operations Chief
Attend Operations Calls and update Emergency Operations Center as appropriate	Area/Incident Commander
Review actions from time period and begin planning next time period activities	Area/Incident Commander
<i>Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.</i>	

7 DEACTIVATION CHECKLIST

Objectives

- Ensure life-safety
- Ensure employee welfare
- Continue Incident Management functions

Actions	Responsible
Create plan to return crews to home districts	Area/Incident Commander
Notify EOC of termination (If activated)	Area/Incident Commander
Notify district managers of crews returning to home district	Area/Incident Commander
Release crews to home districts	Area/Incident Commander
Upon deactivation return to normal business duties	

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8 OPERATIONS CONFERENCE CALL WORKSHEET

Conference call in number: [REDACTED]

Date of call: **Time of call:** **District:**

IMPORTANT NOTE:

- Put phone on mute unless speaking, don't put phone on hold;
- Fill in or update all information below prior to every conference call;
- Follow this template when reporting information – keep it brief; and
- Operations personnel attendance only.

Current Status:	
Safety update	
Environmental update	
Current weather conditions and forecast(s)	
Percent of area assessed:	
Estimated time to complete assessment:	
Estimated time of restoration for areas assessed:	
Conditions impeding restoration efforts (e.g. road closures, trees in road):	

Current Resources:	Working (individuals)	Resting (individuals)
Internal linemen		
Internal wiremen		
Internal troublemen		
Internal assessors		
Contractors		
Vegetation Management		
Support personnel		
Projected staffing requirements		

Issues:	
Fleet and equipment problems	
Material	
Specialized equipment in use/needed	
Desktop support and IT issues	

Next Conference Call: ____ / ____ / ____ **Time:** _____

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Annex 05

Resourcing and Mutual Assistance

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Document Owner: Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Authors: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: 10/31/2019 Next Revision: 2020
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Annex 5 – Resourcing and Mutual Assistance (October 31, 2019)

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1 PLAN OVERVIEW

1.1 PURPOSE

This plan outlines steps that will be taken to ensure the capability to send or receive resources for any incident or event

1.2 CONCEPT

In cases where an incident exceeds the district’s capability to respond, requests for assistance from outside the district which would include internal and/or external resources will occur. This section discusses the plans and procedures in place to source the needed resources through various existing agreements

2 ROLES AND RESPONSIBILITIES

2.1 INCIDENT OR AREA COMMANDER

- Identify the need for Mutual Assistance based on incident requirements.
- Provide Emergency Management with list of requested resources

2.2 OPERATIONS DIRECTOR

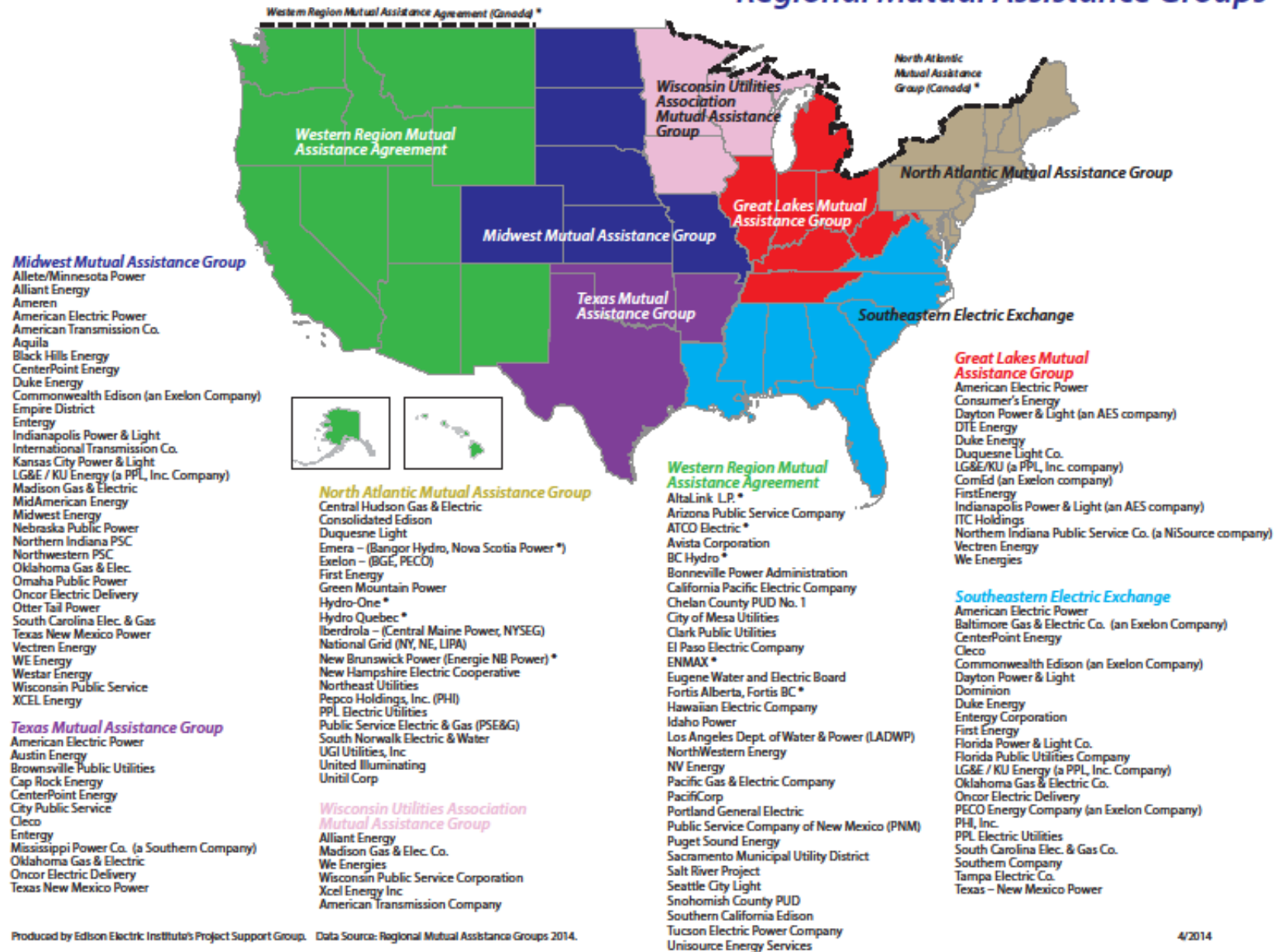
- Identify available crews upon receiving request for support
- Coordinate outbound crew response

2.3 EMERGENCY MANAGEMENT

- Request support from lowest possible level based on circumstances
- Receive initial request for assistance from other member utilities
- Initiate Mutual Assistance Requests through the following procedures as appropriate:
 1. Local Area Utilities
 2. Intercompany Assets (*Refer to Intercompany Mutual Assistance Agreement, 2015*)
 3. Regional Mutual Assistance Entities
 - California Utility Emergency Association for events within California (*Refer to CUEA Mutual Assistance Agreement*)
 - Western Regional Mutual Assistance Group (*Refer to Western Energy Institute Mutual Assistance Agreement*)

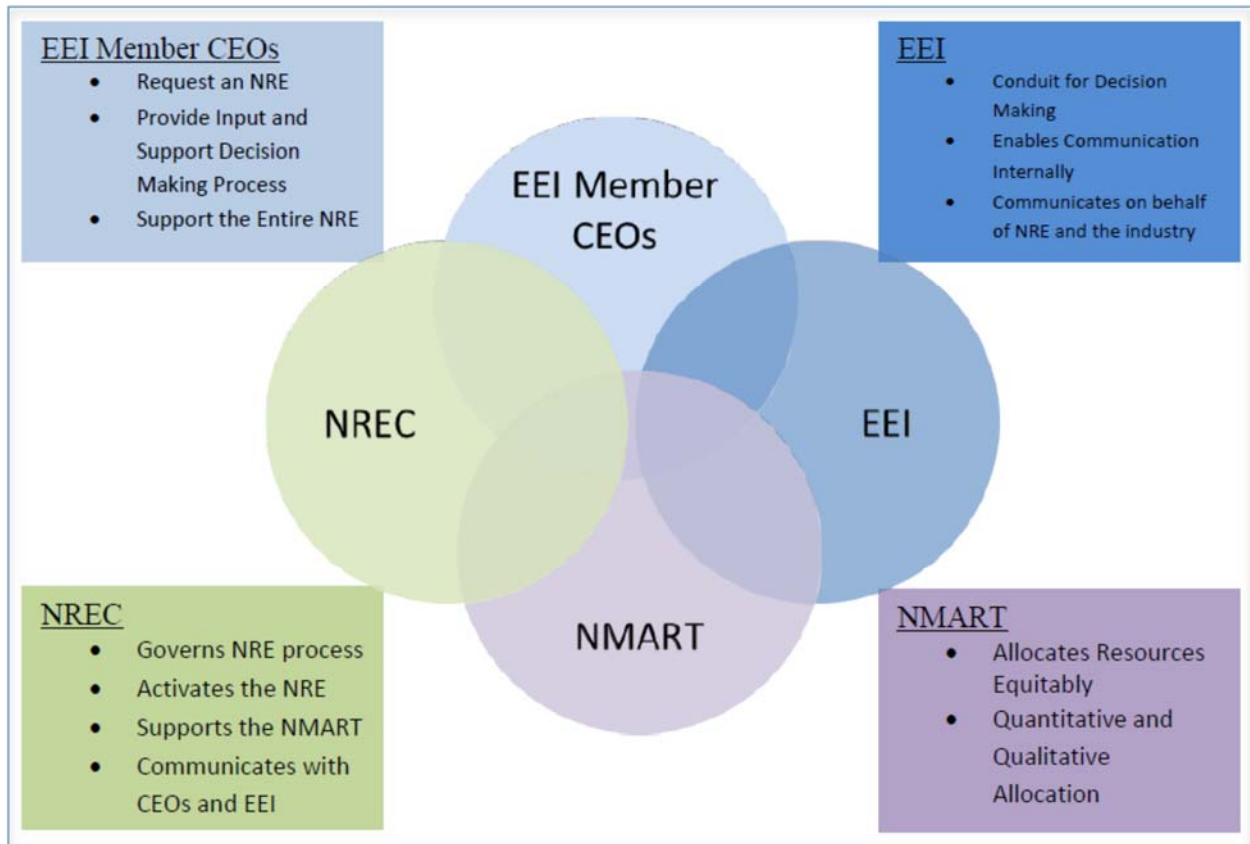
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Regional Mutual Assistance Groups



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4. National Response Executive Committee for National Response Events



Utilize the appropriate Mutual Assistance Checklist for information which will be provided when activating Mutual Assistance (*Reference CUEA Activation Checklist, WRMAA Attachments C-F or Localized Checklists as published*)

3 ACTIVATION CRITERIA

Upon initiation of a major incident, the Incident Commander will evaluate and document if mutual assistance would expedite restoration and will continuously re-evaluate mutual assistance requirements. The activation of Mutual Assistance will occur if/when the requirements of the response are beyond resource capabilities. After an incident occurs which would require mutual assistance beyond the nearby/adjacent utility to utility level the CEO will notify the Berkshire Energy CEO of the identified need for mutual assistance.

The following escalation order for mutual assistance will be used:

1. Mutual Assistance from nearby/adjacent utilities
 - a. Direct contact with other utilities
 - b. Provide letter as formal request
2. Internal Mutual Assistance request generated
 - a. Berkshire Hathaway Energy Emergency Operations Center may or may not activate for the incident/event
 - b. Bill Fehrman acts as Berkshire Hathaway Emergency Operations Center Coordinating Executive
3. Regional Mutual Assistance Group (RMAG) activation at request of PP CEO
 - a. Curt Mansfield/Rocky Mountain Power VP Operations is representative to Western Energy Institute Western Region Mutual Assistance Group
 - b. See activation Checklist
 - c. Provide information to Ramp-up tool for immediate use
4. California Utilities Emergency Association requests may also happen if RMAG does not activate
 - a. See activation checklist
5. National Response Event (NRE)
 - a. Criteria
 - i. Two or more RMAGs impacted
 - ii. Multiple events which create competition for resources in different RMAGs
 - iii. Response from more than two RMAGs
 - iv. Resource requirements greater than what impacted RMAG can provide
 - b. Requested by Member CEO
 - i. Bill Fehrman/Berkshire Hathaway Energy is the EEI representative for BHE
 - c. Will coordinate resources for any requests during response

4 EXECUTION

4.1 ACTIVATING MUTUAL ASSISTANCE

When the situation is deemed beyond the internal capabilities of mutual assistance requests will be initiated by the Emergency Manager. The goal remains to achieve the solution at the lowest possible level by effectively implementing the appropriate level of escalation for mutual assistance requests.

State Office of Emergency Management Notification

- Appropriate State Offices of Emergency Management will be notified through emergency notification procedures such as through the California Utilities Emergency Association within the California Utility Coordination Center or affected State Emergency Support Function 12/Public Utilities Commission for example

4.1.1 Nearby/Adjacent Utility to Utility

Notify requested utilities via phone and describe the situation. Prior to beginning resource movement provide formal request letter to utility. An example of the letter format is:

January 10, 2017

San Diego Gas and Electric
8326 Century Park Ct,
San Diego, CA 92123

Attention: August Ghio

In recognition of the personnel, material, equipment, supplies and/or tools being sent to us by San Diego Gas and Electric in response to a request for mutual assistance made by Pacific Power on January 10, 2017, we agree to be bound by the principles noted in the Western Region Mutual Assistance Agreement.

Two 4-man crews with associated equipment and tools to report to our Yreka, CA operations center until January 13, 2017, or before.

Allen Berreth
Pacific Power
Director, Delivery Assurance

4.1.2 CUEA Mutual Assistance Activation Checklist

The activation checklist at the end of the CUEA agreement is used to initiate activation of this mutual assistance option.

4.1.3 WRMAA Attachments C-F

Attachments C-F of the Western Region Mutual Assistance Agreement discuss activation policies and procedures.

4.2 **RECEIVING ASSISTANCE**

4.2.1 Assess needs

Evaluate the situation and decide what resources are needed. Compare current capability against needs and create initial request.

4.2.2 Create work orders

Each district will create a work order to which all mutual assistance response will be charged, this will also aid in response accounting.

4.2.3 Plan for resource arrival

By district

- Emergency Operations Center Logistics Chief will coordinate lodging and food for arriving resources.
- Emergency Manager will coordinate with assisting utilities and coordinate arrival locations with arriving resources

At base-camp

- If a base camp has been established inbound resources will receive their food and lodging through the base camp assets.
- The Base Camp/Staging Area Coordinator in the Emergency Operations Center will ensure no base camp is assigned more resources than it can support.

4.2.4 Initiate Request

Utility to utility

This request is accomplished directly with another signatory utility to any of the mutual assistance agreements which we are members. The company will contact the utility directly and make the request without any coordinating group oversight.

Internal Mutual Assistance

This is very similar to the utility to utility request except that this request would be directly submitted to Berkshire Hathaway Energy companies for direct support.

Regional Mutual Assistance Group (RMAG)

To initiate an RMAG request, contact one of the RMAG Chairpersons and request a conference call. If the contacted Chairperson concurs that the RMAG is the appropriate tool to use for the

incident a call will be initiated and the RMAG will assume a coordination role for resource allocation during the incident.

National Response Event (NRE)

PacifiCorp will not directly request an NRE, this would be accomplished by the RMAG leadership in the event the RMAG is unable to support the incident or if multiple RMAGs are competing for resources.

4.2.5 Receive Resources

By district

When districts receive additional resources the district will be responsible for onboarding in accordance with district procedures. This onboarding should include as a minimum: a safety briefing, situational update, accountability procedures and communication protocols.

At base-camp

If a base camp is needed all onboarding will be conducted for responding resources at the base camp. PacifiCorp personnel will be assigned to the base camp to ensure all policies and procedures are trained prior to resources beginning work.

4.2.6 Releasing resources

When responding resources are no longer needed, they will be released to their originating entities. Upon release, the originating entity will assume control of the resources and will coordinate their return to home locations.

4.3 SENDING ASSISTANCE

When assistance is requested by other utilities, they will notify the Emergency Manager directly via phone or email. In the event of a Western Region Mutual Assistance Group activation there will be a notification followed by a conference call for the formal request of resources.

4.3.1 Receive Request

In all forms of mutual assistance the procedure for receiving a request remains the same. The difference lies in the originating entity. The Emergency Manager will receive a phone call requesting assistance. A conference call with Operations management will be accomplished to ascertain what resources we can commit to the response. Upon the decision of what resources we can provide to the incident the requesting entity will be made aware of our capability through the appropriate means and crews will be mobilized as scheduled.

4.3.2 Assess capability

Compare current capability against requested needs and create initial response to requesting utility.

4.3.3 Create work orders

Immediately contact Performance Management to create work order to be charged and aid in response accounting.

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4.3.4 Plan for resource departure

4.3.4.1 Sending crews and equipment over long distances

Depending on the distance and weather, consider flying personnel and lowboy equipment to destination. This will give them the opportunity to rest, receive a safety briefing and review the job assignments

The Department of Transportation for each state can help with routing of over dimension vehicles and/or loads.

Make sure equipment has the proper fuel for extreme weather conditions (#1 grade diesel blend or appropriate additives for extreme cold)

4.3.4.2 Flying crews and equipment

Flying commercial

Upon check-in travelers will communicate with the airline that the crew is responding to an emergency and will be bringing vital tools/ equipment with them. Place an itemized list of all equipment (tools) inside luggage and keep a copy in hand to present to the ticket agent.

If possible, lock all baggage with TSA approved locks (www.tsa.gov)

Flying Charter

Allow for an average of 375lbs per employee to accommodate personal tools and luggage.

Instruct flight crew that employee and tools must travel together (this will prevent employee's showing up or on return without their tools)

When filling out the manifest make sure that name and government issued identification match

4.3.4.3 Ready your crews

- Communicate scope of work and time commitment
 - *Reminder to personnel:* Be mindful of personal commitments that may take you away from this assignment early.
- When the declared emergency starts or takes effect.
- Communicate when the declared emergency is projected to end, or the duration of the support.
- Make sure to get all travel and expense card limits increased to accommodate travel and meal expenses
- Have crew members add I.C.E. (In case of emergency) to their cell phone call list
 - Ex: I C E Spouse or I C E Work
- Make sure all personnel know where to arrive (instructions should be provided verbally and in writing)
- If crews are moving across state lines provide:
 - Copy of the emergency declaration (if applicable)
 - Copy of the request for assistance

- Traveling management personnel should have a copy of a complete crew listing with all emergency contact information and any other relevant information that will be valuable during the response period.
- Prior to departure, crews should verify they have proper identification (personal and company), personal tools, PPE's and personal hygiene items including medication packed. Enough weather appropriate clothing (work/ personal, raingear etc.) for the duration of the assignment and appropriate footwear for work and personal time.
- Take into consideration that not all conditions will be ideal; you may not have hot water or electricity in your motel room. Hotel accommodations may not be to what you are accustomed. You may have to share sleeping quarters.
- There may not be any open restaurants.
- If any of this is an issue then withdraw your name.
- Any purchase of clothing needs to have prior approval (utilize laundry service at the hotel if available)
- If you have a problem or any other issue talk to management personnel that has traveled with you or operations personnel.
- Travel expenses are paid in accordance with current contracts -
- Expenses and timesheets will be audited- this is to ensure that the billing is accurate and appropriate.

4.3.4.4 Who to send

Coordinate with the requesting utility to send personnel to do an assessment of the requested work. This will help with sending the correct equipment for the work and identify any material requirements (this will reduce the time that crews may stand around).

Send a safety liaison to coordinate with their safety officer to ensure consistent safety briefings.

Send 1 mechanic for every 10 vehicles.

Send adequate management personnel to oversee crews and act as liaisons, normally one manager or foreman per crew.

4.3.5 Releasing resources

Upon release from the incident, crews will initiate their travel home and will return to normal day-to-day operational control.

5 ACTIONS

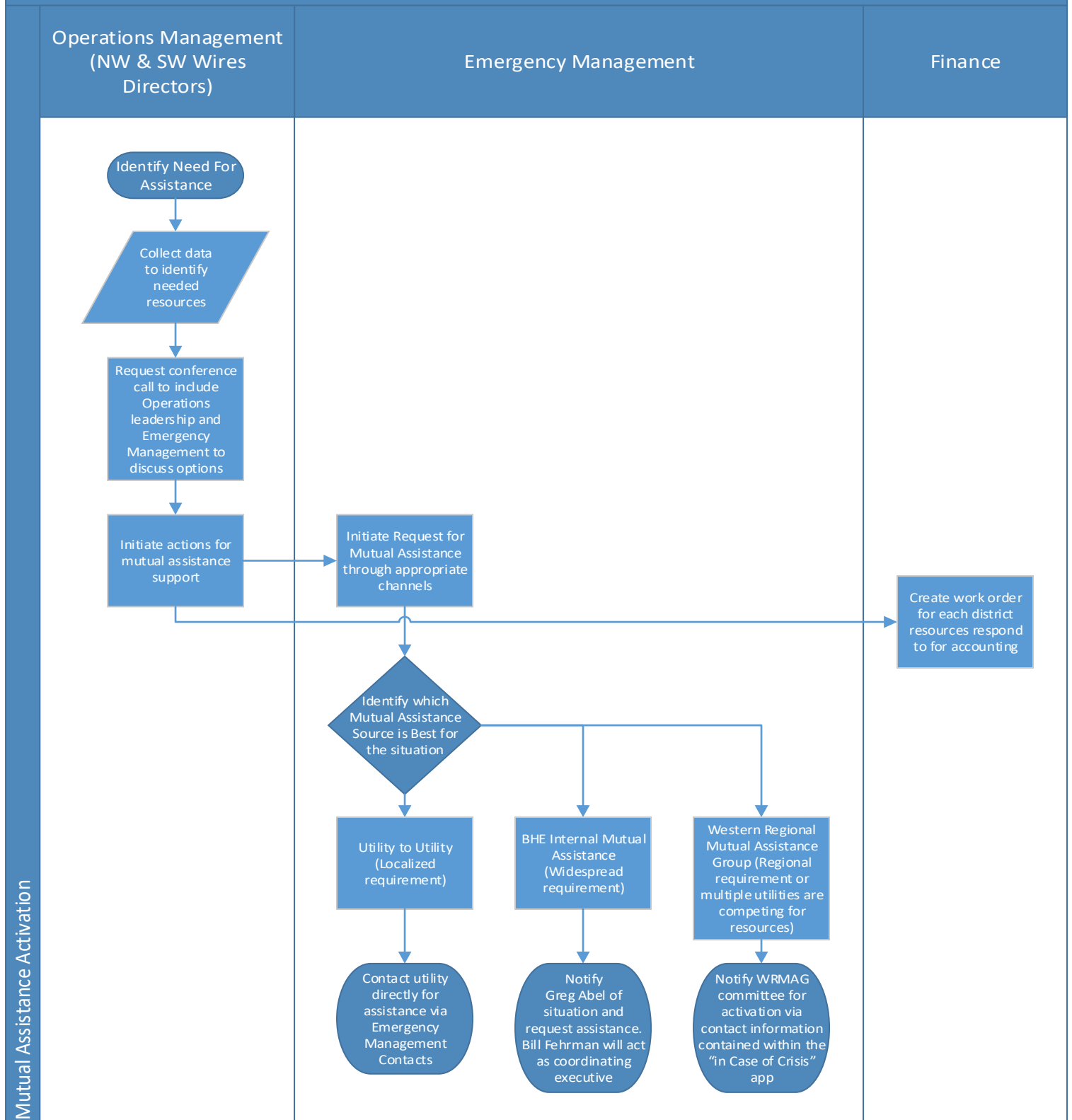
5.1 INBOUND ASSISTANCE

Objectives	Assumptions
<ul style="list-style-type: none">• Ensure life-safety• Implement Mutual Assistance level appropriate for incident.	<ul style="list-style-type: none">• Communications capabilities are functional• Resources are available from outside utilities

Critical Tasks

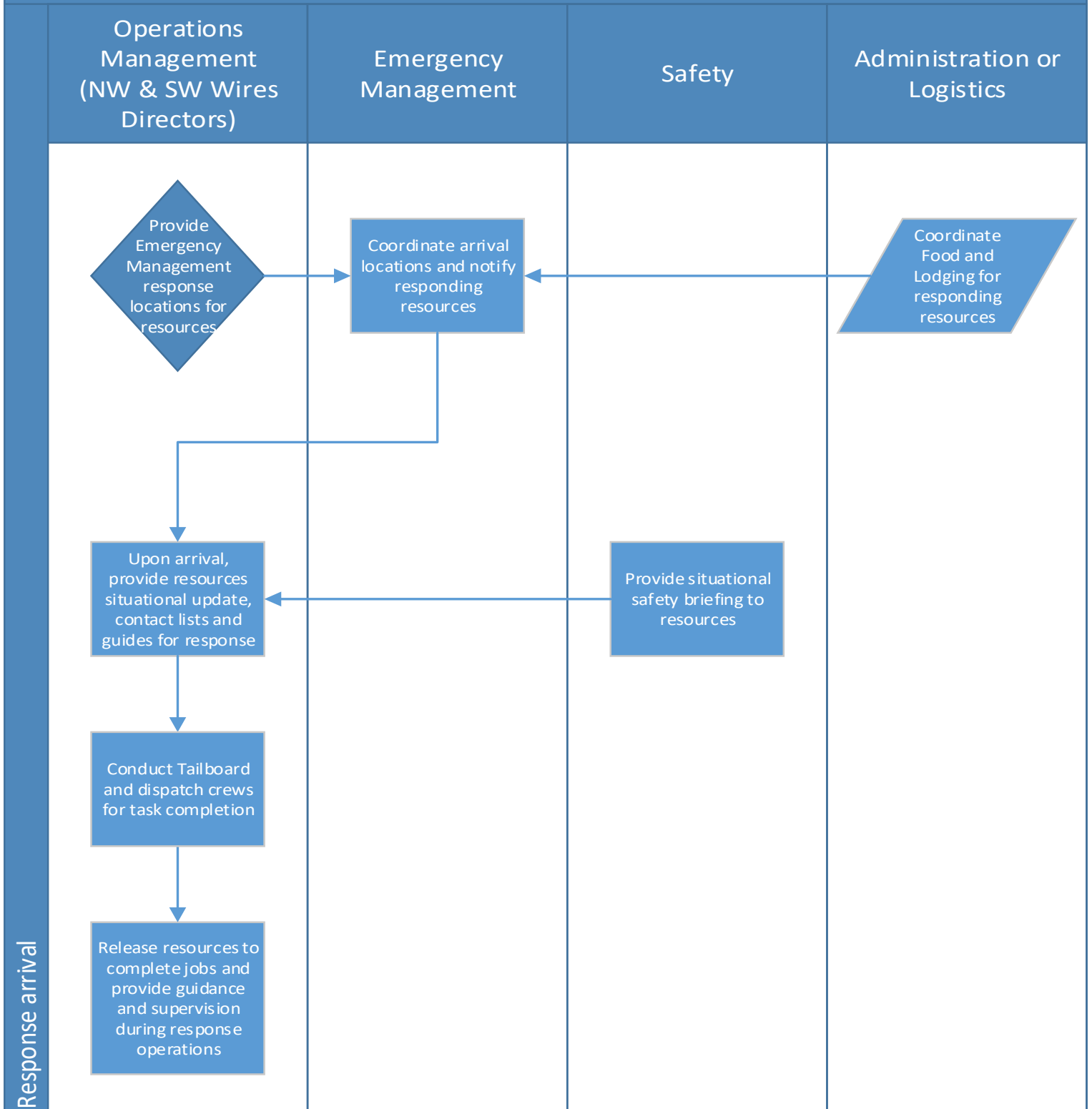
Action	Responsible
See the following chart for Mutual Assistance responsibilities	

Mutual Assistance Flowchart



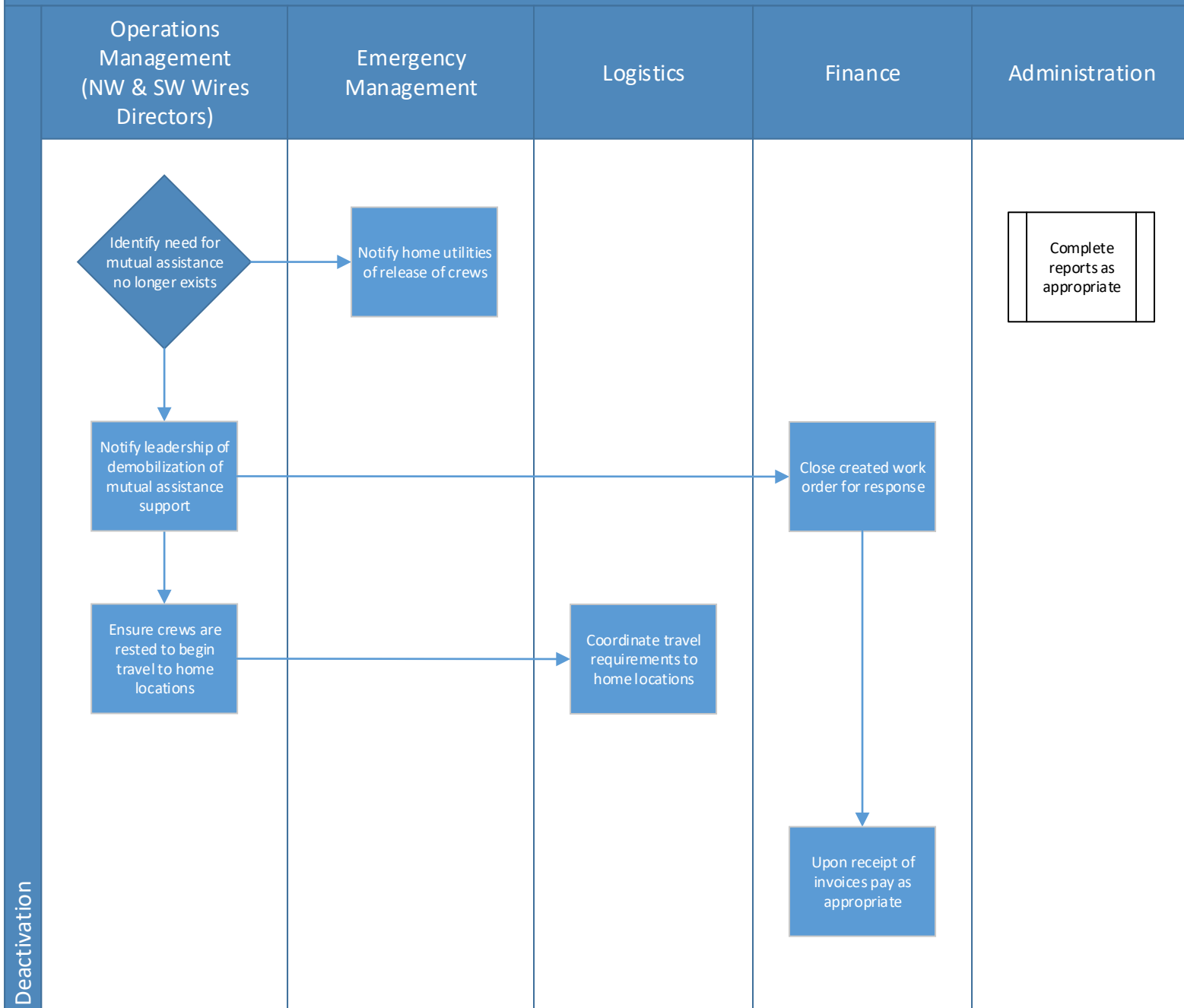
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Mutual Assistance Arrival



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Mutual Assistance Deactivation



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Annex 5 – Resourcing and Mutual Assistance

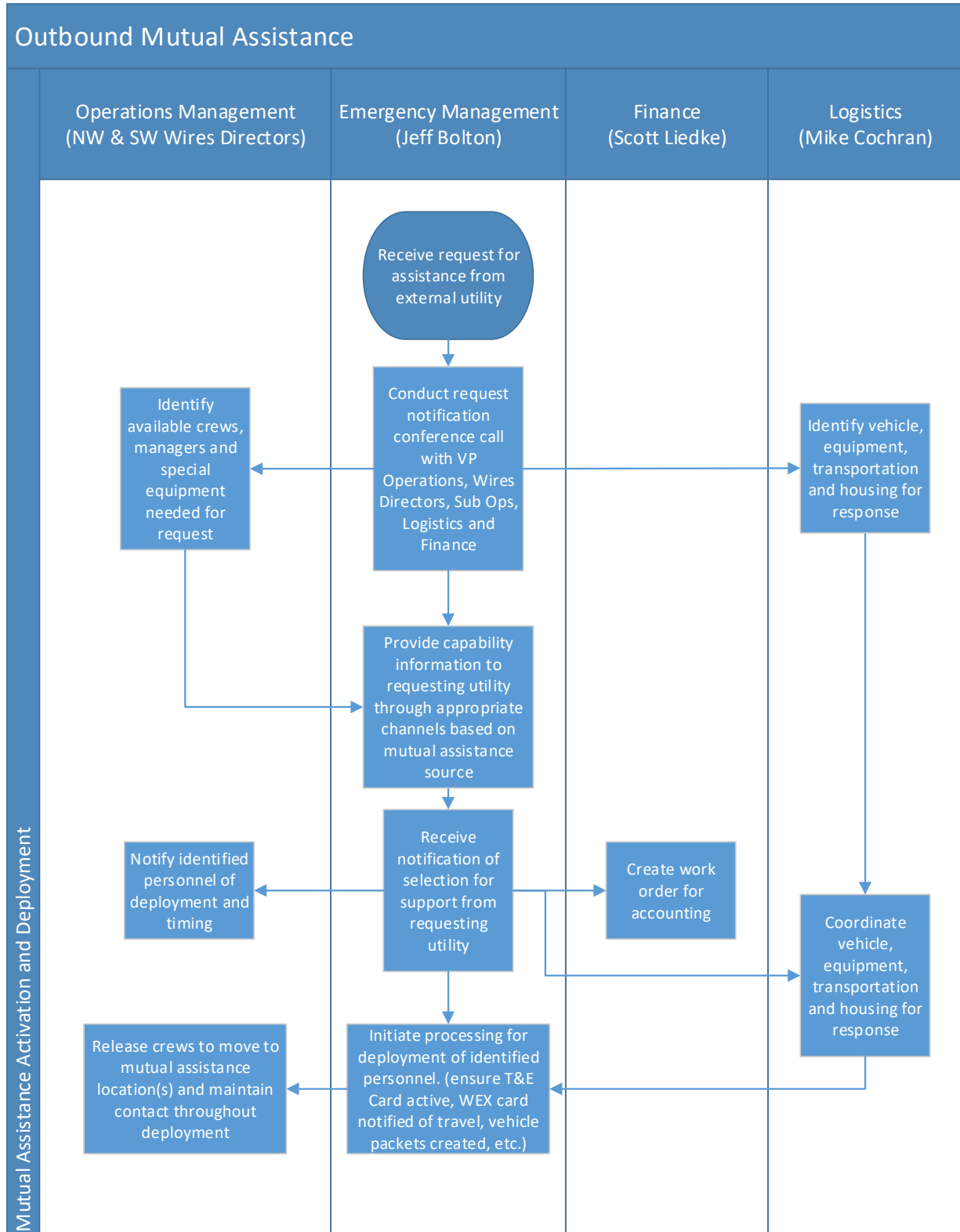
5.2 OUTBOUND ASSISTANCE

Objectives	Assumptions
<ul style="list-style-type: none">• Ensure life-safety• Manage Incident• Release crews as appropriate.	<ul style="list-style-type: none">• Employees will volunteer for emergency operations•

Critical Tasks

Action	Responsible
See the following chart for Mutual Assistance responsibilities	

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Contains Critical Energy Infrastructure Information (CEII) and is Freedom of Information Act (FOIA) release exempt

Exhibit A

PacifiCorp

**Mutual Assistance
Agreements**

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 A

September 2010

Parties to the Mutual Assistance Agreement (Electric and Natural Gas) Among Members of the California Utilities Emergency Association

- **Anza Electric Cooperative, Inc (2009)**
Gloria Britton gloriab@anzaelectric.org
Cellular Phone: 951-551-0373
- **Azusa Light & Water (2009)**
David M. Ramirez dramirez@ci.azusa.ca.us
Cellular Phone: 909-255-3105
- **Bear Valley Electric Service (2009)**
Ken Markling kmarkling@bves.com
Cellular Phone: 909-744-4730
- **Burbank Water and Power (2010)**
Jorge Somoano jsomoano@ci.burbank.ca.us
Cellular Phone: 818-399-5171
- **Colton Public Utilities (2009)**
Guadalupe Rubio grubio@ci.colton.ca.us
Cellular Phone: 909-772-7874
- **Glendale Water and Power (2010)**
Ramon Abueg rabueg@ci.glendale.ca.us
Cellular Phone: 818-262-7496
- **City of Healdsburg Electric Department (2009)**
Janval Macor gmacor@ci.healdsburg.ca.us
Cellular Phone: 707-953-1548
- **Lassen Municipal Utility District (2010)**
David Folce dfolce@lmud.org
Cellular Phone: 530-310-2704

- **City of Lompoc (2010)**
 Ronald Stassi r_stassi@ci.lompoc.ca.
 Cellular Phone: 805-588-3163

- **Los Angeles Department of Water and Power (2010)**
 Jay Puklavetz jay.puklavetz@ladwp.com
 Cellular Phone: 310-261-8014

- **Modesto Irrigation District (2010)**
 Thomas Kimball tomk@mid.org
 Cellular Phone: 209-652-0283

- **Pacific Gas & Electric Company (2010)**
 Helen Fernandez hme2@pge.com
 Cellular Phone: 925-642-1189

- **Pacific Power, a division of PacifiCorp (2010)**
 William Eaquinto Bill.eaquinto@pacificorp.com
 Cellular Phone: 503-819-5449

- **City of Palo Alto (2009)**
 Dean Batchelor dean.batchelor@cityofpaloalto.org
 Cellular Phone: 650-444-6204

- **Pasadena Water and Power: Power Delivery (2009)**
 Joe Awad jawad@cityofpasadena.net
 Cellular Phone: 626-399-6569

- **Plumas-Sierra Rural Electric Cooperative (2009)**
 Terry Daley tdaley@psrec.coop
 Cellular Phone: 530-251-7983

- **City of Redding – Redding Electric Utility (2009)**
 Brian King bking@ci.redding.ca.us
 Cellular Phone: 530-356-2458

- **City of Riverside, Public Utilities Department (2009)**
 Ron Cox rcox@riversideca.gov
 Cellular Phone: 951-850-4546

- **City of Roseville – Roseville Electric (2010)**
David Brown djbrown@roseville.ca.us
Cellular Phone: 916-847-5640

- **Sacramento Municipal Utility District (2010)**
Selby Mohr smohr@smud.org
Cellular Phone: 916-798-6647

- **San Diego Gas & Electric Company (2010)**
Ken Fussell kfussell@semprautilities.com
Cellular Phone: 619-851-4598

- **City of Shasta Lake (2010)**
Tom Miller tom.miller@ci.shasta-lake.ca.us
Cellular Phone: 530-917-9711

- **Sierra Pacific Power Company, dba Nevada Energy (2010)**
B. Jim Reagan jreagan@sppc.com
Cellular Phone: 775-846-4864

- **Silicon Valley Power, Electric Utility of City of Santa Clara (2010)**
Paul Foster pfoster@svpower.com
Cellular Phone: 408-640-6980

- **Southern California Edison Company (2010)**
Rachel Sherrill Rachel.sherrill@sce.com
Cellular Phone: 626-388-5754

- **Southern California Gas Company (2010)**
Ken Fussell kfussell@semprautilities.com
Cellular Phone: 619-851-4598

- **Truckee-Donner Public Utility District (N/A) (2010)**
Jim Wilson jimwilson@tdpud.org
Cellular Phone: 530-448-3016

- **City of Ukiah (2010)**
Colin Murphy cmurphey@cityofukiah.com
Cellular Phone: 707-272-0880

ATTACHMENT B

Names and Address of Authorized Representative(s)/Invoicing

Date _____
Name of Utility _____
Mailing Address _____
City, State, Zip _____

Individuals to Call for Emergency Assistance:

AUTHORIZED REPRESENTATIVE

Name _____
Title _____ Address _____
E-Mail _____ Pager No. _____
Day Phone _____ Night Phone _____
FAX _____ Cellular Phone _____

ALTERNATE AUTHORIZED REPRESENTATIVE

Name _____
Title _____ Address _____
E-Mail _____ Pager No. _____
Day Phone _____ Night Phone _____
FAX _____ Cellular Phone _____

DISPATCH CENTER WITH 24-HOUR TELEPHONE ANSWERING

Name _____
Title _____
Address _____
Phone _____ Radio Frequency _____
FAX _____

INVOICING/PAYMENT ADDRESS

Name of Utility _____
Department of Utility _____
Invoicing/Payment Address _____
City, State, Zip _____
Telephone No. _____
FAX _____

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 # 1 _____
AP Invoice #: _____	RP Reference or W/O# 2 _____
Bill To: 3 (Requesting Party)	Remit To: 4 (Assisting Party)
Address: _____	Address: _____
_____	_____
Phone: _____	Phone: _____
Attention: 5 _____	Attention: 6 _____
Name or Description of Event: _____	
Location of Assistance or Event: _____	
Assistance / Billing Period: _____	From: 7 _____ To: 8 _____

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:	_____	_____	_____	LABOR 1 Subtotal: _____

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

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums:	_____	_____	_____	LABOR 2 Subtotal: _____

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:	_____	_____	_____	LABOR 3 Subtotal: _____

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

Labor:	Hours	Wages	Additives	
Overtime and Premiums:	_____	_____	_____	LABOR 4 Subtotal: _____

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.



