

OCTOBER 2019



PUBLIC SAFETY POWER SHUTOFF ANNEX

HAZARD-SPECIFIC ANNEX TO THE
COUNTY OF SANTA CLARA EMERGENCY OPERATIONS PLAN



SANTA CLARA COUNTY FIRE DEPARTMENT
COUNTY OF SANTA CLARA
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OFFICE OF EMERGENCY MANAGEMENT
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Suggested citation for this planning document:

Office of Emergency Management. *Public Safety Power Shutoff – Hazard Specific Annex to the County of Santa Clara Emergency Operations Plan* (San José: County of Santa Clara, 2019).



RECORD OF CHANGES

| # | Date | Section | Description | Individual Making Change |
|-----|------------|--------------------|--|---|
| 01. | 10/14/2019 | Acknowledgements | Added City of Santa Clara | Edie Schaffer, County of Santa Clara Office of Emergency Management (OEM) |
| 02. | 10/14/2019 | 1.4.3 | Deleted language regarding traffic control from description of responsibilities of Valley Transportation Authority (VTA) | Edie Schaffer, OEM |
| 03. | 10/14/2019 | 1.4.3 | Added language regarding staffing AFN MAC Group to roles and responsibilities of several agencies | Edie Schaffer, OEM |
| 04. | 10/14/2019 | 4.3.2.3 | Added last bulleted item in first bulleted list on page 47 regarding VTA's need for advanced notice of de-energization. | Edie Schaffer, OEM |
| 05. | 10/14/2019 | 4.4.1.4, Table 4.1 | Added VTA paratransit and light rail to infrastructure to be prioritized within six hours of a PSPS event. | Edie Schaffer, OEM |
| 06. | 10/16/2019 | 3.3.9 | Added Section 3.3.9 regarding PG&E PSPS notifications to people with disabilities and access and functional needs. | Edie Schaffer, OEM |
| 07. | 10/16/2019 | 4.3.2.7 | Added Section 4.3.2.7 regarding County efforts to provide supplemental notification to vulnerable populations. | Edie Schaffer, OEM |
| 08. | 11/18/2019 | 7.1 | Added paragraph regarding use of the Annex during actual PSPS events in October 2019. | Edie Schaffer, OEM |
| 09. | 12/23/2019 | 1.5 | Revised cross-references to section 4.4.1.7 | |
| 10. | | | | |



ACKNOWLEDGEMENTS

We would like to acknowledge contributions from the following Santa Clara County departments and agencies, special districts, cities and towns, state and federal agencies, and other planning partners:

Operational Area Cities and Towns

City of Cupertino
City of Gilroy
City of Milpitas
City of Morgan Hill
City of Monte Sereno
City of Mountain View
City of Palo Alto
City of San José
City of Santa Clara
Town of Los Altos Hills
Town of Los Gatos

Special Districts

Santa Clara County Fire District
Valley Water District

State Agencies

California Department of Social Services
California Governor’s Office of Emergency Services

Federal Agencies

National Weather Service

County Agencies and Departments

Office of the County Executive
Office of the County Counsel
County Communications
Emergency Medical Services Agency
Facilities and Fleet Department
Geographic Information Services
Health and Hospital System
Office of Supportive Housing
Office of Public Affairs
Public Health Department
Roads and Airports Department
Social Services Agency
Valley Transportation Authority

Other Planning Partners

American Red Cross
Pacific Gas and Electric Company
Santa Clara County Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services



PROMULGATION

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. While no plan can completely prevent casualties or destruction, realistic, actionable plans carried out by knowledgeable, well-trained personnel can minimize losses.

The County of Santa Clara has prepared this Public Safety Power Shutoff (PSPS) Annex in compliance with the Standardized Emergency Management System, the National Incident Management System, and the Incident Command System. The Annex is intended to ensure the effective and efficient allocation of resources to protect the people of Santa Clara County during a PSPS event.

As a supplement to the County of Santa Clara Emergency Operations Plan, this Annex assigns tasks, specifies policies and general procedures, and provides for coordination of response and recovery activities in a PSPS event. The Annex will be reviewed and exercised periodically and will be revised as necessary to satisfy changing conditions and needs.

The Office of the County Executive and the Office of Emergency Management give their full support to this Annex. The County urges all officials, employees, and residents—individually and collectively—to familiarize themselves with this Annex and to do their share in the total emergency effort of the County of Santa Clara.

A handwritten signature in blue ink, appearing to read 'Garry Herceg', is written over a horizontal line.

Garry Herceg
Deputy County Executive

OCTOBER 4, 2019

Date

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Dana C. Reed, Director
Office of Emergency Management

OCTOBER 4, 2019

Date



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HOW TO USE THIS ANNEX

The Public Safety Power Shutoff (PSPS) Annex is, first and foremost, an operational plan intended for use by County personnel who are coordinating or managing a PSPS event at the Emergency Operations Center (EOC) or Department Operations Center (DOC). Accordingly, the Annex is organized in a manner that allows EOC and DOC personnel to quickly find the information they need to successfully handle a PSPS event. Personnel assigned to respond in the EOC or DOC should become familiar with the following elements:

- The **Critical Action Guide** in Section 1 summarizes the Annex and acts as a finding tool for information in other parts of the Annex that assists personnel in event coordination and management. The Critical Action Guide includes:
 - An overview of operational activity phases;
 - A timeline of PG&E PSPS notifications;
 - Incident coordination task lists for each operational phase;
 - A table of anticipated responsibilities for organizations playing lead and supporting roles during a PSPS event.
- **PG&E Power Shutoff Process** is described in Section 3. This section includes information available at this time regarding the California Public Utilities Commission’s Guidelines governing PSPS, PG&E’s shutoff determination factors, and information regarding PG&E’s PSPS notification and community outreach efforts.
- The **Concept of Operations** (ConOps) in Section 4 of the Annex guides users through incident coordination and the operational activity phases.
- Section 5 provides guidance regarding **public information** management.
- Section 6 provides information on addressing the needs of people with disabilities and access and functional needs.
- The **Appendix** includes maps, essential elements of information for use in developing situational awareness and a common operating picture, a table of non-Stafford Act recovery resources, and sample public information messaging.

Those using the Annex in their role as plan developers or reviewers will find the more traditional elements of emergency plans, as outlined by the Federal Emergency Management Agency’s Comprehensive Preparedness Guide 101, located in the following sections:

- The Introduction in Section 2 includes discussion of the Annex’s purpose and scope, the situation requiring creation of the Annex, overarching Annex objectives, and the assumptions used in developing the plan.
- Section 7 discusses annex development, implementation, and maintenance.
- Section 8 includes the authorities and references relied on in developing the Annex.



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SECTION 1: CRITICAL ACTION GUIDE

The Critical Action Guide is a tear-away resource for County of Santa Clara emergency services personnel responding in a Pacific Gas and Electric (PG&E) Company Public Safety Power Shutoff (PSPS) event impacting the County. This section is based on, summarizes, and acts as a “resource finder” for succeeding parts of the Annex. The section includes an overview of operational activity phases, a matrix to assist decision-makers in determining whether to request a delay in de-energization during a PSPS event, a Roles and Responsibilities table showing assumed PSPS-related responsibilities for participating organizations, and event coordination task lists of steps to consider to successfully coordinate a PSPS event.

1.1 Overview of Operational Activity Phases

Table 1.1 below shows the operational activity phases in a PSPS event, time frames for each phase, and a summary of the activities occurring during each phase. The time frames for phases are approximations. Phase time frames may vary in actual events and may also overlap. For further discussion of each operational phase, see Sections 4.3 through 4.5. Event (E) is the time when PG&E shuts off power.

Table 1.1. Operational Activity Phases

| NOTIFICATION PHASE <i>Event (E) minus 72 to 24 hours</i> | RESPONSE PHASE <i>E minus 24 hours to E + 48 to 120 hours</i> | RE-ENERGIZATION AND SHORT-TERM RECOVERY PHASE <i>Re-Energization + 1 Week</i> |
|---|---|---|
| <ul style="list-style-type: none"> • On PG&E notification of imminent PSPS, activate OA EOC and Joint Information Center if needed. • Hold conference calls with county partners to gather and share information. • Request delay in de-energization if public safety necessitates. • Support PG&E in sharing PSPS information with the public and media. • Monitor incident and adjust actions as needed. | <ul style="list-style-type: none"> • Facilitate proclamation of local emergency if necessary. • Activate DOCs as needed. • Consider pre-event shutoff of key facilities if needed. • Monitor PSPS impacts. • Facilitate response to life and public safety threats in unincorporated areas. • Request re-energization if public safety needs necessitate. • Continue gathering and sharing status information with county partners. • Coordinate resource request process for OA jurisdictions as requested. • Provide traffic control and area security in unincorporated areas as needed. • Facilitate establishment of shelters, cooling sites, and other mass care and shelter facilities as needed. • Support PG&E in sharing PSPS information with the public and media. | <ul style="list-style-type: none"> • Monitor PSPS re-energization impacts. • Perform status and damage assessment. • Continue gathering and sharing status information with county partners. • Continue to coordinate resource request process for OA jurisdictions as requested. • Support PG&E in sharing re-energization and recovery information with the public and media. • Transfer recovery functions to Recovery Unit if needed. • Deactivate OA EOC. |

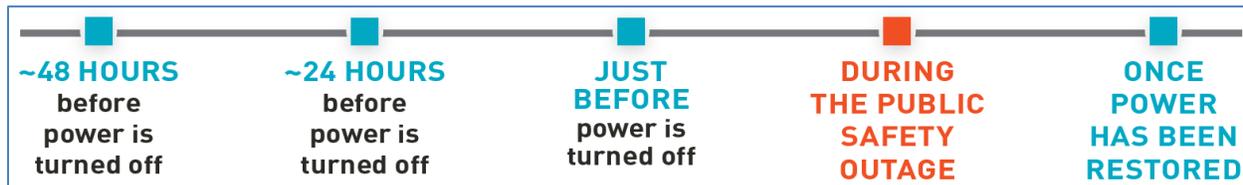
1.2 Timeline for PG&E PSPS Notifications

The California Public Utilities Commission (CPUC) has prescribed a timeline for PG&E in providing PSPS



notifications to public safety partners, critical facilities, service providers for people with disabilities or access and functional needs, customers, and other impacted populations. PG&E is required to abide by the timeline whenever possible. NOTE: Though the CPUC timeline begins at 72 hours, PG&E’s timeline begins at approximately 48 hours. The timeline shown in Figure 1.1, below, was created by PG&E. For further discussion of the timeline for PG&E notifications, see Section 3.3.4.

Figure 1.1. PG&E PSPS Notification Timeline (Whenever Possible)



Source: PG&E, Public Safety Power Shutoff Policies and Procedures (May 2019), 5.

1.3 Critical Decision Matrix: Seeking Delayed De-Energization, Re-Energization, or Prioritized Re-energization for County

Table 1.1 below is intended to assist decision-makers in understanding when and how to request that PG&E delay de-energization of its electrical system on behalf of the County. The table also applies to requests for re-energization during a PSPS event. In addition, PG&E has indicated that jurisdictions impacted by a PSPS event may request that PG&E prioritize re-energization of all or a part of the impacted area in certain situations.¹ Table 1.2, below, assists decision-makers in understanding when and how to request that PG&E delay de-energization, re-energize during a PSPS event, or prioritize re-energization of its system during a PSPS event.

Table 1.2. Critical Decision Matrix: Requesting Delayed De-Energization or Re-Energization for the County

| Who May Request | Basis for Request | Timeframe for Request |
|---|--|--|
| Santa Clara County public safety partners, including: <ul style="list-style-type: none"> • County Executive • County OEM • County Fire • Sheriff’s Office • County of Santa Clara Health Officer • County 9-1-1 Communications • County Emergency Medical Services | Emergency situation in County that would be exacerbated by lack of electrical power, such as a significant: <ul style="list-style-type: none"> • Wildfire • Hazardous material spill • Mass casualty incident • Pandemic or other health emergency | <ul style="list-style-type: none"> • Delay in Re-energization: As soon as possible after receiving advance notification from PG&E of imminent PSPS. • Re-Energization or Prioritized Re-Energization: As soon as possible after receiving information indicating re-energization or prioritized re-energization is needed. |

For further discussion of requests to delay re-energization or to re-energize during a PSPSP event, see Sections 3.3.8 and 4.4.1.5.

¹ Pamela Perdue, PG&E PSPS Workshop, Watsonville, CA, August 19, 2019.



1.4 Anticipated Roles and Responsibilities

The tables below describe in general the anticipated roles and responsibilities of listed organizations in a PSPS event impacting Santa Clara County (SCC). Every event is different. No plan can anticipate all issues posed by the event. The responsibilities included in the tables below must be adapted depending on the extent and length of the power outage, the available resources of the listed organizations, and other conditions present in the actual event.

1.4.1 PG&E Responsibilities Based on CPUC Guidelines

- Abide by Guidelines issued by California Public Utilities Commission (CPUC).
- Deploy PSPS as a measure of last resort.
- Provide priority notification of PSPS to public safety partners in SCC and local government jurisdictions that may be impacted in PSPS event as directed by CPUC Phase 1 Guidelines.
- Provide public safety partners with a secure data transfer site to share maps of areas subject to de-energization and other information for situational awareness.
- Provide advance notification to all populations potentially affected by a PSPS event, including:
 - Critical facilities and infrastructure,
 - Access and functional needs populations, and
 - Jurisdictions that are not threatened by a utility-caused wildfire but may lose power as a result of PSPS.
- Whenever possible, provide PSPS notifications within the timeline provided in CPUC Phase 1 Guidelines.
- Follow Cal OES’s Alert and Warning Guidelines for effective public messaging and outreach.
- Respond to requests from public safety partners to delay de-energization or to re-energize during a PSPS event.
- Restore power only after confirming that it is safe to do so.
- Notify public safety partners, critical facilities, and all affected customers or populations immediately before re-energization begins.
- Notify all affected customers and populations when re-energization is complete.

1.4.2 Lead and Supporting Organizations

| | |
|---|---|
| Lead Department | County of Santa Clara Office of Emergency Management |
| Supporting County Departments, Agencies, and Special Districts | Office of Chief Executive: Office of Cultural Competency, Office of Immigrant Relations, Office of Public Affairs, and Office of Supportive Housing; Consumer and Environmental Protection Agency: Animal Services, Consumer Protection Division-Land Use Program, Department of Environmental Health, Food Safety Program, Hazardous Materials Compliance Division, and Solid Waste Programs; County Health System: Behavioral Health Services Department, Emergency Medical Services, and Public Health Department; County 9-1-1 Communications; Department of Parks and Recreation; Department of Planning and Development Office of Building Inspection; Facilities and Fleet; Finance Agency; Office of the County Counsel; Office of the County Executive; Office of Education; Office of Public Affairs; Procurement Department; Roads and Airports Department; Sheriff’s Office; Social Service Agency; |



| | |
|--|---|
| | Technology Services and Solutions; Santa Clara County Fire Department; Valley Transportation Agency; Valley Water District |
| Supporting Organizations—Regional, State, and Federal | 211-Bay Area, California Governor’s Office of Emergency Services, California Public Utilities Commission, National Weather Service |
| Supporting Organizations | American Red Cross, Collaborating Agencies Disaster Relief Effort, Community Emergency Response Teams for Operational Area (OA) jurisdictions, Functional Assessment Service Team, Santa Clara County Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services, Santa Clara County Large Animal Evacuation Team, Silicon Valley Clean Energy |

1.4.3 County Departments, Agencies, and Special District Responsibilities

| Organization | Anticipated Responsibilities |
|--|--|
| <i>All County Departments, Agencies, and Special Districts</i> | <ul style="list-style-type: none"> • Receive and relay PSPS information to personnel. • Implement the organization’s Continuity of Operations Plan (COOP). • Assess staffing needs and notify and recall personnel as required by the organization’s COOP. • Participate in Joint Information System (JIS) as needed. • Assist the OEM Director with PSPS-related issues when requested. |
| County of Santa Clara Office of Emergency Management (OEM) | <ul style="list-style-type: none"> • Act as lead agency in PSPS preparedness, response, and mitigation. • In consultation with PG&E and OA jurisdictions and partners, determine when a PSPS poses a threat to the OA requiring activation of the County EOC and this Annex. • Initiate public alerts via Emergency Alert System, AlertSCC, Wireless Emergency Alerts, and other public alerting systems as needed. • Activate and manage the County EOC when needed. • Staff the EOC Planning and Management Sections when activated. • Activate the County Joint Information Center (JIC) to coordinate emergency communications in support of PG&E’s public information efforts. • Identify and address mutual aid resource needs. • Request activation of Department Operations Centers (DOCs) as appropriate. • Facilitate conference calls with OA jurisdictions and partners throughout the event as needed to gather and share situational information. • Participate in PG&E, regional, and state calls, as applicable. • Monitor PG&E and National Weather Service (NWS) information throughout the event and request spot forecasts as needed. • Advise County leaders on need for a proclamation of local emergency under California Emergency Services Act and facilitate the proclamation process when needed. • Facilitate preparedness, response, and short-term recovery actions in unincorporated areas of the County. • Coordinate resources across the OA. |



| Organization | Anticipated Responsibilities |
|---|--|
| OEM (continued) | <ul style="list-style-type: none"> Request state and federal resources when County resources have been or soon will be exceeded. |
| Office of the County Executive (CEO) | <ul style="list-style-type: none"> Staff EOC Director position in the County EOC when activated. Establish response, recovery, and resource priorities in consultation with the EOC Coordinator and Management. Act as a liaison between the County EOC and elected officials. Approving spending limits during a PSPS event. |
| CEO—Office of Cultural Competency (OCC) | <ul style="list-style-type: none"> Assist in staffing an Access and Functional Needs (AFN) Multiagency Coordination (MAC) Group in County EOC when asked to do so. Provide situational awareness regarding PSPS impacts to and needs of diverse communities within the County. Assist EOC Joint Information Center (JIC) in creating appropriate public messaging for diverse communities within the County. Assist EOC JIC in obtaining translation services for oral and written communications issued by the JIC. |
| CEO—Office of Immigrant Relations (OIR) | <ul style="list-style-type: none"> Assist in staffing AFN MAC Group in County EOC when asked to do so. Serve as a subject matter expert in helping the County, local governments, and other entities understand the issues and needs of immigrants. Assist in addressing the needs of immigrants impacted by a PSPS event. |
| CEO—Office of Public Affairs (OPA) | <ul style="list-style-type: none"> Provide staff to serve as Public Information Officers in County EOC. Serve as a liaison between the media and the OA to provide responsive communication. Engage residents and other community stakeholders to explain the County’s PSPS-related policies, programs, services. Work with County departments and agencies to coordinate media communications, issue management, information dissemination, and strategic communications. |
| CEO—Office of Supportive Housing (OSH) | <ul style="list-style-type: none"> In advance of a PSPS, conduct outreach to various homeless populations that may be impacted by PSPS event. Assist in staffing County EOC Care and Shelter Branch and AFN MAC Group when asked to do so. Serve as a subject matter expert in the issues and needs of low income or special needs households. Assist in addressing the needs of low income or special needs households impacted by a PSPS event. Coordinate shelter beds with overnight accommodations throughout the County. Assist with housing recovery as needed, in accordance with the SCC Emergency Operations Plan (EOP) Inclement Weather and Excessive Heat Response Annexes. |



| Organization | Anticipated Responsibilities |
|---|--|
| Consumer and Environmental Protection Agency (CEPA)—Animal Services (ASC) | <ul style="list-style-type: none"> • Staff Animal Care Unit Leader position in EOC Operations Section Care and Shelter Branch when asked to do so. • Provide situational awareness in County EOC of PSPS impacts to large and small animals in unincorporated areas of the County. • Assess and address animal care and shelter needs. • Identify and address mutual aid resource needs. • Coordinate and support animal rescue and shelter operations as needed. • Assist with reunification of animals with their companions as needed. |
| CEPA—Consumer Protection Division (CPD), Land Use Program | <ul style="list-style-type: none"> • Monitor sewage disposal and onsite wastewater treatment systems (OWTS) during PSPS events in unincorporated areas of the County. • Provide public messaging and safety tips for operation of OWTS during power outages. |
| CEPA—Department of Environmental Health (DEH) | <ul style="list-style-type: none"> • Provide situational awareness to the County EOC regarding environmental health hazards related to PSPS event. • Identify and address mutual aid resource needs. • Serve as the Solid Waste Local Enforcement Agency (LEA) for Santa Clara County. • Protect public health and environmental quality by implementing and enforcing local, state, and federal environmental laws. • Regulate retail food safety, small drinking water systems, onsite wastewater systems, aboveground and underground storage tanks and cleanup oversight, and medical and hazardous materials and waste. • Help ensure safe workplaces for County employees. |
| CEPA—Food Safety Program (FSP) | <ul style="list-style-type: none"> • Provide situational awareness regarding food safety issues during a PSPS event. • Monitor PSPS impacts to food safety in the County. • Ensure safety of food offered by retail food facilities within the County during a PSPS event. • Investigate complaints of foodborne illness. |
| CEPA—Hazardous Materials Compliance Division (HMCD) | <ul style="list-style-type: none"> • Monitor facilities within HMCD jurisdiction that store hazardous materials. • Provide situational awareness regarding hazardous materials situations during a PSPS event. • Prevent, control, and mitigate unauthorized discharges of hazardous materials. |
| CEPA—Solid Waste Program (CEP) | <ul style="list-style-type: none"> • Serve as the Local Enforcement Agency (LEA) for unincorporated areas of the County, including all cities except San José. • Monitor and regulate solid waste facilities during PSPS event to ensure compliance with state standards. • Provide situational awareness regarding PSPS impacts on solid waste disposal facilities in the County. |



| Organization | Anticipated Responsibilities |
|---|---|
| County 9-1-1 Communications (911) | <ul style="list-style-type: none"> • Staff 911 Communications position in the County EOC when asked to do so. • Provide situational awareness regarding events impacting the County, overall 9-1-1 call volume, and volume of PSPS-related calls. • Serve as the alternate County EOC facility if needed. |
| Department of Parks and Recreation (DPR) | <ul style="list-style-type: none"> • Staff County EOC Construction and Engineering Branch position when asked to do so. • Provide situational awareness regarding PSPS impacts to parks, park closures, and hazardous conditions. • Monitor and safeguard park visitors and park facilities, natural resources, and waterways. • Collaborate with other agencies in providing facilities for staging, shelter, local assistance, or other needs during PSPS events. |
| Department of Planning and Development (DPD) —Office of Building Inspection (OBI) | <ul style="list-style-type: none"> • Staff position in County EOC Operations Section Construction and Engineering Branch when asked to do so. • Identify and address mutual aid resource needs. • Coordinate with SSA to perform shelter inspections prior to occupancy if needed. • Coordinate and conduct initial safety assessments in areas impacted by PSPS. • Coordinate County damage assessment teams. • Coordinate with Cal OES and FEMA Damage Assessment Teams. |
| Facilities and Fleet Department (FAF) | <ul style="list-style-type: none"> • Staff County EOC Construction and Engineering Branch position when asked to do so. • Perform safety and damage assessments of FAF facilities as needed. • Provide situational awareness of PSPS impacts to County facilities and infrastructure. • Develop refueling plan for critical facilities on generator power. • Provide power to maintain critical services in County facilities as provided by agency and department COOPs. • Coordinate repair and restoration of damaged infrastructure. • Provide access and resources for other pertinent County facilities. |
| Finance Agency (FIN) | <ul style="list-style-type: none"> • Staff County EOC Finance and Administration Section Chief position when asked to do so. • Provide guidance and establish procedures for authorizing the commitment and payment of funds. • Account for personnel time during response and recovery efforts and ensure that employees continue to receive pay and other benefits. • Track and process payment of vendor purchase orders, contracts, claims, and other payments. • Ensure maintenance of accurate accounting of event costs for response and recovery. |



| Organization | Anticipated Responsibilities |
|---|---|
| Health System— Behavioral Health Services Department (BHSD) | <ul style="list-style-type: none"> • Staff County EOC Safety Officer or Behavioral Health Unit Leader position when asked to do so. • Assist in staffing AFN MAC Group in County EOC when asked to do so. • Provide situational awareness of PSPS impacts to BHS services during PSPS events. • Provide situational awareness of PSPS impacts to behavioral health of County responders, residents, and visitors. • Provide mental health services to County employees and residents impacted by the PSPS event as requested. |
| Health System— Emergency Medical Services (EMS) | <ul style="list-style-type: none"> • Staff EMS and Operations Section Chief positions in County EOC when asked to do so. • Assist in staffing AFN MAC Group in County EOC when asked to do so. • Coordinate EMS services and resources within the County. • Coordinate with Public Health Department to identify medically vulnerable populations and work with local jurisdictions to address concerns. • Provide situational awareness in the EOC of PSPS event impacts to EMS and health system. • Coordinate with County hospitals on the transport of patients to ensure no hospital is overwhelmed with patients. • Request intra-county or out-of-county EMS mutual aid when needed. |
| Health System— Public Health Department (PHD) | <ul style="list-style-type: none"> • Staff Medical and Health Branch Coordinator position and AFN MAC Group in County EOC Operations Section when asked to do so. • Coordinate with County agencies and local jurisdictions to maintain situational awareness of health impacts to County residents and visitors. • Coordinate with EMS to maintain situational awareness regarding impacts to medical and health care provider organizations, facilities, and systems. • Coordinate with EMS to identify medically vulnerable populations and work with local jurisdictions to address concerns. • Assess County healthcare facilities’ ability to maintain operations, essential services, and functions. • Submit requests for data on medically vulnerable people within the county, including the Centers for Medicare and Medicaid Services (CMS) emPOWER database of publicly-insured individuals with power-dependent durable medical equipment. • Coordinate with the EOC PIO or JIC, if activated, to disseminate power outage, extreme heat, wildfire smoke, and other related health information to the public as needed. • Provide input on potential requests for delayed de-energization or re-energization. • Provide recommendations for re-energization in coordination with CEPA and other applicable agencies. |



