California Bill AB 1650
Public Utility Code Section 768.6

DISASTER AND EMERGENCY PREPAREDNESS PLAN REPORT

California Bill AB 1650
Public Utility Code Section 768.6

EMERGENCY PLAN REPORT

Purpose: This Plan is to meet the requirements outlined in California Bill AB1650 and Public Utility Code Section 768.6. The requirements in part are:

a) The commission shall establish standards for disaster and emergency preparedness plans within an existing proceeding, including, but not limited to, use of weather reports to preposition manpower and equipment before anticipated severe weather, methods of improving communications between governmental agencies and the public, and methods of working to control and mitigate an emergency or disaster and its aftereffects. **To date the commissions has not established the updated standards outlined in AB 1650.** ***Currently, the only standards provided by the commission are those outlined in G.O. 166 which when into effect in 1998, updated in 2012 with the addition of the fire prevention plan and the modification of the guidelines for incident notificatons.***

b) An electrical corporation, as defined in Section 218, providing service in California shall develop, adopt, and update an emergency and disaster preparedness plan in compliance with the standards established by the commission pursuant to subdivision (a). ***In the absence of any updated standards as outlined in AB 1650, SDG&E will use it emergency and disaster preparedness plans developed and adopted for G.O. 166***

c) In developing and adopting an emergency and disaster preparedness plan, an electrical corporation providing service in California shall invite appropriate representatives of every city, county, or city and county within that electrical corporation's service area in California to meet with, and provide consultation to, the electrical corporation. The meeting will be conducted pursuant to subdivision (b) no later than April 1, 2013 and every two years thereafter. ***In the absence of any updated standards as outlined in AB 1650, SDG&E will use a modified version of its 2012 G.O. 166 emergency and disaster preparedness compliance report for the meetings.***

Modified Version of the October 31, 2012 General Order 166 Emergency Plan Compliance Report

GENERAL ORDER 166 EMERGENCY PLAN COMPLIANCE REPORT (Modified Version)

GENERAL ORDER 166
2012 COMPLIANCE REPORT

Purpose: This Plan is to ensure that San Diego Gas & Electric's process and procedures are established for emergencies and disasters in order to minimize response times, and provide for service restoration and communications for the public during those emergencies and disasters. This report has been developed, updated, and maintained in compliance with CPUC General Order 166 by Decisions D.98-07-097 and D.00-05-022. The period for this report is the previous twelve months ending June 30, 2012.

This report has been updated and also incorporates the requirements of the October 28, 2009 CPUC ED Memorandum of Emergency Reporting Guidelines

The attached "Report" is provided in compliance with Standard 11 of General Order 166 and page 7 of CPUC Decision 98-07-097, which states:

> "We have adopted rules that require the utilities to provide us with general plans for responding to emergencies but do not implicitly require the utilities to present us with detailed procedural manuals."

The 2012 General Order 166 compliance report has been modified for the AB 1650 meetings in order to focus on the emergency response and preparedness aspect of our plan with examples of how it was used in the 2011 Pacific Southwest Outage.

GENERAL ORDER 166
STANDARDS 1-11

STANDARD 1

PREPARE AN EMERGENCY RESPONSE PLAN

AND

UPDATE THE PLAN ANNUALLY

Standard 1. Emergency Response Plan

SDG&E's Compliance to Standard 1

SDG&E's Emergency Response Plan is set forth below.

A. Internal Coordination:

Declaration of different levels of emergency, Event Levels I through V notifies key departments that a major event is forecast or in progress that may significantly affect the electric distribution system. At every Event Level, each department has specific responsibilities that will allow the Company to prepare for such an event in an organized fashion.

When an Event Level III is declared, the Distribution Emergency Operations Desk will be opened. This position is staffed by the Director, Electric Distribution Operations, or his designee. Its purpose is to help coordinate the movement of crews, equipment and material between districts, and to provide system-wide information to various groups.

B. ISO/TO Coordination:

SDG&E deals directly with the ISO. This procedure is under the overall jurisdiction of the California Independent System Operator (CAISO). Proper and timely communication with the CAISO is required. See ISO Operating Procedure E-501.

C. Media Coordination:

The Media & Employee Communications department is responsible for providing timely and accurate information to the news media and, employees. Information is disseminated through news outlets and internal channels. Public Safety agencies are updated on emergency situations and progress of restoration through Emergency Services. The Customer Contact Center ensures adequate staffing to handle increased call volumes and coordinates with the Distribution Operations Emergency Desk Coordinator to update outage information

D. External and Government Coordination:
Guidelines for Emergency Services (ES) Department for reporting major electric and gas outage information for purposes of regulatory compliance and supporting proactive communication links. Local and State Agencies may initiate the California Standardized Emergency Management System (SEMS) during an emergency which will coordinate the agencies' activities.