**FIRST AMENDED INTERCOMPANY MUTUAL ASSISTANCE AGREEMENT
BY AND BETWEEN RATE-REGULATED SUBSIDIARIES OF
BERKSHIRE HATHAWAY ENERGY COMPANY**

This First Amended Intercompany Mutual Assistance Agreement ("Agreement") is entered into by and between rate-regulated public utility subsidiaries of Berkshire Hathaway Energy Company ("Company") (each a "Party" and together the "Parties") effective March 15, 2015.

WHEREAS, the Parties, with the exception of Nevada Power Company DBA NV Energy and Sierra Pacific Power Company DBA NV Energy, are the signatories of the Intercompany Mutual Assistance Agreement by and between Rate-regulated Subsidiaries of MidAmerican Energy Holdings Company effective February 15, 2011 and wish to amend and restate their agreement in the manner provided herein; and

WHEREAS, each of the Parties is either an electric public utility providing services to captive customers within franchised service areas, a transmission company, a local distribution company or an interstate pipeline company and each of the Parties is subject to the oversight of regulatory authorities, such as a state public utility commission and/or the Federal Energy Regulatory Commission ("FERC"); and

WHEREAS, a Party may from time to time require mutual aid or assistance from another Party, which may involve the provision of goods, services and/or specialized resources for temporary emergency purposes, or the emergency interchange of equipment or goods by one Party to the other, as long as provided without detriment to the providing Party's public utility obligations ("mutual assistance"); and

WHEREAS, as rate-regulated entities, the Parties have obligations to provide reasonably adequate service, and from time to time may be able to assist one another in providing mutual assistance; and

WHEREAS, the Parties are some of the signatories of the Intercompany Administrative Services Agreement ("IASA") by and between the Company and its subsidiaries, which permits the sharing of professional, technical and other specialized resources, and wish to enter into an agreement that will allow mutual assistance on similar terms; and

WHEREAS, in order to minimize any potential for cross-subsidization or affiliate abuse and ensure appropriate oversight, participation under this Agreement is limited to Rate-Regulated Subsidiaries of the Company; and

WHEREAS, effective May 1, 2014, the name of Company was changed from MidAmerican Energy Holdings Company to Berkshire Hathaway Energy Company; and

WHEREAS, from time to time, additional Rate-Regulated Subsidiaries may wish to execute the Agreement in order to provide and take advantage of mutual assistance provided hereunder.

NOW, THEREFORE, in consideration of the premises and mutual agreements set forth herein, the Parties wish to amend the Agreement and agree as follows:

ARTICLE 1. PROVISION OF MUTUAL ASSISTANCE

Upon and subject to the terms of this Agreement, one Party ("Providing Party") may provide mutual assistance to another Party ("Recipient Party").

Availability and provision of mutual assistance shall be governed by an applicable mutual aid agreement, which may be the Edison Electric Institute Mutual Aid Agreement, the Western Region Mutual Assistance Agreement, or such other agreement as may be customarily used in the region where the mutual assistance is to be provided ("applicable mutual aid agreement"), the provisions of which are incorporated in this Agreement by reference. To the extent not inconsistent with obligations under the applicable mutual aid agreement, the provisions of this Agreement shall govern the conduct and obligations of the Parties.

The Parties recognize that there may be several phases of mutual assistance activity, including pre-notification of a potential need for assistance, a request for information related to the costs and availability of mutual assistance, and actual mobilization. Only actual mobilization is considered the provision of mutual assistance.

ARTICLE 2. DEFINITIONS

For purposes of this Agreement, these terms shall be defined as follows:

- (a) "Laws" shall mean any law, statute, rule, regulation or ordinance of any governmental authority, which may be without limitation a federal agency, a state or a governmental subdivision.
- (b) "Rate-Regulated Subsidiary" shall mean a subsidiary of the Company ("subsidiary") that is regulated by one or more State Commissions and/or FERC in the subsidiary's capacity of providing regulated public utility services to captive customers within franchised public utility service areas, FERC jurisdictional transmission service or which is an interstate pipeline or local distribution company as defined by FERC.
- (c) "State Commissions" shall mean any state public utility commission or state public service commission with utility regulatory jurisdiction over a Rate-Regulated Subsidiary.

ARTICLE 3. EFFECTIVE DATE

This Agreement shall be effective as of the date of execution; provided, however, that in those jurisdictions in which regulatory approval is required before the Agreement becomes effective, the effective date shall be as of the date of such approval.

ARTICLE 4. CHARGES AND PAYMENT

The Parties recognize that charges for mutual assistance will begin when a request for mobilization of assistance is submitted to the Providing Party by the Recipient Party. Costs associated with pre-notification of a potential need or gathering of information associated with a request for mutual assistance will not be charged to the Recipient Party.

Providing Parties will bill Recipient Parties, as appropriate, for mutual assistance rendered under this Agreement in as specific a manner as practicable.

Payments for mutual assistance shall be governed by an applicable mutual aid agreement, which may be the Edison Electric Institute Mutual Aid Agreement, the Western Region Mutual Assistance Agreement, or such other agreement as may be customarily used in the region where the mutual assistance is to be provided.

In the event that the mutual assistance consists only of the interchange of a good in an emergency circumstance, the Recipient Party shall reimburse the Providing Party the replacement cost of the transferred good. Any associated services shall be reimbursed by the Recipient Party as a direct charge, service charge or allocation as applicable pursuant to the IASA.

ARTICLE 5. STANDARD OF CARE

The Parties will comply with all applicable Laws regarding affiliated interest transactions, including timely filing of regulatory filings and reports. The Parties agree not to cross-subsidize and shall comply with any applicable Laws and State Commission, FERC or other applicable orders. Subject to the terms of this Agreement, the Parties shall perform their obligations hereunder in a commercially reasonable manner.

ARTICLE 6. TAXES

Each Party shall bear all taxes, duties and other similar charges, except taxes based upon its gross income (and any related interest and penalties), imposed as a result of its receipt of mutual assistance under this Agreement, including without limitation sales, use and value-added taxes.

ARTICLE 7. ACCOUNTING AND AUDITING

Providing Parties shall maintain such books and records as are necessary to support the charges for mutual assistance, in sufficient detail as may be necessary to enable the Parties to satisfy applicable regulatory requirements ("Records"). All Parties:

- (a) Shall provide access to the Records at all reasonable times;
- (b) Shall maintain the Records in accordance with good record management practices and with at least the same degree of completeness, accuracy and care as it maintains for its own records; and
- (c) Shall maintain its own accounting records, separate from the other Parties' accounting records.

Subject to the provisions of this Agreement, Records supporting mutual assistance billings shall be available for inspection and copying by any qualified representative or agent of a Party, at the expense of the inquiring Party. In addition, FERC or State Commission staff or agents may audit the accounting records of Providing Parties that form the basis for charges to Rate-Regulated Subsidiaries. All Parties agree to cooperate fully with such audits.

ARTICLE 8. COOPERATION WITH OTHERS

The Parties will use good faith efforts to cooperate with each other in all matters related to the provision and receipt of mutual assistance. Such good faith cooperation will include providing electronic access in the same manner as provided other vendors and contractors to systems used in connection with mutual



assistance and using commercially reasonable efforts to obtain all consents, licenses, sublicenses or approvals necessary to permit each Party to perform its obligations.

Each Party shall make available to another Party any information required or reasonably requested by the Party related to the provision of mutual assistance and shall be responsible for timely provision of said information and for the accuracy and completeness of the information; provided, however, that a Party shall not be liable for not providing any information that is subject to a confidentiality obligation or a regulatory obligation not to disclose or be a conduit of information owned by it to a person or regulatory body other than the other Party.

The Parties will cooperate with each other in making such information available as needed in the event of any and all internal or external audits, utility regulatory proceedings, legal actions, or dispute resolution.

Each Party shall fully cooperate and coordinate with each other's employees and contractors in the performance or provision of mutual assistance. The Parties shall not commit or permit any act that will interfere with the performance or receipt of mutual assistance by any Party's employees or contractors.

ARTICLE 9. COMPLIANCE WITH ALL LAWS

Each Party shall be responsible for (a) its compliance with all Laws affecting its business, including, but not limited to, laws and governmental regulations governing federal and state affiliate transactions, workers' compensation, health, safety and security; (b) pursuant to the provisions of the applicable mutual aid agreement, any use it may make of the mutual assistance to assist it in complying with such laws and governmental regulations; and (c) compliance with FERC's Standards of Conduct, Market-Based Rate Affiliate Restrictions, and any comparable restrictions imposed by FERC or a State Commission.

ARTICLE 10. DISPUTE RESOLUTION

The Parties shall promptly resolve any conflicts arising under this Agreement and such resolution shall be final. If applicable, adjustments to the charges will be made as required to reflect the discovery of errors or omissions in the charges. If the Parties are unable to resolve any service, performance or budget issues or if there is a material breach of this Agreement that has not been corrected within ninety (90) days, representatives of the affected Parties will meet promptly to review and resolve those issues in good faith.

ARTICLE 11. TERMINATION FOR CONVENIENCE

A Party may terminate its participation in this Agreement either with respect to all, or part, of the mutual assistance provided hereunder at any time and from time to time, for any reason or no reason, by giving notice of termination to the other Party as soon as reasonably possible.

ARTICLE 12. CONFIDENTIAL INFORMATION/NONDISCLOSURE

To the fullest extent allowed by law, the provision of mutual assistance or reimbursement for mutual assistance provided pursuant to this Agreement shall not operate to impair or waive any privilege available to any Party in connection with the mutual assistance, its provision or reimbursement thereof.

The Parties will handle all information exchanged in the course of performing mutual assistance in accordance with requirements for documenting and handling critical infrastructure information as defined by the North American Electric Reliability Corporation Critical Infrastructure Protection Standards and will further comply with non-disclosure requirements of other applicable regulations.

The Parties shall use good faith efforts at the termination or expiration of this Agreement to ensure that any user access and passwords related to this Agreement are terminated.

ARTICLE 13. PERMITTED DISCLOSURE

Notwithstanding provisions of this Agreement to the contrary, each Party may disclose confidential information:

- (a) To the extent required by a State Commission, FERC, a court of competent jurisdiction or other governmental authority or otherwise as required by Laws, including without limitation disclosure obligations imposed under federal securities laws, provided that such Party has given the other Party prior notice of such requirement when legally permissible to permit the other Party to take such legal action to prevent the disclosure as it deems reasonable, appropriate or necessary; or
- (b) On a "need-to-know" basis under an obligation of confidentiality to its consultants, legal counsel, affiliates, accountants, banks and other financing sources and their advisors.

ARTICLE 14. SUBCONTRACTORS

To the extent provided herein, the Parties shall be fully responsible for the acts or omissions of any subcontractors of any tier and of all persons employed by such subcontractors and shall maintain complete control over all such subcontractors, it being understood and agreed that anything not contained herein



shall not be deemed to create any contractual relation between the subcontractor of any tier and the Parties.

ARTICLE 15. NONWAIVER

The failure of a Party to insist upon or enforce strict performance of any of the terms of this Agreement or to exercise any rights herein shall not be construed as a waiver or relinquishment to any extent of its right to enforce such terms or rights on any future occasion.

ARTICLE 16. SEVERABILITY

Any provision of this Agreement prohibited or rendered unenforceable by operation of law shall be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement.

ARTICLE 17. ENTIRE AGREEMENT/DOCUMENTS INCORPORATED BY REFERENCE

All understandings, representations, warranties, agreements and referenced attachments, if any, existing between the Parties regarding the subject matter hereof are merged into this Agreement, which fully and completely express the agreement of the Parties with respect to the subject matter hereof.

ARTICLE 18. ADDITION OF RATE-REGULATED SUBSIDIARIES

Without further action by the Parties, effective on the date of its execution, a Rate-Regulated Subsidiary may enter into the Agreement and be bound thereby.



This Agreement has been duly executed on behalf of the Parties as follows:

KERN RIVER GAS TRANSMISSION COMPANY

By: _____

Title: _____

Name: _____

Date: _____

MIDAMERICAN ENERGY COMPANY

By: _____

Title: _____

Name: _____

Date: _____

NORTHERN NATURAL GAS COMPANY

By: _____

Title: _____

Name: _____

Date: _____

PACIFICORP

By: 

Title: VP, CFO Pacificorp

Name: Nikki Kobliha

Date: 11/2/2015

**NEVADA POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____

**SIERRA PACIFIC POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____



This Agreement has been duly executed on behalf of the Parties as follows:

KERN RIVER GAS TRANSMISSION COMPANY

By: *[Signature]*
Title: *VP - Finance*
Name: *Joseph Lillo*
Date: *7/9/15*

MIDAMERICAN ENERGY COMPANY

By: _____
Title: _____
Name: _____
Date: _____

NORTHERN NATURAL GAS COMPANY

By: _____
Title: _____
Name: _____
Date: _____

PACIFICORP

By: _____
Title: _____
Name: _____
Date: _____

**NEVADA POWER COMPANY
DBA NV ENERGY**

By: _____
Title: _____
Name: _____
Date: _____

**SIERRA PACIFIC POWER COMPANY
DBA NV ENERGY**

By: _____
Title: _____
Name: _____
Date: _____



This Agreement has been duly executed on behalf of the Parties as follows:

KERN RIVER GAS TRANSMISSION COMPANY

By: _____

Title: _____

Name: _____

Date: _____

MIDAMERICAN ENERGY COMPANY

By: Tom Specketer

Title: VP & CFO

Name: Tom Specketer

Date: March 11, 2015

NORTHERN NATURAL GAS COMPANY

By: _____

Title: _____

Name: _____

Date: _____

PACIFICORP

By: _____

Title: _____

Name: _____

Date: _____

**NEVADA POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____

**SIERRA PACIFIC POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____



This Agreement has been duly executed on behalf of the Parties as follows:

KERN RIVER GAS TRANSMISSION COMPANY

By: _____

Title: _____

Name: _____

Date: _____

MIDAMERICAN ENERGY COMPANY

By: _____

Title: _____

Name: _____

Date: _____

NORTHERN NATURAL GAS COMPANY

By: *[Signature]* _____

Title: VP. Finance _____

Name: Joseph Lillo _____

Date: 3/25/15 _____

PACIFICORP

By: _____

Title: _____

Name: _____

Date: _____

**NEVADA POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____

**SIERRA PACIFIC POWER COMPANY
DBA NV ENERGY**

By: _____

Title: _____

Name: _____

Date: _____



This Agreement has been duly executed on behalf of the Parties as follows:

KERN RIVER GAS TRANSMISSION COMPANY

By: _____
Title: _____
Name: _____
Date: _____

MIDAMERICAN ENERGY COMPANY

By: _____
Title: _____
Name: _____
Date: _____

NORTHERN NATURAL GAS COMPANY

By: _____
Title: _____
Name: _____
Date: _____

PACIFICORP

By: _____
Title: _____
Name: _____
Date: _____

**NEVADA POWER COMPANY
DBA NV ENERGY**

By: E. Kevin Bethel
Title: SVP, Chief Financial Officer
Name: E. Kevin Bethel
Date: 3/12/15

**SIERRA PACIFIC POWER COMPANY
DBA NV ENERGY**

By: E. Kevin Bethel
Title: SVP, Chief Financial Officer
Name: E. Kevin Bethel
Date: 3/12/15

**WESTERN REGION
MUTUAL ASSISTANCE AGREEMENT**

For

ELECTRIC AND NATURAL GAS UTILITIES

Effective: 11/14/2003

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WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)

DEFINITIONS

The following are definitions of terms as used in this agreement:

Activation: The initiation of the Assistance and administrative process of the 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.

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 billing, audit, critique information, and closure of the Assistance.

Demobilization: The actual returning of all Assistance resources to the Assisting Party's normal base.

Emergency: A sudden unplanned disruption of essential systems and infrastructure creating a potential for public safety, severe economic loss, or other socio-economic hardships resulting from the loss of the utility service. The emergency may be confined to the utility infrastructure or may include community-wide damage and emergency response. Emergencies may be natural disasters or human caused events.

Mobilization: The actual collecting, assigning, preparing and transporting of all Assistance resources.

Mutual Assistance Coordinator: The person(s) designated by the Requesting Party, and Assisting Party, to coordinate all administrative requirements of the Agreement.

Natural Gas: Term gas or natural gas referred to in this document include all commercially available forms of natural gas including Synthetic Natural Gas.

Operations Liaison: The person or persons designated by the Requesting Party to provide direct contact, communications and coordination at the operations level for Assisting 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.

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 vary by state or province 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.).

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.

WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)

1.0 PARTIES

- 1.1. This Mutual Assistance Agreement (hereinafter referred to as “Agreement”) is made and entered into effective November 14, 2003. The Parties to this Agreement are listed in Attachment A of this document. Each of the parties that have executed this Agreement may hereinafter be referred to individually as “Party” and collectively as “Parties.”
- 1.2. 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.

2.0 RECITALS

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

- 2.1. Whereas, the Parties own operate and maintain utility facilities and are engaged in the production, acquisition, transmission, and/or distribution of electricity or natural gas, and
- 2.2. Whereas, 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, and
- 2.3. Whereas, 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 Agreement is to provide the procedures under which one Party may request and receive assistance from another Party. This Agreement is also designed to allow a new Party to join in the Agreement by signing a copy of this Agreement and the giving of notice to the existing Parties pursuant to Section 6.3 of this Agreement, and
- 2.4. Whereas, assistance requests for Work Stoppages are beyond the scope of this Agreement.
- 2.5. Whereas, for purposes of this Agreement, “Assistance” shall be defined as: All preparation and arrangements by the Assisting Party for Activation, Mobilization, Deactivation and Demobilization, of personnel, material, vehicles, equipment, supplies and/or tools or any other requested form of aid or assistance, starting at the time of the authorization by the Requesting Party, as set forth in this Agreement.

THEREFORE THE PARTIES HEREBY AGREE AS FOLLOWS:

3.0 SCOPE OF ASSISTANCE

- 3.1. In the event of an Emergency affecting the generation, transmission, distribution, services, and/or related facilities owned or controlled by a Party, such Party ("Requesting Party") may request another Party or Parties ("Assisting Party") to provide Assistance. The Assisting Party shall, in its sole discretion, determine if it shall provide such Assistance, including the extent and limitations of that 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, as defined in Section 9 and identified in Attachment B, of the Requesting Party and shall be directed to the Authorized Representative of the Assisting Party. 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 by Section 3.0 and in Attachment C.
- 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. 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 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.
- 3.4. The Requesting Party will provide the name and contact information for the person(s) designated as the Mutual Assistance Coordinator(s), the Operations Liaison(s), 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 Coordinator(s).
- 3.5. All costs 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 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) and Demobilization is completed.

- 3.6. 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 shown in Attachment C-1. If written information cannot be furnished, a verbal confirmation will be acceptable, with a written confirmation to follow within 24 hours.
- 3.7. 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 will not be charged to the potentially Requesting Party.
- 3.8. The Requesting Party agrees to repayment of “reasonable costs or expenses”, as further described in Section 4.0 of this Agreement, and any such reasonable costs or expenses shall continue to be subject to the provisions of Section 5.0 of this Agreement regarding Audit and Arbitration.
- 3.9. The Assisting Party and Requesting Party shall mutually agree upon and make all arrangements for the preparation and actual Mobilization of personnel, material, vehicles, equipment, supplies and/or tools to the Requesting Party’s work area and the return (i.e. Demobilization) of such personnel, material, vehicles, equipment, supplies and/or tools to the Assisting Party’s work area (See Attachments C and D). The Requesting Party shall be responsible for all reasonable costs and expenses incurred by the Assisting Party for Mobilization and/or Demobilization, notwithstanding any early termination of such assistance by the Requesting Party.
- 3.10. Unless otherwise agreed upon, 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.
- 3.11. 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 vehicles and 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 or willful acts of the Assisting Party, or if the vehicles or equipment was not issued by the Assisting Party in safe and operational condition.
- 3.12. 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.

- 3.13. 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 that if repairs are necessary the Requesting Party will be financially responsible unless such repairs are necessitated by the gross negligence or willful acts of the Assisting Party.
- 3.14. 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.
- 3.15. 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.
- 3.16. 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.
- 3.17. 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 billing and auditing purposes as provided in this Agreement.
- 3.18. 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.
- 3.19. 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.
- 3.20. The Requesting party shall provide the Assisting Party with an Operations Liaison (See Attachment C, A.5) to assist with operations, personnel and crew safety. This person(s) shall provide the Assisting Party's crews an operational and safety orientation, pertaining to work practices and safety requirements of the Requesting Party's system, prior to Assisting Party commencing work, and continue to be the link between the Parties and keep the crews apprised of safety, operational, and communication issues.
- 3.21. The Requesting party shall initiate the Deactivation of Assistance by notification to the Assisting Party within 24 hours of deactivation schedule or as soon as is reasonably practicable. Requesting and Assisting Parties will follow the Procedures for Deactivation of Assistance outlined in Attachment D.

4.0 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 “reasonable costs or 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, regulation, or contract pursuant to Section 3.15.
 - b) Employees’ travel and living expenses such as transportation, fuel, utilities, housing or shelter, food, communications, and reasonable incidental expenses directly attributable to the Assistance.
 - 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 maintain, fuel, 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 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 maintain, fuel, and repair vehicles, 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 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, including the costs associated with the Assisting Party’s administrative field coordination personnel, 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 direct result of assistance provided to the Requesting Party.

- 4.2. Unless otherwise mutually agreed to, the Assisting Party shall bill the Requesting Party at the address designated on Attachment "B" for all costs and expenses of the Assisting Party in one invoice with itemization or supporting documentation of charges. If the assistance extends beyond a 30-day period, billing can occur monthly unless otherwise agreed upon.
- 4.3. The Requesting Party shall pay such bill in full, notwithstanding the rights of Audit and Arbitration in Section 5.0, within thirty 30 days of receipt of the bill, or a remittance period agreed to by both parties, and shall send payment to the Assisting Party at the address listed in Attachment "B".
- 4.4. Delinquent payment of bills shall accrue interest at a rate equal to the incremental cost of debt replacement for the Assisting Party, not to exceed the legal rate permitted by the Governing Law (Section 8.0) of Assisting Party, and as identified at the time of billing, prorated by days, until such bills are paid. This rate shall be identified on the bill submitted by the Assisting Party.

5.0 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 or accounting firm who shall have the right to audit and to examine any cost, payment, settlement, or supporting documentation relating to any bill 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 bills as required herein. The Requesting Party or its representative(s) shall undertake any such audit(s) upon notice to the Assisting Party at reasonable times and in conformance with generally accepted auditing standards (GAAS). The Assisting Party agrees to conform to generally accepted accounting principles (GAAP) and 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 of billings for all 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 or accounting firm. Governing Law for arbitration is pursuant to Section 8 of this Agreement. Each Party to arbitration will bear its own costs, and the expenses of the arbitrator shall be shared equally by the Parties to the dispute.

6.0 TERM AND TERMINATION

- 6.1. This Agreement shall be effective on the date of execution by at least two of the 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 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 5.0 and Section 7.0 of this Agreement.
- 6.3. Notwithstanding Section 12.0, additional parties may be added to the Agreement, without amendment of the Agreement, provided that notice is given to existing signatories who may contest inclusion of new signatories within 30 days of such notice, and that any new signatories agree 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 existing signatories. The addition or withdrawal of any party to this Agreement shall not change the status of the Agreement among the remaining Parties.

7.0 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 attorneys' fees and other costs of defending, settling, or otherwise administering claims) which result 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 promptly 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 vehicles or equipment, which the Assisting Party shall provide to the Requesting Party pursuant to Section 3 above, shall not, to the actual knowledge of Assisting Party, be provided in unsafe operating condition, as represented by manufacturer standards and industry practices. Except as provided in the immediately preceding sentence, the Assisting Party makes no representations or warranties as to the condition, suitability for use, freedom from defect or otherwise of such vehicles or equipment. Requesting Party shall utilize the vehicles or 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 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 7.0, 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 aircraft or watercraft (over 17 feet in length) 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 aircraft or watercraft (over 17 feet in length) 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 insured's on such liability coverage.

8.0 GOVERNING LAW

- 8.1. All disputes, contests or arbitration of this Agreement, for assistance provided or requested, shall be interpreted, governed and construed by

the choice of law state or province as specified by the Assisting Party in Attachment B.

9.0 AUTHORIZED REPRESENTATIVE

9.1. The Parties shall, within 30 days following execution of this Agreement, appoint Authorized Representative and Alternate Authorized Representative(s), 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. The Authorized Representatives or the Alternate Authorized Representatives shall have the authority to request and commit to the providing of Assistance.

10.0 CUSTODIANSHIP OF AGREEMENT

10.1. The custodial responsibilities of this Agreement, as outlined in Attachment E, may be assigned to one of the Parties to this Agreement, which assignment shall be subject to acceptance by such Party, or may be assigned to a third party, in either case by vote of the participating Parties starting within 30 days after the initiation of this Agreement, and then by January 31st of each year.

11.0 ASSIGNMENT OF AGREEMENT

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

12.0 WAIVERS OF AGREEMENT

12.1. 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.

13.0 ENTIRE AGREEMENT

13.1. This Agreement is the entire agreement between the Parties concerning the subject matter of the Agreement. It supercedes 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. The recitals to this agreement are hereby incorporated herein.

14.0 AMENDMENT

14.1. 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.

15.0 NOTICES

15.1. All communications between the Parties relating to the provisions of this Agreement shall be addressed to the Authorized Representative of the Parties, or in their absence, to the Alternate Authorized Representative(s) as identified in Attachment "B". Communications shall be in writing, and shall be deemed given if made or sent by e-mail with electronic confirmed delivery, 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 as described above. All Parties shall keep the Custodian of the Agreement 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.

16.0 ATTACHMENTS

Attachment "A" (Parties to this Agreement)

Attachment "B" (Names and Addresses of Authorized Representative(s) /Billing)

Attachment "C" (Activation of Western Regional Mutual Assistance Agreement)

Attachment "C-1" (Sample Written Request for Assistance)

Attachment "D" (Deactivation Under Western Regional Mutual Assistance Agreement)

Attachment "E" (Custodianship of Western Regional Mutual Assistance Agreement)

Attachments to this Agreement are incorporated herein by this reference.

WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)

1.0 SIGNATURE CLAUSE

- 1.1. 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.
- 1.2. 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: Pacific Power

Signature of Officer: 

Title of Officer: President

Date Executed: 9/24/07

Print Officer Name: Pat Reiten

ATTACHMENT A

Parties to the Western Region Mutual Assistance Agreement:

Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
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Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:

ATTACHMENT B

(Sample)

WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric & Natural Gas)

Names and Address of Authorized Representative(s)/ Billing

Date _____
Name of Utility _____
Mailing Address _____

Individuals to Call for Emergency Assistance:

AUTHORIZED REPRESENTATIVE

Name _____
Title _____ Address _____
E-Mail _____ Pager No. _____
Day Phone _____ Night Phone _____
FAX _____ Cellular Phone _____

ALTERNATE AUTHORIZED REPRESENTATIVE

Name _____
Title _____ Address _____
E-Mail _____ Pager No. _____
Day Phone _____ Night Phone _____
FAX _____ Cellular Phone _____

DISPATCH CENTER WITH 24-HOUR TELEPHONE ANSWERING

Name _____
Title _____
Address _____
Phone _____ Radio Frequency _____
FAX _____

CHOICE OF LAW (State or Province): _____

BILLING/PAYMENT ADDRESS

Name of Utility _____
Department of Utility _____
Billing/Payment Address _____

Telephone No. _____
FAX _____

Information provided to 2004 WRMAA Custodian: _____ Western Energy Institute

ATTACHMENT C

ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

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 situation creating the need for Assistance;
 - A.2 A general description of the damage sustained by the Requesting Party, including the part of the utility system, e.g., generation, transmission, substation, or distribution, affected by the emergency situation;
 - A.3 The number and type of personnel, equipment, vehicles, materials and supplies needed;
 - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
 - A.5 The name(s) and contact information of individuals employed by the Requesting Party who will be the Mutual Assistance Coordinator(s) and Operations Liaison(s);
 - 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, CNG 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) and contact information of designated representative(s) to act as Mutual Assistance Coordinator(s).
 - B.2 The number and type of crews and equipment available to be furnished;
 - B.3 The name and title of the crew members responding to the Assistance;
 - B.4 Materials available to be furnished;
 - B.5 An estimate of the length of time that personnel and equipment will be available;
 - B.6 The name and contact information of the person(s) to be designated as supervisory personnel to accompany the crews and equipment; and
 - B.7 When and where Assistance will be provided, giving consideration to the request set forth in section A.6 above.

ATTACHMENT C-1

ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

Sample Written Request for 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 Western Region Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of What Assistance)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

ATTACHMENT D

DEACTIVATION UNDER WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

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. Whether crews have been rested prior to their release or status of crew rest periods
 - A.4. Advisement to the Assisting Party regarding current weather and travel conditions and suggested routing

- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
 - B.1. Return of any equipment, material, tools, or supplies provided by the Requesting Party
 - B.2. Provision of any information that may be of value to the Requesting Party in their critique of response efforts
 - B.3. Estimation as to when billing will be available
 - B.4. Billing to include detail under headings as outlined in Section 4.0 of this Agreement.
 - 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 E
CUSTODIANSHIP OF WESTERN REGION
MUTUAL ASSISTANCE AGREEMENT

Responsibilities of the Western Region Mutual Assistance Agreement (Electric and Natural Gas) Custodian are:

- A. Act as the single repository for all original signature pages, changes, updates, and addendums to the Agreement, including Attachment B.
- B. Ensure all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative(s), as identified in Attachment "B", no later than December 15 of each year.
- C. Distribute annual update of Attachment "B" no later than January 15 of each year.
- D. 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, and assignment of the Agreement Custodian for the next year.
- E. 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 pursuant to Section 6.3 of this Agreement.
- F. Facilitate any necessary reviews of the Agreement.
- G. Term of the Custodian responsibilities is annual and will commence on February 1, and terminate on January 31 of the following year. There are no limits to the number of terms or consecutive terms of the custodian. The name and contact information for the current Agreement Custodian will be provided as part of the Attachment B update as outlined in A and B above.

