



Public safety power shutoff (PSPS) is the effort to temporarily cut power to electric lines that may fail in certain weather conditions in specific areas to reduce electric facility-caused fire risk.

Summary of the New Phase II PSPS Guidelines in the Decision

The CPUC Decision directs how the electric utilities may use and conduct PSPS events; these directives are effective prior to the 2020 wildfire season; and they are refinements and additions to previously adopted PSPS Guidelines:

- **Convene Regional Working Groups to Share Lessons Learned:** The large electric IOUs must convene regional Working Groups quarterly to share lessons learned from PSPS events in a formal environment. The regional Working Groups include a range of organizations from impacted communities, including Small and Multi-Jurisdictional Utilities (SMJUs), Community Choice Aggregators (CCAs), Publicly Owned Utilities (POUs), communications and water service providers, tribal and local government entities, representatives of people/communities with access and functional needs (AFN),¹ and public safety partners.
- **Utilize Feedback from Working Groups:** IOUs are to refine PSPS protocols using Working Group feedback. Working Groups review and validate whether implementation of changes resulting from prior lessons learned improved subsequent PSPS events.
- **Establish Advisory Boards:** IOUs are directed to establish a service-territory-wide Advisory Board to provide hands-on, direct advice on all aspects of de-energization. Composed of public safety partners, communication and water service providers, local and tribal government officials, business groups, non-profits, representatives of people/communities with AFN, and academic organizations, Advisory Boards advise on best practices for de-energization issues and safety, community preparedness, regional coordination, and the optimal use of technologies – both existing and emerging.
- **Conduct PSPS Exercises with Public Safety Agencies:** IOUs must plan annual PSPS tabletop exercises throughout the utility service territories in the areas with the highest historical and forecasted risk for de-energization in advance of fire season. CPUC, California Department of Forestry and Fire Protection (CAL FIRE), California Governor's Office of Emergency Services (Cal OES), communications providers, representatives of people/communities with AFN, and local public safety partners participate. The exercises measure PSPS program performance during a simulation event and include tests of customer and critical facilities notification and communication systems, functioning of emergency operations centers, notification protocols, and community resource centers. Lessons learned from exercises must be reported to regional Working Groups and Advisory Boards for use towards refining design and implementation of future PSPS events. This is new in Phase II.
- **Enhance Notification and Communication Plans:** IOUs must develop communication and notification plans for PSPS events jointly with Cal OES, county and local governments, independent living centers, and representatives of people/communities with AFN. The plans must anticipate the disruption of traditional communication channels and provide contingency alternatives. In situations where communication services are limited, the IOUs must coordinate with public safety partners, to use in-language public alert systems and public radio broadcasts in PSPS event areas. IOUs must retain and use expert emergency situation user experience/user interface (UX/UI) professionals to ensure planned and

¹ People/Communities with access and functional needs and vulnerable populations are interchangeably used as defined in alignment with Cal OES' use per D.19-05-042 and AB 2311.



executed communications before, during, and after a PSPS event minimize public confusion. Whenever reasonably possible, communications must be in a customer's preferred language. Alternative communication formats are to be made available for people with disabilities.

- **Strengthen Online Information Accessibility:** IOUs must create action plans to ensure sufficient bandwidth capacity for peak demand, either via a cloud service or on-premise, to provide the public and public safety partners with access to information online about the geographic areas impacted by potential PSPS events and all critical information to maintain public safety prior to, during, and after a PSPS event. IOUs must each maintain a website on efforts to reduce the need for or scope of PSPS events in a customer-friendly portal.
- **Notify 911 and Communications Carriers:** IOUs must notify and make public safety answering points resilient as critical facilities. IOUs must also provide communications carriers with the meter and circuit IDs to be de-energized and re-energized to ensure communication carriers receive actionable notification information that can inform proactive deployment of resources to minimize the impact of PSPS events on communications infrastructure. This expands the Phase I recipients of meter and circuit ID information.
- **Plan Community Resource Centers and Meet the Needs of Vulnerable Populations:** IOUs must develop by 8/4/2020 and execute a plan based on local demographic data for meeting a variety of safety needs for people/communities with AFN through the provision of Americans with Disabilities Act of 1990 (ADA) compliant community resource centers (CRCs), and do so in consultation with tribal representatives, regional local government, Advisory Boards, public safety partners, representatives of people/communities with AFN, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. IOUs must provide at minimum device charging stations capable of charging medical devices, cellular network services, water, chairs, PSPS information representatives, and restrooms. CRCs must comply with public health protocols from 8 a.m. - 10 p.m. depending on facility access.
- **Restore Power Within 24 Hours of Ending a PSPS Event:** IOUs must restore power to impacted PSPS areas as soon as possible and within 24 hours following the termination of the PSPS event, unless it is unsafe to do so. If any customer group does not have their power restored within 24 hours of a PSPS event, the utility must explain why in their post-event report to the Director of the CPUC's Safety Enforcement Division within 10 days. Within an hour of an IOU knowing it will re-energize a line, it must first inform public safety partners and operators of critical facilities and critical infrastructure, then impacted customers immediately afterwards. Any timeline updates must be promptly provided as well.
- **Ensure Transportation, Communications, and Water System Resilience:** Each IOU must coordinate with local, tribal, Federal, and State government agencies, and other private and public sector parties to identify transportation (including major public transportation), communications, and water system infrastructure throughout its service territory in need of back up generation and provide consultative aid. Phase II revisions add the transportation sector to the critical facilities and infrastructure definition from Phase I. These guidelines enhance systems resiliency during PSPS events as Phase I guidelines apply (identify and update 24-hour points of contact and means of communication for advance notifications).
- **Implement Back-up Generation for EV Charging Stations and Mobile EV Charging Pilot:** IOUs must design a plan by 8/4/2020, in coordination with EV charging network providers, to reinforce EV charging networks with backup generation. Each IOU coordinates with EV network information providers to communicate (on both the utility



