



2023 Public Safety Power Shutoff Tabletop Exercise

After-Action Report

Publication Date: June 30th, 2023

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) Tabletop Exercise (TTX)
Exercise Date	April 11, 2023, from 8:00 a.m. – 12:00 p.m.
Purpose	The PSPS TTX was designed to provide a forum for internal participants and external stakeholders to enhance their knowledge, understanding, and ability to implement appropriate actions to mitigate, prepare, and respond to PSPS events while adhering to CPUC compliance guidelines.
Objectives	<ul style="list-style-type: none"> • Enhance participants' knowledge and understanding of all SDG&E's Wind/PSPS ConOps Annex. • Demonstrate an understanding in effectively implementing PSPS operations in alignment with SDG&E's PSPS plans, policies, and procedures. • Identify and discuss the critical services, interdependencies, and expectations of both internal and external stakeholders during PSPS operations. • Discuss the communication and coordination protocols both internal and between SDG&E and external stakeholders.
Threat Or Hazard	Elevated or extreme fire weather threat event
Scenario	Conditions triggering PSPS activation with wildfire
Participating Organizations	<ul style="list-style-type: none"> • SDG&E • Local, State, Federal, Tribal and Nongovernmental Public Safety Partners
Point Of Contact	Jessica Kunert Emergency Management Training Manager jkunert@sdge.com

Executive Summary

The 2023 SDG&E Public Safety Power Shutoff (PSPS) TTX was held on April 11, 2023, and was the first of two exercises conducted as part of the annual PSPS exercise series, as mandated by the California Public Utilities Commission (CPUC). The series was developed and delivered involving both internal SDG&E participants and applicable external agencies. Furthermore, this series was designed to continue to build upon experience and lessons learned during previous training, exercises, and real-world events. Major playing elements for the TTX included local public safety partners, SDG&E EOC, local county EOCs, and various fire operations stakeholders.

The TTX was divided into three (3) modules: Module 1 – PSPS Activation Protocols/ Potential to De-energize, Module 2 – Decision to De-energize/De-energization Initiated, and Module 3 – Initiating Re-energization Protocols/All PSPS Lines Re-energized, each containing a scenario brief/update followed by specific discussion questions addressing distinct stages of PSPS operations such as preparedness, response, and recovery activities.

During the exercise, the facilitators, Jessica Kunert and Justin Cox, led attendees through a series of questions surrounding scenario incidents that progressed through all five stages of a PSPS activation. The discussion questions were designed to drive the specific topics of conversation and accomplish exercise objectives. Discussion questions focused on various topics, including but not limited to: organization and agency operational processes, communication methods, customer programs/services, and data needs. Throughout the TTX, Ms. Kunert and Mr. Cox ensured the conversation stayed on topic and that all attendees and departments represented, both in person and virtually, had an opportunity to contribute.

Executive Summary of Continuous Quality Improvement

Strengths

The following areas are strengths demonstrated during the incident:

1. Roles and processes were well understood by all SDG&E Players, and all stakeholder questions were promptly and clearly answered by exercise participants, SMEs, and facilitators.
2. Public safety partners and key stakeholders provided SDG&E participants a more detailed understanding on how the PSPS process affected their operations, and the information they would require to better prepare, mitigate, and respond during a PSPS event.
3. SDG&E participants were able to clearly define the role and capabilities of the CRCs (Community Resource Centers), and how they differed from shelters to public safety partners. This allowed participants to develop a more nuanced understanding of the support structures provided by SDG&E during a PSPS event.
4. SDG&E participants were able to outline in detail the medical baseline contact and escalation processes for customers in remote/rural areas to public safety partners.
5. Multiple public safety/government partners noted that the current Public Safety Partner Portal's capability to actively update and show PSPS information in real-time were extremely useful to their respective operational planning efforts.

Areas for Improvement

The following areas identified during the TTX require improvement:

Core Capability: Operational Coordination

1. Some SDG&E EOC positions were unclear on the EOC activation levels for their team members given the change in activation posture to begin EOC activations at the 72 hour mark for PSPS.

Recommendation:

- a. Recommend that Emergency Management update the Notification Group and Wind/PSPS ConOps Annex documentation to describe updated PSPS activation protocols. Review updated protocols with EOC position leadership.

2. Representatives from San Diego County OES requested clarification of Medical Baseline Customer (and other customer type) labels and their meaning, as well as what types of notifications would go to each group.

Recommendations:

- a. Recommend SDG&E Emergency Management coordinate with San Diego County OES to provide detailed Medical Baseline (and other customer type) labels and a crosswalk of the types of notifications that go to each group identified.

Core Capability: Planning

1. SDG&E's Wind/PSPS ConOps Annex describes the phases of a PSPS response via letters (A, B, etc.) and does not denote or align to the Five PSPS Stages as defined by CalOES.

Recommendation:

- a. Revise the Wind/PSPS ConOps Annex to also include the five PSPS stages in alignment with CalOES.

IMPROVEMENT PLAN

This Improvement Plan was co-developed by incident stakeholders and SDG&E Emergency Management following the event.

Continuous Improvement Opportunity	Core Capability	Recommended Mitigation Activities
Some SDG&E EOC positions were unclear on the EOC activation levels for their team members given the change in activation posture to begin EOC activations at the 72 hour mark for PSPS.	Operational Coordination	Recommend that Emergency Management update the Notification Group and Wind/PSPS ConOps Annex documentation to describe updated PSPS activation protocols. Review updated protocols with EOC position leadership.
Representatives from San Diego County OES requested clarification of Medical Baseline Customer (and other customer type) labels and their meaning, as well as what types of notifications would go to each group.	Operational Coordination	Recommend SDG&E Emergency Management coordinate with San Diego County OES to provide detailed Medical Baseline (and other customer type) labels and a crosswalk of the types of notifications that go to each group identified.
SDG&E's Wind/PSPS ConOps Annex describes the phases of a PSPS response via letters (A, B, etc.) and does not denote or align to the Five PSPS Stages as defined by CalOES.	Planning	Revise the Wind/PSPS ConOps Annex to also include the five PSPS stages in alignment with CalOES.