| Organization | Anticipated Responsibilities |
|--|--|
| Office of the County Counsel (CCO) | <ul style="list-style-type: none"> • Staff County Counsel position in County EOC when asked to do so. • Provide guidance on legal issues arising before, during, and after a PSPS event. • Facilitate the local emergency proclamation process. • Assist with requests for the Governor’s proclamation of a state of emergency. |
| Office of Education (SCCOE) | <ul style="list-style-type: none"> • Provide situational awareness regarding PSPS impacts to and needs of County school facilities and local government school districts within the County. • Communicate with parents of children in County-operated school facilities regarding program status. • Collaborate with other agencies in providing facilities for shelter, cooling, local assistance, or other sites during PSPS events, as resources allow. |
| Office of Medical Examiner-Coroner (MEC) | <ul style="list-style-type: none"> • Identify and address mutual aid resource needs. • Confirm the cause of fatalities connected to the PSPS event. • Provide information relating to unattended, unusual, violent, or accidental deaths. • Perform decedent identification and notification of next-of-kin. |
| Procurement Department (PRC) | <ul style="list-style-type: none"> • Staff Purchasing Unit Leader position in County EOC Logistics Section when asked to do so. • Provide guidance on procurement of resources preceding, during, and following a PSPS event. |
| Roads and Airports Department (RDA) | <ul style="list-style-type: none"> • Staff position in County EOC Operations Section Construction and Engineering Branch when asked to do so. • Perform safety and damage assessments of RDA facilities and infrastructure as needed. • Provide situational awareness regarding PSPS impacts to roads and County airports. • Identify and address mutual aid resource needs. • Coordinate and track debris removal from roads and airports. |
| Sheriff’s Office (SO) | <ul style="list-style-type: none"> • Staff Law Enforcement Branch Coordinator position in County EOC Operations Section when asked to do so. • Provide situational awareness from the field, including evacuation needs as applicable. • Identify and address mutual aid resource needs. • Conduct wellness checks as needed. • Provide security at County shelters and other event facilities. • Provide additional security for evacuated or secured areas as resources allow. |



| Organization | Anticipated Responsibilities |
|--|---|
| Social Service Agency (SSA) | <ul style="list-style-type: none"> • Staff Care and Shelter Branch Coordinator position in County EOC Operations Section when asked to do so. • Assist in staffing AFN MAC Group in County EOC when asked to do so. • Identify and address mutual aid resource needs. • Share event information and guidance with clients as directed. • Prepare for emergency shelter activation and other sheltering needs when notified to do so. • Coordinate shelter operations in unincorporated areas of SCC in cooperation with County partners and allied agencies, as applicable. • Coordinate other mass care needs within the County in cooperation with local government partners and allied agencies, as applicable. • Provide support for people with disabilities or access and functional needs in or needing shelter. • Determine potential PSPS impacts to residential care facilities located in unincorporated areas of the County. • Coordinate or assist with wellness checks in unincorporated areas of the County, if needed. • Provide post-PSPS event support for CalFresh food supplementation recipients. |
| Technology Services and Solutions (TSS) | <ul style="list-style-type: none"> • Staff County EOC Logistics Section Information Technology position when asked to do so. • Provide situational awareness of PSPS-related impacts to TSS facilities and infrastructure. • Provide information technology and other technical resources and support to the County EOC when needed. |
| Santa Clara County Fire Department (SCCFD) | <ul style="list-style-type: none"> • Staff Fire and Rescue Branch Coordinator position in County EOC Operations Section when asked to do so. • Assess potential impacts to fire detection, reporting, and response capabilities • Assess potential impacts to fire suppression water system. • Provide situational awareness of PSPS-related, fire, and other impacts to served communities during events. • Identify and address mutual aid resource needs. • Respond to potential increased calls for service. • Perform safety and damage assessments of County facilities and infrastructure as needed. • Protect lives, property, and the environment in the communities served from PSPS event impacts and fires. |
| Valley Transportation Agency (VTA) | <ul style="list-style-type: none"> • Staff the County EOC Logistics Section Transportation Unit Leader position when asked to do so. • Assist in staffing AFN MAC Group in County EOC when asked to do so. • Perform safety and damage assessments of VTA facilities and infrastructure as needed. • Provide situational awareness of PSPS-related impacts to VTA facilities and |



| Organization | Anticipated Responsibilities |
|-----------------------------|--|
| VTA (continued) | infrastructure. <ul style="list-style-type: none"> • Identify and address mutual aid resource needs. • Share PSPS information with people with disabilities or access and functional needs who utilize VTA’s Access paratransit services when requested to do so. • Provide resources for transportation of people with disabilities or access and functional needs during the event. |
| Valley Water District (VWD) | <ul style="list-style-type: none"> • Staff a liaison position in the County EOC when asked to do so. • Perform safety and damage assessment of VWD facilities and infrastructure as needed. • Provide situational awareness of PSPS impacts to the County water system. • Identify and address mutual aid resource needs. • Monitor and manage the VWD’s resources system, waterways, and groundwater services. |

1.4.4 Supporting Organizations—Regional, State, and Federal

| Organization | Anticipated Roles and Responsibilities |
|--|---|
| 211-Bay Area, United Way | <ul style="list-style-type: none"> • Share 24/7 PSPS information with the public in coordination with the EOC JIC and other emergency services organizations, including road closures and shelters. • Connect callers and texters with local community services, such as food, shelter, counseling, childcare, and senior services. • Provide situational awareness of impacts on callers and of cascading events related to the PSPS event. |
| California Governor’s Office of Emergency Services (Cal OES) | <ul style="list-style-type: none"> • May activate Regional Emergency Operations Center (REOC) and State Operations Center (SOC) to coordinate information and resources. • May authorize use of state government resources to fill mutual aid requests or to support emergency operations. • Coordinate requests for state agency assistance in connection with the event, including assistance from the California Department of Forestry and Fire Prevention, California Department of Transportation, California Highway Patrol. • Coordinate requests for federal assistance. • Provide assistance in sharing public messaging regarding the PSPS event. |
| California Public Utilities Commission (CPUC) | <ul style="list-style-type: none"> • Provide safety and other engineers and public information staff to assist in PSPS recovery efforts. • Evaluate PSPS event impacts and issue regulations governing electrical utilities. |
| National Weather Service (NWS) | <ul style="list-style-type: none"> • Provide weather forecasts and alerts, advisories, and warnings to protect life, property, and the economy. • Communicate information and potential impacts to OA emergency managers, to the public, and to other core partners to help them make decisions that save lives and protect property and the environment. |



1.4.5 Other Supporting Organizations

| Organization | Anticipated Roles and Responsibilities |
|---|--|
| American Red Cross | <ul style="list-style-type: none"> • Prior to a PSPS event, provide technical assistance and training for responding agencies related to mass care and respite services. • Serve in a support or consulting role during a PSPS event by: <ul style="list-style-type: none"> ○ Assisting in distributing community-donated snacks and water. ○ Serving as a liaison in unified commands and EOCs. • If a disaster, such as a wildfire, occurs during a PSPS event, provide standard mass care and shelter services. |
| Collaborating Agencies Disaster Relief Effort (CADRE) | <ul style="list-style-type: none"> • Respond and provide essential services during and after a PSPS event as requested. • Coordinate with Santa Clara County service organizations in providing voluntary assistance to impacted people and areas within the County. • Serve as the official local Voluntary Agencies Active in Disaster (VOAD) for Santa Clara County. • Assist in staffing AFN MAC Group in County EOC when asked to do so. |
| Community Emergency Response Teams (CERT) | <p>If activated by parent organization, trained to perform the role, and properly supervised:</p> <ul style="list-style-type: none"> • Provide situational awareness of PSPS impacts in their area of responsibility. • Perform damage assessment in area of responsibility. • Perform traffic control in designated areas. • Perform wellness checks on people impacted by the PSPS event as requested. • Perform utility control. • Assist in staffing shelter facilities, local assistance centers, community points of distribution, and other facilities as needed. |
| Functional Assessment Services Team (FAST) | <ul style="list-style-type: none"> • In coordination with SSA and mass care shelter management, conduct assessments and evaluations of people with disabilities or access and functional needs. • Identify and track necessary resources so people with disabilities or access and functional needs can maintain their health, safety, and independence while in shelters. • Assess the need for personal assistance services, durable medical equipment, consumable medical supplies, and prescribed medications. • Develop and implement service plans for people with disabilities or access and functional needs to meet essential functional needs of those identified. • Advise people with disabilities or access and functional needs on available recovery services, coordinate services, and maintain contacts and service notes. • Facilitate and provide technical assistance to shelter staff on resources for people with disabilities or access and functional needs. |



| Organization | Anticipated Roles and Responsibilities |
|--|---|
| Santa Clara County Amateur Radio Emergency Services/Radio Amateur Civil Emergency Services | <ul style="list-style-type: none"> • Provide volunteer amateur radio and other communications services in the County EOC and at other event facilities when requested to do so. • Provide communication services to hospitals and other disaster volunteer groups participating in event response and recovery efforts. • Provide situational awareness of PSPS impacts in the OA. |
| Santa Clara County Large Animal Evacuation Team (SCCLAET) | <ul style="list-style-type: none"> • Provide volunteer large animal rescue and evacuation services when requested to do so. • Provide situational awareness of PSPS impacts to large animals in the OA. • Provide guidance in sheltering large animals if needed. |
| Silicon Valley Clean Energy (SVCE) | <ul style="list-style-type: none"> • Staff a liaison position in County EOC when asked to do so. • Monitor and manage the SVCE system. • Provide situational awareness on PSPS impacts on SVCE services, facilities, and infrastructure. • Work with PG&E to safely and efficiently de-energize and re-energize the SVCE system. |



1.5 PSPS Event Coordination Task Lists

The task lists below were developed for the three operational phases for a PSPS event as conceived by OEM: (1) the Notification Phase, when the OA receives notice of a PSPS from PG&E and begins public and partner outreach (see Section 1.5.1, below); (2) the Response Phase, when PG&E de-energizes its electrical system as the OA monitors and facilitates needed response (see Section 1.5.2, below); and (3) the Re-Energization and Short-Term Recovery Phase, when the OA assists their respective jurisdictions in recovering from the PSPS (see Section 1.5.3, below). The task lists are intended to serve as a guide for emergency managers in responding to PSPS events at the EOC and DOC level. Users should adapt the task lists based on the circumstances at the time of the event, including time for response, safety considerations, and available resources. Though each task is numbered, tasks may be performed concurrently or in a different order, depending on the needs of the situation.

1.5.1 Notification Phase

The task list below is for the Notification Phase, when the OA receives notice from PG&E of a possible or imminent PSPS. Event (E) is the time when PG&E shuts off power. The Notification Phase begins with PG&E notification of a potential or forthcoming power shutoff impacting Santa Clara County. That notification may occur anywhere from 72 to 24 hours preceding shutoff. Because PG&E has sole control over whether and when to shut off power, the amount of advance notice provided may vary. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of the Notification Phase, see Section 4.3.

TASK LIST: NOTIFICATION PHASE—EVENT MINUS 72 TO 48 HOURS

| NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS | | | | | | |
|--|--|-----------------------|--------------|--------------------|---------------|--|
| PRIORITIES | | | | | | |
| <ol style="list-style-type: none"> 1. Establish and maintain effective communications with PG&E, County departments and agencies, and local governments within the OA. 2. Provide accessible, accurate, and effective public information to echo and support PG&E public outreach efforts. 3. Monitor the situation and activate the County EOC as necessary. 4. Determine and take actions needed to minimize impacts to life safety, property, and infrastructure. | | | | | | |
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 1 | On receiving PG&E notification of possible PSPS, access PG&E PSPS Agency Resources Portal and obtain data on potential impacted areas and infrastructure and other critical information. | OEM Duty Officer (DO) | PG&E | N/A | 3.3.6 | – PG&E PSPS Agency Portal: https://esft.pge.com/ |



| NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS | | | | | | |
|---|---|-------------------|--|--|---------------|--|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILI-LITY | ANNEX SECTION | NOTES/RESOURCES |
| 2 | Establish and maintain contact with PG&E through Electrical Public Safety Coordinators for Santa Clara County (ongoing). Confirm PSPS notice with them. | OEM Director/ DO | CEO, PG&E | N/A | 4.3.2.2 | – PG&E contact information: S:\EOC OPS\PSPS EOC Information |
| 3 | Establish and maintain contact with PG&E through Electrical Public Safety Coordinators for Santa Clara County (ongoing). Confirm PSPS notice with them. | OEM Director/ DO | CEO, PG&E | N/A | 4.3.2.2 | – PG&E contact information: S:\EOC OPS\PSPS EOC Information |
| 4 | Determine times of PG&E PSPS conference calls and participate in calls. | OEM DO | PG&E, CEO | Planning Section Chief (PSC), Situation Status (Sit Stat) Branch Coordinator | 4.3.2.2 | – PG&E contact information: S:\EOC OPS\PSPS EOC Information – In past PSPS events, PG&E held calls at 0730, 1230, and 1730. |
| 5 | Inform County and OA partners of potential or imminent PSPS and begin hosting OA Conference Calls. | OEM Director, DO | All Annex partners | N/A | 4.3.2.3 | – Appendix B, OA Conference Call Template |
| 6 | Activate Joint Information Center (JIC) to echo and support PG&E as lead agency in providing public information regarding PSPS event. | OEM Director | OEM PIO, CEO, OPA, 211, SSA, PHD, OSH, CADRE | EOC Director | 4.3.2.6, 5 | – Appendix E: Sample PSPS Public Messaging – PG&E PSPS Agency Portal: https://esft.pge.com/ – SCC Emergency Communications Annex |
| 7 | If directed by OEM Director, use Alert SCC and Integrated Public Alert and Warning System (IPAWS) to alert public to PSPS event. | OEM Director | OEM DO, CEO, OEM PIO, OPA | N/A | 5.2.1 | |



| NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS | | | | | | |
|---|--|---------------------------------------|---|--|-------------------|---|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 8 | If needed, activate County EOC based on criteria set forth in SEMS, EOP, and PSPS Annex, and on circumstances presented by PSPS event. | OEM Director | CEO | N/A | 4.3.2.1, 4.3.2.4 | <ul style="list-style-type: none"> County of Santa Clara EOP SEMS Regulations, 19 Cal. Code Reg. § 2409(f) |
| 9 | Determine need to request PG&E delay de-energization due to emergency situation in County that would be exacerbated by lack of electrical power. | OEM Director | CEO, SCCFD, SO, PHD | EOC Manager, Operations Section Chief (OSC) | 1.3, 4.3.2.5 | <ul style="list-style-type: none"> Table 1.2: Critical Decision Matrix: Requesting Delayed De-Energization or Re-Energization for the County |
| 10 | Ensure EOC appropriately considers and addresses access and functional needs throughout activation. | EOC Director, AFN Coordinator (Coord) | 911, EMS, OCC, OEM, OIR, OSH, PHD, VTA | AFN Coord., AFN Multiagency Coordination (MAC) Group | 5.2.1, 6 | |
| 11 | Determine need to do additional outreach or provide assistance to people using power-dependent medical devices or others with disabilities or access and functional needs. | PHD, EMS, HHS | 211, 911, OEM, OSH, SCCFD, SO, SSA, local jurisdictions | Operations Section (Ops), Medical & Health Branch | 3.3.9, 4.3.2.7, 6 | <ul style="list-style-type: none"> PG&E PSPS Agency Portal: https://esft.pge.com/ emPOWER identified data available on request: https://empowermap.hhs.gov/ |
| 12 | If needed, request that County Communications provide additional staff to handle 9-1-1 phone calls from people with disabilities or access and functional needs in impacted areas who call for assistance. | OEM Director | 911, EMS, PHD, OSH, SSA | Operations Section (Ops), Medical & Health Branch | 5.2.1 | |
| 13 | Request that PG&E share with the JIC any event-specific public messaging it develops; share County-developed messaging with PG&E. | OEM PIO | OPA, 211, OSH, PHD, SSA, CADRE | EOC JIC | 4.3.2.6 | <ul style="list-style-type: none"> Appendix E: Sample PSPS Public Messaging PG&E PSPS Agency Portal: https://esft.pge.com/ SCC Emergency Comms. Annex |



| NOTIFICATION PHASE: EVENT (E) MINUS 72 TO 24 HOURS | | | | | | |
|---|--|---------------------------|--------------------|----------------------------------|---------------|---|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 14 | Set and share schedule for gathering and sharing situation status reports with County and OA partners, the state, and PG&E. | OEM Management (Mgmt), DO | All Annex partners | PSC, OSC, Sit Stat Branch Coord. | 4.3.2.8 | |
| 15 | Monitor OA status; prepare and share periodic situation status reports with County and OA partners, the state, and PG&E. | OEM DO or EOC Plans | All Annex partners | PSC, OSC, Sit Stat Branch Coord | 4.3.2.8 | – Appendix C: PSPS Essential Elements of Information T:_EOC Sections\Planning\ SITUATION REPORT TEMPLATE |
| 16 | Provide status updates at designated times on the following, as applicable: <ul style="list-style-type: none"> • Current situation and response activities. • EOC, DOC, ICP, or other facility activation. • Readiness or notification activities. • Public information activities. • Mass care and sheltering activities. • Impacts to transportation, communications, utilities, or other critical infrastructure. • Critical issues. | OEM DO or EOC Plans | All Annex partners | All EOC officers and sections | 4.3.2.8 | |
| 17 | Participate in regional Cal OES and NWS conference calls, as applicable, to gather and share information on behalf of the OA. | OEM Mgmt, DO | CEO | PSC, OSC, Sit Stat Branch Coord | 4.3.2.3 | |
| 18 | Take needed action to minimize impacts to life safety, property, and infrastructure in unincorporated areas. | OEM Mgmt | All Annex partners | All EOC officers and sections | 4.3.2 | |



1.5.2 Response Phase

The task list below is for the Response Phase, which spans from de-energization to just before re-energization. During this time, the County and its OA partners will continue to monitor the situation and may activate EOCs and DOCs, share information regarding status and needs, coordinate resources requests, and facilitate response as needed within each jurisdiction. PG&E has sole control over when to shut off power and the amount of advance notice affected areas will receive. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of the Response Phase, see Section 4.4.

TASK LIST: RESPONSE PHASE—E MINUS 24 HOURS TO RE-ENERGIZATION

| RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION | | | | | | |
|--|---|-------------------|--------------------------------|---|------------------|---|
| <u>PRIORITIES</u> 1. Monitor the situation and proclaim a local emergency if necessary. 2. Take actions needed to minimize impacts to life safety, property, and infrastructure. 3. Facilitate requests for resources from County and local government partners. 4. Maintain effective communications with PG&E, County departments and agencies, and local governments within the OA. 5. Provide accessible, accurate, and effective public information to County residents to echo and support PG&E public outreach efforts. | | | | | | |
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 1 | Facilitate request for County proclamation of local disaster under California Emergency Services Act if needed. | OEM Director | Office of County Counsel (CCO) | EOC Director, County Board of Supervisors | 4.4.1.1 | Disaster Proclamation Process: – https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf |
| 2 | Activate County EOC or adjust activation level based on needs of PSPS event. | OEM Director | CEO | N/A | 4.3.2.1, 4.3.2.4 | – County of Santa Clara EOP – SEMS Regulations, 19 Cal. Code Reg. § 2409(f) |
| 3 | Continue monitoring situation and keep County and OA partners informed as needed. | Plans, Ops | All Annex partners | N/A | 4.3.2.3, 4.3.2.8 | – Appendix B, OA Conference Call Template |



| RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION | | | | | | |
|--|---|---------------------------------------|--|--|-------------------|---|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 4 | Request activation of County department or agency Department Operations Centers (DOCs) as needed. | EOC Director | Annex Partners with DOCs | EOC Director | 4.4.1 | |
| 5 | Continue to maintain contact with PG&E and participate in periodic PSPS phone conferences. | Plans Sit Stat | CEO, PG&E | EOC Management (Mgmt), PSC, OSC | 4.3.2.2 | – PG&E contact information: S:\EOC OPS\PSPS EOC Information |
| 6 | Continue sharing accessible public messaging to echo and support PG&E as lead agency in providing public information regarding PSPS event. | JIC | OEM PIO, CEO, OCC, OIR, OPA, 211, SSA, PHD, OSH, CADRE | EOC PIO | 4.3.2.6, 5, 6.5 | – Appendix E: Sample PSPS Public Messaging – PG&E PSPS Agency Portal: https://esft.pge.com/ – County of Santa Clara Emergency Communications Annex |
| 7 | Determine need to provide assistance to people relying on medical devices powered by electricity and others with disabilities or access and functional needs. | PHD, EMS, HHS | OEM, OSH, SCCFD, SO, SSA, local jurisdictions | Operations Section (Ops), Medical & Health Branch, PIO | 3.3.9, 4.3.2.7, 6 | – PG&E PSPS Agency Portal: https://esft.pge.com/ – emPOWER identified data available on request: https://empowermap.hhs.gov/ |
| 8 | Ensure EOC appropriately considers and addresses access and functional needs throughout activation. | EOC Director, AFN Coordinator (Coord) | EMS, OCC, OEM, OIR, OSH, PHD, VTA | AFN Coord., AFN Multiagency Coordination (MAC) Group | 6 | |
| 9 | Assist PG&E in finding appropriate locations for Customer Resource Centers (CRCs) in or near affected unincorporated areas as needed. | PG&E | FAF, PHD, OEM, SSA, VTA | Logs Facilities Unit | 3.4 | – List of potential CRC locations: S:\EOC OPS\PSPS EOC Information |



| RESPONSE PHASE: E MINUS 24 HOURS TO RE-ENERGIZATION | | | | | | |
|--|---|-------------------|-------------------------------------|---------------------------------|-----------------------|--|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 10 | Take needed actions to minimize impacts to life safety, property, and infrastructure in unincorporated areas of County. | EOC Ops, EOC Mgmt | All Annex partners | All EOC officers and sections | 4.4.1–4.4.2 | – County of Santa Clara EOP |
| 11 | Facilitate process of setting up shelters for people displaced in unincorporated areas of the County, if needed. | SSA | DPH, EMS, OSH, VTA | Ops Care & Shelter Branch | 4.4.1.5 | – County of Santa Clara Mass Care and Shelter Plan |
| 12 | Prevent unauthorized persons from entering areas containing sensitive de-energized or damaged areas. | SO | SCCFD, FAF, RDA | Ops Law Enforcement (LE) Branch | 4.5.3 | |
| 13 | Coordinate process of obtaining needed resources for jurisdictions within the OA if requested. | Ops | Logistics (Logs), Mutual Aid Coords | Ops, Logs | 4.4.1, 4.4.1.2 | – County of Santa Clara EOP |
| 14 | As needed, set priorities for allocating scarce critical resources such as backup generators or fuel. | EOC Mgmt | All Annex partners | EOC Mgmt | 4.4.1.3, 4.4.1.4 | |
| 15 | Determine need to request that PG&E re-energize or prioritize SCC for re-energization if needed, and initiate request. | EOC Director | EMS, OEM, PHD, SCCFD, SO | EOC Director | 1.4.3, 3.3.8, 4.4.1.6 | |
| 16 | Prepare re-energization plan to anticipate resource needs and safety issues that may arise during re-energization. | OEM Director, PSC | FAF, RDA, SCCFD | Plans Advance Plans Unit | 3.5, 4.4.1.7 | |



1.5.3 Re-Energization and Short-Term Recovery Phase

The task list below is for the Re-Energization and Short-Term Recovery Phase, which occurs from PG&E re-energization of its system to at least one week following re-energization. It includes assisting PG&E in keeping the public apprised of re-energization status and available public resources, providing access and other support to PG&E crews inspecting equipment on public property, facilitating restoration of County services, declaring an end to the event, and deactivating the County EOC. PG&E has sole control over when to re-energize its system and the amount of notice of re-energization. Accordingly, the list below must be adapted to reflect conditions present in the actual event. For further discussion of this phase, see Section 4.5.

