

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine Electric  
Utility De-Energization of Power Lines in Dangerous  
Conditions.

Rulemaking 18-12-005  
(Filed December 13, 2018)

**2022 ANNUAL ACCESS AND FUNCTIONAL NEEDS PLAN  
OF PACIFICORP (U 901 E)**

Dated: January 31, 2022

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**2022 ANNUAL ACCESS AND FUNCTIONAL NEEDS PLAN  
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PacifiCorp d/b/a Pacific Power (PacifiCorp or company) submits its plan to address access and functional needs (AFN) customers and communities during a de-energization event, attached as Attachment A. This plan is submitted consistent with Decision (D.) 21-06-034 issued June 24, 2021, Decision Adopting Phase 3 Revised and Additional Guidelines and Rules for Public Safety Power Shutoffs (Proactive De-Energizations) of Electric Facilities to Mitigate Wildfire Risk caused by utility infrastructure, specifically Appendix A to the Phase 3 Decision (Appendix A), Section K, Reporting.

Dated: January 31, 2022

Respectfully submitted,

/s/

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## **Attachment A**

**PacifiCorp**

**Plan to Support Populations with Access and Functional Needs  
During Public Safety Power Shutoffs**

**January 31, 2022**





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## SUMMARY

PacifiCorp's Wildfire Mitigation Plan (WMP) is a comprehensive plan to mitigate the risk of wildfires on our communities. In addition to system hardening, vegetation management, and weather station monitoring, the WMP includes Public Safety Power Shutoffs (PSPS) as a measure of last resort as necessary to protect our customers and communities when wildfire risk is high. PacifiCorp was fortunate to participate in the Investor-owned Utility (IOU)'s development of their 2022 Plans to support individuals with Access and Functional Needs (AFN) during PSPS events. Beginning in 2021, PacifiCorp representatives attended the AFN Statewide Council and AFN Collaborative Planning team to glean insight from the IOU's AFN and statewide AFN stakeholders from a broad-spectrum of expertise. Due to the comparably small size of PacifiCorp's service territory, limited resources, and the number of AFN customers, PacifiCorp incorporated universal portions of the Joint IOU's plan and modified other portions to match the size and scope of our service territory. The Introduction and Section 1 of this report represent the work of PacifiCorp with the AFN Core Planning Team with slight modifications.

Replacing prior years' plans, the 2022 Plan will leverage Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide 6 Step Process as developed through the statewide process and required in Decision (D.) 21-06-034, which adopted Phase 3 revised and additional guidelines for PSPS to mitigate risk caused by utility infrastructure. Quarterly reports will continue to be filed to monitor progress and provide routine updates.

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is: *"Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS."* PacifiCorp followed the same outline as identified with the statewide AFN Collaborative Planning Team to address "Who," "What," and "How" to support individuals with AFN and mitigate risks associated with PSPS events. While initial efforts are reflected in this Plan, work is ongoing and will continue to evolve.

PacifiCorp supports the AFN Statewide Council and AFN Collaborative Planning Team's development of the following definition of electricity dependent individuals who are the main target population to be supported by this Plan:

***Electricity Dependent Definition:*** *Individuals who are at an increased risk of harm to their health and safety during a Public Safety Power Shutoff. Including, but not limited to:*

- *Medical & Non-Medical*
- *Behavioral, Mental & Emotional Health*
- *Mobility & Movement*
- *Communication*
- *Individuals who require devices for health, safety and independence*

## INTRODUCTION

As climate conditions change, our region is facing drier and hotter weather conditions, making wildfires a year-round threat. PacifiCorp along with the other IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to our customers and communities, electric utilities may call for a PSPS as a measure of last resort. Public Safety Power Shutoff (PSPS) de-energization activations disrupt the everyday lives of all individuals impacted. This 2022 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed collaboratively with the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide 6 Step Process, Decision (D.) 21-06-034 Phase 3 OIR Decision Guidelines, PacifiCorp collaborated with the AFN Core Planning Team and engaged the "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. PacifiCorp participated in the AFN Core Planning Team with the intention to apply applicable sections of a statewide template to the company's 2022 Plan, develop greater understanding of the statewide Council's most critical areas of concern, identify best practices, and participate in the team's efforts to identify the maximum number of AFN customers in our communities.

This plan is focused on PacifiCorp's approach for serving individuals with AFN leading up to and during PSPS events. Specifically, it provides a summary of the research, feedback, and external input that has shaped its support strategy for populations with AFN, the programs that serve these individuals, the preparedness outreach approaches and the in-event customer communications which serve populations with AFN.

### Subject Matter Experts

PacifiCorp engaged regional and statewide AFN stakeholders with a broad-spectrum of expertise for the development of this plan in alignment with Step 1 of the FEMA Process:

*FEMA Step 1: Engaging the Whole Community in Planning.*

*Engaging in community-based planning—planning that is for the whole community and involves the whole community—is crucial to the success of any plan.*

#### *Joint IOUs and Statewide AFN Council*

Along with the IOUs, PacifiCorp began by soliciting engagement from the AFN Statewide Council and AFN Collaborative Planning Team (identified by the Commission) for the development of its plan. On September 24, 2021, the IOUs introduced this effort at the broader AFN Statewide meeting and invited participation, and subsequently held a kick-off meeting for core planning members on October 29, 2021. Approximately 20 organizations representing the diverse needs and perspectives of the AFN community volunteered to participate in the 2022 Core Planning Team, as shown in the below table.

## Statewide Collaborative Planning Team

Participating Utilities	Named Parties Included per Phase 3 OIR PSPS Decision:	Overarching Collaborative Planning Team Representatives with AFN Expertise
<ul style="list-style-type: none"> <li>• San Diego Gas &amp; Electric (SDG&amp;E)</li> <li>• Southern California Edison (SCE)</li> <li>• Pacific Gas &amp; Electric (PG&amp;E)</li> <li>• Liberty</li> <li>• PacifiCorp</li> <li>• Bear Valley</li> </ul>	<ul style="list-style-type: none"> <li>• State Council on Developmental Disabilities (SCDD)</li> <li>• California Health &amp; Human Services (CHHS)</li> <li>• California Foundation for Independent Living Centers (CFILC)</li> <li>• California Office of Emergency Services (CalOES)</li> <li>• Disability Rights California (DRC)</li> <li>• Disability Rights Education &amp; Defense Fund (DREDF)</li> </ul>	<ul style="list-style-type: none"> <li>• Alta California Regional Center (ACRC)</li> <li>• American Red Cross (ARC)</li> <li>• California Council of the Blind (CCB)</li> <li>• California Department of Developmental Services (CDDS)</li> <li>• California Department of Social Services (CDSS)</li> <li>• California Public Utility Commission (CPUC)</li> <li>• Central Valley Regional Center (CVRC)</li> <li>• Deaf Link, Inc.</li> <li>• Disability Policy Consultant</li> <li>• Interface 211</li> <li>• Kern Regional Center (KERNRC)</li> <li>• No Barriers Communications (NOBACOMM)</li> <li>• Redwood Coast Regional Center (RCRC)</li> </ul>

PacifiCorp participated in the January 6<sup>th</sup> collaborative working sessions with the parties named in the Phase 3 OIR PSPS Decision. The first in-depth all-day session on January 6, 2022, focused on identifying “Who.”

- “Who” the IOUs can identify as individuals with AFN in their systems, including who is at greatest risk during a PSPS
- “Who” the IOUs may not be able to identify but should still design support and resources for, to mitigate the impact of PSPS. Subsequent sessions are planned for Q1 2022 to address “What” and “How” the utilities plan to support individuals with AFN.

### *Wildfire Advisory Councils*

PacifiCorp established a Wildfire Advisory Board in an advisory function to provide direct feedback on Wildfire Mitigation Plans and PSPS Plans. The board consists of public safety partners, local government representatives, tribal officials, and a representative from the AFN community. The Council intends to meet quarterly in 2022.

### *Community Based Organizations*

PacifiCorp will continue to engage and solicit feedback from a variety of Community Based Organizations (CBOs) which also serve our customers. Additional information on the company's efforts with CBO partners is covered in later parts of this Plan.

### *SMJU Collaboration*

In 2022, PacifiCorp established a working group with representatives of Liberty, and Bear Valley Electric. The goal is to supplement the larger statewide groups and focus on best practices, AFN planning, and alignment for utilities with smaller service territories and shared challenges.

## **1. PURPOSE, SCOPE, SITUATION OVERVIEW, AND ASSUMPTIONS**

### **1.1 Purpose/Background**

Along with the IOUs, PacifiCorp understands that PSPS events disrupt the everyday lives of all individuals impacted. The following 2022 AFN PSPS Plan focuses on mitigating the impacts of PSPS for individuals and communities with AFN, as PSPS may significantly impact these individuals more than the non-AFN population. This plan was developed collaboratively with the AFN Core Planning Team that is comprised of leaders in the AFN community and the utilities.

#### **2022 AFN Plan addresses the following:**

- Who we need to communicate with
- How we communicate with them
- What resources and services are needed during PSPS activations

### **1.2 Scope**

Leveraging the FEMA Comprehensive Preparedness Guide 6 Step Process PacifiCorp along with the IOUs and SMJUs partnered collaboratively with the AFN Core Planning Team and have worked to engage the whole community and develop an overarching Statewide approach that meet the diverse needs of the individuals with AFN.

Access and Functional Needs is defined by the California Government Code §8593.3 as:

*“individuals who have developmental disabilities, physical disabilities, chronic conditions, injuries, limited English proficiencies, who are non-English speakers, older adults, children, people living in institutional settings, or those who are low income, homeless, or transportation disadvantaged, including but not limited to, those who are dependent on public transit and those who are pregnant.”*

Recognizing this is a very broad audience, this plan will focus on minimizing the impact of a power shutoff on electricity dependent individuals (as defined on page 5 above) with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term “electricity dependent.” This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available (see section 1.3 below.)

The utilities are filing individual versions of their 2022 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

## **1.3 Situation Overview**

### **1.3.1 Hazard Analysis Summary – Definition of Risk**

*FEMA Step 2: Understand the Situation.*

*Understanding the consequences of a potential incident requires gathering information about the potential AFN of residents within the community.*

“Understand the Situation” continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The key risk identified by the Core Planning team is *“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.”*

Disruption in power can have a disproportional impact on individuals with AFN. Power dependance is dynamic, on a continuum and may rapidly intensify over time.

- Immediate – Power dependency quickly becomes a crisis in <2 hours (e.g., breathing equipment, someone dependent on critical respiratory equipment).
- Situational – Secondary emergency that quickly becomes a crisis (e.g., elevators to exit their home, someone trapped, and a fire starts and can’t get out. Also, when the power gets shutoff might be a factor (e.g., in the evening for someone dependent on continuous positive airway pressure (CPAP)/ bi-level positive airway pressure (BiPAP) equipment for 8 hours).
- Longer term – Power dependency becomes a crisis in ~6 – 12 hours (e.g., temperature-controlled medication and environments, someone dependent on insulin that needs to be kept refrigerated).

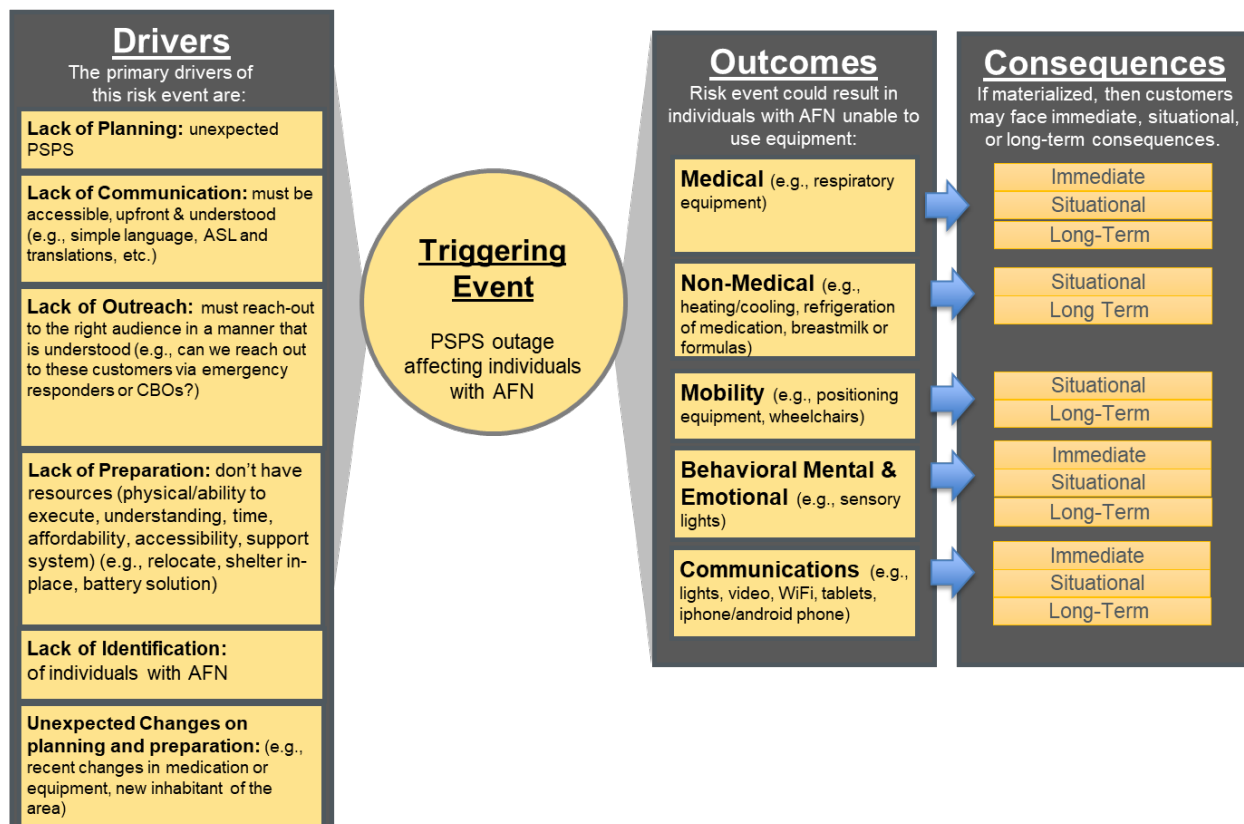
This assessment helps the planning team decide which hazards or threats merit special attention, what actions must be planned for and the resources likely to be needed.

## **List of Risks and Hazards & Potential Consequences**

To further understand the risks and hazards, the AFN Core Planning Team conducted a Bowtie Risk Analysis Working Session to identify the drivers, outcomes, and consequences of an unexpected PSPS activation or outage on the health, safety, and independence of individuals with AFN. See the chart below for the output of the working session. This work product helps to illustrate the needs of the individuals with AFN extend well beyond medical devices alone and

the list of risks and are as diverse as the population and that the consequences can quickly change.

## Bowtie Analysis

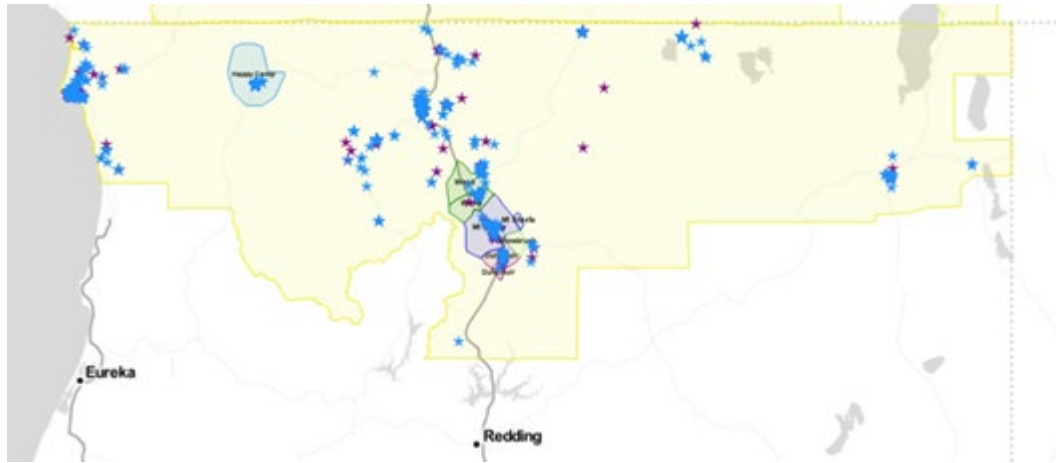


### 1.3.2 AFN Population and Identification

PacifiCorp continues to seek improvements to identifying the electricity dependent customers with AFN through defining, mapping, and enabling self-identification, and has mapped their respective databases to flag customers with the following fields as “AFN”:

The map below identifies the location of AFN customers in the service territory shaded yellow. The two proactive de-energization zones (PDZs) are sectionalized into four areas, represented by different shades green, purple, blue, and red. The sectionalization limits the number of customers impacted by a PSPS as each section can be independently de-energized. PacifiCorp recognizes wildfire risk exists throughout the service territory and by expanding AFN identification outside the recognized Tier 3 PDZs, more self-identified AFN customers are prepared for a PSPS.





As a part of the planning process, the team worked to identify the targeted individuals and benchmark with state agencies to create an informed estimate of the number and types of individuals with disabilities and others with AFN residing in the community. The California Department of Developmental Services (DDS) for In-Home Support Services clients and the California Department of Social Services (DSS) for Regional Center clients provided the IOUs data through aggregated ZIP code counts. PacifiCorp participated in this exercise with limited success. Only 38 potential AFN customers were identified through this process.

The AFN Statewide Council and AFN Collaborative Planning Team have developed a definition of electricity dependent individuals that are the main target population this Plan seeks to support.

### 1.3.3 Capability Assessment

*FEMA Step 3: Operational priorities.*

*Specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

For this section, PacifiCorp collaborated with the SMJUs to identify existing resources/programs and identify gaps.

Resources		PacifiCorp	Liberty	BVES
Community Resource Centers	Wi-fi, ADA-accessible restroom, bottled water, snacks, charging, chairs, ice, event information & area/weather items	X	X	X
Power Resiliency	Portable backup batteries for Medical Baseline customers	X		
	Generator Rebate Program	X		
Food Replacement	Food Bank Partnerships			
	Meals on Wheels			
	Community Resource Center – Hot meals			
	Grocery Gift Cards		X	
	Food delivery			
Transportation				
Lodging			X	X
IOU Customer Communications	Annual Preparedness Outreach	X	X	
	In Language Materials	X	X	X
	Accessible Materials	X	X	X
	CBO Partners	X	X	X
Training	General Information	X	X	X
	Tabletop exercises and full-scale exercises	X	X	X
Community Engagement	IOU hosted events, Webinars, Advisory Boards, Working Groups	X	X	X
PSPS Notifications	Account Holders	X	X	X
	Non-Account Holders (PG&E/SDG&E Address; SCE Zip Code)	X	X	
	Broad: via multicultural media, CBOs, and social media	X	X	X
	Life Support/Critical Care	X	X	X

<b>Notification Confirmation (Phone retries &amp; in person doorbell rings)</b>	Medical Baseline	X	X	X
	Self-Certified Vulnerable Customer Status	X		

*FEMA Step 4: Plan Development - Develop and Analyze Courses of Action.*

*This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory.*

PacifiCorp worked to deliver consistent services and resource offerings:

<b>Objectives:</b>	<b>Current State with Enhancement:</b>
Identification of individuals who are electricity dependent	<ul style="list-style-type: none"> <li>● Collaborate with State and Community Based Organizations (CBOs) to leverage the common definition and identify targeted outreach opportunities</li> <li>● Continue to deploy and expand strategies to enhance identification of individuals with AFN: <ul style="list-style-type: none"> <li>○ Partner with state agencies, hospital associations, healthcare providers, and CBOs to identify targeted audiences</li> <li>○ Marketing to promote beneficial programs like Medical Baseline and CARE to reach individuals with AFN</li> <li>○ Marketing and outreach to encourage customers to self-identify as individuals with AFN</li> <li>○ Continue to promote the ability for customers to “self-certify/identify” as individuals with AFN/Vulnerable Customer status across new channels including websites</li> </ul> </li> </ul>
Establish communication plan that reaches all AFN segments	<ul style="list-style-type: none"> <li>● Provide communications in prevalent languages and preferred formats, including ASL communications (e.g., notifications, programs and resources information)</li> <li>● Partnering with state agencies, hospital associations, healthcare providers, durable medical equipment companies, multifamily dwellings, paratransit companies, and community-based organizations to further promote assistance programs</li> </ul>
Support AFN customers during a PSPS Event	<ul style="list-style-type: none"> <li>● Community Resource Centers staffed with emergency medical personnel and other services.</li> <li>● Call each AFN customer prior to an event, during an event, and after event to ensure the safety of the individual.</li> <li>● Incorporate a direct feedback loop with Incident Command and local Emergency Management.</li> </ul>

## Research and Surveys

PacifiCorp conducts two annual surveys, one pre- and one post-fire season. MDC is a research firm contracted to collect data from customers and to conduct interviews with CBOs. The goal is

to evaluate the impact of the company's communication campaigns, receive direct feedback from the CBOs on outreach, support, and process improvements, and to collect demographic information from our customers. Between November 15 and December 5 of 2021, five-hundred and seventy-nine surveys were completed: 505 web and 74 phone surveys. Key findings of the survey include:

- 61% are aware of wildfire safety communications. Pacific Power remains the primary sources for wildfire preparedness information, and personal preparedness and vegetation management remain the most common messages recalled.
- Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication
- One quarter know whether their address is in the PSPS area, consistent with the findings of the survey from August 2021. Nearly one in five are aware of a map on Pacific Power's website.
- Of those relying on electricity for medical needs nearly one quarter (26%) are aware Pacific Power provides additional notices.

Please see Appendix A for more specific findings from the company's most recent survey.

#### 1.3.4 Success Measures and Metrics

The success of these efforts should be judged by applying measurable, objective, well-defined and consistent standards. PacifiCorp is committed to working with the SMJUs to develop a set of metrics specific to the smaller service territories with limited services, resources, and will incorporate the following Joint IOU's metrics in the next survey: number of AFN customers aware of services available during a PSPS, number of AFN customers able to use medical equipment during a PSPS, and number of customers utilizing PacifiCorp resources during a PSPS. To provide this information, a PSPS must occur in PacifiCorp's territory to survey AFN customers impacted by a PSPS.

#### 1.4 Planning Assumptions

- For most PSPS events, advance notice is provided,
- The scope of PSPS events can expand or contract rapidly in a short period,
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach, and
- PSPS events may occur concurrently with unrelated emergencies (e.g., active wildfires, cyber-attacks, technological hazard incidents).

## 2. CONCEPT OF OPERATIONS

### 2.1 Preparedness/Readiness (Before Power Shutoff)

## *FEMA Step 5: Preparation and implementation of the AFN plan.*

### **2.1.1 AFN Identification Outreach**

PacifiCorp continues to refine and enhance both identification of AFN customers and ongoing communication targeted to reach more AFN customers. While all medical baseline customers are identified as AFN customers, in 2022, PacifiCorp intends to increase outreach to all customers to identify more customers relying on medical equipment and to broaden the scope of customers who self-identify as AFN. Customers will receive communications about the medical baseline rate and a Spanish version of the medical baseline application will be available on the website this year.

California Alternate Rates for Energy (CARE) applications are sent to all residential customers. In 2021, PacifiCorp added a check box on the CARE application asking customers to identify as AFN. The check box added an additional 193 AFN customers throughout the service territory and 43 AFN customers in the Power De-energization Zones (PDZs). In the company's last annual AFN Plan filed in February 2021, PacifiCorp reported 61 AFN customers including medical baseline located in the PDZ. In February 2022, the number of baseline and non-baseline customers in the PDZ increased to 123 with an additional 344 AFN customers outside of the PDZ and an additional AFN customer located outside the PDZ.

**2022 AFN Customer Counts**

<b>PSPS De-Energization Zone</b>	<b>Medical Baseline AFN</b>	<b>Non-Medical Baseline AFN</b>	<b>Total</b>
<b>Inside</b>	26	97	123
<b>Outside</b>	77	267	344
<b>Total</b>	103	364	467

### **2.1.2 AFN Support Resources**

PacifiCorp AFN customers can access information on wildfire preparedness and programs through communication campaigns, outreach, personal contact and following when an event is forecasted on the company's website. PacifiCorp's AFN and wildfire support programs are identified below.

### **2.1.3 Back-Up Power**

#### **Portable Battery or Generator Rebate Program<sup>1</sup>**

PacifiCorp offers a generator rebate for residential customers residing in a high fire threat district. All customers are eligible for a \$200 rebate for the purchase of one generator or portable battery. CARE and medical baseline customers are eligible for a \$400 rebate. Both tenants and property owners may receive the rebate.

#### **Medical Baseline Portable Battery Program**

PacifiCorp offers free portable batteries to eligible medical baseline customers. PacifiCorp offers delivered free-to-the-customer portable batteries to medical baseline customers and

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<sup>1</sup> <https://www.pacificpower.net/outages-safety/storm-emergency-preparedness/backup-generators.html>

prioritizes those located within the PDZ zones. The program includes the procurement of contracted services to provide the portable battery, up front technical evaluation of the customer's unique needs to specify the correct device education and technical support to the customer once installed. Each customer receives individual education upon installation and remote technical support as needed. Batteries were successfully delivered to all registered medical baseline customers in PSPS zones by December 2021. Phase 2 of the program began in January 2022 and will expand to remaining areas within the service territory. The goal is to deliver an additional 50 batteries by the end of 2022.

### Resiliency Efforts and Surveys

PacifiCorp offers grants to communities seeking to enhance emergency preparedness with renewable generators and energy storage and to provide additional support to emergency responders during PSPS.<sup>2</sup> An assessment of available funding is ongoing to determine the timeline for a reopening in 2022.

- Grants allow for the procurement of portable renewable generators to community emergency managers and first responders. The primary use of the generators is to provide the ability for at-risk community members to shelter in place during a resiliency event. Organizations interested in receiving funding need to develop and provide a deployment plan for the generators that receive funding.
- Technical assistance grants provide communities a comprehensive technical study of the potential costs, benefits, and requirements to add energy storage to critical facilities.
- Grants for the installation of energy storage are available for communities seeking to improve resiliency during an emergency. A project host must be one of the following types of facility: police stations; fire stations; emergency response providers as defined in D.19 05 042; emergency operations centers; 911 call centers, also referred to as Public Safety Answering Points; medical facilities including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities; public and private gas, water, wastewater or flood control facilities; jails and prisons; locations designated by the utility to provide assistance during a PSPS event; cooling centers designated by state or local governments; and, homeless shelters supported by federal, state, or local governments; grocery stores, corner stores, markets and supermarkets that have average annual gross receipts of \$15 million or less as calculated at a single location, over the last three tax years; independent living centers; and, food banks. The goal is to improve access to services for AFN customers during a PSPS.

### 2.1.5 Emergency Coordination Centers

#### **Preparation Exercises**

When a PSPS is forecasted, PacifiCorp immediately opens an Emergency Coordination Center (ECC) with an ECC Manager to oversee all aspects of the response. The process is reviewed and available in the annual GO 166 report, provided as Appendix B.

PacifiCorp has established an Emergency Coordination Center (ECC) following National Incident Management System (NIMS) guidance. The ECC staff is available to support all

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<sup>2</sup> <https://www.pacificpower.net/community/community-resiliency.html>

hazards responses to include PSPS events. The ECC plays a vital role in monitoring and verifying AFN customers are contacted prior to an event. The status of each AFN customer impacted by a PSPS is provided to the ECC Manager to determine if additional action by the company or local emergency management is required to support the AFN customer.

#### *Training and Exercise*

PacifiCorp conducts annual emergency plan reviews, and exercises and all agencies are invited to attend. Representatives from County Public Health Departments are invited and attend pre-fire season tabletop exercises.

PacifiCorp is currently enhancing and expanding the training program for ECC staff. The training standards are being developed in conjunction with other California based utilities and the California Office of Emergency Services.

PacifiCorp conducts annual PSPS exercises utilizing a whole community approach annually. During exercise planning, emergency management agencies from tribal, state, county and local jurisdictions, community-based organizations, public health agencies, and any other potentially affected agency are invited. Additional plans for training and PSPS exercises will be reported in the company's upcoming post-season PSPS report as required by D.21-06-034.

#### *AFN Liaison*

Contacting AFN customers is embedded in ECC Process. The number of customers with AFN is identified through a GIS customer list and is provided to the ECC Manager. During each ECC meeting an update is provided to the ECC Manager and any issues or concerns are escalated to the local Emergency Manager.

### 2.1.6 PSPS Preparedness Outreach and Community Engagement

Dissemination of timely, accurate, accessible and actionable information to the public is important in all phases of PacifiCorp's incident management. Communications efforts are listed in the WMP, Emergency Response Plan and PSPS Playbook which provide both messaging and cadence for public and stakeholder communications throughout the preparation, response and restoration cycle. Communication with AFN customers and external stakeholders as early as possible is essential. The PacifiCorp Joint Information System consists of processes and tools to facilitate communication with the public, news organizations, government entities and external stakeholders through social media, website restoration information, press releases and notification protocols while ensuring the messaging is consistent and comprehensive.

#### *AFN Public Education and Outreach*

PacifiCorp provides additional PSPS notifications to individuals classified as medical baseline customers in PacifiCorp's customer service system and to individuals who self-identify as having access and functional needs (AFN). Having key messages across a number of communications channels and materials asking AFN customers to self-identify with the company is a central component to the company's community engagement and customer outreach strategy.

PacifiCorp has engaged a vendor to survey AFN population to help inform the company's communication outreach related to those customers, this includes assessing the need and type of communications for people with disabilities who may not be able to use standard forms of communication. Survey data has informed the overall strategy and the company has adjusted and expanded where key messages are disseminated to increase AFN self-identification.

One method used by the company to increase the likelihood AFN populations receive relevant information is by partnering with local and regional agencies that frequently interact with the same customer segment. An example is PacifiCorp's partnerships with CBOs Del Norte Senior Center and Great Northern Services to distribute wildfire safety brochures to households in Crescent City and Weed. The brochures are provided in English and Spanish, and a key message encourages customers to contact the company to self-identify as having medical needs dependent on electricity. PacifiCorp has also engaged in meet and confer sessions planned with the parties in this proceeding to coordinate outreach efforts related to CBOs.

#### *Accessibility of Communications*

Pre-fire season, PacifiCorp distributes brochures to Community Based Organizations, Tribal Authorities, companies providing medical equipment, local governments, and community centers receive brochures to distribute to customers and clients. The brochure provides information on resiliency for medical equipment, wildfire preparedness, how to identify as AFN, and the medical baseline program. Outreach is available in multiple languages including Chinese traditional, Chinese simplified, Tagalog, Vietnamese, Mixteco, Zapoteco, Hmong, German, and Spanish.

The company's customer care agents have access to and training with wildfire safety and preparedness and PSPS-related communications and can facilitate a conversation between the customer and translation service to ensure the customer receives the wildfire safety and preparedness and PSPS-related information they need.

#### *CBO Outreach*

Additionally, PacifiCorp, through a third party vendor, MDC Research, conducts annual online and phone surveys with customers, including independent living, assisted living and skilled nursing centers and AFN representatives and CBOs (Family and Community Resource Center of Weed, Mount Shasta CRC, Dunsmuir CRC, Happy Camp Family/CRC, Yreka CRC, HUB Communities, Tulelake/Newell FRC, Scott Valley CRC, Helping Right Now, among others) located in potential PSPS areas regarding the company's PSPS and wildfire safety communications.

In-depth interviews conducted with CBOs in PacifiCorp's California service area took place in Fall 2022. The interviews lasted 30 minutes and were conducted virtually. Key findings include:

- CBOs often do receive communications and resources from PacifiCorp related to CARE and provide low-income residents with support for paying their electric bills.
- Most communications and resources received about wildfires (from any organization, including government or fire agencies) have been focused on evacuation preparedness, with limited information about general safety or preparation for PSPS events.



- Most report that wildfire safety, preparedness, and PSPS communications are outside the scope of their charter; they would be willing to help spread the word, but typically do not have the available resources to do so without further support.
- The most common methods CBOs currently use to communicate with the community are social media, in-person visits or meetings, and through handing out flyers when clients visit the office.
- General fire safety information is least impactful, as other agencies are already providing information about brush clearing and steps required to mitigate fire risk.
- Special attention should be paid to those with medical needs and limited transportation options; they are most at risk during a PSPS event.

These findings help to inform and evolve how PacifiCorp utilizes CBO communication channels without adding extra burden to these organizations. Thus, the company is seeking additional messaging avenues outside of its currently defined outreach strategy. This involves working with community partners to find appropriate places and spaces to add AFN-specific messages to existing platforms such as CBO emails, brochures, webpages and/or social media pages. This work is ongoing and is carried out by the company's regional business managers who collaborate closely with their community stakeholders, or through direct outreach to community organizations by company corporate communications staff.

### *Tribal Engagement*

The Karuk Tribe is located in a high fire consequence area of Siskiyou County. Representatives from the tribe are actively engaged to participate and are standing members in the PacifiCorp Wildfire Advisory Council. PacifiCorp's regional business manager conducts bi-weekly calls with the Tribe's leadership to quickly address any issues as they arise and to discuss PacifiCorp's operations in the area including wildfire mitigation and PSPS. A representative from the Karuk Community Center was interviewed as part of the semi-annual survey. PacifiCorp will conduct interviews with the tribe as part of the semi-annual survey.

## 2.1.7 Community Resource Centers (CRCs)

### Planning and Standards

PacifiCorp has developed CRC locations and plans which include provisions in accordance with the Americans with Disabilities Act. CRCs are located in areas which will be easy to access. When activated, the CRCs will be listed on the company public website.

All CRC locations were chosen by location through collaboration with local emergency managers. CRC locations are then vetted using a checklist that was developed with guidance from Public Utilities Commissions and the current Americans with Disabilities Act Checklist for Emergency Shelters to ensure CRC services are equitable and accessible for medical baseline and access and functional needs populations. Services/resources provided include:

<ul style="list-style-type: none"> <li>✓ Shelter from environment</li> <li>✓ Air conditioning</li> <li>✓ Air Purifiers &amp; Air Quality Monitors</li> <li>✓ Potable water &amp; Non-perishable snacks</li> <li>✓ Seating and tables</li> </ul>	<ul style="list-style-type: none"> <li>✓ Communications capability such as Wi-fi access, Satellite Phone, Radio, Cellular phone etc.</li> <li>✓ On-site medical support (EMT-A at a minimum, Paramedic preferred)</li> </ul>
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✓ Restroom facilities	✓ Charging stations for Cell Phones, AM/FM/Weather radios, computers, etc.
✓ Refrigeration & Heating for medicine and/or baby needs	✓ Small Crates for Pets
✓ Interior and area lighting	✓ AFN/LEP Population support
✓ On-site security	✓ Personal Protective Equipment
✓ Televisions	✓ Portable ADA Ramp
✓ Ice and Water	

## **2.2 PSPS Activation (During – Emergency Operation Center activated)**

### **2.2.1 PSPS Communications**

#### *All Customers*

PacifiCorp’s Public Safety Power Shutoff event communication and notification plan has two primary systems. First, direct communications, through pre-identified channels, are used to provide detailed notices to key stakeholders, namely public safety partners and critical facilities and critical infrastructure. Second, a series of automated notices (email, text and direct phone calls) to customers, together with published information on the company’s website, social media channels, and proactive media outreach, are employed to provide notice to the general public at critical stages of the PSPS process, including for pre-event warnings, an actual event, and re-energization.

#### *AFN Customers*

When a PSPS event is forecasted, a list of impacted customers is extracted from the GIS system. AFN customers are identified, and the list is provided to employees for personal phone calls to each customer. PacifiCorp has sectionalized high fire consequence areas into small zones for possible de-energization. By reducing the number of customers affected by an event, the number of AFN customers is subsequently reduced. The smaller numbers allow PacifiCorp to personally reach out to each AFN customer. The results of the contact are reported to the ECC Manager. Contact occurs prior to an event, at the beginning of re-energization, and after energization is completed. If the AFN customer needs additional assistance, the ECC Manager can quickly relay the information to the county’s emergency manager.

#### *Website*

To ensure that the public can access timely and detailed information about both potential and actual PSPS events relevant to a particular location, PacifiCorp has modified its main PSPS webpage, available at [www.pacificpower.net/psps](http://www.pacificpower.net/psps). A web-based tool allows members of the public to enter an address into a search bar to determine if that address is in an area which may be subject to a PSPS. An additional online tool is available for members of the public to see the “Public safety power shutoff forecasting” for that area over the following week. The status indicates whether the area is operating as “Normal,” whether there is a PSPS “Watch,” or whether there is an actual PSPS “Event.” Additionally, the company is in the process of building out the weather section of this page to give visitors more insight into real-time weather monitoring through its network of field weather stations. This will consist of language on the page explaining the company weather station network and a link to the PacifiCorp weather page.

PacifiCorp has ensured it has the bandwidth to manage its PSPS website, even under the extremely remote potential that all proactive de-energization zones in PacifiCorp’s service territory would be de-energized at the same time. When there is an event, transmission & distribution operations Emergency Coordination Center personnel takes on the role of updating

the PSPS website. The company's PSPS website is fundamentally a content only (with PSPS area polygons imposed on maps) static site with no dependency on any backend applications. PacifiCorp's website performed well serving content during the September 2020 windstorm event where a significant surge in web visits – 200,000 + web visitors with more than 1.6 million web page views. This event demonstrated capable broadband performance.

#### *PSPS Customer Notifications*

- Multiple communication channels are used for customer notifications:
  - Outbound Calls
  - Social Media Updates
  - Texts and emails
  - Website update
  - Press Release
  - Personal phone calls to AFN customers

### **2.3 Recovery (After – Power has been restored)**

#### **2.3.1 AFN Support**

AFN customers are contacted by an employee of the company after the power is restored. It is a continuation of the ongoing contact prior and throughout a PSPS event. The check-in ensures no additional support is needed for the customer after the power is restored.

#### *After Action Reviews and Reports*

As with any other incident or event, after action reports are completed for PSPS responses. These reports provide an opportunity to identify what went well during the event execution and where improvements are needed. Additionally, the California Public Utility Commission requires a specific post-event report to be filed with them in compliance with Resolution ESRB-8.

#### *Lessons Learned and Feedback*

PacifiCorp uses all events and incidents to gain feedback and identify future opportunities for improvement. As a part of the company's internal improvement cycle the feedback and identified improvement opportunities are key measurements PacifiCorp uses to make corrections and adjust plans. Semi-Annual customer surveys and ongoing reporting provide routine feedback and measurement of PacifiCorp's performance before, during, and after an event.

### **3. INFORMATION COLLECTION, ANALYSIS AND DISSEMINATION**

#### **3.1 Customer Privacy**

PacifiCorp has contracts with three CBOs in California to share customer information. The information transfer is protected and is used to assist with CARE recertifications, weatherization programs, and receipt of energy assistance. No other agreements for customer information sharing exist with local agencies, government agencies, or health providers.

### **4. AUTHORITIES AND REFERENCES**

#### **4.1 Annual Report and Emergency Response Plan in Compliance with General Order 166.**



## 5. CHANGE RECORD

### *FEMA Step 6: Implement and Maintain the Plan*

As PacifiCorp implements the 2022 AFN Plan, quarterly updates will be provided to the California Public Utility Commission. Revisions to the change will be tracked each time the plan is modified. It describes the revisions made, the locations of the revisions, the names of the persons responsible for the revisions, and dates of revisions:

Section	Person Responsible for Revision	Change	Date

## **Appendix A**

October 30, 2020

***VIA ELECTRONIC FILING***

Leslie L. Palmer, Director  
Safety and Enforcement Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, California 94102-3298  
[Leslie.Palmer@cpuc.ca.gov](mailto:Leslie.Palmer@cpuc.ca.gov)

**RE: (U-901-E) PacifiCorp's Annual Report in Compliance with General Order No. 166  
(D. 98-07-097)**

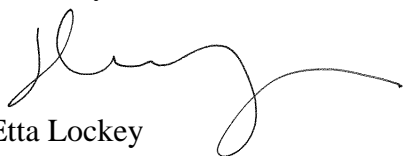
Enclosed is a copy of PacifiCorp's d/b/a Pacific Power 2020 Annual Report in compliance with General Order No. 166 (D. 98-07-097). A redacted version of this report is also being transmitted electronically to the service list.

PacifiCorp is requesting confidential treatment of certain phone numbers and locations identified in Attachment B and Attachment B supporting documents. To the best of the company's knowledge, this information has not been published externally, and confidential treatment is requested for privacy and security reasons.

Confidential and redacted versions are enclosed, along with the declaration required under D.16-08-024. Confidential information is highlighted in yellow with the heading "Confidential Subject to Public Utilities Code Section 583 and General Order 66-D" on each page containing confidential information.

Please direct any inquires to Pooja Kishore, California Regulatory Affairs Manager, at (503) 813-7314.

Sincerely,



Etta Lockey  
Vice President, Regulation

Enclosures

CC: Edward Randolph, Director - Energy Division  
Lana Tran, SED-ESRB  
ESRB Compliance Filings

**DECLARATION OF  
ETTA LOCKEY (PACIFICORP)**

1. My name is Etta Lockey. My business address is 825 NE Multnomah Street, Suite 2000, Portland, Oregon 97232.

2. I am Vice President, Regulation, for PacifiCorp d/b/a Pacific Power (PacifiCorp or the Company). PacifiCorp is a multi-jurisdictional utility providing electric retail service to customers in California, Idaho, Oregon, Utah, Washington, and Wyoming. PacifiCorp serves approximately 45,000 customers in portions of Del Norte, Modoc, Shasta, and Siskiyou Counties in northern California.

3. This declaration is based on my information and belief and is submitted in accordance with General Order (GO) 66-D of the California Public Utilities Commission (Commission).

4. Section 3.2 of GO 66-D provides that when a utility submits documents for which it seeks confidential treatment to the Commission or staff of the Commission outside of a formal proceeding, the utility must mark the document or applicable portions confidential and provide the basis for confidential treatment specified. Additionally, any such request must be accompanied by a declaration signed by an officer of the requesting company.

5. PacifiCorp hereby requests confidential treatment for certain information contained in its updated 2020 Annual Report in Compliance with Standard 11 of General Order No. 166, including certain phone numbers and location information provided in the company's emergency response plan and the company's transmission and distribution response support and incident plan. This information has not been published externally by the company, and confidential treatment of this data is requested for privacy reasons that protect this data from disclosure under California law.<sup>1</sup> Release of this information (specifically locations identified as emergency operation centers during events) could also result to disruptions in execution of the

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<sup>1</sup> Cal. Gov't Code §6254.



company's emergency response plan; accordingly, it is in the public interest to maintain this information as confidential.<sup>2</sup> Protection of this information will ensure that the company is able to quickly and efficiently respond to emergency conditions without interference.

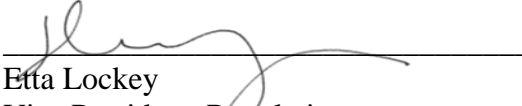
6. Information regarding requests for disclosure of the information for which PacifiCorp seeks confidential treatment should be directed to the following individuals:

California Dockets  
PacifiCorp  
[californiadockets@pacificorp.com](mailto:californiadockets@pacificorp.com)

Pooja Kishore  
PacifiCorp  
Regulatory Affairs Manager  
[pooja.kishore@pacificorp.com](mailto:pooja.kishore@pacificorp.com)

I declare under penalty of perjury of the laws of the state of California that the foregoing is true and correct.

Executed in Portland, Oregon, October 30, 2020

  
Etta Lockey  
Vice President, Regulation  
PacifiCorp

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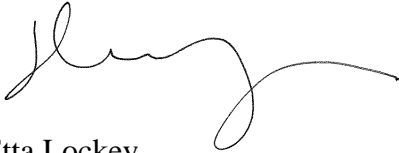
<sup>2</sup> Cal. Gov't Code, § 6255(a).

October 30, 2020

TO: ALL PARTIES OF RECORD IN RULEMAKING NO. 96-11-004

The 2020 Annual Report in Compliance with General Order 166 for PacifiCorp d/b/a Pacific Power has been filed with the Safety and Enforcement Division at the California Public Utilities Commission. If you desire a copy of this report please send an e-mail to [pooja.kishore@pacificorp.com](mailto:pooja.kishore@pacificorp.com) and one will be mailed to you.

Sincerely,



Etta Lockey  
Vice President, Regulation

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking for Electric  
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the **PACIFICORP (U 901 E) ANNUAL REPORT IN COMPLIANCE WITH GENERAL ORDER NO. 166** on all known parties to the attached service list R.96-11-004 by transmitting an e-mail message with the document attached to each person named in the official service list.

(See the attached Service List R.96-11-004)

Executed on October 30, 2020, at Portland, Oregon.



Mary Penfield  
Adviser, Regulatory Operations

\*\*\*\*\* SERVICE LIST \*\*\*\*\*

Last Updated on 15-MAR-2018 by: AMT  
R9611004 NOPOST

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# **Attachment A**

**PacifiCorp**

**General Order No. 166**

**Compliance Report**

**Year Ending June 30, 2020**

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking for Electric  
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

**PACIFICORP'S (U 901 E)  
ANNUAL REPORT IN COMPLIANCE WITH  
GENERAL ORDER NO. 166  
Compliance Period: July 1, 2019 – June 30, 2020**

Dated: October 30, 2020

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**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking for Electric  
Distribution Facility Standard Setting

Rulemaking No. 96-11-004

**PACIFICORP'S (U 901 E)  
ANNUAL REPORT IN COMPLIANCE WITH  
GENERAL ORDER NO. 166**

Pursuant to General Order 166, Standard 11, PacifiCorp d/b/a Pacific Power (PacifiCorp or Pacific Power or the Company) hereby submits its report on its compliance with General Order 166 for the period July 1, 2019 through June 30, 2020 (compliance period). This report demonstrates PacifiCorp's compliance with each of the thirteen standards of the General Order and is filed as two Attachments (A – 2020 Annual Report with exhibits A through F) and (B – Emergency Response Plan with supplemental annexes 01 through 05). Table 4 below details the various documents and exhibits filed with this report.

**Standard 1- Prepare an emergency response plan and update the plan annually.**

The 2020 PacifiCorp Emergency Response Plan consists of one volume, included as Attachment B with 5 annexes.

- The Emergency Response Plan addresses each of the items specified in Standard 1. The following Table 1 sets forth the location in PacifiCorp's Emergency Response Plan where in the Plan required elements are covered.

**Table 1: Location of Topics Covered in the Emergency Response Plan**

<b><u>Requirement</u></b>	<b><u>Page No(s)</u></b>
A. Internal Coordination	19-41
B. ISO/TSO Coordination	34-36
C. Media Coordination	28-29
D. External and Governmental Coordination	29-34
E. Fire Prevention Plan	Exhibit C
<ul style="list-style-type: none"><li>• On December 14, 2017, the California Public Utilities Commission (Commission) adopted Decision (D.) 17-12-024, adopting regulations to enhance fire safety in high fire-threat districts. Pursuant to D.17-12-024, ordering paragraph 2, each electric investor-owned utility (IOU) is required to file an annual report beginning October 31, 2018, pursuant to General Order (GO) 166, Standard 11, that contains a fire prevention plan for the Electric IOU's overhead electric facilities in the high fire-threat district. The fire prevention plan is required to contain the information specified in GO 166, Standard 1, Part E, to the extent applicable to the electric IOU's service territory. In compliance with D.17-12-024, ordering paragraph 2, PacifiCorp</li></ul>	

includes its Fire Prevention, Preparedness and Response Plan as Exhibit C to the Emergency Response Plan.

F. Safety Considerations	Annex 3
G. Damage Assessment	Annex 4: pgs 9-10
H. Restoration Priority Guidelines	15
I. Mutual Assistance	Annex 5
J. Plan Update	

- PacifiCorp's Emergency Response Plan is updated annually. Primary changes to the Plan are outlined in Table 3 below. Applicable information regarding company personnel is updated on a regular and frequent basis from the human resources database. The following documents support this standard:

- 00 Emergency Response Plan backbone
- 01 Governance Transfer
- 02 Executive Policy Group plan
- 03 Emergency Operations Center
- 04 On-Scene Response
- 05 Resourcing and Mutual Assistance

**Standard 2 - Enter into mutual assistance agreements with other utilities.**

**(See 00 Emergency Response Plan, Section 4.3, Annex 5 – Resourcing and Mutual Assistance, and Exhibits A1-A3)**

- PacifiCorp has the unique ability to leverage mutual assistance in serving its California customers. It offers a breadth of resources across PacifiCorp's parent company, Berkshire Hathaway Energy. This includes resources in other Pacific Power jurisdictions (Oregon and Washington), those in Rocky Mountain Power (Utah, Wyoming and Idaho), also NV Energy (Nevada) and MidAmerican Energy (Iowa and Illinois). Further, PacifiCorp is a member of several mutual assistance organizations, including most significantly, the California Utilities Emergency Association (CUEA) and the Western Energy Institute's Western Region Mutual Assistance Group (WRMAG), which is coordinated through the Edison Electric Institute's (EEI) Mutual Assistance Network. The CUEA allows immediate access to regional, state and federal information. CUEA, via the executive director, actively participates in senior leadership and executive level planning sessions and working groups. The executive director serves as the California Office of Emergency Services Utilities Branch liaison at the state operations center or one of the regional operation centers, representing the CUEA member utilities. The WRMAG accesses resources from Western Energy Institute members spanning across areas west of the Rocky Mountains, while EEI has members across the continent accessible when support from outside the western region is necessary.
- These associations, and the agreements which support the mutual assistance arrangements, provide access to many resources across the western region of the United States and also provide streamlined administration during situations where mutual assistance agreements are needed.
- The mutual assistance agreements are provided as Exhibits A1, A2 and A3 submitted with this filing.

**Standard 3 - Conduct annual emergency training and exercises using the utility's emergency response plan.**

**(See 00 Emergency Response Plan, Section 7 and Exhibits B1-B3)**

- On June 3, 2020 PacifiCorp hosted a tabletop exercise to simulate wildfire mitigation procedures in which a public safety power shutoff was necessary. The tabletop exercise measured the ability of the company and agencies to coordinate effectively and communicate during an event. This exercise was attended by several state, county and local agencies and allowed the Company to further coordinate response plans and procedures with public sector entities throughout multiple jurisdictions. Provided as Exhibits B1-B3 are the agenda, presentation for the after action report from the June 3, 2020 table top exercise. A list of attendees is included in the after action report.
- PacifiCorp employees participate in monthly safety meetings to discuss ongoing company safety standards, including responding to emergency situations. Employee telephone numbers are available on an "emergency call out list" which is updated and circulated bi-monthly. Field employee contact information is stored and utilized for automated call-outs through a system called Automated Roster Call-Out System (ARCOS).
- PacifiCorp employees who are responsible for an activity when the Pacific Power Emergency Operations Center (PPEOC) is activated complete a computer-based training course annually. Hands-on classroom training is provided to PPEOC members, as well as National Institute Management System training which is available through Federal Emergency Management Agency's independent study on-line course.

**Standard 4 - Develop a strategy for informing the public and relevant agencies of a major outage.**

**(See 00 Emergency Response Plan, Section 5)**

- PacifiCorp's strategy for communicating with the media, customers, regulatory agencies, and other governmental organizations is contained in Section 5 of PacifiCorp's Emergency Response Plan.
- During a major event, communication is concurrently directed through the 911 call center for immediate dispatch of first responders and between PacifiCorp's Emergency Manager and county and local emergency management agencies for additional response coordination.
- PacifiCorp coordinates all aspects of emergency planning with local governments. This includes but is not limited to: availability of cooling/warming centers, availability of backup generators, and coordination with agencies regarding egress.
- Grid Operations Dispatch will establish and maintain communications with the California Independent System Operator (CAISO), Pacific Gas & Electric, and Bonneville Power Administration for bulk electric system and Critical Path facilities, specifically Line 14 and Path 66 transmission lines.

**Standard 5 - Coordinate internal activities during a major outage in a timely manner.**

**(See Annex 3 – Emergency Operations Center, Sections 3, 4, and 5)**

- The Pacific Power Emergency Operations Center (PPEOC) can be activated for any event that requires enhanced strategic planning, incident management, communication, and resource coordination. When there is advanced warning of an event that can have potential widespread impacts to customers and/or company operations (e.g. National Weather service alert), the PPEOC may be activated to facilitate pre-event planning and communications.

- In the event of a major outage that results in PacifiCorp's operation center being without power, a back up generator would supply emergency power to the operation center and the base radio station. Dispatch centers and local operation personnel call employees out based on the level of customers impacted, system information and damage assessment.
- Pacific Power did not experience a major event outage as defined by GO 166 during the July 1, 2019 – June 30, 2020 reporting period.<sup>1</sup>

**Standard 6 – Notify relevant individuals and agencies of an emergency or major outage in a timely manner.**

- PacifiCorp will follow the procedures outlined in the Commission's July 29, 2009 Guidelines for Notifying Energy Division of Electrical and Gas Emergencies.

As soon as possible or each time new blocks of circuits are interrupted:

1. Imminent or planned implementation of Interruptible Electric Load Curtailments or Rotating Outages of firm Electric Load by your utility, either ordered by the CAISO (Stage 2 or 3) or made necessary by other emergencies.

Within one hour:

2. Outage of electric service expected to accrue to over 300,000 customer hours, or exceeding 300 megawatts of interrupted load, or affecting more than 10% of your electric customers. (For utilities with fewer than 150,000 customers in California (small utilities), report when 50% of your customers are affected or 30,000 customer hours of interruption are expected to accrue.)

Within one hour:

3. An emergency, involving facilities or personnel, likely to be reported statewide or in more than one major media market.

Within one hour:

4. Interruptions to bulk power supply (generators, transmission lines, or other equipment) that are likely to lead to an ISO declared Stage 2 or 3 emergency on or before the next business day.

Notify by 9 a.m. the next business day:

5. An electric outage affecting more than 30,000 customers, or lasting over 24 hours for 2,500 customers, or expected to total over 60,000 customer hours, or a situation (such as floodwaters threatening a substation) likely to lead to such an outage (Small utilities shall report outages affecting 3,000 customers, or lasting over 24 hours for more than 250 customers, or are expected to accrue to more than 6,000 customer hours.)

Notify as soon as possible:

6. Electric outages associated with Office of Emergency Services declared state of emergency, not otherwise reportable under above criteria.

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<sup>1</sup> For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

### **Standard 7 - Mutual Assistance Evaluation**

**(See 00 Emergency Response Plan - Section 4.3 and Annex 5– Resourcing and Mutual Assistance)**

- The on-scene commander, Emergency Operations Center Director or their designee has the responsibility to initiate and coordinate Mutual Assistance. Pacific Power’s Mutual Assistance Agreements are included in this filing and procedures can be found in Annex 5 of the Emergency Response Plan.
- Pacific Power was not required to utilize or provide mutual assistance during the reporting period of July 1, 2019 to June 30, 2020.

### **Standard 8 - Inform the public and relevant public safety agencies of the estimated time for restoring power during a major outage**

**(See 00 Emergency Response Plan, Section 5.2.3)**

- Within four hours of the identification of a major outage, PacifiCorp’s call centers shall make information available to customers through the company’s integrated voice response telecommunication system, including the location of the outage, the cause of the outage, and the expected duration of the outage. PacifiCorp will continue to provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration. When call volume exceeds the integrated voice response system capabilities, PacifiCorp will activate an external call handling system to divert some of the high call volume coming into the business centers and to prevent long queue times and busy signals.
- During a major outage, corporate communications will make proactive contact with the media to provide outage news releases. The releases will include the number of customers and areas affected, estimated duration of outage, and public electrical safety messages as applicable.

### **Standard 9 - Train additional personnel to assist with emergency activities.**

**(See 00 Emergency Response Plan, Section 2)**

- Pacific Power utilizes several methods for monitoring and communicating weather warnings issued through the National Weather Service (NWS).
- Emergency Management participates in NWS webinars related to impending weather events.
- Emergency Management receives e-mail weather briefings from NWS.
- The NWS website is available to all company personnel through the Pacific Power Emergency Management Resource Center Website. Field managers monitor this website as well as local resources in respect to their areas, while emergency management, system operators and Emergency Operations Center personnel monitor this information from a more global perspective.
- Emergency Management proactively works with the Medford Office of the NWS before and during an event (24/7) to provide the latest information field and incident management resources.
- Advance warnings of severe weather, especially events that have the potential for long duration and/or large-scale impacts or those which may be related to elevated fire risk, are vetted and when appropriate, disseminated to company resources that have an operational adjustment, emergency response or incident management function.



- Field operation managers, wires directors, and when needed, company incident commanders, utilize this information to help identify tactical strategies, which can include pre-staging of personnel and equipment if the situation warrants.
- Employees are cross-trained and a plan is in place for performing safety standby activities and assessing damage during a major outage or when company equipment is involved in emergency response functions.

**Standard 10 - Coordinate emergency plans with state and local public safety agencies.**  
**(See Slides 39-53 of Exhibit B1 and 00 Emergency Response Plan, Section2)**

- PacifiCorp is a member of several mutual assistance organizations who are incorporated into regular activation processes.
- PacifiCorp coordinates with the Northwest Power Pool and all neighboring entities throughout the grid.
- PacifiCorp routinely updates and exchanges contact information with state, county, and local agencies and also participates in planning exercises when requested.

**Standard 11 - File an annual report describing compliance with these standards.**

- PacifiCorp is in compliance with GO 166 with the submission of this annual report which includes the company's Emergency Response Plan, which was updated as of October 30, 2020.
- The number of repair and maintenance personnel in each personnel classification, identified by county (and throughout the company) is updated and provided in Table 2 below.

**Table 2:**  
**Number of Pacific Power Repair and Maintenance Personnel**

	June 30, 2019	June 30, 2020
<b>Location</b>	<b>Number of Personnel</b>	<b>Number of Personnel</b>
Alturas	1	1
Crescent City	15	12
Mt. Shasta	4	4
Yreka	27	21
Total California Service Territory	47	38
Total within 2 hour travel time to California Service Territory	104	110

**Standard 12 – Be subject to a restoration performance benchmark for major outages.**

- As a utility with fewer than 150,000 electric customers, PacifiCorp qualifies for the exemption D, Attachment 1 Additional Provisions to GO 166.

**Standard 13 – Be subject to a call center performance benchmark for major outages.**

- As a utility with fewer than 150,000 electric customers, PacifiCorp qualifies for the exemption C, Attachment 1 Additional Provisions to GO 166.

**Table 3:**  
**Table of Contents**

<b>Item</b>	<b>Supporting Documents</b>	<b>Compliance Purpose/ Relevant Standard</b>
<b>Attachment A</b> – PacifiCorp Annual GO 166 Compliance Report Year Ending June 30, 2019	See below	Describes how PacifiCorp has complied with the standards listed in GO 166 in compliance with Standard 11
<b>Attachment B</b> – PacifiCorp’s Emergency Response Plan describes the key activities to be addressed in response to an emergency incident or planned event	<b>00</b> Emergency Response Plan <b>Annex 01</b> Governance Transfer <b>Annex 02</b> Executive Policy Group <b>Annex 03</b> Emergency Operations Center <b>Annex 04</b> On-scene Incident Response <b>Annex 05</b> Resourcing and Mutual Assistance	Provides PacifiCorp’s Emergency Response Plan and supporting documentation in compliance with Standard 1
<b>Exhibit A</b> – Mutual Assistance Agreements	<b>Exhibit A1</b> California Utilities Emergency Association (CUEA) Mutual Assistance Agreement Among Members of the <b>Exhibit A2</b> Intercompany Mutual Assistance Agreement <b>Exhibit A3</b> Western Region Mutual Assistance Agreement	Provides PacifiCorp’s inter-company and inter-utility mutual assistance agreements, in compliance with Standard 2
<b>Exhibit B</b> – Siskiyou Emergency Response Tabletop Exercise Documents from June 3, 2020	<b>Exhibit B1</b> Siskiyou Tabletop Exercise Agenda <b>Exhibit B2</b> Siskiyou PSPS Tabletop Exercise Presentation <b>Exhibit B2</b> Siskiyou Emergency Response Tabletop Exercise After Action Evaluation Report	Provides agenda, presentation slides and exercise evaluation report in compliance with Standard 3
<b>Exhibit C</b> – Fire Prevention, Preparedness and Response Plan		Provides additional information regarding PacifiCorp’s compliance with D.17-12-024, ordering paragraph 2 and Standard E
<b>Exhibit D</b> – Klamath Emergency Action Plan Meeting	<b>Exhibit D1</b> Klamath EAP Presentation <b>Exhibit D2</b> Klamath EAP Agenda <b>Exhibit D3</b> Klamath EAP	Demonstrates PacifiCorp’s compliance with section 768.6 of the California Public Utilities Code

	Attendance Roster	
<b>Exhibit E</b> – Public Safety Power Shutoff Execution	<b>Exhibit E1</b> Public Safety Power Shutoff Execution Playbook <b>Exhibit E2</b> California Public Safety Power Shutoff Procedure	Playbook documenting the company’s process for PSPS events and supplement procedure for California
<b>Exhibit F</b> – Service Restoration Priority – Outreach Efforts	<b>Exhibit F1</b> Agency Outreach <b>Exhibit F2</b> California Assistance and Support Programs Brochure	Details PacifiCorp’s efforts to improve identification of medical baseline customers and outreach to agencies and planning partners in support of Standard 1H.

**Table 4:**  
**Description of Changes**

PacifiCorp has modified sections of the Emergency Response Plan per guidance from Safety Enforcement Division in order to provide further clarity regarding PacifiCorp’s compliance actions. The following is a summary of the changes PacifiCorp made to its 2020 Emergency Response Plan during the compliance period.

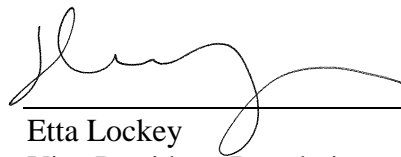
Part of Document	Section in 2020 Filing	Change
<b>00 Emergency Response Plan</b>	Appendix E	Key contact information updated
<b>00 Emergency Response Plan</b>	Appendix F	Appendix F added with sample press release templates for various emergencies and responses
<b>00 Emergency Response Plan</b>	Appendix G	Appendix G added with list of Northern California Media Outlets/Contacts
<b>00 Emergency Response Plan</b>	5.2	Public Information Officer roles and responsibilities updated
<b>00 Emergency Response Plan</b>	5.2.5	Emergency Management Agency Communications procedures updated
<b>00 Emergency Response Plan</b>	1.4.1	Updated list of PacifiCorp’s resource and employee assets
<b>Emergency Response Plan Annex 3</b>	4-6	EOC activation criteria and procedures updated based on evaluation of quantitative triggers such as electric operations workload, customer impact, and number of transmission outages and estimated time of restoration or outage duration. Includes additional clarification regarding command staff responsible for authorizing activation of the EOC and levels of activation. Results in 3 new sections added to Annex 3: <ul style="list-style-type: none"> <li>- 4. Activation Criteria</li> <li>- 5. Activation Levels</li> </ul>

		- 6. Types of Activation
<b>Emergency Response Plan Annex 3</b>	10	Activation checklist updated with command staff responsible for activation based on incident type.
<b>PSPS Execution Playbook</b>	7-8	Procedural updates to address Phase II Guidelines of D.20-05-051 issued in Rulemaking 18-12-005. Updated procedures and for Community Resource Centers and protocols surrounding government issued public health guidelines (in response to ongoing pandemic). Updated procedures for notification of CalOES Strategic Watch Center.

Please direct any informal questions regarding this filing to Pooja Kishore, Regulatory Affairs Manager, at (503) 813-7314.

DATED: October 30, 2020

Respectfully submitted,



Etta Lockett  
Vice President, Regulation  
PacifiCorp

# **Attachment B**

**PacifiCorp**

**Emergency Response Plan**

**Revised October 30, 2020**

**PUBLIC VERSION**



**Rocky Mountain Power | Pacific Power**

# Emergency Response Plan

INTERNAL USE ONLY

## 00 Emergency Response Plan

**Document Owner:** The Emergency Manger is responsible for maintaining this document. This includes scheduling and performing annual reviews and exercises, updating content based on those annual reviews and exercises, and redistributing a new version of the document to stakeholders.

The scale of the exercise will be determined by the company's President and Chief Executive Officer in coordination with emergency management personnel and key leadership.

<p>Author: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: October 30, 2020 Next Revision: 2021</p>
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Contains Critical Energy Infrastructure Information (CEII) and is Freedom of Information Act (FOIA) release exempt

## 00 Emergency Response Plan

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## 00 Emergency Response Plan

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Portions of this Plan contain information that raises personal privacy or security concerns. Those portions may be exempt from mandatory disclosure under the Freedom of Information Act (see 5 United States Code §552, 41 Code of Federal Regulations Part 105-60). It is to be controlled, stored, handled, transmitted, distributed, and disposed of in accordance with the Critical Infrastructure Information Act of 2002 and is not to be released to the public or other personnel who do not have a valid “need to know” without prior approval of the issuing agency.

Some of the information in this Plan, if made public, could endanger the lives and privacy of employees. In addition, the disclosure of information in this plan could compromise the security of essential equipment, services, and systems of PacifiCorp or otherwise impair its ability to carry out essential functions. Distribution of the plan in whole or in part is limited to those personnel who need to know the information in order to successfully implement the plan.

PacifiCorp distributes copies of the Emergency Response Plan as required to regulatory agencies and as necessary to promote information sharing and facilitate a coordinated interagency continuity effort.

Contains Critical Energy Infrastructure Information (CEII) and is Freedom of Information Act (FOIA) release exempt

Record of Revisions

Date of Revision	Pages Revised
June 2019	Plan implemented
October 2019	Plan reviewed and revised
October 2020	Plan reviewed and revised

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## All-Hazards Emergency Response Plan

### 1 PURPOSE, SCOPE, SITUATION AND ASSUMPTIONS

---

#### 1.1 PURPOSE

The purpose of this plan is to ensure PacifiCorp is prepared for emergencies and disasters which may impact the delivery of electric service. In an effort to minimize damage and the negative impacts of power loss this Emergency Response Plan (ERP) provides tactics, policies, and procedures which are used in response to any emergency incident or planned event which could affect PacifiCorp assets.

The most critical aspect of how PacifiCorp performs during an incident is not written in a detailed plan; it is the teamwork of the Incident Management Team, the ability to follow proven processes and ensuring that we communicate a single message.

#### 1.2 CONCEPT

The PacifiCorp Emergency Management Structure provides a flexible and dynamic central command-and-control function that is activated for incidents and events which require control and support beyond the capabilities of the day-to-day tactical response resources. By implementing the principles of the National Incident Management System the structure is able to provide guidance and support to emergency responses of any size or scope. To provide needed support to tactical resources the Emergency Operations Center collects, gathers and analyzes data; makes decisions to protect life, property and the environment; assists in the continuation of critical business processes and helps facilitate cross-platform incident coordination. This document provides guidelines for responding to, managing and recovering from emergencies. The structure of the Incident Management Team and Emergency Operations Center is defined in greater detail in Section 4.2.2. and in Annex 03 – Emergency Operations Center.

#### 1.3 SCOPE

This plan is intended to be the primary reference material for any emergency or contingency response affecting PacifiCorp employees or assets.

This plan does not replace day to day operational or internal business unit contingency plans.

#### 1.4 SITUATION

##### 1.4.1 PacifiCorp Assets

Asset	<i>Pacific Power</i>
<b>Customers</b>	<i>785,000 in three states</i>
<b>Service Area</b>	<i>35,313 Square Miles</i>
<b>Employees</b>	<i>2,500</i>
<b>Substations</b>	<i>398</i>
<b>Transmission Line Miles</b>	<i>4,392</i>
<b>Distribution Line Miles</b>	<i>26,642</i>

## All-Hazards Emergency Response Plan

These resources may be moved into affected areas as needed to support other districts within the identified travel time, i.e. Medford, OR resources are available for use in Yreka, CA. The following is a list of resources and their location:

Facilities Managed Location	Full-time/part-time union employees as of 6/30/20	Physical Address	City	State	Zip	Alturas Operations Center 708 Hwy 395 N, Alturas, CA 96101	Crescent City Service Center 1054 Northcrest Drive, Crescent City 95531	Mt. Shasta Office 412 Mill Street, Mount Shasta, CA 96067	Yreka Service Center & Mechanic Shop 310 S. Main St, Yreka, CA 96097	Yreka Power Building 1842 S Oregon St, Yreka, CA
Albany Rubber Shop	2	1910 Rye St. SE	Albany	OR	97321	312 m (5 h 19 mins)	261 m (4 h 34 min)	293 m (4 h 35 min)	256 m (4 h 2 min)	256 miles (4 h 1 min)
Alturas Operations Center	1	708 Hwy 395 N	Alturas	CA	96101	0	278 m (5 h 10 min)	129 m (2 h 24 min)	164 m (2 h 48 min)	162 m (2 h 46 min)
Bend Metering (Clausen St.)		63820 Clausen Road, Suite 100	Bend	OR	97701	229 m (3 h 52 min)	276 m (5 h 12 min)	221 m (3 h 47 min)	227 m (3 h 54 min)	226 m (3 h 52 min)
Bend Operations Service Center	52	328 NE Webster Ave	Bend	OR	97701	230 m (3 h 54 min)	273 m (5 h 8 min)	217 m (3 hr 44 min)	224 m (3 h 51 min)	223 m (2 h 48 min)
Bend Power Office (Tech Ops)		201 SW Columbia St	Bend	OR	97702	229 m (3 h 53 min)	271 m (5 h 7 min)	217 m (3 hr 44 min)	224 m (3 h 51 min)	222 m (3 h 48 min)
Clatsop Operations Center (Warrenton)	16	2340 SE Dolphin Ave	Warrenton	OR	97146	461 m (8 h)	411 m (7 h 30 min)	442 m (7 h 20 min)	405 m (6 h 45 min)	408 m (6 h 49 min)
Coos Bay Operations Center	16	135 W Lockhart Ave	Coos Bay	OR	97420	331 m (5 h 45 min)	132 m (2 h 39 min)	252 m (4 h 19 min)	215 m (3 h 43 min)	217 m (3 h 44 min)
Cottage Grove Office	1	1481 Gateway Blvd	Cottage Grove	OR	97424	280 m (4 h 44 min)	201 m (3 h 40 min)	234 m (3 h 42 min)	197 m (3 h 8 min)	200 m (3 h 6 min)
Crescent City Service Center	12	1054 Northcrest Drive	Crescent City	CA	95531	277 m (5 h 12 min)	0	198 m (3 h 39 min)	161 m (3 h 4 min)	163 m (3 h 5 min)
Enterprise Office	4	111 W. North Street	Enterprise	OR	97828	449 m (7 h 55 min)	649 m (11 h 16 min)	573 m (9 h 45 min)	579 m (9 h 52 min)	578 m (9 h 45 min)
Grants Pass Operations Center	36	1420 Williams Hwy	Grants Pass	OR	97527	196 m (3 h 30 min)	81 m (1 h 44 min)	117 m (1 h 59 min)	80.3 (1 h 23 min)	82.7 m (1 h 25 min)
Hood River Customer Service Center	7	1290 Tucker Rd.	Hood River	OR	97031	369 m (6 h 28 min)	390 m (7 h 12 min)	357 m (6 h 20 min)	363 m (6 h 25 min)	362 m (6 h 25 min)
Klamath Falls Operations	44	1950 Mallard Lane	Klamath Falls	OR	97601	97.9 m (1 hr 42 min)	184 m (3 h 36 min)	78.6 m (1 h 24 min)	85.2 m (1 hr 30 min)	83.7 m (1 h 28 min)
Lakeview Operations Center	1	1339 S. 3rd St.	Lakeview	OR	97630	53.7 m (54 min)	282 m (5 h 19 min)	174 m (3 h 6 min)	180 m (3 h 12 min)	179 m (3 h 11 min)
Lincoln City Office	7	416 NE Highway 101	Lincoln City	OR	97367	392 m (6 h 53 min)	256 m (5 h 36 min)	374 m (6 h 13 min)	337 m (5 h 31 min)	339 m (5 h 37 min)
Madras Operations Center	1	1655 NW Mill St.	Madras	OR	97741	274 m (4 h 45 min)	317 m (6 h 10 min)	262 m (4 h 37 min)	268 m (4 h 40 min)	267 m (4 h 41 min)
Medford Service Center	66	925 South Grape St	Medford	OR	97501	169 m (3 h 4 min)	113 m (2 h 22 min)	87.4 m (1 h 31 min)	50.5 m (53 min)	52.9 m (58 min)
Mt. Shasta Office	4	412 Mill St.	Mt. Shasta	CA	96067	128 m (2 h 20 min)	198 m (3 h 41 min)	0	37.5 m (39 min)	36.1 m (38 min)
Pendleton Operations Center	11	4235 Westgate	Pendleton	OR	97801	390 m (6 h 53 min)	532 m (9 h 10 min)	455 m (7 h 38 min)	462 m (7 h 39 min)	460 m (7 h 39 min)
Portland Metro Operations Center	30	7544 NE 33rd Dr	Portland	OR	97211	385 m (6 h 51 min)	334 m (6 h 29 min)	367 m (6 h 23 min)	330 m (5 h 46 min)	333 m (5 h 55 min)
Portland Power	19	8111 NE Columbia Blvd	Portland	OR	97218	387 m (6 h 55 min)	336 m (6 h 29 min)	369 m (6 h 27 min)	332 m (5 h 50 min)	335 m (5 h 57 min)
Prineville Office	1	803 NW Warehouse Way	Prineville	OR	97754	263 m (4 h 32 min)	307 m (5 h 58 min)	251 m (4 h 25 min)	258 m (4 h 28 min)	256 m (4 h 28 min)
Roseburg Customer Service Center	37	4025 Old Hwy 99 South	Roseburg	OR	97471	259 m (4 h 21 min)	147 m (2 h 54 min)	180 m (2 h 57 min)	143 m (2 h 21 min)	145 m (2 h 19 min)
Sweet Home Meter Reader Site	1	4550 Highway 20	Sweet Home	OR	97386	306 m (5h 21 min)	264 m (4 h 46 min)	297 m (4 h 48 min)	260 m (4 h 11 min)	262 m (4 h 10 min)
Stayton - BRF		525 Wilco Rd	Stayton	OR	97383	330 m (5 h 36 min)	279 m (4 h 58 min)	412 m (4 h 59 min)	275 m (4 h 23 min)	278 m (4 h 22 min)
System Power Control Center (PCC)	29	9951 SE Ankeny St	Portland	OR	97216	386 m (6 h 35 min)	334 m (6 h 14 min)	368 m (6 h 3 min)	331 m ( 5 h 34 min)	333 m (5 h 39 min)
Willamette Operations/Albany Office	70	830 Old Salem Rd. NE	Albany	OR	97321	312 m (5 h 14 min)	261 m (4 h 36 min)	294 m (4 h 39 min)	257 m (4 h 2 min)	259 m (4 h)
Willamette Power Office		1247 Montgomery St. SE	Albany	OR	97321	313 m (5 h 18 min)	261 m (4 h 41 min)	295 m (4 h 43 min)	258 m (4 h 7 min)	260 m (4 h 5 min)
Yreka Service Center & Mechanic Shop	21	310 S. Main St	Yreka	CA	96097	163 m (2 h 46 min)	161 m (3 h 10 min)	37.5 m (38 min)	0	1.5 m (4 min)
Yreka Power Building		1842 S. Oregon St.	Yreka	CA	96097	162 m (2 h 46 min)	163 m (3 h 12 min)	36 m (37 min)	1.5 m (4 min)	0

## All-Hazards Emergency Response Plan

### 1.4.2 Hazard Analysis

There are various hazards which could affect any of the facilities within PacifiCorp. The specific hazards include, but are not limited to emergency events such as earthquakes, landslides, man-made hazards and space weather. These hazards should be identified, mitigated and response and recovery should be planned.

The following table shows the risk analysis for each project. Each column is given a rating of Low (L), Medium (M), or High (H). The overall rating is a combination of the probability of an event combined with the rating with highest impact from the impact categories. The overall rating is calculated using the probability combined with the highest rating from the impact columns and is shown as a two letter rating such as LM. An LM rating would mean that the probability was deemed Low (L) and the highest impact potential was deemed Medium (M). These ratings take into account existing mitigation strategies. Therefore, any column with an overall High (H) rating on either half of the rating should be considered for further mitigation actions.

Hazard	Probability (L,M,H)	Impact with existing mitigation (Low, Medium, High)					Overall
		People	Property	Operations	Environment	Financial	
Natural							
Earthquake	L	H	H	M	M	H	LH
Tsunami	L	H	H	H	H	H	LH
Landslide	M	L	M	M	L	M	MM
Flood	M	M	M	M	M	M	MM
Wildfire	M	L	M	L	M	L	MM
Space Weather	L	L	L	M	L	M	LM
Volcanic	L	M	M	M	M	M	LM
Man-made							
Sabotage	L	M	M	M	L	M	MM
Vandalism	M	L	M	L	L	L	MM
Terrorism	L	L	M	L	M	M	LM
Vehicle IED	L	M	M	L	M	M	LM
IED	L	M	M	M	L	L	LM
Water Poisoning	L	M	L	L	M	L	LM

### 1.4.3 Mitigation Overview

Mitigation strategies are ongoing and are continuously being updated. See current risk assessment for further information.

#### *Physical Mitigation*

Within the PacifiCorp facilities are inherent mitigation strategies such as the way substations or dams are constructed and their ability to withstand environmental or man-made incidents. Sensors

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## All-Hazards Emergency Response Plan

are set in key locations in order to provide immediate detection of problems which could lead to an emergency.

### *Transmission and Wind Loading:*

PacifiCorp standard TA 021 for wind & ice loading are guided by the National Electric Safety Code (NESC), which adopts American Society of Civil Engineers standard ASCE 7-16 and GO 95 (California). PacifiCorp's standard incorporates NESC Heavy, NESC Medium, Extreme Wind, Extreme Ice, GO 95 and other combinations of weather cases to design the transmission lines, structures and its foundation. PacifiCorp uses wind velocity recommended in the NESC wind charts and the GO 95 wind maps along with possible consideration of high wind for canyons, hills and escarpments.

Examples of the various criteria are as follows:

Weather Cases	Ice(inch)	Wind(MPH)	Temp( Deg F)
NESC Heavy(Certain Wyoming Area):	0.5	40	0
NESC Medium:	0.25	40	15
Extreme Wind:	0	85 or 90	60
Extreme ice	1	0	30

PacifiCorp reviews NESC, ASCE 7-16 and GO 95 each code revision cycle. Below is the wind chart from PacifiCorp standard TA 021 as an example.



## All-Hazards Emergency Response Plan

TA 021 General—Design



Figure 3—Basic Wind Speeds

Transmission Construction Standard  
 Page 4 of 14  
 Published Date: 10 Oct 17  
 Last Reviewed: 10 Oct 17

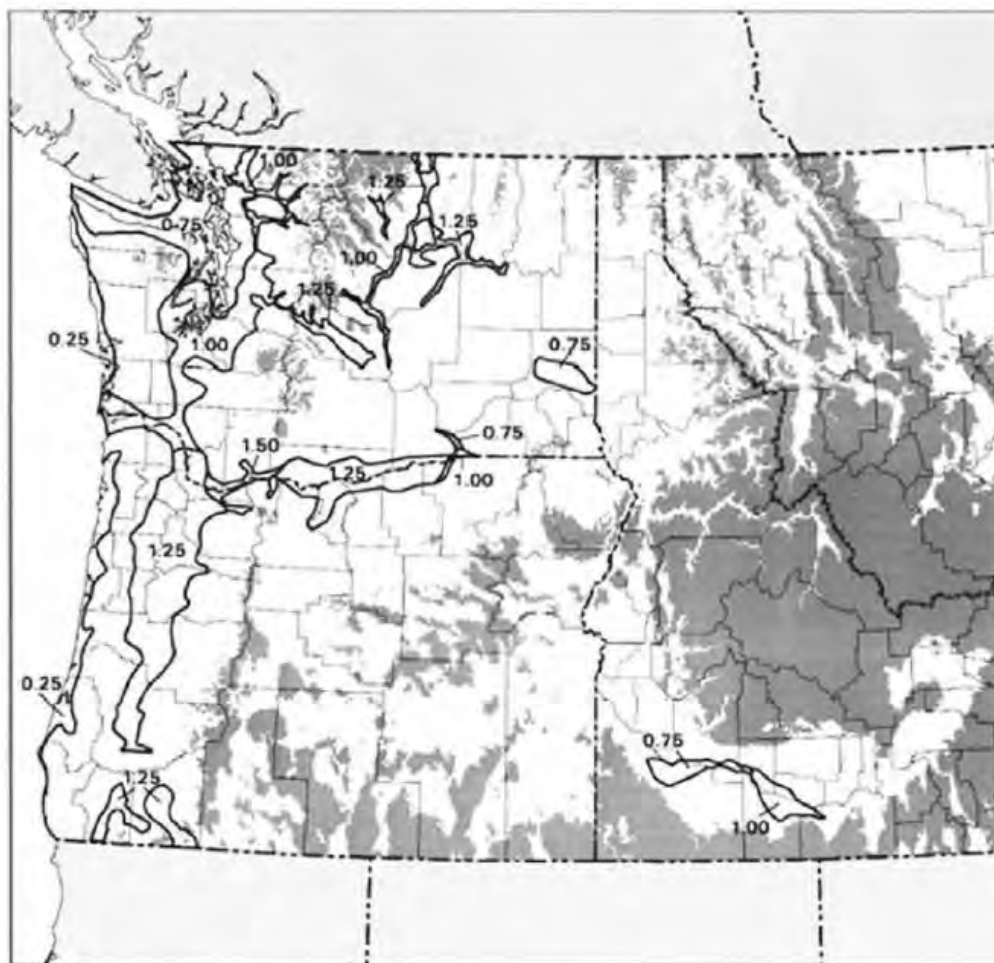


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## All-Hazards Emergency Response Plan

TA 021 General—Design



**Figure 9—50-year Mean Recurrence Interval Uniform Ice Thickness due to Freezing Rain with Concurrent 3-s Gust Wind Speeds: Pacific Northwest**

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### *Distribution:*

PacifiCorp's distribution standards are guided by the loading conditions set forth by the NESC as Medium or Heavy and under GO 95 as Light and Heavy. Company standard EA021 lays out the areas within the company service territory where each loading condition applies. There are some special consideration zones such as the area in and around the Columbia River Gorge where additional requirements have been established due to heavy ice and wind loading conditions.

Loading Condition	Ice(inch)	Wind(MPH)	Wind Pressure (psf)
NESC Heavy:	0.5	40	4
NESC Medium:	0.25	40	4
CA Light:	0	56	8
CA Heavy:	0.5	49	6

PacifiCorp reviews any changes in NESC or California GO 95 codes for wind and ice loading parameters.

The following figures are taken from PacifiCorp standard EA021 that help guide distribution line design:

## All-Hazards Emergency Response Plan

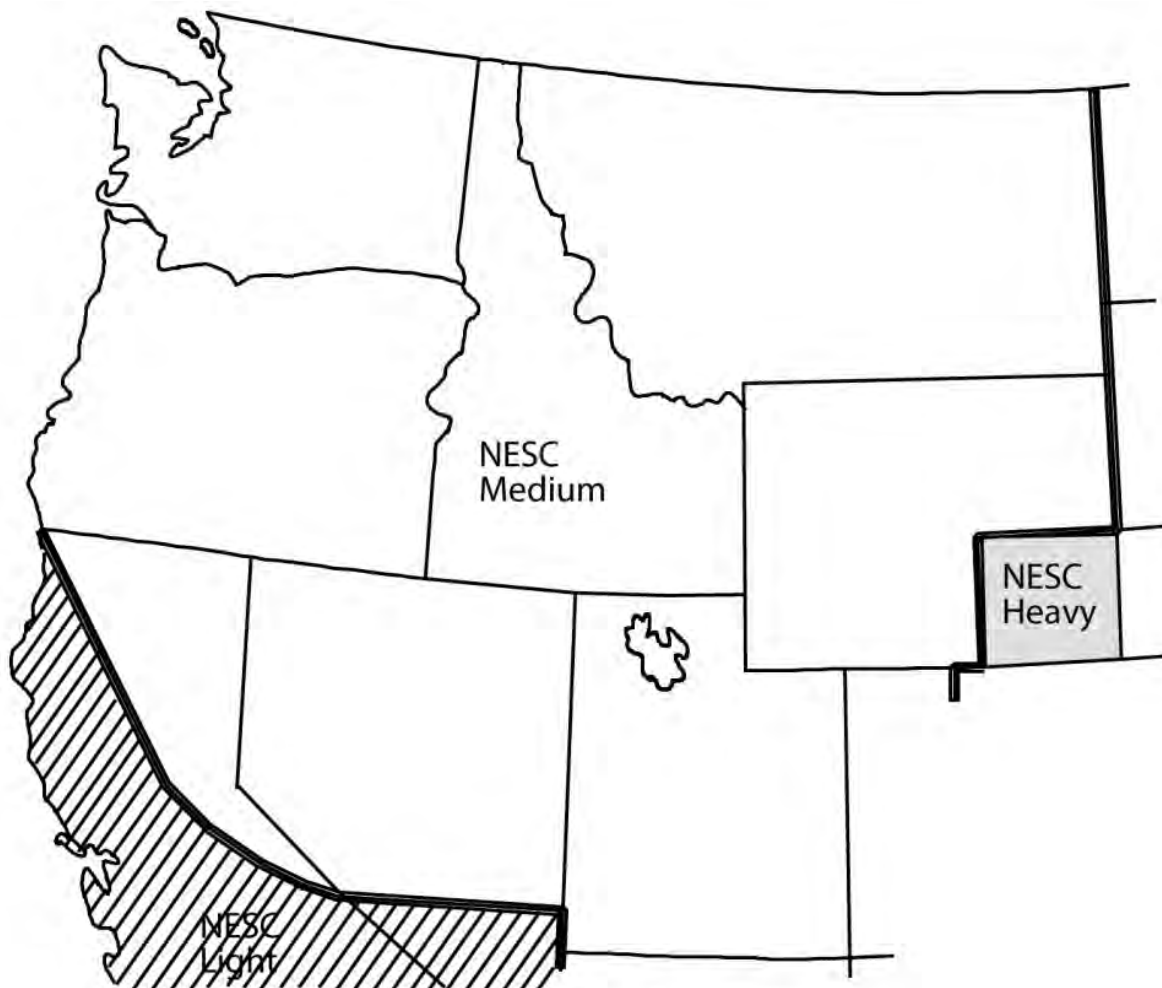


Figure I—NESC Loading Requirements

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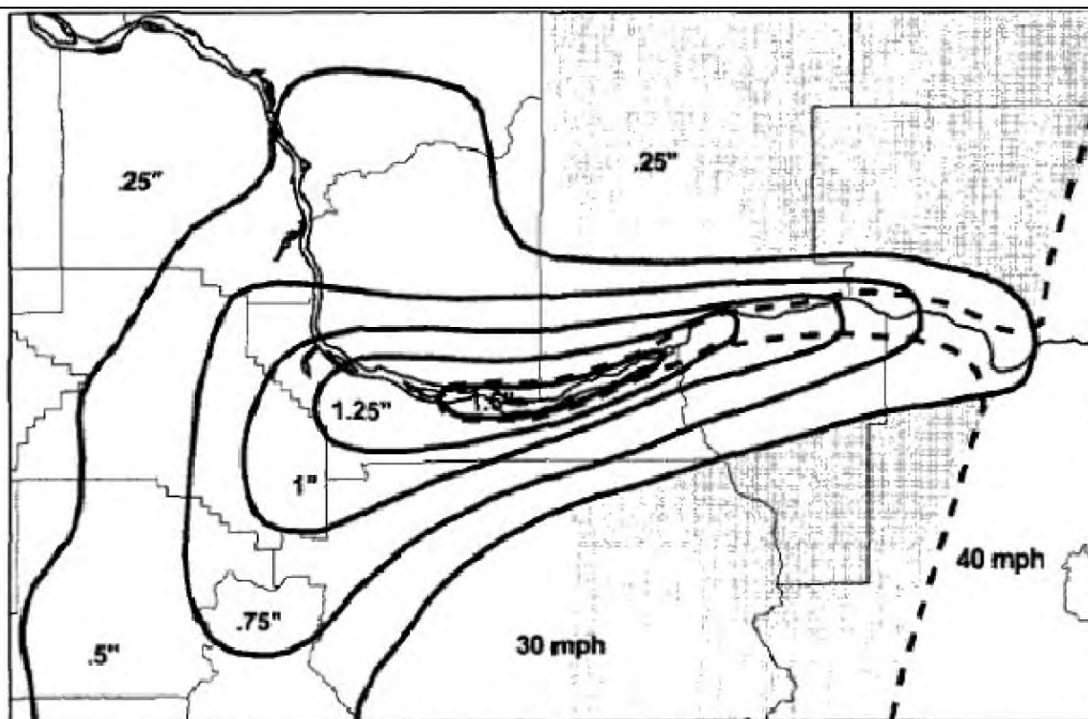
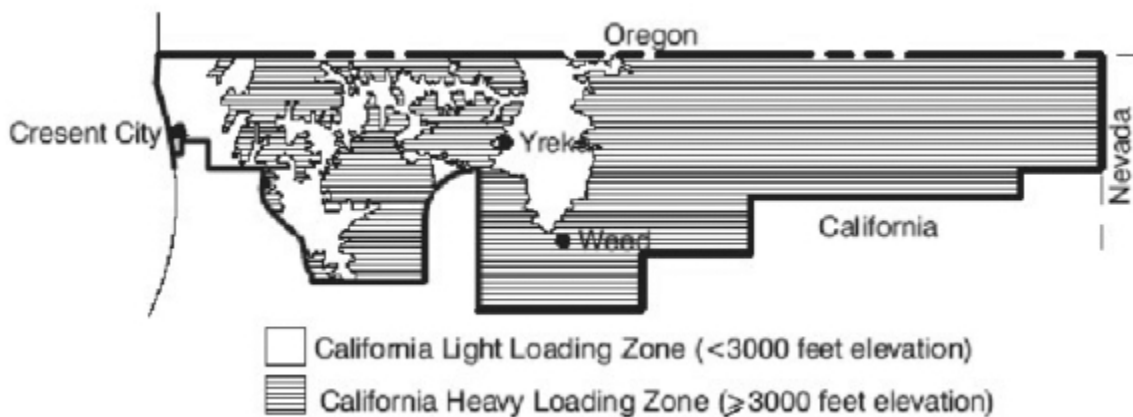


Figure 3—Uniform Ice Thickness with Concurrent Wind, Columbia River Gorge  
(NESC Figure 250-3(e))



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## All-Hazards Emergency Response Plan

### *Operational Mitigation*

Day to day operations help mitigate any risks by providing a hands on approach to detection. The company performs daily, weekly, monthly and annual inspections which are designed to detect problems before they become major issues.

Ongoing training and exercises with all response personnel will be conducted no less than annually. These training and exercise events will allow opportunities to mitigate consequences based on personnel actions.

PacifiCorp uses operational data, such as momentary and sustained outages to identify where circuit modifications need to occur. This approach establishes thresholds for outage events and when those thresholds are exceeded (when outages are no longer random but indicative of a persistent issue), field engineers and operational staff interrogate devices and perform targeted line inspections and, based on these findings, may identify the need for remediation, such as re-sagging, installation of spacers, or intersetting poles. These findings may also precipitate fuse coordination activities as well.

Structures are replaced and/or upgraded based on a variety of triggers. These can include the results on intrusive testing (conducted on a periodic basis in compliance with General Order 165). If joint users request attachment authority for poles with insufficient strength, poles may be replaced to accommodate their attachments. Further, if PacifiCorp is re-conductoring or modifying its circuit equipment and, upon strength calculations, determines that the new installation will not meet Section IV of General Order 95, a pole upgrade will be required. Finally, if inclement weather results in damaged poles and/or crossarms, pole replacement may be accomplished in connection with restoration activities.

PacifiCorp patrols its equipment in compliance with Public Resources Code (PRC) 4292, evaluates its subject poles in compliance with PRC 4293, and conducts vegetation management in compliance with General Order 95, Rule 35. It also coordinates with the California Department of Fire and Forestry and the United States Department of Forestry.

PacifiCorp evaluates the need for line clearance expansion as it conducts inspections throughout its system. Further, as discussed above, identified anomalies on the system may also highlight the need for additional reconfiguration of circuits.

### **1.5 OUTAGE PROCEDURES – RESTORATION**

Restoration is coordinated based on expected outage duration and level of damage to determine when an appropriate handoff or escalation is needed. In general, priorities are set such that service is restored first to critical and essential customers, and so that the largest number of customers receive service in the shortest amount of time.

The dispatcher and/or local operations managers will coordinate field response. Crews are assembled in the area(s) being impacted by the outage. Based on expected outage duration and material damage, the logistics are handled by the Emergency Operations Centers.

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## All-Hazards Emergency Response Plan

PacifiCorp employees are assigned radios in their company vehicles, and cell phones are provided to appropriate managers as a backup alternative. Satellite telephones may also be used as an alternate communication means.

### 1.5.1 General Guidelines

Though there may be exceptions, the following represents system restoration priorities, from highest priority to lower priority:

1. Transmission substations and associated lines.
2. Sub-transmission substations and associated lines.
3. Three-phase feeders.
4. Single-phase primary lines.
5. Service wires on the low-voltage side of the transformer.

Exception to this priority listing could include: situations endangering life and property, critical customers, and restoration performed at the request of civil authorities. These exceptions shall be handled by the Incident Management Team on a case-by-case basis.

### 1.5.2 Outage Procedures – Restoration Guidelines for Critical Customers

Overview: Critical customers are those who rely on PacifiCorp to provide electrical power for the vital sustainment of life, essential service to a community or large revenue customers who are important financially to both the company and the community.

There are three categories of critical customers that PacifiCorp serves:

1. **Life Support Customers:** Life support customers are those residential customers who depend on electrical power to maintain machinery or equipment vital to sustainment of life. These may include dialysis machines, breathing apparatus or other critical medical equipment needed. PacifiCorp will make every attempt to restore these customers as soon as possible.
2. **Key Customers:** Key customers are those who use electrical power to provide an essential service to a community. These customers could include police, fire, hospitals, airports, television, and radio stations. The locations and specific requirements of these customers shall be determined and tracked locally and these customers shall be given priority, as practical, during restoration efforts. These customers usually have some type of backup generation that automatically engages when there is a loss of AC power.
3. **Strategic Customers:** Strategic customers are typically large-revenue customers who are important financially to both the company and the community. Typically, these customers are manufacturing plants but they also may be government installations, municipalities or other entities. These customers may have backup or self-generation that allows them to continue all or part of their activities upon loss of utility power. These power systems, if they feed into the utility's local system, are already coordinated with the utility prior to the disaster. Strategic customers are assigned account representatives who should be involved with all contacts with these customers before, during, and after an emergency.

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## All-Hazards Emergency Response Plan

### 2 PLAN DEVELOPMENT AND MAINTENANCE

Facilitated by emergency management, this document will be reviewed and updated annually by key stakeholders; including, but not limited to field operations, substation operations, safety, region dispatch west, and GIS solutions.

Training and exercising the plan, will:

- Include involvement of stakeholders and Emergency Operations Centers in support of Plan activities.
- Support plans, processes, personnel, and systems being validated.
- Correct shortfalls identified through after-action reports and corrective action programs for exercises and real-world activations.
- After-action reports should identify planning needs, staffing requirements, process refinement, equipment shortages, and training needs.
- The corrective action program should include an improvement plan that outlines the need, provides a prioritization, identifies resources required, assigns the corrective action, and monitors completion.

The Emergency Management staff coordinate revisions and updates of the plan and its components. The plan is updated according to the instruction above or in response to a major revision of plan guidance or upon direction from the President and CEO. The Emergency Management staff will review the Plan on an annual basis and collate suggested updates.

Lessons learned from events and exercises are reviewed to identify areas for improvement to the plan.

- Plan – identify hazards and adapt the incident response and recovery framework.
- Execute – utilize the incident response and recovery framework.
- Measure – evaluate the performance of the company in responding to an exercise or actual crisis or emergency.
- Correct – adjust the incident response and recovery framework to reflect findings of the post-crisis or emergency evaluation.

Audit / Update	Frequency
<b>Overall Plan</b>	Annually or post-audit
<b>Roles and Responsibilities</b>	Post-event or post-incident
<b>Action Plans</b>	Post-event or post-incident
<b>Key Position Training</b>	Semiannually
<b>Role Assignments</b>	Annually
<b>Staff Contact Information</b>	Annually or as staffing changes occur
<b>Stakeholder Contact Information</b>	Annually
<b>Energy Emergency Action Plan</b>	Annually or with changes in FERC / WECC requirements and / or internal procedures

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## All-Hazards Emergency Response Plan

### **3 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES**

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#### **3.1 INTERDEPENDENCIES**

Common policies, procedures and emergency provisions applicable to all PacifiCorp divisions are owned and maintained by the primary division or business unit. Applicable policies, procedures and emergency provisions not owned or maintained by PacifiCorp, are included in the PacifiCorp disaster and risk planning program framework documents by reference or inclusion.

Examples of areas where common policies, procedures and emergency provisions exist include, but are not limited to:

- Portland and Salt Lake Control Centers.
- Pacific Power main grid/ systems operations.
- Portland Customer Contact Center and Wasatch Customer Collection Center.
- Metering business systems support.
- Pacific Power corporate functions: finance, human resources, procurement, information technology, internal and external communications.

Primary and supporting documents incorporated, cited or referenced herein include:

- Pacific Power Energy Supply Emergency Procedures.
- Pacific Power Energy Emergency Curtailment Plan.
- Pacific Power System Restoration Plan – Transmission Grid Operations.
- Emergency Operating Plan – Pacific Power System Operations.

Transmission Grid Operations Operating Procedures:

- Transmission Grid Operating Procedures - PCC-107 - Generation Alerts.
- Transmission Grid Operating Procedures - PCC-108 - Capacity and Energy Emergency Procedure for PACE and PACW.
- Transmission Grid Operating Procedure - PCC-600 - Grid Operations Emergency & Trouble Notification Guidelines.
- Transmission Grid Operating Procedures - PCC-605 - Issuing Directive and Communicating Effectively.

North American Electric Reliability Corporation (NERC) Standards:

- NERC Standard - EOP-001-2 - Emergency Operations Planning.

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- NERC Standard - EOP-003-2 - Load Shedding Plans.

### 3.2 AUTHORITY, GOVERNANCE AND POLICIES

The plan is promulgated under the authority of the President and CEO of Pacific Power. The president delegates authority, during absences and in the immediate management of incidents and emergencies, to designated members in the organizational chain of command. Corporate governance reflects the process to be used under normal circumstances. A response to crisis may require changes to corporate governance to allow for appropriate response to the crisis. In all cases, a normal governance returns to normal as soon as possible.

Governance	Key Contact
<b>Incident Management</b>	Vice-President T&D Operations Vice-President System Operations
<b>Human Resources</b>	Director, Human Resources
<b>Procurement</b>	Director, Sourcing & Procurement

### 3.3 GENERAL GUIDELINES:

The Emergency Operations Center Director (*see section 4.2.2*) is authorized to approve variances to governance. Approval of governance variances must be documented and signed by the Director at the time of the action.

At the conclusion of the crisis, all governance variances are to be summarized with appropriate follow-up. The follow-up may include:

- notifying procurement of goods and service procured outside of normal governance to allow documentation of commercial terms and contractual relationships established
- notifying human resources and / or labor relations of decisions made outside of normal governance to allow for follow-up on any employees or union issues
- notifying business unit finance of all decisions made outside of normal governance for follow-up on appropriate accounting or disclosure requirements

### 3.4 FACILITY SECURITY

The existing physical security plan includes methods for securing evacuated facilities and for providing increased security to field, incident management and volunteer workers.

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## All-Hazards Emergency Response Plan

**4 DIRECTION, CONTROL AND COORDINATION****4.1 NOTIFICATION**

Upon identification of an incident, notification will occur in the following order based on level of severity:

1. District Manager
2. Wires/Substation/Grid Operations Director
3. Emergency Operations Center Director (if appropriate) or Emergency Manager
4. Appropriate Vice President/Managing Director
5. Chief Executive Officer
6. Berkshire Hathaway Energy Chief Executive Officer

Looking at the ability to ensure the correct people are made aware of any alerts, we have deemed two notification paths for specific events and recommend the following process:

1. Dispatch and Emergency Management will receive email and/or text via cell phone notifications for all hazard alerts from the National Weather Service and United States Geological Survey and will make notifications based on alert severity
  - a. Upon notification via Email from either United States Geological Survey or the National Weather Service/National Oceanic and Atmospheric Administration the grid shift supervisor execute notifications using the following guidelines:

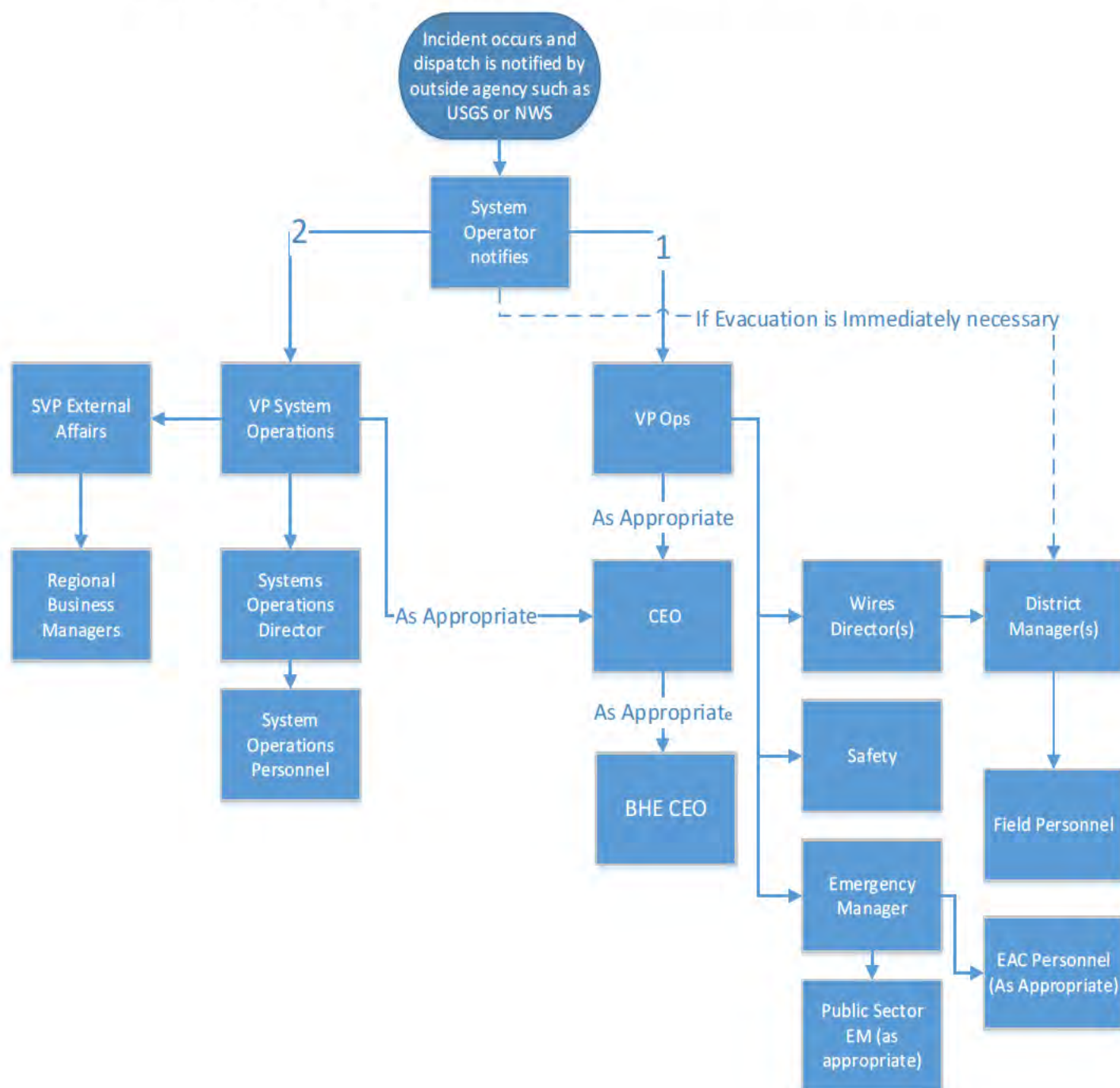
	CEO	VP System Operations	VP Operations	Emergency Manager	Grid Operations	Wires Director(s)	District Manager	Field Personnel
<b>Tsunami</b>	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
<b>Earthquake &gt;= 5.0 Magnitude &lt;50 miles distant</b>	As Needed	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
<b>Volcano/Ashfall</b>	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate
<b>Tornado within service area</b>	As Needed	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)
<b>Earthquake &gt;= 5.0 Magnitude &gt;50 miles distant without Tsunami Alert</b>	No	No	No	YES-E-mail	YES-E-mail	No	No	No
<b>Fire Weather Watch/Red Flag Warning</b>	No	Yes - Immediate	Yes - Immediate	Yes - Immediate	Yes - Immediate	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)	YES-Immediate to affected district(s)

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## All-Hazards Emergency Response Plan

2. If other methods are unavailable and manual notification is required, the following notification tree will be implemented:



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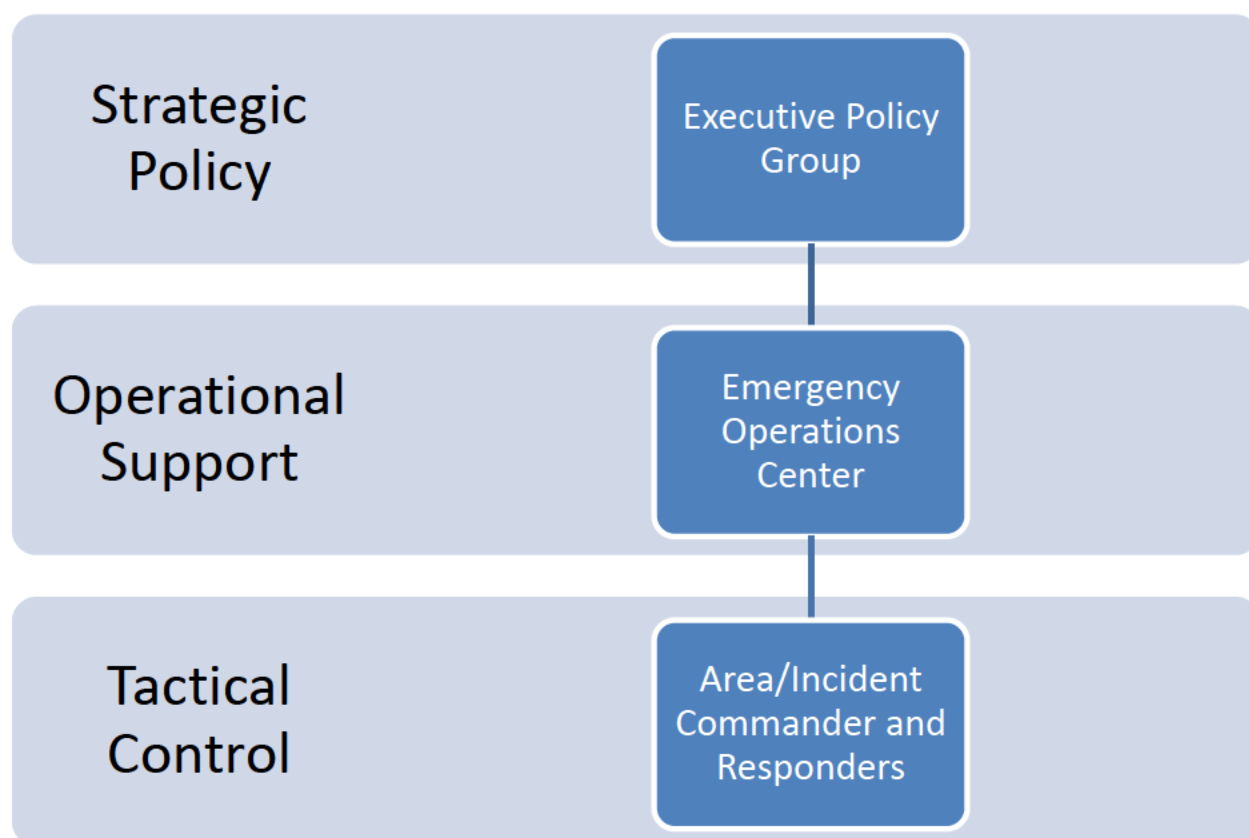
### 4.2 COMMAND AND CONTROL

#### 4.2.1 Berkshire Hathaway Emergency Operations Organization

Berkshire Hathaway Energy has established an Emergency Operations Guide to provide support to other business units during a crisis. PacifiCorp's plan, organization and roles are subordinate to and in support of this plan.

#### 4.2.2 PacifiCorp Organization Hierarchy.

PacifiCorp has established command and control functions that are in place and scalable based on the size and complexity of the incident. These procedures are discussed in-depth in Annexes 2-4.



#### Definitions:

- Strategic Policy – highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should create broad policy and goal statements for the subordinate levels to achieve.
- Operational Support – a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where the big picture planning takes place.

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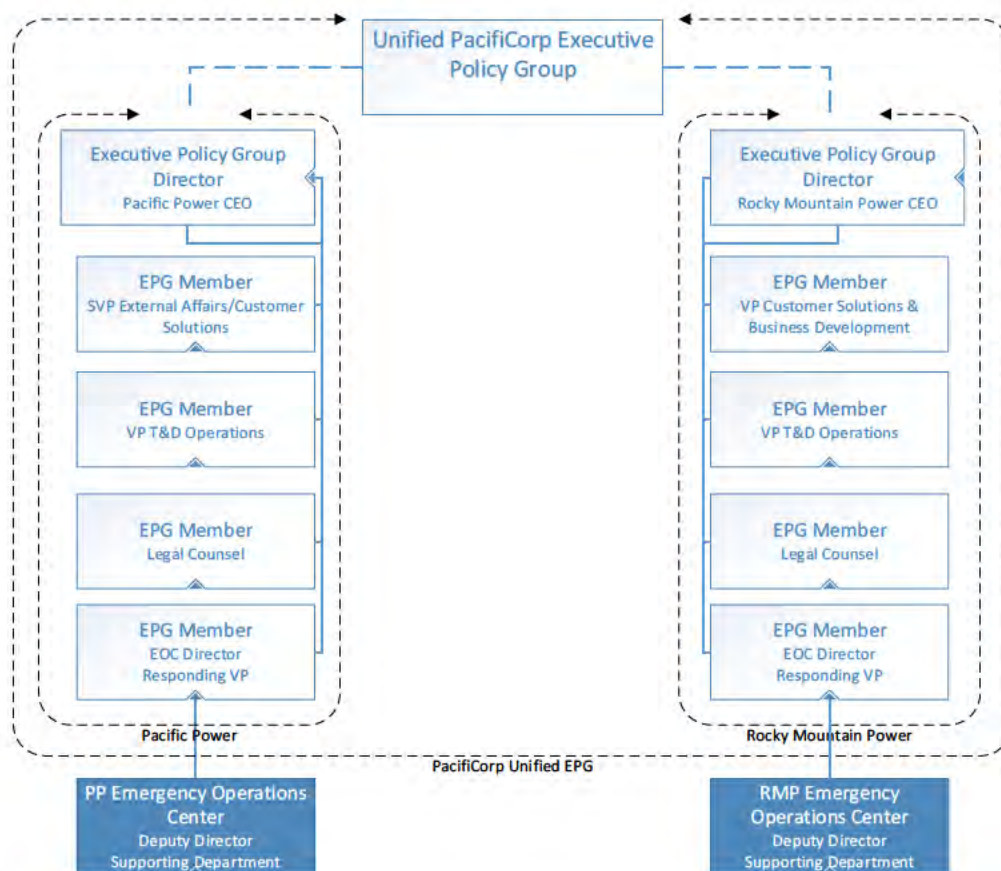
## All-Hazards Emergency Response Plan

- **Tactical Control** – the actual execution of the response. This level represents the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning.

### *Executive Policy Group*

Strategic Policy is created at and disseminated from this level. Executive Policy Groups report appropriate information to this level from the tactical and operational levels.

## PacifiCorp Executive Policy Group



### *Emergency Operations Center*

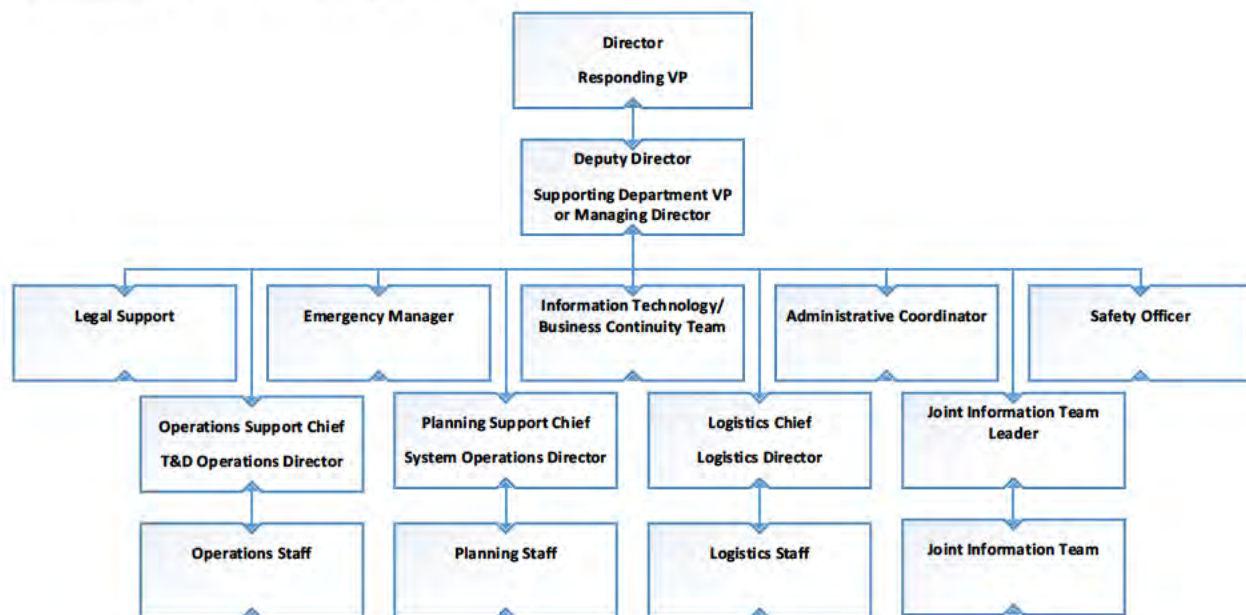
Provides operational guidance and support to department's tactical response. Also reports current situational information to the Executive Policy Group.

