



# Sonoma County Operational Area Emergency Operations Plan Annex:

## Public Safety Power Shutoff (PSPS) Incidents

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DEPARTMENT OF EMERGENCY MANAGEMENT



**DRAFT**

July 2021

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As an Annex to the Sonoma County Emergency Operations Plan, this document is subject to revision at any time.

Comments and suggestions should be directed to:

County of Sonoma

Department of Emergency Management

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<https://sonomacounty.ca.gov/Emergency-Management>



## I. INTRODUCTION

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### **Purpose**

This Annex outlines procedures that guide a collaborative response in the Sonoma County Operational Area (Op Area) to the threat or actual de-energization of electrical systems due to extreme fire danger conditions – otherwise known as a Public Safety Power Shutoff (PSPS). This is a supporting annex to the *Sonoma County Operational Area Emergency Operations Plan (EOP)*.

This Annex provides direction for Operational Area stakeholder organizations including County departments, cities, special districts, community groups, and others, ensuring multi-disciplinary and multi-jurisdictional agency coordination in accordance with the County's EOP, California Emergency Services Act, Standardized Emergency Management System (SEMS), and National Incident Management System (NIMS).

This Annex is designed to accomplish the following:

- Serve as a planning document to support further development of associated response plans by County departments and agencies.
- Provide an overview of the threat that PSPS incidents pose to the Operational Area and describe the potential scope of impacts.
- Provide the response management team with contextual information to guide initial response planning.
- Ensure systems and resources are sufficient to address the concurrent impacts of a PSPS incident and a major wildfire.

### **Scope**

This Annex does not alter existing County department or other Operational Area jurisdiction emergency response standard operating procedures (SOPs), processes, or resources. Emergency response agencies (such as law enforcement, emergency medical services (EMS) and fire) will adhere to existing department SOPs in accordance with all legal requirements.

### **Preparing and Responding with the Whole Community Strategy**

The County of Sonoma strives to incorporate the Whole Community<sup>1</sup> perspective in its emergency planning. By planning with the Whole Community, the County of Sonoma planning strategy incorporates the complexities in the diversity in Sonoma County.

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<sup>1</sup> FEMA, A Whole Community Approach to Emergency Management, 2011. Accessed at [https://www.fema.gov/media-library-data/20130726-1813-25045-0649/whole\\_community\\_dec2011\\_2.pdf](https://www.fema.gov/media-library-data/20130726-1813-25045-0649/whole_community_dec2011_2.pdf)

The State of California those with Access and/or Functional Needs (AFN)<sup>2</sup> as:

*The 'access and functional needs population' consists of 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.*

The County and Op Area are committed to maximizing compliance with the Americans with Disabilities Act and providing the best service to Sonoma County residents and visitors. As such, the County adheres to the guidelines outlined below:

- County services and facilities are equally accessible and available to all persons.
- All the benefits offered by the County are accessible and available to persons with disabilities and others with access and functional needs.
- The County will accommodate people with disabilities and those with access and/or functional needs in the most integrated setting possible.
- During all phases of disaster response, the County will make reasonable modifications to policies, practices and procedures, if necessary, to ensure programmatic and architectural access to all.
- The County will ensure that its shelters are accessible, both physically and programmatically, to afford people with disabilities and others with access and functional needs with the opportunity to remain with family and friends in the most integrated setting possible.

#### PG&E Medical Baseline and Vulnerable Customer Programs

PG&E manages an assistance program for PG&E customers who need power for certain medical conditions and independent living needs. Customers can also self-certify for Vulnerable Customer status if they, or someone in their household, have a serious illness or condition that could become life threatening if their electric or gas service is disconnected, whether from a PSPS incident or nonpayment.

PG&E undertakes additional efforts to inform customers enrolled in the Medical Baseline and Vulnerable Customer programs about the PSPS program in general as well as supplemental notifications for actual PSPS incidents.<sup>3</sup>

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<sup>2</sup> California Statue § 8593.3

<sup>3</sup> PG&E Medical Baseline Program. [pge.com/medicalbaseline](http://pge.com/medicalbaseline)

## II. SITUATION AND PLANNING ASSUMPTIONS

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The risk of wildfire increases when several factors combine—these include high sustained and peak winds, critically low humidity, and low vegetation fuel moisture. During these conditions, electrical transmission and distribution lines may ignite fires if they are downed by winds and/or trees.

In May 2019, the California Public Utilities Commission (CPUC) gave the State's investor-owned utilities (IOUs), including local gas and electricity provider Pacific Gas & Electric (PG&E), full discretion for calling a preemptive de-energization of electrical transmission and distribution systems to protect public safety under California law. PG&E is the wholesale and largest retail provider of electrical power in Sonoma County. Other retailers such as the City of Healdsburg may also be impacted by PSPS incidents.

### PG&E PSPS Shutoff Criteria and Decision Making

PG&E utilizes its internal staff and systems to monitor and assess various conditions that may warrant a PSPS of an area. Factors considered by PG&E when determining whether to shut down power include<sup>4</sup>:

- A Red Flag Warning declared by the National Weather Service (NWS)
- Low humidity levels, generally 30% and below
- Forecasted sustained winds above 20 miles per hour (mph) and wind gusts in 30-40 mph, depending on location and site-specific conditions such as temperature, terrain, and local climate
- Condition of dry fuel material on the ground and live vegetation (moisture content) near lines
- On-the-ground, real-time wildfire related information from PG&E's Wildfire Safety Operations Center (WSOC) and field observations from PG&E field crews

NOTE: For 2021, the decision-making process is evolving to also account for the presence of trees tall enough to strike power lines, or trees that have been identified as a safety risk due to their health or other factors<sup>5</sup> – see 2021 Tree Overstrike below.

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<sup>4</sup> PG&E, Amended Wildfire Safety Plan, Revised, June 2021. Accessed at [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2021-Wildfire-Safety-Plan-Revised-060321.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2021-Wildfire-Safety-Plan-Revised-060321.pdf)

<sup>5</sup> PG&E Public Safety Power Shutoff Policies and Procedures – Emergency Managers, June 2021. [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-Policies-Procedures-Emergency-Managers.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/PSPS-Policies-Procedures-Emergency-Managers.pdf)

PG&E utilizes two primary analyses to guide PSPS decision-making related to distribution circuits: the Outage Producing Winds (OPW) Model and the Utility Fire Potential Index (FPI). PG&E also reviews the transmission lines that cross areas where meteorology has identified severe weather conditions. There is no single factor or threshold that will necessitate shutting off power to a transmission circuit - the primary drivers for are the Minimum Fire Potential Conditions and the Transmission Large Fire Probability Model (LFPT) - a combination of the Utility Fire Potential Index and an Operability Assessment (OA).<sup>6</sup>

Shutting off electrical systems in affected areas may pose a life-safety risk to residents and impact other infrastructure systems. PSPS incidents may also affect the capabilities of local agencies to respond to actual wildfire incidents due to loss of alert & warning and public information communications systems including wireless and wireline broadband, inability to monitor or maintain water supplies, and a loss of traffic control systems that could support evacuation. See also Appendix 2 (PSPS Hazard Assessment).

Per PG&E and taking into account the new 2021 criteria (see below), Sonoma County should average 3.8 PSPS incidents per year<sup>7</sup>. The maximum PSPS incident should affect no more than 23,924 customers or approximately 48,000 residents<sup>8</sup>.

#### PG&E Community Resource Centers (CRCs)

As conditions warrant, PG&E will open CRCs where community members can access basic resources and additional information. PG&E coordinates potential CRC locations with the Sonoma County Department of Emergency Management (DEM), cities, and tribal nations. Depending on conditions, demand and availability, PG&E may operate four configurations of CRCs:



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<sup>6</sup> PG&E Amended Wildfire Safety Plan, Revised, June 2021.

<sup>7</sup> PG&E Community Wildfire Safety Program, 2021 Regional Working Group, North Coast Region, June 10, 2021. Assumes incorporation of 2021 Tree Overstrike criteria.

<sup>8</sup> Assumes 87% of total customers are residential rate class with an average of 2 individuals per residence. Does not account for master-meter customers.

## 2021: Tree Overstrike

In early 2021, the Federal court overseeing PG&E's probation from the San Bruno Gas Pipeline Explosion considered - but did not order – a modification of probation terms. The modification would have required PG&E to incorporate criteria into its PSPS protocols for distribution lines subject to large amounts of trees tall enough to fall into electric lines during severe weather. Per an internal analysis, there are approximately 5.3 million trees in PG&E's service area that are tall enough to strike distribution lines during severe weather – these are known as “overstrike trees”.

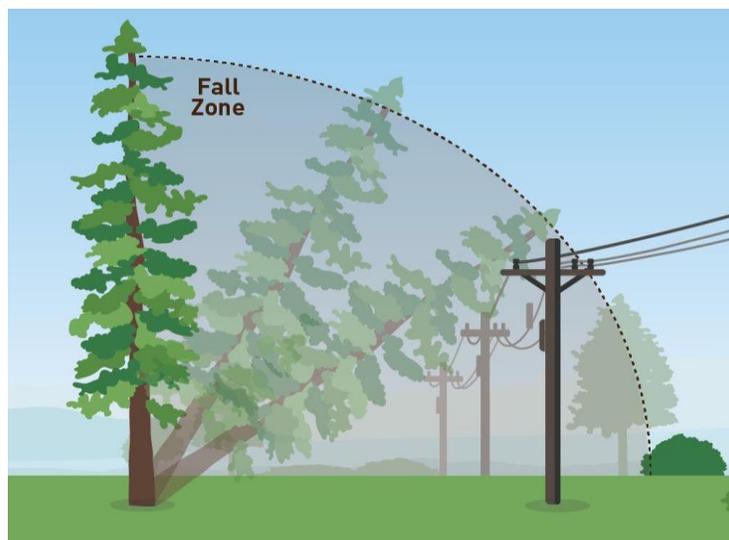
In June 2021, PG&E notified local governments that it intended to implement the overstrike tree criteria as part of its PSPS decision model – now called the “2021 PSPS Protocols”. These protocols should be available by August 2021.

Based on an internal analysis of potential PSPS over the last 10 years, PG&E has indicated that the addition of overstrike trees criteria would increase the average potential number of annual PSPS incidents for Sonoma County from 2.1 to 3.8 and the average PSPS incident size would increase from 5,804 customers to 6,266. Areas in Sonoma County subject to tree overstrike criteria generally overlap with existing areas subject to PSPS with the exception of new areas in West County.

However, PG&E does not expect a return to the large-scale PSPS incidents of 2019.

