



2024 Public Safety Power Shutoff Tabletop Exercise

After-Action Report

Publication Date: June 14, 2024

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

EXERCISE OVERVIEW

EXERCISE NAME	Public Safety Power Shutoff (PSPS) Tabletop Exercise (TTX)
DATE / DURATION	April 11, 2024, from 8:30 a.m. – 12:30 p.m.
PURPOSE	The PSPS TTX was designed to adhere to CPUC guidelines and provide a forum for internal participants and external stakeholders to discuss relevant topics to enhance their knowledge and understanding of PSPS activities. The TTX specifically focused on the notification processes and procedures for each PSPS stage of SDG&E operations and how these pertain to both SDG&E personnel, public safety partners, and the public.
OBJECTIVES	<ul style="list-style-type: none">• Planning: Enhance participants' knowledge and understanding of all applicable SDG&E PSPS protocols, plans, and procedures.• Operational Coordination: Demonstrate an understanding and readiness to execute all stages of PSPS operations in alignment with existing SDG&E protocols and procedures.• Public Information and Notification: Discuss the coordination and delivery of the various public information messages required during a PSPS incident.• Operational Communication: Discuss the required communications between and amongst SDG&E and external partners to synchronize operations throughout the stages of PSPS response.
THREAT OR HAZARD	Public Safety Power Shut Off (PSPS) Event
PARTICIPATING ORGANIZATIONS	<ul style="list-style-type: none">• SDG&E• Public Safety Partners
POINT OF CONTACT	Sarah Gladys Johnson Emergency Management, Training & Exercise Program Manager Sglady1@SDG&E.com

EXECUTIVE SUMMARY

The 2024 SDG&E Public Safety Power Shutoff (PSPS) TTX, held on April 11, 2024, marked the first of two exercises in the annual PSPS Exercise Series, as mandated by the California Public Utilities Commission (CPUC). The series engaged both internal SDG&E participants and relevant external agencies, aiming to leverage past experiences and lessons from prior training, exercises, and real-world events. Key participants in the TTX included SDG&E EOC responders, local jurisdictions, telecommunication stakeholders, critical infrastructure partners, and public safety entities.

The TTX was divided into three (3) modules:

Module 1 – PSPS Stage 1 (Activating PSPS Protocols/ Potential to De-energize)

Module 2 – PSPS Stage 2 & 3 (Decision to De-energize & Initiating De-energization)

Module 3 – PSPS Stage 4 & 5 (Initiating Re-energization Protocols & All PSPS Lines Re-energized)

Module 1 & Module 2 featured scenario briefings and discussions on PSPS stages. Module 3 included an informative briefing and Q/A session. Facilitators Sarah Glady Johnson (SDG&E) & Justin Cox (Prestige Analytics) guided discussions on scenario notification processes and ongoing issues throughout a PSPS activation lifecycle. Tailored discussion questions aimed to meet exercise objectives, covering topics like EOC activation decisions, notification processes, tools, customer success efforts, and communication timelines for each PSPS stage.

Following the SDG&E PSPS Tabletop Exercise (TTX), the SDG&E Emergency Management Training and Exercise team, in collaboration with Prestige Analytics, convened in an internal meeting on 4/16/2024 to discuss the TTX outcomes. The review encompassed both participant engagement and exercise delivery. This AAR Summary Report is intended to summarize and share findings from the exercise with regulatory agencies and broader stakeholder groups.

This AAR is based on insights drawn from the analysis of the following documents:

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

Executive Summary of Continuous Quality Improvement

Strengths

The following areas are strengths demonstrated during the incident:

1. SDG&E participants utilized the TTX to provide a detailed overview of their strong weather networks and the proactive weather monitoring & modeling activities that are conducted by the SDG&E PSPS team to the public safety partners in attendance.
2. The TTX provided an environment to build upon the existing relationships and coordination between SDG&E, public safety partners, and key stakeholders. Public safety partners were able to provide SDG&E a more detailed understanding of their communication and notification procedures during PSPS events, and the support they would require from SDG&E to enhance their current efforts.
3. SDG&E participants used the TTX as an opportunity to provide public safety partners with a detailed overview of the AFN partner support services the company provides and addressed any questions and concerns that the partners had about the services provided.