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## All-Hazards Emergency Response Plan



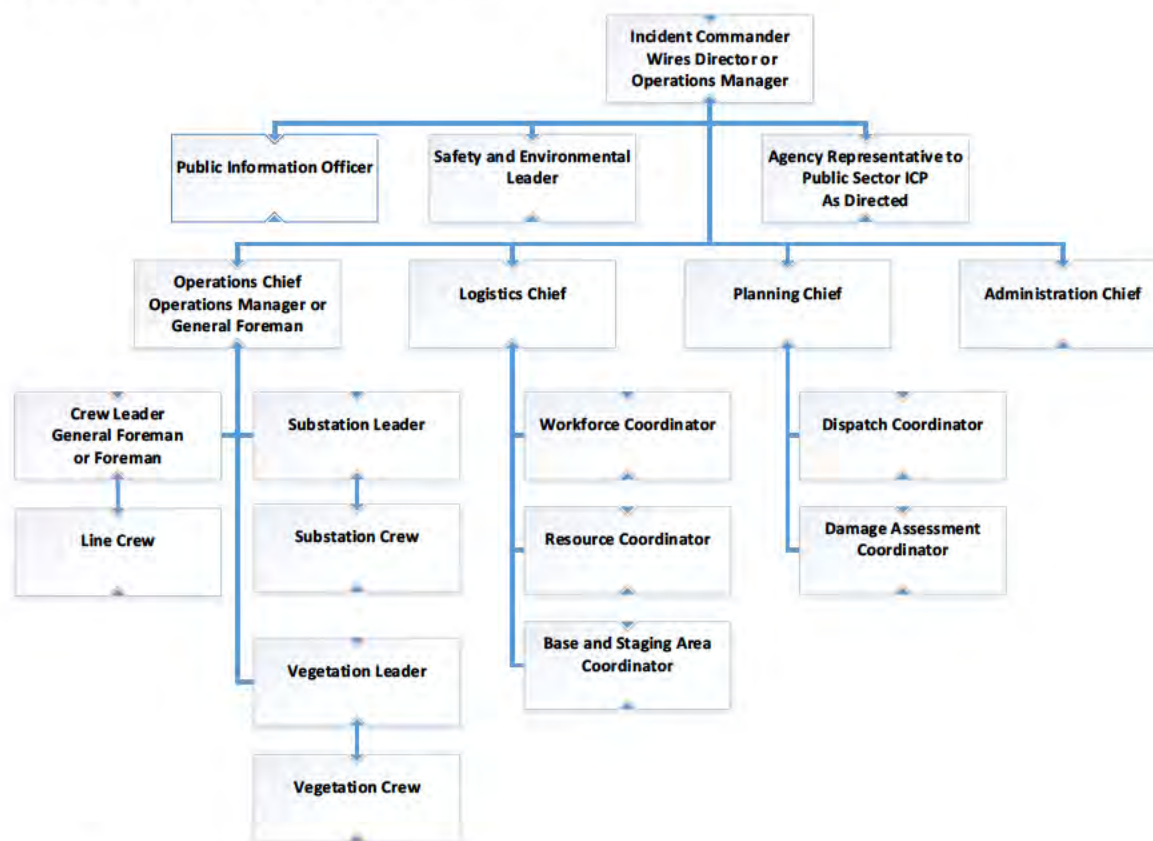
### *Tactical Control*

Each area's Tactical Control will have the same command organization with differences in staffing below the Operations Chief(s) based on specific incident management needs. The incident management organization will be as follows:

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## All-Hazards Emergency Response Plan



### 4.2.3 Orders of succession

In the event that certain executives who have roles in the response to and restoration of an incident are unable to fulfill their duties, the following lists their order of succession:

Pacific Power President and Chief Executive Officer

- 1) Senior Vice President, External Affairs and Customer Solutions
- 2) Vice President, Transmission Services
- 3) General Counsel

Vice President, Transmission and Distribution System Operations

- 1) Director, Transmission and Grid Operations
- 2) Director, Regional System Operations

Vice President, Transmission and Distribution Operations

- 1) Director, Delivery Assurance
- 2) Director, Transmission and Distribution Operations Support

Managing Director, Renewable Generation

- 1) Director, Civil Engineering
- 2) Director, Electrical Engineering

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## All-Hazards Emergency Response Plan

### 4.3 MUTUAL ASSISTANCE AGREEMENTS

PacifiCorp is a party to several pre-existing mutual assistance agreements. These agreements outline arrangements and details to provide assistance before during and after an emergency and facilitate the rapid mobilizations of equipment and supplies. *(See Annex 5 for further information)*

- Western Regional Mutual Assistance Agreement (WRMAA)
- Inter-Company Agreement
- California Utility Emergency Association (CUEA)

## All-Hazards Emergency Response Plan

**5 INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION**

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**5.1 EMERGENCY COMMUNICATIONS****5.1.1 Internal Communications**

The primary communications system used is the company radio system. The system is designed with redundant systems and power backups for emergency situations. PacifiCorp personnel utilize vehicles equipped with two-way radios under Federal Communications Commission license. These radios can communicate with Grid Operations, Hydro Control Centers, surrounding mobile units and portable radios, via fixed base stations which are located at PacifiCorp facilities, and with PacifiCorp's microwave radio system. The PacifiCorp radio communications section has conducted a study which shows the radio system to be survivable and redundant. However, there may be some limitations/inoperability to the computer based radio assets. Handheld and vehicle mounted radios will continue to operate even if the system's backbone is broken. The system's repeaters will continue to operate independently from the main system, therefore we will be able to maintain a useful level of connection across each area at a minimum. If repeaters are not working, the radios still have line of sight capabilities for direct communications as needed.

The PacifiCorp landline telephone system serves as backup. In addition, employees carry cellular telephones and have access to satellite phone communications at many key locations. PacifiCorp employees may utilize the Government Emergency Telecommunications Service (GETS), a program that allows us prioritization on busy land-based telephone circuits during emergencies if they have been issued a GETS card.

Key personnel have also been given access to the additional Wireless Priority Service (WPS), which gives priority on cell towers. The WPS is an additional service connected to GETS to which a few employees have access. WPS provides an additional layer of priority for cell phone networks. WPS has an ongoing monthly charge as well as a per-call charge, so it is limited to specific employees at this time. WPS is activated by dialing \*272 on a cell phone prior to calling the GETS hotline number (if a GETS connection is needed).

*PacifiCorp Emergency Operations Bridge Line*

A conference bridge line has been established for immediate conference calling during an incident [REDACTED]. Dispatch and Grid Operations also have a bridge line established for contingency operations which may be used as needed [REDACTED]

*Emergency Operations Center (EOC) Announcement Line*

The EOC announcement line has been established to provide EOC members with basic information before, during and after an event occurs. Although this line will primarily be used during major, catastrophic events, the incident commander can request the use of this communication tool at any time.

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### *Emergency Conference Call Line*

Hydro Resources has a standing conference call hotline to use during major incidents. This line can be used immediately and does not require PacifiCorp computer or phone resources to use, although there are per-user, per-call fees associated and it should be used for emergencies only.

### *Activation Notification Example*

All activation communication is sent from the EOC or Emergency Management Mailbox to **\_EOC Notification**. The following is an example out of an “activation communication:”

**SUBJECT (e-mail subject line):** EOC Activation Notification—severe winter storm, Northern California

**(E-mail text):** The Emergency Operations Center (EOC) has been ACTIVATED as of 3:20 p.m. (PST) due to a severe winter storm in California.

- At this time, approximately 6,000 customers have been impacted, primarily in the Crescent City and Yreka area.
- Operations personnel have been mobilized and are currently in assessment mode.
- Operations and general planning meetings will be scheduled immediately following this notification.
- If your participation is required or requested, you will receive meeting information in forthcoming notices.

Response Director: <insert name>

### *Skype for Business*

Skype can be utilized for:

- instant messaging to individuals and groups
- on-demand or scheduled audio and web conferencing

### *Information Management*

An active SharePoint site has been established for use during contingencies. This site will be where we store all of the pertinent information for the current situation’s response and recovery. Some information is preloaded onto the site, however all EOC members have the ability to save whatever they might need into their specific position’s folder.

### *Mobile Satellite Phone Instructions*

A number of facilities have satellite phones for use when primary phone systems are unavailable. Employees at these facilities should be fully trained on the use of satellite phones. Testing of the phones will be completed monthly at a minimum.

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## All-Hazards Emergency Response Plan

### 5.2 EXTERNAL COMMUNICATIONS

#### 5.2.1 Public Information Officer

The Public Information Officer is the primary external voice of the company. Any information released by the Public Information Officer **must** be approved by the highest level incident management leadership prior to release. Current External Communications Plans provide specific actions for Public Information Officers.

The first decision to be made by the PIO, in consultation with incident command, is whether Pacific Power is acting as the lead agency or as a supporting agency during the course of a specific incident.

#### **PACIFIC POWER PUBLIC INFORMATION OFFICER RESPONSIBILITIES (SUPPORTING AGENCY)**

The role of the Pacific Power PIO is established in coordination with the lead agency. In most cases, the Pacific Power PIO will remain at his or her normal work site but still coordinate public-facing communications via Pacific Power's Emergency Operations Center located in Portland. A Regional Business Manager will be onsite to coordinate local actions that require a physical presence. If a situation is deemed sufficiently serious or sustained, a PIO may travel to the area with a representative of senior management.

##### Responsibilities:

- Developing accurate, accessible and timely information for use in press/media briefings that pertain to the power supply and customer safety.
- Participating in media briefings in coordination with lead agency.
- Developing a schedule of media briefings and live social media broadcast events based on the level of media interest in the event and estimated duration of the event.
- Arranging for tours and other interviews or briefings that may be required.
- Monitoring and sharing media information that may be useful to incident planning.
- Maintaining current information, summaries, and/or displays on the incident.
- Participating in planning meetings.
- Providing any communications resources and expertise that Pacific Power may have at its disposal.
- Maintaining press/media release templates related to emergencies.
- Maintaining list of media outlets and contacts.

As the lead agency, Pacific Power's PIO would have additional responsibilities, including:

- Traveling to the site and assuming a primary role in coordinating communications as the situation demands.
- Setting up a physical Joint Information Center (JIC) or virtual JIC as the situation demands.
- Serving as a lead among other PIOs to ensure smooth, accurate information sharing.

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## All-Hazards Emergency Response Plan

- Coordinating messaging both in timing and content while in collaboration with all parties.

### 5.2.2 Business and Community Outreach and Coordination

Business and community outreach entails coordinating with community leaders, non-governmental organizations (NGOs), business leaders (managed accounts), and political leaders at the city and county level. Because of the number of communities the company serves, a network of Regional Business Managers (RBMs) will be utilized to assist with local response and recovery, both at the city and county level. The plan will include coordination with business customers and their recovery, facilitation of community activities where company engagement is needed, and communication with local leaders and their emergency operations center.

An appropriate use of Regional Business Managers would also be as a Liaison Officer to their respective district's local emergency management agencies in coordination with Emergency Management and/or the company Emergency Operations Center.

### 5.2.3 Customer Service

Within four hours of the identification of a major outage, PacifiCorp's call centers shall make information available to customers through the company's integrated voice response telecommunication system the location of the outage, the cause of the outage, and the expected duration of the outage. PacifiCorp will continue to provide estimates of restoration times as soon as possible following an initial assessment of damage and the establishment of priorities for service restoration.

PacifiCorp has additional channels for communicating the status, including projected duration and restoration of a major outage:

- An automated call back system places outbound phone messages for customers to receive updates on the status of the outage including restoration times. An additional call is placed when restoration is completed. Customers' still experiencing outages are able to immediately notify the company their power is still out and a new outage order is automatically sent to system operations.
- Customers can also elect to receive texts or emails with updated outage information.
- An outage map on the company's website will begin to display information on outages as soon as the system operations reports an outage. The customer count, the time the outage began, the expected restoration time, the cause, and the status of the crew responding to the outage by zip code. The website will be updated with community resource information as it becomes available.
- A mobile application allows customers to view the same information from the website's outage map as well as report an outage from a customer's phone.

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- All social media channels are updated with the information available from the outage map as well as community resource information.

During all emergencies, it is the responsibility of customer service to:

- Handle customer calls promptly
- Collect, record and dispatch customer details accurately for Portland and Salt Lake City control centers
- Provide quick and accurate situation updates for the customer as they become available from distribution
- Provide prompt escalation procedures for customer complaints and special assistance requests
- Provide support for major customers (commercial & industrial representatives)
- Complete outbound customer notification and update calls as directed
- Ensure that Portland and Salt Lake City control centers are notified whenever an emergency is identified

The on-call customer service manager's principal responsibility is to escalate alert status based on information received from either the Portland or Salt Lake City control centers.

Upon receiving notification of an emergency, the on-call customer services manager must take the following actions as appropriate for the situation;

- Acknowledge the alert status with the appropriate control center manager
- Establish the following details with the control center manager;
  - Details of the emergency (if known).
  - Area covered.
  - Number of customers affected.
  - Estimated restoration times.
- Confirm hourly updates to be provided as a minimum requirement.
- Notify/confirm the readiness of the customer service Emergency Operations Center
- Undertake any duties delegated by the customer service Emergency Operations Center director
- Liaise with other on-call customer services managers to ensure a state of readiness should any further escalation be required
- Liaise with other on-call customer services managers to confirm the customer service Emergency Operations Center is operational

When call volume exceeds the integrated voice response system capabilities, PacifiCorp will activate an external call handling system to divert a portion of the high call volume coming into the business centers and to prevent long queue times and busy signals.

### 5.2.4 Governmental Affairs and Regulatory Coordination

Policy, strategic and tactical level information for coordinating with the various political and regulatory entities, including federal resources (e.g., Department Of Energy and North American Energy Reliability Corporation), state regulators and governors. The plan ensures the company maintains direct lines of communications to critical regulatory and political entities to provide

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accurate and timely information and also for facilitation of requests for assistance from public and private resources to expedite assessment and restoration work.

This position would act as a Liaison Officer to the highest (state or federal) level Response Coordination Center while leveraging partnerships between PacifiCorp and government agencies in order to either provide key information or facilitate requests which would allow expedited assessment or restoration efforts.

Upon activation of the Pacific Power Emergency Operations Center, PacifiCorp will provide notification to the California Electric Emergencies and Urgent Events website (<https://ia.cpuc.ca.gov/electricincidents>). Updates will be provided on a regular basis for the duration of the event. The notifications will contain information related to the location, cause, the number of customers without power, number of crews and equipment working to restore power and number of employees involved in the restoration.

### *Public Utility Commission Notification*

State public utility commissions will be notified of:

- Major events - or a significant event that:
  - Exceeds the design limits of the electric power system, or,
  - Causes extensive damage to the electric power system, or,
  - Results in more than 10% of customers in an operating area losing supply.
- Newsworthy outage - Such as an outage to a major public facility, etc.
- Outage with associated property damage - in excess of \$50,000.
- Public or Employee Electrical Contact - should be reported immediately to System Dispatch. System Dispatch will pass the necessary information on to Risk Management who will provide the required notices to the state public utility commission.

Operations Managers will notify Regulatory contacts of outages. Regulatory contacts will notify state public utility commissions as appropriate.

**Regulatory cell phone - available 24 hours a day** [REDACTED]

### **Directory of Pacific Power Contacts**

- Kathleen Sauer (Primary Liaison) [REDACTED]
- Autumn Braithwaite (Secondary Liaison) [REDACTED]
- Melissa Nottingham (Alternate Liaison) [REDACTED]

### **Commission Contacts**

#### **California**

- Energy Division Emergency e-mail [usrb@cpuc.ca.gov](mailto:usrb@cpuc.ca.gov)
- Accidents – Safety Branch (800) 235-1076
- Website – <https://ia.cpuc.ca.gov/electricincidents> or <https://www.cpuc.ca.gov/emrep/>

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### Oregon

- Lori Koho (503) 378-8225
- Rick Carter (503) 580-4542
- e-mail puc.esafety@state.or.us

### Washington

- David Nightingale (360) 664-1154
- Deborah Reynolds (360) 664-1255
- Tom Schooley (360) 664-1307

### California Specific Guidelines for Notification

- Pacific Power will designate and report major outages using the major outage definition from the CPUC General Order No. 166 Standards for Operation, Reliability, and Safety during Emergencies and Disasters, adopted July 23, 1998, shown below.

### Major Outage

Consistent with Public Utilities Code Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.

### Electric Emergencies and Urgent Events

1. Imminent or planned implementation of Interruptible Electric Load Curtailments or Rotating Outages of Firm Electric Load, either ordered by the CAISO (Stage 2 or 3) or made necessary by other emergencies.

Notify California Commission as soon as possible every time you interrupt new blocks of circuits. Report:

- Start time and anticipated duration of the Curtailments or Rotating Outages
- Interruptible Load or Firm Load Rotating Outage Blocks/Groups and sub blocks/groups to be interrupted
- Total amount of Interruptible Load Curtailments or Firm Load Outages and major locations (counties and cities) of firm load to be interrupted
- Contact person for this emergency, with contact numbers

2. Outage of electric service expected to accrue to over 300,000 customer hours, or exceeding 300 megawatts of interrupted load, or affecting more than 10% of your electric customers (For utilities with fewer than 150,000 customers in California (small utilities), report when 50% of your customers are affected or 30,000 customer hours of interruption are expected to accrue.)

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Notify California Commission within one hour. Report:

- Possible cause of the outage, time and location of the initiating event
- Approximate number and location (by county/city) of customers affected
- Work necessary to restore service
- Estimated time of service restoration
- Contact person for this emergency, with contact numbers

3. An emergency, involving your facilities or personnel, likely to be reported statewide or in more than one major media market.

Notify California Commission within one hour. Report:

- What happened, where, when, and how
- Any effects on electric service
- Any injuries, hospitalizations, or casualties
- Any property damage.
- Steps being taken to resolve the emergency.
- Time the situation is expected to return to normal.
- Contact person for this emergency, with contact numbers.

4. Interruptions to bulk power supply (generators, transmission lines, or other equipment controlled by you) that are likely to lead to an ISO declared Stage 2 or 3 emergency on or before the next business day.

- Notify California Commission within one hour. Report:
- The cause of the interruption, time and location of initiating event.
- Factors that would mitigate or worsen the emergency.
- Location and number of customers potentially affected.
- The expected duration of the low capacity situation.
- Contact person for this event, with contact numbers.

5. An electric outage affecting more than 30,000 customers, or lasting over 24 hours for 2,500 customers, or expected to total over 60,000 customer hours, or a situation (such as floodwaters threatening a substation) likely to lead to such an outage. (Small utilities shall report outages affecting 3,000 customers, or lasting over 24 hours for more than 250 customers, or are expected to accrue to more than 6,000 customer hours.) Notify California Commission by 9 a.m. the next business day. Report:

- The cause and time of the interruption, and name and location of facilities affected
- Starting and end times of the outage
- Location (by county and city) and number of customers affected
- Number of customers for whom the outage exceeded four hours
- If the outage is ongoing, when service will be restored

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- Contact person for this event, with contact numbers

6. Electric outages associated with Office of Emergency Services declared states of emergency, not otherwise reportable under above criteria. Notify California Commission as soon as possible. Report:

- Cause of the outage.
- Starting and end times of the outage.
- Location (by county and city) and number of customers affected.
- Number of customers for whom the outage exceeded four hours.
- If the outage is ongoing, when service will be restored.
- Movements of emergency crews between regions.
- Mutual assistance requests to other utilities.
- Contact person for this event, with contact number.

### 5.2.5 Emergency Management Agency Communications

Upon notification of an emergency from field personnel System Operators will contact the appropriate 9-1-1 center to initiate an immediate dispatch of first responders, if appropriate. If System Operators are notified from the local authorities they will immediately notify PacifiCorp Emergency Management, if appropriate for the response support.

Upon notification, PacifiCorp Emergency Managers and Regional Business Managers will initiate and maintain direct contact with responding agencies for any incident or event which requires response from PacifiCorp resources. This communications flow may be through entities such as state/county offices of emergency management, incident management teams and tactical control agencies.

### 5.2.6 Coordination With Adjacent Transmission Operators And Balancing Authorities

The grid operators coordinate tasks with adjacent transmission operators, balancing authorities and the Reliability Coordinator whenever an action or task may affect external entities.

PacifiCorp follows all NERC standards surrounding operating reserves, PacifiCorp's obligations on operating reserves, and notification requirements for inability to maintain operating reserves. PacifiCorp is a member of the Northwest Power Pool (NWPP) reserve sharing group, which allows multiple entities across the Western Interconnection to share reserve resources. PacifiCorp has an obligation to maintain its reserves for contributions into the NWPP, but the NWPP itself will respond with its reserves when PacifiCorp has a qualifying event such as sudden loss of generation.

If PacifiCorp is unable to meet its reserve obligations, for any reason, including supply drops to operating reserves of less than 7%, 5%, and 3%, PacifiCorp Grid Operations would immediately contact RC West who is the Reliability Coordinator (RC) and request that they place us in an Energy emergency Alert 1 (EEA 1). This alert goes to the entire RC footprint and to neighboring RCs. EEA 1 is a NERC defined energy emergency alert that signifies that the BA is experiencing conditions where all available generation resources are committed to meeting firm Load, firm

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transactions, and reserve commitments, and is concerned about sustaining its required contingency reserves. If the situation becomes worse, and supply drops further, there are additional steps of EEA declarations up to EEA 3 where manual firm load shedding occurs.

The EEA declaration allows PacifiCorp to ask for reserves from the NWPP to meet their obligations and if needed, purchase emergency power from neighboring entities.

Tasks must be coordinated whenever initiated and may include:

- Ensuring all appropriate information is exchanged regarding tasks to be performed as specified in the Northwest Power Pool (NWPP) Reserve Sharing agreement and NWPP Energy Emergency Plan (See Supporting Collateral Materials).
- Maintaining appropriate voltage levels at all points of interconnection (see “PAC Interchange Map” in Supporting Collateral Material for a list of interconnection points).
- Providing information regarding system status including status of the primary control center, key facility outages (generation and transmission), demand and energy requirements, reserve levels, and level of assistance available to help mitigate the emergency.
- Ensuring adjacent transmission operators are using correct and applicable Path Limits or the most restrictive until agreement is possible, and notifying the Reliability Coordinator of those Path Limits.
- Maintaining appropriate transmission loading on interconnections and paths.
- Coordinating generation dispatch to help maintain line loadings within limits.
- Mitigating SOL and/or IROL conditions to keep path within limits.
- Ensuring coordination with adjacent balancing authorities, transmission operators and the Reliability Coordinator regarding tie line restoration and phase angle adjustment.
- Ensuring proper notification and timing of Schedule and e-Tag curtailments.
- Sharing information regarding crews and personnel available to provide emergency assistance.
- For example, line crews may help neighboring systems that have sustained damage from storms or earthquakes.
- Maintaining close communication providing periodic updates regarding the status of the emergency and outlook for resolution.
- Notification when the emergency has passed and the system is operating normally.
- Ensuring all restoration steps between balancing authorities are coordinated with balancing authorities, transmission operators and the Reliability Coordinator.
- Ensuring all energy emergency conditions are coordinated with balancing authorities, transmission operators and the Reliability Coordinator.
- Ensuring all emergency reactive assistance is coordinated with balancing authorities, transmission operators and the Reliability Coordinator.

Other tasks require notification and coordination, typically, with adjacent transmission operators, balancing authorities and the Reliability Coordinator. However, some situations may allow

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discretion. If there is any question regarding whether a task may affect external entities, the task must be coordinated. These tasks may include, but are not limited to:

- Operation of phase shifters
- Re-dispatch generation
- Reactive adjustments

### 5.2.7 Event Communications Plan

Pacific Power personnel will receive notification of a potential event as early as feasible prior to activation of an event. Information provided will include the current or forecasted weather conditions and additional key variables triggering an event, the affected area, customer count and the date and time of the event.

The goal is for the Pacific Power Emergency Manager to begin notifying local authorities, emergency management services and for the company to begin notifying customers as early as possible in advance of a potential event which could result in a loss of power.

### **Public Safety Authorities, Local Municipalities, Emergency Responders**

The company's Emergency Manager will notify the appropriate local agencies based on the area that is identified to be impacted by the event. Pacific Power will work with agencies to minimize the impact of power loss as much as possible and fully communicate the impacted areas and expected duration. Notifications will be documented for reporting purposes after the event has ended.

### **Pacific Power Public Information Officer (PIO) Responsibilities**

If an event were to happen, two company PIOs would be deployed to manage public-facing communications for the duration of the event. A Pacific Power PIO would travel to the incident command center in the impacted area to be an onsite resource for local officials, coordinate and lead media events and serve as an additional public information liaison between the Pacific Power Emergency Manager and County and City officials. A secondary Pacific Power PIO will coordinate public-facing communications via Pacific Power's Emergency Operations Center located in Portland.

#### Responsibilities:

- Determine, according to direction from the company Emergency Manager, any limits on information release.
- Develop accurate, accessible and timely information for use in press/media briefings.
- Conduct media briefings, and if necessary, in coordination with county sheriff PIO, fire and rescue PIO and local EMS PIO.
- Develop a schedule of media briefings and Facebook Live events based on the level of media interest in the event and estimated duration of the event.
- Arrange for tours and other interviews or briefings that may be required.
- Monitor and forward media information that may be useful to incident planning.

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- Maintain current information, summaries, and/or displays on the incident.
- Make information about the incident available to incident personnel.
- Participate in planning meetings.

### Pacific Power Customer Care Center

Prior to, during and after an event, customers will be instructed to call the Pacific Power customer care center for questions and concerns. Instructing customers to contact Pacific Power for non-emergency, outage-related questions and concerns will be repeated across all applicable Pacific Power channels, in media advisories and media interviews. Local 911 dispatch and emergency services are encouraged to redirect customers to the Pacific Power customer care center for non-emergency, outage-related questions and concerns. Additional customer care staff will be activated as needed prior to and during the event. The customer care number is 1-866-221-7070.

### Customer Communications

- The list of affected customers (generated by System Operations from the impacted circuits) is sent to the Customer Contact Center.
- Using this list, the Customer Contact Center will begin sending notifications utilizing preapproved scripts for each state of the timeline notification process.

### Method of Notification

- Affected customers will be contacted by text, email, or phone call based on their preference. If no preference is selected, a phone call will be made to the primary phone number on the account.
- Event messages will be posted on social media, Pacific Power website and media advisories sent via FlashAlert.

### Communication Timeline

Upon identification of a major outage communications will be distributed to media outlets, customers and the general public with information regarding the nature of the outage, estimated restoration time and any other pertinent information within 4 hours of initial damage assessments.

If an event is anticipated or forecasted the communications goal will be in accordance with the following schedule, however the schedule will be reduced if conditions do not allow for advance notification. In these cases, the company will notify customers as soon as possible.

<b>72 Hours</b>	Situational awareness notification to Emergency Management Agencies and activation of Emergency Operations Center
<b>48 Hours</b>	Initial public notification
<b>24 Hours</b>	Public and emergency management agency warning

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<b>Event Begins</b>	Loss of power occurs
<b>Re-energization Begins</b>	Re-energization beginning notification to all within affected area
<b>Re-energization Completed</b>	Re-energization notification/confirmation to all within affected area
<b>Cancellation of Event</b>	Event cancellation notification

72 Hours: Pacific Power Emergency Operations Center is activated.

- Using the Planned Outage Notification process Grid Operations will extract a list of potentially impacted customers.
- Critical customer list is provided to Incident Commander.
- Corporate Communication begins drafting communications for Regional Business Managers, call center agents, the customer advocacy team, and any other internal/external stake holders per recommendation of Incident Commander.

48 Hour Warning: Customer notification begins at 48 hours prior to a forecasted event.

- Company website updated to reflect potentially affected power loss event area.
- 48 hour alert script is launched and customers are contacted by telephone, text, or email based on the customer's identified preference.
- All company social media platforms are updated with the alert.
- A media advisory is issued via FlashAlert.

24 Hours: Public and emergency notification.

- Additional notification by text or emails may also be sent to customers.
- All company social media platforms are updated with the 24 hour alert.
- A media advisory is issued via FlashAlert.
- Facebook Live briefing streamed via Pacific Power company profile.
- Medical needs or life support customers identified are personally contacted by call center agents.
  - All successful contacts will be tracked in order to provide the Incident Commander a list of uncontacted customers. This list will be shared with local emergency services.

Event Begins: The event begin script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the event begins script.
- A media advisory is issued via FlashAlert.

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Re-energization Initiated: The re-energization initiated script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the re-energization initiated script.
- A media advisory is issued via FlashAlert.

Re-energization Completed: The re-energization completed script is used by the call center to launch outbound calls to all customers.

- Additional notification by text or email may also be sent to customers.
- All company social media platforms are updated with the re-energization completed script.
- A media advisory is issued via FlashAlert.

## Vulnerable Customer Outreach

- Known vulnerable customers (i.e. medical conditions) will receive additional outreach from the company requesting they evaluate the safety of their situations and consider a back-up plan in case of a shut off or any emergency outage.
  - Additional communications will encourage customers dependent on electricity for medical needs to self-identify with Pacific Power.
- 24 hours prior to an event, additional phone calls will be made to this population and successful contacts will be tracked.
  - Additional outreach coordination with local emergency management and health services for customers not successfully contacted will also take place prior to a power loss event.
  - Pacific Power will rely on local emergency management and health services to coordinate vulnerable population outreach between 24 hours and the beginning of the event.
- If the County or state is able to share their vulnerable population phone numbers, Pacific Power Customer Care will make personal calls to each household on the lists.
  - Frequency of calls will be determined by estimated duration of the event. All calls will be tracked and a spreadsheet of successful and unsuccessful calls will be shared with local partners for additional on-the-ground outreach in order to improve customer contact information for any potential future events.

## Outbound Customer Call Scripts – Samples

### 48 Hour Warning Alert

Hello this is Pacific Power with a warning about a possible power loss event in your area. Due to extreme conditions, power may be turned off on [Insert DATE, TIME or RANGE] to reduce the occurrence of a fast-spreading, catastrophic wildfire. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive an additional notification in the next 24 hours about

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## All-Hazards Emergency Response Plan

the outage or a cancellation notice if the forecasted conditions change. Visit our outage map at [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### 24 Hour Alert

Hello this is Pacific Power with a warning about a possible power loss event in your area. Due to extreme weather conditions, power may be turned off at [Insert DATE, TIME or RANGE]. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive additional notifications in the next few hours about the outage or a cancellation notice if the forecasted conditions change. Visit our outage map at [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### Event Begins

Hello this is Pacific Power with notice about a Power loss event in your area. Due to extreme conditions in your area, power was turned. The outage is forecasted to last [Insert X hours/days or RANGE]. You will receive an additional notification throughout the outage and at the beginning of restoring the power. Please visit our outage map at [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### Re-energization Initiated

Hello this is Pacific Power with notice power is being turned back on in your area. It is expected to take approximately [Insert X hours/days or RANGE] hours to complete the restoration process. Please visit our outage map at [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### Re-energization Completed

Hello this is Pacific Power with notice that power restoration in your area is complete. If you still do not have power, please make sure to check your main breaker. If power is still out, please contact us at 1-888-221-7070 or text 'Outage' to 722797. Pacific Power appreciates your patience. Thank you.

### Cancellation

Hello this is Pacific Power. The forecasted Power loss event in your area is cancelled. Extreme weather conditions changed and eliminated the need for a public safety power shut off. If conditions change requiring a public safety power shut off, you will receive notification. Please visit [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### No Prior Notice

Hello this is Pacific Power with an important message about a power loss event. Due to extreme weather conditions, power was turned off at [DATE/TIME]. The outage is forecasted to last

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[Insert X hours/days or RANGE]. You will receive additional notification throughout the outage and when we begin power restoration. Please go to our outage map at [www.pacificpower.net](http://www.pacificpower.net) for more information about public safety power shut offs. Pacific Power appreciates your patience. Thank you.

### Social Media Holding Messages

1. Power Loss Alert: For safety, we have turned off power in portions of [City/County name] (approx. X,XXX customers. More information at [pacificpower.net](http://pacificpower.net).
2. Power Loss Update: The estimated duration of the event is [Duration] impacting portions of [City/County name] (approx. X,XXX customers). More information at [pacificpower.net](http://pacificpower.net).
3. Power Loss Alert: For all non-emergency questions about the Power loss event impacting [City/County name], call Pacific Power customer care at 1-888-221-7070.
4. Power Loss Update: Hazardous conditions have passed. Crews completed line patrols and power was restored to all impacted customers in [City/County name].

## 6 SHELTERING, EVACUATION AND ACCOUNTABILITY

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### 6.1 AT FACILITIES

Each area and facility has a customized sheltering and evacuation plan in place. These plans should be trained upon assignment to a facility and reviewed annually.

If there are injuries it is recommended to establish a Casualty Collection Point for all victims to congregate if they are movable in order to expedite medical triage and response.

### 6.2 AIR AMBULANCE LANDING ZONES

The purpose is to establish helicopter landing zones (“LZ”) which can be used for medical evacuation or other urgent circumstances, with the focus of site selection being on remote sites that are typically more than a 20-minute ambulance ride from a local hospital. The need for LZs has presented itself in the past, so this effort aims to address the need in case such sites would be needed in the future.

#### 6.2.1 Site Selection

Specific LZ sites are selected based on criteria provided by representatives of the North West Association of Aeromedical Responders. The following are medical helicopter landing requirements:

- 100’x100’ flat piece of ground (slope less than 5 degrees);

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- *Must be free of overhead obstructions (power lines, trees, etc.), buildings, people and animals;*
- *Air to ground direct communications should be available, channel 1 (152.1125Mhz) on the company radios meet this requirement*
- *Ground should be fairly solid; And*
- *Corners of zone should be marked with lights.*

Site information and coordinates will be shared with local emergency response agencies. While LZ sites may be located on PacifiCorp-owned property, some may be located at existing LZ locations (e.g. North Umpqua USFS Toketee Ranger Station) or on other land. Existing LZ spots operated by other agencies will not receive a LZ kit.

### 6.2.2 Kits

LZ locations on PacifiCorp property will be assigned a special red bag kit that includes four (4) orange or red LED lights that can be used day or night to mark the corners of the LZ.

### 6.2.3 Setup for Emergencies

Setting up the LZ will be done only if it is desired by local first responders and if there are trained personnel available to assist. The ultimate authority on whether a medical helicopter should be summoned or should land is up to the local first responders (fire and emergency medical services) and/or the flight pilot. Having the sites pre-selected can assist local first responders during medical emergencies so they do not have to locate another site or take a patient several miles away by ambulance, but the final decision is theirs. Weather and high call volume also play factors.

It is also important for staff to understand that EMS crews can perform stabilization treatment on patients once they arrive or during an ambulance ride. A few minutes' savings in distance that the EMS crews may take to another designated LZ will not make a measurable difference in a patient's ability to survive as long as EMS crews are able to perform work.

## Operations

*If there is a major medical emergency or need for helicopter evacuation:*

- Staff should remind the emergency responders of the PacifiCorp LZ site established for that location if one is needed (if the responders want to go elsewhere, do not argue);
- If use of the PacifiCorp LZ site is desired, staff shall offer use of the LZ Kit and help setting it up (again, do not argue with responders if they do not want the help).

*If responders ask for assistance with setting up the LZ Kit, please follow these instructions:*

- Make sure that the area of the LZ is clear of people, animals, vehicles and anything else that may be a hazard to a helicopter.

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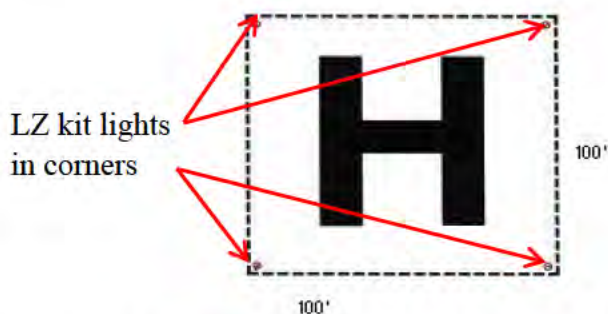
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- Lights should be set up on each corner of the pre-established LZ location in a square pattern approximately 100 feet by 100 feet (100'x100'). This can be walked out “foot by foot” and does not need to be exact. Responders should be able to guide you on this.
- Regardless of time of day, push the button on the bottom of each light twice until the light is on steady and not blinking.
- Leave the LZ and await further instructions from emergency responders.

### LZ setup.



## EXAMPLE OF LANDING ZONE SET-UP WITH LIGHTS IN CORNERS

### 6.2.4 LZ Kit Maintenance

*LZ Kits Must Be Maintained for Emergency Use.* Kits should be easily accessible in the event of an emergency. Kits should be checked at least twice annually and lights should be tested (see next section). Batteries shall be replaced as needed as quickly as possible (see manual enclosed with LZ Kit for battery compartment opening instructions). Staff shall not use any portion of the kit light for any purpose other than LZ operations and training and shall not use bag, batteries or other kit parts for any other purpose. If kit parts are broken or missing, contact emergency management.

### 6.2.5 Landing Zone Operation

#### The On-Scene Commander will:

- Select LZ sites and communicate site coordinates and information to dispatch and/or local emergency response agencies;

#### The District Manager will:

- Check location and operability of LZ kits at least twice a year (if assigned).

#### The Emergency Manager will:

- Assist with ongoing LZ kit deployment review training on an annual basis.

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## All-Hazards Emergency Response Plan

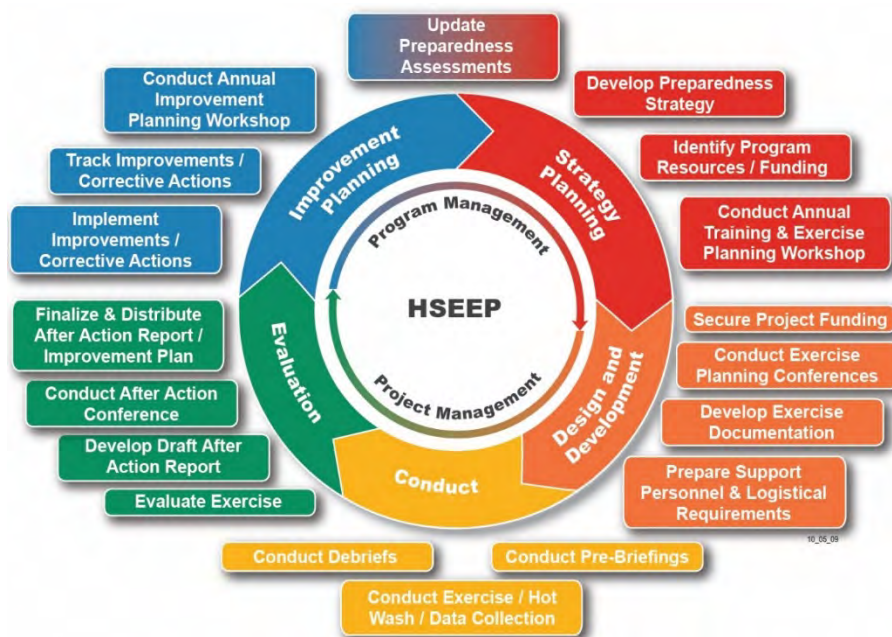
### 7 EXERCISE AND EVALUATION

A good exercise and evaluation program will enhance the planning process and create the best plans which are capable of providing guidance for any response.

The Homeland Security Exercise and Evaluation Program (HSEEP) is cyclical and complimentary. The cycle creates an environment of constant improvement and/or evaluation. Although not required by FERC, using HSEEP as a guide will allow supporting EMAs to potentially be approved for grants to help fund their participation in the event.

#### 7.1 TABLETOP AND FUNCTIONAL EXERCISE PLANNING

Exercise planning will be completed in accordance with the Homeland Security Exercise and Evaluation Program as much as possible. We will include all appropriate planning conferences as needed for each event. (Objectives Workshop, Master Scenario Event List Coordination, and Initial, Middle and Final Planning Conferences as a minimum).



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## All-Hazards Emergency Response Plan



### 7.1.1 Internal Date Selection

- Coordinate with all internal stakeholders for planning dates of events to ensure no conflicts are created due to scheduling.

### 7.1.2 Identify Scope of Players

- The purpose of the tabletop exercise is to familiarize participants with roles, procedures, responsibilities, and personalities of the licensee and the emergency management authorities. The exercise should identify improvements to be made in the emergency response plan, in the emergency management system, and the licensee's organization. Identifying training needed and/or personnel deficiencies, and identifying areas requiring additional coordination will be an added intent of the exercise.
- In *defining the scope* of an exercise, six components should be addressed in the developmental stage:
  - the types of licensee and emergency management agency activities or procedures you want to exercise
  - the parties to be involved
  - the kinds of personnel involved, with an understanding of their capabilities and critical tasks involved in their jobs
  - the degree of realism desired
  - the hazard or the selection of a high priority problem
  - the geographical area where the problem could occur

### 7.1.3 Outside Planner Invitations

- The tabletop exercise involves the various levels of the licensee and emergency management personnel that would be involved in an actual emergency. The exercise should also include other representatives of localities that could be affected such as elected officials and emergency management agencies. The appropriate Public Utilities Commission (California, Oregon and/or Washington) and balancing authorities will be notified at least 10 days prior to any exercise.

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## All-Hazards Emergency Response Plan

- It is necessary to assemble an Exercise Planning Team who will design, develop, conduct, and evaluate the exercise. It is beneficial to include members of organizations and agencies that are participating in the exercise, but not participants themselves.

### 7.1.4 Objectives and Requirements meeting

- The next step in developing an exercise is writing *objectives* which define what should be accomplished by conducting the exercise. The needs assessment, scope, and purpose statement should be examined very closely during objective writing to address expected benefits of the exercise and what emergency actions are to be taken. Emergency response organizations will typically develop objectives based on a pre-developed list of core capabilities and critical tasks that they want to focus on. Exercise objectives should be simple, measurable, achievable, realistic, and task-oriented. There should be a limited number of objectives, typically three to seven depending on the complexity of the exercise.

### 7.1.5 Initial Planning Conference

- Initial Planning Conference is the planning step which the initial scenario is discussed along with task assignments for coordination prior to the Middle or Final Planning Conference.

### 7.1.6 Participant Invite Letter

- The individuals involved in the exercise should be those people who are responsible for the coordination and implementation of the EAP. They should be those individuals from the licensee and authorities that would be most active during a disaster.

### 7.1.7 Master Scenario Event Listing Creation

- The next step is to prepare a *scenario*. A scenario is a short written story that sets the scene for the exercise. It is an account composed of a few paragraphs that provides conditions that allow the exercise participants to demonstrate proficiency and competency in their roles. The job of the scenario is to get the exercise participants into the exercise as if they were confronting a real situation. The scenario should be written so that it helps participants understand the situation and reflect a sense of concern, urgency, and excitement.
- While setting the scene for the simulated emergency and providing the technical details that depict conditions and events, the scenario should NOT provide participants with ALL the information necessary to respond to a situation. Participants will gather additional details during the exercise as the events unfold. The scenario should NOT suggest possible responses to the simulated emergency.
- For tabletop exercises, a **Situation Manual** can be prepared for each participant. The manual includes an introduction, scenario, participant questions, and references.

### 7.1.8 Middle and Final Planning Conferences

- The Middle and Final Planning Conferences are the steps in which the most planning is completed. These steps provide completion of the scenario and finalization of most coordination. Depending on the complexity of the exercise a Middle Planning Conference may not be required.

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## All-Hazards Emergency Response Plan

### 7.1.9 Evaluator Coordination

- Inviting evaluators from other utilities to attend exercises is recommended. Other outlooks can only help to improve our processes.

### 7.1.10 Tabletop Exercise

- Tabletop exercises are typically held in conference rooms. If the number of participants totals about 25 or less, the exercise is typically run in a classroom-style setting with a single facilitator leading the discussion of the group. With larger numbers of participants it is beneficial to separate organizations by their function (e.g., electrical operations, county emergency responders, and state emergency responders) at different tables. Each table will have a facilitator/evaluator to lead a discussion of the scenario and ask questions. A spokesperson for each table will report out key findings to the entire room.
- The methodology of a tabletop exercise is an open-ended discussion in a meeting format through a facilitator. The discussion is allowed to be interrupted by questions and participant comments. The effectiveness is determined by feedback from participants and the impact this feedback has on evaluating and revising policies, plans, and procedures. There is no utilization of equipment or deployment of resources.
- The facilitator will begin the tabletop session by reading a scenario, or a portion of the scenario, which will set the scene for the simulated event. The scenario will briefly describe what has happened and what is known about the situation at that moment. For example, the first statement of a scenario could be:
  - “After two weeks of heavy rains, the project’s gates are fully-open and are passing a record flow of 10,000 cfs. During the previous night, reservoir levels have risen 2.5 feet above normal levels to elevation 80 ft. This is three feet beneath the crest of the embankment. A member of the maintenance crew has just observed a new seep at the toe of the embankment near the low level outlet.”
- Following the scenario, or a portion of the scenario, the facilitator will typically pose problem statements and ask participants to explain how they would react. The following are issues which may be discussed during the tabletop exercises:
  - Who has primary notification responsibility?
  - What information is needed by the different players?
  - What actions would each of the primary players take?
  - Is the priority of calls on the notification flowchart appropriate?
  - What are each emergency management authorities’ actions, responsibilities, and considerations with regard to evacuations?
  - Where will shelters be set up?
  - Where will the Emergency Operations Center be set up?
  - What evacuation routes are available?

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## All-Hazards Emergency Response Plan

- Who determines if outside assistance is needed?
- Are adequate resources available? If not, where can they be gotten?
- Who is providing public information and how?
- Facilitators for tabletop exercises monitor the pace and flow of the exercise by introducing the scenario and stimulating specific discussion. They are also ensuring that no single participant dominates the exercise. The facilitator leads the exercise and makes sure every participant discusses their role during the exercise.

Key milestones for Tabletop Exercises are:

Milestone	Schedule
<b>Objective Creation and Exercise Scope</b>	6 Months Prior
<b>Initial Planning Conference</b>	6 Months Prior
<b>Begin Creating Presentation</b>	3 Months Prior
<b>Middle Planning Conference (if needed)</b>	3 Months Prior
<b>Player Invites</b>	3 Months Prior
<b>Presentation Finalization</b>	1 Month Prior
<b>Final Planning Conference</b>	1 Month Prior
<b>Exercise Execution</b>	
<b>Hotwash</b>	Immediately upon exercise completion
<b>After Action Report</b>	60 Days after Exercise
<b>Remedial Action Plan</b>	30-90 days after report finalized
<b>Remedial Action Monitoring</b>	Ongoing

### 7.1.11 Functional Exercise

- Functional Exercises require the most planning and create the best opportunity to observe the plan in action to provide either validation or improvement potential. Functional Exercises will be coordinated with all planholders for participation, objective building, and scenario development. Key personnel will be used as evaluators to ensure the best remediation can take place after the exercise.
- The facilitator begins the Functional Exercise by reading a scenario, or a portion of the scenario, which sets the scene for the simulated event. The scenario briefly describes what has happened and what is known at this point. For example, the first statement of a scenario could be:
  - “After two weeks of heavy rains, the project’s gates are fully open and are passing a record flow of 10,000 cfs. During the previous night, reservoir levels have risen 2.5 feet above normal levels to elevation 80 ft. This is three feet beneath the crest of the embankment. A member of the maintenance crew has just observed a new seep at the toe of the embankment near the low level outlet.”
- From this information the exercise players would then act out their role based on the information provided.

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## All-Hazards Emergency Response Plan

Key milestones for Functional Exercises are:

Milestone	Schedule
<b>Exercise Date Selection</b>	No less than 9 Months prior to exercise
<b>Objective Creation and Exercise Scope</b>	6 Months Prior
<b>Initial Planning Conference</b>	6 Months Prior
<b>MSEL Creation</b>	3 Months Prior
<b>Middle Planning Conference</b>	3 Months Prior
<b>Player Invites</b>	3 Months Prior
<b>MSEL Finalization</b>	1 Month Prior
<b>Final Planning Conference</b>	1 Month Prior
<b>Exercise Execution</b>	
<b>Hotwash</b>	Immediately upon exercise completion
<b>After Action Report</b>	60 Days after Exercise
<b>Remedial Action Plan</b>	30-90 days after report finalized
<b>Remedial Action Monitoring</b>	Ongoing

### 7.1.12 Hotwash

- At the conclusion of the exercise, an oral after-action review typically called a *Hot Wash* should be conducted with exercise participants, planning team members, facilitators, and evaluators.

The review should focus on

- roles and responsibilities
  - necessary communications, and
  - The adequacy of materials, equipment, and staff levels.
- The review should address the procedures that worked well and the procedures that did not work well. Responses from all participants involved in the exercise should be considered.
- Input should be received both orally and in writing through feedback forms.

## 7.2 EXERCISE REPORTS

Standardized exercise reporting is key to repeatable results. With these standardized formats we will be able to compare and contrast one exercise with another as easily as possible. After an exercise we will issue the *After Action Survey*. (See Appendix B) Once the survey is completed and returned to the exercise leader the report itself will be written and approved based on the data the evaluation team. (See Appendix C)

## 7.3 REMEDIAL ACTION PROGRAM

The Remedial Action Program is a key component to creating change in processes and/or plans which have been found in need of improvement via an exercise activity. The AAR status report (Appendix D) shows the format in which these reports will be written. All incomplete

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## All-Hazards Emergency Response Plan

improvement projects will be kept in a single document within the exercise planning folder on the shared drive. There should be a quarterly meeting between all of the offices listed in the AAR.

## **8 TRANSITION TO RECOVERY OPERATIONS**

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Upon completion of the initial response, the transition to recovery will begin. This is accomplished through the activation of appropriate Business Continuity Plans and the transition from immediate emergency operations to the controlled restoration to pre-incident status.



## 9 APPENDICES

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### APPENDIX A – AFTER ACTION REPORTING

#### After Action Reporting (AAR)

The After Action Report (AAR) process brings together a team of people to ensure:

- Successes are identified to promote programs, processes and training that worked well.
- New ideas or observations are captured and evaluated for possible program improvements.
- Issues which occurred during the event are vetted and documented.

In this process participants learn with and from each other as they identify and implement solutions to problems. Instead of writing an event story from just an emergency management perspective, the EM function facilitates and supports participants who develop and shape their own goals and objectives. This process is designed to be flexible and expandable depending upon the need and can be either basic (simple), or complex.

In other words; after some incidents a small team can take a moment to reflect on how the incident unfolded, identifying successes and issues and making corrections as needed. However, when large-scale or complex incidents occur, we may need to involve resources from many disciplines to do a thorough evaluation, getting feedback from many perspectives.

After reading this document, you will be able to:

- Understand the differences between a complex and basic AAR.
- Understand the roles and responsibilities on an AAR Team.
- Know the guidelines for determining AAR type and who can request a complex AAR.
- Understand the types of information that should be documented by role and responsibility.
- Understand the process for report development and after-action reporting.

#### **The AAR evaluates processes, training, tools and documentation...NOT THE PEOPLE!**

Individual performance issues during an incident are addressed through normal company processes. This process does not supersede any other company methods for incident/event evaluation or reporting.

#### Documenting the Event

Everyone should maintain a written record of issues, observations and successes. Although some information will need to be captured through post-event surveys, debriefing (“hot wash”) sessions and interviews, a written record of all key decisions should be made while the event is occurring.

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All resources assigned to an incident are asked to maintain a log of events. Although each role will have unique types of information to focus on, there are two general topics that apply to everyone:

1. ***Safety and environment***: all communications and key decisions made related to safety and the environment, such as; messages, briefings, concerns or reported incidents.
2. ***Communications***: all communications made to resources outside the incident organization, including the media, public utility commission and our customers.

Consider the following when keeping your log of events:

- What is it?
- When did it happen?
- Who said it?
- Who approved it?
- Who implemented it?
- Why did it happen?
- What was the outcome?

### Conducting an Event Summary, After Action Reporting (AAR) Process

There are two types of AAR processes that can be performed at PacifiCorp; basic and complex.

**Basic AARs** are used for smaller events which have limited duration, scope and impact; however, there are still likely to be lessons learned. **Complex AARs** are performed for large-scale, long duration, high impact or complex events where safety, communication, customer and/or business process impacts require a detailed review.

The following table provides guidelines for determining whether to order a basic or complex report. In the end, the experience of those who were involved in event will determine the level needed.

## All-Hazards Emergency Response Plan

Consideration	ES AAR Type
The EOC <b><u>was not activated</u></b> and the incident was limited in size, complexity, duration and scope.	Basic
The EOC <b><u>was activated</u></b> ; however, the incident was limited in size, complexity, duration and scope.	Basic
PacifiCorp played a limited role during the event (e.g. providing mutual assistance)	Basic
There were numerous safety or environmental issues, near misses or external communication issues.	Complex
There were internal communication issues between departments or platforms, or there were issues related to external communications, such as with customers, regulators or the media.	Complex
There were numerous regulatory complaints and/or a potential for regulatory fines.	Complex
There are anticipated or realized impacts to the company's image	Complex
A formal inquiry is expected by external resources, such as regulatory, city, county, state and federal agencies or, special interest groups	Complex
There were issues which did or, could have had life-safety, environmental, or outage restoration impacts.	Complex
There was a noted lack of understanding of how to utilize processes and tools related to incident to incident management by multiple EOC members leading to serious incident management issues.	Complex

The AAR process can be implemented after any event, where collaborative learning and issue resolution could be beneficial to company personnel, contractors or customers.

#### *Requesting a complex AAR*

There are five positions that can formally request a complex AAR:

1. ***Company president:*** the company president can request a complex AAR for any event.
2. ***Vice president:*** a vice president whose area was impacted by the incident (e.g. field operations and system operations).
3. ***Director:*** a director, whose area was impacted during the incident, can formally request an AAR for any event. These resources should work together with their vice president to make this request.

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## All-Hazards Emergency Response Plan

4. ***On-Scene Commander or Response Director:*** any incident commander who participated in an event can formally request an AAR. When there are multiple shifts and commanders who worked the event, all who assumed the role of commander should collaborate to determine if a complex AAR is required.
5. ***Emergency Management:*** Any incident which required increased management beyond the local level, mutual assistance, coordination with the public sector, or multiple geographically dispersed incidents may require a complex AAR at the request of Emergency Management.

### AAR Team

The following outlines suggested positions for an AAR Team. Regardless of whether it is basic or complex, a team leader and facilitator position should be appointed. The team leader and facilitator can perform multiple roles or can assign other positions to the team.

#### *Team Leader*

The leader provides oversight to the team, ensuring a smooth and seamless process from beginning to end. Responsibilities include:

- Dedicates members to the team, based on recommendations from emergency management or company leadership.
- Identifies deadlines for information collection and reporting.
- Ensures that the team stays on task and is meeting deadlines.
- Reports progress to executive leadership (if applicable).
- Mediates between PacifiCorp departments, PacifiCorp companies and the team.
- Approves communication with external resources, and the use of their information in the report.
- Reviews and approves the final report.

For complex AARs, the team leader will typically be the emergency management director, a director from the area impacted by the event or, the incident commander who had primary responsibility for the event. For basic AARs, the team leader may be a director, manager or supervisor.

Regardless of whether performing a complex or basic AAR, delegation of authority is issued to the team leader, who is ultimately responsible and accountable for the quality and content of the report.

#### *Facilitator*

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This position is analogous to a project manager. For a basic AAR, the facilitator needs to be a good listener and have solid facilitation skills. More complex evaluations require a facilitator skilled in reflective listening, interviewing techniques, and event sequence re-creation. Most importantly, the complex AAR facilitator should have a solid understanding of the lessons learned process, with past experience in conducting AARs.

### *Documentation, Administrative Specialist*

For complex AARs, there may be a lot of documentation and the reports can be quite lengthy. In these instances, bringing in a writer-editor/documentation specialist is a good idea. T&D support resources that have a communication function and are familiar with the incident, or resources from the communications department can be utilize for this position.

### *Area Subject Matter Experts*

For complex AARs, EOC members, along with managers and supervisors from other areas who were involved in the event will be asked to provide subject matter expertise and documentation to the process.

### *External Subject Matter Expert*

For some incidents, external resources are needed to enhance the process to better document the event history. Examples include:

- Fire personnel who may provide statistics or incident management tactics on wildland fires.
- National Weather Service personnel, who may provide additional information on a storm's impact and duration or, supporting graphics that, can be introduced into the report to help tell the story.
- Other utility emergency managers who may provide feedback and story lines on mutual assistance processes

Before involving external resources in the process, the facilitator should get approval from the team leader, and any information used in the report should have approval from the external source providing it.

### *Technical Specialist*

Specialist who may not have been involved in the incident, but can provide technical information may be needed to enhance the report or provide after-the-fact information. Examples include GIS mapping personnel who can provide storm and fire maps, finance personnel who can provide financial data related to storm work, or seasoned field personnel who can evaluate aspects of assessment and restoration work based on past experience.

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## All-Hazards Emergency Response Plan

### Conducting a Basic AAR

Basic AARs are usually performed locally at individual offices and can be facilitated by a director, manager, or supervisor. Although a basic AAR requires limited resources, a few roles should be established, including a team leader, facilitator and documentation and administration specialist.

For basic AARs, a debriefing session and interview process may be the most effective method when working with a small group to identify successes, observations, issues and actions. Issues and observations should be linked to specific actions that have an assigned resource and specified target dates (issue = action).

The output from this process should be a brief summary of what happened (event summary), and a simple action-tracker to address issues and observations captured during debriefing and interview process.

### Conducting a Complex AAR

Requests for complex AARs are made to emergency management, or in their absence, the Vice President of System Operations. Typically, it takes 4-5 weeks to finalize a complex AAR.

1. Establish a team leader – this is typically assigned by the requesting executive or incident commander.
2. Establish a team – this is performed by the team leader. At a minimum, the team should include:
  - a) Team leader.
  - b) Facilitator.
  - c) Documentation, administration specialist.
  - d) Area subject matter experts.
2. Collect information – the documentation / administration specialist collects:
  - a) Master log of events.
  - b) Individual log of events.
  - c) Debriefing session notes.
3. Conduct a survey – the facilitator distributes a survey to AAR participants and other actively engaged in the event.
4. Collect data specific to the event – although much of this information may come from the survey processes and log of events, the facilitator or documentation and administration specialist may need to collect additional data, including:
  - a) Weather data.

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## All-Hazards Emergency Response Plan

- b) Call statistics.
  - c) Resources assigned to the event (total number by type).
  - d) Customers out, hazards, inferred outages (peak numbers).
  - e) Safety and environmental hazards.
  - f) Material used.
  - g) Specialized equipment deployed (number and type).
  - h) Event related costs.
5. Conduct follow-up interviews – the facilitator conducts interviews with event participants to clarify successes, observations, issues, and recommended actions to address the observations or issues.
  6. Document and review rough draft – the documentation / administration specialist, story teller and facilitator collaborate to develop a rough draft of the AAR, based on information collection, interviews and surveys, and reviews it with the team in preparation for report development.

### *Information Collection*

After the AAR type and team has been established, facilitated learning and information collection begins. There are four primary ways information will be collected:

1. Debriefing sessions.
2. Log of events.
3. Participant surveys.
4. Interviews.

### *Debriefing Session*

Whenever possible, the incident commander and other leadership that participated in the event should conduct a debriefing session or “hot wash” immediately after the event concludes, while information is still fresh in the participants minds. These are informal and open discussions on:

- **Successes:** tools, processes, pre event training and documentation that worked well.
- **Issues:** identifies what issues occurred related to tools, processes, and documentation, as well as where additional training may be needed.
- **Solutions:** solutions to the issues that were discusses (if readily available).
- **Observations:** ideas that came up during the event that may improve tools, processes, pre event training and documentation for future events.

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These sessions can be conducted with the entire incident team; however, it may be more effective for smaller groups or individual teams (e.g. business, community, and external communications) to help expedite the process. Smaller groups can also be less intimidating to the participants.

Before conducting a debriefing session, select a leader and a documentation resource. Information gathered during these sessions will help feed the more complex process. For basic AARs that do not involve a larger team, this may be all that is needed to complete the process.

### *Log of Events*

The master and individual log of events is collected by the team leader or facilitator and vetted by the team for historical purposes to identify the successes and opportunities for improvement.

### *Participant Survey*

For complex AARs, and when working with a larger group, it may be more effective to use a combination of debriefing sessions and surveys. A survey allows the participants to think through and describe their responses in writing. The facilitator will implement the survey process (contact emergency management for a survey template).

The survey has 6 sections:

1. Name and department: the survey can be completed by an individual or on behalf of an entire team (List all this that participated in the survey).
  2. Roles and responsibility: describe the roles and responsibilities that were played by participants during the event. As an example; *John Smith is normally finance director at the company; however, during the incident, he was the information coordinator in the EOC.*
  3. Successes: this section identifies documentation, tools, processes and training that worked well during, or in preparation for this event. As an example; *the emergency management website was well organized and I was able to easily find forms and information related to road closures during the event.*
  4. Issues/opportunities for improvement: describe specific issues that occurred during the event, with focus on documentation, tools, processes and training. As an example; *there were not enough survival packs available for crews, and some restoration efforts were delayed on the second day of the event while additional survival packs were being procured.*
  5. Solutions: Based on the issues identified in section #4 of the survey, describe possible solutions to each issue. As an example; *verify available stock of survival packs before each winter storm season.*
  6. Observations: This section allows the survey participate to provide other information that can enhance the FLA process. This may include statistics, graphics, pictures or other data
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## All-Hazards Emergency Response Plan

that may be relative to the event. This is also an area to vet ideas that came up during the event on how we can improve response, recovery and incident management for future events.

### *Participant Interviews*

For complex events, especially when safety, environmental or external communication issues occurred, it may be necessary to conduct interviews with event participants to validate or expand on information provided through the survey or debriefing processes. The goal is to ensure that historical facts and recommendations are accurately captured in the final report.

The event facilitator and documentation and administration specialist will work with individuals or small groups to schedule and conduct the interviews.

### *Report Development*

The report complexity is based on the type of AAR performed. Although this section will focus on writing a complex AAR, the table below provides some guidelines for each type.

## All-Hazards Emergency Response Plan

Complex AAR	Basic AAR
<p><b>1. Cover page:</b> Company logo, descriptive picture, AAR heading, submitted by, date of incident, date of report.</p> <p><b>2. Executive summary:</b> a one or two-page summary of the incident, with highlighted lessons learned.</p> <p><b>3. Summary by department:</b> a brief summary that describes each department's response and key activities related to the incident. For the field, this would include resource counts by skill-set.</p> <p><b>4. Lessons learned</b> (see past examples):</p> <ul style="list-style-type: none"> <li>a. Successes</li> <li>b. Observations</li> <li>c. Issues, which include associated after-action report numbers</li> <li>d. After-action items</li> </ul> <p><b>5. Appendices:</b></p> <ul style="list-style-type: none"> <li>a. Examples of social media.</li> <li>b. Pictures/images, such as damage to facilities.</li> <li>c. List of PUC communications.</li> <li>d. Customer communications / outbound calling, web postings.</li> <li>e. Report contributions – a list of all resources who participated in the process.</li> </ul>	<p><b>1. Summary:</b> one or two paragraph executive summary of the incident.</p> <p><b>2. Narrative or chronology:</b> A brief overview of what happened, told in the form of a timeline or narrative.</p> <p><b>3. Lessons learned</b> (see past examples):</p> <ul style="list-style-type: none"> <li>a. Successes.</li> <li>b. Observations.</li> <li>c. Issues.</li> <li>d. After-action items, based on the observations and issues.</li> </ul> <p><b>4. Appendices:</b> such as damage pictures/images.</p> <p><b>5. Report contributions:</b> a list of all resources who participated in the process.</p>

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### Basic AAR

The basic report can be as short as a few pages, and completed by any individual with report writing skills. The report should be brief and to the point. When applicable, make safety and environmental successes and issues a key component of the report.

### Complex AAR

The complex report provides a more detailed analysis of the event.

### *Event Summary*

The event summary (*executive summary*), provides an overview of how the event evolved, who it impacted, how it impacted our customer and/or business processes, how we responded as a company, and how we managed through the event. Whenever possible throughout the document, images or pictures that help tell the story should be imbedded in the report.

Some key pieces of information in this section may include:

- Storm or incident description – what was it, how did it evolve and what were the impacts?
- Locations impacted – what districts were impacted or business processes interrupted by the event?
- Hazards – what were the hazards (e.g. road closures, downed trees)
- Major safety or environmental impacts – what were they and how were they handled?
- Activation – what were the key decisions in determining EOC activation, or why the EOC was not activated (provide activation dates and times).
- Personnel – what type and how many people responded to the incident?
- Evolving event – how did the event unfold and what were the key decisions made along the way?
- Closure – if the EOC was activated, when was it closed and why (e.g. all customers restored)?

This section also includes information on how each department played a role in the event, including key decisions or actions by department, and critical statistics, such as call volume, material counts and resources working the event.

### *Successes*

Documenting our successes are nearly as important as identifying and correcting issues; because they help promote existing processes, tools, training and documentation and may lead to expansion of programs, particularly those related to training. This section also provides an

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## All-Hazards Emergency Response Plan

opportunity to recognize groups or functions that performed particularly well during the event. Examples of a success statement include:

- Keeping flagger and tree crews assigned to the same line crews ensured consistency throughout the event. Trees Inc. communication and coordination with field personnel was excellent, and fit the scope of the event.
- Coordination between emergency management, Yreka field operations manager and Siskiyou county emergency management helped facilitate clearing roads using public sector foresters.

### *Observations*

In some cases information provided by participants is neither an issue nor a success. They may simply be observations which could mitigate future issues or enhance existing processes.

Examples observations include:

- A best practices guideline or “event start-up” checklist would enhance the start of a major event, ensuring consistency amongst field locations. (AAR item #1).
- A demobilization plan or checklist would assist with coordination of finance processes and post-event documentation management (AAR item #2).

In the report, observations can be listed simply as bullet points; however, note the AAR # assigned at the end; observations, in most cases, may require additional follow. Any observation that requires an action, should be assigned in the after-action section of the report

### *Issues (opportunities for improvement)*

Uncovering our issues is the foundation of the report. The goal is to learn from our past mistakes through open and honest dialog, finding solutions to the issues, and implementing change to ensure a problem is not repeated. When documenting an issue, the team should clearly identify what happened and how it did, or could have impacted the incident. Examples of issue statements include:

- Lack of centralized spare equipment tracking processes slowed down deployment of specialized equipment to the event location (AAR item #3).
- EOC positions that were being filled for an operational period were not always known to all EOC members, which led to confusion about who was on shift and who was at rest (AAR item #4).

For the report, issues can be listed simply as bullet points; however, note the AAR # assigned at the end; issues will require additional follow (**ACTION**). Issues should be assigned an action in the *after-action* section of the report.

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### After-Action

The after-action section of the report provides clear and measurable steps to address issues and observations. Before the after-action section is completed, the team will agree on the actions and assignments along with the target dates to complete each task.

The following table provides an example of the after-action section of the report:

ID	Action Item/Recommendation	Responsible Person(s)	Due Date
1	<ul style="list-style-type: none"> <li>Develop, document and implement a centralized spare, specialized equipment tracking and inventory process.</li> </ul>	<ul style="list-style-type: none"> <li>J. Smith</li> <li>B. Smoot</li> </ul>	Completed
2	<ul style="list-style-type: none"> <li>Review current processes for obtaining information for CAM's and RCM personnel in between general planning meetings.</li> </ul>	<ul style="list-style-type: none"> <li>D. Guy</li> <li>P. Johansson</li> </ul>	Completed

### Report Review and Approval Process

Once the story teller completes the draft plan, the AAR team reconvenes (virtual or in person) to review, edit and approve the plan. The draft plan is then submitted to key stakeholders for final review and approval. Any edits made based on stakeholder input will be resubmitted to the team for final approval.

Once the plan is completed, the team leader submits the report to all stakeholders, including the executive(s) who requested the AAR. The report will be disbursed by the executive(s) as they deem appropriate.

### Tracking and Reporting After-Action Progress

Once the report is finalized, all after-action assignments will be tracked to completion.

#### **Basic AAR**

The team leader is responsible for tracking and reporting progress on all assignments. Progress on assignments should be reported no less than quarterly until all tasks are completed. Leadership from the area reporting on assignments will determine who receives monthly or quarterly AAR reporting; however, it is recommended that emergency management personnel are always included on progress reports.

#### **Complex AAR**

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## All-Hazards Emergency Response Plan

Emergency management will be responsible for tracking and reporting on all after-action report assignments.

### Summary

Regardless of whether is a complex or basic, it's anticipated that changes will be made on assignments after the initial report is completed. This could include:

- Combining similar assignments for efficiency
- Determining that an assignment requires a long-term solution, removing it from the after-action report, and placing it on a department's or company's strategic plan
- Determining that the issue does not need to be addressed. In some cases, after additional investigation, it could be determined that an issues did not occur, or that the issues was based more on personal performance, rather than universal issue that can be resolved process change, documentation, training or tools.

No matter the complexity, the actions which follow are most important to mitigating issues and improving performance during future events.

## All-Hazards Emergency Response Plan

**APPENDIX B— AFTER ACTION SURVEY****Participant(s)**

Provide your name and department.

If more than one person participated in this survey, list all those that contributed.

**Roles and Responsibilities**

Briefly describe your role and responsibility during this event.

**What Worked Well (Successes)?**

Identify documentation, tools, processes and training that worked well during, or in preparation for this event.

**Issues (opportunities for improvement)**

Identify any issues that occurred during this event.

Focus on documentation, tools, processes and training.

**Solutions**

Based on the issues you identified in section #4, describe possible solutions or enhancements to improve response, recovery and management of potential future incidents.

Focus on documentation, tools, processes and training.

**Notes/Comments/Observations**Provide other information that may be helpful in developing the event summary and after-action report for this incident (*graphics, pictures, data, and general comments.*)

If needed, attach to e-mail



All-Hazards Emergency Response Plan

**APPENDIX C – AFTER ACTION REPORT FORMAT**



---

Title

After Action Report

---

Pacific Power

Emergency Management

Date

Report submitted by:

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## All-Hazards Emergency Response Plan

(INSERT TABLE OF CONTENTS HERE AND UPDATE HEADINGS WITH STYLE TOOLS)

### Event Summary

### Executive Overview

### Summary by Department

The following information provides an overview by department for this event.

### Lessons Learned

This *Lessons Learned* section provides information on processes, training and tools (e.g., forms and plans) that worked well, observations that were made and issues that occurred which provide opportunities for improvement.

### Successes

TBD

### Observations

TBD (AAR item #?)

The actions identified below are based input received from those that participated in the event. The following actions correlate to observations and issues identified on page?

### Assignment of Actions

**Note:** “*Responsible Person(s)*” will track the assignment to completion; however, may task others to perform the actual work.

ID	Action Item/ Recommendation	Expected Outcome	Responsible Person(s)	Due Date
1				
2				
3				
4				
5				
6				
7				
8				

### Appendices

### Report Contributions

The following company personnel provided information that contributed to this report.

Last, first      Title and area

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**APPENDIX D – REMEDIAL ACTION PLAN REPORT TEMPLATE**



---

Title

Remedial Action Plan – status report

---

Pacific Power

Renewable Resources

Hydro Resources

Date

Submitted by:

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## All-Hazards Emergency Response Plan

(INSERT TABLE OF CONTENTS HERE)

### Remedial Action Plan

The actions listed below were identified during the after action process.

ID	Action Item/Recommendation	Type	Responsible Person(s)	Due Date
1				
2				
3				
4				
5				
6				
7				
8				

**Note:** “Responsible Person(s)” will track the assignment to completion; however, may task others to perform the actual work.

### Overview

This report provides current status for each action, as well as updates that have been provided through the tracking process. Updates will be distributed monthly to personnel who have assignments, along with key report stakeholders.

A final report will be distributed to those who contributed to the event summary and AAR; once all the actions are resolved (*status reports are also available upon request.*)

Status	Description
<b>On target</b> (green)	The task is on target
<b>Target at risk</b> (yellow)	The task is at risk of not being completed by the original due date
<b>Missed target</b> (red)	The target date has been missed
<b>Completed</b> (blue)	The task has been completed
<b>Not started</b>	The task has not been started by the assignee
<b>In progress</b>	The task is actively being worked
<b>Stopped</b>	Activity on the task has been stopped or will be delayed. No new target date is available

### Status Report – Open Actions

Task name – After-Action Assignment, AAR#?

Description:

Assigned to:

Expected outcome:

Status:

Notes:

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## All-Hazards Emergency Response Plan

## APPENDIX E – KEY AGENCY CONTACTS DIRECTORY

External Contacts

Agency/Organization	Name	Primary Phone	Secondary Phone
<b>California State Emergency Management</b>	Don Boland		
<b>California Office Of Emergency Services Strategic Warning Center</b>	Watch Officer	916-845-8911	
<b>State of Oregon</b>	Oregon State Public Utility Commission	800-522-2404	
<b>State of Oregon</b>	Oregon Department of Transportation (ODOT)	888-275-6368	
<b>State of Washington</b>	Washington State Department of Transportation (WSDOT)	866-936-8246	
<b>State of Washington</b>	Washington State Emergency Operations Center (EOC)	800-854-5406	253-912-4900
<b>CAL FIRE</b>	24/7 Dispatch	530-842-3516	
<b>CHP Yreka</b>	24/7 Dispatch	530-841-6008	
<b>Del Norte County EM</b>	Kymmie Scott	707-464-7255	
<b>Crescent City</b>	24/7 Dispatch	707-464-4191	
<b>Modoc County EM</b>	A.J. McQuarrie	530-233-4416	
<b>Alturas</b>	24/7 Dispatch	530-233-4416	
<b>Siskiyou County OEM</b>	Jasen Vela	530-841-2155	
<b>Siskiyou County Sheriff Department</b>	24/7 Dispatch	530-841-2900	
<b>Mt. Shasta PD</b>	24/7 Dispatch	530-926-3601	
<b>Weed PD</b>	24/7 Dispatch	530-938-5000	
<b>Yreka PD</b>	24/7 Dispatch	530-841-2300	
<b>Western Energy Institute</b>	WEI Main Number	503-231-1994	
<b>Edison Electric Institute</b>	EEI main number	202-508-5000	
<b>Federal Emergency Management Association (FEMA)</b>	FEMA– general questions	800-621-FEMA (3362)	
<b>Northwest Interagency Coordination Center (wildland fire)</b>	Dan O'Brien	503-808-2732	503-701-2552

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**10 APPENDIX F – SAMPLE PRESS RELEASE TEMPLATES FOR VARIOUS EMERGENCIES**

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1. Outage Release Template:**Pacific Power restoring power to \_\_\_\_\_ communities after record-setting Spring snow storm**

*Progress continues through the day, though some customers should prepare to be without power into \_\_\_\_\_*

DATELINE--Pacific Power crews from throughout \_\_\_\_\_, who worked diligently through the night, are gaining ground steadily today as the weather clears to restore service to the approximately xxxx customers who are still without electricity.

As of \_\_\_\_\_ the communities with the largest blocks of outage are:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

The company thanks customers, community officials and emergency responders for their patience and assistance while the wintry mess is untangled and the system is put back together. At peak on \_\_\_\_\_ customers in \_\_\_\_\_ were without power.

Pacific Power now has nearly \_\_\_\_\_ personnel in the \_\_\_\_\_ to deal with downed lines, damaged and broken power poles and other damage to its system from the storm. Landslides and road closures have further limited access and complicated efforts to restore power.

There will be several individual and isolated customers whose service may not be restored until sometime \_\_\_\_\_.

Working with local emergency management officials, Pacific Power urges customers to stay safe.

- Avoid any downed lines.
- Conserve warmth.
- Use fires and candles wisely.
- Do not use BBQs indoors.
- If using a generator, make sure it is properly wired into your home and that fumes from the unit are vented well away from any living areas.

Customers also are asked to note that if there is damage to their meter base or weatherhead--where the power line connects to your house--it will need to be repaired by a licensed electrician before power can be restored to the home.

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Once again, please remember to stay far away from any downed lines and always assume they are energized and dangerous. Call 1-877-508-5088 or 9-1-1 to report any downed lines.

To report an outage or for more information, call Pacific Power toll free at 877-508-5088. For periodic updates, go to [pacificpower.net](http://pacificpower.net).

###

Contact Info: Pacific Power media hotline  
503-813-6018

### 2. Power Restoration Template:

#### **Power restoration on track in \_\_\_\_\_ area**

DATELINE.—Pacific Power crews continue to work in harsh conditions to restore power to about \_\_\_\_\_ area customers who have been without electrical service \_\_\_\_\_. At one time, more than \_\_\_\_\_ customers were out.

Additional crews have come to the area from parts of Oregon to assist local Pacific Power crews.

#### **QUOTE**

As the restoration continues, Pacific Power asks that residents concentrate on their own safety and comfort.

- Stay away from any downed power lines. Even if the lines are not sparking, they could be energized and extremely dangerous. Call 911 immediately and then call us toll free at 1-877-508-5088 to report. Keep everyone, including pets, out of the area.
- Never use kerosene or propane heaters inside without proper ventilation. They create dangerous fumes. Also, don't use charcoal in your house or garage. If you use a fireplace or wood stove to keep warm, pay careful attention to fire hazards.
- Stay warm by wearing multiple layers of clothing. Add a hat and blanket for extra comfort. Put blankets or towels around windows and doors to help keep the heat in.
- Protect your pipes during freezing weather by wrapping them with insulation. Also, leave faucets dripping so water won't freeze and crack the pipes.
- As much as possible, don't open refrigerators and freezers -they will keep food and perishables inside cold for some time when kept closed.
- Check on your neighbors, especially those who may need special assistance. Check with others who have electricity, to see if you can visit.
- If you use a portable electric generator, please do so with caution. Remember to follow the manufacturer's instructions. Generators should be outside or in a well

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ventilated unoccupied space. Never plug your generator into an outlet and don't connect a generator directly to your home's main fuse box or circuit panel. This can create a dangerous back feed hazard for line crews.

For more tips, please visit [pacificpower.net/outage](http://pacificpower.net/outage).

### 3. Storm Release Template:

Contact: Pacific Power media hotline

1-503-813-6018

**FOR IMMEDIATE RELEASE**

DATE

## Stay safe as prospect of heavy snow, possible flooding hits

---

*Check your Emergency Outage Kit, charge up mobile devices, avoid any downed lines, call 1-877-508-5088 to report outages*

DATELINE. –With predictions of heavy mountain snow and valley flooding in the next few days, Pacific Power reminds its customers and the public to take precautions to stay safe and comfortable.

### QUOTE

Every home should have an **Emergency Outage Kit** that includes the following:

- Flashlight
- Battery-operated radio and clock
- Extra batteries
- Non-perishable foods
- Manual can opener
- Bottled water
- Blankets

If a power outage occurs, Pacific Power encourages customers to first check their fuses and circuit breakers. If the power failure is not caused inside the home or business, customers should **report the outage to Pacific Power at 1-877-508-5088**.

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**Get the App.** The new Pacific Power App for mobile devices can become invaluable during an outage. You can report and track an outage affecting you from your mobile device. The app is free and can be downloaded on the App Store or Google Play. For more information, visit [www.pacificpower.net/app](http://www.pacificpower.net/app).

Pacific Power suggests these safety precautions:

- **Stay away from all downed power lines and utility lines.** Even if the lines are not sparking, they could be energized and extremely dangerous. **Call 911 and report the outage to Pacific Power at 1-877-508-5088.**
- **This current storm system may cause flooding.** Be especially careful of any standing water or even soggy ground. A live down wire may seem to be a safe distance away, but is still extremely dangerous due to wet conditions.
- Don't drive over downed power lines.



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**11 APPENDIX G – LIST OF MEDIA CONTACTS FOR NORTHERN CALIFORNIA**

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First Name	Last Name	Outlet Name	Contact Title	Contact Subjects	Contact Twitter Username	Outlet Type	Contact Sys. E-mail	Contact Sys. Phone Number	Contact Sys. City
Donald	Blount	Weed Press, The	California State Editor	Regional News	donblount	Newspaper, community			Mount Shasta
Steve	Hafen	Saturday Magazine - KVIP-AM	Host	Domestic Lifestyle		Radio program			Redding
Damon	Arthur	Record Searchlight	Reporter/Multimedia Journalist	Breaking News	damonarthur_rs	Newspaper			Redding
David	Benda	Record Searchlight	Business Reporter	Building/Construction; Business; Real Estate	davidbenders	Newspaper			Redding
Matthew	Brannon	Record Searchlight	Local News Reporter	Courts; Local News	mattbrannon_rs	Newspaper			Redding
Michele	Chandler	Record Searchlight	Senior Reporter	City Hall; Housing	mchandler_rs	Newspaper			Redding
Features	Department	Record Searchlight	Features Department	Features/Lifestyle		Newspaper			Redding
Jenny	Espino	Record Searchlight	Local News Editor	Local News	jennyespino_rs	Newspaper			Redding
Silas	Lyons	Record Searchlight	Executive Editor	Local News	silaslyons_rs	Newspaper			Redding
Donald	Blount	Mount Shasta Herald	California State Editor	Regional News	donblount	Newspaper, community			Mount Shasta
Rick	Holloway	Modoc County Record	Publisher & Editor	Community/Neighborhood News; Local News		Newspaper, community			Alturas

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First Name	Last Name	Outlet Name	Contact Title	Contact Subjects	Contact Twitter Username	Outlet Type	Contact Sys. E-mail	Contact Sys. Phone Number	Contact Sys. City
Sam	Williams	Lassen County Times	Managing Editor	Community/Neighborhood News		Newspaper, community			Susanville
Ted	Hering	KVIP-AM	Program Director & Public Service Director	Music; Public Service Announcements		Radio station			Redding
Julia	Avery	KRCR-TV	Producer, Reporter and Anchor	General Assignment News	juliamavery	Television station			Redding
Dylan	Brown	KRCR-TV	Reporter and Anchor	General Assignment News	dylantbrown	Television station			Redding
Sade	Browne	KRCR-TV	Reporter & Producer	General Assignment News		Television station			Redding
Daisy	Caballero	KRCR-TV	Reporter	Local News	krcrdaisy	Television station			Redding
Colton	Chavez	KRCR-TV	Multimedia Journalist	Breaking News	krcrcolton	Television station			Redding
Kate	Hackett	KRCR-TV	Reporter	Entertainment; General Assignment News		Television station			Redding
Courtney	Kreider	KRCR-TV	Multimedia Journalist & Reporter	General Assignment News	KreiderCourtney	Television station			Redding
Ryan	Matthey	KRCR-TV	Reporter & Multimedia Journalist	Breaking News; Local News	ryanmattheynews	Television station			Redding
Michael	Patterson	KRCR-TV	Reporter and Multimedia Journalist	General Assignment News	MikePattNews	Television station			Redding
First Name	Last Name	Outlet Name	Contact Title	Contact Subjects	Contact Twitter Username	Outlet Type			Contact Sys. City
Duane	Davis	KQMS-AM	Operations Manager	Non-Editorial	FOX1670	Radio station			Redding
Steve	Gibson	KQMS-AM	News Director & Host	General Assignment News	sgibdaddy	Radio station			Redding

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## All-Hazards Emergency Response Plan

Michael	O'Brien	KPOD-AM	Operations Manager	Non-Editorial	DJMikeO	Radio station	Crescent City
J.B.	Mathers	KGOE-AM	News & Sports Director	General Assignment News	realjbmathers	Radio station	Eureka
Marc	Albert	KFPR-FM	Reporter & Host, Morning Edition	Local News		Radio station	Chico
Sarah	Bohannon	KFPR-FM	News Director	General Assignment News	sbethbohannon	Radio station	Chico
J.B.	Mathers	KFMI-FM	News & Sports Director	General Assignment News	realjbmathers	Radio station	Eureka
Bill	Hansen	KCFJ-AM	General Manager	Non-Editorial		Radio station	West Covina
Jennifer	Steele	KCCL-FM	On Air Personality & Production Director	Music	jensteelekhits	Radio station	Sacramento
J.B.	Mathers	KATA-AM	News & Sports Director	General Assignment News	realjbmathers	Radio station	Eureka
Donald	Blount	Dunsmuir News	California State Editor	Regional News	donblount	Newspaper, community	Mount Shasta
First Name	Last Name	Outlet Name	Contact Title	Contact Subjects	Contact Twitter Username	Outlet Type	Contact Sys. City
Tony	Reed	Del Norte Triplicate	Staff Writer	Breaking News; Local Government and Politics		Newspaper	Crescent City
Brian	Williams	Del Norte Triplicate	Editor	Breaking News	b_dubw	Newspaper	Crescent City

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INTERNAL USE ONLY

## All-Hazards Emergency Response Plan

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# Annex 01

## Governance Transfer





Emergency Response Plan  
Annex 1 – Governance Transfer

**Document Owner:** Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on feedback from annual reviews and exercises, and redistributing any new version of this document to stakeholders.

The scale of the exercise will be determined by the President and CEO in coordination with T&D operations emergency management and Hydro emergency services leadership.

Author: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: 10/30/2020 Next Revision: 2021
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## **Plan Overview**

Governance transfer planning establishes defined procedures that allow leadership of a company to continue its essential functions in case of a catastrophic event. The purpose of this policy is to establish a protocol for temporary transfer of leadership during a time of crisis when leaders, including the President and CEO may be unable to perform their duties.

## **Purpose**

This plan outlines steps that will be taken to ensure governance transfer during any event which incapacitates the affected utility executive leadership to the point of ineffectiveness. As referenced throughout this document, the “affected utility” is the utility experiencing a catastrophic event while the “supporting utility” is the utility providing leadership during such event. Depending on the circumstances the affected utility could be Pacific Power or Rocky Mountain and vice versa.

## **Objectives**

- Provide the criteria for activation.
- Outline the strategic approach.
- Outline general roles and responsibilities by the executive team.
- Provide operational steps to be taken by the affected utility and supporting utility executive teams.

## **Scope**

Strategic and operational information related to initiation of governance transfer, initial incident coordination and response actions at the leadership level until such time that leadership at the affected utility is restored or partially restored. This plan is not intended to replace the impacted utility’s emergency plans and standard operating procedures; in the event of the activation of this policy, the impacted utility will also implement their local emergency operations plans and structure.

## **Assumptions**

- Initial notification of the event may be through an external source (e.g., media, USGS notification) or an identified major grid anomaly resulting in notification from region dispatch east.
- The affected utility leadership is unable to fulfill their roles for at least 72 hours and the supporting utility leadership must immediately assume responsibility until the affected utility leadership can be reestablished at an alternate location.
- It will be hours or possibly days before leadership from the affected utility can begin communication with the supporting utility.
- Leadership from the supporting utility, and other non-affected Berkshire Hathaway Energy utility platforms are available to respond and assist with coordination.

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## Emergency Response Plan

### Annex 1 – Governance Transfer

- Initial communications may be limited to satellite phones and GETS cards
- Communication lines in parts of the affected utility service territory may be constrained (high traffic) and/or limited due to damage to regional telecommunication systems.
- Corporate systems used for communications may be unavailable for a period of time across PacifiCorp, including email, telephone, fax, internet, instant messaging, and video conferencing.
- The event will cause power outages across the west. The grid will stabilize and power will be restored to areas outside the impacted area within hours.
- Personnel outside of the disaster area have little or no damage and are available to respond; the affected utility employees within the affected area have had some impact and are not available to respond.
- There are employee injuries and fatalities in the impact area.
- All company facilities in the impact area have sustained at least some damage and cannot be occupied for a period of time.
- There will immediate attention on the event by the media, customers, and local, state and federal entities.
- National and regional mutual assistance processes, which will initially be managed by the supporting utility, will be initiated within the first 24 hours.

### **Roles and Responsibilities**

#### Affected Utility President and CEO, or designee:

- Automatically relinquishes authority based on the assumption that all communications are not operational when there has been a catastrophic event. This allows an immediate assumption of leadership by the supporting utility until communications are reestablished.
- Makes every attempt to establish communications to their staff, the supporting utility leadership or other BHE leadership when a catastrophic event occurs.
- If communication systems are available and transfer of control is necessary, the CEO requests activation of the policy and subsequent plans and relinquishes authority to the supporting utility leadership when they and/or their staff are unable to perform duties necessary to help ensure continuity of operations.
- Resumes authority when leadership functions are restored adequately enough to ensure continuity of operations.

#### Supporting Utility President and CEO, or designee:

- Performs the duties as both the affected utility and the supporting utility President and CEO when made aware of a regional disaster by activating this plan and any other necessary plans.

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- Assumes communications with affected utility leadership is impossible until contacted by key the affected utility personnel.
- Initiates communication processes to other BHE company presidents to notify of activation of this policy and any subsequent plans.
- Provides adequate staffing and assistance to maintain supporting utility operations, while assisting in the restoration of the affected utility leadership and continuity of operations.
- Coordinates initial response actions outlined in the Emergency Management Plan.
- Requests assistance from other BHE company presidents to ensure continuity of operations.
- Shares in leadership responsibilities when requested by the affected utility president, or designee.
- Relinquishes presidential and other leadership powers back to the affected utility when requested by the affected utility president, or designee.

### **Activation Criteria**

At the time of a disaster, if leadership personnel are unable to perform their duties, the affected utility President and CEO, or designee, will temporarily relinquish authority to the president and CEO of the supporting utility to make key decisions related to staffing, communications, finance and other presidential powers, until such time that the affected utility leadership can be reestablished. This activation occurs under two circumstances:

1. Once a catastrophic event has occurred in the affected utility service territory the assumption is made that communication is lost to its leadership and/or the company's leadership is impacted and unable to perform their responsibilities. This assumption will be executed based on no contact with the affected utility leadership within 30 minutes of incident notification.
2. The President and CEO of the affected utility, or designee, formally requests implementation of this policy from the supporting utility president and CEO following a major incident (e.g., regional disaster) to ensure continuity of leadership.

Actions

**Critical Task List during Event Notifications and Initial Response (0-2 hours Estimated)**

Objectives	Assumptions
<ul style="list-style-type: none"><li>• Ensure life-safety</li><li>• Implement BHE company notification processes.</li><li>• Activate continuity of leadership.</li><li>• Activate the supporting utility emergency management processes.</li><li>• Schedule initial planning meetings.</li></ul>	<p>The supporting utility staff will first be notified of the event by:</p> <ul style="list-style-type: none"><li>• Region dispatch east who will notice a major grid disturbance.</li><li>• Media outlets.</li><li>• Contact from the affected utility resources outside the major impact area.</li><li>• Satellite phone call from the president and CEO or vice president of operations of PacifiCorp.</li><li>• A Peak RC WECCNet message (if email is available) generated by Grid Operations.</li><li>• Primary communication to and from the impacted area will be via company radio. Satellite phone and use of cellular phones equipped with GETS/WPS will be used as alternate communications means.</li><li>• The affected utility's offices sustained damage and cannot be occupied for a period of time.</li><li>• Company telephone systems and corporate applications (e-mail) is unavailable for all of PacifiCorp and most communication will be via cellular or satellite phones.</li></ul>

Emergency Response Plan  
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CONFIDENTIAL PURSUANT TO GENERAL ORDER 66-C

The supporting utility

Action	Responsible
<p>In the absence of communication from the affected utility leadership, call the affected utility President to determine if response actions are required</p> <ul style="list-style-type: none"><li>Rocky Mountain Power President Gary Hoogeveen 801-220-7813 – Office [REDACTED] – Cell</li><li>Pacific Power President &amp; CEO Stefan Bird 503-813-5336 – Office [REDACTED] – Cell [REDACTED] – Satellite</li></ul> <p><i>The assumption that Governance Transfer actions are necessary will be based on the absence of contact with The affected utility leadership within 30 minutes after incident notification.</i></p>	President and CEO, or designee
Identify and assign a Response Director/Commander to lead the initial response	President and CEO, or designee
Activate the supporting utility emergency management structure and establish a meeting place and time, leaving adequate time to conduct initial communication and grid condition assessments. Include the affected utility managers and directors from operation centers and regional business managers outside the impacted areas. If corporate telephony systems are unavailable, utilize WPS cell phones, GETS and AT&T conferencing to conduct the meeting.	Emergency Operations Center Director or designee
Transfer Customer Service, Region Dispatch and Grid functions from the affected control center to the supporting control center. Consider resource constraints for these functions.	Emergency Operations Center Director or designee

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Action	Responsible
<p>Notify BHE Chairman, President &amp; CEO of the situation and ascertain if the BHE Emergency Operations Center (EOC) should be activated</p> <p>[REDACTED]</p> <p>Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.</p> <p>Request through the BHE Coordinating Executive that all BHE companies assess resource capabilities/availability for possible deployment through intercompany mutual assistance. Resources include:</p> <ul style="list-style-type: none"> <li>○ Assessors</li> <li>○ T&amp;D linemen</li> <li>○ Substation journeymen</li> <li>○ Relay technicians and wiremen</li> <li>○ Communications technicians</li> <li>○ Mechanics</li> <li>○ Safety representatives</li> <li>○ Field equipment and material</li> <li>○ Others, as determined necessary for the situation</li> </ul>	President and CEO, or designee
Provide initial talking points to the Wasatch Customer Collection Center and other external facing entities (company message).	Public Information Officer
Initiate a call-down to all eastern company generating facilities (event notification)	Emergency Operations Center Generation Chief
<p>Coordinate the following actions (if appropriate), providing oversight to region dispatch and the supporting utility emergency management:</p> <ul style="list-style-type: none"> <li>• Activation of the Grid Operations Alternate Control Center (GOACC) at SCC.</li> <li>• Grid status, stabilization activities and coordination with PEAK RC.</li> <li>• Radio checks to all affected utility areas and call-downs to affected utility cell and satellite phones at operations centers inside the impacted area to determine communication capability and to get first-hand account of incident impacts.</li> </ul>	Emergency Operations Center Director or designee
Action	Responsible
<p>Initiate a call-down to the affected utility cell and satellite phones for the affected utility operations centers outside the impacted area to:</p> <ul style="list-style-type: none"> <li>• Confirm leadership is en route/in place at Yakima, Walla Walla, Pendleton, Bend or Klamath Falls site.</li> </ul>	Emergency Operations Center Director or designee

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<ul style="list-style-type: none"> <li>• Verify actions that are being taken at each site to ready alternate EOC and staging areas.</li> <li>• Collect information related to outages, corporate applications access, communications, and known impacts.</li> </ul>	
<p>Initiate a call-down to regional business managers (RBMs) outside the impacted area to verify:</p> <ul style="list-style-type: none"> <li>• Locations where RBMs will be staged.</li> <li>• Actions that the RBMs will take initially for customer and community outreach and coordination.</li> </ul>	Emergency Operations Center Director or designee
<p>Establish a time (schedule EOC meeting) with BHE company leadership. If corporate telephone systems are unavailable, utilize AT&amp;T conferencing systems or BHE conferencing systems. .</p>	Emergency Operations Center Director or designee.
<p>Initiate a call-down for hydro facilities (begin with Merwin) via radio, landline, cell or satellite phones to determine communication capability and to receive update of incident impacts.</p>	Emergency Operations Center Generation Chief

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**Critical Task List during Event Notifications and Initial Response Incident  
Management – Annex Activation (>2 hours)**

Objectives	Assumptions
<ul style="list-style-type: none"><li>• Ensure life-safety</li><li>• Ensure employee welfare</li><li>• Reestablish affected utility leadership.</li></ul>	<ul style="list-style-type: none"><li>• All BHE companies are focused on response to the incident (not a multi-event scenario) and the supporting utility remains in charge for at least the first 72 hours.</li><li>• Communications will primarily be through the use of company radio, landline, cellular, and satellite services in the impact area.</li><li>• Corporate applications, including e-mail and telephony services may be limited or unavailable.</li><li>• There will be injuries and fatalities to the affected utility personnel in the impact area.</li><li>• The affected utility personnel in the impacted area may not be able to respond for an expanded period of time, including executive staff.</li></ul>



Emergency Response Plan  
Annex 1 – Governance Transfer

The supporting utility

Actions	Responsible
<p><b>Annex Assignments (2-5):</b> Assign annexes 2-5 to the supporting utility leadership to provide oversight, facilitate implementation and report progress with the assistance the supporting utility staff (delegated responsibility) until incident management duties are returned to the affected utility.</p> <p>Annex 2 – Executive Policy Group Annex 3 – Emergency Action Center Annex 4 – On-Scene Response Annex 5 –Resourcing and Mutual Assistance</p> <p>Transition of control is considered complete upon <b>completion</b> of Annex 1 combined with the <b>initiation</b> of Annexes 2, 3, 4, and 5</p>	Executive Policy Group Director or designee
<p>Conduct an all-hands meeting (include the affected utility local resources):</p> <ul style="list-style-type: none"> <li>• Review initial impact assessments and communication capabilities.</li> <li>• Review grid stability and mitigation actions.</li> <li>• Verify plan annex assignments and initial actions (reports from each area).</li> <li>• Establish response priorities.</li> <li>• Develop and execute on external and internal communications.</li> <li>• Develop a plan for deployment of resources to assist in staging set-up and incident coordination in Klamath Falls, Bend and Yakima (for a Pacific Power incident).</li> <li>• Establish regular meetings (operational periods for planning and reporting).</li> </ul>	Executive Policy Group Director or designee
Verify activation of the National Response Event, EEI mutual assistance and regional mutual assistance group (RMAG) processed.	Emergency Operations Center Director or designee

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Action	Responsible
<b><u>Within the first 4-6 hours</u></b> after notification conduct a BHE all hands executive emergency meeting with focus on: <ul style="list-style-type: none"> <li>• Resource procurement and deployment</li> <li>• Establishment of a travel and expense organization</li> <li>• National and regional communications</li> </ul>	Emergency Operations Center Director or designee
Deploy resources to identified locations in and around Klamath Falls, OR, Bend, OR and Yakima, WA for incident coordination and staging area operations (for a Pacific Power incident).	Emergency Operations Center Director or designee
Facilitate on-going leadership and coordination activities until leadership is reestablished at the affected utility.	Emergency Operations Center Director or designee

PacifiCorp

Action	Responsible
Once relocated to an alternate command location, assess executive leadership and PPEOC member staffing and coordinate with the supporting utility on transfer of leadership or shared leadership roles for incident coordination.	President and CEO, or designee
Upon completion of Annexes 1, 2, 3 and appropriate understanding of the status of any other activated annexes, control is transitioned from the supporting utility to the affected utility.	President and CEO, or designee

## **Continuity of Leadership Policy**

Policy Number EM001

<b>Approved:</b> _____ Pacific Power, President and CEO	_____ Effective Date
<b>Approved:</b> _____ Rocky Mountain Power, President and CEO	_____ Effective Date
<b>Supersedes Rev. No:</b> N/A	<b>Issued:</b> June 1, 2019

**Purpose:** Establishes a policy for continuity of leadership during times of crisis at PacifiCorp.

**Scope:** This document outlines a general policy, including criteria in which it will be utilized, for continuity of leadership during times of crisis. This document does not provide a plan; detailed steps for activation, or critical tasks associated with a specific type of event.

**Overview:** Continuity of leadership planning is the principle of establishing defined procedures that allow leadership of a company to continue its essential functions in case of a catastrophic event. Their presence promotes public confidence in the company's ability to ensure life-safety, minimize property losses, promote environmental responsibility, ensure operational excellence, and serve customers, while maintaining its financial strength as an industry leader. The purpose of this policy is to establish a protocol for temporary transfer of leadership during a time of crisis, when the President and CEO, and other leaders may be unable to perform their duties.

**Statement:** At the time of a disaster, where leadership are unable to perform their duties, the Pacific Power President and CEO, or designee, temporarily relinquishes authority to the president and CEO of Rocky Mountain Power or vice versa to make key decisions related to staffing, communications, finance and other presidential powers, until such time that leadership can be reestablished. The policy is applied in two circumstances:

1. A catastrophic event has occurred in the affected service territory, communication is lost to its leadership, and it's assumed that the company's leadership may be impacted and unable to perform their responsibilities.
2. The affected President and CEO, or designee, formally requests implementation of the policy with the supporting president and CEO following a major incident to ensure continuity of leadership.

In each instance, the affected president and CEO maintains ultimate authority to relinquish or retain their presidential powers, assuming communication is available. In some cases, the

president and CEO of each company may agree to share responsibilities until normal operations are restored.

**Responsibilities:**

*Affected president and CEO, or designee:*

- Automatically relinquishes authority when there has been a catastrophic event and communication systems are unavailable; an assumption of leadership by the supporting company until communications are reestablished.
- Makes every attempt to establish communications to their staff, supporting leadership or other BHE leadership when a catastrophic event occurs.
- When communication systems are available; requests activation of the policy and subsequent plans, and relinquishes authority to supporting leadership when they and/or their staff are unable to perform duties necessary to help ensure continuity of operations.
- Works with the leadership of the supporting company to share leadership responsibilities when only partial leadership functions at the affected company can be performed.
- Resumes authority when leadership functions are restored adequately enough to ensure continuity of operations.

*Supporting president and CEO, or designee:*

- Performs the duties as both Pacific Power and Rocky Mountain Power CEO and president when the policy and subsequent plans are activated, either by request of the CEO and president of the affected company, or when communication cannot be made to affected leadership.
- Initiates communication processes to other BHE company presidents to notify of activation of this policy and any subsequent plans.
- Shares in leadership responsibilities when requested by the affected president, or designee.
- Relinquishes presidential and other leadership powers when requested by the affected president, or designee.

**Related documents:** None

**Approvals:** If applicable, these approval resources have also reviewed this document and submitted their approval:

Name	Title	Date
	N/A	

**Changes to this policy must be approved by the president and CEO of both Pacific Power and Rocky Mountain Power.**



# Annex 02

## Executive Policy Group

Emergency Response Plan  
Annex 2 – Executive Policy Group

**Document Owner:** Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content, and distributing a new version to document stakeholders.

The scale of the annual exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Authors: Jeff Bolton Teresa Connors Perez Version: 1.0 Origination Date: 6/1/2019 Last Revision: 10/30/2020 Next Revision: 2021
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Annex 2 – Executive Policy Group

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## **1 OVERVIEW**

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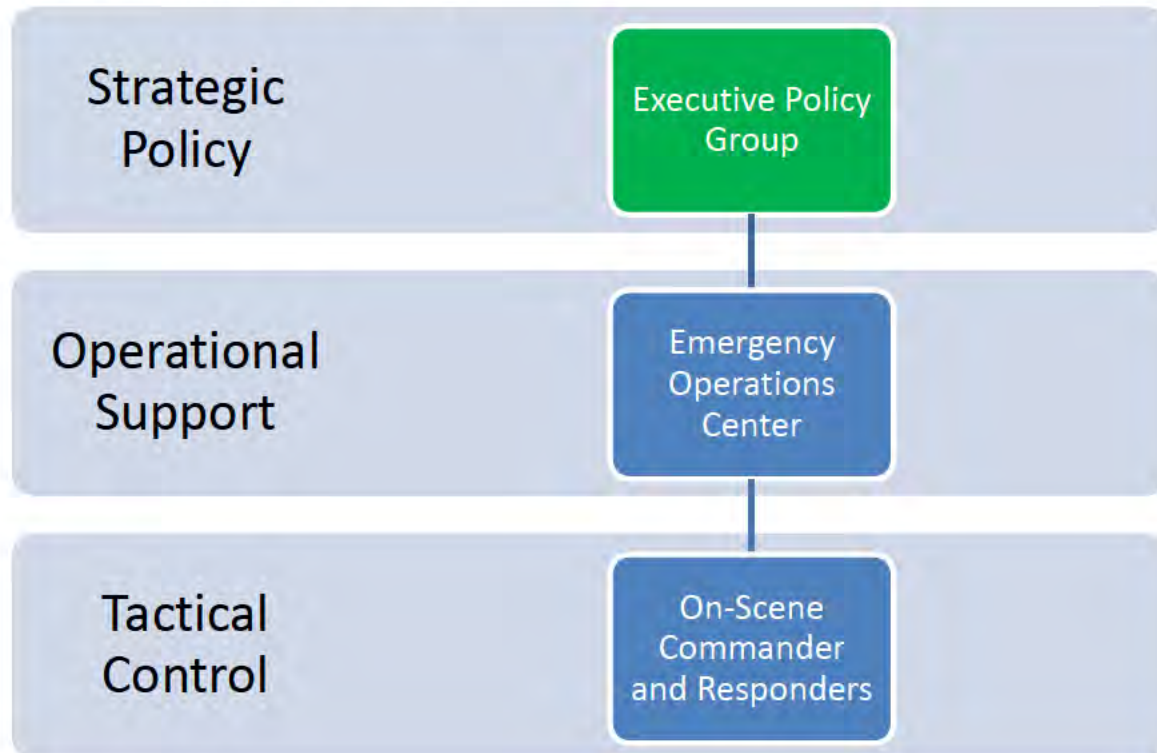
### **1.1 PURPOSE**

This annex outlines steps that will be taken to manage any incident or event through activation, management, operation and deactivation of the company's Executive Policy Group. The Executive Policy Group is a unified group of representatives from Pacific Power and Rocky Mountain Power that provide support to the company during emergency incidents or events.

### **1.2 CONCEPT**

The PacifiCorp emergency management structure provides a flexible and dynamic central command-and-control function that is activated for incidents and events which may require control and support beyond the capabilities of the day-to-day response resources. By implementing the principles found within the National Incident Management System, the structure is able to provide guidance and support to emergency responses of any size or scope. The Executive Policy Group provides needed support to operational resources through the following functions: (1) it collects, gathers and analyzes data; (2) makes decisions to protect life, property and the environment; (3) assists in the continuation of critical business processes; and (4) helps facilitate cross-platform incident coordination. This document provides guidelines that the Executive Policy Group follow for responding to, managing and transitioning to recovery from any emergency.

#### **1.2.1 Organization Hierarchy.**



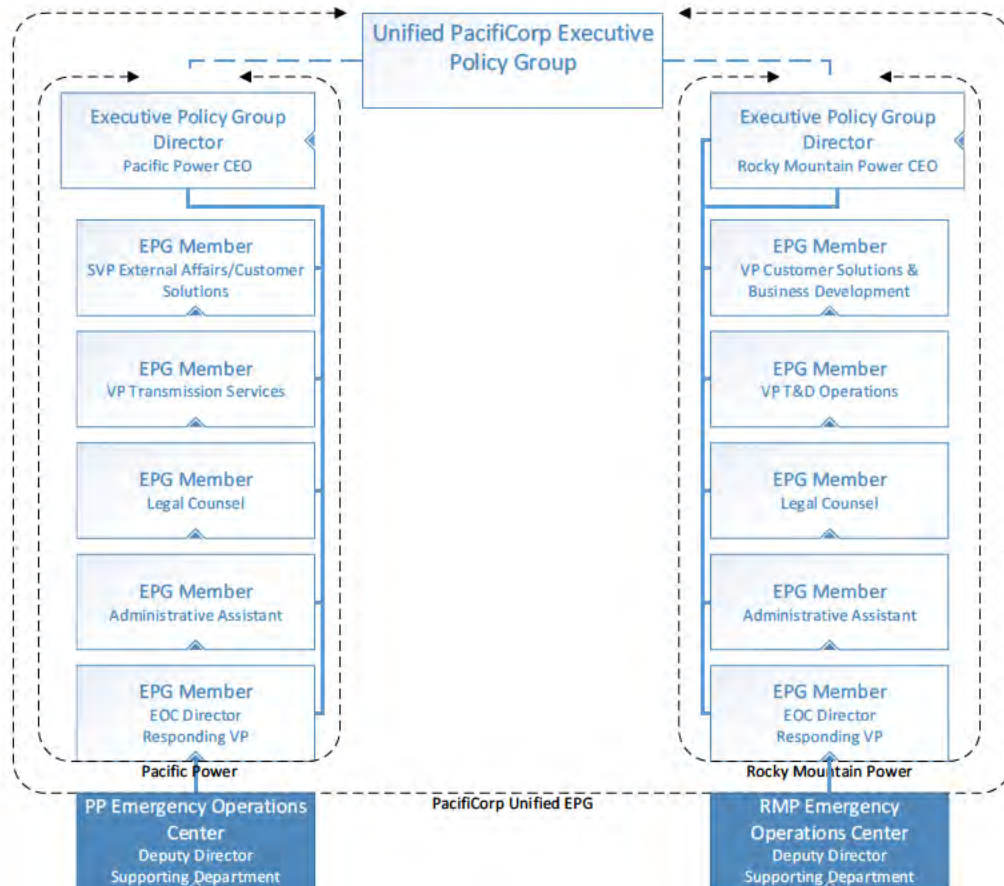
Definitions:

- Strategic Policy – highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should make broad policy and goal statements for the subordinate levels to achieve
- Operational Support – a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where incident support takes place.
- Tactical Control – the actual execution of the response. This level is the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning

## 2 EXECUTIVE POLICY GROUP

Strategic policy is created at and disseminated from this level. The Executive Policy Group report appropriate information to this level from the tactical and operational levels.

### PacifiCorp Executive Policy Group



### 2.1 ROLES AND RESPONSIBILITIES

#### 2.1.1 Executive Policy Group Director

- Provide high level priorities, goals and objectives for response
- Establish appropriate policy directives in support of response priorities
- Overall approval authority for all internal and external strategic messaging

#### 2.1.2 Executive Policy Group Member

- Craft, review, and distribute public messaging upon approval from Executive Policy Group Director.

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*All other positions will continue within their normal business responsibilities while conducting contingency operations.*

### **3 ACTIVATION CRITERIA**

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Executive Policy Group activation will be based on severity of the incident and need for strategic support. The number of districts, customers without power, political or reputational damage, and publicity or media attention with the incident are key considerations to determine the need for Executive Policy Group activation.

When possible, the Chief Executive Officer may proactively establish command and control by activating the Executive Policy Group in anticipation of an event or incident.

Although activations are ultimately left to the judgement of the Chief Executive Officer, the following are examples of when Executive Policy Group activation may be appropriate:

- High profile locations are impacted;
- Limited resources are available for response;
- Mutual assistance requested;
- Key locations which could cause cascading effect to grid are impacted;
- Environmental damage concerns exist;
- Public sector emergency agency response (Fire, Police, Public Works, etc.) is occurring;
- Anticipated or forecasted manmade or natural events which may lead to political or reputational consequences;
- Events that may have safety or environmental impacts;
- Threats or incidents related to physical or cyber security;
- Anticipated or forecasted manmade or natural events that could impact the company's ability to continue critical business processes; or
- Events that require enhanced communication with the media or public agencies.

### **4 TYPES OF ACTIVATION**

---

#### **4.1 PHYSICAL ACTIVATION**

This activation requires each group member to report to an identified location for contingency operations. Historically, a physical activation has been the preferred method to allow better collaboration during the situation.

#### **4.2 VIRTUAL ACTIVATION**

A virtual activation occurs when participants share information, make decisions and deploy resources remotely through technological tools without being present in the actual command center. Key benefits of virtual activation include:

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Annex 2 – Executive Policy Group

- Safety: Allows members to stay in a safe location when travel may present a risk; and
- Timing: allows participants to begin managing the event immediately, rather than waiting for a team to assemble at a physical location.

#### 4.3 PHYSICAL AND VIRTUAL HYBRID

Today, the most common activation is a hybrid of both the physical and virtual activation. Some staff will be in the physical location while others are able to assist from other locations through virtual means.

### 5 EXECUTIVE POLICY GROUP PHYSICAL LOCATIONS

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#### 5.1 PACIFIC POWER

##### 5.1.1 Primary Location

The primary Executive Policy Group location is a secured location at the

Lloyd Center Tower (*LCT*):

825 NE Multnomah Street

Room 20A

Portland, Oregon 97232

Responding personnel should bring their laptop, battery pack and network cables with them.

##### 5.1.2 Secondary Location

##### 5.1.2.1 Stayton Business Recovery Facility

This is a secured location. To activate this facility, contact the Pacific Power Emergency Manager or the Business Continuity Section.

Directions from Interstate 5, southbound from Portland to 525 Wilco, Rd. Stayton, OR:

- Take exit 253 for OR-99E Bus/OR-22, towards “Stayton/Detroit Lake”
- Turn Left at OR-22
- Take Exit 12 for Golf Club Rd., towards the Chemeketa-Santiam Center
- Turn Right (south) at Golf Club RD. SE (Golf Club Rd. becomes Wilco Rd.)
- Continue on Wilco RD., past the 4-way stop at Schaff Rd., to 525 Wilco Rd.
- Turn Right into driveway and follow signs to the back parking lot

This location is approximately 1 hour (61 miles) south of the Lloyd Center Tower in Portland.

##### 5.1.3 Alternate Command and Control Locations

The following alternate locations have been identified for potential Executive Policy Group operations in order of preference:

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- Yakima, WA
- Bend, OR
- Klamath Falls, OR
- North Temple Office, Salt Lake City, UT

## 6 ACTIVATION LEVELS

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The level which the Executive Policy Group operates is flexible during an activation. The level is determined by available staff, strategic support requirements and the judgement of the Executive Policy Group Director. The activation levels are:

Activation Level	Description	Staffing
Level 1 Not Activated	Routine monitoring of situation. No event or incident anticipated.	Not staffed or configured for operations. Situational awareness maintained by emergency management.
Level 2 Activated	Situation has developed which requires enhanced monitoring and coordination or a situation has developed which requires coordination extending beyond normal work duties.	May be staffed with a few personnel focused on situational awareness, partially staffed, or fully staffed with or without 24 hour operations based on Response Director guidance.

## 7 EXECUTIVE POLICY GROUP ACTIVATION

---

### 7.1 NOTIFICATION

Activation of the Executive Policy Group can be requested by any department director or higher who needs, or anticipates the need for enhanced communication and incident coordination capabilities. The decision to activate and the Executive Policy Group staffing will be made by the Chief Executive Officer.