TASK LIST: RE-ENERGIZATION AND SHORT-TERM RECOVERY PHASE—RE-ENERGIZATION TO RE-ENERGIZATION PLUS ONE WEEK OR MORE

| RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE | | | | | | |
|--|--|-------------------|--------------------|-------------------------|----------------|---|
| PRIORITIES | | | | | | |
| <ol style="list-style-type: none"> 1. Provide PG&E with access to County property as needed to facilitate re-energization. 2. Take actions needed to minimize impacts to life safety, property, and infrastructure. 3. Maintain effective communications with PG&E, County departments and agencies, and local governments within the OA. 4. Provide accessible, accurate, and effective public information to County residents to echo and support PG&E’s public outreach efforts. 5. Assist County and local jurisdictional partners in facilitating short-term recovery efforts. | | | | | | |
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 1 | Implement the County’s re-energization plan. | EOC Mgmt, Ops | All Annex partners | EOC Mgmt, Ops | 4.4.1.7, 4.5.2 | |
| 2 | Continue to maintain contact with PG&E and participate in periodic PSPS phone conferences. | Plans Sit Stat | CEO, PG&E | EOC Mgmt, PSC, OSC | 4.3.2.2 | – PG&E contact information: S:\EOC OPS\PSPS EOC Information |
| 3 | When PG&E notifies of re-energization time, inform County and OA partners through OA Conference Calls and situation reports. | EOC Mgmt, Ops | All Annex partners | EOC Ops, Plans Sit Stat | 4.5.2 | – Appendix B, OA Conference Call Template |
| 4 | Ensure PG&E submits requests for County re-energization assistance to appropriate representative in EOC Ops Construction & Engineering (C&E) Branch. | Ops C&E Branch | EOC Logs | Ops C&E Branch, Logs | 4.5.3 | |



| RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE | | | | | | |
|---|--|--------------------------|--|---|-----------------|--|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 5 | Ensure EOC appropriately considers and addresses access and functional needs throughout activation. | EOC Director, AFN Coord. | EMS, OCC, OEM, OIR, OSH, PHD, VTA | AFN Coord, AFN Multiagency Coordination (MAC) Group | 6 | |
| 6 | Share accessible public messaging regarding re-energization status and available resources to echo and support PG&E as lead agency in providing public information regarding PSPS event. | JIC | OEM PIO, CEO, OCC, OIR, OPA, 211, SSA, PHD, OSH, CADRE | EOC PIO | 4.3.2.6, 5, 6.5 | <ul style="list-style-type: none"> – Appendix E: Sample PSPS Public Messaging – PG&E PSPS Agency Portal: https://esft.pge.com/SCC Emergency Communications Annex |
| 7 | Provide PG&E with access to County property for inspection and repair of equipment prior to re-energization. | SO | SCCFD, FAF, RDA | Ops Law Enforcement (LE) Branch | 4.5.3 | |
| 8 | Prevent unauthorized persons from entering areas containing sensitive de-energized or damaged areas. | SO | SCCFD, FAF, RDA | Ops LE Branch | 4.5.3 | |
| 9 | Facilitate restoration of County services impacted during de-energization. | Ops C&E Branch | All Annex partners | Ops C&E Branch | 4.5.1, 4.5.3 | |
| 10 | Collect and summarize damage reports, if applicable. | Ops C&E Branch | All Annex partners | Ops C&E Branch | 4.5.1, 4.5.3 | |
| 11 | If needed, facilitate establishment of local assistance centers to address intermediate- or long-term individual and business recovery needs in the County. | Ops | HSS, OBI, OCC, OEM, OIR, OSH, Cal OES | Ops | 4.5.4 | |



| RE-ENERGIZATION & SHORT-TERM RECOVERY PHASE: RE-ENERGIZATION TO RE-ENERGIZATION + ONE WEEK OR MORE | | | | | | |
|---|--|-------------------|--------------------|--------------------|---------------|-----------------|
| # | ACTION | INITIATING ENTITY | KEY PARTNERS | EOC RESPONSIBILITY | ANNEX SECTION | NOTES/RESOURCES |
| 12 | If needed, designate a Recovery Unit within the EOC to oversee short-term recovery efforts. | EOC Director | OEM Director | EOC Director | 4.5.4 | |
| 13 | Transfer EOC recovery activities to Recovery Unit or to County departments and agencies as needed. | EOC Director | OEM Director | EOC Director | 4.5.4 | |
| 14 | Declare an end to PSPS event and deactivate County EOC. | EOC Director | All Annex Partners | EOC Director | 4.5.1 | |
| 15 | Facilitate process of debriefing, after-action review, and development of improvement plan. | OEM | All Annex Partners | N/A | 4.5.1 | |



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SECTION 2: INTRODUCTION

2.1 Purpose

This Public Safety Power Shutoff Annex to the County of Santa Clara’s Emergency Operations Plan (EOP) is intended to provide guidance to the Santa Clara County Operational Area (OA) in preparing for and responding to a Public Safety Power Shutoff (PSPS) by the Pacific Gas and Electric Company (PG&E). A PSPS is the proactive de-energization of power lines to reduce the chances that utility infrastructure will cause or contribute to a wildfire in certain weather conditions.² De-energization of electrical systems in affected areas may pose life safety issues for residents of Santa Clara County (SCC) and may also adversely impact businesses and infrastructure in the area. In addition, de-energization may affect the capabilities of County and local agencies to provide supplemental public notice and to respond to wildfires and other incidents. Accordingly, this Annex is necessary to provide guidance for the SCC Operational Area in coordinating a power shutoff and their impacts on County services, people, and infrastructure.

2.2 Scope

This Annex is a hazard-specific supplement to the County’s EOP. As with the EOP, this Annex is intended for use by the County in its dual role of incident management for unincorporated areas and as the lead agency for the OA. This Annex does not alter or replace procedures or policies set forth in the EOP. Rather, the PSPS Annex provides additional guidance to County organizations, leaders, and partners specific to PSPS-related preparedness, response, and recovery efforts at the County Emergency Operations Center (EOC) and Department Operations Center (DOC) level. This Annex complies with the National Response Framework, the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the California State Emergency Plan.

In keeping with the purpose of the PSPS Annex as an EOC- and DOC-focused plan, the Annex does not provide specific response actions for field responders. County departments, agencies, and partners with field response roles in a PSPS event are urged to develop plans and standard operating procedures outlining tactical responsibilities of their field personnel in a PSPS event. In addition, participating SCC departments and agencies should have an actionable continuity of operations plan (COOP) in place to ensure performance of critical functions during a PSPS event, and to facilitate a timely return to full functionality following such an event.

2.3 Situation

2.3.1 Overview

Over the past decade, wildfires in California have grown more numerous, destructive, and deadly, and the threat of wildfires extends for a longer period during the year. The California Public Utilities Code gives electric utilities such as PG&E authority to de-energize or shut off electric facilities pro-actively during dangerous conditions to prevent wildfires and to protect lives and property.³ The purpose of proactive de-energization or PSPS is to promote public safety by decreasing the risk of utility-infrastructure as a source of wildfire ignitions. Following the deadly wildfire seasons experienced by the state in 2017 and 2018, the California Public Utilities Commission (CPUC) issued a resolution and rulemaking governing the

² California Public Utilities Commission (CPUC), Rulemaking 18-12-005, Decision Adopting De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines) (2019), 116.

³ Cal. Pub. Util. Code §§ 451, 399.2(a).



steps PG&E and other electrical investor-owned utilities must follow in implementing a PSPS.⁴ For further discussion of CPUC guidelines for instituting a PSPS, see Section 3.3.

The risk of wildfire depends on the interaction of several factors, including warm temperatures, low soil moisture, high wind speeds, low relative humidity, and the presence of fuel such as vegetation. When these factors combine, electrical transmission and distribution lines may ignite fires if impacted by high wind or downed trees. To reduce the chances of accidental fire ignition during periods of heightened risk conditions, PG&E has adopted a PSPS program under which it may de-energize distribution and transmission lines that cross High Fire Threat District areas⁵ as mapped by the state.⁶

2.3.2 Potentially Impacted Areas

PG&E has indicated that the most likely electric lines to be considered for shutoff will be those passing through areas designated by the CPUC as at elevated risk (Tier 2) or extreme risk (Tier 3) for wildfire. However, customers who do not live or work in a high fire-threat area may still experience a power shutoff if their community relies on a line that runs through an area experiencing extreme fire danger conditions. The specific area and number of affected customers will depend on forecasted weather conditions and which circuits PG&E needs to turn off for public safety purposes.⁷ Preceding a PSPS event, PG&E is required to share with public safety partners maps showing the areas to be impacted (see Section 3.3.6).

The CPUC has designated the southwest portion of Santa Clara County along Skyline Boulevard and Summit Road from approximately Castle Rock State Park southward as a Tier 3 area at extreme risk of experiencing a wildfire. The CPUC has also designated an area encompassing Foothills Park and Monte Bello Open Space, the area around Los Gatos, and an area in Santa Clara Valley near Coyote Creek as a Tier 2 area at elevated risk of experiencing a wildfire. Also designated as a Tier 2 risk is an area encompassing the eastern section of the County from Milpitas, Coyote Lake, and Anderson Lake eastward. Approximately 82,386 people live in unincorporated areas of Santa Clara County. Of that number, about 10,047 people live within a Tier 2 elevated risk for fire. Approximately 5,025 people live in the unincorporated area of the County and within a Tier 3 extreme risk for fire. These figures are summarized in Table 2.1, below.

Table 2.1. Unincorporated Area Population Within High Fire Threat District

| Santa Clara County Population in Unincorporated Area | Population |
|--|------------|
| Total population | 82,386 |
| Total population in Tier 2 Elevated Fire Risk Area | 10,047 |
| Total population in Tier 3 Extreme Fire Risk Area | 5,025 |

Sources: 2018 U.S. Census Figures; CPUC High Fire Threat District Map.

At least one 500 kilovolt (kV) transmission line owned by PG&E crosses the County in a general northeast to southwest direction. In addition, Santa Clara Valley is traversed by a number of 115kV and 60kV lines

⁴ CPUC, Resolution ESRB-8, Extending De-Energization Reasonableness, Notification, Mitigation and Reporting Requirements in Decision 12-04-024 to All Electric Investor Owned Utilities (2018); CPUC, Rulemaking 18-12-005.

⁵ Pacific Gas and Electric Company (PG&E), Amended 2019 Wildfire Safety Plan (2019), 96. https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf.

⁶ CPUC, “Fire-Threat Maps and Fire-Safety Regulations Proceedings.” Accessed August 4, 2019. <https://www.cpuc.ca.gov/firethreatmaps/>.

⁷ PG&E, PG&E Public Safety Power Shutoff Policies and Procedures (2019), 4. https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-faq.page.



owned by PG&E. The valley also contains 161 to 230kV PG&E transmission lines. Many of these lines pass through high fire and very high fire threat areas within the County.

For a map showing high fire threat areas within Santa Clara County designated as within Tier 2 and Tier 3, see Appendix A. Maps showing high fire threat areas and electrical infrastructure are available for use on the OEM shared network, on the OEM SharePoint site, and in the County EOC GIS Unit. In addition, PG&E has committed to providing OEM with geographic information showing areas expected to be impacted by actual PSPS events through their PSPS Agency Resources Portal. For further discussion of the portal, see Section 3.3.7.

2.3.3 Potential Effects of PSPS

A loss of electrical service for an extended period may result in disruption of the orderly functioning of government and may significantly impact public health and safety. A prolonged power shutoff may also have significant impacts on businesses in the County. In addition, some populations within the County, such as people with disabilities or access and functional needs, may be disproportionately impacted by a power shutoff. This is especially a concern for those who depend on electricity for medical devices. Potential impacts of a PSPS event include the following:

Public Safety Impacts:

- Loss of traffic monitoring systems and traffic signals, leading to loss of reliable traffic control, and obstruction of roadways.
- Impediments to normal traffic flow may in turn make it difficult for first responders to perform life safety and property protection tasks.
- Loss or degradation of public safety voice and data communications systems including Land Mobile Radio systems and fire watch cameras.
- Loss or degradation of community alert and warning systems relying on internet and wireless data or cellular access.
- Loss or degradation of public water and wastewater systems including monitoring, pumping, and treatment facilities.
- Loss or degradation of fire suppression water supply systems.
- Chemical or hazardous materials facilities without power may discharge contaminants into the environment.
- Increase in the volume of calls to County 9-1-1 Communications.
- Potential emergency medical system and medical facility patient surge from loss of power to medical equipment, heat-related illness, or dehydration.
- Unsafe use of generators as an alternate power supply, which may lead to an increase in structure fires and carbon monoxide poisoning.
- Food safety impacts due to degraded refrigeration systems or unsafe food preparation.
- During extreme weather, such as a high heat incident, a PSPS may increase risks to public health and safety.

Impacts to People with Disabilities or Access and Functional Needs:

- Inability to use durable medical equipment, communication devices, or wheelchairs that rely on electricity in order to function.
- Child and adult residential care facilities may lack back-up generators, or the fuel needed to power



generators.

- Disruption of public services provided through schools, libraries, reception centers, emergency shelters, cooling centers, and filtered air centers.

Business Impacts:

- Airports within the County, including San José International, will likely close for the duration of the power outage.
- Loss of commercial communications systems including wireless voice and data, cable television, and internet.
- Loss or degradation of electronic points of sale, gas station pumps, security systems, and refrigeration.
- Lost customers and revenue due to a lack of power.
- Decreased employee productivity as employees may be unable to complete tasks when key equipment is not functioning.
- Damaged equipment from electrical surges that can occur when power is restored.

2.4 Objectives

The objectives of this plan include the following:

1. Protect lives, health, safety, and welfare of the public and of field responders.
2. Address the needs of people with disabilities or access and functional needs.
3. Maintain situational awareness of potential de-energization-related impacts to the area and provide regular status updates to OA partners, to the region, and to the state.
4. Establish and maintain communications between PG&E, the Santa Clara County Emergency Operations Center (EOC), field-level responders, and other OA partners.
5. Assist PG&E in providing supplementary alerts, warnings, and other communications to increase public awareness of PSPS-related activities and impacts.
6. Facilitate efforts of County departments and agencies and OA partners to obtain needed resources to address PSPS impacts, as necessary.
7. Facilitate the safe and timely resumption of public services within the OA following a PSPS event.

2.5 Planning Assumptions

This Annex relies on the following assumptions as part of planning for a PSPS event impacting Santa Clara County:

- A PSPS is a potentially high consequence event that may result in widespread power outages for two to four days or longer within the OA, as well as other cascading impacts.
- A PSPS event may coincide with other types of incidents, such as extreme heat, wildfire, and unhealthy air quality, which may require activation of annexes for those incidents in conjunction with the PSPS Annex.
- PG&E will use PSPS as a safety measure only after exhausting all other means to protect against the risk of wildfire ignitions as a result of utility infrastructure.
- PG&E will adhere to the PSPS requirements and constraints provided by the CPUC in its Resolution ESRB-8 (2018) and Phase 1 Guidelines issued as part of Rulemaking 18-12-005 (2019).



- If ordered by PG&E, a PSPS may impact the general public, businesses, and infrastructure in the County, as well as the capabilities of SCC departments and agencies to provide life safety and other services to the public.
- Loss of electrical service may significantly affect critical facilities that are integral to safeguarding public health and safety. Such facilities include police and fire stations, hospitals and health clinics, schools, adult and child residential care facilities, and water treatment and pumping stations.
- Public and private utilities and infrastructure—including power, water, wastewater, communications, and transportation systems—may be impacted or may become inoperable during a PSPS event.
- People residing, visiting, or operating businesses in the County may be without easy access to electrical power, air conditioning, potable water, sanitary facilities, or public transportation during or immediately following a PSPS event.
- Approximately 1,500 people within the unincorporated areas of Santa Clara County may seek congregant shelter in a PSPS event.
- The American Red Cross will not be available to establish shelters needed solely because of a PSPS event (see Section 4.4.1.5).
- Santa Clara County healthcare facilities may need to operate in a limited capacity on backup generator power during a PSPS event.
- County agencies and departments may not have enough fuel to maintain backup generators needed to power critical facilities during a PSPS event.
- In a PSPS event affecting a large portion of region, the County may not be able to quickly obtain assistance from the state to provide additional fuel needed to maintain backup generators.
- Areas of Santa Clara County that are not directly impacted by a PSPS may see an influx of persons in need of shelter, cooling, medical, filtered air, or other services because of PSPS impacts.
- SCC departments and agencies responding to a PSPS event will utilize the Incident Command System (ICS), the Standardized Emergency Management System (SEMS), and the National Incident Management System (NIMS) as appropriate or necessary.
- Absent a direct threat to life and safety due to a PSPS event, County employees will report to work as usual. County employees will coordinate with their supervisors if a PSPS-related impact prevents them from reporting to work.
- During the Notification Phase, local governments impacted by the PSPS event will:
 - Activate their public information systems to provide supplemental information regarding the event to agencies, organizations, businesses, and members of the public in their jurisdictions;
 - Participate in OA conference calls throughout PSPS events to share situational status and impact information as necessary.
 - Assist in doing outreach to medically-vulnerable individuals in their jurisdiction that PG&E is not able to reach.
 - Take preparedness actions as their time and resources allow, which may include activating local plans and EOCs; providing public notifications to those located in potentially-impacted areas; preparing to open shelters, cooling sites, or other mass care facilities; and pre-staging personnel and equipment such as generators.



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SECTION 3: PG&E POWER SHUTOFF PROCESS

3.1 Public Safety Power Shutoff Overview

Though Pacific Gas and Electric (PG&E) indicates that it is impossible to predict with certainty when, where, or how often it may determine a Public Safety Power Shutoff (PSPS) is necessary, the company anticipates that a PSPS may occur several times each year within its service area. Beginning with the 2019 wildfire season, as an additional precautionary measure, PG&E has adopted a PSPS program under which it may de-energize distribution and transmission lines at all voltages—500 Kilovolts (kV) and less—that cross High Fire Threat Districts⁸ as mapped by the state.⁹

Distribution lines deliver electricity to neighborhoods and communities. They are the final stage of electricity delivery to homes and businesses. Though these lines carry lower-voltage electricity, they are still powerful enough to cause injury or death. Typically, these lines are supported by wooden poles and are not as high as transmission lines. In contrast, transmission lines transport bulk electricity across the state at high voltages, ranging from 60 to 500 kV. These lines are usually supported on tall metal towers and have more stringent vegetation standards than distribution lines due to the high voltages they carry.¹⁰

To date, de-energization has focused primarily on California electric utility’s distribution systems. The CPUC has recognized that there may be times when it is necessary for an electric utility to consider de-energizing a transmission line. However, de-energization of transmission lines will likely have more far-reaching and cascading impacts than distribution-level de-energization. Figure 3.1, diagrams the basic structure of an electrical system, showing both transmission and distribution lines.

PG&E expects that its PSPS program will primarily affect customers in high fire threat areas. However, the company acknowledges that expanding its PSPS program means that any of its over five million electric customers could have their power shut off if their community relies on a line that passes through a high fire-threat area.¹¹ For a map showing high fire threat areas in Santa Clara County as determined by the state, see Appendix A.

PG&E acknowledges that it has a role to play in supporting customers by providing services and programs to help alleviate the safety, financial, and disruptive impacts of loss of power. The company has stated that its primary focus will be on (1) customers who require a continuous electric supply for life support; and (2) critical services, which it defines as telecommunications, water agencies, hospitals, and first responders that provide life support services to communities PG&E serves. In this regard, PG&E has committed to:¹²

- Work closely with County offices of emergency management to share information related to vulnerable customers “to support local first responders in providing important local services to these customers during a PSPS” event.
- Provide notice to government agencies and providers of critical services when extreme fire danger is forecasted.

⁸ PG&E Amended 2019 Wildfire Safety Plan, 96.

⁹ CPUC, Fire Threat Maps.

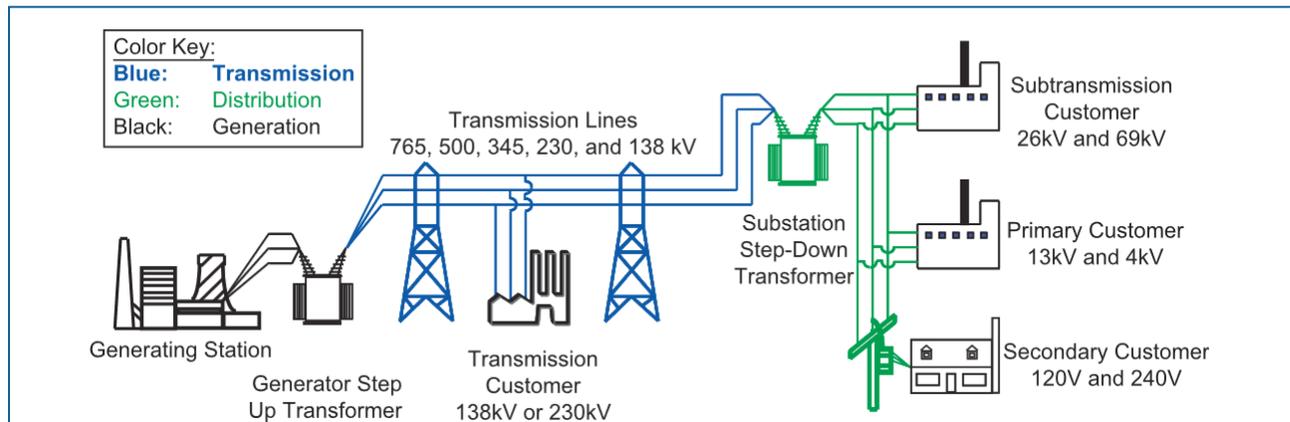
¹⁰ PG&E, “Manage trees and plants near power lines.” Accessed September 13, 2019. https://www.pge.com/en_US/safety/yard-safety/powerlines-and-trees/transmission-vs-distribution-power-lines.page.

¹¹ PG&E Public Safety Power Shutoff Policies and Procedures, 3–4.

¹² PG&E Amended 2019 Wildfire Safety Plan, 100, 103, 105; PG&E Public Safety Power Shutoff Policies and Procedures, 5–6.

- Attempt to advise public safety authorities, first responders, local municipalities, and critical service providers of a planned PSPS event in advance of notifying customers.
- Attempt to notify PG&E Medical Baseline customers of a shutoff before it occurs. The Medical Baseline program provides energy at a lower price for customers who are dependent on life support.
- Attempt to notify all other customers through calls, texts, and emails using contact information PG&E has on file for them.
- Provide live customer support to critical service providers to offer real time updates and information regarding PSPS event impacts, duration, and restoration status.

Figure 3.1 Basic Structure of an Electrical System



Source: US-Canada Power System Outage Task Force. (2004). Final Report on August 14, 2003 Blackout in the United States and Canada: Causes and Recommendations, 5.

3.2 PG&E Shutoff Determination Factors

PG&E PSPS policies indicate that the company will only order a PSPS “when the most extreme fire danger conditions are forecasted,” to help reduce the likelihood of an ignition and keep customers and communities safe.¹³ In determining whether to order a PSPS, PG&E considers a number of factors, including:¹⁴

- Issuance of a Red Flag Warning by the National Weather Service (NWS), meaning that fire conditions are ongoing or expected to occur shortly;
- Low humidity levels: PG&E considers 20 percent and below as low humidity;
- Forecasted sustained winds above 25 miles per hour (mph) and wind gusts exceeding 45 mph;
- Site-specific conditions such as temperature, terrain, and local climate;
- Computer-simulated ignition spread and consequence modeling based on the current conditions;
- Condition of dry fuel on the ground and moisture content of live vegetation; and
- On-the-ground, real-time wildfire related information from PG&E’s Wildfire Safety Operations Center and field observations from PG&E field crews.

Generally, the first trigger for a potential PSPS event is a forecast of fire danger and high wind conditions

¹³ PG&E Public Safety Power Shutoff Policies and Procedures, 3.

¹⁴ PG&E Amended 2019 Wildfire Safety Plan, 97–98.



by PG&E’s internal Meteorology team. The PG&E Meteorology team relies on situational awareness from company weather stations and modelling to predict conditions specific to local geographic areas. Once the Meteorology team issues fire danger and high wind condition forecasts, PG&E activates its Emergency Operations Center (PG&E EOC), led by an “Officer in Charge,” and continues to monitor weather forecasts and local conditions in areas forecasted for “Extreme-Plus” conditions. Based on these inputs, the PG&E EOC Officer in Charge evaluates whether to call for a PSPS.¹⁵

3.3 PSPS Notification and Communication

In May 2019, the California Public Utilities Commission (CPUC) adopted Phase 1 “De-energization (Public Safety Power Shut-Off) Guidelines” for electric investor-owned utilities, including PG&E. The Phase 1 Guidelines primarily address notification and communication before a de-energization event. The Phase 1 Guidelines remain in effect unless and until superseded by a subsequent CPUC decision.¹⁶ The CPUC plans to issue Phase 2 Guidelines that will include de-energization practices, additional coordination across agencies, re-energization practices, and refinements to findings in Phase 1.¹⁷ Currently, there is no timeline for issuance of Phase 2 Guidelines.

3.3.1 CPUC Guidelines on PSPS

In pertinent part, the CPUC Guidelines require PG&E to do the following before, during, and after a Public Safety Power Shutoff (PSPS) event:¹⁸

- Deploy PSPS as a measure of last resort and be ready to justify it was used over other possible measures or actions.
- Coordinate with the California Governor’s Office of Emergency Services (Cal OES) and the California Department of Forestry and Fire Protection (Cal FIRE) to engage in a statewide public education and outreach campaign in preparation for PSPS.
- Identify and maintain accurate 24-hour points of contact for public safety partners and critical facilities or infrastructure. Points of contact must be updated annually.
- Coordinate with emergency responders and local governments to identify critical facilities within its service territories to provide adequate notice to those facilities prior to de-energization and to assist them in maximizing resiliency during de-energization and re-energization.
- Provide advance priority notification of PSPS to public safety partners and to adjacent local jurisdictions that may lose power as a result of de-energization. Notice to all other affected populations, including access and functional needs populations, may occur after the utility has given priority notice.
- Provide primary or initial notification to the public, while local governments provide supplemental or secondary public notifications. Utilities retain ultimate responsibility for notification and communication throughout a de-energization event.
- Provide advance notification to all populations potentially affected by a PSPS event, including public safety partners, critical facilities and infrastructure, access and functional needs populations, and jurisdictions that are not at threat of a utility-caused wildfire but may lose power

¹⁵ PG&E Amended 2019 Wildfire Safety Plan, 98.

¹⁶ CPUC, Decision Adopting De-Energization Guidelines, 130.

¹⁷ CPUC, Decision Adopting De-Energization Guidelines, 14.

¹⁸ CPUC, Decision Adopting De-Energization Guidelines, Appendix A, De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines).



as a result of de-energization elsewhere in the system.

- In partnership with local and state public safety partners, develop notification strategies for access and functional needs populations, including in-person notification.
- Whenever possible, adhere to the minimum PSPS notification timeline provided in the CPUC's Phase 1 Guidelines. For further discussion of the recommended timeline, see Section 3.3.4.
- Align public messaging and outreach with Cal OES's Alert and Warning Guidelines.
- Integrate de-energization communications with those of emergency responders and local governments.
- Avoid developing duplicative or contradictory messaging and notification systems to those already deployed by first responders.
- Develop notification and communication protocols and systems that reach customers wherever located and deliver messaging in an understandable manner, including:
 - Communicating to customers in different languages
 - Addressing different access and functional needs using multiple modes and channels of communication.
- Report on lessons learned from each de-energization event.

3.3.2 Advance Notification of PSPS Shutoff

CPUC's Phase 1 Guidelines provide that, as the entity with the most knowledge of and the authority to call for a de-energization event and subsequent re-energization, PG&E has ultimate responsibility for notification in advance of, during, and after a de-energization event.¹⁹ The Guidelines recognize that there may be times when advance notice of a PSPS is not possible due to emergency conditions beyond PG&E's control. However, the Guidelines require PG&E, whenever possible, to provide advance notification to all populations potentially affected by a PSPS event. Groups that must be notified include, but are not limited to:²⁰

- Public safety partners;
- Critical facilities and infrastructure;
- Access and functional needs populations; and
- Jurisdictions that are not threatened by a utility-caused wildfire but may lose power as a result of de-energization elsewhere in the electrical system.