4. The TTX allowed SDG&E's Partner Portal Team to showcase how they utilized public safety partner feedback from previous years to continue to evolve and enhance the Partner Portal, making it more user-friendly, and populating the portal with data tailored to the needs of their public safety partner users.

Areas for Improvement

The following areas for improvement were identified during the TTX:

Core Capability: Planning

1. It was observed that knowledge of PSPS roles and responsibilities possessed by experienced SDG&E PSPS personnel were not clearly delineated or codified within existing plans and position documentation. Some public safety partner participants stated that they were unclear with the acronyms and terms used by SDG&E staff. Maintaining plans updated with the most current operational response knowledge and best practices will assist SDG&E response teams possess detailed response resources.

Recommendation:

- a. Consider engaging with experienced SDG&E response personnel to gather comprehensive insights and contemporary best practices concerning PSPS response, and utilize the feedback to update current PSPS plans, policies, and procedures to align with the current response procedures being utilized for real-world activations.

Recommendations:

- b. Develop and provide via the Public Safety Partner Portal a list of key terms or acronyms that partners should understand for an electric utility involved incident.

Core Capability: Operational Coordination

1. It was noted by evaluators that the TTX's coverage of regulatory/government notifications was not as comprehensive as some participants may require for a thorough understanding of the PSPS response.

Recommendation:

- a. For future exercises involving public safety partners, consider dedicating more time to provide SDG&E personnel with an opportunity to discuss the regulatory/government notification process.

Core Capability: Public Information & Notification

1. It was observed that public safety partner participants had varying levels of familiarity with available resources, specifically the Public Safety Partner Portal. Increased awareness of this tool will provide a comprehensive understanding of the coordination required to disseminate accurate public information for a PSPS.

Recommendation:

- a. Continue conducting demos and annual training of the Partner Portal via community outreach and workshops to enhance public safety partner familiarization on the features and use cases.
2. Recognizing that these terms are not interchangeable, SDG&E aims to transition from referring to a PSPS as a "planned" outage to a "forecasted Outage." This transition will require updates to the current PSPS operational plans, policies, and procedures, and include training of PSPS staff and outreach to public safety partners.

Recommendations:

- a. As part of the transition, determine if it possible to rename the polygons sourced from PSP Data Share from using "Pre-Planned Polygons" to "Forecasted Polygons."
 - b. Update documentation and guidance and train SDG&E PSPS responders on the changes.

Core Capability: Operational Communication

1. One of the findings from the TTX was that San Diego County is not notified when SDG&E customer notifications are officially complete.

Recommendations:

- a. Update protocols to include the ability to report to public safety partners if customer notifications have been completed.
2. It was observed that participants were not fully aware of all the agencies designated to receive advanced PSPS notifications as Critical Facilities Customers, despite the full list being available on the Partner Portal.

Recommendations:

- a. Include information about how to download the Critical Customer list from the Portal as a part of the annual Partner Portal training.

APPENDIX A: EXERCISE SCHEDULE

TIME	ACTIVITY	FACILITATOR
8:00 – 8:15 AM	Player Arrival and Check-In	N/A
8:15 – 8:30 AM	Welcome/Introductions	SDG&E
8:30 – 8:45 AM	Exercise Overview	Prestige
8:45 – 10:15 AM	Module One (Stage 1)	SDG&E, Prestige
10:15 – 10:30 AM	Break	N/A
10:30 – 11:30 AM	Module Two (Stage 2 & 3)	SDG&E, Prestige
11:30 – 12:00 PM	Module Three (Stage 4 & 5)	SDG&E, Prestige
12:00 – 12:30 PM	Hotwash/Closing Remarks	SDG&E, Prestige