website and mobile apps), to the extent possible, current location, number, and accessibility of all Level 3 and Level 2 charging stations in proximity to areas potentially impacted by PSPS events. IOUs must also implement pilot projects to investigate the feasibility of mobile and deployable electric vehicle (EV) Level 3 fast charging for areas affected by de-energization events by the 2021 fire season. Pilots are limited to \$4M each; \$10M per IOU.

- **Assist Medical Baseline Customers and People/Communities with AFN:** IOUs must identify vulnerable customers beyond medical baseline customers. IOUs collaborate with public safety partners, local governments, and representatives of people/communities with AFN to identify assistance (including evacuation plans) required by current and potentially eligible medical baseline customers during PSPS events. IOUs must submit annual AFN plans with quarterly updates. In PSPS events, each IOU must provide medical baseline and critical facility customer information to local and tribal governments, upon request by those governments and tribes, on a confidential basis and for the sole purpose of protecting the safety and welfare of those customers. This refines information provided to local jurisdictions in Phase I, where there was a focus on identifying and updating contact data.
- The CPUC may fully review PSPS event reporting requirements and more in the next phase.

Background on De-energization / Public Safety Power Shut-off (PSPS) Actions

- In July 2018, the California Public Utilities Commission (CPUC) adopted **Resolution ESRB-8** to expand the regulated use of de-energization events to all electric investor-owned utilities (IOUs), strengthen customer notification requirements before PSPS events, impose post PSPS event reporting, and order utilities to engage local communities in developing PSPS programs, similar to the San Diego Gas & Electric (SDG&E)-specific PSPS Guidelines the CPUC adopted in April 2012, in **Decision 12-04-024**.
- In December 2018, the CPUC opened **Rulemaking (R.18-12-005)** to examine utilities' PSPS processes and practices, the impacts on communities and people with access and functional needs (AFN), and efforts to reduce the need for and impacts of PSPS events.
- In May 2019, the CPUC adopted **Phase I PSPS Guidelines** in **Decision 19-05-042**, effectively providing an update to Guidelines in ESRB-8 to improve utility communication and notification protocols and prepare for the 2019 fire season.
- In May 2020, the CPUC adopted **Phase II PSPS Guidelines** in **Decision 20-05-051**, guided by a Staff Proposal to enhance and refine PSPS events before 2020 wildfire season.

PSPS-Related Proceedings at the CPUC

- **PG&E Order to Show Cause (R.18-12-005)** directs PG&E to show cause for why it should not be sanctioned for its violations in PSPS events in October to November 1, 2019.
- **Safety Investigation (I.19-11-013)** takes evidence to evaluate PSPS event effectiveness and impacts in all phases; evaluates whether IOUs prioritized safety and complied with CPUC regulations and requirements in late 2019 PSPS events; and assesses/enforces any violations.
- **Wildfire Mitigation Plan (R.18-10-007)** directs IOUs to file plans showing how they will reduce their ignitions. PSPS is considered a tool within WMPs; D.20-05-051 in R.18-12-005 directed the IOUs to include in WMPs specific short, medium, and long-term actions to reduce the scale, scope, and impact of PSPS events.
- **Emergency Disaster Relief Program (R.18-03-011)** considers adoption of comprehensive consumer protection measures for Californians in disasters, and communications network resiliency strategies to ensure access to services critical during disasters and PSPS events.
- **Microgrids (R.19-09-009)** develops a policy framework for microgrid commercialization.