REPORTING PROCEDURES

During Normal Business Hours:
Notification to ES could come from an Officer-in-charge, Distribution Operations, a District Director or his designee or Corporate Communications.

The on-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

During Non-Business Hours:
ES has a rotational employee that stands one-week on duty shifts. An 800 text paging service provides the notification mechanism for alerting ES emergency team. The on-duty ES employee has 10 minutes to contact the notifying party, obtain information and call the ES Manager, who will instruct the ES on-cal on what notifications and/or actions to take.

The on-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

Agency Listing:

- California Energy Commission (CEC)
- California Public Utilities Commission (CPUC)
- California Emergency Management Agency (CalEMA) Warning Center
- California Utilities Emergency Association (CUEA) Executive Director
- County of Orange Sheriff's Department - Emergency Management Division
- San Diego County Office of Emergency Services
- City of San Diego Office of Homeland Security
- Other utilities in the state

E. Fire Prevention Plan:

"Those electric utilities identified below shall have a Fire Prevention Plan that describes the measures the electric utility intends to implement, both in the short run and in the long run, to mitigate the threat of power-line fire ignitions in situations that meet all of the following criteria: (i) The force of 3-second wind gusts exceeds the maximum working stress specified in General Order 95, Section IV, for installed overhead electric facilities; (ii) the installed overhead electric facilities affected by these 3-second wind gusts are located in geographic areas designated as the first or second highest fire threat area on a fire-threat map adopted by the Commission in Rulemaking (R.) 08-11-005; and (iii) the 3-second wind gusts occur at the time and place of a Red Flag Warning issued by United States National Weather Service. The requirement to prepare a fire-prevention plan applies to: (1) Electric utilities in Imperial, Los Angeles, Orange, Riverside, Santa Barbara, San Bernardino, San Diego, and Ventura counties; and (2) electric utilities in all other counties with overhead electric facilities located in areas of high fire risk as determined by such utilities in accordance with Decision 12-01-032 issued in Phase 2 of R.08-11-005." General Order 166, Standard 1.E. See also D.12-01-032, pg. B-25.

Standard 1.E was added to GO 166 in January 2012. Standard 1.E requires SDG&E to prepare and submit plans to prevent power-line fires during extreme fire-weather events. As ordered by D.12-01-032, SDG&E will submit its Fire Prevention Plan by advice letter on 12/31/2012.

F. Safety Considerations:

The Construction & Operations (C&O) Centers are responsible for the repair and restoration of service in their district, damage assessment, coordination with the Distribution Emergency Operations Desk, and the management of resources and equipment necessary to restore service as quickly and safely as possible.

The C&O Director is responsible for the repair and restoration of service within in the district.

The District Assessment Coordinator / Prioritizer is responsible:

- *Assessment of overall damage to the district;*
- *Calls out primary and secondary assessors (a.k.a. fielders);*
- *Assigns personnel to assess damage;*
- *Prioritizes emergencies;*
- *Makes sure expectations are clear to the fielders and ensures that fielders are briefed on SAFETY: Fielders are to understand that wires down or exposed conductors are to be considered energized unless identified, isolated, tested dead, and grounded. They should be informed*

that downed or exposed conductors could become energized without warning in storm conditions. Fielders should ensure that the public does not go near downed or exposed power lines or equipment.

G. Damage Assessment:

System-wide damage assessment at the onset of the emergency (storm) is extremely important and the information can be difficult to collect. A network software application called Storm Damage Assessment (SDA) has been developed to assist this process, and provide estimated restoration times. The District Assessment Coordinator / Prioritizer is responsible to immediately assign resources to the damage assessment process. Personnel may include, but not limited to; Electric Troubleshooter, Working Foremen, Linemen, Construction Supervisor, Project Coordinators, and Planners.

The Damage Assessment Coordinator / Prioritizer have the responsibility to update SDA. The purpose of this report is intended to provide data on current and completed backlog to the Distribution Emergency Operations Desk so that assessment of damage system-wide can be accomplished and staffing levels can be adjusted accordingly.

H. Restoration Priority Guidelines:

Restoration guidelines include consideration of the following:

- *Back-up power source to San Onofre Nuclear Generating Station (SONGS);*
- *Emergencies (Life Threatening);*
- *Special Cases (As Defined By Distribution Shift Manager);*
- *Primary Outages - Generally, set assessment and restoration priorities so that service is restored first to critical and essential customers then to circuits with largest number of customers so that the largest number of customers receive service in the shortest amount of time;*
- *Non-Primary Outages - Emergency Agencies standing by and equipment damage not related to primary outages;*
- *Transformer Outages;*
- *Single-No-Light outages.*

I. Mutual Assistance :

The Distribution Emergency Operations Desk Director or designee will:

- *Notify Emergency Preparedness Storm Desk representative that mutual assistance is being considered and request that informal inquiries to other utilities be made;*
- *Determine resource needs from discussions with the districts, the outage forecast data, the storm forecast and resource shortages;*