Emergency Response Plan  
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The following email will also be sent to the Notification email group:

<b><i>SUBJECT (e-mail subject line):</i></b> Executive Policy Group Activation Notification— <i>&lt;Insert incident type&gt;</i>
<b><i>(E-mail text):</i></b> The Executive Policy Group has been ACTIVATED as of <i>&lt;Insert time and date&gt;</i> due to <i>&lt;Insert incident description&gt;</i> <ul style="list-style-type: none"><li>• At this time, approximately <i>&lt;Insert number&gt;</i> customers are impacted, primarily in the <i>&lt;Insert affected area description&gt;</i> area.</li><li>• Operations personnel have been mobilized and are currently in assessment mode.</li><li>• Planning meetings will be scheduled immediately following this notification.</li><li>• If your participation is required or requested, you will receive meeting information in forthcoming notices.</li></ul> Executive Policy Group Director: <i>&lt; Chief Executive Officer or designee&gt;</i>

## 7.2 INITIAL RESPONSE

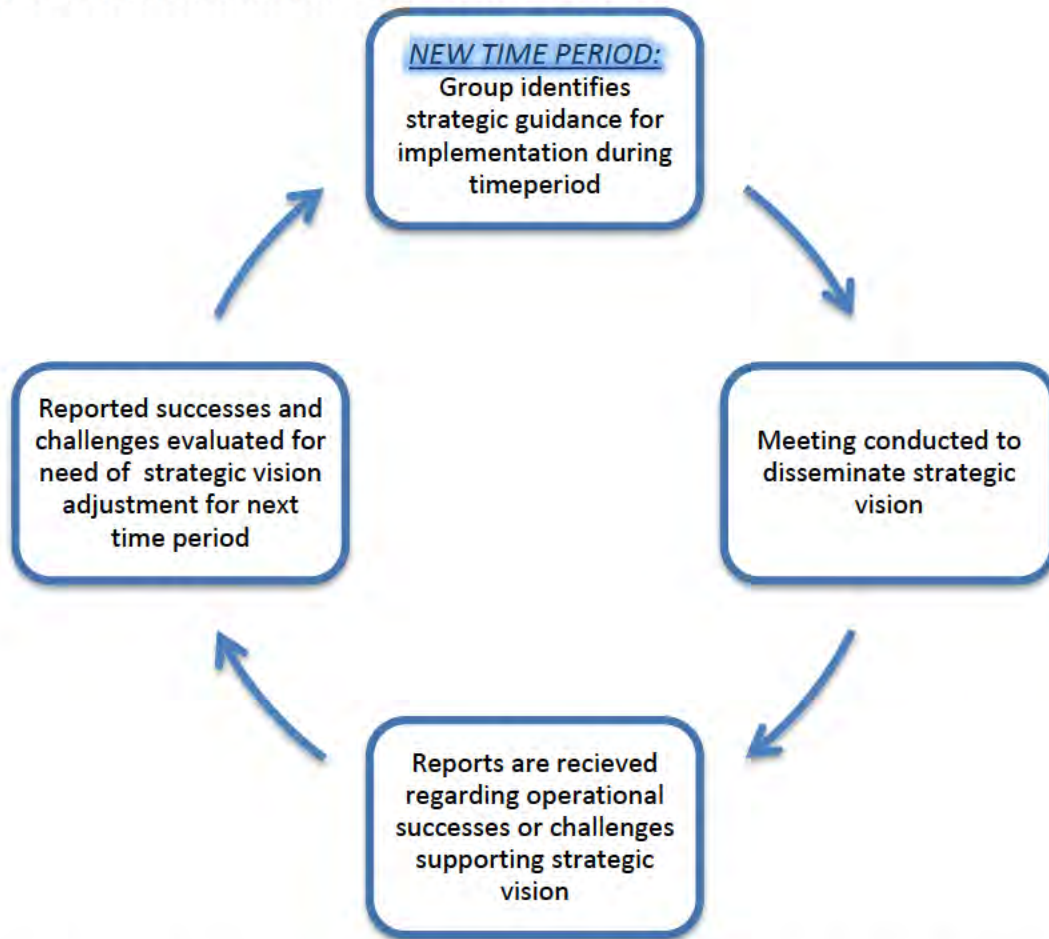
- Establish incident management leadership (i.e., the person that will be in in charge for this incident).
- Establish an initial meeting time and location where Executive Policy Group members will assemble
- Unless otherwise directed by the Executive Policy Group Director, proceed to the primary Executive Policy Group facility at LCT 20.
- If LCT is unavailable, proceed to the Stayton Business Recovery Facility.
- Notify supporting company Emergency Management of the incident and request standby for assistance with incident coordination.

If Executive Policy Group members or local leadership are unavailable, contact supporting company emergency management for assistance with communication and coordination.

## 8 INCIDENT STABILIZATION AND CONTROL

---

### 8.1 EXECUTIVE POLICY GROUP OPERATIONAL CYCLE



A “time period” is a flexible amount of time between the beginning and the end of an operational cycle. Initially this may be as short as a few hours, as operations progress and the situation is controlled the time period may be extended to a day or longer.

### 8.2 INCIDENT CONTROL

Response to incidents and emergencies is based on the severity and potential impact. Initial steps include:

- Assess situation;
- Ensure personnel and public safety;
- Address fuel, shelter, food, water, sanitation and security issues for workers;
- Address human resources and employees/family mass care services (e.g., mental health, medical, payroll, temporary shelter and financial assistance services); and
- Coordinate with state and federal agencies.

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Emergency Response Plan  
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- Restore or normalize communication services (voice, radio, and microwave);
- Coordinate internal and external communications;
- Prevent damage to the environment, systems and property;
- Provide essential services;
- Designate the location for ongoing Executive Policy Group functions;
- Verify customer service status (inbound/outbound calls);
- Designate a communication process with customer service, field and substation operations;
- Conduct planning sessions with available Executive Policy Group resources. Topic considerations may include:
  - Resource availability.
  - Environmental impacts and mitigation.
  - Updates by department.
  - Cross-platform coordination.
  - Facility damage assessments.
  - System status.
  - IT systems availability.
  - Business processes impacted by the event and recovery capability.
  - Communication processes to key stakeholders, customers, media and other external entities.
  - Availability and need for food, water, shelter, sanitation and security for workers.
  - Executive Policy Group staffing rotations.

## 9 EXECUTIVE POLICY GROUP DEACTIVATION

---

Upon completion of the incident, defined as management of the situation without the need for Executive Policy Group support, the Executive Policy Group will be deactivated.

Any notes, documents or reports created by the Executive Policy Group should be compiled and provided to Emergency Management for inclusion in any after action reporting.

The following correspondence will be sent to any entity which was made aware of the Executive Policy Group activation:

<b>SUBJECT (e-mail subject line):</b> Executive Policy Group Deactivation Notification— <i>&lt;Insert incident type&gt;</i>
---

<b>(E-mail text):</b> The Executive Policy Group has been DEACTIVATED as of <i>&lt;Insert time and date&gt;</i> due to <i>&lt;Insert incident description&gt;</i> Executive Policy Group Director: <i>&lt;insert name&gt;</i>
--

## 10 EXECUTIVE POLICY GROUP ACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions</li> </ul>		
Actions	Responsible	Reference Section
<b>Receive requests from appropriate director or higher and decide if activation is necessary</b>	President and CEO/designee	4
<b>Decide on type (physical location or virtual), location (primary or alternate) and level of activation (enhanced, partial or full) and notify requesting department(s) of decision</b>	President and CEO/designee	5, 6, 7
<b>Send Email to notification group</b>	Emergency Manager	8.1
<b>In accordance with the Berkshire Hathaway Energy (BHE) Emergency Operations Guide<sup>1</sup>:</b>  <b>Notify Bill Fehrman (BHE Coordinating Executive) at 515-281-2326 (office) or 515-494-0270 (cell) of the situation and ascertain if the BHE Emergency Operations Center (BHE EOC) should be activated.</b> <b>a. Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.</b>	President and CEO/designee	BHE Emergency Operations Guide
<b>Receive situational update from affected department(s)</b>	Executive Policy Group Director	
<i>Upon completion of activation, continue to the Operation Cycle Checklist</i>		

<sup>1</sup> The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the emergency management organization.

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## 11 EXECUTIVE POLICY GROUP OPERATION CYCLE CHECKLIST

Objectives		
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions.</li> <li>• This section will be repeated for each time period</li> </ul>		
Actions	Responsible	Reference Section
<b>Establish time for strategic planning meeting with Executive Policy Group</b> <b>Key items to consider during planning meetings:</b> <ul style="list-style-type: none"> <li>○ Safety concerns</li> <li>○ Current capabilities</li> <li>○ Current staffing levels</li> <li>○ Damage assessment</li> <li>○ Resources lost</li> <li>○ Transportation routes and access</li> <li>○ External messaging</li> <li>○ Political and reputational effects</li> </ul>	Executive Policy Group Director	9
<b>Identify any guidance which should be disseminated through departments</b>	Executive Policy Group Director	3
<b>Receive updated reports from departments regarding operational successes and challenges</b>	Executive Policy Group Members	3
<b>Adjust staffing levels and/or type and location of Executive Policy Group as appropriate based on situational changes</b>	Executive Policy Group Director	
<b>Conduct meeting to adjust strategic guidance based on updated information</b>	Executive Policy Group Director	9
<i>Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.</i>		3

## 12 EXECUTIVE POLICY GROUP DEACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions</li> </ul>		
Actions	Responsible	Reference Section
<b>Upon notification or executive decision that Executive Policy Group support is no longer necessary, begin deactivation process</b>	Executive Policy Group Director	10
<b>Gather any documentation generated and provide to Emergency Management for after action reporting</b>	Executive Policy Group Members	10
<b>Send Email notification of deactivation of Executive Policy Group</b>	Executive Policy Group Director	10
Upon deactivation return to normal business duties		



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# Annex 03

## Emergency Operations Center

### Annex 3 – Emergency Operations Center

**Document Owner:** The manager of emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content, and distributing any new version of the document stakeholders.

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## 1 PLAN OVERVIEW

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### 1.1 PURPOSE

This plan outlines the steps which will be taken to manage any incident through activation, management, operation and deactivation of the Emergency Operations Center (EOC).

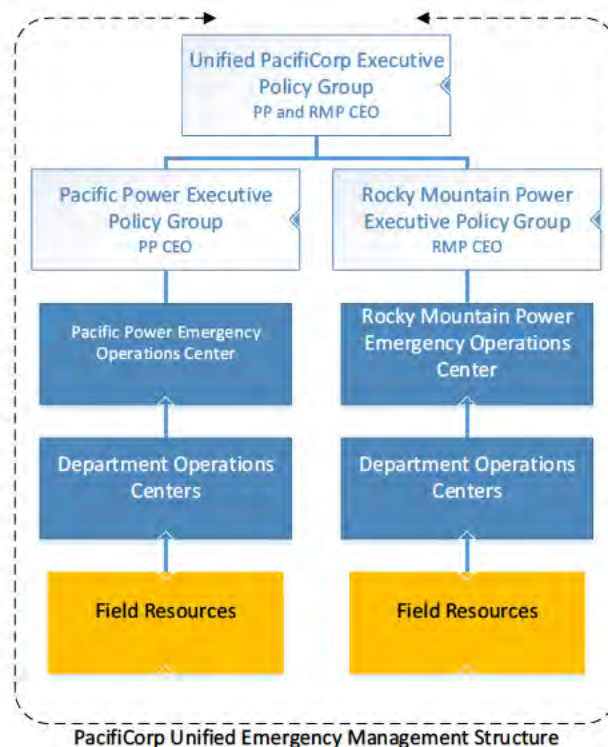
### 1.2 CONCEPT

The company emergency management structure provides a flexible and dynamic central command-and-control function for incidents which may require control and support beyond the capabilities of the day-to-day response resources. By implementing the principles found within the National Incident Management System, the structure is able to provide guidance and support to responses of any size or scope. To provide needed support to operational resources the Emergency Operations Center collects, gathers and analyzes data; makes decisions to protect life, property and the environment; assists in the continuation of critical business processes and helps facilitate cross-platform incident coordination. This document provides guidelines for responding to, managing and transitioning to recovery from any emergency.

## 2 INCIDENT MANAGEMENT TEAM ORGANIZATION

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### 2.1 ORGANIZATION HIERARCHY



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### Definitions:

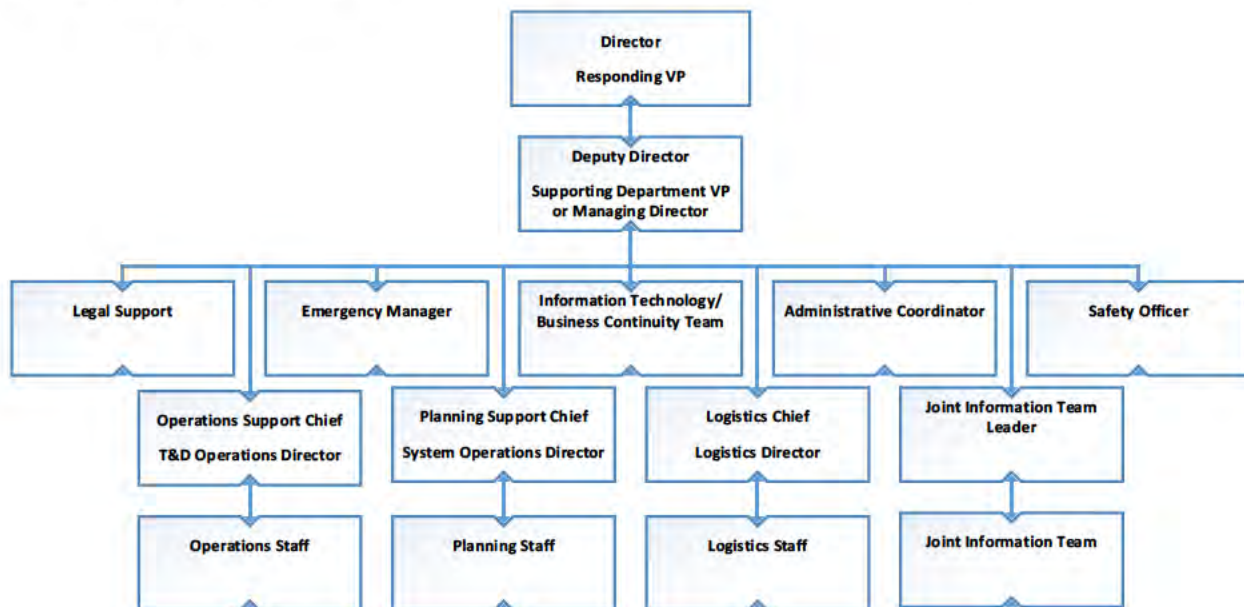
- Strategic Policy is the highest level supervision charged with coordination with outside agencies at the executive level and/or state government level or higher. Although aware of the tasks and actions at the operational and tactical level, the strategic leadership should make broad policy and goal statements for the subordinate levels to achieve.
- Operational Support is a higher level of supervision charged with coordinating the requested equipment and staffing needs of the tactical level. This level is where the big picture planning takes place.
- Tactical Control is the actual execution of the response. This level is the on-scene specialists who are physically correcting the problem. This level is responsible for local area planning

### 2.2 EXECUTIVE POLICY GROUP

The Executive Policy Group is discussed in Annex 2 and is responsible for the strategic policy direction during widespread or complex incidents.

### 2.3 EMERGENCY OPERATIONS CENTER

The EOC provides operational guidance and support to the tactical response resources and reports current situational information to the Executive Policy Group. The EOC organizational structure is designed to be scalable based on situational needs. The following example is for a full activation during a complex situation:



#### 2.3.1 Emergency Operations Center Organization

The EOC Command Staff, listed below, is responsible for the overall management of the response at both the tactical control and strategic support levels. The tactical control area positions are those

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## Annex 3 – Emergency Operations Center

responsible for the responding field operations crews and those in the operational support area are responsible for providing requested support to the tactical crews.

Command Staff	Operational Support	Tactical Control
EOC Director/Deputy Director	Business and Community Liaison Officer	Operations Chief(s)
Area/Incident Commander(s)	Tariff Coordinator	Dispatch
System Operations Chief	Customer Service Officer	Vegetation Management
Operations Support Chief	HR Coordinator	Response Crews
Planning Support Chief	IT Coordinator	Base and Staging Area Manager
Logistics Chief	Environmental Officer	Incident Command Post Liaison Officer
Generation Chief	Administration Support	
Emergency Manager	Material Coordinator	
Safety Officer	Transportation Coordinator	
Joint Information Team Leader	Workforce Coordinator	
Legal and Risk Officer	Base and Staging Area Coordinator	

### 2.3.2 Roles and Responsibilities

The EOC is led by the EOC Director and EOC Deputy Director, who have overall responsibility for incident supported by the rest of the Command Staff (identified in the table above).

#### *EOC Director and Deputy EOC Director*

The EOC Director has been delegated the authority to manage all incident-related activities, establish priorities and allocate company resources. The EOC Deputy Director will assist with all EOC Director roles and responsibilities. The EOC Deputy Director must be equally qualified to become EOC Director if needed.

Roles and responsibilities include:

- Activates and demobilizes the EOC;
- Establishes and manages the incident organization;
- Identifies planning schedules (operational periods) and work schedules;
- Directs activation of mutual assistance agreements when applicable;
- Establishes incident priorities;
- Leads all operational support meetings;
- Ensures incident activities are documented;
- Approves all internal and external communication; and
- Represents the EOC at the Executive Policy Group.

#### *Unified Command*

Unified Command links the organizations responding to the incident at the leadership level, and it provides a forum for these entities to make consensus decisions. Under UC, the various jurisdictions and/or agencies and non-government responders may blend together throughout the organization to create an integrated response team. UC. If there is a disagreement, it is worked out among the Incident Commanders within the Unified Command

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## Annex 3 – Emergency Operations Center

### 2.3.2.1 Command Staff

#### *Area/Incident Commander*

Area/Incident Commander roles and responsibilities are discussed in Annex 4 (On-Scene Response and Stabilization).

#### *Public Information Officer (PIO)*

The PIO coordinates and facilitates all media information, responds to media requests and proactively provides approved incident information to local, regional and national news organizations. Roles and responsibilities include:

- Ensures control of a single message being delivered by all EOC members, the EOC Director or EOC Deputy Director approves any information the PIO releases.
- Establishes the schedule for news briefings and media releases.
- Provides regular updates on media requests to the incident organization.
- Advises EOC Director or EOC Deputy Director on information dissemination and media relations.

#### *Legal and Risk Officer*

The Legal and Risk Officer is activated as an advisory position, at the highest level activated command structure, anytime a risk exists for the event to become litigious or has potential compliance impacts. Roles and responsibilities include:

- Provides legal counsel and guidance to the EOC Director or EOC Deputy Director for the Emergency Operations Center;
- Collaborates with counsel of response-partners to ensure the company's response activities are in compliance with existing laws, regulation and guidelines; and
- Evaluates the possibility of future claims and litigation.

#### *Safety Officer*

The safety officer coordinates all safety related activities, working with the EOC and the field. Roles and responsibilities include:

- Leads the Safety Staff;
- Coordinates safety and environmental information with the EOC Director or EOC Deputy Director;
- Establishes the safety strategy and implements a deployment strategy for safety coordinators;
- Ensures all safety incidents are reported;
- Evaluates the initial conditions of the event and provides a safety message to the on-scene commander; and
- Prepares appropriate safety messages for internal and external dissemination.

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### *Emergency Manager*

The Emergency Manager assists the EOC Director with EOC activation, maintains incident command protocols and helps ensure consistent and accurate event communication. Roles and responsibilities include:

- Coordinates incident-related activities with other public and private sector emergency managers;
- Assists with set-up of the EOC;
- Ensures protocols are followed in coordination with the EOC Director;
- Assists with information development and management; and
- Assists with requests for mutual assistance (inbound and outbound).

### *Administration and Finance Section Chief*

This position's primary function is to ensure a well-coordinated information management process throughout the event. Roles and responsibilities include:

- Leads the Administration and Finance Section;
- Validates accuracy of gathered data and information during planning meetings;
- Manages all incident related documentation;
- Manages completion, review, EOC Director or EOC Deputy Director's approval and distribution of the Incident Update Report;
- Monitors appropriate EOC and Field Operations Mailboxes for requests;
- Relays issues or concerns related to administrative tasks and information management to the EOC Director or EOC Deputy Director;
- Tracks costs, analyzes cost data, makes estimates, and recommends cost savings measures;
- Provides central point for data collection and report finalization;
- Tracks personnel and equipment time;
- Processes claims for accidents and injuries;
- Collects data concerning emerging issues, corrective actions, and lessons learned during activations; and
- Works with logistics to ensure resources are procured.

### *Logistics Chief*

This position works with both tactical and EOC personnel, managing resource information from a global perspective. Roles and responsibilities include:

- Leads the Logistics Section;
- Communicates and collaborates with tactical response and other staff on incident requirements and available workforce;
- Provides recommendations to the EOC Director or EOC Deputy Director on how to maximize the effectiveness of all personnel;

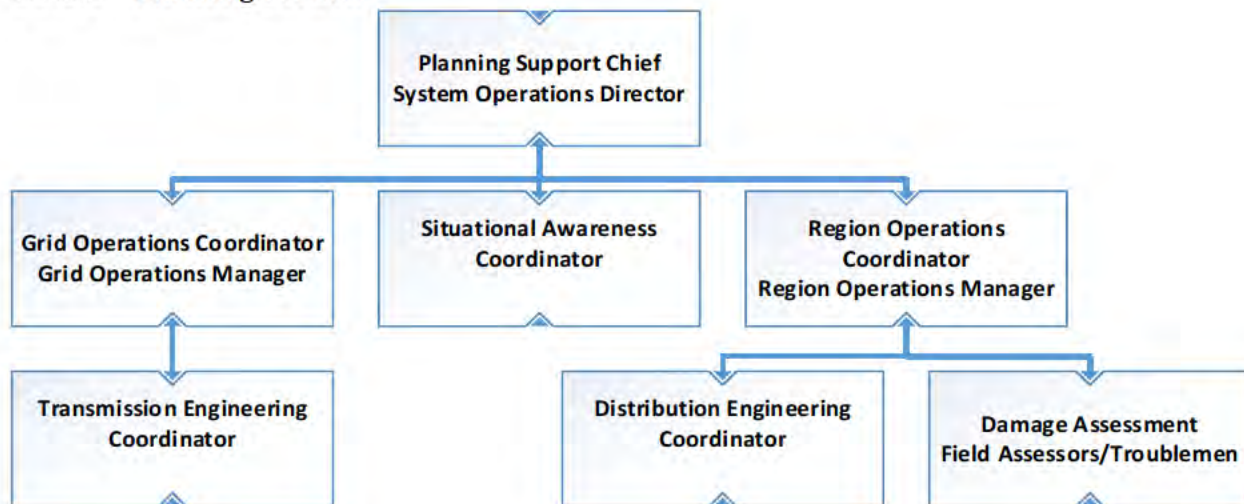
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- Coordinates with emergency management on mutual assistance requests from other utilities;
- Orders and tracks arrival of commodities, teams, and personnel ordered or arranged by staff to support on-scene incident management operations;
- Plans, prepares, implements, and evaluates all logistics functions needed to support response, EOC and staff; and
- Identifies requirements for contractors, specialized vehicles and services, helicopters, and/or additional personnel from outside sources

### 2.3.2.2 Planning Section

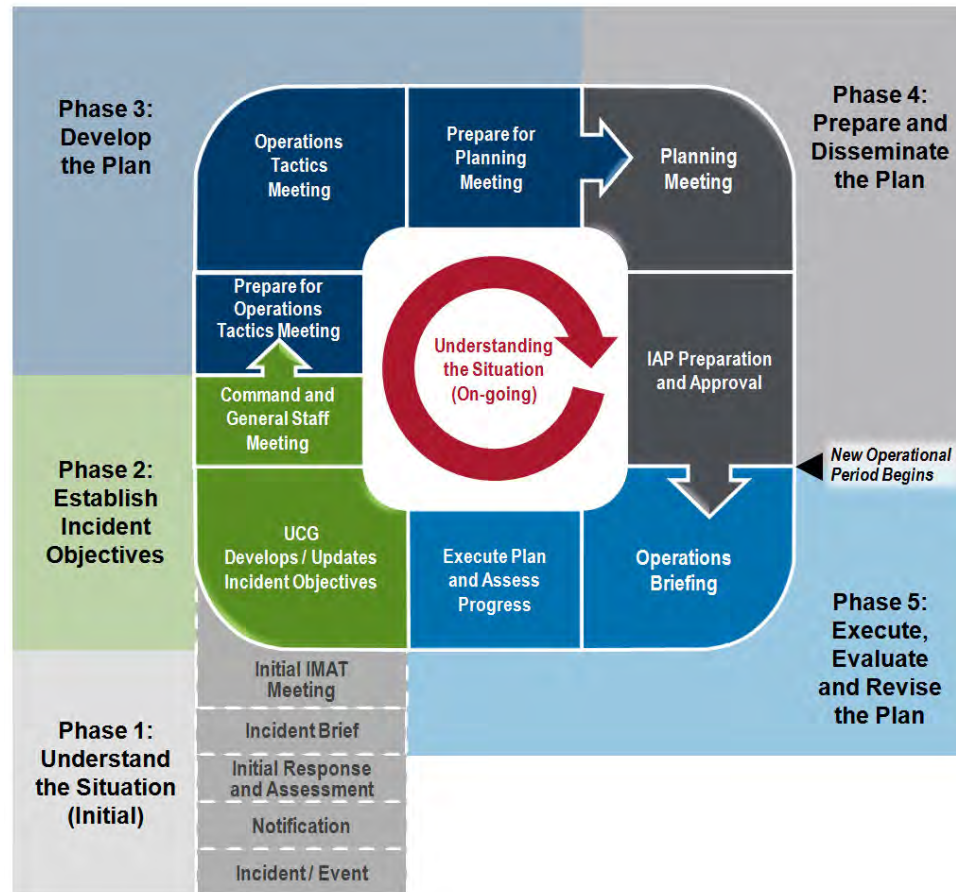


#### *Planning Support Chief*

During an activation, the Planning Support Chief is responsible for coordinating the Incident Action Plan. Roles and responsibilities include:

- Ensures all safety and environmental protocols are included in the Incident Action Plan;
- Manages the planning process;
- Manages Technical Specialists;
- Leads all planning meetings;
- Ensures incident activities are documented;
- Collates data from initial and ongoing assessment of incident-related damage and needs, conduct impact analyses, and executes planning and resource decisions with assessment results;
- Facilitates information sharing across various centers and jurisdictions involved in an incident and with senior leadership;
- Maintains and displays situation status;
- Gathers, analyzes, and disseminates information and intelligence;
- Compiles, manages and generates the Incident Action Plan through the use of the Emergency Operations Center Planning Process (shown in the chart below)

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- Develops alternative strategies;
- Maintains and displays situation status;
- Prepares the Demobilization Plan; and
- Maintains an event log.

#### *Grid Operations Coordinator*

The System Grid Coordinator is responsible for identifying, reporting and analyzing the current and forecasted status of the overall grid.

Roles and responsibilities include:

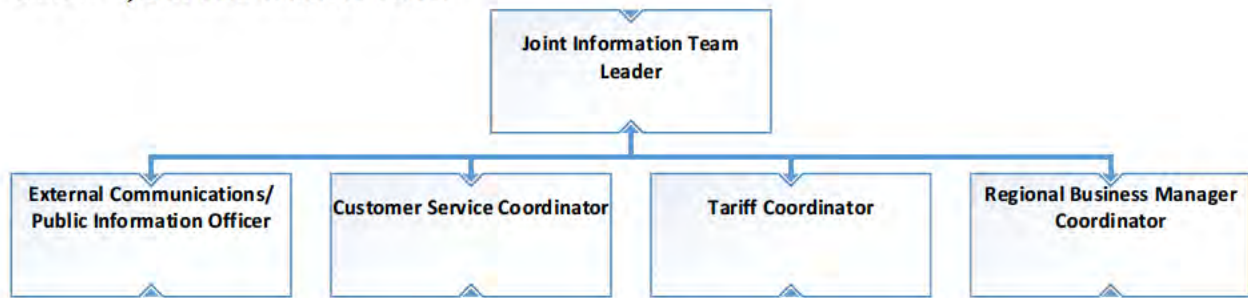
- Providing current outage status to Planning Chief; and
- Coordinating restoration efforts directly with Transmission Owners and California Independent System Operator (CAISO) as appropriate by:
  - Identifying potential cascading outages; Tracking number of customers out of service and outage timing; and
  - Advising on which part of the grid to energize during restoration operations.

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## Annex 3 – Emergency Operations Center

### 2.3.2.3 Joint Information Team



#### *Regional Business Manager Coordinator*

The business and community liaison officer is responsible for coordinating event-related information and EOC activities with business and community staff who work in the field.

Roles and responsibilities include:

- Establishes regular communication with business and community leaders and field resources;
- Works with public and private sector resources to establish warming or cooling shelters and provides shelter information to the command team for media, customer service and public utility commission updates;
- Proactively calls managed accounts in the affected area;
- Reports customer concerns to the Planning Chief; and
- Participates in joint information sessions with the PIO, when applicable.

#### *Customer Service Coordinator*

The customer service officer maintains an overall picture of the emergency in terms of its effect on company customers and the Customer Service Center (CSC).

Roles and responsibilities include:

- Implements the customer service incident strategy in coordination with the EOC (e.g., staffing, overtime);
- Relays customer needs, concerns or complaints being fielded by CSC representatives or through technology (e.g., social media, company website);
- Reports on customer service systems performance (technology);
- Collaborates with the PIO, business and community officer, tariff and information coordinators on outage status, ETRs and warming or cooling shelter information for customers;
- Ensures approved and timely messages are crafted and installed on the IVR system, website and social media outlets; and
- Coordinates and ensures completion of automated customer callbacks.

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### *Tariff Coordinator*

The tariff coordinator is the EOC liaison to the public utility commission (PUC) throughout an event.

Roles and responsibilities include:

- Notifies the PUC of EOC activation and closure status;
- Develops and provides regular, approved updates to the PUC and fields PUC requests and coordinates responses with the EOC Director or EOC Deputy Director;
- Notifies the Planning Chief of customer complaints filed with the PUC; and
- Provides advice to the EOC regarding compliance with PUC regulatory requirements.

### 2.3.2.4 Administration Section



### *Administration Support Specialist*

The Administration Support Specialist provides critical administration and coordination services to the EOC.

Roles and responsibilities include:

- Assists coordination of operations and general planning meetings at the request of the Administration Chief;
- Assists the EOC Director or EOC Deputy Director and Emergency Manager with EOC activation;
- Assists with the rotation schedule and shift change information; and
- Assists in acquiring meals, beverages and lodging for EOC personnel.

### *Labor Relation (HR) Coordinator*

The labor relations coordinator provides guidance and coordinates information with field operations managers and labor union officials, in collaboration with EOC personnel.

### *Information Technology (IT) Coordinator*

The IT coordinator ensures critical systems related to outage management remain operational throughout the incident and is the liaison to IT organizations regarding EOC information. This position reports directly to the Administration Chief.

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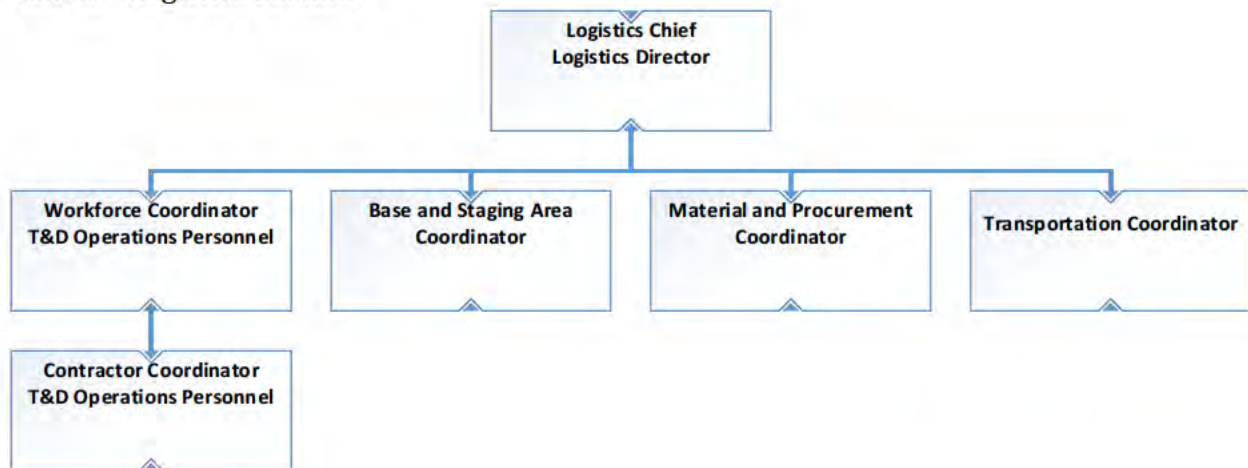


## Annex 3 – Emergency Operations Center

Roles and responsibilities include:

- Implements an IT “change freeze” at the request of the EOC Director or EOC Deputy Director;
- Coordinates and liaises with the ITEAC;
- Monitors and reports on performance of business-critical systems;
- Responds to technology concerns, issues and requests from the EOC or field operations districts impacted by the event; and
- Escalates technology issues in the IT organizations to ensure rapid response and resolution.

### 2.3.2.5 Logistics Section



#### *Material Coordinator*

The logistics coordinator provides support to field personnel, acquiring and distributing tools and materials for assessment and restoration work.

Roles and responsibilities include:

- Identifies and implements a strategy to distribute and stage materials based on projected incident needs; and
- Ensures an appropriate compliment of logistics personnel to support the incident.

#### *Transportation Coordinator*

The Transportation Coordinator provides support to field personnel and works with the Warehouse Coordinator on all aspects of transportation, vehicle and equipment needs.

Roles and responsibilities include:

- Fulfills identified vehicle and equipment needs;
- Secures chartered and commercial transportation;
- Determines best routes for personnel and equipment deployment;
- Ensures sufficient supplies of fuel for vehicles and equipment;

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- Works with Department of Transportation and other public resources on port-of-entry, assisting crew and equipment movement in the impacted area; and
- Ensures an appropriate compliment of mechanics.

### *Workforce Coordinator*

The Workforce Coordinator provides information regarding crew capability, location and availability. The Workforce Coordinator will also works with the Transportation and Warehouse Coordinators to ensure the workforce has the needed supplies and equipment to complete assigned tasks.

Roles and responsibilities include:

- Tracking workforce assignments and locations;
- Coordinating appropriate staffing levels at affected locations;and
- Trackibg work rest cycles based on situation.

### *Base and Staging Area Coordinator*

The Base and Staging Area Coordinator manages material, personnel and logistical needs of all established base camps and staging areas.

Roles and responsibilities include:

- Ensuring the base camps and staging areas are well stocked with needed materials;
- Ensuring no base camps or staging areas are assigned more personnel than they can support; and
- Coordinating housing and subsistence for responding personnel.

### 2.3.2.6 Safety Staff

#### *Environmental Officer*

The Environmental Officer coordinates all environmental related activities. This position reports directly to the Safety Officer.

Roles and responsibilities include:

- Establishes the environmental strategy;
- Implements a deployment strategy for environmental coordinators; and
- Ensures all environmental incidents are reported.

## 2.4 ON-SCENE COMMAND AND TACTICAL CONTROL

Level for tactical action responsibility. Provides situational updates to appropriate EOC.

Tactical Control typically focuses on the activities at the incident scene. These resources identify and implement the tactics for response and recovery, while all other resources under the EOC

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Director or EOC Deputy Director provides support to the tactical or operational areas who implement the tactical plan.

The on-scene tactical response is discussed in Annex 4.

### **3 PACIFIC POWER EOC LOCATIONS**

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#### **3.1 PRIMARY LOCATION**

The EOC is a secured location on LCT 17, conference room E.

Because PCs are not available for each position, activated staff should bring their laptop, charger and network cables.

#### **3.2 SECONDARY LOCATION**

The secondary location for the EOC is at the Stayton Business Recovery Center in Stayton, OR.

This is a secured location. To activate this facility, contact corporate business continuity or emergency management.

Directions from Interstate 5, southbound from Portland to 525 Wilco, Rd. Stayton, OR:

- Take exit 253 for OR-99E Bus/OR-22, towards “Stayton/Detroit Lake”.
- Turn East on OR-22.
- Take Exit 12 for Golf Club Rd., towards the Chemeketa-Santiam Center.
- Turn South at Golf Club RD. SE (Golf Club Rd. becomes Wilco Rd.).
- Continue on Wilco RD., past the 4-way stop at Schaff Rd., to 525 Wilco Rd.
- Turn West into driveway and follow signs to the back parking lot.

This location is approximately 1 hour (61 miles) south of the Lloyd Center Tower in Portland.

#### **3.3 OTHER COMMAND AND CONTROL LOCATIONS**

The following alternate locations have been identified for potential EOC operations in order of preference:

- Yakima, WA
- Bend, OR
- Klamath Falls, OR

If Rocky Mountain Power has assumed control of the situation command and control will be conducted from the North Temple Office, Salt Lake City, UT.

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#### 4 ACTIVATION CRITERIA

This plan may be activated when normal operations capabilities are exceeded and immediate action is required. Response to incidents and emergencies are based on the severity and potential impact. Initial steps include:

- Activation of this emergency operations plan,
- Assess situation,
- Ensure personnel and public safety,
- Coordinate internal and external communications,
- Prevent damage to the environment, systems and property,
- Provide essential services,
- Temporarily assign emergency work,
- Activate Emergency Operations Center,
- Ensure functional roles are staffed,
- Invoke emergency authorization to procure and allocate resources, and
- Assess need for mutual assistance.

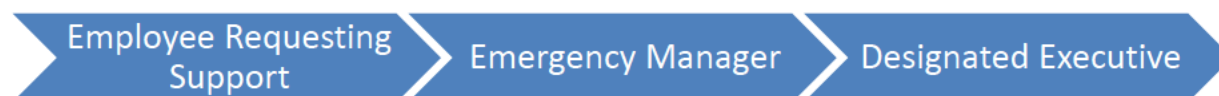
Activation of the Emergency Operations Center may occur for a number of reasons. Some examples are:

<b>Electric Operations Workload</b>
– Multi District outages which may create competition for resources
– Response requires mutual assistance activation
– Any circumstance which could require load shedding plans to be activated
– Activation of business continuity plan(s)
<b>Customer Impact</b>
– Over 10,000 or 50% in the state (whichever is less) of district customers out of service
– State of Emergency declared by state or county elected officials
– Any circumstance which creates the potential for a PSPS activation
– Support of public sector emergency agency response (fire, police, public works, etc.)
– Predicted weather which will likely cause widespread outages or impact the company's critical business processes
<b>Transmission Outages</b>
– Any transmission outage which could result in cascading effects which could destabilize the grid
– Any wildfire which could affect PacifiCorp personnel or facilities
<b>Outage Duration</b>
– Assessment and restoration times predicted to be beyond 24 hours

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<b>Other Incident Management</b>
– <b>Any situation which may not be controllable at the local level</b>
– <b>Physical or cyber security threats</b>
– <b>Incident Commander request</b>
– <b>EOC Director or EOC Deputy Director, Emergency Manager or Executive request</b>
– <b>Safety or environmental impacts</b>
– <b>Potential for political or media attention</b>

Activation of the EOC can be requested by anyone who needs, or anticipates the need for, enhanced communication, logistics and incident coordination. The ultimate decision to activate the EOC falls to the designated executive who would activate as the EOC Director or EOC Deputy Director.



The following table identifies the appropriate executive, or director as a secondary option, to identify for activation of the EOC:

<b>Incident Type</b>	<b>Executive</b>
Any incident which could result in cascading failure of the grid, any incident which creates a need for grid stabilization or black start procedures	System Operations VP (or Director)
Any incident which affects Transmission and Distribution facilities which does not have the potential for cascading grid failures	Transmission and Distribution Operations VP (or Director)
Any hydro, wind or solar site incident which does not affect Transmission and Distribution Facilities	Renewable Resources VP (or Director)
Any incident which affects the information technology assets without affecting any operational facilities or grid stability (i.e. cyber attack on HR computer systems)	Information Technology VP (or Director)

When possible, the EOC Director or EOC Deputy Director will proactively establish command and control by activating the EOC in anticipation of an event or incident.

## 5 ACTIVATION LEVELS

The level which the Emergency Operations Center operates is flexible during an activation. The level is determined by available staff, strategic support requirements and the judgement of the Emergency Operations Center Director. The activation levels are:

<b>Activation Level</b>	<b>Description</b>	<b>Staffing</b>
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Level 1 Not Activated	Routine monitoring of situation. No event or incident anticipated.	Not staffed or configured for operations. Situational awareness maintained by emergency management.
Level 2 Activated	Situation has developed which requires enhanced monitoring and coordination or a situation has developed which requires coordination extending beyond normal work duties.	May be staffed in person or virtually with a few personnel focused on situational awareness, partially staffed or fully staffed with or without 24 hour operations based on EOC Director or EOC Deputy Director guidance.

### 5.1 SIMPLE SITUATION EMERGENCY OPERATIONS CENTER

For less complex situations the full staffing of the EOC may not be required. For those responses the company begins with a simpler organizational structure. In some cases the roles and responsibilities for multiple previously listed positions may be assumed by a single person. For example a single person could assume Administration and Finance Chief and Logistics Chief Roles and Responsibilities.

## 6 TYPES OF ACTIVATION

---

### 6.1 PHYSICAL ACTIVATION

Physical activation requires each group member to respond to an identified location for contingency operations. A physical activation is the preferred method to allow better collaboration during the situation.

### 6.2 VIRTUAL ACTIVATION

A virtual activation moves the physical location into cyberspace through a variety of technological tools. This activation occurs when participants can share information, make decisions and deploy resources without being present in the actual command center. Key benefits of virtual activation include:

- Safety: Allows members to stay in a safe location when travel may present a risk.
- Timing: allows participants to begin managing the event immediately, rather than waiting for a team to assemble at a physical location.

### 6.3 PHYSICAL AND VIRTUAL HYBRID

The most common activation is a hybrid of both the physical and virtual activation. Some staff will be in the physical location while others are able to assist from other locations through virtual means.

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## 7 EMERGENCY OPERATIONS CENTER ACTIVATION

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### 7.1 NOTIFICATION

Upon the decision to activate the EOC the following should be called immediately:

- EOC Director or EOC Deputy Director
  - Upon notification decide appropriate EOC staff level.
- Emergency Manager.

The following email will also be sent to the \_EOC Notification email group:

**SUBJECT (e-mail subject line):** Emergency Operations Center Activation Notification—*<Insert incident type>*

**(E-mail text):** The Emergency Operations Center (EOC) has been ACTIVATED as of *<Insert time and date>* due to *<Insert incident description>*

- At this time, approximately *<Insert number>* customers are impacted, primarily in the *<Insert affected area description>* area.
- Operations personnel have been mobilized and are currently in assessment mode.
- Operations and general planning meetings will be scheduled immediately following this notification.
- If your participation is required or requested, you will receive meeting information in forthcoming notices.

EOC Director or EOC Deputy Director: *<insert name>*

### 7.2 INITIAL RESPONSE

- Establish incident management leadership
- Establish an initial meeting time and location where Emergency Operations Center members will assemble.
- Unless otherwise directed by the Emergency Operations Center Director, proceed to the primary Emergency Operations Center facility at LCT 17E (EOC).
- If LCT is unavailable, proceed to the Stayton Business Recovery Facility.
- Notify Rocky Mountain Power Emergency Management of EOC Activation for situational awareness in the event additional support is required.

If Emergency Operations Center members or local leadership are unavailable, contact supporting company emergency management for assistance with communication and coordination.

## 8 INCIDENT STABILIZATION AND CONTROL

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### 8.1 INCIDENT STABILIZATION AND CONTROL

Response to incidents and emergencies is based on the severity and potential impact. Initial steps include:

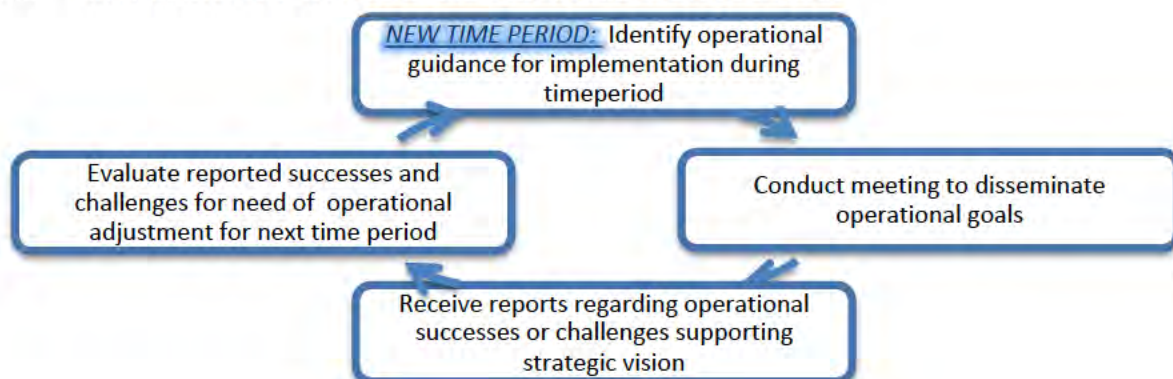
- Assess situation.

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## Annex 3 – Emergency Operations Center

- Ensure personnel and public safety.
- Fuel, shelter, food, water, sanitation and security issues for workers.
- Human resources and employees/family mass care services (e.g., mental health, medical, payroll, temporary shelter and financial assistance services).
- Coordinating with state, county and city agencies.
- Restore or normalize communication services (voice, radio, and microwave).
- Coordinate internal and external communications.
- Prevent damage to the environment, systems and property.
- Provide essential services.
- Designate the location for ongoing Emergency Operations Center functions.
- Verify customer service status (inbound/outbound calls).
- Designate a communication process with customer service, field and substation operations.
- Conduct planning sessions with available Emergency Operations Center resources. Topic considerations may include:
  - Resource availability.
  - Environmental impacts and mitigation.
  - Fuel availability.
  - Updates by department.
  - Cross-platform coordination.
  - Facility damage assessments.
  - System status.
  - IT systems availability.
  - Business processes impacted by the event and recovery capability.
  - Communication processes to key stakeholders, customers, media and other external entities.
  - Availability and need for food, water, shelter, sanitation and security for workers.
  - Emergency Operations Center staffing rotations.

### 8.2 EMERGENCY OPERATIONS CENTER OPERATIONAL CYCLE



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## Annex 3 – Emergency Operations Center

A “time period” is a flexible amount of time between the beginning and the end of an operational cycle. Initially this may be as short as a few hours, as operations progress and the situation is controlled the time period may be extended to a day or longer.

### 8.3 OPERATIONS PLANNING CALL

#### 8.3.1 Attendance

The following will attend the call:

Mandatory attendance	Optional Attendance	Tactical Control
EOC Director	Environmental Officer	Operations Chief
EOC Deputy Director	Administrative Coordinator	Dispatch
Area Commander	Material Coordinator	Vegetation Management
Incident Commander	Transportation Coordinator	
Operations Support Chief	Workforce Coordinator	
Logistics Chief	Outage Monitor	
System Operations Chief	Base and Staging Area Coordinator	
Emergency Manager	System Grid Coordinator	
Safety Officer		

#### 8.3.2 Agenda

See Appendix A

## Annex 3 – Emergency Operations Center

### 8.4 INFORMATION AND MESSAGING CALL

#### 8.4.1 Attendance

The following will attend the call:

Command Staff	Operational Support
EOC Director	Joint Information Leader
EOC Deputy Director	Public Information Officer
Area and/or Incident Commander	Business and Community Liaison Officer
Operations Support Chief	Tariff Coordinator
Logistics Chief	Customer Service Officer
Planning Support Chief	HR Coordinator
Emergency Manager	IT Coordinator
Safety Officer	

#### 8.4.2 Agenda

See Appendix C

## 9 EMERGENCY OPERATIONS CENTER DEACTIVATION

Upon completion of the incident defined as the point when the On-scene Commander is able to provide command and control of the situation without EOC support, the EOC will be deactivated. The following correspondence will be sent to any entity which was made aware of the EOC activation:

**SUBJECT (e-mail subject line):** Pacific Power Emergency Operations Center Deactivation Notification—*<Insert incident type>*  
**(E-mail text):** The Pacific Power Emergency Operations Center (EOC) has been DEACTIVATED as of *<Insert time and date>* due to *<Insert incident description>*

- At this time, approximately *<Insert number>* customers remain impacted, primarily in the *<Insert affected area description>* area.
- Oversight for operational response has transitioned from the Pacific Power Emergency Operations Center to local district operations.

EOC Director or EOC Deputy Director: *<insert name>*

**10 EMERGENCY OPERATIONS CENTER ACTIVATION CHECKLIST**

Objectives													
<ul style="list-style-type: none"><li>• Ensure life-safety</li><li>• Ensure employee welfare</li><li>• Continue Incident Management functions</li></ul>													
Actions		Responsible	Reference Section										
Any employee may contact the Emergency Manager in order to request activation of the Emergency Operations Center. The Emergency Manager will contact the appropriate executive or director for activation of the EOC with them activated as EOC director. The appropriate executive is defined as the executive most affected by the incident or event.		Emergency Manager	4										
<table><tr><th>Incident Type</th><th>Executive</th></tr><tr><td>Any incident which has widespread effects and affects multiple business sections, could result in cascading failure of the grid, or any incident which creates a need for load shedding or black start procedures</td><td>System Operations VP (or Direction)</td></tr><tr><td>Any Incident which affects Transmission and Distribution facilities which does not have the potential for cascading grid failures</td><td>Transmission and Distribution Operations VP (or Director)</td></tr><tr><td>Any hydro, wind or solar site incident which does not affect Transmission and Distribution Facilities</td><td>Renewable Resources VP (or Director)</td></tr><tr><td>Any incident which affects the information technology assets without affecting any operational facilities or grid stability (i.e. cyber attack on HR computer systems)</td><td>Information Technology VP (or Director)</td></tr></table>		Incident Type	Executive	Any incident which has widespread effects and affects multiple business sections, could result in cascading failure of the grid, or any incident which creates a need for load shedding or black start procedures	System Operations VP (or Direction)	Any Incident which affects Transmission and Distribution facilities which does not have the potential for cascading grid failures	Transmission and Distribution Operations VP (or Director)	Any hydro, wind or solar site incident which does not affect Transmission and Distribution Facilities	Renewable Resources VP (or Director)	Any incident which affects the information technology assets without affecting any operational facilities or grid stability (i.e. cyber attack on HR computer systems)	Information Technology VP (or Director)		
Incident Type	Executive												
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Any Incident which affects Transmission and Distribution facilities which does not have the potential for cascading grid failures	Transmission and Distribution Operations VP (or Director)												
Any hydro, wind or solar site incident which does not affect Transmission and Distribution Facilities	Renewable Resources VP (or Director)												
Any incident which affects the information technology assets without affecting any operational facilities or grid stability (i.e. cyber attack on HR computer systems)	Information Technology VP (or Director)												
Receive request from Emergency Manager decide if activation is necessary.		EOC Director or EOC Deputy Director	4										
Decide on type (physical location or virtual), location (primary or alternate) and level of activation (enhanced, partial or full) and notify requesting department(s) of decision.		EOC Director or EOC Deputy Director	4, 5 & 6										

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### Annex 3 – Emergency Operations Center

Send Email to notification group.	EOC Director or EOC Deputy Director	7.1
Identify initial Emergency Operations Center activation staffing and appropriate activation locations or activate virtually.	EOC Director or EOC Deputy Director	7.2
EOC staff will respond to designated location or activate virtually as directed.	EOC Staff	5
Conduct initial Operations Call for situational update and response status.	EOC Director or EOC Deputy Director	8.2
Initiate immediate actions for Life Safety and Incident Stabilization actions.	EOC Director or EOC Deputy Director	8.4
Upon completion of activation, continue to the Operation Cycle Checklist.		

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**11 EMERGENCY OPERATIONS CENTER OPERATION CYCLE CHECKLIST**

Objectives		
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions.</li> <li>• This section will be repeated for each time period</li> </ul>		
Actions	Responsible	Reference Section
Identify goals for next time period.	EOC Director	8.1
Conduct Operations Planning Meeting.	EOC Director	8.2 & Appendix A
Compile notes from Operations Planning Meeting.	Administration Chief	Appendix B
Identify external messaging.	EOC Director	
Conduct General Planning Meeting.	EOC Director	8 & Appendix C
Monitor response, receive reports from On-scene Commander.	EOC Director	8
Evaluate progress through time period.	EOC Director	8
Adjust goals as necessary if needed.	EOC Director	8
Update Executive Policy Group on situation and forecasted actions	EOC Director	
Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.		



## 12 EMERGENCY OPERATIONS CENTER DEACTIVATION CHECKLIST

Objectives		
<ul style="list-style-type: none"><li>• Complete response priorities</li></ul>		
Actions	Responsible	Reference Section
Make decision to deactivate Emergency Operations Center.	EOC Director	
Return dispatch control to dispatch department.	EOC Director	
Notify Executive Policy Group or CEO of deactivation.	EOC Director	
Send E-mail to appropriate distro list of EOC Deactivation.	Emergency Manager	
Close EOC and return facility to day to day configuration.	Emergency Manager	
Upon deactivation return to normal business duties.		

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**13 APPENDIX A – INITIAL EOC ACTIVATION MEETING AGENDA**

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**Initial EOC Activation Conference Call****+1 (801) 220-5252 [Salt Lake City, Utah]****+1 (503) 813-5252 [Portland Oregon]****+1 (855) 499-5252 [Toll Free]**

*PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold*

**Emergency Operations Center Director** – opens the call, conducts roll-call and reports on:

- Safety - issues and procedures to be followed
- Situation – current update
- Other information, as applicable

Report on the following as called upon:

**1. Emergency Manager:**

- a. current / forecast weather conditions
- b. Public sector contact and requests

**2. Planning Section Chief**

- a. System status/Customer count
- b. De-energization / re-energization switching plans

**3. Operations Section Chief**

- a. Initial situation assessment
- b. Current capability for response
- c. Forecasted resource shortfalls

**4. All Participants:**

- a. issues / needs

**5. Emergency Operations Center Director**

- a. REMINDER TO LOG ALL COMMUNICATIONS - SEND TO EOC SUPPORT
- b. summary remarks and instructions
- c. announce next operations call @a.m. / p.m. Local Time



**14 APPENDIX B – OPERATIONS PLANNING MEETING AGENDA**

---

**Operations Planning Conference Call****+1 (801) 220-5252 [Salt Lake City, Utah]****+1 (503) 813-5252 [Portland Oregon]****+1 (855) 499-5252 [Toll Free]**

*PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold*

- **Emergency Operations Center Director – opens the call, conducts roll-call and reports on:**
  - Safety - issues and procedures to be followed
  - Situation – current update
  - Labor – rules of pay applicable for event
  - Other information, as applicable
- **Emergency Manager:**
  - Current / forecast weather conditions
  - Public sector contact and requests
- **Operations Section Chief / Circuit Crew Coordinator:**
  - Circuit assessments
  - Vegetation management
- **Grid / System Operations**
  - De-energization / re-energization switching plans
- **Transmission Engineering Coordinator:**
  - Transmission assets in impacted FHCA and PSPS areas
  - System modifications to minimize impact area
- **Distribution Engineering Coordinator**
  - Distribution assets in impacted FHCA and PSPS areas
  - Work underway in area / possible impact to system configuration
  - System modifications to minimize impact area
  - Generator information
- **Asset Condition Coordinator:**
  - Asset condition
- **Environmental Coordinator**
  - Interaction with federal / state agencies
  - Environmental concerns
- **All Participants:**
  - Issues / needs
- **Emergency Operations Center Director**
  - REMINDER TO LOG ALL COMMUNICATIONS - SEND TO EOC SUPPORT
  - Summary remarks and instructions
  - Announce next operations call @                      a.m. / p.m. MT

**15 APPENDIX C – OPERATIONS PLANNING MEETING NOTES**

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**EVENT NAME:** enter event name **DATE/TIME:** of meeting note approval/distribution

1. Current status and planning:

- Safety or environmental issues to report
- Current and forecasted weather conditions
- Percentage of area assessed
- Estimated time to complete assessments
- Estimated time of restoration for areas assessed
- Resource status by type (working, resting, in-route) :
  - Assessors
  - Internal line-crews
  - Contract line-crews
  - Servicemen
  - Tree crews
  - Support personnel (mechanics, logistics, service coordinators, managers, etc.)
- Specialized equipment in use and/or needed (e.g. Snowcats)
- Resource strategy (projected resource requirements, rotations, deployment approach)
- Estimated times of restoration

2. Issues:

- Conditions impeding restoration or recovery efforts (e.g. road closures, safety issues, etc.)
- Fleet / equipment
- Material
- Desktop / IT

3. ***Question and answer session:*** document relevant open discussion items

4. Expected actions: List action items

5. ***Reviewed and approved:*** list name of IC and other reviewers and approves

**16 APPENDIX D – INFORMATION AND MESSAGING MEETING AGENDA**

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**Information and Messaging Conference Call****+1 (801) 220-5252 [Salt Lake City, Utah]****+1 (503) 813-5252 [Portland Oregon]****+1 (855) 499-5252 [Toll Free]**

*PLEASE REMEMBER: Hold all questions until updates are complete, do not hold sidebar conversations, put your phone on MUTE until called upon to speak, and please do not put your phone on hold*

**Emergency Operations Center Director** – opens the call, conducts roll-call and reports on:

- Safety - issues and procedures to be followed
- Situation – current update
- Current Resources in affected area
- Circuit Assessment completion update

**Engineering update**

**Emergency Management/Public Sector Partnership update**

**Other department updates**

- Customer Service
- Regulatory/Tariff
- Regional Business Managers
- Public Information Officer

**Emergency Operations Center Director**

- Summary remarks and instructions
- Announce next Information and Messaging call @a.m. / p.m. local time

## 17 APPENDIX E – EOC SITUATION STATUS (SitStat) REPORT

Event Name:	Storm name
Event Start Date:	Date that event started
SitStat Date and Time:	Month day, year, time
Last Planning Meeting:	Month day, year, time
Districts Impacted:	Districts/operating areas impacted by the event
Customers Without Service:	Current customer outage count (as of HH:MM)
Field Resources Working:	Total number of field resources working the event (company/contract/mutual assistance)
EOC Organization	
EOC personnel name and position	EOC personnel name and position

### Background

Provide some background about when, where and how the event started, and EOC activation, districts impacted and brief overview on current status (see example).

### District Status

#### District Name:

- Customers out:
- Safety and environmental issues or concerns:
- Area assessed and estimated time to complete assessments:
- Estimated time of restoration:
- Resources :
  - Assessors:
  - Internal line personnel:
  - Contract and mutual assistance line personnel:
  - Tree personnel:
  - Wire watchers:
  - Support personnel (mechanics, logistics, service coordinators, managers, etc.):
- Resource outlook/strategy: working, resting and enroute; shift changes...
- Conditions impeding restoration or recovery efforts: e.g., downed trees, snow and other factors. Provide specific impedances when possible.

### Current and Forecasted Weather

Overview of current and forecasted weather for the impacted area.

### Area Updates

### Environmental, Health and Safety:

Public Information (Media):

Business and Community:

Customer Service:

Tariff (utility commission/regulatory):

Information Technology:

Other:

Actions

Action	Responsible	Due Date/Time

EOC Organization Changes (shift change)

Note EOC position changes prior to the next planning meeting.

Next Operations Planning Meeting

Time/Date

Next General Planning Meeting

Time/Date

On-Scene Commander SitStat Report Approval

Approved by: Name, time/date



Rocky Mountain Power | Pacific Power

# Annex 4

## On-scene Incident Response

INTERNAL USE ONLY

## Annex 4 - On-scene Response and Incident Stabilization

**Document Owner:** The director of T&D operations emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The scale of the exercise will be determined by the President and CEO in coordination with the company emergency management personnel and key leadership.

Authors: Jeff Bolton

Teresa Connors Perez

Version: 1.0

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Last Revision: October 30, 2020

Next Revision: 2021

Last Exercise Type: Functional

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Annex 4 - On-scene Response and Incident Stabilization

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2 Roles and Responsibilities..... 5

3 Area Command..... 11

4 Line Clearance and Tagging..... 12

5 Mapping..... 12

6 Activation Checklist ..... 13

7 Deactivation Checklist..... 15

8 Operations Conference Call Worksheet ..... 16

## **1 OVERVIEW**

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### **1.1 PURPOSE**

This plan outlines the steps that will be taken by on scene operations personnel in order to respond to and mitigate consequences of any level of emergency within the PacifiCorp service area.

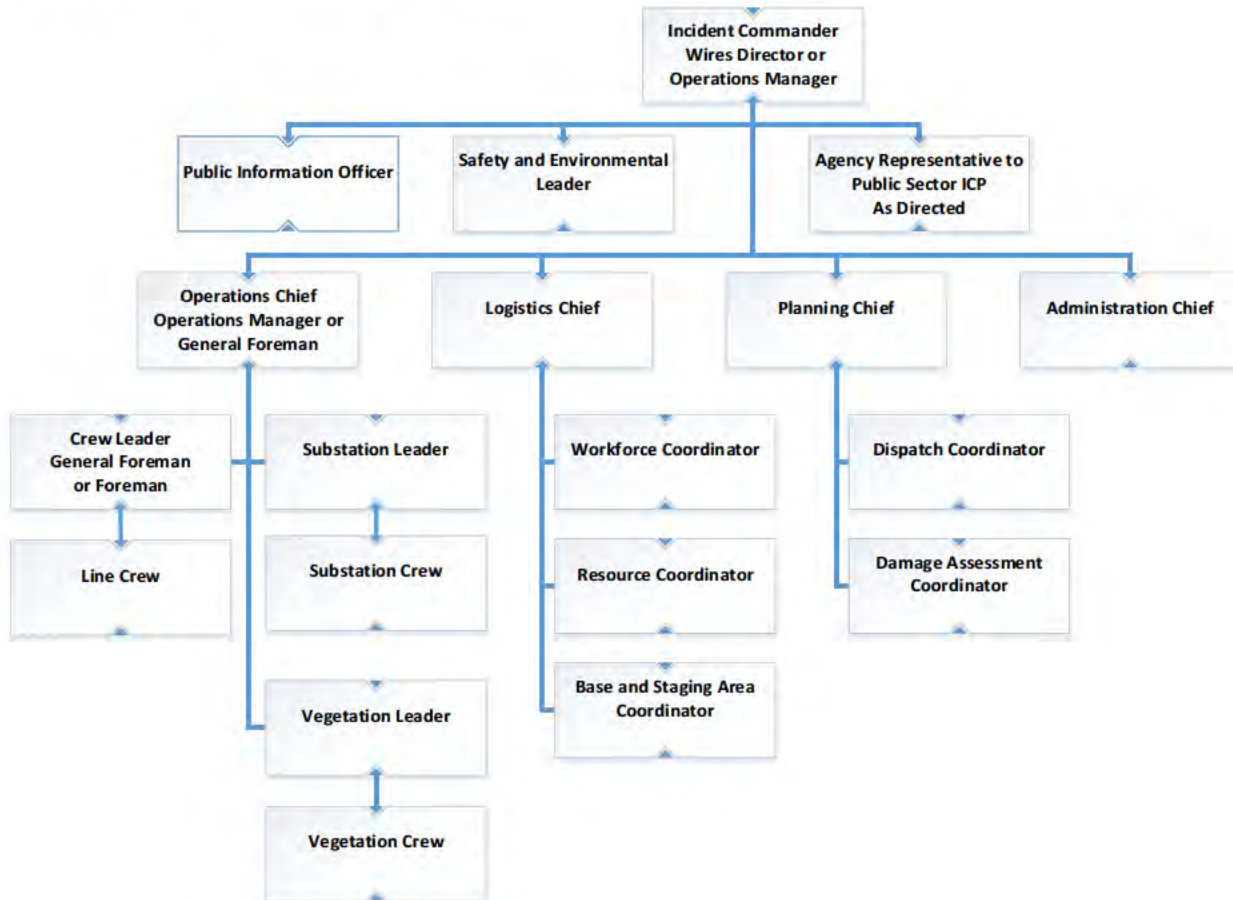
### **1.2 ACTIVATION CRITERIA**

This annex will be activated for any emergency response. This plan is intended to be scalable based on incident complexity.

## 2 ROLES AND RESPONSIBILITIES

### 2.1 INCIDENT MANAGEMENT STAFF

The on-scene organization will be:



#### 2.1.1 Incident Commander

During an event, the Incident Commander is delegated the authority to manage all incident-related activities, establish priorities and allocate company resources. The Incident Commander may join with other agencies and become part of a unified command structure as partners with equal command authority for incident management.

Roles and responsibilities of an Incident Commander include:

- Leadership in the field
- On-scene control
- Establish response priorities, incident objectives and strategies
- Request activation of the Emergency Operations Center (EOC) in coordination with the Response Director *(if needed)*

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## Annex 4 - On-scene Response and Incident Stabilization

- IC will assume all duties of subordinate positions until those positions are activated
- Ensure all safety and environmental protocols are followed
- Establish and manages the incident organization, expanding and contracting the organization as needed
- Request activation of mutual assistance agreements (when applicable and pursuant to procedures in Annex 05 of the Emergency Response Plan)
- Enforce incident priorities
- Attend all Operational planning meetings and provides operational update using the Operations Conference Call Worksheet in Appendix A
- Ensure incident activities are documented
- Responsible for overall control of response
- Develop and implements strategy and tactics to carry out the incident objectives
- Organize, assign, and supervises the tactical field resources
- Supervise air operations and those resources in a staging area
- Request assistance for additional personnel and equipment through the appropriate EOC
- Coordinate or assign responsibility to ensure food and lodging is available for field resources
- Maintain a written record of incident-related activities
- Any Deputy On-scene Commanders (OSC) possess the same qualifications of an OSC.

### 2.1.2 Incident Command Post Agency Representative

Responds to the Public Sector's Incident Command Post to provide information to the On-Scene Commander, Operations Chief and Emergency Manager as appropriate. This may be for daily meetings or full time assignment to the Incident Management Team based on public sector request.

### 2.1.3 Operations Chief

The Operations Chief directs, coordinates and manages deployment, assessment and restoration work for their respective districts. This position reports directly to the On-Scene Commander.

Roles and responsibilities include:

- Execute event tactics at the direction of the On Scene Commander.
- Ensure safety briefings are completed with all personnel.
- Ensure safety protocols are followed in the field.
- Ensure reporting of environmental issues.
- Manage work schedules.
- Coordinate shift changes.
- Ensure consistent and accurate communication between the field and region dispatch.
- Provide regular updates to the On Scene Commander on situation status and resources.

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## Annex 4 - On-scene Response and Incident Stabilization

- Ensure appropriate use of materials, personnel and equipment to meet the needs of the event.
- Request assistance for additional personnel and equipment through the On Scene Commander (if needed).
- Provide regular updates to the appropriate EOC on situation status and resources.
- Ensure adequate staging of materials, personnel and equipment to meet the needs of the event.
- On-site tactical control of all operations and responding personnel
- Leader for execution of Incident Response Plan
- Assign circuit captains and areas of responsibility
- Assign / coordinate with Incident Commander damage assessment personnel and replacement crews
- Ensure field packets for crews working on restoration have all necessary information in them

### 2.1.4 Operations Section

The following are members of the Operations Chief's Staff and report directly to the Operations Chief:

#### *Response Teams*

Response Teams are on scene completing tasks as directed by the Operations Chief or On-scene Commander

#### *Vegetation Management Leader*

The Vegetation Management Leader is responsible for all aspects of securing and coordinating vegetation management crews.

### 2.1.5 Logistics Chief

#### 2.1.6 Logistics Section

The following are members of the Logistics Chief's Staff and report directly to the Logistics Chief:

#### *Resource Manager*

- Ensure all necessary material is available, or will be delivered to complete restoration efforts

#### *Base and Staging Area Manager*

Coordinate material, personnel and logistical needs of one established base camp and/or staging area

Roles and responsibilities include:

- Ensure the base camp and/or staging area is/are well stocked with needed materials
- Contains Critical Energy Infrastructure Information (CEII) and is Freedom of Information Act (FOIA) release exempt

## Annex 4 - On-scene Response and Incident Stabilization

- Ensure no base camp or staging area is assigned more personnel than they can support
- Coordinate housing and subsistence for responding resources within the base camp
- Coordinate resource and material needs with Base Camp and Staging Area Coordinator
- Maintain accountability of personnel within Base Camp and/or Staging Area
- Execute Base and Staging Area Set-up and Operation Annex

### *Workforce Manager:*

- Oversee all timekeeping, maintaining/updating workforce information
- Coordinate with On-Scene Commander or Operations Chief regarding personnel requirements for damage assessors, estimating, vegetation management personnel
- Coordinate and ensures all housing issues have been resolved

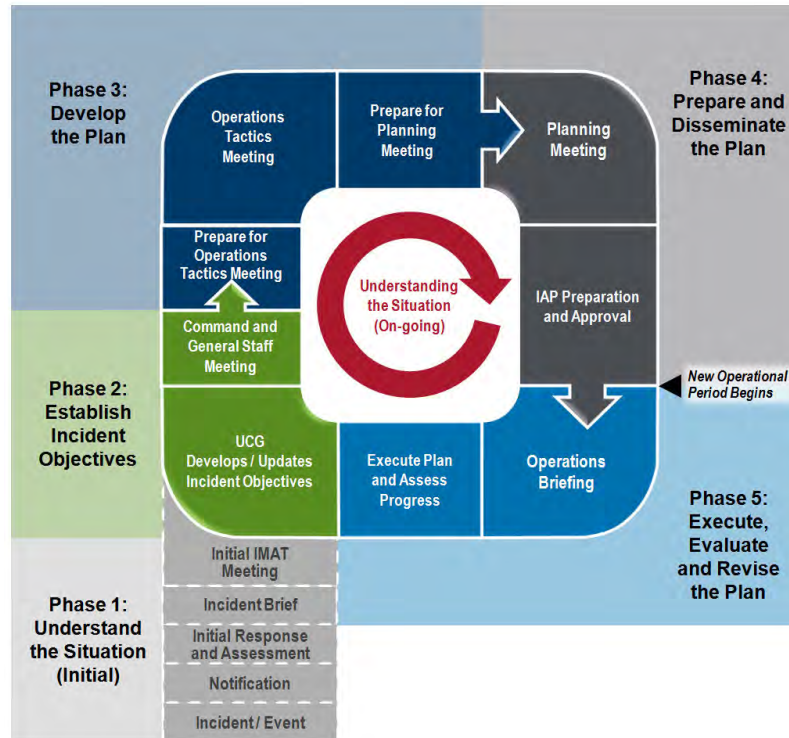
### 2.1.7 Planning Chief

During an activation, the Planning Chief is responsible for creating the Incident Action Plan.

Roles and responsibilities include:

- Ensure all safety and environmental protocols are included in the Incident Action Plan.
- Manage the planning process.
- Lead all planning meetings.
- Ensure incident activities are documented.
- Collate data from initial and ongoing assessment of incident-related damage and needs, conducts impact analyses, and executes planning and resource decisions with assessment results.
- Facilitate information sharing across various centers and jurisdictions involved in an incident and with senior leadership
- Maintain and display situation status
- Gather, analyze, and disseminate information and intelligence
- Compile, manage and generate the Incident Action Plan through the use of the Emergency Operations Center planning process.

## Annex 4 - On-scene Response and Incident Stabilization



### 2.1.8 Planning Section

The following are members of the Planning Section and report directly to the Planning Chief:

#### *Dispatch Coordinator*

The dispatch coordinator is responsible for all activities related to region dispatch, working in coordination with field resources and the EOC.

Roles and responsibilities include:

- Identify and implement a staffing strategy based on field activities and reports this strategy to Operations Chief.
- Ensure consistent and accurate communication with the field, customer service and 911 call centers.

#### *Damage Assessment*

- Determine the extent and nature of damage to the system is essential for determining the level of response required
- Damage assessment personnel include: journeyman linemen, meter men, estimators, engineers, and other technical staff to help assess damages. This information will be provided back to the circuit captain, and field management who are ultimately responsible for the restoration effort
- The operations manager will use this information to assign restoration priorities and determine whether additional resources and/or specialized equipment are required. The operations manager will also use this information to communicate material requirements to logistics

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## Annex 4 - On-scene Response and Incident Stabilization

- When an area is experiencing widespread and extensive damage, an initial field survey of transmission, substations, and feeder circuits will be implemented, and a circuit captain may be placed in charge of a specific geographic area or region. A simple one-line drawing of the district broken into grids may be found in Appendix A. In assessing damage, knowledgeable employees will be dispatched to estimate the extent of the damage.
  - *Damage Assessors ONLY REPORT damages they observe. They DO NOT stop and repair damage when they see it*
- Damage Assessors are expected to follow the guidelines below:
  - Practice all aspects of safety
  - Assume all downed wire is energized
  - Wear all PPE including safety toed shoes, hard hat, safety eyewear
  - Delay damage assessment if weather conditions are deemed unsafe for company employees
  - Address public safety hazards immediately by barricading the area until a wire safety watcher arrives or a troubleman is onsite
  - Ensure route and outage information is organized for efficient hazard and outage assessment
  - Keep radio on at all times
  - Locate outage and identify all necessary material and appropriate crew size (single unit or crew)
  - Complete a Field Damage Assessment form for each outage ID#
  - Leave a door hanger for any customer-owned equipment in need of repairs (e.g. meter base, riser)
  - Relay information after each outage ID# to the circuit captain, or call the Medford local dispatch (Coordinators) at 541-776-5497
  - Use the damage assessment form to collect the following information:
    - Location
    - Damaged facilities/equipment:
      - Transmission
      - Primary
      - Service
      - Trees
    - Estimates for restoration:
      - Crew hours
      - Crew complement (single man/crew work)
      - Equipment
      - Material
      - Access/Flaggers

### 2.1.9 Public Information Officer

- Respond to all media, customer/community and governmental inquiries

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## Annex 4 - On-scene Response and Incident Stabilization

### 2.1.10 Safety Officer

- Provide all personnel with safety brief prior to roll-out
- Coordinate all safety considerations for public and utility employees
- Coordinate any environmental and/or spill issue
- Track and evaluate all reports of unsafe conditions
- Establish contingency measures for any reported unsafe conditions or predicted hazards

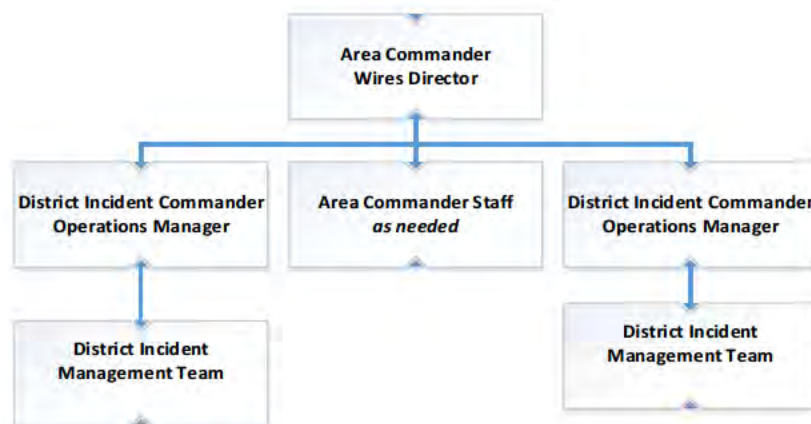
### *Circuit Captain*

- Ensure all safety rules are in place
- Coordinate troublemen and assessors
- Assign crews to the prioritized facilities
- Coordinate tree crews to increase efficiency of crew work
- Communicate with local dispatch or Portland Control Center critical information on circuit damages, system status, and crew locations (*see Appendix D for phone numbers*)
- Request material and equipment requirements
- Provide a central point of contact for all assigned personnel
- Report any environmental issues to the Safety Coordinator (*see Appendix D for functional assignment*)
- Coordinate with operations manager to rotate personnel to ensure rest periods and meals are provided in an efficient manner to ensure restoration efforts are maximized
- Respond to customer inquiries or calls the Communications Coordinator to respond
- Provide clear overview to relief circuit captains

## 3 AREA COMMAND

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In the event multiple districts are affected and the potential for resource competition exists, an area command will be established to manage the tactical response.



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## Annex 4 - On-scene Response and Incident Stabilization

### 3.1.1 Area Commander

During an event, the Area Commander is delegated the authority to manage all area response activities, establish priorities and allocate company resources. Roles and responsibilities include:

- Leadership for multiple Incident Commanders
- Establish response priorities, incident objectives and strategies
- Request activation of the Emergency Operations Center (EOC) in coordination with the Response Director (*if needed*)
- Assume all duties of subordinate positions until those positions are activated
- Ensure all safety and environmental protocols are followed
- Request activation of mutual assistance agreements (when applicable)
- Enforce incident priorities
- Attend all Operational planning meetings and provide operational update using the Operations Conference Call Worksheet in Appendix A
- Ensure incident activities are documented
- Request assistance for additional personnel and equipment through the appropriate EOC
- Coordinate or assign responsibility to ensure food and lodging is available for field resources
- Maintain a written record of incident-related activities

## **4 LINE CLEARANCE AND TAGGING**

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A tagging system is used to protect personnel while working on the system. All work on equipment and lines and all switching are under the jurisdiction of Portland grid and region operators.

- Notify the operator for approval and clearance before making circuit changes on the main lines (opening or closing line breakers, line corners, switches, reclosers).
- After obtaining approval, tag your main opening with a RED TAG.
- Clearance on all lines shall be done through Portland control center.
- Under no circumstance shall any piece of line equipment be considered de-energized until adequate shorts and grounds are in place.
- Be sure you notify the Portland operator to clear your tag and remove it before going off duty for that shift.

## **5 MAPPING**

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Individual district maps can be found in the appropriate district appendix.

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## 6 ACTIVATION CHECKLIST

Objectives	
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions</li> </ul>	

Actions	Responsible
<b>Notification</b>	Dispatch
<b>Identify Agency Representative and dispatch them to the Incident Command Post if public sector response has occurred</b>	District Manager
<b>Identify crews for response</b>	Dispatch or District Manager
<b>Provide crews appropriate situational update and district</b>	District Manager
<b>Appendix</b>	
<b>Initiate crew response</b>	Dispatch or District Manager
<b>Notify appropriate director of situation and response</b>	District Manager
<i>Upon completion of activation, continue to the Operation Cycle Checklist</i>	

## 6.1 OPERATION CYCLE CHECKLIST

Objectives
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Continue Incident Management functions</li> <li>• This section will be repeated for each time period</li> </ul>

Actions	Responsible
<b>Identify objectives for next time period</b>	Area/Incident Commander
<b>Create work plan</b>	Operations Chief
<b>Coordinate operational actions with Region System Operations</b>	Dispatch Coordinator
<b>Dispatch crews to appropriate jobs</b>	Region Dispatch or Operations Chief
<b>Attend Operations Calls and update Emergency Operations Center as appropriate</b>	Area/Incident Commander
<b>Review actions from time period and begin planning next time period activities</b>	Area/Incident Commander
<i>Return to beginning of this checklist for each time period if deactivation is not initiated. If deactivation is initiated, proceed to next checklist.</i>	

## 7 DEACTIVATION CHECKLIST

---

### Objectives

- Ensure life-safety
- Ensure employee welfare
- Continue Incident Management functions

Actions	Responsible
<b>Create plan to return crews to home districts</b>	Area/Incident Commander
<b>Notify EOC of termination (If activated)</b>	Area/Incident Commander
<b>Notify district managers of crews returning to home district</b>	Area/Incident Commander
<b>Release crews to home districts</b>	Area/Incident Commander
Upon deactivation return to normal business duties	



**8 OPERATIONS CONFERENCE CALL WORKSHEET**Conference call in number: XXXXXXXXXX XXXX XXXX

Date of call:                      Time of call:                      District:

**IMPORTANT NOTE:**

- Put phone on mute unless speaking, don't put phone on hold;
- Fill in or update all information below prior to every conference call;
- Follow this template when reporting information – keep it brief; and
- Operations personnel attendance only.

Current Status:	
Safety update	
Environmental update	
Current weather conditions and forecast(s)	
Percent of area assessed:	
Estimated time to complete assessment:	
Estimated time of restoration for areas assessed:	
Conditions impeding restoration efforts (e.g. road closures, trees in road):	

Current Resources:	Working (individuals)	Resting (individuals)
Internal linemen		
Internal wiremen		
Internal troublemen		
Internal assessors		
Contractors		
Vegetation Management		
Support personnel		
Projected staffing requirements		

Issues:	
Fleet and equipment problems	
Material	
Specialized equipment in use/needed	
Desktop support and IT issues	

Next Conference Call: \_\_\_\_ / \_\_\_\_ / \_\_\_\_                      Time: \_\_\_\_

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**Rocky Mountain Power | Pacific Power**

# Annex 05

## Resourcing and Mutual Assistance

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## Annex 5 – Resourcing and Mutual Assistance

**Document Owner:** Emergency management is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

Authors: Jeff Bolton

Teresa Connors Perez

Version: 1.0

Origination Date: 6/1/2019

Last Revision: October 30, 2020

Next Revision: 2021

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## **1 PLAN OVERVIEW**

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### **1.1 PURPOSE**

This plan outlines steps that will be taken to ensure the capability to send or receive resources for any incident or event

### **1.2 CONCEPT**

In cases where an incident exceeds the district's capability to respond, requests for assistance from outside the district which would include internal and/or external resources will occur. This section discusses the plans and procedures in place to source the needed resources through various existing agreements

## **2 ROLES AND RESPONSIBILITIES**

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### **2.1 INCIDENT OR AREA COMMANDER**

- Identify the need for Mutual Assistance based on incident requirements.
- Provide Emergency Management with list of requested resources

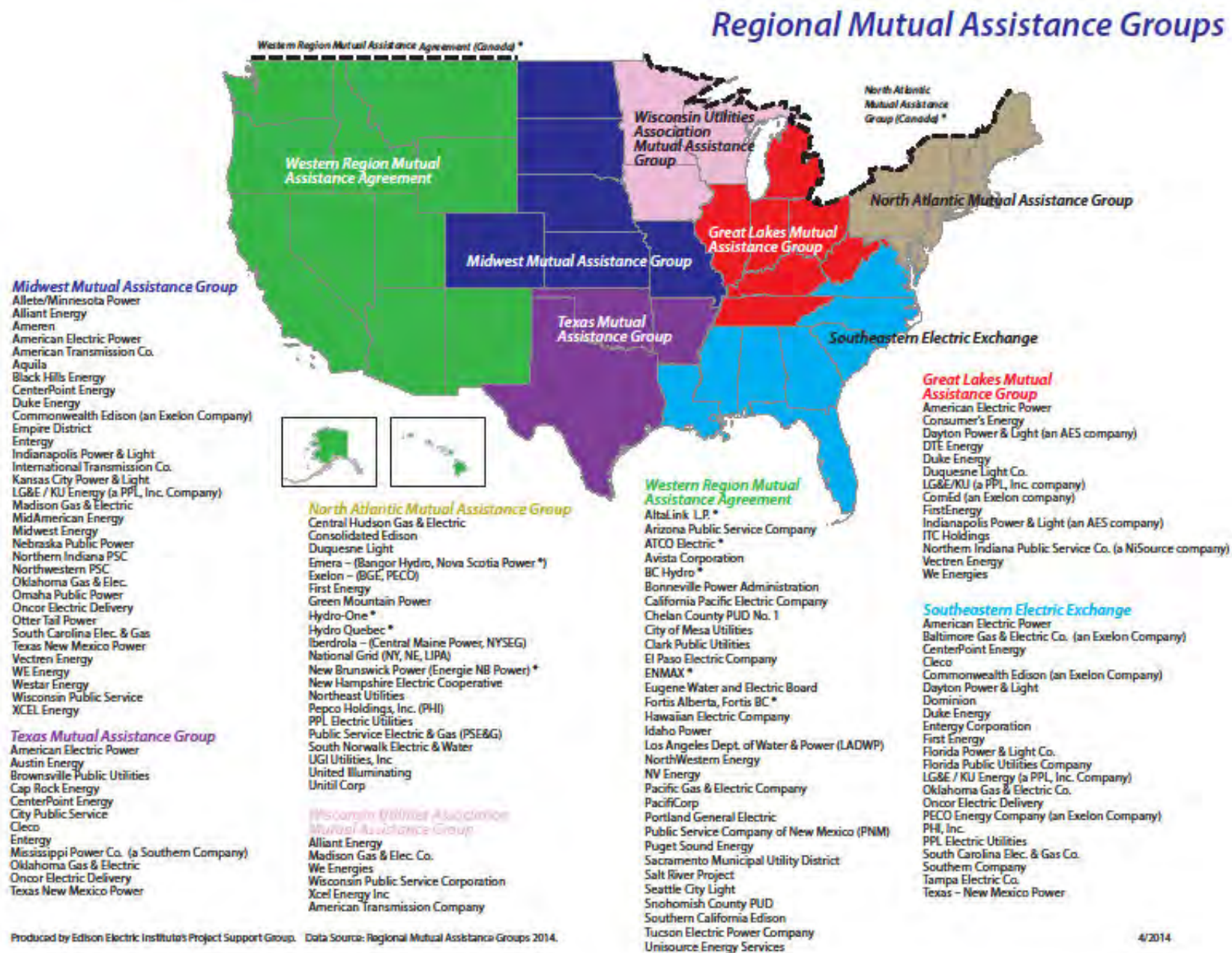
### **2.2 OPERATIONS DIRECTOR**

- Identify available crews upon receiving request for support
- Coordinate outbound crew response

### **2.3 EMERGENCY MANAGEMENT**

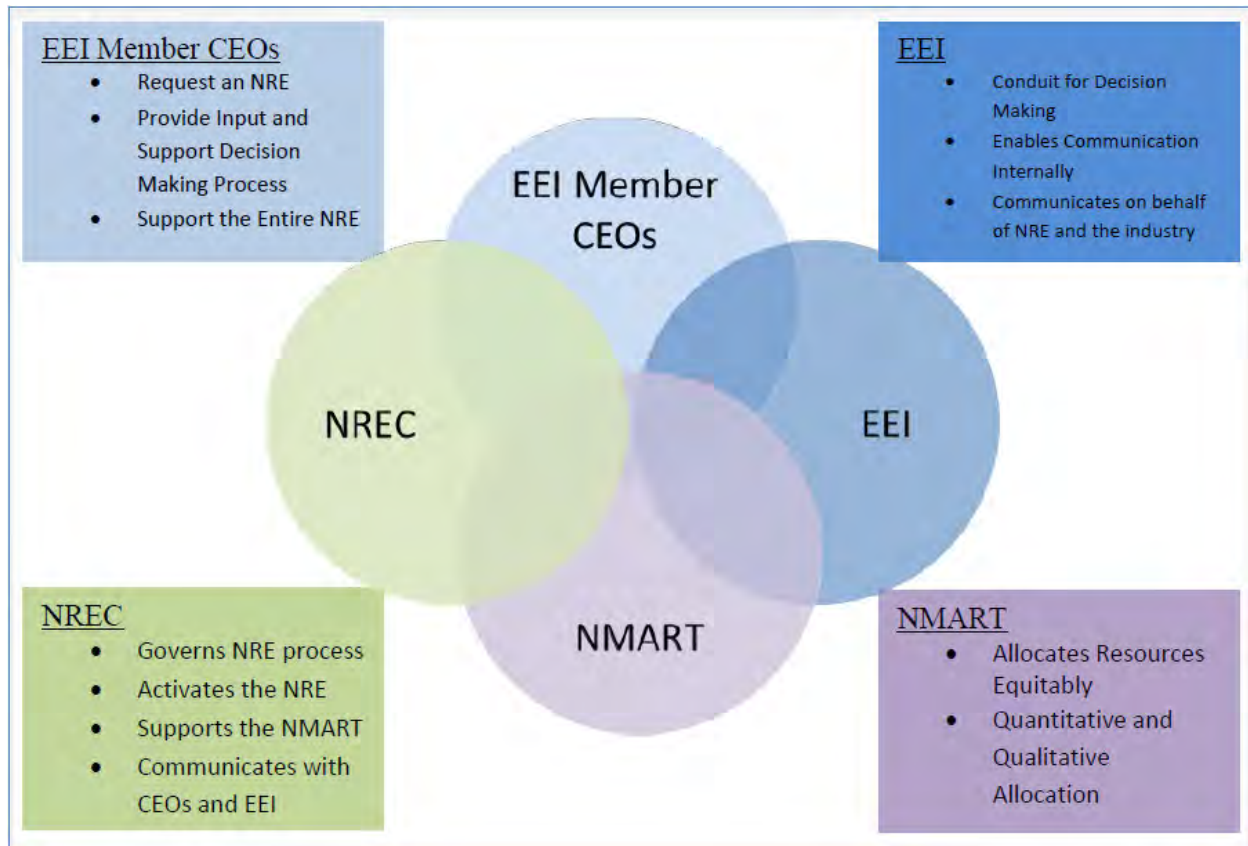
- Request support from lowest possible level based on circumstances
- Receive initial request for assistance from other member utilities
- Initiate Mutual Assistance Requests through the following procedures as appropriate:
  1. Local Area Utilities
  2. Intercompany Assets (*Refer to Intercompany Mutual Assistance Agreement, 2015*)
  3. Regional Mutual Assistance Entities
    - California Utility Emergency Association for events within California (*Refer to CUEA Mutual Assistance Agreement*)
    - Western Regional Mutual Assistance Group (*Refer to Western Energy Institute Mutual Assistance Agreement*)

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#### 4. National Response Executive Committee for National Response Events



Utilize the appropriate Mutual Assistance Checklist for information which will be provided when activating Mutual Assistance (*Reference CUEA Activation Checklist, WRMAA Attachments C-F or Localized Checklists as published*)

### 3 ACTIVATION CRITERIA

---

Upon initiation of a major incident, the Incident Commander will evaluate and document if mutual assistance would expedite restoration and will continuously re-evaluate mutual assistance requirements. The activation of Mutual Assistance will occur if/when the requirements of the response are beyond resource capabilities. After an incident occurs which would require mutual assistance beyond the nearby/adjacent utility to utility level the CEO will notify the Berkshire Energy CEO of the identified need for mutual assistance.

The following escalation order for mutual assistance will be used:

1. Mutual Assistance from nearby/adjacent utilities
  - a. Direct contact with other utilities
  - b. Provide letter as formal request
2. Internal Mutual Assistance request generated
  - a. Berkshire Hathaway Energy Emergency Operations Center may or may not activate for the incident/event
  - b. Bill Fehrman acts as Berkshire Hathaway Emergency Operations Center Coordinating Executive
3. Regional Mutual Assistance Group (RMAG) activation at request of PP CEO
  - a. Curt Mansfield/Rocky Mountain Power VP Operations is representative to Western Energy Institute Western Region Mutual Assistance Group
  - b. See activation Checklist
  - c. Provide information to ramp-up tool for immediate use
4. California Utilities Emergency Association requests may also happen if RMAG does not activate
  - a. See activation checklist
5. National Response Event (NRE)
  - a. Criteria
    - i. Two or more RMAGs impacted
    - ii. Multiple events which create competition for resources in different RMAGs
    - iii. Response from more than two RMAGs
    - iv. Resource requirements greater than what impacted RMAG can provide
  - b. Requested by Member CEO
    - i. Bill Fehrman/Berkshire Hathaway Energy is the EEI representative for BHE
  - c. Will coordinate resources for any requests during response



## 4 EXECUTION

---

### 4.1 ACTIVATING MUTUAL ASSISTANCE

When the situation is deemed beyond the internal capabilities of mutual assistance requests will be initiated by the Emergency Manager. The goal remains to achieve the solution at the lowest possible level by effectively implementing the appropriate level of escalation for mutual assistance requests.

#### **California State Office of Emergency Management Notification**

- Appropriate State Offices of Emergency Management will be notified through emergency notification procedures such as through the California Utilities Emergency Association within the California Utility Coordination Center or affected State Emergency Support Function 12/Public Utilities Commission for example

#### 4.1.1 Nearby/Adjacent Utility to Utility

Notify requested utilities via phone and describe the situation. Prior to beginning resource movement provide formal request letter to utility. An example of the letter format is:

January 10, 2017

San Diego Gas and Electric  
8326 Century Park Ct,  
San Diego, CA 92123

Attention: August Ghio

In recognition of the personnel, material, equipment, supplies and/or tools being sent to us by San Diego Gas and Electric in response to a request for mutual assistance made by Pacific Power on January 10, 2017, we agree to be bound by the principles noted in the Western Region Mutual Assistance Agreement.

Two 4-man crews with associated equipment and tools to report to our Yreka, CA operations center until January 13, 2017, or before.

Allen Berreth  
Pacific Power  
Director, Delivery Assurance

#### 4.1.2 CUEA Mutual Assistance Activation Checklist

The activation checklist at the end of the CUEA agreement is used to initiate activation of this mutual assistance option.

#### 4.1.3 WRMAA Attachments C-F

Attachments C-F of the Western Region Mutual Assistance Agreement discuss activation policies and procedures.

### 4.2 **RECEIVING ASSISTANCE**

#### 4.2.1 Assess needs

Evaluate the situation and decide what resources are needed. Compare current capability against needs and create initial request.

#### 4.2.2 Create work orders

Each district will create a work order to which all mutual assistance response will be charged, this will also aid in response accounting.

#### 4.2.3 Plan for resource arrival

##### **By district**

- Emergency Operations Center Logistics Chief will coordinate lodging and food for arriving resources.
- Emergency Manager will coordinate with assisting utilities and coordinate arrival locations with arriving resources

##### **At base-camp**

- If a base camp has been established inbound resources will receive their food and lodging through the base camp assets.
- The Base Camp/Staging Area Coordinator in the Emergency Operations Center will ensure no base camp is assigned more resources than it can support.

#### 4.2.4 Initiate Request

##### **Utility to utility**

This request is accomplished directly with another signatory utility to any of the mutual assistance agreements which we are members. The company will contact the utility directly and make the request without any coordinating group oversight.

##### **Internal Mutual Assistance**

This is very similar to the utility to utility request except that this request would be directly submitted to Berkshire Hathaway Energy companies for direct support.

##### **Regional Mutual Assistance Group (RMAG)**

To initiate an RMAG request, contact one of the RMAG Chairpersons and request a conference call. If the contacted Chairperson concurs that the RMAG is the appropriate tool to use for the

incident a call will be initiated and the RMAG will assume a coordination role for resource allocation during the incident.

### **National Response Event (NRE)**

PacifiCorp will not directly request an NRE, this would be accomplished by the RMAG leadership in the event the RMAG is unable to support the incident or if multiple RMAGs are competing for resources.

#### **4.2.5 Receive Resources**

##### **By district**

When districts receive additional resources the district will be responsible for onboarding in accordance with district procedures. This onboarding should include as a minimum: a safety briefing, situational update, accountability procedures and communication protocols.

##### **At base-camp**

If a base camp is needed all onboarding will be conducted for responding resources at the base camp. PacifiCorp personnel will be assigned to the base camp to ensure all policies and procedures are trained prior to resources beginning work.

#### **4.2.6 Releasing resources**

When responding resources are no longer needed, they will be released to their originating entities. Upon release, the originating entity will assume control of the resources and will coordinate their return to home locations.

### **4.3 SENDING ASSISTANCE**

When assistance is requested by other utilities, they will notify the Emergency Manager directly via phone or email. In the event of a Western Region Mutual Assistance Group activation there will be a notification followed by a conference call for the formal request of resources.

#### **4.3.1 Receive Request**

In all forms of mutual assistance the procedure for receiving a request remains the same. The difference lies in the originating entity. The Emergency Manager will receive a phone call requesting assistance. A conference call with Operations management will be accomplished to ascertain what resources we can commit to the response. Upon the decision of what resources we can provide to the incident the requesting entity will be made aware of our capability through the appropriate means and crews will be mobilized as scheduled.

#### **4.3.2 Assess capability**

Compare current capability against requested needs and create initial response to requesting utility.

#### **4.3.3 Create work orders**

Immediately contact Performance Management to create work order to be charged and aid in response accounting.

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#### 4.3.4 Plan for resource departure

##### 4.3.4.1 Sending crews and equipment over long distances

Depending on the distance and weather, consider flying personnel and lowboy equipment to destination. This will give them the opportunity to rest, receive a safety briefing and review the job assignments

The Department of Transportation for each state can help with routing of over dimension vehicles and/or loads.

Make sure equipment has the proper fuel for extreme weather conditions (#1 grade diesel blend or appropriate additives for extreme cold)

##### 4.3.4.2 Flying crews and equipment

###### **Flying commercial**

Upon check-in travelers will communicate with the airline that the crew is responding to an emergency and will be bringing vital tools/ equipment with them. Place an itemized list of all equipment (tools) inside luggage and keep a copy in hand to present to the ticket agent.

If possible, lock all baggage with TSA approved locks ([www.tsa.gov](http://www.tsa.gov))

###### **Flying Charter**

Allow for an average of 375lbs per employee to accommodate personal tools and luggage.

Instruct flight crew that employee and tools must travel together (this will prevent employee's showing up or on return without their tools)

When filling out the manifest make sure that name and government issued identification match

##### 4.3.4.3 Ready your crews

- Communicate scope of work and time commitment
  - *Reminder to personnel:* Be mindful of personal commitments that may take you away from this assignment early.
- When the declared emergency starts or takes effect.
- Communicate when the declared emergency is projected to end, or the duration of the support.
- Make sure to get all travel and expense card limits increased to accommodate travel and meal expenses
- Have crew members add I.C.E. (In case of emergency) to their cell phone call list
  - Ex: I C E Spouse or I C E Work
- Make sure all personnel know where to arrive (instructions should be provided verbally and in writing)
- If crews are moving across state lines provide:
  - Copy of the emergency declaration (if applicable)
  - Copy of the request for assistance

- Traveling management personnel should have a copy of a complete crew listing with all emergency contact information and any other relevant information that will be valuable during the response period.
- Prior to departure, crews should verify they have proper identification (personal and company), personal tools, PPE's and personal hygiene items including medication packed. Enough weather appropriate clothing (work/ personal, raingear etc.) for the duration of the assignment and appropriate footwear for work and personal time.
- Take into consideration that not all conditions will be ideal; you may not have hot water or electricity in your motel room. Hotel accommodations may not be to what you are accustomed. You may have to share sleeping quarters.
- There may not be any open restaurants.
- If any of this is an issue then withdraw your name.
- Any purchase of clothing needs to have prior approval (utilize laundry service at the hotel if available)
- If you have a problem or any other issue talk to management personnel that has traveled with you or operations personnel.
- Travel expenses are paid in accordance with current contracts.
- Expenses and timesheets will be audited to ensure that the billing is accurate and appropriate.

#### 4.3.4.4 Who to send

Coordinate with the requesting utility to send personnel to do an assessment of the requested work. This will help with sending the correct equipment for the work and identify any material requirements (this will reduce the time that crews may stand around).

Send a safety liaison to coordinate with their safety officer to ensure consistent safety briefings.

Send 1 mechanic for every 10 vehicles.

Send adequate management personnel to oversee crews and act as liaisons, normally one manager or foreman per crew.

#### 4.3.5 Releasing resources

Upon release from the incident, crews will initiate their travel home and will return to normal day-to-day operational control.

## 5 ACTIONS

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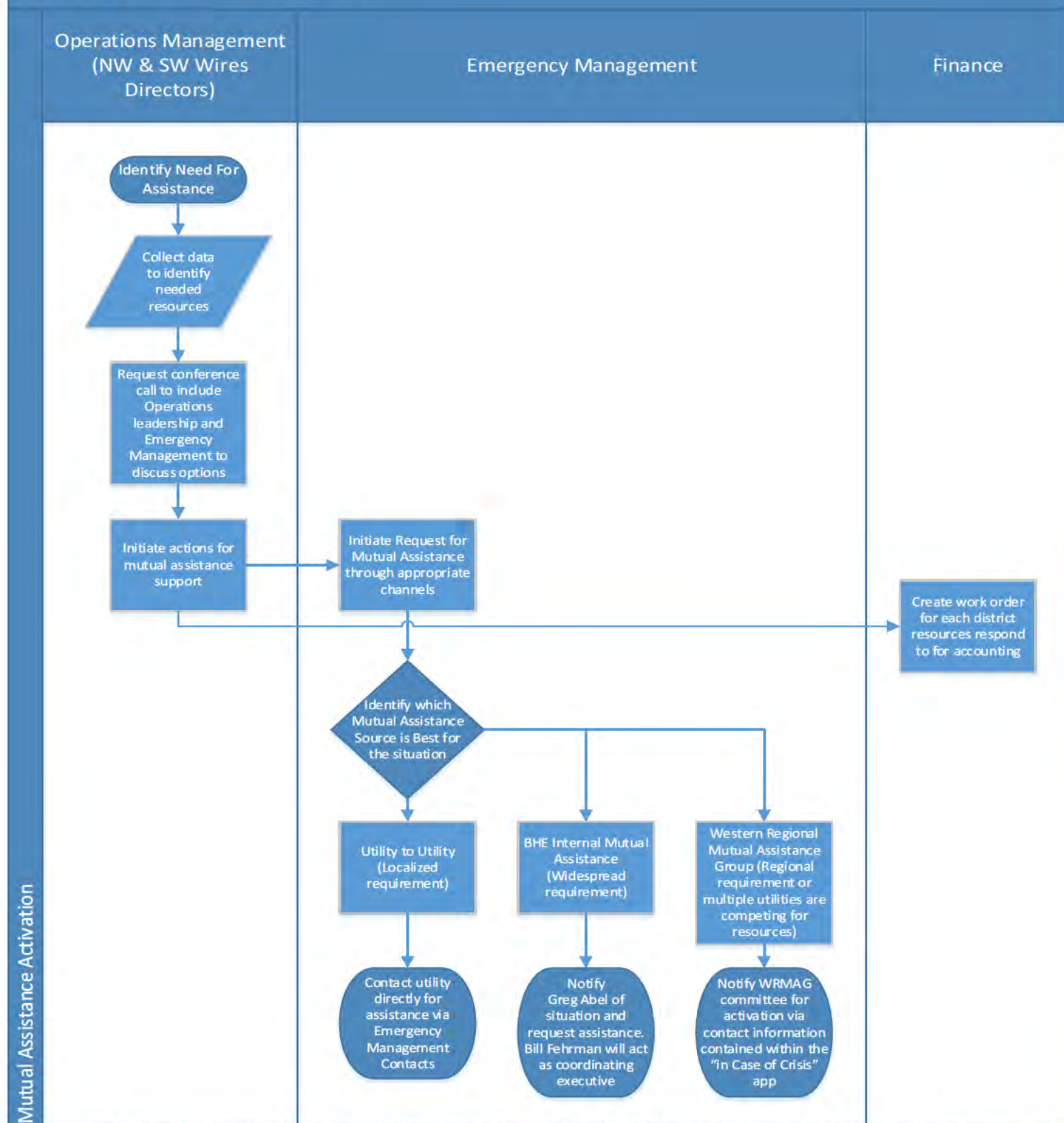
### 5.1 INBOUND ASSISTANCE

Objectives	Assumptions
<ul style="list-style-type: none"><li>• Ensure life-safety</li><li>• Implement Mutual Assistance level appropriate for incident.</li></ul>	<ul style="list-style-type: none"><li>• Communications capabilities are functional</li><li>• Resources are available from outside utilities</li></ul>

#### Critical Tasks

Action	Responsible
See the following chart for Mutual Assistance responsibilities	

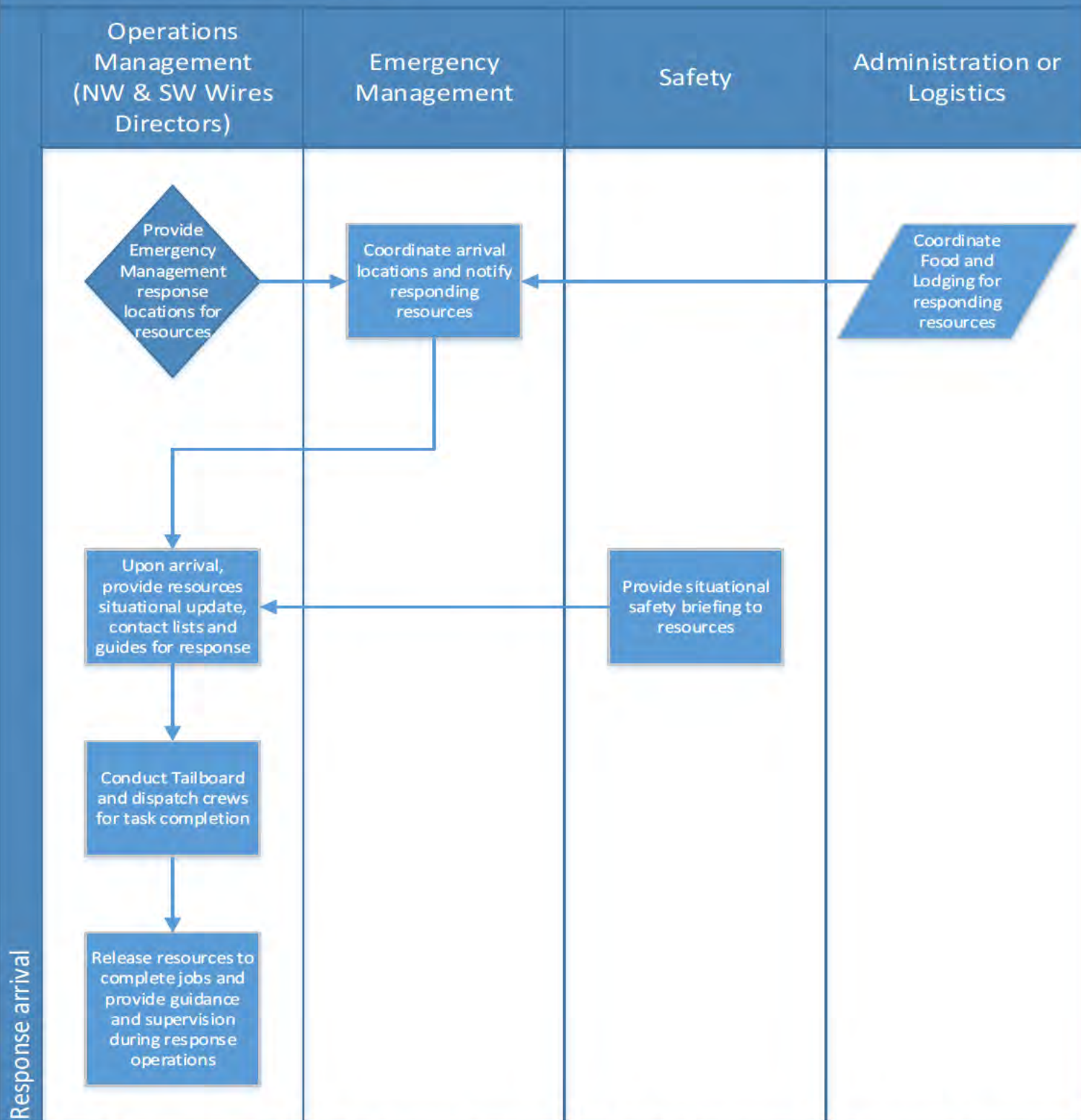
## Mutual Assistance Flowchart



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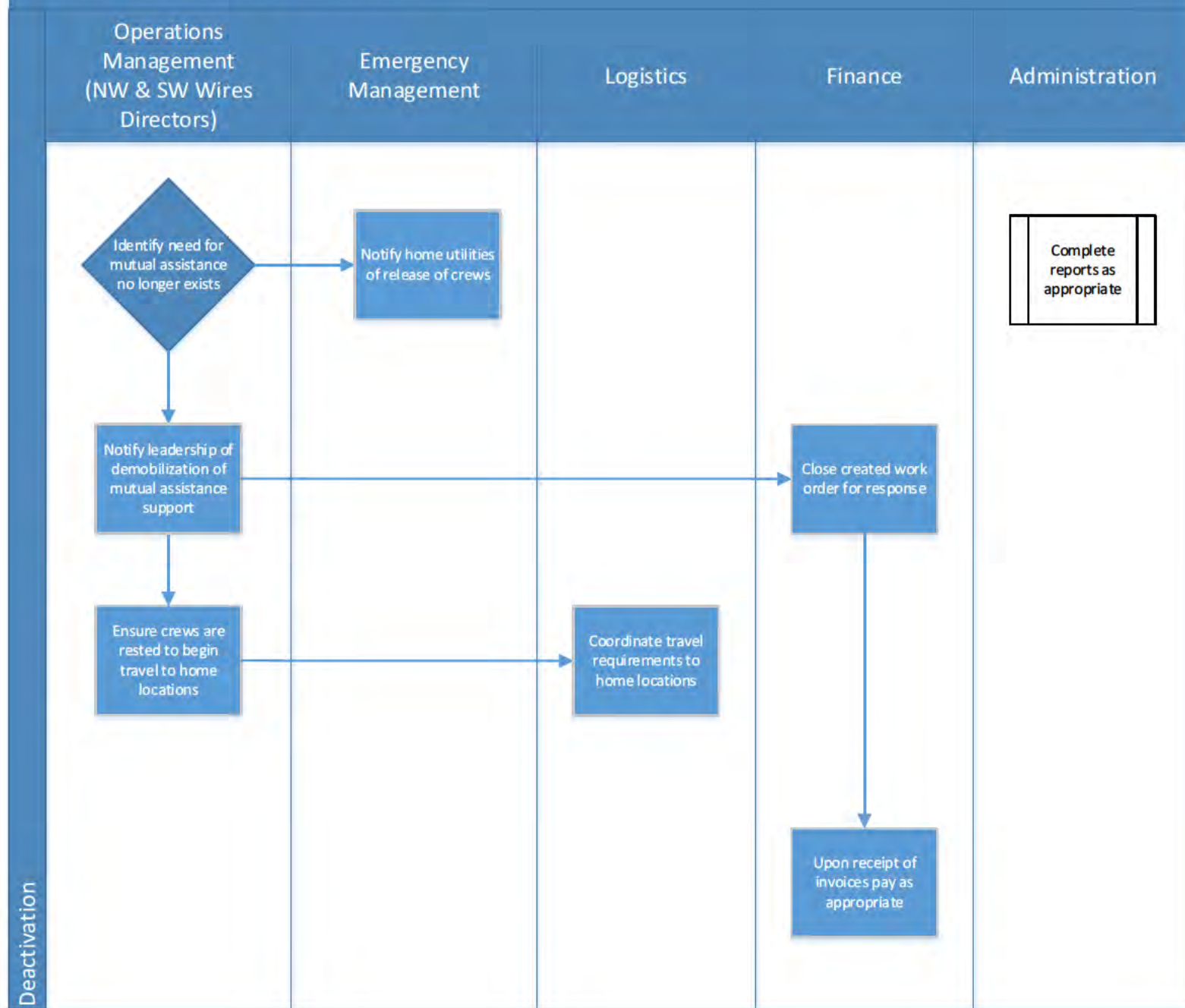


## Mutual Assistance Arrival



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## Mutual Assistance Deactivation



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## Annex 5 – Resourcing and Mutual Assistance

### 5.2 OUTBOUND ASSISTANCE

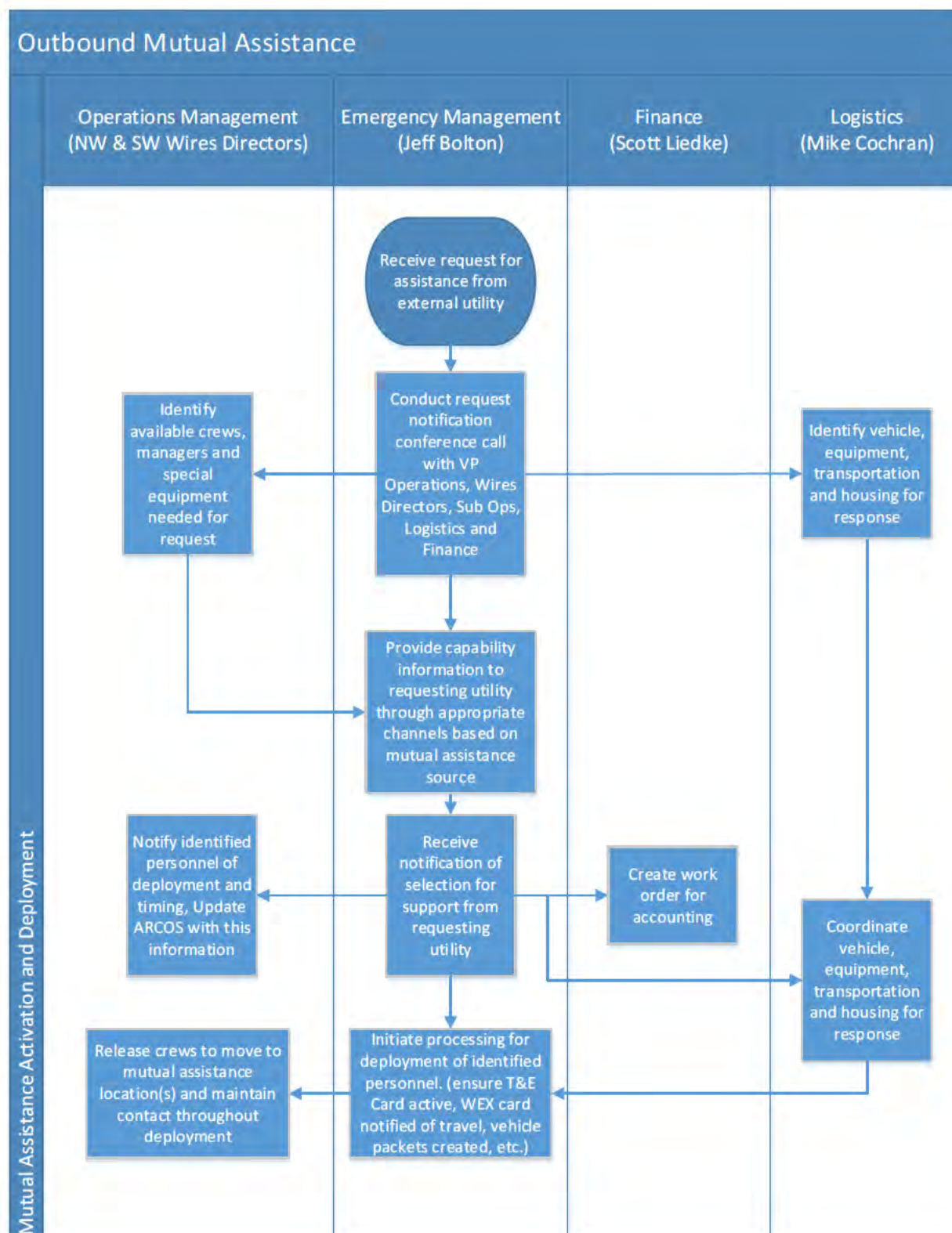
Objectives	Assumptions
<ul style="list-style-type: none"><li>• Ensure life-safety</li><li>• Manage Incident</li><li>• Release crews as appropriate.</li></ul>	<ul style="list-style-type: none"><li>• Employees will volunteer for emergency operations</li><li>•</li></ul>

#### Critical Tasks

Action	Responsible
See the following chart for Mutual Assistance responsibilities	

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## Annex 5 – Resourcing and Mutual Assistance



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# **Exhibit A**

**PacifiCorp**

**Mutual Assistance  
Agreements**

MUTUAL ASSISTANCE AGREEMENT  
(Electric and Natural Gas)

AMONG

MEMBERS OF THE  
CALIFORNIA UTILITIES EMERGENCY  
ASSOCIATION

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## 0. DEFINITIONS

As used herein, unless otherwise indicated, the following terms are defined as set forth below.

