



# Sonoma County Operational Area Emergency Operations Plan Annex:

## Electrical System De-energization Events

---

DEPARTMENT OF EMERGENCY MANAGEMENT



August 2019

## TABLE OF CONTENTS

---

<b>I. INTRODUCTION .....</b>	<b>1</b>
Purpose .....	1
Scope .....	1
Preparing and Responding with the Whole Community Strategy .....	2
<b>II. SITUATION AND PLANNING ASSUMPTIONS .....</b>	<b>3</b>
Planning Assumptions: Impact.....	3
Planning Assumptions: Response .....	5
<b>III. CONCEPT OF OPERATIONS .....</b>	<b>6</b>
Phase 1: Enhanced Readiness.....	6
: Warning .....	7
Phase 3: Imminent Outage .....	12
Phase 4: Outage.....	13
Phase 5: Restoration .....	15
Public Information .....	15
<b>IV. ROLES AND RESPONSIBILITIES .....</b>	<b>17</b>

Sonoma County Department of Emergency Management (DEM) .....	17
Sonoma County/Operational Area Public Information Officer (PIO) .....	17
Sheriff / Law Enforcement .....	18
Fire / EMS.....	18
County Human Services Department .....	18
Department of Health Services (DHS) / Emergency Medical Services (EMS) .....	19
County Transportation & Public Works .....	20
Cities, Tribal Governments, and Special Districts .....	20
Sonoma County Healthcare Coalition Members .....	21
Schools .....	21
Community Organizations Active in Disaster (COAD) .....	21
Pacific Gas & Electric (PG&E) .....	21
<b>REFERENCES.....</b>	<b>22</b>
<b>APPENDIX 1: PG&amp;E PSPS 'MORE LIKELY' BASELINE CIRCUITS MAP .....</b>	<b>23</b>
<b>APPENDIX 2: ELECTRICAL SYSTEMS DE-ENERGIZATION HAZARD ASSESSMENT .....</b>	<b>24</b>
<b>APPENDIX 3: RESPONSE PHASE MATRIX .....</b>	<b>31</b>
<b>APPENDIX 4: ESSENTIAL ELEMENTS OF INFORMATION (EEIs) .....</b>	<b>36</b>
<b>APPENDIX 5: SAMPLE PUBLIC INFORMATION MESSAGES.....</b>	<b>37</b>
<b>APPENDIX 6: GOVERNMENT STAFF INTERNAL MESSAGES .....</b>	<b>43</b>
<b>APPENDIX 7: ACRONYMS AND ABBREVIATIONS .....</b>	<b>44</b>

## I. INTRODUCTION

---

### **Purpose**

This Annex outlines procedures that guide a collaborative response by local governments, special districts, and allied agencies in the Sonoma County Operational Area (Op Area) to the threat of, or actual de-energization of, electrical systems due to extreme fire danger conditions. This is a supporting annex to the Sonoma County Operational Area Emergency Operations Plan (EOP).

The Annex provides direction for Operational Area stakeholder organizations including County departments, cities, special districts, community groups, and others, ensuring interagency 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 electrical system de-energization poses to the Operational Area and describe the potential scope of impacts; and
- Provide the response management team with contextual information to guide initial response planning.

### **Scope**

In keeping with the EOP's "all-hazards" approach for local emergency management, the response policies and protocols for an electrical system de-energization event will align with those established in the EOP.

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.

Per PG&E, a "more likely" de-energization event could see power cut to most of Sonoma County. De-energization could impact 120,000 PG&E customers<sup>1</sup> or up to 210,000 residents<sup>2</sup>.

---

<sup>1</sup> PG&E PSPS Impact Summary, Sonoma County, July 19, 2019.

<sup>2</sup> Assumes 105,000 customers (87% to total customers) are residential rate class with an average of 2 individuals per residence. Does not account for master-meter customers.

## Preparing and Responding with the Whole Community Strategy

The County of Sonoma strives to incorporate the Whole Community<sup>3</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.

Sonoma County defines disabilities and those with access and/or functional needs as:

*Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures; who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.*

Having recognized the need to be inclusive in its emergency planning, the Op Area formed the Sonoma County Access and Functional Needs (AFN) Committee in 2017 to strengthen partnerships with the disability community and those with access and/or functional needs. This team includes representatives from county agencies, local jurisdictions and nonprofit organizations serving people with disabilities and those with access and/or functional needs in Sonoma County. This committee reviewed this Annex on July 30, 2019 and provided valuable input.

Furthermore, 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 the opportunity to remain with family and friends in the most integrated setting possible.

---

<sup>3</sup> Whole Community is defined by FEMA as "a means by which residents, emergency management practitioners, organizational and community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests." 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)

## II. SITUATION AND PLANNING ASSUMPTIONS

---

The risk of wildfire increases when several factors combine—these include high temperatures, 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. To reduce the chance of accidental fire ignition in certain areas, Pacific Gas & Electric (PG&E) has stated they may de-energize electrical systems servicing large areas in advance of or during periods of heightened wildfire risk conditions. They call this their “Public Safety Power Shutoff” (PSPS) program.

