

**ESRB-8 Report Regarding October 12 through October 16, 2018
Potential Public Safety Power Shut-Off (De-Energization) Event**

**Submitted to the Director of the Safety and Enforcement Division
October 30, 2018**

Southern California Edison (SCE) submits the following report to the Director of the Safety and Enforcement Division pursuant to reporting requirements under Resolution ESRB-8 when customers are notified of a possible de-energization event.

On Wednesday, October 10, SCE meteorologists began notifying personnel that forecasts indicated possible precipitation and high winds across much of the SCE territory over the weekend. Information sharing continued daily as SCE's confidence in forecasts increased, and on Friday, October 12, the decision to activate an Incident Support Team (IST) and Electrical Services Incident Management Team (ES IMT) was made as forecasts indicated that Public Safety Power Shut-Off (PSPS) thresholds may be exceeded in some areas beginning Monday, October 15. An IST and an ES IMT were notified and activated at the Emergency Operations Center (EOC) beginning Saturday, October 13 at 8:00 a.m.

On October 12, a complicated and atypical weather pattern unfolded across Southern California. Unusual thunder storms brought precipitation to many parts of the region, followed immediately by the predicted period of gusty winds and fire danger. High winds and low relative humidity immediately following the precipitation caused fuels to dry quickly and significantly. Santa Ana wind gusts reached peak levels on Monday, October 15, causing humidity levels to drop and the fire threat risk to increase across the region.

The National Weather Service (NWS) issued Red Flag Warnings for portions of the SCE service territory in Los Angeles and Ventura Counties beginning Sunday, October 14 at 10:00 p.m. Red Flag Warnings were also issued for portions of San Bernardino, Riverside, and Orange County beginning Monday, October 15 at 3:00 a.m. The Red Flag Warnings were set to expire Tuesday October 16 at 8:00 p.m. The NWS issued High Wind Warnings, Watches and Advisories for portions of Los Angeles, Ventura, and San Bernardino Counties through Tuesday afternoon.

At 3:00 p.m. on October 16, SCE demobilized the IST and the ES IMT. Operational control was transferred back to the local dispatch operations centers (DOCs) in respective districts. Over the course of the weather incident and activation, a total of 23 districts experienced storm conditions; however, no lines were proactively de-energized.

SCE began notifying customers of a possible de-energization event, due to the forecasted weather and related fire risks beginning on October 14. On October 16, SCE notified customers that weather conditions had improved and SCE no longer anticipated the need to de-energize.

SCE's decision to notify customers of the potential for a PSPS event was due to many factors including:

- The Red Flag Warnings issued by the NWS indicated that the combination of strong winds, low relative humidity, and warm temperatures would result in critical fire weather conditions with the potential for extreme fire behavior;

- The Santa Ana Wildfire Threat Index (SAWTI) for Los Angeles and Ventura counties was at Moderate (“Upon ignition, fires will grow rapidly and will be difficult to control”) with fuel conditions listed as “Medium”;
- The High Wind Warnings issued by the NWS indicated the potential for isolated damaging wind gusts up to 75 mph; wind gusts to 82 MPH were realized in Orange County; and
- The most up-to-date Live Fuel Moisture values (October 1) were at 59% across Los Angeles County and 56% in Ventura County.

The material below addresses Resolution ESRB-8 requirements in each of the five categories associated with notifications. Each of these categories is addressed in separate sections below.

1. The local communities’ representatives contacted prior to de-energization, the date on which they were contacted, and whether the areas affected by the de-energization are classified as Zone 1, Tier 2, or Tier 3 as per the definition in General Order 95, Rule 21.2-D

SCE began elevated monitoring for fire weather threats to parts of its service territory on October 9, 2018. Over the next three days, a complicated weather pattern, involving wind, rain showers, and thunderstorms, continued to evolve across parts of the SCE service territory. On October 12, SCE IMTs were instructed to report to the SCE EOC on October 13 to monitor the ongoing fire weather event and begin preparations for a potential PSPS. Later in the day on October 13, the NWS issued Red Flag Warnings from 10 p.m., Sunday, October 14, through 8 p.m., Tuesday, October 16, for portions of Los Angeles, Orange, San Bernardino, and Ventura counties.

SCE sent notifications to all customers who could potentially be affected by a PSPS, which included notifications to residential, medical baseline and the subset of critical care, essential services and major customers. Notifications were executed in the preferred method of contact given by our customers (e.g., email, phone, text, or SMS). On October 15, shifting weather conditions required notification of customers on five additional circuits in Ventura and Los Angeles counties. A total of 135,302 customers, served by 82 circuits, were sent notifications of a potential PSPS over the course of this event.