See: PG&E Wildfire Safety Plan – Revised June 3, 2021 at:

[https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2021-Wildfire-Safety-Plan-Revised-060321.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan/2021-Wildfire-Safety-Plan-Revised-060321.pdf)



**Recent PSPS Incidents**

Since the first PSPS incident in October 2018, the Sonoma Op Area has experienced more than a dozen PSPS incidents<sup>9</sup> including:

Date	Residents Impacted	Emergency Proclamation	Notes
October 14, 2018	1,200	Local	First PSPS
September 24, 2019	2,400	Local	Reduced scope
October 9, 2019	180,000	Local	County Center impacted
October 23, 2019	65,000	Local	Kincade Fire
October 26, 2019	74,000	Local	Concurrent natural gas shutoff due to fire
October 29, 2019	24,000	Local	
November 20, 2019	139,000	Local	Cold Weather
September 6, 2020	40,000	~	Labor Day
October 14, 2020	1,600	~	
October 21, 2020	0	~	Removed from scope
October 25, 2020	46,000	Local	

**Planning Assumptions: Impacts**

This Annex assumes a PSPS incident large enough and/or of significant duration that it may threaten or cause actual or potential loss of life. See also Appendix 2 (Hazard Assessment). Notable impacts may include:

Core communications systems losses such as:

- Broadband wireless voice and data systems due to limited backup power systems
- Internet or wireline broadband access due to loss of power to home/business routers and personal computers
- Home and business Voice over Internet Protocol (VoIP) phone systems due to router or cordless phone failures
- Cable and satellite television due to router/receiver failures

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<sup>9</sup> 2019 Power Shutoffs After Action Report, County of Sonoma, 2020.  
<https://sonomacounty.ca.gov/DEM/pdf/Power-Shutoff-After-Action-Report-March-2020/>

- Loss or degradation of public/private automated water and wastewater monitoring and control systems
- Loss or degradation of private sector banking and electronic points of sale

Individuals with Access and Functional Needs (AFN) may be especially impacted including the following effects:

- Loss of power could significantly impact individuals who rely on durable medical equipment, refrigerated medicines, temperature control systems, wheelchair charging, and specialized communication devices
- Loss of refrigeration could imperil the safe storage of foods and medicines
- Potential disruptions to public services or facilities: School closures, temporary evacuation points, emergency shelters, and/or cooling centers

Safety concerns:

- The severe fire weather conditions that trigger PSPS incidents may also result in a major wildfire – as was the case in the October 2019 Kincadee Fire.
- Loss or degradation of broadband wireless and wireline broadband communications systems serving cell phone, wireless data, and cable may impair the effectiveness of community alert and warning systems
- Loss or degradation of public safety agency voice and data communications systems including Land Mobile Radio (LMR) and fire watch cameras
- Increased Public Safety Answering Point (PSAP) call volumes
- Potential EMS and medical facility patient surge from heat related illness, dehydration, or loss of power to medical equipment
- Reduction in hospital and other medical care provider services
- Loss or degradation of fire suppression water supply systems
- Unsafe use of generators causing injury and/or fire
- Potential impacts to food safety due to degraded refrigeration or unsafe preparation
- Loss of traffic monitoring systems and signals resulting in increased collisions

Critical Infrastructure:

- Reductions in fuel supply and/or loss of gas station pumps
- Potential impacts to potable water and sanitary pumping and treatment systems

#### Economic Effects:

- Losses in goods, services, and inventory varies depending on the scope, duration, and timing of PSPS incidents. In recent incidents, the Op Area has seen significant impacts in commerce, production, agriculture, transportation and tourism. In 2019, six PSPS incidents resulted in approximately \$105 million in lost economic output in Sonoma County.<sup>10</sup>
- In extended or overlapping PSPS incidents, many residents and visitors will travel from impacted areas to those not impacted and may stay there for an extended period.
- For all PSPS incidents to date, the Governor has not made resources available under the California Disaster Assistance Act. All government and public safety agency response costs and damages have been borne by local agencies.

#### **Planning Assumptions: Response**

- Most public and private agencies providing public services may only have partial backup emergency power. Services to the public may be reduced or impaired.
- Weather indicators such as Red Flag Warnings and Wind Advisories will provide enough lead time to coordinate Operational Area partners and develop Public Information and warning materials regardless of potential limited PG&E notification.
- The core of the County and healthcare infrastructure may be impacted and will have to reduce services to maintain core functions. This will negatively impact their ability to provide appropriate support to impacted vulnerable and medically fragile individuals.
- Some Skilled Nursing Facilities (SNFs) and other residential or congregate care facilities may be affected.
- Social or healthcare support workers who have provided care to vulnerable and medically fragile residents should be able to continue to provide care to their clients.
- Transportation services used by vulnerable and medically fragile individuals should be able to continue to operate.
- Response will utilize County department response protocols and the Incident Command System (ICS). This may include establishing a unified command among law enforcement, fire, EMS, state, and federal response agencies. The County's

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<sup>10</sup> Kamins, A., Ratz, L., and Seitz, C. (January 2020). The Economic Impact of the PSPS and Kincade Fire on Sonoma County. Moody's Analytics.

Emergency Operations Center (EOC) may be activated to coordinate incident support.

- Additional fire/EMS and law enforcement resources may be needed to respond to increased call for service, maintain public order, provide security and provide for an immediate response should a major wildfire or other incident occur during the PSPS incident.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive. Emergency information must be provided in English and Spanish.
- Each jurisdiction may have their own PSPS Plan or procedure. Every jurisdiction is responsible for their own coordinated response to a PSPS incident in their jurisdiction.
- PG&E may elect to open Community Resource Centers (CRCs) in or near impacted areas. PG&E will not open a Resilience Zone (areas served via mobile power generation and isolated distribution) in the Sonoma County Operational Area. PG&E has engineered its Cloverdale substation to receive temporary generation in 2021 as conditions warrant and when safe to do so.

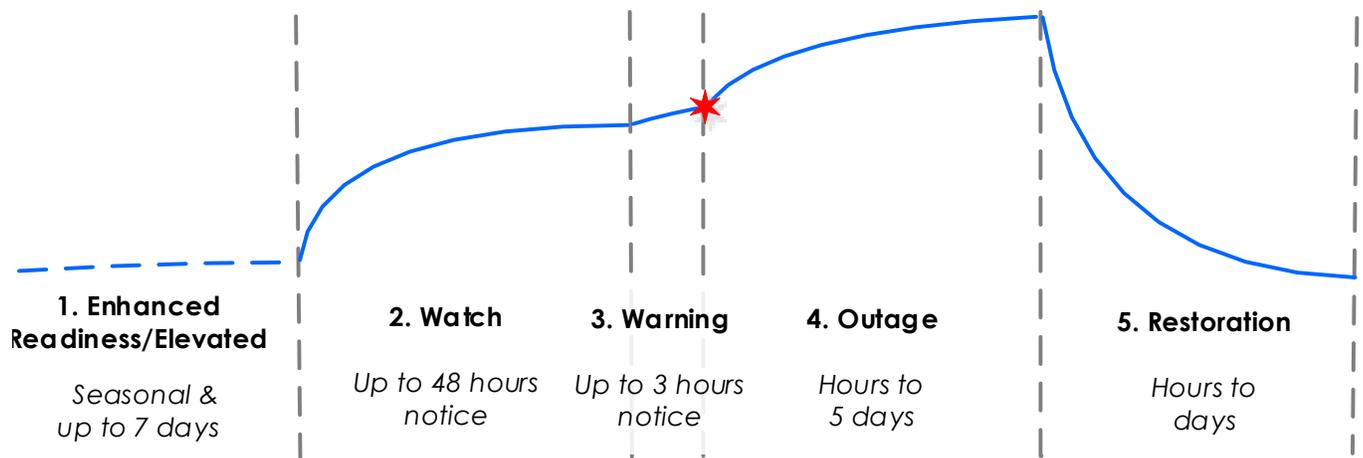
### III. CONCEPT OF OPERATIONS

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The Sonoma County Operational Area has developed a phased response concept for this hazard. Diagram 1 (PSPS Response Phases) below summarizes the timing and relative level of effort in each phase. See also Appendix 3 (Response Matrix).

- Phase 1: Enhance Readiness / Elevated Potential
- Phase 2: PSPS Watch
- Phase 3: PSPS Warning
- Phase 4: Outage
- Phase 5: Restoration

**Diagram 1: PSPS Response Phases**



#### **Phase 1: Enhanced Readiness / Elevated Potential**

Initiated at the start of wildfire season, this phase includes all the activities that will assist the Sonoma Op Area and its residents in mitigating or preparing for a power shutoff.

Per the California Public Utilities Commission (CPUC), utilities will de-energize only if the utility “reasonably believes that there is an ‘imminent and significant risk’ that strong winds may topple power lines or cause major vegetation-related damage to power lines, leading to increased risk of fire.”<sup>11</sup> PG&E states it anticipates that “... a Public Safety Power Shutoff could occur several times per year in PG&E’s service area, although it is

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<sup>11</sup> See CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>



## Phase 2: PSPS Watch

This phase is initiated once PG&E notifies jurisdictions that they are actively considering de-energizing circuits that would affect the Op Area. Although PG&E has indicated they will attempt to make the initial notification at 48 hours prior to the actual PSPS incident, weather conditions may change rapidly resulting in an initial notification with less lead time. Based on this forecast, the Op Area may start additional preparedness activities.

### Notification

In the event the PG&E Officer in Charge determines conditions may develop which could require a PSPS, PG&E will advise their customers, public safety authorities, first responders, and local municipalities by issuing a PSPS Outage Watch. See Diagram 2: Notification Relationships.

Guidelines from CPUC endorse advance notification / informing customers of the need to turn off power. Prior to termination of power, PG&E will attempt to contact customers ("when possible") at approximately 48 hours, 24 hours, and just prior to shutting off power. PG&E will attempt to contact customers by phone call, email, and/or SMS text to contacts on file. During outages and after restoration, PG&E will attempt to send updates using the same methods. They will attempt contact between 9 am and 9 pm - final shutoff notifications may occur at any time, day or night.

For Medical Baseline customers who were not reached by the initial automated alerts, PG&E will place live calls. Failing that, PG&E will then send a representative to check on the customer. If the customer does not answer the in-person contact, the representative will leave an informational door hanger. PG&E has indicated that they will not undertake any other additional outreach.

PG&E will attempt to contact public safety agencies, local governments, and organizations serving people with disabilities, seniors, and others with AFN, prior to customer notification as conditions permit. Per the CPUC, "... utilities must also notify, as feasible, fire departments, first responders, critical facilities, other potentially affected entities, and the CPUC before de-energizing."<sup>13</sup> Per PG&E's Public Outreach, Notification and Mitigation Plan, "If possible, based on conditions, PG&E will provide notice to cities, counties, and emergency response partners in advance of notifying customers about a potential Public Safety Power Shutoff."<sup>14</sup> PG&E may provide descriptions or maps of areas served by circuits selected for PSPS as conditions permit.

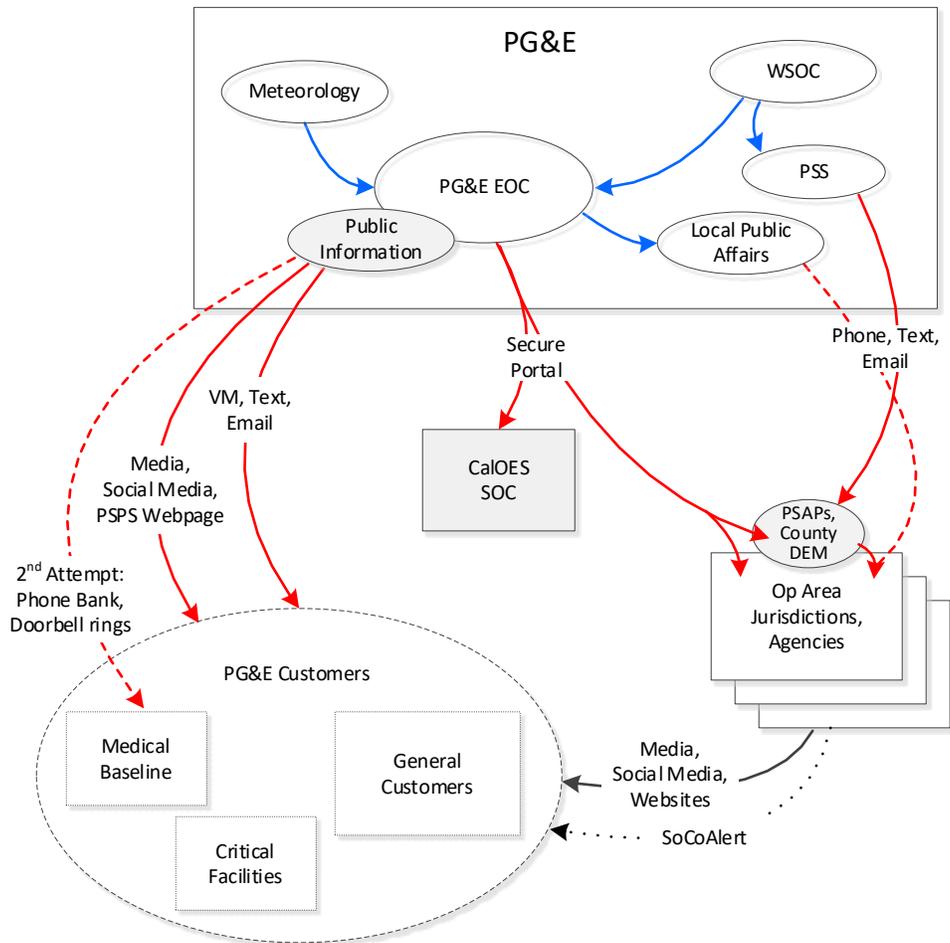
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<sup>13</sup> CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

<sup>14</sup> PG&E Public Outreach, Notification, and Mitigation Plan at [http://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Safety/8-13-18%20PGE%20Letter%20re%20CPUC%20Resolution%20ESRB-8%20-%2020180813%20-%20FINAL.pdf](http://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Safety/8-13-18%20PGE%20Letter%20re%20CPUC%20Resolution%20ESRB-8%20-%2020180813%20-%20FINAL.pdf)

Operational Area jurisdictions may also provide additional notifications in their jurisdictions. Also per the PG&E Notification Plan, "If feasible and appropriate, PG&E will provide city, county, and agency officials with the content of our customer alerts, so they can be shared on channels such as Nixle, Nextdoor, and Reverse 911."