- *Hold discussions with the Vice President of Electric Transmission and Distribution and the Manager of Emergency Services on the need for mutual assistance and obtain approval to request.*

Conditions triggering these discussions include, but are not limited to:

- *Nearing ten percent of SDG&E's customers being out of service at any one time;*
- *When forecasted restoration time exceeds 24 hours, discussion for mutual aid is initiated and decisions are documented;*
- *Storm intensity is forecasted to last another 48 hours;*
- *All SDG&E crew resources have been or will be committed;*
- *All local contract crews have been or will be committed.*

J. Plan Update:

This general plan has been adjusted for changes made since the last submittal and incorporates the requirements of CPUC Decisions D.98-07-097, D.00-05-022, and D.12-01-032 as well as the latest CPUC reporting guidelines of October 28, 2009 ED Memorandum. Procedural manuals have been updated as required to conform to this general plan.

STANDARD 2

ENTER INTO

MUTUAL ASSISTANCE AGREEMENTS

WITH OTHER UTILITIES

Standard 2. Mutual Assistance Agreement(s)

SDG&E's Compliance to Standard 2

SDG&E has mutual assistance agreements with 27 California electric utilities and 2 Arizona electric utilities. There are also mutual assistance agreements with 3 California gas utilities.

During the 2012 reporting period (June 2011 to June 2012) SDG&E did not activate or provide Mutual Assistance to another utility.

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STANDARD 3

CONDUCT ANNUAL EMERGENCY TRAINING

AND EXERCISES

USING THE UTILITIES

EMERGENCY RESPONSE PLAN

Standard 3. Emergency Training and Exercise

SDG&E's Compliance to Standard 3

SDG&E conducted a number of interim emergency training programs during the year. SDG&E's annual emergency drill was not required due to SDG&E satisfying GO 166 Standard 3A, as described below.

Standard 3. Emergency Training and Exercises

A. The utility shall conduct an exercise annually using the procedures set forth in the utility's emergency plan. If the utility uses the plan during the twelve-month period in responding to an event or major outage, the utility is not required to conduct an exercise for that period.

On Thursday, September 8, 2011, at 3:38 pm, a major system disturbance occurred between Arizona and Southern California in the Pacific Southwest which caused all San Diego Gas and Electric (SDG&E) customers to lose power as well as customers served by Southern California Edison, Imperial Irrigation District, Arizona Public Service, and Comisión Federal de Electricidad. Approximately 2.7 million customers were impacted of which nearly 1.4 million were SDG&E customers.

The entire SDG&E emergency response structure (Field personnel response Gas and Electric Emergency Centers and Company Emergency Operations Center) were initiated by 3:53 pm. Communications to the media and customers began within 14 minutes of the outage. Social media was used for the initial communications that were follow-up with more detail press releases and press conferences. Notifications to regulatory, governmental and public agencies were also immediately initiated from the Emergency Operations Center. Periodic updates were provided for the next 24 hours.

With energized tie lines east and north of SDG&E's service territory, SDGE was able to begin almost immediately to begin to rebuild the transmission system from the north and east. That resulted in restoration of SDG&E customers beginning around 8:00 pm on September 8th and by 3:25 am on September 9th all SDG&E customers had been restored. The entire SDG&E Emergency Response structure remained activated to monitor the system stability until 4:30 pm on September 9th.

STANDARD 4

DEVELOP A STRATEGY

FOR INFORMING THE PUBLIC

AND

RELEVANT AGENCIES

OF A MAJOR OUTAGE

Standard 4. Communications Strategy

SDG&E's Compliance to Standard 4

SDG&E's Communications Strategy is set forth below:

A. Customer Communications – Media Relations & Customer Contact Center

The Customer Contact Center starts to obtain emergency (storm) damage data during the Event Level II alert and continues through the completion of the emergency. During Events Level III or IV, the Customer Contact Center will dispatch a representative to the Distribution Emergency Operations Desk to coordinate outage data for the Contact Center.

SDG&E has several communications tools to expedite the delivery of emergency (storm) information to media and customers, including:

- *Emergency radio ads. SDG&E has secured Memos of Understanding (MOUs) with 10 area radio stations that allow SDG&E to place ads on air within an hour, if space is available. This capability will greatly increase the likelihood that appropriate safety and other key messages are made available to customers quickly;*
- *Media & Employee Communications will issue media advisories and proactively call local print publications and broadcast stations to provide emergency storm information;*
- *Web site outage information. An outage Web site, which can be accessed through www.sdge.com, provides information about active electrical outages. The information, listed by neighborhood or city, contains details such as the cause of the outage, number of customers affected and estimated restoration times.*

In addition, the 24-hour media response phone number message will direct the media to call the media relations number at SDG&E's EOC for further information.