The Phase 1 Guidelines also require PG&E, whenever possible, to provide priority notification to public safety partners and adjacent local jurisdictions that may lose power as a result of de-energization, at a minimum. Notice to other affected populations, including access and functional needs populations, may occur after the utility has given priority notice. However, utilities may provide priority notification to a broader subset of customers, such as certain critical facilities.²¹ For further discussion of public safety partner notification, see Section 3.3.6.

¹⁹ Phase 1 Guidelines, A9.

²⁰ Phase 1 Guidelines, A7.

²¹ Phase 1 Guidelines, A7.



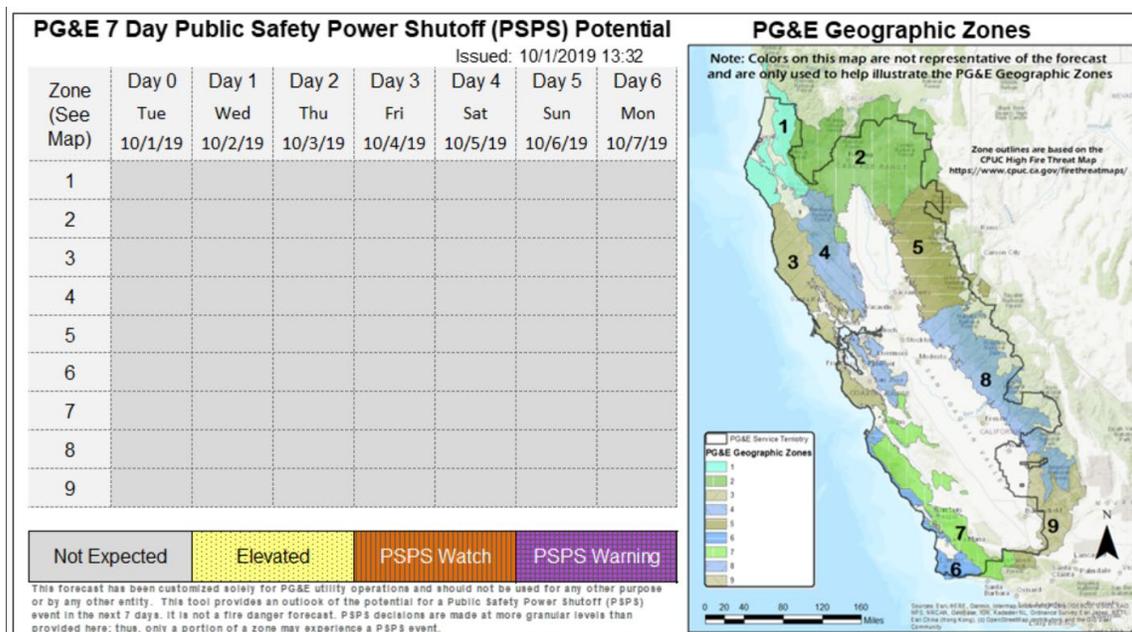
3.3.3 PG&E PSPS Potential Levels

To prepare customers and communities for a PSPS, PG&E has launched a series of webpages on pge.com providing public-facing information on PSPS events, fire-related weather forecasts from PG&E’s meteorologists, and maps showing where PSPS-related outages may occur or are occurring. The PG&E weather page provides a seven-day PSPS Potential forecast for the nine geographic regions in PG&E’s service area. To communicate levels of PSPS potential, PG&E uses the following rubric:²²

- Not Expected – Conditions that generally warrant a PSPS event are not expected at this time.
- Elevated – PG&E is monitoring an upcoming event, typically a period of adverse weather combined with dry fuels, for increased potential as a PSPS event.
- PSPS Watch – PG&E’s EOC is activated based on a reasonable chance of executing a PSPS to reduce public safety risk in a given geographic zone due to a combination of adverse weather and dry fuel conditions. PG&E typically issues a PSPS watch within 72 hours before the anticipated start of an event.
- PSPS Warning – This level indicates execution of a PSPS is probable given the latest forecast of weather and fuels or observed conditions. Customers in areas being considered for a PSPS have been or are being notified. PSPS is typically executed in smaller and more targeted areas than the PG&E Geographic Zones. This level does not guarantee a PSPS execution as conditions and forecasts might change.

A sample snapshot of the potential level and geographic zones is included in Figure 3.2, below. The PG&E geographic zone’s map is included in Appendix A.

Figure 3.2 PG&E Sample 7-Day Potential Level and Geographic Zones



Source: PG&E, Public Safety Power Shutoff, Weather Awareness, https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/psps-weather-map.page.

²² PG&E, Public Safety Power Shutoff, Weather Awareness, accessed September 30, 2019, https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/psps-weather-map.page.



3.3.4 Timeline for PG&E PSPS Notifications

In general, PG&E is required to make every effort to provide notice of potential de-energization as soon as it reasonably believes de-energization is likely. At a minimum, PG&E must notify public safety partners when it activates the PG&E EOC in anticipation of a PSPS event, or when it determines that de-energization is likely to occur, whichever happens first. In addition, PG&E must provide notice when it decides to de-energize, at the beginning of a de-energization event, when re-energization begins, and when re-energization is complete.²³

The CPUC Phase 1 Guidelines require PG&E, whenever possible, to adhere to the following *minimum* PSPS notification timeline:²⁴

- 48 to 72 hours before an anticipated PSPS: Provide advance priority notification to public safety partners and to other priority notification entities.
- 24 to 48 hours before an anticipated PSPS: Notify all other affected customers or populations.
- One to four hours before an anticipated PSPS: Notify all affected customers or populations.
- When initiating PSPS: Notify all affected customers or populations.
- Immediately before re-energization begins: Notify all affected customers or populations.
- When re-energization is complete: Notify all affected customers or populations.

For a visual representation of the timeline, see Section 1.2.

3.3.5 Priority Notification of Public Safety Partners

The Phase 1 Guidelines require PG&E to provide public safety partners with priority notification of a PSPS event. For purposes of the CPUC Phase 1 Guidelines, “public safety partners” includes:²⁵

- First responders or emergency responders at the local, state, and federal level;
- Water, wastewater, and communication service providers;
- Affected community choice aggregation electrical providers; and
- Publicly owned utilities or electrical cooperatives.

“First responder” or “emergency responder” means individuals responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event. The terms include “emergency response providers,” which the CPUC defines to include federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services, and hospital emergency services providers; and related personnel, agencies, and authorities.²⁶

Community choice aggregation (CCA) is a program created under California law that allows cities and counties to buy or generate electricity for residents and businesses in their areas. For example, in Santa Clara County, Silicon Valley Clean Energy (SVCE) is one of several CCAs that provides clean electricity to County residents. PG&E partners with CCAs in the County to deliver electricity through PG&E’s transmission and distribution system. PG&E also provides CCAs with maintenance and outage response services.

²³ Phase 1 Guidelines, A8.

²⁴ Phase 1 Guidelines, A6–A8.

²⁵ Phase 1 Guidelines, A4.

²⁶ Phase 1 Guidelines, A3–A4.



3.3.6 Content of Public Safety Partner Advance Notification

When providing an initial notification to public safety partners before a PSPS event, the CPUC Phase 1 Guidelines require PG&E to include the following information:²⁷

- The boundaries of the de-energization event;
- The circuits to be de-energized;
- Information regarding customers within the de-energization boundaries, including the number of Medical Baseline customers in the impacted area;
- The estimated start date and time of the de-energization event;
- The estimated length of the de-energization event; and
- Estimated restoration times, including the re-energization start date and time and re-energization completion timeframe.

For discussion of the PG&E secure data portal, see Section 3.3.7.

3.3.7 PG&E PSPS Agency Resources Portal

At the time of its initial notification preceding a PSPS event, PG&E also must provide public safety partners with a geographic information system (GIS) shapefile showing the boundaries of the area subject to de-energization as accurately as possible. PG&E must provide a secure data transfer of the de-energization boundary in a format that can be rapidly incorporated into public safety partners' existing situational awareness tools. The data shared must show affected circuits and any other information requested by the Operational Area (OA) that PG&E can reasonably provide.²⁸

To meet this CPUC requirement, PG&E has created a PSPS Agency Resources Portal where it will make information regarding specific PSPS events available to public safety partners. In addition to the GIS shapefiles showing expected outage areas, PG&E has indicated it will share information regarding critical facilities and vulnerable populations within the outage area. Non-sensitive information on the portal is currently available to public safety partners who register with PG&E. Public safety partners may email PPSPortal@pge.com to obtain access to the portal.

In general, to access sensitive information on the portal, including Medical Baseline customer contact information, public safety partners must sign a nondisclosure agreement (NDA) committing not to disclose that information. As of the writing of this Annex, the County and PG&E have executed a revised version of PG&E's NDA. OEM has obtained "NDA access" to the Agency Resources Portal and is assisting selected other County agencies in obtaining NDA access. However, during PSPS events that affected portions of Northern California in October 2019, the CPUC ordered PG&E to share Medical Baseline and critical infrastructure information with impacted counties and tribal governments that requested the information, even if they had not executed an NDA.²⁹

3.3.8 Advance Notification to Other Customers

Under CPUC Guidelines, PG&E has responsibility for communicating with PG&E's customers that a PSPS event is possible, including by utilizing its relationships with local public safety partners. PG&E's

²⁷ Phase 1 Guidelines, A16.

²⁸ Phase 1 Guidelines, A16–17.

²⁹ CPUC Letter to PG&E, October 14, 2019. https://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/News_Room/NewsUpdates/2019/PGE%20Letter%20-%20PSPS%2010-14-19.pdf.



communication to customers must include:³⁰

- The estimated start date and time of the PSPS event;
- The estimated length of the PSPS event, which may be communicated as a range;
- The estimated time to power restoration, which may be communicated as a range.

In addition, the communications should state when customers can next expect communication about the de-energization event.³¹

PG&E PSPS communications must be consistent with the Cal OES California Alert and Warning Guidelines, including:³²

- Delivery in multiple formats across several media channels.
- Considering the geographic and cultural demographics of affected areas (e.g., rural areas may lack access to broadband services).
- Delivery of communications in English; Spanish; Chinese, including Cantonese, Mandarin, and other Chinese languages; Tagalog; Vietnamese; and Korean.³³
- Developing notification strategies for reaching access and functional needs populations up to and including in-person notification, in partnership with local public safety partners.

3.3.9 Notifications to People with Access and Functional Needs

The CPUC Phase 1 Guidelines require PG&E to make a diligent effort to identify access and functional needs populations within its customer base, and to provide those persons with PSPS notifications as required. The CPUC Guidelines state that PG&E, “as the entity with the most knowledge of and jurisdiction to call a de-energization event and subsequent re-energization, retain[s] ultimate responsibility for development of the communication strategy and notification in advance of, during and after a de-energization event.” To best carry out this obligation, the CPUC directed PG&E to work with Cal OES and local jurisdictions to ensure that PG&E notifications can be integrated into existing local SEMS and messaging frameworks. The CPUC envisioned local jurisdictions providing “supplemental or secondary notification,” which “does not supplant the utilities’ responsibility to provide notification to all customers.”³⁴

Recognizing privacy concerns, the Phase 1 Guidelines do not require PG&E to develop a comprehensive contact list of access and functional needs customers or to share individual customer information with local jurisdictions. Instead, the CPUC encouraged PG&E to partner with local jurisdictions to work together to provide education and outreach before a PSPS event, and to provide communication during a PSPS event in formats appropriate to individual access and functional needs populations.³⁵ During October 2019, PSPS events impacting Santa Clara County, PG&E shared contact information for customers enrolled in PG&E’s Medical Baseline program pursuant to the County’s signed NDA. Working with local jurisdiction partners within the OA, the County then used that information to do supplemental outreach to individuals in the Medical Baseline program that PG&E had been unable to contact. For further discussion of

³⁰ Phase 1 Guidelines, A17.

³¹ Phase 1 Guidelines, A17.

³² Phase 1 Guidelines, A20.

³³ Phase 1 Guidelines, A17–A19.

³⁴ Phase 1 Guidelines, A9.

³⁵ Phase 1 Guidelines, A12–A13.



supplemental outreach to Medical Baseline and other vulnerable County residents, see Section 4.3.2.7.

3.3.10 Requests to Delay De-Energization or to Re-Energize

Public safety partners may request that PG&E delay de-energization or that PG&E re-energize lines following de-energization. The CPUC Phase 1 Guidelines require PG&E to respond to requests to delay de-energization from public safety partners as defined in the Guidelines. As defined by the Guidelines, public safety partners that may request PG&E delay de-energization include:³⁶

- First responders or emergency responders at the local, state, and federal level;
- Water, wastewater, and communication service providers;
- Affected community choice electricity aggregators;
- Publicly owned utilities and electrical cooperatives;
- The California Public Utilities Commission,
- The California Governor’s Office of Emergency Services (Cal OES); and
- The California Department of Forestry and Fire Protection (Cal Fire).

However, PG&E currently has ultimate authority to grant a delay and to determine how a delay in de-energization impacts public safety.³⁷ For further discussion of requests to delay de-energization, see Section 4.3.2.5.

The CPUC also requires PG&E to consider requests for re-energization of lines after de-energization for exigent circumstances. An example of such a circumstance is a non-utility caused wildfire in a de-energized area that requires water for firefighting purposes. In this scenario, CPUC suggests that public safety may be better served by re-energizing utility lines.³⁸ For further discussion of requests for re-energization, see Section 4.4.1.5.

3.4 Community Resource Centers

PG&E is currently exploring establishing community resource centers (CRCs) in areas that are impacted by a PSPS to provide customers and residents with:³⁹

- A safe location to meet basic power needs such as charging cell phones and laptops and accessing Wi-Fi where possible.
- Additional, up-to-date information about the PSPS event.

PG&E’s goal would be to set up and open at least one CRC in an impacted community within 24 hours of de-energization. PG&E has indicated that it would fully fund the CRCs. Local jurisdictions would not be responsible for any staffing or funding obligations in connection with the operation of CRCs. PG&E would likely contract with a vendor to set up, manage, and demobilize each center. If conditions permit, PG&E would have dedicated staff onsite who can update customer contact information and answer PSPS-related questions.⁴⁰ OEM has worked with local government jurisdictions within the OA to identify potential locations for CRCs and has shared this list of potential CRC sites with PG&E.

³⁶ Phase 1 Guidelines, A4.

³⁷ Phase 1 Guidelines, A25.

³⁸ Phase 1 Guidelines, A25.

³⁹ PG&E, “Public Safety Power Shut-Off Community Resource Centers” [flyer] (2019).

⁴⁰ PG&E, “Public Safety Power Shut-Off Community Resource Centers” [flyer] (2019).



3.5 Re-Energization

3.5.1 PG&E Re-Energization Strategy

Once it has de-energized a line as part of a PSPS event, PG&E has indicated that it will restore power only after confirming that it is safe to do so. To ensure that it is safe to re-energize a line, PG&E has indicated it will:⁴¹

- Send crews to visually inspect its electric system to look for potential weather-related damage to the lines, poles, and towers. Inspections may be done by vehicle, on foot, and by air during daylight hours.
- Identify damage that needs to be repaired before re-energizing and make the repairs.
- The PG&E Control Center completes the re-energization process and restores power to customers.

In describing its re-energization inspection process, PG&E indicates that it assigns a task force of supervisors, crews, troublemen, and inspectors to each circuit or portions of a circuit. Using a process PG&E calls “step restoration,” the task force re-energizes substations and circuits in segments as it continues patrols and makes necessary repairs. This allows restoration to proceed in a safe, efficient manner.⁴² PG&E expects to visually inspect de-energized portions of its system for damage and restore power to most customers within 24 to 48 hours after the weather event prompting the PSPS has passed.⁴³

3.5.2 Re-Energization Notification Requirements

As with notification of de-energization, PG&E has ultimate responsibility for notification of re-energization after a PSPS event. The CPUC Phase 1 Guidelines require PG&E to notify all affected customers or populations immediately before re-energization begins. In addition, the Guidelines require PG&E to notify all affected customers or populations when re-energization is complete.⁴⁴

⁴¹ PG&E Amended 2019 Wildfire Safety Plan, 109; PG&E Public Safety Power Shutoff Policies and Procedures, 11.

⁴² PG&E Amended 2019 Wildfire Safety Plan, 109; PG&E, PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC; Event from: 06/07/2019 to 06/09/2019 (2019), 24 n.8

⁴³ PG&E Public Safety Power Shutoff Policies and Procedures, 7.

⁴⁴ Phase 1 Guidelines, A8–A9.



SECTION 4: CONCEPT OF OPERATIONS

4.1 Overview

The Concept of Operations (ConOps) section provides guidance to Santa Clara County personnel and decision-makers regarding the sequence and scope of actions that may be necessary in a Countywide response to a Public Safety Power Shutoff (PSPS). This section describes in general terms the operational activities, procedures, and functions of the Santa Clara County Emergency Operations Center (EOC) and Department Operations Centers (DOCs) during a PSPS event.

4.2 Incident Coordination

In a PSPS event, the County's emergency management and response system is organized as described in the County of Santa Clara Emergency Operations Plan (EOP). Response to a PSPS event is managed at the lowest level possible, in accordance with the National Incident Management System (NIMS), the Standardized Emergency Management System (SEMS), and the Incident Command System (ICS). Pursuant to the County of Santa Clara Civil Protection and Emergency Management Ordinance,⁴⁵ the County has direct responsibility for managing response and recovery operations in unincorporated areas. The County also acts as lead agency for the Operational Area (OA), serving as a link in the system of communications and coordination between the regional EOC (REOC) and EOCs of political subdivisions within the OA.

4.2.1 Operational Activity Phases

In a PSPS event, there are three distinct phases of operational activity:

- The Notification Phase, 72 to 24 hours preceding a PSPS event: Includes Pacific Gas and Electric (PG&E) notification to public safety partners of a possible PSPS event; establishing contact with PG&E; dissemination of information from PG&E to County departments and agencies and to OA partners; activating the County EOC, if needed; monitoring the situation and sharing situational awareness with stakeholders; and providing support to PG&E in sharing PSPS information with the public and with the media (see Section 4.3).
- The Response Phase, 24 hours preceding a PSPS event to immediately preceding re-energization: Includes continued operation of the County EOC and activation of Department Operations Centers (DOCs) as needed; proclaiming a local emergency when de-energization occurs; performing status and damage assessment; setting priorities for critical resource sharing; facilitating response to life and public safety threats; sharing status information with County departments and agencies and with OA, regional, and state partners; coordinating the process of obtaining needed resources for jurisdictions within the OA if and as requested; assisting PG&E in keeping the public apprised of event status, the timeframe for re-energization, and available public resources (see Section 4.4).
- The Re-Energization and Short-Term Recovery Phase, from re-energization to one week following re-energization: Includes PG&E re-energization of de-energized power lines and facilities, assisting PG&E in keeping the public apprised of re-energization status and available public resources, providing access and other support to PG&E crews repairing equipment on public or private property, restoration of County services, declaring an end to the event, and deactivating the County EOC (see Section 4.5).

Note that the time frames listed above for each phase are approximations. The time frames may vary in an actual event. Phases may also overlap. For a visual depiction of the PSPS Operational Phases, see

⁴⁵ County of Santa Clara Ordinance Code § A8-5.



Section 1.2. For task lists containing important steps that should be considered during each phase to successfully coordinate a PSPS event, see Section 1.5.

4.2.2 Management Priorities

As suggested by the National Response Framework, the County's priorities in all phases of PSPS event management are to:⁴⁶

1. Protect and save lives.
2. Protect property and the environment.
3. Stabilize the event.
4. Assist partners in providing for basic human needs.
5. Return the County to normal operations as quickly and as safely as possible.

4.2.3 County EOC Activities

The County EOC serves as the central point for coordinating a PSPS event impacting Santa Clara County. The EOC provides coordination, support, and assistance with policy-level decisions needed to successfully manage the event. The EOC also serves as a principal location for collecting and sharing situational information and a common operating picture of the County's status and response activities. Responsibilities of the County EOC during a PSPS event may include the following:

- Establishing and maintaining contact with PG&E.
- Determining the need for activation of the County EOC, based on the criteria set forth in the EOP and on the circumstances presented by the PSPS event.
- Determining the need for issuance of a local emergency proclamation under the California Emergency Services Act.
- Activating and staffing the EOC Joint Information Center to support PG&E as the lead agency responsible for providing public information regarding the PSPS event.
- Collecting, analyzing, and disseminating situational information as part of maintaining a Countywide common operating picture during response and re-energization and recovery activities.
- Requesting that County departments or agencies activate their DOCs, issue staff notifications, assess staffing needs, and take additional actions as provided in their continuity of operations plans (COOPs).
- Maintaining communication with departments and DOCs to ensure partners are aware of EOC management objectives, and to incorporate DOC and field-level information into a Countywide common operating picture.
- Providing coordination and support for response activities in unincorporated areas.
- Establishing resource priorities, allocating critical resources based on established resource priorities, and acquiring additional resources through mutual aid or other sources as needed.
- Coordinating with local, County, regional, state, and federal entities to share information and to obtain needed resources and assistance.

⁴⁶ Federal Emergency Management Agency (FEMA), *National Response Framework* (3d ed.), i (2016). https://www.fema.gov/media-library-data/1466014682982-9bcf8245ba4c60c120aa915abe74e15d/National_Response_Framework3rd.pdf.



- Facilitating short-term recovery activities.
- Planning and coordination of EOC deactivation activities.

4.2.4 DOC Activities

DOCs provide operations and logistics coordination and support for County departments with personnel and resources in the field during a PSPS event. In general, DOCs serve two primary functions: They maintain departmental continuity of operations during emergencies and assist with Countywide response by communicating and coordinating with the County EOC and with their field-level personnel. Primary responsibilities of DOCs during a PSPS event may include the following:

- Activating and adequately staffing the DOC.
- Issuing departmental staff notifications and recalling personnel with response roles.
- Implementing department continuity of operations plans (COOP), maintaining continuity of critical departmental functions during the event, and resuming normal department functions as quickly as possible following re-energization.
- Coordinating and supporting departmental field response and recovery activities.
- Maintaining communications and coordination between the department's incident command or field responders and the County EOC.
- Collecting, validating, and sharing situational information with the County EOC as part of maintaining a departmental common operating picture.
- Receiving resource requests from field personnel and, whenever possible, filling them from departmental resources or through discipline-specific mutual aid.
- Flowing resource requests that cannot be filled by department resources or by discipline-specific mutual aid to the appropriate County EOC Operations Section representative.
- Coordinating the set-up and operation of shelters, cooling facilities, filtered air facilities, or other mass care support facilities as needed.
- Ensuring that appropriate traffic-control and security measures are established to safeguard people and property.
- Notifying their field responders when de-energization and re-energization occur.
- Ensuring appropriate safety and damage assessment before allowing the public to enter impacted areas.
- Coordinating departmental deactivation activities.

For general discussion of DOC activities in an event or incident, see the County EOP.

4.3 Notification Phase

Providing timely, consistent, effective information through multiple communication methods to persons in areas that may be affected is essential to minimize PSPS impacts to people and infrastructure. PG&E retains ultimate responsibility for notification of and communication with public safety partners, critical facilities, and the public throughout a de-energization event.⁴⁷

As part of the Notification Phase in a PG&E power shutoff, based on its important responsibilities to the community and to its public and private agency partners, the County will support PG&E in disseminating

⁴⁷ Phase 1 Guidelines, A2.



notification of a potential or imminent shutoff to County departments and agencies and to local government partners. The County will also support PG&E in alerting the public regarding the shutoff and sharing information about resources available to them. Similarly, local governments and special districts within the OA will support PG&E in sharing public messaging with their residents and customers.

4.3.1 PG&E PSPS Advance Notifications

4.3.1.1 PRIORITY NOTIFICATION TO PUBLIC SAFETY PARTNERS

The California Public Utilities Commission (CPUC) Phase 1 Guidelines require PG&E to provide priority notification of a possible or impending PSPS to public safety partners, including offices of emergency management. Whenever possible, the Guidelines require PG&E to give notice to public safety partners a minimum of 72 to 48 hours in advance.⁴⁸ PG&E has indicated it will provide approximately 48 hours' priority notice of a PSPS event to public safety partner contacts. Notice will be provided by phone, email, texts, and automated calls. However, at the 72- to 48-hour mark, the notice may state that PG&E is monitoring extreme fire danger conditions that *could* cause it to shut off power for safety purposes.⁴⁹

To assist PG&E, County OEM has submitted to PG&E lists of County-specific public safety partners and critical facilities, with contact information for each partner or site listed. In addition, OEM has encouraged local governments within the OA to share public safety partner contacts for their jurisdictions with PG&E.

4.3.1.2 NOTIFICATIONS TO ALL CUSTOMERS

CPUC Phase 1 Guidelines require PG&E, whenever possible, to provide a minimum of 48 to 24 hours advance notice of an anticipated de-energization event to all affected customers or populations. In addition, whenever possible, PG&E is required to notify all affected customers or populations of an anticipated PSPS at least one to four hours preceding de-energization, and when PG&E actually de-energizes its lines.⁵⁰

Disseminating these notices as widely as possible will be especially critical to ensure PG&E customers with disabilities or access and functional needs have the time needed to adequately prepare to be without power for an extended time period. To assist, County OEM has submitted to PG&E a list of organizations that provide services to people with disabilities or access and functional needs. In addition, OEM has encouraged local governments within the OA to share such contacts for their jurisdictions with PG&E.

The County also plays a supporting role in supplementing PG&E's notification efforts by sharing PG&E's messaging within the OA using appropriate methods. For further discussion of the County's public information efforts, see Sections 4.3.2.6 and 5 and the Emergency Communications Annex to the EOP.