ATTACHMENT A
Parties to the
Western Region Mutual Assistance Agreement

Name of Party:	Arizona Public Service Co.	Service Area:
Utility Type:	Electric Utility	Throughout the State of Arizona
Effective Date:	September 30, 2005	
Name of Party:	ATCO Gas	Service Area:
Utility Type:	Natural Gas	Province of Alberta, Canada
Effective Date:	July 20, 2006	
Name of Party:	Avista Corporation	Service Area: Spokane, Washington area,
Utility Type:	Electrical and Gas	Coeur'D Alene, Idaho area, Medford,
Effective Date:	November 14, 2003	Oregon and surrounding areas
Name of Party:	Bonneville Power Administration	Service Area:
Utility Type:		
Effective Date:		
Name of Party:	Cascade Natural Gas Corporation	Service Area: Washington and Oregon
Utility Type:	Natural Gas	
Effective Date:	February 2, 2004	
Name of Party:	Chelan Public Utility District (Public Utility District No. 1 of Chelan County)	Service Area:
Utility Type:	Hydroelectric Generation, Electric, Water, Waste Water and Fiber Optics	Central Washington, Chelan County
Effective Date:	December 7, 2004	
Name of Party:	City of Mesa	Service Area: Mesa, Arizona and Pinal
Utility Type:	Gas and Electric	County MAGMA Gas System
Effective Date:	December 1, 2005	
Name of Party:	Clark Public Utility	Service Area: Clark Co. Washington
Utility Type:	Electric, Water, Waste Water	
Effective Date:	June 11, 2004	
Name of Party:	El Paso Electric Company	Service Area: West Texas & Southern
Utility Type:	Electric	New Mexico
Effective Date:	September 13, 2004	
Name of Party:	ENSTAR Natural Gas Company	Service Area: South Central Alaska
Utility Type:	Natural gas distribution and transmission	
Effective Date:	November 16, 2003	

ATTACHMENT A
Parties to the
Western Region Mutual Assistance Agreement

Name of Party:	Eugene Water & Electric Board	Service Area: Eugene, Oregon and McKenzie River Valley
Utility Type:	Electric and water	
Effective Date:	June 2, 2004	
Name of Party:	Hawaiian Electric Company, Inc.	Service Area: Hawaii, to include islands of: Oahu, Maui, Hawaii, Lanai & Molokai
Utility Type:	Electric	
Effective Date:	March 28, 2006	
Name of Party:	Idaho Power Company	Service Area: Southern Idaho and Eastern Oregon
Utility Type:	Electric Utility	
Effective Date:	January 3, 2007	
Name of Party:	Intermountain Gas Company	Service Area: Southern Idaho
Utility Type:	Natural gas distribution	
Effective Date:	January 21, 2004	
Name of Party:	Los Angeles Department of Water & Power (LADWP)	Service Area: Distribution in LA Basin and the Owens Valley Region. Transmission in California, Nevada and Utah
Utility Type:	Municipal	
Effective Date:	July 7, 2009	
Name of Party:	NorthWestern Energy, a division of NorthWestern Corp.	Service Area: Western 2/3 of Montana
Utility Type:	Electric and Gas	
Effective Date:	November 24, 2003	
Name of Party:	NV Energy (dba Nevada Power and Sierra Pacific)	Service Area: Southern Nevada, Las Vegas Metropolitan and surrounding area
Utility Type:	Electric	
Effective Date:	November 14, 2003	
Name of Party:	NW Natural	Service Area: Oregon / SW Washington
Utility Type:	Natural Gas	
Effective Date:	November 14, 2003	
Name of Party:	PacifiCorp (dba Pacific Power, Utah Power, Rocky Mountain Power)	Service Area: Oregon, Washington, Utah, Northern California, SW and Central Wyoming, Southern Idaho
Utility Type:	Electric Utility	
Effective Date:	February 27, 2004	
Name of Party:	Pacific Gas & Electric Company	Service Area: Northern California
Utility Type:	Gas and Electric	
Effective Date:	June 7, 2006	

ATTACHMENT A
Parties to the
Western Region Mutual Assistance Agreement

Name of Party:	Portland General Electric	Service Area: Portland & Salem Oregon and surrounding areas
Utility Type:	Electric Utility	
Effective Date:	November 18, 2003	
Name of Party:	Public Service Co. of NM	Service Area: Throughout the state of New Mexico
Utility Type:	Electric Utility	
Effective Date:	March 2, 2004	
Name of Party:	Puget Sound Energy	Service Area: Western Washington, and portions of Kittitas County
Utility Type:	Electric & Gas Distribution	
Effective Date:	February 19, 2004	
Name of Party:	Questar Gas Company	Service Area: Utah, Southwest Wyoming, Southern Idaho
Utility Type:	Natural Gas	
Effective Date:	February 4, 2004	
Name of Party:	Rocky Mountain Power (refer to PacifiCorp)	
Name of Party:	Sacramento Municipal Utility District	Service Area:
Utility Type:	Electric Generation	Generations facilities in Sacramento, El Dorado, and Solano Counties, California
	Electric distribution	Customers located in Sacramento and a small portion of southern Placer Counties, California
	Gas Pipeline	Pipeline runs through Yolo and Sacramento Counties, California with customers in Sacramento County only
Effective Date:	April 1, 2004	
Name of Party:	Salt River Project Agricultural Improvement and Power District	Service Area: Phoenix and surrounding area
Utility Type:	Electric and Water	
Effective Date:	May 21, 2004	
Name of Party:	Seattle City Light	Service Area: Burien, Lake Forest Park, Normandy Park, Renton, SeaTac, Seattle, Shoreline, Tukwila, Unincorporated King County
Utility Type:	Publicly Owned Utility	
Effective Date:	February 8, 2007	
Name of Party:	Snohomish County PUD No. 1	Service Area: Snohomish County and Camano Island, State of Washington
Utility Type:	Electric and Water	
Effective Date:	December 10, 2010	

ATTACHMENT A
Parties to the
Western Region Mutual Assistance Agreement

Name of Party:	Southern California Edison Company	Service Area: Southern California
Utility Type:	Electric	
Effective Date:	November 12, 2003	
Name of Party:	Southwest Gas Corporation	Service Area: NV: Northern - Carson City, Elko, Winnemucca, Southern - Las Vegas, Bullhead City
Utility Type:	Natural Gas	CA: Barstow, Big Bear, Needles, Victorville
Effective Date:	April 8, 2005	AZ: Central – Phoenix, Tempe, Southern - Tucson, Sierra Vista, Douglas
Name of Party:	Terasen Gas Inc	Service Area: Most areas of British Columbia including Vancouver Island
Utility Type:	Natural Gas	
Effective Date:	December 1, 2003	
Name of Party:	The Gas Company, LLC	Service Area: State of Hawaii
Utility Type:	Gas	
Effective Date:	November 13, 2003	
Name of Party:	Tucson Electric Power Company	Service Area: Tucson, Arizona
Utility Type:	Electric	Santa Cruz County, Arizona
Effective Date:	June 23, 2005	
Name of Party:	Tuscarora Gas Transmission Company	Service Area: Southern Oregon
Utility Type:	Interstate Natural Gas Pipeline	Northeastern California
Effective Date:	August 26, 2004	Northwestern Nevada

ATTACHMENT C

ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

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 situation creating the need for Assistance;
 - A.2 A general description of the damage sustained by the Requesting Party, including the part of the utility system, e.g., generation, transmission, substation, or distribution, affected by the emergency situation;
 - A.3 The number and type of personnel, equipment, vehicles, materials and supplies needed;
 - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
 - A.5 The name(s) and contact information of individuals employed by the Requesting Party who will be the Mutual Assistance Coordinator(s) and Operations Liaison(s);
 - 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, CNG 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) and contact information of designated representative(s) to act as Mutual Assistance Coordinator(s).
 - B.2 The number and type of crews and equipment available to be furnished;
 - B.3 The name and title of the crew members responding to the Assistance;
 - B.4 Materials available to be furnished;
 - B.5 An estimate of the length of time that personnel and equipment will be available;
 - B.6 The name and contact information of the person(s) to be designated as supervisory personnel to accompany the crews and equipment; and
 - B.7 When and where Assistance will be provided, giving consideration to the request set forth in section A.6 above.

ATTACHMENT C-1

ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

Sample Written Request for 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 Western Region Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of What Assistance)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

ATTACHMENT D

DEACTIVATION UNDER WESTERN REGION MUTUAL ASSISTANCE AGREEMENT

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. Whether crews have been rested prior to their release or status of crew rest periods
 - A.4. Advisement to the Assisting Party regarding current weather and travel conditions and suggested routing

- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
 - B.1. Return of any equipment, material, tools, or supplies provided by the Requesting Party
 - B.2. Provision of any information that may be of value to the Requesting Party in their critique of response efforts
 - B.3. Estimation as to when billing will be available
 - B.4. Billing to include detail under headings as outlined in Section 4.0 of this Agreement.
 - 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 E
CUSTODIANSHIP OF WESTERN REGION
MUTUAL ASSISTANCE AGREEMENT

Responsibilities of the Western Region Mutual Assistance Agreement (Electric and Natural Gas) Custodian are:

- A. Act as the single repository for all original signature pages, changes, updates, and addendums to the Agreement, including Attachment B.
- B. Ensure all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative(s), as identified in Attachment "B", no later than December 15 of each year.
- C. Distribute annual update of Attachment "B" no later than January 15 of each year.
- D. 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, and assignment of the Agreement Custodian for the next year.
- E. 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 pursuant to Section 6.3 of this Agreement.
- F. Facilitate any necessary reviews of the Agreement.
- G. Term of the Custodian responsibilities is annual and will commence on February 1, and terminate on January 31 of the following year. There are no limits to the number of terms or consecutive terms of the custodian. The name and contact information for the current Agreement Custodian will be provided as part of the Attachment B update as outlined in A and B above.

ATTACHMENT F

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 or minimizes 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.

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

AP Invoice Date: _____ AP Invoice #: _____ Bill To: 3 <u>(Requesting Party)</u> Address: _____ _____ Phone: _____ Attention: _____ 5	RP Purchase Order # 1 RP Reference or W/O# _____ 2 Remit To: _____ 4 <u>(Assisting Party)</u> Address: _____ _____ Phone: _____ Attention: _____ 6
Name or Description of Event: _____ Location of Assistance or Event: _____ Assistance / Billing Period: From: 7 _____ To: 8 _____ <div style="text-align: center; font-size: small;"> Date Assistance Accepted: _____ Date Demobilization Complete: _____ </div>	

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

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

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

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

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

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

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

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

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: _____

Pay This

Amount: _____

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

(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, 3.5,)
- 8** The date the assistance demobilization is complete. (Sec. 3.5, Att D) *(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(b))

- 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.

Exhibit B

PacifiCorp

**Siskiyou Emergency Response
Exercise**



PacifiCorp Table Top Exercise

June 26, 2019

Wildfire Mitigation Program





Agenda

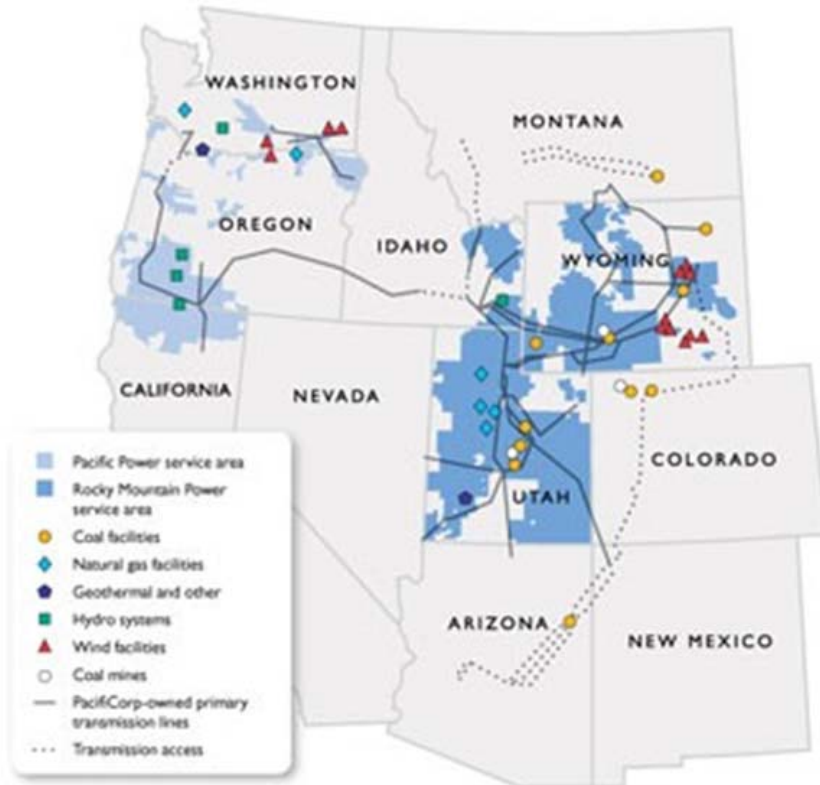
- Introductions
- Company Overview
- All-Hazard Emergency Planning
- Emergency Notification and Response
- Wildfire Mitigation Program
- Tabletop Exercise
- Conclusion



Company Overview and Organization

PacifiCorp

(a Berkshire Hathaway Energy Company)



- **Serving 1.8 million** customers in 6 states.
 - Pacific Power (CA, OR, WA)
 - Rocky Mountain Power (UT, WY, ID)
- 143,000 square miles of service area
- 5,700 employees
- 80,300 miles of transmission and distribution lines
- 10,800 megawatts of company-owned net generation capacity
- 900 substations

Pacific Power



- *Proudly serving the Pacific Northwest for more than 100 years*
- 785,000 customers
- 35,313 square miles of service area
- 4,392 transmission line miles
- 50,154 transmission poles
- 117 transmission substations
- 26,642 distribution line miles
- 525,453 distribution poles
- 281 distribution substations
- 294,669 service transformers

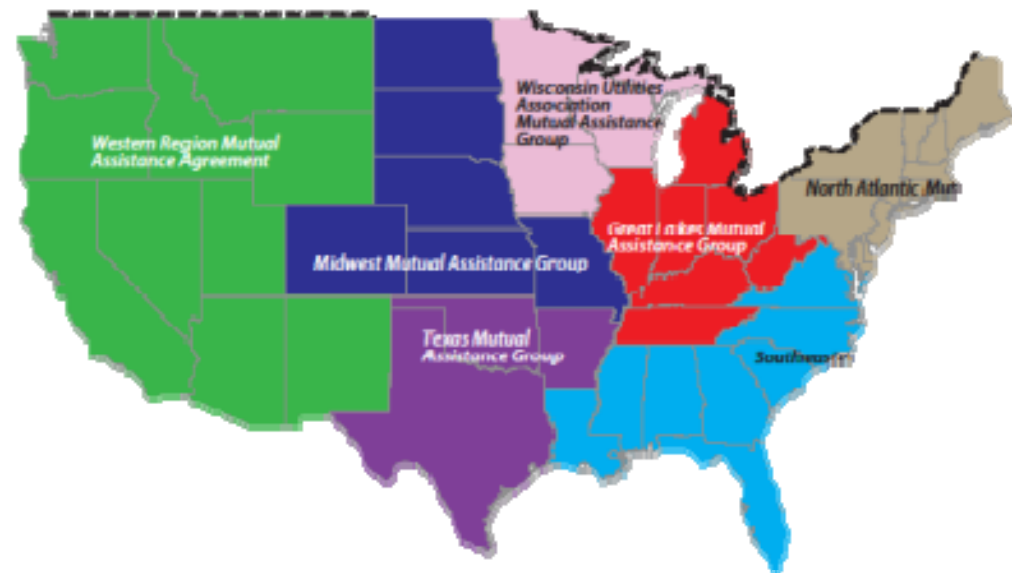


Public Private Partnerships



Mutual Assistance

- Mutual assistance agreements:
 - California Utility Emergency Association
 - Western Energy Institute
 - Edison Electric Institute
 - Oregon Municipal Electric Utilities
 - Oregon Rural Electric Cooperative Association
 - Inter-Company Agreement
- Regional Mutual Assistance Group.
- National Mutual Assistance Resource Team.
- National Resource Executive Committee.



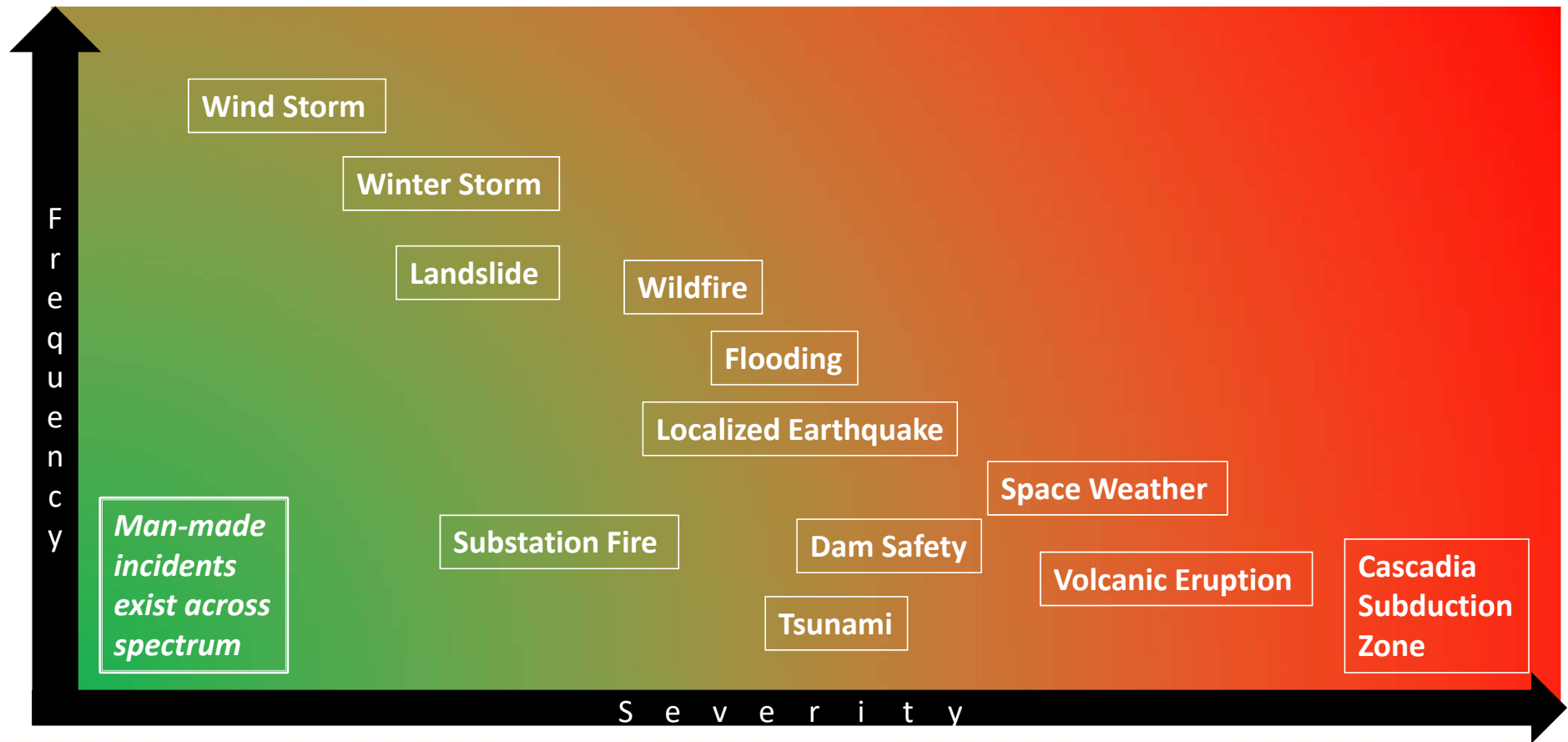


All-Hazard Emergency Planning

Company Emergency Management Structure



Incident Planning Spectrum



Plans and Response

- All-Hazards Response Plan
- Damage assessment
- Coordination and communication
- Black start procedures
 - *(Approved by Peak Reliability Coordinator)*
- Spare substation equipment
- Business continuity plans (COOP):
 - Denial of access
 - Loss of primary facility
 - Loss of critical infrastructure (technology recovery)
- Continuity of leadership plan





Emergency Notification and Response

Earthquake and Tsunami Notification

- Notification
 - Direct notification from USGS or NOAA
- Response
 - De-energize if possible with warning
 - Evacuate employees to safe locations
 - Respond after area declared safe for first responder entry
 - Provide Liaison to Incident Command Post

M5.0 - Andreanof Islands, Aleutian Islands, Alaska

Preliminary Earthquake Report

Magnitude	5.0
Date-Time	30 Jan 2018 11:49:28 UTC 30 Jan 2018 11:49:28 near epicenter 30 Jan 2018 03:49:28 standard time in your timezone
Location	51.776N 176.208W
Depth	50 km
Distances	33.1 km (20.5 mi) ESE of Adak, Alaska 1487.9 km (922.5 mi) SSE of Anadyr, Russia 1577.0 km (977.8 mi) ESE of Klyuchi, Russia 1707.8 km (1058.8 mi) ESE of Petropavlovsk-Kamchatsky, Russia 1724.3 km (1069.1 mi) ESE of Yelizovo, Russia
Location Uncertainty	Horizontal: 10.3 km; Vertical 7.1 km
Parameters	Nph = 112; Dmin = 34.9 km; Rmss = 1.26 seconds; Gp = 134° Version =

Earthquake Notification

Fire Weather Notification

- Notification
 - Direct notification from NOAA or NWS
- Response
 - Proactively de-energize if necessary
 - Provide contact with County/State Emergency Operations Center(s)
 - Manage recovery operations

[Click Here for NWS Red Flag Description](#)

ISSUED: 08/15/2018 11:08:00 AM Pacific Time	EXPIRES: 08/15/2018 11:00:00 PM Pacific Time
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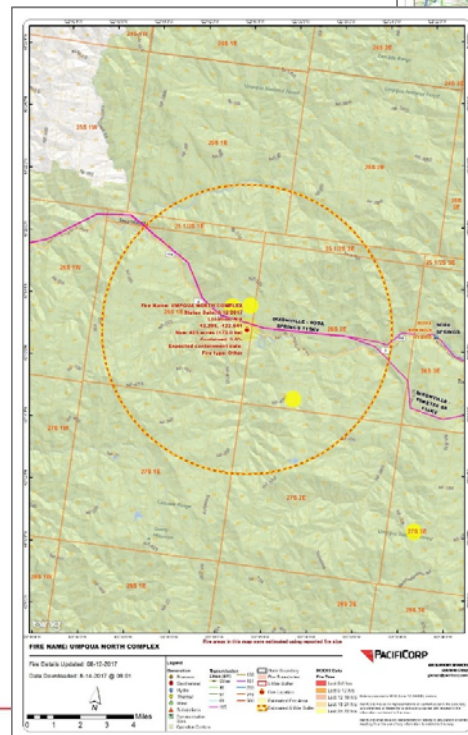
EMS	SUBSTATION(S)	COMM SITE(S)	TRANSMISSION LINE(S)
COPCO1	COPCO #1 HE PLANT	DORRIS SUBSTATION	ENTERPRISE JCT-ALTURAS TAP TO TUNNEL - 69kV
COPCO1	COPCO #1 SW STA	MACDOEL SUB	COPCO 2-KLAMATH FALLS,MACDOEL TAP - 69kV
DORRIS	DORRIS		COPCO 2-KLAMATH FALLS - 69kV
MACDOEL	MACDOEL		FALL CREEK-COPCO 1 - 69kV
TULELAKE	TULELAKE		COPCO 1-COPCO 2 - 69kV
TUNNEL	TUNNEL		COPCO 1-COPCO 1 SW LN #26-2 - 69kV
			COPCO 1-COPCO 1 SW LN #26-1 - 69kV
			MALIN-INDIAN SPRINGS - 500kV
			DORRIS-LINE 5 JCT - 69kV
			COPCO 2-WESTSIDE - 69kV

Fire Weather Notification

Wildfire and Flood Notification and Response

- Notification of employees via wildfire and flooding tools for any event detected which could impact assets
 - Notifications are sent regardless of cause or origin
 - Generally cause is unknown at time of notification
- Advance notice allows proactive steps to be taken
 - Strategic line outages
 - Resource mobilization
 - Deploy mitigation strategies
 - Application of fire retardant on base of poles
- Provide liaison to Local Incident Management Team
 - Coordinate with local agencies as required during response

Wildfire Notification Tool



Flooding Notification Tool



Response Experience

- Winter storms
- Wind storms
- Wildland Fire
- Tsunami (2011)
- Tornado
- Flooding
- Hurricane
- Gas pipeline explosion
- Dam safety incidents
- Landslide
- Substation fire
- Man-made incidents
- Regional Mutual Assistance Incidents





Wildfire Mitigation Program



History of Wildfire Mitigation & De-energization Plans

In 2008, SDG&E filed to employ emergency power shutoffs (proactive de-energization) to augment its wildfire response activities

- Used in cases of high fire risk over a short period of time
- In response to “Santa Ana-like” conditions, i.e. hot & dry winds capable of structural damage that could lead to catastrophic wildfire
- Substantial intervenor input led to communication, process, reporting and after-the-fact processes

In 2012 the CPUC approved the process which included a framework for communication, coordination, risk assessment, and post-operative reviews of similar plans

In 2017, Fire Threat Maps for the state were approved by the CPUC.

In 2018 the CPUC Energy Safety & Reliability Branch (ESRB) authored Resolution 8 which expanded SDG&E’s proactive shutoff action to the remaining investor-owned utilities, but layered in additional communication, notification and reporting processes

- Pacific Power began developing its proactive de-energization plan &
- Reviewing criticality of impacted customers, such as police, fire, community services with Emergency Response Personnel in November, 2018

In 2019, Pacific Power’s Wildfire Mitigation Plan, which included a chapter of the Public Safety Power Shut Off process, was approved by the CPUC; PSPS continues to be evaluated at a state level in a rulemaking which is underway

Moving Forward: Living process to be reviewed, evaluated, and improved as experience is gained

Wildfire Mitigation Program

- High fire threat areas determination include
 - population density
 - structure density
 - fuel loading
 - accessibility
 - climatology
- Mitigation plans developed to minimize risk from electrical assets
- Modified reclosing procedures during fire season
- Vegetation management crews will work in coordination with public sector authorities
- De-Energization for all areas - real time potential damage or fire risk is assessed by emergency response or emergency operations center



Key objectives of PacifiCorp's plan

- More resilient systems with lower likelihood of fault events
- Better response when faults occur, including equipment and personnel plans to minimize scope and duration of the fault event
- Situation awareness and operational readiness designed to mitigate impacts to the system
- Maintenance of the plan, assessment of its effectiveness and review of impacts on stakeholders



Strategy	Tactic	Immediate	Prior to Next Season	Next 5 Years
System Hardening	Inspections Equipment Technology	<ul style="list-style-type: none"> Enhanced transmission inspection Enhanced distribution inspection Treating lines with fire proofing spray Identify equipment for replacement Risk modeling software 	<ul style="list-style-type: none"> Continue enhanced inspection 5 Year Wood Pole Replacement Plan Replacing 15 miles of line both transmission and distribution Replacing legacy equipment Implement risk modeling software with functional attributes 	<ul style="list-style-type: none"> Continue enhanced line inspections Expand plans into Tier 2 areas Refine risk modeling software to improve identifying risk
Vegetation Management	Increased Diligence	<ul style="list-style-type: none"> Vegetation inspection for facilities Additional overhang removal Develop criteria for targeting higher risk tree removal 	<ul style="list-style-type: none"> Annual vegetation inspection Incorporate overhang removal into routine work Remove higher risk trees during routine work 	<ul style="list-style-type: none"> Evaluate and make improvements.
Situational Awareness	System Readiness Weather Data	<ul style="list-style-type: none"> Conduct pre-fire season patrol evaluating for proper vegetation and conductor clearances 	<ul style="list-style-type: none"> Conduct post-fire season practice assessment and outline next steps Conduct pre-fire season patrol based on findings from prior experience 	<ul style="list-style-type: none"> Evaluate new technologies in weather modeling to inform risk decision and completed local weather monitoring points Conduct pre-fire season patrol based on findings from prior experience
Operational Response	Targeted Work	<ul style="list-style-type: none"> Fire risk tools and additional personnel Live line restrictions Remote construction fuel reduction/fire suppression 	<ul style="list-style-type: none"> Evaluate impact of live line restrictions & recommend modifications Evaluate remote construction fuel reduction/fire suppression tactics and recommend modifications 	<ul style="list-style-type: none"> Assess best practices and incorporate into fire season work routines

Wildfire Mitigation Plan Components

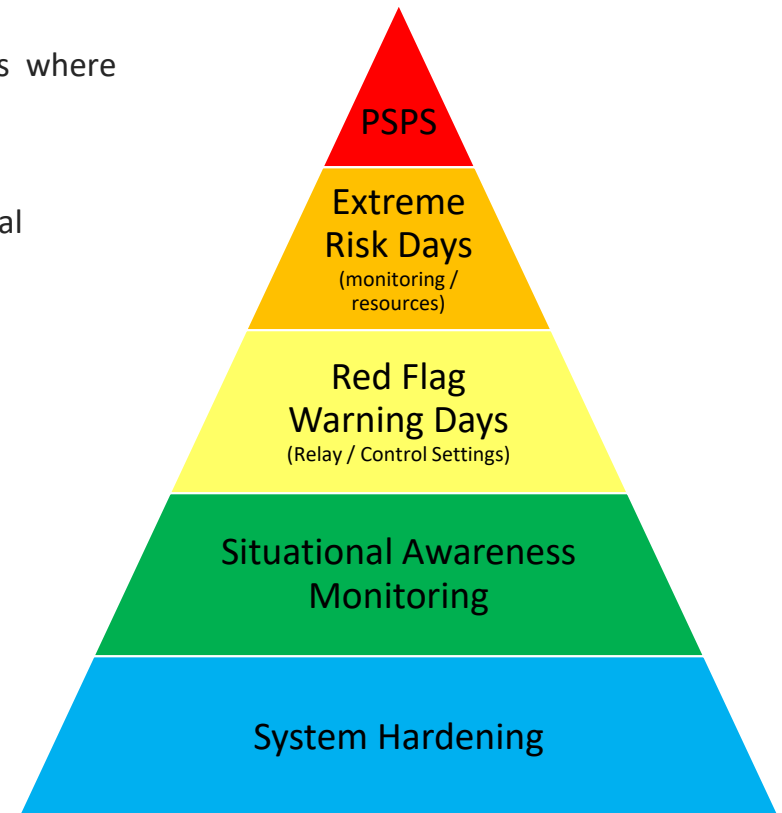
Public Safety Power Shutoff (PSPS) during Extreme Risk Days where thresholds for wind and low precipitation have been exceeded

During Extreme Risk Days, in identified areas, deploy additional resources to area for assessment / monitoring at a local level

Utilization of enhanced protection and control settings during High Risk Days, which require additional field patrols before re-energizing lines after a fault event

Implementation of enhanced weather monitoring and weather forecasting in localized areas, including installation of weather monitoring stations

System modifications to minimize risk and impact to customers, including installation of insulated conductor, relays, and sectionalizing equipment



Key Information about PSPS

Pacific Power will provide information regarding PSPS on its public website at pacificpower.net, which includes:

- Actions taken to harden the system to reduce risk
- Monitoring conditions
- Criteria for triggering an event
- Map of PDZ areas
- Notification before, during and at the conclusion on an event
- Restoration information

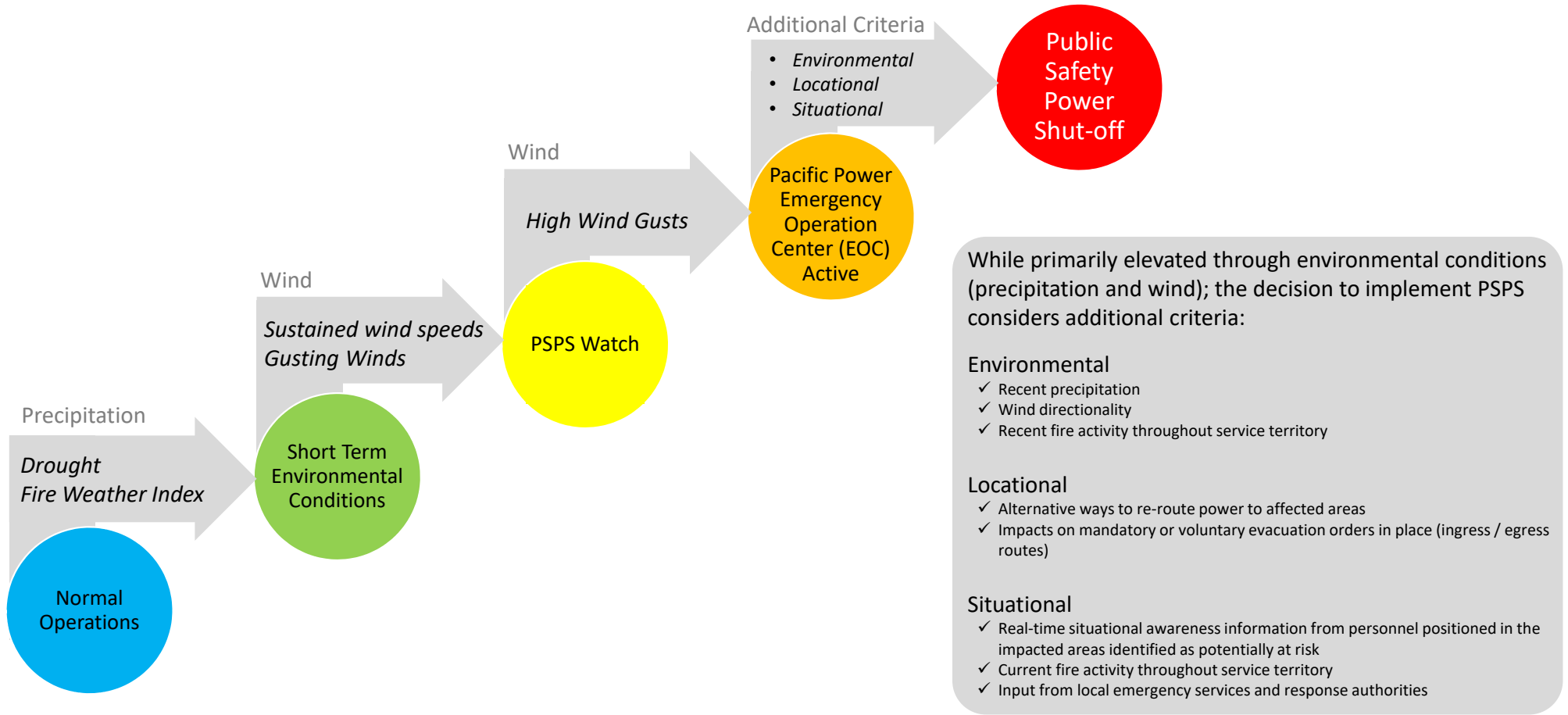
PSPS Notification

- Customers will be notified with a combination of phone calls, texts, and emails based on selected preference. All alerts will correspond with updates to social media platforms and the website
- Notification will include the approximate start time of the outage, the forecasted duration, the timeline for the next update, and where to find additional information on the website
- Customers previously identified as needing electricity for medical equipment will receive notification

Public Safety Power Shut-off Key Points


- PSPS is considered last line of defense and augments other plan elements which include circuit hardening, situational awareness, operational tactics and engineering strategies
- Pacific Power's PSPS is focused on areas where there is coincidence of fire spread risk, people and property and weather patterns that could contribute to significant impacts to those populations
- The company is extending elements of the California PSPS to its other service areas, including stakeholder outreach, aligning notification timeframes and notification triggers
- For public safety, PSPS would occur only when key triggers are forecasted to be reached; it is generally expected that these events will be infrequent based on normal weather patterns
- The key triggers include a fire-fighting based drought index (Keetch-Byram Drought Index-KBDI) and a fire weather index (Fosberg Fire Weather Index-FFWI), as well as either sustained or gusting wind speeds
- Pacific Power to utilize third-party weather forecasting firm (Western Weather) that will be installing additional weather stations in 2019 on company circuits to further improve our situational awareness supporting PSPS
- As new information is obtained, key triggers will be re-evaluated and any necessary changes will result in modifications to alert levels and retooling of company processes

Public Safety Power Shut-off (PSPS) Criteria

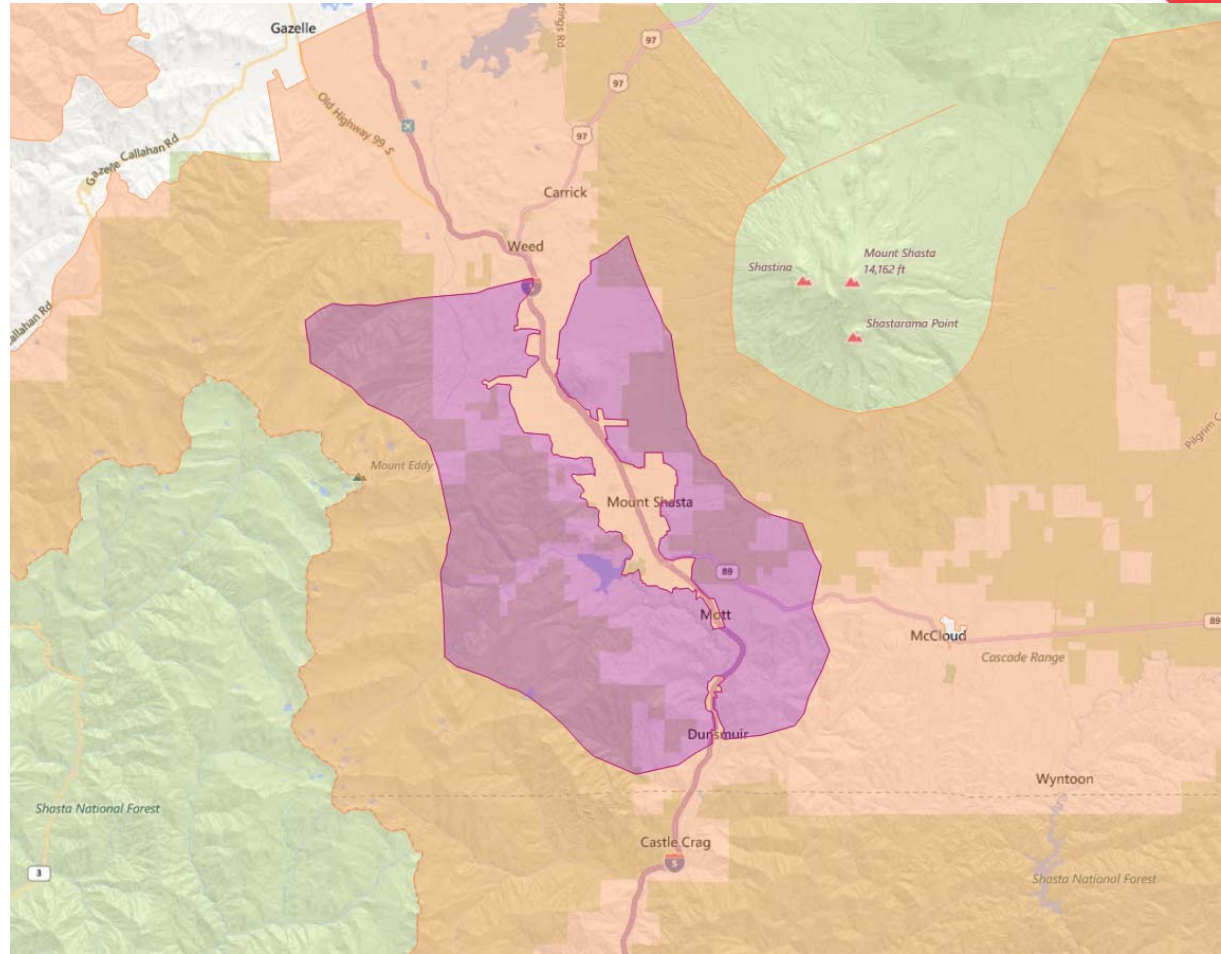


PSPS Timeline

Pacific Power EOC monitors situation and communication

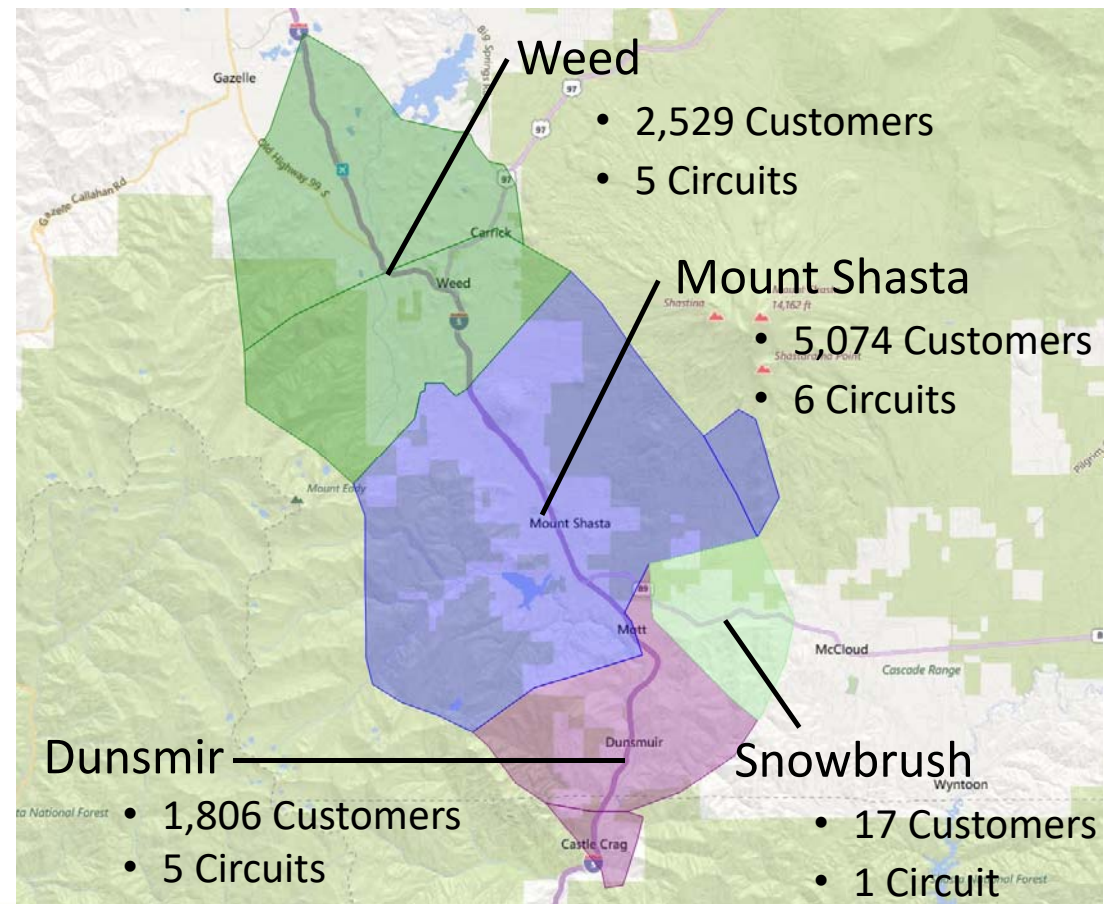
- 
- **72 - 48 Hours, Potential PSPS:** Forecast received. Contact emergency management agencies followed by state regulatory authority, media, social media, customers (according to chosen method) and community based organizations. Pacific Power Emergency Manager to initiate cooling shelters. Pacific Power to provide customer communication scripts to emergency management.
 - **24 Hours, Potential PSPS:** Monitor and communicate to emergency management and customers. All customers receive a call in addition to other methods of notification. All social media platforms updated including website. Notification to identified life support customers.
 - **2 Hours, Imminent PSPS:** Two hour imminent alert calls placed to all customers. List of uncontacted life support customers is provided to the incident commander. All social media platforms updated including website. Emergency management, the media, and community based organizations are updated.
 - **1 Hour, Imminent PSPS:** One hour imminent alert calls placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.
 - **Event Begins:** Event begins calls are placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.