B. Government:

Guidelines for Emergency Services (ES) exist for reporting major electric and gas outage information for purposes of regulatory compliance and supporting proactive communicative links. Local and State Agencies may initiate the California Standardized Emergency Management System (SEMS) during an emergency which will coordinate the agencies' activities.

REPORTING PROCEDURES

During Normal Business Hours
Notification to ES could come from an Executive in-charge, Distribution Operations, a District Director or his designee or Corporate Communications.

The on-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

During Non-Business Hours
ES has a rotational employee that stands one-week on duty shifts. An 800 text paging service provides the notification mechanism for alerting ES emergency team. The on-duty ES employee has 10 minutes to contact the notifying party, obtain information and call the ES Manager, who will instruct the ES on-call on what notifications and/or action to take.

On-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

Agency Listing:

- California Energy Commission (CEC)
- California Public Utilities Commission (CPUC)
- California Emergency Management Agency (CalEMA) Warning Center
- California Utilities Emergency Association (CUEA) Executive Director
- County of Orange Sheriff's Department - Emergency Management Division
- San Diego County Office of Emergency Services
- City of San Diego Office of Homeland Security
- Other utilities in the state

C. Independent System Operator (ISO) / Transmission Owner:

SDG&E deals directly with the ISO. This procedure is under the overall jurisdiction of the California Independent System Operator (CAISO). Proper and timely communication with the CAISO is required. See ISO Operating Procedure E-501.

STANDARD 5

COORDINATE INTERNAL ACTIVITIES

DURING A MAJOR OUTAGE

IN A TIMELY MANNER

Standard 5. Activation Standard

SDG&E's Compliance to Standard 5

SDG&E's Activation Standard is set forth below:

The Electric Distribution Emergency Center Director is responsible for declaring and assigning advisories or Event Levels. Declaration of different levels of emergency, Event Levels I through V notifies key departments that a major event is forecast or in progress that may significantly affect the distribution system. At every Event Level, each department has specific responsibilities that will allow the Company to prepare for such an event in an organized fashion. Key Departments for notification include:

- *Electric Distribution Operations – Distribution Control Center;*
- *Customer Service - Service Dispatch;*
- *District Construction & Operation Centers;*
- *Electric Construction & Maintenance;*
- *Customer Contact Center;*
- *Commercial & Industrial Services;*
- *Media & Employee Communications;*
- *Emergency Services;*
- *Construction Services;*
- *Procurement Services;*
- *Fleet Services;*
- *Asplundh Tree Expert Co.;*
- *Davey Tree Surgery;*
- *All On-Duty Personnel.*

Event Level Storm/Emergency Definitions:

***Weather Advisory** - A Weather Advisory is declared when the forecast predicts conditions that could cause outages in the service territory.*

***Event Level I** is declared when the forecast calls for any of the following:*

- *The first rain after an extended dry period (from 4 to 6 months);*
- *Winds above 25 to 30 mph, anywhere in the service territory;*
- *Temperatures above 100 degrees or below 35 degrees along the coastal strip;*
- *Thunderstorms, tornado watches or tsunami (tidal wave) warnings;*
- *Inclement weather has arrived in the service territory and is causing sporadic outages.*

Note: A Weather Advisory is not necessary to issue an Event Level I.

***Event Level II** is declared when a storm actually arrives in the service territory or an emergency/disaster causes a significant number of outages,*

and at least 1 district opens its District Emergency Operations Desk. Opening the District Emergency Operations Desk may consist of any of the following:

- *The Distribution Control Center dispatches investigation orders to assessors and to troubleshooters;*
- *The District dispatches line crews for storm/emergency outages during off-hours. District dispatching of crews to storm/emergency outages during normal working hours is not normally considered as opening the District Emergency Operations Desk.*

Note: Neither a Weather Advisory nor an Event Level I is necessary to issue an Event Level II Alert.

***Event Level III** is declared when a natural disaster has occurred or a storm/emergency has spread into the territory and any of the following conditions exist:*

- *Expect and/or achieve 40,000 customers out of service at any one time on the distribution system;*
- *2 or more C&O Centers have opened their District Emergency Operations Desks.*

Note: None of the following are required to issue an Event Level III: a Weather Advisory, an Event Level I nor an Event Level II.

***Event Level IV** is declared when the storm/emergency has spread into the territory, and a combination of the following conditions exist:*

- *Distribution Emergency Operations Director or designee has obtained approval from the Manager of Emergency Services and the Vice President of Electric Operations to set Event Level IV and to activate Emergency Operation Center;*
- *Expect and/or achieve 80,000 customers out of service at any one time on the distribution system;*
- *Storm/emergency intensity is forecast to last another 48 hours;*
- *All SDG&E crew resources are committed;*
- *All local contract crews are requested;*
- *Mutual Aid inquires are considered when forecasted restoration time exceeds 24 hours.*

Note: None of the following are required to issue an Event Level IV: a Weather Advisory, an Event Level I, an Event Level II Alert, nor a Event Level III.

