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August 10, 2018

Ms. Elizaveta Malashenko
Director, Safety and Enforcement Division
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, CA 94102

**SUBJECT: SAN DIEGO GAS & ELECTRIC COMPANY (SDG&E) REPORT OUTLINING
PUBLIC OUTREACH, NOTIFICATION, AND MITIGATION PLAN FOR PUBLIC
SAFETY DE-ENERGIZATIONS**

Dear Ms. Malashenko:

In accordance with Section II.C of Commission Resolution ESRB-8 issued on July 16, 2018, SDG&E is submitting this report outlining its public outreach, notification, and mitigation plan for public safety de-energizations.

If you have any questions regarding this report, please contact Tim Lyons at (858) 654-6403, or at: TLyons@semprautilities.com.

Sincerely,

/s/ Clay Faber

Clay Faber
Director — Regulatory Affairs

San Diego Gas & Electric Company

Report Outlining Public Outreach, Notification, and Mitigation Plan for Public Safety De-Energizations

Pursuant to the requirements of California Public Utilities Commission (Commission) Resolution ESRB-8, San Diego Gas & Electric Company (SDG&E) submits this report outlining its public outreach, notification, and mitigation plan for public safety de-energizations to the Director of the Safety and Enforcement Division (SED).

Public Outreach Plan (Informational Workshops)

Summary

In December 2017, SDG&E de-energized several dozen circuits for safety reasons during extreme weather conditions. As a result, SDG&E decided to host six public safety roundtables on de-energization in the eastern portions of the San Diego service area and those areas most prone to public safety de-energizations. The safety roundtables were held in the spring of 2018 and attended by nearly 200 community leaders and members of the public. Attendees received information on SDG&E's de-energization and restoration procedures and were given the opportunity to share their perspectives and concerns. Since hosting these safety roundtables, SDG&E has been working to develop new initiatives to respond to concerns that were raised.

To augment the feedback received to-date, SDG&E will host three additional community de-energization informational workshops in the areas most prone to the types of conditions that might lead to a decision to de-energize for public safety. These de-energization informational workshops will be geographically organized into northern, central, and southern areas. The following list of communities, separated into the three geographic regions, is meant to be focused, but not comprehensive; a regional approach will be taken, which may or may not include communities not listed below (See Appendix A).

- 1) Northern: Lilac, Live Oak Park, Fallbrook Pala, Pala Mesa Village, Pauma Valley, Rainbow, Rincon Springs, Sunshine Summit, Valley Center, San Luis Rey Heights and Winterwarm.
 - a. Location (provisional): Valley View Casino
 - b. Timing (tentative): Week of September 24, 2018

- 2) Central: Ballena, Chihuahua Valley, Cuyamaca, Descanso, Guatay, Harrison Park, Hulburd Grove, Julian, Kentwood in the Pines, Mesa Grande, Oak Grove, Palomar Mountain, Ramona, Ranchita, Paso Picacho, San Felipe, Santa Ysabel, Scissors Crossing, S.D. Country Estates, Sunshine Summit, Warner Springs, Whispering Pines, and Wynola.
 - a. Location (provisional): Julian Town Hall
 - b. Timing (tentative): Week of September 24, 2018

- 3) Southern: Alpine, Bankhead Springs, Barona, Boulevard, Buckman Springs, Cameron Corners, Campo, Canyon City, Crest-Dehesa, Dunbar, Dulzura, Engineer Springs, Galloway Valley, Harbison Canyon, Hidden Glen, Indian Springs, Jacumba, Jamul, Japatul Valley, Lake Morena, Manzanita, Morena Village, Mount Laguna, Mountain Empire, Otay, Pine Valley, Peutz Valley, Potrero, Sweeney Pass, Tecate, Tierra Del Sol, and Willows.
 - a. Location (provisional): Mountain Empire High School
 - b. Timing (tentative): Week of October 1, 2018

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Invitees

SDG&E will invite representatives from the following groups to the De-Energization Informational Workshops:

State Agencies and Elected Officials

State Assembly Members: Marie Waldron and Randy Voepel, State Senators: Joel Anderson and Ben Hueso, Cal Fire, California Office of Emergency Services, California Public Utilities Commission, and the California Department of Transportation

Tribes

Barona Band of Mission Indians, Campo Band of Kumeyaay Indians, Capitán Grande Band of Mission Indians, Cuyapaipe Band of Mission Indians, Inaja - Cosmit Band of Indians, Jamul Indian Village, La Jolla Band of Indians, La Posta Band of Mission Indians, Lipay Nation of Santa Ysabel, Los Coyotes Band of Mission Indians, Manzanita Band of the Kumeyaay Nation, Mesa Grande Band of Mission Indians, Pala Band of Mission Indians, Pauma/Yuima Band of Mission Indians, Rincon Nation of Luiseño Indians, San Pasqual Band of Mission Indians, Sycuan Band of the Kumeyaay Nation, and the Viejas Band of Kumeyaay Indians.