High Fire Threat Areas

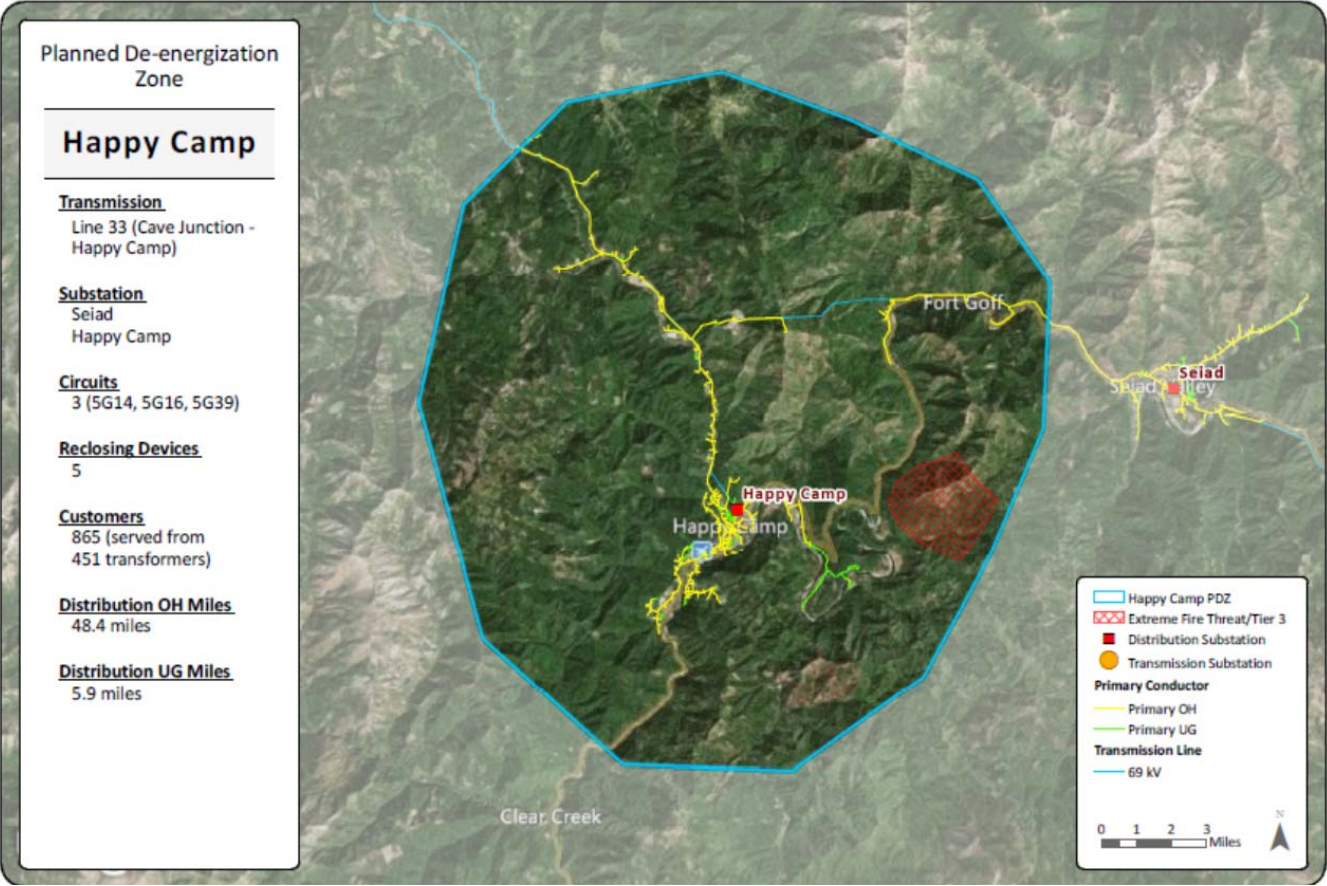


Proactive De-energization Zones

- Zones give us the ability to customize de-energized areas as appropriate
- Possible to limit effects of power losses
- Identified Critical facilities will be mapped within each zone



Happy Camp PDZ



PSPS Criteria History

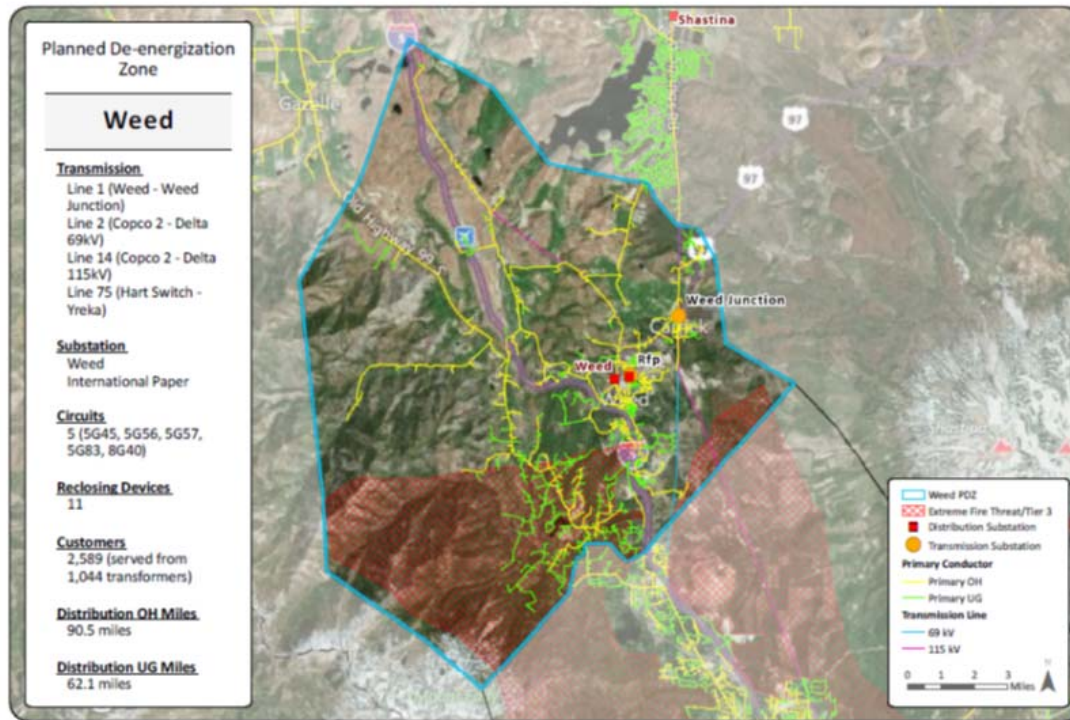
Happy Camp

		2010	2011	2012	2013	2014	2015	2016	2017	2018
	KBDI (hours)	0	0	216	0	0	0	0	0	0
	FFWI6 (hours)	92	60	76	89	218	86	131	149	95
	Sustained (hours)	114	42	90	122	169	92	104	128	87
	Gusts (hours)	26	9	9	49	37	12	35	76	24
	Watch Events	0	0	0	0	0	0	0	0	0
	Candidate Events	0	0	0	0	0	0	0	0	0

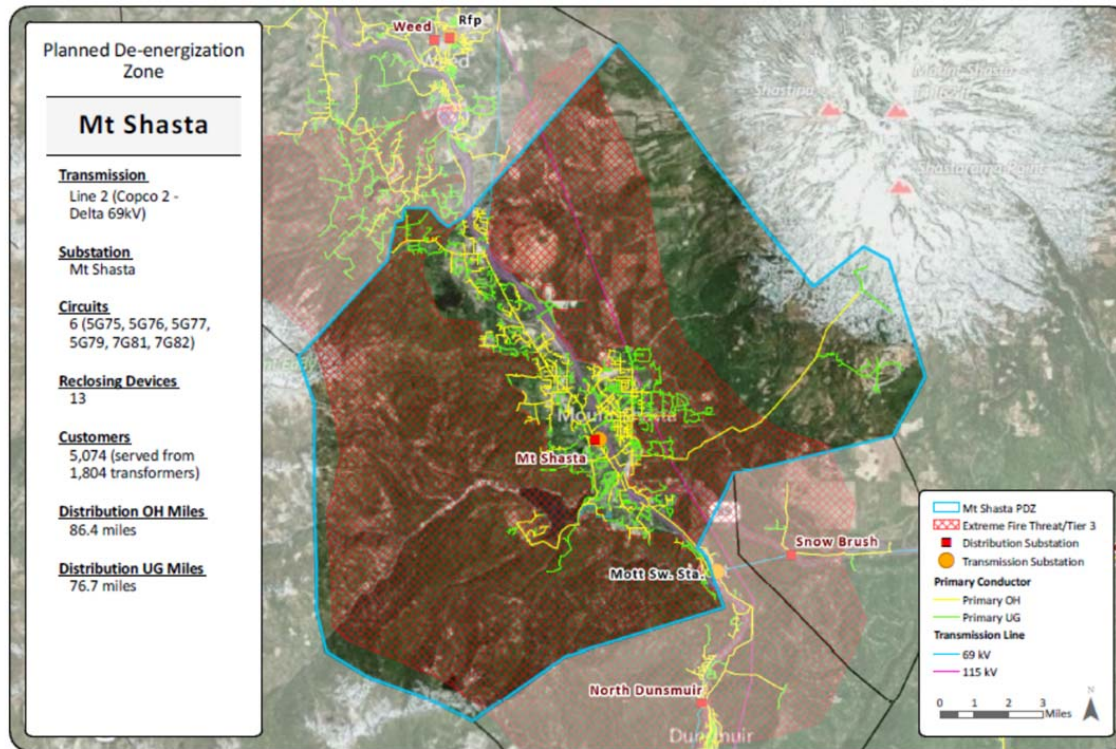
From 2010 to 2018:

PSPS Watches	0	PSPS Events	0	Average PSPS Event Duration	n/a
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Weed PDZ



Mount Shasta PDZ



PSPS Criteria History

Weed

	2010	2011	2012	2013	2014	2015	2016	2017	2018
KBDI (hours)	0	0	408	192	1,752	0	0	0	1,478
FFWI6 (hours)	245	296	409	438	341	326	208	202	224
Sustained (hours)	208	296	328	406	283	245	211	199	162
Gusts (hours)	67	129	115	173	161	52	82	111	66
Watch Events	0	0	3	2	6	0	0	0	9
Candidate Events	0	0	2	2	6	6	0	0	0

From 2010 to 2018:

PSPS Watches	20	PSPS Events	16	Average PSPS Event Duration	8 hr
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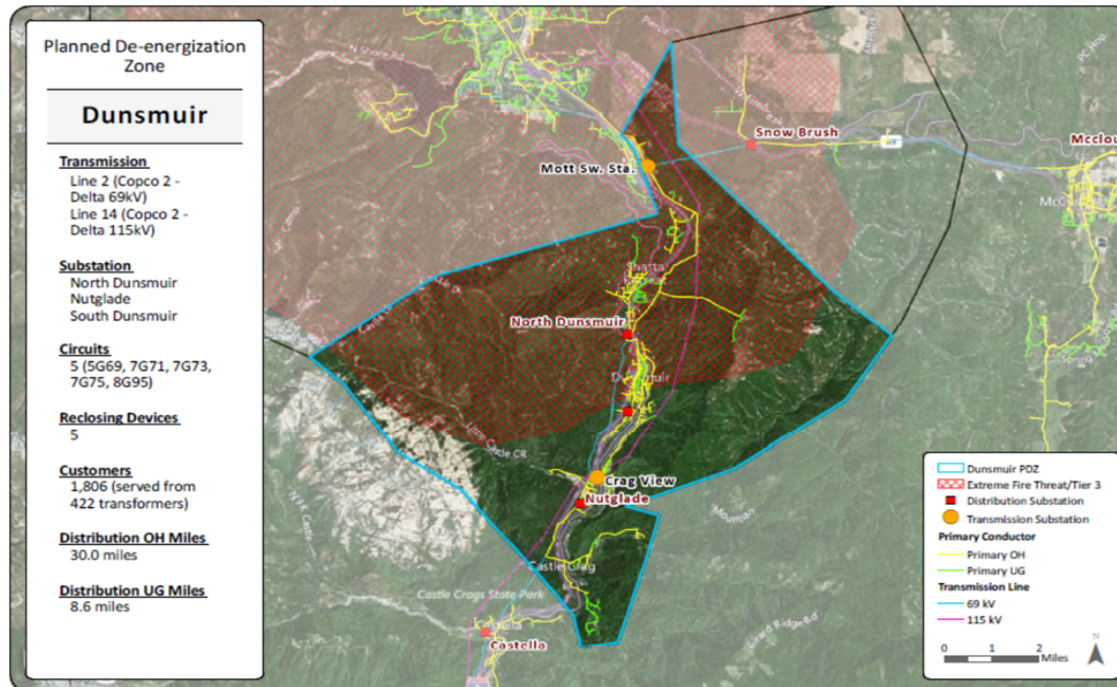
Mt. Shasta

	2010	2011	2012	2013	2014	2015	2016	2017	2018
KBDI (hours)	0	0	408	192	1,752	0	0	0	1,478
FFWI6 (hours)	245	296	409	438	341	326	208	202	224
Sustained (hours)	208	296	328	406	283	245	211	199	162
Gusts (hours)	67	129	115	173	161	52	82	111	66
Watch Events	0	0	3	2	6	0	0	0	9
Candidate Events	0	0	2	2	6	6	0	0	0

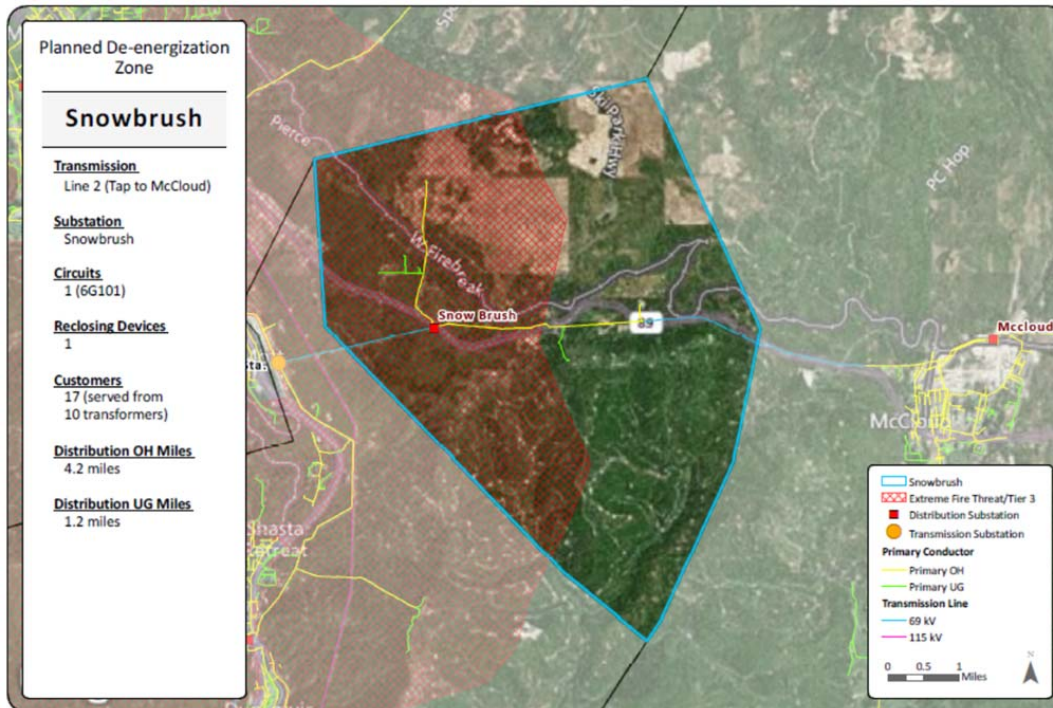
From 2010 to 2018:

PSPS Watches	20	PSPS Events	16	Average PSPS Event Duration	8 hr
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Dunsmuir PDZ



Snowbrush PDZ



PSPS Criteria History

Snowbrush

	2010	2011	2012	2013	2014	2015	2016	2017	2018
KBDI (hours)	0	0	408	192	1,752	0	0	0	1,478
FFWI6 (hours)	245	296	409	438	341	326	208	202	224
Sustained (hours)	208	296	328	406	283	245	211	199	162
Gusts (hours)	67	129	115	173	161	52	82	111	66
Watch Events	0	0	3	2	6	0	0	0	9
Candidate Events	0	0	2	2	6	6	0	0	0

From 2010 to 2018:

PSPS Watches	20	PSPS Events	16	Average PSPS Event Duration	8 hr
--------------	-----------	-------------	-----------	-----------------------------	-------------

Dunsmuir

	2010	2011	2012	2013	2014	2015	2016	2017	2018
KBDI (hours)	0	0	408	192	1,752	0	0	0	1,478
FFWI6 (hours)	245	296	409	438	341	326	208	202	224
Sustained (hours)	208	296	328	406	283	245	211	199	162
Gusts (hours)	67	129	115	173	161	52	82	111	66
Watch Events	0	0	3	2	6	0	0	0	9
Candidate Events	0	0	2	2	6	6	0	0	0

From 2010 to 2018:

PSPS Watches	20	PSPS Events	16	Average PSPS Event Duration	8 hr
--------------	-----------	-------------	-----------	-----------------------------	-------------

Cancellation or Re-energization

If the triggering conditions initiating a PSPS change and the need to de-energize is no longer in effect:

- ✓ All customers previously contacted will receive a call or text using the cancellation script
- ✓ Social media platforms will be updated and a press release is issued
- ✓ External stakeholders previously notified of the pending event will also be contacted

During the PSPS, customers will receive updates as to the status of the outage. An update will be prompted when the status of the outage, or the estimated time of restoration, changes

Other Resources

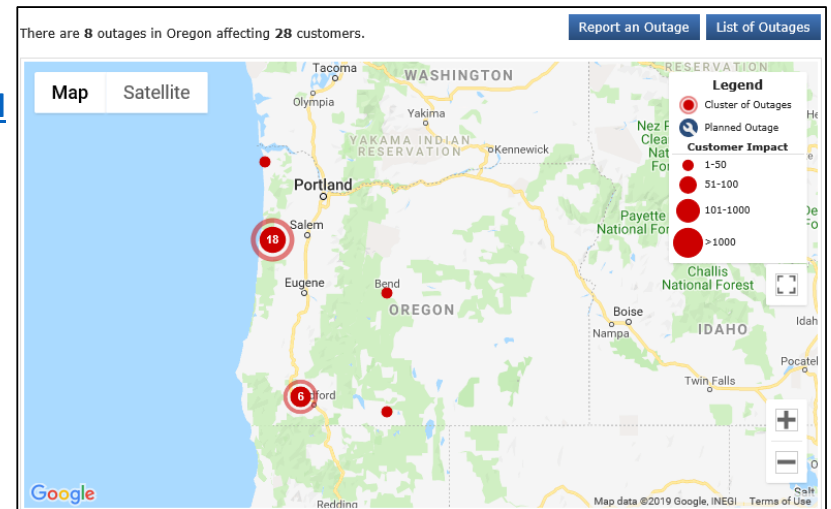
Customers can learn more at: <https://www.pacificpower.net/wildfiresafety>

Your safety is our top concern. With special equipment and trained crews, our goal is to keep your power on and to help firefighting crews protect your community. There are safety precautions that you too can take to help reduce the risk of wildfire damage.

First Responder Safety at: <https://www.pacificpower.net/ed/hws/frs0.html>

Police, firefighters and EMTs are usually the first to respond on the scene of an emergency and can face great risk of electrical hazards. We want to make sure first responders know how to recognize and manage these conditions to avoid life threatening situations for themselves and the people they serve.

Track outages at: <https://www.pacificpower.net/ed/po.html>



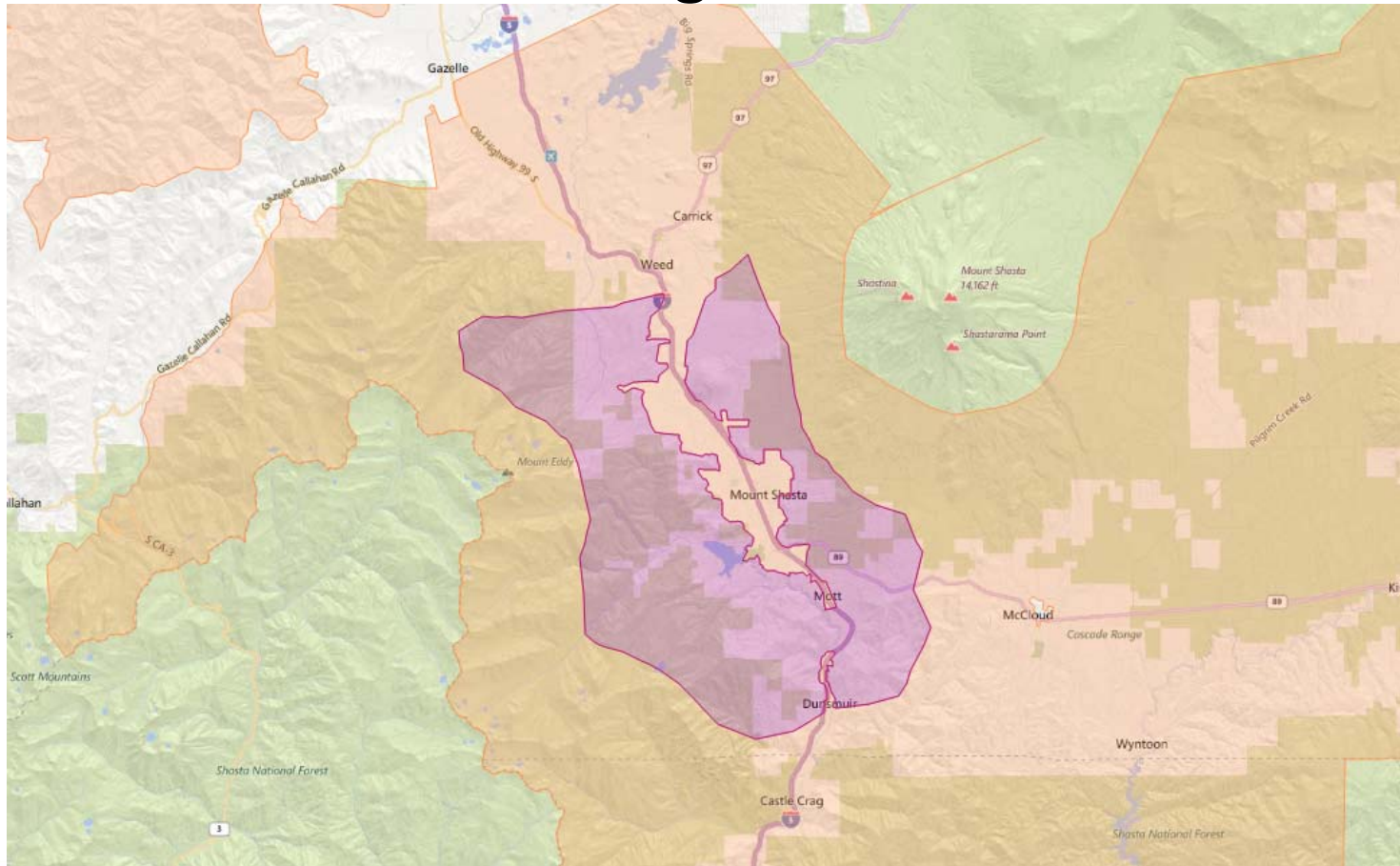
Tabletop Exercise



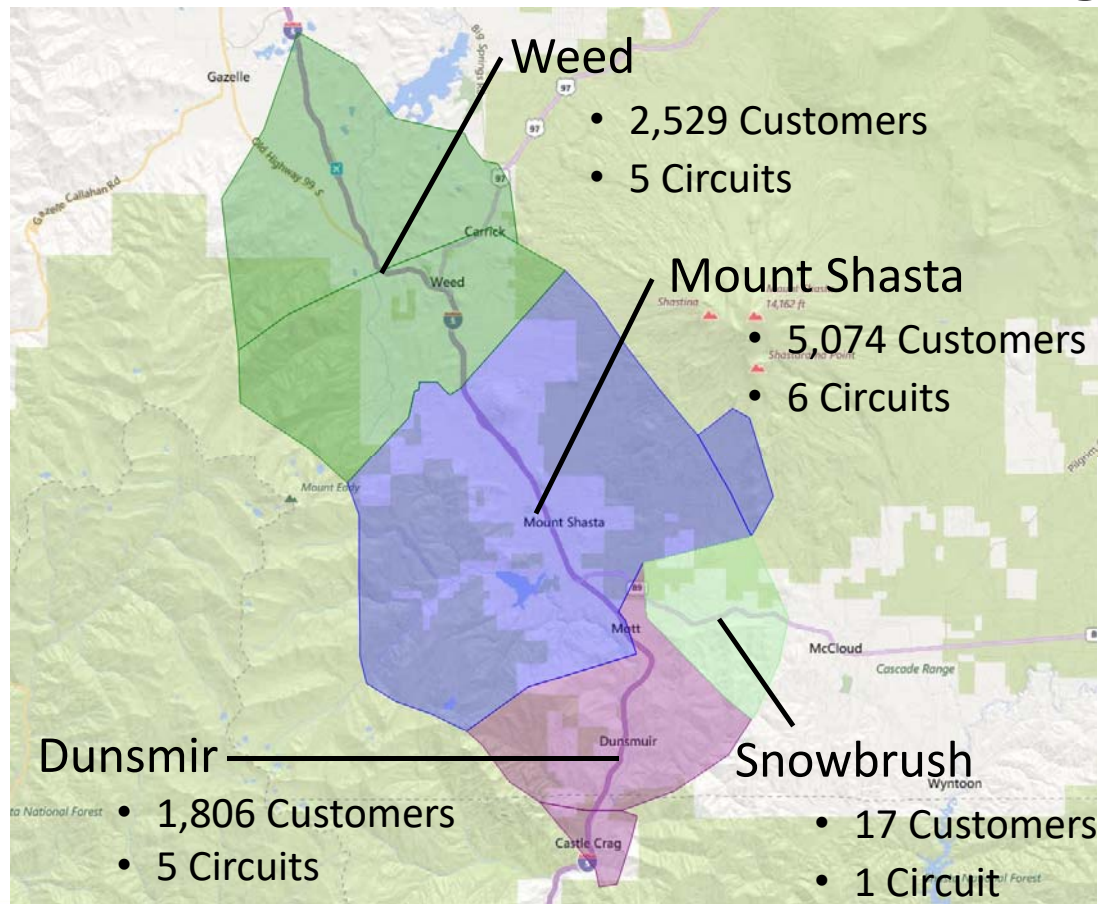
Exercise Execution

- No retribution environment
- This is the time to find any issues
- Mistakes are expected, better to make them in this environment than during an actual response
- Provide input to roles and responsibilities section of plan
- Improvement will come from your input
- Review plan as exercise progresses looking for holes
- Attempted to keep scenario realistic, however some variances are taken for exercise purposes
- Surveys have been provided, please make notes and return to Emergency Management at the end of the event

High Fire Threat Area



Proactive De-Energization Zones



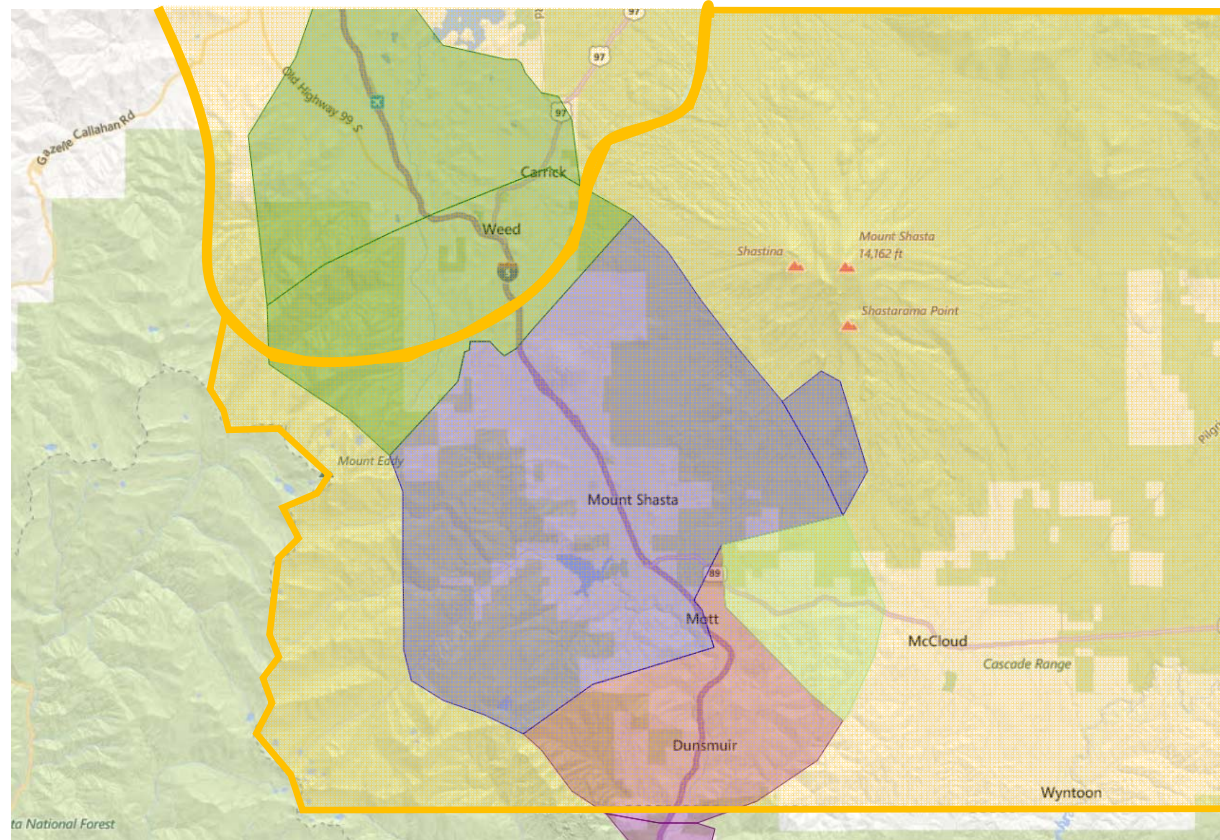
Exercise Weather Forecast

- Yellow area 7 day forecast:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 15 gusting to 25

De-Energization Watch

- Unshaded area 7 day forecast:
 - FFWI6: 30
 - KBDI: 277
 - Wind: NE 10 gusting to 15

De-Energization Advisory



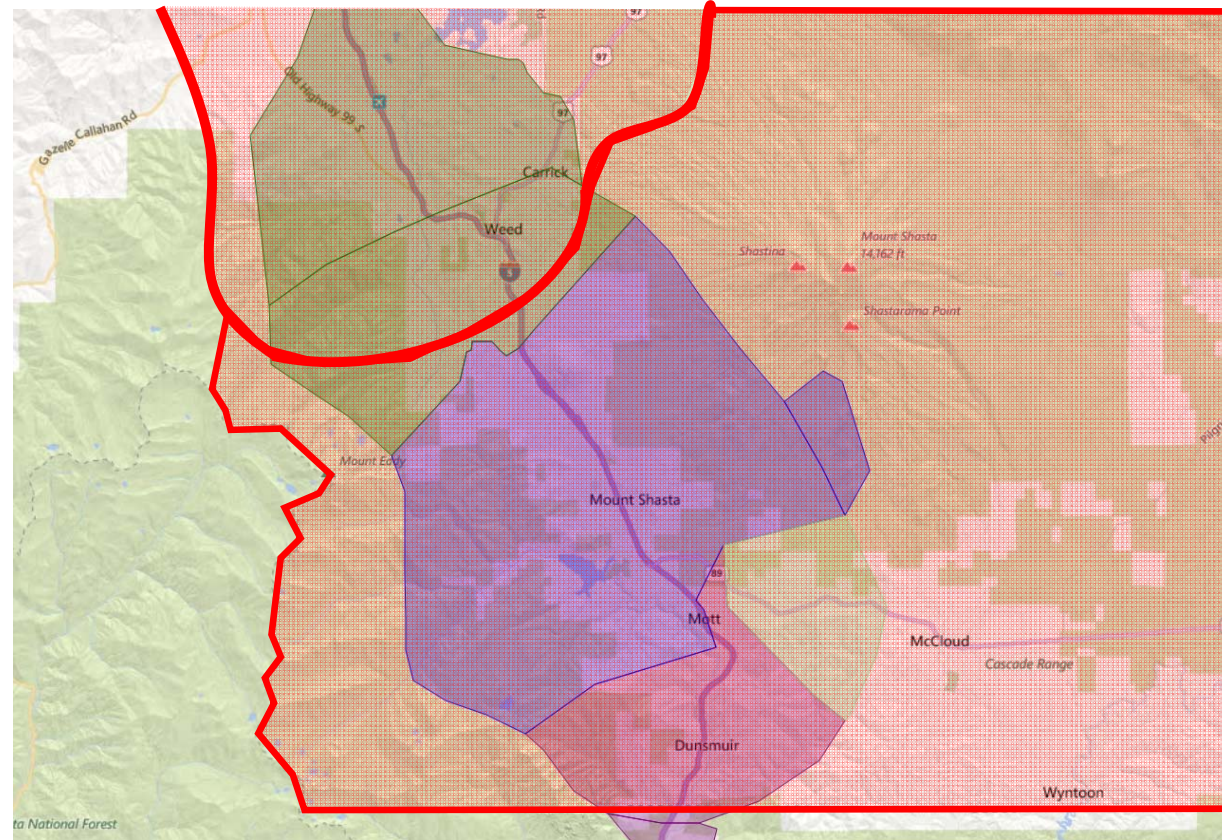
Exercise Weather Forecast

- Red area 5 day forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 25

De-Energization Candidate

- Unshaded area 5 day forecast:
 - FFWI6: 30
 - KBDI: 280
 - Wind: NE 10 gusting to 15