***Event Level V** is declared when the storm/emergency has spread into the territory and any of the following combinations exist:*

- *Distribution Emergency Operations Director or designee has obtained approval from the Manager of Emergency Services and the Vice President of Electric Operations to set Event Level V;*
- *10% of the customers are out of service at any one time;*

- *Storm/emergency intensity is forecast to last another 48 hours;*
- *All SDG&E crew resources are committed;*
- *All local contract crews are committed;*
- *Mutual Aid is considered when forecasted restoration time exceeds 24 hours; inquiries are made when forecasted restoration times exceed 36 hours; and requested, when service restoration times are forecasted to be between 48 hours and 72 hours.*

When an Event Level III condition is declared, the Distribution Emergency Operations Desk will be opened. This position is staffed by the Director of Electric Distribution Operations or his designee. Its purpose is to help coordinate the movement of crews, equipment and material between districts, and to provide system-wide information to various groups.

Assessment Levels:

The Distribution Emergency Operations Director or designeer will also declare assessment levels during storms, natural disaster, or emergency conditions. Depending upon the severity of the event, it may be necessary to provide direction to field personnel to the appropriate "assessment" level.

Assessment Level 1 – "Classic Assessment", similar to those done by Electric Troubleshooters (ETS) on a daily basis, including typical emergency situations. Determine the problem and communicate the necessary crews, material, and equipment to complete the repairs. It is also expected that the Assessor, typically an ETS, will be capable of making field situations safe and can restore service while communicating with the Switching Center

Assessment Level 2 – "Wide Spread Assessment", similar to Level 1 except that the Primary & Secondary Assessors are also involved and are not capable of making field situations safe nor directly restoring service. Determine the problem and communicate the necessary crews, material, and equipment to complete the repairs. To make conditions safe or restore service, Primary & Secondary Assessors must request the assistance of an ETS or crew

Assessment Level 3 – "Phased Assessment", a severe widespread emergency of magnitude makes finding out the big picture of the overall damage the first priority followed by an in depth repair assessment

Assessment Level 3A – an overview Assessment Level 3A is performed when the most urgent need is to determine the scope of damage, such as number of poles burnt, areas affected, and number of customers without power. During emergencies of this type, communication means not normally used may be required. For example, during the 2003 Firestorm an Excel spreadsheet was used to communicate the circuits involved, extent of damage, repair schedule, and repair status. The necessary details to complete repairs are not gathered at this stage.

Helicopter – to the extent possible, the preferred method is helicopter reconnaissance. Assessment can be completed by Construction Supervisor, ETS, or other qualified personnel
Assessment Level 3B – a full Assessment Level 3B is performed as a follow-up to level 3A Assessments. Level 3B assessments gather the necessary information to complete repairs. 3B Assessments may be done by Field Supervisors, Designers, Planners, or Engineers, as needed.

EMERGENCY OPERATIONS CENTER

PURPOSE

San Diego Gas and Electric (SDG&E) responds to electric emergencies as an important part of its normal business practices. Each operational area has emergency procedures that are specifically written for these types of incidents. These emergency response procedures are thoroughly practiced and the personnel well trained to respond to and resolve routine gas and electric emergencies.

However, emergencies can quickly escalate and create a larger threat that could have impacts on electric system integrity, employee safety, customer confidence, involve shareholder issues and trigger unusual media attention. At SDG&E, emergencies that escalate and create a larger threat are considered a crisis or disaster. A crisis or disaster can occur by the escalation of a single emergency or a series of emergencies.

> *<u>A crisis</u> is defined as an emergency that has or has the potential to stimulate unusual focus from the media or government/regulatory agencies and/or negatively impact the company, requiring specialized decision–making and communication capabilities. A threat of terrorism would be an example of a crisis.*
>
> *<u>A disaster</u> is defined as a dramatic event or concurrence of events that severely impacts business operations in a broad range of ways typically for, but not necessarily, more than one day. An earthquake or a significant act of terrorism would be examples of a disaster.*

When an emergency escalates into a crisis or disaster, there is a need for an organized response with specific procedures and designated personnel. This organized response provides the required specialized decision-making/communication capabilities and the additional resources needed to efficiently respond to and recover from an event.

At SDG&E, “emergency operations procedures” have been put in place to ensure the response to and recovery from a crisis or disaster is organized, timely, efficient, cost effective and decisive.

STRUCTURE

A structure or emergency organizational framework is necessary to respond to potential or actual crises and disasters.

At SDG&E, our emergency organization consists of one Executive and six functional groups that represent the responsibilities required to operate an electric utility. A strategic lead, who, whenever possible, will be a corporate director, manages each functional group. The 6 functional groups are:

> The Electric Operations Group: contains representatives from departments responsible for the delivery of electric service;
> The Business Support Group: contains representatives from departments responsible for providing equipment, material and systems support;
> The Employee Support Group: contains representatives from departments responsible for providing employee, safety and security support;
> The Customer Service Group: contains representatives from departments responsible for direct contact with customers;
> The External Affairs Group: contains representatives from departments responsible for direct contact with local governments and state regulatory agencies;
> Communication Group: contains representative responsible for direct contact with the media.

