



Safety Readiness Assessment

CPUC Voting Meeting
March 2, 2017

Maryam Ebke, Deputy Executive Director, Safety Ombudsperson



Safety Readiness Assessment

- **Purpose**
 - To conduct an initial readiness assessment and get a first-hand look of impacted utilities/companies emergency response to the Oroville Emergency Spillway Incident.
- **Participating Utilities, Companies**
 - Union Pacific, AT&T Mobility and Landline, Verizon Wireless, Cal-Water and PG&E
- **CPUC Participants**
 - Safety and Enforcement Division (SED), Legal, Water, Communications Div, Energy Division, Policy and Planning Div and Business & Community Outreach



Incident Command Structure

- The meeting took place in PG&E Incident Command Center
 - A framework for any emergency response. Whatever the nature of the incident (e.g., fire, earthquake, flood), and wherever personnel are deployed, the familiar structure and predetermined roles facilitate speedy decision-making and response.
- **Snapshot** - Based on the snapshot provided to staff, PG&E, AT&T Mobility and Landline, Verizon Wireless, Cal Water, and Union Pacific worked together with other agencies on their response
 - Utilities coordinated assets with the State Warning Center through the CA Utilities Emergency Association.
 - For example, PG&E and AT&T were aware of the rising lake water levels and began to coordinate days in advance of the evacuation order.
 - Cal Water was monitoring the rising water levels days in advance of the evacuation, and was immediately able to open its Emergency Ops Center.



Oroville Incident - Utility Reaction

PG&E and Cal-Water

- PG&E had some transmission towers in the inundation zone. PG&E had to make sure these towers did not create additional public safety challenges.
- Cal Water serves Oroville and surrounding towns, and if PG&E had shut down power to the water system, the water supply to the entire area could be threatened with contamination. PG&E and Cal Water worked together to determine that power supply to the water system should be maintained.
- In addition, PG&E worked with DWR, local agencies and others to ensure power to the agencies and locations that were addressing the needs of nearly 200,000 evacuees.



Oroville Incident – Utility Reaction

AT&T Mobility/Landline and Verizon Wireless

- Provided increased capacity to evacuation shelters and CalOES
- Provided charging stations at the shelters
- Verizon Wireless deployed its Satellite Solutions Group at the Oroville Dam, providing a video link at the base of the spillway to DWR.
- Provided DWR with additional cellular capacity, and media organizations were able to use Verizon Wireless resources to submit their reports from the Dam.

Union Pacific

- Rerouted an approaching train and moved other trains away from the affected area.
- Pre-deployed additional personnel in the area.



Regulatory Response to Emergency Incidents

- Monitor service outage reports.
- Safety and Enforcement Div (SED) staff regularly attends emergency exercises organized by CPUC regulated entities.
- SED staff reviews Emergency Response plans that utilities submit to CPUC per General Order (GO) 166.
- Energy Division staff reviews procedures for how utilities disconnect customers in emergency situations, which are filed as part of tariffs per GO 96-B.
- When SED is made aware of developing emergency conditions (e.g. storms, floods, high fire risk), SED takes steps to make sure that the utilities are adequately prepared.
- During emergency situations, SED stays in close contact with utilities and CalOES to monitor the situation.
- Balancing Accounts.