De-energization of electrical systems in affected areas may pose a life-safety risk to residents and impact other infrastructure systems. De-energization 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 internet and cellular towers, inability to monitor or maintain water supplies, and a loss of traffic control systems that could support evacuation. This Annex is intended to provide guidance to local governments, county departments, and public safety agencies in how to prepare for and respond to these events.

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 de-energization.

### **Planning Assumptions: Impact**

This Annex assumes an electrical system de-energization event 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 back-up power systems
- Internet 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
- 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

Access and Functional Needs (AFN)<sup>4</sup> populations may be especially impacted including the following effects:

- Loss of power could significantly impact individuals dependent on respiratory equipment, refrigerated medicines, durable medical equipment, 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, reception centers, emergency shelter activations, or cooling centers

Safety:

- Loss or degradation of broadband wireless and digital communications systems serving cell phone, wireless data, and cable may prevent effective use 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 impact to food safety due to degraded refrigeration or unsafe preparation
- Loss of traffic monitoring systems and signals

Critical Infrastructure:

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

---

<sup>4</sup> California Statue § 8593.3 defines AFN 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.”

### **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 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 de-energization event.
- The demand for emergency public information will be immediate and sustained. Social and traditional media coverage will be extensive.
- Each jurisdiction may have their own De-energization Plan or procedure. Every jurisdiction is responsible for their own coordinated response to a de-energization event in their jurisdiction.
- PG&E may elect to open Customer 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.



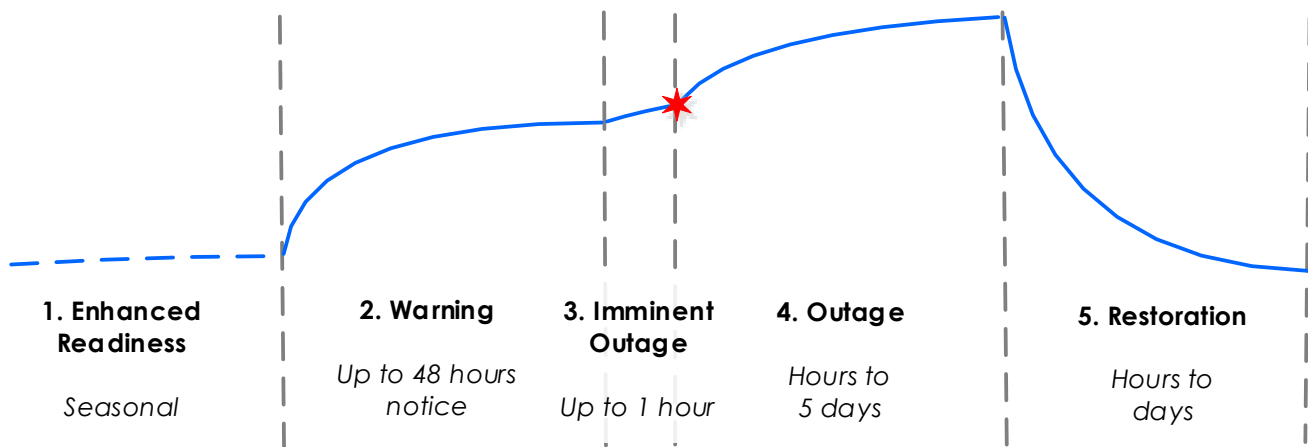
### III. CONCEPT OF OPERATIONS

---

The Sonoma County Operational Area has developed a phased response concept for this hazard. See Diagram 1 (De-energization Response Phases) for the timing and relative level of effort in each phase.

- Phase 1: Enhanced Readiness
- Phase 2: Warning
- Phase 3: Imminent Outage
- Phase 4: Outage
- Phase 5: Restoration

**Diagram 1: De-energization Response Phases**



For each phase, key activities are highlighted below. See also Appendix 3 (Response Matrix).

#### **Phase 1: Enhanced Readiness**

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>5</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 impossible

---

<sup>5</sup> See CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

to predict with complete certainty when, where and how often extreme weather conditions could occur given the rapidly changing environmental conditions."

### De-energization Assessment

PG&E will utilize its own staff and systems to monitor and assess various conditions that may warrant the de-energization of an area. Factors considered by PG&E when determining whether to shut down power include<sup>6</sup>:

- A Red Flag Warning declared by the NWS;
- Low humidity levels, generally 20 percent and below;
- Forecasted sustained winds generally above 25 miles per hour (mph) and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate;
- Computer simulated ignition spread and consequence modeling based on current conditions;<sup>7</sup>
- Condition of dry fuel on the ground and live vegetation (moisture content); and
- On-the-ground, real-time wildfire related information from PG&E's WSOC and field observations from PG&E field crews.