APPENDIX A: EXERCISE SCHEDULE

TIME	ACTIVITY	FACILITATOR
7:30 AM – 7:45 AM	Player Arrival and Check-In	N/A
8:00 AM – 8:15 AM	Welcome/Introductions	SDG&E
8:15 AM – 8:30 AM	Exercise Overview	Prestige
8:30 AM – 9:45 AM	Module 1	SDG&E
9:45 AM – 10:00 AM	Break	N/A
10:00 AM – 11:00 AM	Module 2	SDG&E
11:00 AM – 11:45 AM	Module 3	SDG&E
11:45 AM – 12:00 PM	Hotwash/Closing Remarks	All
Post Event	Networking Lunch and Tour	All

APPENDIX B: EXERCISE PARTICIPANTS

ROLE	NAME	ORGANIZATION
Player	Ray Chaney	211
Player	Kim Young	City of Carlsbad
Player	Michael Luna	City of Del Mar
Player	Hannah Chasteene	City of San Diego
Player	Izzy Murguia	City of Lemon Grove
Player	Barbara Ayers	County of San Diego, OES
Player	Cody Gallagher	County of San Diego, OES
Player	Scott Lemieux	Camp Pendleton
Player	Patrick Buttron	CalOES Southern Region
Player	Chris Herring	CalOES Southern Region
Player	Cruz Ponce	CalOES Southern Region
Player	Dan Weiss	CalOES Southern Region
Player	Christine Asaro	SDG&E
Player	Morgan Ehlke	SDG&E
Player	Brian Fleming	SDG&E
Player	Helen Gao	SDG&E
Player	Allison Torres	SDG&E
Player	David Lawrence	SDG&E
Player	Brian D'Agostino	SDG&E
Player	Tashonda Taylor	SDG&E
Player	Dana Golan	SDG&E
Player	Thom Porter	SDG&E
Player	Mona Freels	SDG&E
Player	Dan King	SDG&E
Player	Shewit Woldegiorgis	SDG&E
Player	Joe Britton	SDG&E
Player	Danielle DeClerq	SDG&E
Player	Victor Roosen	SDG&E
Player	Tom Fries	SDG&E
Player	Danielle Kyd	SDG&E
Player	Deborah Booker	SDG&E
Player	Michael Knobbe	SDG&E
Player	Katie Giannecchini	SDG&E
Player	Ray Duncan	SDG&E
Player	Daryll Pina	SDG&E
Player	Sara Nordin	SDG&E
Observer	Syed Alam	T-Mobile
Observer	Jeff Jubera	T-Mobile
Observer	Josh Alvarado	AT&T
Observer	Renee Marfia	AT&T
Observer	Ankur Patel	AT&T
Observer	Agnes Luster	AT&T
Observer	Dru Dunton	CPUC

ROLE	NAME	ORGANIZATION
Observer	Doug Huls	CalOES Southern Region
Observer	Jennifer Champlin	Cox Communications
Observer	Marlon King	City of Chula Vista
Observer	Teresa Greenhalgh	County of San Diego, Fire Authority
Observer	Janell Hariman	Orange County Sheriff, Emergency Management
Observer	Kevin McArthur	Orange County Sheriff, Emergency Management
Observer	Susan Davison	Orange County Power Authority
Observer	Agustin Lee	Orange County Power Authority
Observer	Vicki Osborn	Water Emergency Response Org of Orange County
Staff	Jessica Kunert	SDG&E
Staff	Sarah Glady	SDG&E
Staff	Milo Warner	SDG&E
Staff	Jonathan Baltazar	SDG&E
Staff	Kim Nguyen	Prestige Analytics
Staff	Justin Cox	Prestige Analytics
Staff	Staphany Lu	Prestige Analytics
Staff	Josselyn Molina	Prestige Analytics
Staff	Deanna McMahan	Prestige Analytics

APPENDIX C: EXERCISE SCENARIO TIMEFRAME



MODULE	SCENARIO	TOPICS OF DISCUSSION
Module One	<ul style="list-style-type: none"> Stage 1 of PSPS Operations 	<ul style="list-style-type: none"> Differences in operations/ expectations between PSPS & other emergency responses Customer programs/ services provided, to include addressing AFN Communication (primary & alternate) PSPS tools/ technology PSPS portal automation discussion
Module Two	<ul style="list-style-type: none"> Stages 2 and 3 of PSPS Operations Onset of PSPS event with circuits meeting PSPS thresholds Level II activation and de-energization conducted Wildfire ignites on Black Mountain in San Diego, CA within SDG&E service territory 	<ul style="list-style-type: none"> De-energization processes Differences in operations/ expectations between PSPS & other emergency responses Customer programs/ services provided, to include addressing AFN Communication (primary & alternate) PSPS tools/ technology <i>Optional topic</i> – Process of re-energizing while de-energizing during segue to Module 3
Module Three	<ul style="list-style-type: none"> Stages 4 and 5 of PSPS Operations PSPS conditions have passed San Diego Wildfire emergency response operations have concluded 	<ul style="list-style-type: none"> Customer programs/ services provided, to include addressing AFN Communication (primary & alternate) PSPS tools/ technology <i>Optional topic</i> – Recovery/ Post-Event discussion to occur following Re-energization discussion