



2024 Public Safety Power Shutoff Functional Exercise

After-Action Report

Publication Date: June 14, 2024

The After-Action Report outlines strengths and areas identified for improvement. Remedial steps related to each area of improvement are outlined below for consideration.

EXERCISE OVERVIEW

Exercise Name	Public Safety Power Shutoff (PSPS) Functional Exercise (FE)
Exercise Dates	May 13-16, 9:00 AM – 3:00 PM
Purpose	The purpose of this exercise was to test SDG&E’s understanding of de-energization, re-energization, and notification procedures for a PSPS event and is designed to provide forum for internal participants and external stakeholders to enhance their knowledge, understanding, and ability to implement appropriate actions responding to PSPS events while adhering to CPUC compliance guidelines.
Scope	This exercise was a functional exercise, planned for four (4) days, each with set timeframes of exercise play conducted at SDG&E EOC, SDG&E Century Park Campus. Exercise play focused on SDG&E’s PSPS operations from activation of PSPS protocols through all PSPS Stages of response operations.
Objectives	<ul style="list-style-type: none"> • Operational Coordination: Exhibit the ability to implement PSPS processes in accordance with all applicable SDG&E PSPS plans, policies, and procedures, and in compliance with current CPUC PSPS guidelines. • Operational Communication: Engage with public safety partners, providers, and agencies to establish and maintain situational awareness throughout the duration of a PSPS event. • Public Information and Notification: Demonstrate the capability to deliver all required notifications to impacted Public Safety Partners, and customers, in accordance with established regulatory PSPS protocol timelines. • Community Resilience: Display the capability to initiate and maintain support programs for customers, to include Community Resource Centers (CRCs) access and functional needs services, and other appropriate support programs.
Threat Or Hazard	Elevated or extreme fire weather event meeting PSPS thresholds
Participating Organizations	The exercise was focused on SDG&E’s EOC responders and our external partners. For a full list of participants, see appendices of this document.
Point Of Contact	Sarah Glady Johnson Emergency Management, Training & Exercise Program Manager Sglady1@sdge.com

Executive Summary

Following the SDG&E Functional Exercise (FE), the SDG&E Emergency Management Training and Exercise Group collected feedback from participants, controllers, evaluators, and observers for the purpose of developing a comprehensive After-Action Report. Lessons learned and corresponding corrective actions collected were analyzed. This AAR Summary Report is intended to summarize and share findings from the exercise with regulatory agencies and broader stakeholder groups.

The 2024 SDG&E Public Safety Power Shutoff (PSPS) FE was conducted over four (4) days from May 13-16, 2024, and was the second of two exercises conducted as part of the annual PSPS exercise series mandated by the California Public Utilities Commission (CPUC). The series was developed to engage SDG&E's PSPS responders and was designed to continue to build upon experience and lessons learned during previous training, exercises, and real-world events.

The purpose of the FE was to test SDG&E's understanding and application of the five (5) stages of a PSPS response, from the decision to activate, through re-energization, and was designed to provide an opportunity for participants to enhance their knowledge, understanding, and ability to implement appropriate actions responding to PSPS events while adhering to CPUC compliance guidelines. The FE was conducted over a period of four (4) days, broken down as follows:

- **Day 1** – Activating PSPS Protocols/ Potential to De-energize
- **Day 2** – Decision to De-Energize/ De-Energization Initiated
- **Day 3** -- Decision to De-Energize/ De-Energization Initiated
- **Day 4** – Initiating Re-Energization Protocols

Each day commenced with a scenario brief/update followed by accompanying PSPS scenario data and supporting information delivered through the PSPS Training Portal and Dashboard, as well as through focused injects from the simulation cell to drive exercise play for all participants involved in a PSPS response. This AAR is based on insights drawn from the analysis of the following documents:

1. 2024 PSPS FE Exercise Evaluation Guides (EEGs)
2. 2024 PSPS FE Participant Feedback Forms
3. SDG&E EM Training and Exercise Team FE conduct day notes

Executive Summary of Continuous Quality Improvement

Strengths

The following areas are strengths demonstrated during the incident:

1. The activation and extended operation of the new EOC were completed without encountering any major issues, showcasing proficiency and effectiveness of both the PSPS responders and the processes and procedures in developed for the EOC.
2. Participants valued the opportunity to listen in on discussions in different rooms, such as the policy room, to understand how each section collaborates during a PSPS event. This indicates a strength in knowledge sharing and cross-functional understanding within the organization.
3. Participants showcased strategic problem-solving through critical analysis and effective solution implementation in both internal coordination and external coordination efforts throughout every stage of the PSPS response. The coordination of notifications and de-energizations was noted as a strength, indicating attention to detail and effective coordination of operational activities.
4. The exercise allowed individuals who were not seasoned responders to participate and experience an EOC PSPS activation. Realistic injects from external parties provided practical training opportunities for all levels of responders.
5. During the exercise, participants demonstrated exceptional care and attention to detail in managing communications with the public and key stakeholders. The cultivation of partnerships within the community is highlighted as unmatched, indicating strong leadership and community engagement.
6. The successful utilization of the Partner Portal mobile push notifications demonstrated SDG&E's ability to deliver clear, consistent, and timely information to all stakeholders, reinforcing the concept of 'one voice' communication during emergency situations.
7. It was noted that the implementation of PSPS Dashboard's Training Mode and Partner Portal's Exercise Mode enhanced the exercise play for participants. Furthermore, the successful rollout of the new PSPS Dashboard validates its benefit to a PSPS response and progresses SDG&E's goal of enhancing the PSPS common operating picture for both responders and public safety partners.

Areas for Improvement

The following areas for improvement were identified during the FE:

Core Capability: Operational Coordination

1. Participants were not fully aware of and faced challenges using the new technological systems and tools in the new EOC.

Recommendation:

- a. Refine IT protocols for utilizing the EOC during an in-person activation, including codifying roles and responsibilities for addressing on-site technological issues.
 - b. Develop training aids or other training documentation on how to utilize the EOC's technical features during an in-person activation.
 - c. Work with IT SMEs to assess the sound system in the Policy resume and determine the cause of the echo that was heard.
2. Position/Section-specific utilization of Microsoft Teams during a PSPS event is not documented or referenced in plans, processes, or procedures.

Recommendation:

- a. Continue the development and inclusion of guidelines, processes, and procedures for how Microsoft Teams will be utilized during a PSPS event within the PSPS playbooks/annexes for each position within an EOC ConOps or position playbook.

Core Capability: Operational Communication

1. The current legacy process of conducting a State Executive Briefing is inefficient and duplicates data provided via real-time systems like the Partner Portal.

Recommendation:

- a. Working with other investor-owned utilities, coordinate with CalOES to determine if current legacy reporting procedures can be updated to better reflect current tools and systems

Core Capability: Public Information & Notification

2. Players identified that there could be a safety risk to employees conducting PSPS patrols or other tasks that may involve accessing a customer's property.

Recommendation:

- b. Evaluate if it is feasible to develop a process whereby customers are notified if an SDG&E employee needs to access their property as a part of a PSPS response.

APPENDIX A: EXERCISE SCHEDULE

Time	Activity
Day One (PSPS Activation and Stage 1, 72hr): Monday May 13th	
9:30 – 10:30 AM	Exercise Play: PSPS Protocol Activation & Break
10:30 – 11:00 AM	Joint Situational Awareness Briefing & EOC Ops Calls
11:00 – 2:00 PM	Exercise Play & Working Lunch: PSPS Stage 1 (72-Hrs Ahead)
2:00 – 3:00 PM	Exercise Wrap-Up
Day Two (PSPS Stage 1, 48hr & 24hr): Tuesday May 14th	
9:30- 10:00am	Joint Situational Awareness Briefing & EOC Ops Calls
10:00 – 11:30 PM	Exercise Play: PSPS Stage 1 (48-Hrs Ahead)
11:30 – 12:00 PM	Joint Situational Awareness Briefing & EOC Ops Calls
12:00 – 2:00 PM	Exercise Play & Working Lunch: PSPS Stage 1 (24-Hrs Ahead)
2:00 – 3:00 PM	Exercise Wrap-Up
Day Three (PSPS Stage 2 & 3, De-Energization): Wednesday May 15th	
9:30 – 10:00 AM	Joint Situational Awareness Briefing & EOC Ops Calls
10:00 AM – 2:00 PM	Exercise Play & Working Lunch
2:00 – 3:00 PM	Exercise Wrap-Up
Day Four (PSPS Stage 4 & 5, Re-Energization): Thursday May 16th	
9:30 – 10:00 AM	Joint Situational Awareness Briefing & EOC Ops Calls
10:00 – 2:00 PM	Exercise Play & Working Lunch
2:00 – 3:00 PM	Exercise Wrap-Up