During this phase, County departments, cities, special districts and public safety agencies will work to develop and enhance response capabilities that may be needed during a significant or prolonged power outage. Key activities may include:

- Hardening infrastructure and developing alternate sources of power
- Reviewing and revising response plans and procedures including Continuity of Operations Plans (COOPs)
- Developing threat intelligence and situational awareness regarding potential outage areas and timing
- Developing and conducting additional staff awareness and response training and exercises

### **Phase 2: Warning**

This phase is initiated once PG&E notifies jurisdictions that they are actively considering de-energizing circuits that would impact the Op Area. Although PG&E has indicated

---

<sup>6</sup> PG&E, Amended Wildfire Safety Plan, February 6, 2019. Accessed at [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf)

<sup>7</sup> Note: Per PGE&E's Wildfire Safety Plan, "this decision factor is being developed for use in 2019."

they will attempt to make the initial notification at 48 hours prior to the actual de-energization, weather conditions may change rapidly resulting in an initial notification with less lead time.

### Notification

In the event the PG&E Officer in Charge determines conditions may develop which could require a Public Safety Power Shutoff (PSPS), PG&E will advise their customers, public safety authorities, first responders and local municipalities. 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. Contact will be attempted between 9 am and 9 pm - final shutoff notifications may occur at any time, day or night. For Medical Baseline customers, PG&E will place live calls to customers who are not reached by the initial automated alerts and will then send a PG&E representative to check on customers they are unable to contact with the live call. If the customer does not answer the in-person contact, PG&E 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>8</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>9</sup> PG&E may provide descriptions or maps of areas served by circuits selected for de-energization as conditions permit.

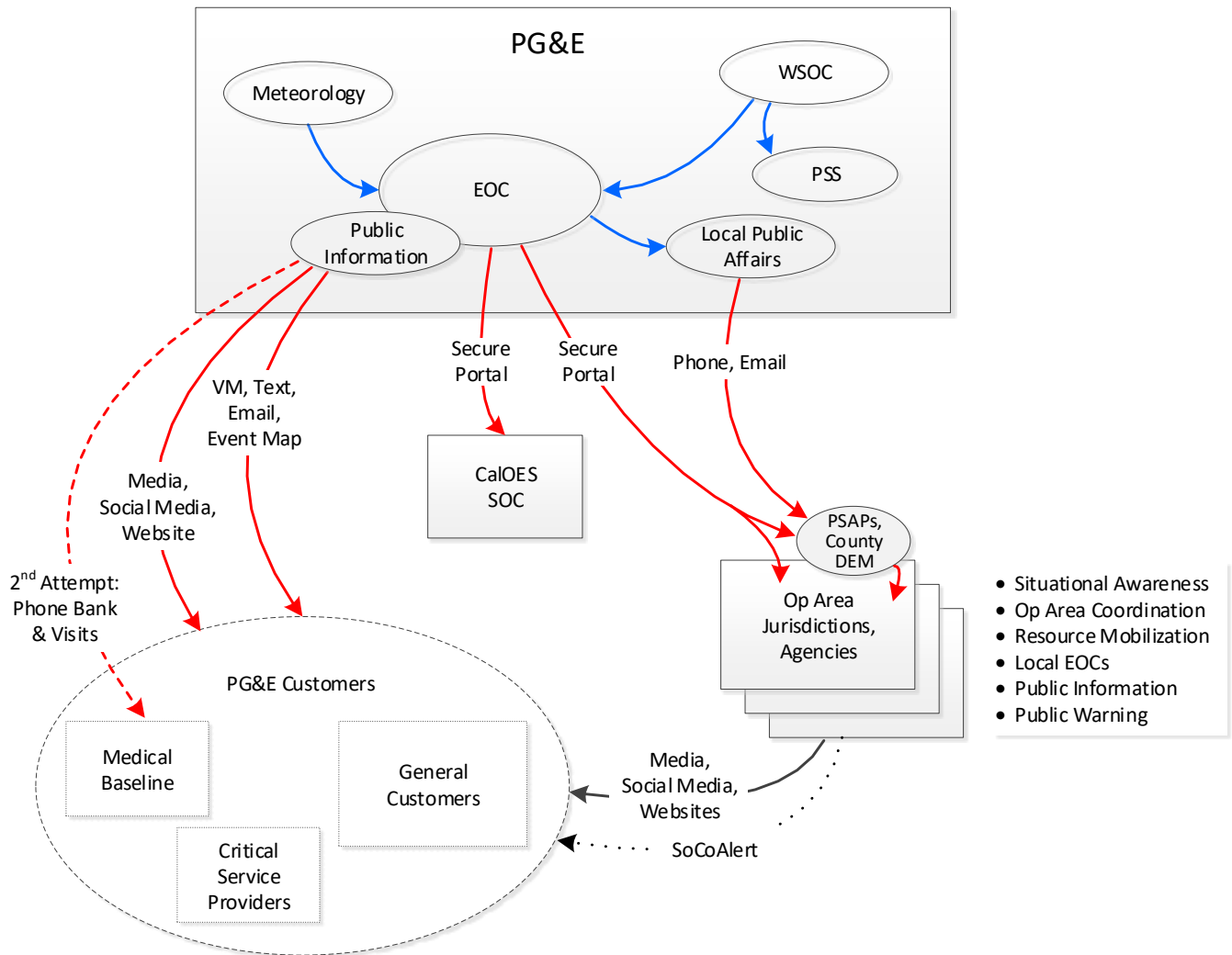
Operational Area jurisdictions may also provide additional notifications in their jurisdictions. Also per the PG&E Notification Plan, "If feasible and appropriate, PG&E will provide city, county and agency officials with the content of our customer alerts, so they can be shared on channels such as Nixle,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