SCE’s Local Public Affairs department staff notified local government officials via email regarding the potential PSPS event in affected communities on October 14 and 15. After notifications were sent, SCE discovered that many local government officials did not receive the e-mail notifications. SCE investigated the cause of this issue and has implemented appropriate future mitigation measures. As such, SCE does not anticipate encountering this issue in the future.¹ To supplement the email

¹A data table linking circuits to their respective cities, unincorporated areas, and counties used to pull contacts for local government notifications contained errors. The circuit-jurisdiction relationship table has been corrected and validated, and a cross-check process put in place to ensure accuracy in the future.

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notification process, starting on October 14 and continuing through October 16, SCE’s Local Public Affairs department staff were also in direct communication with many county and city officials regarding the PSPS event as outlined in the following tables.

In addition to the communications described above, SCE published and promoted a public article regarding the potential PSPS event on [Inside Edison](#), a public website, at 2:30 p.m. on October 14. That article was continuously updated throughout the event. On the social media front, SCE used a targeted approach to reach customers. The social media team used geo-targeting and accelerated promotion mode for Facebook, Instagram and Twitter platforms. Nine posts were created throughout the event on both networks that garnered 499,298 impressions on Facebook and Instagram and 263,035 impressions on Twitter. This geo-targeted approach to social media was a large part of avoiding further confusion among customers between PSPS and unplanned, weather-related repair outages from the on-going wind and rain.

On the media relations front, SCE received numerous requests from local, regional, and national media regarding the potential PSPS event. On Sunday, October 14, SCE received media inquiries from 14 outlets. On October 15, the in-bound requests increased to 31 media outlets, many of which called multiple times for interviews and updates. On October 16, 14 media outlets called for interviews and outage information.

SCE also had agency representatives from the California Governor’s Office of Emergency Services (OES), LA County Office of Emergency Services and the Los Angeles County Department of Public Health at our Emergency Operations Center the evening of October 14 through October 15. Additionally, the Metropolitan Water District sent an agency representative to the SCE Emergency Operations Center on October 15.

Table 1—Communications to Public Safety Agencies						
Community/Representative	Date/Time			Zone	Tier	Tier
	1	2	3	1	2	3
Los Angeles County	10/13/18	10/14/18	10/15/18	X	X	X
David Richardson, Chief Deputy	11:45 a.m. 12:47 p.m.					
Leslie Luke, Deputy Director Office of Emergency Management (OEM)	5:00 p.m.					
Coordination Call		9:00 a.m.				
Customer Notifications		1:30 p.m.	11:30 a.m.			
Coordination Call			5:30 p.m.			
Orange County					X	X
Control 1, Duty Officer	12:00 p.m.					
Brian Fennessy, Orange County Fire Chief	12:41 p.m.					
Michelle Anderson, Deputy	4:58 p.m.					

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Table 1—Communications to Public Safety Agencies						
Director Sheriff's OEM						
Coordination Call		4:00 p.m.				
San Bernardino County					X	X
Duty Officer, OEM	12:30 p.m.					
Don Trapp, Deputy Fire Chief	12:57 p.m.					
Carrie Cruz, Duty Officer	4:49 p.m.					
Coordination Call		4:00 p.m.				
Ventura County	10/13/18	10/14/18	10/15/18	X	X	X
Kevin McGowan, Director OEM	11:30 a.m. 4:51 p.m.					
Vaughan Miller, Deputy Fire Chief	12:53 p.m.					
Coordination Call w/BRDM		2:00 p.m.				
California Office of Emergency Services						
Conference Call w/BRDM		2:00 p.m.				

Table 2—Notifications to Potentially Affected Areas			
<u>Los Angeles County</u> Parts of: <ul style="list-style-type: none"> • Azusa • Covina* • Glendora** • La Canada Flintridge** • Malibu** • Pasadena* • San Fernando • Santa Clarita** • Sylmar** • County of Los Angeles 	<u>Orange County</u> Parts of: <ul style="list-style-type: none"> • Irvine** • Orange • Rancho Santa Margarita** • County of Orange 	<u>San Bernardino</u> Parts of: <ul style="list-style-type: none"> • Fontana** • Rancho Cucamonga** • Rialto* • San Bernardino** • Upland* • County of San Bernardino 	<u>Ventura County</u> Parts of: <ul style="list-style-type: none"> • Camarillo* • Fillmore** • Moorpark • Ojai • Santa Paula** • Simi Valley • Somis* • Thousand Oaks • County of Ventura
<p><u>Legend:</u> * - Tier 2 ** - Tier 2&3 Red: Tier 3</p> <p><u>Circuits within these areas that experienced storm-related (non-PSPS) outages are as follows:</u> Video, Jarvis, Borneo, Taiwan, Qatar, Korea, Arabia, Nepal, Qatar, Siam, Sri Lanka, Sudan, Amethyst, Shine, Ferrara, Cuthbert, Galahad, Atento, Rustic</p>			

