



**Workshop 1 in Phase 2 of R.15-06-009
Utility Disaster Planning & Emergency Response**

Pertinent General Orders and Rules

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ESRB Disclaimer

- The Electric Safety and Reliability Branch represents the Safety and Enforcement Division as a party in R.15-06-009.
- ESRB has submitted several potential modifications to GO 166 for consideration in this proceeding.
- The recommendations and suggestions in this presentation do not necessarily reflect the views of other staff in the Safety and Enforcement Division or the views of the California Public Utilities Commission.





Overview of General Order 166

Standards for Operation, Reliability, and Safety During Emergencies and Disasters

- GO 166 adopted July 23, 1998 (D.98-07-097)
- Apply to all electric utilities subject to the jurisdiction of the CPUC
- A series of 13 standards to ensure that the electric utilities are well prepared for emergencies, disasters, and major outages.
- The standards are utilized by the CPUC to investigate the reasonableness of a utility's response to emergencies and major outages.





GO 166 – Standards

(page 1)

- Standard 1 – Emergency Response Plan
- Standard 2 – Mutual Assistance Agreement(s)
- Standard 3 – Emergency Training and Exercises
- Standard 4 – Communications Strategy
- Standard 5 – Activation Standard
- Standard 6 – Initial Notification Standard
- Standard 7 – Mutual Assistance Evaluation Standard





GO 166 – Standards

(page 2)

- Standard 8 – Major Outage and Restoration Estimate Communication Standard
- Standard 9 – Personnel Redeployment Planning Standard
- Standard 10 – Annual Pre-Event Coordination Standard
- Standard 11 – Annual Report
- Standard 12 – Restoration Performance Benchmark For a Measured Event
- Standard 13 – Call Center Benchmark For a Measured Event





ESRB Concerns/Recommendations

Purpose of GO 166

Existing Purpose: The purpose of these standards is to insure that jurisdictional electric utilities are prepared for emergencies and disasters in order to minimize damage and inconvenience to the public which may occur as a result of electric system failures, major outages, or hazards posed by damage to electric distribution facilities...

Proposed Purpose: The purpose of these standards is to insure that jurisdictional electric utilities are prepared for emergencies and disasters in order to minimize damage and inconvenience to the public which may occur as a result of electric system failures, major outages, or hazards posed by damage to electric facilities...

- Emergency and disaster planning should include hazards to **ALL** electric facilities





ESRB Concerns/Recommendations **Definition of Major Outage**

Existing Major Outage Definition:

Consistent with Public Utilities Code Section 364, a major outage occurs when 10 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service. For utilities with less than 150,000 customers within California, a major outage occurs when 50 percent of the electric utility's serviceable customers experience a simultaneous, non-momentary interruption of service.





ESRB Concerns/Recommendations

Definition of Measured Event

Existing Measured Event Definition:

A Measured Event is a Major Outage (as defined herein), resulting from non-earthquake, weather-related causes, affecting between 10% (simultaneous) and 40% (cumulative) of a utility's electric customer base. A Measured Event is deemed to begin at 12:00 a.m. on the day when more than one percent (simultaneous) of the utility's electric customers experience sustained interruptions. A Measured Event is deemed to end when fewer than one percent (simultaneous) of the utility's customers experience sustained interruptions in two consecutive 24-hour periods (12:00 a.m. to 11:59 p.m.); and the end of the Measured Event in 11:59 p.m. of that 48-hour period.





ESRB Concerns/Recommendations

Definition of Major Outage/Measured Event

- Last 5 Years: 0 Major Outage/Measured Event by Non-Exempted Utilities (> 150,000 electric customers)
 - Standard 12 – Restoration Performance Benchmark For a Measured Event
 - Standard 13 – Call Center Benchmark For a Measured Event
- Existing major outage/measured event thresholds seem unreasonably high
- Define duration of outage/event of a measured event
- Define electric utility's serviceable customers and utility's electric customer base





ESRB Concerns/Recommendations

GO 166 Modifications for PU Code Section 768.6

(page 1)

- **NOTE: Electrical corporations already are required to comply with PU Code Section 768.6**
- Add new Standard that would require plan development coordination and public meetings as described in Section 768.6(b)(1), (b)(3), (c), (d), (e), and (g).
- Modify Standard 1 to address disaster preparedness consistent with Section 768.6(b).
- Modify Standard 1-J to address periodic review of plan consistent with Section 768.6(b)(3).





ESRB Concerns/Recommendations

GO 166 Modifications for PU Code Section 768.6

(page 2)

- Modify Standard 1-F to require the utility's plan to consider and address recent emergencies and disasters consistent with Sections 768.6(b)(2) and 768.6(b)(4).
- Modify Standard 4-B to involve local governments in plan development by designating points of contact for local government consistent with Section 768.6(b)(1)(C).
- Modify Standard 9 to include assessment prior to a major outage and equipment redeployment consistent with Section 768.6(a).





ESRB Concerns/Recommendations **Other GO 166 Modifications** *(page 1)*

- Add to Standard 1 a requirement that utilities assess and address potential logistical issues regarding deployment of personnel and resources to the entire service territory.
- Modify Standard 4-A to consider and address alternative communication strategies if initial attempts at customer communication are unsuccessful.
- Modify Standard 6 to add that notification to the CPUC shall be through the Commission's website, consistent with Resolution E-4184, and define "newsworthy event".





ESRB Concerns/Recommendations **Other GO 166 Modifications** *(page 2)*

- Modify Standard 8 to require utilities to periodically provide estimated restoration time updates for duration of an emergency or disaster.
- Modify Standard 13 to require tracking of customer access to information with customer service calls and web host availability during an emergency or disaster.





Questions?

