

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

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

Rulemaking 18-12-005  
(File December 13, 2018).

**BEAR VALLEY ELECTRIC SERVICE, INC. (U 913 E)  
PUBLIC SAFETY POWER SHUTOFF PRE-SEASON REPORT**

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July 1, 2025

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In accordance with California Public Utilities Commission Decision (D.) 21-06-034  
Bear Valley Electric Service, Inc. (“BVES”) respectfully submits the following 2025 Pre-  
Season PSPS report based on the templates developed by the Commission’s Safety and  
Enforcement Division.

Respectfully submitted,

BY /s/ Jeff Linam

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**BEAR VALLEY ELECTRIC SERVICE, INC.**  
**Public Safety Power Shutoff 2025 Pre-Season Report**



# **Bear Valley Electric Service Inc.**

**U 913-E**

**Public Safety Power Shutoff 2025 Pre-Season Report**

July 1, 2025

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## **Section I. Authorities**

*All reporting plans concurrently required to be included in the (current year) Pre-Season Report herein, must be produced in a single document submitted by each electric investor owned utility. Specifically, these include the community resource center plan (A.1, A.3, and A.6), critical facilities plan (B.2), PSPS Exercise Reports (C.2), education and outreach-related surveys and accessibility efforts and associated costs (E.1, E.2 and E.3), and notification plan (I.3). The (current year) Pre-Season Report must also include the following items of information:*

- a. Description of lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and how the electric investor-owned utility has applied such lessons to its current and future efforts in preparation for the upcoming wildfire season.*

**This requirement is not applicable as Bear Valley Electric Service (BVES) has not experienced any PSPS events. However, BVES has conducted annual PSPS exercises, which have provided valuable insights. These exercises have highlighted critical aspects of the planning, coordination, and response efforts while highlighting challenges and logistical needs during a PSPS activation and the operation of the Incident Command Structure (ICS).**

**Key insights learned from these exercises include:**

- **Improved understanding of roles and responsibilities within the ICS and the players/Public Safety Partners;**
- **Enhanced communication and coordination strategies among different groups;**
- **Identification of logistical challenges and consideration of real-time solutions and resource allocation; and**
- **BVES has sufficient adjacent support and/or mutual aid to respond effectively to PSPS threats.**

**Further details and specific examples of these lessons learned are discussed in Section IV.**

- b. Identify circuits at greatest risk of de-energization during the upcoming wildfire season. Include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit.*

**BVES incorporates this summary in its PSPS Plan, located in Section VIII of this Pre-Season report. As mentioned, BVES has not recorded any PSPS events to date. Therefore, there are no circuits that have been proactively de-energized as a measure of last resort to combat fire weather threats during the prior four calendar years.**

**Despite the absence of past PSPS events, BVES has proactively taken steps to prepare for potential de-energization scenarios and mitigate associated risks. These steps include, but are not limited to, risk-based prioritized initiatives to enhance and harden the utility's system, as well as conducting regular inspections and maintenance. To mitigate the potential of PSPS activation, scope, and scale, BVES works to refine its PSPS protocols through simulations and functional exercises. Additionally, BVES engages with its community through public meetings, informational sessions, and direct communications to educate customers about PSPS events, preparedness measures, and available resources. BVES also takes into account its customers with Access and Functional Needs (AFN) designations and provides tailored support, including advance notifications, backup power options, and resources for maintaining critical medical equipment during potential PSPS events.**

**For a detailed map of the identified circuits at risk and the specific mitigation efforts for each, please refer to Section VIII of this Pre-Season report.**

- c. Annual reports, as applicable, required by Ordering Paragraphs 8, 21, 27, 30, 33, 36, 38, 41, 46, 47, 51, and 57 of D.21-06-014. (Decision (D.) 21-06-034; Appendix A at p. A14, Section K-I.)*

**BVES understands many of the Ordering Paragraph reports are only applicable to the large investor-owned utilities (IOUs). BVES has opted to provide a selection of plans, protocols, and resources for good measure and transparency.**

## **Section II. Community Resource Center Plan**

*1. Each IOU must provide an updated annual Community Resource Centers (CRC) plan as Appendix A. The IOUs should incorporate and address the following minimum topics in the CRC plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*

*a. CRC objectives (SED Additional Information.) –*

- **BVES will make the Community Resource center available from 8:00 a.m. to 10:00 p.m., each day activated.**
- **BVES will have representatives available to provide up to date Public Safety Power Shutoff (PSPS) information.**

*b. CRC strategies, actions, and timing (SED Additional Information.) –*

- **72- 48 hours before event: BVES will take inventory of all supplies and ensure back-up batteries are fully charged in case they need to be deployed. BVES staff to be notified they are on call for a potential PSPS event.**
- **48-24 hrs. before event: – BVES will set up and deploy CRC, reach out to transportation, reach out to our lodging contractor to ensure card is on file, and lodging will be made available for customers on a limited basis. The CRC will be set up to provide the following services: water, Wi-Fi/internet access, first aid kits, snacks, phone charging, blankets, flashlights, batteries for charging of medical devices, access to cellular network services, PSPS representatives, restrooms, chairs, and transportation if available.**
- **1-4 hours before event: – BVES staff will be notified when they need to report to the BVES office and will be briefed with the updated potential PSPS information.**

*c. CRC contracting effort in place to ensure sufficient contracted CRC available during PSPS events (D.21-06-034, Appendix at p. A1, Sections A-2.) –*

- **BVES has an agreement in place for lodging; transportation company on standby to assist as available.**

*d. Engagement with local populations on Access and Functional Needs (AFN) needs (D.20-05-051, Appendix at p. 5, Sections d; D.21-06-034, Appendix at p.A1, Section A-3.)*

- **BVES has identified our AFN and Medical Baseline (MBL) customers through our Outage Management System (OMS) which provides BVES a report to identify any AFN and MBL customers affected. BVES successfully integrated AFN category tracking into its CIS. This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the**



various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2025 and beyond.

- e. *Stakeholder recommendations on AFN needs of services and supplies (D.21-06-034, Appendix at p.A1, Section A-3.)*
  - **As of December 31, 2024, BVES has 728 AFN customers identified of which, 170 are MBL customers. The CRC can provide a backup battery station, wireless charging, water, access to cellular network services, and PSPS representatives.**
  - **BVES mails out an AFN self-certification letter to all residential customers, in order to help identify additional AFN customers who may need additional support during a PSPS event. This is monitored and routinely updated.**
  -
- f. *Criteria used to determine the types of CRCs needed during each event (D.21-06-034, Appendix at p. A1, Sections A-4.)*
  - **BVES has one centrally located CRC that serves our 32 square mile service territory and surrounding Big Bear Lake area.**
- g. *Services and supplies available at each CRC to customers and AFN populations (D.21-06-034, Appendix at p. A1, Sections A-7; ESRB-8, p.5, Section II.A.)*
  - **Batteries**
  - **Wireless charging stations**
  - **Wi-Fi/internet access**
  - **Water**
  - **Flashlights**
  - **First Aid Kits**
  - **Ice**
  - **Snacks**
  - **Blankets**
  - **PSPS Representatives**
  - **Up-to-date information on outages**
  - **Restrooms**
  - **Chairs**
  - **Transportation to and from the CRC (if available)**
- h. *CRC information transparency and accessibility on PSPS webpage and PSPS advanced notification during event (D.21-06-034, Appendix at p. A1, Sections A-6.)*

- **Community Resource Centers, Bear Valley Electric Service:**  
**<https://www.bvesinc.com/safety/community-resource-centers/>**
- i. *COVID-19 considerations, (D.20-05-051, Appendix at p. 5, Sections d.)*
  - **BVES will evaluate current state and local public health guidance and ensure compliance. If a “safer at home” order is in place, BVES would strive to establish mobile CRC(s) and send them to neighborhoods on a rotating basis. If social distancing is in place, BVES would implement social distancing at the CRC(s).**
- j. *Prior year CRC usage metrics (D.21-06-034, Appendix at p. A1, Sections A-6.)*
  - **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. However, BVES did implement one CRC in January 2025 in response to a PSPS event initiated by SCE not BVES. Although not required to, BVES voluntarily established the CRC to support the community.**
  - **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**
- k. *CRC program evaluation including customer feedbacks, CRC related surveys, survey results, survey evaluation, and IOU related challenges (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*
  - **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not seek any customer feedback on CRCs.**
- 1. *Lessons learned protocol (SED Additional Information.)*  
*Please include the lessons learned related to CRC in Table 14 of Section VII.*
  - 1.3.1 **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. However, BVES did implement one CRC in January 2025 in response to a PSPS event initiated by SCE not BVES. Although not required to, BVES voluntarily established the CRC to support the community. This provided an opportunity to walk through a real-life CRC setup and operations process. In doing so, we were able to test logistical readiness, including site selection, equipment development, and signage.**
  - **BVES on a regular basis takes inventory of available supplies and ensures the six portable batteries are charged.**
- 2. *The IOUs must provide a list of all CRCs available in the IOUs’ service territories in advance of wildfire season with the following minimum fields: (ESRB-8, p.5, Section II.2.A; D.20-05-051, Appendix at p. 5&6, Sections d; SED Additional Information.)*

**Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)**

- a. CRC Unique ID -*
- b. Location Name*
- c. County or Tribe*
- d. CRC Type*
- e. Standard Operation Hours*
- f. List of Planned Supplies*
- g. List of Planned Services*
- h. List of Planned AFN Services and Supplies\**
- i. Contracted -*
- j. Date of Contract*
- k. Location Address*
- l. Latitude*
- m. Longitude*

*\* Sub-table(s) may be provided for the Lists.*

<b>Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)</b>	
<b>CRC Unique ID -</b>	BVES has one onsite indoor CRC located at our office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315
<b>Location Name</b>	BVES Main Headquarters
<b>County or Tribe</b>	San Bernardino County
<b>CRC Type</b>	BVES has one onsite indoor CRC located at the BVES office at: 42020 Garstin Dr., Big Bear Lake, Ca 92315
<b>Standard Operation Hours</b>	BVES’s CRC is open from 8:00 a.m. to 10:00 p.m., when activated for a PSPS event.

<b>Table 1 – List of Available Community Resource Centers (as of cutoff date of current year)</b>	
<b>List of Planned Supplies</b>	Water, first aid kits, snacks, ice, blankets, flashlights, batteries/charging stations, tables, chairs, canopy (if needed to relocate outdoors), generators.
<b>List of Planned Services</b>	Charging for medical supplies, PSPS representatives, Access to cellular network service, wifi/internet access, restrooms
<b>List of Planned AFN Services and Supplies*</b>	ADA accessible
<b>Contracted</b>	Payment information on file at local lodge.
<b>Date of Contract</b>	No contract required at this time
<b>Location Address</b>	42020 Garstin Dr., Big Bear Lake, Ca 92315
<b>Latitude</b>	34.24696 degrees North
<b>Longitude</b>	– 116.88784 degrees West

3. *The annual CRC plan must detail how the utility will provide the services and supplies required to serve Medical Baseline (MBL) and AFN populations as recommended by regional local government, Advisory Boards, public safety partners, representatives of people/communities with access and functional needs, tribal representatives, senior citizen groups, business owners, community resource organizations, and public health and healthcare providers. In the annual CRC plans, the utilities must set forth the specific recommendations made by the above-noted entities, whether the utilities adopted the recommendation (or did not adopt the recommendation), the reason it was adopted (or not adopted), and the timeline for implementation. The IOUs must provide a summary table of stakeholder recommendations on AFN needs for services and supplies including, at a minimum, the following fields: (D.21-06-034, Appendix at p.A1, Section A-3; SED Additional Information.)*

**Please see the attachment list for the CRC plan in Appendix A.**

***Table 2 - Stakeholders' CRC Recommendations on AFN Needs***

*a. Recommendation Description –*

- b. Recommended Date – On going recommendations through the AFN council.*
- c. Recommending Party Type (e.g., tribal, local government, non-profit entity, Advisory Boards, public health, and healthcare provider) – Recommendations were provided to BVES from the AFN council*
- d. Adopted? Yes*
- e. Reasoning for Adoption/Denial – BVES adopted the definition to standardize terms across electrical utilities.*
- f. Initiative(s) As a Result of Recommendation*
- g. (Estimated) Initiative Planning Start Date*
- h. (Estimated) Initiative Organization Completion Date*
- i. (Estimated) Initiative Equipment Completion Date*
- j. (Estimated) Initiative Training Completion Date*
- k. (Estimated) Initiative Exercise Completion Date*

If an adopted recommendation is not completed in the current reporting period, it should be carried into future annual reporting period(s) until it is finished or no longer relevant.

**Table 2 - Stakeholders' CRC Recommendations on AFN Needs**

<b>Recommendation Description</b>	<b>Recommended Date</b>	<b>Recommending Party Type</b>	<b>Adopted?</b>	<b>Reasoning for Adoption/Denial</b>	<b>Initiative(s) As a Result of Recommendation</b>	<b>(Estimated) Initiative Planning Start Date</b>	<b>(Estimated) Initiative Organization Completion Date</b>	<b>(Estimated) Initiative Equipment Completion Date</b>	<b>(Estimated) Initiative Training Completion Date</b>	<b>(Estimated) Initiative Exercise Completion Date</b>
Standardized the definition of electricity dependent	On-going recommendations through the AFN council.	Non-profit entity	Yes	BVES adopted the definition to standardize terms across electrical utilities.	Implement the standardized definition across all communications and operations.	Jul-24	Aug-24	N/A	Dec-24	Jan-25
Continue execution of established communications plan focused on reaching all AFN segments	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensuring all AFN individuals are well-informed before, during, and after PSPS events.	Regular updates and improvements to the communications plan.	Ongoing	Continuous	N/A	Ongoing	Ongoing
Continuously improve tools to make them easier to	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensuring external organizations can easily access and	Regular updates to tools and resources.	Jan-24	Apr-24	May-24	Jun-24	Jul-24

<b>Recommendation Description</b>	<b>Recommended Date</b>	<b>Recommending Party Type</b>	<b>Adopted?</b>	<b>Reasoning for Adoption/Denial</b>	<b>Initiative(s) As a Result of Recommendation</b>	<b>(Estimated) Initiative Planning Start Date</b>	<b>(Estimated) Initiative Organization Completion Date</b>	<b>(Estimated) Initiative Equipment Completion Date</b>	<b>(Estimated) Initiative Training Completion Date</b>	<b>(Estimated) Initiative Exercise Completion Date</b>
understand and navigate				utilize information.						
Seek to identify new programs and resources needed to mitigate the impacts of PSPS	On-going recommendations through the AFN council.	Non-profit entity	Yes	Continuously improve support for AFN individuals.	Development of new programs and resources.	Feb-24	Jul-24	Aug-24	Sep-24	Oct-24
Enhance existing programs and resources to minimize the impacts of PSPS	On-going recommendations through the AFN council.	Non-profit entity	Yes	Enhance the effectiveness of existing support mechanisms.	Upgraded programs and resources.	Mar-24	Aug-24	Sep-24	Oct-24	Nov-24
Cultivate new partnerships and expand existing partnerships	On-going recommendations through the AFN council.	Non-profit entity	Yes	Leverage community resources for better outreach.	Expanded network of partnerships.	Apr-24	Ongoing	N/A	Ongoing	Ongoing

<b>Recommendation Description</b>	<b>Recommended Date</b>	<b>Recommending Party Type</b>	<b>Adopted?</b>	<b>Reasoning for Adoption/Denial</b>	<b>Initiative(s) As a Result of Recommendation</b>	<b>(Estimated) Initiative Planning Start Date</b>	<b>(Estimated) Initiative Organization Completion Date</b>	<b>(Estimated) Initiative Equipment Completion Date</b>	<b>(Estimated) Initiative Training Completion Date</b>	<b>(Estimated) Initiative Exercise Completion Date</b>
with the whole community										
Share IOU AFN marketing material with the AFN council to explore additional ways to improve outreach	On-going recommendations through the AFN council.	Non-profit entity	Yes	Enhance outreach strategies based on feedback.	Improved outreach materials and strategies.	May-24	Jul-24	N/A	Aug-24	Sep-24
Coordinate and integrate resources with State, community, and utility to minimize duplication	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensure efficient use of resources.	Coordinated resource management.	Jun-24	Nov-24	Dec-24	Jan-25	Feb-25



<b>Recommendation Description</b>	<b>Recommended Date</b>	<b>Recommending Party Type</b>	<b>Adopted?</b>	<b>Reasoning for Adoption/Denial</b>	<b>Initiative(s) As a Result of Recommendation</b>	<b>(Estimated) Initiative Planning Start Date</b>	<b>(Estimated) Initiative Organization Completion Date</b>	<b>(Estimated) Initiative Equipment Completion Date</b>	<b>(Estimated) Initiative Training Completion Date</b>	<b>(Estimated) Initiative Exercise Completion Date</b>
Strive to establish measurable metrics and consistent service levels	On-going recommendations through the AFN council.	Non-profit entity	Yes	Monitor and improve service delivery.	Established metrics and service levels.	Jul-24	Dec-24	N/A	Jan-25	Mar-25
Work to effectively serve and adapt to the needs of individuals with AFN before, during, and after PSPS events	On-going recommendations through the AFN council.	Non-profit entity	Yes	Ensure comprehensive support for AFN populations.	Enhanced and adaptable services.	Aug-24	Ongoing	N/A	Ongoing	Ongoing

**Additionally, BVES has participated in the AFN Collaborative Planning Team, AFN Core Planning Team, and provided executive representation on the Statewide Joint IOU AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Throughout (2024-2025, the plan will leverage the Federal Emergency Management Administration's (FEMA's) Comprehensive Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).**

4. *The IOU CRC plan must include prior year CRC usage metrics including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.) –*
  - **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. BVES did implement one CRC in January 2025 in response to a PSPS event initiated by SCE not BVES. Although not required to, BVES voluntarily established the CRC to support the community.**
  - 
  - **Table 3, therefore, has no reported values.**

***Table 3 – Prior Year PSPS CRC Usage Metrics***

- a. *Event ID*
- b. *Event Name/Period*
- c. *County or Tribe – San Bernadino County*
- d. *Date Service Area De-energized*
- e. *Time Service Area De-energized (24-hr. clock)*
- f. *Date CRC Opened*
- g. *Time CRC Opened*
- h. *Date Service Area Re-energized*
- i. *Time Service Area Re-energized (24-hr. clock)*
- j. *Date CRC Closed*
- k. *Time CRC Closed*
- l. *Total Days Opened Total Hours Opened (Integer)*
- m. *Type of CRC (Indoor, Outdoor, Mobile)*
- n. *Average AQI during Operation*
- o. *Was CRC powered by Backup Generation? (yes/no)*

- p. *Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)*
- q. *If Not in Compliance with Operation Hour Requirements, Provide an Explanation*
- r. *Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)*
- s. *Total Number of Visitors*
- t. *Location Address*
- u. *Latitude (with at least five digits after decimal point)*
- v. *Longitude (with at least five digits after decimal point)*

Table 3 – Prior Year PSPS CRC Usage Metrics	
Event ID	<p>Because BVES did not have any PSPS nor activate any CRCs there are no applicable metrics to address the following. <b>BVES did implement one CRC in January 2025 in response to a PSPS event initiated by SCE not BVES. Although not required to, BVES voluntarily established the CRC to support the community.</b></p>
Event Name/Period	
County or Tribe	
Date Service Area De-energized	

Time Service Area De-energized (24hr. clock)	N/A
Date CRC Opened	N/A
Time CRC Opened	N/A
Date Service Area Re-energized	N/A
Time Service Area Re-energized (24hr. clock)	N/A
Date CRC Closed	N/A

<b>Time CRC Closed</b>	N/A
<b>Total Days Opened Total Hours Opened (Integer)</b>	N/A
<b>Type of CRC (Indoor, Outdoor, Mobile)</b>	N/A
<b>Average AQI during Operation</b>	N/A
<b>Was CRC powered by Backup Generation? (yes/no)</b>	N/A
<b>Operation Hour Compliance Indicator (Yes or No, if CRC was operable at least 8 AM-10 PM during an active de-energization event)</b>	N/A
<b>If Not in Compliance with Operation Hour Requirements, Provide an Explanation</b>	N/A
<b>Service or Supply Provided (List the name of each service or supply provided by the utility in a separate field and fill the description in the cell such as Bottle Water “Yes”, Charging Station “Yes”, Cellular Network Services “Yes”, Chairs “Yes”, PSPS Information Representatives “Yes”, Restrooms “Yes”, ADA Accessible “Yes”)</b>	N/A
<b>Total Number of Visitors</b>	N/A
<b>Location Address</b>	N/A
<b>Latitude (with at least five digits after decimal point)</b>	N/A

5. *The IOU CRC plan must include a prior year CRC customer feedback summary including, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6; SED Additional Information.)*

**BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**

***Table 4 - Prior Year CRC Customer Feedback***

- a. *Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)*

- b. *Customer Feedback Description/ Open Comments on Areas in Need of Improvement*
- c. *Feedback Submission Count (for this feedback type)*
- d. *Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.*
- e. *Initiative Implementation Start Date*
- f. *Initiative Estimated Completion Date*
- g. *Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)*

<b>Table 4 - Prior Year CRC Customer Feedback</b>	
<b><i>Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)</i></b>	BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not distribute a customer feedback survey.
<b><i>Customer Feedback Description/Open Comments on Areas in Need of Improvement</i></b>	
<b><i>Feedback Submission Count (for this feedback type)</i></b>	
<b><i>Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.</i></b>	
<b><i>Initiative Implementation Start Date</i></b>	
<b><i>Initiative Estimated Completion Date</i></b>	
<b><i>Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)</i></b>	

- 6. *The IOU CRC plan must include prior year CRC challenges faced when setting up and operating CRCs. The challenge summary includes, at a minimum, the following fields: (D.21-06-034, Appendix at p. A1, Sections A-6.)*

- **BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year.**
- **Accordingly, BVES cannot describe challenges faced when setting up a CRC. BVES closely monitors the actions of other CA utilities to incorporate their lessons learned into BVES's plans.**

***Table 5 - Prior Year IOU CRC Challenges***

- b. *Challenge Type***
- c. *Description of Challenge***
- d. *Initial Month and Year Challenge Discovered***
- e. *Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.***
- f. *Implementation Start Date***
- g. *Estimated Completion Date***
- h. *Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)***

<b>Table 5 - Prior Year IOU CRC Challenges</b>	
<b><i>Challenge Type</i></b>	<p>BVES did not set up the CRC last year due to the fact BVES did not experience a PSPS event last year. Accordingly, BVES did not collect insights on prior year CRC challenges.</p>
<b><i>Description of Challenge</i></b>	
<b><i>Initial Month and Year Challenge Discovered</i></b>	
<b><i>Initiative(s)/Responsive Action(s) – List the responsive initiatives to address the challenge if any. If there is none, please explain.</i></b>	
<b><i>Implementation Start Date</i></b>	
<b><i>Estimated Completion Date</i></b>	
<b><i>Implementation Status As of MM/DD/YYYY (Planning, Implementing, or Complete)</i></b>	

### **Section III. Critical Facilities and Infrastructure Plan**

1. *Each IOU must provide an updated Critical Facilities and Infrastructure (CFI) plan as Appendix B. The IOUs should incorporate and address the following minimum topics in the CFI plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; SED Additional Information.)*

**BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles. As recorded in the 2026-2028 Wildfire Mitigation Plan (WMP), BVES provides electric distribution service to 24,890 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,631 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.**

**BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues to work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers.**

**The information below provides additional detail on the Critical Facilities and Infrastructure Plan (CFI).**

- a. *CFI objectives (SED Additional Information.)*

**BVES will provide information regarding Public Safety Power Shutoff (PSPS) information through this portal for critical facilities and critical infrastructure throughout our community.**

- b. *CFI strategies, actions, and timing (SED Additional Information.)*

**BVES maintains relationships with each of the identified CFI establishment and ensures that notifications are relayed in a timely manner. More details are found within the plans in the Appendices.**

- c. *CFI definition and IOU CFI contact on PSPS website (D.21-06-034, Appendix at p. A3, Sections B-1.)*

**Public Safety Power Shutoff Portal | Bear Valley Electric Service, Inc. (bvesinc.com): <https://www.bvesinc.com/public-safety-power-shutoff-portal/>**

- d. *Identification method of CFI (D.21-06-034, Appendix at p. A3, Sections B-2; D.19-05-042, Appendix p.A11.)*

**BVES utilized the CPUC's established definition of critical facilities and infrastructure.**

**This is also depicted in Appendix B under Section 6.4:**

**6.4. Critical Facilities and Infrastructure. The terms 'critical facilities' and 'critical infrastructure' refer to facilities and infrastructure essential to public safety and that require additional consideration for resiliency during PSPS events. The following provides guidance on what constitutes critical facilities and infrastructure:**

**6.4.1. Emergency Services Sector**

- **Police Stations**
- **Fire Stations**
- **Emergency Operations Centers**

**6.4.2. Government Facilities Sector**

- **Schools**
- **Jails and prisons**

**6.4.3. Healthcare and Public Health Sector**

- **Public Health Departments**
- **Medical facilities, including hospitals, skilled nursing facilities, nursing homes, blood banks, health care facilities, dialysis centers and hospice facilities**

**6.4.4. Energy Sector: Public and private utility facilities vital to maintaining or restoring normal service, including, but not limited to, interconnected publicly-owned utilities.**

**6.4.5. Water and Wastewater Systems Sector: Facilities associated with the provision of drinking water or processing of wastewater including facilities used to pump, divert, transport, store, treat, and deliver water or wastewater.**

**6.4.6. Communications Sector: Communication carrier infrastructure including selective routers, central offices, head ends, cellular switches, remote terminals, and cellular sites.**

**6.4.7. Chemical Sector: Facilities associated with the provision of manufacturing, maintaining, or distributing hazardous materials and chemicals.**

e. *Changes in CFI since prior annual report (D.21-06-034, Appendix at p. A3, Sections B-2.)*

**BVES has no significant changes to report in this 2025 update. BVES has updated contact information and provides that update in this Pre-Season Report.**

f. *Maintenance and update process of CFI list (D.21-06-034, Appendix at p. A3, Sections B-2), (D.21-06-014, Ordering Paragraph 21, D.19-05-042, Appendix p.A11-12.)*



The CFI list is reviewed and updated annually before the fire season and as necessary following any major updates or exercises. BVES updated its CFI contact list as of May 2025.

BVES routinely maintains its CFI communication list through means such as pre-season coordination meetings and regular updates to discuss any changes in infrastructure or emergency response needs. The CFI communication list is integrated into the broader Emergency & Disaster Response Plan (ERDP), ensuring consistent communication and coordination during possible PSPS events.

- g. *Collaboration with transmission-level customers (D.21-06-034, Appendix at p. A3, Sections B-2.)*

**BVES does not own or operate grid transmission-level service.**

- h. *Comparison of current year CFI request total with last year (D.21-06-034, Appendix at p. A3, Sections B-2.)*

**BVES did not record any CFI requests last year.**

- i. *CFI backup power assessment efforts/actions, backup power provisions and terms (D.21-06-034, Appendix at p. A3, Sections B-2; D.21-06-014, Ordering Paragraph 21; D.21-06-014, Ordering Paragraph 57; D.19-05-042, Appendix p.A12.)*

**BVES does not have any specific backup power assessment efforts or actions. BVES is planning to supply critical loads with a proposed battery storage project and solar array in upcoming years.**

**Incorporating use of the Bear Valley Power Plant (BVPP), BVES finds it can supply critical loads during a PSPS event, as illustrated during its PSPS Full-Scale Exercise. BVES also note that CFIs have communicated that they have the necessary support to activate their own backup power systems and are also able to coordinate with local emergency services, independently, to prioritize fuel deliveries and other logistical needs.**

- j. *Engagement with local government and public safety partners on CFI identification and back-up generation need (D.20-05-051, Appendix at p. A7, Sections (f).)*

**BVES has no new information to report. However, recommendations from the recent Full-Scale PPS Exercise encouraged BVES to examine potential delays during prolonged outages, particularly regarding diesel fuel availability for both CFIs and residents with backup generation.**

**BVES addressed this recommendation during the June 24th PPS Full-Scale Exercise. The exercise simulated fuel supply shortages at both gasoline (diesel) facilities and natural gas supply issues impacting the BVPP. In these scenarios, which are highly unlikely**

but could have significant impacts, BVES prepared for major outages and customer support. This included:

- Coordinating with AFN (Access and Functional Needs) and MBL (Medical Baseline) communities to ensure critical facilities could maintain power for at least 72 hours before on-site fuel sources were depleted; and
- Testing the ability to call for support from outside the San Bernardino mountains, despite potential operational delays.

These simulations provided valuable insights into the catastrophic nature of layered emergencies involving fuel supply shortages.

- k. *Maintenance and accessibility of CFI list (D.21-06-034, Appendix at p. A3, Sections B-3.)*

**BVES routinely maintains its CFI communication list. It is accessible within BVES's internal file sharing system and can be received upon request in the form of excel or word. BVES provided an update to the list's contact information with at least two levels of contact per establishment as of April 2025.**

- l. *Consultation with local and tribal governments (D.21-06-034, Appendix at p. A3, Sections B-3.)*

**BVES routinely maintains its CFI communication list and includes tribal communities as part of its outreach. However, there no statistically significant tribal populations within the service area.**

- m. *Coordination with CFI to maintain energization during PSPS events of varying lengths (D.19-05-042, Appendix at p.A12.)*

**BVES routinely maintains its CFI communication list. BVES works closely with CFIs to develop contingency plans for maintaining energization during PSPS events, including the identification of personnel resources, backup generation resources, and fuel supply logistics.**

- n. *Lessons learned protocol*

**BVES routinely maintains its CFI communication and coordination efforts and incorporates lessons learned into its program when necessary. Since BVES has never enacted a PSPS activation, there are no direct lessons learned from such an event. However, significant insights were gained from recent exercises.**

**During the June 18th Tabletop Exercise (TTX), BVES confirmed with the San Bernardino County Office of Emergency Services that their contacts will be immediately available to coordinate during a potential PSPS Watch as scenarios escalate. They can also assist with notifications for the broader area, enabling BVES to support its larger community outside of its immediate service area. This capability was reaffirmed during the Full-Scale Functional Exercise (FSX) and will be integrated into the next iteration of BVES's protocols and procedures.**

**The current Public Safety Partner communications and notifications list has been updated to include this support note, highlighting the ability to assist with notification logistics. This enhancement allows for the generation and relay of messaging that extends beyond BVES's service area and into San Bernardino County.**

*Please include the lessons learned related to CRC in Table 14 of Section VII.*

2. *The IOUs must include a list of critical facilities and infrastructure within the utility's service area. The list must include, at a minimum, the following fields. The list must be posted in the IOUs' PSPS web portal with restricted access to confidential Ordering Paragraphs 21, 30, 33 & 57.)*

**BVES Critical Facilities and Infrastructure Plan (Appendix B)**

**3. *Table 6 Critical Facilities and Contacts***

- a. *Facility/Infrastructure Name*
- b. *CFI Type*
- c. *CFI Address*
- d. *County/Tribe – All are San Bernardino County*
- e. *Date Identified as CFI*
- f. *Primary Point of Contact Name*
- g. *Primary Point of Contact Title*
- h. *Primary Contact Phone Number*
- i. *Primary Contact Email Address*
- j. *Secondary Point of Contact Name*
- k. *Secondary Point of Contact Title*
- l. *Secondary Contact Phone Number*
- m. *Secondary Contact Email Address*
- n. *Last Date of Update on Contact Information\**
- o. *Indicator if CFI has been contacted with backup power needs\**
- p. *Date of Contact\**
- q. *Indicator if CFI has been assessed with backup power needs (Yes or No)\**
- r. *Date of Assessment\**
- s. *Results of Assessment\**
- t. *Whether or not CFI provided any needed backup power generation (Yes or No)\**

\*These fields are applicable to PG&E, SCE, and SDG&E only.

**While BVES understands certain fields in Table 6 are only applicable to the large IOUs, the utility has opted to provide this information in the attached Appendix L excel workbook.**

**Note: Table 6 with headings (from above) p. – t. are N/A and not reflected in the table below due to formatting and can be viewed in Appendix L for more detail.**

**Table 6: Critical Facilities and Infrastructure List**

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
<b>Sheriff's Department Big Bear Lake Patrol Station</b>	Law Enforcement	477 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Lt. Kelly Craig	Lieutenant	909-420-5620	kcraig@sbcasd.org	John Everman	Sergeant	909-361-0375	jeverman@sbcasd.org	6/28/24	Yes
<b>Bear Valley Community Hospital</b>	Medical	41870 Gartsin Dr. Big Bear Lake, CA 92315	San Bernardino		John P. McKinney MPT	Director of Physical Therapy/PIO	909-744-2231	John.McKinney@bvchd.com	Ryan Orr	Marketing Director	760-475-2343	ryan.orr@bvchd.com	6/28/24	Yes
<b>Bear Valley Hospice</b>	Medical	909 W Big Bear Blvd. Big Bear City, CA 92314	San Bernardino		Cary Stewart	Medical Director	949-338-7252	admin@bearvalleyhospice.com	Administrator		909-281-2550	info@bearvalleyhospice.com	6/28/24	Yes
<b>Big Bear Fire Department</b>	Fire Department	41090 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Luke Wagner	Fire Chief	909-809-4305	Lwagner@bigbearfire.org	Battalion Chief	Asst. Chief	909-585-1239	Bparham@bigbearfire.org	6/28/24	Yes
<b>City of Big Bear Lake City Hall (includes Emergency Operations Center)</b>	City & County Facilities	39707 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Erik Sund	City Manager	909-633-4011	esund@citybigbearlake.com	Sean Sullivan	Director of Public Service	310-993-7283	ssullivan@citybigbearlake.com	6/28/24	Yes
<b>Verizon Wireless</b>	Communication Providers	42173 ½ Big Bear Blvd. Ste K Big Bear Lake, CA 92315	San Bernardino		Chris Sinner		714-669-3535	chris.sinner@verizonwireless.com	Jane Whang		415-778-1022	jane.whang@verizon.com	6/28/24	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
<b>AT &amp; T Wireless</b>	Communication Providers	No Physical Address, only Cell Tower	San Bernardino		Kevin Quinn		818-731-4000	kq8185@att.com	Joshua Overton		209-406-6712	jo2147@att.com	6/28/24	Yes
<b>Frontier California</b>	Communication Providers	40472 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Bret Plaskey		909-748-7880	bret.p.plaskey@ftr.com	Charlie Born		Office: 916-686-3570, Cell: 530-524-2371	charlie.born@ftr.com	6/28/24	Yes
<b>Sprint</b>	Communication Providers	42124 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jake Osorio		818-317-0276	SPR-Inspections@motive-energy.com	Alicia Smith		818-617-2911	SPR-Inspections@motive-energy.com	6/28/24	Yes
<b>Charter Communications</b>	Communication Providers	40372 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Jorge Toruno		909-208-8409	jorge.toruno@charter.com	Jaime Shupe		310-890-4167	Jaime.Shupe@charter.com	6/28/24	Yes
<b>T-Mobile</b>	Communication Providers	42156 Big Bear Blvd. Big Bear Lake, CA 92315	San Bernardino		Saif Abdullah		714-757-7075	saif.abdullah@t-mobile.com	Steve Kukta		414-572-8358	stephen.h.kukta@t-mobile.com	6/28/24	Yes
<b>KBHR</b>	Radio Stations	649 W Country Club Blvd., Big Bear City, CA 92314	San Bernardino		Cathy Herrick		909-499-4825	cathy@kbhr933.com	Rick Herrick		C: 909-936-7933, W: 909-584-5247	rick@kbhr933.com	6/28/24	Yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
<b>City of Big Bear Lake Department of Water</b>	Utilities	41972 Garstin Dr. Big Bear Lake, CA 92315	San Bernardino		Danny Ent		909-816-7709	dent@bbldwp.com	Jason Hall	Production Supervisor	909-800-3956	jhall@bbldwp.com	6/28/24	Yes
<b>Big Bear Area Regional Wastewater Agency (BARWA)</b>	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		John Shimmin		760-808-1256	jshimmin@bbarwa.org	Troy Bermisdarfer		909-520-2835	tbemisdarfer@bbarwa.org	6/28/24	Yes
<b>Big Bear City Community Services Department (CSD)</b>	Utilities	139 E Big Bear Blvd., Big Bear City, CA 92314	San Bernardino		Glenn Jacklin		909-786-8351	gheilman@bbccsd.org	Jerry Griffith		909-936-3372	jgriffith@bbccsd.org	6/28/24	Yes
<b>Edison (SCE)</b>	Utilities	N/A	San Bernardino		Bryan Falconer	Account Manager	626-826-3745	bryan.falconer@sce.com	Lugo Substation		760-956-5801	N/A	6/28/24	Yes
<b>Southwest Gas (SWG)</b>	Utilities	140 Business Center Dr. Big Bear Lake, CA 92315	San Bernardino		Phillip Petteruto	Superintendent of Operations	909-366-4869	phillip.petteruto@swgas.com	SWG Dispatch		1-877-860-6020	scadispatch@swgas.com	6/28/24	Yes
<b>Big Bear Municipal Water District (MWD)</b>	Utilities	40524 Lakeview Dr. Big Bear Lake, CA 92315	San Bernardino		Jared Cheek	General Manager	909-289-5157	Jcheek@bbmwd.net	Tim Bowman		909-809-0795	tbowman@bbmwd.net	6/17/24	yes
<b>Airport</b>	Big Bear Airport District	501 W Valley Blvd., Big Bear City, Ca 92314	San Bernardino		Ryan Goss		909-239-5273	rgoss@flybigbear.com	John Melissa	Maintenance III	909-904-7700	Jmelissa@flybigbear.com	6/17/24	yes

CFI Name	CFI Type	CFI Address	County/Tribe	Date Identified as CFI	Primary Point of Contact Name	Primary Point of Contact Title	Primary Contact Phone Number	Primary Contact Email Address	Secondary Point of Contact Name	Secondary Point of Contact Title	Secondary Contact Phone Number	Secondary Contact Email Address	Last Date of Update on Contact Information*	Indicator if CFI has been contacted with
<b>Schools</b>	Bear Valley Unified School District	42271 Moonridge Rd. Big Bear Lake, CA 92315	San Bernardino		Manny Marquez	Superintendent of Schools	909-638-6851	Manny_Marquez@bearvalleyusd.org	Jessica Rawlin	Executive Director of Business Services	760-220-8419	linda_rosa_do@bearvalleyusd.org	6/17/24	yes
<b>Big Bear Mountain Resorts</b>	Resorts	880 Summit Blvd. Big Bear Lake, CA 92315	San Bernardino		Mark Burnett	Sr. Director Facilities	909-725-4017	Mburnett@bbmr.com	Bill Burke	Director, Electrical Department	909-584-0254	bburke@bbmr.com	6/17/24	yes



4. The IOUs must include, in the CFI plan, the number of requests from customers to be designated as critical facilities and infrastructure in the current year and the prior year, whether the utility accepted or denied the request, and the reasons for any denial. The list must include the following minimum fields. (D.21-06-034, Appendix at p. A3, Sections B-2.)

**BVES has not added, denied, or taken away customers from its critical facilities and infrastructure list.**

**Table 7 – List of Requests to Be CFI Over Last Two Years**

- a. Facility/Infrastructure Type
- b. Facility/Infrastructure Location (The city where the CFI customer is located in.)
- c. Date of Request
- d. Accepted or Denied?
- e. Reason for Denial

Table 7 - List of Requests to Be CFIs Over Last Two Years	
<i>Customer Feedback Type (e.g. resource availability, operation hour, location, customer service)</i>	BVES did not receive any requests for additional CFIs to be established over the last two years.
<i>Customer Feedback Description/Open Comments on Areas in Need of Improvement</i>	
<i>Feedback Submission Count (for this feedback type)</i>	
<i>Initiative(s)/Responsive Action(s) – List the initiatives to respond to feedback if any. If there is none, please explain.</i>	
<i>Initiative Implementation Start Date</i>	
<i>Initiative Estimated Completion Date</i>	
<i>Implementation Status as of DD/MM/YYYY (Planning, Implementing, or Complete)</i>	

## **Section IV. PSPS Exercise Reports**

1. *Each investor-owned utility must prepare and file a PSPS Exercise Report as part of the [current year] Pre-Season Report. These PSPS Exercise Reports must include, at a minimum, provisions for both TableTop Exercise (TTX) and PSPS functional exercises (FSE), how many PSPS exercises were held, the dates held, and what entities participated. Please provide the following tables with the minimum fields listed. (D.21-06-034, Appendix at p. A1, Sections C-2; SED Additional Information.)*

**The BVES team exhibited an exceptional level of clarity and consistency in articulating the internal actions and protocols needed to successfully implement the PSPS stages. Moreover, they demonstrated their commitment to effective external communication, ensuring that customers, local government agencies, community stakeholders, and the media were well-informed throughout the process.**

**Table 8 - PSPS Exercise Summary (January 1 through December 31 of current year)**

- a. *Starting Date of Exercise*
- b. *Ending Date of Exercise*
- c. *Total Hours of Exercise*
- d. *Type of Exercise (e.g., table-top, functional, full-scale)*
- e. *Region (if applicable)*
- f. *Counties*
- g. *Number of utility personnel participating in the exercise*
- h. *Number of public safety partners actively participating as a player in the exercise*
- i. *Number of AFN community representatives participating as a player in the exercise*
- j. *Total Number of Participants*

<b>Table 8 - PSPS Exercise Summary</b>		
<b>Criteria</b>	<b>Full Scale</b>	<b>Table Top</b>
<b><i>Starting Date of Exercise</i></b>	June 24, 2025	June 18, 2025
<b><i>Ending Date of Exercise</i></b>	June 24, 2025	June 18, 2025
<b><i>Total Hours</i></b>	8 hrs..	4 hrs.
<b><i>Type of Exercise</i></b>	Full Scale	Table Top
<b><i>Region</i></b>	Big Bear Lake	Big Bear Lake

<b>Counties</b>	<i>San Bernardino</i>	<i>San Bernardino</i>
<b>Number of Utility Personnel</b>	<i>14</i>	<i>12</i>
<b>Number of Public Safety Partners Actively Participating</b>	<i>9</i>	<i>15</i>
<b>Number of AFN Community Representatives Participating</b>	<i>None disclosed</i>	<i>None disclosed</i>
<b>Total Number of Participants</b>	<i>23</i>	<i>28</i>

**Table 9 - List of Exercise Participating Entities**

- a. *Name of Entity*
- b. *Exercise Date Range*

<b>Table 9 - List of Exercise Participating Entities</b>		
<b><i>Name of Entities</i></b>	Cal Fire CA Governor's Office of Emergency Service San Bernardino County Office of Emergency Services CPUC Local water and communication companies Randal Communications	San Bernardino County Office of Emergency Services CPUC Randall Communications Big Bear Mountain Resort SWG
<b><i>Exercise Date Range</i></b>	June 24, 2025 Full scale	June 18, 2025 Table Top

2. For each exercise, please provide the items below. (SED Additional Information.)

- a. *After-Action Report*

**BVES maintains its evaluation reports internally and has successfully executed each category of its plan exercise strategy. After-Action reports are located in Appendix J.**

- b. *What written materials (e.g., slides, instructions) do you provide to telecommunication carriers and other public safety partners during and after they participate in TTXs, FSEs or other trainings/briefings?*

**BVES provides informational guidelines ahead of each exercise along with educational material to go over the coordination effort and planned approach. Materials are located across Appendices D, E, F, I, and J.**

- c. *Please provide copies of the written materials and/or links to web-based information.*

**Public Safety Power Shutoff Portal | Bear Valley Electric Service, Inc. (bvesinc.com) : <https://www.bvesinc.com/public-safety-power-shutoff-portal/>**

- d. *Indicate if this information is also posted in your public safety partner portal.*

**Documentation is presented within BVES' portal for varying partners. BVES' evaluation guide is only shared internally.**

## **Section V. Education and Outreach**

1. *Each utility must conduct, at a minimum, two PSPS education and outreach surveys accessible to all customers each calendar year. The Commission's Safety and Enforcement Division is authorized to direct an IOU to modify or issue more of these surveys. Please provide a survey summary table with the following minimum fields. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)*

**BVES will be issuing its mid-year 2025 survey in June to cover insights and perceptions on recent PSPS exercises and executed mitigations. This is depicted as of June 3, 2025 on BVES's website for community awareness. This was also discussed at recent PSPS exercises. BVES provided an update to recent mitigations and combined the morning session with an overview and educational awareness into the current activities BVES is undertaking with respects to wildfire and PSPS mitigation.**

**BVES also issued post-event surveys on the PSPS procedures, exercise activities, and insights from the community during the June 18<sup>th</sup> and June 24<sup>th</sup> Tabletop and Full-Scale Exercises, respectively.**

**As of March 2025, BVES executed 344% of its initial first quarter target of public outreach activities, which are targeted at a minimum of 90 activities. As of March 2025, BVES recorded 310 outreach activities, which includes the Grizzly Newspaper producing advertisements during the workweek regarding WMP or PSPS awareness. One broadcast advertisement occurs each month in addition to this established cadence.**

**BVES will provide an update in a future submittal. BVES's December 2024 historical results are still current as reflected in Table 10.**

### ***Table 10 – Survey Summary***

- a. *Period Survey Conducted*
- b. *Overall Objectives*
- c. *Surveyed Scope (e.g., pre-season, during-season, post-season, all) – BVES survey conducted was associated with all PSPS communications conducted throughout the year.*
- d. *Methods (e.g., online, text messages, letter, telephone, in-person) – Surveys were conducted online and over the phone.*
- e. *Target Audiences (e.g., residential customer, commercial, CFI, AFN) – BVES reached out to residential and business customers, including CBO's.*
- f. *Total Number of Surveys Sent – BVES sent a total of 90 surveys.*
- g. *Total Number of Survey Responses Received – BVES received a total of 90 responses.*

- h. *Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004 – Survey was conducted in English and Spanish.*
- i. *If so, please list the number of “prevalent” languages used during survey – The survey was conducted in one prevalent language which was Spanish.*
- j. *If not, please provide an explanation*

<b>Table 10 Survey Summary</b>		
	December 2024 Survey	June 2024 Survey
<b><i>Period Survey Conducted</i></b>	BVES conducted 399 surveys (80 phone surveys and 319 web surveys) in December 2024	BVES conducted 261 surveys in June 2024 for the initial first period PSPS survey of the reportable year
<b><i>Overall Objectives</i></b>	<p>BVES conducted the survey to gage how effective our PSPS communication is.</p> <p>Share customer program information</p> <p>Area of Focus: AFN for 2024-2025 year</p>	<p>BVES conducted the survey to gage how effective our PSPS communication is.</p> <p>Share customer program information</p> <p>Area of Focus: AFN for 2024-2025 year</p>
<b><i>Surveyed Scope (e.g., pre-season, during-season, post-season, all) –</i></b>	<p>BVES survey conducted was associated with all PSPS communications conducted throughout the year.</p> <p>Increased messaging around emergency preparation and readiness</p> <p>AFN self-identification</p> <p>Local organization coordination determination</p>	<p>BVES survey conducted was associated with all PSPS communications conducted throughout the year.</p> <p>Increased messaging around emergency preparation and readiness</p> <p>AFN self-identification</p> <p>Local organization coordination determination</p>
<b><i>Methods (e.g., online, text messages, letter, telephone, in-person)</i></b>	Surveys were conducted online and over the phone.	Surveys were conducted online and over the phone

<b><i>Target Audiences (e.g., residential customer, commercial, CFI, AFN)</i></b>	BVES reached out to residential and business customers, including CBOs; Targeting AFN	BVES reached out to residential and business customers, including CBOs; Targeting AFN
<b><i>Total Number of Surveys Sent</i></b>	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer information profile).	BVES sent the survey to all customers with valid email contact information (or by telephone when preferred by customer information profile).
<b><i>Total Number of Survey Responses Received</i></b>	BVES received a total of 399 responses.	BVES received a total of 261 responses.
<b><i>Indicate if the survey was conducted in all “prevalent” languages, as defined in D.20-03-004</i></b>	Survey was conducted in English and Spanish.	Survey was conducted in English and Spanish.
<b><i>If so, please list the number of “prevalent” languages used during survey</i></b>	The survey was conducted in one prevalent language in addition to English, which was Spanish.	The survey was conducted in one prevalent language in addition to English, which was Spanish.
<b><i>If not, please provide an explanation</i></b>	N/A	N/A

2. The IOUs must provide copies of all PSPS education and outreach surveys templates. (D.21-06-034, Appendix at p. A7, Sections E-1; SED Additional Information.)

**BVES provided the following materials accounting for PSPS education and outreach materials in Attachment J of this report:**

- Tabletop Exercise and PSPS Survey
- Full-Scale Exercise and PSPS Survey
- Pre-Season Outreach Update and PSPS Exercise Presentation
- Wildfire Messaging Awareness (June and December 2023) Surveys



3. *The IOUs must provide the languages the education and outreach surveys were conducted in and assess if the in-language surveys meet the “prevalent” languages requirement as defined in D.20-03-004. Each IOU must collaborate with relevant community-based organizations and public safety partners to develop these surveys, which must include, at a minimum, metrics to evaluate whether the education and outreach is effectively helping communities and residents before, during, and after a PSPS event to plan for alternatives electricity arrangements and/or avoid the impacts of de-energization events. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

**BVES conducted this in English and made awareness that materials are available in Spanish, if requested after the presentations. BVES understands that prevalent language is required when 1,000 or more customers are surveyed to have a prevalent language outside of those discussed. BVES also has no tribal communities within its service territory that would require an additional language translation of materials.**

**BVES continues to reach out to its CBOs and were invited to BVES’s tabletop and full-scale exercises. BVES set up and recorded inventory of the CRC prior to and during the full-scale simulation. While BVES has not had to issue a PSPS activation, BVES personnel regularly takes inventory of available supplies, resources, and ensures the six portable batteries are charged and satellite phones are available.**

4. *IOUs must include the results of the most recent education and outreach surveys not yet previously reported on, as an attachment to the [current year] Pre-Season Report and the [prior year] Post-Season Report. (D.21-06-034, Appendix at p. A7, Sections E-1.)*

**BVES concluded the most recent surveys in June and December, 2024. BVES is preparing for a survey in 2025 with a similar structure. As of the first quarter of 2025, BVES has 744 AFN customers.**

**The results from the survey conducted December 2024 are as follows:**

Notable customer survey findings include:

- 76% of customers surveyed are considered AFN
- Awareness of available resources:
  - Customers are most likely aware of electrical and wildfire safety information, LIHEAP, and California Alternate Rates for Energy.
  - 32-37% of customers have not investigated any of the available resources, consistent across June and December 2024.
- AFN Self-Identification Awareness:
  - 6-7% of AFN customers have heard of AFN Self-Identification, showing limited awareness.
  - Awareness of AFN Self-Identification among all customers is only 8%, and only 6% of AFN customers are aware.
  - 20% of those aware of the resource have used it, with satisfaction among most users.

- Medical Needs and PSPS Notices:
  - 24-30% of customers who rely on electricity for medical needs are aware of additional notices from BVES related to PSPS (Public Safety Power Shutoff).
- Language Preferences:
  - 97-99% of respondents indicate that receiving communications in a language other than English would not be helpful.
- Communication and Outreach Recommendations:
  - Continue leveraging email, direct mail, bill inserts, BVES website, and local/regional TV news to educate consumers about PSPS, especially during late spring/early summer when fire season preparation is top of mind.
  - Consider partnerships with local business organizations to extend community outreach and reach tourists.
- Actionable Recommendations
  - Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices.
  - Educate customers about the benefits of self-reporting their AFN status and the available resources.

In addition to customer surveys, MDC Research conducted Community Based Organization interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first wave of interviews resulted in four completed CBO interviews, whereas the second wave resulted in four completed four CBO interviews.

5. *IOUs must provide an evaluation of PSPS education and outreach effectiveness and the takeaways from the survey results for PSPS protocol improvements. (D.19-05-042, Appendix A p.A24; SED Additional Information.)*

**BVES summarized this in its recent AFN Quarterly report. The following presents internal effectiveness review and plans for additional enhancements.**

- **Effective communication channels include direct mail, email, bill inserts, social media, and the BVES website. These channels will continue to be used to direct customers to comprehensive information available on the BVES website.**
- **Additional messaging will focus on personal preparedness. While a majority of customers take action to prepare for wildfire season (e.g., trimming vegetation and creating defensible space), fewer customers report preparing an emergency kit or readiness plan. Efforts will be made to increase awareness and action in these areas.**

- Continue to promote wildfire risk reduction efforts bringing visibility to other rarely seen measures.
- Campaigns will be focused around late spring/early summer when fire season preparation is top of mind. Partnerships with local business organizations will also be considered to enhance community outreach and reach part-time residents and visitors to Big Bear.
- BVES will evaluate its strategy for reaching customers with medical conditions requiring electricity, as many are not aware of the additional notice provided before a PSPS event. Additional efforts will be made to educate customers about self-reporting their AFN status and available resources.
- Customers have expressed a preference for early communication and regular updates if any possibility of a PSPS event. This preference is echoed by CBOs and local agencies.

**Engagement with Community-Based Organizations and Public Safety Partners:** BVES continues to engage with community partners and public safety organizations through annual WMP and PSPS community outreach meetings. These meetings focus on planning, participation, and discussing lessons learned and areas for improvement in PSPS procedures. BVES is also developing joint communication and notification plans with CalOES, county and local governments, and representatives of people with AFN to enhance communication efforts.

**BVES outlined several steps to improve outreach to AFN and Medical Baseline customers in its first quarter report of 2025:**

- Created a confidentiality agreement to share AFN population data with the City of Big Bear Lake and the Local Fire Department.
- Increased advertising regarding PSPS and AFN education.
- Ensured effective communication with customers and local government during PSPS events to minimize impacts on AFN population.
- Established CBOs partnerships and integrated them into PSPS operations.
- Established a PSPS portal for critical facilities to view the AFN customer list.
- Made the AFN application available on the website in both English and Spanish.
- Mailed an AFN self-identification letter to customers.
- Purchased portable batteries to assist Medical Baseline and AFN populations during PSPS events.
- In 2024, BVES successfully integrated AFN category tracking into its CIS. This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2025 and beyond. BVES will do an internal review toward more targeted messaging, including broader risk notifications such as air quality, planned storage and solar projects, and other related initiatives. BVES began this effort in July 2024 as community outreach will include updates on all areas of utility activities, which include upcoming resource planning meetings. These workshops provide overlap into the mitigations to reduce PSPS activation likelihood.

6. *Each IOU must report prior year costs for PSPS-related education and outreach in the format of the SED POSTRS3 Template 2023, or reference it if it has been provided in the prior post-season report. (D.21-06-034, Appendix at p. A7, Sections E-3 and K-1)*

**BVES provided these costs in the POSTRS3.**

7. *PG&E, SCE, and SDG&E are required to describe how it works, in advance of each wildfire season and during each wildfire season, with local jurisdictions, in a proactive manner, to identify and communicate with all people in a de-energized area, including visitors. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 38.)*

**N/A**

8. *Each IOU must file information pertaining to, at a minimum, discussions at Working Group meetings regarding the accessibility of the utility's education and outreach efforts, including surveys, for individuals with access and functional needs, the recommendations, if any, made by individuals with or representatives of communities with access and functional needs to enhance education and outreach pertaining to PSPS events, and whether those recommendations, if any, were incorporated into the utility's PSPS protocols. (D.21-06-034, Appendix at p. A7, Sections E-2.)*

**The 2025 AFN Core Planning Team is now accounted to be comprised of 8 organizations representing the diverse needs of the AFN community. BVES has actively participated in Working Group meetings focused on enhancing the accessibility of its education and outreach efforts. The discussions and recommendations from these meetings have played a crucial role in shaping BVES's PSPS protocols and updated messaging.**

***Table 11 - AFN Outreach Recommendations***

- a. *Recommendation Type*
- b. *Description of Recommendation*
- c. *Party Name*
- d. *Date of Recommendation*
- e. *Incorporated into PSPS Protocols? (Yes or No)*
- f. *Reason for Decision Made*
- g. *Description of PSPS Protocol Change*

**Table 11 – AFN Outreach Recommendations**

<b>Criteria</b>	<b>Recommendation Type</b>	<b>Description of Recommendation</b>	<b>Party Name</b>	<b>Date of Recommendation</b>	<b>Incorporated into PSPS Protocols?</b>	<b>Reason for Decision Made</b>	<b>Description of PSPS Protocol Change</b>
Standardized the definition of electricity dependent	Communication & Operations	Implement the standardized definition across all communications and operations	Non-profit entity	On-going recommendations through the AFN council	Yes	BVES adopted the definition to standardize terms across electrical utilities	Standardized definition used in all PSPS-related communications and operations
Continue execution of established communications plan	Communication & Outreach	Regular updates and improvements to the communications plan focused on reaching all AFN segments	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensuring all AFN individuals are well-informed before, during, and after PSPS events	Continuous updates and improvements in communication strategies and execution
Continuously improve tools to make them easier to understand and navigate	Tools & Resources	Regular updates to tools and resources to ensure external organizations can easily access and utilize information	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensuring external organizations can easily access and utilize information	Regular updates to tools and resources
Seek to identify new programs and resources	Program Development	Development of new programs and resources needed to mitigate the impacts of PSPS	Non-profit entity	On-going recommendations through the AFN council	Yes	Continuously improve support for AFN individuals	New programs and resources developed and implemented
Enhance existing programs and resources	Program Enhancement	Upgraded programs and resources to minimize the impacts of PSPS	Non-profit entity	On-going recommendations through the AFN council	Yes	Enhance the effectiveness of existing support mechanisms	Upgraded programs and resources

<b>Criteria</b>	<b>Recommendation Type</b>	<b>Description of Recommendation</b>	<b>Party Name</b>	<b>Date of Recommendation</b>	<b>Incorporated into PSPS Protocols?</b>	<b>Reason for Decision Made</b>	<b>Description of PSPS Protocol Change</b>
Cultivate new partnerships and expand existing partnerships	Community & Partnerships	Expanded network of partnerships to leverage community resources for better outreach	Non-profit entity	On-going recommendations through the AFN council	Yes	Leverage community resources for better outreach	Expanded network of partnerships
Share IOU AFN marketing material with the AFN council	Communication & Outreach	Improved outreach materials and strategies based on feedback	Non-profit entity	On-going recommendations through the AFN council	Yes	Enhance outreach strategies based on feedback	Improved outreach materials and strategies
Coordinate and integrate resources with State, community, and utility	Resource Coordination	Coordinated resource management to minimize duplication	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensure efficient use of resources	Coordinated resource management
Strive to establish measurable metrics and consistent service levels	Service Metrics	Established metrics and service levels to monitor and improve service delivery	Non-profit entity	On-going recommendations through the AFN council	Yes	Monitor and improve service delivery	Established metrics and service levels
Work to effectively serve and adapt to the needs of individuals with AFN	Service Adaptation	Enhanced and adaptable services to effectively serve AFN populations before, during, and after PSPS events	Non-profit entity	On-going recommendations through the AFN council	Yes	Ensure comprehensive support for AFN populations	Enhanced and adaptable services

9. *PG&E, SCE, and SDG&E must include a detailed summary to substantiate all efforts to develop and implement, in advance of wildfire season, a communications strategy to rely on during a proactive de-energization when restrictions due to the power loss exist. This detailed summary must address how the utility worked in coordination with public safety partners to develop this communication strategy. (D.21-06-014, Ordering Paragraph 41.)*

**N/A**

10. *PG&E, SCE, and SDG&E must provide all methods used to promote operational coordination with public safety partners. (D.21-06-014, Ordering Paragraph 47.)*

**N/A**

11. *PG&E, SCE, and SDG&E must provide all methods used to work with public safety partners to improve responses to concurrent emergencies. (D.21-06-014, Ordering Paragraph 51.)*

**N/A**

## **Section VI. Notification Plan**

1. *Each IOU must provide an updated annual PSPS notification plan as Appendix C. The IOUs should incorporate and address the following minimum topics in the notification plan. (D. 21-06-034, Appendix A at p. A14, Section K-1; D.2106-034, Appendix at p. A11, Section H-1 through Section H-9; D.21-06-014, Ordering Paragraph 41; SED Additional Information.) Please include the lessons learned related to notification in Table 14 of Section VII.*

**BVES has attached our PSPS plan (Appendix F) and the Emergency & Disaster Response Plan (EDRP) (Appendix I), which includes all of the following:**

- a. **Notification objectives**
  - b. **Notification strategies, actions, and timing**
  - c. **Notification process planning and improvement**
  - d. **Updated/Current Notification script and templates -**
  - e. **In-language translations**
  - f. **Notification methods**
  - g. **Meeting notification timeline requirements**
  - h. **Notification accuracy and precision**
  - i. **Entity responsible for notifications**
  - j. **Consistency of PSPS notification information across all platforms**
  - k. **Coordination with stakeholders**
  - l. **Affirmative notifications to MBL populations and any self-identified Vulnerable populations**
  - m. **Notification strategies on AFN population subsets**
  - n. **Public warning of PSPS events such as week-ahead forecasts**
  - o. **Notification cancellation**
  - p. **Transmission-level customers notification**
  - q. **Impacted customer information available to public safety partners from outset of PSPS**
  - r. **Secure portal for public safety partners**
  - s. **Lessons learned protocol**
2. *Each electric investor-owned utility must develop a notification plan jointly with Cal OES, public safety partners, county, tribal, and local governments, independent living centers, paratransit agencies, durable medical equipment vendors, agencies that serve individuals who receive Medi-Cal home and community-based services, and other organizations representative of all subsets*



*of people or communities with access and functional needs. Each electric investor-owned utility must specifically describe its plans for notifications according to specific access and functional needs, for instance, the needs of persons with vision impairments as distinct from the needs of persons with a developmental disability. Each electric investor-owned utility must finalize its notification plan for inclusion in its [current year] Pre-Season Report. Provide a list of the joint efforts to develop the AFN population notification plan with the aforementioned stakeholders. The table should include the following minimum fields. (D.21-06-034, Appendix at p. A11, Sections H-3.)*

**Please see BVES's attached AFN plan, Appendix K.**

***Table 12 - List of Joint Efforts on AFN Notification Plan***

- a. *Date of Joint Effort*
- b. *Participant Type*
- c. *Participant Name*
- d. *AFN Subsets or Topics Discussed*
- e. *Result/Proposal*

<b>Table 12 - List of Joint Efforts on AFN Notification Plan</b>	
<b>Date of Joint Effort</b>	BVES has no reportable joint efforts on an AFN notification plan.
<b>Participant Type</b>	
<b>Participant Name</b>	
<b>AFN Subsets or Topics Discussed</b>	
<b>Result/Proposal</b>	

*In addition, IOUs provide a list of AFN population subsets and notification plans including the following minimum fields.*

**BVES sent out an AFN Self-Certification letter in order to help identify additional AFN customers in its service territory. Table 13 below reflects plans to target subset populations within the AFN community.**

***Table 13 AFN Population Subset Notification Plan (as of cutoff date)***

- a. *AFN Population Type (e.g. vision impairment, developmental disability, older adult, children, limited English proficiency)*
- b. *Subset Notification Plan*
- c. *(Estimated) Initiative Planning Start Date*
- d. *(Estimated) Initiative Organization Completion Date*

- e. *(Estimated) Initiative Equipment Completion Date*
- f. *(Estimated) Initiative Training Completion Date*
- g. *(Estimated) Initiative Exercise Completion Date*

3. *PG&E, SCE, and SDG&E must include a detailed summary of efforts to develop, in advance of wildfire season, notification and communication protocols and systems to reach all customers and communicate in an understandable, accessible manner. This detailed summary must include, at a minimum, an explanation of the actions taken by the utility to ensure customers understand (1) the purpose of proactive de-energizations, (2) the process relied upon by the utility for initiating a Public Safety Power Shutoff (PSPS) event, (3) how to manage safely through a PSPS event, and (4) the impacts on customers when a proactive power shutoff is deployed by the utility. This requirement is applicable to PG&E, SCE, and SDG&E only. (D.21-06-014, Ordering Paragraph 41.)*

**N/A**

## **Section VII. PSPS Event Lessons Learned**

1. IOUs must provide a list of all lessons learned from past PSPS events, including feedback from impacted customers and stakeholders, and explain how the IOU has applied such lessons to its current and future PSPS activities. (D.21-06-034, Appendix at p. A14, Sections K-1.)

**BVES has not initiated a PSPS event in its service territory and therefore, has no direct lessons learned to present.**

### ***Table 14 – PSPS Event Lessons Learned Summary***

- a. *Type of Issue (e.g., CRC, notification)*
- b. *Description of Issue*
- c. *Date of Discovery/Applicable Activation*
- d. *Risk Priority (high, medium, low)*
- e. *Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)*
- f. *Responsive Actions (in detail)*
- g. *Implementation Starting Date*
- h. *Estimated Completion Date*
- i. *Status of Action (e.g., Planning, Implementing, or Complete) If a responding action is not completed by the reporting cutoff date, it should be carried into future annual reporting period(s) until it is fully implemented or irrelevant.*

Table 14 – PSPS Event Lessons Learned Summary	
Type of Issue (e.g., CRC, notification)	No lessons learned as BVES has not implemented any PSPS in the subject time period or previously. BVES tracks lessons learned at other utilities and adopts them as appropriate.
Description of Issue	
Date of Discovery/Applicable Activation	
Risk Priority (high, medium, low)	
Overall Resolution (Explanation of how IOU has applied lessons learned to its current and future PSPS activities)	
Responsive Actions (in detail)	
Implementation Starting Date	
Estimated Completion Date	
Status of Action (e.g., Planning, Implementing, or Complete)	

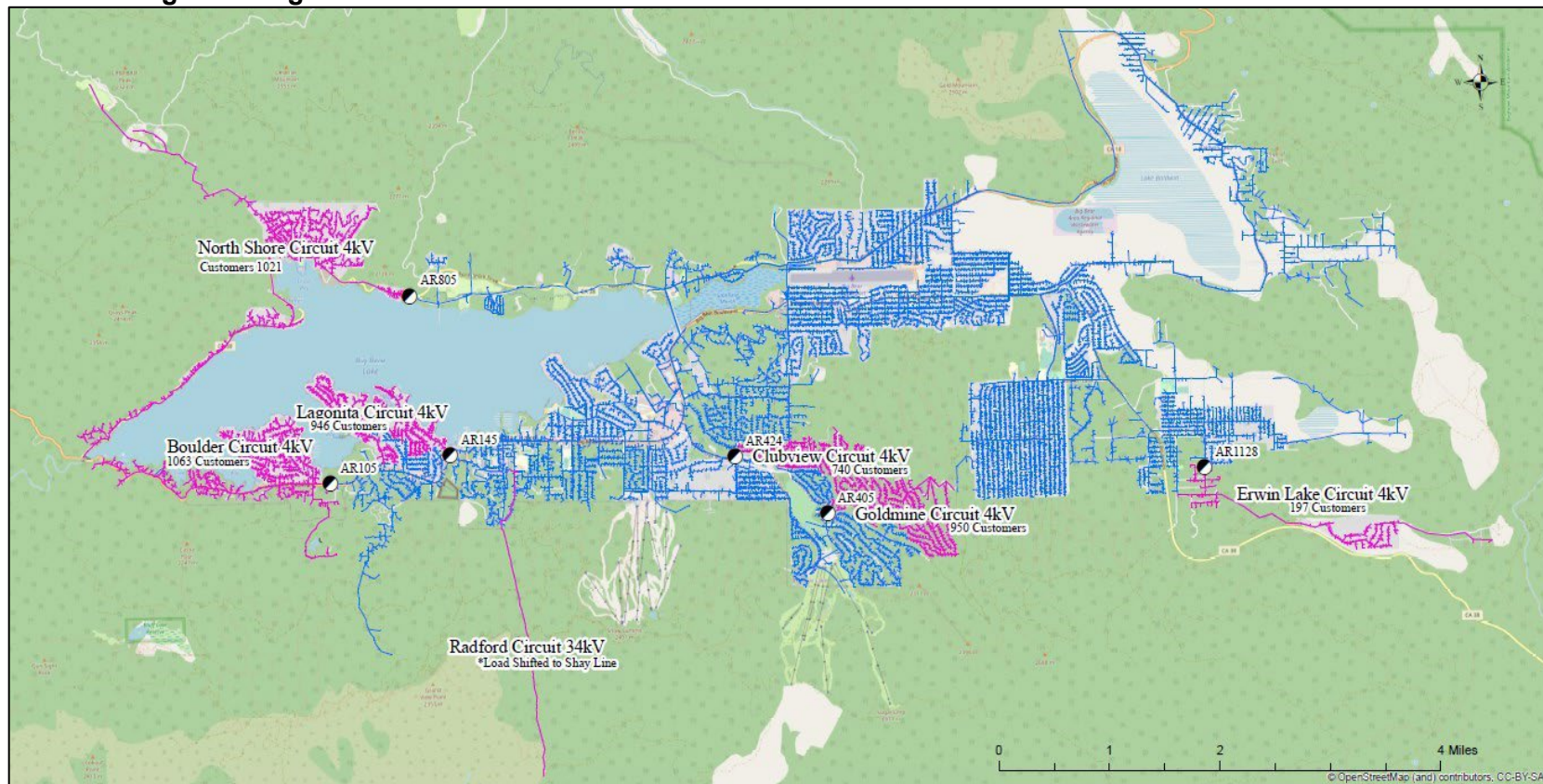
## **Section VIII. High Risk Circuits**

- 1. IOUs should describe the methodology and criteria used to identify circuits at greatest risk of PSPS in the upcoming wildfire season. (D.21-06-034, Appendix at p. A14, Sections K-1.b SED Additional Information)*

**BVES has not activated any PSPS events and does not have a listing of frequently de-energized circuits. The utility has prioritized high-risk circuits for mitigation over the next ten years and does not anticipate the need to utilize the measure of last resort of initiating a proactive de-energization over time. However, there are circuits identified for de-energization in the event that PSPS triggers are met.**

**These circuits are identified in the figure below.**

**Figure 1: High Risk Areas for PSPS Consideration and Customer Count**



## BVES "High Risk Areas" for PSPS Consideration



Legend	
	Auto-Reclosers
	De-energized Lines
	Energized Lines

2. IOUs must include the number of times each circuit was de-energized during the prior four calendar years, and describe all steps toward risk-reduction and de-energization mitigation for each circuit, including specific outreach and education efforts and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit. (D.2106-034, Appendix at p. A14, Sections K-I.b; SED Additional Information.)

**BVES has not activated any PSPS events.**

**Table 15 – High Risk PSPS Circuits (as of date of last update)**

- a. Circuit ID
- b. Circuit Name
- c. Segment ID (optional field)
- d. Segment Name (optional filed)
- e. Indicator for Distribution Line or Transmission Line
- f. Number of Times De-energized (in last four calendar years)
- g. Total MBL Customers
- h. Total AFN Customers (including MBL)
- i. Total CFI
- j. Total Customers
- k. Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)
- l. Start Date of Step Implementation
- m. Estimated Completion Date

Table 15 – High Risk PSPS Circuits					
Circuit Name	North Shore 4kV (Fawnskin Area)	North Shore 4kV	Pioneer 4kV	Boulder 4kV	Holcomb 4kV
Segment ID (optional field)	N/A				
Segment Name (optional field)	N/A				
Indicator for Distribution Line or Transmission Line	Distribution (note: Radford is a sub-transmission line)	Distribution			
Number of Times De-energized (in last four calendar years)	0				

Table 15 – High Risk PSPS Circuits						
Total MBL Customers	0					
Total AFN Customers (including MBL)	0					
Total CFI	0	0	0	0	0	0
Total Customers	0	0	0	0	0	0
Steps Toward Risk-reduction and PSPS Mitigation (including effect of PSPS mitigation/risk-reduction on PSPS thresholds or the change in expected de-energizations per year, specific outreach and education efforts, and efforts to identify and provide appropriate resiliency support to customers with access and functional needs on each circuit)	<ul style="list-style-type: none"> <li>- Covered Conductor</li> <li>- Replacement of Wood Poles with Fire-Resistant Poles</li> <li>- Enhanced Inspections and Maintenance Programs</li> <li>- Participation in Joint Efforts</li> <li>- Utilization of utility fiber cable for future system monitoring efforts</li> <li>- Installation of cameras, infrared sensors, and system diagnostics sensors on the circuit</li> </ul>					
Start Date of Step Implementation	2020	2020				
Estimated Completion Date	2026	2032				



## **Section IX Others**

*Section IX requirements are applicable to PG&E, SCE, and SDG&E only.*

1. *PG&E, SCE, and SDG&E must provide, with the following minimum fields, the dates/times when the Joint Utility Public Safety Power Shutoff Working Group (JUPSPSWG) convened and the webpage links to all meeting reports filed with the Commission. (D.21-06-014, Ordering Paragraph 8)*

*Table 16 – JUPSPSWG Meetings*

- a. Date of Meeting*
- b. Time of Meeting*
- c. Report Name*
- d. Webpage Link to Report*

**N/A; Section IX is only applicable to PG&E, SCE, and SDG&E only.**

2. *PG&E, SCE, and SDG&E must identify the status of the list of public safety partners, including the last date updated, on their Public Safety Power Shutoff webpages. (D.21-06-014, Ordering Paragraph 27.)*

**N/A; Section IX is only applicable to PG&E, SCE, and SDG&E only.**

3. *PG&E, SCE, and SDG&E must confirm that the utility (1) contacted its Medical Baseline customers, at least annually, to update contact information; (2) sought to obtain from Medical Baseline customers, at least annually, an alternative means of contact for Public Safety Power Shutoff (PSPS) events; (3) contacted all customers that use electricity to maintain necessary life functions, at least annually, to update contact information; and (4) sought to obtain from these customers that use electricity to maintain necessary life functions, at least annually, an alternative means of contact for PSPS events. Provide the IOU's protocol on maintaining the Medical Baseline customer contact list and the electricity reliance customer contact list in a timely manner. The maintenance protocol should include the steps, the staffing, and the deadlines to achieve the objectives. (D.21-06-014, Ordering Paragraph 36.)*

**This section is not applicable to BVES.**



## **Appendix**

Appendix A: Community Resource Center

Appendix B: Critical Facilities and Infrastructure Plan

Appendix C: PSPS Notification Protocols and Procedures Plan

Appendix D: PSPS Functional Exercise Agenda

Appendix E: PSPS Functional Exercise Scenario

Appendix F: Public Safety Power Shutoff Plan 2025

Appendix G: Quarterly and Functional Exercise Agenda

Appendix H: Functional Exercise Wildfire Threat Situation Manual

Appendix I: Emergency & Disaster Response Plan

Appendix J: 2025 PSPS FSX & Wildfire Season Update Presentations and Surveys (Outreach Materials)

Appendix K: Access and Functional Needs Plan 2025

Appendix L: 2025 Pre-Season Tables 07012025

## Appendix A: Community Resource Center Plan

# BVES Community Resource Center Plan v.1

## **Introduction and Overview**

In the case of a serious extreme fire danger conditions threaten a portion of the electric system serving a community, it may be necessary for BVES to turn off electricity in the interest of public safety. This is known as a Public Safety Power Shutoff (PSPS). Community Resource Centers (CRC) are designed to provide customers and residents, a safe, energized location to meet their basic power needs (i.e., charging cell phones and laptops and Wi-Fi access where possible), and provide additional up-to-date information in neighborhoods and communities when a PSPS event occurs.

BVES has identified suitable a suitable location for the residents/customers of BVES to collocate in the case of a PSPS. These Community Resource Centers will be community-branded, and fully funded by BVES. In addition, BVES will have dedicated staff onsite who can update contact information and answer PSPS-related questions if conditions permit.

## **CRC Protocol and Procedures**

BVES considers PSPS as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are high for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

**Table 8.1-1: Highest Daily Wind Gust and Sustained Wind on High-Risk Days**

Highest Daily Wind Gust on High-Risk Days							
Wind Gusts	2015	2016	2017	2018	2019	2020	2021
>55	0	0	0	0	0	0	0
50 to 54	0	0	0	0	0	0	0
40 to 49	1	0	0	0	1	1	2
30 to 39	7	7	5	6	1	5	5
20 to 29	43	78	39	64	27	65	51
<20	56	66	74	59	58	90	27
Highest Daily Sustained Wind on High-Risk Days							

<b>Wind Gusts, Sustained</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
<b>&gt;55</b>	0	0	0	0	0	0	0
<b>50 to 54</b>	0	0	0	0	0	0	0
<b>40 to 49</b>	0	0	0	0	0	0	0
<b>30 to 39</b>	0	0	0	0	0	0	1
<b>20 to 29</b>	7	2	6	5	3	7	4
<b>&lt;20</b>	100	149	112	124	84	154	83

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 inside our Customer Service area. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. The CRC shall be operable from 8:00 a.m. to 10:00 p.m. during an active PSPS event. Actual hours of operation will be coordinated and determined by the local government in cases in which early closure of a facility is required due to inability to access a facility until 10:00 p.m. As the CRC is being mobilized, BVES will conduct public outreach and published its vision for necessity of PSPS on its website. The CRC will operate as follows:

1. The Customer Service and Operations Support Supervisor and Customer Program Specialist will be in charge of the CRC.
2. The CRC will be set up and operated by:
  - a. Field personnel/warehouse person will set up and assist as needed
  - b. Customer Service and Operations Support Supervisor
  - c. Customer Program Specialist
3. Security and Access will be conducted by the Customer Service Representatives and Operations Support Specialists.
4. Customer Service Representatives will staff an Information Booth to provide customers the latest information regarding PSPS and services available to them.
5. The Customer Service and Operations Support team will ensure the CRC contains the following supplies and equipment that are stored in the CRC Storage Container to support CRC operations:
  - a. Medical Equipment Access (Generators/power supplies) will be provided for Customers who are on medical devices such as oxygen, etc.
  - b. Tents (2)
  - c. Water
  - d. Snacks (such as crackers, granola bars, etc....)
  - e. Chairs
  - f. Heaters
  - g. Extension cords

- h. Disposable masks (as necessary)
- i. Gloves (as necessary)
- j. Hand sanitizer (as necessary)
- k. Flashlights
- l. Small first aid kits
- m. Blankets
- n. Surge Protectors
- o. Gas tank
- p. Generators
- q. Wireless internet access point

Although BVES has never had to implement PSPS, BVES is committed to reducing the scope, frequency, and duration of PSPS events should it be necessary, and will only implement PSPS when the safety risk of imminent fire danger is greater than the impact of de-energization. BVES is continuing to conduct PSPS preparedness training and exercises to ensure their staff stays prepared and up to date in the case of PSPS event.