4.3.2 County Action Following PG&E Priority Notification

4.3.2.1 OVERVIEW

On receiving a priority notification from PG&E regarding a potential or an imminent threat of de-energization, the OEM Duty Officer, in consultation with OEM Management, may take a number of actions. Depending on the nature of the message received from PG&E and potential impacts to the OA, actions may include, but are not limited to, the following:

- Initiating OA conference calls to obtain and share information with PG&E; County departments,

⁴⁸ Phase 1 Guidelines, A8.

⁴⁹ PG&E Public Safety Power Shutoff Policies and Procedures, 6.

⁵⁰ Phase 1 Guidelines, A8.



agencies, and special districts; and OA, regional, and state partners (see Section 4.3.2.3).

- Establishing and maintaining contact with PG&E representatives for the County.
- Participating in PG&E and California Governor’s Office of Emergency Services (Cal OES) Coastal Region PSPS conference calls to receive updated information regarding expected impacts.
- Briefing the Office of the County Executive and County Board of Supervisors.
- Activating the County EOC at the appropriate staffing level (see Section 4.3.2.4).
- Activating the Emergency Communications Annex to the EOP and the Joint Information Center (JIC) to provide support to PG&E in coordinating media and public information regarding the event (see Section 4.3.2.6).
- Providing supplementary public notification through AlertSCC, social media, and other appropriate public alert and warning methods, including supplementing PG&E’s required notifications to people with disabilities or access and functional needs (see Sections 5 and 6).
- Assessing the possibility of extreme heat, destructive fire, or poor air quality within the County, and the need to activate the Wildfire, Extreme Heat Annexes to the EOP.
- In consultation with other public safety partners and County leaders, determining the need to request that PG&E delay de-energization (see Section 4.3.2.5).
- Requesting that County departments and agencies open their DOCs, issue staff notifications, and take additional preparedness or response actions as required under their continuity of operations plans (COOPs).
- Assessing the need for mutual aid.
- Continuous monitoring of the situation, with modification of actions as needed (see Section 4.3.2.8).

For an illustration of the activity flow on notification by PG&E of a PSPS event, see Figure 4.1.

4.3.2.2 ESTABLISHING AND MAINTAINING CONTACT WITH PG&E

In a PSPS event, the OA is almost fully dependent on PG&E for reliable information about the potential need for de-energization, the scope of planned de-energization, and the timing and impact of de-energization and re-energization. Thus, it is critical to successful coordination of a PSPS event that the County establish and maintain good communications with PG&E representatives.

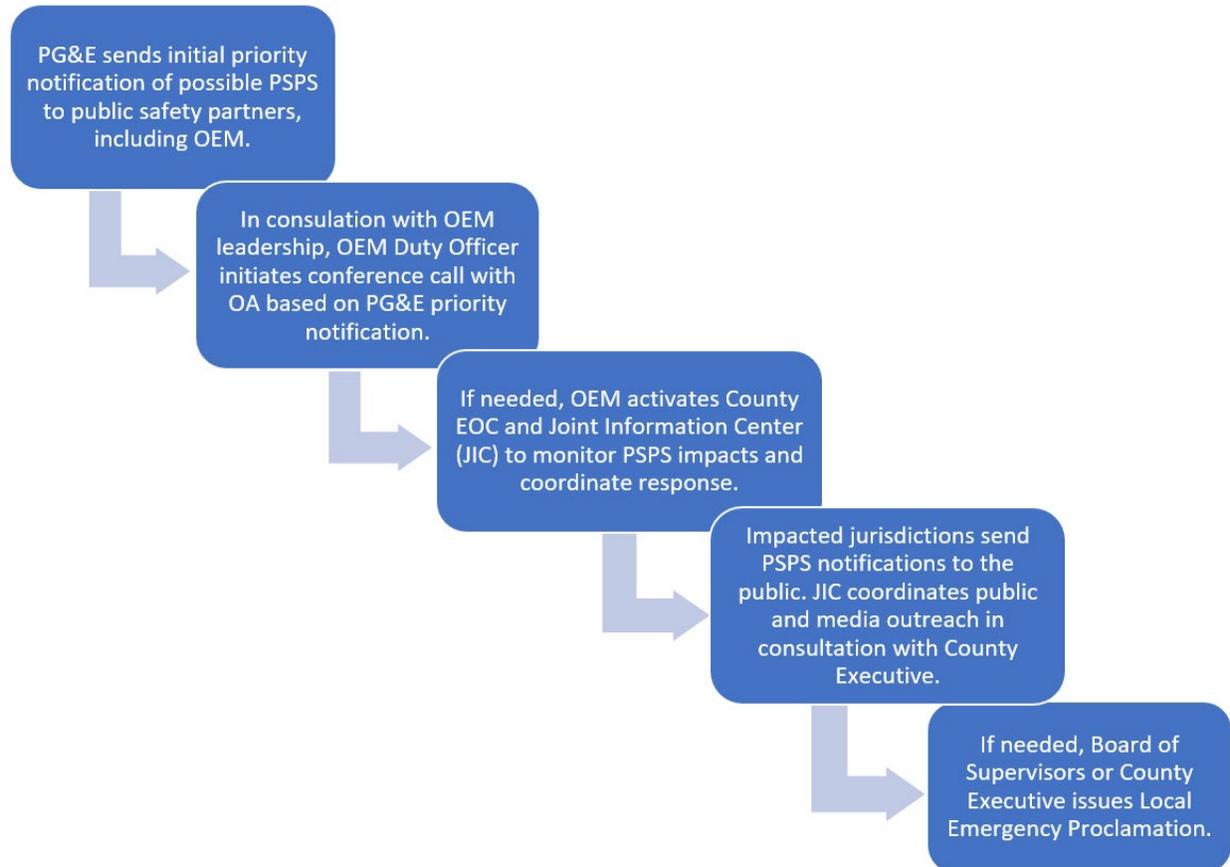
During a PSP event, PG&E has promised to hold twice-daily conference calls for emergency managers and other public safety partners. In past PSPS events, PG&E scheduled those calls at 7:30 a.m., and at 12:30 and 5:30 p.m. PG&E has encouraged public safety partners needing additional information to phone the electric Public Safety Specialists for their territory. County OEM may also invite PG&E’s Public Safety Specialists to participate in OA conference calls (see Section 4.3.2.3). In addition, PG&E has created a liaison position that is staffed when its EOC is open. The Liaison is available to field questions from impacted jurisdictions.

OEM may invite PG&E representatives to serve as liaisons in the County EOC. However, PG&E has advised that they lack the personnel needed to provide liaisons to local jurisdiction EOC.⁵¹ Conversely, OEM may attempt to send a County representative to PG&E’s EOC, which is located in San Francisco, or may join with other regional partners in sending a regional local government representative to the PG&E EOC. That

⁵¹ Pamela Perdue, PG&E PSPS Workshop, Watsonville, CA, August 19, 2019.

person would in turn liaise with all the emergency management offices in impacted areas. In recent PSPS events affecting the North Bay, PG&E allowed Cal OES to deploy staff as a liaison in the PG&E EOC to provide impacted cities and counties with additional situational awareness.

Figure 4.1. Operational Area PSPS Notification and Activity Flow



4.3.2.3 OPERATIONAL AREA NOTIFICATIONS AND CONFERENCE CALLS

After receiving a PG&E priority notification of an imminent or potential PSPS event impacting Santa Clara County, OEM will schedule an OA Conference Call. The purpose of the OA Conference Call is to obtain and share available information with PG&E and with County department, agencies, and special districts. Conference calls also help ensure a coordinated effort at the County level, and between the County and local governments, in response to the PSPS event. A template for the conference call is provided in Appendix B.

The conference call should include emergency services partners from local governments within Santa Clara County. It should also include County departments and agencies such as the Santa Clara County Social Services Agency, the Public Health Department, the Consumer and Environmental Protection Agency, the Sheriff’s Office, Facilities and Fleet, Roads and Airports, the County of Santa Clara Office of Supportive Housing, the Santa Clara County Office of Education, Valley Transportation Authority, and other relevant County departments and agencies. In addition, the call should include special districts such as the Santa Clara County Fire Department, Valley Water, non-governmental partners such as PG&E and private utility companies, and state and federal partners such as Cal OES and the National Weather Service.



Considerations for conference call involvement include the following:

- County service providers for people with disabilities and access and functional needs should be advised well in advance of a PSPS event so they can reach out to their clients, and to additional service providers, to help them prepare for a lack of power.
- County Communications and other public safety answering points need to be advised well in advance of a power shut off so they can ensure back-up power to off-site repeaters and other communications equipment will function throughout the event.
- Fire stations, the Emergency Medical Services (EMS), law enforcement, and other public service agencies need advanced notice to properly prepare to protect public life and safety.
- Water companies need advanced warning to ensure that they have as much time as possible to prepare their infrastructure for a PSPS event.
- Valley Transportation Authority (VTA) needs advanced notice of de-energization in order to address the possible need for route and service changes, as loss of power may mean light rail will shut down, and vehicles may not be tracked or refueled.

County OEM will also invite Collaborating Agencies' Disaster Relief Effort (CADRE) and other stakeholder organizations that provide services to people with disabilities or access and functional needs to participate in conference calls as listed in the conference call template in Appendix B. Participation of these organizations provides them with information and lead time to assist in doing community outreach and planning for mass care and shelter needs. For further discussion of mass care and shelter, see the Santa Clara County Mass Care and Shelter Plan.

During the conference call, attendees will be asked to share situational awareness information for their organizations, including the following:

- Current status;
- Planned preparedness or response actions (e.g., EOC or DOC activation; opening of event facilities; resource staging; public outreach efforts, especially to vulnerable populations).
- Resource needs and limitations.

If appropriate, the initial conference call will also discuss the potential need to request a delay in de-energization (see Section 4.3.2.5). During or immediately following the conference call, OEM will share a schedule for situation status reporting and future conference calls with partner jurisdictions and organizations. At a minimum, OEM will hold conferences calls after receiving additional notifications from PG&E throughout the PSPS event.

In addition, OEM may participate in conference calls held by Cal OES, the National Weather Service (NWS), and other entities during a PSPS event. OEM will share information gathered from these calls with County and OA partners through OA conference calls and situation reports as appropriate.

4.3.2.4 ACTIVATION OF COUNTY EOC

In consultation with the County Executive, the Director of OEM is responsible for activating the County EOC when activation is needed to successfully coordinate a PSPS event impacting Santa Clara County. In addition to the conditions listed in the SEMS Regulations⁵² and the County of Santa Clara EOP that would require activation of the County EOC, the Director of OEM may activate the EOC preceding or during a

⁵² 19 Cal. Code Regs. § 2409(f).



PSPS event when:

- The National Weather Service notifies the County that Red Flag Warning and other weather conditions are likely to occur that would result in PG&E instituting a PSPS event.
- PG&E’s advance notifications and other information indicate that a significant area of the County may be without electric power, or that a significant segment of the community may be adversely impacted by an anticipated de-energization.
- One or more local governments within the Santa Clara County OA are or will soon be impacted by a PSPS event.

4.3.2.5 REQUEST FOR DELAY IN DE-ENERGIZATION

The CPUC Phase 1 Guidelines require PG&E to respond to requests from public safety partners to delay de-energization.⁵³ As soon as possible after receiving notification from PG&E that a PSPS event may or will occur, OEM will discuss the need to request a delay in de-energization with public safety partners and County leaders. The decision to request a delay on behalf of the County will be made by the County Executive in consultation with County public safety partners, including the Director of OEM, the Chief of the Santa Clara County Fire Department, the Public Health Officer, and the Sheriff. Any request to PG&E to delay de-energization will be made by the OEM Director.

The CPUC has not yet issued guidelines on the circumstances justifying a delay in de-energization or how long a delay may last. However, a delay may be appropriate when there is an emergency situation in the County that would be exacerbated by a lack of electrical power. For example, de-energization could exacerbate containment of an existing wildfire in an area to be de-energized if the lack of electricity would impact the ability to provide adequate water for fire suppression.⁵⁴

4.3.2.6 USE OF JOINT INFORMATION SYSTEM

As soon as possible after receiving notification from PG&E of a potential or imminent PSPS event, OEM will utilize the Joint Information System (JIS) to better enable the County to provide support to PG&E in sharing information about the event with the media and the public. The OA uses the JIS to organize, integrate, and coordinate information to ensure timely, accurate, accessible, and consistent messaging across multiple jurisdictions and disciplines, with nongovernmental organizations, and with the private sector. As part of operationalizing the JIS, OEM may activate the Joint Information Center (JIC), which is typically located at the County EOC. The JIC acts as a central location for coordinating with public information officers (PIO) from PG&E, County departments, and partner jurisdictions to ensure appropriate coordination of PIO functions and messaging across the County.

In a PSPS event, PG&E remains primarily responsible for communicating information regarding the event. The County and jurisdictional partners within the OA act in support of PG&E in providing information to the public. Accordingly, it will be essential for the JIC, to the best of its ability, to coordinate its messaging with PG&E. PG&E has provided general sample public messaging in English to public safety partners through the PSPS Agency Resources Portal at <https://esft.pge.com/>.

During an actual PSPS event, the JIC should request that PG&E provide the content of any specific customer alerts it issues during that event. Similarly, if the OEM PIO or JIC develops distinct messaging it should also share it with PG&E. The JIC will be responsible for providing supplementary public information

⁵³ Phase 1 Guidelines, A25.

⁵⁴ Phase 1 Guidelines, 122.



through AlertSCC, social media, and other appropriate public alert and warning platforms. For further discussion of public information in a PSPS event, see Section 5 and the Emergency Communications Annex to the EOP.

4.3.2.7 SUPPLEMENTARY NOTIFICATION OF VULNERABLE COUNTY RESIDENTS

During the Notification Phase, the County will make efforts to supplement PG&E’s efforts to notify people who rely on electricity-dependent medical equipment of potential PSPS impacts, as required by the CPUC. As soon as possible after receiving notice that PG&E is implementing a PSPS impacting Santa Clara County, representatives from the County’s Emergency Medical Services (EMS) and the Public Health Department (PHD) will access the PG&E Agency Resources Portal and retrieve the list of Medical Baseline customers within the impacted area. EMS and PHD will overlay Medical Baseline information with information from the U.S. Department of Health and Human Services’ emPOWER database to identify persons with critical needs. The emPOWER database includes Medicare beneficiaries who rely on electricity-dependent medical equipment, such as ventilators, to live independently in their homes. EMS and PHD will then work with local government jurisdictions in the Operational Area to determine how best to utilize this information to protect individuals with critical power needs.

4.3.2.8 SITUATION STATUS REPORTING

As the PSPS event develops, County OEM staff will monitor OA status and provide status reports to County departments and organizations, to OA partners, to the state, and to PG&E. As part of the initial conference call hosted by OEM, OEM will share a schedule for obtaining similar status reports from County and jurisdictional partners. Participating organizations will be requested to provide the following information, as applicable, at the designated times for situational status reporting:

- Current situation and response activities.
- EOC, DOC, ICP, or other facility activation.
- Readiness or response activities.
- Public information activities.
- Mass care and sheltering activities.
- Impacts to transportation, communications, utilities, or other critical infrastructure.
- Critical issues.

County OEM will also participate in regional Cal OES, PG&E, and NWS conference calls, as applicable, to gather and share information on behalf of the OA. For a list of PSPS-specific essential elements of information to guide information gathering and situational awareness, see Appendix C.

4.3.3 Local Government Notification Phase Actions

During the Notification Phase, County OEM expects that local governments within the OA impacted by the PSPS event will utilize their public information systems to provide supplemental information regarding the event to agencies, organizations, businesses, and members of the public in their jurisdictions. If requested, PG&E has indicated it can provide the content of its customer alerts to cities or counties to share via website, Nixle, Nextdoor, and Reverse 911. For further discussion of public information, see Section 4.3.2.6, Section 5, and the Emergency Communications Annex to the EOP.

In addition, OEM anticipates that local governments within the OA will take preparedness actions as their resources allow. These actions may include activating local plans and EOCs; preparing to open shelters, cooling sites, or other mass care facilities; and pre-staging personnel and equipment such as generators.



OEM also expects that local governments will participate in OA conference calls throughout PSPS events to share situational status and impact information as necessary. For further discussion of OA conference calls, see Section 4.2.2.3.

4.4 Response Phase

During the response phase, OEM will gather and share status information with County departments and agencies and with OA partners. Based on the County’s status and the needs of the situation, OEM will determine the need for proclaiming a local emergency and will make needed recommendations to the Office of the County Executive. In addition, as needed, the OA will set priorities for critical resource sharing, facilitate response to life and public safety threats, and coordinate the process of obtaining resources for jurisdictions within the County. The OA will also assist PG&E in keeping the media and the public informed regarding the event and available public resources.

4.4.1 Overview of EOC Activities

In the event a large or extended PSPS event produces significant damage or threatens lives and property, the County will engage in response efforts as described generally in the EOP. Response activities in a PSPS event also may include the following:

- Continued operation of the County EOC.
- Requesting activation of DOCs as needed.
- Facilitating the issuance of a local disaster proclamation under the California Emergency Services Act (see Section 4.4.1.1).
- Obtaining and sharing information through conference calls, situation reports, and other means as needed with PG&E; County departments, agencies, and special districts; and OA, regional, and state partners (see Sections 4.3.2.3 and 4.3.2.8).
- Determining the need to request PG&E to re-energize its lines if needed or to prioritize re-energization (see Section 4.4.1.6).
- Coordinating the process of obtaining needed resources for jurisdictions within the OA if requested.
- Setting priorities for allocating scarce critical resources such as backup generators or fuel to run those generators.
- Providing continued support to PG&E in providing public information on de-energization status and impacts, the timeframe for re-energization, and available public resources (see Section 5).
- Facilitating response activities in unincorporated areas of the County (Section 4.4.1.2), including facilitating the setting up shelters as needed (Section 4.4.1.5).
- Preparing an advance plan for re-energization (Section 4.4.1.7).

4.4.1.1 LOCAL EMERGENCY PROCLAMATION

The County may proclaim a local emergency if the effects of a PSPS event are beyond the capability of local resources to mitigate effectively.⁵⁵ Pursuant to local ordinance, the County Executive, in his or her

⁵⁵ Cal OES, “California Emergency Disaster Proclamation and CDAA Process,” (2019). [https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20\(003\).pdf](https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf).



role as Director of Emergency Services, may request that the County Board of Supervisors proclaim the existence or threatened existence of a local emergency in a PSPS event. If the Board is not in session, the County Executive may issue a local emergency proclamation. However, the Board must ratify the proclamation within seven days of its issuance, or the proclamation will have no further force or effect.⁵⁶

Issuing a local emergency proclamation provides the County with extraordinary police powers; increased immunity for emergency actions; authority to issue orders and regulations; and to activate pre-established emergency contracts for needed resources, such as fuel for generators. Issuance of a local emergency proclamation also is a prerequisite to activate the County's Disaster Service Workers. In addition, a local proclamation is a precondition to requesting that the Governor proclaim a state of emergency, and to seeking state reimbursement for County expenses under the California Disaster Assistance Act (CDAA)⁵⁷ as well as federal assistance.

In a PSPS event in which a local and state emergency proclamation is appropriate, the County should request that the Governor proclaim a state of emergency if the County determines that emergency conditions:⁵⁸

- Are beyond the control of the services, personnel, equipment, and facilities of the County; and
- Require the combined forces of a mutual aid region or mutual aid regions to combat.

NOTE: A local emergency proclamation is not required for fire or law mutual aid, for direct state assistance, for a Fire Management Assistance Grant (FMAG), or to participate in disaster loan programs of the United States Department of Agriculture (USDA) or the Small Business Administration (SBA).⁵⁹

4.4.1.2 COUNTY RESPONSE PHASE ACTIVITIES

During a PSPS event, the County is primarily responsible for facilitating response activities in unincorporated areas of the County, which may include the following actions:

- Identifying critical facilities and individuals dependent on electricity that may be affected and ensuring the dispatch of personnel to provide assistance.
- Identifying sites for potential shelters, cooling centers, or other mass care facilities as needed, and working with County agencies to establish and maintain those sites.
- Identifying sites for potential community resource centers (CRCs) as needed and supporting PG&E in establishing those CRCs.
- Coordinating the response to additional event needs as resources allow, such as transportation services for people with disabilities or access and functional needs, increased security, traffic control, and obtaining fuel for County generators.
- Performing advance planning for the re-energization process.

NOTE: The American Red Cross has indicated that it will not provide shelter workers or other direct client services to support independent or government shelter operations during PSPS events. For further discussion, see Section 4.4.1.5.

The County is also responsible for coordinating the process of obtaining needed resources for jurisdictions

⁵⁶ County of Santa Clara Ordinance Code §§ A8-8, A8-9(a); see Cal. Govt. Code § 8630(b).

⁵⁷ Cal. Govt. Code §§ 8680-8692.

⁵⁸ Cal OES, "California Emergency Disaster Proclamation and CDAA Process."

⁵⁹ Cal OES, "California Emergency Disaster Proclamation and CDAA Process."



within the OA if requested to do so by those local governments. For further discussion of the County’s resource coordination duties on behalf of local governments, see the County of Santa Clara EOP.

4.4.1.3 RESOURCE PRIORITIZATION

When a large portion of the unincorporated area of the jurisdiction is without power in a PSPS event, the EOC may need to focus its efforts based on the overall event priorities as provided in Section 4.4.2, or as set by the EOC Director during the event. In that situation, the EOC may focus initially on identifying critical facilities and individuals in need of electric power that have been or may be affected, and on ensuring that those facilities or persons receive appropriate assistance as resources allow. Once the EOC gathers situational reports on County status and the status of critical County facilities, the EOC Director may set priorities among those facilities as needed (see Section 4.4.1.4). Priorities should be set in consultation with EOC Management and with impacted local jurisdictions within the OA.

In a large-scale PSPS event, it may also be necessary for the OA to request mutual aid or to request regional or state resources. In general, the County must exhaust its resources before requesting resources from the state. For further discussion of mutual aid or requesting resources from the state, see the County of Santa Clara EOP.

4.4.1.4 CRITERIA FOR PRIORITIZING CRITICAL FACILITIES

If a widespread PSPS event affects numerous County facilities that are critical to response or recovery, it may be necessary to perform “facility triage”: allocating available response resources (e.g., police, fire, and EMS) to facilities that are most in need. Some facilities may require an immediate response in a PSPS event because of the potential for imminent or significant impacts to public health and safety impacts. Other facilities may require a response only in a lengthy disruption. Though response priorities for critical facilities vary depending on local requirements, factors to consider in setting facility priorities include the following:⁶⁰

- The type of facility involved. Critical facilities such as hospitals or fire stations may require more rapid response. Similarly, prolonged loss of power in some critical facilities could affect other facilities or infrastructure (e.g., telephone switching offices, natural gas compressor stations).
- Length of time before serious impacts occur.
- The nature of potential impacts. Critical facilities experiencing public safety impacts may merit a quicker response than those with impacts that amount to an inconvenience.
- Availability of backup power supplies. Critical facilities with backup generation capability may not need immediate response.
- Number and groups of people potentially affected. Critical facilities where a large number of people would be affected may merit a quicker response than those where only a few would be affected. Also, critical facilities that serve people with disabilities or access and functional needs may require more rapid response than other facilities.

Table 4.1, below, contains possible criteria for critical facility prioritization in a PSPS event.

4.4.1.5 SHELTER SERVICES

Approximately 15,072 people live in unincorporated areas of Santa Clara County that are also within

⁶⁰ Cal OES, Electric Power Disruption: Toolkit for Local Government (2012), 9. <https://www.caloes.ca.gov/PlanningPreparednessSite/Documents/Electric%20Power%20Disruption%20Toolkit%20ADA%20Edits.pdf>.



the elevated or extreme fire threat areas as delineated by the California Public Utilities Commission High Fire Threat District maps. A typical assumption in determining the need for mass care services in

Table 4.1. Suggested Criteria for Critical Facility Prioritization

| Facility Response Priority | Types of Facilities or Infrastructure in Priority Class |
|---|---|
| <p>Immediate Response</p> <ul style="list-style-type: none"> • Highest priority for response during a PSPS event. • Potential for immediate, serious impacts. • Most high-priority facilities will have or should have power backup capability. | <ul style="list-style-type: none"> • Emergency services facilities (e.g., police, fire, and emergency medical services). • Medical facilities, including hospitals, health clinics, dialysis centers, and other healthcare facilities. • Railroad crossings. • Other facilities where people dependent on electricity for life support are located. |
| <p>Response Within the First Two Hours</p> <ul style="list-style-type: none"> • High priority for response. • Initiate contact with facilities in this category to determine needed response. | <ul style="list-style-type: none"> • Residential care facilities, including adult and elder care homes, skilled nursing facilities, and other medical facilities. • Schools, especially nursery and elementary schools. • High-rise buildings. |
| <p>Response Within First Six Hours</p> <ul style="list-style-type: none"> • Medium priority for response. • Response needed within 6 hours • Initiate contact with all facilities in this category to determine necessary response. | <ul style="list-style-type: none"> • Valley Transportation Authority paratransit and light rail facilities. • Water facilities, including water supply and treatment. • Wastewater facilities. • Chemical and hazardous materials (hazmat) facilities. |
| <p>Response on Call</p> <ul style="list-style-type: none"> • Lower priority, but still important. • Respond on request for assistance from a facility. | <ul style="list-style-type: none"> • Public facilities. • Road intersections. • Non-chemical and non- hazmat commercial or industrial properties. |

Source: Adapted from Cal OES, Electric Power Disruption: Toolkit for Local Government (2012), 10.

an incident is that 10 percent of people impacted will seek shelter in congregant shelters.⁶¹ Though it is unlikely that a PSPS event would impact all areas of the County within the elevated or extreme fire threat areas, this Annex assumes for planning purposes that approximately 1,500 people in unincorporated areas of the County may seek shelter in a PSPS event.

The American Red Cross has indicated it will not provide shelter workers or other direct client services to support independent or government shelter operations during PSPS events. Prior to a PSPS event, Red Cross may be available to provide technical assistance and training for responding agencies related to mass care and respite services, including assessing shelter facilities, assisting in community shelter planning, connecting agencies with vendors, and providing shelter training. During a PSPS event, Red Cross is available to serve in a support role as follows:⁶²

- Assisting in distribution of community-donated snacks and water as a supporting agency.