**Diagram 2: Notification Relationships**



### Initial Operational Area Notification

If the threat of PSPS is potentially significant, and upon receipt of information from PG&E, County DEM will also notify local governments, County departments, and public safety agencies utilizing DEM Staff Duty Officer (SDO) notification procedures.

### Operational Area Emergency Conference Calls

In the case of a potential widespread PSPS incident, County DEM staff will convene an Operational Area Emergency Conference Call and establish a schedule for follow-up calls. DEM staff will invite potential participants and lead the call to cross level situational awareness, address resource needs, integrate response activities, and coordinate public information efforts.

#### Emergency Conference Call Agenda:

- Roll Call and Rules
- National Weather Service (NWS) or state weather forecast
- Information update from PG&E
  - Conditions summary
  - Circuits targeted and areas which may be impacted by PSPS
  - Estimated timeframe for power shutoffs and restoration
  - Any activation of PG&E Community Resource Centers (CRCs) including scope/timing of operations
- Significant or cascading impacts
- Jurisdiction/agency status
  - Preparedness/response activities and priorities
  - EOC/DOC activations
  - Resource needs and coordination
- Communications systems status/issues
- Public information efforts/messages
  - PIO (name and contact information)
  - Key messages
  - Joint Information System / Joint Information Center
- Time/date of next Op Area Emergency Conference Call

### Proclamation of Local Emergency

Depending on the potential scope and duration of the PSPS incident - and in order to ensure all systems and authorities are in place to respond as needed - DEM staff may recommend the County proclaim a local emergency as early as upon receipt of notification of a potential PSPS incident. Cities and special districts may also consider proclamations as warranted.

### Initial Response Actions

Depending on the potential scope and duration of the PSPS incident, local governments and public safety agencies may begin to increase response activities. See Appendix 3, Response Matrix. Potential actions include:

- Activation of Emergency Operations Centers (EOCs) and Department Operations Centers (DOCs)
- Increased staffing, cancellation of leave, adoption of maximum staffing schedules
- Deployment and/or increased testing of critical equipment (ex. generators)
- Implementation of Continuity of Operations Plans (COOPs)
- Maximizing readiness of vehicle fleets including fueling/charging
- Preparation of facilities
- Protection or shutdown of sensitive electronic equipment
- Identification of potential shelters; place on standby or activate as appropriate.
- Coordination of PG&E Community Resource Centers locations and operations
- Curtailing or halting of non-critical functions
- Identify and notify at-risk populations; prepare to provide assistance as needed
- Increased public information efforts including evaluation of the need for a Joint Information Center (JIC) and/or use of 2-1-1
- Direct and assist immediate life-saving emergency medical, rescue, hazardous materials, warning, and evacuation operations
- Deploy and coordinate law enforcement, fire, and EMS mutual aid resources to support response activities
- Consider sending a representative to PG&E WSOC or requesting a PG&E Agency Representative for the Op Area EOC
- Assess the status and the condition of emergency communications systems at critical facilities

- Implement recall of County staff as needed
- Begin public information messaging regarding recommended personal protective actions, resource centers, and community assistance needed; assess the need to activate the JIC; provide information in English and Spanish

### Status Reporting

As the incident develops, Sonoma County DEM staff will monitor and report the status of the Op Area to CalOES and Op Area stakeholders. As time permits, DEM shall contact jurisdictions/county agencies to check their status and/or continue to convene Op Area Conference Calls. See Appendix 4: Essential Elements of Information. DEM will ask each agency/organization to provide the following information:

- Current situation (increased public safety stature, response activities, etc.)
- EOC/ICP activations
- Increased readiness activities (upstaffing, pre-deployment/staging of resources)
- Sheltering, support, and public warning operations
- Impacts to transportation, communications, utilities, and other critical infrastructure
- Critical issues
- PIO (name and contact information)
- Forecast of major actions and potential needs

County DEM will represent the Op Area in conference calls with Cal OES, PG&E, and NWS.

### **Phase 3: PSPS Warning**

Stakeholder agencies may receive direct notification from PG&E of the imminent outage at the same time as the public and media. However, conditions may change rapidly and prevent PG&E from providing any advance notice before cutting power.

### Public Warning

Once PG&E notifies the County or other local jurisdictions that they will definitely be de-energizing lines, there may be a small window of opportunity (possibly up to 60 minutes) for local governments to warn residents in the targeted areas. This may take the form of a SoCoAlert or WEA message. If time permits and if conditions warrant, the County may warn residents in the area subject to a PSPS that, once power is out, the ability of local first responders to provide subsequent warnings or receive 9-1-1 calls in case of an actual wildfire or other emergency will be extremely limited. Residents could also be encouraged to maintain a heightened awareness of conditions in their area and ensure

they have access to alternate sources of information.

#### Response

Final readiness actions may include:

- Staff holdovers / staffing increases
- Staff and equipment readiness checks
- Resources deployed or staged at key locations (ex. heavy traffic intersections)
- Efforts to safeguard/isolate sensitive electrical equipment

#### **Phase 4: PSPS Outage**

#### Response

At this point, PG&E has de-energized circuits and is monitoring conditions to determine when restoration might begin. Outages may last hours or up to 5 days.

In the event that a large, or extended, electrical systems outage produces significant damage or threatens lives and property, the Op Area will execute response efforts per the County EOP and this Annex. In addition to those initial response actions listed in Phase 2, response efforts may include:

- Activation of the Op Area Emergency Operations Center (EOC) with staffing sufficient to address PSPS impacts and a simultaneous major wildfire incident
- Sustained and/or increased staffing
- Deployment of resources to the field to gather real-time observations, as appropriate
- Increased security and/or fire watch patrols
- Establishment of a Unified Command at an Incident Command Post (ICP)
- Targeted welfare checks may occur inside impacted areas, as needed and as possible
- As available, permanent and temporary message boards will be updated with current safety messages
- Activation of cooling/warming centers and/or shelters as needed
- Operation of PG&E Community Resource Centers
- Implementation of Continuity of Operations Plans (COOPs) procedures
- Activation of a Joint Information Center (JIC) or Joint Information System (JIS)

- Provision of services for individuals with AFN
- Prioritized refueling of public safety mission vehicles and generators

In the circumstance in which PG&E has de-energized an area and a major emergency subsequently and concurrently occurs (ex. wildfire), the local public safety incident commander or local government can request that PG&E re-energize specific areas if needed to support emergency life safety operations such as hospitals, water supply, or public warning. However, PG&E will not re-energize circuits until they have completed their inspections.

***Diagram 3: Coordination Relationships***

## **Phase 5: Restoration**

Once weather conditions improve, PG&E will declare an “All-Clear” at which point, their aerial assets and grounds crews can start visually inspecting the lines and begin restoring power to customers. If the extreme weather declines overnight, inspections would not take place until daylight hours. PG&E’s goal is “... to restore all customers as soon as possible and within 24 hours from the termination of the de-energization event, unless it is unsafe to do so.”<sup>15</sup> However, depending on conditions or if any repairs are needed, outages could last between 2 to 5 days.

PG&E will notify the Op Area they are beginning restoration and will coordinate regarding status and the potential for prioritizing efforts. In addition to the immediate effects on persons or the built environment, an electrical system PSPS incident could produce significant long-term impacts, such as psychological trauma, disruption of the community’s social infrastructure, economic loss, and stress to community identity.

Activities in this phase include ensuring proactive community engagement and dialogue, identifying community needs, developing public and behavioral health resources, demobilizing and caring for first responders, conducting damage assessments, and coordinating business resumption activities. In addition to internal post-incident recovery operations, agencies and departments may continue to assist any displaced residents. Facilities operations and Information Systems may need to continue operations to restore and validate operating systems.

DEM may facilitate the development of an After-Action Report and Improvement Plan (AAR/IP) including any recommendations for improvements to this document.

## **Public Information**

A long-term power outage poses unique challenges for communications between government officials and the public, since traditional public information and warning mechanisms rely on electricity. Communication through television, radio, email, and social media may not be possible for the majority of the public if no electricity is available to power the apparatuses used to transmit and receive this information.<sup>16</sup>

The County and/or EOC Public Information Officers (PIOs) will be integrated into initial and ongoing response efforts. PIOs for each jurisdiction/agency will coordinate all media and social media messaging. A Joint Information Center (JIC) may be established. Safety

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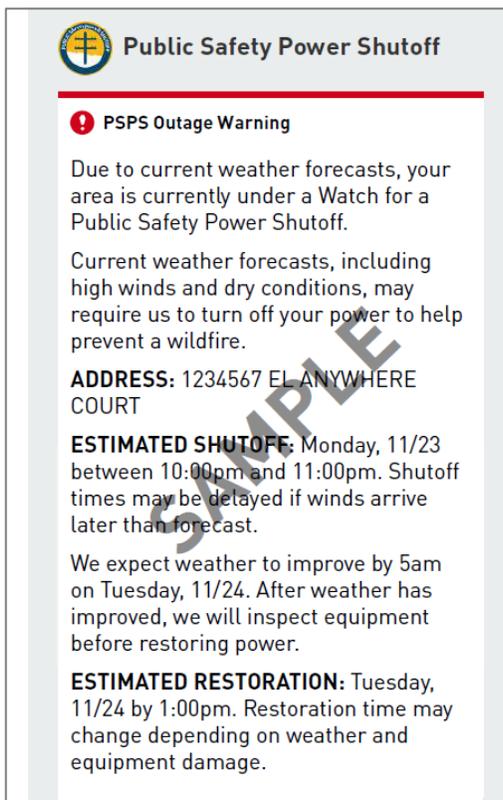
<sup>15</sup> PG&E Amended Wildfire Safety Plan, Revised, June 2021.

<sup>16</sup> FEMA, Power Outage Incident Annex to the Response and Recovery Interagency Operational Plans, June 2017.

messaging may include power outage guidance<sup>17</sup>, support for individuals with Access and Functional Needs,<sup>18</sup> and safe generator operations<sup>19</sup>. See also Appendix 5: Sample Public Information Messages.

PG&E will also host a publicly available PSPS incident Portal website, which will include maps of forecasted or actual PSPS outages and information on the status of restoration.