TIME	ACTIVITY	FACILITATOR
12:30 – 2:00 PM	Lunch/EOC Tour	SDG&E

APPENDIX B: EXERCISE PARTICIPANTS

ROLE	NAME	ORGANIZATION
Evaluator	Brian Sauerhage	SDG&E
Evaluator	Laura Millan	SDG&E
Evaluator	Mita (Manmeet) Bhatia	SDG&E
Evaluator	Nick Santos	SDG&E
Evaluator	Rick Hinrichs	SDG&E
Observer	Stephen Volmer	CAL FIRE
Observer	Shane Colman	Northwest Energy
Observer	Brandt Seitz	Northwest Energy
Observer	Allison Widmark	SDG&E
Observer	Elliot Benjamin	Slalom
Observer	Jess Combs	USMC
Observer	Kim Cassingham	Xcel Energy
Observer	Mark Derksen	Xcel Energy
Observer	Pam O’Neal	Xcel Energy
Observer	Randy Cantu	Xcel Energy
Observer	Tony Leeling	Xcel Energy
Player	Diana Casillas	211 OC
Player	Ray Chaney	211 San Diego
Player	Ankur Patel	AT&T
Player	Ross Tritt	CA Assembly
Player	Jessica Olvera	CA Assembly D76
Player	Danielle Jessup	CalOES
Player	Patrick Buttron	CalOES Southern Region
Player	Debbie Schoeman	Charter Communications
Player	Carrie Downey	City of Coronado
Player	Corina Jimenez	City of Encinitas
Player	Marie Jones-Kirk	City of Encinitas
Player	Walter Amedee	City of National City

ROLE	NAME	ORGANIZATION
Player	Jenna Stein	City of Poway
Player	Megan Ong	City of San Diego
Player	Phil Robinson	City of San Diego
Player	Cody Gallagher	County of San Diego, OES
Player	Ceanne Guerra	Cox Communications
Player	Ingo Hentschel	Cox Communications
Player	Anthony Noll	CPUC
Player	Cindy Chen	CPUC
Player	Hope Christman	CPUC
Player	Karin Ngyun	CPUC
Player	Mabel Wu	CPUC
Player	John Knoff	Department of Transportation
Player	Jessica Gutierrez	FACT Transportation
Player	Kolton Gustafson	Helix Water District
Player	Adam Richins	Idaho Power
Player	Dani Southard	Idaho Power
Player	Erica Shiflet	Idaho Power
Player	Joe Kendall	Idaho Power
Player	Jon Axtman	Idaho Power
Player	Jon Post	Idaho Power
Player	Mel Kunkel	Idaho Power
Player	Mitch Colburn	Idaho Power
Player	Charles Truss	Northwest Energy
Player	Nate Linder	Northwest Energy
Player	Mary Ngo	Pacific Science & Engineering Group, Inc
Player	Michael Scaramella	Rancho Santa Fe Patrol
Player	Elaine Mezta	San Diego Community Power
Player	Kim Charles	SD LECC
Player	Adriana Schaffer	SDG&E
Player	Alison Thomas	SDG&E
Player	Allison Torres	SDG&E
Player	Amy Croucher	SDG&E
Player	Andrew Stang	SDG&E

ROLE	NAME	ORGANIZATION
Player	Angel Acosta	SDG&E
Player	Arthur Alvarez	SDG&E
Player	Bob Watson	SDG&E
Player	Brian D'Agostino	SDG&E
Player	Brianne Hyder	SDG&E
Player	Bryce Tiernan	SDG&E
Player	Burke Kremensky	SDG&E
Player	Candace Hadley	SDG&E
Player	Chris Arends	SDG&E
Player	Christina Rathburn	SDG&E
Player	Christina Terzich	SDG&E
Player	Claudia Assmusen	SDG&E
Player	Crystal Yousef	SDG&E
Player	Curtis Jones	SDG&E
Player	Cynthia Ferrer	SDG&E
Player	Dan King	SDG&E
Player	Dana Golan	SDG&E
Player	Daniel Dietmeyer	SDG&E
Player	Danielle De Clerq	SDG&E
Player	Danielle Finch	SDG&E
Player	David Lawrence	SDG&E
Player	Dean San Fillipo	SDG&E
Player	Eric Harris	SDG&E
Player	Felicia Town	SDG&E
Player	Hassan Ghoudjehbaklou	SDG&E
Player	Heather Bromund	SDG&E
Player	Hilary Dufour	SDG&E
Player	Jason Hom	SDG&E
Player	Joe Gabaldon	SDG&E
Player	John Baranowski	SDG&E
Player	John Prsha	SDG&E
Player	Jorge Balvaneda	SDG&E
Player	Juan Estrada	SDG&E
Player	Julia Mendoza	SDG&E