A three-tier approach is used to carry out the emergency operations procedures. These tiers are:

Officer-in-Charge

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Strategic Leaders

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Department Representatives

Each tier has specific responsibilities. The Officer-in-Charge is responsible for overall guidance and policy direction. The Strategic Leaders are responsible for managing their group and providing operational and policy decisions. The Department Representatives, who are subject matter experts from designated critical departments, have the responsibility of obtaining and processing information/requests internally and externally.

OBJECTIVES

The overall objective is to provide the structure needed for SDG&E's management to obtain information on the nature and extent of the crisis or disaster, to support line functions during the restoration process, to provide accurate and timely internal and external communications and to provide policy guidance to the companies during and immediately following a crisis or disaster.

Once activated, the objectives are:

1. Obtain assessment information to determine the severity of the system damage, report resource availability and the status of restoration activities.

2. Provide timely, accurate information to the media, government officials, regulatory authorities, the investment community, employees and customers.

3. Provide policy guidance for restoration activities.

4. Coordinate operations with the City, County, State and Federal emergency service organizations.

5. Coordinate allocation of scarce resources.

6. Coordinate acquisition of additional resources.

PROCESS

The process of implementing the emergency operations procedures (See Section 2 of this manual for the specific details on activation and deactivation of the emergency operations procedures) begins with a decision by the Officer-in-Charge that a crisis or disaster has occurred. Following the decision, the Strategic Leaders and Department Representatives are notified to report to the Primary EOC or the Alternate AEOC.

Once at the EOC or AEOC, the department representatives obtain the information on the impacts of the event for their specific departments and report this information to their Strategic Leaders. The Strategic Leaders meet with the Officer-in-Charge to review the overall status of the event and to develop appropriate recovery strategies. These recovery strategies are implemented by the functional groups.

The emergency operations procedures process is typically carried out at the EOC or AEOC, on a 24-hour basis in shifts of 8 to 10 hours, but not to exceed 12 hours. The process is terminated once the crisis or disaster has been downgraded to an emergency that can be handled by normal operational procedures or when the companies have moved from the recovery phase to the long-term business resumption phase.

During the Sept 2011 outage, due to the number of customers out of service all at the same time and no significant damage, event level V with Assessment Level 1 was declared. The Emergency Operations Center was activated as part of the SDG&E's activation standard .

STANDARD 6

NOTIFY RELEVANT INDIVIDUALS

AND

AGENCIES

OF AN EMERGENCY OR MAJOR OUTAGE

IN A TIMELY MANNER

Standard 6. Initial Notification Standard

SDG&E's Compliance to Standard 6

SDG&E's Initial Notification Standard is set forth below:
Guidelines for Emergency Services (ES) exist for reporting major electric and gas outage information for purposes of regulatory compliance and supporting proactive communicative links. Within 1 hour of the identification of a major outage or other newsworthy event, the CPUC and the CalEMA Warning Center shall be notified of the location, possible cause and expected duration of the outage. The latest CPUC Emergency Reporting Guidelines of November 1, 2012 are included in the back of this section.

REPORTING PROCEDURES:

During Normal Business Hours

Notification to ES could come from an Officer-in-Charge, Electric Distribution Operations, a District Manager or their designee or Media & Employee Communications.

The on-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

During Non-Business Hours

ES has a rotational employee that stands one-week on duty shifts. An 800 text paging service provides the notification mechanism for alerting ES emergency team. The on-duty ES employee has 10 minutes to contact the notifying party, obtain information and call the ES Manager who will instruct the ES on-duty on notifications and/or actions to take.

The on-duty ES employee is responsible for obtaining accurate internal information and then contacting each of the organizational emergency contacts on the agency listing. An ES employee is responsible for providing follow up information at a reasonable frequency throughout the event to those agencies on the agency listing. Developing a record from the initial contact and each subsequent contact is necessary.

Agency Listing

- *California Energy Commission (CEC)*
- *California Public Utilities Commission (CPUC)*
- *State Office of Emergency Services (OES) Warning Center*
- *California Utilities Emergency Association (CUEA) Executive Director*

- *Orange County Office of Disaster Preparedness*
- *San Diego County Office of Disaster Preparedness*
- *San Diego City Emergency Management Coordinators*
- State, county and city public official

GUIDELINES FOR NOTIFICATION OF THE CPUC ENERGY DIVISION OF EMERGENCIES OR URGENT EVENTS IN ELECTRIC UTILITY SYSTEMS

I. References

1. *G.O 166, Standards for Operation, Reliability, and Safety during (Electric) Emergencies and Disasters (Revision effective November 1, 2012)*

2. Decisions 86081, 91548 and 8206021

II. Reporting Criteria

Although Commission emergency reporting contacts have changed, the basic criteria for reporting electric events to the Commission remains the same, summarized below:

1. Reportable incidents.
2. Emergencies or disasters.
3. Major electric outages and power plant outages, including CAISO Stage 2 and 3 curtailments.
4. Events that garner a significant amount of media attention.