- 0.1     Activation: The initiation of the Assistance and administrative process of this Agreement including: request for Assistance, assessing and communicating the scope of assistance request, assessing and communicating the resources available for Assistance, activation procedures, mutual assistance coordination, and other processes and procedures supporting the Mobilization of Assistance resources.
- 0.2     Assistance: Includes all arrangements and preparation for and the actual mobilization of personnel, material, equipment, supplies and/or tools or any other form of aid or assistance, including all related costs and expenses as set forth in this Agreement, provided by an Assisting Party to a Requesting Party, from the time of the official authorization by the Requesting Party and including the return and demobilization by an Assisting Party of its personnel and equipment, also as set forth in this Agreement.
- 0.3     Deactivation: The termination of the Assistance and administrative process including: notification of Deactivation, Demobilization planning, identification of applicable costs, processes and procedures supporting Demobilization of resources, provide for invoicing, audit, critique information, and closure of the Assistance.
- 0.4     Demobilization: The actual returning of all Assistance resources to the Assisting Party's normal base.
- 0.5     Emergency: Any unplanned event that, in the reasonable opinion of the Party to this Agreement, could result, or has resulted, in (a) a hazard to the public, to employees of any Party, or to the environment; (b) material loss to property; or (c) a detrimental effect on the reliability of any Party's electric or natural gas system. The Emergency may be confined to the utility infrastructure or may include community-wide damage and emergency response. An Emergency may be a natural or human caused event.
- 0.6     Mobilization: The actual collecting, assigning, preparing and transporting of all Assistance resources.
- 0.7     Mutual Assistance Liaison: The person(s) designated by the Requesting Party, and Assisting Party, to coordinate all administrative requirements of the Agreement.

- 0.8 Natural Gas or Gas: The term “natural gas” as used in this Agreement shall include all commercially available forms of natural gas including Synthetic Natural Gas.
- 0.9 Operations Liaison: As described in Section 3.18, the person or persons designated by the Requesting Party to provide direct contact, communications and coordination at the operations level for Assisting Party’s crews and resources at the location of the assistance. This may include but is not limited to: contact and communications for assisting crews, safety information processes and procedures, ensuring coordination of lodging and meals, addressing issues of Equipment requirements, materials requirements, and other logistical issues necessary to ensure safe effective working conditions.
- 0.10 Qualified: The training, education and experience of employees completing an apprenticeship or other industry / trade training requirements consistent with Federal Bureau of Apprenticeships and Training, Department of Transportation Pipeline Safety Regulations, or other recognized training authority or regulation. Training and qualification standards and are the responsibility of the Requesting Party to evaluate, in advance, the acceptable level of qualification for trade employees (i.e. lineman, electrician, fitter, etc.).
- 0.11 Work Stoppages: Any labor disputes, labor union disagreements, strikes, or any circumstance creating a shortage of qualified labor for a company during a non-emergency situation.

# **MUTUAL ASSISTANCE AGREEMENT**

## **(Electric and Natural Gas)**

### 1. PARTIES

This Mutual Assistance Agreement (hereinafter referred to as “Agreement”) is made and entered into effective September 15, 2005. Each Party is, and at all times it remains a Party, shall be a member in good standing of the California Utilities Emergency Association. Each of the parties that has executed this Agreement may hereinafter be referred to individually as “Party” and collectively as “Parties.” The Parties to this Agreement are listed in Attachment “A” hereto.

### 2. RECITALS

This Agreement is made with reference to the following facts, among others:

- 2.1 Certain of the Parties to this Agreement entered into a prior agreement (“Prior Agreement”) dated December 16, 1994 to provide one another with mutual assistance. This Prior Agreement set forth procedures governing the requesting and providing of assistance in the restoration of electric and/or natural gas service. It is the intention of the Parties that this new Agreement, when signed by the Parties shall be effective for requesting or providing Assistance for the restoration of electric service following natural or man-made Emergencies which may occur on or after the date on which each of the Parties involved in the requesting or providing of Assistance signed this Agreement. Upon execution of this Agreement the Prior Agreement shall terminate, except that any rights or obligations which arose under the Prior Agreement shall remain unaffected by this new Agreement. Upon satisfaction of any such rights or obligations, the Prior Agreement shall be of no further validity or effect.
- 2.2 Being a Party to this Agreement does not by itself assure any Party that Assistance will be provided if, when or as requested. Each Party reserves the sole right to respond or not to respond to requests for Assistance on a case-by-case basis. By signing this Agreement, each Party thereby agrees that any Assistance which is received or given upon the request of a Party to this Agreement shall be subject to each and every one of the terms and conditions of this Agreement.
- 2.3 The Parties own, operate and maintain electric and/or natural gas utility facilities and are engaged in the production, acquisition, transmission, and / or distribution of electricity or natural gas.

- 2.4 Each of the Parties operates and maintains their respective facilities within accepted industry practices and employs skilled and Qualified personnel to operate, repair and maintain such facilities according to such industry practices.
- 2.5 It is in the mutual interest of the Parties to be prepared to provide for Emergency repair and restoration to such services, systems and facilities on a reciprocal basis. The purpose of this new Agreement is to provide the procedures under which one Party may request and receive assistance from another Party. This new Agreement is also designed to allow a new Party to join in the Agreement by signing a copy of this Agreement following the giving of notice to the existing Parties pursuant to Section 6.3 of this Agreement.
- 2.6 Assistance for labor shortages due to Work Stoppages are beyond the scope of this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and agreements contained herein, the Parties have mutually agreed effective on the date set forth on the signature page hereof and agree further as follows:

### 3. SCOPE OF ASSISTANCE

- 3.1 In the event of an Emergency affecting the electrical generation, electrical or natural gas transmission, distribution, and/or related facilities owned or controlled by a Party, such Party ("Requesting Party") may request another Party ("Assisting Party") to provide Assistance. The Assisting Party shall, in its sole discretion, determine if it shall provide such Assistance. If the Assisting Party determines to provide Assistance, such Assistance shall be provided in accordance with the terms and conditions of this Agreement.
- 3.2 Requests for Assistance may be made either verbally or in writing by the Authorized Representative of the Requesting Party and shall be directed to the Authorized Representative of the Assisting Party. Authorized Representatives of the Parties are identified in Attachment "B" hereto and shall be updated upon any change in such Authorized Representative. Upon acceptance of a request for Assistance either verbally or in writing, the Assisting Party shall respond with reasonable dispatch to the request in accordance with information and instructions supplied by the Requesting Party. All requests for Assistance shall follow the procedures described in Attachment "D". The Requesting Party shall also follow the procedures set forth in Attachment "E" for Deactivation of Assistance.

- 3.3 The Requesting Party shall provide the Assisting Party with a description of the work needed to address the Emergency, with the most urgent needs for Assistance addressed first. If the request is not based on a lack of resources, such information must be stated in the request. The Assisting Party shall use its reasonable efforts to schedule the Assistance in accordance with the Requesting Party's request. However, the Assisting Party reserves the right to recall any and all personnel, material, Equipment, supplies, and/or tools at any time that the Assisting Party determines necessary for its own operations. Any Requesting Party for whom an Operator Qualification (OQ) Program and/or Drug and Alcohol Program under 49 CFR Parts 192 and 199 respectively, is required should pre-screen the other Parties to this Agreement to determine which Parties have compatible regulatory agency accepted programs and may therefore be contacted for assistance. Parties to this agreement agree to make their programs and related records available for review to assist in the pre-screening.
- 3.4 The Requesting Party will provide the name and contact information for the person(s) designated as the Mutual Assistance Liaison(s), the Operations Liaison(s) described in Section 3.18, and person(s) to be designated as supervisory personnel to accompany the crews and Equipment. The Assisting Party will provide the name(s) and contact information for the person(s) designated to be the Mutual Assistance Liaison and the Operations Liaison(s).
- 3.5 All Reasonable Costs and Expenses associated with the furnishing of Assistance shall be the responsibility of the Requesting Party and deemed to have commenced when the Requesting Party officially authorizes the Assisting Party to proceed with Mobilization of the personnel and Equipment necessary to furnish Assistance, and shall be deemed to have terminated after Demobilization when the transportation of Assisting Party personnel and Equipment returns to the work headquarters, individual district office, or home (to which such personnel are assigned for personnel returning at other than regular working hours) is completed.

For the purposes of this Agreement, a Requesting Party shall be deemed to have authorized the Assisting Party to proceed with Mobilization when the Requesting Party signs and submits a formal request to the Assisting Party, in a form substantially similar to that included as Attachment "F". If written information cannot be furnished, a verbal confirmation will be acceptable, with a written confirmation to follow within 24 hours.

The Parties hereto agree that costs arising out of inquiries as to the availability of personnel, material, Equipment, supplies and/or tools or any other matter made by one party to another prior to the Requesting Party

authorizing the Assisting Party to proceed with Mobilization, as set forth in this Section 3.5, will not be charged to the potentially Requesting Party.

- 3.6 For purposes of this Agreement, the term “Reasonable Costs or Expenses” shall be defined to mean those costs, expenses, charges, or outlays paid or incurred by an Assisting Party in any approved phase of rendering Assistance to a Requesting Party pursuant to the provisions of this Agreement. Reasonable Costs or Expenses shall be deemed to include those costs and/or expenses that are appropriate and not excessive; under the circumstances prevailing at the time the cost or expense is paid or incurred. Reasonable Costs or Expenses may include, but are not limited to, direct operating expenses such as wages, materials and supplies, transportation, fuel, utilities, housing or shelter, food, communications, and reasonable incidental expenses, as well as indirect expenses and overhead costs such as payroll additives, taxes, insurance, depreciation, and administrative and general expenses. Notwithstanding the above, any such Reasonable Costs or Expenses shall continue to be subject to the provisions of Section 5 of this Agreement regarding Audit and Arbitration.
- 3.7 The Assisting Party and Requesting Party shall mutually agree upon and make all arrangements for the preparation and actual Mobilization of personnel, material, Equipment, supplies and/or tools to the Requesting Party’s work area and the return (i.e. Demobilization) of such personnel, material, Equipment, supplies and/or tools to the Assisting Party’s work area. The Requesting Party shall be responsible for all Reasonable Costs or Expenses incurred by the Assisting Party for Mobilization and/or Demobilization, notwithstanding any early termination of such assistance by the Requesting Party.
- 3.8 Unless otherwise agreed upon in writing, the Requesting Party shall be responsible for providing food and lodging for the personnel of the Assisting Party from the time of their arrival at the designated location to the time of their departure. The food and housing provided shall be subject to the approval of the supervisory personnel of the Assisting Party.
- 3.9 If requested by the Assisting Party, the Requesting Party, at its own cost, shall make or cause to be made all reasonable repairs to the Assisting Party’s Equipment, necessary to maintain such Equipment safe and operational, while the Equipment is in transit or being used in providing Assistance. However, the Requesting Party shall not be liable for cost of repair required by the gross negligence, bad faith or willful acts or misconduct of the Assisting Party.
- 3.10 Unless otherwise agreed the Requesting Party shall provide fuels and other supplies needed for operation of the Assisting Party’s vehicles and Equipment being used in providing Assistance.

- 3.11 Unless otherwise agreed to by the Parties, the Requesting Party shall provide field communications Equipment and instructions for the Assisting Party's use. The Assisting Party shall exercise due care in use of the Equipment and return the Equipment to the Requesting Party at the time of departure in like condition; provided, however, if repairs are necessary the Requesting Party will be financially responsible unless such repairs are necessitated by the gross negligence, bad faith or willful acts or misconduct of the Assisting Party.
- 3.12 Employees of the Assisting Party shall at all times continue to be employees of the Assisting Party, and such employees shall at no time and for no purpose be deemed to be employees of the Requesting Party.
- 3.13 Wages, hours and other terms and conditions of employment applicable to personnel provided by the Assisting Party, shall continue to be those of the Assisting Party.
- 3.14 If the Assisting Party provides a crew or crews, it shall assign supervisory personnel as deemed necessary by the Assisting Party, who shall be directly in charge of the crew or crews providing Assistance.
- 3.15 All time sheets, Equipment and work records pertaining to personnel, material, vehicles, Equipment, supplies and/or tools provided by the Assisting Party shall be kept by the Assisting Party for invoicing and auditing purposes as provided in this Agreement.
- 3.16 No Party shall be deemed the employee, agent, representative, partner or the co-venturer of another Party or the other Parties in the performance of activities undertaken pursuant to this Agreement.
- 3.17 The Parties shall, in good faith, attempt to resolve any differences in work rules and other requirements affecting the performance of the Parties' obligations pursuant to this Agreement.
- 3.18 The Requesting Party and Assisting Party shall each provide an Operations Liaison to assist with operations, personnel and crew safety. These individuals shall be the link between the Parties and keep the crews apprised of safety, operational, and communication issues.
- 3.19 All work performed by the Parties under this Agreement shall conform to all applicable Laws and Good Utility Practices.
- 3.20 All workers performing work under this Agreement shall follow their own employer's established safety and other operation rules. Each Party will use its best reasonable effort to respect the safety and work practices of



the other Party, and will at all times cooperate in the interest of the safety of both Parties. Where it is not possible for both Parties to safely and independently follow their own safety and work practices, field personnel will discuss and mutually agree upon the safety and work practices for both Parties for the particular work at issue

#### 4. PAYMENT

4.1 The Requesting Party shall reimburse the Assisting Party for all Reasonable Costs and Expenses that are appropriate and not excessive, under the circumstances prevailing at the time the cost or expense is paid or incurred by the Assisting Party as a result of furnishing Assistance. Such costs and expenses shall include, but not be limited to, the following:

- (a) Employees' wages and salaries for paid time spent in Requesting Party's service area and paid time during travel to and from such service area, plus the Assisting Party's standard payroll additives to cover all employee benefits and allowances for vacation, sick leave, holiday pay, retirement benefits, all payroll taxes, workers' compensation, employer's liability insurance, administrative and general expenses, and other benefits imposed by applicable law or regulation.
- (b) Employee travel and living expenses (meals, lodging, and reasonable incidentals).
- (c) Cost of Equipment, materials, supplies and tools at daily or hourly rate, including their normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to replace or repair Equipment, materials, supplies, and tools (hereinafter collectively referred to as the "Equipment", which are expended, used, damaged, or stolen while the Equipment is being used in providing Assistance; provided, however, the Requesting Party's financial obligation under this Section 4.1 (c): (i) shall not apply to any damage or loss resulting from the gross negligence, bad faith or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible property insurance which applies to such damage or loss.
- (d) Cost of vehicles provided by Assisting Party for performing Assistance at daily or hourly rate, including normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to repair or replace vehicles which are damaged or stolen while the vehicles are used in providing Assistance; provided, however, that Requesting Party's financial

obligation under this Section 4.1 (d): (i) shall not apply to any damage or loss resulting from the gross negligence, bad faith or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible first-party physical damage insurance which applies to such loss.

- (e) Administrative and general costs which are properly allocable to the Assistance to the extent such costs are not chargeable pursuant to the foregoing subsections.
- (f) Overtime costs incurred by the Assisting Party in their service territory as a result of Assistance provided to the Requesting Party.

- 4.2 Unless otherwise mutually agreed to, the Assisting Party shall invoice the Requesting Party at the address designated on Attachment “B” for all Reasonable Costs and Expenses of the Assisting Party in one invoice. If the Assistance extends beyond a thirty (30) day period, invoicing can occur monthly unless otherwise agreed upon in writing. The Assisting Party shall provide the invoice in substantially the form set forth in Attachment “G”.
- 4.3 The Requesting Party shall pay such invoice in full within sixty (60) days of receipt of the invoice, and shall send payment to the Assisting Party at the address listed in Attachment “B” unless otherwise agreed to in writing.
- 4.4 Delinquent payment of invoices shall accrue interest at a rate of twelve percent (12%) per year prorated by days until such invoices are paid in full.

## 5. AUDIT AND ARBITRATION

- 5.1 A Requesting Party has the right to designate its own qualified employee representative(s) or its contracted representative(s) with a management/accounting firm who shall have the right to audit and to examine any cost, payment, settlement, or supporting documentation relating to any invoice submitted to the Requesting Party pursuant to this Agreement.
- 5.2 A request for audit shall not affect the obligation of the Requesting Party to pay amounts due as required herein. Any such audit(s) shall be undertaken by the Requesting Party or its representative(s) upon notice to the Assisting Party at reasonable times in conformance with generally accepted auditing standards. The Assisting Party agrees to reasonably cooperate with any such audit(s).

- 5.3 This right to audit shall extend for a period of two (2) years following the receipt by Requesting Party invoices for all Reasonable Costs and Expenses. The Assisting Party agrees to retain all necessary records/documentation for the said two-year period, and the entire length of this audit, in accordance with its normal business procedures.
- 5.4 The Assisting Party shall be notified by the Requesting Party, in writing, of any exception taken as a result of the audit. In the event of a disagreement between the Requesting Party and the Assisting Party over audit exceptions, the Parties agree to use good faith efforts to resolve their differences through negotiation.
- 5.5 If ninety (90) days or more have passed since the notice of audit exception was received by the Assisting Party, and the Parties have failed to resolve their differences, the Parties agree to submit any unresolved dispute to binding arbitration before an impartial member of an unaffiliated management/accounting firm. Arbitration shall be governed by the laws of the State of California. Each Party to an arbitration will bear its own costs, and the expenses of the arbitrator shall be shared equally by the Parties to the dispute.

## 6. TERM AND TERMINATION

- 6.1 This Agreement shall be effective on the date of execution by at least two Parties hereto and shall continue in effect indefinitely, except as otherwise provided herein. Any Party may withdraw its participation at any time after the effective date with thirty (30) days prior written notice to all other Parties.
- 6.2 As of the effective date of any withdrawal, the withdrawing Party shall have no further rights or obligations under this Agreement except the right to collect money owed to such Party, the obligation to pay amounts due to other Parties, and the rights and obligations pursuant to Section 5 and Section 7 of this Agreement.
- 6.3 Notwithstanding Section 12, additional parties may be added to the Agreement, without amendment, provided that thirty 30 days notice is given to all Parties and that any new Party agrees to be bound by the terms and conditions of this Agreement by executing a copy of the same which shall be deemed an original and constitute the same agreement executed by the Parties. The addition or withdrawal of any Party to this Agreement shall not change the status of the Agreement among the remaining Parties.

## 7. LIABILITY

- 7.1 Except as otherwise specifically provided by Section 4.1 and Section 7.2 herein, to the extent permitted by law and without restricting the immunities of any Party, the Requesting Party shall defend, indemnify and hold harmless the Assisting Party, its directors, officers, agents, employees, successors and assigns from and against any and all liability, damages, losses, claims, demands actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to any property, which results from the furnishing of Assistance by the Assisting Party, unless such death or injury to person, or damage to property, is caused by the gross negligence or willful misconduct of the Assisting Party.
- 7.2 Each Party shall bear the total cost of discharging all liability arising during the performance of Assistance by one Party to the other (including costs and expenses for reasonable attorneys' fees and other costs of defending, settling, or otherwise administering claims) which results from workers' compensation claims or employers' liability claims brought by its own employees. Each Party agrees to waive, on its own behalf, and on behalf of its insurers, any subrogation rights for benefits or compensation paid to such Party's employees for such claims.
- 7.3 In the event any claim or demand is made, or suit or action is filed, against the Assisting Party, alleging liability for which the Requesting Party shall indemnify and hold harmless the Assisting Party, Assisting Party shall notify the Requesting Party thereof, and the Requesting Party, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it, in its sole discretion, deems necessary or prudent. However, Requesting Party shall consult with Assisting Party during the pendency of all such claims or demands, and shall advise Assisting Party of Requesting Party's intent to settle any such claim or demand. The Party requesting indemnification should notify the other Party in writing of that request.
- 7.4 The Equipment which the Assisting Party shall provide to the Requesting Party pursuant to Section 3 above, is accepted by the Requesting Party in an "as is" condition, and the Assisting Party makes no representations or warranties as to the condition, suitability for use, freedom from defect or otherwise of such Equipment. Requesting Party shall utilize the Equipment at its own risk. Requesting Party shall, at its sole cost and expense, defend, indemnify and hold harmless Assisting Party, its directors, officers, agents, employees, successors and assigns, from and against any and all liability, damages, losses, claims, demands, actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to

any property, arising out of the utilization of the Equipment by or for the Requesting Party, or its employees, agents, or representatives, unless such death, injury, or damage is caused by the gross negligence, bad faith or willful misconduct of the Assisting Party.

7.5 No Party shall be liable to another Party for any incidental, indirect, or consequential damages, including, but not limited to, under-utilization of labor and facilities, loss of revenue or anticipated profits, or claims of customers arising out of supplying electric or natural gas service, resulting from performance or nonperformance of the obligations under this Agreement.

7.6 Nothing in Section 7, Liability, or elsewhere in this Agreement, shall be construed to make the Requesting Party liable to the Assisting Party for any liability for death, injury, or property damage arising out of the ownership, use, or maintenance of any watercraft (over 17 feet in length) or aircraft which is supplied by or provided by the Assisting Party. It shall be the responsibility of the Assisting Party to carry liability and hull insurance on such aircraft and watercraft as it sees fit. Also, during periods of operation of watercraft (over 17 feet in length) or aircraft in a situation covered by this Agreement, the Party which is the owner/lessee of such aircraft or watercraft shall use its best efforts to have the other Parties to this Agreement named as additional insures on such liability coverage.

## 8. GOVERNING LAW

This Agreement shall be interpreted, governed and construed by and under the laws of the State of California as if executed and to be performed wholly within the State of California.

## 9. AUTHORIZED REPRESENTATIVE

The Parties shall, within thirty 30 days following execution of this Agreement, appoint Authorized Representatives and Alternate Authorized Representatives, and exchange all such information as provided in Attachment "B". Such information shall be updated by each Party prior to January 1st of each year that this Agreement remains in effect, or within 30 days of any change in Authorized Representative or Alternate Representative. The Authorized Representatives or the Alternate Authorized Representatives shall have the authority to request and provide Assistance.

## 10. ASSIGNMENT OF AGREEMENT

No Party may assign this Agreement, or any interest herein, to a third party, without the written consent of the other Parties.

## 11. WAIVERS OF AGREEMENT

Failure of a Party to enforce any provision of this Agreement, or to require performance by the other Parties of any of the provisions hereof, shall not be construed to waive such provision, nor to affect the validity of this Agreement or any part thereof, or the right of such Parties to thereafter enforce each and every provision. This Agreement may not be altered or amended, except by a written document signed by all Parties.

## 12. ENTIRE AGREEMENT

This Agreement and the Exhibits referenced in or attached to this Agreement constitute the entire agreement between the Parties concerning the subject matter of the Agreement. It supersedes and takes the place of all conversations the Parties may have had, or documents the Parties may have exchanged, with regard to the subject matter, including the Prior Agreement.

## 13. AMENDMENT

No changes to this Agreement other than the addition of new Parties shall be effective unless such changes are made by an amendment in writing, signed by each of the Parties hereto. A new Party may be added to this Agreement upon the giving of 30 days notice to the existing Parties and upon the new Party's signing a copy of this Agreement as in effect upon the date the new Party agrees to be bound by each and every one of the Agreement's terms and conditions.

## 14. NOTICES

All communications between the Parties relating to the provisions of this Agreement shall be addressed to the Authorized Representatives of the Parties, or in their absence, to the Alternate Authorized Representative as identified in Attachment "B". Communications shall be in writing, and shall be deemed given if made or sent by e-mail with confirmation of receipt by reply email, confirmed fax, personal delivery, or registered or certified mail postage prepaid. Each Party reserves the right to change the names of those individuals identified in Attachment "B" applicable to that Party, and shall notify each of the other Parties of such change in writing. All Parties shall keep the California Utilities Emergency Association informed of the information contained in Attachment "B"

and reply to all reasonable requests of such association for information regarding the administration of this Agreement.

## 15. GENERAL AUTHORITY

Each Party hereby represents and warrants to the other Parties that as of the date this Agreement is executed by the Parties: (i) the execution, delivery and performance of this Agreement have been duly authorized by all necessary action on its part and it has duly and validly executed and delivered this Agreement; (ii) the execution, delivery and performance of this Agreement does not violate its charter, by-laws or any law or regulation by which it is bound or governed, and (iii) this Agreement constitutes a legal, valid and binding obligation of such Party enforceable against it in accordance with the terms hereof, except to the extent such enforceability may be limited by bankruptcy, insolvency, reorganization of creditors' rights generally and by general equitable principles.

## 16. ATTACHMENTS

The following attachments to this Agreement are incorporated herein by this reference:

Attachment A Parties to the Agreement;

Attachment B Names and Address of Authorized Representative(s)/Invoicing;

Attachment C Custodianship of Agreement;

Attachment D Procedures for Requesting and Providing Assistance;

Attachment E Procedures for Deactivation of Assistance;

Attachment F Request for Assistance Letter;

Attachment G Invoice.



16. SIGNATURE CLAUSE

This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one and the same agreement.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly authorized officers as of the dates set forth below.

Company Name: \_\_\_\_\_

Signature of Officer: \_\_\_\_\_

Title of Officer: \_\_\_\_\_

Date Executed: \_\_\_\_\_

# **ATTACHMENT A**

## **September 2010**

### **Parties to the Mutual Assistance Agreement (Electric and Natural Gas) Among Members of the California Utilities Emergency Association**

- **Anza Electric Cooperative, Inc (2009)**  
Gloria Britton [gloriab@anzaelectric.org](mailto:gloriab@anzaelectric.org)  
Cellular Phone: 951-551-0373
- **Azusa Light & Water (2009)**  
David M. Ramirez [dramirez@ci.azusa.ca.us](mailto:dramirez@ci.azusa.ca.us)  
Cellular Phone: 909-255-3105
- **Bear Valley Electric Service (2009)**  
Ken Markling [kmarkling@bves.com](mailto:kmarkling@bves.com)  
Cellular Phone: 909-744-4730
- **Burbank Water and Power (2010)**  
Jorge Somoano [jsomoano@ci.burbank.ca.us](mailto:jsomoano@ci.burbank.ca.us)  
Cellular Phone: 818-399-5171
- **Colton Public Utilities (2009)**  
Guadalupe Rubio [grubio@ci.colton.ca.us](mailto:grubio@ci.colton.ca.us)  
Cellular Phone: 909-772-7874
- **Glendale Water and Power (2010)**  
Ramon Abueg [rabueg@ci.glendale.ca.us](mailto:rabueg@ci.glendale.ca.us)  
Cellular Phone: 818-262-7496
- **City of Healdsburg Electric Department (2009)**  
Janval Macor [gmacor@ci.healdsburg.ca.us](mailto:gmacor@ci.healdsburg.ca.us)  
Cellular Phone: 707-953-1548
- **Lassen Municipal Utility District (2010)**  
David Folce [dfolce@lmud.org](mailto:dfolce@lmud.org)  
Cellular Phone: 530-310-2704

- **City of Lompoc (2010)**  
 Ronald Stassi [r\\_stassi@ci.lompoc.ca](mailto:r_stassi@ci.lompoc.ca).  
 Cellular Phone: 805-588-3163
  
- **Los Angeles Department of Water and Power (2010)**  
 Jay Puklavetz [jay.puklavetz@ladwp.com](mailto:jay.puklavetz@ladwp.com)  
 Cellular Phone: 310-261-8014
  
- **Modesto Irrigation District (2010)**  
 Thomas Kimball [tomk@mid.org](mailto:tomk@mid.org)  
 Cellular Phone: 209-652-0283
  
- **Pacific Gas & Electric Company (2010)**  
 Helen Fernandez [hme2@pge.com](mailto:hme2@pge.com)  
 Cellular Phone: 925-642-1189
  
- **Pacific Power, a division of PacifiCorp (2010)**  
 William Eaquinto [Bill.eaquinto@pacificorp.com](mailto:Bill.eaquinto@pacificorp.com)  
 Cellular Phone: 503-819-5449
  
- **City of Palo Alto (2009)**  
 Dean Batchelor [dean.batchelor@cityofpaloalto.org](mailto:dean.batchelor@cityofpaloalto.org)  
 Cellular Phone: 650-444-6204
  
- **Pasadena Water and Power: Power Delivery (2009)**  
 Joe Awad [jawad@cityofpasadena.net](mailto:jawad@cityofpasadena.net)  
 Cellular Phone: 626-399-6569
  
- **Plumas-Sierra Rural Electric Cooperative (2009)**  
 Terry Daley [tdaley@psrec.coop](mailto:tdaley@psrec.coop)  
 Cellular Phone: 530-251-7983
  
- **City of Redding – Redding Electric Utility (2009)**  
 Brian King [bking@ci.redding.ca.us](mailto:bking@ci.redding.ca.us)  
 Cellular Phone: 530-356-2458
  
- **City of Riverside, Public Utilities Department (2009)**  
 Ron Cox [rcox@riversideca.gov](mailto:rcox@riversideca.gov)  
 Cellular Phone: 951-850-4546

- **City of Roseville – Roseville Electric (2010)**  
David Brown [djbrown@roseville.ca.us](mailto:djbrown@roseville.ca.us)  
Cellular Phone: 916-847-5640
- **Sacramento Municipal Utility District (2010)**  
Selby Mohr [smohr@smud.org](mailto:smohr@smud.org)  
Cellular Phone: 916-798-6647
- **San Diego Gas & Electric Company (2010)**  
Ken Fussell [kfussell@semprautilities.com](mailto:kfussell@semprautilities.com)  
Cellular Phone: 619-851-4598
- **City of Shasta Lake (2010)**  
Tom Miller [tom.miller@ci.shasta-lake.ca.us](mailto:tom.miller@ci.shasta-lake.ca.us)  
Cellular Phone: 530-917-9711
- **Sierra Pacific Power Company, dba Nevada Energy (2010)**  
B. Jim Reagan [jreagan@sppc.com](mailto:jreagan@sppc.com)  
Cellular Phone: 775-846-4864
- **Silicon Valley Power, Electric Utility of City of Santa Clara (2010)**  
Paul Foster [pfoster@svpower.com](mailto:pfoster@svpower.com)  
Cellular Phone: 408-640-6980
- **Southern California Edison Company (2010)**  
Rachel Sherrill [Rachel.sherrill@sce.com](mailto:Rachel.sherrill@sce.com)  
Cellular Phone: 626-388-5754
- **Southern California Gas Company (2010)**  
Ken Fussell [kfussell@semprautilities.com](mailto:kfussell@semprautilities.com)  
Cellular Phone: 619-851-4598
- **Truckee-Donner Public Utility District (N/A) (2010)**  
Jim Wilson [jimwilson@tdpud.org](mailto:jimwilson@tdpud.org)  
Cellular Phone: 530-448-3016
- **City of Ukiah (2010)**  
Colin Murphy [cmurphey@cityofukiah.com](mailto:cmurphey@cityofukiah.com)  
Cellular Phone: 707-272-0880

# ATTACHMENT B

## *Names and Address of Authorized Representative(s)/Invoicing*

Date \_\_\_\_\_  
Name of Utility \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_

Individuals to Call for Emergency Assistance:

### **AUTHORIZED REPRESENTATIVE**

Name \_\_\_\_\_  
Title \_\_\_\_\_ Address \_\_\_\_\_  
E-Mail \_\_\_\_\_ Pager No. \_\_\_\_\_  
Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_  
FAX \_\_\_\_\_ Cellular Phone \_\_\_\_\_

### **ALTERNATE AUTHORIZED REPRESENTATIVE**

Name \_\_\_\_\_  
Title \_\_\_\_\_ Address \_\_\_\_\_  
E-Mail \_\_\_\_\_ Pager No. \_\_\_\_\_  
Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_  
FAX \_\_\_\_\_ Cellular Phone \_\_\_\_\_

### **DISPATCH CENTER WITH 24-HOUR TELEPHONE ANSWERING**

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_ Radio Frequency \_\_\_\_\_  
FAX \_\_\_\_\_

### **INVOICING/PAYMENT ADDRESS**

Name of Utility \_\_\_\_\_  
Department of Utility \_\_\_\_\_  
Invoicing/Payment Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Telephone No. \_\_\_\_\_  
FAX \_\_\_\_\_

# ATTACHMENT C

## *Custodianship of Agreement*

Responsibilities of the California Utilities Emergency Association's Mutual Assistance Agreement (Electric) Custodian are:

- A. Request all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative, as identified in Attachment "B", no later than December 15 of each year.
- B. Distribute annual update of Attachment "B" no later than January 15 of each year.
- C. Coordinate and facilitate meetings of the parties to the Agreement, as necessary, to include an after action review of recent mutual assistance activations and document changes requested by any party to the Agreement. An annual meeting will also be held to review general mutual assistance issues.
- D. Assist and guide utilities interested in becoming a party to the Agreement by providing a copy of the existing Agreement for their review and signature.
- E. Facilitate any necessary reviews of the Agreement.

# ATTACHMENT D

## *Procedures for Requesting and Providing Assistance*

- A. The Requesting Party shall include the following information, as available in its request for Assistance:
  - A.1 A brief description of the Emergency creating the need for the Assistance;
  - A.2 A general description of the damage sustained by the Requesting Party, including the part of the electrical or natural gas system, e.g., generation, transmission, substation, or distribution, affected by the Emergency;
  - A.3 The number and type of personnel, Equipment, materials and supplies needed;
  - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
  - A.5 The name of individuals employed by the Requesting Party who will coordinate the Assistance;
  - A.6 A specific time and place for the designated representative of the Requesting Party to meet the personnel and Equipment being provided by the Assisting Party;
  - A.7 Type of fuel available (gasoline, propane or diesel) to operate Equipment;
  - A.8 Availability of food and lodging for personnel provided by the Assisting Party; and
  - A.9 Current weather conditions and weather forecast for the following twenty-four hours or longer.
  
- B. The Assisting Party, in response to a request for Assistance, shall provide the following information, as available, to the Requesting Party:
  - B.1 The name(s) of designated representative(s) to be available to coordinate Assistance;
  - B.2 The number and type of crews and Equipment available to be furnished;
  - B.3 Materials available to be furnished;
  - B.4 An estimate of the length of time that personnel and Equipment will be available;
  - B.5 The name of the person(s) to be designated as supervisory personnel to accompany the crews and Equipment; and
  - B.6 When and where Assistance will be provided, giving consideration to the request set forth in section A.6. above.



# ATTACHMENT E

## *Procedures for Deactivation of Assistance*

- A. The Requesting Party shall, as appropriate, include the following in their Deactivation:
  - A.1 Number of crews returning and, if not all crews are returning, expected return date of remaining crews.
  - A.2 Notification to the Assisting Party of the time crews will be departing.
  - A.3 Information on whether crews have been rested prior to their release or status of crew rest periods.
  - A.4 Current weather and travel conditions along with suggested routing for the Assisting Party's return.
  
- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
  - B.1 Return of any Equipment, material, or supplies, provided by the Requesting Party.
  - B.2 Provide any information that may be of value to the Requesting Party in their critique of response efforts.
  - B.3 Estimation as to when invoice will be available.
  - B.4 Invoice to include detail under headings such as labor charges (including hours) by normal time and overtime, payroll taxes, overheads, material, vehicle costs, fuel costs, Equipment rental, telephone charges, administrative costs, employee expenses, and any other significant costs incurred.
  - B.5 Retention of documentation as specified in Section 5.3 of the Mutual Assistance Agreement.
  - B.6 Confirmation that all information pertaining to the building, modification, or other corrective actions taken by the Assisting Party have been appropriately communicated to the Requesting Party.

# **ATTACHMENT F**

## **Letter Requesting Assistance**

Date

Assisting Party Name

Assisting Party Address

In recognition of the personnel, material, Equipment, supplies and/or tools being sent to us by [name of Assisting Party] in response to a request for mutual assistance made by [Requesting Party] on [date of request], we agree to be bound by the principles noted in the California Utilities Emergency Association Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of Assistance Required)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

[Signature of Authorized Representative of Requesting Party]

## **ATTACHMENT G**

### **SUPPLEMENTAL INVOICE INFORMATION**

Sections 4 and 5 of this Mutual Assistance Agreement provide for the accumulation of costs incurred by the Assisting Party to be billed to the Requesting Party for Assistance provided. Each utility company has their own accounts receivable or other business enterprise system that generates their billing invoices. Generally these invoices do not provide for a breakdown of costs that delineate labor hours, transportation costs, or other expenses incurred in travel to and from the Assistance, or the subsequent repair of equipment that may be necessary.

This attachment provides guidelines, format and explanations of the types of cost breakdown, and supportive information and documentation that are important to accompany the invoice for providing of mutual assistance. It is intended to provide sufficient information to the Requesting Party at the time of invoice to minimize an exchange of detail information requests that may delay the payment of the invoice.

This information in no way eliminates the requesting Party's ability to audit the information or request additional cost detail or documentation.

Supplemental Invoice Information is a recommendation and not a requirement.

The form is available electronically from the Agreement Custodian.



**CUEA MUTUAL ASSISTANCE AGREEMENT  
(ELECTRIC – NATURAL GAS)  
SUPPLEMENTAL INVOICE INFORMATION**

This supplemental invoice information detail is submitted pursuant to Sections 4.0 and 5.0 of the CUEA, Mutual Assistance Agreement for Electric and Natural Gas, for assistance provided. (RP = Requesting Party, AP = Assisting Party)

AP Invoice Date: _____	RP Purchase Order # <b>1</b> _____
AP Invoice #: _____	RP Reference or W/O# <b>2</b> _____
Bill To: <b>3</b> (Requesting Party)	Remit To: <b>4</b> (Assisting Party)
Address: _____	Address: _____
_____	_____
_____	_____
Phone: _____	Phone: _____
Attention: <b>5</b> _____	Attention: <b>6</b> _____
Name or Description of Event: _____	
Location of Assistance or Event: _____	
Assistance / Billing Period: _____	From: <b>7</b> _____ To: <b>8</b> _____
Date Assistance Accepted: _____ Date Demobilization Complete: _____	

**LABOR 1:** Employee Wages and Salary while at RP Service Area **9**

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums:	_____	_____	_____	<b>LABOR 1 Subtotal:</b> _____

**LABOR 2:** Employee Wages and Salary while traveling to and from RP Service Area **10**

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums:	_____	_____	_____	<b>LABOR 2 Subtotal:</b> _____

**LABOR 3:** Employee Wages and Salary of service and support personnel not traveling to RP Service Area **11**

Labor:	Hours	Wages	Additives	
Straight Time, Overtime and Premiums:	_____	_____	_____	<b>LABOR 3 Subtotal:</b> _____

**LABOR 4:** Overtime Wages and Salary Incurred in AP Service Area as a Result of Assistance **12**

Labor:	Hours	Wages	Additives	
Overtime and Premiums:	_____	_____	_____	<b>LABOR 4 Subtotal:</b> _____

<b>LABOR TOTAL</b>	<b>TOTAL Wages, Salaries and Payroll Additives:</b> _____
--------------------	---

**MATERIALS:** Cost of materials, supplies, tools, and repair or replacement of non-fleet equipment used in assistance **13**

<b>MATERIALS TOTAL</b>	<b>TOTAL Materials, Equipment, etc. and Additives:</b> _____
------------------------	--

**TRANSPORTATION:** Cost of vehicles and equipment including parts and repairs and Additives (No Wages)

Fleet Costs: (Hourly or Use Charge for vehicles and equipment and Additives) **14** \_\_\_\_\_

Repair Costs: (Cost of repair or replacement of vehicles and equipment, excluding labor) **15** \_\_\_\_\_

<b>TRANSPORTATION TOTAL</b>	<b>TOTAL Vehicles, Equipment, etc. and Additives:</b> _____
-----------------------------	---

**EXPENSE:** Cost of transporting employees and equipment, to and from RP's Service area, and living expenses not provided by RP.

Transportation Expense: Cost to transport vehicles and equipment (fleet) to and from RP Service Area **16** \_\_\_\_\_

Travel Expense: Cost to transport personnel, airfare etc., (non-fleet equip/tools) to and from RP Service Area **17** \_\_\_\_\_

Living Expense: Cost of meals, lodging and incidentals not provided by RP or incurred during travel **18**

Meals: _____	Lodging: _____	Incidentals: _____
<b>EXPENSE TOTAL</b>		
<b>TOTAL Transportation, Travel and Living and Additives:</b> _____		

**ADMINISTRATIVE & GENERAL COSTS:** Cost properly allocable to the Assistance and not charged in above sections **19**

**ADMINISTRATIVE & GENERAL TOTAL**

**TOTAL Administrative & General:** \_\_\_\_\_  
\_\_\_\_\_

All costs and expenses of Assisting Company are summarized in this Invoice.

**Pay This Amount:** \_\_\_\_\_  
\_\_\_\_\_

( A Form W-9, Request for Taxpayer Identification Number and Certification, has been included with this invoice.) **20**

## Instructions and Explanations

This information provides a breakdown of costs incurred in the providing of assistance, and is intended to provide sufficient details to allow Requesting Party to expedite payment by minimizing requests for detailed information. This detailed breakdown, and supportive documentation, should supplement the remittance invoice normally generated by the utility's business enterprise or accounts receivable systems.

Reference Section Explanations: (Numbers correspond to sections on preceding supplemental invoice page(s).)  
(Information in parentheses and italics are references to the related section of the CUEA MAA)

- 1** If Requesting Company has designated a Purchase Order to be used for this remittance, provide the PO number in this space.
- 2** If Requesting Company has designated a Work Order or Tracking number to be used for this remittance, provide the number here.
- 3** This "Bill To" address is designated by the Requesting Party and may be the same as the Billing / Payment Address as it appears on the Assisting Company's "Attachment B" of the Agreement. (*Sec. 4.2*)
- 4** This "Remittance Address" is the address specified on the Assisting Company's Primary Invoice.
- 5** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Requesting Party's designated Mutual Assistance Coordinator.
- 6** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Assisting Party's designated Mutual Assistance Coordinator.
- 7** The date the assistance was agreed to commence. (*Sec. 3.2*)
- 8** The date the assistance demobilization is complete. (*Sec. 3.7*) (*Note: subsequent repair or replacement costs incurred by the AP may be realized and billed past this date, as noticed by the AP to the RP in writing.*)
- 9** Labor 1: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time worked in the Requesting Party's service area, and does NOT include time or pay for travel to, or from, the Requesting Party's service area. Labor 1 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (*Sec. 4.1(a)*)
- 10** Labor 2: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for travel to, or from, the Requesting Party's service area, and does NOT include time worked in RP's service area. Labor 2 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and

Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (*Sec. 4.1(b)*)



- 11** Labor 3: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for employees, management, or supervision that is directly attributed to the assistance, but did NOT travel to the Requesting Party's service area. Labor 3 total may include support services in the Assisting party's own service area such as warehouse, fleet, Assistance Liaisons, administrative and coordination personnel. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). (Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (Sec. 4.1)
- 12** Labor 4: This total includes only overtime pay and additives that are incurred by the Assisting Party for emergency response in the Assisting Party's service area, that is directly attributable to the providing of assistance. This total requires detailed support information and explanation provided to the Requesting Party prior to the inclusion of costs for assistance. (Sec. 4.1 (f))
- 13** Materials: This total includes all non-fleet equipment, tools and supplies, provided by Assisting Party's warehouse or other supplier that was used, consumed, or has normally applied overhead costs or depreciation, as outlined in the agreement. (Sec. 4.1 (c))
- 14** Transportation: This total includes the hourly or use charge of vehicles and equipment, and normally applies overheads and additives, for all vehicles and equipment used in the providing of assistance. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 15** Transportation: This total includes cost of repair or replacement of vehicles or equipment used in the providing of assistance, by AP, dealer service, or contracted repairs, including all normally applies overheads and additives. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 16** Transportation Expense: This total includes only the incurred costs of transporting, by contractor or entity other than the AP or RP, the fleet vehicles and equipment to RP's service area, and return to AP's home base. (Supportive information such as contract carrier's invoice or trip tickets is recommended.)
- 17** Travel Expense: These include all costs incurred by AP for the transportation of personnel to and from the RP's service area. These include airfare, cab fare, rental vehicles, or any other transportation not provided by the RP. It also included the transportation or shipping costs of non-fleet tools or equipment to and from the RP's service area. (Sec. 4.1)
- 18** Living Expense: This includes all meals, lodging, and incidentals incurred during travel to and from RP's service area. It includes any of these costs incurred while working in the RP's service area that were not provided by the RP. (Sec. 4.1(b))
- 19** Administrative and General Costs: This includes all costs that are allocable to the Assistance, to the extent that they are not included in all the foregoing costs identified in this invoice. (Sec. 4.1(e))

- 20** Form W-9, Tax Identification and Certification: This standard tax form should be completed and accompany this form, unless such information has been previously transmitted to the Requesting Company.



**FIRST AMENDED INTERCOMPANY MUTUAL ASSISTANCE AGREEMENT  
BY AND BETWEEN RATE-REGULATED SUBSIDIARIES OF  
BERKSHIRE HATHAWAY ENERGY COMPANY**

This First Amended Intercompany Mutual Assistance Agreement ("Agreement") is entered into by and between rate-regulated public utility subsidiaries of Berkshire Hathaway Energy Company ("Company") (each a "Party" and together the "Parties") effective March 15, 2015.

WHEREAS, the Parties, with the exception of Nevada Power Company DBA NV Energy and Sierra Pacific Power Company DBA NV Energy, are the signatories of the Intercompany Mutual Assistance Agreement by and between Rate-regulated Subsidiaries of MidAmerican Energy Holdings Company effective February 15, 2011 and wish to amend and restate their agreement in the manner provided herein; and

WHEREAS, each of the Parties is either an electric public utility providing services to captive customers within franchised service areas, a transmission company, a local distribution company or an interstate pipeline company and each of the Parties is subject to the oversight of regulatory authorities, such as a state public utility commission and/or the Federal Energy Regulatory Commission ("FERC"); and

WHEREAS, a Party may from time to time require mutual aid or assistance from another Party, which may involve the provision of goods, services and/or specialized resources for temporary emergency purposes, or the emergency interchange of equipment or goods by one Party to the other, as long as provided without detriment to the providing Party's public utility obligations ("mutual assistance"); and

WHEREAS, as rate-regulated entities, the Parties have obligations to provide reasonably adequate service, and from time to time may be able to assist one another in providing mutual assistance; and

WHEREAS, the Parties are some of the signatories of the Intercompany Administrative Services Agreement ("IASA") by and between the Company and its subsidiaries, which permits the sharing of professional, technical and other specialized resources, and wish to enter into an agreement that will allow mutual assistance on similar terms; and

WHEREAS, in order to minimize any potential for cross-subsidization or affiliate abuse and ensure appropriate oversight, participation under this Agreement is limited to Rate-Regulated Subsidiaries of the Company; and

WHEREAS, effective May 1, 2014, the name of Company was changed from MidAmerican Energy Holdings Company to Berkshire Hathaway Energy Company; and

WHEREAS, from time to time, additional Rate-Regulated Subsidiaries may wish to execute the Agreement in order to provide and take advantage of mutual assistance provided hereunder.

NOW, THEREFORE, in consideration of the premises and mutual agreements set forth herein, the Parties wish to amend the Agreement and agree as follows:



## **ARTICLE 1. PROVISION OF MUTUAL ASSISTANCE**

Upon and subject to the terms of this Agreement, one Party ("Providing Party") may provide mutual assistance to another Party ("Recipient Party").

Availability and provision of mutual assistance shall be governed by an applicable mutual aid agreement, which may be the Edison Electric Institute Mutual Aid Agreement, the Western Region Mutual Assistance Agreement, or such other agreement as may be customarily used in the region where the mutual assistance is to be provided ("applicable mutual aid agreement"), the provisions of which are incorporated in this Agreement by reference. To the extent not inconsistent with obligations under the applicable mutual aid agreement, the provisions of this Agreement shall govern the conduct and obligations of the Parties.

The Parties recognize that there may be several phases of mutual assistance activity, including pre-notification of a potential need for assistance, a request for information related to the costs and availability of mutual assistance, and actual mobilization. Only actual mobilization is considered the provision of mutual assistance.

## **ARTICLE 2. DEFINITIONS**

For purposes of this Agreement, these terms shall be defined as follows:

- (a) "Laws" shall mean any law, statute, rule, regulation or ordinance of any governmental authority, which may be without limitation a federal agency, a state or a governmental subdivision.
- (b) "Rate-Regulated Subsidiary" shall mean a subsidiary of the Company ("subsidiary") that is regulated by one or more State Commissions and/or FERC in the subsidiary's capacity of providing regulated public utility services to captive customers within franchised public utility service areas, FERC jurisdictional transmission service or which is an interstate pipeline or local distribution company as defined by FERC.
- (c) "State Commissions" shall mean any state public utility commission or state public service commission with utility regulatory jurisdiction over a Rate-Regulated Subsidiary.

## **ARTICLE 3. EFFECTIVE DATE**

This Agreement shall be effective as of the date of execution; provided, however, that in those jurisdictions in which regulatory approval is required before the Agreement becomes effective, the effective date shall be as of the date of such approval.

## **ARTICLE 4. CHARGES AND PAYMENT**

The Parties recognize that charges for mutual assistance will begin when a request for mobilization of assistance is submitted to the Providing Party by the Recipient Party. Costs associated with pre-notification of a potential need or gathering of information associated with a request for mutual assistance will not be charged to the Recipient Party.

Providing Parties will bill Recipient Parties, as appropriate, for mutual assistance rendered under this Agreement in as specific a manner as practicable.

Payments for mutual assistance shall be governed by an applicable mutual aid agreement, which may be the Edison Electric Institute Mutual Aid Agreement, the Western Region Mutual Assistance Agreement, or such other agreement as may be customarily used in the region where the mutual assistance is to be provided.

In the event that the mutual assistance consists only of the interchange of a good in an emergency circumstance, the Recipient Party shall reimburse the Providing Party the replacement cost of the transferred good. Any associated services shall be reimbursed by the Recipient Party as a direct charge, service charge or allocation as applicable pursuant to the IASA.

#### **ARTICLE 5. STANDARD OF CARE**

The Parties will comply with all applicable Laws regarding affiliated interest transactions, including timely filing of regulatory filings and reports. The Parties agree not to cross-subsidize and shall comply with any applicable Laws and State Commission, FERC or other applicable orders. Subject to the terms of this Agreement, the Parties shall perform their obligations hereunder in a commercially reasonable manner.

#### **ARTICLE 6. TAXES**

Each Party shall bear all taxes, duties and other similar charges, except taxes based upon its gross income (and any related interest and penalties), imposed as a result of its receipt of mutual assistance under this Agreement, including without limitation sales, use and value-added taxes.

#### **ARTICLE 7. ACCOUNTING AND AUDITING**

Providing Parties shall maintain such books and records as are necessary to support the charges for mutual assistance, in sufficient detail as may be necessary to enable the Parties to satisfy applicable regulatory requirements ("Records"). All Parties:

- (a) Shall provide access to the Records at all reasonable times;
- (b) Shall maintain the Records in accordance with good record management practices and with at least the same degree of completeness, accuracy and care as it maintains for its own records; and
- (c) Shall maintain its own accounting records, separate from the other Parties' accounting records.

Subject to the provisions of this Agreement, Records supporting mutual assistance billings shall be available for inspection and copying by any qualified representative or agent of a Party, at the expense of the inquiring Party. In addition, FERC or State Commission staff or agents may audit the accounting records of Providing Parties that form the basis for charges to Rate-Regulated Subsidiaries. All Parties agree to cooperate fully with such audits.

#### **ARTICLE 8. COOPERATION WITH OTHERS**

The Parties will use good faith efforts to cooperate with each other in all matters related to the provision and receipt of mutual assistance. Such good faith cooperation will include providing electronic access in the same manner as provided other vendors and contractors to systems used in connection with mutual





assistance and using commercially reasonable efforts to obtain all consents, licenses, sublicenses or approvals necessary to permit each Party to perform its obligations.

Each Party shall make available to another Party any information required or reasonably requested by the Party related to the provision of mutual assistance and shall be responsible for timely provision of said information and for the accuracy and completeness of the information; provided, however, that a Party shall not be liable for not providing any information that is subject to a confidentiality obligation or a regulatory obligation not to disclose or be a conduit of information owned by it to a person or regulatory body other than the other Party.

The Parties will cooperate with each other in making such information available as needed in the event of any and all internal or external audits, utility regulatory proceedings, legal actions, or dispute resolution.

Each Party shall fully cooperate and coordinate with each other's employees and contractors in the performance or provision of mutual assistance. The Parties shall not commit or permit any act that will interfere with the performance or receipt of mutual assistance by any Party's employees or contractors.

#### **ARTICLE 9. COMPLIANCE WITH ALL LAWS**

Each Party shall be responsible for (a) its compliance with all Laws affecting its business, including, but not limited to, laws and governmental regulations governing federal and state affiliate transactions, workers' compensation, health, safety and security; (b) pursuant to the provisions of the applicable mutual aid agreement, any use it may make of the mutual assistance to assist it in complying with such laws and governmental regulations; and (c) compliance with FERC's Standards of Conduct, Market-Based Rate Affiliate Restrictions, and any comparable restrictions imposed by FERC or a State Commission.

**ARTICLE 10. DISPUTE RESOLUTION**

The Parties shall promptly resolve any conflicts arising under this Agreement and such resolution shall be final. If applicable, adjustments to the charges will be made as required to reflect the discovery of errors or omissions in the charges. If the Parties are unable to resolve any service, performance or budget issues or if there is a material breach of this Agreement that has not been corrected within ninety (90) days, representatives of the affected Parties will meet promptly to review and resolve those issues in good faith.

**ARTICLE 11. TERMINATION FOR CONVENIENCE**

A Party may terminate its participation in this Agreement either with respect to all, or part, of the mutual assistance provided hereunder at any time and from time to time, for any reason or no reason, by giving notice of termination to the other Party as soon as reasonably possible.

**ARTICLE 12. CONFIDENTIAL INFORMATION/NONDISCLOSURE**

To the fullest extent allowed by law, the provision of mutual assistance or reimbursement for mutual assistance provided pursuant to this Agreement shall not operate to impair or waive any privilege available to any Party in connection with the mutual assistance, its provision or reimbursement thereof.

The Parties will handle all information exchanged in the course of performing mutual assistance in accordance with requirements for documenting and handling critical infrastructure information as defined by the North American Electric Reliability Corporation Critical Infrastructure Protection Standards and will further comply with non-disclosure requirements of other applicable regulations.

The Parties shall use good faith efforts at the termination or expiration of this Agreement to ensure that any user access and passwords related to this Agreement are terminated.

**ARTICLE 13. PERMITTED DISCLOSURE**

Notwithstanding provisions of this Agreement to the contrary, each Party may disclose confidential information:

- (a) To the extent required by a State Commission, FERC, a court of competent jurisdiction or other governmental authority or otherwise as required by Laws, including without limitation disclosure obligations imposed under federal securities laws, provided that such Party has given the other Party prior notice of such requirement when legally permissible to permit the other Party to take such legal action to prevent the disclosure as it deems reasonable, appropriate or necessary; or
- (b) On a "need-to-know" basis under an obligation of confidentiality to its consultants, legal counsel, affiliates, accountants, banks and other financing sources and their advisors.

**ARTICLE 14. SUBCONTRACTORS**

To the extent provided herein, the Parties shall be fully responsible for the acts or omissions of any subcontractors of any tier and of all persons employed by such subcontractors and shall maintain complete control over all such subcontractors, it being understood and agreed that anything not contained herein





shall not be deemed to create any contractual relation between the subcontractor of any tier and the Parties.

**ARTICLE 15. NONWAIVER**

The failure of a Party to insist upon or enforce strict performance of any of the terms of this Agreement or to exercise any rights herein shall not be construed as a waiver or relinquishment to any extent of its right to enforce such terms or rights on any future occasion.

**ARTICLE 16. SEVERABILITY**

Any provision of this Agreement prohibited or rendered unenforceable by operation of law shall be ineffective only to the extent of such prohibition or unenforceability without invalidating the remaining provisions of this Agreement.

**ARTICLE 17. ENTIRE AGREEMENT/DOCUMENTS INCORPORATED BY REFERENCE**

All understandings, representations, warranties, agreements and referenced attachments, if any, existing between the Parties regarding the subject matter hereof are merged into this Agreement, which fully and completely express the agreement of the Parties with respect to the subject matter hereof.

**ARTICLE 18. ADDITION OF RATE-REGULATED SUBSIDIARIES**

Without further action by the Parties, effective on the date of its execution, a Rate-Regulated Subsidiary may enter into the Agreement and be bound thereby.



This Agreement has been duly executed on behalf of the Parties as follows:

**KERN RIVER GAS TRANSMISSION COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**MIDAMERICAN ENERGY COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NORTHERN NATURAL GAS COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**PACIFICORP**

By: 

Title: VP, CFO Pacificorp

Name: Nikki Kobliha

Date: 11/2/2015

**NEVADA POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**SIERRA PACIFIC POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_


Name: \_\_\_\_\_

Date: \_\_\_\_\_



This Agreement has been duly executed on behalf of the Parties as follows:

**KERN RIVER GAS TRANSMISSION COMPANY**

By:   
Title: VP - Finance  
Name: Joseph Lillo  
Date: 7/9/15

**MIDAMERICAN ENERGY COMPANY**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**NORTHERN NATURAL GAS COMPANY**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**PACIFICORP**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**NEVADA POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

**SIERRA PACIFIC POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_  
Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_



This Agreement has been duly executed on behalf of the Parties as follows:

**KERN RIVER GAS TRANSMISSION COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**MIDAMERICAN ENERGY COMPANY**

By: Tom Specketer

Title: VP & CFO

Name: Tom Specketer

Date: March 11, 2015

**NORTHERN NATURAL GAS COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**PACIFICORP**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NEVADA POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**SIERRA PACIFIC POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_



This Agreement has been duly executed on behalf of the Parties as follows:

**KERN RIVER GAS TRANSMISSION COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**MIDAMERICAN ENERGY COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NORTHERN NATURAL GAS COMPANY**

By: *[Signature]* \_\_\_\_\_

Title: VP. Finance \_\_\_\_\_

Name: Joseph Lillo \_\_\_\_\_

Date: 3/25/15 \_\_\_\_\_

**PACIFICORP**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NEVADA POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**SIERRA PACIFIC POWER COMPANY  
DBA NV ENERGY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_





This Agreement has been duly executed on behalf of the Parties as follows:

**KERN RIVER GAS TRANSMISSION COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**MIDAMERICAN ENERGY COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NORTHERN NATURAL GAS COMPANY**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**PACIFICORP**

By: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**NEVADA POWER COMPANY  
DBA NV ENERGY**

By: E. Kevin Bethel

Title: SVP, Chief Financial Officer

Name: E. Kevin Bethel

Date: 3/12/15

**SIERRA PACIFIC POWER COMPANY  
DBA NV ENERGY**

By: E. Kevin Bethel

Title: SVP, Chief Financial Officer

Name: E. Kevin Bethel

Date: 3/12/15

**WESTERN REGION**  
**MUTUAL ASSISTANCE AGREEMENT**

For

**ELECTRIC AND NATURAL GAS UTILITIES**

Effective: 11/14/2003

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## **WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)**

### **DEFINITIONS**

The following are definitions of terms as used in this agreement:

Activation: The initiation of the Assistance and administrative process of the agreement including: request for Assistance, assessing and communicating the scope of assistance request, assessing and communicating the resources available for Assistance, activation procedures, mutual assistance coordination, and other processes and procedures supporting the Mobilization of Assistance resources.

Deactivation: The termination of the Assistance and administrative process including: notification of Deactivation, Demobilization planning, identification of applicable costs, processes and procedures supporting Demobilization of resources, provide for billing, audit, critique information, and closure of the Assistance.

Demobilization: The actual returning of all Assistance resources to the Assisting Party's normal base.

Emergency: A sudden unplanned disruption of essential systems and infrastructure creating a potential for public safety, severe economic loss, or other socio-economic hardships resulting from the loss of the utility service. The emergency may be confined to the utility infrastructure or may include community-wide damage and emergency response. Emergencies may be natural disasters or human caused events.

Mobilization: The actual collecting, assigning, preparing and transporting of all Assistance resources.

Mutual Assistance Coordinator: The person(s) designated by the Requesting Party, and Assisting Party, to coordinate all administrative requirements of the Agreement.

Natural Gas: Term gas or natural gas referred to in this document include all commercially available forms of natural gas including Synthetic Natural Gas.

Operations Liaison: The person or persons designated by the Requesting Party to provide direct contact, communications and coordination at the operations level for Assisting crews and resources at the location of the assistance. This may include but is not limited to: contact and communications for assisting crews, safety information processes and procedures, ensuring coordination of lodging and meals, addressing issues of equipment requirements, materials requirements, and other logistical issues necessary to ensure safe effective working conditions.

Qualified: The training, education and experience of employees completing an apprenticeship or other industry / trade training requirements consistent with Federal Bureau of Apprenticeships and Training, Department of Transportation Pipeline Safety Regulations, or other recognized training authority or regulation. Training and qualification standards vary by state or province and are the responsibility of the Requesting Party to evaluate, in advance, the acceptable level of qualification for trade employees (i.e. lineman, electrician, fitter, etc.).

Work Stoppages: Any labor disputes, labor union disagreements, strikes, or any circumstance creating a shortage of qualified labor for a company during a non-emergency situation.

## **WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)**

### **1.0 PARTIES**

- 1.1. This Mutual Assistance Agreement (hereinafter referred to as “Agreement”) is made and entered into effective November 14, 2003. The Parties to this Agreement are listed in Attachment A of this document. Each of the parties that have executed this Agreement may hereinafter be referred to individually as “Party” and collectively as “Parties.”
- 1.2. Being a Party to this Agreement does not by itself assure any Party that Assistance will be provided if, when, or as requested. Each Party reserves the sole right to respond or not to respond to requests for Assistance on a case-by-case basis. By signing this Agreement, each Party thereby agrees that any Assistance, which is received or given upon the request of a Party to this Agreement, shall be subject to each and every one of the terms and conditions of this Agreement.

### **2.0 RECITALS**

This Agreement is made with reference to the following facts, among others:

- 2.1. Whereas, the Parties own operate and maintain utility facilities and are engaged in the production, acquisition, transmission, and/or distribution of electricity or natural gas, and
- 2.2. Whereas, each of the Parties operates and maintains their respective facilities within accepted industry practices and employs skilled and qualified personnel to operate, repair and maintain such facilities according to such industry practices, and
- 2.3. Whereas, it is in the mutual interest of the Parties to be prepared to provide for emergency repair and restoration to such services, systems and facilities on a reciprocal basis. The purpose of this Agreement is to provide the procedures under which one Party may request and receive assistance from another Party. This Agreement is also designed to allow a new Party to join in the Agreement by signing a copy of this Agreement and the giving of notice to the existing Parties pursuant to Section 6.3 of this Agreement, and
- 2.4. Whereas, assistance requests for Work Stoppages are beyond the scope of this Agreement.
- 2.5. Whereas, for purposes of this Agreement, “Assistance” shall be defined as: All preparation and arrangements by the Assisting Party for Activation, Mobilization, Deactivation and Demobilization, of personnel, material, vehicles, equipment, supplies and/or tools or any other requested form of aid or assistance, starting at the time of the authorization by the Requesting Party, as set forth in this Agreement.

THEREFORE THE PARTIES HEREBY AGREE AS FOLLOWS:

3.0 SCOPE OF ASSISTANCE

- 3.1. In the event of an Emergency affecting the generation, transmission, distribution, services, and/or related facilities owned or controlled by a Party, such Party ("Requesting Party") may request another Party or Parties ("Assisting Party") to provide Assistance. The Assisting Party shall, in its sole discretion, determine if it shall provide such Assistance, including the extent and limitations of that Assistance. If the Assisting Party determines to provide Assistance, such Assistance shall be provided in accordance with the terms and conditions of this Agreement.
- 3.2. Requests for Assistance may be made either verbally or in writing by the Authorized Representative, as defined in Section 9 and identified in Attachment B, of the Requesting Party and shall be directed to the Authorized Representative of the Assisting Party. Upon acceptance of a request for Assistance, either verbally or in writing, the Assisting Party shall respond with reasonable dispatch to the request in accordance with information and instructions supplied by the Requesting Party. All requests for Assistance shall follow the procedures described by Section 3.0 and in Attachment C.
- 3.3. The Requesting Party shall provide the Assisting Party with a description of the work needed to address the emergency, with the most urgent needs for Assistance addressed first. The Assisting Party shall use its reasonable efforts to schedule the Assistance in accordance with the Requesting Party's request. However, the Assisting Party reserves the right to recall any and all personnel, material, equipment, supplies, and/or tools at any time that the Assisting Party determines necessary for its own operations. Any Requesting Party for whom an Operator Qualification (OQ) Program is required should pre-screen the other Parties to this Agreement to determine which Parties have compatible regulatory agency accepted programs and may therefore be contacted for assistance.
- 3.4. The Requesting Party will provide the name and contact information for the person(s) designated as the Mutual Assistance Coordinator(s), the Operations Liaison(s), and person(s) to be designated as supervisory personnel to accompany the crews and equipment. The Assisting Party will provide the name(s) and contact information for the person(s) designated to be the Mutual Assistance Coordinator(s).
- 3.5. All costs associated with the furnishing of Assistance shall be the responsibility of the Requesting Party and deemed to have commenced when the Requesting Party officially authorizes the Assisting Party to proceed with Mobilization of the personnel and equipment necessary to furnish Assistance, and shall be deemed to have terminated when the transportation of Assisting Party personnel and equipment returns to the work headquarters, individual district office, or home (to which such personnel are assigned for personnel returning at other than regular working hours) and Demobilization is completed.

- 3.6. For the purposes of this Agreement, a Requesting Party shall be deemed to have authorized the Assisting Party to proceed with Mobilization when the Requesting Party signs and submits a formal request to the Assisting Party, in a form substantially similar to that shown in Attachment C-1. If written information cannot be furnished, a verbal confirmation will be acceptable, with a written confirmation to follow within 24 hours.
- 3.7. The Parties hereto agree that costs arising out of inquiries as to the availability of personnel, material, equipment, supplies and/or tools or any other matter made by one party to another prior to the Requesting Party authorizing the Assisting Party to proceed with Mobilization will not be charged to the potentially Requesting Party.
- 3.8. The Requesting Party agrees to repayment of "reasonable costs or expenses", as further described in Section 4.0 of this Agreement, and any such reasonable costs or expenses shall continue to be subject to the provisions of Section 5.0 of this Agreement regarding Audit and Arbitration.
- 3.9. The Assisting Party and Requesting Party shall mutually agree upon and make all arrangements for the preparation and actual Mobilization of personnel, material, vehicles, equipment, supplies and/or tools to the Requesting Party's work area and the return (i.e. Demobilization) of such personnel, material, vehicles, equipment, supplies and/or tools to the Assisting Party's work area (See Attachments C and D). The Requesting Party shall be responsible for all reasonable costs and expenses incurred by the Assisting Party for Mobilization and/or Demobilization, notwithstanding any early termination of such assistance by the Requesting Party.
- 3.10. Unless otherwise agreed upon, the Requesting Party shall be responsible for providing food and lodging for the personnel of the Assisting Party from the time of their arrival at the designated location to the time of their departure. The food and housing provided shall be subject to the approval of the supervisory personnel of the Assisting Party.
- 3.11. If requested by the Assisting Party, the Requesting Party, at its own cost, shall make or cause to be made all reasonable repairs to the Assisting Party's vehicles and equipment, necessary to maintain such equipment safe and operational, while the equipment is in transit or being used in providing Assistance. However, the Requesting Party shall not be liable for cost of repair required by the gross negligence or willful acts of the Assisting Party, or if the vehicles or equipment was not issued by the Assisting Party in safe and operational condition.
- 3.12. Unless otherwise agreed the Requesting Party shall provide fuels and other supplies needed for operation of the Assisting Party's vehicles and equipment being used in providing Assistance.

- 3.13. Unless otherwise agreed to by the Parties, the Requesting Party shall provide field communications equipment and instructions for the Assisting Party's use. The Assisting Party shall exercise due care in use of the equipment and return the equipment to the Requesting Party at the time of departure in like condition, provided that if repairs are necessary the Requesting Party will be financially responsible unless such repairs are necessitated by the gross negligence or willful acts of the Assisting Party.
- 3.14. Employees of the Assisting Party shall at all times continue to be employees of the Assisting Party, and such employees shall at no time and for no purpose be deemed to be employees of the Requesting Party.
- 3.15. Wages, hours and other terms and conditions of employment applicable to personnel provided by the Assisting Party, shall continue to be those of the Assisting Party.
- 3.16. If the Assisting Party provides a crew or crews, it shall assign supervisory personnel as deemed necessary by the Assisting Party, who shall be directly in charge of the crew or crews providing Assistance.
- 3.17. All time sheets, equipment and work records pertaining to personnel, material, vehicles, equipment, supplies and/or tools provided by the Assisting Party shall be kept by the Assisting Party for billing and auditing purposes as provided in this Agreement.
- 3.18. No Party shall be deemed the employee, agent, representative, partner or the co-venturer of another Party or the other Parties in the performance of activities undertaken pursuant to this Agreement.
- 3.19. The Parties shall, in good faith, attempt to resolve any differences in work rules and other requirements affecting the performance of the Parties' obligations pursuant to this Agreement.
- 3.20. The Requesting party shall provide the Assisting Party with an Operations Liaison (See Attachment C, A.5) to assist with operations, personnel and crew safety. This person(s) shall provide the Assisting Party's crews an operational and safety orientation, pertaining to work practices and safety requirements of the Requesting Party's system, prior to Assisting Party commencing work, and continue to be the link between the Parties and keep the crews apprised of safety, operational, and communication issues.
- 3.21. The Requesting party shall initiate the Deactivation of Assistance by notification to the Assisting Party within 24 hours of deactivation schedule or as soon as is reasonably practicable. Requesting and Assisting Parties will follow the Procedures for Deactivation of Assistance outlined in Attachment D.

#### 4.0 PAYMENT

- 4.1. The Requesting Party shall reimburse the Assisting Party for all “reasonable costs and expenses” that are appropriate and not excessive, under the circumstances prevailing at the time the cost or expense is paid or incurred by the Assisting Party as a result of furnishing Assistance. Such “reasonable costs or expenses” shall include, but not be limited to, the following:
- a) Employees’ wages and salaries for paid time spent in Requesting Party’s service area and paid time during travel to and from such service area, plus the Assisting Party’s standard payroll additives to cover all employee benefits and allowances for vacation, sick leave, holiday pay, retirement benefits, all payroll taxes, workers’ compensation, employer’s liability insurance, administrative and general expenses, and other benefits imposed by applicable law, regulation, or contract pursuant to Section 3.15.
  - b) Employees’ travel and living expenses such as transportation, fuel, utilities, housing or shelter, food, communications, and reasonable incidental expenses directly attributable to the Assistance.
  - c) Cost of equipment, materials, supplies and tools at daily or hourly rate including their normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to maintain, fuel, replace or repair equipment, materials, supplies, and tools (hereinafter collectively referred to as the “Equipment”), which are expended, used, damaged, or stolen while the Equipment is being used in providing Assistance; provided, however, the Requesting Party’s financial obligation under this Section (4.1. c): (i) shall not apply to any damage or loss resulting from the gross negligence or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible property insurance which applies to such damage or loss.
  - d) Cost of vehicles provided by Assisting Party for performing assistance at daily or hourly rate including normally applied overhead costs inclusive of taxes, insurance, depreciation, and administrative expenses. Cost to maintain, fuel, and repair vehicles, or replace vehicles which are damaged or stolen while the vehicles are used in providing Assistance; provided, however, that Requesting Party’s financial obligation under this Section (4.1.d):(i) shall not apply to any damage or loss resulting from the gross negligence or willful misconduct of the Assisting Party, and (ii) shall only apply in excess of, and not contribute with, any valid and collectible first-party physical damage insurance which applies to such loss.
  - e) Administrative and general costs, including the costs associated with the Assisting Party’s administrative field coordination personnel, which are properly allocable to the Assistance to the extent such costs are not chargeable pursuant to the foregoing subsections.

- f) Overtime costs incurred by the Assisting Party in their service territory as a direct result of assistance provided to the Requesting Party.



- 4.2. Unless otherwise mutually agreed to, the Assisting Party shall bill the Requesting Party at the address designated on Attachment "B" for all costs and expenses of the Assisting Party in one invoice with itemization or supporting documentation of charges. If the assistance extends beyond a 30-day period, billing can occur monthly unless otherwise agreed upon.
- 4.3. The Requesting Party shall pay such bill in full, notwithstanding the rights of Audit and Arbitration in Section 5.0, within thirty 30 days of receipt of the bill, or a remittance period agreed to by both parties, and shall send payment to the Assisting Party at the address listed in Attachment "B".
- 4.4. Delinquent payment of bills shall accrue interest at a rate equal to the incremental cost of debt replacement for the Assisting Party, not to exceed the legal rate permitted by the Governing Law (Section 8.0) of Assisting Party, and as identified at the time of billing, prorated by days, until such bills are paid. This rate shall be identified on the bill submitted by the Assisting Party.

## 5.0 AUDIT AND ARBITRATION

- 5.1. A Requesting Party has the right to designate its own qualified employee representative(s) or its contracted representative(s) with a management or accounting firm who shall have the right to audit and to examine any cost, payment, settlement, or supporting documentation relating to any bill submitted to the Requesting Party pursuant to this Agreement.
- 5.2. A request for audit shall not affect the obligation of the Requesting Party to pay bills as required herein. The Requesting Party or its representative(s) shall undertake any such audit(s) upon notice to the Assisting Party at reasonable times and in conformance with generally accepted auditing standards (GAAS). The Assisting Party agrees to conform to generally accepted accounting principles (GAAP) and to reasonably cooperate with any such audit(s).
- 5.3. This right to audit shall extend for a period of two (2) years following the receipt by Requesting Party of billings for all costs and expenses. The Assisting Party agrees to retain all necessary records/documentation for the said two-year period, and the entire length of this audit, in accordance with its normal business procedures.
- 5.4. The Assisting Party shall be notified by the Requesting Party, in writing, of any exception taken as a result of the audit. In the event of a disagreement between the Requesting Party and the Assisting Party over audit exceptions, the Parties agree to use good faith efforts to resolve their differences through negotiation.
- 5.5. If ninety (90) days or more have passed since the notice of audit exception was received by the Assisting Party, and the Parties have failed to resolve their differences, the Parties agree to submit any unresolved

dispute to binding arbitration before an impartial member of an unaffiliated management or accounting firm. Governing Law for arbitration is pursuant to Section 8 of this Agreement. Each Party to arbitration will bear its own costs, and the expenses of the arbitrator shall be shared equally by the Parties to the dispute.

## 6.0 TERM AND TERMINATION

- 6.1. This Agreement shall be effective on the date of execution by at least two of the Parties hereto and shall continue in effect indefinitely, except as otherwise provided herein. Any Party may withdraw its participation at any time after the effective date with 30 days prior written notice to all other Parties.
- 6.2. As of the effective date of any withdrawal, the withdrawing Party shall have no further rights or obligations under this Agreement except the right to collect money owed to such Party, the obligation to pay amounts due to other Parties, and the rights and obligations pursuant to Section 5.0 and Section 7.0 of this Agreement.
- 6.3. Notwithstanding Section 12.0, additional parties may be added to the Agreement, without amendment of the Agreement, provided that notice is given to existing signatories who may contest inclusion of new signatories within 30 days of such notice, and that any new signatories agree to be bound by the terms and conditions of this Agreement by executing a copy of the same which shall be deemed an original and constitute the same agreement executed by the existing signatories. The addition or withdrawal of any party to this Agreement shall not change the status of the Agreement among the remaining Parties.

## 7.0 LIABILITY

- 7.1. Except as otherwise specifically provided by Section 4.1 and Section 7.2 herein, to the extent permitted by law and without restricting the immunities of any Party, the Requesting Party shall defend, indemnify and hold harmless the Assisting Party, its directors, officers, agents, employees, successors and assigns from and against any and all liability, damages, losses, claims, demands actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to any property, which results from the furnishing of Assistance by the Assisting Party, unless such death or injury to person, or damage to property, is caused by the gross negligence or willful misconduct of the Assisting Party.
- 7.2. Each Party shall bear the total cost of discharging all liability arising during the performance of Assistance by one Party to the other (including costs and expenses for attorneys' fees and other costs of defending, settling, or otherwise administering claims) which result from workers' compensation claims or employers' liability claims brought by its own employees. Each Party agrees to waive, on its own behalf, and on behalf of its insurers, any subrogation rights for benefits or compensation paid to such Party's employees for such claims.
- 7.3. In the event any claim or demand is made, or suit or action is filed, against the Assisting Party, alleging liability for which the Requesting Party shall indemnify and hold harmless the Assisting Party, Assisting Party shall promptly notify the Requesting Party thereof, and the Requesting

Party, at its sole cost and expense, shall settle, compromise or defend the same in such manner as it, in its sole discretion, deems necessary or prudent. However, Requesting Party shall consult with Assisting Party during the pendency of all such claims or demands, and shall advise Assisting Party of Requesting Party's intent to settle any such claim or demand. The party requesting indemnification should notify the other party in writing of that request.

- 7.4. The vehicles or equipment, which the Assisting Party shall provide to the Requesting Party pursuant to Section 3 above, shall not, to the actual knowledge of Assisting Party, be provided in unsafe operating condition, as represented by manufacturer standards and industry practices. Except as provided in the immediately preceding sentence, the Assisting Party makes no representations or warranties as to the condition, suitability for use, freedom from defect or otherwise of such vehicles or equipment. Requesting Party shall utilize the vehicles or equipment at its own risk. Requesting Party shall, at its sole cost and expense, defend, indemnify and hold harmless Assisting Party, its directors, officers, agents, employees, successors and assigns, from and against any and all liability, damages, losses, claims, demands, actions, causes of action, and costs including reasonable attorneys' fees and expenses, resulting from the death or injury to any person or damage to any property, arising out of the utilization of the equipment by or for the Requesting Party, or its employees, agents, or representatives, unless such death, injury, or damage is caused by the gross negligence or willful misconduct of the Assisting Party.
- 7.5. No Party shall be liable to another Party for any incidental, indirect, or consequential damages, including, but not limited to, under-utilization of labor and facilities, loss of revenue or anticipated profits, or claims of customers arising out of supplying electric or natural gas service, resulting from performance or nonperformance of the obligations under this Agreement.
- 7.6. Nothing in Section 7.0, or elsewhere in this Agreement, shall be construed to make the Requesting Party liable to the Assisting Party for any liability for death, injury, or property damage arising out of the ownership, use, or maintenance of any aircraft or watercraft (over 17 feet in length) which is supplied by or provided by the Assisting Party. It shall be the responsibility of the Assisting Party to carry liability and hull insurance on such aircraft and watercraft as it sees fit. Also, during periods of operation of aircraft or watercraft (over 17 feet in length) in a situation covered by this Agreement, the Party, which is the owner/lessee of such aircraft or watercraft, shall use its best efforts to have the other Parties to this Agreement named as additional insured's on such liability coverage.

## 8.0 GOVERNING LAW

- 8.1. All disputes, contests or arbitration of this Agreement, for assistance provided or requested, shall be interpreted, governed and construed by

the choice of law state or province as specified by the Assisting Party in Attachment B.

#### 9.0 AUTHORIZED REPRESENTATIVE

- 9.1. The Parties shall, within 30 days following execution of this Agreement, appoint Authorized Representative and Alternate Authorized Representative(s), and exchange all such information as provided in Attachment "B". Such information shall be updated by each Party prior to January 1st of each year that this Agreement remains in effect. The Authorized Representatives or the Alternate Authorized Representatives shall have the authority to request and commit to the providing of Assistance.

#### 10.0 CUSTODIANSHIP OF AGREEMENT

- 10.1. The custodial responsibilities of this Agreement, as outlined in Attachment E, may be assigned to one of the Parties to this Agreement, which assignment shall be subject to acceptance by such Party, or may be assigned to a third party, in either case by vote of the participating Parties starting within 30 days after the initiation of this Agreement, and then by January 31<sup>st</sup> of each year.

#### 11.0 ASSIGNMENT OF AGREEMENT

- 11.1. No Party may assign this Agreement, or any interest herein, to a third party, without the written consent of the other Parties.

#### 12.0 WAIVERS OF AGREEMENT

- 12.1. Failure of a Party to enforce any provision of this Agreement, or to require performance by the other Parties of any of the provisions hereof, shall not be construed to waive such provision, nor to affect the validity of this Agreement or any part thereof, or the right of such Parties to thereafter enforce each and every provision.

#### 13.0 ENTIRE AGREEMENT

- 13.1. This Agreement is the entire agreement between the Parties concerning the subject matter of the Agreement. It supercedes and takes the place of all conversations the Parties may have had, or documents the Parties may have exchanged, with regard to the subject matter. The recitals to this agreement are hereby incorporated herein.

#### 14.0 AMENDMENT

- 14.1. No changes to this Agreement other than the addition of new Parties shall be effective unless such changes are made by an amendment in

writing, signed by each of the Parties hereto. A new Party may be added to this Agreement upon the giving of 30 days notice to the existing Parties and upon the new Party's signing a copy of this Agreement as in effect upon the date the new Party agrees to be bound by each and every one of the Agreement's terms and conditions.

## 15.0 NOTICES

15.1. All communications between the Parties relating to the provisions of this Agreement shall be addressed to the Authorized Representative of the Parties, or in their absence, to the Alternate Authorized Representative(s) as identified in Attachment "B". Communications shall be in writing, and shall be deemed given if made or sent by e-mail with electronic confirmed delivery, confirmed fax, personal delivery, or registered or certified mail postage prepaid. Each Party reserves the right to change the names of those individuals identified in Attachment "B" applicable to that Party, and shall notify each of the other Parties of such change in writing as described above. All Parties shall keep the Custodian of the Agreement informed of the information contained in Attachment "B" and reply to all reasonable requests of such association for information regarding the administration of this Agreement.

## 16.0 ATTACHMENTS

Attachment "A" (Parties to this Agreement)

Attachment "B" (Names and Addresses of Authorized Representative(s) /Billing)

Attachment "C" (Activation of Western Regional Mutual Assistance Agreement)

Attachment "C-1" (Sample Written Request for Assistance)

Attachment "D" (Deactivation Under Western Regional Mutual Assistance Agreement)

Attachment "E" (Custodianship of Western Regional Mutual Assistance Agreement)

Attachments to this Agreement are incorporated herein by this reference.

**WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric and Natural Gas)**

**1.0 SIGNATURE CLAUSE**

- 1.1. This Agreement may be executed in any number of counterparts, each of which shall be an original, but all of which together shall constitute one and the same agreement.
- 1.2. IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their respective duly authorized officers as of the dates set forth below.

Company Name: Pacific Power

Signature of Officer: 

Title of Officer: President

Date Executed: 9/24/07

Print Officer Name: Pat Reiten



## ATTACHMENT A

### Parties to the Western Region Mutual Assistance Agreement:

Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:
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Name of Party: Utility Type: Effective Date:	Service Area:
Name of Party: Utility Type: Effective Date:	Service Area:

## ATTACHMENT B

(Sample)

### **WESTERN REGION MUTUAL ASSISTANCE AGREEMENT (Electric & Natural Gas)**

*Names and Address of Authorized Representative(s)/ Billing*

Date \_\_\_\_\_  
Name of Utility \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Individuals to Call for Emergency Assistance:

#### **AUTHORIZED REPRESENTATIVE**

Name \_\_\_\_\_  
Title \_\_\_\_\_ Address \_\_\_\_\_  
E-Mail \_\_\_\_\_ Pager No. \_\_\_\_\_  
Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_  
FAX \_\_\_\_\_ Cellular Phone \_\_\_\_\_

#### **ALTERNATE AUTHORIZED REPRESENTATIVE**

Name \_\_\_\_\_  
Title \_\_\_\_\_ Address \_\_\_\_\_  
E-Mail \_\_\_\_\_ Pager No. \_\_\_\_\_  
Day Phone \_\_\_\_\_ Night Phone \_\_\_\_\_  
FAX \_\_\_\_\_ Cellular Phone \_\_\_\_\_

#### **DISPATCH CENTER WITH 24-HOUR TELEPHONE ANSWERING**

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Address \_\_\_\_\_  
Phone \_\_\_\_\_ Radio Frequency \_\_\_\_\_  
FAX \_\_\_\_\_

**CHOICE OF LAW (State or Province):** \_\_\_\_\_

#### **BILLING/PAYMENT ADDRESS**

Name of Utility \_\_\_\_\_  
Department of Utility \_\_\_\_\_  
Billing/Payment Address \_\_\_\_\_  
\_\_\_\_\_  
Telephone No. \_\_\_\_\_  
FAX \_\_\_\_\_

Information provided to 2004 WRMAA Custodian:

Western Energy Institute

## **ATTACHMENT C**

### **ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### ***Procedures for Requesting and Providing Assistance***

- A. The Requesting Party shall include the following information, as available, in its request for Assistance:
  - A.1 A brief description of the emergency situation creating the need for Assistance;
  - A.2 A general description of the damage sustained by the Requesting Party, including the part of the utility system, e.g., generation, transmission, substation, or distribution, affected by the emergency situation;
  - A.3 The number and type of personnel, equipment, vehicles, materials and supplies needed;
  - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
  - A.5 The name(s) and contact information of individuals employed by the Requesting Party who will be the Mutual Assistance Coordinator(s) and Operations Liaison(s);
  - A.6 A specific time and place for the designated representative of the Requesting Party to meet the personnel and equipment being provided by the Assisting Party;
  - A.7 Type of fuel available (gasoline, propane, CNG or diesel) to operate equipment;
  - A.8 Availability of food and lodging for personnel provided by the Assisting Party; and
  - A.9 Current weather conditions and weather forecast for the following twenty-four hours or longer.
- B. The Assisting Party, in response to a request for Assistance, shall provide the following information, as available, to the Requesting Party:
  - B.1 The name(s) and contact information of designated representative(s) to act as Mutual Assistance Coordinator(s).
  - B.2 The number and type of crews and equipment available to be furnished;
  - B.3 The name and title of the crew members responding to the Assistance;
  - B.4 Materials available to be furnished;
  - B.5 An estimate of the length of time that personnel and equipment will be available;
  - B.6 The name and contact information of the person(s) to be designated as supervisory personnel to accompany the crews and equipment; and
  - B.7 When and where Assistance will be provided, giving consideration to the request set forth in section A.6 above.

## **ATTACHMENT C-1**

### **ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### **Sample Written Request for Assistance**

Date

Assisting Party Name

Assisting Party Address

“In recognition of the personnel, material, equipment, supplies and/or tools being sent to us by [name of Assisting Party] in response to a request for mutual assistance made by [Requesting Party] on [date of request], we agree to be bound by the principles noted in the Western Region Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of What Assistance)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

## **ATTACHMENT D**

### **DEACTIVATION UNDER WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### ***Procedures for Deactivation of Assistance***

- A. The Requesting Party shall, as appropriate, include the following in their Deactivation:
  - A.1. Number of crews returning and, if not all crews are returning, expected return date of remaining crews
  - A.2. Notification to the Assisting Party of the time crews will be departing.
  - A.3. Whether crews have been rested prior to their release or status of crew rest periods
  - A.4. Advisement to the Assisting Party regarding current weather and travel conditions and suggested routing
- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
  - B.1. Return of any equipment, material, tools, or supplies provided by the Requesting Party
  - B.2. Provision of any information that may be of value to the Requesting Party in their critique of response efforts
  - B.3. Estimation as to when billing will be available
  - B.4. Billing to include detail under headings as outlined in Section 4.0 of this Agreement.
  - B.5. Retention of documentation as specified in Section 5.3 of the Mutual Assistance Agreement.
  - B.6. Confirmation that all information pertaining to the building, modification, or other corrective actions taken by the Assisting Party have been appropriately communicated to the Requesting Party

**ATTACHMENT E**  
**CUSTODIANSHIP OF WESTERN REGION**  
**MUTUAL ASSISTANCE AGREEMENT**

Responsibilities of the Western Region Mutual Assistance Agreement (Electric and Natural Gas) Custodian are:

- A. Act as the single repository for all original signature pages, changes, updates, and addendums to the Agreement, including Attachment B.
- B. Ensure all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative(s), as identified in Attachment "B", no later than December 15 of each year.
- C. Distribute annual update of Attachment "B" no later than January 15 of each year.
- D. Coordinate and facilitate meetings of the parties to the Agreement, as necessary, to include an after action review of recent mutual assistance activations and document changes requested by any party to the Agreement. An annual meeting will also be held to review general mutual assistance issues, and assignment of the Agreement Custodian for the next year.
- E. Assist and guide utilities interested in becoming a party to the Agreement by providing a copy of the existing Agreement for their review and signature pursuant to Section 6.3 of this Agreement.
- F. Facilitate any necessary reviews of the Agreement.
- G. Term of the Custodian responsibilities is annual and will commence on February 1, and terminate on January 31 of the following year. There are no limits to the number of terms or consecutive terms of the custodian. The name and contact information for the current Agreement Custodian will be provided as part of the Attachment B update as outlined in A and B above.

# ATTACHMENT A

## Parties to the Western Region Mutual Assistance Agreement

Name of Party:	<b>Arizona Public Service Co.</b>	Service Area:
Utility Type:	<b>Electric Utility</b>	Throughout the State of Arizona
Effective Date:	<b>September 30, 2005</b>	

Name of Party:	<b>ATCO Gas</b>	Service Area:
Utility Type:	<b>Natural Gas</b>	Province of Alberta, Canada
Effective Date:	<b>July 20, 2006</b>	

Name of Party:	<b>Avista Corporation</b>	Service Area: Spokane, Washington area,
Utility Type:	<b>Electrical and Gas</b>	Coeur'D Alene, Idaho area, Medford,
Effective Date:	<b>November 14, 2003</b>	Oregon and surrounding areas

Name of Party:	<b>Bonneville Power Administration</b>	Service Area:
Utility Type:		
Effective Date:		

Name of Party:	<b>Cascade Natural Gas Corporation</b>	Service Area: Washington and Oregon
Utility Type:	<b>Natural Gas</b>	
Effective Date:	<b>February 2, 2004</b>	

Name of Party:	<b>Chelan Public Utility District</b>	Service Area:
	(Public Utility District No. 1 of Chelan County)	Central Washington, Chelan County
Utility Type:	<b>Hydroelectric Generation, Electric,</b>	
	<b>Water, Waste Water and Fiber Optics</b>	
Effective Date:	<b>December 7, 2004</b>	

Name of Party:	<b>City of Mesa</b>	Service Area: Mesa, Arizona and Pinal
Utility Type:	<b>Gas and Electric</b>	County MAGMA Gas System
Effective Date:	<b>December 1, 2005</b>	

Name of Party:	<b>Clark Public Utility</b>	Service Area: Clark Co. Washington
Utility Type:	<b>Electric, Water, Waste Water</b>	
Effective Date:	<b>June 11, 2004</b>	

Name of Party:	<b>El Paso Electric Company</b>	Service Area: West Texas & Southern
Utility Type:	<b>Electric</b>	New Mexico
Effective Date:	<b>September 13, 2004</b>	

Name of Party:	<b>ENSTAR Natural Gas Company</b>	Service Area: South Central Alaska
Utility Type:	<b>Natural gas distribution and transmission</b>	
Effective Date:	<b>November 16, 2003</b>	



# ATTACHMENT A

## Parties to the Western Region Mutual Assistance Agreement

Name of Party:	<b>Eugene Water &amp; Electric Board</b>	Service Area: Eugene, Oregon and McKenzie River Valley
Utility Type:	<b>Electric and water</b>	
Effective Date:	<b>June 2, 2004</b>	

Name of Party:	<b>Hawaiian Electric Company, Inc.</b>	Service Area: Hawaii, to include islands of: Oahu, Maui, Hawaii, Lanai & Molokai
Utility Type:	<b>Electric</b>	
Effective Date:	<b>March 28, 2006</b>	

Name of Party:	<b>Idaho Power Company</b>	Service Area: Southern Idaho and Eastern Oregon
Utility Type:	<b>Electric Utility</b>	
Effective Date:	<b>January 3, 2007</b>	

Name of Party:	<b>Intermountain Gas Company</b>	Service Area: Southern Idaho
Utility Type:	<b>Natural gas distribution</b>	
Effective Date:	<b>January 21, 2004</b>	

Name of Party:	<b>Los Angeles Department of Water &amp; Power (LADWP)</b>	Service Area: Distribution in LA Basin and the Owens Valley Region. Transmission in California, Nevada and Utah
Utility Type:	<b>Municipal</b>	
Effective Date:	<b>July 7, 2009</b>	

Name of Party:	<b>NorthWestern Energy, a division of NorthWestern Corp.</b>	Service Area: Western 2/3 of Montana
Utility Type:	<b>Electric and Gas</b>	
Effective Date:	<b>November 24, 2003</b>	

Name of Party:	<b>NV Energy (dba Nevada Power and Sierra Pacific)</b>	Service Area: Southern Nevada, Las Vegas Metropolitan and surrounding area
Utility Type:	<b>Electric</b>	
Effective Date:	<b>November 14, 2003</b>	

Name of Party:	<b>NW Natural</b>	Service Area: Oregon / SW Washington
Utility Type:	<b>Natural Gas</b>	
Effective Date:	<b>November 14, 2003</b>	

Name of Party:	<b>PacifiCorp (dba Pacific Power, Utah Power, Rocky Mountain Power)</b>	Service Area: Oregon, Washington, Utah, Northern California, SW and Central Wyoming, Southern Idaho
Utility Type:	<b>Electric Utility</b>	
Effective Date:	<b>February 27, 2004</b>	

Name of Party:	<b>Pacific Gas &amp; Electric Company</b>	Service Area: Northern California
Utility Type:	<b>Gas and Electric</b>	
Effective Date:	<b>June 7, 2006</b>	

# ATTACHMENT A

## Parties to the Western Region Mutual Assistance Agreement

Name of Party:	<b>Portland General Electric</b>	Service Area: Portland & Salem Oregon and surrounding areas
Utility Type:	<b>Electric Utility</b>	
Effective Date:	<b>November 18, 2003</b>	

Name of Party:	<b>Public Service Co. of NM</b>	Service Area: Throughout the state of New Mexico
Utility Type:	<b>Electric Utility</b>	
Effective Date:	<b>March 2, 2004</b>	

Name of Party:	<b>Puget Sound Energy</b>	Service Area: Western Washington, and portions of Kittitas County
Utility Type:	<b>Electric &amp; Gas Distribution</b>	
Effective Date:	<b>February 19, 2004</b>	

Name of Party:	<b>Questar Gas Company</b>	Service Area: Utah, Southwest Wyoming, Southern Idaho
Utility Type:	<b>Natural Gas</b>	
Effective Date:	<b>February 4, 2004</b>	

Name of Party:	<b>Rocky Mountain Power (refer to PacifiCorp)</b>	
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Name of Party:	<b>Sacramento Municipal Utility District</b>	Service Area:
Utility Type:	<b>Electric Generation</b>	Generations facilities in Sacramento, El Dorado, and Solano Counties, California
	<b>Electric distribution</b>	Customers located in Sacramento and a small portion of southern Placer Counties, California
	<b>Gas Pipeline</b>	Pipeline runs through Yolo and Sacramento Counties, California with customers in Sacramento County only
Effective Date:	<b>April 1, 2004</b>	

Name of Party:	<b>Salt River Project Agricultural Improvement and Power District</b>	Service Area: Phoenix and surrounding area
Utility Type:	<b>Electric and Water</b>	
Effective Date:	<b>May 21, 2004</b>	

Name of Party:	<b>Seattle City Light</b>	Service Area: Burien, Lake Forest Park, Normandy Park, Renton, SeaTac, Seattle, Shoreline, Tukwila, Unincorporated King County
Utility Type:	<b>Publicly Owned Utility</b>	
Effective Date:	<b>February 8, 2007</b>	

Name of Party:	<b>Snohomish County PUD No. 1</b>	Service Area: Snohomish County and Camano Island, State of Washington
Utility Type:	<b>Electric and Water</b>	
Effective Date:	<b>December 10, 2010</b>	

# ATTACHMENT A

## Parties to the Western Region Mutual Assistance Agreement

Name of Party:	<b>Southern California Edison Company</b>	Service Area: Southern California
Utility Type:	<b>Electric</b>	
Effective Date:	<b>November 12, 2003</b>	

Name of Party:	<b>Southwest Gas Corporation</b>	Service Area: NV: Northern - Carson City, Elko, Winnemucca, Southern - Las Vegas, Bullhead City
Utility Type:	<b>Natural Gas</b>	CA: Barstow, Big Bear, Needles, Victorville
Effective Date:	<b>April 8, 2005</b>	AZ: Central – Phoenix, Tempe, Southern - Tucson, Sierra Vista, Douglas

Name of Party:	<b>Terasen Gas Inc</b>	Service Area: Most areas of British Columbia including Vancouver Island
Utility Type:	<b>Natural Gas</b>	
Effective Date:	<b>December 1, 2003</b>	

Name of Party:	<b>The Gas Company, LLC</b>	Service Area: State of Hawaii
Utility Type:	<b>Gas</b>	
Effective Date:	<b>November 13, 2003</b>	

Name of Party:	<b>Tucson Electric Power Company</b>	Service Area: Tucson, Arizona
Utility Type:	<b>Electric</b>	Santa Cruz County, Arizona
Effective Date:	<b>June 23, 2005</b>	

Name of Party:	<b>Tuscarora Gas Transmission Company</b>	Service Area: Southern Oregon
Utility Type:	<b>Interstate Natural Gas Pipeline</b>	Northeastern California
Effective Date:	<b>August 26, 2004</b>	Northwestern Nevada

## **ATTACHMENT C**

### **ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### ***Procedures for Requesting and Providing Assistance***

- A. The Requesting Party shall include the following information, as available, in its request for Assistance:
  - A.1 A brief description of the emergency situation creating the need for Assistance;
  - A.2 A general description of the damage sustained by the Requesting Party, including the part of the utility system, e.g., generation, transmission, substation, or distribution, affected by the emergency situation;
  - A.3 The number and type of personnel, equipment, vehicles, materials and supplies needed;
  - A.4 A reasonable estimate of the length of time that the Assistance will be needed;
  - A.5 The name(s) and contact information of individuals employed by the Requesting Party who will be the Mutual Assistance Coordinator(s) and Operations Liaison(s);
  - A.6 A specific time and place for the designated representative of the Requesting Party to meet the personnel and equipment being provided by the Assisting Party;
  - A.7 Type of fuel available (gasoline, propane, CNG or diesel) to operate equipment;
  - A.8 Availability of food and lodging for personnel provided by the Assisting Party; and
  - A.9 Current weather conditions and weather forecast for the following twenty-four hours or longer.
- B. The Assisting Party, in response to a request for Assistance, shall provide the following information, as available, to the Requesting Party:
  - B.1 The name(s) and contact information of designated representative(s) to act as Mutual Assistance Coordinator(s).
  - B.2 The number and type of crews and equipment available to be furnished;
  - B.3 The name and title of the crew members responding to the Assistance;
  - B.4 Materials available to be furnished;
  - B.5 An estimate of the length of time that personnel and equipment will be available;
  - B.6 The name and contact information of the person(s) to be designated as supervisory personnel to accompany the crews and equipment; and
  - B.7 When and where Assistance will be provided, giving consideration to the request set forth in section A.6 above.

## **ATTACHMENT C-1**

### **ACTIVATION OF WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### **Sample Written Request for Assistance**

Date

Assisting Party Name

Assisting Party Address

“In recognition of the personnel, material, equipment, supplies and/or tools being sent to us by [name of Assisting Party] in response to a request for mutual assistance made by [Requesting Party] on [date of request], we agree to be bound by the principles noted in the Western Region Mutual Assistance Agreement (Electric and Natural Gas).

(Brief Statement of What Assistance)

[Requesting Party Name]

[Authorized Representative of Requesting Party].

## **ATTACHMENT D**

### **DEACTIVATION UNDER WESTERN REGION MUTUAL ASSISTANCE AGREEMENT**

#### ***Procedures for Deactivation of Assistance***

- A. The Requesting Party shall, as appropriate, include the following in their Deactivation:
  - A.1. Number of crews returning and, if not all crews are returning, expected return date of remaining crews
  - A.2. Notification to the Assisting Party of the time crews will be departing.
  - A.3. Whether crews have been rested prior to their release or status of crew rest periods
  - A.4. Advisement to the Assisting Party regarding current weather and travel conditions and suggested routing
- B. The Assisting Party shall, as appropriate, include the following in their Deactivation:
  - B.1. Return of any equipment, material, tools, or supplies provided by the Requesting Party
  - B.2. Provision of any information that may be of value to the Requesting Party in their critique of response efforts
  - B.3. Estimation as to when billing will be available
  - B.4. Billing to include detail under headings as outlined in Section 4.0 of this Agreement.
  - B.5. Retention of documentation as specified in Section 5.3 of the Mutual Assistance Agreement.
  - B.6. Confirmation that all information pertaining to the building, modification, or other corrective actions taken by the Assisting Party have been appropriately communicated to the Requesting Party

**ATTACHMENT E**  
**CUSTODIANSHIP OF WESTERN REGION**  
**MUTUAL ASSISTANCE AGREEMENT**

Responsibilities of the Western Region Mutual Assistance Agreement (Electric and Natural Gas) Custodian are:

- A. Act as the single repository for all original signature pages, changes, updates, and addendums to the Agreement, including Attachment B.
- B. Ensure all Parties provide an annual update of the Authorized Representative and Alternate Authorized Representative(s), as identified in Attachment "B", no later than December 15 of each year.
- C. Distribute annual update of Attachment "B" no later than January 15 of each year.
- D. Coordinate and facilitate meetings of the parties to the Agreement, as necessary, to include an after action review of recent mutual assistance activations and document changes requested by any party to the Agreement. An annual meeting will also be held to review general mutual assistance issues, and assignment of the Agreement Custodian for the next year.
- E. Assist and guide utilities interested in becoming a party to the Agreement by providing a copy of the existing Agreement for their review and signature pursuant to Section 6.3 of this Agreement.
- F. Facilitate any necessary reviews of the Agreement.
- G. Term of the Custodian responsibilities is annual and will commence on February 1, and terminate on January 31 of the following year. There are no limits to the number of terms or consecutive terms of the custodian. The name and contact information for the current Agreement Custodian will be provided as part of the Attachment B update as outlined in A and B above.

## **ATTACHMENT F**

### **SUPPLEMENTAL INVOICE INFORMATION**

Sections 4 and 5 of this Mutual Assistance Agreement provide for the accumulation of costs incurred by the Assisting Party to be billed to the Requesting Party for Assistance provided. Each utility company has their own accounts receivable or other business enterprise system that generates their billing invoices. Generally these invoices do not provide for a breakdown of costs that delineate labor hours, transportation costs, or other expenses incurred in travel to and from the Assistance, or the subsequent repair of equipment that may be necessary.

This attachment provides guidelines, format and explanations of the types of cost breakdown, and supportive information and documentation that are important to accompany the invoice for providing of mutual assistance. It is intended to provide sufficient information to the Requesting Party at the time of invoice to minimize an exchange of detail information requests that may delay the payment of the invoice.

This information in no way eliminates or minimizes the Requesting Party's ability to audit the information or request additional cost detail or documentation.

Supplemental Invoice Information is a recommendation and not a requirement.

The form is available electronically from the Agreement Custodian.



This supplemental invoice information is provided pursuant to Sections 4.0 & 5.0 of the Western Region Mutual Assistance Agreement for Electric and Natural Gas, for assistance provided. (*RP = Requesting Party, AP = Assisting Party*)

AP Invoice

Date:

RP Purchase Order # **1**

AP Invoice #:

RP Reference or W/O#

Bill To: **3**

(Requesting  
Party)

Remit To:

**4**  
(Assisting  
Party)

Address:

Address:

Phone:

Attention:

**5**

Phone:

Attention:

**6**

Name or Description of  
Event:

Location of Assistance or  
Event:

Assistance / Billing Period:

From: **7**

To: **8**

Date Assistance Accepted:

Date Demobilization Complete:

**LABOR 1:** Employee Wages and Salary while at RP Service Area **9**

Labor:

Hours

Wages

Additives

Straight Time, Overtime  
and Premiums:

**LABOR 1 Subtotal:**

**LABOR 2:** Employee Wages and Salary while traveling to and from RP Service Area **10**

Labor:

Hours

Wages

Additives

Straight Time, Overtime  
and Premiums:

**LABOR 2 Subtotal:**

**LABOR 3:** Employee Wages and Salary of service and support personnel not traveling to RP Service Area **11**

Labor:

Hours

Wages

Additives

Straight Time, Overtime  
and Premiums:

**LABOR 3 Subtotal:**

**LABOR 4:** Overtime Wages and Salary Incurred in AP Service Area as a Result of Assistance **12**

Labor:

Hours

Wages

Additives

Overtime and  
Premiums:

**LABOR 4 Subtotal:**

**LABOR TOTAL**

**TOTAL Wages, Salaries and Payroll Additives:**

**MATERIALS:** Cost of materials, supplies, tools, and repair or replacement of non-fleet equipment used in assistance **13**  
**MATERIALS TOTAL**

**TOTAL Materials, Equipment, etc. and Additives:** \_\_\_\_\_

**TRANSPORTATION:** Cost of vehicles and equipment including parts and repairs and Additives (No Wages)

Fleet Costs: (Hourly or Use Charge for vehicles and equipment and Additives) **14**

Repair Costs: (Cost of repair or replacement of vehicles and equipment, excluding labor) **15**

**TRANSPORTATION TOTAL**

**TOTAL Vehicles, Equipment, etc. and Additives:** \_\_\_\_\_

**EXPENSE:** Cost of transporting employees and equipment, to and from RP's Service area, and living expenses not provided by RP.

Transportation Expense: Cost to transport vehicles and equipment (fleet) to and from RP Service Area **16**

Travel Expense: Cost to transport personnel, airfare etc., (non-fleet equip/tools) to and from RP Service Area **17**

Living Expense: Cost of meals, lodging and incidentals not provided by RP or incurred during travel **18**

Meals

Lodging

Incidentals:

:

:

**EXPENSE TOTAL**

**TOTAL Transportation, Travel and Living and Additives:** \_\_\_\_\_

**ADMINISTRATIVE & GENERAL COSTS:** Cost properly allocable to the Assistance and not charged in above sections

**19**

**ADMINISTRATIVE & GENERAL  
TOTAL**

**TOTAL Administrative & General:** \_\_\_\_\_

**Pay This**

**Amount:** \_\_\_\_\_

All costs and expenses of Assisting Company are summarized in this Invoice.

( A Form W-9, Request for Taxpayer Identification Number and Certification, has been included with this invoice.) **20**

## Instructions and Explanations

This information provides a breakdown of costs incurred in the providing of assistance, and is intended to provide sufficient details to allow Requesting Party to expedite payment by minimizing requests for detailed information. This detailed breakdown, and supportive documentation, should supplement the remittance invoice normally generated by the utility's business enterprise or accounts receivable systems.

Reference Section Explanations: (Numbers correspond to sections on preceding supplemental invoice page(s).)  
(Information in parentheses and italics are references to the related section of the CUEA  
MAA)

- 1** If Requesting Company has designated a Purchase Order to be used for this remittance, provide the PO number in this space.
- 2** If Requesting Company has designated a Work Order or Tracking number to be used for this remittance, provide the number here.
- 3** This "Bill To" address is designated by the Requesting Party and may be the same as the Billing / Payment Address as it appears on the Assisting Company's "Attachment B" of the Agreement. (Sec. 4.2)
- 4** This "Remittance Address" is the address specified on the Assisting Company's Primary Invoice.
- 5** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Requesting Party's designated Mutual Assistance Coordinator.
- 6** The person identified in Billing / Payment section of Requesting Party's "Attachment B", or Authorized Representative, or the Assisting Party's designated Mutual Assistance Coordinator.
- 7** The date the assistance was agreed to commence. (Sec. 3.2, 3.5,)
- 8** The date the assistance demobilization is complete. (Sec. 3.5, Att D) (*Note: subsequent repair or replacement costs incurred by the AP may be realized and billed past this date, as noticed by the AP to the RP in writing.*)
- 9** Labor 1: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time worked in the Requesting Party's service area, and does NOT include time or pay for travel to, or from, the Requesting Party's service area. Labor 1 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (Sec. 4.1(a))

- 10** Labor 2: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for travel to, or from, the Requesting Party's service area, and does NOT include time worked in RP's service area. Labor 2 total includes all employees, management and supervision, that physically traveled to the Requesting Party's service area. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (Sec. 4.1(b))
- 11** Labor 3: This total includes all hourly wages, including straight time, overtime, premium pay and payroll additives that are the normal payroll of the Assisting Party. This is for time or pay for employees, management, or supervision that is directly attributed to the assistance, but did NOT travel to the Requesting Party's service area. Labor 3 total may include support services in the Assisting party's own service area such as warehouse, fleet, Assistance Liaisons, administrative and coordination personnel. (The numbers are reported as totals for Hours, Wages, and Additives (premiums and additives reported in same total). (Supportive information such as time sheets, or spreadsheets, that break down the totals reported, is strongly recommended.) (Sec. 4.1)
- 12** Labor 4: This total includes only overtime pay and additives that are incurred by the Assisting Party for emergency response in the Assisting Party's service area, that is directly attributable to the providing of assistance. This total requires detailed support information and explanation provided to the Requesting Party prior to the inclusion of costs for assistance. (Sec. 4.1 (f))
- 13** Materials: This total includes all non-fleet equipment, tools and supplies, provided by Assisting Party's warehouse or other supplier that was used, consumed, or has normally applied overhead costs or depreciation, as outlined in the agreement. (Sec. 4.1 (c))
- 14** Transportation: This total includes the hourly or use charge of vehicles and equipment, and normally applies overheads and additives, for all vehicles and equipment used in the providing of assistance. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 15** Transportation: This total includes cost of repair or replacement of vehicles or equipment used in the providing of assistance, by AP, dealer service, or contracted repairs, including all normally applies overheads and additives. These are direct "Fleet" costs excluding labor, which is included in Labor totals. (Sec. 4.1 (d))
- 16** Transportation Expense: This total includes only the incurred costs of transporting, by contractor or entity other than the AP or RP, the fleet vehicles and equipment to RP's service area, and return to AP's home base. (Supportive information such as contract carrier's invoice or trip tickets is recommended.)
- 17** Travel Expense: These include all costs incurred by AP for the transportation of personnel to and from the RP's service area. These include airfare, cab fare, rental vehicles, or any other transportation not provided by the RP. It also included the

transportation or shipping costs of non-fleet tools or equipment to and from the RP's service area. (Sec. 4.1(b))

**18** Living Expense: This includes all meals, lodging, and incidentals incurred during travel to and from RP's service area. It includes any of these costs incurred while working in the RP's service area that were not provided by the RP. (Sec. 4.1(b))

**19** Administrative and General Costs: This includes all costs that are allocable to the Assistance, to the extent that they are not included in all the foregoing costs identified in this invoice. (Sec. 4.1(e))

**20** Form W-9, Tax Identification and Certification: This standard tax form should be completed and accompany this form, unless such information has been previously transmitted to the Requesting Company.

# **Exhibit B**

**PacifiCorp**

**Tabletop Exercise**

**PUBLIC VERSION**

**MEETING OBJECTIVE: CONDUCT FAMILIARIZATION AND COORDINATION MEETING REGARDING PSPS AND WILDFIRE PLANS**

Date: 6/3/2020

Start Time: 10:00AM

End Time: 2:00PM

Location: 161 E Lincoln Ave Weed, CA or Zoom as appropriate

Organizer: Pacific Power Emergency Management

**ATTENDEES**

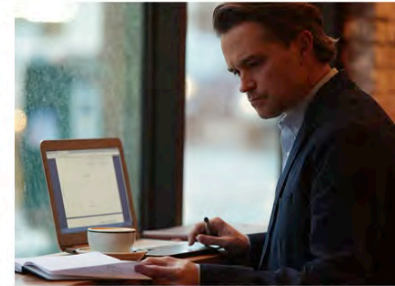
Name	Name	Name	Name

**AGENDA**

The purpose of the annual meeting is to enable each participant to become familiar with the ERP and with the roles, responsibilities, and procedures of those involved. The meeting will provide an open discussion forum to review and gather recommendations for enhanced coordination with local emergency managers and other affected public safety partners in the case of any incident or emergency. The tabletop exercise will be specific to PSPS actions and coordination prior to fire season.