Local Agencies

County of San Diego Supervisors Bill Horn, Greg Cox, and Dianne Jacob; Chief Administrative Officer; County Office of Emergency Services; County Sheriff; County Fire Authority; County Health and Human Services; American Red Cross; San Diego County Water Authority; San Diego County Office of Education; and 2-1-1 San Diego.

Fire Agencies

San Diego County Fire Authority, Alpine Fire Protection District, Barona Fire Department, Campo Reservation Fire Protection District, Julian/Cuyamaca Fire Protection District, North County Fire Protection District, Pala Fire Department (Res), Pauma Fire Department, Rincon Fire Department (Res), San Pasqual Reservation Fire Department, Santa Ysabel Reservation Fire Department, Sycuan Reservation Fire Department, Valley Center Fire Protection District, and the Viejas Reservation Fire Department.

School Districts

Alpine Union School District, Cajon Valley Union School District, Jamul-Dulzura Union School District, Julian Union Elementary School District, Julian Union High School District, Mountain Empire Unified School District, Ramona Unified School District, Spencer Valley School District, Valley Center-Pauma Unified District, and Warner Unified School District.

Water Districts

Cuyamaca Water District, Descanso Water District, Fallbrook Public Utility District, Jacumba Community Services District, Majestic Pines Community Services District, Mootamai Water District, Otay Water District, Padre Dam Municipal Water District, Ramona Water District, Rincon del Diablo

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Municipal Water District, Vallecitos Water District, Valley Center Water District, Wynola Water District, and the Yuima Municipal Water District.

Community Planning Groups

Alpine Community Planning Group, Boulevard Community Planning Group, Campo/Lake Morena Community Planning Group, Crest-Dehesa Cuyamaca Community Planning Group, Fallbrook Community Planning Group, Jacumba Community Sponsor Group, Jamul-Dulzura Community Planning Group, Julian Community Planning Group, Pala-Pauma Community Sponsor Group, Pine Valley Community Planning Group, Potrero Community Planning Group, Rainbow Community Planning Group, Ramona Community Planning Group, Tecate Community Sponsor Group, and the Valley Center Community Planning Group.

Business Groups

Alpine Chamber of Commerce, East County Chamber of Commerce, Fallbrook Chamber of Commerce, Julian Chamber of Commerce, Ramona Chamber of Commerce, Valley Center Chamber of Commerce, San Diego North Economic Development County, and the East County Economic Development Council.

SDG&E Community Resource Center Contacts

Camp Oliver, Jacumba Highland, Dulzura, Lake Morena, Golden Acorn, Mount Empire, Potrero, Whispering Winds, and Warner Springs.

Low Income

Borrego Medical Health Clinic (Centro Medico), Mountain Empire Health Centers, North County Health Services: Ramona and Valley Center, American Red Cross WIC, East County WIC Southern California Tribal Chairmen's Association (SCTCA), Southern California American Indian Resource Center (SCAIR), Southern Indian Health Council, and Inter Tribal Long-Term Recovery Foundation.

Limited English

Most of the groups listed also work with limited-English speakers; especially the health service groups and WICs.

Disabled

Deaf Community Services, Aging and Independent Services, American Red Cross, and Access to Independence.

Elderly

Alpine Senior Center, Meals-On-Wheels, ElderHelp, Foundation for Senior Care Sharp Foundation, Ramona Senior Center, Alpine Senior Center, and American Association of Retired Persons (AARP).

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Others

Julian Cuyamaca Resource Center, Friends of the Fallbrook Community Center, and Descanso Townhall Association; CERT groups: Alpine, Borrego Springs, Julian-Cuyamaca, Palomar, San Diego County Fire Authority – Southern Division, Warner Springs and Valley Center; Fire Safe Councils: Fallbrook FSC, Greater Alpine FSC, Harris Park FSC, and Valley Center FSC.

Supplemental Working Sessions

SDG&E has met with AT&T and will be meeting with members of the California Cable & Telecommunications Association to review policies and procedures and to discuss issues and concerns.

Communication Methods for Publicizing and Convening the Workshops

SDG&E will utilize its NewsCenter website and social media to promote the workshops. Additionally, SDG&E maintains an extensive list of stakeholder groups and their representatives' contact information. SDG&E anticipates directly contacting these representatives as SDG&E successfully did for the six public workshops held in the spring of 2018.

Please note that many of the invitees listed above already attended SDG&E's workshops on this same subject earlier this year. Therefore, it may be challenging to secure every group's attendance. However, SDG&E will extend invitations to all groups listed herein.