---

<sup>8</sup> CPUC De-Energization at <http://cpuc.ca.gov/deenergization/>

<sup>9</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)

**Diagram 2: Notification Relationships**



### Initial Operational Area Notification

If the threat of de-energization is potentially significant, and upon receipt of information from PG&E, the Sonoma County Department of Emergency Management (DEM) will 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 de-energization event, 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
  - Grids or circuits targeted for de-energization
  - Areas served or which may be impacted by de-energization
  - Estimated time for de-energization/restoration
  - Any activation of PG&E Customer Resource Centers including scope of operations
- Jurisdiction/agency status
  - Preparedness/response activities
  - EOC activations
- Communications systems status/issues
- Public information efforts/messages
  - PIO (name and contact information)
- Time/date of next emergency conference call

Proclamation of Local Emergency

Depending on the potential scope and duration of the de-energization event - 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 de-energization event. Cities and special districts may also consider proclamations as warranted.

### Initial Response Actions

Depending on the potential scope and duration of the de-energization event, 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
- Preparation of facilities
- Protection of shutdown of sensitive electronic equipment
- Identify potential shelters and place on standby or activate as appropriate.
- Coordination of PG&E Customer Resource Centers
- 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 a public information hotline
- 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

### Status Reporting

As the event 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. Each agency/organization will be asked 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

Sonoma County Emergency Management will represent the Operational Area in regional Cal OES, PG&E, and NWS conference calls.

### **Phase 3: Imminent Outage**

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 cutting power, 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, residents in the area to be de-energized could be warned 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 to key locations (ex. heavy traffic intersections)
- Efforts to safeguard/isolate sensitive electrical equipment

## **Phase 4: 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.

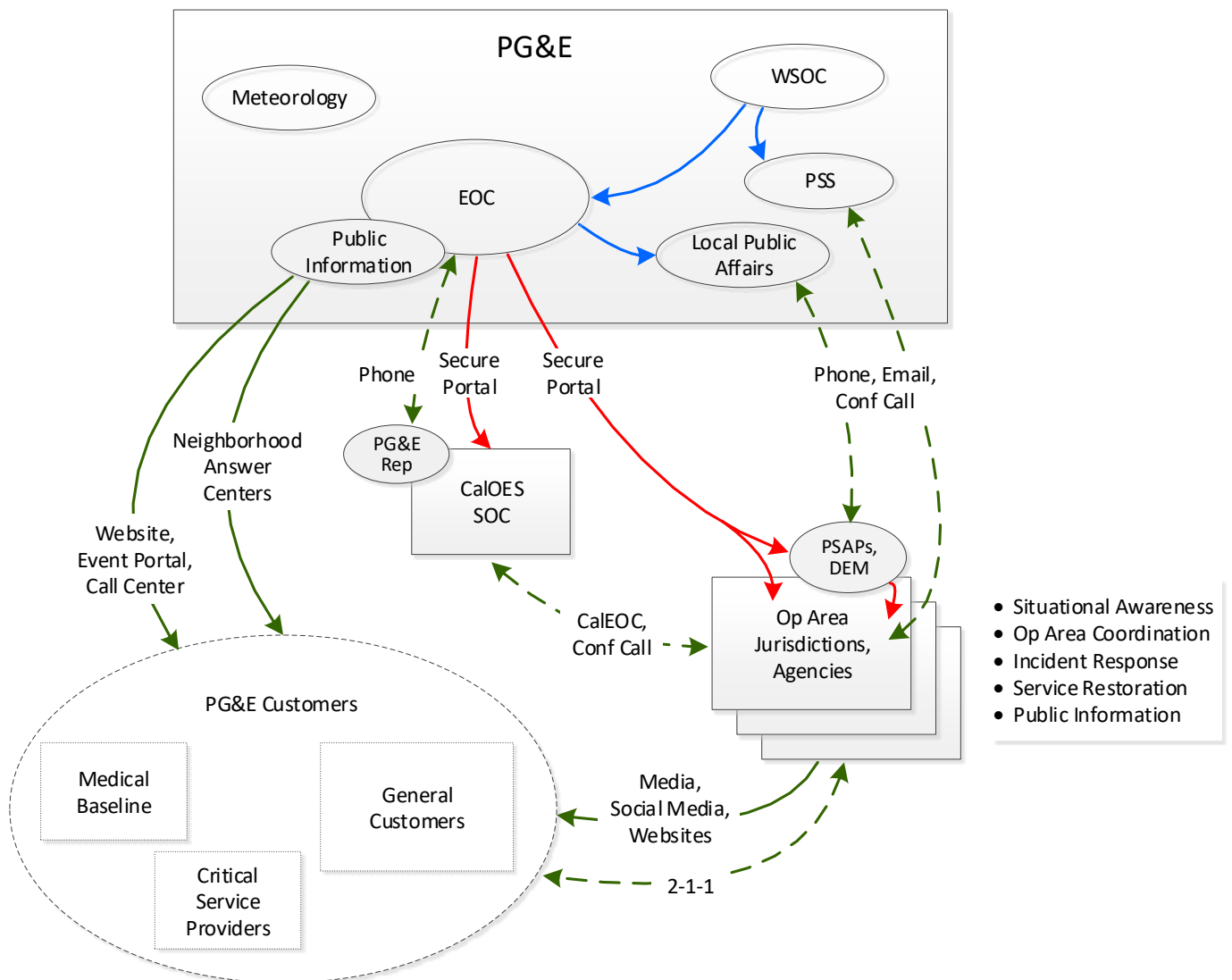
In the event that a large, or extended, electrical systems outage produces significant damage or threatens lives and property, the Op Area will execute response efforts per the County EOP and this Annex. In addition to those initial response actions listed in Phase 2, response efforts may include:

- Emergency Operations Center (EOC) activation
- 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
- If available, permanent and temporary message boards (trap-lines/a-frames and electronic) will be updated with current safety message
- Activation of cooling centers and/or shelters as needed
- Activation of PG&E Customer Resource Centers
- Implementation of Continuity of Operations Plans (COOPs) procedures
- Activation of a Joint Information Center (JIC)
- Provision of services for individuals with AFN
- Prioritized refueling of public safety 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**

Following de-energization, PG&E staff will work to inspect the lines and safely restore power to customers. If the extreme weather declines overnight, inspections would not take place until daylight hours. PG&E expects "... to be able to visually inspect the system for damage and restore power to most of our customers within 24 to 48 hours after extreme weather has passed".<sup>10</sup> However, depending on conditions or if any repairs are needed, outages could last between 2 to 5 days.

Following a de-energization, 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 de-energization event 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 brings 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>11</sup>

The County and/or EOC Public Information Officers (PIOs) will be consulted if time permits. All messages to traditional and social media will be coordinated by the PIO. Messages will be crafted to the specific response needs to the threat. Safety messaging may

---

<sup>10</sup> PG&E Public Safety Power Shutoff Policies and Procedures, May 2019. Accessed at [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Public-Safety-Power-Shutoff-Policies-and-Procedures.pdf)

<sup>11</sup> FEMA, Power Outage Incident Annex to the Response and Recovery Interagency Operational Plans, June 2017.

include power outage guidance<sup>12</sup>, support for individuals with Access and Functional Needs<sup>13</sup> and safe generator operations<sup>14</sup>. See also Appendix 5: Sample Public Information Messages.

PG&E will also host a public PSPS Event Portal website which will include maps of forecasted or actual PPS outages and information on the status of restoration.

---

<sup>12</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>13</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>14</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

---

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

- Receive and distribute PG&E PSPS notifications and forecasted impacts.
- Assess potential impacts of forecasted events 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.
- As needed:
  - Activate EOC as directed.
  - Activate communication systems to support de-energization 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 County SoCoEmergency website.
- Coordinate situational updates to elected officials.
- Activate the Public Hotline as needed; coordinate with 2-1-1.
- Ensure all efforts support communications with the Whole Community<sup>15</sup>.
- Be prepared to go to radio stations to initiate EAS messaging if needed.

---

<sup>15</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>

### **Sheriff / Law Enforcement**

- As needed:
  - Activate Nixle to support de-energization notifications and/or alerts and warnings.
  - 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.
  - 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.

### **County Human Services Department**

- 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. Access 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.

**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.
- As needed:
  - Alert and coordinate efforts of Health Care Coalition (HCC) partner agencies. Conduct conference calls and distribute information.
  - Activate the Medical/Health Operational Area Coordinator (MHOAC) program.
  - Assess potential impacts to medical/health care provider organizations, facilities, and systems.
  - Survey and assess potential impacts to local healthcare and medical systems, residential care facilities and pharmacies. Assist in ensuring emergency power systems are operational.
  - Develop and integrate public health messaging; disseminate Public Information messaging.
  - Participate in Operational Area conference calls.
  - Activate EOC/DOC staff.
  - Support distribution of bottled medical gases.
  - 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.

**County General Services Department**

- Prepare facilities and building systems for loss of power.