**Illustration 2: Sample PG&E Customer Email - PSPS Warning (24 hours notice)**



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<sup>17</sup> See Red Cross Power Outage Safety at <https://www.redcross.org/get-help/how-to-prepare-for-emergencies/types-of-emergencies/power-outage.html>

<sup>18</sup> ADA National Network, Emergency Power Planning for People Who Use Electricity and Battery-Dependent Assistive Technology and Medical Devices, 2016. Accessed at [https://adata.org/sites/adata.org/files/files/ADANN\\_Emergency\\_Power\\_planning-2016LP.pdf](https://adata.org/sites/adata.org/files/files/ADANN_Emergency_Power_planning-2016LP.pdf)

<sup>19</sup> See PG&E Generator Safety at [https://www.pge.com/en\\_US/safety/electrical-safety/electric-generator-safety/electric-generator-safety.page](https://www.pge.com/en_US/safety/electrical-safety/electric-generator-safety/electric-generator-safety.page)

## IV. ROLES AND RESPONSIBILITIES

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### **Sonoma County Department of Emergency Management (DEM)**

- Receive and distribute PG&E PSPS notifications and forecasted impacts.
- Assess potential impacts of forecasted incidents and coordinate use of GIS to assess information provided via the PG&E PSPS Secure Data Transfer Portal.
- Notify potentially impacted jurisdictions. Distribute Staff Duty Officer situation updates and conduct Operational Area conference calls with partner agencies.
- Assess the need for, and make recommendations regarding, a Proclamation of Local Emergency.
- Assess potential public safety impacts and recommend appropriate Operational Area EOC staffing levels.
- Coordinate public information. Post updates to County Emergency website.
- Coordinate with PG&E regarding potential locations for Community Resource Centers (CRCs).
- As needed:
  - Provide recommendations regarding EOC activation. Activate EOC as directed.
  - Activate communication systems to support PSPS notifications.
  - Conduct public alert & warning messaging.
  - Activate Auxiliary Communications System (ACS) staff to support intelligence gathering, 9-1-1 reporting, and emergency communications.

### **Sonoma County/Operational Area Public Information Officer (PIO)**

- Coordinate public information with impacted local jurisdictions.
- Evaluate the need for a JIC or JIS.
- Post updates to the SoCoEmergency.org website.
- Coordinate situational updates to elected officials.
- Coordinate emergency information with 2-1-1.
- Provide information simultaneously in English and Spanish.

- Ensure all efforts support communications with the Whole Community<sup>20</sup>.
- Be prepared to travel to local radio stations to initiate EAS messaging if needed.

### **Sheriff / Law Enforcement**

- As directed, activate Nixle to support PSPS notifications and/or alerts and warnings.
- As needed:
  - Participate in Operational Area conference calls.
  - Modify dispatch protocols.
  - Address increased calls for service including security and alarms.
  - Staff Law Enforcement Branch in Operational Area EOC.
  - Coordinate and support evacuation operations as needed.
  - Support additional security in impacted areas.
  - Consider and make recommendations regarding potential security actions including curfew.

### **Fire / EMS**

- As needed:
  - Participate in Operational Area conference calls.
  - Staff Fire Mutual Aid Coordinator in Operational Area EOC.
  - Assess potential impacts to fire detection/reporting and response capabilities.
  - Assess potential impacts to fire suppression water supply systems.
  - Modify dispatch protocols.
  - Respond to increased calls for medical aid.
  - Assist in welfare checks.
  - Prepare stations/staff to serve as community information centers.

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<sup>20</sup> See FEMA Tips for Effectively Communicating with the Whole Community in Disasters, 2019. Accessed at <https://www.dhs.gov/sites/default/files/publications/tips-effectively-communicating-whole-community-disasters-08-28-17.pdf>

### **County Human Services Department (HSD)**

- As needed:
  - Participate in Operational Area conference calls. Staff the Care & Shelter Branch in Operational Area EOC.
  - Designate and alert shelter support staff. Support cooling centers and/or shelters. Activate Functional Assessment Service Teams (FAST).
  - Implement the In-Home Supportive Services (IHSS) Disaster Preparedness Action Plan and prioritize outreach based on IHSS Disaster Preparedness Coding. Provide current disaster preparedness client list to DEM/GIS.
  - Contact clients to confirm response plan, assess needs and provide referrals. Determine if additional action warranted.
  - Coordinate transport and placement of individuals with access and functional needs.

### **County Department of Health Services (DHS) / Emergency Medical Services (EMS)**

- Serve as HHS emPOWER system administrator; provide data set to emergency management to assess potential impacted population.
- Serve as the local Medical/Health Operational Area Coordinator (MHOAC)
- As needed:
  - Activate the MHOAC program.
  - Alert and coordinate efforts of Health Care Coalition (HCC) partner agencies. Conduct conference calls and distribute information.
  - Survey and assess potential impacts to medical/health care provider organizations, facilities, and systems.
  - Develop and integrate public health messaging; disseminate Public Information messaging.
  - Participate in Operational Area conference calls.
  - Activate EOC/DOC staff.
  - Coordinate transportation of individuals with Access and Functional Needs identified as needing emergency medical care.
  - Source, route, and monitor resource requests from healthcare facilities.
  - Advise community on how to preserve food; conduct expanded food health safety inspections.
  - Monitor and respond to potential healthcare and medical surge missions.

- Monitor and respond to degraded air quality hazards posed by wildfire smoke or exhaust from emergency generators.
- Address acute and potential long-term behavioral health needs.

### **County General Services Department (GSD)**

- Prepare facilities and building systems for loss of power.
- Optimize fuel reserves and coordinate priorities for fuel distribution. Coordinate alternate sources, fuel delivery, distribution, and security.
- As needed:
  - Manage and maintain building emergency power systems including UPS, generators, and fuel re-supply.
  - Evaluate building safety upon loss of power.
  - Coordinate emergency fueling of generators and response vehicles.
  - Provide alternate facilities in support of continuity of operations efforts.

### **County Transportation & Public Works (TPW)**

- As needed:
  - Participate in Operational Area conference calls.
  - Staff Public Works Branch in Operational Area EOC.
  - Support transportation of some individuals with access and functional needs.
  - Be prepared to support critical traffic management efforts. Coordinate traffic controls with CalTrans.

### **Cities, Tribal Governments, and Special Districts**

- As needed:
  - Participate in Operational Area conference calls.
  - Coordinate public information.
  - Conduct public alert & warning messaging.
  - Open local EOC.
  - Respond to increased medical aid and law enforcement calls for service.
  - Conduct wellness checks.
  - Open cooling and/or resource centers.

- Support transportation of individuals with access and functional needs.
- Provide increased traffic management services.
- Provided additional security to impacted areas.
- Conduct continuity of operations. Provide power to maintain critical services.

### **Sonoma County Healthcare Coalition (HCC) Members**

- Identify and educate patients with access and functional need about preparedness planning, complications, and resources.
- Identify gaps in resources and develop internal plans to mitigate impacts to individual healthcare facilities. Establish MOUs with other healthcare facilities to coordinate patient transfers, medication storage, and resources.
- As Needed:
  - Participate in HCC conference calls with the MHOAC Program.
  - Notify EMS Duty Officer via REDCOM of any immediate needs or impacts.
  - Provide regular situational updates as needed/requested.

### **Schools**

- As needed:
  - Participate in Operational Area conference calls.
  - Assess potential impacts to school facilities and systems.
  - Communicate status of school closures or restricted operations.
  - Communicate status with parents and partner agencies.

### **Community Organizations Active in Disaster (COAD)**

- As needed:
  - Participate in Operational Area conference calls.
  - Survey member agencies as to status and issues.
  - Staff COAD Liaison position in Operational Area EOC. Provide status and issues of member agencies as possible.
  - Be prepared to outreach to members/clients, check on their status, and provide expanded or enhanced services.

### **Pacific Gas & Electric (PG&E)**

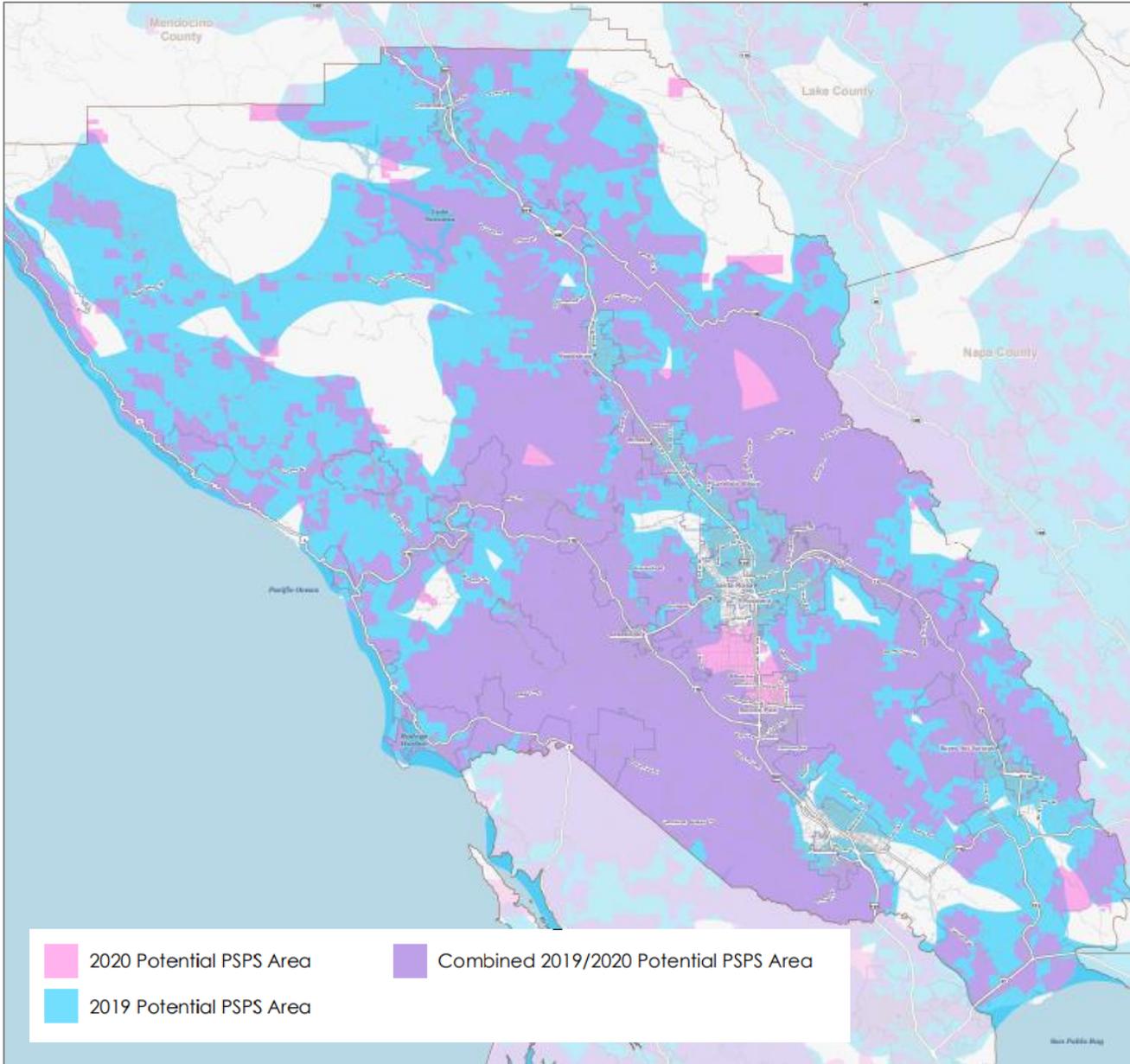
- Conduct notification and coordination efforts as per the PSPS Notification Timeline
- Update the PG&E PSPS Secure Data Transfer Portal with incident-specific data including:
  - Outage area and circuit maps
  - Activated CRC locations
  - List of impacted Medical Baseline customers and critical facilities
  - Status of Medical Baseline notifications
  - Customer Impacts
- Participate in Operational Area conference calls. Provide status updates.
- Coordinate with the Operational Area regarding potential opening of PG&E Community Resource Centers (CRCs).
- Provide sitiation reports.
- Provide a representative to the Operational Area EOC upon request.
- Coordinate public information messaging with Operational Area jurisdictions.