De-Energization Advisory



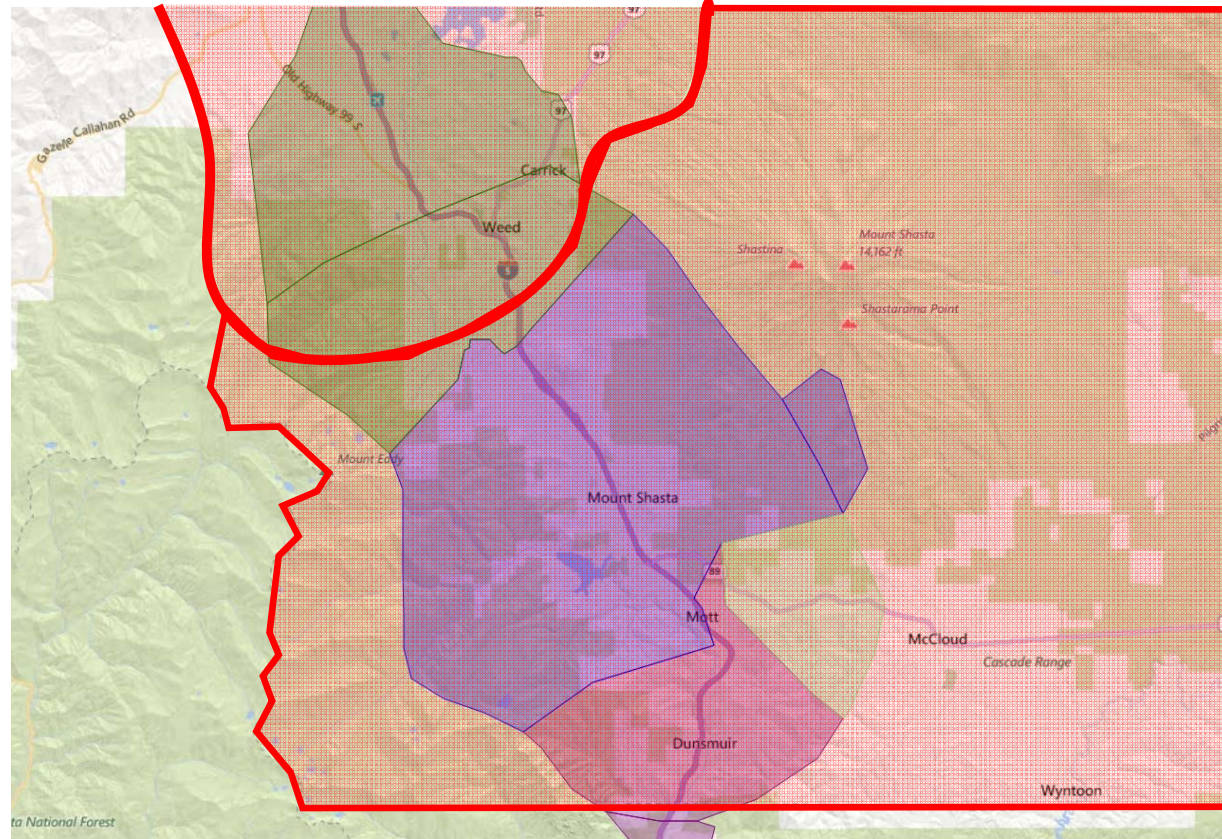
Exercise Weather Forecast

- Red area 72 hour forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 25

De-Energization Candidate

- Unshaded area 72 hour forecast:
 - FFWI6: 30
 - KBDI: 280
 - Wind: NE 10 gusting to 15

De-Energization Advisory



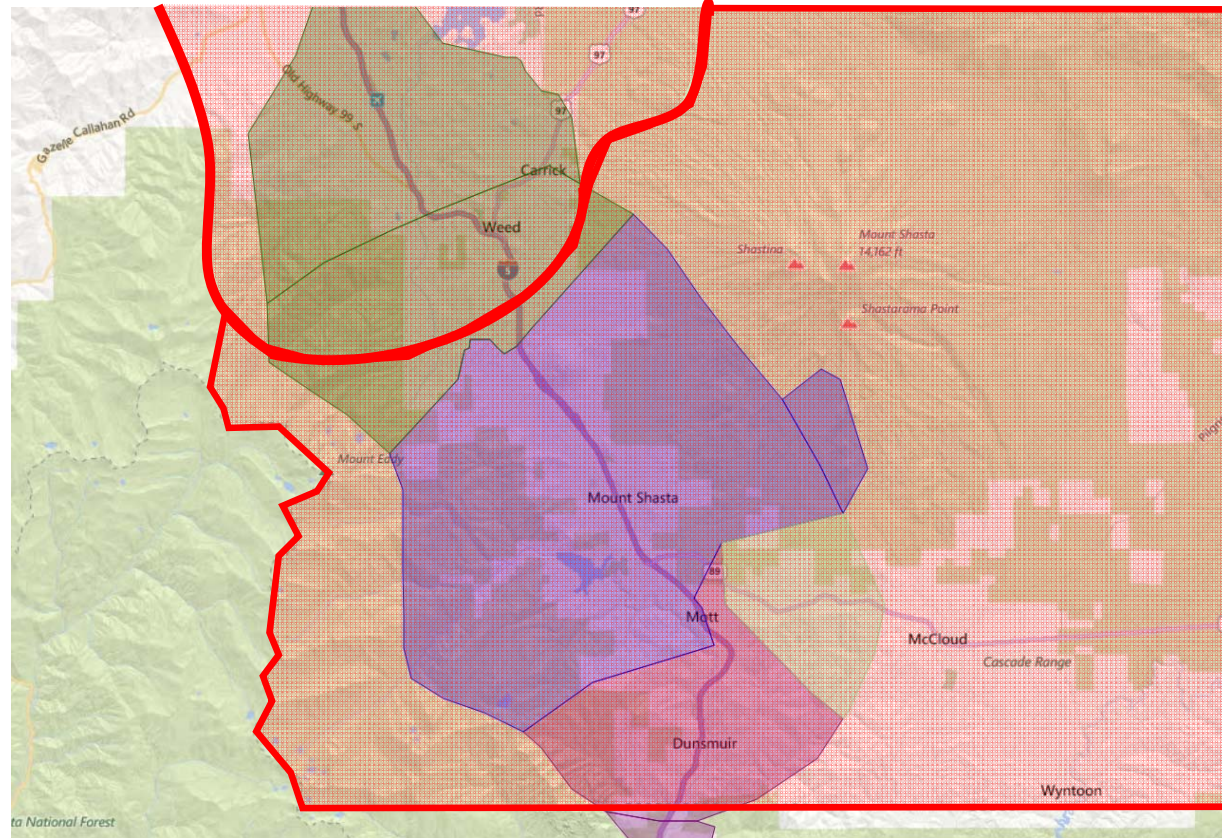
Exercise Weather Forecast

- Red area 72 hour forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 25

De-Energization Candidate

- Unshaded area 72 hour forecast:
 - FFWI6: 30
 - KBDI: 280
 - Wind: NE 10 gusting to 15

De-Energization Advisory



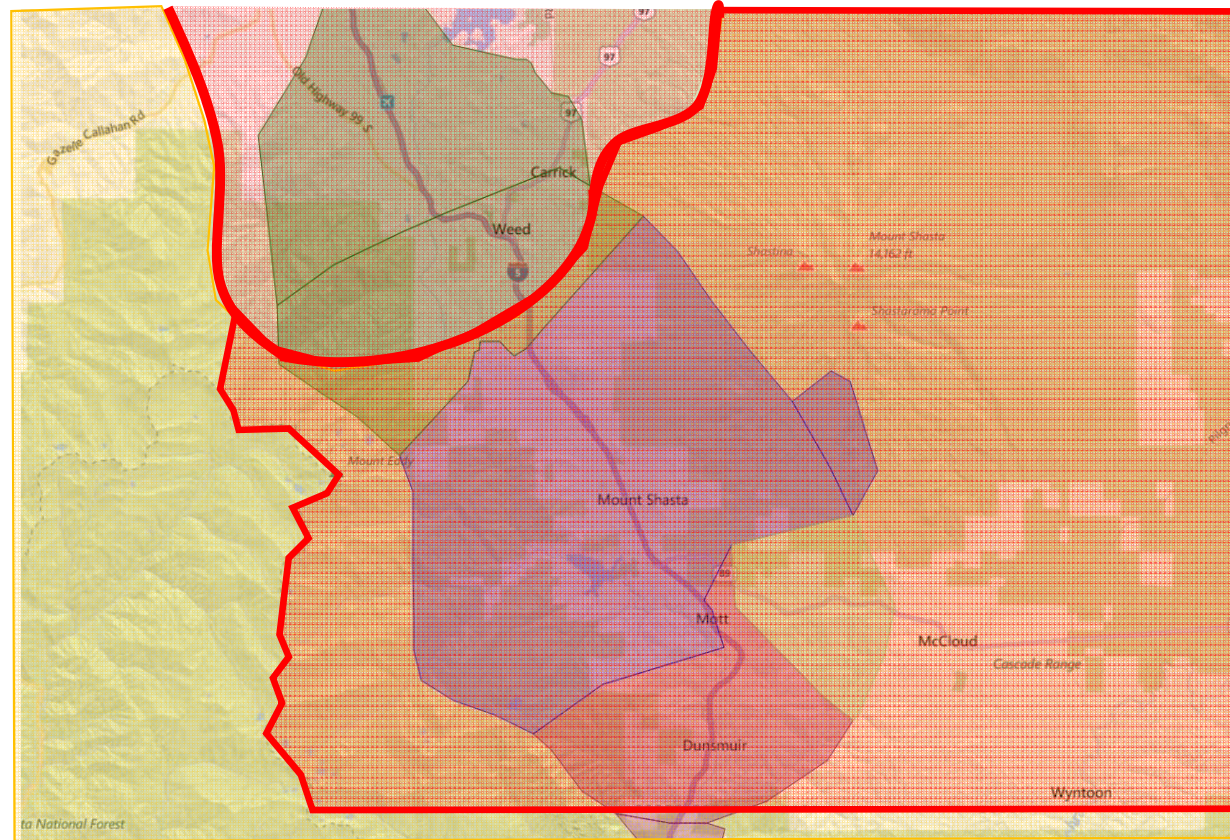
Exercise Weather Forecast

- Red area 48 hour forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 30
 - Red Flag Warning Issued for area

De-Energization Candidate

- Yellow area 48 hour forecast:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 10 gusting to 20
 - Fire Weather Watch Issued for area

De-Energization Watch



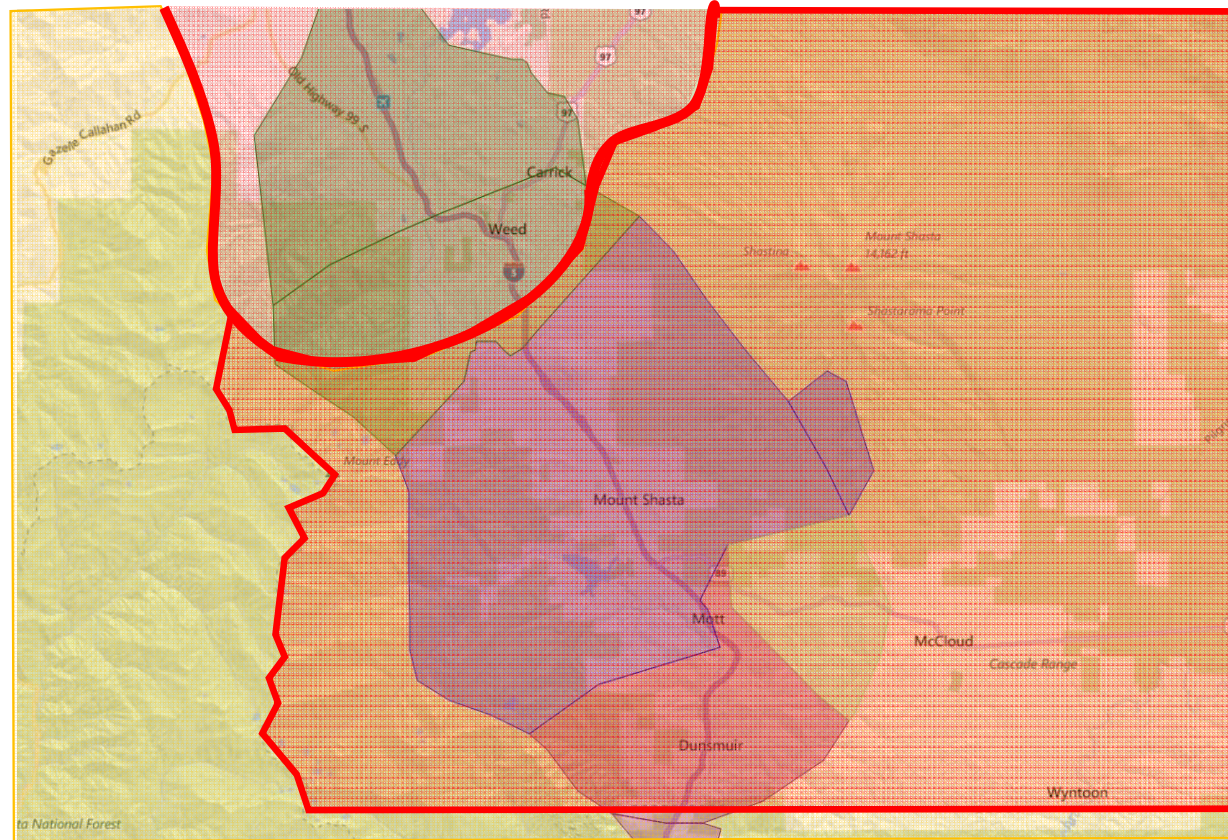
Exercise Weather Forecast

- Red area 24 hour forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 30
 - Red Flag Warning Issued for area

De-Energization Candidate

- Yellow area 24 hour forecast:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 10 gusting to 20
 - Fire Weather Watch Issued for area

De-Energization Watch



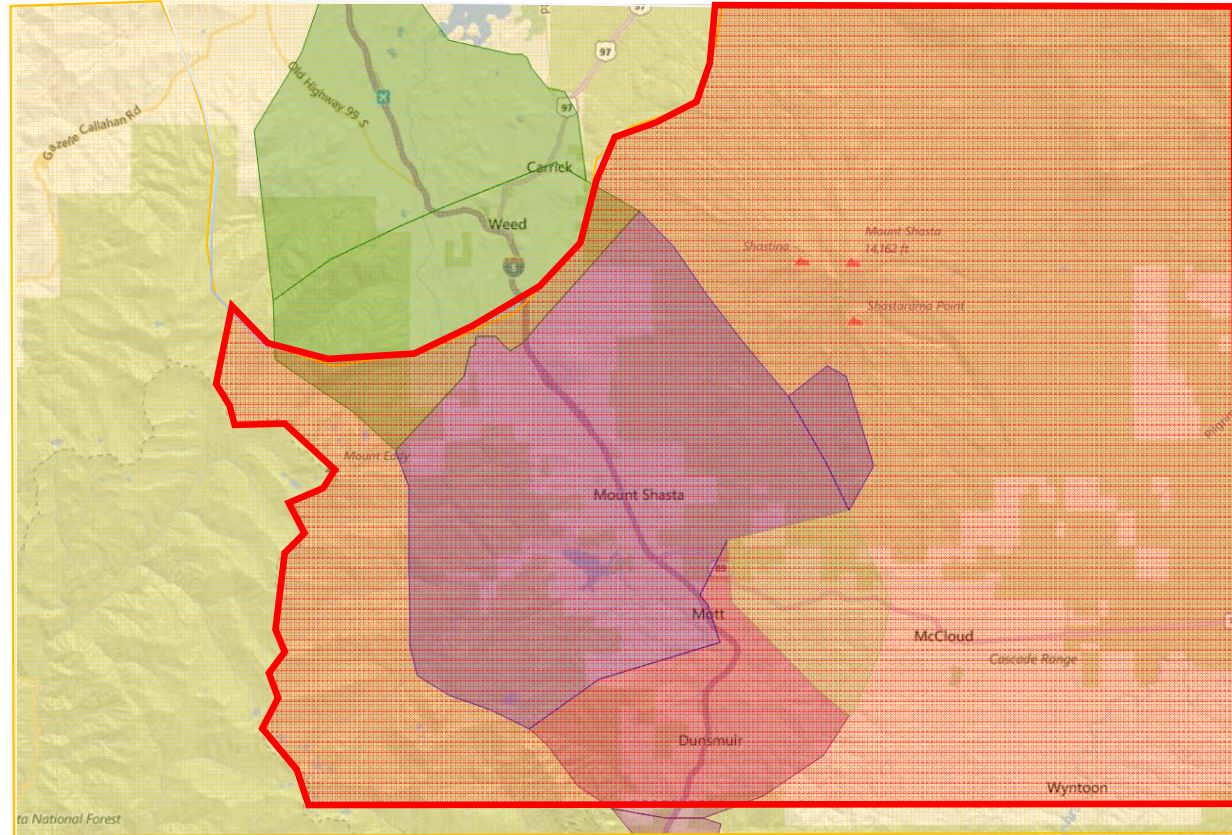
Exercise Weather

- Red area 12 hour forecast:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 30
 - Red Flag Warning Issued for area

De-Energization Candidate

- Yellow area 12 hour forecast:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 10 gusting to 20
 - Fire Weather Watch Issued for area

De-Energization Watch



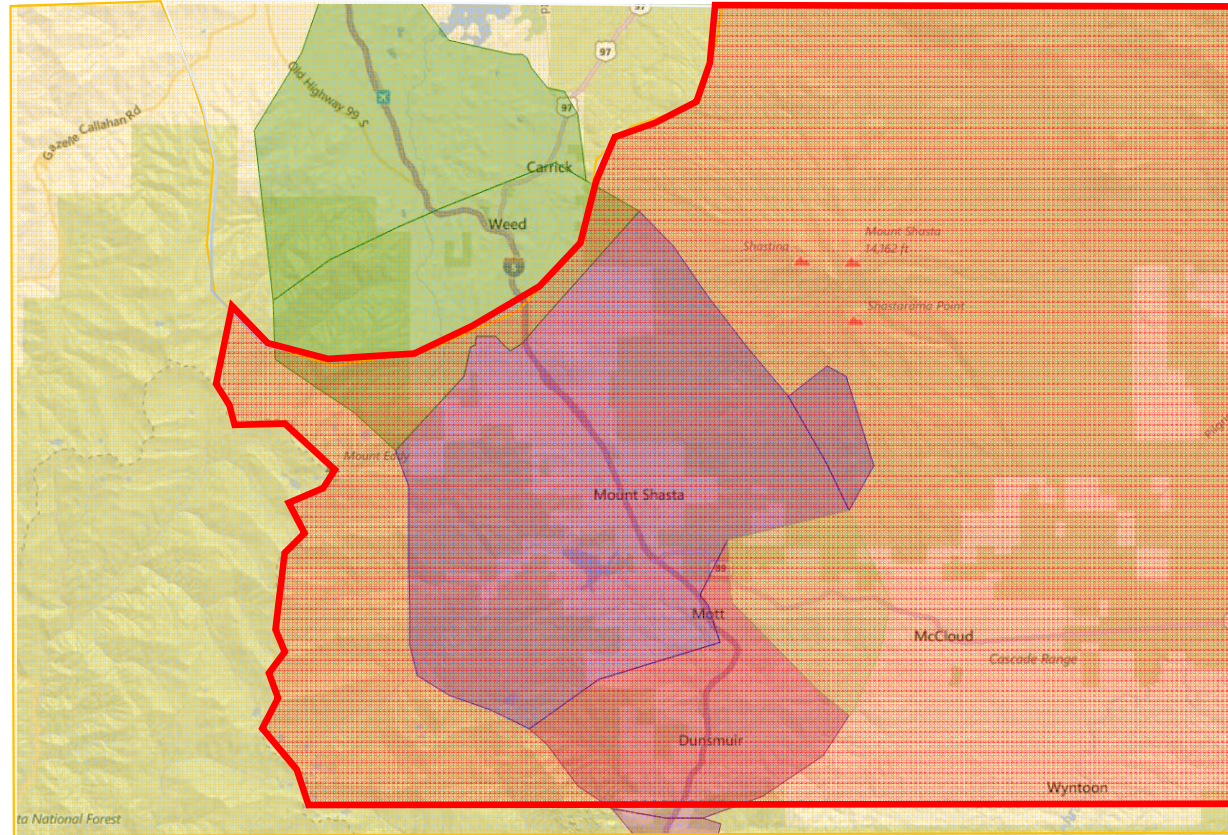
Exercise Weather

- Red area observed weather:
 - FFWI6: 31
 - KBDI: 283
 - Wind: NE 17 gusting to 30
 - Red Flag Warning Issued for area

De-Energization Candidate

- Yellow area observed weather:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 10 gusting to 20
 - Fire Weather Watch Issued for area

De-Energization Watch



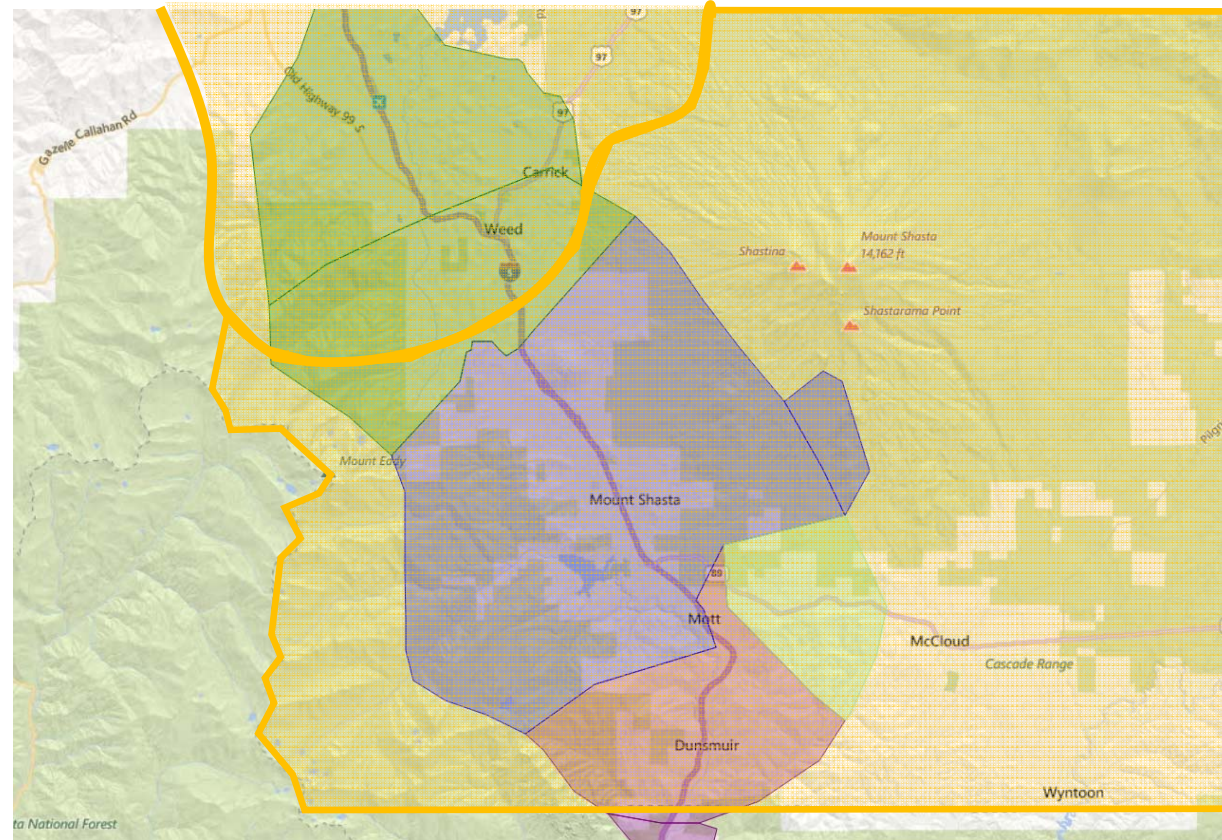
Exercise Weather Forecast

- Affected area conditions:
 - FFWI6: 30
 - KBDI: 282
 - Wind: NE 7 gusting to 10

De-Energization Watch

- Area 72 hour forecast:
 - FFWI6: 30
 - KBDI: 281
 - Wind: NE 10 gusting to 20

De-Energization Advisory



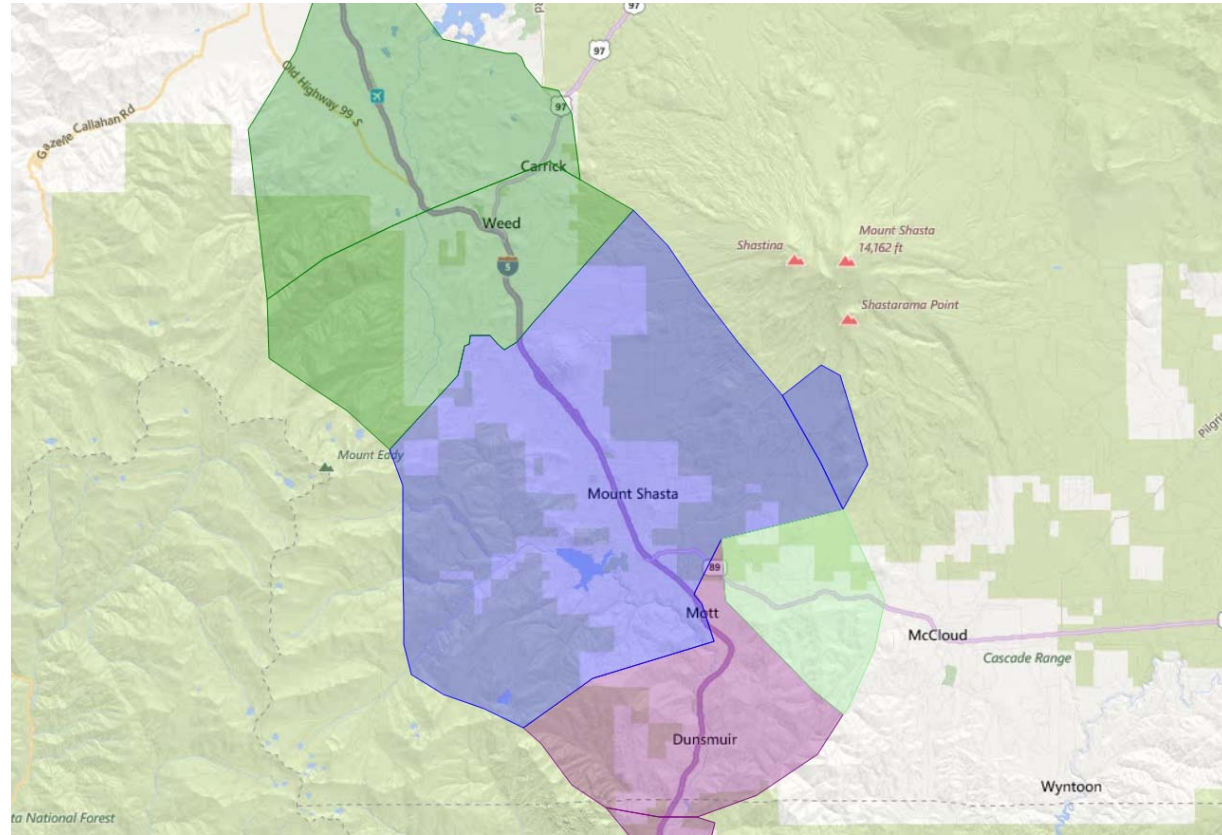
Exercise Weather Forecast

- Affected area conditions:
 - FFWI6: 30
 - KBDI: 281
 - Wind: NE 7 gusting to 10

De-Energization Advisory

- Area 72 hour forecast:
 - FFWI6: 30
 - KBDI: 281
 - Wind: NE 10 gusting to 20

De-Energization Advisory





Hotwash

- What went well?
- What challenges do we have?
- What if this had affected generation assets?
- Potential solutions?
- Who owes what?
- Surveys



Questions and Comments

For more information about our
emergency management program
please contact:

Jeff Bolton
Emergency Manager
Pacific Power
503-813-6512 (w)
503-260-7782 (c)

Report a power outage
1-877-508-5088

Customer service
1-888-221-7070



California PSPS Tabletop Exercise

Incident Summary, After-Exercise Evaluation

Pacific Power

June 26, 2019

Report submitted by:

Jeff Bolton

Emergency Manager

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EVENT SUMMARY

EXERCISE GOALS

- Overall
 - Test operational communications
 - Test situational awareness and common operating picture
 - Test operational coordination
 - Test public information and warning system
- Pacific Power
 - Hone working relationships within the public private partnership
 - Validate response plan
 - Validate communications protocols
 - Verify capability to support community during mitigation actions

SITUATION

- 3 day weather forecasts are such that PSPS event has become possible for the California Proactive De-energization Zones
- Pacific Power does not have any other incidents within their service territories making all resources available
- Siskiyou County does not have any existing incidents

NOTIFICATION

- Notification was conducted in accordance with the Public Safety Power Shutoff Playbook.

RESPONSE

- Response was conducted within each jurisdictions normal response structure
- Unified command to include Pacific Power representation was used for the first time with good results
- Unified Command requested community support shelter activation

SUMMARY BY DEPARTMENT

T&D

- Provided technical expertise and tactical control at the Incident Command Post and with field resources
- Acted as commander for Pacific Power assets within Unified Command structure

SYSTEM OPERATIONS

- Directed Emergency Operations Center activities
- Provided Emergency Management expertise
- Coordinated appropriate dispatch and switching activities

CUSTOMER SERVICE AND EXTERNAL COMMUNICATIONS

- Coordinated public messaging with the county's Joint Information Center
- Showed customer contact capability and provided direct customer contact messaging

PUBLIC SECTOR

- Activated Incident Command System structure for tactical control of event
- Activated Emergency Operations Center for response and community support during event
- Activated Joint Information Center for public facing messaging during event

LESSONS LEARNED

This “lessons learned” section provides information on processes, training and tools (e.g., forms and plans) that worked well and observations which occurred which provide opportunities for improvement.

SUCSESSES

- Coordination between on scene and IC immediately established through the use of Unified Command Structure
- Siskiyou County plans match up with PacifiCorp plans well

OBSERVATIONS

- Pacific Power
 - Need to identify key customers which require personal phone calls
 - How do we prevent duplication of effort during public notification?
 - Memorandums of Understanding need created for community support locations
- Siskiyou County
 - Critical facility list contact information needs updated

REPORT CONTRIBUTORS

The following company personnel provided information that contributed to this report.

Bolton, Jeff Pacific Power Emergency Manager
Vela, Jasen Siskiyou County Emergency Manager

Exhibit C

PacifiCorp

Fire Prevention, Preparedness and Response Plan



Fire Prevention, Preparedness and Response Plan

Document Owner: The emergency manager is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with Pacific Power emergency management personnel and key leadership.

<p>Version Control</p> <p>Author: Jeff Bolton</p> <p>Version: 1.0</p> <p>Origination Date: 10/12/2018</p> <p>Last Revision:</p> <p>Next Revision: 2019</p>	<p>Exercise</p> <p>Last Exercise Date:</p> <p>Last Exercise Type:</p> <p>Next Exercise Date:</p> <p>Next Exercise Type:</p>
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1 PLAN OVERVIEW

1.1 PURPOSE

This Fire Prevention, Preparedness and Response Plan has been prepared by Pacific Power. Its primary purpose is to provide guidance to Pacific Power employees regarding the prevention and response to wildfires within its service area. These policies and procedures seek to minimize the probability of overhead line equipment resulting in a wildland fire as well as minimizing the impact on people and property caused by emergency events, and align utility response with responses by other emergency personnel.

1.2 ACTIVATION CRITERIA

This plan is to be activated in preparation for fire season and for any fire which could affect Pacific Power assets.

2 SITUATION OVERVIEW

2.1 HAZARD ANALYSIS SUMMARY

All of Pacific Power's service districts have some level of fire risk. Based on variables, such as fuel, weather and terrain, the fire potential and response can be unpredictable. Wildfire season generally lasts from June to September annually, however weather conditions could adjust the fire season to begin earlier or end later than expected. Flexibility to adjust operational requirements with the current fire danger and Industrial Fire Precaution Levels is required.

The company's service area includes territories in California which were determined in recent rulemaking and risk modeling efforts to be considered "high fire threat" areas, designated as Tiers 2 and 3. Tier-2/Elevated (in purple) and Tier-3/High (in orange) risk areas identify areas of increased vulnerability to fire incidents throughout the California districts, as shown in the graphic below. General Orders (GOs) were amended to recognize enhancements in various overhead construction and maintenance activities and GO 166 was amended to require utilities to develop a fire prevention plan. This plan is intended to fulfill that requirement. Further, the company's plan is augmented with additional weather study that was significant in developing its wildfire mitigation plan as well as its risk supporting public safety power shut-off thresholds.

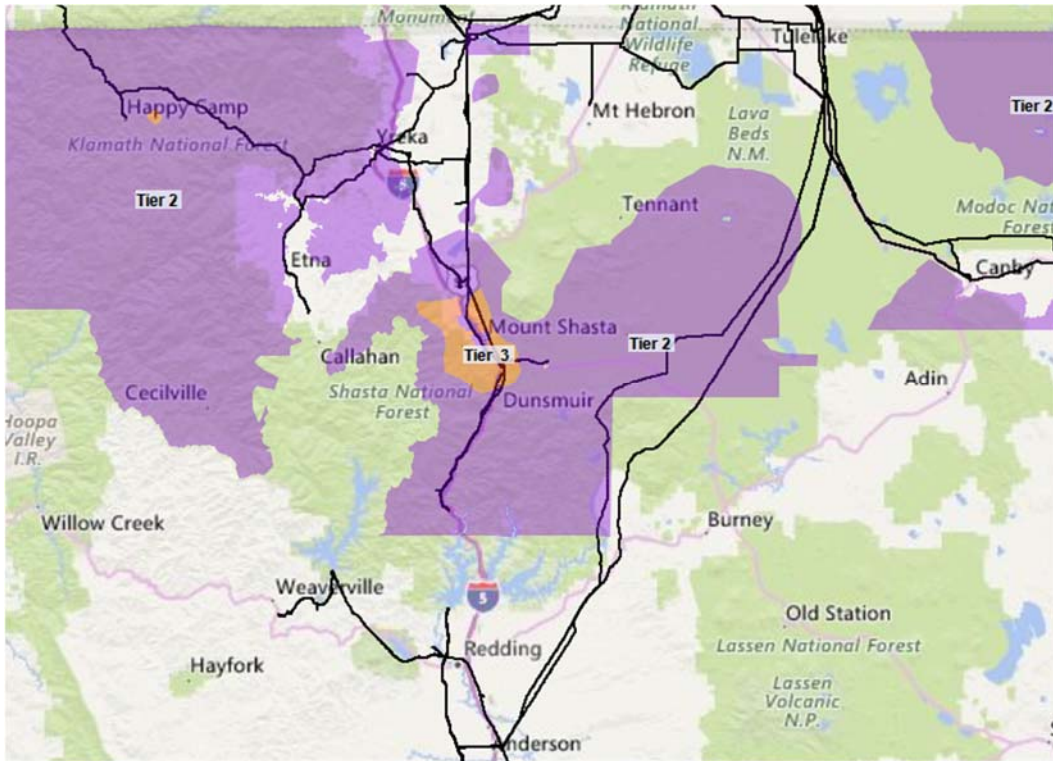


Figure 1: Pacific Power California Service Territory Designating High Fire Threat Areas

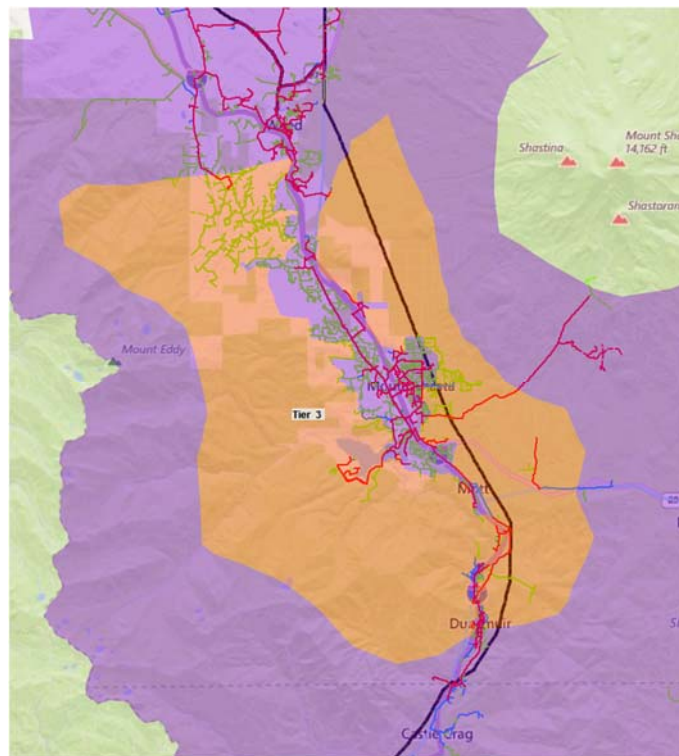


Figure 2: Extreme Fire Threat Area near Mt Shasta, CA

2.2 WIND & WEATHER CONSIDERATIONS

2.2.1 Available History and Conclusions

In 2012 PacifiCorp evaluated the historic structural performance of its system and, recognizing the GO95 Section IV requirements for combined ice and wind at and above 3000' elevation, calculated that its facilities would withstand 72 mph when no ice was present (based on the conductor size/type for the majority of the circuits identified).