- Optimize fuel reserves and prepare alternate fuel distribution methods.
- As needed:
  - Manage and maintain building emergency power systems including UPS, generators, and fuel re-supply.
  - Evaluate building safety upon loss of power.
  - Conduct emergency fueling.
  - Provide alternate facilities in support of continuity of operations efforts.

### **County Transportation & Public Works**

- 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.

### **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.
  - Provide additional security to impacted areas.
  - Conduct continuity of operations. Provide power to maintain critical services.

### **Sonoma County Healthcare Coalition 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.
  - Be prepared to outreach to members/clients, check on their status, and provide expanded or enhanced services.

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

- Update the PG&E PSPS Secure Data Transfer Portal with incident-specific circuit maps to be de-energized and the corresponding impacted areas.
- Participate in Operational Area conference calls. Provide status updates.
- Coordinate with the Operational Area regarding potential opening of PG&E Customer Resource Centers (CRCs).
- Provide a representative to the Operational Area EOC upon request.
- Coordinate public information messaging with Operational Area jurisdictions.



## REFERENCES

---

- Sonoma County Operational Area Emergency Operations Plan, March 2014.
- Sonoma County In-Home Supportive Services (IHSS) Disaster Preparedness Action Plan, July 2019.
- PG&E Community Wildfire Safety Program.  
[https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/community-wildfire-safety.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/community-wildfire-safety.page)
- PG&E Public Safety Power Shutoff Program.  
[https://www.pge.com/en\\_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-notifications.page](https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/public-safety-power-shutoff-notifications.page)
- 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 'MORE LIKELY' BASELINE CIRCUITS MAP**

---

Note: Unobscured image available to agencies authorized by PG&E via the PSPS Secure Data Portal.



## APPENDIX 2: ELECTRICAL SYSTEMS DE-ENERGIZATION HAZARD ASSESSMENT

---

### 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”) events limited to specific geographic regions<sup>16</sup>. While de-energization events are most similar to the Cal OES classification of an “unplanned” disruption, these outages may simultaneously affect large regions of Northern California. Designations of critical or essential facilities are not considered by PG&E when determining when and where to cut power but may be a factor in prioritizing restoration efforts.

The elective decision to de-energize systems to prevent wildfire ignitions is a relatively new course of action for Northern California. Expanded de-energization is a key element of PG&E's revised Wildfire Protection Plan approved by CPUC in February 2019<sup>17</sup>. PG&E's current transmission/distribution networks are not well configured to support selective de-energization and so may have more significant and unintended consequences than those seen in previous de-energization events in other areas of the state.

PG&E estimates that areas “more likely”<sup>18</sup> to experience a de-energization event in Sonoma County could affect 120,000 PG&E customers - the largest total of any county in the PG&E service area.<sup>19</sup> See also Appendix 1: Baseline Circuits Map.

The relatively novel nature of de-energization and its potential scope and magnitude may create unintended and unforeseen secondary effects that could threaten public safety and significantly disrupt daily activities. 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

---

<sup>16</sup> CalOES Power Outage Guide, 2012.

<sup>17</sup> PG&E Amended Wildfire Protection Plan, February 6, 2019. Accessed at [https://www.pge.com/pge\\_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf](https://www.pge.com/pge_global/common/pdfs/safety/emergency-preparedness/natural-disaster/wildfires/Wildfire-Safety-Plan.pdf)

<sup>18</sup> Per PG&E, “These planning maps show which areas (distribution and transmission level impacts 70kV and below) are more likely to be shut off when gusty winds and dry conditions, combined with a heightened fire risk, are forecasted to threaten a portion of the electric system. Please note these maps are approximate and for planning purposes only. ... any of PG&E’s more than 5 million electric customers could have their power shutoff ....”

<sup>19</sup> PG&E PSPS Impact Summary, July 19, 2019.

an outage. Also, 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 micro grids in the County.

An extended outage may prove very challenging for people with disabilities and those with access and/or functional needs who relying on medical equipment requiring electricity and having a 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.

Loss of power may severely compound the effects of other simultaneous hazards including wildfire and extreme heat. De-energization may directly and 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 "more likely" area <sup>20</sup>
PG&E Medical Baseline		3,452
Sonoma County In-Home Supportive Services (IHSS)	1,419 <sup>21</sup>	922 <sup>22</sup>
Health & Human Services (HHS) Medicare emPOWER Map <sup>23</sup>	2,784 <sup>24</sup>	

---

<sup>20</sup> Only to be used for planning purposes.

<sup>21</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>22</sup> Assuming 65% of total customers live in "more likely" area, 65% of 1,419 total IHSS clients = 922

<sup>23</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>24</sup> May include large numbers of individuals living in congregate care or health care facilities.

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. 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.
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.
6. There may also be indirect health and safety hazards posed by improper food storage/handling, loss of remote health monitoring systems, and unsafe operation of generators (fire, burns, and carbon monoxide).

