Community Preparedness & Power Outages

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Public Safety Power Shutdowns

- CPUC approved program that allows power in “high risk” fire areas to be shut off.

- Hazardous or threatening weather conditions include heat and/or dangerous wind.

- Public agencies required to be notified in 72 hours in advance of outage.
SCE Service Territory - Ventura County

PSPS Points

- How can a community prepare for a blackout?
- How can cities and the county work together during an incident?
- What lessons have been learned which can benefit other agencies from utility initiated power outages?
- What tools or resources are available to agencies and communities to better prepare for PSPS events?
High Fire Risk Areas

- Second largest city in Ventura County.
- 40 miles north of Los Angeles.
- 127,690 residents.
- 15,194 acres of open space and 150 miles of trails
- One of the safest cities in America.
- Home to LA Rams training facility and Amgen
Community Impact

- Traffic signals on battery back-up or portable generators.
- Water pump stations portable generators.
- Water (SCADA) monitoring systems.
- Customer service calls not addressed by the power utility.
- Seniors most vulnerable residents.
- Public distrust, anger & resentment of local government & utility providers.

City Water Facilities
An unscheduled PSPS event impacted 2,778 SCE accounts, seven traffic signals and seven water facilities.

Power out from 5:11 p.m. - 11:05 p.m. on 10/10/19.

No advanced warning and no updates posted until power was restored.

Know your “circuit”
**Economic Impact**

**Small Business**
- Small product inventory = Big $ Loss
- Loyal customers look elsewhere
- Product damaged or spoiled
- Bottom line & cost of recovery significant

**Large Companies**
- Global competition reduced
- Manufacturing process interrupted & costly
- Insurance cost increased
- Companies re-locating out of state

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**Community Preparation**

- Public education and outreach.
- Resource centers/public facilities are open to meet the needs of residents.
- Transportation services to accommodate seniors and residents with disabilities.
- Traffic control for roads and impacted areas.
Cities/County Teamwork

- Closely coordinate with County OES.
- Ensuring essential City, Police and Fire services remain operational.
- Communicating with key community partners.
- Mutual aid emergency generators for water service and key City facilities.

Challenges

- No local control of the situation, but impacts fall on public agencies, and community.
- Limited knowledge on utility infrastructure and limited advanced notice on evolving utility parameters.
- Little or no funding for impacts at this time.
- Not considered a FEMA incident, no American Red Cross assistance.
- Power shutoff could occur prior to a real wildfire, disabling public communication channels and stretching resources thin.
If Outage Occurs

- Early notice to public and key partners.
- Prepare power resource centers if needed.
- City/County staff meet weekly and monitor NWS.
- Have portable generators on standby.
- City may open EOC when utility initiates a PSPS.
- Information will be posted on the City's emergency page and tracked on a common county wide.

Lessons Learned

- NWS Red Flag warnings not connected to the utility decision making progress.
- Utility weather experts used in place of NWS experts.
- Residents look to local government for answers and help, NOT the local utility provider.
- Utility notification process is inadequate and not followed.
- Utility phone support and website data not current and not reliable.
- Develop and implement Red Flag procedures.
- Know your circuits/Critical Facilities
Agency Tools & Resources

- Utilize City and County GIS mapping tools for operations planning for PSPS events.
- Inventory all public assets and match them with each circuit.
- Link details of the PSPS program to the utility provider with email and phone numbers.
- Access the required CPUC reports about Utility PSPS outages: [https://www.sce.com/safety/wildfire](https://www.sce.com/safety/wildfire)
- Develop, practice and refine City/County PSPS Procedures.
- Support one common incident website for all Cities and County to use: Vcemergency.com

Questions & Discussion

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Public Safety Power Shutoff
Napa County’s Approach to Addressing the Power Dependent DME Population

Brian Henricksen
Napa County EMS Agency

Objectives

- Background of PSPS Experience
- Recent Events
- Local Preparedness Work
- Local Partnerships (County/Cities)
- Lessons Learned
Napa County In Context

- 789 mi²
- Population ≈ 145,000
- Rural/Agricultural
- Healthcare System
  - 2 Hospitals
  - 7 Long-Term Care Facilities
  - 9 Community Clinics
PSPS Experience in Napa County

- 2 shutoffs in 2018
- 7 shutoff in 2019
- Some PSPS events impacting ~65% of Napa County Population
- Critical infrastructure impacts

IOU – Medical Baseline

- Medical Baseline is a rate program, not originally designed for comprehensive outreach to vulnerable populations.
- Customer focused list, leaves critical populations out
  - Master metering (mobile home parks, residential care facilities)
  - Renters
  - Visitors
- IOU outreach is focused on notification
Outreach to Medically Vulnerable

• Outreach to our medically vulnerable populations serves two primary purposes (shared City/County interests):
  • Ensuring individuals have a plan for outages and connecting them to resources; and
  • Reducing impact to emergency services during the event
    • Reducing 9-1-1 volume and demands on local resources

Medically Vulnerable Populations

• County (or City) Health Departments are responsible for planning for Medical/Health needs during disasters
• Power-Dependent Durable Medical Equipment (DME)
  • Ventilators
  • Artificial Hearts (left-ventricular assist devices, TAH)
  • Oxygen concentrators
  • CPAP/BiPAP
  • Motorized Devices
Medical Vulnerable

• Source Registries:
  • emPOWER – Federal HHS Program based on Center for Medicaid Services (CMS) data
  • In-Home Supportive Services (IHSS) – County Health & Human Services Program
  • CA Children’s Service (CCS) – County Health & Human Services Program

Outreach Prioritization

<table>
<thead>
<tr>
<th>Priority</th>
<th>DME</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ventilators and Cardiac Devices</td>
<td>Contact 0 - 12 hours</td>
</tr>
<tr>
<td>2</td>
<td>Oxygen, Enteral Feeding, In-Home Dialysis, Passive Airway and Suction Devices</td>
<td>Contact &lt; 24 hours</td>
</tr>
<tr>
<td>3</td>
<td>Mobility Devices</td>
<td>Contact &lt; 48 hours</td>
</tr>
<tr>
<td>4</td>
<td>Refrigerated Medications</td>
<td>Contact if &gt; 48 hours</td>
</tr>
<tr>
<td>5</td>
<td>Home Healthcare and Facility-Based Dialysis</td>
<td>No Contact</td>
</tr>
</tbody>
</table>
Outreach Process

- GIS Mapping of Medically Vulnerable
  - Standardized data and prioritization is critical
  - Use IOU outage plan to limit outreach to impacted population
- Phone outreach and Call Center
- In-Person Outreach
  - Local law enforcement and CERT Teams

City/County Partnership

- Office of Emergency Services (OES) preparedness meetings in advance of “PSPS Season”
- Sharing outreach responsibilities
  - County attempts phone outreach
  - County/cities work together on in-person outreach
- Working together to identify best locations for “Charging Centers” and IOU supported “Community Resource Centers”
Lessons Learned

• Value of PG&E’s Medical Baseline
• How do we improve outreach in advance of “PSPS Season”
• Data Storage/Data Sharing between County/City
  • Manual process makes current coordination clunky
• Outreach Priorities
  • Expanding the number of categories and reducing outreach for lower priority residents.