III. How to Report

Please report electrical and power plant emergencies, incidents and outages electronically to:

- http://www.cpuc.ca.gov/emergency

If internet access is not available, please telephone the applicable event reporting hotlines:

- Electric Utilities: 1-800-235-1076

- Power Plants: 1-415-355-5503

If the hotlines' voice mail systems are not in service, please contact the following CPSD personnel:

- Electric Utilities: Raymond Fugere (213) 576-7015 (office) (213) 220-2266 (cell)

- Power Plants: Valerie Beck (415) 703-2665 (office) (415) 990-0257 (cell)

During the Sept 2011 outage, we had two department representatives in the EOC contacting and updating the CPUC. The Claims representative notified the CPUC Safety branch within 1 hour of the event and followed up with a written notice. The Regulatory representative notified the Energy branch immediately upon activation of the EOC (3:53 pm on the 8th) and provided periodic updates throughout the event. This is the standard notification requirements when the EOC is activated.

Regional Public Affairs representatives in the EOC notified all of the state, county and city public official upon activation of the EOC and provide updates throughout the event.

There was a representative from the San Diego County Office of Emergency Services who reported to SDG&E's EOC and provided up to the minute status information to the SD county EOC which included representatives from the fire, law enforcement, emergency medical responders, environmental and water authorities.

The EOC Emergency Services representative provided updates to the State of California's Emergency Management Agency through Utility Operations Center in the State EOC.

SDG&E's Electric Transmission Operations department provided notifications to Department of Energy, Federal Energy Regulatory Commission, North American Electric Reliability Corporation and the Western Electric Coordinating Council.

STANDARD 7

EVALUATE THE NEED

FOR MUTUAL ASSISTANCE

DURING A MAJOR OUTAGE

Standard 7. Mutual Assistance Evaluation

SDG&E's Compliance to Standard 7

No later than 4 hours after the onset of a major outage, SDG&E will begin the process of evaluating and documenting the need for mutual assistance.

The Distribution Emergency Operations Desk Director or designee will:

- *Notify Emergency Services' representative that mutual assistance is being considered and request that informal inquiries to other utilities be made;*
- *Determine resource needs from discussions with the districts, the outage forecast data, the storm forecast and resource shortages;*
- *Hold discussions with the Vice President of Transmission and Distribution, Manager of Emergency Services and the Emergency Services' Representative on the need for mutual assistance and obtain approval to request.*

Conditions triggering these discussions include, but are not limited to:

- *All SDG&E crew resources have been or will be committed;*
- *All local contract crews have been or will be committed;*
- *The restoration times for primary outages are forecasted to be between 24 and 36 hours;*
- *Storm intensity is forecasted to last another 48 hours;*
- *Nearing ten percent of SDG&E's customers being out of service at any one time.*

It is the standard procedures during an EOC activation for a major event to evaluate as soon as possible if there would be a need for mutual assistance. During the Sept 2011 outage, the initial assessment of the incident indicated that there was no physical damage to our facilities so it was determined that mutual assistance would not be needed.

STANDARD 8

INFORM THE PUBLIC

AND

RELEVANT PUBLIC SAFETY AGENCIES

OF THE ESTIMATED TIME

FOR RESTORING POWER

DURING A MAJOR OUTAGE

Standard 8. Major Outage and Restoration Estimate Communication Standard

SDG&E's Compliance to Standard 8

SDG&E's major outage and restoration estimate communication plan is set forth below.

A. *System-wide damage assessment at the onset of the emergency is extremely important and the information can be difficult to collect. The Strom Damage Assessment program has been developed to assist this process, and provide estimated restoration times.*
The Electric Distribution Operations Center starts to obtain and disseminate emergency (storm) damage data during the Event Level II and continues through the completion of the emergency. During Event Level III or IV, the Distribution Emergency Operations Desk is activated to coordinate outage data. This outage data is continually updated and disseminated to all areas of the company. This ensures data availability well in advance of the GO 166 requirement of within 4 hours of the identification of the major outage.

SDG&E has developed several new communications tools to expedite the delivery of emergency (storm) information to media and customers, including:

- *Emergency radio ads. SDG&E has secured Memos of Understanding (MOUs) with 10 area radio stations that allow SDG&E to place ads on air within an hour, if space is available. This capability will greatly increase the likelihood that appropriate safety and other key messages are made available to customers quickly;*
- *Media & Employee Communications will issue media advisories and proactively call local print publications and TV and radio stations to provide emergency storm information;*
- *Web site outage information. An outage Web site, which can be accessed through www.sdge.com, provides information about active electrical outages. The information, listed by neighborhood or city, contains details such as the cause of the outage, number of customers affected and estimated restoration times.*

In addition, the 24-hour media response phone number message will direct the media to call the media relations number at SDG&E's EOC for further information.