Appendix B: Exercise Participants

Position	Name	Organization
Observer	Albert Herrera	Caltrans
Observer	Alexander Boone	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Allison Widmark	Slalom
Observer	Andrea Allen	SDG&E
Observer	Andrew Stang	SDG&E
Observer	Andy Lam	SDG&E
Observer	Angelica Killion	SDG&E
Observer	Ankur Patel	AT&T
Observer	Ann Steeves	SDG&E
Observer	Anthony Noll	CPUC
Observer	Anthony O'Boyle	Sycuan Tribal Police Department
Observer	Bradley Monk	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Brahmaiah Kundula	SDG&E
Observer	Brandee Hamilton	City of San Diego
Observer	Brandt Seitz	NorthWestern Energy
Observer	Brian Stroud	City of San Diego
Observer	Burke Kremensky	SDG&E
Observer	Charles Tuss	NorthWestern Energy
Observer	Chelsea Speed	Xcel Energy
Observer	Chris Carrera	SDG&E
Observer	Chris Franco	SDG&E
Observer	Chris Nanson	SDG&E
Observer	Christopher Garcia	CPS Energy
Observer	Christopher Swartz	SDG&E
Observer	Christopher Franco	SDG&E
Observer	Cindy Chen	CPUC
Observer	Cody Gallagher	County of San Diego Office of Emergency Services
Observer	Connie Cepeda	SDG&E
Observer	Corina Jimenez	City of Encinitas
Observer	Crystal Rice	Xcel Energy
Observer	Dana Thomas	SDG&E
Observer	Deloris Session-Brown	SDG&E

Position	Name	Organization
Observer	Diana Delgado	211 OC
Observer	Elaine Mezta	San Diego Community Power
Observer	Eric Dargan	City of San Diego
Observer	Eric Harris	Sempra
Observer	Erica Pierce	NorthWestern Energy
Observer	Erin Madison	
Observer	Gina Mazza	NorthWestern Energy
Observer	Greg McKeown	CalOES
Observer	Halima Phillips-Smith	California Department of Social Services
	Halley Jalbert	
Observer	Harrison Pierce	City of San Diego
Observer	Heather Weim	SDG&E
Observer	Hiram Borunda	SDG&E
Observer	Janell Rihan	SDG&E
Observer	Janely Rios	CPS Energy
Observer	Jennifer Champlin	Cox Communications
Observer	Joey Latscha	Pauma Fire Department
Observer	Julia Mendoza	SDG&E
Observer	Justin Buchinsky	SDG&E
Observer	Karin Nguyen	CPUC
Observer	Kate Swanson	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Katie Mauer Oliver	SDG&E
Observer	Kawika Lawlor	SDG&E
Observer	Kevin Cortes	SDG&E
Observer	Kim Cassingham	Xcel Energy
Observer	Kristy Claytor	SDG&E
Observer	Lauren Sniffin	SDG&E
Observer	Linda Wan	PG&E
Observer	Lon Story	SDG&E
Observer	Lor Lopez	CPS Energy
Observer	Mabel Wu	CPUC
Observer	Marc Crawford	SDG&E
Observer	Maria Dykes	SDG&E
Observer	Marie Jones-Kirk	City of Encinitas
Observer	Mark Derksen	Xcel Energy

Position	Name	Organization
Observer	Mary Ngo	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Mary Ann King	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Megan Ong	City of San Diego
Observer	Michael Robles	County of San Diego Office of Emergency Services
Observer	Michelle White	SDG&E
Observer	Miguel Romero	SDG&E
Observer	Mike Donovan	City of Coronado
Observer	Mike Leyvas	SDG&E
Observer	Minal Parikh	SDG&E
Observer	Molly Weisenburger	Xcel Energy
Observer	Nisha Menon	SDG&E
Observer	Owen Adams	Pacific Science & Engineering Group, Inc. (PSE)
Observer	Patrick Charles	SDG&E
Observer	Pauline Ma	SDG&E
Observer	Phil Robinson	City of San Diego
Observer	Rachel Scharf	SDG&E
Observer	Randall Benson	Xcel Energy
Observer	Randy Cantu	Xcel Energy
Observer	Rassamy Desimone	SDG&E
Observer	Rebecca Naslund	Montana-Dakota Utilities, Co.
Observer	Renee Marfia	AT&T
Observer	Robert Gabriel	SDG&E
Observer	Ron DeMayo	CPUC
Observer	Sandra Castillo	PG&E
Observer	Shane Colman	NorthWestern Energy
Observer	Steve Dishon	South Coast Water District
Observer	Tanya Moore-Benjamin	SDG&E
Observer	Thao Phung	SDG&E
Observer	Thomas Lawton	State Senator Steve Padilla's Office
Observer	Tonya Anthony	SDG&E
Observer	Vanessa Wiley	Southern Indian Health Council, Inc.
Player	Alex Shariatmadari	CalOES