## REFERENCES

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- Sonoma County In-Home Supportive Services (IHSS) Disaster Preparedness Action Plan, July 2019.
- Sonoma County After Action Report: 2019 Power Shutoffs, 2020.  
<https://sonomacounty.ca.gov/DEM/pdf/Power-Shutoff-After-Action-Report-March-2020/>
- PG&E 2021 Wildfire Mitigation (Safety) Plan and Errata.  
[https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan.page?WT.mc\\_id=Vanity\\_wildfiremitigationplan](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/wildfire-mitigation-plan.page?WT.mc_id=Vanity_wildfiremitigationplan)
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- CPUC Resolution ESRB-8, Extending De-energization Reasonableness, Notification, Mitigation, and Reporting Requirements, July 2018.  
<http://cpuc.ca.gov/deenergization/>

## APPENDIX 1: PG&E PSPS PLANNING MAP – SONOMA COUNTY<sup>21</sup>



Note: this map does not include areas impacted by transmission lines subject to PSPS or the 2021 Tree Overstrike criteria

<sup>21</sup> PG&E Sonoma County PSPS Planning Map, 2020. [https://pgealerts-downloads.alerts.pge.com/planning/PSPS\\_Planning\\_Map\\_Sonoma.pdf](https://pgealerts-downloads.alerts.pge.com/planning/PSPS_Planning_Map_Sonoma.pdf)

## APPENDIX 2: PSPS HAZARD ASSESSMENT

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### General

Electrical systems may be disrupted/degraded for many reasons including production failure, network management failure (ex. 2001 rotating outages), infrastructure failure (ex. transmission line failure), attack (ex. 2012 Metcalf substation), or impacts from other hazards (Ex. earthquake, wildfire). These are usually no-notice (or “unintentional”) incidents limited to specific geographic regions<sup>22</sup>. While PSPS incident are most similar to the Cal OES classification of an “unplanned” disruption, these outages may simultaneously affect large regions of Northern California. PG&E does not consider designated critical/essential facilities when determining when and where to cut power but may be a factor in prioritizing mitigation and restoration efforts.

The elective decision to de-energize systems to prevent wildfire ignitions is a relatively new course of action for Northern California. Expanded PSPS is a key element of PG&E's 2021 Wildfire Protection Plan approved by the CPUC. PG&E's current transmission/distribution networks are undergoing improvements but are not optimally configured to support power shutoffs.

PG&E estimates that areas potentially subject to a PSPS incident in Sonoma County could affect 25,000 PG&E customers. See also Appendix 1: Sonoma County PSPS Planning Map.

The Sonoma County Operational Area is extremely vulnerable to the effects of electrical power system failures or disruption. There are only about 12,000 residences and businesses employing solar power generation and most of these systems are not configured to provide power directly to the facility during an outage. In addition, only 1% of solar systems have storage capability and most systems with batteries are not configured for use as a true emergency backup. There are no public or community microgrids in the County.

An extended outage may prove very challenging for people with disabilities and those with access and/or functional needs who rely on medical equipment requiring electricity and have limited or no battery backup. Local police and fire dispatch centers may receive many calls for assistance from people at home with these types of needs. Power outages are especially difficult for people with respiratory conditions and/or chronic health problems. Hospitals may see a surge in the number of patients with chronic respiratory illnesses exacerbated by excessive heat and loss of air conditioning.

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<sup>22</sup> CalOES Power Outage Guide, 2012.

Loss of power may severely compound the effects of other simultaneous hazards including wildfire and extreme heat. PSPS may directly or indirectly threaten public safety in several areas:

Personal Safety

1. Individuals with medical conditions that are dependent on electricity to power medical equipment, provide mobility, maintain temperature, or refrigerate medicines. Local agencies may make use of three databases that could assist in identifying individuals that may be dependent on electricity for these issues: The PG&E Medical Baseline Program, the County In-Home Supportive Services, and the federal Medicare emPOWER map. See Table 1 below.

**Table 1: Medical Database Estimates of Individuals that may be Dependent on Electricity to Address Medical Conditions**

Database	Estimate for entire County	Estimate for PG&E's Potential PSPS Areas <sup>23</sup>
<b>PG&amp;E Medical Baseline</b>		3,452
<b>Sonoma County In-Home Supportive Services (IHSS)</b>	1,419 <sup>24</sup>	922 <sup>25</sup>
<b>Health &amp; Human Services (HHS) Medicare emPOWER Map<sup>26</sup></b>	2,784 <sup>27</sup>	

2. Skilled Nursing Facilities (SNFs) and other congregate care institutions such as board and care facilities could also be impacted. In California, long-term care and skilled nursing facilities are required to have all-hazards emergency plans and working generators to provide power for essential patient treatment needs. However, these emergency power systems are not always reliable and failure could create sudden significant demands on the EMS system.
3. Although not expected, loss of power in hospitals will result in reduced services including advance imagery and cancellation of elective and non-urgent surgeries. Delays may cause patient health to deteriorate. Hospitals may see an increase in emergency room visits from those seeking support for medical devices.

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<sup>23</sup> Only to be used for planning purposes, 2020 data.

<sup>24</sup> Assumed to have a need for electricity based upon their life support need coding (respiration, oxygen, insulin, life support medications, dialysis, paramedical services).

<sup>25</sup> Assuming 65% of total customers live in “more likely” area, 65% of 1,419 total IHSS clients = 922

<sup>26</sup> HHS, Medicare emPOWER Map 3.0. Accessed at <https://empowermap.hhs.gov/>. Note: database defines these individuals as “electricity dependent” for equipment incl. ventilators, cardiac devices, oxygen supply, and hospice.

<sup>27</sup> May include large numbers of individuals living in congregate care or health care facilities.

4. Seniors, newborns, and other individuals may be challenged by lack of air conditioning. Home healthcare providers may be unable to provide services to all clients. Existing medical conditions may be exacerbated due to a) delays in receiving aid or resources, b) loss of temperature management systems, or c) the relocation of individuals.
5. Loss of traffic management systems and traffic signal lights may result in additional collisions and injuries.
6. Health and safety hazards may develop from improper food storage/handling, loss of remote health monitoring systems, and unsafe operation of generators (fire, burns, and carbon monoxide).
7. Acute and long-term behavioral health challenges may increase due to individual and community stress, trauma, uncertainty, and economic losses.

### Public Safety Systems

1. 9-1-1. Loss of power in homes and businesses may prevent residents from using their VoIP and cordless phones to call 9-1-1. Similarly, loss of power will also eliminate use of most cell phone towers once the tower batteries run down. Plain Old Telephone Service (POTS) phones (i.e. copper lines) may continue to work. Communication providers who offer end-user access to the public switched telephone network to provide access to 9-1-1 are not required to provide access to 9-1-1 during a power outage or PSPS incident.<sup>28</sup> If residents are able to call via other means, automatic addressing may not be available increasing the potential for incorrect addressing and loss of local Records Management System (RMS) data.
2. Public Warning systems. Local public safety agencies may be unable to deliver warning messages in impacted areas due to loss of cell towers and failure of broadband wireless data, VoIP, and cable systems. This will significantly diminish or eliminate the effectiveness of the SoCoAlert, WEA, and EAS systems.
3. Public Safety Communications. Public safety radio antenna sites have 8 hours of battery backup and are on emergency generator power. Most sites can run generators at load for 96 hours before needing to be re-fueled. However, voice and data applications that depend on commercial broadband wireless may be not be available in a prolonged outage.

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<sup>28</sup> CPUC, General Order 168, 2006. Accessed at <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M089/K440/89440106.PDF>

4. Degradation of first responder capabilities. Approximately 65% of fire stations have emergency power. Departments/districts may be challenged in maintaining and surging communications, equipment and staff.
5. Backup electrical generators have a failure rate of between 3% and 20%<sup>29</sup> due to improper configuration, automatic transfer switch (ATS) failure, mechanical failure, overheating, or oil/fuel issues.
6. Public Safety Answering Points (PSAPs). During both the warning and outage phases, PSAPs will potentially experience a significant increase in calls for services due to medical emergencies, rescues, those seeking services such as additional oxygen supplies as well as actual/perceived security concerns including potential alarm responses. Additionally, many callers will be seeking information about the status of the outage and/or red flag warning or asking for public safety agencies to check on the welfare of their family members.

### Infrastructure

1. Wireless broadband voice and data systems. For California providers, 88% of cell sites have emergency power backup and 80% have four or greater hours.<sup>30</sup> The California Public Utilities Commission (CPUC) recently required wireless providers to maintain 72-hours backup power for their systems in Tier 2 and Tier 3 High Fire Threat Districts – this requirement goes into effect in 2021.<sup>31</sup> The major providers have reported that they have rapidly deployable resources including mobile generators and refueling which could support systems in a sustained outage if the number of sites requiring power does not exceed this capacity.
2. Cable/fiber systems may also lose power. Most residents will lose power to home routers and home satellite systems thereby losing access to the internet, VoIP phones, and EAS. Similar to wireless broadband, new CPUC requirements for 72 hours of backup power for wireline broadband providers are to take effect in 2022. Internet Service Providers (ISPs) may continue to function using backup power.
3. Loss of fuel production/distribution. Very few gasoline stations have generator

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<sup>29</sup> In Backup Generators We Trust?, November 2, 2012. Accessed at <https://boingboing.net/2012/11/02/in-backup-generators-we-trust.html>

<sup>30</sup> CPUC, Reliability Standards for Telecommunications Emergency Backup Power Systems and Emergency Notification Systems, May 9, 2008. Accessed at <file:///C:/Users/cgodley/Desktop/Denergization/Power%20Outage%20References%20Guidance/CPUC%20Report%20Reliability%20Standards%20Telecom%20Backup%20Power%202008.pdf>

<sup>31</sup> CPUC Decision 21-02-029. <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M366/K625/366625041.PDF>

power to continue dispensing. A large regional outage could also disrupt production and distribution. Some government fueling facilities may also not be equipped with generators. There is one Compressed Natural Gas (CNG) fueling station in the County, which would also lose the ability serve customers. In prolonged incidents, local governments may be asked to provide fuel to allied stakeholders including private sector ambulances, critical commodities haulers, and mutual aid resources.

4. Potable water systems. Sonoma Water expects to maintain the ability to provide wholesale water supplies using backup power and pumping systems. However, smaller retail systems may lose the ability to maintain adequate water pressure and/or supply resulting in turbidity and potential compromised water quality. This may require issuing notices to boil water or conserve water in some areas.
5. Cooling Centers. There will be challenges for opening cooling centers, as most facilities do not incorporate HVAC in emergency power circuits. Most traditional informal cooling facilities (malls, libraries, movie theatres, etc.) do not have emergency power and will close. County government has no public assembly buildings with capacity to operate HVAC under emergency power.
6. Wastewater systems. Most systems have emergency power for lift stations. However, there may be isolated losses in capabilities to pump and/or treat sewage in some areas – some spills may result in extended outages.

### Transportation

1. Roads and highways may lose power to traffic signals and traffic metering/sensors. Most traffic signals will default to flashing red when on battery backup power – generally limited to 8 hours. A few key intersections may have generator backup power. Some traffic signals will go totally dark. Residents may seek power, cooling, food, or other services with friends or commercial centers in unaffected areas, thereby creating congestion on roads no longer served by operating signals.
2. SMART trains are not dependent on PG&E power. SMART can deploy small generators to power train crossing systems as needed.
3. The County airport may have to suspend commercial operations. While the Control Tower is equipped with an emergency generator, the terminal is not. The CalFire Air Attack Base is equipped with a generator.
4. Residents, businesses, and government agencies may be unable to recharge electric vehicles.