### **CRC Protocol and Procedures for Access and Functional Needs Customers**

BVES has identified the need for the annual CRC plan to detail how the utility service will provide the equitable services and supplies required to serve Medical Baseline (MBL) and Access and Functional Needs (AFN) populations as recommended by state, local, territorial, and tribal stakeholders. BVES has identified their AFN and MBL customers through the utilization of their Outage Management System (OMS) which provides BVES with a report to identify any AFN and MBL customers affected. In the annual CRC plans, the utilities must set forth the specific recommendations made by the SLTT stakeholders.

During a PSPS event, Bear Valley Electric Service, Inc. will set up a CRC at its Main Facility at 42020 Garstin Dr., Big Bear Lake, CA 92315 adjacent to the Warehouse. The Customer Service and Operations Support Supervisor shall be responsible for ensuring these protocols are properly implemented when the CRC is activated. All policies and procedures will still be followed as stated in the section above.

To ensure that all AFN customers are being provide equitable services BVES actively participates in the AFN Collaborative Planning Team, AFN Core Planning Team and provided executive representation on the Statewide Joint AFN Advisory Council. BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Beginning in 2022, the plan will leverage the Federal Emergency Management Administration's (FEMA) Comprehensive Preparedness Guide six-step process. To measure progress on the implementation of the plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

### **CRC Customer Notification**

In the event of a PSPS information regarding which locations are open and hours of operation is posted at <https://www.bvesinc.com/safety/public-safety-power-shutoff/>. BVES posts this information one day before sites are expected to open, or as soon as site details are confirmed within this one-day window. BVES now has the capability to utilize two-way emergency text communications for wildfire threats and PSPS emergency events ONLY.

## Appendix B: Critical Facilities and Infrastructure Plan

## **Critical Facilities and Infrastructure Plan**

### **Introduction and Overview**

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to approximately 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% part-time residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES has a substantially smaller customer base over a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison. BVES continues work on system modifications to the Outage Management System (OMS) to allow the recording of AFN customer categories and data beyond medical baseline customers.

### **Critical Facilities and Infrastructure Notification Protocol and Procedures**

BVES considers a Public Safety Power Shutoff (PSPS) as a measure of last resort, driven by a combination of extreme fire threat weather, fuel moisture, wind, and situational awareness information to protect the community against ignition threats from energized circuits. BVES will activate a PSPS if sustained wind or 3-second wind gusts exceed 55 mph and conditions are High for wildfire threat. As well as monitoring high-risk and heat advisory warnings that have been released by the National Weather Service.

To support critical facilities, BVES has requested that critical facility providers provide updated contact information for each location, a 72-hour contact, and requested information regarding back-up generation capabilities. Throughout the preparation of a PSPS event, BVES has made significant progress to increase its notification capability toward public safety partners, local and tribal stakeholders, critical facilities and infrastructure partners, and all customers in accordance with the minimum timelines. In the event of a PSPS, BVES will conduct targeted outreach and messaging to provide additional information regarding the timeline of the PSPS.

### **Critical Facilities and Infrastructure Reporting Protocol and Procedures**

Given the importance of these critical facilities for public safety, we provide them with advanced notifications, prioritized restoration (to the extent possible), additional communications and other resources before and during outages.

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas

- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

Telecommunications Coordination - during a PSPS, telecommunication providers will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Sync meetings/calls for the latest PSPS information

Water and Transportation Agency Coordination - during a PSPS, water service providers and transportation agencies will receive:

- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily Systemwide Cooperators Calls for the latest PSPS information

Hospital Coordination – during a PSPS, BVES will continue to coordinate with hospital/public health agency to ensure continuity of operations solutions so facility can operate at 100% capacity.

- The main hospital is located in areas that are less likely or more likely to experience a

PSPS Public Safety Agency Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Local/County Government Agency Coordination - during a PSPS, local/county government agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

Resort Community Coordination - during a PSPS, public safety agencies will receive:

- A dedicated BVES contact that can help address unique, real-time issues
- Access to the PSPS Portal for the latest event maps and information
- Advanced notifications via calls, texts, and emails
- Invitations to the daily System wide Sync meetings/calls for the latest PSPS information

## **Critical Facilities and Infrastructure Restoration of Power**

BVES has made significant improvements to its customer notification processes throughout its entirety. We plan to provide expected outage start and finish times at the time of first notification to customers and update relevant impact times throughout the event when appropriate and feasible. All automated notifications will be sent to all Critical Facilities and Infrastructure Partners and the notification will include the estimated time of restoration.



These notifications will be sent daily prior to de-energization through restoration. BVES provides prioritized restoration, backup power evaluation, additional communications, and other resources before and during power outages to critical facility customers, such as hospital, police and fire stations, communications services, and water providers, who provide services that are essential to public safety.

Below BVES staff have provided a list of various points of contact to notify during an active PSPS based on grid configuration and weather risk, and provided information about backup generation and resources for resiliency planning.

### Critical Infrastructure Points of Contact

Category	Entity	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station	Lt. Kelly Craig Lieutenant 909-420-5620 <a href="mailto:Kcraig@sbcscd.org">Kcraig@sbcscd.org</a>	Tim Nichols Lieutenant 909-677-7347 <a href="mailto:mtnichols@sbcscd.org">mtnichols@sbcscd.org</a>	John Everman Sergeant (909) 361-0375 <a href="mailto:jeverman@sbcscd.org">jeverman@sbcscd.org</a>
Medical	Bear Valley Community Hospital	John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 <a href="mailto:John.McKinney@bvchd.com">John.McKinney@bvchd.com</a>	Megan Meadors Marketing Director and PIO 310-780-5248 <a href="mailto:megan.meadors@bvchd.com">megan.meadors@bvchd.com</a>	Shelly Egerer 909-878-8214 <a href="mailto:Shelly.Egerer@bvchd.com">Shelly.Egerer@bvchd.com</a>
	Bear Valley Hospice	Cary Stewart 949-338-7252 <a href="mailto:admin@bearvalleyhospice.com">admin@bearvalleyhospice.com</a>	Administrator 909-281-2550 <a href="mailto:info@bearvalleyhospice.com">info@bearvalleyhospice.com</a>	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters- Station 281 41090 Big Bear Blvd	Jeff Willis Fire Chief 909-731-4824 <a href="mailto:jeff.willis@bigbearfire.org">jeff.willis@bigbearfire.org</a>	Mike Maltby Asst Fire Chief 909-731-4887 <a href="mailto:mmaltby@bigbearfire.org">mmaltby@bigbearfire.org</a>	Battalion Chief (909) 349-2847 <a href="mailto:Bparham@bigbearfire.org">Bparham@bigbearfire.org</a>
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)	Jeff Mathieu Interim City Manager Personal Cell (909) 633-1575 <a href="mailto:jeffmathieu@citybigbearlake.com">jeffmathieu@citybigbearlake.com</a>	Sean Sullivan Director of Public Service (310) 993-7283 <a href="mailto:ssullivan@citybigbearlake.com">ssullivan@citybigbearlake.com</a>	Bynette Mote City Council Member 805-233-4034 <a href="mailto:bmote@citybigbearlake.com">bmote@citybigbearlake.com</a>
Communications Providers	Verizon Wireless	Chris Sinner (714-669-3535) <a href="mailto:chris.sinner@verizonwireless.com">chris.sinner@verizonwireless.com</a>  Jane Whang <a href="mailto:jane.whang@verizon.com">jane.whang@verizon.com</a> (415) 778-1022  Rex Knowles <a href="mailto:rex.knowles@verizon.com">rex.knowles@verizon.com</a> Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) <a href="mailto:andy.mills@verizonwireless.com">andy.mills@verizonwireless.com</a> Jesus Roman <a href="mailto:jesus.g.roman@verizon.com">jesus.g.roman@verizon.com</a> Office: (949) 286-7202 Cell: (805) 208-1187	Pedro Luis Carmona Store Manager Big Bear City 909-366-5115  Rudy Reyes, VP & Associate General Counsel <a href="mailto:rudy.reyes@verizon.com">rudy.reyes@verizon.com</a>

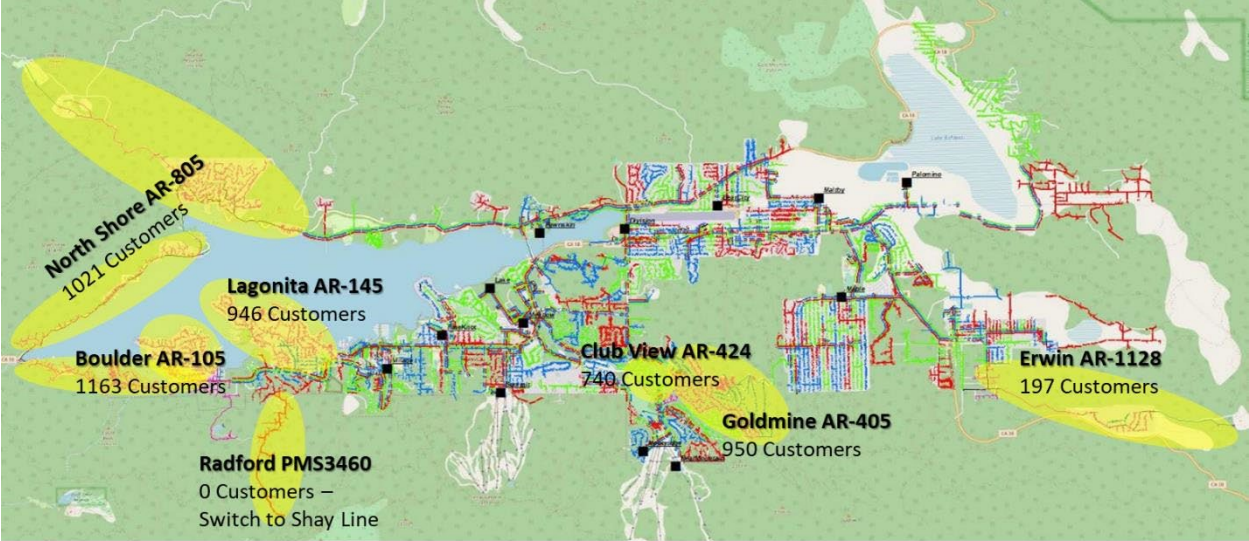
	AT&T Wireless	Kevin Quinn 818-731-4000 <a href="mailto:kq8185@att.com">kq8185@att.com</a>  Joshua Overton 209-406-6712 <a href="mailto:jo2147@att.com">jo2147@att.com</a>  <u>Joshua Mathisen</u> <a href="mailto:jm6347@att.com">jm6347@att.com</a>  John Goddard <a href="mailto:jg266q@att.com">jg266q@att.com</a>	Doug Burchett 805-320-0088 <a href="mailto:DB1806@att.com">DB1806@att.com</a>  Mark Innes 209-324-4653 <a href="mailto:mi2153@att.com">mi2153@att.com</a>  Greg Cherry <a href="mailto:gc0472@att.com">gc0472@att.com</a>  Kristina Cory <a href="mailto:kt7823@att.com">kt7823@att.com</a>	Agnes Luster 619-610-8641 <a href="mailto:AT2563@att.com">AT2563@att.com</a>  Robert Guess 817-550-7481 <a href="mailto:rg396a@att.com">rg396a@att.com</a>  Philip Hawkins <a href="mailto:ph659n@att.com">ph659n@att.com</a>  Paul Sepaniak <a href="mailto:ps1748@att.com">ps1748@att.com</a>
	Frontier California Inc.	Bret Plaskey (909) 748-7880 <a href="mailto:bret.p.plaskey@ftr.com">bret.p.plaskey@ftr.com</a>  Charlie Born <a href="mailto:Charlie.born@ftr.com">Charlie.born@ftr.com</a> Office: (916) 686-3570 Cell: (530) 524-2371	Glenn Leckie 714-375-0415 <a href="mailto:Glenn.leckie@ftr.com">Glenn.leckie@ftr.com</a>  Garrido, Nora <a href="mailto:nora.y.garrido@ftr.com">nora.y.garrido@ftr.com</a>	Bin Liang 951-723-0736 <a href="mailto:bin.liang@ftr.com">bin.liang@ftr.com</a>  <a href="mailto:Jonathan.Mejia@ftr.com">Jonathan.Mejia@ftr.com</a>

	Sprint	Jake Osorio 818-317-0276 <a href="mailto:SPR-Inspections@motive-energy.com">SPR-Inspections@motive-energy.com</a>	Alicia Smith 818-617-2911 <a href="mailto:SPR-Inspections@motiveenergy.com">SPR-Inspections@motiveenergy.com</a>	Eric Antonick (925) 852-9282
	Charter Communications	Robert Fisher 760-674-5404 <a href="mailto:Robert.Fisher@charter.com">Robert.Fisher@charter.com</a>  Lynn Notarianni (720) 518-2585 <a href="mailto:lynn.notariani@charter.com">lynn.notariani@charter.com</a>  Dan Gonzalez <a href="mailto:dan.gonzales@charter.com">dan.gonzales@charter.com</a>	Jorge Fregoso 760-688-9526 <a href="mailto:Jorge.Fregoso@charter.com">Jorge.Fregoso@charter.com</a>  Torry Somers, VP Regulatory <a href="mailto:torry.somers@charter.com">torry.somers@charter.com</a> 310) 765-2185	Jamie Shupe 858-309-8340 <a href="mailto:Jamie.shupe@charter.com">Jamie.shupe@charter.com</a>  Paul Allen 626-813-8642 <a href="mailto:Paul.allen@charter.com">Paul.allen@charter.com</a>
	T-Mobile	Saif Abdullah (714) 757.7075 <a href="mailto:saif.abdullah@t-mobile.com">saif.abdullah@t-mobile.com</a>  Steve Kukta <a href="mailto:Stephen.H.Kukta@t-mobile.com">Stephen.H.Kukta@t-mobile.com</a> (414) 572-8358  Vivek Kurisunkal <a href="mailto:Vivek.kurisunkal@t-mobile.com">Vivek.kurisunkal@t-mobile.com</a>	Robert Norton (949) 302.3494 <a href="mailto:Robert.Norton@t-mobile.com">Robert.Norton@t-mobile.com</a>  Heather Moelter <a href="mailto:heathermoelter@dwt.com">heathermoelter@dwt.com</a> (503) 778-5406  Ray Robertson <a href="mailto:Raymond.Robertson43@tmobile.com">Raymond.Robertson43@tmobile.com</a>	Lowell Handy (619) 980.0010 <a href="mailto:Albert.Handy@T-Mobile.com">Albert.Handy@T-Mobile.com</a>  Bill Haas <a href="mailto:william.haas@t-mobile.com">william.haas@t-mobile.com</a>

Radio Stations	KBHR	Cathy Herrick (909) 499-4825 <a href="mailto:Cathy@kbhr933.com">Cathy@kbhr933.com</a>	Rick Herrick 909-584-5247 <a href="mailto:Rick@kbhr933.com">Rick@kbhr933.com</a>	Ben Brissey KBHR Weather Meteorologist 909-680-6278 <a href="mailto:bbrissey@bensweather.com">bbrissey@bensweather.com</a>
Utilities	City of Big Bear Lake Department of Water	Danny Ent 909-816-7709 <a href="mailto:dent@bbldwp.com">dent@bbldwp.com</a>	Jason Hall Production Supervisor 909-800-3956 <a href="mailto:jhall@bbldwp.com">jhall@bbldwp.com</a>	Bennett Rossell 909-203-6683 <a href="mailto:brossell@bbldwp.com">brossell@bbldwp.com</a>
	Big Bear Area Regional Wastewater Agency (BBARWA)	John Shimmin 760-808-1256 <a href="mailto:jshimmin@bbarwa.org">jshimmin@bbarwa.org</a>	Troy Bermisdarfer 909-520-2835 <a href="mailto:tbermisdarfer@bbarwa.org">tbermisdarfer@bbarwa.org</a>	David Lawrence 818-581-1561 <a href="mailto:dlawrence@bbarwa.org">dlawrence@bbarwa.org</a>
	Big Bear City Community Services Department (CSD)	Mary Reeves 909-936-9521 <a href="mailto:mreeves@bbccsd.org">mreeves@bbccsd.org</a>	Jerry Griffith 909-936-3372 <a href="mailto:jgriffith@bbccsd.org">jgriffith@bbccsd.org</a>	Donna Horn 909-936-0174 <a href="mailto:dhorn@bbccsd.org">dhorn@bbccsd.org</a>
	Edison (SCE)	Bryan Falconer Account Manager (626) 826-3745 <a href="mailto:Bryan.Falconer@sce.com">Bryan.Falconer@sce.com</a>	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 <a href="mailto:greg.ferree@sce.com">greg.ferree@sce.com</a>
	South West Gas (SWG)	Phillip Petteruto Superintendent Operations	Sam Pond 760-951-4030 <a href="mailto:Sam.pond@swgas.com">Sam.pond@swgas.com</a>	Ricardo Flores 818-480-8917 <a href="mailto:ricardo.flores@swgas.com">ricardo.flores@swgas.com</a> Michael Clausell 760-951-4030 <a href="mailto:michael.clausell@swgas.com">michael.clausell@swgas.com</a>
		909-366-4869 <a href="mailto:phillip.petteruto@swgas.com">phillip.petteruto@swgas.com</a>  SWG Dispatch 1-877-860-6020 <a href="mailto:snvdispatch@swgas.com">snvdispatch@swgas.com</a>		
	Big Bear Municipal Water District (MWD)	Mike Stephenson General Manager 909-289-5157 <a href="mailto:mstephenson@bbmwd.net">mstephenson@bbmwd.net</a>	Tim Bowman Facility Manager 909-809-0795 <a href="mailto:tbowman@bbmwd.net">tbowman@bbmwd.net</a>	Ricky Seward 909-241-7487 <a href="mailto:rseward@bbmwd.net">rseward@bbmwd.net</a>
Airports	Big Bear Airport District	John Melissa 909-904-7700 <a href="mailto:jmelissa@flybigbear.com">jmelissa@flybigbear.com</a>	Ryan Goss 909-239-5273 <a href="mailto:rgoss@flybigbear.com">rgoss@flybigbear.com</a>	Diane Cartwright Administrative Manager 909 856-1749 <a href="mailto:dcartwright@flybigbear.com">dcartwright@flybigbear.com</a>
Schools	Bear Valley Unified School District	Dr. Mary Suzuki Superintendent of Schools 909-638-6851 <a href="mailto:mary_suzuki@bearvalleyusd.org">mary_suzuki@bearvalleyusd.org</a>	Linda Rosado Executive Director of Business Services 760-220-8419 <a href="mailto:linda_rosado@bearvalleyusd.org">linda_rosado@bearvalleyusd.org</a>	Sue Nunes Executive Assistant <a href="mailto:Sue_Nunes@bearvalleyusd.org">Sue_Nunes@bearvalleyusd.org</a>

Resorts	Big Bear Mountain Resorts	Mark Burnett Sr. Director Facilities 909-725-4017 <a href="mailto:Mburnett@bbmr.com">Mburnett@bbmr.com</a>	Bill Burke Director, Electrical Dept. 909-584-0254 <a href="mailto:bburke@bbmr.com">bburke@bbmr.com</a>	Safety Hotline 909-866-2447
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**Potentially Affected Critical Infrastructure Points**



## Appendix C: PSPS Notification Protocols and Procedures Plan

# **PSPS Notification Protocols and Procedures Plan**

## **Introduction and Overview**

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 22,600 residential customers in a resort community with a mix of approximately 40% full-time and 60% parttime residents. Its service area also includes 1,519 commercials, industrial, and public-authority customers, including two ski resorts and the local waste-water treatment facility.

## **PSPS Coordination and Strategy**

Strategy Overview. Achieving unity of effort provides for the most effective and efficient PSPS Activation. This is best attained through the “4 C’s” of emergency preparedness planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees, and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of PSPS event. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

Deploying PSPS requires a coordinated effort across multiple state and local jurisdictions and agencies. Coordination in preparation for PSPS is a shared responsibility between BVES, public safety partners, and local governments; however, BVES is ultimately responsible and accountable for the safe deployment of PSPS. BVES must work with the California Governor’s Office of Emergency Services to integrate its warning programs with the agencies and jurisdictions within California that have a role in ensuring that the public is notified before, during, and after emergencies. Throughout this document the collective phrase “Local Government, Agencies, and Partner Organizations” includes applicable local government and agencies, utilities, key non-government, and commercial entities and also includes critical facilities and critical infrastructure. BVES maintains and updates a current list of partners (including but not limited to community stakeholders, external partners, and critical facility stakeholders)

BVES has identified that it is imperative for emergency responders, and local governments to be integrated with one another when communicating PSPS notifications, with the goal that local governments provide supplemental or secondary notifications in the near future given the primary or initial notification to the public provided by utilities. For now, BVES retains ultimate responsibility for notification and communication throughout a PSPS event.

BVES must coordinate with California Governor's Office of Emergency Services (CalOES) and the California Department of Forestry and Fire Protection (CalFire) to engage in a statewide public education and outreach campaign. The campaign must effectively communicate in multiple languages. The campaign must convey, in advance of wildfire season, the immediate and increasing risk of catastrophic wildfires and how to prepare for them, the impacts of PSPS, how the public can prepare for and respond to a PSPS event, what resources are available to the public during these events, what to do in an emergency, how to receive information alerts during a power shutoff, and who the public should expect to hear from and when.

### **PSPS Protocols and Procedures**

During a major outage during the PSPS event, BVES shall make it a priority to provide the following information to their Public Information Office/Customer Support Group:

- Extent of the outage – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- Cause of the outage – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- Estimated time of restoration (ETR) – this is the key information customers want to know. If unknown, state so and update as more information becomes available.

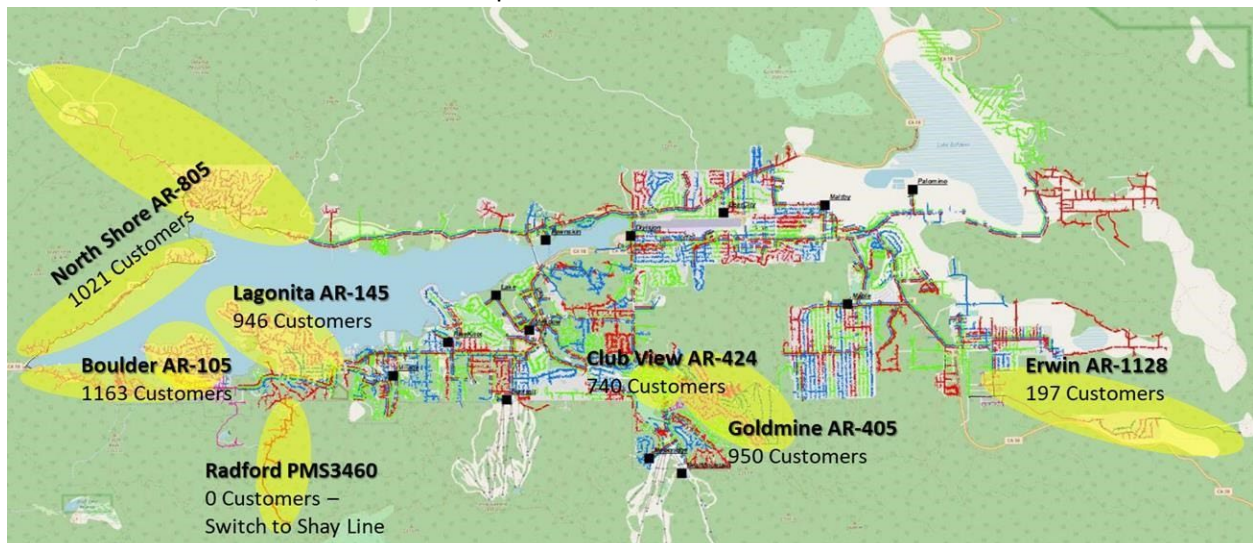


Figure 1: Map of BVES Circuits Across Bear Valley

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the PSPS Notification. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain “call center metrics” that measure customer access to information on customer service calls and web host availability during an active PSPS event.



Establish Multiple and Effective Communication Channels. Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore, is dependent on having many overlapping layers of communications.

- Outbound Communications:
  - Company website
  - Company social media
  - Online meetings/broadcasts
  - Interactive Voice Response System
  - Press releases to local media
  - Press conference
  - Phones – landlines, mobile cellular, and satellite lines
  - Email
  - Two-way text messaging
  - Door hangers
  - Keeping staff who interact with customers informed with latest message
  - Advertising
  - Community workshops and presentations
  - Mail (for example, flyers, newsletters)
  - Bill inserts
  - County and City communication systems
  - Big Bear Chamber of Commerce email blast
  - City email blast
  - Bear Valley local government, agencies, and utilities Public Information Group
- Inbound Communications:
  - Interactive Voice Response System
  - Call center phone lines
  - Company social media
  - Customer service windows
  - Bear Valley local government, agencies, and utilities Public Information Group
  - Phones – landlines, mobile cellular, and satellite lines
  - Email
  - Text messaging
  - Activate internal PSPS list
  - Press inquiries
  - iRestore Reports
- BVES Internal Communications:
  - Phones – landlines, mobile cellular, and satellite lines
  - Email
  - Text messaging
  - FaceTime, Skype, Online Meetings, etc.
  - Intranet – shared drives, internal applications, and SharePoint
  - Radios – VHF
  - Direct reports

There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated. Aside from the multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

1. Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
2. Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
3. Maintaining accurate contact information with key stakeholders (Key External Contacts List) of this plan.

**Conduct Pre-PSPS Outreach and Education.** BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and PSPS events. An



important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster.

#### City and County Outreach

The Customer Support Supervisor and Utility Manager shall coordinate with city and county officials in compliance which requires the following outreach by BVES:

- In developing and adopting a notification plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on the PSPS notification event protocols and procedures plans.

#### General Public, Customer and Stakeholder Outreach and Education

Utilizing Company website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform, and conduct outreach with the general public, customers, and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES' emergency response plan, CRC plan, notification plan and PSPS plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during the event of a PSPS event or an emergency posing a threat to the community BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service

Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred, and back-up means of contact (for example,

mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected, and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE) •
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

Provide Outreach in Prevalent Languages. United States Census data shows that the top three primary languages used in California are English, Spanish, and Chinese (including Cantonese, Mandarin, and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin, and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local "Public Information Officer" developed through MMAA group email notifications and status updates.

Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These preplanned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
  - Website updates
  - Social media updates
  - IVR messages
  - Two-way text communication
  - Email notifications to customers
  - Other public and customer engagement media (for example, City of Big Bear Lake's email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, “BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at [www.bves.com](http://www.bves.com).”

Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a Company spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether “on the record” or “off the record” automatically becomes a spokesperson for the Company willingly or unwillingly.

Authorized Media Engagement. The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall ensure they have accurate information, develop press releases with the assistance of the Company's public relations firm, and coordinate releases with other organizations such as local government and agencies, and clear press releases with BVES leadership prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter's name, organization, and phone number.
- Write down any questions the reporter may have.

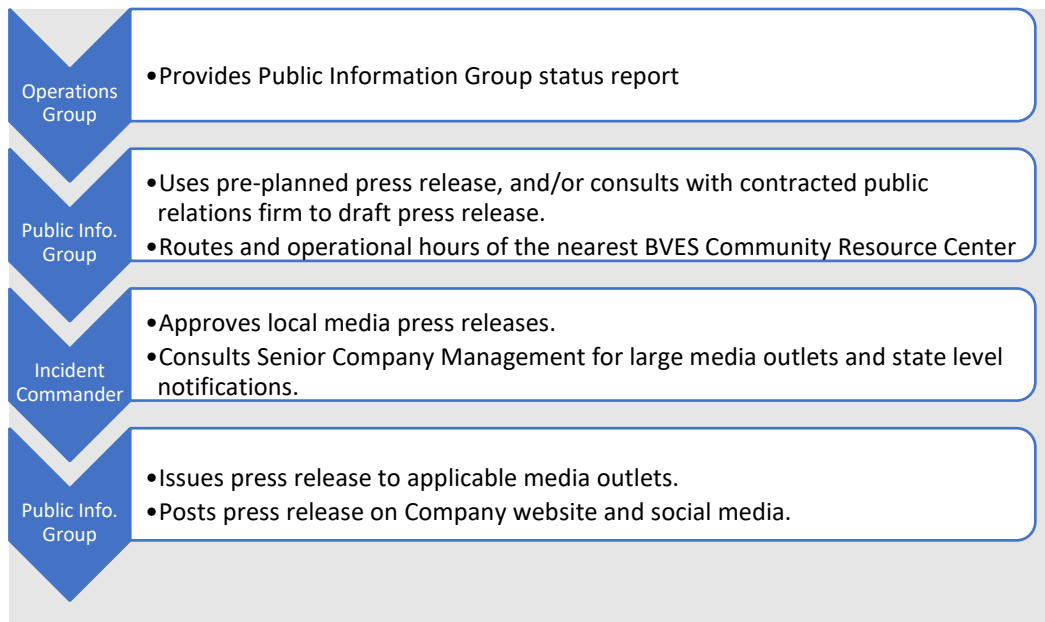
- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), and restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

Press Release Content. The Public Information Group in coordination with the Utility Manager shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope.

Press releases should make the best attempt at addressing the “who, where, why, what, when, and how” to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, “Highway 38”, “from the Fawnskin to West North Shore Dr.”, etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of potential damages/problem. Use simple descriptions that a non-utility audience would understand (for example, “car hit a ground mounted transformer causing sufficient damage to take it out of service,” “an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line,” “loss of power supply from Goldhill due to fault on Southern California Edison equipment,” etc.).
- **(When)** Whether or not BVES is conducting any preventative maintenance or shutting down power due to a high-wind threat.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Press Release Protocols. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the Company to the media. Press releases shall be drafted, approved, and released per the protocol shown in the figure below.



**Figure 2: Press Release Protocol**

Post PSPS Event Restoration Close-out Statement. Once the PSPS is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the PSPS event and provide any post support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

Customer Support in PSPS. In the event the BVES Utility Manager (President) identifies a need to activate a PSPS event to mitigate a disaster that could result in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement their PSPS protocols/procedures. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols on other forms of customer support.

Restoration Processing and Time. During a PSPS event, BVES shall set up specialized repair teams to expedite repair processing if necessary. If additional support is needed, BVES shall leverage mutual aid programs with other utility resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

Access to Utility Representatives. BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

Access to Outage Reporting and Emergency Communications. During the PSPS event, BVES shall invoke its communications plan to attempt to reach as many customers as feasible with outage and restoration information via multilayered communications channels and multiple languages.

## PSPS Points of Contact

Critical Infrastructure Points of Contact					
Category	Entity	Addresses	Primary	Secondary	Tertiary
Law Enforcement	Sheriff's Department Big Bear Lake Patrol Station		Lt. Kelly Craig Lieutenant 909-420-5620 <a href="mailto:Kcraig@sbcscd.org">Kcraig@sbcscd.org</a>	Chris Morsch 626-482-9919 <a href="mailto:Cmorsch@sbcscd.org">Cmorsch@sbcscd.org</a>	John Everman Sergeant (909) 361-0375 <a href="mailto:jeverman@sbcscd.org">jeverman@sbcscd.org</a>
Medical	Bear Valley Community Hospital		John P. McKinney MPT Director of Physical Therapy/ PIO 909-744-2231 <a href="mailto:John.McKinney@bvchd.com">John.McKinney@bvchd.com</a>	Megan Meadors Marketing Director and PIO 310-780-5248 <a href="mailto:megan.meadors@bvchd.com">megan.meadors@bvchd.com</a>	Shelly Egerer 909-878-8214 <a href="mailto:Shelly.Egerer@bvchd.com">Shelly.Egerer@bvchd.com</a>
	Bear Valley Hospice		Cary Stewart 949-338-7252 <a href="mailto:admin@bearvalleyhospice.com">admin@bearvalleyhospice.com</a>	Administrator 909-281-2550 <a href="mailto:info@bearvalleyhospice.com">info@bearvalleyhospice.com</a>	Lynda Boggie, Administrator 909-273-4785 Lexi Amrhein, Assistant Admin & Marketing Director 909-273-4787
Fire Department	Big Bear Fire Department Headquarters- Station 281 41090 Big Bear Blvd		Jeff Willis Fire Chief 909-731-4824 <a href="mailto:jeff.willis@bigbearfire.org">jeff.willis@bigbearfire.org</a>	Mike Maltby Asst Fire Chief 909-731-4887 <a href="mailto:mmaltby@bigbearfire.org">mmaltby@bigbearfire.org</a>	Battalion Chief (909) 349-2847 <a href="mailto:Bparham@bigbearfire.org">Bparham@bigbearfire.org</a>
City & County Facilities	City of Big Bear Lake City Hall (includes Emergency Operations Center)		Erik Sund City Manager 909-633-4011 <a href="mailto:esund@citybigbearlake.com">esund@citybigbearlake.com</a>	Sean Sullivan Director of Public Service (310) 993-7283 <a href="mailto:ssullivan@citybigbearlake.com">ssullivan@citybigbearlake.com</a>	Bynette Mote City Council Member 805-233-4034 <a href="mailto:bmote@citybigbearlake.com">bmote@citybigbearlake.com</a>
Communications Providers	Verizon Wireless		Chris Sinner (714-669-3535) <a href="mailto:chris.sinner@verizonwireless.com">chris.sinner@verizonwireless.com</a>  Jane Whang <a href="mailto:jane.whang@verizon.com">jane.whang@verizon.com</a> (415) 778-1022  Rex Knowles <a href="mailto:rex.knowles@verizon.com">rex.knowles@verizon.com</a> Office: (801) 280-7510 Cell: (801) 514-0589	Andy Mills (909-229-7627) <a href="mailto:andy.mills@verizonwireless.com">andy.mills@verizonwireless.com</a> Jesus Roman  Rudy Reyes, VP & Associate General Counsel <a href="mailto:rudy.reyes@verizon.com">rudy.reyes@verizon.com</a>	<a href="mailto:jesus.g.roman@verizon.com">jesus.g.roman@verizon.com</a> Office: (949) 286-7202 Cell: (805) 208-1187
	AT&T Wireless		Kevin Quinn 818-731-4000 <a href="mailto:kq8185@att.com">kq8185@att.com</a>  Joshua Overton 209-406-6712 <a href="mailto:jo2147@att.com">jo2147@att.com</a>  Joshua Mathisen <a href="mailto:jm6347@att.com">jm6347@att.com</a>  John Goddard	Doug Burchett 805-320-0088 <a href="mailto:DB1806@att.com">DB1806@att.com</a>  Mark Innes 209-324-4653 <a href="mailto:mi2153@att.com">mi2153@att.com</a>  Greg Cherry <a href="mailto:gc0472@att.com">gc0472@att.com</a>  Kristina Cory <a href="mailto:kt7823@att.com">kt7823@att.com</a>	Agnes Luster 619-610-8641 <a href="mailto:AT2563@att.com">AT2563@att.com</a>  Robert Guess 817-550-7481 <a href="mailto:rg396a@att.com">rg396a@att.com</a>  Philip Hawkins <a href="mailto:ph659n@att.com">ph659n@att.com</a>  Paul Sepaniak <a href="mailto:ps1748@att.com">ps1748@att.com</a>

			<a href="mailto:jg266q@att.com">jg266q@att.com</a>		
	Frontier California Inc.		<p>Bret Plaskey (909) 748-7880 <a href="mailto:bret.p.plaskey@ftr.com">bret.p.plaskey@ftr.com</a></p> <p>Charlie Born <a href="mailto:Charlie.born@ftr.com">Charlie.born@ftr.com</a> Office: (916) 686-3570 Cell: (530) 524-2371</p>	<p>Glenn Leckie 714-375-0415 <a href="mailto:Glenn.leckie@ftr.com">Glenn.leckie@ftr.com</a></p> <p>Garrido, Nora <a href="mailto:nora.y.garrido@ftr.com">nora.y.garrido@ftr.com</a></p>	<p>Bin Liang 951-723-0736 <a href="mailto:bin.liang@ftr.com">bin.liang@ftr.com</a></p> <p><a href="mailto:Jonathan.Mejia@ftr.com">Jonathan.Mejia@ftr.com</a></p>
	Sprint		<p>Jake Osorio 818-317-0276 <a href="mailto:SPR-Inspections@motive-energy.com">SPR-Inspections@motive-energy.com</a></p>	<p>Alicia Smith 818-617-2911 <a href="mailto:SPR-Inspections@motive-energy.com">SPR-Inspections@motive-energy.com</a></p>	<p>Eric Antonick (925) 852-9282</p>
	Charter Communications		<p>Robert Fisher 760-674-5404 <a href="mailto:Robert.Fisher@charter.com">Robert.Fisher@charter.com</a></p> <p>Lynn Notarianni (720) 518-2585 <a href="mailto:lynn.notariani@charter.com">lynn.notariani@charter.com</a></p>	<p>Jorge Fregoso 760-688-9526 <a href="mailto:Jorge.Fregoso@charter.com">Jorge.Fregoso@charter.com</a></p> <p>Torry Somers, VP Regulatory <a href="mailto:torry.somers@charter.com">torry.somers@charter.com</a> 310) 765-2185</p>	<p>Jamie Shupe 858-309-8340 <a href="mailto:Jamie.shupe@charter.com">Jamie.shupe@charter.com</a></p> <p><a href="mailto:Paul.Allen@charter.com">Paul.Allen@charter.com</a> 626-813-8642 <a href="mailto:Paul.allen@charter.com">Paul.allen@charter.com</a></p>
	T-Mobile		<p>Saif Abdullah (714) 757.7075 <a href="mailto:saif.abdullah@t-mobile.com">saif.abdullah@t-mobile.com</a></p> <p>Steve Kukta <a href="mailto:Stephen.H.Kukta@t-mobile.com">Stephen.H.Kukta@t-mobile.com</a> (414) 572-8358</p> <p>Vivek Kurisunkal <a href="mailto:Vivek.kurisunkal@t-mobile.com">Vivek.kurisunkal@t-mobile.com</a></p>	<p>Robert Norton (949) 302.3494 <a href="mailto:Robert.Norton@t-mobile.com">Robert.Norton@t-mobile.com</a></p> <p>Heather Moelter <a href="mailto:heathermoelter@dwt.com">heathermoelter@dwt.com</a> (503) 778-5406</p> <p>Ray Robertson <a href="mailto:Raymond.Robertson43@t-mobile.com">Raymond.Robertson43@t-mobile.com</a></p>	<p>Lowell Handy (619) 980.0010 <a href="mailto:Albert.Handy@T-Mobile.com">Albert.Handy@T-Mobile.com</a></p> <p>Bill Haas <a href="mailto:william.haas@t-mobile.com">william.haas@t-mobile.com</a></p>
Radio Stations	KBHR		<p>Cathy Herrick (909) 499-4825 <a href="mailto:Cathy@kbhr933.com">Cathy@kbhr933.com</a></p>	<p>Rick Herrick 909-584-5247 <a href="mailto:Rick@kbhr933.com">Rick@kbhr933.com</a></p>	<p>Ben Brissey KBHR Weather Meteorologist 909-680-6278 <a href="mailto:bbrissey@bensweather.com">bbrissey@bensweather.com</a></p>
Utilities	City of Big Bear Lake Department of Water		<p>Danny Ent 909-816-7709 <a href="mailto:dent@bbldwp.com">dent@bbldwp.com</a></p>	<p>Jason Hall Production Supervisor 909-800-3956 <a href="mailto:jhall@bbldwp.com">jhall@bbldwp.com</a></p>	<p>Bennett Rossell 909-203-6683 <a href="mailto:brussell@bbldwp.com">brussell@bbldwp.com</a></p>
	Big Bear Area Regional Wastewater Agency (BBARWA)		<p>John Shimmin 760-808-1256 <a href="mailto:jshimmin@bbarwa.org">jshimmin@bbarwa.org</a></p>	<p>Troy Bermisdarfer 909-520-2835 <a href="mailto:tbemisdarfer@bbarwa.org">tbemisdarfer@bbarwa.org</a></p>	<p>David Lawrence 818-581-1561 <a href="mailto:dlawrence@bbarwa.org">dlawrence@bbarwa.org</a></p>

	Big Bear City Community Services Department (CSD)		Mary Reeves 909-936-9521 <a href="mailto:mreeves@bbccsd.org">mreeves@bbccsd.org</a>	Jerry Griffith 909-936-3372 <a href="mailto:jgriffith@bbccsd.org">jgriffith@bbccsd.org</a>	Donna Horn 909-936-0174 <a href="mailto:dhorn@bbccsd.org">dhorn@bbccsd.org</a>
	Edison (SCE)		Bryan Falconer Account Manager (626) 826-3745 <a href="mailto:Bryan.Falconer@sce.com">Bryan.Falconer@sce.com</a>	Lugo Substation (760) 956-5801 Colton Control Station (909) 825-6939	Gregory Ferree Vice President, Vegetation, Inspections and Operational Services (909) 274-1120 <a href="mailto:greg.ferree@sce.com">greg.ferree@sce.com</a>
	South West Gas (SWG)		Phillip Petteruto Superintendent Operations 909-366-4869 <a href="mailto:phillip.petteruto@swgas.com">phillip.petteruto@swgas.com</a>  SWG Dispatch 1-877-860-6020 <a href="mailto:scadispatch@swgas.com">scadispatch@swgas.com</a>	Sam Pond 760-951-4030 <a href="mailto:Sam.pond@swgas.com">Sam.pond@swgas.com</a>	Ricardo Flores 818-480-8917 <a href="mailto:ricardo.flores@swgas.com">ricardo.flores@swgas.com</a> Michael Clausell 760-951-4030 <a href="mailto:michael.clausell@swgas.com">michael.clausell@swgas.com</a>
	Big Bear Municipal Water District (MWD)		Mike Stephenson General Manager 909-289-5157 <a href="mailto:mstephenson@bbmwd.net">mstephenson@bbmwd.net</a>	Tim Bowman Facility Manager 909-809-0795 <a href="mailto:tbowman@bbmwd.net">tbowman@bbmwd.net</a>	Ricky Seward 909-241.7487 <a href="mailto:rseward@bbmwd.net">rseward@bbmwd.net</a>
Airports	Big Bear Airport District		Ryan Goss 909-239-5273 <a href="mailto:rgoss@flybigbear.com">rgoss@flybigbear.com</a>	Diane Cartwright Adminastrative Manager 909 856-1749 <a href="mailto:dcartwright@flybigbear.com">dcartwright@flybigbear.com</a>	Abby Darling Erickson 909-800-5862 <a href="mailto:aerickson@flybigbear.com">aerickson@flybigbear.com</a>
Schools	Bear Valley Unified School District		Dr. Mary Suzuki Superintendent of Schools 909-638-6851 <a href="mailto:mary_suzuki@bearvalleyusd.org">mary_suzuki@bearvalleyusd.org</a>	Linda Rosado Executive Director of Business Services 760-220-8419 <a href="mailto:linda_rosado@bearvalleyusd.org">linda_rosado@bearvalleyusd.org</a>	Sue Nunes Executive Assistant <a href="mailto:Sue_Nunes@bearvalleyusd.org">Sue_Nunes@bearvalleyusd.org</a>
Resorts	Big Bear Mountain Resorts		Mark Burnett Sr. Director Facilities 909-725-4017 <a href="mailto:Mburnett@bbmr.com">Mburnett@bbmr.com</a>	Bill Burke Director, Electrical Dept. 909-856-6912 <a href="mailto:bburke@bbmr.com">bburke@bbmr.com</a>	Safety Hotline 909-866-2447



## Appendix D: PSPS Tabletop and Functional Exercise Agendas

D-1

Date: June 18 and 24, 2025

Duration: 4-8 Hours (8:00 AM - 5:00 PM PDT; 1-hour lunch break)

Location: Hybrid (BVES Main Office and Zoom Virtual)

Instructions and timeline for the Full-Scale Exercise are detailed below.

Time	Activity
8:00 AM - 8:15 AM	Opening and Introduction
	- Welcome and Opening Remarks
	- Safety Briefing
	- Objectives and Flow of Simulation
	- Expectations for Participation / Scenario Engagement
	- BVES Overview and Fire Season Update
8:15 AM - 8:30 AM	Overview of Exercise Scenario
	- Scenario Brief
	- Key Triggers and Expected Challenges
	- Participant Actions and Responsibilities
8:30 AM - 9:15 AM	Module 1 - Initial Conditions and Pre-Planning
	- Scenario Introduction with Conditions and Weather
	- Pre-Planning Actions and Coordination
	- Identify Any Weather Reporting Discrepancies
	- Players Engage in Pre-Planning Strategies and Decisions
	- CalOES PSPS Ticket System Entry

	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
9:15 AM - 10:00 AM	Module 2 - Early Response and Notification
	- Weather Update and Response Strategies
	- Notification Protocols and Stakeholder Coordination

Time	Activity
	- Players Engage in Timely and Accurate Coordination
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
10:00 AM - 10:15 AM	Break
10:15 AM - 11:15 AM	Module 3 - PSPS Activation
	- Scenario Escalation
	- Activation Procedures and Emergency Response
	- Players Engage in Realtime Simulation Activation Steps
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
11:15 AM - 12:00 PM	Module 4 - Managing the PSPS Event
	- Continued Scenario Development
	- Public Safety and Information Dissemination
	- Impact on Community and Emergency Services
	- Players Engage in Managing Public Safety and Service Continuity

	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
12:00 PM - 1:00 PM	Lunch
1:00 PM - 1:45 PM	Module 5 - SCE Lines De-energized
	- Scenario Update: SCE De-Energizes Primary Feeds
	- Players Engage in Internal and External Actions
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
1:45 PM - 2:45 PM	Module 6 - Re-energization
	- Recovery Planning and Coordination
	- Re-energization Procedures and Public Communications
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
<b>Time</b>	<b>Activity</b>
2:45 PM - 3:00 PM	Break
3:00 PM - 3:45 PM	Module 7 - Recovery
	- Review of Recovery Efforts
	- Address Issues or Setbacks
	- Module Hotwash Discussion
3:45 PM - 4:30 PM	Module 8 - Debrief and Feedback Collection
	- Group Debrief Session

	- Insights, Challenges, and Lessons Learned
	- Completion of Feedback Forms
4:30 PM - 5:00 PM	Closing Remarks and Next Steps
	- Summary of Key Actions and Follow-Up Steps
	- Final Instructions and Announcements

### Stakeholder Roles and Responsibilities

The table below delineates the critical roles and responsibilities assigned to each participant in the PSPS tabletop simulation. Designed to clarify the expectations and functions of all involved parties, it is an essential tool for ensuring that every stakeholder—from Managements to Public Safety Partner—is fully prepared to engage

effectively during the exercise. This preparation strategic alignment

with operational effectiveness and strengthens our collaborative efforts with external agencies and stakeholders.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
President, BVES	Player	Incident Commander	Overall strategic direction, coordination with high-level stakeholders, and approval of critical communications.
SME	Player	Primary decisionmaker during the PSPS events, which means all operations are observed per plan protocols	Directs emergency operations, ensures monitoring of weather conditions, coordinates with local governments and agencies, and activates the Wildfire Response Team (WRT)
Field Operations Supervisor	Player	Field Operations Leader	Direct field operations related to PSPS, including monitoring weather conditions and managing system lineup and switch operations.
Participant Title	Simulation Assignment	Simulation Role	Responsibility
Utility Engineer & Wildfire Mitigation Supervisor	Player	Technical Support	Ensure system designs minimize fire risks and support field operations in line with fire prevention standards.
Customer Program Specialist	Facilitator	Public Information Officer	Manage all external communications, including notifications to the public and liaison with media.

Public Safety Partners (e.g., CAL FIRE, local PD)	Observers	External Coordination	Provide external emergency response coordination and support public safety measures.
Local Government Officials	Observers	Local Government Liaison	Ensure communication and coordination between BV
CPUC Representatives	Observers	Regulatory Compliance	Monitor the compliance of PSPS activities with regulatory requirements.
SCE Representatives	Observers	Utility Coordination	Coordinate with SCE on supply line statuses and joint response strategies.
SME	Facilitator	Simulation Director	Guide the overall flow of the simulation, ensure all elements align with the objectives, and manage the timing and transitions between modules.
SME	Observer	Technical and Scenario Expert	Provide scenario injects, offer expert insights during the simulation, and ensure content accuracy and relevance to real-world applications.
External Firm	Evaluator	Independent Reviewer	Silently review the entire simulation process to provide comprehensive feedback, assessing the effectiveness, adherence to protocols, and areas needing improvement.

#### BVES Personnel Role Card

This table serves as a detailed guide to the role assignments for the upcoming PSPS tabletop simulation. It defines the responsibilities and active participation phases for each team member, ensuring that everyone is well-prepared and understands their specific duties during the exercise.

By familiarizing themselves with these role cards in advance, all participants will be better equipped to contribute effectively to the simulation. This preparation is crucial for enhancing BVES's collective response capabilities and ensuring a coordinated effort across all levels of our utility operations during the simulation.

Role	Participant	Responsibilities	Active Modules
Incident Commander	Paul Marconi	Lead strategic response, coordinate with top-level managers and emergency personnel.	All Modules

Operations Group Lead	SME	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5
Energy Resource Manager (On Simulated Vacation)	Sean Matlock	Role usually includes managing energy resources and coordination during PSPS; responsibilities will be covered by others during the simulation.	Module 1
Strategic Operations Supervisor	Jeff Barber	Support strategic operations planning and alignment with overall emergency strategy.	Modules 1, 2, 3
Logistics and Finance & Administration Group Lead	Cory McClintock	Manage logistics and financial aspects of emergency response, including resource distribution.	Modules 2, 3, 6, 7
Emergency Service Representative and Planning Group Lead	Kayla Blackwell and Tawny Re	Develop emergency service plans, coordinate across groups for cohesive strategy.	Modules 1, 2, 3
Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou	Optimize engineering systems for extreme conditions, provide technical support.	Modules 1, 3, 4, 5, 6
Public Information Group Lead	Tawny Re	Manage public and stakeholder communications, coordinate with media.	Modules 1, 3, 4, 5, 6, 7
IT Operations Support	Joseph Assalley and Vincent Martinez	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, GIS personnel, & Jared Hennen	Monitor system performance and weather, provide updates to operational leaders.	Modules 1, 2, 3, 4, 5
Response Teams	Line Crews	Respond to disruptions, ensure equipment readiness.	Modules 3, 4, 5, 6
Damage Assessment Team	Danny Hotchkiss & Richard Nadelman	Assess and report damage, plan repair strategies.	Modules 5, 6, 7
Recorder	Carolyn Kubacki	Document all actions and communications, support data collection for reports.	All Modules

## Appendix E: PSPS Functional Exercise Scenario



# PSPS Scenario Summary

## Scenario Details:

### 1. Initial Conditions:

- The exercise begins with weather forecasts indicating severe fire risk conditions;
- High temperatures, low humidity, and strong winds are predicted;
- There is an issue with one of the reporting weather stations requiring immediate review; and
- The Fire Potential Index (FPI) model indicates an extreme risk for fire ignition and spread within the BVES service area.

### 2. Day 1 - Notification Phase:

- BVES monitors weather conditions and begins preparing for a potential PSPS event;
- Internal briefings are held to update BVES staff on the situation;
- Coordination with local governments, public safety partners, and other stakeholders is initiated; and
- Initial notifications are sent to critical facilities and infrastructure (CFI), medically vulnerable populations, and Access and Functional Needs (AFN) communities.

### 3. Day 2 - Escalation Phase:

- Weather conditions worsen, and the decision is made to initiate PSPS protocols;
- Further notifications are sent out, including detailed information on the expected duration of the outage and safety tips for residents;
- BVES begins de-energization procedures in the most at-risk areas, ensuring communication with affected customers; and
- Coordination with Southern California Edison (SCE) and mutual assistance partners is intensified to manage resource allocation and response efforts.

### 4. Days 3-6 - Impact Phase:

- BVES field teams conduct patrols to monitor conditions and address any immediate hazards;
- Community Resource Centers (CRCs) are activated; and
- Continuous communication is maintained, providing updates on the situation and safety information.

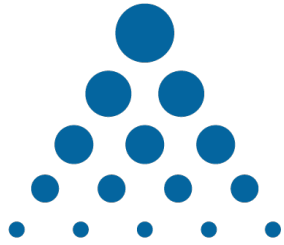
### 5. Day 7 - Restoration Phase:

- Weather conditions improve, and the decision is made to begin re-energization;
- BVES field teams conduct detailed inspections to ensure it is safe to restore power;
- Gradual re-energization of the grid begins; and
- Communication with stakeholders and the public continues, providing updates on the restoration process.

### 6. Post-Event Review:

- Once power is fully restored, BVES conducts a comprehensive review of the PSPS event;
- Feedback is gathered from all participants;
- The review focuses on identifying successes, challenges, and areas for improvement; and
- Lessons learned are documented and incorporated into the PSPS plan to enhance future readiness and response.

## Appendix F: Public Safety Power Shutoff Plan



# Bear Valley Electric Service, Inc.

A Subsidiary of American States Water Company

## **BEAR VALLEY ELECTRIC SERVICE, INC.'S PLAN TO SUPPORT POPULATIONS WITH ACCESS AND FUNCTIONAL NEEDS DURING PUBLIC SAFETY POWER SHUTOFFS IN 2025**

**JANUARY 31, 2025**

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## EXECUTIVE SUMMARY

In preparation for the submission of *Bear Valley Electric Service, Inc.'s (BVES) Plan to Support Populations with Access and Functional Needs during Public Safety Power Shutoffs in 2025* (referenced as “the Plan” herein), BVES has participated in the Access and Functional Needs (AFN) Collaborative Planning team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. To support individuals with AFN during potential PSPS events, BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Continuing into 2025, that plan will leverage the Federal Emergency Management Administration’s (FEMA) Comprehensive Preparedness Guide six-step Process. To measure progress on the implementation of that plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is “Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.” BVES followed the same outline as identified with the statewide AFN Collaborative Planning Team to address “Who,” “What,” and “How” to support individuals with AFN and mitigate risks associated with PSPS events.

## WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is the use of PSPS, in which an investor-owned utility (IOU) may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. A PSPS event, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

## WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately 4 million people across the state through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team developed a definition of Electricity Dependent Individuals that this Plan seeks to support. That definition remains unchanged from 2022.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement

- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2025.

## WHAT & HOW

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs have worked to identify the goals, objectives, and potential opportunities for enhancements in 2025, outlined in this Plan.

The IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through improved customer outreach, education, assistance programs and services.

## INTRODUCTION

As climate conditions change, our region is facing drier and hotter weather conditions making wildfires a year-round threat. The IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to the safety of our customers and communities, electric utilities may call for a PSPS as a measure of last resort. Public Safety Power Shutoff (PSPS) de-energization activations disrupt the everyday lives of all individuals impacted. This 2025 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed incorporating elements from the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the FEMA Comprehensive Preparedness Guide six-step Process, BVES attended AFN Core Planning Team meetings and observed the execution of a "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. BVES utilized this template to develop an AFN plan for 2025, despite never implementing a PSPS ever before. BVES acknowledges the significant variance in available resources, system limitations and geographical differences that are evident when compared to larger IOUs throughout the state.

BVES will file their annual Plan with the CPUC by January 31<sup>st</sup> of each year regarding its planned efforts to address people/communities with AFN during PSPS events. Additionally, the IOUs will provide the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS.

### Subject Matter Experts (Engage the Whole Community)

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

*FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community- based planning, planning that is for the whole community and involves the whole community, is crucial to the success of any plan.*

On September 17, 2024, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with the Core Planning Team members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2025 AFN Plan.

**Table 1 Engaging the Whole Community**

<b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):</b>	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
	2-1-1 <sup>1</sup>
<b>AFN Core Planning Team</b>	Department of Developmental Services
	Disability Policy Consultant
	Inland Regional Center

Planning Group	Participants/Stakeholders
	Pacific Power
	Redwood Coast Regional Center
	San Diego Regional Center
	San Gabriel/ Pomona Regional Center
	Tri-Counties Regional Center
<b>Joint IOUs</b>	San Diego Gas & Electric (SDG&E)

<sup>1</sup> Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council



	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engage the whole community in planning, BVES is also planning to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS

Working Groups, including those which are focused on the Small Municipal Jurisdictional Utilities (SMJUs) and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on BVES's customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs ability to mitigate the impacts of wildfire safety strategies, namely PSPS, and other emergencies throughout California.

AFN Experts:

- Wildfire Community Advisory Meetings
- Big Bear Fire Safe Council
- Local Government
- Cal OES
- CBOs
- SMJU Collaboration

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

### 1.1 Purpose/Background

During extreme weather or wildfire conditions, electric utilities may proactively turn off power for public safety, as a measure of last resort. Public Safety Power Shutoffs (PSPS) disrupt the everyday lives of all impacted individuals.

The purpose of BVES's Plan to support populations with AFN during PSPS events is to mitigate the impacts of public safety power shutoff on access and functional needs individuals served by the utility through improved customer outreach, education, assistance programs and services.

BVES is focused on building foundational connections and expanding existing networks within the Big Bear community to continually improve awareness and support of AFN needs.

BVES continues to work to understand existing local resources and establish relationships required to support the AFN population throughout the service territory. In addition, BVES will continue coordinating with the Statewide Collaborative Planning Team to make informed improvements through observing practices from larger IOU and agency proven successes.

BVES continues to seek methods of improvement in data collection and analysis, while improving the existing limitations that exist within CIS, OMS and GIS systems. BVES continuously works to vigorously enhance and improve their CIS to record additional AFN categories of customers and is striving to

consistently work on OMS integration and testing. In 2024, BVES successfully integrated AFN category tracking into its Customer Information System (CIS). This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2025 and beyond.

## 1.2 Scope

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

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

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

Recognizing this is a very broad audience, this plan focuses on minimizing the impact of a PSPS on electricity dependent individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term “electricity dependent.” This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available.

The utilities are filing individual versions of their 2025 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

## 1.3 Situation Overview

### 1.3.1 Hazard Analysis Summary – Definition of Risks

FEMA Step 2: *Understand the Situation. Understanding the consequences of a potential incident require gathering information about the potential AFN of residents within the community.* “Understand the Situation,” continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The Core Planning Team has identified the following key risks of PSPS: *“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to a PSPS.”*

During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS event.

### 1.3.2 AFN Population - AFN Identification

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs: ○ California Alternate Rates for Energy (CARE)
  - Medical Baseline (MBL),<sup>2</sup> including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 23,294 residential customers in a resort community with a mix of approximately 40% fulltime and 60% part-time residents. Its service area also includes 1,472 commercial, industrial and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas & Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of December 31, 2024, the CIS system

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<sup>2</sup> Identification efforts also include "persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology". See D. 21-06-034, Appendix A at A8-A9.

identifies 155 Medical Base Line (MBL) customers marked as AFN customers. BVES's total AFN customer count is currently 727.

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems. Data tracking continues to be reviewed for areas of improvement to allow BVES more visibility into the AFN customer population. In 2022, BVES explored options to establish the ability to track AFN categories of customers beyond MBL in the CIS, including the following categorical identifiers:

AFN customers enrolled in low-income programs, AFN customers with a physical, intellectual or developmental disability, AFN customers with a chronic condition or injury, AFN customers identified with limited English proficiency, AFN customers in households with older adults / children, AFN homeless / transportation disadvantaged customers, and an additional AFN category for customers who wish to self-identify but may not necessarily fit into the aforementioned categories. In 2024 BVES implemented AFN category tracking into the CIS.

As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL is anticipated to be integrated into the OMS in the near future and further refined throughout 2025.

- List of Risks and Hazards - Potential Consequences

BVES understands the risk analysis completed by the AFN Core Planning Team and has found it helpful in understanding the variety of diverse risks that exist for AFN populations.

- Customer Research and Surveys

In 2023, BVES partnered with MDC Research to execute two waves of surveys to measure the public's awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Surveys were available to customers in English and Spanish.

The first wave of surveys conducted between June 2024 resulted in completion of 261 surveys, including 12 from critical customers. The second wave of surveys conducted in December 2024 resulted in completion of 399 survey responses, including 16 from critical customers.

Notable customer survey findings include:

- 76% of customers surveyed are considered AFN
- Awareness of available resources:
  - Customers are most likely aware of electrical and wildfire safety information, LIHEAP, and California Alternate Rates for Energy.
  - 32-37% of customers have not investigated any of the available resources, consistent across June and December 2024.
- AFN Self-Identification Awareness:
  - 6-7% of AFN customers have heard of AFN Self-Identification, showing limited awareness.

- Awareness of AFN Self-Identification among all customers is only 8%, and only 6% of AFN customers are aware.
  - 20% of those aware of the resource have used it, with satisfaction among most users.
- Medical Needs and PSPS Notices:
  - 24-30% of customers who rely on electricity for medical needs are aware of additional notices from BVES related to PSPS (Public Safety Power Shutoff).
- Language Preferences:
  - 97-99% of respondents indicate that receiving communications in a language other than English would not be helpful.
- Communication and Outreach Recommendations:
  - Continue leveraging email, direct mail, bill inserts, BVES website, and local/regional TV news to educate consumers about PSPS, especially during late spring/early summer when fire season preparation is top of mind.
  - Consider partnerships with local business organizations to extend community outreach and reach tourists.
- Actionable Recommendations:
  - Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices.
  - Educate customers about the benefits of self-reporting their AFN status and the available resources.

In addition to customer surveys, MDC Research conducted Community Based Organization interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first wave of interviews resulted in four completed CBO interviews, whereas the second wave resulted in four completed four CBO interviews.

Notable CBO interview findings include:

- Community Based Organizations interviewed expressed a willingness and ability to share BVES PSPS preparedness information to the community during typical interactions, through social media and by handing out printed materials provided by BVES
- English and Spanish are the primary languages required for effective communication in the communities to which BVES provides service
- Simplified, easy-to-understand written communications are of importance to reach individuals with all levels of reading comprehension
- Education, resources and advanced notifications are essential for these groups

Additional survey information used to inform BVES' approach in effectively reaching customers include findings that BVES remains the primary source for wildfire preparedness information, and Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness are the most common messages recalled.

Email is the most cited channel for wildfire preparedness communication, up significantly from June 2024, followed closely by direct mail, bill inserts, and the BVES website. In 2025, BVES plans to seek out additional resources to collaborate with in executing surveys and research specific to AFN needs before, during and after PSPS events. BVES also plans to explore availability of existing resources and

identification of gaps that may exist through further discussions and expansion of relationships with agencies, cities, counties and local organizations.

- Accessibility Webpage and Feedback

BVES plans to continue improvements in accessibility of their webpage. Improvements include the addition of 211 resource information on the web, as well as successful development of a selfidentification tool for AFN customers in both Spanish and English languages.

### 1.3.3 Success Measures and Metrics

BVES intends to integrate key performance indicators (KPIs) to measure impacts of PSPS. These indicators include understanding the percentage of individuals with AFN who were aware of what support and resources were available to them during PSPS and the percentage of individuals with AFN who reported being satisfied with level of utility communication around PSPS preparedness and event updates. BVES plans to obtain this information by including these indicators in future AFN surveys. Additional methods to monitoring effectiveness in AFN support include monitoring web traffic and self-identification tool utilization rates, as well as tracking AFN attendance at CRC locations during PSPS events.

## Survey and Stakeholder Recommendations & Response

As part of our ongoing collaboration with stakeholders, we received the following recommendations related to AFN support during PSPS events. Below is a summary of each recommendation, BVES's response, and rationale.

**Table 2 Recommendation Status and Response**

Stakeholder Recommendation	Adoption Status	Rationale	Implementation Timeline
Continue leveraging email, direct mail, bill inserts, BVES website, and regional TV news for PSPS education	Adopted	BVES finds these are the most effective way to reach AFN populations through various means as echoed through feedback from customer surveys and CBOs	Ongoing; additional outreach efforts continuing in Q2 2025
Consider partnerships with local business organizations to extend community outreach and reach tourists	Under Evaluation	While BVES sees this value, the utility understands these partnerships will form over time through effective means within the Big Bear community	Revisit in Q4 2025
Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices	Adopted	Surveys indicate that many electricitydependent customers are not fully aware of PSPS notifications. BVES is working on increasing Medical Baseline customer awareness	Initial improvements in Q3 2025, with ongoing tracking
Educate customers about the benefits of self-reporting their AFN status and available resources	Adopted	Self-identification remains low among AFN customers. BVES will incorporate more direct education on this through existing outreach channels	Expanded outreach in Q3 2025

Ensure that CBOs receive AFNspecific PSPS preparedness information for wider distribution	Adopted	CBOs have expressed willingness to help distribute information. BVES will formalize partnerships with key organizations	Ongoing
Expand multilingual outreach beyond English and Spanish for AFN notifications and resources	Under Consistent Review	Survey data indicates 97-99% of respondents find English and Spanish coverage sufficient within the territory; however, BVES will reassess if additional language needs arise	Ongoing review
Improve accessibility of written communications to accommodate individuals with different literacy levels	Under Evaluation	CBO feedback highlights the need for simpler materials for community distribution and BVES is reviewing options for concise and accessible language	Assessment in Q3 2025

### 1.3.4 Capability Assessment - Statewide/Local Research

*FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

Progress will be reported out within BVES’s Quarterly updates. 2025 Key Objectives:

- Increase awareness of IOU programs and services available before, during and after a PSPS
- Continue to identify individuals who are Electricity Dependent.
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, utility to minimize duplication

*FEMA: Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.*

**Community Resource Centers:** BVES continues to work to establish agreements with community partners and facilities throughout the service territory in preparation for PSPS events. More information on CRCs can be found in section 2.1.2.

**Power Resiliency:** Section 2.1.5 provides detail on BVES's current state

**Food Replacement:** BVES is exploring options to fulfill this

**Transportation:** BVES does not currently partner with transportation / paratransit services and plans to seek out existing transportation / paratransit services. BVES has reached out to the local public transportation service (MARTA) and was informed that they may be able to assist with non-medical transportation on an as available basis

**Lodging:** BVES has contracted lodging services for customers during significant outage events on an as needed basis and looks to continue partnership with local organizations to remain aware of community needs

**IOU Customer Communications:** BVES conducts annual preparedness outreach and has an established communications plan for PSPS preparedness communication

**In Language / Accessible Materials:** BVES provides all PSPS toolkit information in

English and Spanish. BVES looks to continually improve accessibility of materials throughout 2025

**CBO Partners:** BVES communicates with Community Based Organizations throughout the service territory and is currently focused on expanding CBO networks throughout 2025

**Training:** BVES regularly conducts training, tabletop, full-scale and PSPS exercises for all BVES employees to prepare for potential PSPS events

**Community Engagement:** BVES hosts community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups. BVES also discusses PSPS preparation with CBOs during physical and/or virtual meetings throughout the year.

BVES provides PSPS materials to CBOs, city, county and school contacts proactively.

## PSPS Notifications

- **Account holders:** BVES provides PSPS notification to account holders. See section 2.2 for more information.
- **Non-account holders:** BVES plans to provide PSPS notification to non-account holders, such as Public Safety Partners, Critical Infrastructure contacts and CBOs. See section 2.2 for more information.
- **Community Based Organizations:** BVES provides PSPS notification through a variety of communication channels. See section 2.2 for more information.



- **Notification Confirmation:** BVES confirms PSPS notification receipt of all potentially impacted MBL customers. BVES treats all MBL customers as critical customers. See section 2.2 for more information.

## 1.4 Planning Assumptions

- For most PSPS events, there is likely to be advanced notice
- The scope of PSPS events can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS events may occur concurrent with unrelated emergencies

## 1.5 Plan Preparation and Review

*According to FEMA Step 5, Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.*

Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

- 1.6 Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS. Plan Implementation**

*According to FEMA Step 6 Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.*

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

## 1.7 Research and Surveys

In 2025, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

The IOUs will continue to conduct listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS. This thorough review allows the IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

## **2. CONCEPT OF OPERATIONS**

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

#### **2.1.1 AFN Identification Outreach**

BVES plans to execute AFN identification outreach through a variety of channels. Additional methods of AFN identification include CBO and community outreach targeted efforts to encourage AFN self-identification and increase awareness of resource availability.

#### **2.1.2 AFN Support Resources**

- 211 Care Coordination & Referral Service

BVES plans to continue to engage contacts throughout the State of California to increase collaboration. 2-1-1 offers support to residents of San Bernardino County.

BVES successfully implemented a webpage dedicated to 211 customer resource information during 2022. BVES does not currently participate in 211 Care Coordination contracts, however, 211 partnership is an area of focus and further exploration.

- Resource Planning and Partnerships

BVES anticipates further exploration of CBO and agency partnerships on an ongoing basis in terms of AFN specific support and resource planning.

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

BVES has program material from SCE's Critical Care Back up battery (CCBB) program and is in the process of incorporating this information into our operating practices. We have staff available to deploy batteries on a small scale and educate each customer on the basic functionality of each battery unit. BVES also has an 8.4MW natural gas generation station in its service territory, available to produce energy during emergency events.

#### **2.1.4 Customer Assistance Programs**

- Medical Baseline Allowance Program (MBL)
- Energy Saving Assistance (ESA) Program
- California Alternate Rates for Energy (CARE)

### 2.1.5 Emergency Operations Centers

BVES will activate their Emergency Operations Center (EOC) if forecasted sustained wind or 3-second wind gusts expected to exceed 55 mph or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. Under normal conditions the Field Operations

Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the Storm Operations Supervisor (SOS).

### 2.1.6 PSPS Preparedness Outreach and Community Engagement

- Advisory Councils
- CBO Outreach

BVES seeks out opportunities to provide PSPS preparedness information through established Community Based Organizations regularly throughout the year. BVES leadership has fostered a working relationship with the City of Big Bear Lake, where the city manager has a direct line of communication with the President of BVES.

BVES executes customer outreach to share information about customer programs (CARE, ESA, MBL) and PSPS awareness through a variety of methods including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (multicultural media), digital ads, print ads and through call center staff. AFN identification and available resource communication will be a focus.

As a result of recent MDC Research customer and CBO survey results, areas of focus include increased messaging around preparation of emergency kits and readiness. Suggestions provided by customer and CBO feedback highlight the effectiveness of increased use of email, local media and driving website traffic to existing PSPS information.

Development of additional materials related to AFN self-identification and available resources is an area of focus.

Customer recall increased significantly between the recent two waves of MDC surveys in terms of emergency services communications. BVES plans to consider ways to further partner with local organizations and emergency services to more effectively reach customers.

Utilizing CBO networks and targeted customer program outreach including multi-family housing, community events and direct mailings are an identified area of opportunity to expand customer communications in terms of AFN identification and increase customer awareness of available resources.

- *Tribal Engagement:* BVES does not have a tribal community in its service territory
- Marketing and Communications

BVES has developed the following communications outreach plan to notify AFN customers of pertinent PSPS status updates, including ongoing proactive education.

BVES will continue to engage AFN customers throughout the year, and especially during wildfire season, to educate on the PSPS determination and notification process and how customers can prepare for prolonged de-energization through the following channels:

- **Community Meetings:** BVES will host community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups.
- **Website:** BVES will publish and maintain PSPS web copy outlining BVE's determination and notification process and detailing ways for customers to prepare, including information specific to AFN populations.
- **Social Media:** BVES will post content to Facebook notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Customer Email:** BVES will distribute an email notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Bill Insert/Mail:** BVES will distribute a bill insert/mailer notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.

BVES plans to assess and enhance communication accessibility. Notable areas of focus are additional Spanish language support and AFN available resource and self-identification information accessibility on BVES webpages.

- Translations

BVES call centers provide customer access to bilingual (Spanish and English) Customer Service Representatives. Additional translations are considered for functional text (such as Braille) and more simplified approaches to issuing notifications and updates.

### **2.1.7 Community Resource Centers (CRCs)**

BVES has established an internal working group comprised of representatives from a variety of departments including Emergency Management and Wildfire Mitigation to focus on Community Resource Center planning. The group meets to develop plans, determine priorities, and execute required action for CRC preparedness. This internal group continues to develop a thorough approach to CRC execution and collaborates externally with community stakeholders.

BVES plans to provide snacks, water, device charging ability, Wi-Fi, ADA accessible restrooms, resource information, BVES Customer Service staff (including bilingual representation when possible), portable cell phone chargers, and blankets at CRC location. CRC location present a unique opportunity for program enrollment, PSPS preparedness information sharing and AFN identification, and BVES plans to provide information on CARE, ESA and MBL programs at its CRC. PSPS Toolkit information will be shared in English and Spanish at CRC location.

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

### **2.2.1 MBL Customer Communication**

To identify MBL customers for an event, BVES identifies MBL customers with accounts in the potentially impacted PPS zone. The MBL notification sequence is as follows:

1. OMS notification
2. Two-way Text Communication
3. If no positive contact, phone call to customer from customer service representative.
4. If no positive contact, physical site visit to the residence.
5. If no positive contact, door hanger notification left at the residence.

To contact MBL customers behind master metered accounts, BVES consults a list of master meter locations to determine if these meters are in the Public Safety Power Shut-off ("PSPS") deenergization zone. Each master meter has a database that provides behind-the-meter information. From this database, BVES can determine if there are MBL customers, who they are, and what units they occupy. The communication steps utilized for MBL customer contact also apply to master meter MBL customer contact.

- PSPS Notifications

BVES will notify AFN customers before, during and after a PSPS through the following channels with at least two different and preferred methods of notification (posted and updated as needed):

*OMS Alerts:* BVES OMS system is alerted of an outage, identifies the outage area, identifies the customers affected, and will distribute an alert through the OMS system notifying customers of the status of the PSPS.

*Two-way Text Communications:* BVES has the capability of notifying customers who opted in for two-way text communications of an outage, the status of an outage, and restoration of an outage.

*CBO Engagement:* BVES will notify CBOs that serve AFN populations of the status of the PSPS and request that they distribute the alert to their contact list. CBOs may include:

- Unhoused shelters
- Food banks
- Special needs programs

*Critical Facilities & Infrastructure:* BVES will notify critical facilities and infrastructure of the status of the PSPS and request that they distribute the alert to their own contact lists. Critical facilities and infrastructure include:

- Police stations
- Fire stations
- Big Bear Community Hospital

*Website:* BVES will publish an alert to the website notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

*Social Media:* BVES will post content to Facebook notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

*Customer Email:* BVES will distribute an email to all customers affected by a PSPS, including those in the AFN community notifying them of the status of the PSPS and outlining safety information specific to their needs. An enhancement will include Spanish language messaging within PSPS customer emails.

*News Release:* BVES will distribute a news release to local media outlets alerting customers of the status of the PSPS and outlining safety information specific to AFN populations. In 2021, BVES added multicultural media outlets to lists of media contacts utilized for PSPS notification.

*Customer Service Representatives (CSR):* BVES will provide CSRs with information specific to safety guidelines and resources for AFN customers during a PSPS.

All content intended for customers will be translated and disseminated in English and Spanish, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages. All digital content intended for customers will additionally be compliant with ADA regulations.

## **BVES's Prioritization of AFN Customers in Power Restoration**

BVES prioritizes AFN customers during PSPS events and unplanned outages by leveraging medical baseline data, real-time outage management, and coordination with public safety partners. Using its Outage Management System (OMS) and updated Geographic Information System (GIS) mapping tools,

BVES identifies AFN customers who rely on electricity for life-sustaining medical equipment and flags them for priority restoration efforts to ensure they are among the first to be restored when conditions allow.

BVES also coordinates with public safety agencies, emergency responders, CBOs, mutual aid partners, and the public to facilitate timely notification issuances. These efforts help communicate the process for sectionalizing circuits during a PSPS event and provide transparency on restoration timelines. Additionally, BVES ensures that AFN customers receive appropriate support, including power restoration timeline notices, access to CRC resources, medical assistance, and real-time updates. Following each event, post-outage assessments are conducted to refine prioritization strategies, incorporating feedback from AFN customers and key stakeholder organizations to further enhance BVES's approach to restoration, communication, and emergency preparedness.

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

### **2.3.1 AFN Customer Support**

- After Action Reviews and Reports
- BVES intends to continue partnerships with local organizations to remain aware of customer needs before, during and after PSPS events.
- Lessons Learned and Feedback
- Customer Surveys
- BVES has created a confidentiality agreement in order to share its AFN population with the City of Big Bear Lake and the Local Fire Department. This is ongoing.
- BVES continues to increase advertising regarding PSPS, AFN education. In the next quarter and / or subsequent quarter(s) within 2025, BVES will conduct a campaign to engage more vulnerable populations as it continues to refine its outreach, communication, and notification plans.
- During a PSPS event, BVES will effectively communicate with its customers and work with local government officials to minimize any impacts on its AFN population. No notable changes occurred during this reporting period.
- BVES will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. No changes occurred over this quarter to report.
- Has established a Public Safety Power Shutoff (PSPS) portal for its critical facilities to view BVES's AFN customer list. BVES ensures updates are routinely made and will provide information as outreach campaigns occur and annual reports are filed.
- BVES's AFN application will continue to be available on its website in both English and Spanish. No other third prevalent language is identified within BVES' territory.
- BVES AFN self-identification letter was mailed to BVES customers within the quarter to capture any new or changed statuses.

- Purchase portable batteries in case of a PSPS event to assist Medical Baseline and AFN populations. Amenities at CRCs will be updated with these resources.

An area of opportunity for BVES is expansion of customer, CBO and public safety partner surveys before and after PSPS events.