#### 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. TePlain Old Telephone Service (POTS) phones 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 de-energization event.<sup>25</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

---

<sup>25</sup> CPUC, General Order 168, 2006. Accessed at  
<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M089/K440/89440106.PDF>

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 back-up 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.
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. Back-up electrical generators have a failure rate of between 3% and 20%<sup>26</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. Broadband voice and data systems. The accepted industry best practice for broadband telecommunications providers suggests having 24 hours of emergency power at central office facilities and a minimum of 4 hours of battery power at remote cell tower sites. For California providers, 88% of cell sites have emergency power backup and 80% have 4 or greater hours.<sup>27</sup> The major providers also 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.

---

<sup>26</sup> In Backup Generators We Trust?, November 2, 2012. Accessed at <https://boingboing.net/2012/11/02/in-backup-generators-we-trust.html>

<sup>27</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>

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. Internet Service Providers (ISPs) will continue to function using back-up power.
3. Loss of fuel production/distribution. Very few gasoline stations have generator 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 events, 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 back-up 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 boil water or conserve water notices 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 back-up power – generally limited to 8 hours. Some key intersections may have generator back-up 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.

### 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 back-up power.<sup>28</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. Potential de-energization events would occur during the County's major tourist season (July-November).<sup>29</sup>
5. Losses could continue long-term as "Continued news coverage of the possibility of de-energization events 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>30</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

---

<sup>28</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>29</sup> Sonoma County Hospitality Association, Statement to County Board of Supervisors, July 2019.

<sup>30</sup> Sonoma County Hospitality Association, Statement to County Board of Supervisors, July 2019.



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.

#### 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>31</sup>
2. Schools. Each school district will assess the potential or actual impact of de-energization 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.

---

<sup>31</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
<b>Phase 1:</b>  <b><i>Increased Readiness</i></b>  Seasonal	Common tasks: <ul style="list-style-type: none"> <li><input type="checkbox"/> Educate the public on the cause of a de-energization event 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 De-energization 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</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"/> Exercise and test back-up power systems including UPS, generators, and transfer switches</li> </ul>		

County of Sonoma Emergency Operations Plan Annex:  
Electrical System De-energization Events

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<b>Phase 2:</b>  <b>Warning</b>  48 Hrs to 1 Hr Before De-Energization	<input type="checkbox"/> Receive Situation/Status from PG&E <input type="checkbox"/> Activate second SDO <input type="checkbox"/> Brief County leadership <input type="checkbox"/> Engage GIS and Human Services to assess potential impacts using PG&E GIS files <input type="checkbox"/> Distribute Op Area Email <input type="checkbox"/> Schedule and facilitate Op Area Conference call: <ul style="list-style-type: none"> <li>○ Affected Cities</li> <li>○ REDCOM</li> <li>○ National Weather Service</li> <li>○ Sheriff</li> <li>○ Sheriff Dispatch</li> <li>○ 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>○ Tribal Nations</li> <li>○ CHP</li> <li>○ Schools</li> <li>○ COAD</li> <li>○ American Red Cross</li> </ul> <input type="checkbox"/> Make recommendation for EOC staffing level <input type="checkbox"/> Activate EOC if needed <input type="checkbox"/> Coordinate with PG&E re: Customer Resource Centers <input type="checkbox"/> Participate in Cal OES and PG&E conference calls <input type="checkbox"/> Monitor wildfire hazard level and actual incidents	<b>Emergency Management</b> coordinator to conduct internal notification/policy and procedure <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 dept 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> <b>Law Enforcement</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>○ Assess staffing plan</li> <li>○ Identify Mutual Aid resources</li> </ul> </li> </ul> <b>Fire Agency</b> <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>○ Assess staffing for Red Flag and concurrent outages</li> <li>○ Identify Mutual Aid resources</li> </ul> </li> <li><input type="checkbox"/> Prepare facilities</li> </ul> <b>Public Works</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify needs and resources               <ul style="list-style-type: none"> <li>○ 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> <b>Care &amp; Shelter</b> <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>○ Assess staffing plan</li> </ul> </li> </ul> <b>Public Information</b> <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>	<b>Sheriff:</b> <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>○ Assess staffing (patrol &amp; dispatch)</li> <li>○ 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> <b>EMS / Health</b> <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>○ Assess staffing plan</li> <li>○ Identify Mutual Aid resources</li> </ul> </li> <li><input type="checkbox"/> Coordinate Mutual Aid</li> </ul> <b>Human Services</b> <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>○ Assess staffing plan</li> </ul> </li> <li><input type="checkbox"/> Provide IHSS data for GIS analysis</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> <b>General Services</b> <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> <b>Transportation &amp; Public Works</b> <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>○ Assess staffing plan</li> <li>○ Identify Mutual Aid resources</li> </ul> </li> </ul> <b>Public Information</b> <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>○ 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:  
Electrical System De-energization Events

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

County of Sonoma Emergency Operations Plan Annex:  
Electrical System De-energization Events