Position	Name	Organization
Player	Alex Welling	SDG&E
Player	Ali Koppel	SDG&E
Player	Allison Torres	SDG&E
Player	Alton Kwok	SDG&E
Player	Andre Thomas	SDG&E
Player	Andrea McCoy	SDG&E
Player	Anthony Wagner	SDG&E
Player	April Bernhardt	SDG&E
Player	Ashley Llacuna	SDG&E
Player	Bianca Ornelas	SDG&E
Player	Bob Watson	SDG&E
Player	Brandon Rauch	SDG&E
Player	Breanna Ramirez Siewert	SDG&E
Player	Brian D'Agostino	SDG&E
Player	Brian Naumann	SDG&E
Player	Brian Sauerhage	SDG&E
Player	Brianne Hyder	SDG&E
Player	Bryce Necochea	SDG&E
Player	Caitlin Smith	SDG&E
Player	Calvin Howard	SDG&E
Player	Carla Jones	SDG&E
Player	Christian Henderson	SDG&E
Player	Clark Beyer	SDG&E
Player	Crystal Yousef	SDG&E
Player	Curtis Jones	SDG&E
Player	Cynthia Ferrer	SDG&E
Player	Dale Tattersall	SDG&E
Player	Dan King	SDG&E
Player	Dana Golan	SDG&E
Player	Daniell Jessup	CalOES
Player	Danielle De Clercq	SDG&E
Player	Danielle Finch	SDG&E
Player	David Lawrence	SDG&E
Player	David Speaker	SDG&E
Player	Dean San Filippo	SDG&E
Player	DeAnna Garcia	SDG&E
Player	Donna Jose	SDG&E

Position	Name	Organization
Player	Donna Singer	SDG&E
Player	Heather Bromund	SDG&E
Player	Hilary Dufour	SDG&E
Player	Holly Fields	SDG&E
Player	Humberto Gurmilan	SDG&E
Player	Jared O'Brien	SDG&E
Player	Jenn Jett	SDG&E
Player	Jennifer Clinkscales	SDG&E
Player	Jennifer Summers	SDG&E
Player	Jessie Chalmers	SDG&E
Player	Joaquin Sebastian	SDG&E
Player	Joe Britton	SDG&E
Player	Joe Meyer	SDG&E
Player	John Baranowski	SDG&E
Player	John McKune	SDG&E
Player	John Ritter	SDG&E
Player	John Jenkins	SDG&E
Player	Jon Kochik	SDG&E
Player	Jonathan Baltazar	SDG&E
Player	Jorge Balvaneda	SDG&E
Player	Josh Thompson	SDG&E
Player	Juan Estrada	SDG&E
Player	Katelyn Hailey	SDG&E
Player	Katherine Fuller	SDG&E
Player	Katy Homyk	SDG&E
Player	Kaytee Davis	SDG&E
Player	Kelli Mleczeko	SDG&E
Player	Kevin Geraghty	SDG&E
Player	Kevin O'Beirne	SDG&E
Player	Kevin Spiwak	SDG&E
Player	Kimberli Raines	SDG&E
Player	Kris Bourbois	SDG&E
Player	Kristen Barongan	SDG&E
Player	Kyle Bakewell	SDG&E
Player	Landy Cui	SDG&E
Player	Laura Fulton	SDG&E
Player	Linda Teatai Ariki	SDG&E
Player	Manmeet (Mita) Bhatia	SDG&E
Player	Marie/Ty Tatum	SDG&E
Player	Marissa Heater	SDG&E