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

#### **3.1 Customer Privacy SMJU**

BVES has entered into new confidentiality agreements with both the City of Big Bear Lake and the Big Bear Fire Department to begin the process of data sharing amongst agencies. BVES has also developed new contacts and working relationships with the local Red Cross representatives in its district, as well as other community organizations such as the Mountain Mutual Aid Association and Fire Safe Big Bear. Other efforts to contact visually and hearing- impaired citizens is underway by reaching out to the California Council of the Blind, the Center for Access

Technology, Disability Disaster Access Program & Resources, and NorCal Services for the Deaf and Hard of Hearing to better identify customers of need.

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

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

The Emergency Response Plan (ERP) is provided to all “BVES employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated ERP to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The ERP further establishes the structure, processes and protocols for the Company’s emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.



## Appendix G: Quarterly and Functional Exercise Agenda

## Quarterly and Functional Bear Valley Electric Service PSPS Exercise Agenda

### **I. Introduction to Participants**

- a. Welcome remarks by the facilitator and BVES Players;
- b. Introduction of key participants, including:
  - i. BVES staff;
  - ii. Public safety partners;
  - iii. Local government representatives; and
  - iv. Other stakeholders;
- c. Brief overview of the exercise purpose and objectives; and
- d. Emphasis on the importance of participation and engagement.

### **II. Explain BVES's PSPS Plan and History**

- a. Reintroduce Participants to BVES and PSPS generally and its purpose/objectives;
- b. Quick Description of BVES History/Service Territory
  - i. Location: 32 square miles of rural and mountainous terrain at approximately 7,000 ft. in the San Bernardino Mountains (80 miles East of Los Angeles);
  - ii. Customer base: Approximately 24,500 customers (23,000 residential and 1,500 commercial); and
  - iii. Overview of the critical infrastructure and high fire threat districts (HFTD Tier 2 & Tier 3) within the service area;
- c. BVES Staff Roles and Responsibilities
  - i. Key personnel and their roles in PSPS planning and execution;
  - ii. Overview of internal coordination processes and communication protocols; and
  - iii. Responsibilities of BVES teams during PSPS events;
- d. Coordinated Agency/Organization Notification and Coordination
- e. Introduce BVES History of No PSPS Activation,
  - i. Investments in Safety to Limit Frequency, Scope, and Duration of Any PSPS Action
  - ii. Overview of BVES's proactive measures and investments in infrastructure to prevent the need for PSPS;
  - iii. System hardening projects, such as replacing bare power lines with covered conductors; Vegetation management strategies to minimize fire risk; and
  - iv. Implementation of advanced technologies for fire risk assessment and monitoring, including the Fire Potential Index (FPI) model;
  - v. Achievements in reducing the frequency, scope, and duration of any potential PSPS actions;
- f. Discuss Possible PSPS Actions
  - i. Criteria and decision-making process for BVES-initiated PSPS;
  - ii. Internal protocols and procedures for de-energization and re-energization; and
  - iii. Steps BVES takes to prepare for and execute PSPS;
- g. From SCE Actions
  - i. Coordination with SCE regarding their PSPS actions and impacts on BVES;
  - ii. Communication and joint response strategies with SCE; and
  - iii. Understanding the interdependencies between BVES and SCE during PSPS events.

### **III. Overview on Wildfire Mitigation Initiatives**

- a. System Hardening Projects
  - i. Replacing bare power lines with covered conductors;
- b. Vegetation Management
  - i. Regular trimming and removal of vegetation near power lines;
  - ii. Use of satellite imagery and advanced tools for vegetation assessment;
- c. Advanced Technologies
  - i. Implementation of the FPI model for daily operations;
- d. Community Resource Centers (CRC) and Pre-Fire Activities
  - i. Locations and services provided;
  - ii. Plans for setting up CRCs during PSPS events; and
  - iii. Pre-Fire Season Awareness and Community Outreach

#### **IV. Introduction to Inaugural BVES PSPS Functional Exercise**

- a. Purpose
  - i. Test the effectiveness of the BVES PSPS Plan;
  - ii. Identify gaps and areas for improvement in the PSPS processes; and
  - iii. Enhance coordination and communication with stakeholders.
- b. Expectations
- c. Participation
  - i. Expects all participants to treat this exercise with the seriousness it requires; and
  - ii. Minimize distractions and focus on the exercise objectives.
- d. Duration and Simulation
  - i. The exercise is expected to last up to 3-4 (or 7-8 hours) hours but will simulate multiple days of activity;
  - ii. Coverage of periods from notification to final actions post-re-energization;
- e. Field Actions
  - i. All field actions are to be simulated; no electrical equipment will be operated; and
  - ii. Participants will provide detailed explanations of their expected actions;
- f. Communication Protocols
  - i. All communications shall be prefaced and ended with “exercise, exercise, exercise”; and
  - ii. Noting the importance of maintaining clear and consistent communication throughout the exercise.

#### **V. Commence Exercise**

- a. Introduce Scenario
  - i. Detailed description of the simulated scenario, including weather conditions and fire risk;
  - ii. Timeline of events leading up to the PSPS activation;
  - iii. Identify Notification Needs and timeline;
    - 1. Timeline for initiating notifications based on scenario escalation;
    - 2. Criteria for determining when to start the notification process;
- b. Begin Notification Protocol
- c. Notification recipients
  - i. List of all stakeholders to be notified, including medically vulnerable and AFN populations;
  - ii. Methods for reaching different groups (e.g., phone calls, texts, emails, public announcements);
  - iii. Notification messaging

1. Key information to include in notifications (e.g., reason for PSPS, expected duration, safety tips); and
  2. Templates and scripts for notifications;
- d. Initiate De-energization Protocol due to worsening circumstances
    - i. Step-by-step actions for de-energization based on escalating fire risk;
    - ii. Coordination with internal teams and external partners;
    - iii. Coordinate Actions with Mutual Assistance Organizations, Public Safety Partners, SCE, and others;
    - iv. Collaboration with mutual assistance partners to manage resources and response efforts;
    - v. Coordination with public safety agencies for community support and safety measures;
    - vi. Joint efforts with SCE and telecommunication providers to ensure communication and service continuity; and
    - vii. Procedures for updating stakeholders on the status of the PSPS event.
  - e. Begin restoration exercises
  - f. Patrols and damage assessment
    - i. Procedures for initiating patrols to inspect for damage and downed vegetation; and
    - ii. Documentation and reporting of findings.
  - g. Restoration actions
    - i. Steps to safely re-energize the grid and restore power to affected areas;
    - ii. Coordination with field teams and control centers; and
    - iii. Communication with stakeholders about the restoration process.
  - h. Conduct post-restoration activities
  - i. Community support
  - j. Monitoring and addressing any residual issues post-restoration; and
  - k. Evaluation of the restoration process and identification of areas for improvement.
- VI. Conclusion and Debrief**
- a. Discussion of successful aspects of the exercise and effective strategies;
  - b. Insights from participants and stakeholders;
  - c. Analyze challenges faced during the exercise and areas needing improvement; and
  - d. Collect feedback from participants on their experiences and suggestions for improvement.
  - e. Concluding Statement
    - i. Summary of key takeaways from the exercise;
    - ii. Next steps for incorporating lessons learned into the PSPS Plan; and
    - iii. Acknowledgment of participants' efforts and contributions and the simulation conclusion.

## Appendix H: Functional Exercise Wildfire Threat Situation Manual

# BVES 2025 Tabletop and Full-Scale PSPS Exercise

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## Situation Manual

June 18, 2025 TTX

June 24, 2025 FSX

This Situation Manual (Sit Man) provides exercise participants with tools and guidance for their roles in the exercises. Parts of this material is intended for the exclusive use of exercise planners, facilitators, and evaluators; however, players may view other materials that are necessary to their performance.

## EXERCISE OVERVIEW

Exercise Name	Public Safety Power Shutoff (PSPS) Tabletop and Full-Scale Exercise
Exercise Dates	June 18, 2025 TTX and June 24, 2025 FSX
Scope	Tabletop exercise (TTX) is planned for 4 hours at BVES and FullScale Exercise (FSX) is planned for 8 hours. Exercise play is limited to individual offices, BVES conference room, and various areas in the BVES service territory.
Mission Area(s)	Implementation, Mitigation, Response, & Recovery
Core Capabilities	Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response.
Objectives	Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.
Threat or Hazard	High Wind & Low Relative Humidity
Scenario	7-day weather forecasts depict extreme fire threat weather conditions to exist within BVES service territory requiring PSPS consideration. BVES service territory experiences extreme fire threat weather conditions causing BVES to implement a PSPS. During the PSPS event; SCE de-energizes supply lines to BVES.
Sponsor	N/A  Sean Matlock <a href="mailto:sean.matlock@bvesinc.com">sean.matlock@bvesinc.com</a> Paul Marconi <a href="mailto:paul.marconi@bvesinc.com">paul.marconi@bvesinc.com</a>
Point of Contact	BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

## GENERAL INFORMATION

### Exercise Objectives and Core Capabilities

The following exercise objectives in Table 1 describe the expected outcomes for the exercises. Objectives are linked to core capabilities, which are distinct critical elements necessary to achieve the specific mission area(s). Objectives and aligned core capabilities are guided by BVES personnel with input by key stakeholders.

**Table 1: Exercise Objectives and Associated Core Capabilities**

Exercise Objective	Core Capability
Execute PSPS procedures for each respective PSPS Phase	<ul style="list-style-type: none"> <li>• Ability to complete internal and external actions within the timeframe and phase designated in the PSPS Plan</li> <li>• Coordinate with all relevant stakeholders to ensure seamless implementation of PSPS procedures</li> <li>• Evaluate the effectiveness of PSPS procedural execution through real-time scenario</li> </ul>
Execute PSPS notification protocols and procedure plan	<ul style="list-style-type: none"> <li>• Provide the Public Information Officer (PIO) and customer support group with outage information</li> <li>• Ensure timely and accurate communication to Access and Functional Needs (AFN) and Medical Baseline customers</li> <li>• Utilize GIS data for outage communication and resource allocation</li> <li>• Activate and manage Community Resource Centers (CRCs)</li> </ul>
Execute communication protocols	<ul style="list-style-type: none"> <li>• Inform: <ul style="list-style-type: none"> <li>○ CPUC, CalOES</li> <li>○ Customers</li> <li>✦ AFN, Medical Baseline</li> <li>✦ GIS data exchange through portals</li> <li>✦ Activate CRC</li> </ul> </li> </ul>
Initiate post-event protocols	<ul style="list-style-type: none"> <li>• Execute internal (O&amp;P) actions to restore normalcy and evaluate the event's impact</li> <li>• Conduct debrief / Hotwash session</li> <li>• Report all PSPS actions in After-Action report and file with regulators (CPUC Safety Enforcement Division)</li> <li>• Identify corrective actions based on postevent analysis</li> </ul>



## Participant Roles and Responsibilities

The term *participant* encompasses many groups of people, not just those directly participating in the exercise. Groups of participants involved in the exercise, and their respective roles and responsibilities, are as follows:

- **Players.** Players are personnel who have an active role in discussing or performing roles and responsibilities during the exercise. Players discuss or initiate actions in response to the simulated emergency.
- **Observers.** Observers do not directly participate in the exercise. However, they may support the development of player responses to the situation during the discussion by asking relevant questions or providing subject matter expertise.
- **Facilitators.** Facilitators provide situation updates and moderate discussions. They also provide additional information or resolve questions as required. Key Exercise Planning Team members also may assist with facilitation as subject matter experts (SMEs) during the exercise.
- **Evaluators.** Evaluators are assigned to observe and document certain objectives during the exercise. Their primary role is to document player discussions, including how and if those discussions conform to plans, policies, and procedures.

## Exercise Structure

This exercise will be a multimedia-facilitated exercise. Players will participate in the following 8 modules:

- Module 1: Pre-Planning Phase (7 – 4 Days Ahead)
- Module 2: **Stage 1** (3 Days Ahead)
- Module 3: **Stage 2** (1 Day Ahead)
- Module 4: **Stage 3** PSPS De-energization Initiated
- Module 5: SCE De-energizes Goldhill (Doble and Cushenberry parallel circuits, BVPP availability)
- Module 6: **Stage 4** PSPS Re-energization Preparation
- Module 7: **Stage 4** PSPS Re-energization Initiated
- Module 8: **Stage 5** PSPS Event Concluded

Each module begins with an update that summarizes key events occurring within that time period. After the updates, participants review the questions posed within the situation and engage in functional group discussions of appropriate mitigation, response, and recovery issues. For this exercise, the functional groups are as follows:

- Functional group 1: BVES staff
- Functional group 2: BVES staff, SCE points of contact
- Functional group 3: BVES staff, Local agencies/media
- Functional group 4: BVES staff, CalOES, Local and State agencies

After these functional group discussions, participants will engage in a moderated discussion in which a spokesperson from the relevant group will present a synopsis of the group's actions, based on the scenario.

## Exercise Guidelines

This exercise will be held in an open, low-stress, no-fault environment. Varying viewpoints—even disagreements—may arise and should be handled in a professional and courteous manner.

- **Participation:** Engage actively, contribute insights, and maintain professional conduct.
- **Scenario Response:** Use your knowledge of current plans and capabilities, utilizing only existing assets and resources.
- **Decision-Making:** Decisions made during the exercise are not precedent-setting and may not reflect your organization's final position. Explore multiple options and solutions.
- **Problem-Solving Focus:** Emphasize problem-solving efforts, suggesting and recommending actions to improve PSPS response efforts.
- **Adherence to Protocols:** Follow established exercise protocols and guidelines.
- **Time Management:** Ensure discussions remain focused and productive within the exercise timeline.

## Exercise Assumptions and Artificialities

In any exercise, assumptions and artificialities may be necessary to complete play in the time allotted and account for logistical limitations. Exercise participants should accept that assumptions and artificialities are inherent in any exercise and should not allow these considerations to negatively impact their participation. During this exercise, the following apply:

- The exercise is conducted in a no-fault learning environment wherein capabilities, plans, systems, and processes will be evaluated.
- The exercise scenario is plausible, and events occur as they are presented.
- All players receive information at the same time.

## Functional Group Discussion Questions

Throughout the exercise, responses will be provided by the following personnel (not necessarily in this order):

- Incident Commander
- Energy Resource Manager (simulated on vacation) roles will be covered by others
- Operations Group Lead
- Strategic Operations Supervisor
- Logistics Group and Finance & Administration Group Lead
- Emergency Service Representative and Planning Group Lead) Customer Service Supervisor,
- Engineering Supervisor ERP roles including Backup Strategic Operations Supervisor
- Public Information Group Lead

- IT Operations Support
- System Monitors
- Response Teams
- Damage Assessment Team
- Recorder – Notes for lessons learned and follow-up reports

**All actions are to be simulated. No breakers, switches or equipment will be operated. If applicable, all communication will be prefaced with, “Exercise, Exercise, Exercise.”**

## Forecast Simulation

BVES utilizes a customized Fire Potential Index (FPI) model developed by Technosylva to quantify fire risk across its service area. This model takes into account various parameters including fuel, terrain, and weather conditions to categorize fire risk levels from Very Low to Extreme. The FPI model is integral to BVES's operational decisionmaking process, especially regarding sub-transmission and distribution system management.

- **FPI Categories:** Very Low, Low, Moderate, High, Very High, Extreme.
- Very Low and Low: Automatic reclosers and protective switches; no special patrols.
- Moderate: Manual switches, patrolling required, review of medical baseline and AFN customer lists.
- High: Manual switches, patrolling required, notification and coordination with local agencies, potential EOC activation.
- Very High/Extreme: Comprehensive response including manual switches, patrolling, customer and agency notifications, EOC activation, and PSPS initiation if conditions warrant.
- **Daily Monitoring:** The Wildfire Mitigation & Safety Engineer reviews WFA-E fire risk forecasts and FPI data daily to inform operational decisions.

## Exercise Evaluation

Evaluation of the exercise is based on the exercise objectives and aligned capabilities, capability targets, and critical tasks, which are documented in the Exercise Evaluation Guides (EEGs). Evaluators have EEGs for each of their assigned areas. Additionally, players will be asked to complete participant feedback forms. These documents, coupled with facilitator observations and notes, will be used to evaluate the exercise and compile the After-Action Report (AAR).

## MODULE 1: PRE-PLANNING PHASE

### Event 1 (4 days ahead (before 72-hour activation point))

September 4, 2025: 9:00AM PDT

#### Scenario Baseline

- **Weather Consultant Report:** The latest 7-day forecast for the BVES service territory highlights concerning weather patterns and escalating fire danger as per the National Fire Danger Rating System (NFDRS) and moving into utilizing the FPI starting in 2025. Participants will need to evaluate and discuss these conditions to strategize the initial pre-planning actions.

#### Scenario Update

- **Weather Station Discrepancy:** It is actually during the morning briefing that Weather Consultant notifies the Field Operations Supervisor, and subsequently, Management, that one of the key weather stations used in conjunction with Technosylva's WFA-E to provide FPI data for the North Shore region, (notably to the east with the Baldwin weather station), is not reporting consistently accurate wind speeds and humidity levels.
- **Coordination with SCE:** BVES responds (*simulate*) and coordinates. SCE raises concerns about the reliability of the FPI data and questions the decision to proceed with PSPS planning based on potentially flawed data.

#### Simulation Activities

- Investigate the malfunctioning Baldwin weather station and discrepancies with the North Shore station.
- Decide on actions to verify data accuracy and how to proceed with planning despite the discrepancies.
- Address concerns from SCE regarding the reliability of the FPI data and the potential impact on PSPS planning.
- Continue with existing pre-planning activities and coordination needs.

#### Key Issues

- **Anticipation of High-Fire Risk Days:** Significant fire risk due to low humidity, lack of precipitation, and escalating wind speeds, particularly from Saturday onward.
- **Critical Wind Speeds:** Wind speeds are expected to reach critical levels by the weekend, increasing the urgency for pre-emptive planning and coordination.
- **Discrepancies in Weather Data:** The malfunctioning Baldwin weather station introduces uncertainty in the FPI data, complicating decision-making and coordination efforts.

### Wednesday Morning: Forecast Details

	Date	Forecast	High (°F)	Low (°F)	Humidity (%)	Rain	Snow	Wind	Fire Risk
Thu	9/4	Sunny	77	51	14	None	None	10-15 mph	Moderate
Fri	9/5	Sunny	78	51	14	None	None	5-15 mph	Moderate
Sat	9/6	Sunny	81	55	9	None	None	10-20 mph	Moderate
Sun	9/7	Sunny	86	58	5	None	None	25-30 mph	High
Mon	9/8	Sunny	89	60	3	None	None	40-65 mph, gusts to 70 mph	Extreme
Tue	9/9	Sunny	85	59	4	None	None	20-30 mph, gusts to 30 mph	High
Wed	9/10	Sunny	82	57	8	None	None	10-20 mph	Moderate

### Fuel Dryness and High-Risk Days

Fuel Dryness & High Risk Days	Rating	Description
Green	Moist	Little to no risk of fires.
Yellow	Dry	Low risk of large fires in the absence of a “High Risk” event.
Brown	Very Dry	Low/moderate risk of large fires in the absence of a “High Risk” event.
Orange	High-Risk Day	At least a 20% chance of a “Large Fire” due to a combination of either “Dry” or “Very Dry” fuel dryness and a critical burn environment (e.g., Santa Ana winds).
Red	High-Risk Day	At least a 20% chance of a “Large Fire” due to a combination of either “Dry” or “Very Dry” fuel dryness and an ignition trigger (lightening).

### 2025 PSPS Thresholds

	FPI- High	FPI- Very High/Extreme
Bare Conductor Circuit	40	35
Bare Conductor Circuit with EPSS Enabled	50	45
Covered Conductor Circuit	65	65

### BVES Fire Potential Index

FPI Categories	FPI Value	FPI Percentile
Very Low	< 5	< 60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99

Extreme	> 37.5	> 99
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### Resulting FPI Values of Forecast

Date	Fire Risk	FPI Value	FPI Percentile	Required Actions
9/4	Moderate	10-13.5	80-85	Monitor conditions, prepare resources, communicate with stakeholders.
9/5	Moderate	10-13.5	80-85	Monitor conditions, prepare resources, communicate with stakeholders.
9/6	Moderate	10-13.5	80-85	Activate pre-PSPS protocols, conduct internal briefings, initiate public awareness campaigns.
9/7	High	13.5-23	85-95	Implement PSPS watch, pre-stage field crews, notify public safety partners, prepare for possible de-energization.
9/8	Extreme	> 37.5	> 99	Implement PSPS, stage field crews, notify public safety partners, prepare for deenergization.
9/9	High	13.5-23	85-95	Maintain PSPS protocols, continue deenergization posture, coordinate with SCE and emergency services, ensure public safety.
9/10	Moderate	10-13.5	80-85	Monitor conditions, prepare resources, communicate with stakeholders.

## MODULE 2: STAGE 1 (3 DAYS AHEAD)

**Event 2 (3 days ahead, 72hrs)** September 5, 2025:

9:00AM PDT

### Scenario Update

- **Weather Update:** The weather consultant provides an urgent update, noting a significant increase in wind speeds, particularly affecting the North Shore, Boulder, and Lagonita circuit regions. These areas now anticipate wind speeds that could exceed safety thresholds for operating equipment.
- **SCE Update:** Southern California Edison (SCE) notifies BVES that the Doble and Cushenberry lines are now on the “monitored circuit list,” with a “period of concern” extending from Sunday the 7th at 6:00 am until Wednesday the 10th at 6:00 am.

### Key Issues

- **Localized High Winds:** The updated forecast shows that the north-west part of the service area will experience wind speeds potentially causing tree falls and line damages, increasing the risk for fire ignition.
- **SCE Monitoring:** SCE's notification places additional pressure on BVES to prepare for potential impacts on mutual aid and shared resources, ensuring that contingency plans are ready to be executed.

### Simulation Activities

- Schedule an emergency coordination meeting with heads of operations, customer service, and field management to discuss potential refinements
- Enact the communication strategy and open CalOES PSPS Activation ticket
- Prepare customer service teams with FAQs and response scripts tailored to the updated risk forecasts, particularly addressing potential outages and safety
- Update the IVR (Interactive Voice Response)/Text Power systems and website to inform customers of the increased risk and potential for PSPS activation.
- Conduct a strategic session with the SCE liaison to discuss the implications of the monitored circuits and coordinate resources.
- Same activities continue 2-days ahead.

## MODULE 3: STAGE 2 (1 DAY AHEAD)

### Event 3 (1 day ahead)

September 7, 2025: 9:00AM PDT

#### Scenario Update

- **Weather Update:** Weather consultant provides updated forecast of service territory showing sustained high wind speeds in the North Shore, Boulder, and Lagonita circuit regions and expects winds to exceed 50 mph. SCE informs BVES the Doble and Cushenberry lines remain on the “monitored circuit list” for the same duration of time.
- **SCE Update:** SCE maintains the Doble and Cushenberry lines on the “monitored circuit list,” signaling continued risk and potential for de-energization.

#### Key Issues

- **Critical Wind Speeds:** The North Shore, Boulder, and Lagonita circuit regions are expected to experience winds exceeding 50 mph, significantly increasing the risk of tree falls, line damage, and fire ignition.
- **Monitoring of SCE Lines:** Continuous monitoring of SCE lines for cohesive response strategies between SCE and BVES

#### Simulation Activities

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Notification strategy to advise the public, including specific messages for AFN and medical baseline communities. Update Cal OES PPS ticket and portals.



## MODULE 4: STAGE 3 PSPS DE-ENERGIZATION INITIATED

### Event 4 (De-energization)

September 8, 2025: 6:00AM PDT

#### Scenario Update

- **Weather Update:** At dawn, the winds in the North Shore, Boulder, and Lagonita circuit regions have intensified, reaching sustained speeds of 55 mph with gusts surpassing 70 mph. This triggers PSPS protocols. Concurrently, the Doble and Cushenberry lines are still flagged on SCE's monitored circuit list due to the heightened fire risk, emphasizing the urgency of the situation.

#### Key Issues

- **Intense Wind Speeds:** The winds have not only reached but exceeded critical thresholds, posing significant risks of damage and fire across the north-western part of BVES' service territory.
- **Monitoring Critical Lines:** SCE's monitored circuit list continues to include Doble and Cushenberry lines and now the Ute Line, indicating a sustained period of concern that heightens the stakes for BVES' operational decisions.
- **Infrastructure Challenges:** The Bear Valley Fire Department reports a downed line on the Boulder circuit, identified through an iRestore report, necessitating immediate response to prevent potential fire risks and ensure public safety.

#### Simulation Activities

- **Activation of Emergency Protocols:** Simulate the decision-making process for activating PSPS, including the criteria met by current conditions.
- **Handling Infrastructure Failures:** Role-play the response to the infrastructure damage reported by the Bear Valley Fire Department, focusing on emergency repair teams' dispatch and communication with affected communities.
- **Community and Stakeholder Engagement:** Enact the process of notifying and advising the public, including specific messages aimed at reducing panic and ensuring safety and update Cal OES/schedule recurring daily State executive brief.

## MODULE 5: SCE LINES DE-ENERGIZED

### Event 5 (SCE De-energizes Goldhill Feed (both Doble and Cushenberry))

September 8, 2025: 11:00AM PDT

#### Scenario Update

As the situation escalates, SCE has de-energized the primary feeds, Doble and Cushenberry, to Big Bear Valley as part of their PSPS measures to combat escalating fire risks. This action occurs while BVES is still operating under its own PSPS due to persistent extreme fire conditions.

#### Key Issues

- **Ongoing PSPS at BVES:** BVES remains in PSPS mode due to the ongoing severe weather conditions.
- **Disruption in Primary Supply Lines:** The disconnection of SCE's Doble and Cushenberry lines poses significant challenges to BVES's ability to maintain power supply and requires immediate strategic responses to mitigate impact.
- **Complications at Bear Valley Power Plant (BVPP):** A concurrent disruption in the natural gas supply from Southwest Gas further complicates the situation, rendering BVPP unavailable and limiting BVES's power generation capabilities.
- **Potential cyber-security breach:**  
IT receives a report that one of its contractors that routinely accesses the SCADA system has been confirmed to have inserted malware on another utility's SCADA system and the BVES SCADA appears different.

#### Simulation Activities

- **Operational Challenge Simulation:** Role-play the sequence of operational decisions required when SCE's primary feeds are disrupted and subsequently restored, including managing the temporary unavailability of BVPP.
- **Stakeholder Communication Drill:** Practice the formulation and delivery of complex messages under pressure, focusing on maintaining public trust and regulatory compliance during critical infrastructure events.
- **Resource Management Exercise:** Discuss and implement resource allocation strategies to ensure power stability and safety during the transitional phases of de-energization and re-energization.

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**MODULE 5 CONTINUED ON NEXT PAGE**

**Module 5 Continued: SCE Lines to be Re-energized**

**Scenario Update**

At 5:00 PM SCE updates that the Doble and Cushenberry lines are no longer under PSPS consideration and anticipates reenergization within the next hour. Southwest Gas also confirms resolution of the supply issue to BVPP. **Module 5 Continued: Potential Cyber-security breach**

After following the proper cyber-security protocols, it was determined that the BVES SCADA system PC had not been updated causing software malfunctions.

## MODULE 6: STAGE 4 PSPS

### **Event 6 (Restoration Preparation Phase)**

September 9, 2025: 4:00PM PDT

#### **Scenario Update**

Following the de-escalation of fire weather conditions and the restoration of SCE supply lines, BVES prepares to re-energize the North Shore, Boulder, and Lagonita circuits. The wind speeds have diminished significantly since 1:00PM PDT and are currently below 25 mph, creating a safer environment to initiate power restoration processes.

#### **Key Issues**

- **Restoration of SCE Supply Lines:** SCE's supply circuits are no longer on the monitored or de-energized circuit list, indicating a significant reduction in the immediate fire risk and allowing for the preparation of power restoration.
- **Decline in Wind Speeds:** The wind speeds in the affected areas of BVES's service territory have reduced to below 25 mph, making it feasible to proceed with re-energization without high risk of fire danger.

#### **Simulation Activities**

- **Safety Protocol Review:** Conduct a briefing with all involved personnel to review safety protocols and confirm that all necessary measures are in place before initiating the re-energization.
- **Operational Drill:** Simulate the step-by-step process of re-energizing the circuits, from the initial go-ahead to the final checks and balance, ensuring that all actions are logged and communicated within the team.

## **RE-ENERGIZATION PREPARATION**

- **Public Information Session:** Role-play the development and delivery of public announcements regarding the restoration, focusing on clarity, accuracy, and reassurance to effectively manage public expectations and maintain trust.
  - **iRestore:** The line down reported through iRestore has been resolved.
-

## MODULE 7: STAGE 4 CONTINUED

### PSPS Re-ENERGIZATION INITIATED

#### Event 7 (Re-energization Initiated)

September 9, 2025 (6:00PM PDT)

#### Scenario Update

SCE supply circuits are no longer on the monitored/de-energized circuit list. Winds in the North Shore, Boulder, and Lagonita region continue to steadily drop and are currently below 15 mph. With the SCE supply circuits restored and wind speeds in the North Shore, Boulder, and Lagonita regions continuing to decrease, BVES initiates the process of re-energizing these circuits.

#### Key Issues

- **Subsided Extreme Fire Threat Weather Conditions:** The environmental conditions have improved significantly, with wind speeds dropping below 15 mph, thereby reducing the fire risk and allowing for safe re-energization
- **Resuming Operations:** Critical transition from emergency management recovery to normal operational status

#### Simulation Activities

- **Operational Coordination Drill:** Simulate the technical and logistical steps of re-energizing the power circuits, focusing on the coordination between field crews, engineers, and control centers.
- **Customer Service Role-play:** Practice handling customer calls and inquiries post-re-energization, focusing on providing reassurances and information about the return to normal operations.
- **Stakeholder Communication Session:** Mock up a series of communications to stakeholders, practicing the delivery of clear and concise updates that convey the end of the PSPS event and outline any ongoing recovery efforts. Update Cal OES.

## MODULE 8: PSPS EVENT CONCLUDED

### Event 8 (Post PSPS Phase)

September 10, 2025 (6:00AM PDT)

#### Scenario Update

With the PSPS event officially concluded, BVES shifts focus to assessing the event's effectiveness, communication, and operational execution. This phase is crucial for gathering insights, implementing improvements, and engaging with both internal stakeholders and the community to enhance future preparedness and response strategies.

#### Key Issues

- **Evaluation of the PSPS Event:** Comprehensive review of how the event was managed, including successes and areas for improvement.
- **Community and Stakeholder Feedback:** Gathering feedback to understand the community's perception and the effectiveness of communication strategies.

#### Simulation Activities

- **Operational Review Drill:** Simulate the process of gathering and analyzing operational data to assess the effectiveness of the PSPS measures implemented.
- **Stakeholder Feedback Role-play:** Conduct mock sessions with simulated local government officials and community leaders to practice receiving and integrating feedback.
- **Future Planning Workshop:** Engage in a strategic session to identify potential improvements in equipment, procedures, and stakeholder engagement based on the lessons learned during the PSPS event.

## APPENDIX A: EXERCISE SCHEDULE

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Time	Activity
[April 13, 2023]	
0000	Registration
0000	Welcome and Opening Remarks
0000	Module 1: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 2: Briefing, Caucus Discussion, and Brief-Back
0000	Lunch
0000	Module 3: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 4: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 5: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 6: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 7: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Module 8: Briefing, Caucus Discussion, and Brief-Back
0000	Break
0000	Hot Wash
0000	Closing Comments

**Note:** Because this information is updated throughout the exercise planning process, appendices may be developed as stand-alone documents rather than part of the Sit



Appendix A: Sample Agenda

A-1

Homeland Security Exercise and Evaluation Program (HSEEP)

## APPENDIX B: POTENTIAL EXERCISE PARTICIPANTS

Organizations	
Federal Emergency Management Agency	Federal
US Forest Service	Federal
Bear Valley Electric Service	Private
Southern California Edison	Private
California Office of Emergency Services	State
California Public Utilities Commission	State
California Office of Energy Infrastructure Safety	State
Cal Fire	State
San Bernardino County Office of Emergency Services	Local
Big Bear Fire Department	Local
Big Bear Police Department	Local
Big Bear Public Works	Local
Big Bear Department of Water and Power	Local
City of Big Bear Lake	Local
Big Bear Animal Control	Local
Communication Companies	Local
The Salvation Army	Non-Profit

American Red Cross	Non-Profit
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**APPENDIX C: RELEVANT PLANS**  
**FPI Concept of Operations**

BVES has implemented use of a Fire Potential Index (FPI) model produced by Technosylva specifically customized for the BVES service area. The FPI model quantifies the fire activity potential over the territory based on different parameters including fuels, terrain and weather. FPI provides the following categories of FPI:

FPI categories	FPI value	FPI percentile
Very Low	< 5	<60
Low	5-10	60-80
Moderate	10-13.5	80-85
High	13.5-23	85-95
Very High	23-37.5	95-99
Extreme	> 37.5	>99

FPI will be used to assist the BVES Team in making operational decisions regarding the subtransmission and distribution system. As shown in the table above as FPI increases, the risk of wildfire increases. Therefore, the BVES Team will initiate operational and customer procedures to mitigate wildfire. These procedures include Public Safety Power Shut-off as a measure of last resort.

Each day the **Wildfire Mitigation & Safety Engineer** (or his alternate in his absence) reviews the WFA-E fire risk (Fire Behavior Index) forecast for the current weather forecast using for the sub-transmission and distribution systems and the FPI model. The **Wildfire Mitigation &**

**Safety Engineer** will send the forecasts (WFA-E fire risk) and FPI to designated **Field**

**Operations** and **Management** staff (President, Energy Resource Manager, Management, Field

Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, Electrical Distribution System Engineer, Customer Programs Specialist, Substation Technician, and other staff as designated by the Management).

The table below provides specific operational actions to be implement by the Operations and Customer Service Teams according to the FPI category.

FPI Category	Very Low and Low	Moderate	High	Very High/Extreme
Auto-Reclosers and Protective Switches with Reclosing Capability	Automatic <sup>1</sup>	Automatic <sup>1</sup>	Manual (NonAutomatic)	Manual (NonAutomatic)
Patrol following circuit or feeder outage	No <sup>2,3</sup>	Yes	Yes	Yes
Fuse TripSavers	Automatic <sup>1</sup>	Automatic <sup>1</sup>	Manual (NonAutomatic)	Manual (NonAutomatic)
Designate which circuits are under: (1) Consideration (2) In Scope	No	No	Yes	Yes
Deploy Wildfire Risk Team(s) to circuits "In Scope".	No	No	Yes <sup>4</sup>	Yes
Cease using any spark-producing tools and equipment for circuits under consideration or in scope.	No	No	Yes	Yes
Cease vegetation management work for circuits under consideration or in scope.	No	No	Yes <sup>5</sup>	Yes
Cease "high risk" energized line work for circuits under consideration or in scope. <sup>6</sup>	No	No	Yes	Yes
Conduct additional patrols in high-risk areas as directed by the Field Operations Supervisor and Wildfire Mitigation & Reliability Engineer.	No	No	Yes	Yes
Forward to Field Operations updated list of medical baseline customers and impacts access and functional needs population.	No	Yes	Yes	Yes
Review Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification lists and procedures.	No	Yes	Yes	Yes
Review customer notification procedures.	No	Yes	Yes	Yes
Activate EOC.	No	No	Yes <sup>7</sup>	Yes
Initiate Local Government, Agencies, First Responders, Critical Infrastructure, and Stakeholder notification in accordance with BVES PSPS Procedures.	No	No	Yes <sup>8</sup>	Yes <sup>8</sup>
Initiate customer notification in accordance with BVES PSPS Procedures.	No	No	Yes <sup>8</sup>	Yes <sup>8</sup>
Prepare Bear Valley Power Plant for sustained operations.	No	No	Yes	Yes

<sup>1</sup> Per Section 4.4.1.

<sup>2</sup> During the non-winter months, when an Auto-Recloser, Switch, or Fuse TripSaver that was placed in "Manual" due to the above policy trips open, the affected portions of the de-energized circuit or feeder will be patrolled prior to re-energizing them.

If the cause is likely known and the fire risk is "Very Low" or "Low" the Field Operations Supervisor may authorize the Line Crew to test the device once. If the device trips open again, the circuit or feeder must be thoroughly patrolled to determine the fault and ensure there is no risk to causing fire.

<sup>3</sup> No patrol is required. Re-test allowed following check of fault indicators, SCADA, other system indicators, and reports from the field. If the re-test fails, a patrol is mandatory.

<sup>4</sup> Based on actual conditions in the area, the Field Operations Supervisor may rescind the requirement to deploy Wildfire Risk Teams.

<sup>5</sup> The Wildfire Mitigation & Reliability Engineer may allow certain vegetation management activities to continue with additional controls to mitigate ignitions in place.

<sup>6</sup> The Field Operations Supervisor will review and designate which work is considered "high risk." Examples of "high risk" work include line work that can result in ignitions such as line work in high vegetation density areas where the line could make contact with vegetation or work that could cause line slap.

<sup>7</sup> If forecasted or actual sustained wind or 3-second wind gusts expected to exceed 30 mph and expected to increase. The Utility Manager may reduce the scope of the EOC to match actual conditions in the field.

<sup>8</sup> Executive Management will approve initiating notifications.

Conduct switching operations to minimize impact of potential PSPS activity	No	No	Yes	Yes
Activate first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.	No	No	Yes <sup>1</sup>	Yes <sup>9</sup>
Activate Community Resource Centers.	No	No	Yes <sup>10</sup>	Yes
Invoke Public Safety Power Shutoff.	No	No	Per Table 4-5 Thresholds <sup>11</sup>	Per Table 4-5 Thresholds <sup>11</sup>

<sup>10</sup>Based on actual conditions in the area, the Energy Resource Manager may rescind the requirement to activate the Community Resource Center.

<sup>11</sup>If actual sustained wind or 3-second wind gusts exceed thresholds in Table 4-5. The President may initiate PSPS if in his judgement the actual conditions in the field pose a significant safety risk to the public even if the thresholds of Table 4-5 are not exceeded.

When sub-transmission and distribution facilities are in areas where the FPI is designated as “**High**” or higher, the circuit is designated as being under “consideration”. When facilities are designated as being under “consideration,” the **Management** and the **Operations Team** will evaluate the facilities for their condition (material condition, level of grid hardening, level of protective equipment and automation, etc.), status (energized, loading, etc.), scheduled work and maintenance, status of situational awareness monitoring equipment, actual weather, other weather forecasts, staff resources, etc. The **Customer Service Team** will review notification procedures for the affects area(s).

When sub-transmission and distribution facilities are in areas where the FPI is designated as “**Very High**” or higher, the circuit is designated as being under “in scope”.

When facilities are designated as being “in scope,” all of the actions required for circuits “under consideration” will be taken. Additionally, the BVES Team will start making preparations for possible PSPS implementation on affected circuits.

PSPS Phases for PSPS Procedures

Phase	Timeframe	Internal Staff Actions	External Communications and Notifications
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<sup>1</sup> Executive Management will approve activating first responder, local government and agency, customer and community, and stakeholders PSPS communications plan.

<p><b>Preparatory</b></p>	<p><b>Pre-fire season.</b></p> <ul style="list-style-type: none"> <li>Conducted annually well before extreme fire threat conditions are expected; or</li> <li>When lessons learned or other conditions warrant updating plans, training, and/or outreach.</li> </ul>	<p><b>Planning and Training</b></p> <ul style="list-style-type: none"> <li>Managers review and update plans and procedures.</li> <li>Managers ensure staff are trained on PSPS procedures as applicable.</li> <li>Reach out to media and communitybased organizations to ensure consistent awareness of and availability to third parties of all messaging and map data, including application programming interfaces that are used for de-energization events.</li> <li>Customer Service Department will ensure all equipment and supplies for the CRC are functional and readily available.</li> <li>Coordinate with stakeholders including CPUC, CalFire, CalOES, communications providers, representatives of people/communities with access and functional needs, and other public safety partners to plan deenergization simulation exercises throughout the utility service territories in the areas with the highest historical and forecasted risk for de-energization in advance of fire season.</li> </ul>	<p><b>Local Government, Agencies, and Partner Organizations:</b></p> <ul style="list-style-type: none"> <li>Provide copy of plan and solicit comments.</li> <li>Incorporate comments as deemed appropriate.</li> <li>Conduct meetings to discuss procedures.</li> <li>Update primary and secondary contacts for PSPS communications.</li> <li>Advisory Board: May consist of public safety partners, communications and water service providers, local and tribal government officials, business groups, non-profits, representatives of people/communities with access and functional needs and vulnerable communities, and academic organizations.</li> </ul> <p><b>Customer Outreach and Education:</b></p> <ul style="list-style-type: none"> <li>Post PSPS information and list of PSPS POCs on BVES's website and social media.</li> <li>Include PSPS information in periodic customer newsletter.</li> <li>Conduct public workshops.</li> <li>Provide PSPS notifications via email, telephone calls, Interactive Voice Response (IVR) proactive calling system, and two-way text messaging.</li> </ul>
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<p><b>Warning</b></p>	<p><b>4-7 Days Ahead</b> When forecasts indicate extreme fire threat weather and conditions may occur</p>	<p><b>Operations &amp; Planning:</b></p> <ul style="list-style-type: none"> <li>• Evaluate system for possible impact area(s) and ensure resources ready to support PSPS.</li> <li>• Contact SCE Staff and closely follow status of SCE supply lines (Doble, Cushenberry, and Bear Valley/Radford).</li> <li>• Review operational and maintenance status of sub-transmission system.</li> <li>• Review operational and maintenance status of Bear Valley Power Plant (BVPP).</li> <li>• Review operational and maintenance status of Radford Line.</li> <li>• Consider conducting patrol of Radford Line.</li> <li>• Review FPI, WFA-E, National Weather Service (NWS) forecasts, National Fire Danger Rating System (NFDRS) 7day forecast, and weather and threat assessments from contracted meteorology consultant.</li> <li>• Notify meteorology consultant to provide more frequent forecasts.</li> <li>• Alert customer service to possibility of PSPS.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>• Review and edit as applicable templates for PSPS events and the anticipated impacts on BVES Customers.</li> <li>• Staff drafts notices to Public Affairs consultant for review, significant changes to templates are made.</li> <li>• Create warning notifications to customers via email, telephone calls, IVR proactive calling system, and two-way text messaging.</li> </ul>	<p><b>None</b></p>
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<b>Warning</b>	<b>4 Days Ahead</b> If continuing and consistent forecasts of extreme fire threat weather and conditions	<b>Operations &amp; Planning:</b> <ul style="list-style-type: none"> <li>Closely monitor fire weather alerts from various sources with the goal of refining the forecast (FPI, WFA-E, NWS, NFDRS, and meteorology consultant weather and threat assessments).</li> <li>Continue contacts with SCE Staff and closely follow status of SCE supply lines. If any SCE lines are under “PSPS Consideration,” take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Consideration.</li> <li>Ensure sub-transmission system is in most reliable condition. Defer or secure from planned maintenance.</li> <li>Ensure BVPP ready to operate. Defer or secure from planned maintenance.</li> <li>Alert Energy Resource Department of possible extended BVPP operations.</li> <li>Consider energizing Radford Line, if deemed necessary for reliability.</li> </ul>	<b>Local Government, Agencies, and Partner Organizations:</b> <ul style="list-style-type: none"> <li>Email “4 Day Alert” to local government, agencies, and partner organizations’ primary and secondary points of contact.</li> <li>Alert the emergency management community, first responders, and local government first.</li> </ul>
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		<ul style="list-style-type: none"> <li>Closely coordinate with SCE Staff regarding the PSPS status of SCE supply lines.</li> <li>Ensure BVES-installed weather stations fully operational.</li> <li>Ensure circuit load monitoring equipment fully operational.</li> <li>Place BVES staff incident responders on alert.</li> </ul> <b>Customer Service:</b> <ul style="list-style-type: none"> <li>Finalize “4 Day Alert” email regarding continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVES directed PSPS and/or SCE directed PSPS. <ul style="list-style-type: none"> <li>provide anticipated impacts on BVES Customers and direction of event.</li> <li>Obtain President’s approval to release.</li> </ul> </li> <li>Issue a press release to local media (newspaper and radio) and post notification on website.</li> <li>Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.</li> </ul>	
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<p><b>Warning</b></p>	<p><b>2-3 Days Ahead</b> Extreme fire threat weather and conditions forecasted with increasing confidence</p>	<p><b>Operations &amp; Planning:</b></p> <ul style="list-style-type: none"> <li>• Continue to closely monitor fire weather alerts.</li> <li>• Prepare staff rotation plans to support continuous field crew operations, BVPP operations, dispatch, and customer service.</li> <li>• Evaluate need for additional resources from mutual aid agreements (CUEA and MMAA) and contracted services. Alert additional resources points of contact.</li> <li>• Set up processes to frequently monitor BVES-installed weather stations.</li> <li>• Review pre-approved field Switching Orders against current system line-up and make changes as applicable with Field Operations Supervisor's approval.</li> <li>• Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders.</li> <li>• Closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>• Finalize "2-3-Day Notice" regarding forecasted extreme fire threat weather and conditions, about</li> </ul>	<p><b>Local Government, Agencies, and Partner Organizations:</b></p> <ul style="list-style-type: none"> <li>• Email "2-3 Day Notice" to local government, agencies, and partner organizations' primary and secondary points of contact.</li> <li>• Coordinate with the emergency management community, first responders, and local government first.</li> <li>• Encourage widest dissemination of this information.</li> </ul> <p><b>Customer Outreach:</b></p> <ul style="list-style-type: none"> <li>• Post "2-3 Day Notice" on BVES website and social media.</li> <li>• Issue "2-3 Day Notice" press release for local media.</li> <li>• Send out "2-3 Day Notice" via IVR.</li> <li>• Send out "2-3 Day Notice" via Text</li> <li>• Send out "2-3 day Notice" via Email</li> </ul>
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		<p>possible BVES directed PSPS and/or SCE directed PSPS.</p> <ul style="list-style-type: none"> <li>- Provide anticipated impacts on BVES Customers and direction of event.</li> <li>- Obtain President's approval to release.</li> </ul> <ul style="list-style-type: none"> <li>• Issue a press release to local media (newspaper and radio) and post notification on website.</li> <li>• Create warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.</li> </ul>	
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<p><b>Warning</b></p>	<p><b>1-2 Days Ahead</b></p> <p>Extreme fire threat weather and conditions forecasted with high degree of confidence</p>	<p><b>Operations &amp; Planning:</b></p> <ul style="list-style-type: none"> <li>Continue to closely monitor fire weather alerts and observed conditions from various sources with the goal of refining the forecast.</li> <li>If needed, request additional resources from mutual aid agreements (CUEA and MMAA) and contracted services).</li> <li>Keep Customer Service informed of latest forecast to ensure accurate communications with stakeholders. <ul style="list-style-type: none"> <li>Set up CRC and conduct a mock SOE scenario to include testing of all equipment and needed supplies.</li> <li>Purchase non-perishable food items to provide to our customers including bottled water.</li> </ul> </li> <li>Continue to closely coordinate with SCE Staff regarding SCE supply lines to the BVES service area and take actions per Table 4-2, BVES Action for SCE Lines Under PSPS Watch, as applicable.</li> <li>When directed by the Utility Manager: <ul style="list-style-type: none"> <li>Staff incident responders called in.</li> <li>Incident dispatch established.</li> <li>Field Crews dispatched to monitor various actual field conditions for extreme fire weather and other dangerous conditions throughout the service area and “at risk” areas.</li> <li>Implement BVES EDRP including staffing the EOC as applicable.</li> </ul> </li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>Finalize “1-2 Day Notice” regarding imminent extreme fire threat weather and conditions, which may</li> </ul>	<p><b>Local Government, Agencies, and Partner Organizations:</b></p> <ul style="list-style-type: none"> <li>Email “1-2 Day Notice” to local government, agencies, and partner organizations’ primary and secondary points of contact.</li> <li>Coordinate with the emergency management community, first responders, and local government first.</li> <li>Encourage widest dissemination of this information.</li> </ul> <p><b>Customer Outreach:</b></p> <ul style="list-style-type: none"> <li>Post “1-2 Day Notice” on BVES website and social media.</li> <li>Issue “1-2 Day Notice” press release for local media.</li> <li>Send out “1-2 Day Notice” via IVR.</li> <li>Send out “1-2 Day Notice” via Text</li> <li>Activate “1-2 day Notice” via Email</li> </ul>
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		<p>result in BVES directed PSPS and/or SCE directed PSPS.</p> <ul style="list-style-type: none"> <li>- Provide anticipated impacts on BVES Customers and duration of event.</li> <li>- Obtain President's approval to release.</li> </ul> <ul style="list-style-type: none"> <li>• Identify medical baseline and AFN customers that may lose power as result of PSPS.</li> <li>• Issue a press release to local media (newspaper and radio) and post notification on website.</li> <li>• Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging</li> </ul>	
<p><b>Warning</b></p>	<p><b>1-4 Hours Ahead When De-Energization Imminent.</b></p> <p>Extreme fire threat weather and conditions validated by field resources</p>	<p><b>Operations &amp; Planning:</b></p> <ul style="list-style-type: none"> <li>• Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS.</li> <li>• Frequently monitor BVES-installed weather stations.</li> <li>• Patrol throughout service area especially "at risk" areas to monitor various actual field conditions for extreme fire weather and other dangerous conditions.</li> <li>• Monitor local wind gusts in "at-risk" areas.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>• Finalize "De-energization Imminent Notice" regarding imminent PSPS deenergization(s) directed by BVES or SCE <ul style="list-style-type: none"> <li>- Include areas to be de-energized, number of customers without power, and best estimated time to restore (ETR).</li> <li>- Obtain President's approval to release.</li> </ul> </li> <li>• Identify medical baseline customers that may lose power.</li> <li>• Identify AFN customers that may lose power as result of PSPS</li> <li>• Issue a press release to local media and post notification on website.</li> <li>• Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.</li> </ul>	<p><b>Local Government, Agencies, and Partner Organizations:</b></p> <ul style="list-style-type: none"> <li>• Email "De-energization Imminent Notice" to local government, agencies, and partner organizations.</li> <li>• Coordinate with the emergency management community, first responders, and local government in managing outages due to PSPS.</li> <li>• Provide list of customers that may be without power and listed as medical baseline customers to Sheriff Department and Fire Department.</li> </ul> <p><b>Customer Outreach:</b></p> <ul style="list-style-type: none"> <li>• Post "De-energization Imminent Notice" on BVES website and social media.</li> <li>• Issue "De-energization Imminent Notice" press releases for local media.</li> <li>• Send "De-energization Imminent Notice" via IVR.</li> <li>• Send "De-energization Imminent Notice Day Notice" via Text</li> <li>• Send "De-energization Imminent Notice" via Email</li> </ul>

<b>Implementation</b>	<b>During deenergization event.</b> A PPS event is initiated.	<b>Operations &amp; Planning:</b> <ul style="list-style-type: none"> <li>Closely coordinate with SCE regarding SCE-directed PSPS affecting SCE supply lines into BVES service area and take applicable actions per Table 4-3, BVES Action for SCE Lines De-energized Due to PSPS.</li> </ul>	<b>Local Government, Agencies, and Partner Organizations:</b> <ul style="list-style-type: none"> <li>Email “<b>De-energization Notice</b>” to local government, agencies, and partner organizations.</li> <li>Coordinate with the emergency management community, first</li> </ul>
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		<ul style="list-style-type: none"> <li>Frequently monitor BVES-installed weather stations.</li> <li>Patrol throughout service area especially “at risk” areas to monitor field conditions for extreme fire weather and dangerous conditions.</li> <li>Monitor local wind gusts.</li> <li>De-energize circuits in “at risk” areas as wind gusts reach threshold for deenergization as designated by Field Operations Supervisor.</li> <li>Field Crews may de-energize additional power lines they evaluate as posing a public safety hazard or as directed by Field Operations Supervisor.</li> <li>Prepare GO-166 major outage and ESRB-8 notifications as applicable.</li> </ul> <b>Customer Service:</b> <ul style="list-style-type: none"> <li>Finalize “<b>De-energization Notice</b>” regarding extreme fire threat conditions and actual PSPS deenergization(s) directed by BVES and/or SCE. Must include: <ul style="list-style-type: none"> <li>areas de-energized,</li> <li>number of customers without power, and best estimated time to restore (ETR).</li> </ul> Obtain President’s approval to release. </li> <li>Issue “<b>De-energization Updates</b>” providing status changes such as when the number of customers without power or ETR(s) change significantly. Obtain President’s approval to release.</li> <li>Identify lists of medical baseline customers without power.</li> <li>Issue a press release to local media (newspaper and radio) and post notification on website.</li> <li>Issue warning notifications to customers via email, telephone calls, (IVR) proactive calling system, and two-way text messaging.</li> </ul>	responders, and local government in managing outages due to PSPS. <ul style="list-style-type: none"> <li>Send “<b>De-energization Updates</b>” on the PSPS.</li> <li>Provide list of customers without power and listed as medical baseline and AFN customers to Sheriff Department and Fire Department.</li> <li>Encourage widest dissemination of this information.</li> <li>Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of shutting off the power if the outage meets the major outage criteria of GO-166.</li> <li>Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut off per ESRB-8.</li> </ul> <b>Customer Outreach:</b> <ul style="list-style-type: none"> <li>Post “<b>De-energization Notice</b>” and “<b>De-energization Updates</b>” (when warranted) on BVES website and social media.</li> <li>Issue “<b>De-energization Notice</b>” and “<b>De-energization Updates</b>” (when warranted) press releases for local media.</li> <li>Send “<b>De-energization Notice</b>” and “<b>De-energization Updates</b>” (when warranted) via IVR.</li> <li>Send “<b>De-energization Notice</b>” and “<b>De-energization Updates</b>” (when warranted) via Text</li> <li>Activate “<b>De-energization Notice</b>” and “<b>De-energization Updates</b>” (when warranted) via Email</li> <li>Communicate with emergency services regarding AFN and medical baseline customers.</li> </ul>
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<b>Restoration</b>	<b>Re-energization</b> Extreme fire conditions subside to safe levels as validated by field conditions	<b>Operations &amp; Planning:</b> <ul style="list-style-type: none"> <li>Validate extreme fire weather conditions have subsided to safe levels as designated by the Field Operations Supervisor and report these conditions to Dispatch.</li> <li>Conduct and patrols of de-energized facilities.</li> <li>Restore power to affected circuits following satisfactory completion of field inspections and patrols.</li> <li>Conduct switching operations as directed by Field Operations Supervisor to restore systems normal as SCE restores supply lines, as applicable.</li> </ul>	<b>Local Government, Agencies, and Partner Organizations:</b> <ul style="list-style-type: none"> <li>Send <b>"Intent to Restore"</b> notice to local government, agencies, and partner organizations. Encourage widest dissemination of this information.</li> <li>Coordinate with the emergency management community, first responders, and local government in managing restorations.</li> <li>Send <b>"Restoration Complete"</b> notice to local government, agencies, and partner organizations once power is fully restored or an update if restoration is delayed.</li> </ul>
		<b>Customer Service:</b> <ul style="list-style-type: none"> <li>Finalize <b>"Intent to Restore"</b> notice to include ETRs and obtain President's approval to release.</li> <li>Finalize <b>"Restoration Complete"</b> notice to be issued when power is fully restored and obtain President's approval to release.</li> <li>Breakdown of CRC including removal/storage of all equipment and supplies.</li> </ul>	<b>Customer Outreach:</b> <ul style="list-style-type: none"> <li>Post <b>"Intent to Restore"</b> notice on BVES website and social media.</li> <li>Issue <b>"Intent to Restore"</b> press release for local media.</li> <li>Send <b>"Intent to Restore"</b> notice via IVR.</li> <li>Send <b>"Intent to Restore"</b> notice via Text</li> <li>Send <b>"Intent to Restore"</b> notice via Email</li> <li>Post <b>"Restoration Complete"</b> notice on BVES website and social media once power is fully restored or an update if restoration is delayed.</li> <li>Issue <b>"Restoration Complete"</b> press release for local media once power is fully restored or an update if restoration is delayed.</li> <li>Send <b>"Restoration Complete"</b> notice via IVR once power is fully restored or an update if restoration is delayed.</li> <li>Send <b>"Restoration Complete"</b> notice via Text once power is fully restored or an update if restoration is delayed.</li> <li>Send <b>"Restoration Complete"</b> notice via Email once power is fully restored or an update if restoration is delayed.</li> </ul>
<b>Reporting and Lessons Learned</b>	<b>Post Event</b>	<b>Operations &amp; Planning:</b> <ul style="list-style-type: none"> <li>Conduct lessons learned with applicable staff. Utility Manager will include Customer Service and solicit input from Local Government, Agencies, and Partner Organizations.</li> <li>Update plan and procedures per the lessons learned, if necessary.</li> <li>Prepare PSPS Post Event Report required by ESRB-8 and forward to President and Manager of Regulatory Affairs for approval.</li> </ul>	<b>CPUC Safety Enforcement Division:</b> <ul style="list-style-type: none"> <li>File a report (written) to President of SED no later than 10 business days after the Shutoff event ends per ESRB8.</li> </ul>

### BVES Action for SCE Lines Under PSPS Consideration

BVES Action for SCE Lines Under PSPS Consideration	
Condition	BVES Action
SCE places Doble or Cushenberry Line under PSPS Consideration.	<ol style="list-style-type: none"> <li>1. Notify key internal staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Operations &amp; Planning Manager evaluates energizing Radford Line for improved reliability.</li> </ol>
SCE places Bear Valley Line under PSPS Consideration.	<ol style="list-style-type: none"> <li>1. Notify key internal staff and brief Field Operations staff on conditions for situational awareness.</li> <li>2. If Radford is energized, shift loads to Shay Line.</li> </ol>
SCE places Doble <u>and</u> Cushenberry Lines under PSPS Consideration.	<ol style="list-style-type: none"> <li>1. Notify key internal staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Energize the Radford Line.</li> <li>3. Prepare for potentially losing all SCE supply lines from Lucerne.</li> <li>4. Prepare for sustained BVPP operations and rolling blackouts.</li> <li>5. Evaluate distribution circuit loads.</li> </ol>
SCE places Doble or Cushenberry, and Bear Valley Lines under PSPS Consideration	<ol style="list-style-type: none"> <li>1. Notify key internal staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Prepare for potentially losing all SCE supply lines from Lucerne.</li> <li>3. Prepare for sustained BVPP operations and rolling blackouts.</li> <li>4. Evaluate distribution circuit loads.</li> </ol>
SCE places Doble, Cushenberry, and Bear Valley Lines under PSPS Consideration	<ol style="list-style-type: none"> <li>1. Notify key internal staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Prepare for potentially losing all SCE supply lines into BVES vice area.</li> <li>3. Prepare for sustained BVPP operations and rolling blackouts.</li> <li>4. Evaluate distribution circuit loads.</li> </ol>

### BVES Action for SCE Lines De-energized Due to PSPS

BVES Action for SCE Lines De-energized Due to PSPS	
Condition	BVES Action
SCE De-energizes Doble or Cushenberry Line for PSPS.	<ol style="list-style-type: none"> <li>1. Notify key staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Energize Radford Line if needed to meet load demand and reliability.</li> </ol>

	<ol style="list-style-type: none"> <li>3. Start up the BVPP as needed to meet load demand.</li> <li>4. No reduction in load necessary, since the Doble and Cushenberry are capable of carrying the other's load.</li> <li>5. Implement BVES EDRPn for a partial loss of SCE supply lines.</li> </ol>
SCE De-energizes Bear Valley Line for PSPS.	<ol style="list-style-type: none"> <li>1. Notify key staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. If Radford is energized, shift loads to Shay Line prior to deenergizing for PSPS. This should be done about 4 hours prior to the SCE de-energizing the line.</li> <li>3. If needed, start up the BVPP to meet load demand.</li> <li>4. If needed, instruct interruptible customers (Bear Mountain Resorts) to reduce load as needed to meet load demand.</li> <li>5. Implement BVES EDRP for a partial loss of SCE supply lines.</li> </ol>
SCE De-energizes Doble or Cushenberry <b>and</b> Bear Valley Lines for PSPS.	<ol style="list-style-type: none"> <li>1. Notify key staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Since the Doble and Cushenberry are capable of carrying the other's load, follow the procedure for "SCE De-energizes Bear Valley Line for PSPS" above.</li> <li>3. Prepare for potentially losing all SCE supply lines into BVES service area.</li> <li>4. Prepare for sustained BVPP operations and rolling blackouts.</li> <li>5. Evaluate distribution circuit loads.</li> <li>6. Implement BVES EDRP for a partial loss of SCE supply lines.</li> </ol>
SCE De-energizes Doble <b>and</b> Cushenberry Lines for PSPS.	<ol style="list-style-type: none"> <li>1. Notify key staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. Energize the Radford Line.</li> <li>3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, shift as much of the load to the BVPP and Radford Line as follows: <ol style="list-style-type: none"> <li>a. Open the Shay and Baldwin ARs.</li> <li>b. "Express" the Radford Line to Meadow Substation without overloading the Radford Line per Field Operations' switching order.</li> <li>c. Start BVPP, place enginators online, and increase load to within the combined capacity of the BVPP and Radford Line.</li> <li>d. Implement BVES EDRP for sustained loss of SCE supplies from Lucerne including "rolling blackout" procedures.</li> </ol> Prepare for sustained BVPP operations and rolling blackouts. </li> <li>4. Frequently monitor distribution circuit loads.</li> <li>5.</li> </ol>

BVES Action for SCE Lines De-energized Due to PSPS	
Condition	BVES Action
SCE de-energizes Doble, Cushenberry, <u>and</u> Bear Valley Lines for PSPS.	<ol style="list-style-type: none"> <li>1. Notify key staff and brief Field Operations staff on condition for situational awareness.</li> <li>2. If the Radford Line is energized, shift loads to the Shay Line.</li> <li>3. Four hours prior to SCE de-energizing the lines, per the Field Operations Supervisor's direction, perform the following:               <ol style="list-style-type: none"> <li>a. Start up all BVPP engines.</li> <li>b. Reduce system load to within the capacity of the BVPP by isolating distribution circuits as directed by the Field Operations Supervisor.</li> <li>c. Once system load is matched with the BVPP capacity, open the Shay and Baldwin ARs.</li> <li>d. Implement BVES EDRP for sustained loss of all SCE supply lines including "rolling blackout" procedures.</li> </ol> </li> </ol>



BVES PSPS Communications Template Listing			
Template	Content	Media	Recipients

De-energization Imminent Notice	Provides notice that BVES-directed or SCE-directed PSPS is	<ul style="list-style-type: none"> <li>Email</li> <li>BVES Website</li> <li>Social Media</li> </ul>	<ul style="list-style-type: none"> <li>Local Government, Agencies, and Partner Organizations (Includes</li> </ul>
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### BVES PSPS Communications

#### BVES PSPS Communications Template Listing

Template	Content	Media	Recipients
4-Day Alert	Provides notice of continuing and consistent forecasted extreme fire threat weather and conditions, which may lead to possible BVESdirected or SCE-directed PSPS. Also, provides anticipated impacts on BVES customers and direction of event.	<ul style="list-style-type: none"> <li>Email</li> </ul>	<ul style="list-style-type: none"> <li>Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs), and customers (including medical baseline and behind-themeter).</li> </ul>
2-3 Day Notice	Provides notice of forecasted extreme fire threat weather and conditions, which may lead to BVES-directed or SCE-directed PSPS. Provides anticipated impacts on BVES customers and duration of event.	<ul style="list-style-type: none"> <li>Email</li> <li>BVES Website</li> <li>Social Media</li> <li>Press Release</li> <li>IVR Message</li> <li>Text Message</li> </ul>	<ul style="list-style-type: none"> <li>Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-themeter).</li> </ul>
1-2 Day Notice	Provides notice regarding imminent extreme fire threat weather and conditions, which may result in BVESdirected or SCE-directed PSPS. Also, provides anticipated impacts on BVES Customers and duration of event.	<ul style="list-style-type: none"> <li>Email</li> <li>BVES Website</li> <li>Social Media</li> <li>Press Release</li> <li>IVR Message</li> <li>Text Message</li> </ul>	<ul style="list-style-type: none"> <li>Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-themeter).</li> </ul>

### Template Listing

	imminent (within 14 hours) based on extreme fire threat weather and conditions. Also, provides anticipated impacts on BVES customers and duration of event.	<ul style="list-style-type: none"> <li>• Press Release</li> <li>• IVR Message</li> <li>• Text Message</li> </ul>	emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
De-energization Notice	Provides notice of extreme fire threat weather and conditions and PSPS de-energization(s) and includes areas de-energized, number of customers without power, and best estimated time to restore (ETR).	<ul style="list-style-type: none"> <li>• Email</li> <li>• BVES Website</li> <li>• Social Media</li> <li>• Press Release</li> <li>• IVR Message</li> <li>• Text Message</li> </ul>	<ul style="list-style-type: none"> <li>• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).</li> </ul>
De-energization Updates	During deenergization event, provides notice of changes such as when the number of customers without power or ETR changes significantly	<ul style="list-style-type: none"> <li>• Email</li> <li>• BVES Website</li> <li>• Social Media</li> <li>• Press Release</li> <li>• IVR Message</li> <li>• Text Message</li> </ul>	<ul style="list-style-type: none"> <li>• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).</li> </ul>

Intent to Restore	Provides notice that extreme fire threat weather and conditions have subsided, BVES crews are	<ul style="list-style-type: none"> <li>• Email</li> <li>• BVES Website</li> <li>• Social Media</li> <li>• Press Release</li> <li>• IVR Message</li> <li>• Text Message</li> </ul>	<ul style="list-style-type: none"> <li>• Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county</li> </ul>
	performing postPSPS restoration inspections, and ETR.		and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).
Restoration Complete	Provides notice that power is fully restored.	<ul style="list-style-type: none"> <li>• Email</li> <li>• BVES Website</li> <li>• Social Media</li> <li>• Press Release</li> <li>• IVR Message</li> <li>• Text Message</li> </ul>	Local Government, Agencies, and Partner Organizations (Includes emergency management community and first responders, CALOES, county and local governments, independent living centers, and representatives of people/communities with access and function needs) and customers (including medical baseline and behind-the-meter).

## APPENDIX D: ACRONYMS

Acronym	Term
DHS	U.S. Department of Homeland Security
AAR	After Action Report
AFN	Access and Functional Needs
COA	Course of Action
CRC	Community Resource Center
DHS	U.S. Department of Homeland Security
EEG	Exercise Evaluation Guide
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
FSX	Full-Scale Exercise
HSEEP	Homeland Security Exercise and Evaluation Program
HQ	Headquarters
ICS	Incident Command System
IP	Improvement Plan
ISR	Initial Situation Report
N/A	Not Available
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OPORD	Operations Order
Ops	Operations
POC	Point of Contact
RSOI	Reception, Staging, Onward Movement, and Integration
Sit Man	Situation Manual
SME	Subject Matter Expert
SOG	Standard/Standing Operating Guidelines
TBD	To Be Determined
TTX	Tabletop Exercise
PSPS	Public Safety Power Shutoff

Appendix D: Acronyms

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## APPENDIX E: EXERCISE SCHEDULE

### AGENDA FOR BVES PSPS SIMULATION

**Date:** June 18 and 24, 2025

**Duration:** 4-8 Hours (8:00 AM - 5:00 PM PDT; 1-hour lunch break)

**Location:** Hybrid (BVES Main Office and Zoom Virtual)

Instructions and timeline for the Full-Scale Exercise are detailed below.

Time	Activity
8:00 AM - 8:15 AM	<b>Opening and Introduction</b>
	- Welcome and Opening Remarks
	- Safety Briefing
	- Objectives and Flow of Simulation
	- Expectations for Participation / Scenario Engagement
	- BVES Overview and Fire Season Update
8:15 AM - 8:30 AM	<b>Overview of Exercise Scenario</b>
	- Scenario Brief
	- Key Triggers and Expected Challenges
	- Participant Actions and Responsibilities
8:30 AM - 9:15 AM	<b>Module 1 - Initial Conditions and Pre-Planning</b>
	- Scenario Introduction with Conditions and Weather
	- Pre-Planning Actions and Coordination
	- Identify Any Weather Reporting Discrepancies
	- Players Engage in Pre-Planning Strategies and Decisions
	- CalOES PSPS Ticket System Entry
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion

9:15 AM - 10:00 AM	<b>Module 2 - Early Response and Notification</b>
	- Weather Update and Response Strategies
	- Notification Protocols and Stakeholder Coordination

Time	Activity
	- Players Engage in Timely and Accurate Coordination
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
10:00 AM - 10:15 AM	<b>Break</b>
10:15 AM - 11:15 AM	<b>Module 3 - PSPS Activation</b>
	- Scenario Escalation
	- Activation Procedures and Emergency Response
	- Players Engage in Realtime Simulation Activation Steps
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
11:15 AM - 12:00 PM	<b>Module 4 - Managing the PSPS Event</b>
	- Continued Scenario Development
	- Public Safety and Information Dissemination
	- Impact on Community and Emergency Services
	- Players Engage in Managing Public Safety and Service Continuity
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
12:00 PM - 1:00 PM	<b>Lunch</b>
1:00 PM - 1:45 PM	<b>Module 5 - SCE Lines De-energized</b>

	- Scenario Update: SCE De-Energizes Primary Feeds
	- Players Engage in Internal and External Actions
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
1:45 PM - 2:45 PM	<b>Module 6 - Re-energization</b>
	- Recovery Planning and Coordination
	- Re-energization Procedures and Public Communications
	- Situation Report Briefing / Daily Operation Briefing
	- Module Hotwash Discussion
<b>Time</b>	<b>Activity</b>
2:45 PM - 3:00 PM	<b>Break</b>
3:00 PM - 3:45 PM	<b>Module 7 - Recovery</b>
	- Review of Recovery Efforts
	- Address Issues or Setbacks
	- Module Hotwash Discussion
3:45 PM - 4:30 PM	<b>Module 8 - Debrief and Feedback Collection</b>
	- Group Debrief Session
	- Insights, Challenges, and Lessons Learned
	- Completion of Feedback Forms
4:30 PM - 5:00 PM	<b>Closing Remarks and Next Steps</b>
	- Summary of Key Actions and Follow-Up Steps
	- Final Instructions and Announcements

## Stakeholder Roles and Responsibilities

The table below delineates the critical roles and responsibilities assigned to each participant in the PSPS tabletop simulation. Designed to clarify the expectations and functions of all involved parties, it is



an essential tool for ensuring that every stakeholder—from Managements to Public Safety Partner—is fully prepared to engage effectively during the exercise. This preparation enhances BVES’s strategic alignment with operational effectiveness and strengthens our collaborative efforts with external agencies and stakeholders.

Participant Title	Simulation Assignment	Simulation Role	Responsibility
<b>President, BVES</b>	Player	Incident Commander	Overall strategic direction, coordination with high-level stakeholders, and approval of critical communications.
<b>SME</b>	Player	Primary decisionmaker during the PSPS events, which means all operations are observed per plan protocols	Directs emergency operations, ensures monitoring of weather conditions, coordinates with local governments and agencies, and activates the Wildfire Response Team (WRT)
<b>Field Operations Supervisor</b>	Player	Field Operations Leader	Direct field operations related to PSPS, including monitoring weather conditions and managing system lineup and switch operations.
Participant Title	Simulation Assignment	Simulation Role	Responsibility
<b>Utility Engineer &amp; Wildfire Mitigation Supervisor</b>	Player	Technical Support	Ensure system designs minimize fire risks and support field operations in line with fire prevention standards.
<b>Customer Program Specialist</b>	Facilitator	Public Information Officer	Manage all external communications, including notifications to the public and liaison with media.
<b>Public Safety Partners (e.g., CAL FIRE, local PD)</b>	Observers	External Coordination	Provide external emergency response coordination and support public safety measures.
<b>Local Government Officials</b>	Observers	Local Government Liaison	Ensure communication and coordination between BV
<b>CPUC Representatives</b>	Observers	Regulatory Compliance	Monitor the compliance of PSPS activities with regulatory requirements.
<b>SCE Representatives</b>	Observers	Utility Coordination	Coordinate with SCE on supply line statuses and joint response strategies.
<b>SME</b>	Facilitator	Simulation Director	Guide the overall flow of the simulation, ensure all elements align with the objectives, and manage the timing and transitions between modules.

<b>SME</b>	Observer	Technical and Scenario Expert	Provide scenario injects, offer expert insights during the simulation, and ensure content accuracy and relevance to real-world applications.
<b>External Firm</b>	Evaluator	Independent Reviewer	Silently review the entire simulation process to provide comprehensive feedback, assessing the effectiveness, adherence to protocols, and areas needing improvement.

### BVES Personnel Role Card

This table serves as a detailed guide to the role assignments for the upcoming PSPS tabletop simulation. It defines the responsibilities and active participation phases for each team member, ensuring that everyone is well-prepared and understands their specific duties during the exercise.

By familiarizing themselves with these role cards in advance, all participants will be better equipped to contribute effectively to the simulation. This preparation is crucial for enhancing BVES's collective response capabilities and ensuring a coordinated effort across all levels of our utility operations during the simulation.

Role	Participant	Responsibilities	Active Modules
Incident Commander	Paul Marconi	Lead strategic response, coordinate with top-level managers and emergency personnel.	All Modules
Operations Group Lead	SME	Assess operational readiness, coordinate resource allocation and field crew preparedness.	Modules 1, 3, 4, 5
Energy Resource Manager (On Simulated Vacation)	Sean Matlock	Role usually includes managing energy resources and coordination during PSPS; responsibilities will be covered by others during the simulation.	Module 1
Strategic Operations Supervisor	Jeff Barber	Support strategic operations planning and alignment with overall emergency strategy.	Modules 1, 2, 3
Logistics and Finance & Administration Group Lead	Cory McClintock	Manage logistics and financial aspects of emergency response, including resource distribution.	Modules 2, 3, 6, 7
Emergency Service Representative and Planning Group Lead	Kayla Blackwell and Tawny Re	Develop emergency service plans, coordinate across groups for cohesive strategy.	Modules 1, 2, 3

Engineering Supervisor and Backup Strategic Operations Supervisor	Tom Chou	Optimize engineering systems for extreme conditions, provide technical support.	Modules 1, 3, 4, 5, 6
Public Information Group Lead	Tawny Re	Manage public and stakeholder communications, coordinate with media.	Modules 1, 3, 4, 5, 6, 7
IT Operations Support	Joseph Assalley and Vincent Martinez	Ensure functionality and robustness of IT systems, support emergency operations.	All Modules
System Monitors	Sherri Duchateau, GIS personnel, & Jared Hennen	Monitor system performance and weather, provide updates to operational leaders.	Modules 1, 2, 3, 4, 5
Response Teams	Line Crews	Respond to disruptions, ensure equipment readiness.	Modules 3, 4, 5, 6
Damage Assessment Team	Danny Hotchkiss & Richard Nadelman	Assess and report damage, plan repair strategies.	Modules 5, 6, 7
Recorder	Carolyn Kubacki	Document all actions and communications, support data collection for reports.	All Modules

## PSPS EXERCISE AGENDA

### 8:00 AM - 8:15 AM: Opening and Introduction

**Welcome Remarks:** Introduce objectives and brief participants on the flow of the half-day simulation.

**Safety Briefing:** Outline safety protocols for those in attendance.

**Align with PSPS Procedures:** Discuss the **Preparatory phase** activities including annual updates to plans and staff training. This phase involves discussing the strategic planning and readiness before fire season.

### 8:15 AM - 8:30 AM: Overview of Exercise Scenario

**Scenario Presentation:** Provide an overview of the PSPS simulation, including key triggers and expected challenges as outlined in the PSPS **Warning Phases**.

The scenario is set within a 7-day weather forecast predicting extreme fire threat conditions across BVES service territory. This necessitates consideration of a PSPS activation to mitigate potential fire risks. Key challenges

include factors such as maintaining awareness of escalating wind speeds, relative area having low humidity, and coordinating with Southern California Edison (SCE) regarding the status of power supply lines—which are crucial for maintaining power stability in the region as BVES receives its power via SCE supply lines. The scenario will explore BVES’s response as the situation develops from initial warnings through to potential PSPS activation and eventual recovery.

- **Scenario Intentions:** Simulates conditions where the Fire Potential Index (FPI) is escalating due to worsening weather and fuel conditions and BVES response

**Module 1 (Pre-Planning Phase - 7 Days Ahead):** Discuss the initial PSPS preparations and communications as the weather forecasts begin to indicate severe conditions.

**Module 2 (Stage 1 - 3 Days Ahead):** Focus on operational adjustments and readiness as the weather conditions worsen and SCE's monitored circuit list updates.

**Module 3 (Stage 2 - 1 Day Ahead):** Final preparations and communications before potential PSPS activation, managing escalating emergency conditions.

**Module 4 (Stage 3 - PPS Deenergization Initiated):** Activation of PPS, managing immediate impacts and initial emergency responses.

- **Scene:** Customized for the BVES service area and quantifies the fire activity potential, driving operational decisions and the potential activation of a PPS event
- **Initial Conditions:** The scenario starts with an FPI rating transitioning from 'Moderate' to 'High,' indicating increasing wildfire risk due to dry conditions and strong winds.
- **Key Triggers:** The main triggers include a significant rise in wind speeds and temperature during the watch period, coupled with consistent low humidity and high fuel loads.
- **Anticipated Exercise Challenges:** The simulation will challenge participants to respond to rapid changes in the FPI, requiring quick adjustments in operational and customer communication strategies. Participants will need to coordinate closely with local agencies such as CalFire and CPUC to manage and mitigate potential impacts effectively.

**Review of Objectives and Roles:** Clarify the main objectives of the simulation and the roles of different participants are in line with **Internal Staff Actions** and **External**

**Communications** actions from the PPS plan (**Roles:** PPS Exercise Players, Observers, Facilitators). This includes detailing how BVES coordinates internally and externally prior, during, and after a PPS event. Objectives align with simulating the dynamic nature of the scenario based on real-time weather updates and operational needs if experiencing a PPS activation.