⁶¹ See County of Santa Clara Mass Care and Shelter Plan (2015), 7.

⁶² Nikki Rowe, Red Cross Silicon Valley Red Cross, email to Annex author, August 13, 2019.



- Serving as a liaison in unified commands and EOCs.

However, if another disaster, such as a wildfire, occurs during a PSPS event, the Red Cross will provide its standard mass care and shelter services.⁶³

As a result, OEM has reached out to the County Social Services Agency (SSA) and to other partner agencies to explore ways to increase the number of County personnel who are trained to staff and manage shelters. Efforts are underway to provide shelter training for SSA and other County personnel. The SSA also has trained and may deploy Functional Assessment Service Teams (FAST) to perform assessments for people with disabilities or access and functional needs in shelters. FAST then facilitates getting necessary resources to ensure the County provides an appropriate shelter environment for people with disabilities or access and functional needs.

In addition, on request by the County EOC, Cal OES may task the California Department of Social Services (CDSS) to provide additional FAST teams and personnel to assist in staffing shelters and local assistance centers (LAC), if needed.⁶⁴ CDSS may also provide the County with needed shelter resources. For further discussion of mass care and shelter, see the County of Santa Clara Mass Care and Shelter Plan. For further discussion of people with disabilities or access and functional needs, see Section 6.

4.4.1.6 REQUEST FOR RE-ENERGIZATION OR PRIORITIZED RE-ENERGIZATION

The CPUC Phase 1 Guidelines require PG&E to respond to requests from public safety partners to re-energize de-energized portions of its system during a PSPS event.⁶⁵ The CPUC has not issued guidelines on the circumstances justifying re-energization or how long re-energization may last. However, CPUC's discussion in issuing Phase 1 Guidelines indicates that re-energization may be appropriate when an emergency situation arises in the County that would be exacerbated by the lack of electrical power. For example, de-energization could exacerbate containment of a wildfire that ignites during de-energization if a lack of electricity would impact the ability to provide adequate water for fire suppression.⁶⁶ PG&E has also indicated that jurisdictions may request that their area be prioritized during the re-energization process in the event that power is needed to combat a wildfire or other incident.⁶⁷

If it appears at any time during a PSPS event that continued de-energization would exacerbate an emergency situation in the OA, OEM will discuss the need to request re-energization or prioritized re-energization with public safety partners and County leaders. The decision to make this request on behalf of Santa Clara County will be made by the County Executive in consultation with County public safety partners, including the Director of OEM, the Chief of the SCCFD, the Public Health Officer, and the Sheriff. For a table on when and how to request that PG&E re-energize or prioritize re-energization of its system during a PSPS event, see Section 1.3.

4.4.1.7 RE-ENERGIZATION PLANNING

When PG&E provides OEM with notice of an imminent PSPS that will impact areas within the County, the County EOC Director will initiate development of an event-specific County re-energization plan by the EOC Planning Section Advance Planning Unit. The re-energization plan should include coverage of the following issues:

⁶³ Nikki Rowe, Red Cross Silicon Valley Red Cross, email to Annex author, August 13, 2019.

⁶⁴ County of Santa Clara Mass Care and Shelter Plan (2015), 40.

⁶⁵ Phase 1 Guidelines, A25.

⁶⁶ Phase 1 Guidelines, 122.

⁶⁷ Pamela Perdue, PG&E PSPS Workshop, Watsonville, CA, August 19, 2019.



- Areas within County jurisdiction that may need to be inspected by County personnel prior to or following re-energization.
- Expected impacts of de-energization and re-energization on County services and personnel, residents, businesses, property, and the environment.
- A method for prioritizing County resources needed to perform re-energization inspection and other re-energization work, as needed.
- Recommended methods for assisting residents and businesses during short-term recovery.
- The need for intermediate or long-term recovery assistance, and recommended methods for addressing these needs.
- Messaging to be used to communicate needed re-energization and recovery information with the media and the public.

The re-energization plan must be reviewed and approved by the EOC Planning Section Chief, PIO, and EOC Director. On notice of re-energization from PG&E, the County will implement the re-energization plan. For further discussion of re-energization, see Section 4.5.

4.4.2 Local Government Response Phase Actions

During the Response Phase, County OEM anticipates that local jurisdictions within the OA will provide emergency response, emergency management, and public outreach services within their home jurisdictions as their resources allow, in keeping with their emergency plans and procedures. In accordance with the Standardized Emergency Management System (SEMS), when local government jurisdictions lack resources needed to adequately respond to or recover from a PSPS event and have exhausted resources available through existing contracts and mutual aid, they should reach out to the OA with requests for needed resources. OEM also expects that local governments will participate in OA conference calls throughout the event to share situational status and impact information as necessary. For further discussion of OA conference calls, see Section 4.2.2.3.

4.5 Re-Energization and Short-Term Recovery Phase

Re-Energization and Short-Term Recovery Phase includes PG&E re-energization of its power lines and facilities. For the County, it includes implementing its re-energization plan, and assisting PG&E in keeping the public informed of re-energization status and of resources available to assist with short-term recovery. It also may include providing access and other support to PG&E crews inspecting or repairing equipment on public or private property. In addition, during this phase, the County will facilitate restoration of County services. Once the event has ended, the County will declare an end to the event, deactivate the County EOC, and transition recovery efforts to a recovery unit if needed.

4.5.1 Overview of Re-energization and Short-Term Recovery

The re-energization and short-term recovery phase involves re-energizing PG&E's transmission and distribution lines and other facilities. It also includes:

- Implementing the County's re-energization plan (see Section 4.4.1.7).
- Assisting PG&E in keeping County partners and the public apprised of re-energization status and available public resources (Section 4.5.2).
- Providing access and other support to PG&E crews repairing equipment on public or private property (Section 4.5.3).
- Facilitating restoration of County services impacted during de-energization.



- Completing damage reports.
- Assisting in establishing local assistance centers to address intermediate- or long-term individual and business recovery needs in the County.
- Transferring EOC recovery activities to a recovery unit or to County departments and agencies as appropriate.
- Declaring an end to the event.
- Deactivating the County EOC.
- Holding a debriefing and conducting an after-action review.

4.5.2 Notice of Re-Energization

The CPUC Phase 1 Guidelines require PG&E to provide notice to public safety partners, to critical facilities and infrastructure, and to all affected customers and populations immediately before re-energization begins. PG&E is also required to give notice to all affected customers and populations when re-energization is complete.⁶⁸ When the County receives such notifications from PG&E, it will share this information with OA partners through conference calls, situation reports, or additional communication methods as needed. The County will also provide support to PG&E in sharing these notices with the public and media as appropriate.

When notifying OA partners of imminent re-energization, OEM will remind County personnel to ensure that backup and emergency equipment is returned to standby and made ready for subsequent disruptions. Facility operations and information systems may need to restore and test computer operating systems to ensure proper functioning.

4.5.3 Supporting PG&E's Re-Energization Process

Following a PSPS event, PG&E may coordinate with the County regarding re-energization of impacted areas. While response actions are still being taken, PG&E may need support from County and local government agencies such as law enforcement, fire, and public works departments. Such support may include providing access to equipment sites to PG&E personnel so they can inspect and repair equipment prior to re-energization and preventing unauthorized persons from entering damaged areas.

It is important to have an established procedure for PG&E to request this support, and for local government personnel to provide support before a PSPS event occurs. In a PSPS event impacting County departments, agencies, or property or impacting unincorporated areas of the County, PG&E should submit requests for assistance to the appropriate representative in the County EOC, Operations Section Construction and Engineering Branch. The request will be handled as other requests for support from participating agencies are normally addressed in the EOC.

4.5.4 Short-Term Recovery Considerations

In general, the goal of recovery following an extended PSPS event includes ensuring the return of displaced individuals and families, reestablishing essential government and commercial services to support the physical, emotional, and financial well-being of impacted community members. The County's short-term recovery activities following a PSPS event may overlap with response activities and may

⁶⁸ Phase 1 Guidelines, A9.



include assisting partners in:⁶⁹

- Assessing damage.
- Addressing health and safety needs of residents and responders beyond immediate life safety issues, such as assisting residents and businesses displaced as a result of the power outage in returning to their homes or facilities.
- Identifying and facilitating mechanisms for expediting critical infrastructure restoration, such as prioritizing contracts, regulatory relief, and logistics support.
- Mobilizing organizations and resources needed for full recovery, such as facilitating access to Small Business Administration loans for impacted businesses.
- Devising a long-term recovery support strategy for unincorporated areas of the County and assisting local jurisdictions as needed in developing such strategies.

To facilitate recovery efforts beyond short-term recovery, the EOC Director may consider appointing a Recovery Unit within the County EOC if needed. The EOC Director and County OEM will ensure that the EOC works with recovery unit leadership and nongovernment organizations to shift roles and responsibilities to the Recovery Unit, if needed. The transition will include development of an appropriate process for properly transitioning from response operations to recovery, and a return to appropriate community functioning.

4.5.5 Non-Stafford Act Recovery Resources

For natural disasters falling under the federal Stafford Act, the state and federal government coordinate available resources to assist individuals and communities recover from those disasters. Because PSPS is considered a human-caused event, the Stafford Act is not available as a potential source of response and recovery reimbursement. Nevertheless, there are some resources available to support County and resident recovery following a PSPS event.

For example, state agencies may offer programs or grants that can be re-prioritized to meet recovery needs. Federal agency participation following a non-Stafford Act incident often limited to providing technical assistance. However, federal agencies such as the Small Business Administration (SBA) and the United States Department of Agriculture (USDA) offer programs or authorities that can directly support the needs of a community impacted by a non-Stafford Act event.⁷⁰ The SBA may make disaster loans available for repair of physical damage to businesses, including private non-profit organizations, homeowners, and renters, if the governor requests an SBA Administrative disaster declaration. Similarly, on a disaster declaration from the Secretary of the Department of Agriculture, the SBA may make disaster loans available to small businesses, private non-profit organizations, and agricultural cooperatives.⁷¹ For tables showing federal and state non-Stafford Act recovery resources that may be available following a PSPS event, see Appendix D.

⁶⁹ See FEMA, Power Outage Incident Annex to the Response and Recovery Federal Interagency Operational Plans: Managing the Cascading Impacts from a Long-Term Power Outage (2017), 41 . [https://www.fema.gov/media-library-data/1512398599047-7565406438d082011177a9a2d4ee3c6/POIA_Final_7-2017v2_\(Compliant_pda\)_508.pdf](https://www.fema.gov/media-library-data/1512398599047-7565406438d082011177a9a2d4ee3c6/POIA_Final_7-2017v2_(Compliant_pda)_508.pdf).

⁷⁰ FEMA Region V, Non-Stafford Act Recovery Guide: Developing and Coordinating Resources (2013), 2. https://www.fema.gov/media-library-data/20130726-1910-25045-8797/non_stafford_act_recovery_guide.pdf.

⁷¹ Small Business Administration (SBA), A Reference Guide to the SBA Disaster Loan Program (2015), 4. https://www.sba.gov/sites/default/files/files/SBA_Disaster_Loan_Program_Reference_Guide.pdf.



4.5.6 Local Government Re-Energization and Short-Term Recovery Phase Actions

During the Re-Energization and Short-Term Recovery Phase, County OEM expects that impacted local governments within the OA will continue to use their public information systems to provide supplemental information regarding re-energization and recovery resources to agencies, organizations, businesses, and members of the public in their jurisdictions. OEM also expects that local governments will continue to participate in OA conference calls to share situational status and impact information as necessary. In addition, OEM anticipates that local governments within the OA will take steps to help their jurisdictions recover.

For further discussion of public information, see Section 4.3.2.6, Section 5, and the Emergency Communications Annex. For further discussion of OA conference calls, see Section 4.2.2.3. For further discussion of recovery resources, see Section 4.5.5.



SECTION 5: PUBLIC INFORMATION

5.1 Overview

During any incident, emergency communication and public information is a critical component of response and recovery activities. Appropriate, timely, accessible communication of information will assist the County in reducing life safety threats and in addressing public concerns. However, because most traditional emergency communication and public information methods rely on electricity, a Public Safety Power Shutoff (PSPS) event may pose a significant challenge to public communications. Without electricity to power the tools used to share and receive this information, communication through television, radio, email, and social media may be limited for most of the public. In addition, because PG&E has primary responsibility for communicating with the public throughout a PSPS event, the County plays a supporting role in sharing and amplifying PG&E's messaging.

5.2 Initial Public Alerting Actions

When PG&E notifies the Operational Area (OA) of a potential or an imminent PSPS event, it is essential that the County issue effective public messages regarding what is happening, actions the County is taking in response, and what the County is asking the public to do. During a PSPS event impacting the County, the County of Santa Clara Office of Emergency Management (OEM) is responsible for initiating and coordinating public alerts and messaging for the OA. Initial public alert and information functions may be performed by the OEM Duty Officer, after consultation with the OEM Director. OEM will utilize the Joint Information System (JIS) to assist with and manage public information and media coordination.

5.2.1 OEM Duty Officer Actions

As necessary depending on the circumstances of the event, the OEM Duty Officer will take the following steps on direction by the OEM Director:

- Utilize "Alert SCC," the OA's emergency public messaging system, to send text and email messages to people in Santa Clara County who have opted to receive these alerts.
- In collaboration with County Communications, and if appropriate, activate the Integrated Public Alert and Warning System (IPAWS), which includes the Emergency Alert System (EAS) and Wireless Emergency Alerts (WEA) to notify residents of PSPS and re-energization. NOTE: WEA may be used only if there is an imminent threat to life or safety.⁷²
- Request that County Communications provide additional staff to handle 9-1-1 phone calls from people with disabilities and access and functional needs located in impacted areas who call for assistance.

5.2.2 Public Information Officer Actions

As necessary given the circumstances of the event, the OEM Public Information Officer (PIO) will take the following steps, on direction by the OEM Director:

- Activate the Joint Information Center (JIC).
- Establish contact with public information officers for PG&E and request that they share any specific public messaging targeting County residents.
- Contact the list of County service providers for people with disabilities or access and functional

⁷² Federal Communications Commission (FCC), Wireless Emergency Alerts (WEA) (2019). <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea> [website].



needs to request that the providers contact clients residing in the area to be impacted by de-energization to provide information about the event and to ask if they need assistance.

- Establish a PSPS-specific public information call center or utilize the 211 system to provide information to callers.
- Begin sending PSPS-related messages via social media platforms such as Twitter, Facebook, and Nextdoor.

Pre-scripted public PSPS messages have been developed to provide the public with general information regarding PSPS event, safety information, and tips on the use of generators. The pre-scripted messages are included in Appendix G. PG&E has also developed sample PSPS messaging, which is available on the PSPS Agency Resources Portal at <https://esft.pge.com/>.

5.3 Accessibility of Public Messages

It is critical that the County issue PSPS-related public messages and alerts that are accessible to all members of the public, including people with disabilities and people with access and functional needs, such as those with limited English proficiency. Accessibility of alert and warning messages refers to whether individuals can receive and understand the messages. In issuing PSPS alerts and messages to the public, the County will, whenever possible given time and resources:

- Compose messages that are simply worded and free of technical jargon, acronyms, abbreviations, or other phrases that are hard to understand.
- Provide text and audio to explain images or maps included in messages so recipients who are blind or have low vision can understand what is being shown graphically.
- Ensure messages are delivered in multiple formats, including:
 - AlertSCC.
 - When appropriate, IPAWS systems including the EAS and WEA.
 - Social media such as Twitter, Facebook, and Nextdoor.
 - Emails, phone calls, or other messaging to vulnerable populations by County agencies and nonprofit organizations that regularly serve them.
- Issue warnings and other emergency messages in English, Spanish, and Vietnamese, at a minimum, as required by the County’s Language Access Policy and Guidance. When time and resources allow, messages also will be provided in other languages prevalent in impacted areas.
- To avoid errors and confusion, validate automated translations of emergency messages during a PSPS event with a person who speaks the language before dissemination.

For further discussion of public information, see the County of Santa Clara Emergency Communications Annex to the Emergency Operations Plan and the State of California Alert & Warning Guidelines.



SECTION 6: NEEDS OF PEOPLE WITH DISABILITIES OR ACCESS AND FUNCTIONAL NEEDS

6.1 Overview

As with virtually all incidents, a Public Safety Power Shutoff (PSPS) will likely affect people with disabilities or access and functional needs disproportionately. For example, people who use electricity- and battery-dependent assistive devices such as ventilators; intravenous and enteral feeding pumps; power wheelchairs and scooters; and oxygen, suction, or dialysis equipment may be unable to easily power or recharge during a PSPS event. This in turn may endanger lives and limit individuals' ability to function independently in the community. The County Emergency Operations Center (EOC) will take steps, as outlined in this section, to ensure that the needs of people with disabilities and access and functional needs are appropriately considered and addressed during a PSPS event.

6.2 Santa Clara County Demographics

As of 2018, the U.S. Census estimates that of the approximately 1,937,570 people residing in Santa Clara County, about 4.4 percent or 86,133 are people under the age of 65 and have a disability. The Census estimates that another 13.5 percent or 261,572 County residents are 65 or older.⁷³ Approximately 114,317 or 5.9 percent of the County's residents are children under five years of age. In addition, of the approximately 9,706 people who are homeless in the County, about 7,922 or .004 percent are unsheltered.⁷⁴ About 7.5 percent, or 145,318 people in the County are believed to live in poverty. Table 6.1, below, summarizes this information.

Publicly available information on the US Department of Health and Human Services (HHS) emPOWER website currently indicates that 234,606 people within Santa Clara County are Medicare beneficiaries. Of that number, 5,347 are Medicare beneficiaries who rely on electricity-dependent medical equipment, such as ventilators, to live independently in their homes.⁷⁵ A PSPS event of several days to a week could be life-threatening for these individuals.

In addition, according to the 2010 U.S. Census, over half of Santa Clara County residents speak a language other than English at home. The County has the highest percentage of foreign-born residents of any County in the state. Other than English, the most widely spoken languages in the County are Spanish, Vietnamese, Mandarin, Tagalog, Korean, Hindi, and Japanese. Together, these languages are spoken by over 90 percent of residents who speak a foreign language at home.⁷⁶

⁷³ U.S. Census Bureau, "Quick Facts, Santa Clara County, California." Accessed August 4, 2019. <https://www.census.gov/quickfacts/santaclaracountycalifornia>.

⁷⁴ Applied Survey Research, Santa Clara County Homeless Census & Survey (Watsonville, CA, 2019). <https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Pages/HomelessnessCensusandSurvey.aspx>.

⁷⁵ U.S. Department of Health & Human Services, "HHS emPOWER Map 3.0." Updated August 18, 2019. <https://empowermap.hhs.gov/>.

⁷⁶ County of Santa Clara, Language Access Guidelines and Procedures. Accessed September 13, 2019. <https://www.sccgov.org/sites/oir/Documents/Language-Access-Guidelines-and-Procedures.pdf>.



Table 6.1. Estimated Number of Santa Clara County Residents with Disability or Access and Functional Needs

| Population Type | Percentage of Total County 2018 Population | Estimated Number |
|--|--|------------------|
| Persons under 65 with disability | 4.4 | 85,253 |
| Persons 65 or older | 13.5 | 261,572 |
| Children under 5 | 5.9 | 114,317 |
| Unsheltered homeless | .004 | 7,922 |
| People in poverty | 7.5 | 145,318 |
| Electricity-dependent Medicare beneficiaries | .003 | 5,347 |

Sources: U.S. Census Bureau, “Quick Facts, Santa Clara County, California.” Accessed August 4, 2019. Applied Survey Research. (2019). Santa Clara County Homeless Census & Survey, Watsonville, CA. U.S. Department of Health & Human Services. “HHS emPOWER Map 3.0.” Updated August 18, 2019.

6.3 Legal Requirements

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, public accommodations, commercial facilities, transportation, and telecommunications.⁷⁷ The ADA defines a person with a disability as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.⁷⁸ For purposes of this Annex, people with access and functional needs (AFN) refers to individuals who are or who have:⁷⁹

- Physical, developmental, or intellectual disabilities;
- Chronic conditions or injuries;
- Limited English proficiency;
- Older adults;
- Children;
- Low income, homeless, or transportation disadvantaged (e.g., those dependent on public transit);
- Pregnant women.

In addition, the County Board of Supervisors has adopted a Board Policy providing that the County will seek to ensure that every resident has meaningful access to County services, programs, benefits, and information. To further this goal, the County will strive to meet the language needs of residents to help them access County information, regardless of their English proficiency.⁸⁰ The County has adopted

⁷⁷ 42 U.S. Code §§ 12131–12132.

⁷⁸ Americans with Disabilities Act of 1990, 42 U.S. Code §§ 12131 et seq.

⁷⁹ See Cal. Govt. Code § 8593.3(b).

⁸⁰ Santa Clara County Language Access Policy 3.58.



guidelines and procedures to implement the Board Policy and to ensure that all residents have meaningful access to County programs, services, benefits, and information. County departments and agencies must ensure that language interpretation services are available to members of the public when providing written or oral public information. At a minimum, County departments and agencies distributing documents to the public during an a PSPS event should provide communications in Spanish and Vietnamese.⁸¹

6.4 Areas of Concern During Response and Recovery

Areas of particular concern for the County in addressing the needs of people with disabilities or access and functional needs during a PSPS event include the following:

- Accessible communications: Ensuring written and oral emergency communications and other information provided by the County are accessible to people with disabilities and to those who speak languages other than English.
- Backup power for assistive devices: Ensuring that people who depend on electric- or battery-powered medical devices or other technology for life support and independence have sufficient access to backup power.
- Evacuation and transportation: Ensuring that evacuation and transportation plans integrate accessible transportation providers during the planning process and when moving people with mobility impairments and those with transportation disadvantages. Transportation planning considerations should include staging, embarkation points, transportation centers, evacuee location, and care and shelter.
- Care and Shelter: Ensuring that evacuation sites, shelters, community resource centers, cooling sites, and other facilities established by the County during the event are accessible to people with disabilities and access and functional needs (for further discussion, see Section 4.4.1.5).

6.5 Recommended EOC Actions

To address the concerns highlighted in Section 6.4, it is recommended that the EOC Director consider taking the following steps during a PSPS activation:⁸²

- Ensure each EOC section considers and addresses access and functional needs throughout the activation.
- When the needs of the event warrant, designate a Disabilities and Access and Functional Needs (AFN) Multiagency Coordination (MAC) Group composed of appropriate EOC representatives, to coordinate accessibility of mass care and shelter services and of public information to people with disabilities and access and functional needs during activation.
- Ensure the Joint Information Center (JIC) works closely with public affairs personnel from all partners and stakeholders to deliver pre- and post-de-energization messaging that is accessible to people with disabilities and to those who speak languages other than English.
- If shelters are activated, ensure that sufficient Functional Assessment Services Team personnel

⁸¹ See Santa Clara County Language Access Guidelines and Procedures.

⁸² New York-New Jersey-Connecticut-Pennsylvania Regional Catastrophic Planning Team, Disabilities and Access and Functional Needs EOC Toolkit (2015), II-1-2. Accessed September 13, 2019. <http://crcog.org/wp-content/uploads/2017/12/Disabilities-and-Access-and-Functional-Emergency-Operations-Center-Toolkit.pdf>.



are available to assist with assessing and addressing the requirements of people with disabilities or access and functional needs (see Section 4.4.1.5).

- Work closely with the County Counsel’s Office to ensure compliance with applicable laws and ordinances.

For further discussion of public information, see Section 5 and the County of Santa Clara Emergency Communications Annex. For further discussion of mass care and shelter, see the County of Santa Clara Mass Care and Shelter Plan.



SECTION 7: ANNEX DEVELOPMENT AND IMPLEMENTATION

7.1 Annex Development

The Public Safety Power Shutoff (PSPS) Annex was developed in collaboration with partners and stakeholders throughout the Operational Area. This collaborative effort included participating in and holding workshops with representatives of County departments, agencies, and special districts; local government jurisdictions; and external partners as listed in Section 1.5. Events that assisted OEM personnel in developing this Annex include:

- Participation in regional PSPS conference calls hosted by the California Governor’s Office of Emergency Services in June and July of 2019.
- Hosting a PSPS workshop for Santa Clara County in conjunction with PG&E on June 14, 2019.
- Participation in a PSPS presentation with representatives from San José, Morgan Hill, and Los Altos Hills at the June 2019 meeting of the Santa Clara County Emergency Managers Association.
- Briefing on and answering PSPS questions as part of the July 2019 meeting of the Santa Clara County Emergency Managers Association.
- Participation in the Bay Area Regional PSPS Workshop on August 15, 2019.
- Attending a PG&E PSPS workshop for Monterey and Santa Cruz Counties on August 19, 2019.
- Attending a PG&E PSPS workshop for the Santa Clara County Office of Education on August 22, 2019.
- Briefing the Santa Clara County Emergency Operational Area Council on PSPS preparedness and planning efforts at its August 22, 2019, meeting.

In addition, the County Office of Emergency Management (OEM) has shared draft versions of the plan with County departments and agencies and with other OA partners, and has incorporated their feedback into the Annex.

Most significantly, the PSPS Annex was used in two actual PSPS events in October 2019. During these events, the Annex provided guidance to emergency managers in the County’s EOC in coordinating the incident and ensuring that needed actions were taken to protect lives and property in areas impacted by the shutoffs. Slight revisions to the plan were made following the October 2019 incidents to capture new information and lessons gathered from those events. The Annex also reflects extensive research of past PSPS events in California and other types of power outages, and their impacts on communities and people.

7.2 Maintenance

This Annex is a dynamic document. OEM is responsible for the maintenance, review, and update of this Annex in coordination with other essential stakeholders. The Annex will be reviewed annually and updated as needed. At a minimum, the Annex will undergo a formal revision every three years. OEM will make updates and revisions in collaboration with lead and supporting organizations, local jurisdictions, and other planning partners identified in this Annex, to ensure the plan is accurate, effective, and actionable.