Time:	Task:	Owner:
10:00	Emergency Management Plans Review	Jeff Bolton
11:00	Tabletop Exercise Initiation	Jeff Bolton
12:30 PM	Exercise Complete	Jeff Bolton
12:30 PM	Lunch	Jeff Bolton
1:00 PM	Begin Hotwash	Jeff Bolton
2:00 PM	Complete Hotwash	Jeff Bolton

# Emergency Response and Wildfire Mitigation Program





# PacifiCorp

(a *Berkshire Hathaway Energy Company*)



- **Serving 1.8 million** customers in 6 states.
  - Pacific Power (CA, OR, WA)
  - Rocky Mountain Power (UT, WY, ID)
- 143,000 square miles of service area
- 5,700 employees
- 80,300 miles of transmission and distribution lines
- 10,800 megawatts of company-owned net generation capacity
- 900 substations

# Pacific Power



- *Proudly serving the Pacific Northwest for more than 100 years*
- 785,000 customers
- 35,313 square miles of service area
- 4,392 transmission line miles
- 50,154 transmission poles
- 117 transmission substations
- 26,642 distribution line miles
- 525,453 distribution poles
- 281 distribution substations
- 294,669 service transformers

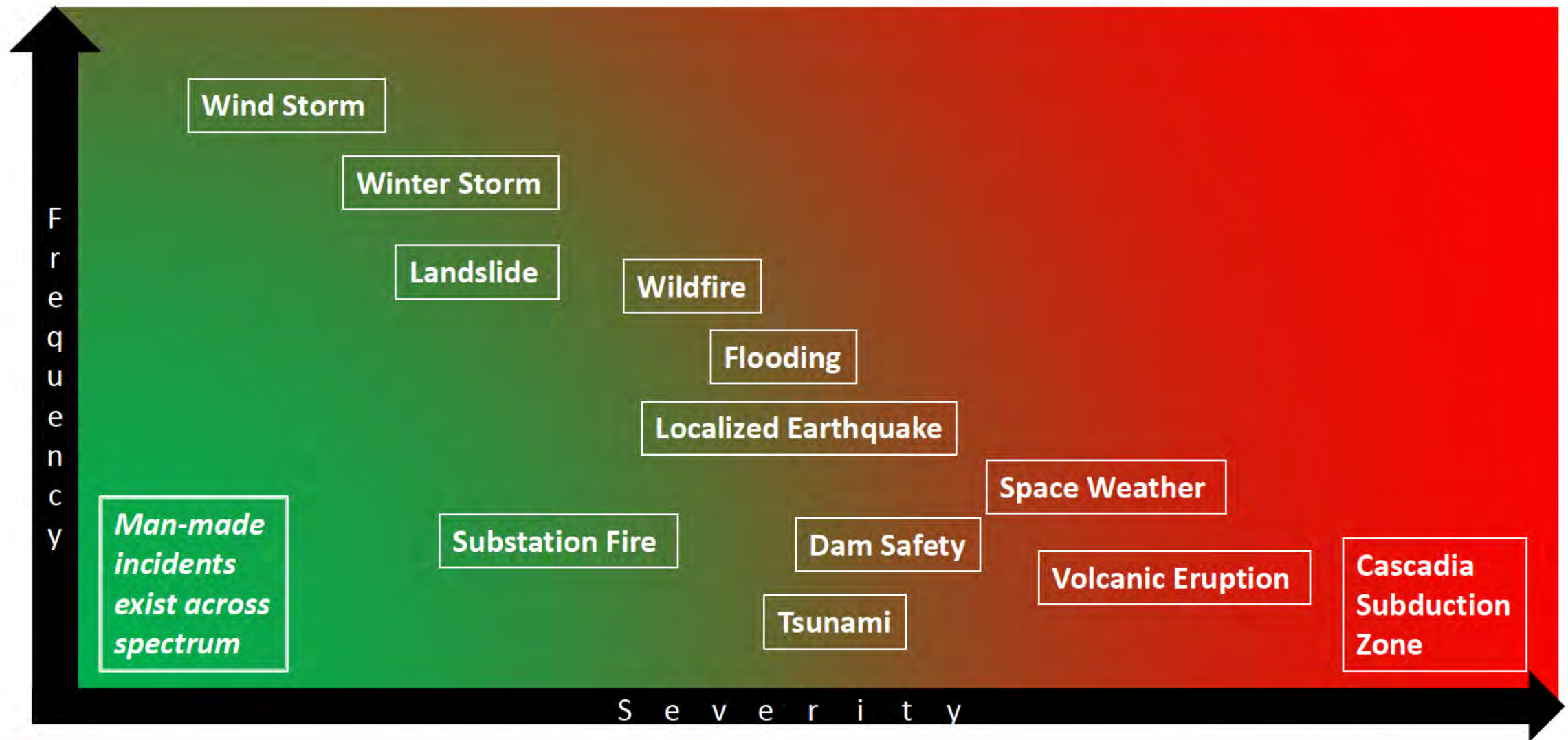
# All-Hazard Emergency Planning



# Company Emergency Management Structure



# Incident Planning Spectrum



# Mutual Assistance

- Mutual assistance agreements:
  - California Utility Emergency Association
  - Western Energy Institute
  - Edison Electric Institute
  - Inter-Company Agreement
- Regional Mutual Assistance Group
- National Mutual Assistance Resource Team
- National Resource Executive Committee





# Emergency Notification and Response

# Earthquake and Tsunami Notification

- Notification
  - Direct notification from USGS or NOAA
- Response
  - De-energize if possible with warning
  - Evacuate employees to safe locations
  - Respond after area declared safe for first responder entry
  - Provide Liaison to Incident Command Post

## M5.0 - Andreanof Islands, Aleutian Islands, Alaska

### Preliminary Earthquake Report

Magnitude	5.0
Date-Time	30 Jan 2018 11:49:28 UTC 30 Jan 2018 11:49:28 near epicenter 30 Jan 2018 03:49:28 standard time in your timezone
Location	51.776N 176.208W
Depth	50 km
Distances	33.1 km (20.5 mi) ESE of Adak, Alaska 1487.9 km (922.5 mi) SSE of Anadyr, Russia 1577.0 km (977.8 mi) ESE of Klyuchi, Russia 1707.8 km (1058.8 mi) ESE of Petropavlovsk-Kamchatsky, Russia 1724.3 km (1069.1 mi) ESE of Yelizovo, Russia
Location Uncertainty	Horizontal: 10.3 km; Vertical 7.1 km
Parameters	Nph = 112; Dmin = 34.9 km; Rmss = 1.26 seconds; Gp = 134° Version =

## Earthquake Notification



# Fire Weather Notification

- Notification
  - Direct notification from NOAA or NWS
- Response
  - Proactively de-energize if necessary
  - Provide contact with County/State Emergency Operations Center(s)
  - Manage recovery operations

[Click Here for NWS Red Flag Description](#)

<b>ISSUED:</b>	<b>EXPIRES:</b>
08/15/2018	08/15/2018
11:08:00 AM Pacific Time	11:00:00 PM Pacific Time



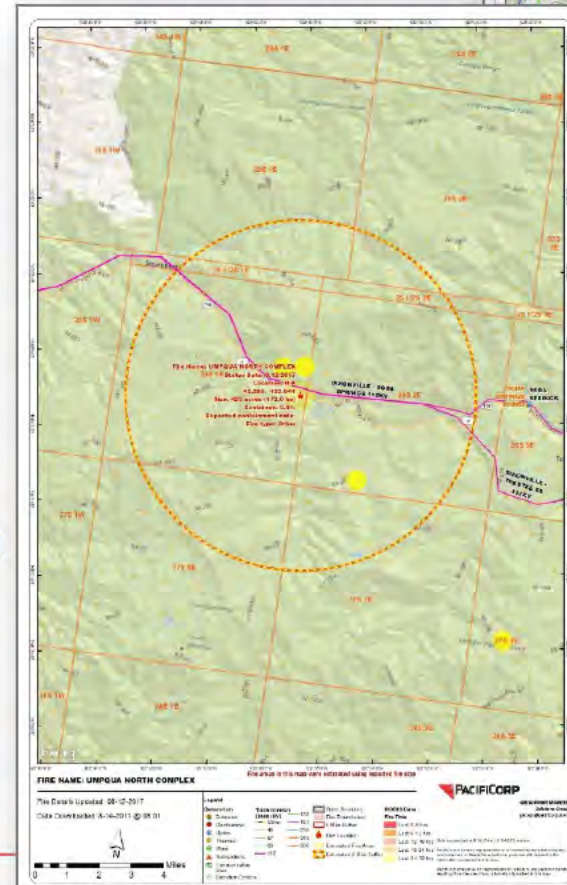
EMS	SUBSTATION(S)	COMM SITE(S)	TRANSMISSION LINE(S)
COPCO1	COPCO #1 HE PLANT	DORRIS SUBSTATION	ENTERPRISE JCT-ALTURAS TAP TO TUNNEL - 69kV
COPCO1	COPCO #1 SW STA	MACDOEL SUB	COPCO 2-KLAMATH FALLS,MACDOEL TAP - 69kV
DORRIS	DORRIS		COPCO 2-KLAMATH FALLS - 69kV
MACDOEL	MACDOEL		FALL CREEK-COPCO 1 - 69kV
TULELAKE	TULELAKE		COPCO 1-COPCO 2 - 69kV
TUNNEL	TUNNEL		COPCO 1-COPCO 1 SW LN #26-2 - 69kV
			COPCO 1-COPCO 1 SW LN #26-1 - 69kV
			MALIN-INDIAN SPRINGS - 500kV
			DORRIS-LINE 5 JCT - 69kV
			COPCO 2-WESTSIDE - 69kV

Fire Weather Notification

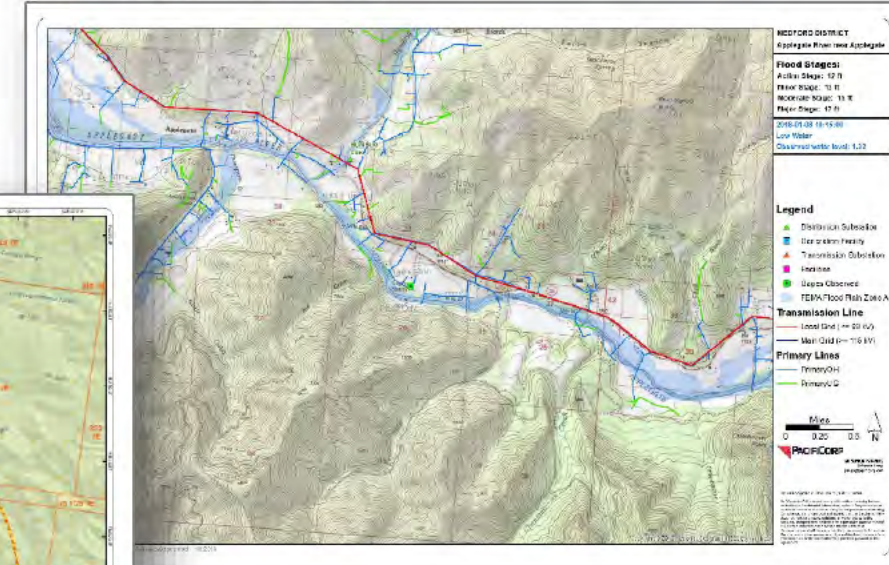
# Wildfire and Flood Notification and Response

- Notification of employees via wildfire and flooding tools for any event detected which could impact assets
  - Notifications are sent regardless of cause or origin
  - Generally cause is unknown at time of notification
- Advance notice allows proactive steps to be taken
  - Strategic line outages
  - Resource mobilization
  - Deploy mitigation strategies
  - Application of fire retardant on base of poles
- Provide liaison to Local Incident Management Team
  - Coordinate with local agencies as required during response

Wildfire Notification Tool



Flooding Notification Tool





# Response Experience

- Winter storms
- Wind storms
- Wildland Fire
- Tsunami (2011)
- Tornado
- Flooding
- Hurricane
- Gas pipeline explosion
- Dam safety incidents
- Landslide
- Substation fire
- Man-made incidents
- Regional Mutual Assistance Incidents



# Wildfire Mitigation Program

# Key objectives of PacifiCorp's plan

- More resilient systems with lower likelihood of fault events
- Better response when faults occur, including equipment and personnel plans to minimize scope and duration of the fault event
- Situation awareness and operational readiness designed to mitigate impacts to the system
- Maintenance of the plan, assessment of its effectiveness and review of impacts on stakeholders

# Wildfire Mitigation Plan Components

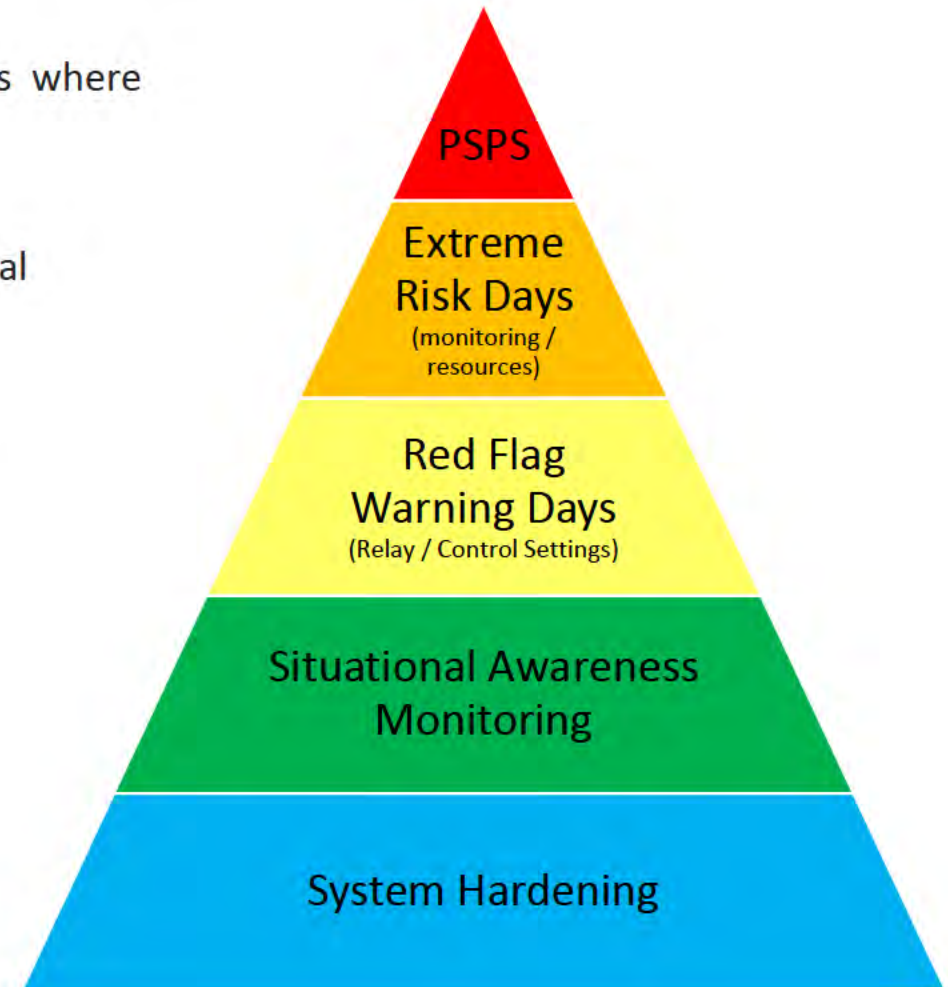
Public Safety Power Shutoff (PSPS) during Extreme Risk Days where thresholds for wind and low precipitation have been exceed

During Extreme Risk Days, in identified areas, deploy additional resources to area for assessment / monitoring at a local level

Utilization of enhanced protection and control settings during High Risk Days, which require additional field patrols before re-energizing lines after a fault event

Implementation of enhanced weather monitoring and weather forecasting in localized areas, including installation of weather monitoring stations

System modifications to minimize risk and impact to customers, including installation of insulated conductor, relays, and sectionalizing equipment



# Key Information about PSPS

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Pacific Power will provide information regarding PSPS on its public website at [pacificpower.net](http://pacificpower.net), which includes:

- Actions taken to harden the system to reduce risk
- Monitoring conditions
- Criteria for triggering an event
- Map of PDZ areas
- Notification before, during and at the conclusion on an event
- Restoration information

## PSPS Notification

- Customers will be notified with a combination of phone calls, texts, and emails based on selected preference. All alerts will correspond with updates to social media platforms and the website
- Notification will include the approximate start time of the outage, the forecasted duration, the timeline for the next update, and where to find additional information on the website
- Customers previously identified as needing electricity for medical equipment will receive notification



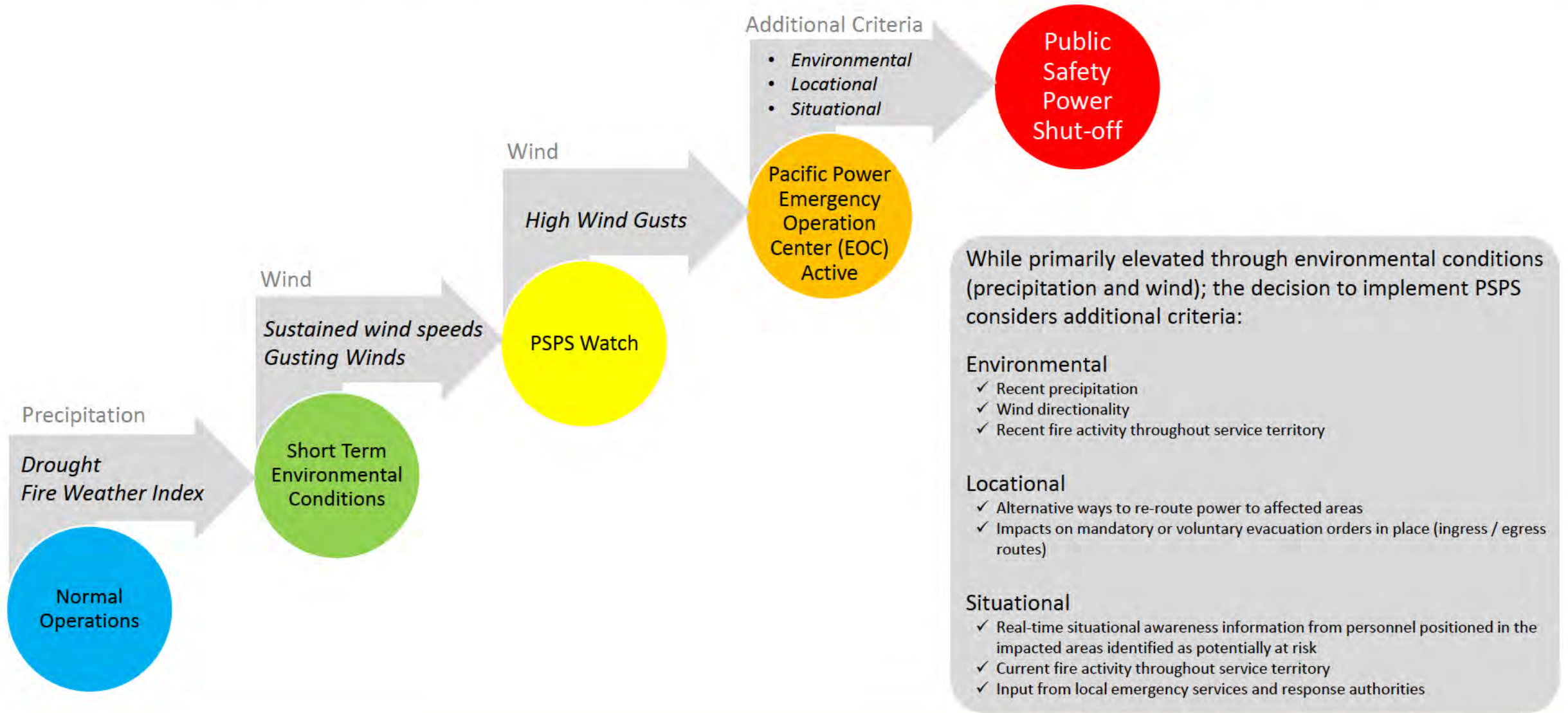
# Public Safety Power Shut-off Key Points

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- PSPS is considered last line of defense and augments other plan elements which include circuit hardening, situational awareness, operational tactics and engineering strategies
- Pacific Power's PSPS is focused on areas where there is coincidence of fire spread risk, people and property and weather patterns that could contribute to significant impacts to those populations
- The company is extending elements of the California PSPS to its other service areas, including stakeholder outreach, aligning notification timeframes and notification triggers
- For public safety, PSPS would occur only when key triggers are forecasted to be reached; it is generally expected that these events will be infrequent based on normal weather patterns
- The key triggers include a fire-fighting based drought index (Keetch-Byram Drought Index-KBDI) and a fire weather index (Fosberg Fire Weather Index-FFWI), as well as either sustained or gusting wind speeds
- Pacific Power to utilize third-party weather forecasting firm (Western Weather) that will be installing additional weather stations in 2019 on company circuits to further improve our situational awareness supporting PSPS
- As new information is obtained, key triggers will be re-evaluated and any necessary changes will result in modifications to alert levels and retooling of company processes




# Public Safety Power Shut-off (PSPS) Criteria



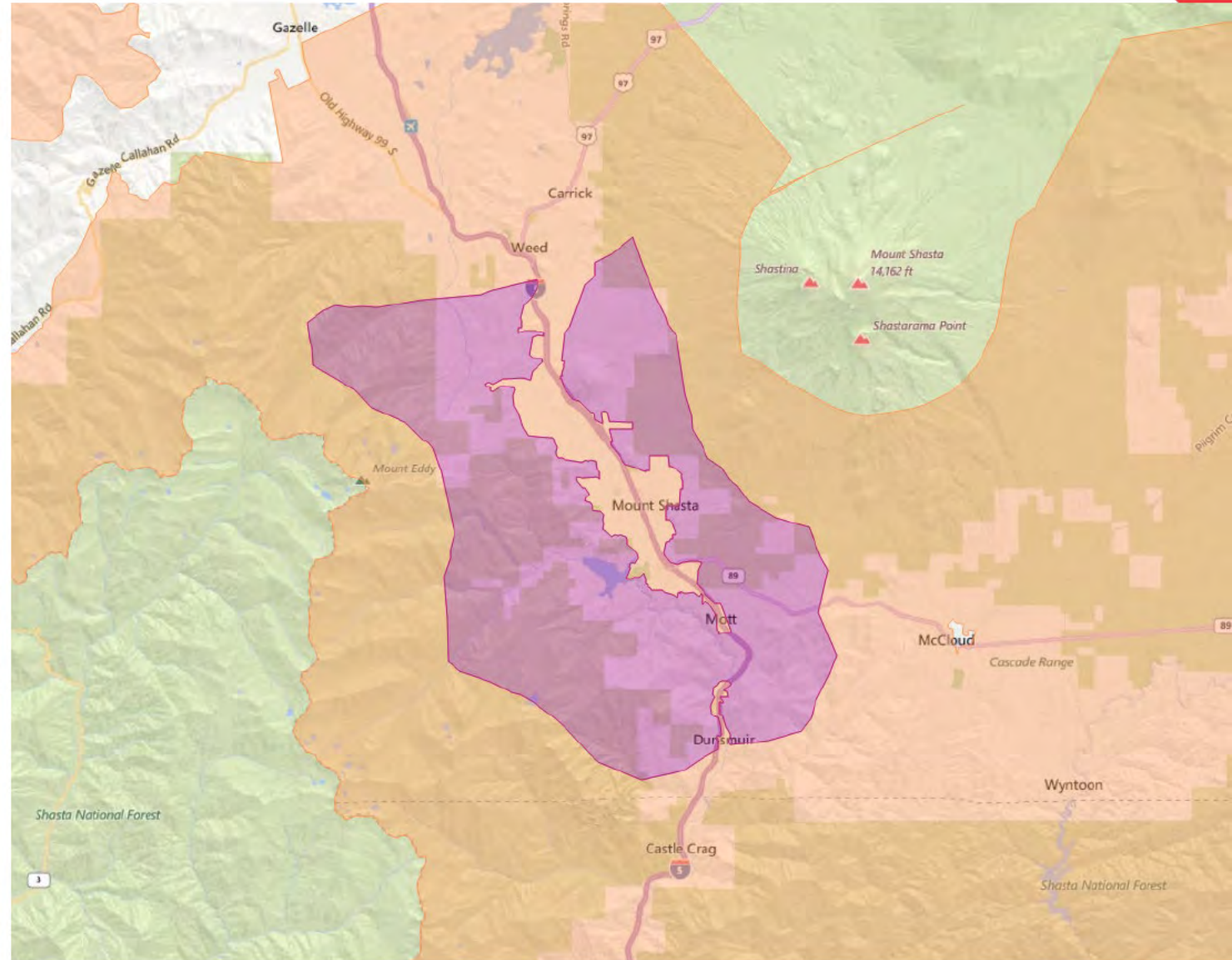
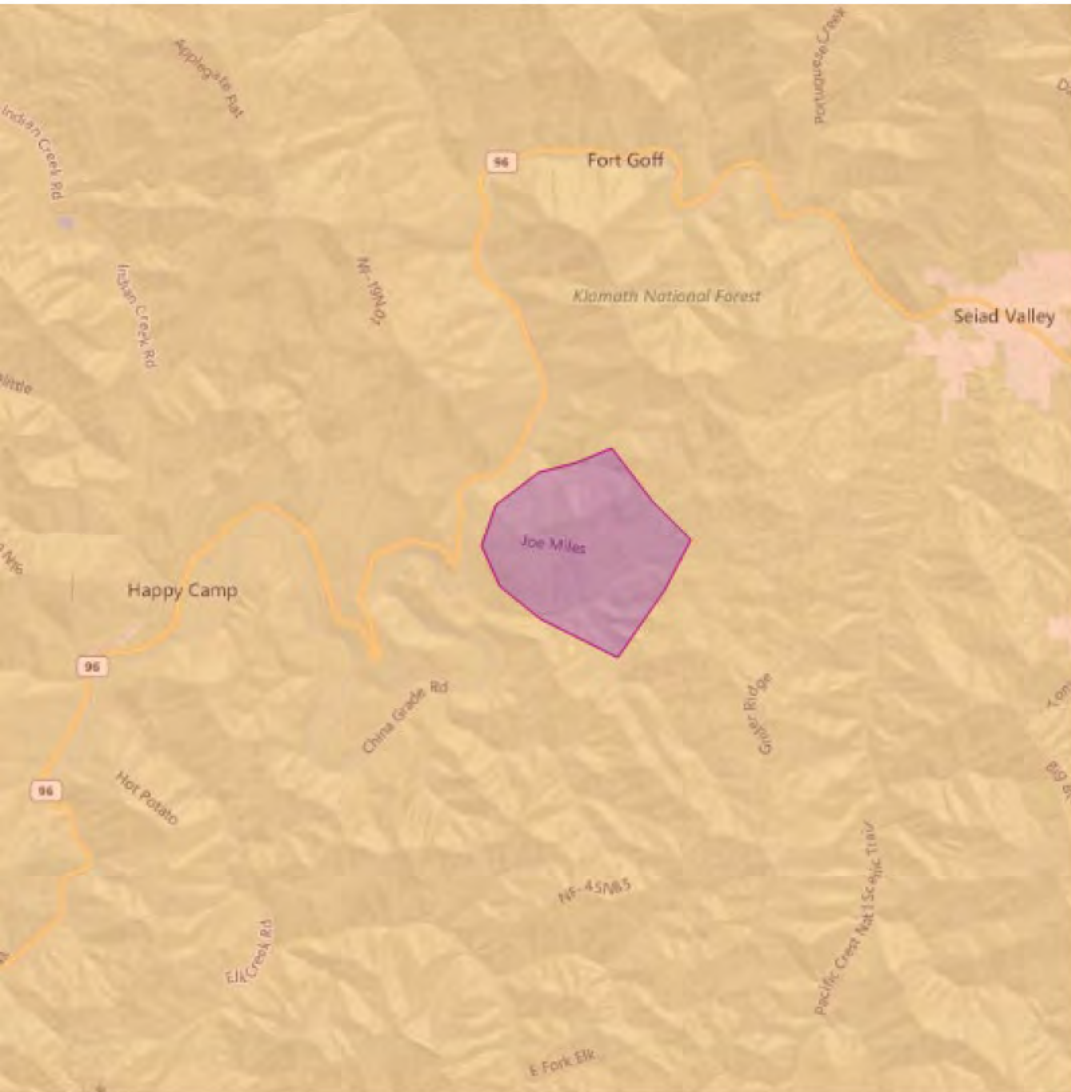
# PSPS Timeline

## Pacific Power EOC monitors situation and communication

- 
- **72 - 48 Hours, Potential PSPS:** Forecast received. Contact emergency management agencies followed by state regulatory authority, media, social media, customers (according to chosen method) and community based organizations. Pacific Power Emergency Manager to initiate cooling shelters. Pacific Power to provide customer communication scripts to emergency management.
  - **24 Hours, Potential PSPS:** Monitor and communicate to emergency management and customers. All customers receive a call in addition to other methods of notification. All social media platforms updated including website. Notification to identified life support customers.
  - **2 Hours, Imminent PSPS:** Two hour imminent alert calls placed to all customers. List of uncontacted life support customers is provided to the incident commander. All social media platforms updated including website. Emergency management, the media, and community based organizations are updated.
  - **1 Hour, Imminent PSPS:** One hour imminent alert calls placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.
  - **Event Begins:** Event begins calls are placed to all customers. All social media platforms updated including website. Emergency management and the media are updated.



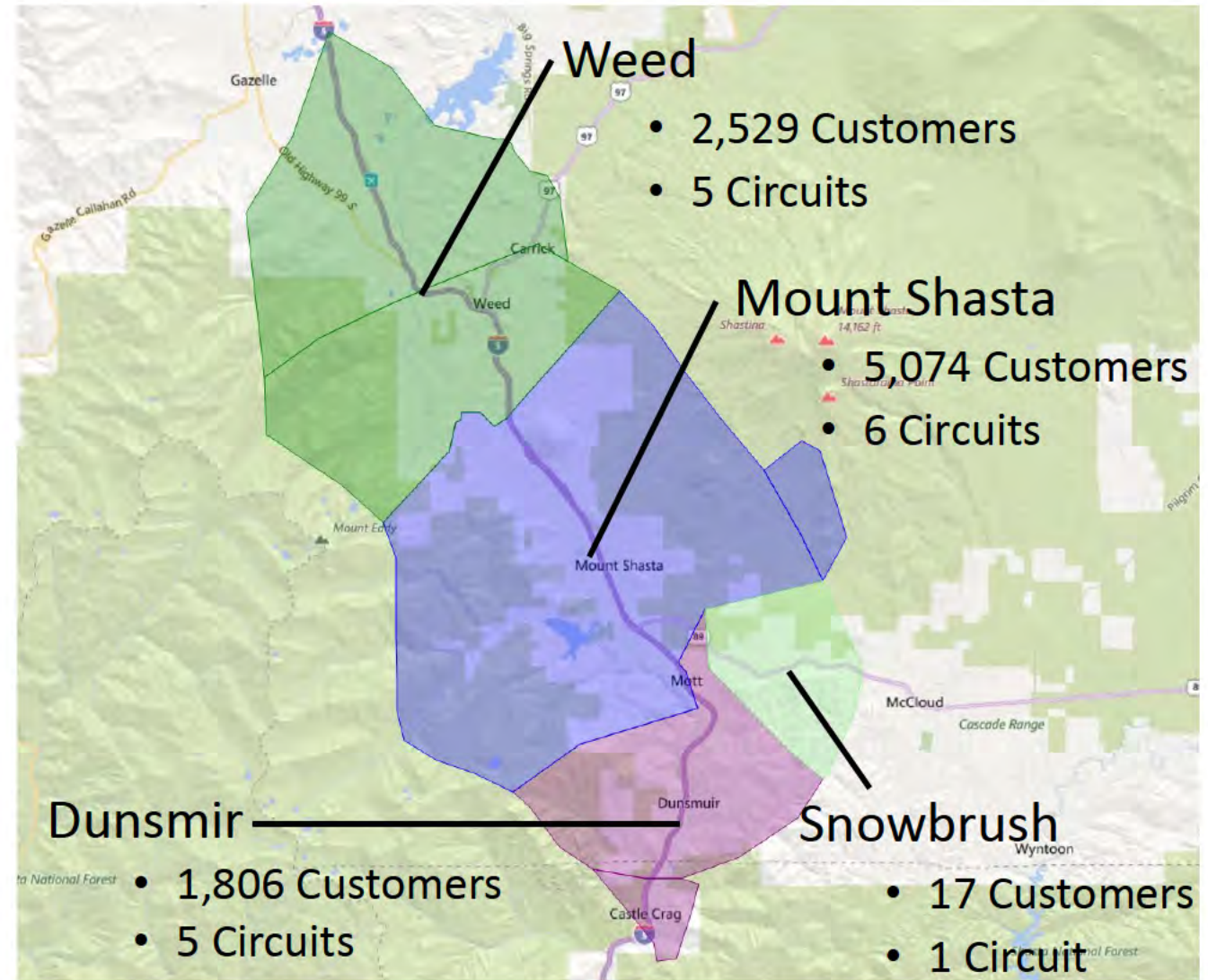
# High Fire Threat Areas





# Proactive De-energization Zones

- Zones give us the ability to customize de-energized areas as appropriate
- Possible to limit effects of power losses
- Identified Critical facilities will be mapped within each zone



# Cancellation or Re-energization

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If the triggering conditions initiating a PSPS change and the need to de-energize is no longer in effect:

- ✓ All customers previously contacted will receive a call or text using the cancellation script
- ✓ Social media platforms will be updated and a press release is issued
- ✓ External stakeholders previously notified of the pending event will also be contacted

During the PSPS, customers will receive updates as to the status of the outage. An update will be prompted when the status of the outage, or the estimated time of restoration, changes



# Other Resources

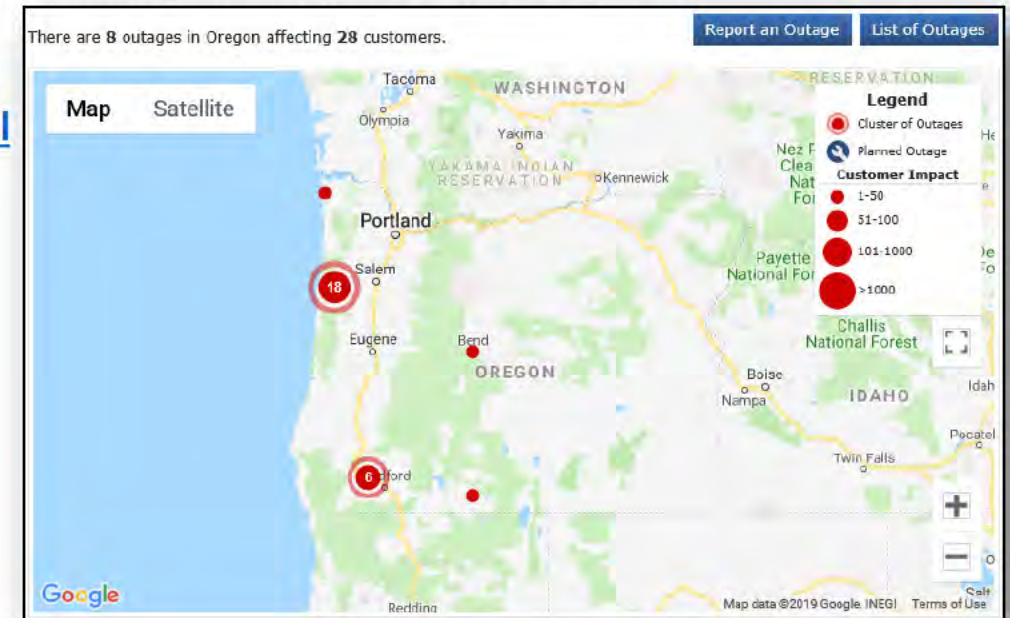
Customers can learn more at: <https://www.pacificpower.net/wildfiresafety>

Your safety is our top concern. With special equipment and trained crews, our goal is to keep your power on and to help firefighting crews protect your community. There are safety precautions that you too can take to help reduce the risk of wildfire damage.

First Responder Safety at: <https://www.pacificpower.net/ed/hws/frs0.html>

Police, firefighters and EMTs are usually the first to respond on the scene of an emergency and can face great risk of electrical hazards. We want to make sure first responders know how to recognize and manage these conditions to avoid life threatening situations for themselves and the people they serve.

Track outages at: <https://www.pacificpower.net/ed/po.html>



# Tabletop Exercise



# Exercise Execution

- No retribution environment
- This is the time to find any issues
- Mistakes are expected, better to make them in this environment than during an actual response
- Provide input to roles and responsibilities section of plan
- Improvement will come from your input
- Review plan as exercise progresses looking for holes
- Attempted to keep scenario realistic, however some variances are taken for exercise purposes
- Surveys have been provided, please make notes and return to Emergency Management at the end of the event

# Exercise Weather Forecast

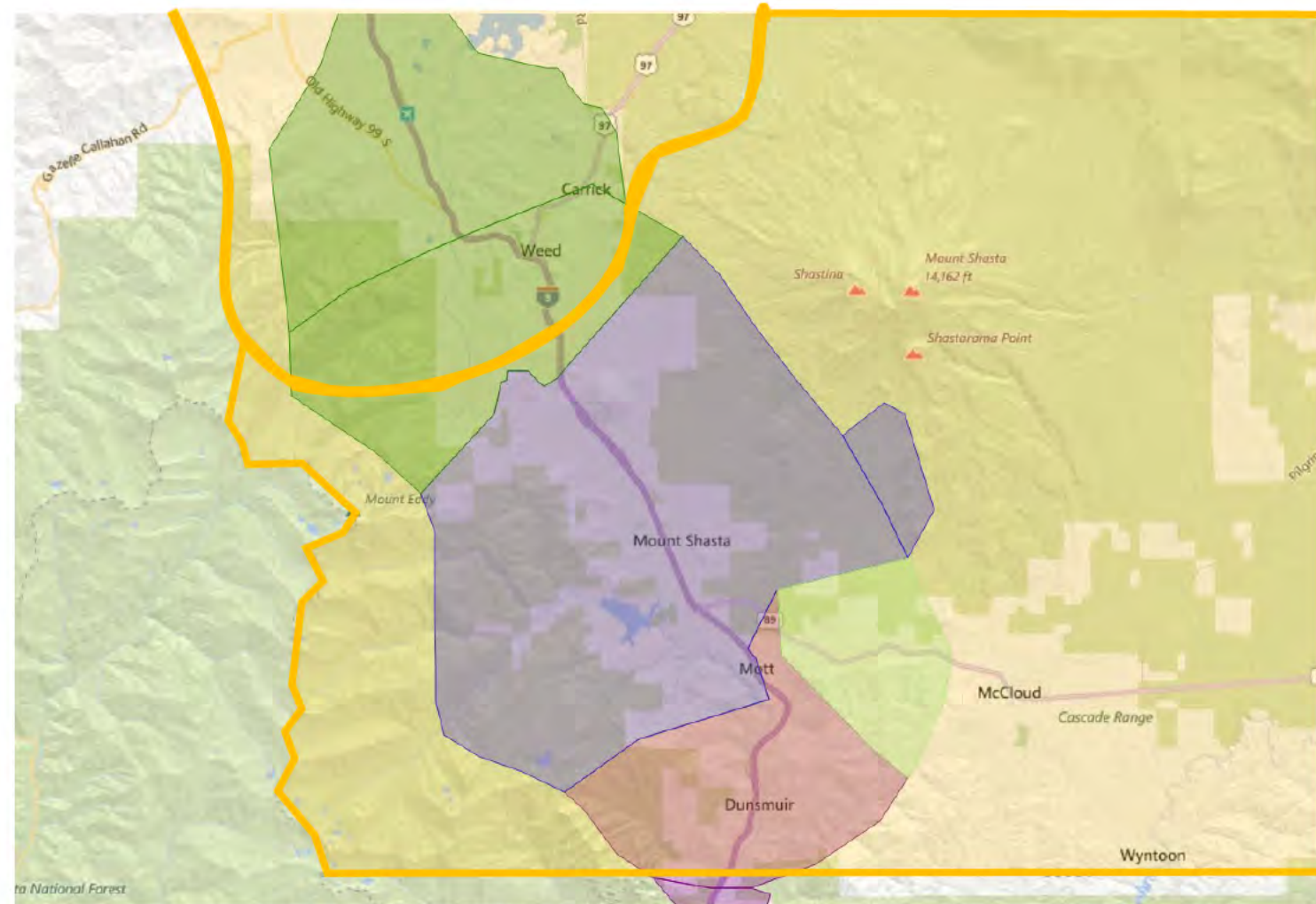
## Mount Shasta/Weed (PDZ)

### 4 to 7 day forecast:

- KBDI: 645
- FFWI6: 30
- Wind: NE sustained 15 mph
- Gusts: up to 25 mph

De-Energization Alert Level 1  
(PPEOC on Alert)

*No external communication*





## Weed

### 3 Day Forecast

- KBDI: 645
- FFWI6: 31
- Wind: NE 20 mph
- Gusts: up to 31 mph

**De-Energization Alert Level 2  
(PPEOC Active)**

***Notification to EMS Begins for Weed  
PDZ***

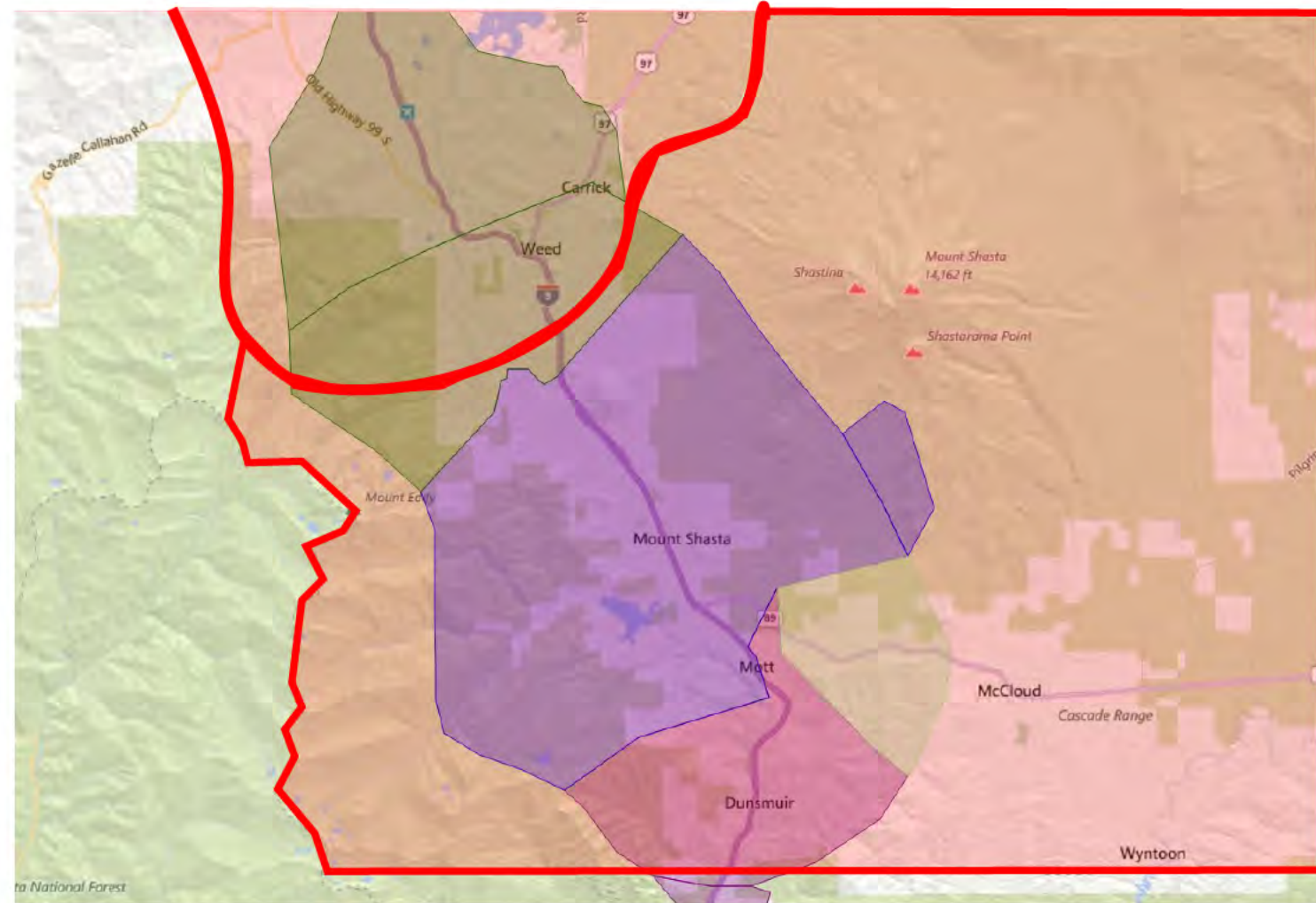
## Mount Shasta/Dunsmuir/Snowbrush

### 3 Day Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

***Communicate to adjacent communities'  
EMS about Weed potential activation***

# Exercise Weather Forecast





## Weed

### 48 Hour Forecast

- KBDI: 645
- FFWI6: 32
- Wind: NE 20 mph
- Gusts: up to 31 mph

### De-Energization Alert Level 2 (PPEOC Active)

*Begin public communication including regulator, customers, community based organizations, social media, and media channels for Weed PDZ*

*Begin Mobilizing Community Resource Centers*

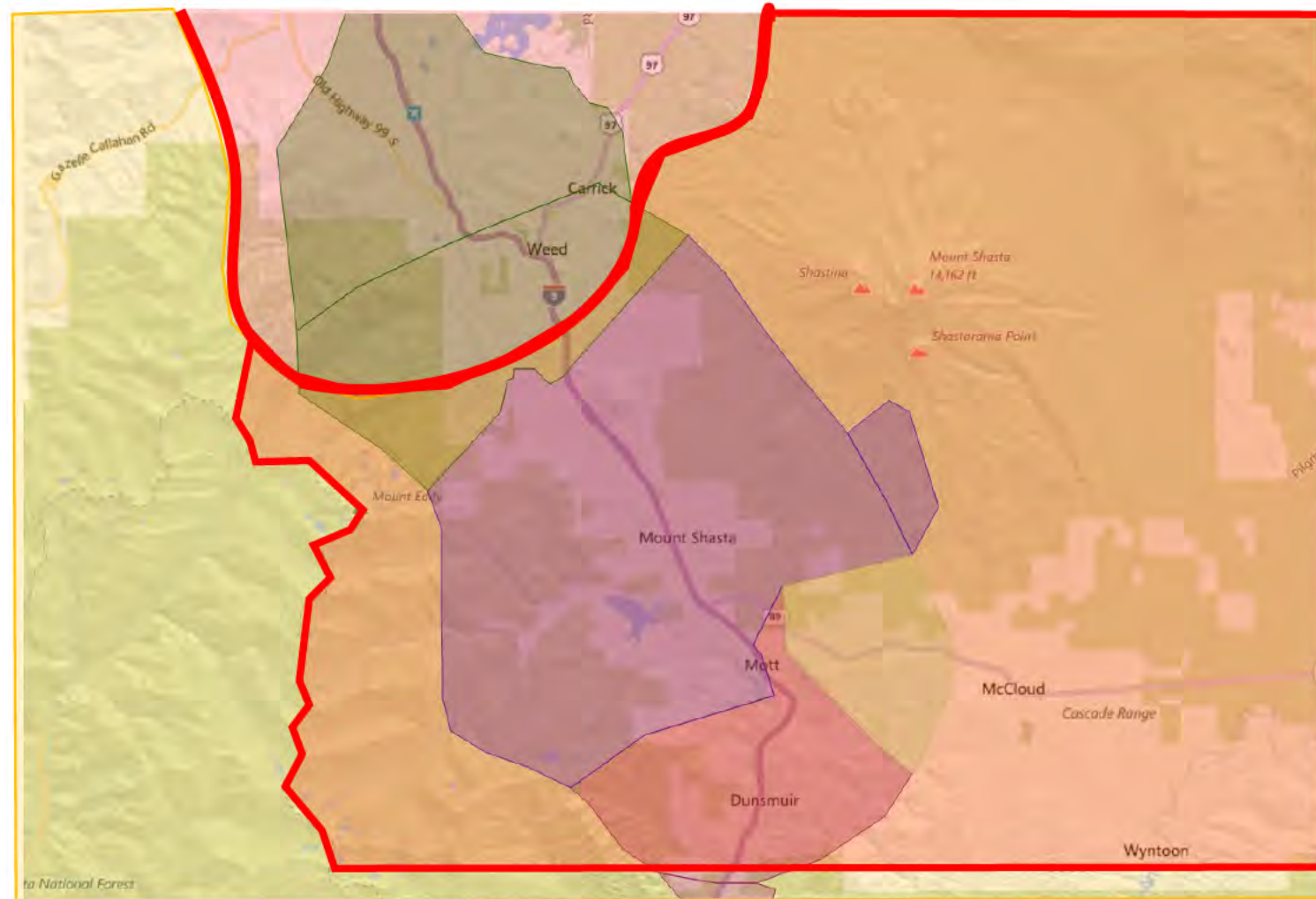
## Mount Shasta/Dunsmuir/Snowbrush

### 48 Hour Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

*Communicate to adjacent communities' EMS about Weed potential activation*

# Exercise Weather Forecast





## Weed

## 24 to 0 Hour Forecast

- KBDI: 645
- FFWI6: 32
- Wind: NE 20 mph
- Gusts: up to 31 mph

## De-Energization Alert Level 2

**Continue Public Notification for Weed PDZ**

## Personal Outreach for Access & Functional Needs Customers (AFN)

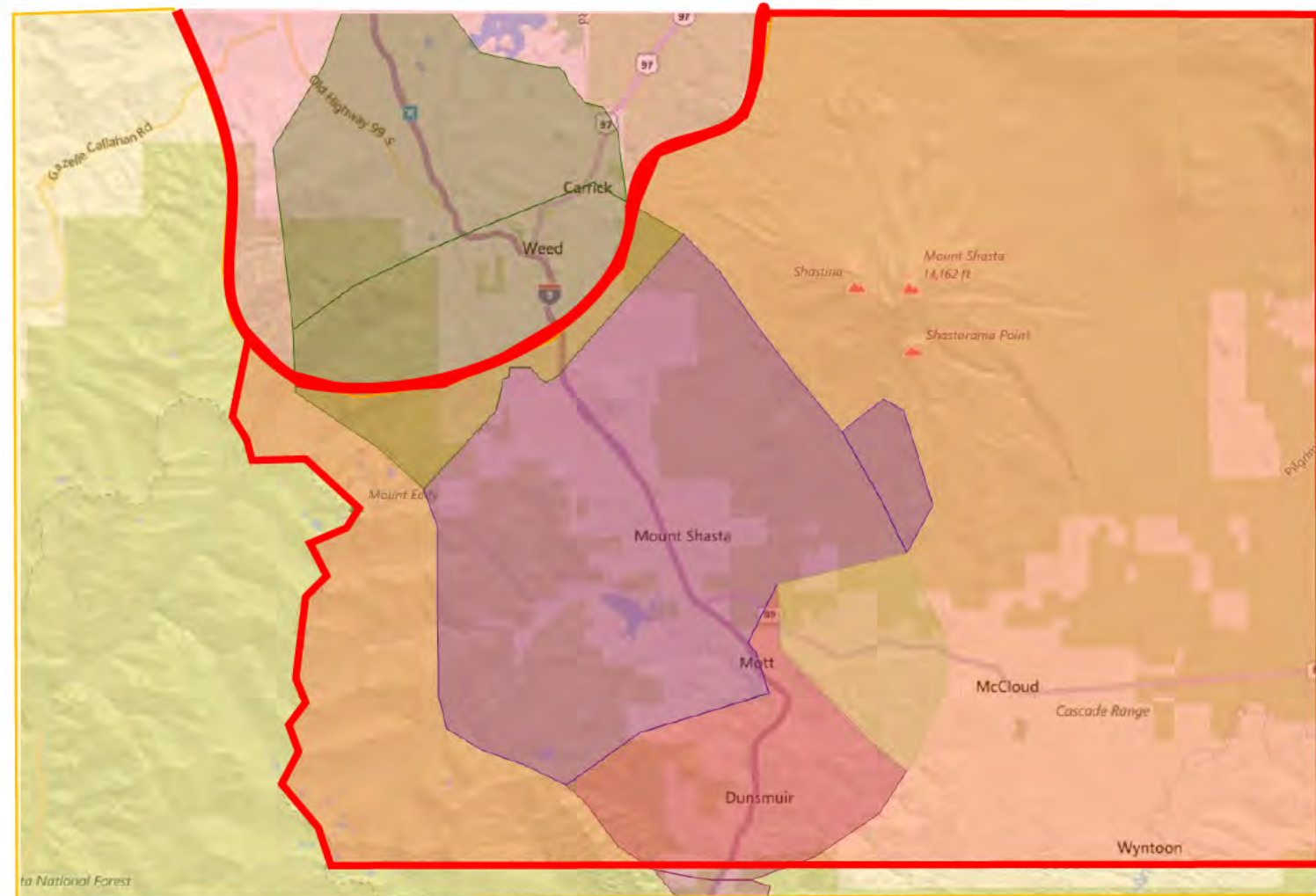
## Mount Shasta/Dunsmuir/Snowbrush

## 24 to 0 Hour Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

*Communicate to adjacent communities' EMS about Weed potential activation*

# Exercise Weather Forecast



## Weed

### Activation

- KBDI: 645
- FFWI6: 32
- Wind: NE 20 mph
- Gusts: up to 31 mph

### De-Energization Begins

*Update all communications for Weed PDZ*

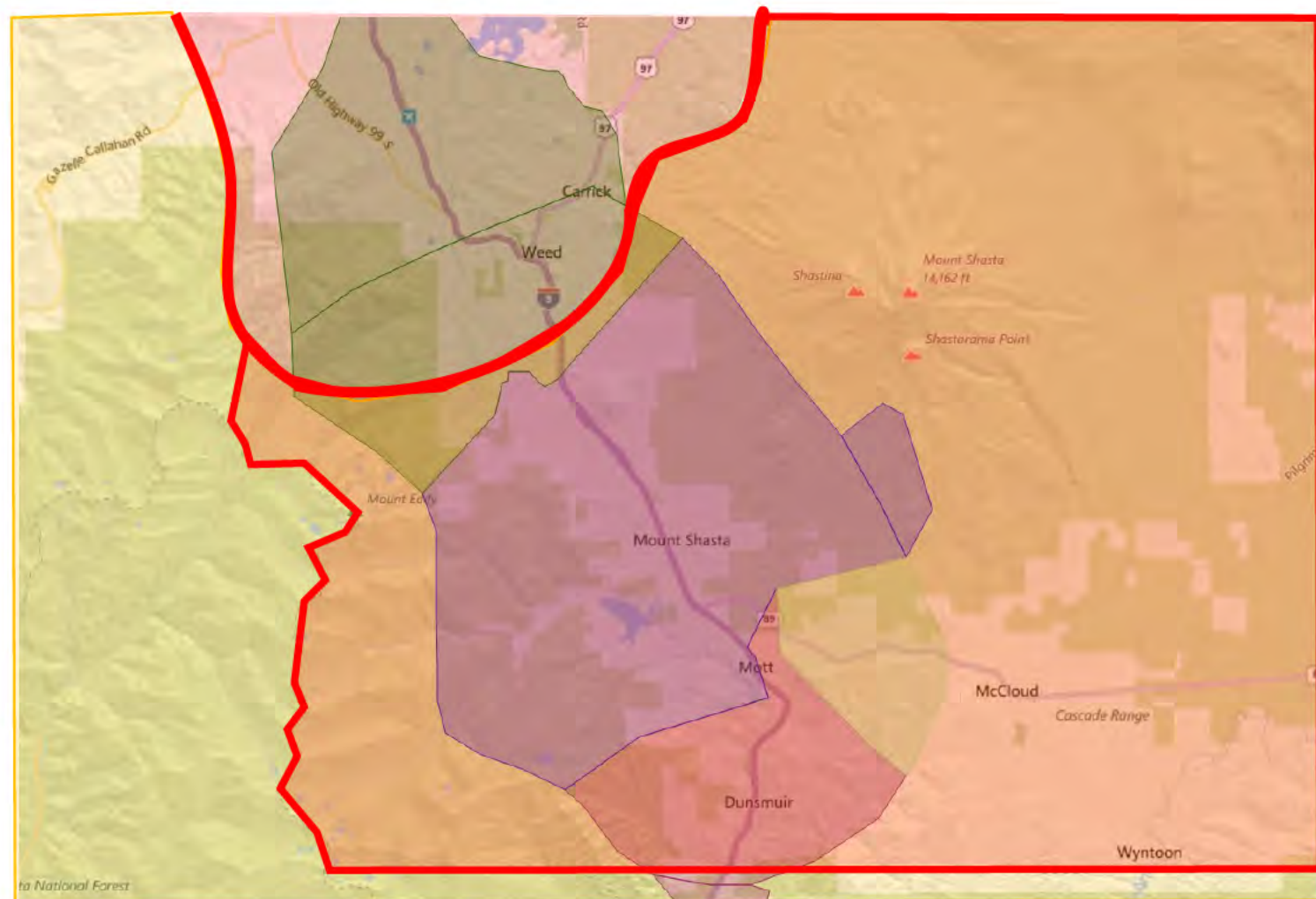
### Mount Shasta/Dunsmuir/Snowbrush

#### 24 Hour Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

*Communicate to adjacent communities' EMS about Weed activation*

# Exercise Weather Forecast





## Weed

### 24 Hour Forecast

- KBDI: 645
- FFWI6: 29
- Wind: NE 8 mph
- Gusts: up to 12 mph

### De-Energization Cancellation Alert

*Begin public communication of event cancellation including regulator, customers, community based organizations, social media, and media channels for Weed PDZ*

### Mount Shasta/Dunsmuir/Snowbrush

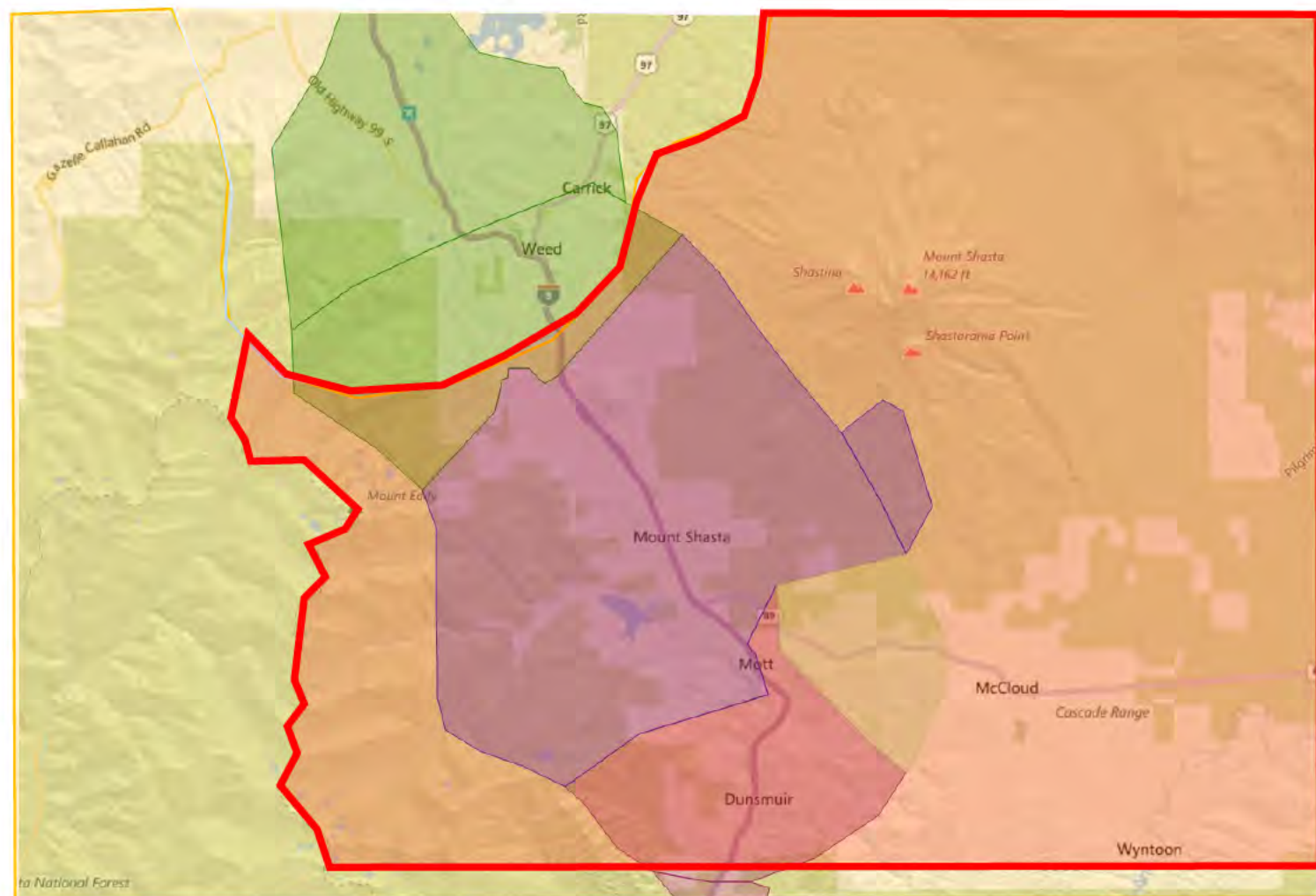
### 24 Hour Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

*PPEOC continues to monitor other areas closed to thresholds*

*Communicate to adjacent communities' EMS about Weed cancellation*

# Exercise Weather





## Weed

### Forecasted Restoration (6 hours out)

- KBDI: 645
- FFWI6: 29
- Wind: NE 5 mph
- Gusts: up to 8 mph

Field teams deployed to key locations for patrolling and switching operations

Field team observes abated weather conditions

PPEAC identifies restoration time

*Update all communications for Weed PDZ regarding restoration initiation including EMS, regulator, customers, social media, and media channels*

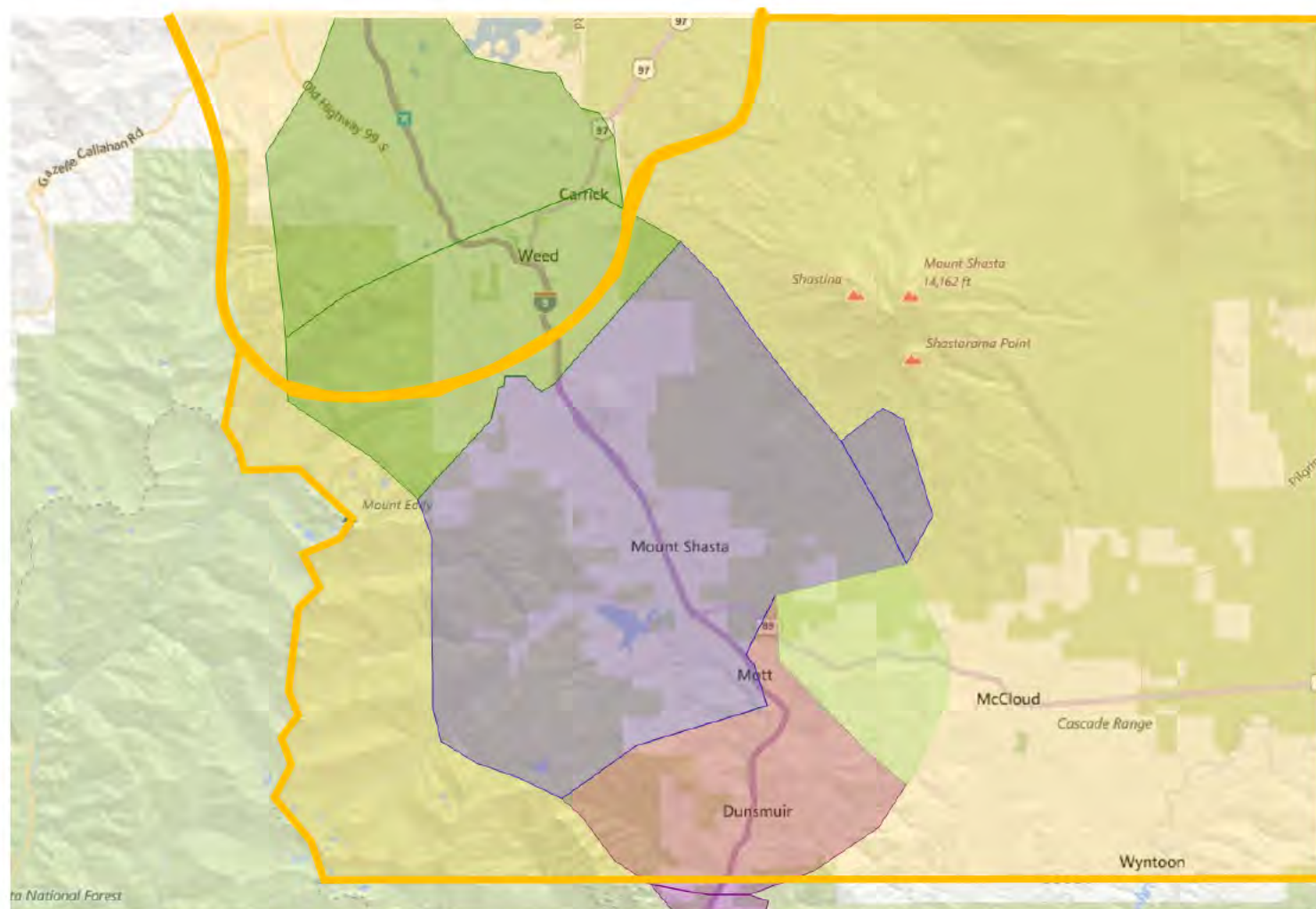
### Mount Shasta/Dunsmuir/Snowbrush

#### 24 Hour Forecast

- KBDI: 630
- FFWI6: 30
- Wind: NE 12 mph
- Gusts: up to 22 mph

*Communicate to adjacent communities' EMS about Weed restoration*

# Exercise Weather Forecast



# Hotwash

- What went well?
- What challenges do we have?
- What if this had affected generation assets?
- Potential solutions?
- Who owes what?
- Surveys

## Questions and Comments

For more information about our  
emergency management program  
please contact:

**Jeff Bolton**  
Emergency Manager  
Pacific Power  
503-813-6512 (w)



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**Report a power outage**

1-877-508-5088

**Customer service**

1-888-221-7070



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# California PSPS Tabletop Exercise

Incident Summary, After-Action Report

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Pacific Power

June 3, 2020

Report submitted by:

Jeff Bolton

Emergency Manager

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## **EVENT SUMMARY**

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### **EXERCISE GOALS**

- Overall
  - Test operational communications
  - Test situational awareness and common operating picture
  - Test operational coordination
  - Test public information and warning system
- Pacific Power
  - Hone working relationships within the public private partnership
  - Validate response plan
  - Validate communications protocols
  - Verify capability to support community during mitigation actions

### **SITUATION**

- 3 day weather forecasts are such that PSPS event has become possible for the California Proactive De-energization Zones
- Pacific Power does not have any other incidents within their service territories making all resources available
- Siskiyou County does not have any existing incidents

### **NOTIFICATION**

- Notification was conducted in accordance with the Public Safety Power Shutoff Playbook.

### **RESPONSE**

- Response was conducted within each jurisdictions normal response structure
- Unified command to include Pacific Power representation was used for the first time with good results
- Unified Command requested community support shelter activation



## ATTENDEE ROSTER

---

Name	Organization
Adam Heilman	Siskiyou County Emergency Management
Alan Meyer	Pacific Power
Christina Kruger	Pacific Power
Christopher Meyer	CPUC
David Van Dyken	CPUC
Erik Brookhouse	Pacific Power
Heide Caswell	Pacific Power
Jasen Vela	Siskiyou County Emergency Management
Jeff Bolton	Pacific Power
Junaid Rahman	CPUC
Karin Nguyen	CPUC
Lana Tran	CPUC
Pooja Kishore	Pacific Power
Richard Harris	Pacific Power
Steve Duncan	City of Weed
Todd Andres	Pacific Power
Trish Barbeieri	Siskiyou County Public Health

## SUMMARY BY DEPARTMENT

---

### T&D

- Provided technical expertise and tactical control at the Incident Command Post and with field resources
- Acted as commander for Pacific Power assets within Unified Command structure

### SYSTEM OPERATIONS

- Directed Emergency Operations Center activities
- Provided Emergency Management expertise
- Coordinated appropriate dispatch and switching activities
- Led exercise planning and execution

### CUSTOMER SERVICE AND EXTERNAL COMMUNICATIONS

- Coordinated public messaging with the county's Joint Information Center
- Showed customer contact capability and provided direct customer contact messaging

### PUBLIC SECTOR

- Activated Incident Command System structure for tactical control of event



- Activated Emergency Operations Center for response and community support during event
- Activated Joint Information Center for public facing messaging during event
- California PUC participated providing regulatory input and oversight

## **LESSONS LEARNED**

---

This “lessons learned” section provides information on processes, training and tools (e.g., forms and plans) that worked well and observations which occurred which provide opportunities for improvement.

### **SUCCESSES**

- Excellent cohesion between county and Pacific Power roles and responsibilities for response
- Siskiyou County plans match up with PacifiCorp plans well
- CPUC identified the exercise was well executed and cross platform problem solving was effective

### **OBSERVATIONS**

- Due to pandemic response very few people were able to attend in person which added to difficulty for exercise execution
- Pacific Power
  - Need to identify key customers which require personal phone calls
  - How do we prevent duplication of effort during public notification?
  - Memorandums of Understanding need created for community support locations
- Siskiyou County
  - These exercises require more participation from the city level officials which were invited
  - Providing time for training in advance of exercise would be appreciated
  - Concerns regarding staff being overwhelmed should a second incident occur within the region in addition to PSPS
  - Functional need procedures seem divorced between Pacific Power and the County Health and Human Services. Finding a way to share information would streamline all responses
- CPUC
  - Need to identify areas for secondary power regarding concerns for dispensing fuel
  - Suggest recording webcast next time

**REPORT CONTRIBUTORS**

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The following personnel provided information that contributed to this report.

Bolton, Jeff ..... Pacific Power Emergency Manager  
Nguyen, Karin..... California Public Utilities Commission  
Vela, Jasen ..... Siskiyou County Emergency Manager

# **Exhibit C**

## **PacifiCorp**

### **Fire Prevention, Preparedness and Response Plan**



# Fire Prevention, Preparedness and Response Plan

---

**Document Owner:** The emergency manager is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with Pacific Power emergency management personnel and key leadership.

Version Control

Author: Jeff Bolton

Version: 1.0

Origination Date: 10/12/2018

Last Revision:

Next Revision: 2019

Exercise

Last Exercise Date:

Last Exercise Type:

Next Exercise Date:

Next Exercise Type:

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## **1 PLAN OVERVIEW**

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### **1.1 PURPOSE**

This Fire Prevention, Preparedness and Response Plan has been prepared by Pacific Power. Its primary purpose is to provide guidance to Pacific Power employees regarding the prevention and response to wildfires within its service area. These policies and procedures seek to minimize the probability of overhead line equipment resulting in a wildland fire as well as minimizing the impact on people and property caused by emergency events, and align utility response with responses by other emergency personnel.

### **1.2 ACTIVATION CRITERIA**

This plan is to be activated in preparation for fire season and for any fire which could affect Pacific Power assets.

## **2 SITUATION OVERVIEW**

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### **2.1 HAZARD ANALYSIS SUMMARY**

All of Pacific Power's service districts have some level of fire risk. Based on variables, such as fuel, weather and terrain, the fire potential and response can be unpredictable. Wildfire season generally lasts from June to September annually, however weather conditions could adjust the fire season to begin earlier or end later than expected. Flexibility to adjust operational requirements with the current fire danger and Industrial Fire Precaution Levels is required.

The company's service area includes territories in California which were determined in recent rulemaking and risk modeling efforts to be considered "high fire threat" areas, designated as Tiers 2 and 3. Tier-2/Elevated (in purple) and Tier-3/High (in orange) risk areas identify areas of increased vulnerability to fire incidents throughout the California districts, as shown in the graphic below. General Orders (GOs) were amended to recognize enhancements in various overhead construction and maintenance activities and GO 166 was amended to require utilities to develop a fire prevention plan. This plan is intended to fulfill that requirement. Further, the company's plan is augmented with additional weather study that was significant in developing its wildfire mitigation plan as well as its risk supporting public safety power shut-off thresholds.



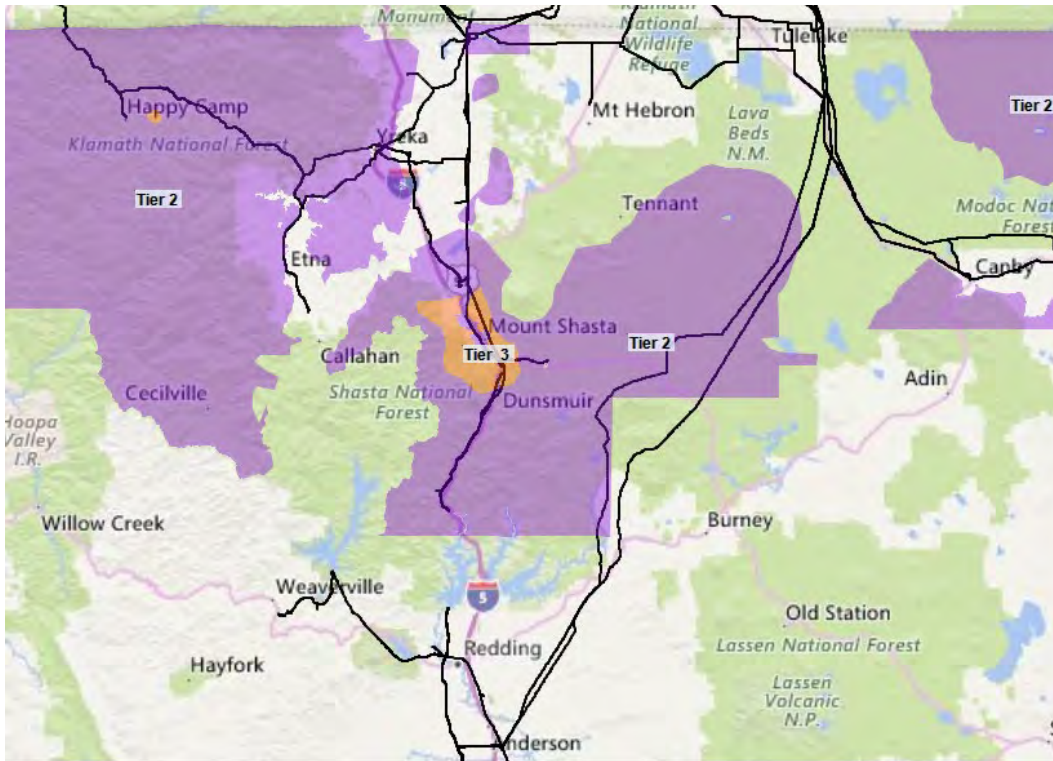


Figure 1: Pacific Power California Service Territory Designating High Fire Threat Areas

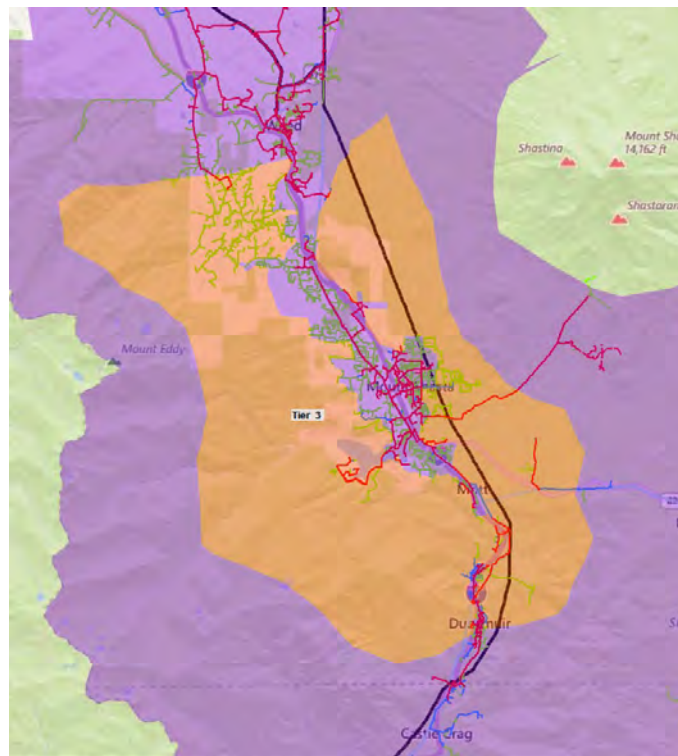


Figure 2: Extreme Fire Threat Area near Mt Shasta, CA

## 2.2 WIND & WEATHER CONSIDERATIONS

### 2.2.1 Available History and Conclusions

In 2012 PacifiCorp evaluated the historic structural performance of its system and, recognizing the GO95 Section IV requirements for combined ice and wind at and above 3000' elevation, calculated that its facilities would withstand 72 mph when no ice was present (based on the conductor size/type for the majority of the circuits identified).

It has since performed analysis of the wind gust history (3 second winds at the four weather stations proximate to circuits residing in the HFTD) and determined that high winds can be experienced, but they are not historically experienced during the fire season (June 1 through September, however this analysis extended Fire Season weather until October 17). The maximum gust recorded was 59.99 mph during fire season, while non-fire season was recorded at 104 mph.

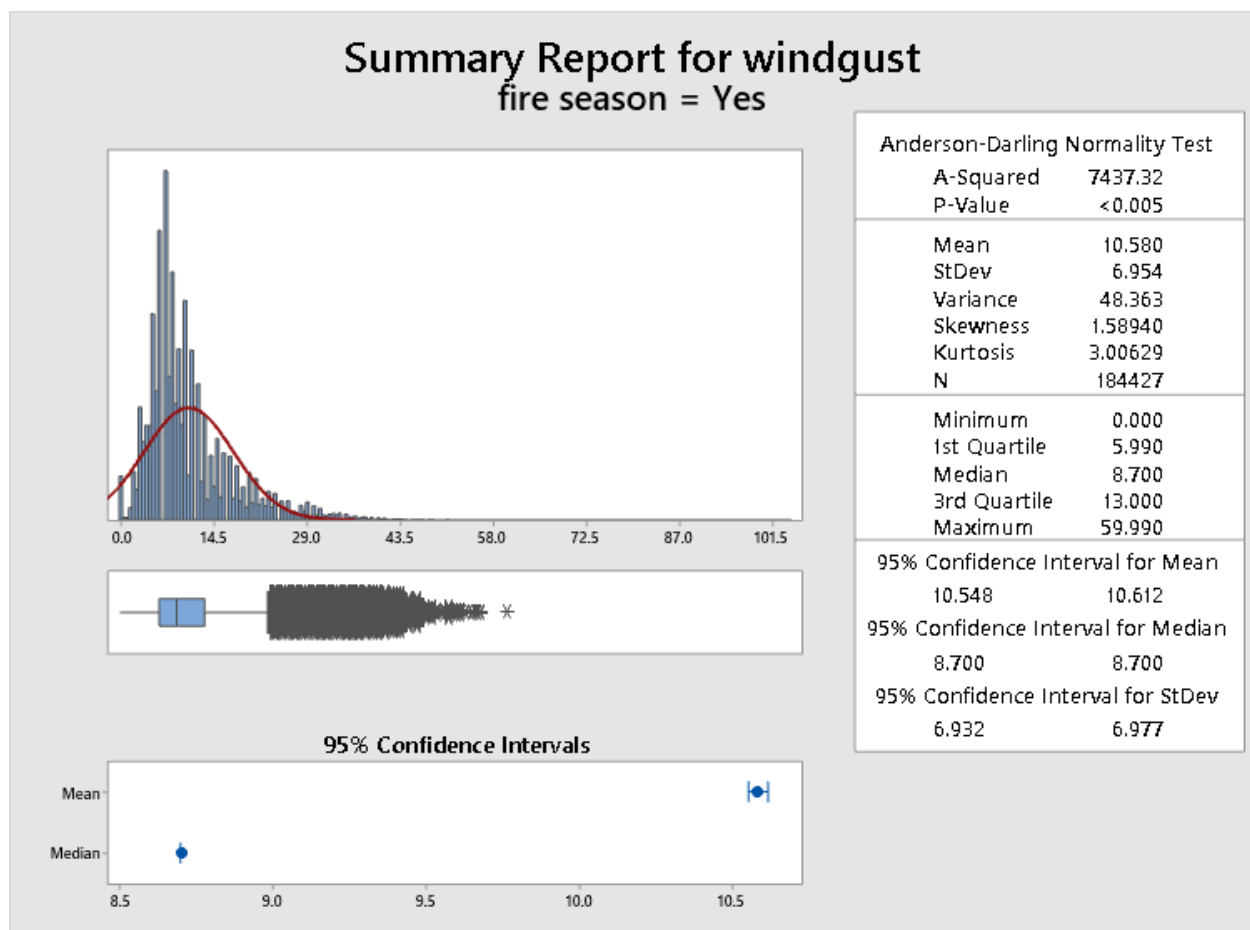


Figure 3: Summary Descriptive Statistics for Wind Gust in Fire Season

Above, in Figure 3, is a descriptive statistical summary of the available weather data proximate to PacifiCorp's California service territory designated as High Fire Threat District (HFTD), during the period designated as Fire Season (annually from June 1 through mid-October based on analysis provided in its WMP). 1) The top-left plot is a histogram showing the number of wind gusts measured at each speed. The red curve provides a smoothed distribution for the wind gusts after

the data noise has been removed. The peak of the red curve shows the mean (average) wind gust speed across all the data. 2) The middle-left plot is a box-plot. This plot shares a numeric scale with the histogram above. The blue box indicates the range between the 1<sup>st</sup> and 3<sup>rd</sup> Quartiles, the speed range at which half the wind gusts occurred. The line inside the box shows the median speed, and the horizontal grey lines show the range within 1.5 times the length of the box. It indicates the range where most of the wind gusts occurred. The grey points to the right each indicate one 'outlier' or very unusual wind gust. The point farthest to the right tells us that out of the 184,427 wind gusts measured, only one was larger than 58 mph. The vertical spacing of these grey stars does not have any special meaning here. They have been spread out, or 'jittered', in order to better indicate that there are many outlier points near each other in value. 3) The bottom-left plot shows the 95% confidence intervals for the calculated mean and median from this data. That means that we are 95% confident that the mean wind gust speed will be within this range. (It does not mean that 95% of wind gusts will be at this speed.)

Below, in Figure 4, is a descriptive statistical summary of the available weather data proximate to PacifiCorp's California service territory designated as High Fire Threat District (HFTD), during the period designated as Non-Fire Season (annually from mid-October through May based on analysis provided in its WMP); the interpretation of the graphics are explained above. In addition, the red distribution has broadened, and the outliers (gray stars in middle plot) extend out a lot further. However, neither average, mean nor median, has changed much. This implies that the typical wind gust speed out of fire season is close to that within fire season, but the occasional wind gusts will be higher outside of fire season.

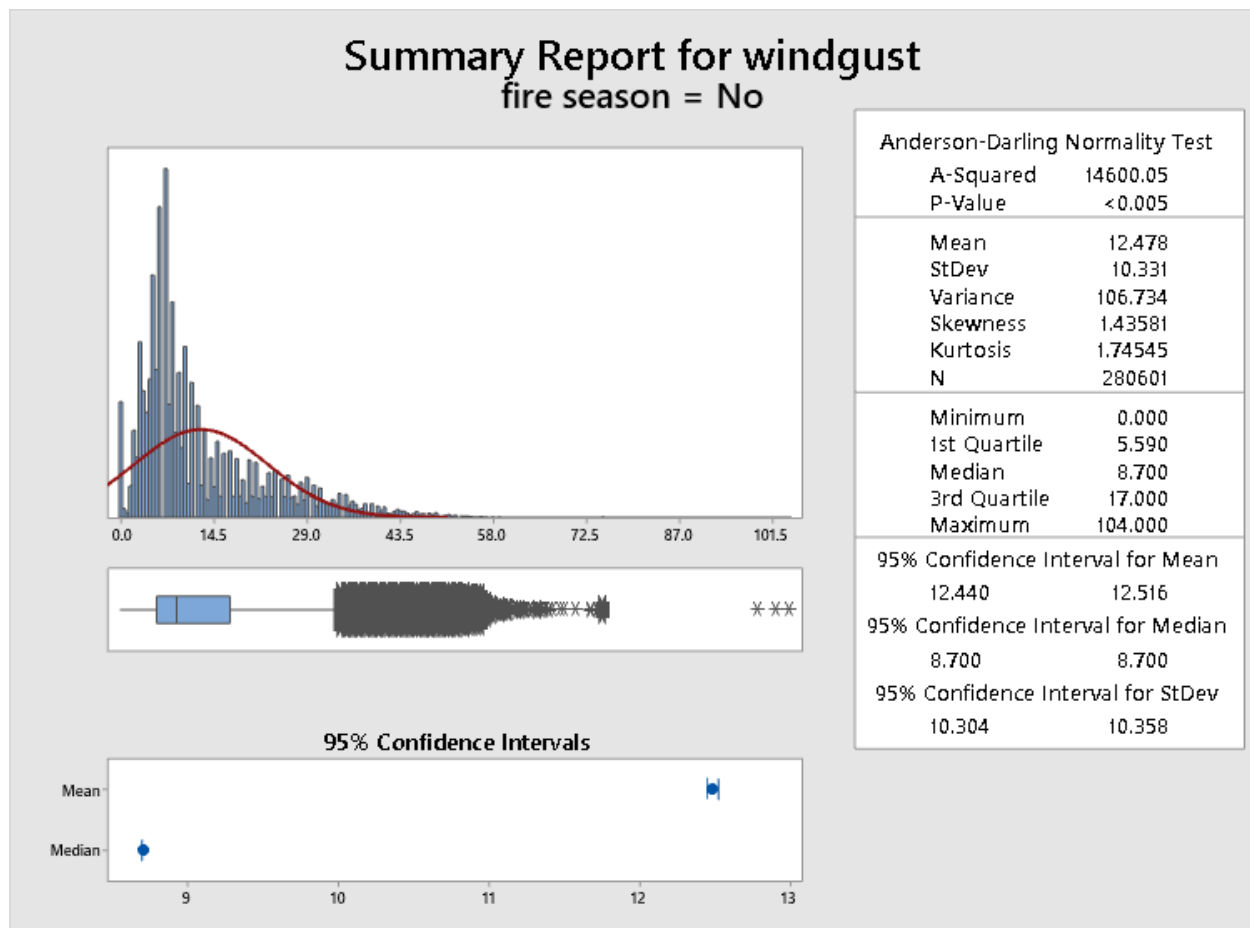


Figure 4: Summary Descriptive Statistics for Wind Gusts outside of Fire Season

In Figure 5, below this boxplot is similar to the center plots above, but rotated 90 degrees and broken down by weather station. The four groups on the left show the gusts outside of fire season, and the four groups on the right show the gusts in fire season. By looking at the line inside the boxes, we can see that station SMS1 had the lowest average wind speed, but that it had unusually high gusts outside of fire season. We can also see that all four stations consistently have lower maximum wind gust speeds in fire season. Three of four boxes are clearly smaller than their matching stations on the left, and the outlier points have lower maximum values for all stations.

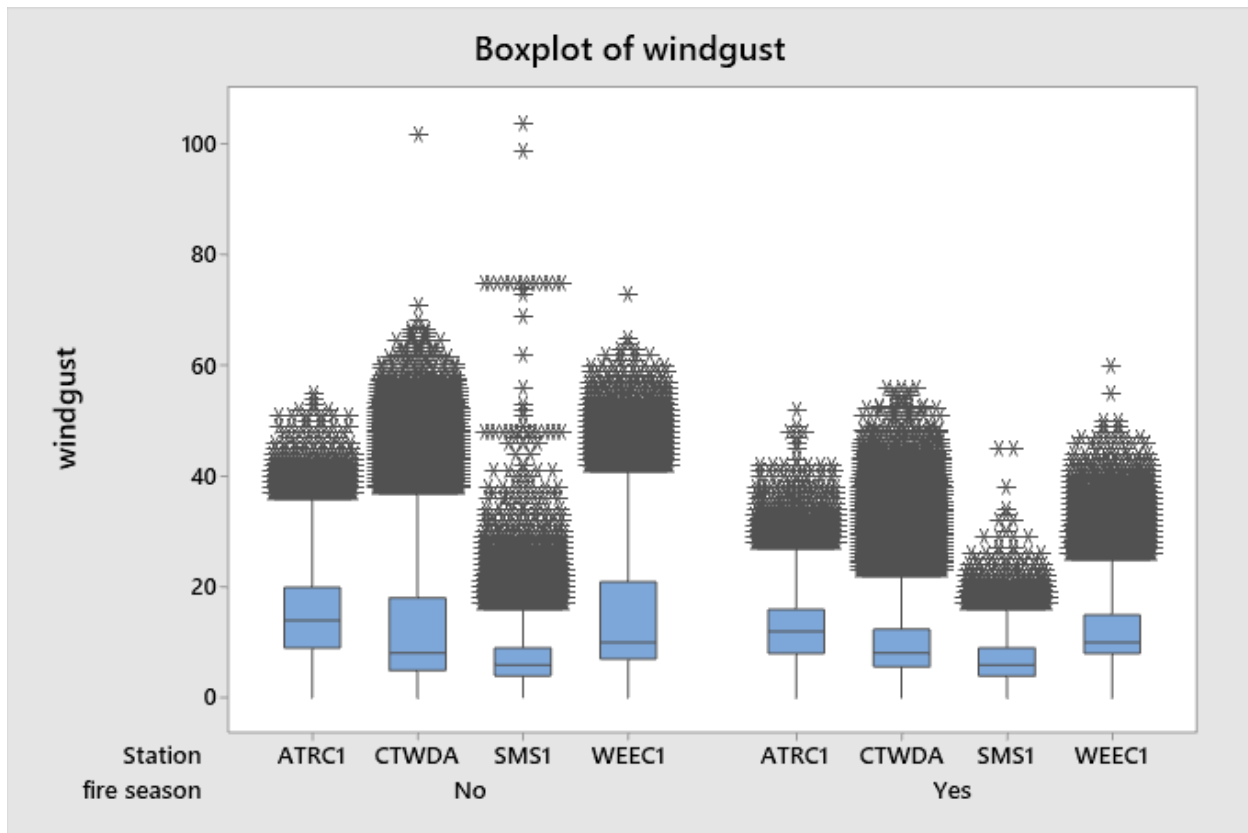


Figure 5: Boxplot of Wind Gust

### 2.2.2 Pole Class Resilience

As seen above, with an average withstand wind speed of 72 mph, and measured extreme fire weather wind of about 60 mph, the company's assertion of wind resilience at or above 3000' appears to be responsive to the requirement. In areas below 3000' elevation with a history of storm-damaged poles (generally due to ice/snow loading during winter events, such as near Happy Camp) the company determined it appropriate to class up poles one class stronger than the elevation's wind/ice case would require and began that practice approximately a decade ago. It eliminated the use of Class IV poles in 2010.

### 2.2.3 Analysis Roadmap

Over the last several years PacifiCorp has advanced its risk management process to incorporate numerous data sources into its mitigation process. This document outlines the application of data science techniques to extract insights from the vast quantities of weather, equipment outage, and fire data at our disposal (depicted below) to better understand and mitigate risk. Understanding how weather affects the probability of outages is paramount to system reliability, operations, planning, and maintenance. Additionally having a better understanding of the weather factors that affect wildfire risk aids in mitigation efforts. The following sections detail how outage, weather, and climatological reanalysis data can be combined to confidently predict infrastructure and wildfire risk due to extreme weather.

	<b>Data Source</b>	<b>Initiation of Data</b>	<b>CAT Model 1.a (Weather &amp; Outage)</b>	<b>CAT Model 1.b (Weather &amp; Outage)</b>	<b>CAT Model 2 (Weather &amp; Fire)</b>
<b>Federal Data Sources</b>	<b>North American Regional Reanalysis<sup>1</sup></b>	1/1/1979	•	•	•
	<b>USFS Fire Data</b>	Early 20 <sup>th</sup> century			•
	<b>Local ASOS &amp; RAWS Weather Stations</b>	Approx. 9/1/2000	•	•	•
<b>State Data Sources</b>	<b>CalFIRE Fire Data</b>	1960			•
	<b>Large IOU Fire Data<sup>2</sup></b>	1/1/2014			•
<b>PacifiCorp Data Sources</b>	<b>Outage Data</b>	1/1/2004	•	•	
	<b>Fire History</b>	Approx. 1/1/2000			•
	<b>Mesowest<sup>3</sup></b>	Approx. 1996	•	•	
	<b>Weather Station Data</b>	7/1/2019	•		•
	<b>Circuit Topology</b>	2003	•	•	
	<b>Equipment Presence</b>	2003		•	
	<b>Device States</b>	2003		•	
	<b>IED Event Logs</b>	No earlier than 2011		•	

#### 2.2.4 Extreme Weather & Outage Risk

The main data sources to be used are the historical weather station data, historical outage data, the North American Regional Reanalysis (NARR) climate data, circuit topology, and equipment information. These various data sources will be integrated into a catastrophe (CAT) risk modeling approach in order to assess the risk of failure of the electrical infrastructure system due to extreme weather events. The CAT approach has been applied by researchers in the past to produce risk and

<sup>1</sup> <https://www.ncdc.noaa.gov/data-access/model-data/model-datasets/north-american-regional-reanalysis-narr>

<sup>2</sup> Data outlined in Decision 14-02-015 February 5, 2014 at <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M087/K892/87892306.PDF>  
[https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News\\_Room/NewsUpdates/2019/PGE\\_Fire%20Incident%20Data%202014-2018.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/PGE_Fire%20Incident%20Data%202014-2018.pdf)  
[https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News\\_Room/NewsUpdates/2019/SCE\\_Fire%20Incident%20Data%202014-2018.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/SCE_Fire%20Incident%20Data%202014-2018.pdf)  
[https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News\\_Room/NewsUpdates/2019/SDGE\\_Fire%20Incident%20Data%202014-2018.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/SDGE_Fire%20Incident%20Data%202014-2018.pdf)

<sup>3</sup> <https://mesowest.utah.edu/>

loss estimates for flood, hurricane, and earthquakes, and it is used by governments in planning and preparing for natural disasters<sup>4</sup>.

The core components in CAT models are the vulnerability functions for the various pieces of equipment in the system. Vulnerability functions are constructed by combining two sub-functions:

- Fragility functions: express the probability of sustaining a certain level of damage over a range of hazard conditions.
- Damage to loss functions: convert the damage estimate into a loss estimate.

Evaluating the impacts of reliability in terms of the effect on customers, as measured by frequency and duration of outages, supersedes the cost of the damaged asset or of the unserved energy. The main quantity that we care about is customers interrupted and the analysis will focus on identifying the risk of having various sized outages based on the weather conditions; some of this early work was completed under the study of the IEEE Distribution Reliability Working Group<sup>5</sup>, and this model will continue to leverage insights gained during that study. The initial model 1.a will focus on the fragility of various infrastructure components, and model v1.b will integrate the damage to loss function in order to evaluate the risk to reliability for every component in the infrastructure system due to weather. The core of this methodology is not novel and has been applied by utilities in the past<sup>6</sup>.

The construction of the fragility functions is accomplished by combining circuit topology, equipment location, historical weather, climate, and outage data to correlate weather conditions with equipment outages. The first step is to generate fragility points by investigating the weather in specific regions during historical storms that caused outages both large and small. The fragility points represent the magnitude of the damage (expressed as the ratio of damaged to all equipment in the area) for a given certain weather extrema, generally wind or precipitation. Finally, once a statistically significant quantity of fragility points are generated, a statistical model is fit to the data to generate the fragility function which is then evaluated using a goodness of fit measure like  $R^2$ . An example of applying this methodology to generate a fragility function is obtained from Reference 6 and shown in Figure 6.

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<sup>4</sup> T. Rossetto, I. Ioannou, D. Grant, and T. Maqsood, "Guidelines for the empirical vulnerability assessment," GEM Tech. Rep., vol. 08, no. October 2015, p. 140, 2014.

<sup>5</sup> H. C. Caswell *et al.*, "Weather Normalization of Reliability Indices," in *IEEE Transactions on Power Delivery*, vol. 26, no. 2, pp. 1273-1279, April 2011.  
doi: 10.1109/TPWRD.2010.2078839  
URL: <http://ieeexplore.ieee.org/stamp/stamp.jsp?tp=&arnumber=5611643&isnumber=5738430>

<sup>6</sup> S. Dunn, S. Wilkinson, D. Alderson, H. Fowler, and C. Galasso, "Fragility Curves for Assessing the Resilience of Electricity Networks Constructed from an Extensive Fault Database," *Nat. Hazards Rev.*, vol. 19, no. 1, pp. 1–10, 2018.



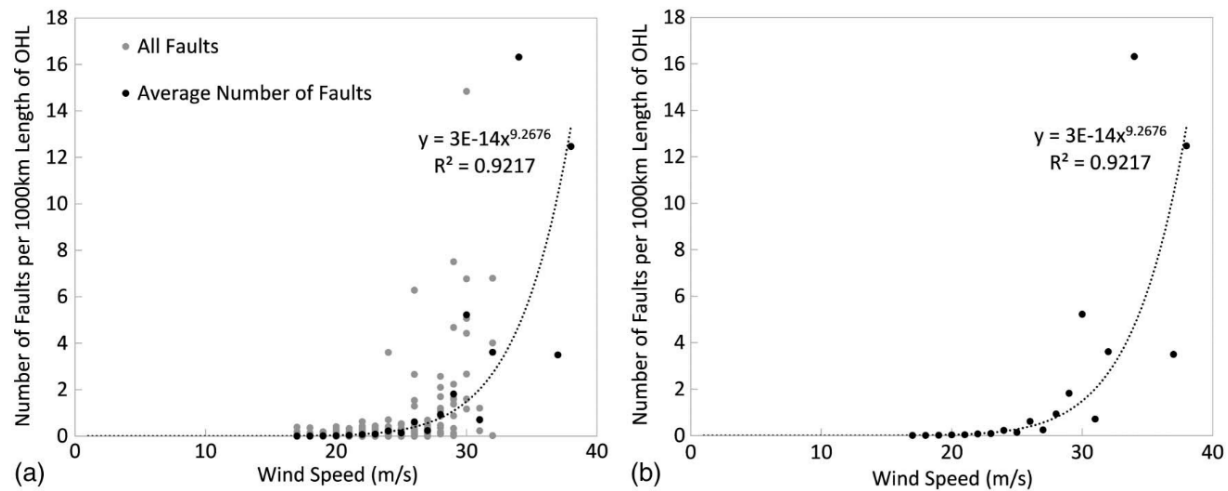


Figure 6: Fragility curves using CAT methodology

The figure above outlines the generation of fragility curves applying the CAT methodology: (a) the wind speed in each wind storm plotted against the number of faults in each storm (grey dots) and the average number of faults per given wind speed (black dots). In (b) only the average number of faults per given wind speed is shown.

The fragility function represents the probability that a piece of equipment will fail given specific weather conditions, and to complete the picture we need to understand the consequences of the failure. As was stated previously our main concern is the reliability of the equipment and not necessarily the cost to repair. Thus our damage to cost function is the number of customers that would be interrupted given the failure of a specific piece of equipment. Once we have both fragility and damage to cost functions we can generate the full vulnerability function, which will allow us to systematically quantify the risk to system reliability due to weather. The vulnerability functions can be applied to any asset (transformers, poles, lines, etc.), and thus risk to the entire system can be quantified by applying the CAT methodology to the individual components of the system. This will allow for real time forecasting of system vulnerability by incorporating weather forecasts, and this can then inform our operational management of equipment and personnel.

PacifiCorp has a large database of equipment outages with labeled causes and locations, which can be combined with weather station data to accomplish the above mentioned objectives. While we have data for outages, there is a scarcity of weather observations due to the limitation of weather stations. As the distance between a weather-based outage and the nearest weather station grows, the accuracy of the fragility curve degrades. In order to remediate this issue the analysis can be supplemented by the NARR climate data, which is resolved to a 32 km x 32 km grid. This data can be further downscaled to get more localized weather information, which can be accomplished by taking the NARR data and using it as boundary conditions for another weather model. Another approach is to apply machine learning techniques, like Gaussian regression, to essentially interpolate the NARR and observed weather station data. Having more localized information will not only aid in linking weather events with outages, but also provide a stronger basis for understanding fire weather risk.

### 2.2.5 Fire Weather Risk

Another aspect where data science can provide insights is understanding the fire weather relationship. While there are many fire weather indices like KBDI, Hot-Dry-Windy-Index and others, there is not a universal definition for what fire weather looks like. While we know that hot windy days with very low humidity pose a greater fire risk we do have a way to quantify how much higher the risk is (in terms of probability). The main goal of CAT model 2 is to create an ensemble of probabilistic models that accomplishes two tasks:

- Fragility function: quantify the risk of a fire in a specific region based on present and historical weather over a range of time into the past (1 – 365 days). Additionally identify the weather conditions both leading up to and during a fire that are the most important to predicting the fire risk.
- Damage to loss function: given an ignition event quantify the probably that a fire will grow to a certain magnitude. This task will be repeated for various thresholds that are deemed important, and again the weather variables that are important to predicting the fire growth will be identified.

The above-mentioned goals can be accomplished either using a CAT approach as outlined in the weather outage analysis or evaluate the application of machine learning to refine the models. In the event machine learning techniques provide better outcomes, they will be applied to the model; they will involve data from NARR climate data, various fire data sources, and the various weather station data sources. Average values of several atmospheric variables like precipitation, humidity, temperature and others will be compared on days where fires are present with days that fires are not. The general idea is to predict if there is a fire burning in a specific region based on recent and present weather conditions. This approach is similar to work that was done by the US Forest Service where they used logistic regression to predict fire days<sup>7</sup>. There are many algorithms and approaches that can be tried to generate the full vulnerability function and this will most likely be an iterative process. The general concept is analogous to the outage weather section where we are trying to quantify a measure of risk to a system based on weather events. The main difference is that here we are attempting to quantify fire risk instead of risk to infrastructure reliability.

### 2.2.6 Summary

The above methodology describes how we can systematically assess the risk to critical pieces of infrastructure due to extreme weather events. Additionally we lay out how an analogous methodology can be applied to better understand fire weather risk. Once the vulnerability functions for both fires and outages are in place, we will be able to forecast infrastructure and fire risk in real time by incorporating weather forecasts. Finally using both risk models we will be able to perform Monte Carlo simulations of weather events to identify infrastructure components and regions that pose the greatest risk to reliability and fire mitigation efforts. This roadmap details how we can apply data science to mitigate risks and improve the reliability and operation of our electrical service.

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<sup>7</sup> M. J. Erickson, J. J. Charney, and B. A. Colle, “Development of a fire weather index using meteorological observations within the northeast United States,” *J. Appl. Meteorol. Climatol.*, vol. 55, no. 2, pp. 389–402, 2016.

### 2.3 CAPABILITY ASSESSMENT

Pacific Power field crews maintain the capability to extinguish small fires or new ignitions; if the fire has not spread to a size larger than one person can effectively fight while maintaining their personal safety. In the event of an ignition, notification and dispatch of fire crews from the local jurisdiction or geographic area fire center will occur.

### 2.4 MITIGATION OVERVIEW

#### 2.4.1 Weather Factors

In order to mitigate against wildfire conditions, Pacific Power has developed processes that incorporate daily (and up to 7 day-ahead) forecasts of weather conditions that it has found are correlated to extreme fire behavior in its service territory. The daily forecast serves to make operational and support staff aware of the level of fire risk over the near and midterm. If forecasters observe exceedance of any of these thresholds they make notifications to activate the company's System Operations on-shift personnel, who then activate Emergency Management personnel. Concurrently, key operational staff receive these forecasts and in parallel may begin any necessary mobilization or modification of operational procedures, up to and including activation of plans for Public Safety Power Shut-down, as outlined in Appendix E.

In addition, Pacific Power's Emergency Management and System Operation's personnel subscribe to several National Weather Service email distribution lists and receive forecast information directly from these sources. During fire season, Pacific Power's Disaster/Risk Planning Manager maintains contact with the National Fire Predictive Services Agency and the National Geographic Area Coordination Center for up to date fire information.

Upon notification of increased fire threat due to weather, Industrial Fire Protection Level or fire danger preparedness and mitigation actions will be taken in accordance with PCC-200 policy. Actions that may be taken in this policy include:

- Disabling SCADA-capable circuit breaker reclosing
- Notifying field management of increased fire potential areas
- Limiting testing of lines without patrolling prior to test

#### 2.4.2 Vegetation Management

Pacific Power maintains clearance around facilities and powerlines in order to lower the risk of fire damage or ignition. These clearances are consistent with state regulations or, where no state requirements exists, the company's vegetation policies.

#### 2.4.3 Vehicle and Equipment Maintenance

Vehicles are designed and maintained to prevent ignition from high temperature areas and are required to be regularly inspected for grass and debris accumulation which could create an ember and start a fire.

#### 2.4.4 Awareness and Readiness

Pacific Power Emergency Management conducts daily checks of the fire hazard for its service areas and reports those findings to the field employees as appropriate. This includes, but is not limited to, Industrial Fire Protection Level status, weather forecast, wind predictions and other fires in the area. The Pacific Power GIS department also maintains fire detection and notification capability to alert operations and emergency management personnel of a potential fire within a specified distance (five miles, as of this time) of Pacific Power assets.

#### 2.4.5 Workforce Training and Field Practices

Pacific Power field employees are trained in detection, prevention and response to fires. Current policies and practices have been put in place with the sole intention of preventing fire ignition or damage.

##### 2.4.5.1 Fire settings for re-closers

Recloser settings for areas within fire danger districts will be in accordance with the PCC-200 policy.

##### 2.4.5.2 Proactive de-energization

In circumstances which Pacific Power deems it necessary for fire safety to de-energize lines in order to mitigate the potential for fire ignition, actions will be taken in accordance with the PCC-201 policy.

##### 2.4.5.3 Additional fire prevention measures for circuits under 3000' elevation

Forty-one percent of Pacific Power's circuits in California are below 3000 feet elevation. Due to the robust nature of Pacific Power's fire prevention program there are no additional measures in place to circuits below 3000' elevation.

### **3 COMMUNICATIONS**

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#### **3.1 GENERAL**

The Pacific Power radio system serves as the primary communications capability and is designed with redundancy and power backup for emergency situations. Pacific Power personnel utilize vehicles equipped with two-way radios under Federal Communications Commission license. These radios can communicate with Grid Operations, Hydro Control Center, surrounding mobile units and portable radios via fixed base stations which are located at Pacific Power facilities, and with Pacific Power's microwave radio system. The Pacific Power radio communications section states the radio system is designed to operational through any incident. However there may be certain limitations/inoperability to the computer based radio assets. Handheld and vehicle mounted radios will continue to operate even if the network is damaged. The system's repeaters will continue to operate independently from the main system, therefore a minimum level of connection across each area which would allow operations to continue. If repeaters are not working, the radios still have line of sight capabilities for direct communications as needed.

Available secondary communications systems are landline and cellular telephone. Pacific Power employees may utilize the Government Emergency Telecommunications Service (GETS), a program that prioritizes busy land-based telephone circuits during emergencies for identified emergency responders. Also emergency personnel have been given access to the Wireless Priority Service (WPS), which gives priority on cell towers. The WPS is an additional service connected to GETS. WPS is activated through the dialing sequence on a cell phone prior to calling the GETS hotline number (if a GETS connection is needed).

## **3.2 FIRE DISPATCH**

### **3.2.1 Geographic Area Dispatch Centers**

Communications with Northwest Geographic Area Dispatch Centers and the California Wildland Fire Dispatch will be coordinated through region dispatch and/or Pacific Power emergency management.

Coordination with California fire resources may be conducted through either the California Utility Emergency Association (CUEA), California Office of Emergency Services (CalOES), county and city emergency management or through CalFire directly.

### 3.2.2 Fire Contact Directory

California (CalFire) Dispatch/ECC	
Contact	Number
Humboldt/Del Norte ECC – CalFire	707-726-1280
Lassen/Modoc ECC – CalFire	530-257-5575
Siskiyou ECC – CalFire	530-842-7066
Shasta/Trinity ECC – CalFire	503-225-2411
California Warning Center ( <i>secondary contact if county contacts are unavailable</i> )	916-845-8911
Oregon Interagency Dispatch	
Contact	Number
Blue Mountain Interagency Dispatch Center (LA Grande, OR)	541-963-7171 (Day) 541-786-5457 (After Hours)
Burns Interagency Communication Center (Burns, OR)	541-573-1000 (24 Hour)
Central Oregon Interagency Dispatch Center (Prineville, OR)	541-416-6800 (24 Hour)
Central Washington Dispatch (Naches)	509-884-3473 (24 Hour)
Coastal Valley Interagency Communication Center (Corvallis, OR)	541-750-7024 (24 Hour)
Columbia Cascades Communication Center (Vancouver, WA)	360-891-5140 (24 Hour)
Coos Bay District—BLM (Coos Bay, OR)	541-751-4302 (Day)
Eugene Interagency Communication Center (Springfield, OR)	541-225-6400 (24 Hour)
John Day Interagency Dispatch Center (John Day, OR)	541-575-1321 (24 Hour)
Lakeview Interagency Dispatch Center (Lakeview, OR)	541-947-6315 (24 Hour)
Rogue Interagency Communication Center (Medford, OR)	541-618-2510 (Day) 541-776-7114 (After Hours)
Warm Springs Agency—Dispatch Center (Warm Springs, OR)	541-553-1146 (Day)
Roseburg District—BLM (Roseburg, OR)	541-464-3370 (Day) 541-440-4947 (After Hours)
Salem Coordination Center—ODF, (Salem, OR)	503-945-7455 (Day)
Vale District—BLM (Vale, OR)	541-473-6295 (24 Hour)
Umpqua Dispatch—Umpqua National Forest (Roseburg, OR)	541-957-3325 (24 Hour)
Washington Interagency Dispatch	
Contact	Number
Central Washington Interagency Communication Center (Wenatchee, WA)	509-884-3473 (Day) 509-663-8575 (After Hours)
Yakama Agency—Dispatch Center (Toppenish, WA)	509-865-6653 (24 Hour)

## **4 FIRE PREVENTION**

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Pacific Power will use the current Industrial Fire Precaution Level (IFPL) for the immediate area to guide operational decisions. The IFPL is a standardized set of actions to be taken or avoided as declared by the USFS within their district areas.

Industrial Fire Precaution Level actions

- IFPL I – Closed Season
  - Fire precaution requirements are in effect. A fire watch/security is required at this and all higher levels unless otherwise waived. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL II – Partial Hootowl
  - No power saw use, welding or metal cutting from 1 P.M. to 8 P.M. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL III – Partial Shutdown
  - No off road vehicle/equipment operation, power saw use, welding or metal cutting from 1 P.M. to 8 P.M. Crews must have firefighting equipment such as a Pulaski, Shovel and water can readily available.
- IFPL IV – General Shutdown
  - All operations in the area cease. Written waiver is available for fire-safe activities. Must have firefighting equipment such as a Pulaski, Shovel and water can readily available.

### **4.1 FIRE PREVENTION AREAS**

Enhanced fire prevention areas have been identified and have the potential for proactive de-energization in accordance with PacifiCorp Policy PCC-201. These areas are identified on the previous maps in section 2.1.

## **5 FIRE PREPAREDNESS**

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Start and completion dates for the fire preparedness activities are dependent on forecasted conditions and may vary from district to district. The leadership from each area will make the final determination on the level of preparedness activities needed. The preparedness actions found in Section 7 may be conducted concurrently. Fire preparedness actions will be documented on Pacific Power Training Attendance forms.



### 5.1 FIRE EQUIPMENT INVENTORY

Pacific Power maintains firefighting equipment which may be used to respond to small ignitions. These resources may be moved into affected areas as needed to support other districts, i.e. Medford, OR resources are available for use in Yreka, CA. The following is a list of resources and their location:

Equipment Description	Location
500 gallon water tanker and pump with ¾ inch high pressure hose	Bend
250 gallon water skid-tank on trailer	Grants Pass
500 gallon water trailer, 2 inch hose	Klamath Falls
250 gallon water skid-tank (requires trailer for movement)	Klamath Falls
500 gallon water trailer, 2 inch hose	Medford
250 gallon fire tank and pump (trailer or pickup loaded)	Pendleton
500 gallon water tanker, 3 inch hose, firefighting equipment	Roseburg
250 gallon fire tank and pump ( <i>trailer or pickup loaded</i> )	Walla Walla
250 gallon fire tank and pump ( <i>trailer or pickup loaded</i> )	Yakima

### 5.2 FIRE SEASON MONITORING

Even during a very active season company assets may not be directly impacted by wildland fires. However, monitoring, communication and coordination with internal and external resources is essential to help ensure rapid, coordinated response when an event does occur. Emergency Management will maintain awareness of the overall situation throughout the Pacific Power service territory and near assets outside of the service territory. If an incident occurs which may affect Pacific Power assets response actions will be executed. See section 10 for checklist.

GIS Solutions provides information received from external resources (e.g., U.S. Forest Service, Oregon Department of Forestry, and United States Geological Survey) however, fire data accuracy and update frequency are dependent on those external agencies.

## 6 WILDFIRE INCIDENT RESPONSE GUIDELINES

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### 6.1 FIRE WEATHER NOTIFICATION

When notified of fire weather or other conditions which could increase the potential for new fire ignition, emergency management or the grid supervisor will forward the Geographic Information System (GIS) provided email regarding fire weather advisory to the appropriate personnel.

## **6.2 NEW IGNITIONS/SMALL FIRES**

When “new ignition” or small fires occur, local public fire agencies or small wildland firefighting teams (e.g., initial attack teams) may be deployed to manage the event, and a command post may not be established immediately or be easy to locate. District managers should work directly with local public-sector emergency management personnel to coordinate activities. District managers can contact region dispatch or emergency management to assist with locating fire agency resources on new ignitions/small fires. See section 11 for fire response checklist.

## **6.3 LARGE FIRES**

For large fires, a public-sector incident management team (IMT) is typically located at a multi-agency command post. Field operations may coordinate directly with the IMT at the command post, or request a field safety representative to perform this responsibility. See section 11 for fire response checklist.

## **6.4 INCIDENT REPORTING**

Any on scene employee plays a key role in responding to and reporting details of a wildfire event. The safety of the public and company personnel take first priority. In addition, immediate steps should be taken to properly document the facts and circumstances surrounding the fire event. On scene personnel will notify Region Dispatch of the situation and document the situation in accordance with the current Fire Incident Response Procedures.

# **7 ROLES AND RESPONSIBILITIES**

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All roles and responsibilities are within the scope of the normal Pacific Power Emergency Management Structure. In the event of a fire the EAC should be notified of the incident for potential activation.