#### **Module 5 (SCE Lines De-energized):**

Address challenges and actions following SCE's de-energization of critical power lines.

**Module 6 and 7 (PPS Reenergization Preparation and Initiation):** Steps and communications involved in safely restoring power as conditions stabilize.

**Module 8 (PPS Event Concluded):** Post-event analysis, debriefing, and lessons learned as operations return to normal.

## 8:30 AM - 9:15 AM: Module 1 - Initial Conditions and PrePlanning

**Scenario Introduction:** Facilitators introduce the simulation effectively and ensure that SMEs are engaged to respond to questions and identify areas where complexities may arise during the initial conditions leading up to the PSPS decision. This mirrors the portion of the PSPS **Preparatory phase** within the PSPS protocols where procedures, plans, and strategies are reviewed and updated when necessary.

**Key Update:** During the morning briefing, it is discovered that the Baldwin weather station has malfunctioned, causing discrepancies in reported wind speeds and humidity levels compared to the North Shore weather station. SCE raises concerns about the reliability of the FPI data and questions the decision to proceed with PSPS planning based on potentially flawed data.

**Align with External Communications:** Emphasize coordination with stakeholders such as CPUC, CalFire, and local agencies as per PSPS procedures, which involves reaching out to entities directly to corroborate PSPS event activities.

**Table 2: Module 1 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Introduce scenario and objectives</li> <li>Prompt <b>Paul Marconi</b> to explain current PSPS protocols and preplanning strategies with emphasis on coordination</li> <li>Facilitators detail the malfunctioning Baldwin weather station and the resulting data discrepancies</li> <li>Facilitate discussion with <b>Sean Matlock</b> on the expected weather conditions and potential PSPS trigger</li> </ul>	<ul style="list-style-type: none"> <li><b>Paul Marconi:</b> Outlines preparedness steps and resource allocations</li> <li><b>Sean Matlock:</b> Provides detailed forecast and highlights areas of concern that may affect the PSPS decision-making</li> <li><b>Paul Marconi:</b> Discusses contingency plans and measures to verify data accuracy</li> <li><b>Sean Matlock:</b> Addresses the weather data discrepancies, providing an action plan for verification and coordination with SCE</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate exercise by taking notes on actions and prepare questions to relate the protocols and forecasting methods discussed</li> <li><b>SMEs</b> on standby for insights and technical questions as the scenario begins</li> <li>Note observer insights on the handling of data discrepancies and decision-making processes</li> <li>SMEs provide feedback on proposed solutions and identify potential areas of improvement</li> </ul>

**Group Discussion:** Participants discuss initial actions and decision-making based on the scenario, focusing on reliability of the weather data, contingency planes, data governance processes, and adjusting resource allocation practices.

**Table 3: Module 1 Simulation Activities**

Activity	Objective	Description
Brief Weather Analysis Discussion	<ul style="list-style-type: none"> <li>Quickly assess critical fire risk days from the 7-day forecast</li> </ul>	<ul style="list-style-type: none"> <li>Facilitators present forecast details and lead a rapid discussion on potential impacts and pre-planning steps. Include the discrepancy in Baldwin weather station data and its implications.</li> </ul>
Resource Checklist Review	<ul style="list-style-type: none"> <li>Confirm readiness of resources</li> </ul>	<ul style="list-style-type: none"> <li>Key participants confirm readiness status verbally, including plans to address the weather station data discrepancy.</li> </ul>
Quick Communication Plan Outline	<ul style="list-style-type: none"> <li>Outline key messages for stakeholders based on the high-risk days</li> </ul>	<ul style="list-style-type: none"> <li>Outline essential communication points. Participants suggest communication timing and methods briefly, considering how to communicate the data discrepancy and its impact on PSPS planning.</li> </ul>
Strategic Decisions Flash Round	<ul style="list-style-type: none"> <li>Make fast-paced decisions based on the weather scenario</li> </ul>	<ul style="list-style-type: none"> <li>Present critical decision points (e.g., activation of communication plans, staging resources). Include decisions on handling the weather station discrepancy and ensuring accurate data verification.</li> </ul>

## 9:15 AM - 10:00 AM: **Module 2 - Early Response and Notification**

**Update on Evolving Scenario:** Introduction of new developments based on the **PSPS Warning phase**, particularly **4-7 Days Ahead** actions, which includes awareness into the weather forecast or infrastructure conditions.

**Table 4: Module 2 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Update on weather conditions and prompt <b>SME</b> to discuss operational readiness and any adjustments based on the updated forecast</li> <li>Engage <b>Cory McClintock</b> to elaborate on the logistics and resourcing staging areas at the utility operations site and affiliated and known coordination sites</li> </ul>	<ul style="list-style-type: none"> <li><b>SME:</b> Coordinates operational teams and reviews the PSPS checklist for readiness</li> <li><b>Cory McClintock:</b> Arranges logistics, ensuring all equipment and personnel are assigned and made aware of roles</li> </ul>	<ul style="list-style-type: none"> <li>Review the readiness plans (PSPS Plan operational Guidelines and SitMan)</li> <li>Capture insights on the coordination process for best practice alignment</li> <li>SMEs begin to introduce potential logistical challenges or siting and amenity issues</li> </ul>

**Group Activity:** Execute notification protocols and discuss coordination with local agencies and media, paralleling the customer service actions described in the PSPS procedures for **Warning** phases.

**Table 5: Module 2 Simulation Activities**

Activity	Objective	Description
Urgent Weather Briefing	<ul style="list-style-type: none"> <li>Quickly address urgent weather updates</li> </ul>	<ul style="list-style-type: none"> <li>Facilitators present a concise update on increasing wind speeds in critical areas, emphasizing urgent safety concerns</li> </ul>
Rapid Response Planning	<ul style="list-style-type: none"> <li>Sync immediate response strategies</li> </ul>	<ul style="list-style-type: none"> <li>Brief discussion on immediate operational adjustments required, including potential PSPS activation and resource staging</li> </ul>

Activity	Objective	Description
Quick Stakeholder Update	<ul style="list-style-type: none"> <li>Inform stakeholders of urgent developments</li> </ul>	<ul style="list-style-type: none"> <li>Send a simulated quick alert to stakeholders, including local government and emergency services, regarding the wind update</li> </ul>
Crisis Communication Drill	<ul style="list-style-type: none"> <li>Practice emergency public communication</li> </ul>	<ul style="list-style-type: none"> <li>Role-play a quick press release or social media update to inform the public about potential PSPS due to high winds</li> </ul>



## 10:00 AM - 10:15 AM: Break

Short break.

## 10:15 AM - 11:15 AM: Module 3 - PSPS Activation

**Scenario Escalation:** Facilitators introduce complications such as increased fire risk or communication failures. This reflects the **Warning** phase where BVES evaluates the immediate threats while preparing for possible de-energization

**Simulation Exercise:** Participants enact the PSPS activation procedures and discuss immediate response strategies.

**Table 6: Module 3 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Begin with detailed discussion on lastminute preparations with <b>Emergency Service Representative</b>, with focus on emergency response and health service coordination</li> <li>Prompt <b>Tom Chou</b> to begin with assessments and finalizing infrastructure and engineering needs that may need to be addressed before a PPS activation</li> </ul>	<ul style="list-style-type: none"> <li><b>Emergency Service Representative:</b> Finalizes the strategy for emergency response planning and coordination with liaises and local first responders</li> <li><b>Tom Chou:</b> Maintains all technical systems such that the selected circuits for PPS deenergization are not faced with any lastminute engineering concerns</li> </ul>	<ul style="list-style-type: none"> <li>Review the emergency preparedness process and steps on preparing any utility engineering or infrastructure assessments</li> <li><b>SMEs</b> discuss unforeseen technical hurdles during emergency scenarios</li> </ul>

**Table 7: Module 3 Simulation Activities**

Category	Activity	Objective	Simulation Activity
Internal Communications	Coordination Meetings	<ul style="list-style-type: none"> <li>Finalize EOC preparations.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct a brief mock EOC meeting to review weather updates and refine strategies.</li> </ul>
Category	Activity	Objective	Simulation Activity

	Updates to All Staff	<ul style="list-style-type: none"> <li>Ensure staff awareness.</li> </ul>	<ul style="list-style-type: none"> <li>Role-play key communication points.</li> </ul>
Customer Service Actions	Preparatory Training	<ul style="list-style-type: none"> <li>Refresh staff on handling PSPS communications.</li> </ul>	<ul style="list-style-type: none"> <li>Role-play handling increased customer inquiries using updated scripts.</li> </ul>
External Communications	Public Notifications	<ul style="list-style-type: none"> <li>Inform the public about potential PSPS activation.</li> </ul>	<ul style="list-style-type: none"> <li>Draft / present it in a simulated press briefing.</li> </ul>
	Stakeholder Engagement	<ul style="list-style-type: none"> <li>Update stakeholders on potential PSPS actions.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct brief with local government and emergency responders to coordinate messaging.</li> </ul>
PSPS Consideration for SCE	Resource and Response Coordination	<ul style="list-style-type: none"> <li>Coordinate closely with SCE regarding monitored lines.</li> </ul>	<ul style="list-style-type: none"> <li>Brief strategy session discussing SCE updates and BVES's corresponding actions.</li> </ul>

### 11:15 AM - 12:00 PM: **Module 4 - Managing the PSPS Event**

**Continued Scenario Development:** Discuss impact on the community, emergency services, and critical infrastructure as detailed in the **Warning** and **Implementation** phases of the PSPS procedures.

**Role Play and Discussion:** Participants respond to the scenario, focusing on maintaining public safety and information dissemination as outlined in the PSPS protocols.

**Table 8: Module 4 Playbook**

Facilitator	PSPS Exercise Team	Observers
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<ul style="list-style-type: none"> <li>• PSPS activation is initiated</li> <li>• Manage communications between <b>Paul Marconi</b>, system operations, and operational leaders to simulate real-time responses</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Paul Marconi</b>: Directs the PSPS activation, which includes the coordination of actions that result in deenergized lines</li> <li>• <b>System Monitors</b>: report on system integrity and load management</li> </ul>	<ul style="list-style-type: none"> <li>• Review the activation schema and decision points</li> <li>• <b>SMEs</b> provide insights on potential system failures, considerations during an actual event, or customer impact scenarios</li> </ul>
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**Role Play and Discussion:** Participants respond to the scenario's demands, focusing on maintaining public safety and information dissemination.

**Table 9: Module 4 Simulation Activities**

Activity	Objective	Description
PSPS Implementation Brief	<ul style="list-style-type: none"> <li>• Initiate PSPS procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Quickly review the decision to initiate PSPS, outlining the immediate steps to start de-energization</li> </ul>
Emergency Response Sync	<ul style="list-style-type: none"> <li>• Coordinate rapid response actions</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitate a quick coordination call with emergency responders to discuss immediate PSPS impacts and actions</li> </ul>
Impact Assessment Drill	<ul style="list-style-type: none"> <li>• Assess initial impacts of PSPS</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct a fast-paced assessment of the initial impacts on critical infrastructure and public safety</li> </ul>

## 12:00 PM - 1:00 PM: Lunch

Lunch.

## 1:00 PM - 1:45 PM: **Module 5 - SCE Lines De-energized**

**Continued Scenario Development:** Discuss impact on the community, emergency services, and critical infrastructure as detailed in the **Warning** and **Implementation** phases of the PSPS procedures.

**Role Play and Discussion:** Participants respond to the scenario, focusing on maintaining public safety and information dissemination as outlined in the PSPS protocols.

**Table 10: Module 5 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Introduce update that SCE took actions, which affect BVES</li> <li>Direct <b>SME</b> to manage these operational impacts               <ul style="list-style-type: none"> <li>Coordinate <b>Damage Assessment Team's</b> immediate actions and reporting</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>SME:</b> Addresses SCE line impacts and coordinates with <b>SCE representatives</b> with updates</li> <li><b>Damage Assessment Team</b> evaluates the extent and impacts on service and reports findings</li> </ul>	<ul style="list-style-type: none"> <li>Note the response to the SCE deenergization and the effectiveness of the inter-utility coordination</li> <li><b>SMEs</b> discuss alternative power routing solutions or emergency power provisions</li> </ul>

**Role Play and Discussion:** Participants respond to the scenario's demands, focusing on maintaining public safety and information dissemination.

**Table 11: Module 5 Simulation Activities**

Activity	Objective	Description
SCE Line Update	<ul style="list-style-type: none"> <li>Communicate SCE de-energization status</li> </ul>	<ul style="list-style-type: none"> <li>Brief on SCE's actions affecting the service area, focusing on the deenergization of primary feeds</li> </ul>
Resource Coordination	<ul style="list-style-type: none"> <li>Align resources postSCE updates</li> </ul>	<ul style="list-style-type: none"> <li>Quick planning session to adjust resources and response plans in light of SCE's deenergization</li> </ul>
Public Safety Communication	<ul style="list-style-type: none"> <li>Update the public and local agencies</li> </ul>	<ul style="list-style-type: none"> <li>Simulate urgent public and agency communications to discuss the current status and expected next steps</li> </ul>

## PM -

### 1:45 2:45 PM: **Module 6 - Re-energization**

**Introduction to Recovery Phase:** Conditions for safe re-energization and steps to begin recovery aligning with the **Restoration** phase of the PSPS procedures.

**Table 12: Module 6 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Guide steps for reenergization, focusing on safety and public communication</li> <li>Engage <b>Tawny Re</b> to manage and oversee public communications about reenergization timelines</li> </ul>	<ul style="list-style-type: none"> <li><b>Tom Chou:</b> A Safety checks and arranges technical teams to begin the reenergization process</li> <li><b>Tawny Re:</b> Releases information to the public, ensuring transparency and manages expectations for power restoration</li> </ul>	<ul style="list-style-type: none"> <li>Review public communication effectiveness and the utility's ability to be ready for power restoration</li> <li><b>SMEs</b> prepare scenarios for potential re-energization setbacks or any public misunderstanding</li> </ul>

**Table 13: Module 6 Simulation Activities**

Activity	Objective	Description
Re-energization Prep Brief	<ul style="list-style-type: none"> <li>Prepare for power restoration</li> </ul>	<ul style="list-style-type: none"> <li>Quick briefing on conditions meeting criteria for reenergization and the steps to begin restoring power</li> </ul>
Public Communication Prep	<ul style="list-style-type: none"> <li>Ready communication for public about reenergization</li> </ul>	<ul style="list-style-type: none"> <li>Prepare brief public announcements detailing the reenergization timeline and safety information</li> </ul>

### 2:45 3:00 PM: **Break**

Short break.

### 3:00 PM - 3:45 PM: **Module 7 - Recovery**

**Recovery Phase:** Conditions for safe re-energization and steps to begin recovery aligning with the **Restoration** phase of the PSPS procedures.

## PM -

**Table 14: Module 7 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Announce the start of re-energization procedures and alert all team members for smooth transition from PSPS activation to power restoration</li> <li>Monitor and facilitate the resolution of any arising issues during the reenergization process</li> </ul>	<ul style="list-style-type: none"> <li><b>Paul Marconi:</b> A Oversees the reenergization activities and protocols</li> </ul>	<ul style="list-style-type: none"> <li>Document reenergization schema and identify and issues, which may need addressing in future drills</li> <li><b>SMEs</b> offer insight on system stability and emergency response during the reenergization phase</li> </ul>

**Group Discussion:** Plan and coordinate the recovery process, including public communication and evaluation of resources as per the PSPS protocol.

**Table 15: Module 7 Simulation Activities**

Activity	Objective	Description
Initiate Re-energization	<ul style="list-style-type: none"> <li>Start the reenergization process</li> </ul>	<ul style="list-style-type: none"> <li>Simulate the process of re-energizing circuits, focusing on the procedural steps and safety checks required</li> </ul>
Monitor System Stability	<ul style="list-style-type: none"> <li>Ensure system stability during reenergization</li> </ul>	<ul style="list-style-type: none"> <li>Conduct a quick review of system responses and stability as power is restored to the affected areas</li> </ul>

### 3:45 4:30 PM: **Module 8 – PSPS Event Concluded, Debrief and Feedback Collection**

**Group Debrief:** Open floor for participants to share insights, challenges faced, and lessons learned, reflecting the **Reporting and Lessons Learned** post-event phase in PSPS procedures.

## PM -

**Table 16: Module 8 Playbook**

Facilitator	PSPS Exercise Team	Observers
<ul style="list-style-type: none"> <li>Hot Wash feedback session begin</li> <li>Collect feedback</li> <li>Encourage lessons learned discussions</li> </ul>	<ul style="list-style-type: none"> <li><b>All players</b> contribute to the debrief, providing insights on the exercise</li> </ul>	<ul style="list-style-type: none"> <li><b>Observers</b> and <b>SMEs</b> engage in the evaluation process, providing feedback and suggestions for future improvements</li> </ul>

**Table 17: Module 8 Simulation Activities**

Activity	Objective	Description
Post-PSPS Review	<ul style="list-style-type: none"> <li>Analyze the PSPS event and initial recovery steps</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate a brief session to review the PSPS actions taken, focusing on effectiveness and areas for improvement</li> </ul>
Stakeholder Debrief	<ul style="list-style-type: none"> <li>Engage with stakeholders' postevent</li> </ul>	<ul style="list-style-type: none"> <li>Conduct quick debriefs with key stakeholders to gather feedback and discuss lessons learned</li> </ul>

**Feedback Forms:** Distribute and collect feedback forms to gather input on exercise effectiveness and areas for improvement.

**4:30**

### **5:00 PM: Closing Remarks and Next Steps**

**Summary of Key Actions:** Highlight the critical takeaways and any follow-up actions.

**Adjourn:** Acknowledge all participants and officially close the simulation.

#### **Additional Notes:**

- Ensure all materials, such as the situation manual, role cards, and evaluation forms, are distributed prior to the exercise day.
- Set up a back-channel for communication among facilitators to manage the flow and timing of the exercise.
- Prepare for technical support throughout the simulation to assist with any issues in the hybrid setup.

PM -

## APPENDIX F: EXERCISE ROLE CARDS

---

### Paul Marconi - Incident Commander

#### Roles/Responsibilities:

- Overall strategic direction
- Coordination with high-level stakeholders
- Approval of critical communications

#### Modules:

- Module 1 (Pre-Planning Phase)
  - Lead strategic response
  - Brief team on current PSPS protocols
  - Module 2 (Stage 1 - 3 Days Ahead)
  - Oversee coordination meetings and emergency response plans
  - Module 3 (Stage 2 - 1 Day Ahead)
  - Conduct EOC briefings
  - Module 4 (PSPS De-energization Initiated)
  - Direct PSPS activation, manage immediate impacts
  - Module 5 (SCE Lines De-energized)
  - Address operational impacts of SCE's actions
  - Module 6 (PSPS Re-energization Preparation)
  - Guide re-energization steps
  - Module 7 (PSPS Re-energization Initiated)
  - Monitor re-energization process
  - Module 8 (PSPS Event Concluded)
  - Lead debriefs and lessons learned session
-



## PM -

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### SME - Operations Group Lead

**Roles/Responsibilities:**

- Assess operational readiness
- Coordinate resource allocation
- Ensure field crew preparedness

**Modules:**

- Module 1 (Pre-Planning Phase)
  - Coordinate operational teams
  - Module 2 (Stage 1 - 3 Days Ahead)
  - Discuss operational readiness and adjustments
  - Module 3 (Stage 2 - 1 Day Ahead)
  - Oversee final preparations
  - Module 4 (PSPS De-energization Initiated)
  - Manage real-time operational responses
  - Module 5 (SCE Lines De-energized)
  - Coordinate response to SCE's de-energization
- 

### Sean Matlock - Energy Resource Manager (On Simulated Vacation)

**Roles/Responsibilities:**

- Manage energy resources and coordination during PSPS (covered by others during the simulation)

**Modules:**

- Module 1 (Pre-Planning Phase)
  - Responsibilities covered by other team members
-

## PM -

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### **Jeff Barber - Strategic Operations Supervisor**

#### **Roles/Responsibilities:**

- Support strategic operations planning
- Ensure alignment with overall emergency strategy **Modules:**

#### Module 1 (Pre-Planning Phase)

- Assist in strategic planning and resource allocation

#### Module 2 (Stage 1 - 3 Days Ahead)

- Support in operational readiness discussions

#### Module 3 (Stage 2 - 1 Day Ahead)

- Aid in finalizing preparations
- 

### **Cory McClintock - Logistics and Finance & Administration Group Lead**

#### **Roles/Responsibilities:**

- Manage logistics and financial aspects
- Ensure resource distribution **Modules:**

#### Module 2 (Stage 1 - 3 Days Ahead)

- Elaborate on logistics and resourcing

#### Module 3 (Stage 2 - 1 Day Ahead)

- Prepare logistics for emergency response

#### Module 6 (PSPS Re-energization Preparation)

- Oversee resource allocation for re-energization

#### Module 7 (PSPS Re-energization Initiated)

- Manage logistics during re-energization
-

## PM -

---

### SME - Emergency Service Representative and Planning Group Lead

#### Roles/Responsibilities:

- Develop emergency service plans
- Coordinate across groups for cohesive strategy

#### Modules:

##### Module 1 (Pre-Planning Phase)

- Develop and discuss emergency service plans

##### Module 2 (Stage 1 - 3 Days Ahead)

- Coordinate with field teams

##### Module 3 (Stage 2 - 1 Day Ahead)

- Finalize strategy for emergency response

---

### Tom Chou - Engineering Supervisor and Backup Strategic Operations Supervisor

#### Roles/Responsibilities:

- Optimize engineering systems for extreme conditions
- Provide technical support

#### Modules:

##### Module 1 (Pre-Planning Phase)

- Provide technical insights

##### Module 3 (Stage 2 - 1 Day Ahead)

- Ensure technical readiness

##### Module 4 (PSPS De-energization Initiated)

- Assess infrastructure and technical needs

## PM -

Module 5 (SCE Lines De-energized)

- Address technical issues during SCE de-energization

Module 6 (PSPS Re-energization Preparation)

- Prepare technical teams for re-energization

---

## Tawny Re/Kayla Blackwell - Public Information Group Lead

### Roles/Responsibilities:

- Manage public and stakeholder communications
- Coordinate with media

### Modules:

Module 1 (Pre-Planning Phase)

- Prepare communication materials

Module 3 (Stage 2 - 1 Day Ahead)

- Oversee public notifications

Module 4 (PSPS De-energization Initiated)

- Manage real-time public communications

Module 5 (SCE Lines De-energized)

- Communicate impacts to public and stakeholders

Module 6 (PSPS Re-energization Preparation)

- Oversee public communications for re-energization

Module 7 (PSPS Re-energization Initiated)

- Update public on re-energization process

---

## Joseph Assalley - IT Operations Support

### Roles/Responsibilities:

## PM -

- Ensure functionality of IT systems
- Support emergency operations **Modules:**

All Modules

- Maintain IT systems and support communications

---

## Sherri Duchateau, GIS SME, & Jared Hennen - System Monitors

### Roles/Responsibilities:

- Monitor system performance and weather
- Provide updates to operational leaders **Modules:**

Module 1 (Pre-Planning Phase)

- Monitor weather and system conditions

Module 2 (Stage 1 - 3 Days Ahead)

- Provide updates on conditions

Module 3 (Stage 2 - 1 Day Ahead)

- Continue monitoring and updates

Module 4 (PSPS De-energization Initiated)

- Report on system integrity during PSPS

Module 5 (SCE Lines De-energized)

- Monitor system impacts from SCE actions

---

## Line Crews - Response Teams

### Roles/Responsibilities:

- Respond to disruptions

## PM -

- Ensure equipment readiness **Modules:**

Module 3 (Stage 2 - 1 Day Ahead)

- Prepare for potential deployments

Module 4 (PSPS De-energization Initiated)

- Respond to de-energization impacts

Module 5 (SCE Lines De-energized)

- Manage response to SCE de-energization

Module 6 (PSPS Re-energization Preparation)

- Prepare for re-energization actions

---

## Danny Hotchkiss & Richard Nadelman - Damage Assessment Team

### Roles/Responsibilities:

- Assess and report damage
- Plan repair strategies **Modules:**

Module 5 (SCE Lines De-energized)

- Evaluate and report on damage from de-energization

Module 6 (PSPS Re-energization Preparation)

- Plan and coordinate repair strategies

Module 7 (PSPS Re-energization Initiated)

- Execute repair plans and support re-energization

---

## Caroline Kubacki - Recorder

### Roles/Responsibilities:

- Document all actions and communications
- Support data collection for reports **Modules:**

## PM -

All Modules

- Record activities and ensure accurate documentation

## CHECKLIST FOR OBSERVERS / NON-PARTICIPANTS

### Module 1: Pre-Planning Phase (7 Days Ahead)

Activity	Completed	Comments
Coordination Meeting	<input type="checkbox"/>	
Internal Staff Updates	<input type="checkbox"/>	
Weather Station Discrepancy Resolution	<input type="checkbox"/>	
Customer Service Preparations	<input type="checkbox"/>	
Public and Stakeholder Notifications	<input type="checkbox"/>	
Review of Weather Forecasts	<input type="checkbox"/>	

### Module 2: Stage 1 (3 Days Ahead)

Activity	Completed	Comments
----------	-----------	----------

## PM -

Emergency Coordination Meeting	<input type="checkbox"/>	
Updated Internal Communications	<input type="checkbox"/>	
Customer Service Readiness	<input type="checkbox"/>	
Public Information Dissemination	<input type="checkbox"/>	
Coordination with SCE	<input type="checkbox"/>	
Data Sharing / Transfer / CalOES	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

## Module 3: Stage 2 (1 Day Ahead)

Activity	Completed	Comments
EOC Briefings	<input type="checkbox"/>	
System Readiness Checks	<input type="checkbox"/>	
Activity	Completed	Comments
Customer Service Training	<input type="checkbox"/>	
Public and Stakeholder Engagement	<input type="checkbox"/>	
Final Preparations for PSPS	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

## Module 4: Stage 3 PSPS De-energization Initiated

Activity	Completed	Comments
Activation of PSPS Protocols	<input type="checkbox"/>	



## PM -

Infrastructure Failure Management	<input type="checkbox"/>	
Public Safety Communications	<input type="checkbox"/>	
Coordination with Emergency Services	<input type="checkbox"/>	
Resource Allocation	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

## Module 5: SCE Lines De-energized

Activity	Completed	Comments
Operational Adjustments	<input type="checkbox"/>	
Load Management Strategies	<input type="checkbox"/>	
Communication with BVPP	<input type="checkbox"/>	
External Stakeholder Communication	<input type="checkbox"/>	
Public Information Updates	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

## Module 6: Stage 4 PSPS Re-energization Preparation

Activity	Completed	Comments
Preparation for Re-energization	<input type="checkbox"/>	
Internal Coordination	<input type="checkbox"/>	
Public and Stakeholder Notifications	<input type="checkbox"/>	
Infrastructure Checks	<input type="checkbox"/>	

## PM -

Resource Allocation	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

### Module 7: Stage 4 PSPS Re-energization Initiated

Activity	Completed	Comments
Initiation of Re-energization	<input type="checkbox"/>	
System Stability Monitoring	<input type="checkbox"/>	
Public Safety Communications	<input type="checkbox"/>	
Coordination with SCE	<input type="checkbox"/>	
Resource Management	<input type="checkbox"/>	
Daily Operations Meeting	<input type="checkbox"/>	

### Module 8: Post-PSPS Event

Activity	Completed	Comments
Debriefing with Internal Teams	<input type="checkbox"/>	
Public and Stakeholder Debriefings	<input type="checkbox"/>	
Evaluation of PSPS Actions	<input type="checkbox"/>	
Lessons Learned Documentation	<input type="checkbox"/>	
Future Improvement Planning	<input type="checkbox"/>	

**PM -**

## Appendix I: Emergency & Disaster Response Plan

I-1

# Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan

March 31, 2022

Digitally signed by Paul Marconi

  
Paul Marconi Date: 2022.03.30 13:29:45

Approved by:

\_\_\_\_\_

# **Bear Valley Electric Service, Inc.**

## **Emergency & Disaster Response Plan**

Paul Marconi, President, Treasurer, & Secretary

1. Purpose and Introduction.
  - 1.1. Plan Goals
  - 1.2. Plan Vision
  - 1.3. Plan Policy
  - 1.4. Plan Responsibility
  - 1.5. General Overview
  - 1.6. Definitions
2. Emergency & Disaster Response Organization
  - 2.1. Standardized Emergency Management System(SEMS)
  - 2.2. BVES Emergency Organization
  - 2.3. BVES Emergency Operations Center (EOC)
  - 2.4. Roles and Responsibilities
    - 2.4.1. Incident Commander
    - 2.4.2. Public Information Group
    - 2.4.3. Operations Group
      - 2.4.3.1. Emergency Manager
      - 2.4.3.2. Strategic Operations Supervisor (SOS)
      - 2.4.3.3. Emergency Service Representative (ESR)
      - 2.4.3.4. System Monitor
      - 2.4.3.5. Damage Assessment Team (DAT)
      - 2.4.3.6. Line Crews
      - 2.4.3.7. Engineering Technical Support
      - 2.4.3.8. Bear Valley Power Plant (BVPP) Operators
      - 2.4.3.9. IT Operations Support
    - 2.4.4. Logistics Group
    - 2.4.5. Planning Group
    - 2.4.6. Finance & Administration Group
  - 2.5. Plan Changes
3. Emergency & Disaster Response Event Preparations
  - 3.1. Preparations

**Bear Valley Electric Service, Inc.**  
**Emergency & Disaster Response Plan**

- 3.2. Emergency Response Preparations Checklist
  - 3.3. Contingency Operating Procedures
  - 3.4. Mobile Emergency Generation
  - 3.5. Material and Equipment
  - 3.6. Vehicles
  - 3.7. Contracts for Services
  - 3.8. Mutual Aid
    - 3.8.1. California Utilities Emergency Association
    - 3.8.2. Mountain Mutual Aid Association
  - 3.9. Communications Layers and Message Deck
  - 3.10. Staff Roster and Recall List
  - 3.11. Key External Contacts List
  - 3.12. Emergency Operations Center and BVES Main Facility
4. Emergency & Disaster Response Procedures
- 4.1. Emergency Response Plan Implementation and Emergency Operations Center Activation
    - 4.1.1. Response Levels
    - 4.1.2. Plan Activation
  - 4.2. Essential Elements of Information (EEI)
  - 4.3. Restoration Strategy
    - 4.3.1. Restoration Strategy Assumptions
    - 4.3.2. Restoration Priorities
    - 4.3.3. Restoration Progression
    - 4.3.4. Loss or Significant Reduction of Supply
    - 4.3.5. Downed Wire Response
    - 4.3.6. Sub-Transmission and Distribution (T&D) Casualties
  - 4.4. EOC and Emergency Response Workflows
    - 4.4.1. EOC Setup
    - 4.4.2. EOC Staffing
    - 4.4.3. Managing Field Activities
    - 4.4.4. Workflows

**Bear Valley Electric Service, Inc.**  
**Emergency & Disaster Response Plan**

- 4.4.5. Situation Report
- 4.4.6. Damage Assessments
- 4.4.7. Work Orders
- 4.5. Resources
  - 4.5.1. California Utilities Emergency Association (CUEA)
  - 4.5.2. Contracted Services
  - 4.5.3. Big Bear Valley Mountain Mutual Aid Association (“MMAA”)
- 4.6. Catastrophic Events Memorandum Account (CEMA)
- 4.7. Evacuation
  - 4.7.1. Critical Workers
  - 4.7.2. Evacuation Order
- 4.8. End State
- 4.9. After Action Reports
- 4.10. Annual Emergency Response Plan Training and Exercise
  - 4.10.1. Annual Training
  - 4.10.2. Annual Exercise
  - 4.10.3. Exercise Notice
  - 4.10.4. Exercise Evaluation
  - 4.10.5. Emergency Response Outreach Training
- 5. Emergency & Disaster Response Communications Plan
  - 5.1. Strategy Overview
  - 5.2. Establish Multiple and Effective Communication Channels
    - 5.2.1. Outbound Communications
    - 5.2.2. Inbound Communications
    - 5.2.3. Internal Communications
  - 5.3. Conduct Pre-Incident Outreach and Education
    - 5.3.1. City and County Outreach
    - 5.3.2. General Public, Customer and Stakeholder Outreach and Education  
(before an emergency)
  - 5.4. Provide Outreach in Prevalent Languages
  - 5.5. Provide Emergency Incident Communications

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

- 5.5.1. Set Expectations and Develop Trust
- 5.5.2. Notify and Engage Key Stakeholders
- 5.5.3. Notify Customers and General Public
- 5.5.4. Media Engagement Procedures
  - 5.5.4.1. Authorized Media Engagement
  - 5.5.4.2. Press Release Content
  - 5.5.4.3. Press Release Protocols
- 5.5.5. Post Emergency Event Close-out Statement

### **5.6. Reports to the Commission**

## **6. Customer Support in Emergencies**

- 6.1. Support for Low Income Customers
- 6.2. Billing Adjustments
- 6.3. Deposit Waivers
- 6.4. Extended Payment Plans
- 6.5. Suspension of Disconnection and Nonpayment Fees
- 6.6. Repair Processing and Time
- 6.7. Access to Utility Representatives
- 6.8. Access to Outage Reporting and Emergency Communications

### **List of Figures**

- Figure 1-1: EDRP Goals
- Figure 2-1: SEMS Organization
- Figure 2-2: BVES Emergency Organization
- Figure 5-1: Press Release Protocol

### **List of Tables**

- Table 2-1: Possible Alternate Emergency Operation Centers
- Table 3-1: List of Minimum Contingency Contracted Services
- Table 3-2: Bear Valley Mountain Mutual Aid Association Membership
- Table 3-3: Key External Contacts
- Table 4-1: BVES Outage and Emergency Response Levels
- Table 4-2: Essential Elements of Information



## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

Table 4-3: Restoration Priorities for Sub-Transmission Circuits, Substations, and Distribution Circuits

Table 4-4: BVES System Sources of Power

Table 4-5: Actions for Loss of Supplies

Table 4-6: Downed Wire Response

Table 4-7: CUEA Mutual Assistance Process

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Appendix A: EOC Preparedness and Setup Checklist

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Appendix D: BVES Staff Roster and Recall List

Appendix E: Key External Contacts List Appendix

F: Emergency Response Workflows

Appendix G: Sample Situation Report (SITREP)

Appendix H: Sample Damage Assessment Form

Appendix I: Sample Work Order Jacket

Appendix J: Sample Mutual Assistance Agreement Letter

1. **Purpose and Introduction.** The Emergency & Disaster Response Plan (EDRP) is provided to all Bear Valley Electric Service, Inc. ("BVES") employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated EDRP in order to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The EDRP outlines BVES' philosophy and procedures for managing major emergencies that may disrupt electric service to our customers or threaten the health and safety of the people in the communities we serve. The EDRP further establishes the structure, processes and protocols for the BVES's emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.

The EDRP is designed to provide a framework for managing and responding to:

- Large outages
- Numerous smaller outages
- Potential for large outages
- Potential for numerous smaller outages
- Any combination of the above

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

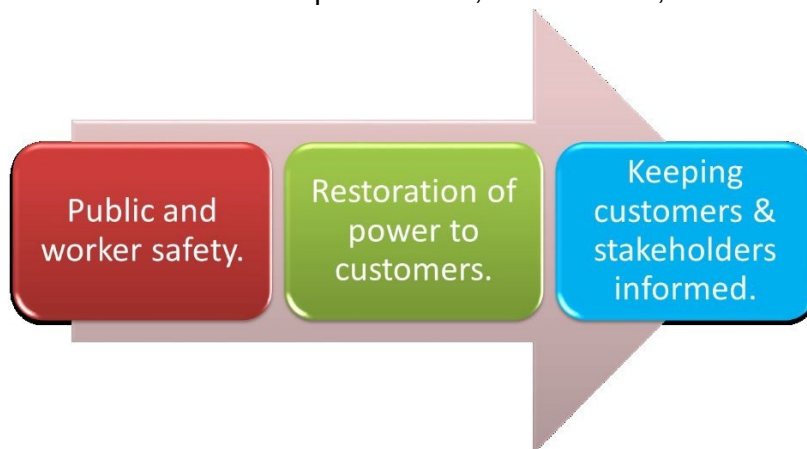
The EDRP may be invoked as a precautionary measure when there is a strong potential for outages or in response to actual outages. The EDRP is designed to be implemented as needed in conjunction with other procedures, plans, and policies such as:

- Public Safety Power Shutdown Plan
- Wildfire Mitigation Plan
- Field Operations and Engineering Procedures
- Customer Service Procedures
- Other organizations such as State, County, and City Emergency Disaster Plans

The EDRP complies with the requirements set forth in the Public Utilities Commission of the State of California's General Order No. 166, Standards for Operation, Reliability, and Safety during Emergencies and Disasters.

1.1. **Plan Goals.** When an emergency occurs, BVES' response actions are guided by the following overriding emergency goals (in order of priority):

- **Safety:** Protect the life-safety of our customers, employees and the general public.
- **Restoration of Power:** Restore electric service to customers in a safe and timely manner.
- **Communications:** Keep customers, stakeholders, and staff informed.



**Figure 1-1: EDRP Goals**

1.2. **Plan Vision.** BVES strives to meet customer needs through effective risk assessment, mitigation, preparedness, response and communications. Our vision is to achieve excellence in emergency management performance.

1.3. **Plan Policy.** BVES strives to utilize effective emergency management principles that enhance the BVES's ability to provide safe and reliable electric power and its ability to communicate timely and accurate information to customers and stakeholders by:

- Conducting effective risk assessments for operating and business functions;

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

- Developing appropriate prevention or risk mitigation strategies;
- Implementing comprehensive emergency preparedness programs;
- Responding with appropriate resources to address emergencies;
- Communicating with customers and other stakeholders with timely and accurate information;
- Recovering from events safely and expeditiously; and
- Improving continuously.

Since major outage events and emergencies are rarely similar in all respects, the EDRP is constructed in such a way to provide BVES management with a trained and operationally ready workforce and a response operations process that may be employed as required to deal with the unique aspects of each major outage and emergency event.

The effectiveness of the EDRP is based on BVES' commitment to prepare for, to implement, and to review procedures after each implementation. An after action review process shall facilitate continuous improvement in the BVES's response and restoration processes.

Execution of the appropriate response to affect rapid and safe recovery is dependent upon the scalability of this plan. For example, storm intensities and the number of customers affected vary and, therefore, the level of recovery resources committed to each event is adjusted as appropriate even though the operational concepts remain consistent.

**1.4. Plan Responsibility.** It is the responsibility of all Managers and Supervisors to ensure the EDRP is reviewed by all staff and is updated when appropriate. Specific responsibilities are provided throughout the EDRP.

**1.5. General Overview.** BVES customers receive electric service through an overhead and underground distribution system. Extreme weather events such as heavy rain, hail, snow, ice, lightning, high winds, and/or extreme dry heat may adversely impact the integrity of the distribution system, resulting in occasional interruptions of electric service. The distribution system is also susceptible to damages as a result of major disasters, such as earthquakes, flooding, wildfires, and mud and rock slides. Furthermore, in the interest of public safety, BVES may deem it necessary to proactively de-energize large portions of the distribution system to protect the public; for example, BVES may de-energize circuits or portions of circuits during extreme fire threat weather conditions. BVES normally imports power to its service area via Southern California Edison's (SCE) transmission lines. Therefore, the BVES service area may be susceptible to outages caused by events outside of its services area. All of the above may result in major power outages of varying extent and length depending on the severity of the event. Since electricity is a critical element in our daily lives, prompt restoration is a reasonable customer expectation and a BVES goal. In the case of major disasters, rapid and efficient restoration of power; especially to critical infrastructure, is essential to overall community disaster recovery.

The response to customer outages caused by severe weather events, other disasters or events affecting power delivery to the BVES service area is predicated on recognizing and understanding the magnitude of the event as well as the availability of resources to support the

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

restoration process. This plan has been designed to provide a systematic organized response plan for the purpose of promoting a safe and efficient recovery from any of those conditions. Since the potential of sustaining damages is highest for storm situations, the plan specifically

addresses these situations but it may easily be adapted to major outages caused by other disasters or causes.

It is also recognized that no plan can possibly predict and cover every emergency situation. Therefore, the EDRP provides a structure that is based on a set of reasonable assumptions for the most likely emergencies requiring emergency response; but it also provides the BVES's Incident Commander the authority, flexibility, and discretion to alter the BVES's emergency response to tailor it to the specific emergency situation in order to optimize the utilization of BVES resources and to achieve the emergency response goals in an effective and efficient manner.

A critical component of the EDRP is close coordination with stakeholders that depend on BVES's service and assistance for their response actions and who may, also, be able to assist BVES in its response actions. The coordination must occur in developing the plan, training on the plan, executing the plan, and in plan refinements. Some of BVES's major stakeholders include:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (California Public Utilities Commission)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff's Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Various media and communications companies

Accurate, effective and timely communications with key stakeholders is critical in emergency response and, therefore, it is essential that business relationships be developed before emergency response is necessary. Understanding stakeholders' key staff, contact

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

information, roles and responsibilities, and capabilities are extremely useful in achieving successful emergency response.

### **1.6. Definitions.**

**Accessible:** A condition which permits safe and legal access.

**Access and Functional Needs Populations:** Refers to those populations with access and functional needs as set forth in Government Code § 8593.3.

Access and functional needs population consists of individuals, including but not limited to, individuals who have developmental or intellectual disabilities, physical disabilities, chronic conditions, injuries, limited English proficiency or who are non-English speaking, older adults, children, people living in institutionalized settings, or those who are low income, homeless, or transportation disadvantaged, including, but not limited to, those who are dependent on public transit or those who are pregnant.

**Appropriate Regulatory Authority:** The agency or governmental body responsible for regulation or governance of the utility.

**Critical Customers:** Customers requiring electric service for life sustaining equipment.

**Emergency or Disaster:** An event which is the proximate cause of a major outage, including but not limited to storms, lightning strikes, fires, floods, hurricanes, volcanic activity, landslides, earthquakes, windstorms, tidal waves, terrorist attacks, riots, civil disobedience, wars, chemical spills, explosions, and airplane or train wrecks.

**Essential Customers:** Customers representing critical infrastructure and Public Safety Partners.

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

**Measured Event:** A Measured Event is a Major Outage (as defined herein), resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of a utility's electric customer base. A Measured Event is deemed to begin at 12:00 a.m. on the day when more than one percent (simultaneous) of the utility's electric customers experience sustained interruptions. A Measured Event is deemed to end when fewer than one percent (simultaneous) of the utility's customers

## **Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan**

experience sustained interruptions in two consecutive 24-hour periods (12:00 a.m. to 11:59 p.m.); and the end of the Measured Event in 11:59 p.m. of that 48-hour period.

**Public Safety Partners:** First/emergency responders at the local, state and federal level, water, wastewater and communication service providers, community choice aggregators (CCAs), affected publicly-owned utilities (POUs)/ electrical cooperatives, tribal governments, the Commission, CalOES and CAL FIRE.

**Safety Standby:** Interim activities undertaken to mitigate immediate public safety hazards

**Serviceable Customer:** A customer prepared and properly equipped to receive service where both the customer's electrical service facilities and those facilities of the utility necessary to serve the customer can be legally and physically accessed in a safe manner.

**Sustained Outage:** An electric service interruption (0 voltage) lasting greater than 5 minutes.

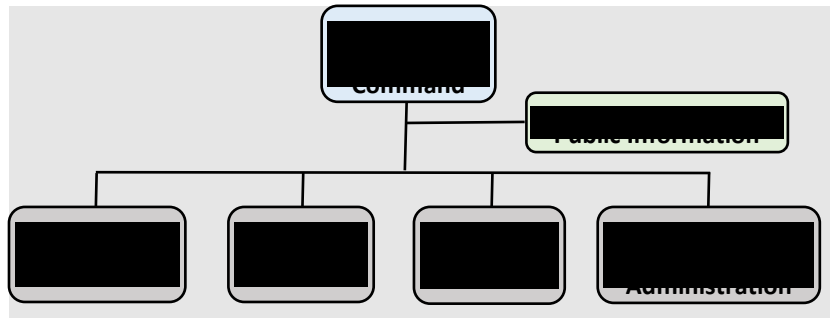
2. **Emergency Response Organization.** The EDRP requires that in responding to emergencies, the BVES's staff shall be organized largely based on the Standardized Emergency Management System (SEMS) as interpreted by the BVES. The SEMS structure utilized by BVES is a utility compatible Incident Command Structure (ICS) framework designed to manage emergency incidents and events.

2.1. **Standardized Emergency Management System.** SEMS is an emergency preparedness and response system that has been endorsed by the State of California. It is the cornerstone of California's emergency response system and the fundamental structure for the response phase of emergency management. It unifies all elements of California's emergency management community into a single integrated system and standardizes key elements. Additionally, it provides a common structure for all organizations responding to an emergency situation and a means of systematic planning. The benefits of using the SEMS include:

- Use of common terminology among agencies.
- Use of parallel organizational functions among agencies.
- Provides a standard means of systematic planning.

The basic SEMS organization structure is shown in Figure 2-1, SEMS Organization:

## Bear Valley Electric Service, Inc. Emergency & Disaster Response Plan

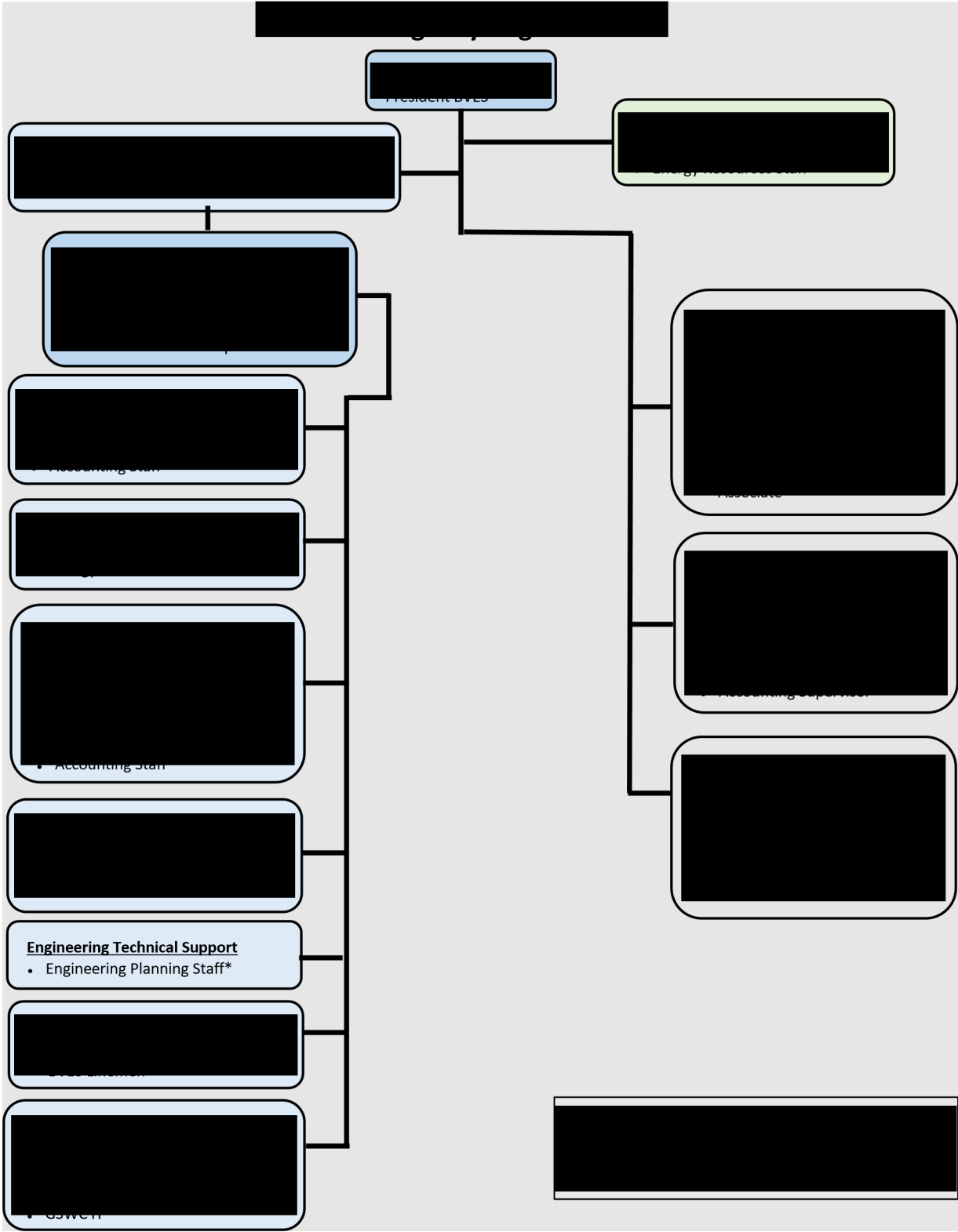


**Figure 2-1: SEEMS Organization**

By organizing the response team along the SEEMS structure, the BVES emergency response team is able to coordinate with other government and agencies via their corresponding groups. For example, BVES Operations would coordinate directly with the City of Big Bear Lake Emergency Operations Center or the San Bernardino County OES Operations Groups as applicable. Additionally, when BVES sends a representative to these two centers the representative shall already have a good understanding of the emergency response organization.

**2.2. BVES Emergency Organization.** The organization chart presented below in Figure 22, BVES Emergency Organization, provides the BVES Emergency Organization structure for the full mobilization (Level 1) of BVES' staff in responding to emergencies per this plan. It is the intent that this organizational structure would operate out of an Emergency Operations Center (EOC) established by BVES and be sustainable for long-term emergency response activities.

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### **Figure 2-2: BVES Emergency Organization**

The specific description of roles and responsibilities for the positions in the BVES Emergency Organization are provided in Section 2.4.

**2.3. BVES Emergency Operations Center (EOC).** An EOC shall be designated for BVES staff use in the event of an emergency. The EOC is the central command and control facility responsible for carrying out the principles of emergency preparedness and emergency response functions described in the EDRP, ensuring public and worker safety, continuity of operations, and timely communications with customers and stakeholders.

An EOC is primarily responsible for strategic direction and operational decisions. Due to the relatively small size of BVES, the Strategic Operations Supervisor (SOS) under the direction of the Operations Group at the EOC shall provide tactical emergency response direction and directly control field assets. The activities under the SOS' management at the EOC shall include all dispatch functions to include customer communications and field operations. For the purpose of the EDRP, when "dispatch" functions are referred to the EOC they are intended for the SOS and supporting team at the EOC.

The common functions of the EOC is to collect, gather and analyze data; make decisions that protect public and worker safety and property; safely maintain and/or restore continuity of operations, within the scope of applicable regulations and laws; and disseminate those decisions to all concerned customers and stakeholders in a timely manner.

2.3.1. The EOC is where the Incident Command, Operations, Planning, Logistics, Financial & Administration, and Public Information groups are located and come together. It serves as the central point for:

- Information gathering and dissemination.
- Directing emergency and restoration operations at both the strategic and tactical level.
- Coordinating with other external agencies and stakeholders.
- Developing and issuing customer and stakeholder communications.
- Evaluating available resources and requesting or relinquishing resources as appropriate.

2.3.2. The EOC shall meet the following requirements:

- Be available for immediate occupancy.
- Have access to backup electrical power.
- Contain access to multiple communication systems such as telephones, mobile phones, VHF radio, internet service, Interactive Voice Response (IVR), etc.
- Be equipped with emergency supplies, system maps and operating information.
- Be capable of sustaining long-term emergency response.

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2.3.3. The primary EOC for BVES shall be located at BVES' Main Office at 42020 Garstin Dr., Big Bear Lake, CA 92315 in the "Main Conference Room."

2.3.3.1. The Utility Manager is responsible for ensuring the primary EOC is ready for immediate occupancy. Appendix A, EOC Preparedness and Setup Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. Some items need not be located in the EOC, but should be in close proximity and readily accessible to EOC staff. The Senior Technical Operations Support Specialist shall maintain Appendix A up to date as configuration and technology changes are implemented and provide the Administrative Support Associate the latest version of the checklist. The checklist will also be maintained in the EOC.

2.3.3.2. If the primary EOC will not be ready for immediate occupancy, the Utility Manager shall establish an alternate EOC that is ready for immediate occupancy and shall notify BVES staff.

Table 2-1 below provides a list of possible alternate EOCs to be considered. **Table 2-1:**

**Possible Alternate Emergency Operation Centers**

<u>Location</u>	<u>To Be Considered</u>
Operations & Planning spaces at the BVES Main Office	Primary EOC not available. Also consider this site, when scope of emergency response activation is reduced (such as Level 2 activation) and all or most activity is carried out by Field Operations.
BVES's General Office in San Dimas, California	When evacuation of the BVES service area is ordered.
State or County's Incident Commander's base camp	When the BVES Main Office is not accessible.
Other suitable area designated by the Utility Manager	When primary EOC is not accessible or available and the above options are not the optimal location.

2.3.3.3. In selecting an alternate EOC location, the Utility Manager shall at a minimum consider the following factors:

- Safety of BVES emergency response staff
- Location of hazards and potential movement of hazards
- Location of the emergency

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- Communications capability and ability to coordinate efficiently with stakeholders
- Location and accessibility to BVES resources (staff, equipment, material, etc.)

**2.4. Roles and Responsibilities.** This section provides the general intended roles and responsibilities of the BVES Emergency Organization shown in Figure 2-2. It should be noted that the Incident Commander and Group Leaders have the authority to modify roles and responsibilities of those under their responsibility to optimally respond to the specific emergency event. When modifications are made, these should be included during the after action report for the event so that possible changes to the EDRP may be considered. BVES has a small staff, therefore, in the interest of sustainability, efficiency and effectiveness, some staff are “dual hatted” and may be assigned multiple roles and responsibilities.

#### **2.4.1. Incident Commander**

- 2.4.1.1. President, BVES is the primary BVES staff assigned. Alternates that may be assigned include: Utility Manager, Energy Resources Manager, Regulatory Affairs Manager, or other BVES officials as directed by the Chief Executive Officer (CEO).
- 2.4.1.2. Incident Commander reports directly to the CEO.
- 2.4.1.3. Overall responsible for organizing and directing the EDRP by providing strategic direction for the emergency response. Activities associated with the Incident Commander are mostly strategic in nature and include, but are not limited to:
  - Direct EOC activation. Based on the emergency level and the particular situation surrounding the emergency, may direct partial activation of the EOC.
  - Authorize de-activation of the EOC (or any partial de-activation).
  - Authorize use of alternate EOC location when appropriate.
  - Provide timely and accurate updates to Senior BVES management (CEO, CFO, VP Regulatory Affairs, etc.) of emergency response.
  - Approve and/or conduct high-level communications with federal, state, county, and/or city officials as well as other utilities and non-governmental organization (NGOs).
  - Approve and/or conduct external communications with media and the public.
  - Approve regulatory reports for outages, incidents and accidents (GO-95, GO-128 & GO166). Work closely with Regulatory Affairs at the General Office (GO).
  - Approve situation reports that may be requested by external organizations such as California Utility Emergency Association (CUEA), State of California Office of Emergency Services (OES), San Bernardino County OES, City of Big Bear Lake, California Public Utilities Commission (Safety Enforcement Division and Energy Division), local Incident Commander, etc.

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- Ensure Operations, Planning, Logistics, and Finance & Administration Groups (SEMS) are properly resourced to respond to emergency.
- Lead periodic update meetings with the BVES SEMS Group Leaders.
- Approve requests for mutual aid.
- Approve use of emergency contracting and procurement provisions.

#### **2.4.2. Public Information Group.**

2.4.2.1. Customer Program Specialist is the primary BVES staff assigned to this group. Alternates who may be assigned include: Energy Supply Specialist, Customer Service Supervisor, or others as designated by the Incident Commander. Generally, the Customer Program Specialist and Energy Supply Specialist (or other staff assigned) shall alternate shifts.

2.4.2.2. Public Information reports directly to the Incident Commander on all public information issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to stay informed on the latest status of the emergency response. Attends BVES SEMS leadership meetings.

2.4.2.3. Public Information facilitates communication with all stakeholder groups, including the news media and provides a variety of public information services during an electric system emergency. Activities associated with Public Information include, but are not limited to:

- Develop public engagement strategy and directs all aspects of public messaging.
- Keep customers, stakeholders, BVES management and employees informed on the status of the emergency response including extent of outages, cause of outages, damage and casualty assessments, restoration efforts in progress and planned, estimated time to restore service, and updates to the emergency response through widely available communications channels.
- Act as the central point of contact for any external public inquiries.
- Prepare and distribute public information releases for media, website, social media, interactive voice response and two-way text messages, state and local government, and other BVES stakeholders.
- Prepare and distribute responses to media inquiries.
- Coordinate with the General Office and other stakeholder public information officials.
- Work closely with the Incident Commander, public relations contractor and General Office (Regulatory Affairs) on public engagement.
- Work closely with other SEMS Groups to be informed of latest information.
- Provide line crews, customer service and other staff who operate in the field or interact directly with customers with the latest information to be shared with public.
- Coordinate participation in joint press conferences with other stakeholders as needed or directed.

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- Organize press conferences as needed or as directed.
- Assist in preparing the Incident Commander and other BVES staff for press conferences and interviews.
  - Follow media and social media for discussion of BVES and develop rapid response to dispel erroneous information.
  - Update BVES website, social media, local media, interactive voice response and two-way text messages, and other communications platforms as conditions change.
  - Activate advertising campaigns with local media when appropriate.

2.4.3. Operations Group. The Operations Group is overall responsible for all of the emergency response actions in the field necessary to safely restore service to customers. As such, this group is made up of customer service, line crews, field operations, engineering and planning, and power generation staff and contractors. The Emergency Manager leads this group.

2.4.3.1. Emergency Manager. Utility Manager is the primary BVES staff assigned. Alternates who may be assigned include: Energy Resource Manager, Utility Engineer & Wildfire Mitigation Supervisor and Field Operations Supervisor. The Emergency Manager reports directly to the Incident Commander. Activities associated with the Emergency Manager are partly strategic and partly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Authorize deviations to the EDRP as necessary to safely, efficiently and effectively execute restoration activities.
- Attend BVES SEMS leadership meetings.
- Issue the work schedule and shift rotations for all staff and contractors assigned to the Operations Group.
- Direct the number of Emergency Service Representatives, System Monitors, Damage Assessment Teams, and Line Crews to be assigned per shift.
- Ensure staff and contractors are adequately rotated to allow for rest and safe operations.
- Authorize overtime labor expense as needed.

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Direct all restoration and emergency response activities in the field.

- Keep Incident Commander and Public Information informed of progress.
- Drive to obtain and communicate “estimated time of restoration” (ETR) for outages and update this information as the situation progresses.
- Coordinate with other SEMS Groups.
- Constantly evaluate restoration progress and optimize utilization of available resources to safely, efficiently and effectively restore service.
- Identify and request additional resources when needed and stand-down resources when no longer required.
- Coordinate restoration activities with other external entities (City, County, Fire Department, Sheriff, CHP, Forestry Service, CALTRANS, other utilities, contractors, etc.).
- Assign and dispatch a knowledgeable BVES representative to local government and/or agency Incident Command as needed.
- Ensure outages, incidents, and accidents are properly documented.
- Assist in preparing regulatory reports for outages, incidents, and accidents (GO-95, GO-128 & GO-166).
- Prepare external situation reports as requested.
- Ensure cost recovery records and documentation for restoration work are being maintained as requested by the Finance and Administration Group.
- Review weather forecast and other external information to optimize restoration response.
- Prepare mutual aid inquiries and requests.
- Communicate logistics requirements to complete restoration activities.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other operations activities as directed by the Incident Commander.

**2.4.3.2. Strategic Operations Supervisor (SOS).** The Field Operations Supervisor, Utility Engineer & Wildfire Mitigation Supervisor, and Customer Service Supervisor are the primary BVES staff assigned. Alternates who may be assigned include: Utility Manager and the Regulatory Compliance Project Engineer. The SOS reports directly to the Emergency Manager. Activities associated with the SOS are mostly tactical in nature and include, but are not limited to:

- Ensure public, employee and contractor safety is top priority in all restoration activities.
- Maintain the “common operational picture” in the EOC. Utilizes the Outage Management System (OMS), Supervisory Control and Data Acquisition (SCADA), CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
- Act as the Emergency Manager’s direct representative in the EOC and direct all operations activities to include all dispatch functions while the EOC is activated. For the purpose of this EDRP, the SOS is equivalent to “Dispatch” and the terms may be used interchangeably. Function as the central Dispatch during EDRP implementation. Receive, prioritize, dispatch, and resolve all Field Activities (FA’s) and Transmission and Distribution (T&D) system problems reported by other means per BVES priorities identified in the EDRP.

- Direct all restoration and emergency response activities in the field.

Direct and supervise the Emergency Service Representative(s), System Monitor, Damage Assessment Team(s), Line Crews (BVES, contracted and/or mutual aid), Bear Valley Power Plant Operators, IT Operations Support and Contracted Services (for example, snow removal, vegetation management, etc.) in all aspects of EDRP activities.

- Ensure resources are safely, efficiently and effectively deployed per the EDRP priorities and as directed by the Emergency Manager.
  - Recommend to the Emergency Manager whether to increase, maintain, or decrease restoration resources to safely, efficiently, and effectively execute the restoration activities.
  - Properly document outages, incidents, and accidents.
  - Maintain cost recovery records and documentation of work completed as requested by the Finance Group at the General Office.
  - Review weather forecast and other external information to optimize restoration response.
  - Develop logistics requirements necessary to complete restoration activities.
  - Keep Emergency Manager and Public Information informed of progress.
  - Update Situation Report.
  - Dispatch the Bear Valley Power Plant (BVPP) as needed. Coordinate any logistics necessary to operate the power plant.
  - Ensure accurate and detailed status of T&D switches, equipment and facilities are maintained in the EOC and updated as changes occur.
  - Approve field switching orders and direct all field switching operations.
  - Mostly operate in the EOC but may go out to the field as needed to personally view issues.
- When departing the EOC, the SOS should designate a knowledgeable staff member to be in charge of the EOC during his absence. It may be advantageous for the off-going SOS to tour outage sites immediately after shift and provide the SOS a report. Alternatively, it may be advantageous for the on-coming SOS to tour outage sites prior to shift.

2.4.3.3. Emergency Service Representative (ESR). BVES staff who are assigned to this task are the Customer Service Representatives and the Customer Service Specialist. The number of ESR staff assigned per shift shall be directed by the Emergency Manager. Other staff may be requested to augment the ESR Team or to augment certain functions of the ESR Team (for example, EOC staff may be used to call back customers as needed). Additionally, the ESR function or some portions of the ESR function may be transferred to BVES's contracted call center during non-business hours when call volume is low. ESR staff reports directly to the SOS. Activities associated with the ESR Team include, but are not limited to:

- Process incoming customer calls.
- Issue FA's as appropriate.
- Route FA's to EOC dispatch for action.
- Update the Outage Management System as applicable.
- Assist EOC Dispatch in organizing and prioritizing incoming FA's as directed by SOS.

During extremely high volume periods, alternative procedures may be employed to route FA's more efficiently as directed by the Emergency Manager. For example, the ESRs may be requested to route a periodic CSV file from CC&B of new FA's to EOC Dispatch instead of individual FA's.

- May be assigned to provide first layer of sorting FA's by type (outage, line down, etc.) as directed by the SOS.

Respond to customer inquiries on system status using latest information from EOC.

- Provide SOS information on customers with "Life Support" and Access and Functional Needs (AFN) customers affected by outages.
- Update IVR and two-way text messages as directed by the SOS.
- Update Customer Care and Billing (CC&B) with results of completed FA's from EOC.
- Call customers to verify power restoration as directed by SOS.
- Normally ESR staff perform assigned duties in the Customer Service area. The Emergency Manager may direct ESR staff to work at another area.

**2.4.3.4. System Monitor.** Staff assigned to this position are directed by the Emergency Manager and are generally selected from the following staff: Energy Analyst, Regulatory Compliance Project Engineer, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Substation Technician, Meter Technician, Field Inspector, Senior Account Analyst, Account Analyst, and Administrative Support Associate. Other staff as deemed qualified by the Emergency Manager may also be assigned. Normally, one System Monitor shall be assigned per shift but additional System Monitors may be assigned to certain shifts when activity is expected to be high. The System Monitor reports directly to the SOS. Activities associated with the System Monitor include, but are not limited to:

- Assist the SOS in maintaining the "common operational picture" in the EOC. Utilizes the Outage Management System (OMS), SCADA, CC&B, GIS applications, and other applications to manage information and data in support of restoration efforts.
  - Work closely with Emergency Service Representatives to transfer information.
  - Update the Situation Report.
  - Assist in receiving, prioritizing, dispatching, and resolving all FA's and T&D system problems reported by other means per BVES priorities identified in the EDRP.
  - Take reports from the Line Crews, Damage Assessment Teams and other field assets and communicate this information to appropriate EOC staff.
  - Document outages, incidents, and accidents.
  - Maintain cost recovery records and documentation of work completed as requested by the Finance and Administration Group.
  - Review weather forecast and other external information and provide this information to the SOS and Emergency Manager.
  - Maintain status of the BVPP as needed.
  - Assist SOS in maintaining an accurate and detailed status of T&D switches, equipment and facilities in the EOC.
  - Assist the SOS in execution of responsibilities as directed.
- Perform assigned duties in the EOC.



2.4.3.5. Damage Assessment Team (DAT). Staff assigned to this team are as directed by the Emergency Manager and are generally selected from the following staff: Field Inspector, Substation Technician, Meter Technician, Field Serviceperson, Meter Readers, Wildfire Mitigation & Reliability Engineer, Utility Planner, GIS Specialist, Engineering Technician, Engineering Inspector, Buyer, Storekeeper, Regulatory Compliance Project Engineer, and Energy Analyst. Other staff as deemed qualified by the Emergency Manager may also be assigned to this team. Normally, each DAT shall consist of two people. At least one DAT shall be assigned to each shift. Additional DATs may be assigned to certain shifts when activity is expected to be high. The DAT reports directly to the SOS. Activities associated with the DAT include, but are not limited to:

- Assist the SOS in execution of responsibilities as directed.
- Perform field investigations as directed by SOS.
- Keep the SOS informed of their position when out in the field.
- Provide detailed assessments and documentation including photographs and video of damage to SOS.
- Coordinate with and assist Line Crews as directed by SOS.
- Normally travel in pairs; especially during storm and other potentially hazardous conditions and at night. When conditions are favorable, the Emergency Manager may permit DAT field inspections to be performed by a single person.
- When not in the field, perform duties in the EOC as directed by the SOS.

2.4.3.6. Line Crews. Staff assigned to this crew are BVES Journeyman Lineman Crews (including Apprentice employees). Other BVES staff that are Journeyman Lineman (for example, Field Inspector) may be assigned as needed and directed by the Emergency Manager to augment BVES Line Crews. Emergency Manager may also assign Contracted Line Crews and Line Crews from other utilities through mutual aid agreements. The Emergency Manager shall direct the specific crew sizes, shift lengths and rotations, and functions (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.). The Line Crews report directly to the SOS. Activities associated with the Line Crews include, but are not limited to:

- Perform field activity work (such as construction, service response, wire down and minor damage response, switching operations, patrols, damage assessments, etc.) as directed by SOS.
- Keep SOS informed of work progress and developments in the field.
- Keep SOS informed of the status of T&D switches, equipment and facilities.
- Provide information (such as labor hours, equipment usage, and material consumption) to allow the collection of accurate cost recovery records and documentation for work completed.
- Assist in documenting outage and T&D system damage and restorations efforts.
- Consult with SOS on technical issues that may require Engineering & Planning evaluation and input.
- Request additional resources as needed.
- Operate Bear Valley Power Plant engines as directed.

2.4.3.7. Engineering Technical Support. The primary assigned are Engineering and Planning staff (Utility Engineer & Wildfire Mitigation Supervisor, Regulatory Compliance Project Engineer, Utility Planner(s), Wildfire Mitigation & Reliability Engineer, GIS Specialist, Engineering Technician, and Engineering Inspector) as designated by the Emergency Manager. This function may be augmented by mutual aid from other utilities and/or qualified contractors as the Emergency Manager deems necessary. Normally, Engineering Technical Support is an “oncall” function as requested by the SOS. Engineering and Planning staff are generally “dual hatted” and perform other EDRP functions as assigned by the Emergency Manager. When there is a need for Engineering Technical Support, the System Monitor and SOS shall prioritize the specific workload for each Engineering and Planning staff (for example, Utility Planner may be pulled from the DAT to perform planning activities such as loading assessments on pole replacements and then return to DAT duties once the engineering work is completed).

2.4.3.8. BVPP Operators. Primary assigned are the BVPP Operators. BVES Journeyman Lineman may also be assigned as directed by the Emergency Manager. Additionally, the Emergency Manager may contract out for additional BVPP Operators, if needed. The Emergency Manager shall direct BVPP Operators and their shift schedule as necessary to support the anticipated or actual dispatching of the power plant. The BVPP Operators report directly to the SOS. Activities associated with the BVPP Operators include, but are not limited to:

- Operate the BVPP as directed by SOS.
- Maintain BVPP at the ready when not dispatched.
- Ensure backup systems fully operational.
- Ensure readiness to perform “Black Start” procedure.
- Request additional resources as needed.
- Document materials and labor hours expended.

2.4.3.9. IT Operations Support. Primary assigned is the Senior Technical Operations Support Specialist and the Technical Operations Support Specialist. GSWC IT resources may provide backup support for this function. IT Support shall report directly to the SOS. Activities associated with IT Support include, but are not limited to:

- Ensures utmost business continuity by monitoring and maintaining EOC, Operations & Planning, Customer Service, Accounting and Energy Resources communications and IT systems are operating properly.
- Provides support to ensure connectivity to critical applications.
- Coordinates communications and IT systems issues with GSWC IT.
- Resolves local IT and network connectivity issues with field equipment and systems (for example, SCADA).
- Coordinates communications and connectivity with other entities as directed.
- Assists with other duties as directed by the SOS.

2.4.4. Logistics Group.

2.4.4.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Logistics Group. Alternates that may be assigned include the Senior Accounting Analyst, Buyer or others as designated by the Incident Commander.

2.4.4.2. The Logistic Group shall normally be made up Accounting Supervisor, Senior Account Analyst, Buyer, Storekeeper, Accounting Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.4.3. Logistics Group reports directly to the Incident Commander on all logistics issues and coordinates directly with the leaders of the Operations, Planning, Logistics and Finance & Administration Groups to provide optimal logistics support to ensure restoration activities are safe, efficient and effective. Activities associated with Logistics Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when logistics work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager and SOS to forecast contracted services, equipment and material requirements for restoration activities.
- Invoke contracts for response services as requested by the Emergency Manager (for example, emergency line work, snow clearing, tree trimming and clearing, etc.).
- Process emergency contracts and procurement requests as needed to support emergency restoration activities.
- Ensure materials for recovery activities are available, issued to Line Crews as needed, and properly documented when utilized or consumed.
- Ensure vehicle fleet fueled, winterized and ready to support response activities.
- Ensure BVES facilities properly functioning to support EOC and response activities.
- Arrange meals as necessary for staff engaged in response activities.
- Arrange lodging and other mobilization logistics for mutual aid and contracted crews as requested by the Emergency Manager.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on logistics issues.
- Perform other logistics activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to logistics.

#### 2.4.5. Planning Group.

2.4.5.1. The Energy Resources Manager is the primary BVES staff assigned in charge of the Planning Group. Alternates that may be assigned include the Utility Manager, Regulatory Affairs Manager, or others as designated by the Incident Commander.

2.4.5.2. The Planning Group shall normally be made up of the Regulatory Affairs Manager, Utility Manager, Customer Care and Operations Support Supervisor, Accounting Supervisor, Energy Supply Specialist, Energy Analyst, and other staff as designated by the Incident Commander.

2.4.5.3. The Planning Group reports directly to the Incident Commander on all planning issues and coordinates directly with the leaders of the Operations, Logistics and Finance & Administration Groups to provide optimal planning support to ensure restoration activities are safe, efficient and effective. Activities associated with Planning Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Emergency Manager to develop a high level restoration strategy.
- Evaluate the adequacy of response and recommend adjustments as needed.
- Evaluate weather forecasts and other event information to develop contingencies.
- Determine if Catastrophic Emergency Memorandum Account (CEMA) request is appropriate and coordinate with local government officials and Regulatory Affairs on emergency declarations.
- Develop load forecasts and plan sources of energy supply to best meet load demand.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on planning issues.
- Perform other planning activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to plans.

#### 2.4.6. Finance & Administration Group.

2.4.6.1. The Accounting Supervisor is the primary BVES staff assigned in charge of the Finance and Administration Group. Alternate staff may be assigned include the Energy Resource Manager, Senior Account Analyst, or others as designated by the Incident Commander.

2.4.6.2. The Finance & Administration Group shall normally be made up of the Senior Account Analyst, Account Analyst, Administrative Support Associate, and other staff as designated by the Incident Commander.

2.4.6.3. The Finance & Administration Group reports directly to the Incident Commander on all finance and administration issues and coordinates directly with the leaders of the Operations, Logistics and Planning Groups to provide optimal Finance & Administration support to ensure that restoration activities are safe, efficient and effective. Activities associated with Finance & Administration Group include, but are not limited to:

- Group leader attends BVES SEMS leadership meetings.
- Maintain at least one group member at the EOC. EOC presence may be modified to “on call” when planning work is not significant (for example, during night shift) as approved by the Incident Commander.
- Work closely with Operations & Logistics Groups to track expenses (labor, invoices for services, materials consumed, etc.).
- Ensure clear guidance provided to groups to ensure expenses properly tracked.
- Treat each event as possible Catastrophic Event, which costs could be authorized for recovery.
- Execute CUEA administrative requirements as needed.
- Work collaboratively with other stakeholder organizations and the General Office as applicable on finance and administration issues.
- Perform other finance and administrative activities as directed by the Incident Commander.
- Develop lists of lessons learned for after action evaluation and improvements to finance and administration.

**2.5. Plan Changes.** BVES Incident Commander has the authority to modify this plan including the organizational structure as needed to optimally respond to the specific emergency at hand. Specifically, the Incident Commander, must evaluate each emergency situation and determine:

- To what extent should the BVES Emergency Organization be staffed.
- To what extent should the EOC be activated.
- Should additional resources (for example, mutual aid and/or contracted services) be mobilized.

### **3. Emergency Response Event Preparations.**

**3.1. Preparations.** Emergency Response preparations are a long-term process for which each BVES Department must be constantly ready, especially during the winter months. Preparations for emergency response are best achieved through training on the EDRP, continuous evaluation of the plan, coordination and outreach with external stakeholders, provisioning emergency response materials and equipment, and establishing mechanisms to rapidly bring emergency response resources to the service area such as mutual aid agreements, contracts, and other partnering agreements.

**3.2. Emergency Response Preparations Checklist.** Appendix B, Emergency Response Preparations Checklist, is designed to assist Managers and Supervisors in short-term emergency response preparations.

3.2.1. The President shall direct the execution of the Emergency Response Preparations Checklist based on available forecasting information. In general, it is easier to stand down from a forecasted storm event that does not materialize than to ramp up in the middle of a major storm event. Therefore, erring on the side of being ready is always the better choice. The President may direct the suspension of the Emergency Response Preparations Checklist if the forecast changes and it is no longer warranted.

3.2.2. The checklist is ideally triggered at the 96-hour point prior to a potential emergency response event such as a major forecasted winter storm. However, staff must be flexible and understand not all emergency response events will be accurately forecasted; hence, the implementation time of this checklist may be significantly less than 96-hours. In the event that major outages occur without warning, it is still useful to go through the Emergency Response Preparations Checklist and complete the preparatory checklist items as applicable.

3.2.3. The checklist is designed to be all-inclusive of plausible emergency response to storm events for the BVES service area such as winter snow storms. Therefore, certain preparatory items may not be applicable for all emergency response events; for example, vehicle snow chains may not be required during a loss of import power supply lines from Southern California Edison (SCE). The Utility Manager may direct that certain items on the checklist need not be executed as applicable. Additionally, the Utility Manager may direct new preparatory items be added to the checklist depending on specific impending conditions. The Utility Manager shall use this checklist as applicable when extreme fire threat weather that could result in PSPS conditions is forecasted. The Utility Manager shall keep the President informed of any changes to the checklist.

3.2.4. During after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Emergency Response Preparations Checklist should be reviewed for adequacy and updated as applicable.

3.3. **Contingency Operating Procedures.** The Field Operations Supervisor shall develop pre-approved switching orders and operating procedures that would most likely to be used in the more plausible loss of supply and outage scenarios. The Field Operations Linemen, the Power Plant Operators, and other applicable BVES Staff should train on these procedures as applicable so that in the event they are needed, the procedures are readily available, approved, and understood by staff. Switching orders and operating procedures should include at a minimum the following:

- BVPP Black Start System Line-up Switching Order.
- BVPP Black Start Engine Startup Procedures (with and without back-up BVPP generator).
- Switching Order to express the Radford SCE Source to Meadow Substation.
- Rolling blackout procedure when only Radford SCE Source and BVPP are available (13.4 MW Capacity Limit).

- Rolling blackout procedure when only BVPP is available (8.4 MW Capacity Limit).
- Load shedding procedures and priorities.
- Proactive de-energization of high risk circuits in the event of extreme fire threat weather.

**3.4. Mobile Emergency Generation.** The Utility Manager shall ensure that there is a contingency plan to connect mobile emergency generators to the BVES system to provide emergency power. The contingency plan should at a minimum include the following:

- Source at least 5 MWs of mobile emergency generation (may be multiple generators) that may be brought to the BVES service area within 24 hours of being requested. If possible, at least two vendor sources should be identified.
- Identify the fuel requirements and replenishment source(s) for the proposed mobile emergency generation.
- Identify the locations in the BVES system where the mobile emergency generators would be located and connected to the BVES system.
- Identify the connection type and ensure that this is compatible with the sourced mobile emergency generators and the BVES system.
- Identify if any networking is required by the supplier for the mobile emergency generators to operate and, if so, how this shall be accomplished.
- Identify any protection needed and ensure that it is available between the source mobile emergency generators and the BVES system connection points.
- Identify the operating control requirements for the sourced mobile emergency generators (for example, monitoring requirements, startup and shutdown procedures, voltage and load regulation, phase synchronization, operating checks and maintenance, operator labor requirements, etc.) and address how these shall be accomplished (for example, supplier shall operate the mobile emergency generators, etc.).