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Table 3-Local Jurisdictions Contacted			
Jurisdiction	Date	Time	Contact(s)
Malibu	10/14/2018	2:54 p.m.	Reva Feldman, City Manager
Simi Valley	10/14/2018	5:04 p.m.	Eric Levitt, City Manager; Ron Fuchiwaki, Public Works Director; Randy White, Emergency Services Coordinator
Camarillo	10/14/2018	5:07 p.m.	Dave Norman, City Manager; Dave Klotzle, Public Works Director, John Fraser, Emergency Services Coordinator
Moorpark	10/14/2018	5:09 p.m.	Troy Brown, City Manager; Sean Corrigan, Public Works Director; Teri Davis, Emergency Services Coordinator
Ojai	10/14/2018	5:12 p.m.	Steve McClary, City Manager; Greg Grant, Public Works Director
Thousand Oaks	10/14/2018	5:18 p.m.	Andrew Powers, City Manager; Jay Spurgin, Public Works Director; Cliff Finley, Deputy Public Works Director/City Engineer; Grahame Watts, Emergency Services Coordinator
Moorpark	10/14/2018	7:00 p.m.	Troy Brown, City Manager; Sean Corrigan, Public Works Director; Teri Davis, Emergency Services Coordinator
Ojai	10/15/2018	8:08 a.m.	Steve McClary, City Manager; Jim Fryhoff, Police Chief
Contacts from 10/14	10/15/2018	9:04 a.m.	Simi Valley staff, Camarillo staff, Moorpark staff, Ojai staff, Thousand Oaks staff as detailed on 10/14 entries plus Mike Pettit, Deputy County of Ventura Executive Officer, and Jeff Pratt, County of Ventura Public Works Director
Thousand Oaks	10/15/2018	9:29 a.m.	Thousand Oaks staff
Ojai	10/15/2018	10:09 a.m.	Ojai staff; James Vega, Assistant City Manager
Moorpark	10/15/2018	10:30 a.m.	Moorpark staff; Deborah Traffanstedt, Assistant City Manager
Simi Valley	10/15/2018	12:30 p.m.	Simi Valley staff; Eric Levitt, City Manager
Ojai	10/15/2018	5:04 p.m.	Ojai staff; Steve McClary, City Manager
Calabasas	10/16/2018	4:17 p.m.	Gary Lysik, City Manager
Simi Valley	10/17/2018	9:08 a.m.	Calabasas staff; Ron Fuchiwaki, Public Works Director
Orange (City)	10/15/2018	11:00 a.m.	Chris Cash, Public Works Director
Orange (City)	10/22/2018	10:00 a.m.	Chris Cash, Public Works Director
Malibu	10/14/2018	3:37 p.m.	Reva Feldman, Malibu City Manager

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Malibu	10/15/2018	7:10 a.m.	Reva Feldman, Malibu City Manager
Malibu	10/15/2018	9:24 a.m.	Reva Feldman, Malibu City Manager
Malibu	10/15/2018	12:16 p.m.	Malibu staff
Malibu	10/18/2018	8:19 p.m.	Reva Feldman, City Manager
Lake Forest	10/14/2018	1:45 p.m.	Lake Forest city staff
Irvine	10/15/2018	9:15 a.m.	Irvine city staff; Robert Simmons, Emergency Management Administrator
Rancho Santa Margarita	10/15/2018	9:15 a.m.	Cheryl Kuta, Development Services Director; Jennifer Cervantes, City Manager; Brenden Dugan, Public Works Director
Irvine	10/16/2018	9:38 a.m.	Irvine city staff; Robert Simmons, Emergency Management Administrator
Rancho Santa Margarita	10/16/2018	9:38 a.m.	Rancho Santa Margarita city staff
Laguna Beach	10/14/2018	11:15 a.m.	Jordan Villwock, Emergency Services Coordinator
Santa Barbara County	10/14/2018	6:00 p.m.	Santa Barbara County staff
Santa Barbara City	10/15/2018	8:30 a.m.	Santa Barbara City staff
Azusa	10/14/2018	5:20 p.m.	Sergio Gonzalez, City Manager; Manny Robledo, Director of Light & Water
Azusa	10/14/2018	Numerous	Azusa city staff
Azusa	10/14/2018	11:11 p.m.	Sergio Gonzalez, City Manager
Azusa	10/15/2018	7:30 a.m.	Azusa city staff
Glendora	10/14/2018	5:00 p.m.	Adam Raymond, City Manager; Valerie Escalante, Assistant to City Manager
Glendora	10/14/2018	Numerous	City staff
Glendora	10/14/2018	Numerous	Adam Raymond, City Manager; Lisa Rosales, Police Chief
Glendora	10/15/2018	Numerous	Adam Raymond, City Manager; Lisa Rosales, Police Chief
Sierra Madre	10/15/2018	6:55 a.m.	Gabe Engeland, City Manager
Sierra Madre	10/15/2018	1:00 p.m.	Gabe Engeland, City Manager
Los Angeles County Board of Supervisors,	10/14/2018	7:30pm	Nicole Englund, Deputy to Supervisor Kuehl

