

AFTER ACTION REVIEW

EOC AFN UNIT PSPS 112421

PARTICIPANTS:

12/1/2021 Reviewed

SDG&E EOC AFN Event Responders:

April Johnson
Christina Rathbun
Danielle Kyd
Jen Palombo
Jon Kochik
Nhu Tran
Victor Roosen

SITUATION

The November 24th-26th Santa Ana event transpired from a cutoff low system which approached the coast of Southern California during the beginning of that week. PSPS Watch was issued on Tuesday (11/22) and was upgraded to a PSPS Warning on Wednesday (11/23).

The National Weather Service issued a Red Flag Warning for: San Diego County Mountains and Valleys from Thursday 4 AM to Friday 6 PM, Inland Orange County from Wednesday 10 AM to Friday 6 PM, Coastal Orange County from Wednesday 6 PM to Thursday 3 PM. The Santa Ana Wildfire Threat Index (SAWTI) was listed as 'Moderate' for Thursday and 'Marginal' for Wednesday (11/23) and Friday (11/26). The Fire Potential Index (FPI) was 'Elevated' for all districts stating on Thanksgiving Day (11/25) through Saturday (11/27).

On Monday, (11/22) SDG&E activated the Notification Group to initiate public safety partner notifications. Notifications continued Tuesday (11/23) through EOC activation.

The PSPS activation began Wednesday evening at 6 PM (11/24) and lasted until late Friday afternoon (11/26). Maximum wind gusts were forecast to range between 30-45 mph with locally higher gusts in the most wind-prone locations. The peak winds occurred during the pre-dawn hours of Thanksgiving Day with a gradual diminishment during the morning hours on 11/26.

UNIT ACTIVITY

The AFN Unit Team C ensured that the Teams EOC AFN Unit documents were the most current versions and set up an Info Stat template with event information, Updated Tab for event in the Notification Tracker. Staffing rostered was filled the day before Thanksgiving. Experienced responder April Johnson offered support and advised Team C to ensure smooth activation. Calls to support partners were made to confirm activation and availability of partner for the event. AFN partner notifications sent via the ESEOCSDCustomerAssistanceAFN@sdge.com email:

AFN Info Stat	Update #1	11/22/21	11:47	Notified via email
AFN All	Update #2	11/22/21	13:54	Notified via email
AFN All	Update #3	11/22/21	17:31	Initial PSPS 72 Hour Notification to all AFN CBO's
AFN All	Update #4	11/23/21	12:58	Initial PSPS 48 Hour Update to all AFN CBO's
AFN All	Update #5	11/24/21	13:34	Initial PSPS 24 Hour update to all AFN CBO's
AFN Info Stat	Update #6	11/24/21	23:55	Notice of de-energized communities
AFN Info Stat	Update #7	11/25/21	12:16	Notice of de-energized communities, CRC's, social media
AFN Brief	Update #8	11/25/21	12:16	Notice of de-energized communities, CRC's, social media
AFN Info Stat	Update #9	11/26/21	10:09	Updated CRCs, current de-energized, social media kit
AFN Info Stat	Update #10	11/26/21	13:00	Notice of patrols and restorations customer outage CRCs
AFN Info Stat	Update #11	11/26/21	14:12	Notice of patrols and restorations customer outage CRCs
AFN All	End of Event	11/26/21	16:22	Power restored CRCs closed, conclusion of event

WHAT WENT WELL

Teamwork. All responders and management support were fully engaged despite the holiday. A clear focus on ensuring support services to customers.

Mentoring. Helped first time EOC responders navigate the EOC and AFN Responder tasks, and issue resolution support.

Reports and data collection completed as required in the timeframe required.

Ad-Hoc Accessible customer notification was able to be produced in real time (11min)

Pre- shift Email before shift **with updated documents** and position guide coupled with transition call.

Teams format was appropriate

WHAT AREAS FOR IMPROVEMENT

Emergency Generator process needed more detailed instruction. Cindy Smith and Jon Kochik worked with RHA to clearly define the process for this event and documented the clearer process in the AFN Unit Responder Summary Guide. Generator customer qualifications outlined in detail.

Warm food contracts and availability confirmation earlier in event to allow for alternatives if needed.

Operational Guide to explain the cadence of a PSPS event, where to find information, and EOC etiquette.

Notification process guide with step-by-step instruction with screen shots of tasks. Clearly define what notification to send to whom, when. Clear meeting schedule Turn on Notifications for CS, Policy, Notification, AFN.

Distribution of leftover food to avoid waste

Group Report functionality was not always working within OneNote. Perhaps a word document would be more functional to edit.

MBL numbers PSPS dashboard vs. ENS

Zip code data difficult to get consistently (provided to 211 and FACT)

LESSONS LEARNED

Early Notification: Notice to staff and support partners as early as possible when high probability of PSPS before during or directly after a holiday

Caterers' supplies closed for holiday and will need more notice (5day) to acquire amount of food needed. Staffing is also a challenge during holidays and more advanced notice is helpful.

Food donations

Stay connected Policy Room the entire event

Sync up with entire AFN Team C before event

ACTION ITEMS:

Notification Process Guide

Operational Guide: explain the cadence of a PSPS event, where to find information, and EOC etiquette. Clear meeting schedule.

Turn on Teams Notifications for CS, Policy , Notification,

AFN SDGE.COM/PSPS or SDGE.com/Ready (External notification information.)

Zip code data requests to share with 211 and FACT for 211 processes / Public Safety Dashboard

Warm Food Caterer contract follow up and contingency plan

MBL numbers PSPS dashboard vs. ENS

Clarification on the food Bank re-energization notification.

Clarify email distribution list and who to send what when