**3.5. Material and Equipment.** Obtaining material and equipment is always a challenge given that the BVES service area is remotely located and at approximately 7,000 feet in mountainous terrain with only three points of access. The roads present a significant challenge to large trucks under most conditions and all vehicles in wintery ice and snow conditions.

Therefore, it is essential to the success of BVES' emergency response plan that certain minimum levels of materials and equipment be always readily available in the BVES service area.

3.5.1. The Utility Manager shall provide the Accounting Supervisor a minimum quantity of T&D equipment and materials to maintain at BVES to allow timely repairs to likely T&D system failures (overhead facilities, underground facilities, and substation equipment). Additionally, the Utility Manager should identify other vital spares to sustain BVPP operations.

3.5.2. The Field Operations Supervisor shall provide the Accounting Supervisor the minimum quantities of materials and supplies necessary to safely operate field crews involved in restoration repairs. These supplies should include items such as traffic control markers and signs, caution cones, portable site lighting, caution lighting, yellow CAUTION tape and red

DANGER tape, portable safety barriers, personal protective equipment (PPE), winter and foul weather gear, etc.

3.5.3. All Managers and Supervisors shall ensure that their staff that would be assigned to operate in the field have available to them the appropriate PPE, adequate weather protection (cold weather gear, rain gear, sunscreen and head gear, etc.), and equipment to perform their duties as assigned by the EDRP.

3.5.4. The Buyer and Storekeeper under the supervision of the Accounting Supervisor shall ensure the equipment and materials identified above are stocked to the minimum quantities. Additionally, they shall ensure the identified equipment and materials are readily sourced and may be ordered and delivered in short timeframe.

3.6. **Vehicles.** All Managers and Supervisors are responsible for ensuring that the vehicles and trucks assigned to them and their employees are ready to operate safely and as needed during restoration activities under the anticipated weather and terrain challenges of the BVES services area.

3.6.1. The Accounting Supervisor shall develop a minimum list of equipment for all BVES vehicles to operate safely in the anticipated weather and terrain conditions including snow and ice that are reasonably encountered in the BVES service area (for example, snow tires, snow chains, shovel, first aid kit, light, fire extinguisher, etc.).

3.6.2. The Field Operations Supervisor shall develop a list of any additional equipment necessary for all utility trucks (digger and bucket trucks), work trucks (foreman and Dutyman trucks) and other vehicles used by Field Operations employees to operate safely and as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.3. The Storekeeper under the direction of the Accounting Supervisor shall coordinate with the applicable Managers and Supervisors to ensure all vehicles and trucks are fully equipped, properly serviced, and ready to safely operate as needed in the anticipated weather and terrain conditions that are reasonably encountered in the BVES service area.

3.6.4. If a vehicle is not properly equipped, in good working order, and/or safe to operate for the current or anticipated conditions, it should be identified as such by the applicable Manager or Supervisor that is responsible for the vehicle or truck and restricted in use (for example, if a vehicle is not equipped with snow tires and chains, it should not be used in snow conditions).

3.7. **Contracts for Services.** During emergency restoration response activities, outside contracted services may be required to ensure efficient and effective restoration of electric service. However, it is extremely difficult to source and contract out services on short notice during an emergency. Therefore, Managers and Supervisors should identify the critical contracted services that may be reasonably expected to be needed for restoration activities, source providers of these services, and establish emergency contract agreements in accordance with the BVES's procurement policy.



3.7.1. **Table 3-1** lists the contracted services that should have pre-arranged emergency contract agreements in place.

**Table 3-1: List of Minimum Contingency Contracted Services**

Contracted Service	Responsibility	Additional Emergency Requirement
T&D overhead and underground high voltage utility power line construction.	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
T&D substation and major electrical equipment troubleshooting, repair and replacement services.	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 24 hours.</li> </ul>
T&D work package design and development services.	Utility Engineer & Wildfire Mitigation Supervisor	<ul style="list-style-type: none"> <li>• Onsite within 48 hours.</li> </ul>
Civil construction for utility underground infrastructure repair and construction, road and sidewalk repair and construction, retaining wall repair and construction, backhoe services, hauling and other civil construction services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Crane and lifting Services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Vegetation clearance from high voltage overhead power lines and tree removal.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Airborne inspection, heavy lift and construction services	Utility Manager	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> </ul>
Environmental cleanup and mitigation to oil and hazmat spills.	Accounting Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Welding and metal fabrication services.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 8 hours.</li> </ul>
Snow removal for BVES Main Facility and Stockyard, substations and other areas as directed.	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 4 hours.</li> </ul>
Troubleshooting, repair and replacement parts for emergency generators (Main Office and BVPP).	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 12 hours.</li> </ul>

Mechanical and electrical troubleshooting, repair services and replacement parts for BVPP equipment and support systems (Waukesha Model VHP7104GSI engine/generator sets).	Field Operations Supervisor	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Onsite within 12 hours.</li> </ul>
Utility Truck troubleshooting, repair and support services	Field Operations Supervisor	
Vehicle troubleshooting, repair and support services	Storekeeper	
Diagnostic and technical support services for SCADA and associated network systems.	Senior Technical Operations Support Specialist	
Contracted Service	Responsibility	
Diagnostic and technical support services for Outage Management System (OMS) and related applications.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for Interactive Voice Recording (IVR) and related applications.	Customer Service Supervisor	
Diagnostic and technical support services for BVES's phone system.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's internal and external network and connectivity systems.	Senior Technical Operations Support Specialist	
Diagnostic and technical support services for BVES's External Website.	Customer Program Specialist	
Public relations (PR) services	Customer Program Specialist	<ul style="list-style-type: none"> <li>• Must have 24/7 contact.</li> <li>• Provide remote PR response within 2 hours</li> </ul>
Media advertising services	Customer Program Specialist	

3.7.2. Many of the services listed in Table 3-1 are used in the normal course of BVES operations through already established contracts. Where this is the case, it is advantageous to include any additional emergency response requirements rather than sourcing to different suppliers.

3.7.3. The Administrative Support Associate in coordination with the Utility Manager and

Accounting Supervisor shall develop a list of Contingency Contracted Services and file the list in Appendix C, Contingency Contracted Services. The list shall be in tabular format and at a minimum include the following information:

- Contractor Entity Name
- Services Provided with brief description of any specific emergency requirements
- Point of Contact
- Contact phone numbers including afterhours numbers
- Main Office location

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.7.4. Where onsite mobilization is required to perform the requested services, Managers and Supervisors should carefully consider the feasibility for the contractor to reach the BVES service area in a timely manner given the remote and mountainous terrain.

3.7.5. When advanced warning or forecasting is available, the Utility Manager may direct prepositioning of equipment and materials to improve the ability of the contractor to mobilize. For example, a contractor for T&D overhead and underground high voltage utility power line construction may be requested to pre-position trucks at BVES ahead of a snow storm.

3.7.6. When advanced warning or forecasting is available, it is generally useful for Managers and Supervisors alert their points of contact for contracted services that there may be an impending requirement for their services.

3.8. **Mutual Aid.** Mutual Aid agreements are an efficient and effective resource multiplier available to BVES restoration efforts. Therefore, it is extremely important that these agreements be maintained current and that staff understand what resources they may provide and how to request the resources.

3.8.1. California Utilities Emergency Association. The California Utilities Emergency Association (CUEA) Mutual Aid Agreement allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. BVES shall be an active member of CUEA and shall participate in the Energy Committee meetings and activities as feasible. Generally, CUEA meetings and activities provide information on emergency response planning at other utilities and state agencies. Additionally, CUEA is an excellent forum for organizations to discuss best practices. The Utility Manager shall be responsible for managing CUEA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Inquire about CUEA resources and make formal mutual aid requests in accordance with the CUEA agreement.
- Provide mobilization support such as lodging and meals to responding mutual aid crews and other labor resources provided through CUEA.
- Direct and manage mutual aid crews and other labor resources provided through CUEA.

- Provide logistics support (materials, equipment and other resources as needed) to mutual aid crews and other labor resources provided through CUEA.

The Administrative Support Associate shall ensure CUEA documents are available to the Operations Group and in the EOC.

The Accounting Supervisor shall ensure processes are in place to account for and pay for CUEA mutual aid resources that respond to BVES’ aid requests. This shall require close coordination with the Operations Group.

3.8.2. Mountain Mutual Aid Association. The mission of the Big Bear Valley Mountain Mutual Aid Association (“MMAA”) is to coordinate and facilitate resources to minimize the impact of disasters and emergencies on people, property, the environment, and the economy. This is accomplished by detailed valley-wide evacuation planning and dedicated support to all involved emergency responders and their agencies. MMAA’s vision is to prepare Big Bear Valley citizens, tourists, businesses, and governments to maximize their resistance to disaster through preparedness, mitigation, response, and recovery activities. BVES shall be an active member of MMAA and shall actively participate in the MMAA meetings and activities. This is especially important in establishing strong personal business relationships with key players and stakeholders in the community such that during an emergency event, the BVES Team is working with stakeholders it is already familiar with. **Table 3-2** provides a listing of the MMAA current membership. The Utility Manager shall be responsible for managing MMAA mutual aid agreement and shall ensure processes are in place and applicable Operations Staff are trained to:

- Coordinate activities with MMAA.
- Request support and resources of MMAA members.

MMAA has the ability to provide a wide range of direct support to BVES restoration activities during emergency response including traffic controls, road-clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc.

Table 3-2:

Bear Valley Mountain Mutual Aid Association Membership

Organization
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<ul style="list-style-type: none"> <li>• City of Big Bear Lake</li> <li>• Big Bear Fire Department</li> <li>• San Bernardino County Fire • San Bernardino County Department of Public Health</li> <li>• San Bernardino County Office of Emergency Services (OES)</li> <li>• San Bernardino County Sheriff's Department</li> <li>• San Bernardino County Transportation Authority • San Bernardino County Emergency Communications Service (ECS)</li> <li>• U.S. Forest Service</li> <li>• California Highway Patrol</li> <li>• California Department of Transportation</li> </ul>	<ul style="list-style-type: none"> <li>• Big Bear Airport</li> <li>• Big Bear City Community Services District</li> <li>• Big Bear Lake Department of Water &amp; Power</li> <li>• Big Bear Lake Municipal Water District</li> <li>• Big Bear Area Regional Water Authority</li> <li>• Bear Valley Electric Service, Inc.</li> <li>• Southwest Gas</li> <li>• Bear Valley Community Healthcare District</li> <li>• Bear Valley Unified School District</li> <li>• Mountain Area Regional Transit Authority</li> </ul>	<ul style="list-style-type: none"> <li>• Bear Mountain Ski Resorts</li> <li>• Big Bear Chamber of Commerce</li> <li>• Big Bear Lake Resort Association</li> <li>• Big Bear Valley Recreation &amp; Park District</li> <li>• American Red Cross</li> <li>• Big Bear Community Emergency Response Team (CERT)</li> <li>• Big Bear Valley Community Organizations Active in Disaster (COAD)</li> <li>• Big Bear Valley Voluntary Organizations Active in Disaster (VOAD)</li> <li>• Civil Air Patrol</li> <li>• Salvation Army</li> </ul>
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**3.9. Communications Layers and Message Deck.** Communications with stakeholders and customers during emergency response is one of BVES' top three priorities. The Customer Service Supervisor with the support of the Customer Program Specialist shall ensure the following:

- Multiple layers of communications are established to reach customers. These should include agreements with local media (newspaper, internet news, radio stations, etc.), BVES Website, BVES social media, Interactive Voice Response (IVR) System, email blast, etc.
- Training applicable staff and testing all of the established communications layers.
- Leveraging the communications platforms available to other stakeholder organizations. For example, the Big Bear Chamber of Commerce has an email blast channel to its member businesses and the City of Big Bear Lake has an email blast channel to many of its residents.
- Developing pre-approved message templates that properly guide staff preparing communications to customers and stakeholders with the necessary information to provide a useful update. For example, pre-staged press releases, website messages, social media messages, IVR messages, etc. on sustained outages may be prepared well in advance of any emergency with "fill-in-the-blanks" for the specific event.

**3.10. Staff Roster and Recall List.** A critical component of successfully implementing the EDRP is the ability to rapidly recall staff as need. Therefore, it is critical that contact information for each staff be maintained up to date and be made available to staff that would execute the recall.

3.10.1. The Administrative Support Associate is responsible for maintaining and updating the BVES Staff Roster and Recall List. This list shall be filed in Appendix D, BVES Staff Roster and Recall List, to the EDRP. This list shall be reviewed for accuracy each quarter by the Administrative Support Associate and updated as needed.

3.10.2. When new staff join or staff terminate their employment at BVES, the Administrative Support Associate shall update BVES Staff Roster and Recall List.

3.10.3. Additionally, when staff change their contact information, it is essential that they inform their Supervisor and the Administrative Support Associate so that the recall roster may be updated.

3.10.4. The recall roster should include at a minimum employee name, home phone, mobile phone, personal email, and address. It is critically important that the roster have a phone number where the employee may be contacted at any time. The address is important because in a major storm it may be safer and more efficient to send a BVES vehicle to pick up staff to respond to the EDRP and staff up the EOC. Personal email is important because an initial group email blast may be sent to set in motion mobilization of the EOC, while calling each staff member is pursued.

3.10.5. The Administrative Support Associate shall develop and update as necessary a group email address for staff using both their personal and work email addresses for recall purposes.

3.11. **Key External Contacts List.** BVES' ability to contact external stakeholders and resource providers is critical to successfully executing EDRP restoration activities.

3.11.1. The Administrative Support Associate in coordination with Managers and Supervisors shall develop the Key External Contacts List and file the list in Appendix E, Key External Contacts List. The list shall be in tabular format and at a minimum include the following information:

- Key External Contact Entity Name
- Point of Contact
- Contact phone numbers including afterhours numbers
- Email
- Main Office location
- Category of Key External Contact per Table 3-3

The list shall be reviewed and updated by the Administrative Support Associate each quarter.

3.11.2. Managers and Supervisors should provide the Administrative Support Associate updates to the Key External Contacts List as changes occur.

3.11.3. Table 3-3 provides the minimum key external contact categories that should be included in the Key External Contacts List.

**Table 3-3: Key External Contacts**

Category
<ul style="list-style-type: none"><li>• State government, agencies and departments</li><li>• Local government, agencies and departments</li><li>• Critical Customers</li><li>• Public Safety Partners</li><li>• Utilities</li><li>• Non-governmental organizations (business and community organizations; volunteer relief and aid groups; other disaster relief entities)</li><li>• Media groups</li></ul>

**3.12. Emergency Operations Center and BVES Main Facility.** Readiness of the EOC and BVES Main Facility to support EDRP restoration activities on short notice is an essential element to successfully executing the EDRP.

3.12.1. The Utility Manager is responsible for ensuring readiness of the EOC as detailed in Section 2.3. Appendix A, EOC Preparedness Checklist, provides a list of equipment, capabilities, materials and supplies that should be available to the primary EOC. The Operations Group should be familiar with this checklist and be trained on setting up the EOC.

3.12.2. Each Manager and Supervisor is responsible for ensuring that facilities and resources under their responsibility are ready to support the EDRP restoration activities.

3.12.3. The Accounting Supervisor is responsible for ensuring the BVES Main Facility is ready to support sustained EOC and EDRP operations to include stocking consumables for EOC and restoration activities, providing staff on-site meals, water and other necessary habitability amenities.

#### **4. Emergency Response Procedures.**

#### 4.1. Emergency Response Plan Implementation and Emergency Operations Center

**Activation.** BVES responds to emergencies and outages based on the resource requirements to properly resolve the situation in a safe, timely, efficient and effective manner. When the restoration efforts are beyond the capabilities of the normally assigned Field Operations staff and normal Customer Service resources, the EDRP should be implemented.

4.1.1. Response Levels. There are three basic outage response levels that BVES uses. Level 1 and 2 pertain to the EDRP and Level 3 refers the normal BVES working hours and afterhours Field Operations and Customer Service outage response procedures and processes. When the EDRP is activated, Level 1 or 2 are used to describe level of EOC activation and restoration response process. Level 3 is the normal Service Crew (or Dutyman for afterhours) response process to outages and system problems during the course of normal T&D operations. The response levels to outages and emergencies are summarized in Table 4-1.

Table 4-1: BVES Outage and Emergency Response Levels

Response	Event Type	Action	Comments
Level 1	High Risk Long-term*	EOC fully activated EDRP processes implemented	It is preferred to fully activate EOC and then shift to Level 2 activation, if full response determined to not be necessary.
Level 2	Moderate Risk Short-term	EOC partially activated EDRP processes implemented	Level of EOC activation and EDRP implementation as directed by Utility Manager.
Level 3	Low Risk Short-term	Normal Service Crew/Dutyman and Customer Service processes	These events are normally within the capability of assigned Service Crew or Dutyman to resolve with the normal on call resources.

\*Long-term is generally defined as 12 hours.

4.1.2. Plan Activation. The President shall direct activation of the EDRP and, therefore, the EOC and shall also direct the applicable response Level. The President should consider the following in evaluating whether or not to implement the EDRP and, if the EDRP is to be implemented, to what Level (1 or 2) to activate the EOC:

- Will resources beyond BVES' normal outage response posture be required and to what extent? Will external resources (mutual aid and/or contracted services be required)?
- Will the restoration efforts be long-term (generally 12 hours or greater)? If long-term, how long?
- Will the restoration efforts be more efficient if the BVES staff is organized for around the clock customer service and field operations?



- Will the restoration efforts require increased management and logistics support beyond that of the Field Operations Supervisor?
- Is the outage (or high potential for outage) expected to have significant impact on BVES customers and/or stakeholders?
- Will rapid and close coordination be required with other government and agencies directing response actions to an emergency (for example, Incident Commander for a wildfire in or adjacent the BVES service area)?
- Will communications efforts require increased and dedicated resources beyond the normal Customer Service communications posture?

4.1.2.1. In considering the above factors, the President shall drive to ensure that the BVES response is at the appropriate level to achieve a safe, timely, and prudent allocation of resources in the best interest of customers and other stakeholders.

4.1.2.2. The EDRP will be directed in response to an extended outage as a result of proactive de-energization (public safety power shutdown) to shut off power in high risk areas when extreme fire conditions present a clear and imminent danger to public safety. The focus of implementing the EDRP in this circumstance would be to improve coordination with local government and agencies and provide affected customers relief resources generally through mutual aid (MMAA) as needed. Specific public safety power shutdown procedures are provided separately in the BVES Public Safety Power Shutdown Plan.

4.1.2.3. The President shall direct activation of the EOC in situations where an outage has not yet occurred but the likelihood is significant. An example of a high risk situation is a wildfire that has not yet resulted in outages but has the potential to do so and/or may require rapid and close coordination with the Fire Incident Commander.

4.1.2.4. It is generally preferred to fully activate EOC and then shift to Level 2 activation as conditions warrant. By bringing in the full EOC organization, the staff can be briefed on the situation and then stood down with specific instructions tailored to the Level 2 response requirements.

4.1.2.5. When the EOC is directed to be activated, the President shall designate staff to utilize Appendix D, BVES Staff Roster and Recall List, to alert employees to staff the EOC. Additionally, a group email should be sent out to staff using their work and personal email address.

4.1.2.6. When the EDRP is implemented for training, such as for the annual drill, the Utility Manager shall put controls in place to prevent drill activities from interfering and/or confusing staff, customers, and stakeholders with real-world BVES operations.

4.2. **Essential Elements of Information (EEI).** EEIs are key information that the Incident Commander and EOC Group Leaders need in order to make timely and informed decisions on emergency response. The EEIs listed in Table 4-2, Essential Elements of Information, are

critical to the BVES Emergency Leadership Team’s ability to assess the emergency situation and decision making in emergency response. Therefore, obtaining this information and continually updating it must be a priority for all staff assigned to the emergency response efforts.

Table 4-2: Essential Elements of Information

EEI	Remarks
Potential hazards that impact the safety and health of BVES employees, contracted and mutual assistance personnel, first responders, and the public	<b>Safety is our top priority.</b> Therefore, it is vitally important to identify potential hazards so that resources may be properly allocated to assessing, mitigating and eliminating the hazards.
Updated common operating picture based on indications and sensors, forecasts, and the accumulation of information from the field	Maintaining a common operating picture is a primary function of the EOC staff so that each Group is able to provide a coordinated and collaborative uniform response to the emergency. Additionally, the common operating picture leads to consistent messaging with customers and stakeholders based on the best available information.

<p>Facility and equipment assessments and operational impacts to BVES' business operations</p> <ul style="list-style-type: none"> <li>• Status of Power Delivery Systems <ul style="list-style-type: none"> <li>○ 34.5 kV sub-transmission system</li> <li>○ Substations</li> <li>○ Distribution system</li> </ul> </li> <li>• Status of Power Supply (<b>Cause of supply disruptions and estimated time of restoration</b>) <ul style="list-style-type: none"> <li>○ SCE Supplies from Goldhill</li> <li>○ SCE Supply from Redlands</li> <li>○ Bear Valley Power Plant</li> </ul> </li> <li>• Status of Communications <ul style="list-style-type: none"> <li>○ Internet connectivity</li> <li>○ SCADA network</li> <li>○ BVES work radios</li> <li>○ Land line phones</li> <li>○ Cell phones</li> <li>○ Internal network connectivity</li> <li>○ Weather station network</li> <li>○ BVES Website</li> <li>○ BVES Social Media</li> </ul> </li> <li>• Status of IT Applications <ul style="list-style-type: none"> <li>○ CC&amp;B</li> <li>○ IVR/two-way text</li> <li>○ OMS</li> <li>○ GIS applications</li> <li>○ SCADA</li> </ul> </li> <li>• Status of facilities, equipment, and materials <ul style="list-style-type: none"> <li>○ Emergency Operations Center</li> <li>○ BVES Main Office</li> <li>○ BVES Yard</li> <li>○ Work trucks and vehicles</li> <li>○ Poles, wire, transformers and other material</li> </ul> </li> </ul>	<p>Identifying causes of power delivery system (T&amp;D) outages and supply disruptions is essential to determining the proper restoration actions to be taken.</p> <p>Maintaining accurate status as conditions in the field change and restoration activities progress throughout the emergency response is key to ensuring restoration resources are properly allocated and optimized at all times.</p> <p>Developing <b>estimated time of restoration (ETR)</b> is critical information that our customers and stakeholders need in order for them plan their responses and mitigations to the outage. ETRs must be updated as they change.</p> <p>Communications are often the weak link in emergency response. During an emergency some communications may be degraded and alternate systems may be necessary. Therefore, understanding the status of communication systems is critical to ensuring connectivity with field crews, damage assessment teams customers, and stakeholders.</p> <p>Many utility activities rely upon IT systems for rapid and efficient response. These systems are also susceptible to degradation during an emergency and workarounds may be necessary. Therefore, identifying IT problems and/or limitations is vital to directing effective restoration activities.</p> <p>As a result of the emergency or for other reasons, facilities and equipment may be degraded and material availability may be limited. Therefore, knowing the status of facilities, equipment, and materials is essential to developing restoration actions.</p>
<p>Status of contracted and mutual aid assistance requests</p>	<p>Outside line crew assistance, tree trimming services, crane support, snow removal services, civil construction services, and other outside assistance is often critical to successfully executing restoration activities. Therefore, is critical to fully understand:</p> <ul style="list-style-type: none"> <li>• Which entity (or entities) are providing resources?</li> <li>• What specific resources they are providing (equipment and personnel)?</li> </ul>
<p><b>EEI</b></p>	<p><b>Remarks</b></p>

	<ul style="list-style-type: none"> <li>• How and when will they arrive at BVES's service area?</li> <li>• What logistic support will they require?</li> </ul>
Limitations on access and transportation due to flooding, roadway damage, debris, or other closures	Access to BVES's service area under normal circumstances is limited. During an emergency, it is plausible that some or all of the access may be interrupted, which will significantly impact the ability to bring resources to BVES. Additionally, access to certain areas within the service area may be severely impaired due to the emergency. Therefore, it is critical that the EOC Team fully understand access limitations and have backup plans in place.
Interdependencies between BVES, government agencies, other utilities (water, gas, and electric), and critical infrastructure	Outages may have significant impact on government agencies, other utilities (water, gas, and electric), and critical infrastructure; especially, when their backup systems fail. Therefore, the EOC Team must be fully aware of how outages are impacting the area and coordinate a prioritized restoration plan that fully considers the above.
BVES staff supporting other agencies (for example, Incident Commander representative)	Imbedding a BVES representative with the on scene Incident Commander and/or local government EOCs (City or County) has proven to be highly effective in coordinating emergency response actions. The EOC Team must communicate frequently with the imbedded BVES representative to ensure coordinated and uniform emergency response.

**4.3. Restoration Strategy.** Outage events and emergencies are rarely similar in all respects; therefore, this general restoration strategy is constructed to provide the EOC Team with a scalable and flexible restoration strategies that can be employed as required to deal with the unique aspects of each major outage and emergency event.

**4.3.1. Restoration Strategy Assumptions.** Restoration strategies and guidance in the EDRP assume that the BVES system is in its **normal winter line-up** as follows:

- Bear Valley Power Plant (BVPP) is available for normal full power operations (8.4 MW).
- Goldhill SCE sub-transmission power lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2) are fully operational and connected to the BVES system at the Shay and Baldwin Auto-Re-closers (34 MW).

- Radford SCE sub-transmission power lines and facilities from Zanja are fully operational and connected to the BVES system at the Radford Auto-Re-closer (5 MW).
- BVES T&D systems are in the normal system line-up.

Therefore, staff must ensure that when implementing guidance provided in the EDRP that they fully understand the current line-up of the BVES system and, if there are deviations to the normal winter line-up, they must properly account for these deviations in their restoration actions. It should be noted that under normal conditions, the Field Operations Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the SOS.

4.3.2. Restoration Priorities. The Utility Manager shall direct the specific restoration priorities keeping safety (public and worker) as the top priority. In most cases, based on best available information regarding the situation and available restoration resources, resources shall be dispatched to restore systems to achieve the following restoration priorities:

- **Public safety** in the affected areas;
- **Worker safety** in performing the restoration work;
- **Critical infrastructure** Sheriff's Department, hospital, Fire Department, key City & County facilities, other utility facilities (water, sewage, gas, communications), Airport, Traffic Control, Incident Commander Site, Incident Base Camp, Incident Evacuation Centers, communications (Spectrum and various cell providers), radio stations;
- Major commercial activities critical to **continuity of community services**: gas stations, food stores, supply stores, repair shops, eateries and lodging facilities to support outside first responders (CAL FIRE), as well as financial institutions.

• Medical Baseline Customers and Access and Functional Needs Customers • Number of customers affected;  
and

- **Length of time** customers have been without power;

4.3.3. Restoration Progression. In directing restoration efforts to achieve the priorities of Section 4.2.2 above, the Operations Group shall generally find it most efficient to dedicate restoration resources to restoring the following types of facilities in the prescribed order to optimally restore electric service:

- Energy supply sources Southern California Edison (SCE) supply lines, Bear Valley Power Plant (BVPP), etc.
- Sub-transmission circuits (34.5 kV)
- Substations
- Distribution circuits (4 kV)
- Feeders
- Distribution transformers
- Individual customer service lines

Taking into account restoration priorities and progression, Table 4-3 below provides guidance on the restoration priorities for sub-transmission circuits, substations, and distribution circuits. This guidance must be tempered by many factors including the actual cause of the outage(s), available resources, time to conduct repairs, access to repair sites, etc. Therefore, the Utility Manager must have wide discretion when developing the specific restoration priorities and may choose to deviate from the general guidance.

Table 4-3: Restoration Priorities for Sub-Transmission Circuits, Substations, and Distribution Circuits

Priority	Sub-Transmission Circuit	Substation	Distribution Circuit		Comments
1	Baldwin	Meadow	Garstin		<ul style="list-style-type: none"> <li>• Key critical infrastructure.</li> <li>• Connects BVPP</li> </ul>
2	Shay/Radford	Pineknot Village Maltby Division	Interlaken Boulder Harnish Country Club	Georgia Paradise Erwin Lake Castle Glen	<ul style="list-style-type: none"> <li>• Additional critical infrastructure</li> <li>• Major commercial activities &amp; airport</li> <li>• Large number of residential customers</li> </ul>
3	NA	Moonridge Maple Bear City Fawnskin Palomino	Eagle Lagonita Fox Farm Clubview Sunset	Goldmine Holcomb Pioneer Sunrise	<ul style="list-style-type: none"> <li>• Mostly residential customers</li> </ul>
4	NA	Bear Mountain Summit Lake	Geronimo Skyline	Lift Pump House	<ul style="list-style-type: none"> <li>• Mostly interruptible customer.</li> </ul>

4.3.4. Loss or Significant Reduction of Energy Supply. BVES normally imports all of the supplies necessary to meet customer demand via SCE power lines and augments the supplies using the BVPP when the maximum capacity from the SCE Cottonwood lines are reached. Table 4-4 provides information on BVES system sources of power.

Table 4-4: BVES System Sources of Power

Source	Capacity	Comments
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<b>Goldhill:</b> Includes SCE lines and facilities from Cottonwood (Doble, Cushenberry, Goldhill Switch Station, and Ute 1 & 2).	34 MW	Connected to the BVES system at the Shay and Baldwin Auto-Re-closers
<b>Radford:</b> Includes SCE line (Bear Valley) and facilities from Zanja.	5 MW	Connected to the BVES system at the Radford Auto-Re-closer
<b>Power Plant:</b> Includes Bear Valley Power Plant (BVPP) generation equipment and facilities.	8.4 MW	Seven 1.2 MW natural gas fired engines
Net Energy Metering & Distributed Energy Resources	3.3 MW	Distributed throughout system. Limited to day-light production only

Table 4-5 provides guidance on some of the more likely loss of energy supply scenarios to the BVES Service Area. Each of these scenarios assumes a complete loss of the affected power source(s). However, it should be realized that it is also possible that certain power sources may be degraded providing some limited capacity instead of being completely lost. In these cases, the Operations Group should follow the framework provided in Table 4-5 modified to take into account the limited supply capacity of the degraded power source(s).

Table 4-5: Actions for Loss of Supplies

<b>Actions</b>	<b>Loss of all SCE Supplies (Goldhill &amp; Radford)</b>	<b>Loss of SCE Goldhill Supplies</b>	<b>Loss of SCE Radford Supply</b>	<b>Loss of BVPP</b>
Contact and coordinate with SCE.	Call SCE Lugo Substation and SCE Control Center Colton. Obtain system status, actions in progress or scheduled and	Call SCE Lugo Substation. Obtain system status, actions in progress or scheduled and ETR.	Call SCE Control Center Colton. Obtain system status, actions in progress or scheduled and ETR.	NA
<b>Actions</b>	<b>Loss of all SCE Supplies (Goldhill &amp; Radford)</b>	<b>Loss of SCE Goldhill Supplies</b>	<b>Loss of SCE Radford Supply</b>	<b>Loss of BVPP</b>
	estimated time of restoration (ETR).			
Assess situation	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	Based on ETR for all or partial energy supplies and demand, take all or some of the actions specified below as appropriate.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.	If situation is long-term, work with interruptible customers to coordinate timing of their loads to reduce or eliminate interruptions.
Activate EOC	Yes – Level 1 Event	Yes – Level 2 Event	No – Level 3 Event	No – Level 3 Event

Switching Operations	Line-up system for BVPP Black Start Procedures	Express Radford to Meadow.	Shift Village Substation to Shay Line	NA
Dispatch BVPP	Execute BVPP Black Start Procedures and Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators one at a time being careful to not exceed the load capacity.	Start up Enginators as needed based on load.	Conduct actions to repair BVPP.
Interrupt interruptible customers	Will be required to meet demand.	Will be required to meet demand.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.	Possibly required to meet demand. Work with customers to coordinate demand to reduce or eliminate interruptions.
Rolling blackout procedures	Will be required to meet demand.	Will be required to meet demand.	Not likely required.	Not likely required.
Contract emergency mobile generation	Consider based on ETR if greater than 24 hours.	Consider based on ETR if greater than 24 hours.	Not likely required.	Not likely required.
Public Engagement	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Work with community and stakeholder to reduce non-essential loads. Keep customers and stakeholders informed of ETR and rolling blackouts.	Not likely required.	Not likely required.
Compliance reporting	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 due to greater than 50% of customers experiencing outage.	Conduct CPUC Major Outage Report per GO166 if media coverage expected or occurs.	Not likely required.
Load forecasting	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load with BVPP and mobile generation.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without Radford Line.	Energy Resources to provide detailed hourly forecasts and make recommendations to support load without BVPP.

**4.3.5. Downed Wire Response.** During a major storm, BVES may receive many trouble calls reporting primary and service lines down throughout the service area. Wires down that present an imminent fire or electrocution hazard or are identified as being primary distribution line voltage shall receive top priority. In general, higher priority shall be assigned to calls involving wires blocking state highways or wires down on buildings or vehicles. Personnel investigating downed wire shall determine the wire type (primary, secondary or service conductor) and take actions as directed by the SOS and per Table 4-6, Downed Wire Response.



**Table 4-6: Downed Wire Response**

<b>Conductor</b>	<b>Action</b>
<b>Primary</b>	
<b>Conductor</b>	<b>Action</b>
	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible (this may require dropping the main BVES supply transmission lines remotely).</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized, area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> </ul>
<b>Secondary</b>	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible.</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> </ul>
<b>Service</b>	<ul style="list-style-type: none"> <li>• If a fire has started or the threat of fire is imminent, call 911 and then call the SOS to have the circuit de-energized by the most rapid means possible.</li> <li>• Warn others to stay clear.</li> <li>• Isolate the area by setting up CAUTION tape and traffic cones and barriers.</li> <li>• Call into the EOC the exact location (address and pole numbers).</li> <li>• If wire is energized and located near a school, high pedestrian area, on a main roadway, or near a conductive structure, but not a fire threat stay at site until Lineman Crew takes over or the line is de-energized.</li> <li>• Once line is de-energized or it is determined that the area is low risk and the area isolated and/or Lineman Crew onsite, proceed to next location as directed by SOS.</li> <li>• If the line is disconnected from the pole, it is not necessary to isolate the area. Simply call the situation into the EOC and proceed to next location as directed by SOS.</li> </ul>

4.3.6. Sub-Transmission and Distribution (T&D) Casualties. The most common cause of outages for the BVES services area are casualties to T&D facilities resulting in a major outage, multiple outages of varying sizes, and/or some combination thereof. Restoration from these outages is mostly dependent on the available resources, which can quickly be overwhelmed if not properly managed.

4.3.6.1. The Operations Group shall prioritize restoration activities and resource allocation according to the general priorities identified in Section 4.3.2 and shall restore T&D facilities in the order listed in Section 4.3.3 to achieve these priorities. In establishing restoration priorities, public and worker safety is always the top priority.

4.3.6.2. SOS balances efforts to conduct repairs while attempting to restore service to as many customers as possible by isolating the damaged facilities to as close to the damage as feasible with the goal of minimizing the number of customers affected by the outage. The SOS should evaluate the time to isolate the damage and restore service to some customers against the estimated time to repair the damage and restore power to all customers. The most efficient and effective course of action shall depend on the extent of damage, availability of resources to conduct repairs, and availability of resources to perform switching operations.

4.3.6.3. Once damaged facilities are identified to the Operations Group, the SOS shall have the facilities field checked by the Damage Assessment Team (DAT) or by other competent staff, such as nearby field crews, to determine the extent of required repairs needed as well as the ability to isolate the damage and restore power to as many customers as possible.

4.3.6.4. Based on the results of the field check, the SOS shall:

- Determine the priority to repair the damages;
- Direct switching operations to restore power to as many customers as possible, if feasible;
- Determine the repair work scope (for example, temporary repair such as shoring up damaged facilities or permanent repair per BVES construction standards, etc.);
- Assign Engineering Planning resources as deemed necessary (for example, perform pole loading assessments for pole replacements);
- Schedule Field Crew resources as applicable;
- Direct assigned Field Crew to draw necessary materials and conduct repairs;
- Inform and periodically update the Public Information Group and Emergency Service Representatives so that they may keep customers and stakeholders informed; and
- Close out or cause to be closed out the applicable Field Activity.

4.4. **EOC and Emergency Response Workflows.** The EOC and emergency response workflows are designed to:

- Develop and maintain an accurate common operational picture.

- Continually assess damage and develop optimal restoration response.
- Dispatch resources for emergency restoration activities.
- Manage field activity reports.
- Keep customers and other stakeholders informed.
- Ensure restoration activities are properly resourced.

4.4.1. EOC Setup. The EOC shall be set up in accordance with Appendix A, EOC Preparedness and Setup Checklist. The Strategic Operations Supervisor in consultation with the Emergency Manager shall direct which applications are to be displayed on the available large screens and projector and how the white board shall be utilized. The displays should be optimized to provide EOC staff and decision makers an accurate common operational picture based on the best information available.

4.4.2. EOC Staffing. The following staff shall normally be present or represented as applicable in the EOC:

- Incident Commander
- Public Information Group
- Emergency Manager
- Strategic Operations Supervisor (SOS)
- System Monitor
- Damage Assessment Team (DAT) – when not assigned to the field
- Emergency Service Representative (ESR) – normally located in the Customer Service area to reduce noise level in EOC
- Engineering Technical Support
- IT Operations Support – normally located in IT spaces
- Logistics Group
- Planning Group
- Finance & Administration Group

4.4.3. Managing Field Activities. The Emergency Manager may find it useful to manage Field Activities by utilizing a spreadsheet to track each Field Activity by recording and sorting the following information:

- Field Activity Number
- Date
- Time
- Location
- Circuit
- Substation
- Status (Unassigned/Crew Assigned/Completed)
- ETR

- Grouping (often multiple Field Activities are resolved when a common fault/damage location is repaired)
- Customer call back
- Comments
- Other information as deemed necessary by the Emergency Manager

4.4.4. Workflows. The EOC shall process incoming damage reports and service request as Field Activities using the workflows shown in Appendix F, Emergency Response Workflows. The emergency response workflows are provided for Level 1 and 2 activations. For reference, the Level 3 (normal service response) is also provided. The Utility Manager may direct deviations to the workflows if it is determined that a more effective and efficient workflow process may be achieved. When conducting after action reviews for emergency response events as well as the annual Emergency Preparedness and Response Plan drill, the Appendix F, Emergency Response Workflows, should be evaluated for possible changes and improvements, and updated if deemed appropriate.

4.4.5. Situation Report. Developing a common operational picture is an important function of the EOC staff in order to ensure decision making is optimal. One essential tool in developing the common operational picture is to periodically update a Situation Report (SITREP). Appendix G provides an example SITREP. The SITREP should be updated by the SOS at least once per shift and more often if conditions are rapidly changing. The SITREP should be displayed in the EOC and sent to the Incident Commander, Public Information Group, EOC Group Leaders, Emergency Service Representatives, and others as deemed appropriate by the Emergency Manager.

4.4.6. Damage Assessments. The Damage Assessment Team(s) shall be dispatched from the EOC to investigate Field Activities and other damage reports. They shall complete a Damage Assessment form and provide it to the SOS. Appendix H provides a sample Damage Assessment Form. If they have several sites to visit, they may consider taking a picture of the completed form and sending to the EOC. Also, the DAT should take as many pictures needed to identify the damage and allow for the Engineering Team to plan the necessary repair work for the line crews. For example, the DAT should take pictures of any damaged equipment and facilities so that material may be pulled and staged for the line crews. Also, the DAT may make use of tools such as FaceTime to communicate with the EOC and provide the EOC a complete assessment of the damage conditions and the iRestore First Responder app to quickly make a basic report with location and a picture.

4.4.7. Work Orders. The SOS shall direct the use of Work Order jackets for the more complex repairs so that the scope of work performed and material and equipment utilized is properly documented. These Work Order jackets should include one-line diagrams and material sheets as applicable along with specific instructions from Engineering & Planning if warranted. Appendix I provides a sample Work Order Jacket.

4.5. **Resources**. Using best available information, the Utility Manager shall continually assess the following:

- Resources necessary to execute the restoration activities in a safe, effective and efficient manner;
- Available resources in the Service Area;
- Gaps in resource availability to execute the restoration activities in a safe, effective and efficient manner; and
- When resources from outside entities such as CUEA mutual aid and/or contracted resources may be released.

Based on the above assessments, the Utility Manager shall coordinate with the Logistics Group leader to request additional resources as necessary to fill resource gaps and to relinquish resources when no longer required. Possible resources in addition to BVES resources include CUEA mutual assistance, contracted services and Big Bear Valley Mountain Mutual Aid Association.

4.5.1. California Utilities Emergency Association (CUEA). The Utility Manager shall determine if gapped resources are best provided by utilizing the hCUEA Mutual Aid Agreement, which allows member utilities to request and obtain labor, materials, and/or equipment resources from other member utilities in a rapid manner on a reimbursable basis. The specific process for requesting and receiving mutual aid from member utilities is provided in the CUEA Mutual Aid Agreement. Table 4-7, CUEA Mutual Assistance Process, provides a summary of the process for requesting and receiving CUEA mutual assistance.

Table 4-7: CUEA Mutual Assistance Process

Process Step	Responsibility	Amplifying Comments
Determine if CUEA Mutual Aid <u>may</u> be required	Utility Manager	The Operations Group evaluates if CUEA resources may be required and if there is a possibility, this should be communicated to the Logistics Group.
Issue a "Mutual Assistance Inquiry Only"	Logistics Group Leader	<p>Providing the CUEA Staff with a Mutual Assistance Inquiry Only allows the CUEA to alert member utilities so that they may evaluate which resources are available without incurring costs. This request is best made via email but it may also be made via phone call. The following information should be included in the inquiry:</p> <ul style="list-style-type: none"> <li>• BVES Contact Name</li> <li>• BVES Contact Phone Number</li> <li>• BVES Contact Email</li> <li>• Type of Emergency</li> <li>• Type of Assistance Requested</li> </ul>

		<ul style="list-style-type: none"> <li>Desired Date &amp; Time Needed</li> <li>Additional Details or Comments</li> </ul>
Determine that CUEA Mutual Aid <u>is</u> required.	Utility Manager	Obtain Incident Commander's authorization to proceed with CUEA mutual aid request and then, request Logistics Group make arrangements.
Issue a "Mutual Assistance Formal Request"	Logistics Group Leader	<p>Send the CUEA Staff a Mutual Assistance Formal Request with following information:</p> <ul style="list-style-type: none"> <li>BVES Contact Name</li> <li>BVES Contact Phone Number</li> <li>BVES Contact Email</li> <li>Type of Emergency</li> <li>Type of Assistance Requested</li> <li>Desired Date &amp; Time Needed</li> <li>Additional Details or Comments</li> </ul> <p>This request is best made via email but it may also be made via phone call and then followed up by email.</p>

Pre-arrival coordination	Logistics Group Leader	<p>Once a member utility (referred to as “Assisting Party”) agrees to provide resources, the Logistics Group shall work with the Assisting Party point of contact to facilitate all logistics arrangements to include mobilization through demobilization. Specifically, the following information should be obtained:</p> <ul style="list-style-type: none"> <li>• Date and estimated time of arrival of the Assisting Party resources</li> <li>• Name and contact information of the Assisting Party’s Team leader</li> <li>• Names and contact information of the Assisting Party Team members</li> <li>• How lodging will be handled <sup>1</sup></li> <li>• How meals will be handled <sup>2</sup></li> </ul>
Mutual Assistance Agreement Letter	Finance & Administration Group Leader	<p>Once the pre-arrival information is verbally agreed upon, the Finance &amp; Administration Group shall draft the Mutual Assistance Agreement Letter, route it to the Utility Manager and Logistics Group Leader for review and to the Incident Commander for approval signature. Appendix G, Mutual Assistance Agreement Letter, provides a sample letter.</p>
<b>Process Step<sup>12</sup></b>	<b>Responsibility</b>	<b>Amplifying Comments</b>
Setup Assisting Party in BVES Accounts Payable System	Finance & Administration Group Leader	<p>Coordinate with the Assisting Party to ensure they are able to invoice BVES in accordance with the CUEA Mutual Aid Agreement. Provide the Assisting Party invoicing instructions to ensure timely payments.</p>
Mobilization	Logistics Group Leader	<p>Coordinate with Assisting Party Team Leader and local facilities to ensure lodging is ready and assist in resolving any arrival issues such as providing information on access to Big Bear Lake, chain requirements and any other travel support (such as permission to pass through areas that may be closed to general public).</p>

<sup>1</sup> It is BVES’s responsibility to make lodging arrangements; however, an Assisting Party may desire to make lodging arrangements on their own and be reimbursed per the Mutual Aid Agreement.

<sup>2</sup> It is BVES’s responsibility to provide meals; however, an Assisting Party may desire to make meal arrangements on their own and be reimbursed per the Mutual Aid Agreement.

Arrival Meeting	Utility Manager and Logistic Group Leader	Upon arrival of the Assisting Party, the Utility Manager and Logistic Group Leader shall meet with the Assisting Party Team Leader, introduce key staff, and go over the following:
		<ul style="list-style-type: none"> <li>• Safety procedures<sup>1</sup></li> <li>• Coordination meetings<sup>2</sup></li> <li>• Communications<sup>3</sup></li> <li>• Work controls and construction standards<sup>4</sup></li> <li>• Material usage<sup>5</sup></li> <li>• Situation update<sup>8</sup></li> </ul>
Tour of Facilities	Utility Manager	<p>Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the Assisting Party with a brief orientation tour of key facilities essential to supporting their work including the following:</p> <ul style="list-style-type: none"> <li>• EOC</li> <li>• Warehouse</li> <li>• Stockyard</li> <li>• Where to park trucks</li> <li>• Material disposal</li> <li>• Hazmat disposal</li> <li>• Other logistics support (for example, where to fuel trucks)</li> </ul>

<sup>1</sup> Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.

<sup>2</sup> Agree upon how the Assisting Party shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the Assisting Party to have the Team Leader spend time in the EOC with the Operations Group and out in the field with the Assisting Party crews. Other options include having the Crew Forman check-in before and after each shift.

<sup>3</sup> Establish lines of communications with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.

<sup>4</sup> Brief the Assisting Party on BVES work controls including how work will be directed and construction standards used by BVES. Ensure Assisting Party understands what they are permitted to do and when they must seek Engineering approval for any deviations.

<sup>5</sup> Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.



Demobilization and Departure Out Brief	Utility Manager and Logistic Group Leader	Ensure lodging checkout is completed and bills are paid. Copy receipts. Review material used by Assisting Party and resolve any documentation issues. Discuss any lessons learned or areas for improvement to allow the Assisting Party to be more effective in the future.
Compensation	Utility Manager and Accounting Supervisor	Coordinate with Assisting Party to review invoices in accordance with the CUEA Mutual Aid Agreement with all of the supporting documentation. The Utility Manager should be the approving manager for the invoices.

**Notes:**

Process Step	Responsibility	Amplifying Comments
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<sup>8</sup>Brief the Assisting Party on the current situation, damage assessments and services that the Assisting Party shall be required to perform. This is an excellent opportunity to develop an initial game plan with the Assisting Party.

4.5.2. **Contracted Services.** Contracted Services as listed in Table 3-1 should be in place such they may be readily requested. The Utility Manager shall determine which contracted services are needed and the specific scope of work and provide this information to the Logistics Group Leader. The Logistics Group Leader shall contact the requested contracts and make the arrangements to receive the services. Appendix C, Contingency Contracted Services, provides contact information for anticipated contract services.

4.5.2.1. The Logistics Group shall work with the contractor(s) to establish the specific estimated time of arrival, mobilization and demobilization support needed, and the onsite contractor supervisor/foreman contact information.

4.5.2.2. Upon arrival of contracted crews, the Utility Manager, Field Operations Supervisor, and Logistic Group Leader shall meet with the contractor supervisor, introduce key staff, and go over the following:

- **Safety procedures:** Review BVES safety procedures to include tailboard policy and documentation, grounding policy, lock-out/tag-out policy, confined space policy and the BVES Accident Prevention Manual.
- **Coordination meetings:** Agree upon how the contractor shall interact and receive direction on work from the Operations Group. Sometimes it might be efficient for the contractor to have the supervisor spend time in the EOC with the Operations Group and out in the field with the contractor crews. Other options include having the Crew Forman check-in before and after each shift.
- **Communications:** Establish lines of communication with the Assisting Party Team Leader and crews. They may include cell phones and/or BVES provided radios.
- **Work controls and construction standards:** Brief the contractor on BVES work controls including how work shall be directed and construction standards used by BVES. Ensure

contractor understands what they are permitted to do and when they must seek Engineering approval for any deviations.

- **Material usage:** Brief the Assisting Party on BVES material control and documentation procedures. Also, agree upon how to replenish truck stock.
- **Situation update:** Brief the contractor on the current situation, damage assessments and services that the contractor shall be required to perform. This is an excellent opportunity to develop an initial game plan with the contractor.

4.5.2.3. Following the Arrival Meeting, the Utility Manager shall have a BVES employee provide the contractor with a brief orientation tour of key facilities essential to supporting their work including the following:

- EOC
- Warehouse
- Stockyard
- Where to park trucks
- Material disposal
- Hazmat disposal
- Other logistics support (for example, where to fuel trucks)

4.5.2.4. Once the Utility Manager releases the contractor from providing further services, an out brief meeting shall be conducted with the contractor supervisor, Utility Manager and the Logistics Group Leader to ensure the following: lodging checkout is completed and bills are paid (if BVES handled mobilization); review material used by contractor and resolve any documentation issues; and discuss any lessons learned or areas for improvement to allow the contractor to be more effective in the future.

4.5.2.5. If a contract is not in place for contracted services that are determined to be necessary for emergency response actions, the Utility Manager may direct, with the President's prior approval, that emergency contracting procedures per the BVES's procurement policy be executed to obtain the required services. Any verbal service requests should be followed up as soon as feasible in writing (normally by email) by the Logistics Group with the applicable contractor. The email should include the scope of work and price. This should then be followed up with the appropriate procurement documents (for example, contract, service purchase order, etc.).

4.5.3. Big Bear Valley Mountain Mutual Aid Association ("MMAA"). While MMAA does not have power line construction and repair resources, they do have access to significant support resources including traffic controls, road clearing services, coordination with local government agencies, other utilities, and other nongovernmental organizations, and communications with the public. Additionally, one of the most significant strengths of MMAA is its ability to coordinate through its member organizations support and relief for customers experiencing extended sustained major power outages. This may include health and welfare checks, shelters, meals, cooling centers, restroom and shower stations, etc. Therefore, when the Utility Manager

determines that some of these resources are needed, he/she shall inform the Logistics Group Leader who shall coordinate with MMAA in accordance with the MMAA Agreement to request and obtain the desired resources. Coordination with MMAA supplied resources should include Point of Contact, resource estimated time of arrival, appropriate briefings and facility tours by the Operations Group (use the guidance in Section 4.3.1), and agreement on reimbursement if applicable.

- 4.6. [Catastrophic Events Memorandum Account \(CEMA\)](#). CEMA is a process to establish an account to allow utilities to recover the incremental costs incurred to repair, restore or replace facilities damaged during a disaster declared by the appropriate federal or state authorities. If a catastrophic event is declared a state of emergency by the state or federal government, then utilities can record costs caused by the event in this memorandum account. It should be noted that the utility cannot record or request recovery of costs incurred before the date the event is declared a state of emergency. By recording these costs, the utilities can later ask for recovery of these costs from the Commission. The CPUC then reviews these costs and approves them as appropriate.

4.6.1. Anytime the EDRP is activated, accurate records of expenses, labor hours, materials and other costs incurred during the recovery from the disaster shall be maintained such that the incremental costs of recovery efforts may be documented in the event CEMA is invoked. The Finance and Administration Group shall provide specific guidance to Staff to ensure accurate records are maintained. Note that often a state of emergency is declared after the event and recovery have transpired, so each EDRP activation should be treated as a CEMA event.

4.6.2. The President shall coordinate with the Regulatory Affairs Manager to ensure that after a state of emergency occurs and BVES begins booking costs resulting from the event, that a letter is sent to the CPUC Executive President within 30 days. The letter shall provide not only the details of the disaster but also an estimate of the costs to be incurred. The Finance and Administration Group shall develop the estimate for the letter with input from the Operations Group.

4.6.3. Regulatory Affairs Manager shall request cost recovery of the CEMA in a formal proceeding. The Utility Manager with assistance from Accounting Supervisor shall provide the necessary details to support Regulatory Affairs in the CEMA filing.

4.7. **Evacuation.** In the event public officials declare an evacuation order, for all or parts of the Big Bear Valley area, staff's first priority is to address the immediate needs and safety of themselves and family, and once that is taken care of then each employee has a role to play as follows.

4.7.1. Critical Workers. Certain staff are considered Critical Workers and are issued an Emergency Pass by the San Bernardino County Sheriff's Department. The Emergency Pass is only to be used for BVES work and in accordance with local authority instructions. The Emergency Pass should never be used for personal reasons. BVES Critical Workers are:

- President
- Utility Manager
- Field Operations Supervisor
- Utility Engineer & Wildfire Mitigation Engineer
- Senior Technical Operations Support Specialist
- All Linemen
- Field Inspector
- Substation Technician
- Meter Technician
- Power Plant Operators
- Other staff as designated by the Utility Manager

Every two years the Administrative Support Associate shall request new Emergency Passes for the BVES staff classified as critical workers. Also, when new staff arrive the Administrative Support Associate shall obtain an Emergency Pass for them if they are classified as critical workers.

4.7.2. Evacuation Order. In the event government authorities declare an evacuation order for the Bear Valley area, all staff shall follow the evacuation procedure. For partial evacuation orders, the Utility Manager shall evaluate the extent and impact of the partial evacuation and determine if this procedure should be executed and if modifications to the procedure are warranted. For example, an evacuation order for Fawnskin only would likely result in BVES implementing its EDRP and staffing its EOC, the evacuation procedures would likely not need to be executed.

4.7.2.1. Utility Manager shall:

- Direct all non-evacuated staff actions.
- Implement the EDRP.
- Consult the local government Incident Commander (IC) and/or applicable Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES) and determine the desired condition of the distribution system and any support needed.
- Place the distribution system in a safe condition while supporting as practicable the IC's efforts.
- Determine the necessary support staff required to safely operate the system and in consultation with the local government IC where they should be located. If the local government IC determines support staff may safely be located at the BVES Main Office, then that is preferred. If it is not safe to remain at the BVES Main Office, the BVES support staff shall relocate to the Base Camp being utilized by the IC or other designated area as agreed upon by the IC.
- Inform the President of the plan.
- Provide instructions to Critical Workers.
- Release any staff who are no longer needed and direct them to safely evacuate.
- When the evacuation order is lifted, direct restoration activities as needed and the return to normal operations.

4.7.2.2. Staff classified as Critical Workers shall:

- Report to the designated area as directed by the Utility Manager. Support staff relocating to the Base Camp or other designated area shall bring utility trucks and equipment as determined necessary by the Utility Manager.
- Dispatch to perform tasks as directed by the Operations Group. BVES staff dispatched to perform tasks in the evacuated areas shall always perform these tasks in at least pairs and shall conduct a communications and status check with the Operations Group at least hourly.
- BVES Staff representative should be assigned to the IC's Base Camp to coordinate any support needed. BVES Representative assigned to the local government IC Base Camp or an EOC shall be designated by the Utility Manager, knowledgeable of the BVES distribution system, and have direct access to the Utility Manager such that IC and/or EOC requests are not delayed.
- Consideration shall also be given to providing BVES Staff representative to supporting Emergency Operations Center (City of Big Bear Lake or San Bernardino County OES).
- Released critical workers in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.3. Non Critical Worker Staff in the affected areas should evacuate in a safe manner off the mountain in a safe and orderly manner following local authority instructions. Report to the General Office in San Dimas, CA or other area as designated by the Energy Resources Manager.

4.7.2.4. Energy Resources Manager shall:

- Direct all evacuated staff actions.
- If the General Office is not to be used as the evacuation point, designate a suitable area for evacuated staff to gather.
- Perform an accounting of the whereabouts of all BVES staff. Inform the President. • Setup remote support EOC and establish the Planning, Logistics, and Finance & Administration Groups with available staff.
- Establish continuous and reliable communication lines with Operations Group remaining in the service area.
- Provide resources as requested by the Operations Group.
- Provide updates to President, Regulatory Affairs, and Senior GSWC Staff.
- Make preparations to obtain utility mutual assistance via the California Utilities Emergency Association (CUEA) and/or contracted Linemen as determined necessary by the Operations Group.

- When the evacuation order is lifted, coordinate with the President and Utility Manager the orderly and safe return of staff to the service area.

4.7.2.5. *Customer Supervisor shall:*

- Establish remote customer service support.
- Update public information media as applicable (press releases, website and social media updates, IVR messages, etc.).

4.8. **End State.** The Utility Manager shall direct the transition from emergency response operations under this plan (Level 1 or 2) to normal operations (Level 3) when the following conditions are met:

- BVES system is no longer at risk for continued disruptions due to the incident.
- BVES power supplies are have been restored to meet service area load demand and are evaluated as reliable.
- BVES sub-transmission system is restored to meet service area power delivery needs and is evaluated as reliable.
- BVES substations and distribution systems are restored to meet service area power delivery needs and are evaluated as reliable.
- Response crews have been demobilized.
- System issues and problems are within the normal Level 3 response capabilities.
- Long-term customer support has been established as necessary (for example, following a declaration of a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service) and is capable of being properly managed by the normal supervisory element.

Generally, the transition from Level 1 shall be progressive to Level 2 as emergency response requirements wind down and then to Level 3.

4.9. **After Action Reports.** Once the incident is officially terminated, the Utility Manager shall schedule and conduct formal hot washes/debriefing sessions with applicable staff and have an After Action Report prepared. The After Action Report should include:

- Dates/times of the incident
- Description of the incident
- Level of plan activation and if the EOC was staffed
- Records of public communications that were performed
- List of damages to system
- List of personal deaths, injuries, and other accidents associated with the incident
- List of external (contracted and mutual aid) resources utilized
- Develop incremental cost of emergency response actions
- Lessons learned

- Evaluation on whether or not the plan was properly followed
- Specific improvement actions including assignment of responsibility to complete and due date

A thorough follow-up includes reviewing all plans and procedures, making the necessary revisions from lessons learned, and ensuring distribution to all stakeholders/plan holders.

#### **4.10. Annual Emergency Response Plan Training and Exercise.**

4.10.1. Annual Training. The Utility Manager shall conduct staff training for designated personnel on the Emergency Response Plan in preparation for emergencies and major outages each year just before the winter storm season; typically, in September or October. The training shall be designed to overcome problems identified in the evaluations of responses to a major outage or exercise and shall reflect relevant changes to the plan.

4.10.2. Annual Exercise. The Utility Manager shall conduct an exercise annually using the procedures set forth in this emergency plan. If the BVES uses the Emergency Response Plan during the twelve-month period in responding to an event or major outage, the annual exercise is not required for that period. However, the Utility Manager should also evaluate whether or not staff would benefit from the exercise regardless of the fact that the Emergency Response Plan was utilized within the previous 12-month period. For example, if a major change to the Outage Management System is installed since the last Emergency Response Plan activation, it would be appropriate to at a minimum exercise that portion of the plan.

4.10.3. Exercise Notice. The Utility Manager shall provide no less than ten days' notice of the annual exercise to appropriate state and local authorities, including the CPUC, state and regional offices of the OES or its successor, the California Energy Commission, and emergency offices of the counties in which the exercise is to be performed.

4.10.4. Exercise Evaluation. The response to an exercise or major outage shall be evaluated per Section 4.9. The evaluation shall be provided to Regulatory Affairs Manager so that it may be forwarded to the CPUC as part of the report required by GO-166 Standard 11.

4.10.5. Emergency Response Outreach Training. The Utility Manager shall conduct outreach with the county and city emergency response officials and participate as applicable in other emergency exercises designed to address problems on electric distribution facilities or services, including those emergency exercises of the state and regional offices of the OES or its successor, and county emergency offices.

4.11. **Initial Notification**. The Utility Manager shall ensure that the notifications in accordance with the requirements provided in BVES's Electric Utility Emergency Reporting Policy and Procedures are achieved within the required timeframes.

## 5. **Emergency Response Communications Plan.**

5.1. **Strategy Overview.** Achieving unity of effort provides for the most effective and efficient emergency response. This is best attained through the “4 C’s” of disaster planning:

- Collaboration
- Cooperation
- Coordination
- Communication

The first three hinge upon effective communications. The overall communications strategy is structured so that all stakeholders receive accurate, timely and consistent information, with an overall message for safety of the public, employees and contractors. Communications with local government agencies, customers and other stakeholders are vital to the successful implementation of the EDRP. The plan aims to identify who should be given specific information, when that information should be delivered, and what communication channels shall be used to deliver the information.

During a major outage the Operations Group shall make it a priority to provide the following information to the Public Information Group:

- **Extent of the outage** – using our Outage Management System (OMS) and available field assessment and data, determine how many customers are affected and in which areas
- **Cause of the outage** – provide in broad terms. If unknown, provide status of crews responding to investigate including updating once the power has been restored.
- **Estimated time of restoration (ETR)** – this is the key information customers want to know. If unknown, state so and update as more information becomes available. Don’t let ETRs become stale (for example, if a posted ETR is extended, update the posting with a revised ETR).

The Customer Service Supervisor is responsible for updating and executing the BVES communications plan in support of the EDRP. The Utility Manager is responsible for ensuring that accurate information from the Operations Group flows to staff responsible for executing the communications plan.

Additionally, the Customer Service Supervisor shall maintain “call center metrics” that measure customer access to information on customer service calls and web host availability during an emergency or disaster.

5.2. **Establish Multiple and Effective Communication Channels.** Establishing a multilayered communications plan utilizing many separate communications channels is essential to ensuring that the communications plan shall be effective in reaching targeted audiences under uncertain and severe conditions, as would be expected for major outages and disasters



and/or following such events. For example, some customers may lose their landline capability in a power outage but still have cell phone service. Plan resiliency, therefore is dependent on having many overlapping layers of communications.

#### 5.2.1. Outbound Communications

- BVES website
- BVES social media
- Online meetings/broadcasts
- Interactive Voice Response System
- Press releases to local media
- Press conference
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Two-way text messaging
- Door hangers
- Keeping staff who interact with customers informed with latest message
- Advertising
- Community workshops and presentations
- Mail (for example, flyers, newsletters)
- Bill inserts
- County and City communication systems
- Big Bear Chamber of Commerce email blast
- City email blast
- Bear Valley local government, agencies and utilities Public Information Group

#### 5.2.2. Inbound Communications:

- Interactive Voice Response System
- Call center phone lines
- BVES social media
- Customer service windows
- Bear Valley local government, agencies and utilities Public Information Group
- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- Activate internal PSPS list
- Press inquiries
- iRestore Reports

#### 5.2.3. Internal Communications:

- Phones – landlines, mobile cellular, and satellite lines
- Email
- Text messaging
- FaceTime, Skype, Online Meetings, etc.
- Intranet – shared drives, internal applications, and SharePoint
- Radios – VHF
- Direct reports

5.2.4. There are many developing and evolving communications technologies; therefore, it is essential that staff continually evaluate the above lists and modify as applicable. Changes should be evaluated each time the plan is updated.

5.2.5. Besides having multiple communications channels, there are three other elements that are essential to ensuring an effective communications strategy:

- Testing and exercising the communications channels frequently so that staff are trained on their usage, target audiences and key stakeholders are familiar with them, and technical issues are resolved prior to an actual emergency. Once testing and exercising of communication channels is complete, adjustments will be made based on lessons learned.
- Establishing good business relationships and rapport with target audiences and key stakeholders prior to any emergency.
- Maintaining accurate contact information with key stakeholders per Section 3.11 (Key External Contacts List) of this plan.

5.3. **Conduct Pre-Incident Outreach and Education.** BVES has developed a multi-level approach to community education and outreach related to public awareness of outages, emergencies, and emergency preparedness. An important aspect of managing expectations is to conduct education and outreach with customers and key stakeholders well in advance of any emergency. This allows target audiences the opportunity to be ready and provides them the knowledge of what to expect and how to prepare in the event of an emergency such as an extended outage due to a major winter storm or other natural disaster. *A community that is knowledgeable and ready for emergency events will be a force multiplier in emergency response actions.*

5.3.1. City and County Outreach. The Utility Manager shall coordinate with city and county officials in compliance with Public Utilities (P.U.) Code Section 768.6, which requires the following outreach by BVES:

- In developing and adopting an emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within the BVES service area to meet with, and provide consultation to BVES.
- BVES shall provide the point of contact designated by the city and county with an opportunity to comment on draft emergency and disaster preparedness plans.

- Every two years, in order to update and improve BVES's emergency and disaster preparedness plan, BVES shall invite appropriate representatives of every city and county within its service area to meet with, and provide consultation to BVES. All recommendations and input will be considered and updated should it be determined to be beneficial for the EDRP. The meeting shall be noticed and shall be conducted in a public setting that allows for the participation of appropriate representatives of counties and cities within the BVES service area. Participating counties and cities shall be provided with the opportunity to provide written and verbal input regarding BVES's emergency and disaster preparedness plan. For purposes of this public meeting, BVES may convene a closed meeting with representatives from every city and county within its service area to discuss sensitive security-related information in BVES's emergency and disaster preparedness plan and to solicit comments.
- BVES shall notify the commission of the date, time, and location of the above meeting. BVES shall memorialize the meeting and shall submit its records of the meeting to the commission.
- BVES may comply with the meeting requirement that is ordered by the Public Utilities Code by : i) making a presentation regarding its emergency and disaster preparedness plan at a regularly scheduled public meeting of each disaster council created pursuant to Article 10 (commencing with Section 8610) of Chapter 7 of Division 1 of Title 2 of the Government Code within BVES' service area; or ii) at a regularly scheduled public meeting of the governing body of each city located within the service area.

5.3.2. General Public, Customer and Stakeholder Outreach and Education (before an emergency). Utilizing BVES website, social media, public workshops, meetings with key stakeholders, press releases, advertising, newsletters, bill inserts, two-way text communication, IVR, and other communications channels, the Utility Manager and Customer Service Supervisor shall work to educate, inform and conduct outreach with the general public, customers and stakeholders such as local government and agencies, community groups and other utilities on the following topics:

- Customer power outage readiness preparation, including publishing a customer checklist for outages
- Backup generators and safety training
- Reporting outages
- Reporting wire down events and how to handle the situation
- Public Safety Power Shutoff policies
- Wildfire prevention measures including the vegetation management, covered wire, and distribution system inspection programs
- Operational initiatives that support wildfire prevention efforts such as re-closer and circuit patrol policies
- Outage restoration strategies used by BVES
- Infrastructure projects to improve safety, reliability and mitigate wildfires
- Other topics as deemed appropriate by the Utility Manager and/or Energy Resources Manager

In addition to the above outreach, the Utility Manager shall endeavor to periodically brief key elements of the EDRP at Big Bear Valley Mountain Mutual Aid Association (“MMAA”) meetings, Big Bear Joint Utility meetings, Big Bear Fire Department and Sheriff’s Department leadership.

The Utility Manager and Customer Service Supervisor shall develop and implement a strategy to periodically brief local government and agencies on BVES’ emergency response plan. During these interactions, it is important to establish business relationships with local government and its agencies, other key community stakeholders, and other utilities so that during emergencies the BVES Leadership Team may seamlessly engage these groups. The Utility Manager and Customer Service Supervisor shall develop a contact list of the key staff at local government and agencies to notify during emergency events. The contact list should include preferred and back-up means of contact (for example, mobile phone number, email, office phone, etc.). The contact list shall be verified, corrected and updated as necessary at least every six months by the Administrative Support Associate.

The list of local government and agencies and key stakeholders shall include at a minimum the following organizations:

- Local officials (City of Big Bear Lake (CBBL) and San Bernardino County)
- State officials (normally CPUC Energy Division and Safety Enforcement Division)
- San Bernardino County Office of Emergency Services (County OES)
- Big Bear Fire Department
- California Department of Forestry and Fire Protection (CAL FIRE)
- U.S. Forest Service
- San Bernardino County Sheriff’s Department Big Bear Lake Patrol Station
- California Highway Patrol (CHP) Arrowhead Area
- California Department of Transportation (Caltrans)
- Big Bear Area Regional Wastewater Agency (BBARWA)
- Big Bear City Community Services District (CSD)
- Big Bear Lake Water Department (DWP)
- Big Bear Municipal Water District (MWD)
- Southwest Gas Corporation
- Bear Valley Community Hospital
- Bear Valley Unified School District
- Big Bear Chamber of Commerce
- Big Bear Airport District
- Big Bear Mountain Resort
- Local communication companies (Spectrum and various cell providers)

5.4. **Provide Outreach in Prevalent Languages.** United States Census data shows that the top three primary languages used in California are English, Spanish and Chinese (including

Cantonese, Mandarin and other Chinese languages). BVES shall communicate its emergency preparedness outreach and response in English, Spanish, Chinese (including Cantonese, Mandarin and other Chinese languages), Tagalog, and Vietnamese. Additionally, BVES has included two indigenous languages (Zapateco and Mixteco) as part of its wildfire mitigation communications.

**5.5. Provide Emergency Incident Communications.** Utilizing the multiple communications channels discussed earlier, the Public Information Group and Emergency Response Leadership Team shall engage and educate the general public, local government and its agencies, and other key stakeholders to provide notification of outages and emergencies, estimated time to restore service, cause of outage (if known), and periodic updates as appropriate. The following sections provide detail on how these communications shall be conducted.

**5.5.1. Set Expectations and Develop Trust.** When an emergency occurs, BVES shall communicate with the general public, customers, local government and its agencies, and key stakeholders as soon as possible to set expectations and address emergency issues. When business operations or households are disrupted by power outages, customers expect to know how long they shall be impacted. Thus, estimated restoration times (ETRs) shall be developed, monitored, adjusted and communicated. Establishing ETRs is a key function of the Operations Group. Regulators and local government officials shall be notified regarding the impact to communities per GO 166 Standard 6. Customer Service Supervisor shall:

- Work with BVES's public relations contractor subject matter experts (SMEs) to develop consistent and accurate BVES messaging to customers and stakeholders.
- Employ consistent and frequent multi-channel communications to disseminate information that leverage and reinforce one another.
- Brief employees; especially field staff and customer service representatives, on the latest information so that their interactions with the public are consistent with the messaging.
- Coordinate closely with the Operations Group to provide customers and stakeholders system updates including best known restoration times.
- Ensure that all communications are accurate and always factually correct. If incorrect information is inadvertently issued, then it is important that a correction be issued as soon as known and that the error be acknowledged. If information is not certain, then avoid reporting it or qualify it as appropriate. For example, "BVES has received reports of a downed tree on its power lines on Moonridge Road; field crews have been dispatched to validate the report and assess any damage that may have resulted."
- Strive to be transparent; it is absolutely critical to our credibility and to ensuring that the public, customers and stakeholders have the upmost confidence in our ability to perform our essential public service – providing safe, reliable, and high quality electric service.
- Per GO 166 Standard 6, BVES shall provide an initial notification within one hour of the identification of a major outage or other newsworthy event. BVES shall also notify the Commission and San Bernardino County Warning Center at the Office of Emergency Services of the location, possible cause and expected duration of the outage. The Warning Center at the OES is expected to notify other state and local agencies of the outage.

Subsequent contacts between state and local agencies and BVES shall be conducted between personnel identified in advance, as set forth in Standard 4.B (Communications Strategy with Government). From time to time the Commission staff may issue instructions or guidelines regarding reporting.

5.5.2. Notify and Engage Key Stakeholders. Keeping local government and agency officials as well as other key stakeholders informed of emergencies is critical to their ability to operate and support their missions. It is far more advantageous for these officials and key stakeholders to receive information directly from BVES Leadership in a timely manner rather than via the media.

Utilizing the contact list developed during pre-incident engagement, BVES Leadership should notify local government and agencies and other key stakeholders of emergencies and provide them updates as appropriate. Some of this notification may be achieved by sending to the local “Public Information Officer” developed through MMAA group email notifications and status updates.

5.5.3. Notify Customers and General Public. The Customer Service Supervisor shall develop pre-planned statements with fill-in-the-blank sections for potential outage and emergency events. These pre-planned statements shall be used as deemed appropriate by the Customer Service Supervisor to update customers and the general public as soon as feasible via the following means:

- News releases (newspaper, online news outlets, radio, etc.)
- Website updates
- Social media updates
- IVR messages
- Two-way text communication
- Email notifications to customers
- Other public and customer engagement media (for example, City of Big Bear Lake’s email blast)

Specific guidance on developing press releases and statements and engaging the media is provided in the next section. Customer Service Supervisor shall develop pre-planned statements for IVR and text message use. IVR and text messages should be short – about one sentence – and may refer the customer to additional information sources such as our website or social media. For example, “BVES crews are responding to outages on the North Shore and the estimated time to restore power is 2 pm – additional information is available at [www.bves.com](http://www.bves.com).”

5.5.4. Media Engagement Procedures. By proactively engaging the media, BVES is able to reach a wide audience in its service area and establish the opportunity to convey the correct narrative and information to the general public. When engaging the media, it should be understood that in general the media are:

- Professionals at what they do – they are normally just doing their job and are experts at interviews.
- Often, they are deadline driven.

Therefore, when working with the media as a BVES spokesperson, staff must be prepared and properly authorized. Any employee speaking to media whether “on the record” or “off the record” automatically becomes a spokesperson for the BVES willingly or unwillingly.

5.5.4.1. *Authorized Media Engagement.* The Public Information Group is the authorized group to interact with the media and they shall lead all media engagement efforts. They shall work closely with the Operations Group to ensure they have accurate information, develop press releases with the assistance of the BVES’s public relations firm, coordinate releases with other organizations such as local government and agencies, and clear press releases with the President prior to releasing them.

It should be recognized that media representatives could reach out to BVES employees at any time; especially, BVES employees (and their contractors) out in the field. Therefore, Managers and Supervisors must ensure their employees are periodically updated with the status of the emergency response and train their employees to respond to direct media reporter inquiries as follows:

- At all times act politely and professionally.
- Write down the reporter’s name, organization, and phone number.
- Write down any questions the reporter may have.
- It is acceptable for field crews and staff to respond to questions directly pertaining to the conditions or work being performed by them. For example, it is acceptable for field crews to describe how the weather is impacting their immediate restoration work out in the field.
- However, any larger questions, such as estimated time of restoration, other reported outages, availability of resources (manpower and materials), restoration strategy should be written down and the reporter informed that BVES shall get back to them.
- In all cases, the employee approached by the media must inform their Supervisor or Manager as soon as possible of the inquiry and pass along the contact information, questions asked, and any answers provided. This information must be immediately conveyed to the Public Information Group.
- The Public Information Group should follow up as soon as feasible with the reporter even if the employee responded to the questions.

5.5.4.2. *Press Release Content.* The Public Information Group shall develop press releases from pre-planned press release templates as feasible. These are especially useful in the initial stages of an emergency where information is still sparse. They allow for rapid dissemination of initial information of the emergency scope. As the Operations Group obtains more accurate information from Field Crews, the press releases should be updated accordingly. Additionally, they shall consult with BVES’s public relations contractor to develop press releases and an engagement strategy tailored to the specific emergency.

Press releases should make the best attempt at addressing the “who, where, why, what, when, and how” to the emergency event. However, do not delay issuing a press release to obtain all of this information. The information can be relayed in press release updates. Ideally, in a large outage, the following information should be released as it is known:

- **(Who/where)** Location of the outage and who is affected – use geographic locations such as areas or streets (for example, “Moonridge Area”, “from the Village to the Dam on the South shore of the lake”, “from Pine Knot Ave to Paine Rd on the South Shore of Big Bear Lake”, etc.). Avoid using circuit and/or substation names to describe the location, since these names have little meaning to the public.
- **(When)** Time outage started and estimated time of restoration (ETR).
- **(Who)** Number of customers without power. Provide the best estimate available and update as it is changed.
- **(Why/what)** Cause of the outage and location of damage/problem. Use simple descriptions that a non-utility audience would understand (for example, “car hit a ground mounted transformer causing sufficient damage to take it out of service,” “an 80-foot tree fell from across the street on Pine Knot Ave onto a major overhead power line,” “loss of power supply from Goldhill due to fault on Southern California Edison equipment,” etc.).
- **(When)** Whether or not Field Crews are conducting repairs to restore power. If crews are not on site, provide an estimated time of arrival if available.
- **(How)** Actions being taken to restore power (starting BVPP, conducting field switching to alternate sources of power, conducting repairs to damaged equipment, etc.).

Pictures of the damage and field crews conducting repairs are always very useful.

5.5.4.3. *Press Release Protocols*. The Public Information Group under the leadership of Customer Program Specialist shall be responsible for drafting and issuing press releases from the BVES to the media. Press releases shall be drafted, approved, and released per the protocol shown in Figure 5-1, Press Release Protocol.