B. *The Customer Contact Center starts to obtain emergency (storm) damage data, including restoration estimates, during the Event Level II and continues through the completion of the emergency. During Event Level III or IV, the Call Center will dispatch a representative to the Distribution Emergency Operations Desk to coordinate outage data, including estimated restoration times, for the CCC. This ensures data availability well in advance of the GO 166 requirement of within 4 hours*

of the initial damage assessment and the establishment of priorities for restoring service.

During the Sept 2011 outage the major event communication procedures *were initiated.* Communications to the media and customers began within 14 minutes of the outage. Social media was used for the initial communications that were follow-up with more detail press releases and press conferences. Talking points were developed and distributed to the customer call center, posted on our website and sent to the media outlets. A press conference using the Company's Chief Operating Officer was conducted and press releases update the status of the power restoration was distributed on an ongoing basis throughout the event.

STANDARD 9

TRAIN ADDITIONAL PERSONNEL

TO ASSIST WITH

EMERGENCY ACTIVITIES

Standard 9. Personnel Redeployment Planning Standard

SDG&E's Compliance to Standard 9

SDG&E's Training and Redeployment Plans for performing safety standby activities and assessing damage during a major outage are as follows:

Redeployment Plan - The District Operations and Engineering Manager is responsible to immediately assign resources to the damage assessment process. Personnel may include, but not limited to, Electric Troubleshooter, Working Foremen, Linemen, Helpers, General Foremen, Project Coordinators, and Planners. In a major event it may become necessary to draw on additional company personnel. Each district not yet involved in the emergency (storm) should be prepared to assist other districts. Requests for additional personnel resources should go through the Distribution Emergency Operations Desk at Distribution Operations so that effective control and allocation of resources is assured. Distribution Operations will contact Electric Distribution Services (EDS) if assistance is needed to recruit personnel. EDS will provide a callout list similar to the district callout lists for this purpose.

Training - Assessor and safety standby training is performed on an annual basis. Formal classes are provided to ensure public and worker safety. Drills for specific areas of the plan are performed during the year as practical training and a formal drill, using the entire plan is performed yearly. In addition, the O&E Manager in each district is to brief assessors and safety stand-by personnel prior to their deployment. Fielders are to understand that wires down or exposed conductors are to be considered energized unless identified, isolated, tested dead, and grounded. They are to be aware that downed or exposed conductors could become energized without warning in storm conditions.

During the reporting period, SDG&E did not activate its Personnel Redeployment Planning Standard.

STANDARD 10

COORDINATE EMERGENCY PLANS

WITH

STATE AND LOCAL PUBLIC SAFETY AGENCIES

Standard 10. Annual Pre-Event Coordination Standard

SDG&E's Compliance to Standard 10

SDG&E conducted a number of interim emergency training programs during the year and conducts an annual emergency drill unless a actual event occurs that satisfies G.O. 166 Standard 3A. As part of the drill, SDG&E establishes contact with appropriate personnel within the necessary state agencies as well as the county and local agencies.

Letters are used to invite the appropriate agencies to attend the drill. In addition, if necessary telephone calls are made to insure contacts and communication channels.

During this reporting period, SDG&E's annual emergency drill was not required due to SDG&E satisfying GO 166 Standard 3A.

STANDARD 11

FILE AN ANNUAL REPORT

DESCRIBING COMPLIANCE

WITH THESE STANDARDS

Standard 11. Annual Report

SDG&E's Compliance to Standard 11

This document includes SDG&E's annual report for the 12 month period ending June 30, 2012 and describes SDG&E's compliance with the GO 166 standards.

2011 REPAIR AND MAINTENANCE PERSONNEL
BY CLASSIFICATION
IN EACH COUNTY

Personnel Classification	*San Diego County*	*Orange County*
Electric Supervisor (General & Administrative)	*41*	*1*
Working Foreman	*46*	*4*
Fault Finding Specialist	*5*	*1*
Lineman	*216*	*18*
Apprentice Lineman	*30*	*3*
Line Checker	*8*	*-*
Troubleshooter	*41*	*3*
Total	*387*	*30*

2012 REPAIR AND MAINTENANCE PERSONNEL
BY CLASSIFICATION
IN EACH COUNTY

Personnel Classification	*San Diego County*	*Orange County*
Electric Supervisor (General & Administrative)	*46*	*2*
Working Foreman	*44*	*5*
Fault Finding Specialist	*5*	*0*
Lineman	*196*	*19*
Apprentice Lineman	*18*	*1*
Line Checker	*7*	*0*
Troubleshooter	*40*	*3*
Total	*356*	*30*