### Business Community

1. Notification by PG&E of a potential PSPS may encourage residents to stock up on key supplies similar to what occurs during a hurricane warning. Areas may see shortages in batteries, bottled water, and long lines at gas stations.
2. The use of emergency generators in retail establishments varies widely. Most supermarkets have some generator power but will not be able to maintain refrigerators or freezers. Pharmacies generally do not have emergency power.
3. Loss of power will generally prevent electronic Point-of-Sale (POS) transactions. Some systems can operate on battery and then save transactions for later transmission when power is restored. Some merchants may use backup systems such as a mobile device. Most ATMs have some short-term battery power.<sup>32</sup>
4. Widespread loss of power may impact regional warehouse, distribution, and delivery systems including just-in-time services for critical facilities (ex. hospital pharmacies). Small and large businesses across all sectors could see cancelled and diminished tourist bookings, disrupted production schedules, an interrupted supply chain, lost inventory, refunds. This could also reduce sales tax and Transitory Occupancy Tax (TOT) revenue. PSPS incidents generally occur during the County's major tourist season (July-November).<sup>33</sup>
5. Losses could continue long-term as "Continued news coverage of the possibility of PSPS incidents may lead to a reduction of future bookings from business and leisure travel, meetings, events and wedding segments regardless of the actual occurrence of an outage".<sup>34</sup>
6. Most hotels do not have emergency power. If they do, it may only support emergency lighting, refrigeration, and/or limited business systems. These facilities may be forced to close. Thus, hotels may be unable to support residents seeking relief from an extended power outage or to serve as shelters in the event of evacuations. This may also limit their ability to serve as alternate worksites for impacted businesses and governments.
7. Closure of commercial retail spaces and movie theatres would prevent access by residents seeking relief from high heat.

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<sup>32</sup> Fin24, This is How Load Shedding Affects You, February 14, 2019. Accessed at <https://www.fin24.com/Economy/from-cellphone-signals-to-atms-this-is-how-load-shedding-affects-you-20190214>

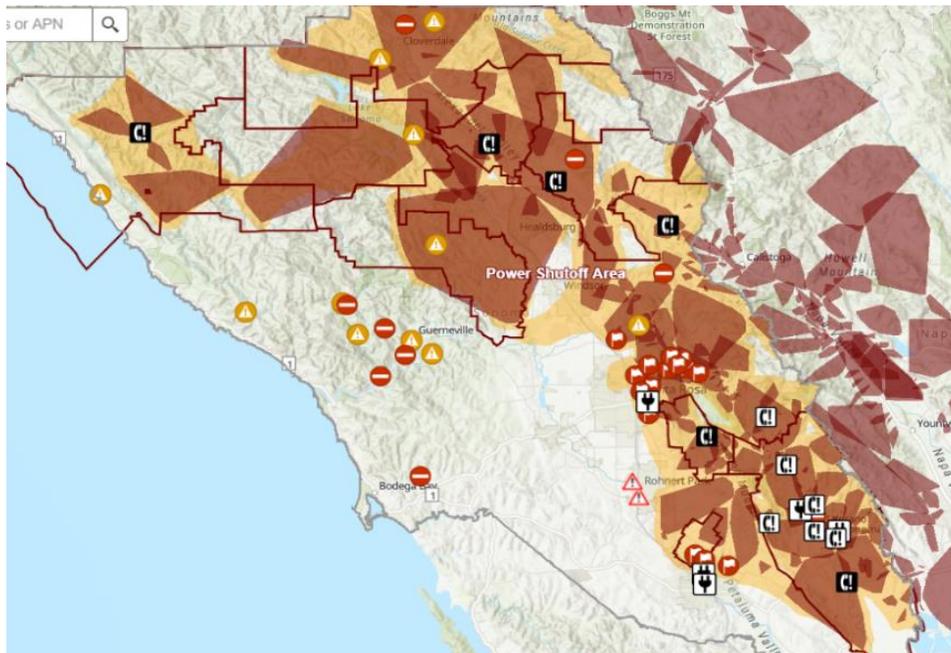
<sup>33</sup> Sonoma County Hospitality Association, Statement to County Board of Supervisors, July 2019.

<sup>34</sup> Sonoma County Hospitality Association, Statement to County Board of Supervisors, July 2019.

Other

1. Food storage/preparation. A lack of refrigeration, degraded potable water, and/or lack of hot water for sanitation may increase the risk for food-borne illness in personal residences and in food service facilities. Food service facilities must close if they cannot maintain food safety standards.<sup>35</sup>
2. Schools. Each school district will assess the potential or actual impact of PSPS on their operations and safety. Schools will select the appropriate response measure depending on the time of day and year, including alternate curriculum, early dismissal, reunification and release procedures, and/or cancellation of classes for the next day(s). School closures could significantly disrupt the social fabric of our communities, limit the ability of parents and care providers to go to work, and impact other school-affiliated functions such as nutrition programs.
3. Other organizations including childcare centers, congregate care facilities, social organizations, and libraries may be forced to close.
4. Although improvements have been made, areas actually impacted by PSPS outages may differ from those forecasted. See illustration below.

**October 15, 2019 PSPS Incident: Light shaded areas forecast to be de-energized and dark shaded areas showing actuals**



<sup>35</sup> State of California, Retail Food Code. Accessed at <https://cchealth.org/eh/food/pdf/calcode.pdf>

## APPENDIX 3: RESPONSE PHASE MATRIX

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<p><b>Phase 1:</b></p> <p><i>Increased Readiness / Elevated</i></p> <p>Seasonal</p>	<p>Common tasks:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> In coordination with PG&amp;E, educate residents regarding the PSPS program as well as potential impacts</li> <li><input type="checkbox"/> Message power outage preparedness as part of seasonal and ongoing community preparedness efforts</li> <li><input type="checkbox"/> Review and revise power outage response procedures</li> <li><input type="checkbox"/> Conduct annual PSPS workshops/exercises</li> <li><input type="checkbox"/> Review and revise Continuity of Operations Plans (COOPs)</li> <li><input type="checkbox"/> Review and ensure availability of response and COOP resources</li> <li><input type="checkbox"/> Maintain contact and coordination with Operational Area stakeholders</li> <li><input type="checkbox"/> Coordinate with PG&amp;E regarding seasonal PSPS program updates; maintain access to PSPS Secure Data Portal</li> <li><input type="checkbox"/> Conduct additional preparedness outreach for individuals with access and functional needs</li> <li><input type="checkbox"/> Exercise and test backup power systems including UPS, generators, and transfer switches</li> </ul>		

County of Sonoma Emergency Operations Plan Annex:  
Public Safety Power Shutoff Incidents

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<p><b>Phase 2:</b></p> <p><b>Watch</b></p> <p>Up to 48 hours prior to PSPS</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Receive Situation/Status from PG&amp;E</li> <li><input type="checkbox"/> Activate second SDO</li> <li><input type="checkbox"/> Brief County leadership</li> <li><input type="checkbox"/> Engage GIS and Human Services to assess potential impacts using PG&amp;E GIS files</li> <li><input type="checkbox"/> Distribute Op Area Email</li> <li><input type="checkbox"/> Schedule and facilitate Op Area Conference call:               <ul style="list-style-type: none"> <li>o Affected Cities</li> <li>o REDCOM</li> <li>o National Weather Service</li> <li>o Sheriff</li> <li>o Sheriff Dispatch</li> <li>o County Depts.                   <ul style="list-style-type: none"> <li>▪ Health</li> <li>▪ Human Svcs</li> <li>▪ GSD</li> <li>▪ PIO</li> <li>▪ CAO</li> <li>▪ TPW</li> <li>▪ EOC Leaders</li> </ul> </li> <li>o Tribal Nations</li> <li>o CHP</li> <li>o Schools</li> <li>o COAD</li> <li>o American Red Cross</li> </ul> </li> <li><input type="checkbox"/> Make recommendation for EOC staffing level</li> <li><input type="checkbox"/> Activate EOC if needed</li> <li><input type="checkbox"/> Coordinate with PG&amp;E re: Community Resource Centers</li> <li><input type="checkbox"/> Participate in Cal OES and PG&amp;E conference calls</li> <li><input type="checkbox"/> Monitor wildfire hazard level and actual incidents</li> </ul>	<p><b>Emergency Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Evaluate target areas information and identify critical facilities</li> <li><input type="checkbox"/> Evaluate potential impacts to COOP</li> <li><input type="checkbox"/> Notify and convene senior leadership</li> <li><input type="checkbox"/> Determine EOC activation status</li> <li><input type="checkbox"/> Notify EOC staff</li> <li><input type="checkbox"/> Assess city staffing levels</li> <li><input type="checkbox"/> Identify city needs &amp; resources</li> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> <li><input type="checkbox"/> Notify DEM of activated EOCs, Cooling Centers, Shelters</li> </ul> <p><b>Law Enforcement</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> <li>o Identify Mutual Aid resources</li> </ul> </li> </ul> <p><b>Fire Agency</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monitor and staff for wildfire hazard level</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing for Red Flag and concurrent outages</li> <li>o Identify Mutual Aid resources</li> </ul> </li> <li><input type="checkbox"/> Prepare facilities</li> </ul> <p><b>Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Assess condition/status of critical equipment</li> <li><input type="checkbox"/> Conduct generator tests</li> <li><input type="checkbox"/> Expedite refueling</li> </ul> <p><b>Care &amp; Shelter</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify possible mass care, shelter and/or cooling sites and staffing</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct messaging</li> <li><input type="checkbox"/> Coordinate w/ Op Area JIC/JIS</li> <li><input type="checkbox"/> Consider internal messaging for city staff (impacts, DSW roles)</li> </ul>	<p><b>Sheriff</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing (patrol &amp; dispatch)</li> <li>o Identify Mutual Aid resources</li> </ul> </li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> <li><input type="checkbox"/> Assess potential need for curfew</li> <li><input type="checkbox"/> Prepare facilities, radio systems</li> </ul> <p><b>EMS / Health</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Assess impact to hospitals</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> <li>o Identify Mutual Aid resources</li> </ul> </li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> <li><input type="checkbox"/> Assess impacts to behavioral health</li> </ul> <p><b>Human Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Provide IHSS data for target area</li> <li><input type="checkbox"/> Support shelter and/or cooling sites</li> <li><input type="checkbox"/> Contact IHSS clients as directed</li> <li><input type="checkbox"/> Notify DEM/EOC of remaining needs</li> </ul> <p><b>General Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Assess staffing plan</li> <li><input type="checkbox"/> Conduct generator tests</li> <li><input type="checkbox"/> Expedite refueling</li> <li><input type="checkbox"/> Protect sensitive electronic equipment</li> <li><input type="checkbox"/> Notify DEM/EOC of outstanding needs</li> </ul> <p><b>Transportation &amp; Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify critical facilities in target area</li> <li><input type="checkbox"/> Assess if airport can continue operations</li> <li><input type="checkbox"/> Prioritize traffic management support</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> <li>o Identify Mutual Aid resources</li> </ul> </li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key staff and 2-1-1</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Evaluate the need for Op Area PIO coordination calls, JIS, or JIC</li> </ul>

County of Sonoma Emergency Operations Plan Annex:  
Public Safety Power Shutoff Incidents