ROLE	NAME	ORGANIZATION
Player	Justin Buchinsky	SDG&E
Player	Katherine Fuller	SDG&E
Player	Katie Giannecchini	SDG&E
Player	Katie Mauer	SDG&E
Player	Kelli Mleczo	SDG&E
Player	Kelli Whitman	SDG&E
Player	Kevin Cortes	SDG&E
Player	Kevin Spiwak	SDG&E
Player	Kirsten Petersen	SDG&E
Player	Kristopher Bourbois	SDG&E
Player	Kristen Barongan	SDG&E
Player	Landy Ye Cui	SDG&E
Player	Lauren Sniffin	SDG&E
Player	Mark Mezta	SDG&E
Player	Matt Fehse	SDG&E
Player	Mauricio Rodriguez	SDG&E
Player	Mia Graff	SDG&E
Player	Michael Knobbe	SDG&E
Player	Michele Borunda	SDG&E
Player	Mike Rottenberg	SDG&E
Player	Mona Freels	SDG&E
Player	Morgan Ehlke	SDG&E
Player	Niel Umali	SDG&E
Player	Nisha Menon	SDG&E
Player	Patrick Kinsella	SDG&E
Player	Paul Greco	SDG&E
Player	Randy Williams	SDG&E
Player	Renee Taylor	SDG&E
Player	Rich Quasarano	SDG&E
Player	Richard Cruz	SDG&E
Player	Richard Veihl	SDG&E
Player	Rick Cervantes	SDG&E
Player	Robb Henderson	SDG&E
Player	Robert Gabriel	SDG&E

ROLE	NAME	ORGANIZATION
Player	Rose Cheek	SDG&E
Player	Sandeep Aujla	SDG&E
Player	Shaina Gross	SDG&E
Player	Shana Rodriguez	SDG&E
Player	Tanya Moore-Benjamin	SDG&E
Player	Thom Porter	SDG&E
Player	Thomas Marshall	SDG&E
Player	Tom Fries	SDG&E
Player	Toni Romo	SDG&E
Player	Truc Emerzian	SDG&E
Player	Tyson Swetek	SDG&E
Player	William Watson	SDG&E
Player	Yumin Moon	SDG&E
Player	Allison Widmark	Slalom
Player	Scott Pollack	Slalom
Player	Steve Dishon	South Coast Water District
Player	Vanessa Willey	Southern Indian Health Council
Player	Zach Carillo	Sycuan Fire Department
Player	Michael Scaramella	Rancho Santa Fe Patrol
Player	Anne Sherwood	Xcel Energy
Player	Chelsea Speed	Xcel Energy
Player	Derek Harrison	Xcel Energy
Player	Michael Haydon	Xcel Energy
Player	Molly Weisenburger	Xcel Energy
Player	Taylor Cox	Xcel Energy
Player	Trevor Conklin	Xcel Energy
Player	Valerie Rose	Xcel Energy
Staff	Jessica Kunert	SDG&E
Staff	Sarah Gladys	SDG&E
Staff	Milo Warner	SDG&E
Staff	Sherinna Paguio	SDG&E
Staff	Kim Nguyen	Prestige Analytics
Staff	Justin Cox	Prestige Analytics
Staff	Josselyn Molina	Prestige Analytics

APPENDIX C: EXERCISE SCENARIO TIMEFRAME

MODULE	SCENARIO	TOPICS OF DISCUSSION
Module One	<ul style="list-style-type: none">• Stage 1 of PSPS Operations• Activation PSPS Protocols• Decision to De-energize	<ul style="list-style-type: none">• Procedures surrounding decision to activate PSPS protocols.• Operational considerations• Notifications• Communication• Customer programs/services
Module Two	<ul style="list-style-type: none">• Stages 2 and 3 of PSPS Operations• Decision to De-energization• De-energization Initiated	<ul style="list-style-type: none">• De-energization processes• Operational Considerations• Notification• Communication• Customer programs/services provided, to include addressing AFN
Module Three	<ul style="list-style-type: none">• Stages 4 and 5 of PSPS Operations• Initiating Re-energization Protocols• All PSPS Lines Re-energized	<ul style="list-style-type: none">• Initiating re-energization protocols• Procedures following all lines re-energized