Draft Agenda

SDG&E plans on covering the following broad topics at the informational workshops:

- 1) Overview of de-energizations, restoration processes, and weather outlook;
- 2) What SDG&E learned from the six public safety roundtables on de-energization held in 2018 and its current plans for this fire season including Community Resource Centers; and
- 3) Dialogue/feedback.

Notification Plan

SDG&E provides notice to its customers, to the extent feasible and appropriate, whenever SDG&E de-energizes for public safety. The following illustrates the timeline and content of SDG&E's notification efforts during de-energization events.

7-10 Days Ahead

SDG&E's meteorology team actively monitors the weather forecast using their predictive fire modeling tools to assess any potential impact to communities in our service area. The team reports forecasts to operational management and emergency operations staff.

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3-6 Days Ahead

SDG&E continues to refine weather forecasts and stays in close coordination with the National Weather Service (NWS) to communicate the Santa Ana Wildfire Threat Index threat level issued by the United States Forest Service.

2 Days Ahead

Extreme fire weather conditions that were forecasted are materializing and the NWS potentially issues a Red Flag Warning. SDG&E begins to coordinate with local government agencies, community-based organizations, and emergency responders. Initiate proactive communications with customers via traditional and social media driving traffic to SDG&E's fire preparedness website or sdgenews.com for more information.

1 Day Ahead

A Red Flag Warning has potentially been issued to go into effect the next day and extreme fire weather conditions are imminent. Meteorologists continue weather modeling and the more accurate forecasts determine affected areas. Ongoing coordination and communication with first responders, local government, and public agencies. Initiate proactive communications to potentially affected customers via phone, email and/or text about the possible need to de-energize for public safety.

Day of Public Safety De-energization

Extreme fire weather present and dangerous conditions validated by field crews. Notify local government and public agencies. Proactively communicate to pre-identified customers who may be de-energized via phone, email and/or text that a loss of power will likely happen today. Separately track the number of Medical Baseline, Temperature Sensitive, and Life Support customers who will be impacted.

- Note: Once SDG&E's Resource Center(s) in affected area(s) have been established and publicly announced, proactive communications will include which Center would be best suited for each community/circuit. At this time, Resource Centers will be opened if the loss of power will last more than twenty-four (24) hours. Communicate to affected customers about Resource Center locations and hours of operation via phone, email and/or text. Will also communicate locations through news media, posting to sdge.com and sdgenews.com and promoting that information through social media.

For Medical Baseline, Temperature Sensitive and Life Support Customers

Commission Decision (D.) 12-08-045 (as well as D.12-07-056) allow SDG&E to disclose customer data with first responders in situations of "Imminent Threat to Life or Property." Extracted list of metered and sub-metered customers includes the following and is sent to necessary County of San Diego contacts via our secured Electronic Data Transfer site.

- Type of Customer – Example: MB (Medical Baseline) or LS (Life Support) or TS (Time Sensitive)
- First Name
- Last Name
- Address

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- City
- State
- Zip Code
- Home Number
- Work Number
- Cell Number
- Email

SDG&E's communication efforts with Medical Baseline (MBL) customers:

- If we are unable to reach affected MBL customers through our outbound phone dialer system, SDG&E will complete the following steps:
 - Customer Call Center representatives begin two-way live calls with MBL customers that were not successfully reached via the outbound dialer.
 - Representatives speak to customer to ensure he/she is aware of conditions and validate they have an emergency plan. If the customer is not reached, the representative creates a 'work order' to have a Field Representative visit the residence.
 - Phone calls are documented and the representative shares names of customers needing follow-up.
 - Report compiled indicating number of customers reached via live calls and number not reached.

During Public Safety Power De-energization

Around-the-clock monitoring of fire weather conditions continues. Constant contact is maintained with local government and public agencies. Continue to communicate with affected customers via phone, email and/or text especially if outage will extend overnight. Ensure sdge.com and sdgenews.com has up-to-date information posted and refresh the Customer Call Center's talking points as needed.

Power Restored

Extreme fire weather subsides to safe levels and conditions are validated by field crews. Begin equipment inspections and patrols along the electric grid. Once completed, power is restored to affected communities. Local governments and public agencies are notified of power restoration. Communicate to affected customers via phone, email and/or text about power being restored.

