



CPUC Fact Sheet

Proposed Decision to Update and Add Electric De-energization Event Guidelines – Phase II (R.18-12-005)

CPUC De-energization Information: www.cpuc.ca.gov/deenergization

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 a new **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 1 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 January 2020, the CPUC issued **Phase II PSPS Guidelines in R.18-12-005**, guided by a Staff Proposal to enhance and further refine PSPS events before the 2020 wildfire season. 81 parties in the proceeding filed 50 comments on the Phase II PSPS Guidelines.

Summary of the New Phase II PSPS Guidelines in the Proposed Decision

The CPUC Proposed Decision adopts directives on how the electric utilities use and conduct PSPS events; these directives will be 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:** IOUs must convene regional Working Groups quarterly to share lessons learned in a formal environment. The regional Working Groups will 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 will 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,

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.



and academic organizations, Advisory Boards will 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 will plan annual PSPS table-top 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, CAL FIRE, 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 planning exercises are reported to regional Working Groups and Advisory Boards for use towards refining the design and implementation of PSPS. Phase I did not explore this topic.
- **Enhance Notification and Communication Plans:** IOUs will 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 will anticipate the disruption of traditional communication channels and provide contingency alternatives. In situations where communication services are limited, the IOUs will coordinate with public safety partners, to use in-language public alert systems and public radio broadcasts in PSPS event areas. IOUs will retain and use expert emergency situation user experience (UX/UI) professionals to ensure planned and executed communications before, during, and after a PSPS event minimize public confusion.
- **Strengthen Online Information Accessibility:** IOUs will 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. They will each also maintain a website on efforts to reduce the need for or scope of PSPS events in a customer-friendly portal.
- **Notify Communications Carriers Proactively:** IOUs will 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. They are added to the Phase I recipients of meter and circuit ID information.
- **Plan Community Resource Centers and Meet the Needs of Vulnerable Populations:** IOUs will develop 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 community resource centers (CRCs), and do so in consultation with regional local government, Advisory Boards, public safety partners, representatives of people/communities with AFN, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. They provide at minimum device charging stations, cellular network services, water, chairs, PSPS information representatives, and restrooms, and operate at least 8 a.m. - 10 p.m. depending on facility access.
- **Restore Power Within 24 Hours of Ending a PSPS Event:** IOUs will restore power to impacted PSPS areas as soon as possible and within 24 hours following the termination of



the PSPS event. If any customer group does not have their power restored within 24 hours of a PSPS event, the utility explains why they were unable to do so in their post-event report filed with the Director of the CPUC's Safety Enforcement Division within 10 days.

- **Ensure Transportation, Communications, and Water System Resilience:** Each IOU coordinates with local, tribal, Federal, and State government agencies, and other private and public sector parties to identify transportation, communications, and water system infrastructure throughout its service territory in need of back up generation and provide it. Phase II revisions add the transportation sector to the critical facilities and infrastructure definition, which was started with DHS CISA's definition; this will ensure their resiliency to PSPS events with IOU advance notification, point of contact, and means of contact guidelines from Phase I implemented.
- **Implement Back-up Generation for EV Charging Stations and Mobile EV Charging Pilot:** IOUs design a plan, 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 de-energization events. IOUs 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.
- **Assist Medical Baseline Customers and People/Communities with AFN:** Each IOU works in collaboration 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 de-energization events. In relation to PSPS events, each IOU provides 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 also a focus was identifying and updating contact information.
- **Consult and comply with Public Health Guidance (COVID-19):** IOUs are to consult public health and healthcare providers to create their CRC plans; CRCs will comply with social distancing, and/or other public health protocols in place.

Related PSPS Proceedings at the CPUC

- **PG&E Order to Show Cause (R.18-12-005)** is an active adjudicatory proceeding, considering an order to show cause, against PG&E for violations in the implementation of PPS events in October 2019.
- **Safety Investigation (I.19-11-013)** – CPUC Safety and Enforcement Division investigates whether IOUs prioritized safety and complied with CPUC regulations and requirements in late 2019 PPS events.