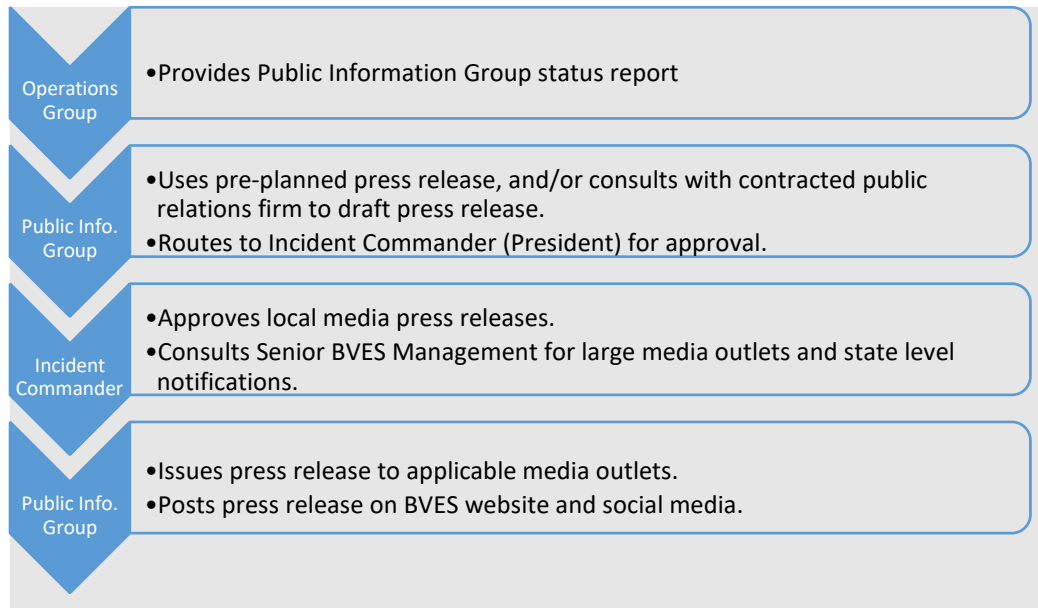


Figure 5-1: Press Release Protocol

**5.5.5. Post Emergency Event Close-out Statement.** Once the Emergency Response is determined to be no longer necessary, Customer Service Supervisor shall prepare a summary press release and statement providing customers a brief summary of the emergency event and provide any post incident support instructions such as:

- Information on whom to contact at BVES to reconnect service for customers whose weather head or other equipment was damaged preventing immediate service restoration.
- Information on obtaining post incident customer support per Section 6 of this plan.

**5.6. Reports to the Commission.** The Utility Manager shall ensure required reports to the Commission and its Divisions are made in a timely and complete manner. These reports include:

- Notify California Public Utilities Commission (CPUC) and Warning Center at the Office of Emergency Services San Bernardino within one hour of an outage if the outage meets the major outage criteria of GO-166.
- Notify President Safety Enforcement Division (SED), CPUC within twelve hours of the power being shut-off per ESRB-8.
- Provide a report (written) to President of SED no later than 10 business days after the shutoff event ends per ESRB-8.

6. **Customer Support in Emergencies.** In the event the Governor of California declares a state of emergency because a disaster has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, BVES shall implement certain customer service actions as described below. This section provides an overview of the protocols for compliance with requirements adopted by the CPUC regarding activities to support customers. The protocols span customer billing, support for low income, life support, Access and Functional Needs (AFN) customers, and other forms of customer support.

6.1. [Support for Low Income, Life Support and AFN customers. The Customer Care](#)

Team shall freeze low income, life support, and AFN customer accounts and stop all California Alternative Rates for Energy (CARE) High-Usage tracking. The Supervisor shall work with implementation contractors and emergency assistance programs to update affected customers on eligibility requirements and enroll them in assistance programs.

6.2. **Billing Adjustments.** The Customer Care Team shall freeze accounts and stop billing during the disaster event to ensure bills are not estimated or generated for affected customers. Billing shall resume once the case is closed by the Customer Care & Billing (CC&B) technical team, upon notice from the Supervisor.

6.3. **Deposit Waivers.** The Customer Care Team shall add a designated customer contact for all affected customers. The contact shall reside within CC&B for up to one year from the date the emergency ends. This shall allow BVES to easily track the customer's account, so when service is re-established, the utility shall know to waive any associated fees and to expedite customer re-connection.

6.4. **Extended Payment Plans.** The Customer Care Team shall freeze all payments on affected customers' account to avoid affecting their credit. All affected customers shall be notified that an extended payment plan option is available for any past due payments.

6.5. **Suspension of Disconnection and Nonpayment Fees.** The Customer Care Team shall freeze affected customer accounts, so disconnections and nonpayment fees are not generated during the disaster event. Once the emergency ends, the Supervisor and/or Specialist shall contact the CC&B Team to "close" all affected customer cases. This shall automatically transition the customer's account back to the normal state. BVES shall simultaneously begin assisting with service restoration and deposit waivers.

6.6. **Repair Processing and Time.** During emergencies, BVES shall set up specialized repair teams to expedite repair processing. If additional support is needed, BVES shall leverage mutual aid programs with other emergency response resources and shall work with electrical contractors to ensure timely service restoration. Exact timing shall be dependent on the nature of the situation.

6.7. **Access to Utility Representatives.** The BVES Engineering Technician shall arrange for connections and facilitate expedited services. Leveraging its IVR system, BVES shall be able to handle thousands of phone calls simultaneously and divert customers to the appropriate utility representative.

6.8. **Access to Outage Reporting and Emergency Communications.** During emergencies, BVES shall invoke its emergency communications plan per the EDRP to attempt to reach as many customers as feasible with outage, restoration and recovery information via multilayered communications channels and multiple languages per Section

Appendix J: 2025 PSPS FSX & Wildfire Season Update Presentations and  
Surveys (Outreach Materials)

# BVES 2025 Tabletop & Full-Scale Exercise Feedback Form

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Public Safety Power Shutoff Activation  
Feedback/Evaluation Form

June 18, 2025 TTX

June 24, 2025 FSX

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## Exercise Overview

<b>Exercise Name</b>	Public Safety Power Shutoff (PSPS) Tabletop and Full-Scale Exercise
<b>Exercise Dates</b>	June 18, 2025 TTX and June 24, 2025 FSX
<b>Scope</b>	Tabletop exercise (TTX) is planned for 4 hours at BVES and Full-Scale Exercise (FSX) is planned for 8 hours. Exercise play is limited to individual offices, BVES conference room, and various areas in the BVES service territory.
<b>Mission Area(s)</b>	Implementation, Mitigation, Response, & Recovery
<b>Core Capabilities</b>	Prepare for and activate PSPS, send appropriate notifications, demonstrate emergency preparedness and response.
<b>Objectives</b>	Introduce Bear Valley Electric Service, Inc. (BVES) personnel to disaster preparedness, response, and recovery activities by familiarizing them with the various roles and responsibilities at the utility and state and local government levels with emphasis on coordination with local first responders.
<b>Threat or Hazard</b>	High Wind & Low Relative Humidity
<b>Scenario</b>	7-day weather forecasts depict extreme fire threat weather conditions to exist within BVES service territory requiring PSPS consideration. BVES service territory experiences extreme fire threat weather conditions causing BVES to implement a PSPS. During the PSPS event; SCE de-energizes supply lines to BVES.
<b>Sponsor</b>	N/A
<b>Point of Contact</b>	Sean Matlock <a href="mailto:sean.matlock@bvesinc.com">sean.matlock@bvesinc.com</a> Paul Marconi <a href="mailto:paul.marconi@bvesinc.com">paul.marconi@bvesinc.com</a>  BVES, 42020 Garstin Dr. Big Bear Lake, CA 92315

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## FSX PSPS Exercise Feedback Form

This exercise aims to evaluate and enhance our preparedness and response procedures for potential PSPS activations. As an *Observer*, your role is to provide detailed feedback on participant performance, protocol efficacy, notable insights, and identify any procedural gaps.

### Instructions:

- **Observation:** Diligently observe participant activities. Use the checklist to track completed actions and note deviations from planned procedures.
- **Evaluation:** Provide concise comments on participant performance for each module. Identify strengths, areas for improvement, and procedural gaps.
- **Feedback Collection:** Complete the feedback form at the end of each module as time allows. Otherwise, take brief, focused notes during the exercise to guide simulation feedback collection.
- **Follow-Up Actions:** Post-exercise, BVES will review the collective feedback and prepare a summary in its After-Action Report. Use the feedback to guide future exercises and refine PSPS procedures.

Your contributions are critical to ensuring the safety and reliability of our services during PSPS events. Thank you for your participation.

### Participant Information

<b>Name</b>	Noah Rodriguez
<b>FXS Role</b> <i>(highlight)</i>	PLAYER   FACILITATOR   <b>OBSERVER/EVALUATOR</b>   OBSERVER/SME
<b>Organization</b>	Randle Communications
<b>Department</b>	Public Relations/Communications
<b>Email</b>	<a href="mailto:nrodriguez@randlecommunications.com">nrodriguez@randlecommunications.com</a>
<b>Phone</b>	(916) 579-2887

**Checklist for Observers / Non-Participants**  
**Module 1: Pre-Planning Phase (7 Days Ahead)**

Activity	Completed	Comments
Coordination Meeting	Y / N	
Internal Team Updates	Y / N	
Customer Service Preparations	Y / N	
Public and Stakeholder Notifications	Y / N	
Review of Weather Forecasts	Y / N	

**Module 2: Stage 1 (3 Days Ahead)**

Activity	Completed	Comments
Emergency Coordination Meeting	Y / N	
Updated Internal Communications	Y / N	
Customer Service Preparations	Y / N	
Public Information Dissemination	Y / N	
Coordination with SCE	Y / N	

**Module 3: Stage 2 (1 Day Ahead)**

Activity	Completed	Comments
EOC Briefings	Y / N	
System Readiness Checks	Y / N	
Customer Service Preparations	Y / N	
Public and Stakeholder Engagement	Y / N	
Final Preparations for PSPS	Y / N	

**Module 4: Stage 3 PSPS De-energization Initiated**

Activity	Completed	Comments
Activation of PSPS Protocols	Y / N	
Infrastructure Failure Management	Y / N	
Public Safety Communications	Y / N	
Coordination with Emergency Services	Y / N	
Resource Allocation	Y / N	

**Module 5: SCE Lines De-energized**

Activity	Completed	Comments
Operational Adjustments	Y / N	
Load Management Strategies	Y / N	
Communication with BVPP	Y / N	
External Stakeholder Communication	Y / N	
Public Information Updates	Y / N	



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**Module 6: Stage 4 PSPS Re-energization Preparation**

Activity	Completed	Comments
Preparation for Re-energization	Y / N	
Internal Coordination	Y / N	
Public and Stakeholder Notifications	Y / N	
Infrastructure Checks	Y / N	
Resource Allocation	Y / N	

**Module 7: Stage 4 PSPS Re-energization Initiated**

Activity	Completed	Comments
Initiation of Re-energization	Y / N	
System Load Monitoring	Y / N	
Public Safety Communications	Y / N	
Coordination with SCE	Y / N	
Resource Allocation Management	Y / N	

**Module 8: Post-PSPS Event**

Activity	Completed	Comments
Debriefing with Internal Teams	Y / N	
Public and Stakeholder Debriefings	Y / N	
Evaluation of PSPS Actions	Y / N	
Lessons Learned Documentation	Y / N	
Future Improvement Planning	Y / N	

---

## BVES PSPS FSX Survey

### General Feedback

1. Overall, how would you rate BVES's PSPS Full-Scale Exercise? (highlight)

**Excellent**

Good

Fair

Poor

2. What were the strengths of the exercise?

Answer:

3. During the full-scale exercise, the BVES team effectively demonstrated clear and coordinated communication while outlining the internal actions and protocols needed to execute each phase of the PSPS process. The team also showed a strong dedication to external communication, ensuring that customers, local government agencies, community stakeholders, and the media remained well-informed throughout the event.

4. What areas need improvement?

Answer: *N/a*

5. Do you feel the posted exercise objectives were met? (highlight)

**Yes**

No

If "No," Please explain: *[Type response]*

## Simulation Feedback: Modules 1 - 8

### Module 1: Initial Conditions and Pre-Planning

1. How effective was the scenario introduction and stakeholder coordination?

Answer: **Very effective.**

2. Were the objectives and roles clearly defined?

Answer: **Yes.**

3. How were the PSPS activation procedures discussed in reference to the forecast?

Answer: **They were outlined clearly by Energy Resource Manager, Sean Matlock at the beginning of the call.**

4. Suggestions for improvement?

---

Answer: **N/a.**

## Module 2: Early Response and Notification

1. *How effective was the response to the updated weather scenario?*

Answer: **Very effective.**

2. *Was the communication plan executed effectively?*

Answer: **Yes.**

3. *Suggestions for improvement?*

Answer: **N/a.**

## Module 3: PSPS Activation

1. *How well did the team handle the scenario escalation and activation procedures?*

Answer: **The BVES handled the scenario escalation and activation procedures very well.**

2. *Were the emergency response actions appropriate and timely?*

Answer: **Yes.**

3. *Were there concerns with community outreach or notification strategies?*

Answer: **No.**

4. *Suggestions for improvement?*

Answer: **N/a.**

## Module 4 and 5: Managing the PSPS Event

1. *How effective was the continued scenario development and role play?*

Answer: **Very effective.**

2. *Were the communication and coordination efforts sufficient?*

Answer: **Yes.**

3. *How would you characterize the process of activating the Community Resource Center?*

Answer: **Efficient and effective.**

- 
4. *Suggestions for improvement?*

Answer: **No.**

## Module 6 and 7: Re-energization and Recovery

1. *How well was the recovery phase introduced and executed?*

Answer: ***The recovery phase was introduced and executed very well.***

2. *Was the re-energization process smooth and effective?*

Answer: **Yes.**

3. *How were communications handled, especially to vulnerable populations?*

Answer: ***Communications with vulnerable populations were handled very well.***

4. *Suggestions for improvement?*

Answer: **No.**

## Module 8: Debrief and Feedback Collection

1. *How would you describe the debrief session coordination?*

Answer: ***The debrief session recapped all the events covered during the Full-Scale exercise.***

2. *Were key takeaways and lessons learned adequately captured?*

Answer: **Yes.**

3. *Suggestions for improvement?*

Answer: **N/a.**

---

Working Group and Public Safety Partners/Critical Facilities Meeting

1. Update Contact Lists
2. BVES Portal and Critical Facilities Update
3. Annual Table-top and Full-scale Exercises

Wrap up Agenda – BVES Quarterly PSPS Working Group and Public Safety Partners/Critical Facilities Meeting

4. Update Contact Lists
5. BVES Portal and Critical Facilities Update
6. Annual Table-top and Full-scale Exercises
7. Wrap up



# BVES 2025 PSPS Workshops

Sean Matlock, Energy Resource Manager & Assistant Corporate Secretary

*Powering The Mountain Since 1929*



## BVES Service Area Overview

BVES 2025 PSPS Workshop



*Powering The Mountain Since 1929*

# Service Area Overview

**Location:** 32-sq. miles of rural and mountainous terrain at approximately 7,000 ft. in San Bernardino Mountains (80 miles East of Los Angeles).

- Entire Service Area is > 3,000 ft. elevation requiring more resilient construction standards.

**Key jurisdictions:** County of San Bernardino, City of Big Bear Lake, U.S. Forest Service, CALTRANS.

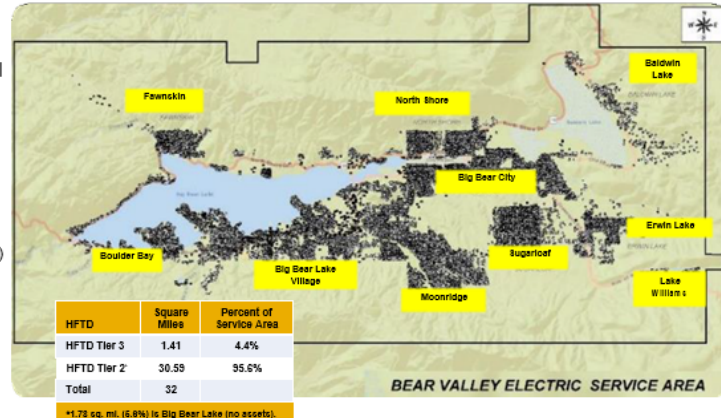
**Customer Meters:** 24,822 total [Residential: 23,331; Commercial: 1,491; CARE: 1,775; AFN: 716; MBL: 163].

## BVES's safety record:

- No ignitions in over 20 years.
- No BVES caused wildfires ever.

## Electrical System:

- Transmission – Does not own or operate circuits 66 kV or greater
- Sub-transmission (34.5 kV)
  - 9.8 circuit miles bare overhead
  - 19.1 circuit miles covered OH conductor (64.1%)
  - 0.9 circuit miles underground (UG) (3.0%)
- Distribution (4 kV)
  - 143.1 circuit miles bare OH conductor (60.8%)
  - 38.9 circuit miles covered OH conductor (16.6%)
  - 53.2 circuit miles UG (22.6%)
- Substations: 13
- Supply Lines: 39 MW total
- Bear Valley Power Plant: 8.4 MW
- Service Area Renewable Generation: 6.16 MW
- Load is winter & evening peaking
  - Historical peak: 46 MW (2021)
  - Load delivered: 138,272 MWh (2023)
  - 41.3% qualified to Renewable Portfolio Standards

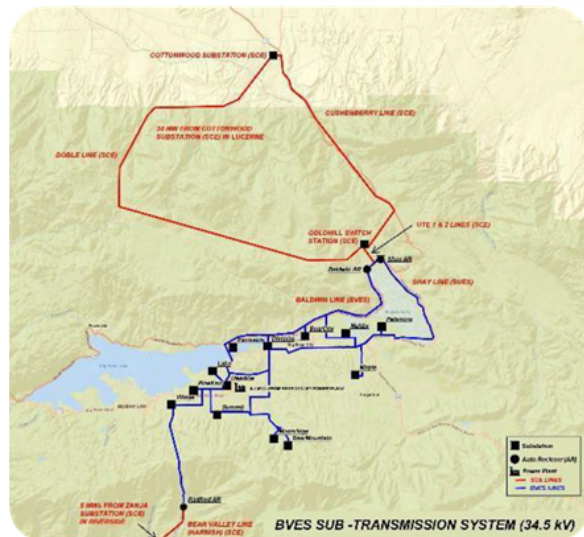


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Slide 3

# Power Supplies

- Electric power is provided to the BVES service area via Southern California Edison (SCE) owned and operated lines that come up the mountain and supplied at 34.5 kV.
  - Transmission and Access fee to SCE.
- BVES system is located entirely within the balancing area under the control of the California Independent System Operator (CAISO).
- Bear Valley Power Plant (8.4 MW) available for peak hours and emergencies.
- BVES in the planning and development phase to construct:
  - Solar Energy Generating Facility:** 5 MW AC Bi-Facial single axis tracker system.
  - Battery Energy Storage System (BESS):** 5 MW | 20 MWh Lithium Ion Phosphate (LFP).



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Slide 4

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PSPS Events

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Filed Post Event Reports

## Lessons Learned Socialized Insights



### Improved grid hardening:

- Utilities are replacing bare power lines with covered conductor and undergrounding power lines in high-risk areas.
- This helps reduce the risk of equipment failures that could spark wildfires during extreme weather.



### Enhanced weather monitoring and forecasting:

- Utilities are using advanced weather stations, fire modelling, and collaboration with research labs to better predict and respond to severe fire weather conditions.
- This allows them to make more targeted and informed PSPS decisions. AI is becoming increasingly important in the prediction.



### Increased customer support:

- Utilities are providing more resources to help customers prepare for and cope with PSPS events, such as portable battery programs, generator rebates, and community resource centers.
- This helps mitigate the impacts on customers and increase overall satisfaction post event.



### Improved communication and coordination:

- Utilities are enhancing their notification systems and collaborating more closely with local agencies, tribes, and critical customers to ensure timely and effective communication before, during, and after PSPS events.



# Planning and Preparation

## BVES Goals and Improvements

### PSPS Risk Reduction

- Continue to reduce risk of PSPS activations wherever possible
- If subject to a PSPS event, minimize the scope, scale, and duration of impact on affected customers and communities
- Segmentation of lines – already established
- Messaging to incorporate individual planning and preparation
- Inventory Community Resource Center equipment and material

### Community Awareness & Outreach

- Leveraging traditional and digital channels for coordination and operational schema
- Focus outreach to individuals within the AFN population (no DACs identified)
- Enhancing self-identification process
- PSPS surveys indicate positive feedback for awareness updates
- Review of California utility PSPS events for applied lessons learned

### BVES and Public Safety Partner Training

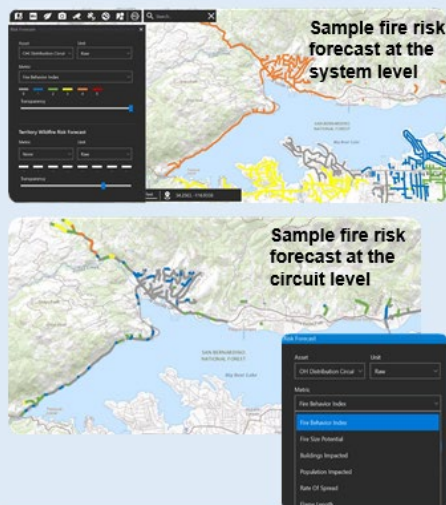
- Enhancements for training PSPS response teams
- Elevated exercise complexity with interactive elements to simulate real-world scenarios
- Role-specific training and action cards for individual practice and training
- Backup training to bolster operational readiness and response capability

### Improvements to Plans

- Updates to:
  - key stakeholder [contact](#) information
  - critical facility/infrastructure list and points of contact
  - Telecommunications Companies points of contact
  - PSPS procedures with new forecasting methodology
- AFN self-identification and reach out process and overlap with Medical Baseline (MBL) customers
- Updated Situation Manual for routine PSPS exercise practices and review

# Forecasting

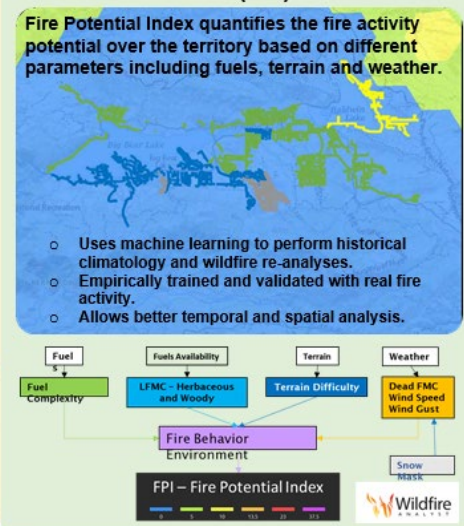
## Wildfire Analyst Enterprise (WFA-E)



## BVES Weather Stations



## Fire Potential Index (FPI)

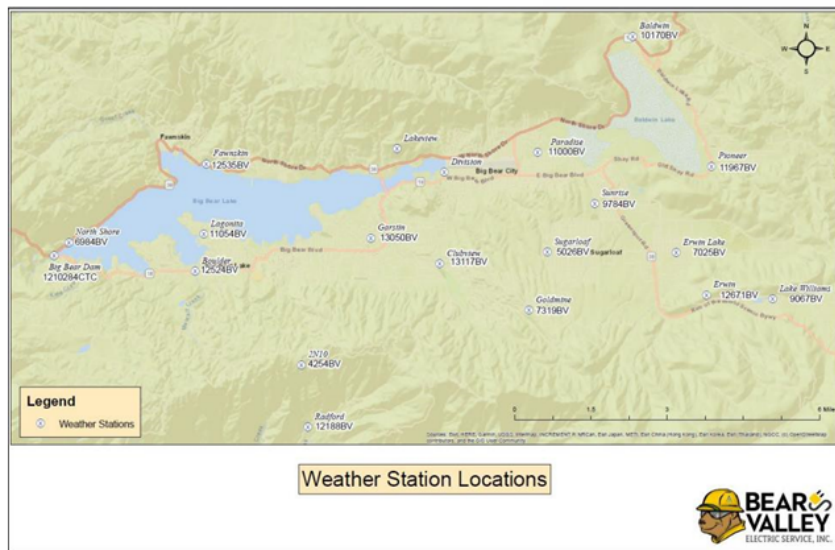




Name	Year	Location
Big Bear Dam	2020	Big Bear Dam
North Shore	2019	North Shore Drive
Fawnskin	2020	Fawnskin Village
Division	2020	Division Substation
Paradise	2019	Paradise Valley
Baldwin	2020	Baldwin Lake Area
Pioneer	2019	Pioneer Town
Erwin Lake	2019	Erwin Lake
Erwin	2019	Erwin Valley
Lake Williams	2019	Lake Williams
Sunrise	2019	Sunrise Road
Sugarloaf	2020	Sugarloaf Mountain Area
Clubview	2019	Clubview Drive
Goldmine	2019	Goldmine Road
Garstin	2019	Garstin Drive
Boulder	2019	Boulder Bay Area
Lagunita	2019	Lagunita Lodge
2N10	2021	Forest Route 2N10
Radford	2020	Radford Camp Road
Lake View	2021	Lake View Point



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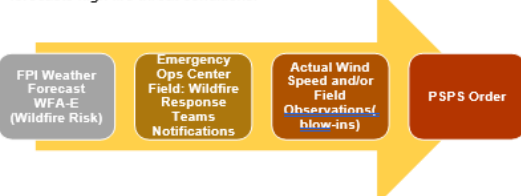
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# PSPS De-energization Decision Making



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"Extreme fire weather conditions" are deemed to be forecasted or exist when the FPI is High, Very High, or Extreme, high winds (45 mph or greater) are forecasted or measured, and the BVES meteorologist forecasts high fire threat conditions.



In determining whether to invoke PSPS, BVES staff considers factors driving "extreme fire weather" and dangerous threat conditions including, but not limited to, the following:

- Design, strength, and other characteristics of distribution overhead facilities
- Vegetation density
- FPI
- High winds
- Humidity
- National Weather Service advisories
- Local weather forecasts and advisories
- BVES meteorologist's forecast
- Observed conditions in the field
- Information from BVES-installed weather stations
- Real-time information from trained personnel positioned in high-risk areas
- Input from state and local authorities and Emergency Management Personnel
- Fire threat to electric infrastructure
- Public Safety Risk

**Operational actions, PSPS preparatory actions, and PSPS activation** are dependent on FPI value and actual field conditions.

FPI Category	Very Low and Low	Moderate	High	Very High Estimate	FPI Category	Very Low and Low	Moderate	High	Very High Estimate
Auto-Electrons and Protective Switches with Reducing Capability	Automatic	Manual	Manual (Non-Automatic)	Manual (Non-Automatic)	Review customer notification procedures.	No	Yes	Yes	Yes
Power Watchdog	Automatic	Automatic	Manual (Non-Automatic)	Manual (Non-Automatic)	Activate SDC.	No	No	Yes	Yes
Designate which circuits are under (2)in Scope	No	No	Yes	Yes	Isolate Local Government, Agencies, Travel Responders, Critical Infrastructure, and Stakeholder notification in accordance with BVES FPI'S/Procedures.	No	No	Yes	Yes
Deploy Wildlife Risk Team(s) to circuits "in Scope"	No	No	Yes	Yes	Isolate customer notification in accordance with BVES FPI'S/Procedures.	No	No	Yes	Yes
Crews using any spark producing tools and equipment for circuits under consideration or in scope.	No	No	Yes	Yes	Prepare Bear Valley Power Plant for increased operations.	No	No	Yes	Yes
Crews vegetation management work for circuits under consideration or in scope.	No	No	Yes	Yes	Conduct switching operations to increase impact of potential FPI'S activity.	No	No	Yes	Yes
Crews "high risk" emergency line work for circuits under consideration or in scope.	No	No	Yes	Yes	Activate field responder, local government and agency, customer and community, and stakeholders FPI'S communications plan.	No	No	Yes	Yes
Forward to Field Operations updated list of critical baseline customers and impacts across and functional needs preparation.	No	Yes	Yes	Yes	Activate Community Resource Centers.	No	No	Yes	Yes
Review Local Government, Agencies, Travel Responders, Critical Infrastructure, and Stakeholder notification lists and procedures.	No	Yes	Yes	Yes	Invoke Public Safety Power Shutoff.	No	No	Yes	Yes

FPI categories	FPI value	FPI percentile
Very Low	<5	<60
Low	5-30	60-80
Moderate	30-55	80-95
High	55-75	90-99
Very High	75-95	95-99
Extreme	>95	>99

PSPS de-energization of circuits is a measure of last resort invoked based on actual extreme fire threat conditions in the field.

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# Restoration

## Technology Utilization



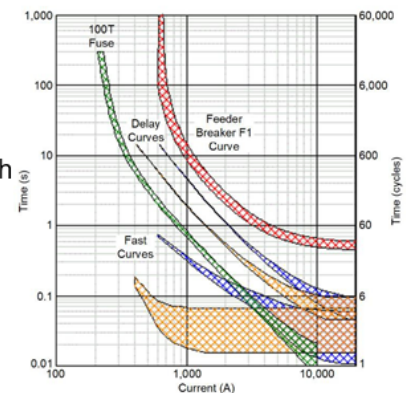
- Timing is already maximized through ability to survey the service area in under a few hours
- BVES simulated delays in restoration timelines in its full-scale PSPS exercise
  - Developing potential strategies to minimize the number of affected customers during extended restoration periods
- Grid hardening and enhanced operational procedures can optimize restoration processes and decrease downtime
  - E.g., Evacuation route hardening
    - Provides quicker access for down-hill support, fueling, materials share, and other dispatch mutual aid resources requiring adequate drive time and mountainous terrain access capabilities

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## EPSS/Fast Trip/ Fast Curve Settings

- BVES operates its protective devices on the fast curve trip settings (provided by manufacture) all the time.
  - BVES has operated in this mode since 1995.
  - Ensures reliability of the system due to protective coordination with SCE power supplies.
- BVES has discussed fast trip programs with other IOUs to better understand their approach on this issue.
- BVES has engaged an expert consultant firm to evaluate protective settings policy and provide recommendations to improve settings to reduce ignition probability.



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# Customer Support & Resources Overview



**Bear Valley**  
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## Customer Outreach

- Community workshops and informational sessions on PSPS preparedness
- Regular updates via multiple communication channels: mail, email, social media, website

## CRC Accessibility & Services

- Equipped with portable batteries, satellite phones, and charging stations
- BVES will also provide snacks, water, device charging, Wi-Fi, and assures the grounds have ADA accessible restrooms
- Limited transportation support with regional transit authority and community mutual aid and support

## MBL Program Support & AFN Customer Enrollment

- Targeted outreach and streamlined enrollment
- Enhanced staff training on AFN customer needs
- Collaboration with local agencies and local transit for transportation
- Partnership with healthcare providers for emergency planning

## CBO Coordination

- BVES has established working relationships with:
  - Chamber of Commerce
  - DOVES
  - Faith based organizations
  - Local radio and news channels
  - Lodging and transportation
  - BVES Community Resource Center



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## Questions

### CONTACT

Sean Matlock

Energy Resource Manager & Assistant Corporate Secretary

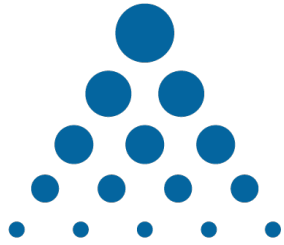
[Sean.Matlock@bvesinc.com](mailto:Sean.Matlock@bvesinc.com)

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Appendix K  
Access and Functional Needs Plan 2025



# Bear Valley Electric Service, Inc.

A Subsidiary of American States Water Company

**BEAR VALLEY ELECTRIC SERVICE, INC.'S  
PLAN TO SUPPORT POPULATIONS WITH ACCESS AND  
FUNCTIONAL NEEDS DURING PUBLIC SAFETY POWER  
SHUTOFFS IN 2025**

**JANUARY 31, 2025**

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### EXECUTIVE SUMMARY INTRODUCTION Subject Matter Experts (Engage the Whole Community)

Statewide AFN Collaborative Planning Team

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

### 1.1 Purpose/Background — WHY 1.2 Scope

Identify individuals with Access and Functional Needs (AFN) for  
Power Shutoff (PSPS) support

Public Safety

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List of Risks and Hazards — Potential Consequences

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1.3.3 Success Measures and Metrics

1.3.4 Capability Assessment -Statewide/Local Research and Surveys

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Training AFN

Liaison

Customer Care

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AFN Outreach Tribal

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#### 2.2.1 PSPS Communications

PSPS Notifications

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After Action Reviews and Reports

Lessons Learned and Feedback Customer Surveys

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### **3.1 Customer Privacy**

## **4. AUTHORITIES AND REFERENCES**

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



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## EXECUTIVE SUMMARY

In preparation for the submission of *Bear Valley Electric Service, Inc.'s (BVES) Plan to Support Populations with Access and Functional Needs during Public Safety Power Shutoffs in 2025* (referenced as “the Plan” herein), BVES has participated in the Access and Functional Needs (AFN) Collaborative Planning team, AFN Core Planning Team and provided executive representation on the Statewide Joint IOU AFN Advisory Council. To support individuals with AFN during potential PSPS events, BVES has additionally participated in the creation of an annual support plan with assistance from regional and statewide AFN stakeholders. Continuing into 2025, that plan will leverage the Federal Emergency Management Administration’s (FEMA) Comprehensive Preparedness Guide six-step Process. To measure progress on the implementation of that plan, BVES will continue to provide quarterly updates to the California Public Utilities Commission (CPUC).

The main risk identified through collaboration with AFN stakeholders that this plan is intended to mitigate is “Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to an unexpected PSPS or are unprepared for a PSPS.” BVES followed the same outline as identified with the statewide AFN Collaborative Planning Team to address “Who,” “What,” and “How” to support individuals with AFN and mitigate risks associated with PSPS events.

## WHY

As climate conditions change, the threat of wildfires in California continues to grow. One critical tool used to prevent wildfires is the use of PSPS, in which an investor-owned utility (IOU) may temporarily shut off power to a neighborhood during dangerous weather conditions to prevent the electric system from becoming a source of ignition. These safety shutoffs are a measure of last resort for keeping customers and communities safe. A PSPS event, although necessary, disrupts the everyday lives of impacted individuals, including those with AFN and/or those who may be electricity dependent, which will be discussed further in this Plan. The purpose of this Plan is to mitigate the impact of PSPS on individuals with AFN.

## WHO

The IOUs have made progress in identifying individuals with AFN across their respective service areas, collectively identifying approximately 4 million people across the state through defining, mapping, enabling, and promoting self-identification. In order to support and target individuals that are electricity dependent, the Joint IOU Statewide AFN Advisory Council and AFN Core Planning Team developed a definition of Electricity Dependent Individuals that this Plan seeks to support. That definition remains unchanged from 2022.

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

- Medical and Non-Medical
- Behavioral, Mental and Emotional Health
- Mobility and Movement

- 
- Communication

The IOUs understand that there is more work to be done and will continue these efforts to identify additional individuals with AFN in 2025.

## **WHAT & HOW**

Working alongside the AFN Collaborative Council and AFN Core Planning Team, the IOUs have worked to identify the goals, objectives, and potential opportunities for enhancements in 2025, outlined in this Plan.

The IOUs' overarching goal is to mitigate the impacts of PSPS events on individuals with AFN through improved customer outreach, education, assistance programs and services.

## **INTRODUCTION**

As climate conditions change, our region is facing drier and hotter weather conditions making wildfires a year-round threat. The IOUs continually monitor weather and other climate conditions to detect fire conditions. When wildfire risk conditions present a safety threat to the safety of our customers and communities, electric utilities may call for a PSPS as a measure of last resort. Public Safety Power Shutoff (PSPS) de-energization activations disrupt the everyday lives of all individuals impacted. This 2025 Plan focuses primarily on individuals and communities with Access and Functional Needs, as they may be disproportionately impacted by PSPS activations. The plan was developed incorporating elements from the AFN Core Planning Team comprised of leaders in the AFN community and the utilities.

Leveraging the FEMA Comprehensive Preparedness Guide six-step Process, BVES attended AFN Core Planning Team meetings and observed the execution of a "whole community approach" to develop an overarching Joint IOU Statewide template to meet the diverse needs of the individuals with AFN. BVES utilized this template to develop an AFN plan for 2025, despite never implementing a PSPS ever before. BVES acknowledges the significant variance in available resources, system limitations and geographical differences that are evident when compared to larger IOUs throughout the state.

BVES will file their annual Plan with the CPUC by January 31<sup>st</sup> of each year regarding its planned efforts to address people/communities with AFN during PSPS events. Additionally, the IOUs will provide the CPUC with quarterly updates regarding the progress towards meeting the established plans and the impact of its efforts to address this population during PSPS.

### **Subject Matter Experts (Engage the Whole Community)**

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

*FEMA Step 1: Engaging the Whole Community in the Planning. Engaging in community- based planning, planning that is for the whole community and involves the whole community, is crucial to the success of any plan.*

On September 17, 2024, the IOUs introduced this effort at the broader Q3 Joint IOU Statewide AFN Advisory Council meeting, invited participation, and subsequently held a kick-off meeting with the Core Planning Team members on October 23, 2024. The 2025 AFN Core Planning Team is comprised of 8 organizations representing the diverse needs of the AFN community. The table below reflects the organizations involved in the development of the 2025 AFN Plan.

**Table 1 Engaging the Whole Community**

<b>AFN Collaborative Council (per the Phase 3 OIR PSPS Decision):</b>	California Foundation for Independent Living Centers (CFILC)
	California Health & Human Services (CHHS)
	California Office of Emergency Services (Cal OES)
	Disability Rights California (DRC)
	Disability Rights Education & Defense Fund (DREDF)
	State Council on Developmental Disabilities (SCDD)
	2-1-1 <sup>19</sup>
<b>AFN Core Planning Team</b>	Department of Developmental Services
	Disability Policy Consultant
	Inland Regional Center

Planning Group	Participants/Stakeholders
	Pacific Power
	Redwood Coast Regional Center
	San Diego Regional Center
	San Gabriel/ Pomona Regional Center
	Tri-Counties Regional Center
<b>Joint IOUs</b>	San Diego Gas & Electric (SDG&E)

<sup>19</sup> Although 211 was not required per the Phase 3 decision, they have been invited to join the AFN Collaborative Council

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	Southern California Edison (SCE)
	Pacific Gas & Electric (PG&E)

As a key component to engage the whole community in planning, BVES is also planning to solicit feedback from the Joint IOU Statewide AFN Advisory Council, their respective Regional PSPS

Working Groups, including those which are focused on the Small Municipal Jurisdictional Utilities (SMJUs) and other AFN experts. These groups serve as a sounding board and offer insights, feedback, and input on BVES's customer strategy, programs, and priorities. Regular meetings are scheduled to actively identify issues, opportunities, and challenges related to the IOUs ability to mitigate the impacts of wildfire safety strategies, namely PSPS, and other emergencies throughout California.

AFN Experts:

- Wildfire Community Advisory Meetings
- Big Bear Fire Safe Council
- Local Government
- Cal OES
- CBOs
- SMJU Collaboration

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

### 1.1 Purpose/Background

During extreme weather or wildfire conditions, electric utilities may proactively turn off power for public safety, as a measure of last resort. Public Safety Power Shutoffs (PSPS) disrupt the everyday lives of all impacted individuals.

The purpose of BVES's Plan to support populations with AFN during PSPS events is to mitigate the impacts of public safety power shutoff on access and functional needs individuals served by the utility through improved customer outreach, education, assistance programs and services.

BVES is focused on building foundational connections and expanding existing networks within the Big Bear community to continually improve awareness and support of AFN needs.

BVES continues to work to understand existing local resources and establish relationships required to support the AFN population throughout the service territory. In addition, BVES will continue coordinating with the Statewide Collaborative Planning Team to make informed improvements through observing practices from larger IOU and agency proven successes.

BVES continues to seek methods of improvement in data collection and analysis, while improving the existing limitations that exist within CIS, OMS and GIS systems. BVES continuously works to vigorously enhance and improve their CIS to record additional AFN categories of customers and is striving to

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consistently work on OMS integration and testing. In 2024, BVES successfully integrated AFN category tracking into its Customer Information System (CIS). This enhancement involved updating the online AFN application to allow for more accurate and efficient tracking of the various AFN categories. The system now enables BVES to categorize and manage AFN customer data more effectively. System improvements have been a significant area of focus. This effort will continue to be a main point of focus throughout 2025 and beyond.

## **1.2 Scope**

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

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

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

Recognizing this is a very broad audience, this plan focuses on minimizing the impact of a PSPS on electricity dependent individuals with AFN. To understand these impacts, the Joint IOU AFN Advisory Council developed a preliminary understanding of the term “electricity dependent.” This preliminary definition is intended to help inform new/enhancements to the programs and resources that are currently available.

The utilities are filing individual versions of their 2025 AFN plans to include territory-specific details for meeting the needs identified by the Core Planning Team. The comprehensive plans reflect the geographical differences as well as the diverse needs of the AFN community, while optimizing opportunities for consistency statewide.

## **1.3 Situation Overview**

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

FEMA Step 2: *Understand the Situation. Understanding the consequences of a potential incident require gathering information about the potential AFN of residents within the community.* “Understand the Situation,” continues with identifying risks and hazards. The assessment helps a planning team decide which hazards or threats merit special attention, what actions must be planned for, and the resources likely to be needed.

The Core Planning Team has identified the following key risks of PSPS: *“Individuals with AFN are unable to use power for devices/equipment for health, safety, and independence due to a PSPS.”*

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During the planning process, the AFN Core Planning Team emphasized that the needs of individuals with AFN extend well beyond medical devices alone and that the risks are as diverse as the population. The IOUs recognize the impacts of PSPS are dynamic and are committed to supporting customers before, during and after a PSPS event.

### **1.3.2 AFN Population - AFN Identification**

The IOUs have made progress in identifying the Electricity Dependent individuals with AFN through program enrollments and enabling self-identification. Each IOU identifies the following customers in their respective databases as AFN:

- Customers enrolled in the following programs: ○ California Alternate Rates for Energy (CARE)
  - Medical Baseline (MBL),<sup>20</sup> including Life-Support (Critical Care)
- Customers with disabilities
- Customers who receive their utility bill in an alternate format (e.g., Braille, large print)
- Customers who have identified their preferred language as a language other than English
- Customers who self-identify as an older adult (65+)
- Customers who self-certify or self-identify
- Customers who use durable medical equipment and/or assistive technology

BVES is a small electric utility in the Big Bear Lake recreational area of the San Bernardino Mountains located about 80 miles east of Los Angeles that provides electric distribution service to 23,294 residential customers in a resort community with a mix of approximately 40% fulltime and 60% part-time residents. Its service area also includes 1,472 commercial, industrial and public-authority customers, including two ski resorts and the local waste-water treatment facility.

BVES differs significantly from California's largest electric investor-owned utilities, Pacific Gas

& Electric Company, Southern California Edison Company, and San Diego Gas & Electric Company (collectively, the "Large IOUs"). BVES has a substantially smaller customer base over which to spread fixed costs of service, has a mountainous and remote service territory subject to greater seasonal climate fluctuations, and faces greater resource limitations in comparison to the Large IOUs. The Commission has historically recognized these distinctions between BVES and the Large IOUs. BVES continues work on system modifications to CIS and OMS to allow the recording of AFN customer categories and data beyond medical baseline customers. As of December 31, 2024, the CIS system

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<sup>20</sup> Identification efforts also include "persons reliant on electricity to maintain necessary life functions including for durable medical equipment as assistive technology". See D. 21-06-034, Appendix A at A8-A9.

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identifies 155 Medical Base Line (MBL) customers marked as AFN customers. BVES's total AFN customer count is currently 727.

BVES is continuously working to evaluate and seeks to implement system enhancements, modifications and manual work around on the CIS, OMS, and GIS systems. Data tracking continues to be reviewed for areas of improvement to allow BVES more visibility into the AFN customer population. In 2022, BVES explored options to establish the ability to track AFN categories of customers beyond MBL in the CIS, including the following categorical identifiers:

AFN customers enrolled in low-income programs, AFN customers with a physical, intellectual or developmental disability, AFN customers with a chronic condition or injury, AFN customers identified with limited English proficiency, AFN customers in households with older adults / children, AFN homeless / transportation disadvantaged customers, and an additional AFN category for customers who wish to self-identify but may not necessarily fit into the aforementioned categories. In 2024 BVES implemented AFN category tracking into the CIS.

As a part of BVES' recent and ongoing system improvements, the capability to map AFN customers beyond MBL is anticipated to be integrated into the OMS in the near future and further refined throughout 2025.

- List of Risks and Hazards - Potential Consequences

BVES understands the risk analysis completed by the AFN Core Planning Team and has found it helpful in understanding the variety of diverse risks that exist for AFN populations.

- Customer Research and Surveys

In 2023, BVES partnered with MDC Research to execute two waves of surveys to measure the public's awareness of messaging related to wildfire preparedness and safety. Customers were surveyed at random, targeted for either phone or web administration. Surveys were available to customers in English and Spanish.

The first wave of surveys conducted between June 2024 resulted in completion of 261 surveys, including 12 from critical customers. The second wave of surveys conducted in December 2024 resulted in completion of 399 survey responses, including 16 from critical customers.

Notable customer survey findings include:

- 76% of customers surveyed are considered AFN
- Awareness of available resources:
  - Customers are most likely aware of electrical and wildfire safety information, LIHEAP, and California Alternate Rates for Energy.
  - 32-37% of customers have not investigated any of the available resources, consistent across June and December 2024.
- AFN Self-Identification Awareness:
  - 6-7% of AFN customers have heard of AFN Self-Identification, showing limited awareness.

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- Awareness of AFN Self-Identification among all customers is only 8%, and only 6% of AFN customers are aware.
    - 20% of those aware of the resource have used it, with satisfaction among most users.
  - Medical Needs and PSPS Notices:
    - 24-30% of customers who rely on electricity for medical needs are aware of additional notices from BVES related to PSPS (Public Safety Power Shutoff).
  - Language Preferences:
    - 97-99% of respondents indicate that receiving communications in a language other than English would not be helpful.
  - Communication and Outreach Recommendations:
    - Continue leveraging email, direct mail, bill inserts, BVES website, and local/regional TV news to educate consumers about PSPS, especially during late spring/early summer when fire season preparation is top of mind.
    - Consider partnerships with local business organizations to extend community outreach and reach tourists.
  - Actionable Recommendations:
    - Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices.
    - Educate customers about the benefits of self-reporting their AFN status and the available resources.

In addition to customer surveys, MDC Research conducted Community Based Organization interviews to request feedback and gather suggestions on the most effective approaches to PSPS communication within the community. The first wave of interviews resulted in four completed CBO interviews, whereas the second wave resulted in four completed four CBO interviews.

Notable CBO interview findings include:

- Community Based Organizations interviewed expressed a willingness and ability to share BVES PSPS preparedness information to the community during typical interactions, through social media and by handing out printed materials provided by BVES
- English and Spanish are the primary languages required for effective communication in the communities to which BVES provides service
- Simplified, easy-to-understand written communications are of importance to reach individuals with all levels of reading comprehension
- Education, resources and advanced notifications are essential for these groups

Additional survey information used to inform BVES' approach in effectively reaching customers include findings that BVES remains the primary source for wildfire preparedness information, and Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness are the most common messages recalled.

Email is the most cited channel for wildfire preparedness communication, up significantly from June 2024, followed closely by direct mail, bill inserts, and the BVES website. In 2025, BVES plans to seek out additional resources to collaborate with in executing surveys and research specific to AFN needs before, during and after PSPS events. BVES also plans to explore availability of existing resources and



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identification of gaps that may exist through further discussions and expansion of relationships with agencies, cities, counties and local organizations.

- Accessibility Webpage and Feedback

BVES plans to continue improvements in accessibility of their webpage. Improvements include the addition of 211 resource information on the web, as well as successful development of a self-identification tool for AFN customers in both Spanish and English languages.

### 1.3.3 Success Measures and Metrics

BVES intends to integrate key performance indicators (KPIs) to measure impacts of PSPS. These indicators include understanding the percentage of individuals with AFN who were aware of what support and resources were available to them during PSPS and the percentage of individuals with AFN who reported being satisfied with level of utility communication around PSPS preparedness and event updates. BVES plans to obtain this information by including these indicators in future AFN surveys. Additional methods to monitoring effectiveness in AFN support include monitoring web traffic and self-identification tool utilization rates, as well as tracking AFN attendance at CRC locations during PSPS events.

## Survey and Stakeholder Recommendations & Response

As part of our ongoing collaboration with stakeholders, we received the following recommendations related to AFN support during PSPS events. Below is a summary of each recommendation, BVES's response, and rationale.

**Table 2 Recommendation Status and Response**

Stakeholder Recommendation	Adoption Status	Rationale	Implementation Timeline
Continue leveraging email, direct mail, bill inserts, BVES website, and regional TV news for PSPS education	Adopted	BVES finds these are the most effective way to reach AFN populations through various means as echoed through feedback from customer surveys and CBOs	Ongoing; additional outreach efforts continuing in Q2 2025
Consider partnerships with local business organizations to extend community outreach and reach tourists	Under Evaluation	While BVES sees this value, the utility understands these partnerships will form over time through effective means within the Big Bear community	Revisit in Q4 2025
Evaluate the strategy for reaching individuals with medical conditions requiring electricity, as most are unaware of additional PSPS notices	Adopted	Surveys indicate that many electricity dependent customers are not fully aware of PSPS notifications. BVES is working on increasing Medical Baseline customer awareness	Initial improvements in Q3 2025, with ongoing tracking
Educate customers about the benefits of self-reporting their AFN status and available resources	Adopted	Self-identification remains low among AFN customers. BVES will incorporate more direct education on this through existing outreach channels	Expanded outreach in Q3 2025

<b>Ensure that CBOs receive AFNspecific PSPS preparedness information for wider distribution</b>	<b>Adopted</b>	CBOs have expressed willingness to help distribute information. BVES will formalize partnerships with key organizations	<b>Ongoing</b>
<b>Expand multilingual outreach beyond English and Spanish for AFN notifications and resources</b>	<b>Under Consistent Review</b>	Survey data indicates 97-99% of respondents find English and Spanish coverage sufficient within the territory; however, BVES will reassess if additional language needs arise	<b>Ongoing review</b>
<b>Improve accessibility of written communications to accommodate individuals with different literacy levels</b>	<b>Under Evaluation</b>	CBO feedback highlights the need for simpler materials for community distribution and BVES is reviewing options for concise and accessible language	<b>Assessment in Q3 2025</b>

### 1.3.4 Capability Assessment - Statewide/Local Research

*FEMA Step 3: Operational priorities – specifying what the responding organizations are to accomplish to achieve a desired end-state for the operation.*

The goal of the AFN Plan is to mitigate the impacts of PSPS on individuals with AFN served by the IOUs through improved customer outreach, education, assistance programs and services.

Progress will be reported out within BVES’s Quarterly updates. 2025 Key Objectives:

- Increase awareness of IOU programs and services available before, during and after a PSPS
- Continue to identify individuals who are Electricity Dependent.
- Identify new enhancements to programs and resources needed to mitigate the impacts of PSPS
- Coordinate and integrate resources with state, community, utility to minimize duplication

*FEMA: Step 4: Plan Development - Develop and Analyze Courses of Action – This step is a process of generating, comparing, and selecting possible solutions for achieving the goals and objectives identified in Step 3. Planners consider the requirements, goals, and objectives to develop several response alternatives. The art and science of planning helps determine how many solutions or alternatives to consider; what works in one territory might not be available and/or relevant in another territory. While there is a desire to have a consistent response across all the IOUs, it is not entirely possible.*

**Community Resource Centers:** BVES continues to work to establish agreements with community partners and facilities throughout the service territory in preparation for PSPS events. More information on CRCs can be found in section 2.1.2.

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**Power Resiliency:** Section 2.1.5 provides detail on BVES's current state

**Food Replacement:** BVES is exploring options to fulfill this

**Transportation:** BVES does not currently partner with transportation / paratransit services and plans to seek out existing transportation / paratransit services. BVES has reached out to the local public transportation service (MARTA) and was informed that they may be able to assist with non-medical transportation on an as available basis

**Lodging:** BVES has contracted lodging services for customers during significant outage events on an as needed basis and looks to continue partnership with local organizations to remain aware of community needs

**IOU Customer Communications:** BVES conducts annual preparedness outreach and has an established communications plan for PSPS preparedness communication

**In Language / Accessible Materials:** BVES provides all PSPS toolkit information in

English and Spanish. BVES looks to continually improve accessibility of materials throughout 2025

**CBO Partners:** BVES communicates with Community Based Organizations throughout the service territory and is currently focused on expanding CBO networks throughout 2025

**Training:** BVES regularly conducts training, tabletop, full-scale and PSPS exercises for all BVES employees to prepare for potential PSPS events

**Community Engagement:** BVES hosts community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups. BVES also discusses PSPS preparation with CBOs during physical and/or virtual meetings throughout the year.

BVES provides PSPS materials to CBOs, city, county and school contacts proactively.

## **PSPS Notifications**

- **Account holders:** BVES provides PSPS notification to account holders. See section 2.2 for more information.
- **Non-account holders:** BVES plans to provide PSPS notification to non-account holders, such as Public Safety Partners, Critical Infrastructure contacts and CBOs. See section 2.2 for more information.
- **Community Based Organizations:** BVES provides PSPS notification through a variety of communication channels. See section 2.2 for more information.

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- **Notification Confirmation:** BVES confirms PSPS notification receipt of all potentially impacted MBL customers. BVES treats all MBL customers as critical customers. See section 2.2 for more information.

## 1.4 Planning Assumptions

- For most PSPS events, there is likely to be advanced notice
- The scope of PSPS events can expand or contract rapidly in a short period
- Effective support of individuals with AFN requires a whole community (i.e., utilities, CBOs, non-profits organizations, government agencies) approach
- PSPS events may occur concurrent with unrelated emergencies

## 1.5 Plan Preparation and Review

*According to FEMA Step 5, Plan Preparation, Review, and Approval – This step is a process of preparing the document and getting it ready for implementation.*

Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS.

- 1.6 Prior to finalizing the 2025 AFN Plans, the Joint IOUs provided members of the AFN Collaborative Council and AFN Core Planning Team a draft plan for their review. As a result, each of the IOUs will file their respective 2025 AFN Plans with the CPUC by January 31, detailing its programs to support individuals and communities with AFN before, during, and after PSPS. Plan Implementation**

*According to FEMA Step 6 Implement and Maintain the Plan – This step is the final step which is an ongoing process of training personnel to perform tasks identified in the plan, exercising, and evaluating plan effectiveness, and revising and maintaining the plan.*

Upon filing the AFN plan, the IOUs will implement new goals and objectives while maintaining existing ones as specified in the Plan. Additionally, the IOUs will provide quarterly updates on progress made and report on performance through identified success measures and metrics.

## 1.7 Research and Surveys

In 2025, the IOUs will continue to collaborate and share best practices as they solicit feedback about PSPS resources offered to individuals with AFN through a variety of channels, including consultation with various advisory councils.

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The IOUs will continue to conduct listening sessions and working groups with local governments, tribes, and critical facilities; webinars for customers and communities; wildfire and PSPS awareness studies; feedback via digital channels; PSPS Tabletop Exercises; and notification message testing.

As a result of feedback and research from CBOs, local governments, and tribes who support AFN populations, the IOUs are committed to continuously reviewing the needs of individuals with AFN before, during, and after PSPS. This thorough review allows the IOUs to enhance support for individuals who rely on electricity to maintain necessary life functions, including those who utilize durable medical equipment and assistive technology.

## **2. CONCEPT OF OPERATIONS**

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

#### **2.1.1 AFN Identification Outreach**

BVES plans to execute AFN identification outreach through a variety of channels. Additional methods of AFN identification include CBO and community outreach targeted efforts to encourage AFN self-identification and increase awareness of resource availability.

#### **2.1.2 AFN Support Resources**

- 211 Care Coordination & Referral Service

BVES plans to continue to engage contacts throughout the State of California to increase collaboration. 2-1-1 offers support to residents of San Bernardino County.

BVES successfully implemented a webpage dedicated to 211 customer resource information during 2022. BVES does not currently participate in 211 Care Coordination contracts, however, 211 partnership is an area of focus and further exploration.

- Resource Planning and Partnerships

BVES anticipates further exploration of CBO and agency partnerships on an ongoing basis in terms of AFN specific support and resource planning.

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

BVES has program material from SCE's Critical Care Back up battery (CCBB) program and is in the process of incorporating this information into our operating practices. We have staff available to deploy batteries on a small scale and educate each customer on the basic functionality of each battery unit. BVES also has an 8.4MW natural gas generation station in its service territory, available to produce energy during emergency events.

#### **2.1.4 Customer Assistance Programs**

- Medical Baseline Allowance Program (MBL)
- Energy Saving Assistance (ESA) Program
- California Alternate Rates for Energy (CARE)

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### **2.1.5 Emergency Operations Centers**

BVES will activate their Emergency Operations Center (EOC) if forecasted sustained wind or 3-second wind gusts expected to exceed 55 mph or actual sustained wind or 3-second wind gusts exceed 45 mph and expected to increase. Under normal conditions the Field Operations

Supervisor controls the system line-up and during EOC activation the system line-up is controlled by the Storm Operations Supervisor (SOS).

### **2.1.6 PSPS Preparedness Outreach and Community Engagement**

- Advisory Councils
- CBO Outreach

BVES seeks out opportunities to provide PSPS preparedness information through established Community Based Organizations regularly throughout the year. BVES leadership has fostered a working relationship with the City of Big Bear Lake, where the city manager has a direct line of communication with the President of BVES.

BVES executes customer outreach to share information about customer programs (CARE, ESA, MBL) and PSPS awareness through a variety of methods including community events, website resources, social media, bill inserts, targeted outreach to multi-family dwellings and mobile home parks, radio ads (multicultural media), digital ads, print ads and through call center staff. AFN identification and available resource communication will be a focus.

As a result of recent MDC Research customer and CBO survey results, areas of focus include increased messaging around preparation of emergency kits and readiness. Suggestions provided by customer and CBO feedback highlight the effectiveness of increased use of email, local media and driving website traffic to existing PSPS information.

Development of additional materials related to AFN self-identification and available resources is an area of focus.

Customer recall increased significantly between the recent two waves of MDC surveys in terms of emergency services communications. BVES plans to consider ways to further partner with local organizations and emergency services to more effectively reach customers.

Utilizing CBO networks and targeted customer program outreach including multi-family housing, community events and direct mailings are an identified area of opportunity to expand customer communications in terms of AFN identification and increase customer awareness of available resources.

- *Tribal Engagement:* BVES does not have a tribal community in its service territory
- Marketing and Communications

BVES has developed the following communications outreach plan to notify AFN customers of pertinent PSPS status updates, including ongoing proactive education.

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BVES will continue to engage AFN customers throughout the year, and especially during wildfire season, to educate on the PSPS determination and notification process and how customers can prepare for prolonged de-energization through the following channels:

- **Community Meetings:** BVES will host community meetings throughout the service territory to educate on the PSPS determination and notification process and detailing ways for customers to prepare. When applicable, BVES will co-host meetings with Public Safety Partners and AFN advocacy groups.
- **Website:** BVES will publish and maintain PSPS web copy outlining BVE's determination and notification process and detailing ways for customers to prepare, including information specific to AFN populations.
- **Social Media:** BVES will post content to Facebook notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Customer Email:** BVES will distribute an email notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.
- **Bill Insert/Mail:** BVES will distribute a bill insert/mailed notifying customers of BVE's PSPS determination and notification process and outlining safety information specific to AFN populations.

BVES plans to assess and enhance communication accessibility. Notable areas of focus are additional Spanish language support and AFN available resource and self-identification information accessibility on BVES webpages.

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- Translations

BVES call centers provide customer access to bilingual (Spanish and English) Customer Service Representatives. Additional translations are considered for functional text (such as Braille) and more simplified approaches to issuing notifications and updates.

### **2.1.7 Community Resource Centers (CRCs)**

BVES has established an internal working group comprised of representatives from a variety of departments including Emergency Management and Wildfire Mitigation to focus on Community Resource Center planning. The group meets to develop plans, determine priorities, and execute required action for CRC preparedness. This internal group continues to develop a thorough approach to CRC execution and collaborates externally with community stakeholders.

BVES plans to provide snacks, water, device charging ability, Wi-Fi, ADA accessible restrooms, resource information, BVES Customer Service staff (including bilingual representation when possible), portable cell phone chargers, and blankets at CRC location. CRC location present a unique opportunity for program enrollment, PSPS preparedness information sharing and AFN identification, and BVES plans to provide information on CARE, ESA and MBL programs at its CRC. PSPS Toolkit information will be shared in English and Spanish at CRC location.

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

### **2.2.1 MBL Customer Communication**

To identify MBL customers for an event, BVES identifies MBL customers with accounts in the potentially impacted PPS zone. The MBL notification sequence is as follows:

1. OMS notification
2. Two-way Text Communication
3. If no positive contact, phone call to customer from customer service representative.
4. If no positive contact, physical site visit to the residence.
5. If no positive contact, door hanger notification left at the residence.

To contact MBL customers behind master metered accounts, BVES consults a list of master meter locations to determine if these meters are in the Public Safety Power Shut-off ("PSPS") deenergization zone. Each master meter has a database that provides behind-the-meter information. From this database, BVES can determine if there are MBL customers, who they are, and what units they occupy. The communication steps utilized for MBL customer contact also apply to master meter MBL customer contact.

- PSPS Notifications

BVES will notify AFN customers before, during and after a PSPS through the following channels with at least two different and preferred methods of notification (posted and updated as needed):



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*OMS Alerts:* BVES OMS system is alerted of an outage, identifies the outage area, identifies the customers affected, and will distribute an alert through the OMS system notifying customers of the status of the PSPS.

*Two-way Text Communications:* BVES has the capability of notifying customers who opted in for two-way text communications of an outage, the status of an outage, and restoration of an outage.

*CBO Engagement:* BVES will notify CBOs that serve AFN populations of the status of the PSPS and request that they distribute the alert to their contact list. CBOs may include:

- Unhoused shelters
- Food banks
- Special needs programs

*Critical Facilities & Infrastructure:* BVES will notify critical facilities and infrastructure of the status of the PSPS and request that they distribute the alert to their own contact lists. Critical facilities and infrastructure include:

- Police stations
- Fire stations
- Big Bear Community Hospital

*Website:* BVES will publish an alert to the website notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

*Social Media:* BVES will post content to Facebook notifying customers of the status of the PSPS and outlining safety information specific to AFN populations.

*Customer Email:* BVES will distribute an email to all customers affected by a PSPS, including those in the AFN community notifying them of the status of the PSPS and outlining safety information specific to their needs. An enhancement will include Spanish language messaging within PSPS customer emails.

*News Release:* BVES will distribute a news release to local media outlets alerting customers of the status of the PSPS and outlining safety information specific to AFN populations. In 2021, BVES added multicultural media outlets to lists of media contacts utilized for PSPS notification.

*Customer Service Representatives (CSR):* BVES will provide CSRs with information specific to safety guidelines and resources for AFN customers during a PSPS.

All content intended for customers will be translated and disseminated in English and Spanish, when possible. Please note, social media parameters may prohibit the sharing of information in multiple languages. All digital content intended for customers will additionally be compliant with ADA regulations.

## **BVES's Prioritization of AFN Customers in Power Restoration**

BVES prioritizes AFN customers during PSPS events and unplanned outages by leveraging medical baseline data, real-time outage management, and coordination with public safety partners. Using its Outage Management System (OMS) and updated Geographic Information System (GIS) mapping tools,

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BVES identifies AFN customers who rely on electricity for life-sustaining medical equipment and flags them for priority restoration efforts to ensure they are among the first to be restored when conditions allow.

BVES also coordinates with public safety agencies, emergency responders, CBOs, mutual aid partners, and the public to facilitate timely notification issuances. These efforts help communicate the process for sectionalizing circuits during a PSPS event and provide transparency on restoration timelines. Additionally, BVES ensures that AFN customers receive appropriate support, including power restoration timeline notices, access to CRC resources, medical assistance, and real-time updates. Following each event, post-outage assessments are conducted to refine prioritization strategies, incorporating feedback from AFN customers and key stakeholder organizations to further enhance BVES's approach to restoration, communication, and emergency preparedness.

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

### **2.3.1 AFN Customer Support**

- After Action Reviews and Reports
- BVES intends to continue partnerships with local organizations to remain aware of customer needs before, during and after PSPS events.
- Lessons Learned and Feedback
- Customer Surveys
- BVES has created a confidentiality agreement in order to share its AFN population with the City of Big Bear Lake and the Local Fire Department. This is ongoing.
- BVES continues to increase advertising regarding PSPS, AFN education. In the next quarter and / or subsequent quarter(s) within 2025, BVES will conduct a campaign to engage more vulnerable populations as it continues to refine its outreach, communication, and notification plans.
- During a PSPS event, BVES will effectively communicate with its customers and work with local government officials to minimize any impacts on its AFN population. No notable changes occurred during this reporting period.
- BVES will continue to establish partnerships with CBOs and continue to integrate these groups into PSPS operations. No changes occurred over this quarter to report.
- Has established a Public Safety Power Shutoff (PSPS) portal for its critical facilities to view BVES's AFN customer list. BVES ensures updates are routinely made and will provide information as outreach campaigns occur and annual reports are filed.
- BVES's AFN application will continue to be available on its website in both English and Spanish. No other third prevalent language is identified within BVES' territory.
- BVES AFN self-identification letter was mailed to BVES customers within the quarter to capture any new or changed statuses.

- 
- Purchase portable batteries in case of a PSPS event to assist Medical Baseline and AFN populations. Amenities at CRCs will be updated with these resources.

An area of opportunity for BVES is expansion of customer, CBO and public safety partner surveys before and after PSPS events.

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

#### **3.1 Customer Privacy SMJU**

BVES has entered into new confidentiality agreements with both the City of Big Bear Lake and the Big Bear Fire Department to begin the process of data sharing amongst agencies. BVES has also developed new contacts and working relationships with the local Red Cross representatives in its district, as well as other community organizations such as the Mountain Mutual Aid Association and Fire Safe Big Bear. Other efforts to contact visually and hearing- impaired citizens is underway by reaching out to the California Council of the Blind, the Center for Access

Technology, Disability Disaster Access Program & Resources, and NorCal Services for the Deaf and Hard of Hearing to better identify customers of need.

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

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

The Emergency Response Plan (ERP) is provided to all “BVES employees to ensure an efficient, effective and uniform response during an emergency situation. BVES recognizes the importance of an integrated ERP to safely provide for the energy needs of our customers and the requirements of our stakeholders in the event of an emergency.

The ERP further establishes the structure, processes and protocols for the Company’s emergency response and identifies departments and individuals that are directly responsible for that response and critical support services. In addition, it provides a management structure for coordination and deployment of the essential resources necessary for the response.



# Wildfire Messaging Awareness

Prepared by

MDC Research

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# Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:


- Measure awareness of Bear Valley Electric Service (BVES) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of BVES's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception


## Target Audience

- BVES residential and business customers in California
- BVES critical customers

## Methodology

- Customers were surveyed at random from BVES customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 261 surveys, including 12 from critical customers, were completed between June 11, 2024 and June 30, 2024

 Phone: 80 completed surveys from 10,263 records

 Web: 181 completed surveys from 14,459 records



# Key Findings

## Communications

- **74% are aware of wildfire safety communications**, significantly higher than November 2023 results.
- **BVES** remains the primary source for wildfire preparedness information, and **vegetation management, BVES Wildfire Mitigation Plan, personal preparedness, and Public Safety Power Shutoff** are the most common messages recalled.
- **Direct mail** is the most cited channel for wildfire preparedness communication, followed closely by email, bill inserts, and the BVES website.
- **48%** recall seeing, hearing or reading the phrase **“Public Safety Power Shutoff or PSPS,”** in line with November 2023 (44%).
  - **Email (33%)** is the most common source of PSPS communication, followed by **direct mail** and **bill inserts**.
  - **PSPS recall is significantly higher among Recallers** (54% vs 33%).
- **49%** say they would first turn to the **BVES website** for information about a PSPS event; **75%** understand the following statement about PSPS: **“for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.”**
- Notifications via text and email are considered most effective forms of communication from BVES. Larger font remains the most helpful element of communication that could be incorporated.

## Actions Taken

- **89% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, remaining in line with November 2023 (85%). **Trimming vegetation around properties** remains the most common action taken (90%).
- **51% are aware of BVES's efforts to prune vegetation** around power lines in higher-risk areas. **Non-Recallers** are significantly more likely than Recallers to indicate that they are not aware of any efforts (38% vs 19%).
- **47%** are aware they can **update their contact information with BVES**, and 61% of those have done so, in line with November 2023 findings.
- Consistent with November 2023 findings, 23% say they know **whether their address is in a PSPS area**, and **15% are aware of a PSPS map on BVES's website**.

## AFN and Critical Customers

- **76% of customers are be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **electrical and wildfire safety information, LIHEAP, and California Alternate Rates for Energy**; 32% have not investigated any of the resources, remaining in line with November 2023.
- Only 6% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 24% are aware of additional notices from BVES.
- 99% of respondents indicated it would not be helpful to receive communications in a language other than English.



# Recommendations

- Continue efforts to promote wildfire safety and PSPS. Awareness of safety communications has increased notably compared to November 2023 and is higher than it has been over the past few years. However, PSPS awareness has remained relatively consistent over time, with 48% aware.
- Continue utilizing direct mail, email, bill inserts, the BVES website, social media, and radio as the channels for communications. These direct messages from BVES (including social media) can be used to refer customers to more comprehensive information on the BVES website. Text messages are considered most effective by customers, but using SMS general communications may erode the perceived urgency of emergency messages.
- In addition to BVES's efforts and property preparedness, focus messaging on personal preparedness. While nearly nine in ten took action to prepare for wildfire season, and most report either trimming vegetation or creating defensible space, very few report preparing an emergency kit or emergency readiness plan. To increase year-round relevance, messages may be framed in terms of preparing for emergencies and outages, which could include wildfires, PSPS, winter storms, or earthquakes.
- Continue efforts to promote BVES's efforts to reduce the risk of wildfire. Awareness of pruning vegetation remains strong, but awareness of other measures lags behind, and one quarter are not aware of any efforts. The visible nature of vegetation management appears to be driving awareness, potentially more than messaging.
- Continue leveraging email, direct mail, bill inserts, the BVES website, and TV local/regional news to educate consumers about PSPS, with strong campaigns around late spring/early summer when preparation for fire season is top of mind in the community. Consider partnerships with local business organizations as a resource for community outreach as well as a method to reach tourists.
  - Evaluate the strategy used to reach those with medical conditions requiring electricity, since most are not aware BVES provides additional notice prior to a PSPS event.
  - Educate customers about self-reporting their AFN status and any additional resources available to them.
- Customers prefer notification if there is any possibility of a PSPS event. Early communication followed by regular updates as conditions change is preferred, and this preference is echoed by CBOs and local agencies.