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Table 3-Local Jurisdictions Contacted			
Third District			
Los Angeles County Board of Supervisors, Third District	10/15/2018	10:00 a.m., 3:00 p.m.	Nicole Englund, Deputy to Supervisor Kuehl
Los Angeles County Board of Supervisors, Fifth District	10/14/2018	8:15 p.m.	Chris Perry, Deputy of Supervisor Barger
Los Angeles County Board of Supervisors, Fifth District	10/15/2018	10:15 a.m.	Chris Perry, Deputy of Supervisor Barger
Los Angeles County Board of Supervisors, Fifth District	10/14/2018	8:30 p.m.	Stephanie English, Deputy for Supervisor Barger
Los Angeles County Board of Supervisors, Fifth District	10/15/2018	10:15 a.m.	Stephanie English, Deputy for Supervisor Barger
Los Angeles County Board of Supervisors, Fifth District	10/15/2018	2:00 p.m.	Stephanie English, Deputy for Supervisor Barger
La Canada Flintridge	10/15/2018	4:11pm, 8:21 p.m., 10:30p.m.	Mark Alexander, City Manager; Patrick Dechellis, Public Works Director
La Canada Flintridge	10/16/2018	10:00 a.m.	Mark Alexander, City Manager; Patrick Dechellis, Public Works Director
San Bernardino County	10/14/2018	3:15 p.m.	Gary McBride, CEO and San Bernardino County Office of Emergency Services

2. If unable to provide customers with notice at least 2 hours prior to the de-energization event, provide an explanation in its report.

While SCE did not have a de-energization event, initial notification protocols around the PSPS process are considered at the 48-hour mark. SCE strives to inform customers 48 hours in advance of a potential PSPS. However, there may be times when extraordinary, rapidly changing weather and fire conditions or other circumstances beyond SCE's control, may result in initial communications occurring with less notice. SCE has made every effort to ensure customers understand our intentions and the reality of what SCE faces in such extreme events and will further examine outreach and awareness campaigns to highlight these details more predominantly for our customers.

3. Summarize the number and nature of complaints received as the result of the de-energization event and include claims that are filed due to de-energization.

SCE did not de-energize any circuits under the PSPS protocol during the period from October 14 to 16. However, SCE did experience several system outages unrelated to a PSPS de-energization due to the storm event. Some of the areas where these system outages occurred were areas where SCE had been monitoring fire weather conditions and had sent customer notifications of a potential PSPS event. This situation may have contributed to customer confusion about whether a PSPS had been put into effect. During the weather event of October 14 through October 16, SCE received four customer complaints to its Consumer Affairs Office as a result of storm-related outages. These complaints are summarized below and a table listing all circuits that experienced outages is also included in this section.

- **Customer 1** was upset about an outage that occurred and indicated she had received no notice about it but believed it was a PSPS event. The customer had received the 24-hour advance PSPS notification; however, a system outage occurred due to weather conditions following the PSPS notice. This outage was not a PSPS event.
- **Customer 2** was upset that they had received the PSPS 24-hour advance notification and later experienced the same system outage that impacted Customer 1. This outage was not a PSPS event.
- **Customer 3** was upset about not being able to receive a specific restoration time for the system outage that impacted her residence. Initially, she felt this was a PSPS event and that she did not receive enough notice. This outage was not a PSPS event. The customer then requested medical baseline and Claims forms via email.
- **Customer 4** was upset about the lack of notice given for a PSPS event. The customer received 24-hour advance notice and then was subsequently impacted by a system outage. This outage was not a PSPS event.

4. Provide a detailed description of the steps taken to restore power.

Not Applicable. SCE did not de-energize any circuits under the PSPS protocol during the October 14 to 16 timeframe. As noted above, SCE notified customers of the potential for a de-energization event.

5. Identify the address of each community assistance location during a de-energization event, describe the location (in a building, a trailer, etc.), and describe the assistance available at each location, and give the days and hours that it was open.

Not Applicable. SCE did not de-energize any circuits under the PSPS program during the October 14 to 16 timeframe. As noted above, SCE notified customers of the potential for a de-energization event.