It has since performed analysis of the wind gust history (3 second winds at the four weather stations proximate to circuits residing in the HFTD) and determined that high winds can be experienced, but they are not historically experienced during the fire season (June 1 through September, however this analysis extended Fire Season weather until October 17). The maximum gust recorded was 59.99 mph during fire season, while non-fire season was recorded at 104 mph.

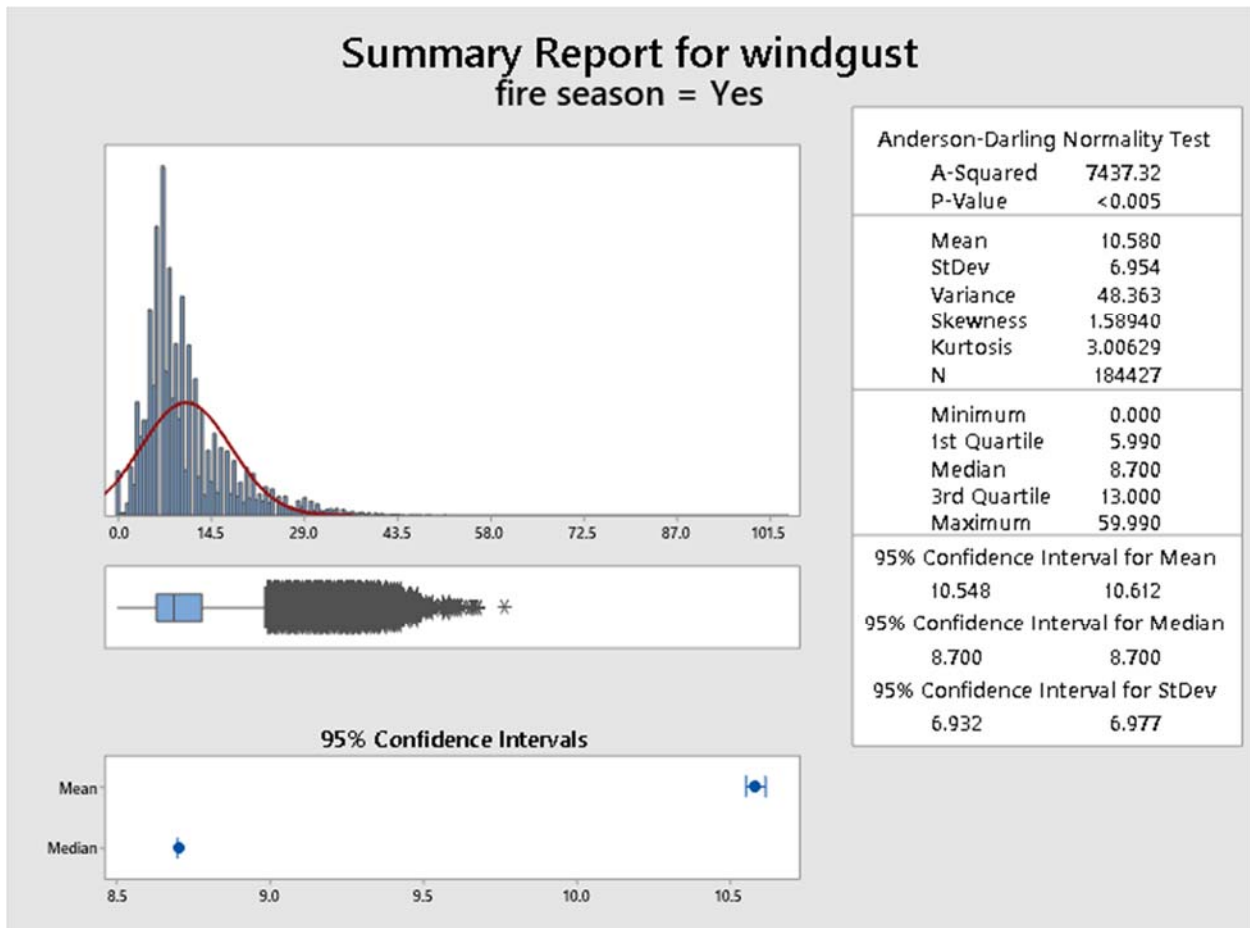


Figure 3: Summary Descriptive Statistics for Wind Gust in Fire Season

Above, in Figure 3, is a descriptive statistical summary of the available weather data proximate to PacifiCorp's California service territory designated as High Fire Threat District (HFTD), during the period designated as Fire Season (annually from June 1 through mid-October based on analysis provided in its WMP). 1) The top-left plot is a histogram showing the number of wind gusts measured at each speed. The red curve provides a smoothed distribution for the wind gusts after

the data noise has been removed. The peak of the red curve shows the mean (average) wind gust speed across all the data. 2) The middle-left plot is a box-plot. This plot shares a numeric scale with the histogram above. The blue box indicates the range between the 1st and 3rd Quartiles, the speed range at which half the wind gusts occurred. The line inside the box shows the median speed, and the horizontal grey lines show the range within 1.5 times the length of the box. It indicates the range where most of the wind gusts occurred. The grey points to the right each indicate one 'outlier' or very unusual wind gust. The point farthest to the right tells us that out of the 184,427 wind gusts measured, only one was larger than 58 mph. The vertical spacing of these grey stars does not have any special meaning here. They have been spread out, or 'jittered', in order to better indicate that there are many outlier points near each other in value. 3) The bottom-left plot shows the 95% confidence intervals for the calculated mean and median from this data. That means that we are 95% confident that the mean wind gust speed will be within this range. (It does not mean that 95% of wind gusts will be at this speed.)

Below, in Figure 4, is a descriptive statistical summary of the available weather data proximate to PacifiCorp's California service territory designated as High Fire Threat District (HFTD), during the period designated as Non-Fire Season (annually from mid-October through May based on analysis provided in its WMP); the interpretation of the graphics are explained above. In addition, the red distribution has broadened, and the outliers (grey stars in middle plot) extend out a lot further. However, neither average, mean nor median, has changed much. This implies that the typical wind gust speed out of fire season is close to that within fire season, but the occasional wind gusts will be higher outside of fire season.

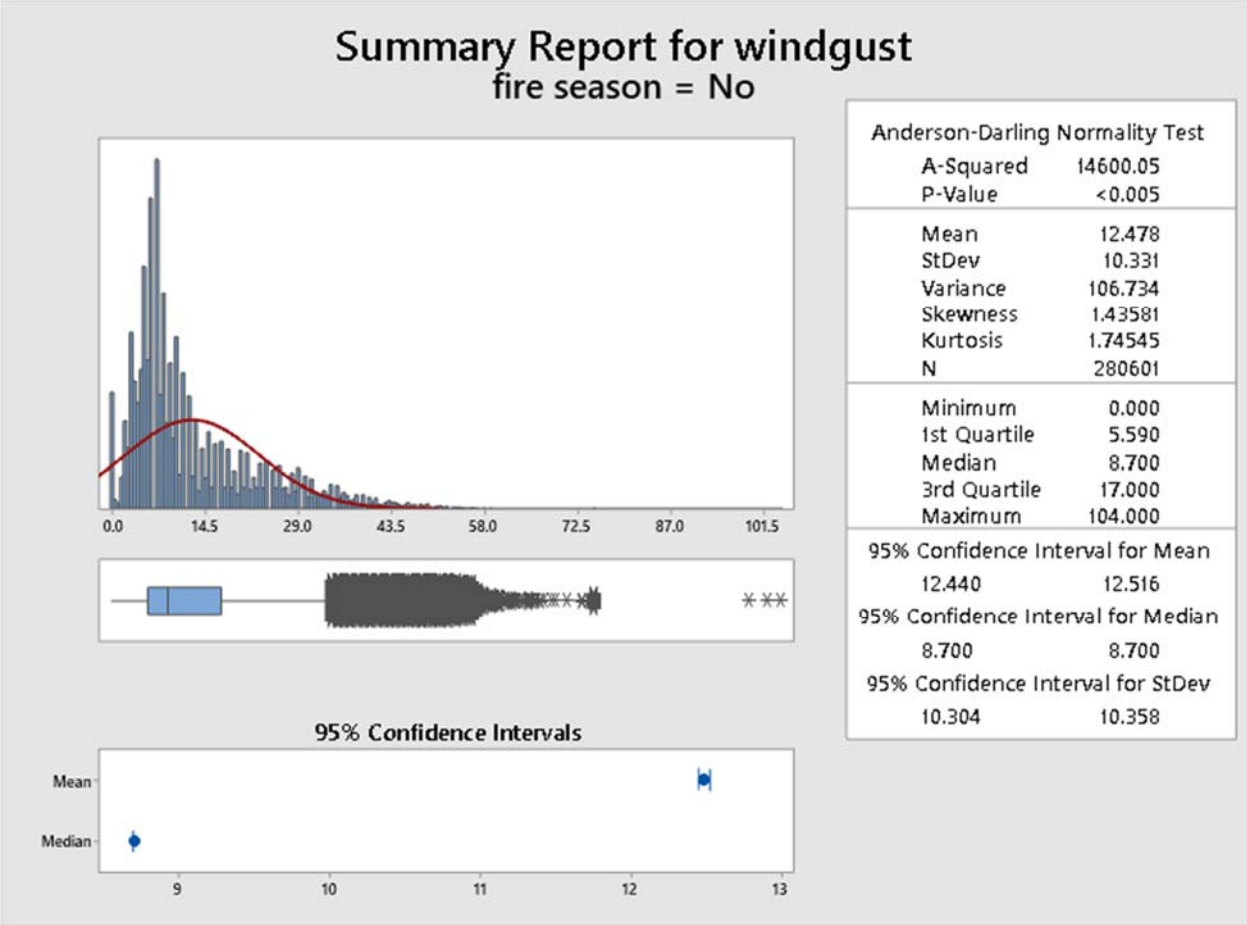


Figure 4: Summary Descriptive Statistics for Wind Gusts outside of Fire Season

In Figure 5, below this boxplot is similar to the center plots above, but rotated 90 degrees and broken down by weather station. The four groups on the left show the gusts outside of fire season, and the four groups on the right show the gusts in fire season. By looking at the line inside the boxes, we can see that station SMS1 had the lowest average wind speed, but that it had unusually high gusts outside of fire season. We can also see that all four stations consistently have lower maximum wind gust speeds in fire season. Three of four boxes are clearly smaller than their matching stations on the left, and the outlier points have lower maximum values for all stations.

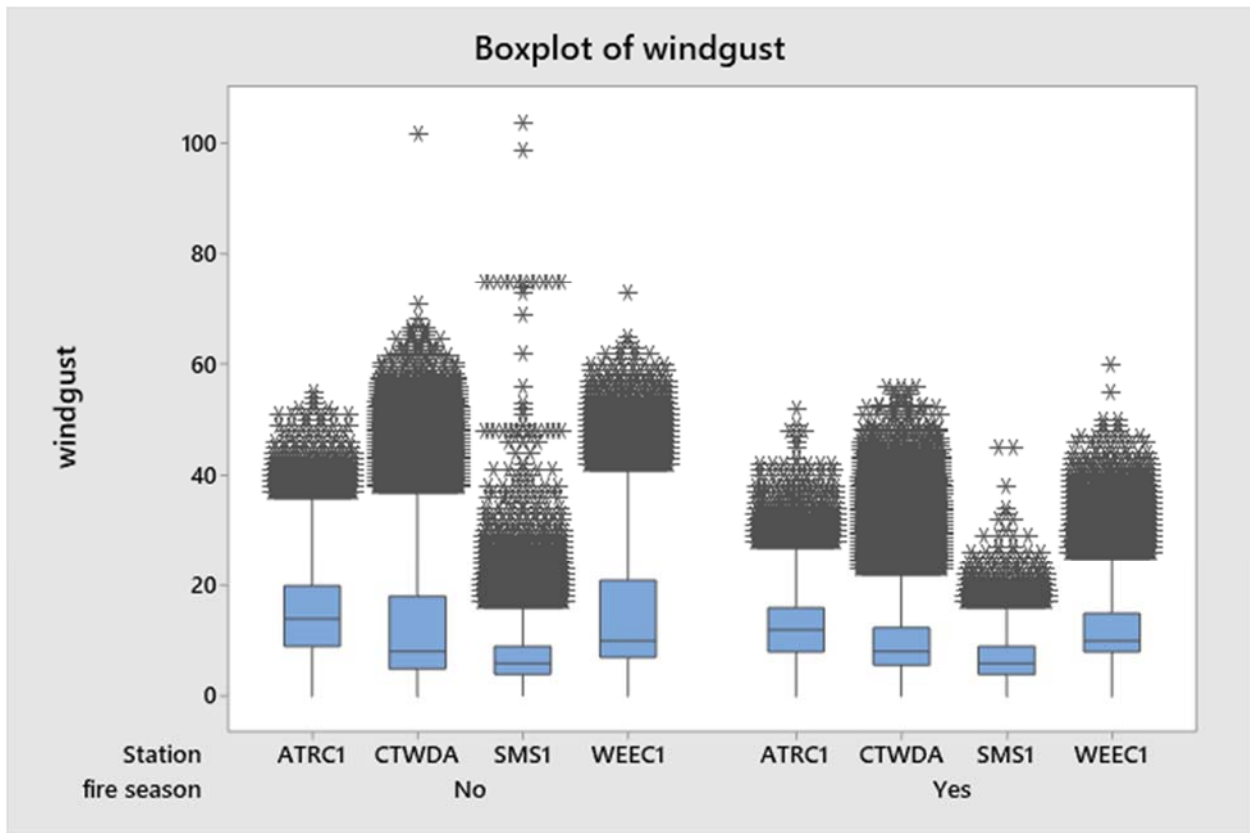


Figure 5: Boxplot of Wind Gust

2.2.2 Pole Class Resilience

As seen above, with an average withstand wind speed of 72 mph, and measured extreme fire weather wind of about 60 mph, the company's assertion of wind resilience at or above 3000' appears to be responsive to the requirement. In areas below 3000' elevation with a history of storm-damaged poles (generally due to ice/snow loading during winter events, such as near Happy Camp) the company determined it appropriate to class up poles one class stronger than the elevation's wind/ice case would require and began that practice approximately a decade ago. It eliminated the use of Class IV poles in 2010.

2.2.3 Analysis Roadmap

Over the last several years PacifiCorp has advanced its risk management process to incorporate numerous data sources into its mitigation process. This document outlines the application of data science techniques to extract insights from the vast quantities of weather, equipment outage, and fire data at our disposal (depicted below) to better understand and mitigate risk. Understanding how weather affects the probability of outages is paramount to system reliability, operations, planning, and maintenance. Additionally having a better understanding of the weather factors that affect wildfire risk aids in mitigation efforts. The following sections detail how outage, weather, and climatological reanalysis data can be combined to confidently predict infrastructure and wildfire risk due to extreme weather.

	Data Source	Initiation of Data	CAT Model 1.a (Weather & Outage)	CAT Model 1.b (Weather & Outage)	CAT Model 2 (Weather & Fire)
Federal Data Sources	North American Regional Reanalysis¹	1/1/1979	•	•	•
	USFS Fire Data	Early 20 th century			•
	Local ASOS & RAWS Weather Stations	Approx. 9/1/2000	•	•	•
State Data Sources	CalFIRE Fire Data	1960			•
	Large IOU Fire Data²	1/1/2014			•
PacifiCorp Data Sources	Outage Data	1/1/2004	•	•	
	Fire History	Approx. 1/1/2000			•
	Mesowest³	Approx. 1996	•	•	
	Weather Station Data	7/1/2019	•		•
	Circuit Topology	2003	•	•	
	Equipment Presence	2003		•	
	Device States	2003		•	
	IED Event Logs	No earlier than 2011		•	

2.2.4 Extreme Weather & Outage Risk

The main data sources to be used are the historical weather station data, historical outage data, the North American Regional Reanalysis (NARR) climate data, circuit topology, and equipment information. These various data sources will be integrated into a catastrophe (CAT) risk modeling approach in order to assess the risk of failure of the electrical infrastructure system due to extreme weather events. The CAT approach has been applied by researchers in the past to produce risk and

¹ <https://www.ncdc.noaa.gov/data-access/model-data/model-datasets/north-american-regional-reanalysis-narr>

² Data outlined in Decision 14-02-015 February 5, 2014 at <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M087/K892/87892306.PDF>
https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/PGE_Fire%20Incident%20Data%202014-2018.pdf
https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/SCE_Fire%20Incident%20Data%202014-2018.pdf
https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/SDGE_Fire%20Incident%20Data%202014-2018.pdf

³ <https://mesowest.utah.edu/>

loss estimates for flood, hurricane, and earthquakes, and it is used by governments in planning and preparing for natural disasters⁴.

The core components in CAT models are the vulnerability functions for the various pieces of equipment in the system. Vulnerability functions are constructed by combining two sub-functions:

- Fragility functions: express the probability of sustaining a certain level of damage over a range of hazard conditions.
- Damage to loss functions: convert the damage estimate into a loss estimate.

Evaluating the impacts of reliability in terms of the effect on customers, as measured by frequency and duration of outages, supersedes the cost of the damaged asset or of the unserved energy. The main quantity that we care about is customers interrupted and the analysis will focus on identifying the risk of having various sized outages based on the weather conditions; some of this early work was completed under the study of the IEEE Distribution Reliability Working Group⁵, and this model will continue to leverage insights gained during that study. The initial model 1.a will focus on the fragility of various infrastructure components, and model v1.b will integrate the damage to loss function in order to evaluate the risk to reliability for every component in the infrastructure system due to weather. The core of this methodology is not novel and has been applied by utilities in the past⁶.

The construction of the fragility functions is accomplished by combining circuit topology, equipment location, historical weather, climate, and outage data to correlate weather conditions with equipment outages. The first step is to generate fragility points by investigating the weather in specific regions during historical storms that caused outages both large and small. The fragility points represent the magnitude of the damage (expressed as the ratio of damaged to all equipment in the area) for a given certain weather extrema, generally wind or precipitation. Finally, once a statistically significant quantity of fragility points are generated, a statistical model is fit to the data to generate the fragility function which is then evaluated using a goodness of fit measure like R^2 . An example of applying this methodology to generate a fragility function is obtained from Reference 6 and shown in Figure 6.

⁴ T. Rossetto, I. Ioannou, D. Grant, and T. Maqsood, "Guidelines for the empirical vulnerability assessment," GEM Tech. Rep., vol. 08, no. October 2015, p. 140, 2014.

⁵ H. C. Caswell *et al.*, "Weather Normalization of Reliability Indices," in *IEEE Transactions on Power Delivery*, vol. 26, no. 2, pp. 1273-1279, April 2011.
doi: 10.1109/TPWRD.2010.2078839
URL: <http://ieeexplore.ieee.org/stamp/stamp.jsp?tp=&arnumber=5611643&isnumber=5738430>

⁶ S. Dunn, S. Wilkinson, D. Alderson, H. Fowler, and C. Galasso, "Fragility Curves for Assessing the Resilience of Electricity Networks Constructed from an Extensive Fault Database," *Nat. Hazards Rev.*, vol. 19, no. 1, pp. 1–10, 2018.

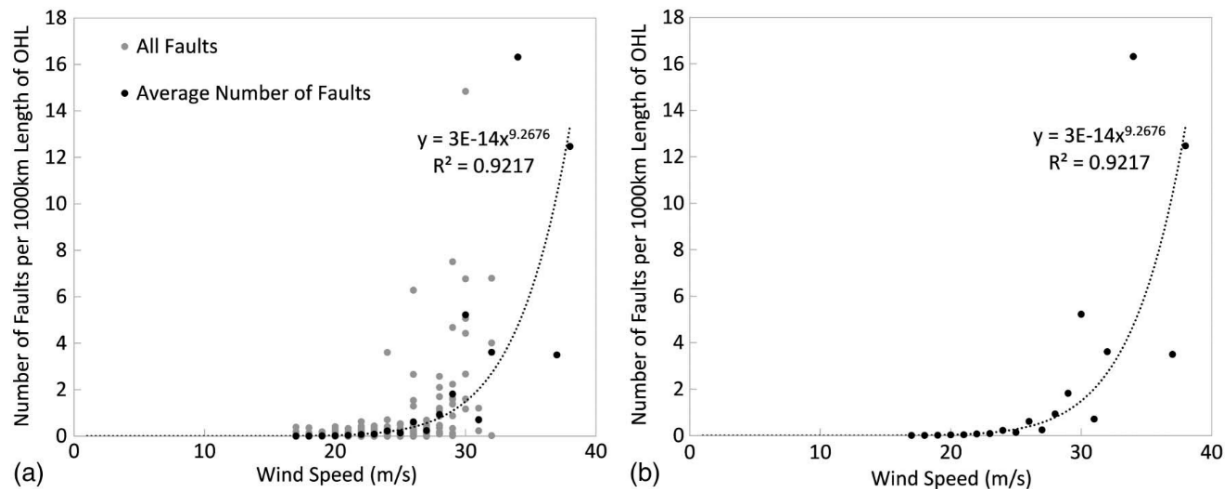


Figure 6: Fragility curves using CAT methodology

The figure above outlines the generation of fragility curves applying the CAT methodology: (a) the wind speed in each wind storm plotted against the number of faults in each storm (grey dots) and the average number of faults per given wind speed (black dots). In (b) only the average number of faults per given wind speed is shown.

The fragility function represents the probability that a piece of equipment will fail given specific weather conditions, and to complete the picture we need to understand the consequences of the failure. As was stated previously our main concern is the reliability of the equipment and not necessarily the cost to repair. Thus our damage to cost function is the number of customers that would be interrupted given the failure of a specific piece of equipment. Once we have both fragility and damage to cost functions we can generate the full vulnerability function, which will allow us to systematically quantify the risk to system reliability due to weather. The vulnerability functions can be applied to any asset (transformers, poles, lines, etc.), and thus risk to the entire system can be quantified by applying the CAT methodology to the individual components of the system. This will allow for real time forecasting of system vulnerability by incorporating weather forecasts, and this can then inform our operational management of equipment and personnel.

PacifiCorp has a large database of equipment outages with labeled causes and locations, which can be combined with weather station data to accomplish the above mentioned objectives. While we have data for outages, there is a scarcity of weather observations due to the limitation of weather stations. As the distance between a weather-based outage and the nearest weather station grows, the accuracy of the fragility curve degrades. In order to remediate this issue the analysis can be supplemented by the NARR climate data, which is resolved to a 32 km x 32 km grid. This data can be further downscaled to get more localized weather information, which can be accomplished by taking the NARR data and using it as boundary conditions for another weather model. Another approach is to apply machine learning techniques, like Gaussian regression, to essentially interpolate the NARR and observed weather station data. Having more localized information will not only aid in linking weather events with outages, but also provide a stronger basis for understanding fire weather risk.

2.2.5 Fire Weather Risk

Another aspect where data science can provide insights is understanding the fire weather relationship. While there are many fire weather indices like KBDI, Hot-Dry-Windy-Index and others, there is not a universal definition for what fire weather looks like. While we know that hot windy days with very low humidity pose a greater fire risk we do have a way to quantify how much higher the risk is (in terms of probability). The main goal of CAT model 2 is to create an ensemble of probabilistic models that accomplishes two tasks:

- Fragility function: quantify the risk of a fire in a specific region based on present and historical weather over a range of time into the past (1 – 365 days). Additionally identify the weather conditions both leading up to and during a fire that are the most important to predicting the fire risk.
- Damage to loss function: given an ignition event quantify the probably that a fire will grow to a certain magnitude. This task will be repeated for various thresholds that are deemed important, and again the weather variables that are important to predicting the fire growth will be identified.

The above-mentioned goals can be accomplished either using a CAT approach as outlined in the weather outage analysis or evaluate the application of machine learning to refine the models. In the event machine learning techniques provide better outcomes, they will be applied to the model; they will involve data from NARR climate data, various fire data sources, and the various weather station data sources. Average values of several atmospheric variables like precipitation, humidity, temperature and others will be compared on days where fires are present with days that fires are not. The general idea is to predict if there is a fire burning in a specific region based on recent and present weather conditions. This approach is similar to work that was done by the US Forest Service where they used logistic regression to predict fire days⁷. There are many algorithms and approaches that can be tried to generate the full vulnerability function and this will most likely be an iterative process. The general concept is analogous to the outage weather section where we are trying to quantify a measure of risk to a system based on weather events. The main difference is that here we are attempting to quantify fire risk instead of risk to infrastructure reliability.

2.2.6 Summary

The above methodology describes how we can systematically assess the risk to critical pieces of infrastructure due to extreme weather events. Additionally we lay out how an analogous methodology can be applied to better understand fire weather risk. Once the vulnerability functions for both fires and outages are in place, we will be able to forecast infrastructure and fire risk in real time by incorporating weather forecasts. Finally using both risk models we will be able to perform Monte Carlo simulations of weather events to identify infrastructure components and regions that pose the greatest risk to reliability and fire mitigation efforts. This roadmap details how we can apply data science to mitigate risks and improve the reliability and operation of our electrical service.

⁷ M. J. Erickson, J. J. Charney, and B. A. Colle, “Development of a fire weather index using meteorological observations within the northeast United States,” *J. Appl. Meteorol. Climatol.*, vol. 55, no. 2, pp. 389–402, 2016.

2.3 CAPABILITY ASSESSMENT

Pacific Power field crews maintain the capability to extinguish small fires or new ignitions; if the fire has not spread to a size larger than one person can effectively fight while maintaining their personal safety. In the event of an ignition, notification and dispatch of fire crews from the local jurisdiction or geographic area fire center will occur.

2.4 MITIGATION OVERVIEW

2.4.1 Weather Factors

Pacific Power's Emergency Management and System Operation's personnel subscribe to several National Weather Service email distribution lists and receive forecast information directly from these sources. During fire season, Pacific Power's Disaster/Risk Planning Manager maintains contact with the National Fire Predictive Services Agency and the National Geographic Area Coordination Center for up to date fire information.

Upon notification of increased fire threat due to weather, Industrial Fire Protection Level or fire danger preparedness and mitigation actions will be taken in accordance with PCC-200 policy. Actions that may be taken in this policy include:

- Disabling SCADA-capable circuit breaker reclosing
- Notifying field management of increased fire potential areas
- Limiting testing of lines without patrolling prior to test

2.4.2 Vegetation Management

Pacific Power maintains clearance around facilities and powerlines in order to lower the risk of fire damage or ignition. These clearances are consistent with state regulations or, where no state requirements exists, the company's vegetation policies.

2.4.3 Vehicle and Equipment Maintenance

Vehicles are designed and maintained to prevent ignition from high temperature areas and are required to be regularly inspected for grass and debris accumulation which could create an ember and start a fire.

2.4.4 Awareness and Readiness

Pacific Power Emergency Management conducts daily checks of the fire hazard for its service areas and reports those findings to the field employees as appropriate. This includes, but is not limited to, Industrial Fire Protection Level status, weather forecast, wind predictions and other fires in the area. The Pacific Power GIS department also maintains fire detection and notification capability to alert operations and emergency management personnel of a potential fire within a specified distance (five miles, as of this time) of Pacific Power assets.

2.4.5 Workforce Training and Field Practices

Pacific Power field employees are trained in detection, prevention and response to fires. Current policies and practices have been put in place with the sole intention of preventing fire ignition or damage.

2.4.5.1 Fire settings for re-closers

Recloser settings for areas within fire danger districts will be in accordance with the PCC-200 policy.

2.4.5.2 Proactive de-energization

In circumstances which Pacific Power deems it necessary for fire safety to de-energize lines in order to mitigate the potential for fire ignition, actions will be taken in accordance with the PCC-201 policy.

2.4.5.3 Additional fire prevention measures for circuits under 3000' elevation

Forty-one percent of Pacific Power's circuits in California are below 3000 feet elevation. Due to the robust nature of Pacific Power's fire prevention program there are no additional measures in place to circuits below 3000' elevation.

3 COMMUNICATIONS

3.1 GENERAL

The Pacific Power radio system serves as the primary communications capability and is designed with redundancy and power backup for emergency situations. Pacific Power personnel utilize vehicles equipped with two-way radios under Federal Communications Commission license. These radios can communicate with Grid Operations, Hydro Control Center, surrounding mobile units and portable radios via fixed base stations which are located at Pacific Power facilities, and with Pacific Power's microwave radio system. The Pacific Power radio communications section states the radio system is designed to operational through any incident. However there may be certain limitations/inoperability to the computer based radio assets. Handheld and vehicle mounted radios will continue to operate even if the network is damaged. The system's repeaters will continue to operate independently from the main system, therefore a minimum level of connection across each area which would allow operations to continue. If repeaters are not working, the radios still have line of sight capabilities for direct communications as needed.

Available secondary communications systems are landline and cellular telephone. Pacific Power employees may utilize the Government Emergency Telecommunications Service (GETS), a program that prioritizes busy land-based telephone circuits during emergencies for identified emergency responders. Also emergency personnel have been given access to the Wireless Priority Service (WPS), which gives priority on cell towers. The WPS is an additional service connected to GETS. WPS is activated through the dialing sequence on a cell phone prior to calling the GETS hotline number (if a GETS connection is needed).

3.2 FIRE DISPATCH

3.2.1 Geographic Area Dispatch Centers

Communications with Northwest Geographic Area Dispatch Centers and the California Wildland Fire Dispatch will be coordinated through region dispatch and/or Pacific Power emergency management.

Coordination with California fire resources may be conducted through either the California Utility Emergency Association (CUEA), California Office of Emergency Services (CalOES), county and city emergency management or through CalFire directly.

3.2.2 Fire Contact Directory

California (CalFire) Dispatch/ECC	
Contact	Number
Humboldt/Del Norte ECC – CalFire	707-726-1280
Lassen/Modoc ECC – CalFire	530-257-5575
Siskiyou ECC – CalFire	530-842-7066
Shasta/Trinity ECC – CalFire	503-225-2411
California Warning Center (<i>secondary contact if county contacts are unavailable</i>)	916-845-8911
Oregon Interagency Dispatch	
Contact	Number
Blue Mountain Interagency Dispatch Center (LA Grande, OR)	541-963-7171 (Day) 541-786-5457 (After Hours)
Burns Interagency Communication Center (Burns, OR)	541-573-1000 (24 Hour)
Central Oregon Interagency Dispatch Center (Prineville, OR)	541-416-6800 (24 Hour)
Central Washington Dispatch (Naches)	509-884-3473 (24 Hour)
Coastal Valley Interagency Communication Center (Corvallis, OR)	541-750-7024 (24 Hour)
Columbia Cascades Communication Center (Vancouver, WA)	360-891-5140 (24 Hour)
Coos Bay District—BLM (Coos Bay, OR)	541-751-4302 (Day)
Eugene Interagency Communication Center (Springfield, OR)	541-225-6400 (24 Hour)
John Day Interagency Dispatch Center (John Day, OR)	541-575-1321 (24 Hour)
Lakeview Interagency Dispatch Center (Lakeview, OR)	541-947-6315 (24 Hour)
Rogue Interagency Communication Center (Medford, OR)	541-618-2510 (Day) 541-776-7114 (After Hours)
Warm Springs Agency—Dispatch Center (Warm Springs, OR)	541-553-1146 (Day)
Roseburg District—BLM (Roseburg, OR)	541-464-3370 (Day) 541-440-4947 (After Hours)
Salem Coordination Center—ODF, (Salem, OR)	503-945-7455 (Day)
Vale District—BLM (Vale, OR)	541-473-6295 (24 Hour)
Umpqua Dispatch—Umpqua National Forest (Roseburg, OR)	541-957-3325 (24 Hour)
Washington Interagency Dispatch	
Contact	Number
Central Washington Interagency Communication Center (Wenatchee, WA)	509-884-3473 (Day) 509-663-8575 (After Hours)
Yakama Agency—Dispatch Center (Toppenish, WA)	509-865-6653 (24 Hour)

4 FIRE PREVENTION

Pacific Power will use the current Industrial Fire Precaution Level (IFPL) for the immediate area to guide operational decisions. The IFPL is a standardized set of actions to be taken or avoided as declared by the USFS within their district areas.

Industrial Fire Precaution Level actions

- IFPL I – Closed Season
 - Fire precaution requirements are in effect. A fire watch/security is required at this and all higher levels unless otherwise waived. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL II – Partial Hootowl
 - No power saw use, welding or metal cutting from 1 P.M. to 8 P.M. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL III – Partial Shutdown
 - No off road vehicle/equipment operation, power saw use, welding or metal cutting from 1 P.M. to 8 P.M. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL IV – General Shutdown
 - All operations in the area cease. Written waiver is available for fire-safe activities. Must have firefighting equipment such as a Pulaski, Shovel and water can readily available.

4.1 FIRE PREVENTION AREAS

Enhanced fire prevention areas have been identified and have the potential for proactive de-energization in accordance with PacifiCorp Policy PCC-201. These areas are identified on the previous maps in section 2.1.

5 FIRE PREPAREDNESS

Start and completion dates for the fire preparedness activities are dependent on forecasted conditions and may vary from district to district. The leadership from each area will make the final determination on the level of preparedness activities needed. The preparedness actions found in Section 7 may be conducted concurrently. Fire preparedness actions will be documented on Pacific Power Training Attendance forms.

5.1 FIRE EQUIPMENT INVENTORY

Pacific Power maintains firefighting equipment which may be used to respond to small ignitions. These resources may be moved into affected areas as needed to support other districts, i.e. Medford, OR resources are available for use in Yreka, CA. The following is a list of resources and their location:

Equipment Description	Location
500 gallon water tanker and pump with ¾ inch high pressure hose	Bend
250 gallon water skid-tank on trailer	Grants Pass
500 gallon water trailer, 2 inch hose	Klamath Falls
250 gallon water skid-tank (requires trailer for movement)	Klamath Falls
500 gallon water trailer, 2 inch hose	Medford
250 gallon fire tank and pump (trailer or pickup loaded)	Pendleton
500 gallon water tanker, 3 inch hose, firefighting equipment	Roseburg
250 gallon fire tank and pump (<i>trailer or pickup loaded</i>)	Walla Walla
250 gallon fire tank and pump (<i>trailer or pickup loaded</i>)	Yakima

5.2 FIRE SEASON MONITORING

Even during a very active season company assets may not be directly impacted by wildland fires. However, monitoring, communication and coordination with internal and external resources is essential to help ensure rapid, coordinated response when an event does occur. Emergency Management will maintain awareness of the overall situation throughout the Pacific Power service territory and near assets outside of the service territory. If an incident occurs which may affect Pacific Power assets response actions will be executed. See section 10 for checklist.

GIS Solutions provides information received from external resources (e.g., U.S. Forest Service, Oregon Department of Forestry, and United States Geological Survey) however, fire data accuracy and update frequency are dependent on those external agencies.

6 WILDFIRE INCIDENT RESPONSE GUIDELINES

6.1 FIRE WEATHER NOTIFICATION

When notified of fire weather or other conditions which could increase the potential for new fire ignition, emergency management or the grid supervisor will forward the Geographic Information System (GIS) provided email regarding fire weather advisory to the appropriate personnel.

6.2 NEW IGNITIONS/SMALL FIRES

When “new ignition” or small fires occur, local public fire agencies or small wildland firefighting teams (e.g., initial attack teams) may be deployed to manage the event, and a command post may not be established immediately or be easy to locate. District managers should work directly with local public-sector emergency management personnel to coordinate activities. District managers can contact region dispatch or emergency management to assist with locating fire agency resources on new ignitions/small fires. See section 11 for fire response checklist.

6.3 LARGE FIRES

For large fires, a public-sector incident management team (IMT) is typically located at a multi-agency command post. Field operations may coordinate directly with the IMT at the command post, or request a field safety representative to perform this responsibility. See section 11 for fire response checklist.

6.4 INCIDENT REPORTING

Any on scene employee plays a key role in responding to and reporting details of a wildfire event. The safety of the public and company personnel take first priority. In addition, immediate steps should be taken to properly document the facts and circumstances surrounding the fire event. On scene personnel will notify Region Dispatch of the situation and document the situation in accordance with the current Fire Incident Response Procedures.

7 ROLES AND RESPONSIBILITIES

All roles and responsibilities are within the scope of the normal Pacific Power Emergency Management Structure. In the event of a fire the EAC should be notified of the incident for potential activation.