## 8 FIRE SEASON PREPARATION CHECKLIST

Objectives		
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Complete preparedness actions for wildfire season</li> <li>• Most actions can be performed concurrently in this section</li> <li>• Annotate completed tasks on training roster (See Appendix B for Document)</li> </ul>		
Actions	Responsible	Completed by date
Participate in wildland fire season playbook review and update.	All areas, facilitated by emergency management	June 1 <sup>st</sup>
Coordinate with state and federal fire resources (e.g. ODF, USFS, BLM, CalFire) on lessons learned from the previous wildland fire season, and implement improvements to public / private sector coordination, when applicable.	Emergency management	June 1 <sup>st</sup>
Communicate wildland fire season forecasts to company personnel via the Pacific Power weather information distribution list ( <i>_PP Weather Info.</i> )	Emergency management	Daily as needed
Verify locations and check conditions of specialized equipment, such as tankers and fire pumper trailers	Field and Substation Operations Director	June 1 <sup>st</sup>
Review operating procedures for specialized equipment with personnel.	Field and Substation Operations Directors	June 1 <sup>st</sup>
Check with local rental companies about access to “spare” water tankers.	Field Operations Directors	June 1 <sup>st</sup>
Have mechanics check under all vehicles being serviced for accumulating grass or weeds.	Field operations Directors	June 1 <sup>st</sup>
Review available stock and locations of PPE’s related to wildland fire season (e.g. masks, fire shelters.)	Field and Substation Operations Directors	June 1 <sup>st</sup>
Review Accident Prevention Manual / APM sections 12.7 and 12.8, covering no-test policy of breakers with staff.	Field, Safety, and Substation Operations Directors	June 1 <sup>st</sup>
Initiate no test policy and review system operations line-testing policies with personnel: <ul style="list-style-type: none"> <li>• PCC-200 Operating Transmission and Distribution lines during Fire Season</li> <li>• PCC-201 Proactive De-energization Procedure</li> </ul>	Dispatch, Field and Substation Operations Directors	Upon notification of Fire Season declaration for a specific area

Provide wildland fire training; related to safety equipment, tools and PPE's (contact the safety department.)	Field and Substation Operations Directors	June 1 <sup>st</sup>
Secure permits from local, state and federal forest agencies to work past 14:00 during fire season, typically completed before May 31.	Field and Substation Operations Directors	June 1 <sup>st</sup>
Coordinate with emergency management on wildland fire season public/private sector meetings and exercises.	Field and Substation Operations Directors	June 1 <sup>st</sup>
Provide regular updates to personnel on current and forecasted wildland fire season conditions.	Field and Substation Operations Directors	June 1 <sup>st</sup>
Ensure vehicles working in or around fire potential areas are equipped with: <ul style="list-style-type: none"> <li>• Shovel.</li> <li>• Pulaski/axe.</li> <li>• Water can.</li> </ul>	Field and Substation Operations Directors	June 1 <sup>st</sup>
Ensure excessive vegetation growth in and around substations is eliminated to prevent increased fire risk.	Substation operations	June 1 <sup>st</sup>
Implement improvements to fire season maps based on the previous year's lessons learned.	GIS Solutions	June 1 <sup>st</sup>
Update distribution lists for fire maps.	GIS Solutions	June 1 <sup>st</sup>
Send out updated maps and contact information for Fire Dispatch Centers.	Emergency Management	June 1 <sup>st</sup>
Review guidelines with dispatch personnel.	Region dispatch	June 1 <sup>st</sup>
Review health and safety practices and apply lessons learned from the prior wildland fire season to improve training and equipment.	Safety	

## 9 FIRE SEASON MONITORING

### Objectives

- Ensure life-safety
- Ensure employee welfare
- Continue Incident Management functions
- Maintain situational awareness
- Most actions can be performed concurrently in this section

Actions	Responsible
Monitor fire conditions throughout the region and communicate monthly national outlooks and NWS briefing information via the <i>PP Weather Info</i> distribution list, when necessary.	Emergency management
Collaborate with external fire agency resources on incident intelligence, and communicate to personnel as the situation warrants.	Emergency management
Provide wildland fire e-mail warnings to incident management and operations personnel. This product provides maps and information, including a list of potentially at-risk infrastructure and nearest operation center within a 5 mile range of active fires.	GIS solutions
Coordinate with field personnel, grid operations and emergency management on current and forecasted fire information provided by emergency services and Northwest Fire Dispatch Centers.	Region Dispatch
Upon notification of fire season implement PCC-200 procedures	System Operations

## 10 FIRE RESPONSE CHECKLIST

### Objectives

- Ensure life-safety
- Ensure employee welfare
- Initiate Incident Management functions

### New Ignition or Small Fire Which Is Not Immediately Extinguished

Actions	Responsible
Report new ignition or small fires to region dispatch and your director.	All field personnel
Ensure personnel are evacuated from potential hazard areas. Request assistance from region dispatch, if necessary.	All field personnel
Notify director.	Wires and substation operations managers
Contact Incident Commander (on-scene) and identify resources needed for response. If needed, request assistance from dispatch or emergency management.	Wires and substation operations managers
Notify Pacific Power Emergency Manager	Wires and/or substation director
Contact field safety administrator and notify them of the incident	Wires and substation operations managers
Evaluate current and anticipated work in the area, and potential impacts to facilities.	Wires and substation operations managers
Identify if additional response resources are needed (e.g. water tankers, N-95 masks.)	Wires and substation operations managers
Provide an incident briefing to Director and Emergency Management.	Wires and substation operations managers
Establish regular updates, coordinating with region dispatch, emergency management and other field resources	Wires and substation operations managers
Implement regular briefings with staff based on fire intelligence provided by public sector resources.	Wires and substation operations managers
Request custom maps from GIS Solutions, if necessary.	Wires and substation operations managers

## Large Fires

<b>Actions</b>	<b>Responsible</b>
Ensure personnel are evacuated from potential hazard areas. Request assistance from region dispatch.	All field personnel
Assess current and forecasted work in the area, safety hazard potential and potential impacts on company-owned facilities.	Wires and substation operations managers
Contact region dispatch, emergency management and/or a wires director to provide an update. Wire directors will notify the V.P. of Operations.	Wires and substation operations managers
If necessary, request assistance from the PPEAC through the wires director or V.P. of operations (EAC activation is likely)	Wires and substation operations managers
Contact company safety reps to notify them of the event and request deployment of field safety administrators to assist.	Wires and substation operations managers
Locate the on scene Incident Command Post. Request assistance from emergency management, if necessary.	Wires and substation operations managers
Participate in regular briefing sessions with the on scene Incident Management Team, or request assistance from field safety administrators.	Wires and substation operations managers
Identify if additional response resources are needed (e.g. water tankers, N-95 masks.)	Wires and substation operations managers
Establish regular briefings with field personnel.	Wires and substation operations managers
Establish regular updates with emergency management, region dispatch or the PPEAC.	Wires and substation operations directors
Request assistance from the regional community managers when customer evacuations are possible, cooling shelters are established, or other community activities are anticipated.	Wires and substation operations managers



## Fire Prevention, Preparedness and Response Plan



## APPENDIX B TRAINING ROSTER

### TRAINING ATTENDANCE ROSTER

**All Fields Are REQUIRED**

Training Date:		Start Time:		End Time:	
Course Title(s):					
Instructor:		ID #:			
Training Location:			(Only one ID per training attendance roster)		
Submitted By:					

	✓	Emp. #	Print Name	Signature - see notes below **
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

\* Trainers may indicate attendance by checking box next to P# of **each employee** present and signing below.

Trainer: I certify to the accuracy of the information contained in this roster \_\_\_\_\_

Signature

**\*\*Signatures are required for PacifiCorp Security Training, CIPS Overview, Code of Business Conduct, and FERC courses**

➡ Submit to Administrator • E-Mail: [\\_Training Rosters](#)

# **Exhibit D**

## **PacifiCorp**

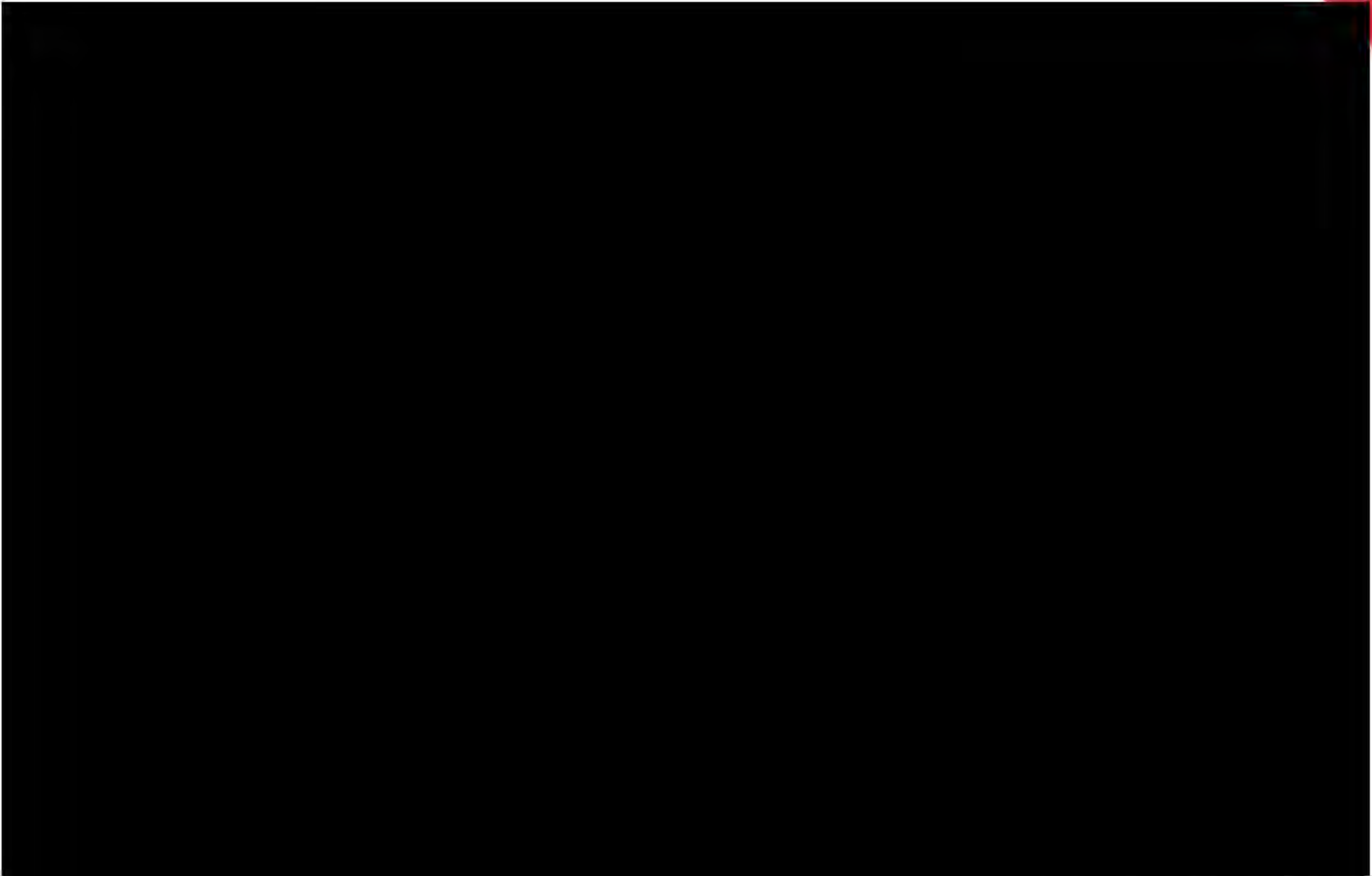
### **Pacific Power's Emergency Action Plan (EAP) for PacifiCorp's Klamath Hydroelectric Project**

**PUBLIC VERSION**

# Klamath Project Emergency Action Plan (EAP) Planholder Seminar

Wednesday, March 11, 2020  
Kori Nobel, Hydro Emergency Services Manager





[Kori.Nobel@PacifiCorp.com](mailto:Kori.Nobel@PacifiCorp.com)



# Emergency Action Plan (EAP) Overview





CUI//CEII



## EMERGENCY ACTION PLAN

**J.C. Boyle (NatDam OR00559)  
Copco No. 1 (NatDam CA00323)  
Iron Gate (NatDam CA00325)**

**Klamath Hydroelectric Project  
(FERC No. P-2082)**

PacifiCorp Hydro Resources  
825 NE Multnomah Street, Suite 1800  
Portland, Oregon 97232

# Federal Energy Regulatory Commission (FERC)



# The Emergency

Overtopping

Foundation Defects

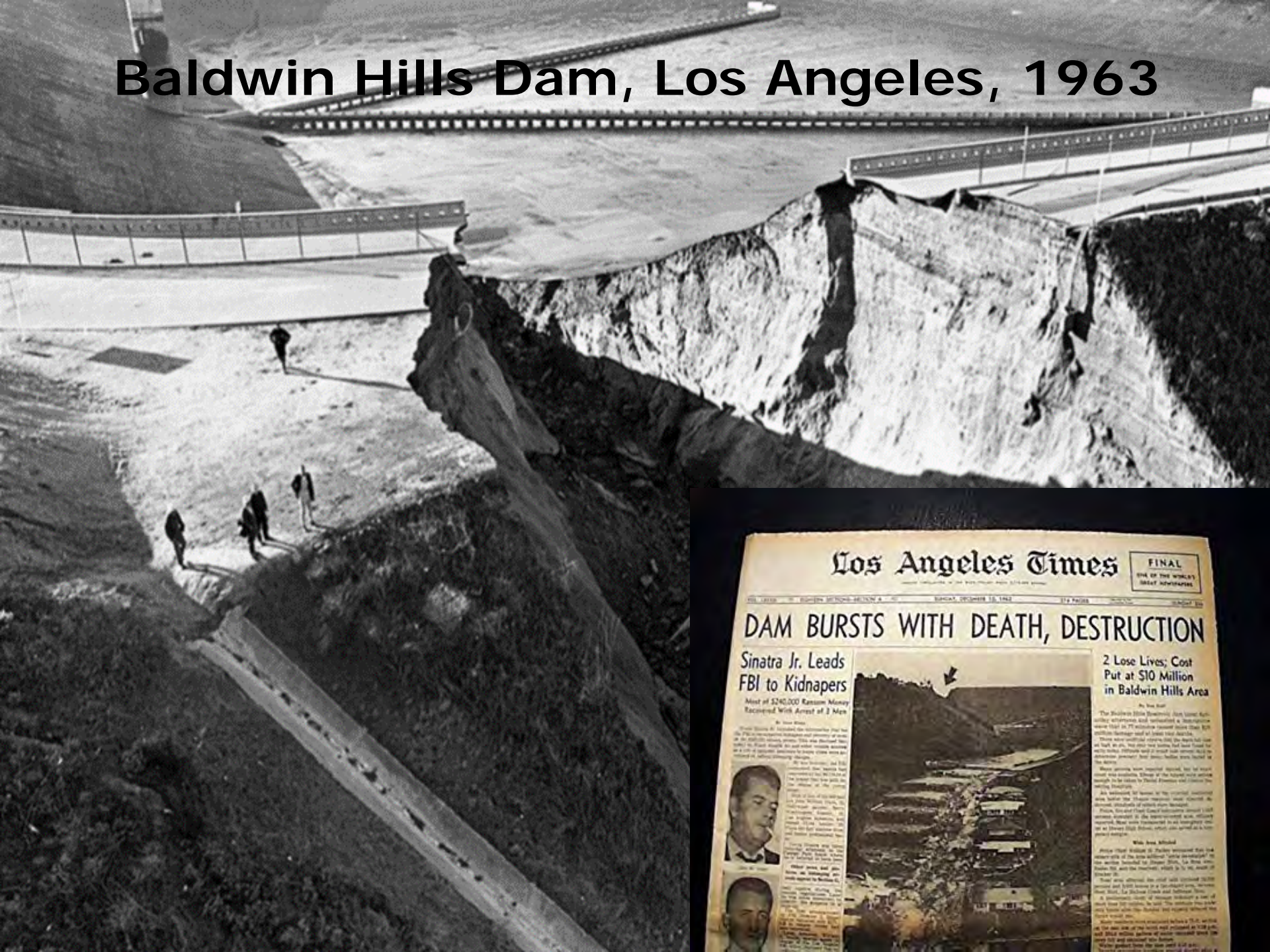
Piping

Overtopping – 34% of all dam failures





# Baldwin Hills Dam, Los Angeles, 1963







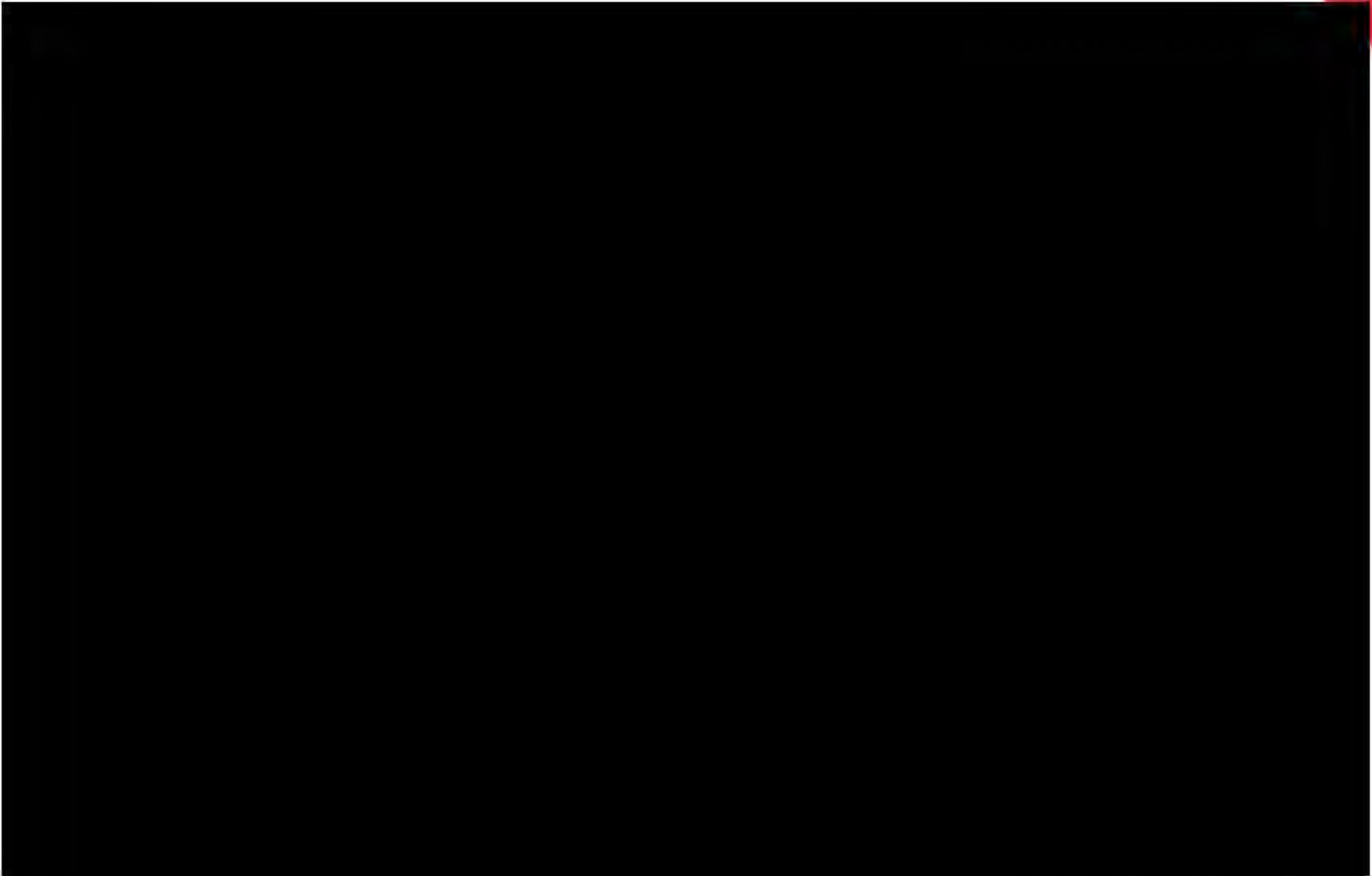


# Big Bay Dam, Mississippi, 2004

## Earthen dam failure caused from internal erosion

- Dam Failure Day – (minus) 1:
  - Maintenance person inspected a reported discharge of mud from a drain pipe and observed @1-inch flow of muddy water.
  - 1530: Dam Owner and Engineer were notified. The Engineer informed the Owner that this observation was not unusual due to heavy and extended rainfall over the past weeks.

MAR 16 2004







An aerial photograph of a river valley. The river flows from the upper left towards the lower right, winding through a lush green landscape. The surrounding hills are densely forested with dark green trees. Thick white mist or low clouds are draped across the valley floor and rise up the slopes of the hills, creating a dramatic and atmospheric scene. The sky is overcast with soft, grey clouds.

# Klamath Hydroelectric Projects Area Overview



J.C. Boyle, Copco 1

Irongate







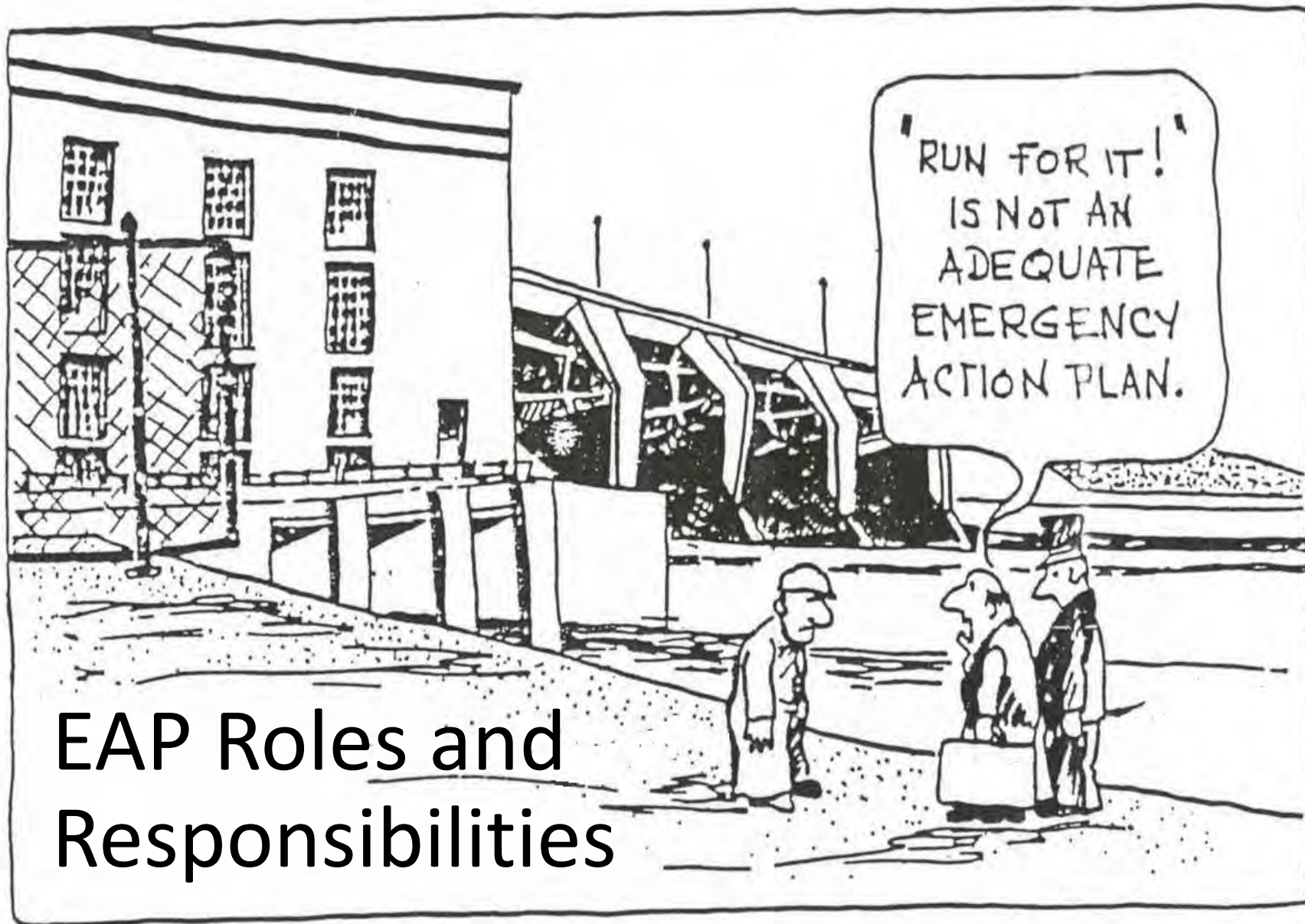












## EAP Roles and Responsibilities

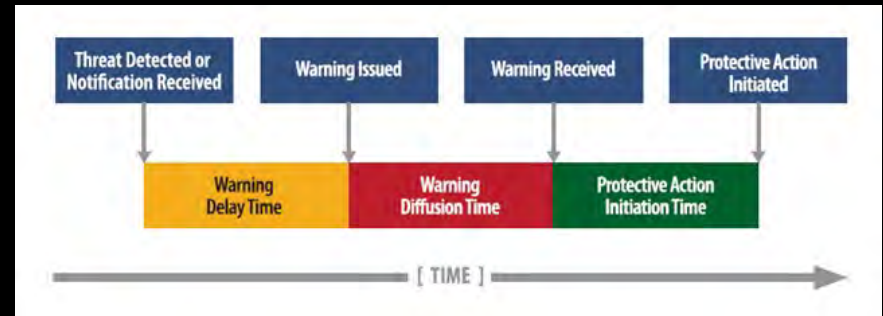
C

SEAD

# Time Education



# Modernizing Public Warning Messaging



# Modernizing Public

DISSEMINATION CHANNELS	SPEED <sup>1</sup>	COVERAGE <sup>2</sup>	CONCENTRATION <sup>3</sup>	MESSAGE COMPREHENSIVENESS <sup>4</sup>
Route alerting	Slow	Limited	Concentrated	High
Loudspeakers and public address (PA) systems	Fast	Limited	Concentrated	Medium
Wireless Emergency Alerts (WEA)	Very Fast	Widespread	Dispersed	Very Low
Wireless communications (SMS)	Very Fast	Widespread	Dispersed	Very Low
Radio	Moderately Fast	Widespread	Dispersed	High to Low
Television broadcast	Moderately Fast	Widespread	Dispersed	Very High to Medium
Television message scrolls	Moderately Fast	Widespread	Dispersed	Low
Newspaper	Very Slow	Widespread	Dispersed	Very High
Dedicated tone alert radios	Very Fast	Limited	Concentrated	High
Tone alert and NOAA Weather Radio	Fast	Widespread	Dispersed	High
Text Telephone (TDD/TTY)	Fast	Widespread	Dispersed	Low
Reverse telephone distribution systems	Fast	Limited	Dispersed	High
Audio sirens and alarms	Fast	Limited	Concentrated	Very Low
Broadcast sirens	Fast	Limited	Concentrated	Medium
Message boards	Fast	Limited	Concentrated	Low
Aircraft	Slow	Limited	Concentrated	Low
Visual alerting	Fast	Limited	Concentrated	Low
Internet protocol (IP) based technology	Fast	Widespread	Dispersed	Very High to Medium
Social media	Fast	Widespread	Dispersed	Low

1. The rapidity of the system to reach its targeted audience ranges from Very Fast (less than 10 minutes) to Slow (greater than 60 minutes).

2. Coverage is the size of the area that can be reached by the channel (Widespread – a large area or Limited – a small area).

3. Concentration is the degree to which the people that the channel reaches are co-located or dispersed (Concentrated – the message is delivered to targeted locations only or Dispersed – the message has the potential to reach everyone).

4. Comprehensiveness, or the ability to convey the content needed for effective response classes, used in this table are as follows: Very Low (alerting only); Low (very little information conveyed); Medium (many but not all essential contents conveyed); High (all relevant content conveyed); Very High (all relevant content conveyed with enhanced graphics).

## MESSAGE STYLE

- **Be Specific**

- **YES:** If you are between the river and First Street, move north of Main Street
- **NO:** Evacuate if you are near the river

- **Be Clear**

- **YES:** A wave of water 20 feet high moving faster than a person can run
- **NO:** A ten thousand cubic feet per second flow, moving at a 20 feet per second

***Elm County Sheriff. Floodwaters are approaching Wood City and will hit two blocks on both sides of Elm Creek from Hwy 110 to Maple Road. People outside will be washed downstream. The water will be above rooftops. Move two blocks+ from the creek now & be there no later than 6:00 pm to avoid the flood. This message expires at 11:00 pm, May 15, 2017.***

# EAD Notifications

- LEVEL 0

- LEVEL 2

- LEVEL 1

- LEVEL 3

# Level 0: Non-Failure Condition

## Level 0: Non-Failure Condition

### Klamath Project Notification Chart: J.C. Boyle Dam

A non-failure event does **NOT** activate the EAP.

Example condition: include new seepage, unauthorized personnel at dam, malfunction of a gate or any other situation which would not warrant a Level 1, 2, or 3 activation

NOTIFICATIONS COMMENCING FROM HYDRO CONTROL CENTER  
(EITHER BY HCC OR PACIFICORP STAFF):

**HYDRO CONTROL CENTER**  
877-562-9928 24 HOURS  
S: 1-480-512-6055

3rd  
As appropriate

Security/  
Public Safety

Fire/  
Hazardous  
Materials  
Response

Physical or  
Cyber Security  
Incident

Equipment  
Malfunction,  
Dam/  
Structure  
Condition or  
8,000cfs Flow

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

As appropriate

**KLAMATH MANAGEMENT**  
PRODUCTION MANAGER - GERRY AUST  
D: 530-459-2003 C: 530-613-4962  
N/W: 530-459-2015  
OR  
HYDRO SOUTH DIRECTOR OF PLANT  
PETE SUZLAW  
D: 541-776-5426 C: 503-833-2555

1st

**HYDRO EMERGENCY SERVICES**  
EMERGENCY MANAGER  
C: 503-853-8967  
OR  
ENGINEERING DIRECTOR - PETER MARTINS  
D: 503-813-4639 C: 971-804-3244

2ND

**RENEWABLE RESOURCES**  
VICE PRESIDENT - MARK STURTEVANT  
D: 503-813-6680 N/W: 503-341-6837  
OR  
ENGINEERING DIRECTOR - PETER MARTINS  
D: 503-813-4639 C: 971-804-3244

**PACIFICORP COMMUNICATIONS**  
MEDIA HOTLINE  
1-800-775-7950 - 24 HOURS

**FERC - PORTLAND REGIONAL OFFICE**  
REGIONAL ENGINEER - DOUG JOHNSON  
D: 503-552-2715 C: 253-691-6908  
N/W: 503-206-5037  
OR  
DAM SAFETY BRANCH CHIEF - KARL SWANSON  
D: 503-552-2715 C: 503-628-1236

**KLAMATH COUNTY SHERIFF OFFICE**  
COUNTY DISPATCH  
541-884-2152 - 24 HOURS

**KENO FIRE DISPATCH**  
911 Emergency 541-883-3062 Non-Emergency

**PACIFICORP SECURITY**  
503-813-5555 - 24 HOURS

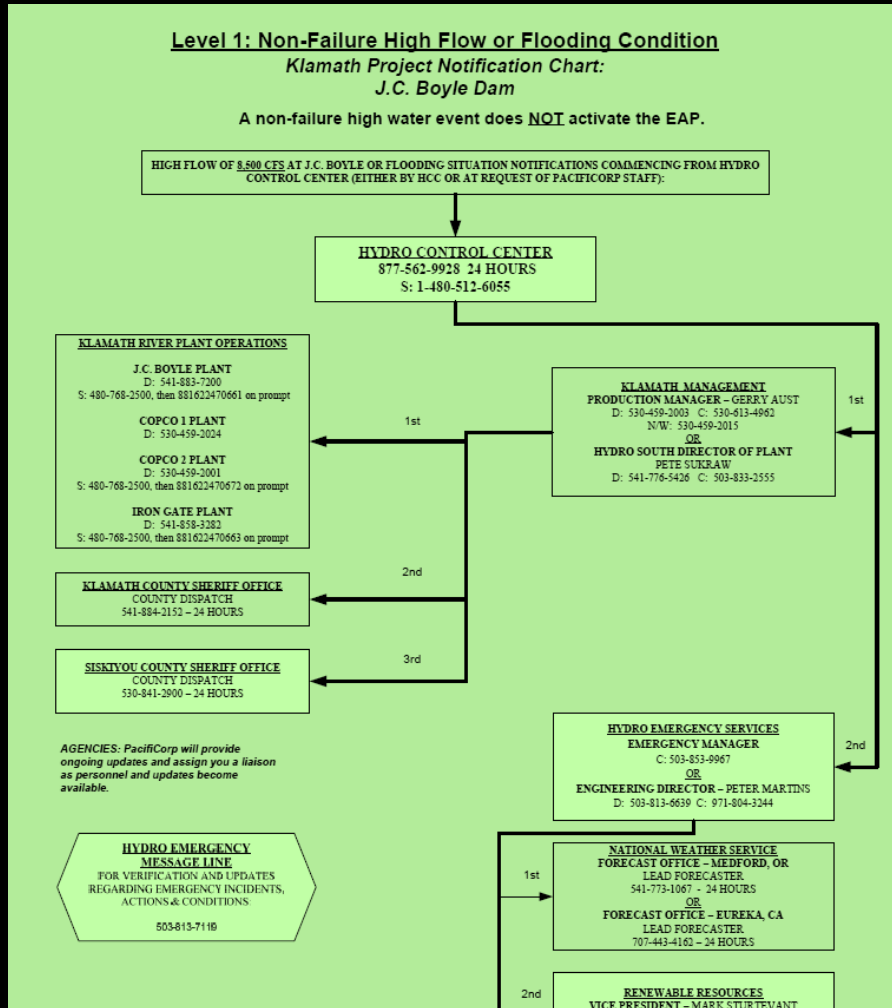
**HYDRO DAM SAFETY ENGINEERING**  
CHIEF DAM SAFETY ENGINEER - ROGER RAEBURN  
D: 503-813-7208 C: 503-701-2311  
OR  
DAM SAFETY MANAGER - BRENT SULLIVAN  
D: 503-813-6415 C: 971-280-2605

AGENCIES: PacificCorp will provide ongoing updates and assign you a liaison as personnel and updates become available.

**HYDRO EMERGENCY MESSAGE LINE**  
FOR VERIFICATION AND UPDATES REGARDING EMERGENCY INCIDENTS, ACTIONS & CONDITIONS

503-813-7116

# Level 1: Non-Failure High





# Level 2: Potentially Hazardous

## LEVEL 2: POTENTIALLY HAZARDOUS SITUATION IS DEVELOPING

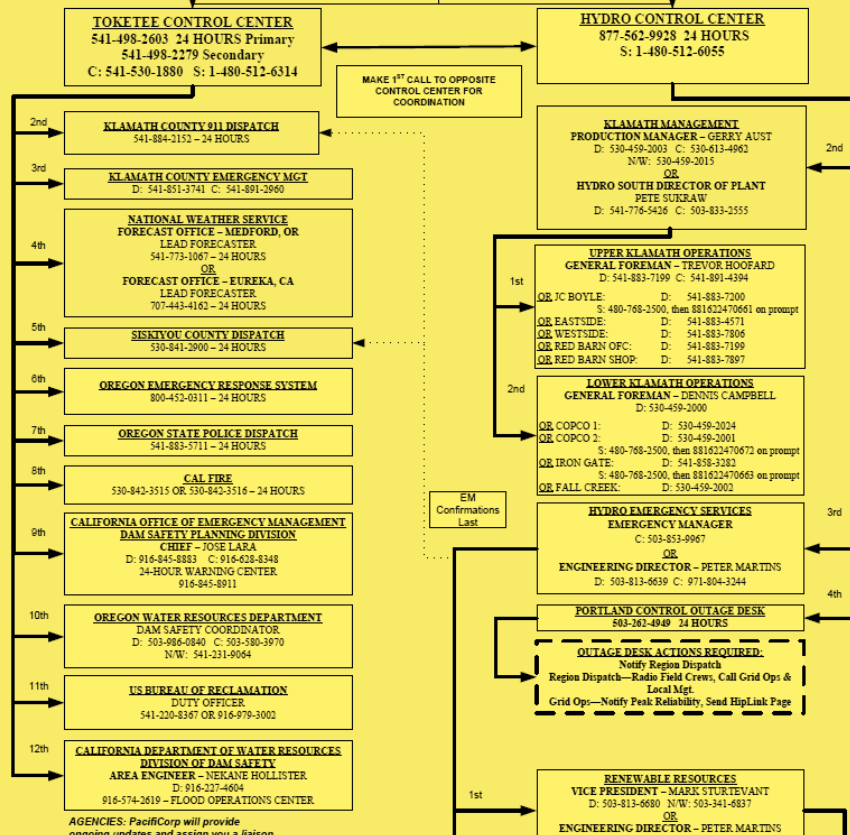
### Klamath Project Notification Chart:

J.C. Boyle Dam

DEVELOPMENT OF A POTENTIALLY HAZARDOUS SITUATION NOTIFICATIONS COMMENCING FROM HYDRO CONTROL CENTER (EITHER BY THEM OR AT REQUEST OF PACIFICORP OR FOLLOWING NOTIFICATION FROM LOCAL PUBLIC SAFETY AGENCY):

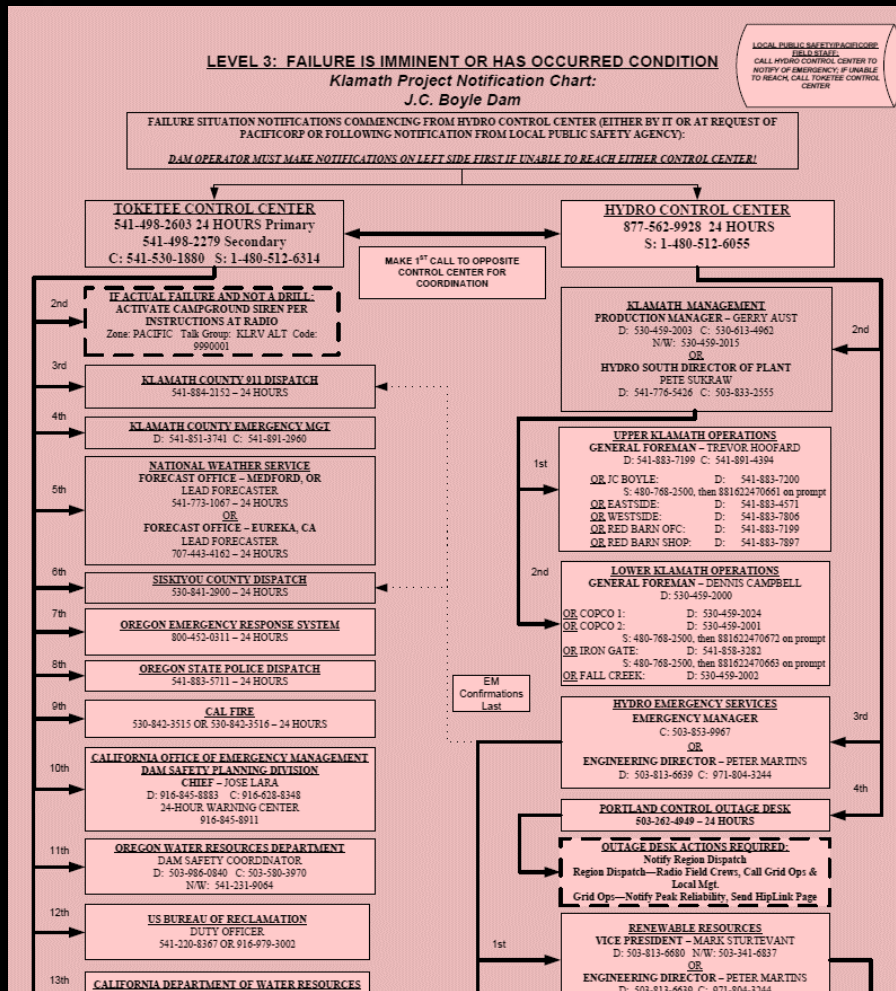
**DAM OPERATOR MUST MAKE NOTIFICATIONS ON LEFT SIDE FIRST IF UNABLE TO REACH EITHER CONTROL CENTER!**

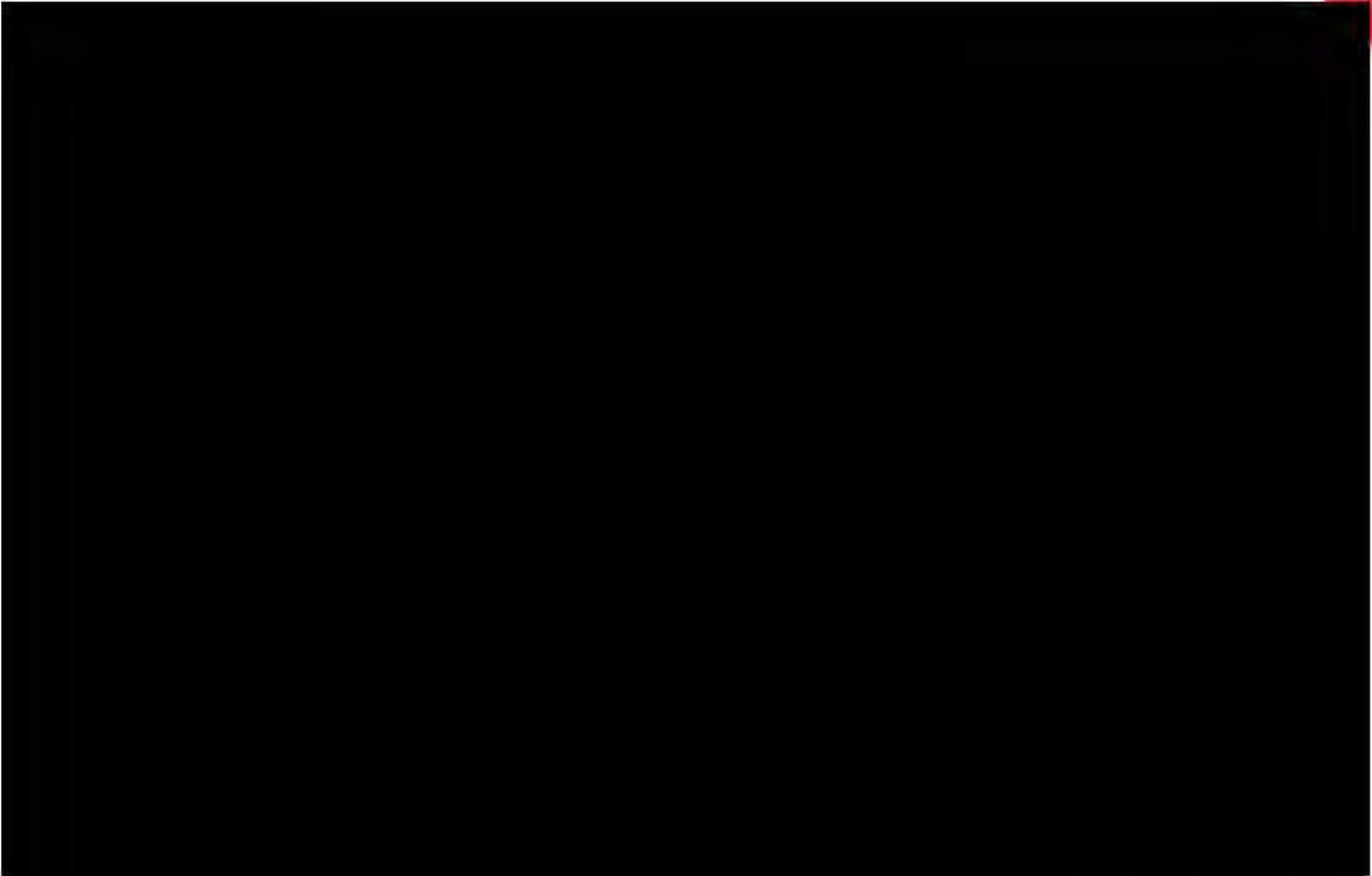
LOCAL PUBLIC SAFETY AGENCY  
IS NOTIFIED  
CALL HYDRO CONTROL CENTER TO  
NOTIFY OF EMERGENCY, IF UNABLE  
TO REACH, CALL TOKETE CONTROL  
CENTER





# Level 3: Failure is Imminent







# Klamath River Copco No. 1 Dam Break Study

## Legend

- ✕ Georeference Points
- Mile 1 Distance Below Copco No. 1 Dam
- Cross Sections
- Klamath River
- Fair Weather Failure Inundation
- Flood Flow Failure Inundation

Cross-Section (Miles from Dam)	Location Description	Flood Flow Failure				
		Flood Wave Arrival Time		Max. Water Surface		
		Front (hr:min)	Peak (hr:min)	Elevation (ft)	Rise (ft)	Peak Flow (cfs)
150.75	Bluff Creek Campground	8:15	12:22	333.6	11.0	520,280
156.80	Highway 96 at Trinity River	8:45	12:38	272.5	2.9	521,369
160.30	Martins Ferry Bridge	8:51	12:52	230.1	5.1	657,392

Cross-Section (Miles from Dam)	Location Description	Fair Weather Failure				
		Flood Wave Arrival Time		Max. Water Surface		
		Front (hr:min)	Peak (hr:min)	Elevation (ft)	Rise (ft)	Peak Flow (cfs)
150.75	Bluff Creek Campground	13:53	15:57	302.0	35.1	168,504
156.80	Highway 96 at Trinity River	14:33	16:25	231.1	27.7	165,552
160.30	Martins Ferry Bridge	14:54	16:46	190.3	31.4	171,812

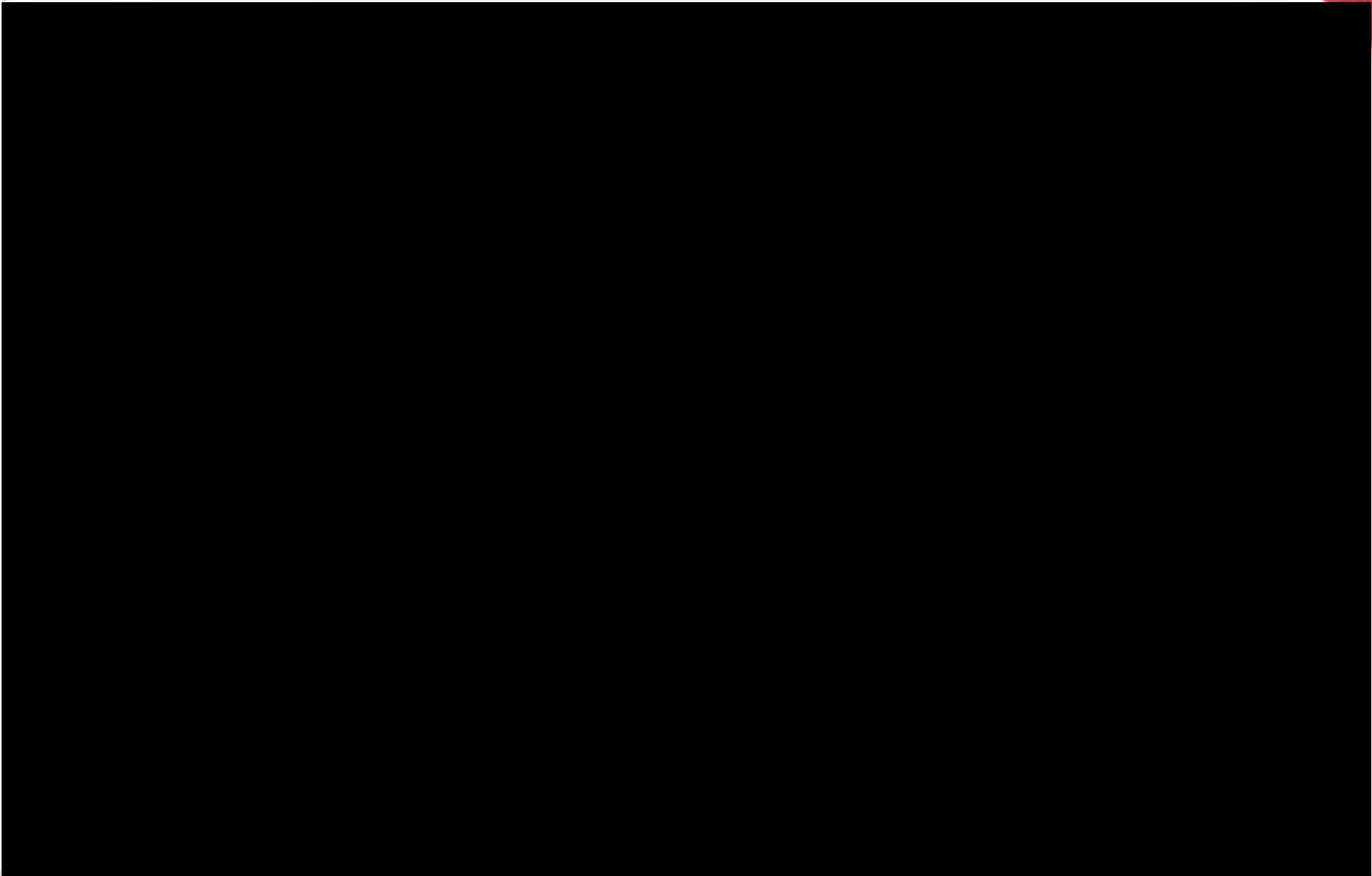
NOTE: The water surface elevations in the tables are referenced to the NAVD 88 vertical datum, whereas the background USGS map elevations are referenced to the NGVD 29 vertical datum.

NOTE: The considerations of dam failure do not reflect on the safety, adequacy or integrity of Copco No. 1 Dam. The failures are strictly hypothetical and are studied for the purpose of developing inundation maps and Emergency Action Plans. Because of the methods, procedures, and assumptions used to develop the flood areas, the limits of flooding shown are approximate and should be used as a guideline for establishing evacuation zones. Actual areas inundated will depend on actual failure conditions and may differ from shaded areas shown on maps.

## Klamath River Plate Index



# Inundation Maps







## Wrap Up/ Hotwash



Thank you for  
your participation!

*Kori Nobel*

*PacifiCorp Hydro Emergency Services Manager*

*Office: (503) 813-6029*

*Cell:*

*Kori.Nobel@pacificorp.com*





**Klamath Hydroelectric Projects  
2020 Emergency Action Plan (EAP) Planholder Seminar  
Wednesday, March 11, 2020  
Holiday Inn Express, Yreka-Shasta, CA  
9:30 AM – 12:30 PM  
*\*Lunch and Refreshments Provided\****

**Agenda/Discussion Items:**

1. Introductions
2. Federal Energy Regulatory Commission (FERC) Introduction
3. Dam Hazard Classification
4. Understanding Dam Failures & Dam Incidents
5. Klamath Hydroelectric Projects Overview
6. EAP Roles & Responsibilities
7. Modernizing Public Warning Messaging
8. EAP Notifications – Charts, Process, Scenarios
9. Inundation Maps
10. EAP Changes, Updates, Revisions
11. Wrap-Up/Hotwash

**Canceled**

**~~Pacific Power Emergency Management Seminar~~  
~~12:30 PM – 4:00 PM~~**

**2020 EAP Planholder & Exercise  
Participant Roster  
Klamath Hydroelectric Project  
(FERC No. P-2082)**

**Y = Yes  
N/A = Not Applicable (representative is a  
stakeholder/agency partner but not an EAP  
Planholder)**

<b>Agency</b>	<b>Full Name</b>	<b>Job Title</b>	<b>Received Annual Update</b>	<b>Attended EAP Seminar</b>
Cal Fire	Jason Stone	Fire Captain	Y	Y
Cal Fire	Suzi Brady	Fire Prevention Specialist/PIO	N/A	Y
Cal Fire Siskiyou Unit	Darryl Laws	Fire Chief	Y	Y
Cal OES	Robert Goyeneche	Emergency Services Coordinator	N/A	Y
California Department of Fish & Wildlife	Robert Cook	Iron Gate Fish Hatchery	N/A	Y
California Department of Fish & Wildlife	Patrick Brock	Iron Gate Fish Hatchery	N/A	Y
California Department of Transportation	David Frame	Branch Chief Emergency Operations	Y	
California Department of Transportation	Tanya Ehorn	Traffic Management Center Lead	Y	
California Department of Transportation	Tom Fitzgerald	District Maintenance Engineer	Y	
California Department of Water Resources	Todd Flackus	North Coast Flood Management Coordinator	Y	Y
California Department of Water Resources — Dam Safety	John Tatyosian	Area Engineer	Y	Y
California Emergency Services	Jan Marnell	Coastal Region Emergency Coordinator	Y	
California Highway Patrol — Yreka Area Office	Scott Yox	Sergeant	Y	
California Highway Patrol Dispatch — Yreka Area Office	Kathleen Lee	Public Safety Dispatch Supervisor	Y	
California OES — Dam Safety Planning Division	Jose Lara	Chief	Y	Y
California OES - Governor's Office of Emergency Services	Edwin Warford	Emergency Services Coordinator	Y	
Del Norte County OEM	Cindy Henderson	Emergency Manager	Y	
Del Norte County Sheriff's Office	Grant Henderson	Operations Commander	Y	
Del Norte County Sheriff's Office	Thomas Betlejewski	Senior Dispatcher	Y	
Federal Energy Regulatory Commission	Douglas L. Johnson	Regional Engineer	Y	
Hoopa Tribe Fire Department	Rod Mendes	Emergency Manager	Y	
Humboldt Co. Sheriff's Office of Emergency Svcs.	Dorie Lanni	Emergency Manager	Y	
Iron Gate Fish Hatchery	Jeff Campbell	Fish Hatchery Manager	Y	Y
Karuk Tribe Administrative Office	Scot Steinbring	Fire Management Officer	Y	
Klamath County 911 District	Amanda Hawkins	Operations Manager	Y	
Klamath County Emergency Management	Brandon Fowler	County Emergency Manager	Y	
Klamath County Sheriff's Office	Chris Kaber	Sheriff	Y	

National Weather Service	Ryan Sandler	Warning Coordination Meteorologist	N/A	Y
National Weather Service — Eureka Office	Kathleen Zontos	Service Hydrologist	Y	
National Weather Service — Medford Office	Spencer Higginson	Service Hydrologist	Y	Y
Oregon Department of Water Resources	Danette Watson	Watermaster	Y	Y
Oregon State Emergency Management	Erik Rau	Emergency Management Planner	Y	
Oregon State Police	Patrick Trippett	Acting Lieutenant	Y	
Oregon Water Resources Department — Dam Safety	Gerald Pierce	Civil Engineer	Y	
Pacific Power T&D	Jeff Bolton	Manager, Disaster & Risk Planning	Y	
PacifiCorp	Dennis Campbell	Hydro General Foreman	Y	Y
PacifiCorp	Eric Reese	HCC Operations Foreman	Y	
PacifiCorp	Gerry Aust	Production Manager	Y	Y
PacifiCorp	Kathy Solheim	Sr. Business Administrator	Y	
PacifiCorp	Kelly Myers	Grid Operations Manager	Y	
PacifiCorp	Kori Nobel	Emergency Services Manager	Y	Y
PacifiCorp	Pete Sukraw	Director of Plant, Hydro South	Y	Y
PacifiCorp	Ricky Willson	Hydro Control Operation TCC	Y	
PacifiCorp	Robert Roach	Senior Environmental Analyst	Y	Y
PacifiCorp	Todd Andres	RBM - South	N/A	Y
PacifiCorp	Jeremy O'Connor	Senior Safety Administrator	N/A	Y
PacifiCorp	Josh Paddock	Security Compliance Specialist	N/A	Y
Siskiyou County Dispatch	Rick Andresen	Dispatch Manager	Y	Y
Siskiyou County OEM	Jasen Vela	Deputy Director Siskiyou County OES	Y	Y
Siskiyou County Public Works Department	Scott Waite	Public Works Director	Y	
Siskiyou County Sheriff's Office	Karl G. Houtman	Captain	Y	
Talent Irrigation District	Jim Pendleton	Manager	Y	
U.S. Army Corps of Engineers	Duke Roberts	Emergency Readiness Manager	Y	
United States Bureau of Reclamation	James Gale	Chief of Engineering	Y	
Yurok Tribe	Dean Baker	Public Works Director/EM Manager	Y	
Yurok Tribe Department of Public Safety	Leonard Masten	Chief of Police	Y	

# **Exhibit E**

**PacifiCorp**

**Public Safety Power Shutoff  
Execution**

**PUBLIC VERSION**



Rocky Mountain Power | Pacific Power

# Public Safety Power Shutoff



## Public Safety Power Shutoff

**Document Owner:** The emergency management team is responsible for maintaining this document. This includes scheduling annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new version to document stakeholders.

The plan will be reviewed and exercised annually. The scale of the exercise will be determined by the President and CEO in coordination with emergency management personnel and key leadership.

### Version Control

Author: Jeff Bolton

Version: 1.0

Origination Date: 5/10/2019

Last Revision: October 30, 2020

Next Revision: 2021

### Exercise

Last Exercise Date:

Last Exercise Type:

Next Exercise Date:

Next Exercise Type:

## Public Safety Power Shutoff

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5	Restoration:.....	7
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## 1 PLAN OVERVIEW

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### 1.1 PURPOSE

This is intended to provide the **minimum** guidelines for a planned de-energization (public safety power shutoff) of energized facilities when extreme weather or other conditions pose an imminent safety threat to persons and/or property. **Additional guidelines may be required as part of a specific state event mitigation plan (i.e. wildfire).** A planned de-energization is a last resort measure to reduce public safety risk.

### 1.2 BACKGROUND

Nothing in this policy supersedes the general authority of the company to de-energize a power line during an emergency, and a reactive decision (i.e. to protect fire response personnel or to protect company assets from fire damage) might be made without complying with the notification and outreach sections of this plan. This plan primarily allows for a proactive decision to be made, to implement a planned public safety power shutoff event. While unavoidably disrupting electrical service, a planned public safety power shutoff event may be warranted to reduce any risk of energized facilities being involved in a public safety incident under extreme conditions (i.e. weather, flooding, etc.).

### 1.3 ACTIVATION CRITERIA

This plan can be activated for any public safety incident which could be mitigated by de-energization of specific energized facilities.

## 2 SITUATION OVERVIEW

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The company utilizes weather forecast and other situational awareness information to identify when a potential public safety power shutoff event may be warranted. Based on the best available weather forecast and other relevant situational awareness information, senior management has the ability to initiate a public safety power shutoff event.

After notification or receipt of pertinent situational awareness information which requires de-energization of company infrastructure, the System Operations Grid Shift Supervisor will begin the notification process and obtain basic information as outlined in policy PCC-201.

Upon agreement by executive management (VP of System Operations and VP of Transmission and Distribution Operations) to proceed with a Public Safety Power Shutoff; the VP of Transmission and Distribution Operations will active the Emergency Operations Center. The Emergency Operations Center Staff will then prepare a Public Safety Power Shutoff Plan (Appendix A), which at **minimum** shall include:

- Information provided by the Grid Shift Supervisor
- Date and time that the de-energization event will start;

## Public Safety Power Shutoff

- Estimated duration of the event;
- Date and time that affected customers will be notified under a proposed customer notification plan;
- Critical customers and facilities on the circuit such as hospitals, emergency centers, water/water treatment plants that will be impacted;
- With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize with specific focus on how it creates an “imminent and significant risk to persons and/or property”;
- A description of measures considered as an alternative to de-energization and why such measures alone are insufficient;
- A description of the public safety benefit the company hopes to achieve by de-energizing the applicable electrical facilities;
- A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization; and
- The proposed date and time for notifying the appropriate commission staff.
- **Additional information may be required as part of a specific state event mitigation plan.**

Once the Public Safety Power Shutoff Plan is ready for distribution, the Emergency Operations Center will activate a conference bridge [REDACTED] and invite the following company participants or their designated representative:

- Vice President of Transmission and Distribution Operations
- Vice President of System Operations
- Vice President of Customer Service
- Vice President of Corporate Communications
- Director of Renewable Generation (when applicable)
- Director of Wires Operations (for the impacted area)
- Director of Grid Operations
- Manager of Grid Operations
- Manager of Region System Operations (PCC or SCC)
- Emergency Manager (PP or RMP)
- Director of Commercial Accounts and Community Relations (for impacted area)
- Regional Business Manager (for impacted area)
- State Regulatory Affairs Manager.

## Public Safety Power Shutoff

The Public Safety Power Shutoff Plan may be modified based on the discussion during the call.

### 2.1 PUBLIC SAFETY POWER SHUTOFF WEATHER MONITORING AND REVIEW

Prior to the activation of the Public Safety Power Shutoff, all current weather conditions and/or relevant situational awareness information should be reviewed and monitored by the Emergency Manager or designee to confirm the circumstances requiring the Public Safety Power Shutoff are still valid.

### 2.2 CIRCUIT SITUATIONAL MONITORING

Prior to the activation of the Public Safety Power Shutoff, the Incident Commander should dispatch circuit crews to the impacted areas to complete a weather and/or situational assessment and a patrol of the targeted circuits using the 069 Procedure – Condition Codes (link below). Feedback will be provided to the Emergency Operations Center via the Observation Do-Form.

[http://idoc.pacificorp.us/policies\\_and\\_procedures/eamp/transmission/fpp.html](http://idoc.pacificorp.us/policies_and_procedures/eamp/transmission/fpp.html)

## 3 PRE-EVENT NOTIFICATION TO AFFECTED CUSTOMERS AND OTHER STAKEHOLDERS:

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Third party information (i.e. weather forecast, etc.) and local input are utilized by the company to monitor situations that could require the need to de-energize facilities in an identified area. **Additional data inputs may be required as outlined in a state specific event mitigation plan.**

Upon notification of any situation (i.e. extreme weather, flooding, etc.) which may require a Public Safety Power Shutoff, emergency management will notify the applicable personnel via email that an advisory or watch is in place. If the situation rises to the warning alert level; emergency management will setup a conference call with the VP of Transmission and Distribution Operations and the VP of System Operations to determine the need to open the EOC. If the EOC is opened; a Public Safety Power Shutoff Plan will be developed and once adopted the external notification processes will begin.

Alert Level	Description
<b>Alert Level 2 – De-energization Candidate</b>	Public safety circumstances are such that a de-energization event will occur
<b>Alert Level 1- De-energization Watch</b>	Public safety circumstances are such that enhanced situational monitoring is required and a de-energization event is possible to occur

After adoption of a Public Safety Power Shutoff Plan, but before the de-energization event is initiated, the company will make reasonable attempts to notify affected customers and other stakeholders of the planned event. As situations can be dynamic the timeframes outlined are subject to change and may be adjusted in each specific plan. If an individual(s) responsible for notifications did not participate in the initial call, the EOC will ensure the plan is immediately delivered to each individual (or delegate). **Additional notification obligations may be required as outlined in a state specific event mitigation plan.**

#### **4 DE-ENERGIZATION:**

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System Operations (Grid or Region) will develop the switching plan(s) for the Public Safety Power Shutoff execution after adoption of the plan. A final review of the switching plans will be completed prior to execution. After the designated System Operations lead receives instruction from the Emergency Operations Center to execute de-energization; the appropriate operator(s) will begin switching activities with field personnel.

#### **5 RESTORATION:**

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The Emergency Operations Center will notify the designated System Operations lead that the conditions necessitating the planned Public Safety Power Shutoff have subsided and prepare to initiate restoration of the affected facilities once directed to restore.

Before re-energizing any facilities (line, substation, etc.), the Emergency Operation Center will direct a full line patrol and substation inspection to be completed. As part of the patrol and inspection, field personnel must document all damage to PacifiCorp's facilities in the de-energized areas.

After receiving confirmation that a line patrol-facility inspection and/or any requisite repairs are complete, the responsible grid and/or region operator shall restore the applicable lines(s) or portion(s) of a line (distribution and/or transmission), facilities (i.e. substations), and log the date and time each facilities (line, portion of line, substation, etc.).



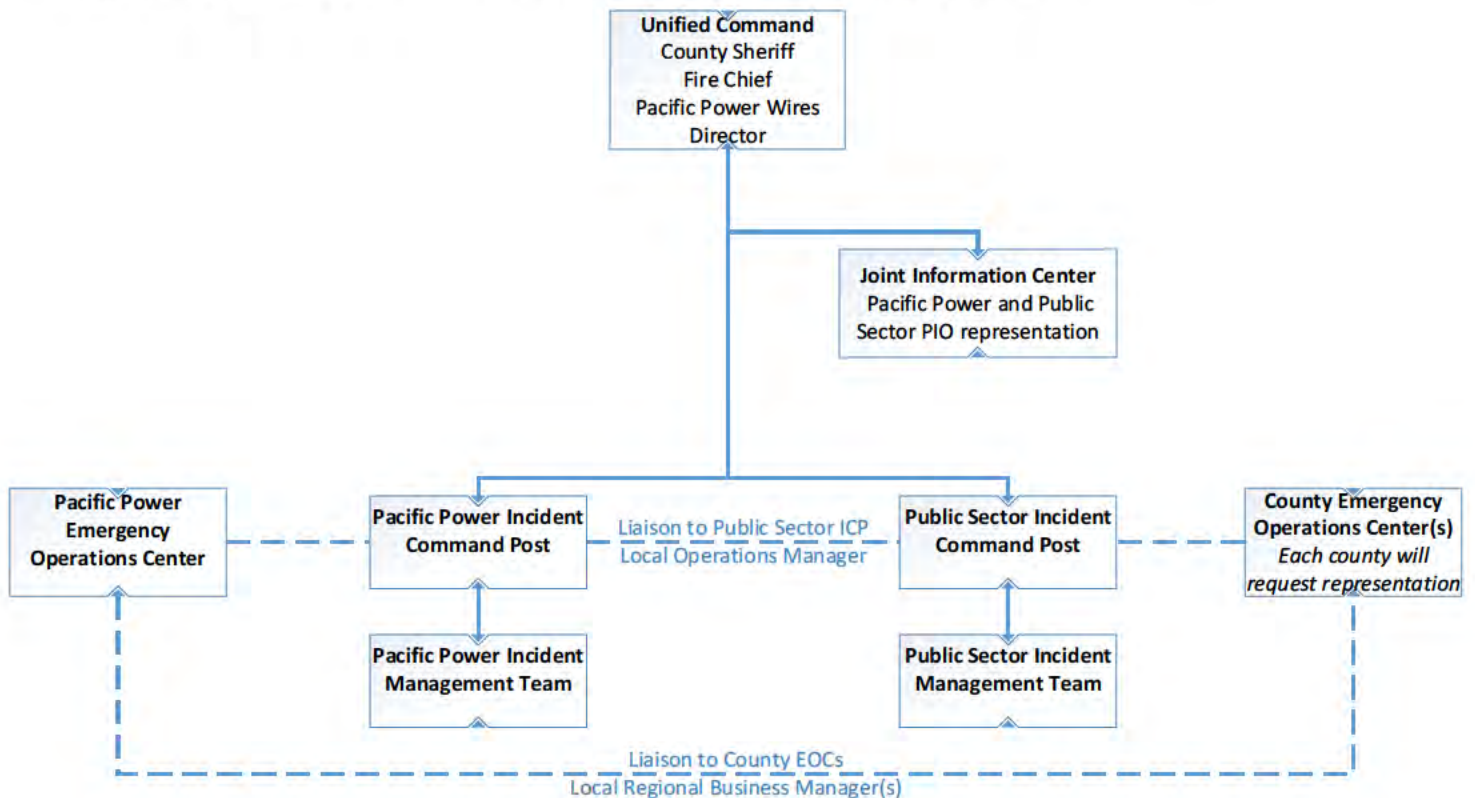
## 6 ROLES AND RESPONSIBILITIES

Roles, responsibilities and protocols are defined in the PacifiCorp Emergency Response Plan which follows FEMA's guidelines for managing any event or incident. The information and responsibilities included in this document are meant as a supplement to the all-hazards structure.

## 6.1 ORGANIZATION

### 6.1.1 On-scene

Due to the nature of the company's incident leadership with the public sector resources the following will be a customized response structure for this specific event:



## 6.2 POSITIONAL RESPONSIBILITIES

The tables below identify additional, required activities, specific to a Public Safety Power Shutoff event and should be completed, in addition to tasks already outlined in the Emergency Operations Center portion of the PacifiCorp Emergency Response Plan.

### 6.2.1 Transmission and Distribution Operations

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> <li>Participate in initial decision making call</li> </ul>	<ul style="list-style-type: none"> <li>VP, T&amp;D Operations</li> </ul>

## Public Safety Power Shutoff

<b>72-48 hours</b>	<ul style="list-style-type: none"> <li>• Activate Emergency Operations Center (EOC) for support operations</li> <li>• Assume command of situation until termination</li> <li>• Provide operational support to field resources through normal EOC staffing, roles and responsibilities within the scope of the established PacifiCorp Emergency Management Structure.</li> <li>• Secure necessary field resources to support effort</li> <li>• Provide resources as requested</li> <li>• Manage assets within and outside affected area</li> </ul>	<ul style="list-style-type: none"> <li>• VP, T&amp;D Operations</li> <li>• VP, T&amp;D Operations</li> <li>• VP, T&amp;D Operations</li> <li>• Affected Wires Director</li> <li>• Supporting Wires Director</li> <li>• Affected Wires Director</li> </ul>
<b>24 hours</b>	<ul style="list-style-type: none"> <li>• Secure necessary field resources to support effort</li> <li>• Provide resources as requested</li> <li>• Manage assets within and outside affected area</li> <li>• Field engineering review to support switching plan</li> </ul>	<ul style="list-style-type: none"> <li>• Affected Wires Director</li> <li>• Supporting Wires Director</li> <li>• Affected Wires Director</li> <li>• Field Engineering Manager</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>• Ensure region staffing levels are adequate for actions</li> </ul>	<ul style="list-style-type: none"> <li>• Area/District Manager</li> </ul>
<b>2 hours</b>	<ul style="list-style-type: none"> <li>• Manage deployment of resources</li> </ul>	<ul style="list-style-type: none"> <li>• Area / District Manager</li> </ul>
<b>1 hour</b>	<ul style="list-style-type: none"> <li>• Deploy field personnel to switching locations</li> </ul>	<ul style="list-style-type: none"> <li>• Area / District Manager</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>• Coordinate response throughout process</li> <li>• Complete de-energization switching</li> </ul>	<ul style="list-style-type: none"> <li>• VP, T&amp;D Operations</li> <li>• District Manager</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>• Monitor local assets during event</li> <li>• Patrol lines prior to restoration</li> <li>• Complete restoration switching</li> </ul>	<ul style="list-style-type: none"> <li>• District Manager</li> <li>• District Manager</li> <li>• District Manager</li> </ul>

### 6.3 SYSTEM OPERATIONS

Timeframe	Action	Responsible Person-Department
<b>7-4 days</b>	<ul style="list-style-type: none"> <li>• Receive notification</li> <li>• Obtain data outlined in PCC-201               <ul style="list-style-type: none"> <li>○ Identify district</li> <li>○ Identify impacted distribution lines-facilities</li> <li>○ Identify impacted sub-transmission lines-facilities</li> <li>○ Create impacted critical customer list</li> <li>○ Create impacted customer list</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Grid Supervisor</li> <li>• Grid Supervisor               <ul style="list-style-type: none"> <li>○ Region Operations</li> <li>○ Region Operations</li> <li>○ Region Operations</li> <li>○ Region Operations</li> <li>○ Region Operations</li> <li>○ Grid Operations</li> </ul> </li> </ul>



## Public Safety Power Shutoff

	<ul style="list-style-type: none"> <li>○ Identify BES impacted transmission lines-facilities</li> <li>● Notify emergency management</li> <li>● Notify grid operations director</li> <li>● Participate in initial decision making call</li> </ul>	<ul style="list-style-type: none"> <li>● Grid Supervisor</li> <li>● Grid Supervisor</li> <li>● VP, System Operations</li> </ul>
<b>96 hours</b>	<ul style="list-style-type: none"> <li>● Create switching orders</li> <li>● Create switching orders</li> </ul>	<ul style="list-style-type: none"> <li>● Region Operators</li> <li>● Grid Operators</li> </ul>
<b>72-48 hours</b>	<ul style="list-style-type: none"> <li>● Receive notification of event</li> <li>● Notify reliability coordinator (if required)</li> </ul>	<ul style="list-style-type: none"> <li>● Grid Supervisor</li> <li>● Grid Supervisor</li> </ul>
<b>24 hours</b>	<ul style="list-style-type: none"> <li>● Review and finalize switching orders</li> <li>● Review and finalize switching orders</li> <li>● Notify reliability coordinator (if required)</li> </ul>	<ul style="list-style-type: none"> <li>● Region Operators</li> <li>● Grid Operators</li> <li>● Grid Supervisor</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>● Ensure region staffing levels are adequate for actions</li> <li>● Ensure grid staffing levels are adequate for actions</li> </ul>	<ul style="list-style-type: none"> <li>● Region Operations Manager</li> <li>● Grid Operations Manager</li> </ul>
<b>2 hours</b>	<ul style="list-style-type: none"> <li>● Implement switching orders based on priority communicated by EOC</li> <li>● Monitor system prior to and during event</li> </ul>	<ul style="list-style-type: none"> <li>● Region Operations Manager</li> <li>●</li> <li>● Region Operations Manager</li> </ul>
<b>1 hour</b>	<ul style="list-style-type: none"> <li>● Dispatch field personnel to switching locations</li> <li>● Dispatch field personnel to switching locations</li> </ul>	<ul style="list-style-type: none"> <li>● Region Operators</li> <li>● Grid Operators</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>● Implement switching orders based on priority communicated by EOC</li> <li>● Monitor system stability</li> <li>● Monitor coordinated response</li> <li>● Provide guidance for any situation not directly covered by this plan</li> <li>● Provide guidance to operators as needed</li> </ul>	<ul style="list-style-type: none"> <li>● System Operations Lead</li> <li>● VP, System Operations</li> <li>● System Operations Lead</li> <li>● System Operations Lead</li> <li>● System Operations Lead</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>● Execute restoration switching and energization based on EOC notification to restore.</li> </ul>	<ul style="list-style-type: none"> <li>● System Operations Lead</li> </ul>

#### 6.4 CUSTOMER SERVICE

Timeframe	Action	Responsible Person- Department
<b>7-4 days</b>	<ul style="list-style-type: none"> <li>• Receive notification of potential de-energization</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>
<b>72-48 hours</b>	<ul style="list-style-type: none"> <li>• 48 hour notice to customers (including critical priority customers)</li> <li>• Emergency response site goes live</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Customer Service</li> </ul>
<b>24 hours</b>	<ul style="list-style-type: none"> <li>• 24 hour notice to customers (including critical priority customers)</li> <li>• Activate emergency response site</li> <li>• Post notification on website, social media and emergency response site</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Customer Service</li> <li>• Customer Service</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>• 12 hour notice to customers (including critical priority customers)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>
<b>2 hours</b>	<ul style="list-style-type: none"> <li>• 2 hour notice to customers (including critical priority customers)</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>• Customer situational update</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>• Update customers on ETR</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service</li> </ul>



## 6.5 CORPORATE COMMUNICATIONS

Timeframe	Action	Responsible Person- Department
<b>72-48 hours</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> </ul>
<b>24 hours</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> </ul>
<b>2 hours</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media</li> <li>Issue a media advisory</li> <li>Provide Public Information Officer for coordination with County Emergency Management</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> <li>PIO</li> </ul>
<b>1 hour</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release</li> <li>Mobilize local resources for a live stream on Facebook</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> <li>PIO</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>Notification posted on website, Social Media and emergency response site</li> <li>Issue a press statement/release updating ETR</li> </ul>	<ul style="list-style-type: none"> <li>PIO</li> <li>PIO</li> </ul>

## 6.6 GENERATION

Timeframe	Action	Responsible Person- Department
<b>7-4 days</b>	<ul style="list-style-type: none"> <li>Identify effects on generation capability</li> <li>Prepare affected plant personnel for de-energization (if applicable)</li> <li>Develop restoration plan (if needed)</li> </ul>	<ul style="list-style-type: none"> <li>Generation</li> <li>Generation</li> <li>Generation</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>Create generation mitigation plan</li> </ul>	<ul style="list-style-type: none"> <li>Generation</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>Mitigate generation as directed</li> </ul>	<ul style="list-style-type: none"> <li>Generation</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>Return generation to normal status</li> </ul>	<ul style="list-style-type: none"> <li>Generation</li> </ul>



## 6.7 EMERGENCY MANAGEMENT

Timeframe	Action	Responsible Person- Department
<b>7-4 days</b>	<ul style="list-style-type: none"> <li>• Notify appropriate county, state appropriate tribal emergency management agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manger</li> </ul>
<b>72-48 hours</b>	<ul style="list-style-type: none"> <li>• Activate Emergency Operations Center (EOC) for support operations</li> <li>• Update appropriate county, state appropriate tribal emergency management agencies (include variable messaging signs through DOT)</li> <li>• Coordinate response throughout process</li> <li>• Monitor weather forecasts</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manger</li> <li>• Emergency Manger</li> <li>• Emergency Manger</li> <li>• Emergency Manger</li> </ul>
<b>24 hours</b>	<ul style="list-style-type: none"> <li>• Update appropriate county emergency management agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manger</li> </ul>
<b>12 hours</b>	<ul style="list-style-type: none"> <li>• Update appropriate county emergency management agencies</li> <li>• Continuously monitor weather forecast/conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manger</li> <li>• Emergency Manger</li> </ul>
<b>1 hour</b>	<ul style="list-style-type: none"> <li>• Final Emergency Management Agency update</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manager</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>• Monitor county emergency management agencies needs</li> <li>• Continuously coordinate with county emergency management agencies</li> <li>• Monitor weather conditions for restoration decision</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manager</li> <li>• Emergency Manager</li> <li>• Emergency Manger</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>• Update county emergency management agencies regarding ETR</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Manager</li> </ul>

## 6.8 REGIONAL BUSINESS MANAGER

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"> <li>• Notify Industrial Accounts</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> </ul>
72-48 hours	<ul style="list-style-type: none"> <li>• Coordinate with Industrial Accounts</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
24 hours	<ul style="list-style-type: none"> <li>• Coordinate with identified local customers</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
12 hours	<ul style="list-style-type: none"> <li>• Coordinate with identified local customers</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
2 hours	<ul style="list-style-type: none"> <li>• Coordinate with identified local customers</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
1 hour	<ul style="list-style-type: none"> <li>• Coordinate with identified local customers</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
De-energization	<ul style="list-style-type: none"> <li>• Coordinate with identified local customers</li> <li>• Coordinate with affected local and city government agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>
Restoration	<ul style="list-style-type: none"> <li>• Update local customers regarding ETR</li> <li>• Coordinate with local operations</li> </ul>	<ul style="list-style-type: none"> <li>• Regional Business Manager</li> <li>• Regional Business Manager</li> </ul>

## 6.9 REGULATORY

Timeframe	Action	Responsible Person- Department
<b>7-4 days</b>	<ul style="list-style-type: none"> <li>Communicate with appropriate state regulatory agencies as required</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory</li> </ul>
<b>72-1 hours</b>	<ul style="list-style-type: none"> <li>Communicate with appropriate state regulatory agencies as required</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory</li> </ul>
<b>1 hour</b>	<ul style="list-style-type: none"> <li>Notify appropriate state regulatory agencies of imminent PSPS</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory</li> </ul>
<b>De-energization</b>	<ul style="list-style-type: none"> <li>Update state regulatory agencies of ongoing situation</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory</li> </ul>
<b>Restoration</b>	<ul style="list-style-type: none"> <li>Update state regulatory agencies regarding ETR</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory</li> </ul>



6.10 EXECUTIVE POLICY GROUP

Timeframe	Action	Responsible Person- Department
7-4 days	<ul style="list-style-type: none"><li>• Assume role as Executive Policy Group Director</li><li>• Direct mandatory manager call for local employees impacted</li></ul>	<ul style="list-style-type: none"><li>• CEO</li><li>• EPG Director</li></ul>
72-0 hours	<ul style="list-style-type: none"><li>• Continue to monitor situation and provide guidance as needed</li></ul>	<ul style="list-style-type: none"><li>• EPG Director</li></ul>
De-energization	<ul style="list-style-type: none"><li>• Provide strategic guidance for any situation not covered within this plan</li></ul>	<ul style="list-style-type: none"><li>• EPG Director</li></ul>

## 7 DE-ENERGIZATION EXECUTION

Objectives
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Complete appropriate de-energization procedures</li> <li>• Continuous coordination and communication with affected customers</li> </ul>

Actions	Responsible
<b>7-4 days prior</b>	
Receive forecast notification and notify appropriate personnel	Enterprise Operations Center
Initiate initial decision making call	Emergency Management
Initiate and coordinate decision making conference call	Emergency Management
Notify appropriate county emergency management agencies	Emergency Management
<i>For California: Notify the CalOES Strategic Warning Center via online survey:</i> <a href="https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f">https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f</a> <i>and follow up with a call 916-845-8911</i>	Emergency Management
<b>72 hours prior</b>	
Activate Emergency Operations Center (EOC) for support operations.	VP T&D Operations
<i>Note: Consider additional staff for weather monitoring, switching plan development, and engineering support</i>	
Populate PSPS Template and provides to Incident Commander and/or EAC Director	Emergency Management
Update appropriate county emergency management agencies	Emergency Management
Coordinate response throughout process	Emergency Management
Monitor weather forecasts	Emergency Management
Assume operational leadership role of situation until termination	VP, T&D Operations
Provide operational support to field resources through normal EOC procedures, staffing, roles and responsibilities within the scope of the established PacifiCorp Incident Management Structure.	VP, T&D Operations
Secure necessary field resources to support effort	Affected Wires Director
Provide resources as requested	Supporting Wires Director



## Public Safety Power Shutoff

Contact emergency logistical support (i.e. Community support centers) vendor for deployment details and timing	Emergency Management
Notify state regulatory authority	Regulation
Manage assets within and outside affected area	Affected Wires Director
<b>48 hours prior</b>	
Initiate appropriate customer, community based organization, media and business outreach	External Communications, Regional Business Manager, Regulation and Customer Service
Initiate appropriate Emergency Management Agency outreach	Emergency Management
Notify Reliability Coordinator	Grid Operations
<i>For California: Notify the CalOES Strategic Warning Center via online survey: <a href="https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f">https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f</a> and follow up with a call 916-845-8911</i>	Emergency Management
<b>24 Hours prior</b>	
Initiate resource gathering for de-energization and restoration tasks	T&D Operations Director
Continue customer, community based organization, media and business outreach	External Communications, Regional Business Manager, Regulation, Customer Service
Update Emergency Management Agencies	Emergency Management
Finalize emergency logistical support dispatch	Emergency Management
Create appropriate emergency switching orders	Region System Operations
Pre-position resources to appropriate circuits for de-energization and restoration	T&D Operations Manager
<b>12 Hours Prior</b>	



## Public Safety Power Shutoff

Ensure staffing levels are appropriate for actions	Region System Operations Manager, T&D Operations Manager, Grid Operations Manager
Assign resources to appropriate circuits for de-energization and restoration	T&D Operations Manager
Continue outreach via media, social media and direct customer contact	External Communications, Regional Business Manager, Regulation, Customer Service
Continuously update Emergency Management Agencies	Emergency Management
Final balancing authority notification	Grid Operations
<b>2 Hours Prior</b>	
Final De-energization decision	VP T&D Operations
Final direct customer notification	Customer Service
Any medical customers that couldn't be reached is turned over to emergency services.	Emergency Management and Regional Business Manager
Initiation of real time social media updates	External Communications
Final media release prior to event	External Communications
Employee all call for affected area	T&D Operations Manager(s)
<b>1 Hour Prior</b>	

## Public Safety Power Shutoff

Dispatch crews to switching areas	Region System Operations
Final Emergency Management Agency update	Emergency Management
<i>For California: Notify the CalOES Strategic Warning Center via online survey: <a href="https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f">https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f</a> and follow up with a call 916-845-8911</i>	Emergency Management
<b>De-energization</b>	
Initiate switching	Region System Operations, Field Crews
Monitor situation forecasts and begin restoration planning	EOC
<i>For California: Notify the CalOES Strategic Warning Center via online survey: <a href="https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f">https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f</a> and follow up with a call 916-845-8911</i>	Emergency Management

**8 RESTORATION EXECUTION**

Objectives	
<ul style="list-style-type: none"> <li>• Ensure life-safety</li> <li>• Ensure employee welfare</li> <li>• Restore power</li> </ul>	

Actions	Responsible
Confirm reason for de-energization has passed	EOC
Identify order of restoration	EOC
Coordinate district patrol and restoration with field crews	T&D Operations Manager
Notify Emergency Management Agencies of restoration initiation	Emergency Management
Terminate de-energization response	VP T&D Operations
Notify customers of cancellation via all communications methods	External Communications, Regional Business Manager, Regulation, Customer Service
Patrol and restore in accordance with identified plan	Region System Operations, Operations Manager Field Crews
Notify balancing authority of restoration	Grid Operations
<i>For California: Notify the CalOES Strategic Warning Center via online survey:  <a href="https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f">https://calema.maps.arcgis.com/apps/dashboards/b8be2c531f0344d38a394fba4352955f</a> and follow up with a call 916-845-8911</i>	Emergency Management



**APPENDIX A: DE-ENERGIZATION INFORMATION TEMPLATE**

Notes/Comments:	
<b>Grid Operator provides to EM on initial call</b>	
District(s)	
Substation(s)	
Circuit ID(s), including, if applicable, a specific description of any portion of a circuit which will be de-energized while other portions of the circuit remain energized	
Number of customers that will be impacted on each circuit	
<b>EOC Decision Notes</b>	
Date and time de-energization event will start	
Estimated duration of the event	
Date and time that affected customers will be notified under proposed notification plan	
Critical customers and facilities on the circuit such as hospitals, emergency centers, water/water treatment plants that will be impacted	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the applicable extreme fire weather conditions	
With respect to each circuit or portion of a circuit planned for de-energization, a description of the circumstances that give rise to the need to de-energize, such as “imminent and significant risk that strong winds will topple PacifiCorp power lines onto tinder dry vegetation or will cause major vegetation related impacts on PacifiCorp facilities”	
A description of measures considered as an alternative to de-energization and why such measures alone are insufficient	
A description of the public safety benefit the company hopes to achieve by de-energizing the applicable circuit(s)	
A description of proposed efforts to mitigate the adverse impacts on customers and communities impacted by de-energization	
The proposed date and time for notifying the appropriate PUC	

**APPENDIX B: NOTIFICATION MATRIX****PRE-EVENT**

Event Description: \_\_\_\_\_

Date and time of \_\_\_\_\_

proposed event: \_\_\_\_\_

	Responsible Person	De-Energization Notified		Restoration Notified		Notes
		Date	Time	Date	Time	
a. Customer Notification	Customer Contact Center					
b. Emergency Responders	Emergency Manager or Local RBM					
c. Local Government	Local RBM or Emergency Manager					
d. Communications Providers	Emergency Manager or Local RBM					
e. Critical Facilities	Emergency Manager or Local RBM					
f. Regulatory Notifications	Regulation					

**POST EVENT**

All notifications from pre-event will be accomplished advising customers of event conclusion. In addition state specific notifications will take place in accordance with that state's specific requirements.

# ***California Service Territory Proactive De-Energization***

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## *Mitigating Fire Risk*

### **Executive Sponsor**

David Lucas

### **Principal Author**

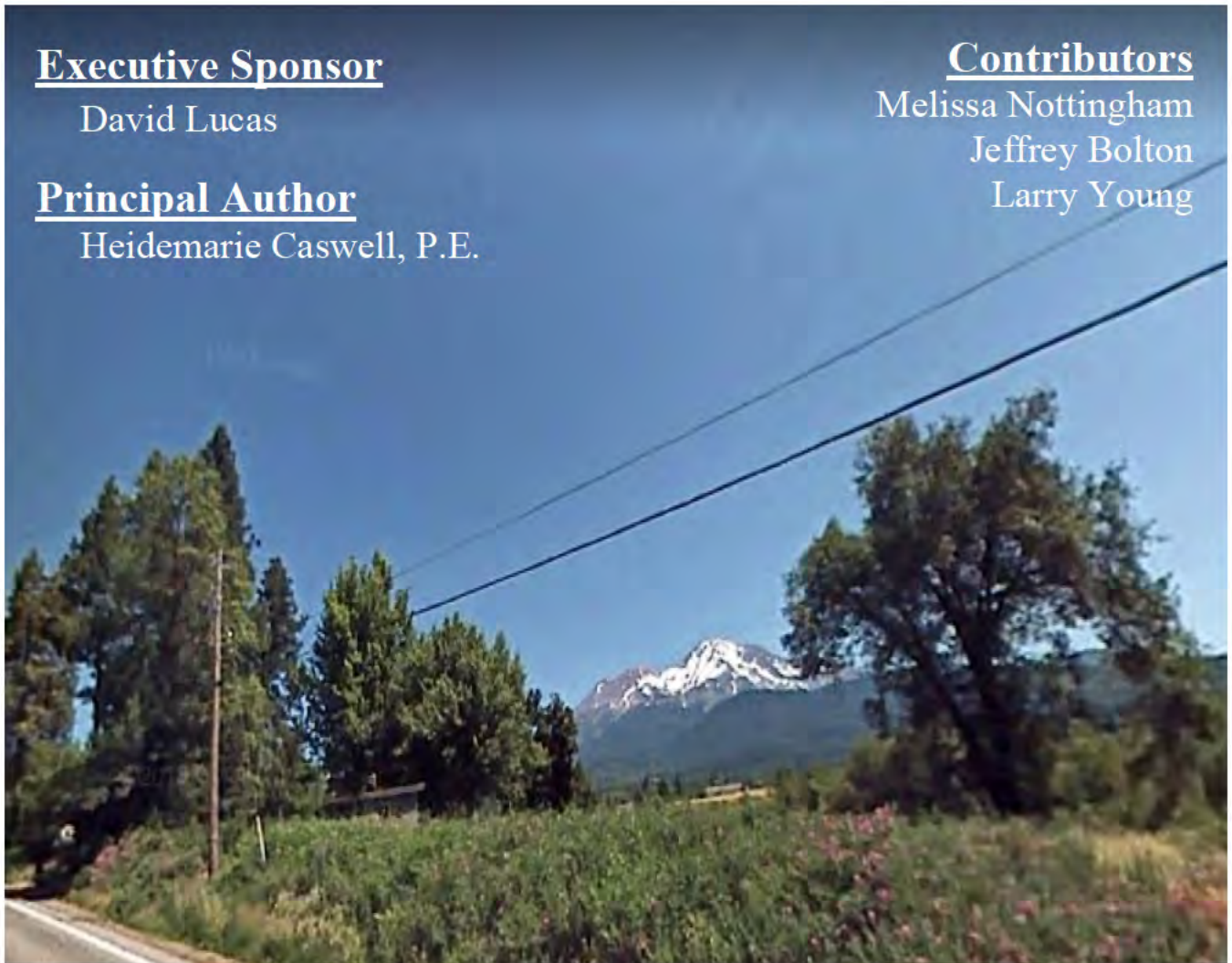
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Last Updated: October 30, 2020



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## **PURPOSE**

The purpose of this plan is to mitigate fire risk in Pacific Power's California service territory designated to be a Tier 3 area using a fire threat forecasting model and setting clear responsibilities of its operations personnel associated with proactive de-energization of electrical circuits during fires season. It is also intended to comply with Pacific Power's regulatory obligations associated with Resolution ESRB-8.

In Resolution ESRB-8 investor-owned utilities in California were provided a series of pillars to use in developing proactive de-energization plans. The key elements included notification, reporting, reasonableness demonstration, public outreach, notification & mitigation of impacts. The summary of the requirements are below. A portion of them were a requirement of D.12-04-024, while the remainder were strengthened in ESRB-8.

## **SUMMARY**

This report outlines the methods taken by Pacific Power to enact proactive de-energization of power lines, in response to California Public Utility Commission's Electric Safety and Reliability Branch (ESRB) initiated a resolution, ESRB-8,<sup>1</sup> to offer this opportunity to investor owned utilities across the state, but also imposing specific elements as part of the process.

Since approximately 2012 San Diego Gas & Electric (SDG&E) has successfully implemented proactive de-energization<sup>2</sup> in the event of high risk weather conditions in order to limit the potential for overhead utility equipment creating an ignition source which could quickly and catastrophically impact communities they serve. In 2018, the ESRB initiated a resolution (ESRB-8), for which many of the elements were developed during the implementation of the SDG&E process. Specifically these relate to reasonableness, notification, mitigation and reporting regarding the de-energization action.

Using much of the same data used by fire management professionals, including the Fosberg Fire Weather Index<sup>3</sup> (FFWI), both hourly values and a 6 hour running value, as well as a fire probability measure called the Keetch-Byram Drought Index<sup>4</sup> (KBDI), in combination with wind gust and wind speed Pacific Power established a statistically tested model, from which operational triggers were derived; Annex A details the technical evaluation performed. As such a candidate de-energization would be initiated based on forecasts when the FFWI6 and KBDI are at or above certain levels. The company will target at least 48 hours advance notice for de-energization events; while monitoring updated forecasts to ascertain if thresholds continue to be exceeded. As the forecast window narrows and it is determined the FFWI and KBDI indices are likely to be exceeded (i.e. no forecasted rain event), Pacific Power will review wind projections to include sustained and peak gust forecasts. Severe thunderstorm or red flag warnings will also be considered for enacting a proactive de-energization event. If wind forecasts are expected to exceed the local threshold values a proactive de-energization action would be considered by the authorized approvers, particularly Vice President, T&D Operations & Vice President, System Operations. If approved, the plan and all its elements would then be implemented. Assessment by response personnel, in addition to input from weather and emergency service personnel will dictate how long the de-energization action remains in place.

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<sup>1</sup> <http://docs.cpuc.ca.gov/publisheddocs/published/g000/m218/k186/218186823.pdf>

<sup>2</sup> D.12-04-024

<sup>3</sup> Fosberg Fire Weather Index is discussed at <https://www.spc.noaa.gov/exper/firecomp/INFO/fosbinfo.html>

<sup>4</sup> Keetch and Byram (1968) designed a drought index to be used for assessing fire potential. Further details at <https://www.wfas.net/index.php/keetch-byram-index-moisture--drought-49>

## PLAN DEVELOPMENT

The following sections outline the regulatory requirements of proactive de-energization, the methodology applied to identify candidate de-energization zones, triggers for activation, subsequent communications, as well as resource estimates and restoration protocols. Further appended are data analytic details for threshold selection, event flow chart, and draft forms for logging communications and key triggers in a given activation event.

## REGULATORY OBLIGATION

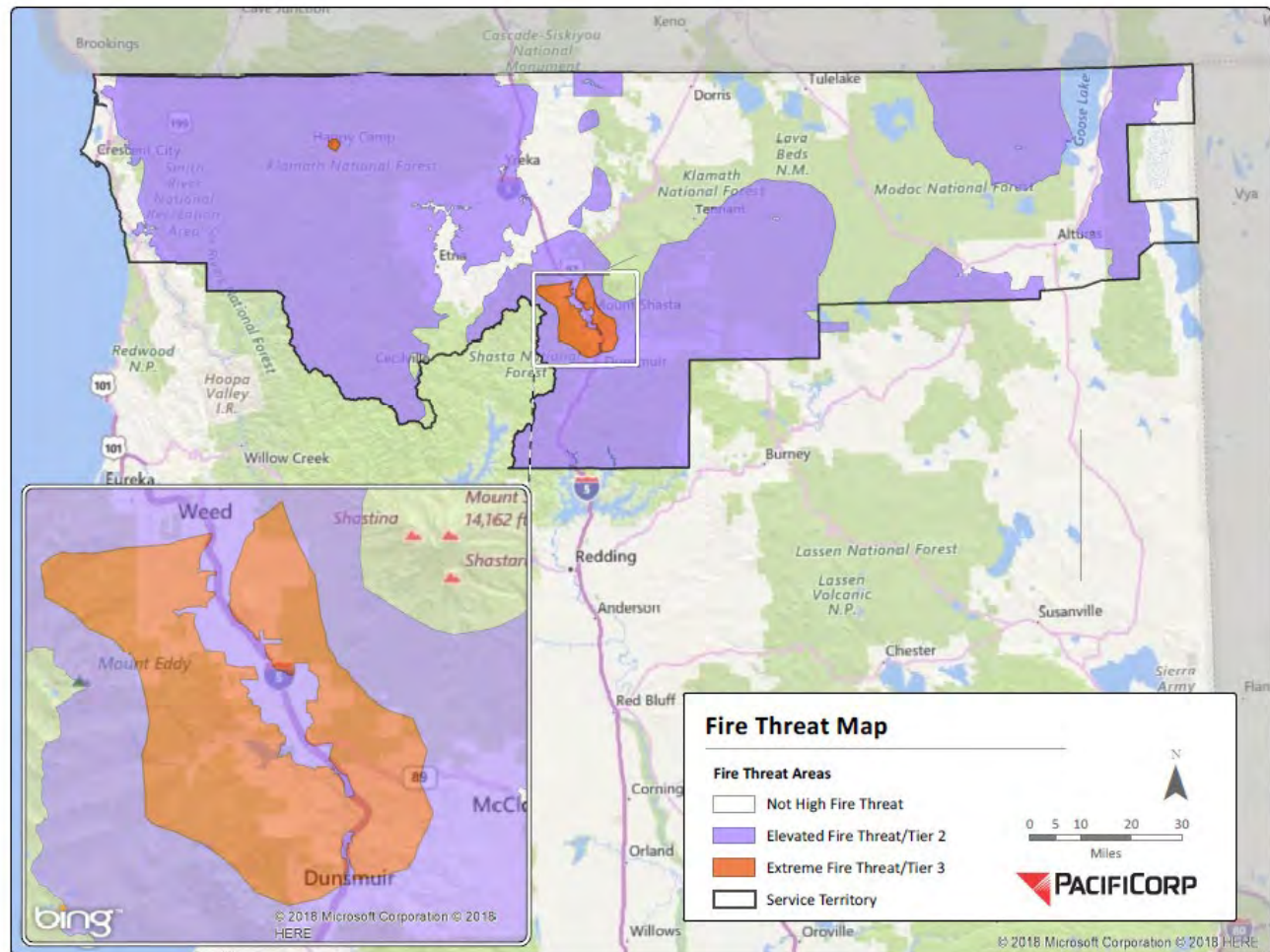
The table below summarizes the regulatory requirements for proactive de-energization as outlined in D.12-04-024 and ESRB-8.

Requirement	Timing
<b>Reporting</b>	
Notification to Director SED: Event Date, Planned time, affected customers, estimated restoration time.	As soon as practical after decision is made, no later than 12 hours after power shut-off
Report to Director SED: Explanation of rationale, factors, customers (by priority), damage, notice. Outline community reps notified, GO95 Tier classification. If 2 hours' notice (at least) not provided, explanation. Summarize complaints (number and nature). Restoration Steps (detailed). Addresses of community assistance locations, facility type, assistance available, days and hours	Within 10 business days after event ends
<b>Reasonableness Review</b>	
Burden on IOU demonstrating necessity of shut-off	
Reliance on other measures to avoid shutting off power	
IOU must believe imminent, significant risk	
IOU must consider how to mitigate adverse impacts on customers	
Other additional factors to demonstrate necessity	
IOU must reasonably believe imminent significant risk that strong winds will damage facilities or vegetation that will cause impacts on utility facilities	
<b>Public Outreach, Notification &amp; Mitigation</b>	
Provide notice and mitigation to customers as feasible whenever power shut-off occurs	
Not practical to have absolute requirement to provide advance notification	
Convene informational workshops	Within 90 days of effective date
Report on public outreach	Within 30 days of effective date
Communicate publicly de-energization policies: Available on website, meet with community representatives, provide policy, and discuss details of plan and coordination.	
Event Communication: Notify affected customers, communicate with emergency response personnel, government, communications providers and community choice aggregators. Discuss with government and community reps how to lesson negative impacts. Ensure critical facilities are aware.	
Documentation: Community meetings & information provided (electronically), Assist critical facility customers to evaluate emergency equipment, retain records of customer notifications.	1 year after de-energization event or 5 years after meeting, whichever is first.



## SELECTION OF IMPACTED AREAS

Pacific Power, consistent with other California investor owned utilities, constrains proactive de-energization to Tier 3 areas. Pacific Power has two Tier 3 areas within California, as shown in the graphic below.



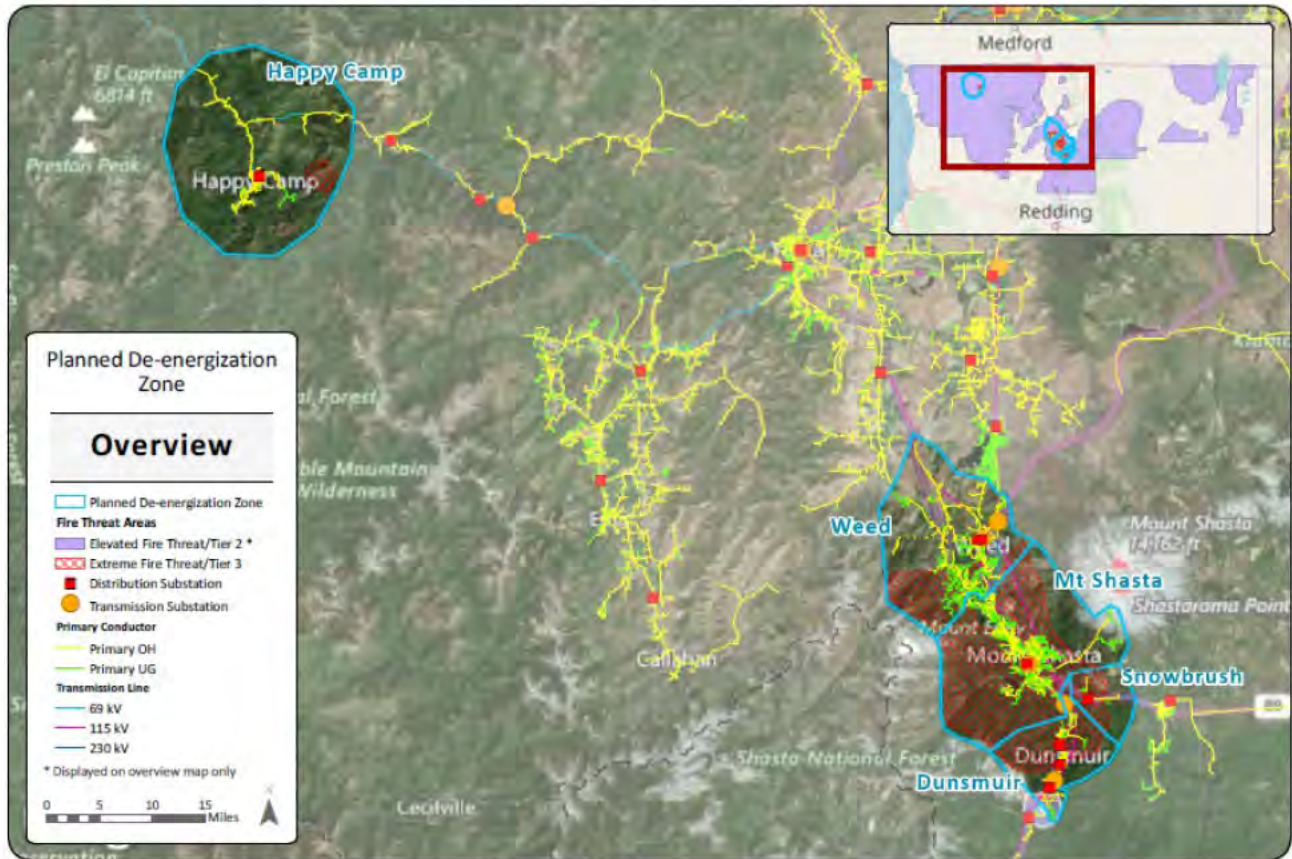
A Tier 3 designation itself does not require the development of a proactive de-energization plan, rather it identifies high threat locations requiring further evaluation to determine if proactive de-energization should be considered for mitigating fire risk. This is particularly relevant in the Happy Camp area which while the Tier 3 footprint contains no overhead electric equipment, has frequent weather of a widespread nature which could result in impacts to the community.

Nor must the de-energization zone be fully contained within the Tier 3 area; the shape instead is a result of similar risk levels given the weather history and other environmental factors in combination with associated electrical equipment in the area. It is also important to note that if the electrical system is being fed abnormally, equipment that might not previously have been candidates for PSPS could now be considered due to electric connectivity with assets that extend into the HFTD or particular Tiers.

Pacific Power reviewed fire threat, terrain, fire history, fuel characteristics and weather in determining its de-energization zones. It also considered wildland urban interface, probability of maintained defensible space, impacts to customers and facilities to establish its proactive de-energization zones.

## PROACTIVE DE-ENERGIZATION ZONES

Pacific Power, through its review, identified two primary Proactive De-energization Zones (PDZ) in its California service territory as shown below.



The two primary zones were further subdivided into smaller areas (shown outlined in the graphic above) minimizing customer impact where appropriate based on weather monitoring capability and circuit topology. Individual PDZ graphics are contained in following sections.

This approach resulted in five discrete PDZ areas with a mix of circuit topology and customer impacts as summarized in the below table.

	PDZ Name	Substation	# of Circuits	Customers	Distribution OH	Distribution UG
1	Happy Camp	Seiad, Happy Camp	3	865	48.4	5.9
2	Weed	Weed, International Paper	5	2,589	90.5	62.1
3	Mt. Shasta	Mt. Shasta	6	5,074	86.4	76.7
4	Dunsmuir	North & South Dunsmuir, Nutglade	5	1,806	30.0	8.6
5	Snowbrush	Snowbrush	1	17	4.2	1.2

**California Proactive De-energization**  
*Mitigating Fire Risk*



	<b>Total</b>	<b>9 Substations</b>	<b>20</b>	<b>10,351</b>	<b>259.5</b>	<b>154.5</b>
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## CRITERIA FOR PROACTIVE DE-ENERGIZATION

Building upon work completed in developing the California state-wide fire map in D.17-12-024, Pacific Power utilized weather data, geographic topography, fire probability and ignition data and historic fire data to determine the criteria for triggering proactive de-energization in each of the five proactive de-energization zones (PDZ). While the primary triggers in Mt Shasta/Weed/Dunsmuir/Snowbrush are the same; it is expected that by using microclimatology information there is an opportunity for de-energizing smaller areas at a time. It would be an extremely rare condition that all four PDZs would simultaneously be activated.

### Criteria Inputs

- Hourly Fosberg Fire Weather Index (FFWI) which uses temperature, relative humidity, 10-minute wind-speed factored into a single weather index which is correlated to influence on fire spread, over a 6 hour period.
- The Keetch-Byram Drought Index (KBDI) which assesses the risk of fire by representing the net effect of evapotranspiration and precipitation in producing cumulative moisture deficiency.
- While Red Flag Warnings provide the public awareness of heightened fire risk conditions, they do not sufficiently correlate to the history evaluated to require they function as a key input to activation of the proactive de-energization process.

CRITERIA		OR			AND		AND
Action	=	Wind gust (mph)	Sustained wind (mph)	+	FFWI	+	KBDI
Watch		25	16.7		30		622.2
Event		31	-		30		622.2

## SYSTEM MONITORING

Pacific Power has developed an operating procedure (PCC-201-CA) that documents the process for monitoring weather information from the PDZ areas and triggering a proactive de-energization event. The operating procedure is included in Annex E for reference but the main process outline is summarized below.

- 1) Utilizing automated weather systems monitoring an alert is generated based on the criteria noted above, and a proactive de-energization event is triggered.
- 2) When an event is triggered a Proactive De-energization Event Proposal is prepared which contains the timing details, area, and forecasted duration of the event.
- 3) Once approved by the Vice President of System Operations and the Vice President of Operations, notifications are then made to departments for next steps:
  - a. Customer Service for customer notification
  - b. Emergency Management for local emergency services notification
  - c. Regulation for notification to the director of the CPUC safety and enforcement division (SED).
  - d. Local Operations for required switching / line patrolling
  - e. Local RBM for preparation of customer care centers and large customer contact
- 4) Conditions are continuously monitored and when thresholds are no longer exceeded, lines are patrolled for damage, and re-energized.

## COMMUNICATION PLAN

### Community Coordination

In compliance with the PSPS Phase II Guidelines outlined in D.20-05-051, PacifiCorp established a Wildfire Safety Advisory Board which includes stakeholders from the community and several agency partners. The Advisory board will advise on a range of wildfire matters including all aspects of PacifiCorp's public safety power shutoff (PSPS) plan. The board held its first quarterly meeting on August 13, 2020 and will continue quarterly meetings as scheduled.

### Event Notification

In the event of Proactive De-energization, identified personnel will receive an email notification from System Operations (as documented in PCC-201-CA). The email will include the current or forecasted weather conditions triggering an event, the affected area, and when the date and time of the event. The goal is to begin notifying customers 48 hours in advance of a potential de-energization event. If this is not possible due to weather or any other changing conditions, the notification process will begin as soon as possible.

### Customer Communications

- The list of affected customers (generated by System Operations from the impacted circuits noted in the De-Energization Event Plan as part of PCC-201-CA) is sent to ***CallCenterOutageManagement***.
- The subject line should designate at what point in the notification process is relevant to the pending event. For example, the subject line should state: 48 Notice of PSPS or sooner if the event is pending.
- Using this list, the contact center will begin sending notifications utilizing preapproved templates for each state of the notification process.

Timeline	Type of Notice
48 hours	Conditional
24 hours	Updated Conditional
2 hours	Imminent
1 hour	Immediate
2 hour	Restoration

During the Public Safety Outage, customers will receive updates to the status of the outage. The trigger for an update will be when the status of the outage or the estimated time of restoration changes. If a previously noticed Public Safety Outage is cancelled, customers will receive a cancellation notice.

### Method of Notification

- Customers will be contacted by text, email, or phone call based on their preference. If no preference is selected, a phone call will be made to the primary phone number on the account.
- Notifications for a Public Safety De-energization event are exempted from the 48 hour notification prior to a planned outage as required under Rule 25 under both the Force Majeure and Safety clauses listed under approved exemptions.
- Messages will be posted on social media, local media, and press release.

### Outreach in advance of the implementation of a Public Safety Shut-Off

Pacific Power will provide information regarding proactive de-energization on the public website, including the following:

- Actions taken to harden the system to reduce risk,
- Monitoring conditions,
- Criteria for triggering an event,
- Map of tiers in California,
- Notification before, during, and at the conclusion on an event, and

- Restoration information.

**Vulnerable Customers**

- Known vulnerable customers (medical conditions, etc.) will receive additional outreach from the company requesting they evaluate the safety of their situations and consider a back-up plan in case of a shut off or any emergency outage.

**Public Safety authorities, local municipalities, Emergency Responders**

Utilizing the contact information below, the Pacific Power Emergency Manager will notify the appropriate local agencies based on the PDZ that was activated. Pacific Power will work with agencies to minimize the impact of de-energization as much as possible and fully communicate the impacted areas and expected duration. The notification will be documented for reporting purposes after the event has ended.

Name	Organization	Physical Address	E-mail Address	Office	Emergency
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[Redacted Table Content]					
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**LOCAL OPERATIONAL RESPONSE**

Upon notification of proactive de-energization local operations will secure appropriate resources for required switching, restoration line patrolling, and response to public requests. In each PDZ plan, specific resource estimates have been provided. Further in each of these plans switching has been identified that can aid in the quicker restoration of priority customers while patrolling continues on the remaining portions of the circuit.

## **COMMUNITY RESOURCE CENTERS**

Pacific Power has obtained logistical support for deployment of Community Resource Centers should the need arise during a Public Safety Power Shutoff event. Community Resource Centers will be established upon recommendation of the Unified Command; this recommendation will be based upon community needs, the expected duration of deployment and conditions that the community is currently experiencing, such as extreme heat or cold, recent events that may have rendered the community vulnerable. The center(s) will be open from 8am to 10pm (or generally daylight hours) with the potential to stay open longer based on community needs.

The Community Support Center tent (if needed) is able to sustain winds of 55mph gusting to 65mph.

Pacific Power personnel will staff the center(s) to assist and provide information to community members.

### **Siskiyou County**

A Community Support Center location is established within each PDZ and will provide the ability for the community to have specific needs met. Services provided include:

- Shelter from environment
- Air conditioning
- Potable water
- Seating and tables
- Restroom facilities
- Refrigeration for medicine and/or baby needs
- Interior and area lighting
- On-site security
- Communications capability such as Wi-fi access, SatPhone, Radio, Cellular phone etc.
- Televisions
- On-site medical support (EMT-A at a minimum, Paramedic preferred)
- Charging stations for Cell Phones, AM/FM/Weather radios, computers, etc.
- Adherence with any existing local, county, state or federal public health orders

### **Shasta PDZ**

- Mt Shasta Community Center

### **Weed and Snowbrush PDZ**

- Weed Community Center

### **Dunsmuir PDZ**

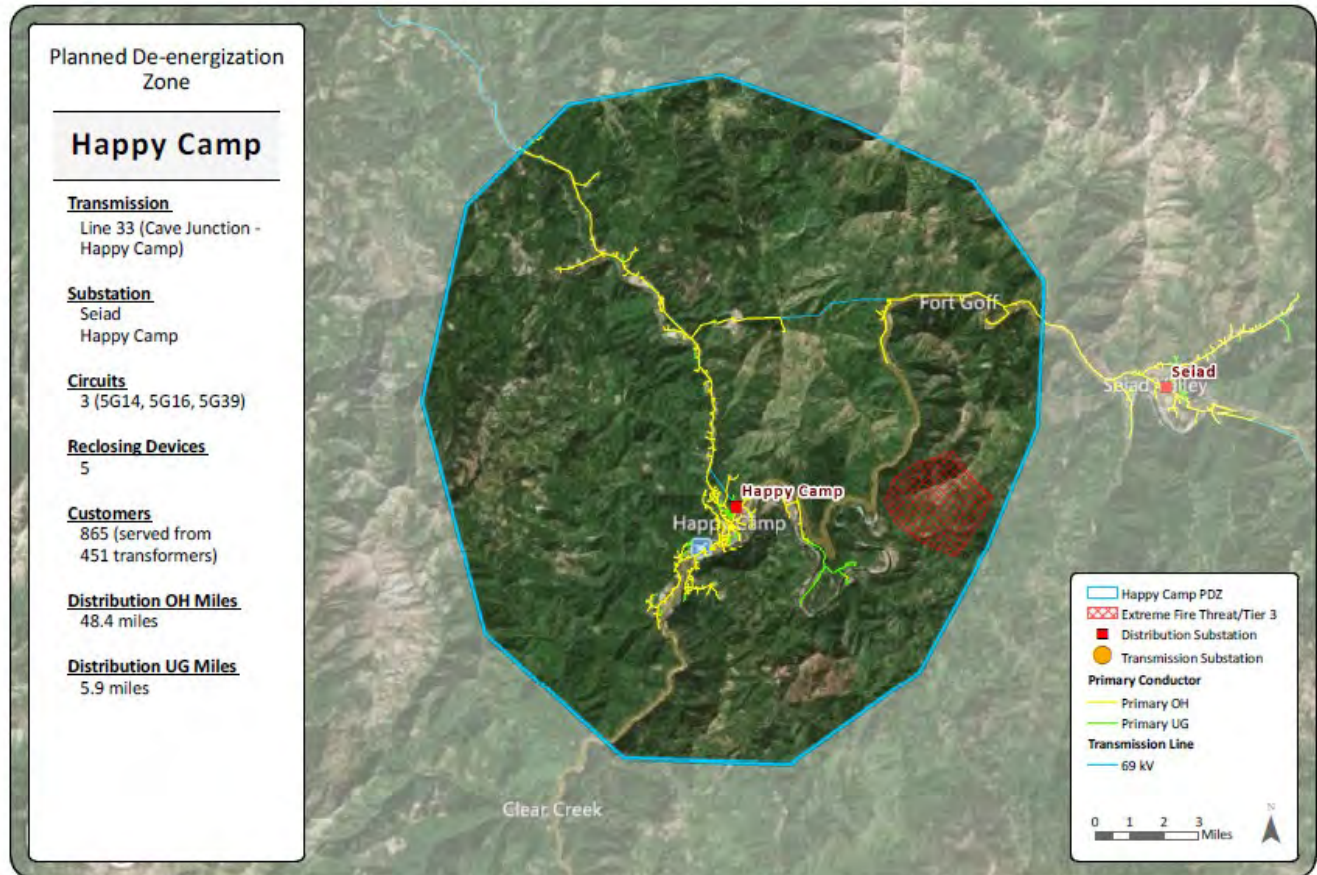
- Dunsmuir Community Center

## **AFTER ACTION REPORTING / PLAN UPDATES**

As outlined in D.12-04-024 and ESRB-8 there are reporting requirements following a proactive de-energization event. The forms and logs listed in Annex B will be used to document required information throughout an event. In addition an annual refresh of the proactive de-energization process and documentation will be conducted and any necessary updates to the plan documented.