OEM will assess the need for revisions to the Annex based on the following considerations:

- Issuance of updated California Public Utilities Commission Guidelines, policies, or practices regarding PSPS that require changes in the Annex.
- Changes in County, state, or federal ordinances, laws, regulations, requirements, or organization.
- Lessons learned through exercises or actual events.
- Development of new tools or procedures.

If this Annex requires an immediate change due to lessons learned from trainings, exercises, or actual events, OEM will identify a course of action for review, update, and implementation of necessary changes. OEM will maintain a record of amendments and revisions and executable versions of all Annex documents. OEM is also responsible for distributing the Annex to all applicable agencies.

7.2 Training and Exercises

Exercises provide an excellent means of evaluating the effectiveness of an emergency plan, as they allow emergency responders and decision-makers to become familiar with the procedures, facilities, and systems they are expected to use in an actual event. Exercising the Annex and evaluating its effectiveness involves using training and exercises and evaluation of actual disasters to determine whether goals, objectives, decisions, actions, and timeframes outlined in the plan will lead to successful PSPS preparedness, response, and restoration efforts.

OEM has established a training and exercise program to enhance the County Operational Area's capability in all phases of emergency management, from prevention, protection, mitigation, and response, to recovery. This Annex will be incorporated into the OEM Training and Exercise Annual Training Plan. The nature of the training and exercises on the Annex will be determined by OEM's Training and Exercise Section in collaboration with the OEM Planning Section, and in coordination with essential stakeholders identified in this planning document. Lessons learned through training and exercising should be documented and forwarded to the OEM Planning Section for planning product improvement.

In addition, activation of this Annex for an actual Public Safety Power Shutoff event may meet the exercise requirements of OEM's Training and Exercise Program. The Director of OEM will make that determination after reviewing the event after-action report.

7.3 After-Action Review and Corrective Action

After every PSPS exercise or actual event, OEM is responsible for working with its partners to complete an After-Action Report and Improvement Plan (AAR/IP). The AAR captures observations and recommendations based on event objectives as associated with relevant core capabilities and tasks. The IP identifies specific corrective actions, assigns them to responsible parties, and establishes target dates for their completion.



SECTION 8: AUTHORITIES AND REFERENCES

8.1 Authorities

8.1.1 Local

- County of Santa Clara Ordinance Code §§ A8-5, A8-8, A8-9(a).
- County of Santa Clara Language Access Guidelines and Procedures. Accessed August 1, 2019. <https://www.sccgov.org/sites/oir/Documents/Language-Access-Guidelines-and-Procedures.pdf>.
- County of Santa Clara, Language Access Policy 3.58, March 24, 2015. <https://www.sccgov.org/sites/occ/Pages/languageaccess.aspx>.
- Santa Clara County Office of Emergency Management (OEM), *County of Santa Clara Emergency Operations Plan*, 2017.
- Santa Clara County OEM, *County of Santa Clara Emergency Communications Annex to the Emergency Operations Plan*, 2019 (in progress).
- Santa Clara County OEM, *County of Santa Clara Wildfire Annex to the Emergency Operations Plan*, 2019 (in progress).

8.1.2 State

- California Emergency Services Act, California Government Code §§ 8630(b), 8680–8692.
- California Standardized Emergency Management Regulations, 19 California Code of Regulations § 2409.
- California Governor’s Office of Emergency Services (Cal OES), *State of California Emergency Plan*, October 2017. <https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/state-of-california-emergency-plan-emergency-support-functions>.
- Cal OES, Standardized Emergency Management System (SEMS) Guidelines, 2009. <https://www.caloes.ca.gov/cal-oes-divisions/planning-preparedness/standardized-emergency-management-system>.
- Cal OES, State of California Alert & Warning Guidelines, March 2019. <http://calalerts.org/documents/2019-CA-Alert-Warning-Guidelines.pdf>
- California Public Utilities Commission (CPUC), Decision D1905042 - Decision Adopting De-Energization (Public Safety Power Shut-Off) Guidelines (Phase 1 Guidelines), May 2019. <http://docs.cpuc.ca.gov/SearchRes.aspx?DocFormat=ALL&DocID=296598822>.
- CPUC, Fire-Threat Maps, January 2018. <https://www.cpuc.ca.gov/firethreatmaps/>.
- CPUC, Resolution ESRB-8, Extending De-Energization Reasonableness, Notification, Mitigation, and Reporting Requirements, July 2018. <http://cpuc.ca.gov/deenergization/>.

8.1.3 Federal

- Americans with Disabilities Act of 1990, 42 U.S. Code §§ 12131 et seq.
- Federal Emergency Management Agency (FEMA), *National Disaster Recovery Framework* (2d ed.), 2016. https://www.fema.gov/media-library-data/1466014998123-4bec8550930f774269e0c5968b120ba2/National_Disaster_Recovery_Framework2nd.pdf.
- FEMA, *National Response Framework* (3d ed.), 2016. <https://www.fema.gov/media-library->



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8.2 References

- Applied Survey Research, Santa Clara County Homeless Census & Survey (Watsonville, CA: 2019). <https://www.sccgov.org/sites/osh/ContinuumofCare/ReportsandPublications/Pages/HomelessnessCensusandSurvey.aspx>.
- Cal OES, “California Emergency Disaster Proclamation and CDAA Process,” 2019. [https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20\(003\).pdf](https://www.caloes.ca.gov/RecoverySite/Documents/Proclamation%20and%20CDAA%20Process%20Fact%20Sheet%20Final%20Feb%202019%20(003).pdf).
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- Federal Communications Commission (FCC), *Wireless Emergency Alerts (WEA)*. Accessed August 2, 2019. <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea>.
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- PG&E, “Manage trees and plants near power lines.” Accessed August 11, 2019. https://www.pge.com/en_US/safety/yard-safety/powerlines-and-trees/transmission-vs-distribution-power-lines.page.
- PG&E, *Pacific Gas and Electric Company Amended 2019 Wildfire Safety Plan*, 2019. https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf.
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- PG&E, PG&E Public Safety Power Shutoff (PSPS) Report to the CPUC, Event from 06/07/2019 to 06/09/2019. Accessed August 11, 2019. https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-Report-to-the-CPUC.pdf.



disaster/wildfires/PSPS-Report-Letter-06.21.19.pdf.

- Small Business Administration (SBA). (2015). A Reference Guide to the SBA Disaster Loan Program, 4. https://www.sba.gov/sites/default/files/files/SBA_Disaster_Loan_Program_Reference_Guide.pdf.
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ABBREVIATIONS AND ACRONYMS

| | |
|----------|---|
| AAR/IP | After-Action Report/Improvement Plan |
| AFN | access and functional needs |
| ARC | American Red Cross |
| ASC | Animal Services |
| ADA | Americans with Disabilities Act |
| AlertSCC | Alert Santa Clara County |
| ARES | Amateur Radio Emergency Services |
| BHS | Behavioral Health Services |
| CADRE | Collaborating Agencies Disaster Relief Effort |
| Cal FIRE | California Department of Forestry and Fire Protection |
| Cal OES | California Governor’s Office of Emergency Services |
| Caltrans | California Department of Transportation |
| CCA | Community choice aggregation |
| CCO | Office of County Counsel |
| CDAA | California Disaster Assistance Act |
| CEPA | Consumer and Environmental Protection Agency |
| CEO | Office of the County Executive |
| CHP | California Highway Patrol |
| ConOps | Concept of Operations |
| COOP | Continuity of Operations Plan |
| CPD | Consumer Protection Division |
| CPUC | California Public Utilities Commission |
| CRC | community resource center |
| DEH | Department of Environmental Health |
| DOC | Department Operations Center |
| DPD | Department of Planning and Development |
| DPR | Department of Parks and Recreation |
| DSW | Disaster Service Worker |
| EAS | Emergency Alert System |
| EMS | Emergency Medical Services |



| | |
|-----------|--|
| EOC | Emergency Operations Center |
| EOP | Emergency Operations Plan |
| FAF | Facilities and Fleet Department |
| FCC | Federal Communications Commission |
| FEMA | Federal Emergency Management Agency |
| FIN | Finance Agency |
| FSP | Food Safety Program |
| GIS | geographic information system |
| Hazmat | hazardous materials |
| HMC | Hazardous Materials Compliance Division |
| ICS | Incident Command System |
| IPAWS | Integrated Public Alert and Warning System |
| JIC | Joint Information Center |
| JIS | Joint Information System |
| kV | kilovolt |
| LAET | Large Animal Evacuation Team |
| MAC Group | Multiagency Coordination Group |
| mph | miles per hour |
| NDA | nondisclosure agreement |
| NIMS | National Incident Management System |
| NWS | National Weather Services |
| OA | Operational Area |
| OBI | Office of Building Inspection |
| OCC | Office of Cultural Competency |
| OE | Office of Education |
| OEM | Office of Emergency Management |
| OIR | Office of Immigrant Relations |
| OME | Office of Medical Examiner-Coroner |
| OPA | Office of Public Affairs |
| OSH | Office of Supportive Housing |
| PG&E | Pacific Gas and Electric |



| | |
|-------|--|
| PHD | Public Health Department |
| PIO | Public Information Officer |
| PSPS | Public Safety Power Shutoff |
| RACES | Radio Amateur Civil Emergency Services |
| RDA | Roads and Airports Department |
| REOC | Regional Emergency Operations Center |
| SCCFD | Santa Clara County Fire Department |
| SEMS | Standardized Emergency Management System |
| SO | Sheriff's Office |
| SOC | State Operations Center |
| SSA | Social Service Agency |
| SVCE | Silicon Valley Clean Energy |
| SWP | Solid Waste Program |
| TSS | Technology Services and Solutions |
| VTA | Valley Transportation Authority |
| VWD | Valley Water District |
| WEA | Wireless Emergency Alerts |



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GLOSSARY

Access and functional needs population: Individuals who have developmental or intellectual disabilities; physical disabilities; chronic conditions or injuries; limited English proficiency; or who are non-English speaking, older adults, children, people living in institutionalized settings; those who are low income, homeless, or transportation disadvantaged, including those who are dependent on public transit; or those who are pregnant.

Affected Population: Persons who have been displaced, injured, or have suffered some other loss due to an incident or event.

Annex: A functional, support, hazard- or incident-specific, or other supplement to a basic emergency plan.

Appendix: An attachment to an emergency plan that provides relevant information referenced in an emergency plan. Appendices typically include forms, standard operating procedures, or other types of explanatory or guidance materials.

Community choice aggregator: An entity that participates in a community choice aggregation program created under California law, which allows cities and counties to buy or generate electricity for residents and businesses in their areas.

Community resource centers: Locations where PG&E may provide information and services to community members impacted by a PSPS event.

Critical facilities and infrastructure: Facilities and infrastructure that are essential to public safety and that require additional assistance and advance planning to ensure resiliency during PSPS events.

De-Energization: The effort to reduce the risk of fires caused by electric infrastructure by temporarily turning off power to specific areas.

Emergency Operations Center: A site from which government officials coordinate, monitor, and direct response activities during an emergency.

Emergency responder: Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

Emergency response providers: Federal, state, and local governmental and nongovernmental public safety, fire, law enforcement, emergency response, emergency medical services, and hospital emergency services providers; and related personnel, agencies, and authorities.

First responder: Individual responsible for protecting and preserving life, property, the environment, or evidence in the early stages of an event or incident.

Incident: An occurrence or event, whether caused by natural phenomena or by humans, that requires action by emergency response personnel to prevent or minimize loss of life or damage to property or the environment.

Joint Information Center: A physical location where public information officials can locate to perform critical emergency information, crisis communications, and public affairs functions.

Local government: Under the Standardized Emergency Management System (SEMS), the cities, counties, and special districts in an operational area. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. In the case of unincorporated areas, local government refers to the County itself.

Multiagency coordination group: Agency administrators, executives, or designees from stakeholder



organizations impacted by an incident, who act as a policy-level body to support resource prioritization and allocation, make cooperative multi-agency decisions, and assist decision-making by elected and appointed officials and the Incident Commander responsible for the incident.

Mass care and shelter: Actions taken to feed, house, and provide other services to those affected by a PSPS event.

Medical Baseline Program: An assistance program for residential electricity customers who have special energy needs due to qualifying medical conditions. The program provides for a lower rate on monthly energy bills and advance notification in a PSPS event.

Mitigation: Actions taken to lessen the effects of events or incidents on people, property, and the environment.

Mutual aid: An agreement in which two or more parties agree to furnish resources, facilities, and services to other parties to the agreement when the party's own resources are inadequate to address an event or incident.

Operational Area: Under SEMS, an intermediate level of California's emergency management organization encompassing the County and all political subdivisions located within a County, including special districts. The operational area manages or coordinates information, resources, and priorities among local governments within the operational area and serves as the coordination and communication link between the local government level and regional level.

Person with a disability: A person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.

Public safety partners: First or emergency responders at the local, state, and federal level; water, wastewater, and communication service providers; community choice aggregators; affected publicly owned utilities or electrical cooperatives; the California Public Utilities Commission; the California Governor's Office of Emergency Services; and the California Department of Forestry and Fire Protection.

Public Safety Power Shutoff: Proactively turning off power for safety purpose as a last resort due to extreme weather and wildfire danger.

Recovery: The long-term activities beyond the initial emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.

Re-Energization: The process of restoring power to de-energized electric infrastructure.

Resources: Personnel, facilities, and equipment available for assignment in incidents or events.

Response: Activities that address the direct effects of an incident or event; immediate actions to save lives and to protect property and the environment.

Shelter: A facility that provides safe, accessible, and secure temporary housing before, during, or after an incident or event. Shelters may include general population shelters, medical needs shelters, and household pet shelters.

Situational Report (Sit Rep): A type of status report that provides decision-makers and other users with a summary of the current situation.

Special District: A unit of local government, other than a city, County, or city and County, with authority or responsibility to own, operate, or maintain a project for purposes of natural disaster assistance.



APPENDIX



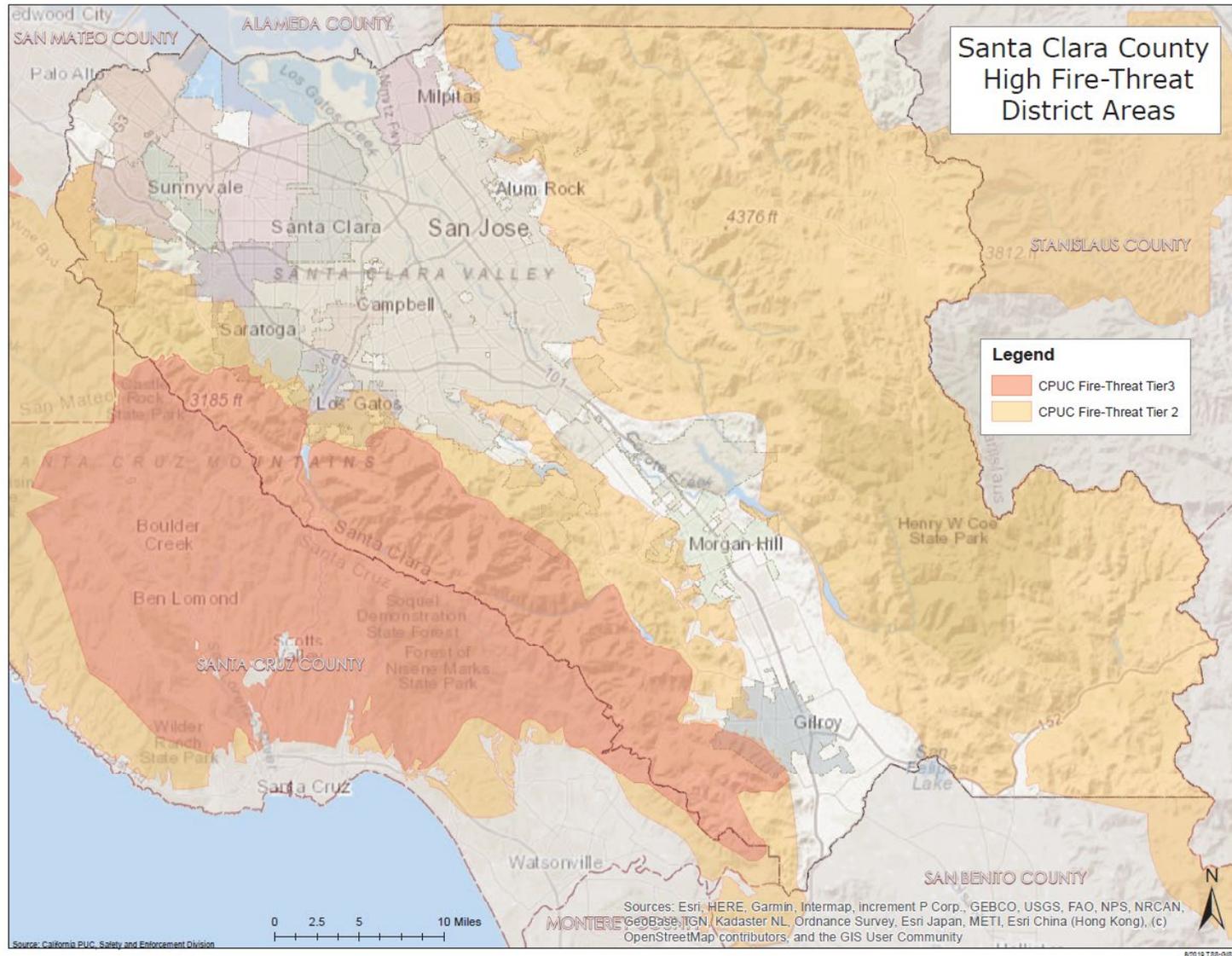
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Appendix A: Maps

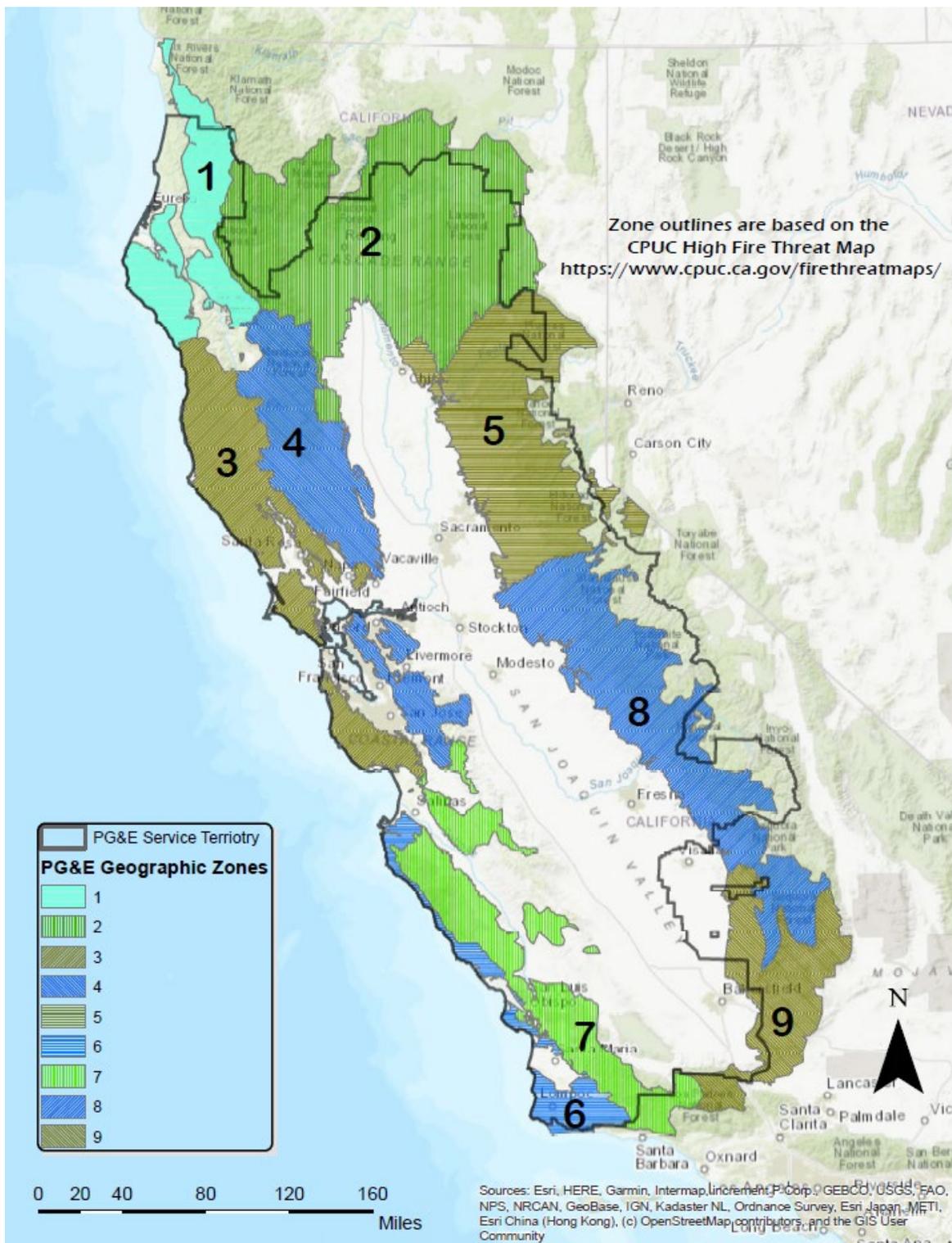


A-1 CPUC High Fire Threat Map – Santa Clara County





A-2 PG&E Geographic Zones



Source: PG&E Geographic Zone Map, accessed October 1, 2019. https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/2019-PGE-Geographic-Zones.pdf



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Appendix B: OEM PSPS Conference Call Template



SANTA CLARA COUNTY OFFICE of EMERGENCY MANAGEMENT

| Public Safety Power Shutoff (PSPS) Conference Call Agenda | |
|---|--|
| Event Name | PSPS Event <i>[date of event]</i> |
| Call Number | PH: (877) 411-9748 Code: 915321# |
| Date | <i>[date of call]</i> |
| Time | <i>[time of call]</i> |
| Event Status | <input type="checkbox"/> Monitoring <input type="checkbox"/> Partial EOC Activation <input type="checkbox"/> Full EOC Activation |
| OEM Duty Officer | |
| Phone: | 408-299-2501 |
| Email: | dutyofficer@oem.sccgov.org |





Santa Clara County OEM PSPS Event Conference Call Agenda

| Conference Call Information | | | |
|-----------------------------|---|----------------------------------|-------------------------------|
| OEM DO | | Phone | 408-299-2501 |
| | | Email: | dutyofficer@oem.sccgov.org |
| Conference Call | Phone: | (877) 411-9748 | |
| Dial-In Information | Code: | 915321 (participant) | |
| Date: | | Time: | |
| Operational Period | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| EOC Posture: | <input type="checkbox"/> Monitoring | <input type="checkbox"/> Partial | <input type="checkbox"/> Full |
| Call Objectives: | 1. Event monitoring and pre-posturing as needed. 2. Interagency cooperation and information sharing. 3. Ensure public safety and security for duration of PSPS event. | | |
| Event Summary | | | |
| | | | |

| Cooperating Agencies | | | |
|--|---|--|--|
| <input type="checkbox"/> National Weather Service | <input type="checkbox"/> PG&E | <input type="checkbox"/> SCC Sheriff's Office | <input type="checkbox"/> SCC EMS |
| <input type="checkbox"/> SCC Op Area Fire Mutual Aid Coordinator | <input type="checkbox"/> South County Fire / Cal Fire | <input type="checkbox"/> SCC Medical Examiner - Coroner | <input type="checkbox"/> SCC County Communications |
| <input type="checkbox"/> SCC Public Health | <input type="checkbox"/> SCC Health and Hospital System | <input type="checkbox"/> SCC Animal Control | <input type="checkbox"/> CADRE |
| <input type="checkbox"/> SCC Environmental Health | <input type="checkbox"/> SCC Behavioral Health | <input type="checkbox"/> SCC Fleet & Facilities | <input type="checkbox"/> SCC Roads & Airport |
| <input type="checkbox"/> SCC Parks | <input type="checkbox"/> SCC Office of Public Affairs / OEM PIO | <input type="checkbox"/> SCC County Counsel | <input type="checkbox"/> SCC Procurement |
| <input type="checkbox"/> SCC Planning and Development | <input type="checkbox"/> SCC Controller-Treasurer Office | <input type="checkbox"/> SCC Technology Services & Solutions | <input type="checkbox"/> Valley Transportation Authority |
| <input type="checkbox"/> SC Valley Water District | <input type="checkbox"/> OpenSpace | <input type="checkbox"/> County Office of Education | <input type="checkbox"/> 2 -1-1 |
| <input type="checkbox"/> Cal OES | <input type="checkbox"/> SCC Office of Cultural Competency | <input type="checkbox"/> SCC Office of Immigrant Relations | <input type="checkbox"/> CEO |
| <input type="checkbox"/> SCC Office of Supportive Housing | <input type="checkbox"/> SCC Social Services Agency | <input type="checkbox"/> SCC Libraries | <input type="checkbox"/> American Red Cross |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Santa Clara County OEM PSPS Event Conference Call Agenda

| Jurisdictions | | | |
|--|--|--|---|
| <input type="checkbox"/> City of Campbell | <input type="checkbox"/> City of Cupertino | <input type="checkbox"/> City of Gilroy | <input type="checkbox"/> City of Los Altos |
| <input type="checkbox"/> Town of Los Altos Hills | <input type="checkbox"/> Town of Los Gatos | <input type="checkbox"/> City of Milpitas | <input type="checkbox"/> City of Monte Sereno |
| <input type="checkbox"/> City of Morgan Hill | <input type="checkbox"/> City of Mountain View | <input type="checkbox"/> City of Palo Alto | <input type="checkbox"/> City of Santa Clara |
| <input type="checkbox"/> City of Saratoga | <input type="checkbox"/> City of San Jose | <input type="checkbox"/> City of Sunnyvale | |

| Meeting Agenda | |
|--|--|
| Opening Comments & Roll Call | <input type="checkbox"/> OEM |
| National Weather Service Weather Update | <input type="checkbox"/> NWS |
| PG&E Update | <input type="checkbox"/> PG&E |
| Emergency Response Agencies <ul style="list-style-type: none"> • Current status; • Planned preparedness or response actions; • Resource needs and limitations. | <input type="checkbox"/> SCC Sheriff's Office <input type="checkbox"/> SCC EMS <input type="checkbox"/> SCC Op Area Fire Mutual Aid Coordinator <input type="checkbox"/> South County Fire / Cal Fire <input type="checkbox"/> SCC Medical Examiner – Coroner <input type="checkbox"/> SCC County Communications <input type="checkbox"/> SCC Public Health <input type="checkbox"/> SCC Health and Hospitals System <input type="checkbox"/> SCC Animal Control <input type="checkbox"/> CADRE |
| Supporting Agencies <ul style="list-style-type: none"> • Current status; • Planned preparedness or response actions; • Resource needs and limitations. | <input type="checkbox"/> SCC Environmental Health <input type="checkbox"/> SCC Behavioral Health <input type="checkbox"/> SCC Fleet and Facilities <input type="checkbox"/> SCC Roads and Airports <input type="checkbox"/> SCC Parks <input type="checkbox"/> SCC Office of Public Affairs / OEM PIO <input type="checkbox"/> SCC County Counsel <input type="checkbox"/> SCC Procurement <input type="checkbox"/> SCC Planning and Development <input type="checkbox"/> SCC Controller-Treasurer <input type="checkbox"/> SCC TSS <input type="checkbox"/> Valley Transit Authority <input type="checkbox"/> Santa Clara Valley Water District <input type="checkbox"/> Open Space <input type="checkbox"/> County Office of Education <input type="checkbox"/> 2-1-1 <input type="checkbox"/> Cal OES <input type="checkbox"/> SCC Office of Cultural Competency <input type="checkbox"/> SCC Office of Immigrant Relations <input type="checkbox"/> CEO |
| Sheltering and Housing Agencies <ul style="list-style-type: none"> • Current status; • Planned preparedness or response actions; • Resource needs and limitations. | <input type="checkbox"/> SCC Office of Supportive Housing <input type="checkbox"/> SCC Social Services Agency <input type="checkbox"/> SCC Libraries <input type="checkbox"/> American Red Cross |