8 FIRE SEASON PREPARATION CHECKLIST

Objectives
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Complete preparedness actions for wildfire season • Most actions can be performed concurrently in this section • Annotate completed tasks on training roster (See Appendix B for Document)

Actions	Responsible	Completed by date
Participate in wildland fire season playbook review and update.	All areas, facilitated by emergency management	June 1 st
Coordinate with state and federal fire resources (e.g. ODF, USFS, BLM, CalFire) on lessons learned from the previous wildland fire season, and implement improvements to public / private sector coordination, when applicable.	Emergency management	June 1 st
Communicate wildland fire season forecasts to company personnel via the Pacific Power weather information distribution list (<i>_PP Weather Info.</i>)	Emergency management	Daily as needed
Verify locations and check conditions of specialized equipment, such as tankers and fire pumper trailers	Field and Substation Operations Director	June 1 st
Review operating procedures for specialized equipment with personnel.	Field and Substation Operations Directors	June 1 st
Check with local rental companies about access to “spare” water tankers.	Field Operations Directors	June 1 st
Have mechanics check under all vehicles being serviced for accumulating grass or weeds.	Field operations Directors	June 1 st
Review available stock and locations of PPE’s related to wildland fire season (e.g. masks, fire shelters.)	Field and Substation Operations Directors	June 1 st
Review Accident Prevention Manual / APM sections 12.7 and 12.8, covering no-test policy of breakers with staff.	Field, Safety, and Substation Operations Directors	June 1 st
Initiate no test policy and review system operations line-testing policies with personnel: <ul style="list-style-type: none"> • PCC-200 Operating Transmission and Distribution lines during Fire Season • PCC-201 Proactive De-energization Procedure 	Dispatch, Field and Substation Operations Directors	Upon notification of Fire Season declaration for a specific area

Provide wildland fire training; related to safety equipment, tools and PPE's (contact the safety department.)	Field and Substation Operations Directors	June 1 st
Secure permits from local, state and federal forest agencies to work past 14:00 during fire season, typically completed before May 31.	Field and Substation Operations Directors	June 1 st
Coordinate with emergency management on wildland fire season public/private sector meetings and exercises.	Field and Substation Operations Directors	June 1 st
Provide regular updates to personnel on current and forecasted wildland fire season conditions.	Field and Substation Operations Directors	June 1 st
Ensure vehicles working in or around fire potential areas are equipped with: <ul style="list-style-type: none"> • Shovel. • Pulaski/axe. • Water can. 	Field and Substation Operations Directors	June 1 st
Ensure excessive vegetation growth in and around substations is eliminated to prevent increased fire risk.	Substation operations	June 1 st
Implement improvements to fire season maps based on the previous year's lessons learned.	GIS Solutions	June 1 st
Update distribution lists for fire maps.	GIS Solutions	June 1 st
Send out updated maps and contact information for Fire Dispatch Centers.	Emergency Management	June 1 st
Review guidelines with dispatch personnel.	Region dispatch	June 1 st
Review health and safety practices and apply lessons learned from the prior wildland fire season to improve training and equipment.	Safety	

9 FIRE SEASON MONITORING

Objectives

- Ensure life-safety
- Ensure employee welfare
- Continue Incident Management functions
- Maintain situational awareness
- Most actions can be performed concurrently in this section

Actions	Responsible
Monitor fire conditions throughout the region and communicate monthly national outlooks and NWS briefing information via the <i>PP Weather Info</i> distribution list, when necessary.	Emergency management
Collaborate with external fire agency resources on incident intelligence, and communicate to personnel as the situation warrants.	Emergency management
Provide wildland fire e-mail warnings to incident management and operations personnel. This product provides maps and information, including a list of potentially at-risk infrastructure and nearest operation center within a 5 mile range of active fires.	GIS solutions
Coordinate with field personnel, grid operations and emergency management on current and forecasted fire information provided by emergency services and Northwest Fire Dispatch Centers.	Region Dispatch
Upon notification of fire season implement PCC-200 procedures	System Operations

10 FIRE RESPONSE CHECKLIST

Objectives

- Ensure life-safety
- Ensure employee welfare
- Initiate Incident Management functions

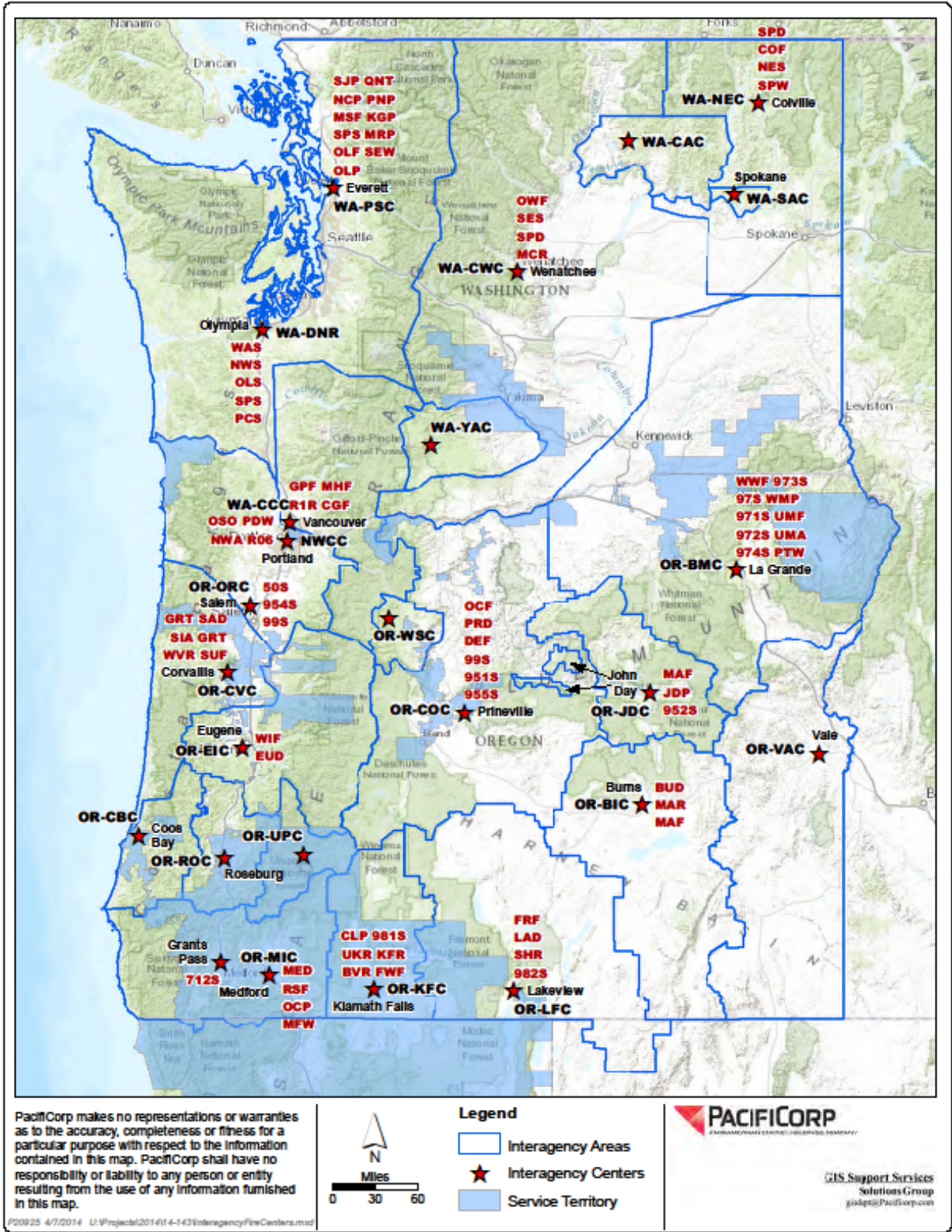
New Ignition or Small Fire Which Is Not Immediately Extinguished

Actions	Responsible
Report new ignition or small fires to region dispatch and your director.	All field personnel
Ensure personnel are evacuated from potential hazard areas. Request assistance from region dispatch, if necessary.	All field personnel
Notify director.	Wires and substation operations managers
Contact Incident Commander (on-scene) and identify resources needed for response. If needed, request assistance from dispatch or emergency management.	Wires and substation operations managers
Notify Pacific Power Emergency Manager	Wires and/or substation director
Contact field safety administrator and notify them of the incident	Wires and substation operations managers
Evaluate current and anticipated work in the area, and potential impacts to facilities.	Wires and substation operations managers
Identify if additional response resources are needed (e.g. water tankers, N-95 masks.)	Wires and substation operations managers
Provide an incident briefing to Director and Emergency Management.	Wires and substation operations managers
Establish regular updates, coordinating with region dispatch, emergency management and other field resources	Wires and substation operations managers
Implement regular briefings with staff based on fire intelligence provided by public sector resources.	Wires and substation operations managers
Request custom maps from GIS Solutions, if necessary.	Wires and substation operations managers

Large Fires

Actions	Responsible
Ensure personnel are evacuated from potential hazard areas. Request assistance from region dispatch.	All field personnel
Assess current and forecasted work in the area, safety hazard potential and potential impacts on company-owned facilities.	Wires and substation operations managers
Contact region dispatch, emergency management and/or a wires director to provide an update. Wire directors will notify the V.P. of Operations.	Wires and substation operations managers
If necessary, request assistance from the PPEAC through the wires director or V.P. of operations (EAC activation is likely)	Wires and substation operations managers
Contact company safety reps to notify them of the event and request deployment of field safety administrators to assist.	Wires and substation operations managers
Locate the on scene Incident Command Post. Request assistance from emergency management, if necessary.	Wires and substation operations managers
Participate in regular briefing sessions with the on scene Incident Management Team, or request assistance from field safety administrators.	Wires and substation operations managers
Identify if additional response resources are needed (e.g. water tankers, N-95 masks.)	Wires and substation operations managers
Establish regular briefings with field personnel.	Wires and substation operations managers
Establish regular updates with emergency management, region dispatch or the PPEAC.	Wires and substation operations directors
Request assistance from the regional community managers when customer evacuations are possible, cooling shelters are established, or other community activities are anticipated.	Wires and substation operations managers

APPENDIX A NORTHWEST GEOGRAPHIC AREA DISPATCH CENTERS



APPENDIX B TRAINING ROSTER

TRAINING ATTENDANCE ROSTER

All Fields Are REQUIRED

Training Date:	<input type="text"/>	Start Time:	<input type="text"/>	End Time:	<input type="text"/>
Course Title(s):	<input type="text"/>				
Instructor:	<input type="text"/>	ID #:	<input type="text"/>		
Training Location:	<input type="text"/>		(Only one ID per training attendance roster)		
Submitted By:	<input type="text"/>				

	✓	Emp. #	Print Name	Signature - see notes below **
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

* Trainers may indicate attendance by checking box next to P# of each employee present and signing below.

Trainer: I certify to the accuracy of the information contained in this roster _____

Signature

****Signatures are required for PacifiCorp Security Training, CIPS Overview, Code of Business Conduct, and FERC courses**

➡ Submit to Administrator • E-Mail: [_Training Rosters](#)

Exhibit D

PacifiCorp

**Pacific Power's
Emergency Action Plan
(EAP) for PacifiCorp's
Klamath Hydroelectric
Project**

June 26, 2019

PUBLIC VERSION



Pacific Power |
 Rocky Mountain Power
 825 NE Multnomah, Suite 1800
 Portland, Oregon 97232

Via US Mail May 29, 2019

**Subject: Klamath Hydroelectric Project (FERC No. P-2082)
 Emergency Action Plan
 Invitation to the 2019 Luncheon Meeting for Planholders**

Dear Planholder,

You or your agency is presently listed as an official planholder of an Emergency Action Plan (EAP) for PacifiCorp's Klamath Hydroelectric Project. This is PacifiCorp's action plan to provide you or your agency timely notification in the event of an emergency at a Klamath Project Dam. As a planholder, you should have received an update to the EAP in 2018.

The Federal Energy Regulatory Commission's Dam Safety Engineering Guidelines (Chapter VI) and the requirements of the *Federal Guidelines for Dam Safety: Emergency Action Planning for Dam Owners* (Mitigation Directorate FEMA 64, October 1998) require that we involve our planholders in the process of updating our EAP as conditions change. We meet this requirement annually by conducting a test of the EAP as well as holding a meeting with planholders to review the plan and its adequacy.

By this letter, we are notifying you that an annual EAP orientation has been scheduled for the following date and time. We request and encourage your participation at the meeting. Lunch will be provided.

2019 EAP Annual Meeting and Pacific Power Coordination Review June 26, 2019 9:30 am – 12:30 pm	Holiday Inn Express Yreka-Shasta Area 707 Montague Rd, Yreka, CA 96097
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The purpose of the annual EAP orientation meeting is to enable each participant to become familiar with the EAP and with the roles, responsibilities, and procedures of those involved. As our EAP program changes regularly due to new requirements and planholder feedback, it is important for planholders to attend these annual meetings.

We hope that you will support us in these efforts, and we look forward to seeing you at the meeting. Please RSVP with BJ Fayyaz at either (503) 813-6029 or Bijan.Fayyaz@PacifiCorp.com. We ask that RSVPs are made no later than June 21, 2019. Additionally, representatives from Pacific Power Emergency Management will provide an overview of their emergency management program in order to review how they can better coordinate with local emergency managers and other public safety partners in the area during outages and wildfires.

Sincerely,

Peter J. Martins
 Dam Safety Manager, Hydro Resources

PJM: BAF: KMS

Encl:	Letter – Public	hc:	Planholders of this EAP
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Klamath Project EAP Annual Meeting

BJ Fayyaz

Hydro Emergency Services Manager



Klamath Project EAP Annual Meeting

Agenda

9:30 A.M. –Meet and Greet

9:45 A.M. –Begin EAP Meeting/Discussion

11:00 A.M.—Lunch

12:00 P.M.–Pacific Power Wildfire Coordination Meeting



Introductions

- Bijan “BJ” Fayyaz
 - PacifiCorp Hydro Emergency Services Manager
 - Office: (503) 813-6029
 - Cell: (503) 853-9967
 - Bijan.Fayyaz@PacifiCorp.com
- Around the room

CUI//CEII



EMERGENCY ACTION PLAN

**J.C. Boyle (NatDam OR00559)
Copco No. 1 (NatDam CA00323)
Iron Gate (NatDam CA00325)**

**Klamath Hydroelectric Project
(FERC No. P-2082)**

PacifiCorp Hydro Resources
825 NE Multnomah Street, Suite 1800
Portland, Oregon 97232

Emergency Action Plan

- **Purposes of the EAP:**

- To alert emergency services to the potential danger of a situation affecting the project area
- To provide early warning to people who may be affected by the sudden release of water caused by natural disaster, accident, or failure of any component within the project areas.
- To minimize the impact on property caused by dam failure or high flow event.

- **Key EAP Components:**

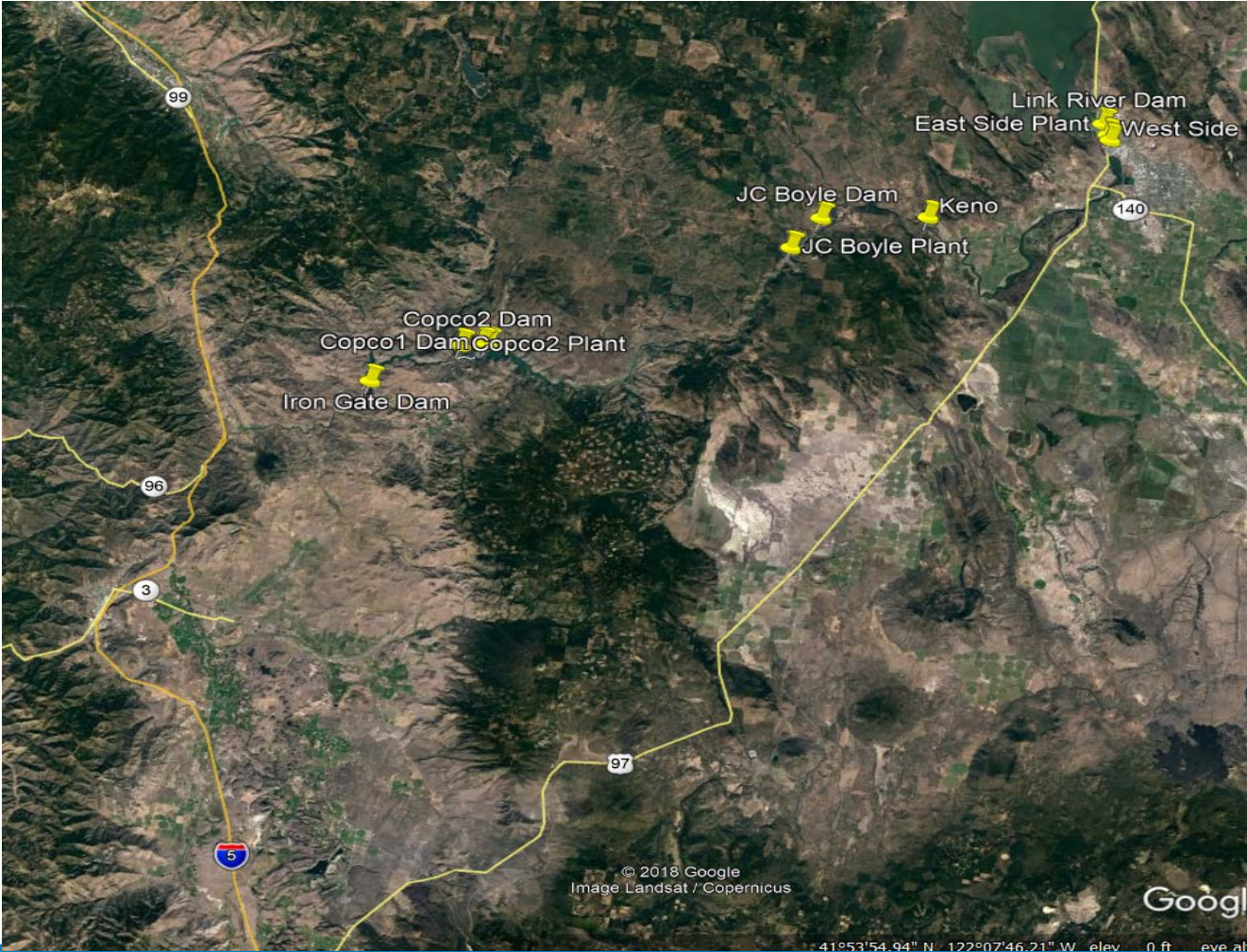
- Projects Overview
- Responsibilities of PacifiCorp and Planholders
- Notification Charts
- Inundation Maps
- EAP Planholder names and book locations, updates, and letters

SO WHY ARE WE HERE?!



Video Courtesy of NBC
Universal

Area Overview



JC Boyle



Copco 1



Iron Gate



Hydro Control Center

- The Hydro Control Center (HCC) Operators, located at the HCC in Ariel, Washington, are on duty 24 hours a day, 7 days a week in support of PacifiCorp's hydro resource operations and maintenance groups. The operators are specially trained in EAP activation, initiating emergency notifications and contingency plans within the hydro network.

Toketee Control Center

- The Toketee Control Center (TCC) Operators, are on duty 24 hours a day, 7 days a week in support of PacifiCorp's hydro resource operations and maintenance groups. The operators are specially trained in EAP activation, initiating emergency notifications and contingency plans within the hydro network.
- Back up operators are on duty 24/7 from the Hydro Control Center in Ariel, Washington and will assist in EAP activations when needed.

Federal Energy Regulatory Commission

- ❖ Organized as part of the Department of Energy
 - ❖ Overseen by five political appointees
 - ❖ Regulates Natural Gas, Transmission, Hydropower, Oil
- ❖ Division of Hydropower Licensing and Compliance
 - ❖ Oversees the licensing process and is responsible for compliance with all license articles for private, municipal, and state hydroelectric generation projects
 - ❖ Klamath River Hydroelectric Project – FERC NO. 2082
- ❖ Division of Dam Safety and Inspection
 - ❖ Role is to protect the public and energy customers, ensuring that licensees (PacifiCorp Energy) meet the Engineering Guidelines for the construction and operation of hydroelectric generation facilities
 - ❖ Owner's Dam Safety Program

Emergency Action Plan (EAP)

Purposes of the EAP:

- To provide early warning to people who may be affected by the sudden release of water caused by natural disaster, accident or failure of any component within the project's areas.
- To seek to minimize the impact on property caused by disaster.

Key EAP Components:

- Notification Charts
- Inundation Maps & Charts
- Responsibilities of PacifiCorp & Planholders
- EAP Planholder Names, Agencies & Locations

Big Bay Dam in Mississippi

- **2004: Earthen dam failure caused from internal erosion.**
- **3.5 billion gallons of water released**
- **Over 100 homes affected.**
- **Not one person died, due in part to EAP activation.**

MAR 16 2004

WANAPUM DAM (looking east from the right bank on the spillway deck)

- **2014: Warping noticed; later discovered crack in dam.**
- **EAP activated at Level 2, reservoir lowered to fix dam. No threat to public currently.**



Photo courtesy of Grant County
PUD

2/25/2014

Who Does What?

- PacifiCorp is responsible for:
 - *Notifying planholders of high flow/dam safety events*
 - *Supplying potential inundation maps/charts*
 - *Providing technical info and updates during events*
- External Planholders are responsible for:
 - *Providing overall notification to general public*
 - *Issuing evacuation orders as needed*
 - *Managing overall incident*
 - *Notifying others internally as needed*

External Agency Responsibilities

- Providing overall notification to general public
- Issuing evacuation orders as needed
- Establishing evacuation routes
- Securing affected area during response, evacuation, and recovery
- Establishment of shelters for evacuees
- Managing overall incident
- Notifying others internally, as needed
- Participate in evaluation following an EAP event

EAP Activation vs. No Activation

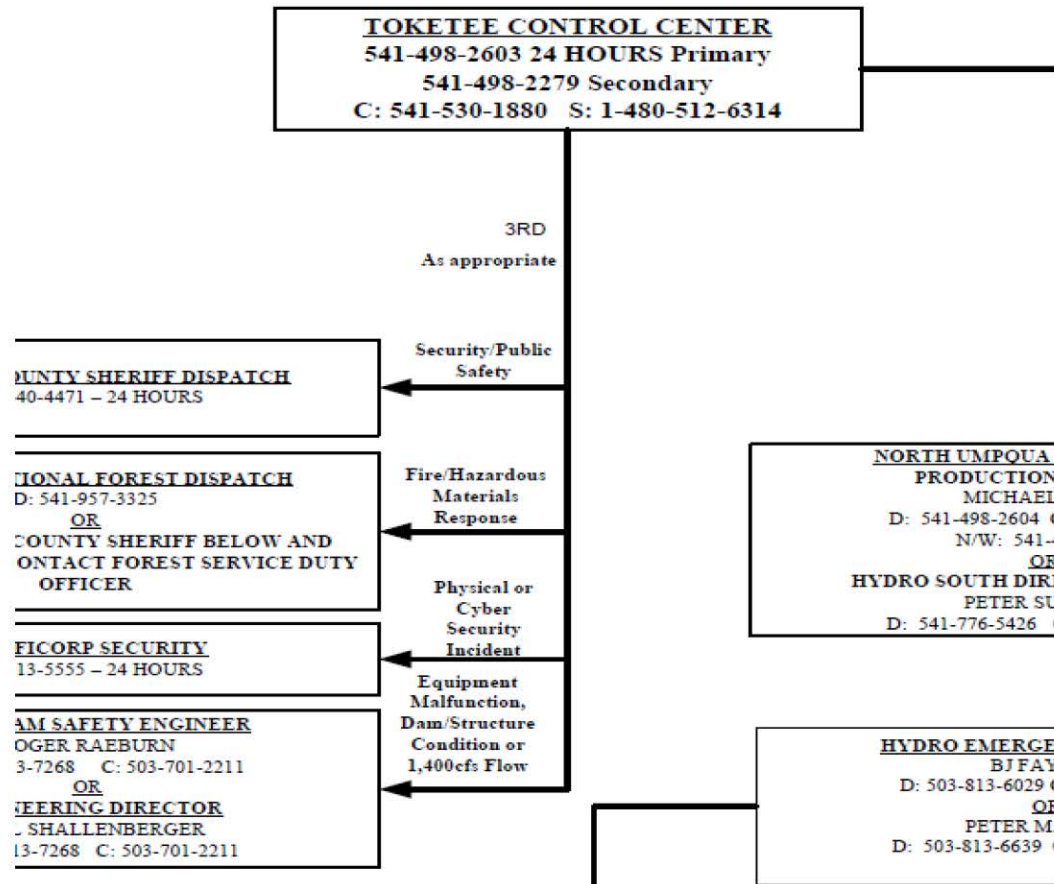
- If the EAP is not officially activated (Non-Failure and Level 1 response) notifications may be for informational purposes only, requests for assistance, or require agency judgment regarding response
- If the EAP is officially activated (Level 2 and 3) full response from outside agencies needed to help keep the public as safe as possible.

Non-Failure (Level 0) Response

- *Non-Failure (Level 0) Condition (White Chart):* A non-failure (Level 0) condition exists when there is no danger of dam failure, but something unusual has occurred requiring specific agency notification
 - Examples could be: security situation, equipment malfunction, dam safety issue, or anything which would not fit into levels 1-3
 - *Initiating Non-failure (Level 0) procedures does not activate this EAP.*

LEVEL 0: Non-Failure Condition
IA HYDROELECTRIC PROJECT: Lemolo No. 1 Dam NOTIFICATION
 A non-failure event does NOT activate the EAP.

The Level 0 is activated when:
 Any situation is detected or observed which does not constitute a Level 1 or higher activation.



Level 1 Response

- *Level 1 (Green Chart): Non-Failure Unusual High Flow or Flooding Condition*
 - A Level 1 condition exists when there is no danger of dam failure, but natural or man-made flows in the river system may cause flooding either upstream or downstream of the dam.
 - *Initiating Level 1 procedures does not activate this EAP.*

Level 2 Response

- *Level 2 (Yellow Chart): Potentially Hazardous Condition Developing*
 - A Level 2 emergency exists when there may still be time to correct or modify an observed dam safety condition, which does not pose immediate danger
 - Could escalate into dam failure if left unattended.
 - *Initiating level 2 procedures does activate the EAP*

Level 3 Response

- *Level 3 (Red Chart): Failure Has Occurred or Is Imminent*
 - A Level 3 emergency exists when a dam failure is occurring or is imminent and there is no time to mitigate the failure.
 - *Initiating Level 3 procedures does activate EAP*

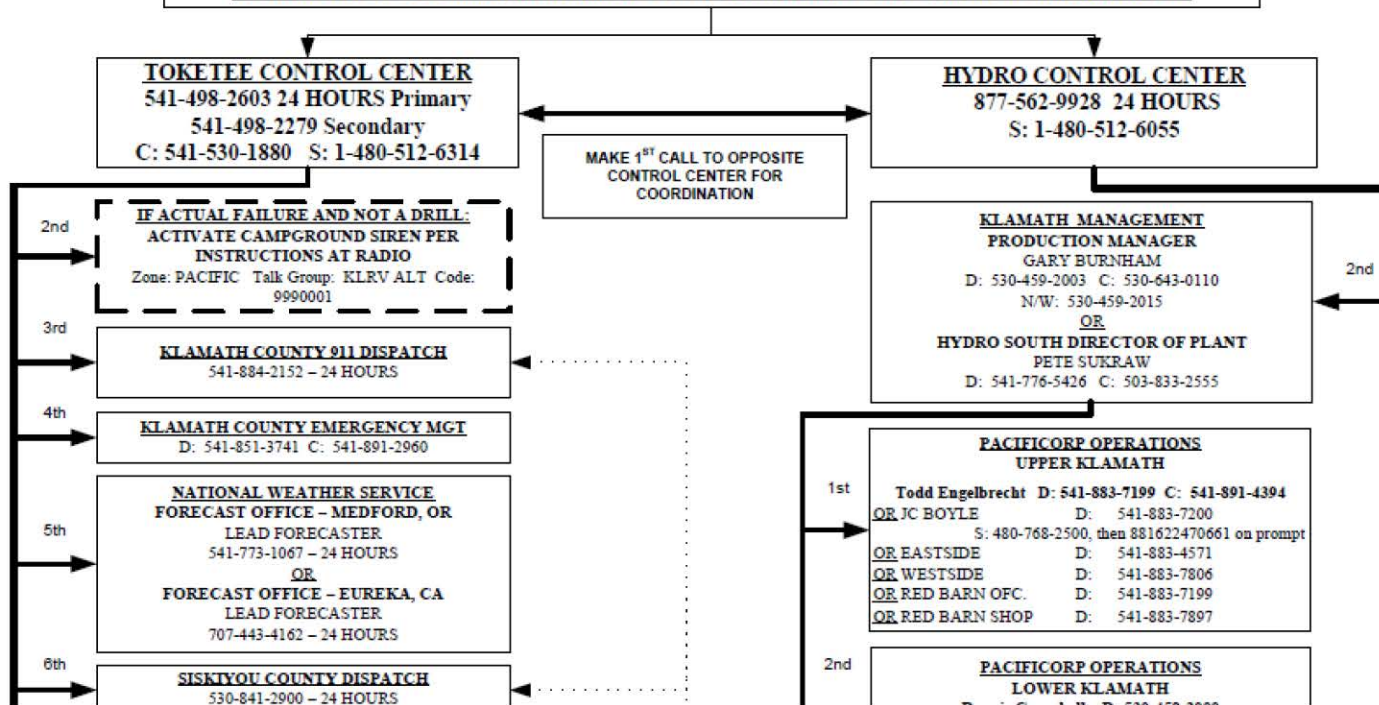
LEVEL 3: FAILURE IS IMMINENT OR HAS OCCURRED CONDITION

Klamath Project Notification Chart: J.C. Boyle Dam

LOCAL PUBLIC SAFETY/PACIFICORP
FIELD STAFF:
CALL HYDRO CONTROL CENTER TO
NOTIFY OF EMERGENCY; IF UNABLE
TO REACH, CALL TOKETEE CONTROL
CENTER

FAILURE SITUATION NOTIFICATIONS COMMENCING FROM HYDRO CONTROL CENTER (EITHER BY IT OR AT REQUEST OF
PACIFICORP OR FOLLOWING NOTIFICATION FROM LOCAL PUBLIC SAFETY AGENCY):

DAM OPERATOR MUST MAKE NOTIFICATIONS ON LEFT SIDE FIRST IF UNABLE TO REACH EITHER CONTROL CENTER!



Inundation Maps

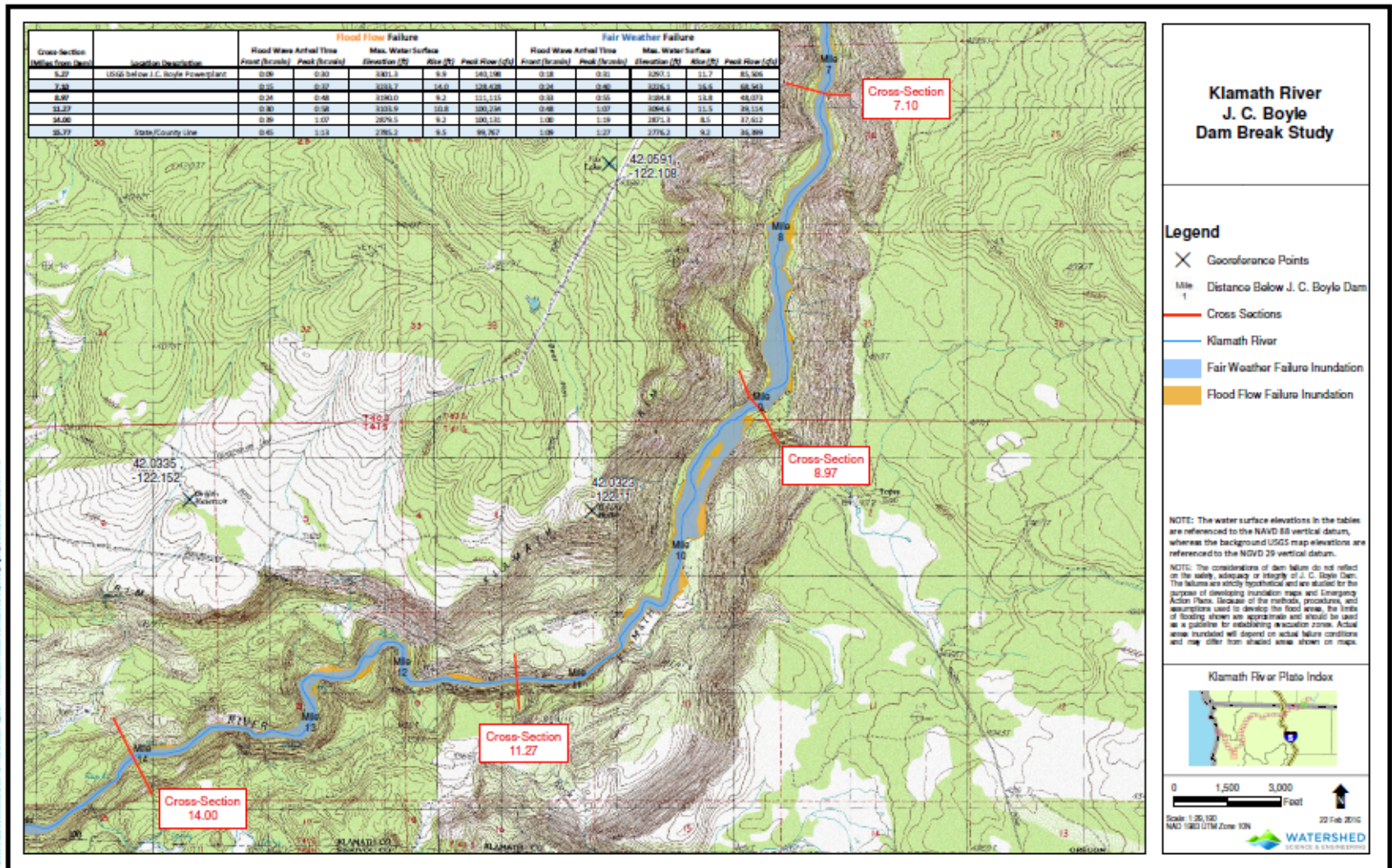


FIGURE C-2C

Inundation Maps

- Inundation maps are an important visual representation of inundation resulting from *a hypothetical failure study* of a dam. The maps are required for high hazard dams and water conveyances and are used for:
 - *Identifying primary impact areas: homes, businesses, etc.*
 - *Providing data on flow levels, travel times, and elevations*
 - *Developing evacuation routes (Local Public Safety Decision)*
 - *New data modeling may create changes to the maps*
- Two Keys:
 - Sunny Day or Fair Weather
 - Flood Flow

Recent Changes to the EAP

- The Sudden Failure Assessment was revisited and confirmed with considerations made for possible delayed access to J.C. Boyle
- Information in this report regarding the testing of emergency equipment was expanded on
- Stockpiled materials were clarified for site specificity
- The emergency vendor list was updated, and a Klamath specific contractor list is provided
- instead of a broader comprehensive list that may be used in the recovery phase following
- an emergency
- Notification charts updated
- PacifiCorp staff responsibilities clarifications

New Maps



COPCO No.1

- City
- Major Highways
- Highways
- Major Roads

0 0.5 1 2 Miles



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Solutions for you
getback@pacifiCorp.com

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accuracy, completeness or fitness for a particular purpose
with respect to the information contained in this map.
PacifiCorp shall have no responsibility or liability to any
person or entity resulting from the use of any information
contained in this map.

Needed Updates to the EAP

Conclusion

- Knowing the response to the EAP will help save lives and property.
- Many things that seem second-nature can be forgotten in high-stress situations if not practiced regularly.
- If there are any questions please contact me anytime.

QUESTIONS?