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<p><b>Phase 3:</b> <b>Warning</b></p> <p>Up to 3 hours prior to PSPS (if conditions permit)</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Receive imminent outage notification from PG&amp;E</li> <li><input type="checkbox"/> Confirm target areas</li> <li><input type="checkbox"/> Deliver A&amp;W messages in targeted area as needed</li> <li><input type="checkbox"/> Distribute information and maps to stakeholders</li> <li><input type="checkbox"/> Notify County leadership</li> <li><input type="checkbox"/> Schedule and facilitate Op Area Conference call:               <ul style="list-style-type: none"> <li>o Affected Cities</li> <li>o REDCOM</li> <li>o National Weather Service</li> <li>o Sheriff</li> <li>o Sheriff Dispatch</li> <li>o County Depts.                   <ul style="list-style-type: none"> <li>▪ Health</li> <li>▪ Human Svcs</li> <li>▪ GSD</li> <li>▪ PIO</li> <li>▪ CAO</li> <li>▪ TPW</li> <li>▪ EOC Leaders</li> </ul> </li> <li>o Tribal Nations</li> <li>o Schools</li> <li>o CHP</li> <li>o COAD</li> <li>o American Red Cross</li> </ul> </li> <li><input type="checkbox"/> Recommend EOC activation</li> <li><input type="checkbox"/> Determine EOC staffing level</li> <li><input type="checkbox"/> Continue to coordinate with PG&amp;E re: Community Resource Centers</li> <li><input type="checkbox"/> Continue to participate in Cal OES and PG&amp;E conference calls</li> <li><input type="checkbox"/> Update Op Area agencies / stakeholders</li> </ul>	<p><b>Emergency Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> <li><input type="checkbox"/> Monitor PSPS Portal</li> </ul> <p><b>Law Enforcement</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Conduct security / warning missions as needed</li> <li><input type="checkbox"/> Address 9-1-1 outages</li> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Fire Agency</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Address 9-1-1 outages</li> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Monitor traffic management systems</li> </ul> <p><b>Care &amp; Shelter</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Activate mass care, shelter and/or cooling sites</li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct messaging</li> <li><input type="checkbox"/> Coordinate w/ Op Area JIC/JIS</li> </ul>	<p><b>Sheriff</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Conduct security / warning as needed</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> </ul> <p><b>EMS / Health</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Deploy resources as needed</li> <li><input type="checkbox"/> Monitor hospital status</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> <li><input type="checkbox"/> Assess impacts to behavioral health</li> </ul> <p><b>Human Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Provide IHSS data for target area</li> <li><input type="checkbox"/> Support shelter and/or cooling sites</li> <li><input type="checkbox"/> Contact IHSS clients as directed</li> <li><input type="checkbox"/> Notify DEM of remaining needs</li> </ul> <p><b>General Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Assess staffing plan</li> <li><input type="checkbox"/> Conduct generator tests</li> <li><input type="checkbox"/> Expedite refueling</li> <li><input type="checkbox"/> Protect sensitive electronic equipment</li> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> </ul> <p><b>Transportation &amp; Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key leadership /stakeholders</li> <li><input type="checkbox"/> Identify critical facilities in target area</li> <li><input type="checkbox"/> Assess if airport can continue operations</li> <li><input type="checkbox"/> Deploy traffic management support</li> <li><input type="checkbox"/> Coordinate traffic issues w/ Caltrans</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> <li>o Identify Mutual Aid resources</li> </ul> </li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key staff and 2-1-1</li> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>o Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Evaluate the need for Op Area PIO coordination calls, JIS, or JIC</li> </ul>

County of Sonoma Emergency Operations Plan Annex:  
Public Safety Power Shutoff Incidents

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<p><b>Phase 4:</b></p> <p><b>Outage</b></p> <p>Hours to Days</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Obtain and distribute outage status from PG&amp;E</li> <li><input type="checkbox"/> Deliver A&amp;W messages as needed</li> <li><input type="checkbox"/> Brief County leadership</li> <li><input type="checkbox"/> Schedule and facilitate Op Area Conference call</li> <li><input type="checkbox"/> Recommend EOC activation</li> <li><input type="checkbox"/> Manage EOC</li> <li><input type="checkbox"/> Continue to coordinate with PG&amp;E re: Customer Resource Centers</li> <li><input type="checkbox"/> Continue to participate in Cal OES and PG&amp;E conference calls</li> <li><input type="checkbox"/> Update Op Area agencies / stakeholders</li> <li><input type="checkbox"/> Check Disaster information Reporting System (DIRS) for telecommunications status</li> </ul>	<p><b>Emergency Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> <li><input type="checkbox"/> Develop situational awareness and asses impacts/damages</li> <li><input type="checkbox"/> Monitor PSPS Portal</li> <li><input type="checkbox"/> Participate in Op Area conference calls</li> </ul> <p><b>Law Enforcement</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct security / warning missions as needed</li> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Fire Agency</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Mitigate impacts to traffic management systems</li> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Care &amp; Shelter</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Activate care &amp; reception/shelter and or cooling sites</li> <li><input type="checkbox"/> Identify needs and resources</li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct messaging</li> <li><input type="checkbox"/> Coordinate w/ Op Area JIC/JIS</li> <li><input type="checkbox"/> Monitor social media</li> </ul>	<p><b>Sheriff:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct security / warning missions</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> <li><input type="checkbox"/> Monitor radio systems</li> </ul> <p><b>EMS / Health</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Monitor EMS system/hospital status</li> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> <li><input type="checkbox"/> Assess impacts to behavioral health</li> </ul> <p><b>Human Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Provide IHSS data for target area</li> <li><input type="checkbox"/> Support shelter and/or cooling sites</li> <li><input type="checkbox"/> Contact IHSS clients as directed</li> <li><input type="checkbox"/> Notify DEM of remaining needs</li> </ul> <p><b>General Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources</li> <li><input type="checkbox"/> Assess staffing plan</li> <li><input type="checkbox"/> Conduct generator tests</li> <li><input type="checkbox"/> Coordinate refueling</li> <li><input type="checkbox"/> Protect sensitive electronic equipment</li> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> </ul> <p><b>Transportation &amp; Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify critical facilities in target area</li> <li><input type="checkbox"/> Assess if airport can continue operations</li> <li><input type="checkbox"/> Continue traffic management support</li> <li><input type="checkbox"/> Coordinate traffic issues w/ Caltrans</li> <li><input type="checkbox"/> Identify needs and resources <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess staffing plan</li> <li><input type="checkbox"/> Identify Mutual Aid resources</li> </ul> </li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Notify key staff and 2-1-1</li> <li><input type="checkbox"/> Identify needs and resources <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Evaluate the need for Op Area PIO coordination calls, JIS, or JIC</li> </ul>

County of Sonoma Emergency Operations Plan Annex:  
Public Safety Power Shutoff Incidents

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<p><b>Phase 5:</b> <b>Restoration</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Receive Restoration Status and “All-Clear” from PG&amp;E</li> <li><input type="checkbox"/> Brief County leadership</li> <li><input type="checkbox"/> Schedule and facilitate Op Area Conference call</li> <li><input type="checkbox"/> Assess EOC activation level</li> <li><input type="checkbox"/> Develop demobilization plan</li> <li><input type="checkbox"/> Coordinate cost accounting</li> <li><input type="checkbox"/> Coordinate PG&amp;E re: Community Resource Centers</li> <li><input type="checkbox"/> Participate in Cal OES and PG&amp;E conference calls</li> <li><input type="checkbox"/> Develop After Action Report (AAR)</li> </ul>	<p><b>Emergency Management</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess EOC activation level</li> <li><input type="checkbox"/> Develop demobilization plan</li> <li><input type="checkbox"/> Notify DEM of outstanding needs</li> <li><input type="checkbox"/> Coordinate response costs accounting</li> <li><input type="checkbox"/> Develop/provide input to After Action Report</li> </ul> <p><b>Law Enforcement</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Return mutual aid resources</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Fire Agency</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Return mutual aid resources</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Return mutual aid resources</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Care &amp; Shelter</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Coordinate closure of mass care, shelter, and/or cooling facilities</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Conduct messaging</li> <li><input type="checkbox"/> Coordinate w/ Op Area JIC/JIS</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul>	<p><b>Sheriff:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Return mutual aid resources</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>EMS / Health</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Return mutual aid resources</li> <li><input type="checkbox"/> Assess impact to EMS system/hospitals</li> <li><input type="checkbox"/> Assess impacts to behavioral health</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Human Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Assess impact to IHSS clients</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>General Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Assess impact to facilities</li> <li><input type="checkbox"/> Restock/resupply</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Transportation &amp; Public Works</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Assess impact to traffic management and airport operations</li> <li><input type="checkbox"/> Restock/resupply</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul> <p><b>Public Information</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Assess needs</li> <li><input type="checkbox"/> Compile community and stakeholder feedback</li> <li><input type="checkbox"/> Conduct demobilization</li> </ul>

## **APPENDIX 4: ESSENTIAL ELEMENTS OF INFORMATION (EIs)**

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Within two hours of notification of a potential PSPS incident, the DEM and/or EOC staff will collect following essential information:

- ❑ Scope and timing of potential PSPS incidents: start time and potential duration
- ❑ Incident locations or boundaries (access via PG&E Secure Portal)
- ❑ Approximate number of total residents that could be impacted
- ❑ Approximate number of vulnerable IHSS recipients that could be impacted
- ❑ Critical facilities/infrastructure that could be impacted
- ❑ Medical/health systems/facilities that could be impacted
- ❑ Wind direction and weather conditions
- ❑ Warning or critical messages that need to be communicated to the public
- ❑ PG&E Agency Representative(s) and contract information
- ❑ Current status of responding departments and agencies
- ❑ Status of communication systems, critical public buildings, and other infrastructure
- ❑ Location and status of PG&E Community Resource Centers, cooling centers and/or shelters
- ❑ Critical resource shortfalls impacting public safety
- ❑ Location and operational status of all Department Operations Centers and city/special district EOCs
- ❑ Determination of how the County will coordinate information with PG&E (ex. EOC liaisons)

## **APPENDIX 5: SAMPLE PUBLIC INFORMATION MESSAGES**

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### Key Preparedness Messages:

If PG&E has told you that they may turn off the electricity in your area, here are some important things to do now:

1. Make sure cell phones and backup batteries are fully charged. Check your battery-operated radio and flashlights.
2. Fill up your car with gas and leave it out of the garage. (You should also learn how to manually open the garage door!)
3. Place your go bag or emergency kit in the car so if you need to leave in a hurry you are ready.
4. Fill some water bottles (3/4 full only) and place them in the freezer to help keep things cold (remember, if you leave the doors of the refrigerator closed, it will retain coolness for many hours).
5. Make sure you have some cash on hand.
6. Check PG&E for information about their plans and if they are going to open a Community Resource Center near you.
7. Check with your local government for cooling centers that may be available.
8. Contact your neighbors who may need help and help them get ready.

### Event-Specific Background:

In response to evolving weather and potential extreme fire danger, PG&E may proactively shut off power to some customers in portions of the following counties: Lake, Napa, Mendocino, Sonoma, Yuba, Butte, Sierra, Placer, Nevada, and Amador.

- Currently, they are considering shutting down power to the northeast/eastern border of Sonoma County. You can check to see which areas may lose power at the PG&E PSPS incident Portal at [insert URL upon receipt].
- PG&E could take the action of turning off the power for safety as early as overnight Saturday into early Sunday morning. The greater likelihood is potentially turning off the power for safety in advance of Sunday evening wind event.
- PG&E has stated that they will notify the County and customers 48 hours, 24 hours and just prior to turning off the power. They will contact customers directly through the following means:
  - Automated calls

- Texts
- Emails
- Door-to-door notification to customers who have registered in the PG&E Medical Baseline system
- PG&E is asking customers to update their contact information at [pge.com/mywildfirealerts](https://pge.com/mywildfirealerts) so they can keep them informed.
- PG&E has stated they will have to wait until the high winds die down before they can inspect power lines which is required to restore power to affected areas. What does this mean?
  - For this particular [Red Flag Warning](#), PG&E is expecting to wait approximately 6 hours for daylight so they can begin inspecting lines. Before re-energizing, all lines have to be physically inspected by PG&E personnel, which is why there is a significant delay in restoring power.
  - They are currently estimating that power could be down for portions of Sonoma County for 1-2 days, but are hopeful they can restore power sooner than that.
- PG&E has set up a call center to provide more information:
  - English 1-877-660-6789
  - Chinese 1-800-893-9555
  - Spanish 1-800-660-6789
  - Vietnamese 1-800-298-8438

#### Sonoma County Response to Potential Power Shutoff:

- On the afternoon of November 7, 2018, the County of Sonoma began to prepare for the potential shutdown of PG&E power to areas of Sonoma County due to the high fire danger.
- PG&E estimates that 400 customers in Sonoma County are located in regions likely to be subject to a power shutdown. The areas affected by the shutdowns include unincorporated areas of northeastern and eastern Sonoma County.
- The Department of Emergency Management is implementing the County's PSPS Annex including a partial activation of our Emergency Operations Center.
- We have notified and coordinated with our countywide response partners.
- We are coordinating messaging and outreach with our stakeholders so we are prepared to communicate with our community members in the event of a power shutdown.