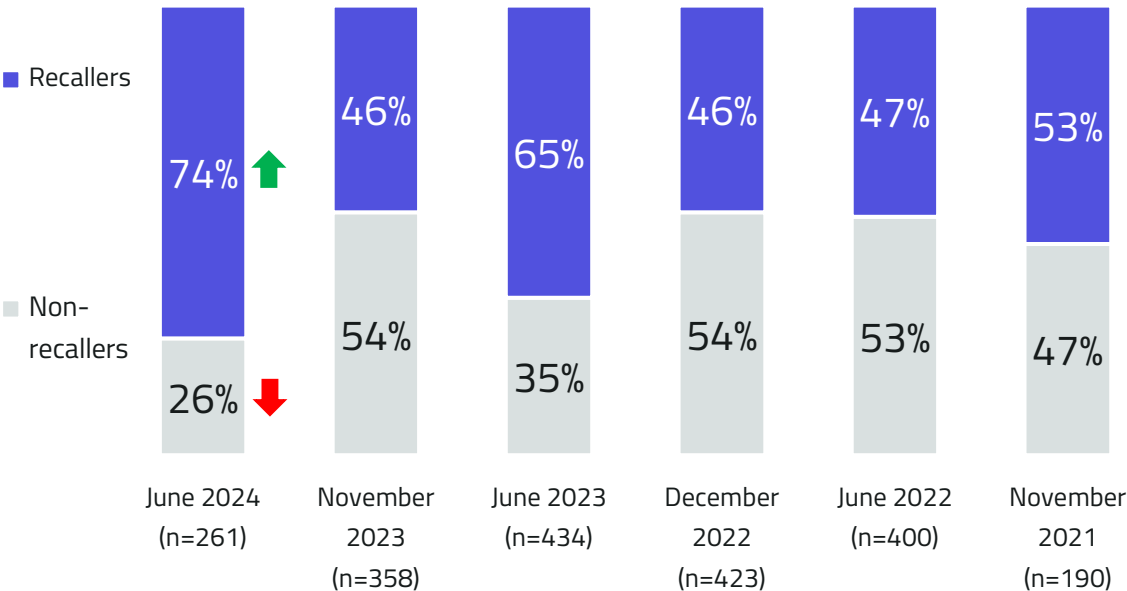




# Wildfire Safety Communications Awareness

- Just under three in four (74%) customers indicated they have seen or heard communications about wildfire safety in the past year, significantly higher than in November 2023
- Awareness in June has continued to rise since 2022, indicating that pre-season messaging has been effective in building up awareness of fire safety communications

## Communication Awareness



	Recallers (n=192)	Non-Recallers (n=69)
Gender	Male – 49% Female – 46%	Male – 39% Female – 57%
Age	18-54 – 20% 55-64 – 22% 65+ – 52%	18-54 – 23% 55-64 – 25% 65+ – 41%
Median Income	\$115K	\$188K
Home Ownership	Rent – 5% <b>Own – 90%</b>	Rent – 12% Own – 78%
Primary Language is not English	14%	<b>26%</b>
Responded they Rely on Electricity for Medical Needs	14%	23%

Q2 Have you seen or heard any information about wildfire safety in the past year? (n=261; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers





# Communication Recall

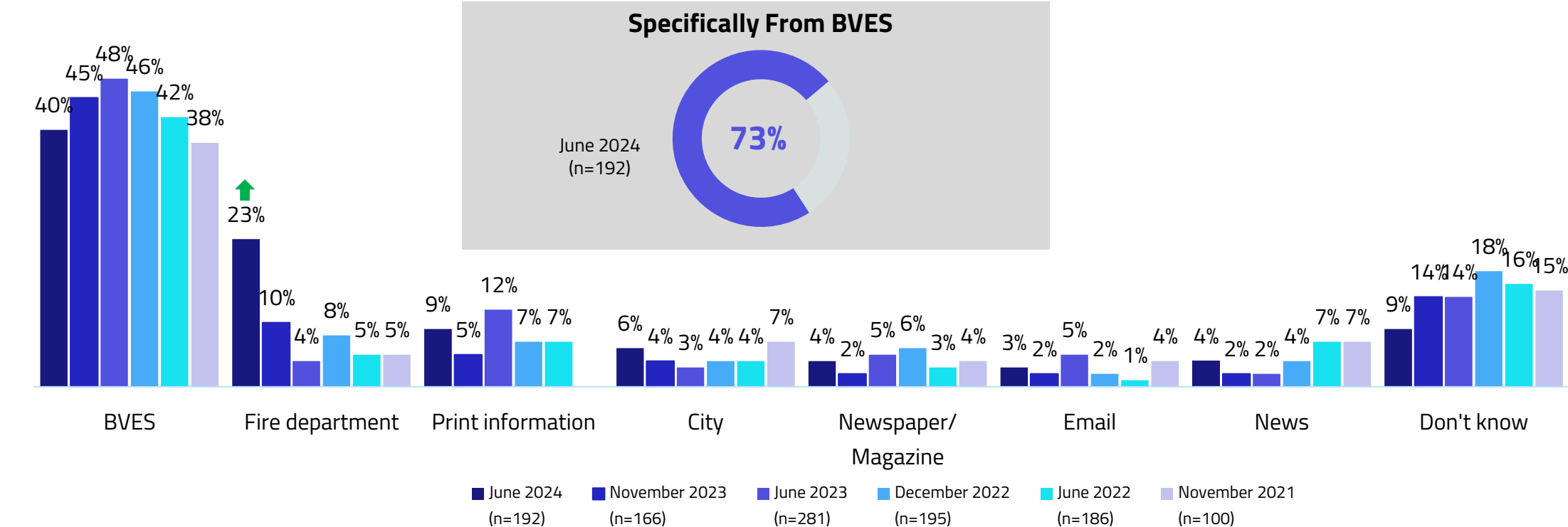
(among those aware of communications)



# Sources of Wildfire Preparedness Communications

- Of those aware, four in ten (40%) recalled BVES unaided as the source of wildfire preparedness information
- When asked specifically if they had heard any information from BVES, just under three in four (73%) said they had

**Wildfire Preparedness Communications Sources**  
*(among those who recall communication)*



Q5 Who was the information about wildfire preparedness from? (n=192; Aware of Information)  
QBV1 Have you seen or heard any information about wildfire safety specifically from Bear Valley Electric Service in the past year? (n=192; Aware of Information)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Wildfire Preparedness Communications Messages

- Of those who recall communications, six in ten recall messages about vegetation management (60%), followed by BVES' Wildfire Mitigation Plan (46%), and Personal Preparedness (40%)
- Mentions of efforts to enhance system reliability increased significantly since November 2023 (18% vs 10%)

**Communications Messages Recalled**  
*(among those who recall communication)*

		Nov 2023 (n=281)	June 2023 (n=281)	Dec 2022 (n=195)	June 2022 (n=186)	Nov 2021 (n=100)
Vegetation Management or clearing forest brush	<div></div> 60%	67%	58%	57%	53%	52%
BVES's Wildfire Mitigation Plan	<div></div> 46%	45%	48%	44%	42%	40%
Personal Preparedness	<div></div> 40%	42%	42%	47%	44%	42%
Public Safety Power Shutoff	<div></div> 36%	34%	44%	28%	30%	24%
California Public Utility Commission designation of high wildfire threat areas	<div></div> 23%	19%	20%	25%	22%	21%
Notifications & Updating Customer Information	<div></div> 22%	19%	22%	24%	19%	16%
Efforts to enhance system reliability	<div></div> 18% ↑	10%	8%	6%	3%	2%
Local Emergency Services – Resources	<div></div> 18%	19%	16%	23%	16%	5%
Local Emergency Services – Support Tools	<div></div> 15%	14%	13%	14%	9%	11%
Community Resource Centers available for information and support	<div></div> 13%	16%	12%	14%	8%	7%
Medical Needs	<div></div> 12%	17%	15%	17%	16%	20%
Grid and evacuation route hardening	<div></div> 10%	Added June 2024				

Q3 What were the messages of the information you saw or heard about wildfire preparedness from Bear Valley Electric Service? (n= 168; Aware of Information)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

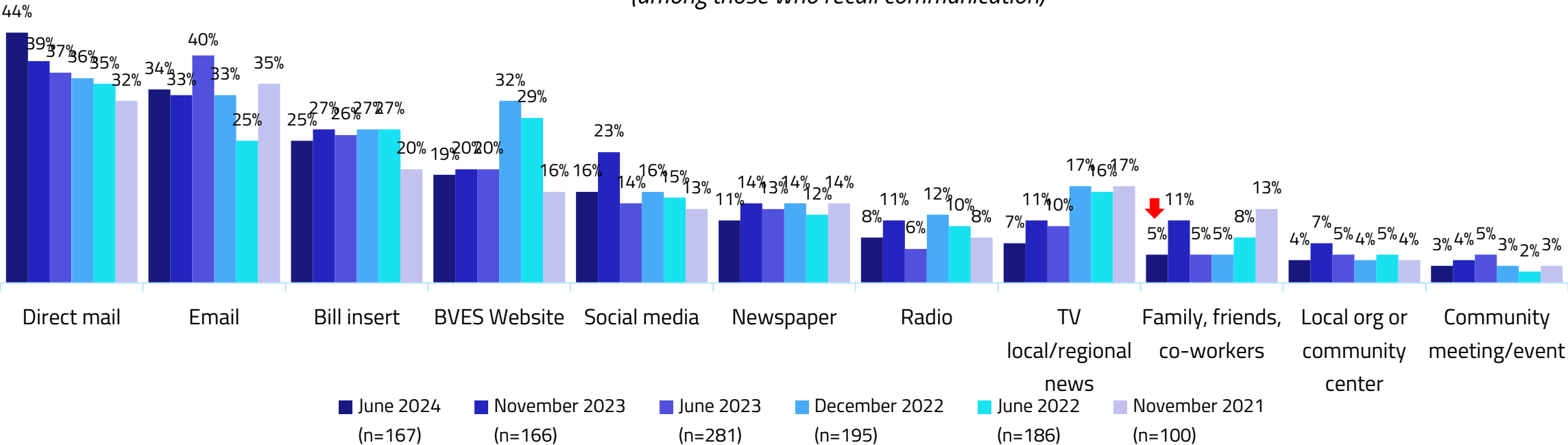


# Information Channels for Wildfire Communications

- Direct mail was cited as the most common channel for wildfire preparedness communications, with just over four in ten mentioning it (44%), followed by email (34%), and bill inserts (25%)
- Mentions of family, friends, co-workers decreased significantly since November 2023 (5% vs 11%)

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



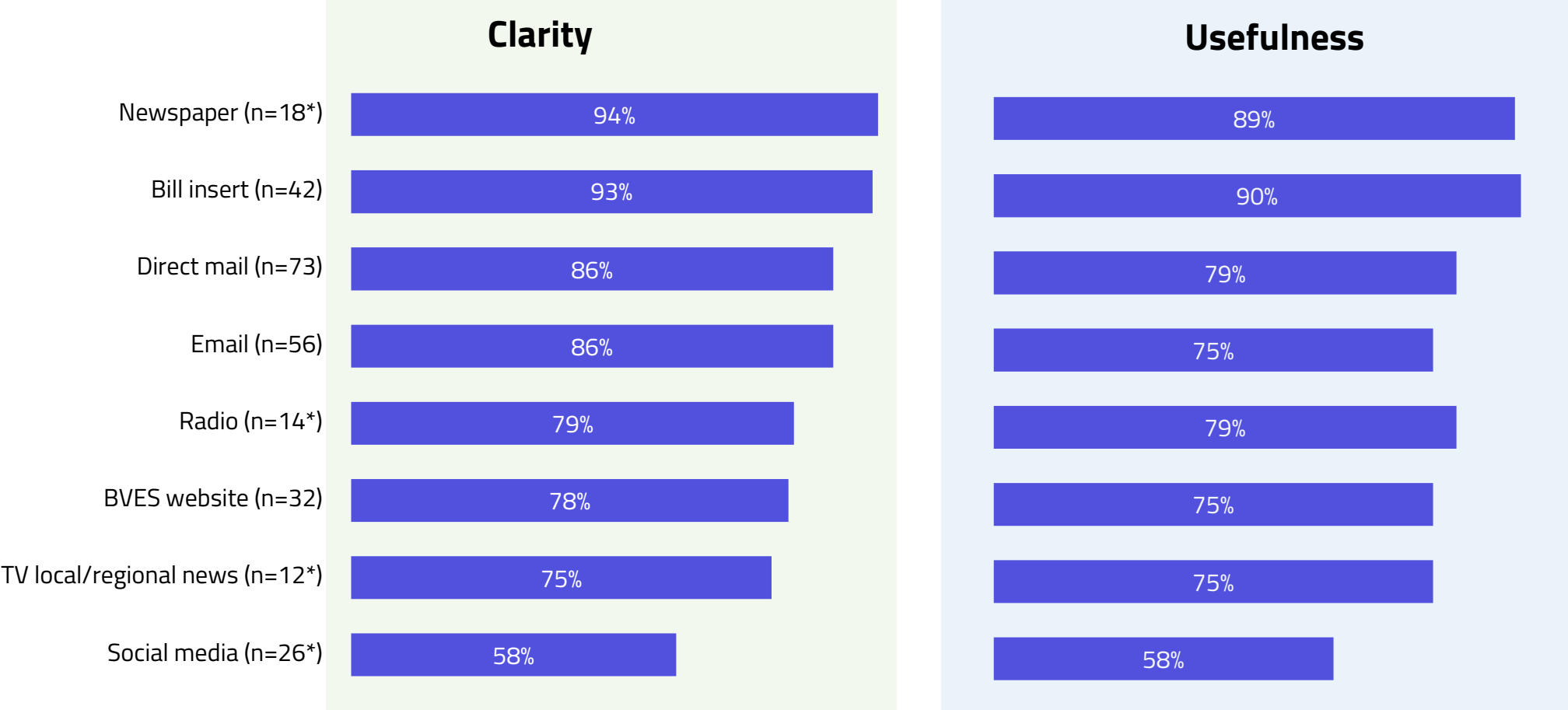
Q4 Where did you see or hear the information from Bear Valley Electric Service about wildfire preparedness? (n= 167; Aware of Information)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Information Usefulness and Clarity

- In terms of clarity, newspapers are rated the highest, followed by bill inserts and direct mail; bill inserts, newspaper, radio and direct mail are considered highly useful among those recalling the resources



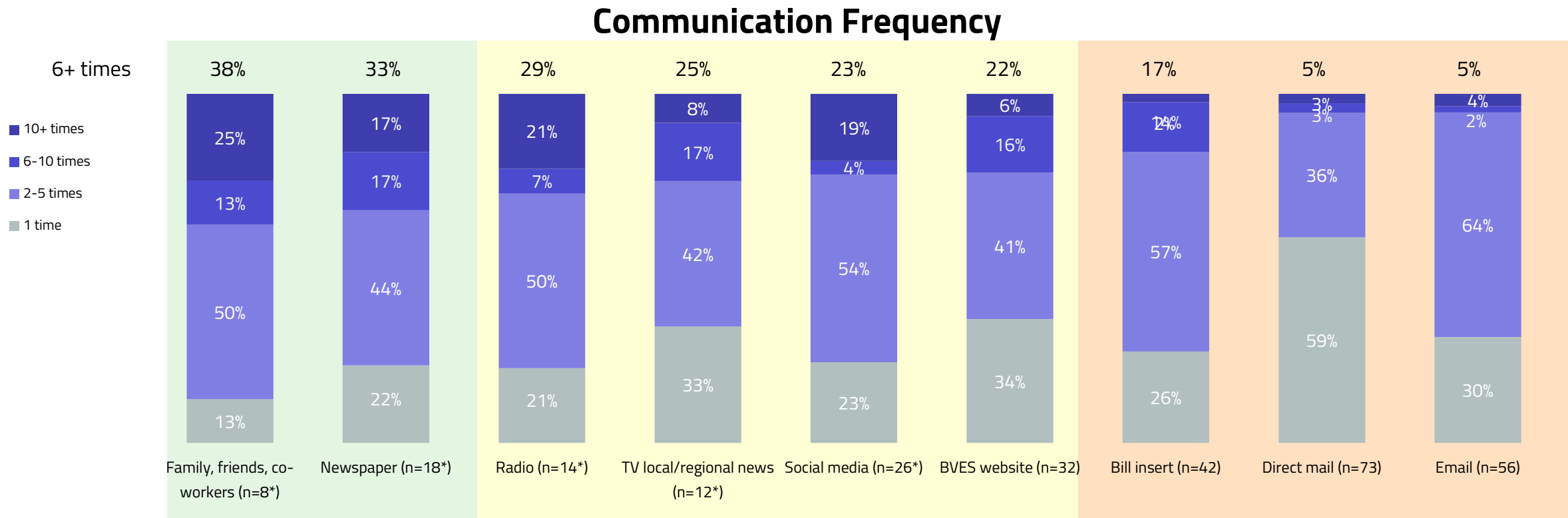
Q4A How useful was the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)  
Q4B. How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n varies; Aware of Communication)

\*Small sample size (n<30)



# Communication Frequency

- Just under two in five (38%) report hearing messages about wildfire preparedness on the radio and from family, friends, and co-workers more than six times during the last six months; direct communications from BVES (bill inserts, website, email, direct mail) were seen less frequently



Q5A. In the past 6 months, how often do you recall seeing, hearing or receiving messages about wildfire preparedness? (n= 166; Aware of Communication)

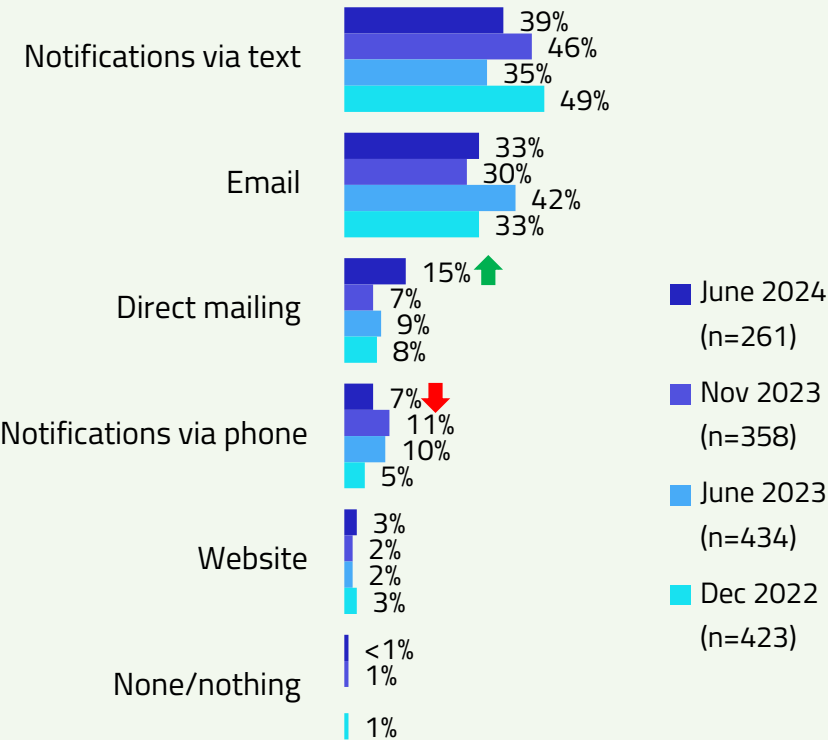
\*Small sample size (n<30)



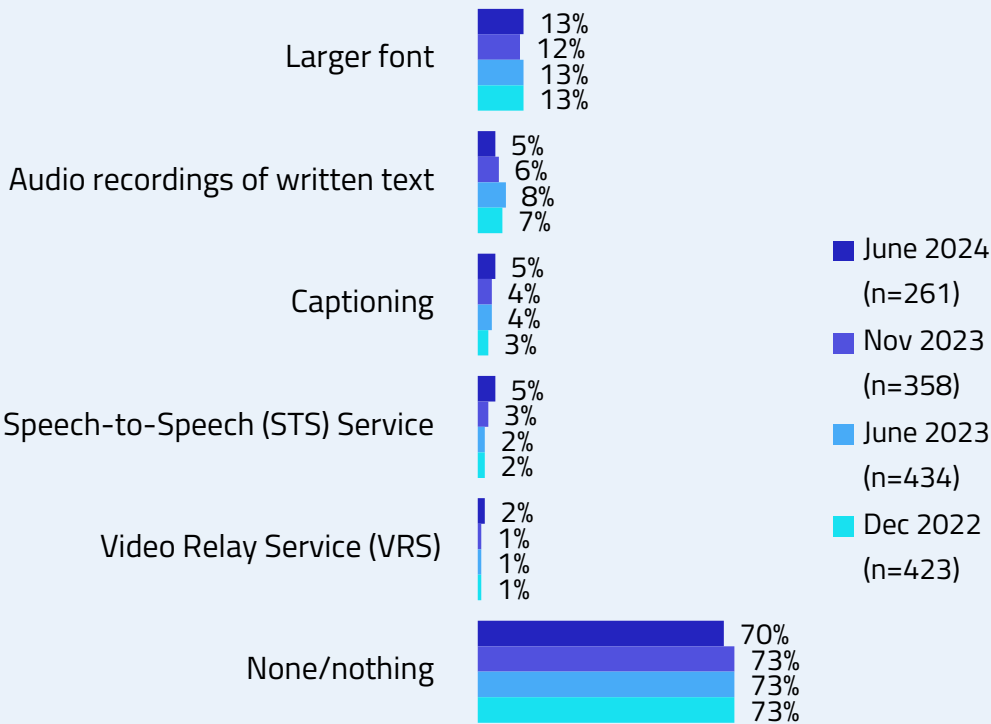
# Effective and Helpful Communication

- Notifications via text are considered the most effective form of communication from BVES (39%) followed by email (33%); larger font is the most helpful (13%) element that could be incorporated
- Mentions of direct mailing as most effective form of communication increased significantly since November 2023 (15% vs 7%), while mentions of notifications via phone decreased significantly since November 2023 (7% vs 11%)

## Most Effective Communications



## Helpful Elements



QA6. What method of communication from Bear Valley Electric Service do you find most effective? (n=261; Total)

QA12. Regardless of how communications from Bear Valley Electric Service are received, which, if any, of the following would be helpful for you? (n=261; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



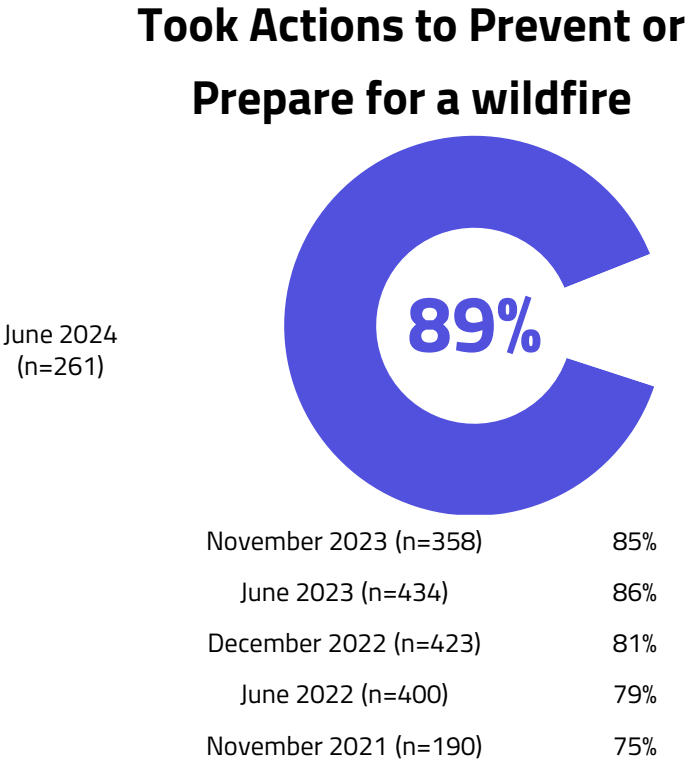
# Wildfire Preparedness Actions Taken





# Wildfire Preparedness

- Almost nine in ten respondents (89%) have taken actions to prevent or prepare their home or business in the event of a wildfire, staying in line with previous results (85% in November 2023)
- Trimming vegetation remains the most common action taken, mentioned by 90% of respondents who have taken action; creating a defensible space is the second most common action taken, mentioned by 13% of respondents



Q6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=261; Total)  
Q6A. What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=232; Took actions)

Actions Taken <i>(among those taking action)</i>	June 2024 (n=232)	November 2023 (n=305)	June 2023 (n=375)	December 2022 (n=341)	June 2022 (n=315)	November 2021 (n=143)
Trimmed vegetation around home or property	90%	88%	88%	91%	83%	84%
Created defensible space	13%	16%	16%	13%	23%	24%
Clearing roof/gutter	4%	4%	4%	4%	5%	3%
Watering/installed watering systems (sprinklers, hoses, etc.)	2%	2%	2%	2%	2%	4%
Prepared an emergency readiness plan and contact information	2%	1%	1%	1%	1%	5%
Prepared an emergency kit	1%	2%	2%	2%	4%	2%



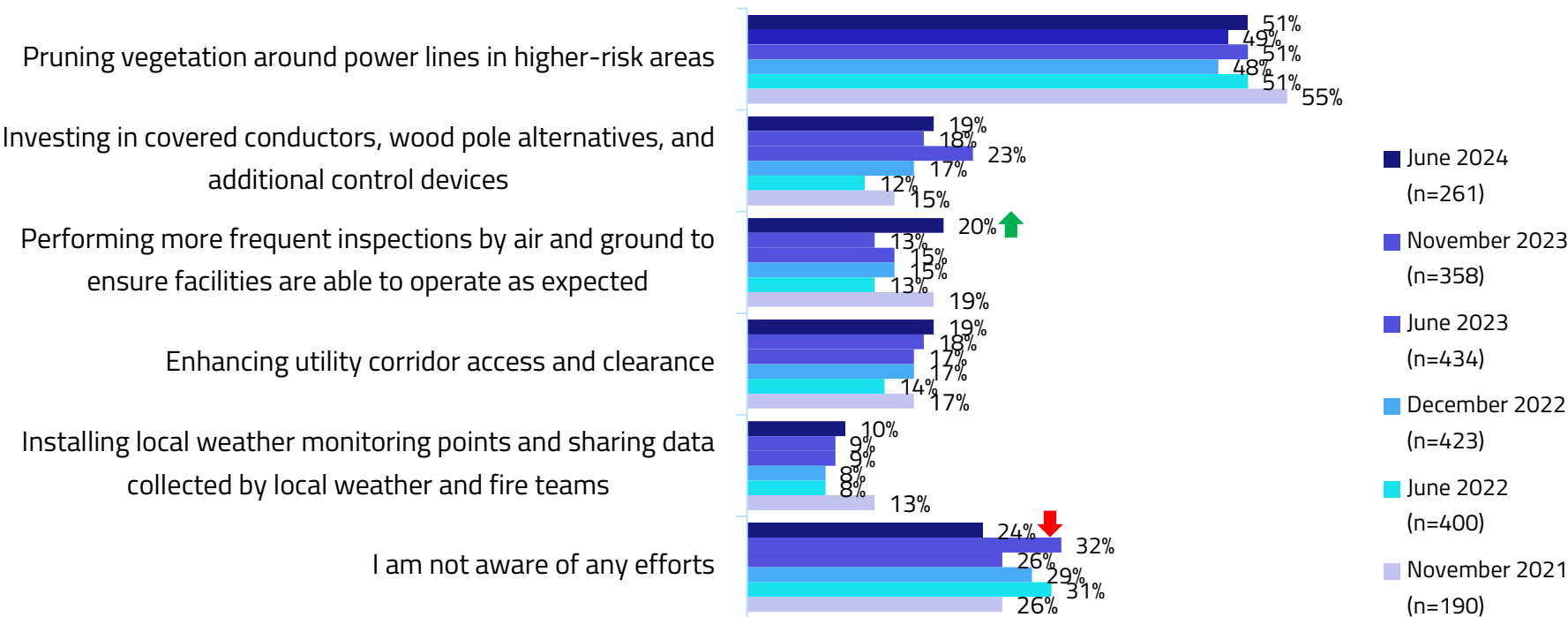
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness of BVES's Efforts

- Consistent with previous results, half are aware of BVES pruning vegetation around power lines in higher-risk areas (51%)
- Awareness of BVES performing more frequent inspections by air and ground increased significantly since November 2023 (20% vs 13%)
- **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of BVES' efforts

## Awareness of BVES' Efforts to Reduce Wildfire Risk



Q7. What efforts by BVES are you aware of to reduce the risk of wildfire? (n=261; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



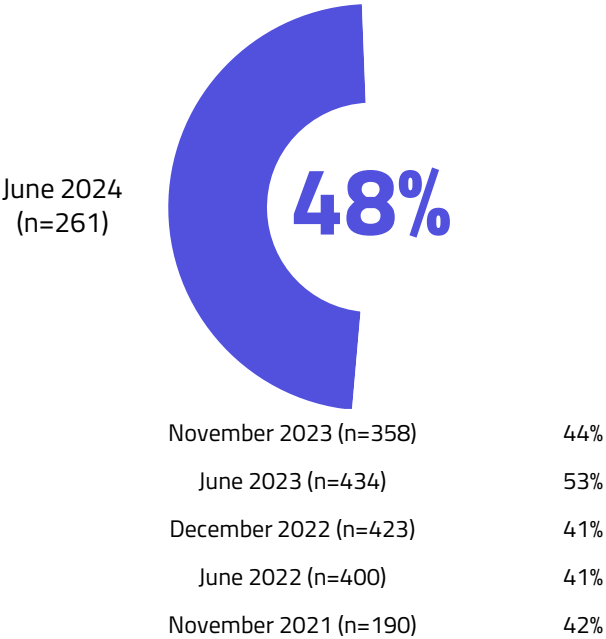
# Awareness of Public Safety Power Shutoff



# PSPS Awareness

- Just under half (48%) say they recall seeing, hearing or reading the phrase PSPS, consistent with November 2023 (44%); **Recallers** are significantly more likely to recall PSPS than Non-Recallers (54% vs. 33%)
- Email (33%) is the most common source of PSPS communication followed by direct mail (25%) and bill inserts (23%)

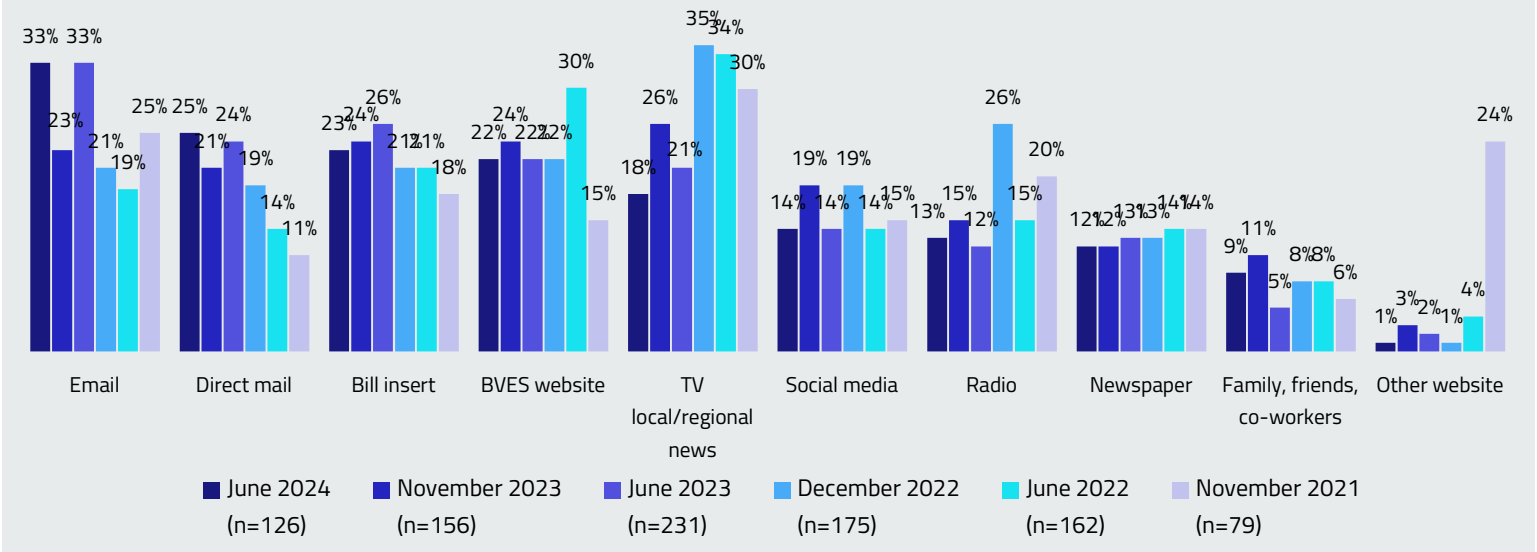
## PSPS Recall



Q8. In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=261; Total)  
Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=126; Recall PSPS Communications)

## Sources of PSPS Communications

(among those who recall PSPS)



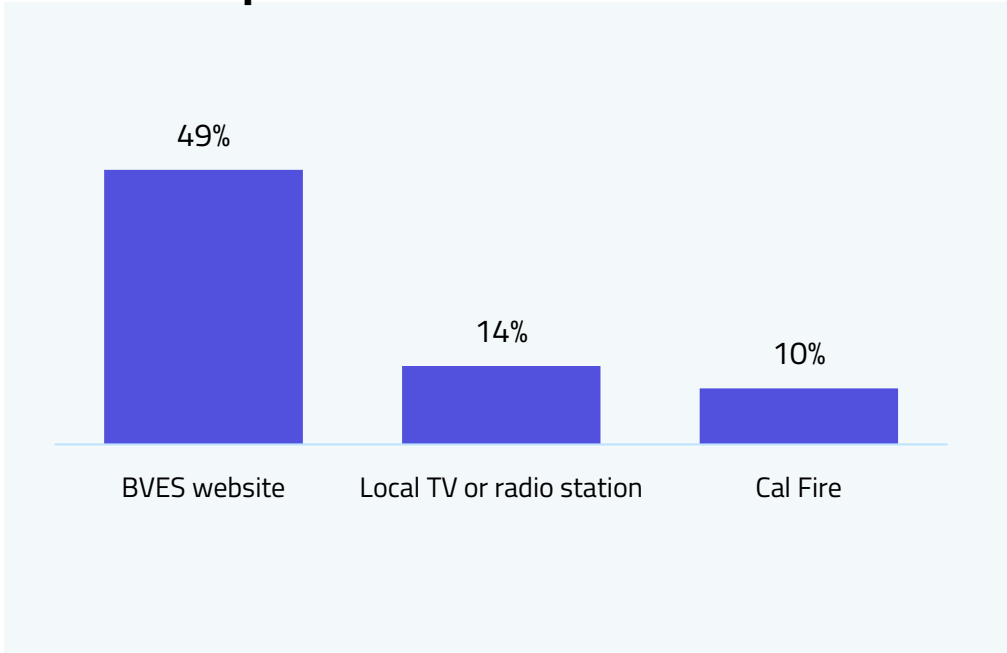
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Three in four (75%) understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,” in line with November 2023

Top 3 Sources of PSPS Information



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n= 126 Recall PSPS)  
Q10.. What is your understanding of a Public Safety Power Shutoff? (n=126 Recall PSPS)

## PSPS Understanding

	June 2024 (n=126)	Nov 2023 (n=156)	June 2023 (n=231)	Dec 2022 (n=175)	June 2022 (n=162)	Nov 2021 (n=79)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	75%	74%	71%	70%	75%	81%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	54%	56%	48%	46%	56%	59%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	54% <div>↑</div>	42%	40%	46%	40%	49%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	33%	37%	29%	38%	36%	38%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	31%	29%	26%	28%	Added December 2022	



Arrows signify statistical difference at the 95% confidence level compared to the previous wave

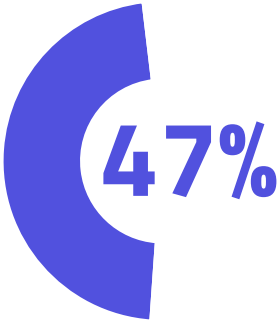


# Contact Information for PSPS

- Just under half (47%) are aware they can update their contact information with BVES, consistent with November 2023 results (42%); among **Recallers** awareness is higher than among Non-Recallers (54% vs 28%)
- Just over six in ten (61%) of those aware they can update their information have done so

## Awareness of Ability to Update Contact Information for PSPS

June 2024  
(n=261)

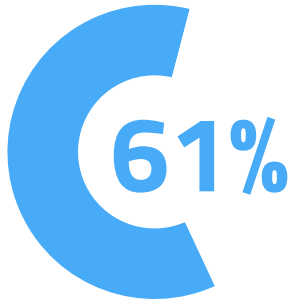


November 2023 (n=358)	42%
June 2023 (n=434)	46%
December 2022 (n=423)	43%
June 2022 (n=400)	37%
November 2021 (n=190)	43%

## Have Updated Contact Information

(among those aware they can update contact info)

June 2024  
(n=122)



November 2023 (n=151)	62%
June 2023 (n=200)	57%
December 2022 (n=184)	61%
June 2022 (n=149)	57%
November 2021 (n=82)	59%

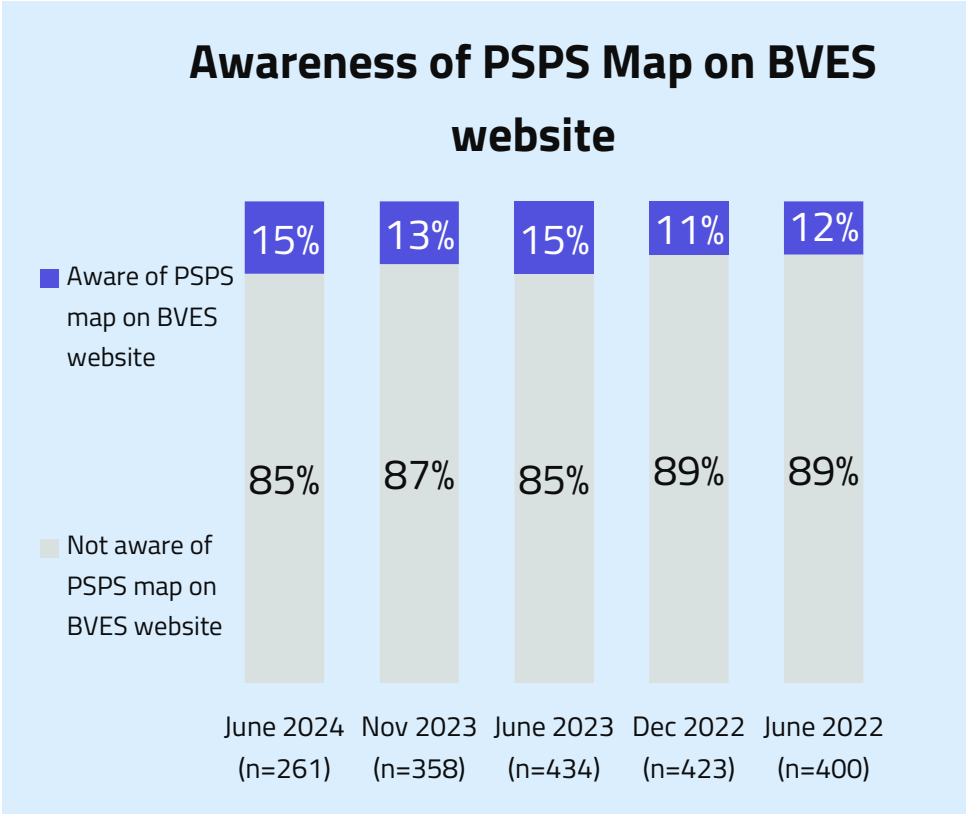
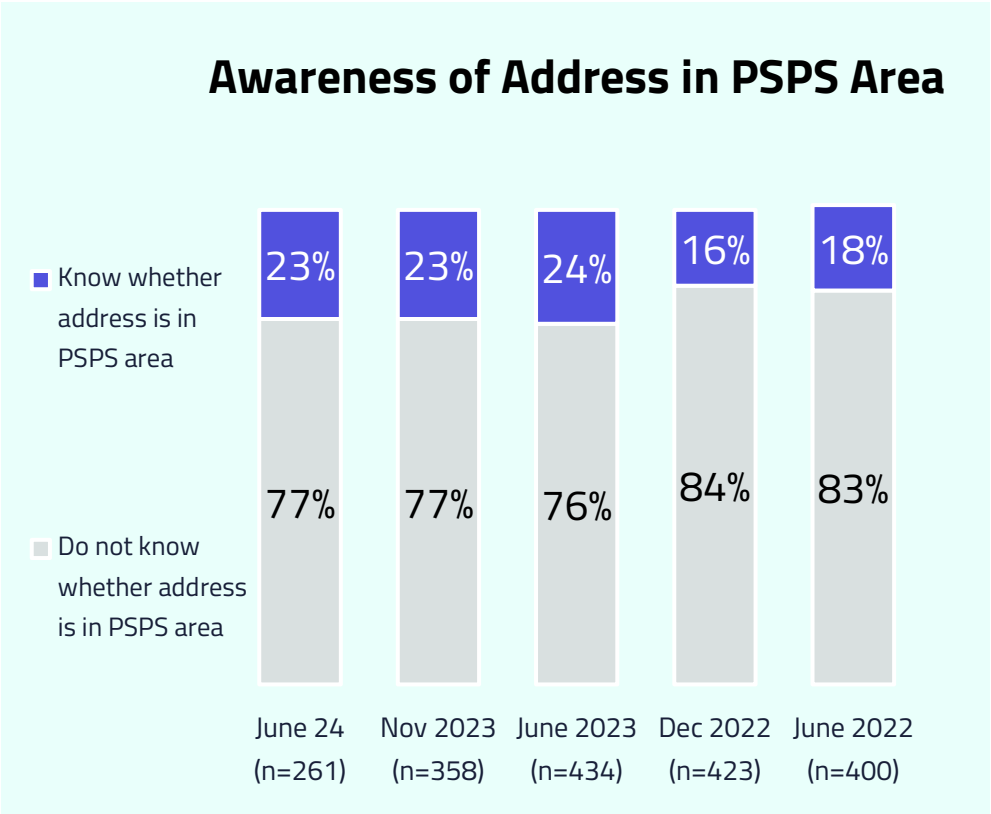
Q 11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=261; Total)  
Q 11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=122; Aware of Information Update)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness of PSPS Location Status

- Nearly one quarter know whether their address is in a PSPS area (23%), in line with November 2023 (23%)
- Recallers** are significantly more likely than Non-Recallers to know whether their address is in a PSPS area (27% vs 13%)



Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=261; Total)  
Q13. Are you aware of a map on BVES's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=261; Total)

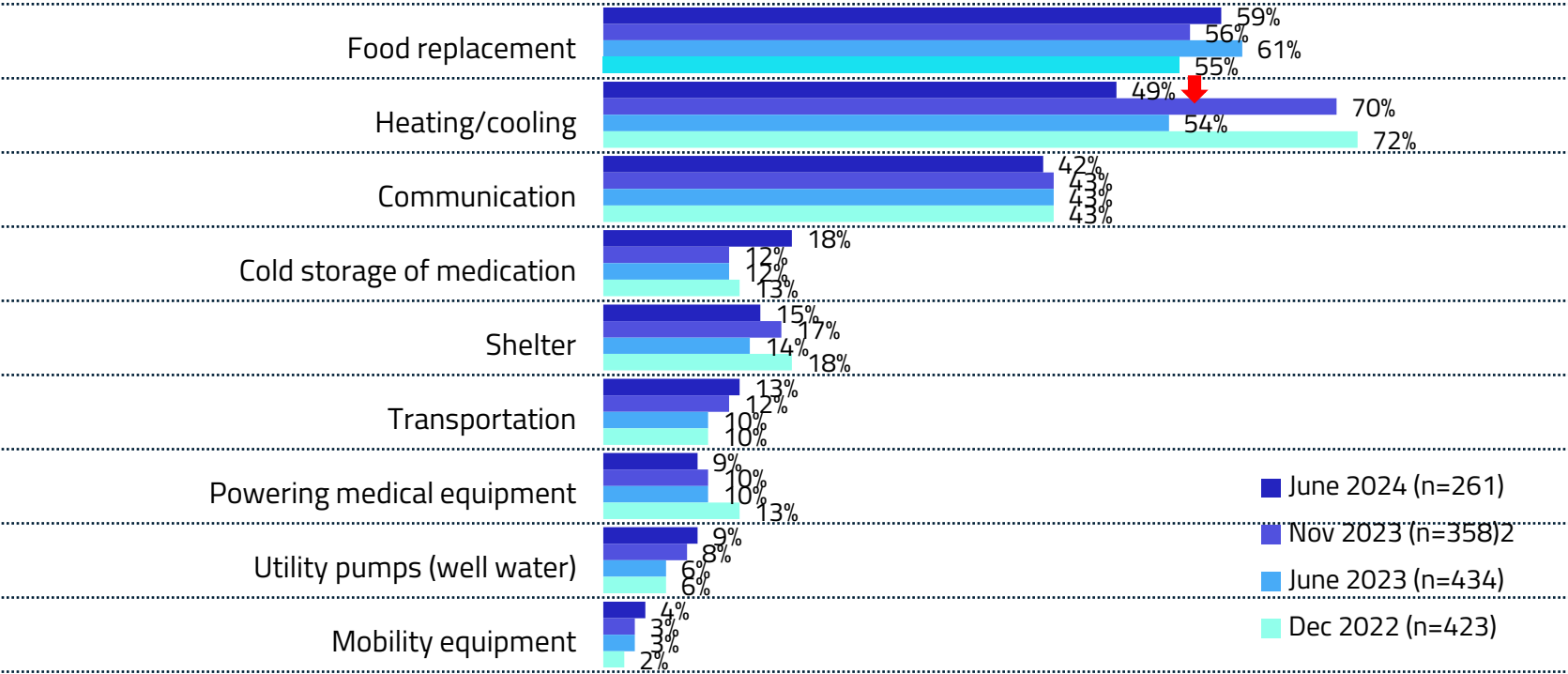
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include food replacement (59%), heating/cooling (49%), and communication (43%)
- Mentions of heating/cooling as a perceived concern decreased significantly since November 2023 (49% vs 70%)
- **Recallers** are significantly more likely to mention transportation as a concern or challenge (16% vs 7%)

Concerns or Challenges of an Extended Power Outage



QA5. In the event of an extended power outage, what are your most significant concerns or challenges? (n=261; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave





# Medical Needs and Language Preferences

**One in six (16%) responded that they rely on electricity for medical needs**, consistent with last wave (17%)

A significantly greater proportion of **critical customers** say they rely on electricity for medical needs (92% vs 12%)

**Just under one in four of those relying on electricity for medical needs are aware BVES provides additional notices** prior to a PSPS event (24%)

**17% of customers indicated they have a primary language other than English**; English remains preferred for communications for almost all respondents (99%)

- Nearly all customers indicating their primary language is not English still stated they prefer all communications in English as opposed to another language

**99% of respondents indicated it would not be helpful** for them or anyone else in their household **to receive communications in another language**

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=261; Total)

Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=62; Rely on electricity for medical needs)

Q15. Is your primary language other than English? (n=261; Total)

Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=261; Total)

Q16B. What is your preferred language to receive communications? (n=261; Total)

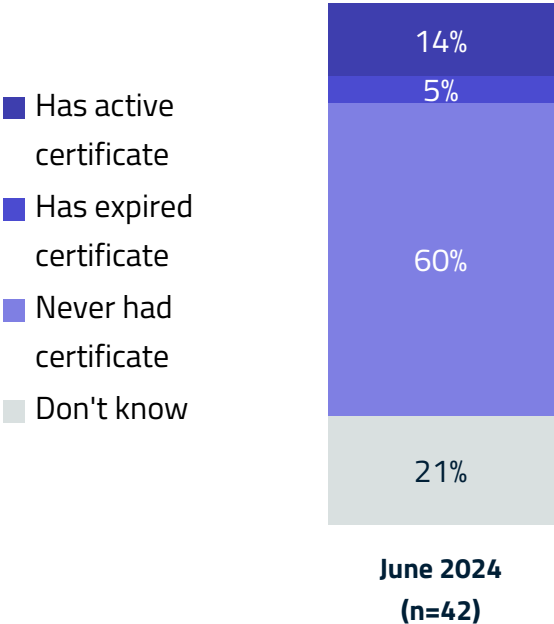


# Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, 14% currently have an active Medical or Life Support Certificate and 31% are aware that the Medical or Life Certificate requires annual renewal

**Active Medical or Life Support Equipment Certificate**

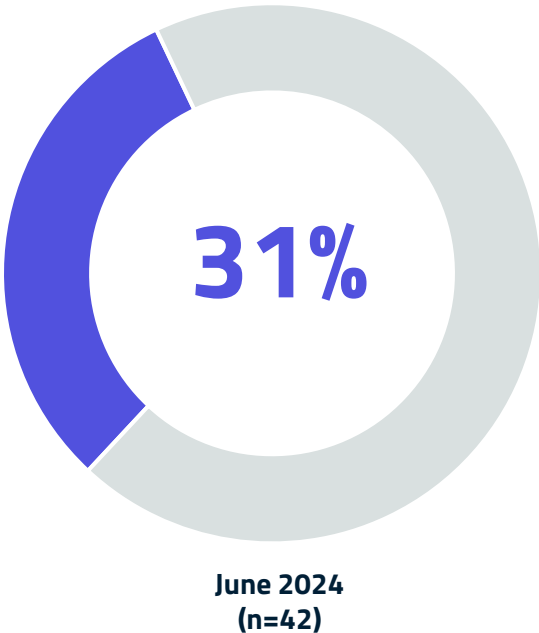
*(among those with medical needs)*



Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=42; Rely on electricity for medical needs)  
Q14C Are you aware that medical certificates require annual renewal? (n=42; Rely on electricity for medical needs)

**Aware Certificates Require Annual Renewal**

*(among those with medical needs)*



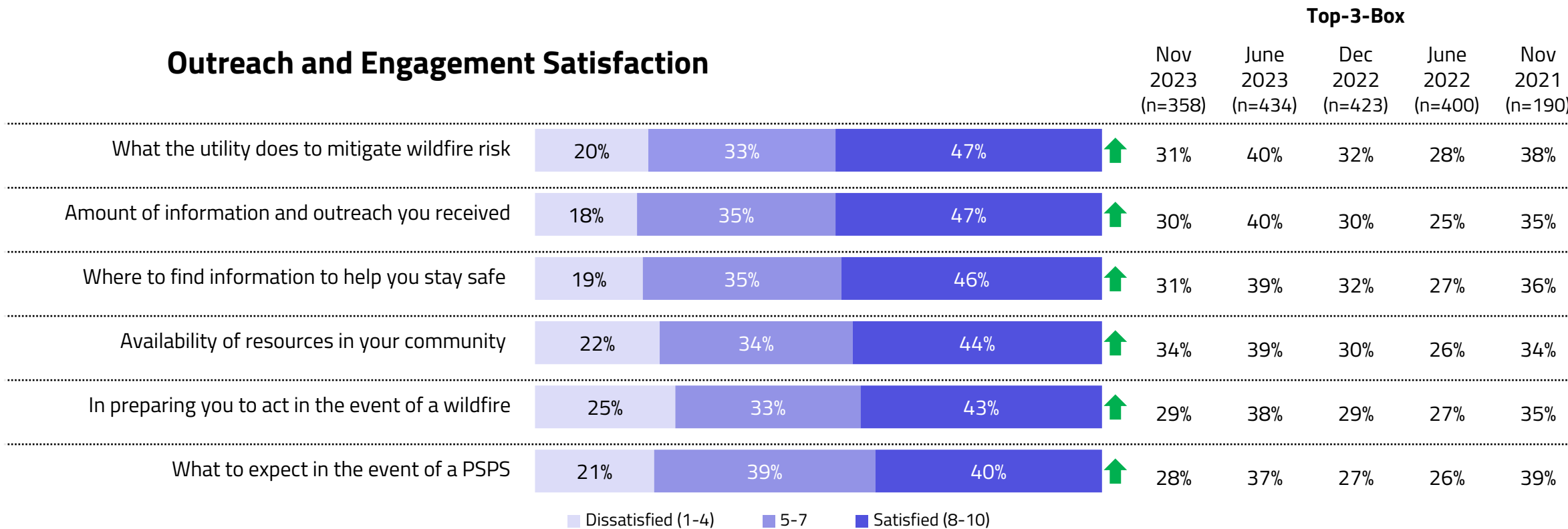


Post-PSPS



# Outreach and Engagement Satisfaction

- Satisfaction with outreach and engagement has increased significantly since November 2023
- Recallers give significantly higher satisfaction ratings** for all outreach and engagement metrics evaluated



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the information you receive? (n=261; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Notifications

- Just over half (52%) say that notifications should be sent if there is any possibility of a PSPS; another 38% feel that notifications should only be sent if there is a high likelihood of a PSPS

PSPS Notifications Perception	June 2024 (n=261)	Nov 2023 (n=358)	June 2023 (n=434)	Dec 2022 (n=423)	June 2022 (n=400)
Notifications should be sent if there is any possibility of a PSPS	52%	49%	49%	49%	51%
Notifications should only be sent if there is a high likelihood of a PSPS	38%	35%	37%	38%	38%
Notifications should only be sent if a PSPS is certain to occur	10%	15%	13%	13%	11%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=261; Total)

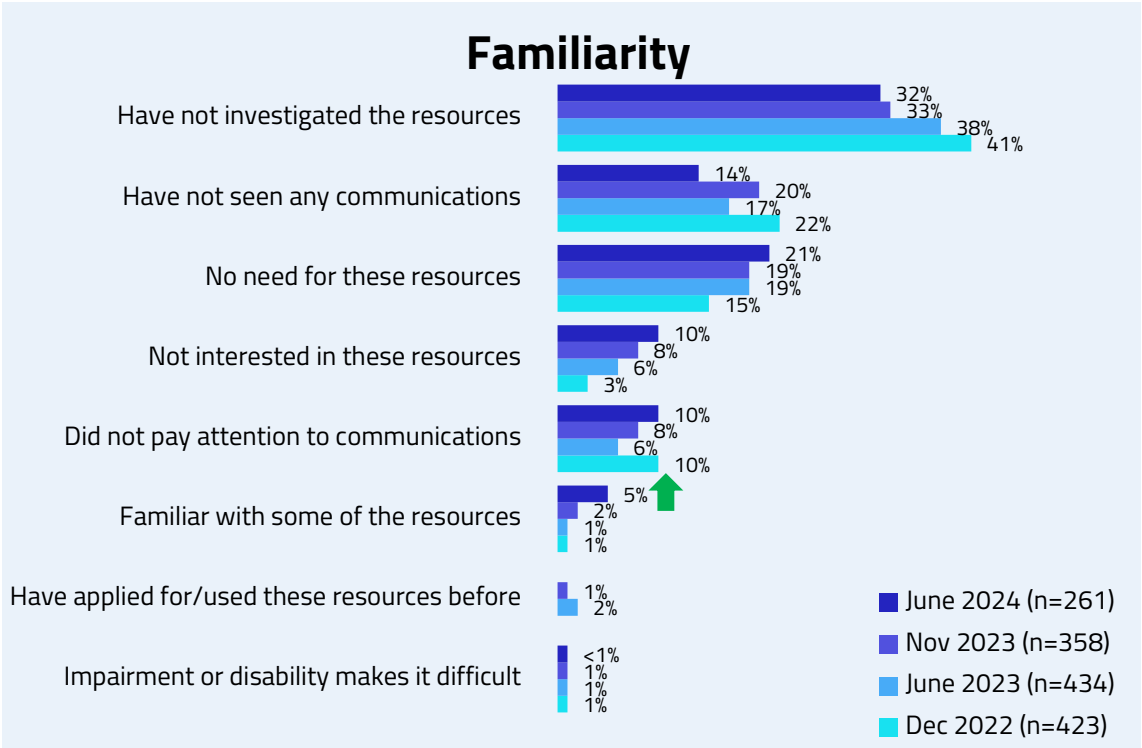
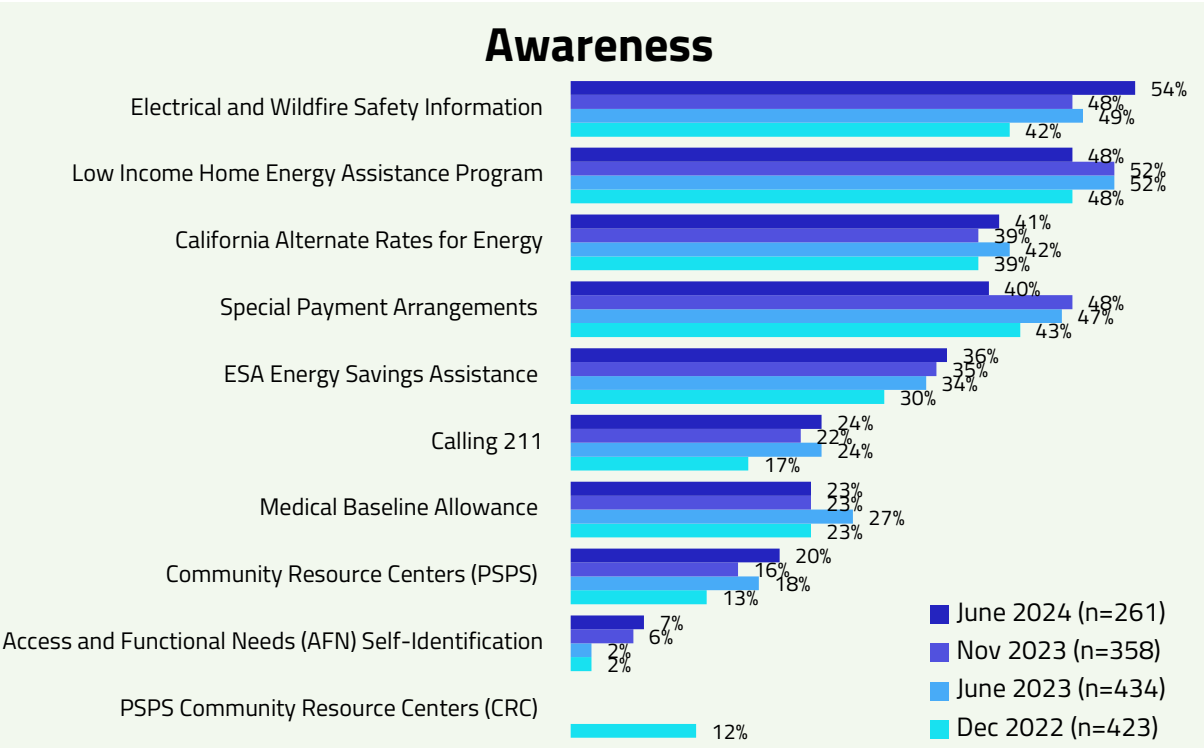


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness and Familiarity of Resources

- Of the resources available to the public, roughly half indicated they were aware of the Electrical and Wildfire Safety Information (54%) and Low Income Home Energy Assistance Program (48%); one third (32%) indicate they “have not investigated the resources”
- Only 6% of AFN customers are aware of AFN Self-Identification, in line with November 2023 (5%)
- **Recallers** are significantly more likely to indicate they were aware of all but two of the available resources



QA7. BVES supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=261; Total)

QA8. What statement best describes your familiarity with the resources you just reviewed? (n=261; Total)

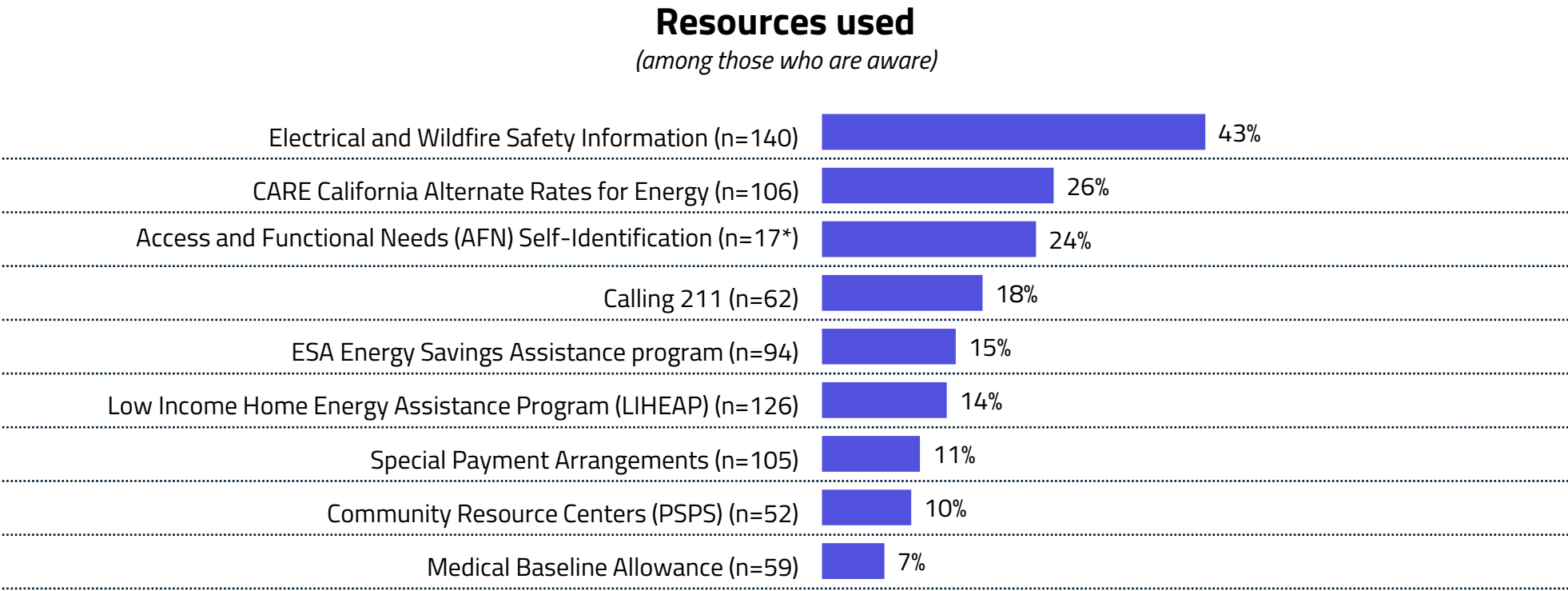


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Resources Used

- Of those who are aware of the resources available, just over four in ten (43%) have used Electrical and Wildfire Safety Information, roughly one in four (26%) have used CARE and AFN Self-Identification (24%), and just under one in five have used Calling 211 (18%)



QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)

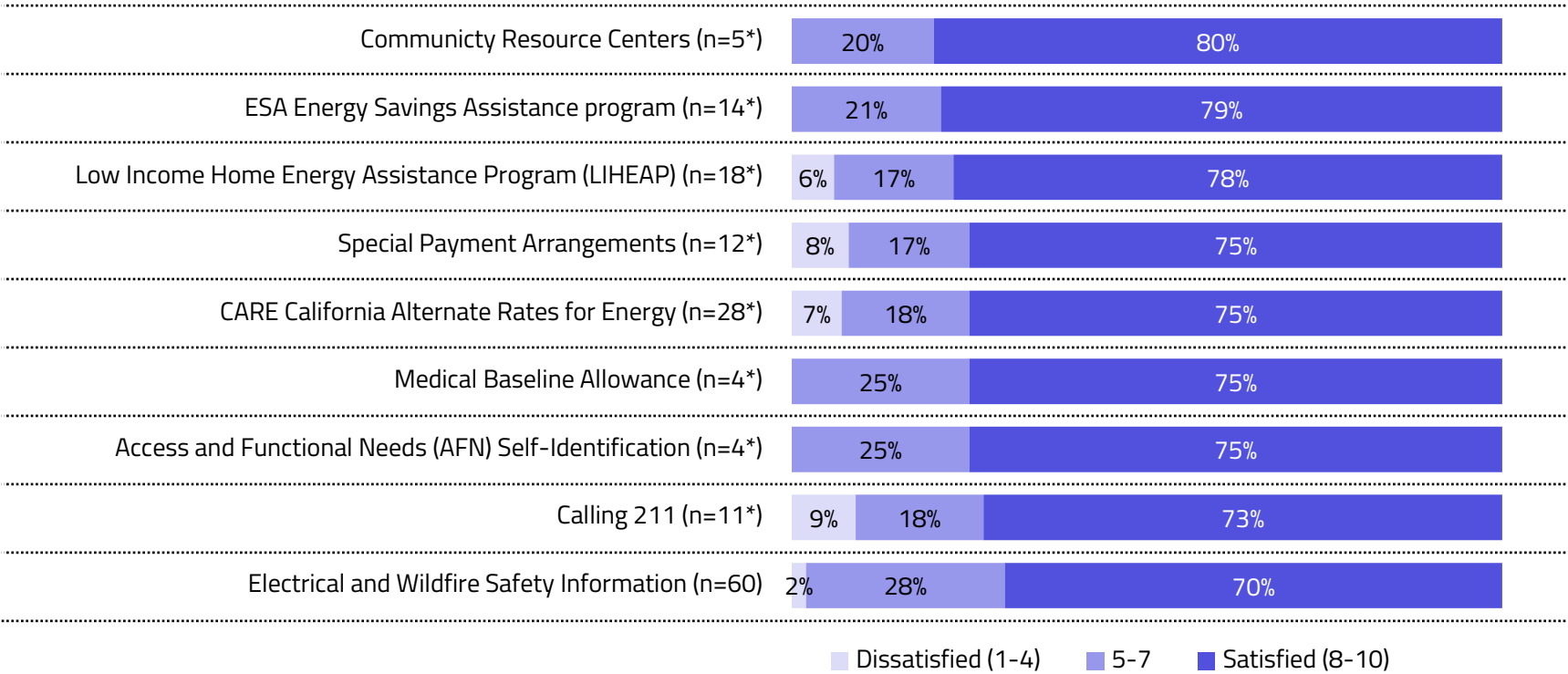
\*Small sample size (n<30)



# Satisfaction with Resources Used

- Satisfaction is high among those using Community Resource Centers, ESA Energy Savings Assistance program, and Low Income Home Energy Assistance Program
- Seven in ten are satisfied with all resources

## Resource Satisfaction



QA10. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? (n varies; Used Resources)

\*Small sample size (n<30)





# Critical & AFN Customer Summary



# Key Metrics: Random vs Critical Customers

	Random Customer (n=249)	Critical Customer (n=12*)
Aware of Wildfire Safety Communications	75%	50%
Aware of Communications from BVES (among those aware)	39%	50%
Took Action to Prevent or Prepare for a Wildfire	89%	92%
Recall PSPS	49%	33%
Would Turn to BVES Website for PSPS Info	50%	25%
Aware of Ability to Update Contact Info for PSPS	47%	50%
Know if Address is in PSPS Area	22%	33%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	43%	67%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	16%	45%
Aware of AFN self-identification	6%	25%

\*Small sample size (n<30)    Bold denotes statistically significant difference between Random and Critical Customers



# Demographic Profiles: Random vs Critical Customers

	Random Customer (n=249)	Critical Customer (n=12*)
Gender	Male – 46% Female – 49%	Male – 50% Female – 50%
Age	18-54 – 21% 55-64 – 22% 65+ – 49%	18-54 – 17% 55-64 – 33% 65+ – 50%
Median Income	\$123K	\$40K
Home Ownership	Rent – 6% Own – 87%	Rent – 25% Own – 75%
Average Length in Home	12.3 years	16.8 years
Live in Big Bear Year Round	40%	92%
Vacation Rental (among those living in Big Bear part time)	24%	--
Primary Language is not English	16%	25%
Responded they Rely on Electricity for Medical Needs	12%	92%

\*Small sample size (n<30)  
Bold denotes statistically significant difference  
between Random and Critical Customers



# Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=199)	Non-AFN Customer (n=62)
Aware of Wildfire Safety Communications	73%	76%
Aware of Communications from BVES (among those aware)	39%	40%
Took Action to Prevent or Prepare for a Wildfire	89%	87%
Recall PSPS	51%	39%
Would Turn to BVES Website for PSPS Info	46%	63%
Aware of Ability to Update Contact Info for PSPS	46%	50%
Know if Address is in PSPS Area	22%	27%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	42%	50%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	<b>24%</b>	--
Aware of AFN Self-Identification	7%	5%

Bold denotes statistically significant difference between AFN and Non-AFN Customers



# Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=199)	Non-AFN Customer (n=62)
Gender	Male – 47% Female – 51%	Male – 45% Female – 42%
Age	18-54 – 12% 55-64 – 21% <b>65+ – 64%</b>	<b>18-54 – 48%</b> 55-64 – 31% 65+ – 0%
Median Income	\$99K	<b>\$200K</b>
Home Ownership	Rent – 8% Own – 89%	Rent – 3% Own – 79%
Average Length in Home	<b>13.5 years</b>	8.7 years
Live in Big Bear Year Round	45%	32%
Vacation Rental (among those living in Big Bear part time)	17%	<b>45%</b>
Primary Language is not English	<b>22%</b>	--
Responded they Rely on Electricity for Medical Needs	<b>21%</b>	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers



# CBO Interviews



# CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in June 2024.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES





# CBO Interviews

## Current Communications

- This wave's participants are all in regular contact with BVES, and report personal contacts they (or someone in their agency) can reach directly via phone or email
- Regular communications cover a range of topics, including emergency preparations (wildfire, winter storms, earthquakes) and outage response
- In-person multi-agency meetings are cited as a way the key players (BVES, Cal Trans, UFS, Cal Fire, local fire/emergency services, and municipal orgs) come together to plan for emergency situations
  - Meetings help streamline communications and communication plans for emergencies
  - Understanding the roles of each party and establishing lines of communication helps ensure a seamless response in the event of an emergency
  - Most spoke about planning meetings tools for planning for all types of emergencies, and noted that the preparation is similar for fires, winter storms, and earthquakes
- It was noted that there were some challenges during the last two winter storm seasons, and that BVES has made changes to improve communication moving forward, and that those changes appear to be successful
- Participants do recall public-facing communications from BVES, and note community events, print, radio, and direct mailings

## Spreading the Word

- For public-facing communications, radio, booths at local events, direct mailings, email, and social media are all recommended
  - Social media is cited as an effective way to reach many in the community, but elderly residents and those not online will not receive the message
  - There is concern about how misinformation can spread quickly on social media, while others noted that direct social media postings from credible sources can help avoid misinformation
  - Organizations with a social presence are willing to share or repost content from BVES or other agencies, particularly for emergency situations
- Partnering with Cal Trans or local government to use road signs is a good way to reach visitors, those not exposed to direct BVES communications, and those not on social media
  - Working with homeowners or property managers to ensure "welcome packs" with wildfire safety or PSPS information is another way to potentially reach visitors
  - People do become complacent, and the large numbers of new or part time residents since 2020 are generally less prepared for emergency situations than longer term residents
- English and Spanish are the primary languages required





# CBO Interviews

## Useful Information/Resources

- The most effective ways BVES can support the community in preparing the community include:
  - Direct mailings and bill inserts with information about wildfire safety and PSPS; mailings should be timed for late spring/early summer, with a reminder toward the peak of fire season
  - Educating the public about PSPS and explaining the criteria for PSPS events; participation in local town hall-style events
  - Using social media to reach the public, encouraging partner entities to repost content, and sharing safety messages from other local agencies
  - Providing timely notice about potential PSPS events and providing timely updates as circumstances change
  - Providing information about steps to take in the event of an extended power outage (having food/water, batteries, preventing food spoilage, generator safety); these messages can be framed as general emergency preparation, being applicable to fires, winter storms, and earthquakes
  - Targeted communications for those with medical needs or with mobility issues (e.g., seniors in the area)
  - Maintaining regular communication with emergency services and coordinating actions
  - Educating the public about steps BVES is taking to mitigate the risk of wildfires and PSPS outages

## PSPS Events

- All are aware of PSPS and have been involved in planning activities for extended outages
- Participants understand the changing nature of PSPS and the challenges that brings when planning/preparing for an event
  - Early notification is preferred (24-72 hours in advance), with regular updates as conditions evolve
  - Important information includes when/why an outage is expected, the estimated duration, regular updates, and notices when power is expected to be restored and when it is restored
- Those with medical needs and the elderly are considered most at risk, and it is important to provide them education, resources, and advanced notification when possible
  - Supporting and working with the hospital and sites that have power generation capabilities could be helpful in providing resources to those most vulnerable
- While long term residents are generally prepared for weather-related outages, newer residents and visitors are less likely to be prepared
  - Partnership with homeowners, property managers, Cal Trans and city government (for signage) is a way to reach this audience
  - Local radio provides an opportunity to reach all in the community during power outages and is an important partner
  - It is noted that the general public can become complacent, so these efforts are likely to be beneficial for all in the community



# Demographic Profiles



# Respondent Profiles

Gender	Total (n=261)	Recallers (n=192)	Non-Recallers (n=69)
Male	46%	49%	39%
Female	49%	46%	57%
Age			
18 to 24	--	--	--
25 to 34	2%	3%	1%
35 to 44	7%	7%	7%
45 to 54	11%	10%	14%
55 to 64	23%	22%	25%
65 or over	49%	52%	41%
Prefer not to say	8%	6%	12%

Renter/Homeowner	Total (n=261)	Recallers (n=192)	Non-Recallers (n=69)
Own	87%	<b>90%</b>	78%
Rent	7%	5%	12%
Prefer not to say	6%	5%	9%
Household Income			
Less than \$20,000	5%	4%	7%
\$20,000 to \$39,999	7%	7%	7%
\$40,000 to \$59,999	5%	5%	6%
\$60,000 to \$89,999	9%	10%	6%
\$90,000 to \$129,999	12%	<b>15%</b>	4%
\$130,000 to \$199,999	10%	10%	9%
\$200,000 or more	21%	20%	22%
Prefer not to say	31%	28%	39%

Q17. What is your gender? (n=261; Total)  
Q18. What is your age category? (n=261; Total)  
Q19. Do you own or rent your home? (n=261; Total)  
Q20. Which of the following best describes your annual household income? (n=261; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



# Respondent Profiles

Years In Home	Total (n=261)	Recallers (n=192)	Non-Recallers (n=69)
Less than 2 years	7%	6%	9%
2-3 years	10%	9%	13%
3-5 years	11%	12%	9%
6-10 years	19%	19%	19%
10-19 years	18%	20%	12%
20+years	26%	26%	28%
Prefer not to say	10%	9%	12%

Occupancy	Total (n=261)	Recallers (n=192)	Non-Recallers (n=69)
Live in Big Bear year-round	42%	39%	51%
Live in Big Bear part time	48%	49%	42%
Prefer not to say	10%	11%	7%

Vacation Rental	Total (n=124)	Recallers (n=95)	Non-Recallers (n=29*)
Yes	24%	25%	21%
No	76%	75%	79%

Q21. How long have you lived in your home? (n=261; Total)  
Q22. Do you live in your home in Big Bear year-round, or part time? (n=261; Total)  
Q23. Is your home in Big Bear a vacation rental? (n=124; Live in Big Bear part time)

\*Small sample size (n<30)  
Bold denotes statistically significant difference between Recallers and Non-Recallers



# Respondent Profiles – AFN Criteria

	Total (n=261)	Recallers (n=192)	Non-Recallers (n=69)
AFN (NET)	76%	76%	78%
Age 65+	49%	52%	41%
<\$40K income	12%	11%	14%
Chronic conditions or injuries	15%	15%	13%
Physical, developmental, or intellectual disability	10%	8%	16%
Limited access to transportation	3%	3%	3%
Non-English language needs	17%	14%	<b>26%</b>
Medical need	16%	14%	23%

Bold denotes statistically significant difference between Recallers and Non-Recallers



# Wildfire Messaging Awareness

Prepared by

MDC Research

Jakob Lahmers - [Jakob.Lahmers@mdcresearch.com](mailto:Jakob.Lahmers@mdcresearch.com)





# Objectives & Methodology

The **overall objective** of this research was to measure the public's awareness of messaging related to wildfire preparedness and safety. Specific research objectives include:

- Measure awareness of Bear Valley Electric Service (BVES) messages related to wildfire preparedness
- Identify recall of specific message topics
- Identify recall of message channels
- Measure recall and understanding of Public Safety Power Shutoff or PSPS
- Evaluate sources customers are most likely to turn to for information about PSPS
- Explore actions taken by customers to prepare for wildfire season
- Measure awareness of BVES's efforts to reduce the risk of wildfires
- Evaluate PSPS notifications perception

## Target Audience

- BVES residential and business customers in California
- BVES critical customers

## Methodology

- Customers were surveyed at random from BVES customer records, targeted for either phone or web administration
- Surveys available to customers in English and Spanish
- A total of 399 surveys were completed between December 3, 2024 and December 22, 2024
  - 📞 Phone: 80 completed surveys from 8,900 records
  - 💻 Web: 319 completed surveys from 13,548 records



# Key Findings

## Communications

- **75% are aware of wildfire safety communications**, in line with June 2024 results (74%).
- **BVES** remains the primary source for wildfire preparedness information, and **Public Safety Power Shutoff, vegetation management, BVES Wildfire Mitigation Plan, and personal preparedness** are the most common messages recalled.
- **Email** is the most cited channel for wildfire preparedness communication, up significantly from June 2024, followed closely by direct mail, bill inserts, and the BVES website.
- **65%** recall seeing, hearing or reading the phrase **“Public Safety Power Shutoff or PSPS,”** up significantly from June 2024 (48%).
  - **Email (41%)** remains the most common source of PSPS communication, up significantly from last wave, followed by **social media** and the **BVES website**.
  - **PSPS recall is significantly higher among Recallers (73% vs 41%).**
- **42%** say they would first turn to the **BVES website** for information about a PSPS event; **78%** understand the following statement about PSPS: **“for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.”**
- Notifications via text and email are considered most effective forms of communication from BVES. Larger font remains the most helpful element of communication that could be incorporated.

## Actions Taken

- **85% have taken action to prevent wildfires or to prepare their home or business** for the event of a wildfire, remaining in line with June 2024 (89%). **Trimming vegetation around properties** remains the most common action taken (89%).
- **56% are aware of BVES's efforts to prune vegetation** around power lines in higher-risk areas. **Non-Recallers** are significantly more likely than Recallers to indicate that they are not aware of any efforts (34% vs 15%).
- **56%** are aware they can **update their contact information with BVES**, up significantly from June 2024 (47%), and 58% of those have done so.
- **38%** say they know **whether their address is in a PSPS area**, up significantly from June 2024 (23%), and **19% are aware of a PSPS map on BVES's website**.

## AFN and Critical Customers

- **76% of customers are be considered AFN.**
- Of the resources available to the public, customers are most likely to be aware of **electrical and wildfire safety information, LIHEAP, and special payment arrangements**; 37% have not investigated any of the resources, remaining in line with June 2024 (32%).
- Only 7% of AFN customers have heard of AFN Self-Identification.
- Among those reporting that they rely on electricity for medical needs, 30% are aware of additional notices from BVES.
- 97% of respondents indicated it would not be helpful to receive communications in a language other than English.





# Recommendations

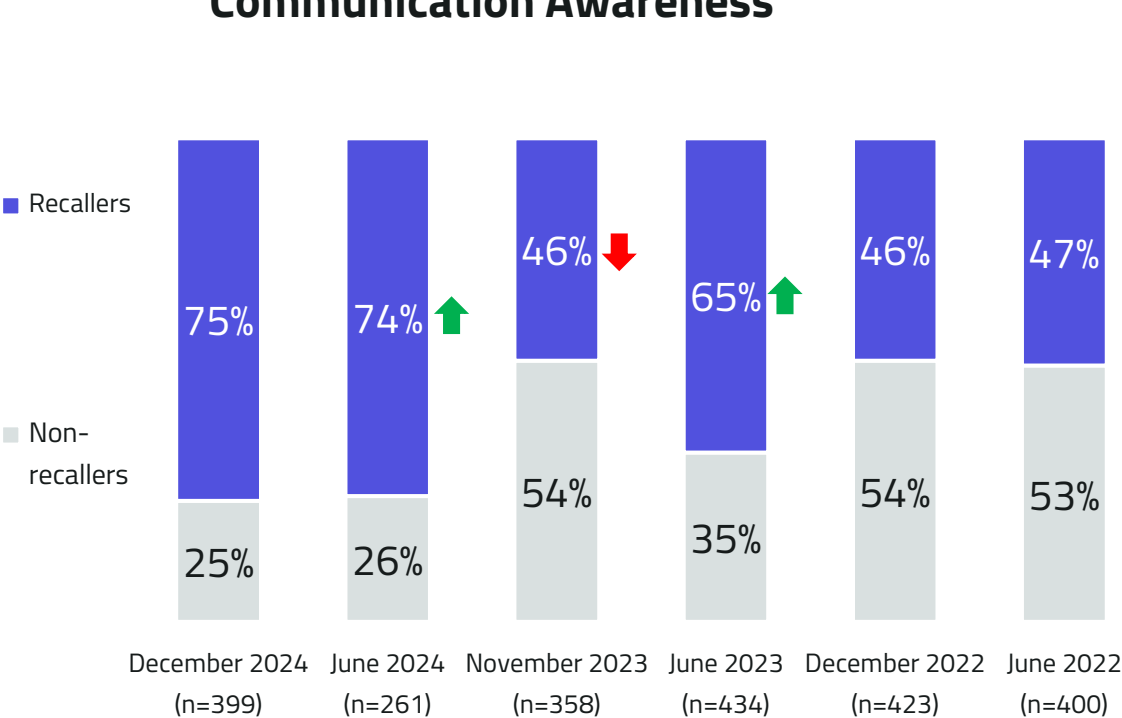
- Continue to push awareness of wildfire safety and PSPS. Communication awareness rose significantly in June 2024 and saw a slight uptick from that in December. PSPS awareness rose significantly since June, surpassing what has been seen over the past couple of years, indicating outreach efforts are be paying off.
- Continue utilizing email, social media, the BVES website, local news sources, bill inserts, and direct mail as channels for communications encouraging customers to visit the BVES website. With customers indicating the BVES website as the first place they would look to for information on PSPS, and with notifications via text and email perceived as the most effective means of communication, directing people there feels like a great opportunity to capitalize on this inclination. Caution is encouraged around using text messages for general communications if text messages are used primarily for emergency communications.
- Continue initiatives to promote BVES's efforts towards reducing the risk of wildfires. Since June 2022, awareness of most BVES' efforts have seen steady growth while the lack of awareness has been slowly declining.
- Continue to focus messaging on personal preparedness. Although 85% took action to prepare for wildfire season, the primary action taken appears to be focused on trimming vegetation, with a much smaller number of customers creating defensible space. There is ample opportunity to educate the public on additional steps that can be taken such as keeping gutters clear and preparing emergency kits and emergency readiness plans.
- Look for opportunities to inform customers about whether they reside in a PSPS area and/or encourage customers to seek out this information. Although a significantly larger number of people this wave know whether their address is in a PSPS area than last wave, just under 4 in 10 know for sure, and only one in five customers are aware of the PSPS map available on the BVES website.
- Educate customers on AFN Self-Identification. Only 8% of all customers are aware of the resource and only 6% of customers who qualify as AFN are aware. Just 20% of those aware have actually used the resource though most who have are satisfied with the results.