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

County of Sonoma Emergency Operations Plan Annex:  
Electrical System De-energization Events

Phase	County DEM	Affected Cities	Other County Departments/NGOs
<b>Phase 5:</b>  <b>Restoration</b>	<input type="checkbox"/> Receive Restoration Status from PG&E <input type="checkbox"/> Brief County leadership <input type="checkbox"/> Schedule and facilitate Op Area Conference call <input type="checkbox"/> Assess EOC activation level <input type="checkbox"/> Develop demobilization plan <input type="checkbox"/> Coordinate cost accounting <input type="checkbox"/> Coordinate PG&E re: Customer Resource Centers <input type="checkbox"/> Participate in Cal OES and PG&E conference calls <input type="checkbox"/> Develop After Action Report (AAR)	<b>Emergency Management</b> <input type="checkbox"/> Assess EOC activation level <input type="checkbox"/> Develop demobilization plan <input type="checkbox"/> Notify DEM of outstanding needs <input type="checkbox"/> Coordinate response costs accounting <input type="checkbox"/> Develop/provide input to After Action Report  <b>Law Enforcement</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Return mutual aid resources <input type="checkbox"/> Conduct demobilization  <b>Fire Agency</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Return mutual aid resources <input type="checkbox"/> Conduct demobilization  <b>Public Works</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Return mutual aid resources <input type="checkbox"/> Conduct demobilization  <b>Care &amp; Shelter</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Coordinate closure of mass care, shelter, and/or cooling facilities <input type="checkbox"/> Conduct demobilization  <b>Public Information</b> <input type="checkbox"/> Conduct messaging <input type="checkbox"/> Coordinate w/ Op Area JIC/JIS <input type="checkbox"/> Conduct demobilization	<b>Sheriff:</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Return mutual aid resources <input type="checkbox"/> Conduct demobilization  <b>EMS / Health</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Return mutual aid resources <input type="checkbox"/> Assess impact to EMS system/hospitals <input type="checkbox"/> Conduct demobilization  <b>Human Services</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Assess impact to IHSS clients <input type="checkbox"/> Conduct demobilization  <b>General Services</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Assess impact to facilities <input type="checkbox"/> Restock/resupply <input type="checkbox"/> Conduct demobilization  <b>Transportation &amp; Public Works</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Assess impact to traffic management and airport operations <input type="checkbox"/> Restock/resupply <input type="checkbox"/> Conduct demobilization  <b>Public Information</b> <input type="checkbox"/> Assess needs <input type="checkbox"/> Compile community and stakeholder feedback <input type="checkbox"/> Conduct demobilization

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

---

Within two hours of notification of a potential de-energization event, the DEM and/or EOC staff will collect following essential information:

- Scope and timing of potential de-energizations: start time and potential duration
- Event 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
- Current status of responding departments and agencies
- Status of communication systems, critical public buildings, and other infrastructure
- Location and status of PG&E Customer 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**

---

### 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 back-up 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 cool (remember, if you leave the doors of the refrigerator closed it will retain coolness for many hours).
5. Make sure you have cash.
6. Check PG&E for information about their plans and if they are going to open a community resource center.
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 Event 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](#), they are expecting to wait approximately 6 hours and for daylight after they shut the power off before 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 Shut-Off:

- 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 Electrical System De-energization Response Plan 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 Shut-Off with Advanced Preparation**

SANTA ROSA, CA – This afternoon, the County of Sonoma acted promptly to prepare for the potential shut down of PG&E power to areas of Sonoma County. PG&E has notified the County they may activate their Public Safety Power Shut-Off 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 an Electrical System De-energization Response Annex 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://m.pge.com/#high-fire-threat-map>. 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.
- 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).

###

---

## SOCIAL MEDIA MESSAGING

Important Notice for Sonoma County Residents:

[\*\*\*Información en Español abajo\*\*\*]

PG&E has notified Sonoma County that as many as 4000 Sonoma County residents in the unincorporated northeastern parts could lose power and be without power for at least 24 hours due to high fire danger.

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

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

Español:

El Condado de 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**

---

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 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 de-energization event 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 the PG&E PSPS Event Portal before reporting for work.
- Direction regarding pay policy in case of de-energization preventing regular work.

## APPENDIX 7: ACRONYMS AND ABBREVIATIONS

---

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
CHP	California Highway Patrol
CNG	Compressed Natural Gas
COAD	Community Organizations Active in Disaster
COOP	Continuity of Operations Plan
CPUC	California Public Utilities Commission
CRC	Customer 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
EEL	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
HCC	Health Care Coalition
HHS	Health & Human Services (federal)
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

County of Sonoma Emergency Operations Plan Annex:  
Electrical System De-energization Events

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
UPS	Uninterruptable Power Supply
VoIP	Voice over Internet Protocol
WEA	Wireless Emergency Alert
WSOC	Wildfire Safety Operations Center (PG&E)