Press Release

**FOR IMMEDIATE RELEASE**

Date:

Contact: Public Information Officer at ###-###-####, PIO email address

**Sonoma County Responds to PG&E’s Potential Power Shutoff with Advanced Preparation**

SANTA ROSA, CA – This afternoon, the County of Sonoma acted promptly to prepare for the potential shutoff of PG&E power to areas of Sonoma County. PG&E has notified the County they may activate their Public Safety Power Shutoff (PSPS) protocols due to extreme weather and could potentially initiate a power shut down in the unincorporated northeastern parts of Sonoma County within the next 24 hours. The County of Sonoma is ready to respond to the effects of the power outage; however, the decision to turn off the power and the speed at which it is restored is managed solely by PG&E.

“We are being proactive and mobilizing our resources due to the potential power loss and increased fire threat,” stated Chairman of the Board of Supervisors, James Gore. “Fire agencies in Sonoma County have increased staffing resources including adding a strike team, task force, water tender, and an extra fire and EMS dispatcher during this heightened threat.”

The County of Sonoma Department of Emergency Management has proactively taken steps in preparation for a potential power shut down after being notified by PG&E of their new expanded Public Safety Power Shutoff program. The County has developed PSPS Response Plan and is now putting that into effect. Additionally, the County is currently operating a warm Emergency Operations Center (EOC), actively coordinating with countywide response partners and are monitoring the situation.

You can check if your home is in an area where power may be shut off on the PG&E website: <https://pgealerts.alerts.pge.com/updates/>. PG&E is monitoring weather patterns, and will provide updates to customers and the County of Sonoma when information is available.

Emergency Management officials remind residents and visitors that it is important to have a plan. FEMA recommends taking steps to prepare for a power outage, including:

Stay informed –

- Sign up for safety information on Nixle by texting your zip code to 888-777.
- For information on immediate threats to personal safety or property, tailored to an address of your choosing, sign up for SoCo Alerts [www.SoCoAlert.com](http://www.SoCoAlert.com).
- Sonoma County will send a Wireless Emergency Alert to areas if evacuations are ordered, intended to reach all cell phones in the area. Learn more: [www.SoCoEmergency.org](http://www.SoCoEmergency.org)
- For specific questions, call 2-1-1

Review your evacuation and communication plan –

- Identify several evacuation routes for your location in case roads are blocked, and tell someone out of the area which routes you plan to use.

- If you will evacuate by car, keep your car fueled and ready to go.
- Make a list of what you will want to take with you if you leave your home quickly. Consider the Five P's of Evacuation:
  - 1) People/Pets; 2) Prescriptions; 3) Papers; 4) Personal Needs; 5) Priceless Items
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines. Plan for batteries and other alternatives to meet your needs when the power goes out.
- For traffic intersections without traffic signals, treat as a four-way stop.
- Review your available supplies in case of a power outage. Have flashlights with extra batteries for every household member. Have enough nonperishable food and water.
- Use a thermometer in the refrigerator and freezer so that you can know the temperature when the power is restored. Throw out food if the temperature is 40 degrees or higher.
- Keep mobile phones and other electric equipment charged and gas tanks full.
- Know how to manually open electric garage doors and gates.
- If the power goes out, unplug sensitive electronics to prevent damage when the power is restored.

For more information, including what to do during a power outage, visit [www.ready.gov](http://www.ready.gov).

Make sure you can receive updated information from PG&E by updating your contact information at [www.pge.com/mywildfirealerts](http://www.pge.com/mywildfirealerts).

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## SOCIAL MEDIA MESSAGING

Important Notice for Sonoma County Residents: [\*\*\*Información en Español abajo\*\*\*]

PG&E has notified Sonoma County that as many as 4,000 residents in the unincorporated northeastern parts of Sonoma County could lose power for at least 24 hours due to high fire danger conditions.

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

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

Español:

El Condado de Sonoma informa a sus residentes que a alrededor de 400 personas se les pudiera suspender el servicio de electricidad y gas (PG&E) debido a una alerta por altas probabilidades de incendio.

Residentes de áreas rurales al noreste del condado podrían ver dichos servicios suspendidos por al menos unas 24 horas. PG&E creó una línea de atención al cliente en español para ofrecer más información sobre esta situación: 1-800-660-6789.

## APPENDIX 6: GOVERNMENT STAFF INTERNAL MESSAGES

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Communications with internal, local government employees and contractors should address the preparedness messages as in Appendix 5. However, messaging should also include key points regarding workplace safety, responsibilities as Disaster Service Workers (DSWs) and labor agreements. Additional areas that will require clear messaging in each phase include:

- Employee job-specific instructions on how and where to report for regular work and/or work as a Disaster Service Worker (DSW) in case of a PSPS incident and/or wildfire incident.
- Clear delineation of the priority of COOP assignments over regular work.
- Ensuring employees have arranged for any family members who may need assistance in a power outage to have local friends or neighbors to assist if the employee is unable to return home due to COOP or DSW assignment.
- Employees should check PG&E's PPS Updates and Alerts website before reporting for work.<sup>36</sup>
- Direction regarding pay policy in case of PPS preventing regular work.

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<sup>36</sup> [https://www.pge.com/en\\_US/residential/outages/public-safety-power-shutoff/psps-updates-and-alerts.page](https://www.pge.com/en_US/residential/outages/public-safety-power-shutoff/psps-updates-and-alerts.page)

## APPENDIX 7: POTENTIAL ROLES OF COUNTY SUPERVISORS

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Note: This information augments the *County Supervisors Guide to Emergency Operations (January 2019)* and provides guidance and information specific to a PSPS incident.

### Potential Roles

In the event of a major PSPS incident, County Supervisors may be available to support and coordinate response activities. The potential activities listed below are aligned with Concept of Operations outlined in this Annex.

#### Phase 1: Enhanced Readiness Phase / Elevated (Seasonal)

- Distribute information provided by the Director of Emergency Services to assist with public information outreach, keeping constituents informed. Potential information subjects include:
  - General de-energization preparedness tips (see de-energization preparedness messages in Appendix 5)
  - Refer residents to the PG&E PSPS website and SoCoEmergency.org

#### Phase 2: Watch (48 hours announced):

- Receive updates from the Director of Emergency Services and/or Department of Emergency Management (DEM) via email, conference call, or briefings as time and conditions permit.
- Continue to distribute information provided by the Director of Emergency Services and/or DEM to assist with public information outreach, keeping constituents informed. Potential information subjects include:
  - Information on County efforts and actions
  - How individuals and families can prepare for an outage if the power goes out. If you need to call 911, head to an emergency reporting station.  
*Note: only if stations are to be established*
- Consider and/or ratify a Proclamation of Local Emergency
- Prepare to conduct actions in the Continuity of Operations Plan (COOP) Playbook for the Board of Supervisors. Prepare to relocate to alternate work site.

#### Phase 3: Warning:

- Distribute information provided by the Director of Emergency Services and/or the EOC to assist with public information outreach, keeping constituents informed. Potential information subjects include:
  - Re-stating any emergency alerts issued due to outages impacting areas subject to hazardous fire conditions

- Last minute individual preparedness actions (ex. unplug sensitive electronics)
- What to do during an outage (see Appendix 5)

#### Phase 4: Outage:

- Distribute information provided by the Director of Emergency Services to assist with public information outreach, keeping constituents informed.
- As needed, go to one of PG&E's Community Resource Centers to connect with constituents and provide information back to the Board Liaison
- Attend media briefings and community meetings when scheduled
- Carry out tasks identified in the Continuity of Operations Plan (COOP) Playbook for the Board of Supervisors. Conduct operations from alternate work site.
- If requested, represent the County at PG&E's headquarters EOC. Provide updated information to the Op Area EOC, and present the County's needs/issues/concerns.

#### **Coordination with EOC and Director of Emergency Services**

Upon activation of the EOC, a Board Liaison will be staffed to provide information to County Supervisors and staff as well as address questions and receive input. The EOC PIO will prepare talking points for the Board Liaison on a regular schedule as well as coordinate any notable media briefings or activities.

As time, conditions and communications systems permit, the EOC Director may brief Supervisors in compliance with the Brown Act.

The County Administrator as the Director of Emergency Services may assemble the EOC Senior Coordination Team (SCT) to consult and advise on external communications, resource allocation for internal county continuity of operational service needs and government relations issues.

#### **Logistics**

A PSPS incident may result in a loss of functional facilities, communications systems and other services. County staff will implement the Continuity of Operations Plan (COOP) as needed. Supervisors may need to relocate to alternate work sites.

Emergency Board meetings may need to be called and held at alternate sites that have sufficient power and access. Media briefings may be conducted at the EOC, the Sheriff's building or at alternate sites to be determined.

Communications will be challenging and may require use of alternate systems including radio or in-person meetings.

## APPENDIX 8: ACRONYMS AND ABBREVIATIONS

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A&W	Alert & Warning
AAR	After Action Report
ACS	Auxiliary Communications System
AFN	Access and Functional Needs
ARC	American Red Cross
ATM	Automated Teller Machine
ATS	Automatic Transfer Switch
CAO	County Administrator's Office
CNG	Compressed Natural Gas
COAD	Community Organizations Active in Disaster
COOP	Continuity of Operations Plan
CPUC	California Public Utilities Commission
CRC	Community Resource Center (PG&E)
DEM	Department of Emergency Management (Sonoma County)
DHS	Department of Health Services (Sonoma County)
DIRS	Disaster information Reporting System (FCC)
DOC	Department Operations Center
DSW	Disaster Service Worker
EAS	Emergency Alert System
EI	Essential Element of Information
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
GSD	General Services Department (Sonoma County)
HCC	Health Care Coalition
HHS	Health & Human Services (federal)
HSD	Human Services Department (Sonoma County)
HVAC	Heating/Ventilation/Air Conditioning
ICP	Incident Command Post
ICS	Incident Command System
IHSS	In-Home Supportive Services (Sonoma County)
IP	Improvement Plan
ISP	Internet Service Provider
JIC	Joint Information Center

JIS	Joint Information System
LMR	Land Mobile Radio
LNO	Liaison Officer
MHOAC	Medical/Health Operational Area Coordinator
NGO	Non-Governmental Organization
NIMS	National Incident Management System
NWS	National Weather Service
OA	Operational Area
OES	Office of Emergency Services
PG&E	Pacific Gas & Electric
PIO	Public Information Officer
POS	Point of Sale
POTS	Plain Old Telephone Service
PSAP	Public Safety Answering Point
PSPS	Public Safety Power Shutoff (PG&E)
PSS	Public Safety Specialist (PG&E)
REDCOM	Redwood Empire Dispatch Communications Authority
RMS	Records Management System
SDO	Staff Duty Officer (Sonoma County)
SEMS	Standardized Emergency Management System
SMART	Sonoma-Marin Area Rail Transit
SNF	Skilled Nursing Facility
SOP	Standard Operating Procedure
TOT	Transitory Occupancy Tax
TPW	Transportation and Public Works (Sonoma County)
UPS	Uninterruptable Power Supply
VoIP	Voice over Internet Protocol
WEA	Wireless Emergency Alert
WSOC	Wildfire Safety Operations Center (PG&E)