# Wildfire Safety Communications Awareness

- Three in four (75%) customers indicated they have seen or heard communications about wildfire safety in the past year, consistent with June 2024
- Awareness in December has continued to rise since 2022, indicating that pre-season messaging has been effective in building up awareness of fire safety communications

## Communication Awareness



	Recallers (n=301)	Non-Recallers (n=98)
Gender	Male – 53% Female – 44%	Male – 55% Female – 37%
Age	18-54 – 18% 55-64 – 22% 65+ – 56%	18-54 – 21% 55-64 – 20% 65+ – 49%
Median Income	\$102K	\$73K
Home Ownership	Own – 87% Rent – 7%	Own – 82% Rent – 11%
Primary Language is not English	18%	22%
Responded they Rely on Electricity for Medical Needs	14%	20%

Q2 Have you seen or heard any information about wildfire safety in the past year? (n=399; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



# Communication Recall

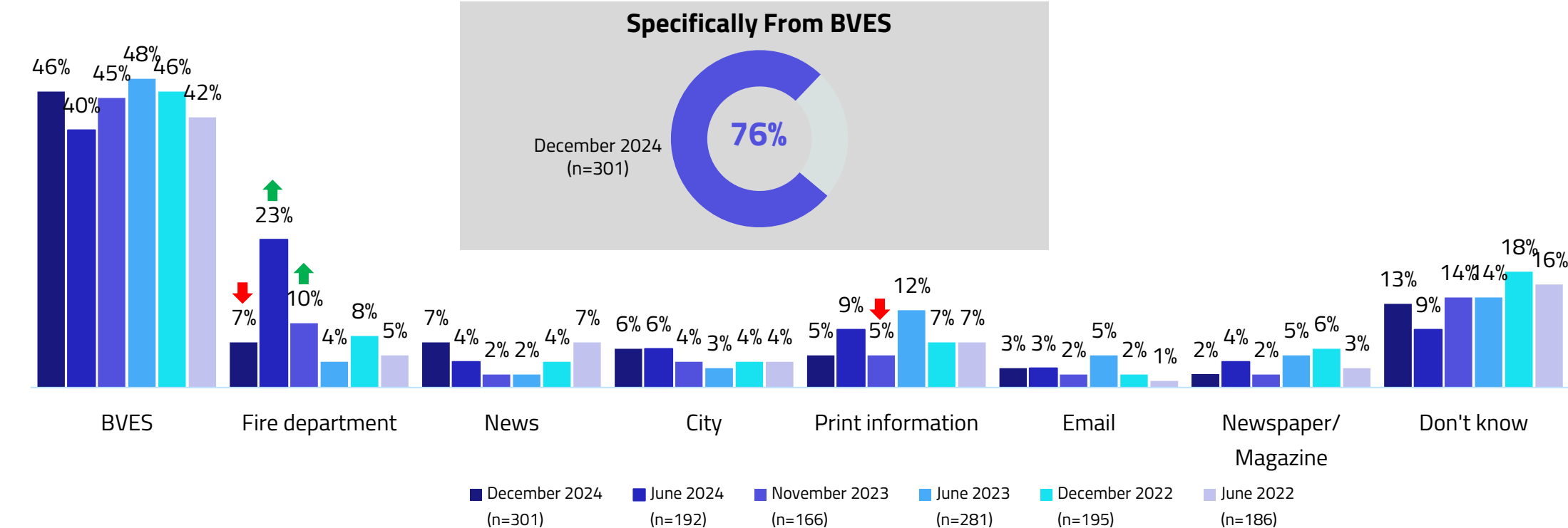
(among those aware of communications)



# Sources of Wildfire Preparedness Communications

- Of those aware, just under half (46%) recalled BVES unaided as the source of wildfire preparedness information
- When asked specifically if they had heard any information from BVES, just over three in four (76%) said they had

**Wildfire Preparedness Communications Sources**  
*(among those who recall communication)*



Q5 Who was the information about wildfire preparedness from? (n=301; Aware of Information)  
QBV1 Have you seen or heard any information about wildfire safety specifically from Bear Valley Electric Service in the past year? (n=301; Aware of Information)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Wildfire Preparedness Communications Messages

- Of those who recall communications from BVES, just under six in ten recall messages about PSPS (59%) and vegetation management (57%), followed by BVES' Wildfire Mitigation Plan (54%), and personal preparedness (52%)
- Mentions of PSPS and notifications and updating customer information increased significantly from June 2024

**Communications Messages Recalled**  
*(among those who recall communication)*

		June 2024 (n=141)	Nov 2023 (n=166)	June 2023 (n=281)	Dec 2022 (n=195)	June 2022 (n=187)
Public Safety Power Shutoff	<div></div> 59%	40%	34%	44%	28%	30%
Vegetation Management or clearing forest brush	<div></div> 57%	65%	67%	58%	57%	53%
BVES's Wildfire Mitigation Plan	<div></div> 54%	52%	45%	48%	44%	42%
Personal Preparedness	<div></div> 52%	46%	42%	42%	47%	44%
Notifications & Updating Customer Information	<div></div> 36%	24%	19%	22%	24%	19%
California Public Utility Commission designation of high wildfire threat areas	<div></div> 26%	27%	19%	20%	25%	22%
Local Emergency Services – Resources	<div></div> 25%	21%	19%	16%	23%	16%
Efforts to enhance system reliability	<div></div> 23%	21%	10%	8%	6%	3%
Community Resource Centers available for information and support	<div></div> 23%	16%	16%	12%	14%	8%
Medical Needs	<div></div> 22%	14%	17%	15%	17%	16%
Local Emergency Services – Support Tools	<div></div> 17%	18%	14%	13%	14%	9%
Grid and evacuation route hardening	<div></div> 17%	11%	Added June 2024			

Q3      What were the messages of the information you saw or heard about wildfire preparedness from Bear Valley Electric Service? (n=230; Aware of Information from BVES)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave

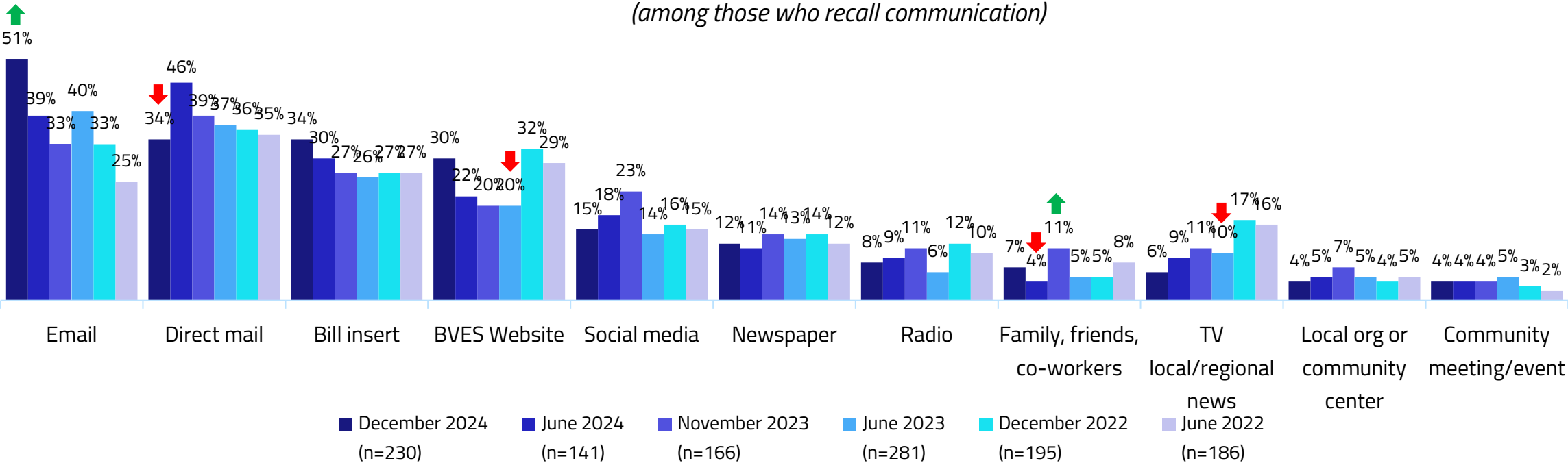


# Information Channels for Wildfire Communications

- Email was cited as the most common channel for wildfire preparedness communications, with just over half (51%) mentioning it, followed by direct mail (34%), and bill inserts (34%)
- Mentions of email increased significantly since June 2024, while mentions of direct mail decreased

## Information Channels for Wildfire Preparedness Communications

(among those who recall communication)



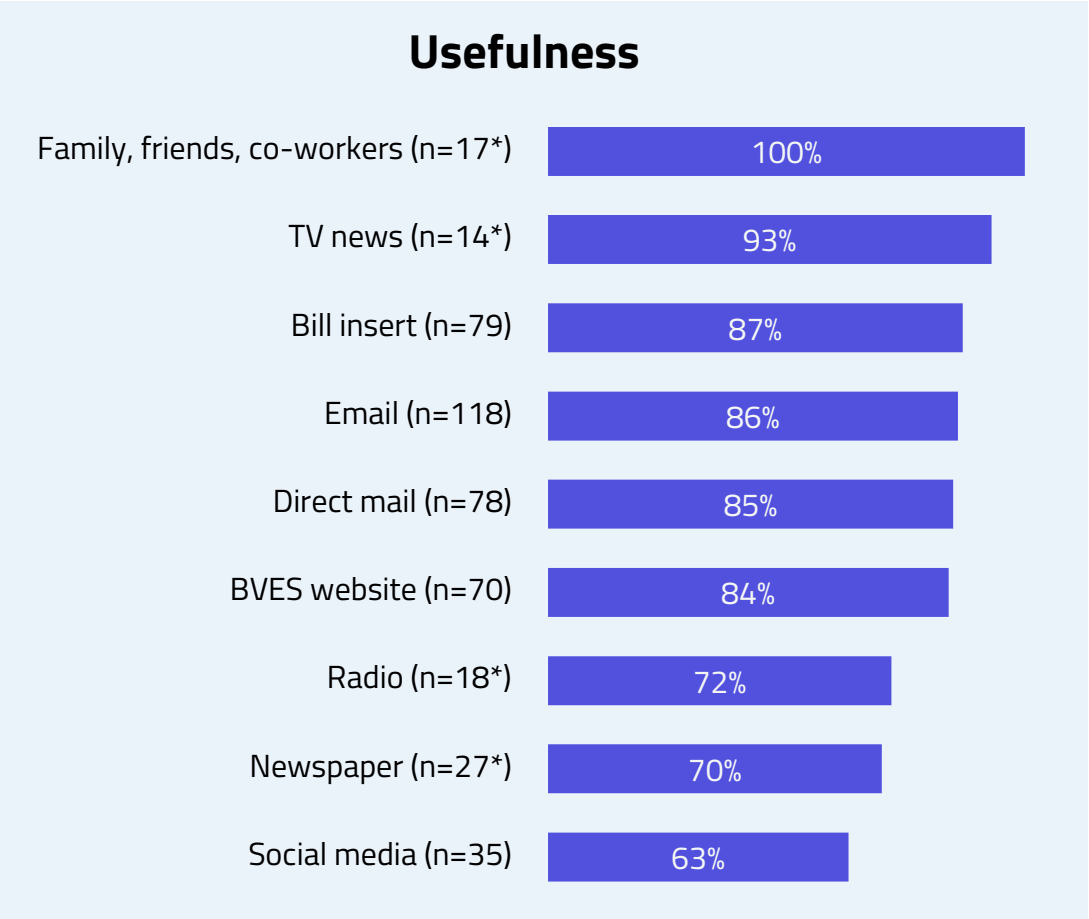
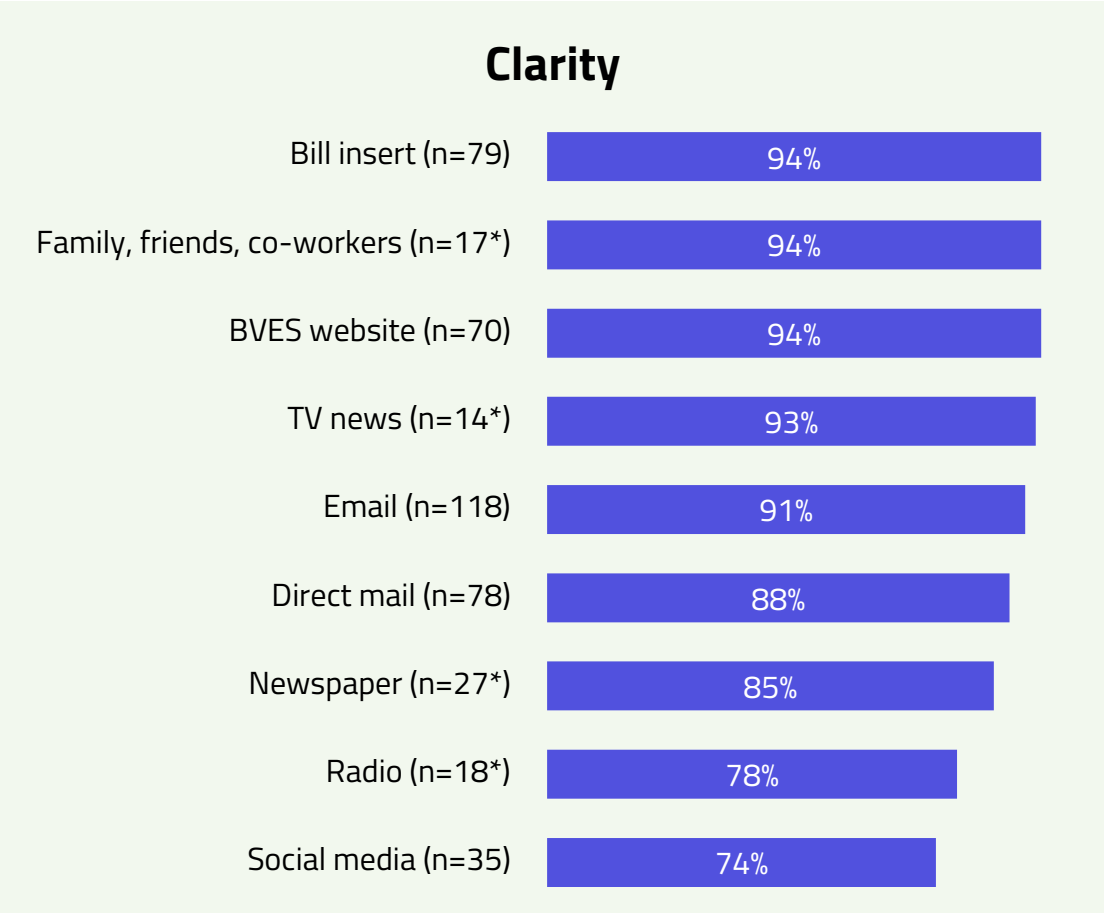
Q4 Where did you see or hear the information from Bear Valley Electric Service about wildfire preparedness? (n=230; Aware of Information from BVES)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Information Usefulness and Clarity

- In terms of clarity, bill inserts (94%), word of mouth (94%), and the BVES website (94%) are rated the highest; word of mouth (100%), TV news (93%), and bill inserts (87%) are considered highly useful among those recalling the resources



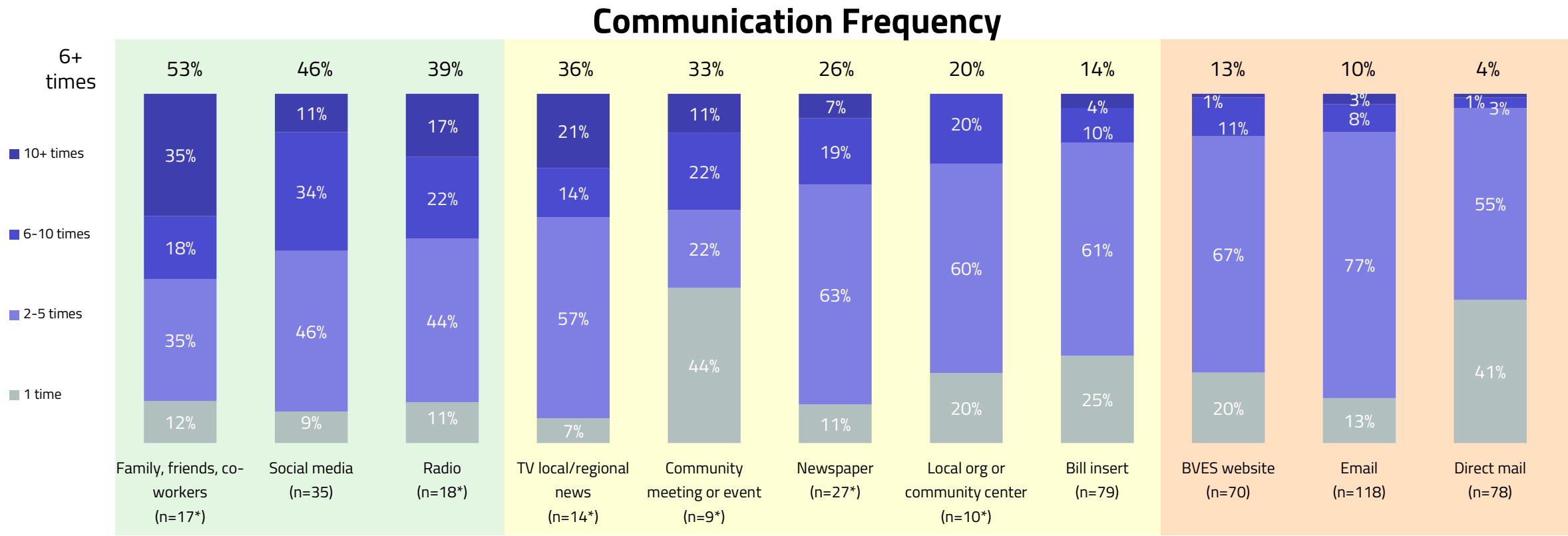
Q4A How useful was the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)  
Q4B How would you rate the clarity of the information about wildfire preparedness from each of these sources? (n-sizes vary; Aware of Communication)

\*Small sample size (n<30)



# Communication Frequency

- Just over half (53%) report hearing messages about wildfire preparedness from family, friends, and co-workers more than six times during the last six months, followed by social media, radio, and TV local/regional news



Q5A. In the past 6 months, how often do you recall seeing, hearing or receiving messages about wildfire preparedness? (n-sizes vary; Aware of Communication)

\*Small sample size (n<30)

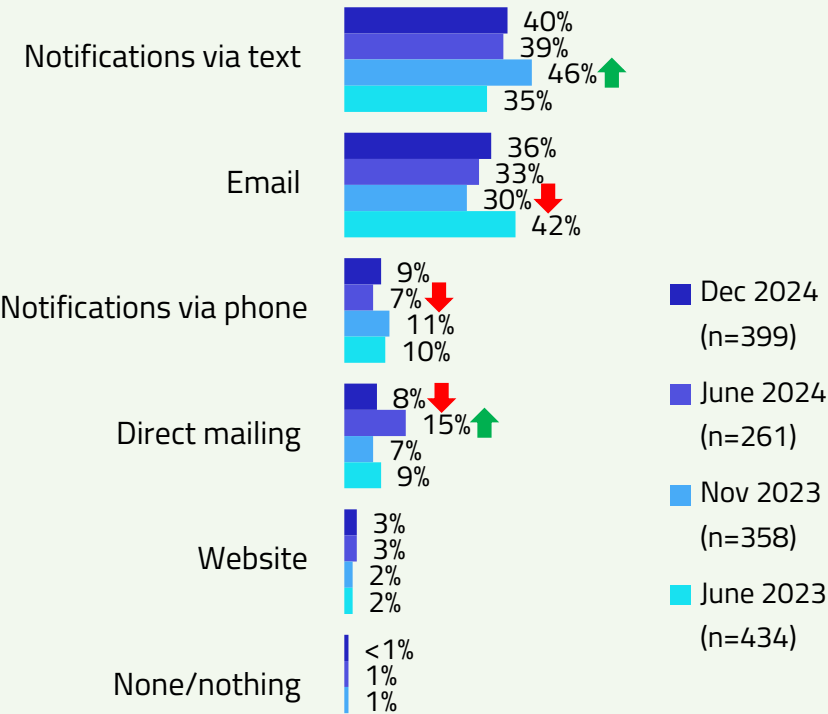




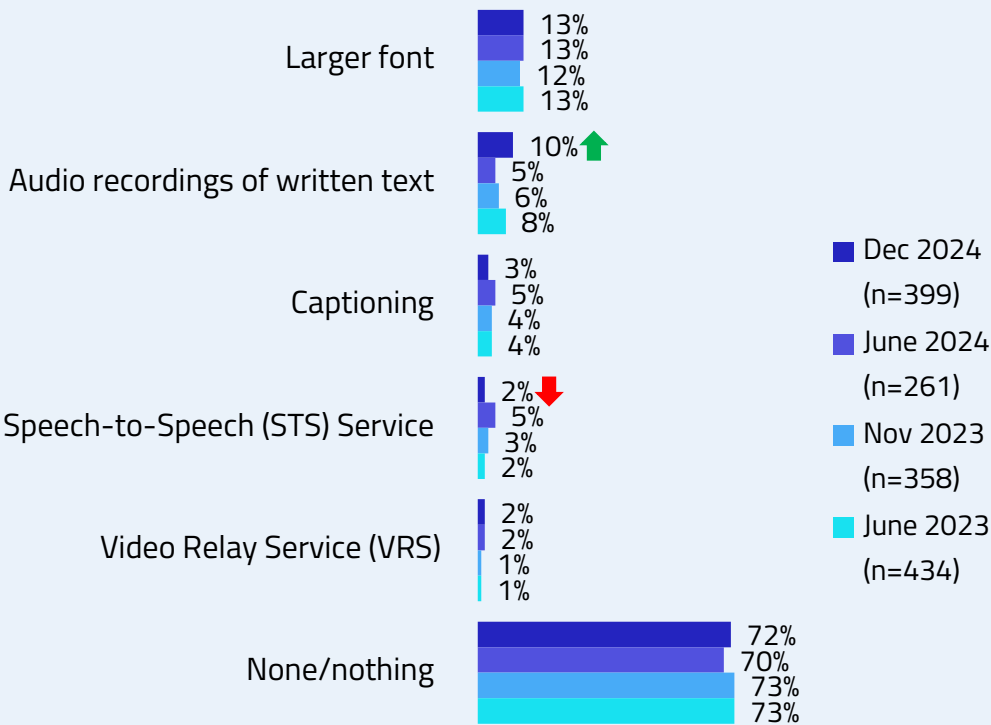
# Effective and Helpful Communication

- Notifications via text remain seen as the most effective form of communication from BVES (40%) followed by email (36%); larger font remains as the most helpful (13%) element that could be incorporated
- Mentions of direct mailing as most effective form of communication decreased significantly since June 2024 (8% vs 15%)

## Most Effective Communications



## Helpful Elements



QA6. What method of communication from Bear Valley Electric Service do you find most effective? (n=399; Total)  
QA12. Regardless of how communications from Bear Valley Electric Service are received, which, if any, of the following would be helpful for you? (n=399; Total)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



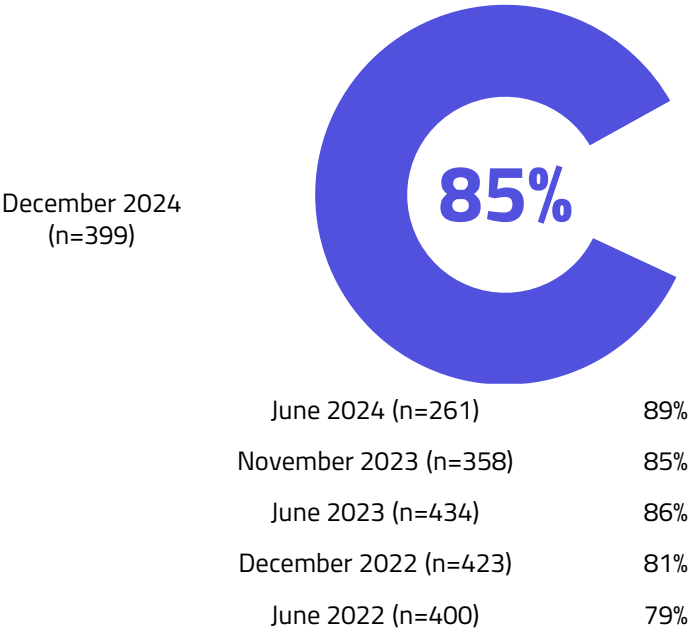
# Wildfire Preparedness Actions Taken



# Wildfire Preparedness

- Just over eight in ten respondents (85%) have taken actions to prevent or prepare their home or business in the event of a wildfire, staying in line with previous results (89% in June 2024)
- Trimming vegetation remains the most common action taken, mentioned by 89% of respondents who have taken action; mentions of creating a defensible space and preparing an emergency kit both saw significant increases since June

## Took Actions to Prevent or Prepare for a wildfire



Q6. In the past year, have you taken any actions to prevent or prepare your home or business in the event of a wildfire? (n=399; Total)  
Q6A. What actions have you taken in your home or business to prevent or prepare in the event of a wildfire? (n=340; Took actions)

Actions Taken <i>(among those taking action)</i>	December 2024 (n=340)	June 2024 (n=232)	November 2023 (n=305)	June 2023 (n=375)	December 2022 (n=341)	June 2022 (n=315)
Trimmed vegetation around home or property	89%	90%	88%	91% <span>↑</span>	83%	84%
Created defensible space	19% <span>↑</span>	13%	16%	13% <span>↓</span>	23%	24%
Clearing roof/gutter	5%	4%	4%	4%	5%	3%
Prepared an emergency kit	3% <span>↑</span>	1%	2%	2%	4%	2%
Watering/installed watering systems (sprinklers, hoses, etc.)	2%	2%	2%	2%	2%	4%
Prepared an emergency readiness plan and contact information	1%	2%	1%	1%	1%	5%

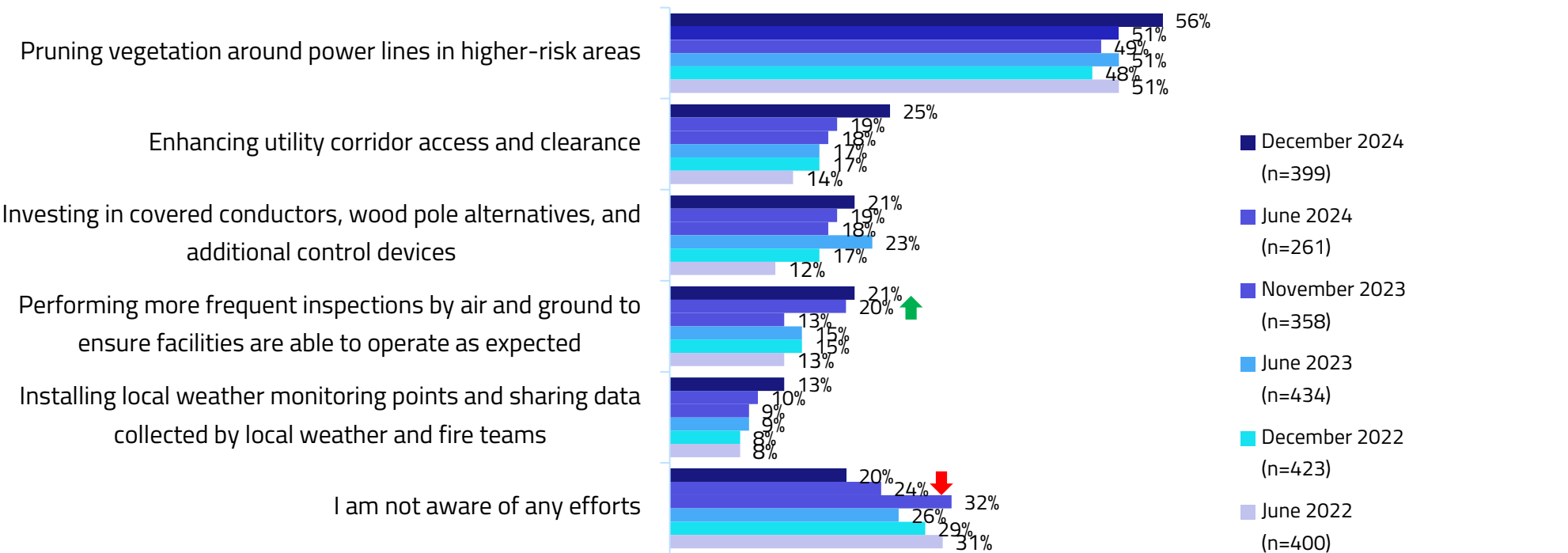
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness of BVES's Efforts

- Consistent with previous results, just under six in ten are aware of BVES pruning vegetation around power lines in higher-risk areas (56%)
- **Recallers** are significantly more likely than Non-Recallers to be aware of the majority of BVES' efforts

## Awareness of BVES' Efforts to Reduce Wildfire Risk



Q7. What efforts by BVES are you aware of to reduce the risk of wildfire? (n=399; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave

Bold denotes statistically significant difference between Recallers and Non-Recallers



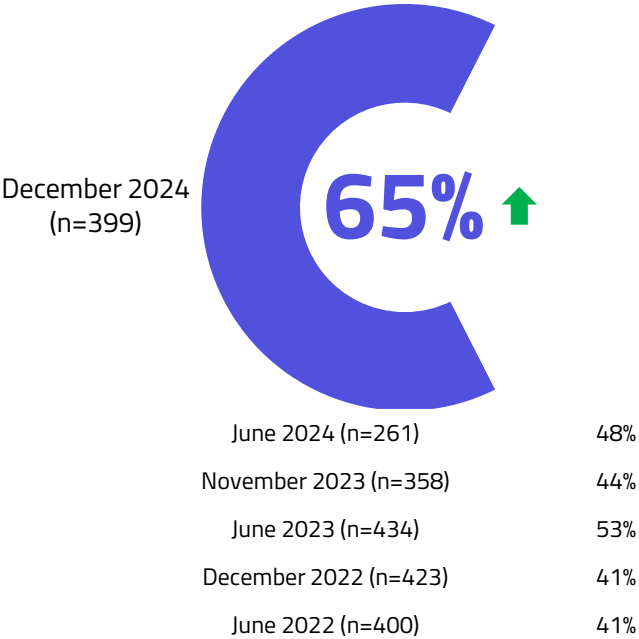
# Awareness of Public Safety Power Shutoff



# PSPS Awareness

- Just under two thirds (65%) say they recall seeing, hearing or reading the phrase PSPS, up significantly compared with June 2024 (48%); **Recallers** are significantly more likely to recall PSPS than Non-Recallers (73% vs. 41%)
- Email (41%) is the most common source of PSPS communication followed by social media (27%) and the BVES website (26%); mentions of email and social media saw significant increases when compared with last wave

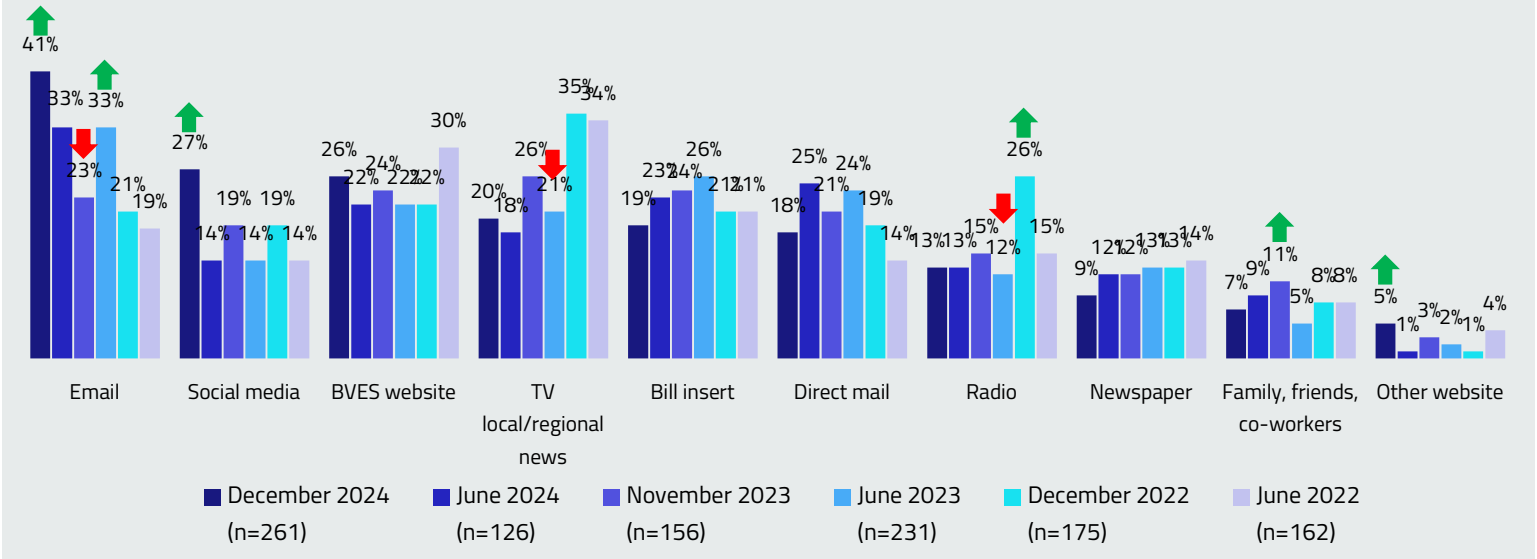
## PSPS Recall



Q8. In the past year, do you recall seeing, hearing or reading the phrase 'Public Safety Power Shutoff or PSPS?' (n=399; Total)  
Q8A. Where do you recall seeing or hearing about Public Safety Power Shutoff information related to wildfire conditions? (n=261; Recall PSPS Communications)

## Sources of PSPS Communications

(among those who recall PSPS)



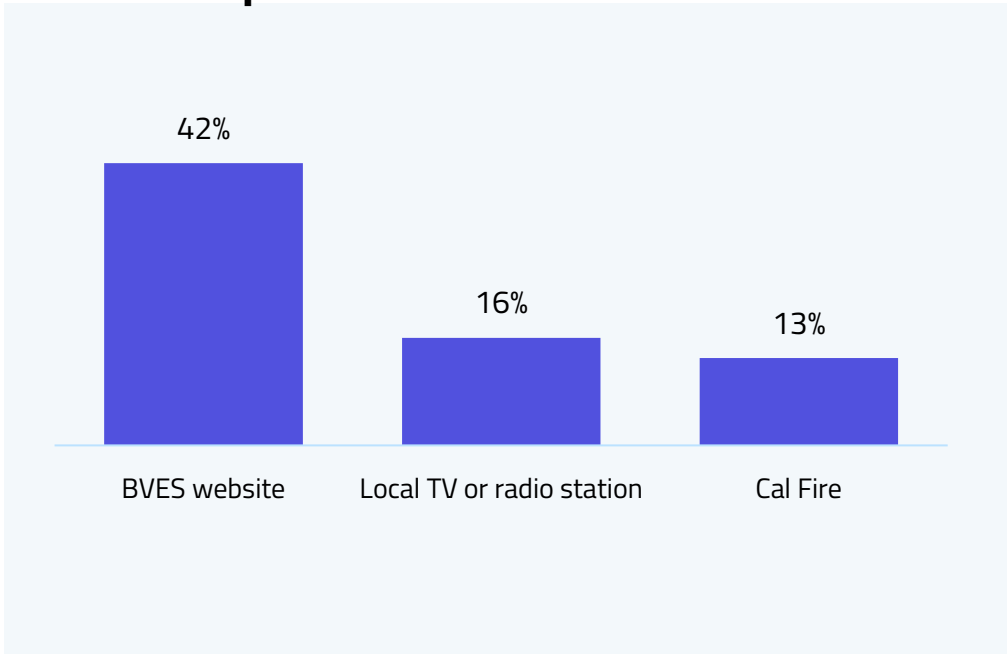
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Awareness & Understanding

- As seen in prior waves, the BVES website remains the most mentioned source for information about PSPS
- Just over three in four (78%) understand that a PSPS means “for areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather,” in line with previous results

Top 3 Sources of PSPS Information



Q9. Which one of the following would you most likely turn to first for information about Public Safety Power Shutoff? (n=261; Recall PSPS)  
Q10.. What is your understanding of a Public Safety Power Shutoff? (n=261; Recall PSPS)

## PSPS Understanding

	Dec 2024 (n=261)	June 2024 (n=126)	Nov 2023 (n=156)	June 2023 (n=231)	Dec 2022 (n=175)	June 2022 (n=162)
For areas at a higher risk of fast-spreading catastrophic wildfires, the utility will proactively shut off power during extreme and dangerous weather.	78%	75%	74%	71%	70%	75%
Before considering a Public Safety Power Shutoff the utility assesses several factors: dry trees and other fuel, winds, extremely low humidity, weather conditions, population density, real-time on-the-ground observations and input from local public safety and health agencies.	57%	54%	56%	48%	46%	56%
A Public Safety Power Shutoff is a last resort by the utility in an effort to prevent a fast-moving, hard to fight wildfire to help ensure customer and community safety.	51%	54% <div>↑</div>	42%	40%	46%	40%
The likelihood of a Public Safety Power Shutoff is reduced when the utility takes steps to harden the electric grid.	33%	33%	37%	29%	38%	36%
Taking steps to enhance situational awareness by tracking satellite information and monitoring weather conditions can reduce the likelihood of a Public Safety Power Shutoff.	29%	31%	29%	26%	28%	Added Dec 2022



Arrows signify statistical difference at the 95% confidence level compared to the previous wave

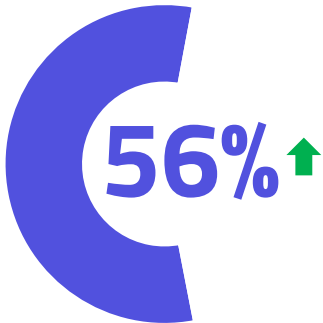


# Contact Information for PSPS

- Just under six in ten (56%) are aware they can update their contact information with BVES, up significantly when compared with June 2024 results (47%); among **Recallers** awareness is higher than among Non-Recallers (63% vs 35%)
- Just under six in ten (58%) of those aware they can update their information have done so, consistent with previous findings

## Awareness of Ability to Update Contact Information for PSPS

December 2024  
(n=399)

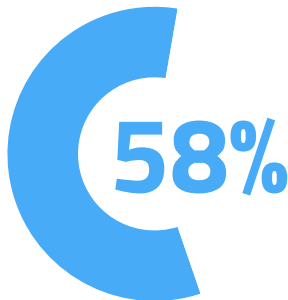


June 2024 (n=261)	47%
November 2023 (n=358)	42%
June 2023 (n=434)	46%
December 2022 (n=423)	43%
June 2022 (n=400)	37%

## Have Updated Contact Information

(among those aware they can update contact info)

December 2024  
(n=225)



June 2024 (n=122)	61%
November 2023 (n=151)	62%
June 2023 (n=200)	57%
December 2022 (n=184)	61%
June 2022 (n=149)	57%

Q 11. Are you aware you can update your contact information with BVES to receive proactive notification prior to a Public Safety Power Shutoff? (n=399; Total)  
Q 11A. Have you updated your contact information with BVES to receive notifications prior to a Public Safety Power Shutoff? (n=225; Aware of Information Update)

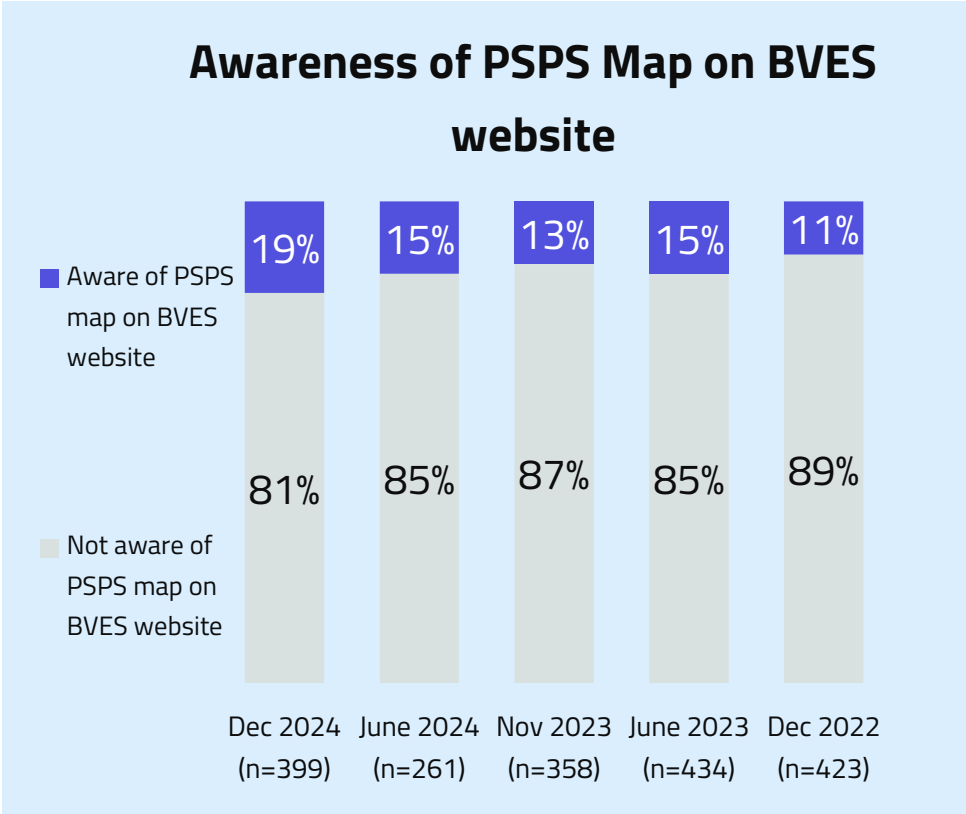
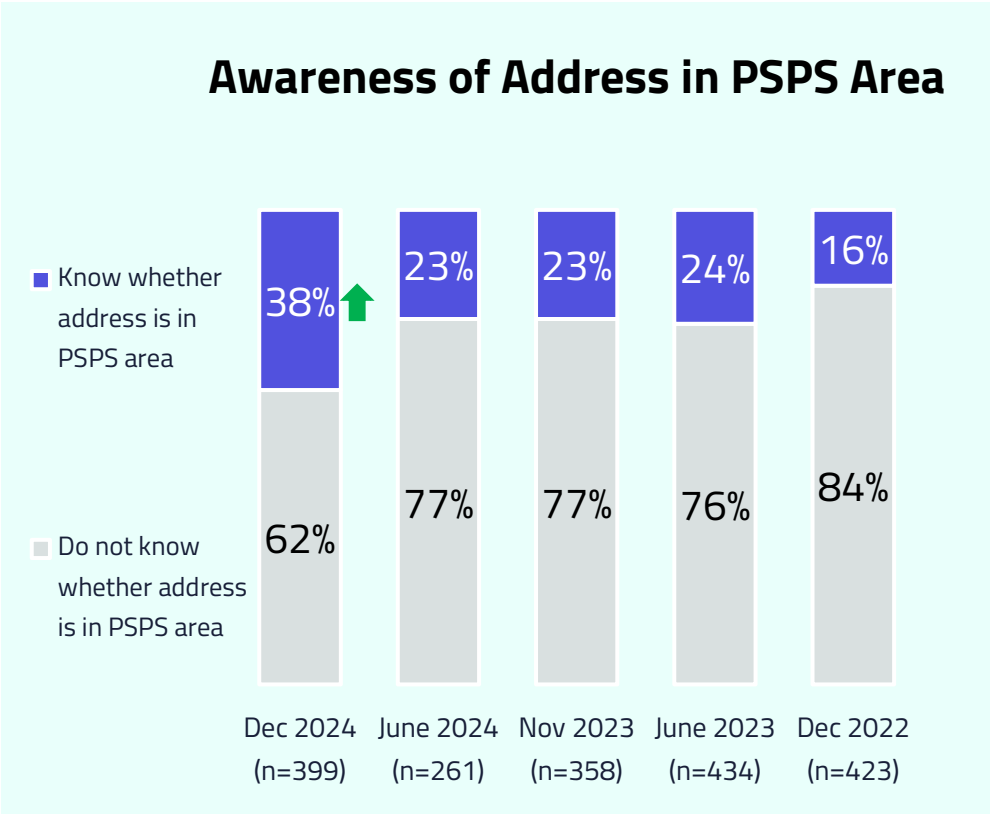
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave





# Awareness of PSPS Location Status

- Just under four in ten (38%) know whether their address is in a PSPS area, up significantly from June 2024 (23%)
- **Recallers** are significantly more likely than Non-Recallers to know whether their address is in a PSPS area (44% vs 19%)



Q12. Do you know whether your address is located in a Public Safety Power Shutoff area? (n=399; Total)  
Q13. Are you aware of a map on BVES's website where you can check whether your address is located in a Public Safety Power Shutoff area and the status? (n=399; Total)

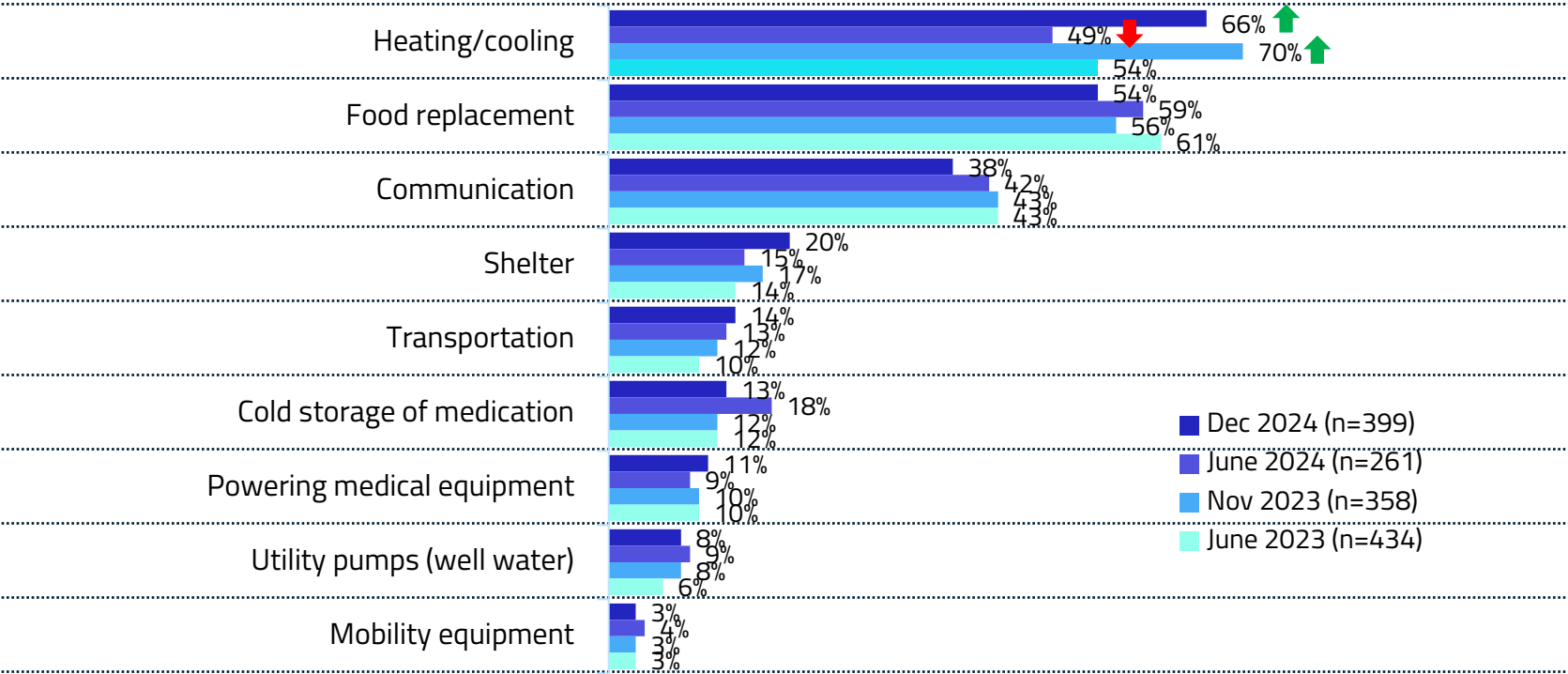
↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Concerns about Extended Outage

- The largest concerns and perceived challenges in the event of an extended power outage include heating/cooling (66%), food replacement (54%), and communication (38%)
- Mentions of heating/cooling as a perceived concern increased significantly since June 2024 (66% vs 49%)

Concerns or Challenges of an Extended Power Outage



QA5. In the event of an extended power outage, what are your most significant concerns or challenges? (n=399; Total)

Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Medical Needs and Language Preferences

**Just over one in seven (15%) responded that they rely on electricity for medical needs**, consistent with last wave (16%)

A significantly greater proportion of **critical customers** say they rely on electricity for medical needs (94% vs 12%)

**Just under one third of those relying on electricity for medical needs are aware BVES provides additional notices** prior to a PSPS event (30%)

**19% of customers indicated they have a primary language other than English**; English remains preferred for communications for almost all respondents

- Nearly all customers (98%) indicating their primary language is not English still stated they prefer all communications in English as opposed to another language; Spanish is identified as the second most preferred language (2%)

**97% of respondents indicated it would not be helpful** for them or anyone else in their household **to receive communications in another language**

Q14. Does anyone in your home or business rely on electricity for medical needs/equipment? (n=399; Total)  
Q14A. Are you aware that BVES provides additional notices prior to a Public Safety Power Shutoff to households that have medical needs/equipment? (n=61; Rely on electricity for medical needs)  
Q15. Is your primary language other than English? (n=399; Total)  
Q16. Would it be helpful for you or anyone else in your household to receive communications in another language? (n=399; Total)  
Q16B. What is your preferred language to receive communications? (n=399; Total)

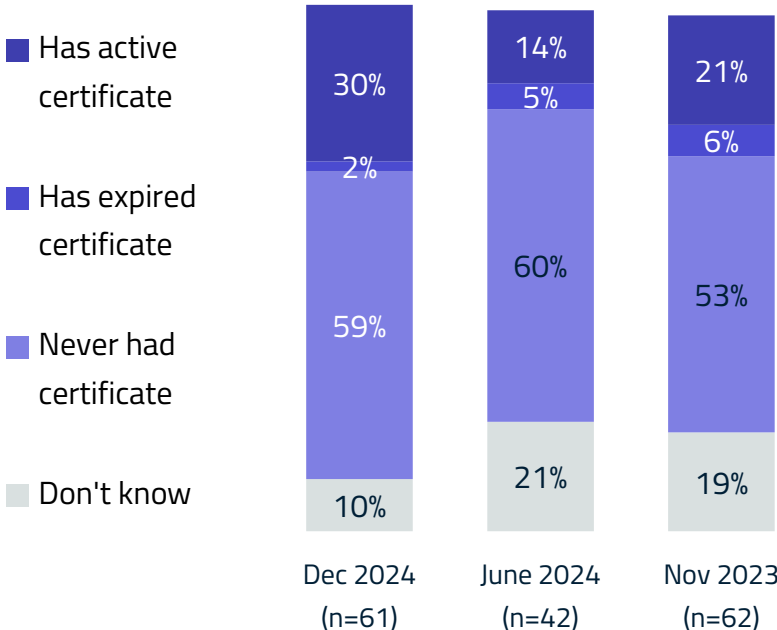


# Medical Support Certificate Usage

- Of the customers who rely on electricity for medical equipment, 30% currently have an active Medical or Life Support Certificate and 25% are aware that the Medical or Life Certificate requires annual renewal

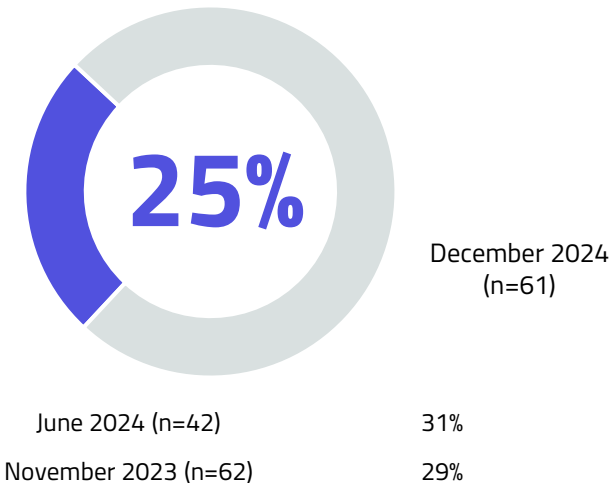
## Active Medical or Life Support Equipment Certificate

(among those with medical needs)



## Aware Certificates Require Annual Renewal

(among those with medical needs)



Q14B Do you currently have an active Medical or Life Support Equipment Certificate? (n=61; Rely on electricity for medical needs)  
Q14C Are you aware that medical certificates require annual renewal? (n=61; Rely on electricity for medical needs)

↑ ↓ Arrows signify statistical difference at the 95% confidence level compared to the previous wave

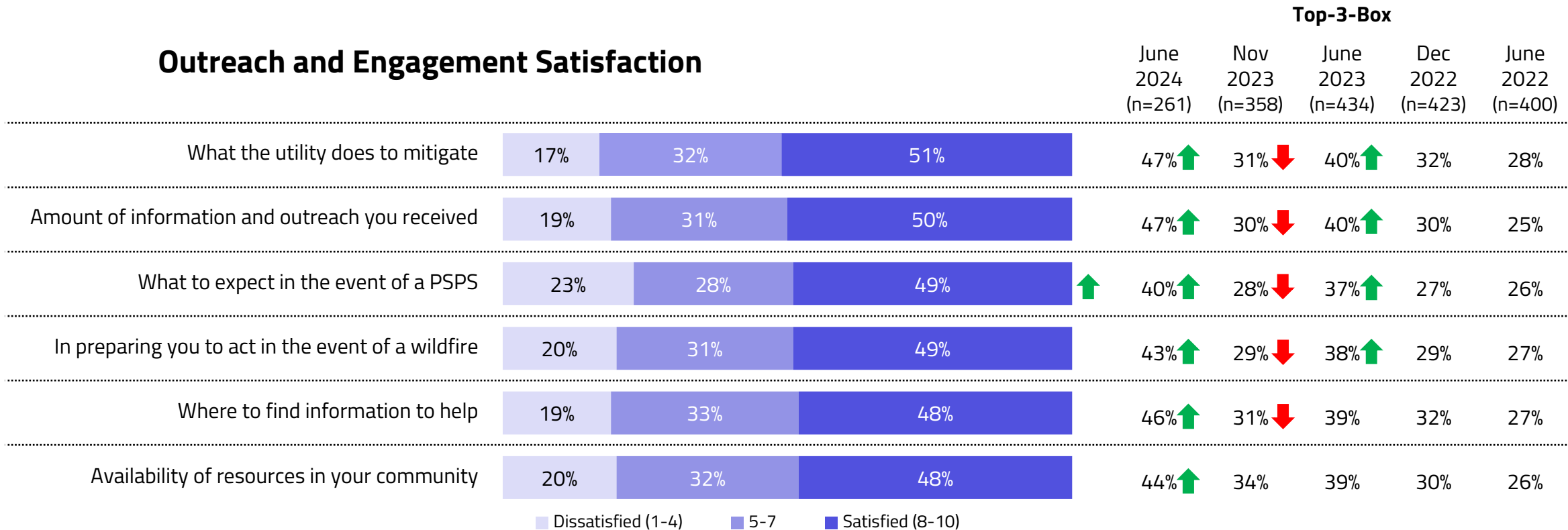


Post-PSPS



# Outreach and Engagement Satisfaction

- Roughly half (48% to 51%) of customers report being satisfied with all statements about outreach and engagement
- Satisfaction with information on what to expect in the event of a PSPS increased significantly from June 2024 (49% vs 40%)
- **Recallers give significantly higher satisfaction ratings** for all outreach and engagement metrics evaluated



QSAT1. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the information you receive? (n=399; Total)



Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# PSPS Notifications

- Just over half (51%) say that notifications should be sent if there is any possibility of a PSPS; another 36% feel that notifications should only be sent if there is a high likelihood of a PSPS

PSPS Notifications Perception	Dec 2024 (n=399)	June 2024 (n=261)	Nov 2023 (n=358)	June 2023 (n=434)	Dec 2022 (n=423)	June 2022 (n=400)
Notifications should be sent if there is any possibility of a PSPS	51%	52%	49%	49%	49%	51%
Notifications should only be sent if there is a high likelihood of a PSPS	36%	38%	35%	37%	38%	38%
Notifications should only be sent if a PSPS is certain to occur	13%	10% ↓	15%	13%	13%	11%

QOSAT4. Which of the following statements best describes how you feel about Public Safety Power Shutoff (PSPS) notifications? (n=399; Total)

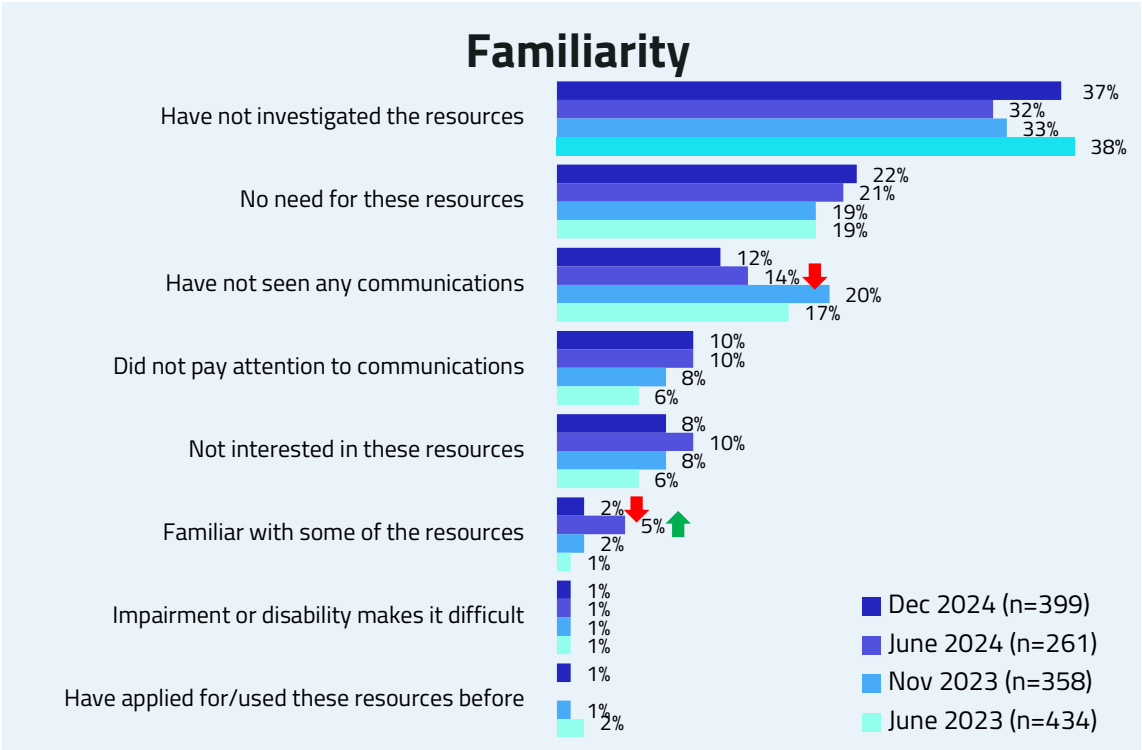
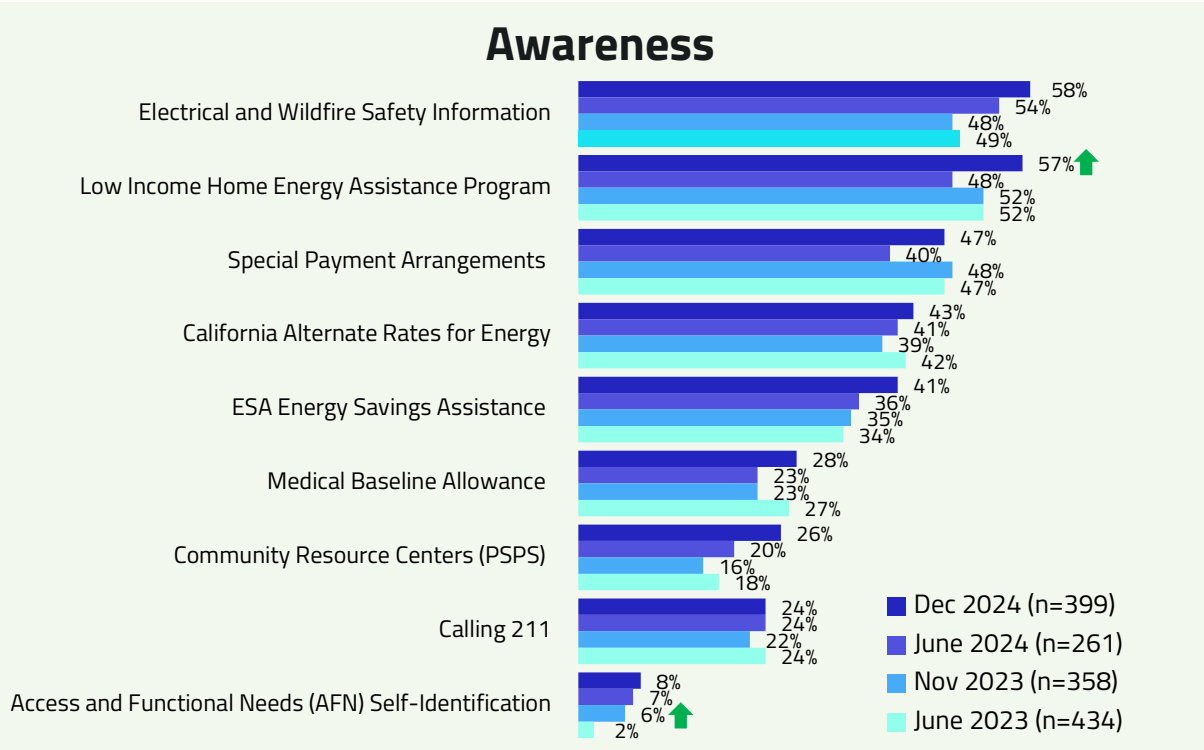


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Awareness and Familiarity of Resources

- Of the resources available to the public, roughly half indicated they were aware of the Electrical and Wildfire Safety Information (58%) and Low-Income Home Energy Assistance Program (57%); just over one third (37%) indicate they “have not investigated the resources”
- Awareness of the Low-Income Home Energy Assistance Program saw a significant increase since June 2024 (57% vs 48%)
- **Recallers** are significantly more likely to indicate they were aware of all but two of the available resources



QA7. BVES supports a number of resources that are available to the public. Before today, which of the following resources have you heard of? (n=399; Total)  
QA8. What statement best describes your familiarity with the resources you just reviewed? (n=399; Total)



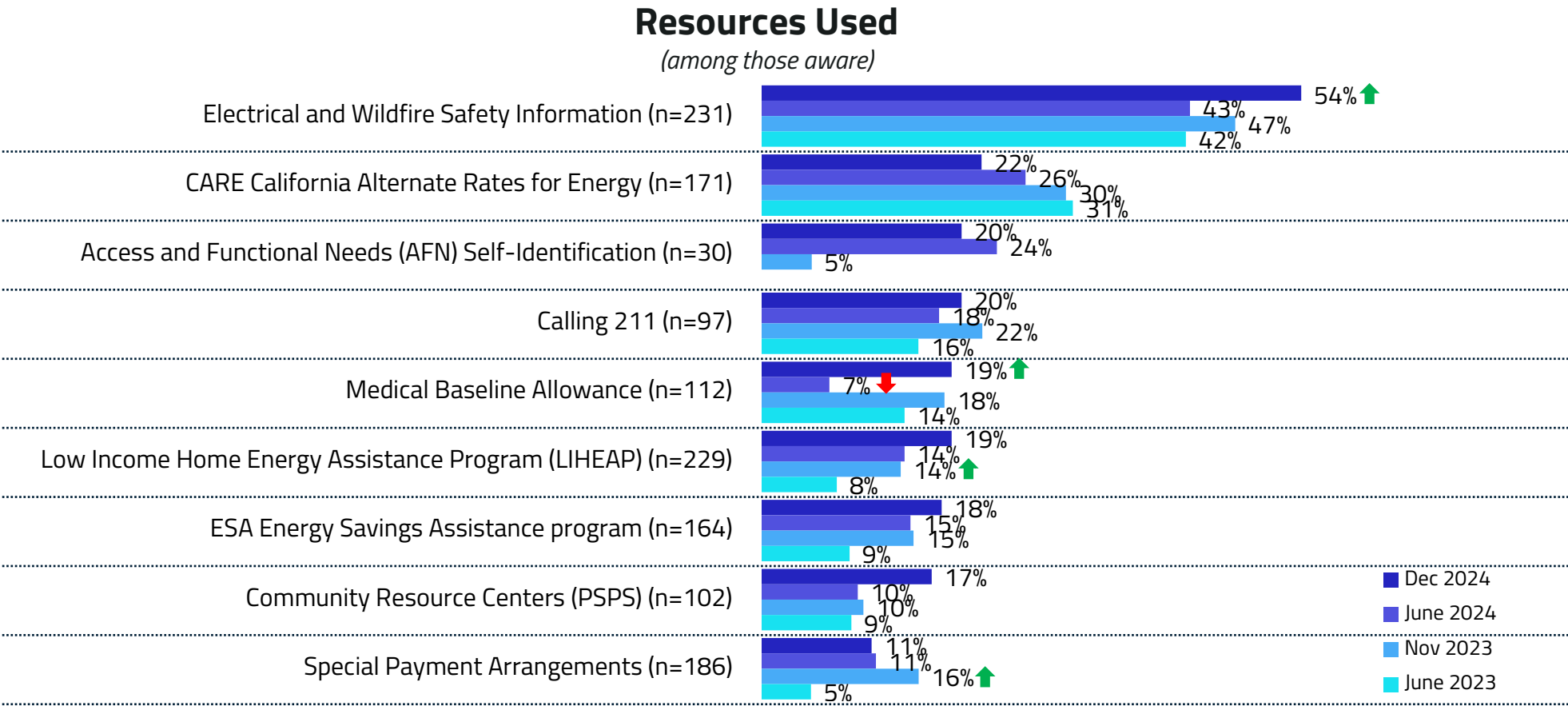
Arrows signify statistical difference at the 95% confidence level compared to the previous wave





# Resources Used

- Of those aware of the resources available, just over half (54%) have used Electrical and Wildfire Safety Information, up significantly since June 2024 (54% vs 43%)
- Roughly one in five have used CARE (22%), AFN Self-Identification (20%), and Calling 211 (20%)



QA9. Which, if any, of these resources have you used in the past? (n varies; Aware of Communication)

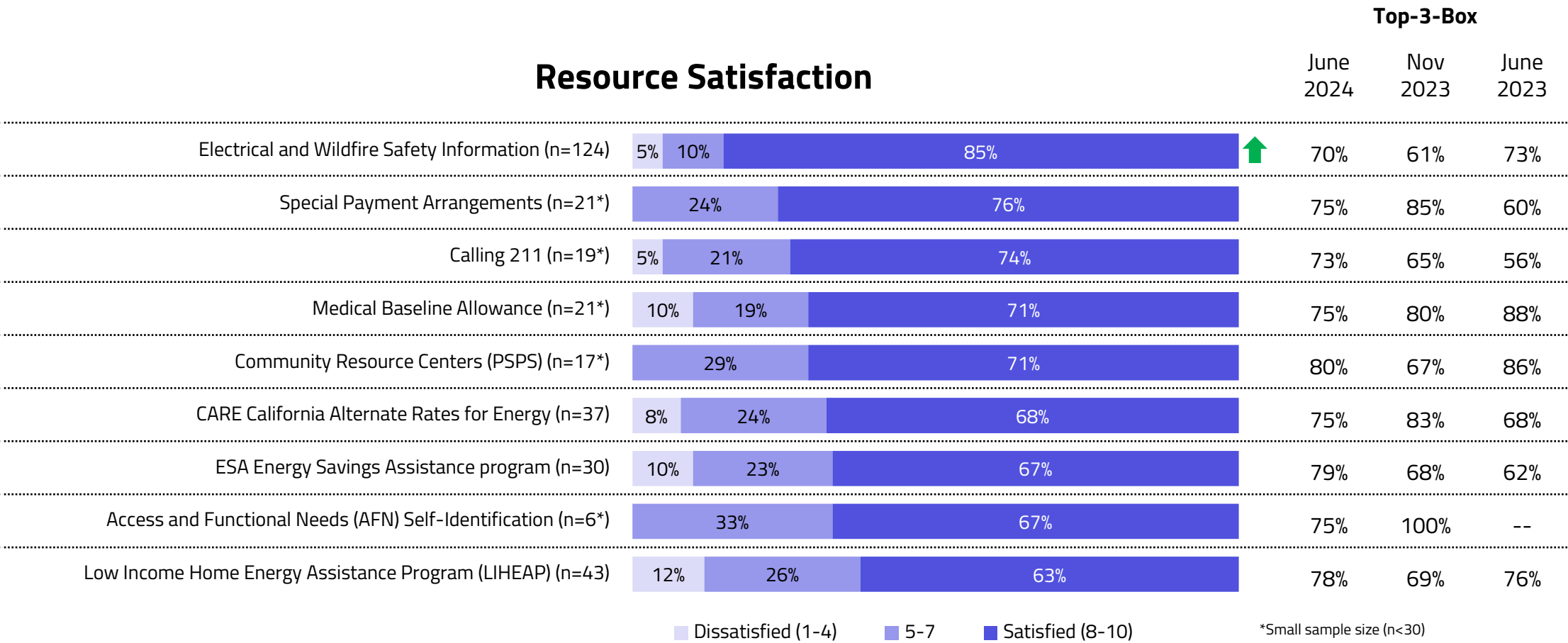


Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Satisfaction with Resources Used

- Satisfaction is highest among those using electrical and wildfire safety information, which saw a significant increase when compared with June 2024 (85% vs 70%)



QA10. On a scale of 1 to 10, with 1 being not at all satisfied and 10 being very satisfied, how satisfied are you with the resources you've used in the past? (n varies; Used Resources)



\*Small sample size (n<30)  
Arrows signify statistical difference at the 95% confidence level compared to the previous wave



# Critical & AFN Customer Summary



# Key Metrics: Random vs Critical Customers

	Random Customer (n=383)	Critical Customer (n=16*)
Aware of Wildfire Safety Communications	76%	63%
Aware of Communications from BVES (among those aware)	46%	30%
Took Action to Prevent or Prepare for a Wildfire	85%	81%
Recall PSPS	<b>67%</b>	38%
Would Turn to BVES Website for PSPS Info	43%	--
Aware of Ability to Update Contact Info for PSPS	56%	75%
Know if Address is in PSPS Area	38%	38%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	48%	50%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	24%	47%
Aware of AFN self-identification	8%	--

\*Small sample size (n<30) Bold denotes statistically significant difference between Random and Critical Customers



# Demographic Profiles: Random vs Critical Customers

	Random Customer (n=383)	Critical Customer (n=16*)
Gender	Male – 54% Female – 42%	Male – 50% Female – 44%
Age	18-54 – <b>20%</b> 55-64 – 21% 65+ – 54%	18-54 – 6% 55-64 – 31% 65+ – 56%
Median Income	\$99K	\$25K
Home Ownership	Own – <b>87%</b> Rent – 7%	Own – 63% Rent – 25%
Average Length in Home	11.5 years	15 years
Live in Big Bear Year Round	43%	<b>81%</b>
Vacation Rental (among those living in Big Bear part time)	17%	--
Primary Language is not English	19%	19%
Responded they Rely on Electricity for Medical Needs	12%	<b>94%</b>

\*Small sample size (n<30)  
Bold denotes statistically significant difference  
between Random and Critical Customers



# Key Metrics: AFN vs. Non-AFN

	AFN Customer (n=329)	Non-AFN Customer (n=70)
Aware of Wildfire Safety Communications	75%	77%
Aware of Communications from BVES (among those aware)	47%	41%
Took Action to Prevent or Prepare for a Wildfire	85%	87%
Recall PSPS	65%	67%
Would Turn to BVES Website for PSPS Info	40%	49%
Aware of Ability to Update Contact Info for PSPS	58%	47%
Know if Address is in PSPS Area	38%	34%
Satisfied with Availability of Resources in Community for Wildfire Safety Info	49%	43%
Aware of Additional PSPS Notices for Those with Medical Need (among those with medical need)	30%	--
Aware of AFN Self-Identification	8%	7%

Bold denotes statistically significant difference between AFN and Non-AFN Customers



# Demographic Profiles: AFN vs. Non-AFN

	AFN Customer (n=329)	Non-AFN Customer (n=70)
Gender	Male – 54% Female – 43%	Male – 49% Female – 40%
Age	18-54 – 12% 55-64 – 19% 65+ – 66%	<b>18-54 – 50%</b> <b>55-64 – 31%</b> 65+ – --
Median Income	\$83K	\$175K
Home Ownership	Own – 89% <b>Rent – 9%</b>	Own – 87% Rent – 3%
Average Length in Home	<b>12.2 years</b>	8.8 years
Live in Big Bear Year Round	47%	36%
Vacation Rental (among those living in Big Bear part time)	14%	26%
Primary Language is not English	23%	--
Responded they Rely on Electricity for Medical Needs	19%	--

Bold denotes statistically significant difference between AFN and Non-AFN Customers

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# CBO Interviews





# CBO Interviews

Four in-depth interviews were conducted with community-based organizations (CBOs) in the BVES territory in December 2024.

- Interviews lasted 30 minutes and were conducted using Microsoft Teams
- Participants were offered \$100 as a “thank you” for their time and feedback
- All interviews were recorded
- Interviews were scheduled using a “warm handoff” from BVES





# CBO Interviews

## Current Communications

- All participants are all in regular contact with BVES, and have personal contacts they can easily reach directly via phone or email
- Regular communications cover a range of topics including outage response, infrastructure planning, and emergency preparedness
- Multi-agency meetings are cited as a way the key players (BVES, Cal Trans, UFS, Cal Fire, local fire/emergency services, municipal orgs, schools, utility partners, and hospitals) come together to plan for emergency situations
  - It is important to share information about plans for maintenance activities and potential outages (PSPS or other) to ensure all are on the same page in supporting the community
  - Ensure communications are consistent and accurate to avoid confusion with public outreach
  - Meetings should cover all types of emergency preparation, which could involve earthquakes and winter storms in addition to wildfires
  - Consider incorporating the newly formed firesafe council into the list of partners for emergency response planning
- Participants felt there were solid communications related to fire danger in the past year
- Participants do recall some public-facing communications from BVES, and primarily around the potential for PSPS outages; these communications were primarily via email and social media

## Spreading the Word

- For public-facing communications, participants recommend social media, email, text, direct mail, radio, newspaper, and appearances at local events
  - Social media is cited as an effective way to reach many in the community; while there are some residents who will not receive the messages, the posts will help spread messages via word of mouth
  - To reach a broad group of community members, posting flyers at grocery stores and attending events to talk to the community or hand out materials
  - Organizations are willing to repost social media content or reference BVES materials in their communications
- Due to the large visitor population, it is recommended to partner with local businesses, the chamber of commerce, and Air BnB hosts to ensure there is safety information available to non-residents
  - Attendance at local events has the potential to reach visitors who would not receive email or belong to a local social media group
  - Newer residents are likely to be less prepared, and a regular community presence can help reiterate the importance of safety preparations
- English and Spanish are the primary languages required



# CBO Interviews

## Useful Information/Resources

- The most effective ways BVES can support the community in preparing the community include:
  - Direct mailings and bill inserts with information about wildfire safety and PSPS; mailings should be timed for late spring/early summer, with a reminder toward the peak of fire season
  - Using social media to reach the public, encouraging partner entities to repost content and sharing safety messages from other local agencies
  - Providing information about steps to take in the event of an extended power outage (having food/water, batteries charged, filling gas tanks, generator safety); these messages can be framed as general emergency preparation, being applicable to fires and winter storms
  - Encouraging community members to share information with neighbors who may not be on social media or online
  - Educating the public about PSPS and explaining the criteria for PSPS events; additionally, provide information about BVES' mitigation efforts and infrastructure improvements
  - Providing timely notice about potential PSPS events and providing timely updates as circumstances change
  - Maintaining regular communication with partner agencies and coordinating actions

## PSPS Events

- All are aware of PSPS and have been involved in planning activities for extended outages
- Participants understand the changing nature of PSPS and the challenges that brings when planning/preparing for an event
  - Early notification is important (at least 24 hours in advance), with regular updates as conditions evolve
  - Important information includes when/why an outage is expected, the estimated duration, regular updates, and notices when power is expected to be restored and when it is restored
- Those with medical needs and the elderly are considered most at risk, and it is important to provide them education, resources, and advanced notification when possible
- Participants are generally not aware of resource centers or plans for spinning them up in the event of a PSPS outage; it will be important to educate partners and the broader community of resources that will be made available
- While long term residents are generally prepared for weather-related outages, newer residents and visitors are less likely to be prepared
  - Partnership with homeowners, property managers, local businesses, and organizations/events is a way to reach this audience
  - Local radio provides an opportunity to reach all in the community during power outages and is an important partner



# Demographic Profiles



# Respondent Profiles

Gender	Total (n=399)	Recallers (n=301)	Non-Recallers (n=98)
Male	53%	53%	55%
Female	42%	44%	37%
Age			
18 to 24	--	--	--
25 to 34	3%	2%	<b>7%</b>
35 to 44	5%	6%	4%
45 to 54	11%	11%	10%
55 to 64	21%	22%	20%
65 or over	54%	56%	49%
Prefer not to say	5%	4%	9%

Renter/Homeowner	Total (n=399)	Recallers (n=301)	Non-Recallers (n=98)
Own	86%	87%	82%
Rent	8%	7%	11%
Prefer not to say	5%	4%	7%
Household Income			
Less than \$20,000	7%	6%	10%
\$20,000 to \$39,999	7%	7%	7%
\$40,000 to \$59,999	8%	8%	7%
\$60,000 to \$89,999	10%	11%	8%
\$90,000 to \$129,999	12%	12%	12%
\$130,000 to \$199,999	11%	<b>13%</b>	5%
\$200,000 or more	12%	<b>14%</b>	6%
Prefer not to say	33%	29%	44%

Q17. What is your gender? (n=399; Total)  
Q18. What is your age category? (n=399; Total)  
Q19. Do you own or rent your home? (n=399; Total)  
Q20. Which of the following best describes your annual household income? (n=399; Total)

Bold denotes statistically significant difference between Recallers and Non-Recallers



# Respondent Profiles

Years In Home	Total (n=399)	Recallers (n=301)	Non-Recallers (n=98)
Less than 2 years	14%	13%	14%
2-3 years	11%	11%	11%
3-5 years	10%	9%	12%
6-10 years	17%	17%	17%
10-19 years	16%	17%	13%
20+years	26%	28%	21%
Prefer not to say	6%	5%	10%

Occupancy	Total (n=399)	Recallers (n=301)	Non-Recallers (n=98)
Live in Big Bear year-round	45%	44%	47%
Live in Big Bear part time	46%	48%	39%
Prefer not to say	10%	8%	14%

Vacation Rental	Total (n=182)	Recallers (n=144)	Non-Recallers (n=38)
Yes	16%	17%	16%
No	84%	83%	84%

Q21. How long have you lived in your home? (n=399; Total)  
Q22. Do you live in your home in Big Bear year-round, or part time? (n=399; Total)  
Q23. Is your home in Big Bear a vacation rental? (n=124; Live in Big Bear part time)

\*Small sample size (n<30)  
Bold denotes statistically significant difference between Recallers and Non-Recallers



# Respondent Profiles – AFN Criteria

	Total (n=399)	Recallers (n=301)	Non-Recallers (n=98)
AFN (NET)	66%	67%	64%
Age 65+	54%	56%	49%
<\$40K income	14%	13%	17%
Chronic conditions or injuries	11%	11%	13%
Physical, developmental, or intellectual disability	10%	9%	14%
Limited access to transportation	5%	3%	<b>9%</b>
Non-English language needs	19%	18%	22%
Medical need	15%	14%	20%

Bold denotes statistically significant difference between Recallers and Non-Recallers