Santa Clara County OEM PSPS Event Conference Call Agenda

| | |
|--|--|
| <p>Jurisdictions Report</p> <ul style="list-style-type: none"> • Current status; • Planned preparedness or response actions; • Resource needs and limitations. | <ul style="list-style-type: none"> <input type="checkbox"/> City of Campbell <input type="checkbox"/> City of Cupertino <input type="checkbox"/> City of Gilroy <input type="checkbox"/> City of Los Altos <input type="checkbox"/> Town of Los Altos Hills <input type="checkbox"/> Town of Los Gatos <input type="checkbox"/> City of Milpitas <input type="checkbox"/> City of Monte Sereno <input type="checkbox"/> City of Morgan Hill <input type="checkbox"/> City of Mountain View <input type="checkbox"/> City of Palo Alto <input type="checkbox"/> City of Santa Clara <input type="checkbox"/> City of Saratoga <input type="checkbox"/> City of San Jose <input type="checkbox"/> City of Sunnyvale |
| <p>Closing Comments</p> | <ul style="list-style-type: none"> <input type="checkbox"/> OEM / CEO |

| Action Items | | | |
|---|--------------------|---|---------------|
| Item | Responsible Agency | Date Requested | Open / Closed |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| County EOC Posture | | | |
| <input type="checkbox"/> Not Applicable | | <input type="checkbox"/> EOC on Standby | |
| <input type="checkbox"/> EOC Activated | | | |
| Position | First | Last | Phone |
| EOC Coordinator | | | 808-7894 |
| EOC PIO | | | 808-7865 |
| EOC Operations | | | 808-7701 |
| EOC Planning | | | 808-7762 |
| EOC Logistics | | | 808-7727 |
| EOC Finance | | | 808-7782 |

| Prepared By: | | | |
|--------------|--|---------------|--|
| Name | | OEM Call Sign | |
| | | | |



ATTACHMENTS



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Appendix C: PSPS Essential Elements of Information

The list below includes essential elements of information for a Public Safety Power Shutoff (PSPS) incident. The Santa Clara County Office of Emergency Management (OEM) Duty Officer and personnel in the County Emergency Operations Center (EOC), when activated, may use this list as a guide in creating situational awareness and a common operating picture for the County and for County partners. However, every incident is different; EOC personnel will need to adapt this list depending on the circumstances present.

Weather Information in Advance of PG&E Notification

- Red Flag Warning issued by National Weather Service (NWS)
 - Begin date and time
 - End date and time
 - Area included in Warning
 - Expected temperatures
 - Expected humidity levels
 - Expected winds
- Sources:
 - NWS Monterey
 - 831-656-1717
 - <https://forecast.weather.gov/MapClick.php?zoneid=CAZ513>
 - Northern California Fire Outlook: <https://gacc.nifc.gov/oncc/outlooks.php>

PG&E Notifications of De-Energization

- PG&E Pre-Incident Notifications
 - Date and time of notice
 - Type of notice: 72 hours 48 hours 24 hours “just before”
 - PSPS likelihood: Possible Imminent
 - Expected de-energization date and time
 - Area to be de-energized
 - Unincorporated area impacted
 - Cities or towns impacted
 - Critical infrastructure impacted
 - GIS Shapefile provided to OEM?
 - Expected duration of PSPS
 - Total population expected to be impacted?
 - People with Disabilities/Access and Functional Needs (PWD/AFN)
 - Number of Medical Baseline members in impacted area
 - Names and locations provided?
 - Other relevant information?
- PG&E Community Resource Centers



- Time of set up
- Locations
- Hours
- Services available
- Center Point of Contact
- Time of demobilization

 Sources: PG&E PSPS Agency Resources Portal, <https://esft.pge.com/html/skin/ric/C/login.html>

Initial Actions Taken

- County OEM/County Executive
 - EOC activation
 - Joint Information Center activation
 - COOP activation
 - Local Emergency Proclamation
 - Disaster Service Workers activated
 - Contracts/MOUs invoked
 - Mutual Aid invoked
- County Agencies/Departments
 - DOC Activation
 - COOP Activation
- Local Governments
 - EOC activation
 - Joint Information Center activation
 - COOP activation
 - Local Emergency Proclamation
 - Disaster Service Workers activated
 - Contracts/MOUs invoked
 - Mutual Aid invoked
- State Proclamation of Emergency
 - County Request
 - Local Government Requests
 - State Response
- Other actions taken?
 - County
 - Local Government Jurisdictions

De-Energization Impacts

- Critical Health Care Facilities
 - Hospitals



- EMS
- Residential Care Facilities
- Health care clinics/Dialysis Centers
- Residents with medical conditions requiring electricity
- People with Disabilities/Access and Functional Needs (PWD/AFN)
 - Number and location of people dependent on electrical power for medical devices who need assistance
 - Others needing assistance
 - Assistance needed
 - Assistance provided
 - Other relevant information
- Critical Facilities (non-Health care)
 - Running without generator power
 - Running with generator power
 - Fuel needs
 - Other needs
- Transportation
 - Roads
 - Public transportation
 - Airports
- Communications status
 - 9-1-1
 - 800 MHz
 - AlertSCC
 - Cell towers
 - Internet
 - ARES/RACES
 - Other

Resource Needs

- Types
 - Generators
 - Fuel
 - Potable Water
 - Food
 - Medical
 - Wastewater
 - Other



Resources Requested

- County
 - Requested
 - Received
 - En route
- Local governments
 - Requested
 - Received
 - En route

PG&E Re-Energization Notifications

Re-Energization Expected

- Date and time of notice
- Type of notice: 1 hour before Electricity Re-Energized
- Expected re-energization date and time
- Area to be re-energized
 - Unincorporated area impacted
 - Cities or towns impacted
- Expected duration of PG&E system inspection

 Sources: PG&E PSPS Agency Resources Portal, <https://esft.pge.com/html/skin/ric/C/login.html>

PG&E Requests for County Re-energization Assistance

- Nature of request
- Response to request

Recovery

County Re-Energization and Short-Term Recovery Plan Developed

Need for Recovery Unit

Need for Recovery Facilities

- Local Assistance Centers
- Other facilities

Additional Recovery Needs

- County
- Local governments



Appendix D: Non-Stafford Act Recovery Resources

D-1 Federal Programs

| AGENCY | PROGRAM | SUPPORT FOR | | MORE INFORMATION |
|-------------------------------------|---|---------------------------|------------|---|
| | | Individuals or Businesses | Government | |
| US Department of Agriculture (USDA) | Business and Industrial Loans (guaranteeing loans to lenders for rural businesses). | YES | NO | https://www.rd.usda.gov/programs-services/business-industry-loan-guarantees |
| | Emergency Assistance for Livestock, Honeybees, and Farm-Raised Fish | YES | NO | https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-assist-for-livestock-honey-bees-fish/index |
| | Emergency Conservation Program for Agricultural Producers (gives ranchers and farmers funding and assistance to repair drought-damaged farmland or to install water conservation methods) | YES | NO | https://www.fsa.usda.gov/programs-and-services/conservation-programs/emergency-conservation/index |
| | Emergency Forest Restoration Program (authorizes payments to owners of private forests to restore disaster-damaged forests) | YES | NO | https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/emergency-forest-restoration/index |
| | Farm Emergency Loans (when a natural disaster is designated by Secretary of Agriculture) | YES | NO | https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/emergency-farm-loans/index |
| | Farm Labor Housing Loan and Grant program | YES | NO | https://www.rd.usda.gov/programs-services/farm-labor-housing-direct-loans-grants/wa |
| | Farm Operating Loans | YES | NO | https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-operating-loans/index |
| | Farm Ownership Loans | YES | NO | https://www.fsa.usda.gov/programs-and-services/farm-loan-programs/farm-ownership-loans/index |



| AGENCY | PROGRAM | SUPPORT FOR | | MORE INFORMATION |
|---|---|---------------------------|------------|---|
| | | Individuals or Businesses | Government | |
| USDA (continued) | Noninsured Crop Disaster Assistance Program (provides financial assistance to noninsurable crop producers when low yields, loss of inventory, or prevented planting occur due to natural disasters) | YES | NO | https://www.fsa.usda.gov/programs-and-services/disaster-assistance-program/noninsured-crop-disaster-assistance/index |
| | Rural Multi-Family Housing Loan Guarantees | YES | NO | https://www.rd.usda.gov/programs-services/multi-family-housing-loan-guarantees |
| | Rural Energy for America Program (REAP) Renewable Energy Systems & Energy Efficiency Improvement Guaranteed Loans & Grants in California | YES | NO | https://www.rd.usda.gov/programs-services/rural-energy-america-program-renewable-energy-systems-energy-efficiency/ca |
| | Rural Single-Family Housing Repair Loans & Grants | YES | NO | https://www.rd.usda.gov/programs-services/single-family-housing-repair-loans-grants |
| | Special Supplemental Nutrition Program for Women, Infants and Children (WIC) | YES | NO | https://www.fns.usda.gov/wic |
| | Supplemental Nutrition Assistance Program (SNAP) | YES | NO | https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program |
| | The Emergency Food Assistance Program (TEFAP) | YES | NO | https://www.fns.usda.gov/tefap/emergency-food-assistance-program |
| | Additional USDA programs | | | https://www.rd.usda.gov/programs-services/all-programs |
| US Department of Commerce (USDC) | Economic Adjustment Assistance (technical, planning and public works and infrastructure assistance in regions experiencing adverse economic changes) | NO | YES | https://www.eda.gov/funding-opportunities/ |
| | Revolving Loan Fund (RLF) program | NO | YES | https://eda.gov/rlf/ |



| AGENCY | PROGRAM | SUPPORT FOR | | MORE INFORMATION |
|--|--|---------------------------|------------|---|
| | | Individuals or Businesses | Government | |
| USDC (continued) | Additional Economic Development Administration (EDA) programs | NO | YES | https://restoreyoureconomy.org/index.php?src=gen_docs&ref=349&category=Main |
| Environmental Protection Agency | Energy Star Program | YES | NO | https://www.energystar.gov/buildings?s=mega |
| | Environmental Justice Small Grant Program | NO | YES | https://www.epa.gov/environmentaljustice/environmental-justice-small-grants-program |
| United States Department of Energy | Weatherization Assistance Program | YES | NO | https://www.energy.gov/eere/wipo/weatherization-assistance-program |
| Federal Emergency Management Agency | Technical Assistance to Local Government | N/A | YES | https://www.fema.gov/technical-assistance |
| | Pre-Disaster Mitigation Grant Assistance | YES | YES | https://www.caloes.ca.gov/cal-oes-divisions/hazard-mitigation/pre-disaster-flood-mitigation |
| | Disaster Recovery Assistance Information | | | https://www.disasterassistance.gov/ |
| Department of Health and Human Services (HHS) | Temporary Assistance for Needy Families (TANIF) state grant program | NO | YES | https://www.acf.hhs.gov/ofa/programs/tanf |
| | Social Service Block Grant (SSBG) program (allows states to tailor social service programs to population needs) | YES | YES | https://www.acf.hhs.gov/ocs/programs/ssbg |
| | Community Services Block Grant (CSBG) program (provides funds to alleviate poverty in communities) | NO | YES | https://www.acf.hhs.gov/ocs/programs/csbg |
| | Substance Abuse and Mental Health Services Administration (SAMHSA) (free, confidential, 24/7 treatment referral and information service in English and Spanish for individuals and families with mental health or substance use needs) | YES | NO | https://www.samhsa.gov/find-help/national-helpline |



| AGENCY | PROGRAM | SUPPORT FOR | | MORE INFORMATION |
|---|---|---------------------------|------------|---|
| | | Individuals or Businesses | Government | |
| HHS (continued) | Low Income Home Energy Assistance Program (LIHEAP) | YES | NO | https://www.acf.hhs.gov/ocs/programs/liheap |
| Department of Housing and Urban Development (HUD) | Community Development Block Grant (CDBG) program | NO | YES | https://www.hudexchange.info/programs/cdbg/ |
| | HOME program (block grant program for state and local governments to create affordable Housing for low-income households) | NO | YES | https://www.hudexchange.info/programs/home/ |
| | HOPE Program | NO | YES | https://www.hud.gov/program_offices/public_indian_housing/programs/ph/hope6 |
| | Housing Choice Voucher Program—Section 8 (assists low-income families and people with disabilities to afford decent, safe private housing) | YES | NO | https://www.hud.gov/topics/housing_choice_voucher_program_section_8 |
| | Housing counseling | YES | NO | https://www.hud.gov/program_offices/housing/sfh/hcc |
| | Rental Assistance | YES | YES | https://www.hud.gov/topics/rental_assistance |
| | Self-Help Homeownership Opportunity Program (SHOP) (awards grant funds to national and regional non-profit organizations and consortia to purchase home sites and infrastructure needed to create homeownership programs for low-income persons and families) | NO | NO | https://www.hudexchange.info/programs/shop/ |



| AGENCY | PROGRAM | SUPPORT FOR | | MORE INFORMATION |
|--|---|---------------------------|------------|--|
| | | Individuals or Businesses | Government | |
| Small Business Administration (SBA) | Disaster Loan Program (available if SBA Agency or Secretary of Agriculture declares a disaster) | YES | NO | https://disasterloan.sba.gov/ela/ |
| Department of Labor | Workforce Reinvestment Act, National Dislocated Worker Grants (DWGs) | YES | YES | https://www.doleta.gov/dwgs/ |
| | Workforce Innovation and Opportunity Act (WIOA), Adult and Youth Programs | YES | YES | https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8075 https://youth.workforcegps.org/resources/2017/08/29/08/48/FactSheet |
| Department of the Treasury | Community Development Financial Institutions Program | YES | YES | https://www.cdfifund.gov/programs-training/Programs/cdfi-program/Pages/default.aspx |
| | Savings Bond Replacement and Reissuing | YES | NO | https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm |
| Department of Veteran Affairs (VA) | Specially Adapted Housing for Disabled Veterans | YES | NO | https://www.benefits.gov/benefit/4733 |
| | VA Home Loans | YES | NO | https://www.benefits.va.gov/homeloans/ |
| | Burial Benefits | YES | NO | https://www.benefits.va.gov/compensation/claims-special-burial.asp |



D-2 State Programs

| AGENCY | PROGRAM | ASSOCIATED FEDERAL AGENCY/PROGRAM | MORE INFORMATION |
|--|---|---|---|
| California Governor’s Office of Emergency Services (Cal OES) | Overall direction for state support to affected counties | N/A | https://www.caloes.ca.gov/Governments-Tribal/Recovery |
| | Technical assistance to local emergency management | Federal Emergency Management Agency | https://www.fema.gov/technical-assistance |
| California Department of Employment Development (CDED) | Wages for dislocated workers to participate in disaster cleanup and structured work- based learning | US Department of Labor, National Dislocated Worker Grant (NDWG) | https://www.edd.ca.gov/about_edd/disaster_related_services.htm |
| | Unemployment Insurance (UI), Disability Insurance, or Paid Family Leave (PFL) benefits for persons impacted by disasters | N/A | https://www.edd.ca.gov/unemployment/disaster_unemployment_assistance.htm |
| California Department of Housing and Community Development (DHCD) | Community Development Block Program (CDBP) (partners with rural cities through creation and expansion of community and economic development opportunities for low- and moderate-income residents) | US Department of Housing and Urban Development, Community Development Block Grant Program | http://www.hcd.ca.gov/grants-funding/active-funding/cdbg.shtml |
| California Department of Insurance (CDI) | Provides assistance with insurance issues | N/A | 1-800-927-HELP (4357); http://www.insurance.ca.gov/01-consumers/101-help/index.cfm |
| California Department of Social Services (CDSS) | Supplemental Nutrition Assistance Program benefit replacement (known as CalFresh in California) | US Department of Agriculture | http://www.cdss.ca.gov/inforesources/CalFresh-Outreach |
| | California Food Stamp Program (CFAP) (for qualified non-citizens who do not qualify for federal benefits) | N/A | http://www.cdss.ca.gov/inforesources/CalFresh/California-Food-Assistance-Program |



Appendix E: Sample PSPS Public Information Messaging

E-1 Sample Public Information Talking Points

Santa Clara County Response to Planned Public Safety Power Shutoff (PSPS):

- On *[date]*, the Santa Clara County Office of Emergency Management received notice from the Pacific Gas and Electric Company (PG&E) that PG&E intends to implement a Public Safety Power Shutoff of PG&E electric lines to areas within Santa Clara County due to high fire danger.
- The Office of Emergency Management has a plan in place and will conduct a coordinated response to any power shutoff.
- PG&E estimates that *[number]* customers in Santa Clara County are likely to be affected by the power shutoff. The areas affected by the shutoff include unincorporated areas of *[portion of County]* Santa Clara County.
- Santa Clara County Office of Emergency Management has developed a Public Safety Power Shutoff Plan and has put it into motion.
- We've notified and are coordinating with our regional and local response partners.
- We are coordinating public information and outreach with County partners, so we are prepared to communicate with our community members in the event of a power shut down.

Background:

- In response to evolving weather and potential extreme fire danger, PG&E may proactively shut off power to some customers in Santa Clara County.
 - Currently, PG&E is considering shutting down power to some *[elevated/extreme/elevated and extreme]* fire threat areas on the [California Public Utilities Commission High Fire Threat District map](#) shown here.
 - PG&E has stated that the power shutoff will mainly affect the *[describe area, e.g., southwestern]* portion of Santa Clara County.
- PG&E could turn off the power for safety as early as *[timeframe]*.
- PG&E has stated that it will notify the County and PG&E customers 48 hours, 24 hours, and just prior to turning off the power. They will contact customers directly using the following means:
 - Automated calls;
 - Texts;
 - Emails;
 - Employees will go door-to-door to notify customers who have self-identified as having medical needs in the PG&E system.
- PG&E is asking customers to update their contact information at pge.com/mywildfirealerts so PG&E can keep customers informed.
- PG&E has stated that it will have to wait until the high winds die down before they can inspect power lines to restore power to effected areas. What does this mean?
 - For this particular event, PG&E expects that they will have to wait approximately *[number]* hours after they shut the power off before they can begin inspecting lines. Before PG&E can re-energize power lines, PG&E must physically inspect all lines, which is why there is a delay



- in restoring power.
- PG&E currently estimates that power could be down for portions of Santa Clara County for *[time frame]*. PG&E is hopeful that it will be able to restore power sooner than that in more urban areas of the County. More remote areas may take longer to inspect.
 - Residents can learn if they are in a potentially impacted area by going to <https://m.pge.com/#high-fire-threat-map> and entering their address.
 - PG&E has set-up a call center to provide more information:
 - English: 1-877-660-6789
 - Chinese: 1-800-893-9555
 - Spanish: 1-800-660-6789
 - Vietnamese: 1-800-298-8438.

Santa Clara County Response to Potential Power Shut Down:

- This afternoon, the County of Santa Clara Office of Emergency Management began its preparations for the potential shut down of PG&E power to areas of Santa Clara County.
- So far, we've taken the following actions to prepare for a potential power shut down:
 - We have implemented the County's Public Safety Power Shutoff Plan;
 - We have partially activated the County's Emergency Operations Center (EOC);
 - We've notified and are coordinating with our County response partners;
 - We are currently creating maps to show potential impacts to area hospitals, skilled nursing facilities, and our vulnerable populations;
 - We are coordinating public information and outreach with County partners and are prepared to communicate with our community members in the event that PG&E shuts off power.



E-2 Sample Media Release

FOR IMMEDIATE RELEASE

Date: *[Insert date]*

Contact: Public Information Officer at (408) 386-3055, Patty.Eaton@oem.sccgov.org

Santa Clara County Responds to PG&E’s Potential Power Shutoff with Advanced Preparation

SAN JOSE, CA – This afternoon, the County of Santa Clara acted promptly to prepare for the potential shut down of PG&E power to areas of Santa Clara County. PG&E has notified the County that it may activate its Public Safety Power Shutoff protocols due to extreme weather and could potentially initiate a power shutoff in the unincorporated *[specify portion]* portion of Santa Clara County within the next *[24 or other timeframe]* hours. The County of Santa Clara is ready to respond to the effects of the power outage. However, the decision to turn off the power and the speed at which it is restored is managed solely by PG&E.

“We are being proactive and mobilizing our resources due to the potential power loss and increased fire threat,” stated *[position and name of source]*. “Fire agencies in Santa Clara County have increased staffing resources, including adding a strike team, task force, water tender, and an extra fire and EMS dispatcher during this heightened threat.”

The County of Santa Clara Office of Emergency Management has proactively taken steps in preparation for a potential power shutoff after being notified by PG&E of its Public Safety Power Shutoff program last year, and of the possibility of a shutoff within the next *[24 or other timeframe]* hours. The Office of Emergency Management has developed a Public Safety Power Shutoff Annex to the County’s Emergency Operations Plan and has put that plan into effect. Additionally, the Office of Emergency Management has activated the County’s Emergency Operations Center (EOC) and is actively coordinating with PG&E and with County partners in monitoring the situation.

You can check if your home is in an area where power may be shut off on the PG&E website: *[link to map on public-facing PGE website]*. PG&E is monitoring weather patterns and will provide updates to customers and to the County of Santa Clara when more information is available.

Emergency management officials remind Santa Clara County residents and visitors that it is important to have an emergency plan in place for yourself and for your loved ones. The Office of Emergency Management recommends taking steps to prepare for a power outage, including:

Stay informed:

- Make sure you can receive updated information from PG&E by updating your contact information at www.pge.com/mywildfirealerts.
- Sign up for safety information on Nixle by texting your zip code to 888-777.
- Sign up for AlertSCC to get information on immediate threats to personal safety or property, tailored to an address you choose: <https://www.sccgov.org/sites/oem/alertscc/Pages/home.aspx>
- Santa Clara County will send a Wireless Emergency Alert (WEA) to specific areas if evacuations are ordered, intended to reach all cell phones in the area. To learn more about WEA: <https://www.fcc.gov/consumers/guides/wireless-emergency-alerts-wea>

Review your evacuation and communication plan:



- Identify several evacuation routes for your location in case roads are blocked and tell someone outside your area which routes you plan to use.
- If you plan to evacuate by car should evacuation be needed, keep your car fueled and ready to go.
- Make a list of what you need to take with you if you have to leave your home quickly. Consider the Five P's of Evacuation: 1) People & Pets; 2) Prescriptions; 3) Papers; 4) Personal Needs; 5) Priceless Items.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Plan for batteries and other alternatives to meet your needs when the power goes out.
- Review the supplies you have available in case of a power outage.
 - Have flashlights with extra batteries for every household member.
 - Have enough nonperishable food and water for each person: at least a three-day supply of nonperishable food and one gallon of water per person per day for at least three days.
- Use a thermometer in the refrigerator and freezer so that you know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged.
- Know how to manually open electric garage doors and gates.

For more information, including what to do during a power outage, visit www.ready.gov.

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E-3 Sample Social Media Messaging

Important Notice for Santa Clara County Residents:

Información en Español abajo

PG&E has notified Santa Clara County that as many as *[number of residents]* Santa Clara County residents in unincorporated areas of the County could be without power for at least next *[24 or other timeframe]* hours due to high fire danger.

PG&E has set-up a call center to provide more information:

- English: 1-877-660-6789
- Chinese: 1-800-893-9555
- Spanish: 1-800-660-6789
- Vietnamese: 1-800-298-8438

Español:

El Condado de Santa Clara informa a sus residentes que a alrededor de *[number]* personas se les pudiera suspender el servicio de electricidad y gas (PG&E) debido a una alerta por altas probabilidades de incendio.

Residentes de áreas rurales al noreste del condado podrían ver dichos servicios suspendidos por al menos unas *[number]* horas.

PG&E creó una línea de atención al cliente en español para ofrecer más información sobre esta situación:
1-800-660-6789