Media and social media efforts

In tandem with every direct contact with customers via phone, text and/or email in the affected areas, SDG&E proactively leverages all other media channels to communicate with customers about the current weather conditions and system status. With a 24/7 Media Relations team, constant updates are provided via:

- SDG&E NewsCenter – sdgenews.com
- SDGE.com homepage
- Social Media channels
 - Twitter
 - Facebook
 - Instagram

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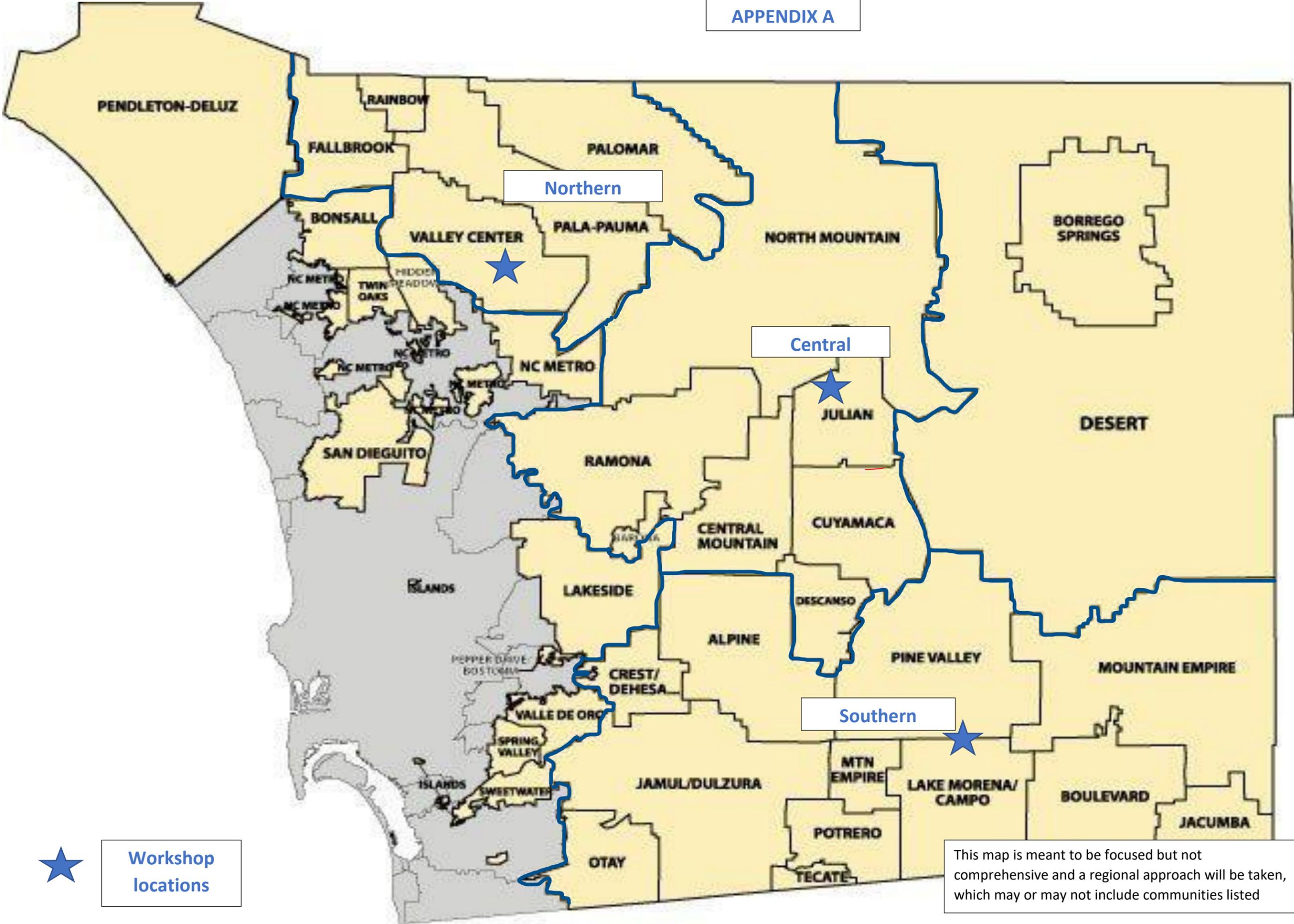
- LinkedIn
- Media Releases, Media Alerts, News Conferences as needed
- Media interviews and live phone interviews, including with KOGO-AM, San Diego's local Emergency Broadcast station.

Mitigation Plan

Through a series of meetings with community partners including the American Red Cross, and after reviewing meteorological data to support the choice of locations, SDG&E is establishing up to nine Community Resource Centers in the High Fire Threat District. If activated during a public safety de-energization, affected residents can go to an open Center for water, light snacks, phone charging, bathroom facilities, and information about current conditions. The Community Resource Centers will have portable generators during operating hours and will be staffed by SDG&E employees, likely Community Emergency Response Teams (CERTS), and possibly building-owner staff.

Additional mitigation efforts will vary based on the circumstances and type of event. For example, during SDG&E's December 2017 de-energization event, mobile command centers and water trucks were set up for customers in the affected areas.

APPENDIX A



Workshop locations

This map is meant to be focused but not comprehensive and a regional approach will be taken, which may or may not include communities listed