## HAPPY CAMP PDZ PLAN



### Priority Customers

PDZ	Service City	Circuit ID	Customer Name	Priority Type	Phone	Address
Happy Camp	HAPPY CAMP	5G14	HAPPY CAMP SANITARY	Sewage	530-493-5293	HIGHWAY 96 # BB 15
Happy Camp	HAPPY CAMP	5G14	KARUK TRIBE	Solid Waste	530-331-9847	2501 CHINA GRADE RD SHOP
Happy Camp	HAPPY CAMP	5G16	CA ST HIGHWAY PATROL	1RSP_CMP	916-843-3540	SLATER BUTTE CHP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Sewage	530-493-5293	35 FOWLER RD # PUMP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Sewage	530-493-5293	65862 KLAMATH RIVER HWY SHOP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Sewage	530-493-5293	HIGHWAY 96 A15 LIFT STA
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Sewage	530-493-5293	PARK WAY RD END PMP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Solid Waste	530-493-5293	1 INDIAN CREEK RD PUMP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Solid Waste	530-493-5293	BUCKHORN RD 5HP
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SANITARY	Solid Waste	530-493-5293	BUCKHORN RD PMPS
Happy Camp	HAPPY CAMP	5G16	HAPPY CAMP SCH E	Primary School	530-493-2267	114 PARK WAY
Happy Camp	HAPPY CAMP	5G16	KARUK TRIBE	Day Care	530-331-9847	632 JACOBS WAY
Happy Camp	HAPPY CAMP	5G16	KARUK TRIBE	Res Care	530-331-9847	64105 HILLSIDE RD # MH
Happy Camp	HAPPY CAMP	5G16	KARUK TRIBE	Res Care	530-331-9847	64236 2ND AVE # MAIN BLDG
Happy Camp	HAPPY CAMP	5G16	SISKIYOU COUNTY	AIRPORT	530-841-4378	64738 AIRPORT RD # YARD
Happy Camp	HAPPY CAMP	5G16	SISKIYOU TEL CO	Telecom	530-467-6168	64140 HIGHWAY 96
Happy Camp	HAPPY CAMP	5G16	SISKIYOU TEL CO	Telecom	530-467-6168	SLATER BUTTE CARRIER
Happy Camp	HAPPY CAMP	5G16	SISKIYOU UNION HIGH SCHOOL DIS	Primary School	530-926-3006	234 INDIAN CREEK RD
Happy Camp	HAPPY CAMP	5G16	USDA FOREST SERVICE	Fire station	541-618-2160	SLATER BUTTE USFS
Happy Camp	SEIAD VALLEY	5G39	SISKIYOU TEL CO	Telecom	530-467-6168	49717 HIGHWAY 96 CARRIER
Happy Camp	SEIAD VALLEY	5G39	SISKIYOU TEL CO	Telecom	530-467-6168	52539 HIGHWAY 96

### Priority Customer Constraints

Karuk Tribe – Clinic and Headway Building. Both have generators that can operate indefinitely dependent on fuel availability.

The tribe has an emergency response trailer. Satellite communication (phone/internet)

Happy Camp Sanitary District (waste water) 3 days capacity, with their on-site generator

Happy Camp Community Services District (treated water) 3 days capacity, with their on-site generator

### PDZ Restoration Process, by Substation

#### Substation: Happy Camp

##### Circuits: 5G14, 5G16

The entirety of both 5G14 and 5G16 are encompassed in the PDZ.

- There are 21 priority customers in the Happy Camp PDZ.
- These customers are primarily in the urban area of Happy Camp, with the exception of two that are 6.9 miles from the substation.
- There are not any alternate possibilities to re-energize any of the priority customers.
  - The short term restoration plan would require the patrol of both feeders before re-energization.

#### Substation: Seiad

##### Circuits: 5G39

There is a western extreme edge of the feeder that extends into the PDZ and has two priority customers. There is an existing 25T fuse at 06246012.046560 outside of the PDZ that can be used to de-energize the portion of 5G39 in the PDZ. This would be the short term restoration plan and would require the portion of the feeder beyond the isolation point to be patrolled before re-energization.

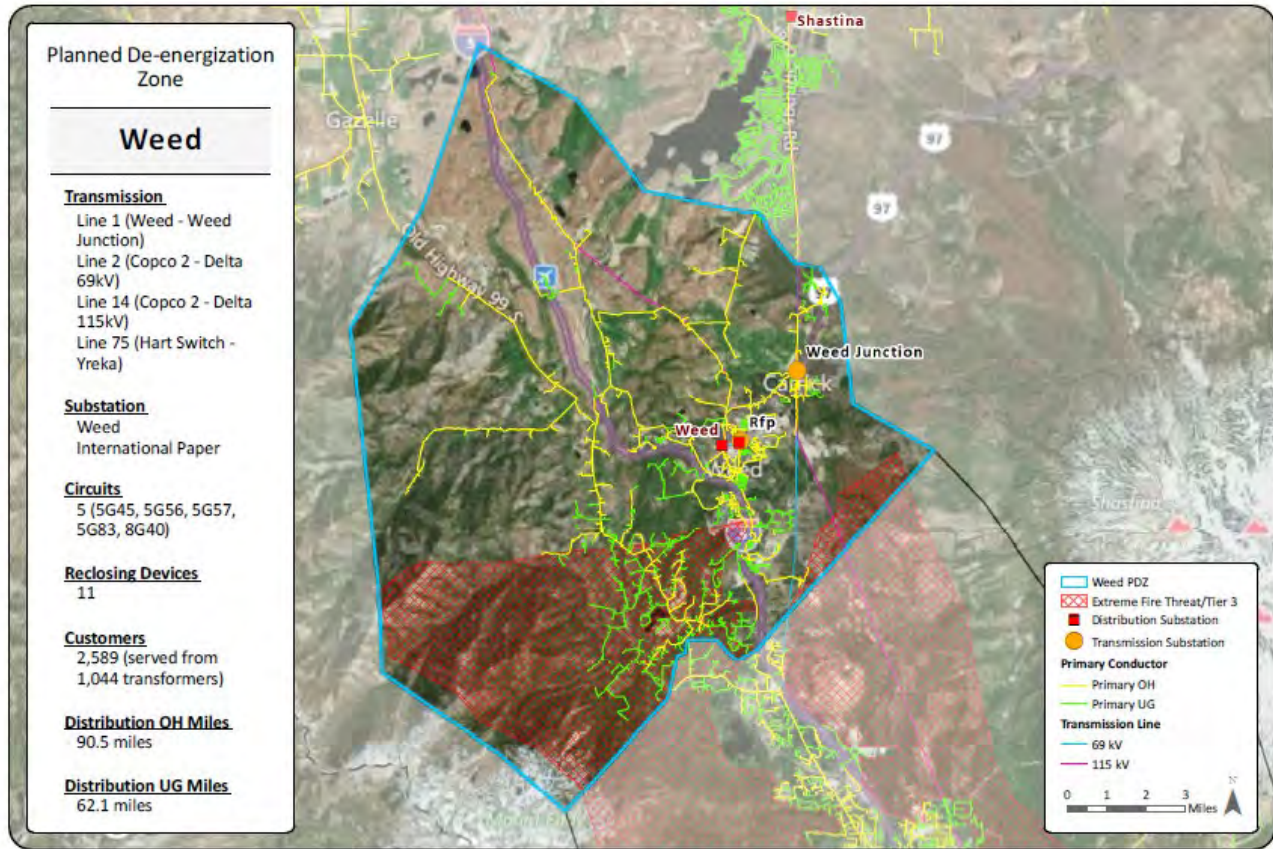
### PDZ Restoration Resource Estimates

PDZ	Circuit	Number of Personnel	Required Material	Hours to Patrol	Comments (Switching Points, etc.)
Happy Camp	5G14	3-Singleman	3- service trucks	3 hours	This assumes de-energization at the circuit breaker. 5G14 would be the 3rd priority in this PDZ.
	5G16	6-Singleman	6- service trucks	5 hours	This assumes de-energization at the circuit breaker. 5G16 would be the 1st priority in this PDZ.
	5G39	4-Singleman	4- service trucks	4 hours	This assumes de-energization at the circuit breaker. 5G39 would be the 2nd priority in this PDZ.

**Note:** In addition to the circuit resources listed in the table a 3 man crew and 1 Logistics personnel would be required to support the repairs of any damage found during patrols. (3 man crew vehicles & logistics truck)



## WEED PDZ PLAN



### Priority Customers

PDZ	Service City	Circuit ID	Customer Name	Priority Type	Phone	Address
Weed	MOUNT SHASTA	5G45	TWIN HILLS PROPERTY ASSOCIATIO	Fire station	530-926-6810	ABT N OLD STAGE LOOP
Weed	WEED	5G45	MERCY MED CENTER MT SHASTA	Gen Hosp	701-667-6792	100 ALAMO AVE
Weed	WEED	5G45	SHASTA VIEW ESTATE INC	Skilled Nursing	971-301-8206	475 PARK ST
Weed	WEED	5G45	STATE OF CALIFORNIA	Jail	707-951-2655	550 PARK ST
Weed	WEED	5G45	WEED CITY	1RSP_CMP	530-938-5020	550 MAIN ST
Weed	WEED	5G45	WEED CITY	Solid Waste	530-938-5020	400 E VISTA DR PUMPHOUSE
Weed	WEED	5G83	BUTTEVILLE UNION SCH E	Primary School	530-938-2255	24512 EDGEWOOD RD
Weed	WEED	5G83	BUTTEVILLE UNION SCH E	Primary School	530-938-2255	24512 EDGEWOOD RD # MODULAR
Weed	WEED	5G83	Inactive or Disconnected	Primary School	0-0-0	575 WHITE AVE
Weed	WEED	5G83	SISKIYOU COUNTY AUDITOR	Fire station	530-842-3516	8800 N OLD STAGE RD
Weed	WEED	5G83	WEED CITY	Sewage	530-938-5020	1542 ALAMEDA AVE # PMP2
Weed	WEED	5G83	WEED CITY	Water Supply	530-938-5020	1542 ALAMEDA AVE # PUMP1
Weed	WEED	5G83	WEED CITY	Water Supply	530-938-5020	19359 MAPLE AVE
Weed	WEED	5G83	WEED UNION ELEMENTARY SCHOOL D	Primary School	530-938-6103	575 WHITE AVE
Weed	WEED	8G40	ROSEBURG FOREST PROD CO	1RSP_CMP	541-679-2124	98 MILL ST

### Priority Customer Constraints

City of Weed:

Municipal Water – Gravity flow, 3 day capacity, reduced flow impacts fire-fighting ability.

Sewer lift stations - 3 days capacity, with city generators.

Water Treatment plant – 3 day capacity, utilizing retention ponds.

Emergency Services: No back-up generator, critical need is 4 hours, communication through repeater sites is essential.

### PDZ Restoration Process, by Substation

**Substation: Weed**

**Circuits: 5G45, 5G83, 8G40**

- There are three priority customers on 5G83 in Weed that are not in a PDZ but will be affected by de-energization due to the source being within the PDZ. Since the source is within the PDZ, short term restoration will require that the Weed substation feeders be patrolled prior to re-energization.
- All other priority customers are in the PDZ and would not be able to be energized during a proactive de-energization event without the installation of covered conductor and devices that are defined as exempt by the CalFire Power Line Fire Prevention Field Guide. The short term restoration plan would require the patrol of both Weed substation feeders before re-energization.

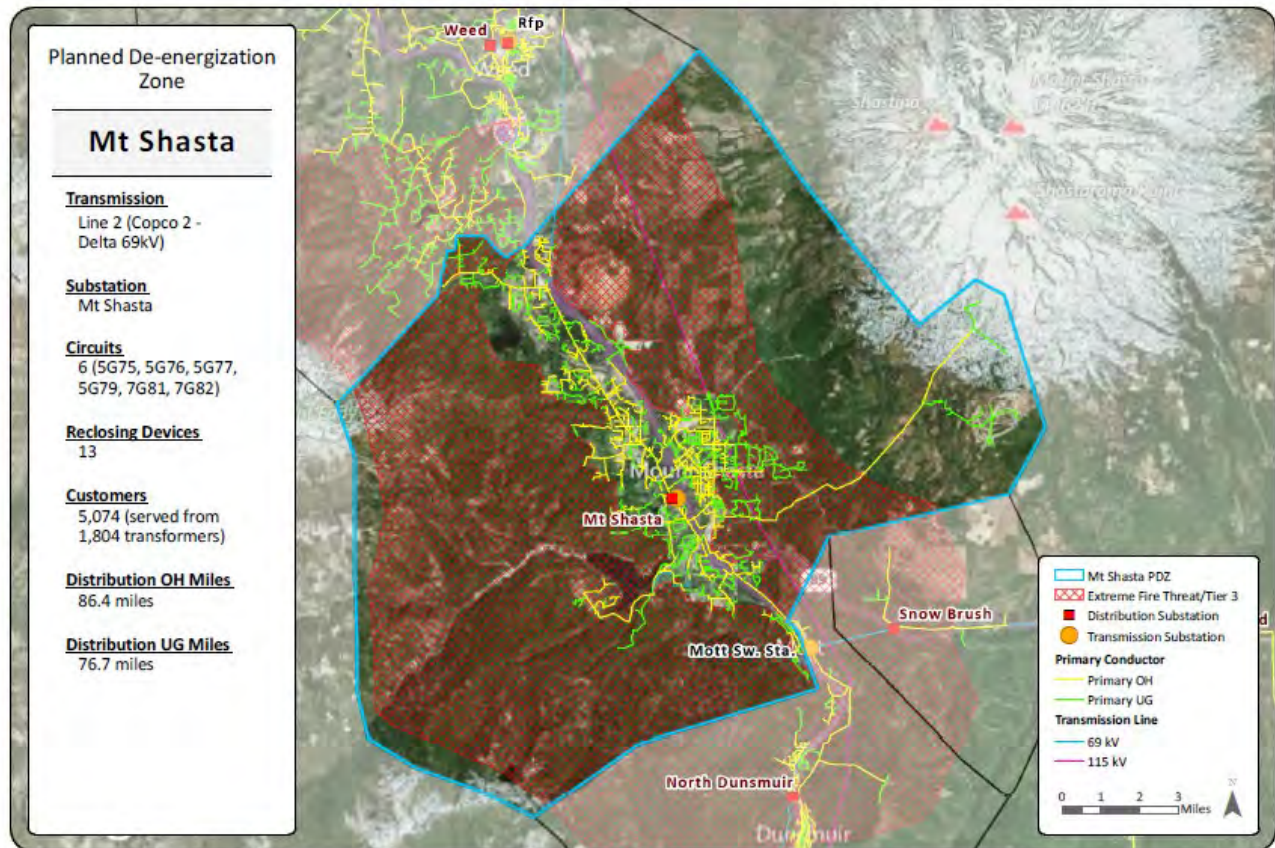
### PDZ Restoration Resource Estimates

PDZ	Circuit	Number of Personnel	Required Material	Hours to Patrol	Comments (Switching Points, etc.)
Weed	5G45	5-Singleman	5- service trucks	4 hours	This assumes de-energization at the circuit breaker. 5G45 would be the 2nd priority in this PDZ.
	5G56	NA	NA	NA	There is no load on Circuit. 5G56 is open at the CB
	5G57	NA	NA	NA	There is no load on Circuit. 5G57 is open at the CB
	5G83	6-Singleman	6- service trucks	5 hours	This assumes de-energization at the circuit breaker. 5G83 would be the 1st priority in this PDZ.
	8G40	1-Singleman	1- service trucks	0.5 hours	This assumes de-energization at the circuit breaker. 8G40 would be the 3rd priority in this PDZ.

**Note:** In addition to the circuit resources listed in the table a 3 man crew and 1 Logistics personnel would be required to support the repairs of any damage found during patrols. (3 man crew vehicles & logistics truck)



## MT SHASTA PDZ PLAN



### Priority Customers

PDZ	Service City	Circuit ID	Customer Name	Priority Type	Phone	Address
Mt Shasta	MOUNT SHASTA	5G77	LINDSAY J. FOX M.D. MEDICAL CO	Gen Hosp	530-918-9331	830 PINE ST
Mt Shasta	MOUNT SHASTA	5G77	MERCY MED CENTER MT SHASTA	Gen Hosp	701-667-6792	914 PINE ST
Mt Shasta	MOUNT SHASTA	5G77	MERCY MED CENTER MT SHASTA	Gen Hosp	701-667-6792	914 PINE ST # STORAGE
Mt Shasta	MOUNT SHASTA	5G77	MERCY MED CENTER MT SHASTA	HOSPITAL	701-667-6792	914 PINE ST
Mt Shasta	MOUNT SHASTA	5G77	MERCY MED CENTER MT SHASTA	Spec Hospital	701-667-6792	902 PINE ST
Mt Shasta	MOUNT SHASTA	5G77	MERCY MED CTR MRI	Gen Hosp	530-926-6111	914 PINE ST # MRI
Mt Shasta	MOUNT SHASTA	5G77	MT SHASTA CITY	Fire station	530-926-0702	4508 N OLD STAGE RD
Mt Shasta	MOUNT SHASTA	5G77	MT SHASTA CITY	Water Supply	530-926-7510	ROCKFELLOW DR & ADAMS RD PUMP
Mt Shasta	MOUNT SHASTA	5G77	MT SHASTA CITY	Water Supply	530-926-7510	WASHINGTON DR PUMPS
Mt Shasta	MOUNT SHASTA	5G77	MT SHASTA PKS REC DIST	Water Supply	530-926-2494	DUDES AND DAISY BUILDING
Mt Shasta	MOUNT SHASTA	5G77	MT SHASTA PKS REC DIST	Water Supply	530-926-2494	ROCKFELLOW DR ADAMS DR PUMPHO
Mt Shasta	MOUNT SHASTA	5G77	PONY TRAIL WATER SYSTEM	Water Supply	530-926-1253	PONY TRAIL DR PMP
Mt Shasta	MOUNT SHASTA	5G77	SHASTA MANOR II	Skilled Nursing	530-926-5339	1176 KINGSTON RD # FIRE
Mt Shasta	MOUNT SHASTA	5G77	SISKIYOU UNION HIGH SCHOOL DIS	Primary School	530-926-3006	720 EVERITT MEMORIAL HWY
Mt Shasta	MOUNT SHASTA	5G77	SISKIYOU UNION HIGH SCHOOL DIS	Primary School	530-926-3006	720 ROCKFELLOW DR
Mt Shasta	MOUNT SHASTA	5G77	SISSON SCH E	Primary School	530-926-3846	601 E ALMA ST
Mt Shasta	MOUNT SHASTA	5G77	SISSON SCH E	Primary School	530-926-3846	601 E ALMA ST # PMP
Mt Shasta	MOUNT SHASTA	5G77	UPTON HIGHLAND PROPERTY OWNERS	Fire station	530-925-2208	NORTH RIDGE DR # 2
Mt Shasta	MOUNT SHASTA	5G77	UPTON HIGHLAND PROPERTY OWNERS	Fire station	530-925-2208	NORTH RIDGE DR # 3
Mt Shasta	MOUNT SHASTA	5G79	CA ST HIGHWAY PATROL	Police	916-843-3540	1001 I-5 S
Mt Shasta	MOUNT SHASTA	5G79	I AM SCHOOL, INC	Primary School	530-926-6263	116 SISKIYOU AVE
Mt Shasta	MOUNT SHASTA	5G79	I AM SCHOOL, INC	Primary School	530-926-6263	118 SISKIYOU AVE
Mt Shasta	MOUNT SHASTA	5G79	LK SISKIYOU MUTUAL WATER	Water Supply	530-926-5370	OLD STAGE RD REAM AVE
Mt Shasta	MOUNT SHASTA	5G79	LYDIA P COCHRAN	Fire station	530-926-1672	MONROE WAY
Mt Shasta	MOUNT SHASTA	5G79	MERCY MED CENTER MT SHASTA	Gen Hosp	701-667-6792	1109 REAM AVE # B
Mt Shasta	MOUNT SHASTA	5G79	MONTE SHASTA MTL WTR CO	Water Supply	916-926-2064	108 SHASTA WAY BEHIND # SUB PM
Mt Shasta	MOUNT SHASTA	5G79	MONTE SHASTA MTL WTR CO	Water Supply	916-926-2064	SHASTA WAY LT 42
Mt Shasta	MOUNT SHASTA	5G79	MT SHASTA CITY	Police	530-926-7510	WASHINGTON DR
Mt Shasta	MOUNT SHASTA	5G79	MT SHASTA CITY	Sewage	530-926-7510	OLD STAGE RD SEWER PLANT # 5
Mt Shasta	MOUNT SHASTA	5G79	MT SHASTA CITY	Water Supply	530-926-7510	WASHINGTON DR PUMPS
Mt Shasta	MOUNT SHASTA	5G79	OWENS HEALTHCARE	Primary School	530-244-6873	216 N MOUNT SHASTA BLVD
Mt Shasta	MOUNT SHASTA	5G79	SHADOW MOUNTAIN MHP, LLC	Water Supply	949-388-8191	1934 S OLD STAGE RD # PMP
Mt Shasta	MOUNT SHASTA	5G79	SISKIYOU COUNTY	Sewage	530-841-4378	4239 WA BARR RD # LIFT
Mt Shasta	MOUNT SHASTA	5G79	SISKIYOU COUNTY	Solid Waste	530-841-4378	1516 S MOUNT SHASTA BLVD # A
Mt Shasta	MOUNT SHASTA	5G79	SISKIYOU LK HIGH MUT WT	Sewage	530-938-2608	GRANT RD & CHRISTIAN WAY
Mt Shasta	MOUNT SHASTA	5G79	SISKIYOU LK HIGH MUT WT	Water Supply	530-938-2608	GRANT RD & CHRISTIAN WAY
Mt Shasta	MOUNT SHASTA	5G79	ST GERMAIN FOUNDATION	Sewage	530-235-2994	1104 MC CLOUD AVE # 25HP
Mt Shasta	MOUNT SHASTA	5G79	SUN MTN MUTUAL WTR CO	Water Supply	530-926-3072	AZALEA RD 1/4 M S
Mt Shasta	MOUNT SHASTA	5G79	THE MOUNT SHASTA RESORT	Sewage	530-926-3030	1000 SISKIYOU LAKE BLVD # A
Mt Shasta	MOUNT SHASTA	5G79	THE MOUNT SHASTA RESORT	Water Supply	530-926-3030	1000 SISKIYOU LAKE BLVD # A
Mt Shasta	MOUNT SHASTA	7G82	CA ST HIGHWAY PATROL	1RSP_CMP	916-843-3540	618 W JESSIE ST
Mt Shasta	MOUNT SHASTA	7G82	MT SHASTA CITY	1RSP_CMP	530-926-7510	303 N MOUNT SHASTA BLVD
Mt Shasta	MOUNT SHASTA	7G82	MT SHASTA CITY	Fire station	530-926-0702	308 PINE ST
Mt Shasta	MOUNT SHASTA	7G82	MT SHASTA SCH E	Primary School	530-926-3846	433 W JESSIE ST
Mt Shasta	MOUNT SHASTA	7G82	MT SHASTA SCH E	Primary School	530-926-3846	501 CEDAR ST
Mt Shasta	MOUNT SHASTA	7G82	MT SHASTA SCH E	Primary School	530-926-3846	W JESSIE ST

### Priority Customer Constraints

City of Mt Shasta:

Municipal Water – Gravity flow, 4 day capacity, reduced flow impacts fire-fighting ability.

Sewer lift stations - 3 days capacity, with city generators.

Water Treatment plant – 3 day capacity, utilizing retention ponds.

Emergency Services: No back-up generator, critical need is 4 hours, communication through repeater sites is essential.

### PDZ Restoration Process, by Substation

**Substation: Mt Shasta**

**Circuits: 7G81, 7G82, 5G77 (5G76), 5G79**

- There are 55 priority customers in the Mt Shasta PDZ. There are not any priority customers outside of the PDZ that would be affected by the proactive de-energization of the Mt Shasta feeders. The short term restoration plan for this area would require the patrol of the four Mt Shasta feeders before re-energization.
- There are 20 customers on Mt Shasta that are outside of the PDZ and would be affected by the proactive de-energization 5G79. There is not an alternate source for these customers.

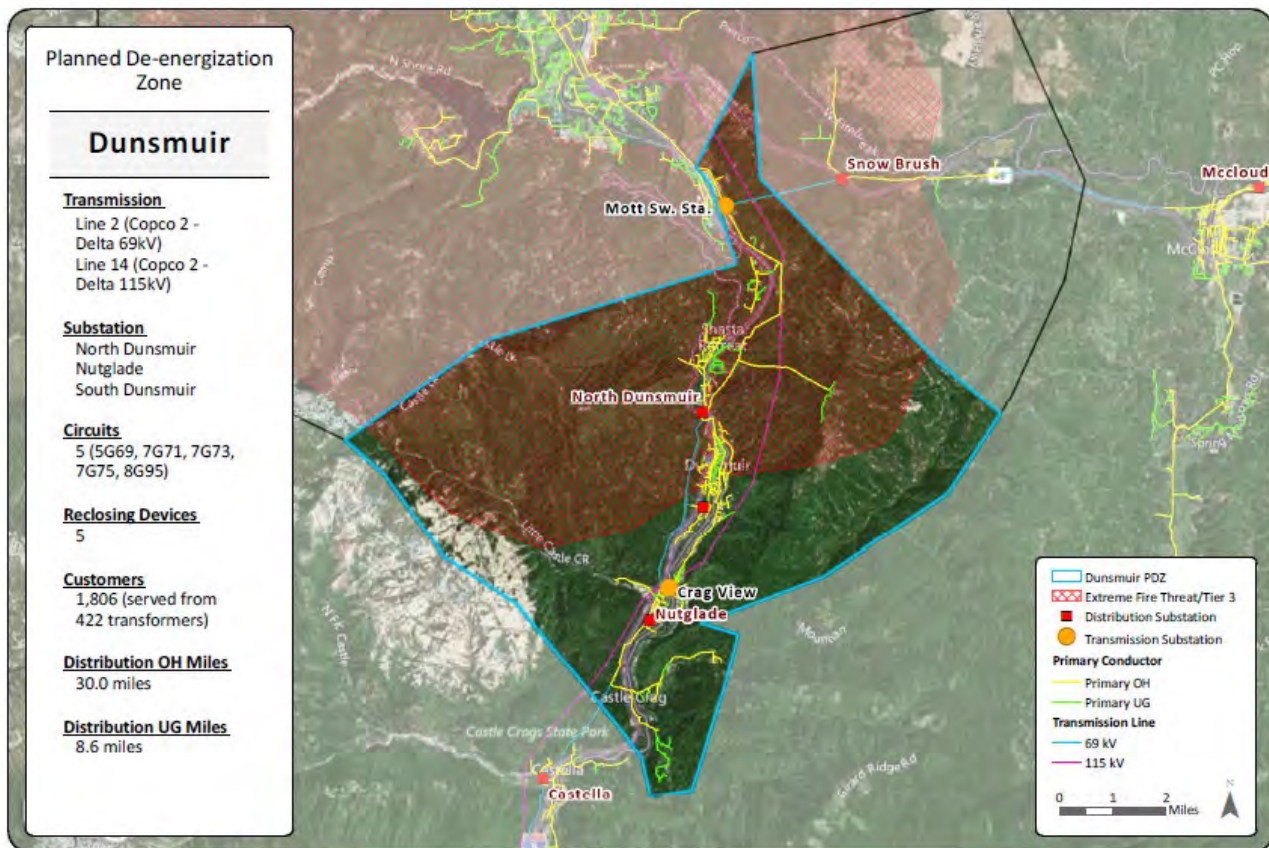
**PDZ Restoration Resource Estimates**

PDZ	Circuit	Number of Personnel	Required Material	Hours to Patrol	Comments (Switching Points, etc.)
Mt. Shasta	5G75	NA	NA	NA	There is no load on Circuit. 5G75 is open at the CB
	5G76	5-Singleman	5- service trucks	5 hours	This assumes de-energization at the circuit breaker. 5G76 would be the 2nd priority in this PDZ.
	5G77	NA	NA	NA	There is no load on Circuit. 5G77 is open at the CB
	5G79	6-Singleman	6- service trucks 1	5 hours	This assumes de-energization at the circuit breaker. 5G79 would be the 1st priority in this PDZ.
	7G81	2-Singleman	2- service trucks	1 hour	This assumes de-energization at the circuit breaker. 7G81 may not need to be de-energized due to most or all of the circuit not being in the Tier 3 area. 7G81 would be the 4th priority in this PDZ.
	7G82	2-Singleman	2- service trucks	1 hour	This assumes de-energization at the circuit breaker. 7G82 may not need to be de-energized due to most or all of the circuit not being in the Tier 3 area. 7G82 would be the 3rd priority in this PDZ.

**Note:** In addition to the circuit resources listed in the table a 3 man crew and 1 Logistics personnel would be required to support the repairs of any damage found during patrols. (3 man crew vehicles & logistics truck)



## DUNSMUIR PDZ PLAN



### Priority Customers

PDZ	Service City	Circuit ID	Customer Name	Priority Type	Phone	Address
Dunsmuir	DUNSMUIR	5G69	DUNSMUIR CITY	AIRPORT	530-235-4822	MOTT AIRPORT RD AIRPRT
Dunsmuir	DUNSMUIR	5G69	DUNSMUIR CITY	Solid Waste	530-235-4822	OFF OF SISKIYOU AVE
Dunsmuir	DUNSMUIR	5G69	DUNSMUIR SCH E	Primary School	530-235-4828	4760 SISKIYOU AVE # A
Dunsmuir	DUNSMUIR	5G69	DUNSMUIR SCH E	Primary School	530-235-4828	4760 SISKIYOU AVE # B
Dunsmuir	DUNSMUIR	7G71	DUNSMUIR CITY	1RSP_CMP	530-235-4822	5915 DUNSMUIR AVE
Dunsmuir	DUNSMUIR	7G71	SHATTERED PULP AND VINYL	Fire station	805-618-8967	5814 DUNSMUIR AVE
Dunsmuir	DUNSMUIR	8G95	CASTELLA FIRE DIST	Fire station	530-925-0805	CRAIG VIEW DR FIRE HALL
Dunsmuir	DUNSMUIR	8G95	CRAIG VIEW WATER DISTRICT	Solid Waste	530-225-5661	ABT RAILROAD PARK
Dunsmuir	DUNSMUIR	8G95	CRAIG VIEW WATER DISTRICT	Water Supply	530-225-5661	RAILROAD PARK
Dunsmuir	MCCLOUD	5G69	CA ST HIGHWAY PATROL	Police	916-843-3540	SODA RIDGE BEACON

### Priority Customer Constraints

City of Dunsmuir:

Municipal Water – Gravity flow, 4 day capacity, reduced flow impacts fire-fighting ability.

Sewer lift stations - 3 days capacity, with city generators.

Water Treatment plant – 4 day capacity, utilizing retention ponds.

Emergency Services: No back-up generator, critical need is 4 hours, communication through repeater sites is essential.



**PDZ Restoration Process, by Substation**

**Substation: Nutglade**

**Circuit: 8G95**

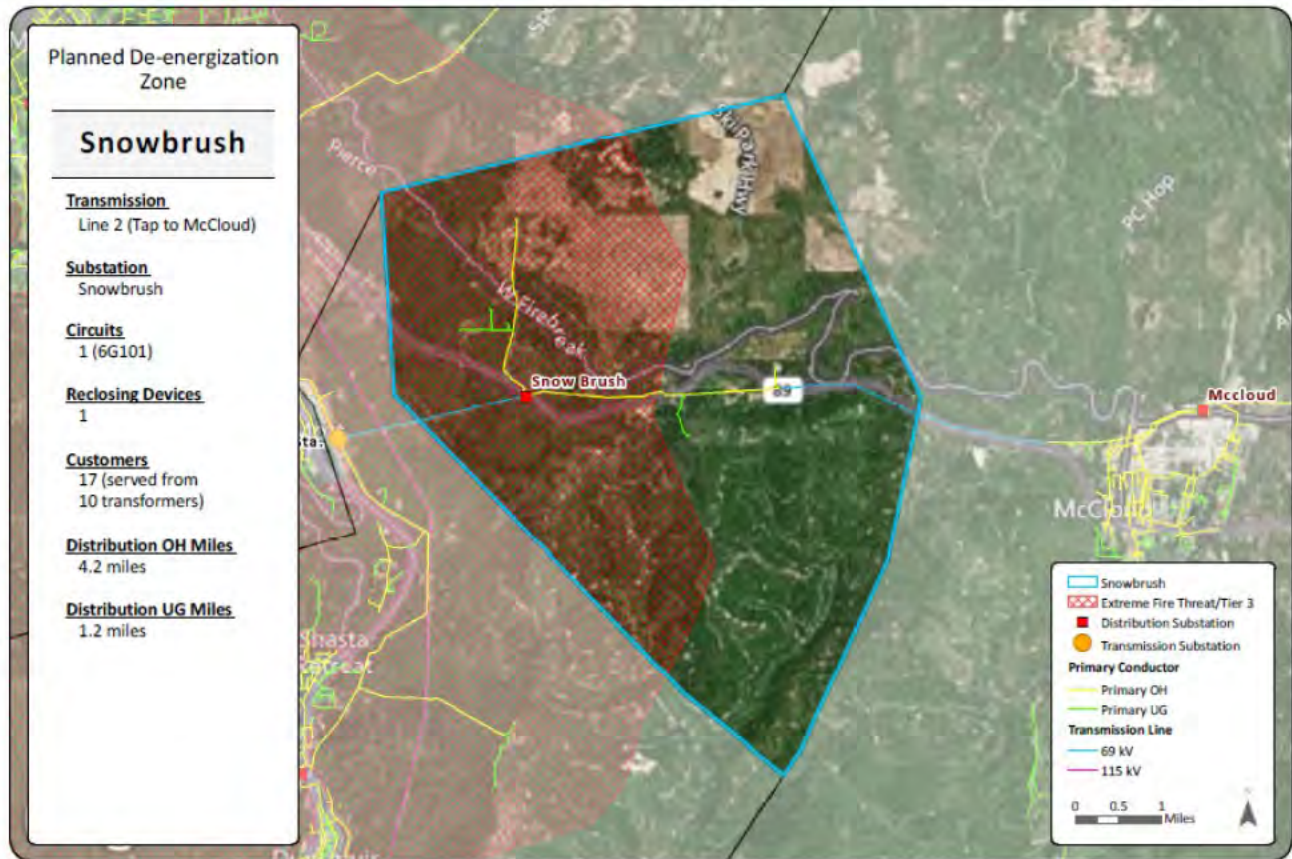
- The Nutglade substation and the northern portion of the feeder is located in the PDZ. The short term restoration plan would require the patrol of the Nutglade feeder before re-energization.

**PDZ Restoration Resource Estimates**

PDZ	Circuit	Number of Personnel	Required Material	Hours to Patrol	Comments (Switching Points, etc.)
Dun-smuir	5G69	4-Singleman	4- service trucks	3 hours	This assumes de-energization at the circuit breaker. 5G69 would be the 1st priority in this PDZ.
	7G71	3-Singleman	3- service trucks	2 hours	This assumes de-energization at the circuit breaker. 7G71 would be the 2nd priority in this PDZ.
	7G73	3-Singleman	3- service trucks	2 hours	This assumes de-energization at the circuit breaker. 7G73 would be the 3rd priority in this PDZ.
	7G75	3-Singleman	3- service trucks	2 hours	This assumes de-energization at the circuit breaker. 7G75 would be the 4th priority in this PDZ.
	8G95	4-Singleman	4- service trucks	3 hours	This assumes de-energization at the circuit breaker. 8G95 would be the 1st priority in this PDZ. It appears a majority of this circuit is not in Tier 3.

**Note:** In addition to the circuit resources listed in the table a 3 man crew and 1 Logistics personnel would be required to support the repairs of any damage found during patrols. (3 man crew vehicles & logistics truck)

## SNOWBRUSH PDZ PLAN



### Priority Customers

No priority customers were identified based upon customer classifications.

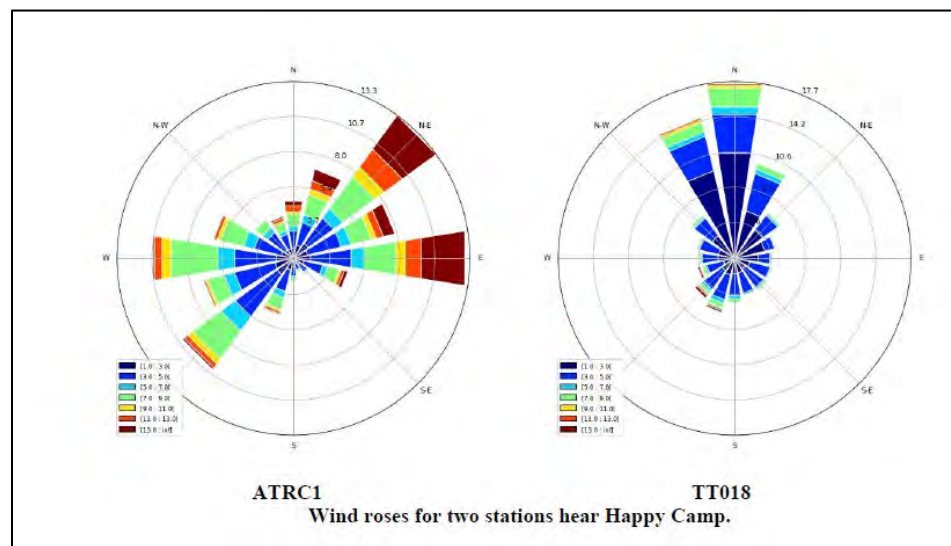
### Priority Customer Constraints

Priority customer constraints were not relevant in this PDZ, since no priority customers were identified.

PDZ	Circuit	Number of Personnel	Required Material	Hours to Patrol	Comments (Switching Points, etc.)
Snow-brush	6G101	3-Singleman	3- service trucks 1-ATV	2 hours	This assumes de-energization at the circuit breaker. 6G101 would be the 1st priority in this PDZ.

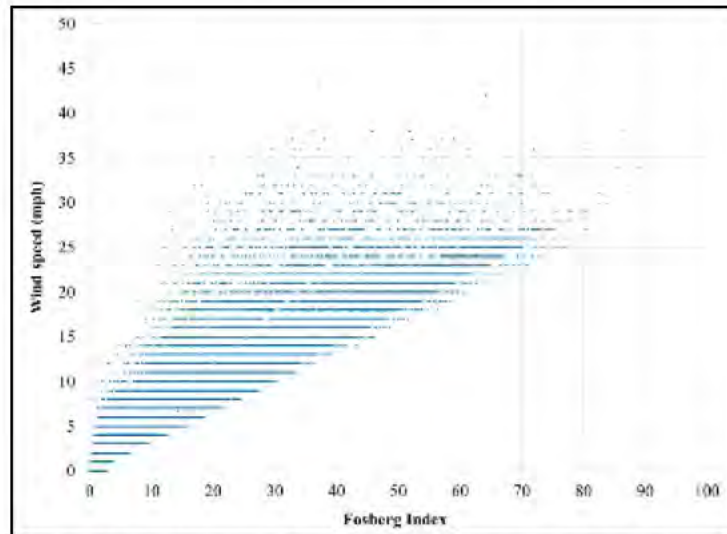
## ANNEX A — TECHNICAL EVALUATION DETAILS

- 1) Assess climatology
  - a. Downloaded approximately 185 weather stations using the MesoWest API, data generally about 20 years, retaining only “fire season,” i.e. from June 1 through October 31 of each year.
  - b. Calculated hourly Fosberg Fire Weather Index (FFWI) which uses temperature, relative humidity, 10-minute wind-speed factored into a single weather index which is correlated to influence on fire spread.
  - c. Rank ordered from highest to lowest FFWI, and extract wind speed percentiles for each value. (create percentile association for FFWI and wind-speed)
  - d. Percentiles used included 90, 95, 96, 97, 98, 99, 99.99 and 99.999.
  - e. Reviewed locations for predominant wind directions and speeds, comparing probability of high winds on high FFWI days/hours. Establish trial use triggers for de-energization and bound area to be within proactive de-energization zone (PDZ).

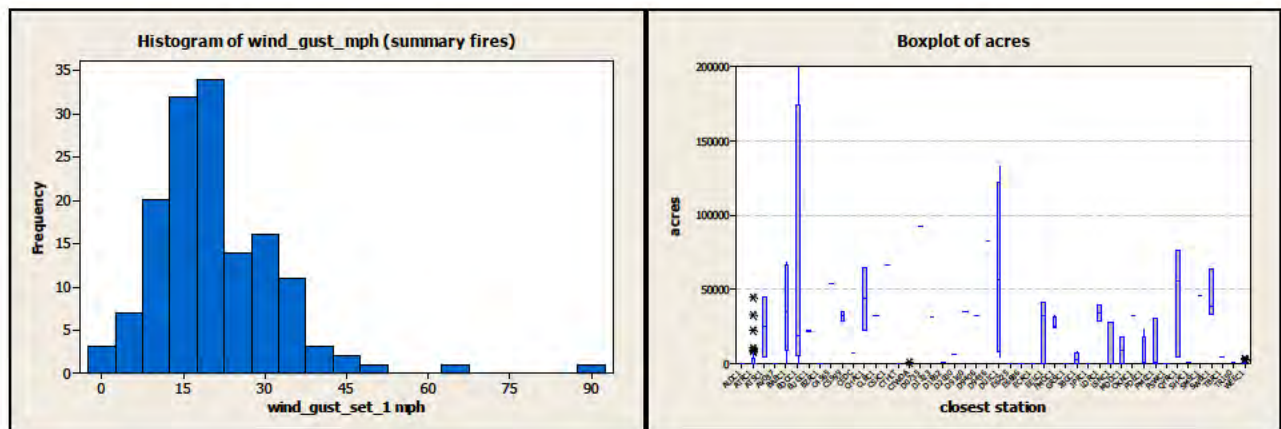




- 3) Evaluated methods to operationalize parameters, including preparing a more “durable” variable. This considered cumulative stable weather inputs, particularly Fosberg Fire Weather Index averaged over a 6 hour (“burn period”) basis (FFWI6), in combination with a newly adopted drought index, KBDI (which is inherently stable), in addition to National Weather Service (NWS) weather alerts, specifically “Red Flag Warnings” and “Severe Thunderstorms”.



- 4) Conducted detailed assessment of historic correlation between fires; 145 of 1174 were evaluated, including all fires recorded close to Weed or Happy Camp, all “power line” caused fires, in addition all fires above the average acreage in northern California (as measured by acreage) were evaluated. All relevant weather variables were recorded and statistics performed on these variables. Observed using histogram below that fires for larger acreage averaged wind gusts above about 25 mph, assessed across northern California.



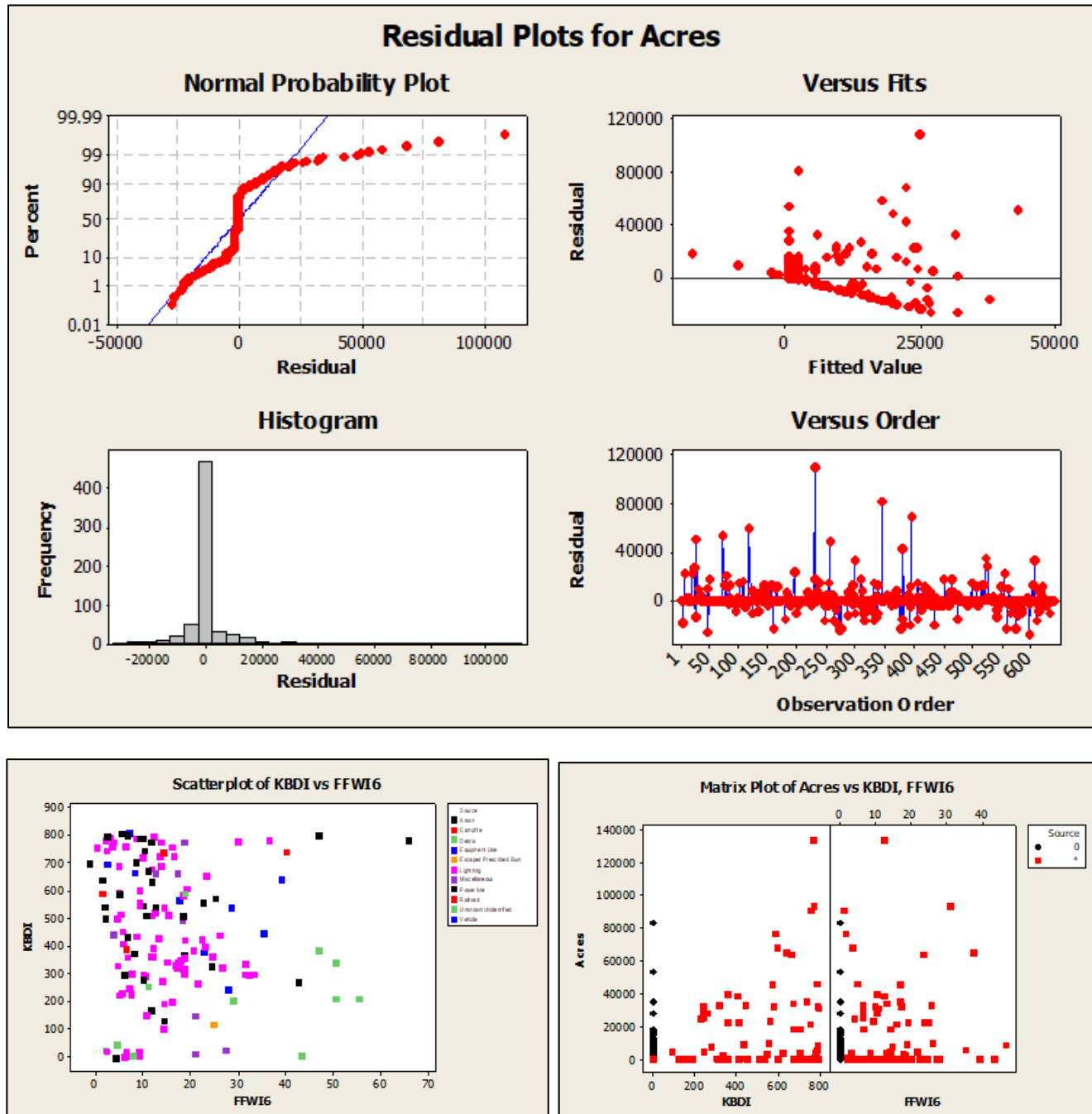
- 5) Prepared statistical model using regression model on a larger dataset, just under 700 fires, integrating relevant (statistically significant) variables as the independent variables against acreage, the dependent variable. A pair of acreage outliers were removed to achieve acceptable model correlation.

### The regression summary

The regression equation is Acres = 815 + 274 wind_gust_ + 28.9 KBDI + 601 FFWI6 + 1468 Red Flag + 3153 Severe Thunder-storm - 1630 wind_speed + 31.2 mFFWI1													
Predictor							Analysis of Variance						
Constant							Regression						
wind_gust_							Residual Error						
KBDI							Total						
FFWI6													
Red Flag													
Severe Thunder-storm							Source						
wind_speed							DF						
mFFWI1							Seq SS						
S = 9996.28 R-Sq = 26.7% R-Sq(adj) = 25.9%							wind_gust_						
							KBDI						
							FFWI6						
							Red Flag						
							Severe Thunder-storm						
							wind_speed						
							mFFWI1						
							Source						
							DF						
							SS						
							MS						
							F						
							P						
Unusual Observations													
Obs							Obs						
wind_gust_							wind_gust_						
Acres							Acres						
Fit							Fit						
SE Fit							SE Fit						
Residual							Residual						
St Resid							St Resid						
8							331						
21							335						
24							345						
28							374						
33							376						
48							382						
74							384						
78							394						
95							395						
113							397						
119							407						
146							408						
152							415						
160							437						
179							466						
195							475						
197							524						
230							525						
231							535						
237							543						
257							556						
265							559						
267							566						
275							574						
277							581						
286							582						
299							584						
300							586						
310							599						
312							606						
319							612						
330							615						
R denotes an observation with a large standardized residual. X denotes an observation whose X value gives it large leverage.													

## Residual Plots

Independent Variables: Wind gust, KBDI, FFWI6, Red Flag Warning, Severe Thunderstorm Warning, Wind speed, FFWI6. Dependent Variable: Acres





**Triggers were found to be:**

Note	Air Temp (°F)	Wind gust (average) mph	Sustained wind mph	FFWI 6	KBDI	Equipment failure outage wind gust mph
<b>Happy Camp</b>						
Majority of fires started due to lightning (36 of 39)	71.8	24.8	11	15	346	28
<b>Mt Shasta/Weed/Dunsmuir/Snowbrush</b>						
Only one larger fire due to lightning (balance are debris, arson, equipment use)	82.5	25.6	16.7	30	282	25

- 1) Evaluated gust wind speeds at which outages related to Equipment Failure have occurred in Happy Camp and the greater Mt Shasta area have occurred; observation indicated that between 25-28 mph wind gusts have resulted in fire season outage events in the past, thus as forecasts would approach these values, there is greater reduction of risk in invoking the proactive de-energization procedure.
- 2) Review PDZs to evaluate impacts to system, customers and operations and modify model. Consider segmenting PDZs, which is proposed for large area in and around Mt Shasta, as shown below.

## ANNEX B — EVENT FORMS / LOGS

### PacifiCorp Report on De-Energization Event

Date:

PSPS ID:

#### 1) Impacted Area: PDZs

PDZ Name	PDZ Description	Weather Stations Utilized	Forecast Values & Weighting Percentages	Forecast Period

#### 2) Determination of need to de-energize:

##### Forecast values

Forecasting Agency	Forecast Date/Time	Weather Station	Forecast Values	Effective Date/Time	FFWI6 ?	Sustained Wind (mph)	Gust Wind (mph)	KBDI Forecast?	Red Flag/Severe Thunderstorm?	Exceeds Limit(s)?

#### 3) Forecasting Agency Summary

Insert forecasts here

#### 4) Forecast Values Considered

##### Comparison of Forecast Values to Thresholds

Area De-energized	De-energization Date	De-energization Time	Time of Notification to Customers	Restoration Time	Full/Partial Restoration	Outage IDs	Tier Designation

#### 5) Number of affected customers, by residential, medical baseline, Commercial / industrial and other.

Circuit	Customers Interrupted	Residential	Commercial/Industrial	Priority	Medical Baseline

#### 6) Describe wind-related damage to overhead facilities in the areas where power was shutoff.

##### Observations of wind-related damage:

Wind-related observation 1

##### Observations of wind-borne debris-related damage:

Wind-borne debris-related observation 1

**7) Customer Communications**

Communication Time	Customer Groups Notified	Calling method	Description	Customer Groups Notified

**8) Community Resource Centers**

Address	Location Type (building/trailer/other)	Assistance Available	Staffed by	Start Date	Start Time	End Date	End Time

**9) Local communities' representatives contacted prior to de-energization**

Organization	Contact Individual	Date First Contacted	Time First Contacted	Contact By	Comments

**10) Summarize the number and nature of complaints received**

Claims (count)	Claim Type	Comments

**11) Restoration Process**

Weather forecast:

Local operations observations

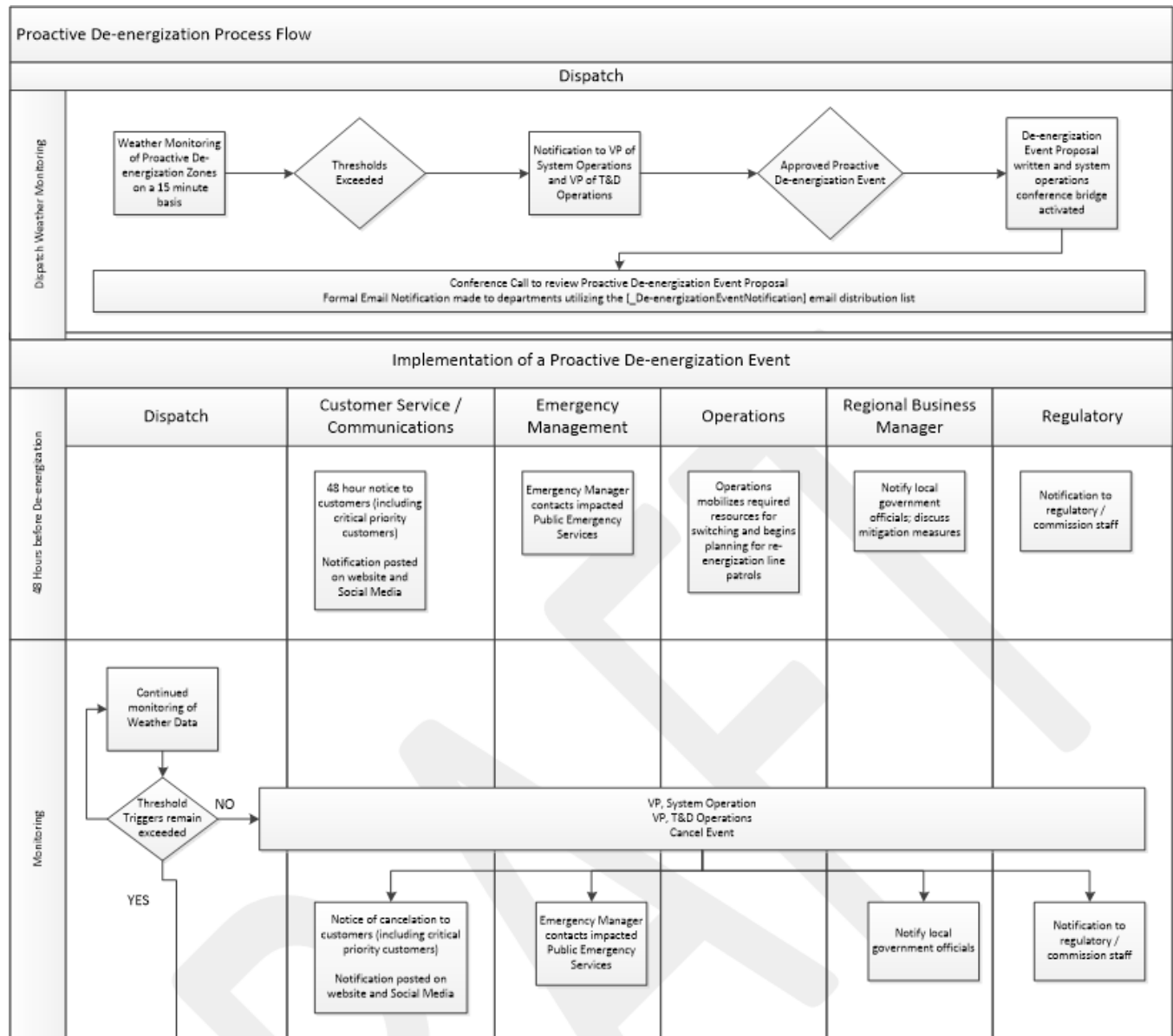
Local emergency responder input

**Response resources**

Forecast favorable for re-energizing?	Patrol completed?	Electric responder?	Fire support?	Reenergizing Date/Time

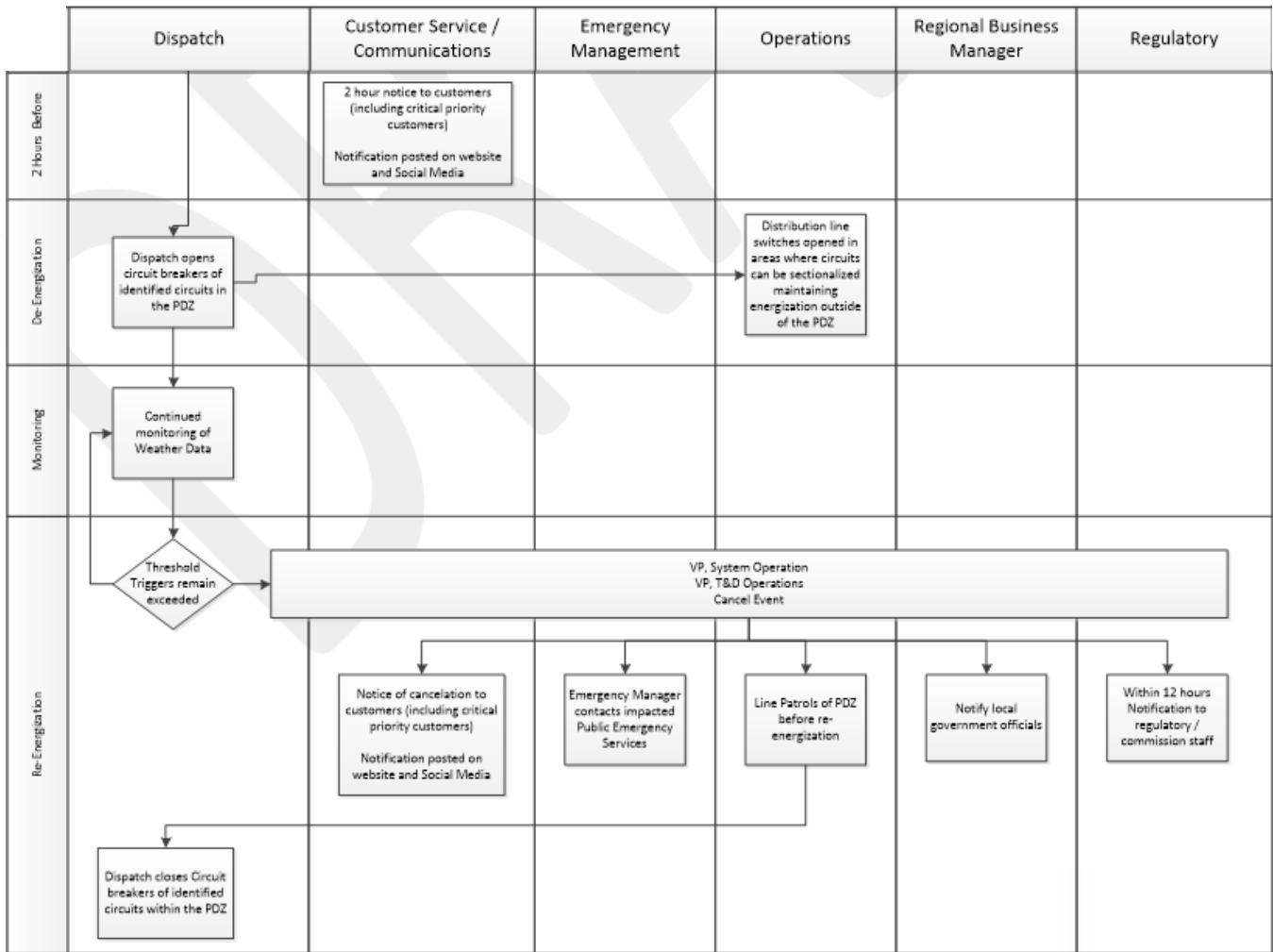
**Additional Data Relevant to Determination to De-energize**

## ANNEX C — EVENT FLOW



# California Proactive De-energization

## Mitigating Fire Risk





## **ANNEX D—COMMUNITY COORDINATION & COMMUNICATIONS**

On September 19, 2018 at 6:00 PM PacifiCorp held its Annual Reliability Presentation at the Mt. Shasta Resort. No members of the public attended in person or dialed in for the meeting. The materials presented were posted to the company's website at [https://www.pacificpower.net/content/dam/pacific\\_power/doc/Education\\_Safety/Reliability/2017\\_PacifiCorp\\_CA\\_Electric\\_Reliability\\_Report-Final.pdf](https://www.pacificpower.net/content/dam/pacific_power/doc/Education_Safety/Reliability/2017_PacifiCorp_CA_Electric_Reliability_Report-Final.pdf)

On September 19, 2018 at 1:00 PM PacifiCorp conducted an outreach discussion with emergency management professionals to review emergency response and proactive de-energization preparation.

On November 27<sup>th</sup>, 2018, a de-energization protocol and planning meeting was held with Siskiyou County stakeholders. Monte Mendenhall, California Regional Business Manager, Jeff Bolton, Emergency Services Manager and Richard Harris, Siskiyou County Operations Manager attended, representing Pacific Power. Twelve community members representing the three, tier 3 municipalities, Siskiyou County and Mercy Medical Center participated.

On December 11, 2018, additional discussions about proactive de-energization occurred with emergency service professionals as well as the Karuk Nation, who are critical customers receiving electric service delivered near the town of Happy Camp, California.

The standard agenda included;

- Discussion about ESRB-8 and an explanation of California Public Utility Commission requirement to develop a protocol associated with proactive electric supply de-energization;
- Review map of PacifiCorp service territory, particularly focusing on Tier 3 (extreme) fire threat areas;
- Assess organizations<sup>5</sup> being represented to determine that appropriate sectors were invited;
- Determine if additional stakeholders should be contacted;
- Verify contact individuals, methods and preferred contact approach;
- discussion of limitations of operations within each jurisdiction;
- Communications using normal channels was proposed and supported, i.e. emergency managers communicate with each other, while hospitals or cities would be contacted by the local regional business manager;
- Emergency services acts as focal point to inform critical customers and jurisdictions as event progresses;
- Other support considered by Siskiyou County included; Reverse 911 and Red Alert System, use of Standard Notification (Emergency Services Manager to discuss and seek approval from county officials), county portable generators (4 of them currently, used as directed through Emergency Services);
- Stressed the importance of the 48 hour notice of potential activation, and that communications must remain intact throughout event;
- Shared information about SB 901 incentives for landowners to reduce excess fuels, and
- Inquired as to the operational limitations of critical facilities.

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<sup>5</sup> Critical facilities were defined by the stakeholder groups as those including municipal water systems, waste water lift stations, waste water treatment plants, Box Canyon generating station, Mercy Medical Center, assisted living facilities, and telecom/repeater sites. It was recognized by the attendees that schools, rural fire departments and tribal authorities may also need to be separately informed.



**ANNEX E—PCC-201-CA**

# **Exhibit F**

## **PacifiCorp**

### **Service Restoration Priority – Outreach Efforts**

## **Exhibit F1 - GO 166 - Agency and Community Outreach Efforts**

The company continues to work on more robust outreach efforts to identify customers coded as Medical Baseline (an Access and Functional Needs designation) who may need additional outreach and notifications.

In July 2020 PacifiCorp launched two community resiliency programs aimed at supporting vulnerable community members and critical facilities at high risk of exposure to wildfire, PSPS events or other natural disasters. The first program is an Energy Storage Program which would fund technical feasibility studies and/or the capital costs to enable to installation of battery storage or other back-up generation systems at facilities offering critical services during emergencies such as PSPS events.<sup>1</sup> The goal is to enable access to electricity during an emergency at facilities that can provide electricity for warming, cooling, refrigeration of medicine, charging devices, or any other safe haven use for a community.

The second program offered by PacifiCorp is a Portable (Renewable) Generator program which would provide grants to emergency responders within higher risk regions such as PSPS areas to enable the purchase of portable renewable-powered generation which can be offered to customers with medical, access and functional needs. The first round of applications for these program are currently being accepted.<sup>2</sup>

The company will continue to conduct outreach to customers in an effort to increase awareness of medical baseline program. During the COVID pandemic, the company has allowed more flexibility to enroll in the medical baseline program due to stay at home orders and the availability of qualified medical customers to validate the use of medical equipment in the home. While many customers may have medical issues or equipment the Pacific Power Residential Rate Schedule D has a very broad but specific criteria for eligibility.\*

Increased collaboration with both community based organizations and tribal authorities is intended to identify households with medical needs not currently enrolled in the medical baseline.

The company will continue to provide collateral to the agencies for clients, include information with all outreach campaigns for CARE, and survey customers' knowledge on the availability of protections for access and functional needs customers.

Additionally, in preparation for each wildfire season, PacifiCorp is conducting e-mail and telephone surveys to residential, small business, critical customers and CBOs to understand the effectiveness of our outreach and communications efforts related to PSPS and wildfire preparedness.

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<sup>1</sup> Facilities eligible for this program must be non-residential and meet the definition of critical facilities, as defined by the Commission in Decision 19-09-027, later modified in Decision 20-01-021 for the Self Generation Incentive Program.

<sup>2</sup> More information about these community resiliency programs is available at <https://www.pacificpower.net/community/community-resiliency.html>.

<b>Siskiyou County Departments</b>
Social Service
Public Health
Behavioral Health
Emergency Management
<b>Hospitals</b>
Mercy Medical Center
<b>Medical Supply Company</b>
Scott Valley Respiratory Care
Apria
<b>Community Based Organizations</b>
Great Northern of Siskiyou County
Salvation Army locations in Dunsmuir, Weed, and Mount Shasta
Del Norte Community Center
<b>Master Metered Customers</b>
<b>Karuk Tribe</b>
Children and Family Services in Happy Camp

The company will also focus on non-medical access and functional needs customers by including additional information in the spring mailing to customers regarding the CARE program.

\*9. STANDARD MEDICAL QUANTITIES FOR RESIDENTIAL CUSTOMERS: A residential customer who certifies in writing that regular use of a medical life-support device, as defined below is essential to maintain the life of a full-time resident of the household, that a full-time resident of the household is a paraplegic, hemiplegic, or quadriplegic person, and/or that a full-time resident of the household is a multiple sclerosis/scleroderma patient, is eligible for a standard daily medical quantity in addition to the standard daily non-medical baseline quantity. The amount of the additional quantity shall be 16.4 kWh per day.

SPECIAL CONDITIONS

If the customer believes the life-support device upon which a full-time resident of the customer's household depends to sustain life requires more than 16.4 kWh per day to operate, the customer may apply for a higher quantity than that provided in this Rule. Upon receipt of the application, the utility shall make a determination based on the device's nameplate ratings and operating hours, of what additional number of kWh per day are required to operate the device. The additional quantity provided for in this special condition shall be increased by that number of kWh per day.

The utility may require certification by a doctor of medicine or osteopathy licensed to practice medicine in the State of California that a medical need exists and that a particular device is necessary to sustain the resident's life.

10. LIFE SUPPORT DEVICE: For the purpose of determining baseline quantities under the provisions of a rate schedule applicable to residential uses, a life-support device is any medical device requiring utility-supplied energy for its operation that is regularly required to maintain the life of a person residing in a residential unit. The term includes respirators, iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and

ultrasonic nebulizers, compressors, IPPB machines and motorized wheelchairs. It also includes additional space heat for paraplegic, hemiplegic and quadriplegic persons and additional space heat and air conditioning for multiple sclerosis/scleroderma



## Reassurance and savings

If you or a family member need assistance, we're here to lend a helping hand. Pacific Power supports programs that lend a helping hand, like our energy assistance programs, available to income-qualifying households, and through additional electricity allowances for households with qualifying medical conditions.

## Learn more and apply

To update your contact information, learn more and apply for these assistance programs and get tips on outage preparedness, visit [pacificpower.net](https://pacificpower.net) or call 1-888-221-7070.

*Si necesita hablar con un representante que habla español, llame al 1-888-225-2611.*

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# California

## Assistance and Support Programs





## Medical Baseline Program

If you or a family member is on life support or has a serious medical condition, we can help. If you or someone who lives with you full-time is required to use an electricity-dependent medical device, let us know. We can help. Qualifying customers receive approximately 500 additional kilowatt-hours per month, which are added to the lowest residential tiered rate to offset increases in cost and energy usage due to medical equipment.

A Medical or Life Support Equipment Certificate must be completed by a qualified medical professional certifying that a member of the household is using medical equipment on a regular basis required to maintain life or has a medical condition that would be adversely affected if electric service is disconnected.

The Medical Baseline certificate does not guarantee that power will not be interrupted from weather-related outages, other circumstances outside of Pacific Power's control, or service disconnection for bill nonpayment. It does allow Pacific Power to assist you in managing your electricity bills beyond what is normally allowed. Learn more at [pacificpower.net/medical](https://pacificpower.net/medical).

## California Alternate Rates for Energy Program (CARE)

If you are having trouble paying your bill, you may be eligible for a 20 percent discount on your Pacific Power bill through CARE. CARE is available to residential customers who meet income requirements.

You may also be eligible for CARE if you are enrolled in public assistance programs such as Medicaid/Medi-Cal; Women, Infants and Children Program (WIC); Supplemental Security Income (SSI); Bureau of Indian Affairs; Head Start Income Eligible (Tribal Only); or Temporary Assistance for Needy Families (TANF) or Tribal TANF.

For more information and to see if you qualify, visit [pacificpower.net/care](https://pacificpower.net/care).



## Outage Preparedness

A storm, wildfire or other emergency can happen at any time. That's why it's important to have a plan ready, year-round, in case power goes out.

- Keep a two-week supply of shelf-stable food and water for all people and pets in your home.
- Gather a backup supply of essential medicines.
- Create an emergency kit with flashlights, fresh batteries, solar phone chargers, first aid, essential phone numbers and cash.
- Do not use candles if oxygen equipment is in use.
- Check with your supplier to assist with emergency back-up plans for any medical equipment.
- Before buying a generator make sure it is appropriate for your home.

### Update your contact information with Pacific Power

Communication is a big part of staying safe. In the event of a power outage, we will use all available options to keep you informed, including social media and by reaching out to you directly by phone, text or email.

Qualifying customers would also receive additional notifications prior to a Public Safety Power Shutoff due to severe weather conditions.

Please take a moment to update your contact information so we can reach you if we need to at [pacificpower.net](https://pacificpower.net).

# **Exhibit G**

**PacifiCorp**

**Cascadia Playbook**

**PUBLIC VERSION**



# PACIFICORP

Pacific Power

Rocky Mountain Power

## Cascadia Subduction Zone Earthquake

**Document Owner:** The Pacific Power transmission and distribution operations emergency manager owns and is responsible for maintaining this document. This includes scheduling and holding annual reviews and exercises, updating content based on annual reviews and exercises, and redistributing new versions to document stakeholders.

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Exercise	
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Next Exercise Type:	Functional

# Cascadia Subduction Zone Earthquake Playbook

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# Cascadia Subduction Zone Earthquake Playbook

## 1.0 Overview

This Cascadia Subduction Zone Earthquake Playbook (Playbook) outlines the coordinated intercompany actions that Pacific Power and Rocky Mountain Power will take in response to an unprecedented catastrophic event such as a Cascadia Subduction Zone earthquake at a magnitude 7.6 or greater (Cascadia).

An event such as Cascadia would require that Pacific Power go beyond its typical storm emergency response activities to safely restore power to its customers. This is due to the potential that one or more of the following could occur: 1) Pacific Power's governing structure could be unavailable or determine that it is impacted such that governance should be transferred to Rocky Mountain Power; 2) substantial intercompany and affiliate resources could be required for assistance; or 3) special exceptions to standard company policies and processes could be required to expedite payments for goods and/or services.

A Cascadia event is based on the present threat of a catastrophic earthquake and resultant tsunami that would strike off the coast of the Pacific Ocean and threaten Pacific Power's coastal service territories in California and Oregon. As a result, a Cascadia-level event (or any disaster of its scale and impact) has the potential to require that Pacific Power engage resources across PacifiCorp's service territory as well as across the Berkshire Hathaway Energy companies to assist it in safely restoring power to its customers. (For additional information on a Cascadia threat, see Appendix A.)

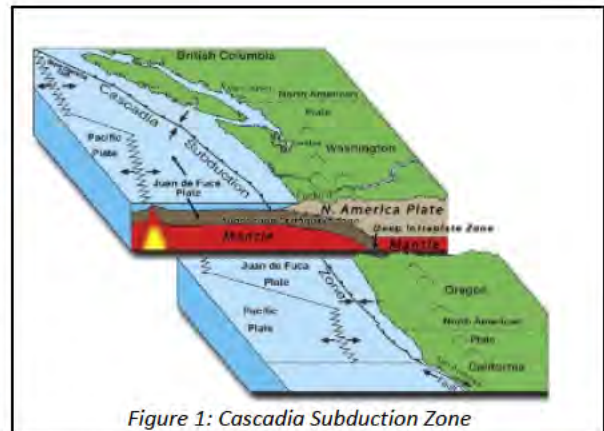


Figure 1: Cascadia Subduction Zone

## 2.0 Intercompany and Affiliate Resources

Pacific Power and Rocky Mountain Power, both part of PacifiCorp, share certain organizational resources and business processes, often leveraging each other's organizations for best practices.



## Cascadia Subduction Zone Earthquake Playbook

In the event of a large scale natural disaster occurring in Pacific Power's territory, Rocky Mountain Power is positioned to provide backup capabilities and expedite recovery measures at Pacific Power due to both its geographic location and business synergies.

Pacific Power, under PacifiCorp, is one of ten businesses that make up Berkshire Hathaway Energy companies. As such, Pacific Power can leverage the expertise and resources of the broad network of utilities within the Berkshire Hathaway Energy companies (Figure 2) when responding to large scale natural disasters such as Cascadia.

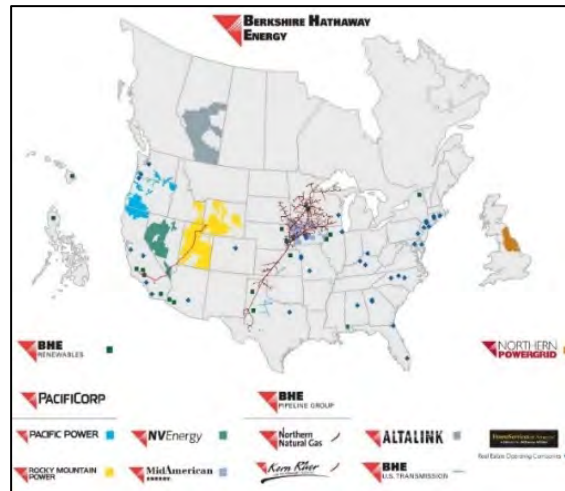


Figure 2: Berkshire Hathaway Energy

### 3.0 Governance Transfer

In addition to calling on intercompany and affiliate resources, Pacific Power can use backup capabilities at Rocky Mountain Power based in Salt Lake City, Utah - far from the Cascadia impact zone. Rocky Mountain Power can temporarily take over governance of Pacific Power's system (Governance Transfer) in the event Pacific Power determines that governance should be transferred, or if Pacific Power executives are not able to be contacted after an event. This is particularly effective since the companies share certain resources and systems (e.g., customer service, procurement, and grid operations) as well as a similar business leadership structure.

During a Governance Transfer, Rocky Mountain Power would provide the response and restoration activities that Pacific Power would normally perform following an emergency including (but not limited to) workforce availability assessments, mutual assistance requests and deployments, safety assurance and monitoring, environmental impact evaluation, mitigation and reporting, customer and employee communications, assessment of usable assets for staging, logistics, and regulatory compliance/reporting. By having the ability to transfer governance to Rocky Mountain Power, Pacific Power can ensure that response and restoration activities can be effectively deployed in its service territory in the event that Pacific Power cannot govern these activities itself.

Once Pacific Power executives have positioned themselves to resume governance, control will be transferred back to Pacific Power where response and restoration activities will continue.

## Cascadia Subduction Zone Earthquake Playbook

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### **4.0 Playbook Overview**

The Playbook identifies how Rocky Mountain Power and Pacific Power will interact to determine whether a Governance Transfer is required and then provides two response plans depending on whether this is required (Tier II) or not (Tier I).

This Playbook's objective is to accomplish the following for both Pacific Power and Rocky Mountain Power so that the Pacific Power network can be restored safely and as soon as possible after a Cascadia-level event:

- Provide defined roles and responsibilities;
- Identify actions required to assess whether a Governance Transfer is required;
- Provide the decision-making process and authority to perform a Governance Transfer;
- Provide the actions necessary to perform a Governance Transfer;
- Inform Berkshire Hathaway Energy of a Cascadia-level event;
- Provide steps on how to request affiliate resources;
- Provide steps on whether and how exception processes for procurement and treasury will be authorized; and
- Outline the process by which Pacific Power will take governance back from Rocky Mountain Power.

### **5.0 Anticipated Impacts to Pacific Power**

A large portion of Pacific Power's service territory is located within the impact area expected for a Cascadia Subduction Zone earthquake and resultant tsunamis. Oregon Department of Geology and Mineral Industries' shake-intensity and liquefaction maps were layered onto Pacific Power service territories to conduct an impact analysis.

As a result of this analysis, Pacific Power expects that a substantial amount of its electrical network system will be rendered off-line with as many as 278,000 customers without power. In addition, approximately 600 employees are projected to be unavailable for work.

## Cascadia Subduction Zone Earthquake Playbook

Table 1, below, summarizes the electrical network assets that Pacific Power estimates will be rendered off-line as a result of a Cascadia-level event (magnitude 7.6 or greater). This table does not distinguish whether they would be repairable or would represent a total loss:

Network Asset Category	Off-Line	
	Percentage	Total
Distribution Substations	25%	70
Transmission Substations	19%	16
Transmission Line-miles	22%	862
69kV	18%	250
115kV	29%	416
230kV	19%	123
500kV	19%	74
Total Distribution Lines	29%	7,557
Overhead Distribution Lines	27%	5,334
Underground Distribution Lines	35%	2,223

Table 1: Estimated Network Impact

Table 2, below, shows the type of impact Pacific Power's operational districts would experience due to a Cascadia-level event. In general, districts in coastal areas would have both earthquake and tsunami effects while districts farther inland would experience earthquake effects only or experience no direct impact, depending on distance from the epicenter. Figure 3 on the following page provides a high level graphical depiction of the impacted districts. Additional potential impact assessment information by district is provided in Appendix B.

State	Districts	Impact:
California	Crescent City	Earthquake & Tsunami
Oregon	Clatsop, Coos Bay, Lincoln City	
California	Mt. Shasta, Yreka	Earthquake Only
Oregon	Albany, Grants Pass, Medford, Portland, Roseburg	
California	Tulelake	No Direct Impact
Oregon	Bend/Central Oregon, Enterprise, Hood River, Klamath Falls, Madras, Pendleton	No Direct Impact
Washington	Walla Walla, Yakima	No Direct Impact

Table 2: Estimated District Impact Level



## Cascadia Subduction Zone Earthquake Playbook

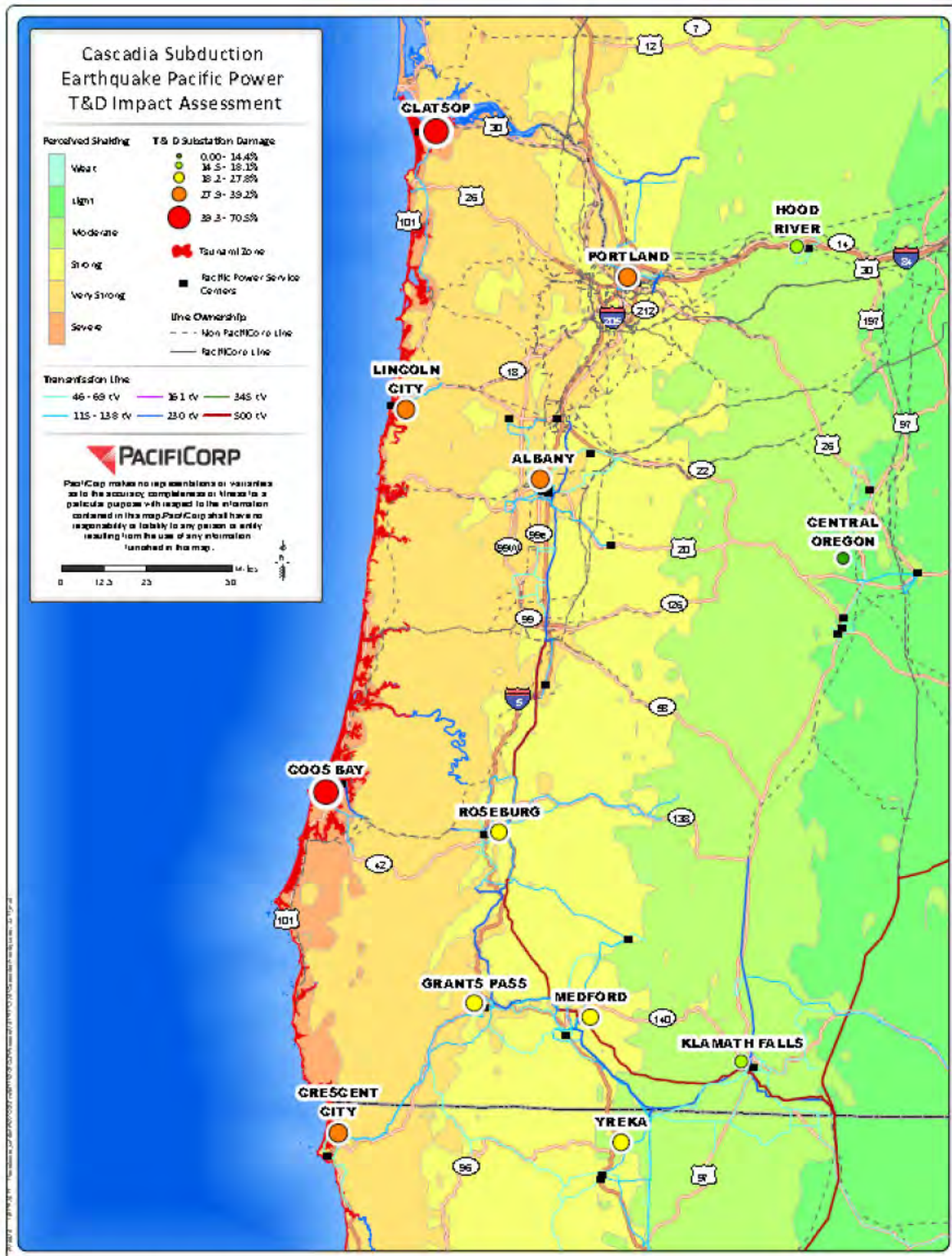


Figure 3: Cascadia Subduction Earthquake Pacific Power Transmission and Distribution Impact Assessment

## Cascadia Subduction Zone Earthquake Playbook

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### **6.0 Tier I and Tier II Response Plan Overview**

After a determination has been made on whether a Governance Transfer is required, the Playbook outlines which response plan should be used:

- **Tier I:** Pacific Power retains governance.
- **Tier II:** Rocky Mountain Power assumes temporary governance and transfers it back when Pacific Power is ready.

The response plans also provide steps to request affiliate resources and invoke policy exception processes for procurement and treasury.

The objectives of the response plans are:

- Provide non-typical emergency response procedures that may be required in a Cascadia-level event;
- Provide leadership and ensure business continuity so that core functions may be re-established within the first 24 hours after a Cascadia-level event;
- Coordinate with public and private sector emergency management agencies, and/or other utility entities for mutual assistance and internal stakeholders;
- Protect Pacific Power reputation during and after Cascadia-level event;
- Leverage capabilities and redundancy through Berkshire Hathaway Energy company resources; and
- Accomplish response tasks within maximum allowable downtime, as defined in Appendix C.

#### **6.1 Tier I: Pacific Power Retains Governance**

With Tier I, a Cascadia-level event occurs but Pacific Power is able to manage response efforts from Portland, Oregon. Tier I provides Pacific Power with potential to leverage Berkshire Hathaway Energy and Rocky Mountain Power for mutual assistance and support. No Governance Transfer is required.

## Cascadia Subduction Zone Earthquake Playbook

### 6.2 Tier II: Rocky Mountain Power Assumes Temporary Governance

With Tier II, Pacific Power is temporarily unable to manage the initial response after a Cascadia-level event. The steps in Tier II provide for a Governance Transfer to Rocky Mountain Power and its eventual return to Pacific Power.

An overview of the Tier I and Tier II response plans are depicted in Figure 4, below:

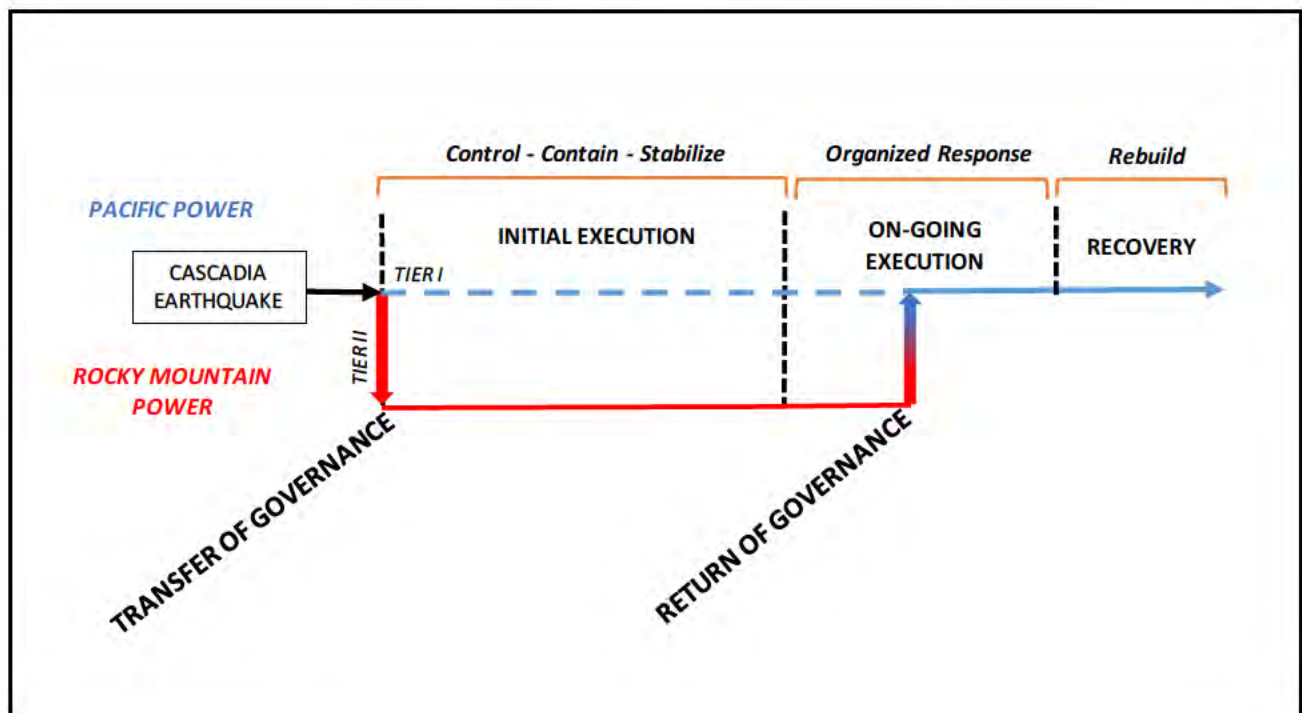


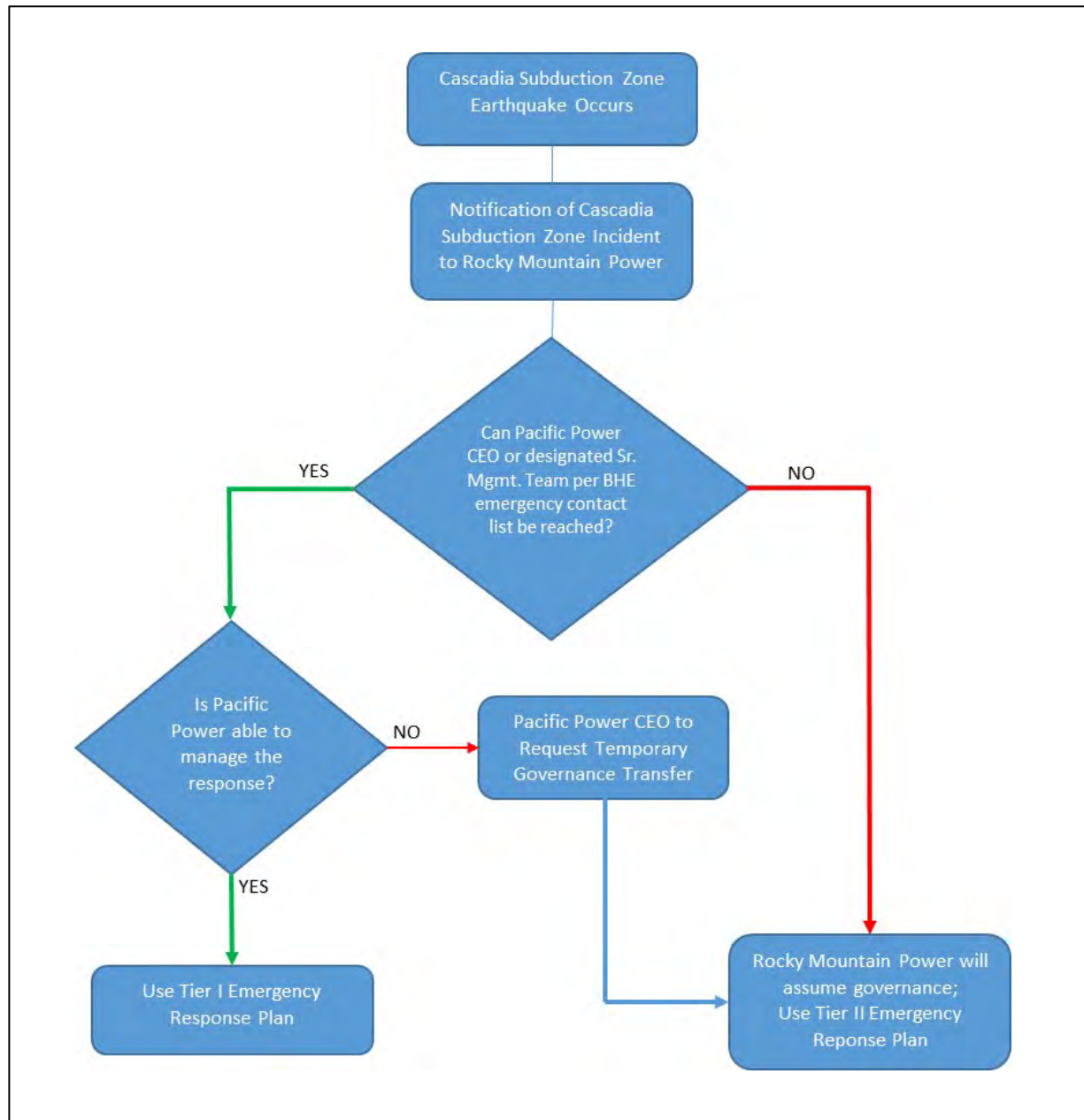
Figure 4: Response Plan Overview



## Cascadia Subduction Zone Earthquake Playbook

### 6.3 Process Diagram

The following diagram provides a simplified flow chart for the decision-making process required for Tier I or Tier II activation. The details for each step are expanded on in the following sections.



## Cascadia Subduction Zone Earthquake Playbook

### 7.0 Tier I Response Plan

The following steps are to be used in the event of a Tier I Cascadia-level event in which Pacific Power determines that a Governance Transfer to Rocky Mountain Power is not required.

**NOTES:**

- *The Tier I Response Plan uses references throughout such as 'Pacific Power Emergency Action Center' and 'Executive Policy Group'. These are defined within the respective business units' emergency plans and/or incident command structures.*
- *Executive Policy Group and Emergency Action Center position title changes may have occurred from previous Pacific Power emergency plans and should be reviewed accordingly by Playbook users.*
- *A table of abbreviations is provided in Appendix D.*

#### 7.1 Step 1: Notification

Pacific Power may receive notification through one or more mediums including direct experience of the incident, news reports, notification, detection of a grid anomaly, information technology system failure, and/or phone calls from affected areas.

Pacific Power will evaluate the impact on its system and determine if Governance Transfer actions are required and then whether activation of Tier I or Tier II response plans is applicable.

The following table outlines the response steps that Pacific Power will take for an event that Pacific Power has determined requires a Tier I response plan (without Governance Transfer).

Tier I Response Plan Steps		
Step	Action	Responsible
1.a	Call the Rocky Mountain Power President's or senior management team's office and/or cell phone(s) to notify them that Governance Transfer actions are <b>not</b> required. <ul style="list-style-type: none"> <li>○ Rocky Mountain Power President - office number: 801-220-4609</li> <li>○ Rocky Mountain Power President - cell number: 503-956-9588</li> <li>○ Other senior management team contact information can be found in Appendix E.</li> </ul>	Pacific Power President & CEO
1.b	Proceed to <b>Step 2 – Incident Management Team Activation.</b>	

## Cascadia Subduction Zone Earthquake Playbook

### 7.2 Step 2: Incident Management Team Activation

At the discretion of the Pacific Power President & CEO, an Executive Policy Group<sup>1</sup> can be activated to aid in business continuity and communications.

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
2.a	Notify members of the Executive Policy Group of the situation. Begin any actions needed for protection of business reputation, coordination with state-level or higher government entities and provide strategic leadership and vision to business area's emergency action centers.	Pacific Power President and CEO/designee
2.b	Identify Response Director(s) and On-Scene Commander(s) for each Pacific Power business area which has an Emergency Action Center (T&D, Hydro)	Pacific Power President and CEO/designee
2.c	<p>Contact members of the Pacific Power Incident Management Team to include Emergency Action Centers (see Appendix E for directory information) and establish a meeting place and time, leaving adequate time to conduct initial communication and grid condition assessments.</p> <p><b>EAC locations:</b></p> <ol style="list-style-type: none"> <li>1. Primary Location – Lloyd Center Tower (Portland, Oregon)</li> <li>2. Secondary Location – Stayton, Oregon, Business Recovery Center</li> <li>3. Alternate Location – Yakima, Washington, Service Center (Executive Policy Group and T&amp;D) Location selected due to identified communications capabilities and space for personnel</li> <li>4. Alternate Location Merwin Headquarters (Hydro)</li> </ol> <p><i>See Appendix F for additional information regarding EACs.</i></p>	Executive Policy Group Director, Response Directors and On-Scene Commanders

<sup>1</sup> See Appendix H for information regarding the Executive Policy Group.



## Cascadia Subduction Zone Earthquake Playbook

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
2.d	<p>In accordance with the Berkshire Hathaway Energy (BHE) Emergency Operations Guide<sup>2</sup>:</p> <ol style="list-style-type: none"> <li>1. Notify Greg Abel (BHE Chairman, President &amp; CEO) at 515-242-4000 (office) of the situation and ascertain if the BHE Emergency Operations Center (BHE EOC) should be activated. <ol style="list-style-type: none"> <li>a. If the BHE Coordinating Executive agrees that BHE EOC activation should occur, contact Bill Fehrman (BHE Coordinating Executive) at 515-281-2326 (office) or 515-494-0270 (cell) for activation of BHE EOC.</li> <li>b. Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.</li> </ol> </li> <li>2. Request through the BHE Coordinating Executive that all BHE companies assess resource capabilities/availability for possible deployment through intercompany mutual assistance. Resources include: <ul style="list-style-type: none"> <li>○ Assessors</li> <li>○ T&amp;D linemen</li> <li>○ Substation journeymen</li> <li>○ Relay technicians and wiremen</li> <li>○ Communications technicians</li> <li>○ Mechanics</li> <li>○ Safety representatives</li> <li>○ Field equipment and material</li> <li>○ Others, as determined necessary for the situation</li> </ul> </li> </ol>	Executive Policy Group Director
2.e	<p>Contact and update the on-call external communications Public Information Officer at [REDACTED] regarding current situation. Request development of holding statement and provide guidance on public message development. Refer to Appendix G for a prepared script with adjustments to be made at the CEO's discretion.</p>	Executive Policy Group Director

<sup>2</sup> The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the Pacific Power emergency management organization.

## Cascadia Subduction Zone Earthquake Playbook

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
2.f	<p>Conduct Pacific Power Policy Group and Emergency Action Center meeting and all response resources meeting including Pacific Power resources located outside of the affected area:</p> <ul style="list-style-type: none"> <li>○ Review initial impact assessments and communication capabilities.</li> <li>○ Notify Oregon Emergency Management Office<sup>3</sup>.</li> <li>○ Review grid stability and mitigation actions.</li> <li>○ Verify plan assignments and initial actions (reports from each area).</li> <li>○ Establish response priorities.</li> <li>○ Develop and deliver internal and external communications.</li> <li>○ Develop a plan for deployment of resources to assist in staging set-up and incident coordination in Klamath Falls and Bend, Oregon, and Yakima, Washington.</li> <li>○ Establish regular Incident Management Team meeting schedule to include on-scene response leadership for dissemination of information and direction (operational periods for planning and reporting). <ul style="list-style-type: none"> <li>○ Standard recurrence of 12 hours, adjusted as needed</li> </ul> </li> </ul> <p><i>If corporate telephony systems are unavailable, use WPS cell phones, GETS, and AT&amp;T conferencing to conduct the meeting.</i></p> <p>Key items to consider during planning meetings:</p> <ul style="list-style-type: none"> <li>○ Safety concerns</li> <li>○ Current capabilities</li> <li>○ Current staffing levels</li> <li>○ Damage assessment</li> <li>○ Resources lost</li> <li>○ Transportation routes and access</li> </ul>	Executive Policy Group Director
2.g	Initiate contact with all renewable generating facilities (event notification, communications check, and damage assessment).	Renewable Resources Executive
2.h	<p>Assume operational control of incident and begin logistical and mutual assistance requests for affected area.</p> <p>Mutual assistance order of activation:</p> <ol style="list-style-type: none"> <li>1. Internal Mutual Assistance <ul style="list-style-type: none"> <li>Sister company CEOs via Bill Fehrman/Coordinating Executive 515-281-2326 (office) or [REDACTED] (cell)</li> </ul> </li> </ol>	T&D Operations Response Director

<sup>3</sup> For more information visit <http://www.oregon.gov/oem/Pages/default.aspx>.



## Cascadia Subduction Zone Earthquake Playbook

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
	<p>2. Western Region Mutual Assistance Group (WRMAG) Contact one of the co-chairs for WRMAG (Tom Jacobus 626-302-8555 (office) or [REDACTED] (cell) or Barron Kelley 801-324-3320 (office) or [REDACTED] (cell). Contact Eric Christenson/Western Energy Institute (WEI) senior project manager [REDACTED] if others are unavailable.</p> <p>3. National Response Event (NRE) Bill Fehrman: 515-281-2326 (office) or [REDACTED] (cell) <i>NRE activation criteria:</i></p> <ul style="list-style-type: none"> <li>• Resource requirements greater than what impacted Regional Mutual Assistance Group (RMAG) can provide or,</li> <li>• Two or more RMAGs impacted or,</li> <li>• Response includes assets from more than two supporting RMAGs or,</li> <li>• Multiple events which create competition for resources in different RMAGs, or</li> <li>• Incident magnitude warrants consideration for activation.</li> </ul>	
2.i	<p>Schedule and conduct BHE executive emergency meeting with members of the BHE EOC to focus on:</p> <ul style="list-style-type: none"> <li>○ Resource procurement and deployment</li> <li>○ Establishment of a travel and expense organization</li> <li>○ National and regional communications</li> </ul> <p><i>If corporate telephony systems are unavailable, utilize WPS cell phones, GETS, and AT&amp;T conferencing to conduct the meeting.</i></p>	BHE Coordinating Executive
2.j	Coordinate employee care activities.	Human Resources
2.k	Proceed to <b>Step 3 – Incident Stabilization.</b>	



## Cascadia Subduction Zone Earthquake Playbook

### 7.3 Step 3: Incident Stabilization

After the Incident Management Team is activated, the priority becomes the stabilization of the incident.

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
3.a	Coordinate the following actions, providing oversight to Salt Lake Control Center (SCC) region dispatch east: <ul style="list-style-type: none"> <li>Activation of the Grid Operations Alternate Control Center (GOACC) at SCC.</li> <li>Grid status, stabilization activities, and coordination with PEAK RC.</li> </ul>	Grid Operations Executive
3.b	Regulatory Compliance: Notify Oregon, Washington and California regulators through respective State EOCs: <ul style="list-style-type: none"> <li>Oregon: [REDACTED] (Oregon Military Department Joint Operations Center)</li> <li>California: [REDACTED]</li> <li>Washington: [REDACTED]</li> </ul>	Regulatory Executive
3.c	Establish potential staging areas and initiate logistical requests for housing and feeding of responding employees, contractors, and mutual assistance teams at all three response operations locations: <ul style="list-style-type: none"> <li>Yakima, Washington</li> <li>Bend, Oregon</li> <li>Klamath Falls, Oregon</li> </ul> <i>Storm Services LLC. [REDACTED] is one option.</i>	Logistics Chief
3.d	Conduct radio checks to all Pacific Power areas and call-downs to Pacific Power cell and satellite phones at operations centers in the impacted areas to determine communication capabilities and to get a first-hand account of incident impacts. If contact with a specific area is not made, personnel from adjacent areas will attempt to travel to the area.	Emergency Action Center Director
3.e	Conduct a meeting including Pacific Power resources outside of the affected area: <ul style="list-style-type: none"> <li>Review initial impact assessments and communication capabilities.</li> <li>Review grid stability and mitigation actions.</li> <li>Receive reports from each business area.</li> <li>Establish response priorities.</li> <li>Develop and deliver internal and external communications.</li> </ul>	Executive Policy Group Director

## Cascadia Subduction Zone Earthquake Playbook

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
3.f	Verify all information technology (IT) systems are viable for use in either primary or secondary locations.	IT Executive
3.g	Evaluate capability to provide currency to Pacific Power field resources for goods and services payments.	Finance Executive
3.h	Prepare and distribute messaging for affected customers and critical infrastructure assets such as hospitals, water and sewage treatment, police and fire departments, and other key resources identified by the local EOCs.	External Affairs and Customer Service Executives
3.i	Create and implement safety standards for response. Deviation from standard practices must be pre-approved by Executive Policy Group or Emergency Action Center Director.	Safety Officer
3.j	Create current list of employees (include name, duty location, home address, ALL phone numbers, emergency contact information, and family information, if known) and distribute to managers.	Human Resources Executive
3.k	Initiate accountability protocols in accordance with the "LiveSafe" application on cell phones.	Human Resources
3.l	Establish call-in number for employees and publicize in public messaging.	Human Resources Executive
3.m	Initiate established public messaging protocols.	Public Information Officer
3.n	If the Western Regional Mutual Assistance Group or BHE Emergency Operations Center has requested a National Response Event through Edison Electrical Institute (EEI). Verify activation of the National Response Event EEI mutual assistance Point of contact; Bill Fehrman/BHE Coordinating Executive at 515-281-2326 (office) or [REDACTED] (cell).	Executive Policy Group Director
3.o	Hydro Resources field personnel will: <ul style="list-style-type: none"> <li>○ Maintain water management actions to prevent flooding or overtopping dams</li> <li>○ Initiate site inspections as appropriate in accordance with earthquake response procedures</li> <li>○ Initiate emergency action plans as appropriate.</li> <li>○ Monitor security systems at hydro sites</li> <li>○ Manage regulatory compliance requirements</li> </ul>	Renewable Resources Executive



## Cascadia Subduction Zone Earthquake Playbook

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
	Initiate a call-down for hydro west facilities via radio, landline, cell or satellite phones to determine communication capability and to receive update of incident impacts. Contact should be attempted in the following order: <ul style="list-style-type: none"> <li>○ Hydro Control Center</li> <li>○ Toketee Control Center</li> <li>○ Hydro Management Staff</li> <li>○ Lewis River Sites</li> <li>○ Klamath River Sites</li> <li>○ Umpqua River Sites</li> <li>○ Rogue River Sites</li> <li>○ Bend Hydroelectric Plant</li> </ul>	Hydro EAC Director
<b>3.p</b>	Provide talking points to the Portland Customer Service Center, Wasatch Customer Collection and other external-facing entities (company message).	Customer Service
<b>3.q</b>	Proceed to <b>Step 4 – Ongoing Response Execution.</b>	

## Cascadia Subduction Zone Earthquake Playbook

### 7.4 Step 4: Ongoing Response Execution

This step will be repeated until the transition to recovery takes place.

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
4.a	Track and report successes and identify and address challenges from previous shift.	Emergency Action Center Response Director
4.b	Develop objectives to be completed during shift.	Emergency Action Center Response Director
4.c	Plan how to achieve the objectives which were developed for completion during the shift.	Planning Chief
4.d	Conduct planning meeting with all response areas.	Planning Chief
4.e	Conduct tactical meetings within operational areas, to be reviewed and coordinated with Emergency Action Center.	On-scene Commander
4.f	Track employees and their families' accountability and assistance requests. See step 4.g to be reported to Executive Policy Group for strategic review.	Human Resources
4.g	Post-Impact accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	All Executives and Command Centers
4.h	Provide update to appropriate Executive Policy Group executive.	Emergency Action Center Response Director
4.i	New shift restart at <b>Step 4.a</b> for continuing response.	
4.j	Upon Notification proceed to <b>Step 5 – Transition to Recovery.</b>	

## Cascadia Subduction Zone Earthquake Playbook

### 7.5 Step 5: Transition to Recovery

Upon completion of the initial response, there will be a transition into recovering from the incident. At this point, rebuilding damaged facilities and resuming all business tasks begins; working towards resuming normal day-to-day operations.

Tier I Response Plan Steps (continued)		
Step	Action	Responsible
5.a	Executive decision that response phase is complete and recovery should begin. Response will be considered complete when actions supporting customer connectivity are completed or scheduled and focus can be shifted to returning the business to normal operations. Public sector Incident Commander may also announce a directed transition from response to recovery.	Executive Policy Group Director
5.b	Complete any customer-facing tasks to ensure no further continued outages.	Emergency Action Centers
5.c	Initiate Pacific Power Business Recovery Plans.	Executive Policy Group Director
5.d	Initiate management of recovery tasks in accordance with appropriate business continuity plans.	Emergency Action Centers
5.e	Final post-impact response accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	All Areas
5.f	Complete After Action Report.	Emergency Manager



## Cascadia Subduction Zone Earthquake Playbook

### 8.0 Tier II Response Plan

The following steps are to be used in the event of a Tier II Cascadia Subduction Earthquake in which a temporary transfer of governance to Rocky Mountain Power is required.

#### NOTES:

- The Tier II Response Plan uses references throughout such as 'Rocky Mountain Power Incident Command Center' and 'Executive Policy Group'. These are defined within the respective business units' emergency plans and/or incident command structures.
- Executive Policy Group and Emergency Action Center position title changes may have occurred from previous Pacific Power emergency plans and should be reviewed accordingly by Playbook users.
- A table of abbreviations is provided for reference in Appendix D.

#### 8.1 Step 1: Notification

Pacific Power and Rocky Mountain Power may receive notification of a Cascadia-level event through one or more mediums including direct experience of the incident, news reports, U.S. Geological Survey (USGS) notification, detection of a grid anomaly, information technology system failure, and phone calls from affected areas.

Pacific Power will evaluate the impact on its system and determine whether activation of Tier I or Tier II is applicable and whether or not Governance Transfer<sup>4</sup> actions are required. In the absence of communication from Pacific Power's leadership, Rocky Mountain Power may find it necessary to initiate Tier II Response actions on their behalf. The following table outlines the decision-making process to initiate a temporary Governance Transfer and the subsequent response steps that will be taken. Appendix I provides an overview of Tier II response plan steps.

Tier II Response Plan Steps		
Step	Action	Responsible
1.a	The President and CEO of Pacific Power, or designee, formally requests implementation of the policy with the Rocky Mountain Power president and CEO following the incident to ensure continuity of leadership.	Rocky Mountain Power CEO

<sup>1</sup> Per Continuity of Leadership Policy Letter, October 2017



## Cascadia Subduction Zone Earthquake Playbook

<b>1.b</b>	<p>In the absence of communication from Pacific Power leadership, call the Pacific Power President to determine if Tier II response actions are required</p> <ol style="list-style-type: none"><li>1. Pacific Power President office phone: 503-813-5336</li><li>2. Pacific Power President cell phone: [REDACTED]</li><li>3. Pacific Power President satellite phone: [REDACTED]</li></ol> <p><i>The assumption that Governance Transfer actions are necessary will be based on the absence of contact with Pacific Power leadership within 30 minutes after incident notification.</i></p>	Rocky Mountain Power CEO
<b>1.c</b>	Proceed to <b>Step 2 – Governance Transfer and Incident Management Team Activation.</b>	

## Cascadia Subduction Zone Earthquake Playbook

### 8.2 Step 2: Governance Transfer and Incident Management Team Activation

At the discretion of the Rocky Mountain Power President & CEO, an Incident Command Center<sup>5</sup> can be activated to aid in business continuity and communications. Establishing and activating an Incident Management Team in support of the crisis is vital to success.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
2.a	Activate the Rocky Mountain Power Incident Command Center and establish a meeting place and time, leaving adequate time to conduct initial communication and grid condition assessments.	Incident Commander
2.b	<p>In accordance with the Berkshire Hathaway Energy (BHE) Emergency Operations Guide<sup>6</sup>:</p> <ol style="list-style-type: none"> <li>1. Notify Greg Abel (BHE Chairman, President &amp; CEO) at 515-242-4000 (office) of the situation and ascertain if the BHE Emergency Operations Center (EOC) should be activated:               <ol style="list-style-type: none"> <li>a. If the BHE Coordinating Executive agrees that BHE EOC activation should occur, contact Bill Fehrman (BHE Coordinating Executive) at 515-281-2326 (office) or [REDACTED] (cell) for activation of BHE EOC.</li> <li>b. Upon BHE EOC activation, perform all coordination with the BHE Coordinating Executive.</li> </ol> </li> <li>2. Request through the BHE Coordinating Executive that all BHE companies assess resource capabilities/availability for possible deployment through intercompany mutual assistance. Resources include:               <ul style="list-style-type: none"> <li>○ Assessors</li> <li>○ T&amp;D linemen</li> <li>○ Substation journeymen</li> <li>○ Relay technicians and wiremen</li> <li>○ Communications technicians</li> <li>○ Mechanics</li> <li>○ Safety representatives</li> <li>○ Field equipment and material</li> <li>○ Others, as determined necessary for the situation</li> </ul> </li> </ol>	Rocky Mountain Power President and CEO or designee

<sup>5</sup>Information regarding the Rocky Mountain Power Incident Command Center can be found in Appendix F.

<sup>6</sup> The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the Pacific Power emergency management organization.



## Cascadia Subduction Zone Earthquake Playbook

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
2.c	<p>Contact and provide situational update to on-call External Communications/Public Information Officer at 800-570-5838 or 800-775-7950 (PacifiCorp Media hotlines) to allow initial public company response.</p> <p><i>Refer to Appendix G for pre-determined script or CEO may make adjustments as necessary.</i></p>	Incident Commander
2.d	<p>Conduct an all-hands Rocky Mountain Power Incident Command Center meeting including Pacific Power resources located outside of the affected area:</p> <ul style="list-style-type: none"> <li>○ Review initial impact assessments and communication capabilities.</li> <li>○ Review grid stability and mitigation actions.</li> <li>○ Verify plan assignments and initial actions (reports from each area).</li> <li>○ Establish response priorities.</li> <li>○ Develop and execute on external and internal communications.</li> <li>○ Develop a plan for deployment of resources to assist in staging set-up and incident coordination in Klamath Falls, Bend, and Yakima.</li> <li>○ Include Pacific Power managers and directors from Hydro Resources, Operation Centers, and Regional Business Managers outside the impacted areas.</li> <li>○ Notify Oregon Emergency Management Office<sup>7</sup></li> </ul> <p><i>If corporate telephony systems are unavailable, utilize WPS cell phones, GETS and/or Skype conferencing to conduct the meeting.</i></p> <p>Establish regular meetings (operational periods for planning and reporting).</p>	Incident Commander
2.e	<p>Assume operational control of incident and begin logistical and mutual assistance requests for affected areas. Mutual assistance order of activation:</p> <ol style="list-style-type: none"> <li>1. Internal mutual assistance: Sister company CEOs via Bill Fehrman/Coordinating Executive 515-281-2326 (office) or [REDACTED] (cell)</li> <li>2. Western Region Mutual Assistance Group (WRMAG): Contact one of the co-chairs for WRMAG: Tom Jacobus 626-302-8555 (office) [REDACTED] (cell) or Barron Kelley 801-324-3320 (office) or [REDACTED] (cell). Contact Eric Christenson/Western Energy Institute (WEI) senior Project Manager 971-303-2118 if others are unavailable.</li> </ol>	Incident Commander

<sup>7</sup> For more information visit <http://www.oregon.gov/oem/Pages/default.aspx>.