BJ Fayyaz

PacifiCorp Hydro Emergency Services Manager

Office: (503) 813-6029

Cell: (503) 853-9967

Bijan.Fayyaz@pacificorp.com



Agency Name	Planholder Name	Job Title	Representative in Attendance	Phone Number	eMail Address	Signature
CALTRANS	PAUL R JOHNSON	AREA SUPERVISOR				<i>Paul Johnson</i>
Siskiyou County Dispatch	Rick Andersen	Dispatch Manager	<i>Rick Andersen</i>			
Siskiyou Co. Agriculture Dept	Jodi Aceves	Senior Deputy	<i>Jodi Aceves</i>			
Siskiyou County OEM	Jasen Vela	Deputy Director Siskiyou County OES				
Siskiyou County Health Services Agency	Kate O Shea	Director, Social Services				
Siskiyou County Public Works Department	Scott Waite	Public Works Director				<i>Shelly Davis</i>
Siskiyou County HHS Public Health Dept	Shelly Davis	Director, Public Health				
Siskiyou County Sheriff's Office	Karl G. Houtman	Captian				
Talent Irrigation District	Jim Pendleton	Manager				
U.S. Army Corps of Engineers	Duke Roberts	Emergency Readiness Manager				
United States Bureau of Reclamation	James Gale	Chief of Engineering				
Yurok Tribe	Dean Baker	Public Works Director/EM Manager				
Yurok Tribe Department of Public Safety	Leonard Masten	Chief of Police				
California Public Utilities Commission	Andie Biggs	Utilities Engineer				<i>Andie Biggs</i>
California Public Utilities Commission	Karin Nguyen	Analyst				<i>Karin Nguyen</i>
PACIFICORP	MICHAEL LEDESMA	DAM SAFETY MANAGER				<i>Michael Ledesma</i>
CA DEPT FISH & WILDLIFE	PATRICK BROCK	Hatchery manager II				
CA DEPT OF FISH & WILDLIFE	Brenda Sisk	Office Technician				<i>Brenda Sisk</i>
CA DEPT OF FISH & WILDLIFE	Randy von Nordheim					
NOAA National Weather Service	Kathleen Zontos	Service Hydrologist				<i>Kathleen Zontos</i>
Bureau of Reclamation	David Kohler-Edwards	Safety Sec-L.M.				<i>David Kohler-Edwards</i>
CAL FIRE	Suzanne brady	INFO OFFICER				
	Patty Hood	BATTALION Chief				
	John Kiska	ECC chief				
mike Petrucci		meteorologist				
NATIONAL weather service						
CALTRANS	JOE WOODWARD	MAINT Supt.				
PUBLIC HEALTH	THOMAS MORTON	EMERGENCY PREPAREDNESS COORDINATOR				

Agency Name	Planholder Name	Job Title	Representative in Attendance	Phone Number	eMail Address	Signature
Klamath County Emergency Management	Morgan Lindsay	County Emergency Manager				
Klamath County Sheriff's Office	Chris Kaber	Sheriff	<i>Randall P Swan</i>			<i>CSK</i>
National Weather Service — Eureka Office	Kathleen Zontos	Service Hydrologist				
National Weather Service — Medford Office	Spencer Higginson	Service Hydrologist				
Oregon Department of Water Resources	Danette Watson	Watermaster				
Oregon State Emergency Management	Zach Swick	Domestic Preparedness Planner				
Oregon State Police	Patrick Trippett	Acting Lieutenant				
Oregon Water Resources Department — Dam Safety	Gerald Pierce	Civil Engineer				
Pacific Power T&D	Jeff Bolton	Manager, Disaster & Risk Planning				
PacifiCorp	BJ Fayyaz	Emergency Services Manager				
PacifiCorp	Dennis Campbell	Hydro General Foreman	<i>DG / Dennis Campbell</i>			<i>DG</i>
PacifiCorp	Eric Reese	HCC Operations Foreman				
PacifiCorp	Gary Burnham	Production Manager				
PacifiCorp	Kathy Solheim	Sr. Business Administrator				
PacifiCorp	Kelly Myers	Grid Operations Manager				
PacifiCorp	Mark Sturtevant	Managing Director, Renewable Resources				
PacifiCorp	Pete Sukraw	Director of Plant, Hydro South				
PacifiCorp	Ricky Willson	Hydro Control Operation TCC				
PacifiCorp	Robert Roach	Senior Environmental Analyst				
PacifiCorp	Tom Gauntt	External Communications				
PacifiCorp	Trevor Hoofard	Journeyman Operator				<i>Tom Hoofard</i>
PacifiCorp	Will Shallenberger	Director, Engrg/Dam Safety & Proj Mgmt				
PacifiCorp	Yorik Cade	Journeyman Operation Maintenance				

Sign-in-Sheet

CUI//CEII

Klamath Hydroelectric Project (FERC No. P-2082)

2019 Meeting Attendance

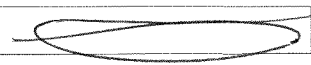
Agency Name	Planholder Name	Job Title	Representative in Attendance	Phone Number	eMail Address	Signature
Cal Fire	Jeff Kinsey	Fire Captain				
Cal Fire Siskiyou Unit	Ken Bravo DARRYL LAWS	Operations Chief	PHILIP ANZO			
California Department of Transportation	David Frame	Branch Chief Emergency Operations				
California Department of Transportation	Tanya Ehorn	Traffic Management Center Lead				
California Department of Transportation	Tom Fitzgerald	District Maintenance Engineer				
California Department of Water Resources	Todd Flackus	North Coast Flood Management Coordinator				
California Department of Water Resources — Dam Safety	John Tatyosian	Area Engineer				
California Emergency Services	Jan Marnell	Coastal Region Emergency Coordinator				
California Highway Patrol — Yreka Area Office	Scott Yox	Sergeant	SCOTT YOX			
California Highway Patrol Dispatch — Yreka Area Office	Kathleen Lee	Public Safety Dispatch Supervisor				
California OES — Dam Safety Planning Division	Jose Lara	Chief				
Del Norte County OEM	Cindy Henderson	Emergency Manager				
Del Norte County Sheriff's Office	Grant Henderson	Operations Commander				
Del Norte County Sheriff's Office	Thomas Betlejewski	Senior Dispatcher				
Federal Energy Regulatory Commission	Douglas L. Johnson	Regional Engineer				
Hoopla Tribe Fire Department	Rod Mendes	Emergency Manager				
Humboldt Co. Sheriff's Office of Emergency Svcs.	Dorie Lanni	Emergency Manager				
Iron Gate Fish Hatchery	Keith Pomeroy	Hatchery Manager	Retired			
Karuk Tribe Adminstrative Office	Thomas N. Fielden	Emergency Preparedness Coordinator				
Klamath County 911 District	Amanda Hawkins	Operations Manager				

Exhibit E

PacifiCorp

**Public Safety Power Shutoff
Execution**

PUBLIC VERSION



Rocky Mountain Power | Pacific Power

Public Safety Power Shutoff

Public Safety Power Shutoff

Document Owner: The emergency management team is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Version Control

Author: Jeff Bolton

Version: 1.0

Origination Date: 5/10/2019

Last Revision:

Next Revision: 2020

Exercise

Last Exercise Date:

Last Exercise Type:

Next Exercise Date:

Next Exercise Type:

Public Safety Power Shutoff

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1 PLAN OVERVIEW

1.1 PURPOSE

This is intended to provide the **minimum** guidelines for a planned de-energization (public safety power shutoff) of energized facilities when extreme weather or other conditions pose an imminent safety threat to persons and/or property. **Additional guidelines may be required as part of a specific state event mitigation plan (i.e. wildfire).** A planned de-energization is a last resort measure to reduce public safety risk.

1.2 BACKGROUND

Nothing in this policy supersedes the general authority of the company to de-energize a power line during an emergency, and a reactive decision (i.e. to protect fire response personnel or to protect company assets from fire damage) might be made without complying with the notification and outreach sections of this plan. This plan primarily allows for a proactive decision to be made, to implement a planned public safety power shutoff event. While unavoidably disrupting electrical service, a planned public safety power shutoff event may be warranted to reduce any risk of energized facilities being involved in a public safety incident under extreme conditions (i.e. weather, flooding, etc.).

1.3 ACTIVATION CRITERIA

This plan can be activated for any public safety incident which could be mitigated by de-energization of specific energized facilities.

2 SITUATION OVERVIEW

The company utilizes weather forecast and other situational awareness information to identify when a potential public safety power shutoff event may be warranted. Based on the best available weather forecast and other relevant situational awareness information, senior management has the ability to initiate a public safety power shutoff event.

After notification or receipt of pertinent situational awareness information which requires de-energization of company infrastructure, the System Operations Grid Shift Supervisor will begin the notification process and obtain basic information as outlined in policy PCC-201.

Upon agreement by executive management (VP of System Operations and VP of Transmission and Distribution Operations) to proceed with a Public Safety Power Shutoff; the VP of Transmission and Distribution Operations will active the Emergency Operations Center. The Emergency Operations Center Staff will then prepare a Public Safety Power Shutoff Plan (Appendix A), which at **minimum** shall include:

- Information provided by the Grid Shift Supervisor
- Date and time that the de-energization event will start;

Public Safety Power Shutoff

- Estimated duration of the event;
- Date and time that affected customers will be notified under a proposed customer notification plan;
- Critical customers and facilities on the circuit such as hospitals, emergency centers, water/water treatment plants that will be impacted;
- With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize with specific focus on how it creates an “imminent and significant risk to persons and/or property”;
- A description of measures considered as an alternative to de-energization and why such measures alone are insufficient;
- A description of the public safety benefit the company hopes to achieve by de-energizing the applicable electrical facilities;
- A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization; and
- The proposed date and time for notifying the appropriate commission staff.
- **Additional information may be required as part of a specific state event mitigation plan.**

Once the Public Safety Power Shutoff Plan is ready for distribution, the Emergency Operations Center will activate a conference bridge [REDACTED] and invite the following company participants or their designated representative:

- Vice President of Transmission and Distribution Operations
- Vice President of System Operations
- Vice President of Customer Service
- Vice President of Corporate Communications
- Director of Renewable Generation (when applicable)
- Director of Wires Operations (for the impacted area)
- Director of Grid Operations
- Manager of Grid Operations
- Manager of Region System Operations (PCC or SCC)
- Emergency Manager (PP or RMP)
- Director of Commercial Accounts and Community Relations (for impacted area)
- Regional Business Manager (for impacted area)
- State Regulatory Affairs Manager.

Public Safety Power Shutoff

The Public Safety Power Shutoff Plan may be modified based on the discussion during the call.

2.1 PUBLIC SAFETY POWER SHUTOFF WEATHER MONITORING AND REVIEW

Prior to the activation of the Public Safety Power Shutoff, all current weather conditions and/or relevant situational awareness information should be reviewed and monitored by the Emergency Manager or designee to confirm the circumstances requiring the Public Safety Power Shutoff are still valid.

2.2 CIRCUIT SITUATIONAL MONITORING

Prior to the activation of the Public Safety Power Shutoff, the Incident Commander should dispatch circuit crews to the impacted areas to complete a weather and/or situational assessment and a patrol of the targeted circuits using the 069 Procedure – Condition Codes (link below). Feedback will be provided to the Emergency Operations Center via the Observation Do-Form.

http://idoc.pacificorp.us/policies_and_procedures/eamp/transmission/fpp.html

3 PRE-EVENT NOTIFICATION TO AFFECTED CUSTOMERS AND OTHER STAKEHOLDERS:

Third party information (i.e. weather forecast, etc.) and local input are utilized by the company to monitor situations that could require the need to de-energize facilities in an identified area. **Additional data inputs may be required as outlined in a state specific event mitigation plan.**

Upon notification of any situation (i.e. extreme weather, flooding, etc.) which may require a Public Safety Power Shutoff; emergency management will notify the applicable personnel via email that an advisory or watch is in place. If the situation rises to the warning alert level; emergency management will setup a conference call with the VP of Transmission and Distribution Operations and the VP of System Operations to determine the need to open the EOC. If the EOC is opened; a Public Safety Power Shutoff Plan will be developed and once adopted the external notification processes will begin.

Alert Level	Description
Alert Level 2 – De-energization Candidate	Public safety circumstances are such that a de-energization event will occur
Alert Level 1- De-energization Watch	Public safety circumstances are such that enhanced situational monitoring is required and a de-energization event is possible to occur

After adoption of a Public Safety Power Shutoff Plan, but before the de-energization event is initiated, the company will make reasonable attempts to notify affected customers and other stakeholders of the planned event. As situations can be dynamic the timeframes outlined are subject to change and may be adjusted in each specific plan. If an individual(s) responsible for notifications did not participate in the initial call, the EOC will ensure the plan is immediately delivered to each individual (or delegate). **Additional notification obligations may be required as outlined in a state specific event mitigation plan.**

4 DE-ENERGIZATION:

System Operations (Grid or Region) will develop the switching plan(s) for the Public Safety Power Shutoff execution after adoption of the plan. A final review of the switching plans will be completed prior to execution. After the designated System Operations lead receives instruction from the Emergency Operations Center to execute de-energization; the appropriate operator(s) will begin switching activities with field personnel.

5 RESTORATION:

The Emergency Operations Center will notify the designated System Operations lead that the conditions necessitating the planned Public Safety Power Shutoff have subsided and prepare to initiate restoration of the affected facilities once directed to restore.

Before re-energizing any facilities (line, substation, etc.), the Emergency Operation Center will direct a full line patrol and substation inspection to be completed. As part of the patrol and inspection, field personnel must document all damage to PacifiCorp's facilities in the de-energized areas.

After receiving confirmation that a line patrol-facility inspection and/or any requisite repairs are complete, the responsible grid and/or region operator shall restore the applicable lines(s) or portion(s) of a line (distribution and/or transmission), facilities (i.e. substations), and log the date and time each facilities (line, portion of line, substation, etc.).

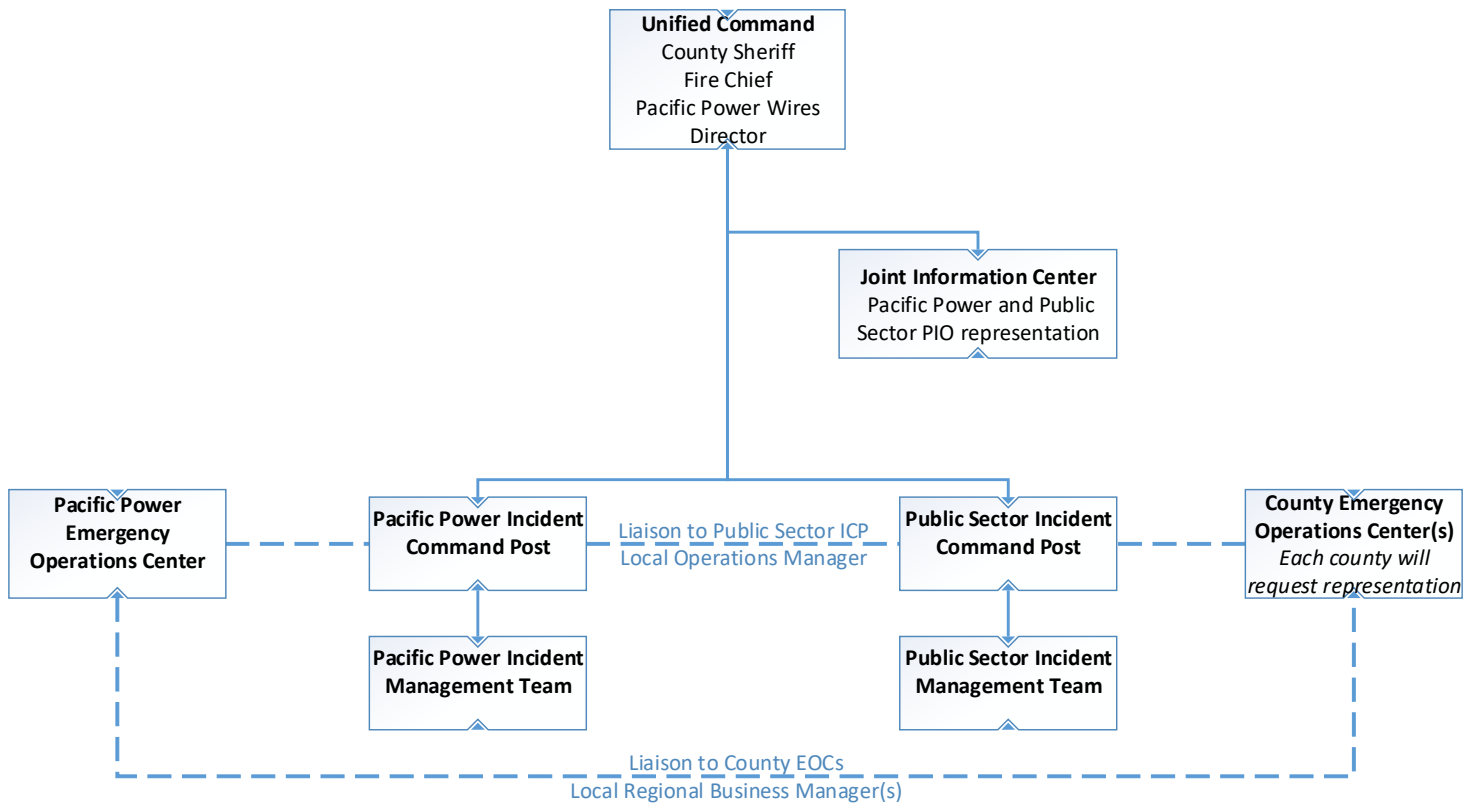
6 ROLES AND RESPONSIBILITIES

Roles, responsibilities and protocols are defined in the PacifiCorp Emergency Response Plan which follows FEMA’s guidelines for managing any event or incident. The information and responsibilities included in this document are meant as a supplement to the all-hazards structure.

6.1 ORGANIZATION

6.1.1 On-scene

Due to the nature of the company’s incident leadership with the public sector resources the following will be a customized response structure for this specific event:



6.2 POSITIONAL RESPONSIBILITIES

The tables below identify additional, required activities, specific to a Public Safety Power Shutoff event and should be completed, in addition to tasks already outlined in the Emergency Operations Center portion of the PacifiCorp Emergency Response Plan.

6.2.1 Transmission and Distribution Operations

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> Participate in initial decision making call 	<ul style="list-style-type: none"> VP, T&D Operations

Public Safety Power Shutoff

72-48 hours	<ul style="list-style-type: none"> • Activate Emergency Operations Center (EOC) for support operations • Assume command of situation until termination • Provide operational support to field resources through normal EOC staffing, roles and responsibilities within the scope of the established PacifiCorp Emergency Management Structure. • Secure necessary field resources to support effort • Provide resources as requested • Manage assets within and outside affected area 	<ul style="list-style-type: none"> • VP, T&D Operations • VP, T&D Operations • VP, T&D Operations • Affected Wires Director • Supporting Wires Director • Affected Wires Director
24 hours	<ul style="list-style-type: none"> • Secure necessary field resources to support effort • Provide resources as requested • Manage assets within and outside affected area • Field engineering review to support switching plan 	<ul style="list-style-type: none"> • Affected Wires Director • Supporting Wires Director • Affected Wires Director • Field Engineering Manager
12 hours	<ul style="list-style-type: none"> • Ensure region staffing levels are adequate for actions 	<ul style="list-style-type: none"> • Area/District Manager
2 hours	<ul style="list-style-type: none"> • Manage deployment of resources 	<ul style="list-style-type: none"> • Area / District Manager
1 hour	<ul style="list-style-type: none"> • Deploy field personnel to switching locations 	<ul style="list-style-type: none"> • Area / District Manager
De-energization	<ul style="list-style-type: none"> • Coordinate response throughout process • Complete de-energization switching 	<ul style="list-style-type: none"> • VP, T&D Operations • District Manager
Restoration	<ul style="list-style-type: none"> • Monitor local assets during event • Patrol lines prior to restoration • Complete restoration switching 	<ul style="list-style-type: none"> • District Manager • District Manager • District Manager

6.3 SYSTEM OPERATIONS

Timeframe	Action	Responsible Person-Department
7-4 days	<ul style="list-style-type: none"> • Receive notification • Obtain data outlined in PCC-201 <ul style="list-style-type: none"> ○ Identify district ○ Identify impacted distribution lines-facilities ○ Identify impacted sub-transmission lines-facilities ○ Create impacted critical customer list ○ Create impacted customer list ○ Identify BES impacted transmission lines-facilities • Notify emergency management • Notify grid operations director 	<ul style="list-style-type: none"> • Grid Supervisor • Grid Supervisor <ul style="list-style-type: none"> ○ Region Operations ○ Region Operations ○ Region Operations ○ Region Operations ○ Region Operations ○ Region Operations ○ Grid Operations • Grid Supervisor • Grid Supervisor

Public Safety Power Shutoff

	<ul style="list-style-type: none"> • Participate in initial decision making call 	<ul style="list-style-type: none"> • VP, System Operations
96 hours	<ul style="list-style-type: none"> • Create switching orders • Create switching orders 	<ul style="list-style-type: none"> • Region Operators • Grid Operators
72-48 hours	<ul style="list-style-type: none"> • Receive notification of event • Notify reliability coordinator (if required) 	<ul style="list-style-type: none"> • Grid Supervisor • Grid Supervisor
24 hours	<ul style="list-style-type: none"> • Review and finalize switching orders • Review and finalize switching orders • Notify reliability coordinator (if required) 	<ul style="list-style-type: none"> • Region Operators • Grid Operators • Grid Supervisor
12 hours	<ul style="list-style-type: none"> • Ensure region staffing levels are adequate for actions • Ensure grid staffing levels are adequate for actions 	<ul style="list-style-type: none"> • Region Operations Manager • Grid Operations Manager
2 hours	<ul style="list-style-type: none"> • Implement switching orders based on priority communicated by EOC • Monitor system prior to and during event 	<ul style="list-style-type: none"> • Region Operations Manager • • Region Operations Manager
1 hour	<ul style="list-style-type: none"> • Dispatch field personnel to switching locations • Dispatch field personnel to switching locations 	<ul style="list-style-type: none"> • Region Operators • Grid Operators
De-energization	<ul style="list-style-type: none"> • Implement switching orders based on priority communicated by EOC • Monitor system stability • Monitor coordinated response • Provide guidance for any situation not directly covered by this plan • Provide guidance to operators as needed 	<ul style="list-style-type: none"> • System Operations Lead • VP, System Operations • System Operations Lead • System Operations Lead • System Operations Lead
Restoration	<ul style="list-style-type: none"> • Execute restoration switching and energization based on EOC notification to restore. 	<ul style="list-style-type: none"> • System Operations Lead

6.4 CUSTOMER SERVICE

Timeframe	Action	Responsible Person-Department
7-4 days	<ul style="list-style-type: none"> • Receive notification of potential de-energization 	<ul style="list-style-type: none"> • Customer Service
72-48 hours	<ul style="list-style-type: none"> • 48 hour notice to customers (including critical priority customers) • Emergency response site goes live 	<ul style="list-style-type: none"> • Customer Service • Customer Service
24 hours	<ul style="list-style-type: none"> • 24 hour notice to customers (including critical priority customers) • Activate emergency response site • Post notification on website, social media and emergency response site 	<ul style="list-style-type: none"> • Customer Service • Customer Service • Customer Service
12 hours	<ul style="list-style-type: none"> • 12 hour notice to customers (including critical priority customers) 	<ul style="list-style-type: none"> • Customer Service
2 hours	<ul style="list-style-type: none"> • 2 hour notice to customers (including critical priority customers) 	<ul style="list-style-type: none"> • Customer Service
De-energization	<ul style="list-style-type: none"> • Customer situational update 	<ul style="list-style-type: none"> • Customer Service
Restoration	<ul style="list-style-type: none"> • Update customers on ETR 	<ul style="list-style-type: none"> • Customer Service

6.5 CORPORATE COMMUNICATIONS

Timeframe	Action	Responsible Person- Department
72-48 hours	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release 	<ul style="list-style-type: none"> • PIO • PIO
24 hours	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release 	<ul style="list-style-type: none"> • PIO • PIO
12 hours	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release 	<ul style="list-style-type: none"> • PIO • PIO
2 hours	<ul style="list-style-type: none"> • Notification posted on website, Social Media • Issue a media advisory • Provide Public Information Officer for coordination with County Emergency Management 	<ul style="list-style-type: none"> • PIO • PIO • PIO
1 hour	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release 	<ul style="list-style-type: none"> • PIO • PIO
De-energization	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release • Mobilize local resources for a live stream on Facebook 	<ul style="list-style-type: none"> • PIO • PIO • PIO
Restoration	<ul style="list-style-type: none"> • Notification posted on website, Social Media and emergency response site • Issue a press statement/release updating ETR 	<ul style="list-style-type: none"> • PIO • PIO

6.6 GENERATION

Timeframe	Action	Responsible Person-Department
7-4 days	<ul style="list-style-type: none"> • Identify effects on generation capability • Prepare affected plant personnel for de-energization (if applicable) • Develop restoration plan (if needed) 	<ul style="list-style-type: none"> • Generation • Generation • Generation
12 hours	<ul style="list-style-type: none"> • Create generation mitigation plan 	<ul style="list-style-type: none"> • Generation
De-energization	<ul style="list-style-type: none"> • Mitigate generation as directed 	<ul style="list-style-type: none"> • Generation
Restoration	<ul style="list-style-type: none"> • Return generation to normal status 	<ul style="list-style-type: none"> • Generation

6.7 EMERGENCY MANAGEMENT

Timeframe	Action	Responsible Person-Department
7-4 days	<ul style="list-style-type: none"> • Notify appropriate county, state appropriate tribal emergency management agencies 	<ul style="list-style-type: none"> • Emergency Manger
72-48 hours	<ul style="list-style-type: none"> • Activate Emergency Operations Center (EOC) for support operations • Update appropriate county, state appropriate tribal emergency management agencies (include variable messaging signs through DOT) • Coordinate response throughout process • Monitor weather forecasts 	<ul style="list-style-type: none"> • Emergency Manger • Emergency Manger • Emergency Manger • Emergency Manger
24 hours	<ul style="list-style-type: none"> • Update appropriate county emergency management agencies 	<ul style="list-style-type: none"> • Emergency Manger
12 hours	<ul style="list-style-type: none"> • Update appropriate county emergency management agencies • Continuously monitor weather forecast/conditions 	<ul style="list-style-type: none"> • Emergency Manger • Emergency Manger
1 hour	<ul style="list-style-type: none"> • Final Emergency Management Agency update 	<ul style="list-style-type: none"> • Emergency Management
De-energization	<ul style="list-style-type: none"> • Monitor county emergency management agencies needs • Continuously coordinate with county emergency management agencies • Monitor weather conditions for restoration decision 	<ul style="list-style-type: none"> • Emergency Management • Emergency Management • Emergency Manger
Restoration	<ul style="list-style-type: none"> • Update county emergency management agencies regarding ETR 	<ul style="list-style-type: none"> • Emergency Management

6.8 REGIONAL BUSINESS MANAGER

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> • Notify Industrial Accounts 	<ul style="list-style-type: none"> • Regional Business Manager
72-48 hours	<ul style="list-style-type: none"> • Coordinate with Industrial Accounts • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
24 hours	<ul style="list-style-type: none"> • Coordinate with identified local customers • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
12 hours	<ul style="list-style-type: none"> • Coordinate with identified local customers • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
2 hours	<ul style="list-style-type: none"> • Coordinate with identified local customers • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
1 hour	<ul style="list-style-type: none"> • Coordinate with identified local customers • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
De-energization	<ul style="list-style-type: none"> • Coordinate with identified local customers • Coordinate with affected local and city government agencies 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager
Restoration	<ul style="list-style-type: none"> • Update local customers regarding ETR • Coordinate with local operations 	<ul style="list-style-type: none"> • Regional Business Manager • Regional Business Manager

6.9 REGULATORY

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> Communicate with appropriate state regulatory agencies as required 	<ul style="list-style-type: none"> Regulatory
72-1 hours	<ul style="list-style-type: none"> Communicate with appropriate state regulatory agencies as required 	<ul style="list-style-type: none"> Regulatory
1 hour	<ul style="list-style-type: none"> Notify appropriate state regulatory agencies of imminent PSPS 	<ul style="list-style-type: none"> Regulatory
De-energization	<ul style="list-style-type: none"> Update state regulatory agencies of ongoing situation 	<ul style="list-style-type: none"> Regulatory
Restoration	<ul style="list-style-type: none"> Update state regulatory agencies regarding ETR 	<ul style="list-style-type: none"> Regulatory

6.10 EXECUTIVE POLICY GROUP

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> • Assume role as Executive Policy Group Director • Direct mandatory manager call for local employees impacted 	<ul style="list-style-type: none"> • CEO • EPG Director
72-0 hours	<ul style="list-style-type: none"> • Continue to monitor situation and provide guidance as needed 	<ul style="list-style-type: none"> • EPG Director
De-energization	<ul style="list-style-type: none"> • Provide strategic guidance for any situation not covered within this plan 	<ul style="list-style-type: none"> • EPG Director

7 DE-ENERGIZATION EXECUTION

Objectives
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Complete appropriate de-energization procedures • Continuous coordination and communication with affected customers

Actions	Responsible
7-4 days prior	
Receive forecast notification and notify appropriate personnel	Enterprise Operations Center
Initiate initial decision making call	Emergency Management
Initiate and coordinate decision making conference call	Emergency Management
Notify appropriate county emergency management agencies	Emergency Management
72 hours prior	
Activate Emergency Operations Center (EOC) for support operations.	VP T&D Operations
<i>Note: Consider additional staff for weather monitoring, switching plan development, and engineering support</i>	
Populate PSPS Template and provides to Incident Commander and/or EAC Director	Emergency Management
Update appropriate county emergency management agencies	Emergency Management
Coordinate response throughout process	Emergency Management
Monitor weather forecasts	Emergency Management
Assume operational leadership role of situation until termination	VP, T&D Operations
Provide operational support to field resources through normal EOC procedures, staffing, roles and responsibilities within the scope of the established PacifiCorp Incident Management Structure.	VP, T&D Operations
Secure necessary field resources to support effort	Affected Wires Director
Provide resources as requested	Supporting Wires Director
Contact emergency logistical support (i.e. Community support centers) vendor for deployment details and timing	Emergency Management
Notify state regulatory authority	Regulation
Manage assets within and outside affected area	Affected Wires Director

Public Safety Power Shutoff

48 hours prior	
Initiate appropriate customer, community based organization, media and business outreach	External Communications, Regional Business Manager, Regulation and Customer Service
Initiate appropriate Emergency Management Agency outreach	Emergency Management
Notify Reliability Coordinator	Grid Operations
24 Hours prior	
Initiate resource gathering for de-energization and restoration tasks	T&D Operations Director
Continue customer, community based organization, media and business outreach	External Communications, Regional Business Manager, Regulation, Customer Service
Update Emergency Management Agencies	Emergency Management
Finalize emergency logistical support dispatch	Emergency Management
Create appropriate emergency switching orders	Region System Operations
Pre-position resources to appropriate circuits for de-energization and restoration	T&D Operations Manager
12 Hours Prior	
Ensure staffing levels are appropriate for actions	Region System Operations Manager, T&D Operations Manager, Grid Operations Manager
Assign resources to appropriate circuits for de-energization and restoration	T&D Operations Manager
Continue outreach via media, social media and direct customer contact	External Communications, Regional Business Manager, Regulation, Customer Service
Continuously update Emergency Management Agencies	Emergency Management
Final balancing authority notification	Grid Operations

Public Safety Power Shutoff

2 Hours Prior	
Final De-energization decision	VP T&D Operations
Final direct customer notification	Customer Service
Any medical customers that couldn't be reached is turned over to emergency services.	Emergency Management and Regional Business Manager
Initiation of real time social media updates	External Communications
Final media release prior to event	External Communications
Employee all call for affected area	T&D Operations Manager(s)
1 Hour Prior	
Dispatch crews to switching areas	Region System Operations
Final Emergency Management Agency update	Emergency Management
De-energization	
Initiate switching	Region System Operations, Field Crews
Monitor situation forecasts and begin restoration planning	EOC

8 RESTORATION EXECUTION

Objectives
<ul style="list-style-type: none"> • Ensure life-safety • Ensure employee welfare • Restore power

Actions	Responsible
Confirm reason for de-energization has passed	EOC
Identify order of restoration	EOC
Coordinate district patrol and restoration with field crews	T&D Operations Manager
Notify Emergency Management Agencies of restoration initiation	Emergency Management
Terminate de-energization response	VP T&D Operations
Notify customers of cancellation via all communications methods	External Communications, Regional Business Manager, Regulation, Customer Service
Patrol and restore in accordance with identified plan	Region System Operations, Operations Manager Field Crews
Notify balancing authority of restoration	Grid Operations

APPENDIX A: DE-ENERGIZATION INFORMATION TEMPLATE

Notes/Comments:	
Grid Operator provides to EM on initial call	
District(s)	
Substation(s)	
Circuit ID(s), including, if applicable, a specific description of any portion of a circuit which will be de-energized while other portions of the circuit remain energized	
Number of customers that will be impacted on each circuit	
EOC Decision Notes	
Date and time de-energization event will start	
Estimated duration of the event	
Date and time that affected customers will be notified under proposed notification plan	
Critical customers and facilities on the circuit such as hospitals, emergency centers, water/water treatment plants that will be impacted	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the applicable extreme fire weather conditions	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize, such as “imminent and significant risk that strong winds will topple PacifiCorp power lines onto tinder dry vegetation or will cause major vegetation related impacts on PacifiCorp facilities”	
A description of measures considered as an alternative to de-energization and why such measures alone are insufficient	
A description of the public safety benefit the company hopes to achieve by de-energizing the applicable circuit(s)	
A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization	
The proposed date and time for notifying the appropriate PUC	

APPENDIX B: NOTIFICATION MATRIX

PRE-EVENT

Event Description: _____
Date of proposed event: _____

	Planned De-Energization		Estimated Restoration		Responsible Person / Position
	Date	Time	Date	Time	
a. Customer Notification					Customer Contact Center
b. Emergency Responders					Emergency Manager or Local RBM
c. Local Government					Local RBM or Emergency Manager
d. Communications Providers					Emergency Manager or Local RBM
e. Critical Facilities					Emergency Manager or Local RBM
f. Regulatory Notifications					Regulation

POST EVENT

All notifications from pre-event will be accomplished advising customers of event conclusion. In addition state specific notifications will take place in accordance with that state’s specific requirements.

APPENDIX C: REFERENCE

- Operating Procedure No. PCC-201

Exhibit F

PacifiCorp

Service Restoration Priority – Outreach Efforts

Exhibit F1 - GO 166 - Agency Outreach Efforts

The company continues to work on more robust outreach efforts to identify customers coded as Medical Baseline (an Access and Functional Needs designation).

The company is currently working on a proposal to assist in the deployment of battery storage at facilities accessible to the community in the event of an outage (with facilities that can provide access to electricity for warming, cooling, refrigeration of medicine, charging devices, or any other use to provide a safe haven for community). The proposal will also include portable renewable generators by emergency responders.

After each outreach initiative, the company will evaluate the effectiveness of the outreach by trending the number of medical baseline customers each list by quarter. The goal is to see an incremental increase after each initiative. Quarterly reporting will allow customers to receive the information, provide supporting documentation to qualify for the rate, and have the company process the applications. While many customers may have medical issues or equipment the Pacific Power Residential Rate Schedule D has a very broad but specific criteria for eligibility. *

During the fourth quarter of 2019, a brochure was mailed to the following agencies to distribute to clients, patients, or any customer who may benefit from cost saving programs (see Exhibit F2). The initial mailing includes the following agency and total one thousand brochures.

Siskiyou County Departments
Social Service
Public Health
Behavioral Health
Emergency Management
Hospitals
Mercy Medical Center
Medical Supply Company
Scott Valley Respiratory Care
LinCare
Community Based Organizations
Great Northern of Siskiyou County
Salvation Army locations in Dunsmuir, Weed, and Mount Shasta
Master Metered Customers
Karuk Tribe
Children and Family Services in Happy Camp

The company will also focus on non-medical access and functional needs customers by including additional information in the spring mailing to customers regarding the CARE program.

*9. STANDARD MEDICAL QUANTITIES FOR RESIDENTIAL CUSTOMERS: A residential customer who certifies in writing that regular use of a medical life-support device, as defined below is essential to maintain the life of a full-time resident of the household, that a full-time resident of the household is a paraplegic, hemiplegic, or quadriplegic person, and/or that a full-time resident of the household is a multiple sclerosis/scleroderma patient, is eligible for a standard daily medical quantity in addition to the standard daily non-medical baseline quantity. The amount of the additional quantity shall be 16.4 kWh per day.

SPECIAL CONDITIONS

If the customer believes the life-support device upon which a full-time resident of the customer's household depends to sustain life requires more than 16.4 kWh per day to operate, the customer may apply for a higher quantity than that provided in this Rule. Upon receipt of the application, the utility shall make a determination based on the device's nameplate ratings and operating hours, of what additional number of kWh per day are required to operate the device. The additional quantity provided for in this special condition shall be increased by that number of kWh per day.

The utility may require certification by a doctor of medicine or osteopathy licensed to practice medicine in the State of California that a medical need exists and that a particular device is necessary to sustain the resident's life.

10. LIFE SUPPORT DEVICE: For the purpose of determining baseline quantities under the provisions of a rate schedule applicable to residential uses, a life-support device is any medical device requiring utility-supplied energy for its operation that is regularly required to maintain the life of a person residing in a residential unit. The term includes respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines and motorized wheelchairs. It also includes additional space heat for paraplegic, hemiplegic and quadriplegic persons and additional space heat and air conditioning for multiple sclerosis/scleroderma



Reassurance and savings

If you or a family member need assistance, we're here to lend a helping hand. Pacific Power supports programs that lend a helping hand, like our energy assistance programs, available to income-qualifying households, and through additional electricity allowances for households with qualifying medical conditions.

Learn more and apply

To update your contact information, learn more and apply for these assistance programs and get tips on outage preparedness, visit pacificpower.net or call 1-888-221-7070.

Si necesita hablar con un representante que habla español, llame al 1-888-225-2611.

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California

Assistance and Support Programs



Medical Baseline Program

If you or a family member is on life support or has a serious medical condition, we can help. If you or someone who lives with you full-time is required to use an electricity-dependent medical device, let us know. We can help. Qualifying customers receive approximately 500 additional kilowatt-hours per month, which are added to the lowest residential tiered rate to offset increases in cost and energy usage due to medical equipment.

A Medical or Life Support Equipment Certificate must be completed by a qualified medical professional certifying that a member of the household is using medical equipment on a regular basis required to maintain life or has a medical condition that would be adversely affected if electric service is disconnected.

The Medical Baseline certificate does not guarantee that power will not be interrupted from weather-related outages, other circumstances outside of Pacific Power's control, or service disconnection for bill nonpayment. It does allow Pacific Power to assist you in managing your electricity bills beyond what is normally allowed. Learn more at pacificpower.net/medical.

California Alternate Rates for Energy Program (CARE)

If you are having trouble paying your bill, you may be eligible for a 20 percent discount on your Pacific Power bill through CARE. CARE is available to residential customers who meet income requirements.

You may also be eligible for CARE if you are enrolled in public assistance programs such as Medicaid/Medi-Cal; Women, Infants and Children Program (WIC); Supplemental Security Income (SSI); Bureau of Indian Affairs; Head Start Income Eligible (Tribal Only); or Temporary Assistance for Needy Families (TANF) or Tribal TANF.

For more information and to see if you qualify, visit pacificpower.net/care.



Outage Preparedness

A storm, wildfire or other emergency can happen at any time. That's why it's important to have a plan ready, year-round, in case power goes out.

- Keep a two-week supply of shelf-stable food and water for all people and pets in your home.
- Gather a backup supply of essential medicines.
- Create an emergency kit with flashlights, fresh batteries, solar phone chargers, first aid, essential phone numbers and cash.
- Do not use candles if oxygen equipment is in use.
- Check with your supplier to assist with emergency back-up plans for any medical equipment.
- Before buying a generator make sure it is appropriate for your home.

Update your contact information with Pacific Power

Communication is a big part of staying safe. In the event of a power outage, we will use all available options to keep you informed, including social media and by reaching out to you directly by phone, text or email.

Qualifying customers would also receive additional notifications prior to a Public Safety Power Shutoff due to severe weather conditions.

Please take a moment to update your contact information so we can reach you if we need to at pacificpower.net.