Position	Name	Organization
Player	Mark Mezta	SDG&E
Player	Martha Quintero	SDG&E
Player	Matt Belden	SDG&E
Player	Matt Fehse	SDG&E
Player	Matthew Saintarbor	SDG&E
Player	Mauricio Rodriguez	SDG&E
Player	Mia Graff	SDG&E
Player	Mike Colburn	SDG&E
Player	Mike End	SDG&E
Player	Mike Schneider	SDG&E
Player	Mike Rottenberg	SDG&E
Player	Milo Warner	SDG&E
Player	Monica Chihwaro	SDG&E
Player	Morgan Ehlike	SDG&E
Player	Morgan Justice Black	SDG&E
Player	Neil Umali	SDG&E
Player	Nick Moran	SDG&E
Player	Nick Santos	SDG&E
Player	Oliva Reyes	SDG&E
Player	Patrick Buttron	CalOES
Player	Quincy Boykin	SDG&E
Player	Rami Wehbe	SDG&E
Player	Ray Chaney	211 San Diego
Player	Raymond Duncan	SDG&E
Player	Renee Taylor	SDG&E
Player	Richard Veihl	SDG&E
Player	Rick Cervantes	SDG&E
Player	Rick Cruz	SDG&E
Player	Robb Henderson	SDG&E
Player	Roberto Alcantar	SDG&E
Player	Roland Franklin	SDG&E
Player	Rosario Sandoval-Jeffery	SDG&E
Player	Rose Cheek	SDG&E
Player	Sara Nordin	SDG&E
Player	Shaina Gross	SDG&E
Player	Shanna Dee	SDG&E
Player	Shaun Gahagan	SDG&E
Player	Stephen Moyer	SDG&E
Player	Tashonda Taylor	SDG&E
Player	Taylor Sais	SDG&E
Player	Theodore Toledo	SDG&E

Position	Name	Organization
Player	Thom Porter	SDG&E
Player	Tim Stuber	SDG&E
Player	Todd Cahill	SDG&E
Player	Tom Fries	SDG&E
Player	Truc Emerzian	SDG&E
Player	Tyler Kirchhoff	SDG&E
Player	Victor Roosen	SDG&E
Player	Will Speer	SDG&E
Player	William Watson	SDG&E
Player	Willie Thomas	SDG&E
Player	Yumin Moon	SDG&E
Player	Zach Branum	SDG&E
Player	Zackary Hughes	SDG&E
Shadow (to a Player)	Adam Smith	SDG&E
Shadow (to a Player)	Habibou Maiga	SDG&E
Shadow (to a Player)	Jane Verbeek	SDG&E
Shadow (to a Player)	Jonathan Woldemariam	SDG&E
Shadow (to a Player)	Melissa Jones	SDG&E
Shadow (to a Player)	Stephanie Lacsca	SDG&E
Shadow (to a Player)	Vinita Thakkar	SDG&E
Exercise Personnel	Bryce Tiernan	SDG&E
Exercise Personnel	Jessica Kunert	SDG&E
Exercise Personnel	Josselyn Molina	Prestige
Exercise Personnel	Justin Cox	Prestige
Exercise Personnel	Katie Giannecchini	SDG&E
Exercise Personnel	Kim Nguyen	Prestige
Exercise Personnel	Kirsten Petersen	SDG&E
Exercise Personnel	Laura Millan	SDG&E
Exercise Personnel	Mike Knobbe	SDG&E
Exercise Personnel	Mona Freels	SDG&E
Exercise Personnel	Paul Greco	SDG&E
Exercise Personnel	Sarah Glady	SDG&E
Exercise Personnel	Scott Pollack	Slalom
Exercise Personnel	Shana Rodriguez	SDG&E
Exercise Personnel	Sherinna Paguio	SDG&E
Exercise Personnel	Toni Romo	SDG&E

APPENDIX C: EXERCISE SCENARIO TIMEFRAME

Module	Scenario	Topics of Discussion
Day One	<ul style="list-style-type: none"> • Stage 1 of PSPS Operations (72-Hrs Ahead) • Activation PSPS Protocols • Decision to De-energize 	<ul style="list-style-type: none"> • Procedures surrounding decision to activate PSPS protocols. • Operational considerations • Notifications • Communication • Customer programs/services
Day Two	<ul style="list-style-type: none"> • Stage 1 of PSPS Operations (48-24 Hrs Ahead) 	<ul style="list-style-type: none"> • Operational considerations • Notifications • Communications • Customer programs/services
Day Three	<ul style="list-style-type: none"> • Stage 2 & 3 of PSPS Operations • De-energization 	<ul style="list-style-type: none"> • Operational considerations • Notifications • Communications • Customer programs/services
Day Four	<ul style="list-style-type: none"> • Stage 4 & 5 of PSPS Operations • Re-energization 	<ul style="list-style-type: none"> • Operational considerations • Notifications • Communications • Customer programs/services