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Tier II Response Plan Steps (continued)		
Step	Action	Responsible
	<p>3. National Response Event (NRE): Bill Fehrman/NRE 515-281-2326 (office) or [REDACTED] (cell)</p> <p><i>NRE activation criteria:</i></p> <ul style="list-style-type: none"> <li>• Resource requirements greater than what impacted Regional Mutual Assistance Group (RMAG) can provide or,</li> <li>• Two or more RMAGs impacted or,</li> <li>• Response includes assets from more than two supporting RMAGs or,</li> <li>• Multiple events which create competition for resources in different RMAGs, or,</li> <li>• Incident magnitude warrants consideration for activation.</li> </ul>	
2.f	Initiate a call-down to all generating facilities (event notification).	Renewable Resources Representative
2.g	<p>Conduct radio checks to all Pacific Power areas and call-downs to Pacific Power cell and satellite phones at operations centers inside the impacted area to determine communication capability and to get first-hand account of incident impacts. If contact with a specific area is not made, personnel from adjacent areas will attempt travel to the area if feasible.</p> <p><i>See Appendix E for directory information.</i></p>	T&D Operations and Renewable Resources Representative
2.h	Proceed to <b>Step 3 – Incident Stabilization.</b>	



## Cascadia Subduction Zone Earthquake Playbook

### 8.3 Step 3: Incident Stabilization

After the Incident Management Team is activated, the priority becomes stabilization.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
3.a	Coordinate the following actions, providing oversight to Salt Lake City Control Center (SCC) region dispatch east: <ul style="list-style-type: none"> <li>Activation of the Grid Operations Alternate Control Center (GOACC) at SCC.</li> <li>Grid status, stabilization activities and coordination with PEAK RC.</li> </ul>	Incident Commander
3.b	Regulatory Compliance: Notify Oregon, Washington and California regulators through respective State Emergency Operations Centers (EOCs) <ul style="list-style-type: none"> <li>Oregon: [REDACTED] (Oregon Military Department Joint Operations Center)</li> <li>California: [REDACTED]</li> <li>Washington: [REDACTED]</li> </ul> <i>Rocky Mountain Power may consider contacting their regulatory agencies to notify of Pacific Power Governance Transfer.</i>	Regulatory Executive
3.c	Verify staffing and capability to operate grid operations roles and responsibilities from the GOACC in Salt Lake City, Utah	ICC
3.d	Establish staging area and initiate logistical requests for housing and feeding responding employees, contractors and mutual assistance teams at Yakima, Washington: <ul style="list-style-type: none"> <li>Location selected due to identified communications capabilities and space for personnel</li> <li>Initial inbound mutual assistance deployment location</li> </ul> <i>Storm Services LLC. [REDACTED] is one option</i>	Logistics Chief
3.e	Conduct radio checks to all Pacific Power areas and call-downs to Pacific Power cell and satellite phones at operations centers inside the impacted areas to determine communication capabilities and to get first-hand accounts of incident impacts. If contact with a specific area is not made, personnel from adjacent areas will attempt to travel to the area. <i>See Appendix E for directory information.</i>	All Areas
3.f	Attend initial BHE emergency operations briefing in accordance with the BHE Emergency Operations Guide <sup>8</sup> with focus on: <ul style="list-style-type: none"> <li>Resource procurement and deployment logistics</li> </ul>	Rocky Mountain Power CEO

<sup>8</sup> The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the Pacific Power emergency management organization.



## Cascadia Subduction Zone Earthquake Playbook

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
	<ul style="list-style-type: none"> <li>Establishment of a travel and expense organization</li> <li>National and regional communications</li> <li><i>If corporate telephony systems are unavailable, utilize BHE conferencing systems.</i></li> </ul>	
<b>3.g</b>	Conduct an all-hands meeting including Pacific Power eastside resources: <ul style="list-style-type: none"> <li>Review initial impact assessments and communication capabilities</li> <li>Review grid stability and mitigation actions</li> <li>Receive reports from each business area</li> <li>Establish response priorities</li> <li>Develop and execute external and internal communications</li> <li>Establish regular meeting times for updates and information dissemination</li> </ul>	Incident Commander
<b>3.h</b>	Verify all information technology (IT) systems are viable for use in either primary or secondary locations.	IT Executive
<b>3.i</b>	Consider capability to provide currency to Pacific Power field resources for goods and services payments.	Finance Executive
<b>3.j</b>	Prepare and distribute messaging for affected customers and critical infrastructure assets such as hospitals, water and sewage treatment, police and fire departments, and any other key resources identified by the local EOCs.	External Affairs and Customer Service Executives
<b>3.k</b>	Create and implement safety standards for response. Deviation from standard practices must be pre-approved by Executive Policy Group or Emergency Action Center Director.	Safety Officer
<b>3.l</b>	Initiate accountability protocols in accordance with the “LiveSafe” application on cell phones.	Human Resources
<b>3.m</b>	Establish call-in number for employees and publicize in public messaging.	Human Resources
<b>3.n</b>	Initiate public messaging protocols.	Public Information Officer
<b>3.o</b>	Provide required resource data to Western Energy Institute’s mutual assistance Ramp-Up tool to include requirements and requests for resources. Consider needs for: <ul style="list-style-type: none"> <li>Assessors</li> <li>T&amp;D linemen &amp; substation journeymen</li> <li>Relay technicians and wiremen</li> <li>Communications technicians</li> </ul>	Emergency Manager



## Cascadia Subduction Zone Earthquake Playbook

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
	<ul style="list-style-type: none"> <li>○ Mechanics</li> <li>○ Safety reps</li> <li>○ Field equipment and material</li> <li>○ Others, as determined necessary for the situation</li> </ul>	
<b>3.p</b>	<p>Hydro Resources field personnel will:</p> <ul style="list-style-type: none"> <li>○ Maintain water management actions prevent flooding overtopping dams.</li> <li>○ Initiate Emergency Action Plans as appropriate.</li> <li>○ Monitor security systems at hydro sites.</li> <li>○ Manage regulatory compliance requirements.</li> <li>○ Initiate site inspections as appropriate in accordance with earthquake response procedures.</li> </ul>	Renewable Resources
<b>3.q</b>	<p>Initiate a call-down for hydro west facilities via radio, landline, cell or satellite phones to determine communication capability and to receive update of incident impacts.</p> <p>Contact should be attempted in the following order:</p> <ul style="list-style-type: none"> <li>○ Hydro Control Center</li> <li>○ Toketee Control Center</li> <li>○ Hydro Management Staff</li> <li>○ Lewis River Sites</li> <li>○ Klamath River Sites</li> <li>○ Umpqua River Sites</li> <li>○ Rogue River Sites</li> <li>○ Bend Hydroelectric Plant</li> </ul>	Renewable Resources
<b>3.r</b>	<ul style="list-style-type: none"> <li>○ Provide talking points to the Wasatch Customer Collection Center and other external-facing entities (company message).</li> </ul>	Customer Service
<b>3.s</b>	<p>Post-impact accounting for all personnel within impact area and provide information to leadership.</p> <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	All executives and command centers
<b>3.t</b>	Proceed to <b>Step 4 – Rocky Mountain Power Response Execution.</b>	

## Cascadia Subduction Zone Earthquake Playbook

### 8.4 Step 4: Rocky Mountain Power Response Execution

This step will be repeated until the transfer of governance to Pacific Power takes place.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
4.a	Track and report successes and identify and address challenges from previous shift.	Incident Commander
4.b	Develop objectives to be completed during shift.	Incident Commander
4.c	Plan how to achieve the objectives which were developed for completion during the shift.	Incident Commander
4.d	Conduct planning meeting with all response areas.	Incident Commander
4.e	Conduct tactical meetings within operational areas, to be reviewed and coordinated with Emergency Action Center.	Incident Commander
4.f	Track employees and their families' accountability and assistance requests. See step 4.g to be reported to Executive Policy Group for strategic review.	Operations Chief
4.g	Post-Impact accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	Human Resources
4.h	Provide update to appropriate Executive Policy Group executive.	All areas
4.i	Unless notified of Pacific Power resumption of leadership or termination of response restart at <b>Step 4a</b> at completion of time period/shift.	
4.j	Upon Notification Proceed to <b>Step 6 – Pacific Power Incident Management Team and Leadership Activation.</b>	



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### 8.5 Step 5: Pacific Power Incident Management Team and Leadership Activation

As soon as feasible after an event, Pacific Power leadership will resume governance of the company and response activities. Upon activating the Incident Management Team, Pacific Power will ensure they are prepared to assume control of the incident and transfer governance in a controlled manner.

Pacific Power will also activate an Executive Policy Group as outlined in Appendix H. Emergency Action Center and On-scene Command structures will vary from Rocky Mountain Power's team.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
5a.	Appoint Response Director(s) and On-Scene Commander(s) for each business area which has an Emergency Action Center (T&D, Hydro).	Pacific Power CEO or designee
5.b	Activate Pacific Power Emergency Action Centers and establish meeting place and time for response. EAC locations: <ol style="list-style-type: none"> <li>1. Primary Location – Lloyd Center Tower</li> <li>2. Secondary Location – Stayton Business Recovery Center</li> <li>3. Alternate Location – Yakima Service Center (Executive Policy Group and T&amp;D) Location selected due to identified communications capabilities and space for personnel</li> <li>4. Alternate Location Merwin Headquarters (Hydro)</li> </ol> <i>See Appendix F for additional information regarding EACs.</i>	Emergency Action Center Response Directors
5.c	Once relocated to the identified EAC, assess executive leadership and EAC member staffing and coordinate with RMP regarding transfer of leadership. Transfer of leadership should be conducted with a minimum staffing of: <ul style="list-style-type: none"> <li>○ Executive Policy Group Director,</li> <li>○ Operations EAC Director,</li> <li>○ Operations EAC Section Chiefs (Planning, Logistics, Administration/Finance),</li> <li>○ Operations Emergency Manager,</li> <li>○ Hydro EAC Director,</li> <li>○ Hydro EAC Section Chiefs (Planning, Logistics, Administration/Finance)</li> <li>○ Hydro Emergency Manager</li> </ul>	Executive Policy Group Director

## Cascadia Subduction Zone Earthquake Playbook

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
5.d	Verify status of each contingency plan implemented by Rocky Mountain Power prior to returning leadership control to Pacific Power. List plans based on continuity inputs in addition to any emergency management plans.	Executive Policy Group Director
5.e	Conduct post-impact accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel: _____</li> <li>○ Available: _____</li> <li>○ Dead: _____</li> <li>○ Injured: _____</li> <li>○ Missing: _____</li> </ul>	All Areas
5.f	Proceed to Step 6 – Pacific Power Resumes Governance.	



## Cascadia Subduction Zone Earthquake Playbook

### 8.6 Step 6: Pacific Power Resumes Governance

Once capability is restored, Pacific Power will re-assume governance and ensure key incident management tasks are updated as appropriate.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
6.a	Establish conference call with Executive Policy Group, Pacific Power Emergency Action Center(s), and Rocky Mountain Power Incident Command Center for strategic situation reports, ongoing operational commitments, mutual aid status reports, and operational capability assessments.	Executive Policy Group Director
6.b	Peer to peer calls (e.g., Rocky Mountain Power Resources Coordinator with Pacific Power Logistics Chief and/or Workforce Coordinator) should be conducted for specific operational and tactical level coordination.	All Incident Management Team members
6.c	Notify Rocky Mountain Power President and CEO of resumption of leadership by Pacific Power CEO.	Executive Policy Group Director
6.d	In accordance with the BHE Emergency Operations Guide <sup>9</sup> , notify Bill Fehrman/BHE Coordinating Executive at 515-281-2326 (office) or [REDACTED] (cell) of the situation.  A follow-up call to Greg Abel/BHE Chairman, President and CEO may also be made at 515-242-4000 (office).	Executive Policy Group Director
6.e	Notify subordinate levels regarding change of leadership.	Executive Policy Group Director
6.f	Proceed to Step 7 – Pacific Power Ongoing Response Execution.	

<sup>9</sup> The BHE Emergency Operations Guide is confidential; therefore, distribution is limited to Pacific Power and Rocky Mountain Power presidents/CEOs who receive updated copies annually. Submit requests for copies outside of this distribution to the Pacific Power emergency management organization.

## Cascadia Subduction Zone Earthquake Playbook

### 8.7 Step 7: Pacific Power Ongoing Response Execution

This step will be repeated until the transition to recovery takes place.

Tier II Response Plan Steps (continued)		
Step	Action	Responsible
7.a	Track and report successes and identify and address challenges from previous shift.	Emergency Action Center Response Director
7.b	Develop objectives to be completed during shift.	Emergency Action Center Response Director
7.c	Plan how to achieve the objectives which were developed for completion during the shift.	Planning Chief
7.d	Conduct planning meeting with all response areas.	Planning Chief
7.e	Conduct tactical meetings within operational areas, to be reviewed and coordinated with Emergency Action Center.	On-scene Commander
7.f	Track employees and their families' accountability and assistance requests. See step 4.g to be reported to Executive Policy Group for strategic review.	Human Resources
7.g	Post-Impact accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	All Executives and Command Centers
7.h	Provide update to appropriate Executive Policy Group executive.	Emergency Action Center Response Director
7.i	New shift restart at <b>Step 4a.</b> for continuing response.	
7.j	Upon Notification Proceed to <b>Step 8 – Transition to Recovery.</b>	



## Cascadia Subduction Zone Earthquake Playbook

### 8.8 Step 8: Transition to Recovery

Upon completion of the initial response there will be a transition to recovery from the incident. At this point, rebuilding damaged facilities and resuming all business tasks begins, working towards resuming normal day-to-day operations. The incident management structure will remain in place for operations in the recovery phase.

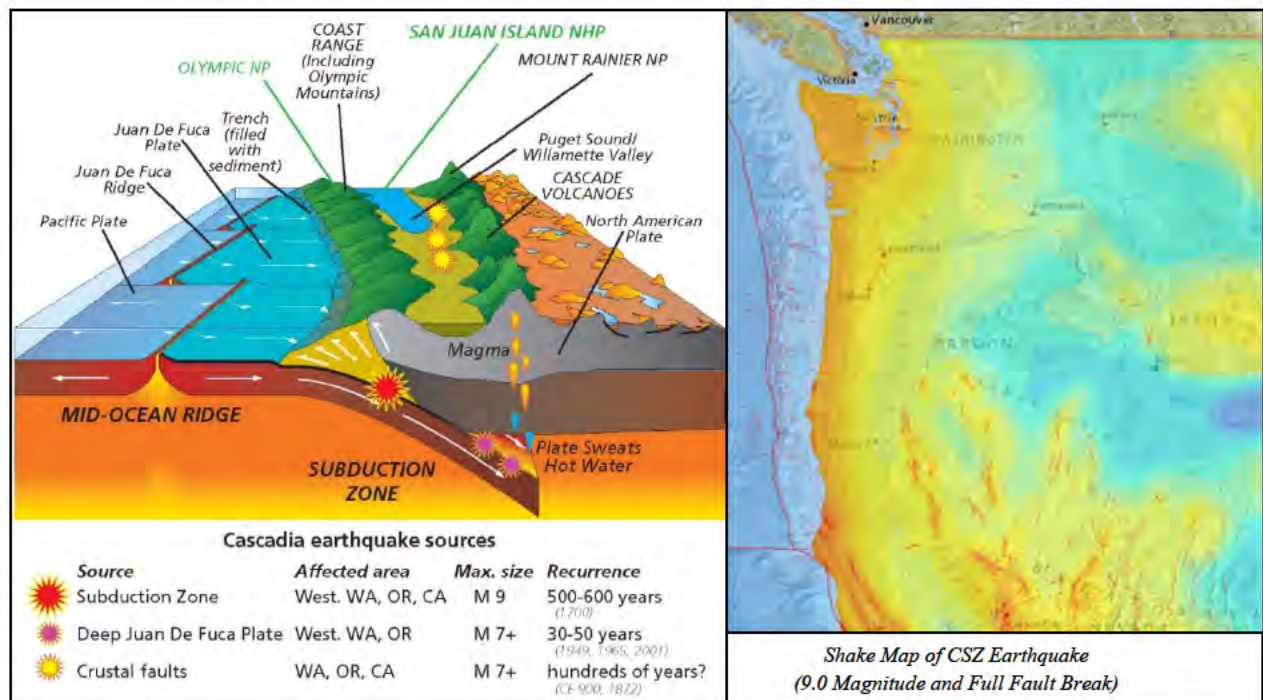
Tier II Response Plan Steps (continued)		
Step	Action	Responsible
8.a	Executive decision to be made that the response phase is complete and recovery should begin. Response will be considered complete when actions supporting customer connectivity are completed or scheduled and focus can be shifted to returning the business to normal operations. Public sector incident commander may also announce a directed transition from response to recovery.	Executive Policy Group Director
8.b	Complete any customer facing tasks to ensure no further continued outages.	Emergency Action Centers
8.c	Initiate Pacific Power business recovery plans.	Executive Policy Group Director
8.d	Initiate management of recovery tasks in accordance with appropriate business continuity plans.	Emergency Action Centers
8.e	Perform post-impact response accounting for all personnel within impact area and provide information to leadership. <ul style="list-style-type: none"> <li>○ Total Personnel</li> <li>○ Available</li> <li>○ Dead</li> <li>○ Injured</li> <li>○ Missing</li> </ul>	All Areas
8.f	Complete After Action Report.	Emergency Manager

## Cascadia Subduction Zone Earthquake Playbook

### Appendix A: Cascadia Background Information<sup>10</sup>

While a 4.0-magnitude Cascadia subduction earthquake would go seemingly unnoticed, a 7.6 to 9.0 magnitude event would trigger a tsunami, inundating most of the Oregon coast, and have crippling effects on western Oregon, northern California, and southern Washington. As described in the Oregon Resilience Plan, the state of Oregon anticipates the destruction of nearly 24,000 buildings resulting in 27,600 displaced households, a lack of healthcare facilities in critical areas, and 10 million tons of debris. Critical infrastructure components such as highways and bridges may be damaged or impassable. Liquid fuel, clean water and sewer, and electricity may be unavailable for an extended period throughout the affected region.

As a full rupture of the Cascadia Subduction Zone will result in impacts beyond the capabilities of localized agencies, coordination on the national and global level will be required to effectively restore and recover. While immediate recovery from a magnitude 9.0 Cascadia subduction earthquake is expected to take months, a full recovery will likely take years. The following map outlines the tsunami inundation zone along the Pacific coast as well as various levels of shaking intensity that will be experienced throughout Oregon.



<sup>10</sup> Information from the Oregon Office of Emergency Management:  
<http://www.oregon.gov/oem/hazardsprep/Pages/Cascadia-Subduction-Zone.aspx>



## Cascadia Subduction Zone Earthquake Playbook

### Earthquake Information

The Pacific Northwest is susceptible to earthquakes ranging from small, undetectable tremors to a Cascadia Subduction Zone release which will measure 9.0 magnitude or greater. Any earthquake below 4.0 magnitude on the Richter Scale will either go unnoticed or have no damage associated with the incident. Since the calculations to identify magnitude are logarithmic, moving a full number up the scale represents an increase of 30 times the magnitude. For example, a 6.0 earthquake is 30 times the magnitude of a 5.0 quake and 900 times the magnitude of a 4.0 quake. The Mercalli Intensity Scale is a way of rating the observed effects of an earthquake and may be more subjectively identified than the Richter Scale. As the level of the earthquake increases, the need for a response and overall Incident Management also increases.

Richter Scale	Mercalli Intensity	Shaking	Description/Damage
1.0 - 3.0	I	Not felt	Not felt except by a very few under especially favorable conditions.
3.0 - 3.9	II	Weak	Felt only by a few persons at rest, especially on upper floors of buildings.
	III	Weak	Felt quite noticeably by persons indoors, especially on upper floors of buildings. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck. Duration estimated.
4.0 - 4.9	IV	Light	Felt indoors by many, outdoors by few. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.
	V	Moderate	Felt by nearly everyone. Some windows broken. Unstable objects overturned.
5.0 - 5.9	VI	Strong	Felt by all. Some heavy furniture moved; a few instances of fallen plaster. Damage slight.
	VII	Very strong	Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; considerable damage in poorly built or badly designed structures.
6.0 - 6.9	VIII	Severe	Damage slight in specially designed structures; considerable damage in ordinary buildings with partial collapse. Damage great in poorly built structures. Fall of chimneys, monuments, walls.
	IX	Violent	Damage considerable in specially designed structures. Damage great in substantial buildings, with partial collapse. Buildings shifted off foundations.
7.0 and higher	X	Extreme	Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent.
	XI	Extreme	Few, if any (masonry) structures remain standing. Bridges destroyed. Rails bent greatly.
	XII	Extreme	Total damage. Lines of sight and level are distorted. Objects thrown into the air.

The worst-case scenario for the Pacific Power service area is a Cascadia Subduction Zone earthquake which is predicted to measure between a 7.6 and 9.0-plus magnitude, depending on the length of the break of the fault. This earthquake will also result in a tsunami which will inundate the west coast quickly with no time to initiate warnings.

As is listed in the figure, the Cascadia Subduction Zone is created where the Juan De Fuca plate slips under the North American Plate. This fault line has the potential to release a magnitude 9.0+ incident along its entire boundary which extends from northern California to British Columbia in Canada.

## Cascadia Subduction Zone Earthquake Playbook

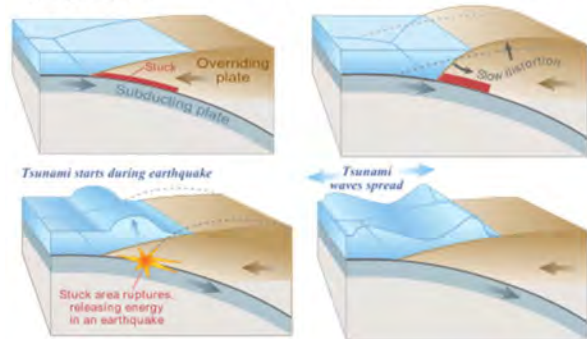
In the event of a Cascadia Subduction Zone earthquake, much of the Pacific Power service territory will be affected. The worst effects will be seen in the coastal areas and will lessen eastward. The Interstate 5 corridor is seen as the line where the damage will begin to greatly diminish. Locations east of the Cascade Mountains will likely have little to no damage.

### Tsunami Information

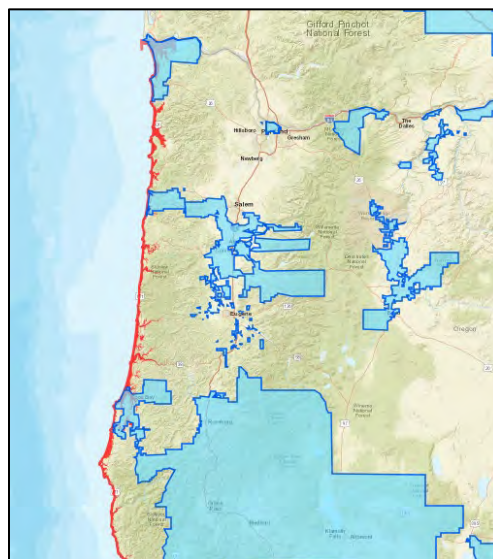
Tsunamis are a secondary threat associated with earthquakes on the ocean floor. These waves will be much larger than normal waves and will inundate low-lying areas. Near tsunamis, created by local earthquakes, will have little to no warning time -- the earthquake itself is the warning that a tsunami may follow. Distant tsunamis, those generated more than 620 miles away, will allow three or more hours notification time while the wave travels across the ocean to the inundation zone.

#### What causes Tsunamis?

- Usually caused by underwater earthquakes

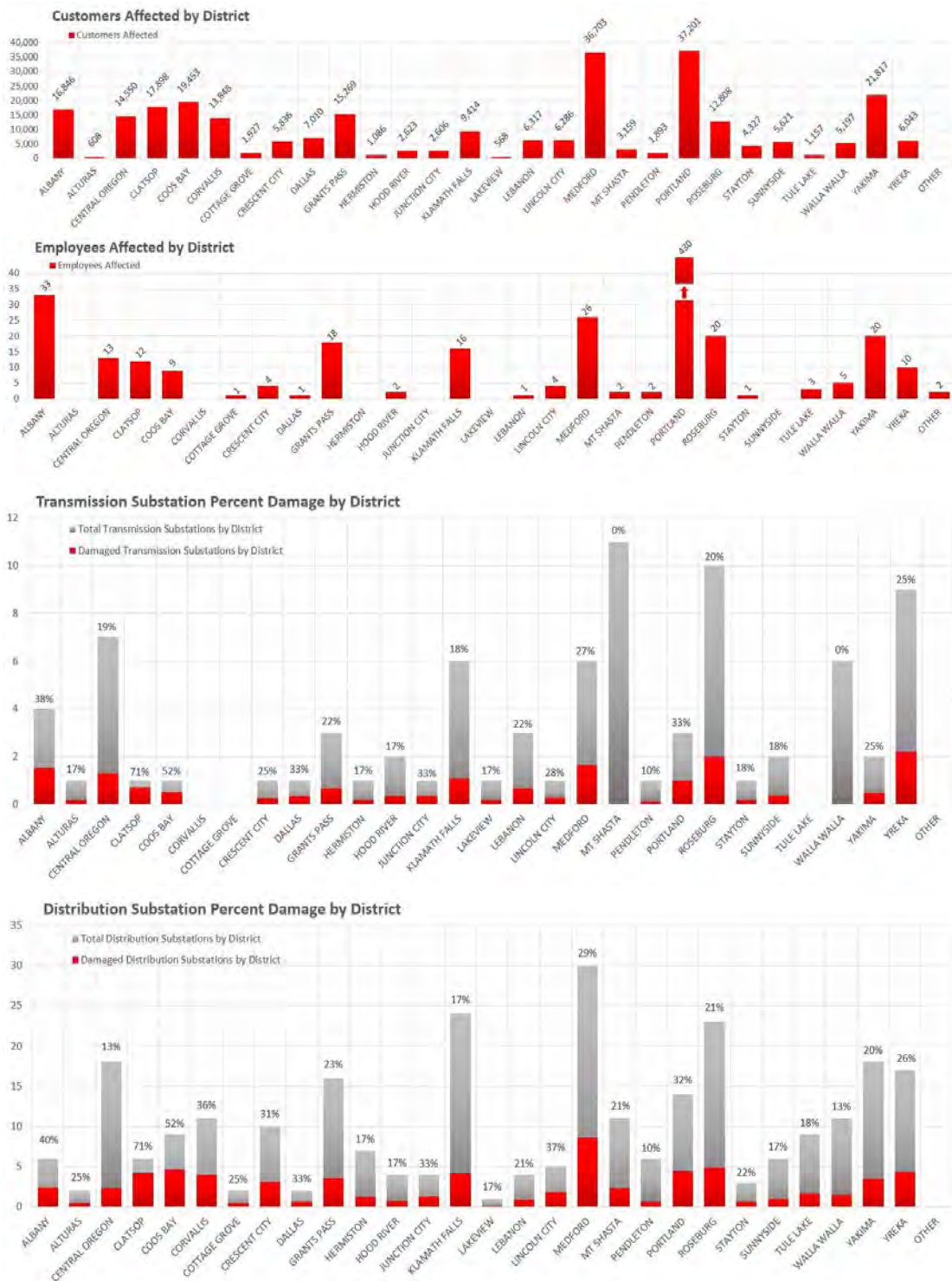


Inundation from a tsunami will occur in all Pacific Power coastal districts from Astoria, Oregon, to Crescent City, California. The following map identifies Pacific Power's Oregon service territory district (shown in blue) and the areas which are susceptible to tsunami inundation (shown in red):



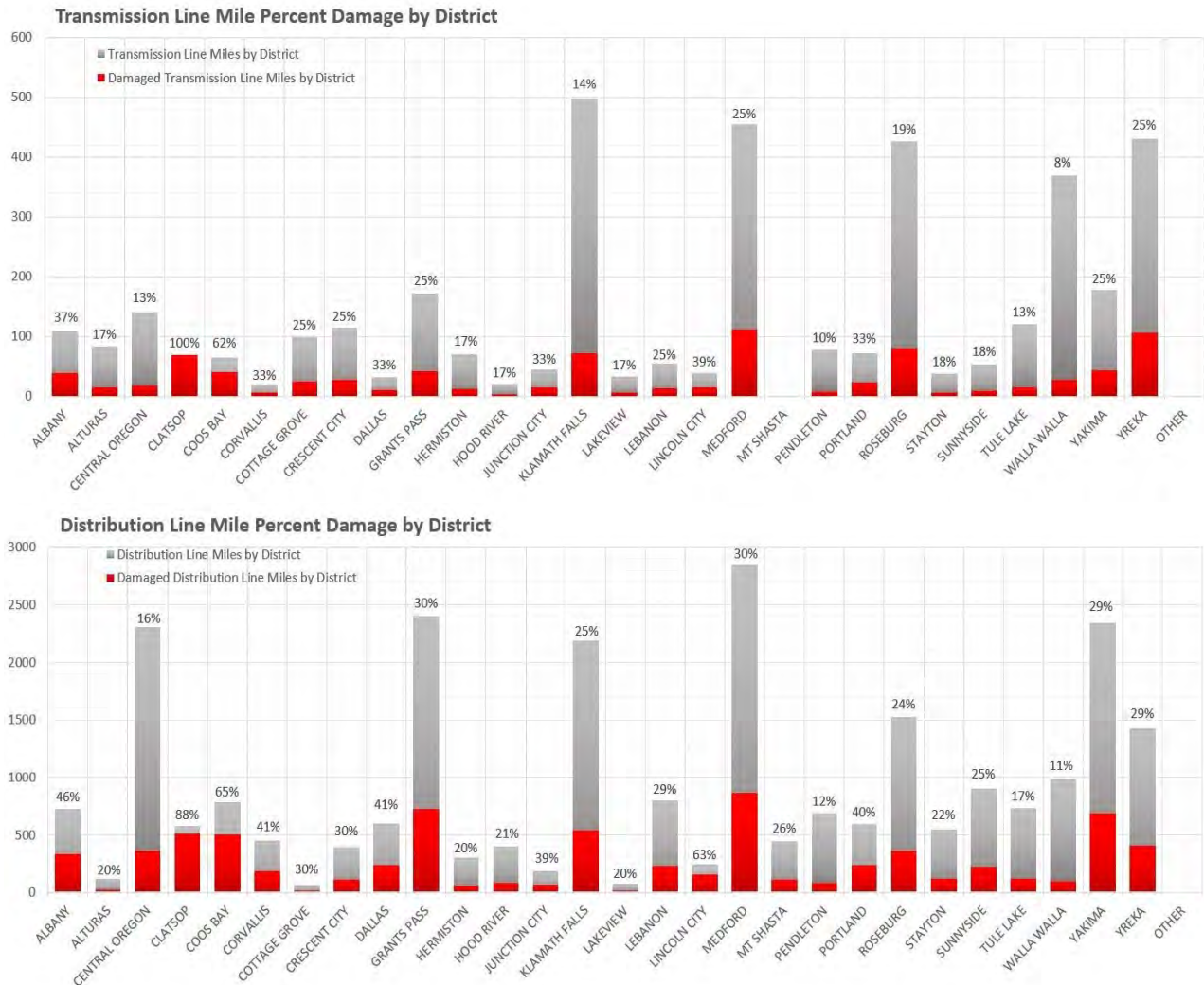
## Cascadia Subduction Zone Earthquake Playbook

### Appendix B: Potential District Impact Assessment Charts





## Cascadia Subduction Zone Earthquake Playbook



## Cascadia Subduction Zone Earthquake Playbook

### **Appendix C: Maximum Allowable Downtime Chart (0-72 Hours)**

The table, below, lists the maximum allowable downtimes for specific actions within the first 72 hours. Any downtime which is exceeded will either have business operational or reputational consequences and/or regulatory reporting requirements.

Business Process/Functions	Group	MAD
Balance and interchange	Grid operations	0 Hours
Energy Imbalance Market	Grid operations	0 Hours
Grid operations	Grid operations	0 Hours
Public emergency safety	Region dispatch	0 Hours
Outage management	Region dispatch	0 Hours
Emergency repair	Region dispatch	0 Hours
Emergency repair	Field operations	0 Hours
Emergency repair	Substation operations	0 Hours
Transmission preschedule	Transmission	30 Minutes
Network transmission schedule	Transmission	1 Hour
Main grid system planning	Transmission	1 Hour
Community emergency response	Customer and community	1 Hour
Coordinate corporate messaging with media	Customer and community	1 Hour
Safety messaging	Customer and community	1 Hour
External communications	Public affairs and strategic initiative	2 Hours
Load analysis for distribution outage restoration	Engineering and asset management	2 Hours
Dispatch outage system support: monitor systems	T&D application support	2 Hours
Dispatch outage system support: problem resolution	T&D application support	2 Hours
Material support	Field tech operations	3 Hours
Communications support	Field tech operations	3 Hours
Relay support	Field tech operations	3 Hours
Apparatus support	Field tech operations	3 Hours
Coordination with operations and labor unions	Labor relations	4 Hours
Occupational health and safety	Environmental health and safety	4 Hours
Corporate health and safety	Environmental health and safety	4 Hours
Internal communications	Public affairs and strategic initiative	4 Hours
Storm outage restoration	Field operations	6 Hours
Outage coordination	Grid operations	24 Hours
Resource and contract management	Construction and support services	24 Hours
Building systems (facilities)	Construction and support services	24 Hours
Deliver key messages to community and opinion leaders	Customer and community	24 Hours
Legal/compliance	Legal Counsel	24 Hours
Inventory management	Construction and support services	48 Hours
Regulatory compliance	Regulation	48 Hours
Finance and accounting	Financial planning and reporting	72 Hours

## Cascadia Subduction Zone Earthquake Playbook

Business Process/Functions	Group	MAD
Property rights research	Construction and support services	72 Hours
Obtain and process community concerns	Customer and community	72 Hours
Environmental	Environmental health and safety	72 Hours

## Cascadia Subduction Zone Earthquake Playbook

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### **Appendix D: Table of Abbreviations**

BHE	Berkshire Hathaway Energy
BHE EOC	Berkshire Hathaway Energy Emergency Operations Center
CEO	Chief Executive Officer
EAC	Emergency Action Center
EEI	Edison Electrical Institute
EPG	Executive Policy Group
GETS	Government Emergency Telecommunications Service
GOACC	Grid Operations Alternate Control Center
ICC	Incident Command Center (Rocky Mountain Power)
IMAT	Incident Management Assistance Team
IT	Information Technology
MAD	Maximum Allowable Downtime
NIMS/ICS	National Incident Management System and the Incident Command System
NRE	National Response Event
PEAK RC	Peak Reliability Coordinator
PPEAC	Pacific Power Emergency Action Center
RMAG	Regional Mutual Assistance Group
RMP	Rocky Mountain Power
SCC	Salt Lake City Control Center
T&D	Transmission and Distribution
UCG	Unified Coordination Group
WEI	Western Energy Institute
WPS	Wireless Priority Service
WRMAG	Western Region Mutual Assistance Group



## Cascadia Subduction Zone Earthquake Playbook

### Appendix E: Directory

#### Pacific Power

Location	International Number (Device No.)	Domestic Number	Type
Albany (Willamette) Operations			Mobile device
			Mobile device
Bend Operations			Mobile device
Clatsop (Warrenton) Operations			Docking station, fixed antenna, and mobile
Coos Bay Operations			Docking station, fixed antenna, and mobile
Crescent City Operations			Docking station, fixed antenna, and mobile
Grants Pass			Mobile device
Klamath Falls Operations			Mobile device
LCT – PPEAC 1700-E			Mobile device
			Mobile device
Lincoln City Operations			Docking station, fixed antenna, and mobile
Medford Operations			Mobile device
			Mobile device
NTO – Dispatch West, Alternate Dispatch Center			Docking station, fixed antenna, and mobile
NTO – Dispatch East			Docking station, fixed antenna, and mobile
NTO – Grid Operations Alternate Control Center (GOACC 2)			Docking station, fixed antenna, and mobile
Portland Control Center, Dispatch West			Docking station, fixed antenna, and mobile
Portland Control Center, Grid Operations			Docking station, fixed antenna, and mobile
Yreka Operations			Mobile device
			Mobile device



## Cascadia Subduction Zone Earthquake Playbook

### Rocky Mountain Power

Assigned User	Equipment Location	Dialing Number	Satellite Device Number	Device Description
<b>WRC Ops Managers</b>	Wasatch Restoration Center			Iridium 9555 Mobile & Fixed Antenna Docking Station
<b>Scott Derrick</b>	Director, Central Utah			Iridium 9555 Mobile Handset
<b>American Fork Ops Managers</b>	American Fork Service Center			Iridium 9555 Mobile & Fixed Antenna Docking Station
<b>Jody Berger</b>	Director, Southern Utah			Iridium 9555 Mobile Handset
<b>Cedar City Ops Managers</b>	Cedar City Service Center			Iridium 9555 Mobile Handset
<b>Dan Bodily</b>	Director, Idaho/N. Utah			Iridium 9555 Mobile Handset
<b>Ogden Ops Managers</b>	Ogden Service Center			Iridium 9555 Mobile & Fixed Antenna Docking Station
<b>Preston Ops Managers</b>	Preston Service Center			Iridium 9555 Mobile Handset
<b>Casper Ops Managers</b>	Casper Service Center			Iridium 9555 Mobile & Fixed Antenna Docking Station
<b>Jim Bolinger</b>	Director, Wyoming			Iridium 9555 Mobile Handset
<b>Wyoming Ops Managers</b>	Casper Service Center			Iridium 9555 Mobile Handset
<b>Kevin Freestone</b>	Director, RMP Substation			Iridium 9555 Mobile Handset
<b>Paul Radakovich</b>	Vice president T&D Ops			Iridium 9555 Mobile Handset
<b>Steve Anderton</b>	Managing director, T&D			Iridium 9555 Mobile Handset
<b>Teresa Connors-Perez</b>	Manager, disaster & risk			Iridium 9555 Mobile Handset
<b>RMP Incident Command Staff</b>	NTO 260 - dispatch conference room	Docking station	Docking station	Iridium 9555 Fixed Antenna Docking Station

## Cascadia Subduction Zone Earthquake Playbook

### Regulatory Contacts:

Pacific Power is regulated by the states of California, Oregon, and Washington

- California Key Contacts:
- Oregon Key contacts:
- Washington Key Contacts:

Agency/Organization	Name	Primary Phone	Secondary Phone
BPA	Kendall Weeks, Emergency Response Program	[REDACTED]	
Federal Emergency Management Association (FEMA)	FEMA– general questions	[REDACTED]	
Northwest Natural Gas – emergency management	Mike Kummerman	[REDACTED]	[REDACTED]
Northwest Interagency Coordination Center (wildland fire)	Dan O'Brien	[REDACTED]	[REDACTED]
Oregon Office of Emergency Management <sup>11</sup>	Location Specific <sup>12</sup>	[REDACTED]	[REDACTED]

### Mutual Assistance Contacts

Agency/Organization	Name	Primary Phone	Secondary Phone
California Emergency Management Association	Don Boland	[REDACTED]	
Western Region Mutual Assistance Group			
Edison Electric Institute	EEI main number	[REDACTED]	

<sup>11</sup>For more information, visit <http://www.oregon.gov/oem/Pages/default.aspx>

<sup>12</sup> For complete local emergency managers, visit [http://www.oregon.gov/oem/Documents/locals\\_list.pdf](http://www.oregon.gov/oem/Documents/locals_list.pdf)

## Cascadia Subduction Zone Earthquake Playbook

### Pacific Power Incident Management Team

Role	Name	Work	Cell
<b>Executive Policy Group</b>			
Director	Stefan Bird		
T&D Operations	Curt Mansfield	503-813-5694	
Grid Operations	JD Podlesnik		
IT & Corporate Security	Nancy Kent		
Renewable Resources	Mark Sturtevant		
Regulation	Sarah Edmonds		
External Affairs	Scott Bolton		
Customer Service	Barb Coughlin		
Finance and Treasury	Nikki Kobliha		
Legal and Risk Officer	Sarah Link		
Safety Officer	Steve Harkin		
Public Information Officer	Laura Hastings-Brooks		
<b>T&amp;D Emergency Action Center</b>			
Director			
Planning Chief	Tim Adams		
Administration and Finance Chief	Nancy Towne-Smith	503-813-5246	
Logistics Chief			
Safety Officer	Steve Harkin		
Emergency Manager	Jeff Bolton	503-813-6512	
On-Scene Commander	Larry Young	541-776-5467	
	Dave O'Neill	541-278-2960	
	Pablo Arronte	541-679-3694	



## Cascadia Subduction Zone Earthquake Playbook

### Rocky Mountain Power Executive & Incident Management Team

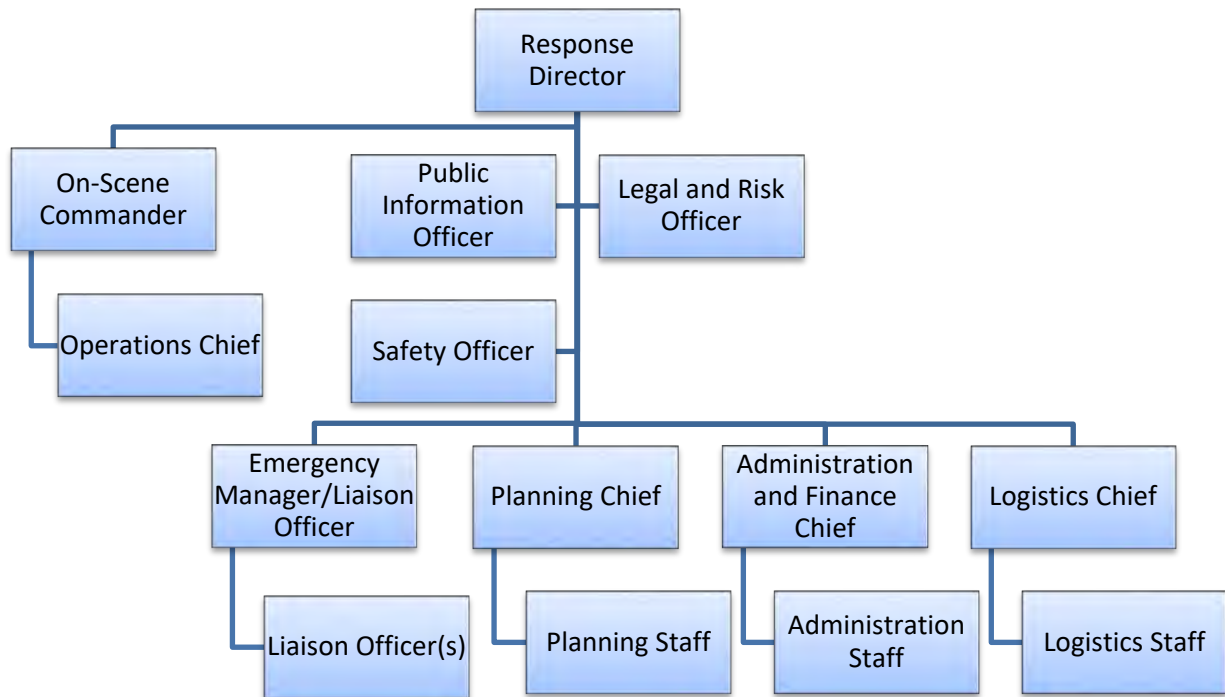
Role	Name	Work	Cell	
Executive Policy Group				
President & CEO	Cindy Crane	801-220-4609		
External Affairs	Gary Hoogeveen	801-220-7813		
Government Affairs	Jon Cox	801-220-4403		
T&D Operations	Paul Radakovich	801-220-4430		
Grid Operations	JD Podlesnik	503-251-5153		
HR & Procurement	Kathryn Hymas	801-220-4010		
Coal Generation & Mining	Dana Ralston	801-220-4017		
Gas & Thermal	David Lucas	801-796-1911		
Regulation	Jeff Larsen	801-220-4940		
Engineering & Asset Management	Doug Bennion	801-220-6734		
Controller	Jason Branch	801-220-4265		
Strategy & Development	Chad Teply	801-220-4715		
Customer & Community	George Humbert	801-220-2660		
General Counsel	Jeff Richards	801-220-4734		
Health & Safety	Tom Davis	801-220-2139		
Marketing & Communications	Spencer Hall	801-220-4092		
IT & Corporate Security	Nancy Kent	503-813-6307		
Customer Service	Barb Coughlin	503-331-4306		
Incident Command Center				
Incident Commander	Paul Radakovich	801-220-4430		
Public Information Officer	Dave Eskelsen	801-220-2447		
Public Information Officer	Tiffany Erickson	801-220-2592		
Safety Officer	Tom Davis	801-220-2139		
Liaison Officer	Teresa Connors-Perez	801-220-2088		
Operations Section Chief	Scott Derrick	801-220-4671		
Resource Section Chief	Bill Goble	801-220-2720		
Customer Service Section Chief	Aric Muhlestein	801-955-2462		
Business Manager Section Chief	George Humbert	801-220-2660		
Regulation Section Chief	Jeff Larsen	801-220-4940		
Customer Advocacy Tariff Policy	Melissa Nottingham	503-813-5136		
Outage Operations	Eric Lehman	503-963-7556		
IT Section Chief	Nancy Kent	503-813-6307		
Logistics Supervisor	Doug Carey	307-577-6914		
Logistics Supervisor	Marv Stoor	801-220-2717		
Logistics Supervisor	Pete Maskell	435-833-7901		
Incident Support	Sheri Earl	801-220-2469		
Incident Support	April Rodriguez	801-220-4338		
Incident Support	Jennifer Owen	801-756-1248		

## Cascadia Subduction Zone Earthquake Playbook

### **Appendix F: Emergency Action Centers (EACs)**

#### **Pacific Power Emergency Action Center (PPEAC)**

The following chart outlines the EAC organization at Pacific Power.



#### **Roles and Responsibilities**

Each business unit's EAC will have the same command organization with differences in staffing below the section chiefs based on the needs of the specific business unit. The EAC Command Staff is led by the Response Director, who has overall responsibility for incident, and the command team who provide leadership in regards to safety, incident management, tactical response, resource management and communications. The core leadership will be as follows:



## Cascadia Subduction Zone Earthquake Playbook

Role	Responsibilities
Response Director	<ul style="list-style-type: none"> <li>• Activates and demobilizes the EAC.</li> <li>• Ensures all safety and environmental protocols are followed.</li> <li>• Establishes and manages the incident organization, expanding and contracting the organization as needed.</li> <li>• Identifies planning schedules (operational periods) and work schedules.</li> <li>• Invokes mutual assistance agreements (when applicable).</li> <li>• Ensures unified, timely and consistent communication to customers and key stakeholders.</li> <li>• Approves all internal and external communication.</li> <li>• Provides updates to executive leadership on incident status.</li> </ul>
Planning Chief	<ul style="list-style-type: none"> <li>• Identifies work schedules.</li> <li>• Requests activation of mutual assistance agreements (when applicable).</li> <li>• Leads all planning meetings.</li> <li>• Compiles, manages and generates the Incident Action Plan through the use of the Emergency Operations “Planning P”:</li> <li>• Collates data from initial and ongoing assessment of incident-related damage and needs, conducts impact analyses, and executes planning and resource decisions with assessment results.</li> <li>• Leads and facilitates all incident briefings.</li> <li>• Facilitates information sharing across various centers and jurisdictions involved in an incident and with senior leadership.</li> <li>• Maintains an event log.</li> </ul>
Administration and Finance Chief	<ul style="list-style-type: none"> <li>• Primary point of contact for all administrative tasks.</li> <li>• Coordinates operations and general planning meetings.</li> <li>• Validates accuracy of gathered data and information during planning meetings.</li> <li>• Manages completion, review, Response Director’s approval and distribution of the Incident Update Report.</li> <li>• Tracks costs, makes estimates, and recommends cost savings measures</li> <li>• Central point for data collection and report finalization.</li> <li>• Tracks personnel and equipment time.</li> <li>• Processes claims for accidents and injuries.</li> <li>• Collects data concerning emerging issues, corrective actions, and lessons learned during activations.</li> <li>• Tracks purchases and manages purchase cards, leases, and fiscal agreements ensuring procurement policies are followed.</li> </ul>

## Cascadia Subduction Zone Earthquake Playbook

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Role	Responsibilities
Logistics Chief	<ul style="list-style-type: none"> <li>Communicates and collaborates with tactical response and other staff on incident requirements and available workforce.</li> <li>Coordinates with emergency management on mutual assistance requests from other utilities.</li> <li>Orders and tracks arrival of commodities, teams, and personnel ordered or arranged by staff to support on-scene incident management operations.</li> <li>Activates mutual aid agreements and existing contracts as necessary to obtain required resources and services.</li> <li>Identifies requirements for contractors, specialized vehicles and services, helicopters, and/or additional personnel from outside the division.</li> </ul>
Emergency Manager	<ul style="list-style-type: none"> <li>Coordinates incident-related activities with other emergency managers.</li> <li>Liaises with public sector emergency resources to coordinate assistance.</li> <li>Fills in, as needed, for other EAC positions.</li> <li>Assists the Response Director with activation communication.</li> <li>Ensures protocols are followed in coordination with the Response Director.</li> <li>Assists with information development and management.</li> <li>Assists with requests for mutual assistance (inbound and outbound).</li> <li>Assists On-scene Commander/Response Director acting as point of contact for any agency representatives supporting the operation.</li> </ul>
Liaison Officer	<ul style="list-style-type: none"> <li>Coordinates through appropriate EAC Emergency Manager.</li> <li>Assists On-scene Commander/Response Director, acting as point of contact for any agency representatives helping support the operation.</li> <li>Provides outside agency briefings and answers questions.</li> </ul> <p><i>Note: There may be multiple Liaison Officers for the event assigned to different locations.</i></p>



## Cascadia Subduction Zone Earthquake Playbook

### On-Scene Command

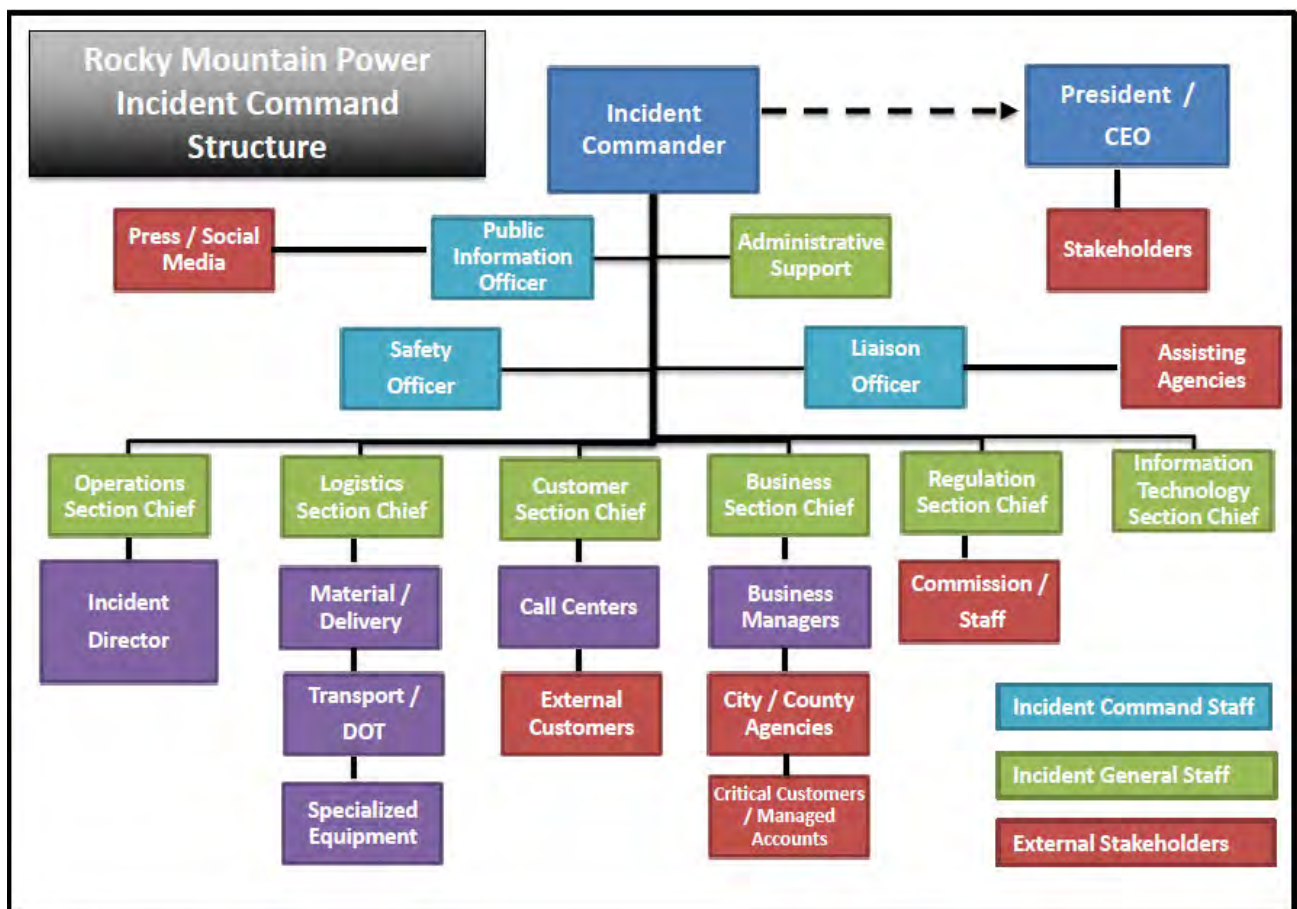
Each business unit's On-scene command structure will have the same organization with differences in staffing below the level of the Operations Chief based on the needs of the specific business unit. The core leadership will be as follows:

Role	Responsibilities
On-Scene Commander	<ul style="list-style-type: none"> <li>• Leadership in the field.</li> <li>• Establishes response priorities, incident objectives and strategies.</li> <li>• Requests activation of the EAC in coordination with the Response Director.</li> <li>• Ensures all safety and environmental protocols are followed.</li> <li>• Establishes and manages the incident organization, expanding and contracting the organization as needed.</li> <li>• Requests activation of mutual assistance agreements (when applicable).</li> <li>• Attends all Operational planning meetings.</li> <li>• Ensures incident activities are documented.</li> <li>• Develops and implements strategy and tactics to carry out the incident objectives.</li> <li>• Organizes, assigns, and supervises the tactical field resources.</li> <li>• Supervises air operations and staging area resources.</li> <li>• Requests assistance for additional personnel and equipment through the EAC.</li> <li>• Coordinates food and lodging for field resources.</li> <li>• Provides regular updates to the Response Director on situation status and resources.</li> <li>• Maintains a written record of incident-related activities.</li> </ul>
Operations Chief	<ul style="list-style-type: none"> <li>• Ensures safety briefings are completed with all personnel.</li> <li>• Ensures safety protocols are followed in the field.</li> <li>• Ensures reporting of environmental issues.</li> <li>• Ensures consistent and accurate communication between the field and region dispatch.</li> <li>• Provides regular updates to the On-scene Commander on situation status and resources.</li> <li>• Requests assistance for additional personnel and equipment through the On Scene Commander (if needed).</li> <li>• Maintains a written record of incident-related activities.</li> <li>• Ensures consistent and accurate communication between the field and region dispatch.</li> <li>• Provides regular updates to the appropriate EAC on situation status and resources.</li> <li>• Ensures adequate staging of materials, personnel, and equipment to meet the needs of the event.</li> <li>• On-site tactical control of all operations and responding personnel</li> <li>• Leader for execution of Incident Response Plan</li> </ul>

## Cascadia Subduction Zone Earthquake Playbook

### Rocky Mountain Power Incident Command Center (ICC)

Rocky Mountain Power has established an all-hazards emergency management plan, providing guidelines for actions required to respond to and recover from incidents ranging from low-impact service disruptions to catastrophic events. Following the National Incident Management System and the Incident Command System (NIMS/ICS), incidents are managed at the lowest possible geographic or operational level, with authority and resources escalating as necessary. Designed to be interdisciplinary and organizationally flexible, positions are determined by the event and required resources (not all positions are staffed in all scenarios). Assignments are based on expertise, rather than title or rank, and allow personnel from varied agencies to blend into a common management structure and to avoid duplicate efforts.





## Cascadia Subduction Zone Earthquake Playbook

### Rocky Mountain Power Incident Command Roles and Responsibilities

Role	Responsibilities
President & CEO	<ul style="list-style-type: none"> <li>• Notify the BHE EOC coordinating executive.</li> <li>• Advise governor(s), legislative leadership.</li> <li>• Interface with high-level external stakeholders.</li> <li>• Oversee incident strategy.</li> <li>• Approve exceptions to policy, governance, emergency expenditure requests and other exemptions per <u><i>PacifiCorp Corporate Governance and Approvals Process</i></u> (effective – Oct 2017).</li> <li>• Ensure proper organizational representation / participation in response efforts.</li> <li>• Attend conference calls and ad hoc meetings.</li> <li>• Assume the role of incident commander as circumstances dictate.</li> </ul>
Incident Commander	<p><b><u>During the initial period of assessment:</u></b></p> <ul style="list-style-type: none"> <li>• Notify management upon incident command center (ICC) activation.</li> <li>• Ensure ICC communications channels are functional.</li> <li>• Assess risk / determine if sufficient workforce is available.</li> <li>• Brief the incident command team regarding roles and responsibilities.</li> </ul> <p><b><u>After activation:</u></b></p> <ul style="list-style-type: none"> <li>• Assess impact (customers, damage, available manpower, at risk conditions, media inquiries, etc.).</li> <li>• Develop initial response plan.</li> <li>• Establish assessment and information meetings.</li> <li>• Ensure incident details and responses are documented .</li> <li>• Approve all incident communication.</li> </ul>
Joint Information System	<p><b>The joint information system operates within the ICC structure to provide coordinated messages among key stakeholders (public information officer – customer service – call centers – regional business managers)</b></p>
Public Information Officer	<ul style="list-style-type: none"> <li>• Ensure consistent messaging for internal and external distribution.</li> <li>• Compile all incident information / draft message.</li> <li>• Obtain message approval from incident commander.</li> <li>• Disseminate approved messages to internal and external stakeholders (including social media posts).</li> </ul>
Customer Section Chief	<ul style="list-style-type: none"> <li>• Monitor customer impact - call volume, escalated calls, customer feedback.</li> <li>• Ensure approved message is conveyed via interactive voice response system.</li> <li>• Coordinate customer callbacks utilizing outbound calling system.</li> <li>• Collaborate with public information officer on customer messaging.</li> <li>• Monitor social media sites and inform Public Information Office (PIO) of activities and customer comments.</li> <li>• Receive community/public safety information from regional business management.</li> <li>• Disseminate shelter, evacuation, public safety information to customers.</li> </ul>



## Cascadia Subduction Zone Earthquake Playbook

Role	Responsibilities
Business Section Chief	<ul style="list-style-type: none"> <li>Act as point of contact between incident commander and regional business managers.</li> <li>Escalate community and managed account concerns to incident commander.</li> <li>Provide approved key messages to regional business managers to disseminate to city/county agency leaders and critical customers/managed accounts.</li> </ul>
Liaison Officer	<ul style="list-style-type: none"> <li>Integrate local and state agency resources into incident organization.</li> <li>Act as point of contact for agencies/maintain log and contact list.</li> <li>Provide capabilities/limitations to assisting agencies.</li> <li>Monitor incident operations to identify potential inter-organizational conflicts.</li> <li>Facilitate mutual assistance processes.</li> <li>Assist in the set-up and activation of the ICC.</li> </ul>
Safety Officer	<ul style="list-style-type: none"> <li>Monitor incident/advise incident commander on all safety matters.</li> <li>Coordinate with external agencies to ensure emergency responder safety.</li> <li>Identify/mitigate hazardous situations (enforce an immediate work stoppage if an unsafe condition exists).</li> <li>Assign on-site safety officer, if necessary.</li> </ul>
Operations Section Chief	<ul style="list-style-type: none"> <li>Monitor CADOPS outage data/ resolve anomalies.</li> <li>Act as liaison between command staff and district(s) incident operations director</li> <li>Compile/maintain a list of crew resources.</li> <li>Monitor crew work and rest periods.</li> <li>Collaborate with resource/logistics section chief.</li> </ul>
Logistics Section Chief	<ul style="list-style-type: none"> <li>Locate and procure restoration material.</li> <li>Arrange for material delivery to site.</li> <li>Arrange for vehicle and equipment rentals and transport.</li> <li>Interface with department of transportation (permits, etc.).</li> <li>Obtain crew lodging/accommodations and food.</li> <li>Collaborate with operations section chief.</li> </ul>
Regulation Section Chief	<ul style="list-style-type: none"> <li>Communicate incident information to commission and staff.</li> <li>Escalate commission questions/concerns to incident commander.</li> <li>Ensure commission reporting requirements are met for each state.</li> </ul>
Information Technology Section Chief	<ul style="list-style-type: none"> <li>Provide Information Technology support for all command and control centers</li> <li>Coordinate with vendors for any external support required</li> </ul>

## Cascadia Subduction Zone Earthquake Playbook

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### **Additional Positions to Rocky Mountain Power Incident Command Structure**

The following positions will require staffing, but are not organic to the normal Incident Command Structure established by Rocky Mountain Power.

<i>Grid Operations</i>	<ul style="list-style-type: none"> <li>• Verify initiation of actions to minimize effects on the grid.</li> </ul>
<i>Renewable Resources</i>	<ul style="list-style-type: none"> <li>• Provide oversight of the initiation of actions to mitigate damage and risk during all aspects of response and recovery.</li> </ul>
<i>Regulation</i>	<ul style="list-style-type: none"> <li>• Ensure plans to notify all appropriate regulatory agencies are immediately activated.</li> </ul>
<i>Finance and Treasury</i>	<ul style="list-style-type: none"> <li>• Ensure financial viability of the company is maintained.</li> <li>• Execute action to provide cash monies to the field as needed.</li> </ul>

## Cascadia Subduction Zone Earthquake Playbook

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### **Appendix G: Communications**

#### **Initial PIO Script** *(CEO may adjust as deemed appropriate)*

##### Safety message

<Insert what we know about the earthquake, short and brief>

*“Pacific Power has been planning for this event for many years. While it will take some time for us to fully assess the damage and begin repairs, we have begun implementing our emergency response plan. As you have seen in other large scale events like hurricanes, we have agreements in place that will allow us to call in extra crews from around the region and across the state to help us restore our customers as quickly and safely as we can.”*

<Insert what we know about the damage to our system, high level>

*“We want to thank everyone for their thoughts, prayers, and support as we join our communities in the rebuilding effort.”*

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## Cascadia Subduction Zone Earthquake Playbook

### Appendix H: Executive Policy Group

The following chart outlines the Executive Policy Group that can be activated based on the direction of the CEO or designee. The Executive Policy Group is utilized to ensure business continuity plans for each core business unit are initiated and completed within required timeframes, resulting in quicker response times and clear communication with the Executive Policy Group Director.





## Cascadia Subduction Zone Earthquake Playbook

Role	Description
Executive Policy Group Director (CEO)	<ul style="list-style-type: none"> <li>• Verify initiation of emergency plans.</li> <li>• Provide strategic level guidance and oversight for response as appropriate.</li> <li>• Predict political, reputational and governmental consequences and implement mitigation.</li> <li>• Activate Executive Policy Group with appropriate but flexible staffing levels.</li> </ul>
Grid Operations Executive	<ul style="list-style-type: none"> <li>• Verify initiation of actions to minimize effects on the grid.</li> <li>• Provide vision and guidance to operational level leadership for response actions.</li> </ul>
T&D Operations Executive	<ul style="list-style-type: none"> <li>• Provide vision and guidance to operational level leadership for response actions.</li> <li>• Ensure actions to rebuild, retain, or reroute connections are initiated.</li> <li>• Strategically prioritize work based on known Maximum Allowable Downtime (MAD).</li> </ul>
Renewable Resources Executive	<ul style="list-style-type: none"> <li>• Provide vision and guidance to operational level leadership for response actions for all renewable generation sites.</li> <li>• Provide oversight of the initiation of actions to mitigate damage and risk during all aspects of response and recovery.</li> </ul>
Regulation Executive	<ul style="list-style-type: none"> <li>• Ensure plans to notify all appropriate regulatory agencies are immediately activated.</li> </ul>
Finance Executive	<ul style="list-style-type: none"> <li>• Ensure financial viability of the company is maintained.</li> <li>• Execute action to provide cash monies to field personnel as needed.</li> </ul>
Customer Service Executive	<ul style="list-style-type: none"> <li>• Ensure messaging from company to customers is correct.</li> </ul>
IT & Corporate Security Executive	<ul style="list-style-type: none"> <li>• Execute plans and contingencies which stabilize the information technology (IT) assets within PacifiCorp.</li> <li>• Verify redundant capabilities are on line upon notification of incident.</li> <li>• Support other areas with IT expertise to ensure information systems are viable to prevent extending inability to conduct business beyond MAD.</li> </ul>
External Affairs Executive	<ul style="list-style-type: none"> <li>• Provide strategic messaging guidance to Public Information Officer(s).</li> <li>• Provide strategic messaging to government and community entities.</li> </ul>
Public Information Officer	<ul style="list-style-type: none"> <li>• Craft, review, and distribute public messaging upon approval from appropriate levels of management.</li> </ul>
Legal and Risk Officer	<ul style="list-style-type: none"> <li>• Provide legal guidance to all levels of leadership.</li> </ul>
Safety Officer	<ul style="list-style-type: none"> <li>• Conduct safety audits of work areas.</li> <li>• Provide safety guidance for unique work environments.</li> </ul>



## **Appendix B**

# Wildfire Messaging Awareness

December 2021



## Prepared by

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MDC Research





# Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Pacific Power messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Evaluate PSPS experience
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of Pacific Power's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

## Target Audience

- Pacific Power residential and business customers in California
- Pacific Power critical customers

## Methodology

- This study was conducted using a mix of online and phone surveys
- Surveys available to customers in English and Spanish
- A total of 579 surveys, including 24 from critical customers, were completed between November 15 and December 5, 2021
  - Phone: 74 completed surveys
  - Web: 505 completed surveys

# Key Findings



**61% are aware of wildfire safety communications, which is in line with the prior wave.** Pacific Power remains the primary sources for wildfire preparedness information, and **personal preparedness** and **vegetation management** remain the most common messages recalled. Communication Recallers are more likely to be age 65 and older than Non-Recallers.

**TV News, social networking, and email** are the most commonly recalled channels for wildfire preparedness communications.

The Pacific Power website remains rated as the most useful and has now been cited as the clearest source of wildfire information.

**73% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, consistent with previous waves of the study. **Trimming vegetation around properties** remains the most common actions taken. Recallers remain more likely than Non-Recallers to say they have taken actions (78% vs 64%).

**61% are aware of Pacific Power's efforts to prune vegetation** around power lines in higher-risk areas, slightly up from August 2021 (56%). Recallers remain more likely than Non-Recallers to be aware of Pacific Power's efforts to reduce the risk of wildfire.

**64% recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS,"** which is up slightly from August 2021 (60%). **TV News** remains the main source of PSPS communication. **Recallers** are significantly more likely than Non-Recallers to mention TV News (**45% vs 33%**), Pacific Power Website (**23% vs 12%**) and Other Website (**21% vs 12%**).

**78%** understand the following statement about PSPS: "for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather."

**16% experienced PSPS event this year.** On average, customers have received **0.7 PSPS notifications** and experienced **0.2 PSPS events**. **The majority** agree that **notifications should be sent if there is any possibility of a PSPS**.

Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication.

**Satisfaction with outreach and engagement** remains mostly consistent with previous results, with all outreach and engagement methods demonstrating slight increases in customer satisfaction.

Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication

One quarter know **whether their address is in PSPS area**, consistent with August 2021. Nearly one in five are aware of a map on Pacific Power's website; awareness remains higher among Recallers than Non-Recallers (24% vs 11%).

Of those relying on electricity for medical needs nearly one quarter (26%) are aware Pacific Power provides additional notices; Non-Recallers are significantly less likely to be aware of this (16% vs 29%).

**Out of all respondents, 7 (1%) say it would be helpful for them or anybody else in their household to receive communication in another language, and Spanish would be preferred by 4 of them.**



# Recommendations

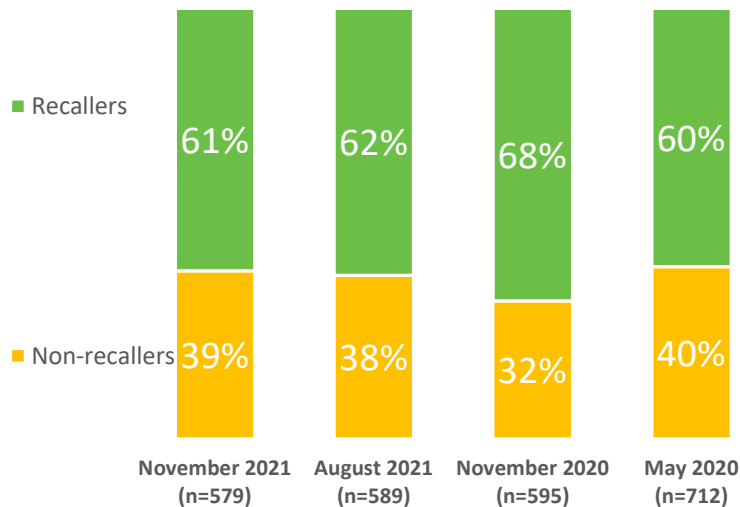
- Continue educating customers about Pacific Power's efforts to reduce the risk of wildfire. The increase in awareness compared to August 2021 suggests that messaging has been effective or more frequent during the peak of the fire season.
- Carefully evaluate the strategy used to reach critical customers, as their awareness about wildfire communication remains significantly lower than among general audience.
- Continue utilizing TV news, social networking, and email to communicate with customers about wildfire preparedness and safety.
- Continue providing messaging around actions to prevent or prepare for a wildfire, especially regarding the importance of having an emergency kit and preparing a readiness plan, as customers remain considerably less likely to have taken these actions.
- Continue leveraging TV news and social networks to educate consumers about PSPS events.
  - Continue providing timely and accurate notifications prior to a PSPS event, as well as increasing awareness among those relying on electricity for medical needs about Pacific Power additional communications.
  - Most customers would prefer to be notified if there is any possibility of a PSPS event. There appears to be little concern with "crying wolf" and customers do not feel they are receiving too many notifications. Receiving notifications through multiple communication channels, e.g., text alerts, emails, mail, would be appreciated.
- Evaluate strategy used to inform customers of a PSPS map on the Pacific Power website and how they can update their contact information with Pacific Power to receive notifications. Currently three quarters are unaware whether their address is in a PSPS area and eight in ten are unaware there is a PSPS map on the Pacific Power website.



# Wildfire Safety Communications Awareness

- Just over three in five say they have seen or heard communications about wildfire safety in the past year, in line with August 2021 (61% vs 62%)
- Communication **Recallers** are significantly more likely than non-recallers to be age **65 and older** while non-recallers are significantly more likely to be **18-54 years of age**

## Communication Awareness



	Recallers (n=352)	Non-Recallers (n=227)
Gender	Male – <b>43%</b> Female – 53%	Male – 35% Female – 57%
Age	18-54 – 16% 55-64 – 22% <b>65+ – 58%</b>	<b>18-54 – 29%</b> 55-64 – 22% 65+ – 43%
Median Income	\$55K	\$51K
Home Ownership	Rent – 20% Own – 75%	Rent – 20% Own – 73%
Primary Language is not English	31%	31%
Responded they Rely on Electricity for Medical Needs	26%	28%

## Communication Recall (among those aware of communications)

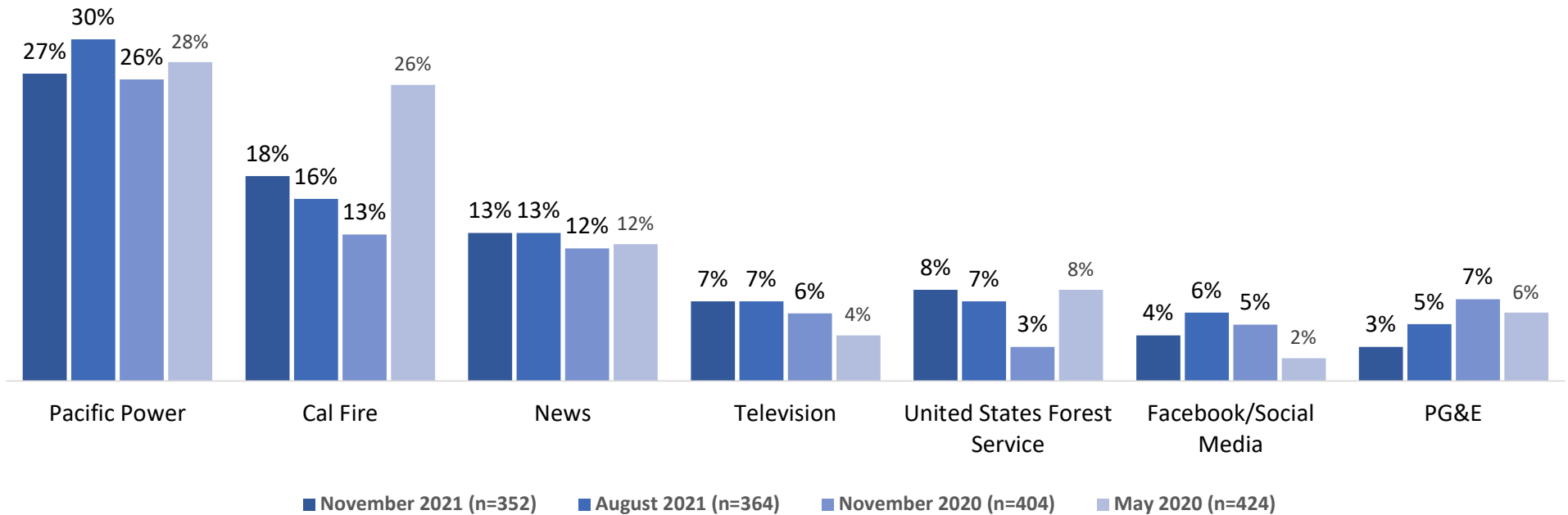


# Sources of Wildfire Preparedness Communications

- Pacific Power remains the most mentioned source of wildfire preparedness communication (27%), statistically consistent with August 2021 (30%)

## Wildfire Preparedness Communications Sources

(among those who recall communication)



# Wildfire Preparedness Communications Messages

- Of those who recall communications, over two thirds recall messages about personal preparedness (68%), consistent with results from August 2021 (66%)
- Vegetation management remains second most commonly recalled, mentioned by just over half of customers

## Communications Messages Recalled

(among those who recall communication)

		Aug 2021 (n=364)	Nov 2020 (n=404)	May 2020 (n=424)
Personal Preparedness	68%	66%	67%	68%
Vegetation Management	53%	51%	49%	62%
Public Safety Power Shutoff – De-Energization of Power, Maps	39%	42%	42%	31%
Local Emergency Services – Resources	37%	40%	43%	41%
Local Emergency Services – Support Tools	32%	32%	32%	37%
Community Resource Centers available for information and support	27%	27%	25%	23%
Notifications & Updating Customer Information	25%	27%	34%	28%
Pacific Power's Wildfire Mitigation Plan	25%	23%	24%	29%
Medical Needs – Plan for any medical needs	24%	23%	25%	21%
CPUC designation of high wildfire threat areas	20%	22%	30%	30%
Weather Stations	16%	20%	21%	16%
System Hardening	9%	7%	4%	5%

# Information Channels for Wildfire Communications

- TV news and Social Networking are tied for the leading sources of communication (38%), followed by email (36%) and a website other than Pacific Power (24%)
- Customers whose primary language is other than English are more likely than those with English as a primary language to mention Radio (21% vs 12%)
- Those 65 years of age or older are more likely to mention newspaper than those 45-64 years of age and customers 18-45 years of age (26% vs 12% & 26% vs 7%, respectively)

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)

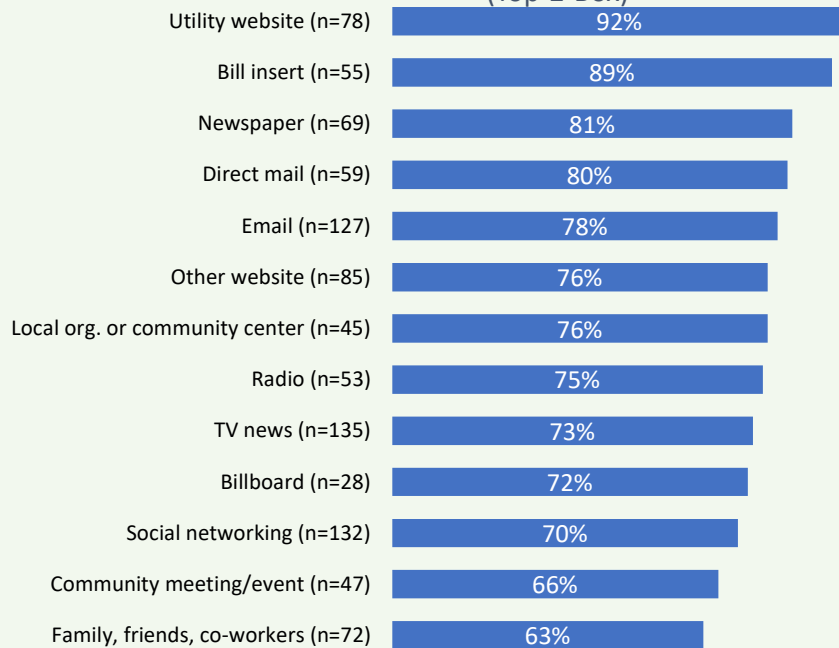
		Aug 2020 (n=364)	Nov 2020 (n=404)	May 2020 (n=424)
TV News	38%	41%	39%	43%
Social networking	38%	37%	36%	30%
Email	36%	35%	40%	33%
Other website	24%	26%	25%	24%
Pacific Power website	22%	21%	25%	27%
Family, friends, co-workers	20%	18%	26%	27%
Newspaper	20%	18%	24%	32%
Direct mail	17%	17%	17%	25%
Bill insert	16%	16%	21%	20%
Radio	15%	14%	17%	19%
Local organization or community center	13%	12%	13%	16%
Community meeting or event	13%	9%	7%	12%
Billboard	5%	4%	4%	5%



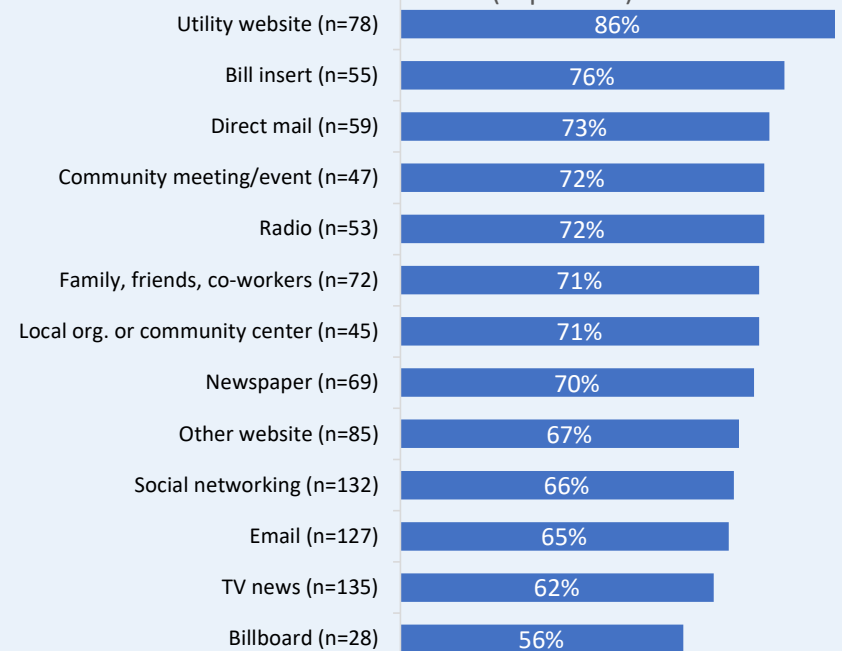
# Information Usefulness and Clarity

- The Pacific Power website was rated the highest in terms of clarity (92%), followed by bill insert (89%) and newspaper (81%)
- With respect to usefulness, customers rated the Pacific Power website the highest (86%) followed by Bill Insert (76%) and direct mail (73%)

## Clarity (Top-2-Box)

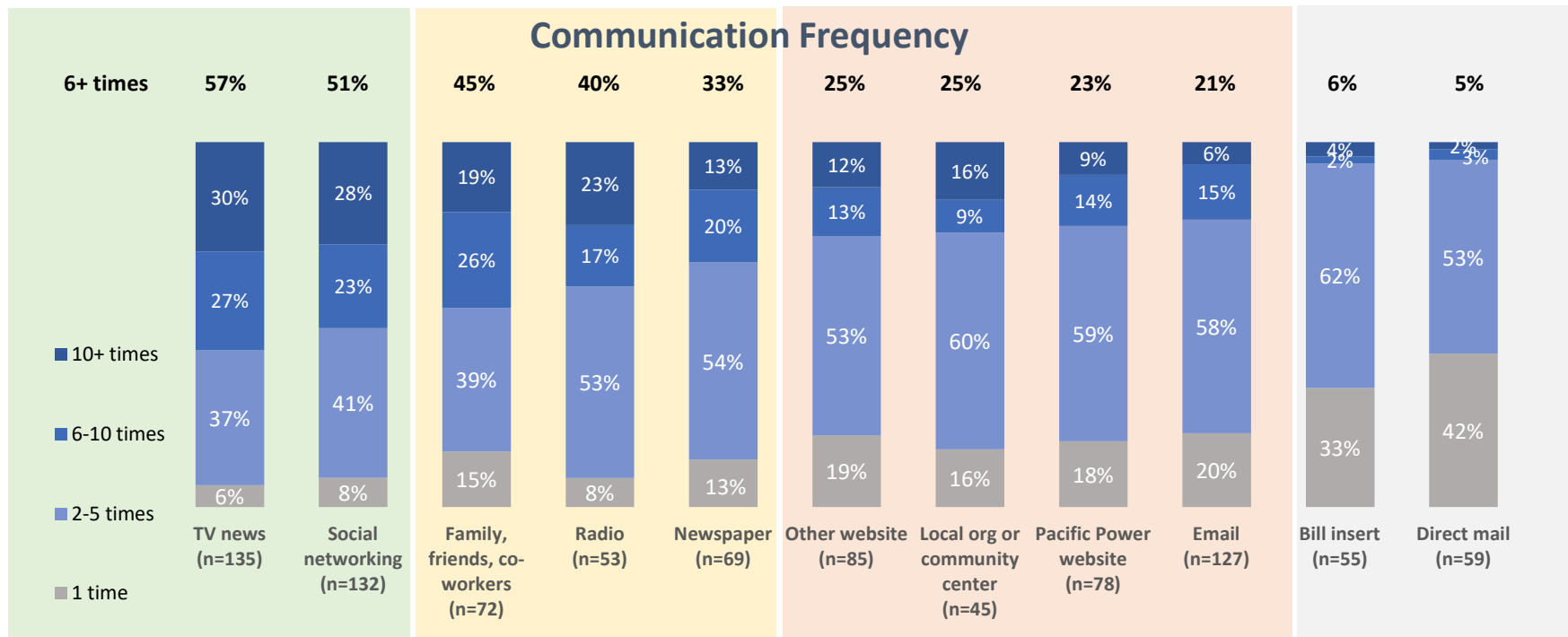


## Usefulness (Top-2-Box)



# Communication Frequency

- Respondents say they most frequently see messages about wildfire preparedness on TV news and social networks; friends and family radio, and newspapers make up the next tier of communication frequency



## Wildfire Preparedness Actions Taken



# Wildfire Preparedness

- Just under three quarters say they have taken actions to prevent or prepare their home or business in the event of a wildfire; **Recallers** are significantly more likely than Non-Recallers to say they have taken actions (**78%** vs 64%)
- Customers were significantly less likely to cite preparation of an emergency readiness plan and contact information in comparison with August 2021 (**7%** vs 15%)
- Recallers** are significantly more likely than Non-Recallers to say they have prepared emergency kit (**18%** vs 5%)

## Took Actions to Prevent or Prepare for a wildfire

November 2021  
(n=579)



August 2021  
(n=589) 73%

November 2020  
(n=595) 75%

May 2020  
(n=712) 71%

## Actions Taken

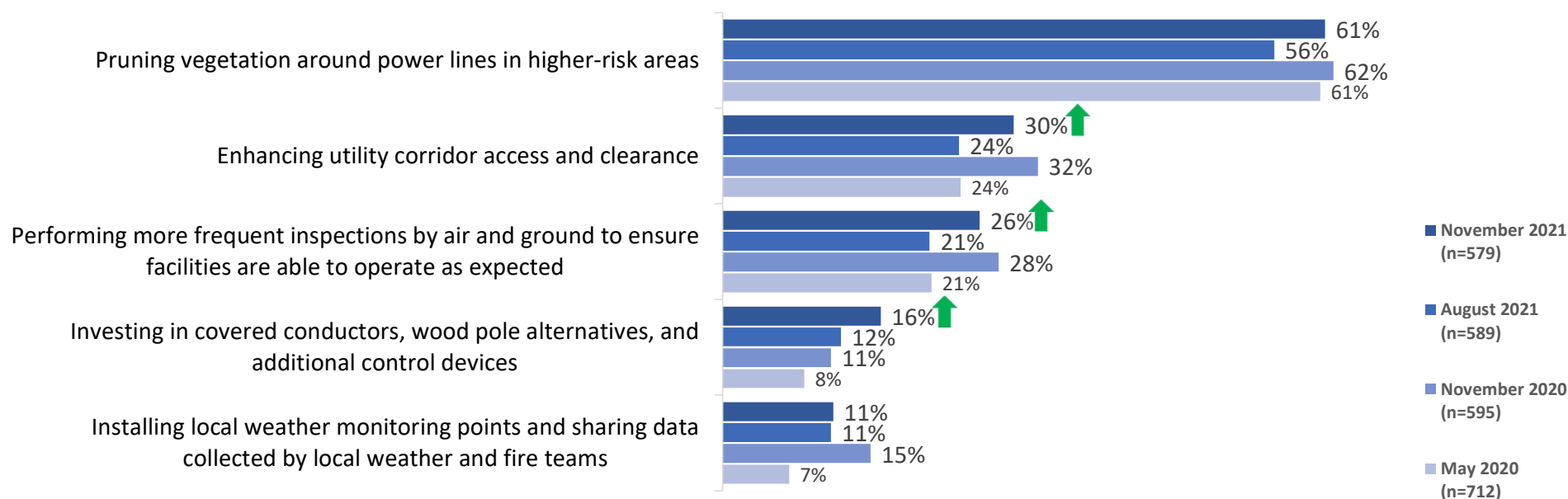
(among those taking action)

	Total			
	Nov 2021 (n=420)	Aug 2021 (n=431)	Nov 2020 (n=444)	May 2020 (n=505)
Trimmed vegetation around home or property	75%	75%	82%	88%
Created defensible space	18%	17%	--	--
Prepared an emergency readiness plan and contact information	7%	15%	6%	5%
Prepared an emergency kit	13%	14%	16%	10%
Watering/installed watering systems	8%	11%	8%	7%

# Awareness of Pacific Power's Efforts

- Pacific Power pruning vegetation around power lines in higher-risk areas remains the most recalled effort (61%), bringing this back in line with 2020 observations.
- Awareness has increased significantly for Pacific Power's efforts such as enhancing utility corridor access and clearance (30% vs 24%), performing more frequent inspections by air and ground (26% vs 21%), and Investing in covered conductors, wood pole alternatives, and additional control devices (16% vs 12%)
- **Recallers** remain significantly more likely than Non-Recallers to be aware of all of Pacific Power's efforts to reduce the risk of wildfire

## Awareness of Pacific Power's Efforts to Reduce Wildfire Risk



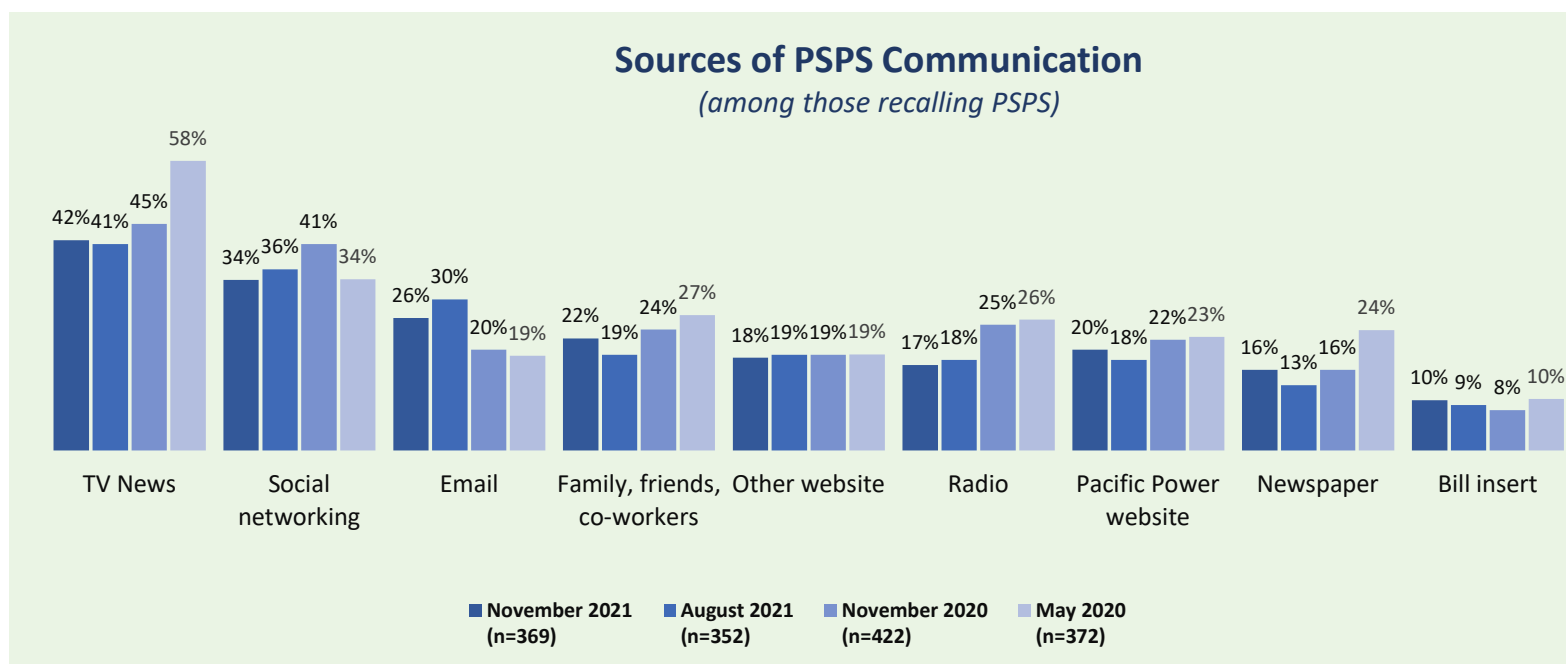
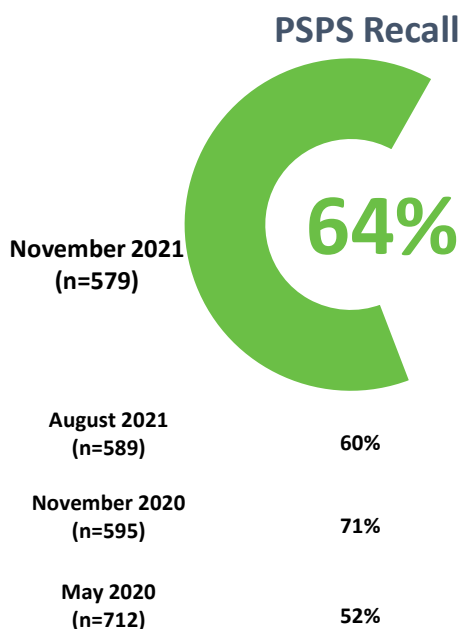




Awareness of Public Safety Power Shutoff

# PSPS Awareness

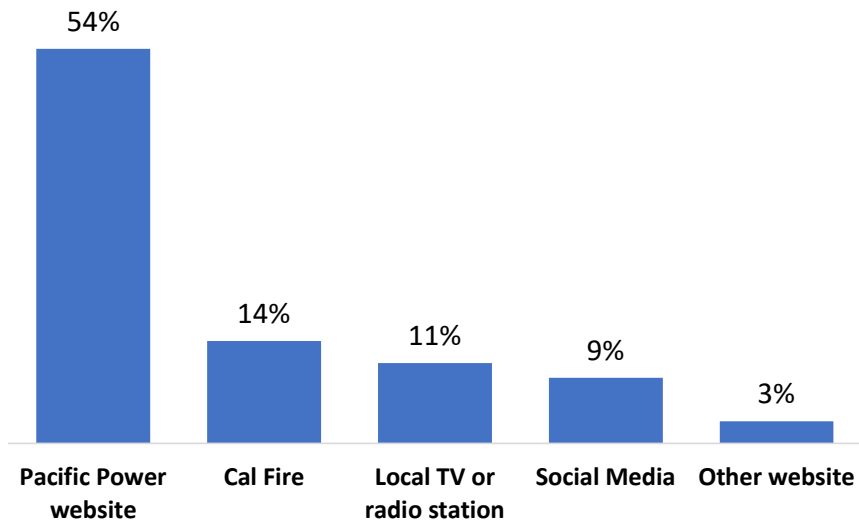
- Two thirds recall seeing, hearing or reading the phrase "Public Safety Power Shutoff or PSPS," which is slightly increased from August 2021 (64% vs 60%); **Recallers** are significantly more likely than Non-Recallers to be aware of PSPS (**75%** vs 47%)
- TV News remains the main source of PSPS communication; **Recallers** are significantly more likely than Non-Recallers to mention TV News (**45%** vs 33%), Pacific Power website (**23%** vs 12%) and other websites (**21%** vs 12%)



# PSPS Awareness & Understanding

- The Pacific Power website remains the main source customers turn to for PSPS information (54%)
- Consistent with previous waves, of those aware, nearly four in five understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather” (78%); Recallers are significantly more likely than Non-Recallers to select the following statement: “Before considering a Public Safety Power Shutoff the utility assesses several factors”(67% vs 49%)

## Top 5 Sources of PSPS Information



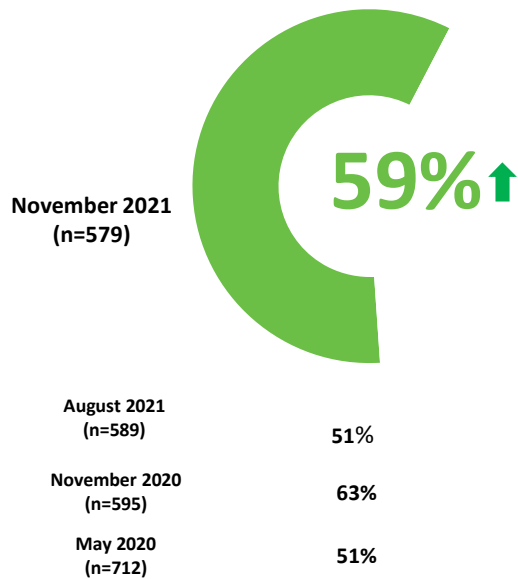
## PSPS Understanding

	Nov 2021 (n=369)	Aug 2021 (n=352)	Nov 2020 (n=422)	May 2020 (n=372)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	78%	81%	86%	81%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	62%	66%	61%	60%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	48%	51%	43%	44%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	35%	41%	32%	32%

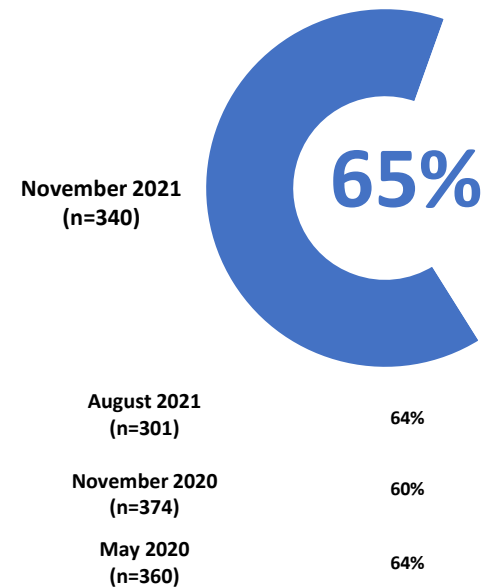
# Contact Information for PSPS

- Nearly three out of five customers are aware they can update their contact information with Pacific Power, significantly more than in August 2021 (59% vs 51%); awareness among **Recallers** remains significantly higher than among Non-Recallers (64% vs 50%)
- Just under two thirds (65%) of those aware they can update their information have done so, consistent with previous findings

## Awareness of Ability to Update Contact Information for PSPS



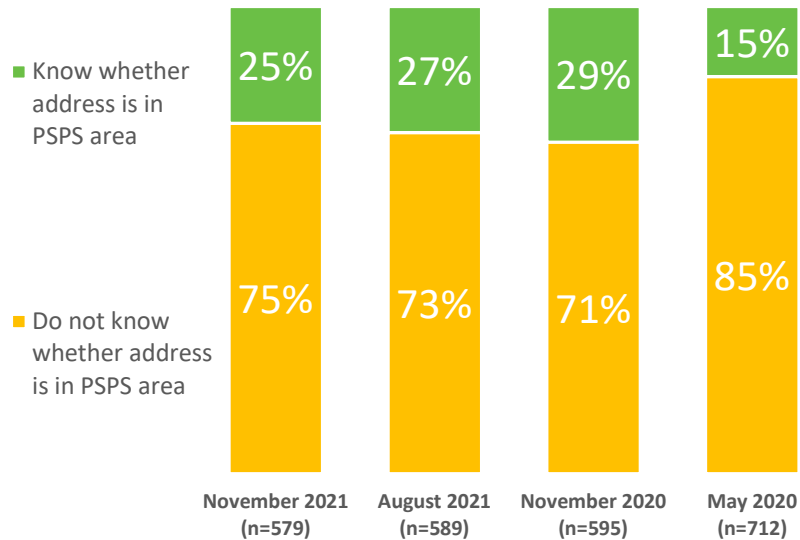
## Have Updated Contact Information (among those aware they can update contact info)



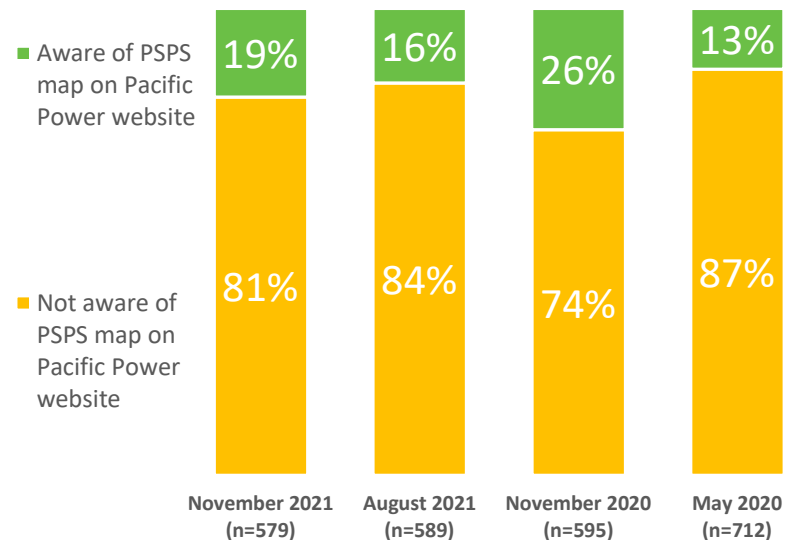
# Awareness of PSPS Location Status

- One quarter know whether their address is in a PSPS area (25%), in line with August 2021 findings; awareness remains significantly higher among **Recallers** than Non-Recallers (**33%** vs 13)
- Nearly one in five are aware of a map on Pacific Power's website; awareness remains higher among **Recallers** than Non-Recallers (**24%** vs 11%)

## Awareness of Address in PSPS Area



## Awareness of PSPS Map on Pacific Power website





# Medical Needs and Language Preferences

**Over one quarter (27%) responded that they rely on electricity for medical needs, consistent with the previous wave;** Critical customers are significantly more likely to rely on electricity for medical needs (57% vs 24%)

**Of those relying on electricity for medical needs nearly one quarter (26%) are aware Pacific Power provides additional notices; Non-Recallers are significantly less likely to be aware of this (16% vs 29%)**

**English is not a primary language for nearly a third of customers (31%), but is still preferred for communications for the vast majority (99%)**

- Out of all respondents, 7 (1%) say it would be helpful for them or anybody else in their household to receive communication in another language, and Spanish would be preferred by 4 of them, including 1 Critical customer
- Besides English, Spanish is mentioned as the preferred language to receive communication by 1% of all respondents.

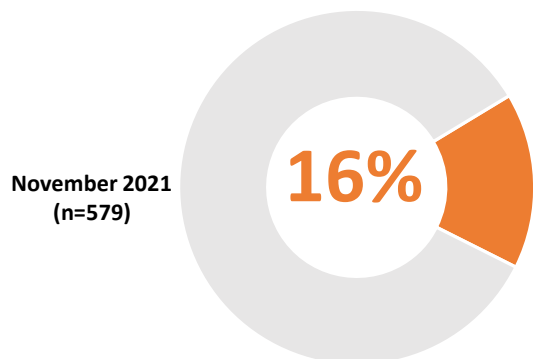
Post-PSPS



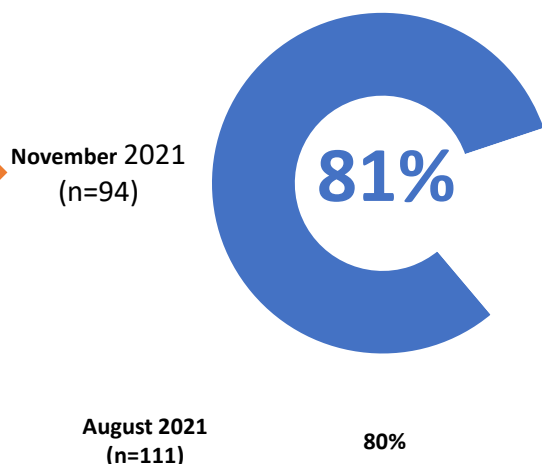
# PSPS Experience

- A PSPS event was experienced by 16% of all respondents, in line with August 2021 (13%)
- Among those who experienced PSPS, over three quarters (81%) say they received adequate notification and information to prepare for an event; timely and better communication are the main suggestions for improvement, followed by more channels of communication

## Experienced PSPS



## Received Adequate Information (among those experienced PSPS)



## Recommendations for Improvement

(n=20; Received inadequate notification and information)

Timing/more time to prepare	35%
Better communication	25%
More channels of communication (text alerts, emails, mail)	20%

“ I heard about the temporary power outage from my neighbor. I am signed up with Pacific Power to receive emails and mobile phone notifications and, for the most part, that works well for unexpected power outages. I did not receive notification that there would be a planned outage. ”

“ Warning came by email so you have to have your phone on you, I’m working on the ranch all day and don’t carry my phone on me because I’ve broken them while working. I do have my phone in the truck and check it a couple times a day. ”

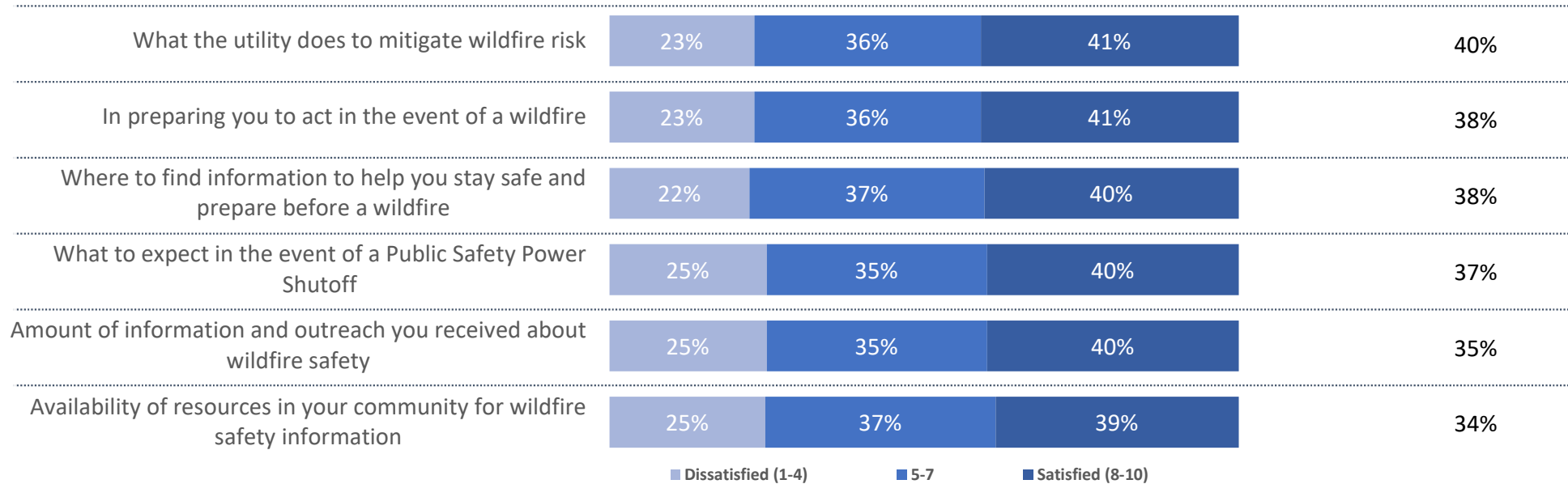
# Outreach and Engagement Satisfaction

- Over one third are satisfied with outreach and engagement they receive giving 8, 9, 10 ratings; **Recallers** remain significantly more likely than Non-Recallers to be **satisfied** across all items
- Critical customers demonstrated significantly greater satisfaction vs random customers with “what the utility does to mitigate wildfire risk” (54% vs 38%) and “availability of resources in your community for wildfire safety information” (54% vs 38%)

## Outreach and Engagement Satisfaction

**Top-3-Box**

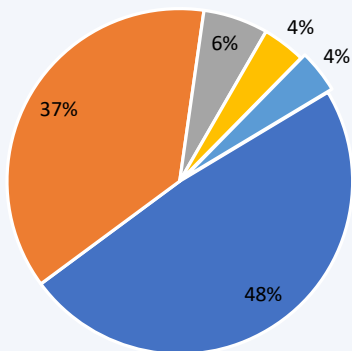
August 2021  
(n=589)



# PSPS Experience and Notifications

- On average, customers have received 0.7 PSPS notifications and experienced 0.2 power shutoffs
- Over half (54%) say that notifications should be sent if there is any possibility of a PSPS
- 41% of those who have received more notifications than PSPS events said that “false alarms” didn’t affect them

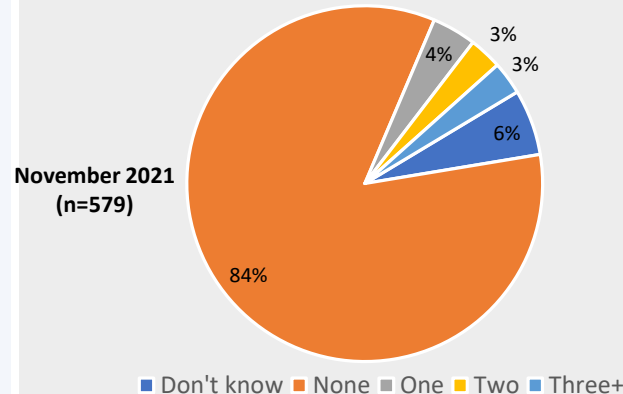
PSPS Notifications



Average Number of Notifications

November 2021 (n=579)	0.7
August 2021 (n=589)	0.6

Public Safety Power Shutoffs



Average Number of Power Shutoffs

November 2021 (n=579)	0.2
August 2021 (n=589)	0.3

PSPS Notifications Perception

Notifications should be sent if there is any possibility of a PSPS	54%
Notifications should only be sent if there is a high likelihood of a PSPS	31%
Notifications should only be sent if a PSPS is certain to occur	15%

## “False Alarms” Impact

“Let me know dangerous conditions were likely”

“Not much, just a little anxiety”



## Critical Customers Summary





# Key Metrics

	Random Customers (n=1,114)	Critical Customers (n=54)
Aware of Wildfire Safety Communications	62%	37%
Aware of Communications from Pacific Power (among those aware)	28%	50%
Took Action to Prevent or Prepare for a Wildfire	73%	69%
Recall PSPS	62%	48%
Would Turn to Pacific Power Website for PSPS Info	51%	42%
Aware of Ability to Update Contact Info for PSPS	55%	56%
Know if Address is in PSPS Area	26%	26%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	38%	54%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	20%	39%

Comparisons involving Critical Customers are based on Aug + Nov data due to small sample size

Bold denotes statistically significant difference between Random and Critical customers



# Demographic Profiles

	Random Customers (n=1,114)	Critical Customers (n=54)
Gender	Male – 40% Female – 54%	Male – 39% Female – 57%
Age	18-54 – 20% 55-64 – 22% 65+ – 52%	18-54 – 39% 55-64 – 19% 65+ – 39%
Median Income	\$53K	\$27K
Home Ownership	Rent – 18% Own – 77%	Rent – 46% Own – 54%
Primary Language is not English	<b>32%</b>	22%
Responded they Rely on Electricity for Medical Needs	24%	57%

Comparisons involving Critical Customers are based on Aug + Nov data due to small sample size



## CBO Interviews



# CBO Interviews

Three in-depth interviews were conducted with community-based organizations (CBOs) in the Pacific Power territory.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were paid \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from Pacific Power







# CBO Interviews

## Current Communications

- Most CBOs are generally not receiving specific communications or information from Pacific Power; fire safe councils tend to be more engaged with Pacific Power than more broadly focused community organizations when it comes to communications about wildfire safety and PSPS
- Broad-based CBOs often do receive communications and resources from Pacific Power related to CARE and providing low-income residents with support for paying their electric bills
- Most communications and resources received about wildfires (from any organization, including government or fire agencies) were focused on evacuation preparedness (e.g., where to go), personal preparedness (e.g., brush clearing), but less about how to prepare for an outage due to PSPS
- Fire safe councils report better levels of communication and preparation for power outages than broad CBOs, although it was recommended to improve communication about educational events to increase community participation
- The most common methods CBOs currently use to communicate with the community are social media, in-person visits or meetings, and through handing out flyers when clients visit the office or when employees visit people in the community

## Spreading the Word

- CBOs are willing to help spread the word about wildfire preparedness, safety, and PSPS events, if provided the necessary resources
  - Direct communications by Pacific Power are commonly recommended, including mailings, emails, or social media engagement; during outage or fire events, automated phone messages or text messages are advised
  - Partnering with local school districts is another opportunity for Pacific Power to increase the reach of communications in the community
  - CBOs are willing and ready to help by distributing materials (in the course of their day-to-day operations), posting to social media, or making outreach to those most vulnerable; social media postings by Pacific Power that they can link to are particularly helpful
  - CBOs generally do not have resources available for outreach/canvassing, or to produce/print content for distribution; shipping pre-printed content would greatly help their ability to provide information to the community
  - Most serve communities particularly vulnerable to PSPS events (such as elderly or those with medical conditions), and they are willing to help share information and resources during typical interactions with the community
- English and Spanish are the primary languages required
  - English is most common, but there are Spanish-speaking members of each community (although less so with Tribal communities)
  - Other languages (such as Hmong, Lao, and Chinese) are in the community, but in very small numbers, and are not regularly served by CBOs



# CBO Interviews

## Useful Information/Resources

- The most effective ways Pacific Power can support CBOs in preparing the community include:
  - Sharing/creating content that can be shared on social media, either by linking to Pacific Power or for CBOs to post (multiple CBOs report robust local communities on Facebook)
  - Providing pre-printed materials that can be easily handed out when interacting with members of the community (such as during food delivery)
  - Sharing accurate information about PSPS events, and providing timely updates as circumstances change (delayed or inaccurate information is a perceived pain point)
  - Providing information for those with medical needs to ensure they are able to adequately prepare for a PSPS event or evacuation
  - Providing educational resources about how to prepare for a fire/outage, including evacuation plans (how to evacuate and where to go), and prepping a “go” bag
  - Providing helpful items, such as water, food, flashlights, blankets, medical/sanitary supplies, phone chargers, etc. that CBOs can help distribute in the event of an evacuation
- CBOs indicate they can proactively reach out to the community using social media or in limited cases their email list, but it will be necessary to provide resources, including funding or staffing for mailings or in-person outreach (beyond their typical interactions)

## PSPS Events

- One of the primary pain points around PSPS events is the constantly changing nature of the situation
  - CBOs perceive inconsistent or inaccurate information about PSPS events, as there are warnings but no events, etc.
  - Provide early notice if possible—CBOs report learning about an event at the same time as customer notifications go out, leaving them limited time/ability to help spread the word
  - CBOs state that they would prefer to receive as much communication as possible during the fire season, and if there is any possibility of an event; during the off-season, communication frequency should be monthly or quarterly
  - Fire safe councils tend to be more understanding of the dynamic nature of PSPS events, but emphasize proactive communications when the risk exists
- Specific information about how to prepare for an outage/PSPS event is most useful/relevant to receive from Pacific Power
  - General fire safety information is least impactful, as other agencies are already providing information about brush clearing and steps to mitigate fire risk
  - Information most useful in advance of a PSPS event includes evacuation plans and the content required for a “go” bag
  - Special attention should be paid to those with medical needs and limited transportation options; they are most at risk during a PSPS event
- In the event of an evacuation, CBOs stress the need for food, water, blankets, and chargers that can be distributed at a shelter



Demographic Profiles

# Respondent Profiles

Gender	Total (n=579)	Recallers (n=352)	Non-Recallers (n=227)
Male	40%	53%	35%
Female	54%	43%	57%
Age			
18 to 24	<1%	<1%	<1%
25 to 34	4%	2%	<b>6%</b>
35 to 44	7%	5%	9%
45 to 54	10%	8%	<b>13%</b>
55 to 64	22%	22%	22%
65 or over	52%	<b>58%</b>	43%
Prefer not to say	5%	5%	6%

Renter/Homeowner	Total (n=579)	Recallers (n=352)	Non-Recallers (n=227)
Own	74%	75%	73%
Rent	20%	20%	20%
Other	1%	1%	<1%
Prefer not to say	5%	4%	6%
Household Income			
Less than \$20,000	13%	11%	16%
\$20,000 to \$39,999	16%	17%	15%
\$40,000 to \$59,999	13%	13%	14%
\$60,000 to \$89,999	13%	14%	13%
\$90,000 to \$129,999	13%	13%	11%
\$130,000 to \$199,999	4%	5%	3%
\$200,000 or more	3%	3%	4%
Prefer not to say	24%	24%	24%

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Examine Electric  
Utility De-Energization of Power Lines in Dangerous  
Conditions.

Rulemaking 18-12-005  
(Filed December 13, 2018)

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a copy of the **2022 ANNUAL ACCESS AND FUNCTIONAL NEEDS PLAN OF PACIFICORP (U 901 E)** on all known parties to R.18-12-005 by transmitting an e-mail message with the document attached to each person named in the official service list.

(See the attached Service List R.18-12-005)

Executed on **January 31, 2022**, at Portland, Oregon.

\_\_\_\_\_  
/s/  
Mary Penfield  
Adviser, Regulatory Operations





California  
Public Utilities  
Commission



CPUC Home

## CALIFORNIA PUBLIC UTILITIES COMMISSION

### Service Lists

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**PROCEEDING: R1812005 - CPUC - OIR TO EXAMIN**  
**FILER: CPUC**  
**LIST NAME: LIST**  
**LAST CHANGED: JANUARY 13, 2022**

[Download the Comma-delimited File](#)  
[About Comma-delimited Files](#)

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